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Description of document: Transportation Security Administration (TSA) complaints received by TSA, submitted or logged, whether electronically, by phone or mail, about the TSA's heightened security scanners and revised full-body patdowns, 2012-2016

Requested date: 24-July-2015

Release date: 13-March-2019

Posted date: 13-May-2019

Source of document: FOIA Request
Transportation Security Administration
TSA-20, East Tower
FOIA Branch
601 South 12th Street
Arlington, VA 20598-6020
Email: FOIA@tsa.dhs.gov
[DHS FOIA / Privacy Act Request Submission Form](#)

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Transportation
Security
Administration

March 13, 2019

3600.1

Case Number: 2015-TSFO-00303

This letter responds to your Freedom of Information Act (FOIA) request dated July 24, 2015, addressed to the Transportation Security Administration (TSA) FOIA Branch seeking access to the following records: All complaints submitted or logged, whether electronically, by phone or via mail, about the TSA's heightened security scanners and revised full-body patdowns received by TSA during calendar years 2013, 2014 and 2015 to date

The processing of your request identified certain records that will be released to you. Portions not released are being withheld pursuant to the Freedom of Information Act, 5 U.S.C. § 552. Please refer to the Applicable Exemptions list at the end of this letter that identifies the authority for withholding the exempt record, which is indicated by a mark appearing in the block next to the exemption. An additional enclosure with this letter explains these exemptions in more detail.

The rules and regulations of the Transportation Security Administration applicable to Freedom of Information Act requests are contained in the Code of Federal Regulations, Title 6, Part 5. They are published in the Federal Register and are available for inspection by the public.

Fees

There are no fees associated with processing this request because the fees incurred do not exceed the minimum threshold necessary for charge.

Administrative Appeal

Should you decide to file an appeal, it should be mailed to:

Christine Griggs
Acting FOIA Appeals Officer
Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRI/OTE)
Transportation Security Administration
701 South 12th Street, West Building, TSA-33
Arlington, VA 20598-6033

Your appeal **must be submitted within 90 days** from the date of this determination. It should contain your FOIA request number and, to the extent possible, the reasons why you believe the initial determination should be reversed. In addition, the envelope should be prominently marked "FOIA Appeal." Please note that the TSA FOIA Appeals Officer's determination of the appeal will be administratively final.

Additionally, you have the right to seek dispute resolution services from the Office of Government Information Services (OGIS) which mediates disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. If you are requesting access to your own records (which is considered a Privacy Act request), you should know that OGIS does not have the authority to handle requests made under the Privacy Act of 1974. You may contact OGIS as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001; e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5796.

If you have any questions pertaining to your request, please feel free to contact the FOIA Branch at 1-866-364-2872 or locally at 571-227-2300.

Sincerely,



Teri M. Miller
FOIA Officer

Summary:

Number of Pages Released in Part or in Full: 4,378

Number of Pages Withheld in Full: 0

Number of Pages Referred: 0

APPLICABLE EXEMPTIONS
FREEDOM OF INFORMATION ACT AND/OR PRIVACY ACT

Freedom of Information Act (5 U.S.C. 552)

☐ (b)(1) ☐ (b)(2) ☐ (b)(3) ☐ (b)(4) ☐ (b)(5) ☒ (b)(6)

☐ (b)(7)(A) ☐ (b)(7)(B) ☐ (b)(7)(C) ☐ (b)(7)(D) ☐ (b)(7)(E) ☐ (b)(7)(F)

Enclosures

FREEDOM OF INFORMATION ACT
SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

Transportation Security Administration (TSA) FOIA Branch applies FOIA exemptions to protect:

Exemptions

Exemption (b)(1): Records that contain information that is classified for national security purposes.

Exemption (b)(2): Records that are related solely to the internal personnel rules and practices of an agency.

Exemption (b)(3): Records specifically exempted from disclosure by Title 49 U.S.C. Section 114(r), which exempts from disclosure Sensitive Security Information (SSI) that “would be detrimental to the security of transportation” if disclosed.

Exemption (b)(4): Records that contain trade secrets and commercial or financial information obtained from a person that is privileged or confidential.

Exemption (b)(5): Inter- or intra-agency records that are normally privileged in the civil discovery context. The three most frequently invoked privileges are the deliberative process privilege, the attorney work-product privilege, and the attorney-client privilege:

- Deliberative process privilege – Under the deliberative process privilege, disclosure of these records would injure the quality of future agency decisions by discouraging the open and frank policy discussions between subordinates and superiors.
- Attorney work-product privilege – Records prepared by or at the direction of a TSA attorney.
- Attorney-client privilege – Records of communications between an attorney and his/her client relating to a matter for which the client has sought legal advice, as well as facts divulged by client to attorney and any opinions given by attorney based on these.

Exemption (b)(6): Records that contain identifying information that applies to a particular individual when the disclosure of such information “would constitute a clearly unwarranted invasion of personal privacy.” This requires the balancing of the public’s right to disclosure against the individual’s right to privacy.

Exemption (b)(7)(A): Records or information compiled for law enforcement purposes, but only to the extent that production of such law enforcement records or information...could reasonably be expected to interfere with law enforcement proceedings.

Exemption (b)(7)(C): Records containing law enforcement information when disclosure “could reasonably be expected to constitute an unwarranted invasion of personal privacy” based upon the traditional recognition of strong privacy interests ordinarily appropriated in law enforcement records.

Exemption (b)(7)(E): Records compiled for law enforcement purposes, the release of which would disclose techniques and/or procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law.

Exemption (b)(7)(F): Records containing law enforcement information about a person, in that disclosure of information about him or her could reasonably be expected to endanger his or her life or physical safety.

PRIVACY ACT
SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

Transportation Security Administration (TSA) FOIA Branch applies Privacy Act exemptions to protect:

Exemptions

Exemption (d)(5): Information compiled in reasonable anticipation of civil action or proceeding; self-executing exemption.

Exemption (j)(2): Principal function criminal law enforcement agency records compiled during course of criminal law enforcement proceeding.

Exemption (k)(1): classified information under an Executive Order in the interest of national defense or foreign policy.

Exemption (k)(2): Non-criminal law enforcement records; criminal law enforcement records compiled by non-principal function criminal law enforcement agency; coverage is less broad where individual has been denied a right, privilege, or benefit as result of information sought.

Exemption (k)(5): Investigatory material used only to determine suitability, eligibility, or qualifications for federal civilian employment or access to classified information when the material comes from confidential sources.

Exemption (k)(6): Testing or examination material used to determine appointment or promotion of federal employees when disclosure would compromise the objectivity or fairness of the process.

Date Contact Details
Added

Hello:

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

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

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

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

Sincerely,

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

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc do not reply@senture.com" tsatcc do not reply@senture.com>

Date: Fri, Dec 21, 2012 at 1:31 PM

Subject: In Response to your inquiry.

To: HYPERLINK (b)(6)

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

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

Canadian citizens interested in participating in TSA Pre?™ through NEXUS must enter their PASS ID into the 'Known Traveler' field when booking a flight reservation or saving their PASS ID to their airline's frequent flyer profile. Members can find their **THIS GENERATED EMAIL HAS BEEN SENT FROM** <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/1/2013 11:08:53 AM

1/1/2013 Name: (b)(6)
1:02:14 Email: (b)(6)
PM

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

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

Thanks you for your efforts.

(b)(6)

ATTACHMENT:

(b)(6) and the unnamed TSA officer

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

1/1/2013
1:02:20
PM

Dear TSA:

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

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

I walked back through the scanner again and began to take off my small silver earrings and was told not to. I was told that the alarm was indicating my "chest" area. I walked through again and the alarm went off again. The man who was conducting the scan suggested that I had an underwire bra on that was setting off the alarm. I expressed surprise because I was wearing the same bra as when I left the United States.

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

Remote Client IP: (b)(6)
Date Time: 1/1/2013 2:25:47 PM

1/1/2013
3:00:49
PM

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

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight 2110 from ChS to ATL Delta airline, Terminal A-1 on Dec. 30th 8:45

Comments: Dector went off and I explain. to the tsa rep that I had a rod inserted in my right leg from previous accident . I was placed behind the glass monitor and before everyone that passes thru getting on the flight watched me being patted down from my neck, between my legs. While I was patted down and in front of all passengers. I have never been so humiliated in my whole life. Spreading my legs and she didn't have the courtesy to take me some way else. It was like she enjoyed doing it. Where is the wand scanner? that she could have gotten and here is all my belongings sitting there in the open anyone could have grabbed my purse or other belongings.

Feedback Type : Complaint

Categories : Screening

Current Date Time : 1/1/2013 3:12:05 PM

Airport : LAX - Los Angeles International Date Time of Travel :

Airline : Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) (b)(6)

Comment : I opted out of the full body scanner at LAX security. Officer (b)(6) called for a female TSA officer to do pat-down. After a couple minutes, I raised concern that my carry-on items were already out on the belt on the other side. He called again for a female. After a few more minutes, I complained again, noting I had valuable which could be stolen. He advised that it was my own fault, as I was refusing the full body scanner. He was quite condescending and pressured me to use the full body scanner. He held me more than 6 minutes, providing good opportunity for thief to have stolen my valuables. Finally, he did find a female officer and let me through. Thankfully, nothing was stolen.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

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

I told caller I would make note of the incident. I also told caller the agents are trained to be respectful. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

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

Remote Client IP: (b)(6)

Date Time: 1/1/2013 11:14:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaskan Airlines 122L Fairbanks

10 Jan 2013

~8:30AM~

Comments: I have experienced many pat-down screenings as an elite flyer-female opt-out, but none as offensive as the one to which I was subjected this morning in Fairbanks.

During the pat down, TSA employee (b)(6) touched my genital area twice on the inner left thigh. I told her not to do that again. She insisted she was doing her job. I told her she did not need to touch my genitalia. She called over her supervisor (b)(6) and apprised him of the situation. He stated that she was to move her hand up the inner thigh until she felt resistance. When I asked if that meant she was allowed to touch genitalia, he would not respond yes or no but repeated the resistance description. He then said I could speak with his supervisor, (b)(6) who was nearby on the phone calling armed airport personnel!

I am a senior citizen of average height. I was standing in my stocking feet in jeans and top—clearly not a threat to these three young TSA agents. An armed airport security guard appeared behind me.

(b)(6) repeated what I had previously been told, and in so doing referred to (b)(6) as his supervisor. When I asked who in fact the actual supervisor was, he amended his status to that of manager. He assured me that (b)(6) was doing her job appropriately, so I asked him to remain while she completed the right side of the pat down. She then insisted that because she had stopped, she needed to repeat the left inner thigh pat down. She then fully hit my labia twice on the left and then twice on the right as (b)(6) observed. I repeatedly asked him for a yes or no answer as to whether (b)(6) contact with my genitalia was appropriate, but his only response was to repeat that she was to move her hand up the thigh until she felt resistance. He appeared uncomfortable. He finally answered yes when I persisted in receiving a yes or no answer to whether the genitalia contact was inappropriate.

If TSA employees are allowed to touch the labia or perineum as part of their routine pat downs, then 99% of your employees are doing an inadequate job. I would suggest that you have many people capable of performing this job inoffensively, and you would be doing your image and the flying public a favor to weed out those who can't.

Alaska Airlines employees are notably pleasant, solicitous even, but then, their business depends on customer satisfaction. If TSA jobs were tied to customer satisfaction, how long would power abusers like (b)(6) have a job?

Of note is that while (b)(6) assiduously patted down my buttocks, breasts and genitalia, she forgot to pat down my back. I had told her that I have Shingles on my back's upper left quadrant, and I was braced for that contact which she overlooked. Apparently she was focused elsewhere.

In my experience, the majority of TSA employees are capable professionals, so I hope that someone at TSA responds to this Fairbanks situation. I do not have to go to Fairbanks for my work, or any part of Alaska for that matter. If I felt I had no pat down option other than (b)(6), I would not go to Fairbanks. For what it's worth, I am cc'ing this e-mail to Alaskan Airlines.

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Remote Client IP: (b)(6)

Date Time: 1/2/2013 9:32:05 AM

1/2/2013
10:25:42
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Air Tran Florida flight #236 on Monday December 31, 2012 leaving at 4:16PM.

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

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Remote Client IP: (b)(6)

Date Time: 1/2/2013 11:41:21 AM

1/2/2013
12:06:48
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Midway Airport TSA security checkpoint #8 (?); right next to 7.

Comments: When I went to put my coat on after passing through the on board baggage/passenger check point, I was told to leave it off by a TSA agent because they had to pat me down. I inquired to why and I'm not flying out (my 9 yr old grandson is flying as an unaccompanied minor) I was told because my grandson's cellphone alarmed. My grandson's cellphone was off and in his coat pocket that had went through the xray. No one said nothing to me nor my grandson prior to this and nobody ever asked us to turn it on to see if it was actually a phone. The Agent told me either I or my grandson would have to be patted down. I told him let it be me and he took my grandson to another area and started patting him down why a different agent when through his personal belongings (back pack) in a different area that the first agent had already gone through. The agent patting my grandson down told my grandson on three different occasions that he was done and then stopped him as he began to walk away to swipe something else down. I thought the person had to be present when their personal belongings are being searched and an adult present when a minor is being searched. I could not be in both places at the same time. Both Agents seemed as if they didn't know what to do and one kept going to a room off to the side to make inquiries and messaged it to the other agent.

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

Remote Client IP: (b)(6)

Date Time: 1/2/2013 10:29:12 AM

1/2/2013
12:07:22
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): McCarran International Airport, Terminal 3, E Gates Security Check

Comments: Last week on December 28, 2012 my wife and I were traveling from Las Vegas to Baltimore. My wife does not like to go through the scanners and I usually opt out with her. We have done so many times at different airports with no issues. Sadly it was somewhat different this time. My wife and I kept getting asked if we understood that the scanners were safe and did not use xrays. We kept indicating that that was not the point. The looks and demeanor from the TSA agents did not make for the most professional behaviour. I imagine they were under a lot of stress for the holidays but they need to remember that it is a traveler's right to opt out and request a pat down instead. Thank you.

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

Remote Client IP: (b)(6)

Date Time: 1/2/2013 10:10:56 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Security Checkpoint at JFK T1:

Around 7pm, Saturday, December 29, 2012.

For Flight AF 11 (9:45pm, Dec 29), Gate 6.

Comments: I wish to make a very strong formal complaint about my experience at the Security Checkpoint at JFK T1:

Around 7pm, Saturday, December 29, 2012.

For Flight AF 11 (9:45pm, Dec 29), Gate 6.

1/2/2013
12:07:34
PM

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

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

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

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/2/2013 1:17:22 PM

1/2/2013
2:12:06
PM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

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

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

Remote Client IP: (b)(6)

Date Time: 1/2/2013 1:04:21 PM

Name: (b)(6)

Email: (b)(6)

1/2/2013
2:12:11
PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): El Paso airport, 30DEC12 apoxamally 0515. ''

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

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

Informed caller:

1/2/2013
3:24:44
PM

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

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

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

Flight information:

Phoenix Sky

26 NOV 2012 @ 7pm

Southwest

1/2/2013
4:28:35
PM

CCR informed her that Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

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

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

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

Remote Client IP (b)(6)

Date Time: 1/2/2013 5:23:16 PM

1/2/2013

6:09:13

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 24DEC2012 at 9am at the phoenix airport.:

Comments: The Young TSA agent used excessive force in my groin area and was saying strange things to me as he was frisking me.

I was very up set and concern that i was treated different then in other airports. Their seems to be NO gold standards in this area for TSA.

Feedback Type : Complaint

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

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

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

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

1/2/2013

6:09:19

PM

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

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

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

So I agreed to speak to another supervisor. But instead of a different supervisor coming over, (b)(6) came over having learned I wanted to complain, barking even more about my "problem." So I said to her that I was not happy about the way I was

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Remote Client IP (b)(6)

Date Time: 1/2/2013 4:10:40 PM

1/2/2013

6:10:04

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight UA 1430 terminal C premier access line

Comments: I just went through a pat down that was on the line for sexual assault. The woman grabbed my labia 4 times when I complained and a police officer came by and said if I don't like her he would search me. He said he was exmilitary and was not as nice as her. What gives them the right to cup my genitals. I told her I am a rape victim and this is bothering me. She went on to grab me 2 more times after that. The police officer stood by me and told me about all the blood he has seen

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Remote Client IP: (b)(6)

Date Time: 1/2/2013 9:27:48 PM

Name: (b)(6)

Email: (b)(6)

1/2/2013 10:06:24 PM Complaints: Inappropriate Screening/Pat Down Screening.:

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

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

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

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

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

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

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

1/3/2013 10:09:58 AM

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

We hope this information is helpful.

TSA Contact Center

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

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

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Remote Client IP: (b)(6)

Date Time: 1/3/2013 8:28:59 AM

1/3/2013
10:10:36
AM

Name: (b)(6)

Email Address: (b)(6)

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

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

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

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Remote Client IP: (b)(6)

Date Time: 1/3/2013 10:16:35 AM

1/3/2013
12:18:11
PM

Subject: Suggestions:

Name: (b)(6)

Email: (b)(6)

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

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Remote Client IP: (b)(6)

Date Time: 1/3/2013 1:13:22 PM

1/3/2013
2:12:41
PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest air Lines From BDL to BWI on Jan 1, 2013 @ 2 pm for A flight at 4:10 pm

Comments: As a Twic Card holder and being Type 1 diabetic in which I have Insulin Pump. I should not have to go thru any pat down screening due that I have been cleared from the Federal Government and have had my background checked thru the FBI, CIA and homeland security. Going thru metal detectors is fine but the invasion of a pat down and working in chemical plants and petro chemical plants we are exposed to these potential chemicals in our bodies to have my hands wiped is absolute waste of money because I wear a chemical on my waist to keep me alive or on our skin and that the detector gave a false reading due to that I was subjected to this extreme invasive search is totally uncalled for with this type of credential. If we as a public go the extent to get this type of clearance for our jobs and this has been issued then we should not have to go thru these type of searches. The TSA personnel is highly untrained and do not have the knowledge of what these credentials mean. Also the secondary ID check before getting on a plane in which I witnessed was a total waste of my Tax Dollars due to that 1 person was checking and 6 others standing around watching. You are not protecting my safety unless you do a complete job in doing this. You need to get some consistency in how you do things from airport to airport. If you like my help in correcting these things I will be more happy to point out the extreme flaws in the system of airport security.

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

Remote Client IP: (b)(6)

Date Time: 1/3/2013 12:59:30 PM

Name: (b)(6)

Email: (b)(6)

1/3/2013 2:12:48 PM Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): December 28th, 2012, United Airlines, Cleveland Ohio, Flight UA5220, Security Check Point, Lane 1 at approximately 1845 hours.

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

Hello,

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

Thanks for your consideration.

(b)(6)

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

Remote Client IP: (b)(6)

Date Time: 1/3/2013 12:18:52 PM

Name: (b)(6)

Email: (b)(6)

1/3/2013 2:13:14 PM Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AF 695 MIA gate H December 13, 2012.:

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

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

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

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

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

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

1/3/2013
3:32:14
PM

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

I connected her to MB.

ACCEPTED TRF to MB:

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

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

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

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

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Remote Client IP: (b)(6)

Date Time: 1/3/2013 2:55:53 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight DL1328/ Delta Airlines/ Terminal 1/ Las Vegas, NV McCarran International Airport/ Gate D40

Comments: To Whom It May Concern,

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

1/3/2013 4:04:13 PM I was traveling to Salt Lake City, Utah on December 19, 2012 on flight DL1328 and I went through security checkpoint at approximately 9:40am through the D Gates.

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

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

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

Advised Caller:

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

1/3/2013 5:21:42 PM Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

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

Advised Caller: I will send you a claims form via mail, you just want to fill it out and submit it back to TSA. If TSA finds that it is responsible for the missing items you will be offered a settlement or reimbursement for your items.

Caller states: Flying from Reagan to Eugene Oregon with a stop in Salt Lake City on Delta. Caller is traveling with cats and is upset that the cats are counted as her carry on even though she pays extra for them to fly. Also concerned that during screening that the cats will get away.

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

1/3/2013 5:35:27 PM Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/3/2013 5:40:05 PM

1/3/2013
6:16:13
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): On a visit with family members that live in Hawaii, I was attempting to board Flight 21, US Airways at the Honolulu Terminal on December 30, 2012 when TSA agents confiscated a gift of Auntie Liliko'i products that were unopened and sealed that I was carrying in my luggage to bring home to Arizona.

Comments: I was completely unaware that these products were not allowed; and I have no objection to them being taken from me. What I do object to was the body search in public, and then being taken to a private room and subjected to a very invasive full-body search while being severely interrogated as if I were a felon; and then my two pieces of luggage thoroughly ransacked. I am an 80 year old wife of a retired US Army Colonel, and was carrying a dependents ID issued by the US Government. I fully intend to provide this information to news media and a host of military associates unless I receive a complete apology from TSA management. My husband is outraged at this incident!

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

Remote Client IP: (b)(6)

Date Time: 1/3/2013 5:18:58 PM

1/3/2013
6:16:24
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Juan, PR. Jet Blue flight B6 1348 scheduled to depart at 7:05 pm - incident occurred at 5:01 pm eastern time; 6:01 pm San Juan time from SJU to Washington, Reagan. Thru security line to get to gate A7.

Comments: I would like to file a formal complaint against supervisor (b)(6) and her team. I was subjected to an unnecessary pat down after I went through the full body scan. The tsa man was talking and signaled at me which I understood that the scan was complete. He told me it was not so I asked to go through again and was told I could not. The air port here is chaotic and it is very difficult for there to be clear communication. After waiting for them to call (b)(6) repeatedly, I was given a thorough pat down in front of everyone no offer of being taken aside to a partition was made. Of course, no contraband was found. I filed my complaint with (b)(6) explained what happened and suggested that perhaps if they had more clear signals to passengers we would not be subjected to this. She proceeded to give me a pat down. She also took down my flight information and name which is further concerning but I anticipate this is not retaliatory. Please advise when I am to receive a response to my complaint so others - and myself - are not subject to the same treatment. Unfortunately, it is not the first or second time this has happened to me. I would like to think it has nothing to do with my dark coloring.

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Remote Client IP: (b)(6)

Date Time: 1/3/2013 9:07:53 PM

1/3/2013
10:02:28
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Francisco International, Terminal 2, Gate 51, December 26, 2012, 8:45 a.m.

Comments: My daughter wears an insulin pump, and a personal pat-down was required. She waited almost 15 minutes for a TSA employee to bring her through security and perform the pat-down.

A TSA female employee named (b)(6) in the area seemed to have little to do. I asked her twice to get my daughter, but (b)(6) said she was too busy - although it was very unclear what she was doing. She moved extremely slowly - with no sense of urgency or interest in serving the public. Finally, she brought my daughter through security and performed the pat-down - all the while extremely slowly, with a negative attitude and making rude comments to my daughter about going through security with an insulin pump. (b)(6) was slow, rude and had a terrible attitude. She is not an asset to the TSA.

Caller is a crewmember with an airline. She went through yesterday in LAX in the known crewmember line. She was pulled to the side and came up twice as explosives tested on her hands. She said that this didn't make her feel comfortable and it came up twice. She wants to know as an option to the patdown, if she could have requested the AIT. She does not want to file a complaint, she just stated that she was very uncomfortable.

1/4/2013
11:29:09
AM

Response:

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

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Remote Client IP: (b)(6)

Date Time: 1/4/2013 10:28:17 AM

1/4/2013
12:02:54
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 6270, United, Only one checkpoint at Palm Springs airport, "

Comments: It has gotten better at Palm Springs airport TSA however, rudeness again this morning when I told screener that I have frozen shoulder medical condition. Biting "then you have to get pat down". I explained I am not "opt out" but can't raise arms above shoulder. I asked for supervisor. He sent me through regular mag. It is wrong for TSA to be rude. I understand a job to do but no excuse for rudeness and treating people like meat to move.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 1/4/2013 1:26:17 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 01/02/2013 9:00 AM Airline & Flight Number : AA 2036 Checkpoint/Area of Airport :

Checkpoint near gate A34 TSA Employee: (If Known) :

Comment : Couple so issues with travel that need to be addressed. First, a female screener working the body scanner was completely rude. I accidentally left my wallet in my back pocket and after going through the scanner she curtly said, "what's in your back pocket." Not realizing I had left it in there I said my wallet. Her response "take it out." she looked at it and handed it back and said I would have to be patted down. That is fine but don't be rude about it. While this was going on my backpack was pulled aside by another female agent (apparently for having a bottle of dried fajita seasoning?). Anyway, once I got through the pat down and hand testing I went back to the belt and there was no sign of my backpack anywhere. I was concerned it had been taken. When I went to flag someone down the agent emerged from out of sight and asked if it was mine. Yes. She proceeded to scan it and mentioned something about a bottle of seasoning. Not as rude as the other agent but not good I could not see what had happened to my backpack and no one explained the process. This is the poorest group of agents I have experienced in both domestic and international travel. You have an operation issue here.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

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

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Remote Client IP: (b)(6)

Date Time: 1/4/2013 1:06:06 PM

1/4/2013
2:26:59
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): George Bush Intercontinental Airport (Houston), United Airlines flight 1490 from San Jose, Costa Rica, connecting to flight United Airlines 1616 to Chicago O'Hare.

Comments: At about 7:50 p.m. on January 3, my family was passing through the TSA checkpoint at George Bush Intercontinental Airport connecting to our flight to Chicago after arriving in Houston from Costa Rica. When asked to pass through the x-ray machine, we opted out.

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

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

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

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

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

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 1 4 2013 12:38:22 PM Airport : JAC - Jackson Hole Date Time of Travel : 01 04 2013 Airline Flight Number : Delta 1639 Checkpoint Area of Airport : Security check TSA Employee: (If Known) : Tall young man with blonde hair and supervisor Comment : Inappropriate pat down of my front right pocket. Asked for supervisor and she was very intimidating. Never been treated so disrespectfully in any flight experience in my life. I was treated like I no rights at all. This supervisor should be fired!

1/4/2013

2:27:13 PM Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

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

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Remote Client IP (b)(6)

Date Time: 1/4/2013 12:27:42 PM

Name (b)(6)

1/4/2013

2:27:17 PM Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Diego Airport, heading for Alaska Airlines Flight 491 December 30, 2012, incident at security checkpoint, approximately 3:00 pm.

Comments: After I chose to opt out of a scanner, a female security officer conducted a sexually intrusive pat down on my body. She positioned her body in a manner that blocked her co-workers or anyone else's view of her hand at the moment when she touched my breast and genitals. The breast and genitals were touched in a sexually intrusive manner on only one side of the body, so obviously, if you argue that it is part of security procedures to examine these body parts, the officer did not repeat the search equally on both sides of the body. In other words, she got away with "touching" me inappropriately for her own benefit.

Recently I have gone through pat downs 6 times while traveling. Three of them have been done efficiently and professionally, which allows me to compare pat downs, and to know when I am being touched sexually.

This first official complaint marks the third time that my genitals (and now breast) have been touched sexually by a TSA officer in the United States. My rights are being violated and I am getting tired of being sexually abused by TSA officers while traveling.

Commentary: Why is this happening? Are security pat down officers asked about their sexual orientation when hired? Maybe a sexual orientation screening among TSA officers will protect the public from sexual abuse of same gender pat downs.

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

1/4/2013

2:48:02 PM Advised caller:

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

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

1/4/2013

5:36:16 PM

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

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

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

1/4/2013
6:05:13 PM
flight info
DEN
12-24-2012
gate A-24
flight # 1544
Frontair Airlines
departed @ 3:20pm

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/4/2013 7:25:15 PM

1/4/2013 8:06:19 PM
Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 12/30/2012 3:00 PM Airline & Flight Number : Alaska Airlines 491 Checkpoint/Area of Airport : Security Screening/Patdown area TSA Employee: (If Known) : heavy set younger female with dark hair Comment : As previously officially reported to TSA, this woman touched my breast and genitals inappropriately during a pat down. She should be watched by a supervisor or not allowed to do pat downs on females. If she took the liberty to do that on my body, she's probably repeating the offense with others.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

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

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Remote Client IP: (b)(6)

Date Time: 1/4/2013 7:12:37 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

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

1/4/2013 8:06:27 PM
Comments: I went through OIA's TSA checkpoint for gates 60-120 on Thursday, January 3, 2013 at approximately 12:45pm. I was in a line for the scanners (under clothing) when I "opted out". I was told to wait for a pat down by a metal detector behind the scanner, while my luggage, laptop, and other valuables continued on through the x-ray machine and down the conveyor belt on the other side. I did not have a clear view of my items and I had to wait at this point for approximately 5 minutes. I heard one of the TSA agents call for a female agent for me 3 times before one showed up. During this time, several (at least 6 or 7) airline passengers went through the scanner and went by my items that were sitting on the conveyor belt. I even saw one person (non-TSA) move what I think were the bins containing my items down the conveyor belt. When the female TSA agent finally came to me to let me through the gate for the pat down, she immediately had a negative attitude toward me. I was crying because I could not see my items and I thought someone had already stolen my laptop (the non-TSA person I saw move my stuff from the conveyor belt). I told the TSA agent that I could not see my things clearly and she said no one has passed ahead of me through the scanner. I said to her that "this is untrue". I said it calmly, in a speaking voice (i.e. non-threateningly and not loudly). The TSA agent whipped around and starred at me silently as though she was about to hit me. This woman was angry and I do not know why. She lied to me about my items and when I gently tried to correct her (only once), she acted aggressively. This is not someone who should be in a position of any power or interacting with the public. She had me stand off to the side of the scanner "traffic" and began her schpiel about pat downs. I was still crying because I did not know if my things had been stolen from the conveyor belt and this woman was terrifying. She refused to do the pat down even though I told her I consented to it and I just wanted to get it over with. I repeatedly said that I was NOT objecting to the pat down. She made me wait while she called her supervisor. (b)(6) While we were waiting for the supervisor, this TSA agent told me I was "embarrassing myself" and that I was being ridiculous. I was not shouting. I was following the agent's commands, and no one would have known there was a problem unless they looked at my face and saw me crying. I was upset and being told that this was my fault and that I was "embarrassing myself" by a hostile, angry TSA agent that, at that point, really does have the power to embarrass me. This is a terrifying situation for a civilian. The supervisor came over with another female and attempted to diffuse the situation. The original TSA agent again refused to perform the pat down. I told the supervisor that I was not refusing a pat down and that I would comply with whatever needed to be done. The supervisor still seemed upset and told me that I was standing in the way, despite the fact that I was standing exactly where the original TSA agent told me to stand for the pat down. Finally, the agents let me collect my remaining items from the conveyor belt. I was made to stand off to the side and was finally given a pat down by another TSA agent. During the pat down, the agent went over my genitals twice. I think that this is not protocol, especially because there were no questions about this area (i.e. I did not have on baggy clothing and the TSA agent did not find anything suspicious). I am a petite person and I always wear tight clothing through security to try to avoid this situation. So, to me, that says that I was frisked in an inappropriate manner because I made another TSA agent angry. After the pat down, I was given the all clear to go on to my gate. I later asked another TSA agent the names of the people involved by pointing them out to that agent. (b)(6) was the supervisor and (b)(6) was either the original (angry, hostile) female TSA agent or the one that finally gave me the pat down (they looked similar: black, 30-40s, overweight/obese females with their hair tied back). Having to get a pat down is humiliating enough, but when someone thinks their things have been stolen, TSA agents should be trained to be a little nicer. I would like to know what will be done about the situation I was put in and why it took so long for a female TSA agent to come and get me.

I have a complaint about the screening process during my last flight.

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

1/5/2013 1:07:38 PM
If families and children are able to go through the metal detectors--then pregnant women should be able to as well. If that isn't the case, TSA needs to make sure that enough women are on the floor to assist when needed. The long wait time due to staffing was nothing but incompetent.

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

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

(b)(6)

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

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

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

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

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

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

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

Flight info:

Date 1-2-13 at 10pm

Gate--A-54

Delta 933 LAX to TPA

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Remote Client IP: (b)(6)

Date Time: 1/5/2013 6:23:06 PM

1/5/2013 7:07:48 PM

Security IssuesAll Other Security Issues

Name (b)(6)

Email (b)(6)

Message:When opting out of the backscatter machine at Fort Lauderdale airport I ask the TSO if I could stand where I could see my luggage and was told no, there were plenty of cameras on it. I explained to him that I thought I was required to keep my luggage in view at all times and he informed me that I should've kept it in my possession until the were ready to give me my patdown.

I would like a clarification of this policy. While I understand the cameras were on it, this has not stopped theft at TSA Checkpoints in the past.

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Remote Client IP: (b)(6)

Date Time: 1/5/2013 7:54:06 PM

1/6/2013 9:15:13 AM

Name (b)(6)

Email (b)(6)

Complaints:Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc.):to slc from ORLANDO

Comments:FUCK YOU TSA! I HOPE ALL OF YOU CHOKE ON A COCK AND DIE! IF I SAY I DONT WANT TO GO THROUGH THE FUCKING SCANNER THAT MEANS I DONT WANT TO GO THROUGH THE SCANNER! DONT TRY AND TALK ME INTO IT JUST PAT ME DOWN YOU JACK BOOTED FUCKING COMUNIST THUGS! I WILL BE FILING ANY LAWSUIT I POSSIBLY CAN OVER THIS AND I HAVE ALL THE INDIVIDUALS NAMES AND THEIR SUPERVISORS NAMES AND TITLES. FUCK YOU, GO ROT IN A DITCH AND ILL SEE YOU IN COURT FUCKHEADS!

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

Remote Client IP: (b)(6)

Date Time: 1/5/2013 7:42:20 PM

1/6/2013

9:15:20

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Every flight I have ever been on.

Comments: I find that making people choose between letting strangers see you naked or getting molested offensive, against our rights and illegal. In addition, getting yelled at and receiving rude treatment from tsa employees is disgusting. For example, I was chastised for "flinching" while being molested or "patted down" as you say. This is a gross violation of our rights and makes me not want to fly.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/5/2013 7:26:06 PM

Airport : DEN - Denver International

Date/Time of Travel : 12/26/2012

Airline & Flight Number : Frontier

Checkpoint/Area of Airport : Security

TSA Employee: (If Known) :

1/6/2013

9:15:24

AM

Comment : I carry two 5 ml vials of medication when I travel. The medication needs to be hand-screened as light denatures it. My doctors and pharmacist recommend that it be hand-screened as they don't know what X-rays will do to it.

"" can go through the regular screening and so can my bags. (It is just the medication that can't.) But on top of that, because I ask for the meds to be hand-screened I am subject to having my luggage searched and an embarrassing, invasive pat down.

If the meds were to go through the regular screening, what more would you see than you can see with your eyes? It makes no sense.

I don't want to fly anymore. It is hard enough to travel with meds that have to be kept cold and in the dark. Now I'm made to feel like a criminal as well!

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number : (b)(6)

Email: (b)(6)

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

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

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

(b)(6)

Phone # : Cell (b)(6)

Email: HYPERLINK (b)(6)

What happened?

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

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

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

1/6/2013
1:12:45
PM

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

Remote Client IP: (b)(6)

Date Time: 1/6/2013 11:57:59 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tue, 01 JAN13 UA782 A ALBUQUERQUE, NM

(ABQ) 8:20 AM WASHINGTON, DC

(IAD - DULLES) 2:02 PM

Comments: I sent an email regarding my complaint and got a generic email about AIT. I would appreciate if my email was read and responded to regarding my actual complaint.

I have a complaint about the screening process during my last flight.

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

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/6/2013 10:49:30 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska f1t 4, Sea-Tac airport, Security checkpoint at C gates. TSA agent (b)(6)?

Comments: I am a full time wheelchair user and notified this agent that I am unable to stand. She asked if my seat cushion is removable. As it is attached by Velcro, I said yes. She then told me she needed to remove it to put it through the scanner. When I said I didn't believe that to be the case, she finally agreed to pat down the cushion by asking me to lift up my buttocks and her pressing down on the cushion rather than transfer out of my chair.

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

Caller stated that he wants to know what the standard procedures are for a general patdown, and whether or not a passenger would have to go through a patdown if they go through the WTMD and it doesn't alarm. He wants to know if there is AIT at LAX. His daughter felt uncomfortable during a patdown procedure, and he wants to know if there is an issue with what happened at the checkpoint, and also if there is somewhere specific that he needs to contact if he does have a complaint. He also wants to know whether or not patdowns are still incorporated randomly, or if there is always a specific reason that they are conducted.

His 19 year-old daughter went through the Virgin America checkpoint, Gate 37 at LAX this morning around 8:40 a.m. She was on flight 781 going from LAX to SEA, scheduled to leave at 9. She went presented her ID at the checkpoint, and then on through the WTMD, which did not activate. Once she went through there, she received a patdown, and this is where she felt uncomfortable. He stated that the officer, whose name she did not get, used the palm of her hand to rub, not pat, the area of her abdomen and up to the border zone of her lower chest area. His daughter felt as though it could possibly be considered sexually threatening, and it made her feel uncomfortable.

A brief description of the officer is that she is an African-American woman, approximately 20-30 years of age, short and above the ideal body weight.

A brief description of his daughter, (b)(6) is approximately 5'6", 120 lbs. She has shoulder length black hair and was wearing an olive green leather jacket, dark blue jeans and dark brown military style boots.

Advised Caller:

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

1/6/2013
3:31:16
PM

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

http: www.tsa.gov/ait-frequently-asked-questions

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

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/6/2013 5:04:36 PM

1/6/2013
6:11:47
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flying from Dulles to Rome on Friday, January 4 on United 966

Comments: My father and son are travelling together. My son called me Friday afternoon after they got to their departure gate at Dulles. My father, who is 82, had great difficulty at the TSA inspection point. We had reviewed your site and told Dad he wouldn't have to remove his shoes. Apparently your staff at Dulles doesn't know this. My father had to submit to additional scans after being humiliated. Your staff should know the latest rules and follow them. No one should be mistreated in this manner.

Caller states that he was molested at a checkpoint during a patdown by the TSO. Also, he wanted the patdown procedure explained.

Advised caller:

I apologize for your experience.

Flight information:

1/6/2013
6:19:20
PM

Flight Path: (not provided)

Flight date time: a few weeks ago unsure

Flight #: (not provided)

Airline: (not provided)

Airport: Salt Lake City

Gate Terminal: (not provided)

Email: (not provided)

TSO description: didn't look at him

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

Remote Client IP (b)(6)

Date Time: 1/6/2013 6:49:31 PM

Name (b)(6)

Email (b)(6)

1/6/2013
7:05:59
PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAS Vegas McCarran International Airport Security Check.:

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

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

Remote Client IP (b)(6)

Date Time: 1/6/2013 11:08:46 PM

Name (b)(6)

Email (b)(6)

1/7/2013
8:16:24
AM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): at PIT on Jan 4, 2013.:

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

Dear TSA criminals,

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

--
Sincerely,

(b)(6)
Phone: (b)(6)
HYPERLINK (b)(6)

1/7/2013
8:16:57
AM
TUESDAY, DECEMBER 18, 2012
TSA Rants one year later

<http://1.bp.blogspot.com/-OXDtqb3MTL0/UNFUs-xvUzI/AAAAAAAAAERY/JmIoYHuhYvM/s1600/Jennifer-Hudson-pat-down-1.jpg>

A year ago I started a Twitter account to track citizen complaints about the U.S. Transportation Security Administration. I called it HYPERLINK "<https://twitter.com/TSArants>" in TSA Rants.

Over the past 12 months, I've documented more than 23,000 complaints about the TSA. And that barely scratches the surface. I sampled just a few hours of Twitter traffic a day, when my schedule allowed. The actual number of TSA complaints on Twitter is easily several times higher than that.

Needless to say, people writing on Twitter have a lot of ill will toward the TSA.

What follows is a brief summary of those citizen complaints about the agency, in no particular order.

1. Molesting attractive women

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

2. Conducting racial profiling

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

Remote Client IP: (b)(6)

Date Time: 1/6/2013 7:59:40 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: The last three times while going through the imaging machine at the Toledo, Ohio airport the machine showed something in the area of my right wrist.

I wore different shirts for each flight and none were of heavy fabric.

I rolled up my sleeve and could show that nothing is there.

They could see up my sleeve and my bare wrist and feel my shirt but they still insisted they have to Pat me down.

That is just not right.

You people have no common sense.

THERE WAS NOTHING THERE AT ANY TIME.

Your machine needs to be checked and fixed.

And Stop touching people when there is no need.

1/7/2013
8:17:27
AM

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

Dear TSA criminals,

1/7/2013
10:11:11 AM Here is an article of the top ten reasons you should quit your jobs.

--
Sincerely,

(b)(6)

Phone: (b)(6)

HYPERLINK (b)(6)

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

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

1/7/2013
12:43:52 PM Name: (b)(6)
Email: (b)(6)
Complaints: inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #94, AA, JFK/gate 7. (app. 5:30 thru screening process). January 6, 2012..
Comments: My daughter was going thru the screening process and was told by the TSA agent that they needed to inspect her MAC computer. They took several minutes and in the process proceeded to send her backpack thru the screening machine. They then pointed to my daughter so that she would see it and pick the bag up. She went to the gate and inspected her backpack to make sure that her money was in there only to see that the MAC was never put back or given to her. I think this is outrageous behavior. Luckily she had time to return to the screening area and once she asked about it they gave it back to her. What if she didn't. Do they do this all the time. I want these people reprimanded. They almost ruined a young woman semester abroad. She is very upset and doesn't understand how this is allowed to happen.

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

Remote Client IP: (b)(6)

Date Time: 1/7/2013 1:10:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines flight 780; ORD (Chicago OHare) Terminal 3 First Class Checkpoint with TSA Pre Screen. Date

Wed Jan 2 2013 approx 4:30 AM. Issue with Pre TSA ineligibility and a pat down alternative to imaging at this checkpoint.

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

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

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

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

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

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

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

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

The caller stated that she knew the screening process.

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

She asked where to request AIT screening.

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

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

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

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

1/7/2013
2:01:22
PM

1/7/2013
2:18:14
PM

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

Remote Client IP: (b)(6)

Date Time: 1/7/2013 3:20:42 PM

1/7/2013
4:04:44
PM

Name: (b)(6)

Email: (b)(6)

Complaints: inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lax- American Airlines approx 330pm 12/28/2012 lane 7a

Comments: Rudely handled by TSA agent (b)(6)

When returning to Dfw from Lax on the time and date mentioned shoved I was rudely approached by TSA agent (b)(6) while dismantling stroller for my 3 month old daughter. The TSA agent yelled while instructing me to move to another aisle and before i was able to move he placed his hands on me and shoved me. I immediately made a complaint with the TSA supervisor and was given these instructions to file a former complaint. The agent was also confronted by my mother after he continue to yell and point me in the direction to go. It is not policy for an agent to put their hands on a traveller unless a search is warranted let alone to shove a citizen and yell at them. I have forwarded this issue to my attorney (b)(6) and am requesting that the video tapes and reports made are reviewed and this issue be addressed as well as follow up with me advising the action that has taken place regarding this agent. I see your Nazi goons are still in actionand with profanities, too!!!!!!

(b)(6) Detained By TSA

Talk show host threatened with arrest for not removing shoes

1/7/2013
4:06:09
PM

(b)(6)

(b)(6)

January 7, 2013

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

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

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

I see your Nazi goons are still in actionand with profanities, too!!!!!!

(b)(6) Detained By TSA

Talk show host threatened with arrest for not removing shoes

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

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

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

As soon as he approached security, Jones was addressed by a TSA screener who said, "Hello Mr. Jones," indicating that she knew who he was, and immediately ordered him to remove his shoes.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/7/2013 4:15:37 PM

1/7/2013
6:11:47 PM

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/7/2013 8:45:23 PM

Security IssuesAll Other Security Issues

Name: Alex Jones..

Email: (b)(6)

Message: Alex Jones Detained By TSA Agent's that new his name and who he was. Another total embarrassment for the TSA and their slave wage paid uneducated employees that like to steal peoples presonal property and harass travelers.

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

1/7/2013
9:09:40
PM

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

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

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

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

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

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

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

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

1/7/2013
9:09:48
PM

(b)(6)

1/7/2013
9:10:12
PM
Caller was flying out of MIA and while he was going thru a secondary patdown his carry on bag was inspected without being in his sight and he has a ring missing from his bag.
Informed how to contact the CSM thru option 5 on the IVR and emailed the SF95 package.

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

Remote Client IP: (b)(6)

Date Time: 1/8/2013 5:50:19 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

1/8/2013 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): RSW Terminal D

8:17:19 January 8, 2013

AM 5:30 AM. .

Comments: I was just subjected to yet another public frisking at the hands of your agents as punishment for refusing to go through the naked body scanners. I am not a criminal and I am getting very tired of being treated as one. The Fourth Amendment to the Constitution is supposed to protect citizens from this kind of unreasonable search. I consider both the naked scanners AND the frisking to be unreasonable searches which are constitutionally prohibited. These scanners are first and foremost illegal on their face because of civil liberties violations, but they also pose a potential radiation risk, and have been proven to be ineffective. Additionally, they are a huge waste of taxpayer money and resources. I want them removed immediately.

I also object to the latest outrage - that I am not permitted to keep my wallet on my person at all times. The screener actually hollered at me when I removed the cash from my own property before I allowed him to take it out of my sight. I kept it anyway - and will continue to do so in the future, no matter what arbitrary rules you make up in an effort to try to force travelers to go through your naked scanners.

I am a very frequent traveler and I supported creation of the TSA to provide consistent security at airports. However, you have overstepped your constitutional authority and you are getting worse every time I fly. I refuse to subject myself to the scanners and I will protest every time that I am frisked as punishment for refusing.

Get rid of them.

I will be contacting my congressman, both senators and the White House urging them to withhold funding from your agency until you start showing respect for the Constitution and the traveling public.

Hello,

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

Thank you,

(b)(6)

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

Remote Client IP: (b)(6)

Date Time: 1/8/2013 6:36:00 AM

1/8/2013

9:55:15

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AZA. .

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

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

Remote Client IP: (b)(6)

Date Time: 1/8/2013 10:09:14 AM

1/8/2013
12:07:44
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 995/Southwest/Terminal A/San Antonio International Airport, Dec. 31, 2012, approximately 10:15 a.m.:

Comments: My 10-year-old with diabetes asked that her 4 insulin pens (placed in a Ziploc and containing a total of less than .5 ounces of insulin) be hand-screened. A supervisor then ordered her hands and shoes swabbed for explosives traces. This was humiliating and scary for my child and completely unnecessary as she had already been through normal screening. On our outbound flight from RDU on Dec. 21, she was not subject to this procedure.

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

Remote Client IP: (b)(6)

Date Time: 1/8/2013 9:34:15 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight: Jet Blue 462 (Ft. Myers to Boston)

Airport: Southwest Florida International,

Concourse D

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

1/8/2013
12:08:16
PM

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

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

Feedback Type : Complaint

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

This could not be in starker contrast to the treatment by TSA officers in Newark airport (C-3 checkpoint) on January 7th at ~8:30pm. We watched in disbelief as he was selected for secondary screening and endured the most thorough body check - pat down we have ever observed in any airport. This was not a simple pat down, but an inch by inch inspection which left him standing with his arms outstretched and him standing in a secondary inspection area for an extended period of time, despite arriving to the checkpoint in a wheelchair.

After speaking with him today, he confirmed that he was asked wait for secondary screening and endured a very uncomfortable process - the worst he had ever endured at any airport. We did not get the name of this officer, however, he is a African American man shorter in height stature. The TSA screener asked my father-in-law to remove his shoes and belt (which are not easy tasks for an 87 year old with two replaced knees and a herniated disk in his neck). He asked the officer why he was being asked to remove these articles given his age to which the TSA officer replied "security." My father-in-law informed the officer that his belt was holding his pants up - the officer ignored this comment and instructed him to keep his hands out to the side. During this, his pants continued to drop approximately 6 inches below his waist. This was very embarrassing and uncomfortable to him. At no point did your officer acknowledge that his pants were falling down or offer him a private screening. The officer also patted him down very aggressively. At one point, he pushed on his back so hard that he nearly fell over. After the aggressive search, he was offered no assistance with collecting his belongings and putting himself back together. Eventually, the mobility services representative who had been escorting my father-in-law helped him out.

1/8/2013
2:08:23
PM

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

Our family understands the importance of safety, but finds the treatment of my father-in-law last night to be unacceptable and unwarranted. We welcome the opportunity to discuss with you over the phone or in a face-to-face meeting at the airport, which is close to where we live. I look forward to your reply.

Would you like a response? : True

Passenger's Name : (b)(6) for (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

1/8/2013
4:00:58
PM

Caller was running late on her return flight from FLA. back to OH and had to wait for a person to arrive for the private patdown and she was separated from her carry on bags unlike her experiences on the flight down. Explained that she has described the SOP for a patdown and while her carry on bag may have been out of her sight they were being monitored by trained TSO's to ensure security of the flight. Recommended in the future she arrive 2 hours prior to departure to allow for ample time to be screened and not be anxious to miss the boarding of her flight.

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

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

TSA

1/8/2013
4:16:46
PM

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

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

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

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

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

(b)(6)

Feedback Type : Complaint

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

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

1/8/2013
4:17:08
PM

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

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

With respect and wishing you a Happy New Year,

(b)(6)

P.S. If you are (b)(6) reading this. I hope your relatives are ashamed at being related to a pervert.

Would you like a response? : True

Passenger's Name : (b)(6)

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

1/8/2013
4:17:54 PM
From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Atlanta Security
Date: Tue, 8 Jan 2013 14:55:10 -0500

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

TSA employee: (b)(6)
Supervisor: (b)(6)

TSA

I am an executive Platinum Flyer with AA, last year logging 115,000 miles alone with American Airlines.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/8/2013 4:48:50 PM

1/8/2013
6:05:38 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Inattentive Screener - Lax Security
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): ANC to prudhoe bay flight 53
Alaska airlines
Anchorage Alaska
Gate C4
Flight time 2:42.

Comments: I went thru the scanner just fine. Accidentally left my gift card in back pocket.. So the did the pat down and sent me over to get my hands wiped checked what ever you call it.. I'm fine with all of that.. It's your job. But a coworker came up started to talk to the guy that just checked my hands. He didn't tell me everything was good. He walked away talking to his coworker and just left me standing there to figure it out on my own. He let her do her scan/ screening of her gloves right in front of me. Personally she invaded my space and not let him do his job properly..

Feedback Type : Complaint

Categories : Screening

Current Date Time : 1/8/2013 4:08:56 PM

Airport : JFK - John F. Kennedy International Date Time of Travel : 01/08/2013 3:30 PM Airline : Flight Number : AA Flt #575 Checkpoint Area of Airport : Terminal 8 TSA Employee: (If Known): (b)(6)

Comment : At security, I opted for a pat-down because I refuse to go through the backscatter x-ray machines. The checkpoint TSA guy, (b)(6) immediately passed a snide remark: "You don't want to go through the scanner? OK, let's go play." As another passenger asked for a pat down rather than go through the imaging machine the same employee loudly stated "great. Now we will have a pandemic and no one will make their flight this afternoon".

1/8/2013
6:05:56
PM

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

I usually try to see the best in people and understand that TSA agents are just doing their job. However I feel that (b)(6) was extremely unprofessional, rude, and epitomized everything that airline travellers hate about passing through security and air travel. Would you like a response? : True Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

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

Remote Client IP: (b)(6)

Date Time: 1/8/2013 7:27:43 PM

1/8/2013
8:01:57
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): N/A

Comments: The pat downs and screening are a complete disregard for rights. It is a misuse of funds and it gives your employees a sense of power they really shouldn't have. I will never fly again if I am told that I have to either have a pat down or a screening of my body. If mall security or schools were doing this, it would be shut down immediately. This is a disgrace to the founders of this nation and it is against my rights as a human being.

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

Remote Client IP: (b)(6)

Date Time: 1/9/2013 8:06:39 AM

1/9/2013
10:09:08
AM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

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

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

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

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

1/9/2013
12:10:27 PM

Advised Caller:

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

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

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

Flight Information:

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

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

Remote Client IP: (b)(6)
Date Time: 1/9/2013 11:38:16 AM

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

1/9/2013
12:10:49 PM
San Antonio International Airport
ATTN: Director of Security
9800 Airport Blvd.
San Antonio, TX 78216

To Whom It May Concern:

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

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

I got to security, and there was a small line, nothing major. I had my coat with only my car keys and my phone in it. That is all I brought with me since I knew I was going through security. I placed my coat and shoes in a bin and waited my turn. The lady in front of me had 5 bins full of stuff. She filled them and walked off, through the security gates. I stayed behind, since I was behind her, and made sure her stuff went through. Also, at some point, her coat fell to the ground and I picked it back up and put it through the machine. No problem. Went through the gate, and the alarm went off. The guy there, (should have gotten his name, but didn't) asked me if I had anything in my pockets, belt etc. I said just my driver's license. He made me remove it and put it in a bin. Went through again, the alarm goes off again. Asked me again if I had anything in my pockets. Told me to remove my headband. It is plastic. I put it in a bin and went through again. Again the alarm goes off. Asked me again if I had anything on me and told me to go through again, and don't touch the sides. Also asked me if I had had a hip replacement. Did and the alarm goes off again. Now I understand he is frustrated at this point, I am too, since now I am late to pick up my daughter at the gate. Then I remembered, My bracelet. I told him and he was very irritated and told me to remove it and place it in a bin. I said no, I don't take it off and don't want to lose it. I told him I would remove it and let him hold it as I went through. He then got irritated at me and pulled me aside and asked me if I was refusing to remove the bracelet. I told him no, I was refusing to put it in a bin and risk the chance of losing it. Again, I understand his irritation.

Caller flew from LAS to Orange County, her second time flying, Flight 4191, departed 8:10 AM, flew with SW Airlines. She did curbside checkin with her airline and is 75 years old. She had to have a patdown to complete her screening and they took her purse out of her sight and she is missing a \$50 bill in her wallet.

She was picking up her items after clearing screening and a heavysset female, blond hair pulled back, asked if she could take her purse and carryon and caller told her to go ahead, only the second time she flew, so unaware of the procedures. She is missing a \$50 bill from her wallet and mirror and tweezers with a turquoise handle from her carryon. She checked to make sure the money was in her wallet when she left home for the flight.

Stated she is on a fixed income and can't afford to lose the money.

Her carryon bag was black with red tape on some areas, had a large red round ID, plastic, with her name on it. Her purse was black with a thick leather strap with side pockets and a zipper in the middle where the wallet was located.

1/9/2013
1:46:19 PM

Response:

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

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

Advised caller items left out of baggage screening are turned over to the lost and found and provided following:

Las Vegas
McCarran International Airport
702-261-5134

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

Remote Client IP: (b)(6)

Date Time: 1/9/2013 12:57:22 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: Dear sir/madam,

1/9/2013
2:33:20
PM

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

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

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

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

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

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 1 9 2013 12:28:11 PM Airport : MCO - Orlando International Date Time of Travel : 12 26 2012 4:00 PM Airline : Flight Number : Delta 1911 Checkpoint Area of Airport : TSA

Security Screening TSA Employee: (If Known) : very tall white TSA agent, not sure of name

Comment : Harassed and Berated for choosing to "opt out" of backscatter Xray screening and requesting a "pat down". TSA agent asked my teenage daughter 6 times- "Why do you want to opt out?" She calmly kept requesting to. His final comment was - "YOU DON'T KNOW YOUR SCIENCE!!" This was totally unacceptable behavior on his part. We have the right to opt out, regardless of our reasons. But just so you understand, my husband is a physician and there is little or questionable research to reassure his standard of evidence. This TSA screener was way out of bounds - embarrassing us in front of other passengers and sending a clear message of intimidation to any other passengers that might dare request to "opt out!!" Now I know how blacks in the 60's felt when they were shamed and threatened regarding which bus seats they could sit in!!

1/9/2013
2:33:38
PM

Would you like a response?: True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

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

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 1/9/2013 3:06:44 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 01/06/2013 Airline & Flight Number : United UA717 Checkpoint/Area of Airport : security TSA Employee: (If Known) :

Comment : While going through security, I approached the screening area and said to one of the employees, "I don't wish to be radiated." He replied, "Step over here. It's not radiation, and it's not harmful." I said, "That's not what I've read." He said, "Don't believe everything you read." I said, "Well, you may have read some things different from what I've read." He said, "Well, I KNOW because I work for the government." Then he said, "There are other modes of transportation you can take, you know." He called for someone to come and give me a pat-down 6 to 8 times at least, during a period of time about 15 minutes, before anyone ever came. Each time he called for someone, they would answer him back that they were busy, some with sarcastic laughter. The attitudes of all the employees I encountered during this time were either unfriendly and/or sarcastic.

A woman finally came to pat me down, explained specifically what she was going to do and did it. After she finished, she turned and mumbled something I could not understand because her back was turned to me. I asked another employee standing there what she said and he said she was finished.

I should have gotten their names but didn't because I was so upset. The man was kind of short, black, stocky built. The woman who gave me the pat-down was about the same physical description.

Thankfully, we did not miss our flight, but it would not have mattered to anyone if we had. During this time that I was waiting, many, many people came through the line who were behind me. It seems to me that people should be served in the order of which they were in line. I think this wait was an unreasonable length of time.

I do not appreciate the attitudes and rudeness of the two people I came directly into contact with and the people who were choosing not to tend to me after being asked that many times by the line superintendant. I was polite, and did not pay the kind of money it costs to fly, to be treated that way. No other business I know of takes your money and treats you that way.

Would you like a response?: True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

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

1/9/2013
4:11:38
PM

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

Remote Client IP: (b)(6)

Date Time: 1/9/2013 7:15:55 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US Airways 1167 Terminal 2 O'Hare Airport

Comments: I have a few complaints about the Security Personnel at O'Hare Airport.

1/9/2013
9:05:31
PM

A little background:

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

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

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

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/9/2013 11:59:17 PM

1/10/2013
8:26:36
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight from Ft. Lauderdale to Minneapolis January 8, Gate H7, planned departure time 9:30pm on Spirit airlines.

Comments: I went through the screening machine and then I was also pat searched. The "searcher" rubbed his hand up my thigh and made brief contact with my right testical. This is BS (aka, bovine scatto). It is my understanding that if a person goes through the full-body screening machine, a pat down should not be conducted.

This intrusive pat down was not conducted at the Minneapolis airport during my departure to Ft. Lauderdale. I can only surmise that the ata patdown person was getting his jollies. The patdown after I went through the screening machine was wrong, intrusive, out of line, humiliating and unacceptable. Please look into this and take appropriate measures with the employee in question. I suspect its on video.

Not happy in Minnesota. Thanks (b)(6)

Caller said he and his wife departed from LGA. He said she did not have her drivers license with her. She had a copy of her passport and credit cards. He said they went thru all of her bags and she had a pat down. He said they looked at her checkbook and mail. He said she was finally allowed thru however she went thru alot just to get thru security. They will be departing out of MIA and he wants to know if she will have to go thru that again.

1/10/2013
10:04:35
AM

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

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

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

1/10/2013 5:23:57 PM
Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA2319/American Airlines/3/O'Hare, Chicago/Jan 9, 2013

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

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

Remote Client IP: (b)(6)
Date Time: 1/10/2013 5:36:34 PM

1/10/2013 6:18:38 PM
Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: My son, a college student, was initially asked to go through a full body scan at the Charleston, SC airport in December 2012. He complied willingly and when nothing was found on his person he was subjected to a cavity search by a member of the opposite sex. Same sex officers were available at the time of his search. Can someone explain to me why this occurred?
Sirs,

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

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

1/10/2013 9:04:23 PM
On my return trip home from FL, in the Fort Lauderdale, (FLL) airport I was treated with much disrespect and submitted to humiliation due to the boot I was required to wear. I had paid special attention to not wear a belt of any other item that might be a problem for security. As I approached security, I asked the person checking ID if I needed to take the boot off and walk through the scanners and they informed me that I was not allowed to do that. As I came to the scanners they told me to walk through the scanners with the boot on and of course the buzzers when off. I asked again if I could just take the boot off and walk through since it was a short distance and should not hurt my foot. Again, I was told no but that I would have to have a pat down. I was asked to move to the side and put through a full body pat down even though there was no other problem but the boot. Then they wiped the boot as it had been done in Tennessee and said everything was fine.

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

Regards,

(b)(6)

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

1/10/2013 9:54:01 PM
I asked the caller if she believes she was discriminated against on the basis of her race.
Caller said evidently.

I transferred the call to Redress as instructed.

Transferred from (b)(6)

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

1/10/2013
9:59:24
PM

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

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

Advised caller that I would be sending her a RFI, request for information, which she will need to respond to. She should include everything that she told me, and any additional information that she remembers. Advised caller that for her complaint to be formal it must be in writing, ie email form. This complaint will allow us to investigate what occurred at that time.

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

Remote Client IP: (b)(6)

Date Time: 1/11/2013 1:20:12 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Oakland International Airport (OAK) | Security Checkpoint for Terminal 1

Comments: January 10th, 2013

1/11/2013
8:15:22
AM

Transportation Security Administration:

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

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

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

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

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 1/10/2013 10:26:34 PM Airport : EWR - Newark International Date Time of Travel : 01/06/2013 12:00 PM Airline : Flight Number : Jet Blue #523 and 526 from Orlando Checkpoint

Area of Airport : Jet Blue Terminal TSA Employee: (If Known) :

Comment : This is a "complaint" with some suggestions. After I went through the metal detector and the additional "xray" type screening at Newark Airport, I was "told" that I needed additional screening pat down. I was asked if I wanted it in public or private. I replied "neither" since I was not told why I was being stopped. I am a 58 year old large body female. I told her to go ahead in public but I was not informed why she was having to do the search or even why she wiped my fingers after I was told to "hold my hand out" without any courtesy on her part. The TSA screener performed the search by pushing rather hard on my upper body. (I am recovering from a broken collar bone from a few months ago so she did hurt my collarbone area when she was "inspecting me".) She pushed rather hard in between my breasts on my bra, which was a front close type with metal clips. I would suggest that large females might be being stopped because their bras have more metal clips in them so the screeners should be aware of that situation. They should ask if there are any areas on the person's body which may be "sore". I know the screeners have a job to do, but they should do it respectfully and be aware that people may have a physical problem which makes it hurt when they PUSH on someone's body. I was also stopped when I returned from Orlando but the screener did not PUSH hard on my body like the Newark TSA screener did. I was also told that it looked like I had metal in a certain part of my leg (which I did not) and she checked my chest area as well. The two experiences were vastly different. I am very surprised that I was stopped TWICE in one trip as I have never been "patted down" in any previous trip. Have the "xray" body scans more sensitive? I usually travel out of Philadelphia and it has been a more "pleasant experience" going through the TSA screening especially without the added "pat down". I saw another large woman being "patted down" which is why I suggest that maybe the extra clips in large size bras may be the reason. I don't mind complying but it shouldn't be an unpleasant experience like at Newark.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

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

1/11/2013
8:15:52
AM

TSA_Burbank

Date: Sunday, December 30 2012

Time: 4:30pm approx

Date/Time of Travel: 12/30/12 / 4:50pm departure

Airline & Flight #: Southwest / Burbank to Oakland

Checkpoint/area of airport: 2nd security scanner belt, from the left, when facing gates

TSA Employee: White or Hispanic male, approx 5' 10", dark short hair/mustache, 40ish

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

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

1/11/2013
12:01:31
PM

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

Passenger's name: (b)(6)

phone: (b)(6)

email: HYPERLINK (b)(6)

Thank you

@

(b)(6)

January 11, 2013

SJU to MCO via Air Tran (#663)

Screening Occurred Approximately 12:35 PM

STSO: (b)(6)

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

1/11/2013
1:34:20
PM

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

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

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

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

1/11/2013
2:06:16
PM

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

Sent from my iPad

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

Told caller

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

1/11/2013
4:42:20
PM

Airport: Louisville Airport

Airline: American Airline

Flight number: 5062

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

Baggage claim number: NA

Was there a NOI: NA

Terminal or gate: Gate A 15

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

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4:42:20
PM

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Airline: American Airline

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Baggage claim number: NA

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Terminal or gate: Gate A 15

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1/11/2013
4:42:20
PM

Airport: Louisville Airport

Airline: American Airline

Flight number: 5062

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

Baggage claim number: NA

Was there a NOI: NA

Terminal or gate: Gate A 15

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 1/11/2013 5:27:52 PM Airport : LGA - LaGuardia Date/Time of Travel : 01/11/2013 5:00 PM Airline & Flight Number : american airlines Checkpoint/Area of Airport : american airlines gate c TSA Employee: (If Known) (b)(6)

1/11/2013
6:12:14
PM

Comment : I opted out of the x ray machine. After waiting more than 5 minutes I asked whether they were going to do the pat down. She did not give me an answer. I asked to speak to the manager. She said that would be a long wait. I again told her I'd been waiting more than five minutes and my carry ons were out of my possession. She then raised her voice at me and started treating me like a criminal 'if you are going to opt out then etc etc' Other passengers were standing and the line was backing up more and more. Overall, I waited 15 minutes for a pat down and was treated like a criminal throughout the entire experience. This kind of treatment is totally unnecessary. She was much too quick to jump to rude, harsh treatment. All that was needed was an assurance of how much longer I would be waiting for a pat down.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

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

Forwarding this email to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

1/11/2013 6:12:46 PM
From: (b)(6)
Sent: Friday, January 11, 2013 2:53 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

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

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

Name:

(b)(6)

Email:

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

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

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

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

1/11/2013 6:37:46 PM I offered to email the requirements for a written formal complaint to the caller and she provided her email address. I apologized to the caller for her experience.

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

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

Airline -Southwest

Flight - DTW to Orange County

Date of Incident - 01 09 2013

Incident time - 8:28am

Flight Time - 9:30am

Gate - 23

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

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

Told caller

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

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

1/12/2013 10:55:45 AM At this time the caller asked to rather go through the metal detector and the TSO told him no, at which time he allegedly was accused of yelling at the TSO escalating the issue to an STSO, who the caller accused of being extremely rude to him, berating him for his conduct.

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

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

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

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

Dear TSA:

I would like to follow on our complain with your employees at O'Hare International Airport at Chicago.

The complaint is due to their refusal to opt-out our child from electromagnetic screening.

We were not allowed to pass through the Priority check point at Terminal 3 (as we did not want to use the AIT there - the only option offered to our child). She (11 years old) was refused pat-down either at that or the next point.

The basis of the refusal was a new rule, prohibiting them to pat-down children under the age of 12 years.

The reply below suggests that this is not the case.

And it was not when we traveled in August, when she was still 10.

Since we travel often, I would like to know what is the reply from the Customer Service Manager at O'Hare.

We have not received one to this point.

We understand, that for the majority of people the pat-down option is the one they have concerns with.

1/12/2013 For our family is the other way around - we do not mind human contact and the TSA employees have always been extremely professional.

3:04:22 PM However, as scientist working with radiation I am concerned about the effects of EMR (the FDA and NIST studies need to be disclosed and discussed before they can be broadly accepted).

PM Thank you for your concerns and the time found to address ours.

(b)(6)

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc_do_not_reply@scenture.com" 'tsatcc_do_not_reply@scenture.com'>

Date: Mon, Dec 24, 2012 at 9:23 AM

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

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

Remote Client IP: (b)(6)

Date Time: 1/12/2013 5:55:16 PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines # 1318, Premium check in at 40-49 gates, Los Angeles Airport. Date: 1/12/2013

1/12/2013 Comments: I am a pain management physician and a frequent flyer. I frequently fly between LAX and IND airports. I carry with me a portable medical laser device that is screened separately. About 50% of the times, it is taken for secondary screening where it is checked for explosive residues. The screening test is always neative until today. Today when I passed through the above TSA check, I had already passed through the body scanner and made my way to pick up my belongings. The laser medical device was taken for secondary screening. A junior female hispanic officer asked what the device was and I had explained to her. I was not sure what she did or how she checked this device but soon reported that the device was positive for explosive residue. She wasnt sure however, the senior officers were then called. They then escorted me to a room and pat down screening was performed, the gloves of the officers were then checked for explosive residues. Everything was negative and I was let go without futher incidence. I remarked then to the hispanic officer that "she didnt perform the test right". she replied, "All right sir. Have a nice day." The above case illustrates the state of TSA security screening which in this instance was both unscientific and illogical. First a junior officer who is not skilled at testing procedures cannot be placed at screening suspicious devices. Simple as the test may seem, it is clear that this officer didnt know what she was doing. Secondly one cannot understand the pat down screening when I had already passed through the body scanner and testing me for explosives or explosive residues. Should not the laser device be more thoroughly examined to see if it is or not an explosive device? Why wasnt the test repeated on the laser device itself. What if a device did test truly positive, would you not check the device rather than pat down the traveler carrying it? why was no further exam done of the device? In my case no further test was done or screening performed on the laser device.

7:04:13 PM

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

Sincerely,

(b)(6)

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

Remote Client IP: (b)(6)

Date Time: 1/12/2013 5:52:25 PM

1/12/2013
7:04:15
PM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: I am a TSA precheck traveler with two hip implants. This week when traveling through the SEA precheck line, they did not have access to the new screening tool so of course my hips set off the alarms on the old style. Had to get pat down and had to remove my shoes which contradicts what this program is trying to do. REcommend that all stations include both methods of screening to accommodate those of us with implants. Thanks

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Remote Client IP: (b)(6)

Date Time: 1/12/2013 7:27:15 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Not giving all that information but Will state that the incident occurred approximately 11:00 AM on January 12, 2013 while daughter was trying to board Southwest Airlines flight in Lubbock, TX.

Comments: Daughter was returning to college. went through screening normally, taking off shoes, took all electronics out of carry on luggage as required. All items went through X-ray as required. Daughter went through body scan screening device as required.

1/13/2013
9:09:54
AM

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

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

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

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

Supervisor came out to discuss issue. Supervisor claimed that something on daughters hands caused a scanner to alarm.

Probably lotion, no; probably make-up, no; probably something else, unknown. Supervisor was professional enough but not helpful in resolving the issue.

You people know what the results of that scan contained. I want to know what it is that daughter supposedly had on her hands. I believe TSA made it up.

I told the supervisor that I did not believe that there was anything found in the scan and that they are harassing my daughter.

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Remote Client IP: (b)(6)

Date Time: 1/13/2013 3:54:32 PM

1/13/2013
5:05:04
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 2158 - St. Louis to Atlanta

St. Louis Airport security screening

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

LAS 13 January, 2013, 1330, Virgin America 0260

Dear Sir or Madam,

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

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

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

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

1/13/2013 6:14:31 PM This occurred at LAS at approximately 1330 on Sunday, January 13, 2013 at the TSA location near Virgin America. Flight 0260. Officer (b)(6) badge number was not visible to me.

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

Thank you

V/R
Very Respectfully,

(b)(6)

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

1/14/2013 8:37:57 AM How might you assist me with this problem? (And I don't expect the answer to be 1) don't wear a bra - I'm too busty for this, or 2) wear a bra without an underwire - what I wear is support is my decision.) Patting me down is not an effective use of the TSA officer's time. Nor is it a pleasant experience for me.

Thank you for your assistance with this problem.

(b)(6)

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

Remote Client IP: (b)(6)

Date Time: 1/13/2013 7:58:19 PM

1/14/2013 8:39:13 AM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening Pat Down Screening

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): American flight 3281 01 07 2013 gate 5 Lubbock International airport Oscar was the lead officer. .

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

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

Advised Caller:

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

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

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

1/14/2013 9:14:25 AM The manager at the checkpoint made the following statement when She ask why She was chosen to complete the training: Oh well you just got picked on today.

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

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

Flight Information:

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

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Remote Client IP: (b)(6)
Date Time: 1/14/2013 9:52:19 AM

1/14/2013 10:10:58 AM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 330
Southwest
C
Milwaukee (MKE)
Gate C22.
Comments: On 1/13/13 my daughter, son and I went through security at MKE for our flight to BWI. The body scan was in use at the time.

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

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

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

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

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

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

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

1/14/2013 2:09:33 PM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): December 30, 2012
US Airways, Flight 195
Departing from Denver Co. to Phoenix, AZ., 7:55 a.m...

Comments: After X-Ray process, a female TSA agent requested that I step aside and had me stand with my arms wide apart. I questioned why? She replied X-Ray indicated something in my left upper chest wall area that she need to inspect. I told her it was a recurrent lipoma and will become painful to pressure - had the area operated last year. She ignored me and proceeded with the inspection pressing hard on my chest/shoulder area. It is now very painful and I am seeing medical attention. Pain is disturbing my daily activities such as lifting my left arm up, and disturbance with sleep positions due to pressure. I expect full compensation for my pain and suffering from TSA! I am very angry at the agent for not listening to my past medical history. Please contact me as soon as possible with your reply or we will seek legal action.

Thank you.

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

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

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

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

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

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

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

1/14/2013
4:11:40
PM

Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight AF028/ 26 December 2012
IAD Washington Dulles International Airport
Terminal A.
Comments: Hello.

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

Best regards,

(b)(6)

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

1/14/2013
6:07:07
PM

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

Complaints: Inappropriate Screening/Pat Down Screening..
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines
Flight 1754
Gate D45
4.

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

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

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

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

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Most frequently occurs at PHL, D concourse screening.

1/14/2013 Comments: I would just like to say that I'm disappointed in the responses I have received when opting out of the mmw or backscatter scanners.

10:06:14 PM Prior to being visibly pregnant, I frequently opted out without one objection from TSA officers. Now that I am clearly pregnant and continue to opt out, I get comments:

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

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

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

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

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

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

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

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

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Miami International Airport

1/15/2013 8:45:26 AM Flight # AA1754
Gate D45

D (4)
Monday, January 14, 2013

Incident around 8:30 am

Comments: Monday, January 14, 2013

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

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

Remote Client IP: (b)(6)

Date Time: 1/15/2013 11:20:12 AM

Name: (b)(6)

Email: (b)(6)

1/15/2013
12:11:19
PM

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): PHX Sky Harbor Terminal 4 C Concourse 1/14/12 8am

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

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

Remote Client IP: (b)(6)

Date Time: 1/15/2013 11:20:12 AM

Name: (b)(6)

Email: (b)(6)

1/15/2013
12:11:19
PM

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): PHX Sky Harbor Terminal 4 C Concourse 1/14/12 8am

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

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

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

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

1/15/2013
12:11:19
PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): PHX Sky Harbor Terminal 4 C Concourse 1/14/12 8am

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

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

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

1/15/2013
12:12:21
PM

I am an Airport Equipment Mechanic I work for Clark County Department of Aviation at McCarran Airport in Las Vegas, NV. I work on the luggage conveyor systems and jet ways. I have a maroon badge and my number is (b)(6) I work the graveyard shift; I work from 11:00 PM to 7:30 AM
Sunday, 1/13/13 I was the Airport Equipment Mechanic assigned to Node 5 which is Southwest Airlines baggage handling system. During my normal work day at this node I have to inspect the ticket counter belts and curbside belts for proper operation and return to the luggage handling area of Node 5. I leave a secured area to go to the counter and curbside belts and then I return to the secured area with my badge and keypad number into Node 5.

At approximately 4:15 AM 1/13/ 13 I went through a pat down by one of your employees during my normal work day. I was not at a passenger security checkpoint. There were two female TSA employees present and one male TSA employee. A TSA supervisor was also present. This happened at a secured door that I must use to enter into Node 5. I told them who I was and I was assigned to this node and that this is my work area. The male TSA agent patted me down. He did make the statement I have the right to a private screening. I was never told why I had to go through a pat down.

This statement is from the TSA website: pat downs are specifically used to resolve alarms and prevent dangerous items from going on a plane. I was not a passenger boarding an aircraft. I am an Airport Equipment Mechanic at work, during my work day I have will have assorted tools with me or on me to repair or fix any mechanical problems. The tools I have with me cannot be taken on as carry-on baggage on aircraft however I wish to emphasize again I am not a passenger, and I was not at a passenger check point.

My Badge was properly displayed. Why did I have to go through a pat down? I view this as pointless and harassing in nature. I had tools on me around my belt and in my pants pockets. I need my tools to do my required work. Tools are not a prohibited item in the area where I was working. I work with other TSA agents in the Nodes and I feel this will strain our working relationship. I feel these TSA employees patted me down with no justification or cause and feel that they used very poor judgment and abused their authority.

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

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

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

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

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

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

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

1/15/2013
1:01:08

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

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

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

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

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

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

1/15/2013
2:50:14
PM

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

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

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

1/15/2013
4:04:22
PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DFW Airport/AA Flt 1548/Terminal C December 12, 2012

Comments: When directed to the Radiation screening equipment, I calmly told the TSA screener that I am a breast cancer survivor who has had radiation treatment. I have been advised by my physician to avoid additional radiation whenever an option is available. I requested alternative screening. I was fine with a pat down.

The TSA employee instructed me "Go stand by the trash can." This was in the unscreened area. I politely backed up and waited about 10 minutes for someone to come get me and do the pat down in the screened area. Meanwhile my computer, my handbag, my carry-on, shoes, etc, were all unattended and unprotected from someone else taking them.

My complaints:

1. The TSA employee was demeaning to me by telling me to stand by the trash can. It made me feel like "trash".
2. Why could I not have the option of going thru the metal detector? If this is an effective form of screening when no radiation is present, it should be an alternative for people who opt out of the radiation.
3. My personal belongings were subject to theft while I was waiting on the unscreened side for the pat down.

I would appreciate a response.

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

Remote Client IP: (b)(6)
Date Time: 1/15/2013 4:41:34 PM

1/15/2013
6:18:33
PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal 8, JFK, for flight yesterday, Jan 14th at 5:10pm.

Comments: Yesterday, at the security checkpoint in JFK's terminal 8, I was probably in the biggest hurry I've been in to catch a flight ever. Yet, as I waited to opt-out of the scanner machine, two female TSA employees ignored me, and a long line of people behind me, as they chatted and gossiped like a couple of high school girls.

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

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

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

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

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

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

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

Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

Name: (b)(6)
Phone: Cell: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) Washington, DC 20001

What happened?

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

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

When did this happen?

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

Where did this happen? Chicago O'Hare Airport

City: Chicago, IL

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

No.

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

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

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

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

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

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

1/15/2013 9:18:01 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flight #1530 - 1/15/2013 From LAS to MSP. 9 am flight. Las Vegas airport; gate D34.
I respect and appreciate your TSA officials, however the following was out of line.
Comments: All fliers are standing around the gate area 20 minutes prior to getting on the plane. Your TSA agents (approx 4-5) are also standing with the crowd at least 20 minutes. They could have made an announcement to get ID ready. No problems all is good. Delta announces first class boarding etc. Then my zone is called. I am in line TSA agents then start pulling people (me included) out of line (while I am 2 away from having my ticket read to board) to recheck boarding pass with ID. I have no problem with this; had we been told to get our ID's ready. I am now pulled out of line and have to dig to find my ID. In the mean time 50 people get ahead of me, I drop my phone and it's all mass confusion. I am more than happy to show ID but the courtesy of telling us to get the ID's ready would have been appreciated. Instead of your agents causing mass confusion.

Feedback Type : Security Issue
Categories : Other; Pat-down
Current Date Time : 1 16 2013 1:28:38 PM Airport : EWR - Newark International Date Time of Travel :

1/16/2013
1:59:18
PM

Airline Flight Number :
Checkpoint Area of Airport :
TSA Employee: (If Known) :

Comment : I went through global entry pre screen etc. I still have to get a pat down since I have an artificial hip. Seems odd Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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

1/16/2013
4:15:23
PM

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

Remote Client IP: (b)(6)
Date Time: 1/16/2013 5:18:27 PM

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

1/16/2013
6:07:35
PM

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1930/Virgin America/SFO January 15, 2013:

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

1/16/2013
6:35:52
PM

Caller stated that she had a problem with a TSA agent and she filed a complaint online which she was told that she should do, and she has never gotten any feedback from it. She is now calling to speak with a person to have them send the information, and to stress the fact that she feels as though she deserves at least a response from the CSM because she thinks they are getting paid enough to at least give her that much.

Her daughter flew from Indiana to have ACL surgery, and once it was time for her to come back, she still had to have her leg elevated and she was in a wheelchair. She flew out of Memphis, and had previously contacted American Airlines to make arrangements for her to be able to accompany her daughter to the boarding gate to ensure that she made it on the plane safely. They permitted her daughter to go through, but then the TSO wouldn't even look at her gate pass that she presented to her and continued to tell her 3 different times that she wasn't allowed to go through. She was then standing watching her daughter go through a patdown while the TSO told her that she was going to call her Supervisor over. When the Supervisor arrived, he asked her why she was upset, and after she explained the situation to him, he looked at the TSO and told her to let her through. She thinks she was just being completely rude, because it clearly stated on the pass that she was permitted through, and she had also gone to a police officer there and someone from American Airlines and asked them if the pass stated that she was permitted through the checkpoint.

She wants a response from the CSM, and thinks she deserves it. This is the second request that she's made, and she personally thinks the TSO should be fired due to her attitude, and shouldn't be working with the public. She thinks the way she acted reflects badly on TSA and the Memphis airport.

Advised Caller:

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

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

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

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

Complaints: Inappropriate Screening/Pat Down Screening.

1/16/2013 8:07:59 PM
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): IAD 1/16/2013 United 1401

Approx 5pm:

Comments: Today 1/16 checking in iAd airport. Going through line and diverted to body scanner away from metal detector. In body scanner and screener kept making jokes and delayed start of screen unless I smiled.

Delay of about 10 seconds before scanner started. Scanner malfunctioned and I was told pat down was mandatory. I said I wanted to be scanned by another machine and not patted down. They said this was not possible. After talking to 3 tsa employees, the manager (b)(6) badge (b)(6) told me I had no choice. Either pat down or no flight. He said it was a rule. I asked to be shown the rule in writing and he the rules are not written.

I fly over 150,000 miles each year for 10 years and have never had a pat down. I comply always and completely with all rules and was treated like a criminal suspect with my rights taken away. I felt very violated as the mans hands touched my genitals.

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

This was a very humiliating and demeaning experience that wasted a lot of time and was a major violation of my rights.

If you agree this is proper protocol and believe in wasting so much resources on an innocent law abiding citizen, you have little chance of stopping anyone planning to cause harm.

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

Remote Client IP: (b)(6)
Date Time: 1/16/2013 9:55:08 PM

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

1/16/2013 10:07:36 PM
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Concourse H Miami International Airport at Employee security entrance baggage carousel level

Comments: I have been an Aircraft Technician for around 36 years. I have been working in Miami International Airport for about 30 years, a couple times in the past and today being the worst I got a TSA pat down right after I just pass a metal screening and a bag search thru the regular security screeners at the entrance point of H concourse at MIA. This pat down was totally unapropriate and unprofessional were after I warn the agent of improperly padding he still went and try to cause a big seen in front of all around 8 agents that where all hanging and having a good time and making jokes at the baggage claim level, totally unprofesional bunch of kids just having fun with our tax payers time, this agent try to really intimidate me by as soon as I opened the door he told me to give up my bag and to raise my hands up in the air if I was a criminal this is total harrasment, I have to get a co worker as a witness and this was the only way that this agent calm down and started behaving on a more professional way.

I understand the complexibility of things and security on this new world that we live in but to have inexperience kids and no brainers harrasing employees that come to work to put food on their table for their families is totally unacceptable, why do we need to get a pat down after we just go thru a metal screening and bag search I can see them checking the bag for a second time but the pat down is totally unapropriate that is why we got a Customs batch and go thru all levels of training and security back ground checks just to get our ID'S.

this kids really beleived that they are Gods and they can behave and act whichever way they want, it will be nice to see the old system back to our airports so we Airport workers again can be trated with Dignity and Respect.

-----Original Message-----

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

To Whom It May Concern:

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

1/17/2013
10:08:42
AM

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

Regards,

(b)(6)

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

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

1/17/2013 3:13:42 PM Caller went through multiple security screenings through AIT and then a patdown at the SFO airport. She wanted the number to the CSM at the SFO airport. Told caller that SFO has a private security firm that conducts the screening procedures and told caller how to contact the SFO airport.

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

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

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines (OBENVYB)

Flight 1822 from Montego Bay to Miami

1/17/2013 4:45 arrive at 6:30pm

6:09:44 PM Flight 1665 from Miami to St. Louis (Flight missed)

8:10 departure, 1000 arrival

Revised flight on 12/31 at 9:35 (1371)

Comments: To whom it may concern:

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

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

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

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

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Ft Lauderdale Airport, Frontier flight to Denver at 7:26 a.m. (went through screening approx 5:45 a.m.)

1/17/2013 6:10:04 PM Comments: Let me begin by saying I literally never write a complaint. After my experience this morning, I have to find a solution. Since I have had two unpleasant "pat-downs" by TSA in the past, I was very careful to not be subjected to them again. My carefully and cleverly selected attire included, and was limited to: running shorts (89% cotton/11% lycra) running bra (no underwire/single plastic clip in front), sport tank top (95% cotton/5% spandex), skirt (96% cotton/4% spandex). Other than the front plastic bra clip, my outfit was completely free of buckles, buttons, bows, zippers, clips, or clasps. I had nothing in my hair, no earrings, no bracelet, no necklace. After removing my wristwatch and putting it in the tray, the only piece of jewelry I was wearing was my wedding ring. I literally left NOTHING to chance; having been submitted to humiliating, objectionable, and inappropriate past screenings. After proceeding successfully through the detector, a young male TSA agent said I would need my legs patted down because I was wearing a skirt. As previously stated, my outfit was very cleverly assembled, so I said, "Can I just take the skirt off and put it through the xray" This made the TSA agent very angry (for a reason that still puzzles me). I then said, "I have on running shorts.", thinking maybe he was afraid there was a middle-aged woman threatening to become naked. This made him even more condescending and annoyed with me - again, very puzzling. Meanwhile, a scuba camera in my carry-on caused a commotion and my bag had to be searched. My hands were swabbed, suitcase swabbed, camera removed. A short interrogation ensued regarding the dive camera - again, I was puzzled as to the concern - also in the carry-on was a wet-suit and diver log. I was, after all, in Ft. Lauderdale; surely dive gear can't be that uncommon (I would think it would be like ski gear in Denver or golf equipment in Scottsdale). At any rate, the commotion over the camera seemed to deflect concern over my thighs, and I wasn't patted-down after all. I'm not sure why I'm chosen so often for a "pat-down"; it simply can't be profiling. Feel free to look me up on FaceBook: I'm a middle-aged, white, married, mother of five. I am unremarkable in every way - I do not have an aggressive or loud demeanor; nor am I mousy or skittish acting. I have "regular" hair and conservative make-up. I am free of tattoos, gauges, and anything ethnic.

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

1/17/2013 7:34:11 PM Caller flew out of Kona on the 13th of January. The caller was going through the walk through metal detector and there was an alarm due to the caller having had hip replacement surgery. The caller told the screener he had a hip replacement. The screener then conducted a pat down of the caller and he also checked the hip area. The caller is upset because he did not use the wand to verify the caller had a replaced hip. The caller was flying on Alaska Airline flight 861 from Kona to Anchorage. The caller said he had gone through the screening check point at approximately 1000 hours. The caller believes the screener did not do his job right and wants some feed back. The caller said he normally receives a pat down and wand. I told the caller I would forward his complaint to the Customer Support Manager at Kona.

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

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

Employee Cursed at Me while I was talking to him.

1/18/2013 8:19:50 AM On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.

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

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

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

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

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

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

1/18/2013 8:20:36 AM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): KOA Kona, HI Airport, Hawaiiin Airlines. .
Comments: As a frequent traveler, I have received quite a few pat downs. Typically, I don't mind this procedure. and even often joke with the agent, as I'm sure it's not their favorite part of the day either.

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

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

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Remote Client IP: (b)(6)

Date Time: 1/18/2013 9:17:19 AM

1/18/2013
10:06:47
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL 3619 from SYR on 1/13/13. Traveling party of 7 including a toddler

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

1/18/2013
10:23:24
AM

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

January 17, 2013

PHX to SNA via US Airways (#662)

Screening Occurred: Approximately 12:30-12:45 PM

1/18/2013
12:59:17
PM

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

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

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

1/18/2013
1:57:32
PM

Told caller that under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. TSA anticipates these changes will further reduce--though not completely eliminate--the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

Caller is calling about going through the checkpoint and had a patdown When she went through she was informed that her lap top had been dropped and damaged. Caller wants to file a claim.

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

1/18/2013
5:12:58
PM

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Airport: Ronald Reagan Washington National

Airline: US Airways

Flight Number: 2365

Gate Number: 35

No Baggage Claim Number

Date and Time: 1 17 2013 at 6:15pm

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Remote Client IP: (b)(6)

Date Time: 1/18/2013 7:09:37 PM

1/18/2013

8:09:36

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AC flight from La Guardia

Comments: I would like to complain that I was given no choice but to use the full body scanner that displays a naked image of myself on the screen. It is a gross infringement on my privacy and I think quite useless. After I walked through security I stepped on a piece of glass and was given scissors to get it out with no help for my health or care that I now had scissors past security. This leads me to believe that the security scanners are for nothing but show and frankly I don't feel like showing your 'security' people my body.

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

Remote Client IP: (b)(6)

Date Time: 1/18/2013 9:38:43 PM

Name: (b)(6)

Email: (b)(6)

1/18/2013

10:03:34

PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Norfolk Airport - Southwest Airlines - Tuesday, January 15th - 1:15pm EST

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

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

Remote Client IP: (b)(6)

Date Time: 1/18/2013 9:38:43 PM

Name: (b)(6)

Email: (b)(6)

1/18/2013

10:03:34

PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Norfolk Airport - Southwest Airlines - Tuesday, January 15th - 1:15pm EST

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

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

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

1/19/2013
9:12:45
AM

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

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

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

1/19/2013
9:12:59
AM

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

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

Remote Client IP: (b)(6)
Date Time: 1/18/2013 10:31:40 PM

1/19/2013
9:13:00
AM

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

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

Remote Client IP: (b)(6)

Date Time: 1/19/2013 8:09:38 AM

1/19/2013

11:08:40

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA1100/United/IAH/E14/no check in luggage checkpoint

Comments: I was falsely screened as having explosives and then subjected to your pat down where people are treated as criminals and inappropriately touched. Agent indicated that false positive usually turns out to be falls. This means that your screening tools are inappropriately tuned (picking up hand lotions and baby powder). I am a Global Services member with a pre-check. I want confirmation of how you have adjusted these machines. Your process also should include a secondary screening prior to subjecting people to patdown.

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

Remote Client IP: (b)(6)

Date Time: 1/19/2013 11:34:14 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flight 2158. Thursday, January 10, 2013... Denver International Airport, security gate behind Southwest counters, at some time approximately between 11:30 a.m. and 12:15 p.m. Denver time

1/19/2013

1:15:27

PM

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

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/19/2013 1:30:00 PM

1/19/2013

3:05:52

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines 3783; terminal 8

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

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

Remote Client IP: (b)(6)

Date Time: 1/19/2013 4:12:58 PM

1/19/2013 5:10:19 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Damaged or Missing Items in Checked or Carry-on Baggage:
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Cleveland Hopkins Airport (CLE)
South Checkpoint
Security check point Lane #2
1-19-13 @ 1530 hours
United Airlines flight #UA 308 Gate #C11
Supervisor STSCC (b)(6) badge (b)(6)
Comments: Female TSA agent at checkpoint placed my computer on top of the bin with my other belongings then she dropped my Apple laptop while going to the pat-down screening area causing damage to the cover (2 corners damaged and cover top knocked out of alignment). This will require repairs for which TSA is responsible. How do I receive payment? I need to be contacted as soon as possible. (b)(6)
Dear Sir,

1/19/2013 5:10:31 PM
On January 14 our family left Maui to go to Hilo, Hawaii for a 3 day get away. We were traveling with my 90 year old father and 85 year old mother. My father had recently renewed his Hawaii drivers license and was waiting for the hard plastic card that was to be mailed to him. The machine that makes those licenses were not working that day so he was given a temporary paper license with his picture on it. When we went through security at the Kahului airport the guard asked my father for additional picture ID which he produced and was cleared by another security agent. They then took him on the side after the pass through x ray and did a detailed pat down. The same thing happened on the way back to Maui from Hilo. My father can hardly walk or stand for a long period and is very hard of hearing. We understand that security is very important but also a little bit of common sense should be used in a situation like this. What is the difference between him and another passenger, like us for instance? His identification was confirmed and authorized and then they put him through an extended search, while other passenger that would seem more of a threat and clearly not just locals traveling in between islands go through with the normal procedures. It was very hard to watch my father go through such an ordeal. Also which didn't make any sense, a sign was posted that anyone over 70 need not take off their jackets or shoes. They made my father take off his belt, jacket, shoes. Please take my comments into serious consideration so that the agents will make a better judgement calls in the future.

Thank You,

(b)(6)

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

Remote Client IP: (b)(6)

Date Time: 1/19/2013 5:55:04 PM

1/19/2013 6:05:52 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight#1299; LAX; 1/03/13 @ 2:45 PM; Los Angeles to Kona, Hawaii
Comments: While attempting to board the above flight in the First Class cabin, I was detained by a TSA officer who wiped my hands with a cotton pad. He took my carryon bag, told my wife to wait at the gate and directed me to accompany him to a screening booth where another officer again wiped my hands with a cotton pad. Neither officer hand any name tags on that I could see. The second officer then directed me to remove everything from my pockets, my belt and my shoes. The first officer then left the booth with my carryon bag. Next the second officer began to roughly run his hands over my entire body, put them inside my pants, reached up into my genital area and squeezed my testicles and penis, and last turned his hand sideways so that he could force it into my anal area. After finding nothing, the first officer returned and both told me to put my things back on and escorted me back to the gate. During the entire process I asked 5 times why this happened and the only response was "unknown residue" and "false positive". I would like to mention that prior to boarding my wife and I were in the Delta Sky lounge for several hours and washed our hands no less then 3 times each. Also, we are members of the Trusted Traveler program and have never had anything this humiliating happen to us in any country.
When I examined the contents of my bag I discovered a gold pen and mini flashlight were missing though neither officer mentioned anything about confiscating items.
I would like to know why I was stopped, what was the supposed residue that set off some alarm, why my wife was not allowed to be present during the search, why such rough treatment during the "pat down", and why items were removed from my bag without explanation.
I would appreciate a response.

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

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

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

1/20/2013
9:14:47
AM

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

Thanks for your assistance in this matter.

(b)(6)
Seattle, Washington

Sent from my iPhone

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Remote Client IP: (b)(6)
Date Time: 1/19/2013 8:47:12 PM

1/20/2013
9:15:36
AM

Name: (b)(6)
Email: (b)(6)
Complaints: My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA1100/Terminal E/IAH/E-14/no checked baggage gate
Comments: Inadequate response was made to my previous complaint. Please escalate. I was falsely screened as having explosives due to hand lotion that I had on. Agent indicated this happens regularly. It is not satisfactory practice to routinely subject passengers to humiliating pat down and being treated like a criminal. The machines at this gate need to be properly calibrated to avoid such accusation. I want to know what you are going to do about your equipment. I am a Global Services member with a pre-screen check. This should have never happened. Your little form letter response indicating that your going to keep doing just what have been based on John Pistoles viewpoint is not acceptable. If you cannot provide adequate response to my complaint provide John Pistole's direct e-mail.

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Remote Client IP: (b)(6)
Date Time: 1/20/2013 10:01:57 AM

1/20/2013
11:15:23
AM

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

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/20/2013 8:31:09 AM

Name: (b)(6)

Email: (b)(6)

1/20/2013

11:15:39

AM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Gulfport MS Airport, on or about 13:00 on 18 Jan 2013/Delta Airlines.:

Comments: As I was walking through the scanner the TSA agent asked if I had anything in my pockets and I checked again and told him nothing. He told me are you sure it looks like you have something in your pockets. Again I checked and told him no.

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

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

Remote Client IP: (b)(6)

Date Time: 1/20/2013 8:31:09 AM

Name: (b)(6)

Email: (b)(6)

1/20/2013

11:15:39

AM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Gulfport MS Airport, on or about 13:00 on 18 Jan 2013/Delta Airlines.:

Comments: As I was walking through the scanner the TSA agent asked if I had anything in my pockets and I checked again and told him nothing. He told me are you sure it looks like you have something in your pockets. Again I checked and told him no.

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Remote Client IP: (b)(6)

Date Time: 1/20/2013 8:31:09 AM

Name: (b)(6)

Email: (b)(6)

1/20/2013

11:15:39

AM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Gulfport MS Airport, on or about 13:00 on 18 Jan 2013/Delta Airlines.:

Comments: As I was walking through the scanner the TSA agent asked if I had anything in my pockets and I checked again and told him nothing. He told me are you sure it looks like you have something in your pockets. Again I checked and told him no.

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

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

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

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

1/20/2013
1:07:58
PM

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

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

(b)(6)

Platteville, Wisconsin 53818

(b)(6)

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

Name: (b)(6)

Phone #: Cell (b)(6)

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

Email: HYPERLINK (b)(6)

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

1/20/2013
3:10:05
PM

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

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

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

Where did this happen?

Place: IAH

City: Houston

Caller stated:

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

1/20/2013

5:01:22

PM

Advised caller:

Since his complaint involves screening at a particular airport I would forward his complaint to the CSM there.

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/20/2013 5:49:03 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight USAir #3737 from BNA to CLT (Screening done @ BNA) on 1/26/2013

1/20/2013

6:09:40

PM

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

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

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

Thank you for your attention to my concern/issue.

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 1/20/2013 11:17:09 PM Airport : BWI - Baltimore-Washington International Date Time of Travel : 01/20/2013 Airline : Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) : Did not see a Badge Name Tag

Comment : I am writing to complain about a pat-down I received today at the BWI Airport. I have had pat – down before however they have been in public. Today I ask for a private screening because the officer I received mentioned patting down my groin area. In human anatomy, the groin (the adjective is inguinal, as in inguinal canal) areas are the two creases at the junction of the torso with the legs,[1] on either side of the pubic area.[2] This is also known as the medial (adductor) compartment of the thigh. "I assure you this is not where I was pat down; therefore this has become an invasion to the point of sexual molestation".

After conversing with my travel partner I change my mind. I was traveling with my mother who has cancer, her bones are brittle so she can't lift anything too heavy and her pat down was almost completed. I didn't want to leave her nonetheless, the officer told me once I asked for a private screening it is law (so to speak) in other words I couldn't change my mind.

1. The officer was reluctant to inform me I could have someone in the room with me and that another officer will be in the room as stated "The passenger can request a private screening at any time and a private screening should be offered when the officer must pat down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

2. I went to the TSA website be informed about what a pat down should be. However, it seems to me that this is legal form of sexual molestation.

3. Why is it that when technology is rebuff and man is lead to rely on his/her instinct or intellect others rights, ethics and morals goes out the window. I am the citizen you are trying to keep safe and in doing so I am being mentally agitated and sexually mistreated. Really, does my vagina has to be touch, bumped or violated and my breast rose to the point of feeling manhandled to be safe in this country.

4. My question to you is, is the country any safer when your employees offend their fellow citizens? Ask us if we want to go through this in order to be safe. Then think about the many people who have turned to being x-rayed to avoid being violated.

A woman who has cancer avoid a x-ray machine for fear of increase cellular changes therefore she is pat down because the government agencies has no instinct on determining whether or not someone is a terrorist or not. They are not trained to spot a terrorist. Where is the high intelligence we as Americans boast about? The last act of terror that was conducted on USA soil could have been intercepted at the highest level. Since then we have been paying for it through constant fear and dehumanizing behavior all in the name of safety.

Really the next person who pats me down may at my groin area may just be showered with some urine. I am sure TSA can come up with another form of pat down especially in those sensitive areas. Change it please. Thank You. I too have to disease my mom has and don't need anything to trigger cell changes.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

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

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

Remote Client IP: (b)(6)

Date Time: 1/20/2013 8:38:38 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lincoln Nebraska Airport, afternoon Delta Flight to Minneapolis, Saturday, 1/19/2013.

Comments: Dear TSA: I got a form response from you today which did not address the false positive explosives alert at this airport which resulted in a humiliating, frightening, and highly public experience for my daughter at the hands of staff who treated her like a criminal - guilty until proven innocent - when there was obviously another explanation - glycerin based hand cream. My original complaint is attached below, followed by the form response.

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

It is important to emphasize, I think, that such alerts - a better term than "alarms" - do NOT mean that explosives are PRESENT. Travelers are not guilty until proven innocent, and should not be treated as such, as she was. I am asking for Lincoln, Nebraska based staff to receive sufficient training so that they can distinguish, at some point, a false positive explosives alert caused by hand cream, WITHOUT treating a young woman like a potentially dangerous criminal for nearly 30 minutes in full view and hearing of dozens of other air travelers in a small city airport.

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

Thanks for your assistance in this matter."

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

1/21/2013
9:23:53
AM

1/21/2013
9:24:27
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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/21/2013 12:26:21 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Flight 343F, Reagan Nat'l Airport (DCA), Initial TSA Checkpoint servicing Gate 11, January 12 2013. ''

Comments: I am an active duty military member of 24 years. I am of senior rank, am highly decorated and have held a very high security clearance for 23+ years without interruption. I have worked in some of the most secure and sensitive facilities in our country. I fly often, in conjunction with my military duties. I am a frequent flyer with premier status for the amount of time I fly commercially. I am pleased to see there is a Pre-check system and have taken advantage of it multiple times now. It is a major reason why I choose to fly out of Reagan National. As such here is my recent experience summarized:

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1:50:25
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On 12 Jan 2013 I entered the TSA checkpoint indicated for access to my assigned gate, Gate 11. My primary focus was getting to Gate 11. I did not see a sign indicating the Pre-check lane. It is not to say there wasn't one, just that if there was I missed it due to being in a hurry. I relied on the TSA rep to advise me of my eligibility as they had in the past. Two TSA reps were casually talking at the podium about sports. I made small talk, as I always do since I understand how TSA duties can be mundane. After checking my military ID card, or CAC, I was passed through to the scanner. There was no mention of whether I was in the Pre-check process or not. I was confused as to whether I was in the Pre-check process or was in the normal process. The screener at the scanner was quick to "advise" me to take off my boots. As I was trying to ascertain by asking the screener if my military status would allow me to keep them on, again wondering if I was in the Pre-check process, the screener quickly told me that only applied to military personnel in uniform. I was confused and tried to explain that I thought I was eligible for the Pre-check program I had used many times before in civilian attire. The screener did not listen to my question and proceeded to lecture me about how he just retired from the military and he has been "in my shoes" many times. He did not want to listen to my question but wanted me to know all about how he had been active duty and retired and that I just had to deal with it like he did. Again, I was trying to utilize Pre-check, not get special treatment. He simply would not listen. Still confused I left my heavy metal watch on wondering what screening process I was going through. (When I know I am getting fully screened I take all metal off my body, put it in my backpack and put it on the x-ray belt. I know how to travel efficiently. I travel 50-100k a year.) While I did not know it at that moment my watch set off the scanner or indicated some need for a pat down. Or maybe my fellow veteran of retired military status required I be patted down for "questioning" the process. Perhaps my confused demeanor failed some SPOT check variables. Regardless I did not know that I was to be further screened at this moment. When I proceeded past the scanner I was directed to stop by another screener. I did not exactly know that I was getting further screened at this point. I was "directed" to hold my arms out. I was not advised of what was to come next. The screener simply put his hands on me and start "patting" me down in my T-shirt. I was startled because I was expecting a wand search at best not some huge guy putting his hands on me without notice and rubbing down my upper body. Again, I was not advised what was happening or that I was going to be physically touched. It was such an abrupt "pat down" that I almost responded defensively. It was that sudden. I asked that screener, "Is this what we do nowadays? Put our hands on people without telling them first?" The screener replied "Yup. We are too busy to explain it. We just do it so there is no back-up of people waiting." He was extremely rude about it, had no concern for what he did and acted as if I was burdening him. To be clear I do not put my hands on other people unless there is a reason, and I tell them that there is a reason. What that screener did to me makes me consider words like "violation" and "assault". In the military it would be chargeable as assault for me to start touching another service member without advisement.

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

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

Remote Client IP: (b)(6)

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

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): NASHVILLE AIRPORT

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

1/21/2013
1:50:37
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HE KEPT TALKING ABOUT (b)(6) (b)(6) DIDN'T BLOW UP A PLANE. HE NEEDS TO COME UP WITH A DIFFERENT ANALOGY.

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

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

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

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

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

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Remote Client IP: (b)(6)

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

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): NASHVILLE AIRPORT

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

1/21/2013
1:50:37
PM

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

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

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

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

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/21/2013 11:31:37 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX on the morning of Jan 21st, 2013

Approx 5:15am, Terminal 1 (Southwest)

TSA employee name: (b)(6)

Comments: Sirs,

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

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

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

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

Thank you for your time.

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

Name: (b)(6)

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

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

Email: HYPERLINK (b)(6)

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

1/21/2013
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name and contact information: not at this time but considering

What happened?

On December 27, 2012, roughly between 10:15am-10:30am, I was traveling from Atlanta to Miami on American Airlines flight #3501. I went thru the North Security Checkpoint at Atlanta Hartsfield-Jackson International Airport. I went thru the body scanner. The female TSA agent (agent's name is (b)(6)) waiting for me upon exiting the scanner did a manual pat down, which is totally fine with me. I have been traveling thru the Atlanta airport anywhere from 16 to 25 round trips per year, for the last 24 years. I am very familiar with the process and have no issues with it, as long as passengers are treated with respect and courtesy. The TSA agent

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

1/21/2013
5:17:42
PM

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

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 21-JAN-2013 0625

American Airlines Flight 0686 SAT to DFW::

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

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

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

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

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Remote Client IP: (b)(6)

Date Time: 1/21/2013 4:18:21 PM

1/21/2013 6:15:17 PM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.:
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): From Denver International Airport, Frontier Airlines flight #708 on January 12, 2013, gate A29, concourse A security checkpoint between 10:15 and 11:02 am. Agent (b)(6) was main contact
Comments: I am Type 1 diabetic with insulin pump. I informed agent (b)(6) of my pump, I said I would go through full body xray, but pump could not. Was accused of refusing backscatter machine, was told pump could go through backscatter machine, medical letter which specifically says NOT to subject pump to x-ray was adamantly refused, was not read pat-down rights as required, carry-on subject to excessive screening in defiance of January 2012 agreement with ADA as it was swabbed before I had a pat-down or my hands swabbed, was subject to painful, squeezing patdown, I was told to stop "crying and bitching" (I was crying, but was trying hard to be polite), carry-on tested positive so subject to 2 more identical pat-downs and lots of rude remarks. Eventually, everything was cleared after 3 different swabs.

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

Date Time: 1/22/2013 12:12:12 AM

1/22/2013 8:18:13 AM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.:
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 122 from Phoenix, AZ to Portland, OR on 1/21 at 6:45 am.
Comments: I was pulled aside to do additional screening. I was told by the female TSA agent that she would be feeling around my breasts. This was humiliating and I felt completely violated. I was not told of any alternative screenings I could partake in. I had to do it in front of everyone - including other TSA agents that were inappropriately watching this woman "fondle" my breasts. How is this not considered sexual harassment? When I asked why they were doing this to me she said "because they told me to." This is unacceptable.

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

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

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

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JetBlue Flt 56, Burlington VT

Comments: We were traveling tonight from Burlington to JFK. Our 6 year-old was traveling with us and we wanted to bring a 6 oz juice box with us through security. It is our understanding under TSA policy, you could bring milk/juice for small children (which is not defined on the policy page - but if an infant is 1-2 y/o, toddler 3-4 y/o, a small child should be 5-6 y/o).

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

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

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

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

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

Thanks.

To Whom it May Concern:

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

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8:19:34
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It was clear to me they do not regularly work in the East Terminal at Lambert, since they were NOT rude, intolerant, nor vindictive like the others I encounter at least twice a month. (b)(6) told me she normally works at the A area and (b)(6) was new to the TSA. Please promote these women and put them in charge of customer service training if there is such a thing for such an abusive governmental agency. Unfortunately they are the exception not the rule for TSA employees at (b)(6)

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

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

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

(b)(6)

JAN. 17, 2013

(b)(6)

BRIER, WA 98036

PORT OF SEATTLE POLICE

2711 ALASKAN WAY

1/22/2013
8:19:55
AM

SEATTLE, WA 98121

HOMELAND SECURITY/TSA

17801 INTERNATIONAL BLVD S.

BOX 309 SEATTLE, WA 98158

Tsa-contactcenter@dhs.gov

COMPLAINT: SEATAC AIRPORT

DATE: JAN 4, 2013

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

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

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

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AM

She will not be required to take her braces off during screening if she is not able to.

If a non-traveling companion wants to accompany a passenger to and or from the boarding gate, he or she is required to go to the airline ticket counter and show identification and request a gate pass to gain access to the secured area. After receiving a pass, the companion will be required to show the gate pass and valid, Government-issued photo identification at the TSA screening checkpoint to undergo security screening and proceed to the boarding gate area.

Provided her with the contact number for the CSM at MCO since she did not want me to send the information to the CSM.

Email not sent.

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

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

1/22/2013
12:40:08
PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Regan National Tuesday Jan 22, 2013 around 10:40 am

Comments: (b)(6) and (b)(6) were both rude. One telling us, after we asked for bins, in a slow loud methodical voice that they were getting more bins. (b)(6) did my requested pat down and was rude when I indicated that passengers were handling my property which was a good distance from where I had to stand. Your job is tough enough with out adding rudeness to the mix, especially when tired citizens are returning from something like the inauguration.

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

1/22/2013
2:16:26
PM

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

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Air Lines Flight#4634 Class L.
Colorado Springs CO, USA

Delta Air Lines locator GW4BND

Electronic Ticket: (b)(6)
Depart: 21 Jan 2013 Monday 05:20 PM
Gate 4, Zone:3, Seat 7B

Ut. Drivers license: (b)(6)
Date of Birth: (b)(6)
COS-SLC

Comments: We arrived at the TSA inspection at approximately 3:00 PM for pre-boarding screening. We were the first in line for the process (2hrs prior to Flight Time)

Since I am 76 yr old, I was allowed to leave my shoes on my feet. I informed the screener that I had a prosthetic right knee (Titanium). The detector was two sensing poles that we walked through. When the sensors detected my prosthesis, I was required to remove my shoes and empty all pockets: candy, cough drops, wallet, belt etc. (3 boxes full). Passing through the sensors again, my prosthesis was again sensed. No wand was used to verify the prosthesis. The screener required me to step out of line in front of the ones being processed. He proceeded to place surgical gloves on both hands, reached in the front of my trousers and proceeded to palpate my genitals; after which he placed his hand inside the back of my trousers, inserted his hand and forced a finger through my jockey shorts and penetrated my rectum. All of this proceeded in full view of 20-40 TSA inspectors and many people being processed.

I guess this was the equivalent of a cavity search for no obvious reason in full view of the whole terminal.

I would appreciate an explanation of the reason for this search. I am a retired Government employee, have been cleared for secret clearance during this employment. I have never been arrested, etc. The fact that said inspection was performed publically was embarrassing to say the least.

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

Advised Caller:

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

1/22/2013

2:57:55 PM

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

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

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

Contact Information:

Email: (b)(6)

Phone: (b)(6)

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

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

1/22/2013

3:13:28 PM

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

Confirmation # (b)(6)

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

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

I advised that I would refer the information to the incident at ATL to the CSM there.

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

1/22/2013

3:37:18 PM

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

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

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

1/22/2013

3:41:22 PM

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

See EID (b)(6)

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

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

1/22/2013
6:13:40
PM

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

TSA agent is (b)(6)
Comments: I would like to be reimbursed for the flights we missed due to TSA failing to follow procedure for screening. Please email me or call me at (b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)
Date Time: 1/22/2013 5:01:29 PM

1/22/2013
6:13:45
PM

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

1/22/2013
7:11:29
PM

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

1/22/2013
8:08:07
PM

We always opt for the pat down instead of the xray machines. In seattle, TSA staff are always pleasant about it. In Anchorage, the staff are always grumpy about our choice to opt out.
It is our choice, and I don't think we should be shamed for doing that.

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

Remote Client IP (b)(6)
Date Time: 1/22/2013 6:46:29 PM

1/22/2013
8:08:19
PM

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

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

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

1/22/2013

10:12:07

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: Dear TSA customer care manager team:

I submitted a complaint on January 7th and 8th via the main TSA site and airport specific site (Newark), respectively. My complaint was regarding the treatment of my elderly father-in-law at Newark airport on January 7th. I have not heard from the Newark customer care manager. My family and I appreciate a response to our concerns.

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

Remote Client IP: (b)(6)
Date Time: 1/22/2013 8:58:24 PM

1/22/2013

10:12:12

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: Hello,

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

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

Remote Client IP: (b)(6)
Date Time: 1/22/2013 11:40:59 PM

1/23/2013

8:22:55

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Air Canada. Ft. Lauderdale airport. .

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

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

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

1/23/2013 Name: (b)(6)
12:23:23 Email: (b)(6)
PM Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Checkpoint terminal C, Boston Logan Airport
TSA officer: (b)(6)
Comments: I asked for a pat-down and officer (b)(6) performed the patdown. I understand it has to be a firm patdown, but there are limits. There is a difference between a firm handshake and one that crushes your hand. This difference seems to be lost on agent (b)(6). I am fat, and that means that if someone's idea of pressing down on my flesh until they meet resistance is to press down until they feel the bones underneath, the pressure they need to use goes way beyond firm. And for any female, if one pats down the inner leg upward until they meet the resistance of the pubic bone, it means that they pressed for almost 1 inch into the pubis itself. Someone should also explain to officer (b)(6) what it means to keep her hands horizontal (that is parallel to the ground), not with fingers pointing slightly upwards when she performs the inner leg patdown. Maybe officer (b)(6) is not trying to unnecessarily humiliate anyone and she has some medical condition that makes her tactile sense less finely tuned than normal. But then she should not be allowed to do patdowns.
Caller went through security at Ft. Myers airport and claimed her ipad, phone charger, and ipad charger were taken from her purse at the screening checkpoint. The purse was on the carousel and she found the items missing immediately following the screening checkpoint. The caller had received a patdown and she says that was the only time she was in line of sight of her purse.

Told the caller in order to file a claim, she should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. The claim will be processed in accordance with the Federal Tort Claims Act.

1/23/2013 Airport: Ft. Myers

12:25:10 Airline: Delta

PM Flight number: 2074

Date and time: Jan 22, 6 pm

Baggage claim: (b)(6)

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

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

1/23/2013 Name: (b)(6)
2:00:53 Email: (b)(6)
PM Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA5431/United/ terminal C/ MKE airport/ gate C-9
Time through TSA screening approx. 10:50am cst.
Comments: I am newly pregnant and did not feel comfortable going through the machine so I asked for a pat-down. I have researched that this is well within my rights. Three of the TSA officers were extremely rude and treated me like I was being unreasonable, making comments and rolling their eyes. The woman that patted me down (name (b)(6)) told me that if I don't feel comfortable going through the machine, I "should not fly. Nor "should I use a cell phone, computer, or anything for that matter." I am extremely appalled by this treatment. I flew through CLE on the way to Milwaukee and was certainly not treated like this when I requested a pat-down.
I hope that this will be addressed.
Thank you.
Caller asked about wheelchair procedure through the airport at the screening checkpoint several months ago and lost rings and necklace. It happened May 24, 2012 in Ft. Myers on a flight to Detroit. The screener rubbed a paper over both the hands and neck area of the passenger. After the patdown procedure she found the items missing from her fingers and neck. She called lost and found at Ft. Myers and they did not have the items.

Airport: Ft. Myers

Airline: Delta

1/23/2013 Date and time: May 24, 2012 between 9 and 10 a.m.

3:43:58

PM You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/23/2013 7:26:40 PM

Name: (b)(6)

Email: (b)(6)

1/23/2013
8:04:07
PM

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA 662 at SFO, Premier Access Gate, all the way to the right

Comments: Dear TSA,

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

Regards,

(b)(6)

On Jan 10 I was a working crew member in uniform and received a pat down, when checking her gloves the alarm for explosives went off. Two agents then went through everything in my bags removing clothes, bottles etc. I also had to get a second private pat down with 3 TSA agents.

My first question to you is why do I have to receive a second pat down using the front of the hand? Are they going to find something different with the front of their hand as opposed to the back of their hand? Unless of course it is just to feel my breasts full on! Not a single agent could show me proof that they indeed get to feel my breasts full on even though I asked for that in writing. How do I know that is the truth? There must be some kind of informational card you can give to the public.

My second question would be since I did not even ring for explosives the second time around why did I ring the first time? Seems like a huge waste of time for all involved. A joke actually!

This pat down took 40 minutes to complete! I asked the agents to contact my company, they would not do that, remember I was a uniformed, working crew member. I delayed the flight. Noone knew what was happening with me.

Do you think this is the way this should have been handled?

When are you going to implement the known crewmember line in SAN?

I'd like answers to my questions.

1/23/2013
8:04:14
PM

(b)(6)

Sent from my iPad

When: 23Jan2013, approximately 6:15 pm MST

Where: Boise Airport (BOI), Boise, Idaho

Synopsis of Event: During TSA screening at the above noted time and date at the noted airport, I requested to "opt-out" of the backscatter x-ray screening process, knowing that I would have to go through the patdown process instead. I was also traveling with breast milk that I expressed during the time I was away from child. The female TSA agent that conducted the pat down then proceeded to ask the following questions of me during the pat down process: How old is my child? Is he my only child? Was my child beginning to get teeth? Did I travel frequently? She then made comments regarding her own breastfeeding experience when her child began getting teeth.

1/23/2013
9:01:44
PM

My complaint is that I felt compelled to answer these personal and irrelevant questions regarding my child while in a security setting. Questions about my personal life, especially if overheard by another person will ill-intent, can leave my personal security and that of my family in peril. In this case, someone would have valuable information that I travel frequently and am away from my 9 month old son. My fear was that if I did not answer these questions, then I could be denied access to my flight.

Proposed Resolution: Any questioning of passengers during the screening process should be limited to those necessary to conduct the security process and assess security threats.

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

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

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

Regards,

(b)(6)

Sent from my iPhone

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

1/24/2013
8:51:54
AM

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

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

Advised Caller:

1/24/2013
9:01:42
AM

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

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

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

1/24/2013
10:21:39
AM

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

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

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

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

1/24/2013
12:07:55
PM

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

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jan 22, LAX arriving at AA terminal. Disabled transport took me OUT of secure area to UA terminal 4.

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

Feedback Type : Complaint

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

1/24/2013
2:12:26
PM

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

It is not for me to prescribe TSA policy but it would be worth considering following the Israeli model of airport security. Treat your employees as the professionals that they should be. Teach them to use their minds, to respectfully ask a few pertinent questions, and read body language; rather than relying on technology, that is known to be less than effective, as a panacea of threat detection. It seems to work for the Israelis. It would probably work for the US, too.

Would you like a response?: True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

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

1/24/2013 I gave information per: <http://www.tsa.gov/airport-lost-found-contacts>
3:42:53 Charlotte Douglas International Airport
PM 704-916-2200

Memphis International Airport
901-348-5400 (TSA)
901-922-8050 (Memphis Airport Police)

I advised her that she can contact the airline and ask about getting a refund. I also told her that she can get the number for the CSM at the airport by choosing option 5 on the IVR and entering the airport code.

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

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

1/24/2013 Name: (b)(6)
4:14:37 Email: (b)(6)
PM Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Airlines Terminal, Philadelphia Airport
January 8, 2013 between 10:30-11:00 AM

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

1/24/2013 Informed caller:
5:30:19 Airline: Frontier
PM Airport: Phoenix Sky Harbor
Date Time: Today 735 AM
NOI: present
Baggage claim: (b)(6) PHX to DEN to MAD
Flight: 862

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

-----Original Message-----

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

CONTACT INFORMATION

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

1/24/2013

6:00:46

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

The Eastern Iowa Airport

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Remote Client IP: (b)(6)

Date Time: 1/24/2013 6:39:06 PM

Name: (h)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Transferring from Southwest flight 2333 from Sacramento, CA, arriving at San Diego at 9:30a to Southwest flight 312 leaving San Diego at 12:10p, arriving BWI at 7:55p; Southwest terminal at SAN DIEGO INTERNATIONAL AIRPORT

Comments: PLEASE READ CAREFULLY. IT'S LONG BUT THE SITUATION WAS COMPLICATED.

1/24/2013
8:01:06
PM

I have several complaints:

We were traveling home from my husband's brother's FUNERAL and were sad and upset.

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

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

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

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

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Remote Client IP: (b)(6)

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

1/25/2013
8:37:02
AM

Name: (h)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL150 Atlanta Airport 24 January - Hartsfield-Jackson International . .

Comments: We had 6 suitcases, all of them had TSA's padlocks. 3 had been opened while in transit in Atlanta (arrived at 8.10am 24 January). I noticed at Los Angeles airport that one suitcase was missing a padlock, the zipper's small handle had been broken off and name tag was also missing. I also noticed that another name tag was missing from another of my suitcases.

I request that you investigate why the padlock was broken off as well as the zipper handle and missing name tags.

We are on holidays here for 5 days and will have to replace padlock, name tags and see if it is safe for us to travel with that bag and broken zipper.

I will appreciate a prompt response to my complaint.

I look forward to your response.

Regards

(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/24/2013 11:19:25 PM

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

Complaints: Inconsistent Screening (Different Practices between Airports). :

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines
Terminal E

Boston Logan International. .

Comments: To Whom it May Concern,

I would like to bring to your attention my experience this afternoon in Boston.

1/25/2013
8:37:22
AM

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

1/25/2013
10:01:35
AM

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

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

Pembroke Pines, FL 33028

Airport: Miami International Flight AA 1754 9:05 AM January 14th

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

1/25/2013
2:08:24
PM

When did this occur:

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

Who treated you unfairly:

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

Who witnessed this incident:

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

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

1/25/2013
6:02:18
PM

(b)(6)

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Remote Client IP: (b)(6)

Date Time: 1/25/2013 4:47:17 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal 3/Southwest/PHX

Flight took place Oct 14, 2012 so I no longer have the flight info.

Comments: I was screened through the body scanner at PHX airport during a flight that I took to KCI. I noticed before I went into the scanner, I was not asked to take my watch off or any other metal objects that might set off the scanner. I was only told to stand on an X on the floor.

1/25/2013
6:02:24
PM

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

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

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

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

Thank you,

(b)(6)

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Remote Client IP: (b)(6)

Date Time: 1/25/2013 4:08:06 PM

1/25/2013
6:02:36
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Aa flight 2287 from Tulsa ok to dfw on 1/25/13

Comments: I always opt out of the invasive screening and only go thru metal detector, but there was only the invasive offered in Tulsa so I opted for the pat down.... Oh my I cannot believe how they handled it, I can still feel the fingers on my crotch....I complained to the tsa and they said it is how they do it, but I've never been touched by tsa like this.... I never write complaints, but I am appalled by the way I was touched, even after I showed them my global entry card. I feel ur methods are extreme or maybe this only happens in Tulsa. I appreciate ur attention to this matter.

Kind regards,

(b)(6)

Hello,

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

1/26/2013
9:13:31
AM

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

--
Thanks

(b)(6)

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

Remote Client IP: (b)(6)

Date Time: 1/26/2013 12:20:42 AM

1/26/2013
9:13:33
AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: You at the TSA are the most useless fucks I have ever seen, I have seen Afghan national army do a better job than you? seriously? why the fuck do you guys always feel the need to pull American service members aside and do pat downs. discriminatory fuck heads. To date you have not found 1 single terrorist attempting to board a flight, just give it up already. your USELESS! a waste of tax payer dollars that we don't have, it's time to be disbanded.

Caller states: Went through screening at the MCO airport this morning. Wants to to post a complaint and question the action of the TSO. There was no alarm when she went through the AIT. She was just putting her items on the belt when the TSO came up from behind her and put her fingers in her hair and turned her head from side to side without even giving her notice that she was going to do it.

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

1/26/2013
11:55:19
AM

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

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

1/26/2013
3:16:23
PM

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

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flight #1544 departing PDX at 4:50pm, gate C13, January 25, 2013

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

1/26/2013
3:36:11
PM

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

I told the caller I will forward his complaint to the CSM. I also appologized to the caller. I told the caller the TSOs are trained to maintain line of sight when they are not with their belongings. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

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

1/27/2013
1:42:55
PM

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

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Jose airport - January 18, 2013, delta airlines from San-Jose to Atlanta, approx flight time 10:40pm

Comments: To whom it may concern,

I am canadian living in Montreal. I was recently on a business trip in the US and on Jan 18, 2013, I took a flight from San-Jose to Atlanta; it is during this security check that I was, for the first time ever, in contact with the body scanner. I feel that screening was done without my consent, having no idea what that 'machine' was, no visible indication, information or alternative options seem to be clearly available for passengers to take a decision. When I asked the officers if I have to go through the tunnel I was answered yes, everyone has to go through. I noted the name 'Rapiscan' and only after I did research on the web to learn the controversy associated with it, the fact that it is known to have privacy issues and health issues, yet the machine was still there and no information at all stating these controversies. Had I known these 2 points, I would have never accepted the screening. This is purely a violation of my rights and the rights of all passengers who do not really know what the machine is and what they are being exposed to.

I also read that this technology is in the process of being replaced by L-3 technology that addresses both issues of health and privacy. If that is the case, why continue using Rapiscan, and worse, why not inform passengers that 1- they are getting x-rays and 2- someone is seeing them naked?

thank you in advance for your attention in this matter, I am looking forward for your response.

(b)(6)

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Remote Client IP: (b)(6)

Date Time: 1/27/2013 1:39:41 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Washington Reagan Airport (DCA) / Terminal B Security Checkpoint

Comments: January 27th, 2013

1/27/2013

3:04:50

PM

Transportation Security Administration:

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

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

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

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

Sincerely,

(b)(6)

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

Airport: Austin

Airline: He asked if that was necessary

1/27/2013

3:06:51

PM

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

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

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

Remote Client IP: (b)(6)

Date Time: 1/27/2013 4:30:03 PM

1/27/2013

5:03:05

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Ft. Lauderdale Airport, 1/27/2013, US Airways, Gate E4, 8:30 flight...

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

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

Remote Client IP: (b)(6)

Date Time: 1/27/2013 4:15:32 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AF007, AirFrance, Unknown terminal, JFK.

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

1/27/2013

5:03:14

PM

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

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

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

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

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Remote Client IP: (b)(6)

Date Time: 1/27/2013 5:00:33 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #: DL923

Airline: Delta

Terminal: Main

Airport: MKE

Gate: E65.

Comments: After going through security, the TSA officer said that she needed to "pat down my hair piece". I don't wear a hair piece and I don't have big hair. I completely understand needing to pat down people with wigs or bigger hair...but I don't fit either of those criteria. Because of this, this comment did come off as racist- she was an older white lady and I am a young black female. There are assumptions made that because I'm black, I am probably wearing fake hair. Although I don't like to believe that people think this way, unfortunately her comment made me feel like she was making an assumption because of my race. Outside of that, it was humiliating to have someone repeatedly pat down my head to ensure that I wasn't hiding something- I get trying to be safe, but it didn't feel good...especially since there's no way I could've hidden something in my hair without anyone seeing it.

1/27/2013

7:23:02

PM

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

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

1/28/2013 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AC 8620 from Atlanta, GA leaving Jan 27th at 1140am

8:18:26 AM Comments: Today I was on a flight from Atlanta, GA back home to Toronto, Ontario and I have a complaint about the way my security screening was handled in Atlanta. I have a disability and arrived to the security check point in an airport wheelchair. When I arrived they took the forearm crutch I use to put it through the x-ray as usual, and gave me a cane that they had on site that was not made of metal for me to use. However, rather than going through the metal detector, the security agents proceeded to attempt to make me go into the AIT body scanning machine. Well on your website it specifically says:

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

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

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

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

1/28/2013 Name: (b)(6)
8:18:36 AM Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DFW to SJC
19:30
Gate D22

"Officer" (b)(6)
Comments: (b)(6) is what is killing the TSAs reputation among travellers. A bully plain & simple. When i approached the scanner i said i would prefer a pat down. I then realized he was directing me to the standard metal detector. I said "ok, I dont mind those". He then waived me through and made a comment that i needed to say i wanted a patdown before he told me which i was going through. When i tried to respond he started repeating "bye" and waving at me. He said it at least 5 times as i stood there in shock at his behavior. Very disappointing even to a frequent traveller.

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Remote Client IP: (b)(6)
Date Time: 1/28/2013 8:20:13 AM

1/28/2013 Name: (b)(6)
10:03:29 AM Email: (b)(6)
Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jan. 27, 2013. columbus international airport. between 5-6 p.m. united Airlines. .

Comments: I have been flying for a long time and have never been so degraded and angry with the security here. I am on disability, I have a colostomy bag and was treated with total disrespect. I told 3, yes 3, TSA agents that I have a bag on my lower left side and all 3 ignored my message. they were too busy "visiting" with each other. Because of their lack of communication, professionalism and ability to listen, I was rudely and loudly told to go into the private room for a body pat down. When their supervisor arrived, who was very nice, she questioned why I was there?! We went ahead with the search procedure anyway while, she said she would talk to the agents. Too little too late! I felt totally degraded with the entire procedure! It's bad enough I am sick and a little different than other people, but everyone should be treated with respect! Maybe you should send your employees back to human sensitivity class before letting them deal with the public. I felt totally discriminated and degraded by the entire procedure. You really need to do something about your employees! I do not get this treatment at any other airport!

Thank you for the attention to this matter,

(b)(6)

Caller was approached by security and ordered to return to security check point for secondary screening. She is upset because they had already cleared screening 20 minutes prior and now was being required to go thru screening for a second time. Then her checked bags did not arrive and airline told her that TSA was responsible for delaying bags for screening, but there was no NOI. TSO gave her contact information for the CSM and TCC.

Apologized for the incident and confirmed CSM contact information. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm. The use of additional screening provides an additional layer of security at the checkpoint, and keeps the traveling public safe. TSA is required by law to screen all property that is brought onboard commercial passenger aircraft. Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for

1/28/2013
11:47:48 AM
Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

The caller was flying from CLT around 7:30 AM. He stated that he was subjected to additional screening and his apple phone charger was broken. He stated that the screener was very rude and he kept telling the passenger that he did not see any damage. He stated that he was flagged at CLT during screening because of his stridex wipes. He stated that when he went through PIT on his original flight, he was not flagged. He asked why he would have been selected for additional screening. He stated that he is 16 years of age.

His flight path was: PIT to CLT and then back from CLT to PIT. He was not flagged for additional screening at PIT on the first flight but was flagged at CLT on the way back.

I apologized to the caller that he had this occurrence. I explained that he can file a claim for the damaged charger by completing a standard claims form. They are available on our website, www.tsa.gov, or I can email the forms with in 24 hours of this response.

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

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

1/28/2013
12:08:28 PM
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The callers flight details are as follow:

Departing Airport: CLT

Arrival Airport: PIT

Airline: US Airways

Flight Number: 1904

Terminal: Not Provided

Gate: B Line 2

Date and Time: January 28th, 2013 @ 7:30 am

He stated that the screener had white hair, Italian, and about 5 foot 6 inches. He stated that the supervisors name is (b)(6)

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Remote Client IP: (b)(6)

Date Time: 1/28/2013 10:13:18 AM

1/28/2013
12:10:06 PM

Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: I want to relay a problem I had at Oakland CA airport last night. As I was going through the scanners, the TSA employee closed the metal detector and asked that I use the full body scanner. I declined and was told that I would need a full body pat down. I accepted this. However my personal items were in a tray which was put through the xray machine and were sitting in the open about 50 or so feet from where I was. Other people were picking up items from trays all around the trays which contained my wallet, my tablet computer, my laptop and other item including keys and coins. I quickly realized that anyone picking up items from trays around mine could easily grab my wallet or tablet. I began to complain and it took a minute or two for the TSA employees to realize what the issue was. At first they kept saying that the screener was on the way but finally they realized what my issue was. After my personal items had been in the open subject to removal by anyone dishonest enough to grab a wallet or tablet or laptop for minutes if not longer, the TSA person watching the line realized what my issue was and covered my tray. My issue is not the patdown it is the way my personal items were allowed to remain on the belt while other passengers were picking through trays all around it. I feel I was unnecessarily exposed to a possible theft.

Caller said that she and her husband flew from Phoenix to Burbank and then back from Burbank. She went through the screening and then was told to put her left foot in front of the TSO and her leg was patted down. She said this happened in Burbank when she flew in October as well. She said there was no alarm. She wanted to know why her leg is being patted down. She asked if she should call someone at Burbank to ask why her leg is being patted down. Caller said that the TSO did not act inappropriately. She is getting aggravated because her leg is being patted down.

1/28/2013

1:37:54 PM I gave the following information: Additional screening may be triggered by a number of factors such as random selection, or alarm resolution. TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

I told the caller that TSA does not keep records of patdowns and I do not know what triggered the patdown. I told her that she can get the number for the CSM by choosing option 5 on the IVR and entering the airport code. I told her that the airport will not be able to tell her why she got the patdown either.

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Remote Client IP: (b)(6)

Date Time: 1/28/2013 12:29:33 PM

1/28/2013

2:28:44 PM Name: (b)(6)

Email: (b)(6)

Complaints: Consistently Selected for Secondary Screening

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: I wear an insulin pump and each time I go through security I am subjected to a much too thorough pat down. I have thoughts of removing my medical device each time. But that would put me at risk. It is not fair that just because I have a common medical condition that I have to suffer this indignity. I had a drs note about it but makes no difference. This last time in Columbus OH. was more thorough than at any other time. My breasts and crotch were brushed over by the person and a great amount of pressure used all over and I felt that was very wrong just for a medical device on my side. It was so bad that other people, who did not know me but went through security with me, asked me if I was okay afterwards. A couple stood back and witnessed it since I was alone. They were that concerned over the aggressiveness of the TSA person. This should not happen to anyone just because of a medical device.

I am writing to let you know about my experience at the Sacramento airport this morning. I am a frequent business traveler and now as a pregnant traveler, I prefer not to go through the AIT scanner. Yes, I understand the TSA has said it is safe for pregnant women & their unborn children. However, many experts are unconvinced that this has been proven (there are no long term studies) & in Europe these scanners are not allowed to be used on a large scale without a medical reason. For these reasons, I choose to opt out.

This morning several travelers were waived through the alternative metal detector next to the scanner. I asked if I could use that instead of the body scanner but was informed by the TSA agent that I can't "ask" to go through it and would have to go through the scanner. I requested the pat down instead.

With regard to "asking" to go through the alternative metal detector, I object to this policy and to the TSA agent's handling of the situation. I am obviously pregnant and, given an alternative, I think all pregnant women should be able to opt for the metal detector if one is available and should not have to be subjected to an unpleasant and much longer "pat down."

1/28/2013

3:55:29 PM I believe a change should be made to this policy when it comes to pregnant travelers.

Please advise, thank you.

(b)(6)

Caller states that she flew Delta on Jan 22 leaving from Orlando - ATL - Indianapolis. Caller states that she was flying up for her sister's funeral. Caller states that they returned yesterday. Caller states that there were no different items on the return flight, and on the departing flight she had no issues, just upon return. Caller states that she is 73 years old and she uses a wheelchair and portable oxygen machine. Caller states that in Indianapolis a security lady was very difficult to deal with and was rude. Caller states that she was impressed at how nice Delta was. Caller states that her husband is also in a wheelchair and Delta wheeled her around. Caller states that TSO told her she had to go through all of their belongings and took her husband's shaving lotion that costs \$85. Caller states that was told the bottle was too big and her bath body lotion had the same problem, so it was also taken. Caller states that she was told that they had to stay at the checkpoint or be put in checked luggage. Caller did not understand why or how that would be done. Caller states that she was told that the alarm went off on the oxygen machine. Caller did not understand what that meant since her oxygen machine needed an alarm for her oxygen levels, which were fine. Caller states that she was told she had to take her shoes off and get a patdown in a separate room and get explosive trace detection on her hands and shoes. Caller states that she was told she had to use the same powder on her belongings. Caller states that her items in her carry on were disarrayed because of the hand inspection and her clip diamond earrings were missing. Caller states that she feels that because she had to stand around barefoot for so long on cold floors that she is now getting sick from it. Caller states that she feels the TSO on duty doing the screening was rude and caused unnecessary difficulties. Caller states that she doesn't understand why she would have had any issues with security coming back if she had none on the initial flight.

Airport IND
Airline Delta
Flight # 796
Date Time 01 27 2013 10AM
Location Gate A7

1/28/2013
4:08:03
PM

Advised caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

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

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site

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Remote Client IP: (b)(6)
Date Time: 1/28/2013 4:44:06 PM

1/28/2013
6:04:32
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): FLIGHT#556 HAWAIIAN, HONOLULU, HONOLULU, 556 TO KAHULUI, MAUI, JAN 18 2013, 748P.
Comments: MY WIFE WAS VERY UPSET AT THE WAY SHE WAS, SERCHED AT THE AIRPORT. SHE WAS VERY EMBARRASSED. AND SHE'S ALSO IN A WHEELCHAIR. SHE DOESN'T THINK IT WAS RIGHT FOR HER PATTED DOWN ALL OVER HER BY THE TSA LADY
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Remote Client IP: (b)(6)
Date Time: 1/28/2013 4:03:56 PM

1/28/2013
6:04:57
PM

Name: youreaqueer
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): los angeles customs agents
Comments: the dude grabbed my nuts and winked at me.

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Remote Client IP: (b)(6)

Date Time: 1/28/2013 8:43:51 PM

1/28/2013 Name: (b)(6)

10:22:12 Email: (b)(6)

PM Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight# 1496 united airlines from Ft Myers to Cleveland on 01/27/2013 rsw airport

Comments: I informed the woman at the screening area at about 6-8:20 a.m. on 01/27/2013 that I am a Diabetic and could not go through the body scan with my insulin pump, she insisted that it would not bother my pump because, it is not a x-rays of peoples bones, were just checking for bombs, again I told her that the manufacturer of the insulin pump and the doctors say that you are NOT to go through any x-ray or scanning machines with the pump, but she insisted so I went through. Ever since my sugars have been High, so I contacted the animas corporation the maker of the pump and they said they are absolutely not suppose to go through any airport scanners, now because of the tsa officer lack of education and unwillingness to listen I have to get a new insulin pump and go back on shots till I receive a new pump. One week before this happened I had a screener at the Memphis Tn airport insist that I could go through with the pump, but she finally listened to me and let get a pat down which is what should be done. I am one of a million with diabetes that go through this day after day. The TSA officers should have at least 5 minutes of training about the insulin pump, so that this doesn't happen any more.

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Remote Client IP: (b)(6)

Date Time: 1/28/2013 11:40:51 PM

1/29/2013

8:15:46

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CVG Airport.

Comments: Hello.

I have been patted down on several recent flights. There has been nothing in my clothing that has triggered it. I resent this violation of me in the name of security. Thank you
Caller is an American Airline employee. He had been disconnected twice when transferred to MB.

Accepted TRF:

Apologized to caller for issues during transfer today.

I asked caller how he feels he was discriminated against.

Caller stated to say he was discriminated against that is a little harsh.

He stated he conveys 2 concerns.

He is an airline Captain with American Airlines and FFDO as well as global entry member so he has had extensive background checks.

When he chooses to travel out of uniform he still has those background checks and is a low level security threat.

He agrees with the security but where it falls apart for him is in the last 2 years he is selected every time he flies out of uniform.

This has happened at different locations: West Palm Beach, DFW, Ohare, JFK and Detroit Metro.

1/29/2013

1:40:28

PM

His personal opinion is because the agents have the authority to select and in his case for whatever reason they exercise that power.

None of the equipment alarmed, he was just chosen for extra screening.

He does think it could be petty jealousy and to test his theory a couple of times recently instead of displaying his airline credentials (as he normally does) he used his FL drivers license instead.

That takes him from airline personnel to general public and he was not chosen for extra screening.

He feels the TSA looks bad because of this.

What he is submitting is that he is being selected unfairly because of his airline background.

He flew 1-25-13 from West Palm Beach and was out of uniform and he displayed his airline credentials. When they chose him for extra screening he asked for a supervisor and they could not say why he would have been chosen. Next the woman who came was in street clothing and he assumed she was the CSM. She told him it is in the SOP and she cannot provide it to a traveler.

I explained the CSM could not give him the SOP information or give to any traveler because that is guarded information.

Told him I could possibly send something over to West Palm Beach.

Caller states that on 12-29-12 she flew out of Greenville SC to Houston on United. They are a bi-racial couple and feel that they were being discriminated against. The TSO put her purse through screening about 5 times. She feels that she was put through more screening than the other people and that all the screeners were white. The airline did alot to them also that they feel was not right and they have filed a complaint with United in regards to those incidents. The bags flew to Washington and the flight was delayed so they ended up driving home from the layover airport and could not get their bags.

Advised caller: If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220. I can only help with anything that TSA may have done.

To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. They are required to put a NOI inside a bag that they do a hand inspection on. Since there was not a NOI inside your bag that is an indication it was not TSA inside the bag.

1/29/2013 2:06:41 PM To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response.

(b)(6)
The caller is describing an unpleasant experience by herself and her husband at Greenville Airport with both TSA and United Airlines. They were visiting from Dallas with her sister and on their return trip received patdowns and additional screening including 5 passes with her purse. She also states that her wallet was hand searched and the individual business cards were looked through. She also mentioned that screeners comments seemed rude. The caller believes this additional screening and treatment were because they are a bi-racial couple.

She says she filed a complaint with United Airlines on the 3rd of January, the event occurred on 29 December 2012.

I explained that she would need to file her complaint in writing and confirmed her email address so that I could send the request for information. I specifically asked if she felt the screeners were rude or if she was a victim of discrimination and she replied she felt it was because she and her husband are a bi-racial couple.

1/29/2013 2:08:04 PM Caller flew from greensboro airport and was bringing her sons diabetic medications, pump and kit. She declared to the tso at the checkpoint that her son diabetic pump can not go through xray screening. During screening a Female TSO told caller son to go through AIT screening while he had his pump on his body. Caller told the TSO at the screening area to allow her son to disconnect his pump, the tso told caller that the pump will be ok and told her child to go through the AIT screening. The Incident occured on 01-27-2013 at 11:40 am flying on Delta Airlines. Told caller that she can ask for her child to undergo a patdown procedure instead of going through the ait screening or etd screening to be cleared.

As noted below - have not received a response from Mr. Winder with a copy of the Pat-Down policy that he referenced in his previous message.

----- Forwarded message -----

From: (b)(6)
Date: Tue, Jan 29, 2013 at 12:39 PM
Subject: Re: TSA Contact Us: Complaints
To: "Winder, Owen" <HYPERLINK (b)(6)>

Mr. Winder

Last week I requested a copy of the TSA "pat-down" policy. Please forward a copy of this policy so that I may review the current requirements and restrictions for a TSA agent when they conduct these 'pat-downs'.

As I said previously, I worked for the federal gov't in Central Office for many years, and know that such a directive or policy must exist.

1/29/2013 2:14:58 PM (b)(6)

On Wed, Jan 23, 2013 at 3:26 PM, Winder, Owen <HYPERLINK (b)(6)>

(b)(6)

Thank you for sharing this information with us. I'm sorry that you felt uncomfortable during the screening experience. I would like to see what might be used from this experience. If you are able to tell me the officer's full name it would help, but it appears that may not be possible. If you have an exact description of their appearance including approximate age, complexion, hair length and anything else that may identify her.

Due to changes in screening over the past two years, physical pat-downs have changed drastically and what you describe is in most part an accurate description of what is required during a physical inspection at the checkpoint. If possible I would like

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Remote Client IP: (b)(6)
Date Time: 1/29/2013 11:36:19 AM

1/29/2013

2:16:00

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Richmond Virginia Airport 1-25-2013, Flight #3658

Comments: I was going through security I had explain to one employee that my watch and bracelet did not go through at Kansas city, she said leave on jewelry and they will do a body scan, then they did a pat down on me because of the design on my jeans, but when the finger printed me, I ask why the hispanic lady was rude to me. I feel I am entitled to know why they had to do finger print. Just wanted to know why finger prints was necessary and what was the problem. Authority taken to far. I too am a government employee. Awful

This is the same automatic reply as previously received.

I want to have a copy of the actual policy and procedure for this. There is nothing of sensitive nature to this, and does not require a FOIA request.

As noted below, the requirement is that the TSA officer use the back of the hand for sensitive areas, and your TSA officer used the inner palm of her hand to rub my perineum to the point where I felt it on my clitoris and labia.

If I would have had a dress, would she have put her hand up my skirt! Is the same procedure followed for those of the muslim faith that wear full length garb?

You have NOT responded to my question. You have had adequate time to review the film - was this done? I gave you the exact gate, time and screening post. There is not excuse for any of this, and I am not going away until I see that this is investigated.

(b)(6)

On Tue, Jan 29, 2013 at 3:03 PM, <[HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" 'tsatcc_do_not_reply@senture.com'](mailto:tsatcc_do_not_reply@senture.com)> wrote:

1/29/2013

4:07:07

PM

Thank you for your e-mail regarding patdown screening.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

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

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

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

We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, but the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding patdown procedures, please visit TSA's Web site ([HYPERLINK "http://www.tsa.gov" 'www.tsa.gov'](http://www.tsa.gov)).

Caller stated:

She went on a berevement trip on Thursday with her husband and son. Caller stated that they flew out of DFW and returned through LGA. Caller stated that she took a concealed carry course in July and has seen many people put their hands up in a submissive fashion. Caller stated that going through the AIT the stance with the hands in the air looks like someone for a line up in a police station. Caller thinks that the picture for the AIT needs to be more childlike.

1/29/2013

5:17:06

PM

Advised caller:

The image for the AIT is a standard picture for the machines across the country. Advised caller that this is SOP for TSA nationwide. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

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Remote Client IP: (b)(6)

Date Time: 1/29/2013 7:25:09 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.

Comments: I have not heard from anyone @ TSA on this Unsettling Issue !!

1/29/2013 To TSA Management

8:22:05 PM Customer Complaint: Against two Very Rude TSA Agents;

In an appropriate Screening and Pat Down too!

Employee Cursed at Me while I was talking to him going through the line at check point !

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

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

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

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Remote Client IP: (b)(6)

Date Time: 1/29/2013 7:23:56 PM

1/29/2013 Name: (b)(6)

8:22:08 PM Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1865/Westjet/honolulu January 24, 2013

Comments: It would appear this is the only way to contact anyone at the TSA. I sent a message concerning the damage to my luggage and received a "do not rely" note suggesting it was most likely the airline responsible for opening my expensive shampoo and leaving the ziploc bag open to allow leaking through the entire contents of my luggage. I am writing to inform you, the reason I contacted you is because a TSA note had been left in my luggage. I have received these notices before. However, never before has my luggage been left in such a state as this time. Absolute carelessness! Imagine being an exhausted traveler, all my laundry had been washed prior to packing, fragile items carefully wrapped, liquids placed in sealed bags, and when I got home I find my bag has been rummaged through, grease on my clothes and shampoo on books and clothes and jars of jelly left unwrapped. Also during this time I was subject to both the body scan and a pat down and asked 3 times to remove a belt I was not wearing.

And now to receive an automotive response saying it was likely the handling of the airline is not acceptable.

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Remote Client IP: (b)(6)
Date Time: 1/29/2013 9:55:58 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.
Comments: I have not heard from anyone @ TSA on this Unsettling Issue !!

1/29/2013 10:04:39 PM
To TSA Management
Customer Complaint: Against two Very Rude TSA Agents;

In an appropriate Screening and Pat Down too!

Employee Cursed at Me while I was talking to him going though the line at check point !

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

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

I asked for a supervisor and STSO (b)(6) of BWI came over and was just as Rude and very unprofessional to me as he listened to the TSA rep and his statement and just totally disregarded what I was trying to explain to him about the Rude & Very Nonprofessional Incident and of (b)(6) Cursing and Swearing at me... it was also over heard by PSS TSO (b)(6) whom was a bit helpful as he did witness the Disorder by both TSA Reps !
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Remote Client IP: (b)(6)
Date Time: 1/29/2013 10:39:34 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA5481 - Eagle, CO to Denver, CO on Saturday 1/26/2013..
Comments: To Whom it May Concern,

1/30/2013 8:05:43 AM
On 1/26/2013, I opted out of the automated screening at the Eagle, CO airport due to the fact that I am pregnant. When the TSA agent (b)(6) approached me, she stated all the necessary information needed prior to my pat down. What I did not expect was to have her hand go up so far into my crotch area that I was given a "camel toe" because she touched my vagina not only once but four times. 2 times from the front and 2 times from the back. Honestly, I was beyond shocked because this has never happened to me before and I travel 2-4 times a month both domestically and internationally and I felt truly violated beyond words. As a result, I then asked (b)(6) to speak to her supervisor as this AGAIN has NEVER happened in all the years I have traveled around the world and opted out of the automated screening. With this being said, she went to retrieve her supervisor (b)(6). After a few minutes, he approached me and asked me what was wrong. I explained my situation and he informed me that all of his agents are highly trained and taught to pat down until they feel resistance. Honestly, what is the TSA's definition of resistance??? Is it touching someone's private parts??? Beyond that though (b)(6) did not provide me any resolve to my issue. All he said was that every airport is run differently. WHAT? Isn't this a governmental organization where consistent performance should be kept to a high standard.

AGAIN, I have traveled all over the world and this has NEVER happened to me and I am curious to understand why it was happening at Eagle, CO airport? Can someone please explain this to me as I truly find this completely unacceptable and I feel violated beyond words by the TSA! I am considering seeking legal counsel on this as it is inappropriate behavior. Honestly, is this how the TSA is run by allowing employees the opportunity to "cop a feel" on both US citizen and foreigners?

I look forward to hearing back from someone immediately about this issue.

Sincerely,
(b)(6)

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Remote Client IP: (b)(6)
Date Time: 1/29/2013 10:07:41 PM

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

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): On 01/16/2013 at approximately 6am at the TSA going out on; Southwest Airlines Flight # 194 from BWI to MDW.

Comments: I have not heard from anyone @ TSA on this Unsettling Issue !!

1/30/2013 To TSA Management

8:06:00 AM Customer Complaint: Against two Very Rude TSA Agents;

In an appropriate Screening and Pat Down too!

Employee Cursed at Me while I was talking to him going through the line at check point !

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

I asked for a supervisor and STSO (b)(6) of BWI came over and was just as Rude and very unprofessional to me as he listened to the TSA rep and his statement and just totally disregarded what I was trying to explain to him about the Rude & Very Nonprofessional Incident and of (b)(6) Cursing and Swearing at me... it was also over heard by PSS TSO (b)(6) whom was a bit helpful as he did witness the Disorder by both TSA Reps !
Caller stated her friend flew from Orlando to Frankfurt Germany on Flutanza. Caller stated her friend had two hip replacement and TSA insisted that she went through the AIT. Caller stated she wants to complain about Customs and Border and broke the lock on her suitcase. Caller stated her friend wanted to know why she had to go through the AIT even if she has a doctors note.

1/30/2013 9:42:28 AM
Advised caller the following information:

Advised caller if a passenger has a doctors note about their disability that doesn't exempt the passenger from being screened. If the passenger set off any alarms of the WTMD or the AIT the passenger would be subject to a patdown to resolve the alarms.

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

Remote Client IP: (b)(6)
Date Time: 1/30/2013 9:07:34 AM

1/30/2013 10:04:42 AM

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

Comments: I have written to complain about one of the security agents at MIA age H named (b)(6). I am fully aware that no disciplinary action will be taken. All I need to know is, if he is doing the pat downs (I think everyone should be patted down), since he is violent and rough to the elderly, do I have the right to request being patted down by another agent (there are usually three at that gate)? A yes or no answer will be sufficient.

Caller stated that she wanted to add that her husbands cologne was 3.3 ounces to the complaint that was sent up on 28 JAN 2013.

CCR informed her that this information will be added to the record and sent up as well

EID (b)(6)

Caller states that she flew Delta on Jan 22 leaving from Orlando - ATL - Indianapolis. Caller states that she was flying up for her sister's funeral. Caller states that they returned yesterday. Caller states that there were no different items on the return flight, and on the departing flight she had no issues, just upon return. Caller states that she is 73 years old and she uses a wheelchair and portable oxygen machine. Caller states that in Indianapolis a security lady was very difficult to deal with and was rude. Caller states that she was impressed at how nice Delta was. Caller states that her husband is also in a wheelchair and Delta wheeled her around. Caller states that TSO told her she had to go through all of their belongings and took her husbands shaving lotion that costs \$85. Caller states that was told the bottle was too big and her bath body lotion had the same problem, so it was also taken. Caller states that she was told that they had to stay at the checkpoint or be put in checked luggage. Caller did not understand why or how that would be done. Caller states that she was told that the alarm went off on the oxygen machine. Caller did not understand what that meant since her oxygen machine needed an alarm for her oxygen levels, which were fine. Caller states that she was told she had to take her shoes off and get a patdown in a separate room and get explosive trace detection on her hands and shoes. Caller states that she was told she had to use the same powder on her belongings. Caller states that her items in her carry on were disarrayed because of the hand inspection and her clip diamond earrings were missing. Caller states that she feels that because she had to stand around barefoot for so long on cold floors that she is now getting sick from it. Caller states that she feels the TSO on duty doing the screening was rude and caused unnecessary difficulties. Caller states that she doesn't understand why she would have had any issues with security coming back if she had none on the initial flight.

1/30/2013

12:27:37

PM

Airport IND

Airline Delta

Flight # 796

Date Time 01 27 2013 10AM

Location Gate A7

Advised caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

From: (b)(6)
Sent: Wednesday, January 30, 2013 11:53 AM
To: TSAExternalCompliance@dhs.gov
Subject: Questionable Behavior by TSA Screening Officers at LGA

Dear Transportation Security Administration:

1/30/2013
2:04:30
PM

As a frequent traveler (I fly approximately 100 flights annually), and as a member of the Pre Check program, I understand the importance of the TSA and its mission to safeguard our skies, and I fully support the screening process when it furthers that goal. I was disappointed with the treatment that we received last Sunday, December 16, 2012 at LGA. I was traveling on the 1:30 PM US Airways flight from LGA to PIT with my wife, our 23- and 16-year old daughters and our daughter's 16-year old female friend. We proceeded through the US Airways Shuttle screening area at approximately 12:30. My 23-year old daughter and the 16-year old friend both were wearing shirts with sparkly plastic sequins, which are quite common on clothing worn by young women, and to which one officer stated that they'd have to take off their tops for the full-body screen. The 23-year old had nothing underneath but a bra; the other young lady wore a tank top underneath. Thankfully, one other screening officer said that it wouldn't be necessary and that they could proceed. My 16-year old daughter was wearing a grey sweater that had fine gold threads woven throughout, which apparently showed yellow anomalies on the full body screen. She was asked to go through again after removing the sweater. There apparently continued to be some concern by the officers, at which time she was given a body pat-down which was not communicated to us before it was commenced. I stepped over and simply inquired of the agent whether that was necessary. She snapped back that it was and turned her head and continued to pat down my daughter, front and back, which included her entire body as well as her hair. From the pat-down, my daughter was escorted over to the screening area to further have her hands swabbed for explosives. The whole process took about 10 minutes and held up countless other travelers as well as us. We saw the security screen, and the yellow anomalies appeared in her hair (which was in a bun) and on her front hip, which in my estimation was the area on her jeans that included a metal button. How that justified a full body pat-down and a hand swab I'll never understand.

I approached the office near the screening area to casually talk to a supervisor. I was met by a male screening agent who was willing to listen to my concerns. I was also met by a female Asian agent who appeared to be a supervisor or at least the designated spokesperson. Unfortunately, I did not get her name. Rather than listen, she simply defended everything that was done by the screening officers. She said my daughter was asked to go through a second time so that they could clear some anomalies. When I asked about the entire body pat-down done without my knowledge in an effort to clear anomalies, I was met with simply more statements in defense. Clearly her entire body did not appear as anomalies on the screen, and I'm unsure why a simple hand wand could not have given the agents the satisfaction they apparently needed. I simply and politely stated to the agents that I disagreed with all that had occurred and walked away to catch our flight. That was the end of the discussion.

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Remote Client IP: (b)(6)
Date Time: 1/30/2013 1:19:35 PM

1/30/2013
2:05:09
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight DL4786, SLC airport, terminal 2.
Comments: I want to be clear that the TSA agents I encountered were professional and courteous. This is NOT a complaint about them. After opting out of AIT screening, my enhanced patdown (which I knew going in that I would be receiving) alarmed after the glove check. I was extremely irritated to find that the second patdown could not take place where the public could see it. If you don't want the public to know that some patdowns require the front of the hands over sensitive areas, perhaps the TSA shouldn't be doing it. It was my choice to opt out, and knew that all of this was a potential consequence of that choice, but the TSA often publicizes how few complaints they get, and I just wanted to go on record as saying that I am not okay with your screening methods. Thanks.

Caller returned from FL yesterday. Caller wants to know the policy for the veils and the scarfs. When she was traveling through, there were people entering with head veils and scarves and did not have to remove them. However, caller is mad that her husband, who used to work at the Buffalo airport and is a veteran of the US had to take off his baseball cap. Caller stated she will be writing a letter of complaint and discrimination. Caller feels that she is being discriminated against.

Informed caller:
Apologized to caller.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

1/30/2013 2:09:53 PM Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the individual will be offered the opportunity to remove the head covering in a private screening area.

If a passenger is wearing a head covering for religious or ceremonial reasons, he or she may be permitted to conduct a self patdown of the head area. If the TSO cannot determine that the area is free of a detectable threat item, it may be necessary for passengers to remove their head covering during the screening process. Passengers may request to be in a private area while the head cover is removed, inspected.

It is through policy how everything is screened. TSA is required to pat down places or people that set off an alarm or show an anomaly.

Suggested the caller ask to stay in her wheelchair if she cannot stand and keep her hands above her head.

Offered to transfer the call to MB, however caller declined.

1/30/2013 4:13:00 PM I would like to file a formal complaint with the tsa regarding an inappropriate pat down. The supervisor's information is st50 (b)(6) The situation occurred in DEN at approximately 1250pm at A bridge 1/30/13. A TSA agent in training conducted the search while being supervised. I am glad the tsa takes great care in ensuring our safety but it must be conducted in a humane and civilized way. I've opted out of every backscatter scan and have received a total of 12 pat downs, so I am very familiar with the procedure. The agent is supposed to go up the inside of my thigh until he meets resistance. This agent met resistance and continued to push higher. I jumped due to the discomfort of having manual pressure in my anus. I calmly asked the agent to "ease up" and expressed my discomfort. The agent then proceeded to do the same technique on the other side. I do not find this to be acceptable after expressing my discomfort. The agents hand went so deep I had to readjust my underwear. I tried to discuss the matter with the supervising agent, however, he would not speak to me or interact with me, basically ignoring me until I asked for his supervisor. He then stated that he did not believe that the search was inappropriate. I know for a fact this to be untrue due to my previous experiences. As I stated, I am glad the TSA is ensuring our safety but it should never make anyone feel violated. I hope to receive a response to my complaint. Thank you.

(b)(6)

Caller is worried about radiation and wants to opt out of the AIT machine and wants to know how much radiation they get from an airplane flight, told caller

1/30/2013 8:28:01 PM She can opt out of the AIT machine and receive a pat down instead.

TSA has no jurisdiction over the planes themselves.

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

Remote Client IP (b)(6)
Date Time: 1/30/2013 10:21:33 PM

Subject: Suggestions

Name (b)(6)

Email (b)(6)

Comments: My comment is in regard to the inconsistent and apparent random results of the TSA "swab" tests, and the steps which the TSA takes when encountering a "false positive" test result.

First, let me state that this is now the third time I have been subjected to the "enhanced" pat down procedure following the swab machine triggering an alarm. As always, the TSA agent was very excited to inform me when the machine detected a "dangerous chemical that is found in explosives". When I inquiry as to the specific chemical, the TSA agent never seems to know what it is, nor do they know the amount which was detected, or where on my person the chemical was found.

1/31/2013
8:14:04
AM

In each and every instance, the machine did not detect any chemicals when the test was performed a second time. The machine is either rigged to trigger randomly, or it is inherently flawed and prone to reporting "false positive" results. In either case, the procedure which follows is by far the most overwhelming proof of the perversion and obsession the TSA has regarding the genitals of others.

A reasonable next step would perhaps be to swab the person's hands to confirm the existence of chemical residue, but that would be too sensible. The TSA it appears has evidence that terrorists are compulsive when it comes to touching their genitals during and after handling dangerous chemicals found in explosives. That must be the reason why the enhanced pat down is identical to the original pat down with one exception, the agent uses the front of their hands to stroke (multiple times, up and down, back and forth) against a person's crotch.

Oh you perverted little freaks. Really, are you serious? The response to detecting "dangerous chemicals" is to perform the same pat down procedure except for using the front of the hands to stroke my crotch!

I suppose the "enhanced" aspect of the pat down is truly only appreciated by the TSA agent performing the pat down.

Why is the TSA obsessed with touching my vagina!

My legal case is with the TSA at SNA forcing me to accompany them to a private area where they could perform this procedure.

I informed the agent that I was not comfortable being alone in private with one (not to mention two) of them, and that I would prefer they conduct the pat down where they conducted the original pat down, right there in the security screening area. They informed me that I had to follow them to a private room. I told them I did not require a private screening area and they could proceed with the pat down. They threatened me and attempted to intimate me. The supervisor told me that I would be breaking. Caller flew from Minneapolis via Sun Country to Fort Meyers and then back a week later. She was screened by one of the machines and wants to know what it was. It was not the walk through metal detector. She wants to know if it shows a detailed image of the body. She asked if she can request a patdown rather than use the machines. She also heard that they were removing these machines. She said that she was in a wheelchair and was made to rush through and it was not a good experience.

1/31/2013
1:05:30
PM

I told the caller that the machine she most likely used is the AIT. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body.

Automated Target Recognition (ATR) software upgrades further enhance passenger privacy by displaying a generic image of a person on an AIT monitor. Passengers are able to view the same outline that the TSA officer sees. The FAA Modernization and Reform Act of 2012 (FAA Act) directed "the Transportation Security Administration (TSA) to ensure that AIT be equipped with ATR software on June 1, 2012. This Act also allowed the TSA Administrator to grant an extension, which he issued for one year, ending May 31, 2013. One vendor's solution (Rapiscan) did not meet that deadline. In order to meet the Congressional mandate, TSA plans to remove all of the Rapiscan AIT machines. Some will be replaced with other AIT units that are equipped with ATR. At the remaining locations, TSA will use multiple security layers to provide a comparable level of security. By June 1, 2013, only AIT units equipped with ATR software that provide enhanced privacy protection for travelers will be used by TSA at airport security checkpoints. As always, use of this technology is optional and she can request a patdown at any time.

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

Remote Client ID: Duplicate
Date Time: 1/31/2013 3:49:36 PM

Name: Duplicate
Email: Duplicate

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #F9 2612, American Eagle, San Diego commuter terminal to LAX departing at 1pm-connecting flights from Denver to Honolulu, HI. January 15th, 2013

Comments: We must figure out a better way to be safe. My husband and I have not flown since the body scans and pat-downs were put in place due to not wanting to be subjected to such humiliation with our two young daughters. However, wanting to visit Hawaii and hearing it wasn't as bad as we thought, we decided to try. I was so relieved in the Denver airport to see the new screens that are much less invasive and felt I was treated with respect-even when my bag was checked and had to get searched-I appreciate it was in my presence. However, in San Diego, we had to leave the main terminal and go through security again in the commuter terminal. I was horrified to see they had the blue x-ray scanners and was greatly relieved when the security ran me and my 2 daughters together through the metal detector. We arrived around 10:45 and had to wait until our 1pm flight. Once in the terminal we found out there were no water fountains in the secured area to fill our now empty water bottles. We did find a drinking fountain outside of the secured area which after an hour and 1/2 of waiting decided to take a drink and go back through security. My husband went first with our two daughters and I stayed behind to watch the luggage-per your rules. After he went, I went. I went to the line again, as before, asked to opt out of the body scanner and was told that I would have to be patted down in order to proceed. I was shocked considering I had just went through the metal detector before and now was not being allowed to. I was informed that it was because my daughters were with me that I got to go through the metal detector and since now I didn't I would have to be either x-rayed by a person I couldn't see with an image I was not allowed to view or be groped all in the name of my safety. I then informed Agent Duplicate that I would just call to my daughters-30 feet away to come out and get a drink and then go through as before. She told me that now that she knew what I was doing that she would not allow it and I either had to be x-rayed or groped--all for a drink of water. We had been in an airport since 7am that morning. It makes no sense that the metal detector was fine an 1 1/2 ago but not now and that I have to use my children to protect my privacy. So faced with either being molested visually by someone I couldn't see and not being allowed to see the image taken of me or being physically molested by someone I can see, I chose the later. I called out to my husband-30 feet away and told him I had to be groped because I didn't have the girls with me. Agent Dupli then threatened to call the police for shouting. She also wanted to put me in a secluded box to grope me. If I am going to be violated I will not do it in secret, so I told her that would not be necessary and we did it in front of all the passengers waiting for flights. I was again, committing no crime. I have the right to tell her of my disapproval of your "procedures." What crime would the police charge me with?-she was just being a bully. Often peoples rights and freedoms are violated by "procedures" and these need to change. My business is with the private airlines not with the government and unless I have committed a crime or you have reasonable suspicion of a crime, you have no right to physically touch me in that way or take a picture of me that I cannot view. I am an American Citizen. I have the right to travel in my country free-from unreasonable searches. I should have the right not to have a naked picture taken of me or my breasts, butt and groin being groped. I would rather you run a background check and profile then grope every American citizen in the name of "fairness" This is outrageous! These are the types of things that have lead other countries down very dangerous roads-Germany, Russia, China. This needs to be changed. I do not fly very often, and I will not ever be flying into the San Diego airport again. I should not have had to go through security again and I should have free access to water if you are not allowing me to keep mine. Please change these. They are unconstitutional and traumatizing. My daughters had to watch in horror at my pat-down and had to watch me cry for the next hour as I had to pull myself together after the "screening". They have never seen me cry and it was definite damper to our vacation. There is a better way and we need to fix this before more women are traumatized. My only consolation is that it was done by a woman. My breasts and my groin have only been touched by my husband and by my doctor. It should stay that way. Unfortunately, I have now been molested twice by TSA and I am not sure I will ever fly again until you fix this or you are removed.

Caller lost her computer at a terminal at LAX Sunday evening. She received a patdown and got nervous and her stuff was piled up and she forgot her computer. She got the lost and found number. She called back 2 nights and now it has been more than 72 hours. She went thru the checkpoint at 9:29pm CA time. She wants to be contacted by the CSM at LAX. She already left a message on the phone there for her 4 days ago.

Advised caller:
I apologize for your experience. I will send you a standard form 95 claim form.
The CSM may contact you by phone or email.

I would like to file a complaint about the TSA staff at the airport in Eugene, Oregon. I have had problems there several times.

The first time was during a body pat down in the summer of 2011. I have an implant in my body which sets off metal detector. I have had many of these body pat downs, but only the one at the Eugene, Oregon airport was more like sexual abuse than a body search. Each time the female agent approached my crotch (four times: once for front of each leg, and once for back), she hit my private parts hard with her hand. I was so shook up afterwards, I went in the bathroom and cried. It was basically a sexual assault.

Another time, at the same airport, I was recovering from surgery. They took my cane, had me walk through the metal detector, and then instead of giving me my cane, they told me I should just walk over and get it. This meant I had to walk about 15' without the use of the cane that I needed for walking.

The last time was only a few days ago, and this last incident has prompted to write this letter. The date was January 28, 2013 at approximately 4:30 am. I went through the security traveling with my cat. They told me to take my cat out of her carrier and walk through the metal detector. My cat has never traveled before, so I did what they said, but naturally I was holding on tight to the cat with both arms.

1/31/2013 10:01:26 PM I got through the metal detector and one agent said he wanted to wipe my hands with his explosive residue tissue. Okay, but I was still holding the cat! I told him this (although, he could clearly see the large animal in my arms) and he looked at his fellow agent with an expression of, "can you believe this lady? ...what we have to put up with!"

He insisted that I lift my hands, while trying to keep ahold of my 12.5 lb frightened cat so that he could wipe my hands. Then I was casually told, "put the cat back in the holder."

I had to flag someone to help me. I was alone. They couldn't have cared less. There was only one agent who would help me by holding the cat carrier while I stuffed my frightened cat back in it, and helped me zip it up. What is going to happen when a passenger's animal gets lose because of their poor attitude and procedures?

This is not the end of this story. Again, as always, I set off the metal detector because of an implant in my body. I was about to have the pat down when I was asked whether I had a laptop in my laptop bag. I said, "yes." (I had understood that if it was in it's own bag it could just go through.) No problem, they could take it out. But the Agent set my Apple Macbook Pro (which is new) on top of the bag, on top of my shoes! The laptop was lopsided, balanced above the sides of the plastic tub. I said, "be careful with that." I was told, "don't worry, nothing will happen." They put it through again, and then when it all came out, the Agent stacked the three tubs on top of each other with my belongings in them with my laptop (which had nothing on it to protect it) on the bottom.

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

Remote Client IP: (b)(6)
Date Time: 1/31/2013 10:47:03 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Francisco Airport (SFO) / Terminal 1 / Security Checkpoint.
Comments: January 31, 2012

2/1/2013 8:08:29 AM Transportation Security Administration:

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

At approximately 4:45 pm PST on January 31, 2013, I entered the security checkpoint for Terminal 1 at San Francisco Airport (SFO) on the way to my flight, Alaska 313 to Seattle. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

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

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

Sincerely,

(b)(6)

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

Remote Client IP: (b)(6)
Date Time: 1/31/2013 9:51:50 PM

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

2/1/2013 8:08:41 AM Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #298, American Airlines, Honolulu Airport, connecting flights to LAX, San Diego and then Denver. Departing at 9:50pm

Comments: After a wonderful two weeks in Oahu, I was given a respectful but violating pat-down. My 14 year old daughter was wearing one of those sound activated shirts that we had bought at the International Market in Waikiki the day before and was flagged at the screening. I was then informed that they would have to touch her breasts to make sure the shirt was safe. I would not allow it and offered to go out of the secured area and change shirts and have them run her through the scanner and run the shirt. That apparently was against procedures, so I offered to change her shirt right in front of them so they could see she had nothing under it. The agents acted horrified and told me it would create a liability nightmare and might end up on youtube. How feeling my daughters breasts vs seeing her sports bra-especially if you have just spent 2 weeks on a beach is more of a liability is not logical or reasonable. We finally compromised at her taking her shirt off in a secluded area with two agents present. They examined the shirt I was to put on her and then I stood in front of my daughter as she took off her shirt and held the new shirt open for her to put on. 5 mins. later-after she went through the scanner again, I was told because I "touched" her, I would need to be pat-down and I would not be allowed to go through the scanner like my daughter did. It was obvious the agents felt it was as distasteful and awful as I did but they had to follow "procedures." I am an American citizen. I have committed no crime. I was protecting my daughter. I have the right to travel in my own country free from unreasonable searches and I have the right to travel without having my breasts, groin and butt felt up and down because of "procedure." This is a huge violation and I was humiliated and traumatized by it. There has to be a better way. Until then, I will not be traveling anywhere I have to fly to get to. I have not flown in 10ys because of the TSA. I was told it was better and my fears unfounded. Since it is a long swim to Hawaii, I thought I would try. I was wrong. I will be telling all my friends and family not to fly if it can be helped and of my experience. Fix this. When it is, please let me know.

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

Remote Client IP: (b)(6)
Date Time: 2/1/2013 6:33:40 AM

2/1/2013 8:09:06 AM

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

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CMH. Delta. Terminal C.

Comments: I realize safety is important. I fly, at a minimum, 2 weeks each month and I appreciate the teams I see at the gates. Most are very nice. That said, I am extremely upset about having someone's fingers shoved into my hair this morning. This step in the screening process is excessive. I have very thin hair and even if I had very thick hair, it is still excessive and invasive. I will take my shoes off. I will take off my sweaters even if I'm embarrassed about being a little overweight because I understand. Hair checking is excessive. Very over the top.

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

Remote Client IP: (b)(6)

Date Time: 2/1/2013 1:35:42 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Francisco Airport / Terminal 1 / Security Checkpoint

Comments: January 31, 2012

Transportation Security Administration:

2/1/2013

8:09:56

AM

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who failed to properly maintain the security checkpoint.

At approximately 4:45 pm PST on January 31, 2013, I entered the security checkpoint for Terminal 1 at San Francisco Airport (SFO) on the way to my flight, Alaska 313 to Seattle. After receiving a pat down search, I was told that the explosive testing equipment had not been calibrated yet. I had to wait almost five minutes for the TSA personnel to fix the equipment before I was able to leave the checkpoint.

While I was waiting, Screener (b)(6) explained to me that she had not had an opportunity to calibrate the equipment yet, because the checkpoint had been busy. (b)(6) should have calibrated the equipment before the checkpoint was opened. The primary reason why she did not calibrate the explosive detection equipment ahead of time was to retaliate against passengers who opt out of the body scanner, intentionally delaying them at the checkpoint after the pat down search is complete.

I want this letter added to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of failure to perform her duties as a security screener.

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

Sincerely,

(b)(6)

Caller is at Ronald Reagan Washington National Airport. She went through the checkpoint on 2/01/2013 about 9 am. She has an artificial limb from the knee down. She said that she went through the AIT and then was sent to machine that took pictures. She said that she flies all the time and this is the first time this has been done. She said the lady who performed the screening did not know how to do the screening. She stated it was not done the right way. She was not offered a private screening. She said that it was very embarrassing. She asked to speak with a supervisor. She spoke with supervisor Howe. He told her that procedure was followed. She said her screening took 35 minutes. She did not get the names of the screeners. She said the first lady was a black lady and the second one was a foreign lady. Her ID and boarding pass was checked when she got to the checkpoint. She said it should have been checked again during the screening and it was not. She wanted to make a complaint.

2/1/2013

9:38:36

AM

I gave the following information: Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, a prosthetic is subject to additional screening. A TSO will need to see the prosthetic device, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a prosthesis.

I advised the caller that her ID and boarding pass are checked when she arrives at the checkpoint.

I apologized to the caller for her unpleasant experience and told her that I would forward her record to the CSM at Ronald Reagan Washington National for review.

Caller had money stolen yesterday going through Nashville, TN airport to DFW and to SLC.

Caller walked past the A21 gate to get to security station at DFW to speak with someone for what he should do.

He thinks A19 was his departure gate.

Caller was wearing a metal cross around his neck which was covered by his sweater and he forgot he had on so he kept triggering the alarm. He was required to have a patdown to complete his screening experience. His wife was busy gathering her items and didn't get his items.

Caller is 66 years old and was wearing a sweater vest, Maroon in color, wearing glasses and dress pants which were light colored. His shirt was white with rose colored stripes.

Caller states he noticed the TSO standing and talking. The airport wasn't that busy at the time he went through. He thinks the TSO should have been watching passengers properly instead of talking.

He also contacted his airline in case he dropped his money on the actual plane itself.

2/1/2013

11:32:24

AM

His wife saw a lady TSO gathering up the containers and putting them aside. Caller's wife thinks that could have been the person who took the money. This was a young caucasian female, attractive and of average build with blonde or light brown hair.

Caller states he doesn't have an email address.

Response:

Advised caller information would be provided to the CSM at BNA for their information.

Advised caller we track trends and spot areas of concern to provide additional training or take corrective action if required.

Explained there may be video of the screening location they could review.

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

Remote Client IP: (b)(6)

Date Time: 2/1/2013 4:55:58 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

2/1/2013 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest, SFO, Terminal 1, Gates 20-36

6:09:54 PM Comments: I would like to report my TSA screening experience that I found to be inappropriate. This incident occurred at Terminal 1 for Gates 20-36, on Thursday, 31 Jan 2013, between the hour of 4:30 and 5:30 pm (the incident occurred around 4:40 pm) as I went through the scanner and was patted down afterwards.

After I exited the scanner I was told by a female TSA agent to hold. She asked me to hold a while longer than the passengers behind me. With the wait she told me that the machines were being calibrated. I waited and she told me she would have to "pat me down in a sensitive area". She didn't tell me what part of my body, or what area was in question. She then started patting around my right breast area and asked me to lift my right arm. This event was 1) embarrassing in that this occurred in front of everyone else in line and 2) inappropriate in the sense that she should have told me what area of my body was in question. She should have explained exactly where she was going to have to touch me and how (e.g., use of hands, back of hands, etc). Moreover, what part of having to physically touch me would rule out what she questioned? Could a re-scan through the scanner or use of a wand actually rule out what the potential issue was? After leaving the security area I was discombobulated, and I felt like I was violated.

I have had previous instances where I was told I needed a pat down but I was told exactly the area in question and asked if there was anything in that area that could trigger the inquiry. I did not receive this in this case, and it was even worse because it was in a highly sensitive area of my body.

I understand TSA has a job to perform but in this case there is a serious need for improvement.

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

Remote Client IP: (b)(6)

Date Time: 2/1/2013 8:50:44 PM

2/1/2013

9:17:14 PM Subject: Courteous/Professional Treatment - Report Outstanding Service

Name: (b)(6)

Email: (b)(6)

Comments: I'm on TSA pre-check and Global access. I fly over 60 segments a year. Many out of FLL on United. FLL has the most poorly trained and rude TSA agents. Every time I fly through FLL I must go through the full body scan and get patted down EVERY TIME! I've been told to remove my belt after the scan when I show I have none on. I have never been found to have anything in my pockets or on my person other than a boarding pass in my hand. I've seen many "employees" of FLL walk through without scanning with shoes and belts on. Many times I've seen the alarm go off as they pass through the metal detector and still waived through. One time while being patted down I politely asked why I am considered more of a threat than them. I'm told they are "employees" and I received a more thorough pat down! I'm a loyal American and not a threat. I'm not going to be bribed to carry something in! They are more likely too. I've spoken with UA personnel in their United Club and TSA agents elsewhere and all say FLL are the worst! Please do something; it's insulting and dangerous. Please have TSA pre-check at UA in FLL!

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

Remote Client IP: (b)(6)

Date Time: 2/1/2013 9:19:46 PM

2/1/2013

10:06:48 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Ua 407 at Denver airport

Comments: I requested a pat down this afternoon. I am a frequent flyer and I am concerned about my frequent exposure to the X-ray machine. Should these pat-downs include vaginal contact? I was patted down by an officer named Lark. She made contact with my vagina-this was through my leggings but there was forceful contact with my vagina. Is this the normal procedure? This seems overly intrusive to me. I want to know what is correct procedure

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

Remote Client IP: (b)(6)

Date Time: 2/2/2013 12:40:32 AM

2/2/2013 9:08:37 AM
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SFO - Delta Terminal
Comments: (b)(6) was screening officer.

As an opt-out from millimeter wave technology, I asked kindly to be exempt from the scan. TSA agents insisted that I walk through the scanner anyhow, saying they would not turn it on. After I said that I was not comfortable doing so, they said "alright, it's going to be awhile" despite a surplus of agents and zero people in line behind me. After an initial scan with possibly used gloves, the sample detected a 1.34 level of TNT, indicating a possible explosives detection. (b)(6) took me to a back room, and insisted that he would only pat my groin multiple times. Why he only needed to pat my groin is beyond me. In addition, his 'scientific method' of testing a single detector strip to verify its non-detection, followed by throwing out that strip, then using a new one, is inconsistent with normal practices. His inconsistent practice in addition to his oddly sexual secondary exam causes me to believe that I was mistreated due to my not complying in walking through the millimeter wave device. In addition, as I walked away, I heard a number of agents laugh derisively.

2/2/2013 1:10:01 PM
As a frequent flyer, this is unacceptable, and I am debating whether to press charges against (b)(6) and the TSA for sexual harassment. I went through tsa screening at the Fort Lauderdale airport on November 28, 2012 for a flight to Latrobe, PA. I refused the xray machine and had to stand for a pat down. Sometime during this process a package of very expensive jewelry including a Rolex watch was removed from my light blue coat. Needless to say, I am extremely upset over this incident and want it fixed.

Thank you,

(b)(6)

Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

I apologize for your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

I offered:

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

2/2/2013 1:41:26 PM
or via postal mail to:

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

Flight information:

Flight Path: Austin to ATL
Flight date time: 2 1 4:47pm
Flight #: 2066
Airline: Delta
Airport: Austin Bergstrom
Gate Terminal: 3
Email: (b)(6)

Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

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TSA-CRL@tsa.dhs.gov

or via postal mail to:

2/2/2013

1:41:26

PM

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

Flight information:

Flight Path: Austin to ATL

Flight date time: 2 1 4:47pm

Flight #: 2066

Airline: Delta

Airport: Austin Bergstrom

Gate Terminal: 3

Email: (b)(6)

Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

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Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

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

Flight information:

Flight Path: Austin to ATL
Flight date time: 2 1 4:47pm
Flight #: 2066
Airline: Delta
Airport: Austin Bergstrom
Gate Terminal: 3
Email: (b)(6)

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

Remote Client: (b)(6)
Date Time: 2/2/2013 6:11:21 PM

2/2/2013
7:04:17
PM

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

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): FLL Terminal 4 H Gates. .

Comments: The FLL airport continues to abuse travelers by only offering the options to be scanned by a Rapiscan or assaulted by a pat down that involves touching areas that shouldn't be searched as I'm not in prison! Both of these options violate the basic rights of passengers' privacy and the Fourth Amendment rights. Seriously stop violating my rights & civil liberties. It is not a choice to opt out and only be subjected to threats of an intrusive patdown.

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

Remote Client IP: (b)(6)
Date Time: 2/2/2013 10:53:12 PM

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

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Salt Lake City International Airport

2/3/2013 Thursday, January 31

9:07:17 AM Delta 2157 @ 11:01am..

Comments: I am writing concerning a situation that my wife had happen to her at approximately 10:00am on January 31. We were at the Salt Lake City International Airport catching a flight to Seattle. She is pregnant and requested not to go thru the X-Ray but to have the pat down screening instead. She was taken thru to the cleared area and given a thorough search from a female TSA agent. The problem is that the area she was searched in was in direct view of all of the passengers who had just completed their screenings. While she was being searched she had a male passenger that had been cleared standing there staring at her and smiling throughout the search. This took an invasive but necessary procedure and turned it into something more. She stated that she felt as if she had been assaulted.

There is no reason that passengers who are having intimate areas of their body touched should be forced to be put on display for any pervert who happens to be around to watch. The simple inclusion of a screen or partition could help to maintain the dignity of people that request the manual screening.

Thank you for your attention to this matter.

Our info

(b)(6)

Mount Vernon, WA 98273

(b)(6)

Feedback Type : Complaint

Categories : Missing or Damaged Items in Checked Luggage Current Date Time : 2 2 2013 8:35:07 PM Airport : BNA - Nashville International Date Time of Travel : 01 24 2013 Airline : Southwest Checkpoint Area of Airport : baggage screening TSA Employee: (If Known) :

Comment : This may sound petty- but it has happened before. When I return home, I find things damaged in my bag! Purposely done so!! I had an envelope of hot cocoa that was wripped open- and powder was all over my clothes! I also had a hard plastic green glass with a logo on it, and it had a hard plastic green straw, which I had taken out and wrapped in clothes so it wouldn't get broken. When I got home, I found it broken. Not just a little, it was purposely snapped repeatedly, and there were little green shards of plastic all through my suitcase. This could not have happened by accident, I still have most of the pieces in a little baggie, if you care to see it. One of the pieces cut my finger before I noticed what it was and was more careful.

2/3/2013

9:07:39

AM

This isn't the first time things like this have happened. I put up with the pat-downs, when I have nothing metal on me, put up with the stress of having my clothes rifled through- but this is just malicious mischief! No need for it- so why does it happen? I am a frequent flier- and I understand the need for security- but needlessly breaking and trashing things is not cool. Any suggestions of what can be done?

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

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

Dear Sirs,

It is with great reluctance that I write to you with a complaint.

I am a 67 year old Bermudian, and a Muslim, who was born in Trinidad, W.I. Since 1972 I have travelled through the US over 100 times. Since the despicable events of 9/11 I have been pulled for special pat down searches on every occasion with the denial that this is because of profiling. I have been sent to your special room in Miami by one officer only to be told 2 hours later that I should not have been sent there. Through all of this I have not complained because your people have a job to do.

2/3/2013
11:00:17
AM

In July 2011 my wife and I were travelling to Trinidad via JFK. As soon as we reached the metal scanner a female Afro American officer shouted out "Two TARGETS" for pat down. She probably realized what she had said (because of her training?) and changed the demand to 'two subjects' for pat down. Even to this disrespect I have not complained.

On 29th January I was on my way back from Trinidad via Miami. I has purchased several school text books for my grandson who just started elementary school. All of these books were in my one piece of luggage. When I arrived home I found two TSA 'Notice of Baggage Inspection' slips in my bag. I also found, unfortunately, that three of the reading books I had bought were not with the other books, all of which were placed together in the baggage.

I am sure you will agree that this is unacceptable. I am also sure that most people like myself have no issues with our bags being checked for security reasons but we cannot accept our property being taken, especially by people who are expected to be trustees of our belongings whilst in their control. These books were not very expensive, just over \$100.00 TT, but even so they belonged to me.

Under current conditions it may be impossible to identify which officer checked any particular bags. No amount of training can make a person honest if he tends towards dishonesty. It may be worth considering setting up a camera system in the checking areas. The honest officers will be happy to know that they have nothing to fear whilst those with sticky fingers or the urge to be dishonest will certainly think twice before taking peoples' property.

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

Remote Client IP: (b)(6)

Date Time: 2/3/2013 3:13:33 PM

Name: (b)(6)

Email: (b)(6)

2/3/2013
5:08:06
PM

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight DL0761, Delta, A terminal, Gate 27..

Comments: I retired after 31 years with Delta and have been flying every weekend between TPA and ATL and TPA and MEM for 7 years.

On 03 Feb I was flying from TPA-ATL-MEM and had an unpleasant experience with TSA.

They blocked out the area in front of the gate counter at A27, approximately a 12x12 carpeted area. When boarding the aircraft the TSA persons were looking at IDs and Tickets. I happen to be step into that area as I approached the gate and was told to step away. I asked "what is the purpose of this?" and was told to approach the gate agent and board the aircraft using a different path. The TSA employee could not answer my question.

I was then told they were going to search my bag before I boarded. One TSA employee questioned my ticket because it had no seat assignment and another searched my bag. Because I fly using my pass privileges my tickets do not show a seat assignment until I am cleared by the agent. There were few passengers on this flight and I was the only one they chose to search.

This was not right, My bag was searched as a result of my questions and 'standing on the sterile area carpet'. The TSA employee opened it and shuffled things around. It was obvious that she was not searching for anything. I resent the bully tactics of TSA and have experienced them more than once. Most are somewhat professional but others think because they work for TSA they can intimidate passengers.

Another example, last Friday I was flying from Memphis to Atlanta. As I went through the TSA line I showed The TSA employee my GOVERNMENT issued Global Entry Card as ID, she said she could not accept it because she had not seen one before. Fortunately there was someone there who had.

On Friday February 1, 2013, I went through your security post at the Pittsburgh Airport. The time was approximately 4:20 p.m. I have a full hip replacement, therefore I had to have a Pat down as I did not go through the line up that had the "X-ray facility" The attendant was going to pat me down in the public area and while she did not offer a private pat down, I asked for one. She had to get another female attendant for a witness, which she did. I asked that all my belongings be brought into the room with me. I used the white buckets which contained a red travel bag, a brown puff coat, brown running shoes, and a computer. I also had a grey wheel bag, not in a bucket. I was not allowed to touch my items and I asked the helper to ensure she had the bucket with my computer in it. She said she did.

They took me into an untidy Janitor/utility room and did the pat down with no incident. I was then in a rush to go to my boarding gate as I had to board at 4:55 p.m. I scanned the table on which my items had been set and it was empty. After I boarded flight 627 Pittsburgh to Phoenix at 4:55 PM I realized I did not have my computer. I reported it to the flight attendant who asked for my last name and she said she would phone it in.

I now would like to determine if the computer has been turned in, as I need to have it returned to me. The computer is a black 13" laptop Asus and is registered to the name below: (b)(6)

2/3/2013
6:13:19
PM

Please advise soonest.

Thank you.

(b)(6)

All things Beautiful!

HYPERLINK (b)(6)

I'm writing with a complaint regarding the screening process at Philadelphia International Airport on Monday, January 28, 2013 at approximately 2:00 p.m. for a flight on Southwest Airlines.

I opted out of the body scanner and was separated from my belongings for 4 or 5 minutes while waiting behind a gate for the staff to find a female agent. I should have been allowed to stand near my belongings, which included a laptop computer, immediately; however, even when I asked to be allowed to do so, I had to wait several minutes more. When I then asked for a private screening, I had to wait another 4 or 5 minutes for staff to find a second female agent. I was then told to walk to a room about 100 feet or more away. I did not want to walk without shoes but was denied the opportunity to put them on, I had to walk the distance and then was asked to step into a small room with a filthy floor. It was not right to ask me to walk that distance across the airport on dirty floors. I registered my complaint with the agent who said he was in charge (a man with long dark hair in a pony tail--I did not get his badge number), but he refused to let me put my shoes on. I was understandably upset about the process and was told by the female agent that my only choice was to opt out of flying. When the whole process was completed, I also spoke to a man at the security desk name (b)(6) who gave me this contact information.

2/4/2013
9:07:22
AM

The Southwest area at the airport is not properly set up for private screenings and needs to be improved. Changes also need to be implemented to keep passengers near their belongings, to allow them to put their shoes on for the process, and to keep the area clean. Refusing to allow passengers to put on shoes that have already been through the luggage screener and that can be screened again during the horrible patdown process is unreasonable.

Sincerely,

(b)(6)

Caller flew from McAllen Texas. Caller said she saw the genitals of a person being screened by the AIT. Caller said the TSO was taking tickets and then she saw the TSO go over to the screen where the screener was looking at the image of a person being screened. Caller said the TSOs were laughing and caller said she thought TSA had stopped using those machines. Caller wanted to know what her rights are regarding a situation like this. Caller said it was clear to her that the TSOs did not care.

2/4/2013
12:02:24
PM

I told the caller that she can request a patdown instead of going through the AIT.

I told the caller she can ask for a supervisor, and there is always one at the checkpoint. I told her it is not advisable to get confrontational, but to point out to the supervisor what is being done wrong.

I told the caller I will forward her complaint to the CSM.

Caller stated that she was selected for secondary screening, and wanted to know if she was truly on a list somewhere or if the screening was truly random. She also stated that her boarding pass had four S's notated inside, as she was coming back from Cancun with her children.

Advised caller:

TSA can neither confirm nor deny whether an individual is on a Federal Watch List.

2/4/2013
12:10:39
PM

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

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

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. In some instances, this includes enhanced screening of passengers and their carry-on baggage. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly...

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 9:32:11 AM

2/4/2013
12:40:36
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): RSW, Terminal D

2/4/2013 9:15 AM.

Comments: I was just subjected to yet another public frisking at the hands of your agents as punishment for refusing to go through the naked body scanners. I am not a criminal and I am getting very tired of being treated as one.

The Fourth Amendment to the Constitution is supposed to protect citizens from this kind of unreasonable search. I consider both the naked scanners AND the frisking to be unreasonable searches which are constitutionally prohibited.

These scanners are first and foremost illegal on their face because of civil liberties violations, but they also pose a potential radiation risk, and have been proven to be ineffective. Additionally, they are a huge waste of taxpayer money and resources. I want them removed immediately.

I am a very frequent traveler and I supported creation of the TSA to provide consistent security at airports. However, you have overstepped your constitutional authority with these scanners. I refuse to subject myself to them and I will protest every time that I am frisked as punishment for refusing.

Get rid of them.

I will be contacting my congressman, both senators and the White House urging them to withhold funding from your agency until you start showing respect for the Constitution and the traveling public.

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 12:39:34 PM

2/4/2013
2:00:02
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Feb 3, 2013 Frontier 385, FLL Terminal 1 Gate B9 - .

Comments: Agent inserted himself into a resolved boarding sequence dispute - demanding to see my ticket and id after already screened at gate because I simply told a pushy individual that he cutting in line. Although the Frontier Boarding process issue was already resolved (via discussion between us two passengers and a Frontier agent), the TSA agent intervened to interject his authority and power - totally unnecessarily. "I'll decide who goes first" he said, with the full power of TSA, threat of additional secondary screening, and rubber gloves behind him.

This minor incident is the kind of thing that blackens the eye of an otherwise excellent TSA. This should not occur - TSA agents should not be involved in airline boarding sequence procedures - this guy was simply trying to intimidate and show how powerful he was.

Very disappointing.

Disability Description: Caller's mother is a paralyzed 75 year old elderly person and she herself an advocate for the disabled.

Response Details: After she said that it was discrimination due to her mother's disability, I informed her that the complaint would need to be submitted in writing and gave her the information below.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or via postal mail to:

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

2/4/2013 2:09:24 PM Caller is going to write in her complaint to the address above. I am sending this to the CSM and to ODPO as an FYI.

Incident Details: During screening there, the TSOs patted her mother down so hard that she might have a sore on her buttocks. During the screening a STSO thought it was a joke, laughing about the whole thing. She endured a patdown that lasted for more than 45 minutes. They kept her mother at the screening checkpoint from 12:10pm to 1:15pm today.

The caller was furious and stated that if she was in town now that she would go to the media and notify them of how TSA treats disabled elderly people. Her mother is very fragile and the caller hopes she does not have any broken bones.

During the conversation she said it was maybe a racial issue, however after questioning, she stated that it wasn't as much a racially driven as it was a disability issue.

She wants to speak to the head of security of EWR.

She said she will go to the President, if needed, to seek a resolution.

Due to the emotional trauma, she does not think her mother will recover from this for a long time.

Caller stated:

She wants to know if there is a program that allows her to bypass the screening. Caller stated that she always opts out of the AIT and wants to know if there is a way she can go through a TSA background check that would allow her to bypass the patdown and go through the checkpoint. Caller stated that she will be flying out of DCA with US Air.

2/4/2013 3:16:24 PM

Advised caller:

There is no way to bypass the screening methods. Advised caller that all persons traveling through the checkpoints must be screened and there is not a program that would allow her to bypass these. Advised caller that if she opts out of the AIT then the normal procedure is that she would be screened by a patdown.

Caller is 7 months pregnant and flew from San Diego to Pittsburgh for a funeral. Caller said she flies all the time. Caller requested to opt out of the AIT, she has done this previously. Caller has a complaint about the patdown procedure. She also has a complaint about damaged and missing clothing.

Patdown Complaint at San Diego - January 28, 6:20 am, American Airlines gate 27, caller did not know the checkpoint.

Caller said she failed the patdown and was not told why. Caller said the TSO was grabbing her legs during the patdown. Caller said a red signal showed up on the swab. Caller said she asked about why she got an alarm while they were going through her luggage. Caller said another TSO asked if they can run her cell phone through the xray, caller agreed to this. Caller said the TSO who had her cell phone and iPhone had a spray bottle. Caller said they took several swabs that showed up ok. Caller said they told her she had to go in for a more thorough patdown because the one swab turned the machine red. Caller said they used their fingers to do a more thorough patdown. Caller said they made her lift her shirt to prove she was pregnant. Caller said she had her dog dipped and had also had her carpet cleaned and caller wondered if that may have caused the problem. Caller said the TSO said it could be or could be a lotion or perfume causing the alarm.

2/4/2013 5:28:50 PM Return trip from Pittsburgh, February 2, 3:25 PM, caller flew on Delta

Caller said on her trip back, her baggage was rerouted. Caller her Samsonite suitcase was taped shut even though the caller said the suitcase was not locked. Caller said she had a long suede jacket had been shut up with part of the jacket hanging out and now it is damaged. Caller found a NOI in her bag, The NOI is stamped Feb 2, 3:25 pm, caller said it also has RESEASP. Caller said she is missing a new athletic bra and a dirty pair of underwear. Caller said she was given some jewelry and someone had rifled through the jewelry. Caller was given this by her grandmother. Caller said she does not know if anything is missing because she did not go through the jewelry because she had been to a funeral. Caller said the return flight originated in Pittsburgh, caller was suppose to fly on American but was rerouted and flew on Delta flight DL2367, baggage claim number (b)(6). Caller wondered if this had anything to do with the other incident.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport. TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We also encourage you to check the latest information at www.tsa.gov.

I sent the caller a claim form and told her she will receive it in 24 hours.

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 4:32:57 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SFO Checkpoint F2

Approximately 1PM Pacific time.

Comments: Once again appalled at the rudeness of a TSA employee and truly aghast at the Agency's failure to follow its own protocols.

2/4/2013
6:01:15
PM

I am a frequent contributor of both compliments and complaints, as I am a frequent traveler.

I am not TSA Pre-Check on United, so went through standard screening. I oped out of the x-ray as I always do. It required four requests and more than five minutes for a TSA to respond (b)(6). He was immediately rude to me as I came through the gate.

I was agitated, and when TSA (b)(6) asked me why, I responded "My belongings have been sitting unattended for more than five minutes, and it took four requests for someone to respond."

"I usually wait for the fifth request before I answer" was his response. I insisted upon speaking to a supervisor immediately. He resisted my request. I reiterated it, and a supervisor, (b)(6) (sp?), responded.

The supervisor brought (b)(6) (who was a real professional throughout, to his credit) to conduct the pat down. As I am a frequent traveler and I have had cash stolen, I insisted -- according to TSA protocol -- to keep my cash and credit cards in my physical control. I invited the supervisor and TSA (b)(6) to clear them, but refused to surrender them or place them out of my immediate control.

I know that this is my right, but the supervisor refused to proceed with the search. He made a phone call at my insistence, and ultimately acceded to my approach (even though, he insisted it was an exception, which is nonsense).

So, in summary:

-I was treated rudely

(b)(6) treated me with a snarky joke. I note with interest that I can be ARRESTED if I make a joke at a checkpoint.

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 3:30:32 PM

2/4/2013
6:02:31
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US f1t 230 terminal A.

Comments: Agent (b)(6) gave me an option to throw away the water I had in my water bottle, which I would say was roughly 2 oz of water or get rescreened and empty the water. I opted for the latter. Once I left the screening section and walked back towards the gate agent (b)(6) gave me my water bottle. Not knowing where I should empty the water, I decided to go to a corner which was carpeted. I empty the water in the corner. (b)(6) did not like what I did and said very unprofessional "hey you why did you do that." I did not reply, but then proceeded to the security line. He then approached me and said "well then I am going to have you go through a pat down." Knowing that I simply poured water on the carpet, I knew I was not a threat to our national security. I went through both the screening and pat down successfully. I did asked him does he feel better going through the unnecessary screening just because he think he could use some type of power being a TSA. He said "yes and I get paid to do so." With that said I take ownership in pouring the water on the carpet. However, spending tax payers dollars on unnecessary screening, because he wanted to was simply wrong and unprofessional. I know this letter may not get to him or for that matter be taken serious. But, just wanted to let TSA know I don't feel no more safe, but he did prove his point. He can use his status to do whatever he wanted to do.

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 3:12:00 PM

2/4/2013

6:02:44

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: I would appreciate learning why I, a 70-year-old grandmother (who is also a federal employee with CBP -- and, as such, has received a background investigation and held a Secret security clearance until my current position as staff assistant to the Public Affairs Officer -- is subjected to full, or partial, patdowns in secondary inspection every time I fly. It really is ridiculous and humiliating.

Forwarded to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

2/4/2013

6:02:47

PM

From: (b)(6)

Sent: Monday, February 04, 2013 4:40 PM

To: TSA.Civilrights@dhs.gov

Subject: TSA Contact Us: Complaints

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 4:40:04 PM

Name:

(b)(6)

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 7:13:51 PM

2/4/2013
8:12:41
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Phoenix airport, Terminal 4, flight 230 us airways

Comments: Agent (b)(6) gave me an option to throw away the water I had in my water bottle, which I would say was roughly 2 oz of water or get rescreened and empty the water. I opted for the latter. Once I left the screening section and walked back towards the gate agent (b)(6) gave me my water bottle. Not knowing where I should empty the water, I decided to go to a corner which was carpeted. I empty the water in the corner. (b)(6) did not like what I did and said very unprofessional "hey you why did you do that." I did not reply, but then proceeded to the security line. He then approached me and said " well then I am going to have you go through a pat down." Knowing that I simply poured water on the carpet, I knew I was not a threat to our national security. I went through both the screening and pat down successfully. I did asked him does he feel better going through the unnecessary screening just because he think he could use some type of power being a TSA. He said " yes and I get paid to do so." With that said I take ownership in pouring the water on the carpet. However, spending tax payers dollars on unnecessary screening, because he wanted to was simply wrong and unprofessional. I know this letter may not get to him or for that matter be taken serious. But, just wanted to let TSA know I don't feel no more safe, but he did prove his point. He can use his status to do whatever he wanted to do.

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

Remote Client IP: (b)(6)

Date Time: 2/4/2013 9:03:19 PM

2/4/2013
10:05:59
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): February 4, 2013

RSW Terminal D

9:15 AM

Comments: No, this information is NOT helpful. Both your "patdown" procedures AND your naked body scanners violate the Fourth Amendment to the Constitution of the United States.

Today I contacted my congressman, both my senators and the White House requesting that your funding be withheld until you start showing some respect for the highest law of the land.

This will happen every time I am forced to undergo an illegal search in retaliation for refusing to submit to the illegal searches from your rape-i-scan machines.

You have no right to perform these searches. You have no warrant, you have no probable cause, you have no oath or affirmation, and you obviously have NO idea what you are looking for, all of which are required by the Fourth Amendment.

You are completely out of control and I will continue to petition my elected representatives to cut your funding to zero, which is only what you deserve for your treatment of American citizens.

Caller wants to know about the security screening at the airport. Caller wants to know if it is an x-ray, because she is a cancer survivor. Caller went through the AIT machine and had informed the TSO that she cannot have any x-rays, because she is a cancer survivor. The TSO stated that these are not x-rays and proceeded that the passenger walk through the AIT machine. Caller wants to know if there are signs posted in the airport saying that each passenger has a choice for screening. Caller wants to know if TSA does not recommend the AIT for cancer patients. Caller is very upset that she had no way of knowing that TSA does not recommend cancer survivors to opt-out for a pat-down. Caller had no way of knowing that having a pat-down was an option.

Caller is 78 years old, does not have a computer, and would like to make a complaint and suggestion. Caller hopes her suggestion will help people like her who did not know, and had no way of knowing that there are options for screening. Caller states that there should be a sign saying so due to the severity of the health condition. Life or death as she stated. Caller wanted to know who she can speak to about this. Caller wants to know what action will be taken and how she will know that something was done. Caller wants someone to contact her as far as the results of this complaint. Caller wants to know how long it will take to review this documentation. Caller wants to know how she knows if an action or no action was taken. Caller asked what happened to the previous machines and why they were taken out.

Complaint: Caller was not offered a pat-down once she informed the officer she was a cancer survivor. There is not a sign saying that cancer patients are not recommended to go through AIT and may opt out for a patdown instead. The TSO should offer passengers to be screened via patdown or the machines. The burden of being informed should not be placed on the passenger, but rather on the government to inform the passengers of the process.

Suggestion: There should be signs stating that every passenger has the right to choose either a pat-down or to go through the AIT. For those who do not have internet, in order to become familiar with TSA travel tips and to be informed, there should be another way of informing them via signs or have the TSO better inform the passenger of the process, their options, etc. Caller states that this is not a simple request, but rather it is very important that other cancer patients, and all passengers are informed with this information.

2/5/2013
12:35:26
PM

Informed caller:

Apologized to caller. Thanked caller for the suggestion input.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

AIT machines are not x-rays. These machines are made to help find metallic and non-metallic threats under the passenger's clothings. The AIT machine does not catch the metal joints that people have inside of their body, because it is just bounced off the outside of the body.

Clarified with (b)(6) and (b)(7) that this machine is in fact not an x-ray. Informed caller that I am not a radiologist and do not know the complete make-up of what the machine is exactly, but can assure her that this has been tested to be safe for those. Caller said she had her trashed her luggage, she has a patdown and an ETD. She said the last time it happened at FLL, but she is always selected for extra screening. She wanted to know why.

2/5/2013
5:31:14
PM

I told her I do not know why, but she could apply for Redress and it would give her an RCN that she would enter each time she flies. This will begin an investigation and once it is complete they will send her a letter. I emailed her the Redress form and the instructions which she will receive within 24 hours.

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

Remote Client IP: (b)(6)

Date Time: 2/5/2013 3:01:01 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Denver International Airport, Main terminal, North end security checkpoint

Comments: Hello,

To give you some background before I state my complaint, I've been a frequent flyer for a number of years and consistently a United Premier status member for at least the last 4 years. Denver was my home airport for the last 6 years. For various personal reasons, I've never been a fan of the AIT screening but gave in to that option over the patdowns. I've never vocally complained or voiced my disagreement w/that level of screening however my experience yesterday still has me feeling upset and violated.

2/5/2013
6:56:55
PM

Anytime I've gone through the AIT screen, a TSA agent has directed me to step aside after the scan until they get the "all clear" signal to let me through. On Monday, February 4, 2013, at approximately 11:45am Mountain time, I went through the north end security checkpoint at Denver International Airport. I utilized the Premier status line and then the western most lane of the open lanes at the time. I stepped inside the scan, was told to step through and as I was waiting for the "all clear", the female officer - without saying a word - picked my arms up and then cupped both of my breasts. Still not saying a word to me, I put my arms down and said "Excuse me?!" and her response was, "I was talking to him", as she motioned to her co-worker on the other side of the conveyor and went to cup my breasts again. I then said, "But why are you touching me? I went through the scan." Her response, "Well, the scan shows something", finally turning my attention to the scan monitor that showed a blur near my right shoulder. I said, "You could've explained that before touching me." She didn't say anything else to me (perhaps the male agent who motioned me through the scanner was supposed to tell me that I triggered something, but he didn't, and I'm just guessing for some explanation here). I was so in shock that I forgot to get her name; and over 24 hours later, I'm still very upset at this complete lack of respect and lack of privacy. I was traveling w/a friend and she was also surprised by what happened and could tell I was upset. I gathered my things and went over to the TSA desk in the checkpoint and told what looked to be a supervisor (in a suit jacket and tie) what had happened. He apologized for my experience and said it would be addressed. Again, I regret I didn't get his name either but was still in shock from being violated. I'm assuming there are video cameras in the security checkpoint area and these interactions would've been recorded.

According to your website:

"What do I do during a pat-down?"

All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice. All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down. If you have a medical device, please inform the officer."

Unfortunately, I wasn't given any of these rights, or explanation, before I was touched. I want to know how this has been/will be addressed and resolved going forward so other people do not have the same experience I had.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 2 5 2013 8:03:30 PM Airport : LAS - McCarran International Date Time of Travel : 02 03 2013 4:30 PM Airline Flight Number :

Checkpoint Area of Airport : SCREENING

TSA Employee: (If Known) : Short man about 50 with dark hair and dark thick mustache Comment : I do not travel often. I have anxiety issues with the big x-ray screening machines. There was a normal metal detector that the TSA (a man about 50 with dark hair and a dark mustache) opened up as the line was getting long since they were funneling two lines into one machine. If the TSA man had been paying attention, he would have seen that I let 6 people go ahead of me because I was starting to have a panic attack approaching the x-ray machine. The TSA man standing in front of the metal detector opened up the metal detector side and people stated to go through. I stepped aside to go through the metal detector to avoid a full blown panic attack. I did not cut in line but he yelled out "I have a line jumper!" and I had to go to the back of the line. Like I said, if he was paying attention, he would have seen that I had stepped to the side a bit and I was NOT cutting in line. I did not know you had to line up military style to go through the machines. He would not let me pass through the metal detector even when he decided it was my turn. He told me I had to go through the x-ray machine. I asked him why I could not go through the metal detector. He started to laugh at me and told me "I make the decisions, not you, ha ha ha..." He never answered my question. I was trying to keep my panic attack under control, but it wasn't working. I started to get emotional as my panic attack was taking over. He told me to make a decision or I would have to be patted down. I said no, I wasn't doing that and to give me some time. He started yelling. He then sent a tall African American man to pat me down in front of the people waiting in line to go through the machines. I wasn't going to have someone touching me in front of all these people, especially a man! This sent my panic attack beyond my control. The TSA man with the mustache continued to laugh at me. I told the African American man I was having a panic attack. He walked away. The TSA man with the dark mustache then had a passenger with her daughter walk right in front of me to go through the metal detector just to rub it in my face that he was not going to let me go through there. He continued to laugh at me and called a supervisor. The supervisor, a man about 6'3" who was bald came over and I told him I was having a panic attack and I needed some time. He told me that was fine. He talked to my husband on the other side and my husband also told him I was having a panic attack and it was due to the x-ray machine. I finally made it through crying and having my panic attack, for I did not want to get thrown in jail for this. The man with the dark mustache needs some more training on how to treat people. I would NEVER treat anybody the way he treated me. I was told later by my sister traveling with me that they cannot have a man pat you down, so why did he send a man to pat me down? The TSA man with the dark heavy mustache needs more training to learn to identify a passenger who is having a panic attack and not stand there and laugh and humiliate them. I do appreciate the job that TSA people do to make our travel safe, but I do NOT appreciate being laughed at and humiliated by a TSA person due to a medical condition that I cannot control. I just hope that this incident is discussed with him and he is given more training on how to pay attention to what's going on in front of him and be able to identify someone who is having a panic attack so he doesn't humiliate them and works with them. Also he needs to be trained that men are NOT to be sent to pat down a woman. Thank you for your time in reading my complaint. I hope to receive a response. Thank you.

2/5/2013
9:04:16
PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

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

Remote Client IP: (b)(6)

Date Time: 2/6/2013 5:38:08 AM

2/6/2013

8:17:36

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flight 731 from LGA to DTW at 4:45 am on 2/6/13 - Pre-Check screening area

Comments: I am a VERY frequent flier who just had a first-ever terrible experience with a TSA agent. After being cleared thru Pre-Check I was randomly chosen for screening of my palms, and something set off an alarm - I understand this could have been hand lotion or hair product on my hands. I was then taken into a private screening area for a complete pat-down etc. All this I understand, sort of - what I object to is the rude tone and harsh attitude of one of the female agents, who treated me like a prison guard treats an inmate, would not let me speak, etc. This caused me to lose my temper, which made her even more rude. If TSA agents are trained to treat the public with courtesy and respect, this female agent at Terminal D in LaGuardia skipped that part of the orientation! I hope never to have a repeat of this humiliating experience.

Caller wanted to know why he is being flagged for a pat down. He said that he has trouble printing his boarding pass online. When he gets the pass at the airport it has the ssss on it. His wife does not have a problem printing her boarding pass online. He said that he does not think it is random because it has happened on his last three trips.

I gave the following information: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

2/6/2013

9:56:42

AM

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: [www.dhs.gov TRIP](http://www.dhs.gov/TRIP).

In the alternative, you may complete the appended Traveler Inquiry Form, including your original signature, and return it with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov.

I told the caller that I do not know why he is being flagged for additional screening.

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

Remote Client IP: (b)(6)

Date Time: 2/6/2013 11:10:15 AM

2/6/2013

12:05:15

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Disarrayed Items in Checked or Carry-on Baggage

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.

Comments: As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, "Get back in there." Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, "Yes." He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, "get back over there." I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security processes in place - my son is an 8 year 82nd Airborne vet post 9-11, and since I have never had this kind of experience I was extremely taken back. I might have passed over the rude and condescending manner in which I was treated by both employees, but the (I believe) inappropriate handling of my medical device put me over the edge and made this a pretty traumatic experience. I travel via airline several times a year. Is there anything I can do to avoid this type of treatment in the future?

Thank you very much. (b)(6)

The caller wants to know the policy regarding a patdown. The caller flew from Canada to the US and states a customs officer pushed all around the sides of her breast when alarm sounded due to her bra. The caller was then offered a option of going through the machines or a physical inspection after she had been patted down

2/6/2013

2:49:56

PM

Travelers must go through different clearance procedures when crossing international borders.

We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511.

Caller flew on Jan. 26. She was taken to the security checkpoint and was told she would receive a patdown instead of AIT. Agent (b)(6) told the caller she may get a thrill out of it referring to a patdown procedure rather than going through the advanced imaging technology. Caller did receive a patdown from a female agent but the incident was very embarrassing for her.

2/6/2013
3:04:09 PM
Airport: PHX
Airline: Southwest Airlines
Flight number: 3225
Date and time: Jan. 26 9:30 am
Gate: B

Son placed a complaint that day to his boss, a Southwest employee.

I apologized and informed caller I would send this to the CSM.
Disability Description: CPAP Machine.

Incident Details: Caller had an issue with a patdown she received and the treatment of her CPAP machine. Caller did email the TCC earlier, and received an email stating there was insufficient information. Caller is wanting to know what information she would need to supply.

Caller is also concerned about whether or not TSA has to abide by HIPAA. Caller is a private person and did not want to divulge to her friends that she had a Cpap machine.

Caller is informed that her items can be screened privately if she requested a private screening. She did not inform the TSOs that she preferred the Cpap to be private, nor did she separate her Cpap from the rest of her carry-on. Caller was told that since she failed to do either, the TSOs would have screened the items without putting any thought into whether or not she wanted discretion.

Caller's previous complaint is being copied verbatim for CSM review. CCR spoke with (b)(6) on the reasoning behind the initial response. (b)(6) was correct in observing that the caller did not provide flight number, terminal, and gate--caller could not provide these on the call. This record is being escalated without the additional information because of caller's insistence.

2/6/2013
4:24:38 PM
Previous email-EO (b)(6) /rpm 2-6-13

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

Remote Client IP: (b)(6)
Date Time: 2/6/2013 11:10:15 AM

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

Complaints: Disarrayed Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight# Airline Terminal Airport Gate Etc): Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.

Comments: As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, "Get back in there." Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, "Yes." He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, "get back over there." I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security

Caller flew from Austin on Tuesday. She was sitting there an hour and is a 79 year old greatgrandmother. They were boarding, so she got out of her seat and went to the right to get in line. A TSO tapped her on the shoulder and said: come with me so she did. The TSO put her things on a table and with no dialogue at all began conducting a patdown. The TSO took her bags and slammed them down on the other end of the table. It had fragile things in it which were broken. She flew with Southwest. She was highly offended. She was knitting prior to getting up. The TSO was was a black female who was rather short and chubby and very rude.

Advised caller:

TSA regrets that you found items missing and/or damaged from your carry-on luggage.

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

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

2/6/2013

4:43:52

PM

Flight information:

Flight Path: Austin to Baltimore

Flight date/time: 2/3 1:50pm

Flight #: 3098

Airline: Southwest

Airport: Austin Bergstrom

Gate/Terminal: far to the right (does not know)

Email: (Not provided)

Dear TSA,

Previously when I've flown through Syracuse, NY airport, I've had terrible experiences. As I draft this email, I am standing in an incredibly long line to get through the gates 19-27. The fact that I have time to type an email shows that the wait time is outrageous.

First off, why does this airport not have a priority boarding lane? Don't reply with, "TSA doesn't manage the security wait lines. That's up to the airlines on that side of security." That's ridiculous. Have your many agents standing around simply move the little posts around with the rope stretched between them....and then hang a "First class/priority" sign. Easy as that and you can organize the air travel here. For someone like me who flies almost every day, having that first-class/priority line is a big deal.

Next, last time I flew through this airport, some older gentleman with TSA disassembled by whole briefcase and had all the contents strewn all over a table looking for change. Even as I told him where the change was, he continued. He told me I broke the rules; I asked him what rule says I can't carry money in my bag?!

Now, as I wait here, I witness some younger kid hop in line because he's late for his flight. A man in line is mad at him, tells the agent checking boarding passes and this agent still lets him through! A full argument is happening in front of my eyes and no security!

2/6/2013

6:08:37

PM

At this point in the email, I am through security. The patron in front of me had an electronic boarding pass and after waiting in the entire line, WAS SENT BACK TO TICKETING FOR A PAPER COPY!!! He was pissed! I asked if you have a sign indicating they can't accept electronic boarding passes and the agent tells me no! Then I tell him you also need a priority line and he says, "we do, right here" and motions to the lane which has a sign that says "Crew members only." I told him then that you must be missing the sign that says it is the priority line as well!!

When I came through the metal detector, because I'm wearing hospital scrubs to travel, the agent says I require a thorough patdown! So he fondles me in the public area.

This place is a circus. While I type now, I'm witnessing a younger man bowing to some deity, apparently acquiring the courage to do a terrorist attack and no one seems to care. He's on my plane now.

Not that this is your problem but this little Dash-8 is the most uncomfortable plane seat I've ever sat in (which I had to walk out on the Tarmac to board)!!!

--

Caller wanted to know more about the 4 amendment and TSAs ability to screen passenger, and if he can opt out, then to opt out of AITs, then if he can check a knife, told caller

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

2/6/2013 6:34:34 PM The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft, TSA policy is to afford passengers professional and courteous treatment.

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

Travelers can check knives.

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date Time : 2 6 2013 11:27:27 PM Airport : MCO - Orlando International Date Time of Travel :

Airline : Flight Number :

Checkpoint Area of Airport :

2/7/2013 8:12:21 AM TSA Employee: (If Known) :

Comment : The practice of "natural hair pat downs" is racist. Pure and simple. I see no reason why my hair is deemed dangerous or suspect while the curly haired Caucasian in front of me is not subjected to the same shameful behavior. If this practice is not stopped immediately I and many others will form a class action law suit. Take notice. This is not to be taken lightly.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

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

Caller said that he was calling in his capacity as city attorney. His brother-in-laws wife, child and his wife went through the checkpoint in Little Rock two weeks ago today with baby formula. It was sealed and unopened. He said they were flagged and all of their possessions were searched. He wanted to know if baby formula is a permitted item. He asked if there are signs posted at the entry to the checkpoint giving instructions for taking formula. He stated that TSA has a complex body of rules and regulations that he does not see how the average person can not comply with them. He wanted to know if TSA is under DHS. He also wanted to know if we have an advisory council or group of citizens that advises or we take recommendations from or at least listen to on these matters. He asked if the formula was not declared would that cause them to be searched. Caller said that he is going to call his congressman.

2/7/2013 3:49:36 PM I gave the following information: When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

I told him that the information on taking formula is on the website, however I am not aware of it being posted at the airport. I told him were are under DHS. I also told him that the formula must be declared. I advised him that I am not aware of a committee of citizen that gives input to TSA.

I travel frequently with a hard-sided case full of electronic equipment. I am dismayed by your handling of my equipment. I've had the case not latched properly and not packed properly even when I leave notes to please use the cable ties (that I supply) to ensure the case doesn't come open. On one occasion my case arrived open, with stuff falling out all over the place and the whole thing in a huge plastic bag. Luckily nothing was missing and it all still worked.

More recently, last week, my case was gone through at DFW and they didn't put the little "love note" from TSA in the case. But I knew it had been gone through as my equipment was not repacked properly. Some items were put back in the wrong cases, etc. I also have a six inch long flat bottle opener that is the perfect tool for opening some of my equipment... or should I say HAD a bottle opener. It is now gone. I can understand why someone would take it... thinking it's not a big deal, but it is not easy to find another.

I suppose I could choose not to fly or ship my equipment ahead, but you guys really need to hire people who can do the job properly. Why do you need to go through the baggage of someone who is a Gold Elite frequent flyer anyway? Just because it's equipment and there might be something to steal or mess up? I can live with the pat downs and the xrays, but please be more responsible when handling expensive equipment.

2/7/2013

4:11:39

PM

(b)(6)

(b)(6)

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date Time : 2/7/2013 8:53:19 PM

Airport : AUS - Austin-Bergstrom International Date Time of Travel : 01/31/2013 2:45 PM Airline : Flight Number :

Checkpoint Area of Airport : Checkpoint 3 TSA Employee: (If Known): (b)(6) Comment : After arriving at security checkpoint 3 I requested an "advanced pat-down" instead of the backscatter x-ray. TSA employee (b)(6) took me aside to the pat-down area and instructed me as to the pat-down procedure, as expected. The pat-down deviated from the norm when (b)(6) was behind me, checking my legs. (b)(6) very forcefully brought his hand up into my crotch, hurting my genitals. I said to him, "Hey, you're being a little rough." He ignored me and moved to my other leg. I assumed it was an accident about which he was understandably embarrassed, so I allowed him to continue. He repeated the act with my other leg, forcefully bringing his hands up and hurting my genitals a second time. At this point I was bent over in pain, and when he stood up and came around to my front I put my hand up and said "Seriously, you need to calm down." His response was alarming; he leaned in toward my face in an aggressive manner and responded, "Oh, I'm calm." We then engaged in what I can only describe as a confrontational stare-down for a few moments. He then asked me to complete the pat-down procedure. After the pat-down was complete I requested to see his supervisor, who simply gave me a TSA comment card to submit. The exceedingly aggressive behavior of (b)(6) was frightening. I have been through perhaps a dozen TSA pat-downs before and, although they are not pleasant, I have never before been harmed in the process. Yet (b)(6) hurt me twice in his official capacity, and not only refused to apologize but seemed to become angry when I asked him to stop. For the sake of other passengers who might encounter (b)(6) in the future, I would like to ask that he be permanently restricted from performing pat-downs. I am requesting confirmation that this restriction has been put in place.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

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

2/7/2013

9:15:32

PM

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

(fill in what you can)

Name: (b)(6)

Phone #: Cell: (b)(6)

2/7/2013
9:15:50
PM

Mailing Address: (b)(6) Brooklyn, NY 11211

Email: (b)(6)

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

During the screening process at Logan Airport I opted out of the body scanner and requested a
pat down. During this time my valuable were out of range and barely visible. When I requested

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

Remote Client IP: (b)(6)

Date Time: 2/7/2013 11:21:56 PM

2/8/2013
8:14:54
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Oakland airport on Sat. the 19th of January at 6:50 pm heding for SLC, Ut. .

Comments: We were traveling with a friend who had just had a total hip replacement due to an accident while on vacation in Petaluma, CA. She just was released on Thursday, surgery was on Monday. We couldn't get a flight out until Sat.

We were told not to make her stand unnecessarily and not unaided.

the security agent made her stand by herself to do a full body patdown. She almost fell. Her husband and myself went to aid her but the agent started screaming at us not to touch her or the wheelchair otherwise she would have to start over. She yelled at my friend several times to just shut up and let her do her job. She was very rude and very unprofessional. Her husband and I were taken aback by her rudeness and just wanted her to complete the patdown otherwise we would have made her contact a supervisor at that time.

More compassion needs to be given to those that are in wheelchairs for whatever reason. Also, more training for the security agents.

Disability Description: Caller has osteoarthritis and osteoporosis, a knee replacement and hand joint replacements in both hands, lichen sclerosis in her private area . If she is bumped or rubbed in her private area, she bleeds. She had a patdown at TPA some time ago that was above what normally happens and she bled.

Information Request: Caller wants to know what to do to avoid what happened at TPA.

2/8/2013
10:26:13
AM

Response Details: I offered her the address to file a complaint regarding the previous patdown. She said she had called TSA and complained. They gave her the ODPO number to call the next time which is why she called today. I told her that in order for it to be a formal complaint it must be done in writing. She said it happened so long ago she did not want to file one. She just does not want this to happen again.

I apologized about her previous screening experience and let her know that I would send this to our disability experts. If they need to contact her they would do so via phone or email. If they do not contact her, that does not mean they did not receive this. It may mean that they contacted the CSMs at the airports.

I am sending this to ODPO due to the seriousness of the situation.

The caller stated that yesterday she went through the scanner and she was told that this is completely safe. She is concerned because she is 31 weeks pregnant. She stated that the TSO told her that that the AIT was safe for her baby. She stated that TSA will have a lawsuit if anything is wrong with her child. She stated that she asked if the system was okay. She stated that she was not told that she can opt out of the AIT. She asked if she can get some information about AIT in writing. She asked if I had went through the AIT while with child or if I had used the AIT at all. She stated that the last time she flew she used the WTMD, and the AIT was not even there. She asked why we offer the option to opt out if the AIT if it is safe. She asked why anyone would want to opt out if there was no health concerns.

I advised the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam.

However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

2/8/2013
12:43:36
PM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I explained that I can email the information to her and they TSOs are not required to tell her that the AIT is optional. I explained that I have used the AIT before, and I have went through screening while with child before. I explained that the AIT is not available at all airports at the time. I cannot say why a passenger would opt out of the AIT, I do not have that information.

I explained that I will forward the complaint to the CSM at SMF for review.

The callers flight details are as follow:

Departing Airport:SMF
Destination: Eriry PA
Airline: United Airlines
Flight Number: 6510
Terminal: A
Gate: 15

Caller wants to know what it means when she registered. She also wants to know how she can have her items with her at all times when she goes through screening?

Informed caller:

2/8/2013
4:13:51
PM

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

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

Caller tried to mail a passenger feedback form. It was sent twice to the address at the bottom of the form and sent back both times. The OMB # has expired and it was 12 11 when it was first mailed. Her employer filled it out. (NOTE: From this point, all information is the caller reading from the form.). Her boss flew from DFW with American airlines on flight AA463 to Houston TX and went thru Terminal A checkpoint 21. Her boss stated that his wife received discourteous treatment, lack of privacy, nonstandard screening, and inappropriate contact from TSO (b)(6). Caller's boss stated that (b)(6) has unlimited power and acted like it. He stated that his wife is a 69 year old cripple (arthritis victim), who has to fly over once a week. Caller's boss stated that his wife has the highest TSA clearances. He indicated that she has been told by her physician not to remove her shoes, but that she offers to sit down and take them off to run them thru the xray unit. The caller's boss stated that the TSO took longer and was more invasive than any search they have had done previously. He stated that she had received extraordinary groping, which he stated is humiliating and unnecessary on elderly crippled fliers whose job leaves them no choice but to fly. Also, the boss stated that the TSO's attitude was the worst, treating them in a rude and intimidating manner. The boss stated that this is his first ever complaint. He wants the airline to be safe, but states that this was uncalled for. He requests that we please stop this woman from humiliating passengers. His name is (b)(6). His wife is (b)(6). (Caller's email is (b)(6)). The email given above is for her employer, who sent the feedback.).

2/8/2013
4:44:45
PM

The supervisor there was (b)(6). Caller's boss states that the supervisor was professional and provided very courteous treatment. He states that This supervisor was helpful, nice, and apologetic. Caller's boss commends him highly.

Advised caller:

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

Please accept our appreciation for you taking the time to share this information with us.

Feedback Type : Complaint

Categories : Screening

Current Date Time : 2 8 2013 5:46:58 PM

Airport : SFO - San Francisco International Date Time of Travel : 02 08 2013 Airline Flight Number :

Checkpoint Area of Airport : Terminal 2 - Checkpoint for Gate 58B TSA Employee: (If Known) (b)(6) Comment : February 8, 2013

Transportation Security Administration:

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

2/8/2013
6:19:18
PM

At approximately 5:40 am on February 8, 2013, I entered the security checkpoint for Terminal 2 - Gate 58B at San Francisco Airport (SFO) on the way to my flight, American 2002 to Miami. I opted out of the body scanner and was then subjected to an invasive pat down search by Miguel, who touched my buttocks and groin area.

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

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

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 2/9/2013 1:32:51 AM

Airport : SNA - Orange County John Wayne Date/Time of Travel : 02/01/2013 8:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I get a pat down on my chest, "EVERY SINGLE TIME"; I pass through the millimeter wave detection scanner. I get pat down regardless if my bra have metal hook or not.

2/9/2013
9:08:50
AM

(b)(6)

This has happened to me at SNA, LAX, AUS, YVR, SEA.

And there was never anything in my chest besides my bra, and my flesh and bones.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

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

Caller's wife went to FL yesterday. Caller states that at the airport, she was forced to go thru the scanner, even though she is pregnant. Caller states that the TSO never told her that she could opt out and receive a patdown. Caller states that she is worried about radiation and no alternative was offered. He says that her doctor is also concerned. Caller states that when she requested a patdown, she was told not to worry, the device is just like a sonogram.

2/9/2013
9:18:24
AM

Advised caller:

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I apologize for your experience.

(NOTE: Caller stated that he would call back when he had gathered all of his information, after I stated that I could take his information and send his complaint to a CSM.).

Date: February 9, 2013

Time of Incident: 8:45 am, February 8, 2013

Airport: Lambert International, St. Louis, Southwest Airlines Terminal

Flight Information: SW 3923, 9:55 am Departure Time

Checkpoint/Area of Airport: Security Screening, Southwest Terminal

TSA Employee Name: (b)(6)

Complaint:

I am a frequent flyer and understand the security screening system. I also understand that TSA security procedures do change from time to time.

I followed the procedures to enter the screening devise. The TSA Security Employee (b)(6) instructed me to put my hands above my head, touching hands. (This was a slightly different procedure from what I was used to, so it took me a few moments to understand that my hands had to touch as opposed to just be above my head.) I exited the screener as I normally would. The TSA employee seemed to be "ticked off" with me, rudely saying I did not follow instructions. His manner appeared to be disgusted with me. I asked if he was speaking with me because he was looking elsewhere when we had been speaking, not making eye contact with me and speaking low enough that I couldn't hear his instructions. (It is harder to hear when you are in the screener and trying to read and follow the guidelines/instructions inside the screener) He rudely stated that he was talking to me (again, acting disgusted). I returned to the screener for a second time, and he waved me away.

Apparently, I did not hold my stance long enough for a clear picture to be scanned so I was subjected to a physical pat down.

I get the need for these security measures. I expect TSA employees to communicate effectively and appropriately so customers are able to follow the security procedures efficiently and appropriately. I don't appreciate the "power play" that this particular TSA seemed to use with me. It does nothing to make me feel more secure - quite the reverse. I expect TSA personnel to execute their jobs with appropriate attention to detail and respect so I can do likewise. I was disappointed that this was not the case in this instance.

2/9/2013
11:00:19
AM

Thank you for your attention.

Sincerely,

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Screening

2/9/2013 Current Date/Time : 2/9/2013 5:02:28 PM

6:05:14 Airport : PBI - West Palm Beach International Date/Time of Travel : 02/07/2013 6:30 PM Airline & Flight Number : us air Checkpoint/Area of Airport : concourse b TSA Employee: (If Known) :

PM

Comment : a male tsa agent patted down my daughter who is 16 even though there was a female there, he told the female "he would take care of it"; I did not go through with her but was told about it later. I am not happy. i will be contacting an attorney. i don't think it is appropriate for some perv to be there patting down minors when there is a female there and there is no reason to pat down someone that is a minor Would you like a response? : True Passenger's Name (b)(6)

Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

---Original Message---

From (b)(6)

Sent: Saturday, February 09, 2013 6:23 AM

To: TSAExternalCompliance@dhs.gov

Subject: Violation of civil rights complaint

On Tuesday, February 5th, 2013 at approximately 1250PM I was going through security at Syracuse Hancock Airport in Syracuse, NY carrying my 8 month old son in my arms. by myself. I previously called TSA before my trip to make sure I could have baby items like food that were oversized and factory sealed. The man said it would not be a problem, just declare them at the checkpoint.

At the Syracuse location, I had 4 pouches of baby food that were unopened and clearly sealed, as well as labeled by the company. I was singled out for "secondary screening", which was fine. I figured they had to just take a closer look at the unopened pouches of baby food. I was never told I needed to be pat down by the TSA officer, who is a WHITE FEMALE WITH BLONDE MEDIUM LENGTH HAIR THAT WAS WORN IN A PONY TAIL AND ALSO HAD ON DARK LIPSTICK, even though I had on leggings and a tight tank top, and I never set off the metal detector or that she would tear my bag apart even though it checked out during the regular screening.

2/9/2013

7:27:28

PM

She proceeded to take everything out of my bag, and was borderline shouting at me when I changed my mind once about having her open all of my sons sealed pouches of baby food to "test them". She then told me I had to get the pat down and I kept asking her why when everyone but the baby food was fine and her only response was "I told you that you needed secondary screening. I'm just doing my job".

My 8 month old son started to move because I was standing and sitting for so long, I needed to adjust him because he would have fallen out of my arms if I hadn't, and she was loudly telling me to stop moving and that I wasn't being compliant because of this and yelled multiple times for a supervisor, who arrived 5 minutes later. He asked me what the problem was, I told him, and she tried to argue with me and tell him in so many words that I was lying, and that I was having an issue with her testing the baby food and changing my mind, which was not the case. He said he would stand there and then he never did, he walked away.

After I was packing up my things she tore out of my bag and shoved them back in with total disregard, I told my son, "I hope I got paid" and she then spun around angrily and walked towards me in a threatening manner. I was actually scared for the safety of my son and myself. I thought she was going to physically harm me. Instead, she started yelling at me and it was so bad, another officer had to step in front of her and stop her. The other officer, A AFRICAN AMERICAN FEMALE WITH SHOULDER LENGTH HAIR, asked what I said. I told her nothing and I was packing my stuff and I was leaving, repeatedly. But she would not let it go and they kept questioning me and lecturing me about how "we don't tell you how to do your job" until I walked away.

I have never been so disgusted and felt so violated and embarrassed in my life. Standing there with my infant son, being pat down for BABY FOOD. What does a pat down have to do with FACTORY SEALED POUCHES OF BABY FOOD? I will absolutely be pursuing legal action. The way I was treated was abominable. It was absolutely unnecessary for me to be PAT DOWN and have my bag ransacked after everything else checked out.

Dear tsa,

This is a complaint for bad service by two of your officers (supervisors (b)(6) and (b)(6)). I believe these two officers should receive further training or discipline.

My wife and 1 year old baby and I went through the A gates checkpoint in PHX a few minutes ago, and we were stopped to have our bags checked because we had some baby food pouches in our diaper bag. That's fine, and I have no complaint that we were chosen for extra screening to check the baby food. Fair enough. The inspector checked our food bag and diaper bag and cleared our bags except for some of the sealed baby food. At that point the officer (a nice guy, didn't catch his name) checked what to do with his supervisor, officer (b)(6) because we had four baby food pouches, which may have seemed excessive (not sure what the issue actually was). That's fine, we had good reason to need them on hand: we are traveling to the blizzard in New York and we wanted to be sure we did not get stuck without baby food in our diaper bag. Supervisor (b)(6) instructed our inspector to give us the choice of either opening one of the baby food pouches for analysis or getting a full pat down and bag inspection. We explained that if they opened the pouch we couldn't keep it because it would quickly go bad, but that we would rather lose the pouch of food than to go through a search of everything we own because we were worried about missing our flight. Officer (b)(6) then told us that if we were going to throw it out, then we couldn't opt to have it analyzed, and we must instead now be fully patted down and all our possessions searched and bags analyzed. I asked why would it matter that we were throwing it out afterwards if they had chosen the pouch to open, but Officer (b)(6) took the tack of ignoring me completely from that point forward, literally pretending that I didn't exist. She instructed the original inspector to begin the analysis of our bags. I asked again why we couldn't have our food inspected as offered originally. Officer (b)(6) then began patting down my wife (who just wanted this over with). Officer (b)(6) took a very long time with the pat down. (I'm not sure why, I think it was because she is not physically able to bend over with out holding on to a support, which made the pat down of my wife's lower legs extremely difficult for officer (b)(6). Don't get me wrong here, I'm also obese and would have the same trouble that she did. My point is that she may not be suited for the job she has been assigned, either physically or in temperament.) Sure enough, one of the machines incorrectly identified one of our bags as containing explosives, which held up the entire process. Officer (b)(6) seemed to give up on the pat down at one point and walked away without giving my wife instructions to return to our now crying baby (or even to put her shoes back on). We asked the nice inspector as well as a third inspector who came to help analyze/search our bags what was going on with my wife and whether she could put her shoes on and return to our baby (this third guy was also a nice guy: don't know his name but when he checked our boarding passes at the entrance to the A gates he wrote 356 on our passes, so maybe that's his ID number?). They had no idea why officer (b)(6) had left my wife in that state and the original inspector told me he didn't even know why they couldn't just have opened a pouch for testing and let us go. They saw she was at the supervisor's table so I went to complain that we were not being handled well and that everybody in our family had been upset by officer (b)(6)'s abrasive attitude. Supervisor (b)(6) then said she'd handle the situation and came over to the inspection area. Everything had been completed and we were ready to go and officer (b)(6) asked if I had any further questions. I asked why we hadn't been allowed to open the pouch in lieu of a full search. She said that it was because my wife had volunteered to be searched before we opted to open the pouch (not true). I explained that it was incorrect, and officer (b)(6) then went off to confer with officer (b)(6) and the returned at which point officer (b)(6) asked officer (b)(6) in an obviously ingenuous tone of voice, "did you inspect her shoes?" (Meaning my wife's). Officer (b)(6) answered no, so officer (b)(6) said she must now complete the inspection of my wife before we can go. Then she told officer 356 to reinspect the bag he had just inspected. She was trying to teach us the lesson that if we complained, they would intentionally make our lives harder. So the two inspectors completed their new tasks and officer (b)(6) announced that we were cleared. I was typing some notes on my phone in order to later write this letter and officer (b)(6) informed me a we second time that we had been cleared and could go. I mentioned I was just getting her name. She really huffed at that point and told me good, and do I need help spelling her name. I told her that the sarcasm was not welcome and she walked back to her station and we began to leave the checkpoint. At that point officer (b)(6) returned and demanded to see our boarding passes, which she took back to her station to make xerox copies. She then returned them and we left.

The TSA has made some welcome strides in the last year with respect to improving the experience of passengers at checkpoints, especially those of us with families. That has been most appreciated by me and my family, who travel a lot and have seen a lot of improvement. But episodes like this, of petty power plays by some of your employees, are not uncommon. I would be grateful if you would take the opportunity to train or discipline officers (b)(6) and (b)(6) about how to properly handle passengers in this instance. I seriously doubt that I am the first or the last passenger that either of them have harassed.

Sincerely,

Caller says that he checked in a brief case and a duffel bag. Caller says that the brief case was inside the duffel bag. Caller says that when he opened his brief case, the inside contents were disarranged. He says that some of the files were no longer in the brief case, but were instead placed in the duffel bag. Caller says that his wife's credit card was in his brief case. He says that this credit card and his computer cable were missing. Caller says that he has called the credit card company and had the card stopped. He says that this will be an inconvenience to him because he will now have to change the credit card numbers on several websites. Caller says that the usb ends on the keyboard and mouse were damaged as well and they had to spend \$60 for a new keyboard and mouse. There was an NOI, but nothing stamped on it.

Airport: PHX

Airline: United

Flight Number: 1520

Baggage Number: (b)(6)

Terminal: United terminal

Gate: 8

Date and Time: 02 08 12 at 7:30 a.m.

Caller's wife says that when she traveled from Houston to Phoenix she was rushed and did not put her license back where she generally keeps it. She says that when she went to fly out of Phoenix, she discovered she didn't have her driver's license. She explained to the man at the checkpoint what had happened. He then called two women over. Caller says that the woman who was approximately 5 foot 9 inches, blonde medium length hair, middle aged, with glasses. Caller says that this woman told her not to worry that she would get her through this. Caller says that the woman made sure her carry on items were separated from other passengers. Caller says that the lady was very kind. She had to do the Certification of Identity form. She says that after she finished with the questions, she had to go through the AIT, and then have a patdown. Caller says that even through the patdown the woman was very kind. Caller says that the lady told her everything that was going to happen and kept asking her if she was okay. Caller wants to compliment this person and give her many kudos.

Advised caller:

I would send claim forms via e-mail and they will be received within 24 hours. Instructions on how to submit these will be on the cover sheet. Once our claims office receives these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

I will also forward a copy of this information to the CSM to make them aware of this situation.

2/10/2013
9:12:14
AM

2/10/2013
10:47:04
AM

Caller states: His wife is missing a very expensive necklace from her carry on. She thinks that it was planned by the TSO s to get the item from the bag. She went through screening at ORD on 2-9-13 at around 8:30AM to 8:45AM at terminal 3 traveling on American Airline to Palm Springs. The bag was screened and then they pulled is wife to the side. The 2 black TSO s went through the bag and one was blocking his wife s view and was distracting his wife while the other took the expensive pair of pearls.

Advised caller:

2/10/2013 10:59:58 AM TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

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

I have e-mailed you a claim form to your wife s daughter e-mail address. Allow 24 hours for this to arrive at the e-mail address.

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

Lost and found at O Hare International Airport is 773-377-1210.

If they do not contact you, the number to call is 866-289-9673, hit option 5 and key in ORD to get the CSM at ORD.

The caller flew from SAT to SAN with her grandson. She has metal implants, so she could not go through the WTMD. She had her two year old grandson. She stated that he was crying not to be taken away from her. She stated that she was subject a patdown while he was clinging to her. She stated that he is so terrified to return to the airport because he is afraid that he will be taken again. She stated that she knew a TSO that was working at the airport and he tried to help. She stated that the TSOs tried to separate her from the two year old child.

I advised the caller that Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child s concern.

2/10/2013 12:01:21 PM I can forward the this information to the CSM at SAT for review.

The callers flight details are as follow:

Departing airport: SAT

Destination: SAN

Airline: Southwest

Flight Number: GL8G47

Terminal: 1

Gate: Not Provided

Date and Time: November 29th @ 2:00 pm

I didn't want a form letter from a computer. All that info is on your website. I want a simple answer to a simple question. Can someone take 30 seconds to answer me , or do I have to call you????

From: HYPERLINK (b)(6)

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

2/10/2013 6:02:26 PM Sent: Sunday, February 10, 2013 8:20 AM

Subject: TSA Pre_Check program

My girlfriend has had a hip replacement and has to endure a pat-down at airports. Will the TSA pre check program avoid the pat-down at participating airports?

Best Regards,

(b)(6)

Again, thank you for your response (copied at the bottom) to my email below, although it is basically the same information that I read on your website. And according to this information and the response email, I can bring juice onto the airplane. The amount was also appropriate to our 22 hour traveling day.

So, if the answer is YES you can bring juice on the airplane, WHY was it that the only choice at the security in Honolulu was to "abandon" the juice? Why did the TSA agent tell me the only thing I could bring more than 3 ounces was formula and also that I did NOT read that juice was acceptable on the TSA website? Furthermore, why has there not been any sort of apology for the inconvenience that this may have caused us? Not to mention that we that we had to "abandon" something that we paid for and were supposed to be allowed to bring in?

As I stated earlier, the Detroit TSA was very nice and considerate and we had NO issues with juice. They tested it and let us proceed without incident. Honolulu was a different story. Again, I am not sure how "juice is allowed" can be interpreted differently at different airport TSA checkpoints. This interpretation problem is definitely something that needs to be addressed.

(b)(6)

My second email to TSA:

2/10/2013
7:08:54
PM

Thank you for the the response that I copied below. I understand the procedures for traveling and have no problem following the guidelines that TSA has outlined. What I am trying to understand is how, by following the guidelines you have stated on your website, I was not able to bring juice past the security checkpoint. It wasn't a quantity issue where "reasonable" could be up for interpretation, I was not able to bring ANY juice. So, I guess my question is:

Are you able to bring juice for a toddler through security?

Below is what is stated on the TSA website:

"Medically necessary liquids and gels, including medications, baby formula and food, breast milk, and juice are exempt from the 3-1-1 rules, and are allowed in reasonable quantities exceeding 3.4 ounces (100ml). They are not required to be in a zip-top bag. Officers may ask travelers to open these items to conduct additional screening and passengers should declare them for inspection at the checkpoint. Please be advised that passengers going on long trips should only carry on the medically necessary liquids and gels needed for their infant/toddler's immediate comfort during the flight. Please pack larger amounts of liquids for the remainder of the trip in a checked bag."

First, the TSA agent in Honolulu said that only infant formula was exempt. The website clearly says that more than just infant formula can pass through inspection. As I stated earlier, she told me that I did read that juice was acceptable on your website, which according to your website, she is not clear on what is or is not allowed over 3 ounces regarding children. Furthermore, I also packed the amount that would make my toddler comfortable on the Honolulu flight, as well as the other 2 connecting flights we were taking.

I do not mind having the agents search our bags and test the items in question. They have done this many times and it has never been an issue. It is hard enough trying to get all of our items through the x-ray machine and trying to stay with them, our child and the bag they are searching. To be honest, getting through security is the hardest part of our trip, but I do understand that it is necessary.

This is the fourth email that I have sent and I am still not getting the answers to the direct questions that I have asked. These responses are vague and in some cases, it seems like it was cut and pasted from your website. I find it interesting that at the end of the emails the TSA sends it states, "check our website", which is exactly what I did to begin with.

I would like the contact information to the TSA manager in Honolulu so I can contact them directly.

Thank you.

TSA Response:

Thank you for your email message. We appreciate that you took the time to share your concerns with us.

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

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

2/11/2013
8:18:00
AM

We also encourage you to check the latest information at HYPERLINK "<http://www.tsa.gov/>" in www.tsa.gov.

My response:

Again, thank you for your response (copied at the bottom) to my email below, although it is basically the same information that I read on your website. And according to this information and the response email, I can bring juice onto the airplane. The amount was also appropriate to our 22 hour traveling day.

So, if the answer is YES you can bring juice on the airplane, WHY was it that the only choice at the security in Honolulu was to "abandon" the juice? Why did the TSA agent tell me the only thing I could bring more than 3 ounces was formula and also that I did NOT read that juice was acceptable on the TSA website? Furthermore, why has there not been any sort of apology for the inconvenience that this may have caused us? Not to mention that we that we had to "abandon" something that we paid for and were supposed to be allowed to bring in?

As I stated earlier, the Detroit TSA was very nice and considerate and we had NO issues with juice. They tested it and let us proceed without incident. Honolulu was a different story. Again, I am not sure how "juice is allowed" can be interpreted differently at different airport TSA checkpoints. This interpretation problem is definitely something that needs to be addressed.

(b)(6)

My second email to TSA:

[CC: TSA Customer Comment Center, (b)(6)]

Dear Covenant Security Manager,

I am writing to share with you my experience moving through the SFO Terminal 3 checkpoint on 2/9/13 around noon. By way of background, I am a frequent traveler and very familiar with the standard TSA procedures. My experience on the 9th was completely outside what I have come to expect and, I feel, demonstrated a series of failures of communication and breakdowns in procedure.

The issues began at the ID check station, where I witnessed two employees joking with each other how hard it is to read certain passports and state IDs. True or not, this certainly does not present a professional appearance. While waiting in line for the ATD I witnessed TSO (b)(6) screening passengers in line for the X-ray devices using a paper trace detection strip. He was actively making fun of the procedure and using highly sarcastic language (i.e.:

"I have to run this across your hand 6 times or it might not work").

Clearly, this too is not the professional face of airport security the traveling public should expect.

I elected to opt out of the ATD and was guided back to a screening station by LTSC (b)(6). LTSC (b)(6) asked me "have you done this before", to which I replied that it is irrelevant whether I have been screened before. LTSC (b)(6) then stated "I ask that because if you have we can do this the short way, otherwise we have to do it the long way." I certainly hope that there is only one way in which Covenant screens opt out passengers. LTSC (b)(6) proceeded to provide an incomplete, sarcastic, and frankly rude "briefing" about the pat-down procedure. He then conducted the pat down. While he was finishing TSO (b)(6) walked back and said "this is stupid - when I walk all the way up there [gesturing to the x-ray line] and then come back here, if they alarm, they will be through the checkpoint before we know." I have to admit, he did seem to have a point. LTSC (b)(6) replied that "this is how its set up". Here again, it seems unprofessional in the extreme, and frankly somewhat alarming, to allow employees to actively question security measures in front of passengers.

2/11/2013
10:10:38
AM

I asked LTSC (b)(6) for his name, and for that of TSO (b)(6). He provided his and then asked "do you just want everyone's names?"

Having never been offered this I decided to take him up on it, and said "yes." LTSC (b)(6) went to speak to STSO (b)(6). STSO (b)(6) came over to me to ask if I needed help. I replied that I would like to take LTSC (b)(6) up on his offer.

STSO (b)(6) offered his name, I accepted and asked for the others. He informed me that he would have to ask his manager, which seemed reasonable. Over the next ~30 minutes STSO (b)(6) worked very professionally to figure out if he could in fact give me the names of the screeners at the checkpoint. He offered first names only, which I told him I understood to not be TSA policy. It is my understanding that passengers can, at any time, and for any reason, ask for a TSA or TSA contractors full name. This is based on previous communications with TSA headquarters and several FSDs across the country.

While waiting for STSO (b)(6) and his manager (whose name I did not

capture) to determine if they could provide names, I observed employees at the checkpoint doing the following:

1. Providing conflicting information about how hands should be held in the ATD - resulting in considerable confusion on the part of several non-english-speaking passengers.
2. Providing inconsistent briefings during secondary screenings.
3. TSO (b)(6) complaining, to several of his fellow employees, about the trace-detection screenings he was assigned to.
4. TSOs generally mocking passenger behavior.

STSO (b)(6) eventually provided me what, I imagine, is a complete list of employees at the checkpoint. I am impressed that, after some prompting, he did follow through on LTSC (b)(6) offer. Certainly I didn't expect him to. The offer, in and of itself, was ridiculous, and indicative of the kind of behavior that irritates passengers, contributes to poor press attention, and generally creates friction between the necessary security screenings and the desire of passengers to complete their trips.

Caller claims that his brother, on 2-10-13, was let through the checkpoint at SJC to DFW to JFK, without being screened at all by TSA, whom he says was not present at the checkpoint. He did not go through an xray scan or a patdown or anything. He says that since the checked bag wasn't able to be screened by TSA, it wasn't allowed to go onboard the plane. The caller's brother is on military orders and en route to Turkey and needs that bag.

2/11/2013
11:29:01
AM

(b)(6)

Referred caller to Airline, American Eagle and transferred the call to Security Specialist.

Dear TSA,

I enrolled in the Global Entry program last August, 2012, here is my card number (b)(6) I travel at least 15-20 times a year both domestically and internationally. Below is the reason why I am sending this correspondence.

While leaving Las Vegas on 1/27/13 around 11 am I began my journey through security. Emptied all of my pockets, took off my medical devise and places everything through the scanners. I inadvertently left my global entry ID card in my back pocket and proceed through the full body scan machine. TSA agent (b)(6) badge (b)(6) began her obnoxious yelling and screaming at me, that she had been saying to empty your pockets for the past 10 minutes. I explained to her it was my Global entry id and my boarding pass in which I forgot to place into my carry on. She said I would need a pat down. I asked as to why as I had a TSA issued ID and again she began screaming and saying she had told us all to empty our pockets. I once again explained that it was my global entry ID card that was in my back pocket. She again proceeded in an unpleasant obnoxious manner that I needed a pat down. She then said that I needed to be checked. She then had her co-worker (b)(6) Badge # (b)(6) swab my hands and apparently the machine alerted them that I needed to be fully searched and patted down. I said ok and asked for a supervisor. The supervisor (b)(6) Badge (b)(6) said that the hand swab they had done indicated a foreign substance. I asked the supervisor as to why I needed to be fully searched and patted down if I had a TSA issued ID. He said that it was the policy and that the machine probably picked up hand lotion. I asked what the point was of being cleared as a Pre-Approved traveler if they needed to go through my suitcases and treat me like I was trying to smuggle something through security. After they swabbed all of my contents which showed nothing. They then proceeded to walk me into a private screening room where the supervisor explained he was going to pat me down. I was cleared and released to catch my flight home.

2/11/2013

2:27:49

PM

1. Please explain to me why the Pre-Approved traveler program is not recognized at LAS security.
2. What is the point of paying \$100, going through a background check, having a face to face interview to get Global Entry. If TSA employees do not recognize this.
3. I would like a follow up as to how you are going to deal with TSA agent (b)(6) atrocious customer service skills. My partner works for an Airline and even he could not believe the way she was speaking to people and they way she treated me.

I look forward to your response

Best Regards,

(b)(6)

Caller stated that he is trying to be a TSA employee and he was denied because he is missing his left hand. Caller was wanting to know if there is anything that he can do for them to look at hiring him again. Caller said that he was told that they are afraid that he would not be able to feel something if he had to give a patdown. Caller said that he has never been rejected employment due to this. Caller said that he got a letter that said due to the loss of your hand we cannot hire you. Caller said that he is wanting a opportunity to show that he can do this. He stated that he does think that he was discriminated due to the loss of his hand.. However he does not look to use that word because it is so harsh. Caller said that he was applying for employment at Pierre Regional Airport.

2/11/2013

2:40:01

PM

Resolution:

Advised caller that based on the information that he provided me and since he think that he was basically discriminated due to his hand, that I was going to transfer his call to our Civil Rights department.

On my last two international flights, one from Saint Martin to Hartford, CT via San Juan on December 3, 2012 and again on a flight from Panama City, Panama, to Miami on Jan 19, 2013 my boarding pass was labeled "SSSS" and I was subjected to additional pat down and carry on baggage search at the gate as we were boarding on each leg of the trip. The first flight was on Jet Blue and the second was on American. Both carriers told me that this had nothing to do with them and it was instituted by TSA. I am a 69 year old housewife traveling with my husband who is a physician. I travel overseas to typical tourist destinations once or twice a year. I am an US citizen residing in Connecticut. I do not believe I pose any special security threat. Can you help me to understand why this is suddenly happening and what I can do to correct it. It is quite anxiety provoking for me to be subjected to these extra screenings when boarding. Thank you for your help. (b)(6)

2/11/2013

4:17:01

PM

South Glastonbury, CT 06073

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 2/11/2013 2:21:21 PM Airport : MIA - Miami International Date Time of Travel : 02/10/2013 7:20 PM Airline Flight Number : American 1783 Checkpoint Area of Airport : Terminal D - Checkpoint 4 TSA Employee: (If Known) : Taylor Comment : February 11, 2013

Transportation Security Administration:

I am writing to lodge a complaint against TSA Lead Screener (b)(6) for the excessive wait time for a pat down search.

At approximately 7:20 pm on February 10, 2013, I entered Security Checkpoint 4 in Terminal D at Miami International Airport (MIA) on the way to my flight, American 1783 to San Francisco. After opting out of the body scanner, I had to stand in front of the checkpoint for 10 minutes waiting for a screener to bring me through.

When I complained to (b)(6) about the long wait, he claimed that the staff "were in the middle of a shift change", so there was not yet a person available to perform a pat down. I had to wait for several more minutes before I was led into the pat down screening area.

Requiring a passenger to stand and wait, in stocking feet on a cold tile floor, for 10 minutes for a pat down search is borderline punitive.

I want this letter added to Screener (b)(6) personnel file, so that it may serve as a record of poor judgment. The supervisor should not send screeners home until there are enough replacement screeners on hand to perform all of the screening functions.

I request a written response to this complaint from the Federal Security Director at Miami International Airport, explaining what will be done to prevent such a long wait for a pat down from happening in the future.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 2/11/2013 2:16:26 PM Airport : MIA - Miami International Date/Time of Travel : 02/10/2013 7:20 PM Airline & Flight Number : American 1783 Checkpoint/Area of Airport : Terminal D - Checkpoint 4 TSA Employee: (If Known) :

(b)(6) Badge No. (b)(6) Comment : February 11, 2013

Transportation Security Administration:

I am writing to lodge a complaint against TSA Screener (b)(6) Badge No. (b)(6) who treated me disrespectfully during the screening process.

At approximately 7:20 pm on February 10, 2013, I entered Security Checkpoint 4 in Terminal D at Miami International Airport (MIA) on the way to my flight, American 1783 to San Francisco. After opting out of the body scanner, I was led by Screener (b)(6) to the x-ray belt that contained my property. For the remainder of the screening process, (b)(6) was combative, rude, and disrespectful.

1. Disrespectful of my personal property After I pointed out my items (a suitcase, briefcase, computer, and shoes) (b)(6) put my heavy briefcase on top of the bin containing my shoes, and then attempted to put that bin on top of my laptop. I politely asked (b)(6) not to stack the bins, because I did not want the weight of my briefcase to damage my computer. (b)(6) resisted and again tried to stack the bins, claiming that nothing would get damaged. I had to ask him again not to stack the bins.

2. Did not offer a private screening

(b)(6) did not ask me if I wanted a private screening before he began the pat down. After asking me about sensitive areas (b)(6) told me to assume the search position. I had to ask for a private screening right as he was about to start the search.

3. Rude and discourteous behavior

When I asked (b)(6) for a private screening, he became irritated and asked "Are you going to surprise me with anything else?" He then asked me why I was requesting a private screening. After I explained my reasons, (b)(6) became angry and starting attacking me for my response. He made statements such as: "When you enter the airport, you waive some of your constitutional rights." and "Do not make that statement again!" His comments were not only rude, but untrue.

4. Performed the pat down search with dirty gloves (b)(6) did not change his gloves before he started the pat down. I watched him handle several bags with the same gloves before searching me. A finger in his left glove was ripped and (b)(6) fingertip was exposed throughout the entire search.

(b)(6) conduct was both rude and disrespectful. Furthermore, he did not follow proper screening procedures. I want this letter added to Screener (b)(6) personnel file, so that it may serve as a record of serious misconduct.

I request a written response to this complaint from the Federal Security Director at Miami International Airport, explaining what will be done to remedy each of the four concerns above.

The caller said that she dropped her son and his friend off at PHL today and she is appalled that her son and his friend had to undergo a patdown after going through the AIT. They had removed their shoes, and jacket. They still had their dog tags on and a device that holds their shirts under their pants.

I told her that this is standard procedure; anytime there is an anomolie detected by the AIT, a patdown is required to clear that anomolie.

She continued to vent her frustrations and said that this is not standard procedure because she talked to other mothers who has dropped their sons off who did not have to have a patdown. She said that TSA should be more considerate of military personnel

2/11/2013 5:32:13 PM I told her that she could voice her concerns to the CSM by dialing the TCC line again, selecting option 5 and entering the corresponding number for PHL.

She said that she had already tried this and it gave her the wrong airport.

I provided her with the CSM's name and telephone number.

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

Hello,

This is a TSA Customer Comment:

Date: Dec 28, 2012
Time: Approx 12:00 Noon
Airport: DCA
Date/Time of Travel: 12/28/12
Airline: USAir
Checkpoint: TSA Security

2/11/2013 6:09:54 PM Complaint: I opted out of the scanner, and so did my spouse. We waited an extraordinary length of time for an assist (it was pretty ridiculous; total delay exceeded 30 minutes.) Meanwhile, another passenger took my spouse's carry-on by mistake, because we weren't allowed to remain with our belongings while waiting. We did get the bag back, but it was a huge hassle and further delay.

PLEASE allow opt-out passengers to retain belongings until it's time for the pat-down. The response we keep getting is "oh, if anybody takes your belongings we've got them on video." That is an insufficient excuse, in my opinion. By the time you watch the video, and track down the individual that took our belongings, IF you can identify them, they may already be on a plane and gone. Meanwhile, we'll miss OUR flight because of the delay. None of this makes sense, when you can easily avoid the situation by simply allowing passengers to stay with their belongings until an agent is available to do the pat-down.

Thank you.

(b)(6)
Alexandria, VA 22314

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 2/11/2013 6:34:06 PM Airport : SFO - San Francisco International Date/Time of Travel : 02/10/2013 10:00 AM Airline & Flight Number : Alaska 305 Checkpoint/Area of Airport : A
TSA Employee: (If Known) :
Comment : While going through the security checkpoint at SFO Security Gate A, I asked for a pat down instead of going through the body scanner. The female TSA officer told me, "If you want a body scan, you have to go over 'there' and talk to the DO."

I want to know: why couldn't she do it? Who is the DO? Where is "there"? What about my suitcase? Why is it so hard to receive a pat down from the female officer in front of me? Is the TSA ill-equipped to allow me to invoke the law?

2/11/2013 8:10:08 PM I also don't think that she made the pat down option available to me, even though BY LAW it should be. I did the body scan and told her, "That's not a very easy way to ask for a pat down." I said this while she was looking at me, she didn't respond, turned away, and moved on to the next passenger.

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

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

Caller wants to make a complaint about the screening process at LAX. He stated that he has an insulin pump and after he went through the AIT machine he was pulled aside for a patdown, which he was used to, however, the officer was very rude to him. When the patdown was finished he tried to put his shoes back on and the officer told him he had to move somewhere else to put his shoes on. He is retired and has diabetes. It is not easy for him to put his shoes on. He also complained that while he was being patted down his belongings were left out in the open where anyone could run off with them, including his wallet containing \$4,000. He feels that the officers at LAX need to be better trained to be more respectful and there should be better procedures to ensure the safety of passenger's belongings during a patdown.

Apologized to caller and advised:

2/12/2013 8:15:47 AM Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Good Morning,

This year I again plan to travel overseas with my 81-year-old aunt in April. I have hopes of trying to resolve a continuing problem as we go through the TSA screening.

Never once has she been given the courtesy of allowing her to keep her shoes or light jacket on. As she goes through the screening, she is always directed to another area and must go through a "pat down." She is never carrying any metal...it is inside her. She has metal in her knees due to a surgery about three years ago.

Is there any way to avoid this inevitable embarrassment for her? Can she carry a doctor's note or some other kind of notification for TSA personnel that she will always set off the alarms? We explain verbally, but it never fails that she must go through the pat-down procedure.

Any suggestions?

Thank you.

2/12/2013 10:16:07 AM (b)(6)
Customer Service Representative
Customer Care Branch
US Coast Guard Pay & Personnel Center
444 SE Quincy
Topeka, Kansas 66683

(b)(6)

If you have any further questions please contact Customer Care at 785-339-2200 or 1-866-772-8724. You can e-mail us at PSC-Customercare@uscg.mil or complete an on-line trouble ticket at: <http://www.uscg.mil/ppc/ccb/>

Caller said that her and her husband are flying from BWI to TPA on Thursday and she has to use a wheelchair. Caller said that her husband has a pacemaker defibrillator. Caller said that she has been through this before and sometimes she can see her personal belongings. She stated that she doesn't like it and was wanting to know if she can be able to see her items during screening.

Resolution:

2/12/2013 11:15:03 AM TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

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

Caller said that she does not like not being able to see her items.

I am writing out of concern over two recent screening experiences. They both occurred at the American Airlines checkpoint at Phoenix Sky Harbor Airport:

1. January 22, flight AA 2014; approximately 10:00am
2. February 6; flight AA 862; Approximately 9 am

In each instance, I was subjected to additional screening for potential explosive material. Since this checkpoint does not have advanced screening machines, I am subjected to pat down due to a hip replacement. In both situations, apparent explosives materials were detected after the pat down and during a review of my travel articles.

I have traveled through this checkpoint numerous times during the last 5 years. I am eligible for precheck due to my status on American Airlines. I am the holder of a Global Entry Trusted Traveler identity. Your staff insists that the potential reason for apparent detection of nitrates and some other unnamed material (was not disclosed to me) is because I live on a golf course. I have lived on that golf course for years, carry the same suitcase for years, have my clothing cleaned at the same dry cleaners for years and live in one of the golf meccas of the country. I didn't notice other golfers subjected to the same process.

2/12/2013
2:18:46
PM

I find this explanation not to be plausible. I have traveled on through other airports immediately following the PHX departure without such an instance. I can only reason that the equipment used at this checkpoint is outdated and malfunctioning. I find the expanded procedure to be embarrassing and time consuming and do not appreciate the condescending treatment of the TSA agents during this process.

I understand that your response will be limited until new screening equipment is installed. Is this planned? At a minimum, I request that you investigate the potential malfunction of the detection devices and review the procedures followed by your personnel for frequent travelers such as myself. I fear that until changes are made, I will be subjected to the same inappropriate process.

Thank you for your response

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date Time : 2 12 2013 12:53:21 PM Airport : DEN - Denver International Date Time of Travel : 02 11 2013 1:30 AM Airline Flight Number : Frontier 350 Checkpoint Area of Airport : Bridge security TSA Employee: (If Known) : ?

2/12/2013
2:19:04
PM Comment : I travel frequently and always follow your rules to the best of my ability. I choose to opt out of the xray and submit to a pat down. Yesterday I was told to stand aside and wait. I asked that my belongings be where I could see them and was told that it was too bad since I chose the alternative. I understand that there are rules, but to be treated with disrespect is not acceptable. We are always told to watch our belongings at all times. The pat down also was rougher than ever - hard touch to the crotch. I resent being treated in this manner. I have done this many times and have never been treated this way. I hope that this never happens again.

Would you like a response? - True

Passenger's Name : (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Yes well this isn't a matter of travel security. This is a matter of civil rights and theft. Fuck the tsa. the news and my lawyer are going to tell the public regardless whether you want me to or not. I could have really screwed you by mentioning the time your tsa agent grabbed me by the arm and led me through a body scanner against my will while I was yelling I wanted a pat down.. I have it on video from a friend who travelled with me. I demand a response. I demand an answer. Why did your agents steal from me and why will you not man up and apologize, my husband works for the DoD, I know the games, I know the rules.

On Feb 12, 2013 6:45 AM, "TCC-Security" <[HYPERLINK "mailto:TCC-Security@tsa.dhs.gov" TCC-Security@tsa.dhs.gov](mailto:TCC-Security@tsa.dhs.gov)> wrote:

2/12/2013 4:03:23 PM Thank you for contacting the TSA Contact Center (TCC) security line on February 12, 2013 at 6:17 AM with your security concern/s. Your receipt number is TCC ID **b7E6**. Please reference this number in all future communications with the TCC. Your security report will be forwarded to the appropriate organization within the TSA for investigation and follow up. TSA does not discuss or release the status or outcome of security investigations as doing so may be considered detrimental to the investigation and/or transportation security. Thank you again for bringing the matter to our attention.

TSA TCC Security

2/12/2013 4:31:26 PM The caller said she flies JetBlue frequently. The caller said she went through the checkpoint at 12:10pm on 2/12/2012. The caller said she went through terminal A and she forgot to take off her scarf. The caller said she thought the TSO was finished with creening and the caller preceded through the checkpoint. The caller said the female TSO told the caller to stand to the side for additional screening. The caller said she had to under-go a pat-down because the female TSO told the caller she had something in her back pocket. The caller said she did not have anything in her back pocket. The callersaid her hands were swabbed by a male TSO. The caller said she informed the mail TSO that the female officer was being a bully but the caller stated the male TSO laughed at her.

I told the caller we monitor the number and nature of complaints to track trends. I apologized to the caller because of her treatment. I also advised the caller she can contact the CSM for SFO by calling the TCC and press 5 then type in SFO and she can then obtain the phone number for the CSM for SFO. I did not send the information to the CSM because the caller did not get the TSO's name. The caller did not provide an airlineflight number and a gate number. Caller stated that she came through TPA last Thursday going back to ATL, and it has taken a while for her to get back to us. She believes that she was violated through the checkpoint. She was one of the people that was pulled to the side for a physical patdown, and while doing so, the process took longer than she believes it should have. She thinks that she had some money removed from her purse. It was a black, flip over, Coach shoulder purse. The money was in the zipper part on the inside of the purse. and she has \$100 missing. She would like for someone to review the cameras and see if it may have been removed during that time.

Flight details below:

2/12/2013 5:57:14 PM Airport: TPA
Airline: Delta
Flight #: 1922
Went through security: Between 3-4 p.m.
Departure Date: 2-7-13
Departure Time: 6:30 p.m.
Gate: 62

Apologized to caller and sent claims form.

The caller stated that he had an issue with an agent at AUS when he opted out of the AIT for a patdown. The caller stated when they checked his legs, it was with two upward thrusts that were very aggressive. When they checked his belt, they lifted his pants probably 4 inches. He contacted the CSM and stated that he had to wait quite some time to get a response. He stated the CSM finally contacted him to address the situation. The caller stated that on a second conversation he asked the CSM for the badge numbers of the TSOs that were performing the patdown and was told that he will be contacted with this information. On the third conversation, he was told that they were not going to give the TSOs badge numbers or names. The caller stated that when speaking to the CSM, he was told that the TSO in question told the CSM that the passenger was very rude and made the following comment: Don't touch my nuts during screening.

He stated that this comment was never made and the TSO is lying about what actually happened. He was told that the CSM and their panel looked over the video and said it looked fine, but had no audio. The caller wants to know if its policy to not give out badge numbers when travelers want to file complaints.

2/13/2013
9:35:35
AM

He has spoken with a police officer he knows about the issue and was advised that badge numbers are considered public records. He stated that he does not want their names, nor does he want them to know his name. He stated that he will be filing a complaint with the Austin Police as well. He stated that during the patdown he told the TSO that he was being very aggressive. Caller is upset that the TSO was making up lies about what actually happened. He stated that he has spoken with DHS as well. The Chief of Staff sent a complaint form for him to fill out. He stated that it spoke of discrimination and he did not feel that this form is what he needed to fill out. The name he provided from DHS was: (b)(6). He also brought up some information about his last call to the TCC. I viewed the linked record and he had complained about how long you have to wait for a TSO of the same gender to become available.

Advised Caller:

I have spoken with my supervisor about your issue. There are limited things that we can do here at the TCC. With you contact information we will forward this record to the appropriate office to resolve your issue. They may be able to answer why the badge numbers were not provided. Hopefully when we forward this record you will be able to find a resolution.

Caller states she has had a couple of bad experiences at Denver International. After the most recent one, she faxed a complaint to the TSA Civil Rights on January 7th and she mailed her complaint a couple of days later. She has talked to her Congressman and he has told her that she should have received something by now and to contact the TSA.

Caller states she has had hip replacements and she has a hard time getting around. She never has an issue at Orange County or other airports, it is always Denver.

2/13/2013
11:02:41
AM

The first incident happened on December 28, 2011, she had just had surgery within 6 weeks of the flight, they watched as she struggled to get her shoes off, then when she went through screening, she was pulled to the side for additional screening. She was told to go stand over there which would have been away from her purse and luggage and she was not able to see them, which upset her.

Caller states that she has flown over a million miles and United gave her TSA PreCheck because of her medical issues to make it easier on her.

The second incident was in December of 2012 at Denver International. She states she went through screening and as usual she was told she would need to be patted down. The TSO told her that she would need additional screening and they proceeded to her luggage and they went through it. After that was completed, the TSO told her that she would need to be patted down again. The caller states she was told to go to the private area for the patdown. The TSO ask her to spread her legs wider. Caller states she told the TSO that she could not because of her hip issues, the TSO then chopped into her groin area. The caller feels this was because the TSO thought she was lying to her. The TSO then took her identification and boarding pass and said she was going to make copied of it because the caller was not being cooperative. Caller is afraid that she is going to lose her TSA PreCheck because of this officer.

Caller is asking about passengers that are allowed through the screening process - she is 80 years old - and she had a bad experience in the past in the security checkpoint. She flies on US Airways but is not a frequent flier. She had an issue at IAD when she felt she was treated in a manner that was upsetting to her.

Told the caller TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

2/13/2013
11:06:38
AM

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

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

Apologized to the caller for her unpleasant experience at IAD and suggested she inform the TSO at the beginning of the checkpoint regarding her age and to ask for the implemented screening process for passengers over 75.

Thank you for the timely response. While I appreciate your tutorial on the TSA policies, you failed to answer the two questions I raised.

1. When can we expect updated screening equipment at this site?
2. Will you initiate an investigation into the reliability of the explosive detection devices to insure they are properly functioning?

From: (b)(6)
Sent: Tuesday, February 12, 2013 11:25 AM
To: TSA-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Screening Procedures

2/13/2013
12:04:49
PM

I am writing out of concern over two recent screening experiences. They both occurred at the American Airlines checkpoint at Phoenix Sky Harbor Airport:

1. January 22, flight AA 2014; approximately 10:00am
2. February 6; flight AA 862; Approximately 9 am

In each instance, I was subjected to additional screening for potential explosive material. Since this checkpoint does not have advanced screening machines, I am subjected to pat down due to a hip replacement. In both situations, apparent explosives materials were detected after the pat down and during a review of my travel articles.

I have traveled through this checkpoint numerous times during the last 5 years. I am eligible for precheck due to my status on American Airlines. I am the holder of a Global Entry Trusted Traveler identity. Your staff insists that the potential reason for apparent detection of nitrates and some other unnamed material (was not disclosed to me) is because I live on a golf course. I have lived on that golf course for years, carry the same suitcase for years, have my clothing cleaned at the same dry cleaners for years and live in one of the golf meccas of the country. I didn't notice other golfers subjected to the same process.

Caller went through the DEN checkpoint. He is an airline crewmember who was not in uniform. He placed his property through the scanner. He went to the metal detector. He went through. He was afterward approached by a TSO who advised that he had to go through the body scanner if he was uniformed. He refused. He was told that he had to have a patdown. She argued with him, then advised that he had the pat-down.

The TSO kept interrupting him. When he tried to speak, she talked over him. He asked to speak with a supervisor. A supervisor came over and told him that he could go through the scanner. He was advised that he would be stopped if he did not allow them to screen him. He argued with the supervisor about the competency of the screeners. He finally submitted to the screening so he could go on. He could not get the screener's name.

The supervisor was (b)(6).

2/13/2013
2:30:49
PM

1. Airport: DEN
2. Airline: United
3. Flight number: 6199
4. Departure date and time: This date at 1239 - delayed to 1315
5. Location (gate number): B-83

Conferred with (b)(6) re routing.

I advised that I would send the information to the CSM for follow-up.

Caller will be unavailable for a couple days, but he does want contact with the CSM for his complaint.

Dear Sirs:

Basically, TSA airport searches are a danger to the health of Americans. The dangers still remain undocumented, un-surveyed and un-realized.

1. Rubber gloves protect TSA personnel but do not protect the spreading of germs to subsequently searched persons. To put on a fresh set of gloves (as doctors and dentists do with patients), would (a) be expensive (b) terribly time consuming. But this would be the safe and sane approach if the practice of pat-downs continues which it shouldn't.

2. Even though the individual risk is small with airport X-ray scanners, multiply that by 700 million going through airport security each year and the actual numbers of susceptible people become quite sizeable even if the percentages are very small. About 5% are especially sensitive and are less able to repair X-ray damage to their DNA. BRCA-1 and BRCA-2 are two examples of mutations associated with breast and ovarian cancer. The dangerous process of X-ray scans must end.

3. Continuous contamination to floors with foot bacteria and fungus happens because people must remove their shoes. Providing plastic slippers for all those who remove their shoes (as they do at some Russian airports) might be a solution, albeit, an expensive time consuming solution. It also causes people to bunch up and fall all over themselves and one another while handling their shoes and trying to put on the slippers. And plastic slippers completely litter the whole area. Removal of shoes must be discontinued.

4. Putting your clothing, shoes and other belongings into tubs being used over and over again is an unhealthy practice. Sterilizing those filthy, contaminated tubs after each use would be expensive and time consuming. To provide disposable plastic tubs would be very expensive, time consuming and messy.

Disposable plastic bags should be substituted for tubs.

The bottom line and simplest solution to TSA airport searches is to call them what they are: an acute danger to the health of Americans. Our political leaders must demand these unsafe practices cease immediately. The end result will be the freedom Caller wants to know the rule that states they can't speak during a pat down. He states he did ask for a pat down for his screening.

Told caller

I did not have the guidelines for whether he could or could not speak during a pat down.

The patdown procedures to resolve different types of anomalies.

We have very general information here at the Contact Center, he may want to check with the CSM at the airport. They maybe able to give him more clear answer as to why he wasn't allowed to speak during a pat down.

Caller had a knee replacement and kidney implant. Caller asked if TSA has an expedited screening program for persons who have had medical implants. Caller knows how the Precheck program works. Caller stated it is embarrassing for her to have to be patted down every time. Caller asked if there is a way to avoid the patdown.

I told the caller there is no expedited screening for passengers with disabilities but there is a disability lane. I told the caller that with the expedited screening she would no longer remove her shoes, jacket, belt or remove her laptop but she would still have to be screened. I told her everyone has to be screened.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

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

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

I told the caller she can request a private screening and she has the right to have someone in the room with her when she is being screened by patdown.

I referred the caller to www.tsa.gov for information about the AIT screening because caller was concerned about privacy issues.

<http://www.tsa.gov/ait-frequently-asked-questions>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 2/13/2013 9:15:55 PM Airport : SNA - Orange County John Wayne Date/Time of Travel : 02/13/2013 12:40 PM Airline & Flight Number : US Airways/ft 490 Checkpoint/Area of Airport : gate 10 TSA Employee: (If Known) :

2/13/2013 10:26:56 PM
unknown Comment : I want to complain about a personal patdown! I'm 58 yr old woman who was wearing a blue scarf with a black sweater, jeans and boots I arrived two hrs before my flt. TSA emp female pulled out of the line for a personal patdown right before my flt left!..I have lived in Dana Point for over 6 yrs. My son is in the Navy overseas..there is no reason to embarass me in front of all the other passengers! Once out of the patdown US Air decided my bad was too big! Had to pay \$25.00 to check it! I will never fly US with TSA right there next to gate 10.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

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

Dear TSA,

As someone who flies frequently, I appreciate the additional security measures that airports and airlines take to keep me and my fellow travelers safe and I am thankful for all of the hard work and effort that your agents demonstrate daily. This being said, I had a recent experience at the Charlotte-Douglas International Airport that left me frustrated and concerned.

I am currently 4 ½ months pregnant. Because of this, I do not feel comfortable going through the new scanning devices. There have been several studies on these devices that question the safety of this technology on my unborn child. I fly frequently, and when I am at airports that have these devices, I request a full pat-down. I have no problem doing this and understand the importance of the pat-down for the safety of me and other passengers.

2/14/2013 12:06:43 PM
On February 12, 2013, at around noon, I entered the security line next to the American Airlines Counter at the Charlotte-Douglas International Airport. Before approaching the scanning machine, I requested a pat-down. The TSA agent told me that the machines at this airport were different and did not use any type of radiation. I again requested a pat-down and he again reiterated that the machines were safe. For a third time, I requested the pat-down and he told me that I needed to go through the machine. I did not want to cause a scene, so I went ahead and proceeded to go through the machine.

This process and the way that I was treated by the TSA agent made me very uncomfortable. At every other airport I have been to, I have been allowed to request a pat-down and have not been pressured to go through the machines. I do not understand why the requirements are different at the Charlotte-Douglas International Airport.

While I know that there is nothing that can be done for me now, I would like to ask two things: (1) Is it acceptable to request a pat-down at an airport rather than going through the scanning machine (i.e. if I request the pat-down, is the TSA agent required to allow me this right), and (2) If the answer to my first question is "yes", then would it be possible to make sure that the agents at the Charlotte-Douglas International Airport understand this policy so that this does not happen to anyone else?

Thank you again for all that you do to serve the public and keep us safe. I appreciate your time and your help.

Caller stated that when going through DFW checkpoint, his wife who is in a wheelchair and uses a cane, went through screening and had forgot a few things in her pocket. The white male TSO took the personal items that were in her pocket and placed them all in a smaller bowl and went to go screen these along with a purple pillow that was used on her wheel chair for her back. His wife went through a very intensive pat down (giving by a black female), which he feels shouldn't have been that rough since she is a 75 year old that can barley stand.

After everything was completed, they went to their gate and realized that the personal items and pillow was not returned to them. He walked all the way back to the checkpoint and they told him that everything was already thrown away and they had no record of a pillow even going through the checkpoint or being turned in so someone else must have taken it. The pillow had a sentimental value which was giving to her by her son.

2/14/2013 12:12:43 PM
He stated that the officers at this checkpoint were not very caring and has no personable skills when it comes to screening and how they treat passengers and their items. He did not raise his voice or cause a scene about the items that can not be found, but felt like the officer did not care. He filed a report at the checkpoint and went back a few times while they waited on their flight to see if the pillow had been found, but still nothing.

Date: 12 Feb 2013 @ 8:45am

Checkpoint E33

CCR informed him that this would be forwarded to the CSM at that airport.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 2/14/2013 1:30:49 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 02/13/2013 5:00 AM Airline & Flight Number : Alaska Air Flight 639T Checkpoint/Area of Airport : Gate 11 TSA Employee: (If Known) : n/a Comment : I would like to preface this complaint with my support of the government in their endeavor to protect myself and my fellow citizens through safety precautions and terrorist threat detection devices and interview. Prior to my trip yesterday, I had decided to opt out of the body scan because I have a chronic thyroid condition and do not want any more radiation unless absolutely necessary. I had to wait several minutes and watched my property go down the conveyor belt to be x-rayed. The five containers with purse, cell phone, tablet, shoes, and coat were unattended and in plain sight of travelers for several minutes. I asked the TSA officer about my concern for my property and he told me not to worry - that no one will take it. My property was lined up in the way of other traveler's property and most of the time I did not have plain sight of it. Finally, a woman officer came and asked me if I minded having the pat down on the other side of the body scan and metal detector; that she could not take me to a private room for the pat down because there was only one woman officer available. I was asked to face towards oncoming travelers during the pat down which placed me again out of vision of my property. Finally, after most of the pat down was conducted, she then allowed me to see my property and I faced my property while I waited for her to conduct some kind of test after wiping my palms. I would like to conclude with the following complaint - the pat down was embarrassing enough without subjecting me to face the oncoming travelers. My personal property was subject to theft and/or compromise throughout the whole process. I would expect that TSA would treat travelers with more consideration and respect during the personal pat down procedure.

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I arrived in the TSA inspection line at around 7:10 am on January 21, 2013 at the Gainesville, Florida regional airport. When I arrived in line, I observed a lady standing barefoot in the area just before going through the baggage x-ray machine. Her baggage, shoes, etc. had already gone through the x-ray screening. She had apparently been standing there for a few minutes because she was there before I arrived.

As I was approaching the ID check point I observed Lt. So (b)(6) arrived (LT SO is the 'spelling' I was given). She relieved a man who was assisting people proceed through the body scan. The relieved person took a seat on the cleared side of the TSA line and sat observing the line. After about 3 or 4 minutes the Agent (b)(6) turned to the lady whom had now been waiting I assume for at least six minutes (probably more - which is a long time to stand by the x-ray line). Agent (b)(6) then proceeded to frisk the woman taking much longer and being much more thorough than I normally see done. I have seen similar extended pat downs - just not often (I do travel a lot).

2/14/2013 4:05:48 PM I asked the lady why she was singled out for such treatment. She had elected not to use the x-ray body scan. TSA had to wait for a female (whom appeared to be late to work, but could have been conducting business elsewhere).

The concern is that when the female agent arrived the agent appeared to obviously and blatantly ignore and penalize the lady for not using the body scan by continuing to make her wait until the agent could no longer reasonably ignore her. The lady had been in line. She should have been the first person whom the agent allowed through instead of continuing to make her wait while others were allowed to proceed before her.

Question: Is it an official or unofficial TSA policy to discourage people from electing not to use the electronic body scan?

It was obviously uncomfortable for the lady and for others who proceeded around her. For those of us who observed this it appeared to be either a case that TSA is purposely targeting people who elect not to have the body scan, or this agent had an attitude and purposely was taking it out on the individual. Either way it's a problem.

Caller was just at PHX Terminal 4 for a US Airways flight. He has a complaint concerning a TSA staff member and a supervisor. Caller says that as he approached the screening machine, he was told to take off his belt. Caller states that he travels over 65,000 miles per year and has never before been asked to take off his belt for the scanner. Caller states that he said that he did not want to take off his belt and then the TSO insisted on doing a patdown because he refused. Caller states that he told her that he hadn't refused, just indicated a preference not to remove it. Caller states that he was told that it was too late and he would get a patdown. Caller feels that he was given a patdown as retribution. Caller says that he spoke with a supervisor after the extensive patdown procedure. Caller states that he went to complain to the supervisor, who said to do the complaint online. Caller says that the supervisor gave him a business card with the TCC number on it. Caller says that he asked the TSO for the name of his screener, but the supervisor refused to give the TSO's name. The supervisor's name was (b)(6).

Advised caller:

We regret that you were not satisfied with the service you received.

2/14/2013 5:38:46 PM Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: Phoenix to Tucson

Flight date time: 2 14 3:30pm

Flight #: 2824

Airline: US Airways

Airport: PHX

Gate Terminal: B5

Email: (b)(6)

Caller said the inconsistencies when he flies is ridiculous. He has had one of the worst experiences of his life happened day before yesterday when he was departing from Norfolk, VA. He told the TSO that he had a defibrillator. The TSO wouldn't let him go through the WTMD. He asked if it is mandatory that he get a full body patdown. The TSO rubbed his private parts and never even touched his chest where the device is located. Caller states he is always the person to be checked for bomb residue and he is singled out each time. He wants to know what he's doing wrong. This happens practically each time he flies. In December, at Ft. Walton Beach, FL (DSI) a TSA agent said he wasn't allowed to take his toothpaste because it wasn't 3.4 ozs. or less. The TSA agent was performing a hand inspection of his bag when he found the toothpaste. Caller says it doesn't matter where he flies, he is asked to have his bag ETD test. His bag is always part of the random bag checks as well. He doesn't know what he needs to do to stop being profiled. He thinks he is being profiled because they are asking him to inspect his bag after it clears the x-ray machine each time. There is no metal in the bag and the TSOs are constantly checking his bag and hands for explosives. Most recently he flew with US Airways from Norfolk, VA. Caller states he is a white male and doesn't wear a turban so he doesn't understand why he is being racially profiled.

2/14/2013 Response:

6:19:29 PM Advised caller the agent was following procedures with the 3-1-1 containers.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted. A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. Explained to caller TSA doesn't profile individuals.

Referred to MB and advised caller someone would contact him regarding his issue and complaint.

From: (b)(6)
Sent: Thursday, February 14, 2013 8:46 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint about TSA Security Procedures at Lihue, Kauai, HI on 02/10/2013

Name: (b)(6)

2/14/2013 9:01:11 PM Phone (cell): (b)(6)

Mailing Address: (b)(6) Chicago, IL 60660

Incident Location: Lihue, Kauai, HI airport

Flight information: Go! Airlines Flight YV1012, Lihue Kauai, HI to HNL, 10:00 AM 02/10/2013.

Description of events:

From: (b)(6)
Sent: Thursday, February 14, 2013 8:49 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint about TSA Security Procedures at HNL on 02/10/2013

(Email 4 of 4). Filing 4 separate complaints.

2/15/2013
8:09:52
AM

Name: (b)(6)

Phone (cell): (b)(6)

Mailing Address: (b)(6) Chicago, IL 60660

Incident Location: HNL

Flight information: United Airlines Flight 200, HNL to ORD, 8:00 PM 02/10/2013.

Caller flies back and forth alot between Rhode Island and Florida and she feels that a skycap person in Providence Rhode Island was very militant with her. She feels he flagged her because he had a attitude. She stated the skycap person was with Southwest Airlines.

Caller left Providence Rhode Island with frozen seafood (stonecrabs, bag of shrimp and a key lime pie) with gel packs and she stated she had taken the same items back and forth many times and had no problem and the skycap ask her what she had and why she was bringing stonecrabs, then they patted her down and when she got her seafood back it had been opened.

She is wanting to know how to what she could do to avoid aggravating someone so that this doesn't happen because he was very rude with her. Caller also stated that she always tips the skycap person because they are usually very nice and helpful to her except this person.

Caller said she probably needed to contact Southwest Airlines because that was who he was with.

Advised Caller:

2/15/2013
9:04:51
AM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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

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

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

I did apologize to the caller that this happened to her.

Feedback Type : Complaint

Categories : Screening

Current Date Time : 2/15/2013 11:06:01 AM Airport : SMF - Sacramento International Date Time of Travel : 02/14/2013 1:30 AM Airline : Flight Number : Delta 2284 Checkpoint Area of Airport : A Gates TSA Employee: (If Known) : Not known

Comment : I travel for business so every Thursday I have to go through the same check point. I never complain about the process as it's something that has to be done. Though the last three weeks is quite troubling for me. Each week I have had to be patted down. First, it was because I had an underwire bra, lots of women wear these types of bras so I took my patting down saying, "I don't really understand this but sure go ahead". I have traveled for business for five years and only this airport says "oh we better do a pat down". Then the last two weeks they have wanted to pat my belly. I wear normal dress pants when traveling so I am comfortable and I'm starting to think that they are getting some kind of enjoyment on touching me every week. If the xray machine is picking up something on my belly that isn't there when I am wearing light clothing then it needs to be taken out. I am quite used to the process so I try to wear clothes that will get me through the process. So, what's the deal with this? I don't have any issues going through St. Louis airport at all when leaving to go to California so it's this airport. I'm really getting tired of being felt up weekly and thinking this is some kind of discrimination thing. oh, and because I had on underwire bra which I wear EVERY week guy grabbed my hands checking my hands for gun residue. It's quite comical in the beginning but it's not fun anymore. I do not want to give my name because then they will give more problems when going through their machines but I am going to give email address. Thank you for listening to me. As I said I understand the process has to happen but it's very weird to me that all of a sudden I'm under pat down weekly.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

NO, this response is NOT to the issue.

A customer was miss-treated by a TSA employee by purposefully making them wait unnecessarily as many other passengers passed her by, while her belongings were sitting out of her reach and control. Please explain?

-----Original Message-----

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, February 14, 2013 7:54 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding your recent travel experience.

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

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

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

2/15/2013
12:09:35
PM

2/15/2013
12:09:44
PM

Caller said TSA is doing a good job. Caller wanted to compliment RDU and how TSA had retrained RDU because at one point they had rejected his concealed carry permit but then the next time he went through it was accepted. Caller said his license is in a plastic holder and he cannot get the license out. Caller has a Florida Concealed carry permit and caller is complaining that TSA does not accept that as a valid ID at every airport. Caller did compliment (b)(6) for a patdown he received on 2/6/13. Caller said (b)(6) is at RDU. Caller complained that one TSO said you can carry a gun through here when he showed his concealed carry permit.

Caller said on 1/29 at 1330 he was going through security at FLL. Caller said his concealed carry ID was rejected by the TSO. Caller said a supervisor was standing there and looked at his Florida Concealed carry permit and said, not at this airport, but she was nice about it. Caller states he cannot get his drivers license out of his wallet because it is in a plastic holder. Caller went on and on about how TSA needs to retrain the TSOs about what is acceptable ID.

2/15/2013 1:08:29 PM I told the caller the TSOs always have the right to ask for additional ID if they question the ID that is presented. I told the caller I will send this to the CSM. Caller interrupted everytime I tried to give him information. I asked for a email address but he did not provided it and was very reluctant to give a phone number.

Adult passengers (18 years of age and older) are required to show a U.S. Federal or State-issued photo identification (ID) in order to be allowed through the security checkpoint and onto their flight. We are unable to determine why the Transportation Security Officer (TSO) did not accept the ID that was presented at the screening checkpoint.

Acceptable IDs include:

- Drivers Licenses or Other State Photo Identity Cards Issued by Department of Motor Vehicles (or equivalent)
- U.S. Passport
- U.S. Passport Card
- DHS Trusted Traveler Cards (Global Entry, NEXUS, SENTRI, FAST)
- U.S. Military ID (active duty or retired military and their dependents, and DOD civilians)

Caller had a hip replacement. She told the TSOs that she had it and that that was why the wand was going off. She has a card in her wallet, but it went through the xray. The TSO would not let her access it. She received a humiliating patdown in front of her friends and strangers. She wants to know how to avoid this in the future. This happened November 2012 in NJ.

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

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

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.

2/15/2013 4:37:55 PM • The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
• A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

She is flying from CLT on to HNL and back. She is not worried about going through CLT, but does not know about HNL and if they have the AIT. I told her that because an airport has the AIT does not mean that they will be in use when she goes through the checkpoint. Any time there is an anomaly or an alarm she will have to have additional screening which would be a patdown. I told her there were three ways to be screened: AIT, WTMD, and a patdown. She would have to have at least one of these and, sometimes, two. If there is no anomaly and no alarm, she will not have to do the patdown.

I told her to always tell the screener before the screening begins that she has the implant. She can ask to speak to a supervisor any time she has an issue. She can also contact the CSM via the IVR -- I instructed her how to do this -- if she feels like she needs additional assistance at the checkpoint. She said she did not know if she would call or not.

I apologized for her experience. I told her that I do not know if the experience was bad because of the surprise of it. She said she thought that was part of it. I told her I do not know if the TSO did the patdown appropriately, but they do tell the passenger what they are doing during the patdown. She said the TSO did do that. I told her that now that she knows what to expect and that she can ask for a private screening knowing she can have a companion with her, it may not be as bad as the first one. She agreed, but also said that people should not be treated this way for no fault of their own. I told her sometimes some TSOs were rougher with the patdown but the procedure is consistent throughout the airports.

Feedback Type : Complaint

Categories : Other; Disability Complaint Current Date/Time : 2/15/2013 4:16:16 PM Airport : TRI - Tri-City Regional Date/Time of Travel : 02/08/2013 Airline & Flight Number : Allegiant Air Checkpoint/Area of Airport : TSA TSA Employee: (If Known) :

2/15/2013 6:31:19 PM (b)(6) Comment : Petite female TSO screamed at me when I questioned removing my shoes for patdown that I HAD to remove my shoes. Explained politely I was 90-years-old and disabled Didn't matter. Called Knoxville police I was unruly when I questioned her and, again, politely explained I had never been required to do this. When she kept screaming at me to take my shoes off, I asked to speak with a supervisor. (b)(6) appeared. I explained I was a 90-year-old disabled WW II vet and it was very difficult for me to bend over and remove my shoes. Furthermore, I'd never been required to do this, ever. The latest TSA regs updated Feb. 06, 2013, unequivocally states anyone 75-years or older does not have to remove their shoes. Finally, I explained if I HAD to remove my shoes at 90-years, he would have to do it. He did it. Two Knoxville police officers were standing by to arrest me as an "unruly passenger" as I exited. IS THIS NAZI GERMANY? Is this the kind of appreciation I receive for putting my life on the line in WW II? Why aren't TSO employees disciplined for treating passengers so rudely when they are clearly in the wrong? Why aren't TSO officers required to have higher education skills and be taught courtesy and tactfulness?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

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

Feedback Type : Complaint

Categories : Poor Customer Service; Other Current Date/Time : 2/16/2013 3:25:55 AM Airport : JAN - Jackson International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2/16/2013

9:13:46

AM

Comment : I was told that I could not film someone, my older son, getting a pat down. As far as I knew, I thought your policy ALLOWED people to record people getting a pat down. I had this policy with me, and I was told that I made it up. He tried to make conversation to ease the situation, and he was told he didn't have 1st amendment rights, so he needed to close his mouth. I feel like this was not handled correctly, please respond back to me ASAP.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

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

Caller had an unpleasant incident at DCA. Caller says that he has traveled 40 years in the US and abroad and has never seen this before. Caller states that he is a TSA approved (Precheck) member. Caller states that the first TSO said go to the other (shorter) line, so he did. Caller states that at the AIT, the TSO there said that he wanted to do a patdown. The caller says that he is a surgeon, so he asked the TSO to change his gloves. Caller states that this made the TSO angry, and the TSO put him in an enclosure and did additional screening. Caller says that the TSO was named (b)(6) and the supervisor's name was (b)(6). Caller states that when he spoke with the supervisor about this (b)(6) said that he didn't see anything. Caller states that he understands that TSA must be strong and he appreciates that. Caller feels that it was unprofessional for the TSO to become angry for being asked to change his gloves.

Advised caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced.

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

2/16/2013

9:15:52

AM

Flight information:

Flight Path: Washington DC to Houston

Flight date time: 2 2 11:00am (boarded 10:45am)

Flight #: 258

Airline: United

Airport: DCA

Gate Terminal: 12

Email (b)(6)

-----Original Message-----

From: (b)(6)
Sent: Saturday, February 16, 2013 11:21 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

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

2/16/2013

1:10:01
PM

Are you 18 or over? yes

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

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

Gulfport-Biloxi International Airport

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/16/2013 1:31:45 PM Airport : SDF - Louisville International Date/Time of Travel : 02/16/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2/16/2013

3:09:19
PM

Comment : I opted out of the scanner because I am an extremely frequent flyer. The woman who did my pat down - (b)(6) was extremely aggressive and used much more pressure than is usual. When I complained, she pressed even harder. She was very rude and seemed to purposely want to inflict pain and embarrassment for having troubled her with a pat down. I am a TSA per screened frequent flyer and I have never received such inexcusably poor or aggressive treatment at any airport in the US. She should be reprimanded and reassigned.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

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

Feedback Type : Security Issue

Categories : Other; Pat-down

Current Date/Time : 2/16/2013 4:39:57 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/15/2013 Airline & Flight Number :

Checkpoint/Area of Airport : Center Pier TSA Employee: (If Known) :

Comment : I have a recommendation for enhancing the integrity of the trace matter testing done during pat-down screenings. This recommendation is based on serious weaknesses I observed with the current process. I am a frequent flier and routinely opt for the pat-down screening. During the screening process on 2/15, the testing for trace matter from a swabbing of the TSO's gloves resulted in an "alarm". Although I was subsequently cleared, the resulting increased scrutiny made me aware of several weaknesses in the testing integrity.

First, I observed that after the "alarm" event, a TSO ran a cleaning process with the testing machine. However, the TSOs routinely self-test their gloves by holding a wand with the testing medium for gathering trace materials. The TSO grabs the wand with a gloved hand that was used in the pat-down. The TSO then swabs the free hand. The wand is then transferred to the swabbed hand and the hand that was just holding the wand is swabbed. I observed that the wand was not cleaned after the alarm. This means that matter on the wand could be transferred to the gloves of the next TSO to self-test. Additionally, it could have been carryover matter on the wand that triggered my alarm result.

Prior to the first pat-down, the TSO was already wearing gloves. She not only handled the wand immediately after the pat-down but had carried the bins with my personal items to the screening area. Thus material that resulted in the alarm could have been transferred to her gloves from the bins or the wand or at sometime prior to encountering me.

Because of the alarm, I was subjected to second, private screening by a "lead" TSO. I observed this TSO donning gloves as she approached me. I do not where the gloves were prior to that. I did observe a number of TSOs at the checkpoint with "clean" gloves tucked into their waistbands. Like the first TSO, this TSO picked up the bins containing my personal items. She then lead me and two other TSOs to the private screening area. She opened the door to the private screening area with her gloved hand. After the pat-down she exited the private screening area by opening the door again with her gloved hand. I could not see what else she touched after exiting the private screening area. I presume she self-tested by holding a wand with the gloved hand as previously described.

Thus in addition to touching my clothing, the TSOs touched the bins, door handles, wands for the testing medium, and, possibly, their own uniforms. Matter could have transferred to the gloves from any of these sources.

If the intent of the trace matter testing is identify possible explosives from residue on the clothing or personal items of the travelers, the integrity of the testing process needs to be enhanced. I recommend:

- 1.The TSO should don clean gloves obtained from the supply box immediately prior to conducting the pat-down.
- 2.The TSO should then perform the pat-down.
- 3.A second TSO should swab the gloves used in the pat-down and perform the trace matter testing. The second TSO should also be responsible for open doors or another activity need to complete the test so the pat-down officer does not pick up matter from other sources.

I hope that you give my recommendation appropriate consideration. The false alarm was aggravating, time-consuming, and embarrassing. This process should reduce the number of false alarms generated from cross-contamination by the TSOs and better isolate the source of the matter triggering the alarm. Although this false alarm occurred at DCA, I have observed this same cross-contamination occurring in other airports. This is a general recommendation for improved testing practices.

2/16/2013
5:15:00
PM

Disability Description: The caller spouse (b)(6) has knee braces. They had a bad experience in DEN several years ago and she is trying to forego the issues again. The caller said s he has requested a wheelchair and wheelchair attendant from Southwest for navigation assistance through the airport.

Information Request: The caller is trying to avoid the experience from happening again. The caller said the TSO took his cane and required her spouse to remove his knee braces; he was then made to try and walk thru the AIT. The caller said her spouse has balance difficulties and is not able to stand for with his arms above his head for the AIT screening. She is concerned her spouse will have problems going thru the checkpoint. The caller wanted to know if she can take her daily dose container of meds in her carry on bag. The called wanted to know if she can take her Chex mix to eat during the flight.

2-19-2013 MCI Southwest 8am flight #424
2-19-2013 Hobby Southwest 1:25pm flight # 413

Response Details: I apologized to the caller for the previous experience and advised I would be happy to assist her in helping to improve this trip.

I advised the caller her spouse could remain in the wheelchair for the screening. I advised the caller to make the TSO agents aware of his limitations and his abilities prior to the screening

2/16/2013
7:31:00
PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

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

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

The passenger can request a private screening at any time

During a private screening, the passenger may be accompanied by a companion of his or her choosing.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I advised the caller to declare separated her medications and food items prior to the screening.

I advised the claler she may check with the airline when she checked in regarding a disability access.

Feedback Type : Compliment

Categories : Pat-down; Professionalism

Current Date/Time : 2/17/2013 11:36:23 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/17/2013 12:00 AM Airline & Flight Number : West Jet 1055 Checkpoint/Area of Airport : Terminal 3 E TSA Employee: (If Known) (b)(6) Comment (b)(6) must be recognized for her human instinct. During the security check point, an agent would not let me through the regular metal detector. I asked not to go through the X-ray screening. I understand we

2/17/2013
1:23:39
PM

ARE not obliged and having been diagnosed with cancer and have a marker in my breast he said I was my tough luck. I tried to have him understand I am uneasy and apprehensive, he seemed not to care. He made me wait 10 minutes while my family was on the other side. I became more agitated as others were allowed to pass through the regular screening and when I asked him why, it was his choice. (b)(6) was called over. She saw how visibly shaken I was and took the time to calm me down, and did her pat down. Congratulations to her for her professionalism and should be commended. I travel frequently worldwide and this was the first time I had felt bullied by an agent who misinterpreted by refusal to be scanned by X-ray.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number

Email (b)(6)

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

Caller flew from PHX last November. Caller says that he left his wallet in his pants when he went thru, so the Hispanic TSO performed a patdown. Caller says that the TSO stroked his penis and says that if it happens again, he will make a big scene.

Advised caller:

All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

Please call back with further information so we can send your complaint to the CSM.
(NOTE: When caller calls back with more information, please send this to the CSM.).

2/17/2013

2:19:27

PM

Flight information:
Flight Path: Phoenix to Des Moines
Flight date time:
Flight #:
Airline: US Airways
Airport: PHX
Gate Terminal:
Email: Not provided

Caller wanted to know if she is on some type of watch list. She stated that every time her bag is inspected. She traveled recently from PIT to RDU with a connection in ATL through Delta on 2-17-13. She stated that her bag was inspected today and she had to have a patdown. The TSO did give her the option to have private pat down but she did not have the time. Her strap was broken on the top of her bag, it was an older bag. She stated that she did not want to file claim. Caller also mentioned she is a 6ft black woman; however she feels as though she is being singled out because of her muslim name. No one has ever been rude, but she has called before (about three years ago) to report a similar incident. Once she had purchased adult toys, and placed those in a shoe because she felt that her bag would be checked and it was. Someone turned it on; so when she picked her bag up the toy was on.

Pertinent Information:

Airport: PIT
Airline: Delta
Flight: DL2065
Date: 2-17-13 Departure time 7:30AM
Baggage tag: (b)(6)
NOI: Yes
Stamped on NOI: 17 Feb 709 RESWEST or RE5WE5T

2/17/2013

4:04:32

PM

Advised caller:

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs.

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

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: www.dhs.gov/TRIP.

In the alternative, you may complete the appended Traveler Inquiry Form, including your original signature, and return it with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov

Call was transferred to (b)(6) who completed the record.

Advised caller to submit a formal complaint in writing and would email her some information. Also advised caller that she should receive the email within 24 hours.

Dear TSA complaint administrator,

I had an unfortunate experience at the TSA checkpoint at LAX airport in Terminal 7(United) at around 8pm on Feb7th,2013. As a result I would like to make some helpful suggestions to prevent or minimize such occurrences for people with medical conditions:

About me: I am 73 years old and have travelled more than a million miles on United alone over the last many years and without incident . I recently(December3rd,2012) underwent knee surgery and as a result have metal implants in the knee. I live in Boston. I am a Professor and former Dean of Physical Sciences and Engineering at Harvard. This was my second flight since the surgery. At Boston(which has mm wave body scanners)I had no problems.

2/17/2013
5:05:33
PM

The incident: At LAX I went through a metal detector which of course detected the metal in my knee. I told the TSA agent of my knee surgery and he just did not believe me . Not only was I patted down thrice by 3 different agents and every piece of my luggage was dissected over a period of an hour . Luckily I had come early enough and just made my flight! My 73 year old wife was also with me.

The TSA agents would not allow me to show my knee scar after surgery or even recognize my US Government issued Global Entry photo ID which showed I was a trusted traveler. Somehow the training does not seem to reflect the risk based security policy TSA espouses!

Suggestions:

1 There should be clear signs at all TSA checkpoints or a special line for travelers with medical conditions.(Your website does mention the notification card which I now have printed)and perhaps they could even be shepherded through the preferred TSA line as is the case with most airlines).

2.The agents should have a metal detector wand which if he flashed on my knee he would have confirmed what I was saying.

Hello,

I had an incident occur at Hartsfield Airport security line on February 17, 2013, at approximately 1600 at the security area that serves the American Airlines concourse T. I was at the security scanner area when I informed the staff there that I was an "opt-out" for the scanner process. The TSA agent (b)(6) (name obtained from the Supervisor) rolled her eyes and pursed her lips in a way that made it clear she found my request to be annoying. She directed me to stand at another area near the other conveyor belt. I inquired as to whether I was standing where they wanted me, as at every gate the agents want you to wait in a different place, and I was not sure if I was where they wanted me. Both (b)(6) and the male agent (b)(6) (name obtained from the Supervisor), ignored my question, which I then repeated and was ignored again. (b)(6) said something under his breath, which I did not catch. After several minutes (b)(6) asked me something along the lines of, "Are you going to wait at the gate, or stand there?" I didn't understand what she was referring to and asked what she meant. She responded very snippily that I could stand there or come through the gate. I responded to that with, "Tell me where I should be, and I will be glad to go there." Both of these agents acted as if I were a child needing to be scolded for some unknown misbehavior.

I am an executive platinum status with American Airlines. I go through a pat-down each time as I opt-out of the scanning process. I have rarely been treated so rudely by staff. These people were obnoxious and do not deserve to be in a customer relations environment. The situation was reported at the time to the Supervisor (b)(6)

2/18/2013
9:35:19
AM

Thank you, (b)(6)

(b)(6)

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

Female assistant for pat-down

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

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

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

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

2/18/2013
9:35:53
AM

Please watch video

And call me back (b)(6)

Thanks

(b)(6)

(b)(6)

Feedback Type : Security Issue

Categories : Pat-down; Miscellaneous Other Current Date Time : 2/17/2013 8:33:14 PM Airport : ORD - Chicago-O'Hare International Date Time of Travel : 02/02/2013 12:42 PM Airline : Flight Number : UA 570 Checkpoint Area of Airport : Gate F9 TSA Employee: (If Known) (b)(6) Comment : Agent would not reveal his name, covering it with his hand. Only the Badge number was visible.

I am requesting information about this specific incident to follow up with my own accord, as the TSA officials "radioed" police for 15 minutes until airport staff alerted me that TSA could not radio police, it had to be telephoned in. I was threatened with a pat down, along with several other flyers, if they did not like their flight.

Quote from (b)(6)

2/18/2013 9:36:18 AM (b)(6) "If you don't like it then I can give you a pat down." when referring to our airport delays, which was a inquiry made on his part to us.

Further attempts at identifying the individual were met with the following:

"I'm sorry, that is personal information" "You can fill out a complaint card" "You cannot approach him, but view his name from here" (at over 15 feet away)

He knowingly threatened me and other passengers with a method that is to be used for national security, not as a mode of invasion of privacy. He knew people did not want that and used it to threaten us. I would like simply the name of the individual as this is public information if he had not hidden it from me.

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2/18/2013 9:36:49 AM (b)(6) After being subjected to the radiation and being humiliated once by going through a machine that shows my naked outline to a complete stranger, why then would it be necessary to put me through a pat-down experience, too? How does this make any sense? Evidently the machine everyone has to walk through doesn't do the job? Then why is it being used? I really would like some answers. Thank you.

Feedback Type : Complaint

Categories : Screening

Current Date Time : 2/17/2013 6:39:02 PM Airport : BUF - Greater Buffalo Date Time of Travel : 02/17/2013 7:45 PM Airline : Flight Number :

Checkpoint Area of Airport : Southwest Security Screening Point TSA Employee: (If Known) :

2/18/2013 9:37:00 AM (b)(6) Comment : While serving as an enhanced pat-down witness, I observed the TSA agent giggle during the pat down while her hands were fully engaged with the traveler's inner thigh. I asked the traveler about this following the pat-down and she indicated that she was being complimented on her jeans. I am concerned that this pat-down and subsequent fraternization that I observed may have been sexual in nature, and wish to report this to you so that such incidents can be avoided in the future. The incident took place at approximately 1745 at KBUF, 17 Feb 2013. Remember - it's a security screening, not a dating service.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

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

Disability Description: The caller is a 90 year old World War II veteran with a severe hip injury.

Response Details: I apologized for this incident and told him that I will forward this record to the ODPO because he was not accommodated at the TSA checkpoint. I will also forward this record to the CSM at TYS.

Incident Details:

2/18/2013 12:29:21 PM (b)(6) (b)(6) went through the TSA checkpoint on 2-8-2013 at approximately 12:00PM at TYS. He is unable to remove his shoes due to a severe hip injury. The first TSO he encountered shouted at him to remove his shoes. When he told her that he could not remove them, she screamed at him. He requested a supervisor. She got a supervisor for him, but also called the police. The supervisor told him that he had to remove his shoes because he did not request a patdown procedure. He told the supervisor that he could not remove his shoes without someone to help him. Therefore, the supervisor assisted him in removing the shoes. He said that the supervisor was very nice and respectful, but proper procedure was not followed and he wants to file a complaint because of this and the rude TSA agent. He did not know the TSA agent's name, but said that she was a short lady. He did not know the flight number. He boarded an Allegiant Airlines flight at 2:20PM. The supervisor's name is

(b)(6)

(b)(6) did not want to file a formal complaint in writing.

Caller regularly flies out of SAN with Southwest and is concerned that the Terminal 1 checkpoint doesn't have AIT installed, which causes her metal joint implant to consistently set off an alarm, resulting in a patdown each time. She wants to know if having a notification card would eliminate the need for a patdown. I told her that while the card may aid in the screening, it would not eliminate the patdown altogether.

2/18/2013 2:19:48 PM (b)(6) Caller wanted to know if she could use PreCheck to avoid the patdown. I told her that she would first fly with a participating airline, which Southwest is not, but that apparently means utilizing a different checkpoint anyhow where there is AIT installed. Caller realizes that her easiest option would simply be switching airlines.

Disability Description: The callers wife flew from CLT to DAB and she is returning. He stated that in CLT she was able to use the body scanner. He stated that he is an airline employee, and he asked if she needs to expect this everytime, based on the internal spinal stimulator.

Response Details: I advised the caller that this is not standard procedure. I explained that I will forward this information to a disability specialist for review, and I will forward this to the CSM at Daytona so that they can be aware of the situation. I apologized to the caller for the incident. I explained that his contact information, including email address, will be provided in the event they need to contact them regarding the matter.

I offered the written complaint and he did not think it was based on the medical condition.

Incident Details: He stated that he does not feel that the disability played a part in the incident. He stated that she presented the card regarding the spinal stimulator. She flew from Daytona and they did not have the AIT. She was subjected to a patdown, because of the spinal stimulator she is implanted in her back. He stated that she was pulled in a private room after the patdown, and asked to remove her pants, and her shirt. She then was asked to shake out her bra. He stated that she TSO was a female. She was not required to remove her underwear or her bra. He asked if this is a standard process.

2/18/2013

5:24:38
PM

The callers flight details are as follow (also included in the Itinerary Tab):

Departing Airport: DAB

Destination: CLT

Airline: US Airways

Flight Number: 2732

Terminal: Not Provided

Gate: 4 or 5

TSO involved: The TSO was one of the only females at the checkpoint during this time, however she did not remember her name.

Date and Time: February 18th, 2013 @ 5:10 pm

From: (b)(6)

Sent: Monday, February 18, 2013 4:13 PM

To: TSA.Ombudsman@dhs.gov

Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)

Date Time: 2/18/2013 4:13:20 PM

2/18/2013

7:04:06
PM

Name:

Todd

Email:

HYPERLINK: (b)(6)

Brief Description of Inquiry:

TSA Security at HPN airport

Comments:

I am writing to express my displeasure of the screening process in White Plains, NY on January 22, 2013 around 5:10 AM. This is in regards to the private screening offered there. It is bad enough that as a uniformed crew member for an Air Carrier

Feedback Type : Complaint
Categories : Screening
Current Date Time : 2/19/2013 7:17:57 AM Airport : EWR - Newark International Date Time of Travel : 02/18/2013 5:45 PM Airline : Flight Number : Virgin Atlantic VS2 to London Checkpoint Area of Airport : Terminal B international gates including 53
TSA Employee: (If Known) :
Comment : Only 1 X-ray scanner in use (no option to use conventional metal detector). On exiting scanner, TV screen showed up something unusual around my shirt pocket area prompting TSA official to pat around my upper chest. Nothing was found and I was able to exit. The scanner is too sensitively calibrated and a pat down anywhere else could come close to constituting indecent assault. The pat down was not in my view justified - the scanner should not have shown anything, and the conventional metal detector should have been in use as an option as was the case when I went through security at SFO International Terminal A gates on Feb 11 2013 at 10.00am without incident.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is missing items from LAX, caller was in a wheelchair and they took her bags ahead to be screened. She stated that she had a bracelet on and they took her over to the side to do a patdown. Caller stated that it came over the intercom for her to come to TSA and the guy went to a filing cabinet when she got there and came back with a ziploc bag with her car charger and two of her medications in it.
She stated that when she got to Houston she noticed that she was missing her insulin which was in a small bottle and it had her name and prescription information on it, she said that all that was there was the empty box.
Caller also is missing some nice sets of silver jewelry which was in a Brighton pouch which was in a ziploc drawstring bag. She had 2 ziploc bags and she got one back which had a ring and a gray watch in it.
She also is missing Betsy Johnson shower gel and body lotion and a bottle of 2.5 ounce perfume and she also had a lot of tax paperwork from where she retired from the military. She was using a Brighton tote bag as a purse and it had a video camcorder bag in that and her sony battery charger for the video camcorder is also missing.
Caller stated that she accidentally put a can of hairspray in carry-on and they took it, but she said that was her mistake.
She did state that she don't think TSA was in her bag that it went missing when they ran it through security screening.
Caller also stated that everything missing is from her carry-on bag she did contact lost and found and left a message and no one has called her back yet.
She stated that she called someone last night, either TSA or Southwest and they are already sending her claim forms to her daughters address, but I could send her another claim form as well.

Advised Caller:
I apologized to the caller about her missing items.
I ask her if she called the lost and found and told her that I would send her a claim form to her daughters address since she didn't have a computer to send it to her email address right now.
http://www.tsa.gov/airport-lost-found-contacts#41
Los Angeles
Los Angeles International Airport
310-242-9073

I told the caller that I would send this up to the CSM for further review as well.

Recent Flight
Date: 2/18/13
Time: 6:25 AM
Airport left from: LAX
Airlines: Southwest Airlines
Flight: 438
Baggage claim: Don't have baggage claim number bag is missing
Gate: 4A

Caller flew RSW-PHL last Friday aboard Southwest Airlines. She is calling to file a complaint to which the manner she was screened. She approached the checkpoint in a wheelchair because of a bacterial infection in her ears and mobility concerns with her feet. She was able to transfer out of the wheelchair and was screening by AIT. Caller was advised at this checkpoint in either terminal D or E that the AIT machine picked up traces of TNT on her hands. Caller then underwent secondary screening which included a very aggressive patdown by very rude screeners and ETD testing on her hands, which came back positive. Caller was then shuttled to a private screening locations where she underwent an additional patdown, which once again she deemed excessively forceful. She claims her rotator cuff was reinjured by the screeners and she almost missed her flight due to all this additional screening. Caller states she uses a hand creme, which contains glycerin, that more than likely triggered the additional screening, but is of the understanding that should not have caused an anomaly on the AIT technology. She fears she is on some kind of watch list because of this additional screening and wants someone at RSW to address her complaint as soon as possible. Caller states this incident occurred at approximately 7:50 and her flight, which she does not recall the flight number, departed at 8:45. She also states she was sick on the day of the flight and was a tad on the rude side herself.

Resolution:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA regrets you did not have a satisfactory screening experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

2/19/2013
1:28:29
PM

The caller wants to know who to speak with about a traumatic experience with a supervisor at a checkpoint. The caller stated she was going to the screening process was asked to turn to the side and not told why. The female officer told her in front of the general public that there was an abnormality in her groin area. The caller stated that she was advised to speak with the supervisor. They told her they were going to call a female specialist to come and search her. She will still out in public view and she stated that people were beginning to wonder what was happening. The caller stated that her fiancé ask the TSOs what if she refuses the pat down. Officer (b)(6) badge number: (b)(6) stated that they would call the police to deal with her. She then completed the patdown because she felt this was a treat. The lady that done the pat down and then wiped down her gloves and did not explain why. The caller then ask to use the restroom. The TSO laughed in her face. She and another female officer mumbled something under their breath and the other TSO said nevermind. She was allowed to use the restroom. After the patdown she was cleared through screening. She then went to American Airlines and had to double book her flights in case she missed her flight in Dallas. She ask for a complaint form and was given a form a 5X7 card that says help us improve our customer service. They wrote the date, time, and airport on the form they gave her. She was able to make the flight by 5 minutes. The caller also shared that before the screening began there was a K-9 Unit in the hall. She actually went up and petted the animal before arriving at the checkpoint and actually talked to the officer about their jobs being similar. The K-9 leaned against her and never detected anything during this encounter.

Advised Caller:

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

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. Passengers may register a concern or complaint with security through the TSA CSM or TSA supervisory personnel at each airport. Customer Service Managers may be contacted via the "Talk to TSA" section of the TSA Web site.

Flight Information:

Airport: El Paso International Airport to Dallas Fort Worth
Airline: America Airlines
Flight Number: 1447
Date: 2-18-13
Checkpoint Time: 9:58am

The caller wanted to know who to contact if she has not heard anything back from the CSM. She also wanted my to email her the information about pat down complaints

Advised Caller:

You will need to call the TCC back at 866-289-9673, press option 5, and enter the airport code (ELP). This will give you contact information for the CSM at ELP. We would not be able to view a status of a complaint here at the TCC. Once we forward the information it is then out of our hands. I am unsure at the amount of time this may take. The CSM is who would be conducting any investigations not the TCC.

2/19/2013
1:50:08
PM

/contact-transportation-security-administration#.USPlxr0Z5Hk.mailto

Att: TSA

2/19/2013
4:07:31
PM

On Wednesday Feb. 13 JetBlue flight 1758 I flew from Puerto Rico to Fort Lauderdale. Do to health reasons I have been told not to go through the radiation machines. So therefore I ordered the pat down. I was kept like a prisoner. I wasn't allowed to follow my luggage or identify it. Thank GOD my husband was there to grab it and I had to scream to him to get it. The TSA agent told me not to move. I waited 10:00 minutes for some one to show up to administer the pat down. I was in my bare feet on the filthy germ infested floor. I feel since my shoes had been through the the X-ray machine I should have been allowed to put them back on so I didn't have to remain barefoot. I was told by another TSA agent administrator that your luggage must always remain in your sight and they are suppose to call for a pat down through their speaker system and not scream it so I become a focal point. You need to teach your Puerto Rico agents the proper etiquette. I am not a criminal, but a well respected, wife, mother and grandmother.

Thank you for your time,

Respectfully yours,

(b)(6)

Disability Description: She indicated that she takes medication.

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

Do you want information about filing a written complaint?

I advised taht she could submit her complain in writing via regular mail or email. She opted for the email address and i provided it:

TSA-CRL@tsa.dhs.gov

The caller did indicate that she would take the email address. however she did not intend to write in as she felt nothing would be done.

2/19/2013
8:08:30
PM

When traveling with medications, passengers are subject to additional screening. At the same time, regardless of whether a passenger is traveling with medication, they can be chosen at random for additional screening of themselves and carry on baggage.

Individuals who request that their medications are screened visually may receive additional screening.

I emailed the caller the RFI.

Incident Details: She flew out of GEG on 2/10. She indicated that she requested that her medication be screened by hand. The medication was physically inspected. The caller is upset because from there, her carry on baggage was physically inspected and she received a pat down. She asked why this occurred and why someone with medication or a sick person is considered a security risk. She indicated that the action is discriminatory.

She indicated that this has not happened before.

The TSO advised that she was being screened additionally because of the medication.

Caller states that her 25 year old daughter traveled to Vegas for 9 days. While she was there, her drivers license had expired she was using other forms of ID to travel. She is at ORD checkpoint terminal 2 going to SAV. The TSO that is currently there is speaking down to her and treating her with no respect. He is asking her to give personal information and he conducted a patdown. She has been at the airport for 8 hrs as her flight keeps getting delayed.

2/19/2013
10:02:45
PM

Advised caller: If a passenger is unable to present a valid photo ID or TSA questions the identification presented. TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

A patdown should be done by a TSO of the same gender.

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

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

The caller was very disturbed and upset by a patdown that she received from a female TSO at MSP. She said that she felt like she was sexually abused by the TSO because she was wearing a skirt and the TSO used the inside of her hand when patting down her genital area. She asked the TSO to stop and a supervisor was called over. She was told that she would not be able to board her flight unless the patdown was completed. She repeatedly said that she would be contacting her lawyer about this incident because criminal charges should be filed against this TSO. She did not have the TSO's name.

Departing Airport: MSP

Destination: DEN

2/20/2013

8:41:33

AM

Date: 2-19-2013

Time of Screening: Approximately 5:15AM to 6:15AM

Airline: Frontier

Flight Number: 791

Gate-Terminal: E5

I apologized several times to the caller for her experience. I explained that a TSO should use the back of their hand when patting down this area of the body. I told her that I will be forwarding this record to the CSM at MSP for them to review and investigate her screening. I told her that it will be the decision of TSA at MSP of what happens after they review her screening.

Caller sent an email yesterday about a problem she encountered at SJU on February 13. She is wanting to know why we requested additional information and asked that she call the TCC. CCR reviewed the record and found that the caller forgot to include the airport in her previous contact; caller's inquiry is now sufficient for an escalation to the CSM at SJU.

The caller mostly reiterates what is said in the email. She does, however, go into greater detail about why she feels the TSOs were rude.

2/20/2013

9:47:44

AM

Caller says that never experienced such nasty treatment from a TSO. Multiple things that frustrated the caller were: the TSO calling for the patdown by screaming, instead of using walky-talkys; her feet having to be bare during the entire duration of patdown and wait time; and her items not being within her eyesight during screening.

Caller goes into a non sequitur about the AIT machines. Caller believes they are dangerously, and she thinks that some people are aware of their dangerous nature. Caller says she hears on the news about the machines, and sees with her very eyes how pregnant women, pilots, and flight attendants do not have to go through the AIT.

Caller is told that her SJU incident will be referred to the CSM at SJU for further review.

I just had the worst airport experience of my life at the Albany airport. After being "randomly selected" for a 30 minute screening I almost missed my flight, missed breakfast and got to feel violated after only 5 hours of sleep. Could you please let me know what authorizes these enhanced pat downs requiring everything to be emptied from my bags? I have never seen anything like this and I travel almost every single week for work.

2/20/2013

10:06:19

AM

(b)(6)

Sent from my iPhone

I would appreciate if this was forwarded to the appropriate management of TSA screeners of St. Louis airport. WTF! Here is a link to the news story and broadcast of TSA agents searching a 4 year old handicap girl in a wheelchair. <http://fox2now.com/2013/02/19/tsa-apologizes-to-family-of-4-year-old-disabled-girl/> Somebody needs to pull their head out of their ass and make a mature decision about who needs to be violated like this, putting a baby girl through the trauma and in tears. THAT'S BULLSHIT! Below is the cut and paste story for you to read in case you are scared of the link. Thank you for your time, your friendly taxpayer (where your paycheck comes from) (b)(6)

Parents: Disabled Child Was "Terrorized" By TSA Agents

Posted on: 10:27 pm, February 19, 2013, by Anthony Kiekow. updated on: 05:19am, February 20, 2013

..ST. LOUIS, MO. (KTVI) – A 4-year-old girl in a wheelchair was almost subjected to a pat down search by TSA agents at Lambert Airport.

The incident happened on Feb. 9. Lucy Forcks and her parents were on their way to Disney World.

"The agents said she needs to get a pat down because she is in a wheelchair," Nathan Forcks said. "It was discrimination."

Lucy's mother started to record the interaction after Lucy started crying.

2/20/2013
10:06:21 AM

"She was clearly freaking out a very scared," Forcks said.

Forcks said the TSA agents told Lucy's mother to stop recording the incident.

"They said it was illegal, but we knew it wasn't," he said.

Eventually, the TSA agents let Lucy go without performing a pat down search.

"It was just a big waste of time, and it wasn't required," Forcks said. "It was tough on her."

The TSA released the following statement about the incident:

TSA regrets inaccurate guidance was provided to this family during screening and offers its apology. We are committed to maintaining the security of the traveling public and strive to treat all passengers with dignity and respect.

Forcks said he had not decided if he was going to file an official complaint.

He added that the rest of the vacation was "great."

From: (b)(6)
Sent: Wednesday, February 20, 2013 5:00 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

2/20/2013
10:06:29
AM

Remote Client IP: (b)(6)
Date Time: 2/20/2013 5:00:09 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Pat down incident Newark Airport 18 Feb 2013

Comments:

Location: Terminal B international gates, time 5.45pm. Travelling home to London on Virgin Atlantic flight VS2.

The caller said she flew from Tunica on 2 19 2013 and she went through the checkpoint and she had to receive a pat-down. The caller said the officer performing the pat-down was very professional. The caller said she has incidents each time she travels. The caller said she received a pat-down because she has a knee replacement and she is blind. The caller wanted to know if she can fly without having a pat-down. The caller said the officer refused to look at her card. The caller said she was also tested for explosives. The caller said she is willing to use her mouth to go to jail. The caller said she feels like she needs to stop flying. The caller said everytime she travels her knee sets off the alarm. The caller believes TSA is picking on the elderly and children. The caller said she is not a bible thumper but she believes it is the end of days. The caller said she feels violated. The caller said she has written a letter to TSA about a year ago and she never received a response. The caller said she flew on Harrah's Rebrpublic Airlines and she did not know the flight number. The caller said she does not have trouble in Nashville. The caller said she always gets secondary screening in Ft. Lauderdale and PHX. The caller wanted to know if there are any changes in the future with security screening.

I told the caller we monitor the number and nature of complaints to track trends. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints. I told the caller even if she tells the officers she has the implants and an alarm sounds or an anomaly appears she would have to under-go a pat-down. I told the caller we have not gotten any updates as to when the screening procedures will change.

Hello,

I wasn't there and don't have first-hand knowledge of the accuracy of this news report, but based on my own experiences at Lambert Airport, I would certainly believe it. Your agents at Lambert are ridiculously STUPID and know nothing about real security and how detect threats. They are the threats and mostly just looking for attention. I would suggest increasing your supervision over there. It's really out of hand.

<http://www.theblaze.com/stories/2013/02/19/tsa-reportedly-detains-wheelchair-bound-3-year-old-girl-orders-parents-not-to-videotape-pat-down/>

2/20/2013
12:10:47
PM

(b)(6)

Feedback Type : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 2/20/2013 10:56:36 AM Airport : OLF (b)(6) Wolf Point Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : You guys are outta control!

2/20/2013
12:11:32
PM

Use your reasoning to justify your actions!
You are a tyranny! Nothing more, nothing less.

Leave the American people alone. Especially our children.

Patting down a 3 year little girl in a wheel chair!!!
You have gone too far.
Would you like a response?: False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 2/20/2013 10:47:35 AM Airport : TPA - Tampa International Date/Time of Travel : 02/18/2013 4:00 PM Airline & Flight Number : Airtran 557 Checkpoint/Area of Airport : Security screening to get into C gates TSA Employee: (If Known) : (b)(6) Acting Transportation Security Manager badge number (b)(6) Comment : I was returning from TPA to BWI with my husband and 10.5 month old daughter, and I had pre-packaged, unopened baby food in 4 oz containers in my carry-on luggage. Prior to traveling, I checked both the TSA website and called the information line to confirm that my prepackaged, and unopened baby food would be permitted through security. (From the TSA website: Declare larger liquids. Medications, baby formula and food, and breast milk are allowed in reasonable quantities exceeding 3.4 ounces and are not required to be in the zip-top bag. Declare these items for inspection at the checkpoint. Officers may need to open these items to conduct additional screening. <http://www.tsa.gov/traveler-information/3-1-1-carry-ons>).

At the checkpoint, I declared my baby food, and the security screener asked me to remove it from my carry-on to put it through the x-ray machine, which I did. Then the individual at the x-ray machine put the baby food through the machine again. I assumed that was the additional screening mentioned on the website. Then (b)(6) Acting Transportation Security Manager (badge number (b)(6)), made me go through a pat down because my baby food was in containers larger than 3.4 oz. When I tried to explain to him that neither the website nor the phone service stated there is a size limit for baby food, he said that often the rules and regulations do not reflect what actually goes on "in the field". The woman who gave me the pat down was professional, but it doesn't change the fact that the pat down itself is incredibly embarrassing and violating.

2/20/2013
12:11:35

PM

While I was being pat down, (b)(6) tried to have a casual conversation with my husband as though everything was proceeding normally. My husband did not appreciate that in the least.

The pat down was violating and graphic enough that two people I had never met before came up to me after I had left the screening process and told me that it looked like I was being "molested". Their word, not mine. I have to tell you, that's exactly how I felt. What is unbelievable is that I was forced to go through that process because I was bringing baby food in my carry-on to feed my daughter, who was with me. I sincerely hope this was a case of an overzealous Acting Transportation Security Manager, and not standard practice. What a horrible thing to force a mother to go through for just trying to bring food onto the plane for her child.

I am traveling with my daughter again in April, and would like clarification on what I can expect going through the screening process.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

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

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

Name (b)(6)

Phone #: Cell: (b)(6)

Mailing Address (b)(6) TITUSVILLE FLORIDA 32796

Email: HYPERLINK (b)(6)

What happened?

2/20/2013
12:11:42
PM

On February 19, 2013, I arrived at Terminal A at Newark, NJ (EWR) at approximately 12:45 pm. I proceeded to get into the TSA line. I asked for an "OPT OUT". I was told to wait and sit in the chair and a man named "TITUS" yelled "FEMALE OPT OUT". I waited and complimented TITUS about the fact he had a chair for me to sit in while I waited because I was recovering from surgery on my hip.

A TSA employee named (b)(6) (badge number was, I THINK (b)(6) but not certain) came over and called me out of the chair (b)(6) said to stand still until she told me to move. I was unable to see my belongings as they had drifted down the conveyor belt, and my vision was blocked by a person. I asked (b)(6) about this and I told her, "I cannot see my belongings are they still there?"
CONTINUED ON PAGE 7 & 8.

(b)(6) violently and with a tone of ANGER in her voice, snapped at me for no reason, because I asked if my belongings were still there. She couldn't say, I am not sure, come identify them? I was told to stand over in the "PAT DOWN" area. So I walked over there and put my feet in the yellow feet. I realized I had my license and ticket in my back pocket, so I proceeded to put them on the table in front on me. Right after I did, (b)(6) roughed my things over and placed them behind the ticket and license.

I was NOT with (b)(6) as she removed my belongings from the conveyor belt. As she set them down, I reached for my license and ticket to place them together as they had separated when they hit the table. (b)(6) again VIOLENTLY and with UNCONTROLLABLE ANGER, YELLED AT ME AT THE TOP OF HER VOICE TO: "DO NOT TOUCH THEM, TO LEAVE THEM ALONE. I AM CALLING THE SUPERVISOR".

(b)(6) had no ability to calmly state TSA procedure about coming into the pat down area. Instead she screamed and yelled at the top of her voice. Belittled me and continued to act in an unprofessional, disrespectful and ANGRY VIOLANT matter. This behavior is unbecoming of a TSA employee.

Screaming she is calling the supervisor. What is the reason she cannot calmly state TSA procedure? She has to call the supervisor because I touched my license?

Caller boarded a flight to Denver this morning from Chicago O Hare. When going through the checkpoint, she was pulled aside for a patdown and an ETD test. She had to remove her coat and belt. Her property was pushed forward while she was being screened. She took her computer and put it in her bag. When she opened up her bags, she discovered that she had someone else's computer. This is her work computer. She is now at home in Billings, MT.

I advised caller that I would send her a claim form and advise the CSM of the issue for appropriate action. She should file a claim as that causes an investigation to occur.

1. Airport: ORD to DEN.
2. Airline: United
3. Flight number: 153
4. Departure date and time: this date, 0803 hrs.

2/20/2013 3:41:33 PM
5. Location (gate number): caller cannot now remember; she went through Checkpoint 2.
6. Baggage claim numbers: NA
7. Notations on the NOI: NA
8. Contact information: caller does not have a computer.

I advised caller that I would send her information to the CSM and send her a claim form.

The computer is a PC laptop, larger in size, bluish gray case without any special markings. Her computer has no security pass and is not password protected.

Under these circumstances, I also advised caller on how to contact the CSM via Option 5.

2/20/2013 3:55:37 PM
Caller's husband is 71 years old and is in Germany. He opted out and has trouble holding his pants up. When the TSO was doing the patdown around her husband's groin area he asked the TSO, "Do you ever find bombs down there?" She said after that she could not get on the airplane. Security came and they had to talk to the managers. They lost their flight. Caller said she read the whole website and could not find anything that says what a person can and cannot say. She is in big trouble with her main office and they do not know whether to let her fly again.

I told her that saying "bomb" in an airport is a serious thing. There will not be a list anywhere of everything a person can and cannot say. There is a section on the Blog that is "What not to say at an airport." I instructed her how to go to the website to find the blog.

2/20/2013 4:50:48 PM
Caller flew from HNL to OGG on Hawaiian Airlines flight number 130 on 02-19-2013 at 6:30 pm going through the checkpoint. Caller had lotions in her carry on luggage and was asked to throw her lotions away by the TSO at the checkpoint due to its size, caller then went to the airline counter to place the lotions in checked luggage and said when she came back to the checkpoint she said that the TSOs were making fun of her. She said that she went through AIT screening 3 times and then was given a patdown procedure. She felt very disrespected by the attitudes of the TSOs that was working at the checkpoint on that day. Caller did not remember the TSOs name and said she barely made her flight. Told caller that I will forward her complaint to the CSM at the HNL airport to review the case that occurred. Sent caller a claims form since she did not get her lotions that the airlines was suppose to send to her.

(b)(6)

2/20/2013 6:53:25 PM
This happened on February 9th, 2013. I don't have permission from this family, nor this child to file a complaint, but you bet I'm going to do it regardless. I'm still a citizen of the United States and you can't take away my freedom of speech, therefore I will continue on with what I just witnessed. What I saw was a video taped by the mother of this beautiful three year old child, who is also disabled (spina bifida), in a wheelchair, on her way to Disney Land. In this video, TSA wanted to do a "pat-down"... I understand you go through the lengths that you do for a reason. I appreciate that more than you know. I know that 9/11 has caused more advanced and thorough screenings due to terrorist threats, and what happened that awful September day. Was it really that necessary to want to give a three year old disabled child a "pat-down," then tell her mother that nobody said they were going to do that? The video showed the TSA telling the mother they were going to perform a pat-down on their daughter, then after her mother rightfully opposed, they claimed nobody said they were going to do that. Then, your lovely TSA employees thought they would get smart and tell the mother she couldn't record them touching her daughter. I think you might seriously need to look into your employees. I think there is a fine (cont.) line being crossed by asking to frisk a disabled three year old. Wanting the swab the chair, fine... If you really think she was dangerous, sure. But I think making the child extremely uncomfortable, making her cry hysterically, and also wanting to physically remove her from her chair and pat her down like a criminal was a little harsh. She's three. I don't know who collects these complaint forms. But I know as a mother myself, I would do just as the mother did and record everything. It broke my heart to see this and I don't think it was right. I could only imagine how broken her little heart was. But on a less personal note than a child's heart being broken, as I said before, I am a mother, and seeing this video made me extremely uncomfortable with taking my child to the airport ever again. We flew in December from Dallas and had no problems. I understand you cannot control every airport, but something should be done about this. If this were your child, how would you feel? I'm a young mother. only 24

As I said in the complaint description, it did not happen to me. But hearing the story fired me up enough to file a complaint.

All I ask is that you consider this and actually do something about it. I'm sure you get complaints regularly about random things, but this is a story that really hit home for me. You don't mess with a mother bear and her cubs, or you get eaten alive. Unfortunately, as humans, we can't do that. But one thing remains and is for sure, you don't mess with our children. I have such a hard time watching that video without tears stinging my eyes at seeing the trouble that child was put through and how hurt her little feelings were. Like I said before, I know you have to go to some extent to ensure the safety of passengers and citizens... I just think this was highly over-played and inappropriate.

From: (b)(6)
Sent: Wednesday, February 20, 2013 4:36 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Complaint Submission

To Whom it May Concern;

Name: (b)(6)

First and Middle Last

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

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) TITUSVILLE

PO Box or Street address City

Email: (b)(6)

FLORIDA

State

32796

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

On February 19, 2013, I arrived at Terminal A at Newark, NJ (EWR) at approximately 12:45 pm.

I proceeded to get into the TSA line. I asked for an "OPT OUT". I was told to wait and sit in the chair and a man named (b)(6) yelled "FEMALE OPT OUT". I waited and complimented

2/20/2013
6:53:36
PM

(b)(6) about the fact he had a chair for me to sit in while I waited because I was recovering from surgery on my hip.

A TSA employee named (b)(6) (badge number was, I THINK (b)(6) but not certain) came over and called me out of the chair. (b)(6) said to stand still until she told me to move. I was unable to see my belongings as they had drifted down the conveyor belt, and my vision was blocked by a person. I asked (b)(6) about this and I told her, "I cannot see my belongings are they still there?"

CONTINUED ON PAGE 7 & 8.

Continue on an additional page, if needed.

2

Feb 19 13 10:50p (b)(6)

When did this happen?

ABOVE

12:55 PM

A-1

Lane 1

FEB 19, 2013

(b)(6)

This happened on February 9th, 2013. I don't have permission from this family, nor this child to file a complaint, but you bet I'm going to do it regardless. I'm still a citizen of the United States and you can't take away my freedom of speech, therefore I will continue on with what I just witnessed. What I saw was a video taped by the mother of this beautiful three year old child, who is also disabled (spina bifida), in a wheelchair, on her way to Disney Land. In this video, TSA wanted to do a "pat-down"... I understand you go through the lengths that you do for a reason. I appreciate that more than you know. I know that 9/11 has caused more advanced and thorough screenings due to terrorist threats, and what happened that awful September day. Was it really that necessary to want to give a three year old disabled child a "pat-down," then tell her mother that nobody said they were going to do that? The video showed the TSA telling the mother they were going to perform a pat-down on their daughter, then after her mother rightfully opposed, they claimed nobody said they were going to do that. Then, your lovely TSA employees thought they would get smart and tell the mother she couldn't record them touching her daughter. I think you might seriously need to look into your employees. I think there is a fine

2/20/2013
8:01:20
PM

(cont.) line being crossed by asking to frisk a disabled three year old. Wanting the swab the chair, fine... If you really think she was dangerous, sure. But I think making the child extremely uncomfortable, making her cry hysterically, and also wanting to physically remove her from her chair and pat her down like a criminal was a little harsh. She's three. I don't know who collects these complaint forms. But I know as a mother myself, I would do just as the mother did and record everything. It broke my heart to see this and I don't think it was right. I could only imagine how broken her little heart was. But on a less personal note than a child's heart being broken, as I said before, I am a mother, and seeing this video made me extremely uncomfortable with taking my child to the airport ever again. We flew in December from Dallas and had no problems. I understand you cannot control every airport, but something should be done about this. If this were your child, how would you feel? I'm a young mother, only 24

As I said in the complaint description, it did not happen to me. But hearing the story fired me up enough to file a complaint.

All I ask is that you consider this and actually do something about it. I'm sure you get complaints regularly about random things, but this is a story that really hit home for me. You don't mess with a mother bear and her cubs, or you get eaten alive.

Unfortunately, as humans, we can't do that. But one thing remains and is for sure, you don't mess with our children. I have such a hard time watching that video without tears stinging my eyes at seeing the trouble that child was put through and how hurt her little feelings were. Like I said before, I know you have to go to some extent to ensure the safety of passengers and citizens... I just think this was highly over-played and inappropriate.

From: Benge, Rachel M. <CTR> On Behalf Of TSAExternalCompliance

Sent: Wednesday, February 20, 2013 5:04 PM

To: TCC-Referrals

Subject: MB: FW: TSA Complaint Submission Form

Caller states that he saw a Fox News report about a 3 year old handicapped girl going to Disney World being screened at Saint Louis airport and having her stuffed animal taken away from her. He also says that terrorists get thru without a problem (and he says that he knows they are terrorists because they are wearing bandannas), but he says that his grandmother got a patdown and that he had a horrible patdown. Caller states that he will defend his country from all threats, foreign and domestic, and stated that right now it is a domestic problem. He stated that the government needed to change, (NOTE: I referred this caller to security because he made statements that bordered on threatening.).

CSS Notes: (b)(6) advised that the caller made a non-specific threat to resist what TSA is doing.

2/20/2013
10:02:05
PM

Caller wanted me to know this isn't personal. He has 3 brothers in law who fight for this country who risk their lives for the country. Caller thinks the screening of the 3 year shows poor judgement on the part of TSA. Caller states that TSA is inefficient. He thinks that allowing Arabs on the plane without a pat-down and the screening of the grandmother and the 3 year old.

Caller never did make any threats beyond the people of this country will not stand for it and will rise up.

Caller advised that we are obliged to protect the country from foreign and domestic enemies and we are not protecting the public from domestic enemies.

CID: (b)(6)

Caller states that her daughter's luggage was opened for inspection and some of her medications were missing. Caller states that an NOI was found and a red striped tag was inside also with the number 48. Caller states that half of her daughter's Ambien and Colotopen was missing, all of the Colotopen was missing. Caller states that since it is a controlled substance she can't get the prescriptions refilled. Caller was going to be traveling to France on American Airlines but the flight was cancelled because of problems with the plane. Caller would like to file a claim. Caller would also like to know why her daughter wasn't present during the bag's inspection. Passenger was moved around through a lot of different airlines because they were trying to find a flight for her with another airline since she missed her first flight so several different airlines handled the bag (Delta and United). Caller states that her daughter had the worst experience ever. Her daughter is using a knee brace and had to have a patdown and explosive trace detection after a self-patdown and didn't understand how the process was going to work at security. Caller is very upset about the situation. Caller states that the lock was also damaged and can no longer be used and her daughter would like to know why.

Airport CMH
Airline American Airlines
Flight # 4105
Date Time 02/20/2013 15:55
Baggage tag (b)(6)
Location B35

2/20/2013 10:21:55 PM
Advised caller:
TSA's receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Depending on the available screening equipment of an airport, checked baggage may need to be opened for hand inspection to clear an alarm.

At some airports, checked bags are screened outside of public view. At these airports, airlines take the passengers' bags at check-in and place them on a conveyor belt behind the counter where passengers will no longer have access to them.

At other airports, airlines instruct passengers at check-in to carry their bags to a nearby screening area.

TSA encourages passengers to keep their checked bags unlocked or use TSA locks to facilitate the process and reduce the need for breaking locks to carry out lawful inspections; however, passengers are not required to do so. Please be advised that TSA is not liable for any damage to locks or luggage from opening a bag for security purposes.

2/21/2013 8:20:16 AM
dale w venice fla fb 21 2013 Well well if the isn't the Lesbian black Crack Whore TSA at it once again. agents singling out a 3 year old girl in the wheelchair making her cry. The TSA has had a History of hiring Crack whores and criminals and jail bait for a long time jailbait that steal Money from Tourist and Credit cards and making people Cry all due to the fact that this Government is Stuck in Bondage and since we are a Financial Bankrupt nation the fed Government is a moral bankrupt nation as well and hiring Moral bankrupt Crackheads to Pat down 3 year Olds. I can't wait to see what else This gay loving Government will do next Patting down people who are in wheelchairs .And Keep hiring Those Black Crack Whores To feel up on People .Meanwhile Obama is in plam beach with his Lover playing 9 holes Plus One Thanks (b)(6)
Dear TSA,

I have a lamby doll that I want groped, can you help me out? Thanks. Oh, also my 3 year old may be a terrorist, what do you suggest?

2/21/2013 8:22:37 AM
Thanks for keeping Amerika safe from 3-year olds! Heil TSA-Hitler!

Love,

(b)(6)

You fucking assholes are the worst kind of assholes.

Would you pat down a three-year-old girl who is with Muslim parents with all the garb? No, you wouldn't want to offend them. No, you're going to harass a tiny white girl.

2/21/2013 8:22:58 AM
Your entire agency is a bunch of pathetic assholes with no fucking brains.
<http://radio.foxnews.com/toddstarnes/top-stories/tsa-apologizes-for-detaining-3-year-old-in-wheelchair.html>

If you touched my child, you'd get get your ass jackslapped across the room.

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Mineral Wells, TX 76067

Email: HYPERLINK (b)(6)

Are you filing in this complaint form on behalf of another individual?

Name: (b)(6)

What happened?

2/21/2013
8:23:12
AM

This happened on February 9th, 2013. I don't have permission from this family, nor this child to file a complaint, but you bet I'm going to do it regardless. I'm still a citizen of the United States and you can't take away my freedom of speech, therefore I will continue on with what I just witnessed. What I saw was a video taped by the mother of this beautiful three year old child, who is also disabled (spina bifida), in a wheelchair, on her way to Disney Land. In this video, TSA wanted to do a "pat-down"... I understand you go through the lengths that you do for a reason. I appreciate that more than you know. I know that 9/11 has caused more advanced and thorough screenings due to terrorist threats, and what happened that awful September day. Was is really that necessary to want to give a three year old disabled child a "pat-down," then tell her mother that nobody said they were going to do that? The video showed the TSA telling the mother they were going to perform a pat-down on their daughter, then after her mother rightfully opposed, they claimed nobody said they were going to do that. Then, your lovely TSA employees thought they would get smart and tell the mother she couldn't record them touching her daughter. I think you might seriously need to look into your employees. I think there is a fine (cont.) line being crossed by asking to frisk a disabled three year old. Wanting the swab the chair, fine... If you really think she was dangerous, sure. But I think making the child extremely uncomfortable, making her cry hysterically, and also wanting to physically remove her from her chair and pat her down like a criminal was a little harsh. She's three. I don't know who collects these complaint forms. But I know as a mother myself, I would do just as the mother did and record everything. It broke my heart to see this and I don't think it was right. I could only imagine how broken her little heart was. But on a less personal note than a child's heart being broken, as I said before, I am a mother, and seeing this video made me extremely uncomfortable with taking my child to the airport ever again. We flew in December from Dallas and had no problems. I understand you cannot control every airport, but something should be done about this. If this were your child, how would you feel? I'm a young mother, only 24(cont.) years old. Yet, I still find this sickening. I have a two year old daughter who is not disabled, but if she were ever treated this way, I would be the same way this mother was, if not a little less calm. She handled herself very well and the TSA should be thankful for that.

The TSA should be ashamed of themselves for ruining a critical part of her trip to Disney Land. I remember flying as a child and it was always a fun experience for me. I looked forward to flying and going through the airport. TSA was always friendly and I've never had an issue with them.

I mentioned earlier that I flew from Dallas in December with my two year old daughter, and disabled or not, this incident makes me slightly nervous to take her back again. And I can't say I will go back for a while unless something is addressed. Whether it is calling a meeting in each airport and discussing the boundaries for children, or firing the individuals who are responsible for this, something needs to be done. I don't want anyone to lose their job, and I would never wish that on anyone in this economy. But I believe they took advantage of their job, when there are people out there with college degrees who can't find work right now. And in my eyes, people who take complete advantage of the power that they have, don't need it in their. Caller said he watched the news clip this morning about TSA in St Louis doing a paldown on a child in a wheelchair. Caller said he is an officer in the military and the caller states it is an embarrassment to the US and TSA. Caller said even in a combat zone they do not treat people the way TSA treated that child. Caller said he believes the TSO should be fired. Caller said he has never seen anything more disgusting. Caller said the child was headed to Disneyworld and caller said he feels there are rogue agents and they are out of control. Caller said he thinks the TSA agent needs to go to the house. Caller said Israel does their screening in another manner and it works for Israel. Caller said that TSA would never treat a person from the middle east this way. Caller said TSA is so afraid to treat everyone the same and they would never ask someone wearing a turban to remove their turban. Caller said he is a parent and he would never allow anyone to touch his child's private parts. Caller asked if a person can video at a checkpoint. Caller stated he is going to post this on Facebook.

2/21/2013
8:24:31
AM

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process. Whether or not videotaping interferes with or slows down security procedures is determined by supervisory personnel at the time of the screening. TSA may ask a photographer to stop if they are interfering with the screening process or taking photos of x-ray monitor screens at the checkpoint. In addition, although TSA does not prohibit photography or videotaping at screening locations, passengers must abide by local laws, State statutes, or local ordinances that restrict this activity.

I told the caller that TSA does track complaints that are received. I told the caller that TSA does take corrective action if it is needed.

Tsa Contact Center,

2/21/2013
10:09:01
AM

My travel started at Detroit Metro Airport at about 6 am. Going thru security at about 6:30-7:15 for a flight with Air tran. My carry on was fully unpacked and placed into several bins because they said they could not see through it and I was also fully pat down twice. My heart rate monitor was not returned to my bag. I looked at it and went to pick it up (it was in a bin near me) and she said I couldn't touch anything. Then they carried my bag and items over to another area on the side and repacked it. My heart rate monitor was not returned to the bag. I would like to be contacted on this matter asap at (b)(6) My Name is (b)(6)

(b)(6)

The caller has an eleven month old and must travel with 8oz containers of liquid formula that cannot be opened. When traveling from RSW, she indicated that always receives a pat down and would like to know if this is TSA's official procedure and what is to be done if a container cannot be opened. She asked if the decision as to what to do was up to the independent airport. She indicated that this only happens at RSW and it is always made into a big deal to do.

She indicated that she is traveling tomorrow from RSW by herself with her two and seventeen month old children by herself. She asked how she would undergo the pat down in such a situation.

I first explained that TSA's policies and procedures are the same at all airports in the US.

2/21/2013
11:54:09
AM

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

She should not be asked to do anything that would separate her from her children. I advised that she can ask to speak with a TSO Supervisor before the screening process begins and explain her situation.

I advised that she can contact the CSM at RSW to make them aware. The CSM may be able to facilitate the screening process for special items or situations. The caller declined to be advised on how to reach the CSM.

Caller had surgery and she has 2 nephrostomys. Caller said she has surgical implanted tube and bag that will catch the urine. Caller said the tube comes out of her back and drains into the bag. Caller was concerned about not having more than 3.4 ounces of liquid in the bag. Caller said she cannot control this. Caller is being treated for cancer. Caller said at O'Hare there was an incident where she was wearing a hat and she had to remove her hat. Caller said she tried to explain to the TSO she did not have any hair. Caller said the TSO started screaming at her and asking her if she was refusing to be screened. Caller said she was traveling alone and she was embarrassed and scared because she lost all of her hair due to chemotherapy. Caller said she did not file a complaint at that time but she should have. Caller wants information about the screening process she can expect with the ostomy. Caller was concerned about the radiation from the AIT.

I told the caller she has the right to opt out of the AIT because of her concern about the radiation.

It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at

http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

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

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

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

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

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

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

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and/or catheter so it can be screened appropriately.

I told the caller there is a supervisor available at the checkpoint if she has any problems.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or

2/21/2013
12:07:15
PM

Caller said that he has a TSA customer comment card in front of him, however he is going to send his complaint in an email and report it verbally.

He went through the checkpoint at MCO on 2/21/2013. He was flying from MCO to JFK on Delta Flight DL 2058. He went through the gate at 6:30 am. He asked Officer (b)(6) if he could opt out of the wave scanner and was told no. He did not get her badge number. He said that she was about 5 feet tall. He was encouraged to go through the scanner which he did. He said that he did not set off the alarm, however he still got a patdown. He said that Officer (b)(6) finally told him that he did not have to go through the wave scanner. She asked why he did not want to go through the wave scanner. He told her that was his right to be able to choose not to. He said that he was told that if he did not go through the AIT he would get a patdown. He said that was fine.

2/21/2013
12:22:30
PM

He wanted to know why he got a patdown after he went through the AIT. He said that there was no alarm. He wants to make a complaint on Officer (b)(6) because she told him that he could not opt out when he first asked. He said that he spoke with two managers at the airport and asked them if he has all the information that he needs to file a complaint against officer (b)(6). He said that they told him he does have all the information needed. He stated that it was implied that he would not have a very pleasant day if he did not go through the AIT and instead chose to opt out. He also wanted to make a complaint because of several miscommunications at the checkpoint. He said the person on the left told him to do something and the person on the right told him the exact opposite. He stated that he wants to be treated like a human being and when he is treated like a criminal he makes a complaint. He wanted to know if the CSM will contact him. He said that he wants any and all correspondence sent to his email at (b)(6).

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

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 2/21/2013 12:44:13 PM Airport : MCO - Orlando International Date Time of Travel : 02/21/2013 7:00 AM Airline : Flight Number : DL2058 Checkpoint Area of Airport : Security Gate from Delta to Gate #76 TSA Employee: (If Known) : Officer (b)(6) Comment : To Whom It May Concern:

This email is in regards to my experience with TSA before my flight this morning on Thursday, February 21st, 2013 from Orlando International Airport to JFK in NY. My flight was on Delta Flight DL2058 at 7:10 am EST at Gate 76. I passed through the security gate at 6:00 am EST.

As I was going through the security checkpoint I asked Officer (b)(6) female, approximate height 5 ft.) if I could opt out of the wave scanner machine. When I asked I was told I was not allowed to do this and I would indeed need to go through the wave scanner. When I then asked "so you're telling me I'm not allowed to opt out?" then she informed me that I would indeed be able to but I would need to proceed with a pat down. I said that was fine and I was then asked why I would make that decision, I replied that "it's my decision. I just decided."

Furthermore, I was encouraged not to do this several times. Finally, I gave in, not wanting to cause a disturbance, and decided to proceed ahead into the millimeter wave device after I asked the security officer if I would need to wait longer. I was told no, I could go right ahead by a male officer. I then made sure to ask the original officer her name as well as if this name would be the proper way to identify her later if I felt the need to do so. I then proceeded into the machine but then heard "wait a minute" as I stepped in.

2/21/2013
2:03:36
PM

I was now being instructed to raise my arms by an older, female TSA officer. I continued through the machine and stepped out. Officer (b)(6) had notified another supervising officer that I had requested the pat down and I was told I needed to stand still.

At this time my belongings had gone through the x-ray machine and because I was unable to move forward, items were continuing through the machine. I could see my belongings, including my personal laptop, and asked if I could retrieve them as I was worried I would be separated from them.

I was told by the officer in front of me that I would not be able to proceed until the supervisor came over.

Officer (b)(6) a tall, african american male escorted me over to my belongings. At this time an empty bin fell onto the ground as the items that have passed through the x-ray machine continued to push forward. Fearing for my laptop being damaged, I pointed out that it looked like it would be the next bin to be forced off of the long table-like, roller surface. I stated that my laptop was \$2,000 and at this point I was told by officer spence to go ahead and grab my laptop. As I reached for my macbook pro. I was then told by the older female officer to my right that "you're not allowed to touch that."

Continuing to be told conflicting information, I turned to Officer (b)(6) who said "The only person you need to listen to is me." He instructed me to go ahead and grab my laptop and to put it into my backpack.

At this time I was directed towards an area where I was patted down by Officer (b)(6) in a polite manner. I indicated to him that I did not understand why I did indeed ask to opt out but because I was encouraged not to, I didn't, and was confused as to why I was patted down anyway. Furthermore, I expressed my lack of satisfaction with the confusion as to what direction I should go in, what I should do in reaching for my own property, and mainly my initial request for a pat down and why that was

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 2/21/2013 12:44:13 PM Airport : MCO - Orlando International Date/Time of Travel : 02/21/2013 7:00 AM Airline & Flight Number : DL2058 Checkpoint/Area of Airport : Security Gate from Delta to Gate #76 TSA Employee: (If Known) : Officer (b)(6) Comment : To Whom It May Concern:

This email is in regards to my experience with TSA before my flight this morning on Thursday, February 21st, 2013 from Orlando International Airport to JFK in NY. My flight was on Delta Flight DL2058 at 7:10 am EST at Gate 76. I passed through the security gate at 6:00 am EST.

As I was going through the security checkpoint I asked Officer (b)(6) (female, approximate height 5 ft.) if I could opt out of the wave scanner machine. When I asked I was told I was not allowed to do this and I would indeed need to go through the wave scanner. When I then asked "so you're telling me I'm not allowed to opt out?" then she informed me that I would indeed be able to but I would need to proceed with a pat down. I said that was fine and I was then asked why I would make that decision, I replied that "it's my decision, I just decided."

Furthermore, I was encouraged not to do this several times. Finally, I gave in, not wanting to cause a disturbance, and decided to proceed ahead into the millimeter wave device after I asked the security officer if I would need to wait longer. I was told no, I could go right ahead by a male officer. I then made sure to ask the original officer her name as well as if this name would be the proper way to identify her later if I felt the need to do so. I then proceeded into the machine but then heard "wait a minute" as I stepped in.

2/21/2013
2:04:33
PM

I was now being instructed to raise my arms by an older, female TSA officer. I continued through the machine and stepped out. Officer (b)(6) had notified another supervising officer that I had requested the pat down and I was told I needed to stand still.

At this time my belongings had gone through the x-ray machine and because I was unable to move forward, items were continuing through the machine. I could see my belongings, including my personal laptop, and asked if I could retrieve them as I was worried I would be separated from them.

I was told by the officer in front of me that I would not be able to proceed until the supervisor came over.

Officer (b)(6) a tall, african american male escorted me over to my belongings. At this time an empty bin fell onto the ground as the items that have passed through the x-ray machine continued to push forward. Fearing for my laptop being damaged, I pointed out that it looked like it would be the next bin to be forced off of the long table-like, roller surface, I stated that my laptop was \$2,000 and at this point I was told by officer spence to go ahead and grab my laptop. As I reached for my macbook pro, I was then told by the older female officer to my right that "you're not allowed to touch that."

Continuing to be told conflicting information, I turned to Officer (b)(6) who said "The only person you need to listen to is me." He instructed me to go ahead and grab my laptop and to put it into my backpack.

At this time I was directed towards an area where I was patted down by Officer (b)(6) in a polite manner. I indicated to him that I did not understand why I did indeed ask to opt out but because I was encouraged not to, I didn't, and was confused as to why I was patted down anyway. Furthermore, I expressed my lack of satisfaction with the confusion as to what direction I should go in, what I should do in reaching for my own property, and mainly my initial request for a pat down and why that was. The caller said he was calling to complain about the handicap girl that was patted down in Kansas City MS. The caller said TSA should show more discretion. The caller said he is a citizen of the country and we work under his tax dollars. The caller said I was going to listen to him complain because I represent TSA. The caller said his grandmother had to receive a pat-down at the airport in Jacksonville. The caller said TSA should reach out to the little girl and her family and apologize.

2/21/2013
2:34:20
PM

I told the caller we monitor the number and nature of complaints to track trends.

2/21/2013
2:53:46
PM

Caller flew on 03-04-2011 at 3:00 pm from the PBI airport with US Airways. She took flight 978. During her inspection process she had to undergo the patdown procedure. She said the female TSO touched her private area and made her feel uncomfortable. She was going through Terminal B.

Caller wants this information forwarded to the CSM at the PBI airport. Told caller that I will forward her complaint to the CSM at the PBI airport. Caller does not remember what the TSO name was. Response Details: Advised caller that we do not have exact procedures for what has to be done once a visual inspection has been requested.

In order to file a complaint he would have to send his submission in by writing.

2/21/2013
3:26:08
PM

Advised caller that I would email him the information in order to complete that and any questions or concerns would need to be directed to our disability experts.

Incident Details: Caller said that his son is diabetic and they package all of the medical items together and separate his insulin so it can be hand checked. Caller said that one thing that is happening regularly is that they are requiring them to undergo intrusive patdowns and checking of their luggage. Caller said that all of their items and the family has been screened. However once they request the visual inspection the intrusive screening starts at that point. Caller said that it is very discriminating. Caller said that due to them having medication and requesting a visual inspection he thinks that they are discriminating his son.

Caller was wanting to know if this is a policy and he thinks that the agents are making up their own policies.

I was detained at security because I would not go through the scanner. Meanwhile, my purse and carry on had gone through the x-ray and were sitting out in the open at the end of the counter. The agent would not let me retrieve my belongings nor would she ask for assistance to retrieve them for me. So they sat unguarded until I was escorted for the pat down. Someone could have walked off with all my personal belongings.

2/21/2013 4:06:06 PM What are my rights in a situation such as this? Should I be able to retrieve my belongings or should an agent assist? This occurred at the Orlando airport.

PM Thank you.

(b)(6)

Chicago, IL

Feedback Type : Complaint

Categories : Other; Disability Complaint Current Date/Time : 2/21/2013 4:21:54 PM Airport : STL - Lambert St. Louis International Date/Time of Travel :

Airline & Flight Number :

2/21/2013 6:05:46 PM Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Is this Nazi Germany folks? You pat down disabled elderly diapered women, you pat down crying little wheel chair bound children, Are fighting terrorism, or , are you the real terrorists. If terrorism is all about instilling fear and helplessness, how do you think you made (b)(6) feel. How can you look at yourselves, following orders, you know violate illegal search and seizure laws, and in addition, are cruel to the point of making helpless innocent old ladies and children cry needlessly. You need help, and people need to get fired. Sincerely, (b)(6) Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) mail : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.isa.dhs.gov/EDB2/ApplicationManager>

Hello there TSA,

2/21/2013 8:02:12 PM This is just a friendly reminder that you are a horrible "administration" and you do absolutely nothing to make flying safer. Congratulations on constantly delaying people and making the entire travel process hours longer than it needs to be and on accomplishing nothing but throwing tax money down the shitter. 95% of your employees are impatient, unintelligent, and are on a severe power trip. And how many lives have the body scanners and handjob pat downs saved? My guess is close to zero. Anyway, I just wanted to remind you of how much every citizen in this country hates you and of how inadequate you are, in case you forgot. I'm sorry you're so terrible at life, have a wonderful day.

Sincerely,

-You're hated more than meter maids.

Thanks this is gereat info but didn't answer my question!

Is it TSA protocol to make parents remove a babies diaper and a TSA agent inspect the babies private parts?

I was holding my daughter when I walked through the detector, the alarm didn't sound and I wasn't padded down or checked with the wand but as soon as I walked through u was told they had to check the baby.

The make screener asked that I wait for a female screener to check my daughter and when she arrived she informed us we had to take the babies diaper off, once the diaper was removed the agent spread her legs and lifted her butt to check under her.

This I think at the time was OUTRAGEOUS and just want to find out if this was proper protocol

Sent by Siri from my iPhone 5 so please pardon the spelling.

Begin forwarded message:

2/21/2013

8:02:18

PM

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com

Date: February 21, 2013, 5:54:09 PM EST

To: HYPERLINK (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail concerning traveling with children.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child's concern.

The Screening Process - X-ray

- All carry-on baggage, including children's bags and items, must go through the x-ray machine. Examples include: diaper bags, blankets, and toys.

From: (b)(6)
Sent: Thursday, February 21, 2013 7:49 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)
Date Time: 2/21/2013 7:49:11 PM

2/21/2013
9:01:35
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Pat downs

Comments:

I don't understand your rules for patdowns!! 80+ yearold women, children in wheelchairs?

Feedback Type : Compliment

Categories : Pat-down

Current Date/Time : 2/21/2013 9:54:07 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2/21/2013 Comment : Hey you nimrods no one likes the TSA im pretty sure if you took a pool most people'd rather go through no security than jump through your hopes. I hate the TSA for what they did to this 3 year old wheel chair girl

10:01:46
PM

(b)(6)

nice you ruined her vacation in a typical TSA fashion asshole move.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

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

Caller is at the PHIL airport and she has a ostomy bag and she does not want to go to a private screening room to have additional screening conducted. Caller was really upset over this matter she stated that if they would have just let her go through the metal detector they would have never known she had it on. She also wanted to know if she requested the metal detector would the tsa officer have to honor that request?

2/21/2013 Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the
10:10:26 ostomy, followed by an explosive trace detection sampling of the passenger's hands.

PM

Let the caller know even if an item is generally permitted, it may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns. The final decision rests with TSA on whether to allow any items on the plane.

You should really read the story I found on news.msn.com: "TSA apologizes after 3-year-old cries in airport pat-down (<http://news.msn.com/us/tsa-apologizes-after-3-year-old-cries-in-airport-pat-down#iscriptme>)"

2/22/2013
8:35:20
AM

YOU SHOULD BE SHAME OF THE KIND OF JERKS YOU HAVE AS ASSHOLES WORKING FOR YOU.

HYPERLINK "<http://www.nbcnews.com/travel/tsa-apologizes-after-family-told-wheelchair-bound-daughter-would-get-1C8481122>"TSA apologizes after family told wheelchair-bound daughter would get pat-down

Shameful.

2/22/2013
10:16:40
AM

Just a bunch of bullies and thugs.

Shameful.

Reduce the deficit by defunding the TSA, home of bullies and thugs.

I keep hearing TSA agents saying it is illegal to video at the checkpoint. I do not see on the website where it indicates this and nor do I find a law prohibiting it. Based on this article, bit maybe it is not. If it is not illegal then you need to educate your agents.

TSA has apologized for what it calls "inaccurate guidance" given during the screening at Lambert-St. Louis International Airport.

A HYPERLINK "https://www.youtube.com/watch?feature=player_embedded&v=3oPloe08a3Q" \nYouTube video recorded by the mother of a wheelchair-bound 3-year-old shows the girl bursting into tears after a TSA screening at Lambert-St. Louis International Airport.

The Forck family was on the way to Disney World on Feb. 9 when TSA agents took away Lucy Forck's stuffed animal and pulled her aside for an additional security check, the HYPERLINK "<http://www.nydailynews.com/news/national/tsa-detains-wheelchair-bound-toddler-article-1.1269327?localLinksEnabled=false>" \nNew York Daily News reported.

The video shows a TSA agent telling Lucy's mother, Annie Forck, that it was illegal to film the patdown. Lucy, who suffers from spina bifida, was in a wheelchair.

TSA agents later apologized for the incident, saying in a statement to The News that "it's okay to film TSA security checks as long as it doesn't interfere with the screening process."

"TSA regrets inaccurate guidance was provided to this family during screening and offers its apology," the statement said. "We are committed to maintaining the security of the traveling public and strive to treat all passengers with dignity and respect.

While no pat-down was performed, we will address specific concerns with our workforce."

According to the video, Lucy was set aside for a "pat-down" and "wheelchair swab." When Lucy's mother started recording the incident, a TSA agent told her that recording is illegal.

"My daughter was already distraught after the TSA agent wouldn't allow her to hold her stuffed toy 'Lamby,'" Forck says in the video.

Forck's video shows her daughter crying as the TSA agent takes away her toy.

"It's illegal to do that," the TSA agent is heard saying in the video, referring to the videotaping.

"You can't touch my daughter unless I can record it," Forck shoots back.

Lucy's father Nathan, who is an attorney, steps in at that moment, asking the TSA agent to cite the law.

"The problem is I don't allow anyone to touch my daughter without being able to record it," Forck says.

At some point, Lucy starts saying that she doesn't want to go to Disney World.

"See, you are special," Forck tells her daughter as the screening continues. "We get to do special stuff."

Forck's conversation with the TSA agent in the video indicates that it's the first time Lucy was traveling in a wheelchair. The TSA agent then informs her that the chair needs to be inspected using a thorough pat-down.

This policy is also outlined on the HYPERLINK "<http://www.tsa.gov/traveler-information/wheelchairs-and-scooters>" \nTSA website.

"Shh! TSA wants to touch your kids but you are not allowed to document it," Forck writes in the description of her video. "I feel violated but it's obvious my daughter brought it on herself. I mean, look at her all dressing like a potential terrorist/drug trafficker. People who roll in on hot pink wheelchairs, wearing a gingerbread coat and clutching a stuffed baby lamb, are just begging to be harassed."

Lucy's father told HYPERLINK "http://blogs.riverfronttimes.com/dailyrft/2013/02/lambert_airport_tsa_nathan_forck_wheelchair.php?page=2" \nThe Riverfront Times that he does not plan to take any legal action against the TSA, but wants to make a "public statement on what's right and what's wrong."

He added that "Lucy ... had an awesome trip in Disney World."

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date Time : 2/22/2013 9:25:09 AM Airport : STL - Lambert St. Louis International Date Time of Travel : 02/08/2013 8:30 AM Airline : Flight Number : dl52 Checkpoint Area of Airport :

2/22/2013
10:17:05
AM

TSA Employee: (If Known) : TSA apologies for screening that upset 3-year-old Comment : TSA apologies for screening that upset 3-year-old

SHAME ON YOU TSA. IF YOU REALLY CARE, YOU SHOULD FIRE THE PEDOPHILE CLOWNS THAT NEEDS TO PAT DOWN A 3 YEAR OLD!!! What a bunch of idiots you are!

Would you like a response? : False

Passenger's Name : 3 Year Old Little Girl Phone Number : 555-555-5555 Email : (b)(6) leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

I travel frequently enough to know that your organization does not have any consistency between airports. From Phoenix, to Oakland, to Seattle, Albuquerque, to Love Field, to San Francisco and San Diego. My wife will not pass through your back scatter machines and thus is patted down at each location. The process, the pat down and the explanation is NEVER the same.

I for one am embarrassed that a government body with Union employees who always boast about training, cannot seem to follow their own rules.

2/22/2013
10:17:12
AM

There are way too many TSA employees standing around at check points which does not breed a safe environment nor does it garner much public support. Often the employees standing around are speaking to their co-workers who are supposed to be screening people. It is a distraction and should not be allowed. TSA is a mess and should be privatized.

Regards,

(b)(6)

I travel multiple times a week and am a "trusted traveler" a Nexes & Global Entry holder. Approximately 5 months ago I started to wear an insulin pump. Before I started using the device I asked TSA agents at Newark Airport what was required in addition to reading the postings on the TSA website. I must say that the inconsistency of procedure is astonishing. In fact I actually remove the device before going through many checkpoints. While the problem is widespread I have run into several agents who not only know what they are doing but respect the passenger at the highest level possible. The problem is that these associates are few and far between. In Denver, I actually had an argument with one agent as he insisted I could wear the device through the scatterback machine, which is against the warning provided by the manufacturer of my pump. That subjected me to a closed room complete search lasting over 45 minutes. Only when his supervisor came to complete the search, was I satisfied with his help, understanding and promise to educate his staff. In Greensboro last week, I removed the device again (as previous encounters told me it wasn't worth the discussion) and even after I pointed out the inset device on my stomach (which shows up on the scan) he nearly pulled it out of my body as he ran his hands through the pat down. These are just two examples but fairly typical. Bottom line is I respect what you do and why and frankly travel tens of thousands of miles each year without worrying about my safety because of the men and woman that protect me. I would just appreciate if a bit more training was done to actually make it a little easier sometime. Thanks for listening.

2/22/2013
10:17:19
AM

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date Time : 2/22/2013 9:25:09 AM Airport : STL - Lambert St. Louis International Date Time of Travel : 02/08/2013 8:30 AM Airline : Flight Number : dl52 Checkpoint Area of Airport :

2/22/2013
10:17:39
AM

TSA Employee: (If Known) : TSA apologies for screening that upset 3-year-old Comment : TSA apologies for screening that upset 3-year-old

SHAME ON YOU TSA. IF YOU REALLY CARE, YOU SHOULD FIRE THE PEDOPHILE CLOWNS THAT NEEDS TO PAT DOWN A 3 YEAR OLD!!! What a bunch of idiots you are!

Would you like a response? : False

Passenger's Name : 3 Year Old Little Girl Phone Number : 555-555-5555 Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Callers son is in a wheelchair. He is allergic to many items such as soy, dye, gluten and dairy. He has a seizure disorder, is under the Autism spectrum, he is Globally Developmentally Delayed, he is non verbal and low cognition. He is 7 years old. He has liquid food and medication.

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

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

She said that she does believe it to be discrimination.

Incident Details: She said that she does believe it to be discrimination.

Incident Details: She saw on the news about the little girl who was patted down and crying and the same thing happened to her son.

2/22/2013
10:40:41
AM

First, the TSO's went through the bags where his food was and there was not really a problem but they made it a huge ordeal. She asked if she could help but they would not let her help.

After inspecting the food they walked her son through in the wheelchair. This is when her son became very agitated and began to cry. This is also when it became very chaotic. They called a manager over and he tried to be nice and helpful but he kept making phone calls regarding how to screen her son. She said she does not know if they were training someone or what. It was very chaotic.

She stayed with her other son while her husband stayed with her son in the wheelchair.

Her son was crying and agitated so she kept trying to move toward him and the manager kept blocking her and telling her she can not touch him because it would mess up the tests.

The TSO that was patting her son down only had one arm. He acted like he was mad because her son could not understand what they were asking of him. She would try to answer for her son and the TSO would tell her that she can not answer for him. Her son was screaming and when she would try to move toward him they kept trying to block her from her son. She felt like she was being pushed away to keep her family separated. Her husband was with her son but they were so busy testing him as well that he really could not help her son.

They kept testing different part of her son such as his shoes, hands and wheelchair.

She said that there were three agents involved. Two were black and one was white with a missing arm. One of the black agents was a manager who was trying to be nice. He is the one who kept making all the phone calls and telling her that she could not go near him. The white agent was doing the patdown and the third agent who was a black male went somewhere else. She is not sure. She does not have name and descriptions other than what is provided.

Caller wants to express frustration at the screening incident of the 3 year old having to have a patdown at Lambert going to Disney World. Doesn't understand why people have to be touched, etc.

Caller states he called previously and another agent hung up on him.

2/22/2013
11:01:25
AM

Response:

Advised caller every passenger, even babies, are required to be screened before being allowed in the secured area of the airport.

If an alarm triggers while going through the screening process, a pat down is required to resolve the source of the alarm.

Advised TSOs follow standard operating procedures when screening individuals.

Caller will be 86 in June. He has traveled on Jan.15th to Dallas. He stated during his screening he was treated like a criminal. He wants to know why don't they clean up their act? He stated he had stepped in the frying pan (AIT) for screening and he was searched. He was asked to remove his hat. Caller states he has saw something in the news about a little girl traveling in a wheelchair. He doesn't understand why all the harassment.

Told caller

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

He could always ask for a supervisor if the officer made him go through the AIT.

I handed the call over to a supervisor.

2/22/2013 11:05:16 (b)(6)

AM Caller said he flew from BOS to Dallas on 01.15.13 departing on JetBlue Airways flight #255 at 1:00pm. He's not sure which airport he arrived at in Dallas but he returned home from Dallas on JetBlue Airways flight #254 on 01.29.13 and experienced the same thing. He said in Boston he was subject to the AIT twice and afterward he was given a pat down. He recently saw a news story of a young child at STL on her way to Disneyland and feels he was harassed. He's heard TSA is hiring is people from prisons harassing passengers when they travel. He feels his rights have been violated.

I apologized and advised him:

TSA tracks trends and spot areas of concern that may require special attention. I don't have any information to provide to him at this time regarding the child traveling to Disneyland, however I can forward the details of his complaint to a CSM at BOS for review. I explained to him that the AIT is optional and in the future he does have the right to opt out for a pat down. If after going through the AIT an alarm sounds passengers will be subject to secondary screening, which often involves a pat down, to resolve the alarm. I asked him if he felt the harassment was due to his age and he said no it was just harassment in general.

Passenger did not have an e-mail address but due to the extent of his anger I'm forwarding to a CSM anyway. He said the government is violating passenger's constitutional rights and are the reason behind the 9-11 terrorist attacks. The caller had a patdown procedure at LGB and is concerned because she ended up with scratches on her calf and ankle area. She said that she notified the TSO that she had an artificial hip and alarmed, therefore requiring a patdown procedure. She also had an ankle bracelet on. During the patdown of her leg, she pulled her leg back and the TSO asked her if that hurt. When she got on board the plane, she discovered that there were scratches on her leg and the flight attendant gave her some antibiotic cream.

Date: 2-21-2013

Time of Screening: Approximately 11:00AM

Time of Departure: 12:20PM

Departing Airport: LGB

Connecting Airport: AUS

Destination: MCO

Gate: 6

Airline: Jetblue

Flight Number: 1416

Description of TSO: Female, very short and dark skin.

2/22/2013 12:11:10 PM

I apologized for her experience and told her that I will forward this record to the CSM at LGB for them to review. I collected her email address and explained that the CSM may contact her via email if they need to.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/22/2013 1:06:32 PM Airport : SFO - San Francisco International Date/Time of Travel : 02/22/2013 8:45 AM Airline & Flight Number : United 5652 Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) (b)(6) and J (b)(6) Comment : February 22, 2013

Transportation Security Administration:

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

At approximately 8:45 am PST on February 22, 2013, I entered the security checkpoint for Terminal 3 at San Francisco Airport (SFO) on the way to my flight, United 5652 to Palm Springs. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

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

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

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

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

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 2/22/2013 12:15:49 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 12/04/2012 6:00 PM Airline & Flight Number : Spirit Checkpoint/Area of Airport : Security check TSA Employee: (If Known) :

Comment : I was travelling with my 3 year old and my wife. The security personnel behaved very rudely with us and asking my wife for pat down because my 3 year old touched her (my baby has gold bangle and buzzed).

we have no problem with pat down but the way the security person (lady) behaved is very upsetting.

I went to her supervisor to explain but his response is basically we have to live with it.

I felt like they are behaving like dictators instead of welcoming, which never happened to me in any other airports.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

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

Disability Description: The caller stated that his wife had an incident at RSW. She has medication that can not be x-rayed and medical documentation stating so. He stated that she was ask to go through the AIT and no alarms were sounded. Her baggage without the medication went through the x-ray and no alarms sounded as well. She then was subjected to a patdown and they tested her and her belonging for explosives. He stated that he and his wife travel frequently and this is a lot to her because she is very uncomfortable about receiving a paldown. He wants to know if there is anything that can be done to prevent this because she has to travel with this medication. He stated that are members of Nexus and should not be considered suspicious. He stated that this is discrimination to her medical conditions to subject her to additional screening only because her medicines can not be x-rayed.

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

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

2/22/2013
3:31:47
PM

Medication is usually screened by x-ray, however, if a passenger does not want a medication x-rayed, he or she may ask for a visual inspection instead. This request must be made before screening begins, and passengers are responsible for displaying, handling, and repacking the medication if a visual inspection is requested. If the medication cannot be cleared visually, it will need to be x-rayed and may be subject to additional screening, including explosive trace detection screening. In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

If you feel that this is discrimination, Federal regulations require that your complaint be in writing unless your disability prevents you from doing so. Do you want information about filing a written complaint regardign disability discrimination?

The caller then provided that email address. The caller did not want me to send to the CSM he wanted to contact the CSM himself.

Advised Caller:

You will call the TCC back at 866-289-9673, press option 5, and enter the airport code.

2/22/2013
3:58:12
PM

Saying that one of your agents does not know the requirements for a pat down does not excuse what happened to that 3 year old in st louis. You all should be ashamed for subjecting a little girl in a wheelchair to such an uncalled for pat down. If your agents are not qualified they should not be running the lines, period.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/22/2013 3:13:45 PM Airport : TPA - Tampa International Date/Time of Travel : 02/18/2013 4:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I previously submitted a complaint in regards to traveling with my 10.5 month old daughter, and having to undergo a patdown on my return to BWI from TPA because I brought pre-packaged and unopened baby food through the security checkpoint. My understanding, as I described to the Security Director on duty, was that pre-packaged baby food was exempt from the 3-1-1 rule, and that I would not be subject to a patdown even if the baby food would go through additional screening.

In response to my complaint I received an email from TSA.gov which stated, "While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown."

Then the response continued to refer me to the following webpage: <http://www.tsa.gov/traveler-information/traveling-children>. This webpage states, "Traveling With Baby Formula, Breast Milk, And Other Liquids For Infants And Small Children

2/22/2013
3:58:42
PM

In September 2006, TSA enacted rules for carrying liquids, gels and aerosols in carry-on bags. All liquids, gels and aerosols must be in 3.4 ounce (100ml) or smaller containers, and packed in a one quart, zip-top bag. Each passenger can take one zip-top bag in their carry-on. Larger quantities of liquids may be packed in checked bags.

Medically necessary liquids and gels, including medications, baby formula and food, breast milk, and juice are exempt from the 3-1-1 rules, and are allowed in reasonable quantities exceeding 3.4 ounces (100ml). They are not required to be in a zip-top bag. Officers may ask travelers to open these items to conduct additional screening and passengers should declare them for inspection at the checkpoint. Please be advised that passengers going on long trips should only carry on the medically necessary liquids and gels needed for their infant/toddler's immediate comfort during the flight. Please pack larger amounts of liquids for the remainder of the trip in a checked bag.

Lastly, avoid any additional hassles by making sure nothing you plan to pack is on TSA's list of prohibited items."

This webpage does not mention any possibility of a patdown associated with bringing baby food through security. Can you please do the following?

1. Whether a passenger may have to undergo a patdown because he or she is carrying pre-packaged baby through security.
2. If yes, please describe in detail what would make it more likely that a passenger going through security with baby food would be subject to a patdown.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

Caller was subject to pat down because she did not want to go through the AIT. Traveler was forced to go through the AIT and then was patted down regardless. Caller wanted to know if she would benefit with a doctors note when traveling in the future. Caller described the Transportation Security Officer as a white man 5'9" approximately but no weight given.

Response: Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

2/22/2013 4:07:24 PM TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Informed caller that it is helpful to have a doctors note when traveling with medical conditions.

Airport: Orlando International Airport.

Airline: AirTran

Flight Number: 55

Gate: 109

Date and Time: 2/20/2013 at 6:35pm

2/22/2013 5:19:30 PM Caller was going through the Jackson Mississippi airport and her daughter was flying on Southwest airlines flight 502, she was going through the checkpoint TSO (b)(6) had to give caller a patdown procedure which upset caller that she had to undergo a patdown procedure since she had no pockets in her pants. She also filed a complaint about the patdown procedure with supervisor (b)(6) told caller that I will document her complaint.

Disability Description: The caller has traveled 4x the last 2 weeks. He has an external glucometer which is attached to him.

Response Details: Provided the following info from the template:

Passengers who have medical devices attached to their bodies, should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening.

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

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

2/22/2013 5:55:26 PM The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

The caller stated this was the exact procedure that is he normally experiences. However it was not yesterday.

I apologized to the caller that his experience was different yesterday and made him uncomfortable.

The caller stated he wanted to file a complaint regard his screening yesterday of his medical device.

From: Medley, George <CTR>
Sent: Friday, February 22, 2013 3:32 PM
To: TCC-Referrals
Subject: passengers complaint

Here is a complaint received from a passenger

Thank you

2/22/2013
6:33:49 PM
George Medley
Office of Civil Rights & Liberties
TSA-6
Administrative Clerk II

(b)(6)
571-227-(b)(6)

Name: (b)(6)
Mailing Address: (b)(6) Winston Salem, NC 27127
Email: HYPERLINK (b)(6)

What happened?

I opted out of the body scanner and was pulled aside to wait for someone to administer the obligatory pat down. The individual asked me why I was objecting and I informed him that it

On February 17th, while going through security at AUS, I declined the scanner as I always due and was therefore subject to a pat down, again as usual. However, once the pat down was finished and I was clear, two supervisors, (b)(6) badge number (b)(6) and (b)(6) badge number (b)(6) who evidently had little to do on a Sunday morning, came over and decided that they were going to check all of my bags and proceeded to pull everything from both my briefcase and suitcase for no apparent reason other than I had the audacity to refuse the scanner and they felt the need to harass me. After 20 or some minutes of their little game and nothing out of the ordinary even after testing both bags multiple times, they allowed me to proceed. Inasmuch as they asked multiple times what time my flight was I assume their intent was to take so much time I would miss it but I always allow sufficient time and had plenty even after their little charade.

2/22/2013
8:05:21 PM
I am Global Entry and TSA pre-checked cleared and I believe this waste of time and money on both their behalf as well as mine was nothing more than to show me they were the boss. This is certainly not what TSA is meant to be nor was anyone any safer after this pointless show.

By way of this email I am making a formal complaint against these two and would appreciate an apology from both and some assurance that they will execute their jobs in a more focused manner than is more productive for the TSA and more beneficial to the traveling public.

From: (b)(6)
Sent: Friday, February 22, 2013 6:59 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)
Date Time: 2/22/2013 6:59:17 PM

2/22/2013
9:19:26
PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Harrassment by TSA

Comments:

On February 17th, while going through security at AUS, I declined the scanner as I always do and was therefore subject to a patdown, again as usual. However, once the patdown was finished and I was clear, two supervisors, (b)(6) badge

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 2/22/2013 9:32:03 PM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 02/22/2013 10:15 AM Airline & Flight Number : Alaska 2245 Checkpoint/Area of Airport :

TSA Employee: (If Known) : unknown (blond woman in her 40's) Comment : I travel about 30 weeks of the year by plane. I am finding that there is little consistency in the rules and the treatment of people. Today the woman watching the screen as luggage came through was stopping nearly every passenger's baggage for a search. She stopped me for the number of liquids which were in a bag and had four liquid medications and cosmetics. I was told by another agent that I would have to forfeit my items, except for the prescriptions or I could check my bag and reenter security. I felt that this was excessive. I go through airport security with the same bag three times a month and suddenly, it is not alright.

2/22/2013
10:16:56
PM

I feel that we are all treated as suspects and I am a US citizen and should not be guilty until proven innocent. This is a consistent theme. If I prefer the metal detector, I am told I need a patdown. If I request a patdown I am told that there is nothing dangerous about the scanner--and most times the person informing me is condescending.

We recently went through immigration returning from another country. There was a sign that said they were there to serve us with respect and honor. Clearly this is not the motto of the TSA which I now consider to be more like the Secret Service. I am very unhappy. I want to be treated with courtesy and respect and not be the subject of someone on a power trip.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

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

Sir/Ma'am,

My boss (b)(6) and I just went through the TSA screening process at the Orlando International Airport. We are both active duty members who were in uniform--our class A uniform (not the camouflage uniform). Naturally, the accoutrements of (b)(6) uniform caused the metal detectors to alarm. What followed was an obtrusive pat-down of the general. It was really a humiliating experience for a gentleman who is honorably serving our country and has for over 30 years. As an onlooker I felt ashamed that one of our finest endured such a disgraceful process. I'm sure other civilian travelers felt the same way. In fact, an airline pilot commented to me on the issue, agreeing that he felt the action was unnecessary.

2/23/2013 9:12:36 AM I'm bringing this issue to your attention because we both believed news reports stated this type of procedure would no longer occur for active duty military members in uniform. I hope that you can provide clarification of this incident. I also hope if this procedure is no longer policy that you would inform all TSA agents to ensure consistency of service. Thanks in advance for your attention to this matter.

(b)(6)

Sent from my iPad

Caller is complaining about her sixteen year old daughter receiving additional screening at La Guardia on Saturday 02-16-2013 at approximately 1500 hrs in the terminal going to Gate C32 for a Delta flight to DFW. The passenger (b)(6) received a body scan, pat down, and ETD swab. The caller is claiming that her daughter was chosen and no one else received additional screening. The caller also said that the baggage of the daughter had been inspected and the lock had been cut off and the baggage was left in total disarray.

2/23/2013 9:27:27 AM I told the caller the Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public. I also told the caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

I also told the caller enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

I also gave the caller the La Guardia Customer Support Manager Veda Simmons

Phone: 718-505(b)(6)

Email: (b)(6)

The caller flew through MDW to RSW on February 23, 2013, and TSO (b)(6) attempted to throw away her packaged baby food. After the passenger insisted that the items were permitted, the TSO ordered a thorough patdown of the items and the passenger. A supervisor (b)(6) walked over to the passenger, and threatened to detain her. He was African American, and informed the caller that he heard her make a derogatory comment regarding his race. However, the caller indicated that he made that information up, and she would never say anything of that nature. She believes that the supervisor's behavior was completely horrendous, and she felt harassed during the entire situation. She would like to file a complaint, and also asked for the contact information for the CSM.

Date and Time of Flight: February 23, 2013; 9:30 AM

Departure Airport: MDW

Airline: AirTran Airways

Flight Number: 1643

2/23/2013 9:28:48 AM Advised Caller:

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

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

Regardless of whether an item is on the prohibited or permitted items list, the Transportation Security Officers (TSOs) have discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if the item may pose a security threat.

Disability Description: Callers wife has an Ostomy

Information Request: Caller stated that his wife went to Korea and she went through the checkpoint in LAX with an Ostomy. The TSO at the checkpoint could not identify the Ostomy through the body scanner so they made her go into a seperate room to get additional screening. He is wanting to know why becuae his wife was very upset.

2/23/2013

11:00:31 Response Details: CCR informed him:

AM

It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

CCR emailed him information.

Feedback Type : Request for Information

Categories : Traveling with Food and Beverages (3-1-1); Traveling with Children Current Date/Time : 2/23/2013 11:15:26 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA,

When travelling recently with an infant through Phoenix Sky Harbor recently, we requested that the breast milk we were traveling with be manually checked.

The TSA agents initially said, 'just put it through the xray, we do it millions of times.' When we requested the manual check again, my wife was forced to submit to a full body pat down.

2/23/2013

1:26:32 When asked about the full body pat down, the agents and supervisor continued to cite that that was 'TSA standard operating procedure'.

PM

Is this true? I have scoured as many TSA resources as possible and have not found any documentation that says that a request for breast milk/medicine manual inspection will automatically result in a full body pat down.

We greatly appreciate the work of the TSA in providing a safe travel environment, but I'd like to be sure that when we travel again we prepare for the delay of a full body pat down, if that is the 'standard.'

If it is not, then the Phoenix Sky Harbor team needs to be updated on that fact.

Many thanks for your work.

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

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

Feedback Type : Compliment

Categories : Pat-down

Current Date/Time : 2/23/2013 1:47:05 PM Airport : SJU - Luis Munoz Marin International Date/Time of Travel :

Airline & Flight Number :

2/23/2013

3:24:16 Checkpoint/Area of Airport :

PM

TSA Employee: (If Known) :
Comment : TSA Pre did me nothing. Full pat down, shoe removal etc.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

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

To whom it may concern,

I am requesting the contact information for the TSA supervisor on duty at Chicago Midway airport on 2/23/13 between 2pm and 3pm central time.

My wife and sick newborn were subjected to a pat down and were not given any option concerning their screening.

Multiple TSA employees told my wife it was "probably because you used sanitizing lotion on your hands" – which she did right before screening – but they completely pushed her through a pat down and very noticeably brushed aside her concerns over a pat down, and basically told her to 'suck it up' and not cry over being patted down.

2/23/2013
5:07:46
PM

Also, after being patted down she requested that the TSA employees pass on a request to their supervisor – that if lotion is known to set off alarms, please place a notice on the TSA website.

Her request to the TSA employees was met with 'if it concerns you that much go online and you can find a form...'

2/24/2013 9:16:53 AM It is unbelievable that you would subject a handicapped three year old child to a pat down. Maybe the television coverage didn't reveal all the facts. Here in Indiana we call that child molestation, what in God's name do you call it? Legal child molestation? Made me sick to think an agency that is in charge of protecting us would do this to a child. Shame on you!

(b)(6)

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 2/23/2013 9:59:05 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TSA

2/24/2013 9:18:12 AM So now why are you traumatizing small children? Fnsking little old ladies wasn't enough? When are we going to be rid of your ineptitude and uselessness? The TSA is not providing any security it serves only to harrass and delay travelers. Making travelers take off their shoes because one person tried to smuggle something in a shoe? If one person tries to smuggle something in his or her undergarments then do we all disrobe before going through security? The whole TSA seems to have been a knee-jerk reaction to the 9/11 bombings 12 years ago. It is ineffective and does more harm than good. When will the American people no longer be treated like criminals at airports? You may claim it is for our safety but it is only serving to be an ineffective waste of time and money for us taxpayers and citizens.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

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

The caller stated that his TSA Precheck is messed up. He stated that he was told that his name not matching his ID and what we have may be a problem. He stated that he was invited by United. He stated that he has been rejected 24 straight times. He stated that he does not want to go through escalating the issue. He stated that the service level that he has gotten from our agency is horrific. He stated that he has been told that there is no way that 23 straight times was randomly choosen. He stated that he has not flown in the last three days and tried to use TSA Precheck, and he does not want to deal with this any more. He stated that he will just keep getting a patdown.

I advised the caller that TSA Precheck is random and unpredictable, there are no set statistic for the program as a security measure. TSA Precheck is similar to the lottery in that sense.

I advised the caller that once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passengers reservation information to TSA. If a passenger is determined eligible for expedited screening for a particular flight, information is embedded in the barcode of the passengers boarding pass. TSA reads the barcode at the checkpoint and the passenger may be referred to a lane where they will undergo expedited screening. Even if you have opted in to TSA Precheck through your airline and you are eligible through your airline, it is important to know that you may only be eligible for expedited screening on the airline that invited you to join and at an airport where that airline participates. To check enrollment status, airline frequent flyers should contact their airline's customer service to verify that they are "opted in."

2/24/2013
12:22:20
PM

I advised the caller that we do not have any of his information here at the contact center. I explained that we cannot verify if he has TSA Precheck. We only preform the screening for Precheck. We are partnered with the airlines and CBP for the program. I explained that he does need to make sure that all of his information, such as his ID, frequent flyer profile, and reservation information match.

I explained that we can forward his reservation information to the appropriate office within TSA for review, however there is no guarantee that they will resolve any issue or contact him regarding the matter. I asked that caller if he has flown in the last three days, and tried to use TSA Precheck, or if he is flying in the next three days.

Caller states: He was traveling from PHX to ATL on Delta flight # 2046 at 7:15AM on 2-24-13. He has replacement knees and they do not have body scanner at this check point. He had to have a pat down. He left his laptop at the screening checkpoint at PHX around 6:30AM. He had is laptop in one bin and his coat and other things in another bin. The TSO had stacked them on top of each other when he went for patdown. He picked up everything and failed to get the laptop. It is a Samsung.

2/24/2013
12:54:27
PM

Advised caller: Lost and found for Phoenix Sky Harbor International Airport is 602-626-1453. I will forward this to the CSM at the airport. I have requested a claim form for you. Allow 24 hours for it to arrive at your e-mail address. If you are not able to locate your laptop. You can print the claim form, complete and return to the address in box 1.

Hello,

Nobody reply on this matter to me

???

(b)(6)

HYPERLINK (b)(6)

2/24/2013
3:18:26
PM

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

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

Female assistant for pat-down

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

Hello -

I have a question about a pat down procedure that was performed on my wife. On Sunday, February 3, 2013, we flew on US Airways flight 4514 from Scranton/Wilkes-Barre to Philadelphia and then on US Airways flight 1020 from Philadelphia to Orlando. We went through airport security at Scranton/Wilkes-Barre without incident. We were ready to board our flight to Orlando when my wife was stopped and patted down by a TSA officer in front of our 6 year old grandson and other passengers. Our grandson was visibly upset by the procedure.

2/24/2013 3:18:45 PM My question is: why was my wife patted down after we had already passed through security and had completed the first part of our flight?

Thank you.

(b)(6)

Feedback Type : Complaint
Categories : Screening

2/24/2013 3:19:06 PM Current Date/Time : 2/24/2013 2:35:17 PM Airport : HOU - William P. Hobby Date/Time of Travel : 02/22/2013 2:00 PM Airline & Flight Number : Southwest airlines 478 Checkpoint/Area of Airport : TSA Employee: (If Known) : Officer (b)(6) Comment : A bow sitting low on the back of my dress caused the scanner to register an issue. Without warning, Officer (b)(6) (a blonde woman) patted down my lower back and rear end, a very sensitive area. I understand that by walking through the scanner I consent to a pat-down, but I also have the right to ask for a private pat-down, an opportunity I did not receive due to Officer (b)(6) haste to touch me. As a result, I was touched in a sensitive place by a stranger in public, without any warning, which I find unacceptable.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

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

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

Remote Client IP: (b)(6)

Date Time: 2/24/2013 2:50:27 PM

2/24/2013

5:23:41

PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Will Rogers World Airport. .

Comments: I am sure that you receive NUMEROUS complaints of this nature, but the body scan and subsequent pat downs that always seems to follow are an invasion of human privacy and decency and are INFURIATING. There has to be a better way.

Dear Madam/Sir,

My name is (b)(6) and I am a resident of Basking Ridge, New Jersey. I have travelled through Newark Liberty International airport for as long as I can remember. And while there have been times that the security officials have been courteous and nice (including my most recent trip last Friday-February 22 2013), most of the times they have been downright rude.

It seems like when they have to do a thorough 'pat-down' at "random", I am the lucky person, always... I mean, I am not that stupid to fall for that. I know it is important to have tight security and do a thorough check of all passengers. What I don't understand is why they do it according to the skin colour and ethnicity. It is disrespectful and a little humiliating to be called aside "at random" of course, every single time. I am not saying that these measures are unnecessary, I just wish they would perform such checks without any discrimination.

And even the check-in baggage inspection while they mention clearly 'By law, all checked baggage have to be inspected', they follow that by saying 'Your bag was opened at random and physically inspected'. I know that they will definitely not know whose bag it (I think) because once we check-in our bags at the counter, we are no longer physically there with our baggage. But what amazes me is that, every single time we have travelled within the country or internationally, our bags have been opened for "Random Inspection".

2/24/2013 6:08:15 PM A country which boasts of equality, surely isn't being equal in treating passengers the same way, especially in Airports.

I am not even sure if this mail is going to be read or acknowledged, but I am frustrated with rude behaviour of the TSA officials (especially in Newark Liberty International Airport) and I am writing with the hope that in future, law-abiding passengers won't be treated the way I am have been treated.

But I do have to let you know that, there have been a handful of TSA officials who have been very courteous and friendly and I am very grateful that there are nice people out there.

As a law-abiding, professional citizen of this country, I hope that there won't be any more discrimination based on gender, skin or ethnicity, in my future travels.

With regards,

(b)(6)

Basking Ridge,
New Jersey-07920-3174.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 2/24/2013 4:04:08 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

2/24/2013 Checkpoint/Area of Airport :

6:08:36 TSA Employee: (If Known) :

PM

Comment : I just have a question. After going through the metal detectors/ screening area and walking to my gate, am I still subjected to a random pat down right before I board the plane? This happened at RDU. I had gone through all the proper screening, detecting, ID checks and was standing in line to board the plane. A female TSA agent walked up to me (male) and told me to put my arms out while she patted me down. Is this normal? And do I have the right to say no? Just checking on my rights. Thank you. Would you like a response? : True Passenger's Name (b)(6) Phone Number :

Email : (b)(6)

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

Hello,

Have you read what I send ?

What about undressing me in public??

What about pat-down 3 times??

Is it sexual harassment??

What about under qualified female assistant??

Why do you sending me standard e-mails, not answering my questions??

2/25/2013

8:19:08
AM

Sincerely,

(b)(6)

(b)(6)

From: (b)(6)

Sent: Sunday, February 17, 2013 8:56 PM

To:

Cc: (b)(6)

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

Remote Client IP: (b)(6)

Date Time: 2/24/2013 9:37:04 PM

2/25/2013

8:19:59
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 2822, DFW, Terminal B, 11:30 a.m. 2/24/2013.

Comments: Two complaints. First, I was not permitted to go through security with the sanitary disposable that I had brought with me: the TSA agent in charge was unfamiliar with TSA's own regulations permitting such footwear, along with all other agents at the checkpoint. Second, the TSA screener at the X-ray machine inappropriately removed my laptop from a compliant bag without checking with me first; she then put it in a dirty bin. I had specifically brought plastic bags with me in case the laptop needed a separate screening, but it shouldn't have needed one in the first place because the bag had a separate compartment for the laptop and has not required that I remove the laptop over several dozen recent trips. This was overall an extremely disappointing and frustrating experience; I was not able to follow my doctors' advice regarding sanitary standards because the TSA officers were not aware of their own regulations.

(This supersedes my previous submission - I have corrected the date and added airline information.)

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

Remote Client IP: (b)(6)

Date Time: 2/24/2013 9:36:24 PM

2/25/2013
8:20:00
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 2822, DFW, Terminal B, 11:30 a.m. 2/23/2013

Comments: Two complaints. First, I was not permitted to go through security with the sanitary disposable that I had brought with me; the TSA agent in charge was unfamiliar with TSA's own regulations permitting such footwear, along with all other agents at the checkpoint. Second, the TSA screener at the X-ray machine inappropriately removed my laptop from a compliant bag without checking with me first; she then put it in a dirty bin. I had specifically brought plastic bags with me in case the laptop needed a separate screening, but it shouldn't have needed one in the first place because the bag had a separate compartment for the laptop and has not required that I remove the laptop over several dozen recent trips. This was overall an extremely disappointing and frustrating experience; I was not able to follow my doctors' advice regarding sanitary standards because the TSA officers were not aware of their own regulations.

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

Remote Client IP: (b)(6)

Date Time: 2/24/2013 9:34:54 PM

2/25/2013
8:20:02
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 2282, Terminal B, 11:30 a.m. 2/23/2013

Comments: Two complaints. First, I was not permitted to go through security with the sanitary disposable that I had brought with me; the TSA agent in charge was unfamiliar with TSA's own regulations permitting such footwear, along with all other agents at the checkpoint. Second, the TSA screener at the X-ray machine inappropriately removed my laptop from a compliant bag without checking with me first; she then put it in a dirty bin. I had specifically brought plastic bags with me in case the laptop needed a separate screening, but it shouldn't have needed one in the first place because the bag had a separate compartment for the laptop and has not required that I remove the laptop over several dozen recent trips. This was overall an extremely disappointing and frustrating experience; I was not able to follow my doctors' advice regarding sanitary standards because the TSA officers were not aware of their own regulations.

You mother fuckers were going to pat down a 3 year old disabled girl? What in the FUCKING HELL IS YOUR PROBLEM!!!! I hope Blowbama is correct when he stated that if the Congress doesn't act that a lot of your TSA goons get laid off!!!! You are a bunch of high school flunky punks and seem to get hardons over treating AMERICAN CITIZENS like shit!!!! You can all rot in HELL!!!!

2/25/2013
8:20:12
AM

(b)(6)

Sent from Windows Mail

Caller wants to claim a theft of a pocket camera. Caller flew from Ronald Reagan to Atlanta with a connecting flight to St. Thomas. Caller stated he is missing a pocket camera that was on his belt and the item was gone when he had to have a patdown and additional screening he camera got gone.

Advised caller the following information:

2/25/2013
9:05:08
AM

Apologize to the caller and advised caller I would send claim forms via email address

This individual has a complaint concern.

Thank You,

Alyssa Calderwood
TSA, Hazmat Threat Assessment Program
Technical and Project Engineering, LLC

(b)(6)

571-227-(b)(6)

2/25/2013
10:30:41

AM

-----Original Message-----

From: (b)(6)

Sent: Saturday, February 23, 2013 12:14 PM

To: Calderwood, Alyssa CTR

Subject: The TSA is a joke

Alyssa, when will the TSA get their heads out of the sand and treat people like people? I have been pulled out every time, not some times but every time when I fly so I feel like I have the right to say your agents suck. Please put my name on the list and share it with them when I fly that I think they are rude, no compassion and kids in wheelchairs along with old grandparents probably aren't much of a risk unless they want to embarrass themselves and your agency (which they do plenty of). As for no cell phones during pat downs, that's funny. What I find truly funny is that there was a quote where TSA hires quality people yet those same people were stealing others' stuff and when brought to TSA attention, they blew it off and made it the passengers' responsibility to keep on it before your org finally had the gumption to step forward.

Disability Description: Caller's mother has a mobility limitation.

Information Request: Caller's mother missed a flight in the past and she wants to know how to get through screening without delay.

Response Details: The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated. A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

2/25/2013
12:20:04

PM

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

Offered the information by email and she accepted.

Hello, sent this on January 21, 2013 and have not heard back from anyone at TSA. I would like a follow up to this issue.
Thank you in advance.

(b)(6)

----- Forwarded Message -----

From: "DoNotReply@tsa.dhs.gov" <DoNotReply@tsa.dhs.gov>

To: (b)(6)

Sent: Monday, January 21, 2013 2:01 PM

Subject: TSA Contact Us: Complaints

Thank you for your inquiry to the Transportation Security Administration submitted on 1/21/2013 at 2:01 PM. We have forwarded your email to the appropriate group for response. --

2/25/2013
12:23:23
PM

Name (b)(6)

Email (b)(6)

Complaints: Civil Rights..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Atlanta Hartsfield-Jackson International Airport

North Security Checkpoint

date: December 27, 2012

traveling on: American Airlines flight #3501

Time of incident: between 10:15am-10:30am.

Comments: On December 27, 2012, roughly between 10:15am-10:30am, I was traveling from Atlanta to Miami on American Airlines flight #3501. I went thru the North Security Checkpoint at Atlanta Hartsfield-Jackson International Airport. I went thru the body scanner. The female TSA agent (agents name is (b)(6)) waiting for me upon exiting the scanner did a manual pat down, which is totally fine with me. I have been traveling thru the Atlanta airport anywhere from 16 to 25 round trips per year, for the last 24 years. I am very familiar with the process and have no issues with it, as long as passengers are treated with respect and courtesy. The TSA agent (b)(6) was wearing rubber gloves and when she rubbed her hand down my hair, the rubber pulled my hair. I was not expecting anything to hurt, so understandably when my hair was pulled, I had a spontaneous verbal reaction in response to the pain I felt. It was not out of line, loud, obscene, but a simple ouch, that hurt. TSA agent (b)(6) did not appreciate my expressing discomfort, and decided to rub her hands with a little more firmness (with the rubber gloves on) again thru my hair. Once again I expressed to her that this was painful. Her attitude and body language was so aggressive, it really shocked and surprised me. She was way out of line. I felt very uncomfortable and even bullied. I asked her to please call her supervisor over, which she did by yelling it out loudly and then she continued to rant at me about how she was doing her job, was I resisting her, etc. Her tone was not nice, polite, or professional, but in fact very rude and frightening. She kept getting closer to me and talking in an intimidating way. And yet again, TSA agent (b)(6) decided to rub her hands with the rubber gloves thru my hair one more time. This time she actually pushed her hand against my head with more force and pushed hard against and then down. It was obvious she wanted it to hurt me. When done, she physically got right up in my face. She was so agitated that as soon as her supervisor (TSA lead officer (b)(6)) came up, he had to grab her from behind with both of his hands and by her shoulders, and pull her away from me. He took her aside and spoke to her in low voice and sent her away from me. I collected my items and tried to speak to lead agent (b)(6). He really did not want to speak to me and tried to blow me off. I asked both him and her for her name, and at first, neither wanted to give it to me. I insisted and

I am sending your request to the TSA Contact Center (TCC)

From: (b)(6)
Sent: Sunday, February 24, 2013 5:23 PM
To: FOIA
Subject: TSA Contact Us: Freedom of Information Act

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

Remote Client IP: (b)(6)
Date Time: 2/24/2013 5:23:03 PM

2/25/2013
12:23:31
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Comments:

I was stopped and extensively searched boarding my flight today. There was nothing in my bag that justified a stop. It was not a random check. They picked up something on my bag and equipment that set off their chemical screener. The result was a very thorough search and pat down that was completely unjustified. They refused to tell me what chemicals triggered the unwarranted search and invasion of my person. I want to know what I am being searched for by the scanner so I can be sensitive where my equipment is placed around fertilizer and chemical plants where I work. I expect it was Nitrates or Nitrites and Phosphates this time but it could have been any number of perfectly legal substances I am occasionally exposed to in work places. I want to know this so I can prevent the very personal intrusion of my person without just cause and significant delay as I experienced today.

(b)(6)

What Happened:

On December 27, 2012, roughly between 10:15am-10:30am, I was traveling from Atlanta to Miami on American Airlines flight #3501. I went thru the North Security Checkpoint at Atlanta Hartsfield-Jackson International Airport. I went thru the body scanner. The female TSA agent (agent's name is (b)(6)) waiting for me upon exiting the scanner did a manual pat down, which is totally fine with me. I have been traveling thru the Atlanta airport anywhere from 16 to 25 round trips per year, for the last 24 years. I am very familiar with the process and have no issues with it, as long as passengers are treated with respect and courtesy. The TSA agent (b)(6) was wearing rubber gloves and when she rubbed her hand down my hair, the rubber pulled my hair. I was not expecting anything to hurt, so understandably when my hair was pulled, I had a spontaneous verbal reaction in response to the pain I felt. It was not out of line, loud, obscene, but a simple "ouch, that hurt". TSA agent (b)(6) did not appreciate my expressing discomfort, and decided to rub her hands with a little more firmness (with the rubber gloves on) again thru my hair. Once again I expressed to her that this was painful. Her attitude and body language was so aggressive, it really shocked and surprised me. She was way out of line. I felt very uncomfortable and even bullied. I asked her to please call her supervisor over, which she did by yelling it out loudly and then she continued to rant at me about how she was doing her job, was I resisting her, etc. Her tone was not nice, polite, or professional, but in fact very rude and frightening. She kept getting closer to me and talking in an intimidating way. And yet again, TSA agent (b)(6) decided to rub her hands with the rubber gloves thru my hair one more time. This time she actually pushed her hand against my head with more force and pushed hard against and then down. It was obvious she wanted it to hurt me. When done, she physically got right up in my face. She was so agitated that as soon as her supervisor (TSA lead officer (b)(6)) came up, he had to grab her from behind with both of his hands and by her shoulders, and pull her away from me. He took her aside and spoke to her in low voice and sent her away from me. I collected my items and tried to speak to lead agent (b)(6). He really did not Hello TSA:

My name is (b)(6) and I was a passenger that passed through security at Salt Lake City's International Airport yesterday, February 24, 2013 at around 1500. Upon approaching the TSA check-point, the officer waved me into the x-ray machine. I asked to opt out of this and requested for a pat-down. I was denied 3 times, each time the worker giving me one excuse after another. At the first denial, the guard said that there is minimal radiation exposure. I explained that I work in an x-ray department for a living and wanted to minimize my exposure to radiation as much as possible, and to please give me a pat down instead. Again, he said, no, this is "minimal" radiation. I said that I understood, but I requested a pat down or strip search if that helped them. The guard denied me a third time saying, "You realize you're flying, right? There is a ton of radiation exposure when you fly..." I responded by saying, "Yes, and that is why I am trying to minimize my exposure to this radiation." Each time I tried to approach the side behind the x-ray screening machine, the TSOs held their hands up to stop me, and waved me into the x-ray machine.

I told him that obviously I understand this, as I already informed him that I work in a Radiology department for a living. At this point, I asked for their supervisor and the patrons behind me started to yell at me. Your TSOs began to firmly shout at me, "Sir, please step into the scanner!" So I foolishly entered the x-ray machine and was scanned against my consent.

I know my rights. Your security guards denied me three times despite me asking politely. If you refer to your own website, <http://www.tsa.gov/contact-transportation-security-administration> it states that these x-ray screenings are "voluntary" and that your TSOs are trained to conduct these screenings "professionally and respectfully." I was not treated respectfully, and your TSOs did not act professionally.

I am considering legal action and have already contacted an attorney about this situation.

Please respond to my email as soon as possible.

Thank you.

Sincerely,

(b)(6)

--

2/25/2013
12:24:21
PM

2/25/2013
2:16:41
PM

Dear TSA:

I walked through security at MCI, Southwest airline, gate 40, between 1:30 and 2:10pm.

I emptied my pockets entirely, even of my handkerchief. I removed my necklace, shoes, jacket, etc and walked through the metal detector. I did NOT set off the alarm, however, I was detained until a female officer could do a pat down. She asked if I had set off the alarm. The officer who detained me said no. She told me I was getting a pat down because I was wearing a dress. I always wear a skirt and have had many pat downs wherein both inner and outer thigh are checked but never like this.

2/25/2013
4:17:16
PM

I was told that this was the new procedure. I want to inform TSA that I find it extremely intrusive that an officer is placing her hands against my vagina. Why is this acceptable?

Please come up with alternate ways to check passengers or provide us with some other options.

Thank you. I look forward to hearing from you.

(b)(6)

Dear TSA Cares:

I have an Ileostomy and travel on the airlines frequently. It is my understanding that I will need to self-pat-down the Ostomy area (outside my clothing) and then be screened for explosive residue. I am fine with this procedure and have done it a number of times.

2/25/2013
4:17:54
PM

Recently on a trip from Fort Myers the TSA agents made me go into a separate room and expose the Ostomy appliance to them. At this point I was asked to pat-down the appliance and tested for explosives. If I understand the TSA procedure there was no need for me to undress and expose the appliance and am upset that the TSA agents did not know the correct procedure.

Please let me know if the procedure has changed. If not, I suspect there are quite a few travelers with Ostomy appliances and am surprised the agents were not aware of the correct procedure.

Thank you for your help and support.

Hello-

I am sitting in the Dublin airport and was just randomly selected for a pat down screen after having already been through regular screening-- Twice. I am very offended and frankly feel violated by this and feel that there is absolutely no reason to have random pat downs. I travel regularly and have never been subjected by such humiliation. I was not patted down because they found something suspicious-- just because I was selected. This is ridiculous nonsense.

2/25/2013
4:17:56
PM

Please send me the statistics on how many incidences of prohibited and dangerous items you've found through these random pat downs. Frankly you should stop these baseless, offensive, violating searches immediately.

Regards,

(b)(6)

Sent from my iPad

From: (b)(6)

Sent: Monday, February 25, 2013 1:21 PM

To: TSA.Ombudsman@dhs.gov

Subject: TSA Contact Us: TSA Ombudsman

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

Remote Client IP: (b)(6)

Date Time: 2/25/2013 1:21:03 PM

2/25/2013
4:18:17
PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

In consistencies in security screening

Comments:

Last moth I went through a full body scan at ewr and stowed any metal objects in my carry on. I passed the procedure without incident.

Hello

I recently traveled through SFO airport security. The process was smooth and fairly quick. Something I wanted to bring to your attention that was concerning to my experience. I am a female passenger that opted out of security screening due to my pregnancy. I opted for a pat down screening. As a female the TSA crew took all most professionalism and had me wait for a female screener. I was fine with this, the screener was available within a few minutes. To my surprise, the screener was a lesbian. I just wanted to get through the screening, so I proceeded. This was a shock to myself and my husband as you wanted me to wait for a female screener for my comfort, yet only to set me up with a lesbian worker. Isn't that the same experience as having a male pat me down? Something definitely to think about in your policy.

2/25/2013
6:06:37
PM

Thank you

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/25/2013 4:38:39 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 02/25/2013 1:10 PM Airline & Flight Number : American 1628 Checkpoint/Area of Airport : Main Screening Checkpoint TSA Employee: (If Known)

(b)(6) and (b)(6) Comment : February 25, 2013

Transportation Security Administration:

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

At approximately 1:10 pm PST on February 25, 2013, I entered the security checkpoint for all gates at Palm Springs International Airport (PSP) on the way to my flight, American 1628 to Dallas. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

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

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

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

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

Dear TSA,

After weighing the concern of being on some watch list for speaking out, I decided I am still a US citizen and have some free speech rights, for the time being anyway.

The incident of TSA goons harrasing the child in the wheelchair--video on YouTube--and telling her father it's "illegal to videotape the proceduras" was just too much to take. You people are government employees. You work for the majority of the travellers that you encounter everyday in many of the airports. You should have no complaints about being photographed or videotaped by the people who pay your salaries. And they shouldn't lie that it's illegal to video them. If your minions at the AIT devices and xray scanners don't like it, they should return to jobs at fast food restaurants, where they are videotaped as a daily precaution in many establishments.

My family was subjected to ridiculous "random" screening procedures in Las Vegas as we were returning home from a short vacation. My children were wanded and groped, our luggage was run repeatedly through the scanners, and the whole process almost made us miss our plane. Meanwhile, hordes of middle eastern looking males, 18-30, were waltzing by on the other side of a plexiglass partition, not part of any detailed screening. In the group of random screens was a Texan going home to his cattle ranch, a pair of old ladies on their way back to the Midwest, and some skinny kid emulating a rap singer. All harmless travellers. It was a stupid waste of time that served no purpose, except to teach the screeners that their fellow citizens are just cattle to be prodded. I joked with the grand poobah running the charade that he simply run the kids through the x-ray machine--it would be quicker than wanding them over and over.

You waste our time and cost us more money and in the end you could do much less and we'd be safer, happier and less frustrated. One Israeli authority said the problem with American security is that it focused on the tools of a terrorist rather than the terrorist.

When is TSA and whoever needs to sign off on the idea simply develop a traveller's ID that will be available for qualified American citizens so we can sweep past this farce? Harmless American travellers are not the enemy here.

You people must have another agenda. Probably related to people who might be moving cash around the government wants to levy a tax on to pay for a more bloated system.

Sincerely,

(b)(6)

Arlington, Washington

"Truth has become a victim of political haggling." - Russell Blaylock, M.D.

Dear TSA,

After weighing the concern of being on some watch list for speaking out, I decided I am still a US citizen and have some free speech rights, for the time being anyway.

The incident of TSA goons harrasing the child in the wheelchair--video on YouTube--and telling her father it's "illegal to videotape the procedures" was just too much to take. You people are government employees. You work for the majority of the travellers that you encounter everyday in many of the airports. You should have no complaints about being photographed or videotaped by the people who pay your salaries. And they shouldn't lie that it's illegal to video them. If your minions at the AIT devices and xray scanners don't like it, they should return to jobs at fast food restaurants, where they are videotaped as a daily precaution in many establishments.

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2/25/2013
8:12:27
PM

You waste our time and cost us more money and in the end you could do much less and we'd be safer, happier and less frustrated. One Israeli authority said the problem with American security is that it focused on the tools of a terrorist rather than the terrorist.

When is TSA and whoever needs to sign off on the idea simply develop a traveller's ID that will be available for qualified American citizens so we can sweep past this farce? Harmless American travellers are not the enemy here.

You people must have another agenda. Probably related to people who might be moving cash around the government wants to levy a tax on to pay for a more bloated system.

Sincerely,

(b)(6)
Arlington, Washington

"Truth has become a victim of political haggling." - Russell Blaylock, M.D.

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 2/25/2013 7:14:45 PM Airport : MCO - Orlando International Date/Time of Travel : 02/16/2013 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2/25/2013 8:13:02 PM Comment : I have a prosthesis. The scanner was not working on the lane I chose. I informed the agent as I approached the metal detector if a scanner was an option and she said no. The agent on the other side of the metal detector told me had I informer her I would prefer the scanner I could have. She would not listen to the fact I had done exactly that on the other side of the scanner. Then after my much more invasive pat down than usual, a different agent just walked off with my things. I kinda of following not knowing what was going on. I was then lead to a private room and then my prosthesis was scanned from every angle. I have no idea what technology this scan is, was I subjected to additional x ray. The process was not explained, rude, and frankly insulting. More could have been seen by my simply pulling up my pants leg. It caused a huge delay, the machine did not work correctly and the agent couldn't sign in. Overall, I was insulted and in my opinion, it was less of a safety measure than what has been done in the past. It just wasted my time, singled me out and insulted my dignity.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

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

I am a Government employee who frequently flies for work as well as sports. I also coach for the local high school cheerleading squad. This past December, we flew from Kahului Airport (OGG), Maui, Hawaii to Honolulu (HNL), Oahu, Hawaii. We flew on two separate dates. I had a group of 2 Adults (Coaches) total and 6-8 girls ranging in ages 14-17.

-On our first return trip home (HNL to OGG), one of my 14 yr. old was approached by a TSA screener while trying to retrieve her backpack from the security screening belt. I normally send one adult ahead of the girls and I bring up the end. So that the girls are safely between both adults. Anyway, the TSA screener lifts a backpack and says "whose is this?" The 14 yr. old replies that it's hers. The TSA screener walks over to another area where suspected carry-ons are swiped for possible threats. The screener does not acknowledge the 14 yr. old or myself on the concern. Granted this is a minor traveling with an adult. Nothing was said to either one of us. Upon finishing the swipe and bag check, the screener reaches in and pulls out a bottle of body lotion. The 14 yr. old realized she forgot to transfer it to her luggage. The screener looks at her sternly and says "you can't take this." I step forward and replied "okay, thank you." The bag was handed back to the 14 yr. old.

-On our second trip, on the return home from HNL to OGG, one of my 15 yr. old was pulled to the side after going through the detector. No communication was made to me about this as I was right behind her. The screener just looked at the 15 yr. old and asked her to step aside. Once having the 15 yr. old step aside into a designated area, the screener began to do a pat down. There was no explanation to her or me. I looked over to the 15 yr. old who was a bit panicked and reassured her things were okay. After the pat down the screener said she was fine and could go. We both walked away confused and baffled.

2/25/2013
9:04:18
PM

I did not say anything at the time in fear we would be held back or miss our flight. I do understand the needs and duties of the TSA, my husband is also in Law Enforcement. And I being a Supervisor for a Government agency respect the professionalism and the "just doing our job". However, I do not feel that the situation was handled appropriately. There could have been ways to minimize the confusion, for incidents like these are what cause passengers to be disorderly, disgruntled and unhappy.

Please look into further training for your TSA screeners. Customer service and people skills are lacked by some. Avoiding confrontations and incidents would help the outlook of traveling and all related issues.

Thank you for your time and consideration in this matter.

Just an FYI... our experience prior to that was great. The TSA staff person that check IDs was very professional and helpful. While other TSA staff screamed at those in the lines. The young man that we dealt with was very direct, soft spoken and informative to the procedures of being screened. That we very much appreciated.

The caller went through screening at EWR on 2-16-13 around 5:30pm for a 6:00pm flight with JetBlue from EWR to PBI. The caller thinks it was at gate 16. The caller was directed to TSA Cares by (b)(6) terminal manager, at EWR. The caller had wheelchair assistance to the JetBlue terminal. He asked for a hand search of his carry-on due to his valuables like a Rolex watch, 1000.00 in cash, and his wallet that contained his firearm ID from 5 different states. He was refused a hand inspection of his carry-on. The officers separated him from his property and states that no one was watching or protecting his items as they went through screening. The caller states that his valuables were out of his line of sight. The caller states that the officers dumped his items out of his carry-on and he had to recover his items from the bins. The caller is complaining due to the fact that he should not have been separated from his valuables. The caller states that when he asked for a visual inspection a female officer, in her 20 s, came up to him and put her finger in his face and said he would miss his flight just because he asked for a supervisor. The caller states the female officer was very rude. (b)(6) told the caller he was going to pull the video tape so he could see the way the female officer acted. The officers told him the wheelchair attendant should have watched his items. (b)(6) was very nice and gave him the number to a support specialist to call at 866-289-9673. (b)(6) told him to call 72 hours in advance next time to let the officers know he was coming.

2/26/2013
10:40:04
AM

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

Passengers transporting valuable items, such as jewelry, coins, or gold bars, may request a physical (hand) inspection of the valuable items, instead of x-ray scanning. This request will be granted if the TSA screening supervisor believes that a physical inspection is sufficient to determine that the item does not conceal a prohibited item.

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

I advised the caller to call 72 hours in advance if he needed help with a disability issue but his concern was screener rudeness and not being granted a hand inspection of his carry-on.

2/26/2013
11:09:25
AM

Mother in law is 89 and had a patdown and had her hands swabbed. Caller wants to know why she had to have a patdown and what would cause her to have a hand swab?

I told caller I was not at the airport, however the agents felt it was necessary to do the patdown and hand swab.

Disability Description: Callers wife went through terminal 3 checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He Dr told her to avoid radiation. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor name (b)(6) and was told that it was a miscommunication between her and the TSO. He did not have the name of the TSO. He wanted to make a formal complaint. He said that he does not want to get anyone in trouble, however this issue should be looked at.

Incident Details: Callers wife went through the checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. Her flight was at 10:15 am She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor and was told that it was a miscommunication between her and the TSO. He did not have the name of the TSO.

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

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

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

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

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

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

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

I emailed him the information

Disability Description: Caller said that he is flying with his 6 year old son and he does not want any TSA employees touching his son. Caller said that he talked to a (b)(6) and was told that his arms and torso would only be touched. Caller said he wanted to know if it was just arms and torso and the gentleman refused to answer anymore of his question.

Resolution:

As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

Caller stated that they still do not have any guidelines, caller was wanting to know the limits of the search.

Advised caller that TSA does not do strip searches and the patdown would depend upon the alarm and the anomalies.

Told caller that the patdown would depend where the alarm or the anomalies appeared. I cannot tell you exactly how the patdown would be conducted. It would be over the clothing and be a modified version of the adult patdown.

Told caller that TSA is reducing the need for patdowns in children by permitting multiple passes through the screening.

Caller was wanting to know if his child is subject to a patdown can they refuse and leave.

Told caller if he is referred for a patdown and it is not permissible that he would not be permitted to fly.

Caller requested that I email him the information.

2/26/2013
11:19:45
AM

2/26/2013
11:27:18
AM

Caller is wanting to know if she can get a video tape of her and her bag going through security because she thinks a pair of gold earrings was taken from her carry-on bag. She also wants to know why she was patted down so extensively. She stated that she is sorry if TSA didn't take the earrings and that only leaves one more option for the earrings missing and there wasn't a NOI.

She also stated that the lady that done her patdown didn't offend her at all.

Caller ask who is the person I would be sending this to and how long before she would hear anything. Caller ask my name and if I had a number or anything.

Caller stated that she talked to a CSM named Reed Barnes and he told her that Michelle Wilcox is the Deputy Director of Aviation but she hasn't talked to her either and she doesn't want to talk to anyone local because they hired them and may not help her.

Advised Caller:

2/26/2013 I told the caller that I could send this up to the CSM at the airport so they could review the screening that was done on her and her bag.

11:49:18 I told the caller that I was the only Kim here at the call center.

AM I also told the caller that I would send her a claim form VIA email and she should get it within 24 hours.
I apologized to the caller that we got disconnected.

Date: 2/14/13

Time: 11:06 AM

Airport: MSY

Airline: US Airways Express

Flight: 3212

Gate: B

Caller stated that she wants to know if there's any special procedure for carrying an epi pen. She also had a recent surgery, and it takes a year to recover. She wants to know if she goes through the x-ray and metal detection, the area still hurts, and she wants to know what to do in the event of a patdown. If that area is manipulated, then it can cause her severe pain. She wants to know if she can leave the screening area in the event of a patdown in that area, without having to be touched.

2/26/2013 Advised Caller:

11:54:53 I told her that she would need to let the TSO know about the epi pen when she gets to the checkpoint and place it in a separate bin to be submitted for screening.

AM

I also told her that she would need to let the TSO conducting the screening before it begins that she does have an aversion to touch due to pain. If she can stand still with her arms above her head for 5-7 seconds without the support of a person or a device then she can go through the ALT, but there's no way for me to be able to guarantee that she would be able to avoid a patdown in any way. If she chooses not to receive the patdown, she would have the option to leave.

Caller accidentally had 3 or 4 bottles of macadamia nut liquid in his carry on. He had a money clip with \$5 and a card with \$5 in the side pocket. He went back and checked the liquid. A new TSO was checking him. He went the checkpoint 3 times and the Agricultural checkpoint 3 times. He sent an email to Alaska Airlines who sent him the tsa.gov website. There was a thin guy in a white shirt and a heavy set guy with a TSA shirt. They were both checking his luggage and doing his patdown.

Airport: Kona

2/26/2013 Airline: Alaska

3:12:06 Flight Number: 801

PM Date and Time: Feb 22nd, 2013 at 10:30am (approximate time he was at the checkpoint)

Location: Gate 7

I apologized to the caller, emailed him the claim and instructions which he will receive within 24 hours. I told him I would send this to the CSM for review and thanked him for letting us know what happened.

Caller stated that the priority thing she is calling about is her luggage that she checked. It was gone through, and it's obvious that it was because she had pills that were opened and loose in the luggage and she also had clothes that were messed up. Some of the pills were gone, because she knows how many that she took, and some were missing. She also had a wheel damaged. There is no NOI.

She also has a complaint about a woman TSO, when she asked for a patdown due to medical research that she has from the scanners, and the woman was just screaming at her in SEA. She found it to be very upsetting, and she kept screaming and repeating what she had to read. She wasn't consumer friendly at all, and she wasn't being hostile at all. She thinks it may have been something that she was trained to do, and she thought it was very embarrassing and had never had that happen before. She reported her to someone, and when she was patted down, the chief of the TSA came in there, and they were fine. She's complaining about the woman directing people on where to go to wait for the patdown. She had blonde hair and was very nice looking, but she felt that it was very embarrassing. She can't remember the man's name who was present during her patdown. He was very tall, blonde and very nice, along with the lady who was patting her down.

Flight details below:

Departure Date: 2-12-13

Departure Time: 10:08 a.m.

Went through screening: 8:30-9 a.m.

2/26/2013 Airport: SEA

3:12:44 Airline: United
PM

She doesn't want to provide an email address, and said if they wanted to contact her they could do so by phone. She still wants this information sent to the CSM about the screener.

Advised Caller:

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

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

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

Caller stated that when he got to the Ft Lauderdale airport, the lines were extremely long. He was waiting in line and saw a few TSOs walk away from the checkpoint. He stopped them and asked what was taking so long and if he could move to the front with the other 6 people that were flying on the same flight as him, but they denied this request and told him that they would have to wait. He finally got through screening with 1 min left until his departure. He was putting his items back in his pockets when they subjected him to additional screening which included a patdown. He felt that they should have had the individuals who have more recent flights come to the front of the line so they will not miss them like he did. Some airports like LGA have this in place.

2/26/2013
3:18:41
PM

As a result of missing his flight, he had to fly 3 days later and fly out of Orlando which was 2 hours away from him.

CCR informed him:

While customers may experience varying wait times at each airport, TSA works with its stakeholder partners to reduce wait times, especially during the higher-volume travel months.

In addition, passengers should consult arrival times with their individual airline, and we recommend arriving at least 2 hours in advance of flight time to allow ample time for security screening and boarding of aircraft.

CCR informed him that this information will be forwarded to the CSM.

Caller had a notice of inspection. He said that on the bottom of the NOI it says that smart security saves time. He stated that there was nothing smart about it and it does not save time. He said the time was wasted and it was completely bogus. He and his wife flew to Cancun for a work function. His wife is pregnant and opted out of the AIT. They flew from Cancun back to Phoenix. They had to walk down a hallway that goes to customs and from there they went through security. He stated that the screener found a trace of whatever on his wife and she had to have another pat down and her bag was inspected. He said that TSA admits that perfume, lotion, or soap could be what they found. After she was tested for explosives there was nothing found. They were both pulled aside in Mexico and had a patdown. He wanted to know what the purpose of going through screening again in Phoenix was. He asked how we are saving time and what we are checking for. He stated that when they left Ontario early in the morning his wife requested a patdown. He thinks that because she opted out of the AIT they may have been targeted. He was upset because his bag was opened and inspected. He wanted to know why his bag was inspected. He asked for a list of items that sets off the alarm. He said that you would think that his wife made a threat against TSA. There were four agents present during the inspection. He said they were there 20 minutes and his wife had an invasive patdown. He stated that TSA at the airport does not have an answer as to why his bag was inspected or why they said they found something on his wife and could not find anything after the inspection. He wanted to know the purpose of his bag being opened and inspected and he wanted to know why they got another patdown in Phoenix after getting one in Mexico.

I gave the following information. Upon arriving in the United States from a foreign country, passengers and their baggage are first cleared for entry into the United States by U.S. Customs and Border Protection (CBP) inspectors. CBP inspectors cover matters of customs, immigration, public health, food inspection, and plant and animal health. After clearing CBP procedures, travelers may exit an airport or connect to a U.S. flight. After completing the CBP entry process, passengers and baggage arriving on international flights are required to pass through TSA's security checkpoint.

2/26/2013
3:24:40
PM

I advised him that I do not know why his bag was inspected. I told him that if there was an alarm it would have been opened and inspected to clear the alarm. I also told him that I do not have a list of items that set off the alarm. I advised him that TSA does not perform screening in foreign countries. I told him that the AIT is voluntary and if a passenger does not wish to use the AIT they can opt out and get a patdown. I also told him that passengers are not targeted because they opt out of the AIT.

I advised him that TSA performs screening to check for prohibited items. I also told him that we check the passengers' IDs.

mmelson took over call: Caller is upset with TSA's process in general. Caller just wanted to argue, he did not have any true questions. I disconnected call.
I told him

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 2/26/2013 3:02:10 PM Airport : LAS - McCarran International Date/Time of Travel : 02/24/2013 3:11 PM Airline & Flight Number : United #1729 Checkpoint/Area of Airport : United terminal TSA Employee: (If Known) :

Comment : When I went through the security checkpoint, they checked my palms and told me I tested positive for explosives.

Huh?

2/26/2013
4:13:11
PM

I've never touched an explosive in my life. The agent said it could have been the body lotion I used on my skin because it was the desert and my skin was dry.

Regardless, I was forced to have everything in my luggage examined -- my blowdryer, company laptop, empty water bottles, all my clothing and toiletries (which they dropped three times incidentally) -- and then was taken into a back room with a closed door and patted down. The agent went into my pants, touched my breasts and buttocks -- I'm sure you know the drill. I don't care if it was the back of her hand or not, it was intrusive and upsetting.

And, SURPRISE, everything came back clean.

I appreciate that airport security is there for our safety and to identify the "bad guys," but you need to invest in more-precise equipment so that innocent travelers are not subjected to this kind of treatment in the future.

If you have false positives like this, I shudder to think about the false negatives that are also occurring.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/26/2013 3:10:46 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/20/2013 5:45 PM Airline & Flight Number : DL 2162 Checkpoint/Area of Airport : Terminal 2 - DL Frequent Flyer TSA Employee: (If Known) :

Comment : I would like to provide feedback about the continued practice of patting down a woman of colors hair. While I understand the intent, it is the process that is used that continues to concern me.

2/26/2013
6:04:06
PM

In my particular situation, I passed through the AIT scanning, stepped out of the machine, waited as instructed and then without further conversation, the female TSA agent (there was also a male present) started patting down my hair, which was in cornrow breads. I asked the agent if the gloves which she had on were clean and free of powder. Her snide response was I just put these on. What the agent did not realize was that I had been observing her from the time I stepped into the AIT scanner to when I stepped out. She did not put on new gloves. As a matter of fact she had patted down a passenger just prior to me. I also noticed that after she had finished her pat down of me, the next passenger through, a white female wearing a wide headband and ponytail, was not subject to the same actions. I mention this because I've been advised through prior TSA correspondence that a "headband" was the same as a hat and if it could not be removed is subject to hands on screening.

The bottomline out of my comments is the following: if agents are going to patdown a passengers hair, the putting on of clean non powder gloves, needs to be performed in front of the passenger. Especially if the gloves were used to check the clothing of a prior passenger; as clothing can have dirt, other contaminants that can be transtered from one passenger to another.

Agents should not get indigent if asked by passenger if the gloves are a new clean pair. I am protecting my health and person.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller would like to lodge a complaint. He flew from OGG today 2 26 13 on Hawaiian Airlines flight 132, departing at 9:13am from Gate 15.

He is flying back this afternoon from Hilo at 4:44pm.

He indicated that what he experienced was classic bullying and TSO trying to assert power.

The caller indicated that he called twice in regard to traveling tools. The tools that he traveled with was under seven inches. He opted for a pat down, however the TSO explained that the radiation with less than what is encountered with cell phone use. The caller decided to go through AIT. He was then advised that his bag would have to be searched. He indicated that if his bag had to be searched he wanted to be patted down. The caller did not answer when asked if he was advised that he had to go back through the AIT.

2/26/2013
8:52:14
PM

He indicated that TSO (b)(6) became uptight because he requested the pat down. She requested for someone to conduct the pat down. The caller indicated that he waited for five or ten minutes for someone to come to conduct the pat down. He then advised that he would go through the AIT as he did not want to miss his flight. She advised that he would have to receive a pat down now that he had chosen to do that. He was not allowed to go back through the AIT. He indicated that he was all a sudden surrounded by TSOs. The Supervisor (b)(6) came over. The caller asked if he was going to conduct the pat down. TSO Supervisor advised that he was not going to conduct the pat down. He waited a few more moments. He was then taken into an enclosed booth and was patted down.

He indicated that he felts bullied, especially by (b)(6) and that it wasn't right.

He indicated that the TSOs knew he was from Maui and knew that he was going to work.

The public would like a kinder gentler TSA that only screens for guns and dynamite.

I advised that I would refer the information to the CSM at OGG. I have documented all of the information provided and TSA does monitor the number and nature of complaints received.

The caller did not answer if and who advised that he would have to go through the AIT again.

He did not answer who conducted the pat down when asked.

On December 30, 2012 I went through TSA screening at the Harlingen Texas Airport on the way to Dallas Love Field on Southwest flight 2953.

First, I am a business traveler and go through TSA screening several times a week around 40 weeks per year. This is the first time I've every had a negative experience and this is my first complaint.

When I exited the scanner, I was told there was something indicated in my left pocket and he would have to pat that area. I said fine even though I know nothing was in the pocket. I was asked to step aside and then Agent (b)(6) said he would have to give me a chest and adomen pat. I thought that was weird for something that was supposed to be in my left pocket. Immediately, when he finished he said he had to do an inseam frisk. I aske why and he said it was just policy. Before I could say anything he ran both hands up my inseam from my knee and firmly into my crotch. I told him, that was not policy and he seemed to be enjoying it a little too much. With that he said he also had to do it from the back, hum, same inseams from front and back. He again, ran both hand from my knees and again firmly into my crotch. I then told him he was totally out of line and that I had been through hundreds of screenings and numerous pat downs and never had any agent do that. Especially for something identified in my left pocket.

2/27/2013 8:06:48 AM He said that if I had a complaint to see his supervisor. I asked where the supervisor was and he pointed to a woman sitting behind an elevated desk about 20 feet away. Her head was down and when I walked over to her she was reading. I interrupted her reading asked for her name and told her what happen. Her name is (b)(6). I asked for badge numbers but she said they did not go by badge numbers and would not give me either number. When I told her what happened she said that it could not have happened that way. I asked if she was call me a liar, she said no but it could not have happened. I asked her how she could know that when he had her head buried in reading material. She had no response to that. I told her I want to file a complaint and she gave me a card to fill out to give back to her. I told her that did not make sense since she already indicated she did not believe me.

Again, this is my first complaint and hundreds of screenings by TSA agents (b)(6) was totally out of line and I have a senous concern that he is misusing his authority for a little personal sexual gratification.

I trust the TSA will do something about this rogue agent to keep him from doing this to other passagers or some child in the future.

(b)(6)
HYPERLINK (b)(6)

2/27/2013 10:06:31 AM Just watched the pat down, Your agency did on a three tear old child in a wheel chair. Utterly discgusting!
I fly our unfriendly skies as well And if you think for one second that behavior is appreciated in the name of safety you are mistaken!
You need to come up with some different rules and approaches for children period ! Your methods are ridiculous

(b)(6)

From: (b)(6)
Sent: Wednesday, February 27, 2013 12:17 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client ID: (b)(6)
Date Time: 2/27/2013 12:17:14 AM

2/27/2013
10:06:54
AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

pat down due to implanted medical device and sterile medical equipment problems

Comments:

Sir, I am disabled by a chronic illness and have a medically needed implanted device with a complex computer system in the implant. I can not go through X ray, my MD and medical device company have told me not to use the Advanced Imaging I am a cancer patient and I have flown twice in the past three weeks. I am very uncomfortable with addition X-ray exposure. On a trip leaving Orlando, I requested to go through the older metal detector to avoid X-ray exposure, explaining that I am a cancer patient. I am also a ClearMe customer so have advanced checks on file. I was told I had to have a pat down. This was performed in full view of not only other travelers but also my three children. I carry a card which states I have a port implanted in my chest for chemo (cancer/chemo patient).

2/27/2013
12:03:42
PM I was told because I asked not to go through the X-ray, I had to be patted down-no matter what. My flight home and my next flight, I avoided the pat down and embarrassment and walked through the X-ray. My kids were sad and thought I was hurting myself which is exactly what I felt. And on top of that, because of my implanted port, they still did another check! At what point do the TSA agents use some common sense?

There has got to be another option. A letter from my physician? Doesn't ClearMe provide advanced background checking which should be enough?

This is both an embarrassment and a health hazed to me.

(b)(6)

Disability Description: The caller had total knee replacement surgery.

Information Request: The caller does not want to receive patdowns when airports do not have AIT, as he will alarm the WTMD. He wanted to know if there was anything else he could do, as he believes that the patdown violates the 4th Amendment.

Response Details: Advised Caller:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

2/27/2013
2:06:01
PM If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

Caller's mother has had a knee replaced. The metal detector typically alarms when she goes through. She doesn't want to go through the AIT because she doesn't want the radiation. She doesn't like the pat-down. Are there any other options for her? Her husband was in the Air Force for thirty years and she is a low-risk passenger.

I advised that all passengers must be screened. The options are the WTMD, AIT, and the pat-down. If there is an alarm when the passenger goes through the equipment, then the passenger must be patted-down to resolve the alarm. She can opt out of the AIT, but the pat-down is the alternative.

Caller advised that her mother's concern with the AIT machine is with the amount of radiation and when they were last calibrated or checked. How can she get this information?

2/27/2013
3:27:23
PM

Advised that the specifics regarding the amount of radiation emitted by the machines is addressed on the TSA website. The information regarding when the machines are calibrated will not be posted as it would create a possible vulnerability. That information will not be made available.

Can she make suggestions about these issues?

I advised that TSA does review complaints, especially if it is for a particular airport.

Caller advised that the pat-down is not a pleasant process.

Caller never did specify that there was a particular issue at any specific airport.

Caller flew from PHL to LAS on 2/23/13 and when she was going through the AIT the nice lady told her to raise her arms a little bit more and when she did she screamed because her shoulder was hurt. She stated that the gentleman asked her if she had an injury and she said yes. She stated that he told her that all she needed to do was to tell the officer that she had a shoulder injury and she would be able to get a patdown and she told him okay and thanked him for telling her that because she didn't know.

Caller was going home this morning from LAS and she told the officer she had bad shoulder injury and the lady said okay fine and that she would be patted down. She stated that when she went to be patted down the officer asked her if she was wearing lotion and she told her no but she had gotten a spray tan earlier. She stated then another lady came out and the lady wouldn't give her her name and the officer told her to get back here now and don't ask any questions.

The caller stated that she told her what the officer at the other airport had told her to just tell the officer she had a shoulder injury and they would do a patdown and she states that the lady told her to hush or she would go to jail. She then frisked her again and patted her down again and then told her she could go.

The caller started to leave and then she went back to where a woman was sitting behind glass and asked her what the other lady's name was and she told her no she wasn't getting her name so she asked what her name was and she finally gave her her name and her boss's name, but not the lady that was the rude screener.

She stated that she was abused in this situation and is in more pain and emotionally upset that she cried during the whole flight.

Her husband stated that they are looking for a reassignment of agent, reprimand or for TSO to be fired.

Advised Caller:

2/27/2013
5:18:28
PM

I apologized to the caller about this happening.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Time: 11:30 PM

Date: 2/26/13

Flight Time: 12:23 AM

Airport Left From: LAS

Airline: United Airlines

Flight #: 1254

Email: [b](6)

Terminal: 3 Domestic

I just flew 2/26/2013 from Jacksonville to Atlanta to Detroit and experienced some really bullshit things that happened.

When I got my golf bag in Detroit last night it smelled really funny, never happened before.

I got home and found my shaving bag containing a pump hair spray was loose and leaked. I also found another small liquid container was nearly unscrewed, spilling nearly all its contents into my shaving bag.

2/27/2013
6:11:49
PM

Your employees are the worst and have no sense of responsibility towards other people's property. Every one of your wretched employees need to be shit-canned and start over with people who appreciate their job. My friend had his golf bag rifled through as well and it was not fastened properly to its intended format.

The only bright spot was I didn't have to endure a dehumanizing grope session by your many drunk with power idiots. I just had to go through the porno Rapiscan.

Thanks for nothing.

I simply wanted to add my voice to masses of Americans who are fed up with your horrible employees, senseless policies, utter lack of leadership and very little accountability. The latest incident with the 3YO being detained for a pat down was a complete joke. It looked like the 3 stooges, complete with improper separation of the child from the parent, no one knowing why or what prompted the pat down, and NOT KNOWING THE BASIC RULES that even the flying public is well aware of.

You cannot train your employees to perform a fairly simple job, over and over we see examples of TSA making up rules and twisting procedures in order to bully passengers.

2/27/2013
8:04:02
PM

The flying public knows more about medical and children's issues and yet the TSA will insist their fabricated rules are law.

It seems that part of your mission is to annoy and publicly humiliate passengers. Having your clothing rearranged and your private parts groped in public? Order you to stand in a glass box (without explanation, reason) like a criminal in full view of the entire airport while you miss your plane? The worst part is the number of employees you have that take great delight in humiliating and being disrespectful to passengers, where do you recruit from? Is there some "Hire a sadist" service?

You conduct this service unprofessionally and without the least bit of concern for the innocent folks who are forced to submit to your bumbling invasion of privacy, rights and sensibilities. You have no respect because give none.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 2/27/2013 9:41:19 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hi,

2/27/2013
10:03:48
PM

While undergoing security screening at Charlotte int. (CLT) I was informed by TSA officer that passenger scanner(the thing were you hold hands above head) is using sound wave, ultrasound technology. My previous information from media was that the apparatus is using millimeter wave (microwave radiation) technology. Can you please provide more info about this subject to the security officer?

The security officer that made the statements is (b)(6) at checkpoint D, about 9:20pm on 2/27/2013.

Thanks

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: I apologized to the caller and told the caller TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

2/27/2013
10:17:52
PM

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

Incident Details: Caller s 79 year old mother flew (b)(6) flew from Sacramento to Nevada. She was in a wheelchair. She went through the screening machine and was told that she needed a patdown. She was taken into a private room. She has had four injections of cortizone in her spine and her back hurts. She told the TSO that she was patting her down that she was patting her too hard and it was hurting her back. She did not stop and continued to pat her down in this manner. They determined that it was the sweater causing the problem. Her mom was in tears at this point and did not ask for a supervisor. She does not believe this is discrimination, just poor customer service.

To Whom it may concern:

I just flew out of LAX the 24th of Feb. I had, by far, the worst experience going through security there and am very sorry I was not able to get names! I am a Marine wife, stationed in Okinawa, Japan, and I take great pride in our country. My husband is willing to lay down his life in order to protect the prestige of the US, and I have to live daily with the fear of his death for the same reason. My husband and I not only sacrifice our lives, but at times we sacrifice our rights (restrictions enforced by the Military) so this country can remain free.

These Security Officers come into contact with thousands of people each day, American Citizen or not. These Security Officers represent America to each person they come in contact with, just as my husband does as a Marine. Therefore I take it personally that these disrespectful people were given a job in this type of field demanding a very important role that they are not able to achieve. I feel that the Security Officers at LAX either do not understand the importance of their job or they just don't care. I am immensely disappointed at the poor representation of the United States the Security Officers at LAX gave, and I would appreciate it if there was a strict sifting of workers at LAX in order to promote a better face of the TSA and ultimately the US.

There were a few issues that bothered me, as I was going through security. First of all, there was a lady who was trying to get through security quickly because her flight was going to leave in approximately 30 minutes. She protested the AIT screening by requesting a pat down.

There was a female Security Officer standing in the vicinity, however the traveler was waiting for about 5 minutes before she asked if a female was coming to perform the pat down. What resulted was quite frankly unacceptable. The female Security Officer finally accepted her duty of performing the pat down with a roll of her eyes and a poor attitude. I am not a confrontational person, that is why I go along with the security measures, even if I do not agree with them. However it was that woman's right to request a pat down and the Security Officer's job to perform it in a timely and respectful manner. I feel like that woman was severely disrespected and I would not want that to happen to me.

2/28/2013

8:12:54

AM

The second thing that bothered me was the degrading attitude of most of the Security Officers in the security area. They were yelling their instructions out in an extremely ridiculing manner. I was intensely offended by this. As an American Citizen, if I am to be forced to go through these sometimes very ridiculous security measures, I do not think it is too much for me to expect to be at least treated with respect. I understand that these officers have to do their job to promote safety for all traveling through the airport and airspace, however if they can't even treat me and others around me like a human being then they need to find another job.

The third thing that irritated me was again the Security Officers'

disrespectful attitude, but this time towards the international travelers. These people were not American Citizens, potentially couldn't understand much English and were obviously confused about the security measures. The security officers weren't much help. They lost their patience much too easily, and the tone of their voices giving instructions to put certain personal items in the bag was inexcusable.

As I stated above, I am a Marine wife stationed overseas, so I understand the importance of public affairs with our international counterparts. These people were most definitely in the US on business or pleasure, so they were bringing money into our Nation's economy. Beyond that, I feel it is very important for these people to be treated just as respectfully as the next person for the sole reason of being Human. That is the essence of America, we treat people fairly, whether or not they are American Citizens. Let me clarify that I understand that they do not have the same rights as American Citizens, neither do I want security measures to be lowered for them, but they do have the right to be treated respectfully. The Security Officers have the duty to give them that respect.

Please, forward this to the appropriate authority at LAX as well as the heads of TSA. I feel very strongly that this is an issue that needs to be addressed asap. I hope that TSA believes in quality security and customer service. That is why I demand a more thorough screening of employees of TSA. Obviously background checks aren't enough, as the news has reported severe crimes carried out by TSA employees. I go further in reporting to you that it is not enough, because many of your employees are not fit for this job because of their poor, if you will, "customer service" skills. Please do not use the excuse that these men and women are Security Officers so that for some reason excludes them from having to be respectful. I have given my argument and examples of why I feel you need a change in your service, please do not ignore it! This is very important.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 2/28/2013 9:10:54 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 02/28/2013 8:30 AM Airline & Flight Number : Delta 1966 Checkpoint/Area of Airport : E15 TSA Employee: (If Known) :

2/28/2013 10:06:11 AM Comment : First of all, why in the world are there no body scanners in this terminal of DFW?? If we are going to continue these intrusive screening procedures, there must be some progress on these antiquated and invasive pat downs. The TSA agent was rude and condescending and this is so unnecessarily time consuming for a traveler like myself who travels every single week. We can do so much better than this!! I shudder to think what my experience will be when the number of TSA agents is reduced.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller sent a written request to get a canteen back that was taken from him going through the checkpoint. (Caller later stated he filed a claim or sent an email to CMB to retrieve his item?)
Incident happened at the FLL airport, he had less than 8 oz. in the can and was given the option to check his bag and stated he didn't have time to leave the line because he would miss his flight.
Caller said he contacted the CMB and hasn't received a response.
Caller said he felt harassed by not allowing him to take his canteen through the checkpoint and TSA stole the item.
States he has Prostate cancer and he has incontinence and he was taken to a private room for screening in Italy. can he contact the consulate? Asked the screening process if he is wearing one through the checkpoint?
Caller mentioned the TSA and following the 4th amendment.
States his sister is an attorney and doesn't want his rights violated.
Caller requested information via email.

Response:

Prohibited items left by passengers at airport security checkpoints are referred to as voluntarily abandoned property (VAP). Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States." The Transportation Security Administration (TSA) does not seize or confiscate personal property from passengers. Generally, when a Federal agency determines that it has excess personal property, it reports the excess to GSA. GSA then determines whether there are any Federal requirements for use of the property. GSA often sells at public auction any VAP with commercial value or an estimated value that exceeds the cost of care and handling. However, if the property has no commercial value, or the estimated cost of its continued care and handling exceeds the estimated proceeds from its sale, it may be destroyed or donated to a public body by the agency.

2/28/2013 TSA does not sell VAP. TSA typically donates non-hazardous VAP and disposes of hazardous VAP in accordance with Federal and local laws and regulations.

2:47:45 PM TSA security screening personnel make the final decision on whether to permit certain items into the sterile area of the airport.

Adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft, TSA policy is to afford passengers professional and courteous treatment.

To facilitate future screening experiences, we strongly recommend that passengers familiarize themselves with the information available on our Web site at www.tsa.gov.

Advised caller TSA isn't a law enforcement agency, only responsible for screening of baggage and passengers prior to boarding a flight.

Explained to caller he always has the option to speak with a supervisor at the checkpoint if there are issues.

The caller traveled from LAS to BLI with Allegiant and didn't want to go through AIT so he opted out for a patdown. He was directed to an area for a patdown and had to wait 10-15 minutes before a supervisor came over to explain why he was having to wait and then another 5-10 minutes before a male officer came over and did the patdown. He explained that the wait was because he had just came in for his shift.

I explained that they would have had to wait for a male officer to do his patdown.

2/28/2013 The caller's main complaint was that he wasn't able to keep a line of sight on his property and I explained that:

3:16:15

PM

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I explained that I would note his complaint for review.

Caller flew from FLL airport. Caller states that the TSA Supervisor there took her license and photographed it after she told him that she was going to talk about how she was treated there with someone.

Caller says that the supervisor spelled his name as (b)(6) and didn't give his badge number. She states that she was going through the line with a carry-on that she put on the belt. She put her jacket and purse in the bin. Caller says that when the TSO said to go thru the x-ray device, she said that she wanted to go through the other device. Caller states that the TSO said she would have to have a patdown. The caller told the TSO that she was 77 and asked why a patdown was necessary.

Caller says that he insisted on doing a patdown. Caller states that the TSO told her to lower her voice or she would turn her in to the police. Caller says that a female TSO did a complete patdown. Caller says that she is upset. She states that 2 men and 1 woman TSO watched while 1 woman TSO did the patdown. She flew with AirTran (b)(6)'s her daughter (NOTE: and was on the phone part of the time). Caller has bronchitis and other medical problems. She has been put on 3 new medications the past few days. Caller feels that the TSOs were very harsh. Caller says that initially she was told by a different TSO that because she is over 75, she would not have to take off her shoes; and she thought that was nice in spite of the patdown requirement.

2/28/2013 4:25:40 PM
Advised caller:
We regret that you were not satisfied with the service you received.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: FLL to Pittsburgh
Flight date time: 2/28 11:23am
Flight #: 301
Airline: AirTran
Airport: FLL
Gate: Terminal: C4
Email: (b)(6)

Caller wants to report her property missing. She flew on Feb. 9th from BNA to RDU on Southwest Airlines around noon. She could not stay with her carry-on because she was screened in her wheelchair. To do so, they had to move her out of sight of her carry-on property. When she arrived, she discovered that her camera was gone, along with a gold ring, hoop earrings, and a bracelet. This was in her carry-on and this disappeared during her pat-down in the wheelchair.

Caller made a claim with her insurance but she was advised to file a claim with TSA. She does not now have the particulars of her flight.

I advised caller that I would send her a claim form and that I would forward her issue to the CSM at BNA for appropriate action. I asked caller for her flight information, but she does not have it at hand. She advised that she would include all of that information in the claim form I would send her.

2/28/2013 4:51:27 PM
I asked caller if she had contacted law enforcement.

Caller advised that she would, but should she contact them in Nashville?

Yes.

I advised caller that, since she does not have her flight information in hand, I cannot send her issue to the CSM for further review. However, if she wanted to recontact the TCC with that information, we could then send it up. I sent caller a claim form via e-mail.

Dear TSA,

My name is (b)(6). On February 26, 2013 I was traveling out of Atlanta, Georgia, International Terminal. When I went through security I opted out of the screening, as is my option. I always choose to opt out because I have a medical port and always get selected for a pat down anyway.

When I opted out I was told to stand to the side and wait for a female to be available. I asked to move about three feet so that I could keep an eye on my belongings. The employee that was speaking to me told me I could not move. I replied that he could cause me to loose my belongings, as I could not see them. He further said that since I was the one that opted out, the TSA had not caused anything. Obviously, he felt as though I had opted out and should be punished for it.

2/28/2013 7:11:55 PM I had a large sum amount of cash in my purse and was very uncomfortable not being able to see it. As you know I could not have put this money in my pockets as your pockets are required to be empty.

This employee's name is (b)(6) according to the co-worker of his that performed my pat down.

I do not think it is right that TSA agents take it upon themselves to treat someone that opts out rudely, or punatively. Nor do I think it is appropriate that I should have to risk losing cash, because I can not see my personal belongs. What would you reccommend I do next time?

Respectfully,

(b)(6)

(b)(6)

Wharton San Francisco

(b)(6)

San Francisco, CA 94105

(b)(6)

To:

Vice President/General Manager

2/28/2013

Covenant Aviation Security

8:18:43

PM

1350 Old Bayshore Hwy, Suite 540

Burlingame, CA 94010

CC:

Transportation Security Administration

San Francisco International Airport

President of US Airways

Governor Jerry Brown

Fortunately we have a sense of humor...

We recently took a dive trip to the Caymans .. as we have been doing for almost 20 years.. and packed the same stuff we've been packing for all that time. We returned to the US thru Charlotte, and were a little "perplexed" by our screening experience.

3/1/2013

8:09:47

AM

Now we're both over 70.. my wife happens to be over 75 so she didn't have to remove her shoes, but we dutifully emptied our pockets and had our toiletries in proper plastic bags etc. and passed through the full body scanner, only to then be subjected to a full "pat-down" on the other side of the scanner, complete with a drug wipe (?) of our hands - while younger folks were passed thru without those procedures...

So, tell me, are retirees now viewed as the "imminent threat" ?

Oh yes, and the baggage inspectors (initials (b)(6)) had problems releasing the webbing "quick disconnects" on our equipment bag so they either broke the connector off, or un-threaded it (much more complicated than releasing it) and then tied it in a knot with tape.. not a big issue.. but shows a certain lack of concern for other people's property.

OK, I'm thru "venting".... Have a nice day

--

Feedback Type : Security Issue

Categories : Pat-down; Missing or Damaged Items Current Date Time : 3 1 2013 12:30:30 AM Airport : EWR - Newark International Date Time of Travel : 11 20 2012 Airline : Flight Number : BA # 188 Checkpoint Area of Airport : security lanes TSA

Employee: (If Known) :

3/1/2013

8:10:24

AM

Comment : since I refuse to go through your imaging device, I was patted down; I was not allowed to move my carry-on items myself. I had my notebook and my phone in one container, my coat, shoes and liquids another, as ordered, and one carry-on and a computer bag. The lady who patted me down, quite a way from my belongings, asked a colleague to move these. My notebook and coat, shoes and liquids I found in on container, combined. My (old) phone, a Sony Ericsson, was missing. When I noticed, your employee was gone, and I had a plane to catch. It was an open phone, and my T-mobile prepaid had still ca. \$50 on it. I assume you have a lost and found? I would like my phone back, with the sim card.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Caller has an insulin pump and travels extensively for work, goes through the process each week and his hands are swiped with a swab. Today it showed positive and he had to have a patdown. The most invasive patdown he has had. Agent said it could have been gasoline where he filled up the rental car or washed his hands in the restroom that caused the positive test.. One of the agents swiped his private area 6 times, most of the time he has to have the same procedure, but, it felt really invasive today and he states there were 3 agents and they were very professional and explained each step of the process and the screening was performed in a private area. He asked if there is some way he could be screened without going through that process again and will be flying again next week?

Caller said even though the TSOs were very professional, he felt violated even though he understood why it was done.

Flew from GRB and went through the AIT for his screening, states he didn't ask to speak with a supervisor at GRB.

Asked if there is something that can be done to prevent him from having to go through that process again because he is a professional who travels extensively. Caller states he has had worse experiences in the past and doesn't know if the TSOs have received more training or seen more of the pumps to become familiar with them, but, the screening has gotten better over time.

3/1/2013
9:37:52
AM

Response:

Apologized to caller for his experience.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller states she flew from Buffalo and asked for a pat down. She was separate from her carry on about 4 minutes. She had an envelope with 3 money orders missing from her carry on. She filed a police report. She wanted to speak to the CSM at Buffalo.

Airport: Buffalo

3/1/2013
10:50:17
AM

Advised Caller:

We got disconnected so I called her back at 11 am and gave her the name and phone number on her answering machine.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/1/2013 8:43:50 AM

Airport : LGA - LaGuardia

Date/Time of Travel : 03/01/2013 8:15 AM Airline & Flight Number : AA 319 Checkpoint/Area of Airport : D Concourse Pre-check lane TSA Employee: (If Known) :

Comment : This isn't exactly a complaint, but perhaps a request.. I have metal implants in my spine that have been setting off every metal detector since the sensitivity was changed following 9/11.

I have been really happy that since Pre-check was made available, I have rarely set off the metal detectors as long as I have no other metal on me at all (no belt, no metal in shoes, etc.)

Today I once again set off the pre-check metal detector and I assume adjustments were made.

3/1/2013

10:50:35

AM

My only request is to please evaluate the sensitivity settings and be sure they are at the intended level and consider those of us who are right on the line for setting off the machine. Obviously they need to be set to levels that are adequate for security.

In other airports when I have set off the alarm in pre-check, they have only done a swab of my hands as additional screening. At LGA, I received a full pat-down. It would be nice to have consistent procedures, especially if it's possible to avoid the invasive pat-down.

Everyone at the checkpoint was friendly and efficient, so no complaints there. In fact I have always had a positive experience at LGA. Thank you for listening!

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller will be traveling to Europe in June. Can he wear a money belt through TSA security?

3/1/2013

12:40:59

PM

Told caller

He could take a money belt in carry on or checked luggage. I told him if he wore it through the checkpoint, if there was an alarm during screening then he would have to have a patdown to clear any alarm.

He could ask for a private screening, let the officer know he was traveling with cash and they could give him a private screening as well as his money but they would have to give him a patdown for his screening.

Caller said in SFO he opted out of the body scanner and wanted a patdown. Caller stated he is a businessman and he travels frequently. Caller said a TSA manager was asking him several questions and then rephrased the question. Caller said someone in a suit came up to him in a rude manner and asked to speak to him. Caller said he asked this person if he had to speak to him. Caller said the man was wearing a badge. Caller said the man told him he did not have to speak to him, so the caller said he told him to go away. Caller said this man proceeded to shut down two checkpoints. Caller said they shut down the checkpoints because he refused to talk to the man. Caller said the man said he was refusing a patdown and the police were called. Caller said he was not refusing a patdown, that he was waiting for his patdown. Caller said he was recording the situation on his iPhone. Caller said he feels his civil rights were violated. Caller said all the TSOs refused to provide him with a name. Caller said the TSOs gave false statements to the police. Caller said evidence was destroyed. Caller said he was recording audio and video and the TSO turned off his phone. Caller said he has a 13 minute video that shows he was complying with the request of the TSO. Caller has given this information to his attorney and has posted this video online. Caller said he wants information preserved, caller said he is filing paperwork to get the video of the screening incident because he is planning to file a civil rights lawsuit. Caller was flying on Alaska Airlines AS307. Caller said he feels this was caused by a TSO who did not like him and this caused the escalation of events. Caller said his luggage had already been screened. Caller said they brought his luggage to him and told him to hold it even though he had not been screened. Caller did not want to take his luggage because he felt that he would have to undergo more screening if he took the luggage back. Caller said the TSO just dropped his bag on the conveyor. Caller said the TSOs colluded to create evidence against him. Caller states this is a Civil Rights complaint. I asked the caller how he felt it was a civil rights complaint and he only said because of what he went through.

3/1/2013

2:52:41

PM

I told the caller that

Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I told the caller I will forward his complaint to the CSM. I also told the caller to get the video preserved. I do not know what forms he needs to file to have that done and I referred him to the CSM. I told the caller that I am documenting his complaint.

I also told him he needed to contact the Office of Civil Rights for his complaint.

Office of Civil Rights: 877-336-4872

Disability Description: Caller's wife has autism.

Information Request: They are flying from LAS tomorrow and want to know what they can do to make the screening smoother than it was last time because she has autism and has to have additional screening due to not having proper ID.

Response Details: I explained to the caller that when they get to the checkpoint, he should tell the officers that she does have autism and cannot be separated from him. He should also tell them that she does not want to use the AIT. Passengers can opt out of the AIT and choose to have a patdown.

There are some options on how screening can go. He can go through first, then she can come through, have her patdown, then he can step back around and go through again. He would need to be screened again, but he should not be more than a few feet from her to do this.

If he doesn't even want to be separated this much, they can both request a private screening. They can be taken to the private screening area together and both have a patdown. This keeps them together through screening.

These are some options they have. The most important thing is communication with the officers. They will still be screened, but they can provide the officers with the best way for them.

3/1/2013
3:24:55
PM

TSA Cares, if notified 3 days prior to the flight, can provide assistance or simply notify the officers at the checkpoint. Sometimes someone may come and actually help them through. Other times, they may just let the officers know the passengers are coming and their special needs with screening. To do this, he should call us 3 days prior to the flight and provide us with his flight details. We will then escalate this to a disability expert. He should keep this in mind for future flights if they are ever concerned of this happening again. At this time, it is in the afternoon and his flight is tomorrow, so he can call the TSA Contact Center at 866-289-9673. When he gets their IVR, he should select option 5 and enter airport code LAS. This will provide him with the phone number for the CSM at LAS. He should let them know what is going on, so they may be better prepared for tomorrow.

I understand that this time she did not have proper ID and that requires additional screening. However, she still has needs as well. Additional screening can be conducted while keeping the passengers' needs in mind as well. We don't want to upset her or cause her to become anxious.

Sent e-mail.

Incident Details: When they flew from Portland to LAS, they had a hard time. He had booked her ticket in her married name and her ID has not been updated. She had to undergo additional screening. He told the officer not to separate them, but they were separated anyway. She told them she did not want to go through the AIT, but they told her she did not have a choice. She was really stressed during this process. Caller says they normally do not have a hard time, but the officers told them that because she did not have proper ID, they didn't have any rights. In the previous flight, he did not tell the officer that she had autism.

Disability Description: Caller has an insulin pump and was flying through AUS.

Response Details: Advised caller that I would submit his complaint to our disability expert so that they may review the policy and attempt to better assist him. Advised caller that the procedure that he went through was standard policy, however.

Incident Details: This is not because he feels that he was discriminated against. Caller is complaining about the procedure and is wanting to know if there is a way to fix.

3/1/2013
3:34:04
PM

Caller has an insulin pump and travels extensively for work, goes through the process each week and his hands are swiped with a swab. Today it showed positive and he had to have a patdown. The most invasive patdown he has had. Agent said it could have been gasoline where he filled up the rental car or washed his hands in the restroom that caused the positive test. One of the agents swiped his private area 6 times, most of the time he has to have the same procedure, but, it felt really invasive today and he states there were 3 agents and they were very professional and explained each step of the process and the screening was performed in a private area. He asked if there is a way he could be screened without going through that process again and will be flying again next week?

Caller said even though the TSOs were very professional, he felt violated even though he understood why it was done.

Asked if there is something that can be done to prevent him from having to go through that process again because he is a professional who travels extensively. Caller states he has had worse experiences in the past and doesn't know if the TSOs have received more training or seen more of the pumps to become familiar with them, but, the screening has gotten better over time.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/1/2013 11:12:17 PM Airport : PHL - Philadelphia International Date/Time of Travel : 03/01/2013 1:40 PM Airline & Flight Number : WN 2688 Checkpoint/Area of Airport : Terminal E TSA Employee: (If Known) : Best Comment : While serving as a TSA enhanced pat-down screening witness, I observed the screener laughing and joking inappropriately with the passenger. I advised the TSA screener to avoid fraternization and stick to the screening, and she told me that she was providing the passenger with "a free massage." I advised a supervisor under "see something, say something" right away that I was observing sexual advances during the pat-down screening.

Perhaps more disturbing is that, during the ensuing action taken by the supervisor (who had brought me with her to formalize the complaint), another TSA employee (Washington) obstructed by pulling me away from the conversation with the supervisor. During this time, he selected my laptop computer (after the screening) for additional screening. Despite his efforts, I was able to continue to make my complaint, but I am concerned that he may have been attempting to intimidate a whistleblower, obstruct an investigation, tamper with a witness, and divert resources from true security screenings towards re-screening someone that was known to pose no threat.

3/2/2013
9:38:28
AM

After the altercation, I was advised by the passenger that Best had approached her again and said suggestively "Have a nice day, babe."

I believe four violations took place here: first, inappropriate sexual suggestive comments during the pat-down screening, obstruction of a security enforcement action, sexual advances after the screening, and lax/inconsistent screening procedures adherence. I would like TSA to treat each of these as a separate complaint for enforcement and reporting purposes.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Name: (b)(6)

Phone #: (b)(6)

Mailing Address: (b)(6) Erlanger, KY 41018

Email: HYPERLINK (b)(6)

What happened?

3/2/2013
10:59:35
AM

When I went through the full body scanner, I was asked to wait to the side. The male TSA agent asked me if I had anything in my back pockets. I said, "no" and reached in my pockets to double check. There was nothing there. He said he a female TSA agent would have to come over and swab my back pockets. When she came over, she swabbed my back pockets using her hands and the round disc. Then she swabbed the palms of my hands. After waiting a few more minutes, I was told by the male TSA agent I would have to go through an additional screening. They had an agent pick up all my personal items and take them to another area where I waited. I asked the TSA agent why I was being held. He had a male supervisor come over and tell me they found TNT on the swab of my hands. Of course, I told them that was ridiculous and asked if I could see the report or documentation that showed this results. I was told "no, that is confidential". I said, "So I am just supposed to take your word for it?" and he said, "yes". I asked how long I was going to have to wait and was told until they could get the female supervisor to come over for my additional screening. I waited at least an additional 15 minutes for the supervisor to show up. She was Caucasian, looked to be in her 50's, auburn hair and 5'6" tall. She then asked an African American agent to join us. She appeared to be in her 30's and about my height, 5'8" tall. The supervisor told me to come with her and told her to pick up my personal belongings and come with us. I told her that I wanted to be able to see my things at all times, including my purse, laptop etc. The African American agent told the supervisor she did not like my attitude and she was not coming with us. The supervisor told her to get my things and come on. We went to a separate area when I was given the full body pat down by the supervisor. As the supervisor was doing the pat down, the other TSA agent looked straight ahead, which was away from me, did not make eye contact and honestly couldn't have seen any of what the female supervisor was doing when she was patting down my backside. She did the same thing when the supervisor was patting down my front side.

After all this I was released to go. This was an extremely humiliating experience and completely unnecessary!

I have these questions:

What was the TSA agent searching for in a pat down that would not have already shown up on a full body scan?

Caller stated that she contacted Southwest yesterday, and she was informed to call us. She s concerned because she wasn t planning to be on her period, and sure to this, she will have a pad and tampon on. She s read stories on the internet and doesn t think it s fair that she should have to undergo a patdown because of this. She wants to know if she would have to receive a patdown, and doesn t want to be strip searched just because of this fact. She will only be going on an hour flight from Tucson, and thinks that process is humiliating. She wants this to be recorded, because she thinks that additional screening due to her being on her period is ridiculous and humiliating for her, and she wants something done about it, because she is now probably going to have to reschedule her flight because of this.

3/2/2013
11:36:08
AM

Advised Caller:

Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

I told her that there s no way for me to be able to guarantee that she wouldn t receive a patdown to clear an anomaly if it did appear as one, and the patdown would be conducted by an officer of the same gender. We do not conduct strip searches, and they use the back of their hand to patdown sensitive areas of the body over the clothes.

March 1, 2013

To Whom It May Concern:

I have always "opted out" of the X-ray screening machine and have reluctantly subjected myself to the humiliating "pat down" procedure.

I strongly believe that rays from X-ray machines are harmful to one's body! I avoid and have refused X-rays that were prescribed by my dentist and my doctor.

On a recent trip I noticed some travelers were allowed to go through the metal detector instead of the X-ray machine. When I questioned what was the criteria for being able to go only through the metal detector, I was told by the TSA agent that if you are 75 years or older that you didn't have to go through the X-ray machine.

3/2/2013
11:56:59
AM

On my next trip (at a different airport) I informed the TSA agent that I was over 75 years old and showed him my drivers license as proof. When I told him that I wanted to exercise my right not to go through the X-ray machine because of my age, he insisted that age didn't matter and that I still had to go through it.

Don't all the airports abide by one set of TSA rules or does each airport have a different set of rules and procedures? Aren't all the TSA agents trained the same way?

Please send me some paperwork regarding this "75 year or older" rule so that I may present it to the TSA agent on my next trip.

Yours truly,

(b)(6)
e-mail: [HYPERLINK \(b\)\(6\)](#)

The caller went thru the checkpoint at DAL and he had to have a patdown. The caller said during his patdown his laptop was taken for additional screening, and when he was done with his screening he could not find his laptop. The caller requested the assistance of TSO (b)(6) she was rude and refused to assist him in locating his laptop. The caller stated he went back to look again for the laptop and came back and asked for her assistance again and the TSO told him not to speak to her like a child and the caller said it just escalated from there. The caller said everyone else at the checkpoint was very helpful except her. The caller said the other TSO was nice and located his laptop. The caller said he wanted to have this information documented and who else could he speak to. He requested the mailing address to hq.

3/2/2013
12:25:34
PM

Provided the following info from the templates:

I apologized to the caller and advised I could documents his complaint and provide the CSM contact info at DAL. I also provided the mailing address, and apologized to the caller for his experience again.

Dallas Love Field

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Caller states: This is the 3rd time he has called. He is trying to get the CSM manager for the Dallas Love airport but he went round and round with the IVR. He called back and they gave him the CSM number and he got a automated answer. He need to file a complaint on a TSO Supervisor. He traveled yesterday out of Dallas Love on Southwest flight # 503 departing at 11:50AM out of gate 12. He when through screening at 9:20AM. He had to have a pat down. While being screened some one walked away with his computer. Some on had placed a empty bin over the bin containing his computer and had carried it off. He went to help to the TSO supervisor at the desk, (b)(6) She would not help him. She said if you are going to talk to me like a child I will not help you. He said that he was upset as his laptop had just been taken. She was very rude. She shoved her name tag in his face so he is not sure he got the correct spelling. There was another TSO that came bu by the name of (b)(6) which was very helpful. He gave him the number to the airport police and they were able to watch the camera and find his compute (b)(6) just walked away and went on break. He has a letter wrote to the President of TSA and want to talk with the CSM at the airport.

3/2/2013
12:48:31

PM

Advised caller: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. The phone number for Larry Dyess is (b)(6) His email is (b)(6)

I will forward you compliment for (b)(6) to the CSM at the airport and appreciation you letting us know.

I understand that flight crews have to go through ore screening before getting their id as did I for TSA Pre and global entry but when I am go through the biweekly groping for opting out at MGM today and an American Airlines crew all walk through with 24 oz Starbucks it is rather insulting.

3/3/2013
9:16:22
AM

(b)(6)

Friday, February 28th
Between 0710-0720
LGA TSA Security Checkpoint for American Airlines
TSA Officer (b)(6)

Hello-

I travel frequently and always opt out when imaging technology is required for screening. This is my personal choice driven by my convictions.

On this date at the screening checkpoint I politely notified officer (b)(6) I desired an opt-out from the imaging technology being used. He questioned my request and I politely affirmed it was my desire to opt out for a pat down. He called out for a female assist and continued to educate me on the in's and out's of the imaging advising it is less dangerous than being on the airplane.

3/3/2013
9:17:10
AM

I attempted to explain I work for an airline and am in a position to be well acquainted with the technology. He essentially communicated this meant nothing and continued his verbal assault. He was not loud nor obnoxious just very persistent. I felt very uncomfortable. As he continued on I expressed concern that I could no longer see my personal belongings. He did glance at them from time to time advising me they were still there. That was the only positive of the interaction.

He went on and on while he kept yelling out for a female assist. I might say the female officers did not appear to be engaged and were not paying attention. Had they been more alert I could have been saved from the on-going harrassment from Officer (b)(6)

I worked very hard to keep my anxiety under control through the interaction with Office (b)(6) I did professionally and firmly advise him that I was entitled to the opt out and was not going to change my mind. This made no difference in his campaign to convince me my convictions had no merit. Finally a female official rescued me and she was quite professional.

It is my objective for you, and Office (b)(6) to understand I was disrespected and verbally abused that morning. This is simply not necessary in your endeavors to serve and protect.

I appreciate your listening.

Best Regards,

From: (b)(6)
Sent: Sunday, March 03, 2013 10:53 AM
To: tsatcc_do_not_reply@senture.com
Cc: TSAExternalCompliance
Subject: Re: In Response to your inquiry.

Thank you for your generic explanation. However, this does not come close to answering my specific questions!!! Will I get answers to those questions? or do I need to take this to the another level? I would like to have a response from a live person.
I can be reached at (b)(6)

3/3/2013
3:04:42
PM

Thank you,

(b)(6)

On Sat, Mar 2, 2013 at 11:58 AM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com" \"tsatcc_do_not_reply@senture.com"> wrote:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller went through her suitcase that she was giving to her niece. Caller looked through it to make sure that there was nothing inside of the suitcase that she was needing. While looking through her bag she noticed that she had an NOI inside of her baggage. Caller was furious wanting to know why TSA inspected her bag and was wanting to know why the NOI was placed in an outside pocket of the bag instead of right on top of her bag. Caller eventually ended the call.

Advised Caller:

3/3/2013
4:23:01
PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

I can not tell you why the NOI was placed in an outside pocket of the bag instead of right on top. I also am not able to tell you why exactly your bag was searched

Today 03/03/2013 at approx 1400 I went thru the security checkpoint at Gate B in CMH airport. I opted out of the invasive xray systems in use and selected the pat down process. Immediately at the start of the process he started to check my hair. I feel this was done because I have longer hair. My hair is pulled tight against my head so there is no doubt of nothing being "hidden" in my head. I immediately stopped the agent and asked what he was doing and what cause he had to run his hand over my head. I was informed that he needed no cause to feel my head or the tops of my feet. I asked for a SUPERVISOR who told me that it is "standard" procedure to check hair. I told her I disagreed with her and that they do not check hair that is short or tight against the scalp. Since not consenting to the improper search would have prevented me from flying, I allowed them to continue. when I asked for a grievance procedure, I had to ask three times before I was given a comment card. On the comment card it had a place to enter the TSA ID number. When I asked the supervisor I was told her name was Pat and that was all she was required to give me. While sitting there at the TSA check point I saw two others opt out of the xray screening, one was a man with short hair, one was a woman with her hair pulled back (similar style to mine), none of these screening people had their head groped as mine was.

3/3/2013
5:03:24
PM

The card said I could turn the card in at the TSA checkpoint. I saw no secure way to leave a comment card that had complaints about the TSA staff/ procedures so I am sending it to you in an email.

Please contact me at the return email

(b)(6)

3/3/2013 5:03:24 PM Today 03/03/2013 at approx 1400 I went thru the security checkpoint at Gate B in CMH airport. I opted out of the invasive xray systems in use and selected the pat down process. Immediately at the start of the process he started to check my hair. I feel this was done because I have longer hair. My hair is pulled tight against my head so there is no doubt of nothing being "hidden" in my head. I immediately stopped the agent and asked what he was doing and what cause he had to run his hand over my head. I was informed that he needed no cause to feel my head or the tops of my feet. I asked for a SUPERVISOR who told me that it is "standard" procedure to check hair. I told her I disagreed with her and that they do not check hair that is short or tight against the scalp. Since not consenting to the improper search would have prevented me from flying, I allowed them to continue. when I asked for a grievance procedure, I had to ask three times before I was given a comment card. On the comment card it had a place to enter the TSA ID number. When I asked the supervisor I was told her name was (b)(6) and that was all she was required to give me. While sitting there at the TSA check point I saw two others opt out of the xray screening, one was a man with short hair, one was a woman with her hair pulled back (similar style to mine), none of these screening people had their head groped as mine was. The card said I could turn the card in at the TSA checkpoint. I saw no secure way to leave a comment card that had complaints about the TSA staff/ procedures so I am sending it to you in an email.

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Please contact me at the return email

(b)(6)

From: (b)(6)
Sent: Sunday, March 03, 2013 2:12 PM
To: TSAExternalCompliance
Subject: Complaint

3/3/2013 around 1pm Manchester-Boston Regional Airport, United

3/3/2013 5:03:49 PM Upon entering the security checkpoint I proceeded through the full body scan with no issues. However, my pregnant wife, under advisement from our doctor, opted out of the full body scan. Regardless of what TSA says on the safety of the full body scans, its my child and I'd rather opt to be on the safe side so My wife and I supported our doctor on this recommendation. Published by TSA's site the Full body scans are optional.

Upon Opting out, A man, about 6ft tall with short brown hair, my wife was pressured by the TSA Agent to "Opt In". My wife advised him that she was opting out under advisement of her Doctor and he proceeded to pressure my wife saying that other pregnant women go through and its fully safe. After again indicating her wish to opt out, the agent said that if she were uncomfortable that she could opt out. She said she was uncomfortable. I wish this were the end of our issues with TSA. Opting out of a full body scan should be as simple as "I opt out". This should be the end of story. Proceed to Pat down and the TSA officials should not pressure anyone into doing something they already indicated that they do not wish to do.

Continuing to the full body pat down, which we encountered on our first leg of our trip with no issues. It is clear now, that the officials at CLE are much more practiced and well trained.

Unfortunately, during the pat down by a large woman with dirty blonde hair at Manchester, my wife was made uncomfortable. It's my impression that full body pat downs should not be used as a deterrent from the full body scans. A pregnant women, is already uncomfortable with her body. When the agent was conducting the pat down, she could not find my wife's waistband. Anyone who has had a pregnant wife or been pregnant, understands that maternity pants have a band that goes up past their midsection to help keep her pants up. After the "absence" of a waistband, The agent instructed my wife to lift her sweater, which was fine, my wife had a shirt on underneath, the agent continued to request that my wife lift her shirt. This is where the line

The caller says he was traveling from CLL to IAH with United flight #4153 departing at 3:44pm. While going through screening at approx. 3:30pm he was told by a TSO named (b)(6) (badge (b)(6)) that he and his property would need to go through secondary screening because of some new policy about multiple containers of Lawry's garlic salt in his carry on bag. He says that she told a male officer to pat him down 3 times and she came back after testing the containers of garlic salt and said that it tested positive for something but wouldn't tell him what it tested positive for and that he wouldn't be permitted to take it on the plane in checked or carry on baggage and they would need to take it. She did not give him any options to take it back to his car or do anything else with it, only that she was going to confiscate it. He asked her what new policy had to do with garlic salt, what the item tested positive for, and why he needed to go through 3 pat downs but she told him each time that she couldn't tell him. When she said that she would need to confiscate the salt he asked for some kind of signed form showing that it was confiscated and she refused to provide anything.

3/3/2013
7:03:45

PM I apologized for the experience and explained that I would send her information to the CSM at CLL for review as well as send him a claim form for possible reimbursement on the garlic salt.

The caller specifically asked that the CSM contact him back after review the situation to find out what is being done, if anything, her if needed.

Caller states that his fiancée and himself travel first class. Caller states that they fly six times a year and they fly with a dog between Newark and Palm Beach. Caller states that there are two particular supervisors at Palm Beach having a name of Cairo and Hiliard. These individuals give the passenger problems each time he flies with the animal. The Caller states that he has spoken to the customer liaison (CSM Bruce Buchmann) at Palm Beach and he did not get a clear answer. Caller states that the last time he flew, he was embarrassed by (b)(6) and (b)(6) when he was made to sit in a chair like a kid. Caller states that nobody was permitted to speak with him and it made him very agitated. Caller states that he requested a private screening due to the fact that the animal may run or become aggressive. Caller states that he was denied private screening and that TSA does not have a policy for a private screening for animals. Caller stated that he did not want this complaint to be forwarded to CSM Buchmann because they have already had communications. Caller indicated that he wanted the information I have sent to him via email.

Advised Caller:

3/3/2013
7:28:45

PM Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

I never received any satisfaction...in fact...NO RESPONSE when I complained about my entire jewelry pouch being stolen from my purse AS IT WENT THROUGH the scanner at PDX. That was the only time the jewelry was not in my possession. I remember that my laptop was not stopped...though it was still inside the pouch. It was the first time I had taken a laptop on a plane. But my purse was slowed and the agent LOOKED AT ME while he had my purse inside the scanner. Never more to see those items. Never a response when I complained to TSA. The Airport Security referred me to TSA. The circle of lousy security is a complete circle!

My daughter in law had all her jewelry and all her shoes stolen from a suitcase when she left PDX prior to my experience which is why I did not put it in a suitcase!

3/4/2013
8:24:18

AM I refuse to go through the Radiation Booths, hence I get the whole nine yards of "pat down"...while my luggage, purse, shoes and jacket are taken away and I cannot protect them at all! This is all wrong!

Talk about not feeling safe!

(b)(6)

On Saturday, March 2, 2013 I was traveling through Denver international airport back to our home in Las Vegas Nevada. My trip was especially difficult because I had fractured my left hip the previous Tuesday while skiing at Keystone resort. We easily made it through the airport after arrival until we got to security. At security a TSA agent began to insist that I stand from my wheel chair. I said that I could stand but that I would have to use crutches. She said that I would have to go through a full body pat down and the male agents were too few. I said I would be glad to wait. Although following protocol her demeanor was curt, rude, and dismissive. I wanted patiently and then Agent (b)(6) took over to complete the screening.

He was kind, considerate of my injury, and very thorough. His actions were professional and the best example of what TSA is providing in the interest of national security. I took the time to speak to a supervisor, (b)(6) who was equally professional and concerned with both security and the treatment of travelers.

3/4/2013
8:24:24
AM

TSA should be very pleased with these two individuals. They represent the best interests of the American people very well.

(b)(6)
Las Vegas, NV 89128

Sent from my iPad

Hello,

I did not get any reply to my questions .

This e-mail was forward to wrong person in Columbus OHIO, incident happened in Oklahoma

Please send it to right person to take care

Thanks

(b)(6)

(b)(6)

3/4/2013
8:25:26
AM

From: (b)(6)
Sent: Sunday, February 17, 2013 8:58 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Unhappy experience

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) and she started to pat down me again from the beginning

Good Morning,

I would like to share a very stressful and frustrating experience with the security screening process in the Cincinnati (CVG) airport that has become a routine/repeat situation.

I am a frequent traveler- usually from CVG to DCA- bi weekly and a new mother of a 4 month baby. I am trying to continue to breast feed my child- and the use of a breast pump is essential while on travel, as well as the time required to actually pump before boarding my flight. My experience this morning at security was absurd. And, this has become a reoccurring situation as well- my third time with this same experience now to be exact. My breast pump – a standard make/model- apparently causes the alarm feature in security to go off- which then requires the following: my bags to be open/exposed and searched/ a re-run of my bag through the scanners, a personal pat down of me, a search through all of my other bags/computer equipment/purse, etc. All the while- I'm losing precious time to actually pump before boarding my plane. I cannot emphasize how 1) embarrassing this is- to have your breast pump exposed to the entire airport and 2) how stressful it is when you are a working mother who only has so much time in the day to actually pump- which if you do not pump in the right window- your milk will dry up. The stress alone will cause your milk to diminish. I have not had this issue in any other airport that I frequently fly to- DCA and MSP, for example. While I am not blaming the staff, I know they are just trying to do their job. I am asking for some permanent remedy to this ridiculous process that does not allow staff to use their common sense. I am confident that working mothers everywhere who have had, or will have a similar experience, would also very much appreciate a solution to this issue.

3/4/2013
10:03:58
AM

Thank you very much. I look forward to your reply. Details of my flight and contact information are below.

Airport: CVG

Time- about 6.15 am on Monday March 5

My flight: Delta- 7:00 am departure to DCA: flight number: 3368

My contact information:

(b)(6)

From (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/4/2013 9:03:51 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

LAX American pre-screen checkpoint

Comments:

I fly every week on AA to San Francisco and am TSA pre-check status. The full body scan has been recently removed and replaced with metal detector which means that all of us traveling public with knee or other replacements now have to do a pat
February 28, 2013
LFT to IAH (#UA5661W)
Screening Occurred: Approximately 5:00 PM

3/4/2013 11:32:20 AM Caller is wanting to complain about a patdown that he received in LFT. Caller says that his experience was a humiliating one. Caller says that he went through the AIT machine with no alarms going off, but after his screening he was stopped by a TSO. The TSO told him that he was randomly chosen to go through a patdown due to an anomaly that came up during screening. Caller says that the TSO took an extended amount of time to perform the patdown. Caller told the TSO that he would just take his clothes off so the alarm can be resolved. The TSO allegedly retorted with telling the caller to shut up or he'll be arrested. Caller says that he doesn't have to go through a patdown in other airports, and he is wanting information on what happened during his patdown to cause the alarm.

Caller mentions that he is black and the screening did happen in LA. Caller is asked at this point if he believes the patdown was done due to discrimination or if he believes it was racially-motivated; caller declines any belief that it was due to discrimination. Caller does mention that he was going to a funeral and he might have reacted in such a manner due to his emotional state. Caller is just wanting an explanation on what happened during his screening.

Caller wants to get a hold of the director at the Pensacola airport. Last year a juice box was taken from a three year old at the checkpoint. Today, the daughter would not open the bottle of the Enfamil, because it would spoil and then she was told to have a paldown done. This is why the passenger believes it is harassment. The passenger was able to board ten minutes before the flight departed. The passenger was flying to Detroit, Metro. Caller is putting this in as a complaint first and would like an explanation apology TODAY or further measures will be taken.

Informed caller:

Apologized to caller.

Complaint was taken down and will be sent to the CSM at the airport.

3/4/2013
11:49:43
AM

Airport: Pensacola

Airline: Delta

Date time: 720 AM March 4, 2013

Gate: 4

To contact the CSM at Pensacola, call this number back, press option 5 on the IVR, and place the three digit airport code. However, if the caller chooses to call the CSM, then I am not able to send this information to the CSM.

3/4/2013
12:04:28
PM

This EMAIL is in regards to your security on a recent flight that my wife and I took the confirmation # is JJW0Y this flight started on 02/22/13 with flight #UA4753W. before GETTING ABOARD OUR RETURN FLIGHT ON 02/28/13 DURING OUR SECURITY CHECK I (b)(6) PASSED THOUGH YOUR SECURITY SCAN WITH NO PROBLEM SO I THOUGHT THAN YOUR SECURITY PERSON APPROACHED ME AND TOLD ME I WAS CHOSEN FOR A RANDOM PAT DOWN, I THAN ASKED WHY HE TOLD ME SOMETHING CAME UP ON THE SCREEN AND TO BE QUIET ARE ELSE I WOULD BE ARRESTED. AFTER ABOUT FIVE MINUTES OF THE PAT DOWN I THAN SUGGESTED MAYBE I SHOULD TAKE OFF MY CLOTHES SO MAYBE HE COULD FIND WHAT HE WAS LOOKING FOR. SINCE THIS SECURITY CHECK STARTED SOME TIME AGO I HAVE BEEN IN TOTAL AGREEMENT. BUT I THINK THIS WAS GOING OVERBOARD THIS WAS TOTAL EMBARRASING. PLEASE SEND ME SOME ANSWERS ABOUT THIS SITUATION.

Hello,
I'm just curious about the "extra security" I had to go through this past weekend while flying from the Dominican Republic. We left with friends for our trip last weekend flying JetBlue and had no issues. However on our return flight I had been "randomly flagged" for "extra security". Basically my boarding pass has been stamped with SSSS and I was swabbed in the Dominican Republic, and put through the same swab and a pat down in New York's JFK before getting on the connecting flight.

The JetBlue attendant says it happens randomly. I asked a TSA agent in New York about it, and she rudely snipped at me that she couldn't answer why, but I was likely a security risk?

I finally asked the man performing the pat down, who was very professional and kind (much unlike the first TSA agent who initially compared my passport to my boarding pass...), but he again couldn't give me a straight answer as to how one is flagged. Is it truly random? Or have I done something to flag myself?

I'm really just curious at this point. I just found it odd that I had 3 different answers, and even more odd that all of the answers were mostly "I don't know for sure, but..."

Any help is appreciated!

3/4/2013
2:03:20
PM

Thanks,
(b)(6)

PS: As a suggestion, I think it would be nice if the escort could walk you through the entire process. In the Dominican Republic I was basically led through a metal detector and left in a corner confused as to what to do next. (I'm guessing they have their own security agency though). But in New York, the rude TSA agent basically dumped me at one of the image scanners, and I had no idea what to do! I was scanned, and stood around. Finally an agent asked who escorted me in, because they didn't know where my boarding pass was.

All the while, my carry-on and personal affects (wallet, keys, cell phone), sat on a conveyor out of my reach while other passengers walked around it, unsecured. I think that agent who escorted me should have stayed with me, especially since this was my first experience. Also it would have been nice if she could have collected my belongings and secured them while I was being scanned. It's not that anything was taken, but it was left in the open for something to happen, which wasn't comforting.

Again, other than the rude agent, I have no problems with the overall experience. I really liked how the pat-down agent explained everything prior to, and during the process, but info on why I was selected would be great. And what would be even Better is maybe posting signs at the checkpoint areas explaining the "extra security" measures! That too would make the process a little less embarrassing to travelers such as I, who were being pat down in the middle of everything, getting strange looks from other passengers!

Sent from my iPad

3/4/2013
2:42:43
PM

Caller is a frequent traveler from ATL. He always opts out of the AIT and get a patdown. He recently had a patdown at ATL. The officer that done the patdown tested his gloves for explosives and they tested positive. The supervisor re-done the screening and his latex gloves tested negative for explosives. They made a resolution patdown report that had his name and information on it and the results of screening. Caller wants to know how this will affect him as a passenger in the future. Caller became upset because I could not provide him with an answer. He then said that he knew who to contact, said good bye, and disconnected the call.

Advised caller:

The explosive testing tests for materials commonly used in bombs. A lot of materials are also used in other things as well.

We don't have any specific information regarding the resolution patdown report here in the contact center. This may just be procedure and may not even affect him in the future. If he has further concerns he can contact the CSM at that specific airport who may be able to provide him with more specific information about this. I told the caller that I could tell him how to get the phone number for the CSM.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)
Date Time: 3/4/2013 2:49:42 PM

3/4/2013
4:09:20
PM

Name: American Citizen

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): BUR - Burbank, CA 3/2/13 11am, ''

Comments: Rude, dishonest TSA employees. Used dangerous radiation scanners, then performed overly invasive pat downs. Applied unexplained chemical on my hands for no apparent reason. Very Un-American.

Airport: OKC

Date/Time of Travel 2-17-13 530

Airline & flight number: 4067 D2 OKC – MSP Checkpoint/area of airport: East TSA Employee (b)(6) TSM

Compliment/Complaint: Ask for pat-down, during procedure was interrupt by (b)(6) TSM) This assistant She start pat –down again, she was rude, I had to ask for another assistant, as a result I was pat down 3 times during 7 minutes. She should be trained better or do not work with people.

East OKC (b)(6) - Supervisor 2-17-13 -----Original Message-----

From: (b)(6)

Sent: Monday, March 04, 2013 7:18 PM

To: tsa-contactcenter@dhs.gov

Subject: RE: In Response to your inquiry.

1 OKC

2 22-17-13 6 am

3 DELTA 4067 OKC-MSP

4 D2

5 ??

6 425 442 1282

SEE ATTACH, please

(b)(6)

-----Original Message-----

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Monday, March 04, 2013 3:59 PM

To: (b)(6)

Subject: In Response to your inquiry.

Caller flew on 3/02/2013 from Miami to Atlanta and then to Charlotte on Delta flight 240. She is 75 years old and has a bladder port pacemaker. She can not go through the regular electronics. She said that she is always wanded. She had to wait a long time for the patdown. When the officer came to do the patdown she explained the process to her. She said that every part of her body was touched at least twice. She checked two bags and had a notice of inspection in both bags. There was nothing printed or stamped on the NOI's. She did not have the baggage claim numbers. She went through gate 3. She stated that the clothing in her bag was wadded up and put back in the bag and her glasses were broken. She had a clear cosmetic bag that contained her medication in her checked luggage. She she opened her bag TSA had left the cosmetic bag unzipped. She had a bottle of Vicodin Hydrocodone 5 mg that was missing most of the medication. She said the medication was in a bottle that you have to push down on the cap to open. The bottle could not have come open. She has 5 or 6 pills left. She said that there is no excuse for the way she was treated and for the missing and damaged items in her luggage. She wanted a claim form mailed to her.

I gave the following information: Transportation Security Administration (TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger's belongings are returned and not damaged when a bag needs to be opened. We regret if these high standards were not met.

To file a claim you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once the Claims Management Office (CMO) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim.

I mailed her a claim form. I apologized for her unpleasant experience and told her that I would forward her record to the CSM at Miami International Airport for review.

3/4/2013
8:25:54
PM

3/5/2013
8:25:22
AM

From: (b)(6)
Sent: Monday, March 04, 2013 9:49 PM
To: TSA
Subject:

To whom it may concern,

3/5/2013
8:25:57
AM

On 3/2 upon coming back from Cancun and connecting via Atlanta to Fort Lauderdale I had the most unpleasant experience. I have a medical devise called a bone stimulator in which cannot go through the xray machine. I always ask the TSA agent to do a hand check and never ran into an issue until this day. The officer said that I had to have a pat down even though I personally went through the xray machine and cleared. I told the officer that I have done this now for about 40 trips and never had a pat down. The officer was rude and his supervisor (b)(6) was even ruder. He gave me no choice but to have a pat down and was it a pat down...it was humiliating and embarrassing. My wife was standing by my side and she never has seen anything like this as well. I would like to see an investigation into this and someone contact me before I take this to the next step.

(b)(6)

(b)(6)

From: (b)(6)
Sent: Monday, March 04, 2013 10:50 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA Complaint on Lack of Efficiency of Agents at the Boston Logan Airport

Complaint on Lack of Efficiency of TSA Agents at the Boston Logan Airport

3/5/2013 10:05:23 AM I flew at Boston Logan Airport on 03 MAR 13 on JetBlue Flight 687 departing at 1100H. Opted out from the full-body scanner and requested for a pat-down around 0945-50ish and patiently waited for almost half an hour for someone to conduct the pat-down. I was the only person in the pat-down line). During that time, there were about 10 male TSA agents and 3 females behind / pass the full body scanner (13 people behind the security line and 2 people instructing passengers with their liquids/laptops/etc: 15 agents in ONE security lane).

While waiting for someone to pat me down, a two-year old child, a pacemaker, needed to pass through the metal detector but parent had a difficulty making the child pass through because he was crying, and the scenario lasted about 10 minutes. The whole TSA Agent team, including everyone pass the full-body scanners stopped their operation as they just watched the scenario (a couple made indecisive recommendations that did not work).

After the child was cleared, I was still waiting for someone to pat me down. I was patted-down around 1010-1015 (almost after half an hour wait). The person that patted me down was one of the TSA agents pass the full-body scanner, and he was just standing without any action even though the TSA greeter called-out an agent since I got in front of the security lane, which was almost half an hour since I was patted-down.

If there were designated pat-down agents, why was the person that patted me down (Agent's Name: (b)(6)) just stood there for almost half-an-hour? Why did the whole security check operation stopped when a child was being checked?

Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 3/5/2013 9:14:05 AM
Airport : BOS - Logan International
Date/Time of Travel : 03/05/2013
Airline & Flight Number :

3/5/2013 10:05:39 AM Checkpoint/Area of Airport : Jetblue terminal security check lane TSA Employee: (If Known) (b)(6) Comment : While I was waiting for an opt out, TSA agent (b)(6) (latin female with glasses) grabbed my computer from the conveyor belt and started to stack trays on top of it. I noticed this after I FINALLY got a male assist to come get me. I said, "please don't stack anything on top of my computer." She responds with, "I was about to take it to lost and found because nobody claimed it." To which I responded, I couldn't hear you because I was still waiting for a TSA agent to come get me. She then gets an attitude (after piling stuff on my computer -- dope) that she repeatedly asked people if it was their computer. Again, to which I replied, "I can't hear you if I'm not here." She then sets my computer down and says, "you should claim your item when somebody asks for it."

The agent that did my pat down was very nice and apologized on her behalf. I fly a lot and don't need some snotty attitude from a TSA agent who also doesn't respect other people's property. If she worked anyplace else and had that attitude, I would've exploded on her. Miss Authority needs an attitude adjustment. Agent (b)(6) is an embarrassment to your agency. I'm sure she'd be better off waiting tables at Applebee's.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is planning to take a trip and her daughter has leukemia and she has a port in her chest. Caller was wanting information for her going through screening.

Resolution:

Specifically, you were concerned about screening for passengers who have port and catheter devices. Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

3/5/2013
10:55:05

AM

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Advised caller if a patdown is required she would get a modified version of the patdown.

Caller was wanting to know if she needed any documentation from the doctors.

Advised caller that documentation is not a requirement however if she has it she can present it.

Caller thinks that she is on the Watch List, she remembers that she got the carry and concele and she states that she called TSA and asked if she can carry her gun and they said that in checked. So she took it in checked baggage and she states that since then she has been having problems with flying, they have been searching her more and her baggage are always searched or broken. She flew from Ft. Lauderdale to Tallahassee the last time. She states that in Tampa International, she was placed in a machine that she calls the Bomb Box, she states that someone told her that if she enters the machine and she has something that she is not suppose to have it will blow up, she states that it was a lot of pressure and air when inside of that box.

She states that about a month ago, she went through the Metal Detector and she got patted down and she states that the TSA officer told her that she had to have a patdown because she had residue on her gloves from her, and she states that another officer came in the room and preformed another patdown and she states that there was no residue on the gloves of that TSA Officer.

Informed caller:

3/5/2013
12:08:18

PM

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

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Remote Client IP: (b)(6)

Date Time: 3/5/2013 11:19:21 AM

3/5/2013
12:10:47

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): March 2, 2013. Moline airport, leaving on the late afternoon flight (5:20pm), American Eagle, for DFW.

Comments: I am female, 67 years old. I went through DFW screening on Feb 28th, 4 hot spots. The zippers on the bottom of each pant leg. One wrist had watch and bracelet, and necklace. These were quickly checked as the reasons for the hot spots and I was let through. March 20th went through Moline security, same clothes and hot spots, areas checked but I was still required to have a pat down, first ever and very invasive. The agent was professional but I am extremely angry that it was required in that it was obvious what caused the hot spots.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/5/2013 11:13:46 AM

3/5/2013

12:10:51

PM

Name: (b)(6)

Email: (b)(6)

Complaints: inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): March 2, 2013. Moline airport, leaving on the late afternoon flight (5:20pm), American Eagle, for DFW.

Comments: I am female, 67 years old. I went through DFW screening on Feb 28th. 4 hot spots. The zippers on the bottom of each pant leg. One wrist had watch and bracelet, and necklace. These were quickly checked as the reasons for the hot spots and I was let through. March 20th went through Moline security, same clothes and hot spots, areas checked but I was still required to have a pat down, first ever and very invasive. The agent was professional but I am extremely angry that it was required in that it was obvious what caused the hot spots.

Feedback Type : Request for Information

Categories : TSA Pre?" ; Screening (AIT, Patdown) Current Date/Time : 3/5/2013 9:42:57 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a frequent traveller with United Airlines (1K) and have opted in to the TSA Pre screening program through them. I am ALSO a member of Global Entry (b)(6) but have not been selected for TSA Pre screening on any of my past 15-20 flights.

3/5/2013

12:11:45

PM

My GE number is appended to my United traveller profile and I have ensured that my name matches my GE account profile as well. I understand there is some element of randomness per trip as to whether a person is selected, but this seems more than random. Is there any way to check my information with the TSA to see if something is amiss? One clear benefit of the GE program is admissibility into TSA Pre, yet I am being overlooked on each and every occasion despite having undergone the thorough background checks for GE qualification.

Thanks

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller is visually impaired.

Response Details: CCR informed her:

If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog's belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

The officer followed the correct policy but this information will be sent to the CSM for further assistance.

3/5/2013

12:59:43

PM

Incident Details: Caller stated that when she was flying out of Jacksonville she had trouble with a TSO agent at the check point. She is visually impaired and has a service dog. When going through the checkpoint, they left her standing there without telling her what was happening and took her sister away from her to get separately screened. When the TSOs finally returned to her, without her sister, the red haired female officer had her and the dog go through screening. She went through the WTMD first and then the dog followed her in. She did not alarm but the dog did because of the leash. The officer went to do a patdown to the dog and she told her that she was not supposed to touch her dog nor talk to them. The TSO threw her hands up and refused to do the screening and got her supervisor. The supervisor came over and started to talk to the dog like it was a pet and when addressed by the caller, she told her that she was talking to the dog so it would not bite her. This made the caller upset because it is not their job to make the dog not bite, it was hers.

She had no issue on her first flight from Tampa to her destination, and wants to file a complaint because of the way she was treated by the TSO and also how they touched and talked to her dog.

FLIGHT INFORMATION:

Departing Airport:: Jacksonville

Airline:: United

Flight Number:: 4006

Date:: 3 March 2013 @ 12p

Caller states that he was in route from Puerto Vallarta to Phoenix to Spokane WA, with US Airways. he states that they got cleared and picked up their belongings to go through screening. he states that his wife has a pacemaker and she cant go through the AIT she had to wait for a female officer to give her a patdown, they asked her to take off her watch so she did and she states that when she got to her plane she realized that she had forgot it at the tsa checkpoint, he states that this is our fault because we had to search his wife.

3/5/2013 Informed caller:

2:20:54 PHX

PM that he can contact the lost and found or he can call this number back and press option 5 enter the airport code, PHX and get the customer support managers number so maybe they can assist him.
http: www.tsa.gov airport-lost-found-contacts#48
Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Disability Description: Caller stated she has metal implants due to hip and knee replacement surgery.

Information Request: Caller stated she flew from Charlotte NC to Jacksonville Florida with a connecting flight to Tampa on Us Airways. Caller stated she has metal implants and she had to have a patdown and the caller stated the TSO was rough for the patdown and the TSO didnt offer a private screening and she had to lift her arms above her head.

Caller is complaining about the patdown she received.

3/5/2013

2:27:49 Response Details: Advised caller the following information:

PM

Advised caller where she has metal implants and she went through the AIT it showed up as an Anomaly. Advised caller to resolve the anomaly she had to have a patdown done. Advised caller the patdown is done to make sure to clear an alarm. Advised caller the TSO has been trained on how to do a patdown and the reason the screeners us the back of their hands is because the screeners has to get close to passengers private parts. Advised caller she could request to have a private screening for the patdown and she could opt out of the AIT machine but she would have to request this before any of the screening begins.

Apologized to the caller about the experience she had at the airport.

Caller states that she went through screening in Amsterdam and was told that TSA advised the officers that they have to undergo this form of screening. She was subjected to an extremely invasive patdown.

Caller states that the officers there were extremely rude and unhelpful. Caller states that she was flying from Barcelona to Amsterdam to ATL.

3/5/2013

2:48:10 Advised caller that since it occurred in another country there is nothing that we as TSA can do for her.

PM

Advised caller that she may have been subjected to additional screening due to her name matching a watch list or an issue concerning that. But TSA does not tell other countries how they can screen passengers, but they may be incorporating our screening techniques.

Advised caller that she should contact that airport and attempt to get in touch with someone there to file a complaint.

Incident Details: February 14, 2013

ROC to EWR via United (#UA4808)

Farthest checkpoint to the right, two lines share that booth

Caller is wanting to report what she calls a humiliating screening done to her by TSA. Caller says that TSA would not accommodate her wishes for a patdown and forced her to hobble out of her wheelchair into an AIT machine. Caller was advised not to get out of the wheelchair, and if she did, to use her crutches (caller could not use her crutches because they were put into the x-ray). Caller said that she had to go through the AIT machine even though she requested a patdown. Caller asked for a supervisor and was denied that request as well.

3/5/2013

3:29:22

PM

Caller spoke with United Airlines about this issue, but they told her that this ultimately fell under the jurisdiction of the TSA.

Caller says that the number she gave was her evening phone. Caller works during the day at her school.

(b)(6) took over call: 2-14-13 flew back on 2-21-13 called United Airlines and was advised it was TSA issue. Caller stated while going through the checkpoint was made to hobble to the area.

Disability Description: Caller said that they are traveling from Providence to MCO on 3-10-12. Caller said that they have a 2 year old that has autism. Caller said that has issue with being touched and also has a complex where he throws up.

Information Request: Caller was wanting information for getting him through screening.

Response Details: Specifically, you were concerned about screening of passengers with intellectual or developmental disabilities. Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

3/5/2013
3:56:33
PM

Caller was also concerned about him standing in line and being around noise.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. Use of these lanes is not limited to individuals who have physical disabilities. Passengers with cognitive and psychological disabilities who have difficulty waiting in lines also are allowed to use these lanes.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions.

Advised caller that I would email her additional information on traveling with children who have disabilities.

Emailed caller information.

Advised caller that once she goes over the information and if she thinks that she might need assistance that she can call us back 72 hours before the flight with the flight details.

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 3/5/2013 3:10:35 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/04/2013 10:45 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security TSA Employee: (If Known) : I did not write down the name.

3/5/2013
4:01:59
PM

Comment : I had a knee replacement and as a result was patted down in the fort lauderdale airport yesterday. How can I avoid this in the future? Note from doctor? Any other strategy? I am 65 years old and do not prefer this treatment. It did NOT occur in security at BWI on my flight down to FL.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 3/5/2013 3:10:39 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/04/2013 10:45 AM Airline : Flight Number : Southwest Checkpoint Area of Airport : Security TSA Employee: (If Known) : I did not write down the name.

3/5/2013
4:02:05
PM

Comment : I had a knee replacement and as a result was patted down in the fort lauderdale airport yesterday. How can I avoid this in the future? Note from doctor? Any other strategy? I am 65 years old and do not prefer this treatment. It did NOT occur in security at BWI on my flight down to FL.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller wears an insulin pump.

Information Request: Caller stated that she is flying out of PDX on Saturday, and she wears an insulin pump and will also be bringing a back up as well. She is required to request a hand inspection of the device according to the manufacturer, and the last time she did that, she had a horrible experience. She was told that requesting the patdown automatically subjected her to receive additional screening and she did an ETD on the device as well. She has heard inconsistent information from other passengers as well as a supervisor she spoke with the last time she called in and had the information sent up. She wants to know what to expect this coming Saturday, along with information about what the protocol is supposed to be for requesting a hand inspection.

3/5/2013 6:13:35 PM Response Details: I told her that there is no way for me to be able to guarantee that she would not receive additional screening. Our information states that she can be screened either connected or disconnected from the device. She can go through screening as normal, whether it be through the AIT or the WTMD and receive a patdown. She can request a hand inspection of the device and it could subject that for an ETD test. Since I am not at the airport, there is no way for me to be able to tell her why she was subjected to the additional screening, nor would I be able to tell her what to expect at the checkpoint Saturday.

I advised her to contact the CSM there, explain the previous situation to them and the inconsistency that she has experienced with her responses. She may be able to give her more information on what to expect.

Name (b)(6)
Phone
Email

Caller is concerned because she usually approaches the checkpoint in a wheelchair and requests a patdown at the checkpoint. Her purse is generally placed 20-30 feet from her. Caller has concerns that she can not keep an eye on her purse and it can be lost or stolen, and on one occasion her purse was lost for a few minutes. Caller wants to know our procedure for this.

3/5/2013 6:17:51 PM Resolution:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items. This applies to not only passengers with disabilities or medical conditions, but all passengers who are selected for additional screening.

I just had to write to express how ridiculous this new mandate is!!!!

3/5/2013 8:04:59 PM

I cannot believe that to ensure security the TSA makes us walk through metal detectors -taking take off our shoes and belts, x-rays our carry-on luggage, makes us pass through explosive sniffers and be subject to pat downs --all this to ensure the integrity of flights. Passengers are finally feeling safe and believe it is safe to fly and now you are undoing all of this by letting people carry on knives!

You people need to get a life!

The caller stated she departed FLL on February 28th. She went through the checkpoint between 10:30-11am. She ask to wait to until her belongings came through x-ray so she would not lose site of her things. The TSO looked at her and stated: Get in here Maam (referring to the AIT). He then stated: Step out I have to call someone to pat you down. The female TSO made her turn the other way and proceed with the pat down. She had a clutch purse with passport, ID, a money clip with \$100 in it, and her boarding pass. After the patdown, she went to gate E4 and when she was getting the boarding pass she noticed that the money was missing. It was inside the carry on bag. The clutch purse was about 10 in X 4 in. She told the flight attendant who attempted to make several calls that no one answered regarding her situation. She did not have time to go back to the checkpoint because they were boarding the plane. She stated that she wants to let someone know that whoever is doing the x-ray screening at that checkpoint would have been the only one who could have taken the money. She did not have a description of the TSO but she stated that there was a young couple with a child in a stroller going through at the same time behind her is all she remembers. She stated it was really busy. She wants to know if this is on video.

Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

3/5/2013
8:58:27
PM

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, I can forward a copy of this record to the Customer Support Manager (CSM) at that location.

Flight Information:

Airport: FLL
Airline: American Airlines
Flight Number: 709
Carry Baggage
Time: Today at 10:30-11am
Gate: E4
Date: 2-28-2013

-----Original Message-----

From: (b)(6)
Sent: Tuesday, March 05, 2013 7:52 PM
To: TSAExternalCompliance@dhs.gov
Subject: Opportunity for improvement for TSA employees

3/5/2013
10:01:31
PM

On March 4, 2013 I flew out of LaGuardia to Columbia, SC. After passing successfully through the scanning process, I was randomly selected for further testing. My palms were wiped with some sort of paper which was then inserted into a machine, which apparently showed some need for another test. After the test was administered a second time, I was escorted to a private room where my body was patted down. At no time during any of this did the TSA employees explain why any of this was happening. They were civil but certainly not pleasant. They did explain what they would do during the patdown however. After the patdown one of the employees left the room while the other stood in front of the door. I could only assume the first employee left to consult a supervisor as to the next step. After a short wait, the employee returned to say I could go. No explanation as to why I was detained - of course I knew it apparently was because the machine read something in my palms that alerted authorities - no apology for the inconvenience, not even have a nice day. In fact as I was getting my belongings out of the bin, I turned to them to ask how to get to the gate area I would be flying out of, and they were gone. I couldn't believe it.

My reason for writing you is not so much to complain but to suggest a more customer friendly attitude toward those passengers who are subjected to these extra invasive procedures. If nothing else, escort them out of the "interrogation" room. I should probably add, I am a 65 year old, gray haired grandmother - I guess looks can be deceiving - hence the need for all the security measures.

Thank you for the time you spent reading my email and please consider adding better customer service training for the TSA employees.

Sincerely,

(b)(6) Cedar Mountain, NC. 28718

Sent from my iPad

3/6/2013
8:15:14
AM

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 3/5/2013 10:54:33 PM Airport : SAT - San Antonio International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : It is time for a little common sense using a cast scope for every prosthesis. Why is that needed if you have a bounce scatter CT view of your entire body then immediately have 10-15 views with a mini cast scope of the same bounce scatter CT. It is no better than a pat down anyway because the scope does not penetrate carbon-fiber reinforced prosthetic sockets. I resent the repeat CT scans with a essentially worthless cast scope. I think you see everything with the larger bounce scatter ct and are duplicating the exam with the cast scope. The cast scope never penetrates the socket anyway. About time to let the cast scope go.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Thank you for your response yesterday. I have included it below for your reference. Your attention to this matter is greatly appreciated.

I want to confirm. I will be allowed to carry on the plane approximately 50 ounces of breastmilk in liquid form. I will not have my son with me. I will not have proof of his birth unless you tell me to do so. I will have solid ice packs as a part of this carry on to keep the milk cold.

Please respond to this email with a clear yes or no. I am trying to prevent any surprises at the airport.

Thank you.

(b)(6)

Original response:

3/6/2013
10:12:18
AM

Thank you for your e-mail regarding exemptions for infants or small children.

Breast milk and other liquids and gels intended for infants or toddlers in quantities of 3.4 ounces or less are normally x-rayed. However, as a customer service, TSA allows passengers the option of an alternative inspection of these items. Passengers must request an alternative inspection before placing the items on the x-ray belt; otherwise, all of the items must undergo x-ray inspection.

Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through screening checkpoints after undergoing additional screening. In addition, breast milk must be separated from other property and declared to a Transportation Security Officer (TSO) prior to entering the checkpoint.

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teethingers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

Please note that powdered baby formula is neither a liquid, aerosol nor gel and therefore is not limited in the quantity permitted through the screening checkpoint regardless of traveling with or without an infant or toddler.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

All frozen items are permitted as long as they are solid and in a "frozen state" when presented for screening. Cooling liquids or gels used to keep medical or infant child exemptions cold are not bound by 3-1-1 requirements and may be presented at the screening checkpoint in a frozen or partially-frozen state. It is important to remember, however, that any item must be properly screened before being allowed into the secure area of the airport.

TSA continues to explore opportunities to further modify screening procedures to minimize the concerns of passengers without compromising aviation security. The most current processes in place for bringing breast milk and other food-related items intended for infants and toddlers safely through the security screening checkpoint can be found at <http://www.tsa.gov/traveler-information/traveling-children>.

Passengers are also invited to contact their airline in advance to request any special accommodations for their flight. In addition, please visit our Web site regularly for updates to special screening procedures at <http://www.tsa.gov>.

Feedback Type : Compliment

Categories : Pat-down; Professionalism

Current Date/Time : 3/6/2013 7:38:24 AM

Airport : BOS - Logan International

Date/Time of Travel : 03/03/2013 5:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : c terminal

TSA Employee: (If Known) :

Comment : To Whom it May Concern at the Transportation Security Administration,

I am a female in my mid-twenties, and I have had quite a few pat downs (50 or so) over the past 3 years, as I always opt-out of the advanced imaging technology. I have never found the touch or the process of the pat down invasive, and I appreciate that I have this option to opt-out of the scan. I am always fine with having the screen in a public area, as it has not been a prying experience.

I regret that on Sunday, 3/3 at Logan International Airport I opted-out of advanced imaging and had a pat down. I feel the need to share with you my experience, because the technique the young woman (probably similar age to myself) was very different than any pat-down I have had at that airport security check points in the past. The pat-down differed in these ways:

Pressure with hands was much firmer – I would classify it as groping, not patting.

The gloved hand of the examiner spent much more time in bare contact with my skin, especially around my abdomen – had me lift shirt up to expose skin – have not been asked to do this before.

The time of the pat down was longer then past experiences, 2 other persons were patted down in the time that I was still being patted.

Hands lingered around inner-thigh as it was groped/patted (not sure what to call it now) When my pants waistband was pulled out, it was pulled 6" away from my body, exposing my underwear and her hand groped further down into my pants then anyone ever has, not just along the waistband.

...

Clearly, I am just a citizen, and not formally trained in pat-downs myself, but I can tell you with assurance that this pat down I had at Logan Airport on 3/3 was different than any other one that I have had in the past.

I took the time to share with you how the mechanics of this pat-down experience played out, because I know that is the information that you will use to make informed decisions to address the issue to best serve the safety of your citizens. Less important, or possibly meaningless to you, I did not feel as if safety, for me, or anyone else was being served when I had this pat-down on 3/3. What I felt was purely molested.

Thanks for taking the time to read,

Very concerned about the future

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/6/2013
10:14:14
AM

Incident Details: The caller stated that she was injured by a person who patted her down twice. She flew from BWI to FLL and had no problems. On the return flight, from FLL, she was told that because she was wearing a long skirt, she would have to have a patdown. The caller stated that she has had multiple surgeries on her knee and it is extremely painful; even her own doctor will not touch it. The TSO threatened to not let her on the plane unless the passenger allowed her to touch this sensitive area.

The caller offered her two other options that other TSOs in the past had done to complete the patdown: one being patting down to just above the knee and the other was let her place her fingers over the scar for her and lifting the skirt to show the scar tissue. The TSO stated that she could not do this. The TSO knocked her hand out of the way and actually squeezed the painful area. She was hurt so badly that she screamed out and almost lost her balance. They began to yell at her for grabbing the booth when she lost her balance because it sounded an alarm. The caller states had she not grabbed it she would have fallen to the floor. She actually patted down the same area twice when she had told her that the pain in the inside area of her knee was extremely painful. She believes this lady should lose her job. The caller has had to go to physical therapy because of this situation. She stated that this situation is horrible and the only thing that will satisfy her is having this TSO fired for what she has done. The TSO told her that if she had been wearing pants, she would not have required a patdown. She stated that the airline did not provide her wheelchair for over 20 minutes either. She stated that the TSO did not care what she was saying or the fact that she had this problem. She stated that she was treated terribly by both the TSO and the Supervisor. She stated that she knows that she will not get any money because this is a government agency but she believes that the supervisor at the checkpoint that day is too young to handle such a job. She stated that the TSO had no business dealing with the public and should get a desk job instead.

Advised Caller:

3/6/2013
11:11:24
AM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, I will forward a copy of this e-mail to the Customer Support Manager (CSM) at that location.

Flight info:

Airport: FLL
Airline: Southwest Airlines
Flight Number: Unknown
Checkpoint Time: 2pm
Departure Time 2:20pm but was delayed
TSO Description: Hispanic, around 50 years old, and long jet black hair. They were standing by the WTMD.
Date: 3-4-2013
Supervisor Description: Young around 30 years old and her hair was pinned up.

Advised Caller:

Caller said that he noticed that we will now allow pocket knives on the plane and he totally agrees with that. Caller said that he does think that the groping is disgusting and that the patdowns need to stop. Caller said that he would like to claim a swiss army knife that was taken from him a while back .

3/6/2013
12:30:33
PM

Resolution:

Advised caller that the at the time the knife was taken from him they were not permitted. When something that is prohibited is taken it is considered VAP and the item cannot be retrieved.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. If there are any alarms or anomalies whrn going through screening a patdown is required.

Caller said that he noticed that we will now allow pocket knives on the plane and he totally agrees with that. Caller said that he does think that the groping is disgusting and that the patdowns need to stop. Caller said that he would like to claim a swiss army knife that was taken from him a while back .

3/6/2013
12:30:33
PM

Resolution:

Advised caller that the at the time the knife was taken from him they were not permitted. When something that is prohibited is taken it is considered VAP and the item cannot be retrieved.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. If there are any alarms or anomalies whrn going through screening a patdown is required.

Caller is upset. What is TSA doing? They have laws that cause her to pat-down a little chair, then they change the rules to allow knives? What are they thinking? Are there alot of people calling about this?

3/6/2013 1:43:11 PM I advised that I could record her comments, but I couldn't answer her questions.
PM Caller thanked me and hung up.

Per previous conversations with supervisors, Work Area is completed with Prohibited Items - Policy Issues.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/6/2013 12:48:10 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/02/2013 12:00 PM Airline & Flight Number : Southwest 1492 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TSA agents wanted to open baby food to screen it. Food was in 3.4 oz containers sealed within a quart sized plastic bag, consistent with TSA's published guidelines. Food would spoil if opened and given existing delays in the airport, opening the food was not a reasonable request. Baby food is medically necessary and opening it introduces a risk of contamination, which could endanger the health of my child. When we denied the request, my wife was patted down, but allowed to keep the baby food.

3/6/2013 2:14:45 PM There is no consistency in rules for baby food, and agents making unreasonable and potentially dangerous requests of passengers is not an acceptable practice. Furthermore, a patdown has nothing to do with baby food in the approved 3.4 oz size, already placed in a quart sized plastic bag.

I realize that you have little control over the guidelines, but please pass this message on to your superiors. Consistency in rules for baby food will help parents and children through security, which will result in a more pleasant and less stressful flying experience for passengers, which should be a goal of TSA.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern:

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

3/6/2013 4:09:10 PM I was given a pat down by one of your employees (b)(6). I'm accustomed to patdowns given I travel all over the country but (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and overreached his position. I was in the TSA pre-check line and he was apparently not happy because I refused to go stand in the regular line where they have the scanners. So in his own way he violated me just because he is in a position of power. People like (b)(6) hurt the reputation of the TSA and should be immediately reprimanded for events such as this.

I'm not sure what if anything you can do but I don't think he is suitable for this job. Pls feel free to call me at (b)(6) and I can provide additional details.

Sent from my iPhone

From: (b)(6)
Sent: Wednesday, March 06, 2013 2:18 PM
To: 'TSAExternalCompliance@dhs.gov'
Subject: Complaint

Please see the following complaint:

Date: 3/5/13 @ 5:45am

3/6/2013
4:09:40
PM

Location: College Station, TX (CLL) Airport

TSA Officer Badge Name (b)(6)

Airlines Flying: American Airlines

Description: I alarmed due to a "Hip replacement" joint and was subject to a "pat down"

The officer described every move in detail that he was going to perform in a tone loud enough for everyone within 30' to hear; also the "pressure" applied was extreme to the point of my pants having to be held up by my fingers in the belt loop, otherwise they would have fallen to ground; when I questioned the firmness, the officer said he was performing the pat down properly and if I thought this was unusual, it was because the other TSA agents were not doing it correctly; I have to say that since the institution of pat downs, I have had my share and this particular one was the most irritating and "over the top" that I have ever experienced; this officer needs to be counseled on proper techniques as well as tone of voice; he appeared to "want to stand out" and be noticed for his diligence while not being concerned about the customer service side. Regards (b)(6)

(b)(6)

The caller traveled from ORD to Vegas on 3/3/13. He indicated that he received additional screening at the TSA checkpoint. He was taken to the side. He received an extensive pat down and his baggage was physically inspected.

The same thing happened today when returning from LAS to Chicago.

He indicated that there was not an alarm. This occurred because of something indicated on his boarding pass. He noticed that both of the boarding pass indicates SSSS.

He asked if this will happen every time.

He asked why he has to go through additional screening.

He asked if there was a downside in applying for Redress and if it was recommended. He asked what happens when applying for Redress.

How asked how long the process takes.

He asked how to apply.

He asked if he would continue to receive the expedited screening each time that he travels and that the SSSS indication will not go away.

I indicated that the SSSS indication indicates that he has been identified additional screening. I advised that I could not determine why this has occurred or why he received the additional screening. I explained that TSO are required to clear alarms via additional screening. Passenger can be chosen at random for additional screening. I advised that I could not say that he would receive additional screening or the SSSS indication each time that he travels. He may and he may not.

He has a recourse in applying for Redress. TRIP is a single point of contact with the DHS for those who experience difficulty when traveling, such as being identified for additional screening.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: [www.dhs.gov TRIP](http://www.dhs.gov/TRIP). Once he applies online he will receive a RCN almost instantaneously. He should provide the RCN when making reservations.

I advised that applying for Redress is the only recourse that I can advise as a way to resolve receiving additional screening.

I cannot guarantee that applying for Redress will stop the additional screening or eliminate the SSSS indication.

I advised that I cannot guarantee that results of his Redress application, however he will not be reprimanded or encounter repercussions for applying for Redress.

To whom it may concern:

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

I was given a pat down by one of your employees (b)(6) at the Charlotte airport today gate B. I'm accustomed to patdowns given I travel all over the country but (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and over reached his position. I was in the TSA pre-check line and he was apparently not happy because I refused to go stand in the regular line where they have the scanners. So in his own way he violated me just because he is in a position of power. People like (b)(6) hurt the reputation of the TSA and should be immediately reprimanded for events such as this.

I'm not sure what if anything you can do but I don't think he is suitable for this job. Pls feel free to call me at [HYPERLINK\(b\)\(6\)](mailto:(b)(6)@gmail.com) and I can provide additional details.

Sent from my iPhone

Sent from my iPhone

3/6/2013
4:40:49
PM

3/6/2013
6:04:48
PM

Since I had spinal fusion I don't fly often; however, a recent death in my family made it necessary for me to fly from Philadelphia International Airport to George Bush International in Houston and then return.

I went online and obtained all the latest TSA, FSA and airline requirements and made sure everything we packed fit the rules and regulations. Even though I had a doctor's letter and certification I anticipated the metal in my back would show on a body scan & require a pat down.

In Philadelphia my older sister (age 78) and my self (age 62) had to remove our shoes.

In Houston my sister was told she was over the age of people required to remove their shoes.

In Philadelphia I went through the body scan without any problem, even though I have rods, pins and replaced discs all made of titanium.

In Houston I had to have my abdomen patted as the metal inside showed on the body scan.

I don't understand how the policies differ from one city to another. I thought they would be uniform throughout the US and it's territories.

News reports indicate pocket knives, hockey sticks, golf clubs, la crosse sticks will all be allowed in the cabin.

What idiot thinks that's a good idea?

3/6/2013
8:00:39
PM

Strictly from a safety point of view, all of these items can be used as weapons against the airline personnel and other passengers. Pen knives can be VERY sharp instruments and can certainly be used to stab someone, no one NEEDS to have a pen knife on the plane. The other items can all be used to club someone to death.

Every crack-pot and terrorist knows this.

Strictly from a convenience point of view: I had a small overnight case that fit the FSA requirements; however, In both Philadelphia and Houston I saw passenger after passenger with huge suitcases and backpacks boarding planes. The overhead bins were full long before all of the passengers had boarded so our small carry-on bags had to be checked at the gate. Imagine a couple of passengers bringing their golf bags, hockey sticks etc. too bad for those seated after them.

I can't get past the TSA check points with a cup of coffee, but some nut and his/her companions can hide bombs in their shoes if under or over a certain age.

I can't get past the TSA check points with a large tube of toothpaste but some nut and his/her companions can bring on knives and clubs.

I see this as a standing down when the TSA should be even more vigilant.

I don't think I'm an idiot, so please explain these things to me.

(b)(6)

In the past few weeks, the large screening machines that basically make a pat-down unnecessary have systematically been removed from TSA Pre-Check lines. As an American with a hip implant and one who travels weekly, this totally removes the convenience of the Pre-Check for travelers like me (and there have be MANY like me when one includes hips with knees as well as other implants) because it is necessitating a pat down. The first time this happened in Atlanta and I was given a full pat-down at TSA Pre-Check, I spoke with the floor supervisor who told me people like me were supposed to get a very abbreviated pat-down and would be sped on our way. He even walked me over to the agent who did my full pat-down and told him what he should have done. Today, when I went back through Atlanta TSA Pre-Check (and the large machines were STILL gone), I received, yet AGAIN, another full pat-down. When I spoke up about this, based on the previous information I was given by the floor supervisor, I was told that I had been given incorrect information the first time (by your supervisor). When I went to the floor supervisor's desk today, where no floor supervisor was present (at 7:15 on a busy Thursday morning), I was directed back to the agent who told me I had been misinformed. Obviously, that was not helpful in the least.

Two things:

- 3/7/2013
8:17:46
AM
- (1) The large machines need to be returned to Pre-Check; otherwise, TSA Pre-Check is not an option for people with implants because it takes more time than going through the regular line.
 - (2) It is deplorable that your staff is as misinformed itself about rules and regulations as it is. It certainly is not a very professional face to be giving the public.

I would appreciate a response regarding the future of the large machines to TSA Pre-Check lines.

Thank you,

(b)(6)

To Whom it may Concern,

I flew out of McCarran Airport in Las Vegas NV on Monday, the 4th of March. I was on Southwest Airlines Flight 1964 to San Jose California.

As I was traveling for business, I had some circuit boards, wires and a small metal plate in my checked baggage. These items were to be installed in the equipment I was to work on in San Jose. I expected that this would attract the attention of the TSA. In fact I would have been upset if it had not. So it was no surprise when I saw a notice inside my bag that it had been inspected.

What was a surprise is that TSA felt it was necessary to cut off a small lock that was on ONE SIDE of the twin zippers. The suitcase was NOT locked. As I said, I expected it to be inspected. It was bad enough that the lock, THAT WAS NOT LOCKING ANYTHING, was destroyed, but the zipper pull was missing. And the metal that attached the pull, was damaged to the point that it can not be repaired.

I fully understand the need for baggage inspections and support them. I also understand the need and the right of TSA to cut locks, if needed, to perform these inspections. But in this case, there was no need to cut a lock and damage my suitcase when it was not locked.

I know that I will now be "randomly" selected for pat down searches every time I fly, for daring to question a TSA policy. But needlessly damaging personal property goes beyond what the public should have to put up with in exchange for being permitted to fly.

3/7/2013
8:18:53

AM I am including my baggage claim number etc below to possibly assist in identifying the individual responsible for this so that they may receive additional guidance/training on when or when not to cut a lock.

Thank you

(b)(6)

Las Vegas, NV 89123-3810

(b)(6)

Date: 3-4-13

Location: McCarran International Airport (LAS)

Flight: Southwest Airlines Flight 1994 to San Jose (SJC) Left From Gate C16 Flight Time: Scheduled for 2:50 pm actual was about 3:30 pm Bag was Checked at 12:52 pm at position LASATA73 Claim #: (b)(6)

Date of incident: March 6, 2013

Location: MCO Orlando International

Time: 6:00 am

TSA employee (b)(6)

3/7/2013
8:20:06

AM (b)(6) conducted an unprofessional and verbally abusive pat down. He attempted to physically intimidate me and goad me. I was compliant and until he kept escalating his abuse, I chalked it up to him having a bad morning. I never raised my voice when speaking to him, yet he threatened me with the police. I complained to the manager, the thoroughly professional (b)(6). Even while complaining (b)(6) persisted in staring me down and came over to where I was complaining. My wife observed other TSA employees snickering and amused by my treatment. On whole absent the manager the staff was lacking. Baltimore TSA staff were excellent!

(b)(6)

Sent from my iPad

Thank you for this opportunity to ask a question. My sister has lung cancer and is being treated at MS Anderson in Houston. On her last trip for her chemo there as she traveled home she was pulled out of the line and given a thorough pat down between the legs, on the breasts, and other places. It is most difficult to undergo the medical treatments and illness without being subjected to such embarrassment at the airport. I have two questions:

- is there some sort of security clearance she can obtain to avoid this....she flies on SW Airlines if that matters;

- in the future if she chooses to opt out of being touched where only her husband is allowed, can she turn around and choose to leave, rent a car, and drive home, or will she be held on contempt or jailed?

3/7/2013
8:20:15

AM I do not want to see her go through such stress again: she is ill and not likely to live much longer for Goodness sakes. I know it is just a job to your folks, but it is our private bodies they are touching.

Thank you for your time.

Feedback Type : Complaint

Categories : Other

Current Date/Time : 3/6/2013 10:03:23 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I watched a video today on YouTube about your pat down programs I think it is unethical and I have a dad that travels at least 1 a month if he ever gets padded down I will make him buy a private jet your "3 once or under policy" outrages me one of the aides in my class used to work for airlines and she told us about the degrading policies and also that policy causes problems for me I get very thirsty and I just watched a minecraft YouTube video of a tsa gaurd destroying a endermans belongings and strip searching him please change your policies if you want to keep my dad as a flyer on us airways Would you like a response? : True Passenger's Name : (b)(6) columbus Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller traveled from Province to Orlando to Jamaica. Caller had no problem going, but had an issue coming back. Caller was told that she was being randomly selected for additional screening and had (SSSS) on the bottom of the ticket. When caller arrived in Orlando she did not have a ticket to board the upcoming flight and asked an officer to help her. This is when he came back and handed her the ticket with the SSSS at the bottom. Caller went through additional screening three times in Orlando airport. When caller left Jamaica she went through WTMD and was taken into the backroom for a pat-down and it was fine. However, when caller got to Orlando, she was patted down in front of everyone and felt humiliated and as if she was sexually assaulted. The TSO lifted up her breasts and her butt while she was wearing a strapless dress, strapless bra, and thong. During caller's two and a half hour layover, she was going through security the whole entire time and was not able to even go to the bathroom and was the last one on her flight. Caller's carry-on was searched by TSA and things were broken. Caller's medication was dumped out in the bag, and because some of the pills look the same she was not able to figure out which one was which and therefore had to spend at least 200\$ replacing the prescriptions. Caller flew with JetBlue. Caller also states that while going through security, that the officers were arguing and it was a mess. They were arguing about where to take her through security since the WTMD she went through was getting ready to close. The TSO there called more security to come, and they continued arguing while they were holding her up. Caller also states that her checked luggage was inspected and had no NOI in the bag. Caller said that things in her bag were broken, because of the way the officers put her belongings back in her bag the wrong way. Caller states she cannot prove the value of the items, because they were from vendors in Jamaica. Caller states she will wait until she flies again and has the SSSS on her ticket again or is stopped for additional screening until she applies for Redress.

Informed caller:

Apologized to caller.

Advised caller to apply for the redress program. This program helps to resolve passengers that have the SSSS on the ticket or are always stopped for additional screening.

The passenger has the right to ask for a private screening when a patdown is required.

This information and complaint will be sent to the CSM at the Orlando airport for documentation and investigation purposes.

Because caller's carry-on items were broken, as well, offered to send claim form via e-mail to be received in less than 24 hours. Sent claim form via postal mail and will be received within three weeks.

The "S" notation may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe. TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI).

The instructions are on the claim form as far as what the caller needs to do, present, fill out, etc. The caller has up to 2 years to file a claim. TSA has up to 6 months to finish the claim process. Suggested caller be as thorough as she can on the claim form.

Because there was no NOI in the bag, TSA did not hand inspect the passenger's checked luggage. CBP inspects passenger's bag upon reentering the US, so it is possible customs is who destroyed her bag. Referred caller to CBP to file a complaint claim: (877) 227-5511

Airline: JetBlue

Caller flew on 2/27/2013 from O'Hare to Cancun on United Airlines flight 1198. She went through the checkpoint at about 8 am. She asked the TSO if she would be exposed to radiation if she goes through the AIT. He told her yes. She asked for a patdown. The TSO then asked her if she has a cell phone. She told him no. He asked if she has a laptop. She told him no. He then asked if she watches tv. She told him yes. He asked her if she knows that the tv gives off radiation. She said that he did not respect her decision when she requested a patdown. She works in radiology. She stated that the agent does not know her current state of health. He does not know enough about radiation to be giving her information about it. She told him that she is trying to minimize her exposure. She said that he just kept on and would not drop the subject. She did not get his name. She said that she was finally given a patdown after she asked what the delay was. She was told that she is always welcome to go through the machine. She requested to speak with a team lead who was rude to her. She did not remember his name. He told her that the AIT does not give off radiation and no one would have told her that it did. She said that she was completely disrespected as a customer and she does not appreciate it. She stated that her treatment was unprofessional, disgusting, and unacceptable. She wanted to make a complaint. She said that she hopes TSA takes her complaint and uses it to educate the staff, especially the higher level positions.

I gave the following information: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

I advised her that I would forward her record to the CSM at O'Hare for review.

I sent the following email and got a response only to the first half.
Can someone send me an explanation for the send half of my email?

Thank you.

(b)(6)

HYPERLINK (b)(6)

Since I had spinal fusion I don't fly often; however, a recent death in my family made it necessary for me to fly from Philadelphia International Airport to George Bush International in Houston and then return.

I went online and obtained all the latest TSA, FSA and airline requirements and made sure everything we packed fit the rules and regulations. Even though I had a doctor's letter and certification I anticipated the metal in my back would show on a body scan & require a pat down.

3/7/2013
12:11:41
PM

In Philadelphia my older sister (age 78) and my self (age 62) had to remove our shoes.
In Houston my sister was told she was over the age of people required to remove their shoes.

In Philadelphia I went through the body scan without any problem, even though I have rods, pins and replaced discs all made of titanium.
In Houston I had to have my abdomen patted as the metal inside showed on the body scan.

I don't understand how the policies differ from one city to another. I thought they would be uniform throughout the US and it's territories.

News reports indicate pocket knives, hockey sticks, golf clubs, la crosse sticks will all be allowed in the cabin.
What idiot thinks that's a good idea?

Strictly from a safety point of view, all of these items can be used as weapons against the airline personnel and other passengers. Pen knives can be VERY sharp instruments and can certainly be used to stab someone, no one NEEDS to have a pen knife on the plane. The other items can all be used to club someone to death.

Every crack-pot and terrorist knows this.

Strictly from a convenience point of view: I had a small overnight case that fit the FSA requirements; however, in both Philadelphia and Houston I saw passenger after passenger with huge suitcases and backpacks boarding planes. The overhead Thank you for this opportunity to ask a question. My sister has lung cancer and is being treated at MD Anderson in Houston. On her last trip for her chemotherapy there as she traveled home through the Houston Hobby (HOU) airport to fly on Southwest Airlines from Houston, Texas to Midland, Texas she was pulled out of the line and given a thorough pat down between the legs, on the breasts, and other places. It is most difficult to undergo the medical treatments and illness without being subjected to such embarrassment at the airport. I have two questions:

- is there some sort of security clearance she can obtain to avoid this....she flies on SW Airlines if that matters;

- in the future if she chooses to opt out of being touched where only her husband is allowed, can she turn around and choose to leave, rent a car, and drive home, or will she be held in contempt or jailed?

3/7/2013
12:12:42
PM

I do not want to see her go through such stress again; she is ill and not likely to live much longer for Goodness sakes. I know it is just a job to your folks, but it is our private bodies they are touching.

It was not I that flew; it was my sister. Your previous response to this question referenced my flying and was declined because I did not identify the detailed airport. Are not the rules the same at all large airports? Perhaps this better represents the situation.

Thank you for your time.

(b)(6)

3/7/2013
12:35:27
PM

Query:
Caller is wanting to know why she can't strip in lieu of being touched through a patdown.

Resolution:
Caller is wanting to make her complaint on the blog. Caller is advised on how she can get to our blog.

COMPLAINT ABOUT TSA EMPLOYEE BEHAVIOR

EMPLOYEE NAME: Supervisor/Officer (b)(6)

LOCATION: CHICAGO O'HARE AIRPORT, security screening checkpoint near United Airlines Check-In

DATE/TIME OF INCIDENT: March 2, 2013 at approximately 1:00 p.m. Central Time

I am writing because my wife and I were harassed by one of your supervisors at the Chicago O'Hare Airport today. I do not use this language lightly, and believe it is an accurate characterization of what happened. The supervisor's name was Officer (b)(6). The incident occurred at the place and on the date and time first written above.

Officer (b)(6) behavior was particularly surprising since he identified himself as the most senior supervisor on duty and said he was in charge of the checkpoint at the time.

Description of Incident
=====

3/7/2013
12:39:07
PM

1. My wife and I had both cleared security screening. I had gone through TSA-Pre and had been waiting for my wife for several minutes at a bench just passed the security checkpoint. For some reason she was not selected for TSA-Pre; she had to go through the regular line. She had just submitted to a pat down search since we both travel so much that we prefer not go through the full body scanners.
2. She had been cleared to go, had gathered her belongings, and had moved to the bench at which I had been waiting.
3. As she was putting on her coat, Officer (b)(6) came up to us along with several TSA officers and started barking at us. He insisted he needed to inspect her bag.
4. I characterize him as "barking" at us because he was abrupt and he used an angry and demanding tone of voice. His demeanor was discourteous and offensive. There was no "excuse me," "may I," "I'm afraid I need to," "please" or any common courtesy used. Just barking.
5. I asked why he needed to re-inspect my wife's bag and noted that she had already cleared security and been through a pat down. My question was not stopping them from searching the bag. An officer who was with (b)(6) was already poking through it without waiting for her to offer it to him. They then took the bag away from her (out of our sight) and said they needed to screen it again. There were over \$5,000 worth of valuables in the bag at the time and bag itself was worth over \$2,000. It is not acceptable to me to be separated from the bag without an opportunity to witness the inspection, know where the belongings are going, or at the very least be given a receipt for the bag and its contents.
6. As you can imagine, this made me uncomfortable. First because of the rude treatment, second because we didn't have visibility to where her bag had gone as we were surrounded by a number of officers and (b)(6) who were preventing us from leaving even though we had been cleared through the checkpoint, and lastly because (b)(6) was ignoring all of my questions and acting aggressively and in a very heavy-handed and harassing way. \$50 million for uniforms with sequester known about – Brilliant!!!!

How soon can we replace you with some monkeys that don't need uniforms and won't grope children???

IDIOTS!

3/7/2013
2:07:28
PM

(b)(6)

American Citizen – unlike your boss!

Alpha, MI USA

(b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date Time : 3/7/2013 1:43:10 PM

Airport : Select One
Date Time of Travel :
Airline : Flight Number :
Checkpoint Area of Airport :

3/7/2013
2:09:52
PM

TSA Employee: (If Known):

Comment : I understand that if you are 75 you no longer have to take your shoes off or light outerwear but you are subjected to additional screening and explosives detection test. Might as well take the shoes off than to have these additional things done. Makes no sense if new rules allow some knives and other types of items that used to be forbidden to be brought on board but leaving your shoes on is more a hazard than the weapons? If I am understanding this incorrectly, I would love an explanation. Thank you.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller's adult daughter was traveling from JFK to SYR and when going through screening she was selected for secondary screening. There was no prohibited item and nothing about the patdown itself that was problem but the caller wants to know why she was selected for secondary screening. I explained that:

3/7/2013
3:02:28
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

3/7/2013
4:33:03
PM

The caller wants to know how to contact someone with the TSA specifically at JFK to find out exactly why her daughter was chosen for secondary screening. I explained how she can contact the CSM.

The caller was traveling today with a passenger who was in a wheelchair. He says that they arrived approx. 1 hour before departure and because they had to wait 15-20 minutes at the checkpoint for a female officer to become available to do the passenger's patdown they missed the flight. He wants to know if they can make arrangements for the rescheduled flight tomorrow morning at 9am. I explained that with less than 24 hours notice there isn't anything we can do. I suggested either arriving 2 hours before departure like we normally suggest or he can try to contact the CSM at the airport they will be traveling through.

The caller said she flew from Ontario, CA this morning with her 9 yr old daughter. The caller said the TSO was very rude the agent name (b)(6). The caller said the alarm went off when she went thru the machine. The caller said she had hairclips in her hair. The caller said she had to have a patdown and it was performed in front of everyone. The caller said she asked if she could have the screening in private. The TSO said she could have the screening done in private if she wanted, but remained in the public view. The caller said that she wanted to know why she could not just take the hairpiece off and then go back thru the screening again. The TSO told her she could however she would have to go to the end of the line and begin again. The caller said she was humiliated and she did not think her 9 yr old daughter should have seen all that when she was being patted down. The caller said the TSO (b)(6) was rude and had to be asked 3x before she would give the name of her immediate supervisor (b)(6). The caller said she wanted this information sent to TSO (b)(6) supervisor to make them aware of how she treated her.

3/7/2013
7:02:24
PM

Flight info:

ONT

3-7-2013

5:45-6am

Southwest

gate 301

I apologized to the caller and advised I would send this information to the CSM at ONT to make aware of her experience.

3/8/2013
8:13:06
AM

I recently traveled from Houston. I have a knee replacement about 14 months ago. All the other times I have traveled TSA has been very courteous with providing me a cane and patience.

My Houston flight was embarrassing. I was sent through the metal detector and provided no cane. I sent my cane through screening.

Perhaps my fault as this time I didn't mention my knee as always before and it was never a problem. The detector rang and I was sent back through. I explained about the knee. I even showed the scar. I was told I should have gone through the other machine. At that point I was sent back and forth through the metal detector again. Another associate came over and heatedly discussed me with the observing associate. I said I will go through the other machine.

This was denied and I had an extremely thorough pat down.

The TSA associates in Houston need to be a little more observant, discuss heatedly in private and

Be respectful.

I was not allowed my cane until pat down was complete, so I had to walk and stand for a while without it.

Sent from my iPad

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/8/2013 8:20:49 AM

3/8/2013
10:06:21
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Miami Dade Airport

Flight DL1460

Thursday, March 7, 2013.

Comments: I was requested for a pat down at Miami Dade International Airport the morning of March 7, 2013 at Miami Dade International Airport. The TSA agent moved my items from the conveyor belt just prior to the pat down. This was the last time I saw my Macintosh MacBook Pro Laptop Computer. Underneath the computer is my license for Windows 4. It has not been turned into Miami Dade lost and found at this point. This note will be cc'd to ABC News. Thanks

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/8/2013 1:02:52 PM Airport : PHL - Philadelphia International Date/Time of Travel : 03/07/2013 9:40 AM Airline & Flight Number : Delta 1542 Checkpoint/Area of Airport : D

Concourse TSA Employee: (If Known) :

Comment : At the initial TSA checkpoint, I showed the agent my CBP's Trusted Traveler Global Entry card and requested TSA PRE. I was also with my 14 year old daughter, he motioned me towards the screening area, when we arrived I showed the TSA agent the card and said we do not do that at this airport, I proceeded to explain the program, she simply said not here and to proceed towards the scanner. I then requested that my daughter and I have an alternative screen. She then closed the metal detector and said we would both get pat downs. I then said a couple just went through the detector, why couldn't we, she said that was ONLY for small children, and a pat down was our ONLY option. I agreed to the pat downs.

3/8/2013
2:03:25
PM

I've had my GE card and gone through TSA PRE and also have had no problems when asking to go through the standard detector in my travels. One purpose of the GE card is to speed things up, especially since I've been interviewed for over an hour and my background has been thoroughly dissected.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/8/2013
2:05:54
PM

Caller indicated that his partner, (b)(6), was going through security today at SEA airport for a Frontier Airlines flight around 0415hrs. She was stopped because of a metal belt buckle alarming at the checkpoint. He said that the belt is made into her dress and the officers told her she must remove it to clear screening. She protested saying that it was made into the clothing and she had no way to remove it. Caller said that she was told that she must remove the item or she could not fly. She therefore had to tear the belt off of her dress, and then required to submit to a patdown. Caller said that the traveler was extremely upset at this as well and felt that the patdown was overly invasive. He stated that she would have called but was in the midst of her trip and provided her email address for communication.

I apologized to caller for his partners experience and explained that the TSOs will use a patdown to resolve alarms of the WTMD and AIT machines. However due to the requirement that she damage her clothing and the accusation of the patdown being inappropriate, advised that we would forward her complaint to the CSM at SEA for review. Also explained the process for submitting a claim for damaged items and ordered a tort claim package to be emailed.

Caller wants to file a complaint. The caller and her sister traveled through CLT en route to Montego Bay. She stated they did not appreciate the way that were screened in CLT. She believes that everyone does not get treated the way that she and her sister were treated. She believes that Caucasians do not have to under go the same treatment. She had opted out of AIT and had to undergo a patdown and ETD. She had touched her with something and was told by the gentleman she was clear to go. Then the female officer told her she was puffy down there. She and her sister were taken into a private screening room. Caller states that she asked the officer if she thought she had a penis. The caller was asked why she was traveling to Jamaica.

Transferred the caller to MB.

MB Notes:

3/8/2013
2:47:55
PM

The caller opted out AIT and went through the walk thru the metal detector. She had to undergo a patdown. She caller stated that the officer that patted her down stated that she was puffy down there. The caller stated that she was told that she was clear apparently by the person who did the ETD. She was questioned about going to Jamaica and was asked why she was traveling there. She stated that she was asked about the cash that she was carrying. The caller mentioned that she could be wearing a maxi pad. She was traveling on US Air and she stated that she was on a morning flight. She could not tell me what time her flight departed. She does not remember what security line she was in and she does not have the names of the officers involved. She only knows that they were all women. She also had some items taken from her baggage on her return trip back to the US. She stated one of them was a charge and a HDMI (Internet) cable that was worth a lot of money. She stated that she received ill treatment in Jamaica. The caller's sister, (b)(6), also received ill treatment as well.

I advised the caller that she would have to place her complaint in writing. I advised her that I would send her some information regarding how she would need to proceed and I obtained her email address. I told her that I was sorry for her unpleasant screening experience but that before anyone could look into the matter, her complaint would need to be in writing. The caller clearly feels that she was discriminated against due to her race. I also provided the caller with the number to the US Department of state and told her that she could phone them in order to get information on whom to contact in Jamaica due to her unpleasant screening experience there.

(b)(6)

Disability Description: Caller had a hip replacement five years ago. She has gone through the AIT before. She flew from JFK to SFO on Wednesday at 4:30pm on Virgin America. She went through the WTMD.

The woman was very inappropriate. She filed a complaint with Virgin America. She had her hand up her crotch and down her pants. The TSO was touching her private parts. She knew if she complained that more people would come and she might miss her flight.

She was never treated like this before. She was highly embarrassed. She

She does not mind being scanned. The TSO said, Do you want to do it privately or out in the open. Caller felt violated. She understands the procedures. Caller was very upset.

3/8/2013
2:58:09
PM

Caller stated that she was by herself and so would never have done a private screening.

Caller will be filing a written complaint. She asked if the way the screener conducted herself was how she was trained. I told her that they should tell the passenger what they will be doing. The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

She asked how to avoid this in the future. I told her she could always ask for a supervisor. She could also call us back 72 hours prior to her flight, excluding weekends, and let us know that she needs assistance at the checkpoint. We will get her itinerary and we will send this to the disability experts who will take it from there.

The caller stated that he is calling from his wife who flew today on Delta Airlines. She has a NOI in the luggage. There was 3 different brand new hairspray bottles in her luggage that the tops were all broken off. She had liquid diet supplements in the baggage as well that were in plastic bags. The bags were opened the seal was broken on the bottle and they were left open as well. The supplements have all over her belongings and have destroyed her brand new luggage that she bought for this trip.

When she arrived at the airport and went to the ticket counter, Delta had not taken the money off the credit card and they had cancelled her ticket. Because this was Delta's mistake that put her on the next flight. She believes that she was flagged on this flight to be searched because of the situation at the Delta desk. Not only was her baggage in this shape but she was also taken to a private room and had to have a pat down as well.

Advised Caller:

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, I will forward a copy of this e-mail to the Customer Support Manager (CSM) at that location.

3/8/2013
5:15:13
PM

Flight Information:

Airport: SLC

Airline: Delta Airlines

Flight Number: 4568

Baggage Tag Number: (b)(6)

2 NOIs included: there was one on the bottom and one on top

Date: 3-8-2013

Departure Time: originally 8:40am moved to 11:04am

Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

The caller is a transgender male and he flew from SFO to IAH to Guatemala on February 21, 2013. However, while at SFO, the TSO conducted a patdown following an anomaly with the AIT and after feeling the callers left breast asked, are you ok, man? are you ok? . When the caller went through screening at IAH, the male TSO told him that he did not need to conduct the patdown and just go through the checkpoint. This occurred after the AIT alarmed once again. He wanted to report the incidents, but did not feel discriminated against but did find it odd that he did not receive this treatment in Guatemala. Instead, he wanted information regarding the screening procedures for transgender passengers.

Flight Information:

Date of Travel: February 21, 2013; 12:13 PM
Departure Airport: SFO
Airline: United Airlines
Flight Number: 0543
Terminal and Gate Numbers: Terminal 13

Date of Travel: February 21, 2013; 7:29 PM
Departure Airport: IAH
Airline: United Airlines
Flight Number: 2502
Terminal and Gate Numbers: Not Provided

3/8/2013
7:31:40
PM

Advised Caller:

TSA policies and procedures focus on ensuring that all passengers are treated with respect and courtesy and every Transportation Security Officer (TSO) receives training on professional conduct.

Passengers that alarm the metal detector or the AIT will be required to undergo additional screening. Passengers directed for additional screening will undergo patdown inspections. At anytime passengers may request that patdown screenings are performed in a private screening area, and TSOs are instructed to honor a passenger's request for private screening.

If additional screening is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

I apologized for the behavior of the TSOs.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/8/2013 7:37:54 PM

Airport : ONT - Ontario International

Date/Time of Travel : 03/08/2013 3:30 AM Airline & Flight Number : Southwest WN 2944 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :

Comment : The man directing people through the screening process was obnoxious and rude. I asked for a pat down. I am pregnant and do not feel comfortable going thru the X-ray machine. He gave me a hard time and said I'd get more radiation on the flight than I would in the machine. I explained my condition and he told me to be prepared to wait every time I travel because they don't have agents just standing around to help people like me. Then he mumbled something about why I would pay so much to fly then not use the technology available. I'm extremely upset and feel harassed. I may have to choose another airport. I fly thru ONT at least twice a month and this kind of treatment is very upsetting to me.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/8/2013
8:10:09
PM

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/9/2013 8:03:36 AM

Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/09/2013 6:40 AM Airline & Flight Number : American 729 Checkpoint/Area of Airport : Terminal 3 - First Class TSA Employee: (If Known) (b)(6) Comment : March 9, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

3/9/2013 9:13:16 AM At approximately 6:40 am CST on March 9, 2013, I entered the security checkpoint for Terminal 3 – First Class at Chicago O'Hare International Airport (ORD) on the way to my flight, American 729 to San Jose del Cabo, Mexico. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states she is a Minnite and she wears skirts. She received a patdown at the Shenandoah Valley airport. When she went through the screening no alarm went off. The TSO pulled her aside and she received a patdown. She asked to TSO why she was pulled aside and she was told it was because she had a skirt on. She stated she felt insulted. She said the TSO was very professional but this was not done in private and others noticed it.

Airport: Weyers Cave Shenandoah Valley

Airline: United Express

Flight: 4050

3/9/2013 10:53:15 AM Date: 03 08 2013

email: (b)(6)

Advised Caller:

(TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Hello:

Let me start by saying that the job you do at the TSA to help protect our nation's travelers and citizens at large is both necessary and vital.

However, the way in which you do it still baffles me and I suspect millions of others. You seem to be taking away the wrong lessons from what happened on 9/11 and other activities since, including the "shoe bomber" and the "underwear bomber."

Here are some curious policies that contradict commonsense. As I list these, I hope you take them in the spirit intended – to improve security – and not as the mind of someone who would ever do one of these illegal or potentially illegal actions (i.e. please don't add me to your threat matrix because I'm going to point out serious gaps in policy and procedure):

Over-reaching policies

- Doing pat-downs on children under 6, UNLESS there is a specific threat indicated by the behavior of the parents or child. I can't see any reason why this type of pat-down should ever be part of a "random" search regimen. You should retain the right to check if necessary, but doing so at random increments puts an unnecessary (and scary) burden on the country's youngest passengers.
- Limiting liquids to a certain ounce maximum. I realized the logic in this (initially), that it would take a certain amount of liquid or plastic-based explosive to cause enough damage to bring a plane down. Now, here's the fallacy of that logic. Unless, I'm mistaken, you generally don't have an automated way to detect chemicals that might be taped or otherwise hidden on the body. So let's assume your 3.4 ounce limit catches 100% of the items which are put through the x-ray machine (even through that's unrealistic to expect). Unless you also find a way to detect an explosive chemical/powder/device hidden on a person's body, the only thing you've accomplished is to unnecessarily burden the traveling public with a measure that can't possibly protect them. I realize you have, over the course of time since 9/11, tested a variety of measures that might help with what I'm talking about – the "puffer" machine (I've experienced it, and I suspect it only works on powdered explosives), the full-view x-ray machine a person must walk through, etc. I'm not a professional security expert, but as the saying goes, "your security is only as effective as your weakest link." This policy is weak beyond words. So you've prohibited me from bringing a sealed bottle of Pepsi through security...and that helps prevent a disaster how? If you're going to restrict anything liquid-wise, you should eliminate allowing beverages in aluminum cans anywhere on planes – even if they are handed out during drink service. Why? Because a person of normal strength could tear the can in half and create a very jagged home-made weapon equally as dangerous as a knife.
- Patting down senior citizens or others who are traveling in a wheelchair. On the surface, I'd agree that age or physical disability make little to no difference in a person's ability to present a threat to the airplane. But here's where the logic falls out for me... I've seen many a wheelchair-bound person asked to stand up (or be assisted) to personally walk through the metal detector. Fine. But what happens to the wheelchair itself? Since it always has enough metal in it to set off alarms in the magnetometer, it is usually wheeled around the magnetometer by a TSA staff member. While this seeming courtesy makes sense, I've NEVER seen the TSA personnel thoroughly check the wheelchair for guns, knives or explosives. If this were a one-time occurrence, I might chalk it up to poor training or chance for that one situation. But that's definitely not the case. Again, I've NEVER seen a TSA person pay any attention to the wheelchair, probably because they realize it's metal and would send off a supposedly false alarm every time. If you're going to make seniors and others with mobility issues stand up and be guided through the metal detector, you REALLY need to pay more attention to the wheel chair. Again, I'm no threat to the traveling population. I love my country and my fellow citizens. But if I can notice this major gap in security protocols, I would expect someone bent on disaster would see it, too. It would be the ultimate low-tech way to smuggle in guns, knives and explosive devices I can imagine. A roll of duct tape before the flight (\$3.00) and anyone could strap anything to the underside of a wheelchair's seat. This issue HAS to be addressed, if we're to expect more than lip-service to true, not just perceived safety.

Under-reaching policies

- Why on earth are you going to begin allowing pocket knives on domestic and international flights beginning on 4/25/13? Are there really that many "pocket knife enthusiasts" we're inconveniencing by having them leave those at home or in the

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 3/9/2013 2:17:52 PM

Airport : BDL - Bradley International

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am opposed to the permitting of small knives and the other items proposed by the TSA. Rather than improving times at airports it will create greater waits as the items are evaluated. It would be better to have more electronic surveillance machines to help remove the need for human interaction.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/9/2013
3:11:31
PM

3/9/2013
3:11:51
PM

From: (b)(6)
Sent: Saturday, March 09, 2013 5:23 PM
To: TSAExternalCompliance@dhs.gov
Subject: Traveling with breast milk

Dear TSA Official,

3/9/2013 6:11:35 PM This morning I traveled from San Jose to Portland with my 6 month old daughter and husband. I was carrying four bottles of breast milk for my baby, each totaling about four ounces. At the TSA checkpoint I told the officer I did not want my breastmilk to go through the x-ray machine and requested hand inspection. The officer rolled his eyes at me and stated that it is safe for the milk to be x-rayed. I again requested hand screening and after several minutes was sent to another officer for additional screening.

I was holding only my infant and breastmilk at this point, as my husband had cleared security with our other belongings. This agent, Officer (b)(6) told me that she could not screen me while I was holding my infant, and requested that I give my daughter to my husband so she could administer a patdown. She refused to let me leave the screening area to hand off my daughter, and also refused to have someone help wave my husband over to help me. I ended up having to shout at my husband across the busy airport to get his attention. I told Officer (b)(6) that I would appreciate if she was more helpful in getting me through the security process.

Once my husband arrived, I handed him the baby and Officer (b)(6) detained the baggage which my husband had already taken through security, stating that since I refused to have the breastmilk screened by X-ray, all of our baggage had to be hand screened, even though our bags had already cleared security and the officer had requested that my husband come over to hold the baby. I then received a patdown and every item we had packed was very slowly swabbed by hand. This included taking out every monetary note and credit card in my wallet, rifling through my coins, and opening each of my baby's diapers. Twenty minutes later, the breastmilk was finally opened and tested with paper strips.

3/10/2013 9:08:25 AM I have sent you one e-mail already that was not answered. Please call me at (b)(6) so that I can express my complaint about a pat-down at Ft. Lauderdale airport last Monday. I have a knee replacement. There was not AIT machine nor was a wand used. I object to pat-downs. I am a retired teacher and grandmother of three. It is a demeaning and invasive procedure! In the 5 years that I traveled back and forth to KS to visit my daughter, I was chosen for pat-down almost every single time at the security area!!!! (b)(6) Gettysburg, PA

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/10/2013 5:08:29 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/16/2013 8:30 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Main Terminal - TSA Pre-Check TSA Employee: (If Known) :

3/10/2013 9:09:28 AM Comment : I was very happy to see that the TSA Pre-Check lane was completely empty, while most other lanes were quite busy. I was shocked and disappointed to see that there was no longer a Body Scanner in this specific lane. I fly every week, and since I have an artificial joint, going through the body scanner is my only possibility to avoid the extremely intrusive and unnecessary pat down procedure. PLEASE, PLEASE, PLEASE, bring back the body scanner to TSA Pre-Check!!! On a separate note, I would like to compliment TSA Officer (b)(6) on her kindness and empathy with me that day. She was very polite and helpful, and even offered to escort me to one of the other areas, but alas all of the lines were so long it was not worth my while - she very quickly and competently got me through and on my way. It was a very pleasant interaction, and she should be commended for her excellent service. Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 3/10/2013 10:21:49 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/04/2013 12:15 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security TSA Employee: (If Known) : African American Woman

3/10/2013 11:00:18 AM Comment : Are you aware how many complaints you have about pat-downs? Hundreds!!! Please call me to discuss my experiences. Not only was I patted down every single time at the Kansas City airport for the 5 years I visited our daughter and grand daughter, but last Monday I was patted down at the Ft. Lauderdale airport because I have recently had a knee replacement. I am 65 years old, a retired elementary school teacher, and a grandmother. I am not a terrorist nor do I look like one. I do not understand why I was patted down rather than having the security officer use a metal detection wand. At BWI I went into the AIT machine and was NOT subjected to a patdown. But in KS, I both went through the AIT AND was still patted down! It is invasive, demeaning, and upsetting. Please call me. There must be another solution to this unpleasant procedure. DO NOT SEND ME ANOTHER AUTOMATED RESPONSE. CALL ME! I will also be sending a letter to the TSA in

Arlington, VA. I am that upset!!!! I am willing to SHOW my knee replacement scar to prove that that was why I "beeped" when going through the security arch.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 3/10/2013 8:46:47 AM Airport : SFO - San Francisco International Date/Time of Travel : 03/10/2013 5:00 AM Airline & Flight Number : United 676 Checkpoint/Area of Airport : Pre TSA Employee: (If Known) : N/a Comment : As a Trusted Traveler, we should be able to use Pre line, even when we fly On International flights. TSA's mission is too valuable, and time too precious to be wasted on Trusted Traveler. If we are able to use Pre line for Domestic flights, we should also be able to for International. To not allow it is a waste of TSA's time and limited resources.

3/10/2013 11:00:22 AM Also, the TSA agent should be given discretion whether to describe details of pat down procedure. When a frequent flyer like myself notifies the TSA agent that we are familiar w/ the procedure, and are asking them to skip the description, it wasted the agents' time to compel them to recite the procedure anyway. The agents should be treated as professionals who are capable of using their judgement. And if a passenger waives hearing the full description, the agent should be allowed to skip it and get on with their work. This would better help them accomplish their job. Their work is too vital to waste resources doing things that do not enhance security, and only serve to annoy travelers.

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

First, let me introduce myself.

I am a former Governor's policy advisor of one of the most well-respected Governors in the U.S. and am a law-abiding citizen. I just went through the most ridiculous TSA screenings last week and am quite frustrated. States and the Fed should WORK together on things like this for some STANDARD.

You see, a week ago I had to renew my Iowa driver's license. I was issued a "paper" license and they said a new "plastic" one would be mailed to me in 30 days. I asked if there would be any problems with TSA since I travel extensively (nearly 20,000 since January) and I was told "no." NOT TRUE...

3/10/2013 4:58:50 PM I had to go to Manchester, New Hampshire and then to Columbus, OH for work before returning to Des Moines. While it wasn't a problem LEAVING Iowa, as our TSA guys have been through this, it WAS a problem in both Manchester, NH and Columbus, OH and I got the "full" TSA treatment of going through my carry-on luggage, my computer bag and a special screening and pat down. The TSA woman in OH asked why I "didn't have a real license." I explained the IOWA renewal process and she looked at me as though she didn't hear a word I said.

I have complained to the IDOT and my former boss, the Governor so that they are aware of the issue and perhaps they will change their process. But it raised a more serious issue for me in that if every state has a different process, frequent travelers like myself will continue to have time and attention wasted on them when there are more potential threats that should probably be dealt with instead.

But on the SAME trip, it was announced that TSA will now allow knives as of April 25, 2013, I'm even more convinced that law-abiding people like me will be subjected to stupid searches while potential "thugs" will still carry their weapons on board.

Thanks for letting me air my frustration. Sometimes people should use their common sense Perhaps someone could respond to me as well.

Thanks!

(b)(6)

I fly the Atlanta airport about 170,000 miles per year. I have qualified for your "Pre-check" program. I am no longer able to use this program because of my disability / medical implant.

The airport removed the body scanners from this check-point. This forces me to go through the "pat-down" process.

3/10/2013 4:58:53 PM
This really slows things down at the Pre-screen area as they have to find someone to do the pat-down. In some instances it can take up to 7 minutes to find someone.
I wish I did not have my disability, however there is nothing I can do about it.

Please bring back one body scanner and stop the discrimination against the disabled.

Sent from my iPhone

To Whom it May Concern at TSA,

I am writing to file a complaint against the two, African-American female TSA agents at DCA (Ronald Reagan National Airport) airport on Monday, March 4, 2013 at approximately 10:08 am. I was catching my flight on United airlines to the West Coast that morning. I indicated that I would be opting out of the X-ray scanner and asked for a female assist. The shorter, black female agent had an attitude that was assigned to the X-Ray machine and she started to make faces and snarky remarks, smacking her tongue in her mouth. The other female, black agent (b)(6) who gave me the pat-down also proceeded to have a nasty attitude and did not verbally direct me to follow-her. She took my two bins and then proceeded to move them to another location. I followed her. She had a negative attitude during the pat down and was disrespectful.

3/11/2013 8:25:13 AM
The first agent was not able to move from her post, as she was assigned to watching the x-ray machine. She continued to make remarks and noises, to egg on (b)(6). It was extremely disrespectful, unprofessional and just plain "hoodlum" behavior at best. It poorly reflects on the TSA and the Regan National Airport!

After the pat-down, I was so disgusted and upset, that I requested to speak with the TSA Manager on duty. I met with (b)(6), Wade-Tucker, Security Manager at Regan National Airport and explained my issues and upsetment with the treatment received. My work has me traveling 150 days in a year, so I choose not to go through the x-ray machines. I know the drill and have not been treated this poorly since I last reported a similar incident with several TSA agents at the BWI airport that service the Southwest gates. Again, it was several black female agents with nasty attitudes and I met with the TSA Manager on duty as well.

I would like to know what the disciplinary actions are to be taken regarding these two female agents. (b)(6) manager of TSA indicated that she would review the video to see what had taken place. I certainly hope that these agents are reprimanded and if it happens again that they are fired. No one who travels this much for business has to put up with such nonsense behavior and unprofessional attitudes when serving the public.

Thank you,

(b)(6)
Caller had spoke to an officer about fileing a complaint. She needs to know what to do. She has been held up with Homeland Security. she states this happened to her yesterday at JFK. She was delayed or screened for 2 hours. She has never been in trouble or arrested. The officer told her to think about it. She has worked for 15 years. She was so upset the officer made her cry. They took her to another area for screening where they do pat downs. She does traveled internationally frequently. The officer said to her when has she noticed when this screening started. She stated it was when she went to Africa. She states this was her screening while in Customs, returning from an international trip. The officer told her someone there put her a watch list. He ask her if she had given anyone a problem causing this to happen to her.

Told caller

for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

3/11/2013 9:17:34 AM
• watch list issues
• screening problems at ports of entry
• situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs.

I told her I was with TSA, we do domestic screening only. If she was on a watch list of some kind we could not tell her what of why this was happening to her.

I told her since this had happened to her at Customs I would provided her the number for Customs.
Customs Border Protection 877-227-5511

DHS TRIP is part of an effort by the United States Departments of State and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

From: (b)(6)
Sent: Sunday, March 10, 2013 10:29 PM
To: TSAExternalCompliance@dhs.gov; TSA-ContactCenter@dhs.gov; tsacclaimsoffice@dhs.gov
Subject: Encounter at DCA Airport - March 4, 2013 1008am

To Whom it May Concern at TSA,

3/11/2013
10:33:51
AM

I am writing to file a complaint against the two, African-American female TSA agents at DCA (Ronald Reagan National Airport) airport on Monday, March 4, 2013 at approximately 10:08 am. I was catching my flight on United airlines to the West Coast that morning. I indicated that I would be opting out of the X-ray scanner and asked for a female assist. The shorter, black female agent had an attitude that was assigned to the X-Ray machine and she started to make faces and snarky remarks, smacking her tongue in her mouth. The other female, black agent, (b)(6) who gave me the pat-down also proceeded to have a natsy attitude and did not verbally direct me to follow-her. She took my two bins and then proceeded to move them to another location. I followed her. She had a negative attitude during the pat down and was disrespectful.

The first agent was not able to move from her post, as she was assigned to watching the x-ray machine. She continued to make remarks and noises, to egg on (b)(6). It was extremely disrespectful, unprofessional and just plain "hoodlum" behavior at best. It poorly reflects on the TSA and the Regan National Airport!

After the pat-down, I was so disgusted and upset, that I requested to speak with the TSA Manager on duty. I met with (b)(6) Wade-Tucker, Security Manager at Regan National Airport and explained my issues and upsetment with the treatment received. My work has me traveling 150 days in a year, so I choose not to go through the x-ray machines. I know the drill and have not been treated this poorly since I last reported a similar incident with several TSA agents at the BWI airport that service the Southwest gates. Again, it was several black female agents with natsy attitudes and I met with the TSA Manager on duty as well.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/11/2013 11:03:11 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US Airways Flight 728, March 10, 2013
DFW (going to PHL)
Checkpoint E-33
STSO: (b)(6)

3/11/2013
12:23:26
PM

Comments: Consider this a formal complaint. On March 10, 2013, I was at DFW going through security on the return leg of a business trip. After I placed my belongings on the conveyer belt and went through the x-ray screening, I was pulled aside and told that I had been randomly selected for additional screening. A TSA person asked me to extend my hands without giving me any explanation. Having never experienced this procedure, I simply complied. He then swabbed them and placed the swab in a machine. He stated to other TSA people standing there that it tested positive for bomb residue. At this point, I couldn't believe my ears and, quite frankly, didn't know what to think. The person asked me if I used hand lotion. I, in shock, answered that I did not. He said something about glycerin, used in hand lotion, could be used for bomb-making. At this point, I was getting extremely upset and angry, as I am a frequent flyer, and nothing like this has ever happened to me. After searching and swabbing all my belongings and, of course finding nothing suspicious, I was told to follow another TSA person. This was all taking place in front of many people and was extremely embarrassing. I asked to see the supervisor and told him that I wished to file a formal complaint over the way I was being treated. He seemed surprised and asked me why? At his point, he stated that I needed to go with the TSA person, and he would have the information for filing a complaint when I returned. I also became concerned about missing my flight. At this point, I was taken to a small, dark room and asked if I had ever been patted down. I answered no, getting more upset by the instant. The person explained the procedure, stating that he would run his hands down my legs, from groin to ankle and would reach inside my collar and my waist-band. He also stated that in a regular pat-down, he would use the back of his hand to make three swipes across my groin area. In a regular case, he would use the back of his hand, but in mine, he would use the front. I cannot put into words how mortifying this experience was! Of course, nothing was found, and I had to ask if they were finished. I then retrieved my belongings and proceeded to the supervisor's desk, where he gave me a post-it note with the information for filing a complaint. He showed no concern over the extraordinary trauma I had just experienced. I believe that this experience is a perfect example of an out-of-control and arbitrary creation and use of security procedures by the TSA. It is apparent that the swabbing procedure and analytical device used to analyze the swabs can easily result in false results, if washing one's hands with a moist towelette can trigger the device. My dignity as a human being was violated, and I believe my civil rights were violated as well, in the name of a faulty procedure of questionable worth. I believe that what I went through constituted an improper search under the 4th Amendment, and I plan to consult the ACLU, as well as an attorney. I also plan to get in touch with my Congressman. I am a 61 year old University Professor who flies frequently for both business and pleasure. I have flown hundreds of times since 9/11 and taken 44 flights in the last year and a half. In all my years of flying, I have never been traumatized as I was by this procedure. I expect to receive a direct response to this complaint as soon as possible. This experience has severely affected my ability to do my work and has raised concerns about upcoming plans for air travel.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 3/11/2013 11:00:38 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Good Afternoon, I have travelled to the US four times over last year from UK (London), and each time, I get selected (at random) for a secondary screening before boarding in London.

3/11/2013 12:24:08 PM I have been told that the TSA requests this check at random. However, given this has happened each of the last 4 times I have travelled, it does not appear that I am selected at random.

PM I would please like some information as to why I am being selected for a secondary check each time I travel. I fully understand and appreciate that the TSA undertakes secondary checks. My question is why is this happening every time I travel to the US.

Thank you very much for your time.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states: She traveled through FLL screening on 9-20-12. She had a \$5000.00 bracelet stolen out of the bin at the screening checkpoint. The day it happened the screening equipment was not working right. She had to make several passes though and ended up having to have a patdown. Her jewelry was left in a bin during the patdown. When she went to get it she was upset over what all she had to go through. She didn't think it looked right and later realized that her bracelet was not there. She has contacted lost and found, Spirit Airline and the Manager at the airport.

She just got TSA's number from a TSO at FLL yesterday.

Airport: FLL

Airline: Spirit

Date: 9-20-12 departed 8:10

3/11/2013 2:39:08 PM When though screening between 5:00 and 7:00.

Flight #: 126?

Flight from FLL to Murtle Beach.

Advised caller: TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Once you receive the claim from you will need to print, complete and return to the address in box 1 and it will be processed in accordance with the Federal Tort Claims Act.

From: Bengé, Rachel M. <CTR> On Behalf Of TSAExternalCompliance
Sent: Monday, March 11, 2013 1:19 PM
To: TCC-Referrals
Subject: FW: Complaint (2nd notice)

(b)(6)
(b)(6)
(b)(6) NMB SC 29582
HYPERLINK (b)(6)

3/11/2013
2:40:46
PM

The "incident" occurred at Tunica (Mississippi) Regional Airport on Tuesday, February 26, 2013. I was scheduled to board Republic flight 5530, a charter flight booked via Harrah's Tunica NCM (National Casino Marketing) Junket Flight Reservations Department (i.e., a gambling junket). The flight was scheduled to depart at 2 p.m. The "incident" occurred at approximately 1 p.m. For starters, you should acquaint yourself with the dynamics of Tunica Regional Airport. It's an extremely small airport which, seemingly, exists primarily to accommodate the gambling junkets (approximately 2-3 arrivals and departures daily) chartered by the casinos. And who are the passengers? Primarily senior citizens, some of whom can hardly walk. I, myself, am a 64-year-old widow.

I placed my carry-on luggage on the conveyor belt, as instructed, and proceeded through the metal detector. No alarm bells went off. So far, so good. Then, I was informed by a female TSA person that I was selected for a "random" pat down. Okay. I was directed to an area at the end of the aforementioned conveyor belt where my fellow passengers were collecting their scanned carry-on luggage and shoes, which we had been ordered to remove. At this point, within five feet of the conveyor belt and fellow passengers, I was met by two females (b)(6) and (b)(6). One was obviously a trainee, as she was instructed verbally by the other. The "trainee" spoke so rapidly, I couldn't understand her (I guess she was nervous). When I finally understood what she was saying, it became clear to me that I was being informed I would be touched in private areas (breast, etc.). Since I found this to be invasive, in addition to being extremely embarrassing as I was in clear view of fellow passengers who could only assume I was a criminal of some sort, I asked for the procedure to be conducted in a private area. I (continuation of 3) was led to a room (apparently, a storage area) and expressed how embarrassing this experience was and stated that I would be contacting the TSA. At this point, (b)(6) or (b)(6) called some (b)(6) woman into the closet. I guess she was wanting to show (b)(6) and (b)(6) who was boss and treated me in a brutal, demeaning and degrading fashion. She touched my private parts, asked me to spread my legs (this was going to be done in a public area where I not to demand privacy?), demanded I lift up my top so she could touch me under my shirt (again, this would have been done in a public area had I not asked for privacy?) and, having completed patting me down, asked if I had anything in my pockets. (What's the purpose of a pat down?) Well, I had had it at this point (am I living in a third-world country?) and pulled out a snotty tissue from my pocket (I had been blowing my nose in it) and threw it on the floor. The (b)(6) person then made a show of demanding my boarding pass and driver's license and made a big drama of recording the information. I suppose this was supposed to intimidate me. I had repeatedly stated that the TSA would be hearing from me and the (b)(6) person claimed she would give me their names. Well, she never did. What information I have is from having recorded the names on their badges.

What is happening to the TSA? I can show you my passports. I have travelled to over 80 countries and never, even in countries where women are third class citizens, have I been treated in this way. If a passenger's luggage passes inspection and the individual makes it through metal detectors without bells going off, why should she be signalled for degrading treatment by a disgruntled civil servant? I've gone through metal detectors, body scanners and have had metal detecting wands waved around my body but never, never have I been subjected to such degrading treatment.

Caller wants to file a complaint against a TSO. At the beginning of the screening, his daughter took off her shoes. No alarm went off when she walked through the metal detector. She was told she had to do another random screening. She asked if she wanted a private screening, she said no. During the patdown her daughter said the TSO touched her in the groin area. His daughter asked the TSO what she was doing. The TSO stated: I don't have to let you on the plane. You can find another way home. The TSOs dumped out her wallet. They took out every dollar and every credit card. His daughter was in tears. She called her dad who told her to go back to the checkpoint, talk to a supervisor and get the name of the supe and the TSO which she did. When she talked to the supervisor, the supervisor basically said Whatever. I will talk to her (the TSO). He does not have the names with him now but will have them later.

Caller said this was assault, punishable by law. Someone will be held accountable. He is going to talk to his attorney. He wants this to be dealt with quickly.

3/11/2013
3:18:58
PM

Airport: MEM
Airline: Delta
Flight Number: 1130
Date and Time: March 8, 2013 at around noon (Time she was at the checkpoint)
Location: He does not know

I told him I could either tell him how to get in touch with the CSM or I could send the information up. He preferred that I send it to the CSM. I apologized to the caller, told him I would send this to the CSM.

The caller advised that when her boss travels for business from NY to China, she is chosen for a very thorough patdown every time. Her boarding pass always has SSSS on it. She said that her boss cannot speak english very well, so she was not able to go online to www.tsa.gov to fill out a form that she was advised to do. She was very confused and asked if she could call back if she has problems helping her boss complete the TRIP forms. She asked if anything could be done before her boss's flight tomorrow.

3/11/2013
5:35:08
PM

I told her that travelers who have issues such as her boss can apply for redress. DHS TRIP will issue a RCN to a traveler who applies for redress. I explained that her boss may have a name that is close to matching someone else's name who is on a watch list. A person can apply for redress electronically on www.dhs.gov TRIP. The RCN must be entered in the RCN field each time a flight is booked. If she has any issues when completing the application, she should send an email to TRIP@dhs.gov. I explained this information to her several times. I told her that the RCN cannot be put in for a flight that is already booked.

Disability Description: Disability Description: Caller states that he is calling on behalf of his wife whose name is (b)(6) and is over 80 years old. Caller states that they flew from Jackson, Mississippi (JAN) to San Antonio, TX. Caller states that his wife is in a wheelchair and cannot hardly walk. Caller states that when they got to the checkpoint his wife was walked through the screening technology with the assistance of a TSA employee, then her shoes set off an alarm. She removed them and then went through the scan without any alarms and the shoes and her jacket were screened separately. Caller states that then they subjected her to a patdown and went through everything in her purse one item at a time. Caller states that she had to go through the screening machinery more than once even though she has difficulty standing and walking. Caller states that they gave her a cane to use because she could not stay balanced when she was made to stand for a patdown. Caller states that they both felt that it was a distressing and unnecessarily excessive amount of security measures taken with her that caused her undue discomfort. Caller would like to make a complaint to the highest office possible. Caller states that they will send in a written complaint via email and postal mail with all the flight details and details of the incident, and that his wife will do it herself.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

3/11/2013
6:35:39
PM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33

Caller said that today when he flew out of SEATAC today and as always he opted out of the AIT and was prepared to receive a pat down. The caller then wanted to know if TSA is now giving rights prior to receiving a pat down. The rights were not a Miranda warning. The caller was very upset with the female tsa in the manner which the caller described as onerous and order him to stand next to her and generally embarrassed him. The caller did speak with the supervisor and was told it is TSA policy to give passengers their rights when they opt out.

3/11/2013
8:02:21
PM

I told the caller screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

3/11/2013
8:19:31
PM

Since I have a pacemaker, I am subject to a pat down search each time I fly. I understand the need for the search, but I don't understand why I can't waive receiving the speech on how I am going to be search! It would speed up your search and lessen your work load as well as saving me from hearing it time after time again. I urge you to put this sensible step into your procedures.

I recently concluded a round-trip from BOI to PDX. I travel enough to know all the rules of what not to do when flying, i.e. no liquids in carryons, nothing in my pockets, remove underwear and/or a top over another top. I like wearing jacket-type tops over another top so I can dress up or down for comfort. I do not wear any jewelry (put it in my purse to put on after security) - same thing with a belt and I wear shoes I can easily slip on and off so as not to delay anyone behind me in line - I am a very conscientious flyer. However, I recently purchased a sweater that looks like two pieces but is only one, thinking this would be perfect for traveling as I wouldn't have to remove outer layer which looks like a jacket, but is not. Leaving Boise, no problem. However, when I went through security screening (wearing same sweater as before) I had to endure a full pat down - why, I was told that the very thin strands of sparkly threads in the sweater set the machine off. So, if I am told that is the reason, why the pat down? And, what's with all the explanations as to what they are going to do - just get it done and let me go. Also, been hearing in the news about the training of TSA agents, that perhaps they should be properly trained individuals such as police, security guards, etc. And also I have been hearing about the cutbacks. Well, I had two ladies just for me, one patting me down and the other watching. I am thinking is this like a doctor's office where the male doctor has to have a female in the room when conducting exams. Wow, what a waste at the airport, you have hundreds of people standing around. Anyway, it was most humiliating. Had I forgot to take something out of my pocket or put something in my carryon that I shouldn't have had, then yes, I would have expected to be searched - but definitely not in this instance as I did all the right things and gave it a lot of thought prior to heading for the airport, and always do.

Frustrated flyer,

Got yourselves a BIG FISH this time, eh? You're doing a fine jobyou fr*****gggingg IDIOTS!!!!!!

Female senator tweets about 'very uncomfortable' screening by TSA

By (b)(6) 03/11/13 02:36 PM ET

3/11/2013 10:05:38 PM
Sen. Claire McCaskill (D-Mo.) complained Monday she was subject to a very uncomfortable screening by the Transportation Security Administration (TSA).

McCaskill tweeted about the experience before boarding a flight on Monday.

The senator, who has complained about the TSA's security techniques in the past, tweeted that she was selected for a pat-down and that the experience was not a pleasant one.

"?Today in my airport screening, test on my hands was positive," McCaskill wrote to her 89,100 followers. "Got private, more aggressive pat down. OMG. #veryuncomfortable."

In 2011, McCaskill referred to TSA pat-downs as "love pats" that she said made her not look forward to flying.

Went through Rough Pat-Down

Female assistant (b)(6) was pushing me so hard I had difficult time to keep my balance

With the same force she got between my legs

When I got upset over it Supervisor (b)(6) call to police on me, making me feel like a criminal

Is it really necessary to be that aggressive toward me to make my trip safe??

3/12/2013 7:54:00 AM
Date 3-10-13
Time 1150
Airport STL
Flight N 4684 SLC
Checkpoint A

(b)(6)

See attachments

Thanks

Advised Caller

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations.

3/12/2013 7:58:08 AM

There are two primary ways to be considered eligible for TSA PreU2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA PreU2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA PreU2713™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

It is important to know that passengers are only eligible for TSA Pre[®]2713™ benefits on the airline to which they have opted in.

Feedback Type : Complaint
Categories : Lost and Found; Screening
Current Date/Time : 3/11/2013 10:32:01 PM Airport : MCO - Orlando International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : When I went through the screening I kindly requested to opt-out of the body scanners.

3/12/2013 I found the your TSA agents to be highly rude and arrogant when I opted out of the body scanner as they pose serious health risks. Also, the additional polices of emptying ones pockets of all items before the body scanner makes little sense if the body scanner is actually effective.

During the pat-down I was groped and a manner that was totally unnessary.

TSA is the reason I have reduced my business travel by more than 95% as I find their policies and behavior to be intolerable and un-Constitutional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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Categories : Lost and Found; Screening
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Passenger's Name :

Phone Number :

Email :

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Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/11/2013 10:18:44 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/01/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : When I went through the screening at O'Hare airport I kindly requested to opt-out of the body scanners. The TSA agent then began lying saying that these were not the ones that give off radiation and made it sounds like they were metal detectors. I asked are these the metal detectors and he then admitted they weren't and was very rude.

The additional policies of emptying ones pockets of all items before the body scanner makes little sense if the body scanner is actually effective.

3/12/2013 7:58:40 AM During the pat-down I was groped and a manner that was totally unnecessary. To make matters worse another TSA person told me that I was not allowed to take my unopened jar of peanut butter on the plane as it is deemed a liquid. Since I've never heard of anyone drinking peanut butter this policy makes no sense at all. I even volunteered to eat some to prove it was a food but no it was confiscated (legally stolen) by TSA.

To make matters worse after the groping TSA lost my black belt that was with all of my stuff.

The final indignity is after all of this insanity at the screening area TSA had 6 agents, that I as a tax payer pay for, at the gate doing a secondary check. These agents spoke in a highly crude, loud and uneducated manner.

All of these headaches and TSA has never caught one terrorist. Talk about a waste of tax payer money. TSA is the reason I have reduced my business travel by more than 90% as I find their policies and behavior to be intolerable and unAmerican.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

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Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/11/2013 10:18:44 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/01/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

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Would you like a response? : False

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Phone Number :

Email :

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/11/2013 10:14:20 PM Airport : LAX - Los Angeles International Date/Time of Travel : 02/24/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/12/2013 7:58:42 AM Comment : I do not wish to go thru the e-ray exam machines and wish a pat-down instead. Each time after the pat-down, the gloves of the TSA representative are swiped and run thru a machine to check for whatever-explosive residue, I imagine.

I resent that I am 100% of the time tested for residue and the individuals using the x-ray are not tested 100% of the time-only if they are subject to additional or periodic inspection.

It is unfair to me, only because I do not care for the extra radiation and other waves used in electronic means and I do not like the electronic intrusion.

Please re-consider your rules and get back to me Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller stated she has diabetes and she uses an insulin pump

Information Request: Caller stated she uses an insulin pump. Caller stated she is complaining about the patdown because she informed the TSO that her insulin pump couldn't be screened.

Caller stated she was seeing her mother to the boarding gate.

3/12/2013 8:35:22 AM Response Details: Advised caller the following information:

Advised caller if her insulin pump couldn't go through the AIT or the WTMD then she would be subject to a patdown, because everything that goes through the checkpoint has to be screened.

Advised caller the other diabetic supplies and medication would have to be screened also.

Tried to offer to send the information about the patdown to the caller but she hung up while asking to send the information.

From: (b)(6)
Sent: Tuesday, March 12, 2013 10:34 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint About Pat-Down Requirement

To whom it may concern,

3/12/2013 12:40:16 PM
At around 9:00 AM on 3/12/13 at Orlando International Airport in Orlando, FL, I was told I needed to submit to a physical pat-down in exchange for going through a body scan machine while attempting to enter the terminal. I was uncomfortable going through a body scan machine, as it is an unwarranted infringement on my privacy and civil rights. The body scan machines have not been tested for long-term effects on the body, and they are an incredibly invasive, unnecessary, and ineffective security measure. I had done nothing wrong, had no prohibited items of any sort in my possession, and had politely complied with all TSA procedures (taking off my belt and shoes, putting my laptop in a separate bin, etc.). The pat down was highly invasive (unnecessarily so); the TSA employee touched highly sensitive and personal areas of my body and treated me as if I were a criminal throughout the entire process. Additionally, said pat-down was conducted in public, which was both humiliating and highly uncomfortable. I felt as though the pat-down was conducted in such a way as to be as humiliating and invasive as possible; it felt like a "punishment" for refusing to enter the body scan machine.

The TSA complaint form asks how I was treated "differently" from other potential passengers. While it is true that many passengers were NOT required to submit to the body scan machine OR a pat down at all, I am under the impression that this is simply how you treat American citizens who have done nothing at all to warrant suspicion. I am not sure if I was treated differently, but I am writing to file a complaint with the way that you treat Americans who, again, have done absolutely nothing to warrant any sort of suspicion. While I certainly understand the necessity of security measures, invasive methods such as body scan machines and humiliating pat-downs are totally unnecessary. Such methods infringe upon the civil liberties of American citizens and are in clear violation of the Fourth Amendment of the United States Constitution. I am a proud American who loves the country in which I live, but these practices in the name of "security" are simply disgusting.

Sincerely,

(b)(6)
HYPERLINK (b)(6)

From: (b)(6)
Sent: Tuesday, March 12, 2013 10:19 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/12/2013 10:19:24 AM

3/12/2013 12:40:18 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

misleading information at RDU airport

Comments:

I am Plantinum card AA flyer, and I am 84. This

(b)(6)

(b)(6)

(b)(6) Newport MN 55055

HYPERLINK (b)(6)

What happened:

Excessive touching of genitals. When I complained I was told I have no rights. A supervisor was called-was I refusing a pat down. No I said he already did that and play with my penis several times. The supervisor was yelling at me about another pat down. I did not refuse. The screener (perverted bully) again touched my private parts (grinning) before he would let me pass. My question is how does playing with a man's penis relate to the safety/security of this country?!!

When did this happen:

Screener and his supervisor. Incident approximately 7PM Tuesday 2/26/13 Delta flight 1688

Where did this happen? Ft. Meyers, Ft. Meyers Florida.

3/12/2013
12:40:21
PM

Who treated you unfairly? I was so shook up and humiliated the names slipped my mind I think the supervisors name was (b)(6) or possibly (b)(6)

Is there anything else you want us to consider? This is an absolute atrocity! Being subjected to a perverted bully! And humiliated in public! This could not relate to airport security! I am sure that little or nothing will be done. I am also contacting my D.C. representatives. Apologies are not accepted.

From: (b)(6)

Sent: Tuesday, March 12, 2013 11:54 AM

To: TCC-Referrals

Subject: passenger complaint

(b)(6)

(b)(6)

(b)(6) Newport MN 55055

HYPERLINK (b)(6)

What happened:

Excessive touching of genitals. When I complained I was told I have no rights. A supervisor was called-was I refusing a pat down. No I said he already did that and play with my penis several times. The supervisor was yelling at me about another pat down. I did not refuse. The screener (perverted bully) again touched my private parts (grinning) before he would let me pass. My question is how does playing with a man's penis relate to the safety/security of this country?!!

When did this happen:

Screener and his supervisor. Incident approximately 7PM Tuesday 2/26/13 Delta flight 1688

Where did this happen? Ft. Meyers, Ft. Meyers Florida.

3/12/2013
2:18:54
PM

Who treated you unfairly? I was so shook up and humiliated the names slipped my mind I think the supervisors name was (b)(6) or possibly (b)(6)

Is there anything else you want us to consider? This is an absolute atrocity! Being subjected to a perverted bully! And humiliated in public! This could not relate to airport security! I am sure that little or nothing will be done. I am also contacting my D.C. representatives. Apologies are not accepted.

.....
From: Medley, George <CTR>
Sent: Tuesday, March 12, 2013 11:54 AM
To: TCC-Referrals
Subject: passenger complaint

Caller stated that she was in a wheelchair wearing a cast and traveling out of ABE airport last week on March 5th. She claimed that she was required to submit to a patdown after alarming the WTMD and wanted something done about the female agent that conducted the screening.

3/12/2013 2:30:19 PM I ask her if there was a problem and it was clear that she was irate solely because she had to have a patdown and the officers would not let her pass the checkpoint otherwise. She explained that they offered a private screening and would not elaborate in any way that there was something done that was out of the ordinary.

She kept claiming that she was involved in the law and the agent almost pushed her to the brink of a lawsuit; but still would not explain anything that happened that would constitute a valid complaint.

I told her that she could contact the CSM at the airport if she would like to discuss the issues she had or we could email them the information. She said that she would contact them herself.

Disability Description: The caller has an insulin pump.

Information Request: The caller indicated that she travels through SEA and SJC regularly.

She indicated that the insulin pump cannot be subjected to the AIT or xray screening as such may damage the pump. it can be subjected to the WTMD. She requests a pat down and indicated that her hands are swabbed.

She asked if there is an easier way to get through the screening process.

She mentioned that during a pat down at SEA a TSO literally dropped her pants.

She indicated that the screening process in regard to the insulin pump is dysfunctional and TSO are poorly trained.

She asked what is the concern in regard to the insulin pump as opposed to the knives that will soon be allowed.

She feels that the screening process for the insulin pump and passengers with disabilities needs to be addressed and changed.

3/12/2013 3:07:56 PM She asked why Precheck was only being allowed to passengers who are frequent flyers. She is a frequent flyer with Alaskan Airlines, but does not meet the requirements.

She asked if there were other alternatives to participate in Precheck.

Passengers should be provided with an option to participate in Precheck directly with TSA.

Response Details: If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

She cannot request to be screened by the WTMD in lieu of AIT or a pat down.

TSA may use technology to test for traces of explosive material.

I advised that she does have the option of disconnecting from the insulin pump if she can safely do so. She can request that the insulin pump be screened physically and visually by the TSO.

I advised that additional screening, including the hand swabbing is part of the screening process. I cannot guarantee that this would not occur, or that she would not receive other additional screening.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 3/12/2013 3:14:07 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Last 6 flights I have had fullscreening and pat down Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/12/2013 5:08:05 PM

The caller wants to file a formal complaint against TSA at CLT.

She indicated that the behavior of the TSOs at CLT was inappropriate.

She indicated that she called last Monday in regard to not having a driver's license. She was advised to bring a birth certificate, a photo ID, and two credit cards and two other forms of ID. She indicated that she had no issues at LAX and TPA.

The TSO at CLT had a bad attitude. He should not be in the position that he is in. He has a control in power attitude. She presented her ID to him. He called her hon , which she indicated that she didn't appreciate. She indicated that he advised that she would have to undergo additional screening and spoke to her like a baby.

She requested to speak with his supervisor or someone in charge of him. The TSO would not get a supervisor as he indicated that he was a supervisor. He indicated that he would give her a number to call once screening was complete.

She indicated that her toothpaste was taken as it was too long, however it was permitted at other airports.

She indicated that a 4oz container of Biologé hair product was not permitted, even though it was barely full. It was permitted at other TSO. The female TSO advised that she was fine with it being cleared but the TSO Supervisor advised that it was not to be permitted.

3/12/2013
6:12:34
PM

A female TSO physically inspected her bag and her professional, beautiful, expensive clothing was crumpled deliberately by the female TSO. The female TSO was intentionally going slowly and smirking, and advised that they had to be thorough. She indicated that the TSO went slower after she told her to hurry up and that she was intentionally delaying the passenger.

The female TSO changed her gloves four during the pat down. She changed the gloves after screening the arm area, the backside, back of her neck, and underneath her bra area.

The female TSO had no reason to touch the bottom of her breast. The caller indicated that the female TSO lifted up her breasts when searching underneath her breast.

Another TSO referred her to as Hollywood which she felt was inappropriate.

Another male TSO (b)(6) stepped in during the process about halfway through and was smirking and laughing, even though he wasn't involved with her screening.

She felt mocked. She would like the TSOs involved demoted or fired.

She intends to contact her Senator and Governor.

She has a government contract and has security clearance.

Caller is very upset at her screening. She traveled with her husband out of Phoenix Sky Harbor through gates 15 to 28, going down the number 1 and 2 aisles on the right side at 10 or 10:30 am. During her screening, she went through the a screening procedure which required her to stand. She is over 65. She has narrowing of the spine, which makes her have back pain. She had black pants on. They had metal circles on each side that set off an alarm. They treated her like a prisoner. She told them her back hurt. A woman, who did not have on a TSA uniform, came over to her after she was asked to walk to a public area. This person had on a white shirt. The caller received a patdown from the woman. She stated it was this lady's first time to do a patdown. The woman searched the inside of her collar on her shirt, including up and under her breast. She had to untuck her shirt for the screening. The woman was all over her body as well as on the inside of the top of her pants. She is pissed about this. She has never gotten a pat down like this before. She had a simple pair of walking sticks and was questioned about them. They did not offer her a chair, but she did not ask for one. The officer explained the procedure to her but it was different from any she had received in the past. A different TSO gave the agent a compliment and stated she had completed her first patdown. She states this has to be changed.

Told caller

I had explained to her I could take her complaint and forward it to the CSM or she could contact them for her self and give them her complaint. I explained to her how to get the number. She had given me the number she had called and it wasn't the number for the contact center. So I took her complaint.

3/12/2013
7:17:23
PM

Walking sticks are not allowed in carryon, canes are allowed.
Anytime there is an alarm they will give her a patdown to clear an alarm.

Airport: PHX

Airline: Frontier

Flight number: ? It was late departed at 11:32 am

Date and time: 3-11- 11:32AM

Terminal or gate: gate 15 to 28 going down the 1 and 2 aisle on the right side

I am forwarding this up for her because she felt her patdown was more than it should have been. She was very upset about how it was handled and that other people was watching this.

When will the TSA stop wasting taxpayer money with senseless procedures that apply to everyone, regardless of who they are?

In today's news a female US Senator who reportedly flies twice per week was subjected to an "uncomfortable patdown".

Applying the same exact screening rules to every passenger is RIDICULOUSLY STUPID and a HUGE WASTE OF MONEY AND EFFORT.

On 9/11 none of the terrorists were white Anglo women US Senators. The TSA is not making ANYTHING safer by applying the same search procedures to frequent business travelers such as her. It's a senseless waste of time, manpower, and money.

The standard response to this has been: "But if we ignore some people then the terrorists will begin using those kinds of people". Right. So make sure you shake down every elderly Anglo woman. And you should also conduct an anal cavity search on everyone, because if you don't then the terrorists will know that they can sneak a weapon through security hidden up some white woman's arse. Makes total sense...only to idiots like the TSA policy makers.

3/12/2013
8:01:33
PM

If the TSA does not consider frequent business travelers, travel history, professional profile, or any other kind of profiling, then you are putting stupidity way in front of safety.

If the TSA can't do an effective job in a way that makes sense, then you shouldn't be wasting our taxpayer money.

I am a frequent business traveler and have been flying 30-50 times per year for almost 20 years now. Am I still a threat? Am I possibly just biding my time, waiting to strike? No, but the TSA policies show that the TSA thinks so. You do nothing to improve security by searching people like me or the senator lady. In fact, you make for a less secure environment by searching people like me and the senator lady when you could be focusing on others who are more likely to be a security risk.

Pass this note on to a TSA policy maker. I would love to have a discussion with the source of these stupid, wasteful, and downright unsafe rules.

Dear TSA,

My name is (b)(6) I am 11 years old. I love to travel. I have used US Airways and US Airways Express multiple times. from the first time i flew i received a pat-down from just my wallet being in my back pocket. and now i can bring a knife on board a passenger plane? I highly disagree with this non-sense. To me all i see in this is saying to the foreign countries "Hey, you can bring guns on board now! come and terrorize the US!!!". I think this make no sense what so ever. I'm guessing Transportation Security Administration doesn't remember the awful day that many lost lives, and at that, many INNOCENT people on September 11th 2011. If you look at tweets from people in other countries, they laugh at us and think we are a stupid & ignorant country. Hold on, I'm confused, so i was patted down for over 2 minutes because i had a wallet in my pocket that i forgot to put in the bin and they were really mad? this really breaks my heart that loved ones or even my self could be on a flight that has a terrorist that is threatening people with they're knife to cut them? The person that is in charge while on board is the flight attendants and the pursers. They are not SWAT or TSA! They're there to help, when they applied they didn't say "I will make sure that i can keep this flight safe when someone takes they're knife out of there carry on.". I really think that our president, Barack Obama should say something. As a US Citizen I would never like to hear that they will allow this. If you are not aware of this, you could kill someone with a pocket knife. What if there was turbulence and a passenger had they're gun in the open position and it flew out of there hands and hit someone in the neck or they're inner wrist. A innocent life could be lost. I would not want to board a flight knowing that they're was someone with a knife and was going to kill people. this doesnt give me a peice of mind.

3/12/2013
8:59:48
PM

Thank You,

(b)(6)

Dear TSA:

I would like to convey my experience at JFK International Airport about 11 days ago on Thursday 2/28/13 around 2pm at the security/screening area of Terminal 1. I've been a frequent flyer since 1995, routinely travelling a couple times a week and this is the first time I feel compelled to write. Suffice it to say I'm quite familiar with airport procedures and have experience with airports across the country and abroad.

Most of the time, I've found TSA personnel to be professional and courteous, which made this experience so notably bad. This happened when I got to the screening machine, I politely asked the lady (African-American ~5'8" 175#, 30's) for a pat down (i.e. male assist) and said I'd wait. Without provocation, she started yelling at me to get over there, as I stood on the right side of the walkway instead of the left. She was not clear on her instructions and continued to badger and raise her voice till I understood what she wanted. I think a simple "please step over there to your left" would have been more effective and in keeping with TSA professionalism. Instead this tyrannical, abusive trade was more like that of a drill sergeant at boot camp.

3/13/2013
8:09:06
AM

Though I had to wait close to 10 minutes for the male screener to arrive, I thought he was courteous and professional and thorough in his duties. If this was it, I would say the bad behavior was an anomaly, however about a half hour later I encountered another lady (Eastern European, dk blonde, ~5' 130#, 60's) in the terminal who also went into a tirade because she thought I was standing in an area where I wasn't suppose to be, even though there was nothing indicating this. As before, there was no need for a tyrannical, abusive tirade, but for lack of understanding or better training, this is the best she could figure. If JFK was my only encounter with TSA and the U.S., it would be many levels worse compared to the airports in China and Japan that trip. Unfortunately this is the case for many other travelers, where JFK is their only experience. I hope such behavior is not tolerated and would be immediately addressed.

Sincerely,

(b)(6)

cc: Representative Van Hollen, Maryland 8th District
The Port Authority of New York and New Jersey

The caller wants to file a complaint against the TSA staff at Salt Lake. She has had numerous problems with them. She stated that twice in the last year, she has been forced to be separated with her bag. She stated that they are slow, and once the bag is placed on the conveyor, you have to wait in line and your bags are sitting there while you are going through security. She stated that this happened the past week. When she said something to them about it, they got snippy with her. She stated that they think they are above their own rules.

She carries very expensive jewelry with her and is concerned about that. Once specific incident, this past year she went to Michigan from SLC during Christmas time. She got separated and let people go in front of her so she could be with her bags. When her backpack came out of the conveyor, both epipens were missing. Luckily, she had extra epipens in her checked luggage. She has documentation of this incident. She stated that these people cover for one another. Caller states they are liars, cheaters, thieves, and are largely uneducated, gruff, rude, and short.

She has not reported any incidents in the past but continues to get angered due to being forced to be screened away from her luggage. She stated that they are not well trained, and they need sensitivity training.

3/13/2013
10:41:17
AM

She stated that one time in the past, an officer rolled his eyes at her because she told him that she did not want to be separated from her items. She is ill and carries narcotics, expensive jewelry, her epipen, and does not want to be separated from her items. She could care less about the items missing; she is just upset with the behavior of the officers at this airport. The caller believes that TSA does not understand their own rules, stating that she is not required to be separated from her luggage.

Response:

I apologized to the caller for her experiences.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I told the caller that she always has the right to request a private screening.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I have obtained the caller's email address: (b)(6)

The caller is traveling soon and he has a hip replacement. The caller said he is traveling from PHL to FL. The caller said he always causes alarms when he goes thru screening and wanted to know how to avoid this and being a public spectacle. He stated his dr. gave him a card and told him if he called TSA that we would have someone waiting at the checkpoint to scan him immediately so he would not have to wait for an agent.

Provided the following info from the template:

I advised the caller he could request a private screening if he did not want the patdown to be performed in public. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening: The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

3/13/2013
10:54:10
AM

I apologized to the caller and advised I did not have ability to guarantee that he would not have to wait for a TSO to perform the patdown.

The caller stated obviously we were having a communication problem and the call escalated.

Escalated to (b)(6)

(b)(6) Caller wanted the number for the CSM because he wanted to set up arrangements so he would not have to wait for a patdown. Provided caller with directions on how to obtain the CSM number from the IVR.

Caller stated that she is 77 years old and recently took a family ski trip caller stated that she had a knee replacement surgery a years ago and has metal in her knee and after going through security at ORD she was not to happy about the patdown that she received. Caller also stated that she heard that they will be eliminating the Screening Machines at airports and wants to know if there is anything that will proclude her from going through the Screening when she flies. Caller stated that she does have a card from the hospital stating that she has a knee replacement. Advised the caller that all passengers are required to go through Screening and advised the caller that if she would feel better she could bring a Drs slip and give to the Security officers at the checkpoint.

Gave the caller the following info:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. We encourage you to visit our website at www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. We hope that this information is helpful.

3/13/2013
10:58:32
AM

Gave the caller the following info:

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Caller immediately requested to speak with a supervisor.

3/13/2013 11:25:44 AM (b)(6) took over call; Caller stated he flew from Toyko Japan to Dallas (DFW), TX then on to Mobil, AL on March 6, 2013. Caller said he is not really sure of the exact time he would have come through TSA. He did go through immigration and Customs first and then to the TSA screening checkpoint. Caller stated he is on several different medications including morphine for pain, and because of such a long travel day, he was not able to take his medicine like he should have so he was very sick. He is also in a wheelchair and because he is not able to stand, he will be required to have a patdown while in his wheelchair. He stated once he arrived at the TSA checkpoint he advised the TSO on duty that he would like for this to be done as soon as possible. Caller stated that he was very rude and proceeded to do the patdown. Caller said he was repeatedly touched on his penis and testicles. Caller wanted to know if this is proper procedure.

I advised caller that TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. Caller said he is not sure if he used the front or back, he just knows he was touched there several times. Caller wants something done about this to prevent this from happening to anyone else. Caller stated he will be out of the country on April 4 and would like someone to get in touch with him as soon as possible. Advised caller I will forward this to CSM at DFW for review. Caller said he is able to read email but cannot send them.

I learned this week that rules for plane security will soon change. Previously prohibited items will soon be acceptable.

I'm a 67 year old breast cancer survivor. I wear a breast prosthesis which means I'm routinely groped when I pass through security. It's humiliating and demoralizing. No matter how benign I am, the TSA continues to treat me as suspect. Are all breast cancer patients subjected to this treatment? Surely, screeners can be trained to know the difference between a breast and a bomb.

I can't help wonder why knives are now alright, but older cancer survivor's bodies are not.

I would like a personal answer from an upper level management, please. I've spoken with the folks who answer the phones and they just give the stock, text book reply.

3/13/2013
2:23:32
PM

Copies of this message will be sent to my Connecticut senators Blumenthal and Murphy.

(b)(6)

(b)(6)

Essex, Ct. 06426

(b)(6)

To Whom It May Concern,

I am writing in regards to an experience that I just had with the TSA at the Newark International Airport (NEW). I travel a couple time a week for work and I regularly request to bypass the scanners and receive a pat-down. However, today in the A Terminal for the Southwest Flights I had a very frustrating experience.

It started when I mentioned to the TSA agent that I was planning on opting out. She had to repeatedly call for help even though there were men available for the procedure. Once the gentleman came over to the female TSA agent to bring me through for the procedure, the TSA agent named (b)(7) was completely inappropriate. He immediately began referring to me as "buddy" and seemed put out that I was asking for the pat down. The way that I understand the law it is my right to opt out of the scanners and receive the pat-down. I would prefer to not be have a TSA agent act put out about the pat-down because after all this is merely part of his job. As I mentioned earlier, I fly a couple times a week for work and I have for the last five years or so. Very rarely have I seen this type of inappropriate behavior by a TSA agent and it is because of this that I am writing. After the second or third time of being referred to as "Buddy" I politely and firmly told the TSA agent that is not my name, at which point he called me sir, and I appreciated. However, because of my request to not be referred to as buddy this particular agent, named (b)(7), decided to give me a hard time while we were doing the pat down. In fact, he even added a new procedure to the process. He asked me to open my mouth to look into it because I was chewing gum. I have never been asked this in my five years of extremely frequent travel. After my experience with this TSA agent I went to the TSA podium and asked who the supervisor is. To my dismay, I was told that (b)(7) was the supervisor. There must be some accountability in this situation and that is a second reason why I am writing.

3/13/2013
2:24:01
PM

The TSA's job is to make sure that the Airports are more secure, not to harass or condescend toward passengers. Perhaps it would be good to have this particular officer be reminded of how to interact with travelers.

I look forward to hearing how this issue will be addressed.

Extremely Frustrated,

(b)(6)
My name is (b)(6) and I am a 15 year old girl from Houston with Cystic Fibrosis.

Recently, I traveled with my high school band on a trip to New York so we could perform there. Of course, I had to have all of my medical supplies, including a prescription drink called Ensure. I absolutely have to have this drink with me if we are going to eat because it helps me get the extra calories I need to maintain a normal weight.

Before I passed through security, I was sure to alert the staff that I had the drink, and present them with my prescriptions for my medications, including the prescription for the Ensure drink. Even with my prescriptions, they said they either had to open one of my sealed bottles, which would eventually spoil the drink, or do a complete pat down. Basically, I was forced to get a full pat down in front of my fellow band members and complete strangers. It was extremely embarrassing and completely unnecessary due to it being a medical necessity.

3/13/2013
2:24:07
PM

Firstly, I would appreciate a review of your policy on medical supplies. I do not understand why I had to receive a complete pat down for having my Ensure with me, especially when the staff was alerted and presented with a prescription for the drink.

Secondly, I am sure you have had complaints about situations like this before. I am requesting that you review and fix your policy about medical liquids and medical supplies in general. It was completely unfair for me to be treated differently from my peers just because I have a disability. I know for a fact people that have to have supplies or medication because of a disability have had issues and been treated unfairly at airports before, so I believe a change in policy is called for. This has been a major problem for far too long.

Thank you for considering my case and the cases of many others with similar experiences.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/13/2013 12:26:13 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/07/2013 6:15 AM Airline & Flight Number : DELTA AIRLINES & DL301

Checkpoint/Area of Airport : AT THE DETECTORS (CHECK POINT) TSA Employee: (If Known) :

3/13/2013 2:25:10 PM Comment : Hello my name is (b)(6) and on March 7th, 2012 me as well as my husband were treated very unfairly during the screening process. I feel it was mainly because we both opted out for the whole body scanners. We were both taken to a not so private area and was not asked if we wanted to be patted down in a private area. During the pat down I was told that I needed to be searched further but they didnt give me a reason. My husband began to ask why were they giving me a further pat down and no one answered. A TSA worker who had nothing to do with the pat down gave a sly joke saying "OHHHH shes going to be "pissed" off now"; I felt this was very inappropriate. My husband asked for a supervisor and a woman with dreadlocks said and I quote, "She was and so what that doesnt make a difference". She continued to inform my husband that they found "explosive materials" on me, which I found to be a lie. I honestly feel this was done on purpose. When I was taken to a private screening room for "further evaluation" the "supervisor" continued to taunt me and tell me my husband is "lucky" she didnt get upset because there would of been more "problems"; I took this as a threat. I felt this whole search was totally unprofessional, I was treated as a common criminal which was completely unjustifiable. It would be greatly appreciated if some sort of investigation is done due to this matter. Thank you for your time.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller stated that he just arrived in Kan City on Southwest flight number 1026. He stated that he refused the AIT and was given a double patdown. He stated when his things were given back to him that they not give me the laptop back. He stated that this is TSA s fault and wants his laptop overnighted to him today! The used a choose word about the TSOs conducting the screening.

Advised Caller:

You will need to contact the lost and found at:

3/13/2013 2:34:10 PM Phoenix
Phoenix Sky Harbor International Airport
602-628-1453
<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#48>

The caller wanted to know if TSA will be responsible.

Advised Caller:

If TSA is at fault that may make these arrangements.

Caller has a complaint. She was at the Portland airport, Flight 858, at 1145 hrs., to OAK. She went through the checkpoint. Everyone was very nice. She is 88 years old and doesn t have to take her shoes off. The lady came and rubbed her back and legs. She advised caller that she had to rub her butt. Then she asked caller to show her hands. Caller asked why and was told to wait a moment. She brushed her hands and took that to a man who checked it through the microscope. She asked why this was done. She was told that because she touched her butt, she had to test her hands also.

She is 88 years old. Why would she carry an explosive in her butt?

I explained to caller that there are several reasons why a pat-down would be performed: to clear an alarm with the screening equipment, random selection, a request to opt out, or other conditions.

3/13/2013 5:26:00 PM She is concerned that her underwear caused the extra screening. Caller wanted to know why she had to go through this.

I advised that, since I did not have the specifics of the situation, I could only provide her with policy.

I advised that what she described was within TSA requirements as far as she was reporting it, but I would be glad to send her information to the CSM at that airport for review.

Caller said, you have my number, and then hung up.

Caller disconnected before I could obtain the rest of her information.

I was complaining about the pat down on people with artificial joints, even when they are carrying proof of the reason for setting off the check points. The embarrassing situations for the elderly is ridiculous and time consuming.

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com

Subject: In Response to your inquiry.

Date: March 9, 2013 2:22:32 PM EST

To: HYPERLINK (b)(6)

3/13/2013
5:59:18
PM

Thank you for your e-mail regarding changes to the Transportation Security Administration (TSA) prohibited items list.

Effective April 25, 2013, small knives no wider than 0.5 inches and no longer than 2.36 inches or 6 cm (from tip to where it meets the handle or hilt) are permitted in carry-on luggage. Knives with locking blades, fixed blades, or molded grips, as well as razors and box cutters continue to be prohibited from carry-on luggage.

TSA continues to evolve and strengthen its multi-layered approach to aviation security through better technology, expanded data analysis capabilities, and enhanced understanding of current intelligence. The decision to permit certain items in carry-on luggage was made as part of TSA's overall risk-based security approach and aligns TSA with International Civil Aviation Organization Standards and our European counterparts. It also allows Transportation Security Officers (TSOs) to better focus their efforts on finding higher threat items such as explosives.

It is important to note that TSOs have the discretion to prohibit an individual from carrying an item through the screening checkpoint or onboard an aircraft if they believe the item poses a security threat. Therefore, TSA security screening personnel make the final decision on whether to permit items into the sterile area of the airport. If a passenger is unsure if an item meets the requirements described above, TSA recommends that the item be placed in checked luggage.

For more information on these changes, please visit <http://www.tsa.gov/pil-sharpobjects>. We also encourage all travelers to familiarize themselves with TSA Travel Tips prior to their trip. Our Web site has information about prohibited and permitted items, the screening process and procedures, and guidance for special considerations that may assist in preparing for air travel. Passengers can go directly to these tips at <http://www.tsa.gov/traveler-information/>.

Caller stated that she has not flown in quite some time and seen in a AARP magazine about TSA Precheck. Caller stated that something happened awhile back and she cannot tolerate people touching her. She also stated that she has some health issues in regards to flying. Caller stated that she heard something about travelers over the age of 75 even though she is not over the ages of 75 and needed information on that as well. Caller asked if United Airline participates in the Frequent Flier program. Advised her that they did. Callers ultimate goal was to avoid the screening process. Advised her that that was not an option that she would have to go through the AIT or a through patdown. Gave the caller a brief explanation of the TSA precheck program and she stated that the Frequent flier program would better suit her.

Gave the following info:

3/14/2013
11:00:07
AM
The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older. Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Gave the caller the following info:

Currently, TSA Pre[®]2713™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Pre[®]2713™ participant when submitting a passenger's reservation information to TSA.

From: (b)(6)
Sent: Thursday, March 14, 2013 1:30 AM
To: TSAExternalCompliance@dhs.gov
Subject: COMPLAINT AGAINST TSA IN PHILADELPHIA

This email is to advise you of my 2A Civil Rights Complaint as described on the TSA on-line site.

3/14/2013 11:59:57 AM On Thursday, March 7, 2013 I was travelling on Southwest Airlines and was at gate E-15 in Philadelphia at approximately 1 pm.

I was already standing in line at position A-30 with 59 other passengers in line and the "B" passengers standing around

waiting to line up. I was approached from my back right side by a voice that said "mam, put down your bags."

I turned to see a blue shirt and she then said "this is a random patdown." My reply to her was "you are kidding."

She then threatened me by stating "if you want to make this flight you will put your bags down now." Now 60 plus

people are watching what is going on; some looked away and some stared as I made a comment to her and put

down my handbag and carryon. She then proceeded to put her hands all over me, including my front and back

waist right there in the middle of all those passengers. There was never a suggestion to move to a more private

place probably because the surprise attack came less than two minutes before the line started to move. Note that my Caller flew on 3 12 2013 from SEA to Juneau on Alaska Airlines flight 76. She has a stainless steel hip. She said that the agent told her that he wishes she had told him about the hip before the screening began. She had to wait 20 minutes for a female agent to show up. She said that she also has a neurological disorder and she was stressed and hungry. She said the agent put her four bins of items on the counter. Her computer bounced off and her phone shattered. She said that the agent did not use care when placing her belongings on the table. She did not want to file a claim. She said that the items still work. She was subjected to an unnecessary patdown because there were no signs posted and her property was damaged. She thinks that disabled people are being discriminated against because there are no signs posted at the airport telling them the procedure for going through the checkpoint. She said that she does not want to file a written complaint. She did talk to a supervisor who was very nice. She wanted information on the screening of passengers with metal implants. She wanted her record forwarded to the CSM because she thinks there should be signs in the airport that provide information to disabled passengers about their screening options. She said that she will never go through this again and she hates to fly from SEA.

3/14/2013 1:42:53 PM

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

I told the caller that to make a formal complaint she would need to submit it in writing. She said that she does not want to make a complaint.

I advised the caller that I would forward her record to the CSM at SEA for review.

Disability Description: Caller flies several times a week on United Airlines out of LAX and has a feeding tube that is surgically implanted. He has sealed bottles of liquid nutrition. He is also a member of TSA Precheck. Every time he goes through screening there is no consistency with the screening of his bottles of liquid. He stated that sometimes they just look at the liquids and pass him through sometimes they do the ETD swabbing and the last time that he flew he had to go through a patdown screening and had to take his belt off.

Information Request: He is wanting to know why the screening process is so different and there is no consistency at LAX.

3/14/2013 2:23:48 PM Response Details: I advised him that when he goes through the AIT screener or the WTMD and an alarm sounds he will have to go through additional screening which would include a patdown.

I provided him with the contact number for the CSM at LAX Karen 310-242-(b)(6) so he will be able to contact her since he did not want me to forward his information to her.

Email not sent.

Incident Details: Caller stated that he does not feel discriminated against and he feels that its just bad customer service.

From: (b)(6)
Sent: Thursday, March 14, 2013 8:54 AM
To: tsclaims@dhhs.gov
Subject: Formal Complaint - 3 13 13 DCA

To Whom It May Concern,

3/14/2013 4:17:53 PM As a federal employee, I understand the importance of having guidelines and protocol in place to protect our national security. As a frequent traveler I am well versed in TSA procedures, however, today I was shocked, emotionally hurt and violated by the actions of Travel Safety Officer (b)(6) at Terminal B in Ronald Reagan National Airport (March 13, 2013 at 11:40am).

I am currently five months pregnant and was required to travel for work with the federal government. Due to regular travel during my second trimester, my doctor has advised against me going through the full body scan at TSA checkpoints. Prior to today, I have been met with courteous and understanding TSA employees. Unfortunately, today was much different. After telling TSO (b)(6) that I "was not declining screening," but was pregnant, TSO (b)(6) made me wait while she argued with other officers about who would complete my screening. Then when she did escort me to be screened she was harsh and unsympathetic to my situation.

The pat down procedure that she gave me was a humiliating, offensive, and invasive experience. It appeared that she enjoyed making me feel uncomfortable and intentionally prolonged the process in order to make me more upset. As previously mentioned, I have traveled other times during my pregnancy and I have never experienced the treatment or routine that she put me through. TSO (b)(6) was unnecessarily aggressive in her touching, going down my pants in a manner that seemed above and beyond the two finger belt touch, and using excessive force when sweeping my inner thighs and crotch.

In addition to the aggressive manner in which she touched me, she was never clear on what she was doing or why. All procedures were explained after she had begun them, so I was often shocked to find her touching me in various areas of my body and confused as to the purpose of these touches or her instructions. In particular, she asked me to repeatedly lift my shirt up after I assured her there was nothing between my waistband. As a pregnant woman, lifting my shirt up in public is not Hi I travel out of BMI on weekly basis and I have an artificial hip. Since the scanner has been removed I along with multiple other passengers in same situation endure pat downs on a weekly basis. Please return the scanner and give us back some time and dignity .

3/14/2013 6:12:29 PM

Sent from my iPhone
Dear Mr. / Ms. Decision maker,

3/14/2013 6:12:31 PM I think the decision to allow small knives back on planes is beyond the scope of common sense. We were all here for 9/11, we need common sense restrictions to remain in play. You can scan, x-ray, pat down or what ever to keep us safe. I'm good with that. If the flight attendants are not comfortable with this decision; why should we as passengers find this acceptable. Are you really looking out for my safety?

(b)(6)

To Whom It May Concern:

This communication is intended to provide information on how a situation at Midway Airport Security Inspection Zone (SIZ). The situation, which occurred on 03/11/2013 around 12:00 PM, developed as a small plastic jar (the size of campbell soup can) filled with whole apricot jam was denied passage in my carry-on bag. Subsequently and for some reason, one of the TSA officers who ran a test on this jar (e.g. round white paper used on the jar and then run by the detecting device) set off the alarm (As of the time I left SIZ, nobody knows for sure why the alarm went off).

Eventually, I left the Security Inspection Zone with the jar intact and after TSA did a pat-down on me. I checked in the carry-on bag at the airline counter with the apricot jam jar in it and then returned to the Security Zone, passed through, and went on to my flight gate. Here are questions:

Why did a TSA official offered me, as one of two options, to exit SIZ so that I can check-in my bag with the apricot jar WITHOUT first holding me until a thorough inspection of items inside my carry-on bag was conducted? As a matter of fact, it was me who asked to have my carry-on bag inspected before exiting.

3/14/2013
8:27:03
PM
When TSA officers just about started to conduct that inspection, again, per my request, higher ranking TSA officials showed up and stated that I cannot exit SIZ until I go through a pat-down because the detector alarm went off. With that, I offered the use of the body scanner instead of a pat-down procedure. To my surprise, TSA high-ranking officials would not come to see the advantage of having me go through the body scanner though there was at least one machine in line of sight and functional as passengers were being asked to go through it. Given that the body scanner is superior to hand pat-down procedure, why would high-ranking TSA officials ignore taking advantage of it and settle only for pat-down despite my repeated offers for body scanner???

It should be noted here that if it weren't for that jar with mom-made whole apricot jam carried in my carry-on bag, none of what I described above would have happened. Nonetheless, the change/override of TSA Supervisor's position by higher-ranking TSA officials led me to ponder about their motive behind this change which was compounded by ignoring my offer of using a body scanner. Further, I first misunderstood the pat-down procedure from TSA officer until later it was clarified to me that it is no more than the standard pat-down procedure. With all due respect, I still cannot understand this behavior by high-ranking TSA officials?

As a law-abiding citizen, I expect to receive an understanding of why this situation was handled as described above.

If further information is needed, please let me know by all means.

Best Regards,

(b)(6)

To whom it may concern:

I am writing in regard to the Pre Check lanes at the United Terminal at Ohare Airport. I have been part of the pre-check program since it was initiated at the United terminal at Ohare, and it has been a spectacular addition to the travel experience.

However, over the past several weeks, the scanning machine that had been along side the pre-check lane was moved, so that now all pre-check passengers have to go through the older security machine. For some people, that is not a problem. However, I have a hip replacement, so everytime I go through the older machine, I am forced to get a full pat-down because my titanium hip automatically sets off the alarm each time. The movement of the newer scanning machine away from the pre-check lane essentially negates the primary benefit for me of being part of the pre-check program.

3/14/2013
9:23:16
PM

I spoke with the TSA supervisor and he indicated that there had been "a lot of complaints", and he encouraged me to contact TSA.

I recognize that there are likely many reasons for the change, but I would strongly encourage consideration of moving the newer scanning machine directly next to the pre-check lane. Thank you for your consideration.

(b)(6)

(b)(6)

(b)(6)

(b)(6)

Hello,

I flew from FLL to HPN yesterday, March 14, 2013. I had unknowingly brought my expired license for identification. I had major credit cards, health insurance cards, as well as a checkbook. I was traveling with my husband and daughter. I was told that I would have to submit to an extensive search, inclusive of a body scan, extensive all over body pat down and a complete search of my carry on items. I informed the officer that this would be very difficult for me, as I am a sexual abuse survivor and have PTSD. I was told that I had no choice if I wished to fly. I submitted to it all. I have been shaking for several hours, my anxiety is out of control. Was this really necessary? Is this truly the protocol for people in my situation? Could not the officers have checked the validity of my license?

There has to have been a better way to have gone about this.

3/15/2013
8:17:50
AM

(b)(6)

ask me how I can help you make the changes that you want to see in your health and in your life

Website [HYPERLINK](#) (b)(6)

(b)(6)

Mr. Pistola,

About 10 years ago I had a valuable Swiss Army knife confiscated by your officers. I carry that everywhere because it has a file, magnifying lens, tweezers and pliers among other attachments. I can't imagine anyone using that to take over a plane and I won't fly without it. Furthermore I refuse to be x-rayed or groped by anyone and I have not flown nor will I sense that possibility has existed. If security was truly the issue you would use dogs like El Al does I believe that this is not about security but about cowing Americans into giving up their fourth amendment rights since Muslim woman (and only Muslims lately seem to be taking over planes) are allowed to self-check. Yeah right, can you imagine one of them bringing it to the attention of one of your officers? Oh look I found a bomb strapped my stomach! I wonder how that got there? Sure.

3/15/2013
10:13:17
AM

My wife has wanted to go to Hawaii with me for years and I'd love to visit a Greek island but I won't as long as your search search policies remain the same. I don't have a problem with dogs or metal detectors but I won't take off taking my clothes off even my shoes again. I applaud your step in the right direction but it won't change my attitude towards flying again.

Sincerely,

(b)(6)

Sent from my iPhone

Caller states he flew from FLL on US Air. He wanted to express his concern about a TSO named (b)(6). He is a frequent flyer and has the TSA precheck and loves that. He had to go through the regular line at the security checkpoint. He waited for over 30 seconds with his hands high over his head, and when he was allowed to go on through he was asked to stop. He received a patdown, and he is tired of being treated this way. This kind of treatment shows that the Tourist win. The TSO patted him down in public. He was embarrassed, insulted, and this stuff gets worse and worse. When he complained the TSO told him to take a bus, that he had to do his job. This is getting like Nazi Germany. This kind of stuff is out of control. He travels from Baltimore to South Florida. He knows he is keeping someone in a job. He is an American, and has TSA precheck and people know him. He knows he is going to end up on a list for calling and voicing his complaint, and nothing is going to be done.

3/15/2013
2:03:06
PM

Airport: FLL to Charlotte NC To Baltimore
Airline: US Airways
Flight: 1682

Advised Caller:

TSA monitors the number and nature of complaints received to track trends and spot areas of concern that may require special attention. This will enable us to ensure prompt, corrective action whenever needed. I thanked him for calling and letting us know about his situation.

Feedback Type : Request for Information

Categories : Identification Requirements; Screening (AIT, Patdown) Current Date/Time : 3/15/2013 12:50:50 PM Airport : Select One Date/Time of Travel :

3/15/2013
2:14:33
PM

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have 2 knee replacements and always I have to be pad down, i WILL BE 75 THIS SEPTEMBER Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller stated that she flew recently and she has a complaint in regards to the screening that she received at FLL.

Response Details: Caller was wanting to know what the new screening procedures are for passengers over 75.

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Apologized to caller and advised her in order for her complaint to be formal that she would need to submit it in writing.

Emailed caller the DRFI. Also advised caller that I would forward her information up for review. If they need to get in contact with her for any reason they will do so by email.

3/15/2013
3:48:07
PM Incident Details: Caller said that she placed all of her items in the bins and took her jacket off. Caller said she approached the WTMD and she advised the agent that she could not go through the AIT because she had a brain tumor. She stated that her physician told her to not be exposed to any type of radiation.

Caller said that the agent then told her that she had to undergo a patdown. Caller said that she told them that she could not undergo a patdown because she has psoriasis and she incurs pain when touched. She said that the agent ignored her request and continued to pat her down.

Due to her medical conditions she stated that she has difficulty standing. She said that she told the agent this and requested a chair. She said that her request for a chair was denied and the patdown continued. She stated that she does not wear a bra and the agent lifted her shirt up in front of everyone. She said that she lifted her breast up and searched them as well. She said that her skirt was pulled down and she was searched around the waist.

Caller said that she has been patted down before, but she has never had her shirt lifted up, her skirt pulled down and her breast picked up. Caller said not only was it painful but it was embarrassing as well. She stated at this point she was standing at the screening checkpoint in tears.

Caller said that she is not sure if she was discriminated due to her disability, however she does not understand what happened or why it happened. She said that she went through screening around 12:48 and it took so long that she feared she was going to miss her flight.

Caller said that she flies about 6 times a year and she has never had this happen. Caller said that she was asked if she was 75, and was told if she was that she would not have had to undergo this screening.

Caller was upset and was wanting to know what her age had to do with anything.

The caller stated that her airline gave her this number to ask some questions. She was traveling from ORD to RSW. She was in a wheelchair when she went through screening at both airports. She stated that she can walk short distances and went through the body x-ray. On both flights the TSOs made her get a patdown as well even though she knows there was no alarms sounded. She wants to know what the purpose in the x-ray if the TSOs are still going to give patdowns and hand inspected bags. She stated that she was also upset because the patdowns were in front of everyone including men and she felt uncomfortable.

Advised Caller:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

3/15/2013 4:23:52 PM Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

The caller does not have the flight information. The caller then stated that one person cleared her and other TSO stopped her. The female TSO went through her cosmetic bag after it had already went through screening. She stated that she has never been offered a private pat down. She also wanted to know if we still did not let passenger lock their luggage. She stated that she has to have wheelchair assistance and if the wheelchair is not there when she arrives it takes to long to get her baggage and her baggage is just left there. She stated that she would just feel safer is it was locked.

Advised Caller:

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

We still do not recommend for passengers to lock their luggage. However, Transportation Security Officers (TSOs) are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks such as Travel Sentry® and Safe Skies® are accepted and recognized by TSA for use at all airports where TSA screening is performed.

I apologize that I cannot clarify why you were selected for a pat down in both airports on all three times. I can only tell you that patdown are conducted to clear alarms and can be done at random as. In the future if receiving the patdown in the general public you can always request the private screening. This will be conducted by someone of the same gender and you can have someone accompany you as well.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security

Dear Sirs,

I strongly oppose your TSA policy change to allow small knives on board commercial flights.

Small knives do not belong on commercial airplanes.

It only took a few box cutters with razor-sharp one-inch blades in the hands of terrorists to cut, terrorize and bring down four airliners in 2001 – resulting in considerable loss of life and the creation of the TSA, the Dept. of Homeland Security and all the enhanced security precautions we now experience.

3/15/2013
6:00:47
PM

For the sake of my loved ones who travel by air, please reconsider this policy for the safety of all commercial air travelers and flight crews.

I note that all major commercial flight personnel unions and air marshals have expressed their strong opposition to allowing small knives aboard airliners.

As an air passenger, I already endure long waits, humiliating and inconvenient removal of shoes, metallic items, random pat-downs and x-ray scans, plus numerous item restrictions. I do not believe the extra few moments or minutes of time saved by TSA personnel, which is the justification for the small knife policy change, justifies the increased mortal risk to air travelers of allowing small knives through airport security.

Searching for and confiscating small knives during the airport security screening process is part of the job – because small knives no longer belong on commercial airliners, for everyone's safety.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/15/2013 4:20:32 PM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 03/15/2013 Airline & Flight Number : AA 1295 Checkpoint/Area of Airport : terminal A
TSA Employee: (If Known) :

Comment : When proceeding through the security screening, I declined the body wave scan in lieu of the pat down option. After declining, I was told to stand out of sight of my luggage and belongings for over 10 minutes while the agents could not get a male assist, while there were over 4 unoccupied male agents milling about and chatting and laughing. Upon receiving the pat down, I was not explained my full rights and the gentleman performing the screening was rude and did not follow procedure. I was very upset by his non compliance with the normal practice to explain the procedures and help comfort the traveler that they are not being inappropriately treated. It was an older gentleman approx 55-60, white hair, glasses, slightly balding; I was unable to obtain his name as I was very upset and concerned that if anything was said, there would be some sort of retaliatory screening.

3/15/2013
6:01:53
PM

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Name: Chose not to disclose on CRL/OTE complaint submission.

eMail: HYPERLINK (b)(6)

What happened:

I was scheduled on a Delta flight at PBI. Going through security at this airport, metal detectors are not used, and all passengers are required to pass through full body scanners. I opted out of the scanning, as, being a physicist, I do not like to subject my skin to radiation of that level. I have done this at other airports without incident. Usually, my bags are taken off to the side after going through the scanner, and I am then quickly patted down in a professional manner. I wish that I could say this was the case at PBI. I was not allowed to keep visual contact with my bags, which is slightly stressful. At any rate, a mild inconvenience. Yet, the problem came with the patdown. I was forced to wait for several minutes until someone leisurely and frustratingly walked over to take me through to where I would have a patdown. The man was a white male approximately 6ft tall and ~50 years old, with the name (b)(6) ... something. (b)(6) was on his badge, and he has a rather unique description. Per normal operating instructions (b)(6) recited all the legalese you make your employees state. He offered a private screening room, which I declined. Then began the patdown. Which took approximately a full ten minutes -- far longer than at any other airport. (b)(6) was extremely rough on the nice dress shirt that I was wearing, clawing at me with the patdown gloves. I know that part of patdown procedure is to get trace amounts of detectable particles onto the gloves for analysis. This is fine. Yet the clawing was so rough -- it was something I have not experienced before. I felt as though my shirt were going to be torn off. He then ripped a button off my shirt in this process. THEN, he says "ooooopsss" in a lethargic, humorous manner. Excuse my tone here, but you do not fucking treat people like dogs, which is what (b)(6) under your organization, has done. After the scan, (b)(6) LAUGHED ALONG WITH a female, African-American TSA agent, who patted on his back and said "GOOD JOB". I have never experienced something like this in my life. After an extended patdown which is something ENTIRELY DIFFERENT, longer, and far rougher than anything I have ever experienced (and I am a rather frequent flier), you can see how irritated I am that I am writing this. Nowhere in the TSA guidelines does it say to claw and pull at a passenger's clothing. The irritating part, however, is the ATTITUDE. Laughing both at me, as well as along with another TSA agent regarding my humiliating treatment is entirely unacceptable. I cannot believe you let agents such as (b)(6) and his compatriots at Palm Beach International airport work in such a manner. As a citizen of the United States of America, I am treated far worse by TSA agents than I have been in nations such as China with so-called "oppressive" regimes. I honestly cannot remember the last time I was so disrespected.

I know that I am submitting this with the "I do NOT want CRL/OTE to disclose my name to other offices" box checked, out of fear of retaliation from your agency the next time I am flying. I know that it is not your fault, you who is reading this. Also, it is probably not the fault of the person even who hired (b)(6). Yet, I strongly suggest that you review (b)(6) record, as he gives the TSA, and America, a bad reputation (I have not had issues at other airports). Why else would I take the time out of my busy work schedule to write this?

Thank you for your time -- I strongly hope that your agency gets these issues under control.

When did this happen:

3/16/2013
10:59:18
AM

Disability Description: The caller has flown several times. She stated that she had a terrible experience at the airport.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She stated that she was asked if she could remove her ostomy for screening. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy.

Information Request: She asked how she can avoid this in the future. She asked if Precheck will help avoid this situation. She asked if she will always have to do this and she asked if telling them will help the process.

She did not have all of her previous flight details available, however she provided what she had.

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins.

3/16/2013
6:19:31
PM

Passengers can be screened using Advanced Imaging Technology (AIT) or the walk through on their own. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands. Even for expedited screening the ostomy maybe subjected to additional screening.

Email sent.

I explained that I can forward this information to the CSM at MDW for review. I apologized to the caller for the situation. I explained that I will need her flight details and her email address to forward this information to the CSM.

Incident Details: She stated that this is really an act of poor customer service and she does not wish to file a disability related complaint.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and an anomaly occurred so, she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She was asked if she could remove her ostomy for screening and she told them no she could not. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy down for ETD testing.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/17/2013 5:18:21 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/17/2013 4:45 AM Airline & Flight Number : United 1734 Checkpoint/Area of Airport : TSA Gates 10-14 Security TSA Employee: (If Known) : Ivy Comment : I fly twice a week and choose to not go thru new machines; therefore, I am submitted to pat downs with my opt-out. I had to wait more than 5 minutes for a female assist and when TSA Employee Ivy completed my pat down,

3/17/2013
9:13:41
AM

she was so forceful, I almost lost my balance several times. There is no need for this degree of force that makes you lose your balance. Having gone through more than 150 pat downs due to my extensive work schedule, Ivy was so rough that I will remember her face and will request another employee the next time I fly thru TSA.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller wanted to file a complaint on a TSO in Las Vegas.

Response Details: Advised Caller:

A claim form will be sent to you within 24 hours, you need to fill it out and return it to the address on the form. Once the (CMO) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim. I sent him a claim form via email. I sent him via email the RFI.

3/17/2013
12:12:22
PM

(TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger s are treated with respect and dignity. I do apologized your experience was not satisfactory, and regret if these high standards were not met.

Incident Details: The TSO took all his diabetic medication. He had his medications in a black pouch and a doctor s statement concerning his Rx. His test strips, meter strips, and water bottle were taken. He looked on the website and saw all these items are allowed. He flies about 2 or 3 times a week and his doctor advised him not to go through the x-ray. He took a doctors statement stating he did not need to go through the x-ray. He does not have any metal implants. He was being forced to go through x-ray and he refused. He asked for law enforcement and they backed down and gave him a patdown. The TSO was aggressive and hurt him in his private area. He had to purchase new diabetic supplies. He called for a supervisor. (b)(6) who backed his agent and would not listen to the caller. He will be reporting this to the embassy in Washington DC. He states he was treated like a herd of cattle, the airport security is out of control. He saw one pick up a child by one arm.

Hello,

Just traveled to Kona, Hawaii.

While going though the airport home I noticed your AIT. I asked a TSA agent that if I don't want to go through the X-Ray I can get patted down. She told me I was correct. After putting my bags on the belt to go through the bag x-ray a different agent agent (male) came up to me and instructed to proceed into the full body scanner. I said I don't want to. He asked me how old I was which I replied 16. He then said that you've switched to "Sonic" detectors. I proceeded to go through the AIT.

After looking this up online I have failed to see any evidence you have switched to "Sonic" full body scanners. Do these exist and if so is it being used at this airport.

If they don't exist or are not being used at this airport I was lied to by the Male TSA agent after I opted OUT of using the full body scanner and asking for the pat down, forcing me to go through the full body x-ray machine.

This incident happened at the Kona Intl. Airport on Friday 15th at around 6:30pm Kona Time.

3/17/2013
1:20:22
PM

Thank you,

(b)(6)

(b)(6)

Sent from my iPhone

Hello,

About 45 minutes ago I was in line for security at San Francisco Airport when a gentleman in front of me gently but firmly protested the use of the bodyscatter machine (which was the only machine open at this checkpoint.) The agent in charge said there was no alternative available and he would have to get out of line in order to let the rest of us go through. I was under the impression, however, that bodyscatter is optional, and that one who does not wish to go through the machine can opt to receive a pat-down instead - as the board next to the machine clearly read. Why, then, was this gentleman told that bodyscatter was the only way of going through the checkpoint?

3/17/2013
1:20:36
PM

Thanks for your time.

(b)(6)

I am six months pregnant and I specifically asked for a pat-down at the Omaha Nebraska airport today. The officer that was directing passengers said not to worry about it that the machine was broken and had me walk through. Little did he know I had forgotten my cell phone was in my pocket and an alarm was set off. Two other TSA employees were present when he made that comment including a woman with blue gloves on whom I presume was doing the pat downs. Please tell me why I was denied my right and lied to when TSA specifically states, "Q. Can I choose the way I would like to be screened?

3/17/2013
1:20:38
PM
A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right."

Thank you,

(b)(6)

The caller wants to know if she can carry on baby formula for an infant. I explained that:

3/17/2013 4:54:58 PM When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teething; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

The caller was obviously upset that the policy gives the TSOs the authority to require containers to be opened because she uses formula that is perishable after 2 hours. When I explained the alternative of secondary screening she didn't feel that that was a valid alternative.

3/17/2013 5:01:38 PM Caller said that his wife just had a issue in Phoenix where she asked not to go through the AIT machine and they told her she would have to receive a patdown instead. But when they was in Houston they just let her go through the WTMD instead. He asked if what Phoenix said is the correct protocol because even the supervisor at Phoenix said that it was.

Response- I told him that is the correct protocol for when you opt out of the AIT machine.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 3/17/2013 5:39:03 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CI 0003 China Airlines, San Francisco airport, International departure gate A9
Comments: Dear Customer Service Management.

3/17/2013 7:07:32 PM My 60th birthday present from TSA was having my worse experience in going through TSA screening @ approximately 2330 3/15/2013 at SFO.
My flight was CI 0003 to Taipei.

My husband & I opted out of going through your ProVision screening for our own reasons, mine I will detail later. I travel at least four times/ year either locally in the U.S.A. or overseas & I always opt out of having any Xray screening. I am very familiar with the pat down procedure & what the exam should be.

On this occasion my hand luggage went through the screening & I was told to wait since I had opted out. However, after waiting for a while, no one appeared. In the meantime my husband had his opt out process completed so I shouted for him to retrieve my belongings as there was \$2000 in my purse plus my iPad in a bin. I then asked again if someone was coming to do the opt out procedure. I was told to wait, someone would be there. After now waiting for about 10 mins., I was noticed by a Manager, (b)(6) & she called for a female TSA screener to help me. I waited almost another 10 mins. before someone showed up. (b)(6) did apologize for the delay. (a total of

Feedback Type : Complaint

3/17/2013 7:07:43 PM Categories : Disability Complaint; Screening Current Date/Time : 3/17/2013 6:12:57 PM Airport : DEN - Denver International Date/Time of Travel : 03/17/2013 4:04 PM Airline & Flight Number : Delta 2016 Checkpoint/Area of Airport : South TSA Employee: (If Known) :

Comment : I am an Air Force active duty Lt Col and went thru the pre screen because it was supposed to be quick and easy. I am a wounded warrior and wear a brace on my leg. Because of the brace I received an extremely thorough pat down. If I went thru back scatter I would have been only swabbed.

It took three times as long.

Pre screen for military wounded is a huge failure Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Other Current Date/Time : 3/18/2013 2:36:34 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 03/15/2013 7:30 AM Airline & Flight Number : DL3299 Checkpoint/Area of Airport : TSA Checkpoint through AIT screener TSA Employee: (If Known) :

Comment : I went through the scanner as I do about 4 times a week every week for the past 15 years and made sure all my pockets were empty. I always hold my cash visibly in my hands. Upon exiting the machine the female TSA agent asked me to hand over my money for 'inspection, pat down and counting'. I refused asking her 'Since when have people been required to hand over their money to TSA agents?' She yelled at me to comply. I refused saying she had no right to count my money or to ask me to hand over the cash in my hand. I told her I would show her what it was and that was as good as it was going to get. She replied that 'I was going to miss my plane then, because unless you hand over the money for pat down then you ain't getting on that plane'.

I refused and she yelled at her supervisor to come over and he yelled at me to 'comply or face the police, criminal action and be detained' if I didn't hand over the cash for inspection. I told him the same thing I told the other TSA 'agent' - that they had no right to demand my money (it was only about \$450) and he replied 'do it or be arrested'. I tossed it to him and went to get my bags saying to him 'Great you keep it if you guys are so desperate to get money off everyone'. The female TSA agent yelled at me so loud everyone stopped 'Do not move! Do not touch your bags until I give you permission to touch a damn thing!' I turned and she threw the money at me and I took my bags. We traded insults for a second about her lack of a GED and customer service skills and her calling me an 'asshole.'

3/18/2013
8:28:15

AM I left to get my flight and as I walked passed the cop who was watching he said 'She can't ask you for your money, she was out of line, you should complain.'

So here I am, making a complaint. I am stunned that a TSA agent would ask for my cash, nobody has every done that in all my travel - and I travel, I travel about a million miles a year so I have been through TSA checkpoints more times than most TSA agents.

Please clarify the rules on what the TSA agents are allowed to search and what the rules are regarding cash amounts like I was carrying - about \$450. I would also like to lodge a complaint about the TSA agent and her supervisor with regards to their behaviour and threats.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 3/17/2013 10:44:21 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/14/2013 2:15 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/18/2013
8:28:24
AM Comment : I am a traveling mom still breastfeeding my little one. For that reason I always carry my pump, cooler, cool packs, and breast milk when come back home. I noted that the knowledge of TSA personnel about breast milk rules is sometimes very limited. On March 14 I travelled from MSP and the agent in the front was everything but polite and was saying that I was not authorize to pass breastmilk and if somebody let me pass the milk before was because they did not care about their jobs and did not knew the rules!! When I told him the rules posted on TSA were clear about the topic he said that the information in the website was probably old! I have to tell that I feel bad about his bullying attitude. Fortunately, the supervisor came and saved the day. He knew the rules and we did the process as the rules say without any problem. Actually, he and the agent that made the pat down were very nice and diligent. We lactating moms have enough with leave our children every week to get the money and pay the bills, we have enough with an "unsupporting" system that make us see like breastfeeding is just a luxury and not a necessity for healthier future for our kids. We do not need TSA bullying at us after an exhausting week because he/she do not know the rules. It just takes better and continuous training to give a better service. Thanks for your service (because the majority of you do a great job!) and this can help to make it better.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller traveled through John Wayne Airport on 3 1 13. She was asked to take out her iPad from it s carrying case. Whenever she retrieved it from the bin, and attempted to use it on her flight, it was damaged. The screen was damaged and the sides were bent.

I apologized to the caller for the damage done to her iPad. I advised her that I could send a report to the CSM at John Wayne airport and let them know that her property was damaged.

3/18/2013
1:58:29
PM The caller does not remember where the incident occurred. She was flying on United and her flight left at 6:55AM enroute to IAH. She believes that she went through security at approximately 6:00AM.

I told the caller that I would forward her some claim forms so that she could file a claim for the damage done to her Ipad.

The caller also stated that she thought that she traveled through Oakland once before and had an issue with a patdown. She wasn't sure where it occurred but she thinks that it was at Oakland. She stated that she recently had back surgery at this particular time and the person who performed a patdown was a bit rough. The caller was not sure of the date and did not want to make a complaint.

3/18/2013 3:13:59 PM
 Caller stated that they frequently travel from Santo Domingo, Dominican Republic to the US where they usually come through BOS as the port-of-entry. Caller stated that the last time they entered, they were treated very badly due to being in the process of transgendered surgery. Caller said that when they were scanned through the checkpoint the TSO said that a patdown was required and took the caller to a private room and did not explain any of the process they were conducting, nor would they explain why the patdown was required. Caller said that they believe they were sexually profiled and wanted to know how to avoid this on future flights. Caller went into greater detail about their medical condition, as the sex change procedure was only half completed as well.

Apologized to caller for any inappropriate treatment they experienced on the flight and explained that if they feel that they were specifically profiled due to sex or medical condition we could transfer them to the Multicultural Branch for further assistance and to submit a complaint to the appropriate office. Caller said that they did not wish to submit a complaint at this time but instead to avoid any inappropriate treatment in the future. Advised caller that TSOs are trained to properly screen passengers and maintain a high level of customer service, and to explain what is going to happen in each process. Suggested that if the traveler has any issues, they should request to speak to the supervisor TSO on duty or even the CSM at the location. Suggested as well if they are timid about the screening process they can ask for the STSO or CSM prior to beginning the screening process. Advised caller to contact the TCC in any event they have an issue with their screening so that we may handle the complaint appropriately.

Caller had a NOI inside of his baggage. He was flying out of FLL. He had a TSA approved lock on his baggage. When he got his baggage back his lock was broken. Also when he was going through screening at FLL he and his wife requested a patdown while waiting on the patdown their baggage got out of their line of sight and now his wife's hat is missing he wants a claim form for his broken lock and the stolen hat.

3/18/2013 4:44:50 PM
 Generally, TSA has no role in prioritizing, sorting, or transporting checked baggage. We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short, though it varies depending upon the operational conditions at each airport. In addition, TSA has found that many locks break off in airport baggage conveyor systems. To learn more about TSA's damaged locks, travelers should visit <http://www.tsa.gov/traveler-information/protect-your-property>. You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If a traveler decides to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Disability Description: Caller's daughter has Cerebral Palsy and is paralyzed on her left side. She wears braces on her feet as well.

Response Details: I apologized to the caller and told her that all passengers must be screened and everyone may be subject to a patdown. Children 12 and under receive a modified version of the patdown. Our security officers are trained to treat everyone with dignity and respect.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

3/18/2013 4:45:00 PM
 I sent her the information about filing a disability related complaint.

Incident Details: Caller wants to know what the age limit of a passenger for a patdown. They had flown from Missouri to California. Caller was flagged and received a patdown. On the way back they used an airline wheelchair hoping to not get a patdown. Her daughter ended up having a patdown and her hands swabbed. She is 12 years old and in a wheelchair. Her daughter is very cognitive and knew everything that was happening. Caller thought it was the most undignified thing that she has ever seen. They would not allow the caller to take her daughter's braces off and let her daughter go through the AIT. That was not even offered.

They did not patdown the twin and her other sister. She believed that her daughter was flagged because she is in a wheelchair.

She flew on March 17th from LAX to Kansas City via Southwest flight number 629. She did not know the gate or terminal.

1. Information about the person who experienced the civil rights civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Brookings OR 97415

Email: HYPERLINK (b)(6)

3/18/2013

8:01:12
PM

2. Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Brookings OR 97415

3. What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I am starting a formal complaint on behalf of my wife and will forward contact information of representation once decided upon.

My wife and I were flying Hawaiian Airlines, originally Flight HA299, from KOA to OGG, on Friday March 15, 2013. At Approximately 0930 we were directed to an alternative security screening checkpoint at the airport along with fifty or so other people to expedite the process of getting to flights on time. It should be noted that the lines were ridiculously long and apparently poorly ran. I asked my pregnant wife, with her in agreement to opt out of the body scan, and receive a clothed body search. I

Hello

I want to bring to your attention to an incident at the Jacksonville airport that I thought was very unprofessional, abusive and humiliating. This matter occurred on Thursday, March 14 at approximately 9 am as I was checking in for my flight with Delta to Atlanta.

As I was checking in at the TSA checkpoint, there was no TSA Pre, so I was directed to the body scan machine. I opted out and was told to step to side and wait for a TSA agent to conduct a pat down. I am very familiar with the procedure and would rather go through this ritual then go through the body scan. It took a few minutes for the agent to meet me and when he greeted me he pulled a clipboard off the wall and held in front of me to read a short paragraph about being subject to a pat down. I scanned it quickly and told him I do this all the time and was fine with proceeding. He then snarls at me to "shut my mouth, that he would read it to me" Now I should point out that he was holding the clipboard in front of me as if he wanted me to read it. I told him he didn't have to get an attitude and I could read it just fine. He pointed to a camera behind him and stated we were on video and he had to read it so shut my mouth. At this point I waved at the camera as he read it to me, when he finished I stated to him that this must be a real power trip for him to which he replied he was just doing his job. This is the only time at any airport that this procedure of reading from a prepared script has been done that I have gone through. He opened the gate and had me enter the secured area. I pointed out my bags but he told me to leave them that I could see them from his search area.

3/18/2013
10:05:09
PM

Now I must point out that when he approached me at the beginning of this process he was wearing a set of gloves. When he started the pat down he gave a very brief speech but did not cover all the topics normally addressed by the agents. He started to conduct the pat down and I asked him if he was going to change his gloves? All agents go through this procedure in front of me without being asked; it seemed automatic (many of them will tell me to wait while they change their gloves as it is required). He then told me for the third time to shut my mouth and he did not have to change them. At this point he seemed out of control and very upset so I allowed him unfortunately to proceed (though he would have gone forward with the process whether I condone it or not). His pat down was very forceful and rough with no comparisons to others I received. When he finished he walked over to the machine and wiped his gloves and for the first time smiled at me. A moment later I was told there was unknown residue detected and that my bags would need to be completely checked. All my bags were opened and wiped down and everything was checked by two different agents (who were very courteous). As I was waiting I mentioned to the new agents that the original agent did not change his gloves. He heard me and became agitated saying he did not have to change them. I told him he should at least know the procedures if he was going to work there. He stated he was following his correct procedures. I then told him that I would accept his apology for handling this process badly. He yelled that he was not apologizing and walked off. A minute later he walked back and picked up some baskets and told me again that he was not going to apologize.

The two agents finished inspecting my personal belongings and then informed me that I was required to do another pat down. I asked why and couldn't understand why this was happening – asking again why the original agent did not change his gloves because if he had this would not be happening. I was escorted to a private screening room with my belongings and once again went through a pat down with two lead officers. I asked them about why the original agent had not changed his gloves and I was asked if I had made the request. I told them yes, they looked at each other with a concern on their faces and then told me next time to ask for a supervisor and it would be done. I told them that sure didn't help me this time and this was very embarrassing as I had a colleague waiting for me and being forced to take all these unnecessary steps. The two lead officers were very professional and helpful and I thanked them for that. As far as my residue search results, I know you have deducted by now that it came up clean with nothing be detected.

I travel over 160,000 miles a year in the US and have on a whole good experience with the process at the airports. I cannot understand how this agent in Jacksonville can be what you are hoping to present to the traveling public. What he put me
Caller stated that she was going through security at Dallas Love Field but for got to check her bags. She was cleared by security, had her hands tested for trace explosives, and was cleared to enter the sterile area. She then had to leave the sterile area to check her bags with the airline. She then proceeded to go back through the security checkpoint and be screened a second time. They again tested her hands with the ETD and this time it alarmed causing her to have to be subjected to a full body patdown. She has not fired any weapons or touched any explosive materials and she had just been tested by the same machine with no alarm. She wants to know why this happened. She is very unhappy with her screening experience and would like to make a complaint to the CSM. All this occurred on 03-19-2013 around 6:45am. She is going to be flying on Southwest Airlines flight 1636. She thinks the machine may have malfunctioned.

3/19/2013
8:08:14
AM

Apologized to caller and advised:

TSOs are required to preform a patdown to resolve any alarms that might come from the ETD.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Call came in on the ombudsman line and was transferred to agent.

Caller states she sent her mother to the airport this morning for a flight and got a call from her mother because of her screening experience.

Caller was asking the screening procedures if not making through the screening process?

Caller thinks her mother went through the AIT and stated she also had to have her hands swabbed. States she alarmed both and was taken to a private room and had a patdown and while in the room was then asked to remove all her clothing for a second patdown. States they inspected her personal belongings, nothing was found and she was asked to dress and allowed to leave the room and enter the secured area for her flight.

Caller states her mother was crying and told her daughter she was told to remove all of her clothing.

Flying from LGA, with United, via ORD to Colorado Springs, CO.

(b)(6) is her mother's name.

Caller stated she wants to speak with the CSM at LGA and before ending the call decided she wanted the TCC record to be forwarded to the CSM instead of her calling.

Reason for Call:

Screening Complaint and Information

Incident Date Time

3-19-13 8:30 AM

3/19/2013

9:45:27

AM

Flight Details (if applicable):

1. Airport: LGA

2. Airline: United

3. Flight #1707

4. Gate: C9

5. Terminal: B

6. Baggage Claim # NA

7. NOI included? (Yes or No) NA

Call Resolution:

Apologized to caller for her mother's experience and advised information would be forwarded to the CSM at LGA for review.

Explained general patdown procedures to caller.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

Just wanted to let you thieves know another reason why Americans despise the TSA, and always will.

My wife has bone cancer and we live in Rio de Janeiro. She had to make a special trip to the US for some medical procedures. While she was there, she also picked up some pain medication that is very hard to get in Brazil. She had a prescription for all of it, and put 2 of the 3 bottles in her carry-on since the TSA is well known for stealing medication from bags. But she was afraid to put it all in her carry-on since TSA is also well known for making citizens throw things away from carry-ons at security check points. Maybe the slack-jawed, gum-snapping idiots at the check point know and obey the law... maybe not. They just tell you to throw something away and even if they are wrong, you have to do it.

So of course what she put in her bag was stolen. Asking public servants not to routinely steal from the public is apparently a bit too much. Hopefully she can get it replaced locally before she is crippled by spinal pain again. It would be nice if this were the first time something like this has happened to us.

3/19/2013

10:03:14

AM

I cannot begin to express the depths of my loathing for the TSA and its agents. You have done nothing helpful for America... only wasted tax money to humiliate and steal from untold numbers of citizens. I look forward to the day that the inevitable budget disaster causes you all to lose your jobs. Until then, enjoy your stolen pain medication... If there were any way for me to find out who stole it, they would really need it.

I am sure this email makes me a suspected terrorist in the disordered mind of the TSA, and I will be flagged for genital pat down next time I fly. Just don't steal my wife's pain medication while you are feeling my balls and we'll get along just fine.

(b)(6)

Caller says that he noticed on his last trip that the screening seems to be different at each airport. He says there is no consistency. The screening equipment and instructions are different. He says that he expected it to be the same process at both airports, but it was not.

CAK did not require him to totally empty his pockets. He left some papers and his wallet in his pockets. He says that here he had to remove his belt.

DEN required him to totally empty his pockets, but he did not have to remove his belt. He says that here he was told he did not have to remove his belt. He went through screening and still had his papers, which were just small scraps of paper, and wallet in his pockets because he was permitted to do so at CAK. He says that the officer directed him to the side and done a patdown on the pocket area and the groin. He says that he was upset and objected to this because he felt touching the groin area, especially in front of everyone, was inappropriate. He says that it was not groping or anything, but he feels this was inappropriate. Caller says that a gentleman with TSA at DEN gave him a card with our number on it to call.

Flight Details CAK to DEN:

Airport: CAK

Airline: Southwest

Flight: 344

Date: 03 10 13

3/19/2013 Time through checkpoint: 5 a.m.

10:36:18 AM Checkpoint: Main checkpoint. Caller states there is only one checkpoint.

Flight Details DEN to CAK:

Airport: DEN

Airline: Southwest

Flight: 2671

Date: 03 16 13

Time through checkpoint: 9 a.m.

Checkpoint: Main checkpoint. Caller states there is only one checkpoint.

Advised caller:

I advised the caller that I would send to the CSMs at these airports to make them aware of the inconsistency, so they can address the situation at their individual airports. I thanked the caller for calling and letting us know about the inconsistency.

Note: Caller did not want to provide an e-mail address.

Caller says that he noticed on his last trip that the screening seems to be different at each airport. He says there is no consistency. The screening equipment and instructions are different. He says that he expected it to be the same process at both airports, but it was not.

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Advised caller:

I advised the caller that I would send to the CSMs at these airports to make them aware of the inconsistency, so they can address the situation at their individual airports. I thanked the caller for calling and letting us know about the inconsistency.

Note: Caller did not want to provide an e-mail address.

3/19/2013 11:12:17 AM
Caller flew on 2/27/2013 from Buffalo to RSW. He then flew on 3/09/2012 from RSW back to Buffalo on AirTran Airways. He did not have the flight number. He is a diabetic and had a kidney transplant. He put his liquid medication in the bin at RSW. It set off the alarm. The officer asked if he could take the label off the bottle. The passenger said yes. The officer then opened the \$300 bottle of kidney medication and tested it. The TSO asked the passenger if he could do a body scan. The passenger said yes. He said that the officer used the same gloves to test the medication that he had used for the patdown. His medication was contaminated. He asked the officer to change his gloves and he refused. The officer told him they can go in the back. The caller said he did not have time to do that. He and his wife had three carry-on bags with them. Only two of the bags were checked. He stated that none of the bags set off an alarm. The only alarm was the medication. He went through terminal 4. He was not sure what gate he went through. He wanted to know why only two of the bags were checked. He said that he wants to feel safe when he is flying.

I advised the caller that bag that set off alarms are opened and inspected. I told him I do not know why only two of the bags were inspected. I advised him that I would forward his record to the CSM at RSW for review.

3/19/2013 12:16:48 PM
Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 3/19/2013 11:44:24 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/07/2013 12:00 PM Airline & Flight Number : Southwest. Flight 828 Checkpoint/Area of Airport : Security/Screening TSA Employee: (If Known) :
Comment : Thank you for replying to my first complaint but I was not satisfied with your generalized response. Specifically I asked if my husband and I are on a watch list and if so, why? Also I want to know why we are always randomly selected and how could that be if it is randomly. Lastly how can we stop this especially pat downs and luggage inspection? We are African American and senior citizens why does TSA think we are terrorists or a threat to our country?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/19/2013 12:16:58 PM
Feedback Type : Complaint
Categories : Poor Customer Service; Disability Complaint Current Date/Time : 3/19/2013 10:11:49 AM Airport : DEN - Denver International Date/Time of Travel : 03/18/2013 4:45 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : A concourse TSA Employee: (If Known) :
Comment : I have arthritis and deformities in both my hands and the TSA checkpoint employee demanded that I place my fingers in the loop of my pants to hold them up while he did leg pat-down.
This caused moderate pain to my hands and great embarrassment when the TSA employee berated me and threatened to take away my ticket for not complying and holding my pants up they way he wanted with my deformed hands.
The experience left me in shock, the TSA agent is the classic bully, that my 5th graders are taught about in school.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom it may concern:

3/19/2013 2:07:33 PM
On March 7th I was coming back from Flight Path, which is a non-uniform company mandated meeting, through the PDX airport. I wasn't in uniform when I came through security. They told me I couldn't have my full size product if I wasn't in uniform, so I was escorted back out of security and all I had with me was my uniform tops. So I changed into them, but I was still wearing my black jeans and black shoes, and went through security again. I was asked if I was on duty and I told them yes. They let me through, no problem. I had my tags around my neck and crew tags on my suitcase. I was sitting in A gates waiting to deadhead back to Boise and 4 TSA agents and a policeman came up and said "There you are, please come with us". I asked them what was going on and they said I was a security breach and they had to shut down the line I was in because of it. They escorted me back upstairs to security. They had me give them my suitcase, ID tags, and purse and had me stand in the footprints and I was given a body full pat down. They didn't ask me if I would like to do this in private. They re-X-rayed my bag and then took it apart completely in front of everyone coming thru security and took my \$15 bottle of hairspray and \$10 dollar bottle of body wash. I told them had I known it would be an issue I would have brought my uniform or left my product home. I came through every other security check point out of uniform just fine on my way to Portland. Being a newer flight attendant, I didn't know PDX security is different from other TSA.
I am a flight attendant for Horizon Air with all my credentials on me.
The police officer took my name and number and address and the TSA supervisor did the same. I was so shaken up, I didn't get names. But the TSA supervisor who had me tracked down like a common criminal was a short, blonde woman with moles on her face. I believe her last name started with MC....
I am appalled that being a Flight attendant with everything but uniform pants, I was hunted down like a dog by 5 people and escorted like a criminal through the airport and treated this way. I had my Known Crew tag, my Horizon employee ID, drivers license and FAA card all stating who I was. I felt humiliated and degraded. I almost missed my flight because of this.
This was an extreme abuse of power. I understand the rules and abide by them without complaint. I remained calm and compliant with everything they wanted, but I was madder than hell. I understand TSA's position and what they deal with on a day to day basis, but I am an airline employee with all the credentials. There was no reason other than having the wrong pants on for them to treat me this way.

(b)(6)

Complaint Information:

Name: (b)(6)

Phone #: Cell: (b)(6) Home: (b)(6) Work: (b)(6)

Mailing Address: (b)(6) Prescott AZ 86305

Email: HYPERLINK (b)(6)

What Happened?

3/19/2013
2:07:40
PM

I was travelling on Southwest Airlines on Thursday, March 14, 2013. My destination was San Diego. My flight # was 4805 and my flight departed at 9:20 pm. At approximately 7:45 pm I approached the security checkpoint at Sky Harbor Airport in Phoenix, AZ. The line was short. As I approached the conveyor belt to place my luggage on it, I removed from my Quart-sized Ziploc baggie 4-15ml bottles of doTerra essential oils and asked the attendant to keep the bottles from going through the x-ray machine. The x-ray can damage the oils, which are expensive d which I use as alternative medicine. The attendant said that I could do that, but that I would have to have a "pat down". I said I was willing to do that to save the oils. I was taken aside by two female TSA agents who explained the "pat down" process. At the conclusion of the explanation they offered me a private screening, which I accepted. The two female TSA agents led me to a small room and conducted the "pat down". At the conclusion, the one who did the "pat down" went to check if there was anything "on her gloves". When there wasn't anything found, I was told that I was cleared and free to go to my gate. I left Security and headed toward gate C-19. Once I located my gate, I used the restroom and then bought a couple of tacos at Sir Vezas restaurant. I no sooner began to eat my dinner when 3 TSA agents surrounded my table and told me I needed to return to Security. When I asked why, none of the TSA agents could give me an answer. They took my stuff, not letting me gather my things myself. We all walked back to the Security check-point area. A lady agent approached me and asked for my boarding pass and my ID. I gave her both. She then directed me to the x-ray machine again, where my things were put on the conveyor belt AGAIN. There seemed to be a lot of commotion and no one was communicating with me. I was left standing there, dinner getting cold, and no direction from anyone. The original TSA agent (who was about to clock out) said she had no idea what was going on. Finally the agent who looked in charge said, "Passenger has been cleared, I was permitted to gather my belongings and head back to my gate. It was very embarrassing and frustrating to have to go back and do what already had been done. My food was cold now. No one bothered to apologize or ask if they could assist me back to my gate.

I found a place to eat my dinner, used the restroom again and got in line to board the plane. I boarded the plane, found an aisle seat (I was A-32 boarding pass) and put my carry-on in the stowaway bin above me. I buckled my seat belt and then immediately heard the Southwest attendant call my name over the loud speaker. I identified myself and he asked me to remove my carry-on luggage and exit the plane. This was even more humiliating than the second time. I was met by two TSA agents at the entrance to the plane. They told me they needed to search my bag and swab it. They made me open my luggage in the waiting area and did 5 swab passes of my luggage and shoes. One agent stayed with me, the second took the swabs and left. The plane was now boarded and waiting for me to get on so they could take off. A Southwest employee asked the TSA agent with me if they should wait, which thankfully he replied "yes". A few minutes later the TSA agent I was with received a phone call I had been "cleared" and I was finally allowed to board the plane. I lost my seat and had to sit next to a woman who reeked of alcohol. By then I was completely frustrated and stressed by all the commotion caused by my not wanting the oils to be x-rayed. This situation was absolutely ridiculous.

Hello,

3/19/2013
4:05:22
PM I was just given a pat down at the Moline airport. I have traveled quite often and I have never had a TSA agent reach inside my pants. I feel very violated and embarrassed as I was traveling with coworkers. I don't mind being patted down as I know it's an extra security measure, but reaching inside my pants (which were tight fitting) was inappropriate and it completely embarrassed me. I understand airport security is an important part of our national security and I am happy to comply with TSA regulations, but I feel that was going too far. Thanks.

(b)(6)

Date: 3/1/13 Time: 2:15 PM Airport: IAH

Date/Time of Travel: 3/1/13 3:31 PM Airline & flight number: United UA5289 Checkpoint/Area of Airport: TSA agent (b)(6) was unprofessional and disrespectful. She was discourteous by being impolite and delaying my pat-down. I explained I was pregnant and she confirmed to be inconsiderate. Agent (b)(6) and Supervisor (b)(6) got involved and resolved my frustrations with agent Isom. She should be fired!

Passenger's Name: (b)(6)

Email: (b)(6)

03/01/13 STSO (b)(6)

IAH TSO (b)(6)

3/19/2013
4:06:06
PM

---Original Message---

From: (b)(6)

Sent: Tuesday, March 19, 2013 3:40 PM

To: TSA-ContactCenter

Subject: TSA screening experience - complaint

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/19/2013 1:58:22 PM Airport : MCO - Orlando International Date/Time of Travel : 03/18/2013 7:40 AM Airline & Flight Number : SWA Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : Due to a glut of spring break travelers the airport was experiencing I had very little time to spare to get to my flight and was subject to a very thuggish patdown by a large menacing black man who gave me no explanation.

This thug was treating me like a criminal and was behaving in a menacing way. If I touched someone the way he did me, I would rightfully be arrested. Why is it ok for him?

3/19/2013
4:06:34
PM

Although he did not use any racial slurs I do suspect his behavior had a racial component. Again, that is only a suspicion on my part.

I could not tolerate his hands on me any more and started to take my pants off so he could examine them without molesting me further.

This triggered what I view to be an extreme overreaction where I was subjected to police interrogation, intentionally delayed long enough to miss my flight, and treated like a criminal.

I want to know "why" he and his supervisor are not in prison.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is wanting to make a complaint for a screening incident that happened to her on her flight from DFW to Vegas. The officers pulled her aside and did a patdown to her hair. Since she is an African American woman, she feels that she was discriminated against because of her race since they singled her about because of her hair texture and style.

CCR informed her:

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

CCR transferred her through to the MB branch at (b)(6) Rusty

3/19/2013
5:03:10
PM

Caller flew from DFW to LAS. Caller went through the body scan, after going through she was told that they needed to patdown her hair. Caller states that this has never happened to her before. She states that this did not happen to anyone else. She believes that this occurred due to her being an African American, with naturally curly hair. She states that this occurred on 3 14 13.

Caller states that when she flew from LAS she went through the AIT there as well. She states that after going through the AIT, the female TSO that was conducting the screening patted down her behind and cupped it. She did not describe to the caller what she was doing, that she was doing it, nor gave a reason for this.

LAS to DFW

3 17 13 6:45 AM American Air

Advised caller that I would email her a RFI regarding her complaint of discrimination. Advised caller that it must be in writing to be formal. Advised caller that she should place as much information as she can into the complaint; what she told me, and any other information she can remember.

Advised caller that I would forward her complaint regarding the patdown to the CSM at LAS, to have them check and see if this was done appropriately or not.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box): Disability Current Date/Time : 3/19/2013 4:09:21 PM Airport : BGM - Binghamton Regional Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known):

3/19/2013
6:11:10
PM

Comment : Why can't people be given the choice to have a handheld scanner screening instead of a pat down? People with artificial joints, etc., do not object to the walk through, but obviously will not pass it. The pat down is embarrassing and sometime humiliating.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants file a complaint about how things were handle flight.

Caller packed everything in clear plastic bags. Everything was in disarray and she is missing clothing. There is no NOI.

In Milwaukee the caller left her keys in her pocket and was subject to a patdown. She recently had surgery and informed the TSO but they patdown that area anyway which she said caused her unintentional bruising. They also kept her purse at least 15 feet out of her reach and she is now missing \$100.00.

Her water was tested at another leg of her flight and she saw a chemical drop in her water.

Information concerning the Patdown:

Milwaukee, TSO name was not notated, but she was a supervisor.

Brown hair with a ponytail.

3/19/2013

8:02:55 Apologised to caller.

PM

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

The below statement posted on your TSA site must be the generic response all for all of your inappropriate discretion, did you provide this statement to the active duty marine you treated inappropriately and with disrespect?

(b)(6)

Your inattention to detail and bad procedures in addition to a lack of common sense is a reflection on those involved and the TSA at large. You people should be ashamed of yourselves.

3/19/2013

8:04:48

PM

TSA Statement

"TSA regrets inaccurate guidance was provided to this family during screening and offers its apology. We are committed to maintaining the security of the traveling public and strive to treat all passengers with dignity and respect. While no pat-down was performed, we will address specific concerns with our workforce."

The caller traveled from SEA to SNA on 3/15/13 with Alaska Airlines. She doesn't have the flight number. She departed from Gate N6. The flight was scheduled to depart at 5:15pm, however it was delayed until 5:55pm. She was at the checkpoint at 3pm.

The caller indicated that she has a knee brace and was in a wheelchair. The scanner beeped when she passed through. The TSO asked if she could remove the brace. The caller indicated that she could not. The TSO advised that she would have to receive a pat down. The TSO placed her hand near the scanner during the pat down and it beeped. She was advised that her carry-on bag would have to be physically inspected. Another female TSO was called over at this time. She indicated that all of her items were removed carelessly from her carry-on bag and haphazardly thrown into the bin.

The female TSO responded rudely to her after the caller asked that she be careful with her items.

The female TSO stated that she had too many liquid and gel items and some would have to be discarded. The caller indicated that these items were in adherence to the 3-1-1 Rule. The items included:

2 small tubes of toothpaste
tiny bottles of mouthwash
lotion, shampoos and conditions
was for eyes
and other liquid and gel items.

3/19/2013
8:13:29
PM

The caller asked to speak with a supervisor. The female TSO indicated that she was the supervisor and did not get anyone else for her. The caller knows that everyone has a boss.

The caller indicated that when they were finished with the physical inspection she was advised by the TSO Supervisor advised that she would have to be patted down again. The caller indicated that the pat down was conducted inappropriately. The TSO groped her. She thinks that she was a nasty lesbian.

The screening was not completed until 4:48pm. Her flight was scheduled to board at 4:45pm and they still had to travel to the boarding gate.

She felt that the additional screening was done purposely to make her miss her flight.

She only made her flight because the flight departure time was delayed until 5:45pm.

The caller indicated that the TSO Supervisor, who she believes to be named (b)(6) was on a power trip.

She indicated that a curling iron was broken and her bag was such a mess that it will take days to sort out.

Feedback Type : Civil Rights/Liberties

Categories : Age; Speech

Current Date/Time : 3/19/2013 9:08:43 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/19/2013 11:30 AM Airline & Flight Number : United Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : middle-aged white male, middle-aged white female, middle-aged Hispanic male (names unknown) Comment : To Whom It May Concern:

I was travelling from Houston, Texas (IAH) to San Antonio, Texas (SAT) on Tuesday, March 19, 2013. At approximately 11:30am, I entered the TSA checkpoint in terminal C. Upon approaching the screening process, I was directed to the AIT. I told the woman directing the procedures that I would like to opt out. I have done this on multiple occasions before and am fully aware of what I am doing. I am 16 years old, but I am cognizant of my civil liberties and rights as a U.S. citizen and traveler. After she called for a male assist, a white male who appeared to be in his 50's approached me and asked my age. When I responded, he laughed and then began to lecture me about how the machine did not emit radiation and attempted to persuade me not to opt out. I told him that I was fundamentally opposed to the screening process and he laughed once again. I was then directed to the other side of the AIT where I was given an extremely thorough pat-down by a trainee--no major complaints there, I understand the procedure. However, my mother, who was travelling with me, took a picture of the pat-down from a distance, in line with her rights as a traveler (published on TSA's website) and as an American citizen. The middle-aged white male got extremely angry, told the trainee to halt the pat-down, and called for a supervisor. I told him that she had the right to take a picture; he denied this. After the supervisor arrived, she called for the manager of security, a middle-aged Hispanic male. He arrived and said something along the lines of, "this is MY security checkpoint and I am NOT going to allow photography"; when I explained that it was her First Amendment right, decided by *Gilk v. Cunniffe*, to photograph or film as long as she did not directly interfere with the process. A middle-aged white woman also involved herself in the process, and began to rummage through our carry-on luggage without even informing us that she would be conducting a search. One item in our bags was not complaint with 3-1-1 and she ridiculed us, saying something along the lines of, "I thought y'all were so knowledgeable about the rules." My pat-down, which felt quite aggressive after this incident, continued, and the middle-aged white female and male both seemed very eager to make our travel experience as difficult as possible simply because I opted out and my mother exercised her First Amendment rights.

3/19/2013
10:01:33
PM

Please remind your screeners at IAH, particularly those individuals working in terminal C this morning, that filming and photography are permissible within the checkpoint and that belittling of their clientele is not only bad customer service but is blatantly unconstitutional, especially when done so based on age or political affiliation.

Thank you for your time,

Cosmo Albrecht

San Antonio TX

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Tuesday, March 19, 2013 11:04 PM
To: TSAExternalCompliance@dhs.gov
Subject: pat-down due to baby food

Hello,

3/20/2013 10:07:15 AM On Sunday evening (March 17, 2013) I flew out of EWR on United Flight 1152 at 7:10 pm. When I went through the security checkpoint for Terminal C around 5:00 pm, I was told that the 8 ounce container of vacuum packed milk and the squeeze pack of pureed fruit that I had in my carry-on luggage for my baby daughter were allowed items, but because they could not be tested, I had to submit to a pat-down in order to take them with me. The TSA agents were polite, and the pat-down was fine, but I don't understand the logic of the pat-down. What does patting me down have to do with the contents of the packages of food? This is the second time that this has happened to me at Newark, but not at any other airport, PDX and MIA being the airports that I frequent most often. It smacks of harassment of passengers to demand that they submit to a pat-down in order to take allowed items on board.

Sincerely,

(b)(6)

(b)(6)

New York, NY 10007

(b)(6)

HYPERLINK (b)(6)

To whom it may concern,

I have been keeping track on the many instances where you DARE to take away a disabled girl's stuffed toy, you humiliated a veteran by doing an unnecessary rough pat down & all the other numerous idiotic things you have done.

3/20/2013 12:10:45 PM I, as many other TRUE AMERICANS, will see your organization abolished & you & your employees without jobs, homeless, & without guns etc. to defend themselves, then you will have no one to cry to, as none of us will not protect you nor your incompetent slaves.

Sincerely,

American patriot

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 3/20/2013 1:21:42 PM

3/20/2013

2:05:58

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: TEAM SEXUAL ASSAULT DISHONORED ANOTHER WOUNDED MARINE AT PHOENIX SKY AIRPORT! IT SEEMS THAT COMMON SENSE IS NOT SOMETHING TSA HAS. BETWEEN THE RAPE OF YOUR BOSSES (ALL AIRLINE PASSENGERS) BY NAZI GOONS AND THEFT, YOU HAVE NOT LEARNED A THING. OF COURSE THE MUSLIM BROTHERHOOD AND OTHER TERRORISTS MUST BE PLEASED. YOU ARE ATTACKING AMERICANS NOT TERRORISTS! TOO BAD THERE IS STILL AN AIRLINE INDUSTRY! YOU COULD BE OUT OF A JOB. CRIMINALS AND SEXUAL PERVERTS ARE ALSO BEING EMPLOYED BY YOU TOO! I WILL NEVER FLY AGAIN AS LONG AS YOU EXIST! YOUR TACTICS FRIGHTEN AMERICANS ESPECIALLY ME!!

Caller flew from ATL to TPA on 2-18 and had a backpack that contained her cell phone inside a pocket. She laid her backpack on the conveyor belt and she felt to ensure the phone was in the correct pocket. She has had a knee replacement and always has to have a patdown. Caller states that someone stole her cell phone while she was receiving her patdown.

She is flying again from TPA to ATL and will place in her purse this time. She asked if there is a lost and found she could check with for her phone. She said her brother in law had his coat stolen while he was going through screening by another passenger at another airport, so, she knows that these things happen.

She departed at 12:45 PM, Flight # 155, Gate # not available, Terminal C, Airtran.
Approximately 10 AM when she went through security checkpoint.
The phone is a black Samsung, looked like a blackberry. The cover is pink and gray with flowers on the back.
Caller asked if she could retrieve her items before she has the patdown?

3/20/2013

2:11:46

PM

Response:

TSA regrets that you found items missing and or damaged from your carry-on luggage.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Atlanta
Hartsfield International Airport
404-530-2100 ext. 0

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process. In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties.
Greetings,

I am writing to complain about the way that I was treated when going through security at LAX Terminal 6 on March 15, 2013 at approximately 7:45pm. In preparing for my trip, I read TSA's website for information on bring my contact solution in my carryon luggage and discovered that it should be ok being larger than 3 ounces as it is medically necessary.

My bag was scanned at the airport and pulled for a bag check. I was informed that they needed to test both my saline solution and my contact disinfectant solution. My saline solution passed the initial test but my contact disinfectant solution did not. At this point, I was informed that I would have to have an enhanced patdown and that both my of bags needed to be searched. During my patdown with my back to my bags, I noticed that another agent began to search my bags. At this point, I became alarmed and notified the agent that he should not be searching my bags without me watching. The female agent searching me then sarcastically remarked that I could see my bags so it was ok in spite of my back being turned. After the bag search was complete, I expected that my solution would be given back to me and I would be fine as no one had completely explained the procedure to me. It was at this point that the supervisor then sarcastically asked me if I was aware that my solution would not be allowed to go. I expressed that I was not as my solution is medically necessary for me to clean my contacts. He then asked me if I would like to for him to call the specialists to test my solution and I readily agreed. I waited around 10 -15 minutes for the specialists to show up. Frankly, I was a little frightened when they did show up as their shirts read explosive specialists and I couldn't imagine that my contact disinfectant solution required calling what appeared to be TSA's equivalent of the bomb squad. While the specialists were preparing to test my solution, I looked up and was surrounded by approximately 6 different TSA agents. My solution was finally cleared by the specialist and I was released and allowed to go to my flight. The overall process took approximately 45 minutes.

3/20/2013

4:06:47

PM

There were two agents that attempted to help me through the process. First was what I believe is the OSS agent that was on duty that evening who attempted to comfort me and gave me information on how to file a complaint. Second was the overall supervisor who attempted to explain that the agents were simply following procedure. I told him that I understand procedure but was shocked to learn that this was the procedure for contact disinfectant solution as many people need to carry it with them in their carry-on luggage. He had no response for this.

The entire process left me in tears and feeling humiliated for simply trying to bring my contact disinfectant solution in my carry-on bag. I also suffered from a lack of information at each step and was treated with disrespect with agents speaking to me rudely and laughing at me. I have several upcoming trips this year and am terrified of this happening each time, I attempt to fly. I believe that there are several resolutions to this. I understand needing to test medically necessary liquids for explosive materials. However the process taking as long as it did with me is unacceptable as is the way that I was treated.

1. The explosive specialists should be posted in each security area or no further than 5 minutes away so that the liquid can be quickly tested and the passenger can be cleared. If this is not feasible, then the supervisors located in each security area should be trained in how to test the liquid so as not to further delay passengers.

2. The entire process should be explained to the passenger so that the passenger is informed and not unnecessarily frightened.

3. At the very least, TSA should update its website and warn passengers who carry medically necessary liquid that is more than 3 ounces that their screening may take significantly more time and should arrive at the airport 2 1/2 to 3 hours early. If I had not been at the airport 3 hours early because that was the only time that I could get a ride to the airport, I would have been in real danger of missing my flight.

Finally, I urge you to train your agents to treat passengers going through additional screening with respect and kindness.

Disability Description: Caller's disabled son is in a wheelchair. Normally when the wheelchair alarms the TSOs have the caller pat him down.

In ORD, the machine beeped when the wheelchair went through. She put their bags on the conveyor belt. The TSOs took the child to do the patdown without the caller. Nothing beeped on the conveyor belt but the TSOs told her that not only did the child need a patdown, but so did she and their luggage. She told them that that is not how the screening had been done in the past. They basically told her to shut up. Caller talked to the supervisor and asked why they were doing this. They made her feel like a criminal. She wants to file a complaint.

Response Details: I gave her the following information:

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or via postal mail to:

3/20/2013
4:51:25 PM
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I told her I could take her information but it will not be a formal complaint unless she puts it in writing. She said she would write in the complaint.

Incident Details: She said if he was not in a wheelchair they would not have been put in that position.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Caller just arrived from a flight and noticed that his bag has been inspected. There is a NOI in the bag and a line on it that he believes may be a signature. He says it looks like a squiggly line. Caller says that he had a lock on his bag, but it was just for show. He says that it was only through one of the zipper tabs. He says that the handle that was connected to the zipper and the lock are gone. He says that if the officer had looked, they would have seen that it was not actually locked. Caller is very upset about this. He says that he flies all of the time for work and his bag has never been searched before. He says that he doesn't have anything in his bag this time that he doesn't have any other time. He says that it is just his clothing and deodorant in the bag. He wants to know why it was inspected and what can cause the scanner to alarm. He wants to know why it isn't against the law for us to remove his lock, if it isn't against the law for him to lock his bag. He wants to understand the laws governing this.

Advised caller:

3/20/2013
5:43:49 PM
I explained to the caller that if an alarm sounds on the scanner, we have to conduct a lawful inspection. If a hand inspection is required and the bag is locked, we have to cut the lock from the bag. I explained that it is required by law that all passengers and their luggage have to be screened before going onboard a commercial aircraft. If the bag alarms, a hand inspection has to be done to clear the alarm, this is part of the screening process. He is permitted to lock his bag, with the knowing that if a hand inspection is required, the lock will be removed. I explained that this is similar to the screening of passengers. If a passenger uses the WTMD or AIT and an alarm sounds, they have a patdown. All alarms have to be cleared. I explained to the caller that we are not liable for locks and luggage if we have to open them to conduct a lawful inspection. I advised the caller that we suggest that passengers leave their bags unlocked. There are locks that we have master keys to, which are Travel Sentry and Safe Skies. We can unlock and lock these back for him. We also do random inspection to keep everything with inspections random, so no one learns the procedures of TSA.

I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office receives these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

The caller traveled from MSY with 30 ounces of breast milk. However, after going through the x-ray machine, the TSO decided to test the milk using a bottled liquid scanner. Some of the containers set off the alarm, while others did not. A supervisor was called over, and she decided that the milk should be tested again using another machine. When the passenger asked the supervisor had ever breastfed a child, or if she knew how important the process was, she rolled her eyes. Then the supervisor indicated that the passenger, although she had already underwent security screening, would have to undergo a patdown. In addition, she informed the caller that her bags would have to be rescreened.

The passenger was asked to remove her shoes, and the supervisor conducted the patdown in a rough manner, and the passenger indicated that she was made to feel uncomfortable when sensitive areas were screened. The supervisor slid her hand in that area two separate times. Another supervisor walked over, and the passenger asked if they normally test the milk in this manner, and they informed her that the machines were not perfect. The caller wanted to know if there should be consistency between airports, as other airports including HOU and BWI do not even request that the breast milk be separated from other belongings or placed in the bin. Additionally, she asked if screeners should wear gloves while screening the liquids, because they did not at MSY. The passenger also requested information regarding the general procedures for screening the liquid, and indicated that she would contact the CSM, but wanted me to file a complaint regarding consistency as well.

Flight Information:

Date and Time of Flight: March 20, 2013; 6:30 PM

Departure Airport: MSY

Airline: Southwest Airlines

Flight Number: Not Provided

3/20/2013 8:49:39 PM Description of Employees Involved: The caller indicated that the supervisors name was (b)(6) and the last name of the other supervisor was (b)(6)

Advised Caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 3/20/2013 8:24:42 PM Airport : LGA - LaGuardia Date/Time of Travel : 03/18/2013 6:15 AM Airline & Flight Number : Delta Shuttle Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have been selected for SSSS every time I fly for no reason. I am a frequent flyer and recently been approved to TSA pre check but still it didnt resolve the issue.

3/20/2013 8:58:57 PM My known traveller # is: (b)(6)

I contacted my airline (delta) but they are unable to resolve this issue. Can you please un-SSSS me?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that at approximately 11:10pm today, he was passing through the security checkpoint at JFK, JetBlue Terminal 5, lane 2. He flies very frequently and always opts out of the AIT. He understands that this requires for him to have undergo a patdown and is completely fine with that, however, on this particular occurrence he feels as though he has been violated. He stated that he is very familiar with the patdown procedures and has endured hundreds of them but this time as the officer was approaching his genital area his hand seemed to linger for a period of 2-3 seconds. He stated while this may not seem like much time. It is a very long time when someone is touching your genitals. The patdown was so aggressive the officer was almost able to close his hands around the passengers thigh and buttock. Instead of stopping when he felt resistance he seemed to jam his hand between the passenger's genitals and inner thigh. He did this both in the front and back. He was very upset and would like some sort of action taken against this employee. He was the very last person in the line before the lane closed.

3/21/2013 11:30:43 AM Apologized and advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

I offered to send him the claim forms but he said he would get them off the website.

This is both a report and a request for guidance re proper procedure.

Issue:

I want to report that my nearly brand new (end of January 2013) MacBook Pro was dropped from a bin onto the floor by TSA personnel. I have not yet had the laptop checked by Apple diagnostics to determine if there was any damage, but this is notice of the incident. If there is another procedure by which I should report this incident, please notify me and I will do so.

Specific information:

My name is (b)(6). On Wednesday, March 20, 2013, I was traveling from Houston, Texas (George Bush International Airport), to Seattle, Washington, on Alaska Airlines Flight 731, departing at 5:35 p.m. The Houston airport gate assignment for the flight was A 11. I requested a personal patdown. The agent assigned to pat me down was (b)(6) who proceeded to pick up the bins with my belongings and move them to a nearby screening area. In the process of (b)(6) putting the bins onto the tabletop, the top bin, containing my MacBook Pro, slid off and my computer slid out of the bin and fell onto the floor. (b)(6) gave me a card with her name, the date, and the location of the checkpoint (A North), so that I could report the matter accurately.

3/21/2013

2:17:26 (b)(6) was very pleasant and very professional and thorough in her patdown.

PM

Please advise me how to proceed.

Thank you.

(b)(6)

(b)(6)

Bellingham, WA 98229

From: (b)(6)

Sent: Thursday, March 21, 2013 1:15 PM

To: TSAExternalCompliance@dhs.gov

Subject: TSA Violation of Constitutional Rights - 3A

3/21/2013
2:17:34 PM
First off I would like to say I will not be giving you my personal information because I feel the TSA has already violated my privacy and rights enough. I was boarding a flight to Miami and refused your "X-Ray Body Scanner," I was told to go to the side and wait for a pat down. I moved to the side and was approached by two TSA employees who explained the procedure, I consented to the body search or else I wouldn't of been able to fly this day. After feeling every inch of my body they go to the testing machine 5 ft away from me and the alarm goes off. They told me they found "explosive residue," On my pants by my groin. They then escorted me to a private screening room. Another TSA employee came and explained to me they had to do another search and feel up my body again. I asked the TSA employee "How many people have to violate me and search me?" Of course his response was "just following protocol," like the stupid sheep the TSA and its employees are. So 30 minutes later and 3 men violating me, I was cleared to fly. I asked the TSA employee who searched me last "What was the explosive residue you found on my pants?" The TSA employee then said "I was not part of the analysis, it was a false reading. I don't know." So the TSA harasses me, holds me up for 30 minutes because I had "explosive residue on my pants," and then when I ask them what it was they can't even tell me? the TSA is the biggest infringement of privacy and the constitution of the United States. The fourth Amendment of the constitution states clearly,"

"The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized."

The TSA violated the 4th amendment when they halted me for an unreasonable search and seizure without probable cause other than their faulty machine detecting "explosive residue," this agency is an insult to the United States of America the Constitution and the freedom it stands for. This agency deserves to be charged with treason from the acts of tyranny it commits daily. From the virtual body scanner infringing on peoples privacy and the unreasonable searches and seizures. Everyone who works for this Agency should be ashamed of themselves. If you think a man in a blue shirt with latex gloves on is going to stop "terrorists," then you're sadly mistaken. United States of America, land of the police state.

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 3/21/2013 1:16:07 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/21/2013 2:17:46 PM Comment : Hello, on March 3rd 2013 I took a flight from Newark international to Schipol airport (amsterdam). At Newark international the TSA representative made two or three extra checks to my macbook pro after it was processed through the xray device. Since that event I have continued to have severe hardware issues with my 2011 Macbook pro. Prior to going through the security checkpoint at Newark my Macbook pro functioned properly. My computer was completely shut off when processed and did not have any hardware issues. The macbook pro at this time continues to freeze up completely, requiring restart. And or my macbook pro completely unexpectedly shuts off completely. ie, blackscreen, no fan or lights, no response. I would like to know who or how I may be able to find support in this matter. And what materials would I need to produce in order to document for TSA these issues following my flight. I would like to seek some form of credit or compensation for this matter in hopes of correcting my computer troubles following the TSA official's examination of my macbook pro device.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

3/21/2013 6:06:28 PM I'm writing to report a "hair pat down" that I experienced at Denver International Airport on Wednesday March 20th around 3PM MT. On this date I proceeded through security as normal, went through the scanner, etc. However, I was subjected to a "hair pat down" that I feel I can safely assume was an instance of racial profiling due to the fact 1. My hair was not pulled into a complicated style, it was simply pulled up with a very, very small plastic clip 2. I don't have a great volume of hair 3. No one around me (including women with much thicker/curly hair in larger hairstyles) was subjected to such a pat down. I am aware this issue has gained national attention for instances of racial profiling.

This practice goes beyond the realm of what I consider to be a dignified way of ensuring passenger safety. It is one thing to be scanned or patted down on the legs, waist, or arms, it is quite another to be subjected to someone touching my hair/sensitive facial areas, especially in public view, and especially given that everyone isn't subjected to this. I consider this practice to be degrading and wanted to formally express my discontent with this and file a complaint.

Sincerely,

(b)(6)

(b)(6)

Disability Description: The caller's traveling companion is 85 years old, has a cane, and is hearing impaired.

Response Details: Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures.

I told the caller that since the passenger herself is unable to write in her complaint, and the caller is unwilling, I will forward the complaint to the disability branch for review.

I tried to provide information about how the caller can have the passenger write in her complaint:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

3/22/2013 10:40:42 AM Caller declined the information and declined the email with instructions on how to do this.

Incident Details: The caller wants to issue a complaint. She stated that she came in from PIT on Sunday March, 17th, with another woman companion. She stated that they did a search on her traveling companion that was just awful. She made a complaint to the supervisor and was given a comment card at the checkpoint.

She is not interested in filing a complaint on a card. She stated that the passenger is 85 years old, had a cane, hard of hearing, and had a patdown out in the open in view of the public. She feels that TSA failed to accommodate to her traveling companion based on her disabilities. She doesn't want to see anybody have to go through this. He stated that you can tell that she is elderly by looking at her, and this was unnecessary.. She told the officers that she is hard of hearing.

Caller does not want (b)(6) to know that she is reporting this. She does not want to upset her. She stated that she has authorized herself to file the complaint on this other person's behalf. She does not want the passenger (b)(6) contacted.

The caller stated that the passenger involved is elderly and unable to write in the complaint on her own. She does not know that the caller is filing a complaint. She does not want her to know.

Details:

Airport: PIT

Airline: Airtran

Flight Number: 781

To whom it may concern:

I am not sure how to lodge a complaint about a TSA agent at Detroit Metro airport, so I will start with this email.

3/22/2013 12:06:30 PM On March 16th I flew from Detroit to Las Vegas on Delta Airlines. I went thru the screening line around 7 am. I went thru the machine where you hold your arms up (scanner) and when I came out, the agent must have said for me to wait there but I didn't hear her and started to walk. She abruptly said 'I said to wait here!' and I said 'I'm sorry I didn't hear you to which she replied 'Why do think I'm standing here?' I said there was no need for her to be so nasty and she smiled and said 'I'm not being nasty' and I said 'you kind of are'. She said you will need to wait for a pat down. I said, 'can I grab my purse' because my work computer, work credit card and all of my cash were on that belt, to which she said 'No you may not!' After taking her time, she did the pat down and then yelled 'hand swipe!'. So then another agent comes over and says walk this way for a hand swipe and I said, can I take my purse and he says, no but we can do it here (at the end of the belt my stuff was on). He did the swipe and I asked him what prompted this and he said I don't know, maybe cuz you have a little glitter on your shirt (which I firmly believe it's because the agent in the line was angry that I challenged her nasty attitude). In any event, I asked for a complaint form and he couldn't find one or a supervisor so he told me to go on line and gave me the name of the TSA agent (b)(6). Believe me, I understand these people have a lot to deal with and I'm not one of the people who complain about a pat down or scanner - I believe it keeps us safer but some of these people just don't understand how to treat people. When you travel, you are in a stressed state to begin with and add to that the lines and crowds, it doesn't help for a TSA agent or anyone in the airport for that matter, to treat you like they own you.

Thank you.

Feedback Type : Complaint

Categories : Screening

3/22/2013 12:07:12 PM Current Date/Time : 3/22/2013 11:44:09 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 03/20/2013 8:00 AM Airline & Flight Number : Southwest #1026 Checkpoint/Area of Airport : Security Line TSA Employee: (If Known) : Not Known Comment : Traveling from Phoenix Sky Harbor to Kansas City with spouse and 3 children. I live in KS and have a KS DL. I (b)(6) only was held up by TSA because of an issue with my KS drivers license identification. I just has my DL renewed a week prior to my trip and in KS, when you renew your license, they snip off about 1/3 of your DL and return the other 2/3 to you plus a paper DL renewal. When the KS DL employee proceeded to snip my DL, I inquired if this would be a problem with TSA as I was flying the following week and she assured me it would not and it was not an issue flying from KC to Phoenix. However, on 3/20 when returning from Phoenix to KS it was an issue. Upon going through TSA security at the PHX airport, I provided TSA with my snipped DL (which still shows my picture, DL no., signature) as well as the renewal KS DL paper copy (which has my picture, DL no., signature). The TSA agent advised me of issues with my ID since it has been snipped and she said she had never seen that before. I was then pulled aside for additional questioning by a supervisor (who was apparently taking instructions from her supervisor), including phone calls to someone who had the TSA agent ask me questions trying to verify my identification. I had no other form of identification that satisfied TSA. After getting past the questioning, I went through the body scan, body pat down, and had my luggage fully swiped and was cleared to board. Overall, it took me 45 minutes to get through TSA security. I called the KS DL department and complained about how in KS they snip the DL and the problems it caused with TSA. The KS DL department told me that there is nothing wrong with their process, and they have people fly all over with a snipped DL/paper DL renewal and blamed it on over zealous TSA agents. In any case, it seems to me that TSA needs to get together with the KS DL department and work out a process that satisfies both. I know TSA is just trying to do their job, and I am not overly upset. But if I had missed my flight, I would feel differently. Thanks. (b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has lost his left hand and has a hook and cable prosthetic and he normally takes his arm off and puts it through the metal detector with his other carry on items. He went through the screening checkpoint at Boise Airport yesterday and he and he was told that he should not do this and should not have to take his arm off for screening.

3/22/2013 12:26:08 PM He stated that he went through the screening process in Spokane and he left his arm on and he received a patdown and that was very invasive and he does not want to have to go through this again so he just started taking his arm off for screening. Concourse C at Spokane Airport Alaska Airlines to Boise at 7:00 am Wednesday Feb 20 flight 695.

Incident Details: Caller stated that he does not feel discriminated against and that he just believes that the TSO that conducted the patdown at Spokane was very poorly trained and he hopes that they will receive additional training on how to conduct a patdown screening.

I regret that this was his screening experience and advised him that I will forward his complaint to the CSM at Spokane so they will be aware of the issue.

Caller states her daughter is 12 years old and has cerebral palsy. When they went through screening her daughter had a patdown and she was told 12 year olds did not need a patdown. She states she is ready to go to the media with this, and congress. Her daughter was frisked, this was demeaning, and irritating. She wanted to know why she did not receive her email as she was promised. She can walk without her braces and they denied them to even take off her shoes. She wants it noted she wants to file a formal complaint. Caller states her daughter is a twin and her twin was not screened. No one else received a patdown only her daughter in the wheelchair. She wants to know who is the one to supply the wheelchair. She is going to let the media know how people with disabilities are treated.

3/22/2013 1:41:05 PM Airport: LAX to Kansas City

Airline: Southwest

Flight: 629

Terminal: unknown

Date: March 17, 2013

email: (b)(6)

Advised Caller:

The email was sent to your address. You need to check your spam. I will resend the form to your email. I do apologize your experience was not a pleasant one. TSOs are trained to treat everyone with respect and dignity. The airline are the ones who assist with the wheelchairs. I resent the form via email.

Disability Description: Caller uses an insulin pump that he is able to temporarily disconnect from but it is affected by the AIT scanners. An AIT will shut the pump off.

Response Details: Explained to caller that our information states that passengers can be screened without having to disconnect from the pump and they may be screened via WTMD, AIT, or a patdown. However we do not have any information stating that passengers who can disconnect from their medical device may be screened separately from the pump and what the process would entail. Advised him that I would forward his inquiry to the appropriate office for review and request a response. He stated he may be contacted by phone or email in the event anyone needs his most recent flight information from March 10th.

3/22/2013
1:55:33
PM

Caller is also curious why he has never been offered the option to disconnect from the pump. TSOs always assume he can not do this.

Incident Details: The caller stated that he typically travels from ALB- Albany to MCO-Orlando roundtrip for business. He is calling because he wears an insulin pump that he can disconnect from temporarily. His issue is that he offers to disconnect the pump and pass through the AIT, because if he wears the device through the AIT, it will shut down the pump and he must have it reset. He states that the TSOs at ALB and sometimes other airports will not let him disconnect the device and have it screened while he goes through the AIT; instead they just require he have a full body patdown and ETD screening which he states always substantially delays him. He is requesting information on the procedures and wanted to know why this is not a possibility for him.

The caller traveled from DTW to PHX with US Airways flight # 261 departing at 5:35pm from gate D25. She went through screening at approx. 4:30 - 5:00pm and says that she opted out of AIT for a patdown. During the patdown her belongings went through secondary screening and now she has found that she is missing a bank envelope, she thinks came from Telcom bank, with \$600-\$700 dollars is missing from her laptop bag.

3/22/2013
3:30:15
PM

She doesn't remember exactly how much was in the envelope or which bank the envelope was from.

I explained that I would forward her information to the CSM at DTW for review.

Edit:

The caller called back and told another agent that the bank was Vibe Credit Union and the envelope held \$480.

Hello,

I left a written comment card at the checkpoint, but I'd like to follow up via email to ensure that my experience is recorded.

The incident took place at SJC Terminal A, Lane 4, on Mar. 22 at 10:30 AM. I was flying DL 2279 to MSP.

Upon reaching the checkpoint, I politely opted out of the AIT and was attended to by an agent (b)(6). The agent was extremely brusque from the moment of first contact, repeatedly and incredulously questioning my decision to opt-out:

"Do you understand that this is not an X-Ray?"

"Yes, sir."

3/22/2013
4:15:09
PM

"There are no health or safety concerns, and you want to opt out?"

"Yes, sir."

"You know this safer than your cell phone?"

"Yes, sir."

"And you *still* want to opt out?"

"Absolutely."

As he began patting me down, he clearly muttered under his breath "Less than 1/10th of a cell phone. Stupid!"

When I asked for clarification, he asserted that "I didn't say you were stupid, I said opting out was stupid."

3/22/2013 5:35:53 PM The caller was traveling from DAL to AUS and opted out of AIT for a patdown procedure. He was taken to a private screening area because he wears a compression vest around his chest and torso. The officer named (b)(6) spoke with his supervisor and told him that he didn't feel comfortable clearing his torso because of the compression vest. The supervisory TSO asked the passenger to disrobe and then left the room to get his supervisor leaving only TSO (b)(6) in the private screening area who proceeded to ask the passenger why he wanted to change his gender and then gave the passenger an odd look to the answer. The supervisor's supervisor (b)(6) came in with an explosives expert and then left with the first supervisor. When she came back a second time they had him unbutton his shirt and do a self patdown of the compression vest and then test his hands for ETD. He says that TSO (b)(6) told him that the issue is that he has a woman's body and if he hadn't told them that he was a transgender male they wouldn't have had any issues with screening. He did speak with (b)(6) and explained the issues that he experienced with screening. The caller states that he travels on a regular basis and has never had an experience such as this.

The caller states that he does completely believe that this issue was caused by his gender identity. At this point I was going to put the caller on hold to transfer him to the MB but he said that he had an appointment and would need to call back. I gave the caller the correct number at 1-866-289-9673 because he originally called in on the Ombuds line and the Event ID so the next agent would be able to see the notes for the incident.

Attachment 1:

Name: (b)(6)
Cell Phone: (b)(6)
Work: (b)(6)
Address: (b)(6) Austin, TX 78705

What happened?: See attachment

When did this happen?: This happened from approximately 3:45pm to 4:30 pm on March 21, 2013.

Where did this happen?: Dallas Love Field, Dallas, TX Who treated you unfairly?:

Agent (b)(6) white male, middle aged, overweight, full goatee and mustache Lower level supervisor: 50s, African American male, short dark hair Supervisor (b)(6) African American female, 40s, slim, approximately 5'4
TSA Explosive Expert: white male, 30s, muscular, short military haircut

I have attempted to contact the TSA Customer Service Manager for Dallas Love Field using the number I obtained from the automated voice system sponsored by the TSA Office of Civil Rights. That number connects to a general Dallas Love Field operator number that is unstaffed. Since I do not know the Love Field Customer Service Managers extension, I am unable to reach him/her.

3/22/2013 6:10:42 PM Is there any other information you want us to know about or consider?:
The last time I filed a TSA complaint regarding treatment in the Atlanta airport I was never contacted despite my request. I want to know both the local resolution of this matter but I also want to know what will be done to prevent this from happening to other transgender travelers. Additionally, I want to discuss what can be done to ensure that this never happens to me again in Love Field or any other airport.

Attachment 2:

Question 3:

On March 21, 2013 I arrived at Dallas Love Field to fly from Dallas to Austin, TX on Southwest Airlines WN0040 departing at 5:30 pm. I entered the screening area at approximately 3:45 pm and, after placing my items in the bins to be scanned, stated that I was opting out of screening through the scanner. I was escorted to a station for a pat down. When asked by Agent (b)(6) if I wore any prosthetic devices, I explained that, as a pre-operative transgendered man, I wear a heavy compression vest and that he should expect to encounter some resistance when patting down my torso. I fly for business on a regular basis and have learned from experience that agents always flag the resistance they feel from my compression vest which is why I respectfully explained this to Agent (b)(6). He called over a supervisor and they decided that they needed to escort me to a private screening area. Again, this often happens and I was expecting the request and had no problems complying. This was one reason why I had arrived at the airport early so there would be adequate time to complete screening if a secondary pat down was required.

3/22/2013 7:01:58 PM Upon entering the private screening area I provided the supervisor (who never introduced himself and I was unable to read his badge) with a copy of my court order showing the legal change in my name and gender as evidence that I am a transgendered man. The two agents seemed confused by this and were unclear on whether or not they should pat me down. The supervisor informed that I should have gone through the body imaging scanner so this wouldn't have been a problem. I explained that there was a strong likelihood that anomalies due to the chest compression would have been flagged (many transgendered men have experienced this) and I would have had to undergo secondary screening. By opting out, which is my choice, I was not going to be screened. The caller was traveling from DAL to AUS and opted out of AIT for a patdown procedure. He was taken to a private screening area because he wears a compression vest around his chest and torso. The officer named (b)(6) spoke with his supervisor and told him that he didn't feel comfortable clearing his torso because of the compression vest. The supervisory TSO asked the passenger to disrobe and then left the room to get his supervisor leaving only TSO (b)(6) in the private screening area who proceeded to ask the passenger why he wanted to change his gender and then gave the passenger an odd look to the answer. The supervisor's supervisor (b)(6) came in with an explosives expert and then left with the first supervisor. When she came back a second time they had him unbutton his shirt and do a self patdown of the compression vest and then test his hands for ETD. He says that TSO (b)(6) told him that the issue is that he has a woman's body and if he hadn't told them that he was a transgender male they wouldn't have had any issues with screening. He did speak with (b)(6) and explained the issues that he experienced with screening. The caller states that he travels on a regular basis and has never had an experience such as this.

The caller states that he does completely believe that this issue was caused by his gender identity. At this point I was going to put the caller on hold to transfer him to the MB but he said that he had an appointment and would need to call back. I gave the caller the correct number at 1-866-289-9673 because he originally called in on the Ombuds line and the Event ID so the next agent would be able to see the notes for the incident.

3/22/2013 8:02:22 PM Why are individuals with medical implants (pacemakers, etc.) targeted by the TSA for pat downs? Clearly, the device is an obvious "anomaly" that should be easily recognized by even minimally trained agents. Pushing on the device causes discomfort both physically and emotionally. Kindly reply to this email without using a form letter.

(b)(6)

Disability Description: The caller was very upset when she called because of her handicapped father in laws screening experience.

Information Request: The caller and her family recently traveled from IAH to JAN. The caller's father in law is in a wheelchair. He went through the checkpoint he was asked to stand for the AIT screening. The caller and a sister in law was assisting father in law but did not tell the TSO agents that her father in law could not stand on his own and required physical assistance. The caller said the screening was a complete hazard, partially because no one advised the TSO of the assistance needed and the sister in law did not understand the screening process of someone in a wheelchair. The caller said they wanted to get a complete understanding of the screening process for a passenger in a wheelchair before the return flight home. The callers concern is that they will be traveling from JAN back home to IAH and want to make sure they are prepared for the return flight.

Response Details: I apologized to the caller for the experience and advised the caller I would take her information regarding the experience and would also send her documents to file a formal complaint if she wished. I also advised the caller I wanted to prevent the same experience from happening again and would like to assist her.

The caller stated they did not want to file a complaint they just needed to be prepared for the screening process and her other family members had not flew before and didn't know what to do. They just wanted help to get him through the checkpoint and make it easier on all concerned. so they are requesting assistance for the return flight.

3/22/2013

9:59:10

PM

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required out of a wheelchair. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. A companion, assistant, or family member may accompany a passenger to assist him.

I advised the caller I was going to send a request for assistance for her father in law for the return flight to make the process a much more pleasant one. I again apologized to the caller.

I obtained the flight itinerary for the passengers return flight and I told the caller I would send a request for a Disability specialist to contact her and make adequate arrangements. I told the caller the specialist may contact her with information via email or phone.

I again apologized to the caller and advised if she had any additional questions or concerns to call back.

TSA,

3/23/2013

9:10:16

AM

I would like to take a minute to thank you all for what you do. You guys continually take a beating in the media for "problems" with screenings. I for one understand that the few isolated "horror stories" pale in comparison to the millions of travelers screened each year. I understand that you have some great agents and some less than perfect, as does any profession. In my not so humble opinion, you need to be vigilante and pat down or swab whomever needs it. Kids, people with disabilities, the elderly and me if need be. Our enemies both foreign and domestic are continually looking at new ways to hurt us and if anyone believes for a second that they are not considering using the aforementioned people (minus me) to further their agenda, they are sadly mistaken. True evil knows no boundaries. I would like to thank you for taking a thankless job standing on the front lines in our defense. My family and I will be traveling next month and I rest easy knowing you are all doing your job.

I would be remiss if I didn't mention the fact that I am not very pleased about the fact that you are going to be allowing knives aboard again. I don't care how small they are. It is a bad idea. It seems someone in the administration has dropped the ball. None the less thank you and keep up the good work.

(b)(6)

TSA,

I sent an email to you in October 2012. I received a response back December 22, 2012 that said my email was forwarded to the "customer service manager at the given airport". It is now 3 months later and I still have not received a anything. I would like a response ASAP.

This is a copy of the email that I sent you:

Dear TSA,

We had an experience that happened to us on December 28th 2011. This did happen quite a while back and we were very upset at the time, but as life goes on I put the incident aside. Since I still often think about this and it still angers me, I thought I'd finally write this letter. This involved my daughter, age 23, and me. Please understand that in the telling of this, my daughter and I have now talked to each other about what we saw and felt. At the time neither one of us realized the one was feeling the same thing. I will apologize in advance of the length of this letter but I would like you to understand some of what we felt happened.

3/23/2013 9:10:34 AM I am a recently retired Delta airlines employee and my daughter (b)(6) have traveled hundreds of flights. My husband works for Delta at the ticket counter in SLC and I worked at the gates so we are quite familiar with TSA.

We checked a bag at 5:39 am for a 6:30 am flight (verified by Delta's computer). We went directly to the security line, which in Fargo takes less than 30 seconds. For sake of argument and that I really do not exaggerate, I will give us 3 minutes to get there. We were in line 47 minutes before departure time. I am very use to working in minutes and I watch the clock a lot because my job at the gates in SLC was dependent on exact timing.

Fargo is by far the slowest in screening compared to any airport I've been in and the line was slow moving but we had no reason to think we would not get though in time for the flight. As a few minutes ticked by and more people got in line behind us, talk started up amongst the passengers about getting to their flight on time. We really try to not get involved with anything to do with flying or the airports, so we just listened to the banter. A few people asked to go in front of other people and it was soon determined we were all on the same flight. We did start talking to the lady in front of us because she spoke to us specifically. She was complaining of how slow the line was going and we reassured her that even though they are slow, we have not missed a flight due to it. As you well know how a crowd can get, people started to get very vocal and agitated. Finally after hearing a panicked "they are calling my flight" (b)(6) pointed over to our gate and said that they couldn't be because there were no agents there. The people just needed some reassurance that they were going to make it and (b)(6) sounded like she was knowledgeable so they seemed to listen to her and she was positive sounding. Every couple of minutes the people got stirred up and she would say various things like: It's ok; I'm sure we will make it; We've never missed a flight yet; etc... Someone finally said "They are doing a final boarding call". Again she pointed at the gate and showed them that the two pilots were just arriving so they couldn't be in final boarding and that in fact they hadn't even started boarding. A lady who seemed to only speak Spanish was quite nervous. We would tell her OK over and over. A little while later she got out of line and went to the front of the line and they let her go before them. This seemed to upset a few people and again (b)(6) said "that's ok, she doesn't understand English". During all this time I had noticed the TSA agent that was stationed at the exit kept looking at us. I thought maybe he just looked in our area but I couldn't help but feel it was at (b)(6) and me. (b)(6) is a nice looking girl and she does get stares from guys so I just chalked it up to that. It turns out that (b)(6) was seeing the same thing; the guy looking at us or her and she felt the same as me. By time we reached the agent that checks our ID, people had settled and we had over 20 minutes before departure time. As this is old hat to us, (b)(6) and I had not said anything to each other for a while. Even when we put our belongings on the table we did not even acknowledge each other. When (b)(6) went thru the body scanner she was immediately pulled aside for extra screening. I thought she got dinged as random. I was next and imagine my surprise when I was pulled aside for extra screening. When the lady came over to me to do the pat down, I asked if this was just random. She said "No, I just come over when they tell me to". Odd but ok. As soon as I was told I needed to do extra screening, I never gave (b)(6) another thought. I was focused on myself and what I needed to do.

Dear TSA Contact Center:

I will NEVER fly while you exist. TSA personnel deserve to rot in hell.

Your "people" are sick, contemptible, would-be dictators who do not hesitate to:

- (1) grope old ladies who can barely function and who cannot defend themselves
- (2) humiliate, embarrass, and steal from disabled VETERANS who keep you free!
- (3) grope children in wheelchairs, for God's sake
- (4) dump out of a container the ashes of loved ones that are on the way home
- (5) force the removal of even the most personal prosthetics from everyone, including those of airlines employees
- (6) use the full body scans to leer at the naked bodies of everyone, including their personal parts—do that to yourselves sometime
- (7) steal property from passengers whenever you can
- (8) subject sick people to the most humiliating and unnecessary examinations and body scans

3/23/2013
10:58:44
AM

Every one of your employees deserves to be jailed for breaking the law, abusing American citizens, and shunned for the rest of their natural lives--and that includes your administration and management personnel because they condone and encourage such perversity.

Don't write back. Anything you have to say is of no interest--unless you are going out of existence.

Enjoy your day making life hell for others.

(b)(6)

Liberalism - when moochers elect looters to steal from producers

Destruction of Freedom - when Muslims, Communists, Marxists, Socialists, and anarchists infiltrate, contaminate, and corrupt every level of government

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/23/2013 10:27:14 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/21/2013 3:15 PM Airline & Flight Number : Delta 1643 Checkpoint/Area of Airport : Delta Security for Gate 2/3 TSA Employee: (If Known) :

Comment : On Saturday, March 21, 2013, I went through security at JFK, Delta Terminal, en route to Seattle. As I walked out of the scanner, the TSA agent started patting down my chest without saying a word. I said "I don't want to be patted down", she said "You have to, there is an anomaly". I told her she needed to say something to me before initiating a pat down to which she did not respond. I complained to her supervisor who spoke to her as I watched.

I am a breast cancer survivor. I have a couple of titanium markers in my breasts as tumor markers. This is the first time the screen picked up anything. I appreciate the work of the TSA but CLEARLY some agents need more training. I cringe every time I go into the scanner because I know I am adding more radiation to my body. I do not want any strangers touching me unless absolutely necessary. At the least, I expect common courtesy and respect from the TSA and not to have someone put their hands all over me without saying a word.

I have shared this with my representatives, but wanted to share with you because this is a training issue that needs to be addressed.

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/23/2013
10:58:49
AM

The caller thinks that she was discriminated against because she had to undergo a patdown due to her hair extensions. She is African American and her colleagues are white. They wear hair extensions, but were not patted down. The airport is LAS.

ABaker completed the record

3/23/2013 11:49:24 AM
Caller stated that on March 22, 2013 she went through the checkpoint around 530-630 pm through terminal E-15. She stated that when she went through the checkpoint she was with her caucasian colleagues who each had hair extensions. However she being a woman of color with extensions was the only one who had her hair patted down. The first TSO gentleman was of Latin descent. The female was also of Latin descent having dark hair, heavy set with a stalky build.

Advised caller:

We take these complaints very seriously. What is need however is the complaint to be submitted in writing. We can send this information to be sent via email. You would just need to fill it out and send it back in to the address provided.

Caller flew from Montgomery AL to Columbus OH. Caller states that the TSO was very hostile. Caller says the he requested a patdown and was asked why. He states that he said it was for medical reasons, since he has had lots of radiological tests. Caller said that it made him nervous, because the TSO stared at him closely and was a big guy. Caller says that a lady supervisor also questioned him and he felt shaken. Caller states that the TSO picked up his jacket and dropped it. Caller is concerned that other Koreans may also be receiving adverse treatment.

Advised caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

3/23/2013

12:23:25

PM

Flight information:

Flight Path: Montgomery to ATL to Columbus OH

Flight date time: 3 22 1250 155 and 720

Flight #: 5102 and 1030

Airline: Delta

Airport: Montgomery

Gate Terminal: (only one) and S9

Email: (b)(6)

Good Morning-

I am writing to file a complaint against the Denver International Airport TSA. On Friday March 15, 2013 at approximately 11:10pm, I was traveling from Denver to Orlando with a service animal, which was a small dog. This is not the first time I have traveled with a service animal, so I was accustom to the procedure of going through the metal detector and then having my hands swabbed. On this occasion however, I apparently failed the hand swab. My belongings were moved to another table and the male TSA agent explained that my hand swab had failed, explaining that it was likely the dog had walked through something which allowed transfer to my hands and subsequent fail of the test. He was polite as he did his work and I had no complaint with him, as he was professional and explained what was going on.

It was the female supervising agent and her female counter part who angered me and in my opinion were HIGHLY unprofessional. Apparently, my bag swab also failed because with NO explanation my belongings and I were silently escorted into a small room, the door was closed, I was given orders and then I received an entire body pat down, including inside my waist band. I felt violated and like I was in a foreign country not America because surely in the United States of America I could expect that before being escorted away into a private room by two female TSA officers, that the situation would be explained to me that both my hands and bags had failed the swab test and that I would be taken to a private room and what would happen once in that room. These two female officers said nothing to me as they escorted me to this room and only barked orders at me like I was a dog. I was not treated with respect or dignity, nor was I given the common courtesy of an explanation of what was going to happen.

3/23/2013

12:58:40

PM

I have no issue with TSA doing their job but I do take issue when things are not explained to passengers, so they may understand what is going on and what to expect. Explaining to me that my two initial swabs had failed and that I would be taken into a private room, patted down and the agents gloves tested again does NOT pose a threat to our national security or release security sensitive information, so why your two agents chose to be rude and unprofessional is beyond me. It is experiences like this that leave a bad taste in the mouth of American citizens. I would ask that ALL your agents receive a reminder of how to communicate with the public and how situations like this should be handled.

Again the date was Friday March 15, 2013 at approximately 11:10pm and it was at the South Security check point, I believe. It was the check point nearest the security checkpoint for terminal A, which was closed due to the late hour, prompting me to go down the escalator to the checkpoint below. I went through in approximately the middle of the lanes.

I would appreciate a follow up to this email.

Thank you.

(b)(6)

From: (b)(6)
Sent: Thursday, March 21, 2013 7:48 PM
To: TSAExternalCompliance@dhs.gov
Subject: Incident with pat down at Dulles Airport, following the Inauguration

My name is (b)(6) and I am writing to you at the advice of my Congressman Timothy J. Walz of Minnesota. It concerns an incident that happened to me following the Inauguration of President Obama on my return home from Dulles airport. My flight was on Delta at 6:23 pm, departing at 7:03, flight DL2077, to Minneapolis Saint Paul. I arrived at Dulles around 4:30 pm with plenty of time to check a bag and then get in the security line. When it came for my turn to come through the security I emptied all my pockets, took off my shoes and belt--everything required by the TSA. I proceeded to the full body scan. Apparently something was not quite right and I was flagged for a pat down. The TSA agent said to me, "Do you have something in your pocket?" Sure enough I had failed to pull out a tissue from the bottom of my pocket. The TSA agent said to me, "I still need to give you a pat down." I asked him to "please don't do that." I said it rather forcefully. The Agent said again with a smile on his face, "I still have to pat you down." I asked the agent again to "please refrain from doing so." He told me I would not get on the plane unless he patted me down. I gave in.

3/23/2013
12:59:03
PM

Gentleman, I did not receive a pat down from the agent--quite frankly and putting it rather crassly, I received a full groping of my genitals. I told him to stop and he just smiled. I have Post Traumatic Stress Disorder having been abused as a child and young adult. Perhaps you could try and imagine the amount of work I have done to put my life back in order, but his inappropriate touch created a flash back, humiliation and my desire to flee. In fact, I grabbed my stuff and ran. Gentleman, I am a 62 year old Lutheran pastor and the TSA have hired a person who should not be doing the job he does. It is my expectation that you will track down this person based on my flight time and the possible time I came through the body scan and have a very serious conversation with him. It is my expectation that the TSA will actively investigate what I am reporting to you, and you will report back to me what your actions were considering this person. A copy of your investigation will be sent to Congressman Tim Walz who is equally interested in your response.

Sincerely,

(b)(6)

(b)(6)

---Original Message---

From: (b)(6)
Sent: Saturday, March 23, 2013 12:22 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

Today is March 22, 2013 and I just went through security at Honolulu international airport Gold Land by Gate 12 at approximately 6pm. I have submitted to the body scan to avoid the pat down and I still subjected to having the TSA screener touch my hair. It was in a ponytail. My objections are that she did not do this to men nor women with short hair as I went to observe for a few minutes.

3/23/2013
3:00:23
PM

First of all, I wash my hair prior to a flight so as not to attract lice. She did not change her glove and touched several other women. This is a health hazard and unwarranted. Why bother going through the scan if we are going to have to be touched?

Please address this as the procedure is NOT listed on the TSA website and this was a first. I have gone through security many times and have just had to shake my hair out of clips thus, the pony tail this time. There was no reason for the touch. Travel has become a stripping of a person's constitutional rights. Please offer an explanation or change procedure as it is discriminatory for individuals who choose to have long hair- women.

(b)(6)

On February 22, 2013 my husband and I arrived at SeaTac Airport about 7:20 PM for an Alaska Airlines flight to Fort Lauderdale Florida at 9:50 PM. My husband is seven years into early on-set dementia. Alaska Airlines had offered a wheelchair for my husband to get to the boarding gate, but he said he was fine to walk the distance to concourse C and we did have the time. As it turned out, that was a bad decision on our part.

When we approached the scanner, I said to the attendant that my husband has dementia and would need additional help understanding the directions about what to do in the scanner. I continued through first with no problems. I noticed during my scan that the platform that we had to stand on is black with dark blue rectangular boxes for foot placement. People with dementia/ALZ see "black" as a hole and are often fearful to step on the surface. There was little chance he was going to see the dark blue lines for his foot placement. As his scan continued to take more time than it should have, I repeated to the other attendant near me that my husband has dementia and might be confused by the directions to be scanned. He went over and talked with the scanner. He then pulled my husband aside and began talking to him. I asked what was happening, and he replied that my husband moved during the scan and they could not get a clear picture. So he would need a pat down. As soon as he completed that, two other TSA employees came forth and asked which luggage was my husband's. I explained that we both had belongings in both carry-on pieces. They said that something was sensed during the pat down and they needed to search our luggage. My husband was wearing Depends because of the length of our flight and the time of night we had to fly! I wonder if that was sensed. Or maybe his fright from being in the scanner and the commotion it caused. After they scanned our luggage with some kind of tape, it was determined that there was cause for a more invasive search. The two agents took my husband to a room where the strip search was conducted. By the time he was returned to me, my husband was highly distressed. He did not understand what was going on and why. At no time did any one of the TSA employees mention to me that I had the right to ask for a "Passenger Support Specialist" or ask if I would like special assistance. Even though two times I told them my husband has dementia and would need help understanding the directions in the scanner. Unfortunately, it was only today, in trying to find contact information for TSA, were these special assistance terms came to my attention - after the fact and on your website.

I would like to request that you have a Support Specialist available on each shift at SeaTac as well as all airports. That way when a passenger expresses the need for assistance, there is someone trained to provide it. Is it possible for the scanner surface could be gray with bright yellow lines for foot placement? Things your trained scanners should know about dementia/ALZ: Patients see black as a hole and feel fear having to step on that surface. Patients do not see white - it just can't be focused on, it's not there. Later in the day, dementia patients fall into sundowners - their already diminished thinking and reasoning skills fall even farther and there is increased confusion. And dementia patients do not just bounce back from uncomfortable situations like a strip search. The affects lasted several days, and into what was to be a wonderful 42nd anniversary cruise to the Caribbean. My goal for TSA would be, next time we fly and need to go through security, to see a large, visible sign as we approach the security station indicating the availability of a Support Specialist upon request. I wonder if other travelers have thought to visit your website before flying to find out this kind of information. I know I didn't.

I would like to hear back from TSA that you received this communication about my concerns with scanner technician training to handle special populations through security. Just to hear that you read this and maybe understand my frustration at SeaTac February 22 would mean a lot to me. I also forwarded this communication to my care associate at the ALZ Association and to the facilitator for my Caregiver Support Group, as I have expressed my concerns with her since the incident. I thank you for your time to hear me out.

Very Sincerely,

(b)(6)

I can be reached at (b)(6) Arlington, WA, 98223 or by phone at (b)(6) My e-mail is HYPERLINK (b)(6)

Aloha,

Per your own website, Native American tribal IDs are an acceptable form of identification. If this is true, then the Office of Hawaiian Affairs Hawaiian registry ID is an acceptable form of identification. Since the Federal government has redefined Native Americans to include Native Hawaiians, then I am unclear as to why TSA agents would not accept such an ID as an acceptable form of identification.

I consider this a horrifying act of racism, especially when enforced in my native lands. What is more frustratingly unbelievable, is the fact that there is absolutely no consistency between the TSA security checkpoints of the airports of Hawaii. In Honolulu, obviously, the agents there understand Native American tribal IDs, and if they and I am mistaken, then your office should clearly state what TSA means by "Native American Tribal ID." So that there is clear understanding regarding your own requirements!

I look forward to receiving your response regarding this matter, meaning, I expect a response to this email and my request for a clear definition of what this branch of the Federal government considers Native American.

This is regarding the need for "a more thorough security pat down" because I had a temporary State of Hawaii drivers license and my Office of Hawaiian Affairs Native Hawaiian registry ID, plus a major credit card with my picture at the Hilo International Airport on Saturday, March 23, 2013 at approximately 14:45.

Sent from my iPad...e kala mai no typos.

'O wau me ka ha'aha'a.

(b)(6)

This message is the property of Kamehameha Schools and any attachments are confidential to the intended recipient at the e-mail address to which it has been addressed. If you are not the intended recipient, you may not copy, forward, disclose or use any part of this message or its attachments. If you received this transmission in error please notify the sender immediately by e-mail or contact (b)(6) and then delete this message from your system.

3/23/2013
6:06:37
PM

3/24/2013
9:07:21
AM

Disability Description: Caller has a Tens Unit and claims TSO doesn't know what it is.

Response Details: I told the caller effective April 25, 2013 he can bring 2 golf clubs in his carry-on baggage. I told the caller to inform the officers he has a TENS unit and where it is located.

(b)(6) Notes:

3/24/2013 11:11:57 AM He wears a TENS Unit when he travels. He says he gets frisked when traveling. He is complaining that a lot of agents doesn't know what a tens unit is. He says Kennedy and LaGuardia are both problems when traveling with a TENS unit because none of the agents know what tens unit is. He says the agents there don't know what a unit is and taking it through screening is a horrible experience. He went through the checkpoint at Kennedy at the end of February flying with Jet Blue and not even the supervisor knew what a TENS unit was. I told him the wires could cause a patdown. He would like a call back from one of the CSM's or ODPO. I told him it must be submitted in writing. He declined to give me his e-mail address. He did give me his phone number. He would like a call back from the CSM at that airport.

Incident Details: The caller wanted to know if he can bring a golf club in carry-on baggage. The caller said he called the airline and was told he was not allowed to bring the item as carry-on. The caller also stated he was stopped at the airport because he was wearing a TENS unit. The caller said the officer and the supervisor did not know what the device was and he was stopped for additional screening. The caller believes the officers are not properly trained. The caller wanted to know what he needs to do the next time he fly's. The caller requested to speak with a supervisor.

Dear TSA:

I am just a little puzzled about the operation of the Trusted Traveler Program. And what exactly I bought for my \$100 fee.
<http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2/tsa-pre-check-TM-how-it-works>

Your website indicates that it is operative for a very small subset of airports, terminals and airlines.
How long would it take to provide instructions to EVERY TSA officer at every airport in the country? A week? Two weeks?

Reading my Global Entry card is surely no more challenging than examining a driver license. And the TSA officer at JFK Terminal 4 accepted that as ID on March 16.
Yet, after being pre-approved for expedited screening (shoes, 311 compliance, laptop, jacket, belt), he insisted that none of that applied.

3/24/2013 12:58:24 PM In fact, I do not think that he was even aware of the program.

As a university professor who flies frequently, in the U.S. and overseas, I join the many who think that it is a good idea for TSA to become a little more focussed in airport screening.
You have yet to find anything suspicious in my laptop or shoes or explosive residue on my clothing in spite of numerous opportunities and pat-downs.
Perhaps it is time to agree that such repeated screening is a waste of your resources as well as aggravating. At all airports, and all terminals.

And if the Trusted Traveler Program/Global Entry continues not to provide any benefit to me (I have a trip to the UK in May), perhaps you would be so good as to return the \$100.

Sincerely,

(b)(6)

Professor of Earth and Environmental Sciences Lamont-Doherty Earth Observatory of Columbia University Palisades, New York 10964, USA

To whom it may concern,

Today March 24th 2013 I have experienced the worst service provided by TSA in my entire life. I was flying out of Pearson International airport, and because of TSA I missed my flight. I would not be as angry if it did not involve a hold up involving my pregnant wife and a 2 year old. The TSA agents at this airport are inadequately trained and have poor communication skills amongst each other. They held my pregnant wife for medicine they apparently don't know, which were basic pre-natal vitamins and a anti biotic. These medications are pretty standard and should not incur a 40 minutes hold up. On top of that madness my daughters stroller was flagged and as result they wanted to search my 2 year old and her bags, yes a 2 year was patted down by moronic TSA agents. As result I realized I needed to go to the gate to hold the plane as I was cleared, however I was called back because apparently I can't leave my wife even though I was cleared. If you can please explain your policy to obtain a 2 year old for a pat down and a reason of poor communication amongst your TSA staff at Pearson International it would be greatly appreciated. They really need to be properly trained in communication skills and howl interact with public. I witnessed in multiple incident of poor communications by the same employee, after missing my flight i went back to get the employees name and any other form of identification but he was already gone. Honestly I feel this incident needs to be made more public and I will make it aware to everyone through whatever social media channels necessary. I am beyond furious at what occurred and really will use what ever resources I have to make this incident public knowledge.

3/24/2013 12:58:26 PM

Sincerely,

(b)(6)

I wear an underwire bra. I travel in/out of SMF twice weekly on business. I FREQUENTLY have problems getting through security at SMF, and today missed my flight. I had to wait TEN minutes after the alarm triggered before a female officer was available for a pat-down. Then during the pat-down, Officer (b)(6) reached for her cell phone in her pocket and tried to REPEAT the pat-down. I insisted that the other officer do the second pat-down.

3/24/2013 5:03:20 PM I HATE traveling through SMF as a buxom woman veteran business traveler.

(b)(6)

Greetings-

Friday, I was travelling on business and had need to board an aircraft in Rochester, New York necessitating my passage through the Homeland Security checkpoint via wheelchair as I endeavored to reach my ride home from New York. One of my concerns, a concern allayed by your hype regarding non-discrimination in the use of the newer AIT "puffer" scanning device, was the anomalous presentation of my not so regular human body.

You see, when I was born, I was noticed to be anomalous to the eye and the physician worked with my parents resulting in surgery being performed on my body at that very young age. I am an individual properly described as intersexed. My parents chose to have me oriented aesthetically as a male. Unfortunately the internal chemistry of my physique was otherwise. The result is if one were to view me without clothing I would be observed as having an upper torso which is very much female while presenting with a lower abdomen which looks sort of male. The reason I had feared your scan device was the propensity of the revelatory nature of the device to the trained but perhaps less than professional eye would subject me to some form of harassment.

In the view of my business associates, I was subjected to a form of search I have never endured in my thirty plus years of professional travels logging well into the hundreds of thousands of miles within our homeland. I was "puffed" whereupon the operator of the device told me he was going to have to perform a "pat down" search of my upper body. NO ONE in my entire history has ever groped me. No one! That is until Friday.

3/24/2013 6:08:30 PM Never have I ever witnessed an apparent woman, dressed in feminine attire and presumptively presenting with identification documents illustrating a name consistent with what the eye beholds, groped/searched/patted down as to their breasts. Today, in full view of God and everyone, I endured a man feeling my breasts, all in the name of "I am going to have to conduct a pat down search." I was not asked. I was told the way it would occur and in seconds it had happened.

I was in such shock, mortification, embarrassment and utter emotional turmoil I did not jot down the name of the man who searched me. I know he was operating the single "puffer" machine at that airport location in Rochester, New York at approximately 3:55 p.m. Eastern Time on 22 March 2013. Your own operational log entries and personnel rosters of that place and time will illustrate to you the identity of the individual of whose conduct I complain, by whose hands I was molested.

Just now I have only finally finished my journey home and am reliving the emotional hurt of having my breasts groped. I am weighing what to do regarding the discriminatory and sexually harassing behavior to which I was subjected today. You, at the very least, have a need for determination whether your conduct "patting down" the breasts of anyone falls within the operational protocols of your protection processes.

Your own website details purported compassionate concern for transgendered travellers who may present with prosthetic devices which might scan anomalously. Your words provide:

"TSA recognizes the concerns members of the transgender community may have with undergoing the security screening process at our Nation's airports and is committed to conducting screening in a dignified and respectful manner. These travel tips will explain the various screening processes and technologies travelers may encounter at security checkpoints.

Preparing for Travel

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3/24/2013
6:08:30
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Preparing for Travel

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/24/2013 5:05:28 PM

3/24/2013

6:08:39

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: While I recognize the necessity to appropriately screen passengers, I am concerned by the apparent lack of situational awareness and respect among TSA officers — specifically when it comes to the treatment of war wounded. I am hopeful you will give this situation the attention it deserves.

Feedback Type : Request for Information

Categories : Traveling with Children; Screening (AIT, Paldown) Current Date/Time : 3/24/2013 9:24:38 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello, I have two inquiries about recent trip I took from Nashville, TN, to Raleigh, NC.

I noticed at the security checkpoint that families with children get to go through the metal detector; the children as well as the parents. I have seen this at several airports. If this is risk-based flexibility, then why do other low-risk groups such as the elderly and women need to go through the body scanner?

3/25/2013
9:08:40

AM

As I was waiting in the line at the gate, the TSA went down the line and asked to see into all the women's purses. When approached, I asked what the reason for this was, since I was already screened once. The TSA agents (2 of them approached me) did not answer my question, stating that "it needs to be done". They also opened up my carry-on bag. This baffled me as the security checkpoint is supposed to be thorough and effective. Can you please tell me the reason (please include data if available) for the second screening I received? What could someone obtain in the secure area that would be forbidden if it is truly secure? I feel fine about getting a pat-down at the security check, but I must say that it felt quite invasive when it occurred outside of that area.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The callers parents flew from LAX to LAS. His father is 73 and has a feeding tube. They went through screening at terminal 1 around 4:00pm.

Response Details: Prescription, over-the-counter, and homeopathic medications (liquids, gels, and aerosols) for medical purposes are not limited in amount or volume in checked or carry-on baggage. However, if these items are in carry-on luggage and in containers that exceed 3.4 ounces, they may not be placed in the quart-size bag and must be declared to the Transportation Security Officer.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

Prescription, over-the-counter, and homeopathic medications (liquids, gels, and aerosols) for medical purposes are not limited in amount or volume in checked or carry-on baggage. However, if these items are in carry-on luggage and in containers that exceed 3.4 ounces, they may not be placed in the quart-size bag and must be declared to the Transportation Security Officer.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

3/25/2013

11:30:25

AM

Transportation Security Administration Office of Disability Policy and Outreach

601 South 12th Street TSA-33

Arlington, VA 20598-6033

I emailed the caller the information. Caller stated he would submit this complaint in writing.

Incident Details: The caller states that his parents flew from LAX to LAS with Southwest on 3-24-13 and went through terminal 1 at approx. 4:00pm for a 5:30pm flight. The caller states that his father is 76 and was in a wheelchair and has a feeding tube. The caller states the TSA officers made his father walk to an area to be patted down. The officer (b)(6) was trying to deny his father his liquid nutrition, for his feeding tube, in carry-on. Once his mother found out the flight was going to be delayed she went back and explained to (b)(6) that her husband could not do without his liquid nutrition that long. (b)(6) made the callers mother open the container of nutrition before she would allow her to bring it in carry-on for his father. The caller states that the officers made his father walk even though he was in a wheelchair. The caller states that his father was only able to take very few steps and that was why he had the wheelchair. The caller is upset that (b)(6) was denying his father his nutrition when he knows that liquid nutrition was permitted in carry-on. The son did not know the flight number.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/25/2013 9:58:57 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/01/2013 8:40 AM Airline & Flight Number : US Air Checkpoint/Area of Airport : Far left as you enter the airport TSA Employee: (If Known) : African American female about 5'3" regular weight Comment : Dear TSA Customer Service,

I would like to register a general observation about the treatment of individuals who choose to receive a pat down versus going through the xray machine.

I have been treated like a criminal at either airport - they TSA staff have to request a person to pat me down, and the treatment I receive as an ordinary passenger is that I am a criminal. These are the actions TSA agents take as a seemingly general procedure:

you not allowed to touch your belonging you are made to get the pat down and advised in a manner that presumes you have something guilty about you you must look at your luggage at all times you must not move until they put their gloves through a chemical tester.

If you go through the xray, you are treated like a regular passenger, no don't touch your luggage, no harsh demands to not look anywhere else, no chemical testing.

3/25/2013
12:00:38
PM

It is not a rationale approach. I go through a pat down because I have had too many X-rays in the past year and do not wish to get exposed to more. Hence I am treated like I am guilty of something until proved innocent otherwise.

Please change your approach to people who take pat downs.

I would like to register a complaint about a female agent on this recent trip: Feb 1st, 2013 Washington, DC. Ronald Reagan Airport, departing at 9:50. I entered the security line at approximately 8:40 AM

I had to wait about 7 minutes for an agent. A black female agent treated me very poorly. Barking demands not to touch anything. I had about three bins and just pointing them out she yelled at me not to touch them. I wasn't near them. Then she placed them on either side of me and told me to look at my bags at all time. Given they were in front and in back of me, I was not sure which ones to look at. She yelled at me saying look at the one on her side (as if I were stupid) . not the other agent's side who had taken some of the bins.

She was very aggressive in her pat down, more than I have ever experienced. I had not provoked any such actions. She simply seemed like an angry agent. Then , again as if I were a criminal, she barked "Do not move until I am done" and she tested her gloves.

It was an excessive abusive experience and it is not necessary for people who choose to receive a pat down to be treated as a criminal.

Please take action towards this TSA agent working in the AM of Feb 1st. Also please forward this general complaint about pat down treatment to higher ups.

Would you like a response? : True

Passenger's Name :

Phone Number :

Caller stated that she has had some difficulty getting through on several occasions. She stated that on September 4th, 2012 she was going through the checkpoint at CMH. She has a permanent disability that requires her to wear a TENS unit at times. She has herniated discs in her back that prevent her from wearing a bra. When going through the AIT machine her backbrace showed as an anomaly and she was asked if they could perform a patdown. She said yes and the female officer proceeded to do the patdown explaining what she was doing as she did it. When she came to the passengers breasts she explained that she would have to check underneath, since the passenger is not able to wear a bra her breasts are not lifted and sag somewhat, causing the officer to graze her nipples. She has been very upset because of this. She broke into tears at the checkpoint and a supervisor was called over. She feels as though she was violated and molested by TSA. She has had another issue going through the checkpoint at CMH where she was wearing a dress and the female officer went up her bare leg. She felt this was unnecessary. She asked what she could do in the future to make her experience less stressful.

There was also an incident in January when she was flying out of Dayton where she was asked to remove her TENS unit which is very difficult for her. It almost caused her to miss her flight.

Apologized and advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

3/25/2013 12:53:18 PM Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

PM In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

In the future I advised that you communicate with the TSO at the time of screening to let her know what your concerns are and how she can make the experience less stressful for you. They cannot screen you properly if they do not know what bothers you and what your main concerns are.

-----Original Message-----

From: (b)(6)
Sent: Monday, March 25, 2013 1:49 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA screening procedures

To whom it may concern:

this email is not a complaint as such, though more some comments about the changes to airport scanning procedures. I opt out of the full body scans (I feel it is invasive, and also I don't trust the medical safety of the process quite yet, or at least the evidence still does not persuade me that it is a risk-less scan). As such I receive the "pat down" (excuse me that I don't know the proper word for it) whenever I fly.

In general, after some bad stories concerning these pat downs, TSA has improved immensely in the procedure. Personally I think the person doing the physical search is always professional and communicates what he is doing. In regard to the physical pat down, despite thinking it is a overboard and that the past pat down procedure was sufficient, I have no quibbles.

3/25/2013
4:02:36
PM

The attitude of some (and only some, I would roughly quantify it is as 50%) of TSA agents while I wait to be patted down is why I am writing today. There is a lot of commotion at airport security but one concern travelers have it keeping their eyes on their bags. (Indeed, as the public service announcements remind everyone, this is also a concern and desire for the TSA.) Because there is a wait time between when an opt out is requested and when someone is available, often when I fly my bags go through the x-ray scanner and out the other end where I lose sight of them. In JFK this Sunday past this happened, and the TSA agent rebuked me for trying to stand where I could see them. (Actually, he told me that "losing sight of my bags was the price I pay for an opt out.") I explained the reasoning to him and he did allow me to stand where I could see them, though this took some prodding from me and was not very easy.

So, in sum, the goal of my email is to ask that TSA consider a different procedure so that travelers who opt out can see their bags at all times. Also, I think some TSA agents could be more polite, though I am fairly understanding that it is a stressful job and this affects their behavior.

I am Spanish, though travel to the States every couple of months. If you require further information I would be more than happy to cooperate.

With kind regards,

(b)(6)

Dear TSA staff,

This is in regards to my screening at John Wayne Airport in Santa Ana, CA. I was asked to be screened at time of boarding. I believe this was to be done earlier but this was missed. Eventually I was cleared after a lengthy procedure including pat down. I was unable to board as the flight had closed and I missed my flight. I was put on a next flight with my final destination landing delay by 3 hours.

I would like to avoid this in the future. I believe my boarding pass designated that I should be screened. I want to find out how I can be cleared for additional screening in the future?

3/25/2013
6:16:33
PM

Please advise.

Regds,

(b)(6)

To Whom It May Concern,

I would like to register a complaint with the SeaTac TSA. While traveling with three small children, the toddler car seat somehow did not pass inspection through the detector. As a result, instead of wanding the seat or physically checking out the seat, the TSA person said I needed to have a pat down. The woman who did the pat down was friendly and professional, but the need for a pat down was unnecessary. My question is if the car seat is the problem, then why did I receive the pat down? I did my best to calm my children as my oldest started to get a little upset by watching this woman pat down his mother in front of him. I have not had any problems with the TSA in SeaTac before so this really took me by suprise.

Please contact me to let me know you have received my email and that my concern is being taken seriously. I would like to know in the future, as I travel back to SeaTac, if I can refuse a pat down if my toddler car seat does not pass inspection through the machine again.

Sincerely,

3/25/2013
9:08:41
PM

(b)(6)

--

HYPERLINK (b)(6)

are you wretched enough to be saved?

(b)(6)

competent counseling

Disability Description: Caller is in a wheelchair. She opted to have a patdown. She is a diabetic. She had her water in the quart sized bag. She told the TSO that the water was for medical reasons. Later when she picked up her items the water was missing. She asked the TSO where her water was and he said that he threw it away. The TSO told the caller that he advised her that the water was being thrown away and she said Ok. She stated that she did not say it was okay to throw her water away. She said that she needs the water to take her medication. She wanted to file a complaint. She does not have an email address.

She went through the checkpoint at El Paso about 5 am. She was flying on Southwest Airlines flight 3334 to Houston and then to Jackson, MS. She stated that she is still in the airport at El Paso and she would like her water replaced.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

3/26/2013
8:01:43
AM

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Incident Details: Caller is in a wheelchair. She opted to have a patdown. She is a diabetic. She had her water in the quart sized bag. She told the TSO that the water was for medical reasons. Later when she picked up her items the water was missing. She asked the TSO where her water was and he said that he threw it away. The TSO told the caller that he advised her that the water was being thrown away and she said Ok. She stated that she did not say it was okay to throw her water away. She said that she needs the water to take her medication. She wanted to file a complaint. She does not have an email address.

She went through the checkpoint at El Paso about 5 am. She was flying on Southwest Airlines flight 3334 to Houston and then to Jackson, MS. She stated that she is still in the airport at El Paso and she would like her water replaced.

I advised the caller that I can email her the information. She did not have an email address.

Caller stated that on March 21st she was going through the Phoenix airport at approximately 10:20am. She has to use an injectable medication that uses a pen similar to that of an EpiPen but at the same time a little different. It is called Forteo and cannot be x-rayed because it may cause damage to the medication. She explained this to the officer when she was declaring the medication but they insisted that it must be x-rayed. She told them that she has flown out of Columbus and Ft. Myer and they always perform a physical inspection of her medication. On this particular event they kept insisting that she put her medication through the x-ray and kept referring to it as an EpiPen even though she showed them her prescription and explained to them what it was and how it could not be x-rayed. The female officer then told her she was going to have to receive a patdown and have all of her bags physically inspected. At that time the passenger requested a private room. Everything was then removed from her purse and backpack and she was given a pat down. All because her medication cannot be x-rayed. She wants to know why she was put through this and if the officer's actions were correct.

Apologized and advised caller:

Although there is no scientific evidence to support or confirm effects of x-ray screening on medication, as a customer service initiative, the Transportation Security Administration (TSA) augmented its screening procedures by adding alternatives for screening medications and associated supplies.

3/26/2013
10:00:17
AM

If you do not wish for your medication to be x-rayed we have alternative ways to screen it.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller recently flew out of DCA with her infant child. She had a 4oz bottle of formula along with juice and other necessary liquids for her baby. All the other liquids besides the formula pass the BLS test. The formula did not pass. The TSOs had her waiting there for a very long time, subjecting her to a patdown and making her feel very embarrassed. She asked them to just pour out the formula so she should go and catch her flight but they would not do it. She missed her flight because of being held for so long. She feels as though she was treated as if she were a criminal. The supervisor's name is (b)(6)

Apologized to caller and advised:

3/26/2013
10:23:43
AM

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

I cannot tell you why the formula alarmed but we will look into the incident.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Dear TSA:

Given that neither of your generic responses took care of my inquiry, I wonder whether you could give it another shot?

Why doesn't the **Trusted Traveler Program** apply to every U.S. airport, terminal, airline? The training of all TSA employees couldn't possibly take more than a few days. And if **Trusted Traveler/Global Entry** proves not to provide any tangible benefit to most travelers (I have a trip to the UK in May), on what basis do you retain the \$100 application fee?

(b)(6)

(b)(6)

From: TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov>

Date: March 26, 2013, 6:51:36 AM EDT

To: (b)(6)

Subject: RE: Trusted Traveler Program

3/26/2013
12:23:42
PM

Thank you for contacting the Transportation Security Administration.

While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The **Contact Center's** frequently asked questions <<http://www.tsa.gov/contact-transportation-security-administration>>

page has answers to the most common inquiries we receive from the public.

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov homepage. Just type in the item name into the box, hit the "submit"

button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The **Travelers** <<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing www.tsa.gov/mobile on the web browser. You can download the MyTSA iPhone app <<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8>> for free on iTunes.

Subject: Large Breasted Women Veteran Business Travelers NOT Welcome at SMF

I am a large breasted woman veteran business traveler. I fly in/out of SMF twice weekly on business. I ALWAYS have problems getting through security. Frequently my underwire bra triggers an alarm. Other times, other unknown things trigger an alarm. Findings: 1. TSA staff are undersourced with regard to available women officers for additional screening of women travelers. 2. There's apparently a little known secret that women travelers with underwire bras may elect to be screened through one type of machine vs another. This is now openly disclosed to women travelers until AFTER they trigger the alarm on one of the machines. 3. Staff do NOT follow SOPs when doing personal pat-downs. 4. SMF TSA staff are rude rude rude. Experience: Today on 24Mar2013 at 11:47 AM, I had to wait TEN minutes before female staff were available to do additional screening after my underwire bra alerted the alarm. During the private pat-down session, Officer (b)(6) interrupted her pat-down of me (she'd already completed 30% of the pat-down) to reach for her ringing cell phone, pull it out of her pocket, and place it on the table. I was then required to submit to a REPEAT pat-down of my personal parts, a VERY UNPLEASANT experience. Then, I missed my flight. An even MORE very unpleasant experience.

3/26/2013
12:23:47
PM

Inquirer Details:

Full name: (b)(6)

Email Address: HYPERLINK (b)(6)

Phone: Cell (b)(6)

-----Original Message-----

From: TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov>

To: (b)(6)

Sent: Mon, Mar 25, 2013 8:11 am

Subject: RE: Buxom Women Veteran Business Travelers NOT Welcome at SMF

Caller is flying from Logan to Buffalo. Caller states that when he arrived at the checkpoint he provided he person checking the ID began questioning him. Caller was not happy about the questions being asked of him such as when he was returning. Caller was not satisfied that they asked him if his work cared. He was asked why he did not have a return flight scheduled. Caller states that he was not happy that the officers searched every inch of his body. Sup. (b)(6) told him to call.

Advised Caller:

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. TSA Behavior Detection Officers (BDOs) are specially trained in the operational SPOT process to identify and screen travelers of interest.

The Expanded Behavior Detection pilot program recognizes the importance of risk-based security by using scientifically proven behavioral observation techniques and interaction to mitigate risk by identifying potentially high-risk travelers and referring them for additional screening at the security checkpoint.

3/26/2013
5:23:06
PM

(b)(6)

(b)(6)

HYPERLINK (b)(6)

What Happened:

3/26/2013 5:59:21 PM At Ohare Airport on March 17 2013 I was subjected to a private patdown in a private room with 2 TSA agents present despite my repeated insistence that I did not feel comfortable being alone with government agents. This occurred at about 12:30 PM. I opted out of the scan and asked for a patdown. The woman who did the pat down failed to check her gloves so I ended up erroneously testing positive for explosives. They and her told me I would have to get a more thorough pat-down in a private room. I said I did not feel comfortable with that and I would rather have a 2nd patdown in public or go through the machine. They forced me to have a secret patdown say that I couldn't fly otherwise. I felt completely violated. I did nothing wrong. They were the ones who failed to test their gloves. Shame on you for violating constitutional rights. This is an outrage. If you don't test your gloves before a patdown it is wrong to subject me, the innocent passenger to a private heightened patdown, telling me I am not forced to get a patdown because I can chose not to fly is ridiculous. Anyone with a brain knows that is no choice at all. You forced me to go in a private room with 2 govt agents for the privilege of getting home.

Where did this happen?

Ohare, United terminal Chicago, IL US

Who treated you unfairly?

Two female agents and the male that forced me to get a secret pat down.

(b)(6)

(b)(6)

(b)(6)

(b)(6) Warwick, Rhode Island 02888

HYPERLINK "(b)(6)"

What happened?

3/26/2013 5:59:23 PM Yesterday, March 25, 2013, I was at Cyril E. King Airport in St. Thomas, VI trying to return home from a vacation. I am an airline employee and was not in uniform but had my badges with me. I am also noticeably pregnant, a little over 5 months. When I went to go through the X-ray machine, I informed the TSA agent that I didn't want to go through the X-ray machine due to the fact that I was pregnant. He told me that I would have to be patted down and I said okay. Normally at other airports I just go through the other machine with no problems. All of my items went through the scanners and I still had my badges and was escorted to the area where they would do the patting down procedure. The female TSA agent then proceeded to describe the patting down process and asked if I was sensitive in any areas and I told her that I was pregnant and that was all. She said okay acknowledging what I had told her. The TSA agent then proceeded with the pat down starting with my backside. She rubbed down my back enough to know that I was not wearing a bra. I was simply wearing a light strapless black cotton dress. She patted down both of my legs with her hands going up my dress. If this wasn't bad enough, when she came around to my front side she was extremely rough! I had to hold up my dress with both hands very tightly so it wouldn't fall off. She rubbed my breasts as though I had an under wire bra on or something of the sort. It was very invasive. Then she proceeded to push firmly on my stomach, enough so to cause me discomfort and pain for the rest of the day. And if that wasn't enough, she then searched my legs again and hit me very hard with her hand in the crotch area. It was such a hit that it dislodged my underwear and put it in places that it did not belong. Also causing me to have pain and an immediate discharge. I was in such shock that I couldn't believe what had just happened. I told the TSA that this is the first time that this has ever happened like this and she responded with "That is how we do it!" I proceeded to grab my stuff and leave. My fiancée meanwhile had seen the whole thing and was wondering if I was okay. This happened in an open area for all to watch and see. So not only was this a painful experience, it was embarrassing. I was barely able to sleep last night due to the mental anguish that I was in due to this event. Pregnant women should not be treated like this because they do not want to go through the x-ray.

I expect an explanation for this type of behavior by the TSA agent because as far as I am concerned, this was a violation of my body and my private space as well as being uncalled for. If you think a pregnant lady that is wearing a sundress and has badges proving she works for an airline a threat, then maybe you need to evaluate your process or the loop holes that seem to be extremely apparent.

Good grief. I would not bother a third time were this response not quite as unhelpful as it is.

My two previous messages make it perfectly clear that I am ALREADY a member of Global Entry/ Trusted Traveler.

My Known Traveler Number WAS included in my airline booking/ boarding pass. I produced my Global Entry ID for the TSA officer at JFK.

There was no expedited screening. The TSA officer was utterly clueless.

My inquiry, for a third time, concerns the TSA basis for keeping my \$100 application fee if the program doesn't actually result in any tangible benefit for most travelers at most airports on most airlines.

Please be so good as to forward my inquiry to someone at TSA qualified to provide a real response.

(b)(6)

On Mar 26, 2013, at 7:30 PM, tsatcc_do_not_reply@senture.com wrote:

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) pre-screening process, TSA Pre?™.

3/26/2013
8:59:38
PM

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™ for U.S. citizens who are members of CBP's Trusted Traveler programs (such as Global Entry, NEXUS, and SENTRI) and eligible frequent flyers who are traveling domestically.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

Passengers chosen for expedited screening who are traveling with a pet must undergo the standard screening procedures that are performed for all animals entering the checkpoint, including screening the animal and its associated property. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre?™ may also be processed through expedited screening since children under 12 already receive modified screening procedures at airports nationwide.

To participate in TSA Pre?™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

Travelers interested in participating in TSA Pre?™ should contact their airlines or visit CBP's Global Entry program at <http://www.globalentry.gov>. TSA has implemented TSA Pre?™ at the Nation's busiest airport and plans to expand the program in the

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Spring TX 77388

Email: HYPERLINK (b)(6)

What happened?

I fly nearly every week. I elect to "opt out" from the scanning machines and thus get patted down. I have probably done this ~60 times in the past year. My experience on March 25th was most certainly the most invasive that I have ever had. I was flying home to Houston from Orlando on Southwest flight.

3/27/2013
10:04:26
AM

The screen (b)(6) gave the normal speech. When doing the pat down up my leg until he "met resistance" he made sure he went all the way up to underneath my scrotum, touching between my scrotum and my anus. This was repeated a total of 4 times while patting down each of my legs front and back.

Eventually he asked to swab my hands. I have NEVER been requested this in 50+ pat downs. After already feeling violated I then asked for a supervisor. (b)(6) came out and explained that was the rules and to deal with it. I explained that I have never done this before and he said he did not care. I asked if I could see the rules in order to see that a standard pat down called for this and he said no and that I could look them up online. He proceeded to say that I either allow this or I will not be flying. Being that I basically did not have a choice, I complied. I have no clue if that is part of the "standard pat down", but I know that my rights were violated and I was not treated with respect.

This occurred on 3/25/13 at approximately 4:25pm

Where did this happen?

Place: MCO

Caller said her niece is 6 months pregnant and flew from PHX to STL on flight #672. She boarded at gate C7, departing at 12:10 PM flying with Southwest Airlines.

Caller states her niece was jerked out of line without any explanation and an x-ray was performed on her. She had a quarter in her pocket and had to have a patdown. The patdown was done in view of other passengers and a private screening area wasn't offered. Caller wasn't traveling with her niece, she is just calling on her behalf.

She wants something to be done about this and for the TSO agent who jerked her niece out of line to be reprimanded. Caller states this is the first time her niece had traveled and didn't know she could opt-out of the screening technology.

When the TSO realized her niece was pregnant she completely changed her tone, and went from being very aggressive to being concerned.

The niece went through the AIT at approximately 11:15 AM.

The female TSO was an older lady with short hair and her niece said the screener had a loud pushy voice, not really yelling at her, just telling her to stand here, put her hands up, etc.

Caller is ultimately concerned that her niece was not offered a private screening or the option to opt out of AIT despite being pregnant.

Response:

Apologized to caller that for the experience her niece encountered and explained the following:

3/27/2013
11:33:09
AM
AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Asked caller if she wanted to address her complaint in writing and she asked if it could be done from the website?

Provided information to caller via email.

3/27/2013 12:07:10 PM Hi my name is (b)(6). In the last three weeks-- march 7th-12th I traveled Southwest Airlines. When leaving Lambert airport the told me I would have to open my "sealed" premade baby bottles. I had two of them which I was going to use for the trip back home. The TSA attendant said that was policy they had to test what was in the sealed container. So those bottles had to be thrown out in 24 hrs so I had no bottle to travel home with. Secondly all they did in Detroit airport was put my baby food pouches in a machine. A week later I traveled to Florida via Delta airlines leaving from Lambert airport again. This time no premade sealed bottles were open... And no food pouches were examined. When I left Pensacola airport yesterday(3/26) it was the WORST experience ever!!! Traveling with an infant for one is not easy... But when they tell me they have to open up and test every food pouch(had 7 of them) which cost 1.68 a piece I refuse.. Because its for back up for my son. And if the food is not eaten within 24 hrs its wasted! So the lady told me they would have to do a complete body pat down of EVERYTHING! It wouldn't have been so bad but my sister n law was traveling with me.. With her 1 yr old child also... And the same things did not apply! Please tell me what all the guidelines are for traveling with an infant because I feel like I was harassed for NO REASON!!! Just because I refused to open up every SEALED pouch of food!!! Please respond with an explanation!!

3/27/2013 2:02:29 PM I travelled through Fort Lauderdale Intl airport this past week and my hair was patted down by an agent. I didn't have a problem with that. What I do have a problem with is the unsanitary way it is done. I strongly feel gloves should be changed each time this is done. How does one know if the 5 people whose head was patted before theirs has lice, ringworm, open sores, etc? The other thing I noticed was only African-American or brown skin women were selected for this unsanitary procedure. Please instruct your agents to change gloves for each intrusive head pat down. Thank you.

3/27/2013 2:02:59 PM Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/27/2013 12:26:05 PM Airport : CLT - Charlotte/Douglas International Date/Time of Travel : 03/25/2013 8:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : Checkpoint E TSA Employee: (If Known) :
Comment : On Friday morning, when I went through security, my hands were tested because I was traveling with a pet. The machine alarmed so I was subject to an extreme pat down as well as having everything unpacked and searched in my luggage. I was humiliated watching them removed everything out of my bag and having it fall on the floor as they placed everything in bins. I had strategically packed my carry-on so it was now completely in disarray when it was repacked. Approximately 5 TSA employees were passing all my belongings amongst themselves. I was asked if I put lotion on in the morning. As most women do, of course I had put lotion on in the morning. I was told lotion tends to set off the machine. Just because I put lotion on my hands in the morning, I was subject to humiliation and 30 minutes of intrusive screening. I found this completely ridiculous. I had arrived to the airport 1.5 hours prior to my flight and was one of the last passengers to board the flight because of this hassle and embarrassment. I believe the search was intrusive and humiliating and all because of remnants of lotion on my hands. Please improve this process so I don't have to experience this horrible process everytime I travel with my pet.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller wanted to make a complaint about the screening she received

Response Details: Advised caller the following information:

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Advised caller I would send to the appropriate office for review.

3/27/2013 3:01:12 PM Incident Details: Caller stated she has a complaint about the screening process. Caller stated this occurred during her screening on Saturday March 23, 2013 at Phoenix Sky Harbor to Oakland California on Southwest Airlines flight number 859. Caller stated she is 77 years old and she knows she doesn't have to remove her shoes because she has Rheumatoid Arthritis. Caller stated at 08:00am at security point D and she went through the screening and the alarm went and she was told to remove her shoes. The caller stated she couldn't remove her shoes and was standing with no support. She put her hand on something to have stability and the TSO told her to remove her hands and other passengers helped her take her shoes off. Caller stated she went AIT and found out later she was could have gone through the AIT. Caller stated her shoes through the machine and because of her shoes there are metal and that why the alarm went off. Caller stated she went up to other screeners at the airport and they wasn't any help.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller stated the incident was simply poor customer service not being discriminated against because of her disability or medical condition or a failure to accommodate to her disability

Complaint Information

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone#: Cell: (b)(6)

Mailing Address: (b)(6) MERIDIAN, ID 83646

Email: HYPERLINK (b)(6)

What happened?

3/27/2013
4:12:33
PM

I was traveling from PDX to BOI on Monday, March 25, 2013 through security at 2:00pm. I chose to opt out for my 2 year old daughter and myself. I had no issues with this on my travel to BOI to PDX on March 15, 2013. I was pulled aside and approached by a supervisor named (b)(6). He questioned me as to why I was opting out. I advised that I informed the TSA agent I would be opting out. He started making me feel uncomfortable and trying to question my reason as to why I would not go through any of the scanners. I informed him that I was opting out for medical reasons, and did not need to provide any further details. He then informed me that I must make my daughter go through the scanners. I informed him that I chose to opt out. He told me that they cannot do a pat down on my minor child. I advised that

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell (b)(6)

Mailing Address: (b)(6) Providence, RI 02906

Email: HYPERLINK (b)(6)

What happened?

On 3/25/2013 at approximately 10:00 am at ATL I cleared TSA screening. I was video

3/27/2013
4:12:39
PM

recording my pregnant girlfriend as she received a pat-down in lieu of an x-ray screening due to her pregnancy. She previously felt violated by the TSA in PVD on 3/21/2013 at approximately 12:00 pm when her vagina was felt multiple times by the TSA agent. During that screening she emitted a frightened, loud "woah" because of the violation. While I was taping at ATL, a large, female, African American TSA employee began shouting at me "Stop recording! Stop recording!". I responded, "Why?". She responded, "Why?! Why?! Because I SAID so!". I asked, "Is it illegal?" She responded again, "Stop recording! This is serious!". I stopped recording and asked again, "Is it illegal?". She then approached me and told me to delete the video. I asked why and she said again that it was serious and she blocked my exit until I

Caller wants to make a complaint regarding his screening experience at MCO at the checkpoint. He was required to have a patdown and the TSO agent was patting his body inside his waistband because the machines showed he may have something metallic in that area. During the patdown, his zipper accidentally came open and he felt offended. Caller stated he opened the zipper to assist the process and the TSO told him he would call the police for indecent exposure.

Caller thought the TSO was inappropriate when he mentioned he would contact the police for indecent exposure. Caller stated the TSO didn't offer him a private area for screening. At that point he requested to speak with a supervisor and the supervisor, SPSO (b)(6) addressed the issue. Caller is very disappointed with the employee who did his patdown. Caller's pants dropped a little and he thinks if the TSO needed to reach inside his pants near his genitals he should have been taken to a private area. The supervisor and another TSO agent took caller to a private area and completed the patdown and he has calmed down but wants to voice his side of the incident.

Flight # 1783, Gate # not sure. Terminal: B Jetblue

Caller states he doesn't want anyone to get in trouble, but, would like to see the procedures improved. He was not aware he could request a private screening.

3/27/2013
4:38:49
PM

Response:

Apologized to caller for his experience and explained following:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Last Thursday, March 21st 2013, I was going to catch a plane from Intercontinental Airport – Houston early morning (my flight was at 7 am) and refused to go through the machine. The officer in charge asked for a female assistant to check me out.

This assistant looking very angry, called me and after carrying my things over, gave me the usual speech about the procedure. I told her that I knew how it works because I fly so much.

She snapped something back and then asked me if I had any sensitive parts. I told her that I had had breast cancer, broken my ribs and had just had a skin biopsy, all on the right side. Then she told me to open my legs. I did, but that wasn't enough for her: she made me spread my legs almost 2 feet apart. I am 68 years' old, short legs and have arthritis and kept slipping because of my socks.

She also kept telling me to lift my right arm higher and I told her that I couldn't do it because it hurt, but she ignored me.

She patted me so hard on my crotch that I got tears in my eyes. When I tried to bring them a bit together, she shouted at me to open them.

3/27/2013
6:04:03
PM My husband stood there helplessly, watching his wife being abused by this woman.

Then she told me to lift my sweater. When I did it, she told me that I shouldn't show my skin. I had no idea what she was talking about, because either I lift my top so she can feel my waist or if I didn't, she would be angry at me!!

When she came to the front she patted me so hard on the left side of my chest, that I said: Aih!!! it hurts and I took a step back.

She called the supervisor, (b)(7) and complained that she hadn't even patted me on the right side and I was already complaining.

I explained that she had hurt me while patting me and I was afraid of being hurt again. The supervisor understood what I said and told her to be careful.

I had to stand there for almost 15 minutes with my legs spread apart and being abused by this woman. She took forever and I had to ask her a couple of times to hurry up because I might miss my plane.

When she finished with me, I was in pain and had problems to walk because of hard pat down on my crotch and keeping my legs spread apart for too long, so I had to take (b)(6) for the rest of the day.

I don't understand why, if we refuse to go through the X-ray machines, why can't we go through the regular ones and if it doesn't beep, we are good to go.

Some people have too many medical problems to be forced to go through more radiation than it is necessary: I personally, besides the cancer, biopsy, broken ribs, a couple of times, bronchitis, sinuses, dentistry and a few more things that require X-
Caller states that she filed a complaint on Sunday about a screening on the 17th. Caller states that she got no reply and in her outbox the form that she filled out was empty. Caller states that she included her contact information in the record, but I was unable to find any record of the complaint in the database. Caller would like to make a complaint over the phone or find out what has happened with the complaint since she filed it if it has been received.

Caller states that she flew out of TF Green Airport in Providence, RI on Sunday, March 17, 2013 to Orlando on a 1:20 PM flight with Southwest. After his belongings were screened and her body scan was complete she was told by a TSO that she was clear. She was later approached by another TSO who told her that she would now need a patdown and that would involve touching private parts. Caller was informed that the patdown could be carried out in private at her request. Caller states that she requested a private screening and the female TSO rolled her eyes at her and treated her rudely. Caller was very upset about being asked to leave belongings behind in the bins that had already been screened so that someone could come and steal them. Caller states that when the patdown was complete she saw that many female passengers were also getting a patdown in public, then at the departure gate random screenings were also conducted. Caller flies several times a year and has never experienced such a lack of professionalism at other airport screenings. Caller did not get name or badge numbers by the female agents who conducted the patdown, but one was bleach blonde and one had short dark hair. Caller was very upset about what happened and wants to know that the situation has been looked into by a supervisor. Caller will be in touch with the CSM if not contacted first, to ensure that corrective action is taken.

3/27/2013
7:02:05
PM Advised caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

There is no response on this matter, but standard letters.

Please, do call

Thanks

(b)(6)

HYPERLINK (b)(6)

3/27/2013

9:02:13

PM

From: (b)(6)
Sent: Sunday, February 17, 2013 8:56 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Unhappy experience

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) And she started to pat down me again from the beginning

I have knitted dress on and the skirt, she want me to raise my dress up to see belt on my skirt, I was put in the position to choose to lift my dress or take off my skirt so she can see my belt, I took of my skirt and for my surprise she was not interested in the belt anymore. She told me I do not cooperate and supervisor was called

j Information about the person who experienced the civil rights/civil liberties violation

(fill in what you can)

Name:

{b)(6)

{b)(6)

3/27/2013

10:02:08

PM

First and Middle

Last

Phone #: Cell: {b)(6)

Mailing Address:

Good Morning,

Other than an automated reply from TSA- I have not heard back from anyone regarding this issue. I'm traveling again next week and I would like some sense for how this is going to be handled moving forward.

Thanks Very Much,

(b)(6)

From: (b)(6)

Sent: Monday, March 04, 2013 7:56 AM

To: 'TSA-ContactCenter@dhs.gov'

Subject: A screening problem for working moms with infants

3/28/2013
8:13:56
AM

Good Morning,

I would like to share a very stressful and frustrating experience with the security screening process in the Cincinnati (CVG) airport that has become a routine/repeat situation.

I am a frequent traveler- usually from CVG to DCA- bi weekly and a new mother of a 4 month baby. I am trying to continue to breast feed my child- and the use of a breast pump is essential while on travel, as well as the time required to actually pump before boarding my flight. My experience this morning at security was absurd. And, this has become a reoccurring situation as well- my third time with this same experience now to be exact. My breast pump – a standard make/model- apparently causes the alarm feature in security to go off- which then requires the following: my bags to be open/exposed and searched/ a re-run of my bag through the scanners, a personal pat down of me, a search through all of my other bags/computer equipment/purse, etc. All the while- I'm losing precious time to actually pump before boarding my plane. I cannot emphasize how 1) embarrassing this is- to have your breast pump exposed to the entire airport and 2) how stressful it is when you are a working mother who only has so much time in the day to actually pump- which if you do not pump in the right window- your milk will dry up. The stress alone will cause your milk to diminish. I have not had this issue in any other airport that I frequently fly to- DCA and MSP, for example. While I am not blaming the staff, I know they are just trying to do their job, I am asking for some permanent remedy to this ridiculous process that does not allow staff to use their common sense. I am confident that working mothers everywhere who have had, or will have a similar experience, would also very much appreciate a solution to this issue.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 3/28/2013 8:54:25 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I traveled from Kansas City, MO on 22 March to Cleveland, OH on United Airlines Flight 5230 at 1145 am. I had a small carryon bag that contained an IPAD among other items. My bag was screened at the TSA screening station. Later, I could not locate my IPAD. Was it perhaps removed and found at the TSA area in Kansas City? It was in a light gray cover, and is an IPAD 2. It has personal value to me. Please contact me at (b)(6) or via email (b)(6) thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number: (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from Chicago to DCA yesterday. She was subjected to additional screening because she presented alternative ID in the form of an expired drivers license, expired since 2011, and a disabled veterans benefit card. She did not understand why she was subjected to additional screening of herself and her carry on luggage. She did not understand that these documents are not acceptable forms of ID and are considered alternative ID. She wanted to be guaranteed that she would not be subject to additional screening when she flies back to Chicago from DCA. She also has a bus card with her photo on it that she uses to ride the buses in Chicago for free.

I told her that this is common procedure because passengers who present alternative ID may receive additional screening, such as a patdown and an inspection of their carry on luggage. I explained this to her several times. I also told her several times that I cannot guarantee anyone that they will not be subject to additional screening because everyone that goes through the TSA checkpoint is subject to additional screening.

3/28/2013
10:04:00
AM

3/28/2013
12:07:31
PM

3/28/2013
12:11:23
PM

Caller read that we are going to take comments about the body scanners. Caller said that he has not flown since we started the AIT. His wife does not want to get a patdown or go through the scanners and show everything she has. He wants the country back that he used to have. He said that TSA can check their luggage or handwand them. He stated that they are not getting to travel like they would like to. He is 71 and can not drive his wife to ME, and she will not fly. He said that they are not the enemy of American although they are being treated as if they are. He said that he will put up with the danger. He wants TSA to get rid of the AIT and the patdown. He wanted to know if we have been taking these comments for awhile and what kind of comments we are receiving. He said that in Israel they talk to passengers and are able to recognize passengers who may present a problem. He said that they do not want to stand in front of a radiation spewing machine or be groped.

I gave the following information: The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals.

I advised the caller that this is the first comment that I have received and I do not know what kinds of comments are being made.

Caller wants to know the documentation that supports the method TSA uses for patdown.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

Escalation Notes: (b)(6)

3/28/2013
4:11:13
PM

The caller has a complaint about our patdown procedures.

1. She wants documentation explaining in more detail the patdown

2. Let the public no the expectation of a patdown

She states that she has found no documentation that explains what she is looking for and that the TSOs that she questions cant even say the word vagina. She stated that she has called the ATL airport CSM and no one has got back to her. The caller flies about 16 to 20 times a year and she opts out of the AIT and gets a private patdown. There is no documentation in the room that gives the private patdown of what is expected of the passenger. She states that 100% of the time they touch her vagina.

I advised the caller that the contact center cant address policy issues but we can provide Mr. Pistoles address.

Please send all written correspondences for John S. Pistole to the following address:

John S. Pistole Administrator

Transportation Security Administration

601 South 12th Street, TSA-1 Arlington, VA 20598

I also told the caller we would email this information to her. I am sending this to the CSM at ATL for their review.

(b)(6)

(b)(6)

(b)(6) Clovis, CA 93611

HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible,

including the name of the air carrier, if this occurred at an airport.

3/28/2013

4:13:15

PM

Agent (b)(6) was assigned to do my secondary screening and was obviously frustrated by my refusal to go through the scanner. He raised his voice a number of times when I did not move fast enough to the screening area. At one point during his pat down I lowered my hands too soon and he yelled at me loud enough to cause all the passengers within 15 feet of us to look in our direction.

Once in the secondary screening area he advised me to "not move" (which is appropriate) while he patted me down. Agent (b)(6) then shoved me during the pat down hard enough that I had to take a half-step backwards to avoid falling. He then yelled at me to "not move" again because of my half-step. At this stage a passenger stepped up to intervene and I asked for a supervisor. Agent (b)(6) and (b)(6) witnessed the event and (b)(6) asked (b)(6) to "calm down" but took no further actions.

When did this happen? Please provide the approximate time of the experience. If

ongoing, please indicate when the problem began.

On March 12, 2013 at approximately 5:30am I was going through screening at Fresno Yosemite International. I am an airline pilot for Skywest Airlines and have been going through this same security checkpoint for 12+ years now without incident. I

From: (b)(6)
Sent: Thursday, March 28, 2013 2:03 PM
To: TSAExternalCompliance@dhs.gov
Subject: Your response to me on March 14

I received your form letter response of March 14 in regard to my complaint sent to you on March 13.

3/28/2013
4:13:18
PM

I understand that all passengers need to be screened and have the opportunity to ask for a supervisor to facilitate the process. However, I was approached at A-30 in the passenger line at Southwest Gate 15 in Philadelphia, THREE MINUTES before boarding and 20 minutes before takeoff for a RANDOM PUBLIC PAT DOWN after already submitting to a full PAT DOWN in the security line earlier for threads in my sweater vest. If I chose to have the assistance of a supervisor for this "surprise attack" at Gate 15 I would have missed my flight. There is no way TSA would have provided assistance in time for me to get on my flight. It is general knowledge how "challenging" passengers are treated by TSA.

According to your TSA Guidelines for Passengers (03 December 12) "How to Get Through The Line Faster,"
Hello TSA Manager

I am working for IBM as a Managing Consultant and travel a lot to various clients. I am doing this for last 1 1/2 year without any issue and able to check in on my I-Phone and go through with security without any issues. I observed recently a change and they put my name in the extra screening. I think it triggers when I went to back home after six years and just came back on 16th March, 2013 at JFK Airport from PIA (Pakistan International Airline).

3/28/2013
8:12:40
PM

I live in Shrewsbury MA and travel from Boston Airport to Minneapolis, MN after every alternative week and I observed when I traveled on this Monday 25th March from Boston, I was not able to check-in using my phone. I collected the boarding pass from Delta Agent and later noticed that they have selected me for special screening. The concerned officials told me that it would be only for this flight and it is random. But today when I was coming back from Minneapolis, MN to Boston, MA it was the same protocol and I was pat down and my stuff is checked again. I request you as I travel a lot from my job, please take me out from this or let me know the formality involved in there as it is not only time consuming but embarrassing experience.

I hope you or someone will get back to me with details and resolution of this issue. I will be really grateful and appreciate any help to resolve this situation as it will improve my job travel which I do every other week.

Best regards

(b)(6)

To whom it may concern,

My name is (b)(6) and I wish to register a complaint against a TSA Officer and his supervisor for how I was treated. I am a very frequent flier, I have a Global Entry pass etc. I also have an artificial hip and am regularly screened and have pat downs a lot.

(b)(6)

Here are the specifics of my complaint.

My complaint is with TSO (b)(6) and LTSO (b)(6).

I was traveling on March 4, 2013 on USAir from Boston to Washington, DC.

I went through the metal detector at Checkpoint B2 on March 4, 2013 at approximately 5:00PM. As usual, I set off the metal detector and was selected for a pat down.

LTO (b)(6) (if I mixed them up it was LTSO (b)(6)) did a professional job of explaining what he was going to do and asking for my consent and permission.

The problem began with his pat down. As he stood behind me and ran his hand up my legs, he slammed hard into the joint on both sides, crushing my testicles. As he passed in front of me, I said, "Can you please not slam your hand into my testicles." He told me that he had to do it that way and that he was doing his job. I told him that I have a huge body of experience with pat downs and that no one else had ever applied such force to my testicles in any other airport. He argued with me and I asked for a supervisor.

3/28/2013
8:12:56
PM

When LTSO (b)(6) came over, I explained what had happened and she told me that TSO (b)(6) had been qualified, passed a test and was therefore doing it correctly.

I said, please hear me, he may have passed a test but he is not doing this right. We went back and forth, with me asking to be treated with decency and respect, and LTSO (b)(6) telling me that TSO (b)(6) was doing it right. She never offered me an apology, or recognized that it may be possible that TSO (b)(6) did it wrong this time. TSO (b)(6) refused to complete the pat down, therefore eliminating the possibility of any direct observation. TSO (b)(6) was hostile, and LTSO (b)(6) was in total denial of my experience and refused to offer even the least of respect to what I was saying. She kept insisting that TSO (b)(6) had been approved and therefore was infallible.

At that point, LTSO (b)(6) boss appeared. He actually listened to me, apologized for the experience I had and asked how he could help. He also supervised the individual who eventually came over, restarted and finally finished my pat down.

Staff are not machines, and there has to be a way to accommodate feedback and adjust. To insist that because someone took a test and passed that they will always do their job perfectly or the right way is to deny that humans make mistakes. It also invalidates and disrespects each persons experience.

Please let me know what recourse I have and please tell me that I will not have to endure someone slamming his hand into my testicles again, nor a supervisor denying my experience, and finally a complete refusal to take feedback or accountability for action.

Regards and respect,

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/29/2013 6:41:33 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Departed from NEWARK, NEW JERSEY (EWR)

American Airlines Flight #119

January 14, 2013 at 6:12 pm (EST)

TERMINAL A

GATES: 30-35

Comments: I exited the (Privacy infringement) scanner when a female African American TSA agent quickly placed her hands down my pants. She then proceeded to grope me and pressed against my stomach and abdomen. Then she moved her fingers to my genital area until I stopped her and asked another agent for her supervisor.

The supervisor stated (she is a middle aged, Caucasian lady with short blonde hair) that a gentle slide of the hand on the OUTSIDE OF CLOTHING is the proper procedure.

I informed the supervisor that was not how the TSA agent treated me nor did she inform me how she planned to search me.

It was a violation and a molestation of my person.

Since I have not heard from this supervisor at Newark International Airport, nor have I heard from the Department of Homeland Security (DHS), nor the Transportation and Safety Administration (TSA), it is necessary to submit this email as a formal complaint against this TSA worker.

Depending on your response and the outcome of my formal written complaint, I will decide if I will begin legal proceedings against this TSA worker.

(b)(6)

3/29/2013
8:10:17
AM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/29/2013 6:41:33 AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Departed from NEWARK, NEW JERSEY (EWR)

American Airlines Flight #119

January 14, 2013 at 6:12 pm (EST)

TERMINAL A

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I informed the supervisor that was not how the TSA agent treated me nor did she inform me how she planned to search me.

It was a violation and a molestation of my person.

Since I have not heard from this supervisor at Newark International Airport, nor have I heard from the Department of Homeland Security (DHS), nor the Transportation and Safety Administration (TSA), it is necessary to submit this email as a formal complaint against this TSA worker.

Depending on your response and the outcome of my formal written complaint, I will decide if I will begin legal proceedings against this TSA worker.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/29/2013 1:19:13 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Please restore at least one body scanner to the Atlanta airport Pre-Check area, in addition to the metal detectors now there.

Often, I am Pre-Check eligible and use that area when I depart from ATL (almost every week). But because I have an artificial knee, I must have a pat down when my implant raises the detectors' alarm.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Complaint 1

Caller said at Palm Springs, when she went through the AIT, she had a wristband on and no one asked her to remove it. Caller went through the AIT and said the TSO did a patdown and did swabs on her. Caller said she is upset because she felt the TSO should have asked her to remove the wristband instead of her having to go through that screening. Caller stated she did see the sign that said all items should be removed. Caller flew on United Airlines 5652.

Complaint 2

Caller said her husband found a woman's dirty underwear inside his suitcase. Caller said she has already reported this to Palm Springs, but said she was disgusted this happened. Caller said there was more than one pair.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller recently went thru DFW for an AA flight and this was the first time he was not selected for PreCheck. He wanted to know why he was selected for a full body search. The TSO told him only about 70 percent of passengers are selected for PreCheck. He stated many times he was not complaining and that security had done a fine job and the patdown was not anything to make him feel violated in anyway and that the TSOs were very polite. He did not know that PreCheck was random and appreciated the clarification.

3/29/2013 3:26:40 PM
Advised caller:
TSAs main role in PreCheck is to make sure there is a screener at the checkpoint. Precheck selection is completely random and never gauranteed for security purposes.
Precheck is not available for any international flight.

Per lead, (b)(6) mark as information not complaint.

From: (b)(6)
Sent: Friday, March 29, 2013 1:54 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

3/29/2013 4:00:53 PM
Contact Information:

(b)(6)
(b)(6)

Frisco, Texas 75034

HYPERLINK (b)(6)

Location: Greensboro, North Carolina

Time: Approximately 1:00 PM on 3/29/13

Airline: American Airlines

Good afternoon

As a frequent almost weekly traveler I encounter multiple security checkpoints at many airports. Some are extremely professional others, unfortunately not so much. I am a nursing mother and choose to pump while away from my son. I travel with a breastpump, cooler block, and containers.

For the most part, officers are knowledgeable and extremely courteous. it is the experience I had at the Albany, New York airport that makes traveling as a nursing mother a hassle and almost degrading.

My cooler block, as is stated on the web page was okay and as it often is after a day of travel, partially frozen. Numerous other airports have encountered my cooler block and have tested it and I have been on my merry way to the gate.

Albany TSA assembled 3 men and 2 women to give me a through pat down and inspect all my bags not just the cooler block that your website and so many other airport TSA staff either know what this is and screen or pass through as a nursing item.

3/29/2013
6:02:27
PM

They were even ignorant as to the fact that pump mechanisms are not to be removed from the bag.

I am shocked at their pat down and treatment of a partially frozen cooler block that is clearly allowed by their own regulations. Perhaps you should conduct additional training of the staff working at Albany on March 29, 2012 at 315 pm.

I continue to be shocked at the inconsistent treatment of breastmilk and nursing items by your agency.

(b)(6)

Sent from my iPhone

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 3/29/2013 4:18:04 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/14/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/29/2013
6:02:53
PM

Comment : I am a MST victim. I always opt for the scan as I don't like to be touched. This is the second time this has happened. I come out of the screening to the being touched in the crotch when said item showed something on my knee and before on my elbow. Nothing was found. So my question is this if the only place that shows anything is on the knee then why go for the groin and why before they grope you they don't tell you they are going to touch you. As far as I am concerned this is assault.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 3/29/2013 4:18:04 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/14/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/29/2013
6:02:53
PM

Comment : I am a MST victim. I always opt for the scan as I don't like to be touched. This is the second time this has happened. I come out of the screening to the being touched in the crotch when said item showed something on my knee and before on my elbow. Nothing was found. So my question is this if the only place that shows anything is on the knee then why go for the groin and why before they grope you they don't tell you they are going to touch you. As far as I am concerned this is assault.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller traveled to New York back to Florida and then to California to visit his children a year ago it dawned on him that he has a defibrillator. The caller cannot go through the metal detector and has to have a patdown. The caller states that no one ever looks at his defibrillator cards or swabs his defibrillator to see if there is any explosive material and it bothers him that no one ever swabs his defibrillator or his hands for GSR. The caller sent in an email about a year ago and received a thank you response and no one ever bothered to contact him regarding his complaint. The caller is concerned that someone will try to disguise a bomb as a defibrillator. The caller states he wants to be safe and wants other passenger to be safe as well.

3/29/2013
8:53:34
PM

In addition to the patdown, TSA may use technology to test for traces of explosive material.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

I returned from Mexico while on a business trip on Wednesday March 27 thru IAH. As always I opt out of the scanners in order to avoid the excess radiation as I am traveling by air weekly. The lines were very light however I had to wait over 10 minutes before an agent came to take me for my pat down. Where I had to wait was on the opposite side from where my bags were screened making it very difficult to keep an eye on my bag, laptop and clothing. By the time an agent came we had to run to the belt as a woman was taking my laptop. I travel thru Houston quite often and this was the worst I saw it. After screening I used the restroom close to this area and there were 4 agents in there looking at pictures on a cell phone. They remained there at least 15 minutes. So the problem isn't the number of available agents. Just whether they work.

3/29/2013
9:11:31
PM

(b)(6)

Caller went on 3 legs of her journey and her ID was accepted ok. She has a temporary paper license, a copy of her old license, and a birth certificate. Is a patdown required to be given as part of the process in that situation?

3/29/2013
10:32:00
PM

Advised caller:

You may be subject to additional screening.

Caller is complaining for the second time and this has happened in the last 2 yrs at LAX.

She is 81 years old good shape and she feels discriminated because of age and her being White and she stated that every person at checkpoint was African American and she is concerned and annoyed she intends to make her complaint formal.

She flew on United Express Airline. It happened last Friday morning 9:15 or 9:30.

3/30/2013
9:49:58
AM

She got up to the TSO who was checking boarding pass and ID and didn't have to take her shoes off due to being age 81. When she put her stuff in bins she had little rain jacket, taking everything off but that. She wore the same outfit she has on other occasions. When she got into the AIT having her hands above her head she said they had to do check her repeatedly. After finishing she got out and they told her that they had to check her again, which kept her standing there a long time waiting for a female officer. Eventually a female TSO came and was very curt and she told her she would have to touch her groin with a pat down. The caller then told her she had to have her purse with her first, they went to another room where another lady TSO was waiting. The caller told the TSO's that she didn't have any metal in her crotch and asked them "what do you want me to do". one lady left and caller said to other TSO "do you like your job", who responded, "it's a job". When the TSO came back, the caller offered to drop her underwear so that they could see more clearly. She said that she did this because she simply didn't want to be touched. The TSO's told her to go on and didn't pat her down. She said that they said it must have been a seam on her pants that alarmed on the AIT.

She actually said that she feels discriminated against due to her age. When she got to her destination airport she went to the Customer Service airline and she told them she wanted to talk to someone with TSA and she couldn't find TSA person to speak with.

I transferred the call to an MB Specialist:

To whom it may concern,

I am a million milers with Delta plus a Diamond and I cannot use pre trip because if I do, I still have to get a pat down due to my metal hip implant. I even have shown my joint card issued to me by doctor to the TSA agents and they don't care...won't even look at it. To this date, they have yet to confirm my implant.

How can I use pre trip to speed my security check when I get stop by TSA Now?

3/30/2013
10:58:14 AM Pls adv (b)(6)

(b)(6)

(b)(6)

Phone/Fax (b)(6)

The caller is at the PIT going through screening now. He wants to know why he and his wife was ask to open their child baby food or his wife will have to have a pat down. He wants to know how it wife recieving a patdown will make a difference to the on why they would open the baby food. The caller stated that his wife had to be touched because they have a child and wants to know why.

Advised Caller:

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teethingers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO. Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

Explained:

3/30/2013
2:09:27 PM

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

The caller stated that that we will be contacting his congressman and Senator Rand Paul about this situation. He stated that he will not have his wife touched for no other reason than the fact that have to carry food for their child.

Advised Caller:

You may want to request to speak with the supervisor at the checkpoint to address this situation. You can call the TCC back at 1-866-289-9673, press option 5, and enter the airport code. Also, TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

To whom will probably never read this.

My wife was patted down by one of your TSA, flunked high school and couldn't get a job as a physical education teacher, employees. The TSA thug, I mean employee, groped her chest in a very demoralizing and sexual way that was completely uncalled for. This occurred in the Kahului, Hawaii airport. This behavior by your employees is unacceptable, but I'm assuming your standards are kept rather low considering the amount of respect shown to innocent bystanders.

She is patted down literally every time we fly and we don't know why. We believe its due to her tattoos, but honestly why don't you racial profile the appropriate people and stop being so politically correct. This organization, like many government organizations, is done with complete inconsistency and lack of training and preparation, it is no wonder the TSA is made such a mockery.

3/31/2013
4:41:02
PM

(b)(6)

(b)(6)

To whom will probably never read this,

My wife was patted down by one of your TSA, flunked high school and couldn't get a job as a physical education teacher, employees. The TSA thug, I mean employee, groped her chest in a very demoralizing and sexual way that was completely uncalled for. This occurred in the Kahului, Hawaii airport. This behavior by your employees is unacceptable, but I'm assuming your standards are kept rather low considering the amount of respect shown to innocent bystanders.

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3/31/2013
4:41:02
PM

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 3/30/2013 11:18:36 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/17/2013 8:30 PM Airline & Flight Number : United 480 Checkpoint/Area of Airport : TSA Security TSA Employee: (If Known) :

(b)(6) Comment : Very unprofessional conduct -- when I explained to the TSA agent that my bag on my prior flight was lost, causing me to be running late for my second flight, I very politely asked him to quickly go through the TSA pat down procedure, or better yet dispense with altogether, as I was waiving any right to complain. Instead of helping, (b)(6) became argumentative and very purposefully slowed down his description to a painfully slow talk, giving far more detail then was necessary to explain the pat down process. It was clear that he was not interested in providing service, but instead trying to punish me because I dared to challenge him purposefully going so slow. the more I asked him to please hurry so I did not miss my flight, the more he slowed down. It was clear he was on a power trip. Such behavior is unprofessional, and in my years of getting pat downs from TSA agents, I have never experienced such rude behavior.

3/31/2013
4:41:45
PM

TSA agents are there to serve a vital function, by keeping us safe from terrorist threats. For (b)(6) to take a painfully slow approach with me is a waste of TSA's time and limited resources. Such unprofessional manner should not be tolerated.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My boyfriend was sexually assaulted by an agent at the Port of Miami while disembarking our cruise. A drug enforcement dog took interest in his bag, he was taken to a private room, and the length and head of his penis was grabbed and stroked, his testicles groped. The agent then forced his fingers into my boyfriend's ass through his jeans, then vigorously ran his hand up and down between his ass cheeks. Another agent was present in the room, grabbing his crotch, snorting, and clearing his throat the whole time (both agents were named (b)(6)). This all happened BEFORE checking his bags OR finding out we were California residents with valid medical marijuana IDs. We had 5 medicated lozenges in his backpack (not the initial bag in which the dog took interest), prescribed by a doctor. The agents did not search any other part of him; did not ask him to remove his sweater; did not check his pockets (neither in his pants nor shirt), not his collared shirt with rolled-up sleeves, nor his dreadlocks. They only sexually violated him in a private intimidation room.

3/31/2013 5:06:13 PM This is unconscionable! This was our second cruise; last year we traveled with similar medicated lozenges (also legally prescribed) upon disembarking. We were not touched physically at all last year; this year my boyfriend was raped. We cannot ever leave from Port of Miami again; I hope we can get past this to even travel and experience life at all because we will not support this disgusting perversion of power. There are so many crimes against humanity in this situation. Miami is notorious for human trafficking and sexual abuse on an official level, but I cannot believe this happened to us. I'm sorry this happened at all (and continues to happen). Our American rights have been egregiously violated! Why? Because they thought my California-citizen boyfriend with a medical license had stashed so much weed up his ass and around his penis (and nowhere else, and no other substance except marijuana) that he is going to bring down America? Bullshit! This is unethical and inexcusable! We are pitting brother against brother by giving unprecedented power to corruptible individuals – individuals turned ugly by power. The (b)(6) sexual perversion of power is a shining example. This is unjust and unAmerican! We now have fear over the very entity supposedly protecting us. Instead of protecting, it is sexually violating us. How has America has been saved by all these fingers up the assholes of our citizens? We have rights, we are people, and you are people! Instead, everyone is treated like a psychotic terrorist, and nothing else. We are equal, and we will stand up for our fucking rights! We have a right to live our lives without fingers up our asses, without transport workers perverting on our naked scans or fondling our most intimate parts. We must stop this perverted abuse of power now!

Sincerely,

(b)(6)

My boyfriend was sexually assaulted by an agent at the Port of Miami while disembarking our cruise. A drug enforcement dog took interest in his bag, he was taken to a private room, and the length and head of his penis was grabbed and stroked, his testicles groped. The agent then forced his fingers into my boyfriend's ass through his jeans, then vigorously ran his hand up and down between his ass cheeks. Another agent was present in the room, grabbing his crotch, snorting, and clearing his throat the whole time (both agents were named (b)(6)). This all happened BEFORE checking his bags OR finding out we were California residents with valid medical marijuana IDs. We had 5 medicated lozenges in his backpack (not the initial bag in which the dog took interest), prescribed by a doctor. The agents did not search any other part of him; did not ask him to remove his sweater; did not check his pockets (neither in his pants nor shirt), not his collared shirt with rolled-up sleeves, nor his dreadlocks. They only sexually violated him in a private intimidation room.

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Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/31/2013 1:51:16 PM Airport : LGA - LaGuardia Date/Time of Travel : 03/26/2013 6:00 AM Airline & Flight Number : Southwest #430 Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)?

Comment : This is a complaint re (b)(6) badge number (b)(6)

On Tuesday morning, March 26 I arrived at Laguardia Airport at 4:05 AM. The line at Southwest Airlines was very long and we moved very slowly and I became concerned about missing my flight. At 5:00 additional agents started and all seemed ok. The line at the inspection stations was not unsualy long and I felt relieved. When I got to the scanner (b)(6) told me to take off my shoes. I told him I was 77 years old and that was not required. He stated that in this case it was. I grumbled and took off my shoes. Meanwhile the supervisor told him that he should send people of a certain age to another station. This, while I put my shoes on the belt.

3/31/2013 5:07:01 PM I passed through the scanner and into a glass enclosure and was then summoned out by (b)(6). I am not a "frequent Flyer" and do take a half dozen flights a year and, since I wear suspenders, almost always patted down. Never have I received the type of pat down that he administered. Additionally, I observed that other inspectors patted down 3 people while he was patting me down. I asked for his name and number on a piece of paper. He responded by asking for my identification and boarding pass. I would like to know why he has a right to do this.

I handed him my license and boarding pass. The put on my shoes (a struggle) packed up my laptop, collected my keys, cell phone, etc. and looked for (b)(6). I did not see him and asked the supervisor where he was. The supervisor pointed to a desk. I went to the desk and asked for my license and boarding pass and the piece of paper with his information. He had not even started writing. It was now 5:49 and I was anxious since Southwest states that if you are 3 not at the gate 10 minutes prior to departure your reservation may not be honored. I looked to the supervisor for help and all he told me was to calm down. Finally (b)(6) handed me my documents and his name scribbled (I have scanned the paper and there seems no way to attach it to this form) without his badge number. Upon my request he added that, I then ran as fast as someone with emphysema can to the gate.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/31/2013 5:31:41 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 03/31/2013 1:30 PM Airline & Flight Number : American 1628 Checkpoint/Area of Airport : Security Checkpoint for All Gates TSA Employee: (If Known) (b)(6) Comment : March 31, 2013

Transportation Security Administration:

I am writing to lodge a complaint against TSA Screener (b)(6) (Badge No (b)(6)) who retaliated against me after I requested a hand inspection of my wallet.

At approximately 1:30 pm PDT on March 31, 2013, I entered the security checkpoint for all gates at Palm Springs Airport (PSP) on the way to my flight, American 1628 to Dallas. After opting out of the body scanner, I was escorted to the pat down screening area by Screener (b)(6) (Badge No. (b)(6)). Before starting the pat down, (b)(6) asked if I had anything in my pockets. I acknowledged that I did, removed my wallet, and explained to (b)(6) that because my wallet had a significant amount of cash inside, I did not wish to send it through the x-ray machine because it would be out of my view and at risk of theft by other screeners. I told (b)(6) he was welcome to hand inspect it, which he did, pronouncing "looks like an ordinary wallet."

3/31/2013
7:12:40
PM

Screener (b)(6) then came over, became angry that the wallet had not been x-rayed, and insisted that it be sent through the x-ray machine. I explained to (b)(6) that a hand inspection had already been completed, and that if the wallet was taken out of my view and sent through x-ray, I would have no choice but to file a complaint. After stating that he "could not stop me from filing a complaint," (b)(6) escorted me to a private screening room, where (b)(6) performed a pat down search.

(b)(6) completed the search, tested his gloves, and informed me that the scan came back clean and I was good to go. Before I could pack up my personal property, Screener (b)(6) grabbed my wallet, rifled through it, and began writing down the information from my driver's license. I told (b)(6) that he did not have permission to take down my personal information. (b)(6) ignored my statement and continued to write down the information from my driver's license. He then threatened me that he could "prevent me from flying."

(b)(6) actions were both unprofessional and retaliatory. He threatened me and recorded my personal information in retaliation for expressing my intent to file a complaint. I am also concerned that (b)(6) will use the information he recorded to steal my identity or take other retaliatory actions against me.

I want this letter added to Screener (b)(6) personnel file, so that it may serve as a record of misconduct. I would also like the Federal Security Director at Palm Springs Airport to remind (b)(6) that it is acceptable for a passenger to request a hand inspection of a wallet during the screening process, and to ensure that the personal information (b)(6) captured is not used to retaliate against me.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/1/2013 8:23:14 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/29/2013 5:00 PM Airline & Flight Number : Delta 1630 Checkpoint/Area of Airport : Security screening entry to Delta terminal TSA Employee: (If Known) : checking the people coming out of the xray machine Comment : I was wearing a blouse with sequins on it. After I go through the machine, and I am waiting for clearance to get my luggage, an african american, female TSA agent tells me to turn around and look at the image display. She says, "Look at the screen!"; "That is you!"; "Of course, I don't know what I am looking at or for, although I see yellow on the image. She then proceeds to pat me down, without warning me or explaining what it going on. And this is a full on pat down where she is touching on and around my breasts. And not with the back of her hands! After she is done, she says, "DO NOT EVER WEAR THAT BLOUSE THROUGH A SCREEN AGAIN!";

4/1/2013
10:00:46
AM

I travel very often for business. She was downright rude and could have done a better job of explaining. Yes, they are rushing to get people through, but, she should have still used some customer services skills. The average person does not realize that "sequins" might set off an incident!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/1/2013 12:53:24 PM

4/1/2013 Name: (b)(6)

1:58:25 Email: (b)(6)

PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA3557, United, Terminal B, Gate 31, Port Columbus Airport

Comments: I am filing a complaint against TSA supervisor (b)(6). I was flagged for a pat down. I understand that it is for everyone's safety, but I am extremely allergic to (b)(6) which is used in TSA rubber gloves. I informed the screener of this and that I had been informed previously that TSA Port Columbus also had Latex gloves that they could use instead. (b)(6) the supervisor, then came to the screener and said that I was to either get pat down with the (b)(6) gloves or that I was not getting on my airplane. The screener offered to pat me down without gloves and sterilized hands but (b)(6) said no and would not even consider looking for Latex gloves. I had no choice but to be pat down with an allergin. When (b)(6) touches my skin, I swell and develop a rash that blisters. I immediately washed my skin and am hoping that no rash appears. I am extremely disappointed in the actions of that supervisor. My health was held hostage by the threat of not being able to fly out of Columbus and get to work. I demand action towards this supervisor and a response from you. I can be contacted by phone at (b)(6). If I do not answer, leave a message with a call back number. This is completely unacceptable and I will pursue the matter to the fullest extent possible.

Caller has filed a complaint about a screening process that she went through back on February 25th. She did file a complaint but she never received any type of follow up or apology from TSA. She asked if she would get a follow up or formal apology from TSA because she was molested? She said that she was molested and cussed out and the agent was screaming at her. She was using the F word in the middle of the airport. She also wants information on how to get in contact with the head of TSA at the airport?

Let caller know that we do not give passengers a follow up with what has happened with the TSA agent. Let her know she would not be getting a formal apology from TSA in the mail. Let her know that she should have gotten an apology at the time the complaint was filled. She said that she would just have to contact her attorney to file molestation charges against the agent. Also let caller know I do not have any contact information for TSA at the airports.

Did have to caller back and get additional information.

4/1/2013

2:41:34

PM

She said that she was molested in front of her children. She did let the agent know that she is disabled. She has traveled a lot and she knows what a patdown should feel like. She also knows that when an agent is going over a sensitive area that TSA should use the back of their hands. Also when going over an area such as the breast or butt you should not have the palms touching that area. She said that when the agent went over her butt the agent was squeezing her butt. She stated that her children are very young but they are starting to pick up on words very quickly and the agent was cussing at her.

Airport-DSM

Airline-Allegiant Air

Flight-603

Time-10:30AM

TSA (b)(6)

Disability Description: Caller has an insulin pump as a carry on item and another one attached to her body.

Response Details: If you have an insulin pump that cannot be screened; you should let the TSO know at the checkpoint. You do not have to do the AIT or WTMD if the insulin pump can not be subjected to that.

Also if you wish to file a complaint you can do so in writing; and I will send you the forms that you need to fill out in writing.

4/1/2013

3:27:40

PM

Incident Details: Caller stated that she was going through RSW and the TSO agent behind the counter said she had to go through the AIT because they do not offer pat downs there. She wears an insulin pump that can't be screened in this manner. The TSO there was really nasty, and told her that either she go through the AIT or WTMD or she will not be able to fly.

This incident occurred today at RSW at 3:31pm at gate C-6.

4/1/2013

3:59:28

PM

To whom it may concern: I flew to Florida from Columbus airport because my brother is ill. I do not hardly ever fly. Maybe four times in my life. So I checked the website for flying restrictions. The web said 3-4 oz. bottles. The gentleman at security check stated 2 oz. I know that is not the truth. I also know I could not argue the fact even though I knew he was wrong. We were not treated with respect. They were nasty to us. Not everybody uses the airlines frequently as they might think. So if they want to do the security job then they may need to learn some patience. There were things I had to pitch that was expensive. So once I arrived in Florida, we had to buy new stuff. I am not rich and do not have lots of money. I simply chose to fly because the trip was too short and too long to drive and I needed to see my brother. The other issue is, my daughter is pregnant and she wanted the pat down instead of the x-ray machine and they kept on saying it was safe, and I had to say more than once, she chooses pat down. They should respect what you choose not argue with you. I also want to say, there was no line so people weren't waiting. So all the more reason they should've had patients. All we are asking is for some compensation for our trouble! Thank you (b)(6) e-mail [HYPERLINK\(b\)\(6\)](mailto:HYPERLINK(b)(6)@tsa.gov) phone (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/1/2013 3:38:04 PM

Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/31/2013 4:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/1/2013 6:12:47 PM Comment : I asked for a pat-down yesterday at MSP because I am pregnant and did not feel comfortable going through the machine available at the International arrivals terminal after Passport Control and Customs. I was on the way to my connecting flight. I waited for the female assist call to go through and when that lady arrived with gloves on, she pointed out that the machine is not backscatter and was safe for pregnant women. I felt very pressured by both women at TSA and said I would prefer a pat down in public. They eventually pressured me into walking through the machine. I believe it's a millimeter wave machine, but I don't know. As soon as I went through it, I knew I'd made the wrong health choice and I am upset about this pressure by your staff. I feel it is wrong, a violation, and I want to report it.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have gone through the pre screening program and received and used the process. However, on a recent trip to Boston, my card was lost, stolen or misplaced. I believe it was while I was getting a pat down (I have an artificial knee). How can I get another card?

My name is (b)(6) and I live at (b)(6) in Portland Oregon.

My known traveler number is (b)(6)

Thanks for any help.

4/1/2013 8:08:11 PM (b)(6)

Sent from iPad

Almost every time I go through the AIT at John Wayne Airport, the screeners want to rub the scar (this is rubbing, not a pat down) I have from my gall bladder surgery 37 years ago. I do not have any metal inside me (at first I thought my overweight belly was just causing my pants waist band to fold over since some of the rubbing occurred on my waist), so I don't see why your AIT detects an anomaly, which is what I was told today when I finally got frustrated and asked why they keep doing that (I commute between SNA and SJC Fridays and Mondays so this is pretty often).

I am a 47-year-old, 6' male, approximately 220 lbs, muscular with 20% body fat, and my scar extends from below my rib cage to my waist and is an inch or so to the right of my belly button. I seriously doubt your agents run their hands over a woman who has had breast implants, so I would expect you to make adjustments for other scars or incisions from surgery. Should you wish me to assist you with a baseline scan to adjust your equipment for myself and others who have had surgery in their lives, I'd be happy to help out. I currently live in San Jose, CA, but will be relocating to Irvine, CA, in the next month, so I could visit any research center in these locations. In case it matters, I typically go through security either at the American Airlines or United gates at SNA.

4/2/2013 8:12:48 AM -- (b)(6)

Incident Details: Caller flew from Denver International to Atlanta on Airtran Airlines. Caller stated he is disabled and his wife is disabled and they are both in a wheelchairs. Caller stated he went through the screening checkpoint but his wife was pulled aside for additional screening. Caller stated she had a patdown. Caller stated he had told the screeners she has Alzheimer s. Caller stated the screener was being rough with his wife so he had to give his wife medication to calm her down after the screening process. Caller stated he wanted someone from TSA to call or send a letter apologizing to his wife. Caller stated if she didnt get a call or a letter he would be calling the contact center again. Caller is upset at the patdown received by his wife. Caller stated he didnt get the name of the screener who conducted the patdown. Caller stated the female screener had short blonde hair.

Incident happened:04-01-2013@01:30pm

Airport:Denver Airport.

Airline:Airtran Airlines

4/2/2013 10:05:34 AM

Flight number:787

Baggage Claim number:No luggage

Gate Terminal:South 221

Advised caller I would send to the appropriate office. Advised caller someone may want to contact him if they need more information.

Sending the D RFI in case she wants to submit complaint in writing regarding the disability.

The caller had an accident years ago, and has to wear a shoe lift and brace. However, he always has to remove the items, and wanted to know if there was a way to keep them on.

Advised Caller:

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

4/2/2013 10:40:03 AM Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint.

There are two primary ways to be considered eligible for TSA Pre[®]2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Disability Description: Caller had the ball broken off his shoulder and cannot raise one arm above his head. Caller had a knee replacement.

This call was accidentally cut off and I called him back at approximately 12:15

Information Request: Caller is waiting at the airport to get on his flight. Caller missed his flight and feels TSA is responsible.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

4/2/2013 11:48:04 AM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street

4/2/2013 12:04:05 PM Caller went through the LAS airport on 04-02-2013 at 08:55 AM. He was flying on Delta airlines flight: 590. At the checkpoint, his stroller was screened and the TSO conducted a patdown procedure that the caller said was uncomfortable to him. He is upset that he was not given the option for a private screening. Caller went through Gate D at the LAS Airport.

I told caller that I will forward his complaint to the CSM at the LAS Airport. Caller is wanting information on going through screening at CVG and what the numbers are that are listed above the WTMD. She has worked with the CVG airport and has recently had to be patted down and wants to know if it was because of the numbers because she does not like the way things are done for airport employees.

4/2/2013 12:08:47 PM

CCR informed her: When going through screening if anything alarms the WTMD or any device then the individual is subjected to a patdown. We do not have information on the numbers above the WTMD and how that screening process is run at that airport since we are not located there directly. It would be best for her to contact the airport directly to get assistance as to what those numbers are specifically used for.

Response Details: Caller said that he believes this happened because of his medical condition.

Advised caller that he would need to write in a formal complaint.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Advised caller that the biometric id card is associated with TWIC.

Advised caller that we do not have a specific card that will allow him to not go through screening. Regardless of who is traveling if there are any type of alarms or anomalies that a patdown does have to be conducted to clear the alarm.

4/2/2013 1:05:42 PM Told caller about the notification card that is listed on our website. However I did explain to the caller that it does not exempt you from the screening process.

Caller said that he would get that card.

Ask caller again if he would like to provide a email address so I can send him a DRFI which would include what he would need to do to send in a written complaint.

Caller hung up on.

Incident Details: Caller said that he completed a flight and he was searched twice. Caller stated that both on his return flight and his departure flight. Caller said that he declared to the officer that he had a knee replacement.. Callersaid that the officer advised him to proceed to screening and when the alarm went off he had to undergo a patdown.

Caller wanted to know what type of screening the pilots have to go through.

Caller was wanting to know what a biometric id is as well.

Caller is wanting a trusted Travelercard that states that he has a metal implant so he does not have to get a patdown when the alarm goes off.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 4/2/2013 1:06:37 PM

Airport : Select One

Date/Time of Travel :

Airline & Flight Number :

4/2/2013 2:06:44 PM Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I travel often and every time I go through body scanner I am stopped for my right shoulder . I have no metal or replacements and get patted down every time. I have had a muscle problem in that area , like a knot. I thought the machine only reacted to metal or explosives. Tired of your private invasion by some stranger " doing their job" why all the false readings ?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller stated he went through JFK airport and received two patdowns he would like to complain about.

Response Details: Advised caller I would send him information detailing how to file his complaint in writing as it must be submitted in writing.

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

4/2/2013
2:58:36
PM

Send D RFI.

Incident Details: Caller stated he went through the screening checkpoint at JFK and he received 2 patdowns. Caller stated he informed the TSO about him having diabetes and traveling with an insulin pump. Caller stated he feels like he was discriminated against due to his disability. He said that no one else in line was given two patdowns and he feels he was selected due to his disability.

Caller went through the checkpoint at 02:45pm on 04-02-2013.

The caller stated that he flies from RSW to BOS and back often. He is a double amputee and wants to know if PreCheck will help him get through the checkpoints more easily. He stated that some officers are very rough in inconsiderate. He just wants to know if there is anything that he could do to make things better.

Advised Caller:

Explained:

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags. As well as leaving the 3-1-1 bag in her luggage. The screening of the passenger is the same. If an alarm is sounded than the screening procedures conducted would be the same as those with out PreCheck. The TSOs are required to clear the alarms.

4/2/2013
3:56:56
PM

Informed Caller:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Feedback Type : Compliment

Categories : Pat-down; Professionalism

Current Date/Time : 4/2/2013 2:04:56 PM

Airport : ALB - Albany County

Date/Time of Travel : 04/02/2013 3:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Screening

TSA Employee: (If Known) :

4/2/2013
4:03:24
PM

Comment : I am completely upset. my wife, who is 6 months pregnant, is traveling with my almost 3 year old daughter. The TSA agent insisted that my wife could not hold my daughters hand during a screening. Also made my daughter very upset saying that both my wife and daughter would then have to be patted down. While I, as a son of a retired Federal DEA agent am happy to oblige with necessary security procedures. I believe that we as a nation need to have more professionalism and realize that our security efforts are going to a bit of an extreme. I have traveled internationally and I have to say other nations have far more respect for the travelers and have just as much if not better security without violating the person or child who is traveling. Israel's security for instance, is far superior to our own and I have never had an issue with them. I hope that this will be looked into. If I had the persons name I would surely pass it on.

Would you like a response? : False

Passenger's Name :

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To anyone that cares about treatment received by security at Buffalo's International Airport on April 1, 2013: I recently visited my family in Buffalo, New York. I had a wonderful flight coming to Buffalo but I did not feel so great about the way security treated me on my return trip. This was my first time flying by myself and I was feeling a little unsure about security procedures. I arrived about two hours before my flight was scheduled to leave. I headed to the baggage check window where my luggage was handled by a gentleman that seemed like he really did not want to be there. No smile, no eye contact, just a finger pointed to the direction of my gate. I smiled and stated that I was unsure of airport security procedures and once again he pointed his finger to the direction of gate 23. Alright, we all have bad days maybe he worked a double. I had knee replacement and I am always patted down when I go through security. My family told me to ask for the body scan instead of having a pat down. A security officer pointed to a center lane where I proceeded through. I guess I was not suppose to go through until my scan was completed. A somewhat tall and slender woman rolled her eyes, had me go back to the center lane, put my feet on two spots. I was not fast enough so she rolled her eyes in disgust again. Threw her hands in the air. She looked like she wanted to bodily move me to the spot which I finally found. She threw her arms in the air again and yelled, Don't move or we'll have to scan you again. She was very demeaning and rude. No matter what I did she showed disapproval. She rolled her eyes again and an older man with thick glasses mumbled something. I honestly did not hear him. He then looked right in my eyes and with a somewhat louder and aggravated voice said, "Proceed now!" I felt somewhat embarrassed when I realized people had witnessed my treatment and agreed with the rudeness I received. I hope this is just an isolated case and not a common practice. I have worked with people for many years and yes they can be hard to deal with at times. Being rude and demeaning is not the way to handle a human being. Thanks for listening.

4/2/2013
6:03:57
PM

Sincerely,

(b)(6)

Caller requested to speak to a supervisor immediately.

Call taken by Preston:

Caller stated that she called previously to file her complaint and requested that a supervisor get back in touch with her but they never did. Caller is calling again to file her complaint as well. Caller went through screening at SEA for a Alaskan Airlines flight on 3-15. Caller had to have a pat down due to a knee brace that she was wearing. Caller stated that her carry on luggage had to be hand inspected as well. Caller stated that the agent that first performed that patdown was very professional and done her job correctly. Caller stated that a second officer came over after the patdown, took her to a separate room, and performed that a second pat down be done. Caller feels that her second pat down was done intentionally to make her miss her flight since she requested that the officers be careful with her items during the hand inspection. Caller stated that the officers broke her curling iron and threw several of her 3-1-1 items away.

4/2/2013
6:28:53
PM

Caller requested to speak to a supervisor at the checkpoint and the second screening officers stated very rudely that she was the supervisor and refused to get anyone else for her. Caller feels that this agent needs to be disciplined for her actions.

Caller requested that the CSM contact her at her home phone number about this issue.

Apologized to the caller for her negative experience during her screening at SEA. Advised caller that I could resend the complaint to the CSM or I could provide the CSM's contact information so she could reach them personally. Caller requested that I forward her complaint again.

Caller flew yesterday. As he got to the scanner, he opted for a patdown as is his usual routine. A TSO smirked at him and said something to another TSO. TSO (b)(6) at Terminal C Gate 30 began doing the patdown. He became very aggressive from the back. When he went to the front the TSO was even more aggressive and lifted the caller up off his feet. The caller backed up and was offended. He told the TSO that he wanted to talk to his supervisor.

Caller described the incident to the supervisor who had not seen what happened. STSO (b)(6) said, That is the appropriate way to do it. He told the STSO he wanted to file the complaint. He told her he has never been patted as aggressively as he had this time. She told him that it had probably not been done properly at the other airports. He told her that he has flown over a million miles, but she just repeated the statement. She said the TSO would have to continue. He said he wanted another TSO to do it. Another TSO completed the patdown much less aggressively and the way he had always had it done.

The smirking TSO kept staring at him. Caller asked TSO what he was staring at. This TSO turned and walked away. A different TSO gave the caller a comment card. Caller asked for the smirking TSO's name. This TSO would not give it to him. When the STSO came back she told him they would not give out the name for someone because they were smirking.

4/2/2013
6:33:42
PM

Caller felt that he was humiliated, inappropriately touched, and laughed at. The guy that gave him the card said they did not want to get anyone in trouble. Caller is worried about retribution from the TSOs when he goes back through. He has a platinum status on American and has flown a million miles so he flies out of this airport frequently.

Airport: DFW to Dulles
Airline: American
Flight Number: 1425

Date and Time: April 2, 2013 at 7:15pm (Flight Time) He arrived at the checkpoint around 6pm
Location: Terminal C Gate 30

Caller only gave his email after I assured him that the TSOs would not have access to it. He was unsure as to whether or not to let me send this to the CSM because he feared retribution since he flies so often. He always requests a patdown because he is a cancer survivor and does not want any more radiation. I told him the person I would send this to is a CUSTOMER Service Representative. He asked what that person would do. I told him they would talk to the TSOs to find out their perspective of the events. I offered to tell him how to get in touch with the CSM himself or I could send this to the CSM. He told me to go ahead and send it. He asked if he should also send the comment card that he has. I told him he could do that as well.

Caller feels that TSA in Oakland have abused their authority. She has severe anxiety.

She was going through screening with her service dog and had to have her hands ETD tested. They said that her hands triggered an alarm and the TSO instead of informing her of anything and insisted her to go through a patdown.

She says there were 3 TSA males that were being completely rude.

They refused to let her go through with her dog and when she requested her anxiety pills they refused.

She says the way they screen there is extremely abusive and what she describes as very nasty.

She is calling today to make an anonymous complaint of the abusive and rude nature of the Officers at the screening checkpoint in Oakland.

4/2/2013
7:36:07
PM

Airport: Oakland

Airline: Southwest

Flight: Not Known

Date: Friday March about 7PM Flight left at 9:55 to Portland

Gate or Terminal: Gate 14, she isn't completely sure.

Email: Wishes to remain anonymous, she wants to inform them of the treatment and is afraid to provide contact details in the event they will treat her even worse.

Caller Advised:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

I will forward a record of your complaint to the Customer Support Manager for review and for their records. This helps TSA to monitor and track trends and issue proper training where it needs to be made.

The caller stated that she never thought she would be calling TSA about anything. She flew from EWR to LAX on March 29th on United. The flight departed at 1:20pm. She is missing items that she believes were taken from the checkpoint.

Caller explained her entire airport experience:

She stated that she had requested a patdown. Her carry on luggage had to be re-screened because she was carrying dark chocolate. The TSOs took her carry on and separated her belongings. This included: dirty gym clothes, shoes with fruit in them, two pairs of glass (both in dark hard cases, one pair was Michael Kors brand and only had nms on the top, one case was dark purple or maroon in color, sunglasses were thin rimmed and oval in shape tinted fairly dark and both in dark blue plastic cases with alligator look fabricated prints), a white long business letter size that was unsealed with British pounds worth around 120 (had a paper clip on them), traveler checks with her name and receipts of purchase valuing near \$250 and \$50 denominations, coins (euros), and paper money. She also had two purses and new papers. She stated that she has called the hotel because her monetary items had been in the safe and they were not left there. She did not see the things go through screening and she can not say what was happening because her baggage was separated from her for such a long time.

She stated it was gone way longer than necessary and she had completed her patdown long before her luggage was returned to her. She stated that she never offered to open her belongings because she trusts TSA and never dreamed she would have missing items. She had to wait a very long time for her checked luggage as well which was unusual to her. She stated that she does not handle her own luggage when she travels. She has it delivered to the hotels and knows that her checked baggage goes through many different hands. This leads her to believe that the officers at the checkpoint would be the only ones who would have this opportunity. When she got her baggage and checked her suitcase, her suitcase frame was broken. She can no longer use either of her suitcases any more. They also tested the chocolates for explosives. She stated that the TSO were smirking at her because she had put the bananas in her shoes.

4/2/2013
8:49:22
PM

The caller discussed her medical conditions as well:

She stated that she has a 24 hour nurse that stays with her around the clock with her that has had a family emergency. She stated that she submitted a form to reserve an aisle seat as well because of her need to use the restroom frequently. On this particular flight (she had arrived for another country) she she not receive this seat. She has urinary incontinence and she requested that the other passenger to switch seats with her. She wanted to provide this information so that if someone needed to verify that she was on the flight they could do so.

Advised Caller:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, I can forward a copy of this record to the Customer Support Manager (CSM) at that location.

Flight Information:

Airport: EWR

Airline: United Airlines

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/2/2013 8:32:24 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 04/01/2013 10:30 AM Airline & Flight Number : Southwest - 1972 Checkpoint/Area of Airport : North Terminal Main Checkpoint? (Unsure) TSA Employee: (If Known) : (b)(6) Comment : I opted out of the electronic screening & had a pat-down. During the waistband checking portion of the pat-down, Officer (b)(6) pulled my pants upward (towards my chest) 5-6 inches, to the point where the crotch of my pants was crushing my testicles. When I objected, he told me that the procedure required him to do that, then proceeded to do it again. I told him "Stop that!" and said that I had had dozens of pat-downs and was well aware that the procedure did NOT require that he pull my pants UPWARD at all. The procedure requires pulling the waistband OUTWARD (away from the waist) to enable the officer to slide his fingers around the waistband. But it has NEVER required (and still does NOT require) the pants to be pulled upward towards one's chest. After my second objection, Officer (b)(6) told me, "you're either going to stop complaining or I'm going to stop this screening," to which I replied, "you don't have to stop the screening, but" and he cut me off, saying, "then be quiet until I'm done."

At that point, I demanded that he stop the screening and get a supervisor. The supervisor, (b)(6) was initially highly defensive of Officer (b)(6) and insisted on telling me how the leg portion of the screening is done. Only when I persuaded her to hear me out did she understand that I had NO complaint about the leg portion of the screening; my complaint was having my testicles crushed by the officer's lifting my pants upward until I cried out in pain. At that point, she called a manager, (b)(6) to deal with me.

4/2/2013
9:00:43
PM

Officer (b)(6) was INCREDIBLY professional every step of the way with me. When I told him how I had been physically abused by Officer (b)(6) he said that I was absolutely right and that nothing about the procedure required the officer to pull a person's pants upward, certainly not 5-6 inches like Officer (b)(6) did to me. He completed my screening professionally and quickly, and I was on my way.

But it is ABSOLUTELY OUTRAGEOUS that I should be physically assaulted in this manner. What Officer (b)(6) did to me qualifies as assault and/or battery in most states across the country, so it is interesting that, simply because he is wearing a blue shirt with a TSA badge, and is there "for our protection," he is allowed to do anything he wants to citizens with no repercussions, thanks to his union.

No one should have to cry out in pain to get a government officer to stop their abuse. This is outrageous beyond words.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/2/2013 11:07:58 PM

4/3/2013
8:13:09
AM

Name (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports). :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Qantas flight 12 on April 2, 2013 in LAX, at 8:45pm.

Comments: I had a reusable water bottle in my carry-on that I forgot to empty. After waiting through a 30-minute security line, it was discovered by x-ray.

I had opted out of the scanner, and wasn't allowed to touch the bag or the bottle (which is fine). TSA had physical possession of it coming out of the X-ray machine.

The simple obvious thing to do would be for tsa staff to pour it out and re-X-ray it. Instead, tsa staff insisted that I had to either throw out the bottle itself or else go back through security from scratch at the back of the line. And then have a second pat down, since I again opted out of the scanner.

This makes no sense at all, and was completely unnecessary. It was also inconsistent from what I've seen happen at other airports when people forget to empty a water bottle.

From: (b)(6)
Sent: Tuesday, April 02, 2013 10:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: LAS screening process

Attention TSA customer service:

4/3/2013
8:13:39
AM

I received a very invasive TSA screening at the Las Vegas airport on 2 Apr 13 at approximately 8:55 a.m. I was on Delta flight #590 on my way to gate D 40. This "pat down" was not a typical pat down. Not being able to send the stroller through the screening machine prompted this entire event. I was unable to get my stroller through the conveyor belt because it was too big. The TSA agent then checked it visually and by hand. During his physical inspection the stroller set off his alarm. He told me he had to check me and my bags because this happened even though my bags had already been screened through the machine. I told the agent that I purchased the stroller while on vacation and that it was only two days old. I also told them I am in the military and that I travel all the time. I had never had any issues while traveling. All of this occurred after I had already gone through the metal detector machine removed my shoes and was cleared. I was traveling with my wife and three children.

The agent asked me if I had undergone this type of search and I said no. He then tried to explain the search procedure. The agent started the search by making remove my shoes a second time. He then began the search and touched my genitals during this process. After performing one "pat down" he conducted another one (that really felt like a rub down). He touched my genitals a second time while running an opened hand between my legs, upper thigh, and scrotum regions on 4 occasions. It felt like his thumbs were touching my genital areas/region each time. He also touched my chest twice rubbing his hand up and down my chest and abdominal region.

At this point I felt violated beyond belief and was not quite sure what I should do. I thought I should request a supervisor; however I did not and cooperated with this very grueling and invasive ordeal trying not to draw more embarrassment to myself than was already apparent. The search appeared to have turned into something else (possible groping or something). It did not feel like your typical pat down. I also have 15 years of law enforcement experience/military training and have never received or performed a search in that manner. I fly frequently and have flown all around the world both for protecting our country and leisure. I usually don't complain, but I would be doing a disservice if I did not report this incident.

I immediately reported this situation to the TSA supervisor, (b)(6) at the check point. I explained to him that if the search is going to be so invasive and it is protocol that he should provide travelers with the option of a private room or

Caller flew from FLL yesterday to Nashville on Southwest Flight 322.

Her bag was searched and she has a box of snack bars missing and she had 2 character fountain pens she purchased at Disney and those were broken and a cap from one of them was missing. Her bag was also torn. The TSA lock was only put back through one hole so that left her bag unlocked.

The NOI had: KR4-2-13 #2 11:50 AM

She stated she needs to tell someone that everytime she flies she is searched. She is an American and only been out of the country once since 1956.

I asked if it is her person or her bag.

She stated it is her person that is searched.

She has a knee implant and has a card from her doctor.

She stated people who are foreign looking go right on through.

4/3/2013
8:54:03
AM

She stated in Nashville the first time she flew she went into that round thing and was able to screen her with it. She said the FLL did not have that.

Told her that would have been the AIT.

We try to resolve the screening using it when a passenger is able to stand with their arms above their head for 5-7 seconds.

We are not always able to resolve it and the passenger still needs the patdown.

Although she has the card from her doctor we still must resolve her screening and everyone must be screened.

I explained that it is not because she looks suspicious, just that she sets off the metal detector.

She stated she just had to talk to someone about it.

Told her I am sorry her items were missing and I will send to her a claim form and cover letter via email.

We will also report her complaint to the Customer Support Manager at FLL.

She asked what about the bag.

Told her she might want to also report the bag damage to the airline as we only have the bags a short period of time and depending on the damage it could have happened with them.

She may file a claim since she had the NOI.

To whom it may concern

4/3/2013
9:59:23
AM

I was recently at Indianapolis airport when I noticed a flat screen tv advertise that 99% of travelers choose the AIT screenings. This is not true bc there is always a TSA agent directing people to get in line for the AIT screenings. So it's not a choice until you make your agents aware of this. They should make people aware of the choice. Also when the line is getting to long for the AIT your agents should be moving people through the metal detector. Not standing around with their arms crossed behind their backs.

There should be a revised pat down as I feel your agents put there hands in places that are unacceptable. It's basically groping of another adult.

Thanks

To whom it may concern

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I was recently at Indianapolis airport when I noticed a flat screen tv advertise that 99% of travelers choose the AIT screenings. This is not true bc there is always a TSA agent directing people to get in line for the AIT screenings. So it's not a choice until you make your agents aware of this. They should make people aware of the choice. Also when the line is getting to long for the AIT your agents should be moving people through the metal detector. Not standing around with their arms crossed behind their backs.

There should be a revised pat down as I feel your agents put there hands in places that are unacceptable. It's basically groping of another adult.

Thanks

To Whom It May Concern,

I am a 73-year-old lady and a citizen of the United States who travels alone by air to visit family and friends living within the country. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears); all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition, I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

On Friday, March 29th, I once again traveled alone from Detroit Metro Airport (DTW) to Chicago O'Hare Airport (ORD). As usual, I explained my condition to the TSA officers and they allowed me to walk through the metal detectors without incident. The officers in Detroit were very polite and friendly.

I expected a similar routine when I returned to Detroit from Chicago on Monday, April 1st but that was not to happen. The TSA officers in Chicago disregarded my explanation and request for metal detector screening; instead, they forced me into an extensive pat-down in front of other passengers! It is my understanding that a passenger has a right to privacy screening during extensive pat-downs—although I requested this, I was denied that option and the officers were very rude in their treatment of me. I was not taken aside but rather subjected to a full pat-down by a lone female officer; asked to lift my shirt/top while she felt my breasts and down my slacks in directly front of other passengers!

4/3/2013
12:04:50
PM

Throughout this pat-down, I tried to ask why I was denied the right to walk through the metal detector and was told that was not an option because O'Hare was a "different type of airport". This appeared to me a blatant lie since I saw others go through the metal detector and I was not in the international terminal. While I was undergoing this pat-down, I also saw other female passengers who after going through the AIT screeners, were pulled from the screening lines and subjected to hand screening detectors for no apparent reason other than because of their Muslim dress.

Overall this was a very humbling experience. I totally understand the purpose of airport screening and in general accept the responsibility of the TSA towards our safety. However, I do not understand why any passenger should be subjected to a lack of sensitivity for his/her humanity. I have examined the TSA website and the procedures described there for passenger screening do not in any way reflect what I personally saw and experienced in Chicago on Monday. I will be reporting this to my state senators Debbie Stabenow and Levin.

If I was younger and less vulnerable, I would choose to drive to my destinations but that is no longer an option for me. There was a time in this country when the elderly were treated with respect; I can see that is not the rule among your officers or employees. I would suggest that the officers in Chicago are long overdue on sensitivity training.

Sincerely,

(b)(6)

W. Bloomfield, MI 48324

Caller is flying internationally with a money belt. Caller asked if it will pose a problem with her screening, caller will carry less than \$10,000. Caller asked if she can take food. Caller said in Mesa about 3 or 4 weeks ago, she had a diet Dr Pepper in her purse that was 32 ounces. Caller said the TSOs allowed that through the checkpoint but they removed an Agave Syrup that was 12 ounces. Caller said the syrup was sealed and covered in wax. Caller said she asked the TSO why they removed her syrup but were allowing the Dr Pepper. Caller said they told her she did not understand, that the syrup was a liquid.

TSA does not restrict passengers from carrying any amount of currency through our security checkpoints. We do, however, recommend that passengers speak with a TSA screening supervisor before screening begins to request a private screening. This will help maintain the passenger's security by ensuring the currency is screened out of the view of the general public. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing.

I told the caller she will have to have a patdown.

4/3/2013
12:54:22
PM

If TSA discovers a passenger carrying a sum of currency that appears to be in excess of \$10,000, and the passenger is traveling to or from a location outside of the United States, TSA may notify U.S. Customs and Border Protection (CBP) to ensure compliance with international currency-reporting requirements.

I told the caller she cannot wear the belt while being screened and she may want to request a private screening.

The only screening restriction on bringing food in carry-on baggage applies to foods that are liquids, gels, or aerosols. These foods must be in containers 3.4 ounces or smaller and fit comfortably in a single, quart-size, clear plastic, resealable bag (the 3-1-1 rule). To save time, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container. Unpeeled natural foods like fruit are acceptable. I told the caller she can take an empty water bottle.

Transferred this record for security review.

Caller flew with infant numerous times, pumped breast milk in the bottle and last weekend they were leaving the FAY airport and the TSO opened all 3 of the bottles and put a strip in the bottles. Has never had this happen before and wants to know if we have information as to what the strips were, contained, etc?
The TSO was unable to provide any information as to what the strip was, just that it was a vapor strip and passenger asked what the strips had on them and the TSO was unable to tell her. Passenger didn't know what the strips contained and ended up discarding the bottles and when she asked what other options she had the TSO told her that was the only option passenger had.
Flying with United, departed at 2:10, Flight # 4795Y, Gate #small airport, only 1 gate.

Response:

4/3/2013
1:03:06
PM

Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through screening checkpoints after undergoing additional screening. In addition, breast milk must be separated from other property and declared to a Transportation Security Officer (TSO) prior to entering the checkpoint.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state). These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Advised caller no information as to what the strips are and how to contact the CSM at FAY for assistance.
April 3, 2013

Time: 9:15 AM
Airport: Oakland International Airport, California
Date/Time of Travel: 3/29/13 10:25 AM
TSA Employee: (b)(6)

To Whom It May Concern:

I am writing to you about a TSA employee who was very rude and unprofessional in his attitude and behavior.

4/3/2013
2:04:55
PM

On my day of travel, Friday morning, I had requested a "pat down" for myself and my traveling companion. TSA employee, (b)(6), asked to follow him to the manual "pat down."

After following (b)(6) and raising my hands in the air, (b)(6) spoke too fast and it was very difficult understanding him. So, I requested of (b)(6) to slow down and speak slower. (b)(6) retorted, "I think you should listen faster." At that moment, I asked for another TSA employee and to speak to his manager. He retorted, "No, you have to have me," patted me down, and disappeared when the manager walked over. (b)(6) didn't realize my traveling companion and other travelers were watching his unprofessional attitude and behavior while waiting to be patted down. We were also shocked that my traveling companion who was waiting to be "patted down" never got searched.

It's my opinion that TSA agents are here to help and serve the people of the United States of America, to not display the attitude and behavior of a "dictatorship-ship style government agent," like how clearly it was on the morning of our travel.

I will be making a formal complaint to my congress representative, Linda Sanchez of California District 38, as well as the congress representative of Oakland International Airport, Barbara Lee of District 13. I sincerely hope the TSA will make better informed decisions about their employees and how their employees are serving the citizens of this country.

If you have any questions, I will be available to respond by telephone or e-mail.

(b)(6)

TSA Contact Center

Regarding Security Screening

O'Hare Airport, Chicago IL

Date: Monday, April 1st

Time: 1230-1245 pm

Airlines: Delta FL 1908 Boarding from gate E 15

4/3/2013
2:05:03
PM

To Whom It May Concern,

I am a 73-year-old lady and a American citizen who travels alone by air to visit family and friends within the United States. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears); all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition, I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

On Friday, March 29th, I once again traveled alone from Detroit Metro Airport (DTW) to Chicago O'Hare Airport (ORD). As usual, I explained my condition to the TSA officers and they allowed me to walk through the metal detectors without incident. I feel duped.

I signed up for global entry and pre check for many reasons, mostly for two.

I travel more than 80 days a year nationally and internationally AND I had a congenital problem that caused me to need both hips replaced. The ability to move through security easily was a major plus for me and for all the other travelers and for the agents as they could avoid a pat down that is not enjoyable by either party.

Recently in Chicago and BWI the pre check line no longer utilize a modern scanner but an old fashion metal detector, so once again I set these off and get patted down.

4/3/2013
5:59:02
PM

I am a physician who travels to teach others how to improve the care they provide and to provide that care in a safer manner. I am about as low a risk to anyone as anyone can get. I went through the application process and sat for a face to face interview only within the last 6 months. Both airports had the precheck line using a modern scanner until very recently.

I could see being wanted to confirm that the medical card I carry is correct if the scanner can not return, but at present the approach used discriminates against folks with artificial joints and hardware. A simple fix is to return to the modern scanners that clearly are better devices than metal detectors.

I look forward to your response.

Sent from my iPad

4/3/2013
6:39:58
PM

Caller is filing a complaint against TSO (b)(6) and her supervisor (b)(6) at the OAK Airport . Caller wife went through the AIT screening and then had to undergo a patdown procedure. When caller ask the TSO why his wife had to undergo a patdown the TSO was very rude to him, they told him it was due to his wife wearing a underwire bra. Caller said the incident occurred on 04-02-2013 at 4:30 pm going to the Southwest Terminal flying on Southwest airlines on flight 995 flying from OAK to Burbank. Told caller that I will send his complaint to the CSM at the OAK airport.

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 4/4/2013 8:57:00 AM

Airport : DEN - Denver International

Date/Time of Travel : 04/04/2013 6:00 AM Airline & Flight Number : AA 2096 Checkpoint/Area of Airport :

TSA Employee: (If Known) : young man with frizzy afro Comment : I requested a pat down, but the young man didn't call for a female assist for at least 10 mins & then when I asked how long I'd have to wait he spoke barely above a whisper requesting a female assist. I waited several minutes more but no one was coming & I didn't want to miss my flight.

4/4/2013
9:57:58
AM

I am very very uncomfortable being screened in your box. I will scream for a female assist myself on my return flight. this is very very poor customer service but I am probably expecting too much from government employees!!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has issues for taking medication through an airport. His medication has to be kept cold and it cant be x-rayed. His is TSA Pre approved, he has to ask for a visual inspection for his medication. He then gets a patdown in Salt Lake and in CVG before they take chemical samples in everything in his carry on. He doesnt understand why they have to do this patdown. He got a patdown for no reason what so ever. The officer told him he was using standard procedures and ripped his bag apart.

Told caller

They will give the medication a hand inspection and visual inspection. They can swab it for the ETD. I explained to him each officer at each terminal makes their own decision on how screening will go. They can do a patdown to clear any alarm or for secondary screening. It can be random. There are several layers of security and it may not always be the same way each time.

I turned my call over to (b)(6)

4/4/2013
11:56:41
AM

(b)(6) Notes:

Every time he goes through Salt Lake and CVG he gets a pat-down after hand inspection of his medication. Reagan never gives him a pat down for asking for hand inspection of his medication. His last flight they did chemical samples and done a pat down. They did a secondary screening on his luggage that had already been screened. He wants to know why he got the secondary screening. He says he is going to talk to his congressman. This particular accident happened in Salt Lake on Tuesday April 2nd. He flew out of Salt Lake at 4:55 pm. He went through security shortly after 3 pm. He says as soon as he asks for the hand inspection of his medication they told him he was going to have a patdown. He wants to know why this is policy at Salt Lake but not Reagan.

I told him I would send this to the CSM to see why they screen this way at Salt Lake and not a Reagan.

Caller stated that she went through JFK to FLL on Tuesday April 2 and feels as though she was abused by a TSO during the patdown. She wanted to know what her options were and has to fly at the end of the month again. She filled out a form and is wandering how to stop this from happening again, because she can't go in those machines. The TSOs name was (b)(6) and talked to the Manager at JFK before she left. Her flight was 201 through Terminal 5 at 6 am. She did indicate that she had cancer which is the reason she was not able to go through those machines; however she never let anyone at the checkpoint know of her situation. When she went through the checkpoint at FLL the TSO there was nice and gentle. The girl at JFK was rough and checked her shirt twice, pants three times as well as pants and groin three times. She also added that she felt as though she was treated like a criminal.

4/4/2013
12:27:48
PM

Advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

From: (b)(6)
To: contactcenter@DHS.gov
Sent: Thursday, April 4, 2013 12:20:22 PM
Subject: Attention: (b)(6)

4/4/2013
2:12:57
PM
From: (b)(6)
To: contactcenter@DHS.gov
Sent: Thursday, April 4, 2013 12:19:13 PM
Subject: (b)(6)

On April 2, 2013 I travelled on Jetblue Flight 201 from JFK Airport to FLL Airport. Going through Security I declined to go thru the x-ray machine. I was subjected to a body pat down. Two men at the same time were told they could go through the metal detector and were not patted down. When I protested this, I was told it could be done at their discretion. Just a week before I travelled from FLL Airport, I was subject to a pat down also when I refused the machine - even though a lady before me walked only through the metal detector, no pat down. But at least that pat down was done professionally, politely and I did not feel violated.

(b)(6) used her POWER to abuse me, humiliate me. She ordered me around like I was a criminal. She then proceeded to pat me down very roughly, two and three times over the same areas - inside the waist of my jeans, inside the top of my blouse and especially rude, rough, disgusting was the way she patted me down in the groin three times. When I told her that I had a patdown before and it was not done 2 to 3 times in the same place, she just gave me a look. When she was finished she ordered me to stand and wait for two minutes. Then she returned and said I could go. I AM NOT A CRIMINAL - I WAS A PASSENGER AT THE AIRPORT.

4/4/2013
4:35:34
PM
The caller advised the flew from MCI to LAS and a return flight from LAS to MCI through ATL. Both times he went through AIT screening, while wearing totally different clothing, an anomaly showed on the right side of his body above his waist but below his arm pit. He is scared that he may have something wrong with him, such as a tumor.

4/4/2013
6:18:10
PM
I told him that the AIT is not an xray, it takes a general scan of the outside of the body. Sometimes, a false-positive can happen. This means that the AIT is catching an anomaly, when there is really nothing there. A patdown of the area where the anomaly occurred must still be conducted the clear a person through screening.
If you're supposed to be straightforward, transparent, and benevolent, why do you lie to the public? One group (first class, business, etc...) gets to go through a simple metal detector while the rest of us get no option, go through invasive pat down or get irradiated, have a uneducated moron telling you they're in charge, and have freedom of unreasonable search removed. We live in a free country and groups like yours are the real terrorists, bent on herding people like cattle. Most of them won't stand up to you, I and my fellow patriotic Americans will.

4/4/2013
6:18:34
PM
(b)(6)
My wife and i just recently traveled back to Alaska from Valparaiso, FL after a family funeral. While going through TSA check point we observed a lady with two kids, both over twelve. i only know this because they were asked and gave their ages, go through the older style walk through metal detector. After going through the boy was patted down modified style but the mom just stood there and then all three went on their way. My wife, who is 12 wks pregnant opted to go through this way as well. She on the other hand was pulled aside, her bags rechecked after going through the x-ray machine, and then also given a thorough pat down. I asked the TSA supervisor at the security check why my wife is having to go through all this when the lady right in front of us just stood there without having anything done. The lady told me "she is special because she is an employee", i then asked why she is above the same security that everyone else has to go through even if she is traveling and the reply i got was "it's TSA's SOP for employees to not have to go through a full security check". I could understand if the lady was working at the time in the airport, but she had carry-ons, tickets and kids. If someone could please explain why TSA feels that both their employees and airport employees are above the same laws that pertain to the rest of the public who pay their salaries then please let me know.

(b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/4/2013 4:39:41 PM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :

4/4/2013
6:18:57
PM

TSA Employee: (If Known) :

Comment : My wife was screened twice yesterday flying from Cancun to Kansas City and now she is scared to fly again. If there a reason why she was patted down 2 separate times or was this a random deal. I have also heard that if her name is close to someone else she may be screened more. She was very adamant on not having to go through that again. I understand the reason for the screening and pat down process but when you affect a 27 year old kindergarten teacher so much that she will never fly again. I need to know the reason behind her name being flagged and being checked twice.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hi,

My name is (b)(6). I'm a 36 year old AA woman & I was at the Jackson, MS airport on March 04, 2013 flying out of Gate 15 for flight #.3981. I was selected for a modified pat down a few minutes ago which I participated with but I feel that this particular situation was racial profiling. The TSA managers had a TSA Female inform me that I was selected for this. She herself was an African American TSA female (the only one on the terminal at the time near the gates) & I point blank asked her was this random because I was the only African American person on my flight & even looking down the terminal at Gates 16-19 there were no other African Americans. It appeared to me as if she was instructed to single me out and the Caucasian lady sitting next to me said she could not believe what she was witnessing. I complied with the search & was given the okay to go back to my area to sit down but this experience was humiliating to say the least. If more people were "RANDOMLY" being searched I think I would not have felt so ISOLATED. I went back to my seat & the Caucasian lady again informed me that she felt bad that happened to me & it did not seem random in the slightest. She suggested I go to our gate agent (close to where the 2 TSA Caucasian men & 1 AA TSA lady & ask the agent how often are random searches occur. I did just that.

4/4/2013
8:09:10
PM

The agent at Gate 15 working that 5:12pm flight stated he had worked there got about 10 years & works that particular gate & others often & he stated that he HAD NEVER seen "a random modified pat down search"

in the gate area. That infuriated me & i then approached the 3 TSA agents & asked if anyone else but myself will get the random modified pat down & one gentleman replied "no". I stated that I felt that i was racially profiled & targeted & I wanted a manager's contact. he brought me back the TSA email address. I just wanted you to have my formal complaint.

Thank you for your time. I initially started this email on the same day of the incident but thought it was erased from my iPhone. Sorry for the delay but when I noticed it on my "phone only DRAFTS I completed the complaint & decided to email.

(b)(6)

Sent from my iPhone

4/5/2013
8:10:00
AM

I just returned to Minneapolis from Denver today with my 2 children (ages 4 & 7). Their normal walk through machine was broken so they asked my kids to hold still in the newer "hands up" machine. Because my kids could not hold perfectly still, they said the machine wasn't clear on whether they were okay to proceed to our gate, so they had to pat down my son and my daughter. As a mother, I would have moved to another lane, but all our stuff was already through the conveyor belt. I felt so helpless. I had warned my kids prior that a pat down was possible but not likely, but when THEIR machine is broken why should little children be subject to this?

My 4-year old looked very worried, and there should have been another option.

(b)(6)

Good Morning!

On 3/8/13 some time between 5:30 PM and 5:45 PM I was going through security in a wheelchair. When the woman inspector came, I immediately told her I had two replaced hips. She wheeled me to the pat down area and had me stand so she could explain the process and continued by asking me at least 4 times if I had any metal in my body. Again, I told her each time that I had two hip replacements. I even added that they were titanium. The man at the security belt yelled over that I shouldn't be nasty with the woman. She then said she was going to get her supervisor and I told her I was glad about that. I had my first hip replaced in 2006 so this is not something new for me.

I immediately sat down at this point and when the supervisor came, a very pleasant and courteous woman, I told her the situation about the problems standing in one spot and her asking me the same question over and over again. She apologized and said she instructs her people every day how to handle people in wheelchairs and they don't listen.

4/5/2013
10:31:42
AM

I have gone through many airports since my hip replacements and never have been treated so horribly. If workers don't want to treat passengers properly, they should quit their job and let someone work who wants to work.

My destination from Fort Lauderdale was to Tampa on Southwest Flight No. 2582 which departed at 7:50 PM. Why doesn't the Southwest terminal have the booth like so many other airports? Even Long Islip Islip Airport has it and it is an extremely small airport. The few seconds you have to stand doesn't bother me but listening to a nasty woman for a length of time is unnecessary and extremely uncomfortable for me.

Thanks you for your concern in this matter.

(b)(6)

Ridge, NY 11961-1117

(b)(6)

HYPERLINK (b)(6)

The caller recently flew from TPA to Providence. She indicated that she went through the AIT. She indicated that she has a colostomy on the left side that showed during the screening. The TSO asked if she had anything in her left pocket. The caller advised that she did not, but that she had a colostomy. The TSO seemed to be unaware of what a colostomy was. Another TSO was called over and acted as if they did not know what the colostomy was, either.

She indicated that that she was taken aside and received a pat down. ETD sampling was conducted as well.

She feels that the TSO should be better trained and provided more information in regard to medical devices and conditions.

She indicated that this is the second time that this has happened.

She flew on 4 3 13 departing at 1:45pm from C38. She does not know the flight number.

4/5/2013
1:20:42
PM

I thanked the caller for calling in with her concern. I advised that I had documented this and TSA monitors the number and nature of complaints that are received.

I advised that I would refer the information to the CSM at TPA to make them aware.

I explained that she should inform the TSO of the ostomy before the screening process begins and indicate where the ostomy is located.

I advised that she can request a private screening at any time and request a private screening at any time. The private screening will be conducted in a private room or an area out of view of other passengers.

I advised that regardless of an anomaly, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

Caller asked why her 14 year old son was selected for a patdown yesterday. Caller is demanding to know why he was selected.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

I gave her this information and she requested to speak to a supervisor.

4/5/2013 Escalation Notes: (b)(6)

3:07:20 PM The caller wants to know why her 14 year son was subjected to two patdowns because he had 4 S s on his boarding pass.

I told the caller that it may have been a random selection or his name is being flagged for whatever reason. I advised the caller that there is no one that will be able to tell her why. I told the caller she may want to consider applying for redress.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: [www.dhs.gov TRIP](http://www.dhs.gov/TRIP).

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date Time : 4/5/2013 5:56:07 PM

Airport : Select One

Date Time of Travel :

Airline Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) :

4/5/2013 Comment : I asked if per-screened travelers still normally go through the high powered x-ray type machine. The answer I received earlier today while informative did not address my question at all? It just said you might not have to take off your belt shoes and jacket?

8:05:29 PM

Please let me know if going through the machine I'm asking about is still normally required for pre-screened travelers. I read how it may be a health risk and so want to know if there's a reasonable alternative?

Thanks for your help.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On Wednesday, April 3, 2013, my son departed Charlotte-Douglas on US Airways flight 989. My teenage son wears an Animas insulin pump and TSA required him to pass through the imaging scanner with the pump. He was not offered a pat down or an option to disconnect from the pump and have the pump go through alternative screening techniques. The pump manufacturer, Animas, states that the pump should not go through imaging scans. For the record, my son's insulin pump cost \$6,000.

4/6/2013 Please notify TSA at Charlotte-Douglas that insulin pumps must not pass through imaging scanners.

9:07:23 AM

Thank you.

(b)(6)

From: (b)(6)
Sent: Friday, April 05, 2013 10:44 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

4/6/2013 9:08:20 AM
Remote Client IP: (b)(6)
Date Time: 4/5/2013 10:44:19 PM
Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

inappropriate attitude of TSA agent at Sacramento Airport

Comments:

I was laughed at and made fun of by a TSA employee at Sacramento because I am afraid of the ait scanner and asked for a pat down inspection instead. I also was very afraid for my personal belongings which had already gone through Xray (without

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Western Springs, IL 60558

Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible,

including the name of the air carrier, if this occurred at an airport.

4/6/2013
3:07:07
PM

I was flying out of the Chicago O'Hare airport to La Guardia on American Airlines on March 26,

2013. The incident occurred when I was heading through security at the O'Hare airport. I had

placed all of my belongings into bins and pushed them down the belt to be scanned. I did not

want to go through the full-body scan so I was waiting near the metal detector to speak with a

TSA agent about going through that instead. The TSA agent was helping some parents with

small children through the metal detector and didn't acknowledge me. I thought he may have

just missed me, but it became apparent that he was purposefully ignoring me. I said "sir"

several times and he continued to ignore me. Finally I told him that I was pregnant (which I

The caller stated that the airport could not help. He stated that his father in law is trying to get him to fly. He stated that he does not want them to go through the AIT Back Scatter and he refuses to use the AIT without the privacy screening. He stated that he would be flying on American Airlines at DFW. He stated that he does not want his family groped either. He stated that he would hate to have to punch a TSA agent in the face over his family.

4/6/2013
3:39:04
PM

I advised the caller that the backsatter units which do not have the software upgrades, all images generated by imaging technology are viewed in a separate location and the officer assisting the passenger cannot view the image. TSA is currently removing all systems that are not equip with the ATR software. By June 1, 2013, travelers will only see the AIT machines that are equipped with ATR per a congressional mandate on ATR compatibility.

I advised the caller that I do not have the information to provide regarding what machines are available at DFW. I explained that if he is not comfortable with the AIT he can opt out for a patdown, which he stated that he is not comfortable with either. All persons have to be screened or they are not allowed to fly.

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Caller flew from JFK and was sent through one of the scanners. The day she flew she was told that it did not have any x-ray but then she spoke with JetBlue and they told her that it does have x-ray. She is concerned because she is pregnant and wants to know if they are supposed to tell her that the machines have x-ray.

I told the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

4/7/2013 11:26:17 AM The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as “radiation.” However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

I told the caller that TSO s are not required to tell passengers this information but signs are posted telling passengers that the machines are optional.

I sent her an email.

Disability Description: Caller has a medical drain and bandages.

Information Request: He is traveling from Fort Lauderdale on April 15th at 7 pm and would like to know how to make it easier. He asked if a doctor note would help.

Response Details: I told the caller that passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

I told him that a doctor note is not required but he may present it if he wants to.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

4/7/2013 1:24:34 PM If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

I told him to make the TSO aware of the bandages and any pain he may have. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages.

I told the caller that if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Good afternoon. My name is (b)(6) and I am and have been a frequent airline traveler throughout the past 5 years, in most years flying over 100 flights domestically. I wanted to let you know that that every time I fly out of the Albany, NY (ALB) airport, the TSA screeners (mostly a woman with blond hair at the initial screening point) try to prevent me from exercising my right to, "opt-out" of the AIT machine technology. Due to the number of flights I am on, I would prefer the metal detector screen or the enhanced pat-down and therefore exercise my right to opt-out. However, every time I state this, the TSA screener makes statements like, "don't worry, you can go in the machine, they can't see under your clothes" or, "Oh great, it's ONE of these people...so, why do you not want to go through, do you just not understand what this is" and "It's not gonna harm you if you go through." I just do not understand why the TSA screeners don't listen to my simple request to opt-out and push me to get mad and answer their silly questions? This has also happened to my mother, where they try to either make her feel bad or pressure her to go through the AIT machine...which is non-sense. Anyhow, I wanted to express my frustration to see if you or someone there can assist for future flights.

4/7/2013
4:57:47
PM

Please let me know if you can just tell your TSA agents to listen to the passengers and not make snide comments or ask silly questions to the passengers who are simply exercising their right.

Thank you for listening.

(b)(6)
US Citizen and Frequent Flier

Feedback Type : Complaint
Categories : Screening

Current Date/Time : 4/7/2013 3:12:52 PM

Airport : BOS - Logan International

Date/Time of Travel : 04/05/2013 1:40 PM Airline & Flight Number : American 1851 Checkpoint/Area of Airport : T2 - Gates 30 to 36 TSA Employee: (If Known) : (b)(6) Comment : April 7th, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)) who witnessed the inappropriate search and failed to stop it, as he should have.

4/7/2013
4:58:11
PM

At approximately 1:40 pm EDT on April 5, 2013, I entered the security checkpoint for Terminal 2 - Gates 30 to 36 at Boston Logan Airport (BOS) on the way to my flight, American 1851 to New York. I opted out of the body scanner and was then subjected to an invasive pat down search by O'Hara, who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Airport: SMF (Sacramento International)

Date: 7 April 2013

Time: Around 1 PM

Airline: Southwest

Officer: (b)(6)

4/7/2013
6:14:49
PM

As usual – I cleared all the alarms and this officer was not satisfied with my pat down and kept insisting that I "squeeze" the turban – this is an individual variance at odds with the officers' treatment of me when I repeatedly go through this airport.

Please have this officer educated to the proper procedures and put a stop to the blatant racial profiling that goes on here.....

Thank you

(b)(6)

Recently on April 7th 2013, we had TSA inspection on one of our luggage at LAX. It contains a huge blue foam; Carter's Pillow which was prescribed by my daughter's orthopedic surgeon for her recent wrist surgery. I understand the TSA has the right to open the luggage to inspect the content, however, I'm not happy that my newly purchased TSA approved lock was missing. If the inspector needs to inspect my luggage, he/she should put the lock back. How do I know if one of the inspector took my lock without returning? Even if the inspector broke the lock, it should be put back in my luggage along with the note that my luggage has been inspected. I'm happy that TSA is doing a good job in inspecting but not when my lock is missing without a trace.

4/8/2013
8:03:09
AM

In addition, when we were going through TSA inspection point at LAX domestic flight by Virgin America terminal after custom inspection through international flight, it seems to me that one of the inspector doesn't know what's the proper procedure to inspect passenger with hand injury. She kept asking another inspector on what to do next. As I've mentioned earlier, my minor age daughter has a wrist injury, we went through several US airports and Japanese Airports for our recent trip, no one gave her any unnecessary hassle except during our return domestic flight check at LAX. She was given a pat down, and almost another hand x-ray. Please train the TSA inspectors and make sure they know what's the proper procedure before putting them in the field. I appreciate the TSAs, but don't put unnecessary fear on children.

I hope my complaint will not put me on a TSA black list for retaliation.

(b)(6)

Sent from my iPad

4/8/2013
8:05:01
AM

Feedback Type : Security Issue

Categories : Secure Flight; Advanced Imaging Technology Current Date/Time : 4/7/2013 9:36:30 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : As a frequent flier I try to avoid unnecessary radiation and sometimes request a pat-down instead of the backscatter imaging machines. When I do this, I am removed from the security line, through a gate, and to a separate area to be patted down. The substantial breach of security that results from this is the fact that I can go through security without once going through a metal detector or other screening device. This leaves the screening of my person solely in the competence of a single TSA officer. On multiple occasions I have noticed that the officer half-heartedly pats me down, almost entirely skipping over my groin and other "sensitive" areas. This leaves me to ponder the possibility that if one was trying to commit a crime and bring some form of contraband or weapon onto a flight, they need not do anything but tape it to the inside of their upper leg and refuse a scan. As a frequent traveler, this seemingly simple way of circumventing the security remains rather worrisome to me. In my opinion, those who wish to skip the scan should be required to go through the metal detector in addition to being subjected to a pat down. I hope this makes sense.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/7/2013 9:27:01 PM

Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/07/2013 2:00 PM Airline & Flight Number : American 854 Checkpoint/Area of Airport : Terminal 8 TSA Employee: (If Known) (b)(6) Comment : April 7, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No. (b)(6), who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 2:00 pm EDT on April 7, 2013, I entered the security checkpoint for Terminal 8 at John F. Kennedy Airport (LFK) on the way to my flight, American 854 to Boston. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

4/8/2013
8:05:04
AM

4/8/2013
9:52:38
AM

Caller flew from Columbia to FLL then to Tampa on Spirit Airlines. She did not have the flight number with her. Her flight was at 8:09 pm. She went through the checkpoint in FLL between 7:05 and 7:20 pm. She put her passport on the tray and placed her bag on top of it. She took off her belt, rings, watch, and earrings. She placed them in the bin along with her lipstick and keys. She put jacket on top of them and she shoes on the side. She placed her backpack in the front. She said that there were two people in front of her. She wanted through the x-ray and then she got a patdown. She picked up her items and went to the gate. When she got to the gate she realized she did not have her passport. She went back to the checkpoint and showed the TSO what lane she went through. She said that officer left and then she spoke with a supervisor. She also spoke with someone above the supervisor. She said that she was told that they would have to review the tape. She did not have time to wait. She called lost and found the next day and was told they did not find her passport. She called and reported the passport lost or stolen. She did not get the name of the agents she spoke with. She said that she wants to make a complaint. She thinks that TSA stole the passport. She talked with three people at the airport and they did help her. She said that she trusted TSA and she did not realize they were so bad. She said that she hopes they can find out who stole her passport.

I apologized to the caller for the missing passport. I advised her that I would forward her record to the CSM at FLL for review.

4/8/2013 10:01:10 AM I was a passenger flying to puerto rico on april 7 and had a stop in miami. At approx. 615 to 640 am I went through screening after having a cigarrete. I informed tsa agent I have a medical device in my back and could not go through metal detectors. I also produced a medical card verifying this,while waiting for a male agent to pat me down I was approached by an agent who said I had to go through scan machine. I told him I couldnt due to medical device,i was rudely told if I didnt go through machine I would be refused to continue my trip. I was forced to go through machine. I tried to get agents name,none of your agents wanted to help me. My back has been in terrible pain since this incident. I have notified my doctor and will be seeking care. Please contact me to try and resolve this in a professional manner. You can review video and see me standing waiting for pat down and being escorted to scanner. My contact numer is (b)(6) Please contact me as soon as possible or I will be made to pursue this further in another fashion. Thank you.
(b)(6)

4/8/2013 10:01:42 AM From my Android phone on T-Mobile. The first nationwide 4G network.
Today, Monday April 8, 2013 at approximately 0830, I was groped during my pat-down. In this case I define a grope as the front of the hand on my penis. It occurred even though I had a supervisor present to observe ... this was the 18th time I've been groped by the TSA. The TSA person reached around to my front between my legs and this is when the groping occurred. TSA badge # (b)(6)

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Information Request: Caller wanted to know about identification. Caller stated she presented an old expired driver license. Caller wanted to know about alternative forms of identification.

Complaint - Caller flew from Ontario California to Portland Oregon on Alaska Airlines. Caller stated she had additional screening including a patdown. Caller stated she asked for another room to have a patdown but she wasn't taken to the another room. Caller stated she feels like the whole process was wrong. Caller stated the process took too long and she thinks the process should not take that long to verify identity. Caller wants everything to be the same at every airport. Caller stated 8 ounces of finger nail remover went through in her carryon. Caller stated she just wanted to let TSA know about the incident. Caller stated she isn't happy about the incident that happened because she was subject to additional screening. Caller stated the supervisor at Ontario Airport is (b)(6) Caller stated she had her expired driver's license and credit cards and a Costco card with her picture.

Advised caller an expired driver's license wouldn't be acceptable form of identification by itself.

Advised caller the following information:

4/8/2013 11:04:49 AM Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.

Incident happened:04-07-2013@11:30am
Airport:Ontario California
Airline:Alaska Airlines.
Flight number:2130
Gate Terminal:Gate G

Advised caller the process and the procedure is SSI and TSA will not give out the information about the process. Advised caller I couldn't change the process and procedures with TSA.

Caller wanted to know what sanitary measures TSA uses when inspecting luggage. She asked if a fresh pair of gloves is used each time. She asked if TSA will follow her request if she puts a note in her luggage asking that a fresh pair of gloves be used. She said that there could be a harmful substance in another passengers bag and it could be spread to everybody else. She said that disease could be spread that way as well. She went on the TSA blog and was not able to figure out how to enter her comment. She stated that she is very meticulous and the TSA policy is just wrong.

4/8/2013

11:15:41

AM

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

Since the caller was not able to use the Blog, I directed her to Talk to TSA. I advised her that I can not guarantee that the screeners will use a new pair of gloves if she leaves a note in her luggage.

Caller flew on Saturday from TPA. She was patted down. Caller said she did not understand why a woman in her 80 s would need to be patted down.

4/8/2013

3:10:54

PM

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening.

She asked what might cause an anomaly. I told her that something in a person s pocket would show as an anomaly. She said the patdown was only from the waist up, across her breasts and under her arms. She asked if a person had a mastectomy and had the patches in that area would that cause it. I said it could especially if she had not told the screener ahead of time.

Caller said she flies all the time and this has never happened to her before. She said she does not know why anyone who looks like her would be patted down.

To whom it may concern,

My family and I have traveled to Des Moines from Albuquerque and Austin on two separate trips within the past month. Attempting to follow all TSA guidelines we prepared liquid refreshments for our two children (a 3 year old boy and an 11 month old girl). One of our family favorites are packaged and sealed CapriSun juice packages. In Austin and Albuquerque we were able to pass through the TSA check point without any difficulties simply by separating the packaged and sealed juice boxes with our other liquids (including unpackaged and unsealed milk). However, this has not been our experience in Des Moines. On both occasions flying out of Des Moines, one month apart, I elected to receive a pat down in order to retain the packaged and sealed juice boxes. I do not mind the extensive security, nor the necessity of selective pat downs; I am annoyed with the inconsistency.

4/8/2013

4:00:23

PM

Please specify the TSA guidelines for liquids when traveling with young children and/or infants, and please ensure Albuquerque, Austin and Des Moines understand these guidelines for consistant passenger convenience.

Sincerely,

(b)(6)

(b)(6)

(b)(6)

I am a frequent traveler, and a simple traveler. I follow all shoe rules, and rarely carry liquids. I carry my ticket and ID through the ait. Every single time I fly I get out of the machine and have to go for a "pat down". I'm extremely glad there are procedures in place so that my life is not being risked, however, I am really getting tired of being pulled aside. It is very uncomfortable in front of all the other passengers. I practically have to get necked. One would think it would be more appropriate to be taken to a private area before being felt up. It is humiliating. I am a 29 year old, white female. I am going for my own private pilots license-mostly so I can avoid this.

I would like to know why I am always pulled aside. I mean each and every time. If there is something that I need to be doing differently how can I get that info? I wear jeans, flops, bra, underwear, tank top and a tee shirt. It makes no sense to me! Obviously there is a reason and I really hope it's not based on my pale skin, freckles, and brown hair. As I previously said, it makes no sense, it is humiliating and uncomfortable. It's become very apparent to me that being pulled aside is not random and that I am being targeted. I would like to know why.

4/8/2013

4:01:16

PM

Thank you in advance,

(b)(6)

Sent from my iPhone

The caller traveled from OMA to LAX through DEN and was delayed at OMA because she has a pacemaker and says that the officers at the checkpoint argued with her for approx. 20 minutes that she can use AIT even though her doctor has told her not to go through it, before finally agreeing to give her a patdown. She then needed to wait for about 10 more minutes to get a female TSO to do the patdown.

4/8/2013

5:39:33

PM

I apologized for the experience and explained that:

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Dear TSA,

Upon my security check today, I had opted out to have a pat down due to being over 5 months pregnant. My carry on had accidentally contained a new over the counter Palmer's stretch mark cream that happened to be over 3oz. I needed this item and my luggage was already checked in. I'm requesting that it be returned to me ASAP.

Also, while being patted down I felt that the assigned women was too harsh. She hit my crotch 3-4 times. Each time it was more rough than the previous time. I am familiar with the procedure and this time it was very uncomfortable. I was a little sore afterwards.

4/8/2013 I fly often, however wise judgment should also be used while screening individuals to prevent the potential of violated situations.

8:06:03

PM

Thank you for your attention to this matter.

Regards,

(b)(6)

Cary, NC 27519

Sent from my Windows Phone

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 4/8/2013 6:27:52 PM

Airport : Select One

Date/Time of Travel :

Airline & Flight Number :

4/8/2013 Checkpoint/Area of Airport :

8:06:39

PM

TSA Employee: (If Known) :

Comment : I traveled on April 6 and went through an airport body scanner. I forgot to take off my belt, but the TSA agents said nothing about the belt, the scanner did not light up, and I was passed through without issue. Was that a mistake on the part of the agents and the machine, or is it now OK to leave belts on for body scanners?

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/8/2013 5:29:09 PM

Airport : CMH - Port Columbus International Date/Time of Travel : 03/30/2013

Airline & Flight Number : swa (appx time 7:30-8 am)

Checkpoint/Area of Airport : checkpoint

4/8/2013 TSA Employee: (If Known) :

8:06:56

PM

Comment : The unprofessional pat-down received. The TSO did not allow me to keep eye contact with my personal effects. I went thru the electronic screening mch (no alarms were evident), then the TSO did a pat-down. The TSO folded my shirt up and then inserted their hands inside and searched around my waistband. Then she did a pat-down of the breast area making me very uncomfortable. She did a follow up of checking my hands for explosives with a swab (My father told me what this was for - the TSO did not explain it to me). While she was doing the pat-down, the TSO asked me to turn around causing me to not be able to keep my personal effects in sight. I had to twist my neck to be able to see my items. My father is a retired TSO and said some things may have changed.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

(b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6)

Dow

IL

62022

Email: HYPERLINK (b)(6)

4/8/2013 8:06:59 PM What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

As there did not appear to be any security lines at KDEN that did not include a full body scanner, I indicated to the TSA agent in the line I was in, that I would be "opting out" of the device. The first complaint I have with this process, was that I was required to wait for an extended period for a "screener" while being physically separated from all of my belongings, including my wallet. When I asked the agent how these items were being secured, she responded that there were cameras watching that area. While cameras may have been useful in the process of investigating the disappearance of any of my valuables, I suspect they were of little use in preventing such disappearance from occurring.

I was then reunited with my belongings as they were thoroughly inspected and wiped down for explosive residue, and I was extensively padded down. When the agent tested his gloved hands for explosive residue, after padding me down, the testing device indicated a positive result. I was then informed that this was not unusual, and that I would be padded down again, this time in a private screening room by a different TSA agent, despite the fact that I declined a private screening when asked prior to my initial screening.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

April 1, 2013 at approximately 1400 local time.

Caller stated they were flying out of SEA today with Alaska Airlines. She looked up their information and was told to contact us for items left at the checkpoint. Her bracelet set off an alarm, and they had to do a patdown for that. They had 2 bags, and one of the right and her tray on the left. She now doesn't have her watch, and she wants to know if there was any chance it was left in the tray. It was a family watch.

4/8/2013 10:35:51 PM Advised Caller:
I told her that I would provide her with the number for the lost and found and any items left there at the checkpoint would be turned over to this number.

http: www.tsa.gov traveler-information airport-lost-found-contacts#4
Seattle-Tacoma International
206-787-5312 (Port of Seattle Lost and Found)

From: (b)(6)
Sent: Tuesday, April 09, 2013 9:34 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

(b)(6)

(b)(6)

4/9/2013
12:02:37
PM

(b)(6)

Alpharetta, GA, 30022

HYPERLINK (b)(6)

I am currently 31 weeks pregnant and had two completely different experiences when flying this weekend and would like to know what the formal process is for a pregnant person flying, because in my opinion, I was treated like a hostile passenger for refusing to go through the xray machine.

I left Atlanta on Friday April 5th, on my way to White Plains for my baby shower, I didn't have to explain to the TSA agents that I didn't want to go through the x-ray machine. As soon as I took off my jacket and they saw I was pregnant they directed me to the metal detector, no questions asked and I was on my way. On my flight back yesterday, April 8th, was a completely different experience.

Caller stated her bag was damaged by TSA. The zipper was broken and the peices were not put back in the bag. She had a NOI in the bag. She states the bag was already damaged because she had been babying it. She has had a knee replacement and had a card to use. The frist officer had told her she did not need to tell anyone of the knee replacement. She is upset that she was given a patdown. The screening is different with different officers.

4/9/2013
4:49:30
PM

Told caller

She could file a claim. She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well. She wanted one mailed to her.

I told her she should always let the officer know of the knee replacement. If there is an alarm durning her screening they will always give a patdown to clear any alarm. There are several layers of security so screening may not always be the same. I was sorry this had happened to her.

Name: (b)(6)
Phone: (b)(6)
Mailing Address:
PO (b)(6)
Phoenix, AZ 85061
Email: (b)(6)

Description of Violation:

4/9/2013
6:12:59
PM

On Sunday, March 31, 2012 I was traveling from Bozeman Montana back home to Phoenix, Arizona on Allegiant Airlines departing from Bozeman Airport (BZN). I was not willing to pass through the regular body scanner and opted to receive a pat down instead. All of the TSA officers were acting as if they were annoyed that I wouldn't go through the x-ray scanner. There were only two male officers at the security checkpoint. One appeared to be in his mid 40's with no facial hair and the other appeared to be in his 30's and had facial hair. The male officer with the facial hair was the one that conducted the pat down on me. He went through the routine speech I am aware that they have to give. My complaint revolves around the fact that the TSA officer was not using the back of his hand as he said he would in the areas on my body he said he would use. I am also aware that they are not to place their hands anywhere in the genital area of a man and are to stop short of areas under the testicals and penis of the man being patted down. This officer, however, grabbed my testicals which made me become startled in the place I was standing in. I brought this to his attention and he kept advising me that if I wanted to, I could just talk to the airport police. I believe he was saying this as a control mechanism to make me be more complacent with him touching me in my genital areas that he should not have touched me in. The officer continued even after I objected to his touching me in my genital area. The officer then said he "once down the front again" were his exact words. As he was sliding his hands down the front of my body he again grabbed my testicals. I have had many pat downs before and have never left the screening area of any airport feeling as violated as I did that night. I didn't ask for his information for fear the male officer would alert the airport police on me as I felt he was threatening me to do so when he touched me inappropriately the first time I had asked of my family members I was traveling with to go back and get his name but that person failed to do so, so unfortunately I do not have the male officer's name only the information that it was the younger looking and only male officer that had facial hair of the two male officers that were in the screening area at the time myself and my traveling companions had passed

Caller wants to know the policy for a baby going through screening. Caller is concerned about the x-rays and the pat-down.

I read to caller:

As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. Transportation Security Officers use their discretion based on how old a child appears.

Caller also wants to know if his son will have to go the metal detector. Can he opt out?

He can opt out of the AIT, but not the WTMD. If a passenger opts out of the AIT, the alternative is a pat down.

4/9/2013
9:10:06
PM

Caller is not enthusiastic about his son being patted down. He advised that he would contact his congressman about the issue.

I advised caller that, the easiest route is to go through the WTMD and AIT. If there are no alarms, then no further screening would be necessary.

Can they bring formula? Caller heard that the passenger may have to taste test the formula or breast milk.

I advised caller that this is not TSA policy.

Caller said that he found it on the TSA website.

I ran a quick search for the term taste and found and confirmed to caller that the alleged screening procedure is NOT found on the website. The alleged procedure would be as offensive to TSA as it would be to a passenger and is not a part of the procedure.

I offered to send caller the relevant policies via e-mail and he provided his e-mail address for the purpose.

I entered complaint for the interaction type in all three work rows because caller expressed his disapproval of the policies, though he stated that he just wanted information.

On my return flight(Delta flight 1840) from Lihue,Kauai to LAX on Sat. April 6th I was patted down by a female TSA agent, due to the fact that I wear an insulin pump and Continuous Glucose Monitor. I have always understood the reason for the pat downs, and never questioned the fact that it needs to be done. I also travel enough to know the agents are not to touch any equipment wore by a passenger, due to the possibility they may break the item. This agent touched my Continuous Glucose Monitor and pieces began to fall off this piece of equipment. This monitor is now damaged to the point beyond the ability to be used. It must now be replaced. I spoke with the supervisor on duty at the Lihue airport and he told me I needed to contact you on line to discuss compensation. I have already requested a new monitor from Dexcom. I will know in the next week, how much this will cost me. I will expect full compensation for any cost to me for this monitor. The TSA supervisor agreed with me that she should not be touching my equipment. I will be awaiting your response at either (b)(6) or (b)(6) Thank you for your help in this matter.

4/9/2013
10:02:48
PM

Sent from my iPad.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/9/2013 11:57:50 PM

4/10/2013
8:02:52
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I have complained about the groping I received at OHare about six weeks ago - which was horrifying. This is about the agent who took this case. .

Comments: (b)(6) was the agent who did the follow up with me. He did nothing to satisfy my concerns. I asked him for a copy of the TSA policy on screening - or where I could find it - and he said that he did not have to give it to me. I said that the policy should be public information and he said he did not and would not share it with me. Again, I repeated that this should be public information and asked where I could find it as I had looked at the TSA web site and could not find.

Then, I got a notice that he had been viewing my LinkedIn file. I confronted him on email and he replied that he just wanted to make sure that I was who I said I was - what the heck! I have gone from groping to voyeurism! This is disgusting!

(b)(6)

Alexandria VA

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/9/2013 11:57:50 PM

4/10/2013 8:02:52 AM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I have complained about the groping I received at OHare about six weeks ago - which was horrifying. This is about the agent who took this case. . .
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(b)(6)
Alexandria VA

Feedback Type : Request for Information
Categories : Other
Current Date/Time : 4/10/2013 11:43:51 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Hi, I'm always getting pulled for extra pat-down or swabbing when I go thru TSA lines. I follow all TSA agent instructions, take off shoes, put everything into gray-bins, empty my wallets, leave laptop out, wear light clothes, put all liquids into clear plastic bags etc. I'm a 30 years old Chinese American. Am I getting pulled aside 75% of the time because of my racial profile? If not, please let me know what else I can do to help my speed thru security check lines without the embarrassment of always getting extra TSA pat downs (and I'm always declared fine). Thank you.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Recently 7 April 2013 I was traveling on a flight from Long Islands MacArthur airport in the town of Islip. As required I was preparing to go through the metal detector when I was told to go through the body scan which is optional so I declined. I showed my TSA card indicating I have metal implants in my knee and shoulder and would rather have a pat down like I have done on many occasions without incident. However, this time the TSA agent with the last name of Mason who was providing the pat down was about as condescending as they come. His poor attitude and condescending way in which he spoke to me was totally unacceptable and I will not tolerate that type of treatment again.

4/10/2013 2:03:50 PM I would appreciate this individual be counseled on the way he deals with the public and to treat them with respect as I'm sure he demands it of them. My drill instructor in basic training didn't have the attitude (b)(6) had which is to say despicable.
(b)(6)

Disability Description: (b)(6) has a pacemaker.

Response Details: Apologized to the caller for the inconvenience.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

Incident Details: Caller flew on March 22, 2013 on United Airlines.

4/10/2013 (b)(6) has a pacemaker and requested a patdown. She felt the TSO did not want to do a patdown. The TSO kept insisting she go thru the AIT.

3:05:09 (b)(6) kept requesting a patdown 3 or 4 times.

PM She is also 75 and stated she didnt think she had to remove her shoes.

She did not feel discriminated against due to her disability nor that this was a failure to accomodate to her but more for poor customer service on part of the TSA agent.

Columbia, SC

United

Flight 5731

March 22, 2013 1:00pm approximately (2:27 pm)

She did not get the

Middle age, brown hair, white female.

Caller stated that she went through the checkpoint in Omaha and used wheelchair assistance from the airline. When going though the checkpoint, she had to go through a patdown procedure. The women officer did an ETD to her hands and it tested positive for explosive traces. when getting additional screening. the officer violated her and went over her breast area and then when going down to her leg area, she went up and reached the edge of her panty liner. She is wanting to file a complaint about this becuse she feels that being 90 years old, she should not have to go through so much screening and be handled in a inappropriate manner.

FLIGHT INFORMATION:

4/10/2013 Departing Airport:: Eppley

3:26:48 Airline:: Delta

PM Flight Number:: 5161

Date:: 27 March 2013 @ 9:45am

Terminal:: the only checkpoint in the airport

TSO:: Women. slight build.

CCR inforemd her that this information will be forwarded to the CSM within the airport so that they are aware of the situation.

4/10/2013 The caller said he just went through the checkpoint at Newburn, North Carolina and he stated there was a lady that went through the checkpoint that was flying on Delta at 4:35pm to ATL on 4 10 2013. The caller said the lady was elderly and a 75 year old grandmother that looked like she was a cancer patient and she received a pat-down while she was in her wheelchair. The caller said he does not know the flight number or the womans name.

4:17:46

PM

I told the caller we monitor the number and nature of complaints to track trends.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/10/2013 4:10:11 PM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: At Washington Reagan (DCA) on Saturday March 16 at approx 10:30am my wife and I were going thru security. My wife has dementia, has tendency to wander and a major hearing deficit. I use a cane and wear a knee brace. So I had to stay in a glass enclosure until checked by TSA.

4/10/2013
5:56:51

PM

Fortunately another passenger placed our carry on baggage exactly where instructed by a TSA agent. A 2nd TSA agent then said these pieces could not be left there and picked everything up including my cane. He had me leave the enclosure for another place about 30 feet away but would not let me have the cane. Yet a 3rd TSA agent witnessed my walking and instructed that I use my cane; by this time I was essentially where I was going.

The 2nd TSA agent then did a pat down, felt the brace under my pant leg and did absolutely nothing to check it further. He did not even rub whatever it is they always rub on my hands/brace to check for explosives. I don't know what he planned to do about the cane, but he did not. How could my handling the cane exactly as I did prior to this nonsense have altered whatever security check on the cane was intended - but not carried out? Did he think that I, standing immediately in front of him, would somehow "erase" evidence?

In summary, I went thru security and all there was to show for it was an unnecessarily painful 30-step walk because of a denied cane.

What is it I missed during this process? And what can be done to see that this does not happen again?

(b)(6)
Gaithersburg MD 20877

Caller called previously (NOTE: See linked call.). She says that she was notified that her passport was found, but the email said that she forgot it and the passenger behind her got it. Caller states that she is sure that the passport was not there when she got her things and that her shoes were rearranged from how she put them and the passport was with them. Caller wants the video rechecked, and wants to know how to get the passport back.

Advised caller:

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Previous record sent to the CSM: 4-8-13 EID (b)(6)

4/10/2013
6:25:59

PM

Caller flew from Columbia to FLL then to Tampa on Spirit Airlines. She did not have the flight number with her. Her flight was at 8:09 pm. She went through the checkpoint in FLL between 7:05 and 7:20 pm. She put her passport on the tray and placed her bag on top of it. She took off her belt, rings, watch, and earrings. She placed them in the bin along with her lipstick and keys. She put jacket on top of them and she shoes on the side. She placed her backpack in the front. She said that there were two people in front of her. She wanted through the x-ray and then she got a patdown. She picked up her items and went to the gate. When she got to the gate she realized she did not have her passport. She went back to the checkpoint and showed the TSO what lane she went through. She said that officer left and then she spoke with a supervisor. She also spoke with someone above the supervisor. She said that she was told that they would have to review the tape. She did not have time to wait. She called lost and found the next day and was told they did not find her passport. She called and reported the passport lost or stolen. She did not get the name of the agents she spoke with. She said that she wants to make a complaint. She thinks that TSA stole the passport. She talked with three people at the airport and they did help her. She said that she trusted TSA and she did not realize they were so bad. She said that she hopes they can find out who stole her passport.

I apologized to the caller for the missing passport. I advised her that I would forward her record to the CSM at FLL for review.

Supervisor (b)(6) sending the record to the CSM at FLL for review 04.08.2013

Caller traveled from LAX to Dulles a couple of weeks ago.
She stated her bag was rather full.
She had a slip of paper inside that was a NOI and she wanted to know if it was from TSA.
She stated it did not have a date on it so she cannot say if it was on the way to Dulles or the way back.
She would have appreciated a date stamp to let her know.
She stated everything appeared to be alright inside.
She is unsure what drew their attention to her bag.

Told her the NOI is placed inside by TSA.
Sometimes there is not a date stamp but not always.
Normally it is placed on top of the Passengers belongings before closing the bag so it will be seen when opened.

She stated there are thousands of travelers about the AIT machine where you can see someones privates and body parts.

4/11/2013
12:21:59
PM

She was patted down at LAX and again on the return trip at Dulles.
She asked me if there was ever a machine that showed her privates.
The lady Officer at the Airport said we cannot see your privates.

I explained that is correct. It is just a generic outline image.

She stated there was 2 machines at one time and now there is only one.
Her question is: When did we use the machines that showed your private parts or when did we stop using them.

Told her I will be happy to research that.
She stated to me that I did not seem to know what I was talking about because I should already know that.

Told her I will research that for her and if she is not satisfied I will be happy to get someone else to talk with her.

TSA worked with the U.S. Department of Homeland Security's (DHS) Science Technology Directorate (S T) and private industry to develop the new ATR software. In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports. In the coming months, TSA will install the software upgrade on all currently deployed millimeter wave imaging technology units at U.S. airports.

Feedback Type : Complaint
Categories : Screening

Current Date/Time : 4/11/2013 12:15:00 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/07/2013 8:30 AM Airline & Flight Number : AA 1232 Checkpoint/Area of Airport : Precheck Lane TSA Employee: (If Known) :

Comment : As a NEXUS card holder and Trusted Traveler, I enjoy the benefit of expedited screening. However, I also have an implanted pacemaker/defibrillator in my chest, which prevents me from using a traditional metal detector. I gladly use the full-body wave scanners when available to avoid the time-consuming full-body pat down. At SeaTac, my home airport, most security checkpoints have at least one full-body scanner.

On the Precheck lane, however, there is only one detection device and it is the traditional metal detector. On my most recent trip - the first one where I was able to use the Precheck lane at SeaTac - I was forced to remove my shoes and then wait for a screener to come over for a full pat down. (This also caused everyone else to wait until they could clear me.)

4/11/2013
2:05:17
PM

So the problem here is that my Trusted Traveler status actually made it more difficult for me to pass through security and subjected me to a full pat down, which I prefer to avoid if I can.

I wonder if it would be possible in the future for the agent who came over to give the pat down to simply escort me over to the wave scanner, wait the few second while I am scanned and cleared, and then escort me back to the Precheck lane to retrieve my bag. This would be faster than the pat down and residue check, and less invasive as well. If not, the Precheck lane and my Trusted Traveler status are almost useless to me.

Thank you!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA Agent,

On March 22, 2013, we travelled from the LAX airport aboard United, on our way to Lihue, Hawaii. My 12 year old daughter required a wheel-chair as she had a broken ankle from a soccer incident.

I was quite disturbed with the procedure of how TSA handled children with disabilities. I was required to allow a TSA male agent , transport her through a secured area, allowing interaction with additional TSA agents (approximately 5 or 6), and was not allowed to accompany my daughter. I was told that my husband and I would have to wait in the long security line. The security line did not have a view to where my daughter was being held. I advised the TSA agent, that I was not comfortable leaving my daughter in the hands of strangers and that I wanted to accompany her through security. I was denied.

4/11/2013 4:06:02 PM I was spoken to in an unprofessional manner and told to move on. My impression was that if I did not accept this procedure, we would not board our flight and we may be prosecuted if I did not obey the orders of the TSA agent to get into line. Once through Security, I made my way to the area that my daughter was being held. The agent who originally had pushed her through the secured area, told me she'd be fine, was no-where to be found. A female TSA agent eventually showed up to do a pat down of my daughter.

I find this highly intimidating and completely irregular operations. Children who are injured or have disabilities should always be allowed to proceed through TSA security with an adult. Children who are in these situations, already feel vulnerable as they have limited movement capabilities, but also they are dealing with many "officials" in uniform and feel that they must do what they are told.

I look forward to your response.

Sincerely,

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/11/2013 2:20:27 PM

4/11/2013 4:06:26 PM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): USAir Express Monday April 8
SYR. :

Comments: I am a sixty + senior citizen that have metal joints in my hip. I cannot pass thru a metal detector. I currently hold active DoD, Department of Justice, Department of State, and DHS clearances. I have designed major communications systems for FAA in the past that have allowed me unlimited access to Centers such as Washington Center and TMAs such as DCA, JFK, and DFW. I currently hold a TS/SCI DoD clearance and have access to major Navy, Air Force and Army strategic facilities yet I cannot board a US commercial flight without being sexually abused. I was virtually undressed (had to remove my dress coat, belt, shoes, socks, etc.) in front of all passengers entering the security boarding area while the agent placed his hands inside my pants and intimately touched me all over my body. My concern is this happens every time I must fly into an airport that does not have proper scanning facilities (Syracuse NY this past Monday). I have access to all US Government buildings including the US Capitol (I have had USCP identification), US Commerce, Pentagon, and other secure facilities.

Is it possible to obtain TSA documentation that will provide me from relief of this embarrassment in the future? I hope that the answer is not that I have no choice but to submit to such behavior, "that is not even tolerated in our society", because of my age and implants.

4/11/2013 5:59:03 PM I would like to express my dissatisfaction with my recent experience (3:15pm CDT) at the Pensacola airport screening. I am a new mother and travel for work. I have traveled multiple times since the birth of my son and have had no issues in the screening process of pumped breastmilk until today. I was told that because the milk was over 3oz that it had to be tested. I was uncomfortable with this because I feed it to my son and do not want to potentially compromise this. Then I was told I needed a pat down. The agent could not tell me how a pat down relates to breastmilk. Just kept saying it was because the liquids were over 3oz. It was humiliating to have a pat down just because I choose to breastfeed my son. I can't imagine that all of the other airports I have been through with breastmilk are not following procedure. The Pensacola airport staff needs to be educated in how to handle situations like this.

Thank you for your time

(b)(6)

Dear Sir/Madam:

On my last two trips outside the United States (Puerto Vallarta, Mexico; Nassau, Bahamas) in the last month, I was unable to print my boarding pass. When I got to the airport, I was given a boarding pass with SSSS printed on the pass. I was subjected to a physical pat down in a public view. I was informed by the security agent that I was on a special list & would be subject to this "special security" on subsequent returns to the US. I would like to know how I ended up on such a list and what I could do to get myself removed to avoid this intrusive pat downs on such a regular basis. I understand the need for security, and I accept the possibility of random searches, but I do resent being subjected to this each time I leave the country.

My personal information:

4/11/2013
8:01:08
PM

(b)(6)
Kalamazoo, MI 49008-3215

(b)(6)

I am awaiting your prompt response.

(b)(6)

---Original Message---

From: (b)(6)
Sent: Friday, April 12, 2013 8:31 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Paul A. Meyer

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), McLean VA

4/12/2013
10:23:02
AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

Disability Description: Caller's wife has a knee replacement. She has a note from her doctor. He is over 75. He wants to carry on his pocket knife. They were flying out of RDU.

Information Request: Caller wanted to know if his wife was supposed to tell the person checking IDs that she had a metal implant because it did not matter at the first airport, but she had a patdown at RDU. He also asked if he has to take off his shoes since he is over 75 and when the new knives policy goes into effect.

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. He said she has a note from the doctor and wanted to know if she needed it. I told him she could just tell the screeners.

4/12/2013

1:20:55
PM

Passengers who appear to be 75 and older will be allowed to leave on shoes. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

The knives policy begins on April 25th.

I emailed the information to him.

We received this email but believe it is best handled by the Contact Center. Thank you.

(b)(6)

~~This communication might contain communications between attorney and client, communications that are part of the agency deliberative process, or attorney-work product, all of which are privileged and not subject to disclosure outside the agency or to the public. Please consult with the Office of Chief Counsel before disclosing any information contained in this email.~~

From: (b)(6)

Sent: Tuesday, August 28, 2012 5:03 PM

To: tsaregulations@dhs.gov

Subject: Sikh travelers

4/12/2013

2:40:44
PM

Good afternoon,

I am looking for any information on what the standards and procedures are for screening Sikh passengers with regards to their religious attire. Do you by chance have a brochure or other publication that describes the rules for flying and inspection of turbans, etc. Any information would be greatly appreciated. Please feel free to contact me at any time.

(b)(6)

(b)(6)

From: (b)(6)
Sent: Friday, April 12, 2013 2:10 PM
To: TSAExternalCompliance
Subject: TSA Conduct at the Las Vegas McCarran International Airport (LAS)

To Whom It May Concern:

4/12/2013 4:21:57 PM I'm emailing this letter of concern for your information:

My wife and I just celebrated our 25th anniversary in Las Vegas, NV; everything went great till we started our return travel home (LAS-TUS).

After checking in with Southwest Airlines SWA April 10, 2013 around 1130 hours my wife and I proceeded through your Las Vegas, NV TSA checkpoint for SWA, Gate 6; after being screened through primary (X-ray and Pro Vision Full Body Scanner) both my wife and I were selected for secondary, we were told it was a random by the primary TSA Employee, the secondary female TSA Employee checked my wife using the Explosives Trace Detection ETD to which I observed her picked up a swab which was on a small pile of used swabs near the machine to test my wife hands: I know for a fact this was not protocol and unhealthy to travelers, screening swabs should be disposed after each use to prevent the transfer of diseases or virus of other travelers. Anyhow the ETD alarmed and a female supervisor was requested for further investigation and my wife belongings were dumped out on a table and re-inspected.

The Female TSA Supervisor, Philippine decent, who wouldn't give me her name, took my wife in a booth to pat my wife down; My Wife was told to lift her shirt up so the TSA Employee can pat under her clothing to which she took her hand palms facing my wife's body and began to fondle her breast and tuck her hands down her pants to her private parts; note my wife was wearing skin tight pants and shirt which cling to her body, and bare feet, she already had her jacket and sandals removed

-----Original Message-----

From: (b)(6)

Sent: Friday, April 12, 2013 2:52 PM

To: TSAExternalCompliance@dhs.gov

Subject: experience with putdown as a crew member in kansas city, MO

TO WHOM IT MAY CONCERN:

On the 31mar, i (b)(6) Delta Flight Attendant, arrived at mci early that morning with my entire crew members. They security people directed us to a security line that didn't have the body scanner. Before i went thru that particular line i let the security people know that i commute from mci and that i have a bra that goes off. Well, the gentleman said,"We want the crew to come through this line". i preceded to go thru 3 times. So, of course I had to be patted down. The security women asked me "if I wanted a private screening", didn't believe I needed one. Well, as my fellow crew members watched me get my patdown, I could not believe the extent that I WAS TOUCHED. I have been through many a patdowns all over the world and never have felt so violated as I did that day. The women touched the top of my breast to my nipples. That is uncalled for. I left the screening very upset and went to my crewmembers and told them how i felt. At that time, the captain came over and talked with the security people, that is when i complained about how i was touched, but why I was denied to go through the body scanner. I have the know crewmember card, I was with my fellow working crew members. I hope to get a response from you concerning this situation. Im very upset that I was treated this way.

4/12/2013
4:22:05
PM

(b)(6)

HERMITAGE, MO 65668

Looking forward to a response to this letter and claim.

Sincerely,

(b)(6)

4/12/2013 4:36:17 PM Caller is flying out of Canada or in the United States, she does not want to go through the ait screening nor go through a patdown procedure, she wants to know if she can slip down, Told caller that she can request a private screening and have a companion with her, told caller that to be cleared she will have to undergo a modified patdown procedure with no removal of clothing. Caller became upset and would not accept the information that was given to her. I ended the call. Caller would not provide information on her upcoming flight for me to send to a csm or odpo to assist her. Disability Description: Caller had abdominal surgery.

Response Details: Sincerely apologized to caller for this incident.

D-RFI will be sent via e-mail and received in less than 24 hours in order to do the complaint in writing.

A copy of this complaint will be referred to a disability expert.

4/12/2013 8:19:04 PM Incident Details: Caller had abdominal surgery and did not want to go through the machines so she had to have a patdown. The TSO doing the patdown was patting the stitches on her stomach even after she told the TSO that she is in severe pain. When the caller told her that she was hurting her, the TSO said that the caller needed to tell her that she was in pain. Caller states she told the TSO that she was in pain and was not listening. Caller had to go to secondary screening after that. Caller has a pillow she uses to push against her stomach due to the severe pain. Caller was not allowed to have her pillow during either screening. Caller even tried to show the stitches on her stomach. The TSO would not listen to her about the stitches on her stomach and just kept on doing the screening and causing more pain.

Caller wants to put a complaint in writing.

Caller was crying on the phone, because the incident had just occurred. Caller is flying out of HNL with Island Air. Caller states the incident happened at 230 PM today, April 12, 2013. The flight number is 316 and is her returning flight.

Caller is wanting to know why she was patted down on her flight. Caller stated that she got patdown at Birmingham.

4/12/2013 8:44:45 PM

Advised Caller:

You may have received secondary screening for multiple reasons. It may have been random or there may have been an anomaly.

** The call got disconnected and I was not able to call her back due to her not providing a phone number.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box)

Current Date/Time : 4/13/2013 4:23:49 AM Airport : EWR - Newark International Date/Time of Travel : 04/09/2013 9:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have just completed a series of 11 flights in 25 days throughout the USA through EWR, PHL, CLE, SFO, CLT, and RDU. Given that I was averaging nearly 1 flight every 2 days, I requested patdowns as an alternative to full-body scans. At all of the airports, I had to wait at least 5 minutes for a TSA representative to come perform the patdown, and usually for no visible reason—oftentimes I was waiting for someone to finish a conversation. On multiple occasions, I nearly missed flights while waiting at the front of the security line.

4/13/2013 9:01:01 AM Nowhere was the TSA as inefficient and rude as at EWR. When I requested a patdown in lieu of an X-Ray, I was told that "it's not an x-ray". I politely asked again whether I could request a patdown and was ignored. When I asked a third time (since I was unsure of whether my request had been acknowledged), two TSA agents yelled at me. I then waited for 10 passengers to go through security as I waited (and tried to watch my unattended luggage and passport on the conveyor belt).

If a patdown is to be a viable alternative to a full-body scan, it absolutely must be done quickly, efficiently, politely, and, most importantly, safely (no unattended baggage and passports!!!).

We all have flights to catch and we all are acting in accordance with TSA policies, so it is frankly unethical to treat a passenger who requests a patdown more poorly than others.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he recently flew out of IAH to SNA, and primarily flies with US Air. This is the 3rd time that his bag has been inspected, and this time he had a NOI in the bag. He's had damaged items before, and he wants to know if there's anything that can be done so that he can comply with our rules, but to keep his items from being damaged or just thrown back in the bag. He stated that he hasn't looked through the case this time, he just opened it, saw the NOI and closed it because it looked like someone had taken all of the items, dumped them on the floor and then threw them back in the case. He usually tries to FedEx the items, but sometimes he cannot. He keeps them in a pelican case neatly organized because it's usually full of electronic items that he has to keep from damage and closes it with a zip tie. He isn't sure where the inspection takes place, because depending on the airline he flies with, he sometimes has to make a stop in PHX.

Flight details below:

Airport: IAH

Airline: US Airways

Flight #: 403

Departure Date: 4-13-13

Departure Time: 6:00 a.m.

Checked Bags: 4:15-4:30 a.m.

Baggage Claim (b)(6)

There is something written on the NOI, but it's not legible. It is written in red ink that looks like a Sharpie.

4/13/2013 12:52:04 PM He also had a guy on the last flight he had from IAH to SNA, he was pulled aside. He usually opts out of the machines because he doesn't want to be exposed to radiation. One of the times he opted out, he was told that they had to take him to a separate room and conduct an enhanced patdown. He asked if he could have a secondary form of a patdown done there at the checkpoint and they told him no, that it had to be done that way. There were no officers there, and they told him that they had to rub 3 times vertically and 3 times horizontally over his groin. His bags and everything had been searched and nothing triggered those, but was told that his clothes triggered the machine. They gave him no other option to have the secondary patdown conducted there at the checkpoint, and didn't explain the process to him and what they were going to do until he got to the separate area. He isn't sure if that's how it was supposed to be done, but he just felt that it was strange that he wasn't given any other option to just have something conducted there at the checkpoint. They were fairly busy there at the checkpoint as well, and it wasn't due to the secondary screening that he missed his original flight.

Flight details below:

Airport: IAH

Airline: US Airways

Flight #: 403

Departure Date: 4-6-13

Departure Time: 6:00 a.m. (missed that flight and took the next flight at 8:30 a.m.)

Went through security: 5:30-6:00 a.m.

Terminal Gate: A17

One of the guys told him that he should enroll in the PreCheck program and he wants to know how he can do that. He doesn't control who he flies with, and just needs to know if there is a way for him to be able to get that information on how to receive PreCheck.

She wants to report an experience. She requested a patdown because she has had cancer and was exposed to a lot of radiation. The first man TSO was smirking at her and was making statements like: There is no point in you getting a patdown when you can go through the body scan because there is no radiation. The caller stated that she felt very uncomfortable that he did not want to grant her request. She stated that there was no line and probably 12 to 14 people standing around not working. The TSO that conducted the patdown had Montgomery on her name badge. She stated that she was extremely rude and was mumbling the statements she is required to say. She also stated that there was no point in a patdown because it has not radiation. The officer actually ask her if she uses a cell phone and stated that the phone uses more radiation. The caller stated that it was very unpleasant and the whole atmosphere at the checkpoint was very negative and it was as if no one wanted to be there or do their jobs correctly. She stated that she had to continue telling them that she just wanted the patdown. She does not believe this is whole people should be treated and wanted to file a complaint by phone because it will be over a week before she will be able to get online again.

Advised Caller:

TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

4/13/2013 3:06:40 PM Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

PM Because your complaint concerns an incident that occurred at a specific airport I will forward a copy of your complaint to the appropriate Customer Support Manager.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action.

Flight Information:

Airport: PHX
Airline: Southwest Airlines
Checkpoint Time: 12pm
Boarding Time: was beginning to board while on the call
Date: 4-13-2013
Terminal or Gate: D6

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/14/2013 9:55:28 AM Airport : PDX - Portland International Date/Time of Travel : 04/14/2013 7:45 AM Airline & Flight Number : Alaska 30 Checkpoint/Area of Airport : C TSA

Employee: (If Known) :

4/14/2013 10:59:47 AM Comment : I had to wait a half an hour to get a pat down this morning by a TSA agent. It is unacceptable that it took that long to call over a female agent. I suspect you do this to discourage people from opting out of the body scan. Shameful behavior.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said his wife is getting a patdown because she refused to let the TSO xray her breast milk. Caller said in Burbank he was allowed to fill out a card and in Phoenix Sky Harbor he was told they do not allow complaint cards. Caller is on SouthWest flight 2168. Caller is flying from Phoenix back to Burbank. Caller wanted to register 2 complaints.

1. Caller complained that information stating that not allowing an x-ray screening of breast milk will cause a px to get a patdown isn't on the TSA website.
2. Caller complained that Phoenix does not allow a person to fill out a complaint card.

4/14/2013 2:19:57 PM I told the caller the information is in the information I have and I read the following.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

I told the caller I will forward his complaint to the appropriate office. Caller wants to see the web updated to show that if a person refuses the xray of the breast milk, they may be subject to a patdown.

I emailed this information to the caller about the breast milk.

Disability Description: The caller recently traveled. The caller's daughter has an insulin pump and he has a complaint regarding the information that is being supplied by the TSO at DCA and SFO.

Response Details: I apologized to the caller for his experience. I told the caller I would send his information to the CSM at SFO to make them aware of the incident.

Incident Details: The caller said he was told that generally the insulin pump will not be affected by the new screening devices. The caller said he needed to get clarification.

The caller said that at DCA the TSO told them the AIT machines would not damage the insulin pump. He said they told his family they could choose the AIT or the patdown, they had a choice. (b)(6) said that at SFO they were forced to go thru the AIT machine and told they did not have a choice.

He said at SFO TSO (b)(6) refused to listen to his spouse regarding the issue and concerns she had about the affect of the provision on the operation of the insulin pump after the AIT screening. The caller said it was very disturbing.

The caller said that the general concern is that at DCA and SFO both airports have employees that are insisting the screening is safe for the insulin pumps.

The caller said there is no documentation stating the facts of such tests being performed and documented. The caller stated that there is nothing published stating that results of any testing that has been performed by the ADA, or has anyone in Washington published anything to this effect.

The caller's main concern is that the TSO's are providing incorrect information that is related to many passengers health.

4/14/2013

3:50:55

PM

The caller said that his daughter's insulin pump was \$8000, and it is required that she have it to avoid the shots. The caller said that damage by the machines may void the warranty also. Caller did not want to file the complaint in writing and just wanted to make the officers aware so that other passengers insulin pumps do not get damaged.

Flight info:

Date: 4-14-2013

Airport: SFO

Screening Time: 12:30pst

Terminal: 3

Checkpoint: F-2

The caller wants to file a complaint regarding a patdown. He stated that he has a knee replacement. He stated that he was returning from Hawaii. He stated that he had a patdown that took over three minutes to complete. He stated that he went up and down in the front and back of his legs. He stated that he ran his fingers around the collars of his shirt and the sleeves.

He asked if there is anyway that he can avoid the pat downs in the future. He stated that he uses the AIT sometimes. He asked if there is anyway to document this complaint on this TSO. He stated that it was very excessive. He stated that it was very inconsistent with the patdowns he has had in the past.

I advised the caller that passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies and alarms.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

4/14/2013

4:34:18

PM

I explained that all passengers have to be screened on every flight. I explained that this was standard procedure. He should never be asked to remove or lift any article of clothing to reveal a sensitive area of the body.

I explained that I can forward this information to the CSM at the location for review.

The caller's flight details are as follow:

Departing Airport: HNL

Destination: SAN

Airline: Hawaii

Flight Number: 16

Gate: 26

Date and Time: April 11th, 2013 @12:00 pm

He stated that the officer was 5'6", and ethnic local (Hawaiian).

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/14/2013 8:08:18 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/14/2013 7:45 PM Airline & Flight Number : AZ 611 Checkpoint/Area of Airport :

Terminal 1 TSA Employee: (If Known) :

Comment : I chose not to pass through the x-ray machine and opted for a pat down. I believe that the x-ray equipment is an unnecessary risk for my health. I was rudely told to wait and the agent called for more than 5 minutes for someone to come and perform the screening - no one came. I grew concerned for my personal items: passport, wallet, computer which were all out of my view on a table where many people passed and where there was a lot of confusion. After a time I grew anxious and decided I could not wait any longer and went through the new x-ray machine. I tried to find a supervisor but was curtly answered by a woman who explained it was due to staffing - this was in no way evident to me as I saw many staff, men and women, standing around. I told her this and she said I was right, but then dismissed me saying 'I had registered my complaint'. This is the reason I am writing this note - I want to register my complaint. I travel almost 300 days a year - the process is stressful and tiring. It would be appreciated when some of the last people you will meet in NY (those of TSA) would be kind and helpful instead of discourteous and dismissive. I hope that TSA would try to be an ambassador for NY and not a caricature.

4/15/2013
7:59:17
AM

One other note. Why are staff exempt from going through the x-ray machine - I saw several staff pass through the old style control without any pat down - is it not critical that everyone be thoroughly screened going into a secure area - or is it all for show?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); 4th Amendment Current Date/Time : 4/14/2013 7:14:23 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :

Airline & Flight Number : n/a

Checkpoint/Area of Airport : n/a

TSA Employee: (If Known) : ALL of you

Comment : Your organization is nothing more than an American Gestapo and you've made our airports a virtual concentration camp. All that's missing is the Arbeit Macht Frei on the doorway as we walk in. In the KZs, as Germans used to call concentration camps, the guards physically stripped people on the way in. The only difference is that you do it with machines. Germans were told the same thing, that it's "too keep you safe". It was a lie then and it's a lie now.

The 4th Amendment of the CONSTITUTION DOES NOT ALLOW this for ANY REASON WHATSOEVER. What you are doing is outright fascism! I will not fly because of your employees' Nazi mentality. They are nothing but bullies and sociopaths. We are hearing on a daily basis about how they are blatantly stealing from people and blatantly violation the dignity of everyone that goes through an airport. You are a greater danger than any terrorist because you use terrorism yourselves to control us.

You are doing more damage on a daily basis than any real terrorist had ever dreamed of. The real ones want us scared and you're proving to them that we are. Even though most know your tactics are treasonous, they are forced to put up with it regardless of their beliefs about it. The rest of us refuse to fly.

4/15/2013
7:59:22
AM

The Fourth Amendment to the Constitution, which disallows you to search people just because you feel like it. You MUST have LEGITIMATE probable cause AND a warrant for a specific person. You MUST PROVE TO A JUDGE to search anyone and it MUST be specific to that person. The entire point of our Constitution is to keep the power hungry from victimizing the citizens of this country, which you do millions of times over on a daily basis.

It's un-American.

It's fascism

It violates Presumption of Innocence

Hitler and his goons ALSO claimed anyone who resisted WAS A TERRORIST!

Pg. 28 - Home Front: Germany

Hitler persuaded Hindenburg to sign a decree "for the protection of the people and state". The decree nullified the right of habeas corpus, thus giving police the right to arrest any person or group without due process of law. Police were empowered to open letters, monitor telephone calls, examine bank accounts and search property and persons without a warrant.

"The Germans imposed the Nazi tyranny on themselves." William L. Shirer, The Rise and Fall of the Third Reich. So are those who allow you to do what you are doing.

"Propaganda is not meant to fool the intelligencia, BUT TO PROVIDE THEM WITH AN EXCUSE." - Josef Göbbels, Nazi Propagandist. Sound familiar?

To whom it may concern,

I am a twice weekly traveler and travel all over the United States. I live outside of Little Rock so every work week my travels start here. I had one of the worst experiences by far I have had at any TSA Checkpoint yesterday April 14th, 2013 between 3pm and 4pm prior to my 4 pm flight to Charlotte. The airport seemed extra busy yesterday afternoon. I am wearing a heart monitor and was advised per my Physician that I should be "patted down" and not pass thru any of the machines in TSA, especially the scanner. When I finally got to the area to load my belongings in the belt to be scanned, I told the woman working that I am wearing a heart monitoring device and need to bypass the scanning and be patted down. She then very rudely told me that I could go thru the scanner and I persisted "No, I will not due to my medical device" She seemed very irritated and told me that I would be opting out of the scanning and needed to be patted down by an officer. I am starting to get frustrated at this point because this is what I mentioned 5 minutes prior and she wasn't listening. Meanwhile, my belongings have passed thru and I can not see them. She also told me " That x-ray ain't got to radiation and I would be okay." I then just stopped talking about this with her because it was obvious that her training was not sufficient to know, understand or comprehend that xray= radiation. Is this the type of people that we have as our first line of defense in our airports?? It took 20 minutes to get a female officer to assist me. After she called 5 times for a female, a person came over. I say person because it was a gentleman who had his long hair in a bun and was wearing multiple pairs of ladies earrings and wanted to argue with me about the fact that they are short handed and didn't even have a supervisor on duty!!!! I was not argumentative, I just wanted to pass thru and make my flight and hope no one steals my belongings, I did mention that I have a right to keep an eye on my belongings at all times and he said I do but he didn't have the staff to accommodate it and that I technically couldn't see my things while in the scanner.

After 20 minutes, this gentleman relieved the first woman I spoke to and she was the one to do the manual pat down.

4/15/2013 This process needs revamping. I am extremely disappointed in the way I was treated as I am a platinum status member of Delta and Us Air, I have been thru many TSA check points and this was the worst I have encountered in a long, long time.

9:59:14
AM

(b)(6)

4/15/2013 I have had an ostomy since 1995. I have never had trouble traveling through security until Sunday April 14th at San Francisco near the United counter about 10:30 am, I received an inappropriate patdown I would like someone from your center to
11:56:41 contact me about this at this e-mail address. Someone with this procedure should not have to undergo an inappropriate patdown.

AM

Caller was extremely upset. She was at the checkpoint in TPA on Wednesday between 2:45 and 3pm. She opted for a patdown as she always does. A female African American TSO told her to send her items through x ray which included her purse, boarding pass, etc. Caller told the TSO there was no one there to do her patdown at that time and she would not be able to see her items during the patdown process. The TSO told her it would be okay. Caller asked to speak to a supervisor.

The person who came was white, has a diamond earring in his left ear, maybe 30-ish. He was slovenly looking. He had a light brown hair and is about 5 9. She told him that she could not see her items including her purse. He kept telling her, You need to calm down. He was rude and did not care that she could not see her purse and other items. He told her, Your purse is not going to get stolen.

His attitude was that he had power over her and he enjoyed it very much. Caller said the female TSO was improperly trained and should not have sent her items through in the first place. Caller felt that the STSO was taunting her. He blocked her line of sight with his body. She has never been treated so bad in her life and does not get treated this way at any other airport. She has been treated badly at TPA before but this was the worst.

4/15/2013
12:26:13
PM

Airport: TPA
Airline: Southwest
FlightNumber: 104
Date and Time: April 10, 2013 at 2:45pm (Time she was at the checkpoint)
Location: Southwest Terminal

I apologized to the caller and told her I would send this to the CSM today. I told her if someone needed to get in touch with her they would do so via email. If they had questions, they may call her. Caller wants to hear back from someone. If she doesn't hear back, she is going to call the governor. She does not believe she should have to be treated this way.

4/15/2013 She says that she has heard that procedures have changed at Denver and that body scanners are no longer used there. She wants to know if this is true. She wants to know if patdowns are still done. She says she is not going to fly until AIT and
2:42:53 patdowns are no longer used.

PM

Advised caller:
AIT is still used. The AIT used now does not have an image of her actual body. It just uses a generic outline of a body. Patdowns are still done as well.

Ladies and Gentlemen:

4/15/2013 4:02:56 PM Yesterday afternoon, I opted out of the Advanced Imaging Technology screening at MCI Airport (Kansas City) and instead was screened with a pat-down. After patting down my mid-section, the female security guard conducting the pat-down said "Nice abs." I found this comment to be highly inappropriate and offensive in the context of a mandatory security screening.

Sincerely,

(b)(6)

I used Pre-Check access at the Atlanta airport today. As I have metal implants, I was very disappointed to find that the Pre-Check area did not have a scanner, and I had to be patted down. Please provide a scanner so travelers like me are not subjected to pat-downs. The courteous male employee who patted me down told me that there was a scanner there but that it was removed. This makes it hard to understand.

If I had known that there was not scanner, I would not have used the Pre-Check line.

4/15/2013
9:08:18
PM

(b)(6)

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/15/2013 9:17:28 PM

4/15/2013
10:04:52
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): MCI Kansas City Airport, April 14, 2013, 4:10 pm, Security Checkpoint for Gate 37

Comments: After patting down my mid-section during a pat-down screening, the security guard said "Nice abs." I found this to be a highly inappropriate comment and offensive in the context of a mandatory security screening.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/15/2013 10:30:14 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): (b)(6)

(b)(6)

Palm City FL 34990

4/16/2013 Location: PBI (Palm Beach International Airport)
8:16:55 Flight Jet Blue B6 140
AM Gate 16

Time screened Approx 4:45 A.M

April 15, 2013

Comments: I had a screening at the Palm Beach International airport which I believe was very inappropriate by the screener. I would like to first state I am a frequent traveler and I have screenings performed on me every week when I fly. I am silver medallion on both US AIR and Delta Airlines; every Monday and Thursday I am at the airport. I normally opt out and receive a pat down screening which for the most part have been quite routine and never too intrusive where I felt that the person performing the screening was cautious about touching our private parts. Once there was one incident at Buffalo airport that I did have a TSA screener grab my groin area with the palm of his hands, however, the supervisor quickly corrected him and apologized. He explained that he was new and in training. I accepted the apology and thought nothing of it. My experience at the Palm Beach international was quite different. The Screener started out very professional ... palms up, face your luggage and explained how he would perform the pat down. Everything was fine until he went up to my inner thigh he pushed his hand far enough up that his hand slid in the crack of my rear end. I thought it was at first an accident, however, when he did it for the second time, I calmly told him that this was inappropriate. He stated that if I have a problem to speak with one of the three supervisors. I let him continue the screening process. This time he checked my inner thigh from the front and again forced his hands too far up for too long in my groin area. I am aware that this job is somewhat sensitive in nature, but, this is the first time I felt that there was a problem with the screening. As he was performing the screening, I noticed the supervisor standing and socializing with two other TSA agents. When I spoke to the person performing the pat down and told him I felt it was inappropriate how he touched me, A black gentleman (I assume the supervisor), rushed over and just stood there with an threatening stare approx 20 feet from where I was being screened. The way he came over made me feel as if I could not raise my concern to him. The issue that I have is how this was handled....It was NOT. I wanted to speak to a supervisor however, I did not get the impression he would have listened. I was never asked if something was wrong. He never spoke to me or the TSA agent to find out what the issue was.

I have a young daughter and I would hate to think how I would feel if someone felt her in her private area and the person in charge would not ensure that she was not violated. I understand the need to keep us safe and I am glad to know that we have a process in place; especially that because I fly every week. However, I believe the traveling public too often become victims of people in authority that do not know how to handle the role that they are placed in. I am disgusted with what happened and I

Complaint Information

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Hebron KY 41048

Email: (b)(6)

What happened?

4/16/2013
8:17:05
AM

When I was next to enter the Xray machine, I told the TSA officer that I'm an opt-out. She looked mad and called for a female assist without acknowledging me or telling me where to stand. She was a short, curly-haired black woman and I didn't see her name tag because the whole time she was working at the machines she stood sideways, not paying attention to passengers. She clearly did not want to be there. While I waited for the female assist, an overweight blonde, white woman was yelling from the other side of the baggage belts that there isn't any radiation in the x-ray scanner. I don't know if she was attempting to communicate with me or someone else. Then the designated female assist came to get me and while we were waiting for the area to be clear, she said "Did you know that there isn't any radiation in the machine?" I replied "Did you know that you're not supposed to discourage passengers from opting out?" She looked away.

After my pat-down, she took her gloves to the machine and came back and said the machine was down and I'd require additional screening. A tall, white lady (maybe (b)(6)) came and told me that the gloves tested positive for explosive residue and I had to go to a private room(cont'd) for additional screening. I asked if this could be done in public and she said now. (b)(6) and the other worker (maybe (b)(6)) did fair pat-downs (didn't hurt me or pull on my hair or clothes as other TSA workers have) but this is harassment and a violation of my civil rights. Your employees are either completely ignorant or purposefully attempting to deny my rights. X-rays have radiation. I don't blame them for not wanting to do a pat-down, that would be a terrible job. But I'm not required to be subjected to an x-ray to travel. You need to educate your employees about their jobs and passengers' rights. I have no doubt that I was made to endure an additional search and taken out of the public view for more 'screening' because I exercised my right to opt-out, and they didn't like that, so I was 'punished.' Please educate your workers, and I would like a follow-up communication and reassurance that you will discontinue this illegal behavior.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began. 'punished.' Please educate your workers, and I would like a follow-up communication and reassurance that you will discontinue this illegal behavior.

Sunday, 04/14/13 6:10AM

Where did this happen?

Place (name of the airport or other facility):

Cincinnati/Northern Kentucky International Airport

City: Erlanger

Hello:

Your link to a comments submission file site, www.Regulations.gov search for TSA-2013-0004, isn't working though mentioned in today's NY Times.

I am a frequent flyer who finds the current screening process disruptive and disrespectful. If I wear a pendant necklace, I turn it around to avoid the pat down of my breasts. When I go through the non-AIT pat down, I feel the prodding of my crotch region is crude even if I'm wearing close-fitting pants instead of looser clothing to allow easier screening. The pat down doesn't improve finding underwear bombs anyhow.

4/16/2013
12:03:34
PM

As a health professional, I am concerned about radiation exposure repeatedly for non-clinical diagnostic purposes. Please continue to move away from radiation-type scanners.

Has there been any proof of greater safety to offset the delays and costs???

(b)(6)

SLC UT 84108

Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and having him in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told caller

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

I could not tell him he could put on the cup while at the checkpoint.

4/16/2013
12:27:52
PM

For future flights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issue. TSA Cares is for passengers with a disability or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is difficult for him.

Name: (b)(6)

Phone:

Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his business. I could not tell him if there were properties that may test positive in the products.

Disability Description: Caller has an anxiety disorder.

Information Request: Caller has an aversion to touch and wants to know if he is required to go through a secondary private patdown can he be allowed to place cup over his genitals before they perform the patdown.

Response Details: Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and having he in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabbed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told caller:

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

4/16/2013
1:02:08
PM

I could not tell him he could put on the cup while at the checkpoint.

For future flights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issues. TSA Cares is for passengers with a disability or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is difficult for him.

Name: (b)(6)

Phone:

Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his business. I could not tell him if there were properties that may test positive in the products.

Disability Description: The caller has been wearing a knee brace for about a month and a half due to arthritis.

Response Details: I told her that if she wants to file a formal complaint, it should be in writing. I gave her the following information from the RFI, and told her that I will send her the information to file a formal complaint via email.

The complaint must be:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

I told her that the email will have the mailing address, as well as a link to go to in order to file the complaint online.

4/16/2013

1:05:15
PM

I also told her that this record will be escalated to the Office of Disabilities and Public Outreach for them to handle.

Incident Details: (b)(6) is a crewmember of Shuttle America and has been going through screening with the knee brace for approximately 1.5 months. She always goes through the AIT, then has her knee patted down. ETD testing is usually done on her hands and knee brace. However, her experience at SBN was not the same. She said that she was forced to go into a private room and pull her pants down to reveal the knee brace. She feels that this was a failure to accomodate her to due her disability. She advised that the patdown was conducted by a white female. She did not capture her name, but noticed that her badge said Lead on it. There was also a african american female TSO assisting her.

Date: 4-16-2013

Time of Screening: Approximately 5:35AM

Depart Time: 6:15AM

Airline: United Express

Flight Number: 3501

Departing Airport: SBN

Destination: ORD

I am flying next month. I am scared! I cant believe you are allowing folding knives on the aircraft. My husband is a retired State Patrol and a Marine, and he said a small knife is lethal! I also remember 9-11. have you really forgotten what happened on that plane?????

With all the news the last day, I am afraid.

Please rescind your decision to allow any kind of knife or sharp object on our air lines.

I dont see how it takes extra time to check for this, as you have pat downs, X-rays and also scanners for luggage and carry ons.

This is a ridiculous decision.

4/16/2013

2:20:56
PM

Thank you,

(b)(6)

Complaint Information

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Palm City FL 34990

Email: HYPERLINK (b)(6)

What happened? See Attachment:

4/16/2013

4:02:22
PM

When did this happen?

Location: PBI (Palm Beach International Airport)

Flight Jet Blue B6 140

Time screened Approx. 4:45 AM

April 15, 2013

Where did this happen?

Place: Palm Beach International Airport

City: West Palm Beach State: Florida

Who treated you unfairly?

I recently had an issue with a TSA person in Miami.

I opted out of going in the sonic blast machine and decided for a pat down.

According to the person, I "alarmed," so I complied with the "further open hand" search after they recorded my name and passport information.

Obviously, the machine was giving a false positive since I have been nowhere where I would come in contact with any kind of chemical that would make that machine react.

I requested to see the calibration paperwork of the machine because I knew that they were doing it to harass me. I have not been anywhere near any kind of farming, explosives, or anything that would set that off.

4/16/2013

5:58:50

PM

The person that did it was a brazen/barely English speaking (using words like scrait and finda)/embarrassingly overweight African American gentleman who refused to give me his ID when I asked for it.

In all fairness, he did do the procedure very professionally.

I told him that I planned on reporting this incident, since I don't deserve to be on any kind of "list" given the fact that I travel 8-10 months a year for a living.

When I asked for his ID and the ID of the witness to the search, he quickly covered his badge with his hand and told me "I don't need that and my screening is complete...you should go before you get in trouble"

I said "ok bud, whatever makes you happy"

His response was "I'm not your buddy."

Caller wants to ask someone about the general situation, for her in particular. She has a GE card. She is 77 years old, a white female, has a right knee replacement which causes the alarms to go off. She thinks TSA knows about it. Global Entry doesn't make any difference for her. If she is a Trusted Traveler, why doesn't this do any good? The pat down is very invasive. It is a hideous experience. She thinks that, if she is a Trusted Traveler, this shouldn't be the case. Since the issues in Boston, she thinks it will get worse. Also, her baggage is somewhere else, and she is kept behind a gate until someone can pat her down. Meanwhile, her property is vulnerable. It is a very unrelaxed situation. She is pleading for some respect. Once you go to the Trusted Traveler lanes, there is not a scanner available, so she is advised that she must go through the pat-down. If she doesn't stand on that lane, she has to stand on line for longer than she can stand. Caller advised that there is an article that tells how to register a complaint about the screening equipment.

I assured caller that I would send her comments for review by the appropriate office. What's the point of getting a Trusted Traveler membership?

I advised that the program has a different purpose than what she is describing.

4/16/2013

6:35:16

PM

She advised that Trusted Traveler IS for the issue described.

Advised caller that the screeners are obliged by law to clear the alarms at the checkpoint with the pat down.

Caller advised that she thinks this is a TSA issue and not law.

Advised caller that if she cannot remove her shoes easily, there is a modification that can be made for the asking.

Caller advised that at LGA, they told her that she still had to remove them even though she advised them that it was a problem.

I advised caller that I recorded her comments and they would be passed on for review.

For each point I attempted to address with information about the policy that refuted her claims, caller disputed or discounted my response. For this reason, I simply recorded her comments and did not offer any corrections.

Feedback Type : Request for Information

Categories : Identification Requirements; Screening (AIT, Patdown) Current Date/Time : 4/17/2013 11:17:30 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/17/2013 Comment : Hi

12:00:42 PM I am working on a visa in the US and have to travel to and from the UK and each time I am held at the checkin desk in order to verify details sometimes for over an hour. Are you able to confirm if there is something flagged on my passport and if there is a way of avoiding these long waits?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The callers friend has titanium hips. The caller states that her friend is always profiled because he is black.

Information Request: The caller wants to know if there is some type of card her friend can get to let the officers know he has metal implants. The caller states that her friend is profiled because he is black and is made to go through the machines even after he tells them about the metal implants. The caller states that he always has to have a patdown after he goes through the machines. The caller wants information regarding profiling sent to her email.

4/17/2013 Response Details: TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

1:31:18

PM I advised the caller that if her friend sets off an alarm he would be subject to a patdown.

I advised the caller that I would send her the information on profiling.

I emailed the caller the information.

Feedback Type : Compliment

Categories : Professionalism; Passengers With Disabilities Current Date/Time : 4/17/2013 12:14:43 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/16/2013 10:00 AM Airline & Flight Number : Delta 1772 (PHX to ATL)

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6) (?) Comment : This TSA agent was unprofessional, unorganized, and very rude. This resulted in an extremely inefficient security checkpoint proceedings. She was excessively loud, and rudely pointed her index finger at every traveller. Because of her unprofessional behavior there was a very long line through the metal detector. One specific action should be addressed. During this inefficient line for the metal detector she rudely directed that an elderly

4/17/2013 woman give up her walking cane to run it through the x-ray machine. Then she put two or three people through the metal detector prior to this elderly lady who after a few minutes was visibly uncomfortable with no place to sit and not having access to

1:58:17

PM her cane to lean upon. I understand the cane needs to be sent through the x-ray machine. But this should be managed gently and professionally so that the elderly lady can give up her cane and proceed directly through the metal detector, or through additional pat-down if necessary, without having to wait for several minutes without her cane or a place to sit.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom this may concern,

On Tuesday, April 9th I was leaving the Orlando (MCO) airport and heading home to Baltimore at approximately 2pm when I was humiliated in front of many onlookers at the security checkpoint.

I am the Mother of a 12 month old child and before traveling I checked the TSA website for all rules and regulations regarding traveling with an infant at the airport. I am required to travel with his powder formula, water (for the formula), small juice and a small pouch of baby applesauce/sweet potatoes. I was under the impression that all was allowed and may require additional screening.

At BWI I did not have any problems. Actually, they were the nicest TSA agents I had ever met. I applaud them for their service. MCO is a different story.

After my diaper bag went through security I was pulled to the side and told that my formula had to be tested. Fine, I understand that. After the formula was tested the agent then told me he had to throw away the unopened bottle of water I had brought for the formula. The bottle of water, was one of those small bottles, not a large 16 ounce. I said "How do you expect me to feed my child his formula without the water?" The agent said, "Well I can test it." He opened it and tested the water. Then I was told that my small box of apple juice and the baby food pouch would have to be thrown away, because it too was not allowed to pass through security. I than said "Then what do I feed my baby?" I also stated that I read all TSA guidelines and that baby food and juice was permitted, but may require additional screening. I had very small quantities of both in sealed, unopened containers, so there should have really been no reason of suspicion. The agent then told me that I could be patted down if I wanted to take my child's food and drink through security. Of course a mother will do anything for her child, so I agreed.

It felt as though it took forever for a female agent to come over and perform the pat down. In the mean time, my child was screaming and I had tons of onlookers trying to figure out what was going on.

After finally being pat down, she authorized me to take the baby food and juice. After being humiliated in front of many onlookers she then told me that I could have just had the items tested. If I had known the items could have been tested, I would have never agreed to a pat down.

I understand what security measures we must take to ensure the public's safety, but if formula, baby food and juice are permitted to pass through security after being tested, why the pat down? Below is the statement I found on the TSA website.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teethers; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); 4th Amendment Current Date/Time : 4/17/2013 2:37:13 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 04/16/2013 6:29 PM Airline & Flight Number : Jetblue Airways # 364 Checkpoint/Area of Airport : speed through security & "Even More Space" priority TSA Employee: (If Known) (b)(6) ? spelling Comment : I am a 70 year old petite blond/white woman, an American Citizen, who wears fitted clothes without a belt. I was screamed at and then cursed at my (b)(6) and then yelled out by (b)(6) ? (b)(6) ordered that I stand on large yellow foot prints spread far apart in a machine. (No one could explain to me in plain English about radiation or display privacy.) My skirt does not spread that far apart. (b)(6) then again screamed at me about my arm position. I stood in position exactly as diagrammed in machine. She again cursed at me shouting "Jesus Christ!" Then she loudly ordered that I be subject to a pat down. To a reasonable person it should be obvious I could not be concealing any object under my clothing. She grabbed my boarding pass out of my hand and threw it in bin, and refused to return it to me. Big black women three times tried to grab my thighs through my straight skirt. I became upset. I was verbally abused, embarrassed, and harassed by such unprofessional conduct. As a result TSA's misconduct, I lost my priority boarding status - for which I paid. The airport is small and Jetblue is small. Such misconduct is inexcusable. If TSA is cutting back, I suggest that the first place to begin is to discharge government employees that abuse the public and their power. Their conduct is not in the public interest.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/17/2013 4:37:45 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear Sir or Madam,

I am a Flight Attendant from Germany,
Flying for Lufthansa German Airlines.

In December 2012 I was entering the USA at Lax Airport on duty.
I was asked to secondary Screening because my Fingerprints did not match.

4/17/2013
6:24:16
PM

Since this Entry I am always requested to proceed to secondary screening due to the same problem.
The officers at the immigration desk and at secondary screenings are always very nice and do not let wait very long.

Anyway my entire crew has to wait till I am done at secondary screening.

Our Lufthansa Headquarters told me about your DHS Traveller System and asked me to fill out a Redress Form.

I fill out the redress form and uploaded all required Documents (copy of my passport, current crewmans Landing permit and copy of my visa, issued by the American embassy in Munich, Germany)

It took about 20 business days and I received the attached letter from DHS Trp.
(Redress nr (b)(6))

As it seemed to be the final answer I took the letter with me on my next on duty trip to the USA.

Unfortunately I was asked to proceed to Secondary screening again.
The officer informed that either him nor DHS seem to know what's the problem.

April 16, 2013
JFK to TPA via Delta (#DL2391)
Screening Time: Approximately 5:30 PM

Caller's mother opted for a patdown and left her purse at the screening checkpoint on the behest of the TSOs, who affirmed her in that her items will be safe. The mother went through the patdown only to find that she was missing a ziploc bag out of her purse. The ziploc bag contained the following items.

Sony digital camera along with charger
Virgin Mobile phone charger

4/17/2013
7:20:06
PM

The caller's mother (b)(6) is 72 years old and she has difficulty in speaking English. The caller starts out the contact in a combative sort of state, talking about how she believes it is absurd for her to not be able to speak to someone in JFK directly. Caller is informed about the CSMs role and how she can contact them through our IVR. The caller wants to speak to someone about the issue immediately at JFK. The caller is informed that CSMs are but one person and they handle customer service relations at some of the largest airports in the world.

Caller also goes quickly into the claims form information, also taking offense at the fact that she would have to scan the claims form in order to get her mother's signature on a PDF. Caller is told she will have to send it through fax or mail instead.

Caller is informed that the CSM will be informed about her situation through mail. Caller is told that TCC is not able to look into these cases individually, and TSOs are not the only ones at the checkpoints. Caller is sent the claims form via email.

Caller is also particularly concerned about viewing the video footage. (b)(6) goes so far as to say she wants to watch the video personally with (b)(6) when she goes to pick her mother up at JFK.

Sending this up for review and notification to the CSM at JFK due to:

- 1.) The mother's condition
- 2.) The cost of the items missing (caller estimates \$350 dollars)
- 3.) The items are missing out of carry-on luggage.
- 4.) The lividity of the caller.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 4/17/2013 7:12:03 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/17/2013 7:57:41 PM Comment : On our return flight from ORLANDO MY DAUGHTER WAS PULLED ASIDE FROM THE FULL BODY SCANNER. THEY DID A PATDOWN AND FOUND NOTHING BUT STILL REQUIRED HER FINGER PRINTS. WHY was that necessary.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 4/17/2013 8:36:25 PM

4/17/2013

9:00:18

PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal D, AA flight 1574 to Atlanta

Comments: Officer (b)(6) was extremely rude when I asked for a pat-down. She was condescending to me several times and purposely made me wait while she halfheartedly requested male assistance. Then gave cryptic instructions - when I did not understand, she mocked me and made rude mumbling comments to a co-worker. I am extremely respectful towards everyone - I would expect that the TSA would hold their employees, especially (b)(6) to the same standards.

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 4/18/2013 1:37:37 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/18/2013 8:19:10 AM Comment : I am a medical doctor, master in molecular biology and PhD student in epidemiology. I come from Panama. I have been in several airports: Spain, UK, Cuba, Sweden and Finland. There is no peer in the level of uncomfortable security measurements compared to a USA airport.

I am deeply concerned about the "strengthening" of security measurements once I travel or transit in USA, after the events of Boston, the alleged explosive device found in NY, the poisoned letters sent to US politicians and the explosion that occurred in Waco few hours ago. When I write this request, the agents who caused such events are unknown (so we, public, don't if such tragic events have a local or foreign agent).

My question, how long will the screening at the airport, and how much the cost of visas (like tourism or transit) will increase be after such unfortunate and hideous events, which nobody claimed any responsibility?

Would you like a response? : True

Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was traveling from MDW on 4/15/13 and she had a skirt on and when she went through the AIT nothing went off and they told her that she still needed a patdown. She stated that she ask the agent why she had to be patdown because the AIT didn't set off an alarm and the agent told her that she could be hiding something underneath her skirt.

She feels she was discriminated because she had a skirt on and in another aisle over from her another lady had a skirt on and they did the same thing to her as well.

4/18/2013 9:46:14 AM Caller also stated that she ask a TSA supervisor why did they pick them out and she was told because they had skirts on and they told her that's policy and gave her our phone number.

She didn't want to provide her last name and information she just wants to make us aware that women shouldn't be patted down just because they have a dress on.

Advised Caller:

I told the caller that I could send this up to a CSM but I would have to have all of her information before I could send it up to CSM.

This morning at 645 am I was going thru security. They directed me to go thru the small square screener. I told the guy on the other side I had a hip replacement but I realize now he was bullshitting with someone else. I set off the alarm. I was told I could not go thru the round screener and would have to be patted down. I told the guy I really objected and was told I had no choice that was procedures. During the pat down my genitals were fondled four times. The Station

4/18/2013 10:02:57 AM Manager (b)(6) was far more concerned with covering his butt and my anger and language than solving his problem. Why was the frickin small scanner being used at all? I guess we must have invested in inferior technology and made us US citizens less safe by investing in the bigger round screeners which also in use at the same time.

(b)(6)

4/18/2013 11:57:48 AM
Caller says she had a really bad experience in Fort Myers yesterday. She does not want to file a formal complaint. She had broke her foot on vacation. Whens he got to the checkpoint, there was confusion about her ID. She thought her husband had it, but he didn t. Come to find out, she had it. She says that she mumbled profanity under her breath while digging through her purse because she was frustrated that she could not find her ID. She says that the officer held the ID up right beside her face and continued to look back and forth between her face and the ID. She says that this set in motion the other events that occurred. She had to have a patdown and said she was groped and they kept wanting her to move her foot, but it was broken, so she couldn t. She says that she is more concerned about the officer who checked the ID than she is the one who done the patdown. She says she feels this is poor customer service and she does not feel it is disability related. She says that when she got home, she noticed her bag was inspected and this set her over the edge. She says that she is fine with her bag being inspected, but after the events that occurred at the checkpoint, it made her more upset. She says that she just wanted to tell someone and have someone listen to her. She says that this is not my fault and I didn t have to apologize.

Advised caller:

I apologized to the caller. I explained that I know I was not the one that done this, but I apologize for TSA as a whole.

4/18/2013 11:57:48 AM
Caller says she had a really bad experience in Fort Myers yesterday. She does not want to file a formal complaint. She had broke her foot on vacation. Whens he got to the checkpoint, there was confusion about her ID. She thought her husband had it, but he didn t. Come to find out, she had it. She says that she mumbled profanity under her breath while digging through her purse because she was frustrated that she could not find her ID. She says that the officer held the ID up right beside her face and continued to look back and forth between her face and the ID. She says that this set in motion the other events that occurred. She had to have a patdown and said she was groped and they kept wanting her to move her foot, but it was broken, so she couldn t. She says that she is more concerned about the officer who checked the ID than she is the one who done the patdown. She says she feels this is poor customer service and she does not feel it is disability related. She says that when she got home, she noticed her bag was inspected and this set her over the edge. She says that she is fine with her bag being inspected, but after the events that occurred at the checkpoint, it made her more upset. She says that she just wanted to tell someone and have someone listen to her. She says that this is not my fault and I didn t have to apologize.

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Advised caller:

I apologized to the caller. I explained that I know I was not the one that done this, but I apologize for TSA as a whole.

Hello, I am writing to inform you that I was harassed in an insulting manner by one of your employees at SFO Intl. Airport, on April 16, 2013 at 8:40 am. The name of the employee is (b)(6)

(b)(6) found it necessary to belittle my request not to walk through the large body x-ray scanner, which is supposed to be removed from all airports shortly..

He shouted at the top of his voice, probably six or seven times, "Female Pat-down!!", "Female Pat-down!!"all the while smirking and laughing at me. He then, to spite me, opened the smaller scanning machine and waved several people through that one. I told him that I would walk through the smaller scanner, but he refused, again in delight to belittle me, saying loudly: "But you refused before!!" I never refused the older type of scanner, but when I requested to walk through that one again, he blocked it with a large pane of some sort.

4/18/2013 12:08:36 PM
I then asked for his name, as I became more irritated with you employee, and I believe rightly so.

He was then relieved by another TSA person and sent away.

I am 72 years old, a married woman, and deserve more respect and expect better manners from your personnel. (b)(6) is obviously not suited for the job and should seek employment elsewhere.

Sincerely yours,

(b)(6)

Kansas City, MO 64114

HYPERLINK (b)(6)

Disability Description: The caller said she had a complaint regarding her friend who is blind that occurred at San Diego.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

I apologized to the caller for the experience of her passenger. I provided the caller the email address and the mailing address to file a written complaint.

Sent the D RFI to passenger.

I incorporated the flight info in the recent flight info and itinerary.

Incident Details: The callers friend is blind. She was traveling from San Diego on 4-10-2013 at the TSA checkpoint. The caller said her friend alarmed the WTMD because of her white cane. The passenger in question then was asked to have a patdown. The caller said during the patdown the TSO agent refused to allow the blind passenger to have her cane present. Also during the patdown the TSO explained the process but was very rough with the passenger and knocked her off balance. The caller then requested that the cane be returned and the passenger in question reached her hands out to find the cane. The TSO agent told the passenger to calm down. The caller then at that point requested a Supervisor on behalf of her friend. The Supervisor (b)(6) advised the passengers friend to next time contact TSA Cares for assistance for the flight to avoid an issue like this.

4/18/2013
1:08:38
PM

The caller said that she needed assistance with the situation going on in front of him but the supervisor simply told her what she can do for the next flight. The caller said that she told Supervisor (b)(6) to handle the situation at that very moment. The TSO then advised the cane would have to go thru the x ray screening but the caller's friend refused to put the cane through the x ray. The last time she had her cane x rayed by TSA, it came out broken and unusable so she was reluctant this time. The caller said the TSO agent disassembled the cane and sent it thru the x ray anyway, and the cane did break during screening. The caller said her friend now has a broken cane and wants to report this abuse. The caller provided the flight info for she and her friend.

4-10-2013
approx- 9-10am
flight # 733
Southwest
gate 6

The caller does feel that this was a failure to accommodate to her friend's disability.

The caller stated that she will file the written complaint on behalf of her friend. Since she is blind, she is unable to file it on her own. The caller also wanted to know how to contact the CSM at SAN. I provided the caller the IVR and option 5 information.

The caller also asked how to file a civil rights complaint with a group that represents the blind such as a coalition or group.

From: (b)(6)
Sent: Tuesday, April 16, 2013 5:18 PM
To: 'TSA-ContactCenter@dhs.gov'
Cc: 'GotFeedback@dhs.gov'; 'miacoordinationcenter@dhs.gov'
Subject: ~ Inquiry from MIA's website ~ TSA Incident

I recently had an issue with a TSA person in Miami.

4/18/2013
3:59:55
PM

I opted out of going in the sonic blast machine and decided for a pat down.

According to the person, I "alarmed," so I complied with the "further open hand" search after they recorded my name and passport information.

Obviously, the machine was giving a false positive since I have been nowhere where I would come in contact with any kind of chemical that would make that machine react.

I requested to see the calibration paperwork of the machine because I knew that they were doing it to harass me. I have not been anywhere near any kind of farming, explosives, or anything that would set that off.

The person that did it was a brazen/barely English speaking (using words like scrait and finda)/embarrassingly overweight African American gentleman who refused to give me his ID when I asked for it.

In all fairness, he did do the procedure very professionally.

The caller was at CMH yesterday 4 17 13 dropping off family members. She indicated that Caucasian and African American people were being screened more thoroughly than Korean and Middle Eastern passengers. She mentioned that TSO were holding ID up the Caucasian and African American passengers to verify identity. These groups of passengers were sent through the scanner and received pat downs. The caller indicated that this did not occur with the Koran and Middle Eastern passengers.

4/18/2013
4:17:57
PM

She indicated that this was very shocking to her, especially in light of what occurred in Boston on 4 15 13.

This occurred between 8am and 10am at the checkpoint in the Southwest terminal just past the ticket counter. The caller indicated that she watched this for two hours.

I advised that I had documented the information that she provided and TSA does monitor the number and nature of such complaints. I thanked the caller for calling to make us aware and explained that TSA cannot address an issue if we are unaware that it has occurred.

I advised that I would refer the information to the CSM at CMH as well.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/18/2013 8:15:11 PM Airport : LIT - Little Rock National Date/Time of Travel : 04/18/2013 6:30 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/18/2013 8:56:13 PM
Comment : I went through the full body scanner. I was wearing a t-shirt with a metal zipper at the neck - clearly visible. Security stopped me and told me that they would have to check the zipper - put down the zipper on my chest and pat down my back. There was nothing on my back but my shirt. The screener did not use clean gloves. I don't understand what the big deal is about a shirt with a metal zipper at the neck. The zipper was in plain site. They didn't have to pat down the metal zipper on my jeans. This touching people's clothing with "used" gloves can spread microbes and from a public health standpoint, is inexcusable. I do not care for people's hands on me like this. This screening is getting out of hand. For your information, I am a woman born in Kansas, American citizen, 57 years old. I have red hair and blue eyes.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/ED/B2/ApplicationManager>

The caller was flying from Louisville to Charlotte yesterday and when going through the security checkpoint, he was selected for additional screening. He was taken to a private room where he received a patdown. He stated that the officers left his carry-on bag unattended and when he arrived in Charlotte, he noticed that his Norelco shaver was gone and had been replaced with one that wasn't his. He stated that the razor in his bag was a different color and it does not work. He also mentioned that the charger in his bag does not fit the razor. The incident occurred between 10:00 and 10:30 a.m.

4/19/2013
11:45:56
AM
Airport: SDF
Airline: US Airways
Flight number: 2247
Date and time: 04 18 2013 between 10 and 10:30 a.m.
Gate: B4

Advised caller:

He will be sent a claim form and I will forward his complaint to a CSM at the airport.

Callers daughter has traveled to Ft. Lauderdale from Long Island twice and she has been pulled aside both times. Caller states that her daughter has flown many other times and had no incidences. Caller indicates that on one of her flights, she was pulled aside and her fingerprints were taken. Caller wants to know why we are doing this to an American citizen.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a pat down on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

4/19/2013
1:12:37
PM
TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Name: (b)(6)
Phone:

Preston took over the call.

Caller is concerned because ever time her daughter flies out of FLL she is pulled aside for additional screening. Caller stated that her daughter was pulled aside and fingerprinted for a previous flight. Advised caller that TSA does not fingerprint passengers but her daughter could have been screened by ETD. Advised caller that during the ETD testing the officers would have ran a wand with paper attached to the end of it, and then tested the paper. Advised caller that this could be what her daughter confused as fingerprinting.

Caller flew on 4 17 2013 from Rapid City, SD to Dallas on American Airlines. He did not have the flight number. His flight was at 2:05 pm and he went through the checkpoint about 1 pm. He is 63 years old and has been flying for the last 45 years. He wanted to make a complaint about the equipment at the airport and the way that TSA handled him. He said that he was concerned with getting everything metal off his body. He left his checkbook, a notepad, and a small squeeze bottle of lotion in his right front pocket. He set off the alarm. He said that TSA thought the checkbook was a bomb and he was a terrorist. He was asked to remove the items from his pocket and they were inspected. He said that it was cold and that his hands were dry. That is why he had the lotion in his pocket. He said that his hands were swabbed for explosives. The TSO told him before swabbing his hands that if he had washed his hands or used lotion the test would be positive. The test was positive. He was told to get all of his belongings and to remove his wallet and bring them with him. He was taken to a screening room where he got a patdown. He said that every part of his body was patted down. He does not see the reason for this just because

4/19/2013
1:52:08
PM
of a checkbook. He wanted to complain about the length of time it took and the machine that gives false positives. He said that he does not know why his items were just not run back through the x-ray. There was a young man standing there that he thinks was a new employee. He said that he thinks he was used as a training aid for a new employee. He did not like that. He said that he would not have objected if he has been told up front. He has never had to undergo such stuff because of a checkbook. He said that the agents were polite. He did not get their names. He wants to make a complaint about the lousy piece of equipment that we know gives false positives. He does not know why we subject the public to that. He wants this issue reviewed not just by Rapid City but by the person who purchased that piece of garbage. He said that he wants to be contacted by the CSM and if he is not he will contact his congressional office and he knows we will respond to that. He said that he is angry about the equipment and being used as a training aid.

I advised the caller that if there is an alarm the TSO's are required to clear that alarm. I told him that I would forward the record to the CSM at Rapid City Regional Airport for review.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/19/2013 1:41:49 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flight #1187 at the Akron Airport, April 15 at about 4:15 PM.

Comments: Hello,

4/19/2013
2:08:09
PM

I believe TSA employees at the Akron airport attempted to steal my laptop. After going through the body scanner (which I thought was going to be banned) an employee stopped me and wanted to know what was in my pocket. I had inadvertently left a pack of gum in a side pocket. I pulled it out and said it was gum. He then ramped up his tough guy attitude and questioned me again. "It's gum" I said again. He then went through a pat down.

Why would he need to do a pat down when he already could see my body scan?

Then he had put some chemical on my hands to test. So I'm suspicious because I had gum?

But meanwhile, one of the other guys took my laptop from the bucket and hid it at another counter away from the check area. When I was allowed to leave, I was gathering my belongings and immediately saw it was gone. So I questioned him. He then admitted it's probably over at the counter. I had to then go to that other counter and ask for my laptop, which I had to describe.

Why would they take my laptop and hide it at another counter? They left the rest of my belongings in their buckets. The laptop had already gone through the x-ray.

I think this was an opportunity to distract me and attempt to take the laptop. With all the news about TSA thefts across the country, this is obviously a very strong possibility.

I didn't expect this rude treatment at a small airport like Akron. LAX is ranked #3 city for most TSA thefts according to an ABC News investigation. Why do you hire such rude, egotistical people and allow this kind of treatment? We are not criminals. You may have some on the Akron staff. You need to screen these people for this type of behavior. It is unacceptable.

Sincerely,

The caller flew from TPA, and a number of LGAs were removed from her carry-on luggage. However, a small bag that contained jewelry, including a diamond ring and a string of pearls, was missing as well when she arrived to the destination. The passenger was in a wheelchair, and the TSO kept picking items from carry-on luggage, stating these cannot go on the plane. She did not see him take the bag, but knows that the only time the bag could have been taken was during the screening. She wanted to file a claim, as well as a complaint. Additionally, she wanted to compliment the female TSO who conducted her patdown at TPA. She indicated that the TSO was extremely professional and nice.

Flight Information:

Date and Time of Flight: April 18, 2013; 6:45 AM
Departure Airport: TPA
Airline: Southwest Airlines
Flight Number: 2451

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy.

4/19/2013
3:53:06
PM

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Please accept our appreciation for you taking the time to share this information with us.

I ordered a SF-95 claim form to the caller's postal address, and forwarded this information to the CSM at TPA.

I also gave the caller the contact information for TPA lost and found: 813-554-1414.

On April 8, 2013, my mother (b)(6) 86 year old female, my son (b)(6) and I (b)(6) was at Fort Lauderdale airport flying back to Virginia. We had checked our bags, my mother was assisted by an airport personnel in a wheelchair and we were going through security check. My mother ID consisted of her Social Security Card, a state issued Photo Senior Citizen Card with her signed signature and social security number on the card and a Commonwealth of Virginia Voter Registration Card.

The airport security would not allow her to proceed, he called his supervisor, and the supervisor would not allow her to board without additional screening. He tell me she need a driver's license or a passport. My mother do not drive and she do not have a passport. The supervisor wrote on her ticket NO ID. Two female airport security had her to pass through a metal detector, thorough patdown, her purse and medicine bag searched and her shoes swabbed. No problem found.

Checking your website:

www.tsa.gov/traveler-information/acceptable-ids there are acceptable ID. I don't understand what the problem was with her ID. My mother loves to fly but after what she went through this last flight she says it will be her last. I am very outraged. How would you feel if was your parent?

4/19/2013
4:08:48
PM

(b)(6)
Chatham, Virginia 24531

Date: April 8, 2013
AirTrain Flight 660 Gate: C6
Depart: Fort Lauderdale, FL 7:15 AM
Arrive: Atlanta, GA 9:05 AM
Confirmation Number: (b)(6)
Passenger: (b)(6)

Fort Lauderdale Airport Supervisor Initial: JN

April 19, 2013
TPA to AUS via Southwest (#755)
Screening Occurred: 6:45 AM
Checkpoint: C30-45

The husband to the complainant is the one who initiated contact. The husband is wanting to file a complaint about a patdown screening that his wife received in TPA. Caller states that his wife had a TSO that groped her breasts instead of going across them with the back of the hand. When the husband is asked about specifics on the incident, he hands the phone to his wife who takes over the contact.

4/19/2013
4:48:31
PM

(b)(6) had a sequined shirt with a large, sparkly flower. The sparkly flower caused an anomaly to appear on the caller's breasts. The TSO showed (b)(6) the area of concern on the ATR image and informed (b)(6) that she would have to go through a patdown in order to be screened.

The motion described by (b)(6) is that of a cupped hand being used on her breasts. At the time of the screening, (b)(6) had never gone through a TSA patdown. She felt the whole procedure was odd and she felt violated. It was until the caller spoke to her husband that she was made aware of the SOP of the back of the hands being used. (b)(6) felt like she was being groped during the patdown. She recalls of another time when she went through screening at DAL with the same shirt and set off no alarms nor had to undergo a patdown.

(b)(6) is informed that her situation is going to be relayed to the CSM at TPA for further resolution; she is informed that the TCC is incapable of looking into individual cases. The caller is advised to contact us back again if she ever receives such a patdown experience where she feels discomfort.

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Caller:
Caller is calling in behalf of his wife who finds the full body patdown really embarrassing and invasive. She has two knee replacements. She has received a patdown the last three times they have traveled. They travel on Alaska Airline. He wants to know if there is any document she can obtain to be exempt from receiving another patdown.

Advised Caller:
I told the caller there is no way that she can avoid a patdown by having paperwork saying she has two knee replacements. If she is not cleared by the WTMD and AIT then she will have to go through a patdown. If a patdown is required in order to complete screening:

4/19/2013

5:39:38
PM

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Caller is wanting information on how she can vote for the AIT vs the pat down. She read in the Washington Post that she can vote at the Federal Register website but can not find the voting section on that page. She does not like the screening procedures that are set in place and has avoided flying because of this. She thinks that the WTMD and the dogs at the airport are the only way that should be screened at the airports. She feels that the screening procedures are a violation to her constitutional rights.

4/20/2013
10:45:08

AM

CCR informed her that we have no information on this and since it was created by the Federal Register she can go through them directly. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. She can voice her opinion by writing to TSA HQ, but caller stated that she isn't good at writing. Greetings,

I live in Charlottesville and am trying to visit my brother in San Francisco. Obviously the most direct airports to begin and end my journey are CHO and SFO. In years past, this is a journey I've made easily, but recent TSA changes make me hesitate.

4/20/2013
3:00:47

PM

I know that SFO is an airport that is using the TSA's "Advanced Imaging Technology" and "thorough patdown procedures," or the full body nude x-ray scanners and invasive, groping pat-downs. The thought of submitting myself to either of these procedures is very disturbing to me. I don't want to have to compromise myself in order to fly. I know that if I do, I will regret it.

As a result, I have a simple question. Is there any way that I can fly to visit my brother in San Francisco and avoid these invasive procedures on the flight back to Charlottesville?

Thank you,

(b)(6)

To whom it may concern -

My family and I are fairly frequent travelers and have been through many TSA security check points in at least a half dozen airports in the past few years around the country. Being a business traveler as well as a mother to 2 small children, I am aware of the extra inspections we will go through when we're carrying liquids for children. In 3 airports in the past 3 months, TSA has left our enfamil liquid formula fully sealed and only opened the baby bottles to test for explosives. For the first time ever, while going through San Diego TSA in the Virgin America Terminal on April 5th, the TSA agent insisted on opening 3 unopened, shelf stable infant formula bottles. When you open them they have to be immediately consumed or instantly refrigerated. At no time were we offered a pat down or an alternative to our formula being opened and ruined. I am angry because when I asked to speak to the manager he explained that I should have been offered the pat down and they would have left the formula sealed. That wasn't offered and he and the agent seemed so indifferent to the hardship this would cause us as travelers with 8 hours of flying to go, that I felt like I needed to speak up.

4/20/2013
7:16:13

PM

I am requesting that a liquid formula rule be consistently enforced as well as explained to parents. I have been traveling for 4 years with my sealed liquid formula or other liquids for my kids without issue. This is the first time I've had seals broken and had to scramble to refrigerate it. This is also the first time we've been to San Diego and I was not impressed with this team at all. The woman checking ID and boarding passes chastized me for not having each person in our party holding their tickets and ID. Since we were a mom and dad with a 4 year old and 10 month old, this was difficult to do and I explained that. She then shouted at my son, "what is your name?" He said (b)(6). She angrily flipped through pages and said there wasn't a ticket for him - I pointed out that his formal name is (b)(6) and he goes by (b)(6) and she rolled her eyes at me. Given how many professional TSA people I have interacted with over the years, this was appalling.

TSA in San Diego was an extremely frustrating experience and had the potential to cause a lot of problems for my baby. Luckily we were able to keep the formula on ice or get flight attendants to help us on our journey home. I appreciate the work that the TSA is trying to do, however the way we've been treated as a family is less than desirable in many situations, but this was by far the worst so I felt I needed to speak up.

Thank you for your attention and consideration of reviewing infant formula regulations.

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/20/2013 6:53:05 PM Airport : HNL - Honolulu International Date/Time of Travel : 04/27/2013 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : Traveling with severe sunburn with skin blisters. I always opt out because I do not like radiation risks. Asked to use metal detector because skin hurt badly. I was told no by a nasty arrogant worker who proceeded to let an entire group through because they were "a family". Woman came and I attempted to lift my ankle length dress up to knee level to show her the burns and blisters. She "scolded" me for being inappropriate and said "put your dress down now". Then I pulled the sleeve down on my dress to expose the burns and blistering on my shoulders and tries to explain burns were on my chest area and pulled the neck of my dress over slightly to show my chest area. I asked her to not touch these areas. She threw her hands up and shouted, "I'm done". A supervisor came over and got quite close to my personal space and said he could keep me from getting home. I spoke to my husband who was standing on the other side of the gate without stepping out of the footprints on the floor. The supervisor said "You don't talk to him. You talk to me. I talk, you listen. He then called another woman over and conducted their "pat down". The rubbing on the back of my legs broke some blisters and causes pain. But nobody gave a damn. I was never treated with such disrespect in my life. I am contacting my state representative. I thought TSA was supposed to take medical and physical conditions seriously. Guess they still are low paid apes that think they are in charge of everyone. I am a US citizen and human being and was treated like shit. Aloha to travelling by plane again I hope TSA goes broke as a result of government cut backs....and I hope all the workers involved get second degree burns on their useless bodies. And of all places...I just spent a week in Hawaii being told that Hawaii believes all people are family and should be treated as such. Would the TSA apes have treated their mother or sister that way.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On April 19th my wife and I flew from Orlando to Westchester NY on Flt 594 Jet Blue.

Comment #1: We had even more space tickets which entitled us to the priority line at security (West Side). This line shared a checker with the employee line and was very slow to pass our line through. While we waited to be checked agents continually opened a gate and let scores of non priority passengers go ahead of us in this line. Why have a priority line at a premium price for tickets if this is the way it is administered?

Comment #2: Once we got through the check in agents insisted we form 2 lines. Turns out 1 line was served by 1 scan machine and was very slow and the other line was served by 2 machines and was much faster. Why not let one line go the the split point and then have the people go to the next available machine? Operator on the 1 machine line was letting 1 bag go to 3 or 4 for the other 2 machines just making the situation worse.

Comment #3: My wife wears an insulin pump. She was pulled aside and swabbed as usual and the two agents involved then proceeded to have a discussion as to whether the swab he tested was actually hers. The female thought he used a dirty swab. The swab tested positive and my wife had to wait for a supervisor have all her carry ons swabbed and tested and go for a pat down. We have no problem with the process just the unprofessional way the initial swab was handled. Supervisors were called and the whole process was very well done from that point on.

We fly out of Orlando quite often as Florida "Snow Birds" and this is the first truly bad experience we have had. Let's hope it was an isolated incident.

(b)(6)

Shelton, Ct 06484

Caller went thru the security checkpoint at Chicago Midway airport at about 10:45am after being in line about 45 minutes. Caller states that the TSOs did a poor job of security screening. She says that they were sitting around talking to each other and not paying attention to their jobs. She feels that this is a security concern. She had metal extension clips in her hair and the TSO did not patdown her head. Caller states that this has never occurred before on flights with her hair extension clips. Also, she had in her purse a lighter that she did not have to take out.
10:45am in line 45 minutes

Advised caller:

We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

4/21/2013 (NOTE: Also sent record to security.)

12:28:26

PM

Flight information:

Flight Path: Chicago to Denver Colorado

Flight date time: 4/21 12:05 pm

Flight #: (does not have)

Airline: Southwest

Airport: Midway

Gate Terminal: B7

Email: (b)(6)

Caller stated that she didn't want the AIT or walk through metal detector in fear that she'll get radiation poisoning. Wanted to request a patdown and wanted to know what the process would be for a patdown.

4/21/2013

1:34:06 PM Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers.

Caller stated that she flew out of Madison, WI on 4-12-13 and it's the second time that she has flown since the full body scan has been implemented. She has a prosthesis on her left arm, and when she went through the scanner, it showed as an anomaly on her right arm. They proceeded to patdown that arm, and she isn't sure why. She has no implants or anything in her arm, had a normal shirt on, and had no watch or anything like that on. This has also happened at FLL as well. She doesn't remember any specifics about the flights, but there's only one terminal at Madison, so it would have been that checkpoint there. She said that if she hadn't told the TSO that she had a prosthetic on her left arm, she doesn't think they would have ever known.

4/21/2013

2:46:28

PM

Advised Caller:

I told her that I would send the information to the CSM at both of those airports and see if there is anything they can do to figure out why it's not picking up the prosthetic on her left arm, but is picking up something on her right arm, and there is nothing there.

Disability Description: The caller is C6 C7 quadraplegic in a wheelchair.

Information Request: The caller stated he wanted to schedule a TSO Supervisor to perform his patdown on all future flights.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing.

I requested the complete flight info from the caller and he stated he did not have the complete info at time of this contact. He stated he would implement the complete flight info in the complaint he files.

I apologized to the caller for the experience.

I advised the caller he may request a Supervisor at the checkpoint perform his patdown.

Incident Details: Southwest

4/21/2013

Tulsa

4:01:53

PM

4-17-2013

The caller is upset because the wait time for the screening patdown. The caller said that he has to wait for the patdown and he wanted to file a formal complaint. The caller said that he tells the agent that he can't stand but he can lean forward. The caller said that he is demeaned because the agent will then ask him to lean forward for the patdown. The caller said he does not ask to go to the front of the line like he knows he is permitted to do. He stated that he does not think it's correct for him to move in front of the other passengers. The caller said that he has the most trouble at Dallas Love Field and he wanted to have a Supervisor pat him down. The caller said that he has requested the Supervisor before and the asst came or he had to wait a long time.

The caller was also upset because on the last flight the large back wheel was coming off of his wheelchair. The passenger asked the TSO and the TSO supervisor to fix the wheel. The agent told him they were not wheelchair mechanics, and would get him a different wheelchair that the wheels were not coming apart.

(b)(6) said he refused and told the TSO agents to lean him back and directed the second TSO on how to fix the wheel. (b)(6) said he told them he was not transferring to another chair and they needed to fix the one he was in before he fell.

The caller stated that the TSO agents do not know how to patdown a person in a wheelchair and they get the jollies in making the passenger wait for the patdown. The caller said this is a complete violation of his civil rights and requested to complete the RFI.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/21/2013 5:37:45 PM

4/21/2013

6:03:42
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: The TSO working at the metal detector redirected me to the body scanner, and when I declined and requested a pat-down, she tried to patronize me and tell me it's not an x-ray machine. I still declined, and she told me it wasn't dangerous, and I repeated that I wanted to opt out. She then tried to ostracize me and yelled out that "We have an opt-out and the guy won't even stand next to the machine" then rudely told me it would be a long wait, even though I counted almost a dozen male TSO's ambling around either side of the security checkpoint, and in fact had to wait around ten minutes.

I think it was inappropriate and rude for the TSO to try and disrespect me for deciding not to go through the scanner.

From: (b)(6) -HYPERLINK (b)(6)

From: (b)(6)

Sent: Saturday, April 20, 2013 10:10 PM

To: TSABLOG

Subject: Flying Out of SFO

4/22/2013

9:57:41
AM

Greetings (b)(6)

I have a question for you. I live in Charlottesville and am trying to visit my brother in San Francisco. Obviously the most direct airports to begin and end my journey are CHO and SFO. In years past, this is a journey I've made easily, but recent TSA changes make me hesitate.

I know that SFO is an airport that is using the TSA's "Advanced Imaging Technology" and thorough patdown procedures, or the full body nude x-ray scanners and invasive, groping pat-downs. The thought of submitting myself to either of these procedures is very disturbing to me. I don't want to have to compromise myself in order to fly. I know that if I do, I will regret it.

As a result, I have a simple question. Is there any way that I can fly to visit my brother in San Francisco and avoid these invasive procedures on the flight back to Charlottesville?

I am TSA Pre qualified and last month I had a full knee replacement.

Unfortunately, the screws in the knee set off the metal detector.

Since I am Pre qualified, the only security issue should be to verify that there isn't anything else on me that would set off the metal detector.

This could be done quickly and efficiently with the hand held metal detector wand.

4/22/2013 Instead, I am subjected to the full body pat down and chemical test.

9:58:12 AM This doesn't make sense because before I had the knee, none of that happened.

I am still Pre qualified.

Please change the procedure in the TSA-Pre line only to use the wand in these situations.

It will be quicker, more efficient and a better experience for all concerned without compromising security.

Thank you for your consideration.

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/22/2013 9:04:38 AM Airport : TPA - Tampa International Date/Time of Travel : 04/17/2013 3:30 PM Airline & Flight Number : Jet Blue 558 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/22/2013 Comment : I have had major back surgery with rods and screws placed around my spinal column. I require pain medication patches. In the past I was required to removed them, now I wait to apply them until after security, small scissors (medical device) are needed to open the non resealable pouch. This medical device was allowed on the first leg of my trip but was taken in Tampa. No standard for what is allowed and what is not. No concern about how I was to open my medication, agents refused to help. Later I found a kind policeman who was able to find a pair of scissors and opened the pouch for me. (Not his job but did anyways) I used the scanner but still had a pat down..why go in the scanner if I will still have hands on me. In the mean time I was unable to keep "eyes on my belongings" since my back needed to be towards belt with my things on it. When I was released to get my things an agent was digging through my bag without me observing, what proof do I have that something was not put in or taken out in my bag without my knowledge. Travelers hear that announcement over and over again while waiting for their flights.

9:58:18 AM The final insult, while in the bathroom a TSA agent come in used the facilities and left without washing her hands. This women touches people and their belongings, even if she wears gloves it shows yet another lack of respect for the public.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller has tried to come through DCA and the checkpoint was a mess. She stated that she was putting her granddaughter on the plane, and she is special needs. She stated that she had a brain shunt and could not go through the screening technology, so she got a patdown. She stated that during screening, they removed her laptop from her bag without telling her and it was not returned. She asked how she can contact DCA lost and found. She stated that they missed her plane.

4/22/2013 I advised the caller that at most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. I provided the contact information for the lost and found department at, Ronald Reagan Washington National Airport: 703-417-0673 (Airport Lost and Found Office).

12:16:24 PM

<http://www.tsa.gov/airport-lost-found-contacts#7>

Yesterday I was travelling from Atlanta, GA to Dallas, TX and went through security at approximately 3:15

While going through security they opened another line and had the traditional metal detector in place. For some reason it kept going off. I had nothing on me. I removed all of my jewelry which had to be sent through the machine which was completely fine with me until they let my jewelry sit there amongst other's belongings until I asked them several times to please pick my jewelry up so it wouldn't be stolen. The gentlemen that were there were completely professional. They thought it could be my underwear bra setting off the detector. At that point I don't understand why I couldn't have gone through one of the other machines that were in the other lines that are mostly used now instead of the older metal detectors. Or why couldn't someone with a wand could have come to isolate the area that was setting off the alarm?

Once they couldn't figure out why the detector went off they called a female to pat me down. She was extremely rude and inappropriate. I was wearing skinny jeans which are form fitting so you can tell there was nothing in my jeans. During her pat down she placed her hand (mostly fingers I'm sure) down my pants and in my panties. I was mortified and almost in tears as this was done in public. As well as it being painful since my jeans were tight without someone putting their hands/fingers in them. She had asked if I wanted a private screening at the beginning which I said I didn't need however I didn't know the inside of my pants would be searched especially when my jeans were form fitting and you could have easily felt if something was there. I've never had a pat down where hands were inside my pants and pull them out far enough to look down inside. Also as she inspected my breast, her hands were all over them and following every line of my bra including separating my breasts in the middle.

4/22/2013
1:18:56
PM

I've traveled many places and many countries. When this has happened before the people have been very nice and not been so invasive. She was very rude, but did apologize when it was obvious she was hurting me because she was wedging her hands in my pants. I've never seen anybody place hands/fingers in someone's pants before at an airport.

I understand the reason for security however if people are going to do this then there should be another witness watching and a private wall set up. I didn't want to leave the area because I had my young son with me as well and didn't want to leave him.

(b)(6)
Lewisville, TX 75077

Disability Description: The caller has liquid medication. She is calling because she wants to get expedited screening. The caller states that she has to undergo additional screening each time that she flies.

Information Request: The caller wants to know if she can get expedited screening and she wants to know why she cannot get a background check and then forgo getting additional screening due to the fact that she has medical issues?

Response Details: The caller did not phone in on the ODPO line. The caller phoned in and was very unhappy whenever I explained to her that TSA was not expanding expedited screening to cover people with disabilities.

The caller believes that she and other persons with disabilities are getting an unfair amount of screening due to the fact that they have disabilities. She basically said that she did not feel like she was being a good citizen because she had to undergo the additional screening.

She stated that she did not necessarily set off the metal detector but she had to undergo a patdown especially at smaller airports due to the fact that she had a medical liquid, Glucerna. She stated that at smaller airports she had to undergo a patdown because additional testing could not be performed.

4/22/2013 3:38:22 PM The caller also stated that she has underwent multiple xray tests in the past and will not undergo AIT. She stated that each time she opts out of AIT she must undergo a patdown. She stated that she felt that the additional screening was a violation of the American with Disabilities Act.

I advised the caller TSA policies were not put in place to make people uncomfortable. I advised her that the policies were in place to ensure the safety of the public as well as the aircraft. I advised her that whenever people needed to take additional liquids on the plane or if they caused an alarm then they would have to undergo some additional screening.

I advised the caller that she could apply for a program such as global entry but that her medical items would still have to undergo some additional screening. The caller feels that there should be some way to prescreen persons with disabilities so that would not have to undergo the additional screening.

Since the caller is complaining about policy issues, I advised her that I would send her information to a disability specialist. I advised the caller that I could not promise that someone would call her but I advised her that I would send her information for review.

Caller flew from LAS to Monterey yesterday and thinks she is on some kind of list because her screening process is beginning to escalate, she was told there was some sort of anomaly that showed up when she went through the AIT. There were 3 in her party and they contacted Allegiant that her mother couldn't make the flight and requested a medical refund, which was refused. Allegiant knew her mother wasn't on the flight and the skycap asked where her mother was. They only received 2 boarding passes and the other individual was on another flight. There were 3 people who traveled, should have been 4. They had to change planes because something malfunctioned with the plane and the skycap called for her mother who had cancelled. Caller states her bag was tagged by the Skycap with the other person's name and her tag was placed on the other person's bag and that bag is missing. Stated the bags were mistagged and she was pulled out of the line and tested for explosives and this is happening too often. Caller says she usually goes through the AIT and has been told an anomaly was detected during the screening.

Response:

Apologized to caller for her screening experience and advised if an alarm triggers or an anomaly shows up going through screening she will have to have secondary screening to resolve and complete the screening process.

Once checked baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. TSA has no jurisdiction over lost or rerouted luggage. We encourage you to contact your airline for their policies on lost luggage, or to file a complaint with the customer relations office of the airline.

4/22/2013
5:06:48
PM

If the airline does not satisfy your inquiry, the Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Explained to caller once the bag has been screened and cleared by TSA we no longer have access to a passenger's bag and the baggage handlers are responsible for sorting and transporting baggage from that point on to the destination. The changing of the planes and 4 hr. wait was her airline.

Explained to caller the ETD screening process is another way of screening and may be performed randomly, some airports may use this method of random screening more than others.

Dear TSA,

I travelled alone earlier this week from DTW to DFW. Apparently the hand lotion I had applied in the vehicle while being driven to the airport caused some alarm to go off. My hands were swabbed and all of my personal things were also swabbed. The ONLY thing positive was my hands.

Then I was told I would have to have a Resolution Pat Down. I asked for it to be in PUBLIC and was told NO. It was explained that my private parts would have to be patted and, again, I asked for it to be in PUBLIC. Again, I was told NO.

4/22/2013
6:02:44
PM

There was another TSA person in the room for the pat-down but that only protected TSA; WHERE WAS THE PROTECTION FOR ME? If I was willing to be in public after the procedure was explained to me, I should be allowed to be in PUBLIC! I strongly object to this closeted pat-down.

As a secondary comment, no one said "please" or "thank you" or "sorry for the inconvenience" - YOU HAVE A LONG WAY TO GO AS FAR AS PUBLIC OPINION GOES. Instead of viewing security as a protection for the population (as Israel does), Americans view you as an overreaching and rude bunch of people.

Sincerely,

{b}(6)

I understand that the public is invited to comment on the use of "body scanners" (although I cannot find anything on your web page about this opportunity).

My first objection is that the x rays from "naked scanners" is potentially harmful. My husband is a frequent flyer and that is cause for concern.

4/22/2013
9:09:11
PM

My second objection is that of privacy. I see no reason to go to these extremes. It's bad enough we practically have to strip down to our underwear to board a plane. This is not a better option. And neither is the pat down.

My third objection is that scanners (and looking for little sharp things) are being relied on too heavily at the expense of behavioral observation, which is a reasonable alternative to invasive technologies.

From: (b)(6)
Sent: Monday, April 22, 2013 5:58 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/22/2013 5:57:51 PM

4/22/2013
9:09:28
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA treatment of traveler with Alzheimer's Disease

Comments:

Today I traveled from Columbia SC to Washington DC with my nephew, his wife and children, and my husband who has Alzheimer's disease. We encountered a TSA agent who was insulting and unkind in dealing with my ill husband. Caller is in a scooter and is not able to go through the AIT screening.

I advised him that I am forwarding his information to the CSM at these two airports so they will be aware of the issue he is experiencing when he goes through the checkpoint.

4/23/2013

12:23:35 PM Incident Details: He is upset because the TSOs at the airports want him to sit beside the baggage xray screener waiting for his patdown screening. He currently has skin cancer and does not want any exposure to radiation. He recently flew out of Dallas Love Field on April 7th before 10:00am and also on April 15. He stated that the TSOs got upset and yelled at him when he moved over a few feet from the xray machine and threatened to call the police on him. He also had the same issue occur again on April 11th when he flew out of DEN.

Caller stated her laptop is corrupted after it went through the checkpoint in her carry on. When she arrived at her destination, the computer would not turn on. She believes the xray damaged it. She had not taken it out of the case, a TSO brought it to her out of its case for her to put it back in. She had not removed it, the TSO did. She was pulled to the side, given a patdown and her daughter's medical equipment was inspected. Her daughter is on a feeding tube.

The computer was working at the airport that morning before going through security. She tried to use it at her hotel but could not. At home, she took it to the computer store and they told her the files are all corrupted.

4/23/2013

12:43:14 PM Airport: CVG
Airline: Delta
Flight Number: 3303
Date and Time: April 14, 2013 at 11:45am (Flight Time, 9:45am is when she went through the checkpoint)
Terminal or Gate: She does not remember

Caller was mailed a claim for reimbursement and was told this information would be sent to the CSM. Caller said she would have the laptop repaired by the end of the week.

Callers daughter is flying from ATL to John Wayne and will be having surgery there on Friday. Caller states that her daughter will have to bring a cat with her. Caller is requesting that, do to the cats nature, I guarantee that the cat can stay in the carrying case.

Advised Caller:

Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

4/23/2013 2:18:19 PM If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Caller requested that she speak with a supervisor, Missy took the call.

Name: (b)(6)

Phone:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/23/2013 2:30:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports):

4/23/2013 4:02:54 PM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Mon Apr 8 Flight 211

Depart San Jose (SJC) on Southwest Airlines at 09:35 AM

Arrive in Phoenix (PHX) at 11:20 AM

Comments: This was another terrible experience with TSA. Several issues:

#1 inappropriate screening/pat down screening. I was directed to walk through the metal detector, then was escorted to a private area, and given a very intimate pat-down. My doctor doesn't even grope me as much as the TSA employee did. The employee felt my chest, armpits, back, buttocks, legs, thighs, testicles, and overall groin area. I was very upset.

#2 Inconsistent screening. Never before have I received such an intimate pat-down.

#3 Long lines. The TSA employees were slow. Half of the machines were shut down so we were filed into 2 or 3 areas. I arrived early and still almost missed boarding my flight.

This is a violation of my privacy, civil rights, and general human courtesy. I hate flying because of the TSA process. Horrible, horrible, horrible operation going on here.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/23/2013 2:30:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Mon Apr 8

Flight 211

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/23/2013 2:31:51 PM Airport : LGA - LaGuardia Date/Time of Travel : 04/13/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a diabetic and I wear insulin pump. While I understand everyone has to go through security and I have to go through addition security because I wear a pump, I felt disrespected about how the TSA employee handled my pat down. After I went through the image screener, I was asked to go to the side and a woman TSA began to pat me down. When she reached my insulin pump (which I wear on the side of my stomach), she asked me what it was. When I stated it was an insulin pump, she asked me about five times what it was and continued to pat me down around my insulin pump. When I explained to her what it was, she gave me a puzzling look. While I have no problem with getting a pat down, I did not like the fact that she had no clue what an insulin pump was. There are many people that wear different medical devices and every TSA employee should be aware of what medical devices some people may wear and not make them feel like they are doing something wrong for wearing it.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has long hair in dreadlocks. For spiritual reasons his hair is not allowed to be touched. He opts for a patdown each time he flies. When flying out of Dallas Fort Worth, they told him they had to touch his hair or he can go through the AIT. He missed his flight because of this. He told them he usually touches his own hair and then they do the ETD. The supervisor said he could not fly. He had to fly so he let them touch his hair. They even called the police because the STSO said the caller had no other options. The police told him he had to do what the STSO said.

FLL told him they could put a machine through his hair, similar to a wand, for screening. They also told him he could get an ETD. He feels like he was discriminated against at DFW for spiritual, religious and racial reasons.

(b)(7) Notes:

The caller stated that he had flown for the past four years. He stated that he had never an incident regarding his hair before. He stated that he has always been allowed to pat down his own hair. He stated that his religion prohibited someone from touching his hair. He stated that he was forced to allow his hair to be patted down before he could get on board the plane. He stated that the local police was also called in regards to the incident. The incident occurred on 4/19/13 at DFW at Gate E the caller believes. The caller stated that he wasn't exactly sure of the gate but he believed that it was. He stated that the two officers that would not allow him to board the plane without having his hair touched was TSM (b)(6) and STSO

The caller stated that he had fly out of the same gate on Friday and is very upset about having to go through the same procedure again.

I advised the caller that he would have to put his complaint in writing. I apologized to the caller for the incident and advised him that I would send his information to the CSM as well since he was flying again this coming Friday from DFW again. I advised him that the information he would be receiving tonight would be a link for the complaint to be filed. The caller wanted to know his rights as well. I advised the caller that the procedures in the FLL airport were correct.

Disability Description: Caller stated that she flew from Canton Akron on Sunday and when she went through the body scan she passed however her luggage did not. Caller said that she told them that she had a CPAP machine and a bottle of water. Caller said that the first set of agents were very nice. However the agents at the second area was awful. Caller said that the agent patted down her machine and had his dirty paws all over her item. Caller said that he could clearly see what the machine was. Caller said that she asked them not to touch her CPAP because their gloves are dirty. Caller said that a female agent told her not to worry about it because she had to have a patdown anyway.

Caller said that she did tell them that she was worried about it because the machine cost 1500.00. Caller said that they then picked up her bottle of distilled water and told her that she could not take it. Caller said that after that the officers continued to search her bag touching her dirty clothing then her machine. Caller said that due to this she had to go home and spend 3hrs sanitizing her machine. Caller said that the agents were very rude and very unprofessional. Caller said that one agent told her that she was the one who had the attitude problem. Caller said that due to this she doesn't want to fly again. Caller said that due to her being harassed over her cell phone, cpap machine and her distilled water that the plane was delayed.

4/23/2013 Airline-United Air Express UA5858Y
4:19:10 Airport-CAK
PM Date and Time- 4-21-13 10:15am
Terminal-Gate 1

Resolution:

Apologized to caller and advised her that I would forward her information to the CSM at that location for review. Told caller if they need to get back in contact with her that they will do so by email.

The caller wants to know if the TSOs do not have to provide their names when asked. He also wants to know if it is policy for TSA to detain passengers when they state they want to file a complaint and need the TSO name.

Advised Caller:

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

Situation That Occurred:

The caller stated that on April 11th around 7:30-7:45am he went through a checkpoint at DTW. The caller stated that he requested a patdown in lieu of the AIT as he always does because of his concern of exposure to x-ray. The TSO that came to conduct the screening was rude from the beginning of the process. The caller stated that he had some items in his pockets and told the officer they were there because he did not want to put them in a bin until he got back to the belt. The TSO said to him in a unprofessional manner that he should just hold the items in his hand then. After the patdown was conducted the caller went back to get his baggage from the conveyor and the TSO actually put his hand on his back and pushed him. The caller stated he asked the TSO not to push him and the TSO made the following statement: I will push or touch you where ever I want, and when I want.

4/23/2013 At this point the caller asked the TSO for his name because he was going to file a complaint on him. He stated that the TSO would not give it to him and actually hid his badge from sight. The caller stated that he then asked for the STSO available and this person detained him over requesting this information. The caller stated that the STSO said he will not give this information until he has the caller's information first. He took his license and called the airport police as well. The caller feels that the STSO made him go through all this to intimidate and harass him. The STSO did finally give the caller the TSO's name, which was Officer (b)(6). The STSO would not give his name or any other information. This all took about 20 minutes or longer and the caller stated that he was really early or he may have missed his flight. The caller wants to know where and how to file a complaint.

4/23/2013 4:42:18 PM
Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: DTW
Departure Time: 8:40am

4/24/2013 Hiya. I recently travelled to and from Vegas and was stopped at every point for a search and pat down etc. I was given the web address to remove myself from the list now I have successfully completed my journey. I can't find on the web site where/how to do this. Can you please help me with this step and explain how to do it?

8:03:22 AM (b)(6)

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 4/24/2013 6:57:54 AM Airport : BOS - Logan International Date/Time of Travel :

Airline & Flight Number :

4/24/2013 Checkpoint/Area of Airport : Boston Logan, Security At E1 TSA Employee: (If Known) : Victor Comment : I was berated by (b)(6) a TSA employee, while opting out through a pat down. This incident not only alarmed me, but other passengers around me. He caused unnecessary stress for me and other passengers. I need to be called about this incident this week.

8:05:14 AM Would you like a response? : True

Passenger's Name :

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is a FF with Continental and United and always gets additional screening, such as a patdown and ETD. Caller is very annoyed and upset that she is always getting this additional screening, because she is a US Citizen. Caller states she does not have a computer.

4/24/2013 Informed caller:

10:38:48 AM Apologized to caller.

Suggested caller apply for Redress. This program helps passengers who have had additional screening by accident due to being on a watch list incorrectly or by someone's name appearing the same as hers who is on the watch list. I cannot guarantee that she won't have problems in the future, but this tries to help with future trips and having additional screening. Once the caller applies for this program, she will receive a RCN. Every time she flies, she needs to put this number into the appropriate field when she makes the reservation.

Offered to send redress forms via e-mail. Redress forms were sent via postal mail and will be received within three weeks.

4/24/2013 Hello TSA. I just have a small complaint/concern. I'm a crew member for an airline so when I travel on personal time I prefer not to go through the body scan. I always opt out and understand I have to be patted down. But almost every time I have to stand at the gate for quite a while (5-8 minutes) before a "male assist" comes. Sometimes it seems they call for one grudgingly. This morning experience is what made me finally write. I arrived at the US Air terminal at Washington National airport at around 10:15 (I always fly out of there) I opted out as usual and was told to wait by the gate. I waited there quite a while before anyone even called for a male assist. Then it was even longer before one finally arrived. It definitely wasn't busy. He escorted me to the pat down area and asked if I wanted a private screening. I said no thanks. He then proceeded the pat down without the usual explanations such as "back of the hands, sensitive areas, etc" I understand and have no problems with the pat down procedures but it seems as though some of the agents prefer not to do it or want to sort of "punish" the ones that opt out of the scan. I just wanted this brought to someone's attention. Thanks for your attention

11:12:20 AM

Caller and wife, (b)(6), traveled 03-27-12 to 04-16-13 from Greensboro NC to Detroit and Salt Lake and on to Phoenix.

They were screened in Greensboro and Salt Lake on the initial trip.

At Phoenix on the return trip she walked through the metal detector and it set off the machine and she got a patdown instead of the AIT.

In the screening process his wife was told by TSA Officers that it was OK to go through the AIT machine wearing her insulin pump.

They just called the manufacturer they said the Animas pumps have not been tested for magnetic fields so they do not know if it will affect it.

It could cost them a lot of money later if it causes an issue.

I asked if the pump is malfunctioning.

At this time the pump is functioning alright but he said this could have caused an issue which could potentially be life threatening.

He is upset that the Officers said it is safe. They said it is not like X Rays.

Told him all the information I have is regarding how to be screened.

4/24/2013 We do not have information either way.

1:00:33 PM I explained ultimately it is the passengers responsibility to know if their equipment is safe with the screening equipment.

She does have the right to Opt Out of the AIT and have a patdown. Signs are posted at each AIT location advising of this.

He insisted on registering a complaint. Told him I will send over his complaint and I need the date and time of the AIT screenings.

He told me that she was screened:

3-26-13 Greensboro at 3:30 PM She was at screening around 2:30 PM They Flew Delta.

3-26-13 Salt Lake at 12:30 PM She was at screening around 11:30 PM . They Flew Delta

In reviewing notes the times did not seem right.

Also at the beginning he said it was the 27th when they began their trip.

Did a callback:

(b)(6) said she is unsure of the dates so call her husband at (b)(6)

She also said she cannot remember which airport it was that had her remove her pump and send it through the machine.

She said it was all a case of mishandling.

Told her I will call her husband as I need to be sure of the information in sending up the complaint.

Feedback Type : Security Issue

Categories : Duration of Screening Process; Pat-down Current Date/Time : 4/24/2013 11:53:58 AM Airport : EWR - Newark International Date/Time of Travel : 04/22/2013 2:00 PM Airline & Flight Number : United 1466 Checkpoint/Area of Airport : Check-in, Security and Gate TSA Employee: (If Known) :

Comment : On Monday, April 22nd, I traveled with my my wife, who is 24 weeks pregnant and my 1 year old son on United Flight 1466 from Providenciales (PLS), Turks and Caicos to Newark, NJ (EWR). My person and luggage were subjected to three (3) extra security checks - once at check-in, again at security and lastly at the gate - just prior to boarding at the PLS airport. My 1 year old son was patted down at security as well.

4/24/2013 1:57:29 PM I was informed by the security staff at PLS that the airline, United, required these extra security measures. My question is: Is this true? Who determines which passengers are subjected to heightened security checks and how many times those checks are to take place? Is it solely the airline? Is it the TCI Airport Authority? The TSA? All three? Other?

Please advise. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

April 24, 2013

(b)(6)

Dear Sirs:

4/24/2013 3:50:47 PM I am a senior citizen that travels by air anywhere from 2 to 4 times a year. I am writing to ask if you could develop a better way of screening persons that have had hip and knee replacements. I have had both my knees replaced and every time I go through screening at an airport, my knees set off the scanner. I am then subjected to a 'pat-down'.

As one of the vanguard of the 'baby-boomer' generation, I'm sure I am one of the many thousands that will have this problem in years to come. If you could only wand me and see that the knees are what set off the scanner, that would be more efficient for your employees and so very much better for me.

Thank you for your time,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/24/2013 3:14:28 PM Airport : SFO - San Francisco International Date/Time of Travel : 04/17/2013 4:43 PM Airline & Flight Number : Delta DL4588 Checkpoint/Area of Airport : security in terminal 1 TSA Employee: (If Known) : not known Comment : While going through the full body scanner, I was flagged for a pat-down, no explanation as to why. After the pat-down, my hands were wiped with a material and read by a machine. My question - what does the body scan find

4/24/2013 3:51:32 PM that warrants testing for explosive materials. If one has nothing to do with the other - ie body scan, hand wipe - then everyone should be screened in such a manner. I felt singled out without the courtesy of an explanation and harassed.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/25/2013 9:04:27 AM Airport : PHL - Philadelphia International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/25/2013 10:06:56 AM Comment : I want to participate in the survey regarding the full-body scanners. I travel to and from PHL International every 6-8 weeks from London Heathrow and I opt out of the full-body scan due to health concerns and concerns for my eyes which have had multiple operations. The 'pat-down' takes over 20 minutes and is humiliating and taxing physically. I am required to remove my hand luggage from the scanner as queues of people jostle me, place my property on the floor and replace it on the belt without assistance. I am elderly and frail. The pat down employees chide me for being 'afraid' in their words of the scanner. The whole procedure treats me as a potential security threat when it is my right to pass through in as much dignity as anyone else.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: Singh, Harleen
Sent: Wednesday, April 24, 2013 9:55 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: RE: your online form TSA complaint

Dear (b)(6)

This one, despite the word "discriminatory," is a complaint about the person not liking the fact that, when they opt out of the AIT, they require a pat-down and apparent mishandling of their property. Let's refer it back to the TCC for their handling. I'm copying them on this email.
Thanks very much,

(b)(6)

4/25/2013 10:31:13 AM Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----

From: TSAExternalCompliance
Sent: Wednesday, April 24, 2013 9:23 AM
To: Singh, Harleen
Subject: FW: your online form TSA complaint

The only information provided here is the complainant's name.

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Tuesday, April 23, 2013 2:08 PM

Caller stated that when she was in houston, she had her diaper bag with her that had infant related items inside. These were all 2oz or less but could not go inside the quart size bag. She pulled these out and sent these for screening but once completed, the officer required additional screening of her which included a patdown of her. She is upset that this happened because she is 7 months pregnant and had her 1 year old screaming next to her. She feels that this was unnecessary because she followed all the rules that were on the website.

4/25/2013 3:04:55 PM CCR informed her:
If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown. Since the liquids did not fit within the 3-1-1 requirement because they were infant related, additional screening was within the policy.
Since caller is wanting to file a formal complaint about the way that things were handled, CCR advised her that she can write into HQ to do so.
She can get the address on the tsa website.

4/25/2013 3:11:42 PM Caller had a bag of jewelry lost. Caller had 2 Ziploc bags and she is pretty sure they were in her black shoulder bag that she carried on. Caller said she asked her husband if he could have placed it in her red checked bag, but he said no. Caller said she is not sure if he would remember. Caller said she found a NOI in her bag and her checked bag had a band around the bag that she did not put on it. Caller said she has been married for 35 years and all the jewelry her husband has bought for her over all their years of marriage was in those bags and a lot of the jewelry was very expensive. Caller said there was a wide band gold watch and a tiny jade bead necklace with filigree and a silver cross on it. There was also 2 big hearts one on top of the other, one gold heart and one was silver, it hung on a triple strand chain. Caller said there were a lot of earrings. Caller said they flew from Mesa to Grand Rapids on April 9 and they went through security around noon. Caller was in a wheelchair and she got out of the wheelchair and walked through the AIT and then she had to have a patdown. Caller said she is in her 70s. Caller's daughter, (b)(6) called in about the missing jewelry and they called lost and found at Mesa. Caller flew on Allegiant Air, caller does not know the flight number. Caller would like to know if someone can check the video to see if the jewelry fell out.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/25/2013 3:24:55 PM Airport : SHV - Shreveport Regional Date/Time of Travel : 04/24/2013 7:05 AM Airline & Flight Number : delta dl5439 Checkpoint/Area of Airport : security check point TSA Employee: (If Known) :

Comment : I was randomly pull out of line at the checkpoint for a pat down. It was not explained to me why I was randomly selected nor was it explained to me what the process was going to be after they wipe my hands and put the card in the machine. The machine made a sound so they(2 ladies) inform me that they was going to take every item out of my luggage and purse. After this was done they told me to go behind the screen and she proceeded to body search me. I ask whay was she doing all this and she said because the machine buzzed. My complaint is the way I was treated without anyone explaining the process. This process took 20 minutes. I think if the agents was more friendly and explain the process to the customers they would be more comfortable with this process. The agent also told me that she was going to take my ID out of my person and she wrote down my license number, my name and address. What is she going to do with that information?

4/25/2013
4:03:51
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller called in regards to several previous complaints that he has submitted via e-mail and live agent caller stated that he has not been called by the CSM at MCO and wants some type of action taken Caller was really out of sorts and confrontational with me tried to reassure the caller that I would FWD to CSM at MCO for further assistance and some type of remedy for his complaint. Caller stated that he would like to speak to a supervisor.

4/25/2013
4:21:46

Escalation Notes: (b)(6)

PM

This caller says that he has called in several times about his issue that happened at MCO on 2 21 2013. The caller was confrontational right from the start and says that he has recorded all the calls that he has done today. The caller appeared to be taking notes on who he has talked to. His main issue is that he was made to go through the AIT machine and get a patdown at MCO and the airport hasn t gotten back to him. I eventually ended the call with him but I am reforwarding the callers complaint to MCO.

To Whom It May Concern:

I would like to complain about how I was treated by a TSA officer at a checkpoint. Chicago O'Hare, Terminal 1, checkpoint 2, 9:00 p.m. (+/- 5 min) April 25. The officer was white, 40s, slightly balding, and mentioning his need to go on break.

Our conversation was something like this:

Me: "So who gets to use the metal detector?"

Officer: [misunderstands question] No. [pause, no response] It's for airport employees. Are you an airport employee? [pause, no response from me] Negative. You can get out of line and have a pat-down. Would you like a pat-down today?

4/26/2013
10:09:00
AM

It was a polite question that got a rude response. While I am a patient person, I find it appalling that our country is represented by rude officers to thousands of international travelers. Even more concerning is his need to remind me who is in control, by his use of "pat-down". It was completely inappropriate, and I'm sorry to say I have seen power-tripping in TSA employees before. Please get this under control.

I recorded this while sitting at my gate, so please be assured it is an accurate account.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/26/2013 11:45:55 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

4/26/2013 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): This happened at Houston-Hobby Airport on April 25 at 2:30 pm. I was going through security to take a flight from Houston to Atlanta.

2:07:09 PM Comments: I am a 60-year old woman who travels between 150 and 200 legs a year. I am experienced in traveling, placing items in the right bin for scanning, and with all forms of screening. "TSA Pre-Chek" was shown on my ticket.

The zipper in my pants apparently triggered a "crotch" threat. As sometimes happens, I was told they needed to check me (this happens periodically and they are usually checking one area that showed up on the screen). The TSA employee told me to gather my bags but they did not need to review them, and then without explanation I was told we had to go to a private room and they would go through all my bags. The TSA employee groped every area of my body, making six swipes over my groin area - extremely inappropriate and horribly humiliating. They pulled my pants away from my body three different times to inspect my underwear. I am 5' 8 1/2" tall and weigh 110 - so not a lot of places to hide things. After that humiliating experience, they went through everything in my suitcase and briefcase, wiping every pocket and surface, taking about 25 minutes in total. When I reminded them I was Pre-Chek, they said they didn't recognize Pre-Check (it is TSA Pre-Chek!). When I reminded them I would miss my plane, they told me that was just too bad, they had procedures. They spilled all the cosmetics on the bottom of my suitcase, and left a big mess, abandoning me after taking their time in moving through my things. I quickly packed to catch my plane, but they had doubled up the bins with my computer (or either it never came out of the little room) and I did not see it. So, of course, it was left behind. When I called to follow up, the same supervisor who had basically smiled every time I urged her to please complete the review so that I could try to catch my plane, laughed at me when I called from Atlanta - she thought it was hysterically funny that I (the highly flustered anxious flyer) had left the computer behind.

I know you can do better than this. Nothing about that horrible process made the country safer or stronger. It was simply abuse, made worse by the attitudes of the TSA employees.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/26/2013 11:45:55 AM

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I know you can do better than this. Nothing about that horrible process made the country safer or stronger. It was simply abuse, made worse by the attitudes of the TSA employees.

To Whom it May Concern:

4/26/2013 I was returning to Oakland CA from Boise ID on Tuesday 4/23 at 7:00pm. I went through the body scan and they asked to check my hair my upper back and my left knee. I made a comment to my Caucasian co-worker that they were checking my hair because of my dread locks. The security women then told me that they check everyone with a ponytail or with bobby pins. My carry on bag was then scanned. I was told it needed to be scanned again. I was then told that they needed to do an extra search on my bag. As I waited for them to take everything out of my bag one thing at a time, I was told nothing. They then tested some piece of paper that made a sound when they ran it through a machine. I was then told that because of my bag I would need to have a more extensive body pat down. I was asked if I wanted this done privately, and due to my concern that I was being racially profiled I chose to be patted down in public view. I was asked if I was wearing a belt three times. I was then subject to the extra pat down. I had to lift my shirt so they could see my waist band twice. The woman touched my hair my collar and told me to widen my stance several times. My bag was then scanned a total of three more times. They tested each item including my cell phone and wallet they flipped through each book and magazine. After a 25 minute extra search I was then told they would "let" me repack my bag myself. During the time I was being searched there were two white women who also got stopped one before and one after me. Neither of them were searched as long or as extensively as I was. It was a completely humiliating experience especially since they essentially found nothing in my bag or on my person. It was very clear that there were only a few people of color in the airport at this time. I feel I was racially profiled and humiliated for no reason in front of a co-worker. I am extremely disappointed that in 2013 this type of behavior is tolerated.

Sincerely,
(b)(6)

4/26/2013 Caller is wanting to file a complaint against an agent in San Diego. Caller states that the agent was extremely rude and dismissive. Caller states that he talked with the agent's immediate supervisor, who the caller thought would be taking care of it, but when he walked away the Supervisor told the agent to not worry about it and described the caller with a vulgar word. The agent's name is (b)(6). The agent was approx. 5'8", bald shaved head, darker skinned. The Supervisor had short cropped hair and was also darker skinned. Caller states that this occurred at approx. 12:20 PM 4/26.

3:27:31 PM This happened after the caller told the agent that he had PTSD and didn't appreciate the patdown. The agent then became rude and hostile towards the caller.

Advised caller that I would be forwarding this to our CSM there at SAN who will attempt to rectify this situation.
To whom it may concern,

I am a trusted traveler that has 2 artificial knees. Unfortunately most if not all of the trusted traveler check points do not have scanner devices so I have to take off all the things I do at a normal check point and go through the same "pat down" that goes on at a normal check point. The reason for writing to you is to see if the trusted traveler areas could be allocated one of the scanner devices for people like me. I am particularly interested in one being installed at the Atlanta Hartsfield airport.

4/26/2013
4:06:09 PM
Thanks,

(b)(6)

Feedback Type : Request for Information

Categories : TSA Pre?™ : Screening (AIT, Paldown) Current Date/Time : 4/26/2013 3:49:01 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/26/2013 4:07:11 PM Comment : I use the TSA Precheck and depending on the airport I sometimes set off the metal detector. I have an 8"x1/2" titanium rod inserted into my left lower leg. When it goes off they say that it was my lower legs. Why does this then precipitate a pat down? My groin does not set it off, my shoulders and chest are not setting it off.

PM Also when they start to explain the pat down process doesn't it seem reasonable that a known traveler in the Precheck lane would know these procedures? It seems like they could simply ask rather than going through the whole spiel when it would not be necessary.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/26/2013 3:14:01 PM Airport : BOS - Logan International Date/Time of Travel : 04/26/2013 1:45 PM Airline & Flight Number : American 1851 Checkpoint/Area of Airport : Terminal 2 - Gate 33 TSA Employee: (If Known) : (b)(6)

(b)(6) Comment : April 26, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) , Badge No. (b)(6) , who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) , Badge No. (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

4/26/2013 4:07:31 PM At approximately 1:45 pm on April 26, 2013, I entered the security checkpoint for Terminal 2 - Gate 33 at Boston Logan Airport (BOS) on the way to my flight, American 1851 to New York. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

PM This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

(b)(6)

Sincerely,

(b)(6)

Would you like a response? : True

(b)(6)

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

(b)(6)

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6) Home: (b)(6)

Mailing Address: (b)(6) Newton MA 02458

Email: HYPERLINK (b)(6)

What happened?

4/26/2013
6:16:27
PM

My wife and I went to visit my brother and his family in Florida. On the return flight (JetBlue 356, 4/14/13), we cleared security, going through x-ray machine that scans the whole body, and especially the inner contents, namely the body under the clothing (all pocket contents, belt, etc., having been placed through a different machine for inspection). As we were boarding, two TSA agents approached me and asked if I was in first class. I replied that JetBlue did not have first class, but we the extra legroom seats at the front. One agent asked if he could inspect my hand (actually he meant my arm) by taking a swab with a paper. I agreed. He did. He inserted the paper in a machine and said it tests positive. He called security and asked for inspectors. My wife, who was waiting to board came over and asked what was happening. The TSA agent asked if we were together. My wife said yes. He then said "we have to test you also." One of the TSA's told my wife they were looking for explosives. I congratulated him on their thoroughness by examining 78-year old folks who are well-known for terrorism.

The inspectors came. Two male TSA's took me and one female TSA took my wife to private booths. In my case, one of the TSA's with blue gloves blackened by prior inspections (presumably), asked me to take my belt off, and everything out of my pockets. I had a vial of Tramadol, which I take for back pain. He wanted to know what it was and how it worked. I offered to take off my pants so they can inspect the

Them as well as my bare skin. He said no. He then told me that he is going to sweep my body: up the left leg on the outside, the crotch, then down the leg. He repeats for the right leg. Then he does the front and back of the legs. Thinking he was done, I started to move when he bellows: stand still, we are not done. So I wait. Then he came to the front and stuck his filthy hand down into my pants and swept the back of the pants and then the genitals.

The odd thing about the experience was that I had a brief case (a canvas bag from L.L. Bean), which contained a tube of betamethasone dipropionate cream and a tube of fluocinonone acetamide (I use them because of allergic reaction to whatever the spray the inside of planes for killing bugs). Neither of the TSA's (the groper and the voyeur) looked inside the bag, nor at the contents of my pockets.

Attached is a copy of our itinerary for the trip.

When did this happen? Please provide the approximate time of the experience. If

ongoing, please indicate when the problem began.

The callers daughter flew from DEN with Frontier, and had requested a patdown, as she did not want to undergo screening with AIT. The TSO refused her request, and forced her to undergo AIT screening. He wanted to know why this happened, and wanted to file a complaint as well.

Advised Caller:

4/26/2013
6:45:02
PM

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

I gave the caller the contact information for the CSM at DEN, as he did not have any information regarding the flight.

Name: (b)(6)

Phone: (b)(6)

4/27/2013
9:14:27
AM

Dear TSA Agents,

This email concerns an incident that occurred at Chicago's O'Hare airport at approximately 9:30 am in the 2nd security line for United, I was headed to a C gate, on April 13th, 2013.

I had a pair of scissors with me in my carry-on bag. I removed them from my bag for screening. The TSA agent told me that the scissors were too big, based on a comparison with her name tag. According to your website, "Scissors - metal with pointed tips and blades shorter than 4 inches are allowed, but blades longer than 4 inches are prohibited". These same scissors had been measured in Anchorage by a TSA agent using a ruler. I have other pairs of the scissors and I can assure you that they do in fact measure less than 4 inches.

I asked the TSA agent if she was sure and told her that they had been measured in Anchorage and were deemed to be short enough. She was determined that her name tag badge was a sufficient measuring stick and refused to believe that the scissors could possibly have measure accurately by the people in Anchorage would actually used a ruler.

Additionally, your website could use some proofreading your website, "Will by child receive a patdown?"

I realize the sequester is in place, but I would hope that you can still provide employees with rulers and proofread your website.

I would appreciate being reimbursed for the pair of scissors that was unjustly confiscated from me; however as I realize that this is unlikely to happen, I would appreciate if you could train your employees on how to properly measure items and ensure that the standards are uniform across airports so that this does not happen to other travelers. In the future, I will probably travel with my own ruler, especially when flying through O'Hare.

Sincerely,

Yet another irritated customer!

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 4/27/2013 10:56:39 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/27/2013 1:04:42 PM Comment : I have just returned from Vegas and cannot find one of my suitcase packed make up items. However there was a TSA card in my suitcase saying my luggage had been searched and I wondered if someone had omitted to put it back, as I have family travelling back from Vegas in a week they could collect the make up for me and return it as it was an expensive item. Can you please advise on how I might facilitate this. Many thanks.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 4/27/2013 4:23:47 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 04/27/2013 10:50 AM Airline & Flight Number : AA1537 Checkpoint/Area of Airport : c gates TSA Employee: (If Known) :

4/27/2013 4:59:55 PM Comment : While waiting for a pat down(6 1/2 months pregnant) one of the male TSA agents began singing a song about baby mamas. I informed the agent that i am a wife not a baby mama and he proceeded to tell me that i am my husband's baby mama. Fortunately i am older than i look so my feelings were not hurt. However, if i were a young, unwed mother i probably would have been distraught. The agent's behavior was unprofessional at best.tsa agents' job is to ensure the safety of our citizens, and nothing more. It certainly is not to comment on the personal lives of passengers.I hope this issue will be properly addressed.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Morning,

Myself and three Mannes were waiting at thr TSA Pre checkin line in the south tier, gates 10-22. The regular gates opened at about 420am. We waited patiently while displaying our military IDs at the sign placed at the TSA Pre line so we could see what the TSA Pre check was all about. It was terrible and no service at all, making all of us feel like 2nd class citizens.

We were ignored for a half hour until I asked about the pre check. The manager wasnt even aware that we were standing there, even though TSA employees were looking at us. None addressed us until i spoke up.

The manager informed us that the TSA Pre check would open at 500am. Once it opened, we were told it would be another 15 minutes by the blue shirt TSA employee. After ten minutes, we were informed that civilians could go through the pre check process, but the active duty military had to go through regular checkout without an explanation.

In addition, i was given an extra pocket pat down as i went through the line. We were treated so poorly that civilian flyers were making comments on our treatment to TSA employees, who honestly, acted like they couldnt care less.

4/28/2013 9:11:54 AM Lastly, the entire operation looked disorganized, poorly planned, poorly executed, and with a visible air of indifference. When i asked for a customer comment card, i got a cold stare and mumbled reply from the blue shirt TSA employee.

I will avoid this airport in all future travel considerations. While we ask for no special treatment, we felt embarrassed using your TSA Pre check process. This is easily the worst airport operation I've been witness to in 19 years of military service and travel.

Regards,

(b)(6)

Sent from my iPad

...
This Phoenix Arizona, terminal 3 gave the most offensive/intrusive pat down of all airports including JFK, London, Paris, and many US airports. I am an amputee with a prosthesis and undergo a pat down on most flights. Today, I'm still hurting in my private area because of his roughness trying to go so high on the groin.

4/28/2013 Can't you change your policies, especially for frequent, law abiding flyers?.

10:55:05
AM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 4/28/2013 10:57:02 AM

Name: (b)(6)
Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

4/28/2013
1:14:29
PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US Airways flight 76 leaving SEA-TAC on 4/28/13.

Comments: A jar of dulce de leche was taken. The options given at the time were to surrender the jar or go back out, pay for a checked bag, then come back through the security line. Not having the money to spend checking a bag I chose the first option, however, I was visibly upset and crying. I then received my enhanced pat down and walked away crying. A few minutes later, I pulled myself together and came back to speak with a supervisor, as the item is actually a solid and I felt the decision to confiscate it was unfair. The supervisor told me she could not return the item and kept telling me it falls under the category of liquid/gel even though she admittedly did not know what it was and could not define what liquid v. Gel v. Solid actually meant. Instead she asked me if it was like a deodorant and when I said no, told me that I just admitted that it wasn't a solid if it isn't like deodorant. Basically, we argued in circles because she could not actually define anything and relied on comparisons of things. I was also told that she could not give back the item even if she wanted to and even if I was right because I 'voluntarily' surrendered it. I was only given two options at the time: give it up or pay for checked luggage. I was not given the option to speak to the supervisor at the time and had not thought of it at the time. Instead, as I stood there, I was told, "we are here until 12:30". I was asked if the item was as expensive as a checked bag as if that were a helpful question. Instead I find it insulting. I have already paid for the dulce de leche and now am expected, flippantly, to pay another \$25 to keep it or give it over and consider it worthless. This was actually an expensive gift for my boyfriend and is hard to find. I had already told him I got it for him. Even if it had been a \$2 snack for the flight, though, the principle of the thing is that where does it stop? The supervisor's response to my claim that this was absurd and in no way suspicious: "I can't tell you what a terrorist looks like. That would be discrimination". So, we harass everyone and indiscriminately confiscate goods from law abiding citizens because anyone and anything could pose a harm??? It's an absurd and terrifying idea and it infringes on the very thing it supposedly protects: my rights as a citizen of this country to live freely. I am deeply offended at the way I was treated today. The supervisor I spoke with only offered me a 'comment card', not even the satisfaction of the right to 'complain'. That is what this is. Not a comment, a very clear complaint. Even if she had agreed that the item was taken in error, I was told it would still not be returned and no apology given because I 'voluntarily' surrendered it. What happened was bullying and the response from the supervisor was disrespectful. My time and my money and my dignity have been wasted with no regard.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/28/2013 10:36:11 AM Airport : MCO - Orlando International Date/Time of Travel : 04/27/2013 5:15 PM Airline & Flight Number :

Checkpoint/Area of Airport : GATES 70-129 TSA Employee: (If Known) : (b)(6) Comment : To whom it may concern:

While traveling home from Disney World, we had our boarding passes for our family printed for us at our hotel, including a boarding pass for our infant daughter. Upon arriving at the airport, we proceeded to security about 1:15 before our flight was to leave. The security agent, (b)(6), refused to accept our infant boarding pass because it did not say infant on it. It had my name and my daughters name on the printed page, making clear that it was her boarding pass, along with a number distinct from my boarding pass. I was required to rush across the airport with infant in tow to get a new boarding pass printed stating infant. The need to rush meant my wife had to stay near security with our bags and older daughter, and my youngest child cried in her stroller as I ran through the airport to the check in area. In discussions later with multiple TSA representatives, I was told that this was unnecessary and the agent could have simply written infant on the boarding pass since it was clearly a distinct boarding pass intended for my daughter.

4/28/2013
1:14:53
PM

We stopped at the supervisor's desk briefly to complain, but got only a stock answer about it being the airlines fault and an extremely muddled explanation of what the policy is. In our rush, I forgot to get the name of the supervisor, but it was 4:45 PM on 4/27 and only one supervisor was at the desk. His inability to explain your policies around this boarding pass was completely shocking, and I wish we had the time while at the airport to elevate the matter further.

In addition, we were not allowed to bring our ice packs that keep our child's milk cold through the checkpoint since they were slightly thawed. However, the agent there indicated we could keep them if my wife submitted to a pat down search. Obviously, we rejected this unrelated bit of security and wondered why it would be ok to take the items through after a pat down search. They are either prohibited or not, and this offer was frankly a bit disturbing.

In general, the level of service we were provided and the lack of compassion shown by your personnel was deeply distressing. I would like to know the specific actions you plan to take to address these concerns and regain my confidence in your agency. Please provide me with a very specific, adequate response as soon as possible.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had a delay in LAX because her husband was stopped to be screened. They were told that the airline requested for TSA to check him. They flew Alaska Airlines. They were coming from Mexico with stop over in LAX and then to Anchorage, Alaska. She was in a wheel chair because she had an injured leg. Her husband had to be double screened and was separated from her. He was taken aside and gave him a patdown right in front of everybody. She said that she could see him and thought that that they were treating him like a criminal and so she asked why they were doing that to him; so they told her that the airline was the one that asked them to check him. She also said that they had traveled before and never had that kind of problem. That is very strange, she said that they did that, maybe it was because they thought he was a terrorist or something like that. She said that she understand they have to do their job for security purposes, but could have taken him to a private room, not do it in front of everybody else there.

They left at 2:30 pm from Mexico and arrived in LAX at 6:15 pm. Then they left from LAX at 6:45pm. She was said she was glad they had enough time to get on their next flight.

Response:

4/28/2013
3:26:24
PM

-The U.S. Department of Homeland Security (DHS) has developed the Traveler Redress Inquiry Program (TRIP) to assist individuals who believe they have been incorrectly delayed, denied boarding, identified for additional screening, or have experienced difficulties when seeking entry into the United States.

-DHS TRIP will inform you in writing when review of your inquiry is complete.

-You may complete the enclosed form and enclose other documents like passport. Please follow instructions on the form.

-When you submit an online inquiry, a control number will be assigned to you.

-After getting a letter with a CRN, he will need to carry it whenever he needs to travel.

4/28/2013 5:56:30 PM Caller flies from BWI but does not know which line to get in. She has a joint stent and the WTMDs always alarm and then she has to have a patdown. She is in her late 80s.

Advised caller:

PM Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 4/28/2013 7:49:54 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Howdy,

4/29/2013 8:13:03 AM So, I did the wave scanny thing today, and the person at SEA got, well, all huffy, that I didn't take my cash out of my pocket. Wasn't anything huge, about \$500 in 20s, but what's the big deal with that? I've gotten both answers, that you have to take "everything" out, and that they shouldn't be worrying about it, when it's in your pockets. (To be fair to the SEA folk, I heard both answers from them, but I also had this issue at OKC about 6 months ago). Unsurprisingly, I'm not REAL comfortable with putting a good hunk of cash out of my control, and it's not like there's anything saying "no, cash needs to go in the basket too";.

On the other hand, I can keep my big rings on, and my pendant (not to mention the dozen piercings I have) and that's cool?

All I'm asking for is a clarification. Should I be pulling my cash out and sticking it in a bag or something, or should I put up with the scanner people giving me grief for going through and having X amount of money on me?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller asked who she will need to speak to regarding her sons experience at the airport today. She stated that he called her and was upset. He travels for his job.

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

4/29/2013 12:35:08 PM I explained that I can forward her concern to the appropriate office for review. I explained that I can email the information to her regarding the written complaint.

I apologized to the caller for the situation.

Email sent.

NOTE:

I tried to call back for further details regarding the EWR incidents, however the number was busy. Sending to ODPO and CSMs for review anyway.

Incident Details: She stated that he has a ostomy and he has a pouch. She stated that today, at SDF, he had to empty his baggage completely. She stated that his hands did not pass the search, so he was taken to a private area and basically strip searched. She stated that they took a granola bar from him. She stated that he has to have certain foods for his condition, in the event he is not able to relieve himself on the flight. She stated that they would not give their last names and badge numbers to him at the checkpoint. She stated that his ostomy is a private part of his life, and he does not want everyone knowing about it. She stated that he used the blue card to let them know of his ostomy. She stated that he was treated as a terrorist.

She stated that this happens at EWR all the time, however not usually to this extent. She stated that in the past at EWR he was required to expose his ostomy bag by lifting his shirt. No specific details were provided regarding the incidents at EWR.

She stated that she does feel that this is disability discrimination because, if he did not have the ostomy this would not have happened. She stated her son does intend on submitting a complaint in writing.

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 4/29/2013 12:25:52 PM Airport : DEN - Denver International Date/Time of Travel : 04/28/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : To whom it may concern,

My girlfriend and I were traveling from Cleveland Hopkins Airport to Denver International Airport and back this past weekend. My girlfriend is type 1 diabetic and wears an insulin pump. The agents that we dealt with in Cleveland were great. She explained to them that she was type 1 and wore an insulin pump and had her supplies ready to show them. She did a quick pat down followed by an explosives wipe down of her hands, and we were finished. The women we dealt with was extremely friendly and knew exactly what her insulin pump was, and was familiar with her situation.

4/29/2013 Now to the return flight from Denver. My girlfriend did all of the exact same things as in Cleveland when she went thru security at the Denver airport and not one person was familiar with her insulin pump. She was taken over to have her bags checked because they were unclear as to what her diabetic supplies were. The women searching her belongings had to ask two other people and not one of them knew what her insulin pump and claimed that they have never seen one before.

2:59:30 PM Just because someone has a medical issue such as diabetes, that person should not be singled out due to the fact that your agents are not familiar with the situation. I understand that there are a lot of issues out there and you cannot know every single one, but with diabetes being such a large problem in the US, there should not be an issue with anyone not knowing what an insulin pump or diabetic supplies are. I understand and appreciate how detailed you are with keeping everyone safe. I am alright with searching bags and pat downs I just would like some consistency at all the airports in the US when it comes to dealing with diabetics. This is not the first time we have had to deal with this and I'm sure it will not be the last. All I am asking is that your agents in Denver become as educated about diabetes as well as the ones in Cleveland have been. Thank you for your time.

(b)(6)

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is a law major and volunteers with ACLU. Caller asked about the filming of his screening. Caller said the last time he flew a TSO groped his genitals and caller wants to video tape his screening to keep this from happening again. Caller asked what are his rights when it comes to screening at the checkpoint. Caller wanted to know if he can video tape what is happening. Caller said when the TSO learned he was with the ACLU, he started treating him with more respect.

4/29/2013 TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process. Whether or not videotaping interferes with or slows down security procedures is determined by supervisory personnel at the time of the screening. TSA may ask a photographer to stop if they are interfering with the screening process or taking photos of x-ray monitor screens at the checkpoint. In addition, although TSA does not prohibit photography or videotaping at screening locations, passengers must abide by local laws, State statutes, or local ordinances that restrict this activity. Members of the press should contact TSA's Office of Public Affairs, at 571-227-2829, prior to filming or taking photographs at a security checkpoint. While there is a difference between taking a casual photo and someone conducting surveillance, travelers should not be surprised if TSA or local law enforcement inquires about their actions.

3:42:49 PM

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 4/29/2013 3:26:45 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear Madame or Sir,

4/29/2013 after our arrival at MIA airport last year in June, I have been selected for an additional security screening. It took two hours for my family and me and there was no issue to be pointed out during this screening. This year we will arrive again at MIA airport in June (b)(6) german passport number (b)(6)

4:09:16 PM Would you please check my files and let me know if I have to expect another screening this year again?

Thank you very much for your help.
kind regards from Berlin/Germany

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller want to know the policy regarding the AIT. The caller opted out of the AIT due to pregnancy and was not allowed to go through the metal detector at IND. She was made to have a patdown. She travels every week and IND is the only one that requires her to have a patdown instead of going through the metal detector. The caller said the website states that if you do not want to go through the AIT you can go through the metal detector.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

4/29/2013

4:32:01 PM A passenger can request to be screened by imaging technology if it is available or can request to be screened using a thorough patdown, but cannot request to be screened by a metal detector in lieu of imaging technology or a patdown.
<http://www.tsa.gov/traveler-information/advanced-imaging-technology-and-walk-through-metal-detector>

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy to the Customer Service Manager (CSM) at IND.

Disability Description: Caller has MS, but can walk short distances.

Response Details: Do you feel this is disability discrimination or poor customer service?

If you believe you were discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Since her complaint is that she was judged because she was in a wheelchair, I would send the information for the formal complaint.

4/29/2013

4:50:52 PM Incident Details: Caller had wheelchair assistance and was in line at security at the Daytona Beach International Airport. She was flying with Delta on flight 1019. They are on delay and will not be flying out until 6:00 p.m. She began to stand at the checkpoint and a (b)(6) told her to stay in her wheelchair. He told her she she could not get out of her wheelchair. They took her over to the side to be patted down. An officer by the name of (b)(6) informed her how she was going to be patted down. She told her she would rub the backs of her hands over her breasts, buttocks, and groin. She told (b)(6) she could stand and wanted to go through AIT. (b)(6) told her she could not. Caller requested a supervisor. (b)(6) advised her that she could do the patdown in private or public. After asking 3 times for a supervisor, (b)(6) had a supervisor come over. The supervisor asked her if she could stand and walked and stood. She informed the supervisor that she could walk and stand. She was taken back to the screening area, stood up, and went through AIT. The supervisor asked her if she told (b)(6) that she could stand and walk and she informed the supervisor that he did not give her time. The supervisor told her that (b)(6) had a mental issue and he probably thought he was being nice to her. She says that he reduced her to tears and (b)(6) did not help any. She says she is 100 percent happy to oblige with security and feels more comfortable flying knowing that there is security. She says that she is not going to be degraded. She says she has cried her eyes out in front of everyone she will be traveling with. She first said that this is disability discrimination. She then says that discrimination is based on age and religion and this did not fall into discrimination. She says that she was judged because she was in a wheelchair. She says that (b)(6) judged her by thinking that because she was in a wheelchair she couldn't stand or walk. She says that this was not poor customer service.

Hello,

I would like to complain about the TSA screening service I received at ATL Airport on Friday, April 26, approximately 12:50PM.

The incident took place at scanner 22 with a male TSA agent. After seeing a mother and child bypass the body scanner and go through the metal detector, I requested that I too avoid the body scanner and simply go through the metal detector. Instead the agent said "No, you have to go through the scanner." I did not reply back and did go through the scanner, then was asked to wait outside. Another agent asked if I had anything in my pockets and I replied "No," and received a brief 5 second pat down outside the scanner on my backside where my pockets were. After nothing was found, I was then instructed to wait again, and follow a female agent to have my fingers tested for residue. After I passed, I was free to go.

4/29/2013

6:14:45 PM My complaint is three fold. First, asking to bypass the scanner is not only allowed, but the TSA agent should inform the passenger that this is possible but going through the metal detector and a standard pat down is required if bypassing the body scanner. The agent did not inform me of this right, even though it is standard process according to the TSA blog. Second, I watched approximately 20 people ahead of me go through the body scanner, and none received a post body scanner pat down. Finally, I would like to note that I was again singled out and required to go through the hand residue test.

All that I ask is that you inform the team at the ATL about the scanner opt out request and ensure they are fully trained. That is all, thanks.

(b)(6)

(b)(6)

Burlingame, California 94010

HYPERLINK (b)(6)

April 21, 2013

Via Email Only

HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov" TSA-CRL@tsa.dhs.gov

To Whom It May Concern:

I write as an attorney and a concerned citizen compelled to write to you as a victim of TSA's screening protocol, which resulted in a TSA agent taking me in a private room and touching my genitals over my pants with the palm of his hands. It is astounding that this conduct takes place in our great country that champions civil liberties and constitutional rights. The impact of the incident left me humiliated and uncomfortable.

The whole experience is still difficult to shake from my conscience. I request an apology and an inquiry to take place to ascertain whether any procedure was violated in this instance so this does not happen to anyone else.

4/29/2013
10:04:47

PM

On Friday, March 21, 2013, I was scheduled to fly from SFO to LAX to celebrate my grandmothers' 90th birthday. I placed both bags in the x-ray machine and agreed to go through the machine that takes an image of your body. I believe one has the option to avoid the imaging if one agrees to a pat down. Anyway, I went through that machine and according to the TSA agent, there was an "anomaly" in my pocket. I told him I had my wallet in my pocket, which he surmised was the "anomaly." He told me I would need to get my hands tested for explosives.

In turn, I went over to another TSA agent and she swiped my hand and placed the swab on a machine. According to her, the machine registered that I had remnants of explosive material on my hand. She also commented that lotion sometimes triggers that result. As a consequence of the detection, she said that all of my personal items (that had just cleared through security) needed to be hand searched and that I would need to be pat down. I watched the TSA agent rifle through my personal items. After it was cleared, another TSA agent told me that I needed to go to a private room so he

(b)(6)

Burlingame, California 94010

HYPERLINK (b)(6)

April 21, 2013

Via Email Only

HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov" TSA-CRL@tsa.dhs.gov

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/29/2013 9:17:26 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 04/29/2013 7:15 AM Airline & Flight Number : Southwest 462 Checkpoint/Area of Airport : Only one TSA Employee: (If Known) :

Comment : I feel I am being discriminated against. I fly every week, at least once, between Oakland and Reno. The screening is always the same; I get scanned, and then get an additional explosive test done on my hands because I wear an insulin pump. That seems discriminatory enough. However, this afternoon after passing the scanner screen, I was informed by the agent doing the hands test that I would also need to undergo a full pat down. When I asked why, he said, "We learned recently we were supposed to be doing it all the time." When I asked him why then they had not done it when I flew in from Oakland that morning, he said he couldn't say. When I asked him why I go through the scanner if I'm going to get a full pat down anyway, his response was, "That's a very good question."

4/29/2013
10:04:51
PM

I am a retired Navy officer who was on active duty on 9/11/2001. I understand the need for security. I also think, though, that it has to make sense. This makes no sense, and is inconsistent. Perhaps I'm biased, but I believe the screeners in Oakland are probably pretty well versed in appropriate screening practice. On the other hand, this is not the first time I have been exposed to illogical and capricious screening practices at the Reno airport. If I wasn't going through there every week I could live with it, but given the frequency that I have to interact with this location I really feel it needs to be improved.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 4/30/2013 12:15:46 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Good morning,

4/30/2013 2:08:10 PM Yesterday I traveled from Punta Cana DR to Boston MA and got selected for additional screening (four S's on my boarding pass) I was wondering if this was a random screening or whether it was something more and I need to take additional steps. My name is Raymond Gratton, unfortunately I can't remember my flight numbers but the flight left Punta Cana at 1:26PM flying on Jet Blue and arrived at JFK at 5:17PM. At JFK I was screened again before my 8:48PM flight to Boston. Any information would be appreciated.

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

Sent: Tuesday, April 30, 2013 1:39 PM

To: TSA.Ombudsman@dhs.gov

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/30/2013 1:39:12 PM

4/30/2013 4:35:00 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

AIT vs TSA PreCheck?

Comments:

4/30/2013 8:03:36 PM I am approved as part of the TSA PreCheck and enjoy the convenience. However, my metal implant always makes me go off if the lane doesn't have an AIT. This confuses 99% of your workforce, and I m then told I should have gone through the SO INSTEAD OF DETAINING A PERSON WHO IS ON THE TERRORIST WATCH LIST AND POTENTIONALLY PREVENTING THE BOSTON BOMBING: YOU TRY TO PAT DOWN A 3 YR OLD, STRIP SEARCH 90 YR OLD WOMEN. AND DETAIN AND HARRASS A WOUNDED UNITED STATES MARINE IN HIS WHEELCHAIR???? OUTSTANDING WORK BRAVO!!!!

The caller registered for a trusted traveler program to gain access to the TSA precheck line because he has metal implants. He was not allowed to go through the TSA precheck line and wants to know why.

4/30/2013 8:49:43 PM I told him that the TSA precheck program is an expedited screening program that allows passengers to keep their shoes on, belts on, light outer wear like jackets on and other things to make screening faster. Passengers must still be screened regularly by the AIT or a patdown procedure. To be considered eligible for TSA precheck after registering with the trusted traveler program, at the time of reservation making the passenger must enter the pass ID into the known traveler ID field. They must also make sure the name and date of birth on their reservation matches their trusted traveler membership card. This still does not guarantee the passenger to get selected for TSA precheck because the information is submitted to the secure flight program by the airline. The secure flight program either selects the passenger or does not. The TSOs at the checkpoint scan the boarding pass and direct passengers which line to go to. They do not make the decision themselves.

PM He asked if there is a list of participating airlines and airports online.

I explained to him how to find the list of participating airlines and airports on www.tsa.gov under the FAQs on the TSA precheck section.

He went to the list and said that American does participate at JFK and LAX.

The caller is upset with TSA because a suitcase was inspected. He had been visiting friends. They had a box of dominos which were opened and not closed back properly. He also has a domino missing. He stated that there is no excuse for this. He had a necklace that was not placed back properly, foot medicine that had been tested and was not placed back properly, but his wife had it protected which prevented it from spilling. He stated that even though his luggage was in disarray, he was very pleased with the TSO s at this airport. He stated that they were very friendly and smiled.

However, on the flight from DEN to DFW, he had to dump a car and had to have additional screening because of residue on his hands. He stated that they put him in a room to pat him down. He wants to know if in the future if he can avoid being patted down in a private room. He stated that he had a boot on his foot and felt very uncomfortable. He stated that the TSO was not pleasant and had no personality or sense of humor, and he wanted to have a public patdown, rather being taken into a room.

Response:

I obtained the following details about the flight from DFW back to DEN in regards to the suitcase being in disarray:

Airport: DFW

Airline: Frontier

Date: 04 30 13

Flight Number: 135

Time: 2:55 p.m. Departure

NOI: YES

Baggage Claim Number: (b)(6)

NOI: YES Nothing written

Gate: 32

Email: (b)(6)

The following is information about the patdown incident that occurred at DEN:

Incident at DEN

Airport: DEN

Airline: Frontier

Flight Number: 130

Date: 04 26 13

Time: 11:22 a.m.

Terminal A Gate 47 or 48

Email: (b)(6)

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/1/2013 10:52:57 AM Airport : BOS - Logan International Date/Time of Travel : 04/18/2013 4:15 AM Airline & Flight Number : United 1218 BOS-SFO @ 0600 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

(b)(6) (female) Comment : Husband and wife traveling with our 12-month old son. I, the husband, was holding the baby. Female screener (b)(6) guarding the walk-through-metal-detector (WTMD) directed my wife to the millimeter wave (MMW) Nude-O-Scope (NoS), causing me to hand the baby to my wife, myself be directed to the NoS with a dirty look from the screener, and opt out.

5/1/2013 12:04:47 PM Unpublished but obvious TSA policy for quite a while has been that all parents traveling with a child under 12 are allowed through the WTMD and able to avoid the NoS or opt-out process. This screener insisted on separating us, and the male-assist who performed my opt-out grope defended her and claimed it was SOP to send only one parent through the WTMD. This is blatantly false as evidenced by my many trips with this baby through many airports, including BOS, in the past year where we have not been separated.

TSA unexpectedly separating myself from my wife during this period made it much harder for her to re-pack our property, protect it from damage and potential theft, and simultaneously handle the baby. It also backed up the x-ray line. Male assist performing my opt-out grope claimed that he didn't care since he was paid by the hour and not per passenger screened. That is evidence of classic government-bureaucrat mentality.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/1/2013 6:49:47 PM Caller stated her sister text her and told her she was accused of having explosives on her hands and took to a room, and was groped and made to feel like a criminal, and the caller wanted us to know. I told her i could send a complaint to CSM but i need all the information, and the caller said she didn't have all that information.

Advised: Her if she wants to file a complaint she may call us back with the information.

5/1/2013 6:49:47 PM Caller stated her sister text her and told her she was accused of having explosives on her hands and took to a room, and was groped and made to feel like a criminal, and the caller wanted us to know. I told her i could send a complaint to CSM but i need all the information, and the caller said she didn't have all that information.

Advised: Her if she wants to file a complaint she may call us back with the information.

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/1/2013 5:53:04 PM

Airport : PHL - Philadelphia International Date/Time of Travel : 05/01/2013 9:30 AM Airline & Flight Number : USAir 1489 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

5/1/2013 8:43:20 PM Comment : I was witness to very rude, disrespectful treatment of the traveler two people in front of me in line, going through the screening process. At the head of the line, the traveler asked if he could NOT be screened as he was concerned about electromagnetic energy from the machine, as he was trying with his wife to have a baby, and as a physician there were concerns about electromagnetic energy and birth defects (he was very polite yet serious). The nice TSA lady said she didn't think the machine emitted energy, but that he could request a pat-down instead of the metal detector. At the point of going through the metal detector, the traveler very politely asked for the alternate/pat-down screening. Three TSA representatives and what appeared to be a senior officer were involved, telling the man that he must go through the metal detector and that he was in the wrong line for a pat-down, and that he needed to go through now as he was holding up the line. The man, continuing to be polite, said that he had been told he could request the alternate, and if he could be directed to where he needed to go, he would comply. At this point, the senior officer raised his voice saying that the traveler had two choices: He could go through the metal detector now, or the officer would alert the air line that the traveller had refused to be scanned and he would not be allowed to fly today or perhaps in the future. The officer said this at least three times, in a loud and intimidating voice until the man complied. I am writing because it is shameful that this traveler was subjected to such treatment, particularly when he had alerted the earlier TSA agent of his wishes and was just trying to do what he could to ensure that he would have a healthy baby. The traveller tried to be polite and was bullied by the senior officer. I regret not getting the man's badge number or name, but quite frankly, I was worried that he would then come after me as a possible accomplice to whatever crime he felt the traveller had committed. The traveller had what might have been a scandinavian accent, which further upset me that he was a guest in our country experiencing such rude treatment and lack of respect for his rights.

I have a lot of respect for what the TSA and law enforcement folks are trying to do to protect us, but the senior officer's behavior was wrong and embarrassing. I was compelled to write as I hope the traveller has also filed a complaint, and mine can serve to support him.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew out this morning from BLI with Alaska Airlines departing at Am from Gate A. The caller indicated that he didn't have the flight number. He finished screening at 4am, but doesn't recall the time that it started.

The caller indicated that the female document checker had problems with his TWIC card that he presented for ID. The female TSO (5'2-5'4, medium build, black hair) accused him of tampering with the TWIC card; however he was permitted to enter the checkpoint.

A blonde female TSO that was very nice and polite pointed out that he had forgotten to remove a cell phone in his pocket.

He passed through the WTMD with no problem; however a male TSO by the name of (b)(6) (Lead Supervisor) roughly grabbed his shoulder and indicated that his pants were too baggy and that he would have to conduct a pat down. The caller feels that there was no reason for the pat down and that he was deceived. The caller indicated that he was wearing Wrangler boot cut cowboy cut jeans and when pulled out at the thigh there is about two inches of slack fabric, less than the pants of the TSO uniforms and regular slacks worn by other passengers. The TSO roughly touched his private parts.

The caller asked if there was video of this.

The caller indicated that he doesn't like that he cannot always see his things during the screening process. He indicated that he has not been able to maintain line of sight with his items. He should be permitted to collect his belongings and bring them with him if additional screening is required.

5/2/2013
8:41:34
AM

TSA still owes him \$850 for cross and chain piece of jewelry that became missing a couple of years ago as it he was required to remove it at the checkpoint. It was never found. He indicated that he did file a claim and it was ignored.

He indicated that he did not like the attitudes from TSO's as they act like their have God like status and if a passenger disagrees with a TSO, the TSO can prevent them from flying or get them arrested.

The caller indicated that he would like to provide kudos to the two female TSO that were very nice and polite.

The caller asked if there was a restriction in regard to powder and a fungal powder was not permitted. He indicated that screening for residue was not conducted.

The caller indicated that he requested a contact number from one of the female TSO's and indicated that he didn't want to speak with anyone at the airport. He indicated that he didn't want to speak with a supervisor however the TSO Lead (b)(6) came over and was rude to him. (b)(6) provided a comment card which the passenger completed and placed in the appropriate box.

The caller stated that this is the only airport that requires him to remove his shoes and place on the conveyor belt. Other airports require that the shoes be placed in a bin and not on the conveyor belt directly. TSO are hard on passengers if they don't place shoes on the conveyer belt. They badger people and TSO make their own rules.

The caller asked how long he should allow for the CSM to contact him back.

Caller stated that the IAH airport has no sense at all and whoever is over TSA has brains are made of water and there is not enough to give a flea a foot bath. They are idiots. Caller flew from San Jose, Costa Rica to IAH to SAT. He says he is severely disabled. He has a lot of metal in his back and hip and alarms the screening devices which requires him to go through a Pat down. He raised his shirt willingly (not requested to do so) which showed to the officer the scar from his surgery which he feels should have justified any alarms that went off.

He stated that this black screener had frisked him down like he just walked out of Afghanistan. Caller says that he is 72 years old and is not Arabic, so he doesn't understand why he has to be screened.

He had recently filed a complaint about a similar incident that happened when coming into the US through IAH. He feels that the screening procedures for TSA are idiotic and don't do any justice because the individual who bombed BOS got back into the US and still did what he did. He had no bombs inside of him and for the officers to go through so much screening, he feels that all of it is ridiculous.

5/2/2013
11:38:00
AM

Caller says that he has served his dues to this country and is sick of the government bullying people.

CCR informed him:

When individuals alarm a screening device a patdown procedure is required to clear any of those alarms. Raising his shirt was not required to do and does not allow for him to go through the checkpoint without being screened.

The officers were just following the procedures that are set in place for clearing an individual for screening.

CCR tried to inform him that TSA will screen everyone that goes through the checkpoint and since he has a hard time standing and walking, he does not have to go through any screening device and can automatically go through a patdown to be cleared.

Since he is complaining about the way the officers handled the situation, his information can be forwarded to the airport for further assistance.

Caller declined this because he has before and nothing came about, he continued to vent and the call was disconnected.

Caller flew on March 11, 2013 from LaGuardia to Palm Beach on Delta Airlines. She had an old cell phone in her carry-on along with an umbrella and altoids. The cell phone is missing. She said that she was distracted at the checkpoint by a woman and some children. She did not keep an eye on her bag. She said that she does not know if that is where her cell disappeared or not. She wanted to know if the cell phone has been found. She also wanted to suggest that the customer should always be facing the belt and the agent should have her back to it and be facing the customer. She stated that she was stopped after she went through the AIT. The TSO asked to see the back of her watch. She said that she never used to be stopped. Now she is stopped and has to have a patdown everytime she flies. She said that she is old and she should only have to undergo one form of screening.

5/2/2013
1:43:17
PM

I gave information per: <http://www.tsa.gov/airport-lost-found-contacts>

LaGuardia Airport

718-862-5043

I started to tell the caller that the TSO is required to clear every alarm. She interrupted and did not allow me to finish my statement. I told her that I would make note of her suggestion about the passenger facing the belt.

Caller is very concerned because her cellphone was found at the ABQ airport and she had it sent to her and was told by UPS the person put the shipping document on the outside of the box which had her personal information including the credit card information, expiration date, etc. The phone was in the bin and she doesn't understand how it came out of the pocket of her purse, states she is a mastectomy patient and had to have a patdown and didn't realize the phone was missing because she was having to get dressed and gather her items for her flight. Caller states she contacted the airport lost and found and was provided another number to contact for TSA lost and found.

The issue is that identity theft is such a problem and she was told the item would be shipped on 4-23-13, but, wasn't shipped until the 26th and she only received yesterday and had to track it down because her business is closed on Monday when it was delivered. If it had been shipped as stated on the 23rd she would have received it at her place of business during her open days.

5/2/2013 2:08:25 PM States she spoke with Deborah Griego, 505-246-(b)(7) direct # for CSM, who arranged to do the shipping and would like her to be more careful in the future.
Flight # not available, Gate # not available.
Flew from ABQ to Houston Hobby, nonstop SW flight that departed at 2:30 PM (only nonstop).

Response:

Encouraged caller to cancel the credit card as a precaution and to check the charges to assure no one has obtained and used the number.
Apologized to caller for the incident and advised information would be provided to the CSM.

Conferred with floor support, G. Henline.

Feedback Type : Security Issue

Categories : Duration of Screening Process; Pat-down Current Date/Time : 5/2/2013 1:34:42 PM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TO whom its my concern,

My name is (b)(6) I'm been working for LAX for the last 4 years with Virgin Australia under the contract of Virgin America. On April 30, 2013 around 8:30pm, I had an incident with the TSA females at terminal 3. It all started when I was going through security with a wheelchair passenger. When the wheelchair was taken in to do a female assist. During that time I was walking through the metal detector, the alarm went off. I went in the first time, TSA asked me to put my badge in the machine, then walk in again. Alarm went off again so that's when TSA decided to get me a female assist. While I was waiting, I asked TSA if I can get my badge back because I don't feel safe without it. She kind of gave me a attitude just because I was asking for my badge. Then, when I went through with TSA, she asked me what else do I have in my pocket. My answer was my money, then she asked me to take it out and put it in the container; as well my shoes, belt, and ring. When I did that she took the container and walked away. I ask her excuse me why you taking my money, can you please leave it on the table. I don't see the need for you to put the money on ex-ray belt. Then, she took my stuff to the ex-ray belt, other TSA staff approach me to give me instructions on how is the procedure of pat down. When she started with the pat down, I felt uncomfortable and humiliated knowing that I been working at the airport for the last 4 years. In the other hand, TSA she should only said, remove your belt not your badge maybe I would've not gotten the pat down. Also, when I went back to get my pen from the table. The group of TSA that checked me and wheelchair passenger. They making me feel humiliated and they were laughing I got a pat down.

5/2/2013 2:26:42 PM I understand that all of us we have instruction's to follow and work to do, but all with Respect, "Not with humiliation".

Please take this inconsideration for future customer's or staff.

Thank for your understanding,

If you need more information

please call (b)(6)

Thank You

Would you like a response? : True

Passenger's Name :

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller uses a wheelchair and travels from Houston Hobby. The caller said her wheelchair does not clear the ETD testing. The caller wanted know how to clear the chair. She wanted to know if she should wash it down would that help. The caller said it takes more time and she is wanting to know if there is something she could do to expedite the process. The caller said it seems to blow the agents minds when the ETD is positive from the wheelchair and asked should she get a supervisor.

Response Details:

5/2/2013 3:38:47 PM I advised the caller I could not suggest anything or that she should wash the wheelchair.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. I told the caller if she requested a supervisor the process would remain the same. If there is ETD is positive additional screening is required to clear.

Email not sent.

Disability Description: Caller has a prosthetic arm and the caller said he feels like he is treated like a criminal because of his disability. Caller said that he cannot remember the last time he flew.

Information Request: Caller said he needs to get through TSA without the usual struggle. Caller said his prosthetic arm is incapable of carrying anything, so he gets treated like a criminal. Caller said he gets rude, embarrassing, up against the wall, idiotic kind of treatment. Caller said they are supposed to do things in a dignified manner. Caller said he always opts out of the screening technology at the screening areas.

Caller stated he has a trusted traveler card and he stated that he cannot be asked to remove his jacket, belt, his laptop or shoes. Caller became confrontational when I told him he can only get the expedited screening when selected. Caller said he has a problem with people who do not know what the system is.

Response Details: I told the caller I will refer this to a disability specialist. I told him I cannot give him the name of the specialist that will help him.

If a passenger uses a prosthesis, he or she is not required to remove the prosthesis, and Transportation Security Officers (TSOs) cannot accept a passenger's offer to remove the prosthesis. The way screening will be conducted depends on the passenger's level of ability. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 6-7 seconds without the support of a person or device. :

5/2/2013 5:55:40 PM The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I was going to explain to the caller that he could be asked to remove his shoes and other items, but I stopped when he became confrontational.

I emailed this information to the caller.

Aloha,

Yesterday my grandson and I CAME HOME from Oahu. We had returned from an overnight trip to Oahu.

We were going through the Hawaiian Airlines TSA checkpoint leaving from Oahu to Maui.

I was placing all my items that I had in the bin and my Grandson was going through to the other side,

he made the buzzer go off because he has a brace on his right hand. The TSA guard told him the brace was the problem and

my 11 year old grandson started removing the brace. I told the TSA guard he can't remove the brace because he has a broken

finger. He turned to me and told me to stop yelling and he didn't tell the child to remove the brace. He goes on to inform me

that if the child doesn't remove the brace he will have to be patted down.

I instructed him to pat down the child because the brace was not coming off.

He let my 11 year old go through then I went through. He pulled both of us aside and told us to stick out our hands then proceeded

to wipe our hands as well as our bags that had just gone through x-ray. By now we were the center of attention from everyone around

and there were 3 officers there as we waited while they checked for our things for gun powder residue or what ever they could find.

5/3/2013 12:02:00 PM I was so upset by the whole experience of the TSA agents involved.

I felt I was being punished for not removing a brace that the 11 year old needed for a fracture to his finger.

I am confused by the very unprofessional treatment I received on Oahu, when only the day before we had no problems going through security on Maui!

The Oahu TSA Guards had no professionalism about them whatsoever. So night and day from Maui TSA Guards. The guards there are very courteous as well as professional.

MAUI NO KA OI!

Respectfully,

(b)(6)

5/3/2013 12:03:29 PM Caller stated she just wanted to complain, she flew fri, and the agent that screened her was rude to her, because she didn't want to go through the AIT machine, she stated she preferred to have a Patdown, and she stated he ask her questions as if she had something to hide. She stated she went through the AIT machine because he embarrassed her so bad, but she just wanted to know she had the right to opt out of it and request a patdown.

Advised: I apologized and advised her Yes, she has the right to opt out of it and request a patdown.

Caller states she sent an email due to an experience she received at Honolulu airport. She received a response from her email stating they needed additional information. She was traveling with her grandson who had a broken finger. He had a brace on his finger and he was not supposed to remove the brace. They were going through the checkpoint and the screening equipment alarmed when her grandson went through. He began to take off the brace and go through screening again. She yelled and said "do not take that brace off". The TSO said do not yell at me I did not tell him to take his brace off. He gave her a disgusted look. As her grandson went through again it beeped again. So, they had to have a patdown. The TSO got some others to help him and they began wiping her grandsons hands and then her hands. She had to stick out her hands and she felt singled out, harassed and embarrassed. When they came from Maui they had no problem, the TSO just used a wand. They were traveling with a group of 100 students and were rushing to get to the plane.

5/3/2013
12:45:44
PM
Maui (OGG) Kahului Airport
Airport: Honolulu International
Airline: Hawaiian
Flight: 236
Terminal: Gate 55
Baggage Claim Number: Unknown
Date: 05 02 2013
email: (b)(6)
Phone: (b)(6)

Advised Caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller states they called 3 weeks ago to file a report against 3 TSA agents at BOS and she called the main number to file a complaint. Callers wife, (b)(6) took over the call at this point and provided following information:

Caller informed the TSO that she couldn't go through the AIT because of a shoulder replacement, husband couldn't stand straight because of his back. When the TSO was told her husband was former military the attitude of the TSO changed and because he couldn't stand straight he had to have a patdown and the TSO grabbed him and squeezed his testicles. One of the TSO agents yelled at their 11 year old daughter because she had a small amount of water which they didn't even realize she had.

Caller said the supervisor was standing there and made him remove his belt which was nylon.

Caller was told to stand up straight and he informed the TSO he needed his walking stick and it wasn't given to him and it was x-rayed 3 times before it was given back and the daughters carryon bag was hand searched and tore all apart.

Caller stated he was in the military and had to have searches and never had anything as invasive. They were flying via Icelandic Airways from BOS to Germany. They asked when they would hear something concerning their complaint? They didn't get the name or Badge # of the TSOs.

Response:

5/3/2013
1:29:20
PM
Apologized to caller for the screening experience and assured the information would be provided to the CSM at BOS for their review. Informed caller of the previous record and information from both of the calls would be provided to the CSM. Explained the CSM may be able to review the video of the screening and if additional information is required they generally prefer to communicate via email.

Informed caller removal of his belt is standard screening procedures.

Explained to caller they always have the option of speaking with a supervisor while at the checkpoint and there should be signs posted by the AIT advising them of the option to opt-out of the AIT screening. but, would be required to have a patdown to complete the screening process.

Returned call at approx. 2:57 PM to clarify the issue, caller states their complaint is because of failure to accommodate for her husband's disability and the rudeness of the screeners and also they didn't like the TSO yelling at their 11 year old daughter. Provided following information via phone and via email.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Ladies and Gentlemen:

In 1998 I had a total hip replacement (all metal).

I am very sorry to hear that the TSA will soon discontinue use of Advanced Imaging Technology (backscatter and/or millimeter wave), which was very convenient for people like me. I travel fairly frequently, and am wondering if there is anything I can do (pre-screening, etc.) to avoid a full pat-down every time I pass through security, because I know my hip will set off the metal detector.

Respectfully,

5/3/2013
2:20:28
PM

(b)(6)

(b)(6)

Feedback Type : Security Issue

Categories : Permitted & Prohibited Items; Pat-down Current Date/Time : 5/3/2013 1:21:53 PM Airport : EWR - Newark International Date/Time of Travel : 04/24/2013 8:15 AM Airline & Flight Number : UA1623 Checkpoint/Area of Airport : Not Sure TSA Employee: (If Known) : Not Sure Comment : I was traveling with my family and received a pat down, because I had a 6oz yogurt in my backpack. My son has a dietary issues, so we packed him some food, so he could eat something before or during our flight. He is very difficult to find food for since he can't eat most things. I was told in order to keep the yogurt I had to have a pat down. In the end I think what I had to go through was excessive for the matter at hand. A full body pat down seemed out of place for the circumstances. I agree with being safer and leaving no doubt that there is threat to anyone, but I think the search was a little too personal for my liking.

5/3/2013
2:20:57
PM

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Today, May 3, 2013 at approximately 10:20am, I opted out of being radiated and chose what I understood to be a pat-down. Instead I was mauled by LTSO (b)(6). He was pushing so hard that I nearly fell down.

I have several bruises developing due to the aggressive mauling I received. He jammed his hands up in my crotch so hard that my testicles are sore and will probably be for several days. The supervisor that was present (my request as I've been groped 18 times, so far), tried to justify the mauling by saying the screener needed to use "sufficient pressure". Well, under no circumstance should a "pat-down" be so aggressive that the receiver receives bruises nor should it cause pain.

5/3/2013
4:08:48
PM

Fire the 2 Idiots.

(b)(6)

Today, May 3, 2013 at approximately 10:20am, I opted out of being radiated and chose what I understood to be a pat-down. Instead I was mauled by LTSO (b)(6). He was pushing so hard that I nearly fell down. I have several bruises developing due to the aggressive mauling I received. He jammed his hands up in my crotch so hard that my testicles are sore and will probably be for several days. The supervisor that was present (my request as I've been groped 18 times, so far), tried to justify the mauling by saying the screener needed to use "sufficient pressure". Well, under no circumstance should a "pat-down" be so aggressive that the receiver receives bruises nor should it cause pain.

5/3/2013
4:08:48 PM
Fire the 2 idiots.
(b)(6)

Today, May 3, 2013 at approximately 10:20am, I opted out of being radiated and chose what I understood to be a pat-down. Instead I was mauled by LTSO (b)(6). He was pushing so hard that I nearly fell down. I have several bruises developing due to the aggressive mauling I received. He jammed his hands up in my crotch so hard that my testicles are sore and will probably be for several days. The supervisor that was present (my request as I've been groped 18 times, so far), tried to justify the mauling by saying the screener needed to use "sufficient pressure". Well, under no circumstance should a "pat-down" be so aggressive that the receiver receives bruises nor should it cause pain.

5/3/2013
4:08:48 PM
Fire the 2 idiots.
(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 5/3/2013 4:19:43 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/29/2013 3:30 PM Airline & Flight Number : United 1015
Checkpoint/Area of Airport : #71 TSA Employee: (If Known) : (b)(6) Comment : April 2, 2013

Dear Sir:

I am writing you again as we experienced another very unnecessary and extremely unpleasant experience with a TSA Supervisor at the Houston Airport.

We were returning from Mexico on March 29th and just got through customs. It was about 3:30pm (EST). We were rechecking our carry-on bags through security at checkpoint #71, when we encountered extremely rude TSA agents.

My husband and I were travelling with our 7 year old special needs son who has Down syndrome. We have traveled many times with him and have not had a problem since our last experience in Newark back in March 2008, when I wrote the first time. We explained to the screener and Supervisor as we have done in every airport we have traveled in, that our son has special needs which of course they could clearly see and he has medications, as well as some drinks (water and yogurt shakes) because of his diet in the cooler bag. We explained that we also have a note from the TSA and a doctor's note. The problem started then as no one wanted to look at any of it. If this kind of documentation is going to be disregarded by your employees, then I guess there is no reason to carry it in the future.

5/3/2013
6:46:28 PM
From this point, they proceeded to pull my husband aside and explained that they would have to go through all of our bags. We were told it was because the laptops were standing upright in the bags instead of laying down flat. Never heard this in all the years we have traveled, but the funny thing if this is really why we were being pulled aside, they never went through or rechecked any of those bags. It was very clear that this was discrimination from the start.

They went right for my son's Dannon yogurt drink which is all of 3.1 fl oz., which according to your policy "any liquids or gels under 3.4 fl oz. is allowed". It was also clearly written in the letter we were carrying "TSA allows medications and foods, liquids and other items specifically needed for medical conditions in reason amounts...." I think not only was this considered reasonable amounts, but again we clearly told them that he has a special diet. They again did not want to listen to anything we had to say and proceeded to pat my husband down; even after we explained three times that we have documentation. We were very upset at this point and the Supervisor had the audacity to say "if you just be quiet it will go faster." Seriously, is this how you train your employees on how to treat passengers?

At this point my husband was so upset and started shaking because he felt that he was being disrespected during the pat down. He even told the Supervisor his pants were practically falling down as they made him take off his belt. The arrogant Supervisor said "then hold them up". I said "well you just told him to put his hands out to the side which do you want"? As I look at your policies and I will quote what is in there:

"Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated equally and with the dignity, respect, and courtesy they deserve."

Neither my husband nor I will say that this was followed. It got to the point where I said to the Supervisor "look how you are upsetting my son", because at this point my son was clearly shaken seeing his father getting patted down and realizing now that this was because of his drinks. My son continued to say "I'm sorry, I'm sorry!" This is absolutely the most despicable thing I have seen. We have enough as a family with a special needs child to deal with without your employees upsetting him

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 5/3/2013 6:53:47 PM

Airport : SMX - Santa Maria Public

Date/Time of Travel : 04/30/2013

Airline & Flight Number : SkyWest

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have bilateral knee replacements and fly from SMX at least four times yearly. In the past few years, I have successfully used the body scanner without being discriminated against due to my knees. This trip, I found out that the body scanner at SMX had been sent to Fresno and I was forced to undergo a body patdown after setting off (obviously with my knees) the metal detector alarm. This discrimination is unfair! Please obtain a replacement body scanner for the SMX airport so that all passengers will be screened fairly! Thank you, (b)(6) (h)(6) Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

---Original Message---

From (b)(6)

Sent: Saturday, May 04, 2013 4:34 AM

To: TSAExternalCompliance@dhs.gov

Subject: In regards of Tsa pat down being conducted by a male towards a female

(b)(6)

Torrance, CA 90503

(h)(6)

Las-Lax United Airlines flight number 334 y Time 6:15 April 29 between the hours 4:30-5:15 or so when I was proceeding to the check point. I was on the far right of ticket document check. After passing I was on the far right of the body scanners. I went through the body scanner and than a male in his 30s white average height touched my hands and tried to open my impaired hand while trying to take explosive residue. I have a disabled hand and the Tsa officer was forcing my hand open. Than after I was patted down on my chest on bare skin the Tsa officer had no gloves either. There was skin on skin contact on my breast. I was in the area with another female officer that patted my bottom correctly. The male Tsa officer patted my bare chest. I later called the checkpoint at terminal 3 united airlines and reported what had occurred. I spoke to the terminal manager name (h)(6) and he told me that they would run video cameras and that I had to contact Tsa and that he was not allowed to discuss the matter. I would like some information about the standards of operations I also was told the way the pat down was conducted is wrong. This is considered to be sexual harassment and also battery. Please contact me in regards of this issue Thank you !
Sent from my iPa

5/3/2013
7:58:55
PM

5/4/2013
3:20:12
PM

The caller's husband receives cancer treatment in PHL and she flies from ATL to PHL quite often. At PHL this morning she had a very bad experience at the checkpoint.

Her husband can not lift his arm up because of metal plates where he had a tumor so he has always been patted down. She does not have a problem with that or the fact that he needed the pat down or the way it was conducted.

She does not feel that the issue had anything to do with his disability and was simply the TSO's being rude to her.

He had treatment yesterday and his cushion that he used in the wheelchair set off an alarm. The cushion was under him in an airline provided wheelchair.

The caller and their bags had already been cleared and she was in the sterile area. The TSOs brought her back to go through and hand inspected all of bags, she had one with clothes and a bag with their medication. She always tells them about the medications before screening and they dumped the medication out of the bag that they are carried in and she did not feel comfortable with the medicine being dumped out in public because there were narcotics. She does not mind having items inspected if necessary but she was already through to the screening checkpoint and everything was cleared before they were brought back in.

They were hand bumping each other and giving high fives when they were finished which she found very upsetting. She spoke to a supervisor at the checkpoint after this and he recognized her from a previous flight and gave her a card to contact us. She was told that before her next flight she can contact us to request assistance for her husband so she is planning on calling back closer to her time of her next flight on 5-23-13.

5/4/2013
5:48:16

PM

Flight information:

Airport: PHL

Airline: US Air

Flight: 3263

Date: 05-04-2013

Time: departed 2:15 pm at the checkpoint just around 12 pm

Location: Gate C26 at terminal D

Advised caller:

I will be escalating this to the CSM at your airport so they are aware of the situation and complaint.

You can contact us before your next flight to request assistance. We do offer that for people with disabilities.

I recently (April 28) traveled from Long Beach airport for the first time since the remodel. I have a suggestion. I have a hip replacement and always need a pat down search. This means walking barefoot on the non-carpeted floor. It would be a great help if that area had some padding on it since the bottoms of my feet are very sensitive. I imagine anyone else who has to walk barefoot in that area is also in pain.

5/4/2013
7:13:02

PM

Obviously, I don't travel a lot, but those who do would benefit from this improvement. Thank you.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/4/2013 8:51:59 PM

5/5/2013
9:14:34

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): FLL-EWR FLIGHT 597...DEPARTED FLL MAY 3, 2013. SOMEONE MUST CONTACT ME, (b)(6) AS SOON AS POSSIBLE. COMPLAINT BEING MADE ON BEHALF OF (b)(6) BY HER DAUGHTER (b)(6):

Comments: I EXPECT SOMEONE TO CALL ME AS SOON AS POSSIBLE. AGAIN, (b)(6)

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 5/5/2013 1:21:56 AM
Airport : Select One

Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :

5/5/2013
9:14:57
AM

TSA Employee: (If Known):

Comment : I am recently pregnant, and would rather have a pat-down instead of other screening methods. But when I request a pat-down, I'm told that my belongings will sit unattended (laptop, wallet, etc.) on the other side of security while I wait for someone to conduct my screening. Why can't I watch my things while waiting, or at least have a TSA officer watch my things? Each time I'm told to just hope no one steals my things. Does the voluntary part of scanning include "choosing" to leave my computer unattended in front of scores of strangers?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller said he went through the checkpoint at Denver and received a pat-down by a male officer. Caller states the officer put his hand up his shorts during the patdown.

The caller said the incident occurred on 5 5 2013 between 8:10am and 8:15am.

5/5/2013
3:48:56
PM

The caller flew on United Airlines but does not know the flight number, gate, terminal number officer's name or badge number.

The caller wanted to know if the TSA can put their hands up people s clothing.

I told the caller TSA does not put their hands up passenger s clothing and the screening process does not involve any removing or lifting of clothing. I told the caller I would forward the information to the CSM.

5/5/2013
4:57:49
PM

Yesterday (5/4/13) I flew from Boston to Ft. Lauderdale. When going through security I went through the "x-ray" machine and was pulled slightly over to the side and quickly told my back had to be patted down. I was very embarrassed because I have a scoliosis. I was thoroughly patted down on my back while being very embarrassed. I wasn't offered a private pat down. I had been screened in Ft. Lauderdale 3 days before that and they were only interested in my watch. I realize there is heightened security in Boston but patting down a 62 year old with a back deformity seems extreme. What is the procedure supposed to be?

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/5/2013 10:58:51 PM

5/6/2013
8:21:08
AM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet blue flight 701 from jfk to san juan, gate 2.

Comments: Employee (b)(6) was stationed after the scanner. I went through the scanner and was told to wait. She turned around and put gloves on and told me she needed to pat down my back, but before I could say or ask anything, or had a chance to move my hair she swiped her hands down my back and hair with gloves on and ripped my hair out. This was totally inappropriate and rude behavior. She should have 1. given me time to move my hair 2. asked me to move my hair if it was in her way, instead of ripping my hair out. This is an extremely barbaric way to treat customers and she should be removed from her position. She is both too rude and incompetent to be working at this station. Customers should never have their hair ripped out during a search.

I am writing to express my extreme displeasure at the way I was treated at the MSP airport security checkpoint 6 at 2pm on 5/2/13. The TSA agent manning the xray scanner requested another agent come for a pat down as something was alarming between the waist and the shoulders. I travel frequently for work and have never had to go through something like the pat down that occurred next. The TSA resource did not do a good job of explaining the procedure at all. I asked to be screened in private if my breasts or genitals were going to be touched. The agent just mumbled something like I use the back of my hands and started the pat down.

The contact that was made at the breast, genital and waist areas (after I had to hold my shirt up to just under my breasts in the middle of the airport) definitely necessitated screening in private. Cupping my genitals when there was something between the waist and the shoulders, was unnecessary. I get that you have to do what you have to do, but I am very upset that my desire to be screened in private was ignored.

5/6/2013
8:21:16
AM

The contact made me feel dirty and violated. There was of course nothing found on me - I was just mortified in front of co-workers and the entire crowd at the airport for no reason. It would have been much better to have just been taken to a private room to ensure that there was nothing on me besides an underwire bra.

PLEASE ensure that your agents provide for private screening when requested. I can assure you that I will not allow anyone to touch me in front of anyone else in the future now that I know what you do.

(b)(6)

HYPERLINK (b)(6)

(b)(6)

April 27, 2013

Dear TSA:

On 23 Apr 2013, I was traveling through the San Jose Airport with my 89-year old father (who has dementia) to visit his grandson's Marine Corps graduation. He is able to walk, and can function at a reasonable level, but understandably struggles when going through a UNreasonable search.

While going through the TSA screening process, I was shocked to see he was sent to a "secondary inspection" area to undergo additional screening. He was asked to remove his belt and place his hands over his head, while the screening device scanned him several times. He struggles with balance issues, so this was not an easy maneuver for him to accomplish, especially while trying to keep his pants from falling down. The pat down, removing his belt and the use of the scanning device he was forced to undergo seemed not only excessive, but contrary to your policy as stated in your web site below dealing with those 75 years old and over are, according to your policy, given some leeway in the screening process.

5/6/2013
8:21:32
AM

It was shocking and embarrassing for both my father, onlookers and the TSA screeners to force an 89-year old man through a series of gyrations that only seemed to slow everyone down, but did little to enhance security. I have a difficult time seeing that security is really enhanced through such a process.

Perhaps equally important, is the seemingly ridiculous position your policies place TSA workers in who must carry out mindless tasks void of common sense. When concern was expressed to the supervisor, he was understanding and encouraged me to contact the TSA or my elected representative, which I'm doing.

Without compromising security, would it not be possible to place one person, who would have the ability to exercise independent judgment and assess that an 89-old World War 2 veteran with dementia is NOT a security threat. Or perhaps more simply, the TSA could follow their own policy stated on their web site,

"These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection."

Does "an additional pass" mean they do not go through the AIT imaging devices or must pass through the devices? Apparently, as practiced in San Jose, it means 89 yr olds must pass through the devices.

This letter is not intended to scold and lecture, but a simple request to consider RE-examining your policies as it relates to seniors. I understand safety is your primary concern and appreciate your efforts to accomplish that objective.

Thank you

Sincerely,

Good evening,

I am a frequent flier who has, to date, had nothing but pleasant to neutral experiences with TSA screeners at various airports across the country. I have NEVER experienced such unprofessionalism with any other airport TSA personnel until I travelled home from Houston-Hobby in Texas.

The screener who my husband interacted with was rude. He patted down my husband without adequate warning; he just abruptly stated he needed to pat him down without explaining where or why. When my husband inquired about which area of concern the screener had, the screener simply pointed to the body scan screen and grumbled, "See the yellow? I have to pat you down." I consider this to be poor personal communication skills at the security check point. All other TSA screeners who have "had" to pat me down took the time to politely explain why the pat down was necessary and what parts of my person they were going to touch before making contact. This interaction would be much more preferable as it at least gives the traveler a sense of personal respect. We reported the incident to a supervisor, who was more interested in explaining the body scan policy without catching on that our concern was the screener's attitude, not TSA protocol.

5/6/2013 8:21:35 AM We would have been happy to move on without further complaint, but upon arriving home I found one of my bags had been searched, was left in complete disarray, and no nice little notice card from TSA (the bag was locked with a TSA approved device). Again, I am fine with this process and actually expected the search due to what I had packed in that suitcase (perfectly allowable per TSA FAQ's) but they did not re-tighten the straps holding all of my contents in place. It is fortunate that I placed my more delicate items in my other suitcase where they remained safely strapped down, or else I would have found damaged items and would have had to fill out a claim with TSA, a process which I am sure might be more pleasant than interacting with the screener (sarcasm).

I am happy to report that TSA has never left me feeling so violated (I never had a privacy issue with body scanners, I think that whole issue was plain silly), but dissatisfied at that wonderful record being tarnished with my experience at Houston-Hobby. In this age of ever increasing discontent concerning government mismanagement, I hope this e-mail finds itself in the hands of someone who can correct Houston-Hobby staff before they find themselves under investigation for more serious transgressions (like inappropriate fondling, selling uniforms, and stealing goods from travelers - 'cause none of that has happened in TSA - more sarcasm). It's the little things that assure success.

Thank you for your time,

(b)(6)

Please review security video footage from Sunday, April 5th, 2013 from 4:00pm to 4:30pm at Tampa International Airport. You will see an agent lead me away from the standard pat down area, conduct an invasive frisk, then proceed to push my genitalia with enough force to make me lose my balance. I'm considering legal action. Please inform me of the actions taken to discipline this individual; he made me feel a rage I never before have experienced

5/6/2013 8:21:39 AM -frequent flier out of TPA
(b)(6)

Sent from my iPhone

5/6/2013 2:11:17 PM The caller has two knee replacements. The caller said everytime she travels she has to go through the metal detector and she has to receive a pat-down. The caller said she always has to go to a private room and have a pat-down performed again. The caller said she is a 78 year old woman and she is not a threat. The caller said she will be traveling again and she wanted to know what she needs to do to avoid this happening.

I told the caller if she goes through the metal detector or the AIT and alarm sounds or an anomaly appears she would have to under-go a pat-down. I told the caller she would have to under-go a pat-down even if she tells the officer she has the metal implants. I told the caller she can request to speak with a supervisor.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 5/6/2013 12:38:34 PM

5/6/2013 2:13:15 PM Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 1973, Southwest, Gate 8, Charlotte, NC

April 22, 2013, @ 8:00 am, flight 10:25am.

Comments: Your TSA man was very disrespectful. I understand when an alert goes off you have to do your job, however when you start looking through my check books all three of them and credit slots then you have carried it to far. I am a member of the Department of Homeland Security, therefore I take every measure to make sure I am doing the correct thing.

Secondly, your lady pat down, let her know it's very rude and inappropriate in front of men as well as women going through my legs, in my pants. You all need to know how to conduct searches properly or further more get a closed in room. I would have taken off my clothes if needed the way she searched me!

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 5/6/2013 1:27:59 PM

Airport : RSW - Southwest Florida International Date/Time of Travel : 05/05/2013 2:00 AM Airline & Flight Number : southwest Checkpoint/Area of Airport : security screening TSA Employee: (If Known) :

5/6/2013 2:13:39 PM Comment : we have flown with small children before and we have read the rules for what we can take with us. We had 3 juice boxes for 2 children under 3 years old. We had them in plastic bags and we took them out of our carry ons. We also had 1 baby food pouch of about 4 ounces unopened. The security agent first told us that they were not allowed, which per the website is incorrect. Second she said that they all had to be opened and tested. This makes them useless as they are no longer seated containers and it also contaminates the baby food pouch. Then it was submit to a full pat down or don't have the juice, which is fine its not the first time. It happened on the previous flight and was what I would expect of a pat down. The one in Florida was a bit more questionable with lots of feeling around the chest area and a full on hands down the pants. Mind you this is a nursing mother of 2 children under 3. After that we were finally given the ok to proceed. The cherry on top is that the other couple we were traveling with who also had 1 child under 2 and who had 1 juice box and 2 baby food pouches was let through without an issue. No "you can't have that"; no aggressive pat down, no threat to open the food, no hassel at all.

Would you like a response? : True

Passenger's Name :

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller was stopped in PDX on Saturday morning. The alarm went off when she went through screening and they said it detected something on her hands. They used the wand and were able to clear that alarm. She was subjected to a pat down because there were two other alarms. The caller was cleared at the checkpoint to board the aircraft after the additional screening.

One of the agents told her she should remove the items from her carry on when she got home and clean the inside of the bag with alcohol so she did not set off an alarm in the future. When the caller asked the officer what was in her bag that would need to be cleaned, the officer told her she did not want to know what is in it. She was not sure why they did not tell her when she asked and they did not tell her she could not be told about it. She was not sure if that was a policy. She is worried that it may have been something dangerous and wanted to know what it was.

Flight information:

5/6/2013 Airport: PDX

3:39:47 Airline: Frontier

PM Flight number: 232

Date: 05-04-2013

Time: At the checkpoint around 5:30 AM Departure time was 6:10 AM

Location: Gate C10

Advised caller:

I can escalate this information to the CSM at the airport for them to review this information.

Disability Description: The caller has PTSD due to being a victim of sexual assault and can not handle a man touching his buttocks

Response Details: I apologized that he had a bad experience at the checkpoint.

I will escalate this information to the for a review.

I told him that it would be escalated to the CSM at DFW. The caller had concerns that the CSM was one of the people that patted him down in the private room. I advised him that this would not have been the case.

I advised the caller that he would need to contact the airline for any complaints about their service.

I called the passenger and spoke to him and his mother.

I spoke to the callers mother and gave her information on submitting a written complaint.

For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

Incident Details: The caller has not flown for a while. He flew from Tucson to DFW to Madrid. He had a return flight from Madrid To DFW to Tucson. He stated that he was abused, sexually assaulted, and basically tortured by TSA. This happened when he was trying to get on his flight from DFW to Tucson and had to go through the checkpoint. He stated that he had not problems at any other point of his itinerary.

The first time he went to the checkpoint, he was told that he would need to have his buttocks area patted down because of an alarm, he considered this being groped. He asked them to change their gloves before they patted him down and the TSO

5/6/2013
4:09:51
PM

(b)(6)

(b)(6)

(b)(6)

(b)(6) Coppell TX 75019

HYPERLINK (b)(6)

What happened:

5/6/2013
4:18:41
PM

I was just subjected to a half an hour pat down and complete interrogation at the Memphis Airport right down to what street I lived on!

The security manager (b)(6) is unquestionably the worst I have encountered in all my airline travels.

I am a 56 year old, business woman and look every bit my age. I arrived at the airport dressed in business attire and showed no signs of any type of behavior that could be considered high risk. There were plenty of people in line who were dressed in foreign attire that as a passenger I sure wished they would search. But no they barely looked at these people.

The pat down was invasive, humiliating and having my bags searched for over a half an hour was ridiculous. Now the same fat, slow agent is doing pre-screening at my gate to DFW. For all I know I will be felt out again.

Please if anything can be done to retrain this crew at Memphis would appreciate it. The airport TSA is slow, worse than anywhere and I have seen them harrass other business travelers.

The saddest thing of all is in no way am I safer on this flight than if none of this had occurred. Ti

When did this happen?

She stated that they were coming through PHX to BUR today, and went through security around 7:25-7:30 a.m. Her husband has 2 knee replacements, and generally he goes through the AIT, but there was only one of those available, and it was at the other end. She thinks that there should be a sign saying that any passenger with metal implants would need to go to the specific line that has the AIT. The lines weren't long at all, and they got to walk up and go right through, but because there was no sign there saying that he should go through the AIT because of the metal implants, he got a patdown because he set off the WTMD. She thinks that the patdown was too much for an 88 year old. She doesn't understand why they didn't have them all open. Once he went through, and was patted down, they sent him back through.

Flight details below:

Airport: PHX

Airline: Southwest

Flight #: 3384

Went through security: 7:25-7:30 a.m.

Departure Time: 9:25 a.m.

Departure Date: 5-6-13

Terminal Gate: 4 C6

5/6/2013
4:50:58
PM

Advised Caller:

I told the caller that I would send her information up to the CSM at that airport so that they would know that she was upset about the fact that there was no sign, and that she thinks there should be a sign set up so that passengers can know if they have metal implants then they should go through the line for the AIT.

Please forward this to the appropriate handler of HYPERLINK "mailto:tsacc_do_not_reply@senture.com"tsacc_do_not_reply@senture.com e-mail responses.

Point 1: We DID speak with a Supervisory Transportation Security Officer immediately - all she did was similar to you, explain how they are required to screen. I will reiterate one more time: We did not have a problem with being screened - it was the poor attitude of the screener and his failure to properly communicate his intent prior to touching my husband. Bad, horrible, awful, training. This e-mail indicates that TSA is not interested in correcting its bad, awful, horrible training. It is also important to note that the screener just touched the fabric around my husband's knee to confirm that there was in fact a metal object there (a zipper to convert the pants to shorts) - which the scanner already alerted them to, but he did not bother to LOOK and see what that object was (it was UNDER the cloth). Major security FAIL.

Point 2: I never claimed anything was lost or stolen, I stated that it was "fortunate that nothing had been broken". Again, TSA shows a complete failure to read and comprehend the complaint I sent. I was not complaining about my bag being searched. I was complaining that the TSA agent who searched my bag did not re-secure the straps after pulling them all apart and did not provide the filer with the appropriate information after opening my bag. Again BAD, HORRIBLE, AWFUL training. And for you to even attempt to place the blame on the airline or the airport is shameful. The actions that occurred to my bag was clearly done by TSA not the airline or the airport. Again - the bag was locked with a TSA approved device, are you implying that my bag could have been opened by someone other than TSA? Is the e-mail response I received from TSA an official statement that the approved locks that only TSA staff are supposed to a master key to is a farce and a sham?

5/6/2013
4:52:41
PM

Point 3: I recommend that the individual who responded to me actually read the complaint to improve their own bad, horrible, awful handling of a tax payers valid complaint and concerns regarding EFFECTIVE security practices at our nations airports. The author's e-mail response was far from helpful and totally off the mark.

Assurance that the actions of the Houston based TSA staff were NOT acceptable and that they will be provided corrective training is all I had hoped for. However, an e-mail containing only excuses that do not even remotely address my complaint or concern only irritate me further and confirms TSA's lack of efficacy and respect for the security of America's citizens. I assure you, ladies and gentlemen, that the actions of the TSA staff in Houston and the individual responding to my initial complaint are an embarrassment to your organization's published mission statement and workforce expectations.

To quote from your website: "We are your neighbors, friends and relatives." My neighbors, friends, and relatives all have a higher work ethic and respect for me and each other than your Houston staff exhibited.

Regards,

(b)(6)

cc: Committee on Oversight and Government Reform

I am a member of TSA Pre check via Global Entry, ID (b)(6) I use the pre check lane at DCA and IAD whenever possible and appreciate the shorter line for security. However, I have a metal hip replacement that requires me to still complete the full screening process, including removing shoes, empty pockets, etc. Plus, if the pre check lane does not have an AIT machine in use, I must endure the full pat-down procedure.

Do you have, or are you planning to have something that can be noted in my profile identifying the hip replacement and avoid the extra steps? As of now the only benefit to me is a typically shorter line, but if I am traveling with my wife, she is still stuck in the normal routine.

Thanks for whatever information you can provide. I spoke to one of the pre check headquarters staff at an AAAE conference and they promised answers, but no one responded.

(b)(6)

5/6/2013
6:25:40
PM

TSA Chief Security Officer, Retired.

(b)(6)

The caller wants to file a complaint regarding TSOs at ORD. She stated that this incident makes her lose confidence in TSA. She stated that she plans to email as well.

She stated that she was with her parents. She stated that her father went through the scanner and he forgot to take out his wallet. She stated that he went to take out the wallet and a TSO kept yelling at him telling him to take it out. She stated that she believes that her name is (b)(6). She stated that the older woman was yelling at her father.

She stated that her mother has a pacemaker and she cannot go through the scanners. She stated that she got a patdown. She stated that the agent was very rough with her and she grabbed her arms and she grabbed her vagina. She stated that she told her mother not to call a family member over for the screening. She stated that it took 15 minutes. She stated that the agent was squeezing her skin. She stated that they would normally just rub the fabric. She stated that the agent she thinks was Wiley. She stated that she feels as if she was assaulted.

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

5/6/2013
6:34:42
PM

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

I explained that if she sends an email, it will also be sent the TCC here.

The caller's flight details are as follow:

Departing Airport: ORD
Destination: Santa Ana
Airline: American
Flight: 1775 @ 6:15 pm
Terminal:3
Gate: K8
Date and Time: May 5th, 2013 @ 4:00 pm

To Whom It May Concern:

I could use some help. For the last 9+ years, every time I fly, I am hassled at the airport – every time. Not occasionally, every time. At first I was told it is because of my fair complexion and light hair color – we can't profile? Have you seen the pictures of the bombers from the Boston area? Not exactly blonde, blue eyed American citizens like me – so am I being discriminated against? Then it was because I am a woman. Really?

The last time this happened (April 2013) the agent told me I am apparently on some list and thus had the "SSSS" designation on my boarding pass because of it. Some list for what? Who would put me on a list? Who has that right? A friend who works for TSA says this is not right either. He advised me to write or call to be removed immediately. The last time I went through "screening" was the worst. It was so bad I couldn't bring myself to deal with this letter until now – I tried to call, but your phone system is screwed up and I kept going around and around and around with it which would not let me make a selection, and then it disconnected me. Not real helpful. Because of these ridiculous encounters I'm really dreading flying.

On Sunday, April 14, 2013, I was returning from a fun trip to Mexico with friend. We had a two for one for first class so finally I got to get on a plane first, but that's where this horrendous nightmare of a day started. I was pulled over there at the departure airport (Puerto Vallarta) and my carry on searched. This has become routine harassment for me to endure. I cleared customs in San Diego without incident. Then we had to go back through security AGAIN in San Diego – which is stupid in and of itself - in order to board the plane for PDX. I thought he was joking when he said I was lucky – I was going to get the "super security check" today. Ha ha ha! The three people travelling with me laughed, until they witness the inhumane, degrading, insulting, ridiculous, uncalled for, harassment I had to endure in MY OWN COUNTRY. I am NOT a terrorist, I have never been a terrorist – never will be. How or why I would be on any list is BS! And for what? In San Diego I was grabbed, groped, "wanded", pinched, insulted; my pottery was broken, and the original print I was bringing home was bent and ripped. My family kind of got a kick out of this pathetic treatment at first, but now they too are fed up. My oldest son is leaving for his 8th, yes 8th, tour to the Middle East (career Army), and my youngest is a police officer. Seriously? On a watch list?? There are NO terrorists in our family. I am nearly 61, borne in Havre, Montana, in (b)(6). I have live here in MY country all my life. I finished college here and am a high school administrator here. I am not a terrorist, person of interest, or questionable character. Why am I being targeted? Why am I on a list of any kind? It is particularly insulting when I am constantly put through this hell and yet a multitude of minorities are allowed to waltz right through behind me without question or a second thought! Please help!

5/6/2013
8:08:23
PM

I expect to be taken off whatever ridiculous list I have been added to immediately. I have provided some information – what else is needed?

(b)(6)

(b)(6)

(b)(6) Vancouver, WA

(b)(6)

Thank you for your immediate attention to this matter.

To Whom It May Concern:

I could use some help. For the last 9+ years, every time I fly, I am hassled at the airport – every time. **Not** occasionally, every time. At first I was told it is because of my fair complexion and light hair color – we can't profile? Have you seen the pictures of the bombers from the Boston area? Not exactly blonde, blue eyed American citizens like me – so am I being discriminated against? Then it was because I am a woman. Really?

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On Sunday, April 14, 2013, I was returning from a fun trip to Mexico with friend. We had a two for one for first class so finally I got to get on a plane first, but that's where this horrendous nightmare of a day started. I was pulled over there at the departure airport (Puerto Vallarta) and my carry on searched. This has become routine harassment for me to endure. I cleared customs in San Diego without incident. Then we had to go back through security AGAIN in San Diego – which is stupid in and of itself – in order to board the plane for PDX. I thought he was joking when he said I was lucky – I was going to get the "super security check" today. Ha ha ha! The three people travelling with me laughed, until they witness the inhumane, degrading, insulting, ridiculous, uncalled for, harassment I had to endure in MY OWN COUNTRY. I am NOT a terrorist, I have never been a terrorist – never will be. How or why I would be on any list is BS! And for what? In San Diego I was grabbed, groped, "wanded", pinched, insulted; my pottery was broken, and the original print I was bringing home was bent and ripped. My family kind of got a kick out of this pathetic treatment at first, but now they too are fed up. My oldest son is leaving for his 8th, yes 8th, tour to the Middle East (career Army), and my youngest is a police officer. Seriously? On a watch list?? There are NO terrorists in our family. I am nearly 61, borne in Havre, Montana, in (b)(6) I have live here in MY country all my life. I finished college here and am a high school administrator here. I am not a terrorist, person of interest, or questionable character. Why am I being targeted? Why am I on a list of any kind? It is particularly insulting when I am constantly put through this hell and yet a multitude of minorities are allowed to waltz right through behind me without question or a second thought! Please help!

I expect to be taken off whatever ridiculous list I have been added to immediately. I have provided some information – what else is needed?

(b)(6)

(b)(6)

(b)(6) Vancouver, WA

(b)(6)

Thank you for your immediate attention to this matter.

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 5/7/2013 10:38:19 AM Airport : DEN - Denver International Date/Time of Travel : 05/02/2013 2:00 AM Airline & Flight Number : Frontier720 Checkpoint/Area of Airport : A Gates TSA Employee: (If Known) :

Comment : First, this is an observation that includes all airports and all security screens and is not connected to a specific time or flight.

I am 76 yrs old and am therefore allowed to wear my light jacket and shoes during screening. This turns out to be a theater of the absurd. If I wear my sport coat thru screening in Denver for example, I am always subjected to a pat down and explosive check. Why? Because there are buttons on my jacket as there would be on all light jackets. So the allowance to wear a jacket is meaningless and in fact causes me more scrutiny than otherwise. If I wear my shoes thru a magnetic screen, I have to go back and take them off and be rescreened adding to the process instead of easing the requirement. Rather than easing the burden for older passengers, TSA has created a circumstance of false expectations and has in fact added to the annoyance and time of the process of security screening.

Would you like a response? : True

Passenger's Name : LTG (Ret.) (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/6/2013
8:08:23
PM

5/7/2013
12:03:52
PM

(b)(6)

(b)(6)

5/7/2013
2:08:24
PM

From: (b)(6)
Sent: Sunday, February 17, 2013 6:56 PM
To: tsa-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Unhappy experience

I'm (b)(6) going through security checking point was send to go through XR..Never do, so I Ask for

Female assistant for pat-down

During procedure was interrupt by another female assistant (b)(6) And she started to pat down me again from the beginning

I have knitted dress on and the skirt, she want me to raise my dress up to see belt on my skirt, I was put in the position to choose to lift my dress or take off my skirt so she can see my belt, I took of my skirt and for my surprise she was not interested in the belt anymore. She told me I do not cooperate and supervisor was called

I had to ask for another female assistant and we finished it quickly. As a result of incompetent of 2nd assistant I was pat-down 3 times during 7 minutes.

It is not happy experience. This particular assistant should be trained better

The caller works for an organization called Childrens Flight of Hope, which helps ill or injured children travel. She called to provide information regarding a very bad experience that one family had in Birmingham to Boston on April 29th. The family has a 5 year old that is in a wheelchair and has multiple disabilities. The child must travel with lots of equipment and food supplements. She stated that the officers opened her special formula, which ruined it and it had to be thrown away, even though she insisted that they do not open it. She stated that the mother really protested the way the officers were screening her daughter and they made her go through a full body patdown, which caused them to almost miss their flight to Atlanta. She stated that the mother is a special ed teacher and they have flown before, but never had such a bad experience. She did not feel that it was disability discrimination. She did feel that it was poor customer service.

5/7/2013
3:05:19
PM

Airport: Birmingham traveling to Atlanta
Airline: Delta
Flight number: 1206
Monday 10:45 a.m, april 29
Does not know what terminal it was at.

Advised caller:

We are very sorry for the bad experience this family had. I will forward the complaint to the CSM. I advised her to contact the TSA Cares line and provide us with the itinerary the next time they fly at least 72 hours in advance.

From (b)(6)

Sent: Tuesday, May 07, 2013 4:08 PM

To: TSA.Ombudsman@dhs.gov

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/7/2013 4:08:18 PM

5/7/2013
8:09:44
PM

Name:

(b)(6)

Email:

HYPERLINK(b)(6)

Brief Description of Inquiry:

TSA makes me ashamed of my military service

Comments:

I flew again yesterday and, as happens every time I'm forced to run the TSA gauntlet, I feel shamed that I served (and shed blood) for a country that now treats its citizens like this. We are now forced to take off shoes, remove belts -- all for no apparent reason. Arrived from Argentina. During the screening at the checkpoint before going to Miami customer was stopped for additional screening. Stated that a female officer asked her to many questions.

Location: **Miami International.**

Gate: Not provided

Airline: American Airline

Flight #:490

5/7/2013
9:06:44
PM

Advised: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Tried to get more info but she said to forget the complaint after advised is a random screening.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/8/2013 8:20:44 AM

Name: (b)(6)

Email: (b)(6)

5/8/2013 10:02:23 AM Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 2028 out of Orlando on 5/6/13 at 3:55pm, Gate A78

Comments: Hello,

I went through security with my husband, 3 year old daughter, 2 year old son and 6 month old son. I had a separate bag for my (2) 6 ounce milk boxes, (2) 6 ounce juice boxes, a 2 ounce formula bottle and a 4.1 ounce baby food. The young female TSA screener (about my age) informed me that I was not allowed to bring any of the items through except for the baby formula. I explained that I desperately needed the milk for my diet restricted 2 year old and the baby absolutely needed baby food. We arrived at about 2:00pm and we would not be getting home until approximately 8:00pm and my infant cannot go that long without food. The agent informed me that I would be allowed to keep the milk only in exchange for me or my husband doing a full body pat down. I was shocked, humiliated, and infuriated. I told her that my husband would be willing to do a pat down in exchange for keeping my son's milk. My husband did it and was horrified at being extorted to keep MILK! The agent kept my baby food and juice. I was almost in tears as we were leaving. The woman then said she found liquid in my diaper bag. She went through the entire bag and found another 4.1 ounce package of baby food. I begged her to allow me to keep in for my infant. Her response was, "You chose milk for your pat down so you can't keep this too." I cannot put into words how upset I am and how upsetting it was to have a screaming infant on a plane for 2 hours simply because a single individual was absurdly harassing me and my family. I have flown multiple times with the same exact items and have never had an issue. I still cannot believe we were extorted into having a pat down in exchange (her words) for keeping my son's milk. Additionally, I was too afraid that she would further harass us if I fussed about being able to keep my infant's food. This was a ridiculous incident that kept no one safer, did nothing to improve air port security and only caused stress for my small children and family.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/8/2013 10:55:10 AM

Name: (b)(6)

Email: (b)(6)

5/8/2013 12:05:56 PM Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Departing from MCO Flight 2028 out of Orlando on 5/6/13 at 3:55pm, Gate A78.

Comments: Hello,

I went through security with my husband, 3 year old daughter, 2 year old son and 6 month old son. I had a separate bag for my (2) 6 ounce milk boxes, (2) 6 ounce juice boxes, a 2 ounce formula bottle and a 4.1 ounce baby food. The young female TSA screener (about my age) informed me that I was not allowed to bring any of the items through except for the baby formula. I explained that I desperately needed the milk for my diet restricted 2 year old and the baby absolutely needed baby food. We arrived at about 2:00pm and we would not be getting home until approximately 8:00pm and my infant cannot go that long without food. The agent informed me that I would be allowed to keep the milk only in exchange for me or my husband doing a full body pat down. I was shocked, humiliated, and infuriated. I told her that my husband would be willing to do a pat down in exchange for keeping my son's milk. My husband did it and was horrified at being extorted to keep MILK! The agent kept my baby food and juice. I was almost in tears as we were leaving. The woman then said she found liquid in my diaper bag. She went through the entire bag and found another 4.1 ounce package of baby food. I begged her to allow me to keep in for my infant. Her response was, "You chose milk for your pat down so you can't keep this too." I cannot put into words how upset I am and how upsetting it was to have a screaming infant on a plane for 2 hours simply because a single individual was absurdly harassing me and my family. I have flown multiple times with the same exact items and have never had an issue. I still cannot believe we were extorted into having a pat down in exchange (her words) for keeping my son's milk. Additionally, I was too afraid that she would further harass us if I fussed about being able to keep my infant's food. This was a ridiculous incident that kept no one safer, did nothing to improve air port security and only caused stress for my small children and family.

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/9/2013 9:52:36 AM

Airport : DCA - Washington Reagan National Date/Time of Travel : 05/08/2013 9:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : for Gate 34 TSA Employee: (If Known) :

Comment : TSA lines at DCA are the worst I've encountered anywhere in the US. Yesterday I waited on line for over 30 minutes. Three observations:

1. The right most screening area was empty much of the time because they were efficient and no one made an effort to direct passengers there.

5/9/2013
10:19:34
AM

2. The 2nd (middle?) screening areas had long delays, and it appeared to me that this was caused by a single TSA who should be reprimanded. He was the assistant (have a nice day and pat down the gentlemen) at the screening machine. He was having an animated and apparently unwanted one-way conversation with the young black woman who was operating the machine. He appeared to me to be impaired. I hope you can do something about it. I'm sorry I didn't get his name.

3. A minor annoyance: I experienced reverse discrimination: An attendant outside the screening area (white shirt-perhaps not TSA?) removed a family from the line and moved them to the head of the line. This was not because they were going to miss their flight or were in any obvious distress. It was because the attendant recognized them as members of his own ethnic and cultural minority. They exchanged pleasantries in a foreign language.

And BTW, there were 3 supervisors watching the whole thing.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 5/9/2013 9:27:36 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 05/07/2013 5:30 AM Airline & Flight Number : AA 623 Checkpoint/Area of Airport :

TSA Checkpoint TSA Employee: (If Known) : Uniformed Screeners and Duty Security Manager Comment : My wife, who wears bi-lateral external prosthesis (breast cancer survivor), alerted the AIT. A male uniformed screener swiped my wife's hands with a cloth pad and something tested positive for further screening. Then a female uniformed screener (later ID'ed as a supervisor) approached and assisted. The male screener, without explanation as to what he was looking for, rummaged through my wife's bags and swiped contents. My wife explained she was a breast cancer survivor and had handled her prosthesis earlier that morning. My wife told both TSA screeners she was a U. S. Navy Captain who just returned from a year deployment to Kabul, Afghanistan. The TSA screeners continued searching my wife's bags and said a body pat down was required. Her bags were again machine screened. Then my wife was escorted to a private screening room. She was subjected to a full body pat down. While out of my sight, I spoke with a non-uniformed security manager (name escapes me but he is a retired USMC gunnery sergeant). Agitated, I identified myself by name and as a retired Marine (he did likewise) and asked that he help me understand why my wife, a cancer survivor and active duty senior officer just back from a year deployment, was being put through such screening. To his credit he was polite and professional explaining protocols etc. and later provided me TSA/DHS contact info for future use. Questions: 1) Why did screeners go through my wife's bags without explanation as to why and what was the purpose of swiping contents?; 2) Why was my wife subjected to full body (vice target area) pat down when the AIT alerted only the breast area?; 3) What alerted and why was there reason to swipe my wife's hands?; 4) Why do military personnel - active, reserve, retired - and whether in uniform or not (all have ID cards) have to go through the same degree of screening as the general populace? Thank you.

5/9/2013
10:18:37
AM

(b)(6)

PS Again, though annoyed by our experience, we appreciate the courteous manner in which the TSA non-uniformed duty security carried out his duties.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller asked about the patdown procedure. Caller is claiming that his genitals were touched. Caller asked if a TSO is supposed to touch his genitals. Caller said this has happened twice.

5/9/2013
11:24:21
AM

I spoke with (b)(6) and he stated they patdown to the point of resistance with the backs of the hands and if they need to, they use the front of the hands. Caller did not want to give his name or phone number. He hung up when I asked if I could put him on hold again, I did not have a number to call him back.

Caller was traveling out of Portland International and he was pulled aside for additional screening. caller is wanting to know what information that they got when they scanned his hand. Caller stated that he is not a terrorist and he is wanting the information about what is going on.

Told caller that anytime that you get pulled aside for additional screening is because there may have been an alarm or anomalies and they have to resolve that. Also told caller that they may have done an explosive trace detection on his hands and I was not able to tell him why he was pulled aside. Also told caller that sometime it is at random that they pull aside for additional screening.

5/9/2013
1:01:02
PM

Escalation Notes: (b)(6)

The caller wants to know what we check for when he gets secondary screening. He mentioned a screen he had to put his hand on and he wants to know what it is we were checking. He isn't complaining about the patdown but what it is we check when he is subject to secondary screening. The caller became angry and threatened to get a lawyer if I didn't tell him what it was we were checking when he was pulled for secondary screening. He understands the procedures for secondary screening and he says he cooperated.

I directed the caller to the IVR to get the name and number of the CSM at PDX

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/9/2013 12:30:33 PM

5/9/2013
2:09:30
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): In between flights; arriving on AA87 from London Heathrow into Chicago O'Hare, going through TSA screening prior to boarding AA 337 from O'Hare to St. Louis, MO

Comments: To begin with, there was an extremely long line waiting to be screened with only three screening locations in operation. the wait time was close to one hour and many people were complaining about the insufficient manpower. I am 75 years old and have a steel replacement hip. I went through the screening and showed the attendant the card provided by my surgeon, verifying the hip replacement. I was then subjected to not only a complete pat down but also electronic screening. The whole incident took about 15 minutes and it was a extremely demeaning experience. Why single out a 75 year old white man with a proven physical disability, yet allow two females in black Burkha's to walk through security with little if any security checks? You appear to have your priorities out of order!

5/9/2013
5:28:43
PM

Caller and her husband crossed through our checkpoint at LAX and he underwent a patdown following a pass through the AIT machine. She wants to know why and if this is normal. I told her that passengers must undergo a patdown as a normal part of aviation security. It doesn't mean that there is a problem with him at all; it sometimes occurs at random.

May 9, 2013

Dear Sirs,

5/9/2013
6:02:51
PM

I travelled through Yakima Airport this morning and found it very disturbing that the person I was travelling with, a male, was picked for secondary screening, which consisted of a 5 minute pat down and extensive search of accessories. The next person selected was a female, and since there were no female TSA agents on duty, her secondary screening consisted swabbing her shoes. After she was done she went quickly to the bathroom. which I found very suspicious.

I am not saying that she had anything, but if you are trying to uphold your illusion of security, I would suggest making sure a female is on duty to complete the pat downs.

Sincerely,

(b)(6)

(b)(6)

Caller states she traveled from Eugene to SEA to Sacramento to Minneapolis and did not have any problem. On her return flight she flew from Minneapolis to Sacramento to Portland on to Eugene. She had a terrible experience. She was asked to remove her shoes and walk over to the patdown area on the filthy floor. She requested a pat down to avoid the x ray. She has an advanced stage cancer, and walks on a walker. There were signs all over the airport stating if you are over 75 years old you do not have to remove your shoes. She is 80 years old. She told the TSO she had traveled for several days and had on sandals. She thinks the rules should apply to all the airports. None of the other airports ask her to remove her shoes. Caller did not feel that she was treated differently because of her age or disability, just did not understand why she couldn't leave her shoes on.

5/9/2013 Airport: SMF
7:10:19 Airline: Alaska
PM Flight: 2526
Terminal: Gate B9

Advised Caller:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Caller wanted to speak to Janet Napolitano or John Pistole. Caller wanted to know the status of his patdown complaint.. I told the caller I do not have the phone number for either party but I could give him an address for Mr Pistole. Caller asked who was above Ms Napolitano, and I advised that would be the President.

I advised the caller that this has been forwarded as high as it could go. Caller wants to speak to a supervisor.

5/10/2013 (b)(6) took over call: Caller wanted a phone number to either John Pistole or Janet Napolitano. Caller stated he wrote a letter like he was instructed to do and has yet to hear from anyone. Caller wants this issue addressed. I advised caller that I could have my supervisor look into the matter again. Caller agreed but also wanted to speak with my supervisor. I then gave call to Supervisor (b)(6)
9:56:11 AM

(b)(6) Notes:

On Jan 24th one of the TSA agents in Austin was to friendly with him. He contacted the AUS CSM, and also filed a complaint with Austin Police Department. He has forwarded a complaint to Mr. Pistole and Janet N. He sent in a formal complaint form and hasn't heard anything back from anyone. I told him his record was sent to the passenger ombudsman. I told him I would look further into his situation and have someone get in touch with him. He wants John Pistole to call him. I told him I couldn't guarantee who would call him back but I would look into his situation.

I was blown up by a road side bomb in Afghanistan and it injured my back.

I have a morphine pump that is implanted in my abdomen to control my pain,

The device is made of metal and it always sets off the metal detectors.

It's incredibly embarrassing when the TSA agent tells me to pick up my shirt so he or she can see where the pump is implanted.

I avoid flying as much as I can because of this.

5/10/2013 I carry a medical card from the pump manufacturer that states I have a device in my body but the TSA always does a full pat down and body screen with a hand held metal detector.
10:00:31 AM Is this the best treatment I can get from the TSA?

I don't like people staring at me.

Thanks

(b)(6)

Sent from my iPad

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 5/10/2013 7:55:58 AM

5/10/2013

10:00:46

AM

Name (b)(6)

Email (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): MCI: May 10, 2013; Delta #2062 at 6:15am; gate 57

Comments: I missed my flight at MCI this morning (May 10, 2013; Delta #2062 at 6:15am) because of TSA incompetence. My daughter, who was traveling by my side, made the plane flight. I have a disability that requires a titanium hip. The titanium hip set off the alarm (it always does). The call for "female assist" when unanswered. I sat there and sat there...telling TSA that my plane was leaving. By the time the woman came for the pat down, the plane had left.with my daughter and my suitcase. The impression was that TSA was overloaded and understaffed; there were literally hundreds of people in line and a very large bottleneck.

Hello,

I have some question about my rights as a working airline crew member. At airports without Known Crew Member must I submit to a standard pat down or do I have the right to a modified pat down? I have a knee replacement so I WILL set off the metal detector, and I choose not to use the new screening technology. What are the proper procedures? Until recently I was given the modified, but lately I have not been extended this courtesy. I appreciate your time and look forward to your

5/10/2013

12:04:37

PM

answer.
Thank you,

(b)(6)

USAirways

Sent from my iPad

Feedback Type : Security Issue

Categories : Other; Pat-down

Current Date/Time : 5/10/2013 9:53:51 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 05/08/2013 12:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

5/10/2013

12:05:12

PM

Comment : I am approved in the TSA pre-check program. However, I have a surgical implant in my right knee, so the pre-check doesn't really help much at all. In Salt Lake City, the pre-check line doesn't have a full-body imager, so I have to do all the usual removals and have a pat-down. In several other airports, I've been required to have a pat-down even after going through the full-body imager. Is there any way to get an exemption from the pat-down requirement--for example, a letter from my doctor?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller said she called to get assistance and no one has called her back. Caller is flying from MCO tomorrow. This is her return flight. Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

EID: (b)(6)

Disability Description: Caller's son is autistic and cannot stand still for the AIT screening. If a patdown is required, he may need assistance.

Information Request: Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

(b)(6) 526 Return 5 15 2013 2:17:00 PM JetBlue MCO Upcoming

Caller is concerned that they may need assistance if he is required to have a patdown.

Response Details: I told the caller I will send the request again. I gave her the CSM number to contact.

Name: (b)(6)

5/10/2013 Phone: (b)(6)

2:19:07

PM

4:30pm

I called (b)(6) back because I realized there was an incorrect date on the return flight. It was listed as 05 17 2011, but should be 5 11 2013. Caller said she spoke to the CSM and was able to make arrangements for tomorrow.

Informed caller that I would forward the information to ODPO and emailed the information on autism screening. Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Caller is concerned that her son will not be able to perform the standing still part for the AIT and that he would not react well to the patdown procedures.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 5/10/2013 5:48:33 PM

5/10/2013

6:24:02

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL4646, Spokane Intl Airport.

Comments: I was singled out because I am fat. I was taken to a back room where I was required to prove that I was not concealing anything under the fold of my stomach. My personal items were searched and I was forced to wait while the TSA personnel searched my possessions. Before I entered the screening area I took great care to be sure I was in compliance with all TSA regulations. I selected my travel clothing carefully and had my identification ready. I was still treated with disrespect. To satisfy the search requirement and to avoid groping I removed my clothing to demonstrate I was not concealing weapons, explosives or contraband. I am a citizen of this country, a patriot, a retired sheriff, a grandfather and not a criminal. I should not have been treated the way I was. I did not feel protected, I felt violated, suspected and accused.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 5/10/2013 5:48:33 PM

5/10/2013

6:24:02

PM

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To Whom It May Concern:

On Wednesday, May 7, I flew on Southwest Flt. 504 from Newark airport (EWR), Terminal C. I was escorted to Security in a wheelchair at around 5:30 p.m. When I reached Security, the agent manning the line motioned for me to go through the full body scanner. I declined, and asked for the pat-down. He ignored me, and let five or six people pass through the scanner and/or metal detector. The agent's name is (b)(6) I was unable to get his badge number.

He then turned to me and directed me to put my carry-on, purse and shoes on the belt, but did not call for a female agent. I said that I would wait until I was ready to go through the pat-down, so that I would not have to let my personal items be out of my sight. He then continued to ignore me, letting many more people through the security procedure, and made no attempt to get an agent to attend to me. I then asked if he would call the female attendant, but to no avail. He turned away, and did nothing except let more people through.

5/11/2013 9:04:46 AM Eventually, a female agent turned up, (b)(6) whom I recognized as the same agent who gave me the pat-down a month earlier on a different flight. She stood on the other side of the glass half-door from where I sat in the wheel chair, but (b)(6) still would not open that door to let me through. Finally another agent showed up next to her, saw me sitting there, and let me through.

AM (b)(6) was friendly, thorough, yet gentle, and she is to be commended for her professionalism on both occasions. (b)(6) on the other hand, was hostile, snarky, disdainful, disrespectful, and lacking in compassion for the handicapped and for humanity in general. It was blatantly obvious that this man was on some sort of power trip. I am seriously considering filing a lawsuit under the Americans with Disabilities Act for the harsh and discriminatory treatment I was subjected to by him. This agent needs to be dealt with appropriately, and I would appreciate your feedback.

Thank you,

(b)(6)
Las Vegas, NV 89134
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 5/10/2013 10:40:14 PM

5/11/2013
9:05:00

AM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL4646 Spokane Intl Airport
Comments: I thank you for the response to my previous communication. I add that the TSO did not advise me what was occurring. They did not advise me of options and they scared my wife because they forced me to go to a room and closed the door. According to your response to me they violated TSA protocol and my rights.

Dear TSA,

This morning, May 11 2013, at 8.54 am at JFK airport, section 3 screening/scanning area. I ask for female assist, as not to go through the scanners. I waited patiently, after 5 minutes I reminded the TSA representative that my flight is 9.18am. (Matos was her name on the tag), she made several attempts to call but no one came. I ask if I could go through the regular scanner that I was standing next, she told me it was not a regular scanner - however, during my wait a child and mother went through. I asked again to go through, this time she said it's because I ask for 'female assist.'

- At 9.05am. a TSA female came up walking very slowly.

- At 9.10am I was finished with the 'pat down'

- At 9.11am I went over to the supervisor desk to ask for a complaint form, he ask me what happened (large hispanic man) and he ask for ID and wrote down my details and was taking his time looking for a complaint form. I was never ask for my ID before with a complaint form request, or have a supervisor write down my name and driving license number on a piece of paper (creep me out), I usually was just given the complaint card to fill out. I ask the supervisor why he was writing down my details as this is further delays me and my flight is at risk of being missed. He told me "this is procedure" and "he sends it to the HR so that they will expect my complaint"

My complaints are:

a. please have quicker female assists on hand to take care of people who have the right to refuse going through the scanner (that has a reputation of taking images of passengers naked).

5/11/2013 11:13:05 AM b. Perhaps generate a 'three call out maximum' for a female assist to come to a passenger with a maximum wait time of 5 minutes or let passengers go through the regular scanners (from 10 years ago) when they ask to not go through the newer ATD canners. This would save time and man power on both parties.

b. For supervisors to not add on to the frustration of the situation by adding 'new' procedures and telling you that he sends my details to 'HR?' what has HR got to do with passenger complaints. And this large hispanic man was a supervisor.

Anyhow, my goal is the pursuit of better travel through security. I am happy that the 'naked' scanner technology has now been switched to outlining the body - however at the JFK airport it does not state the switch and illustrate the type of picture - white plains NY airport demonstrates this.

Please respond with solutions of what can be down to pretend this problem.

Thank you.

(b)(6)

Disability Description: The caller broke her wrist and arm. She has a metal implant.

Information Request: The caller wanted to know how she would get thru the checkpoint since she had the metal implants.

The caller said that she was told if she had a letter from her doctor she would be ok.

She said she was on the TSA website and it said she only had to present a card.

The caller feels the TSA agents are thugs and unprofessional.

The caller said she feels the patdown is degrading.

She stated I should watch the way they act, and she does not want them patting her down.

The caller stated she will probely will not fly anymore if she is going to have to be groped and degraded.

She asked where she would file a complaint after she is groped and degraded.

She wanted to know if anything would be done with her complaint if she filed one.

5/11/2013 2:09:12 PM The caller said she would not be groped and degraded and then disconnected the call.

Response Details: I told the caller if a passenger has metal implants, such as artificial knees, he or she should inform a Transportation Security Officer (TSO) before screening begins.

TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

I told the caller the TSO will use the backs of hands for sensitive areas and the front of hands for non sensitive areas during the patdown.

I apologized to the caller for the concern and advised the caller she may request to speak to a supervisor at the checkpoint.

I told the caller if she refused to have the additional screening she will not be allowed to enter the secure area of the airport or board the flight to travel.

I told the caller she could call back if she had a complaint and I would help in document her information.

I would then provide the to the correct department.

I advised the caller I could not really speak to what if situations, but I would help her if she wanted to file a complaint.

I offered to send the info regarding the patdown and metal implants to the caller, she refused and disconnected the call.

Disability Description: The caller broke her wrist and arm. She has a metal implant.

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I told the caller she could call back if she had a complaint and I would help in document her information.

I would then provide the to the correct department.

I advised the caller I could not really speak to what if situations, but I would help her if she wanted to file a complaint.

I offered to send the info regarding the patdown and metal implants to the caller, she refused and disconnected the call.

Disability Description: Caller has a 5 year old autistic son. He cannot hear very well. The caller also has a mild case of Autism.

Information Request: They would like to avoid their experience from the previous flight. How can they better prepare for the screening process?

Response Details: Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination

The caller opted to file the formal complaint. So I am emailing her that information as well as the screening process for the autism spectrum.

Incident Details: They had a bad screening experience recently at CLT. They were flying to Orlando. She set off the WTMD. They separated her from her son. Her husband was attending to their 2 year old. So he could not give their son his full attention. He was running around on his own while she was finishing her screening. At the end she was subjected to a patdown. She had to lift up her shirt in front of the other people at the security checkpoint. She did not know that she could request a private screening. The TSO stated that if her son touched her he would have to have a patdown also. A supervisor pulled the TSO to the side and corrected her. The TSO's were courteous and trying to help resolve the situation. But they were bringing more TSO's in to help which was causing her son more stress. She would like to make a formal complaint if it can help others avoid the same situation.

On 12-May at about 10am, I went through the D concourse security checkpoint premium lane and opted out.

I then was made to wait approximately five minutes for a pat down while available male TSA agents were "busy" restocking bins at nearly empty lanes. I have never had to wait that length of time for a patdown at such an empty checkpoint.

Additionally, the female agent running the x-ray scanner decided to move my belongings from the x-ray belt while I was not present. This is not supposed to happen.

I mentioned my complaint to the two-striper who was "in charge" and he appeared totally unconcerned and disinterested.

5/11/2013
5:32:08
PM

5/12/2013
1:19:29
PM

Name: (b)(6)

Phone: (b)(6)

Date of Incident: May 4, 2013

Time : Around 11:30 AM- 12:00 Noon

Location: LaGuardia Airport

Airline Security: Jet Blue

5/12/2013
3:35:36
PM

Female attendant, told me to go through the Full body scanner. I stepped in, without telling me, she decides to touch the combs I had in my hair with the same gloves she has been using on everyone else.

I feel this is a violation as the full body scanner was suppose to be in lieu of any pat down or body search. I feel the attendant had not right to touch me without my permission, and there was no need as I was going through the scanner.

They are just getting out of control and they need to be re-trained.

Also, my fiancé was behind me and was also told to go through the scanner- He did. When he came out, the male attendant patted him down on his butt- again without asking permission.

I travel with an ESA animal every weekend and had a very stressful situation last night, totally different TSA situation than I have every had with my animal.

Can you please provide me with the specific rules on TSA handling animals in private screening room? I know they have to pat down and that is fine, usually I get my hands patted down too. I have been told that TSA is not allowed to assist or handle animals aside from pat down for testing.

5/12/2013
5:12:58
PM But this situation was the TSA agent would not let me get my cat out of the carrier, and she had to force it out by dumping it upside down, the cat has hip pain which is issue, plus I do private room rather than walk through to alleviate animal stress. She forced the inspection of the cat cowering the corner but never did any bomb test on the pat down, which is always done too.

I had nearly had a anxiety heart attack watching this happen so would like to know the rules so I can carry them in my pet carrier to avoid this again. Once again, this had only happened to me 1 time in 2 years, but was very strange. It was very hard on the both the animal and me. Didn't seem right.

Thank you,

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 5/12/2013 4:14:09 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 05/12/2013 3:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Domestic South TSA Employee: (If Known): (b)(6) Comment : I passed through the Atlanta domestic terminal South Delta Sky Priority checkpoint at around 3:30pm on Sunday 12 May. I was wearing a dark brown jacket, brown striped button-down shirt, tan trousers and distinctive purple moccasins. I am a large white male with short brown hair and thick black glasses.

5/12/2013
5:13:05
PM After waiting for several minutes for an opt-out pat down, I was humiliated nearly to tears when the screener patting me down and his female colleague monitoring the line started laughing at me. As a larger passenger, traveling through the airport is a sensitive enough experience, and I was appalled that the TSA were so unprofessional.

Supervisor (b)(6) was dismissive and refused to give me the names of the screener and his colleague. But I imagine that the screening tapes will be sufficient to identify them.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Sunday, May 12, 2013 1:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA complaint

(b)(6)

5/12/2013
5:13:10 PM
Lakewood, WA 98499

HYPERLINK "mailto:TSAExternalCompliance@dhs.gov" TSAExternalCompliance@dhs.gov

Dear Sirs:

I am an air traveler and therefore forced to go through the TSA checkpoints. I had the unfortunate experience of having a screener who was painfully rough and inappropriate with his touching. I am filing this complaint against him and request a written On Saturday 11th May I travelled on UA5883 CMH-ORD. I am a frequent flyer with United, flying once monthly through CMH and ORD. I am also in the Global Entry Scheme. I was formerly a US airline employee and thus able to use the magnetometer daily. this has therefore only become an issue since I reverted to my new job as an overseas airline pilot. further I am trying to explain that I have some background to refer to and am a trusted traveler.

As my job involves receiving a large degree of radiation and EMR in the normal course of performing it I opt out of the xray or backscatter machine. As such I usually advise the checkpoint TSA officer as early as I can even before putting my bags on the xray machine that I would like a pat down so they can arrange a searcher with little or no disruption to my progress through the checkpoint.

5/13/2013
8:32:29 AM
on this occasion I followed my usual procedure and advised the TSA officer that I wanted a pat down in lieu of the machine early. He radioed for a pat down and I waited at the checkpoint for my searcher as usual while my baggage went through the xray. from this point onward it was out of my control and sight for at least 5 minutes till a searcher finally appeared and took me through and retrieved my baggage from the xray machine belt. apart from the lengthy time to obtain a patdown on a not very busy morning this procedure leaves my baggage open to tampering or theft and your officers open to accusations of the same. I would urge you to come up with a better procedure for those of us who opt for a patdown. it should take no more time than the scanner to pass through (patdown officers should be available at all times with no reason for a wait unless they are performing other searches which they were not) and at no point should I be separated from my baggage in my mind. I am also an ex customs officer and we were never allowed to separate anyone from their baggage at any time due to the above mentioned reasons as well as in the case of finding an offence you are unable to prove that the baggage was not tampered with (chain of evidence).

this has also happened on one occasion at ORD to me also this year but usually an officer gets me very quickly for the patdown there and I don't lose sight of my baggage. I get the feeling at ORD it is no big problem for them if you opt out but at CMH they seem to give you attitude that you bother them by opting out, and therefore make you wait as punishment.

(b)(6)

Caller stated she wears an insulin pump. Caller stated she isn't allowed to go through the AIT machine and every time she travels the screener tells her she could go through the AIT. She feels like the screeners don't want travelers to get a pat down. Caller stated the screeners need to be polite to travelers who want to opt out of the AIT and the screeners are rude to the travelers at the checkpoint. She called the manufacturer and was told she could not go through the AIT. Caller feels like she is being punished for requesting a pat down. She flew Pittsburg to Chicago, stated she doesn't have the name of the screener.

5/13/2013
9:46:02
AM

Caller stated the screening happens at both Pittsburg and Chicago airport. Every time she travels she gets an attitude from the screener when she requests a pat down. Caller thinks the TSO should stop questioning what travelers say and they don't need to convince the travelers to go through the AIT.

Advised caller I would send the information to the CSM at the airport but the caller stated she doesn't remember which airport she was flying from. Caller stated she will call back in with the other airport.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 5/13/2013 12:46:33 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hi, I am an Iraqi born British Neurosurgeon. I live and work at University College London Hospitals in London. I make regular trips to the US for business and pleasure. I have an ESTA authorisation and I travel using my British passport.

5/13/2013
2:22:57
PM

Every time I travel to the US I get subjected to a special security treatment with a body search. I am pleased that there are strict measures in place to make travel safer however, I was told that I can apply for a TSA number to spare me the embarrassment of having to get searched in front of other passengers. I am very happy to go to an interview if required. can you please advise me of how to proceed?

Best regards,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6) Passport No: (b)(6) Phone Number: (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

hello, so I included the reply I got to this query. from what you sent me it would appear your officers in CMH did breach the law by not allowing me to maintain sight of my luggage. you offer no resolution to this query and further there is no ability to reply to the person who offered the advice.

am I to take it I should contact my congressman to take the matter further?

(b)(6)

Thank you for your e-mail regarding maintaining a line of sight with your belongings at the Transportation Security Administration (TSA) security checkpoint.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening.

5/13/2013
4:16:53
PM

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers

(TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

We hope this information is helpful.

TSA Contact Center

The caller stated that he flew out of Ronald Reagan Airport
Call transferred to MB agent (b)(6)

Caller had a patdown on the genital area.

5/13/2013 7:48:03 PM As a little bit of background information, he has recently had surgery. He would not be frustrated if this happened frequently, only because of the comment made by the agent after he completed the patdown. After the patdown was completed by the agent, the passenger is stating that the agent gave a strange look and asked, and I quote, "How did I do?" with a grin.

The passenger feels like the comments were uncalled for and stated he feels singled out or discriminated because of himself being a male.

Caller Advised:

If you feel you have been discriminated against because of sex, I will forward you some information on how to file a civil rights or liberties complaint via email within 24 hours. By law your complaint must be made in writing.

---Original Message---

From: (b)(6)
Sent: Monday, May 13, 2013 5:31 PM
To: TSAExternalCompliance@dhs.gov
Cc: info@sjc.org
Subject: complaint about pat-down search at SJC

Ladies and Gentlemen,

I understand and trust magnetometer arches, and happily walk through them when asked. I also understand how many of the newer body scanners work, and choose not to.

5/13/2013 8:37:05 PM Usually, my "opting out" from lines through modern body scanners doesn't cause me much concern; I notify an agent, wait, get patted down, and am on my way.

However, on my way to a US Air flight last Friday (May 10, 2013) at San Jose's international airport (SJC), the TSA agent who conducted a pat-down search on me around 5:35am repeatedly told me about how the full-body scanners used new technology, and asked if I understood. I believe that he was trying to intimidate me and trying to discourage me from opting out in the future.

I find his behavior highly unprofessional, and believe that this agent requires better training and management. He was successful in discouraging me from flying through SJC.

I don't recall getting the agent's name, but he was a tall (6'3"?) black man with average to muscular build, probably 35 to 45 years old.

Please investigate.

(b)(6)
Sunnyvale, CA

To Whom it May Concern,

I am writing about an experience I had today while flying. I was leaving Orlando, Florida and returning home in Denver, Colorado on a 9:05 Southwest flight.

During the security screening process, I was positioned to go through the ProVision scanning machine, and I elected to receive a pat-down instead. I nearly always do this, as I worry that ProVision and similar scanners simply has not been around long enough to understand the long-term health risks it may pose. My entire family, 6 other people, also chose the pat-down as well.

When I was pulled aside for the pat-down procedure, the TSA agent who performed the patdown was courteous and polite. He did everything right, telling me what he was going to do before doing it and how he was going to do it.

Unfortunately, another TSA agent also followed us over. This gentleman had no role in my pat-down, he did not perform any actions whatsoever in that capacity, it seemed the only reason he came over was to talk to me while I got my pat-down.

His conversation started friendly enough, with him asking me why I was choosing the pat-down instead of the scanner. In turn, I answered politely, stating I was worried about health risks they may pose. He said they aren't X-Rays and I said I understand that, but I prefer to play it safe and take the pat-down. I reiterated that it was my right to do so, and he replied "Yeah yeah, of course it's you're right, we're in America, land of the free." I thought that might be the end of the conversation, but he continued.

5/13/2013
9:13:02
PM

He told me that the machines emit less radiation than a cell phone or a television. I said I don't really believe that, but thanked him for the information. He told me he's just telling me the facts. I said okay, and proceeded to try not to discuss the matter with him further. This seemed to make him quite angry, because everything after that was more akin to verbal assault.

He told me that if we had another 9/11, I can "bet [my] ass" that I'll have to go through ProVision and not get a pat-down. I asked why so many people are allowed to go through just the metal detectors, since I've traveled many times when a ProVision machine was malfunctioning and everyone in that line (including me) went through a regular metal detector instead. He told me only airline employees go through that, and I said I'm not an airline employee, but I've gotten on a plane after going through only a metal detector dozens of times, even since ProVision became commonplace in airports. He said what I was saying was impossible, a particularly humorous comment since I looked behind him to see that, since the 7 of us elected the pat-down instead of Provision, every single person in my security line was now going through only the X-ray.

He continued to badger me for no reason, telling me what a fool I was for not trusting in the ProVision. I was polite in return, though I was unwilling to yield any ground in the discussion and agree with anything he was saying. At no point did I insult or harass him, though he repeatedly did so to me.

The gentleman actually performing the pat-down ignored him, and I tried to do the same, but the other agent kept trying to re-engage me in some kind of debate, including one time when he ended his sentence with "end of discussion" only to let a few moments of silence pass before harassing me some more. He referred to me and my family (including my wife) as "a bunch of right-fighters over here", but the real kicker came at the very end of my pat-down, when he told me, "I'm surprised you're not on the no-fly list." and then walked away.

This was very insulting. I'm a very well-behaved flier, and I have never had any run-in with any kind of law-enforcement aside from my wife getting a speeding ticket once. I pay my taxes, I vote, and I'm a generally upstanding citizen. I don't see why exercising my right to a pat-down is something that should indicate I should not be allowed to fly ever again. I found this agent's behavior extremely rude and unnecessary. When he walked away, the agent that performed my actual pat-down shook

To Whom it May Concern,

(Resending this after being told that it cannot be forwarded to the appropriate place due to not including the airport from which I departed, a detail I've added)

I am writing about an experience I had today while flying. I was leaving Orlando, Florida (MCO) and returning home in Denver, Colorado (DEN) on a 9:05 Southwest flight.

During the security screening process, I was positioned to go through the ProVision scanning machine, and I elected to receive a pat-down instead. I nearly always do this, as I worry that ProVision and similar scanners simply have not been around long enough to understand the long-term health risks they may pose. My entire family, 6 other people, also chose the pat-down as well.

When I was pulled aside for the pat-down procedure, the TSA agent who performed the patdown was courteous and polite. He did everything right, telling me what he was going to do before doing it.

Unfortunately, another TSA agent also followed us over. This gentleman had no role in my pat-down, he did not perform any actions whatsoever in that capacity, it seemed the only reason he came over was to talk to me while I got my pat-down.

5/14/2013
8:23:02
AM

His conversation started friendly enough, with him asking me why I was choosing the pat-down instead of the scanner. In turn, I answered politely, stating I was worried about health risks they may pose. He said they aren't X-Rays and I said I understand that, but I prefer to play it safe and take the pat-down. I reiterated that it was my right to do so, and he replied "Yeah yeah, of course it's you're right, we're in America, land of the free." I thought that might be the end of the conversation, but he continued.

He told me that the machines emit less radiation than a cell phone or a television. I said I don't really believe that, but thanked him for the information. He told me he's just telling me the facts. I said okay, and proceeded to try not to discuss the matter with him further. This seemed to make him quite angry, because everything after that was more akin to verbal assault.

He told me that if we had another 9/11, I can "bet [my] ass" that I'll have to go through ProVision and not get a pat-down. I asked why so many people are allowed to go through just the metal detectors, since I've traveled many times when a ProVision machine was malfunctioning and everyone in that line (including me) went through a regular metal detector instead. He told me only airline employees go through that, and I said I'm not an airline employee, but I've gotten on a plane after going through only a metal detector dozens of times, even since ProVision became commonplace in airports. He said what I was saying was impossible, a particularly humorous comment since I looked behind him to see that, since the 7 of us elected the pat-down instead of Provision, every single person in my security line was now going through only the metal detector.

He continued to badger me for no reason, telling me what a fool I was for not trusting in the ProVision. I was polite in return, though I was unwilling to yield any ground in the discussion and agree with anything he was saying. At no point did I insult or harass him, though he repeatedly did so to me.

The gentleman actually performing the pat-down ignored him, and I tried to do the same, but the other agent kept trying to re-engage me in some kind of debate, including one time when he ended his sentence with "end of discussion" only to let a few moments of silence pass before harassing me some more. He referred to me and my family (including my wife) as "a bunch of right-fighters over here", but the real kicker came at the very end of my pat-down, when he told me, "I'm surprised you're not. Caller stated she flew from Albany, New York to Massena New York on Cape Air. Caller stated the TSO (b)(6) conducted a patdown and she touched in her private parts. Caller stated she has never had this kind of screening. Caller stated she had to tell the screener to remove her hands from her private parts. Caller stated the screener was rough when she was touching her. Caller stated the screener touched her on all private parts. Caller stated she spoke with (b)(6) who is a TSA director at Albany New York. Caller told this person she has never had a patdown like this before. Caller wanted to make a complaint about the patdown. Caller stated she feels like the screening was over the top. Caller stated she never left the secured area yet she had to be screened again. Caller stated that TSO (b)(6) was rude and unprofessional.

5/14/2013
8:50:47
AM

Advised caller I would send up to the CSM for review. Advised caller if the CSM has more questions they may send and email or by phone.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/14/2013 1:47:42 PM

5/14/2013
4:34:20
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 494 / JetBlue / Terminal A / Denver International Airport / Gate A35
Comments: I opted for a patdown when going through the security checkpoint instead of the x-ray. The woman who patted me down was extraordinarily rude when I asked questions out of curiosity about the process, for example about what she was checking for when wiping her gloves. She in fact started yelling at me just because I asked a question. Her name was (b)(6) and her badge number is (b)(6) or perhaps (b)(6). Thank you, and I hope she is told that she should treat passengers with more respect and courtesy.

The caller has a complaint. She flew to LAX on Wednesday May 8th. She stated that she has a complaint. She stated that she requested a pat down rather than using the AIT at El Paso. She stated that she was told that she could not do that. She stated that she was not sure of the TSO's name, however she did speak with a manager at the checkpoint. She stated that they made her go through the x-ray machine despite her request not to.

I advised the caller that screening by the AIT is voluntary. Passengers can opt out and receive a patdown or alternative screening rather than using the technology. The passengers right of this is posted at each AIT location.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

5/14/2013 5:22:10 PM Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

PM The callers flight details are as follow:

Departing Airport: ELP
Destination: LAX
Airline: Southwest
Flight Number: 3588 @ 10:25am
Terminal: B
Gate: B6
Date and Time: May 8th, 2013 @ 8:30 am

She stated that the employee was a male officer. She stated that he was mexican, and tall in height. She stated that she told the supervisor and they told her to call the TCC. She stated that there was also a female TSO standing with him that told her the same thing.

Caller said he traveled from Bogota ,Colombia to Orlando (MCO) and then to BOS. He was selected for secondary screening at Orlando but was not happy with the way the patdown was conducted because it was like he was being molested. The TSO failed to inform him of the procedure. He did not think the way he was selected for screening was random and that he was targeted because he was coming from Colombia or maybe he is on a watch list. He is a USA citizen and never had trouble with the law. He also found a NOI inside his luggage but did not claimed any missing items.

Caller stated the contents of his carry on was emptied in front of everybody exposing his personal items.

5/15/2013 10:44:45 AM He traveled on 05 13 13 flight number 1784 from Bogota to MCO to BOS flight number 950 on Jetblue he was at the checkpoint at 1:30 pm , he was once again elected for screening before boarding the plane but all they checked was his documentation.

I apologized to the caller for his experience and explained to him that he was probably randomly selected for screening and the same happened to his luggage that TSA is required to put the NOI inside the bag if it was hand inspected.

I explained to him how to apply for redress since he had trouble last time he traveled and provided him with the dhs.gov trip website and explained the RCN and the determination letter.

Advised that his complaint would be sent to the CSM at the airport.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date Time : 5 15 2013 11:03:50 AM Airport : Select One Date Time of Travel :

Airline Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) :

5/15/2013 12:18:02 PM Comment : Why do they do an ETD on me every time i carry on my little dog. Its supposed to be random, the screener says its now mandatory. I cant for the life of me figure out why i present more of a risk traveling with my dog. If you try to ask the screeners the reason, they just get that quote;cop hostile attitude quote; and give me the look that you better stop asking questions or we re going to make your life miserable. I have no problem complying, I feel its not to much to ask why.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Caller flew from FLL to Manchester, NH yesterday via SW and going through security she took items from her husband's bag and put with hers. She packed a Swiss Army Knife, didn't get to mail it and had to throw out, they unpacked her bag and took everything out. She is handicapped and had to have a pat down and he stood there and watched the luggage but didn't realize everything wasn't repacked into the carryon. They boarded and her husband placed her bag in the overhead bin and when she arrived home and checked the bag there are items missing from her bag. She had items she bought for gifts and a fleece blanket that wasn't repacked in her carryon bag and her iPod was between the bag as well as watches, bottle of perfume, keychains and sunglasses. She had taken the sunglasses from his checked bag and placed in her carryon. The caller states the watches and perfume were gifts for the people who were watching their house while they were traveling. They realize the knife was their fault and they take the loss on that, but, the other items she wants to retrieve.
Flight #738, Gate #B6,

5/15/2013
1:43:20
PM

Response:

TSA regrets that you found items missing and/or damaged from your carry-on luggage. Provided claim form via email. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Fort Lauderdale
Fort Lauderdale Airport
954-359-2247

Caller contacted us at the TCC again, after previously being told to contact the lost and found. Caller found it hard to believe a large item was not sent to the lost and found. Caller did not know if she was suppose to call back, if the lost and found did not have the item. It was a large blanket, 2 yard piece of fabric. Caller was concerned about something being put into a different bag. She packed a Swiss Army Knife and he did not get to mail and had to throw out, they unpacked her bag and took everything out and she is handicapped and had to have a patdown and he stood there and watched the luggage but did not realize everything was not repacked into the carry on. Caller stated she was very frustrated.

5/15/2013
2:14:52
PM

Advised Caller:

This information was previously sent to the CSM and you should receive a claim form, to your email, within 24 hours of the previous call. Most screening checkpoints are under video surveillance. You may complete the claim form and follow the instructions to file a claim for the missing items.

Caller flew from San Diego to SFO. She is 84 years old and asked if she had to remove her light outer jacket and shoes. She said she did not have to in San Diego, but when she came back through SFO, they were not pleasant and they told her she had to do a patdown. She told the screener that she was not supposed to have to do that since she is over 75 because they have signs saying she did not have to remove those items. The TSO said, Maybe the computer is wrong. The TSO let the caller go through without having the patdown. Caller wanted to know if the rule is in effect because she is leaving in June to go from San Diego to SEA.

5/15/2013
2:27:09
PM

Airport: SFO

Airline: Southwest

Date and Time: April 7th at 11am (time she was at the checkpoint)

Location: Terminal 1

I told her the rule is in effect and they would allow her to make an additional pass if there is an alarm. She said she did not hear an alarm when she went through the AIT. I told her it may not be an alarm she would hear. I told her that if it was necessary they would still do a patdown. She said when she protested the screener let her go. I told her I would send this to the CSM. She did not have email and did not want to give a phone number.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 5/15/2013 2:41:43 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : This will be the second time I will try to get a very simple question answered. I understand that as a government employee it may be your job to purposefully not answer questions and if this is the case I will stop asking.

5/15/2013
4:04:20
PM

The past 6 months EVERY time I fly with my small carry on dog I get screened for bomb residue. It was my understanding that this was supposed to be a random screening but since I have been selected and friends of mine also with carry on pets have been selected it is obvious that this is not a random process. When I inquired at LAX the other night the agent informed me that it now mandatory to do ETD with all carry on pets. When I asked him why he said he's just following protocol and it's not his job to question it. He told me to contact the TSA for an answer. Please don't misunderstand me I have no problem complying I would just like to know the reason for this new procedure. How does traveling with a five pound dog that has her carrier checked by X-ray pose a greater risk than traveling alone?

The response I got earlier in the day was that since I didn't give an airport they couldn't forward my complaint and therefore couldn't help me.

I'm not COMPLAINING, just feel I'm entitled to an explanation since I'm being singled out every time I fly. Thank you and I await your answer Would you like a response? : True Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has a brain stem injury.

Response Details: I will forward the information to the CSM at SEA. Caller flew on Southwest Airlines.

SEA-OAK FLT 252 from Terminal B12 on May 14 around 7:00 AM

Description of the TSA Agent: Asian woman, no badge number or name.

Did not ask for a supervisor. She was in pain. The agent that jerked the wheelchair was an Asian woman.

Email address: (b)(6)

Told caller I would forward the information to the CSM at SEA.

Caller asked for a number assigned to the complaint and provided the EID (b)(6). Name and employee ID number was provided to the caller.

Incident Details: The caller is calling because she was traveling recently this week and she wants to make a complaint regarding a handicapped person. She said it seems there was heightened security, she isn't sure if the officers were acting as flight attendants and skycaps. She is complaining because it was unsuitable behavior, rough, unkind, crude and abusive to her needs as a handicapped individual.

5/15/2013 5:17:50 PM She spoke with the airline and they told her because of the TSA heightened security TSA may have been dealing with passengers outside of the checkpoint area.

She says that during the security check a TSA person jerked her wheelchair into the reclined position and she is injured.

The caller says she was confused about the people who were in charge of her in her wheelchair. The airline said it may have been the skycap and the skycap suggested it was TSA. She says that going on and off the plane the wheelchair wasn't there and wasn't set up properly. She was made to stand and she cannot do so.

When she was at the screening checkpoint a TSO jerked her wheelchair. As her carry on bags were going through, she was waiting about 10 minutes. Finally a lady came, TSA lady opened gate and pulled her through to get into the security checkpoint and took her to the place where the patdown would be conducted.

She says both people, the one who moved her to the screening area and the one who conducted the patdown were TSA.

At that time she didn't have a wheelchair attendant but a friend.

The attendant was really rough. She has a brain stem injury and this jerking motion reinjured her. She has pain anyway but it was a hard jerk and she has pain from it.

To whom it concerns,

I'd like to file a formal complaint regarding a pat down in Denver airport security at 2:45 PM for A gates. Upon reaching a radiation screening, I chose to opt out due to pregnancy. The woman performing the "pat down" proceeded to stick her hand up my butt crack and when she continued on my front side did the same to my privates. This is incredibly intrusive for a supposed routine screening, especially for someone pregnant, who has no other choice, opting out. To make matters worse, when I

5/15/2013 6:02:34 PM (b)(6) asked her why she did that, she ignored my question, simply carried on, and finally gave me a cheerfully sarcastic, "Have a nice day, ma'am." As she walked away, she was laughing with her partner associate. This TSA agent's name was (b)(6)

Sincerely,

(b)(6)

Sent from my iPhone

Dear (b)(6)

I received the message about your recent experience with TSA in Madison, Wisconsin. It was forwarded to me by the TSA Contact Center. I am sorry to hear that you felt the experience was far from what you expected it should be. I have passed this message on to our local Federal Security Director and Security Supervisors so that they may review the incident and work with the Officers to ensure that none are treating passengers with more extreme pat-down pressure than necessary.

Transportation Security Officers do have specific standard procedures which they must follow and we rarely do have a complaint about their work here at Madison. I thank you for sending us your feedback as it helps us to keep improving and reminds everyone how important each passenger's perceptions can be.

I hope your next travel experience will be much more positive and please contact me at 608-395-6010, or by email, if I can be of any further assistance.

Yours truly,

Nancy Mello

5/15/2013 6:02:37 PM
Nancy Mello
Customer Support and Quality Improvement Manager U.S. Department of Homeland Security Transportation Security Administration - MSN, EAU, LSE
2701 International Lane (b)(6)
Madison WI 53704
Phone: 608-395-(b)(6)
Fax: 608-441-5286

-----Original Message-----

From: (b)(6)
Sent: Friday, May 03, 2013 2:13 PM
To: TSA-ContactCenter@dhs.gov
Subject: Security "Patdown" at Madison, WI

Today, May 3, 2013 at approximately 10:20am, I opted out of being radiated and chose what I understood to be a pat-down. Instead I was mauled by LTSO (b)(6). He was pushing so hard that I nearly fell down.

I have several bruises developing due to the aggressive mauling I received. He jammed his hands up in my crotch so hard that my testicles are sore and will probably be for several days. The supervisor that was present (my request as I've been groped 18 times, so far), tried to justify the mauling by saying the screener needed to use "sufficient pressure". Well, under no circumstance should a "pat-down" be so aggressive that the receiver receives bruises nor should it cause pain.

Caller is calling from Portugal. She left from EWR yesterday. She is missing a lock and has an NOI. She wanted to know if the TSO wore gloves when they inspected her luggage and if their gloves are changed for every suitcase. If not, she will have to wash all the items in the suitcase.

5/15/2013 7:07:24 PM
Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. It told her that generally they will change them, but I cannot say for sure if they changed the gloves before they inspected her luggage.

She said she will think about it then.

Attached:

(b)(6)

Marlboro, NJ 07746

(b)(6)

Dear (b)(6)

I ask you, (bag you is a better word) to please take a moment of your time to review this email personally. This past Monday, May 13, my daughter and son-in-law accompanied my grandson to Newark Liberty airport to embark on a long journey for my grandson's surgery in Genoa, Italy. My 24 year old grandson was in an auto accident in April 2011. After 2 years of going to the "best " Drs in NYC, Johns Hopkins MD, NJ, etc. he was finally diagnosed 2 months ago with Lymphadema (blockage in the lymphatic system that translates to accumulated fluids that settle in the legs, abdomen, etc). He has gained 120 pounds as a result of inactivity and the fluid retention. The medical community in the US only treat but has no means of correcting the disease. Therefore, he is going to Genoa where the surgeons have been performing microsurgery for this since 1980. Not only is this a difficult painful trip for him, but also the expense is exorbitant. Needless to say, this is a journey of hope. That is until he was met with such insensitivity and lack of human kindness at Newark Liberty Airport.

I do not mean to take your time in providing this medical history, but I have to make a point.

5/15/2013 8:02:24 PM
My grandson is in a wheelchair and had to have his legs wrapped by a certified lymphatic therapist in order to prevent additional swelling while flying. His legs look like elephantiitis as a result of the bilateral trauma. As a result he lives with acute pain and cannot walk or even stand comfortably.

The TSA guards (I have no other term to describe them) made him stand and patted his entire body down, even going into his shorts. What can I say, you can certainly empathize with what he must have felt as this was going on. Is there no other way to determine who has the BOMB???? Is there any thought as to the pain and suffering of the handicapped traveler as they go through the indignities of the "pat down?"

I must interject that when they reached their connecting airport, Munich, they were greeted by many assists that were caring and compassionate and not only provided a private van to take him to the next gate for the plane that was going to Genoa, but made sure he was comfortable on that plane. And.....when they arrived in Genoa, again, the personnel were so caring that they whisked him to the front of the customs line and made a very uncomfortable journey bearable.

What has happened to the moral compass we in the USA were accustomed to??? 9-11 cannot be used as an excuse for the ignorance and bullying tactics of the immature goons that man the security gates at Newark Liberty Airport.

I am providing the flight information so that you can address this issue and hopefully, this will not happen to another passenger. Sometimes, we are not at our best health - wise and are forced to utilize the airlines. Those passengers who are bravely seeking medical treatment with no other means of transportation should be treated with respect, compassion and at least an understanding of the ordeal that these handicapped passengers must endure. No one should ever be subjected to the indignities of Ben's experience and I would hope that this would serve as a wake up call for your TSA personnel who act without proper understanding and move by rote rather than using their intelligence.

I have often thought that those young men and women who are in our Armed Forces should be manning our airports when they return to our shores. They are the ones who cannot get the jobs in the civilian world. They are the very people who have had the training and expertise and probably would be more efficient at sizing up a situation that required individualized attention. Why not use them to protect our citizens at home as they have distinguished their efforts all over the world?

Flight information,

Mon. May 13, 2013 Newark, UA 106Z 5:25 PM

Mon. May 14, 2013 Munich LH 1942Z 9:25 AM

Mon. May 14, 2013 Genoa 11:05 AM

I thank you (b)(6) for looking into to this matter and hopefully correcting this injustice so that no one else will ever be subjected to this type of insensitive and callous treatment.

It often helps when we imagine our own family members being placed in these situations. I hope that you can transfer my hurt and anger to your own feelings had this most unfortunate situation been done to one of yours. I thank you for your input

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 5/16/2013 6:21:33 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 05/16/2013 6:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : B TSA Employee: (If Known) :

5/16/2013 10:11:27 AM
Comment : Was cleared for precheck. I have Titanium implant in knee. Scanner lane closed due to Sequester. Had to suffer the indignity of pat down or go to loooong line. Seriously? Sequester? Borrow personnel from RNO as they have tons of excess staff standing around.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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Caller flew last Thurs from BWI to ECP and she hasn't ever had her bag screened before. She has a colorful Vera Bradley bag this time with NOI inside checked baggage. Then she flew back on Southwest Airlines flight number 1799 from ECP to BWI and she opened her bag and all her items were disarrayed and no NOI was inside but she knew it had been gone through by TSA.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

5/17/2013
9:09:57
AM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I apologized to the caller about her disarrayed items and I told her to call the same phone number back and push option 5 and put in the airport code ECP to speak with a CSM.

Caller stated that he does not fly much any more due to bladder cancer that he just went through. Caller stated that he has a Urostomy and feels embarrassed at times when he has to go through the screening process. He wanted to know if there was any way that the process could be speeded up somewhat if he feels it is too much of a burden to fly. Advised the caller that he may want to check into one of TSA precheck programs and this might smooth things along somewhat better for him. Asked the caller if he ever takes any medical documentation along with him to help and he stated that he hasn't lately.

Gave the caller the following info:

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

5/17/2013
10:22:52
AM

Gave the caller the following info:

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre✓TM benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre✓TM when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 05/02/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

5/17/2013
12:02:17
PM
DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) West, University Place, WA 98466

Email Address: (b)(6)

Phone Number: (b)(6)

Caller flew from PHL yesterday and found a NOI inside her bag and everytime (last 3 times she has flown) she has had one in her bag, why is her bag pulled?
She isn't missing anything or nothing is damaged in her bag and she is just complaining.

Caller flew on 5-6- from LAS, and said the TSOs were demanding and unnecessary in the way they treat people, she doesn't like the fact that there is no diversity at LAS.
Caller says there are too many TSOs sitting around and they are only black, every single TSO agent was black, only black race was represented and she is sick of being told what to do by the people who she is paying their salary and retirement.
Doesn't appreciate their attitude and they aren't pleasant or polite, they are useless and she hates them and they haven't stopped a single terrorist, there should be a better way to go about it.
She is offended and was told the metal detectors were being shut down and everyone had to go through the AIT and everyone was patted down also.
Do the TSOs have to go through scanner when they report to work?

5/17/2013
1:19:23
PM

Response:

Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Explained to caller there are many things that could trigger an alarm such as books, food items, metal objects, etc.

Explained to caller the AIT has signs posted advising passengers they have the option to opt out of the AIT and they would be required to have a full body patdown to complete their screening experience.

Explained to caller the TSOs have to have extensive federal background checks and are issued security badges allowing them access to the secured areas.

-----Original Message-----

From: TSAExternalCompliance

Sent: Friday, May 17, 2013 11:47 AM

To: TSAExternalCompliance

Cc: Bandy, Kimberly J; Singh, Harleen ; Shora, Nawar; Cartagena, Michelle

Subject: FW: Fly Rights - New Report from Brendan O'Connor

This should go to the CSQIM as it is customer service related. The "agent became surly and attempted to confiscate my cheese so that he could eat it."

Thanks,

Bryan

5/17/2013
2:00:03
PM

-----Original Message-----

From: (b)(6)

Sent: Friday, May 17, 2013 9:46 AM

To: TSAExternalCompliance

Subject: Fly Rights - New Report from Brendan O'Connor

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Madison, WI 53703

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

Dear Sir/Madam:

I wish to inform you of a very dissatisfying screening at the San Diego airport on May 17, 2013, Checkpoint Area #6.

I elected to opt out as I normally do since I fly every week and there is a history of cancer in our family. My doctor has advised me not to be exposed to any more radiation than possible and since I fly so much, this is a precaution that I take.

I would like to let you know that an individual named (b)(6) made my travel experience very unpleasant. First of all, I had to wait twenty minutes for someone to do the screening. There were several women at the terminal but no one seemed to come forward when the gentleman stated "opt out--female assist". (b)(6) was finally assigned and from our first meeting I could tell she was very put out about having to do this. From this point on, there was no pleasantries exchanged; an order in a very dictatorial manner to stand here, do this, etc. (army sergeant); and she made me feel like I committed a crime. She also did not go through the full verbiage and gave me a very rough pat down.

I am a million miler traveler in both American and United and I can tell you I don't expect to be treated like that. It is my right to ask for an opt out and it is up to the TSA folks to ensure that my rights are honored with dignity and respect.

5/18/2013 9:04:41 AM I never filed a complaint before but I can tell you that this experience actually made me go get the name of this individual and ask for a comment card. If (b)(6) does not enjoy her job, she should not be in a service-oriented business, particularly air travel!

I would appreciate it if (b)(6) could be spoken to so she does not exhibit this behavior with other folks. Air travel is difficult enough these days; thus, we don't need unpleasant folks making it more unpleasant.

Thank you very much.

(b)(6)

Dear TSA:

Thank you for your response to my email, which contained two questions regarding PreCheck. Your response says, "We hope this information is helpful." Unfortunately it was not. Your response contains information I already know and that is posted on your website, and on the website of my airline. My email asked for addition explanation of why I would not be selected through my airline, and if there are minimum travel requirements. It also indicated I am unhappy with what I consider to be the unfair option that requires me to pay \$100 to CBP if I want to participate in the Trusted Traveler program, when others do not have to pay anything. In addition, my email indicates the government has previous invested in background checks for me, which TSA could leverage, and should, in general, for efficiency's sake. Would you please take the time to address my specific concerns and questions?

Sincerely,

(b)(6)

5/18/2013 9:04:44 AM
From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Q. Selection for Precheck by TSA
Date: Thu, 16 May 2013 17:05:49 -0700

Dear TSA:

I travel frequently, and would like to participate in TSA's Precheck program without paying CBP \$100 to participate in the Global Traveler program. I don't understand why some folks get it for free, and others not. One of my airlines (US Airways) said TSA has not selected me as eligible for the PreCheck program; that I do not meet the criteria. The US government has granted me multiple security clearances, which are active and I use for work, and has done several background investigations in support of those and past clearances, and I used to work for the State Department. I am frustrated about having to go through the same shoe-removing, pat-down process over, over, and over again. Why would I not be selected as eligible for the PreCheck program through my airline? Are there minimum travel requirements on a single airline?

(b)(6)

Your response:

Thank you for your email regarding traveler eligibility and enrollment for TSA Pre?™ benefits.

Caller opted for a patdown and left her laptop at the checkpoint at LaGuardia and left it there. She has been trying to reach a person at LGA for the lost and found with no success.

5/18/2013 11:22:57 AM
Advised caller the lost and found number at LaGuardia Airport is 718-662-5043.

Advised to speak with a CSM she can call the TCC number and enter option 5.

Caller said she just wanted to tell me about an experience she just had at the CVG Airport. She stated she told the TSO that she didn't want to go through the scanner, the tso told her it didn't have any radiation, and she stated again she did not want to go through it. She stated she would rather have a patdown and was advised by the TSO she may have to be patted down in sensitive areas. She stated that's fine she would still like to have the patdown and she stated the TSO said well I'm glad you like it, we don't. Caller said she thought that was very inappropriate and rude, and just wanted us to know.

5/18/2013 11:41:13 AM

Advised: I apologized and caller hung up. Did not provide any information.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/18/2013 4:01:23 PM

5/18/2013 5:08:19 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Austrian Air flight 66, Terminal 5, between gates 9 and 10, security checkpoint.

Comments: Officer (b)(6) was very hot-headed and discourteous when I questioned his assertion that I could not pat down my turban for the swabbing. I complied, but his attitude was very negative.

On May 3rd, 2013, between 8:30 and 9:00 AM, I became one of the people that have been abused by TSA.

Background; I broke my leg in three places and had leg surgery on April 8th where I received plates, pins and screws to repair the breaks in my tibia and fibula. I am under orders of my Doctor not to put ANY weight on my left leg.

I arrived at Checkpoint number 3 at O'Hare Airport in a wheelchair with my crutches in my hand, being pushed by someone from United. I placed my carry-on bag on the belt for X-Ray, the TSA agent also told me to put my crutches through x-ray as well.

I am a frequent traveler taking at least 50 flights a year for the last 5 years; I even have a trusted traveler number and global entry status. I was sitting in the wheel chair provided by United not sure what to do next since this was the first time I had to go through security when I could not walk. I also understand that TSA agents are not to be questioned, and even a bad joke can land you in serious trouble.

At this time, TSA agent (b)(6) instructed me to walk through the body scanner. I told him at least twice that I could not walk; he kept repeating that I had to go through the body scanner. I finally told agent (b)(6) all I could do is to hop on one leg, he instructed me to do that. I actually made an attempt to hop on one leg into the body scanner. (What happens if you do not follow TSA instructions?) As soon as I got into the scanner it was activated and I was told it was not good because I was moving. I WAS TRYING TO BALANCE ON ONE LEG AFTER HOPPING INTO IT. NO KIDDING I WAS MOVING I WAS TRYING TO REGAIN MY BALANCE! Then the scanner was activated a second time, while I was still trying to regain my balance, not surprisingly this attempt also failed. While I was struggling in the body scanner, my wife asked agent (b)(6) what he was doing to me. He told her that I told him that I could walk. I did not say that, and would not since I was very aware of my condition. Agent (b)(6) did not tell the truth, is this TSA material?

5/18/2013
5:08:23
PM

After the second failed attempt to get a scan, I was instructed to get out. Agent (b)(6) said that he saw me standing next to the X-ray belt. I said yes but I was using my crutches (I got up to pull out my laptop from my carry on). My wife, very concerned about me came over to me, and she was told to get away. Someone who was apparently agent (b)(6) supervisor took over. My wife now tried to bring me my crutches that made it through the X-ray machine, again she was told to get away, leaving me without crutches, a wheel chair, or the ability to walk.

I told the supervisor that I was very upset how I was treated, that I cannot walk, he only proceeded to tell me that I failed the scan since I was moving and droned on and on about what he was going to do in the pat down. I feel that in retaliation for being upset, I got the longest pat down that day.

To say that I am upset, and disgusted with the actions of the TSA agents that day would be an understatement. I have made an attempt to explain why, however I am not sure it is possible to put into words how this unfolded. We all count on TSA to do a competent job insuring flight security; however that is no license to abuse people. Agent (b)(6) actions show that he cannot handle the responsibility of having authority over people.

I considered that it might be best not to say anything, concerned about additional special treatment I might get the next time I travel. Regardless, the TSA agent's actions that day were seriously wrong and arrogant, and they must treat people with disabilities correctly.

Feel free to contact me on my cell phone at (b)(6) if you want to discuss this further.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/19/2013 4:25:09 AM

5/19/2013
9:28:05
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Chicago O'Hare (ORD). Austrian Air 066 to Vienna. This concerns security checkpoint between gates 9 and 10, Terminal 5...

Comments: At the checkpoint I opted out of the scanner, as I always do. At the end of the pat down and I said I'd pat my turban for swabbing. Officer (b)(6) was very unpleasant and discourteous when I questioned the requirement that the officer do the patting of the turban. I complied but was disturbed by Officer (b)(6) attitude. I wrote down his name to file this report and when he saw me do this he asked for my passport and boarding pass. I now suspect he had my luggage pulled, out of retribution, because it did not arrive with me in Vienna, despite having a 3 hr layover in Chicago after my arrival from Denver. The officer who patted me down was courteous and sympathetic.

Good morning.

I just completed the security screening through the ATL terminal F international terminal this morning at around 9:50. My flight is DL 1276 scheduled to depart at 10:15 (delayed to 10:40) from atl to cmh.

When entering the screening procedure I identified myself as an "opt out" to the full body scanning machine. Today I was wearing a tank top layered under a cardigan. While waiting for a screening agent to perform my pat down I was told to remove my cardigan and I was told it was a jacket. When I told the agent that I did not feel comfortable removing it, i was told that I had no choice. I was told by an officer named (b)(6) that officer (b)(6) required that I remove the cardigan for the pat down. I then inquired with officer (b)(6) as to what her full name was. She told me that she did not have to give me her name and I was going to show her respect. She was wearing no other identifiable information that I could see. She then stated that she refused to perform my pat down.

She instructed her supervisor to deal with me because she did not want to anymore. Her supervisor then stated she understood and took me to the pat down area. After the pat down, the supervisor told me she would speak with officer (b)(6) and if I ran into this situation again I should just stay where I am and request a manager.

5/19/2013

11:06:31 AM As a frequent traveler, I hope to be as accommodating as possible to aid in the security of the airline industry. I understand all the security procedures in place, the need for their enforcement and I work very hard to make the screening procedure as easy as possible. However, today's incident displayed a disregard of the travelers bill of rights and also the required identification procedures of airport employees.

As a side note, this is not the first violation of the traveler bill of rights I have experienced at the atlanta airport. As a prior medical patient who was required to wear an external medical device, I have experienced an extreme amount of embarrassment and discomfort when traveling though the security checkpoints in atlanta.

Thank you for your time

(b)(6)

Sent from my iPhone

5/19/2013 12:44:58 PM The caller said she has a complaint about the screening process at PHL. The caller said the incident occurred around 4:00pm on 5/15/2013. The caller said she went through the AIT and she had to under-go a pat-down. The caller said she was wearing light tan pants and the TSO was rubbing her hand up and down her left leg. The caller said she has really bag varicose veins and the officer wanted to know what the caller had on her leg. The caller said she also has a hump in her back and the officers in the past rubbed her hump too hard. The caller wanted to know why she would still have to under-go a pat-down if she goes through the screening process.

I told the caller we monitor the number and nature of complaints to tracks trends. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints.

5/19/2013 3:33:57 PM If you want to know why TSA has a bad reputation, I'll clue you in. In line in Newark, there was a long line waiting to go through the body scan machine (line was less than 12 inches from where I stood). Your screener tells me I have to take my sandals off. I responded "I will". I'm not sure what she heard or what she thought she heard but my hearing is better than hers. She 'casually' strolls over to the screener on the next line and tells him that I'm 'trying to get over on her' and something else I couldn't fully hear. (My sister informed me it was "... why people have to be like that today. I guess I'll have to let it go.") She then comes back to me telling me to allow others to get their stuff through the x-ray until I decide to take my shoes off (line hasn't moved an inch). I do let everything that can go through to go -- which was actually just my sister's things since no one was picking things up on the other end. The line begins to move so I put my sandals through and move the 18 inches to the line. The screener then walks to the other side of the scanning machine and talks to the screeners on that side and walks back. I go through the screening and the screener just starts patting my stomach. I ask her what she's doing and she immediately calls for a supervisor. If anyone asks what is happening it immediately gets elevated to the supervisor? Or was it just me because the other screener thought she could ruin my day? The supervisor comes over with an attitude about me calling when I said I just asked what was going on and didn't call for a supervisor. The screener said she called for him. So why he continued to engage with me I don't know. But he informed me that I called his screener a smarta\$\$\$. I told him I did not say such thing - my choice of profanity would certainly have been more descriptive of her actual intelligence. I said I just wanted to complete the pat down so I could move on. The supervisor said that's what he was suggesting because otherwise he was going to pull my boarding pass and then I'd have real problems. I got through the pat down, walked through and since the supervisor was following my progress I told him the issue started with his agent and my shoes. He didn't want to hear anything so I told my sister to walk away because it wasn't worth the aggravation. We started to walk away but I decided I wanted his name - (b)(6). He said to me that if I want to take it to that level (really, that's an escalation - isn't that why they wear name tags?), he could go there too and needed to see my boarding pass to make a copy. If he was trying to intimidate me, it wasn't working. But I can see how things can get out of hands quickly. I did not go into line looking for an argument. I don't think I was crazy to want to be barefoot as little as possible in Newark airport. And I in no way delayed the line or others from getting through the screening process. Just sayin' if you want to create more positive image for TSA, you might want to teach (b)(6) how to defuse situations instead of inciting them.

Sincerely,

(b)(6)

Sent from my iPad

From: (b)(6)
Sent: Sunday, May 19, 2013 3:09 AM
To: TSAExternalCompliance
Subject: Complaint to body scan opt-out treatment

(b)(6)

5/19/2013 (b)(6) Burbank, CA 91506

3:34:41
PM

HYPERLINK (b)(6)

On Tuesday, 4/30/13, around 11:30am, at LAX in Los Angeles, CA, I was at the security checkpoint for American Airlines economy section. All passengers were to go through a body scanner--however, I noticed that the first class passengers on the other side of the glass wall only had to go through a metal detector. Near the front of the line, I informed a Hispanic or Caucasian or Islander male TSA agent in his 20s-30s that I was requesting a pat-down in lieu of going through the scanner. He asked me to wait in front to the side, precisely where all other passengers would drop off their items on the conveyor belt and walk in front of me into the body scanner. This felt uncomfortable like I was in the way and subtly encouraged to just go in the scanner like everyone else was doing. The agent had generically called out for a female agent assist. I waited for several minutes when I made eye contact with the agent again, and this time he made a more concerted effort to get a female agent over to do the pat-down. This is not the first time I felt an unjust wait to move through the checkpoint when refusing the body scan. I paid my ticket like every other passenger and I am entitled to get through security as fast as anyone else. I suggest the TSA needs more organization to execute this common-sense service. After approximately 5-10 minutes (which is extremely long given my position in the midst of a crowd of people), a female agent became available, and the male agent I had spoken with as well as another one then called out "Lockdown!" several times so everyone at the checkpoint could easily hear. It was horribly humiliating. I had done nothing wrong, merely wanting to avoid the invasion and x-rays of the body scanner and yet I felt like a potential security threat, when I had done as much as any other passenger going through security, and no one was calling out lockdown each time the first class passengers went through security, as they weren't going through body scanners either. I felt completely discriminated against and degraded for my rightful choice of an alternative security method. I should have been able to go through a metal detector like the first class passengers as my luggage perfectly checked out too... I took off my shoes, sweater, pulled out my laptop and baggie of liquids all less than 3 oz.; it's like nothing I do is enough to be considered who I am--just a person flying to the midwest to see family. The experience was awful and makes me want to avoid flying whenever possible. The TSA should never call out tense words like "lockdown" on ordinary passengers. We should all be treated with dignity and respect--innocent until proven guilty comes to mind, yet I felt guilty until proved innocent.

I broke my back and have to wear a brace. When I go through airport security TSA gives me a choice of having to go through a humiliating pat down or removing my brace and going through the regular procedure. I love it that your security people tell me not to hurt myself. So it's my choice that I take a chance and remove my brace. What I didn't expect that as soon as I passed through the scanner and my brace was checked that they won't give me back my brace right away. I didn't mind taking the chance that I become paralyzed by removing my brace but to prolong the possibility I resent very much. Now my only choice is not to fly at all.

5/20/2013
8:23:24
AM

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 5/20/2013 2:52:47 AM Airport : LAS - McCarran International Date/Time of Travel : 05/19/2013 4:45 PM Airline & Flight Number : Allegiant Air Flight 516 Checkpoint/Area of Airport : Security Screening Checkpoint to Terminal D TSA Employee: (If Known) : 3 Employees, Unknown Names Comment : When attempting to tell the first TSA Employee I encountered that I have an implanted defibrillator cardiac device in my chest, the TSA employee told me that I needed to just proceed through the "Advanced Imaging Technology Machine", that it was harmless and that it wouldn't cause me any problems. I refused to pass thru the AIT Machine and the Metal Detector, and asked to be patted down instead, as I informed him that my Electrophysiologist and Cardiologist has told me on numerous occasions to NOT pass thru either machine. The TSA Employee proceeded to tell me, and I quote "Your physician doesn't have ANY idea what he is talking about, the AIT Machine has no effect on pacemakers or implanted devices, it's just cell phone technology." Well, on the contrary, cell phone technology CAN in fact have adverse effects on Implanted Defibrillators. So much so that I can not have a cell phone within 6 inches from the site of my implant. Cell phone technology has been PROVEN to carry a risk of programing erasure of Defibrillators. The TSA Employee proceeds to yell across the room "OPT-Out, I need a pat down" and tells me to position myself and stand in a small area between the ATI Machine, Baggage X-ray Machine and Metal Detector archway. I told her no, I was not going to take a chance in potentially causing myself physical harm by waiting in such a small area wedged between the very machines that I am not suppose to be near. After about ten minutes of standing off to the side next to another TSA Employee who for some reason would not proceed in a pat down, but rather just stood next to me, not allowing me to move, while my family and friends waited on the other side. When I asked the male TSA Employee next to me why we were just standing there waiting and not completing a pat down, another woman TSA Employee behind the baggage x-ray monitor rudely replies, "Anybody who OPTs Out deserves to stand and wait". I was so utterly shocked by her response that I was literally speechless. My family and friends became so enraged by the way that I was being treated, they approached a TSA Manager and demanded answers. I was finally allowed through and the male TSA Employee that escorted me and had been just standing there next to me during the entire ordeal, doing nothing, proceeded with my pat down. I received no apology from anyone for the way I was treated. I was made to feel as though I was a serious inconvenience to all TSA employees I encountered, and I left the security area feeling horribly mistreated because of a medical condition beyond my control. I did NOT choose to suffer 7 cardiac arrests at the age of 37, nor do I like the idea of having a foreign object implanted in my chest and wired to my heart, but this something I live with to keep myself alive. TSA Employees are NOT Electrophysiologists or Cardiologists and should NEVER advise any medically challenged human as to what will and will not effect them adversely. I was informed enough by my doctors to refuse. The next person with a similar condition to my own might not be as informed and could suffer serious medical injury at the hands of TSA Employees giving medical advise when they have NO business doing so. It is not at all difficult to treat another person with kindness and dignity. What happened to me today, should NEVER happen to anyone living with a medical condition that can not be controlled. It was extremely unkind, rude and unappreciated.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is complaining that the Amarillo Airport lacks communication skills while conducting screening. She stated that once while traveling through Amarillo before they had AIT she was subjected to a patdown and was not told why. Another time her husband had to undergo a patdown after going through the AIT. She is fine with all of this but wishes they would let her know what is going on before they just start patting them down.

5/20/2013 Advised caller:

9:11:40

AM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Disability Description: The caller's partner has a pacemaker.

Response Details: I apologized for the experience.

For the written to be complete it must

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

5/20/2013
2:08:07
PM

Any of the above requirements can be waived for good cause.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

I will send an email with this information as well.

I will escalate this information to our disability specialist for review.

Incident Details: The caller went through LAS to Fresno 05-19-2013 at 3:40 pm. The caller would like file a complaint for what happened when they went through the checkpoint. He was in a group of about 8 people and his partner has a pacemaker in his chest and they did notify the TSOs of that.

They were told by the cardiologist not to go through any of the machines. At the checkpoint the passenger told the TSO that he could not want to go through the machines. He walked to the other side and asked if they were going to pat him down to screen him. The caller said a lady literally jumped over a desk and told him that he was the one that opted out and he deserved to wait.

The TSO also grabbed a bag that did not belong to them like they were going to inspect in as well until he notified them that it was not their bag but that of the people in front of him. The passengers' bags were marked with the casino name and he was not sure why they grabbed it because every thing had already been screened and the passenger was just waiting for a pat down.

Caller flew OAK-LAS yesterday morning aboard Southwest Airlines #312. Caller is unhappy with the manner in which her pat down was conducted. Caller indicates at approximately 11:30AM yesterday morning, she was undergoing screening at the checkpoint to the far right of the Southwest terminal when she was selected for additional screening. A short Caucasian or Hispanic lady conducted her patdown and feels her breasts were cupped for an extended period of time in an unnecessary manner. Her arm was also grabbed rather forcefully by this female TSO. The caller is 83 years old and travels with a cane and was going through the checkpoint for persons with disabilities and medical conditions. Caller wants her complaint investigated and addressed specifically by personnel at OAK.

Resolution:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

5/20/2013
3:30:11
PM

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or Screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

The caller was at JFK last weekend for a flight. He was at the checkpoint and saw his wife getting a hand patdown. He took pictures and the TSO told him that it was illegal to do that and forced him to delete the pictures. He wants to know if this is legal.

Response:

5/20/2013
3:44:04
PM

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process. Whether or not videotaping interferes with or slows down security procedures is determined by supervisory personnel at the time of the screening. TSA may ask a photographer to stop if they are interfering with the screening process or taking photos of x-ray monitor screens at the checkpoint.

In addition, although TSA does not prohibit photography or videotaping at screening locations, passengers must abide by local laws, State statutes, or local ordinances that restrict this activity.

On 17 May during my flight from SAT to PHX you opened one of my checked bags and obviously removed the contents which consisted of rare publications from the period of 1912 or earlier through 1973, published in Japan, China, Russia, and the USA. Some were very fragile so I packed them so that they would not shift and suffer any damage.

On arrival at PHX, the piece of checked baggage you did not examine was easily retrieved, but the one you opened did not appear. A Baggage report (b)(6) was submitted with a copy handed to me at 10:01am, more than an hour and a half after the enquiry began for bag (b)(6). Some time after 11:00pm the bag was delivered to my hotel and held at the desk with a card marked (b)(6).

On opening the bag I found significant damage to some of the publication including separated bindings, mutilated dust cover, and torn end pages in the paperbacks because they were not properly repacked after examination.

5/20/2013
6:22:56
PM

In addition, security screening for my return flight was the worst such experience I have ever had. First I was told the whole-body scanner was "harmless" when, after 51 years work in medical facilities, I know the statement was false. When I protested going through the scanner I was offered a search but agreed to the scanner and went through it. I was then detained, subjected to a pat down, and then a swab of my left palm that was run through what may have been a free radical assay test apparatus.

The whole security screen was more unpleasant than passing through the US Army Camp Alpha out-processing as I was departing Da Nang VN in December 1972.

I am 81 and disabled from my 26 years active USAF service. I am not happy at what TSA did 17-19 May 2013.

Respectfully,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 5/21/2013 3:14:18 PM

5/21/2013
3:53:24
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening: .

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Airlines 2102, SEA TAC, Departing Seattle, May 9, 2013 at 8am and Arriving Pasco/Tri-Cities May 9, 2013 at 8:50am.

Comments: I stood over an hour at the TSA check, Gate N-S observing the long lines and persons going through TSA checks. After removing my shoes and undergoing a full body scan, I was asked by the TSA agent if she could search my hair. I consider the request a violation of my rights as an African American female and racial discrimination as I did not see the TSA agent search any white person with full hair.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 5/21/2013 3:25:45 PM Airport : MDT - Harrisburg International Date/Time of Travel : 05/18/2013 11:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known): (b)(6)

Comment : I entered the TSA checkpoint like any other day by showing my IDs to TSA agent at the beginning of the line for the conveyor belt. Then I put my laptop, belt, and cell phone with holster in a tray and sent it through the conveyor belt to be scanned by the machine. Bowls were placed on either side of pieces of luggage on the conveyor belt to ensure the personnel operating the machine knew that it they were crew bags. I made sure that my bags were not tampered with as they went through the machine. I held up my lanyard with my company ID picture showing outward as I stepped through the x-ray scanner. With all things satisfactory at this point, I proceeded to gather my things at the other end of the conveyor belt and assembled my luggage to go to work. As I put my belt back on, and attached my cell phone holster with cell phone to my belt, I noticed that a trio of TSA officers were examining and going through my luggage as if a possible bomb were inside. I told them that it was most likely my possibly metallic can-opener that was causing the X-Ray screener to show whatever indication that it showed.

Despite several checks of my IDs, a scanning machine examination, and an actual hand search of my bag revealing no prohibited items, agent (b)(6) stated that I needed to be given a pat-down. I reminded him that I was a crewmember in full uniform; he stated that it did not matter. I submitted to the pat down after I replied that I would like to examine his own personal identification after the pat-down's conclusion. To his credit officer (b)(6) was at least willing to show me his own identification without complaint.

5/21/2013
3:54:16
PM

This pat-down was given in full view of my fellow crewmembers and the passengers of whom I was to fly to Atlanta. I cannot describe how angry, frustrated, and embarrassed I was during and after the pat-down. But I would compare my situation to that of a priest being wrongfully arrested for pedophilia in front of his entire congregation. Most importantly, incidents such as the one that occurred to me distract flight crewmembers from their most important job: passenger safety.

All flight crewmembers share a collective desire to have a hassle-free and expeditious method of being processed through an airport's security system in order to do our jobs. There are many, many fallacies behind the current procedure at the Harrisburg airport of giving crewmembers an automatic pat-down after anything suspicious pops up on the scanner machine. A flight crewmember must go through numerous background checks and threat assessments before being allowed to start their jobs. In addition, there are probably some highly in-depth background checks that have occurred without my knowledge. It is insulting to think that if one were to commit an act of terrorism, a flight crewmember would hide a weapon in one's luggage and take that piece of luggage through a TSA checkpoint when there are many other ways of bringing it onboard without ever coming across a TSA inspection checkpoint. Furthermore, in every cockpit there is a crash axe that is to be used in the event of an emergency. Therefore one would not even have a need to bring a potential weapon through a security checkpoint.

I understand that at one point recently the TSA was considering relaxing its policies to allow passengers to carry certain knives. But is it TSA policy to give crewmembers a pat-down even after an explanation can be made for a certain indication on a scanning machine? If this is the case, then there is a major malfunction in this government agency. Furthermore, over the last 6 years, I have carried a can-opener through the airport checkpoints in Atlanta, Denver, Wichita, Chicago O'Hare, Madison, Des Moines, Oklahoma City, Tulsa, Dallas-Love, Miami, Fort-Lauderdale, Tampa, Memphis, Baton Rouge, Alexandria (LA), Gulfport (MS), Houston Intercontinental, Jackson (MS), New York Kennedy, New York La Guardia, White Plains (NY), Baltimore, Washington Reagan, Washington Dulles, Savannah, Charleston (WV), and Charleston (SC) to name a few. Never before have I been asked to submit to a pat-down while in uniform. So either every other TSA checkpoint that I have been to in the last 6 years has been wrong in not giving me a pat-down or Harrisburg operates on a totally different policy than the rest of the country.

It should be plainly obvious that the TSA should not spend their time aggravating crewmembers by singling them out for pointless additional screening and instead should be focusing on passengers who are more likely to pose greater security

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 5/21/2013 1:57:18 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Why are some people allowed to go thru the metal detector while others go thru the radiation? How is this determined and how can you explain the unfair/biased treatment?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/21/2013
3:54:22
PM

Caller said he travels with a bishop with the Eastern Orthodox church. Caller said his bag was searched. Caller said there were sacred and expensive items packed in this suitcase which weighed about 40 pounds. Caller said there are books, vestments and clothing items in this suitcase. Caller said he found a NOI in the suitcase that when they got the suitcase back, the suitcase was disarrayed. Caller said the flight did not leave until 8:35 pm. Caller said they had a satchel with books and the books were removed from the satchel and were loose in the suitcase. Caller said an item that is worn around the neck was then placed in the satchel. Caller said they had a Pastoral metal staff that would have been broken down in sections also in this case. Caller was upset over the sacred items being disarrayed. Caller also said because they wear robes, they have to have a patdown when they go through the airport. Caller asked about the Precheck program.

Airport Denver to Wichita
Airline United
Flight numbers UA 341
Date and time of incident
Baggage tag number Caller did not have this number with him.
Description of bag, color, style, size, brand - Black, hard sided Samsonite with 3 locks but it was not locked
5/21/2013 NOI with Writing TSA DEN 8 2013 May 19 PM 7:14
4:09:06 PM Terminal or Gate B Terminal, B-36

I apologized to the caller and told the caller he can contact the CSM prior to travel to make arrangements for screening special items.
Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre[®]2713™ for U.S. citizens who are members of CBP's Trusted Traveler programs (such as Global Entry, NEXUS, and SENTRI) and eligible frequent flyers.

To participate in TSA Pre[®]2713™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system. Travelers interested in participating in TSA Pre[®]2713™ should contact their airlines or visit CBP's Global Entry program at <http://www.globalentry.gov>. I gave the caller a comprehensive explanation of the Precheck program.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 5/21/2013 3:43:41 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 05/19/2013 Airline & Flight Number : KLM 0621 Checkpoint/Area of Airport : TSA Employee: (If Known) :

Comment : During my recent flight, I was very unhappy with the type of customer service I received at the airport. I'm all for security and taking precautions but I can't help but get the feeling that some security officials in the airport get a thrill out of having a little bit of authority and telling people what to do. When my flight first arrived to the USA from Amsterdam, I walked off the plane and then remembered that I left a bag of duty free items beside my seat. So, I turned around to go back to the plane (others were still getting off the plane) and told the flight attendant I left a bag on the plane. She said to come on and get it, as I had only taken like 10 steps away from the plane's door at this point. When I tried, some guys (who never identified themselves) started yelling "Sir, you can't go back on the plane. You can't go back". That's a little ridiculous. If someone leaves something in their seat and needs to get it back, then by all means walk with them to the seat if you'd like, but don't yell at them that they can't pick up their own personal belongings that they just left 60 seconds ago. The agent said "Well, it is for security because if you were going to customs and realized you had something you didn't want customs to see you could go back on the plane and leave it", which is pretty stupid because if there was something I didn't want the agent to see when I got off the plane, I'd just stop in the airport bathroom and put it there before walking to the customs checkpoint. I wouldn't go back on the plane where I had just been for 9 hours! It was such a huge ordeal just for me to get some cookies that I bought during the flight. Next, I went through customs and handed the officer my form. He was polite and said thanks. Next, I waited away from the desk for my friend (who was traveling with me) to also hand in his form and go through customs. Some woman just walked by and started yelling, "You can't wait here! This isn't a waiting room!". Now, nobody who is traveling wants to just walk away and leave friends or family behind, especially in a large airport where it could be easy to get lost. Perhaps having a line for individuals to stand behind or another area where we could wait for friends/family would make more sense. In any event, having someone yelling, "You can't wait here, you can't wait here", is not a very nice "welcome home" message to get when arriving in the USA. Next, as I had a connecting flight, I had to go through security again. Instead of using the new scanner machine, I asked to have a pat down. The female agent there mumbled something, which I couldn't hear, but she pointed to my right, which I took to mean she wanted me to go to the other side. She then yelled, "That's not the door! I said the door here!" and she rolled her eyes. Again, it was very disrespectful. Could you please remind agents working in the airport that when someone gets off the plane it may be difficult to hear because of the pressure change during the flight's landing? I was trying to hold my nose and blow and swallow and whatever I could to get my ears to open back up. I didn't need someone to roll their eyes simply because I didn't hear them well the first time. So, a guy finally comes to do the "pat down" that I requested. He asked me to stand on a mat and did the pat down and then said "alright hang on" and then he walked away and never came back!!!! so, I'm just standing there waiting, with another connecting flight to catch and I didn't know what to do. If I walked away, I might get accused of trying to bypass security, but if I just stood there, I could miss my flight and who knows how long I'd be standing there. So, I looked around for someone to ask for assistance and nobody was close enough for me to ask anything. So, I finally yelled over to my friend (who went through the scanner machine) if he could find someone to ask for help. So, he yelled out to the man who had patted me down "Is my friend ok to go now?" and the guy turned and said "Oh, yeah...he's good". Well, gee, thanks for letting me know. He had just totally forgotten me and left me standing there. Finally, I think there needs to be a better understanding between airport employees, airline employees and employees of stores in the airport about what people can and cannot do/bring on board. Like I said earlier, when I left behind my bag of cookies (which were gifts) on the plane, the KLM attendant said "Sure, run back on and grab your bag", and then the other airport official was telling me not to go back on. Also, my friend brought some type of marmalade at an airport store (past security) in Amsterdam. When he asked if he could carry it on, the guy said yes because he would put it in a bag with a seal, which showed it was OK to bring on the plane, as it was purchased at the airport. Well, of course in Atlanta the security checkpoint person started talking about how he can't bring it with him if it's over so many ounces and blah blah blah. He actually got to bring it with him but apparently it's because she didn't know how many grams were in an ounce (since grams were listed and not ounces). But what is the point of even having stores sell wine and jelly and such if you can't take it with you? And if it's placed in checked luggage it will be destroyed by all the people throwing your bags everywhere. Overall, it was really just an unhappy traveling experience. The city I visited was great and I had fun there, but coming through American airports made me feel like a prisoner with people just shouting often contradictory orders at me. The biggest problem was really people's attitudes there. I have a full-time job, 2 part time jobs, and I'm finishing up my PhD now. I'm not an uneducated person and I don't need someone yelling at me like I'm a two year old idiot. If I step to the right and you wanted me to step to the left, just say "Oh, I'm sorry, Sir, I meant for you to come on this side", but just rolling eyes, yelling and making snide remarks is extremely disrespectful. Finally, when I was going through that same security checkpoint, some older guy said to the lines of people there, "Alright, we are checking your bags and you, we don't need to see your boarding pass and ID", which by itself is not a problem. But then he started repeating himself, prefacing it each time with "OK, people, I'm going to say this one more time...we don't need to see your passports and...". That little comment about "OK, people I'm going to tell you one more time" is just rude and unnecessary. For people who don't work at an airport or who are not seasoned travelers, the airport is a big maze and a big ball of confusion: Where do I go? Where do I pick up my bags? Do I get my bags and then go through customs or do I go through customs and then get my bags? and on and on. Being treated

5/21/2013
6:06:52
PM

Caller asked what the ticketing and boarding procedures for traveling with an infant are. He then corrected himself and asked what we require to be on the boarding pass when a passenger is traveling with an infant whether the child's name should be on it, or if it should just say that he was traveling with an infant. He said that going through IND yesterday, his wife, 2 kids and his wife's mother weren't permitted to go through security because the TSO said that the boarding pass was not marked correctly. They had her go back and forth between there and the United counter, and ultimately missed an international flight. The TSO couldn't tell her what was wrong with the boarding pass. He isn't sure if it said that the passenger was traveling with an infant or if it said the passenger was traveling with the child and had the name of the child on the ticket. Her sister was with them traveling with her child, and her boarding pass was marked exactly the same way and they let her through. He has read the information that he could find online about it, and he hasn't seen anything that says what they did was correct, and told her that there was no guarantee she'd be able to make it through security today. He asked how to contact the CSM there at the airport directly, and asked if TSO reimbursed for missed flights. He also asked how many claims they reimbursed for.

5/22/2013 Advised Caller:

8:22:49 AM First, I told him that a passenger would carry the child through the screening, and if an alarm were to sound then they would conduct a patdown to clear the alarm.

Once he correctly informed me of what he was asking, I told him that we have no information on the specifications on requirements for what is on the boarding pass when a passenger is traveling with an infant. The information on the boarding pass would be up to the airline as to what was printed out. I have no way of telling him why they wouldn't have let his wife through the checkpoint, and let her sister through, but I would take the information and then send it up to the CSM at the checkpoint so that they could review the information to see what happened.

I then told him how to contact the CSM by calling back the number he dialed to reach me, pressing option 5, entering the airport code and it would then provide him with the contact information for the CSM.

I also told him that we have claim forms that can be completed and it would be determined once they were complete whether or not the passenger would be reimbursed. I told him that we do not handle the claims here, so there is no way for me to know how often claims are reimbursed for missed flights.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/21/2013 7:41:41 PM

5/22/2013

8:26:53 AM Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening: :

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Kennedy Airport, NY

Comments: My partner (b)(6) and I flew from NY to Boston on 5/19/13 via American Airlines. (b)(6) has a pacemaker and in the past has had a special screening. On this day 3 different TSA employees insisted that there was no need for special screening and had him go through the radiation booth. Immediately after exiting the booth (b)(6) experienced dizziness and a strange feeling in his chest. He was checked by paramedics who indicated that his heart beat was erratic. We flew back to Boston as his Dr's are here.. He is still having issues with erratic heart beat, lethargic, and very uncomfortable. Why did TSA indicate it was ok for him to go thru the radiation screening? This is very upsetting and we would like some answers. Thank You

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 5/21/2013 6:32:30 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

5/22/2013 8:27:51 AM Comment : You did NOT answer my previous question. I am not concerned with the requirements for screening nor am I impressed with your claims for safety. What I am concerned about is the unfairness of allowing some people to walk through a metal detector and while others have to be radiated. I believe that constitutes profiling etc. I will never go thru that machine again. You are treated like a criminal and I believe women are targeted for it more than men. I just want to know how you can decide who gets to walk thru a metal detector and who has to be emotionally violated with the radiation? I am sure I will now receive the same non answer but I would really appreciate your direct answer to my direct question.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller stated that his father, (b)(6) was traveling from Miami International to Ecuador on 5/21/13 and when going through security, he was taken into a separate room to receive a patdown from TSA. He had a brand new iPhone in his carry-on bag that is now missing. He does not think that his father dropped it out of his bag when going through the airport.

Passenger's name: (b)(6)

5/22/2013
10:20:33
AM

Airport: Miami International

Airline: American Airlines

Flight: He did not have the flight number

Date and time: Departed 5/21/13 at 6:55 p.m., but went through the checkpoint a little after 4:00 p.m.

Location: Terminal D

Advised caller:

The complaint will be forwarded to the CSM at the airport and a claim form will be sent within 24 hours. He can also check with the lost and found at Miami International by calling 305-421-2410.

Caller was at MDW yesterday and had to have a patdown. A TSO went through her carry-on luggage and the agent forgot to replace her prescription eyeglasses, which she really needs. The TSO removed her toiletries bag and a large bottle of hydrogen peroxide which they kept. The glasses are very thick bifocals and she is legally blind and the glasses are very expensive. She has an emergency pair she can use to keep from walking into trees, etc.

Caller wanted to state that everyone there was very nice and she had wheelchair assistance.

Flight # 1575, Gate #A17, Southwest

Response:

5/22/2013
11:29:45
AM

TSA regrets that you found items missing and/or damaged from your carry-on luggage. Apologized to caller and provided claim form via email.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Chicago

Midway International Airport

773-498-1308

5/22/2013
2:05:25
PM

This was my first time flying and I was unsatisfied with the service of your officers. I had an issue with one of my items that was in my carry-on. So I had to go through check point again. Other officers saying things underneath their breath that had nothing to do with the issue. Now the woman that stopped my bag switched posted and asked me to lift my hair up and attempted to pat down the other woman I was with when we first went through the check point none of that was done. This issue took place at Miami International airport for flight d50 to Reagan National airport. My name is (b)(6) Due to this issue I'm not considering flying to this airport due to your horrible customer service that your TSA staff provided.

Sent from my iPhone

UNCLASSIFIED//NONE

I booked a flight for my son previous BACK Surgery. (b)(6) Conf (b)(6) Before going thru the scanner informed the officer of his condition and he could hardly walk. He has a spinal stimulators unit in his back and a ID Medical card explaining his condition. Showed the card and explained just had back surgery and the officer hit his back 5 times saying it will be O.K. The officer did not listen and hurt my son. Hitting his back, come on! He had tears in his eyes from the pain while others around viewed his pain drawing up from the hitting his back! You owe my son a tremendous apology! TSA Guidance-Passengers who have medical devices attached to their bodies, stimulators, spinal stimulators, devices should inform the officer conducting the screening of the device and where it is located before the screening process begins. (b)(6) flight for May 25, 2013 MSY to BHM for a medical appointment. How do you prevent the previous incident & not going through the scanner but have a Pat down? If scanned the stimulator will shut down! Southwest Airlines- By law, I'm required to inform you that should you wish to pursue this matter further; you may contact the United States Department of Transportation.

VR,

5/22/2013
2:05:57
PM

(b)(6)

Disability Description: Caller has a very very mild case of cerebral palsy on her right side of her body and she has a limp on her right side.

She also can't open her fist and she keeps a piece of paper in her fist so that her fist stay locked over the paper.

Response Details: I apologized to the caller about this happening to her.

For your complaint to be considered complete according to Department of Homeland Security Regulations Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

5/22/2013
4:53:37
PM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

She stated that she would rather file complaint by mail.

Sent information on how to file a formal complaint.

Disability Description: The callers mother (b)(6) flew from MCO on 5-22-13 His mother is 75 and has a pacemaker. She gave the card to the officers.

Response Details: If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

5/22/2013
7:58:15
PM

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I advised the caller that he did not have to file a complaint right away.

I emailed the caller the information.

Incident Details: The complaint concerns the officers at MCO. The caller states that one of the officers jerked his mother, (b)(6) out of the wheel chair and made her go through the machines after her sons had given the officer her pacemaker card and told the officer that his mother had a pacemaker and had to have a patdown. The officers insisted that (b)(6) had to go through the machines. His mother went through screening around 6:25pm through the JetBlue terminal. The caller states the female officer was very rude to his mother. The caller states they are going to take their mother to the doctor and make sure her pacemaker is not damaged. (b)(6) was wearing a Black dress with a Brown jacket. The caller wants to know if they have to file a complaint right away.

(b)(6)

Date: 5/20/13 Time through security: 3:00 to 3:30 Checkpoint/area of airport: Terminal A

Flight 5868 United Air departing from Gate A7 at 5:01

As I went through the body scanner something showed up on my right chest area. The agent pointed it out to me and I tried to quietly explain to her I had a prosthesis that has a small weight in it. The women looked at me and said okay maam I have to feel under your breasts, I can do it here or take you to a room in private. I was completely caught off guard, felt like I had been slapped in the face and tears began to form in my eyes. I was thinking this could not really be happening. I guess I was not following orders well enough because eventually I was told by two or three agents in a very monotone, procedural voice things like...

5/23/2013
8:19:44
AM

"Maam can you get your things and come here"

"Maam no not there, come here"

"Maam it is not like we are going to make you take your clothes off"

And the worst of all was...

"Maam I underderstand but this is the procedure"

These agents DID NOT understand. I spent two years of hell dealing with breast cancer, surgery, chemo and radiation.

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening (ALT, Patdown) Current Date/Time : 5/23/2013 7:29:41 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

5/23/2013
8:20:47
AM

Comment : Screening: I am a trusted traveler and yet almost always get the SSSS on my AA ticket. I am a platinum member, fly frequently, and still get the additional screening. I would like my name removed from this secondary security screening selection. How does this happen? Or more importantly, how did I get on the list to begin with?

TSA Pre - There is no option for this program, yet I meet all the criteria. Please provide some additional information or explain why this program is not available to me. I have never broken a law, been arrested, etc., and yet I am treated like a criminal every time I fly.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had an extremely negative experience going through MDW on 5-16-13 at 9:00 or 9:30 AM, catching a 10:10 AM flight. She is 77 years old and was going through with her husband who was in a wheelchair. She went through the scanner and was told to raise her hands and she was standing around and she felt she had been there longer than the few seconds she had experienced in the past and they told her to raise her arms again, which she did and they were busy talking and she was told to exit. As she exited the machine she was told to wait, when she walked out of the machine she saw photos on her left side, a whole group of photos and the TSO told her they had to pat her down. They told her, Don't leave yet, we have to look at your picture, the photos were in vertical form similar to a filmstrip and individual pictures, approx. 5-6 photos. There were several agents looking at images and one of them told her to wait.

As she was having the patdown she objected and the agent stopped when she asked why they were doing the patdown? She has flown many times and been through the AIT and nothing has ever shown up and it has been 5 years since her surgery and nothing should have shown up.

Flight # 939 via SW, Gate # not available.

She said it made her very uncomfortable and very nervous and her husband is handicapped and she is a Colon Cancer survivor and she should have asked more questions.

Even thinks there may have been something that could have shown up she should know about and is nervous about going through this technology again.

She would go through again if she was explained what happened and she would like to know what the images were and if something showed up she would like to know.

The screening makes her feel comfortable and she doesn't mind that, but, thinks passengers should be told what is happening and provided more information. She said they could have been training agents or something and she is a former school teacher and thinks people should be told if they are training agents.

She states the images were posted on a wall as she exited the machine on her left, when she turned around it would have been on her right and then she said she was unsure if the images were on a wall or screen, but, she saw the images that appeared to be a filmstrip.

She would like to have reassurance she wasn't exposed to anything that could bring on another cancer.

5/23/2013
11:11:16
AM

Response:

Apologized to caller that she had a negative experience and explained information would be provided to the CSM at MDW for their review. Advised surveillance video may be available for the CSM to review to see what took place with her screening.

All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

Caller said on 04-25-2013 at 11:50 pm he was sexually harassed by a male TSO at the DFW airport during a patdown. He was flying on Spirit airlines flight NK254. He said the male TSO grabbed his leg and squeezed very tight asking what is this? The caller responded to him that it was just his leg. Caller said the TSO was around 5'10" had gray hair and a gray mustache. Caller could not remember what gate or terminal he was going through.

5/23/2013
12:47:22
PM

Told caller that I will forward the complaint to the CSM at the DFW airport. Caller was flying from DFW to BOS. Caller stated that his phone number is the best way to contact him.

Caller asked if she opts out of the technology do they have the right to ask why she did not want to go through the AIT. Caller complained that she was given the 3rd degree over opting out. Caller said her doctor has told her the AIT is not safe. Caller said when she did a patdown, she had a tank top on and a blouse over the tank top, Caller was not wearing a bra. Caller asked to go in a private room and the TSO called to get another TSA employee. Caller said the TSO got mad at her because she asked her to call again to get her patdown because caller was worried about missing her plane. Caller said the TSO said she did not know why the other TSA employee did not come over to do the patdown and she could see the other TSA employee laughing and talking instead of coming over to do her patdown. Caller was asked to remove her blouse. Caller said she was embarrassed because she said she is fat and did not want to show her flabby arms in public. Caller said she was questioned as to why she chose to opt out of the AIT. Caller said the TSOs were both blonde and cute. Caller said they interrogated her about her reasons for wanting to opt out, caller said she started crying. Caller said the TSA employee told her she had not missed her plane that she had 10 minutes to catch her plane if she would hurry. Caller said when she got to the gate, the airplane left early. Caller was flying to NY to see a show her friend was in and this friend is a Broadway star. Caller said the tickets cost \$400 and she did not get to see the show. Caller felt that TSA was too nosey, she is 5 feet tall, does not move fast and uses a cane and she is a little old lady. Caller feels they crossed the line with her. Caller does not have a computer and can only check her email from the library. Caller is requesting to be contacted by phone.

Airport Detroit Metro
Airline Spirit Airlines

5/23/2013
1:37:28
PM

Flight numbers

Date and time of incident 05/05/2013 5:30 am

Baggage tag number N/A

Description of bag, color, style, size, brand N/A

NOI with Writing? N/A

Terminal or Gate Does not remember - it may have been D16 or B16

Contact information Caller prefers to be contacted by phone

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller is flying in a few week for the first time with her 10 yr old son. Son takes miralax. She wants to know if that will be a problem. She also has body piercing.

Indianapolis to Orlando on Southwest, probably on AirTrans.

Response:

5/23/2013
2:13:13
PM

-Passengers are allowed to bring medications in pill, powder or any other solid form through security screening checkpoints in unlimited amounts, as long as they are screened.

-An individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown. In order to ensure security, patdown inspections may include sensitive areas of the body and TSOs are trained to maintain the highest levels of professionalism.

From: (b)(6)
Sent: Thursday, May 23, 2013 1:26 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

5/23/2013
4:07:27
PM

Remote Client IP: (b)(6)
Date Time: 5/23/2013 1:26:01 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint of agent

Comments:

I just finished undergoing the most invasive, rude, disrespectful encounter with one of your agents. After flying for over 40 years, rarely have I been treated so rudely. I am an RN, have worked in psych, I have done pat downs. I am traveling with an

The caller was traveling out of PDX on May 16 with Delta. When she went through the checkpoint, she went through the AIT and was bringing carry on luggage only. There was an anomaly and they had to rub something over her hand with a wand. She was then asked to go off to the side and was told that she would need to go into a different room for a patdown. She was told that there was explosive residue on her hands. She told them that the only thing on her hands was her Viva La Combe hand lotion.

She was taken into the room for the patdown with two female officers and she asked them to hurry with the patdown and to contact Delta about her flight because her flight was at 6:25 and the patdown was started at almost 6:00 pm. One of the officers told her that it would not take that long and she would not miss her flight. The lady who was doing the patdown, the caller described her as oriental woman, did not know the procedure well and had to look at the procedure illustrations on the wall to conduct the patdown. She found this frustrating because it took far longer and they would not contact Delta on her behalf. By the time she got to the flight they had just closed the gate.

She said they had to do ETD on her belongings. She said that they never reached into her jacket pocket to look at her hand lotion, though she kept pointing at it and telling them that the lotion in the pocket was the issue. They never looked in her jacket, and she ended up removing it herself after she was cleared and showing it to them. They let her keep it and told her that the glycerin in it can set off the machine. She stated that has seen nothing saying that there was nothing that stated glycerin set the machines off. She was upset that they never looked in her jacket because she could have had something dangerous in it.

She wants a copy of the report because she ended up missing her flight because of this, she had to get a hotel room with her husband, who had to drive back three hours, her husband lost a full day pay, and she lost a day of her vacation. She arrived at three o'clock to allow time. She is frustrated because it was a hand lotion; she is frustrated because she kept pointing at the issue and they did not look at it. She spoke of possible contacting her local news crew because of her frustrations and the way the screening was done.

5/23/2013
4:36:03

PM

Flight information:

Airport: PDX

Airline: Delta

Flight: Does not have the old flight number because she was rerouted.

Date: 05-16-2013 departure was at 6:25 pm

Time: She had the patdown between 5:30 PM and 6:00 PM

Location: Terminal D

Advised caller:

Spoke to the security specialist about the lotion; they said that because the officers saw the lotion it was fine.

I will escalate this to the CSM for review of the complaint.

The caller did not have her flight number because the information she had was for her rerouted flight. She was going to contact us back with that information.

Caller has concerns regarding TSA at Midway. He was going through Lane 19 which was the Priority Lane and it was 4 times as slow as the other line. It took 10 minutes for 10-12 passengers to go through. He said that they were doing OJT which is what he heard the TSOs saying to each other. He opted out of the AIT and had to stand in a position that blocked the AIT. He waited 5 and a half minutes for a patdown. He asked to speak to a supervisor and was told there was no supervisor there. After a few minutes, TSO (b)(6) and TSO (b)(6) came to the checkpoint.

Caller asked (b)(6) why they are doing training on the Priority Line and not the other one. Caller asked (b)(6) why did he have to wait and why are they doing training. (b)(6) denied that any training was occurring. Caller told him that they were clearly doing OJT and that was the term the other TSOs were saying to each other. (b)(6) said, Are you telling me how I am running my station here?

Caller told (b)(6) he wanted to talk to a manager because this was clearly a higher decision than a supervisor could make. (b)(6) said, You don't get to talk to the Manager, you get to talk to me.

5/24/2013
9:10:01

AM

Caller asked if he could have his patdown now. The TSOs summoned the manager (b)(6). Caller asked him, Why is this taking so long? I stood here 5.5 minutes for a patdown. (b)(6) said they were doing training. Caller stated that (b)(6) said they were not doing training anywhere in the airport.

Caller stated that he has 5 million miles on airlines. He believes there are serious operational issues at Midway. He stated that the TSOs were very belligerent to him.

Airport: Midway

Airline: Delta

Flight Number: Not handy

Date and Time: Today at checkpoint at 7:50am. Cleared it about 8:10am at Lane 19

I thanked the caller for letting us know the situation. I told him if he had further questions or concerns he could call back to let us know. I told him I would send this to the CSM at Midway. He wanted to know if (b)(6) was the CSM. I told the caller he was not. He said that the CSM would get a separate complaint, then. I told him I would send this up today.

From: (b)(6)
Sent: Friday, May 24, 2013 12:16 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/24/2013 12:16:09 AM

5/24/2013
10:21:27
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Patdown vs. AIT

Comments:

My wife was supposed to fly tonight from LGA to CLE with our 17-month old daughter. We are not comfortable with the AIT scanners' health risks, and my wife asked to not use the AIT for both our daughter and herself (in case she is pregnant). The caller stated that her father flew on flight number 241 from ORD to IAD on American Airlines. He was connecting on flight number 4064 from IAD to CKB on United Airlines. He was not on the flight from Dulles. The caller has spoken with ORD and is certain that he made the flight from ORD. She has been on the phone with various people and was advised by United Airlines to contact TSA. She know that he never made it to CKB because it was closed from 11pm to 3am. He was suppose to land at 11:59pm. Her father's neighbor was suppose to pick him up and called the caller this morning at 5am stating that he was not at the airport.

The caller described that man as follows: He wears dress pants and a veteran baseball hat, he passes his boarding pass in his front pocket, 85 years old but looks 70, black dress shoes, and very clean cut and professional. He is in great health but had open heart surgery 7 months ago. He has a pace maker. She stated that he always gets a patdown when traveling.

She stated that there is no way he would have wondered off or be a missing person because his mental health is very sharp. She believes something is wrong. He only has with him two days of medications and if he is not found this could be detrimental to his health. She is requesting that TSA view the tapes and see if he made the flight in IAH because United Airlines stated that his boarding pass had been used but no one is certain that he was the one who used it. She is very upset and wants to know what to do.

5/24/2013
10:25:24
AM

Advised Caller:

After speaking with security I have be advised to inform you that you should contact local law enforcement.

Provided:

The CSM at IAD is:

Name: (b)(6)
Phone:

Caller stated that he flew out of the PHX airport and when going through the checkpoint in Terminal 4C he did not have a valid ID and only had a temp ID. He showed his Temp ID to (b)(6) (TSO) and the TSO stated that this was not a valid ID and demanded a valid ID from him. He told him that he needed to show a Valid ID but then saw that the caller had a bill fold with more credit cards inside. The TSO demanded to see those so the caller pulled out the credit cards. The TSO began to write down his numbers but then stated that this also was not sufficient and he would need something more. He put these away and the officer yelled at him because he was not done with the cards yet. The caller slid the wallet across at him and caller thinks it must have rubbed the officer the wrong way so the TSO told the passenger he was going to receive a patdown now. The supervisor (b)(6) was requested and he apologized over and over to the caller for the officer. The supervisor told him that he would have to call in to file a complaint and did not provide the caller with (b)(6) last name nor ID number. He is also wanting to write a letter and have it permanently placed in (b)(6) personnel file.

5/24/2013 11:28:29 AM
23 May 2013 @ 11am
PHX - Terminal 4C
(b)(6) Older white male (50-60), glasses, balding hair
(b)(6) Supervisor (b)(6)

CCR informed him that this information will be forwarded to the airport electronically and he can write his complaint into TSA HQ.

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

The answer I recieved from this e-mail was pretty much saying sorry maam we understand but it is the procedure, here is the procedure.

NOW PLEASE SEND ME A CONTACT NAME, NUMBER, E-MAIL, ADDRESS anything I can use to open up a conversation about security checks for people who have been through the tragedy of an illness or an accident.

Should these people be excluded from security checks absolutely not, should they be treated like a possible criminal with extra intrusive security absolutely not.

(b)(6)

5/24/2013
2:21:07
PM

From: (b)(6)
To: TSA-ContactCenter@dhs.gov
Sent: Thursday, May 23, 2013 6:55:56 AM
Subject: Please Read and Respond - Incident at South Bend Airport

(b)(6)

Caller opened her suitcase after her trip home and she had documents inside and upon arrival her clothing was in a heap and her documents she had for her work were destroyed. She said her TSA lock was also broken.

I asked if she saw her bag after clearing Customs or could it have been cut off in the foreign country who may not have been able to open the TSA lock. She stated she did not look at her lock so it could have been.

She had a NOI. It did not have a time stamp on it.

She flew from Kigali to Amsterdam and entered the US at Detroit and boarded a flight to Louisville SDF.

She flew on Delta Flight #6027 from Detroit to Louisville, KY departing at 12:30 AM 5-24-13

Bag Tag (b)(6)

The bag is a black cloth large suitcase, Wenger brand.

5/24/2013 She stated her documents cannot be replaced unless she goes to Kigali and gets them again, and she would have no guarantee they would arrive in the US undamaged.

4:23:39 She does not wish to file a claim.

PM

Told her I am sorry she had that experience.

She stated she also feels persecuted because she is often patted down and it is because she has large breasts.

She stated it happened in the foreign country as well.

I started to say something and she said she is aware TSA is not in other countries.

She stated In Detroit she was wearing a bra and a knit shirt and knit pants so she does not understand why her large breasts caused a patdown.

She stated nothing on her should have caused a problem with the equipment.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Todd her I will send over a copy of her complaint to the Customer Support Manager.

In typing up my notes I realized I did not read a date back to her so I called her back and confirmed the Detroit flight was today.

Disability Description: Caller had a knee replacement about 18 months ago. Caller is 75 years old.

Information Request: Caller does not want to have to have a patdown at all. Caller will not fly anymore because she doesn't want to have a patdown. Caller saw a patdown procedure being done on TV and does not want to have to go through one. Caller is almost in tears and very distressed and angry. Caller would like to know what ID is better: military ID, driver's license, or passport. Caller would like to know why people have to take their turbans off for screening. Caller feels that suspicious people are not screened as much as she is. Caller would also like to know why TSA does not do screening like Israeli airports that do background checks.

Response Details: The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. BDOs are specially trained in the operational SPOT process to identify and screen travelers of interest.

Secure Flight is a program developed by the U.S. Department of Homeland Security (DHS) to provide uniform watch list matching by the Transportation Security Administration (TSA).

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

5/24/2013 Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

5:10:56

PM

TSA anticipates these changes will further reduce though not completely eliminate the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID. Military ID, driver's license, and passport are all acceptable.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

If you want a non-traveling companion to accompany you during the screening process they need only request a gate pass from the airline ticket counter.

Emailed information to caller.

Disability Description: Caller has lymphodema.

Information Request: She wants to know what she can do to make her experience better once she leaves SFO, because PHL was horrible for her.

She also has to fly in mid-June for surgery on her legs and wants to know if there is anything specific that she needs to do in regards to traveling internationally.

Response Details: I told her that I would get her flight information and get some assistance set up for her at the checkpoint there at SFO because her experience at PHL was unpleasant.

I also told her that due to her experience I would send her information to the CSM there at that airport as well.

I also told her that we have no information in regards to the screening procedures in foreign countries, but would send her some information and phone numbers for the Department of State and CBP to see if she can get information from them.

I told her that if she would like some assistance out of PHL when she leaves for Germany, to contact us back within 72 hours of her flight and we would set that up for her as well.

Email sent.

5/25/2013
12:42:57
PM

Incident Details: Caller stated that she called TSA Cares before her flight from PHL to SFO, and was told and confirmed on the website that if she had difficulty standing in line, that she could either go through the medical line, or could go through the front of the line. PHL told her no. If she was in a wheelchair that she could go through. They told her that they didn't care that she had called TSA and gotten that information, but they told her that they would let her go through just this once. One issue she also had was that she told them she couldn't go through the body scanner, and they told her that she had to wait for a female, and she waited for like 10 minutes. There was no where to sit down, and she was in an incredible amount of pain once the person who conducted the patdown arrived. They acted like they didn't care, said he'd call someone again. When they finally got someone to do the patdown, she was excellent. They were both African-American who were rude to her. The female was small in stature, late 20 s-early 30s. The male was skinny and probably early 20s. The woman who conducted the patdown was also short in stature and probably early 30s. She was extremely nice.

Flight details below:

Terminal Gate: D11

Airline: United

Went through security: 2:30 p.m.

Departure Date: 5-24-13

Departure Time: 3:17 p.m. (delayed due to storms)

Airport: PHL

Flight #: UA447

Feedback Type : Complaint

Categories : Poor Customer Service; Lost and Found Current Date/Time : 5/25/2013 11:13:56 AM Airport : BLI - Bellingham International Date/Time of Travel : 05/24/2013 6:00 PM Airline & Flight Number : AS2491 Checkpoint/Area of Airport : TSA area TSA Employee: (If Known) (b)(6) Comment : In the process of being pulled aside for extra screening (pat down), I was not allowed to retrieve my personal effects from 2 bins (one with a computer and the other with all my personal effects, 1 backpack and 1 carry on. As I was standing in the pat down area, my bag and backpack stopped at the end of the rollers and forced my 2 bins to jam up and flip the one with my personal effects onto the one with my computer. I was not allowed to go rectify the situation and it was left up to another passenger. Some of my personal items were left on the floor for a bit while another PASSENGER was left to deal with my goods. THIS IS TOTALLY UNACCEPTABLE! In the process of this happening, I discovered when I got to Seattle that my bluetooth headset had been forgotten or left on the floor or on the exit conveyor or taken by the passenger that attended to my goods in the flopped bin. What is your POLICY in regards to a travellers goods sitting on the exit run while said traveller is going through a pat down? I am not a happy traveler and will deal with this to the very top if need be!

5/25/2013
1:01:13
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller want stated that she is getting selected for additional on every flight. She stated that she has went through the Redress program and actually flew twice with no problems. She stated that she flew from SEA and was again selected. She wants to know if a under wire bra will cause an alarm in the machine that shows her naked. She wants to know why the TSO told her that she can pat down her breast in the public and send her through but if she requests a private screening she will have to have a full pat down. She wants to know an alarm on her chest would cause the TSOs to test her hands and clothes for bomb residue. She wants to know why even after applying for Redress and using her RCN that she is still getting additional screening. She stated that TSA ruins every trip that she takes. She wants to know why the web site does not say that requesting a private screening will result in such treatment. She stated that she has had people fill her up, put their hands in the pants, grope her, and harass her enough.

Advised Caller:

We do not have an itemized list of possible things that could set off alarms in the AIT.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

5/25/2013
6:38:56
PM
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

This request will be granted if the TSA screening supervisor believes that a physical inspection is sufficient to determine that the item does not conceal a prohibited item.

In addition, passengers at any time may request a private screening. For Example: This option is often exercised by passengers carrying jewelry or gold bars, so as not to alert other individuals about the presence of valuable property. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing. (Explained: the additional TSO and companion is for witness for the complete additional screening)

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport I can forward a copy of your letter to the Customer Support Manager (CSM) at that location.

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Disability Description: Caller s wife is 55 years old and is in a wheelchair.

Response Details: Advised that I understand his concern.

If you believe your wife was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that the complaint be put in writing unless her disability prevents her from doing so.

Do you want information about filing a formal written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Advised this will be sent to the Disability Branch within TSA and more specifically to the Disability and Multicultural Branch, which is located at headquarters. This complaint will go to headquarters. It will be returned in letter form.

I advised caller that I would get the information e-mailed to him and he has 180 days to get this submitted.

5/26/2013
1:07:12
PM

Advised I understand his concern and if he is upset and feels a complaint needs to be filed against TSA and these particular agents, then he should.

Advised I don t know how he would contact DHS for a complaint such as this. I told him if I knew I would tell him, but I really don t know.

Sent e-mail.

Incident Details: He says that today at approximately 12:30 p.m. they went through the checkpoint at JAX. He says that the agent groped his wife. He says the female officer put her hands all over his wife s body as other people were going by in their wheelchairs. He says that the patdown she received was not the same that others received. He says that they have flown from ATL, LAX, and New York and no one else does it this way. He says that they groped his wife. He says that the agent called out the bump on her back, which he says is from her deformed spine. The supervisor told her it was alright. He told the agent this was not right and requested a supervisor. He says the supervisor had red hair. He says the supervisor saw nothing wrong with the patdown that was done. They kept telling them that they were doing this by the book. He requested the supervisor s supervisor. He says that the supervisor went off and came back with a woman in street clothes who claimed to be over everything there. She gave him a comment card to fill out and it had our number on it. He says there are 22 levels of employment there. He says this happened once before several years ago, but it was an inexperienced agent. He wants his complaint to go some where. He says he doesn t just want it to go away. He wants to know if there is any way to get above TSA to DHS. He says there is only one checkpoint and they went through the wheelchair line that is beside the gate. He says they are in about 20 violations right now. He says that none of the employees would give their names. He says that the woman who claimed to be over all of it that gave him the card would not provide her name or address. He says the complaint is regarding disability discrimination. Caller says they live in Atlanta and were just visiting Jacksonville.

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/26/2013 4:19:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 05/26/2013 8:00 AM Airline & Flight Number : united 580 Checkpoint/Area of Airport : united maybe 2?

TSA Employee: (If Known) (b)(6) (sp?) Comment : After being in the scanner, Since I was wearing a tank top with a design on the front which is metallic, I signaled somebody and was told to assume the position on the public display mat for a pat down. I was wearing a tank top (snugfit) with BARE arms, but the "officer" felt my arms first, as insane as it sounds, then said she was going to feel around my breasts....I offered to show her there was nothing hidden down there although you could see with my light shirt, but she said she couldn't look. She could invasively feel though and with her rubber gloves on she proceed to vigorously go over under around and ACROSS my breasts totally moving my tops around so that my bra partly showed anyway. She then decided to examine my long straight hair that was laying flat against my head with her disgusting powdered gloves. Well my hair was clean when I started the trip and heaven knows what she was looking for that the scanner wouldn't have seen, but since I dared to question her a couple of times I believe she was deliberately giving me a hard time. She then sent me for a hand swab and I wasn't even told what they put on me chemical wise...what if I had an allergy?? This screening process is so disappointing to me...as my dangerous hair was being examined, my husband walked through with a case with 3 metal nail clippers and a metal tweezer. I think I could damage someone with those, but certainly not with my hair. I have a coast guard friend who once told me that the TSA pat down is very unprofessional and done wrong. What can we expect though when you take a bunch of people, pay them minimum wage and tell them they have all kinds of authority over people, something they not only aren't prepared to have responsibly, but then aren't trained very long to exercise. Anyone who is ignorant enough to think that the process I went through made them safer while others walk through with metal objects they could use as weapons needs to have their head examined. If these situations are not addressed and these types of people weeded out, there will eventually be a lot of Americans flying less and less.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 5/26/2013 5:01:18 PM

Name (b)(6)

Email (b)(6)

Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):This was at the Atlanta airport on 5/24, my flight came in at 4:30 from Grand Cayman on Delta. This incident was at approximately 5:15-5:30 at security after customs and immigration.

Comments:I was not sure which category to put this complaint under, but was very upset at the absolute rudeness of more than one TSA employee. I am 25 weeks pregnant, and visibly pregnant. The two employees manning the line, were very friendly and professional. As we were funneled closer to the security line we ended up in a line with just scanner and no metal detector. I couldn't get anyone's attention to opt out of the scanner. My husband was in front of me and as he went through the scanner told the 3 people on the other end that I was opting out due to be being pregnant. They just stared at me and said that there was nothing they could do. I told them I was not going through the scanner and they replied that I was holding up the line. I said can I walk through the scanner while it is off and then have a pat down? She said "NO!" and then "you need to go to the back of the line and go through another line". At this point we had been waiting for 30 minutes and I told her I needed to sit down and that I was 25 weeks pregnant, she repeated that there is nothing she can do. All of my belongings and shoes at this point were through the machine and out of my sight (thank goodness my husband was there). So, I go to the next line and try to just go up to the metal detector to go through. I was stopped by a male TSA employee who said "what are you doing, go to the back of the line" I told him what was happening and he said, "where are your belongings?" I told him they were on the other side of the machine with my husband, to which he replied "you can't do that!" So, I walked away and up to the metal detector and told them I was opting for a pat down. I was told them by the female in this line (one line over) that I held up the line, and where were my things, my things needed to be with me. The female TSA employee came over and led me to the pat down. She asked if any areas were hurt or were sensitive, and I replied that I was pregnant. Her reply was a large eye roll and "Ma'am I did not ask you to state the obvious." She then asked me where my things were and I pointed to my husband 10 feet away. Then she said that my things needed to be with me. I get it, but you wouldn't let me be with my things!! After the pat down I asked her if that is how we treat people who are pregnant in this country, and she replied, "I just do my job". I could not believe the lack of respect, but not one, but 4-4-5 TSA employees. I left feeling sick, and tired as I did not have the energy with being pregnant to deal with this kind of nonsense behavior.

The caller receives pat downs regularly. She mentioned alarms going off.

She traveled to Europe from FLL on 4/26. She had no earrings, belt, or watch. She indicated that she was scanned with the wand and received a patdown. She indicated that a female TSO indicated that she had to physically inspect her bag as well. In Toronto while going through security an agent obtained her ticket and wrote SSSS with a marker. The caller looked on her ticket and noticed SSSS printed on a boarding pass as well.

She indicated that she is almost 65.

She flew from Copenhagen and Germany the following day. A lady (she believes that the lady was with security. She wasn't a stewardess) came on the plane in Germany and asked to see her passport. The lady indicated that her passport wasn't scanned.

She indicated that she cannot obtain a boarding pass online. It must be obtained at the airline ticket counter even though the money for reservation has been taken from her account.

The caller indicated that she thought that the SSSS was temporary.

5/27/2013
11:56:05
AM

She indicated that she obtained the gist of applying for Redress via the IVR.

She indicated that she would like to get to the bottom of this. She indicated that her husband is becoming frustrated with waiting on her.

She asked if DHS would share her information with foreign governments.

I advised that she does have a recourse in applying for Redress. The Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs. Examples of travel difficulties may include:

- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- difficulty printing a boarding pass at home or at the kiosk.

Participation in the program is voluntary. She can apply online or complete and submit redress forms. I confirmed that the website address is www.dhs.gov/TRIP.

Once she applies, DHS will share her information with appropriate federal agencies in hopes of resolving incorrect or misidentification issues.

She will receive a RCN once she applies. She will receive this almost instantaneously if she applies online and should provide this to the airline when reservations are made.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/27/2013 5:20:08 PM Airport : BNA - Nashville International Date/Time of Travel : 05/26/2013 3:05 PM Airline & Flight Number : Southwest Airlines Flight #1943 Checkpoint/Area of Airport : Main Checkpoint Area in between Concourse A/B and C TSA Employee: (If Known) :

Comment : I was instructed to use AIT during the screening process. After an alarm was initiated, I was asked if anything was in my pocket. I flipped the pocket inside out and said "No, it's probably this button on the pocket, my pockets are empty." I was told that the area would be patted down and before I had the chance to opt out, the agent patted down the area. I was then told I had to undergo even further screening. Before the process started (and again, it was happening quick as I was not told what was going on until I was instructed to "stick out my hands"; I said "private please". I was told "we are just going to swab your hands". I again, said "private". The agent looked confused and went to get a supervisor, who said, we are just going to swab your hands, there is no need for private. I again said, "I want it in private or I want a supervisor". My stuff was collected by another agent and 3 agents escorted me to a room, one blocked the door but kept it open, another stayed in the room, and the third began to perform the procedure. I pulled my hands away and only then did the agent shut the door. After it was completed, the agent told me "We'll put your stuff back in your suitcase". I immediately said "I'll handle my own stuff unless you have further need to inspect it thanks".

I would like to know:

- 5/27/2013 6:12:30 PM
- 1) Why I was not given the OPPORTUNITY to be screened in private to resolve the AIT alarm (it was MMW technology with ATD software)
 - 2) Why it was so difficult to be screened in private when I was told I would need further screening. It is my understanding that I have that right and the agents are supposed to be trained for private enhanced screening.
 - 3) Why when I voluntarily agree to AIT, private screening options are made more complicated, more time consuming, more invasive, and more hostile by the agents.
 - 4) Why your agents feel it is OK to repack my belongings in my suitcase after the screening agent has said the belongings have no issue. Your agent picked up a \$2500.00 laptop without my permission to repack it in my suitcase, as he was saying "we'll repack your belongings" and I am NOT ok with this.

The lack of sensitivity, concern for my privacy, and desire to grab my belongings and repack them is a complete joke. I don't care if the intentions were to help me, once the screening process is done and my belongings have been "returned" to me, your agents have no right to touch them unless it is for additional screening. Your agents had humiliated me enough by touching me in public, forcing me to walk barefoot to the screening room after my shoes had been cleared, the last thing a humiliated, embarrassed, and frightened passenger wants is for his belongings to be handled by the same people who just did those things to him.

Lets make this clear, I have no issue with being screened, and no issue with being patted down in the area that set off the alarm, the whole issue here is the lack of a chance to be screened in private immediately after the AIT alarm, the fight I had to put up for the additional screening to be in private, not being allowed to wear my security-cleared footwear to the screening room, the additional hostile treatment because I wanted it in private, and the desire to continue to handle my belongings outside of the standard screening procedure (post patdown, post x-ray machine, post hand swab).

A response on how this issue will be addressed is expected.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/27/2013 6:40:58 PM

5/27/2013 7:04:21 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Good afternoon,

Today at Logan airport my bag was selected for secondary screening. I asked the officer if I could remain with my bag and she refused. She twice took my bag and its contents out of my vision. I complained and was told that control of my bag did not require my being able to see what was happening at all times. I strongly disagree. My bag is my responsibility and to remove it from my direct vision can not be a TSA authorized event.

To complicate matters, the TSA officer who flagged the bag, left her post and traded with another officer to inspect the bag despite having a plethora of other officers to complete the bag check. As often as I travel, I can not remember the officer on the X-ray screen personally conducting a secondary screen.

I respect the task that security officers must do to protect our airlines, but do not believe that in conducting their jobs they should ever be allowed to take our bags out of our vision.

Comments: See above

Caller flew from St. Louis to ATL to Sarasota on 5-23, second trip in a row she has lost or lost, wrecked or broken her TSA lock. In April the lock was damaged so bad she had to get a bolt cutter to cut it off. She thinks they opened and failed to place the lock back on, but, there wasn't a NOI inside her bag.
She asked security who provided her comment card, [REDACTED]
Delta, Flight #1179, Gate # B 4 or 10?, Taggage Tag (b)(6)
Flying frequently and always get stopped because of metal in body, always gets a patdown, inconvenience and holds up the line and can't view her items during the patdown. Could she get on the expedited screening list.

Response:

Apologized to caller and provided claim form via email.

We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

5/28/2013

8:05:04

AM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

There are two primary ways to be considered eligible for TSA Pre✓™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

For more information, including enrollment, please visit <http://www.globalentry.gov>.

Random selection only, not a guarantee for precheck, guarantee for GE when reentering the US from international flight.

May not have to remove shoes, jacket, computer from bag, etc., if an alarm sounds or an anomaly shows up may still have to have a patdown.

Caller is a Global Entry member and is registered for TSA Precheck and has used it before. Then he was denied 4 out of 5 trips. He said he was denied twice then selected then denied twice. He knows it is random but he said he is denied more than selected but also said he used to receive it all the time. He mentioned receiving it at Hobby and via Southwest a year ago but corrected himself later. He asked why he can't go through the metal detector. When he asks they direct him around it. He flies via United from Newark, Delta from Cincinnati, and American from DFW. He also asked what I mean by an appropriate flight and why he can not use all the participating airlines from any participating airport if he is in the system.

I told the caller that the screening technology is optional and he cannot request the metal detector in place of the AIT or a Patdown.

I also told him that TSA Precheck is a random process and there are no statistics. This is to keep terrorists from gaming the system. I told him to go to his frequent flier profile and verify that his name, birth date, and member pass id match his Global Entry card exactly.

5/28/2013

9:09:09

AM

I told him to verify that his information is correct and try again and if he is continually not selected, then to call us back with his flight information within 3 days of flying from a participating airport on a participating airline and we can send this to the appropriate office for review.

TSA is expanding the TSA Precheck initiative to the Nation's busiest airports and will announce additional participating airlines and airports once operationally ready. The location chart can be viewed at www.tsa.gov.

Southwest and Hobby do not participate at this time. You must be flying on an airline that participates at the participating airport.

In addition, participants who have opted in for TSA Precheck will not know in advance if they have been selected for expedited screening. If TSA determines a passenger is eligible for expedited screening for a particular flight, information is embedded in the barcode of the passenger's boarding pass. TSA reads the barcode at the checkpoint and the passenger may be referred to a lane where they will undergo expedited screening.

Disability Description: Caller said that he is having a knee surgery and he is in a brace.

Information Request: Caller wanted to know what to expect at screening.

Response Details: Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

5/28/2013 11:04:57 AM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

Caller ask if he can take the brace off and send it through screening.

Advised caller that he would be permitted to do that.

Emailed caller information.

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/28/2013 9:46:37 AM Airport : MHT - Manchester Date/Time of Travel : 05/27/2013 9:40 AM Airline & Flight Number : Us Airways Flight 3287 Checkpoint/Area of Airport : screening TSA Employee: (If Known) (b)(6)

supervisor Comment : I was traveling with my son on return from my daughter's high school graduation. My son and I went through the screening and I was informed that I could not bring in two unopened containers of yogurt. The agent however screened them and then passed them through but informed me that I had two choices. I could toss them or I could exit and consume them and then return back through screening. I elected to exit and then returned back through screening. I was miffed because it seemed that I should have been told that my only real option was to toss or consume them prior to entering the screening process. The first TSA agent made it sound like I would be able to do something else. I returned through the screening area and the first agent despite seeing her exact same marks on my boarding pass studied it intently like it was the first time she had seen it. I understand that even though I was seated off to the side of the screening area consuming the yogurt, I could have snuck down and returned quickly with some small implement hidden on my body that could do harm. I had no bags because I left them with my family. I refused to go through the total body scan because I felt that I had just gone through one not less than 30 minutes prior I would limit my exposure to ionizing radiation. The agent explained I would require a total pat down and I did not object. I was asked why I refused the screening and I explained. I was miffed by the inconvenience of losing the right to bring unopened yogurt containers but I understood the reasoning. I did not feel inclined to small talk and when the agent tried to engage me in worthless small talk I declined. This is a small airport and they had all seen me throughout the initial process. I understand the vigilance (b)(6) inserted himself into the whole process in a most aggressive manner. He asked why I refused the screening and seem contented with my answer but then was bothered by my attitude. He came over a second time and said "What is your problem?" I declined to engage him in much conversation and he was fuming. He decided to take my boarding pass and hold it. He did nothing except stand off to the side. I was very early so I knew he could not hold it long enough so that I would miss my flight. This seemed to be a demonstration of his power. I believe that supervisors should be much better trained to handle the different passenger reactions and I never did anything to endanger anyone. I never cursed nor did I make a remark about carrying any bombs or firearms. I made no comments about the process. He eventually returned my boarding pass and I said I was glad his actions were making it safer for my me to fly. I informed him that my decision to fly did not mean I would be abrogate my rights as a citizen to object or express myself. I informed him that I would be writing a complaint and he came over and responded "I am the supervisor and you can bitch about me all you want." The profanity and choice of words were totally unnecessary. I complied with all of their requests and did not refuse screening. If a traveler refuses the total body scan then the pat down should be proffered with out any judgement or presupposition on the part of the TSA screeners. Many people may varying reasons to object to the scan and I thought this was why the pat down was offered. There was a wheelchair attendant who witnessed the whole process and she believed (b)(6) was inappropriate. I hope (b)(6) receives more intensive training in how to provide customer service and how to respond to customers. He should know that his power should not be exercised injudiciously. His parting comments were "If I make a mistake and miss something then you would probably be one of the first to complain." He does not understand his job because if he makes a mistake I will not complain I will be dead because the plane was taken down. If he means to imply that I would complain because I might be on a different flight that was not taken down than he is admitting that I am not a terrorist and he has wasted his time and may have missed the suspect who came after me that he should have studied more intently.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated she flew from Michigan (PLN) to Virginia and when she was pulled aside for a patdown, her bag was left unattended and a lot of jewelry was missing, no noi.

Response: gave caller Airport code PLN.

I advised the caller we regret that you were not satisfied with the manner in which luggage was handled.

5/28/2013 2:43:55 PM To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

You can contact the customer service manager at that airport by calling 866-289-9673 choose option 5 enter the airport code gives you csm name and number

The caller stated that he will be flying from Dallas to FL. He has a colostomy and wants to know what to do for screening.

Advised Caller:

5/28/2013 5:04:04 PM If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

We do not require medical documentation.

Caller is an assistant U.S. attorney who is unhappy she received a patdown on her flight out of RSW on Monday. Caller flew AirTran Airways, but is unable to provide me with a flight number. She underwent AIT screening and wants to know why she received a pat-down. Caller wants to know why specifically she was selected for a pat-down, including her breasts.

Resolution:

5/29/2013 10:03:50 AM Advised caller that passengers can receive secondary screening for a number of reasons, including alarm resolution or random patdowns. Advised caller I am unable to provide specifics of why she was selected for secondary screening, but would be happy to forward her complaint to the RSW CSM for review. Caller did not have specific flight information, so I was unable to forward her complaint. Advised caller to contact us back when she has her flight information and I would be happy to forward her complaint to the CSM.

The caller flew through OAK the day before yesterday. He stated that his laptop went through screening and fell off the conveyor belt. He stated that they gave him a customer comment card to file a claim with a link that does not work. He stated that the link on the card is claims.tsa.dhs.gov. He was told that there would be a report available on the incident and he would need to reference the report with her name with the flight number. He stated that he had a patdown so he could not get to the laptop until it was complete. He stated that they took pictures of the laptop at the checkpoint. He stated that the computer does turn on. He stated that he is going to the apple store for diagnostics to see if anything is damaged internally.

He stated that there were witnesses at the checkpoint for the incident. He asked how they will even know when he went through the checkpoint.

He stated that the agents last name was (b)(6). She was a short young Asian women and very nice and reassuring. He stated that a older man with a tan also reassured him.

I apologized to the caller for the incident and explained that he can file a claim for the damages. The forms can be sent via email within 24 hours of this response. He would need to complete and return the forms in accordance with the instruction to file the claim. I explained that I am not sure what report she was referencing at the checkpoint, however I can forward this information to the CSM at OAK for review, so that they can be aware of the incident. I explained that we have means of verification for incidents at the checkpoint.

5/29/2013

10:11:33 AM The callers flight details are as followed, with item description:

Departing Airport: OAK
Destination: LAX
Airline: Southwest
Flight Number: 2361 @ 6:00
Terminal: 2
Gate: 26
Date and Time: 05-27-2013 @ 4:30 pm
Description of the item: Imac laptop, silver in a bin alone. He stated that he was told that his suitcase pushed the bin off the conveyor belt.

Caller said on Monday, 05.27.13, she was flying out of RSW on AirTran flight #698. She went through screening at around 3:00pm at Gate B8 (she is not positive of the gate number) for her 4:20pm flight. She is a small woman with small breasts and was wearing light summer clothes. She was not wearing any underwear when she went through the AIT. After the AIT she was pulled aside for a pat down. The TSO conducting the pat down was very professional and used the backs of her hands however the passenger was confused as to why she had to have the pat down. She said there was nothing that could have appeared as an anomaly on the AIT and there is no way she could hide anything in or around her small breasts. She is a former state prosecutor and currently works in the civil division so she knows there was no probable cause for her pat down. She did have two large containers of yogurt in her bag which caused her bag to be subject to additional screening but she doesn't understand why she was subject to additional screening. The TSOs were professional and nice she just doesn't understand the reason for the pat down.

5/29/2013

10:24:51

AM

I apologized for her negative experience and advised her when secondary screening is needed it will be conducted. I, unfortunately, cannot tell her why she was subject to a pat down but if an anomaly does appear on the AIT she will receive secondary screening. Also, there are exceptions to certain guidelines for different reasons. If a passenger has an exemption to a guideline, such as medically necessary items exceeding 3.4 oz, the passenger may also be subject to secondary screening.

Based on her complaint and the guidelines I have it appears her secondary screening was conducted the way it should have been. However, she specifically asked if I was going to do anything with her complaint so I advised her I could escalate it to a CSM for review if she would like. I'm sending to a CSM at her request.

I recently took a trip to Las Vegas, departing from Louisville, KY. The full body scanner in Louisville did not show any anomalies. The security scan on my return trip showed up an area in my shoulder and I was taken for a pat-down. This is easily explained by screws in my shoulder as a result of surgery several years ago. Also very interesting is that it showed only one shoulder while I have screws in both shoulders.

5/29/2013

12:10:31

PM

But I do think that both machines should have picked it up. Maybe your calibration standards need to be improved. I was wearing the exact same clothing on each trip.

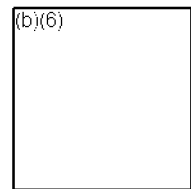
(b)(6)

From: (b)(6)
Sent: Wednesday, May 29, 2013 9:19 AM
To: TSAExternalCompliance
Subject: Complaint from Dulles Airport

To Whom it May Concern,

Attached is a complaint for an incident that occurred at Dulles Airport on 05/18/2013.

5/29/2013
12:11:00
PM



Attachment

Caller asked for permission to record the call.

Placed him on hold.

I came back on the line and advised him we are recording the call so he may record it.

I asked for his last name but he said he wanted mine first.

Told him we do not give our last names but I can give him my number. I provided my First Name and Employee #.

He still would not provide his personal information.

He stated he is calling about his screening he had the other day.

He looked at the website and his wife was recording the screening but she was asked to stop.

They had a police officer come over and he told them they should just let it go or the Officers will screw with him until he misses his flight.

5/29/2013

12:41:57

PM

He wants to know if he can get a recording of it since it is TSA policy to allow recording and his wife was not bothering anyone.

She was recording his patdown.

He was at Orlando International Monday 5-27-13 around 10:30 AM AirTran Gate 103.

He stated he also felt the patdown was excessive.

He also wanted to complaint that they took a copy of his ID.

He is concerned about being on a no fly list now.

Told him we could never confirm or deny anyone is on a no fly list as that is guarded and sensitive information.

Told him we are finished unless he can provide his personal information.

He gave me his personal information but said just be honest does anyone care.

Told him TSA cares anytime a traveler is unhappy. I will send over his complaint.

He asked if someone will call him or contact him.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 5/29/2013 5:01:53 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 05/09/2013 6:45 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My friend and I were waiting on line to go through the body scanners, at other airports it seems more random, with some people going through the metal detectors and some through the body scanner, but here at that time everyone was being ushered through the body scanners. I saw a sign saying I could opt out, so I requested to opt out. The TSA agent (a male) seemed very annoyed by my request and a woman TSA agent near by stated something about how I would have to "wait a very long time" and they encouraged me to just go through the body scanner. I politely declined. At this point my friend had already gone through and was waiting for me on the other side; after a couple of minutes a women TSA agent (not the same one that encouraged me not to opt out) proceeded with the pat down, she was very polite and professional. I then boarded my plane and arrived safely in my destination. I was just offended that I felt my right to opt out was being frowned upon, I was treated like an annoyance and was frankly kind of embarrassed for making a decision I SHOULD be allowed to make. Thank you for your time.

5/29/2013

6:07:39

PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller will fly from West Palm Beach to NY Monday 06-03-13.
She stated she normally flies from FLL so she is not at all familiar with that airport.
She stated she is 90 years old and has 2 knee replacements and an insert in her back.
She wants to take advantage of our services.

I asked if she is needing help getting to the checkpoint.

She sated she is not.
She stated screening is horrible because they feel her all over because of her legs.
She stated her knees make a noise and she is only 4 ft 8 inches and looks like a little person.

Told her we will talk about her metal implants.
Because her joints set off the metal detectors she needs to let the Officer know about them and we may be able to resolve her screening with the AIT Machine.

5/30/2013 11:11:46 AM She stated she cannot use it because her implant is something like a pacemaker except on another part of her body.
I explained the patdown is all that is left since she cannot do the metal detector or the AIT machine, and we must screen her in order to clear her to fly.
All passengers must be screened.

She stated everyone else goes on through right away if they do not make a noise but because of her knees she gets a patdown.

Told her normally if a passenger does not set off the machine they go on through but sometimes we do random patdowns so other passengers may receive one as well.

She ask why we must pat her down.

Told her we must make sure she does not have anything concealed and to clear her screening.

She stated the Officers told her they were looking for explosives. She does not know where we think she would hide them.

She said an article she read indicated we could help old people or partially disabled.

Told her we do help by providing information on what to expect at the checkpoint and other things but I cannot promise her she will not receive a patdown.
Caller stated he had an embarrassing experience at the TSA check point. He states he entered the check point emptying his things, then he was getting a patdown and the TSO touched something and yelled at the caller what is that, a cross? The caller said no it is my hearing aid meter, and the TSO yelled take it off it has to be screened. Caller stated then the TSO continued the patdown really hard, turning caller around until the callers pants fell to his knees. Caller stated he had kleenex and money in his hands and the TSO yelled pull up your pants, caller said he stated I cant my hands are full, he said the TSO took the stuff out of his hands and allowed him to pull up his pants. Caller stated I am 81 yrs old and I did not deserve to be treated like a criminal.

Advised: I apologized, and told caller I would take his information and send his complaint to the CSM at the Airport.

Airport: PHL

5/30/2013 1:36:43 PM Airline: U.S. Airways
Flight#: 3246

Date: May 30, 2003

Time: 11:25 am

Gate: C21

Terminal: C21

Email: (b)(6)

I wish to file a formal complaint against a TSA agent who treated me rudely and disrespectfully as I was going through security at the St. Louis Airport (STL) the morning of Monday, May 27, 2013, at approximately 8:45-9:00 am.

The agent who checked photo-IDs against names on Boarding Passes called her supervisor over to question him about my ID. While I have never had a problem my Texas Driver's license shows my name as hyphenated (b)(6) whereas I ordered the tickets in my married name which is Evans. The boarding pass did show my middle initial as "L" so I suppose for most agents this has been acceptable.

However, the agent who came to look at my identification was immediately rude and hostile toward me. He asked me if I had another form of Photo Identification. I said I did not. He took my boarding pass and asked me to step to the side. His manner was threatening and disrespectful. He was talking down to me as if I was a child. I was getting nervous about my flight at this point and his manner made me uncertain as to whether or not I would be permitted to board my flight. He again asked me if I had any other identification. I volunteered to show him all of my credit cards. The only other document I had with my Photo ID was a Costco card and that was not sufficient. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Dri

At the time I was talking to him off to the side he asked me if I was going to make trouble for him. That in and of itself was insulting. I am a 49 year old professional woman, not a belligerent teenager. He said "well we are going to need to conduct additional security". He did not explain to me what this entailed. By his demeanor I was assuming he meant that I would be taken into a room for questioning. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Driver License was my primary form of ID. He said "no it isn't, if it doesn't match your boarding pass, it's not your primary form of ID". I replied that I fly frequently and have never ever had a problem. He said "well that doesn't mean it's right". He held my boarding pass and said "go on down there". I looked at him confused. I did not know what he meant. He said "the line, the line get into the last one with the shortest line". At that point I understood that he wished for me to pass through the Xray as all of the others were doing.

He was very loud and he humiliated me. He called loudly "This one needs additional security". He was treating me like a criminal. I did not know if I was going to get strip searched or interrogated or what. He frightened me, and made me feel shame in front of the other travelers. He made a big deal of being loud and pointing me out to the other agents, as well as the other passengers, "This one, This young lady right here". At this point I was quite nervous and needless to say embarrassed. I am a 49 year old woman being talked down to like a delinquent teenager.

Once I passed through the Xray machine, a very professional young woman approached me and explained step by step what we needed to do next. From that point on I was in good hands. I received a full body pat down and chemical testing of all of my belongings. She was very very respectful and took her time, using a gentle tone. She explained every thing that she was doing and made sure I understood before she proceeded.

I of course did not wish to have the fully body pat down, but since she treated me respectfully I knew that she was just doing her job. My complaint is not that I was selected for additional screening, but the manner in which the agent spoke to me. I wonder why the agent who humiliated me could not have conducted himself in such a manner as the woman who patted me down? He frightened me unnecessarily and humiliated me in front of everyone. I feel that his treatment toward me was abusive and unnecessary. I would have appreciated that he use the same respectful tone as the woman who patted me down instead of treating me like a criminal. I would have appreciated that he in a gentle tone explain to me step by step what the procedures were going to be so that I did not have to fear being strip searched or interrogated. This is truly what I expected based on his treatment toward me.

I went to wait for my flight and grew more and more anxious and upset. I finally decided that I needed to speak to someone about his behavior. At this point I was shaking with humiliation. I returned to security and the supervisor (b)(6) came to meet me. She too was very, very professional. She listened to my complaint and agreed that no TSA officer should treat me as that agent did. She told me his name which I believe was (b)(6) or (b)(6) I could not remember before I had the chance to note it down. I pointed him out to her and she assured me that he would be talked to. I did not have time to sit down and file a formal written report, as my plane was boarding soon. I gave her my card and thanked her for her. Caller had traveled from NY, LaGuardia to Denver. At Denver during screening, she says at LaGuardia she uses the old xray, Denver has the newer machines. Her husband had a pacemaker and was able to use the AIT. She was wearing some necklaces. She was told because of the necklaces she had to get extra screening, she got a patdown. She is upset she had to get the additional screening and did not have to do this before.

Told caller

We recommend all personal items to be removed, things like a belt, wallets and jewelry.

The officers can make a judgement call per passenger. I told her if there was an alarm during screening the officers would have to give a patdown to clear any alarm. If the officer felt comfortable enough to allow her go through with out a patdown to clear any alarm then that would be left up to that officer.

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

They will clear any alarm during the screening.

They do offer a private screening when there was an alarm of a sensitive part of the body.

We try to make it as safe as possible to travel.

I told her if she wanted me to I would note my call as a complaint for her.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/30/2013 2:27:56 PM

5/30/2013 Name: (b)(6)

4:09:09 PM Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 2175 from VPS airport on 5/29/13 (2:35pm) Gate B2.:

Comments: I am a 63 yr old female who was visiting my daughter in Ft Walton Beach. I was traveling with my 7lb dog. I went through the checkpoint and was told to step aside to get my hands checked?? The guard swiped both palms with a round piece of paper and placed the paper in a computer. He then told me my hands tested positive for explosives and I would have to go in to a private screening room. I did as I was told and met 2 female guards in said room. One of them went through my hand bag while the other patted me down, leaving no body areas out. I was horrified!!! I didn't say anything to them as I was already a nervous wreck and just wanted to get home to Raleigh, NC. I think it is a shame that this is what our country has been reduced to. I realize precautions are very necessary but so is common sense! Any idiot could look at me and tell I was no threat. I saw plenty of passengers that I would have been suspicious of but they went through with no problem. Target real threats for Gods sake, not little old ladies who pose no threats whatsoever!!! I'm appalled. (b)(6). BTW, ironically my daughters husband was also just returning from Afghanistan and has served in the USAF for 25 years keeping these idiots violating me safe!!!

From: (b)(6)

Sent: Thursday, May 30, 2013 1:49 PM

To: TSA-ContactCenter@dhs.gov; TSAExternalCompliance@dhs.gov

Subject: Complaint at St. Louis Airport

I wish to file a formal complaint against a TSA agent who treated me rudely and disrespectfully as I was going through security at the St. Louis Airport (STL) the morning of Monday, May 27, 2013, at approximately 8:45-9:00 am.

5/30/2013

4:09:34

PM

The agent who checked photo-IDs against names on Boarding Passes called her supervisor over to question him about my ID. While I have never had a problem my Texas Driver's license shows my name as hyphenated " (b)(6) whereas I ordered the tickets in my married name which is Evans. The boarding pass did show my middle initial as "L" so I suppose for most agents this has been acceptable.

However, the agent who came to look at my identification was immediately rude and hostile toward me. He asked me if I had another form of Photo Identification. I said I did not. He took my boarding pass and asked me to step to the side. His manner was threatening and disrespectful. He was talking down to me as if I was a child. I was getting nervous about my flight at this point and his manner made me uncertain as to whether or not I would be permitted to board my flight. He again asked me if I had any other identification. I volunteered to show him all of my credit cards. The only other document I had with my Photo ID was a Costco card and that was not sufficient. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Driver's

At the time I was talking to him off to the side he asked me if I was going to make trouble for him. That in and of itself was insulting. I am a 49 year old professional woman, not a belligerent teenager. He said "well we are going to need to conduct additional security". He did not explain to me what this entailed. By his demeanor I was assuming he meant that I would be taken into a room for questioning. He repeated that I had to go through additional screening because I did not have my primary form of ID with me. I replied that my Texas Driver License was my primary form of ID. He said "no it isn't, if it doesn't match your boarding pass, it's not your primary form of ID". I replied that I fly frequently and have never ever had a problem. He said "well that doesn't mean it's right". He held my boarding pass and said "go on down there". I looked at him confused. I did not know what he meant. He said "the line, the line get into the last one with the shortest line". At that point I understood that he wished for me to pass through the Xray as all of the others were doing.

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 5/30/2013 6:23:26 PM Airport : EWR - Newark International Date/Time of Travel : 05/26/2013 12:45 PM Airline & Flight Number : UA97 to UA518 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
Comment : While waiting to go through security, we encountered horrible customer service from a young male TSA agent at Newark. He was barking commands, and refused to assist in moving bags down the conveyor belt even though the line was backing up and individuals couldn't stand by their bags if they wanted to wait in line. The worst incident occurred when he joked to another passing (female) employee, that if any travelers wanted to avoid going through the full body scanner, they would have to get a full pat-down, especially the sensitive areas. He said this several times, placing emphasis on "sensitive areas," and laughed. This is disgusting, but I felt I could not do anything since I've often encountered TSA agents who like to throw their power around, and I certainly wouldn't want to jeopardize catching my flight. I see it as a complete invasion of my privacy to be scanned, and an unlawful search without a warrant, but I'd rather go through it than to be groped and sexually harassed by one of the poorly trained and incompetent employees of the Newark TSA.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 5/30/2013 6:23:26 PM Airport : EWR - Newark International Date/Time of Travel : 05/26/2013 12:45 PM Airline & Flight Number : UA97 to UA518 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
Comment : While waiting to go through security, we encountered horrible customer service from a young male TSA agent at Newark. He was barking commands, and refused to assist in moving bags down the conveyor belt even though the line was backing up and individuals couldn't stand by their bags if they wanted to wait in line. The worst incident occurred when he joked to another passing (female) employee, that if any travelers wanted to avoid going through the full body scanner, they would have to get a full pat-down, especially the sensitive areas. He said this several times, placing emphasis on "sensitive areas," and laughed. This is disgusting, but I felt I could not do anything since I've often encountered TSA agents who like to throw their power around, and I certainly wouldn't want to jeopardize catching my flight. I see it as a complete invasion of my privacy to be scanned, and an unlawful search without a warrant, but I'd rather go through it than to be groped and sexually harassed by one of the poorly trained and incompetent employees of the Newark TSA.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Poor Customer Service; Other Current Date/Time : 5/30/2013 6:23:26 PM Airport : EWR - Newark International Date/Time of Travel : 05/26/2013 12:45 PM Airline & Flight Number : UA97 to UA518 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :
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Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Poor Customer Service; Screening Current Date/Time : 5/31/2013 7:10:33 AM Airport : PBI - West Palm Beach International Date/Time of Travel : 05/31/2013 6:45 AM Airline & Flight Number : AA 493 Checkpoint/Area of Airport : C TSA Employee: (If Known) (b)(6) Comment : Pulling down pants during pat down Would you like a response? : False Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA Contact Center,

Is this the normal treatment that you receive for complaints? I have NEVER heard another word back from DTW. Just fell into a black hole..... negative marketing for sure.

(b)(6)

Dear Mike,

This is very interesting. You got word of my complaint and asked for details. I immediately wrote back to you with the answers you requested. Weeks later and not a word from you.....????

(b)(6)

----- Original Message -----

From: (b)(6)
To: (b)(6)
Sent: Tuesday, April 23, 2013 9:09 AM
Subject: Fw: EID (b)(6)

5/31/2013

10:00:06

AM

----- Original Message -----

From: Estigoy, Mike
To: (b)(6) TSA-ContactCenter@dhs.gov
Cc: Jarvie, Keith : Estigoy, Mike
Sent: Tuesday, April 23, 2013 7:46 AM
Subject: RE: EID: (b)(6)

Dear (b)(6)

I am investigating your travel through the security checkpoint earlier this week. I am the Customer Service Manager for TSA and will look into your concerns. Please provide the following information for incident follow-up;

Caller stated he has a complaint but does not want it sent to CSM. He states he just wants tsa to know the process did not have to go that far. He stated the officers Badge# (b)(6) @ JFK but he don't think the officer was rude just did not have to go as far as he did.

5/31/2013 12:36:24 PM Caller stated he is a Turkish Airline pilot and flew into JFK airport. Stated he was going through the checkpoint as a regular passenger. He states he showed his Turkish Airline Id which does not have an expiration date, and requested to be screened with the metal detector, not the AIT machine. He states the officer told him because his Id don't have a expiration date, he will have to have a patdown. Caller stated to TSO he didn't want a patdown, Caller states he was told to put on his Pilot shirt and then he was allowed to go through the metal detector.

Advised: I will document call, offered to send his complaint to CSM at JFK but he said no.

We are traveling from Houston to San Diego today. TSA officer told us that we are only allow to take two sprout packages. Sprout is 4 oz solid food in a pack that is manufacturer sealed. She told us that if we want to take all five then she need to do a pat down and search both bags. She did that and then told us actually we can only take two packages because it is 3 hour flight. She told us that only way for us to take all five is if she opens the packages. She did that and we took the baby food for our 1 year old baby. Can you tell us where we could have found a policy that lead this person to make all of above claims? I could not find it on your website

5/31/2013

2:03:35

PM

Sincerely

(b)(6)

Sent from my iPhone

The caller is at PHL and during the screening, she stated that the TSO did not change her gloves and touched her hair and face. She talked to the supervisor. The caller is very upset because she only had a rubber band. She wants to know why she must ask for them to change gloves every time that they touch her face or hair. She wants to know if there is an online form that she can complete to file a complaint, or someone that she can talk to.

Response:

5/31/2013 5:31:02 PM Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so.

Response:

I told the caller that she can go on TSA's website and file a complaint, I can forward the complaint for her, or she can call the CSM directly:

Name: (b)(6)

Phone:

Caller is a frequent flyer. He states that he and his wife were at MCO, but missed their flight due to the screening there. He is a physician specializing in delivering very underweight babies. Caller states that he and his wife are over 50 and opt for a patdown to avoid radiation. He says that his wife was screened by a lady TSO who took her back and screened her for 45 minutes and asked her inappropriate questions. Caller states that he knocked politely at the door to let his wife know that he would wait for her at the plane, but the TSO closed the door in his face and would not let him tell her anything. Caller states that a very nice and helpful supervisor named (b)(6) told him the name of the female TSO, (b)(6) gave him this number, and also gave him his business card and said that he would assist him to get through tomorrow. Caller says that the supervisor also suggested that he consider applying for TSA Precheck.

Advised caller:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your information to the appropriate Customer Service Manager.

5/31/2013

9:11:27

PM

Flight information:

Flight Path: Orlando to Washington DC

Flight date time: 5/31 5:51 pm

Flight #: 226

Airline: JetBlue

Airport: MCO

Gate Terminal: 9

Email: (b)(6)

Today (b)(6) aged 84, and a premier gold with United Airlines, departed Denver aboard a UA 3:04 flight from Denver to Tucson after being hospitalized at University Hospital in Denver, CO following a fall while exiting at LH flight from Frankfurt, Germany on May 25.

(b)(6) was wheelchair bound. When she went through security in Denver (at approximately 12:45 PM) she was patted down. There was nothing suspicious.

Her oxygen tank (for which she had a prescription and a hospital rental agreement) was put through the scanner and tested "positive." That descriptor – "positive" – was never explained in spite of repeated inquiries. As a result of that oxygen tank test, (b)(6) was subjected to a more thorough and invasive pat down. The TSA agent did everything TWICE which meant that (b)(6) was subjected to unnecessary discomfort, delay and embarrassment.

5/31/2013
9:17:29
PM

I would like to know why.

The TSA is frequently accused of misdirected efforts and I truly believe that this was that sort of event (which was witnessed, obviously, by hundreds of travelers who wondered, as I did, why the need to harass this elderly woman).

Why was the traveler subjected to an additional extraordinary search because of a machine? Seems to me your efforts (at least those of the Denver TSA) would have been better directed toward the machine!

I would very much appreciate the courtesy of a reply.

(b)(6)

Sir,

On 5/31/13 at RSW (sw regional,fl) I went through the security screening gate at (d) gate at 600am.

I am disabled and have a service dog. When I approached the screening TSA agent I asked him what I should do to get through the security gate. He seemed very unsure of himself and what to do. He was an older white male .tall, with a white mustache and gray hair.

He did not know TSA search policy on service dogs.

He told me to take all the restraints off the dog and have the dog walk through the metal detector in a very busy screening area. I knew he was violating TSA policy and I tried to explain this to him that I can't remove the collar,lease. I requested a Manuel pat down, anything other than doing this.He refused and ordered me to release my dog there by separating her from me entirely without control or restraint. I reluctenaly complied, He was lucky she is well disclipened and did not sprint through security. All the screening of me and my dog was done with the dog separate from me, . Again, I was required to be separated and all restraints .collars, harness to be

6/1/2013
9:08:40
AM

Your agent put me,the owner of this dog,as well as the security of the airport in danger.I could have been held civilly responsible if my dog got scared and bit a person and or another dog that was in the area, Serious training is need there.

(b)(6)

(b)(6)

Naples, Fl. 34114

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/1/2013 3:40:45 PM

Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/31/2013 6:45 AM Airline & Flight Number : Delta 9233 Checkpoint/Area of Airport : security checkin TSA Employee: (If Known) :

Comment : I was doing a day trip for business from SFO to SEA. Somehow I got this SSSS status, and got fully patted down on my flight from SFO to SEA. No big deal. On my way back though, I didn't get a pat down, so I happily wen through security, only to be stopped by airline at the boarding area, and was forced to go back to security again, which caused me to miss my flight and was strangled at the airport for 2.5 more hours. The TSA supervisor admitted it was a mistake on TSA for letting me thru without patting down in the first place, but said he could do nothing. He suggested me to write to TSA to remove myself from SSSS, so here I am. Gladly I didn't have a connecting flight, otherwise it would be a total disaster.

My questions are:

6/1/2013
5:21:43
PM

1. How do I get off this list? I understand the algo to identify SSSS is classified, but is there a way I can provide voluntary information to get myself cleared? I'm a permanent resident in the US, and really can't see why I'm associated with high risk terrorist group, so if there is anything I can do to get myself off the list that would be great.

2. Searching from internet, it seems this actually happens quite often, with people missing flights every single instance. I understand TSA employee work under great stress, so I don't blame them for missing some SSSS, but is there anything I should look for next time to make sure this doesn't happen again? In this case, I actually did tell the guy doing the screening that I'm SSSS, but he just let me through normal screening, so I guess it should be ok. What can I do to prevent this from happening again?

Thanks a lot!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good Morning

Here I am again. I should not have to do this to report on one of your officer? at O'Hare Airport from Friday the 31st of May. I was travelling for a family tnp to New York LaGuardia and I can understand that you are short staffed because of budget cuts, but I cannot understand a couple of things so please inform me. Why when we have to go through a body scan where we as passengers do not know the level of radiation that goes through our bodies, why do we have to be subjected to a pat down. I wear the standard jewelry necklace worn on the outside of my blouse and no underwire bra and was stopped for a pat down. Why???// And Why when I explain to your TSA Officer? that I am skittish about the patdown because of previous TSA people taking the opportunities to subject me and others to indignities of a free extra pat in personal areas do they feel the need to make fun of me? What I have experienced I feel is people that have power issues and have to screen people so closely and invasively. When I did object and told a supervisor the female supervisor disappeared and was left standing there. When I asked what they saw they would not tell me. Timely response is not in the makeup of these people and so I relented and let your officer with gloves that had been worn from one passenger to another. and she found nothing..... I sat down to put on my shoes and she proceeded to discuss me with other passengers and her fellow agents. My daughter told her she showed a lack of professionalism, extreme... and she argued with my daughter and dismissed her with a hand that she is over it, that was four passengers again. Attitude is everything and this woman has a terrible power complex. We went further to another supervisor that took down a report and he reported her name is bumpers.....

He let is slip that this has happened before. Ok, how are we to trust that this unprofessionalism and rude behaviour and also unnecessary pat downs won't continue.

6/2/2013
11:29:12
AM

This makes a pleasant flight to a family birthday very unhappy. I would be interested to know how you rectify this because we feel like cattle hurded into pens. Now you may not care at all about this but I have emailed and called before. What can you do to guarantee that your people are decent to passengers without the unauthorized un warranted pat downs?

I was tempted to ask my client who works for the TSA this question but it is appropriate that this is asked at the head. In my business, I am a Real Estate Broker and everyone is treated with respect, I would expect at least this from your people

Thank You

(b)(6)

Sent from my iPad

Caller has a complaint about FLL. Caller states that his wife is 6 months pregnant and her doctor told her not to go through the xray. He says that she requested the WTMD, but the TSO refused and did a patdown instead.

Advised caller:

We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

6/2/2013 4:11:16 PM

Flight information:

Flight Path: FLL to BOS

Flight date time: 6/2/2013 6:30 (delayed from 5:30)

Flight #: 976

Airline: JetBlue

Airport: FLL

Gate Terminal: F9

On behalf of: (b)(6)

Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/2/2013 2:49:10 PM

6/2/2013 5:28:20 PM

Name: (b)(6) American Airlines

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines flight 266, PHLI-KLAX. June 1, 2013

Comments: The steel arch supports in my flight boots cause a magnetometer alarm every flight. I notify the screener to expect that as I pass. Thereafter I request a private screening. On the day in question employee (b)(6) conducted the initial pat down which he stated would be "standard." I politely corrected him that I'd receive a "modified" pat down in front of supervisor/observer (b)(6). It was conducted. Thereafter (b)(6) left to "check his gloves." He told (b)(6) his gloves had alarmed. They both disappeared. (b)(6) returned stating, "I need some ID information." "I'll conduct a resolution pat down" he continued, putting on gloves. It's important to understand that I undergo this procedure on every flight and I've NEVER had a screener return stating his examination gloves alarmed. I don't believe they did yesterday, and following (b)(6) resolution pat down, I told him so.

I'd very much appreciate and expect a follow-up investigation and report on this incident, to include tangible confirmation of an alarm on the initial screener's (b)(6) gloves. I believe these employees crossed a line for personal reasons and wrongly believe airline crews work for them. It's the other way around. Finally, it's my belief there are plenty personnel milling about to assign one to Known Crewmember (KCM) responsibilities, like has been accomplished at PHNL.

Thank you for your attention.

Sincerely,

(b)(6)
CA American Airlines, LAX

To whom it may concern,

I understand that you are continuing to take comments on airport scanners.

I find it curious that with available information about radiation and full body scanners, Europe had made a decision not to employ something injurious to the health of their citizens while in America we plunge ahead without regard. A reflection of this truth is the fact that those who work in airports/airlines are extremely concerned about radiation exposure. I opt all the time for a pat-down in light of this information. I would suggest that this is not the way to go with airport security measures.

6/3/2013 8:03:25 AM

Sincerely,

(b)(6)

To whom this may concern--

I am writing to express a complaint against TSA agent (b)(6) who was working in the international terminal at Hartsfield-Jackson Airport in Atlanta yesterday, 2 June 2013.

Yesterday, I flew on Delta flight 80 from ATL to BRU. Before going through security at the international gate, my passport and boarding pass were checked by TSA agent (b)(6) at the international terminal in Atlanta some time around 3pm. Below is a transcript of our exchange:

TSA Agent (b)(6) "So are you going to enjoy Belgian beers while you are in Brussels?"

me: "Yes, and also the chocolates."

Agent (b)(6) "Well, you better drink a lot of beer now because in 10 or 20 years they're going to have Shari'ah law over there, and you won't be able to get any alcohol."

me: "Yeah..." as I walked slowly away

6/3/2013
9:59:10
AM

While this comment was not directly offensive to me, I found it wholly inappropriate, hostile, and inflammatory. There was absolutely no reason for Agent (b)(6) to voluntarily express his viewpoints to me. There was no indication that Agent (b)(6) was expressing a joke, and even if he had been joking, such a joke is hardly funny. The Mexican man whose ID was screened by Agent (b)(6) just after me walked away from Agent (b)(6) with a similarly shocked look on his face. While I do not know what was said between them, it seemed as if Agent (b)(6) had made similarly inflammatory comments to this man as well.

I am, once again, extremely disappointed in the lack of cultural sensitivity and politeness displayed by TSA agents. As an American citizen who travels internationally multiple times each year, I am repeatedly shocked by the lack of professionalism displayed by TSA agents, who represent the face of the US government to international travelers.

This interaction with TSA Agent (b)(6) trumps the other uncomfortable interactions I have had with TSA and CBP agents (one of whom referred to me as 'fat' in what was, once again, an unneeded expression of his opinions). Immediately after leaving this uncomfortable interaction with Agent (b)(6) I queued up for the security screening. When I told the TSA agent standing there (whose name I don't know) that I preferred a pat down rather than going through the millimeter-wave scanner, he barked back "I don't care." Again, this agent's rude response, though typical for the TSA staff in Atlanta, is disappointing and unusual compared to the always polite TSA agents I encounter in San Francisco.

I would be happy to answer further questions regarding my interaction with Agent (b)(6) because I am deeply disappointed by the lack of professionalism that seems to run rampant among TSA staff, particularly in Atlanta.

Kind regards,

(b)(6)

MY Question is same clothing We are check in Laguardia no trouble more courtedy No pat downs Why when this the same equipmnt. Something wrong with Chicso equipmnt or people?

6/3/2013
9:59:15
AM

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/3/2013 9:07:38 AM Airport : TPA - Tampa International Date/Time of Travel : 06/03/2013 8:00 AM Airline & Flight Number : SWA Checkpoint/Area of Airport : SWA gate, C gates TSA Employee: (If Known) (b)(6) and (b)(6) a supervisor Comment : Traveling with my family today business select. Family consists of me, wife, 13 yo daughter and 11yo twins. The TSA agent at the screener allowed me and my twins to go through the normal metal detector. The agent then separated my wife and daughter and insisted they either submit to the full body scanner or a body pat down. I objected as I do not want the images or the extra radiation. (I am aware of TSA's position that the scans are safe. I am also aware of the argents to the contrary,). The agent stated that of my wife and 13 yo daughter had immediately followed us, instead of being 10-15 seconds behind us, they would have been allowed to use the regular metal detector. Joss lee was called and also insisted the pat down of my child was necessary. After much back and forth he allowed my daughter to walk through but insisted my wife submit to full body screen or a pat down. The supervisor (joe?) was zero help and took a hostile approach. He stated I needed to educate myself and if I was so concerned not let my daughter use a cell phone. I am used to the lack of customer relations and the inflated sense of authority that many agents possess. Today was a new low. I am disgusted with TSA and the continued disrespect they show the traveling public. To insist a 13 yo girl be subjected to a pat down by a stranger is unfathomable. Furthermore, after allowing my daughter to walk through, having my wife patted down was a pun stove measure. You should have more pride and professionalism in your ranks. Simply disgusting and a new low for TSA. Unbelievable. .

6/3/2013
9:59:28
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

How can she file a public comment on the use of backscatter machines, read in the paper there is a comment period which is ending soon and she isn't comfortable with the machines.
She has a 13 year old girl who she doesn't want to go through the X-ray.
She is in HI

Response:

6/3/2013 11:31:31 AM
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Advised caller the AIT is voluntary and she has the right to opt-out and would be required to have a patdown to complete her screening experience.
2 Hrs prior to flight if domestic, 3 for international.

Explained to caller there will be 2 TSOs present if required to have a patdown and she can have someone present with her.
The caller stated that she flew from Seattle on May 31st and had the worst experience that she has ever had. She provided me with the following information regarding her experience:

She has two metal knees and told the officer that she would set off the metal detector. Instead of having her go through the AIT, he sent her through the metal detector anyway. When it set the alarm off, she had to wait 10 minutes for a female officer to become available to pat her down. When she finally received the patdown, she stated that all of the officers equipment was not working properly and it took 12 minutes to receive the patdown. She was already running late and informed the officers of this. She ended up missing her flight and was very upset. She spoke with a supervisor at the checkpoint, but she was not satisfied with the response she received. She stated that the checkpoint was short-staffed and that they should have had more than one female officer working. She also mentioned that she has heart palpitations and this did not help her condition. The caller does not have an email address.

6/3/2013 1:34:55 PM
Airport: Seattle
Airline: Southwest
Flight #: 3742
Went through security on May 31st around 3:00 p.m.
Gate C

Advised caller:
I will forward her complaint to the CSM at that specific location.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 6/3/2013 11:54:13 AM

Name: (b)(6)
Email: (b)(6)

6/3/2013 2:08:43 PM
Complaints: My Complaint is Not Listed Here
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Billings Logan International Airport, main checkpoint.

Comments: I flew out of Billings airport 6/2/13. When I got to TSA, that agent at the podium was rude when I was trying to deal with my toddler and didn't realize I was next in line. When I got to the actual screening, the agent at the beginning told me I might have to get a pat down or have those 3 containers of fluids tested because of the size (they were food for my 1-year-old) & I told her I was fine with that. She was the only agent there that was kind and polite to me. The male TSA agent at the end of the screening line told me I had too much food for the length of my trip. I have a problem with that, as he does not know how much my son eats, and I, being pregnant have to eat as often as my son does. Also, my trip was going to be a MINIMUM of 8 hours from my departure from BIL to my arrival to my final destination, and I cannot afford airport food, nor can my son's food sensitivities tolerate it. After this, instead of the 3 containers being tested like I was told, two very rude TSA agents tested EVERY food and liquid in my bag whether it was sealed or not, & whether over size or not. They emptied my bags COMPLETELY, and did not put things back where they found them, including my ticket and boarding pass. They would not let me hold my toddler while waiting to be patted down, would not let me put him in the stroller "because it hadn't been screened yet," and yet got upset at me, because he ended up wandering around. This whole pat down & hand-check process took over 45 minutes, and I almost missed my flight before even leaving TSA. The pat down itself was not done according to protocol: after telling me how it was supposed to be done, the lady did not use the backs of her hands for "sensitive areas." My son and I both felt traumatized by the whole experience, and I have NEVER had that feeling going through TSA in my whole life. I have been flying for almost 30 years, and have been in and out of Billings over a dozen times. To top it off, when I got to my gate, I almost could not get on my flight, because the agents doing my screening did not put my ticket and ID back where they got it, and I could not find it. Being 17 weeks pregnant, I do not need the kind of stress these agents put me through.

6/3/2013 2:09:26 PM
Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/3/2013 12:41:24 PM Airport : MCO - Orlando International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am against use of millimeter wave scanning technology and the required full body pat down when you 'opt out'. Also, you do not provide timely screening for persons who opt out as I have to wait for long periods of time until a female screener is found. If I additionally desire a private screening, then I have to wait a very long time and there is no urgency to try to serve me as a traveling passenger. You treat those who opt out as second class citizens. I travel for business quite often and go through this in every airport that has millimeter wave scanners, not just MCO.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/3/2013 2:09:29 PM
Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 6/3/2013 12:37:01 PM Airport : MCO - Orlando International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am against use of active millimeter wave technology and full body pat downs.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had a bad experience at FLL. She wants to know what her rights are because she is pregnant. She said that she does not want to go through screening technology. She opted out of the AIT and asked for the WTMD. She had to have a patdown and even was made to pee when the TSO s hand made contact with her crotch area. She had told her that her breasts are tender but she pushed on them anyway and even pushed on her stomach so hard she moved it. She had asked her to lift her shirt and pull her pants down 6 inches to see where her pants met her shirt. She asked for a supervisor who was not cooperative either. He told her that she had to have a patdown because she declined the AIT scanner. She did this because she is pregnant and had been allowed to use the WTMD at both Boston and Chicago Midway with no issue. He made her start completley from the beginning again and this is when she started crying. The TSO did offer a private screening but she declined it because they would not let her husband go with her even though he is military and has an id. After the screening she was hyperventilating and noone even cared. She was going through the JetBlue terminal F8 on June 2nd at 3:30 pm.

6/3/2013 2:32:33 PM
I apologized to the caller and told her that the Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her that passengers can opt out of the screening machines but would have to have a thorough patdown. The screening machines are optional and signs are posted of this right. I told her that passengers cannot ask for the WTMD in place of the AIT or patdown. Passengers can request a private screening at any time and be accompanied by someone of their own choosing.

Hello,

I just returned home in San Diego, CA from my father's funeral in our home town of Alton, Ill and flying out of St. Louis International Airport for my return flight. I put some memoirs of the funeral, including an American flag that was used to cover the coffin of my father because he wanted a military style funeral in a checked piece of luggage with a few other things, expecting it would be treated with some respect by the TSA employees, even if they saw it as just an American Flag. I returned home and as I was unpacking everything, much to my chagrin I discovered the flag had been completely unfolded and then not even folded back up in the correct manner due the respect of the flag of our great country.

I do understand the need for security in this day and age we are now in, but why unravel the flag? The baggage went threw an X-ray examination and obviously they saw there was nothing hidden inside the flag at that time. And even a careful visual inspection of the open bag and a pat down of the flag could have been done without unfurling it if they had any sense? My main purpose of this email is just to call this to your attention so someone else does not have this happen to them. Hopefully some guidelines could be made up to cover this type of situation,

6/3/2013
5:07:20
PM

Thank You

(b)(6)

Hello

I arrived in Palm Beach International Airport June 3rd at 2:00 pm for Delta flight number 1174 headed to LGA i came up to security and refused the machine so i was given the pat down the man who gave me the pat down was a real ass it was as if i had done something wrong for asking nicely not to go through the machine which i have the right to refuse the man was really rude and made me feel very uncomfortable as i walked away he starts talking about me that i was shaking when he was touching me and this is wrong i feel violated by this man and i want compensation for my dramatic traumatizing experience this ugly man caused me
P.S i have the mans picture if you would like to see this ugly man
you can reach me at (b)(6)

6/3/2013
5:07:45
PM

(b)(6)

Dear Sirs:

I object to the intrusive and potentially dangerous body scanning that is used in screening passengers who fly.

The United States operates one of the most intrusive passenger screening systems in the world. Yet I am concerned about the health and effectiveness of the body scanners.

As a 68 year old grandmother, I fly perhaps 12 times a year. I have always opt-ed out of the body scanners, having survived breast cancer and being aware of the dangers of too much radiation. Not only do I find the pat-downs annoying, I feel they are unnecessary. Last month I had to wait 50 minutes to get to the head of the security line in BWI, and then another 20 minutes for a female assistant to pat me down. I nearly missed my flight (the flight itself was only 1 hour). I watched adults with children go through the metal detector instead of the body scanner. Why not grandmothers?

Since TSA is thinking of deciding to make body scanners the primary screening technique in US airports, I wonder if we would really benefit from this. Israel questions all passengers, and has staff trained to spot potential terrorists. Why can't the US do the same?

Body scanners are expensive, especially for their use in small airports. Terrorists, even if deterred from using airplanes to kill people, will devise other plans, as did the Boston Marathon bombers, the Oklahoma building bombing, the Newtown school massacre, etc.

6/3/2013
5:08:35
PM

Please consider my comments when deciding your policies.

Sincerely,

(b)(6)

Orleans, MA 02653

(b)(6)

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 6/3/2013 5:08:10 PM

Airport : Select One

Date/Time of Travel :

Airline & Flight Number :

6/3/2013
6:11:35
PM

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I had the patdown and was had my hands swabbed at SanJuan Luiz airport. I asked the security what she was using and what for 2 times. I didnt get an answer. I have eczema and am concerned what was used to swab. I feel I should of been asked about allergies first! What was used?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

This is to inform you that we are vehemently against the scanning machines that emit radiation - no matter what the radiation dose!

6/3/2013
8:19:06
PM

If necessary, we will submit to body pat downs -it that is the only alternative you can come up with.

(b)(6)

West Orange, NJ 07052

Feedback Type : Complaint

Categories : Lost and Found; Screening

Current Date/Time : 6/3/2013 6:31:38 PM

Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/31/2013 5:30 PM Airline & Flight Number : Frontier 6:55 flight to Denver Checkpoint/Area of Airport : Gate 32 TSA Employee: (If Known) :

6/3/2013 8:20:04 PM Comment : I am a senior citizen who was traveling with a friend to Denver. I was selected for extra screening, which in & of itself is no big deal. After the body scan they directed me to stand on the footprints to do the pat down. My carry-on luggage was diverted by TSA agents to be gone through. In between the luggage x-ray machine & the hand screening my roll of jewelry was removed. At no time was my luggage out of control of the TSA agents. It is my belief that a team of 2 agents identified that there was jewelry & where it was located (in my zippered c-pap bag), what recourse do I have? Can I file a claim? Have other things gone missing while these particular agents were on duty? Will this be seriously be investigated? These pieces are precious to me! Please reply.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items in Checked Luggage; Screening Current Date/Time : 6/3/2013 10:25:16 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 06/03/2013 10:00 AM Airline & Flight Number : united6171

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/4/2013 8:22:39 AM Comment : When unpacking our checked baggage we found the baggage inspection notice and also noticed that several pieces of our clothing (one suit jacket, two pair of jeans, two pairs of shorts, pajamas, two sweaters) were wet. Why were our clothes wet when none of our liquid items were damaged?
Also, after passing through your screening device, I was told that I was randomly selected for further screening. Then I was told that my purse had been alerted on, and I then was subjected to a complete pat down including my crotch, my breasts and the inner waistband of my jeans. My luggage was completely searched, including my undergarments. I do not recall them opening my purse and evaluating the contents which included a checkbook, a coin holder, my eyeglasses, a necklace, a pen and kleenex. My purse is 7.5" by 8.5" and I do not know the cause of the alert, but I feel that I was meeting a quota for a complete pat down and that I had not alerted anything. While this was happening to me, my husband who has two artificial hips was also being completely patted down. However, another passenger had her luggage opened because they saw a plastic water bottle and she told the security agent that she forgot that she placed it in the suitcase and no further screening of any kind was done on that passenger. How was she allowed to continue on with no screening and I was completely patted down? I felt very violated and nothing was found because there was nothing to find. I feel that I did not warrant such a search and that if my purse was a concern then a thorough evaluation of my purse should have been done and not the complete pat down that I was subjected to.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she is a realtor and came through security on Friday. Caller has a problem with TSA using the same gloves for doing a patdown on everyone. Caller said the TSO asked for permission to touch her. Caller said the TSO had a bad attitude. Caller flew from Chicago to NY. Caller said the TSO refused to tell her what the problem was and where it was located. Caller said a female supervisor came over to her after she requested this. Caller complained about the female TSO being rude and pushy. Caller said the TSO was overheard talking about the caller with other co-workers and other passengers. Caller said this TSO put out her hand up to stop her from talking when she complained about the TSO talking about her. Caller complained about TSOs coping a feel. Caller said the only thing she had on was a necklace that belonged to her mom. Caller expressed concern her complaint will not be taken seriously. Caller expressed concern about having to do repeated screenings by the AIT. Caller complained about the gloves being used on several passengers.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I advised the caller that the complaint has already been sent to the CSM. I told the caller that TSOs that are the subject of repeated complaints can be fired.

6/4/2013 9:34:40 AM I advised the caller she can request to opt out of the AIT, but if she does, she will have to undergo a patdown. I told the caller she can request a private screening at any time and that should be offered if they pat down a sensitive area. I told her if she request a private screening, there would be another TSO present and she has the right to have someone in the room with her too.

I advised the caller she can write

John S. Pistole

Administrator

Transportation Security Administration

601 South 12th Street, TSA-1

Arlington, VA 20598

I advised the caller that she has the right to request they change their gloves.

Caller flew on US Airways yesterday she has a NOI in her bag. Nothing was missing or damaged. She is concerned about whether or not the TSOs use gloves during the inspection and if they change them after each bag inspection. She is concerned that her clean clothes and personal items were contaminated. She is upset that she will have to rewash all of her clean clothes because TSOs are not required to change their gloves after each bag inspection.

6/4/2013
9:45:10
AM

Advised caller:

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

Disability Description: The caller is in a wheelchair and she wears a tens unit.

Information Request: The caller said she flew from Newark to Denver on 5/28/2013 at 11:00am on United Airlines flight#1497Y from gate# C85 leaving at 12:12pm. The caller was flying with another lady. The caller said they both went through the checkpoint at 9:45am. The caller said she cannot go through the AIT and she has to under-go a pat-down when she fly s. The caller said she was in a wheelchair and she had an attendant pushing her wheelchair and pulling a walker. The caller said she was wearing a thermocare pad and she had a tens unit on. The caller said she held the tens unit in her hand. The caller said the TSO that gave her a patdown was confused when she saw the tens unit. The caller said the female TSO stuck her hands down her slacks to see where the thermocare wrap was at. The caller said the TSO then ran her hand underneath her breast s and grabbed ahold of her bra. The caller said the officer touched her back causing her pain. The caller said the TSA told her to go to another room an disrobe but a supervisor told the passenger she could go through the checkpoint. The caller said her friend was carring her carry-on bag for her. The caller said the TSO did not put a NOI in her carry-on bag after he inspected the bag. The caller said the officers removed some LGA s that was in her carry-on bag. The caller said some of the LGA s were over 3.4 ounces. The caller said the officer left some items in her carry-on bag that were over 3.4 ounces. The caller wanted to know why the officers would only take some of the items.

I told the caller I would forward the information to the CSM for further review. I told the caller if any items are over 3.4 ounces they are not permitted in carry-on baggage. I told the caller the screened does have the final say as to what items are permitted in carry-on baggage. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints. The caller also wanted to provide her husband s e-mail address (b)(6)

6/4/2013
12:06:23
PM

Incident Details: Information Request: The caller said she flew from Newark to Denver on 5/28/2013 at 11:00am on United Airlines flight#1497Y from gate# C85 leaving at 12:12pm. The caller was flying with another lady. The caller said they both went through the checkpoint at 9:45am. The caller said she cannot go through the AIT and she has to under-go a pat-down when she fly s. The caller said she was in a wheelchair and she had an attendant pushing her wheelchair and pulling a walker. The caller said she was wearing a thermocare pad and she had a tens unit on. The caller said she held the tens unit in her hand. The caller said the TSO that gave her a patdown was confused when she saw the tens unit. The caller said the female TSO stuck her hands down her slacks to see where the thermocare wrap was at. The caller said the TSO then ran her hand underneath her breast s and grabbed a hold of her bra. The caller said the officer touched her back causing her pain. The caller said the TSA told her to go to another room an disrobe but a supervisor told the passenger she could go through the checkpoint. The caller said her friend was carrying her carry-on bag for her. The caller said the TSO did not put a NOI in her carry-on bag after he inspected the bag. The caller said the officers removed some LGA s that was in her carry-on bag. The caller said some of the LGA s were over 3.4 ounces. The caller said the officer left some items in her carry-on bag that were over 3.4 ounces. The caller wanted to know why the officers would only take some of the items. The caller said she did not get the names of the officers involved in the incident. The caller said she believes the officers need additional training regarding passengers with a tens unit.

I told the caller I would forward the information to the CSM for further review. I told the caller if any items are over 3.4 ounces they are not permitted in carry-on baggage. I told the caller the screened does have the final say as to what items are permitted in carry-on baggage. I told the caller we want to see if there are certain screeners or screener teams that are subject to repeated complaints. The caller also wanted to provide her husband s e-mail address (b)(6)

Information Request: The caller said she flew from Newark to Denver on 5/28/2013 at 11:00am on United Airlines flight#1497Y from gate# C85 leaving at 12:12pm. The caller was flying with another lady. The caller said they both went through the checkpoint at 9:45am. The caller said she cannot go through the AIT and she has to under-go a pat-down when she fly s. The caller said she was in a wheelchair and she had an attendant pushing her wheelchair and pulling a walker. The caller said she was wearing a thermocare pad and she had a tens unit on. The caller said she held the tens unit in her hand. The caller said the TSO that gave her a patdown was confused when she saw the tens unit. The caller said the female TSO stuck her

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/4/2013 12:59:40 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 06/04/2013 12:30 PM Airline & Flight Number : UA3636 Checkpoint/Area of Airport : Terminal D (North) TSA Employee: (If Known) : (b)(6) Comment : First, I would share that I am a very frequent flier, TSA Pre-screened (though not working today due to small lines)/United Premier 1K. I share this because I screen all the time and am very familiar with the procedures. It is my believe that TSA has an immediate adversion and bias against those who choose to opt out of the scan machine. This was well demonstrated by (b)(6) who was very nice to me, until the moment I stated that I was opting out. Immediately, his demeanor changed and he got very "boot sergeant in the military" on me, gruffly ordering me to move here and stand there. When I asked him for a bin for my computer...he barked that it was back on the end, even though he was standing near one that he could have handed me. Then when I got ready to go with him, he sarcastically asks- are you 75 years old? (I am 46 and obviously dont look close to 75). Then get your shoes off. When he goes in to his mandated speech about the pat-down I tell him I know the procedure, just continue. This bothers him more- and in an intimidating manner, he gets right in my face and quietly, yet strongly states...."I have 57 days till retirement and that supervisor (pointing to his boss) will be all over my ass (no need for his expletive) if I dont say this. Then he starts the speech over from scratch (knowing I am in a hurry). Finally, I decide to keep my mouth shut before I say something I will regret- so when he asks me if I have any sensitive body parts- I refuse to answer him. He asks again and again I dont answer. Finally he brings over his supervisor, who although much more calm than him, immediately assess that I am the one who had been rude. Fortunately though, the supervisor gets another, much nicer and more professional employee and the pat down ends with no further trouble.

6/4/2013
1:58:22
PM

I share this, not so much to cause a problem for (b)(6) as to share that I have experienced this on numerous times before, when I opt out. I really do believe that TSA should look more closely at the way individuals are treated once they decide to opt out. Most of TSAs employees are professional in the manner which they do their jobs. I have previously sent in more than one compliment here for their professionalism. But there is no need to treat some one the way I was treated today, just because they chose to opt out.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I'm afraid this doesn't quite answer either of my questions.

For item 1 – I've received confirmation from all three airlines that my Nexus ID was included on my reservations. I absolutely understand that random screenings will occur, but I have actually been turned away from TSA Pre every time I've attempted to use it. Can you confirm that I don't share a name with a suspicious person, and that there is a possibility that I will not be randomly selected on a future flight?

For item 2 – Why does it need to be a female agent? And in the case that I must be screened by a female agent, what is being done to decrease wait time, particularly at DCA? There are very few female agents in comparison to male agents available for screenings at DCA; it's not unusual for 2-3 male screenings to occur in the time I'm waiting for a female agent.

6/4/2013
3:54:12
PM

Thank you

(b)(6)

Caller immediately asked for a supervisor or manager. I gave her to a supervisor.

Supervisor (b)(6)

The caller alleges that she held for 20 minutes to speak with an agent and after she explained what happened to her he hung up on her. She then called back and spoke with (b)(6) asking for a supervisor or manager and (b)(6) took over the call. She complained that he wasn't a supervisor because he hadn't apologized to her and then she asked to speak with his supervisor and it was at this point when I took the call.

The caller describes recent travel in which she was required to undergo secondary screening of her hair by a TSO at two different airports. She complained that she was not told that her hair would be patted down, it just happened and she is offended. She objects to the original agent (b)(6) telling her that the process is random and she is offended that he would say so. She is also upset that the officer who patted down her hair didn't use clean gloves but gloves that had been used to pat down others.

She says she observed a caucasian woman whose hair was in a bun that was not patted down at all. She wishes to file a civil rights complaint about this experience at both airports. She has no names of the personnel at either airport.

The caller is upset because she feels like she was discriminated against recently at ONT and PHX.

The caller flew from ONT to PHX on Wed 29 May via SW FLT 2612 and again on Sun 02 Jun via SW FLT 558.

6/4/2013
4:33:13
PM

She says she is a fair skinned woman of African descent with hair that is in medium loose curls who was required on both occasions to have her hair patted down while other caucasian passengers were not.

I explained to the caller that I would look into the issue of the disconnected call and if she wishes to pursue the complaint she could speak with one of our Multicultural agents to assist her in the process. She agreed that she would like to do so. Call was transferred to MB agent RHylde at this point.

(b)(6) took over the call:

Caller states that a female officer patted down her hair. Caller wants to know 1) if this is a health issue with the amount of people that the officer touches, 2) if this is a mandate that the TSA placed out that the officers will touch the hair of an African American or of foreign decent.

Advised caller that I am not aware of the reason of why her hair was screened, but the only policy reason that I know of is if a passenger's hair alarms; commonly due to pins in their hair.

Advised caller that whenever an officer needs to patdown a passenger, the passenger has the ability to request that the officer change their gloves before continuing the patdown.

Caller wanted to know if she would have heard the alarm of the machine where she has to stand with her hands above her head.

Advised caller that I believe that the AIT machine does not audibly alarm, but it shows on the screen if there is an area of concern.

Caller went through checkpoint at St Louis traveling to LGA. She wanted to know why it was a practice at that airport that white men go through the WTMD, everyone else go through the AIT. The caller opted for a patdown so she could watch this happening. She felt like she was racially profiled. This happened at Terminal 1 going to the C gate. She was flying on American. Her flight was scheduled at 11:50am but was delayed. She went through the checkpoint at 10am.

I told her that was not the procedure and transferred her to MB.

(b)(6) took over the call.

6/4/2013
5:06:58
PM

Informed the caller on how she can make a formal complaint. Listed the following things to the caller about the requirements for her formal complaint.

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;

- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Escalating this record and recommending classification as MB Orange.

Feedback Type : Request for Information

Categories : Other

Current Date/Time : 6/4/2013 4:55:06 PM

Airport : Select One

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : About 2 weeks ago my family and I flew for our vacation. I was stopped by one of the TSA agents because my airline ticket had my married name on it (my legal name of 3 years) and my drivers lic has my maiden name on it. however i did have the legal change of name card that verified my identity. I was subjected to a full body pat down because of this- So I complied with the request. Our flight then got delayed by about an hour or 2 and in this very small airport(then was cancelled) There were no rest rooms or restaurants in the waiting area after you go through the TSA screening. My husband and 4 year old son were going to go eat dinner and they told me that I would have to go through another pat down... which they did. I did see others that went and had to get the pat down (not sure why) but they were offered a private one as where I was not offered anything like that. I really am questioning the judgement and "rules" that these agents put me against. I have know flown in 4 other airports- using my married- legal name on my airline ticket and still with my current DL with my maiden name and providing my change of name card and NOT ONCE was I ever treated the way I was at this one airport with the TSA officers. Why is it that 4 other airlines did not put me through the pat downs? To be honest, the woman who seemed to be in charge was VERY rude to me... one of the woman questioned my son about his name. He can be very shy at times and of course, this happened to be a time when he was shy.. it was almost as if she wouldn't let him go through if he didn't say his name. I would really like to know the rules that TSA is to follow in situations like this. She clearly could ID me but really used her powers to make me feel very violated in front of an entire room of peers- twice. Again I ask, what are the rules in these situations and if this officer was following the rules, why have I gone through 4 other airports and never once had this issue.

Thank you for taking the time to read this and I look forward to hearing back with some insight on this situation.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wanted to file a complaint concerning the Denver airport. She wants to make sure someone gets back with her stating her complaint was addressed. She has been in law enforcement for 20 years so she knows about professionalism. During screening she overlooked lip balm in her pocket. She was patted down again immediately when that was found, and her hands were swiped. The beeper beeps and she still stays professional and does not say anything but is patted down again. She had a 250.00 pair of sunglasses and her purse value was way over that. She tried to explain to them how to close her purse appropriately. Her boyfriend told the TSO you need to explain to her what is going on her. He is a 15 year fire fighter.

She wants someone to apologize to her. She was not asked to show her ID or badge. Her boyfriend had to intervene. She said as a police officer she always carries a gun in her purse so of course she would have residue in her purse. She told them after the 3rd patdown she was going to miss her flight. They had to call an explosive expert and she was not acknowledged as being an officer. She does not want special treatment but thinks that information was pertinent to the issue at hand. She collected her purse and shoes and her boyfriend had multiple items allowed through the screening checkpoint. She is starting her 21st year as a police officer. She wants to have a follow up on her treatment and an explanation of the screening. She needs to know what she needs to do in the future so she does not come unglued. She does not have any respect for TSA. They did not acknowledge her position as an officer. Her boyfriend would be happy to testify of her treatment. She should have some respect as an officer.

Airport: Denver to Vegas
Airline: Frontier
Date: 05 31 2013 09:30 am

Advised Caller:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints received to track trends and spot areas of concern that may require special attention. This will enable us to ensure prompt, corrective action whenever needed. I do apologize your experience was unpleasant, and appreciate you calling to inform us of your experience.

Caller stated that they came from Orlando International today. She was given our number by one of the agents at MCO to file a report. She stated that she was going through security and she had someone come up. She had a knee brace on, and the agent asked if there was metal in the brace. She said yes, and the agent told her she would need to take it off, so she did. She told her that she needed to go through the AIT because of the wires in her knee because they would set off the WTMD. She told her that she would have to wait. She told her that everything had already went through the scanner, and she needed to get to her things. They were cleaning the floor and they had the machine shut down. She stood and waited and she said her stuff was just sitting out there and that someone would get it. She told her to just go through the other one, and she said that it would set it off. The agent told her that she would just need to go through the other one because she didn't know how long it would be shut down. There was a black TSO there named (b)(6) who was very hateful. She said as soon as it went off that she needs to step right over here. She said that she needs someone to pat her down so she can go get her things. The TSO said that she would have to wait. She said that he ignored her when she asked for him to call a female over. She said that she needed to get to her items, and the TSO told her that her items would be fine. She asked if the male could just do the patdown. She said that about 8 people went through while she was trying to explain to him that he needed to call a female over. It had taken about 15 minutes to get this done. She asked him at this point where she needed to go to file a complaint and when he asked her why she said that it was because he was very rude. He told her that this is where their conversation ends, and that he would no longer talk to her. At that point he called for someone and a Supervisor came over and she explained to her what happened. She went and got someone to do the patdown and the TSO doing the patdown told her that the other officer had done her wrong and that she needed to go up to the podium and file a complaint. Once the patdown was complete, she went up to the podium and spoke with (b)(6). She asked her if she wanted to fill out the paper or just tell her and she just told her what had happened. They were in the closest scanners to the Homeland Security that were there that day. At this point (b)(6) told her that she needed to take the paper and file a complaint so that they could come check that airport. They have had several complaints on him, and she said that she had also been over there twice to tell the ones who were cleaning the floor that the passengers were more important. They weren't calibrating the machines or anything so they should've been open. She's been through many airports and have never had anyone refuse to call a female, and has been through many patdowns as well due to her knee.

Flight details below:

6/4/2013
7:06:05 PM
Airport: MCO
Airline: Southwest
Flight #: 909
Departure Date: 6-4-13
Departure Time: 11:55 a.m.
Went through security: 10:00-10:30 a.m.
Terminal Gate: 28

She also wants to know about the PreCheck and the programs that are available to pay \$100 for to get through screening faster.

Advised Caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

There are two primary ways to be considered eligible for TSA PreCheck™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA PreCheck™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA PreCheck™ benefits on all participating airlines should apply for membership with one of CBP's Trusted

The caller stated that she had to go through extra security because she did not have her ID. The caller stated that she had to have a patdown and all her carry on belongs were hand searched as well as her checked baggage. She stated that when she flew from Houston it was no where near this bad. She almost missed her flight after she was told that she could fly with a social security card.

She is very upset because a gift that she had bought was damaged during checked luggage inspection that she will not be able to replace by tomorrow. She stated that she had it packed a certain way to prevent this from happening and it was not placed back. She is very upset that her baggage was hand searched with no one asking her or telling her before. She stated that this should not happen. She wants them to be more careful. She wants to file a complaint regarding this issue.

Advised Caller:

Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

6/4/2013
8:28:55
PM

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. As a result, the amount of time checked baggage is under TSA control is relatively short.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft. Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. The presence of an NOI only indicates that a passenger's baggage was searched and does not necessarily mean that an item was removed. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, I can forward a copy of this record to the Customer Support Manager (CSM) at that location.

Flight Information:

Airport: TPA

Tonight I was badly mistreated by two TSA agents at the security checkpoint at Terminal E in Philadelphia. (b)(6) and her supervisor (b)(6) unnecessarily humiliated me, an 8 month pregnant US citizen. I travel OFTEN for work, and every time I do, I am graciously offered the metal detector rather than the controversial, unsafe X-ray-like machine/body scanner. Normally, I don't have to ask, men and women alike kindly and wisely offer me this option as it is safer for my baby. Tonight, I was embarrassed when Margie screamed "supervisor!!!" as I was speaking to her and getting visibly upset. I began to cry and they insisted on doing a pat down. I told them I didn't want a pat down as the last time I did that, it was an invasive, inappropriate, and uncomfortable experience. I was furious to opt for the X-ray machine. I am livid that I was embarrassed, that my health, safety and dignity was not considered, and that (b)(6) and her supervisor (b)(6) felt it was okay to treat a pregnant woman this way. I would like to see her disciplined, if not fired. This is unacceptable behavior and something that should stop immediately. Pregnant women in this country should not have to choose between putting her baby/fetus at risk and enduring a humiliating pat down. Time to readjust your priorities, TSA!

6/4/2013
9:02:00
PM

I look forward to your follow-up.

(b)(6)

Caller and his wife flew from Phoenix Sky Harbor to Newark and his wife was wearing a brace for a broken elbow. Caller said they went through C1 at Sky Harbor at 9 am. Caller said his wife was pulled aside for a patdown. Caller said this was done before she collected her items from the conveyor belt. Caller said his wife had some liquids that included makeup that was valuable. Caller said she is also missing her wallet with all her ID and a makeup case. Caller said she had a large soft pink and white case. Caller said they were given information about lost and found by Southwest. Caller said she is not certain if she had these items when she left the checkpoint. Caller said she has no ID to get back home and asked what they can do.

I gave the caller the phone number for lost and found.
Phoenix Sky Harbor International Airport
602-626-1453

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable. However, TSOs will ask for at least two forms of this identification.

6/5/2013
8:27:34
AM

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If we are unable to confirm a passenger's identity, or a passenger refuses to provide ID or cooperate in the ID verification process, TSA will deny the passenger entry into the security checkpoint. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

I advised the caller he can call the CSM to see if she did leave the items at the checkpoint, after checking lost and found.
Phone: 1-866-289-9673

I wanted to bring to your attention my recent experience at the security checkpoint at Phoenix Sky Harbor Terminal 4, Time 1:30 pm. A gates.

At the checkpoint I wanted to opt out of the scanner as I have doubts about the amount of radiation and its effect.

One TSA Agent (not TSA agent who finally gave me pat down) there first tried to dissuade me from opting out by describing the process how "they will go up your thighs" making it sound like it's going to be a sexual act or something. When I insisted, they started making fun of it among themselves. The same TSA agent then told me "Ok I will give you someone who gives you the best pat down", as if I am asking for a sexual favor and he is arranging for the best man to do the job. Then moments later he got the agent who was going to give me the pat down and said, "well he is not the best, but the 2nd best".

6/5/2013
2:22:13
PM I felt totally humiliated and ridiculed, as if I was asking for something which is so ridiculous. I was appalled by the unprofessional behavior of the TSA agent. If pat-downs are not welcome, TSA should get rid of it. Don't keep the opt-out option open and then have your agents humiliate passengers who opt-out.

But I will add that the TSA agent who finally gave me the pat down was cordial and professional.

Thanks

(b)(6)

Hello,

I am resending the email below since I did not get an answer yet and my fly is going to be pretty soon.

I would really appreciate if you can be a little more specific about what documentation I should need in order to pass security control with a muscle relaxer devise which is not attached to my body.

I just want to make sure that this device will pass control security airport after pass the X Ray since this device is very expensive and I will need it during my travels.

Thank you for your help,

6/5/2013
2:23:02
PM

(b)(6)

--- Mensaje reenviado ---

De (b)(6)

Para: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>

Enviado: Miércoles 29 de Mayo de 2013 19:10

Asunto: In Response to your inquiry.

Thank you for your answer but I would like to have a more concrete answer.

My devise is not attached to my body so the body screen does not affect me in any way.

My only concern is that I will carry this devise with me since I need it during my fly so I was wondering if during the checkpoint the Transportation Security Officer will required to show him/her some medical documentation to prove that this devise is a medical devise.

I am waiting to hearing from you.

Thank you.

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening (ALT, Patdown) Current Date/Time : 6/5/2013 1:02:38 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/5/2013
2:23:16
PM

Comment : I have been opted in the TSA Pre Check with American Airlines for some time with no issues in being afforded the TSA Pre Check line when traveling. Lately however I have not been cleared (I travel every other week coast to coast). I wanted to be sure that there isn't a problem with my information at TSA. American Airlines FF EHK5592. known traveler gender is Female, DOB (b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/5/2013
6:00:36
PM

When traveling out of Lihue, HI over the weekend I was advised that I would need to be patted down because I was traveling with baby yogurt for my baby and it was not opened. When I pushed back and advised the agent that I have traveled for the last 2 years without ever being advised of this rule she referred me to the TSA.GOV website. In researching the website it clearly states that baby food is allowed and has been since 2006. The agent said that the rule changed about a year ago, but I do not see anything stating this. Please advise me of the rule. My son is autistic and only eats yogurt. Fortunately this weekend I was traveling with my husband so he could hold my son while I received a pat down. In the future I will be traveling alone and cannot picture how a pat down can be conducted while I am holding my son.

Thank you,

(b)(6)

Query:

Caller has a partner that is flying with him. Caller's partner has a pacemaker and he is wanting to know how she can go through screening.

Resolution:

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Verbal declaration, doctor's notes, and written declarations can be utilized in order to inform the officer of a particular concern during screening.

6/5/2013
7:27:18
PM

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

TSA does not require passengers to have medications in their original prescription bottles; however, some states have individual laws regarding the labeling of prescription medication which passengers may need to comply. Medications in daily dosage containers are allowed through the checkpoint once they have been screened.

The caller was very upset because her jewelry bag containing a diamond cross was missing from her purse after going through screening at HNL. She said that she has had problems with items getting stolen for the past 8 or 9 years when going through Terminal 1. She said that she was pulled aside for a patdown while her carry on bags were searched out of her view. The jewelry bag was very small, 1 inch by 1 inch and pink in color, making it very easy to steal from her purse. She said that she never has any problems with TSA personnel at other sections of the airport, always Terminal 1. She said that this terminal is for the very small aircraft.

Date: 6-5-2013

Time of Screening: Approximately 12:00PM

Depart time: 12:35PM

Departing Airport: HNL

6/5/2013
9:15:56
PM

Terminal 1

Airline: Mokulele

Flight Number: She did not have it and could not remember it.

Destination: MKK

Description of TSO that Screened her carry on luggage: White male with dark hair.

I told her that I will forward this record to the CSM at HNL for them to review and start the investigation process. I told her that the CSM will review the screening to see what may have happened, if anything, to her item. I told her that she can file a claim to seek reimbursement for the missing item and I will send the claims form package via email within 24 hours.

The caller requested multiple times that I remove her telephone number from the call record, so I removed it from the call record.

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 6/5/2013 10:55:50 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am writing because I am deeply concerned about the Airport Body Scanners. They use aggressive technology that utilizes a form of radiation that has not been tested on humans over time.

An investigative report in 2011 by ProPublica and PBS NewsHour concluded that the X-ray scanners, then still in use, could cause cancer in 6 to 100 United States airline passengers every year, and that the European Union banned those machines because of health concerns.

6/6/2013
8:20:14
AM

It violates our rights as Americans to force us to be exposed to machinery that is likely jeopardizing our health. And it is shortsighted as a nation to use machinery that is likely making it's population more ill, over time adding to the drain of our healthcare system.

I'm all for safety on airplanes, but these aggressive machines are not used elsewhere in the world - and there are still no guns getting on flights.

Why is it that the screening process is hyper sensitive to whether I have a swig of water left in my reusable water bottle but I can get a package of shaving razors, tweezers, or a metal fork through with no problem?

You are focusing on the wrong things. Please remove the machines until proper research has been done, or give people an alternative option that is not as time consuming and personally invasive as the pat down.

As passengers we should not be forced to choose between waiting to be invasively touched and missing our flight - or exposing ourself to unnecessary radiation that in the end may cause us to miss our life.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

This morning I read in the New York Times Letters to the Editor section that the TSA is allowing public comments on airport body scanners until June 23, 2013. This is my email letter to express concern on the exclusive use of body scanners for airport security.

I fly out of DTW and with rare exception select the "pat down" for my security clearance. The rare exceptions have been one time when I was slightly late and another when I was traveling with my elderly mother.

I work as a nurse practitioner in hematology/oncology in a large urban health care center. Since statistics do not change overnight, I feel certain that in 10 years time we will note and exponential increase in the number of leukemia and lymphoma cases. On history, we will be able to trace back to frequent travel in airports with exclusive use of body scanners and the radiation exposure caused by this use as the cause. Additionally, we may also see an increase in solid tumor cancers. Leukemia and lymphoma, in addition to being catastrophic diagnoses, are very expensive to treat. They occur without regard to age.

6/6/2013 9:58:13 AM Upon arrival at the body scanner I request a pat-down from the TSA member directing traffic. On occasion the service is relatively quick. On other occasions, it is very evident that the wait period is prolonged. I cannot help but think that the prolonged wait is to cause discomfort, with the hope that the traveler (me) will change my mind and opt for screening by the body scanner. For this reason, I try to always arrive at the airport with excessive time to waste. The pat-downs I have received have always been thorough and mostly professional. The unprofessional behavior is not from inappropriate touching, but merely surly TSA workers who are expressing their dislike about having to do the pat-down.

The policy to install body scanners for exclusive air passenger screening has been a huge TSA mistake which is going to come back to haunt us - especially those with frequent travel histories and a new diagnosis of cancer.

Thank you for allowing this public comment.

(b)(6)
Dearborn, Michigan

Query:

Caller is wanting to know if the AIT affects pregnant women. Caller's daughter was forced to go through AIT in HPN--at least according to the caller.

Resolution:

6/6/2013 12:13:01 PM AIT machines have been independently evaluated by the the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Caller is informed that pregnant people should not be affected by the AIT machines.

Caller is informed that we can send up her complaint to a CSM. Caller does not want to send up information; she only wants to know if her daughter can opt out for a patdown.

Caller is informed that anyone can opt out for a patdown. Caller is advised to contact us if there is any more issues.

On May 14, I registered for Delta flight 1206 leaving Austin, Texas, at 5:50 pm. While going through security, I set off the alarm because I forgot my passport in a side pocket of a pant suit I was wearing. The woman who directed me to an area where I was to receive a pat down was extremely rude to me. I was becoming worried that I would miss my flight because the person who was to do the pat down was not available right away. I don't know why... but when she arrived, she was very calming and respectful and she is the one who told me I could log a complaint. I filled out a complaint form as soon as I had completed the security check and asked for a contact from someone. This has not occurred.

I feel like I was treated like a criminal by the first woman. Her voice tone, facial expression and then refusal to answer my question about how long I would need to wait for pat down. A small gesture or giving information would have helped me immensely.

This person stood talking with her male colleague and laughing, etc... so why not treat passengers respectfully. As it was, I arrived at my gate just as the loading was beginning.

This experience makes me wonder about the Austin, Texas Security...

6/6/2013 12:17:05 PM (b)(6)

Bemidji, MN 56601

□
(b)(6)

□

□

I recently went through several body scans that "showed something" on my torso. I saw the scans and the highlighted areas. I have no implants or devices, yet I was subjected to a complete pat-down twice. Why does this happen????? I stood off to the side and observed nearly everyone having scans that "showed something" (I could see the highlights on their scans), requiring pat downs. In fact, the ONLY person I observed go through without a single "highlight" on her scan, was a tall beautiful woman who was told, "No you don't need one (pat-down), you're perfect" (!) Excuse me?????

There is just something WRONG about this scanning business...

6/6/2013
12:17:06
PM

(b)(6)

St. Johnsbury, VT 05819

(b)(6)

HYPERLINK (b)(6)

(b)(6)

I want this message to be brought to the highest level of attention. I am an active duty military police officer. K-9 to be exact so when you hear my complaint in a few sentences you'll know that this is coming from one of your own in the law enforcement / security world.

My wife has her new military ID with new last name (b)(6) but license still had her old last name (b)(6). This is the stem of my complaint email. Just for future reference.

First of all I'm a frequent flyer due to being active duty, and secondly I've been in the military for 6 years so this is not new to me. I recently flew from Norfolk Virginia with my wife (newly wed) and we encountered a problem because of her ID being expired & not having a new last name. As I briefly explained to the TSA agent working that day, we are fresh off of a deployment and haven't been in the USA for even a month. Not having enough time to change licenses & ID's (which were in states VERY far away).

At the end of our vacation (right now, today 6 June 10:00am Minnesota time) we had gotten our boarding passes and went through the TSA line here @ the St. Paul / Minneapolis airport. The agent (Ali was his name) was made aware of our situation, being that we are newly wed and haven't gotten everything changed because we simply couldn't even if we'd wanted to. (And these tickets were bought before my wife had her last name changed).

6/6/2013
2:14:49
PM

So we then were almost late for our respective flights because the agents wanted to see our certified marriage license / certificate... Which blows my mind. Because what if we hadn't had that with us on our person? What would TSA have done then? Why didn't they show a little compassion towards TWO active duty military members?

Then from there on a supervisor was called over, and he then made my wife get a pat down after being scanned, then her bag was hand searched.

I want to know why this was a problem all because of us getting married. No one asked us our situation, no one helped us, and the way we were talked to and dealt with by the TSA employees were rude and very confrontational.

I'm thoroughly pissed off to say the least. And I want this email responded with by someone of higher authority within TSA who is competent on your regulations and procedures. Although I'm not working for TSA I know you're a federal agency and there are standards everywhere in your agency and I do not appreciate getting treated one way in one city, and completely torn apart in another.

A very irritated pair of military members,

(b)(6)

Sent From my iPhone

Dear TSA,

6/6/2013 2:15:27 PM Please be more considerate of the individuals with disabilities that travel through your airports on a weekly basis. If I do not get "pre-check" my disability forces me to go through your disability line because I cannot stand for long periods. On Thursday May 16 and May 23 I did not get pre-checked so I tried to go through the disability line. As I was not in a wheelchair I was met with a lot of resistance from the officer checking ids and boarding passes. One officer even rolled her eyes when I tried to explain my disability. I do not feel it is necessary to wear my disability placard around my neck like a necklace in order to pass through security. I also do not feel I need to be traveling in a wheelchair to be considered disabled either. If a wheelchair and a stroller are your only way to distinguish, I think you need to adjust your way of distinction. Last week May 30 I was pre-checked and I passed through the south pre-check line without any issues. I did not even have to take my sandals off. The officer did my pat down, tested my hands, tested my prosthetic and sent me on my way. She was polite and I had no issues. Today in the pre-check line was very different. When trying to explain why I alarmed I was again greeted with looks of disdain and asked to remove my sandals which did not cause the alarm as then have no metal on them. I tried to explain to Officer (b)(6) short African American woman, about 5 feet tall) that they could gladly test my shoes if they like as it is not easy to get my sandals off without sitting but that was not acceptable. So I leaned on the machine and I took off my sandals and sent them through. I then went through the scanner again and alarmed, again and the officer did not even call for a female assist, he made me stand there. Eventually the Officer (b)(6) came around as if to take me for my pat down but did not. She proceeded to slowly walk to get her gloves and then proceeded to go to my items on the belt and proceed to test my shoes for explosives and drug residue; which she could have done with them on my feet. She also did not advise me that she was going to test my shoes or why, which I feel is not proper procedure. In the meantime, I was not offer a place to sit and left standing there on my stump of my leg for 5 minutes in pain which was unnecessary. Your procedure should be to take the person that alarms to the screening area first and then put on the gloves and test any items. That is what they usually do. Please have more consideration for people with disabilities and realize that not disabled people are in wheelchairs and deserve the same amount of respect that you give to wounded soldiers and veterans.

Sincerely,

(b)(6)

Caller wants to complain about her screening at MIA. She went thru the AIT and had to have a patdown. She was fine with the additional screening however she had her dreadlocks patted down and the TSO did not change her gloves to do so. She stated had she gotten head lice from a previous inspection then she would have had to cut her dreads because she cannot simply wash her hair.

She is a former TSA agent and knows this is not the proper protocol and thinks this need to be addressed.

6/6/2013 3:19:22 PM

Advised caller:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

The caller said he travels frequently with Southwest Airlines. The caller is a Canadian citizen that is working in the U.S. The caller said he travels between Canada and the U.S. The caller said he was stopped when traveling from Buffalo and he is always stopped for additional screening. The caller said he flew from BWI today and he was stopped for additional screening. The caller said the officers gave him a pat-down in a private location. The caller said the officers had to search his luggage. The caller wanted to know what he can do to clear up the issue. The caller said he always has SSSS on his boarding pass. The caller wanted to know if he can apply for TSA expedited screening program.

6/6/2013 4:13:27 PM

I told the caller I would send him the forms to apply for Redress. I sent the caller the forms for Redress via e-mail. The caller provided an alternate e-mail address (b)(6) I told the caller the Redress for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. To participate in TSA Pre, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 6/6/2013 5:11:06 PM

6/6/2013 6:13:59 PM

Airport : PIT - Pittsburgh International Date/Time of Travel : 06/04/2013 5:00 AM Airline & Flight Number : AA 1469 Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) :

Comment : TSA precheck requires pat down due to knee prosthesis. Negates the benefit of TSA precheck.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller went through security at Key West airport on 6/5/13 to board Delta flight 1366. The caller had her hair in a pony tail and whenever she went through the AIT unit, it alarmed. The female officer at the security checkpoint stated "You have something hiding in the bun on the back of your head." The caller stated that she did not have a bun but that she had a ponytail and the officer wanded her hair. The caller was cleared and she went through security. Approximately half an hour later, the caller exited security to give someone a photo at a restaurant located outside the secured area. The restaurant was named the Conch Restaurant. The caller stated that she was gone approximately 30 seconds to a minute. The caller stated that she went back through security. The incident described occurred between 10:30 and 11:00AM.

6/7/2013
10:44:03
AM

The caller stated that whenever she went back through security, the agents began to act very strangely. The female officer at the security checkpoint stated "You are hiding something in your bun and I have to touch your sensitive areas." The caller stated that she became irate and advised the officers that they were not going to touch her sensitive areas. Apparently the sensitive areas the officers were talking about was her chest area. The caller stated that the incident escalated and went on for several minutes with the officer telling her that she was going to touch her sensitive area and the caller stating that they would not be touching her. The caller stated that they eventually went behind a curtain and she allowed the officer to wand her hair but she did not permit the officers to pat her down. The caller stated that incident escalated to the point where she was cursing at the officer and another officer, a young male, intervened.

Eventually the caller was able to go on to board her flight without getting a patdown. The caller stated that the female officer repeatedly snapped the blue gloves on her hand. The caller stated that the officers swarmed her and treated her, in her words, weirdly. And the caller was very upset with the conduct of the female officer. The caller did not get a name of the officers.

I apologized to the caller for her screening experience. I advised her that I would send her information to the CSM at the airport. I advised her that we did monitor the number and nature of complaints we received at the TCC. The caller stated that it was a tiny airport with three lanes and that she was in zone 2 to board a Delta flight.

Disability Description: Caller stated he will soon be using oxygen.

Information Request: Caller asked what are the requirement for take a POC through TSA. I gave the caller the information in the template, but the caller was still not satisfied.

Caller said a friend with an POC received grief over taking the his device through TSA security. Caller said he was told that he could not take his POC when in reality, TSA was wrong and he was allowed to take the POC through. Caller said he was concerned about having a hard time getting his POC through the security checkpoint.

Response Details: Generally, the Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airline flights because oxygen is considered a hazardous material. However, passengers may check with their airline before purchasing tickets to ask if they will test an oxygen tank for safety (48 hours ahead of the flight), allow passengers to carry a specified portable oxygen concentrator (POC), or provide oxygen to the passenger.

If a passenger uses a POC, the manner in which the passenger is screened depends on whether he or she can disconnect from the oxygen concentrator. Passengers should check with their doctor to determine whether they can safely disconnect during screening. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening whether he or she can disconnect before the screening process begins.

6/7/2013
12:58:25
PM

If a passenger can disconnect from his or her POC, it is recommend that the passenger check the equipment as checked baggage whenever possible. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown.

If a passenger cannot disconnect, or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown will be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I advised the caller the POC will be screened by xray if he can disconnect, if not it will be screened by other methods. Caller still was not satisfied. I offered to send his flight information over to ODPO to make arrangements to get help getting through the checkpoint. This caller was still not satisfied with my answer and the caller does not have any flight arranged. Caller then asked where he can write to get an answer to his question. I turned the call over to Missy.

Hello,

I travel nearly every week, and have been passing through your scanners regularly. However, based on recent articles and "inconclusive" scientific studies I have read, I understand that they could be harmful to human health, particularly that of a developing fetus. And given the fact that my husband and I endeavor to have a child in the foreseeable future, I have chosen to opt-out of the scanner and elect the pat-down instead.

Sometimes the process goes very smoothly. But 90% of the time I request the pat-down, I must wait several minutes for the "female assist" to be found, end a conversation with colleague, or just get up off of a chair and come over to the screening area. With few exceptions, I experience the height of bad attitudes and unprofessionalism. The sense I get is that the TSA is trying to make it as inconvenient as possible to request a pat-down to force people to use the scanners. This is unacceptable.

6/7/2013
2:13:57
PM

Please advise as to how I should address the matter.

Thank you,

(b)(6)

Houston, TX

You did NOT resolve or even answer my question: you said something about an "anomaly" resulting in further pat-downs?! Excuse me, but if what I saw were an excessive number of "anomalies" then doesn't that logically imply that the body scan screening process is worthless?

Why don't you just admit it?! I've been wanded and patted and swabbed so many times that it is downright laughable! Of course I don't believe the system works or is really capable of finding terrorists. It's just another ludicrous ploy designed to prey on the public's fears. And I also believe that body scans are harmful because of the radiation...no matter how "low."

There is just something WRONG about this scanning business...

6/7/2013
2:14:13
PM

(b)(6)

St. Johnsbury, VT 05819

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Caller flew to and from Love Field on Wednesday from Dallas to attend a funeral and said there was a TSA agent who works there who is very arrogant and it is a power thing with her. The TSO touched her bottom inappropriately and told her she tested positive for explosives? Caller said the TSO agent who was a black lady and appeared to be gay was overweight and probably between 30-40 years old.

A secondary screening was required and the TSO wanted to close the door to the private room where the patdown was to be conducted. The caller protested to the closing of the door and is complaining that the TSO wanted to put her hand down her pants. After protesting to the TSO about this the TSO left and brought another, older white lady to do the screening.

The caller informed the TSO that it was a power thing and that she would not allow her to be touched again, at this time the TSO retrieved two older white female TSOs one of which patted her down and said there was nothing there. The caller objected stating she would not allow herself to be sexually assaulted. The black TSO left after the two white TSOs arrived.

None of the officers would provide the black TSOs name. As she was leaving a gentleman came to her, refused to provide the TSOs name but wrote his name on a card which had another person's information on it.

Recapping: the caller had been through the AIT, a gentleman came over and she thought he was going to touch her. This is the point where the black lady came over and asked what was in her back pocket. She didn't have any back pockets because she was wearing dress slacks. This point is where the black TSO touched her buttocks inappropriately, like a dirty old man might touch a woman.

6/7/2013
2:31:12
PM

The caller gave the TSO a dirty look and this is when she was informed she would have to have a patdown and was taken to the room where she was informed in detail what she was going to do and the TSO closed the door. The caller told her she would not close the door or touch her. Seeing she would not be submissive she went to get another older white lady to assist. When the TSOs returned to the room the caller continued to tell the black TSO she wouldn't touch her or put her hand down her pants. She told the white TSOs she didn't know what the black TSOs problem was but they were not on the same page.

The caller says she spoke with a gentleman by the name of (b)(6) STSO who wrote his name down and said he was the black TSOs supervisor on the back of another persons card. (b)(6) STSO, wanted to argue with her and all she wanted was the ladies name. She told him they couldn't treat people this way and that it isn't over and she has talked with her coworkers about the people that work at Love Field and how they treat people.

Flight # no available, Gate # not available,

Caller again stated the black TSO told caller without anyone present that she would put her hands in caller's pants.

Caller states she has the name of CSM, Larry Dyess, and asked who was over him because she isn't dropping the issue.

Caller stated this woman needs to be stopped and cannot continue to molest people. She said her husband wondered what would happen if an elderly person or child went through and she decided to molest them? She then stated it is against the law to touch people inappropriately.

Caller stated if she didn't hear from anyone she would go over their head at DAL and stated she had a friend who was placed on a list for complaining and didn't want her name placed on a list.

The caller flew from EWR to ATL to MLU, and was forced to go through the WTMD three times. However, she was also given a full patdown before being cleared. On the flight from MLU, she was forced to undergo the WTMD three times again. However, she was only wearing a lycra shirt, cotton jeans, and had no belt or shoes on. She asked the screener if the problem was her belly ring or underwear, and he indicated that was not an issue. Then, she was subjected to another patdown before being cleared. However, she is upset because of past trauma, and believes that she was discriminated against due to her gender. The caller maintained that no male was forced to undergo these procedures. She wanted to know why she was chosen for additional screening.

Advised Caller:

6/7/2013
3:41:00
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

I forwarded the call to to MB:

The caller is very upset and wants to know why she caused an alarm whenever she went through the walk through metal detector. I advised the caller that I could not tell her why she caused an alarm. I advised the caller that all I could tell her is that if there was an alarm, then the officers at the security checkpoint would have to clear the alarm. I advised the caller that in order to clear the alarm they would have to perform a patdown. The caller also wears an underwire bra. I advised the caller that the underwire could possibly cause an alarm.

The caller attempted to get me to tell her what she could wear to avoid getting a patdown. I advised the caller that I could not tell her what would cause the alarm to sound. I advised her that unless I was there I could not even begin to do so. The caller stated that she also felt discriminated against because her breasts were large as well. I advised the caller that she would have to place her complaint in writing. I advised her that she would receive an email with a link that would allow her to place it in writing.

Disability Description: Caller requested a supervisor without providing any information.

It was later determined that she is diabetic.

Response Details: Advised caller that her hands being swabbed is part of the screening for an insulin or other monitoring device once a self pat down has been completed. Advised caller that generally once a passenger enters the screening area they are not allowed to leave until screening has been completed.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

6/7/2013
3:42:02
PM

TSA accepts e-mails as being signed.

Incident Details: Preston took over the call.

Caller wants to know if she has to know if she has to give up her rights because she has a Dexicon glucose meter attached to her. Caller feels that she was harassed at the checkpoint because she was not allowed to leave to leave the screening area. Caller stated that she has filed a complaint against TSA in the past, and was advised by the TSA Administration that if she experiences difficulty at the checkpoint, she would be allowed to gather her things, go to the airport lobby, and request a supervisor or manager. Caller stated that she was not allowed to do this. Caller stated that she requested a disability expert to come to the checkpoint to assist her. Caller feels that she was treated differently because she wears the meter. Caller stated that she already has a lawsuit filed with the Diabetics of America against TSA and would be contacting them, along with her lawyer, concerning this incident. Caller said that she will be going to the news with this complaint as well. Caller stated that another passenger with a pacemaker went through screening right after she did and did not have to have his hands swabbed. Caller stated that the other passenger was Caucasian and she is African American and didn't know if this had anything to do with it or not.

Incident Details:

Airport: John Wayne

Airline: Southwest

Date and Time: 6/7/2013 3:30pm

Caller had emailed us because she tried to find where she can comment about the AIT machine on our web site but cannot find it. She was sent an email back that said that we cannot assist her. She wants to know how to find this. She complained about the AIT being very dangerous and that she has been unable to see her belongings when she was screened by Patdown because the area is not set up properly allowing her to see them and she ended up losing a computer. Also the airports are not properly staffed with same gender personnel so that people who opt out of the technology can be patted down in a timely manner.

I told the caller to go to the Talk to TSA section of the website. She said she had and this is how she ended up calling us. I gave her the address to headquarters at Transportation Security Administration

6/7/2013
4:43:11
PM

601 South 12th Street

Arlington, VA 20598

I told her that the AIT is voluntary and signs are posted advising callers of this right. Also, TSA monitors the number and nature of complaints we receive and I have her complaint documented.

I told her that TSA agents are trained to maintain line of sight of her property and if they cannot they are trained to make sure she gets her items back. I told her that if she has a bad experience she may call us back with her complaint. She stated that it is not the fault of the people on the ground and again asked for someone she may write to. I told her to write to Headquarters at the address I gave her.

I even offered to send her information about the AIT machine but she said she knew about them and they are dangerous.

June 7, 2013

DEN to DFW via American Airlines (#1778)

Screening Occurred: 3:05 PM

6/7/2013
5:12:06
PM

Caller is wanting to complain about how it took approximately 10 to 15 minutes to get a patdown. Caller also complains about how his items were screened, though no item was physically damaged. Caller complains about the precarious placement of his items.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

The caller stated that he has an ostomy. He became a member of Global Entry to try to reduce the end for so much screening. He stated that he usually does not have problems at ORD. However, everytime he travels especially in CLE he is taken a room and to show the ostomy and was ask to remove his pants to do so. He stated that he is a FAA representative and has GE he can not believe all this would be necessary for as often as he flies.

Advised Caller:

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov/sites>.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller stated that his autistic stepdaughter (b)(6) was on a Domestic flight from ATL to Seattle. When (b)(6) approached the checkpoint she was advised to go through the AIT by the female TSO at the checkpoint. Caller stated that when his stepdaughter gets nervous she freezes up. When (b)(6) froze up she said that she didn't know what to do. Her mother then tried to explain to her what to do and asked the TSO if she could just pull her to the side for a patdown. The security officer then shouted at the callers wife and said no she is going through this. Caller felt that the security screener was beyond unprofessional. Wanted to file a complaint on the TSO.

6/8/2013 12:25:09 PM
6/8/2013 1:02:16 PM
Advised caller: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. Caller then stated that he thought it was poor customer service. Sent the information on to the CSM of the airport. Gave caller name, phone number and email of the CSM at ATL.

Name: (b)(6)
Phone:
Email:

Good morning.

This morning I flew out of John Wayne airport located in Orange County, California. I am currently 12 weeks pregnant and am not able to walk through the AIT X-ray screening. I advised the TSA employee that I am unable because of my pregnancy and that I would need to walk through the metal detector. Your employee did not let me and told me that I need to receive a Pat Down. I told him I do not want a pat down and then he told me I have to because I am choosing not to walk through the X-ray. I told him for the health of my child I have been advised not to. They just kept telling me that I have to get a pat down. Then they went and got the supervisor, her name was (b)(6). She was described to be about 5'5" around 60 years of age with short shoulder length brown hair (b)(6) and one of her associates took me to a private screening room and that's when I became very upset and confused because I found it very inappropriate and inconsiderate that they were performing this. They told me to put my arms up and I did then (b)(6) grabbed my hand and yelled sternly, (without any gloves on, her associate was wearing gloves) "put your hand like this". I pulled my hand away & she yelled "assault" and then threatened to call the Sheriff's department. If anyone assaulted anybody is was (b)(6) assaulting me by grabbing my hand and yelling at me.

6/8/2013 1:12:33 PM Clearly I am very upset. I have flown many times while pregnant, and I was always advised to walk through the metal detectors, never a Pat Down. I am informing you of this because I looked on your web site and it says, and I quote, "Also, AIT screening is optional and alternative screening is available for all passengers."

Alternative screening being metal detectors.

Thank you

(b)(6)

-----Original Message-----

From: (b)(6)

Sent: Saturday, June 08, 2013 4:40 PM

To: TSAExternalCompliance@dhs.gov

Subject: Security Checkpoint at Orlando International Airport

Dear TSA External Compliance:

6/8/2013 6:13:37 PM I am writing regarding my recent experience while passing through the TSA security checkpoint at Orlando International Airport. I generally opt out of passing through the scanners in favor of a hand search and in the past I've almost always found the TSA agent conducting the search to be both professional and courteous. Today the agent was polite and courteous, however as he conducted the search he did not explain what he was doing as he did it and he also neglected to inquire as to if I had any injuries or medical conditions causing me any sensitivity. As it happens I had a rather severe sunburn under my clothing which caused me some discomfort during the agent's search. As I fly with some frequency, I was not particularly surprised by the search itself, however the agent's lack of communication during his search was unacceptable. Were I less familiar with the "pat-down" process, or a parent of a child experiencing it, I would have found the lack of communication during the entire experience very distressing. Additionally, while the mild discomfort I experienced due to my sunburn was tolerable, my concern is that there are other travelers with medical conditions who might experience significant pain or worse due to an agent not making an inquiry as to medical conditions prior to conducting a hand search, this is also unacceptable. The agent's name was (b)(6) and, unfortunately he rushed off before I could note his full badge number, but the purpose of my email is primarily to address my complaint with the TSA itself rather than the specific agent. These are problems which should have been addressed in the agent's training and reinforced by his management. In my mind this is, at a minimum, a failure of leadership at the TSA in Orlando and it needs to be addressed. Should representatives of the TSA wish to communicate with me further, feel free to email me at (b)(6) or by telephone at (b)(6). Thanks very much.

Best regards.

(b)(6)

Sent from my iPhone

Caller's sister is a cancer patient. Caller's brother in law and sister, (b)(6) and (b)(6) were going through screening at Houston Hobby yesterday. She is a 4 foot 9, 90 lb woman and was in a wheelchair. They have been flying from Tulsa to Houston and back for five years to get cancer treatments at MD Anderson. Generally he assists her to go through the checkpoint. This time he was sent through another lane. Neither of them could keep an eye on their bag. Out of the corner of her eye, as she was getting her patdown, (b)(6) saw a man who went through ahead of her pick up an empty back pack. (b)(6) computer was in the bin and the man picked it up and put it in his own backpack. When they alerted the TSOs at the checkpoint, (b)(6) and (b)(6) were told that the TSOs could not look at the video to see who took the computer. They were given a complaint from the TSO. They were told to go online to file a claim, but they do not have a computer. (b)(6) had been trying to take care his wife and get their property. They would have to pay \$400 for another plane ticket. They were pushed to catch the plane for her treatments. The TSOs were nonchalant and uncaring about their situation. Caller stated that the two have been through a lot in the past five years and this was just too much. He said if TSA can find a woman's Rolex watch through their video, then they can find the person who took their computer.

Airport: Hobby

Airline: SW

Flight Number: 1597

Date and Time: May 8 at 12:05pm (Flight time, they were at the checkpoint about an hour before)

Location: Caller does not know

6/9/2013
9:01:04
AM

(b)(6) contact information:

(b)(6) (Home)

(b)(6) (His Cell)

(b)(6) is very hard of hearing.

I apologized to the caller, mailed the claim to (b)(6) and told the caller that I would send this to a CSM for review. I told him the claim form will go out within 24 hours and this would be sent to the CSM today.

June 8, 2013

(b)(6)

Las Vegas, NV 89134

Administrator-Customer Service

Seattle-Tacoma International Airport

P.O. Box 68727

Seattle, WA 98168?

Dear Madam or Sir:

The purpose of this letter is to describe an unusual incident at your airport while passing through security the morning of Monday, June 3rd.

6/9/2013
9:20:56
AM

My husband and I were flying from Seattle to Reno on Alaskan Air and passed through security the same way we have done throughout the entire world. With our passports and tickets in hand, we went through the line and, as is always the case, my 77-year-old husband set off the alarm due to both knees being replaced. He explained the surgeries to the agent and she immediately called over another agent to do the further exam.

The agent was extremely unhappy that he had been called over and spent the next twenty minutes blaming and berating my husband for this great inconvenience. He stated that it was my husband's duty to inform an agent at the beginning of the line so that he could have been sent directly to the x-ray machine, thus avoiding the lecture and pat-down. When my husband asked the agent where the sign informing customers of that policy was, the agent said there was none. We have never seen such a sign anywhere in any airport, nor have we ever heard of such a policy.

In the past, in all airports we've visited around the United States and the world, the agent called over to examine my husband has simply used the wand and/or patted him down and sent him on his way. This agent did not. He took his frustrations with his job out on an elderly, frail man in an effort to make himself feel better.

I will not identify this particular agent by description or name due to his instability but I do want to let you know of this incident so that you might consider a sign at the entry to the line describing this policy of notifying someone of such things as knee and hip replacements. Perhaps, this will prevent others who visit your airport from having to undergo such an ordeal as my husband did.

Thank you for your time.

Sincerely,

Feedback Type : Request for Information

Categories : Traveling with Children; Screening (AIT, Paldown) Current Date/Time : 6/9/2013 1:58:36 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello,

My understanding is that the full body scanners are a new technology and (1) have not been scientifically tested for long term issues on the human body - much less pregnancies - and (2) therefore have differing expert opinion on actual safety.

I am pregnant and not willing to put my child's development at risk especially when other, less controversial, technologies are available for usage.

Recently I was travelling via the US and your policies require that I pick up my baggage and recheck it forcing me to then go through a security line. I was directed to a particular line and patiently moved through the winding security line until I found myself at the end lined up to go through a full body scanner. I advised a security officer conducting traffic of my preference and I was immediately 'offered' an 'opt-out' option which I was not provided details of and I therefore assumed was something similar to the old wand used if you had accidentally set off the magnetic detector. My husband and I were quite embarrassed as we were then singled out by the guard who began shouting 'opt-out' and 'have an opt-out here' several times.

This 'opt-out' option, in the opinion I developed through experiencing it, was quite invasive. When I was required to put my feet on the yellow stickers my legs were spread so far apart that I felt quite exposed, vulnerable and I would go so far as to say violated, especially since a stranger was feeling uncomfortably close to my private areas while in such a vulnerable position. In addition, prior to the procedure starting they asked me if there were any areas I was sensitive to having touched. When I calmly voiced my preference that my private areas not be touched I was relatively quickly surrounded by three security officers being quite belligerent with me. I am not exaggerating when I say I felt dirty - in the sense that I had been mildly sexually assaulted - when the security officer was finished with me. These feelings are there every time that I remember (including right now) being forced to spread my legs so far apart while a stranger's hands touch my intimate areas. I felt that I was bullied into accepting this quite invasive procedure despite there being a perfectly valid option available, the old magnetic scanner, that was being denied to me yet provided to a whole line of other people who happened to be directed to the right line unlike myself.

On my return journey, as I approached the security person who was to review my documents I calmly informed them that I did not wish to go through the full body scanner and that I felt the 'opt-out' option was too invasive. I asked that they allow me to use the old magnetic scanner (which I had seen in use on the departing journey and is apparently opened for people for whom the full body scanner is not a reasonable option). This caused quite a lot of trouble. I was having to ask to speak with managers of increasing authority/knowledge. Most of those that I spoke with just said that they didn't have the authority as it was the policy but they were mostly polite. However, I must say that the senior manager on the floor was quite belligerent and bullying. The end result was that, after much bullying, harassment and time, I was allowed to go through the magnetic scanner. I vastly appreciated the help of the senior personnel who facilitated this which allowed me to travel by air without being violated.

I have a few members of family in the US that I occasionally like to visit and in the coming couple of weeks I would like to visit your country to shop for baby supplies as Canada (my preferred country) is a longer flight/distance from my gynecologist if there are any problems with the pregnancy. I would think a boost via tourism to your economy would be welcome. However, if I must face choosing my baby's safety vs my feeling mildly sexually assaulted and bullied I cannot in good conscience visit your country any more. It's just not a reasonable decision that you could possibly expect someone to make. I would like to point out that even the Israeli airport security, one of the strictest security forces in the world, has gone on record saying that the

From: (b)(6)

Sent: Sunday, June 09, 2013 2:08 PM

To: TSAExternalCompliance@dhs.gov

Subject: Complaint

I would like to file a complaint. I lost the form that the manager of TSA at the airport gave me. Last Tuesday June 4th I was traveling back from Philadelphia to St. Louis, MO. Sadly the complaint form had the name of the officer I want to complain about. She is a black woman. I was flying in the afternoon. It was probably around 1pm. I did speak to the manager on duty about it. I fly almost every week for work. I fly domestically only for work. I am dismayed and frustrated that there is NO consistency between airports. What goes at one airport does not go at another so that makes it VERY difficult on travelers to know what to expect. This particular day I had on a business suit with matching pieces. I went through the scanner and the agent insisted I take off my suit coat because it is OUTERWEAR. Now I have gone through security without taking off my jacket or they pat down my arms and back if I don't. I was not able to take off this particular suit jacket because the tank top I had on under it was very small and would expose my breasts without the suit jacket. I explained it to the woman. I asked for a pat down. She said that would not suffice. I had to be taken in a back room and HAD TO take off my jacket. I had to wait for two female agents to escort me to a back room and not touch any of my items and be patted down in the back. They by the way did NOT insist that I take off my jacket. I could tell by their attitudes towards me and the situation that they felt it unwarranted and over the top. The irony of the situation is that one of the agents that took me to the back room was Muslim in traditional dress and covered from head to toe except for her face. Yet I was penalized because I did not want part of my breasts hanging out in public due to an unreasonable TSA agent. This is the first time I have ever filed a complaint because I know TSA agents have a job to do. Because I have not seen the data, I am not convinced that their actions are keeping us any safer and until I do, I won't see it as anything other than an inconvenience. What I would like to see is some consistency between airports. I would also like to see some civility on the part of the TSA agents. For whatever reasons, I see it time and again they get dug in to a particular position and because TSA has unlimited powers over us as travelers they can pretty much do and say as they please to us. I have a rule that I do not speak while going through TSA because I know they can use anything against me and prevent me from getting to my flight and getting my job done but this Tuesday I had to say something. I am a taxpayer and a citizen with no record. I had no reason to be treated that way. If I find the name of that agent I will write again because I really want her reprimanded and I want your agency to adopt consistency. I have seen plenty of them mess up. I always pack according to the rules. I am meticulous by nature and want to get through the process as quickly as possible so as to avoid issues and time lost. I have seen them let a passenger through on someone else's passport at Lambert and it was only discovered when the second passenger realized she had the wrong passport and brought it up to TSA while passenger one on wrong passport was already on his way to the gate. Frustrated and feeling violated,

(b)(6)

6/9/2013
3:19:36
PM

6/9/2013
3:19:59
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/9/2013 3:11:26 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta, PHL

Comments: This morning (Sunday, June 9th) around 8:30am in the Philadelphia airport, the TSA officers prevented me from accompanying my wife and infant son through the security checkpoint. They said I had to take a different route through the scanners, and when I said I opted out and would like to stay with my family, they made me go through a pat down screening instead of letting me follow them through the metal detectors.

The TSA website clearly states that parents of children who cannot be screened may opt out to stay with their family. Quoting from the TSA's "Traveling with Children" website:

"Parents carrying infants or children cannot be screened by the imaging technology. In addition, parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

There is no mention of "only one parent", yet not one of the TSA employees I encountered in Philadelphia were aware of the policies posted on the primary TSA web-page.

When I complained to the supervisor, he was rude and told me I didn't know what I was talking about. It was clear he had no intention of behaving any differently to any other travelers.

There is absolutely no reason to force a family to separate while traveling. It's already hard enough with an infant; having uninformed TSA agents implementing made-up policies makes travel that much harder.

To: All Supervisors and Department Administration

Date: 06/10/2013

The attention the main stream media and social media has received from video footage, pictures, and verbal accounts of encounters with security checks. It has been growing every year since the inception of the TSA and the procedures used to choose persons to be subject to further search during travel in airports across the country.

I request information that TSA collects that will justify such procedures. please include realtime facts of any and all American Citizens in the last 20 years that have been found guilty of Hijacking an American Plane and/or plotting terror among an American plane. these facts must be known to not be in any part, a conspired plot by any American Government agency.

There are numerous videos of TSA groping people including young children that are American Citizens, Im sure there has been many complaints of methods used to search and frisk passengers,

The other item I request is statistics of the numbers of actual terror weapons thwarted by TSA agents. with the 1000s of people passing through security at the airports and enough suspicion to fully seach young kids from age 1 and up, this is cause for release of reasons why adults and children alike are being searched. with numerous persons fitting profiles of past terrorist and still having time to search non profile-fitting persons. I request all records and /or statistics of persons arrested due to the fact of the TSA finding tools from people passing security points that would be used to commit terror,

with the billions of tax dollars spent to run the TSA and the years in operation there must be pages upon pages of terrorist arrests from the procedures of the TSA and their commitment to thwart any terror activiy on our homeland.

Thank You for your Patriotism

Pursant to previous sprcial order WH
Authority Auth-true.htm

(b)(6)

6/9/2013
5:17:10
PM

6/10/2013
8:27:10
AM

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/9/2013 9:31:59 PM

Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/09/2013 9:30 AM Airline & Flight Number : AA 1667 Checkpoint/Area of Airport : Gate K TSA Employee: (If Known) : unknown Comment : I went through the X-Ray machine at O'Hare approximately 8:40 AM and when I exited the machine a female TSA Agent immediately said she was going to pat me down. Without further comment, she proceeded to place one hand on each of my breasts, and then told me to go. I have had multiple surgeries for breast cancer and she did not even give me the opportunity to advise her of that and to please be gentle as I have constant pain in my left breast. I usually wear an insert in my bra, but never wear it when I travel because it is a gel substance. Therefore, I feel there was no reason for a pat down of my breasts (and in full view of other passengers). I feel very violated by this woman and would have tried to get her name, but my husband was in a wheel chair and I had to retrieve our carry-ons and quickly keep up with the person assisting us to the gate. I would like an explanation as to why this agent acted in the manner she did. I find this unacceptable behavior.

6/10/2013
8:28:54
AM

I would appreciate an immediate response to my complaint.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller will fly Saturday with her daughter age 13 from Salt Lake City to Long Beach, CA.

Caller is on TPN and she has a central line in her chest and her food and fluids are all done by IV into a port. She needs to bring her supplies with her.

Once before she had issues and her daughter was upset.

Her daughter wants to go on a trip again so that is why she is calling.

Response Details: Call dropped.

I called her back 801-636-0152.

Told her I am sorry she had trouble once before. Offered to take a complaint but she said it was last year and her main concern is doing better this time.

She said what happened is she put her items on the conveyor and thought she told them and her daughter had the bag and they told her daughter not to approach her.

She had a doctors statement inside the bag.

Somehow a bag of her fluid got zipped up in the bag and leaked and she had to replace some supplies while on her trip.

She does not want to do a complaint.

6/10/2013
1:55:09
PM

Told her it is important she keep her medication bag since it is hers.

Also I explained if something alarms and we do not know why we do not allow anyone to approach the bag. If a person alarms we do not allow someone to approach them.

Told her to pack whatever she needs in a tote or bag and inform the Officer up front that she has liquid nutrition and fluids.

She stated she has syringes to put it into the port.

I explained she may bring whatever she needs as long as she tells them she has it.

She is allowed her medical bag in addition to her purse and a carry on bag if all she has it is medical supplies.

Told her to inform the Officer about her port before screening begins.

Offered information about the Notification Card but she stated she would verbally tell them.

Advised if we are unable to complete her screening with the AIT machine she will receive the patdown and under normal circumstances her daughter can be with her if she would like to have a private patdown.

She mentioned she wears a pump with AA batteries in it to deliver her fluids.

She wanted to know if it is an issue with the Airline for her to have it hooked up during the flight.

Told to check with the airline but I would not imagine it is an issue.

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 6/10/2013 12:23:25 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/10/2013 9:30 AM Airline & Flight Number : American #2783 Checkpoint/Area of Airport : B7 TSA Employee: (If Known) : Various Comment : My dad is 80 years old; has trouble walking etc. subject to electronic scan; then a pat down; then a chemical wand. The TSA agents were not very elderly friendly; P.S. my dad is a decorated Korean War veteran. He understands the need for safety; I saw this more as abuse. Very disappointing.

6/10/2013
2:13:33
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has metal implants and has lost 200 pounds, so she has a lot of excess skin on her stomach. She is also elderly and 100% disabled.

Response Details: Advised caller:

She will need to provide her formal complaint in writing. I will forward her complaint to the CSM and our disability specialists and send her an email with instructions on filing the complaint. It must be submitted within 180 days of the incident.

Sent email. Sending to ODPO and CSM.

Incident Details: She recently flew from GUC and had a very bad experience. She stated that she went through the AIT and was selected for additional screening, which included a patdown. She thinks that they made her receive a patdown because of the excess skin on her stomach. She did not like receiving the patdown and the whole time it was being done, a male officer kept turning around and staring at her. She also stated that the officers got upset because of her liquid prescription medication.

6/10/2013 She has a metal rod from her hip to her ankle and a knee replacement. She is also elderly and 100% disabled.

6:45:22

PM The female officers were older and the male officer that kept staring at her was in his late 20s with long blonde hair.

She wanted to file a formal complaint because she feels that she was discriminated against because of her disability.

Airport: Gunnison

Airline: United Airlines

Flight #: 6158

06-09-13 at 6:55 p.m. she went through security

She does not know what terminal or gate

Caller stated that when going through the checkpoint, she was upset with the way the officers did her patdown screening. She let the officers know that she had a large metal implant in her leg and they made her go through the body scanner. She alarmed the scanner and the officers made her go through a full body patdown to where the officers touched all her private parts. She is very upset about this because it did not happen when she initially flew out to Orlando.

6/10/2013 Caller did not have any flight information to forward to CSM.

7:21:37

PM CCR informed her that she can call the CSM directly when she gets the flight information at 1-866-289-9673 opt 5 with the airport

Caller just returned home and Maui and she is disabled. The caller had a temporary Hawaii drivers license, elderly affairs picture ID and boarding pass. She was in the process of changing the name. They did not give her back the boarding pass, temporary ID and elderly affairs ID. The Hawaiian airlines agent put her name in and found her seat, because the TSO took her boarding pass. Caller questioned the TSO and he said you must have put it in the folder, which had the itinerary. She remembers the TSA man took her by the wheelchair and was given a wooden cane to stand and go through the WTMD. She was then taken to side for a patdown, because she did not provide a valid photo ID. She gave a grey-haired older man in a TSA uniform, her documents. One woman searched the carry on and another search the caller. This all happened in Kahului around 11:15 this morning. Caller went through 6 marriages and divorce decrees. Caller already contacted the CSM and left her contact information.

6/10/2013 Advised Caller:

7:45:15

PM You may contact the Kahului Airport lost and found at: 808-872-3421. You may also redial the number, select menu option 5 and enter the airport code. We will be forwarding your information to the CSM at the airport.

Airport: OGG

Airline: Hawaiian Airlines

Date and Time: June 10th 2013 10:40AM

Gate Terminal: One security for all departing flights.

Officer: Large framed Grey-haired Older man in a TSA uniform

6/10/2013 Caller had difficulties three years ago going through PHX because the AIT was not working and he had to go through the WTMD even though he had informed TSO of his metal implants. When he alarmed not only did he have to have a pat down he was then subjected to a secondary pat down in a private room. Caller wants to request an appointment for an AIT screening.

9:10:41

PM Relayed the CSM contact through option number 5 on the IVR and relayed the TCC number and he stated he had called in on the Cares line but it was not identified on the telephone screen.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/10/2013 10:41:27 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening / Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines Flight 4875, Departing Durango for Denver at 5:59pm MDT on Monday June 10, 2013.

Comments: My concerns:

1. Inappropriate Screening / Pat Down Screening
2. Inconsistent screening (different practices between airports)
3. Long lines/lengthy wait at checkpoint
4. Discourteous / Rude Employee

6/11/2013
8:31:15

AM

On Monday June 10, 2013, I flew from Durango to Denver on United Airlines flight number 4875 departing Durango at 5:59pm MDT. My experience with TSA at the Durango airport was appalling and downright offensive, to the point where I plan to seek legal advice. I arrived at the Durango airport with enough time to check a piece of luggage from Durango to my final destination (San Francisco). After getting my boarding pass and checking my luggage at the United Airlines ticket counter, I immediately went to the security line. The security line was at a standstill for about 5 minutes with approximately 7 people waiting for their carry on luggage to pass through the x-ray machine and walk through the security gate. I am not sure what was happening during these 5 min as the other side of the security gate was not visible to me.

I spoke to the passengers waiting in line. All seven (7) passengers were on the same flight to Denver (flight 4875). As we were standing in line, the United staff member at the gate announced final boarding call for flight 4875. The TSA staff member who was overseeing the bags going into the x-ray machine proceeded to tell all us that he was aware we were on the flight that was currently boarding. He also expressed his ambivalence as to whether or not we made it on the flight. This TSA staff member didn't make any attempt to move faster. To the contrary, he actually appeared to move slower. He insisted that bags would need to be re-run through the x-ray machine if the bags were touching each other going into the machine (I have not heard of this rule at other airports). This TSA staff member was a Caucasian man with grey hair who appeared to be in his 50s-60s.

After waiting in line for approximately 10 min with only 7 people in line, I finally had my bags running through the screening area. At this point, I noticed that there were 3 additional TSA staff members on the other side of the security gate. Their roles appeared to be: (1) screening passengers as they walked through the gate (Hispanic man in his 30s-40s), (2) watching the monitor for carry-on luggage x-ray screening (Caucasian woman who appeared to be in her 50s-60s), (3) the role of the 3rd woman was unclear (I believe she was suppose to be the manual screener for luggage and/or people?). The man who was responsible for directing people through the security gate was distracted. Once all my bags made it into the luggage x-ray machine box (past the flaps), I looked at the Hispanic man to receive the signal to walk through the human x-ray machine but, he was looking away. He didn't notice that I was waiting to pass through. Eventually, I caught his attention by making eye contact and asked if it was ok to walk through. He said yes. I walked through the human x-ray machine without a problem (no alarms went off). The Hispanic staff member confirmed that I had passed the screening. I waited for my personal belongings

Disability Description: The caller indicated that she has an implanted neurostimulator.

She he has demagnetised titanium rods in her back and neck.

She indicated that in the upper part of her buttock lower back she has an implanted computer that runs her stimulator. She has a card in regard to the device. She doesn't want to miss her flight. She will get there early.

Information Request: She asked if newer AIT technology is used or if the old ones are still in use at BDL. She indicated that knowing such would determine how what she can do at the checkpoint.

She asked if he advise of the computer ahead of time and expressed concern that TSO may think that it is a bomb.

6/11/2013 She asked if there TSA's website is where she would go to see the prohibited items list. She indicated that she was on the website under Traveler Information. She asked if she should select the link for liquids.

11:30:34 AM She is traveling from BDL to SLC.

The caller mentioned that she thinks that she will be screened via a patdown as that seems to be the simplest way.

She asked if this applied at all airports.

Response Details: I explained that the information that I have indicates that BDL is listed as an airport that has or is scheduled to receive AIT. It does not indicate which technology is listed. I advised that she can determine this by contacting the CSM via 866 289 9673 and option 5.

I advised that she inform the TSO of the metal implants and internal devices before the screening process begins. Doing so, can help facilitate the screening process. If there is an alarm or anomaly, TSO will know that she advised of the metal implants
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/11/2013 12:51:38 PM

6/11/2013
2:20:50
PM

Name: Duplicate
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): June 10, Allegiant Air Plattsburgh, NY-Las Vegas Nevada Flight 569 approx just after 4 PM..

Comments: I would like to discuss a terrible and stressful situation that happened yesterday with the "supervisor" on duty. I did ask for another manager immediately and was told he was all that was available. He was rude, mocking me, tormenting, and messed up and backed tracked at what he said-he tried to intimidate me and flat out lied about what he said and what happened. I want to discuss this on the phone with a manager, right away (b)(6) Thank you

Caller spoke with Bush supervisors, which he feels suffer from a power complex. He can not stand for a very long period of time and needs to sit during a patdown. The TSO at Bush stated that if you are looking for that you won't get that here. Caller was told by the TSO that he wishes someone would take his phone and throw it in the tarmac because he is tired of answering the phone for these people when the information is on the website. He then looked at his companion and asked her what she thought she was looking at. He talked to one of them June 11, 2013 4:30pm and the other 2 days previously. He goes overseas for business frequently and his leatherman tool never gets there. These are 70.00 tools and wants to know why. He does not have NOIs. Another TSO at Bush told him the only way he can sit during a patdown was because the only policy they have is for the sticks and chair community (referring to persons with disabilities). The TSOs told him he sounds like he is one of those argumentative types of people.

6/11/2013 4:52:06 PM This was a 35 minute rant. He is mainly upset with the Rudeness and Inconstistency at the airports. For every question he has he is referred to the TSA by the airline and CBP.

Advised caller:
TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Caller stated that she needs to lodge a complaint about what she encountered at EWR on 1-14-12. She went through the scanner that shows naked pictures of her body. The TSA agent stuck her hands down her pants, and no one has contacted her regarding this. She doesn't know her name, but she filed a complaint with a supervisor at the airport on that day, and has heard nothing back. She wants to know how she can file a police report for that.

She had to stop the officer from doing that. The supervisor told her that it was a gentle slide out of the clothes, not inside of the pants. She thinks it is inappropriate and shouldn't have to be done once you go through the naked body scanner. She said there was nothing but skin down her pants and she had to stop her because she was touching her genitalia.

Flight details below:

Airport: EWR

Airline: American Airlines

Flight #: 119

Departure Date: 1-14-13

Departure Time: 6:12 p.m.

6/11/2013 7:07:01 PM Went through security: Anywhere between 3:30-6:12 p.m.

Terminal Gate: A 30-35

She was wearing either a turtle neck or sweater and a pair of baggy jeans. The agent who conducted the patdown was African American, between 20-40 with short dark hair. The supervisor was caucasian, short, 5'1 or 5'2, an older woman.

She wants to know when they will call her back.

Advised Caller:

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

I told her that we have no information in regards to when they will contact her back, but she if she hasn't heard anything back by next week she can always call us back and we can see what we can do from there.

6/11/2013 10:10:40 PM Your agent in the west palm beach airport did a pat down with black gloves that left marks on my white shirt. Use gloves that do not leave marks or if they were dirty they should change them before touching passengers. I will spend the rest of the day traveling with black marks on my chest. Very inconsiderate.

PM

Called and spoke with another agent about his ostomy issues at CLE when traveling and mentioned the expedited screening process. Caller has GE and thought he was guaranteed he would be allowed through precheck everytime he flies. Has had for about a year and a half and has never been allowed. States he books his flights and hasn't been entering his PASS ID in the Known Traveler Field. Generally flies United from ORD, works for the FAA on a contract basis and flies frequently. When he goes through the AIT at CLE he states he has an ostomy and the agents don't seem to know what that is and he is required to have a patdown. Stated he had to rub his hands over the bag and his hands were tested for explosives, which isn't an issue and he had to have a patdown and has been questioned about the ostomy. States CLE didn't seem to know what an ostomy was and didn't share the information with the agent on the other side of the machine. His bag was hand inspected the past 3-4 times he flew and he had a computer inside.

Response:

Explained to caller if an anomaly shows up on the screen going through the AIT it will require a patdown to complete the screening process, even if he informs the agent.

6/12/2013 8:42:50 AM Explained to caller if he doesn't want to go through either technology he can request a patdown. Confirmed the process for screening of an ostomy bag and advised he is welcome to speak with a supervisor while at the checkpoint to resolve any issues.

Explained the precheck process may only allow a passenger to not remove shoes, 3-1-1 bag and computer from the bag, belt, outerwear, etc. Will still have to be screened.

Advised to enter his PASS ID # in the Known Traveler field when booking future flights and if he continues to have issues he can contact the TCC within 72 hrs. of a denied flight and provide information, we can forward to the appropriate office for review. Explained his ticket should be booked in the exact name as on his GE card because the number is tied to his name.

Explained random selection only, not a guarantee and the difference between precheck and trusted traveler, GE.

Must be flying with a participating airline from a participating airport to be eligible. Consideration is given at the time of the booking, during the pre-screening processing.

Advised caller the screening technology for detecting metal objects in checked baggage is much stronger than the carryon and other items can also trigger alarms necessitating hand inspection of a bag. TSA encourages passengers to transport valuables including electronics in carryon bag.

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 6/12/2013 8:40:24 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

6/12/2013 9:58:41 AM TSA Employee: (If Known) :

Comment : I have metal knees. What is the point of a TSA pre screen if I still have to be patted down?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA,

Yesterday I went through the SEA airport on my way home To Dallas. I entered the security line at 11:00 am and exited at 11:45. The reason it took so long was not only because of the very long line but because they subjected me to extensive security procedures. I am a 54 year old, white, Grandmother, who flies frequently. My husband is a corporate executive with a large American company, who also travels frequently and has pre-screening. After exiting the scanner they patted me down and then swabbed my hands, which showed an obviously false positive result. They then took me aside and swabbed everything in my purse and camera case. After waiting for a superior, they took me to an inner room and proceeded to do a rather invasive pat down. Afterwards they just said, "you can go".

6/12/2013 12:03:28 PM Why are you doing inaccurate tests and subjecting innocent law abiding travelers to such harrassment? Have you heard the saying, "straining out a gnat but swallowing a camel?" This is what you people are doing. How many white, middle aged grandmothers from Lewisville TX are suicide bombers?

To add insult to injury, I open my suitcase to find your, "notice of baggage inspection" and found one of my sweaters cover in white fingerprints.

I am sending this complaint to my congressman as well.

(b)(6)

From: (b)(6)
Sent: Tuesday, June 11, 2013 1:24 AM
To: TSAExternalCompliance@dhs.gov
Subject: Unprofessional Behavior by TSA employees at VPS airport, FL

TSA External Compliance:

6/12/2013
12:04:02
PM

I am writing to express my concern at the unprofessional behavior of TSA agents at the VPS Airport, FL, on 10 June 2013 approx. 2pm.

My son proceeded through the security area and opt-ed out of the AIT screening. He did so fully aware of the TSA's decision to require pat-downs of all travelers who do so.

One of the two agents who 'assisted' him exhibited behavior associated with anger and resentment at my son's choice, despite the clear TSA policy: "Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right".

Additionally, the agent slammed his carry-on luggage onto a table and proceeded to hand search through every bit of his carry on baggage AND wallet, examining every card and checking it against his ID. I have never seen a person's personal documents searched through in the security area.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 6/12/2013 10:29:02 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/12/2013
12:04:19
PM
Comment : My granddaughter was traveling from Orlando to Pittsburg with her school for a camp. Her mother had decided to braid her hair to eliminate stress. The TSA agent in Orlando and the agent in Pittsburg examined her hair. We need to know the policy, to avoid her being embarrassed in the future.

Thanks,

Concerned Grandmother

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller wanted to transport a live plant as well as a fossil in carry-on luggage. Also, her son is a quadriplegic, and she is upset that his blankets must be screened. Also, she believes that he is discriminated against because he has to receive a patdown as he cannot be moved out of his wheelchair, and must wait for a long time to be screened.

Advised Caller:

Plants and seeds are permitted in carry-on and checked baggage after undergoing proper security screening.

Search Results For:

fossils

6/12/2013
12:17:22
PM

Check or Carry-on

You may transport this item in carry-on baggage or in checked baggage.

Passengers should inform the personnel overseeing the checkpoint line that they have difficulty standing or waiting in line due to a disability or medical condition before entering the line.

TSA personnel should honor a passenger's request to move to the front of the line.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must be in writing.

The caller indicated that she has already filed a formal complaint, but believes this does nothing.

All accessible property, including blankets, must be screened before allowed through the checkpoint.

Caller stated was strip searched when she went to New York.

She flew from Long Island McArthur NY to Orlando International.

Part of it happened at Orlando but mostly at New York. She said she did not even have her underwear when she left New York.

She stated she is having anxiety now.

I asked if this was a patdown.

She stated it was.

She stated she is flying back out of Orlando International tonight to Long Island.

She said it happened 04-02-13.

I asked if she called us before.

She stated she has called several times.

6/12/2013
2:31:19
PM

Told her I am searching and find no record for (b)(6) at (b)(6)

I asked if she might have used a different phone number before.

She would not answer.

On Tuesday 4-2-13 she was at Long Island McArthur NY to fly to Orlando International on Southwest Flight #1097 Confirmation # CA55MDJ Departing at 8:20 PM.

She kept talking and saying something about leaving Orlando to NY and so I asked her to let me talk and help her.

I repeated the details she had given back to her and she said that is what she said but not what she meant.

She was unsure if it happened at Orlando International or New York.

Since she recanted the information I am not entering a date.

Told her if she arrived in Orlando TSA would not have screened her if she was at her destination.

(She seemed confused)

I explained we only need to screen when you are preparing for a flight.

She said she thinks something happened on Mother Day.

Caller wanted to get the patdown information for Macarthur NY. She was patted down and striped naked. She wants to go online and let the public know what TSA does when they have a patdown. She states when people come from international flights they need to know what to expect.

6/12/2013

3:49:24
PM

Advised Caller:

TSA does not have jurisdiction over international flights. She request the number for the department who does handle that. We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511.

She kept going on and on about her experience. I asked her if she had another question since she had already called about her patdown experience.

December 9, 2009, Caller advises that she was inappropriately touched by a TSO in Washington DC. Caller is wanting to file a complaint about this. Caller indicates that while going through screening, she was groped by a female officer.

Advised Caller:

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

6/12/2013

5:54:49
PM

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

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Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/12/2013 8:42:25 PM Airport : EWR - Newark International Date/Time of Travel : 06/12/2013 6:00 PM Airline & Flight Number : United 679 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am pregnant and did not want to go through the X-ray machine. I told the attendant and he mentioned it was safe but i was not about to take a 21 year olds word for it when my babys health is at stake. A sign with fda information and radiation levels like what is posted on your website would have convinced me but you have nothing posted. So the not so friendly officer screamed out "female assist". I waited. No one came. for approximately 5 minutes. The attendant was right in front of me and showed absolutely no concern for the fact that I was waiting. Neither did the other officers around who saw me waiting. I told them that I needed to go through and they showed absolutely no concern and just screamed out again " female assist" loudly but to no one. In short, I waited for over 13 minutes (according to my phone) until finally someone came when I insisted I talk to a supervisor. In those 13 minutes, several people were simply walked through the metal detector Because they were travelers accompanying minors with no pat down while i and another pregnant woman waited. After the pat down: I had to run to my gate and was the last person to board the plane. Your lack of signage advising about the radiation of the machine is silly, especially when you do had multiple signs about potential impact to undeveloped film! The lack of systems to get assists other than yelling out to thin air is backwards and clearly ineffective and inefficient, and ultimately, the absolutely lack of concern or customer service mindset of your officers is simply appalling. I hope you take this into consideration across airports. I am absolutely respectful of your work to keep us safe and never complain about any of you measures, but the least you can do is remember that you are paid for by us the taxpayers and at minimum, should act with a sense of urgency and customer service mindset.

6/12/2013
8:59:43
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From (b)(6)

Sent: Wednesday, June 12, 2013 4:50 PM

To: TSAExternalCompliance@dhs.gov

Subject: TSA Complaint

To whom it may concern.

I have been retained by (b)(6) with regards to a Complaint filed with the TSA in January of this year. We sent a Complaint letter to the TSA, a copy of which is attached hereto, but have yet to receive a response. Please let us know the status of the Complaint, and what action, if any, has been taken with regard to my client's situation.

6/12/2013
8:59:53
PM

(b)(6)

Westlake, OH 44145

(b)(6)

January 11, 2013

Transportation Security Administration
Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

6/13/2013 I dislike your "groping" procedure by a person of my gender can I ask for another gender?
8:29:43
AM

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); 4th Amendment Current Date/Time : 6/13/2013 5:51:56 AM Airport : PHL - Philadelphia International Date/Time of Travel : 06/11/2013 Airline & Flight Number : US Airways #991 Checkpoint/Area of Airport : Security screening in Customs TSA Employee: (If Known) : multiple, name tags not obvious Comment : Recently diagnosed with breast cancer, I declined to go through the full body scanners. "Opting out" policy subjects you to intimidation, delay, denigration and overall hostility. I was told "opting out" denies the option of the metal detector screener. The "pat down" seems designed to punish you for being a belligerent. The "low grade" radiation exposure they insinuate is "low risk" is anything but. "low grade" radiation lodges in the body instead of passing through like an xray. What is it doing to children and women of childbearing years?

Michael Chertoff et al is making a fortune from the machines. You are irradiating the entire flying public dangerously. Are you tracking birth defects and miscarriage and cancer rates? It would be less galling if you had only stopped the Boston Marathon bomber. I am a 66 yo silver haired 4' 11" female with a NY Irish ancestry. I am not the profile of a terrorist bomber. Screening policy should emulate the Israelis.

This absolute invasion of our bodies in the name of security is far more damaging than the NSA spying. We met New Zealanders who told us no one wants to come to America anymore because of the TSA harassment & irradiation exposure.

I want Janet Napolitano to read this! Her TSA has left a bitter taste to the end of an otherwise fabulous family trip to Italy!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good morning,

I just went through the TSA security checkpoint at the Cleveland (CLE) airport. I am a frequent traveler and have never felt so disrespected and unsafe going through a security checkpoint. As a pregnant women I opted out of the body scanner, which I have done many times before, the gentleman working the line had me wait by the baggage scanner, not unusual, my bags went through the baggage scanner and came out the other end and waited for me at the bottom of the baggage belt. I stood there waiting for over 15 minutes as my bags sat at the bottom of the baggage belt unattended. As I voiced my concern, about my laptop, purse and other valuable sitting there unattended, to the gentleman working the line, he replied with, "well, that's what happens when you choose to opt-out". I was in a security area, but felt as secure as leaving an unattended purse at a busy amusement park. I am highly disappointed in the lack of respect I received as a traveler, as a person, and as someone who went against the norm and opted out of the full body scanner because long term research has not been done on the affects of fully body scanners on an unborn fetus.

With that said, I understand you cannot control the actions of others and the comments they make but you can add additional security at the end of a baggage belt so when travelers wait in line for a pat down, away from their bags, they can still feel safe and secure.

Thank you,

(b)(6)

6/13/2013
8:30:36
AM

6/13/2013
10:08:35
AM

Caller and her husband were at LAS yesterday (June 12th) on the way home to Austin. They were in or at Annex C for their Southwest flight (480 scheduled for departure at 1710 hrs.). Their contact with the first TSA officer was obnoxious. She was getting a bin and the officer told her to give it a rest: he told her to get out of the way, then he took the bin and put it in the stack. Her husband exchanged some words with the screener following this.

She then refused the AIT and knew that she would be patted down. She understands their description of the process. She was asked to move over for screening. The female officer came up to her, and the caller asked her to change her gloves. She rolled her eyes but did so. She explained the screening process to the caller. She then went up the caller's inner thigh and according to the caller, pressed her hand into the caller's vagina. Caller questioned this and the screener disputed it. The screener became agitated, then did the same again and placed her hand against her labia and against her clitoris. Caller accused the screener of doing this again and advised that it was uncomfortable. Caller asked for a supervisor.

The supervisor (b)(6) came over and was very professional. The TSO showed the supervisor what she did on the caller and then did it again (caller avers that she was sexually assaulted now three times when this occurred). Supervisor (b)(6) gave caller a comment card and advised that he would review the procedure with the TSO. Caller left but then came back and asked for the person whom is in charge. She was given John Pistole's contact information. She asked who he was and was told he was the top administrator. Caller asked to speak to the person in charge there at the airport and advised that she needed to speak with them now. There was a delay, and then a woman finally showed up. Caller spoke to this woman, (b)(6) whom explained the complexities of the screening machines. Caller advised that this was not the subject of the complaint.

Additionally, her husband was patted down. There was no touching of his genitalia whatsoever. That patdown was done by the same officer whom gave her an issue with the bins.

6/13/2013 11:59:57 AM
Caller is very familiar with the screening procedure since she flies often. There was a woman with a dog following her whom was not patted down. Caller thinks that everyone should be patted down. Caller feels that she was retaliated against for opting-out. Caller said that she knows that the policy does not allow for screening of her person in the manner in which she experienced.

When she asked for the TSO's name, STSO (b)(6) and said they cannot provide the name of the TSO for security reasons, but she got it during the screening: TSO (b)(6). The complaint card said that she could ask for that information.

Caller advised that she felt that she was sexually assaulted three times. She cried for the remainder of the trip.

Relevant flight and event information was collected and appears below:

1. Airport: LAS
2. Airline: Southwest
3. Flight number: 480
4. Departure date and time: June 12th, 1710 hrs.
5. Approximate time of incident: 1645 hrs
6. Location (terminal or gate number): C Annex
7. Contact information: (b)(6)

She wants the woman's head on a stake but will accept a formal apology, at the very least, from Office (b)(6).

Caller had a hip replacement and yesterday he was going from DCA to LGA Marine Air Terminal, Delta, Shuttle flights. Today he is at LGA and the procedures were different.

Going through checkpoint he told the TSO he had joint replacements and TSO mentioned the AIT and caller agreed, was told to take his shoes off and he said he was over 70 and the TSO said he had a choice and if he didn't want to remove his shoes he could go through the magnetometer. They took him aside and he had a thorough patdown and he said at DCA they walked him through without a problem. Understands there is a job to do and after he took his belt off and they measured his shoes with some kind of instrument was told he was free to go.

6/13/2013 1:46:55 PM
The supervisor then came to him and told him to take his shoes off and he told him he had gone through the magnetometer. Told supervisor what he had been told and he told the supervisor he would check into it and asked what is the correct procedure?

PM
Caller asked about the proper procedures and consistency between airports?
Call dropped at approx. 1:53 PM.

Response:

No response, see note.

On June 11th, 2013, estimated time: between 6:30am and 7:30am.

TSA agents requested a bag search, hand swab, body search ("pat down and wand) after being cleared of the walk in full body scan. An additional search was performed on a travel bag and hygiene bag which contained a Galaxy Note phone, external power pack, colognes, facial care products, toothpaste, etc.

The hygiene bag was detached from my backpack and was carried away by another agent after two scans for further assessment as the initial agent checked other bags in question in my presence.

The agent completed his search and released me to continue past the checkpoint and to the food court.

I did not have my hygiene bag returned to me by the other agent.

Description: Black leather hygiene bag

Contents: Galaxy Note Phone w/hard cover, external power charger (white) with dual connector ports, colognes, etc.

6/13/2013
2:04:30
PM

Contact person:

(b)(6)

Or email (b)(6)

Thank you

Sent from Yahoo! Mail on Android

To: The Highest Official in TSA

From: (b)(6)

On May 28th, 2013 between the hours of 11:30 am and 1:30 pm, I was involved in a pat down due to the fact that I had forgot my identification. A pat down was acceptable and understandable. I was not offered the choice of a public or a private pat down. I was directed to the area to the right after passing through the body scanner. The pat down began. However, the young man involved in performing this task pulled my pants and briefs down exposing all of my left buttocks and some of my right buttocks. The young man never attempted to rectify the situation and I had been told not to move. My wife and those standing by, witnessed the entire event. The young man turned to my wife and said that wasn't supposed to happen (while he was grinning). He continued the pat down and still did not attempt to rectify his admitted error of personal violation. After he released me to move, I then pulled my under garments and pants up to cover my nakedness. My dignity was severely compromised due to carelessness!

I am positive that if you review your cameras you will see the details as I have described them.

6/14/2013
8:18:55
AM

My wife and I continued our trip to Orlando Florida and upon returning to DFW, I stopped to report this to the Lead TSA in charge at that time, (b)(6) I left her my name, and telephone number. I will list all of my contact information here for you as well:

(b)(6)

Tyler, Texas 75703

(b)(6)

Thank you for your immediate attention to this matter. I expect to hear from you very soon.

(b)(6)

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 6/14/2013 6:27:37 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

6/14/2013
8:19:54
AM

TSA Employee: (If Known) :

Comment : I was taking pictures of my friend during a patdown at FLL on June 4, 2013 when 2 TSA agents told me to stop. According to the TSA website, this is allowed. If this is the case, why was I stopped? Is it allowed to do this at FLL?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good Morning,

As a frequent traveler I have no issues with random luggage checks, scanners, occasional pat downs, hand swiping etc. I have had my bags randomly checked numerous times as I see the notice inside my bag upon arriving at my destination. Typically I can barely tell that items in my bag have been moved and the search has been done very considerately, in my opinion.

I'd like to share my most recent experience with a bag check which wasn't handled so considerately. June 6th I boarded a flight in HNL with a final destination in SRQ. This involved a transfer in ATL and was obviously a fairly long travel day. Upon arriving home and opening my suitcase I could tell that it had been searched even before seeing your notice. The contents were in complete shambles. I pack items that may leak inside a plastic bag as a layer of protection. I pack cosmetic items inside a zippered container to keep them secure. I also had purchased a souvenir glass that I had carefully wrapped inside other clothing to make sure it was secure. Due to the careless search of my bag the contents of the plastic bag and cosmetic bag were just dumped into the suitcase while all other items were randomly scattered around, therefore the glass was cracked. One of the items that could leak, did, so I now had lotion all over nearby items and I have 2 permanently stained items related to the dumped cosmetic bag. As this was a long travel day, these items had time to soak in and were not treated immediately to prevent stains.

6/14/2013

12:05:03

PM

I'll admit to being very disappointed in the careless manner that my personal belongings were treated. This is coming from one of the cheerleaders who tries to get people to lighten up over all the new checks, rules and inspections.

Does the TSA offer any type of compensation for these types of issues? The broken glass cost me \$10 and the 2 stained articles of clothing would cost about \$40 to replace.

Thank You,

(b)(6)

Name: (b)(6)

Phone#: Cell: (b)(6)

Mailing Address: (b)(6) Thornton CO 80229

email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I flew out of Billings Airport 6/2/13 at 0600. I got to the airport a little before 0500. When I got to TSA, the agent at the podium was rude when I was trying to deal with my toddler and didn't realize I was next in line. When I got to the actual screening, the agent at the the beginning told me I might have to get a pat down OR have 3 of my containers of my son's food tested, because of the size (they were food for my 1-year-old) & I told her I was fine with that. She was the only agent that was kind and polite to me. The male TSA agent at the end of the screening line told me I had too much food for the length of my trip. I have a problem with that, as he doesn't know how much my son eats, and I being pregnant, have to eat as often as my son does. Also, my trip was going to be a MINIMUM of 8 hours from my departure time in Billings to my arrival in my final destination, and I cannot afford airport food, nor can my son's food sensitivities tolerate it.

After this, instead of the 3 containers of food being tested like I was told, two very rude TSA agents tested EVERY food and liquid in my bag whether sealed or not, and whether over size or not. They emptied my bags COMPLETELY, and did not put things back where they found them, including my ticket and boarding pass. They would not let me hold my son while waiting to get patted down, would not let me put him in his stroller "because it hadn't been screened yet," and yet got upset at me, because he ended up wandering around. This whole pat down and hand-check process took over 45 minutes, and I almost missed my flight before even leaving TSA. The pat down itself was not done according to protocol: after telling me how it was supposed to be done, the lady did not use the backs of her hands for "sensitive areas." My son and I both felt traumatized by the whole experience, and I have NEVER had that feeling going through TSA in my whole life. I have been flying for almost 30 years, and have been in and out of Billings over a dozen times. To top it off, when I got to my gate, I almost could not get on my flight, because the agents doing my screening did not put my ticket and ID back where they got it, and I could not find it. Being 17 weeks pregnant, I do not need the kind of stress these agents put me through. In addition to all the other issues I had with the pat down and screening, I am wondering when it

6/14/2013
12:05:28
PM

Transportation Security Administration
Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

Complainant: (b)(6)

(b)(6)

Spring, TX 77379

(b)(6)

re: TSA Complaint
Security Checkpoint
Terminal 8

6/14/2013
12:05:29

PM

Bush Intercontinental Airport (IAH)
May 10, 2013
1:00-1:45 p.m.
United Flight 4507
2:26 p.m. Scheduled Departure Time
May 14, 2013

To Whom it may Concern:

I am writing to formally complain about the distressing, overly invasive and extensive pat-down performed on me by TSA employee (b)(6) recently.

This event took place on May 10, 2013 at IAH Terminal 8, at about 1:15 p.m. I do not believe that the exam I received could ever be described as a "pat-down." I was subjected to an invasive, aggressive search that even involved searching certain body cavities.

As I went through the security area in Terminal 8 at IAH, I informed the TSA agents that I had an implanted intrathecal pump that required me to avoid the scanners and the

Disability Description: Caller is a diabetic. He wears an insulin pump, carries diabetic supplies.

He feels as if he was violated at Tampa airport.

Caller asked questions concerning:

He is a type 1 diabetic and he feels he was mistreated. He gets his juice, vials, meter, and pump hand inspected. In the past this always worked out. TSO told him he could not bring one of his juice bottles. As a diabetic he feels it was necessary and should be ruled as medically necessary. He advised the TSO he was a diabetic and he needed some items hand inspected. She was very put out. She said he would need to get a patdown and all his items inspected, after he and all his items were cleared. When he had a patdown before he realized it was easier to disconnect from his pump. She called for someone to assist him and she told him to have extra procedures done he feels was unnecessary. He was an older gentleman who did the patdown. Another man came over and he had an attitude. They swiped all the inside of his baggage. When his juice was inspected it was placed in a box of some sort. He never had an issue with this before. He always uses bottles that are factory sealed. He had a total of 3 bottles, and was told one of them was alarming. He was told this particular bottle of juice was not going to be carried on. He had to allow 6 hours for travel. This process took about 30 minutes. If that vapor test was available why did they not do that in the beginning? He feels like he was violated as someone with a disability. He has several thousand dollars worth of supplies in his luggage and now is afraid to fly again. Tampa has done this to him before.

Airport: Tampa Bay

Airline: Southwest

Date: 06 12 2013 01:30 pm

email: (b)(6)

Phone: (b)(6)

I
I

Response Details: response from the template below:

(TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. TSA appreciates that you took the time to share this concern with us.

Caller attempted to fly on Monday from JFK to Orlando. Caller states that the lines at the airport were very slow and were continuously stopped. Caller states that when she did get to the checkpoint she was treated very disrespectfully by officers at the checkpoint. Caller indicates that the officers were extremely rude. Caller indicates that the officers did not take into account her disability. Caller is not satisfied with the fact that she is not getting to use the AIT machine because she has an animal. Caller feels that TSA does not accommodate people well enough that have medical disabilities.

Caller is wanting to know if there is any kind of expedited screening process.

6/14/2013 Advised Caller:

6:32:32

PM

We are sorry that you are not able to go through the AIT machine with your animal. You must remain with your animal at all times and while you are in the AIT machine, you will not be with your animal. You can be screened using the WTMD or by use of a patdown or both.

We do have an expedited screening process that is called TSA PRECHECK. It is important to remember, that even if a passenger opts in for TSA Pre\u002713\u2122 with their airline or includes their CBP trusted traveler information when booking a flight, TSA Pre\u002713\u2122 does not guarantee an individual expedited screening.

If you join on of CBP TT programs there is a 100 dollar fee that last for 5 years.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/14/2013 6:10:53 PM Airport : PVD - T F Green State Date/Time of Travel : 06/13/2013 4:30 AM Airline & Flight Number : UA3692 Checkpoint/Area of Airport : main TSA Employee: (If Known) : several - seemed to be policy of particular airport Comment : While I do have a complaint below, primarily I am concerned about the inconsistencies I have seen at this particular airport. Being a federal agency requiring consistency, I am a bit concerned about this airports zealous enforcement of something I don't "believe" to be actual TSA policy.

Specifically, I have recently learned that - when walking through the new scanners in use - removing one's belt is simply "recommended".

I travel frequently, and have confirmed in several areas that this is only a recommendation. All involved are usually satisfied with the caveat that this recommendation means that the likelihood of needing a pat down is greater. I have also found that my belts are low-profile and I have never needed that potential pat down due to it.

Additionally, this has been the case at no-less than 8 airports over the last year. Most don't stop me, some do and we discuss the recommendation piece.

6/14/2013 8:03:16 PM PVD seems to have its own interpretation, however. Everyone - probably 4 different officers stopped me regarding this. They also seemed to have quite a different impression of what "recommended" meant (when they would acknowledge that it was that). One mentioned that they would need to get a supervisor. I encouraged this as I certainly don't think a specific branch of TSA should be making up their own rules regarding air travel. The supervisor did not show immediately, so I progressed through to the scanner where I was told I would be patted down regardless because of the belt. At this point in time, I didn't care to fight these guys anymore. Pat me down, whatever, I've forgotten my wallet before and been patted down. Not the end of the world. Still, this wasn't enough, take off your belt... why? I don't know. Anyway, bigger fish to fry, right, and I moved on with the intent on sending this to someone else whom they would actually listen to.

My complaint portion is specific to a heavier set women with closely cropped red hair. At one point she commented "I'm sorry you're having a bad day" to me, as though that was why I decided out of the blue to make up my own TSA policy contrary to hers.

So, while I doubt the officers appreciated me trying to tell them how to do their jobs - who does? - I like to think I was polite as I could be, despite having to explain that removing the belt was only recommended and I was simply trying to save myself some time (lol, or not) at four different times. I found her comment to quite rude and very likely the opposite of constructive.

My request is simply for someone with the ability to communicate with the actual policy and its interpretation. Policies such as yours should be enacted evenly for safety purposes only and with the least disturbance to air travellers as possible. Generally, I believe we all have the same goals and I think overall this group probably does fine work (all staff were working diligently and were very well distributed, the lines moved quickly, etc); I simply think that they have an interpretation that is not the standard. If that is not the case, then nationally we have some problems.

Please ensure that this standard is either communicated to them (or, all the other airports in the nation other than them) please.

I am requesting a response as I would like confirmation both on interpretation, but also that this has been communicated to the PVD supervisors.

Caller:

Caller is missing his TSA locks from his last two flights. They were missing from Orlando in April and this time from MSY. He has a NOI. Nothing is missing inside of the luggage. He paid \$18 for two locks in the airport. He is 79 years old and been flying since 1944. Last April at EWR they made him remove his belt. While he was using the AIT his pants fell to his ankles. Then he had to go through a patdown. Now he uses a rope instead of a belt. Why would they not put is TSA lock back?

6/15/2013

12:40:46

PM

Response:

I apologized to the caller that he is missing his TSA locks.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

I had prostate cancer surgery in 1996, during which they removed my prostate gland and placed 4 or 5 titanium clamps on the arteries that entered the prostate gland to keep them from bleeding.

These small clamps show up on an x-ray.

I don't feel that I should have to submit to a pat-down when the only thing a body scan would show is the internal titanium clamps.

I recently spoke with a representative at your TSA Cares Hotline and she said that even though the body scan would only show the titanium clamps I would still be subject to a pat-down which would include the TSA agent feeling between my legs all the way up until they touch my genitals.

I feel this is obscene and unacceptable.

6/15/2013 1:23:42 PM I request that if I submit medical proof of my surgery and statements from my oncologist that the titanium clamps were placed to seal off the arteries that I should not be submitted to the humiliating pat-down described by your TSA Cares Hotline.

I am getting older and less able to drive the 600 miles every summer to visit my grandchildren. When I am no longer able to undertake a trip of that distance I will never be able to see my grandchildren again as long the TSA performs obscene pat-downs without any evidence supporting such a procedure, but, in fact, with evidence supporting that such a pat-down is totally unnecessary.

Please let me know if you can provide me a letter of exemption for a pat-down if the body scan clearly shows that the only questionable device setting off the alarm consists of the titanium clamps.

I have copied my state senator, (b)(6) on this email.

Thank you.

(b)(6)
HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : Locks; Screening

Current Date/Time : 6/15/2013 2:06:36 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 06/14/2013 12:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security check TSA Employee: (If Known) :

Comment : A security lock that has worked for more than six years was apparently destroyed. Why? Where are the remains of the lock? How do I get OUR remains back?

During the screening event there was no female available for the pat down! After a 5 to 10 minute wait a female from another station preformed an incomplete search.

6/15/2013 3:21:42 PM I want to speak to a supervisor in person.

Sent 6/15/2013 @ 1345.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller states that he is 80 years old. He has a hip replacement.

Incident Details: Caller flew out of DCA on 6-12-13. Caller went through the checkpoint with no issues because he used the over 75 screening lanes.

Caller states that the next day he flew out of LGA. Caller states that he was told that he had to take his shoes off or he would then need to go through the WTMD. Caller states that he was subjected to a patdown due to his metal hip implant and ETD of his shoes.

6/15/2013 4:23:01 PM Caller states that he got about 10 steps and was told to come back to the checkpoint because he was required to come back and take his shoes off. Caller states that he was given the reason that he set the WTMD off. Caller states that he told the officer that he always sets the WTMD off due to his implant. The caller then explained what happened in DCA to the officer, who then became annoyed at the caller.

Caller does not want this forwarded to the CSM at LGA, as he feels that they will just brush it under the rug, because the officer that was being rude to him was supposedly a Supervisor there. Caller states that he will be completing his complaint with the DOJ against said officer.

Caller would not allow me to start or complete the disability complaint portion of the record.

Feedback Type : Security Issue

Categories : Pat-down; Miscellaneous/Other Current Date/Time : 6/15/2013 5:21:56 PM Airport : LAS - McCarran International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

6/15/2013 TSA Employee: (If Known):

6:07:08 PM Comment : I am on a watch list and would like to know why. Please contact me as soon as possible.

Would you like a response? True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am a 73-year-old female with 2 knee replacements. As a result, when I fly, I always have to undergo a pat down. Sometimes, these are quite unpleasant, especially when I am banged between my legs - often twice - with the side of the examiner's hand. Sometimes, the examiner is very pleasant. I have sent - at least twice - perhaps more - favorable comments about such exams. I don't understand why all that is done to me is necessary, especially the explosive residue check. I'd prefer the former metal detector wand!

Despite my intensive dislike for these exams, I appreciate all you do for air travelers' security. That is why I am letting you know about the following.

On 12 June 2013 I was in line at the security check at Sky Harbor airport in Phoenix, Checkpoint 4. I was there early to catch a 9:55 a.m. flight. While waiting in a long line, with lots of people waiting in between the ribboned zigzag line, I saw a greenish suitcase on the floor at the beginning of the check system - where the bins are. As I got closer, the suitcase was still there. I reported it to a man in uniform (light blue shirt). He completely ignored me. I then walked to the walk-through screening device, losing my place in line, and told the TSA employee there. She reacted immediately, and called someone to come. A male TSA employee came, picked up the suitcase, and put it over a partition behind the baggage belt. He took his time. I saw no indication that the abandoned suitcase was a cause for concern.

I learned that the employee in the light blue shirt was a "contractor." That apparently explained his lack of reaction. Shouldn't all employees in a crowded pre-security check area, when an abandoned suitcase is reported, either be required to react or to direct the reporting person to the appropriate personnel? Uniform colors are not well-known enough to me to be able to distinguish who is and who is not a TSA employee. That is probably true of other people going through security as well.

6/16/2013
9:30:40 AM

I can only laud the lady at the security gate for her quick response, but I was frankly appalled at the time it took for her to get a response to her call, and then the casual nature of the response.

Surely you have video you can use to check the accuracy of what I have described here.

Thank you for your attention to this matter. I do not need a reply from you. I hope, however, that you will do what is needed to see to it that an abandoned suitcase in a crowded -pre-security line is better handled - as a matter of course.

Thank you.

(b)(6)

The caller stated that he had a very bad experience at LAX when going through the checkpoint with his family. He stated that he was told by TSO (b)(6) a male, that the machine (AIT) was broken and it would be 45 minutes before it would be working again. However, he sent another family through. When they received patdowns, the female officer, TSO (b)(6) a female, did not ask her if she wanted a private screening. TSO (b)(6) a female, helped with the patdown. He also spoke with Supervisor (b)(6) at the checkpoint. He was at Gate 68A and flying with Alaska Airlines.

6/16/2013
1:23:42 PM

LAX going through Gate 68A Alaska Airlines

Airport: LAX

Airline: Alaska Airlines

Flight #:

Date and time: 06-16-13 at 10 a.m.

Gate 68A

Sent email:

I will forward his complaint to the CSM.

Caller's wife traveled from LAS and she went through checkpoint D. She placed an item in the scanner, but when she received a patdown the item was missing. She put her purse with cell phone in a rubber container. They pull her purse out of the container and place it on the belt. A blackberry was in the corner pocket was the purse and her blackberry was missing. It may have fallen into the machine, but the agents did not know and were not helpful. He contact the lost and found and filed a missing item report. Caller wanted to file a claim and complaint.

Advised Caller:

Security Officers receive training to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened your belongings are returned to the same condition they were found. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Support Manager (CSM) at that location. You may wish to file a claim for missing and or damaged items by completing a claim form. A claim form will be sent to you within 24 hours of this response.

6/16/2013
2:06:52
PM

Airport: LAS
Airline: Unsure
Flight Number: D916
Date and Time: June 15th 2013 4:20-4:59 AM
Location: Checkpoint D
Description of Item: Blackberry 9350 Serial Number for the phone is (b)(6)

Caller's son just turned 21. He was supposed to fly from PDX to SAN with Spirit. He arrived 30 minutes before the flight and was told by Spirit airlines that he could make it, but would have to run. He told her he walked through and was told to step to the side. She says he has metal in his body and may have triggered an alarm. He was traveling with his friend. They were detained at TSA. He was strip searched in public and they were looking for drugs; however, he did not have to remove his clothing. She feels that he was profiled because he is in a rock band. He has long hair and tattoos. She says that the officer had on a glove and went under his clothing and put his finger between his buttocks and felt his genitals. He says they touched his penis under the clothing. This was all done in public. She says that he was treated harshly and inhumanly. She says that she travels all the time and has had patdowns. She says no one has ever done anything like this to her. She says that he is now at a train station waiting and won't get home until Tuesday. He is afraid of the airport and says they would have raped him if it had been in private. She told him she would buy him another ticket, but he says he is not going back to the airport because he is afraid he will be raped. He works at the YMCA and works with children. She says that it was difficult to get this job and he had extensive background checks along with drug tests. She says he was profiled based on his appearance. He told them he was going to miss his flight and asked them for help. He asked them to show him to the gate and let the airline know he was detained. The officer refused and told him this was his problem. Caller says he does have a disability. In her exact words, he is not playing with a full deck. She says he has short term memory loss as well. She added this information and did not say that it had anything to do with the screening. She says he was profiled because of his rock star appearance. She doesn't have his exact flight information. She doesn't know what checkpoint this was. She says it had to be the one that a passenger flying with Spirit airlines would have used.

6/16/2013
3:11:17
PM

Passenger's Name: (b)(6)
Airport: PDX
Airline: Spirit
Flight Number: 470
Date and Time: 06/16/13
Time through security: 5:40 a.m.
Flight time: 6:05 a.m.

Advised caller:

Advised caller that if an alarm sounds or an anomaly is detected, a patdown is done to resolve this. This is a full patdown of the entire body. Advised caller that if a patdown is for a sensitive area, a private screening is offered.

I will forward a copy of this information to the CSM to make them aware of this situation.

This message was sent to you and also to Austin Office. I would like some kind of response to the specific situation. Let me know the next step. PMO 6/16

On May 14, I registered for Delta flight 1206 leaving Austin, Texas, at 5:50 pm. While going through security, I set off the alarm because I forgot my passport in a side pocket of a pant suit I was wearing. The woman who directed me to an area where I was to receive a pat down was extremely rude to me. I was becoming worried that I would miss my flight because the person who was to do the pat down was not available right away. I don't know why... but when she arrived, she was very calming and respectful and she is the one who told me I could log a complaint. I filled out a complaint form as soon as I had completed the security check and asked for a contact from someone. This has not occurred.

I feel like I was treated like a criminal by the first woman. Her voice tone, facial expression and then refusal to answer my question about how long I would need to wait for pat down. A small gesture or giving information would have helped me immensely.

This person stood talking with her male colleague and laughing, etc... so why not treat passengers respectfully. As it was, I arrived at my gate just as the loading was beginning.

6/16/2013
3:17:48

PM

This experience makes me wonder about the Austin, Texas Security...

(b)(6)

Bemidji, MN 56501

(b)(6)

☐

☐

Disability Description: Caller is in a wheelchair.

Response Details: Advised Caller:

We truly do apologize, regarding the experience you have. Our Officers receive training to properly accommodate for persons traveling with disabilities. We will be sending the information to a disability expert, regarding the issue you reported. We will be sending you an email with instructions to file an official written complaint.

6/16/2013
5:01:29

PM

Sent Email.

Incident Details: Caller is in a wheelchair and when he went through, they went through his luggage without him being present. Caller told the gentleman when he was getting a patdown that his leg cannot be moved. He tried moving it and he was in a lot of pain. Caller stated this was the first time he felt so humiliated and abused. Caller is still in a lot of pain. Caller was flying JetBlue and at Gate F5. Caller must see an orthopedic which is not covered by his insurance. Caller is in FLL traveling to LGA.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information.

Are you aware that MOST law enforcement are terrorists themselves. Beating innocent unarmed people and breaking the rules to do so. You.... ha, hope you feel good about molesting little kids in wheel chairs to look for bombs, and exposing people to that stupid x-ray machine so you can see their genitals. What a sad excuse you have to grope people and violate their rights. I am aware that you have not caught one terrorists using these methods.... With the recent terrorist attacks you would think that you did find someone. But nope, you are probably the ones letting them in!

6/16/2013 5:14:01 PM On Sat, Jun 15, 2013 at 5:40 PM, TSA-ContactCenter <[HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov"](mailto:TSA-ContactCenter@tsa.dhs.gov)> wrote:

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer. The Contact Center's frequently asked questions <<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public. If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my through the security checkpoint?" tool located on the [HYPERLINK "http://www.tsa.gov"](http://www.tsa.gov) \nwww.tsa.gov homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags. The Travelers <<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with

6/17/2013 11:43:52 AM Caller was traveling through the SEA airport on 06-12-2013 at 6:00 am flying on Southwest from SEA to Chicago. Caller was going through Gate B. She was told that she will have to undergo a patdown procedure for wearing a dress. The TSO told her that everyone wearing a dress must go through a patdown procedure. Caller said she felt very uncomfortable by that statement and procedure. I told caller that I will forward her complaint to the CSM at the SEA airport.

Caller wants to register a complaint at the highest level possible. She flies out of SMF. The last four times she has flown from there, she was assaulted by TSOs. Every time she goes through SMF she has to have a patdown. It does not happen at any other airport and she has flown from several different airports. She does not believe she should be patted down every time she flies through that airport. She said she has read the TSA procedures on patdowns and she knows the following: If there is a patdown it must be conducted by a person of the same sex, they must use the back of hand and gloves, the passenger must be warned and have time to respond, the TSO must ask if there is a reason not to touch a certain area, and they have to tell the passenger what they are doing.

Early Friday morning she had a minor surgery and had a complex wound in the under side of her arm. The TSO told her that she must patdown the caller, she then poked the caller in the wound. The pain was explosive. The TSO dislodged the drainage tube and opened a stitch. Caller was furious, but walked away because she knew she had to get to SEA.

When she arrived at SEA, she spoke to an STSO. He gave her the names of (b)(6) and another person but ultimately she was told that she needed to talk to the TSOs at SMF.

So, last night around 11:30pm, when she arrived back to SMF off Alaska Flight Number 720, she asked STSO (b)(6) for a contact number for FSD Kimberly Siro at SMF. (b)(6) refused to give her the contact information. She handed the caller a comment card instead. Caller told the STSO that this was way too serious for her to only receive a comment card. Caller told (b)(6) she wanted to talk to the person in charge of TSA at SMF. (b)(6) told her to just fill out the comment card.

6/17/2013 1:44:21 PM
Caller stated that anyone will understand her rage. Caller said her next call is going to be to Congresswoman, Doris Matsui.

Incident Information:

Airport: SMF

Airline: Alaska

Flight Number: 820

Date and Time: June 14th between 5 and 6 pm

Location: Terminal B

I asked her if she felt as though this was disability or medically related discrimination. She said she did not know if it is discrimination of any kind, she just knows it happens every time she goes through SMF and it does not happen anywhere else.

I apologized to the caller and told her that I would send this information up to the CSM at SMF. She said she wanted to know who she could speak with higher up than someone at SMF, perhaps someone in Washington. I told her I could give her the Headquarters address. She wanted to know if there was a phone number for headquarters. I told her I do not have a phone number, but do have the address. She took the address:

Transportation Security Administration

601 South 12th Street

Arlington, VA 20598

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/17/2013 12:50:15 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/15/2013 Airline & Flight Number : AA 886 Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) :

6/17/2013 2:09:48 PM
Comment : I was next in line for the scanner and the TSA agent failed to tell me to step up to the scanner and when he realised that I was waiting he yelled at me that "I needed to learn how to participate" I then told him you need to give instructions. I went through the scanner and passed and then was patted down???? I can't help but think the pat down was harassment after passing through the scanner because I had the nerve to tell the rude TSA agent to give instructions.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 6/17/2013 12:30:34 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

6/17/2013 2:09:54 PM
TSA Employee: (If Known) :

Comment : Please explain if I am "required" to tell a TSA agent "why" I am opting out of AIT/Machine screening? When I answered "it's my right to opt out," I was told by the TSA Agent "it's our right to ask why." I have "never" been asked why in the many many times I have traveled and opted out, so I felt this was quite intrusive and frankly, none of TSA's business.

Also, please describe what data was captured from my driver's license and boarding pass when they were given to "another" TSA agent after my patdown so he could "log" my information onto a record "just in case you decide to complain." Would you like a response? : True Passenger's Name : Provided if necessary for investigation Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Age

Current Date/Time : 6/17/2013 12:30:29 PM Airport : DEN - Denver International Date/Time of Travel : 06/16/2013 6:00 PM Airline & Flight Number : SW 2061 Checkpoint/Area of Airport : North Checkpoint TSA Employee: (If Known) (b)(6)

6/17/2013
2:09:55
PM

Comment : My 17 yr old son had hands swabbed. Officer (b)(6) seemed to swap swabs with others on the counter before submitting swab to detection device. Device claimed Explosives Detected. Full body pat down completed in separate room by supervisor. Officer (b)(6) called to assist. Further swabbing occurred by supervisor. Officer (b)(6) took swabs to detection device. I (mother) accompanied him. No Explosives Detected. This officer was intimidating to my son and suspiciously using other swabs in original detection device. He backed off when he saw I was accompanying my son. Minors should be safe to travel unaccompanied but this situation could have easily resulted in a false positive if I had not been present to monitor Officer (b)(6) actions.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

I would like to issue a complaint against the TSA officers at the Denver International Airport. On June 11, 2013 my husband, myself and my 13 month old daughter where traveling and had quite an experience going through security. I have been traveling with my daughter since she was born. always understood the following:

I could travel with breast milk or formula but they would need to be tested. In the past I had no problem with this ruling as the container is unsealed and I COMPLETELY understand the need to test this. If I was traveling with babyfood and it was homemade, it would need to be tested. If it was sealed, new babyhood (i.e. bought from a store), no testing would be conducted.

On June 13th, after a year of traveling with babyfood, TSA suddenly informed me that I would either have to:

- a) open the previously store-sealed babyfood for testing, or
- b) undergo a full pat down and all of my luggage would be hand searched.

Opening store bought babyfood spoils the food. As it has to be refrigerated after opening.

6/17/2013
4:18:27
PM Undergoing a full pat down and having my previously TSA screened and checked luggage hand searched in no way ensures that the sealed babyfood I am carrying with me isn't contaminated.

Look, I understand TSA's policies are a necessity in today's world. I understand testing anything that is unopened. But causing me to spoil food that is being brought on for a baby or undergo non related additional security screenings because I am a mother is utterly ridiculous.

I called over two sets of managers to complain and was repeatedly told these were my only two options and that they were sorry those that came before them "didn't do their jobs properly." I asked to see their SOPs as this was a new rule that after a year was suddenly being enforced. They told me they were unable to show me those. I did not catch the first "manager" name but she was quite rude and less than understanding. (b)(6), who is cc'd on this email, did understand my concerns yet seemed less than clear on the policies himself.

I urge TSA to get your policies in line with what makes common sense. If the babyfood would have been in less than a 3oz container it wouldn't have even registered with you guys and it could have been unsealed (as all our other liquids are). I repeat again TESTING SEALED BABYFOOD MAKES NO SENSE. NOR DOES GIVING ME A PAT DOWN FOR BRINGING IT ON. Pat downs are humiliating and had I not had my husband with me, where was I supposed to put my baby?

(b)(6)

From: (b)(6)
Sent: Monday, June 17, 2013 1:58 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint To TSA

Dear Sirs;

6/17/2013
4:19:37
PM

On Sunday June 16th I traveled on JetBlue Flight 509 from Newark to Ft. Lauderdale. I understand and appreciate the job TSA does to make flying safe not only for me, but for everyone. As a result I grin and bear the screenings, the pat downs and the searches of my luggage as a price we pay to be a little safer from the threats which exist in our world. Yesterday though I experienced a problem which candidly was the result of some of your staffers who simply lacked respect for my belongings which they were searching. To make a long story short, before going to the airport I went to a Restaurant in Clifton, New Jersey and purchased two quarts of hot dog relish (the only place that this relish is sold) and a pint of seasoned mustard. They were packed in my check through bag. I fully understand and appreciate that when run through an x-ray, hot dog relish may not (probably is not) readily recognizable. So I was likewise not surprised that my bag was selected for a further inspection, opened and searched. The relish was packed in plastic containers, which were in paper bags which were then placed into a plastic bag to prevent spillage. A person of any intelligence clearly would have discerned that when they opened my bag, During that search they noted it was a food stuff, however they removed the plastic containers from their paper bags and plastic outerbags and just shoved everything back into my suitcase. Suffice it to say that on arrival at home I had a suit and sport jacket slathered in relish with much less then I started with in any plastic container. As a result I now have to get my clothes drycleaned, my suitcase cleaned and I will not be able to consume the spilt relish. This is most unfortunate in that all the searching officer needed to do was to simply restore the items to their prior condition.

I doubt that anything can be done to rectify my inconvenience, but hopefully you might enforce a policy of putting things back as they were when conducting your searches. I remain:

Sincerely,

The caller stated that she flew from LAX on May 30th and the TSO informed her that since she had baby formula and food that was over 3.4 ounces and that he could not see through them, that one of the adults must undergo a full patdown. They were able to put some of the items through the bottled liquid scanner, but they still had her husband receive the thorough patdown, which she stated was very thorough and somewhat intrusive and she is upset about it.

6/17/2013
5:26:05
PM
Airport: LAX
Airline: Virgin American
Flight #: Doesnt remember flight number
Date and time: 05-30-13 at 9:30 a.m.
Location: Terminal 3

Advised caller:

Generally, the baby exemption items must undergo additional screening. I will forward her complaint to the CSM so they can review the incident.

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 6/17/2013 5:21:40 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On June 16th, at approximately 5pm, I entered the security area of Terminal 4 (security row/gate 5) of the JFK International Airport. I declined to be screened by the xray/backscatter machine. The TSA Agent asked if I was opting out and I said "yes". He then asked "why?". I was surprised by his question, and responded that it was my right to opt out. He then said "yes, and its our right to ask why". Being somewhat intimidated, I responded "medical reasons."

I was then escorted to the private area I requested, but when I was told I was finished, I asked for my Driver's License and Boarding pass back, but was told that it was in another TSA Agent's hands, being logged. When I asked why, I was told it was being logged "in case you complain about what happened here." When I said that's never happened in the dozens of times I've flown, the response was "every airport is different." I asked "have the rules changed since Wednesday?" I was told "I just flew on Friday." Which meant absolutely nothing to me, and did not answer my question.

6/17/2013
6:51:40
PM

I then finally responded that if that was the case at JFK, I would never fly into JFK again, to which the TSA Agent responded "get used to it."

At no time did I indicate I would complain, and in fact assured the 2 TSA agents who did my patdown screening that they did a fine job and I had no issues.

My questions/concerns are:

- 1) Where is the regulation that allows TSA Agents to ask WHY I'm opting out?
- 2) What information was taken from my Driver's License and Boarding Pass?
- 3) Where is the regulation that allows TSA Agents to log my ID and travel information?
- 4) How is my information kept secure and private?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she flies a lot on Southwest and was told by the airline that hair spray could be placed in her checked baggage. Caller has flown out of Oklahoma and the hair spray went to Louisiana with her. Today when she flew from Louisiana to Oklahoma. Caller got home and found three Notice of Inspections in her baggage, one of the Notice of Inspections had one hair spray removed and the caller wanted to know why her hair spray was taken out. The caller also said when she flew she was wearing a new pair of jeans with elastic waist and the AIT at both airports indicated an anomaly in her back pocket. The only problem with that is the jeans do not have back pockets. Caller asked the TSO's at both airports why was it saying she had something in her back pocket and she had no pockets. The TSO's at both airports notified their supervisor.

I advised the caller:

6/17/2013 She would receive a claim form and instruction in 24 hours. I told the caller to fill out the claim form and send it to the address on the claim form box 1 and mail the form to the Claims Management Branch. Claims Management Branch will respond with a letter of acknowledgement and a claim number to monitor the claims process on the tsa.gov website. I told the caller that the claims process was under the Federal Tort Claim Act.
7:31:50 PM As TSA screens bags for prohibited items, TSOs may find dangerous or hazardous materials inside checked baggage, which could include common household items. When carried in checked baggage these items may present a threat to the safety of the aircraft. Aircraft operators are notified when these items are found, and they will make the final decision to remove or allow dangerous or hazardous materials from checked bags following inspection.
Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

The caller flew yesterday. She stated that when she arrived she was without her cash. She stated that the agent told her that he was checking her luggage while she undergo a patdown. She is missing 28,000 Jamaican Dollars or 24,000 Jamaican. She asked how soon she needs to file the claim. She asked why her baggage was taken away from her and screened out of her view.

They are not required to keep the baggage in the passengers view.

Passengers have two years to file a claim. I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Complete and return the form in accordance with the instructions.

6/17/2013 7:43:13 PM Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

PM The callers flight details and baggage description are as follow:

Departing Airport: IAH
Destination: FLL
Airline: United airline
Flight Number: 1238 @ 440 pm
Terminal: C
Gate: C34
Date and Time: June 16th, 2013 @ 3:30 pm
Baggage Description: Floral beige with cream and brown leaves. She stated that it does have some green. The currency was inside the bag.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/17/2013 6:58:01 PM

6/17/2013 8:20:01 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Portland Oregon-terminal that would have given me access to Gate D on Monday 06/10/13 at 10am
Comments: i was informed that i tested positive in 5 areas. i asked where are these areas? i was told they couldn't tell me. i was informed that i would need to me patted down. i informed employee i had on no underwear, no bra, pull on pants with no metal, a camisole and a sweatshirt. asked again where did i set off an alarm? they couldn't tell me. i again said i wouldn't be patted down in public. i was rudely taken to a very small closet that in appearance looked that it was used for storage and occasionally pat down/inspections. a tas employee put on a pair of gloves and started to inspect my hair as if i was her baby chimp and she was looking for bugs! i asked for the inspections to halt. a tas employee that i do not know her name, however she is missing her front 2 upper teeth and is lacking in proper hygiene (she shouldn't be to hard to locate) was rude, her attitude was inappropriate. the bottom line is i was physically frisked, groped, grabbed by a tas employee. i could either allow this to happen or miss my flight. i would like to know what 5 areas i set off, when i was wearing basically nothing. i had no metal on my person.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/17/2013 6:58:01 PM

6/17/2013 8:20:01 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Portland Oregon-terminal that would have given me access to Gate D on Monday 06/10/13 at 10am
Comments: i was informed that i tested positive in 5 areas. i asked where are these areas? i was told they couldn't tell me. i was informed that i would need to me patted down. i informed employee i had on no underwear, no bra, pull on pants with no metal, a camisole and a sweatshirt. asked again where did i set off an alarm? they couldn't tell me. i again said i wouldn't be patted down in public. i was rudely taken to a very small closet that in appearance looked that it was used for storage and occasionally pat down/inspections. a tas employee put on a pair of gloves and started to inspect my hair as if i was her baby chimp and she was looking for bugs! i asked for the inspections to halt. a tas employee that i do not know her name, however she is missing her front 2 upper teeth and is lacking in proper hygiene (she shouldn't be to hard to locate) was rude, her attitude was inappropriate. the bottom line is i was physically frisked, groped, grabbed by a tas employee. i could either allow this to happen or miss my flight. i would like to know what 5 areas i set off, when i was wearing basically nothing. i had no metal on my person.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 6/17/2013 6:58:01 PM

6/17/2013
8:20:01
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Portland Oregon-terminal that would have given me access to Gate D on Monday 06/10/13 at 10am

Comments: i was informed that i tested positive in 5 areas. i asked where are these areas? i was told they couldn't tell me. i was informed that i would need to be patted down. i informed employee i had on no underwear, no bra, pull on pants with no metal, a camisole and a sweatshirt. asked again where did i set off an alarm? they couldn't tell me. i again said i wouldn't be patted down in public. i was rudely taken to a very small closet that in appearance looked that it was used for storage and occasionally pat down/inspections. a tas employee put on a pair of gloves and started to inspect my hair as if i was her baby chimp and she was looking for bugs! i asked for the inspections to halt. a tas employee that i do not know her name. however she is missing her front 2 upper teeth and is lacking in proper hygiene (she shouldn't be to hard to locate) was rude. her attitude was inappropriate. the bottom line is i was physically frisked, groped, grabbed by a tas employee. i could either allow this to happen or miss my flight. i would like to know what 5 areas i set off, when i was wearing basically nothing. i had no metal on my person.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/17/2013 7:03:48 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/16/2013 10:00 AM Airline & Flight Number : UA 842 Checkpoint/Area of Airport : 2 TSA Employee: (If Known): (b)(6) Comment : I requested to "opt out" of the metal detector and was rudely asked repeatedly why I "I can't just go through; everyone else does?" After requesting to be hand searched four times, I asked to speak to a Supervisor and was told "I run things around here." I then said that I have the right not to go through the metal detector and was then told I have to wait. I then stood for an additional five minutes while the employee re-stated why I should 'just go through the metal detector'.

6/17/2013
8:20:27
PM

It's my opinion he attempted to make me as uncomfortable as possible during the search. The employee (b)(6) aggressively pressed rather than simply touching me as he was patting me down. I was further subjected to the employee (b)(6) derogatory demeanor that left me upset and scratched. Because of his rough handling of the pat down search. by pressing extra hard while rubbing his hand over the waist band firmly against my skin, it caused a red abrasion on my stomach from his gloves.

I am disappointed that better training isn't provided to employees. As such, I strongly suggest that this employee receive both anger management training and psychological testing before returning to active duty. Without further training, the flying public will be subjected and TSA liable. for this employee's physical and verbal abuse.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 6/17/2013 8:38:19 PM

6/17/2013
9:13:02
PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Ohare airport 6-15-13. United 910. Flight leaving at 8:41 am

Comments: While going through security at Ohare the alarm kept going off-my sister and daughter were waiting on the other side for me. The attendant told me to take off all jewelry and place it in bowl to go thru the x-ray. After my pat down (attendant was very nice) my quite expensive earrings were gone-there were NO other passengers that went thru and my family got my bag/purse on the other side. TSA agent looked around and said no earrings-I clearly had them and then they went missing. They were obviously stolen!!!! Nothing in lost and found! Please let me know what to do about this situation!!!! Coming back from Boston was perfect-no jewelry asked to be taken off-no pat down!

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/17/2013 8:52:07 PM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 06/13/2013 4:15 AM Airline & Flight Number : DL 1379 Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : I am a (b)(6) with Delta and TSA PreCheck enrolled business flier and do almost 250K miles per year. I have been flying for almost a decade in the US and this past Thursday (05/13/2013) was the most uncomfortable experience going through an airport. I fly in-out of CVG airport almost 2-3 times a week and have been doing that for almost 18 months. On 05/13, I was flying back home from CVG, trying to get on DL 1379 to SAN.

I am a (b)(6) and wear a turban. I went through the scatter X-ray machines at CVG airport, as usual I do every week. It reported an anomaly on the turban. Something to note here is since TSA has installed the new scatter X-ray machines, they always report anomaly with the turban, the older full body X-ray scanners didn't used to. Basically the newer machines have added to the processing time through the airport. At surface, it seems like that these machines can't even look through just plain cloth on your body, makes you wonder how effective they are ?

I went through the regular routine of self-patting down the turban and doing a hand swab. Surprisingly, on 05/13, the hand swab triggered an alarm. For a frequent flier, this was an odd development. Clearly, I knew the machine was reporting a false alarm but knowing TSA how it operates, I knew my reasoning will fall into deaf ears. So, I complied with a full physical pat down, re-screening of my luggage and private pat down of my turban by a TSA agent. So, 15 minutes later after going through the whole exercise, nothing was odd was identified, which was not a surprise to me.

6/17/2013
10:05:21
PM

Now the biggest surprise came when I was notified that I would need to take off my turban for screening. This was a first for me in my decade of flying and I was completely caught off guard and found this completely unreasonable. I spoke to a supervisor and TSA manager on duty to reason with them and explain my situation. I am a known traveller at CVG (many TSA agents/supervisors know me personally), have gone through full secondary screening already, a TSA agent has patted down my turban and not come up with anything. The swab off his hands didn't report anything either. But the TSA manager expressed his helplessness and after some back-n-forth, I realized my reasoning was not getting anywhere and I would miss my flight, I complied. Took off my turban, folded it and they ran it through the X ray, came back with NOTHING. And now I was CLEAR to go. As I mentioned earlier, I was NOT surprised again and knew this was a false alarm.

I am pretty sure the TSA employees on ground followed the established rules. Most of them knew me very well (since I flew in-out on a weekly basis) and very respectful and apologetic and at the same time felt helpless.

My ask is, what can TSA do differently since I have now narrated my incident and proved that your current protocols broke down and failed by tagging a wrong person as a potential threat. It caused me extreme difficulty and harassment to go through the whole experience. TSA wasted government resources (3-4 TSA agents for almost 30-45 minutes) on processing just me alone. Being a taxpayer, I feel extremely upset, its like funding an agency to make your own life difficult ! .

The whole thing started because your swab analysis machine reported a wrong result and nobody (leading upto the TSA manager on ground) had any discretion to look at other facts to let me through. I should not be penalized due to TSA's faulty machinery and poorly designed, unreasonable and impractical rules.

I expect a full inquiry into this complain and want to be notified the outcome and what your agency plans to do prevent this from happening in future.

Thanks,

mailto:TSA-ContactCenter@dhs.gov

Re: Complaint: Officers (b)(6) and (b)(6) Oakland Airport, CA

Dear TSA Representative:

On 30 May 2013, I had the misfortune to pass through the Oakland International Airport and encounter the most unprofessional TSA agents I have ever witnessed.

Let me preface this by stating that I am a frequent flyer, am well aware of the threat this nation is exposed to and recognize that security measures are part of today's security. I have also come to understand that since 9/11 TSA has come to represent overbearing, authoritarian representatives who pat down children in wheelchairs, 80+ year old women and conduct physical searches our forefathers would shake their heads at and wonder why the hell a second revolution isn't taking place.

I previously filed a complaint about two of your Oakland Airport representatives (LTSC (b)(6) and TSO (b)(6) to their supervisor STSO (b)(6) who took my complaint in a professional manner and is to be recognized as such).

6/18/2013 8:36:15 AM LTSC (b)(6) and TSO (b)(6) are on the other side of that equation. LTSC (b)(6) was overbearing, lacked any communicative skills and intentionally did not give me a complaint form after I asked if one existed. For her to be in a "Lead" role for TSA is a sad commentary. Regarding TSO (b)(6) as he started to test my hands for gunpowder residue, I was so incensed that I pulled out my retired military ID and held it to my left side and told him how sad it was that a two tour Iraqi vet is now subject to such inspections, whereupon he pulled out his pink military ID card, shoved it in my face and told me that being a military man we all have orders to follow. The issue was not orders, it's the way you people are performing your jobs. His condescending actions, shaking his head when he conducted the inspection, and then walking away in a dismissive manner would have any employee docked, reprimanded, retrained in customer service or reassigned. And to think, they all live on our tax money...

I hope to hear back from someone within TSA to address this letter and if I don't, rest assured that I will vote, donate to and do everything I legally can to diminish the role TSA plays in the our civil liberties from this date forward.

Bottom line: I am disgusted by this and other episodes with TSA and you can mark me down as one more infuriated American who will hold you accountable when the tables are turned in the political landscape of things.

Again, if I do not hear back, TSA will forever be another federal agency totally lacking in my trust and I will back all efforts to defund, or do away with your organization.

Sincerely,

(b)(6)

To whom it may concern.

6/18/2013 8:36:17 AM I was touched inappropriately during a pat down at La Guardia Airport and also at Des Moines International airport. Both female TSA agents thought it was appropriate to touch my groin area with the palm of their hand. However, according to how it was described, they were to go up my leg with the hand and stop at the groin area, not palm the area to "check it". I had asked a question to the TSA website in regards to this, and never received a response. I believe there should be specific guidelines and training on where a person will be touched, and discipline and re-training of the officers at the airports who touched me inappropriately.

I would like a response to this e-mail, thank you.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/18/2013 9:05:57 AM

Name: (b)(6)
Email: (b)(6)

6/18/2013
10:25:29
AM

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Logan Airport, Boston Mass., the main area where passengers are screened before proceeding to their respective gates. Southwest Airlines was where I was heading.

Comments: Traveling Boston to Denver, I went through the full body scan. A TSA agent told me to step out. As I did, another agent loudly told me to "STOP!" I was confused, took another step, and he yelled "STOP!" at me again. He came up to me and glared at me. I am not exaggerating, he glared, and asked me if I had emptied my pockets. I told him that I had, and he glared at me again, locked eyes with me, and didn't say anything. He clearly thought I was lying. He told me that he would have to pat down my chest since I had my shirt unbuttoned. (I wore a short sleeve shirt over a T shirt) Please explain this? Because my shirt was UNBUTTONED? meaning what? That he wouldn't have patted down my chest if it HAD been buttoned? He then gave me a full pat down and I was allowed to proceed.

From Denver to Boston, I was also asked to wait after having the scan, but the TSA agent there was POLITE and INFORMATIVE. He showed me that the scan noted something in the area of my shorts pockets, and we both realized that metal snaps on my pockets had set the scan off.

I had no problem whatsoever with the scan or pat down in Boston, but the agent in Boston was RUDE and full of himself and acted like the Gestapo. I did nothing wrong. He had no right to glare at me and imply that I was a liar by his look and the tone of his voice. I found it humiliating. A response to this would be nice. Thanks.

Feedback Type : Complaint

Categories : Permitted Items

Current Date/Time : 6/18/2013 9:49:07 AM Airport : ORF - Norfolk International Date/Time of Travel : 06/17/2013 Airline & Flight Number : United Flight 3875Y Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

6/18/2013
10:25:56
AM

Comment : I was traveling with my 1 year old daughter. I read the instructions on items you can bring with an infant on this website. It stated I could bring any food and formula items I needed for her. I had a on the go pack of fruit. They told me if I wouldn't open it (which would have required me to have my daughter eat rather quickly) that either my husband or I would have to be searched. What? How do the two correlate? And when I didn't pass the first screening they had to re screen me. I asked the question several times, what on my person could make me fail the test? They would not answer. It is very frustrating when you are ignored.

On my flight to Virginia on Friday morning from Mpls/St. Paul Airport with a jar of fruit also, I did not have to receive a pat down. I would like to know why the difference. I would also like to understand why on your website it doesn't state that you could be subject to a pat down if you bring any of your daughters necessary items to live. ??? I am very frustrated with this system. I try to follow the rules but when they are not clearly stated it is hard to know what to do?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was returning from Paris and upon arrival in ATL was subjected to secondary screening and in the process the TSO left her passport and boarding pass out of her carry on bag.

6/18/2013
10:51:16
AM

She was contacted by lost and found stating they found her documents but that she was going to have to pay for shipping the documents to her. Caller requested that I send her the documents and wanted to know why she was subjected to secondary screening.

Explained that in the future she should inform TSO before screening begins that she has metal implants so she could be directed to the AIT instead of the WTMD and she said she did. I explained that if she alarmed during either one of the technologies we are required to clear the alarm by a thorough pat down. She then stated she never heard any alarms and she doesn't understand why this happened. Caller stated she was told by (b)(6) that when they found the passport they would send it to her.

Mailed the SF95 and informed caller how to relay information to the CSM through option 5 on the IVR.

Caller:

Caller flew from DTW on June 13th. Around 1 p.m. she went through the security checkpoint. She had to go through a patdown. The TSO said she was going to patdown her arms and then touched her breast. She had her hair done for \$25 for a wedding. It was completely messed up. The caller believes the woman should not have her breast felt up. Her sister said the same exact thing happened to her and she described the same worker that did it to her. She did not get the workers name. She immediately went to the desk and she was handed a card by two female workers who offered her no help at all.

Airport: DTW

Airline: Frontier Airlines

6/18/2013
11:07:11
AM

Date and Time: June 13th at 1 p.m.

Response:

TSA regrets that you were not happy with your screening experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

On June 11, 2013, I attempted to travel from Houston to Manila on a flight with United Airlines. Unfortunately, after 26 hours delay, my whole trip was canceled, which lead to my returning home to San Antonio. This required me to re-check my bags at airport security in terminal B, which led to a disturbing experience.

Upon arriving at the terminal, I was shuffled to the security line, where I removed my shoes and put everything necessary into the bin to go through the security scanner. As I went through the scanner, something I had forgotten about set off the alarm. I was told to go through again. At no time was I asked if there was anything I had forgotten about, such as a piece of jewelry or money in a pocket(I still had my wedding ring on and there was a nickel in my back pocket that I was not aware of...that's it!) After going through the scanner again, I was told there was an alert on my hand (I'm guessing my wedding ring)and back pocket area.. A small pad was passed over my hands, placed into the scanner, and the message "no alarm" appeared. That is when it was declared I would have to undergo, not just a public pat down and wand scan, but, also a private patdown in a closed room. Everything I had with me was scanned with the small pad and each time the message "no alarm" appeared. This still warranted that I be patted down thoroughly in a separate room. Then, I received a lecture from the woman who did the search that "next time, remember to take everything out of your pockets, and this won't happen again" Agents who conducted this search were unprofessional, and treated me like I was a piece of scum, making comments and joking around with each other while doing their search. No one, no matter what their position in life, deserves to be treated with such contempt. I'm guessing if I'd been of the same ethnic background, things would have been different. I'm sure they would never want their own mom treated with such disdain.

These questions remain in my mind:

How many people with my profile have been found to be a threat in any way?: 58 year old, small, grey haired, U.S. citizen, retired military, anglo-American woman who forgot that she had a nickel in her pocket

6/18/2013
2:23:25
PM

What warranted that I continued to be searched in any way after the first "no alarm" message appeared?...after it was found that there was a nickel in my back pocket?...after the wand and initial pad swipe proved no results?

Why was a non-English speaking Asian man allowed to leave his bag unattended repeatedly, even after being reported to security? Even though reported to security, this man was allowed to go through security unchecked, while a retired military woman with a nickel in her back pocket was thoroughly searched. In view of recent events in Boston, I would have hoped something like a bag left unattended would have great priority.

My experience at the Houston airport, from airline employees, to security agents, proved that Houston is a place to be avoided at all costs. It is controlled by a group of people who have no idea what the rest of the world is like. There is such a thing as professionalism, politeness, and dignity, that employees at the Houston airport know nothing about. It is scary to think of what goes unchecked at that airport.

(b)(6)

Feedback Type : Request for Information

Categories : Traveling with a Disability or Medical Condition Current Date/Time : 6/18/2013 1:22:20 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a Trusted Traveler PASSID (b)(6) I also have a metal hip joint. What I cannot understand is why, having met the requirements for the Trusted Traveler program, TSA cannot develop a process whereby people with implants do not have to be manually handled everytime we travel through an airport that does not have an AIT machine? Using myself as an example, my metal joint will ALWAYS be on my right hip. Yet I have to endure the entire patdown process over my entire body. I use Pre-Check whenever possible, but this lane often does not have an AIT machine, so I have to be pulled from the line, remove my shoes, stand to the side until a female officer can be made available, and quite honestly, often made to feel like someone suspicious. Can't TSA put a designation on my Trusted Traveler card that I have a metal implant in my right hip, much like an organ donor is noted on a driver's license? And then resume using the metal wands, and by simply waving the wand over my right hip, the point of the metal is determined, it matches the Government issued ID card with the location of the implant noted, and I am quickly waved through the line. There are so many of us with metal implants. Wouldn't this make the screening process smoother, reduce the number of complaints, and improve overall efficiency? And those of us who have been willing already to provide significant personal information to speed up our screening won't feel like such criminals. I can tell you that I have not had pleasant experiences with the TSA officers since my hip was done.

6/18/2013
2:55:44
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flying in a couple days and asked if something is a security threat why isn't everything done across the board?

In LAS everytime she goes through the line when she gets through they pat down her head, she has dreadlocks in her hair and can see her scalp, there's nothing that could possibly be in there. States she doesn't use any type metal pins, etc.

She said it feels degrading and is embarrassing and it is the only location she is having her head patted down and wonders why?

She is going through the AIT and the TSOs don't tell her why they are patting her head down and she thinks it is because she has the dreadlocks. She has been flying frequently and doesn't want to be singled out and if it only happened everynow and then she wouldn't think as much about it and she said it didn't happen the last time, but, when she traveled a couple weeks ago.

States if it happens again she will call back to the TCC with names, etc. States she is more aggravated with the process than the TSO performing their job and she is all for security and safety, but, just wonders why she is having to have the procedure?

6/18/2013
4:18:58
PM

Response:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

TSA also selects passengers and their property at random for enhanced security screening.

Informed caller she is welcome to speak with a supervisor at the checkpoint for any issues she is experiencing.

The caller has a lymphedema machine that cannot go through the x-ray machine and she always presents medical documentation for screening. She stated that she has never had any issues. She stated that DFW was a trip to hell. She stated that everything she had was put through the x-ray, and she walked through the machine. She stated that she called TSA before she flew. She stated that the supervisor said that, because she did not want the machine x-ray screened all of her items must undergo an additional inspection. She stated that she was very rude. She stated that she was talked to like a criminal. She stated that they aggressively harassed her. She stated that a woman by the name of (b)(6) performed her patdown and was very aggressive. She stated that she was trying to be careful, because she can not be inspected without causing pain. She stated that she was contacted by the head of TSA on her flights to make sure that everything was okay and went smoothly. She stated that she has the contact information for John Pistole. She stated that she does not want to deal with the supervisor at DFW over TSA, because that is who ordered the additional screening to begin with. She stated that she does not want the mailing address for John Pistole, she wants the number that she has mistakenly misplaced. She stated that she missed her flight because of the incident.

I informed the caller that she can be randomly selected for additional screening. I apologized for the treatment she received at the checkpoint. I apologized the caller that the matter was not sent to the CSM yesterday regarding the rude screener. I apologized to the caller for the actions and the rudeness of the TSOs at the checkpoint. I explained that I can forward this to the TSOs boss at the airport over TSA, not the supervisor.

Caller did not feel that this treatment was due to her disability, just the screeners being rude.

I offered the email address for John Pistole the administrator of TSA.

6/18/2013
6:25:44
PM

I explained that on the previous flights we sent the information to the TSA Cares disability specialist for review and to request assistance through the checkpoint regarding her device.

I explained that there is only some much that I can do here at the contact center. I provided the contact information for the CSM at DFW:

Name: (b)(6)
Phone:
Email:

The callers flight details are as follow:

Airport: DFW

Destination: PHX

Airline: American Airlines

Flight Number: 1403 @ 5:30 pm

Date and Time: 06-15-2013 @ 5:00 pm

Recently my wife and I made a trip from Ft. Walton Beach, Florida via American Airlines to Albuquerque, NM. On the outbound leg from Ft. Walton Beach my wife's scan showed anomalies at the back of her head, at her left shoulder, and at her hip. She does not have any medical devices installed in her body like artificial joints, etc. A thorough check was made of her carry-on luggage and her purse. In addition she was given a full body pat-down (including her hair) in private by two female TSA employees. Nothing was found and we continued on our way.

On the return trip from Albuquerque she went through a similar scanner as used at Ft. Walton Beach, Florida. The same anomalies showed up in the same places. Again, the luggage, etc. was searched and she was subjected to another private pat-down by female TSA agents. Both of these searches were negative and she was released to continue the trip.

6/18/2013 9:02:57 PM We support efforts to assure the security of Americans flying on commercial airlines. However, we do suggest that you take a closer look at the sorts of things which might be falsely tripping your scanners. We certainly have no idea what caused the scan troubles but would like to avoid both the delay and the embarrassment of a full search in future travels. Is there an alternate path to go through security if the full body scan is not used?

(b)(6)

Destin, Florida

Dear sir or ma'am,

Recently I had the opportunity to contrast the performance of Italian airport security agents and that of the TSA. Sadly, TSA loses by a mile.

For example, I was in the security line at Fiumicino airport, a long line because of a large influx of passengers at that time. The security agents were quite patient and polite in getting people through the checkpoint. While I was waiting in line, a woman who had short time until her flight boarded brought that to the attention of security. Two agents escorted her through the line and ushered her to the front and expeditiously screened her, easing her way onto her flight.

In contrast, at the Philadelphia airport, going through another long security line to be rescreened after clearing immigration and customs, another woman had a short time until her flight departed. The TSA agent told her that she had to receive permission FROM EVERYONE ahead of her in the line to get through quicker, there WAS NOTHING HE COULD DO! At the same time, there were three or four agents standing around doing nothing but jawjacking (Thousands Standing Around!) at the checkpoint verifying boarding passes/tickets and ID. One of them could easily have helped this woman, who was forced by your lackeys to beg other passengers to allow her to pass through (which we did). It would seem the twit claiming there was nothing he could do didn't want to be bothered to do more than stand there with his thumb up his anterior orifice. Oh, he did smirk a bit when he claimed he couldn't do anything...

6/18/2013 9:03:16 PM Since TSA was created, which was a major error by the government to begin with, I have become ever more convinced that hiring the minimum wage, low qualification 'rent-a-cops' who formerly performed airport security screening was simply stupid. Putting the same twits in a fancier uniform, giving them more power over the flying public, unionizing them and making them federal government employees just gives them a greater sense of entitlement and allows them to lord it over the public who is forced to put up with the ineffective screening hassles. TSA has prevented, as far as I know, exactly zero airline terrorism incidents since the boondoggle agency was created. The attempted airliner explosions were stopped by alert passengers, aided by incompetent wanna-be bombers, not by TSA.

In my opinion, TSA has done nothing but cost the taxpayers billions of dollars and create another unnecessary government agency. We, the flying public certainly aren't safer for your presence or screening groping. Far from it, we hate going through the process, but are forced to do so by bureaucrats who have exempted themselves from complying with the rules they impose on everyone else.

Oh, before I forget, the Italian security screening doesn't require one to remove shoes. Mine had to come off due to setting off the metal detector (steel shank in shoes). Maybe they know something about reducing unnecessary hassles that you could learn... They are certainly more efficient and helpful to the public.

sincerely,

(b)(6)

6/18/2013 9:20:37 PM Caller stated that she called in recently because her daughter lost her photo ID and wanted to know if she would be able to go through the screening and still be able to board the plane. Caller stated she was told that there would shouldn't t be ANY problems if she presented her student ID and her birth certificate. Caller stated that her daughter was patdown in front of everyone and was treated as if she had done something wrong. Caller stated she was very dissatisfied with how she was treated.

Advised caller:

Anytime that she presents two alternative forms of ID and the TSO at the checkpoint still questions her identity she may be subject to the additional screening. Additional screening being the COI form, patdown, etc. She may not always receive additional screening, it s really depending on the security officer at the checkpoint. Unfortunately, the TSO at Charlotte still questioned her identity and felt she needed to go through the additional screening.

6/18/2013 9:40:57 PM
 Caller stated that she is upset that she has to go through a patdown because of her metal knee. Caller stated that she went through the WTMD and had to receive a patdown afterwards. Wanted to know what she needed to do so she doesn't have to receive a patdown.

Advised caller:
 She could go through the AIT that doesn't penetrate the skin so it shouldn't set off any alarms. If it does alarm, the passenger would just receive a patdown of the area that was alarmed.

Caller stated that she traveled to Boston with her daughter to school. Caller said that she knows that she was racially profiled coming and going. Caller said that she went through the screening and she was subject to a patdown as well. Caller said that she also had her hands swabbed. Caller said that she knows that it was because her skin is darker than others. Caller said that this occurred at BWI and BOS. Caller said that her daughter is very pale and she did not experience this treatment. Caller said that she works in a farmers market and she is darker than others, however she has always lived in the US and she does not deserve this treatment.

6/19/2013 9:16:35 AM
 Resolution:
 Transferred Call

The caller stated that she felt that she was being discriminated against because her skin was darker than normal. The caller stated that she got a pat down both coming and going and that she got her hands swabbed. I advised the caller that she would need to file her complaint in writing. I advised her that I would send her an email with a link so that she could file it writing. The caller stated that she had sent an email in the past few moments. I checked the MB mail box and we did not receive an email. The caller advised me that she had sent it to the TSA contact center. I advised the caller that I would send her the appropriate link so that she could get her complaint sent back to us in writing.

6/19/2013 11:35:14 AM
 Caller wants to know how to avoid the AIT and to have a private patdown, he has a metal implant in his back. During his last screening he was asked to lift his shirt and was embarrassed by the public exposure. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas.

The caller advised that she has a pacemaker from St. Jude's Hospital. Initially, she wanted to know what she needs to do in order to opt out of the AIT because her doctors have told her not to be screened by the AIT. She has an upcoming trip out of PDX on 8-14-2013 on United Airlines.

I told her that a passenger should inform the TSOs before screening begins that they have a pacemaker and wish to opt out of the AIT to receive a patdown.

Then, she stated that on a previous trip from PDX to PSP and on the return flight from PSP to PDX she was forced to be screened by the AIT by the TSOs there. The departing flight from PDX, on 2-28-2013, left at approximately 8:00AM and she went through screening about 6:00AM. She said that at the TSA checkpoint at PDX, a female TSO told her that her doctor did not know what he was talking about and needed to brush up on the new technology; after she had presented her pacemaker ID card and told them that she was not able to be screened by the AIT.

6/19/2013 12:09:19 PM
 The return flight from PSP to PDX was on 3-3-2013 at approximately 4:30PM and she went through screening about 1:00PM or 2:00PM. She said that this checkpoint, two male TSOs told her that her card did not mean anything and that she would be fine being screened by the AIT. She said that she felt very embarrassed and intimidated by these actions. She said that she flew both ways on Horizon Airlines.

I told her that I will forward this record to the CSMs at both PDX and PSP since TSA failed to accommodate her based on her disability or medical condition. I offered to go over the information for filing a formal complaint in writing, but she said that was not her intent and she did not wish to file a formal complaint, only to let someone know what has happened to her.

She said that she might call back in within a few hours to provide her specific flight details. I told her that she can reference this EID when she calls back in.

Caller does not have email available to her.
 Alternate number listed is her cell phone number.

Disability Description: The caller indicated that she lives in HI and traveled from KOA with Go Airlines (an inter island carrier).

The caller indicated that she has a dialysis catheter.

The caller was interrupted with static and interference, and the call disconnected. I contacted the caller.

The caller has a dialysis catheter in her leg that looks like a large IV. There are two tubes that came out from her leg. When not in use, it is taped to her leg and wrapped in gauze.

Generally, she receives a patdown of the area that the catheter is in, and she is asked questions.

She indicated that when traveling with GO Airlines, after going through AIT, she had to go in a room and take off her pants as advised by a supervisor. The male supervisor indicated that they would have to see the catheter as well.

She indicated that she doesn't understand TSA's official procedure in regard to the screening of the catheter. She indicated that she didn't understand why she had to take off her pants in order to show her catheter. She wants something in writing in regard to the procedure and wants to know if the procedure was followed properly.

6/19/2013

1:33:42
PM

She asked if the email would have my name on it and an indication that it was official TSA procedure.

She asked if a doctor's note in regard to the catheter could not be used to excuse the screening process in regard to the catheter.

I explained that the information that I can provide in regard to the screening of a port or catheter indicates:

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

I advised that if she would like to file an official complaint I can email information on how to do so. The caller indicated that she would like to receive such information so I ordered the information to be emailed.

I indicated that I could email the information that I shared in regard to the screening of ports and catheters.

I explained that medical documentation is not required. Presenting such does not exempt anyone from the screening process.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/19/2013 12:30:30 PM Airport : PDX - Portland International Date/Time of Travel : 06/18/2013 Airline & Flight Number : Horizon Air 2563 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/19/2013
2:17:25
PM
Comment : PDX has both body scanners and metal detectors. My 13yo daughter who was flying alone didn't want to go through the scanner, and preferred the metal detector. A TSA agent told her no, she had no choice but to go through the scanner and didn't have an option. When went through earlier in the morning I had a choice of scanner or full body pat down and my husband was told to go through the metal detector. Is it PDX TSA policy to send women and girls through the scanner and only men get the option of the metal detector? Please advise. I'm extremely upset over how my daughter was treated!!!! Not that I would be happy if I heard she had full body pat down either, but it seems suspiciously unfair and unethical.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/19/2013
5:22:06
PM
Caller stated that she was flying out of Denver International Airport and she was prompted to go through the WTMD. She was alarmed because there was metal in her clothing. Caller stated that when she was told that she was going to have to receive a patdown, she requested it to be in a private screening location. The TSO left the caller's purse on the conveyor belt. Caller stated that she was concerned because it was at the end of the conveyor about 10 feet away from her. Caller was requesting to get her purse that way it's not left for someone to just take it and the TSO wouldn't let her get it nor would they get it for her. Caller was very upset and stated that she felt this incident could've been handled differently.

Advised caller

I apologized to the caller that this was her experience. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager

From: (b)(6)
Sent: Wednesday, June 19, 2013 6:15 PM
To: TSAExternalCompliance
Subject: Incident at STL on 6/2/13

Please see my attached complaint form. I appreciate you taking this matter very seriously.

(b)(6)

6/19/2013
8:11:05
PM

Name: (b)(6)

Phone: (b)(6)

Mailing Address: (b)(6) Wildwood MO 63040

Email: HYPERLINK (b)(6)

What happened?

Callers daughter will be flying from Jacksonville, FL tomorrow evening. She has a knee brace and will be in a wheelchair. She will also be taking syringes. He wanted to know the procedure for going through the checkpoint in a wheelchair with a brace. He also wanted to know how to transport the syringes. He said that she does have a notification card.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/20/2013 8:24:13 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/19/2013 Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am currently pregnant and I'm a frequent traveler. So while I know I'm already exposed to doses of radiation I try to keep me self from receiving more. Out of every airport big small whatever that I've used throughout my pregnancy this is the ONLY one that I received a hard time from a TSA agent and was forced to go through the full body scan instead of other means. I didn't need a speech about technology and how it supposedly emits less radiation then an ultra sound ?! I wasn't aware Baltimore TSA agents were doctors too!!!! Then proceeds to give me a whole speech After. I was very disappointed by this last I checked anyone pregnant or not can object to a scan and opt for a pat down so why was I given such a hard time at this airport?!?!
Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller and her daughter were traveling through BWI and her daughter has a medical condition that prevents her from being touched and when they presented the letter from her doctor the TSO directed them to wait while they caller for a supervisor and a gruffy TSO in a hurry for some reason accidentally stepped on her daughter s foot resulting the need for her daughter to be treated medically and the TSO made a sarcastic remark as she apologized for stepping on her foot.A pat down was required because of tissues in her pocket and caller wants to know how they can travel in the future without this type of incident.She contrasted the excellent service they received when they returned home while going through screening at SNA,she stated that everyone was positive and friendly.Apologized for the incident and explained that in the future if she has difficulties to ask for a PSS and to call TSA Cares 72 hours prior to travel and we would forward her travel information to ODPO and she stated she had called me on that line and I verified that the call came in on Gene line. Informed caller how to relay incident directly to CSM through IVR and explained how declare her medical condition in the future and empty all pockets prior to entering the AIT.

Caller said she took a group of students to the Dominican Republic. On the return trip, when they flew from FLL to DC, one student went back to get his passport because he left it in the tray and the student was rescreened after getting the passport and then he went and got on the plane. Caller said TSA removed him from the plane and did a full body patdown without notifying any of the chaperones about the screening. Caller stated she did not find out about this until the parent of the 16 year old student called her. The caller asked if this is normal procedure. Caller does not know if the student told them he was traveling with a school group. Caller said the student did tell them he was 16 years old.

Airport FLL
Airline JetBlue
Flight numbers 1482

6/20/2013 Date and time of incident 06 19 2013 approximately 8:45 am

4:16:11 PM Baggage tag number N A

Description of bag, color, style, size, brand N A

NOI with Writing ? N A

Terminal or Gate Terminal 3 Gate F8

Contact information (b)(6) cell phone

I told the caller that I do not know the procedures in regards to this and I will forward this to the CSM at FLL.

To whom it may concern:

The below message throws one more absurdity on to the pile. You seem to be saying that a random enhanced search of a few passengers will deter a terrorist, because he or she won't be able to take precautionary measures based on the knowledge of a more specific targeting methodology. Point one: A terrorist always faces the hazard of being detected in advance and is reconciled to it. Knowing that he or she is unlikely to be profiled, and that a 76-year-old white-haired lady is as likely to be searched as a more suspicious looking individual, decreases the risk element in the terrorist's calculations. Point two: A terrorist willingly faces martyrdom. From that standpoint, the risk of being arrested must seem a minor price to pay. Surely a place in paradise is guaranteed eventually to those who try and fail.

Sincerely,

(b)(6)

San Rafael, CA 94903 (HYPERLINK (b)(6))

6/20/2013

4:21:44

PM

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc do not reply@senture.com"tsatcc do not reply@senture.com>

Date: Tue, Jun 18, 2013 at 6:18 PM

Subject: In Response to your inquiry.

To: HYPERLINK (b)(6)

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/20/2013 3:50:00 PM Airport : SMF - Sacramento International Date/Time of Travel : 06/14/2013 Airline & Flight Number : Alaska 820 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) (b)(6) Comment : This is a copy of the letter recapping my discussion with (b)(6) on June 19, 2013.

June 20, 2013

(b)(6)

Pursuant to our telephone conversation, I will summarize and comment as follows with copies to Congressional Representative Doris Matsui's Office, Senators Barbara Boxer and Diane Feinstein, and to TSA Headquarters.

6/20/2013
4:22:40
PM

You stated both that what happened to me was anomalous and that the feedback you get from citizens is 99.9% positive. I responded with inquiring how that statistic was generated, and you said that it was not mathematically (statistically) generated but rather was your assessment based on what you read. This statistic is therefore neither factual nor reliable. You changed your assessment while we were on the phone to "mostly positive" and since the term "mostly" means greater than half and is still quantitative, I will leave that on the table as needing to be validated but more realistic than your first statement. Instinctively, my response is that your sample is not random nor validated in any way, and I could go on for pages with faults in the way that your "statistics" are generated

My response to your statement is that - like myself the 3 previous times I have been through SMF - unawareness, general inconvenience and fear of retaliation tend to keep the general public from complaining especially to a Federal agency. The general consensus is that since Federal Agencies are usually immune from litigation, and people generally do not know to contact Congress about complaints, they just don't want to bother. For this reason and many others, abuses are allowed to continue unanswered, employees are not held accountable, and people will simply suffer the injustice of having their rights trampled.

It was not until your staff crossed the line in damaging me to the need of additional surgery that I was outraged enough not to care about any of those things, and being on vacation this week gave me the time I need to thoroughly complain about the abuse and torture I experienced at SMF. In theory, TSA is not allowed to retaliate against a citizen who complains, but my recent experience with both TSA and HIPAA has given me a 73.7% Z-tail validated certainty that regulations are ignored upon convenience. I have not computed the type II error in my evaluation, and I am not likely to proceed with this analysis. As this is four injuries for four flights out of SMF, it gives me enough data to rebut that what is happening to me is anomalous, however, it would be very difficult for me to get enough information to perform a valid study on the breadth and scope of the damage and humiliation that is happening not only to me at SMF but to other similarly situated people. Further, it is not up to me as a citizen to do your quality control without compensation. It should be made easy and clear that every citizen, whether victimized or not, is able and encouraged to complain loud and long and clear about the mistreatment at SMF. Since SMF is in Representative Matsui's district, copies should go to her office along with the 2 California Senators, Diane Feinstein and Barbara Boxer. The complaint forms should be very visible and very accessible. Your staff should enthusiastically encourage them to be used and not hide them far away from the work area under a basket behind a computer so that even a supervisor has to search for them. Personally, I would like to see a huge banner reading something like "TSA Complaint forms here" accompanied by a complaint box so that a citizen can register a complaint within a matter of seconds.

It is totally within your authority to move the complaint forms and make them immediately visible and accessible and to further instruct your staff to encourage citizens to use them. I did not use one, but it seems to me that it should be half sheet, check boxes and comment line with a signature date and contact method. Also, a sign that directs people to the TSA web page for further complaint detail would be a very good idea. Do not expect the general public to know these things, because I am far

Disability Description: Caller's mother is elderly, in a wheelchair, hearing impaired.

Response Details: I advised that I would send the caller's information and issues to TSA Cares for review. Further, I would send the same to the Customer Support Manager at PHL for review.

Caller asked if he would be contacted.

I advised that I could not promise that he would be contacted, but that I would recommend in the strongest terms that caller be contacted.

Incident Details: Caller wants an explanation about something that happened to his mother this morning at the TSA checkpoint at PHL. She was in a wheelchair en route to PHL on a US Air flight scheduled for departure at 1005 hrs to FLL. She was being pushed in the wheelchair by an airline attendant. She was taken by TSA for additional screening and detained for 45 minutes by one female and three male screeners (including one supervisor). She was patted down, groped, had to remove her shoes, and her carry-on bag and purse were emptied. They took her checked bag from the plane for a search.

6/20/2013
4:34:55
PM She is elderly, 84 pounds, obviously has mobility issues, and requires hearing aids. Caller says this is outrageous. His mother advised that they would not explain to her why they did this. Caller's mother told him that she was strip searched, but she spoke to caller's wife and did not indicate the same.

Caller is a retired FBI agent out of MIA. Was a spokesperson for LE in multiple agencies. John Pistole was in the FBI when caller was there with the media division. Caller wants an explanation.

Caller stated that his mother told him that she was advised that an alarm went off, but she never went through the magnetometer. He's heard stories in the media about these kinds of things happening. Congress, etc., have addressed this kind of issue.

Caller's mother's name is (b)(6) Caller doesn't want anyone to call her directly, so he doesn't want to provide her contact number.

Caller wants contact with someone at the airport whom can advise him why his mother was detained for so long, why her checked bag was pulled from the plane, etc.

Flight information: Flight 1555, PHL at 1005 hrs. this date. Caller's nephew checked her in curbside.

Disability Description: Caller's mother is elderly, in a wheelchair, hearing impaired.

Response Details: I advised that I would send the caller's information and issues to TSA Cares for review. Further, I would send the same to the Customer Support Manager at PHL for review.

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Flight information: Flight 1555, PHL at 1005 hrs. this date. Caller's nephew checked her in curbside.

Caller asked questions concerning:

6/20/2013 9:31:37 PM How to file a complaint. TSO made her go through screening at ATL, and a patdown. She wanted TSA to know she is upset.

I responded from the template below:

We encourage you to visit our website at www.tsa.gov to submit your complaint in writing.

Caller is from WA state. She is blind. She lost a necklace pendant on her trip in March. She was not sure if she lost it in NY or at the other airport she went through. She called to report the loss and was given the number for lost and found at LGA and sent a claim form. She said that she ended up speaking with three people. One of the people told her that since she was blind they would send in her claim for her. She has not heard anything. She had a notice of inspection on her last flight that was stamped 5/31/2013 @ 5:49 am. She said that holes were worn in her luggage and her Clark shoes were damaged. They had worn places on them to. She wanted a contact number for the airline. Caller said that she is in a wheelchair and always gets a patdown.

6/21/2013 10:36:17 AM I gave the following information: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

Please be advised that TSA is not liable for any damage to locks or luggage from opening a bag for security purposes

I suggested that she call the airline because she said that the bag had holes worn in it. I advised her that the bag may have been damaged while on the conveyor belt or when it was being loaded on the plane. I told her that I do not have a contact number for the airlines.

I told the caller that we can not file a claim for her here at the TSA Contact Center. I gave her the number for the Claims Management Office at 571-227-1300.

I did review her previous record and she was sent a claim form and given the number for lost and found.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/21/2013 10:47:18 AM

6/21/2013
12:02:12
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Denver to Boston, United Airlines

Comments: my mother in law, who is 91 years old was "patted down" after she had gone through the security check in Denver. She had tissues in her pocket, which I assume prompted the pat down. Let me tell you how outraged our family is! My mother in law weighs 92 pounds, is in a wheelchair and has macular degeneration and is hard of hearing. She wears a hearing aid. She did not hear the staff ask her to empty her pockets, or she would have. Funny that being her age, she didn't have to take off her shoes, but embarrassment and humiliation apparently is for everyone.

Query:

Caller has a security concern about LGA and a specific checkpoint, Concourse B in Terminal D. Caller says that he travels frequently out of many airports, and LGA seems to be the most un-secure airport that he goes through.

An incident occurred approximately a week and a half ago, where the caller noticed the irregular behavior of another passenger. Caller informed the TSOs at the screening checkpoint and received word from the TSOs that this person would be screened more thoroughly. Caller watched the person go through screening without receiving any form of additional screening. Caller would also like to express his concern about the lack of a body scanner at concourse B in Terminal D, the only concourse that does not have a body scanner. Caller says that the LGA supervisor said that his concern was legitimate and it would be one year from now until they get the scanners. Caller was advised to fly out of a different concourse or airport if he was concerned. Caller believes that this was totally inappropriate because it is a security concern. Caller has also noticed that there are no swabbings done at LGA in his last ten visits. Caller is not trying to get anyone in trouble, caller is just wanting to make the concourse safer.

6/21/2013
3:14:41
PM

Caller is informed that his concerns will be sent up to the CSM at LGA for additional review.

Caller is wanting to speak with a supervisor.

Escalation Notes: (b)(6)

The caller has expressed concerns that about LGA. He flies out of there twice a week and flies out of 15 different airports and LGA has serious security problems. He has two issues he wants to address.

1. He saw someone that kept touching his shirt like he had something hidden there. He told the TSO's and they said they would check. When the passenger that was touching his shirt went through the checkpoint the TSO's just sent him through the metal detector without a patdown. This concerned the caller.
2. He flies out of Concourse B terminal B and there are no body scanners there. He also says they never swab anybody. When he spoke to a supervisor about this she said that they would be getting a AIT in about a year. She informed him do to budget reasons is why there is only one at LGA. The caller expressed great concern about a TSA supervisor expressing concern over a security flaw at that airport.

I assured the caller that he would speak with a security agent from the TCC and we would send this to a CSM at LGA.

Sir/Ma'am,

I'm (b)(6) an active duty Soldier traveling from El Paso TX to Honolulu HI. I and my Aide are traveling in dress uniform and have been treated other than service members to our country.

This began when the first set of screener's (both females) ran us through the metal detector even though they clearly seen us in dress uniform with awards and badges. Once the Alarm was set off they explained that we needed a pat down.

6/21/2013
4:10:17
PM

The second screener (male) began to explain me to begin to me that they should have never sent me through the metal detector and began to tell me to remove items from my uniform. I explained that this is a uniform and removal of items are not authorized. I also stated that my aide was through and wants photos of this search/pat down, his response was "I don't have time for this", my response was neither do I. He escorted me back out to began the entire process again? Meanwhile, my aide somehow and now both surprised that he suddenly tested positive for explosives and was taken to another room? Exactly at the time when he was reaching for his camera.

I have been proudly serving our country for the past 33 1/2 years and never have I been treated in such manner. Civilian travelers did take photographs with their phone and captured the entire event with one stating "this is embarrassing can't you see he is a Soldier in uniform serving our country".

I am not looking for an explanation or apology I am looking to get this fixed before more is added to the great TSA record it has become known for.

(b)(6)

Greetings:

I am precheck eligible on American Airlines (Platinum) and have participated since it was a pilot program. Now that I fly Delta, I no longer get precheck (although I am Silver elite). I often travel with my husband (b)(6) on Delta and he gets precheck. Needless to say, going through different lines is inconvenient. Also, since I opt out of millimeter wave detection, I have had probably hundreds of pat-downs, using a lot of TSA resources. What are my options for becoming a known traveler when flying Delta so that we can save both of us time?

6/21/2013
4:10:37
PM

Thank you in advance for your help.

(b)(6)
Skymiles2154748350

Sent from my iPad

Caller went through Austin, San Diego, and Phoenix security yesterday. Caller states that while he was being screened in Austin, patches of cotton were rubbed on his hands and placed in a machine. What was the purpose of that? He is 87. He also received screening by AIT and patdown, even though the AIT did not alarm.

Lincoln NE

6/21/2013
6:01:37
PM

Advised caller:

The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas.

TSA has used this technology to screen passengers' hands since 2008; however, the decision to expand this procedure to the checkpoint queue, checkpoint, and other areas of the airport was based, in part, on the attempted airline bombing on December 25, 2009. Expanding the use of ETD is considered a valuable additional layer of security.

Caller's 7 and 8 year old grandchildren flew home unaccompanied from BUR to PHX after visiting her. Their mother is muslim and meet them at the gate at PHX by obtaining a gate pass from the airline, US Airways. The mother stated that her private parts were touched after she had to have a patdown. She believes that the patdown was inappropriate and does not understand why she had to have the patdown since she was not boarding a flight. The mother, (b)(6), told the caller that the TSOs would not allow her to use the AIT scanner because it was out of order, nor could she use the WTMD. The mother also said that she feels she was profiled based on her religion and required to have a patdown. The flight that the children were on was US Airways 2836 that arrived today, June 21st at 1130hrs, and the incident occurred around 1100hrs. Caller would like to file a complaint with the manager at PHX due to the inappropriate patdown and was calling to see if someone could look into this as discrimination or profiling.

6/21/2013
8:28:05
PM

Apologized to caller for her daughter-in-law's experience and explained that every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Because your complaint concerns the conduct of TSOs at a specific airport we will forward the complaint to the Customer Service Manager (CSM) at that location for review. Also, explained that if she feels that the incident occurred due to profiling, she will need to put her complaint in writing to TSAs Multicultural Branch. Explained that we will send her a email containing a request for information that she can respond to in order to request the investigation.

Date correction on pat down Opt out as it took place May 22 not June 22.

On Jun 22, 2013, at 6:44 AM, (b)(6) wrote:

Dear TSAAdministrator,

I am a 68 year old female who flies a few times every year. I do not ever want to go through your full body scanner because of health concerns with radiation buildup or microwave damage over time to my body. Neither my husband nor myself have gone through the full body scanner since it was instigated. We have always chosen to opt out for the pat down and have allowed extra time to do this. Dr Oz has even recommended that over 65 men and women, pregnant women and children should not go through this machine, so going through it is not an option for me. I don't have a problem with the metal detector but that never seems to be a choice.

6/22/2013 9:23:17 AM On May 22nd, 2013, we were flying out of Detroit, MI on a flight to Paris using Delta Air France partner flight. The female assist had me spread my legs wider than usual and proceeded as usual except this time I received a karate like chop to the vagina , not once but each time she examined a leg facing front and facing back. This was shocking to me but I was out in public view and my husband was having his own pat down so I was reluctant to say anything for fear I'd be sent through scanner.

Subsequently I have read that I can have someone else observe my pat down which I will do in the future. This female assist TSA agent was blond in her 50's and really was out of line. we are asked asked if you have any sensitive areas but isn't it a given that the vagina is sensitive. I have never had this happen to me before. I would appreciate a response to this.

(b)(6)
HYPERLINK="(b)(6)"

Dear TSAAdministrator,

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6/22/2013 9:23:20 AM On June 22nd we were flying out of Detroit, MI on a flight to Paris using Delta Air France partner flight. The female assist had me spread my legs wider than usual and proceeded as usual except this time I received a karate like chop to the vagina , not once but each time she examined a leg facing front and facing back. This was shocking to me but I was out in public view and my husband was having his own pat down so I was reluctant to say anything for fear I'd be sent through scanner.

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(b)(6)

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 6/22/2013 12:53:46 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

6/22/2013 9:24:17 AM TSA Employee: (If Known) :

Comment : I am a british citizen holding a green card. I have been screened by CBP and have a Global Entry "Trusted Traveller" status. yet every time I board an airplane overseas bound for the USA I get "randomly" selected for additional screening! It happens every time so I know it is not "random". Can you please advise how I can get removed from whatever "watch list" I am currently on? Thank you.

(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hi - I travel occasionally throughout the year on business and for personal reasons. This past Thursday, June 20th, I was flying from DCA to MHT on my way home from a business trip. I have had surgery and can no longer raise my right arm above my head. I tell the screeners this at every airport and am almost always directed to the other x-ray machine.

6/22/2013 11:19:34 AM This past week, though, when I told the screener at DCA (aisle 1, about 5-5:15 PM) that I could not do raise my arm over my head, he instead called "female assist" for a pat down. This was not an efficient use of resources, and the two women who were doing the pat down told me that they should not have been called, that I should have been directed to the other x-ray machine where I don't have to lift up my arms (as I always had been in the past), and that the screener must be new. I asked them to please tell him that and to take this as a training opportunity. I left to catch my flight, so I don't know if this was done.

AM I am asking that the screeners at DCA be reminded of this policy. It's an unnecessary use of staff time and resources to do pat downs under these circumstances. It's also bad for the airline industry to have passengers subjected to unnecessary patdowns. Alternatively, if this screener was correct and this is a new policy to have people like me with medical conditions be subjected to patdowns, I would like to know this, too.

Thank you,

(b)(6)

The caller is wanting to know what the status of her claim. She filed it on May 30 2013 and hasn't heard anything. Several times during the call she says that no one has contacted her. The caller has a speech problem and is very upset. The caller states that she hasn't had any contact from anyone from Memphis or the claims management branch. The caller has called in 6 previous times to the TCC.

The caller is also upset with the screening that done to her when she flew out of Memphis on Jan 31 2013. After investigating the caller's incident took place on Jan 31 2013 and has been calling ever since. I asked the caller if she has gotten a letter from the CMB and she says no she hasn't. I asked the caller 3 times if the CSM had contacted her about her flight and she states that no one has contacted her. The flight path appears to be Memphis to MSP to SFO. I advised the caller I would forward this to the appropriate office for further review.

EID (b)(6) she indicates that she flew out of Memphis and had several items taken out of bag. She was given the number to the CSM.

6/22/2013 5:12:32 PM EID (b)(6) The Passenger asks if she can file a claim for all the missing items. She was told yes and that she could fax her claim in to the CMB. She was given the lost and found number to Memphis. The agent asked the passenger if she would like her to submit the complaint to the CSM. The passenger declined.

EID (b)(6) The passenger describes in this EID that the items that were taken were in her carry on. She was given additional screening and doesn't understand why this was done. She also was calling back to let us know that the items weren't in lost and found. The agent goes over the patdown procedures and the AIT procedures.

EID (b)(6) The passenger in this EID describes how she had to check a second carryon and when she arrived at SFO there was a NOI in the bag and her bracelet was missing. This EID was sent to the CSM. The CSM replied and stated this is an airline issue and that he would contact the passenger.

EID (b)(6) The passenger is calling back to ask if she can file a claim for the missing bracelet. Claim forms were sent.

EID (b)(6) The passenger is calling back to see if her claim has been received by the CMB. They haven't responded. The agent provided the contact information to the CMB.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown); Permitted Items Current Date/Time : 6/22/2013 9:01:04 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/23/2013 9:34:02 AM Comment : Good evening. My uncle (b)(6) arrived at his destination to discover a note from your organization about the removal of an item in his check-in bag. The item was not specified but he determined it was a steel masonry float. Can you advise if this item can be retrieved by a family member. The flight was from JFK on Flight #799.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

Response Details: This call came in on the normal general line so I began handling it as if it were going to be a CSM escalation. I told her I would send this to a CSM, but she did not want it to just go to someone at PHX. She said she wanted to file a complaint with corporate. I told her she could write to Headquarters if she would like. She did so I gave her the Headquarters Address. She wanted to know if I was going to send her a copy of the complaint. I told her I could not but gave her the EID number.

After talking with her I realized it was a TSA CARES issue. She said she felt like this happened because of her medical condition. I told her to file a formal complaint she would have to put it in writing. I gave her the address to send it to. She asked if I could just email that to her. I told her I could not, but remembered after the call that I could so I did.

Caller was calling from the PHX airport and had to hang up because she had to board her flight.

Incident Details: Caller had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

6/23/2013
11:55:46
AM

She walked through the AIT and then was told she had to do a patdown because her medication could not be xrayed. They put the medication in a machine. She said there was no reason for this and it was humiliating. They did not have to do this in CMH and should not have had to do this in PHX.

She asked to speak to a supervisor. He gave her a card with a name on it of (b)(6) manager. She had to patdown a breast that just had a biopsy on it. She asked for the policy that said she had to have a patdown when her medication could not be xrayed. She did not want to give her email address at first because she said that was another way for her to get on some sort of list. But then she said it was hard to get in touch with her by phone during working hours.

It was such a contrast from her previous flight that she felt humiliated. The screening procedures were completely inconsistent.

Airport: PHX

Airline: SW

Flight Number: 3681

Location: Terminal 4 Gate C17

Date and Time: June 23 at 7:30am (Time she went through the checkpoint)

Disability Description: The caller wants to file a complaint on TSA in CLT. The caller flew on June 13th from CLT to SEA and she wants to file a complaint on TSA. She went through screening around 6:15am.

Response Details: I gave the caller the email and postal address to file a complaint

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

6/23/2013
1:31:55
PM

If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

The passenger can walk through first with the dog following behind on its leash.
The dog can walk through first on its leash with the passenger following behind.
The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog's belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

The caller had issues when she came to PHL. She flew out on Thursday 06/20/2013 at approximately 6-6:30. She had a 7:00 am flight. She had issues with the checkpoint. She is thinking of calling the lawyer. She flew with US Airways. She went through the AIT and had to do a patdown. She started to get patted down by a man and when he got to her breasts he said, oh you're a woman. He had a woman come over and told her that she was a woman. The TSO told her that she did not present herself as a woman and from here on out, when she came through the checkpoint she needed to let the TSO know that she was in fact a woman. She indicated that everything she was wearing was true to size and she was not presenting herself as a man. She was told by another agent that technically as an agent they should know and if they have questions then they should request to see a boarding pass without saying anything that could be rude. She says that she feels discriminated against and thinks she may need to call a lawyer.

She had a short hair but her clothing clearly allowed them to see her breasts.

6/23/2013
1:59:18
PM

Advised caller:

I transferred to MB.

ABaker completed the call.

I spoke with (b)(6) who was visibly upset. I did explain to her that the complaint needed to be in writing and sent to the Multi Cultural Division of civil rights and liberties. She kept insisting that she felt singled out and discriminated against based on her sexual orientation.

The TSO agent that she spoke with first was a caucasian lady that was short, pudgy and had white hair. This was the agent that told her that she needed to present herself as a woman and explain that she was a woman everytime she came through the checkpoint.

I also let her know that I would send this complaint to the CSM at PHL as well, so that an instance such as this would not be repeated.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/23/2013 1:21:22 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 06/22/2013 9:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Re entry security check TSA Employee: (If Known) :

Comment : I am a pregnant woman and this was my first and probably last time flying since becoming pregnant. Upon my re entry to the U.S. I requested a pat down because like MANY other pregnant women I did not feel completely comfortable with the body scanner. When I requested a pat down I had not one but two men make comments to me more than once about why I was opting out and why I should continue with the scanner instead. I feel as though it is unnecessary to explain myself more than once to someone about the decision I am making for my child. The scanners could be completely harmless but it is my right to choose without being questioned continually. Once I had made it very clear that I would not be going through a scanner they loudly told me that it was going to take a while since they didn't have an available female. I also do not understand why a female is not nearby for female passengers who opt out. While in the Roanoke VA airport the TSA agents gave me not grief and were all very understanding of my decision. That behavior is what I would expect out of any airport.

The females who patted me down (in both airports) were very professional and very understanding. I wish I could say the same for the men who have become confused into thinking they are doctors.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from HOU on Southwest airlines to BWI. She has a card stating that she has metal implants. She had just had knee replacement surgery. She had to undergo a patdown. She gave the black card, her pink master card, and her driver license. She cannot find that black card stating that she has her metal implants, with her name, doctors name, along with the surgery date, and she is missing a pink master card with her name on it. She stated that they gave her drivers license back. She stated that her purse was searched and now the items are missing from her wallet. She stated that they took everything out of her purse. She stated that she has her drivers license. She stated that she does not consider the items to be lost and found.

I advised the caller that the medical documentation is not required for her screening. She would need to let the TSOs know if her metal implants before screening begins.

Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. I provided the contact information for the lost and found department at, William P. Hobby Airport: 713-454-6933.

<http://www.tsa.gov/airport-lost-found-contacts#7>

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

Caller stated that she is missing her billfold. She went with Hawaiian Airlines to go to Maui. They searched her because of a hip replacement, and when she picked up her purse she didn't check to see if everything was in it, and she thinks someone took the wallet from her purse while she was getting her patdown. The purse is black, a little larger than a bill fold, about a 4x6, 2 zippers inside, 3 credit cards, drivers license, medicare card and AARP. There was a little day planner with addresses in it, about \$160 in it, and a calculator.

Flight details below:

Airport: HNL

Airline: Hawaiian

Flight #: 386

Departure Date: 6-22-13

Departure Time: 10:07 a.m.

Went through security: 9:30 a.m.

Terminal Gate: 52

She also wants to know how she would be able to get back without ID.

Advised Caller:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity.

The caller was upset over a patdown that she received. She stated that she flew from DAL to LAS and then from LAS back to DAL. She indicated that she is a grandmother of 10 and a mother of 4. When she went through the checkpoint the first time on 06.14.2013 at around 7 pm. she stated that she went through the checkpoint with other ladies and men. The men were not touched; however the women were. She felt as though TSA is sexist and racist, because they just chose the women to be patted down as opposed the men. She felt as though she was groped and had her butt and breasts felt up.

The same incident happened to her on her way home from LAS on 06.22.2013 at around 3 or 4. There were men at LAS, as far as TSA agents as well as passengers but they were not subjected to the patdown procedures.

6/23/2013 She did state that she would go to the press or the media. Her blood pressure is up and will not come down over this whole situation.

6:00:46

PM

Advised caller:

That I can send the complaint to the CSM, but the actually discriminatory complaint has to be done in writing. At first she was reluctant to provide me with her telephone number or email address but she finally provide me with those details, so that the information could be in writing.

She is very untrusting of TSA at this point, and I did try to reassure her.

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To whom it may concern,

I just passed through security at Bgm airport preparing to go on flight dl3757 to dtw. Although the all the TSA staff were very friendly. I was very disappointed when I heard a staff member yell out to search me/ pat me down because i have an insulin pump. Not only inappropriate to tell out, but what better overt way of profiling an there be? I know from other travels that my pump needs to be tested for explosives- for which makes sense to me. but to mandate a pat down because of an illness...

Really? I was embarrassed and felt very singled out as people looked on. This is an experience that will be shared with many and only hope this gets heard to avoid future embarrassment.

6/24/2013

8:36:57

AM

(b)(6)

Sent from my iPhone

Disability Description: Metal implants, hip replacement.

Information Request: Caller asked questions concerning metal implants during the screening process as she traveled to Dublin Ireland from the U.S.. I instructed the caller from the template below on the proper procedures (patdowns, documentation, AIT screening....etc) when doing traveling with metal implants.

6/24/2013

10:24:41

AM

I explained to the caller that they would need to notify the TSO conducting the screening about the location of the implant so that it wouldn't be a surprise when it alarmed; if it did alarm then additional screening may occur, specifically in the area of the of the implant, such as a patdown by a same-sex officer.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/24/2013 10:33:22 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 05/28/2013 1:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a diabetic and I travel with an insulin pump. I know that the TSA's position is that the body scanners are safe for this device, but the manufacturer of the pump won't endorse that, and the fact that my life depends on this device leads me to opt-out of the body scanner for a pat-down. I understand the importance of safety and I have no problem with the pat-down procedures. What I have a problem with is the resistance I am met with every time I go through this. I travel between 2 and 4 times each month on business, and almost every time I am met with resistance from the TSA agents and at times almost have to convince them to allow me to opt-out. I understand that this makes more work for them, and I wish things could be different, but they are not. On one occasion, traveling from Charleston, SC, the agent went as far as to reprimand me in an unpleasant tone, stating that I would "just have wait", "you'll be here a while" and "it will be at least 15 minutes before someone can come screen you" (it took no more than a minute before someone was there). I am not enjoying this process any more than they are and the last thing I need is to be made to feel guilty or bad about it. I would like to see zero resistance to my request to opt-out, and the agents to be as cooperative and understanding as we have to be as passengers. If someone opts-out, understand that it's for a good reason, not because we enjoy being patted-down. It's not pleasant for either party, but let's all behave like adults and cooperate in the name of keeping everyone safe.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Other; Pat-down

Current Date/Time : 6/24/2013 1:46:19 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/21/2013 6:00 PM Airline & Flight Number : 282 Airtran Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello,

On a return flight from Cancun Friday 6/21-2013 I was informed by Baltimore TSA supervisors I have a security flag on my ticket that will require extra security processes EVERY time I fly from now on. She suggested I contact your department as I believe this is unwarranted. The code on my ticket that seems to have prompted this is SSSS in the lower left corner. Everyone was very nice and I have no complaints on how I was treated. I just want a closer look into why this has occurred and what information I can provide to eliminate this extra delay.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello , My wife was travelling from MCO Orlando to JFK New York. She was selected for a special Pat down. It was done by a male TSA agent, he had his hands between her breast. I would like to know if this was proper procedure, or if this was suppose to be done by a female TSA agent. I can be reach at (b)(6) or at my email: [HYPERLINK \(b\)\(6\)](#) Thank you.

(b)(6)

(b)(6)

6/24/2013

4:21:42

PM

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Feedback Type : Security Issue
Categories : Duration of Screening Process; Carry-on Property Out of View During Screening Current Date/Time : 6/24/2013 3:56:11 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 06/09/2013 11:15 AM Airline & Flight Number : Korean Air Checkpoint/Area of Airport :
TSA Employee: (If Known) : Supervisor (b)(6) ; Officer (b)(6) (Ms.); Officer (b)(6) (Ms.) Comment : Hello, I will gladly give more details when your representative calls me but the long and short of the problem is that I requested an opt-out and was left standing, out of sight of my luggage, for 7 minutes. The customer service that I received from the gate officer and the inspecting officer was reprehensible, although the pat down itself was as it should be and not a problem. Attitude suffers dearly at this location, which is so unusual for Dulles. Something is not right there, all the way up to the Supervisor, with whom I tried to receive some satisfaction.
6/24/2013 4:21:59 PM Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/24/2013 3:51:29 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/15/2013 8:00 AM Airline & Flight Number : AA Checkpoint/Area of Airport : security TSA Employee: (If Known) :
6/24/2013 4:22:01 PM Comment : My daughter is 16 and was travelling alone for the first time and I got a gate pass to go with her. While going through security, she was told to step aside and then her hands were wiped with some tissue and then 2 women said they had to pat her down so took her to a room. I went with them. On questioning them, the one doing the pat down was very rude and the other one said 'Oh its some chemical we don't want to see on airplanes'. Of course the pat down didn't yield anything and I shudder to think what would have happened if I hadn't got a gate pass to go with her. We could not get a satisfactory answer from either one of the agents. I have been flying for several years and have NEVER had any bad experience and would like to know what happened this time.
Would you like a response? : True
Passenger's Name (b)(6) (mother) Phone Number (b)(6) Email : (b)(6) leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wanted to file a complaint concerning (b)(6) who is an STSO at JFK who treated him in a very rude way today, by allowing a black gentleman to get in the line in front him, causing him and his son to be separated during the screening process. When the caller complained an STSO told him that ***he could do anything inside the checkpoint that he wanted to do, and that he makes the rules there***. It appeared to the caller that the man allowed to cut line in front of him, was a friend of the STSO because they exchanged smirks when the caller complained about being separated from his son during the screening. He said that the TSO became upset and gave him secondary screening (patdown and his carry on luggage) for complaining. During the search of his luggage, his laptop was stepped on by the TSO, who never apologized.

The connection with (b)(6) was very bad and eventually the call disconnected. I called him back and received his voicemail, so I left a message apologizing for the incident and also to assure him that I would send his complaint to the CSM at JFK. I could not confirm whether or not the laptop was damaged due to the disconnection.

He informed me that was boarding a flight to Paris France just minutes after the phone call. The email address that I gathered is most likely the best way to contact him because he will be in Paris for several weeks.

6/24/2013 I advised on the message that I left the caller:

5:34:08 PM (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Date Time--6-24-13 at 5:04pm.
Gate or Terminal--Terminal 4 line 6
Airline--Swiss Airline
Flight #-- LX017

This electronic transmission contains information from the law offices of (b)(6). This transmission is confidential and may be protected in whole or in part by attorney-client privilege, as well as other privileges and/or immunities. This transmission is intended solely for use by the above named recipient. If you are not the above named recipient, be aware that any disclosure, copying, distribution or use of any portion of this transmission is strictly prohibited. If you are not the above named recipient, you should immediately reply to this e-mail, stating you received this e-mail in error, and then delete the e-mail and any attachments from your system. If you are the above named recipient, unless you notify us otherwise in writing, your electronic reply to the above identified sender constitutes your acknowledgement that electronic transmissions are susceptible to interception and your agreement to send and receive confidential information via this medium.

Dear TSA,

6/24/2013 6:27:22 PM I was at the Des Moines airport today, boarding a flight. While at the TSA checkpoint, I asked a supervisor if I could bypass the AIT screening and opt for a pat-down. She told me that was not allowed to do that. I told her that was not true, and she left, instructing other TSA agents to subject me to additional screening. I found this not only unprofessional, and in violation of the TSA's own rules, but found the additional screening to be more punitive, rather than effective. Certainly someone questioning the TSA's application of the TSA's own rules is far more likely to be a non-threat than the average passenger (although as they are both so unlikely to be a threat, that I have no idea why locking the cockpit doors has not already eliminated the need for officious TSA supervisors). Please look into this matter and update me on your findings. Thank you.

(b)(6)

Des Moines, Iowa 50309

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 6/24/2013 6:46:42 PM Airport : EWR - Newark International Date/Time of Travel : 06/24/2013 6:30 AM Airline & Flight Number : Alaska #15 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/24/2013 8:23:53 PM Comment : I asked for a pat down rather than go through the xray. My belongings, purse and computer and carry on were left at the end of the belt after they were screened, exposed to all, while I was waiting for a female TSA employee to pat me down. This took awhile. I asked another TSA employee about protecting my things and she stated they will be left at the end of the belt. When the pat down employee finally came, I told her my belongings were unguarded and she said "YOU asked for a pat down". I felt I was being reprimanded for asking for a pat down, and my punishment could be my belongings being stolen. This is not acceptable.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 6/24/2013 9:52:20 PM Airport : TVC - Cherry Capital Date/Time of Travel : 06/24/2013 11:00 AM Airline & Flight Number : Delta 3705 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The TSA staff at TVC Cherry Capital must undergo updated training about proper screening procedures for breastmilk, which is classified as a medically necessary liquid by TSA's own policies.

On June 24th I was traveling with my husband and 11 month old daughter. I alerted the TSA officer at the security checkpoint that I had bottles of breastmilk. When I had traveled previously from/to Denver and Austin, the guards took the milk around the X Ray device to engage in a separate screening, since x rays damage breastmilk. Today, however, the officer running the primary scanning machine (an older woman with gray hair) told us that it had to be x rayed. We disagreed and pointed to TSA's own policies. She said that if we didn't x ray it, we would have to have ALL of our luggage examined (not just the breastmilk, which was standard procedure in the other airports) and that I would have to go through a pat down (even though I did go through the metal detector, and TSA policy states that pat downs are only necessary when a passenger opts out of the imaging technology or metal detectors).

To expedite our travels (and since the TSA guard would not budge), my husband and I agreed to let them search all bags as long as they did not X-ray the breastmilk. I also agreed to undergo a pat down since the screener insisted that it was necessary since the milk wasn't x rayed.

6/24/2013
10:09:14
PM

It was not necessary for me to be subjected to a through pat down, especially since I was carrying the baby on me. In every other airport, we were simply given a hand test (swab?) when carrying the baby, but the screener made me move the baby, who became agitated. This is an unwarranted invasion of personal privacy.

We also asked for the supervisor. The supervisor was an older male. My husband told the supervisor his staff needs to re read breastmilk guidelines. The supervisor became defensive and insisted they were "fully trained on all SOPs". The supervisor refused to explain said procedures (such as the need for a pat down when not using x ray), but he did (thankfully) correct staff that any bag that went through the X-ray did not need to be searched. The screener did insist on searching through diaper bag even though all bags had successfully passed through X-ray. My husband asked another older female screener for the business card of supervisor, and was told that the older gentleman was the supervisor. We were never given his name, though we requested it.

The supervisor then called for security, which was not needed since all my husband was asking for was supervisors name. This escalation was not needed and made the situation more tense. Clearly he did not like the fact that my husband questioned him and was overly defensive of the situation.

I recommend entire TVC staff gets training on handling of breastmilk, breast pumps and other child safety issues. This is a tourist destination airport and I am concerned for other families traveling here as staff is clearly not trained for these situations.

The TSA clearly has a poor public reputation (and pending lawsuit) stemming from improper execution of TSA policies regarding breastmilk. It was shocking that there were at least six staff at the TVC airport who were NOT properly trained (or were afraid to confront the supervisor) on these matters.

Would you like a response? : True

Caller flew on June 20th and returned on the 24th from Minneapolis. She is visually impaired and went through the AIT and she had a patdown. The TSO were speaking to her husband rather than her while she was being patted down and she thinks that this is inappropriate. She wants to make a complaint about this.

This happened on the 20th from Minneapolis to Seattle on Delta flight number 1653. She was going through G15 at about 5:00 am. She does not have any names or descriptions of the TSO s involved because she did not think about this until she got on the plane because it was so early.

I asked her if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

6/25/2013
10:18:56
AM

I also asked her if she is calling with a different concern such as poor customer service? She stated that this is poor customer service.

I apologized to the caller and told her that our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

TSA appreciates that you took the time to share this concern with us.

The caller said he is an employee with United Airlines. The caller said he traveled with his 13 year old daughter (b)(6) today from George Bush Intercontinental Airport. The caller stated they held her for over 30 minutes and she had to undergo a pat-down. The caller said the officer at the checkpoint told him that his daughter is on a watch list. The caller wanted to know what he needs to do to get his daughter off of the watch list.

6/25/2013
12:56:07
PM

I sent the caller the forms to apply for Redress via postal mail. I told the caller the U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening

To Whom it May Concern--

On June 16th, as I was going thru security with my grandsons, who were unaccompanied minors, I presented my card which states I cannot go through the traditional security scanner, due to a surgically implanted spinal stimulator. I was bullied & harassed by the TSA, who kept insisting, despite my explanations, that I should/could go through it, and that my Dr. should go to their web site and read up on it. He would hold his hand up to interrupt me as I spoke, and not let me finish what I was saying. Then another TSA chimed in and loudly asked me if I'd "turned it off" & when I said no, she said "well, if you'd turn it off, you wouldn't have any problem." as though I didn't know what I was talking about. When I continued to stand my ground, they and a third TSA all acted put-upon, conferred amongst themselves, and one of them said loudly, "she wants a pat-down." I waited while they called, 3 times, for a female to come and do a pat-down, and then another, more polite TSA worker, asked if I'd be willing to go thru the all-body scanner, which I said I would--I'd done that before, and it wouldn't affect my internal spinal stimulator. So I did that, and then had a minimal pat-down after I came through the scanner.

This kind of harassment is why the public dislikes your employees so much. They acted as though I didn't know what I was talking about, talked down to me as though I was a child, and belittled me in front of other people. I was well aware, also, that if I put up too much of a fight, I might be hauled off in handcuffs.

6/25/2013
2:03:31

PM The airline was Southwest, and it was flight 1806, scheduled to leave St. Louis Airport at 3:55 p.m. The man who did the initial harassing was a middle-aged man with gray hair.

(b)(6)

Caller:

Caller flew from BDL yesterday with Southwest Airlines. She was in a wheelchair. Her hands tested positive from a test so they took her into a private area for additional screening. This included a patdown as well as her carry-on luggage being hand inspected. Once she was cleared they were backing her out of the room in her wheelchair. Someone behind her dropped her laptop. After she took the laptop out of her luggage when she got home it was damaged. She could not see who dropped it. She does not know if she was getting wheelchair assistance from Southwest.

Airport: BDL

Airline: Southwest

Flight #: 2584

Date and time: 06 24 13 at 6 a.m.

Location: B6

6/25/2013

3:04:23

PM

Response:

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Caller went through the checkpoint at Daytona Beach International Airport between 6 and 6:15 am on 6 20 2013. She was flying to Birmingham on Delta flight 1280. The flight departed at 7:15 am. She said that she took off her shoes and put them and her other items in the bin. She handed her liquid medication to the TSO and requested a visual inspection. She said that the TSO told her that since she had liquid medication she and her belongings will require further inspection. Everything was taken out of the luggage and her carry-on bag and inspected. She was then given a patdown. She said that she asked to speak with a supervisor. She said that they were going to get a TSA person who said that she was belligerent. She asked for another supervisor. The supervisor she spoke with told her that he does not see any reason why they should go through her bag or give her a patdown. He went to speak with someone else and then he told her that it was a miscommunication problem. She said that she was humiliated and angry. This is the first time this has happened to her. The TSO told her that they were simply doing their job. She stated that they apparently do not know what their job is. She did not have a problem on her trip back. She wanted to make a complaint. She said that she would like to be contacted by someone about her complaint.

6/26/2013

1:04:49

PM

I apologized for her unpleasant experience and told her that I would forward her record to the CSM at Daytona Beach International Airport for review.

Feedback Type : Complaint

Categories : Screening

Current Date Time : 6/26/2013 12:09:49 PM Airport : IND - Indianapolis International Date Time of Travel : 06/24/2013 Airline : Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) :

Comment : I understand the need for screening of passengers, but the consistency of regulations is something that differs from airport to airport and is very frustrating.

1. as I entered the airport I was reading all the signs (b terminal entrance) it said only ticketed passenger, retail food purchase past this point . there was no sign saying I could not take my recently purchased cup of coffee. as soon as I get to the screening station I am told I have to dump my coffee and my family as well (I want my refund \$15). if you are going to have this rule how hard is it to post it before people purchase items?

6/26/2013 2:04:49 PM 2. How come screening policies change from airport to airport. ex... my CPAP machine in the bag was scanned fine by San Diego airport, but in Indianapolis I had to remove the CPAP machine from the bag? How hard is it to have consistency in screening policies?

3. after I made it through the X-ray machine for my self and I put my shoes on I was walking away from x-ray machine, the TSA agent that was just standing there came towards me in an aggressive manner. first he went from just standing there to putting his hand on his gun belt (like he was getting ready to take someone down) stepped towards me and stuck out his chest. He went from a non-aggressive stance to an aggressive posture as I walked by, is this a coincidence or is it because I was vocal about my displeasure of having to throw away my cup of coffee when there was no sign(s) posted? How hard is it to act professional and not like you are the big man who can arrest you for speaking your mind? as a passenger I do have some rights. Yes, I do know the difference between an aggressive Non-aggressive stance. My time in the military trained me to know the difference.

4. The person who checked my boarding pass & photo ID, pat down search, and the woman at the body x-ray and the was very professional and pleasant.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a complaint. Callers husband is handicapped. Caller said they went through Logan Airport and they flew on Delta to Raleigh Durham. Caller said they were supposed to leave at 12:45 and did not leave till 2 pm. Caller said her husband is paralyzed in his right arm and he cannot move this at all. Caller said he told them he was paralyzed in that arm when they tried to do the AIT. Caller said they pulled him aside and they did a complete patdown. Caller said he had his arm on a sling and TSA swabbed it for explosives. Caller said they touched his genitals with the back of their hands and also his backside. Caller said they put their fingers inside his waist band. Caller said after the sling was swabbed and they put this swab in a device. Caller ask if there was an easier way for him to be screened. Caller said her husband has a difficult time getting his belt back on and he has to drop his pants to his knees to get his belt back on. Caller said her husband really does not want anyone to assist him with his belt. Caller wanted this recorded but does not want to complain about Logan TSOs, it is more of a complaint about the procedures used. Caller said her husbands arm is atrophied and he cannot move it without lifting it with his other arm. Caller wanted to suggest that TSA address the issue of screening a person with the disability of a paralyzed arm. Caller would like to see TSA develop another screening method that would allow the person to retain their dignity by being able to help themselves.

I explained to the caller that the patdown is done if someone cannot undergo the AIT. I told her the AIT is the preferred method of screening and if that can't be done, they have to do the patdown. I told the caller I will forward her information about the AIT and information that has the patdown procedures. I told her he can request a private room, but TSA would not want her husband to drop his pants. I provided her the information for filing a disability related complaint.

6/26/2013 3:30:32 PM If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or

Transportation Security Administration
Disability and Multicultural Division
601 South 12th Street
Arlington, VA 20598

TSA encourages passengers with disabilities or medical conditions to arrive at the airport early

I told her about TSA Cares and how it works. Travelers may call TSA Cares toll free at 1-855-787-2227. I told her to call 72 hours before a flight.

I told her she can ask for a Passenger Support Specialist

-----Original Message-----

From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]

Sent: Tuesday, June 25, 2013 11:27 PM

To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov

Cc: TSA-ContactCenter@dhs.gov

Subject: Got Feedback : PHL - Philadelphia International

Feedback Type : Complaint

Categories : Screening

6/26/2013 4:06:56 PM Current Date/Time : 6/25/2013 11:26:46 PM Airport : PHL - Philadelphia International Date/Time of Travel : 06/23/2013 8:15 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I recently traveled out of Philadelphia with my husband, 3-year old and 10-month old. Prior to traveling to the airport I checked the travel policies regarding travel with children and infants on the airport and TSA websites. I packed juice boxes and unopened pouches of baby food for the flight and placed them in a clear Ziplock bag, and alerted security to this prior to going through the metal detector. While packing things up (and trying to contain my 3-year old and 10 month old) I was informed that anyone traveling with a liquid of any kind, including juice boxes, greater than 3 oz was subject to a full pat-down and manual inspection of all baggage. I asked twice to clarify, as I have not had this experience in the past and the TSA website did not indicate anything about this policy. The TSA agent said that only one person needed to receive a pat down and that we could pick which one of us was pat down but that our bags would need to be hand inspected as well. My husband then was pat down while I tried to keep my children calm at the checkpoint. If I had been traveling alone, there is no way I would have been able to receive a patdown at security and contain my small children at the same time unless we went to an enclosed area. I found the entire experience to be very odd, and would like to clarify if this is indeed the policy. If so, it should be recommended that parents not travel with juice, as I certainly never would have brought it if I knew it would be such a hassle. If this is truly the policy for individuals traveling with small children, I will clarify with all of my friends and family not to travel with juice boxes. If it is not the policy, I would greatly appreciate if you provide additional education to the TSA agents in the Philadelphia Airport.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller says he has been on a watch list for about 4 years now. He says he applied for a redress number, but it is not doing him any good. He is still experiencing problems. He arrived between 2 and 3 hours early for his flight yesterday and still almost missed his flight. He is putting his redress number in his airline information. He wants to know how this works. He applied for the redress number 3 years ago. He thinks he completed the entire application process. His redress control number is (b)(6). He says that he cannot print a boarding pass at home or at a kiosk. The airline manager has to print his boarding pass. He says that he receives a patdown and a physical inspection of all of his bags at TSA. He says that when he gets to the gate, the airline has to call Homeland Security and stay on the phone with them for some time before he can board. This is what almost made him late yesterday. He wants to know why he is still having problems.

Advised caller:

Advised caller that redress does not always resolve the situation depending on the findings. Advised caller that he should have received a final determination letter when the application process was completed 3 years ago. Advised caller that if the issue is discovered and can be corrected during the process, it would be. Advised caller that if it cannot be corrected a passenger can still experience problems. Advised caller that his status shows that it is closed and a letter has been forwarded to the address included on his application.

6/27/2013

11:01:35 AM If you have not received written correspondence, you can request a copy of your final determination letter via e-mail by sending a message to TRIP@dhs.gov. Please include your Redress Control Number (RCN) in the subject line, and your full name, date of birth and complete mailing address in the body of your e-mail.

<https://trip.dhs.gov/status.aspx>

DHS TRIP Case Status

Closed

DHS has completed its review of your submission. A letter was forwarded to you at the address provided in your application.

Caller is trying to reach someone in traveler ombudsman and Traveler Engagement, Office of Civil Rights and Liberties. She says an officer done something unusual and she wants to know if this is considered discrimination or violation of her civil rights and liberties. Caller wants to speak with the Ombudsman.

Advised caller:

I attempted to find out if the incident was an alleged act of discrimination. We have a multicultural branch here that handles Civil Rights and Liberties.

CALL TRANSFERRED TO MB AGENT (b)(6)

6/27/2013

11:36:36

AM

Caller states she is an experienced traveler, never has anyone asked to check her hair for any reason. Is this action normal to receive secondary screening in the form of a patdown on the hair?

Caller Advised:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

Caller did not wish to pursue a civil rights or liberties complaint.

Disability Description: Caller has a complaint about a patdown. Caller said the supervisor was the cause of the complaint. Caller would like to see the supervisor fired or severely reprimanded. Caller flew from JFK to Pittsburgh. Caller has artificial knees and she always causes an alarm, caller tells them before she is screened. This time an alarm went off. Caller said she was asked if she had any sensitive spots and caller told her she had a disease and has sensitive spots all over. Caller said the TSO ignored her and started presses hard on her body and this caused the caller to jump around. Caller said a supervisor (b)(6) came over and started a new patdown. Caller said she kept jumping and caller stated she almost had a gynecological exam. Caller said she was not offered a private screening and she was not given the opportunity to use the AIT. Caller feels the supervisor was using vengeance and pressed harder and went into personal private area in a most inappropriate manner. Caller was flying on DL3999 or DL3383, Terminal 2, GTZPIJ

When asked, caller stated she does feel like she was discriminated against based on her disability. Caller agreed to submit complaint in writing. I covered the D RFI with her verbally.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

6/27/2013

12:23:45

PM

Caller tried the website but found it confusing. He has a complaint against a rude screener at LAX last Thursday 6-20-13 at 6:20 AM.

He was at LAX at Terrace 3 Checkpoint Isle 6. They were preparing to board an Allegiant Flight to Montana.

The head guy was (b)(6). He stated that Officer (b)(6) was nice.

The screener was a tall man with an accent that sounded Russian. Officer (b)(6) knows the rude TSO.

His wife has some physical problems and she did not want to go through the AIT. She needed to get her patdown and go on to the bathroom.

The TSO was rude to his wife because she opted out of the AIT machine. He was even ruder when she said she needed to go to the bathroom.

He stated the Officer just smirked at them. He was making her wait on purpose.

His wife's name is (b)(6).

6/27/2013 1:53:11 PM He (Caller) said he waved at a female Officer he could see there at the checkpoint.

The Female Officer came over and said: I didn't even know someone needed a patdown. She conducted the patdown for his wife and they went on.

Told him I am sorry his wife had an unpleasant experience.

I will send his complaint to the Customer Support Manager.

He asked if he will receive feedback.

Told him not necessarily. I will send his contact information in case they need it.

I will say we do take complaints seriously.

Good morning -

After yet ANOTHER less than positive experience with TSA, and after receiving a TSA Customer Comment Card from the supervisor in Las Vegas, I am writing to share my ongoing experience.

First, I must stress that, although I may not agree with the need for the continued level of security at our airports, I am willing to comply. As I travel about the country, I will ALWAYS follow the rules put forth by TSA.

With that understanding, I am continually amazed at the lack of professionalism of the TSA agents, something that is consistently presented in their attitudes and lack of respect of the traveling public. I once again had an "experience" at LAS, at approximately 11:30am at checkpoint "C-AMEX". I spoke with LTSG (b)(6).

Because I am insecure about the safety of the electronic screening machines, I always "opt-out" and willingly accept a personal pat-down screening. I have learned to notify the TSA agent that I will be opting out BEFORE I get to the detector so that I can avoid a situation where my personal items have passed through and I am no longer able to watch them. (FYI - my laptop was taken by another traveller recently at BNA in a similar situation.) But, due to the lack of concern on the part of the agents, during yesterday's experience, I was left standing where I could not see my property.

6/27/2013 2:20:53 PM When I was finally escorted in, and after pointing out my property to the TSA screener, I watched him stack my personal property ... placing a full bin on top of the bin with my laptop computer and iPad. I immediately stopped him and asked that he not stack anything on top of my expensive electronics. With an attitude, he then put my dirty shoes, which I intentionally left outside of a bin and on the conveyor belt, on top of my sport coat (which was in the bin.)

After the pat-down screening, I asked the agent why he felt that it was OK to put heavy items on top of my computer and why it was OK for him to put my dirty shoes on top of my jacket. He acted as if he had done nothing wrong. I asked him if, in training, was he ever told NOT to do this and to better care for a traveler's property. He acted as if it did not matter to him. Apparently, his "supervisor" (LTSG (b)(6)) stepped nearby and overheard the conversation. He, too, acted as if he had no responsibility for this. So, I asked for his information and he handed me the Comment Card.

I am astounded by the fact that the TSA can expect passengers to abide by a long list of ever-changing rules yet they themselves have no obligation to the traveller and the safety and security of their property. Not placing something on top of a laptop computer seems reasonable - something that can easily be handled with training. Not placing someone's direct shoes on top of their other items also seems reasonable, and too is something that can easily be handled with training.

The bad attitudes are something else. I am astonished by this. If I were to be as unpleasant to them as they are to me, I am sure they would not react well.

What can I do? This is NOT about safety. This is about customer service. This is something that can be changed. This is something that MUST be changed.

Thanks,

6/27/2013 3:37:56 PM The caller said he flew from Kingston, Jamaica to MIA then to ATL on American Airlines flight# 1466. The caller said he does not know the gate or terminal he was at. The caller said while he was going through the TSA screening checkpoint at MIA on 6/27/2013 at 10:35am a male TSO by the name of (b)(6) took his laptop to a table while he was undergoing a pat-down. The caller said the officer forgot to return the laptop. The caller wanted to know how to get his laptop back. The caller said he also had jewelry missing from his two checked bags. The caller also stated he had liquid spilled onto his clothing that was inside of his checked bag. The caller said he did not have a NOI in his checked bags. The caller said the two bags were a Rimowa brand. The caller said one bag was brown and the other bag was silver. The caller's baggage tag numbers are (b)(6) and (b)(6).

I told the caller I would forward the information to the CSM for further review. I gave the caller the phone number for the lost and found for Miami International Airport 305-421-2410. I sent the caller a claim form via e-mail so he can file a claim if he cannot recover his laptop.

Date- 6/27/13
Time- approx 8:30 am
Airport - CVG
Area- security line
TSA Employee (b)(6)

An unfortunate incident occurred this morning that was clearly preventable. TSA Agent (b)(6) directed my son through a metal detector after I repeatedly requested a pat down. Because I used the word "x-ray" versus "metal detector" he refused to listen any further as to why my son should receive a pat down. Regardless of the reason why... It is my understanding that if I request a pat down, my son should receive a pat down. As a result, Agent (b)(6) has needlessly subjected my son to a shunt malfunction (my son has a programmable shunt that has a magnet controlling the valve)

I am going to first state the facts as to what occurred on 6/27/13 at approximately 8:30am and then I will summarize:

Facts:

- 6/27/2013 6:03:47 PM
- 1). When my son and I finished taking off our shoes in the security line we found ourselves in the body scan line 2). I reached out to TSA Agent (b)(6) and told him my son needed a pat down - he cannot go through the scanning.
 - 3). Agent (b)(6) directed my son and I to follow him towards the metal detector to which I replied he cannot go through the "x-ray". - he needs to be patted down 4). Agent (b)(6) got very firm in his tone and again directed both of us to follow him towards the metal detector. Agent (b)(6) repeatedly stated that TSA has not used x-ray for sometime.
 - 5). While moving towards the metal detector I repeatedly tried to explain that my son has a shunt with a magnetic valve and he "cannot go through this machine".
 - 6). Agent (b)(6) was agitated and directed an older gentleman on the other side of the metal detector to take my son through....I asked if this machine is turned off - no one answered me and they directed my son through the metal detector.
 - 7). At this point the machine beeped and I turned to agent (b)(6) and asked him why he was so disrespectful and why would he not listen to me.
 - 8). Agent (b)(6) then told me that I said he could not go through x-ray and this was not an x-ray.

To the best of my ability, this states the sequential facts of what occurred. On the surface, this might appear to be a simple misunderstanding and perhaps questionable customer service. In reality, Agent (b)(6) had an attitude from the moment I engaged him and asked for a pat down. In my opinion, Agent (b)(6) was disrespectful and arrogant. At no time did he stop to listen to my concerns. Agent (b)(6) is going to stick to his position that I indicated my son could not go through x-ray - which is true I did make that statement. However, that does not negate the fact that I originally requested a pat down for my son and I insisted that he not go through the metal detector. Agent (b)(6) heard me reference x-ray and that was the end of the story - he quit listening and frankly tried to make a point that my concerns were unwarranted.

I can only assume that Agent (b)(6) went about his job the rest of today without regard to the impact that he had on my son and our family. But, the reality is that his arrogance and disrespect needlessly subjected my son to a potential life threatening situation. I am not being overly dramatic here - google the impact of subjecting a programmable shunt to a metal detector - if the valve moves, the result can be critical. When we arrived in Tampa we contacted our sons Neurosurgeon who at this point wants us to closely monitor his behavior and if we seen any changes go straight to the ER....what a way to enjoy vacation... And why? Because agent (b)(6) was in to big of a hurry to exert his power and and act as if he knows more than the customer - what a shame!

In speaking with the supervisor after the incident I was instructed that in the future I should absolutely refuse to go through the metal detector.... Honestly, I never felt that completely disregarding a TSA Agents direction was an option...
Good Morning,

I wanted to let you know about the rude treatment that I just received going through security at FLL airport. I had a pat down after going through the scanner by a woman by the name of (b)(6). She wasn't able to explain my rights and gave me a full pat down. After she was done, she didn't say she was done. She was rude. I asked for a comment card and they didn't give me one. A supervisor by the name of (b)(6) came over and demanded a copy of my boarding pass. He said he was doing that because I asked for a comment card. Now I understand why (b)(6) was rude. The supervisor called the sheriff when I didn't want to give him my boarding pass to make a copy of it. All I wanted to say is that (b)(6) should not be doing pat downs and she really couldn't explain herself in English (b)(6) was angry and didn't want to hear what I said. This is horrible customer service. I fly every week and have never been treated like this.

6/28/2013 7:53:55 AM

Please have a customer service rep contact me at your earliest convenience. I appreciate your time. This happened at 630am EST.

(b)(6)

(b)(6)

Greetings,

I travel two or three times per year as a job requirement. I travel with a Guide Dog. MOST of the time, the TSA agents are pretty good. If one of them doesn't know what to do with my guide, he/she will ask another agent and will usually get a correct and quick response.

This was not the case on Wednesday, June 26, at the Atlanta International Airport. The first time I went through security, I had no problem. My flight was cancelled and I was stuck in the airport for many hours. During that time, I had to relieve my guide. The relieving area for the dogs is back beyond baggage claim which meant I had to go through security again. It was much busier this time due to the time of day, and there were many more TSA agents around. The first TSA agent told me I had to go back to the airline counter because my boarding pass did not indicate I had a service animal with me. After waiting in line (again) the airline agent told me the information was, in fact, on my boarding pass - the TSA agent just didn't know what he was looking for. I again waited in another line and had to educate the TSA agent on what to look for on the Southwest boarding pass as an indication I had a service animal with me. Again, I waited in line for screening. FIVE (count them, FIVE) TSA agents couldn't figure out what to do with my guide dog. I walked through the screener alone - the leash was on the floor by my guide as he waited for my command to come through. I did NOT sound the alarm when I walked through. I called my guide and, as expected, his harness set off the alarm. None of these agents knew what to do with the dog and kept asking others (no correct responses were given). I told them they needed to pat down the dog and sometimes he gets wiped with some type of pad to detect (I think) drugs. They still didn't get it. Finally, one of them told another to just pat down the dog, but then she said she had to pat me down as well! I never set off any alarm and have never had this happen before. I explained this to her but she said that since I was with the dog, that was their policy. It was clear none of them knew what the policy was in the first place.

6/28/2013
10:09:09

AM

I am all for security and would not have had any problem had they chosen to pat me down for almost any other reason that could be considered valid, but to use the dog as an excuse was just wrong. The pat down is humiliating enough on its own.

So, now I'm asking...are these TSA agents really trained in this area? If so, their training is obviously inadequate. What is the policy for a pat down when traveling with a service animal? Is it required or were they just covering their butts because they didn't know what the policy was? I expect you'll tell me it's up to the agents own discretion, but I'm asking anyway. I'd really like to be prepared for my future flights.

Thank you for listening and I hope to get a response soon,

(b)(6)

Downers Grove, IL 60515-4451

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 6/28/2013 9:59:23 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/28/2013
10:09:32

AM

Comment : I flew from Phoenix and had a purchase from the airport gift shop removed from my bag at the TSA screening.

Can I send someone to the airport to pick that up?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/28/2013 11:02:17 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/28/2013
12:05:45

PM

Comment : After opting out of the large screener, I was waiting for a male assist to perform a patdown. In the interim, the scanner went into calibration. I watched 10 or 15 passengers pass through the metal detector next to the scanner, but when I asked if I could go the same route and be on my way, I was told that because I had already opted out of the scanner, I had to wait for the patdown, and was ineligible to pass the way all the other passengers were going. I waited for a few minutes, asked again, and was denied again, all while other passengers were passing me through the alternate detector. This delay was in my opinion unnecessary and prejudicial. I stated I didn't want to use the large scanner, and was held up, while people who said nothing got exactly what I wanted, in front of me, while I was made to wait. This was unfair, frustrating, and caused delay and extra hassle not just for me, but for the already busy agents at security. This policy appears to be faulty, and should be revised. Should someone opt out of the scanner, does it not make sense that they use the same alternate method deemed acceptable for passengers whose only difference is that they did not voice a preference?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Complaint Information

If you don't speak/write English, CRL/OTE has access to interpreters and can talk to you in any language.

j Information about the person who experienced the civil rights/civil liberties violation

(fill in what you can)

Name: (b)(6)

6/28/2013 First and Middle Last

12:05:52 PM Phone #: Cell: (b)(6) Home: (b)(6) Work:

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) Ft. Lauderdale, FL 33316

PO Box or Street address City State Zip

Email: (b)(6)

o Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's

Caller flew from Kingston, Jamaica to Miami on American Airlines flight 1466 on 6 27 2013. He was making a connecting flight to ATL in Miami. He has an artificial knee which set off the alarm. A female TSO called a male TSO named (b)(6) to perform his pat down. He was not sure how (b)(6) was spelled. Caller put all of his items in the bin including a laptop. He said that he was not allowed to pick up the items before his pat down. The TSO picked up the items, however they did not get his laptop. He said that one of the officers asked him if he left something. He did not realize that he had left anything and told them no. He has called lost and found and gets a voicemail. He said that he will be back in the Miami Airport on Sunday June 30, 2013. He wanted a claim form emailed to him. He said that with all of the technology available he does not understand how this happened.

Airport - Miami International Airport

Airline - American Airlines

Flight Numbers - 664

Departure Times - 11:40 am

Arrival Times - He arrived at the airport at 9:40 am

6/28/2013 Date And Time of Incident - 6 27 2013

12:24:38 Location Of Incident

PM Gate - 60

Terminal - D

Phone Number - (b)(6)

Email (b)(6)

Name Of Actual Person Involved (b)(6)

I gave information per: <http://www.tsa.gov/airport-lost-found-contacts>

Miami International Airport

305-421-2410

I advised him to leave a message with lost and found asking them to call him back. I emailed him a claim form. I advised him that I would forward his record to the CSM at Miami International Airport for review.

From: (b)(6)
Sent: Friday, June 28, 2013 1:02 PM
To: TSAExternalCompliance; Natasha Sparks
Subject: Complaint

1. Information about the person who experienced the civil rights/civil liberties violation

(fill in what you can)

6/28/2013
2:05:50
PM

Name: (b)(6)
Phone #: Cell: (b)(6) Home: N/A Work: N/A

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) Cary, NC 27519

Email: HYPERLINK (b)(6)

o Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's name and contact information: Not at this time, but seriously considering it.

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/28/2013 2:54:15 PM Airport : LIH - Lihue Date/Time of Travel : 06/01/2013 Airline & Flight Number : American Airlines 266 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/28/2013
4:09:51
PM

Comment : On June 2, I submitted a complaint about a private screening conducted by Supv (b)(6) and employee (b)(6) I would like feedback on that complaint. Absent substantiation that (b)(6) gloves "alarmed," I believe my civil rights were violated by the subsequent "resolution pat down" conducted by (b)(6)
Thank you for your attention.

(b)(6)
American Airlines, LAX
Would you like a response? : True
Passenger's Name :
Phone Number : (b)(6)
Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller has a complaint about the screening process in DEN. The caller is wearing a white linen shirt that she can see through and they still had to do a patdown and she stated that her arms and back were the parts that were patted down and were scrapped and it was not actually a patdown because then she would have been patted. They stated that because the clothing was bulky. She said that no one would admit that they were wrong to give her patdown. She was upset that no one would admit that the machines were set to sensitive and it is wrong that she has to have a patdown. She stated that it was not random but she was still singled out though they told her why. She wanted an admittance that this TSA policy is wrong.

Advised caller:

6/28/2013
4:47:17
PM

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

TSA also selects passengers and their property at random for enhanced security screening.

I explained that if there was an alarm they would have to do a patdown regardless of the material that her shirt was made out of. She hung up before I was able to offer to send her complaint to the CSM or offer her any other information. She did not have complaints about rude screener simply about the fact that he had a pat down.

This incident requires some background information that will lead up to the incident at GEG which was very unfortunate, and has resulted in a disservice of TSA officers and our government policies and gives Spokane International Airport and TSA agents a bad name. Bad service at a restaurant allows me a complaint with a positive result of future better service and a discount. Horrible treatment from TSA by not following their OWN policy, has no recourse. Training proper officials, hiring educated individuals, who do not get "cocky" about their position should be a priority. I understand the safety of our country, but please review the below events and let me know your thoughts on the matter. I would like to give you the opportunity to respond to these unfortunate events.

Please read below for the events of the incident.

Sincerely,

(b)(6) mom of twin 2 year olds

6/28/2013
8:07:35
PM

June 19, 2013

I flew with my girls from Memphis to Spokane the day of June 19, 2013 on Delta Airlines. Having never traveled with toddlers via plane before (the last time they were infants), I kept tabs on TSA's requirements for juice, food, etc prior to my trip. At MEMPHIS airport, I told the agent that I had my twin 2 year olds juice (64 oz) and desitin (6oz) along with Ibuprofen and other infant medications in case of illness or fevers while flying, of which I kept in a separate open reusable grocery bag, and they said no problem. They put it in a little machine to "sniff" it, and that's all. The container was kept sealed, and my girls sippy cups were not touched, nor was their food. Successful policy implementation. Relief.

June 26, 2013

Upon arriving at SPOKANE airport, my parents, myself, and twin 2 year olds found out our flight was delayed and we may not make our connection. Our once 59 min connection in Minneapolis was now 20. The gate agent told us not to shop or eat but to run to the plane. I was glad to have the yogurt for my girls breakfast and lunch as they cannot be sustained on pretzels alone. We found out from the Delta agent that our connection which had been 59 minutes was decreased to 20 minutes due to flight delays.

Dear Manager,

On my most recent trip, on the way back (June 22, 2013) some of your TSA agents searched my main checked luggage. After I returned home I got my key to unlock my small lock on my suitcase, only to find that the lock had been taken off and that my bag had been searched and gone through. There was a printed form in my luggage titled: 'Transportation Security Administration' and then the words: 'Notice of Baggage Inspection.'

I realize that the TSA has an obligation to do what it can to make sure that people who fly on airliners are safe. Other important considerations, in my view, should include a respect for privacy, civil liberties, the Constitution (including Constitutional protections against unreasonable searches and seizures, especially those conducted without a warrant), and for the people the TSA agents come in contact with.

Why was my main luggage checked by TSA personnel on my most recent flight? Your note indicated that only 'some' bags are opened and physically inspected. As far as I am aware all bags have to go through baggage scanners. Also, people have to go through scanners. So why was my bag chosen for additional scrutiny? Obviously no prohibited items were within my bag. Items in my bag were all rummaged through and were not put back in the way I had packed them. I recall a time before one of my flights years ago when airport security personnel asked to inspect my main bag, but they came to me in person and asked me to open the lock, which I did, so they could inspect the contents in front of me. Why didn't the TSA personnel in question ask me to open the bag and inspect the bag in front of me in this instance?

6/28/2013
10:08:48
PM

Also, on my most recent trip (June 22, 2013), a TSA agent did not let me walk through the 'doorway' as some people were permitted to (and that's not the first time that's happened to me), but instead they pointed me towards a newer 'scanner' similar to a 'booth' where someone walks in, faces a certain direction, puts their feet where footmarks are painted, and then is 'scanned.' Why did I also receive increased scrutiny there instead of being permitted to simply walk through the 'doorway' panel? Then, even after I had that increased scrutiny of my person, a TSA agent came up to me on June 22, 2013 and asked that he be permitted to search my left leg, and he proceeded to use a 'wand' around me left leg, and to physically 'pat down' my left leg. All he found was an empty pocket, so he wasted his time and mine, only to find nothing.

How much radiation are airline passengers being subjected to in relation to their being scanned, both in the 'doorways' they walk through, and in relation to the newer 'booth' where they have to put their feet where the yellow feet marks are? How much radiation do the 'wands' give off? Also, when they are being scanned in a 'booth' or etc. is it harmful for a person's eyes or for them to keep their eyes open in a 'booth' where they stand and are scanned with their hands up? Also, is it really necessary that the TSA have airline passengers have to put their hands up in the booth they walk into and are scanned in or when an agent uses a 'wand' over their body? It's humiliating for some people to have to stand there with their hands up and be given extra intrusive inspections, especially when they're innocent, have done nothing wrong, and they have no prohibited items anyway.

These are just examples, and there have been many more on my flights in recent years. For example, on a recent trip a TSA agent selected me for additional scrutiny after I walked through a security scanner, and had me put my arms and legs out while they proceeded to use the 'wand' over my body, and to give me a full body 'pat down.' That full body 'pat down' was very intrusive as the TSA agent placed their hands almost all over my body, including on the edges of my 'private parts.'

When I've gotten such additional 'scrutiny' on this trip and others the TSA agents in question never give me explanations as to why I'm being given such additional scrutiny while other people keep walking by quickly through the screening process. They usually don't even attempt to answer my question(s) but merely look at me or shrug their shoulders.

Virtually every flight I've ever been on, I've shown the security personnel my official US Passport which proves that I'm a US citizen. I've never done anything to bring attention to myself, I've acted properly, and I'm friendly and nice to people, including to TSA personnel. I have a clean record, and I'm an upstanding US citizen, with a doctoral degree and an occupation as a college professor. I don't understand why I'm being almost continually singled out and given 'extra scrutiny' whether in relation to my person and/or my baggage on almost every flight I've been on in recent years. I remember in the past couple years that a US Senator (I believe Senator Rand Paul of Kentucky) was singled out for 'extra scrutiny' by TSA personnel at an airport,

-----Original Message-----

From: (b)(6)
Sent: Friday, June 28, 2013 11:01 PM
To: TSAExternalCompliance@dhs.gov
Subject: TRI Airport June 26

Incident occurred on June 26, 2013 at the TRI cities Airport in Johnson City, TN at 5:45 AM, TSA Manager (b)(6)

I was traveling from TRI to Palm Beach, when I went thru the checkpoint, the officer checked my boarding pass and my driver license, she noticed that my extended last name did not appeared on my boarding pass; she went to check with her supervisor (b)(6). After several minutes in which I was standing in my socks, holding the line, he told me that I needed to go back to the airline counter to get a new boarding pass with my complete name on it.

6/29/2013 9:03:23 AM Side note: I have travel in and out of the US more than a one hundred times and this was the first time ever that I was ever asked to have my extended last name on my boarding pass. Part of my job responsibilities are to buy plane tickets and airlines doesn't have the option to add extended last names on a reservation. If this is was problem, I'm pretty sure that millions of latinos would not be able to fly in the United States daily.

I went back to my airline and they told me that I needed to call a 1800 number to make the change and that I was probably going to missed my flight. I went back to speak with (b)(6) to explain my situation, my flight was about to leave in 15 minutes, and he asked to show him another form of ID, which I did, and he still wouldn't allow me to go thru, he said that it was my fault to have my extended last name on my driver license.

Side note: In the latin cultural is common to add your mother's last name to your complete name.

After a little discussion (b)(6) told me that he would allow me to go thru but he needed to have a complete check of my luggage and a pat-down. I don't understand why having a extended last name on my license have to do with my luggage being search and receiving a full body pat-down. Is having an extended last name a crime? Did I all of sudden became a suspect because of having a extended last name on my license? Because I needed to board my flight I accepted his request without complain it but I felt like I have treated like a criminal, I think this was extremely inappropriate and I expect (b)(6) to be reprimanded and an apology. Times are changing in the US and there is no place for ignorance in Federal employees.

(b)(6)

Sunrise, FL 33323

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 6/29/2013 10:07:44 AM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 06/29/2013 8:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Security checkpoint-main TSA Employee: (If Known) : Blond highlighted hair pulled up. 30's?

6/29/2013 11:01:49 AM Comment : I informed the nice older woman working the front of the line that I was choosing not to go through the body scanner due to a medical issue. She was very kind and alerted a 30-something blond highlighted gal for her to take me in the back. She questioned me why (which is truly none of her business) but I told her I had an insulin pump. She instructed me to go through the regular machine. I told her again that I couldn't. He began arguing with me re: whether or not I could go through. I explained that if she would allow me to get my bags off the belt I would show her my Dr's note as well as Medtronic's information I have printed and travel with every week (I fly weekly for work). The badgering and harassment continued as she replied "whatever" numerous times and kept repeating that this was my choice, and not necessary. I was on the verge of tears at this point, because who wants to be patted down in public and spoken to in that manner for all to see? Not me. The lack of customer service and the disrespect shown to me as a American with a disability as disgraceful. I've done the patdown I asked for a supervisor. An older man came over and was intently listening, took the handout I had for him, and said "people go through every day". I then informed him that here are approx 8 different brands of insulin pumps and mine clearly states not to go through the body scanners. He agreed after seeing the 4 page printout I provided to him. I told him even if i was 100% wrong, I'd be cautious about telling someone with a \$10,000 medical device to go through a machine that the manufacturer states is not recommended. He never once apologized for her behavior but stated it wasn't "acceptable customer service". It's absolutely and positively the worst flying experience of my life. By the end of the conversation with the supervisor I was in tears because of the treatment by that woman.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/29/2013 1:08:19 PM I live in Dallas and use DFW frequently but also travel to a number of airports. Although I am cleared for Pre-Check, I have a surgical implant in my knee that sets off the ancient metal detectors. When can we expect to see body scanners replace metal detectors at the Pre-Check checkpoints, specifically at DFW? Going through a secondary pat-down defeats the purpose of Pre-Check.

thanks (b)(6)

The caller's daughter flew from RDU to Houston. The caller dropped his daughter off before 5:45 am to catch a flight with Southwest Airlines. She checked her bag curbside. The caller states that the TSA agents at the checkpoint forced his daughter to go through the metal detector after she told them she had a pacemaker. She also showed them her Pacemaker card. After screening she complained of being light-headed. The caller was very upset about this. The caller was unsure as to whether his daughter went through the WTMD or AIT. He did not feel that she was discriminated against or anything of that nature, just that the officers would not listen to her.

6/29/2013 1:44:05 PM I advised the caller to have his daughter call us to give us more details. I apologized to the caller and told him I would forward this information to the CSM if we haven't heard from her by the end of the shift. She is on her way to Houston now. I went over the procedures for a pacemaker with the caller. I provided the EID to the caller.

If a passenger has an internal medical device, such as a pacemaker or a defibrillator, it is important for him or her to inform the officer conducting his or her screening before the screening process begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary.

Passengers who have internal medical devices should not be screened by a metal detector and should instead request to be screened by imaging technology or a patdown. While TSA has no evidence that screening by imaging technology will affect such devices, passengers with concerns should contact their physicians.

Caller flew in to BWI from Branson MO then Midway. Caller states that she had medical papers from a doctor about the operations she has had. Caller states that she showed the TSO her medical note and her Foteo Injectable medication, the TSO gave her a patdown. Caller states that she has 2 knee replacements and a broken femur and lots of medications as well as an incontinence pad and a mastectomy. She flew with Southwest.

6/29/2013 2:20:07 PM Advised caller: Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. We regret that you found your experience to be less than satisfactory.

To whom it may concern:

I hope this email finds you well. I just wanted to let you know that I had trouble at the TSA checkpoint in PBI yesterday, Friday, June 28, 2013.

After refusing to go through the scanner, the "agent" told me that he would do a complete pat-down. I'm used to the procedure as I opt out every time.

I proceeded to explain to him that I was going to strip naked so that he could observe that I was not hiding anything and he would therefore not need to touch me.

He told me that it was not allowed and that I would be arrested if I did so. He called for a supervisor who told me the same thing.

I think it is imperative that you educate your "agents" on the First Amendment, specifically the parts about speech and protest, both of which are protected, even at the TSA checkpoint. In fact, the specific act of stripping completely naked at the checkpoint has already been settled by the courts.

6/29/2013 4:57:41 PM In an unrelated incident, another one of your "agents" got furious with me for taking her picture as she dug through my bag. You should probably also educate them about photography at the checkpoints, which is not illegal. She has no reasonable expectation of privacy while she does her job there, nor should she, considering that, statistically speaking, she is incompetent and likely a thief.

Speaking of theft, after my bags were retrieved from the x-ray conveyor they were placed in front of me and I was asked if that was all of my belongings. I told the "agent" that I wasn't sure. He said I needed to say that they were all of my belongings. I proceeded to check, but he told me I could not touch them. I again told him that there is no way for me to know if they have stolen any of my belongings until I am allowed to check and until then, I will not confirm that they are all of my belongings.

A couple of things you should take away from this letter:

1 - There is a First Amendment. You and your employees should read it and understand that violations of citizens' civil rights is a serious matter. Next time I attempt to exercise a constitutionally protected right, I might not be so forgiving when your twenty-year-old high school dropout law enforcement wannabe tries to prevent me.

2 - Speaking of law enforcement, you should remind your "agents" that they are not law enforcement and have no powers of arrest. Therefore, they should not threaten to arrest someone. Especially when that someone is exercising their constitutional rights. In fact, your "agents" don't even have the authority to detain anyone for even the very shortest period of time.

3 - Your full body nude scanners are easily defeated. You should ask for my money back.

Have a great day.. and thanks for listening.

Flying from Orlando back to Nashville.

I could not find my driver's license so I presented my State Of TN concealed carry permit.

My State of TN concealed carry permit was NOT accepted when I presented it at check-in at the Orlando airport by TSA security.

I was pushed to side of a line... and waited over 20 minutes while a supervisor arrived... while hundreds of people banged their way past me!

The supervisor did NOT know if the TN concealed carry permit was acceptable... even though I showed her the information from YOUR web site on my phone. It's NOT easy to get a concealed carry permit in any state... it's difficult.

6/30/2013
9:46:31
AM

I finally was escorted through security and waited AGAIN for another person to arrive to keep me a complete pat-down and go through my kit again.

In short... I missed my flight and had to wait 5 hours to get on another flight back to Nashville.

I would certainly like an explanation.

(b)(6)

Franklin TN 37069

6/30/2013
4:56:55
PM

The caller asked about the AIT. She went through the scanner at her departing airport without any questions. She stated that on the return flight she was asked if she had hair extensions. She asked what the scanner reveals. She asked why she was not subjected to this on the departing flight. She stated that this was embarrassing. She did not want the people she was flying with to know she had them. She asked if this was harassment. She stated that she patted down her head. She stated that she will just call the airport directly.

The AIT identifies anything foreign objects on her body. I explained that bobby pins will do the something, from personal experience. I explained that a pat down procedure is use to resolve any alarms of the WTMD or anomalies identified by the AIT. I explained that I am not sure which technology was used on the departure flight.

Why do I get a head pat down going through security? Occurred more than once. I notice no other female or males received this before me or after. I wa curious why I got the head pat down. Please reply (flying out of Phoenix this afternoon.)

6/30/2013
5:13:24
PM

(b)(6)

Sent from Yahoo! Mail on Android

7/1/2013
8:03:38
AM

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/30/2013 11:27:58 PM Airport : HPN - Westchester County Date/Time of Travel : 06/30/2013 11:00 AM Airline & Flight Number : Jet Blue 395 Checkpoint/Area of Airport : Only security area at airport terminal TSA Employee: (If Known) : Station Manager Comment : I am a Pilot for CitationAir and was on duty and traveling in full uniform from our main headquarters city to our training base in Orlando, FL. When entering the security screening area I was asked for additional ID other than my Airline ID and complied with my drivers license. I was then asked if I was going to use the full body scanner or going to opt-out; which I have never been asked in the years of the TSA's existence. I asked the TSA agent what was going on, and she said the supervisor at the HPN airport considers Flight Crewmembers of non-scheduled airlines to not be Crewmembers at all. Then I was completely discriminated against, even denied the ability to walk through the regular metal detector type scanner (even though I did it anyway) and then given a complete hand/body pat-down, all while showing them my Airline ID badge that clearly has my TSA Compliant CHRC and Air Carrier ID number. My bags were searched even after going through the x-ray scan and my water's, toothpaste, and hair spray were all confiscated. I literally travel on-duty on the airlines several times a month and have never, ever been given this type of search anywhere else than here and today. My First Officer who was traveling with me was also subjected to the same truly overwhelming search. This was absurd. As a Flight Crewmember, in uniform and on duty being subjected to this search, even after passing through the metal detector and not setting anything off. smacks of a deliberate attempt to intimidate. Whomever is managing this station should be fired. Not only is what happened to myself and my First Officer a complete waste of time and TSA's resources, I feel it was a sick, deliberate attempt to show some authority where none is truly deserved. In fact, I am so sure this is happening to Flight Crews traveling on duty with airline tickets that I am going to request media attention from people I know in the NYC media market to film this happening and show what an complete idiot you have running this station. The only positive thing I have to say about this experience is that the TSA agents working the security checkpoint seemed genuinely apologetic for having to do this screening and continuously repeated they were doing it because they had to because the supervisor demanded it. Well, I am demanding this supervisor be fired. They have gone completely rogue. Conduct your own investigation and ask the agents on duty if they are constantly giving Crewmembers who are traveling on duty the same treatment I received today, and you will find out exactly what I am talking about. Either that, or you can wait and watch it on the evening news.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: (b)(6)
Sent: Sunday, June 30, 2013 5:45 PM
To: TSAExternalCompliance@dhs.gov
Subject: Mandatory removal of turban

Dear Sir/Madam:

While at the DFW airport check-in today, I went through the customary process of having my turban go through a hand wand, and then I conducted a self-pat down of my turban. As has occurred a few times in the past, the swab test on my hands resulted in a positive.

7/1/2013 8:03:51 AM In the past when this has occurred at DFW, the TSA personnel has taken me into private screening, and conducted a full body, including turban pat down. The Lead Officer however indicated that it was "mandatory" per TSA regulations that I remove my turban and have it screened separately through the X-ray.

Note, my turban did not show a positive during the customary full body scan, and my hands generated the positive on the chemical swab. It strikes me as incongruous with security and policy for a TSA officer to take the position it is mandatory to remove the turban after a chemical positive. The officer could (and have always done so in the past) done the pat down in private to recheck the chemical positive as well as feel for any inappropriate objects. Running the turban separately through the X-Ray does not accomplish any security objective.

I don't send this so much as a compliant but to encourage some logic in procedures. The TSA does a great job, I would be remiss not to encourage better policy that doesn't unduly infringe upon religious liberty.

Best,

(b)(6)

Caller flew DCA-MCO yesterday aboard JetBlue #823 which departed at 2:40PM. Caller has metal implants and was subjected to secondary screening, which including a thorough pat-down, pat-down of her head, and ETD sampling on by two different agents at separate times. This occurred at approximately 1:30 PM at Terminal A. Caller does not remember specific gate number but advises it is the first to the left upon entering Terminal A. Caller stated the female agent patted down inside her shirt and blouse and did not offer her a private screening. Caller is unhappy with the manner in which her patdown was conducted and wants to make a complaint.

Resolution:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

7/1/2013 8:56:10 AM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/1/2013 9:04:22 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

7/1/2013 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United flight 512

10:09:30 JFK to SFO

AM Terminal 7

6/30/13 approx 4:15pm

Name of TSA person: (b)(6)

Comments: Waiting to go through screening with my son, husband and 82 yr. old mom at JFK. My mom does not walk, she was seated in her own chair. My husband and I went thru the booth and my son, an active duty USCG, stayed with my mom to push her through the side gate like she always does. It took 10 min to get a female to do a pat down. Once thru (b)(6) showed up and she had a terrible attitude. She took my mom aside and saw all the rest of us waiting with all the bags and took another 20 min to pat her down. She touched every part of her body front and back making my mom bend over in her chair and even felt her bare legs - even though she had a skirt on. She swabbed every part of the chair, her shoes every rubber grip. I have never seen anything like it. And she walked so slowly on purpose cause she could see we were getting annoyed. When I said why are you doing that to her? She turned and honestly sneered at us. I went to find a supervisor and told her (I didn't get her name but she was nice) that we had been there 20 min and what she did to my mom. (b)(6) then starts mouthing off at me and commented about my size and the supervisor had to tell her several times to stop and called her over. I did say that my tax dollars pay your salary! She starts laughing. I have been in security mgmt for 35 years and as I said my son is in the USCG. We respect security and authority but this woman was a disgrace. It would take a lot for me to send a complaint and I have seen many pathetic TSA workers since I travel frequently but this one was the worse. A nasty, rude person that enjoyed making us all wait for no good reason. It was an injustice and she should not be in any type of work where she can't be impartial.

Caller works for the Department of Defense and he has not been selected for TSA PreCheck. Every time he goes and shows the government ID he has a problem. Caller has a government ID with a chip in it. Caller has been patdown three times. He was randomly pulled aside one time. He was pulled aside in MIA to NY because his pants had little buckles on the side. Caller wife had stroke and they had to inspect her wheelchair.

Advised Caller:

7/1/2013

12:38:00

PM

Government employees are not automatically eligible for expedited screening. You can pursue TSA PreCheck eligibility through a Customs and Border Protection (CBP) Trusted Traveler program. An added benefit of participating through a CBP Trusted Traveler program is the traveler will receive expedited screening when flying on all participating airlines. For more information, including planned and participating airports and security lanes. Any alarms by the WTD and anomalies detected by the AIT are resolved by a patdown. Wands are not used. Everyone has to be screened. Expedited screening may allow you to no longer remove certain items such as their shoes, light outerwear, belt, and laptops from carry-on bags and 3-1-1 bag. You may also participate in TSA PreCheck through a FF program and opting in. The wheelchair will be inspected including any non removable pouches will be submitted for x-ray screening.

Caller is standing at the airport in Richmond, VA. His wife opted out of the AIT and requested a patdown. He says she was groped and borderline assaulted. The supervisor team could not have cared less. They were given a comment card. She has done this multiple times but this patdown was different from all of the rest. The woman started giving her instructions, but was mumbling. Caller's wife could not hear her, so she asked her to speak up. Caller says the officer changed at that point. She groped the caller's wife inappropriately between the legs and on the chest. She was upset, so they approached the supervisor who said they could not give the name of the female officer and gave them a card. The supervisor's name was (b)(6). The caller says he was nice, but was indifferent to the situation. Caller says that the officer who conducted the patdown wore a pony tail, had dark hair that was twisted up with a brown clip. She was approximately 5 foot 5 inches. Caller wants to know what is done in situations like this. Caller wants to know if he will hear something from the CSM to find out the outcome. He wants to know if he can contact the CSM.

Passenger's Name: (b)(6)

Airport: RIC

7/1/2013 Airline: JetBlue

12:38:16 Flight: 1182

PM Date: 07 01 13

Time: 12:20 p.m. - 12:23 p.m.

Terminal: B

Advised caller:

I would generally take the information and send the complaint to the CSM over TSA at Richmond. Advised caller that I cannot speak for someone else. They may address this with the employees and they may follow up with him and his wife. However, I am not the CSM and I cannot give a promise that they will be contacted again. Advised caller that if he has not heard anything after some time, he can call this number, 866-289-9673, back and select option 5 in the IVR. He can enter the airport code for Richmond and it will provide him with the CSM's number.

Caller is standing at the airport in Richmond, VA. His wife opted out of the AIT and requested a patdown. He says she was groped and borderline assaulted. The supervisor team could not have cared less. They were given a comment card. She has done this multiple times but this patdown was different from all of the rest. The woman started giving her instructions, but was mumbling. Caller's wife could not hear her, so she asked her to speak up. Caller says the officer changed at that point. She groped the caller's wife inappropriately between the legs and on the chest. She was upset, so they approached the supervisor who said they could not give the name of the female officer and gave them a card. The supervisor's name was (b)(6). The caller says he was nice, but was indifferent to the situation. Caller says that the officer who conducted the patdown wore a pony tail, had dark hair that was twisted up with a brown clip. She was approximately 5 foot 5 inches. Caller wants to know what is done in situations like this. Caller wants to know if he will hear something from the CSM to find out the outcome. He wants to know if he can contact the CSM.

Passenger's Name: (b)(6)

Airport: RIC

7/1/2013 Airline: JetBlue

12:38:16 Flight: 1182

PM Date: 07 01 13

Time: 12:20 p.m. - 12:23 p.m.

Terminal: B

Advised caller:

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Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/1/2013 1:30:17 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : To Whom This May Concern:

I am writing this message in regards to two recent encounters that my pregnant wife and I had at Austin-Bergstrom International Airport (AUS). On two separate occasions, namely 6/3/13 and 6/9/13, my pregnant wife and I were departing from AUS. On both occasions, my pregnant wife requested to receive a pat down rather than pass through the x-ray system(s) when traveling through security screening. On both occasions, the TSA agents refused her pat down request and INSISTED that she pass through the security screening system.

Again, my visibly pregnant wife requested a pat down screening and again, she was told that she was REQUIRED to pass through the security machines. I then intervened and reminded your TSA agents that it's explicitly posted that passengers can opt-out for a pat down in lieu of passing through the machines. At this point, your TSA agents complied to allow my wife to have a pat down, but not before repeatedly trying to talk her out of it by saying that passing through the machines pose no risks to pregnancies.

Allow me to repeat that, your TSA agents, on two separate occasions, repeatedly tried to convince my wife that nothing would happen to the baby if she walked through the machine. Again, this wasn't a one time event. This occurred twice, and I was appalled then, and remain appalled to this day, that your TSA agents would 1) try to force a pregnant women to walk through you systems and 2) try to coerce her to change her mind after agreeing to give her a pat down.

I waited a month to write this because I didn't want it to be merely an emotional response, but to this very day thinking about these events bother me. The actions of TSA agents at AUS are reprehensible, and your agents clearly have no concern for the physical and emotional well-being of a pregnant mother and her infant child. I can only imagine how many pregnant women have been made to unwillingly pass through your security machines. Please be aware that I also contacted AUS regarding the way operates its security screenings.

Respectfully,

(b)(6)

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/1/2013 4:01:02 PM Airport : HSV - Huntsville International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I believe that the TSA organization should be eliminated. You are in consequential in stopping terrorism. You continue to infringe on the average citizens constitutional rights with your dangerous use of body scanners and molestation patdown procedures. Your minimal regulations in regards to the requirements for being a TSA agent, such as a high school diploma ensure that the majority of your TSA agents are poorly educated and more than eager to abuse any fabricated sense of authority and power. You fail not only as an organization but as individual human beings.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I was flying today at LAX Tom Bradley south screening and was behind a group of two Muslim women and one child, (about five or six), then another two Muslim women. The Muslim women went through the old style non-X-ray screening machine and had a pat down of their head scarfs only. When I asked to have the same screening I was told NO, I either had X-rays or full pat down.

When I asked why, I was told it was just random. A clear evasion. Then I was told it was because of the child. This was not an infant. It was a kid with a backpack. And the second pair of women had no one else with them.

The supervisor at the time was STSO (b)(6). Very evasive and threatening. He didn't want to tell me who he was. Asked for my ID, but wouldn't show me his. Finally when he showed me his ID he would hold it in front of me for two seconds then pull it back. I never could see it to focus that long. He did this two or three times, then held it in front of me while wiggling it back and forth. He was acting like he was teasing a child. All the while he had my ID and made a point of writing down all my information. I had started feeling discriminated against, but now I was feeling threatened and retaliated against. This was unprofessional and not what I expect from a government agent. He also took a situation where a few soft words could have calmed the waters and instead escalated it to where I am concerned about retaliation and retribution against me. Not a trivial concern when you are dealing with the TSA.

7/1/2013 Thank you for your attention.

6:25:13

PM (b)(6)

(b)(6)

Please excuse any spelling errors. I blame them on autocorrect.
Sent with Good (www.good.com)

Feedback Type : Complaint

Categories : Screening

Current Date Time : 7/1/2013 8:25:09 PM

Airport : SAN - San Diego Intl-Lindbergh Field Date Time of Travel : 07/01/2013 5:00 PM Airline : Flight Number : Alaskan 577Q Checkpoint Area of Airport : Gate 17 TSA Employee: (If Known) :

Comment : I have been a frequent flyer ever since the new AIT screening has started and have always opted out of it (appx 45+ flights) until today. I unfortunately went into a lane that was using AIT instead of the one that was only using a standard x-ray machine. I requested from the TSA employee to opt out of the AIT and he told me it would be over 20 minutes to get somebody to do it. When I asked him if I could just move over to the lane right next to the one I was in for the x-ray he told me it was too late and I had to go through the AIT. I then asked if it would really take over 20 minutes to get a pat down and he said yes. When questioned why the wait was so long (I have never spent more than 5-6 minutes waiting in any other airport) he said it was because there was no available agents (even though there were quite a few in the area) in the area that could do it. Due to delays at the rental car company I couldn't wait over 20 minutes and finally broke down for the AIT scanner. In front of me was a woman who had a cat with her and he allowed her to go through the x-ray with the cat and within 10 seconds there was a screener there for her. How could this have happened if it was supposed to take over 20 minutes for me? I have never agreed with the new AIT screening measures due to insufficient data backing up their effectiveness nor that it is truly 100% safe or private. We as fliers already go through ridiculous precautions that in my and many others are just for show, but if that's what it takes then that's fine. What I'm not fine with is being told we can opt out of these screenings since the AIT is voluntary, but then told we have to wait an extremely long amount of time. The airport was not even crowded at the time to pass through security was only 10-15 minutes...faster than what it would have taken me to get a pat down.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

7/1/2013

9:16:57

PM

Q. Will I receive expedited screening every time I fly?

A. Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

Dear Sirs:

I am enrolled in TSA Pre and got to use it for the first time last month. I am also a member of Global Pass which has been a wonderful useful program, but I wish I could say the same for TSA Pre. Before I outline what I believe to be a flaw in the program, I would like to summarize my background. I served 21 years in the USAF and retired at the rank of LT Col. I held compartmented security clearances during that time and also had such clearances in my 24 year follow on career as a Defense Industry Program Manager on classified programs. Those clearances required extensive background investigations before approval. So it was easy for me to agree to a background check to get TSA Pre, as you already knew everything about me.

7/2/2013

8:27:43

AM

Three years ago I started having problems with my knees and over two years underwent two full knee replacements. Because of this, prior to getting into TSA Pre, I have been subjected to a full pat down every time I fly, even though I always preannounce that I have metal knees. I figured that once I was ID'd as a trusted traveler this would stop, but as I learned last month, not only am I dead wrong on this, but I disrupt the flow in the TSA pre line because I am still having to go through both scanners and also get the pat down. So my question is this. Since you know all about me and since I have had high level security clearance for over 45 years, why must I be subjected to these invasive pat down's if I am a trusted traveler? Just because I have known metal knees, I have not suddenly become less trustworthy, but I am treated as though I am. I will be 75 this year and I still will not get relief either by the new 75 year old rules or the TSA pre because those knees are going to alarm no matter what my designation and the pat down will proceed. I think you need to reevaluate the rules on this. If the purpose of TSA Pre is to off load some of the TSA effort because a traveler has subjected himself to a background check to minimize required procedures, it makes sense to me that that should apply to eliminating pat down for known medical conditions. I do understand that I might be subject to a random search from time to time and that is OK. It is the constant delays and invasive pat downs on every flight as a trusted traveler that I object to.

I do hope TSA will reconsider its policies for TSA Pre members to take these things into consideration. I would appreciate a response to my email letting me know what will be done and if the policy will stand, at least an explanation as to why trusted travelers are not trusted.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/1/2013 11:36:18 PM

7/2/2013

8:27:49

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Virgin America Flight vx 205 leaving from Chicago O'Hare to SFO on June 22, 2013..

Comments: (b)(6) at O'Hare was extremely rude and disrespectful. I requested a pat down instead of full body screening. My family (with a toddler) went through the metal detector and I was left waiting for 15 minutes. I asked to speak to the supervisor and (b)(6) appeared. He said I'd just have to wait and implied it was my fault for not wanting the full body screen. When I finally had a female officer help me, he proceeded to tell me why he was right and I was wrong and he started to lecture me on how professional he was being. I asked him to stop talking to me as I had to join my family and catch a flight, but he kept talking at me. In addition, I witnessed TSA officers take away baby food from another family. That family was so upset that they gave me their contact information and asked me to pass on their experience as well.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/2/2013 6:56:49 AM

Airport : IAD - Washington-Dulles International Date/Time of Travel : 06/24/2013 5:30 PM Airline & Flight Number : United UA645 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Travelling to Salt Lake City from Washington Dulles on United UA645

scheduled at 1756 on 24 June. I was on the rental car bus at 1601 and in

line for security not later than 1630 with posted wait times of 25 and 26 minutes. I was in line for over an hour and observed these items at the screening point.

1. Everyone when thru the scan.
2. At least half the passengers were told they must have moved and had to be scanned again.
3. At least half the passengers had a problem with the scan that required a physical pat down. No pat downs produced any results except delays.
4. As each passenger stepped out of the scan a TSA agent stood in front of him to block his/her exit and confuse him/her. Then either stepped aside or told the passenger to wait for a pat down.
5. The baggage belt stopped frequently for long periods leaving passengers backed up at the check point waiting for there belongings.

7/2/2013

8:28:11

AM

What could cause this?

1. Malfunctioning equipment.
2. Untrained employess.
3. A slow down strike by public servants who took an oath not to strike.

Or

Inadequate supervision of TSA supervisors.

Flight UA645 left over an hour late. Standby passengers were told to continue to standby because checked in passengers were still coming thru security. This was going on for a very long time and should have been noticed by TSA supervisors. I did not observe many hard working honest public servants trying to do their jobs effectively and efficiently for the TSA at Dulles on 24 June.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has bilateral knee replacements, uses a wheelchair, and has a service animal.

Response Details: Advised caller that when traveling with a service animal you have to remain in possession of the service animal at all times and the service animal has to go through the WTMD. This means she has to use this as well. Anytime and alarm sounds a TSA agent has to conduct a full patdown. Advised caller that she could request a private screening at any time.

If she feels she has been discriminated based on her disability and race, her complaints have to be put in writing to be formal. Advised I could e-mail the instructions for making these complaints formal. Advised caller that since she does not have internet, I would have to read these to her.

For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Transferred call to MB

The caller basically repeated the same story as below and would not allow me to interrupt her. The caller repeated referred to herself as a disabled white woman. She stated that the officers more or less did not reassure her before the patdown began and that they glared at her. She believed that the passengers were discriminating against her because they staring at her because she had a pat down. The caller stated that she had done a lot of research in regards to getting a pat down and she Caller wants to file a complaint. Caller said her sister looks like a boy and has a male name. Callers sisters name is (b)(6) Caller said a TSO kept insisting that he needed to do a patdown of her sisters chest. Caller said her sister is 16 and was trying to explain that she is a female, but she never told the officer. Caller said this happened at the North gate, this TSO was operating the AIT at Detroit Metro. Caller did not witness this, but was told this by sister. Caller said her sister did have a patdown by a male officer. Caller said the TSO laughed at her sister. Callers sister was flying from Detroit to Phoenix on US Airway. Caller said her sister feels discriminated against because of this incident.

I placed the caller on hold to check with MB and caller hungup.

I called back at 8:15 am

I gave the caller the below information. I told her I will email her information about how to file a complaint. I told her that the complaint needs to be filed by her sister or someone authorized to file the complaint for her. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598Thank you.

7/2/2013
2:01:19
PM

7/3/2013
8:00:47
AM

Caller stated that he wants to know if there is a security specialist where he can report negligence in procedure. They gave him the patdown, and did not have him go through the metal detector. He wants to know what would have happened if he had shoved a Saturday Night Special up his orifice. He could have gotten through with a gun. The lack of having him go through the metal detector as well makes him lose faith in the TSA, and he wants to express his issues elsewhere.

7/3/2013
11:35:33
AM

Advised Caller:

I told him that the system we have in place looks for prohibited items that are brought through the checkpoint. If a person chooses to opt out of the AIT, then they receive a patdown. The system isn't fool proof but generally items brought through are caught. I told him that they have specific procedures in process, and they were followed based off the information we have. I told him that if he wants to email his complaint in, then he can do so. TSA-ContactCenter@dhs.gov

Caller is calling in regards to an incident that happened at Norfolk International she stated that she felt that she was racial discriminated against she stated that she felt her second patdown was due to her race and felt that it was not required and went beyond what is required of the TSA Agents at the check point.

Escalated to a Supervisor: I spoke with the lady and explained that due to the allegation of discrimination that she could file her complaint in writing to make it formal. I apologized for the incident and explained to her that I would need to collect some information about the incident and transfer her to an MB specialist here at the TCC.

7/3/2013
11:42:53
AM

The allegation was that she was selected out of the line for secondary screening due to being an African American woman at 79 yrs of age. She had her diabetes supplies, pump and drinks, with her and did not realize that she had a drink in her carry on bag with her. She did not declare the items, and the insulin pump was disconnected inside her carry on bag. The insulin pump and medication is now missing and she cannot get another prescription in the meantime.

I sent her a claim form via email.

Gate----3

Airline--South West

The caller has started working for a new boss. She stated that he has a CBP program and he has Global Entry. He stated that he should have TSA Precheck and he is not being chosen. She stated that it is not working. She asked if it will provide a different method of screening such as not using the scanners.

TSA Precheck allows select frequent flyers of participating airlines and members of U.S. Customs and Border Protection's Trusted Traveler Programs who are flying on participating airlines, to receive expedited screening benefits during domestic travels. Eligible participants use dedicated screening lanes for screening benefits which include leaving on shoes, light outerwear and belts, as well as leaving laptops and 3-1-1 compliant liquids in carry-on bags. I explained that if he cannot or chooses not to be screened by the AIT, he would be screened using a patdown instead. He cannot choose the WTMD over the AIT or the patdown.

7/3/2013
1:24:05
PM

CBP trusted traveler program participants, should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. For example, if the name listed on a traveler's card includes a middle initial or middle name, it must be entered that way in their reservation and airline profile.

TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or includes their CBP trusted traveler program ID when booking a flight, TSA will always incorporate random and unpredictable security measures throughout the airport to retain a certain element of randomness to prevent terrorists from learning how the system operates.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/3/2013 1:05:04 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 07/03/2013 Airline & Flight Number :

Checkpoint/Area of Airport : United

TSA Employee: (If Known) :

Comment : My wife has prosthetic hips

We have travelled before and she had never had a manual pat Down including between and under her breasts She has always gone thru the new scanner I am not sure why this was not offered This is highly inappropriate and likely the result of poorly trained staff Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/3/2013
2:08:32
PM

Caller wants to make a complaint. Caller and his wife were traveling from Boston on June 22nd. They were in the line being screened and the gentlemen asked his wife to remove her shoes. They are both in their upper 70 s and the signs are posted that says if you are over 75 you do not have to remove shoes. The same man that had asked her to remove her shoes was the man that checked her purse, which is white, and he took it out of her sight.

The woman that checked his wallet took everything out and went through every bill and credit card. She took the tray out of sight. He was furious.

As they were waiting to board the plane she discovered 20 dollars missing and he thinks he is missing 40 dollars.

He also mentioned that he had a pocket knife that is only an inch and a half long with nail file and scissors on it, which he had been carrying for years with no issues. It had made it through the checkpoint at Baltimore to Boston and several other flights he had made previously. They took it from him and this is what started the additional screening.

They flew via Southwest and he is not sure of the flight number. It was the gate all the way at the end. He was in wheelchair and he had a black polo shirt on with a logo on it that said Colgate University. She had white slacks and a beige top and they had their granddaughter with them who is 16.

The woman that took his wallet was black and tall and stocky built.

7/3/2013 5:38:08 PM The man took her purse was about 6 feet tall, glasses, and was white.
He asked why they would let tools such as a screwdriver up to 7 inches on a flight but not a one and a half inch knife and why their items were taken out of their sight.

I apologized to the caller and told him that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.
I told him that TSA screening is risk based and even if an item is generally permitted it may not be allowed if the TSO at the checkpoint believes the item poses a security risk. The final decision rests with TSA on whether to allow any item on the plane.

I told him that I would forward this information to a CSM for review.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

TSA,

I was forced to use the AIT radiation scanner. The rude officer said my two options were to go through or go through and get a pat down. Invasion of privacy much. I'm highly disappointed. Ridiculous. Thank you for increasing America's cancer rate.

(b)(6)

7/3/2013 6:05:31 PM --
This message was sent by (b)(6) Please note that AddThis does not verify email addresses.

To stop receiving any emails from AddThis, please visit: (b)(6)

The caller said his 17 year old daughter was molested at the checkpoint in PHX. I asked the caller what exactly occurred. The caller stated his daughter did not want to go through the AIT and have TSA look at naked pictures of her body. The caller said the officer took her to a private room and gave her daughter a pat-down.

7/3/2013 8:10:15 PM I asked the caller which airport the incident occurred at he stated he said he did not know if the incident occurred at PHX International or Mesa Gateway. I indicated to the caller if a passenger opt s out of a the AIT the passenger would have to under-go a pat-down. The caller became extremely upset and used profanity throughout the call. I told the caller to stop using profanity or I would disconnect the call. The caller became more upset and stated his daughter does not have to go through screening. I told the caller if his daughter refuses a pat-down she would not be permitted to fly. The caller told me to forget about the issue that he was going to help his daughter on his own. The caller then hung up the phone.

Caller stated the TSA at CLT are rude and unprofessional. They treated his bags like a bunch of thieves. He had liquor that was made to be taken out of carryon and placed in checked. He thinks whomever invented the AIT is sorry person because his young son had to be patdown because the AIT detected his deodorant. He is extremely unhappy with the poor quality of service at CLT. He had a NOI but nothing is missing as of yet.

CLT
US Air
Flight: 2642
July 3, 2013 at 5pm
Baggage Tag: (b)(6)
Description: Red, carryon size
NOI: nothing written or stamped
Terminal and Gate: NA

7/3/2013
10:41:10
PM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

-----Original Message-----

From: (b)(6)
Sent: Thursday, July 04, 2013 6:36 AM
To: TSAExternalCompliance@dhs.gov
Cc: (b)(6)
Subject: Complaint -PHL

Good morning,

I would like to report an utter lack of professionalism coming from one of your security screeners at PHL.

7/4/2013
11:03:53
AM

I fly frequently and am familiar with TSA pre-flight security procedures. This morning, July 4, 2013, at about 6:15 AM, I was awaiting security screening in Terminal A at PHL prior to an American Airlines flight to Chicago en route to Sacramento. I requested not to be screened the whole-body scatter machine because I am 24 weeks pregnant. I was offered a pat-down instead. After the officer asked me if I preferred to be patted down than go through the machine, I said yes. He then proceeded to turn his back to me and say to his coworker, she s knocked up and then used his radio to request a female screener. I consider this grossly inappropriate and unprofessional.

The gentleman in question was a Caucasian male, about 5'10". He had brown hair with a short ponytail. I unfortunately was not able to see his name badge and he walked away from me after he made the offending comment.

The female agent who performed the pat-down search was exceptionally professional and friendly. I mentioned her coworker's comment and she agreed that it was rude and unprofessional.

Please contact me if you have any questions. My contact information is below.

Thank you,

(b)(6)

I am furious. Because of my knee replacement, I must undergo a pat-down each time I fly. That has worked out so far, however, the pat-down I received prior to Frontier 1735 from Washington D.C. to Kansas City on Sunday, June 30, was not to be tolerated!!! This patdown was administered by a larger black woman and I didn't get her name.

I wore a skirt that day since I had been to a function that required dressier attire. I had just attended a Daughters of the American Revolution annual national conference. I had on underwear and pantyhose. The screener asked me to put one foot forward as always, however, each time she did her hand search, she managed to rather roughly hit my crotch -- four times to be exact.

I was afraid to confront her right there, for fear that things would get even worse for me and I would miss my flight!

7/4/2013 1:05:27 PM I am a 68 year old white female, modestly and appropriately dressed, etc. I have never been arrested and have no outward signs of needing to be searched in this manner.

I want to hear from you. I plan to write my Senators, Congressmen and anyone else I know who need to know about this. Just like everyone, I want to protect all who are travelling from anyone who might intend harm. However, this is ridiculous.

Please, please - do something about this!!!

(b)(6)
Kansas City

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/4/2013 10:08:10 PM Airport : BOS - Logan International Date/Time of Travel : 06/23/2013 Airline & Flight Number : United 1581 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) (b)(6) (sp) Comment : My name is (b)(6) I have had cancer and do not go through the xray screening. I always comply with your rules and have always understood that you should at all times be in possession of your carry on bags. Normally I do not have a problem with a pat down and seeing where my things are as they go through the xray. On June 23rd I was instructed to stand aside and wait for a female to do the pat down. My things went through and I could not see them. I was very upset and asked why. I was told that I chose this and that the state police watch the bags. There is no way that they know whose bags are whose. It goes against all of your rules to do it this way. I had this problem once before in Denver and I wrote to you. You said to ask for a supervisor, so I did. He said that this is how it goes and that they were busy. Several female workers were just standing around talking. He told me to wait with my bags in the future. I feel that I am being targeted and mistreated with this kind of behavior. I have been in many airports where the TSA people are kind and courteous. I am very upset by this and do not understand why this happens. I am 69 years old and feel very mistreated by some people who are not looking to keep us safe, but they are on a power trip.

7/5/2013 8:18:52 AM

Would you like a response? : True

Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller and her husband flew from ORD to TPA on 7 3 13 on American Airlines Flight 1502 departing at 12:30pm from Gate K9. She indicated that they were at the checkpoint at Terminal 3 at about 10:20am The caller indicated that she went through the AIT after her husband. He went through the AIT with two necklaces. She had on a clay necklace. A female TSO (caucasian, obese, very young, twenties or thirties, ski at the end of her last name) didn't say anything to the caller but put her hand up to stop the (b)(6) and lifted up the necklace. The female TSO then proceeded to roughly feel of her breast including her nipples. The TSO didn't go under her arms or along her sides. She indicated that she did not receive a proper pat down. The search was limited to her breast. She indicated that she has received four million patdowns and knows exactly what the procedure is to use the palm of the hand, to apply a certain amount of pressure, to be taken aside, and for the pat down to be conducted along her sides and not just the actual breast area.

The caller requested a supervisor. She indicated that the female TSO immediately left the checkpoint. The Supervisor ((tall, African American, forties, hair was in a bun) provided a customer comment card after the caller asked if there was anything that could be provided to them. The caller indicated that she submitted the card to the Supervisor. The supervisor picked up the phone, a gentleman came over to her and they began to input the information from her comment card into a computer (eye level screen, they were there for quite some time). Two other individuals came over to where the supervisor and gentleman were and they began laughing. The caller indicated that the incident was not the business of the other two officers and not a show for them. The caller indicated that even the Supervisor, along with the others, began to roar with laughter. The caller indicated that she was unsettled by the demeanor of the Supervisor.

7/5/2013 8:25:12 AM

The caller asked what would have caused the additional screening as she has never received a patdown after passing through AIT.

She would like to know the status of her inquiry.

The caller indicated that her and her husband live near Tampa.

She asked if she would receive some type of contact and indicated that she would not be happy if she did not receive some type of contact, even if it was just confirmation that the CSM had received the information that I had sent.

I apologized in regard to the negative screening experience. I advised that I would refer the information to the CSM would have the means to look into the situation and address the issue. I advised that I would include an indication that the caller would like to be contacted in regard to this. I explained further that I had documented the information that she provided and that TSA monitors the number and nature of complaints received.

I indicated that I had no way of knowing what prompted the additional screening. I explained that alarms and anomalies are required to be cleared via additional screening.

Caller filed a complaint about the behavior of a TSA employee several months ago. He said that he filled out the form and wrote a letter further explaining the situation. He emailed and faxed the form. He said that it has been 4 or 5 months and he has not heard anything. He said that it is shocking to him that he has not heard from TSA. Caller wanted to know what the next step is. He wants someone from TSA to contact him about his case.

I advised the caller that I do not have any information on his case. I told him that I would forward his record to the appropriate office.

The previous EID is (b)(6)
The previous record is below:

Caller stated:

He has two cases that he would like to report and wanted to know the hours of operation for the TCC. Caller stated that he flew into Washington DC from Rome and then onto Seattle where he lives. Caller stated that he flew with United Airlines from Washington DCA to Seattle. Caller stated that when he arrived in Seattle his suitcase was not there and he was told that it was delayed by TSA. Caller stated that when it arrived to him the suitcase was damaged along with some items inside. Caller stated that there were some bottles of oil that had not been reclosed properly and leaked all over his luggage destroying everything inside. Caller stated that he had a NOI inside of his luggage.

7/5/2013
2:26:47
PM

Complaint 2

Caller stated that he lives in Seattle and works for the FAA. Caller stated that he was in Santa Barbara CA for work. Caller stated that he does not go through the AIT since he travels so often. Caller stated that he requests a pat down very often when he travels because he doesn't like the AIT machines. Caller stated that the pat down was conducted normally until the ETD testing was completed. Caller stated that something set the ETD off and the officers told him that they would have to take him to another room to do the test again. Caller stated that the second test came out fine and then when he started to leave the officers told him that they had to search his luggage again. Caller stated that he thinks they went above and beyond what the search should have been. Caller thinks that they done this because of his nationality. Caller stated that he asked the supervisor for his name and badge number and he refused to give it. Caller believes that the officers done this to discourage him from requesting a pat down in the future since it causes more work for them.

Advised caller:

Transportation Security Administration (TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger's belongings are returned and not damaged when a bag needs to be opened. TSA monitors the number and nature of complaints received to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Advised caller that to file a formal complaint for discrimination it would have to be done in writing and he would be sent an RFI with the instructions to do so.

Caller said she went through Gate 30 at Reagan Airport. Caller said she recently had a pacemaker put in and caller had to have a patdown. Caller said her screening process was hectic. Caller said she had some cream that was removed because it was too large. Caller said she felt like she was treated like a criminal, all because she was not allowed to watch or touch her bag during the screening process. Caller complained that someone was patting her down and that another TSOs was going through her bag which had her dirty underwear in it. Caller said during this process, she had a pair of pants removed and she wants to get the pants back. Caller is upset that TSA did not allow her to watch them going through her bag. Caller said TSA should change their process to allow a person watch the TSO that is going through their bag. Caller said she was going to call her Congressman.

7/5/2013
5:14:14
PM

We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures. I offered to send the caller a claim form for the missing pants. Caller did not want to listen to anything I was telling her, other than she did take the lost and found phone number. I tried to explain to the caller that the TSOs have specific procedures for screening passengers. I told her I will send her complaint to the CSM but the caller hung up before I could get her flight information.

I gave the lost and found information
Ronald Reagan Washington National Airport
703-417-0673

I am sending to the CSM as an FYI even though caller hung up before I could get all her information.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/5/2013 9:23:24 PM

Airport : MCO - Orlando International

Date/Time of Travel : 06/28/2013 8:45 PM Airline & Flight Number : Southwest #2613 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) :

Comment : This was my 2nd flight after knee replacement, I had no difficulty traveling from PHL to MCO, but on the return it was a nightmare.

I showed my medical card when entering security and was told to go through the handicapped line. I showed my card to the screening agent and was told to go through the metal detector--of course it went off.

A female security agent ran over, looked at me and said "You're in trouble now"; the agent who told me to enter said "It was my fault, she showed me her card but I couldn't hear what she said so I waved her through"; he was ignored and she told me to stand by the x-ray scanner and said extremely loud "STAY THERE AND DON'T MOVE";

I waited there. she returned to the cleared side of the scanners and had a conversation with another female security officer. When they were done talking, the original officer left and the 2nd one approached me and told me to go through the x-ray scanner. Since this was the scanner I went through in Philly it made perfect sense, so I did. As I exited, the first officer returned to the area and YELLED as she reached the end of the conveyer belts (I was just exiting scanner) YOU'RE IN DOUBLE TROUBLE NOW, I TOLD YOU NOT TO MOVE.

She came over to me, told officer #2 to leave, and informed me that now I was going to be patted down. I was pretty much in shock over the whole thing, everyone was staring because she was yelling, and right in the middle between two carry on conveyer belts she started rubbing her hands all over me. Ok, I realize you have to make sure nothing is hidden, but when she got to my breasts she totally groped them, squeezed, several times each breast, then stuck her hand between my legs and rubbed there, never asked if I wanted privacy, was nasty and rude, and then after she was finished she did the entire process a second time. When that was done she put the liquid on the square, checked my hands, and then rubbed that square on both my breasts as well. Afterwards she stated that once you set off an alarm this procedure is required. I told her I could understand that, but I could not understand why she did nothing but yell at me when the agent had told me to go through the detector. I was told he'd be talk to later.

I mentioned this humiliating experience at a picnic yesterday and was told I should contact you immediately and I should check the website for guidelines. According to what is on the website, if she was going to be handling private areas I should have been offered a private screening with another attendant present. I was not checked, I was groped, squeezed, and roughly handled, almost losing my balance as she went down my legs--I am only a few months past surgery.

I was too stunned and embarrassed to think of looking at the offensive agent's name tag, but I'm 5'7 and she was shorter than I am, on the heavy side, probably in her 30's, and black.

The agent who told me to go through the detector was a gentleman, 50's or early 60's, average build/height, with greyish hair.

The 2nd female who told me to go through the scanner was older than the first, probably 50's, tall, thin, and very very light hair, blunt cut.

7/5/2013
10:08:34
PM

Disability Description: Callers mother flew this morning, the 06 July 2013 from ORD and went through screening at or around 0700 hours. Caller states that her mother is a breast cancer survivor who had an awful experience at the checkpoint. Caller states that her mother received additional screening that included a full patdown of the breast. Caller states that she understands patting down the underwire of the breast but a full patdown of the breast is excessive. Caller indicates that her mother feels as though she was singled out because she was a breast cancer survivor and the caller feels as though this is extremely discriminatory. Caller indicates that the breast is an extremely intimate place that should not be rubbed in the manner that it was. Caller expressed that her mother feels extremely violated and the caller feels that being violated in this manner is on the same level as rape. Caller has indicated that her mother will never travel again because of the patdown that she received.

Caller states that if she does not hear from the CSM by Monday or Tuesday, she will contact the media and possibly get some money from TSA.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
 - Be in writing;
 - Include the name and address of the complainant;
 - Include the date of the alleged act of discrimination;
 - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
 - Be signed by the complainant or someone authorized to sign on behalf of the complainant.
- In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/7/2013 9:25:46 AM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : While going through the screening process at EWR on 7/7/13, one TSA employee was telling us to carry our boarding passes with us through the scanner. However, I had an electronic boarding pass on my phone which I had already packed in my bag to be scanned. He told me I should carry the phone with me to the body scanner then hand it to him. After going through security, I checked with another agent and they said e-boarding passes don't have to be displayed a 2nd time just prior to entering the body scanner. Which is the proper procedure? Why do not all TSA employees follow the same procedures? And why is a 2nd ID check required when our IDs are just checked carefully not 2 mins prior to entering the body scanner?

Thank you for your clarification of the proper procedure.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/6/2013
4:56:00
PM

7/7/2013
11:14:16
AM

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 7/6/2013 10:23:20 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

7/7/2013 TSA Employee: (If Known) :

11:23:34 AM Comment : The TSA Pre Check for Military at SEATAC is very convenient and a nice privilege but why can't my wife who is traveling with me use the Pre check line? She is an ID card holder and a DOD Civilian Employee.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller went through TPA at around 5:30 am. He stated that he removed everything from his pockets, and he opted for a patdown. He stated that he had two one hundred bills missing. He stated that they were not in the bin at the checkpoint. He stated that he was one of the only people to opt for a patdown for screening.

I apologized to the caller for the manner in which their items were handled and explained that the TSOs receive training in the procedures to properly inspect passenger items and are required to exercise great care during the screening process so that when items are inspected a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location.

7/7/2013

12:37:39 PM The callers flight details are as follow:

Departing Airport: TPA

Destination: ATL

Final Destination: SLC

Airline: Delta

Flight Number and Time: 1872 @ 6: 25 pm

Terminal: Unknown

Gate: E

Date and Time: July 6th, 2013 @ 5:30 am

Disability Description: Caller s son has a cochlear implant.

Response Details: I advised the caller that we generally do not use wands. Passengers who are deaf or hearing impaired may be screened without removing hearing aids or cochlear implants. It is recommended that passengers who are deaf or hearing impaired notify a Transportation Security Officer (TSO) before screening begins. It is also helpful if the passenger informs the TSO of the best way to communicate during the screening process.

I explained that we do have the WTMD, similar to the wands which are metal detectors, and the AIT. She can opt out and receive a patdown for screening. I advised the caller that I will forward this information to the CSM at DFW, so that they can be aware of the situation.

The callers flight details are as follow:

Airport: DFW

7/7/2013 Destination: ATL

2:42:36 PM Airline: American

Flight Number and Time: 1472 @ 11:30 am

Terminal: C

Gate: 27

Date and Time: July 7th, 2013 @ 9:38 am

Incident Details: The caller was at DFW today on Terminal C gate 27. She stated that her son has special needs. She stated that as instructed by his doctor that he cannot go through the machine. She stated that the TSOs laughed at her and told her that her doctor does not know what he is talking about. She stated that five other agents came to her also. She stated that they did give him a patdown and wanded him. He has cochlear implants. She stated that they argued with the agents for 20 minutes over this incident. She stated that he has a magnet in his brain. She stated that the TSOs tried to say that the device was similar to a pacemaker. She stated that they treated her as if she was a criminal. She stated that she was standing 5 feet away from the line and they told her to get away for the line.

Good day;

A few weeks ago, while traveling to NYC from RSW, Florida, the agents frightened my daughter who has cerebral palsy, is mentally challenged and is non-ambulatory. The agent who took her from me, was especially nice; it were the other agents I had an issue with.

The agent who was to bring my daughter down the ramp for a pat down told me I should go thru the screening, which I did, and come back up the ramp so that I could walk down with the agent and my daughter. My daughter got extremely upset, crying & yelling for mom. The agent who had her told her I would be right back to bring her with me.

First, I forgot to take off my shoes before going thru the screening (my error) but three agents literally stepped abruptly toward me, demanding I remove my shoes. (I was distracted by my daughter yelling for me and simply forgot I still had my shoes on). I held up my hands and told the agents to calm down. And promptly removed my shoes. I proceeded thru the screening, and turned to go back up the ramp, the same side the agents were on, to retrieve my daughter, as I was instructed to do by the agent that had my daughter. Again, I was literally attacked by a female agent who grabbed my arm and another male agent behind her and was told I could not go back up the ramp. I tried to explain to them that I was only following the first agents instructions to meet my daughter, whom she still had. They called out to the first agent if she said I should go get my daughter and she said yes. By this time, my daughter is in hysterical tears, doesn't understand what is going on and only sees me not with her. The agent and I both tried to talk to her while the agent was bringing her down the ramp. Finally, we are down there and another female agent is inspecting her & her chair. Just when I thought the worse was over, ANOTHER agent, at the desk at the end of the ramp, wants to know why my daughter isn't standing up so they could inspect the underside of her removable seat. The agent who patted my daughter down was also very kind and supportive to her and let me stay with my daughter. The agent at the desk was really obnoxious and rude.

7/7/2013
3:14:26
PM

I understand what happened, but your agents need some serious sensitivity training on how to communicate with each other, give clear and concise directions and be more compassionate with those individuals who cannot understand what is going on around them. Some families choose to keep their family intact and travel with everyone in the family. Your agents really should be more understanding and have a heart. These individuals are NOT garbage and should not be treated like 2nd class citizens. They have the same rights to be shown respect and dignity.

I take responsibility for my errors, however, I was more concerned with my daughter than with myself.

Should you wish to contact me further regarding this matter, please feel free to contact me at the following address and/or phone number. Please, sensitivity training is seriously needed here at RSW, Ft. Myers, FL.

Respectfully yours

(b)(6)

(b)(6)

(b)(6)

From: (b)(6)
Sent: Sunday, July 07, 2013 10:26 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Complaint

Information about the person who experienced the civil rights/civil liberties violation:

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Temple, TX 76502

Email: (b)(6)

7/7/2013
3:14:43
PM

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

(b)(6)

State of Rhode Island

Rhode Island State Police

(b)(6)

Disability Description: The caller indicated that her nephew has a cochlear implant.

Response Details: I explained that the use of the hand wands at the checkpoint has been phased out. I advised that the child or passenger can request to be screened via a patdown. I advised that the passenger or parent advise TSOs of the cochlear implant before screening begins and then request the patdown screening.

I advised that her sister would have had to obtain a gate pass in order to escort her son through the checkpoint and to the gate.

Incident Details: The caller indicated that her nephew traveling on 7/7/13 from DFW on American Airlines flight 1472 departing at 11:30am Terminal C. She indicated that they were at the checkpoint for Gates 17-19 between 9:45am-10am. Her nephew was traveling to ATL with a group for a camp. The caller explained that her nephew cannot be subjected to the AIT or WTMD due to the cochlear implant. The caller first asked if he could be hand wanded rather than to use any of the technologies.

The caller went on to explain that the mother requested that her son be screened via the hand wand and pat down. The caller indicated that the five TSOs laughed at her and her son at this time. She doesn't have a name or a description of the TSOs.

The caller stated that the TSO kept telling her sister to stay behind the red line. The caller's sister did not have a gate pass to escort her son through the checkpoint and to the boarding gate.

7/8/2013 8:03:01 AM
The caller indicated that they do not want this to happen to someone else. The caller indicated that her sister did feel sort of that her son had been discriminated against.
I advised the following

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

I offered to provide information on how to file the complaint in writing which the caller first declined. The caller was very indecisive as to how she wanted to proceed. She at first didn't want to submit a written complaint, however she wants this to be addressed so that it doesn't happen to someone else and does feel that her nephew was discriminated against, in a sense. She seems primarily upset though in regard to the fact that her nephew and sister were laughed at, and that her sister was very upset. I emailed the RFJ to the caller in the event that she wanted to submit a written complaint in the future. I advised that I would also refer the information to the CSM at DFW to address the issue. I apologized and explained that I had documented the information to the caller. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that her sister or nephew can always request the assistance of a PSS at the checkpoint to assist them through the checkpoint.

The caller mentioned that she may call in with a description of the TSO, is she can obtain such.
To whom it may concern at TSA,

Greeting.

This is a legal proceeding, and has the force and effect of a certified letter, being recorded electronically.

My name is [b)(6)] I am an inhabitant of the Republic of Arizona.

I am hereby officially ordering, as an American, a private and sovereign citizen of the republic of Arizona, that the Transportation Security Administration provide me with the underlying legal foundation for the procedures implemented at security checkpoints in American airports, which include practices such as pat-downs, backscatter imaging machines, and other various practices, which are clearly against U.S. law (Bill of rights, Article 4). It is against the law in America to search any person's body, house, papers, or property without a search warrant supported by oath or affirmation, and upon probable cause that a crime has been committed; and that warrant must specify the places to be searched, and the things to be seized.

7/8/2013 8:13:25 AM
I demand that the TSA provide me with the legal reason that it is breaking U.S. Law to coerce Americans into complying with these unlawful procedures, under duress and threat that they will not otherwise be allowed to board a commercial flight.
TSA has 15 days to respond with a detailed legal response, specifying exactly what law, statute, court decision, or reason it purports to have for the violation of the 4th amendment to the Constitution of the United States of America.

Failure to respond within 15 days of the receipt of this notice will result in issuance of a notice of default.

Most sincerely,

[b)(6)]

7/8/2013
10:27:52
AM

Caller stated she is blind and she has service animal. Caller stated the incident happened 07072013@07:15am at Orlando International Airport. Caller stated the service animal and herself set off the alarm and the caller had a patdown. Caller stated she wasnt offered a private screening and a male screener was beside of her and she made the statement that the male screener could have seen what was going on and there wasnt another TSA screener that was there when the female screener was doing a patdown and the caller stated the female agent didnt give her a chance to request a private screener the agent started doing the patdown. The caller stated she had to remind the female screener that she was to offer a private screening and search the service and the caller felt like she had to tell the screener on how to do her job and the caller the agent was treated like she was respected with dignity and she was discriminated against because of her disability and the caller feels the female agent needs to be retrained on her job duties.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/8/2013 11:03:24 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

7/8/2013 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 7/3/13 United Airlines flight 5297, ''

12:06:07
PM

Comments: On 7/3 at approximately 5am I flew from Milwaukee to Little Rock and there was a middle aged/older female TSA agent who was extremely rude and unprofessional. I put all my things in the scanner, and proceeded into the scanner as instructed. I got out and the agent pushed me backwards and told me I had to get back in, which I did. When I got out she demanded I empty my pockets I told her there was nothing in my pockets - she didn't believe me and again demanded I empty my pockets I pulled them all inside out showing there was nothing in them. Then tried to show her the card I got from my dr. last year after having bi-lateral knee replacement, she pushed my hand away said she didn't want it, I tried explaining that was why the scanner showed the difference and why the wand she had kept running up and down my body was showing an alarm. She again pushed my hand away, next demanded I get my license again, when I retrieved it from my purse which had gone thru the scanner. She demanded I take everything out, which I did, next she started a full body pat down. I felt totally violated at this point, next she demanded to know where the braces were I again told her that I had had knee replacement surgery and there were no braces. This woman was so rude and unprofessional she definitely started my trip out with a sour taste in my mouth. I also dealt with TSA agents in Little Rock as well as Chicago, none of these agents were rude nor were they unprofessional they were courteous and treated people as human beings not scum that had to be dealt with. I do not feel that after paying close to \$1000 to fly to Little Rock I should have been subjected to such poor manners and unprofessionalism. I know that I have seen this woman on prior trips and she has always been rude but it has never ever been to this extreme. This is a woman that either hates people or her job and I do not believe she should deal with people as she is so unprofessional. If this treatment wasn't bad enough after this exchange she took all my bags and sprayed cotton squares and swabbed my carry on as well as my purse. Really was this necessary, they had already passed through the scanner. This happened after I claimed my carryon and purse. I think she was just further exerting the authority she felt she had. I have to say I have never been more annoyed, frustrated, nor angered by any person associated with General Mitchell Airport nor with any TSA person.

I do not believe that she should be allowed to deal with passengers.

Disability Description: The caller needs liquid nutrition.

Response Details: I apologized for her bad experience at the checkpoint.

For your complaint to be considered complete, it must be in writing and including the following information:

The name and address of the complainant;
The date of the alleged act of discrimination;
A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

I am going to send you an email with information on filing the written complaint which will include an email and mailing address to send it to.

7/8/2013
1:05:50
PM

I will also send information regarding the policies for carrying large quantities of medically necessary liquids which does include the policy if a patdown is requested or required.

I will escalate this complaint to our disability specialist but you will need to submit a complaint in writing as well.

Incident Details: The caller had the worst experience going through security at LIT with her medically necessary liquids. She has traveled through before with no problems. They made her take her items out of the cooler and put through the x-ray. Then TSA put everything through another bucket looking machine. When she asked why because you thought the x-ray be enough, she was told that it was procedure and they had to. She also told them that it was not done went she went through before they argued with her and told her they did.

She Had big bags of liquid medicine, TPN, with a label with her name and address on it in medicinal bags (3 of them); it was clear liquid. She was given the option to have everything patted down instead of going through the screening. She was not told that the patdown could be in private until after everything was already put through both machines. The TSO told her that he offered the patdown when she told him she was humiliated that they went through her stuff it in front of everyone. He told her that it could have been done in private but not until after when she told him she was humiliated. She was very upset about this and embarrassed. She feels picked on because of the cooler with medicine that she had to carry. She has carried the same cooler a month ago at DCA and LIT with no issue. She said that not once did they say a private screening before they put the liquid through all the screening technology. This caused her to miss her flight this morning and she had to go on a later flight.

Flight information:

Airport: LIT

Airline: Southwest

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/8/2013 12:35:50 PM

Name (b)(6)

Email (b)(6)

7/8/2013
2:01:10
PM

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Monday, May 13, Delta Flight #1690, BDL to ATL, passenger, Lois S. Avery, departing at 4:09 p.m.

Comments: My mother, (b)(6) arrived at Bradley International Airport, Hartford, CT for her flight at approximately 1:300 p.m. She was met with her prearranged wheelchair assist and after going through her security check, she was told by a male TSA agent to get out of her chair to be physically screened by the scanner which required holding both arms overhead. Despite her age of 89 years, the agent insisted that she get out of her chair. My mother has had a total knee and total hip operation, both which required implants for which she carries a proof of implant card.

The TSA agent was considerably out of line in asking her to get out of her wheelchair. Yes, she can walk, however, she is 89 years old and this was a totally inappropriate and uncalled for demand.

When she traveled east earlier in the month, departing from the Albuquerque airport, the TSA agents could not have been nicer to her, allowing her to pass through a different security screening process that allowed her to remain seated.

I would like a response from the TSA via email or by telephone (b)(6) from someone in authority who can provide me with a good explanation of why this happened. My only regret is that I was not accompanying her at the Hartford screening because I would have now been able to provide you with the name of the TSA agent who was so lacking in compassion for my mother's situation.

I recently traveled to Alaska from Denver. At both airports, I was subjected to a full body scan. I don't fly often (once every other year or so for vacation), so it was a bit of a shock.

The following occurred on July 6th between 8-8:30pm:

At the Ted Stevens airport I was subjected further to a pat down search. I wasn't told this would happen, the security agent asked me if I had "anything in my back pocket", to which I responded, "no". He then physically turned me around around groped me around my buttocks. Then he stood up and pointed away as if to say "you're done here".

I found the attitude of the TSA agents that I encountered to be rude and dismissive. NO ONE should be subjected to being scanned, or especially TOUCHED, without verbal or written consent.

Here is the text of the pat down policy from your website

"What do I do during a pat-down?

All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice. All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down. If you have a medical device, please inform the officer."

7/8/2013

2:01:18

PM

-I was not given the option of a private room.

-I was not given the option of having a witness.

-I was not asked if I had a medical device.

-I was not told I was going to be touched AT ALL until it happened.

I don't know yet how far I want to take this, but if I was running this agency, I would go to extreme lengths to protect the privacy and rights of the American public.

I won't be flying again until these issues are resolved.

Thank You

(b)(6)

My formal complaint is attached. I also submitted the attached complaint card to TSA in PHL on July 8, 2013.

(b)(6)

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

7/8/2013

6:12:01

PM

Date: July 8, 2013

Time: 2:00 PM

Airport: PHL

Date-Time of Travel: July 8, 2013 5PM

Airline and flight number: US Airways

Checkpoint area of airport: A-East Checkpoint

TSA Employee: (b)(6)

Complaint:

As a very seasoned traveler who often opts out from the millimeter wave scanner, I am well acquainted with the proper procedures concerning manual pat downs. However, this time, the pat down included between my buttocks and partially up into my vagina. It was unprofessional, and I felt violated-so much so, I left in tears. I want to prevent this from happening to other women. I reported this to supervisor (b)(6) and he advised I fill out this card. Please follow up on what is to be done to remedy this!

Caller went through security at the airport at Harrisburg. She was immediately told to go through the body scanner and she has issues with them because they have naked images. Today she had a patdown and her private area was touched which had never happened before. She wants to know why she was not given the option of the walk through metal detector. She asked if there is a difference in people and the way they are screened such as someone who shows up with lots of clothes looking suspicious as compared to her who was clean with no earrings and does not look like a threat. She wants to know who she can talk to about her screening and who she can write a letter to about our very civil rights violating screening process.

7/8/2013 6:44:21 PM I apologized to the caller and told her that our security officers are trained in the proper manner to conduct patdowns and should explain what they are doing during the process. They will use the back of the hand on the more sensitive area to point of contact and the front of the hand for less sensitive areas. I told her that screening is risk based and unpredictable. I told her that when you opt out of the AIT then you will have a patdown for screening.

I told her to please send all written correspondences for John S. Pistole to the following address: John S. Pistole Administrator Transportation Security Administration 601 South 12th Street, TSA-1 Arlington, VA 20598

I also told her that she may dial 866-289-9673, option 5 and MDT to reach a CSM to voice her concerns about her experience today.

Disability Description: Callers father is in a wheelchair.

Response Details: Advised caller:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

7/8/2013 7:43:42 PM Incident Details: Caller and her father just went thru the TSA checkpoint at SEA just had a very bad experience with a TSO. Her father is in a wheelchair and was given an option to walk thru screening or have a patdown. He walked thru and his watch set off an alarm. He then had to go thru a patdown and was not given the option to stay seated in his wheelchair or to use his cane to remain standing or any other assistance while going thru the patdown. They would not let anyone assist him and her father was having a very hard time remaining in the required position for a patdown. He was told by the TSO -if you are not cooperative you will go to the back of the line!- The TSO was about 5 ft 5 inches, asian decent, dark hair and skin. She could not get his name because he turned to walk off. She would like a follow up courtesy response concerning the situation. This also almost caused them to be late for their flight.

To Whom It May Concern:

Recently I flew out of PHX (Phoenix Sky Harbor International Airport) to STL (Lambert-St. Louis International Airport). Before my trip, I contacted the Transportation Security Administration and asked what to do since I now have a pacemaker. The gentleman I spoke to was very polite and helpful and instructed me to NOT go through any of the scanners. Instead, he advised me to show the security agent my pacemaker card and request a "pat-down" so as not to take a chance in accidentally re-calibrating my device. He then sent me an email with these same instructions. These were the same instructions my cardiologist gave me when I received my pacemaker.

However, at the security checkpoint at PHX, I was advised that I had to go through the scanner. I showed the agent my card and relayed the information I had been given. The agent told me that they were very understaffed and that I could either go through the scanner or miss my flight as they had no one to do the "pat-down". The agent then personally guaranteed that the scanner would not cause me any problems. As there were approximately 300 people behind me that I was holding up, and with the agent bullying me, they made me feel as if I had no choice but to go through the scanner.

Upon arriving at STL for my return to PHX, I experienced the exact same scenario. The agent told me I had no choice as they had no one to perform the "pat-down".

7/8/2013 8:19:57 PM When I returned home, I had to schedule a visit to my cardiologist to check on my pacemaker. By forcing me to go through the scanner, the agents endangered my life, violated their own rules and my doctors orders. It seemed that all they were concerned with was keeping the line moving.

Please contact me to resolve this issue.

Sincerely,

(b)(6)

(6/14/13 Southwest Airlines Flight 1526 departed from PHX approximately 6:40pm, arrived STL approximately 11:35pm; 6/18/13 Southwest Airlines Flight 1155 departed STL approximately 7:50pm, arrived at PHX approximately 9:00pm)

To whom it may concern,

On June 20, 2013, my wife, ten year old son and myself arrived at 0830 HRS to the St.Paul, Minnesota Airport, at which time we had a bad experience with some of the TSA staff members.

On June 19th, my wife and our 10 year old son were wearing a Halter heart monitor, issued by Mayo Clinic - Rochester Minnesota, for a medical condition called Long QT Syndrome.

The reason, I mention this is that I feel your TSA personnel working near The Mayo Clinic need to be cognitive of medical conditions of near by medical facilities.

We flown for the past five years, from New Jersey to Rochester Minnesota and have never have a issue of a Haler monitor.

This year,however we planned a trip to Target Field for a baseball game, causing us to fly out of St.Paul Minnesota, where we were detained/searched,eventually causing us to miss our flight.

At 1030 HRS, as the TSA process continued, I emphasized to your staff, our flight has begun boarding (1030 HRS), can you please move forth with the clearance processing. I was advised they were waiting for a supervisor while,your staff members kept asking what were the rules today,to one another.

At 1040 HRS, my son was cleared and my wife stood awaiting for a member to pat her down completed. I watched this in disgust, as your member (unknown older female) ran the edge of her hand up both of her inner legs to her to her crotch area as if she was a criminal.

As a police officer for twenty years, I am very familiar with searches and pat downs due to the fact, I actually teach this block of instruction at police academy's in New Jersey as well as in-service training for my department.

I understand securities matter,' I get it'.. but to conduct this extensive of a search was quite frankly a bit too much, for the situation presented.

As a result of your staff not knowing the rules and procedures, we missed our flight as we arrived at 1050 HRS, to be told we could not board the flight.

My family lost four hours of our vacation along with the added embarrassment to my wife.

I don't want any airline credits ect., however I want assurance that this matter will be addressed for the future flyers, who have medical equipment or needs.

Please continue training and educating your staff,

Thank you,

7/8/2013
10:21:13
PM

Caller and daughter flew on June 27 from Portland OR to Billings and then on July 7, caller flew on Silver Air to Gross Point. Caller is in her 70s and said she has open shingles sores in the back of her head and she has a very expensive cream that she has to use on them. Caller said when she went through security, someone suddenly started patting down her hair and did not say anything about patting down her head. Caller said the TSO then used the same gloves and went through her daughters hair and did not change her gloves, this happened in Portland.

Caller said in Billings, a TSO told her that she had to pat down her bun on her head and caller jumped back and refused and told her she had open sores in her head. Caller is upset because the TSO used the same gloves for screening luggage and other passengers. Caller said she is upset because the TSO used dirty gloves and came up behind her and did not tell her she was going to do a patdown. Caller said this same TSO patted down her daughters hair with the same gloves.

Caller said she is concerned about TSAs policy for patting down peoples heads without changing gloves. Caller said the TSOs could be transferring disease and things like head lice. Caller said her doctor advised her to keep her head covered to protect her head from germs because of the open sores. Caller said the TSO that did the patdown was short and had dark hair. Caller said the TSO was not rude but was pleasant, but she just did not warn her that she was going to pat down her head. Caller thinks TSA should re-evaluate their policy of using the same gloves for doing patdowns without changing gloves. Caller said she fully supports Homeland Security.

Airport Portland Oregon
Airline Alaska Airlines
Flight numbers - Caller no longer has this information
Date and time of incident
Baggage tag number N/A
Description of bag, color, style, size, brand N/A
NOI with Writing N/A
Terminal or Gate Caller does not remember
Contact information (b)(6) - home phone

I advised the caller she can ask for a PSS at the checkpoint for future travel
Travelers may call TSA Cares toll free at 1-855-787-2227

I advised the caller she can also call the TSA cares line.
TSA recommends that passengers call 72 hours ahead of travel to for information about what to expect during screening.
Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint
I told the caller that she can ask the TSO to change their gloves.

This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/9/2013 12:30:19 PM

7/9/2013 2:32:04 PM Name: (b)(6)
Email: (b)(6)
Complaints: My Complaint is Not Listed Here
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue Airways/DCA/D6/Flt#1482/June 19, 2013/ Ft lauderdale International Airport (b)(6)
Comments: inappropriate, inconsistent, inattentive? Not certain what it's called, when my (just turned 16) son, (b)(6) was removed from plane after all were boarded, doors closed. Doors reopened, officer came in, told my son to retrieve his carryons and follow him off plane. The other 17 students were all seated around him, they had just returned from a missions trip to Dominican Republic. The chaperones were seated a few seats behind my son and had no knowledge of this until the next day when I told them. My son had stated the officer told him that with palm of his hands he will pat down my boy's entire body, except with the back of his hand he will pat down his privates, in which the officer did just that! My son stated that an additional officer present stated "are we even legally allowed to do this!" This is absurd, the whole thing. Why is my son not given the right to have his legal guardian (chaperone) present during something like this? Also, why was he removed from the plane? Please shed light on this matter for me. I cannot even send my son now to see his Grandmother on a plane in fear of officers doing this to him again. I want to know "why" (b)(6)
(b)(6) Virginia Beach, Va

Caller is outraged over a patdown that was done at Sacramento, caller does not have the date. Caller said a retired Marine Corporal was patted down because he had too many medals on his chest. Caller said this was reported in the Military Times and on Fox News about 30 minutes. Caller said he has seen 85 year old women being subjected to secondary patdowns. Caller asked what kind of idiots are operating TSA. Caller considers this abuse. Caller said this soldier could not raise his arm and he told TSA he could not lift his arm., caller said we subject Americans to worse treatment than we do foreign visitors. Caller said he is former veteran, caller said he is connected to the FBI in regards to terror threats. Caller complains that women in the Islamic dress are allowed to go through without having to get a patdown and the caller said this is outrageous because TSA pats down Americans. Caller asked who the real threat is?

I advised the caller I will register his complaint. I offered John Pistoles address, caller declined.

Dear Sir or Madam,

After being a frequent air traveler for more than a decade, I have developed a tremendous level of respect and admiration for the work that the men and women of the TSA do. I genuinely appreciate the hard work that your organization performs to enable us to travel in relative safety.

However, over the past few weeks I have really started to notice an adverse physical effect whenever I pass through a Provision ATD scanner. The effect generally wears off after about 15 minutes, but it is still quite disconcerting that there is any noticeable effect at all. I do not experience this effect when I pass through one of the old style scanners. Clearly, I cannot prove that this effect is real, but I am neither a hypochondriac nor a person who is in the habit of complaining.

7/9/2013 6:04:41 PM My concerns were further compounded today, when walking through Boston Logan airport's terminal C. As I approached the Provision ATD scanner, I noticed an old style scanner right next to it. Without exception, all airport employees walked through the old style scanner, while members of the public all went through the ATD scanner. When I asked the TSA representative if I could use the old style scanner instead, I was told no, and that my choices were either to wait for a pat down, or use the Provision ATD scanner. I initially opted for the pat down, but with a wait of more than 15 minutes, I reluctantly relented and walked through the Provision ATD scanner (predictably experiencing the negative physical effects immediately afterwards).

While I do understand that it can take time to free up an employee to perform a pat down, I cannot understand why there is a different scanner type used for employees and the general public. Please can you explain this discrepancy to me? The only conclusion I am able to draw at this point is that the employees are aware of the negative physical effects of the Provision ATD scanner. If this is the case, then surely a member of the public should be able to choose the old style scanner as an option.

Yours faithfully

(b)(6)

From: (b)(6)
Sent: Tuesday, July 09, 2013 3:41 PM
To: TSAExternalCompliance@dhs.gov
Subject: BOSTON LOGAN INTERNATIONAL AIRPORT

7/9/2013 8:06:40 PM

Hi. I wanna make sure that the complaint I filled today get to the people on charge. My name is (b)(6) and I was forced to go through the scanner because after 30 minutes waiting for a pat down NOBODY attended my request. I asked to the officers on the door 3 times and they just ignored me. Meanwhile a woman was trying to steal my belongings, including my computer. That was why you delayed my request, to make sure someone else can steal from me?. Thank you so much for lacking consideration. I could see 3 officers available to help me and any of them did it.

Do you think because you are federal employees you can disrespect the people like this? This happened about 2 pm today at the first security door at Boston Logan International Airport. My destination was Atlanta.

Please teach to this lazy asses how to do their job and respect us, the people who pay for your salaries!

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/10/2013 11:05:26 AM

Name: (b)(6)

Email: (b)(6)

7/10/2013 Complaints: Inappropriate Screening/Pat Down Screening.:

11:59:43 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): TCX 3435 Thomas Cook Airline - from Borgas Bulgaria Airport

AM Comments: I departed your country from Bourgas Airport on Saturday 22nd June 2013 on flight no. TCX3453 Thomas Cook Airlines on a 753_280, scheduled to fly at 01.40 but actually departing at 05.20.

INAPPROPRIATE SECURITY CHECKS RESULTING IN VIOLATION OF A MINOR AND A PERSON IN RECOVERY FROM MAJOR SURGERY

Going through your airport security checks my 14 year old nephew was subjected to intrusive hand-search by your security operative putting his hands inside his underwear without any other adult being present. This is a criminal offence in the European Union and a letter will be sent to the British Home Office with a view to pursuing it as a criminal matter.

For myself, I was roughly frisked by one of your female operatives with such forcefulness that I cried out in pain and tried to remove her hand from my operation scars. When I tried to explain that I had been operated on for Cancer, their poor grasp of English resulted in me being treated like a common criminal and dragged forcibly behind a curtain, much to my husband and nephews distress, where two of your operatives held me and insisted on continuing with the search, despite the fact that I was crying with pain. They instructed me to undress and show them my operation scars, which I refused to do. The search continued as did my pain. I was then brusquely told to go. No one showed any concern for my situation. My nephew and I were deeply upset by our treatment and I had to endure continuing pain in the terminal and on our flight home thanks to the insensitivity and frankly unnecessary probing of Security guards.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/10/2013 10:22:21 AM Airport : LAX - Los Angeles International Date/Time of Travel : 07/09/2013 11:30 AM Airline & Flight Number : Delta 1706 Checkpoint/Area of Airport : Security line TSA Employee: (If Known) :

Comment : My wife and I were traveling with two cats and were required to remove them from their carrying cases and hold them while being screened. Although these cats are normally very friendly and also sedated, they were terrified by the noise and unfamiliar environment of the airport, panicked, and one of them seriously scratched my wife. We heard from the airport police and paramedics that this is a frequent occurrence and that other cases have been far worse.

The policy of requiring pets to go through screening outside their cases is irresponsible and invites injury to their owners and inconvenience, possibly expensive or disruptive, to the airport should the cat escape and need to be trapped again (this kind of incident was also said to have happened recently). If it is necessary to put the case through the X-ray scanner, then the traveller should be offered a private screening room, just as those receiving pat-downs are, and just as we were for our second cat once the first misbehaved. Then the cat would no longer be able to flee and the owner would not need to take the responsibility for restraining the cat upon their own body.

7/10/2013

12:00:13

PM

The TSA's current pet screening policy is, as I said, irresponsible and dangerous, contrary to the airport and airline policies requiring all pets to remain in carriers, and creates a significant risk of injury to the owners of animals that have likely never had to endure stressful travel situations before. I expect it is only a matter of time before it results in a lawsuit, one that could be avoided by simply adopting a more accommodating procedure for the few individuals who do carry pets to the airport.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number: (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller said that she had a bad experience when going through screening the last time she traveled.

Information Request: Caller wants to avoid a patdown and said that she does not have to be groped.

Response Details: Advised caller that when you have metal implants and the location you are traveling from does not have the AIT that you do have to undergo a patdown in order to travel.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

7/10/2013 1:04:40 PM If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Caller said that the last time she traveled from PHX she was groped.

Advised caller since she is traveling from ORD on 8-27-13 if she thinks that she needs assistance that she can call back in closer to her flight time and we can forward her information up. Or she can request a PSS when going through screening to assist her.
Emailed caller information.

TSA Cares toll free at 1-855-787-2227

Caller is very upset about the way TSA does the screening. He is upset that the screening he has to go through to fly violates his personal area and he should not have to make a choice to show his private parts and he has to go through radiation. He doesn't feel that young children and individuals of all ages have to go through a pat down and get their private parts touched.
Caller went on and on about the way he hates TSA and his tax dollars are not getting put to useful things,

CCR informed him:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. We believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

7/10/2013 Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

1:23:51 PM Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

The screening devices give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats without showing any personal areas of an individual's body.

With the radiation factor, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Since he does have policy issue, CCR advised him that he can write his concerns to HQ to get the proper assistance.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/10/2013 12:05:44 PM

7/10/2013 2:06:50 PM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): July 1, 2013 at approximately 6 a.m. in the Delta terminal area. I am not completely sure of the female employee's name. I believe it is (b)(6).
Comments: I read that one of the TSA pledge items for an employee is to treat travellers with respect and dignity. The employee who did my pat down screening was not only rude and insulting, but struck me in the center of my chest using the side of her hand with unnecessary force. When I asked her why she hit me so hard, she became even more belligerent, aggressive and insulting. She left my immediate area and continue to shout back insults to me, like how I am just one of those people who complain about everything. As she swabbed some items very slowly, she would shout for some one to come and watch me because she couldn't leave someone like me alone. (Very humiliating in front of other travellers) She then left my carry on luggage contents in a mess as she touched each and every item including clothing. The bag was left on a small area and piled on top like a heap - so some items were ruined. Her comment and laughter at the end asking if I wanted her to repack everything just finalized the event with even more humiliation. At the very least, this employee needs to take some sensitivity training on how to properly do her job with elderly travellers. Hitting someone with this type of force could not possibly detect any illegal item/substance.

Caller wanted to know who to call and file a complaint. The entire experience was poor and the Helena Airport. Caller is a retired marine 17 years ago and the air traffic control manager in Hawaii. He was visiting his father. Caller traveled from Helena Airport at 3:55PM to SEA to HNL and the TSO in Helena were less than professional. Caller stated they were ignorant. Caller stated every person that went through had their bag opened up and was screened. The TSO checking the ID against the boarding pass took an excessive amount of time to verify the ID. He kept looking at the ID and back at him. Callers wife cannot be screened by the WTMD due to a neurostimulator. Caller stated it was very humiliating for his wife to get the patdown in the public. Caller had bow cases with archery equipment and went ahead of time. Caller requested that after TSA checks these, he would like to zip tie them shut. The bag check lady assured him that if they zip ties were removed it would be placed back on. She told him to leave them unlocked and they will lock it back up. They asked the lady at the counter to see if they were zip tied shut. She came back and said it was zip tied and locked up. They arrive home and the archery case lock was gone. The zip ties were connected. The other case was opened, it was \$1000 bow and \$139 arrows. All arrows were popped out of the holder and they tried to take the tips off them. Caller had a second bow case different colors and the second case was fine. The quiver was wrapped and the TSOs unwrapped and it was not placed back. They did not put it back in the same condition. His wife's luggage also had a NOI. There were 4 one gallon bags with toiletries that were opened and left open. They were all closed when the bag was checked. Caller stated there was gel all over her items in the suitcase. Caller did not want reimbursement. Caller wants someone to go through the Helena Airport because they are too excessive and are they are not putting checked luggage together right. Caller stated other customers were getting upset, during the screening too. Caller stated a TSO started to open an iPad case at an angle. Caller told him it must be opened flat. The TSO did not even open it after he was told to open it flat. A TSO asked for a supervisor because a passenger asked the agent to be careful when taking papers out of a bag. Caller flies a lot. The experience in Helena did not do TSA any good. It could be better because it is a small airport. Caller stated nothing was damaged. However, the TSOs are short, curt and excessive. Caller stated you cannot see them when luggage is checked and they do not believe the TSOs are following the proper training. Caller stated arrows were not placed back in clips. There were NOIs in all the luggage that was checked.

7/10/2013
2:18:11
PM

Advised Caller:

We regret that you were not satisfied with the service you received. We seek to provide the highest level of security and customer service to all passengers. Security Officers receive training to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened your belongings are returned to the same condition they were found. We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this incident to the Customer Support Manager (CSM) at that location.

Airport: HLN

Airline: Alaska Airlines

Flight Number: 2326

Date and Time: July 9th 2013 3:55PM

Baggage Tag Number: (b)(6)

NOI: Nothing written or stamped.

Description of Bag: Dark blue skyline suitcase with big red heavy duty tags stating NRSjrVMS and a Black Bow case with the same tag NRSjrVMS made by Plano.

Disability Description: Caller has diabetes.

Response Details: Advised Caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Individuals who request that their medications are screened visually may receive additional screening. A Transportation Security Officer (TSO) of the same gender will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown any sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We will be sending you an email about how to file an official complaint, in writing.

7/10/2013
6:07:35
PM

Sent Email:

Incident Details: Caller was told that she may have the insulin hand inspected. She previously contacted the TCC and was advised to request a hand inspection. Caller stated there were no problems in STL. Caller stated there were problems in DEN. They treated her horrible, during the patdown. Caller told the TSOs she was diabetic and requested a hand inspection. The TSO proceeded to open her carry on and then did a patdown that was. Caller stated the TSO shoved her hand in her vagina and groped her breast and it hurt. Caller stated it was uncomfortable. Caller wanted to know who to talk to about and report this to. Caller was distraught and crying during the incident. Caller was very confused, because she only asked for a hand inspection. Caller said the TSO said, why should we believe you when she told them it was just medication. Callers blood sugar was dropping and it took a long time. She was humiliated and she felt molested and discriminated against because she was diabetic. She had a notification card and the TSO did not even look at it. Caller asked for a supervisor and they stated they were supervisors. Caller stated the TSO was fondling her. Caller was afraid to go into the private screening with the officer and wanted the camera to see it.

Airport DEN:

Airline Frontier

Flight Number: 9290

Location: Gate 40

Date and Time: July 9th at 2:30 and 2:48PM

The TSO doing the patdown was (b)(6) Caller was standing by the camera.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/10/2013 5:06:52 PM

7/10/2013
6:36:54
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Detroit Metro Airport - July 1, 2013 at approximately 6 a.m. at the Delta terminal.

Comments: This morning I provided information regarding a very unpleasant situation I experienced on July 1. I am still very upset over the ordeal and I neglected to state the airport at which this occurred. Your response email did not state whether you have saved my first email. The following is a copy of your response email. Please advise if I need to resend my original email containing an explanation of the situation. Thank you.

From: tsatcc_do_not_reply@senture.com Your junk email filter is set to exclusive.

Sent: Wed 7/10/13 4:10 PM

To: (b)(6)

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed. We hope this information is helpful.

Thank you for your response to my suggestion. Here is the relevant part of your response:

"Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own."

My wife can walk through metal detectors on her own, but she needs a simple cane for balance. We take a metallic quad cane which goes through the screening device used for shoes, backpacks, etc so she can't use that. If TSA had a standby simple wooden cane available to temporarily lend her for balance, she could walk through the metal detector on her own. In my experience, no such cane has been available or offered to her. Having one would save lots of time for everyone by avoiding a patdown. Once through, her shoes could be taken off and run through the same screening device used for her metallic cane.

Please let me know if TSA will consider this suggestion.

Yours,

(b)(6)

7/10/2013
6:36:57
PM

Date: Tue, 09 Jul 2013 13:20:08 -0700

To: TSA-ContactCenter@dhs.gov

From: (b)(6)

Subject: time-saving suggestion re people in wheelchairs

Due to a stroke, my wife is unable to walk through the TSA security gate without her shoes on and perhaps an outstretched hand on either side of the gate (or better yet a standby wooden cane) for balance. As a result, she sits in a wheelchair for ten to twenty minutes while a TSA woman checks her out for explosives, etc. This has happened on our last eight to ten airplane trips. She does need a wheelchair to get to the departure gate because of the long walking distance.

I don't understand why she can't walk through the gate with her shoes on and a little help for balance, sit back down in the wheelchair, take off her shoes and run them through the security check just like all other shoes. That would save lots of time.

A response would be appreciated.

(b)(6)

Fairfax, CA 94930

From: (b)(6)
Sent: Wednesday, July 10, 2013 10:01 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: TSA Complaint

(b)(6)
(b)(6)
7/11/2013
8:43:52
AM Leesburg, VA 20176

(b)(6)
HYPERLINK (b)(6)

I What happened?

On July 10, 2013, at approximately 3:35 p.m., at Dulles International Airport (IAD), I was proceeding through the employee checkpoint in the main terminal. I was dressed in shorts, a t-shirt, rubber flip-flops, and a small, tight fitting cap worn backward on my head. I showed my crew badge to the different TSA personnel on my way to the x-ray machine belt. I emptied my pockets into a bin and pushed it through the opening. I stepped toward the magnetometer and was stopped by a TSA screener. She

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/11/2013 2:07:17 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/10/2013 10:00 PM Airline & Flight Number : us airways 11 Checkpoint/Area of Airport : terminal four, Gate A30 TSA Employee: (If Known) :

Comment : I have two hip replacements so I always look for the scanning machines. When I got in line, the TSA agents were running the scanning machine. By the time I got to the luggage Xray machines they decided to stop using the scanning machine and switched to the magnetic machine. WHY DID THEY DO THIS? Someone decided that they didn't need to use the scanner anymore and the magnetic machine was better? While the airport wasn't that busy, there 30-50 people waiting in queue. I thought the scanners were more secure than the magnetic machines. There were plenty of TSA agents around, some were standing around doing nothing.

Of course, now I had to have a pat down. I have had them before, its no big deal but as I stood there getting the pat down I looked at all this technology sitting there doing nothing while I got an old fashion pat down. something they have been doing before they discovered electricity.

7/11/2013

8:44:10
AM When I asked the TSA agent why they shut down the scanner in favor of the magnetic machine, I got no response. He just kept mumbling what he had to do and asked me questions before he started his pat down. He had no personality. Later, I saw him walking about the place smiling and talking to his TSA associates. He seemed happy with them. But with me, I was just another person to process.

Here is my question, why does TSA run the magnetic machines and no scanning machines where there are more than one scanning machines in the screening area and what appears to be TSA personnel available? I thought the TSA liked the scanning machines over the magnetic machines. Guess not. Seems they still prefer the old fashioned magnetic machines.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is wanting information on the Precheck screening and if it will give her a pass through screening to where she will not have to wait 30-45 min everytime for a same gender officer to give a patdown.

7/11/2013 CCR informed her:

8:50:20
AM There is no program that will allow her to get a pass through screening. Even with the precheck, she will have to go through a WTMD, AIT or a patdown to get through the checkpoint.

She can write her suggestions about adding more patdown screeners to HQ if she would like to.

If she still would like to do the precheck, she should apply for membership with one of CBP's Trusted Traveler programs. For enrollment, please visit <http://www.globalentry.gov> . There will be a online application, face to face interview and a fee that can be clarified on that website.

Caller is embarrassed as a US citizen to come back into his country because he had problems in Madrid, Spain due to US Airways telling passengers that TSA protocol is being implemented at TSAs request. They had to go through screening and baggage check where passengers are boarding and had an additional checkin point where their passports and tickets were viewed and they had to go through a second patdown, same as they had just gone through. The problem ensued where they blocked off a section of the airport where they were told they couldn't leave the secure area of the airport. There was a cafeteria in the airport and they wanted to get a cup of coffee and were told they couldn't leave the area they were in and the whole area was a secured area. Caller states that TSA needs to be aware that US Airways is informing citizens that it is TSA protocol.

7/11/2013
9:55:52
AM

Response:
Travelers must go through different clearance procedures when crossing international borders.
Travelers departing a foreign country are required to comply with the customs and immigration exit procedures of that country. Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.
Explained to caller that TSA only has a presence in the US, not foreign countries.

Provided following to caller, advised he should take the issue up with the airline and:

If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.
Caller wanted to know why he is forced to go through the AIT or have a pat down. He witnesses other passengers, with children, going through WTMD. He says he feels discriminated against and it's not fair. He is currently at Charleston and he experienced it at JFK on his flight down there as well.

7/11/2013
10:10:15
AM

I apologized and advised him:

I cannot tell him why he is not being permitted through the WTMD. I attempted to tell him of other screening lanes for specific passengers and advise him maybe that's what he is noticing but he interrupted me and wouldn't let me finish. He asked why he was being subject to the AIT. I told him I don't have that information but the AIT is optional and he will be subject to a pat down. If he feels discriminated against I can take his complaint and forward to the appropriate office for review but I would need his contact information and a basis for discrimination and more specific details from his complaint. He refused to provide me the information and said he just wanted to make a complaint.
To whom it may concern:

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

I am considering discussing this issue with my attorney - and can only hope (and you should hope) that there is nothing wrong with my child.

7/11/2013
4:20:30
PM

I would address this with your staff and address this issue - as it is a great concern.

I went through the A terminal security checkpoint on 7/11/13 at approximately 2:15 pm.

I would expect the airport to have video surveillance of this if requested by the proper authorities.

Regards,

(b)(6)

"Get used to a different way of looking at things. A change in perspective brings a whole new world of opportunity"

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/11/2013 2:51:39 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/10/2013 2:15 PM Airline & Flight Number : Spirit 403 Checkpoint/Area of Airport : E33 TSA Employee: (If Known) :

Comment : I declined to go through the full body image machine. It took over 5 minutes to get a female agent to come and do the pat down. The pat down was somewhat invasive and when she walked away to test her gloves, I joked with a fellow male flier that had just had one and asked if he felt "violated". When she came back and told me that I was free to go, she muttered a comment under her breath that I could not hear. I said, "Excuse me?" and she walked away. I followed her and asked her to repeat what she had said. She said "I said, 'did you request this?'", I responded "what do you mean?" as I was confused. She said "Did you refuse to go through the machine?" I said, "Yes, I refused to go through the machine. I had 3 miscarriages going through the machine. I stopped going through the machine and had a baby. I don't know if it's related but I won't take the risk." She responded, "Well, go through the machine next time." I asked for her name because she was walking away and I could not see her badge. She ignored me and continued walking. I followed and asked for her name again - she walked into security line 4 and the other agents stopped me. I asked them for her name, and they would not provide it. I went to the supervisor, Fann, and reported the incident. He would not give me her name either (but he knows who the agent is). She is caucasian with red hair. I pay for TSA agents in an indirect way. They are employed for my security. I shouldn't have to explain why I decline the machine nor be spoken to that way by a disgruntled employee. I would like disciplinary action taken against her to ensure that she does not treat others this way.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern:

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

I am considering discussing this issue with my attorney - and can only hope (and you should hope) that there is nothing wrong with my child.

I would address this with your staff and address this issue - as it is a great concern.

I went through the A terminal security checkpoint on 7/11/13 at approximately 2:15 pm in the Charlotte Airport.

I would expect the airport to have video surveillance of this if requested by the proper authorities.

Regards,

On Thu, Jul 11, 2013 at 3:08 PM, (b)(6) <[HYPERLINK \(b\)\(6\)](#)>

To whom it may concern:

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

7/11/2013
4:21:03
PM

7/11/2013
6:10:48
PM

Caller States:

She wanted to file a complaint concerning screening at 2 different airports. As she traveled from DEN and on her return flight from FLL. She had very short shorts on, about a 2 inches inseam. She request that she receive a patdown and the woman touched her in her private parts. Now she feels dirty, molested, and violated. She wanted it noted that this is a violation of her 4th amendment rights. She wanted to make sure her complaint was being recorded. Since she was touched she will not be flying anymore and her children will not have to go through this. She would like to be contacted and receive confirmation about this complaint.

Airport: DEN and FLL

7/11/2013 Date: DEN June 23,2013 10:30 pm

6:56:02 Date: FLL June 29,2013 6:30 pm

PM

Advised Caller:

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Dear TSA,

I am a 57 year old Grandmother, born and raised in the USA. I have never been arrested. I am a hard working law abiding citizen. I am also a licensed mortgage broker which requires me to register with NMLS, the National Mortgage Licensing System. I am also licensed with the state of Florida. These licenses require credit checks, background checks and finger printing annually. I am also a Clear card holder which means more finger printing and an iris scan.

7/11/2013 I refuse to go through your full body scanners and fail to see how making me do so would help national security. Therefore I am constantly subjected to pat downs when there is a perfectly acceptable metal detector standing near by but only used for traffic control. I fail to see why, with the information just stated, I can't be allowed to only go through the metal detector machines.

10:04:19

PM

I do not believe the safety information given on the new scanners. I believe it will be years before we know if they are harmful or not. I also don't think they make a huge difference in our national security. But my main purpose for writing is I think it's ridiculous to force me to choose between a potentially harmful scanner and an invasive pat down. I should probably be writing this to my newspaper, television station or politician if I really expect any results but since you're the direct connection. I'm stating my case.

Sincerely,

(b)(6)

THIS IS A LEGAL PROCEEDING, AND HAS ALL THE FORCE OF A REGISTERED LETTER, BEING ELECTRONICALLY RECORDED.

To whom it may concern at TSA:

Thank you for your response of today.

I will address your letter briefly, thus:

Cases that you cited:

- 1) United States v. Aukai
- 2) United States v. Hartwell
- 3) United States v. McCarty

7/11/2013

10:04:30

PM

...Are all cases in which a reasonable suspicion existed to believe that the defendant was in the commission of a crime, and was therefore searched lawfully and found to have been guilty of such (the possession of drugs deemed illegal).

- 4) United States v. Marquez

Although (b)(6) was indeed found guilty of possessing cocaine, the manner of "randomly selecting" him for a secondary security screening was unlawful (regardless of the opinion of any judge - judges are to follow the law, not invent it).

Also, I find it difficult to believe (though I may be wrong) that any magnetometer, hand held or otherwise, would detect the presence of cocaine. It seems to me that a magnetometer will detect the presence of metal, not plant matter.

As I stated in my previous letter to you, I am not interested in reading about court cases which are irrelevant to the issue at hand (like the ones above cited, from your letter).

The issue at hand is the warrantless, causeless searches that are taking place daily at TSA checkpoints across America.

These searches are unlawful, and are being imposed upon law abiding Americans at airports, with the threat that if they do not comply, they will be denied their lawful right to contract with an airline, and board a scheduled flight.

That is called harassment, and it is a crime.

7/11/2013 10:20:06 PM Caller's mother is diabetic and wears an insulin pump and cannot go through the WTMD and she ask for a pat down but was not allowed to have a pat down and was forced to go through the AIT. She does not speak good English. Explained how to relay the incident to the CSM through option 5 on the IVR and recommended she have all the details from her mother to give an informed report directly to the CSM. Advised in the future for her to call TSA Cares with her flight information 72 hours prior to travel so we can forward her information to the ODPO so they can relay her needs prior to travel. Caller says one officer handed him a piece of paper that contained a link to file a claim, this link doesn't exist. He wants to see if he can leave a complaint over the phone. Caller opted out of AIT this morning. He informed the agents he was opting out and his luggage was being handled and moved by TSA and other passengers. When he was reunited with his bags, (b)(6) was very belligerent and condescending. He started getting verbally confrontational about it and saying he didn't need to have full view of his bags. In conclusion, when he completed the patdown, (b)(6) deliberately came up to him and giving him a hard time. He shouldn't have to be treated like trash for opting out of the AIT.

Flight Details:
Airline: American
Airport: Ronald Reagan
Flight Number: 1465
Date and Time: Today at 7AM to 7:20AM
Baggage: N/A
NOI: N/A
Location: American Terminal, Gate 32
Email: (b)(6)

Caller Advised:
The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller said that he was assaulted by a screener named (b)(6) on 7/10/2013 at Charlotte Douglas International Airport. He went through checkpoint D at 6:50 pm with his pregnant wife. He was videotaping his wife's pat down. He said that he had the camera pointed away from the checkpoint. He was videotaping the pat down because about a month ago she had an excessively rough pat down and her genitalia was touched. He said that TSO (b)(6) told him that he could not film. He was corrected by the caller and he continued to tape the pat down. He said that he was shoved by TSO (b)(6). He spoke with supervisor Hancock who told him that it is lawful to tape. He said that supervisor (b)(6) told him that he viewed the tape and no contact was made between him and TSO (b)(6). He then spoke with the duty supervisor (b)(6) who also told him that contact did not occur and that TSO (b)(6) denied touching him. Today he spoke with Terry Stanton who is Assistant Federal Security director for screening who told him he reviewed the video tape and it is clear that contact was made. He said that he was lied to on the evening of 7/10/2013. He was told that TSO (b)(6) was counseled on how to get people's attention, but not on assaulting passengers. He asked (b)(6) if he did the same thing to his mother would he punch him in the face. He said that (b)(6) told him probably. He wants to know why it is acceptable for (b)(6) to do that to him but not for him to do that to his mother. He wants his record sent to the Federal Security Director and to TSA Headquarters. He said that he does not believe that the CSM will do anything. He will follow-up with the Federal Security Director next week. He did not want to provide him last name or his email address.

I apologized to him for his unpleasant experience and told him that I would forward his record to the CSM at Charlotte Douglas International for review.

Caller wants to know if all passengers are allowed to have a private screening. She wants to know if the passenger asks for a private screening if one must be provided. Caller was traveling from DFW Terminal E. She runs a business for rescue animals. She says the person ask for a private screening and was told by the officer they did not have the facilities to have a private screening. The caller wants to know if this is true that some airports do not have private screening locations. The passenger had a kitten with her. Her organization is called Where is (b)(7) for a cat that was lost at JFK and it was lost by American Airlines.

Told caller

I wasn't sure why the passenger was told they could not have a private screening. I would be happy to send her complaint to the CSM at DFW. She did not have all the flight information but I told her I would send it anyway.

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

7/12/2013 Airport: DFW to Seattle

9:54:36 AM Airline: Alaska

Flight number: NA

Date and time: 7-7-13 Departed around 1

Baggage claim number: NA

Was there a NOI, was there anything on it: NA

Terminal or gate: NA

Baggage Description: NA

Items Damaged: Passenger was told they could not have a private screening with a cat

Caller had a notice of inspection. She wanted to know what the procedure is for inspecting a bag and what determines whether or not a bag is inspected. She said that she is allergic to latex gloves. She wanted to know if gloves are worn during the inspection. She asked why she was not notified that her bag was being inspected. She wanted to know where she can get more information on why her bag was inspected. She asked why it is TSA policy not to inform the passenger that they are opening their luggage. She thinks this is a violation of her rights. She wanted to know if the information that I provided is on the airline and the TSA website.

7/12/2013 I gave the following information: Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

12:48:37 PM

TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA.

I advised her that bags are opened at random and to clear alarms. I advised her that TSA puts the NOI in the bag to inform the passenger that their bag was inspected. I told her that we do not ask the passengers permission or notify the passenger that their bag is being inspected. I also told her that I do not know why TSA has that policy. I advised her that is the policy at all airports where TSA performs the screening. I told her that TSA does not keep a record of what caused a bag to be opened and inspected. I told her that I do not know if the information is on the airline website.

7/12/2013 Your employees are a bunch of fascist, mentally deficient bullies with overblown dreams of grandeur just because they've got on a uniform and are EPIC FAIL in security of any sort! They are pedofiles, gropers and should be arrested for assault on travelers! They are close to being the worst!

6:12:21

PM

Have a nice day!

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/12/2013 8:37:02 PM Airport : SFO - San Francisco International Date/Time of Travel : 07/12/2013 7:15 PM Airline & Flight Number : Alaska 303 Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) (b)(6)
(b)(6) and (b)(6) Comment : July 12, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)), who violated standard operating procedures by conducting an aggressive and improper pat down on me as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 5:15 pm PDT on July 12, 2013, I entered the security checkpoint for Terminal 1 at San Francisco Airport (SFO) on the way to my flight, Alaska 303 to Seattle. I opted out of the body scanner and was then subjected to a pat down search by (b)(6).

7/12/2013
10:09:06
PM

During the search, (b)(6) poked me hard in the stomach four times, causing me to bend forward. Then, while checking my torso, (b)(6) ran his hand along the same part of my groin three times, though no anomaly had been detected.

(b)(6) actions were intended solely to humiliate me in retaliation for requesting a private screening. I want Screener (b)(6) placed on unpaid administrative leaving pending an investigation into his improper pat down search. I also want this letter added to Screener (b)(6) personnel file so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,
Chris Mullen

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 7/13/2013 12:57:00 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 07/12/2013 Airline & Flight Number : Delta 1527 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :

7/13/2013
9:04:16
AM

Comment : Women tsa agent working the pat down outside of the body scanner was extremely condescending and NASTY. I did not get her badge number because I was so shocked at the way I had just been treated. I travel to Ft. Lauderdale several times a month.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states that a TSA agent harassed his wife at LAX Terminal 7 today at 7:40 am lane 1. He says that the supervisor was (b)(6) number (b)(6) and the harassing agent was (b)(6). Caller states that she brought baby food and the female TSO said that she brought too many and insisted that his wife should have a purse. Caller says that the TSO gave her a patdown, got the supervisor, then the supervisor said that they would have to check in the rest of the baby food. He says that after they came back from doing so, the same TSO again double checked her things, patted her down twice more and ran her stuff through the xray over again. Caller says that they were very delayed and almost missed their flight.

Advised caller:

We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

7/13/2013 Flight information:

11:00:26 Flight Path: Los Angeles to Los Cabos Mexico

AM Flight date time: 7 13 8:30 am

Flight #: 1206

Airline: United

Airport: LAX

Gate Terminal: 60

Witnesses: his wife Irene Levi, his father-in-law (b)(6) and his mother-in-law (b)(6)

Email: (b)(6)

Caller:

Caller flew from HOU on 07 08 13. He went through security at 5:10 p.m. He went through the AIT. Once he stepped through the AIT a TSO proceeded to give him a patdown without saying a word. He asked the TSO, What are you doing? two times. The TSO told him that he needed give him a patdown from an alarm on the AIT. He told the officer that he knows that a passenger is supposed to be asked before a patdown started. He asked the TSO who could handle this issue. He was abrasive and rude and told him to go over there and talk to them. Then he walked away. At the same time all of his electronics are sitting on the conveyor belt where anyone can take them. The officers name is (b)(6). He got the name from his supervisor. The TSO gave him a complaint form to fill out. He stated that (b)(6) was one of his best TSO s. He is not worried about how the TSO normally does his job. His response should be geared toward resolving my issue with what just happened to me. The TSO said that someone will call him back within 24 to 48 hours. That has not happened. Who can he contact if he is not happy with the response from the CSM at HOU?

7/13/2013

5:28:22

PM

Response:

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

You can contact the CSM at HOU directly by calling us back, pressing option 5, and entering the airport code (HOU). If you are not happy with the CSM s response to your complaint you can call us back so we can escalate the issue to a passenger ombudsman.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/14/2013 3:47:47 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/14/2013 7:30 AM Airline & Flight Number : American 360 Checkpoint/Area of Airport : Security Checkpoint 2 TSA Employee: (If Known)

(b)(6) and (b)(6) Comment : July 14th, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No. (b)(6), who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) Badge No. (b)(6), who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 7:30 am PDT on July 14, 2013, I entered Security Checkpoint 2 at Seattle-Tacoma International Airport (SEA) on the way to my flight, American 360 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

7/14/2013

5:15:15

PM

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

Chris Mullen

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 7/14/2013 4:23:46 PM Airport : SMF - Sacramento International Date/Time of Travel : 06/13/2013 3:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A security checkpoint TSA Employee: (If Known) : Field Comment : OMB 1652-0030 I have used a wheelchair as a result of a spinal cord injury in 2004. I have flown domestically over 50 times since then, and each time I fly I get patted down because I can't go through the metal detectors on account of having too much metal from surgeries.

On June 13 I was flying from Sacramento to Denver for a wedding, and was expecting a routine security screening. Because I have been screened so many times, I know what to expect and prepare myself well by removing anything from my wheelchair and person that could be a problem. However, I do utilize a urinary drainage bag strapped to my right thigh most of the time. I almost always mention it to the screener at the beginning of screening, and it has never been a problem.

I was screened by Employee Field on June 13, 2013, and as I normally do, at the beginning of the screening I told him I had a urinary drainage bag on my right thigh. The bag was empty at that moment but when he came to the part of the screening where normally employees use the back of their hand to feel the groin area, he used the front of his hand and felt extensively, asking what was under my pants. I reminded him that I was utilizing a urinary drainage bag - and again, it was obviously empty at that moment.

He continued to feel around in my groin area with the front of his hand until I asked him to stop. He then said he would need to inspect the drainage bag. I told him I didn't think that was necessary as it had never been requested in previous screenings. He then said he could just swipe it and do a chemical screening on it. I declined because I wasn't going to have him reach down my pants. He said that I could touch the device with my hand and then he could swipe my hand for the chemical screening. Again, I declined as this would have required me to reach down my pants in a very public - and already embarrassing - situation.

At that point he seemed to not know what to do and wasn't going to let me through the checkpoint, so I requested to speak with his supervisor, the supervisor came over and I requested a different screener. He asked why, saying that Employee Field was one of his best screeners, but Employee Field was still there so I asked to speak to him (the supervisor) privately. I told him it made me feel very uncomfortable to talk about it in front of Employee Field. He did not seem to consider my request.

So I again asked for a different screener. Finally the supervisor agreed. Another employee came and completed the screening without incident and I went on my way, though embarrassed and feeling incredibly uncomfortable after being unnecessarily groped in public.

The good news for me is that on my return flight I decided to try the new body scan screening method - as I can stand up for short periods of time - and there were no problems.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/14/2013 4:30:34 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 07/13/2013 3:00 PM Airline & Flight Number : Frontier 211 Checkpoint/Area of Airport : security to gate 24 TSA Employee: (If Known) :

Comment : My mother, who will be 89 next week, and I were returning from visiting her grandson and great-grand-daughter in Austin TX. Our trip originated in Riverton, WY; TSA personnel there were solicitous and courteous, and had no problem with her ID. On our return trip, when she presented her ID (which was a temporary Wyoming state-issued ID, because she does not drive, and had an expired driver's license) to the agent in Austin, and a certified copy of her birth certificate, she was asked for additional forms of ID, which she presented; in fact, she opened her wallet, and had more than a dozen cards of various types, all with her name prominently displayed. She was then removed from line to wait (standing) for a supervisor, who personally took her through the line for a "personal hand-off", calling her "sweetie" and other childish, condescending names: the supervisor had her ID in hand, and could easily have called her by her name. The supervisor then unintentionally turned my carry-on upside down, spilling everything, and then disappeared with my mom, telling me to "get another bin" and "come on"; after I finished cleaning up the mess. When I did find my mom, she said that there had been no place for her to sit while waiting for her pat-down (did I mention that she has a pacemaker, and has to be patted down every time she goes through security?), and she continued to stand, even though I had told the first TSA agent, and the supervisor, that she could not stand and needed a seat; they simply said there were none, and made no effort to get one. We had asked for a wheelchair, but the initial agent said that we should have asked for one at check-in. (At check-in time, we did not know that she would be asked to stand for 30 minutes and therefore would need a wheelchair; we expected that she would walk through security and on to the plane, which she can do without problem.) The agent apparently did not call for a wheelchair, because when the screening process was completed, we were asked if we wanted one, and told that the wait would be "a while". By this time, our flight was already boarding, and we feared that waiting for a wheelchair would make us miss the flight, so we did not wait any longer for one. This entire process was very distressing for my mom, who has a heart condition, osteoporosis, and upper spine fractures; your agents, of course, had no way of knowing this, but anyone who looks at her can tell that she is a frail-appearing, elderly woman with a visible deformity of her back, who weighs approximately 100 pounds; she looks in need of assistance. (When we finally got to the plane, other passengers - total strangers - offered to assist her with her carry-on luggage: that is another story). She cannot travel alone, because of the stress of going through security. This episode has made us seriously consider driving from Wyoming to Austin in the fall, which will take 2-3 days each way, for another grandchild's wedding, rather than suffer through the ordeal of attempting to get her through security screening again. There is nothing that you can do to remedy the fiasco that occurred in Austin 7/13/13, but you can and should create an atmosphere of courtesy towards the people you are screening. TSA personnel in WY treated her kindly and respectfully; those in Austin that we encountered were curt, impatient, uncaring, and dismissive.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/14/2013 7:12:10 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 07/12/2013 10:00 AM Airline & Flight Number : American Airlines #1693 Checkpoint/Area of Airport : U.S. Customs at Dublin, Ireland, on way to ORD TSA Employee: (If Known) :

7/15/2013 8:10:19 AM Comment : As a 5' tall, 121 pound, 70 year old woman, I was horrified and deeply upset that I was "chosen" to be frisked. I had to stand with my arms spread out, on the wall, legs apart and endure a complete body pat-down, including a search under my clothing, along the waistband of my pants. Does this make our country safe? It makes no sense at all!!! Do I look like someone who is a threat?

Would you like a response?: True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had an incident in April and mailed a letter on May 7, filed a claim, states she was also instructed to send a letter which she mailed on 6-12, certified, sent to Mgmt. Branch in VA, 601 South 12th St.

Problem occurred when flying from LAS to EWR.

States items were confiscated at the checkpoint and she also has a complaint about the way she was treated.

She was accused of having explosives and it was determined there were sparkles in a scarf a friend gave her which she was wearing which triggered the alarms and the scarf was long and hanging down the front of her clothing. States she was taken to a room and required to have a patdown and she asked the TSO to change her gloves. States the TSO didn't return a cigarette case and extender.

She said nothing was explained to her and she was left in the room and she didn't know what was happening which had her so upset.

When she realized what it was because of the sparkle on the scarf it triggered the alarm.

She sent

Response:

You may also email TSAClaimsOffice@tsa.dhs.gov and a Claims Specialist will respond to your email within three business days. If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300 for additional assistance.

Disability Description: Caller has cancer and is a rape victim.

Response Details: Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

If you do opt out of the screening a patdown will be used for the screening. A traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude. The AIT uses a very low dose of radiation.

We will be sending you an email so you may file an official complaint.

Sent Email.

Incident Details: The Civil Rights Division transferred the caller. Caller stated he called the TCC twice and two people were rude to him and directed him to go back through the IVR.

Caller wanted to file a complaint about screening at the FLL and ATL. Caller entered the airport and is a cancer patient and rape victim. When he entered the airport at the TSA Screening checkpoint, he approached the TSO. Caller made the request to opt-out of the AIT and the TSO said, if you ain't going through those scanners boy you are gonna get touched. Caller was shocked and he did not want to go through the scanner. He was very upset had a panic attack.

The TSO who issued the patdown was very kind and courteous. Caller stated none of the other officers would provide him with their names. All the officers laughed at him and said they were not x-ray machines and he would not get cancer. The officers laughed at him when he said he was a rape victim. Caller read in the media that the screening technology was 10 times as powerful as a doctor's x-ray. Caller stated the Supervisor TSO was laughing and chuckling under his breath, as he informed the caller about the private rooms.

Caller had to wait 2 or 3 more hours to catch another flight. Caller does not want to fly again. In ATL there is a different screening area and he went to the medical lane. He was told TSA screening would take 10 minutes and it took 30. When loading the electronics, he put two laptops in one bin and he was told to put all items in a separate bin. Caller was offended when he asked for more bins and the officer ignored him. He asked for an opt out and they laughed at him again. Caller stated he was a cancer patient and rape victim. He stated he had a similar experience at ATL as with FLL. Caller stated the officer stuck his hands down his pants and tried to put his fingers in his pants. Caller stated he had to see his psychiatrist because the experience was traumatizing.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/15/2013 2:48:23 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 07/14/2013 5:15 PM Airline & Flight Number : Delta 4464 Checkpoint/Area of Airport : screening TSA Employee: (If Known) :

7/15/2013 4:03:04 PM Comment : My daughter wears an insulin pump and was told by the company to request a pat down instead of going through the metal detectors along with her insulin. A pat down was requested and denied. Can you please advise what action I should take due to the detector deactivating her insulin pump? Where do I need to file a claim to have the insulin pump and equipment replaced.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller just went through JFK to fly to Ireland. She asked the people at the Delta counter if she could take her yogurt with her on the plane. They told her yes. When she got to the checkpoint, she went through the AIT and the officer told her that she would have to go back to the regular part of the airport and eat the yogurt or throw it away. She left the checkpoint and ate the yogurt. She went back to the security checkpoint and went through again. This time the officer said she had multiple abnormalities around her knee. They thought she had something strapped to her knee. They done another patdown. She says that she had a short skirt on and her knees were visible. She says that there was 5 or 6 agents around her during the patdown. She says she asked for a manager 15 times. She says that a manager came over and tried to diffuse the situation. She says that the manager asked what was going on. The agents explained that she had an anomaly around her knee and had already had a patdown. The manager advised them to put her through the AIT again. She went back through the AIT and the anomaly showed again. She pulled her skirt up a little and the male officer at the AIT told her that everyone didn't need to see this. She says that he was heckling her. She says that the manager asked her if she had a knee replacement, which she said no to. The manager said to let her go one because they could see that nothing was on her knee. Caller says that that she told him she was going to complain on them. The male agent, whom she said had been heckling her, gave the impression that he didn't care because it didn't matter. She says that his name is Officer (b)(6) (spelling not provided). She says that they told her that if she was going to complain they were going to complain. At that point a man in a suit with a walkie talkie took her passport and boarding pass. He made a copy of these documents. She asked what was going to be done with this and was told that it was going in a file. Caller says that she is concerned because of identity theft. He individual in the suit is (b)(6). He told her that he was going to have someone waiting at her gate to throw her out of the airport. She wants reassurance that nothing is going to happen at the gate and she will get on her flight. She wants someone to contact her when she returns from Ireland on July 22. She wants to know what will happen with this. She wants to know how to follow up. Her flight is at 7:30 p.m. She states she was heckled, harassed, and this was inappropriate. She is most concerned with the male officer (b)(6) and the comment he made when she lifted her skirt slightly and (b)(6). She is also upset because there was so many agents around for her patdown. Caller did get very upset, began screaming, and threatened with lawyers.

Airport: JFK

Airline: Delta

Flight Number: DL199

Terminal Gate: B26

Date and Time: 07 15 13 4:00 p.m.

Advised caller:

Advised caller that I cannot help that the airline told her she could take the yogurt. Yogurt does have to be 3.4 ounces or less.

I did have to advise caller that I did not do this to her and am here to help her, so she should not scream at me or threaten me.

I will forward a copy of this information to the CSM to make them aware of this situation. Advised caller that the CSM is over all of TSA at that airport, so they are the boss of the agents on the floor. Advised caller that I would send this to them for their review. How they handle the situation is at their discretion.

Advised caller that this is not something that is going to be resolved before her flight. I will send it over, but I cannot ensure the CSM is going to review this before her flight. I cannot speak on their behalf and cannot tell her what they will do for the situation.

Advised caller that I don't know if (b)(6) is a TSA employee or not. If he is not, maybe the CSM can get her complaint about him in the right location.

Advised caller that if she doesn't hear anything and needs to follow up, she can call this number back, select option 5, enter airport code JFK and it will provide her with the number for the CSM.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 7/15/2013 3:58:33 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

7/15/2013 6:08:07 PM TSA Employee: (If Known) :

Comment : why am I not permitted to pass through a metal detector for screening but a parent with two or three children is allowed to do this? How is that parent any less risk than I am and why is a metal detector adequate for the parent and child(ren), but not acceptable for me?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/15/2013 7:31:37 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/14/2013 7:30 AM Airline & Flight Number : American 360 Checkpoint/Area of Airport : Security Checkpoint 2 TSA Employee: (If Known) : n/a Comment : Transportation Security Administration:

The private screening room at Security Checkpoint 2 at Seattle-Tacoma International Airport (SEA) is not being properly maintained. The room is filled with supplies unrelated to the screening process.

On July 14, 2013 at approximately 7:30 am PDT, I was taken to a private screening room at Security Checkpoint 2 that was filled with large water jugs meant for a water machine. Water from one of the jugs had spilled on the floor and it had not been cleaned up. I had to step around it to avoid getting my socks wet during the pat down search.

7/15/2013
9:05:02
PM

When I pointed out the spill to TSA Screener (b)(6) (Badge No. (b)(6)), who was conducting the search, he did not make any effort to clean it up. After the search, I also pointed out the spill to TSA Screener (b)(6) (Badge No. (b)(6)). Similarly, (b)(6) made no effort to acknowledge or clean up the spill.

A passenger requesting a private screening should be entitled to a clean screening room. The private screening rooms should not be used to store other supplies, especially water jugs that can spill and soil a passenger's clothing.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller stated he was calling on behalf of a friend that had called him. The caller said his friend was flying from Missoula to Minneapolis and her laptop was never returned to her after she had to go through a pat-down. The caller stated his friend needs to get her laptop back asap.

7/15/2013
9:42:22
PM

I told the caller I can send him a claim form. I gave the caller the phone number for the lost and found for Missoula International 406-728-4381. I gave the caller the phone number for the CSM for Missoula Ralph Barclay Phone: 406-255-(b)(6). The caller stated he would call the two number s. The caller stated he would call back and get a claim form if they cannot find the laptop.

To whom this may concern,

On July 13, 2013 I was subjected to a pat down without informed consent. This event has left me feeling violated and angry. I am requesting, at the very least, a formal apology from the TSA for allowing this to happen, and a promise to retrain the individuals responsible.

On the above date my husband and I were travelling from Las Vegas to Seattle on Alaska Airlines flight 605 scheduled to leave at 13:25 at gate E14.

At the security check, I thought that the machine I was asked to walk through was the X-ray type machine that projects an almost naked image of you to an officer at another location in the airport. I told the male officer directing people through this machine that I was not comfortable going through and wanted a "pat down" in private as I thought that this involved use of a wand and no physical touching. In retrospect I think that the male officer had a responsibility at this point to explain to me what the machine does and describe the images that the machine projects. I also feel that he had a duty to explain to me what a "pat down" actually involved. Had I known this, as well as the fact that the machine I was being asked to walk through was a body scanner that uses beta particles, I would have never requested a pat down.

7/15/2013
10:06:49
PM

A female officer (I think her name tag said (b)(6)) took me to a private room and, to my horror, explained the protocol. I then told her that I could not submit to this and would reluctantly go through the machine. She then explained that she had to get her supervisor who would explain what would happen next. The supervisor (a woman) told me that I had to have the pat down at this point, as going through the machine was no longer an option. At no point did anyone explain that I would not be able to change my mind. At this point I was pretty scared and upset about having to go through with the process, so the supervisor allowed my husband to be present. I was in tears as the officer conducted the pat down, and was so upset that it took hours for me to calm down.

This experience has completely shaken my confidence in the TSA and I hope they are not as careless with other protocols.

Sincerely,

(b)(6)

Sent from my iPhone

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 7/16/2013 2:58:17 AM Airport : GEG - Spokane International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Yesterday I flew from GEG to DFW via SLC on Delta Airlines. With multiple TSA agents in the security area the flow of passengers was congested and progress was very slow getting out into the gate. Being a healthcare professional for thirty two years after removing my shoes, watch, keys, belt, wallet, coins in my pocket, rings, eye glasses for security and being scanned I asked one of your TSA for the amount of radiation absorbed dose (rad) or radiation equivalent man (rem) I had just received. Amongst the TSA agent co-worker chatter they appeared confused and I repeated the question asking how much radiation I just received. Two agents made a Hawaiian hand motion telling me that it was radio waves. From a distance I could see that that baggage on the conveyor belts were being penetrated for contents.

7/16/2013
8:25:53
AM

Of the electro-magnetic spectrum which goes from gamma rays down to radio rays, could you please share with me what milli-amperage or kilovoltage you are using on your airport baggage scanners?. Likewise every state is governed by the department of health safety radiation safety division; why aren't TSA agents wearing radiation safety badges?.

Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/16/2013 1:43:59 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/29/2013 11:30 PM Airline & Flight Number : AS 24 Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

Comment : My partner chose a pat down screening rather than going through the body scanner on this particular night. After waiting a few minutes, (b)(6) grumpily assisted my partner. (b)(6) did not grab my partner's belongings from the x-ray machine. He left them there unattended, which I believe is a violation of policy. Fortunately, I was watching to ensure none of his belongings were taken. When my partner realized (b)(6) was not brining his belongings, he smiled in disbelief. My partner is Canadian and treads lightly with the TSA out of fear of retribution. Upon seeing him smile, (b)(6) said "Oh ... you think that's funny?" I told (b)(6) that he was being rude, which he did not like. (b)(6) then proceeded to pat down my partner, and while doing so, tried to stare me down as I was watching.

7/16/2013
8:25:57
AM

TSA agents work for the public and should be held accountable, which is why I'm submitting this complaint. I believe (b)(6) needs a reminder about the operating procedures of the manual pat down as well as a course in dealing with the public. I appreciate how stressful that job may be, but that's no excuse for treating people poorly. We all have bad days and it's entirely possible (b)(6) was having a rough day himself. If he's like the many other TSA agents I have encountered, however, he views his badge as a license to treat people poorly and to intimidate. This behavior is unacceptable.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that there was a swiss army knife in a credit card format that was in her carry on luggage. They made her take it apart and the officers took the knife parts out and she is wanting to see if she can get this back.

She also had pads that she sewed on her bra strap for comfort and the officer that was giving her a patdown made a huge deal about these, calling over other officers that were males. She felt very embarrassed and didn't like that the officers wanted to cut this off of the strap.

7/16/2013
11:06:50
AM

CCR informed her:

Prohibited items left by passengers at airport security checkpoints are referred to as voluntarily abandoned property (VAP).

Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States." The Transportation Security Administration (TSA) does not seize or confiscate personal property from passengers.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search. Passengers have the right to request a private screening and no private areas should be exposed when going through the screening.

CCR informed her that her flight information can be forwarded to the airport for assistance, but caller declined.

Caller stated that he is at SAT airport and has just cleared the TSA checkpoint at United Airlines Terminal B. He is calling as he wishes to submit a complaint regarding STSO (b)(6) sp?, badge number (b)(6). Caller stated that he was required to have a patdown screening and therefore he ask for a private screening area. The STSO allegedly stated that they do not offer private screening and became very combative and rude to the caller. (b)(6) states that the officer was very demeaning and that once he ask for a manager he was allowed to have his private screening. He said that he tried to contact the CSM by phone but did not receive an answer and is calling the TCC to see if we can further assist. The incident occurred at 1130hrs local time, today July 16th.

7/16/2013
12:52:20
PM

Apologized to caller for his experience and confirmed that passengers should always be offered a private screening during a patdown. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Advised that we would forward his information and complaint to the CSM at that airport for review and handling.

Caller:

Caller needs the phone number to the CSM at SEA. He would like to contact her about a complaint of a recent screening experience he had. He is a Nexus member. The Precheck line closed at 8 p.m. It is not very business minded to have it closed when people travel at all hours. First he had to stand in line for 30 minutes before he went through security. He set off an alarm because he is wearing a prosthetic device. They then ask him to take off shoes, belt, and take his laptop out of his carry-on. He opted out of radiation generating device for a patdown. The TSO s were arrogant and poorly trained. He did get the name of a TSO (b)(6) who was just standing around doing nothing. He was indifferent about (b)(6) complaint that the Precheck line was shut down. He said, We do not care about that really.

Airline: Alaska

Date and time: 07 14 13 at 10:40 p.m.

Fight #: 103

Location: Terminal C

7/16/2013
3:12:12
PM

Response:

If any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions. This request may be made for any disability or medical condition that makes waiting and standing difficult, including cognitive and psychological conditions.

It is important to remember, that even if a passenger opts in for TSA Preu2713™ with their airline or includes their CBP trusted traveler information when booking a flight. TSA Preu2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told the caller he can contact the CSM at SEA, Julie Dennis, by phone at 206-214-(b)(6) I also gave him the event ID from the call, (b)(6)

I just received a "punitive patdown" from the folks in GTF...gates 1 and 2 checkpoint.

The agent kept grabbing my tubs and moving things in and out...completely out of line since the previous agent had commented that it looked like I really knew what I was doing.

7/16/2013 Bitchy control freak is how I would describe her...anyway...would not stop when I requested that she do so..kept on her nasty, used gloves..etc.

4:13:29
PM

Travelers have rights.

Someone ought to remind the folks in GTF of that.

(b)(6)

Name: (b)(6)
Phone: (b)(6)
Mailing Address: (b)(6) Bridgewater MA, 02324
Email: (b)(6)

The Air Carrier was Delta. On July 1, 2013 (about 6:47-6:50 PM), I arrive to the screening area. I knew I would set off machines as I have a knee replacement and metal in my back. I told TSA of this. I was prepared to be pulled aside and rescanned. When there is not a full body scanner I know I will be re-scanned. So I was pulled aside and told what would happen. I lifted my arms out and prepared myself for the invasive patdown. When she touched me inappropriately she said "oops sorry!" After she started to walk away I screamed at her that "she touched me and all's she could say to me was "oops, sorry?" I asked where she was going (screamed) I was then approtched and told to calm down! I screamed "are you kidding me! Calm down! I have gone thru many screenings and never have I been touched down in my private area!" I finally sat down to put my sneakers on and to get a hold of myself. My head was pounding and I was crying. A lady approached me who told me they were going to look at the tape. I told her "I waited to say 'ANYTHING' until she was done with the screening. I was in shock and because of the shock I felt I it did not register what she did to me until she started to walk away.

I called my husband, hysterical! I called my brother who just had dropped me off. I just could not believe I was touched in my private area. I still can't believe this happened to me. I do not know what else to do.

Thank you,

7/16/2013 (b)(6)

6:03:45
PM

One thing that is really bothering me is that no one has called me. They have my name and number. But no phone call. Why? After what I went thru someone should have called me.

When did this happen?

It happened approximately at 7:46 to 7:48 PM on July 1st.

Where did this happen?

Norfolk, VA ORF airport
Norfolk, VA USA

Who treated you unfairly?

She had light brown hair in ponytail, I saw her walk by me with her supervisor to go and watch tape of patdown.

Have you contacted the TSA Customer Service Manager at the airport, of any other DHS component or other federal, state, or local government agency or court about this complaint?

Yes, at airport on 7-1-13. they took all info.

If so, has anyone responded to your complaint?

Caller and his wife traveled Saturday from Oakland and went through TSA screening. They put their bags through, his wife took off her ring and watch, and they put them through the x ray machine. They were signaled to go through secondary screening. Her ring was gone when they retrieved the carry on. Her watch was not there either.

Caller also asked me why he was selected for secondary screening

Flight Details:

Airport: Oakland

Airline: Southwest

Flight: 1540

7/16/2013 Date and Time: July 13th between 11am and 12pm

7:04:11
PM

Terminal 1

Baggage Tag: N A, the bag was grey, a small woman s purse with small chrome spikes inside of a white bin

NOT: N A

Email Address: (b)(6)

Caller Advised:

I will forward the information to the Customer Support Manager for review and also send him claim forms to evaluate this for reimbursement

There are many factors to consider. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Forwarded to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

7/16/2013 8:02:38 PM
From: (b)(6)
Sent: Tuesday, July 16, 2013 3:05 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 7/16/2013 3:04:53 PM

Name:

(b)(6)

Email:

I was a passenger flying out of (BDL) Hartford, CT on July 4, 2013 on Southwest Airlines. I was departing from gate B6. I entered the security area and proceeded through the scan process

with hands up over my head, I exited the scan and immediately was told I would need step aside and needed to have a "pat down" of my front chest area. Then I was told my hands would need to be swabbed. The issue I have with all this is that my carry-on and my purse, were left a good distance from me, while all the extra security measures were undertaken.

I have no issue with TSA and all enhanced security procedures. My concern is that I was taken so far away from my purse, phone, glasses, and no one monitors those items while I'm being

patted down, hands swabbed, etc. How does one deal with this situation. As a frequent flyer, I am always concerned about disputing anything TSA says. I don't believe that TSA should

7/16/2013
9:00:35
PM

have such an image, that the public is scared to ask "why" are you doing this. I believe we should be able to approach TSA members without fear of a reprimand, delay, etc.

So could you please address the issue of one having to "step aside" while leaving their belongings unattended. Thank you.

Sincerely,

(b)(6)

What happened?

Abuse of Power

On June 29, 2013 at around 11:00 PM at LAX a tsa agent by the name of (b)(6) yelled at me twice and touched me on my private part after she did this she said, " And I am not done yet". When she said this, I told her that I didn't want her to continue with the pat down or search. She said that if I wanted to travel, she had to continue with the pat down. She really made me feel uncomfortable when she rubbed my legs. I felt hopeless and I started to cry. I told her that I didn't want to travel anymore. Then she called her supervisor who was very respectful and understanding with me. This kind supervisor was able to see that (b)(6) was being rude with me and he sent her to another area and called another female tsa agent who did the pat down and I didn't have a problem with her because she did the pat down right. She was respectful and didn't touch me inappropriately. I believe (b)(6) was mad at me because I opted out of the Xray machine, and she had to do more work by doing the pat down. I don't like to go in the xray machine because I don't want to be seen nude and to be expose to radiation. I really don't understand why everytime I travel, I am asked to get in the Xray machine. Please start an investigation on (b)(6) She might have done this before.

Name: (b)(6)

Phone: (b)(6)

Address: (b)(6) Pico Rivera, CA 90660

7/16/2013
9:00:49
PM

When did this happen?

June 29, 2013 at LAX at around 11:00 pm.

-----Original Message-----

From: (b)(6)

Sent: Tuesday, July 16, 2013 7:31 PM

To: TSAExternalCompliance

Cc: (b)(6)

Subject: complaint

My name is (b)(6) and I was harrassed by a tsa agent by the name of (b)(6) at LAX. see attachment with written complaint.

Caller stated she was stopped by TSA and she had to have a patdown because the alarms went off. Caller wanted to know why the alarms went off.

7/17/2013
9:28:25
AM

Advised caller if the alarms go off or if an anomaly shows up on the AIT machine she could be subject to a patdown because TSA has to resolve the alarms or anomalies. Advised caller for security purposes TSA isn't going to divulge any information to passengers that way other passengers that want to do harm wouldn't find out the information on how to get through the checkpoint.
Hello.

My daughter travels from Maryland to Florida fairly often, and always uses BWI Airport, and Tampa International Airport. She has never had any issues with security or anything else for that matter, until her last flight out of BWI last month.

She flew out of BWI to Tampa on Sunday, June 16, 2013 at 8:30 am on Southwest flight 3041.

She is Type 1 diabetic, and uses an Animas insulin pump. This is the first time she has flown with the pump, however we talked to Animas, her doctor and we did our own research and we knew that she could not go through the full body scan at security. She told two agents that she was wearing an insulin pump and could not go through the scan, and both of them told her it was fine to go through, that people with pumps go through all the time without any problems. They didn't give her the option of the hand scan or the pat down. My 19 year old daughter being told by two large male security agents that she had to go through, of course she listened. She immediately texted me when she was through security and told me that they said everything was fine.

Her mom and I were waiting to leave the airport until she boarded the plane, and when we saw her being put through the full body scan, I immediately spoke to a female agent and voiced my concerns. She asked if I wanted to speak with the supervisor and I said yes.

7/17/2013
9:58:03
AM

An older man came over to talk with us, I wish I would have got his name, but unfortunately I didn't. I would recognize him in a heartbeat though. My wife began telling him what had happened, and he told her to calm down. Okay, I do understand that he was trying to make sure the situation didn't escalate. He told my wife and I that people with pumps go through all the time, that there is nothing in the machines that can mess up the pumps. He even went so far as to point out that if the machines were bad for you, the agents would be green from working next to them all day long. He eased our minds slightly, so my wife and I went and sat down and waited until our daughters plane took off.

Fast forward to now.

Turns out she was NOT suppose to go through the full body scan. Her pump has been malfunctioning, giving her inconsistencies with her blood glucose numbers, giving her wrong amounts of insulin and putting her life at risk. I am beyond livid. She was diagnosed with Type 1 in December after being hospitalized for a week with diabetic ketoacidosis. She almost in a coma and almost died. We are extremely careful with her medical needs, as any parent would be. This situation is inexcusable. And it isn't as if we were asking for special treatment, or for them to go above and beyond. When my daughter flew home, the agent at Tampa International was wonderful. That agent did everything as she should have (hand scan/inspection/pat down) without my daughter even asking. As a matter of fact, my daughter was telling her about BWI security, and she (the agent) even voiced concern over my daughters insulin pump working properly after being put through the full body scan.

Basically, I am writing because I am extremely upset and concerned about the procedures at BWI when it comes to a person's medical issues. As I said, she has flown many times, some before her diagnoses, some after when she was self injecting, all without incident. This was her first time flying with the pump and they basically blew her off. Over \$7,000 pump ruined. Magnets inside messed up so badly that it could have boiled her insulin rendering it useless. Even much more important than the cost of the pump, which (b)(6) is replacing free of charge by the way, is the fact that it could have made her extremely sick. Hopefully she has no lasting issues from all the episodes of hypoglycemia she's had recently. Thank God she didn't end back up at the hospital.

Thank you for your time. I just don't want something like this to happen to my daughter again, or anyone else either.

(b)(6)

Caller flew from Dallas Love Field to Houston to Jackson on Tuesday. Caller had a patdown and she had some coins in her purse. Caller said her purse was screened by a TSO and the TSO picked up her purse while she was having the patdown. Caller said she had to go over to the TSO after her patdown was completed. Caller said the TSO told her he was going to screen her purse and she watched the TSO screen her purse, but it was out of her sight while she was having the patdown. Caller said she is now missing \$20 from the purse. Caller said she is not accusing the TSO, she just does not have an explanation for the missing money.

Airport Dallas Love Field

Airline Southwest

Flight numbers Caller does not remember the flight from Love Field to Houston but took flight 305 to Jackson.

Date and time of incident 7/15/2013 4:30 pm

Baggage tag number N a

Description of bag, color, style, size, brand - black handbag with shades of yellow on it, yellow and black on the side, medium size purse

NOI with Writing

Terminal or Gate Caller does not remember

Contact information (b)(6) home (b)(6) cell phone

7/17/2013
10:21:44
AM

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the

Caller flew from Kansas City to Indianapolis a week or two ago. The TSO broke one of the handles on his carry-on bag. He said that the TSO filled out a claim form for him. The TSO took pictures and got all of his information. He told him he would submit it for a refund. He wanted to check the status of his claim. Caller said that he also wants to say that he thinks the pat down is a bit excessive. He did not have a specific pat down incident that he wanted to report. He said that his comment is general.

7/17/2013 11:26:24 AM I gave the following information: At the direction of Congress, TSA established a program at some airports using private contractors instead of Federal security officers. These airports, although regulated by TSA, are not staffed by a Federal workforce. Claims for lost or damaged property that may have been made at those airports must be made directly to the contract company. To address your concerns, you should contact that airport's contract screening company by the links provided on our Web site at <http://www.tsa.gov/stakeholders/frequently-asked-questions-2>.

TSA encourages private contract companies to evaluate all claims and requests for reconsideration fully. However, TSA does not have any authority over the adjudication of claims made to the contractor.

Under the Federal Tort Claims Act, the Government has no authority to compensate claimants for the acts or omissions of its contractors. If you feel that you are not being treated fairly by the contracting company, you may proceed directly against the company.

I told him that I made note of his comment about the pat downs and I would log his record as a complaint.

The caller said he has not flown in a long time. The caller said he flew to from Dallas Texas to TPA and his lock on his new checked bag was cut. The caller wanted to know if it is written at the airport that TSA is allowed to cut his lock and go through his bag. The caller said his wife also had to under-go a pat-down and have her cpap removed from her bag. The caller said her portable oxygen concentrator had to x-rayed also.

I told the caller TSA is required to screen all baggage. I told the caller TSA are supposed to have a passkey to be able to open the baggage. I told the caller if TSA does not have a pass key they will cut the lock. I told the caller I do not have information on how the airport is set up. I told the caller I can e-mail him information about TSA rules on locks. I told the caller TSA is required by law to screen all baggage. I told the caller if a bag is x-rayed and an anomaly appears the bag would have to be opened. The caller wanted to know if he can speak to someone else because I did not satisfy his inquiry. I offered to send the caller a claim form but the caller declined.

7/17/2013 5:25:26 PM

Preston took over the call:
Caller stated that he flew from Dallas to TPA and his lock was cut off of his bag. Caller wanted to voice a complaint that his bag was inspected and he did not know that checked baggage was inspected. Caller stated that his lock was cut off of his baggage. Callers wife was upset because she was subjected to a patdown after she set off an alarm and the zipper was ripped off of her bag. Caller did not have a NOI inside of her luggage. Caller stated that their flight was delayed and they had to change planes and she was upset about that as well.

Advised caller that all baggage must be screened before it is allowed to be placed on the plane. Advised caller that if the lock is not a TSA approved lock then it would have had to be cut off to perform the inspection. Advised caller that if she set off an alarm the officers would have to clear her through secondary screening before she is allowed to board the plane. Advised caller that if TSA had inspected her checked bag she would have had a NOI from TSA and since she did not, she would need to contact the airline since the baggage handlers are responsible for loading baggage on the plane. Advised caller that any complaints about their flights would need to be directed to the airline.

A TSA security person broke the zipper on my handbag while she was looking in my purse prior to an individual pat down. I did not realize it was damaged until I was at the departure gate. Because I have a boot on my ankle I could not make it back to security. How can I get recompense for the repair to this \$160 bag which is no longer made.

7/17/2013 6:09:42 PM

(b)(6)

(b)(6) Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/17/2013 8:00:31 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Frontier Airline
Terminal C

7/17/2013 9:09:54 PM Louis Armstrong International Airport (MSY)
Gate C9:

Comments: On July 8, 2013 at approximately 16:15, I was accompanying relatives through checkpoint Charlie to gate C9. As we began our screening process, I was instructed by TSO (b)(6) who was positioned as DO, to step in line to undergo screening via the AIT machine. I then informed him that I was medically unable to lift my arm up due to shoulder complications resulting from a surgery I underwent. He acknowledged my injury, asked how my healing process was going, and instructed me to proceed through the metal detector once he was in his proper position. I went through the metal detector without alarming and proceeded to gather my things. While walking to the conveyor belt, I spoke to and acknowledged a few of my co-workers, whereas STSO (b)(6) was watching and quickly walked past me, ignoring as I spoke. As I was putting my shoes on and retrieving my purse & cell phone, STSO (b)(6) approached me by pushing my purse and cell phone out of my hand back into the bin, nastily and rudely saying "You need to go back out on the other side." I then asked, "Why? I was already screened and cleared." STSO (b)(6) then began to raise her voice saying "You need to go back on the other side to be screened." I then informed her that I was unable to lift my arm to go through the body scanner and didn't understand what the problem was. She then said "That's no excuse, you need to go back out and be patted down." Frustrated, confused and embarrassed, I walked back through checkpoint and stood outside of the gate next to the X-Ray #1. TSO (b)(6) looked at me confused and asked, "What happened?" and before I could respond STSO (b)(6) approached TSO (b)(6) and said, "Winston, you know better, she needs a pat down." I asked "Why do I have to be patted down? I didn't refuse screening with the AIT, I CANNOT lift my arm to go through, and was cleared when I went through here [the metal detector]. That's not the proper procedure... this is ridiculous." STSO (b)(6) then rolled her eyes and walked away. TSO (b)(6) then called for a female assist, where as I had to wait over 5 minutes because by STSO (b)(6) disappearing, there were no available females on the floor and had to wait for TSO (b)(6) to be "tapped" from her AIT position to come pat me down. While waiting LTSC (b)(6) walked past and jokingly asked, "Are you up here causing trouble?" I replied "No, that's you're supervisor making me get a pat down after being cleared and telling her I couldn't lift my arm to go through AIT (b)(6) this isn't right." He acknowledged that he knew, and relieved TSO (b)(6) to come and get me. I explained to TSO (b)(6) that I didn't understand why I was embarrassed and humiliated and forced to be patted down because I could not lift my arm to go through AIT, and that I couldn't lift my arm for her to properly pat me down. She acknowledged my concern and proceeded to pat me down.

-----Original Message-----

From: (b)(6)
Sent: Wednesday, July 17, 2013 7:35 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Filing a Complaint for Discrimination

To whom it may concern:

I have been unlawfully discriminated against by two of your employees. This incident occurred at the Dulles Airport Security Check Point in Virginia.

7/17/2013 9:09:59 PM I was flying to Turkey by Turkish Airlines. After finishing my check-in procedure with the airline, I used the stairs behind the check-in counter to go downstairs to finalize my security clearance with TSA. When I reached downstairs, I was greeted by a Home Land Security officer and after scanning my passport he told me to proceed to the TSA's check point. When I got close to the full-body scanner, I immediately stopped and told the TSA officer that I was pregnant and my doctor did not want me to go through the full-body scanners. I did present my doctor's official letter about my medical condition and asked for a pat-down. There were two male and one female TSA employee at check point #23 that I was dealing with. The female agent told the others that I was pregnant but one of the male agent (I assume he was the supervisor) insisted without even thinking about my medical condition. Him and other male employee of yours mentally forced me to go through the "full-body" X-Ray Scanners. I have started to cry and asked for a pat-down again. But unfortunately, they did not care and treated me like a piece of dirt...

I am 16 weeks pregnant with our first child. This is my sixth pregnancy and I had five miscarriages in the past. Due to my high risk pregnancy, my doctor did not want me to go through your full body scanners at all. These scanners are fairly new and there is not enough tests about the effects to the fetus. I am a permanent resident of this free country and I believe that have some rights too. If you think these machines are safe, you should have a disclosure about the safety. But, if you think they are not safe at all, you also should be disclosing this information to the public, especially to the pregnant woman and offer pat-down. I am very disturbed about this discrimination and will be holding you responsible for any defects that may occur.

I am kindly asking you to research this unacceptable treatment and come up with a better solution for people with special needs. I will be escalating this discrimination and file a complaint with my congressman as well as with the Office of the President of the United States of America.

Necessary information for your investigation;

Passenger Name: (b)(6)
Date of incident: 07/16/2013
Time: approximately 9:35 pm
Was trying to go to gate B

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

-----Original Message-----

From: (b)(6)
Sent: Sunday, June 23, 2013 5:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

7/17/2013
10:11:07
PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Caller traveled on 6/17/2013 from MIA to La Habana, Cuba from gate E6. Caller states that he was treated with disrespect when he went through the checkpoint. The TSO treated him with rudeness during a patdown. Calles said they gave him a hard time unnecessarily because he was trying to hold his pants. They told him he was hiding something and grabbed his behind.

I advised the caller

7/18/2013 8:30:54 AM TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

7/18/2013 12:16:36 PM I am a 70 year old woman and a very frequent traveller and I have a favorite shirt I like to wear when I fly. It has a metal thread woven in it that lights up the scan. I always get a brief pat down all over the shirt area. But today in the Pensicola International Airport at approximately 9:50AM I received an invasive pat down by a Manish woman with very short light brown hair husky & about 5'7". She patted into my crotch area and all over my butt and legs. There was nothing on the scan to indicate this type of pat down. I truly felt violated. I reportedly asked why she needed to pat areas that were not lit up on the scan. She said nothing but continued to grope. I always cooperate and feel safe with all you do but this felt very invasive. Please watch this woman she maybe over stepping her bounds. Thank you- (b)(6)
Sent from Yahoo! Mail on Android

Caller wants to file a complaint. He stated he was inappropriately patted down. He was in a wheelchair because right now he is on crutches. The officer went from the back to the front from his spine to his belly button and checked his waistline. His left foot is messed up due to a spider bite he sustained in Canada and that is why he is on the crutches.

The Officer put his hand inside his pants and was touching his QUOTE: nut sack and balls. END QUOTE. (he repeated that several times) He stated the Officer did this 3 separate times.

He has his name on a paper but it is not legible because the supervisor wrote it this way on purpose.. He thinks the Supervisor of first shift is Officer (b)(6).

The Officer who did the patdown is (b)(6).

I repeated back to him what I have in my notes. When I got to the one line about his body parts I made a notation verbally that is his words, not mine.

CSM Referral Information:

Airport: LaGuardia

7/18/2013 Airline: Delta

12:49:29

PM Flight #:6266 (departing LaGuardia for RDU)

Date: 7-17-13

Time: 10:15 to 10:20 AM

Specific location - Terminal or Gate: Terminal D

Phone #: (Cell): (b)(6)

Thanked him for the information and told him we will send to the CSM at LaGuardia.

Caller is communicating through a Sign Language Interpreter.

Caller wants to file a complaint against Sky Harbor airline.

Something happened at the PHX airport?

Yes.

Caller was visiting there (PHX) from SLC. Before leaving SLC, she had to get her license exchanged, and she went to the DMV. In Utah, they will give you a paper license until the real license comes. They went through screening in SLC and there was no problem. They took the paper license for ID. At Sky Harbor, caller showed the ID and they were told that it could not be accepted. Caller was told that they couldn't use the paper ID. She was patted down.

Do they believe that they were discriminated against because of their disability?

7/18/2013

4:41:38

PM

No.

What's wrong with the paper ID? They showed additional ID. They didn't have the right to do that. The baby was crying and she was crying.

So, the screeners allowed her to proceed through the checkpoint after showing additional ID.

I advised that the screeners at SLC were allowed to take the paper ID and the screeners at PHX were allowed to ask for additional ID. The pat-down administered at the checkpoint in PHX was also part of the procedure. There is nothing in the complaint as related that indicates that any of the screeners did anything that was not according to TSA policy. However, I will send the information to the CSM at PHX for review.

What good will that do?

If we don't send any information at all, then no good will be done.

Caller thanked me for my time and I closed the call.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 7/18/2013 8:14:56 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was on my way to NY (flying from Caracas, Venezuela) by traveling with DELTA AIRLINES. I had to stop in Atlanta. I was cleared by Immigration and Customs at the airport. To continue my journey I needed to be rechecked by TSA for boarding a plane to NY. So far so good. I got thru your scanning system and then an TSA Agent walked up to me and patted me down. He questioned about what was in my pocket. I responded: My money (only bills), he ordered me to take it out. I obeyed and took it out and showed him that it was only money. He took it and continued to pat my back while he grabbed my money. I tried to look back and had an eye on my money and the agent seemed to be disturbed by my checking on him and my money and told me: EASY GUY, GEEZZZ YOU THINK I WILL RUN AWAY WITH YOUR MONEY? I just told him I was checking on my belongings. He instructed me to remove my wallet too. The TSA agent took my wallet and money and handed my stuff to another agent who asked me to extend my hand to him to rub a sort of paper over my fingerprints and put that paper in a machine. I was cleared from that point on and he handed my money and wallet back to me, so that to continue my trip.

7/18/2013 9:05:52 PM This is the first time I experienced such a procedure, and I am not agree that another person takes my money and hold it and try to move away from sight checking other stuffs. I could have lost some money either by stealing or slipping away a bill or 2 in that procedures and of course, TSA will be no responsible for my lost.

My question is: TSA Agent has the right to take my money and walk around with it as it were any other non-value object?

Would you like a response? : True

Passenger's Name:(b)(6)

Phone Number:(b)(6)

Email:(b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wanted to know why she has to go through a pat down if she opts out of the AIT. Caller wants to do the metal detector only. Caller has health concerns as a breast cancer survivor. Caller also wanted to know why TSA does not have TSA Pre at the El Paso airport. Caller also wanted to know if she could carry on yogurt in a 3 ounce container.

7/18/2013 9:35:41 PM

I advised the caller.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Yogurt in a 3 ounce container can be placed in your 3-1-1 bag.

Callers daughter is 16 years old TX to FL and traveled back by herself. She was made to go through he body scanner and a full body patdown. Is this normal for screening? Caller had concerns for her daughter and the screening.

Told caller

All passengers are going to be screened regardless of the age. When a passenger goes through the AIT for screening and theres an alarm they will give a patdown to clear any alarm.

7/19/2013 9:39:06 AM

There could be all kinds of things that may or may not cause an alarm.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Anytime they wanted to they can opt out of the AIT screening and ask for a patdown.

The patdown should have been by a female officer, the caller said it was.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP:(b)(6)

Date Time: 7/19/2013 10:55:59 AM

7/19/2013 12:02:26 PM

Name:(b)(6)

Email:(b)(6)

Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Baltimore washington airport, gate check for a and b gates. I had a very inappropriate and unnecessarily rude interaction with officer (b)(6) around 10:15 this morning. I am a frequent traveller and have never had an issue with a tsa officer before. I am pregnant so I optout of the radiowave scanner. Perhaps this extra cautious but everything about pregnancy is extra cautious. Opting out is a right. When is was waiting for the pat down I could not see my purse. I shifted over two steps to see the purse. There was no one else standing there and he stated "move over you messing up the whole flow of this line." I asked if I could stand over to the other side and he stated "you chose to opt out, stand over there and try to see your bag from there" which I could not. I felt from the moment I asked for the opt out he displayed poor social skills and acted as if I was crazy or a criminal. This is not my first time opting out and it has never been a hostile experience for me before. I think officer mccabe could use some remediation on customer service and listening to customers. For example when I asked if I could watch the bag he stated that he could not watch the bag. I looked at his badge prior to walking through and he made sure to come over and tell me his full name after the pat down in a very angry voice. Perhaps another consideration would be finding somewhere for people waiting for a pat down to stand so that they can see there belongings. Thank you for considering this issue; it was unnecessary and upsetting."

Comments:See above

Caller flew to Stewart Newburg from RSW. She says that her property was damaged by a TSA agent at Fort Myers Southwest Florida airport. Caller states that the items were in a carry-on. She says that she is 3 months pregnant and opted out of the AIT. Caller says that a female TSO in her 50s of normal height and somewhat more than normal weight screened her. She says that she brought a light purse with her phone, Nintendo 3DS and flight papers in it. She says that she put her purse and shoes in a bin and placed her bag next to the purse on the conveyor. She states that there were only 3 people in line. During her patdown, the TSO picked up her heavy red carry-on bag from the conveyor belt and threw it on top of her purse, crushing her items. Caller says that she requested to adjust this, but was told to stand there or else. Caller says that she went through around 5:20 am.

Advised caller:

TSA regrets that you found items missing and or damaged from your carry-on luggage.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

7/19/2013

4:27:47

PM

Flight information:

Flight Path: Fort Myers to Philadelphia to Newburg (Stewart)

Flight date time: 7/19 6:00 am

Flight #: 1932

Airline: US Airlines

Airport: Southwest Florida

Gate Terminal: D1

Witnesses: no others

Email: (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/20/2013 12:05:00 AM Airport : BOS - Logan International Date/Time of Travel : 06/23/2013 10:00 AM Airline & Flight Number : United 1581 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known (b)(6) sp) Comment : On July 4, I sent you a complaint about the way I was treated when I opted for the patdown. I choose this because I have had cancer. On July 5, I received the following response from you:

Thank you for your e-mail regarding your recent travel experience.

7/20/2013

9:05:07

AM

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

To date, I have heard nothing else from you. I don't appreciate being hassled when I go through the screening process. I always try to follow all of your rules. In this case, your employee didn't follow your rules. Specifically, I was not allowed to keep my possessions in sight at all times.

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/20/2013

12:54:52

PM

I went through the back scatter machine today and still was patted down on my leg in an overly aggressive manner. I travel a lot and this is the first time the screener bumped a private body area. If you are so confident of your new technology, why are pat downs still necessary? You should emphasize decency with your screeners.

Sent from my iPhone

Dear Sir/Madame

I just returned from Reagan National Airport where I observed my 20 year old son go through the check point. He advised the person at the radiation center that he wanted a "pat down" and did not want to go through the radiation section. The person asked him to step aside and left him unattended for 5 to 10 min without concern for his need at which time my son was forced to go through the radiation section due to being late for his flight.

7/20/2013

12:54:56

PM

I find this unacceptable and disrespectful to the human person. You seem to just want to do your job with no concern for the respect of the individual.

What a sad world we live in!

Sincerely,

(b)(6)

To Whom it may concern:

I am writing you to express my concern of TSA at Las Vegas airport. My husband and I arrived at the airport to return home on Wednesday, July 17, 2013. We arrive 2.5 hours early for our flight. When we got to security, there was a line, this did not surprise us because there is always a line in Las Vegas. Gate D and Gate C only had one individual checking identification cards. This slowed the line to a 30 min wait, we asked the supervisor if there was anyone that could help get the line moving and his comment was "Blame it on sequestration and write your congressman". I was amazed that this was his solution. I am a manager at a hospital and I would never allow my staff to blame being behind on our schedule on the government or administration.

Once we completed security including the body scanner and rode the tram to our gate, we saw three TSA agents walking through the terminal. One was texting on her phone, the other was talking with his co-worker complaining about his boss. This was not professional. If they were not on duty they still represent TSA while in their uniforms. At no time should an employee be allowed to text while on the job.

7/20/2013
3:07:31
PM

While waiting at the gate to board our plane, the gate agent announced that everyone needed to take out their ID for screening by TSA, didn't we just go through screening at security? Two new TSA employees showed up at the gate looked at all of the passengers and then just walked away, shouldn't they have been at security checking in passengers? The gate agent announced that we did not need our ID anymore. What is going on with Las Vegas airport? I have traveled to LAX, Chicago, Detroit, Atlanta, Ft. Meyers, NY, Miami and Boston and have never had TSA screen again at the gate. These are large airports that get passengers on and off planes quickly without additional security or subject to additional pat downs at the gate.

Last year I was singled out at the gate for a pat down in front of at least 300 passengers, this was humiliating. I received an apology from the TSA supervisor and accepted the apology and moved on from the incident. Now when ever we travel to Las Vegas (average 2 times a year), I am very anxious at the airport. I continue to have anxiety when I see the TSA agents at the gate that I am going to board my plane to go home. On this trip my husband warned me to get ready for a possible pat down. I was not sure what my reaction would be if I had to go through this again. I was a victim of sexual assault when I was much younger so I do not tolerate strangers touching me. The last pat down had me in tears and I almost had a panic attack.

I wish someone could explain to me why TSA policy is so different in Las Vegas than any other airport across the United States. This experience makes me not want to visit Las Vegas.

Sincerely,

(b)(6)

Dear Madam/Sir

I am a turbaned Sikh passenger who is a frequent flyer – I also have clearance through the Pre Check GOES program

This incident happened at around 16:00 at McCarran International Airport

Time: 16:00

7/20/2013
5:12:08
PM

Date: 19 Jul 2013

Flight: Southwest 176

Checkpoint: C

I went through the AIT screening machine and Officer (b)(6) said that "my headwear had alarmed and that he would pat it down" he did not heed my reply that I was allowed a self-pat down

He then went to office (b)(6) who came over and said that "Because my headwear had alarmed – I would have to remove it and get it checked"

I mentioned to them that I fly frequently and that my headwear always shows up as an anomaly and that it is a hand wand and wand and self pat down procedure to clear it – he refused to listen to me citing "SOP"

Caller refused to provide his name or contact number.

7/20/2013 5:24:37 PM Was at the JNU airport and was subjected to a pat down after her opted out from the AIT machine. There was a TSO there at the checkpoint who was allowing women women to just go through the metal detector and onto their flight. When he asked her why he was subjected to the patdown she told him that she did not have to tell him and it was none of his business. He also indicated that people are not nice and unfriendly. He also stated that the TSO was biased towards women.

Advised caller:

That it is at the discretion of the TSO at the checkpoint. However if he feels he was treated differently or the TSO was biased towards women....

He then indicated that he wanted to speak with his lawyer before he provided anymore information and hung up the phone.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 7/21/2013 2:00:24 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello

7/21/2013 9:53:45 AM I was an exchange student in the US in 2003-2004 and have an arrest record for 2003 (minor misdemeanor - shoplifting offence). The case was dismissed as there was no evidence that the offence was committed. As my finger prints are on record, every time I fly into the US I am subject to extended screening in the back room. However, as my records have been numerously checked out by TSA staff on arrival and appropriate notes have been made on the system I suppose, Immigration staff hand me my passport over before I even get to the counter and tell me I am free to go (after having waiting 3-4 hours at a time). I was hoping to get this rectified as I present no risk to the safety and security of the United States and have no criminal record of any sort in any country. I am a UK citizen working in Banking and am planning to travel to the US for work with colleagues in the nearest future. For obvious reasons, I would very much like to avoid the embarrassment of being taken away to the "special waiting room" in front of my senior colleagues. Can I register for PSE and get my fingerprints removed from the TSA system in order to ease travel into the US? Can I potentially register for TSA Pre? I am of course happy to provide any papers/evidence required to assist with this query.

Your assistance is much appreciated.

Would you like a response? : True

Passenger's Name : LB

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 7/21/2013 10:24:05 AM

Name (b)(6)

Email (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

7/21/2013 11:06:36 AM Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sunday July 14, 2013

United Flight 3762 departing Chicago O'Hare 1:22

Gate C1 (not sure about this detail)

Comments: My family and I (total of 4 people) were in the Security Checkpoint line at O'Hare airport at 12:20 pm on Sunday July 14. We were trying to get to our gate by 1 pm so that we could be at the gate 20 minutes before our flight time. We stood in line with hundreds of other people for 30 minutes and the line barely moved during that time. There was only one person checking ID's for a huge line of people. At 12:50 we were starting to panic about missing our flight and flagged down a TSA employee who was walking by to see if there was a way to expedite our processing so we would make our flight. He informed us that the next Security Checkpoint (#3) was completely empty and stated that "he didn't know why all the passengers were being routed to this Security Checkpoint, the next one was completely empty." At this point we RAN to the next Security Checkpoint and it was indeed completely empty. Not one passenger in line. With all the TSA employees standing around at the airport, at least one should have had the consideration to inform the passengers waiting in line and the security people waving everyone towards Checkpoint #2 that people could get through the next checkpoint much more quickly. I got to the Checkpoint #3 before my family, and was patted down though my belt & shoes were off and I was complying with all the rules. I ran ahead to the gate to try to get the airline to keep the gate open for my family. The other three members of my family were all patted down as well. Really? All 4 members of my family? (two of whom are minors by the way). It seemed that the TSA employees at Checkpoint #3 didn't have enough to do. This 100% patdown of my family was extremely exasperating as my family was in danger of missing our flight due to TSA incompetence and now was being subjected to further delay for no apparent reason. We did make our flight, thanks to the grace and consideration of the gate agent. But, we were the last four people to board by far and we could well have missed our flight because of wasting 30 minutes in a line that wasn't moving, due to poor flow management and lack of attention by the ORD TSA.

Caller stated there is health problem with having to take off his shoes and walk barefoot through security. He requested a patdown and he was required to go through barefoot where many other people walk barefoot in DEN.

Advised Caller:

7/21/2013
11:36:35
AM

Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines.

You can write your concerns about the policy to headquarters at:

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

I have a complaint about extremely poor customer assistance and public relations and perhaps racial prejudice exhibited by (b)(6) a black female screening officer at DCA airport on duty of 1230 pm at screening area for gates 1-34 as I was preparing to board USAirways flite 3443 from DCA to LIT. I am a frequent traveler and am accustomed to being patted down because of a metal hip implant.

When the screening gate buzzed I told officer (b)(6) that the buzz was because I have a metal hip and she told me to step back and called for female assist. When the pat down officer arrived, officer (b)(6) opened the gate partially and simultaneously asked if I had on a belt or anything in my pockets. I replied "no, I told you I have a metal hip". She then shut the gate refusing to let me through and said "I don't need this shit, I've been working all day and don't need that attitude". She processed another dozen passengers with the pat down officer. (b)(6) standing there waiting to process me but being prevented by Officer (b)(6) who now had her back to me as if to ignore that I existed or needed to be processed. Finally officer (b)(6) asked officer (b)(6) if she wanted a supervisor and she replied "no. I just didn't need that attitude" and let through another 5 or 6 passenger, obviously "disciplining" me by not letting me proceed. I then asked Officer (b)(6) the pat down officer, to call a supervisor, which she did. The supervisor let me through the gate immediately upon hearing officer (b)(6) story.

There was no reason for her behavior other than I believe she was punishing a white women who didn't defer to her. I had not raised my voice nor said anything other than what is recorded above, and when the supervisor arrived I did not argue but said I merely wanted to get through with the pat down and get to my plane.

7/21/2013
3:17:41
PM

I believe Officer (b)(6) needs training in public relations in order to change her attitude about the public and her job. TSA employees like her give the Public a bad opinion of the agency. Having retired as a Senior Executive with DOD, and being 2 doors from the pentagon crash site on 9/11 and participating in the planning for the War on Terrorism, I appreciate the job TSA does for our security, but I do not appreciate being harassed by your employees like Officer (b)(6).

Respectfully

(b)(6)

Sent from my iPad

Hello,

Last night, my husband and I were at Sky Harbor (Phoenix) to meet our 9-year-old granddaughter's plane coming in from Florida—this was approximately 8:30 p.m. last night. This was her first experience flying alone. I have an artificial hip so I always alert the TSA agents regarding my condition. Last night, at D gate, I was told that the scanners had been shut down for the night and that I would need to have a pat-down. I said that was fine.

Having a pat-down is never fun but I fly quite often and am used to it. It can be a neutral experience or it can be a bad one, depending on the personality and actions of the agent(s). For some reason, last night I was subjected to two pat-downs, even though I had no metal on my person (I deliberately do not wear anything that might slow things down....i.e., I wear a sports bra, etc.). The agents was, I would say, far from pleasant. There were two female agents involved in this scenario.

7/21/2013
7:09:41
PM

Then one of the agents decided to test my purse. My purse (which has traveled all over the world with no problems) was then given another test to check for dangerous substances. It failed twice and I was told I had to wait until a supervisor arrived. By this point in time, our granddaughter had arrived and my husband was there to greet her. They were then waiting for me. One of the agents went through every item in my purse and then accused me of having an "attitude". I felt that I had been very cooperative but was astounded at this treatment, especially since: a) I was not getting on a plane, only meeting a plane; and b) I am a 62-year old grandmother with an artificial hip.

When the "supervisor" arrived, she looked at the results and let me continue on immediately. The irony is that at that point, I was not even proceeding to a gate as my husband and granddaughter were waiting for me outside of security, in baggage claim.

I am originally from New Jersey and lived and worked in New York City. I am totally on your side regarding our security and the measures that need to be taken to prevent terrorism. However, last night I feel that I was subjected to needless unpleasantness. So, that is why I am writing this email.

Best regards,

(b)(6)

Caller has PTSD and major depression and he has severe back and neck issues. He said that he flew three days ago from ATL. He was traveling with a service dog. He has metal in his body and can not go through the metal detector. He said that the TSO asked the same question over and over again. He kept asking him where the metal in his body is. He said that he told him that he does not know. He said that he was asked four times. He said that the TSO made him break down. He said that the supervisor told the TSO to give him a patdown like any other person. He said that he is member of Precheck. A different TSA agent took him to the gate and Delta escorted him from there. He is not military and does not qualify for wounded warrior. He was a civilian Army employee who is now on disability. He said that he is treated like a worthless piece of person. He wants the same benefits as the wounded warrior. He said that all of his information is in a packet with the dog and anyone should know that. He stated that he did not want the information on filing a complaint. He asked if he should go through the handicapped line or the PreCheck line. He does not have a flight scheduled at this time.

7/22/2013
9:21:43
AM I gave the following information: TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

I told him that when he calls TSA Cares they will provide him with information on what he should do and expect at the checkpoint.

From: (b)(6)
Sent: Sunday, July 21, 2013 9:24 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/21/2013 9:24:17 PM

7/22/2013
10:16:00
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

What is the status?

Comments:

I got 2 calls from the TSA ombudsman, one about my complaint about the horrible way I was treated at SMF on June 13, 2013 and one to tell me that the legislative unit had received inquiries from (b)(6), (b)(6) and (b)(6). I

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 21, 2013 8:36 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Brianna Marie Upton

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Los Angeles CA 90034

7/22/2013

12:31:59

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

The Eastern Iowa Airport

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Rochester NY 14606

Email: (b)(6)

What happened?:

My son and I recently went on vacation. When going thru airport security, we were both asked to go thru an additional pat-down at the security check point. The agents were extremely polite. They all seemed genuinely concerned with my comfort level. My complaint is with my son. He is only 16 years old, and I was not asked nor informed he was being pulled aside for a pat-down. While I never lost sight of him, the agents were perturbed that I was constantly looking over and checking up on him. When I finally told them Hey, he s a 16 year old kid , they were extremely apologetic.

My complaint is that you shouldn t being pulling aside children without their parents knowledge (or approval). My son later told me he was terrified and felt pressured into complying. He was

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/22/2013 2:37:58 PM Airport : DEN - Denver International Date/Time of Travel : 07/22/2013 1:15 PM Airline & Flight Number : DL1916 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Violated by tsa agent during pat down even though I was precheck. And of course nothing was found and no reason given. What is the point of precheck?

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/22/2013
2:26:06
PM

7/22/2013
4:25:29
PM

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/22/2013 9:32:08 PM Airport : SFO - San Francisco International Date/Time of Travel : 07/22/2013 5:15 PM Airline & Flight Number : British Airways 286 Checkpoint/Area of Airport : International Terminal, A Gates, Checkpoint Lane 3 TSA Employee: (If Known) (b)(6) - (b)(6) Comment : July 22nd, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against CAS Screener (b)(6) (Badge No (b)(6)) who was disrespectful to my personal property during the screening process.

At approximately 5:15 pm PDT on July 22, 2013, I entered Security Checkpoint Lane 3 of the A Gates at the International Terminal of San Francisco Airport (SFO) on the way to my flight, British Airways 286 to London. I opted out of the body scanner and, after waiting for 15 minutes, was escorted to the pat down screening area by Screener (b)(6) (Badge No (b)(6))

7/22/2013 10:11:30 PM When I requested a private screening from (b)(6) he requested help from (b)(6) to carry my personal property to the private screening room. Unable to carry my property with two hands, (b)(6) took my briefcase and threw it on top of the bin containing my laptop and mobile telephone. He was completely unconcerned that the weight of the briefcase might damage my electronics. I had to instruct (b)(6) to remove my laptop and phone from underneath the briefcase before proceeding to the private screening area.

(b)(6) should have been more respectful of my property. If unable to carry my property on his own without stacking it, he should have asked for help from another screener, or made two trips.

I request a written response to this complaint.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Compliment

Categories : Professionalism; Passengers With Disabilities Current Date/Time : 7/23/2013 7:51:58 AM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 07/23/2013 4:45 AM Airline & Flight Number : SWA 446 Checkpoint/Area of Airport : Check point TSA Employee: (If Known) :

7/23/2013 8:43:56 AM Comment : My wife uses a walker and when she flies from Albuquerque(our home) the walker sets off an alarm. She then has to go through protracted screening and has had to have a pat down as many as 3 times on one occasion. Today the alarm went off and she complained that this is the only airport that sets off the alarm and they needed to do something about it. The female TSA agent became quite rude. She asked for the agents badge number and the agent just walked away. saying your entitled to your own opinion. Ever since my wife 2 years ago when my wife became ill she has been treated rudely approximately 50% of the time. My wife asked the agent for her identification and the agent just walked away. Since she could not get her badge # she could only describe her as a woman of African-American decent. There should be no room for rudeness in the TSA and agents should immediately give identification when asked. To not do so is an admission of guilt.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 7/23/2013 1:06:30 AM Airport : VPS - Okaloosa County Air Terminal Date/Time of Travel : 07/11/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6) and (b)(6) Comment : I arrived at the TSA checkpoint on July 11 at approximately 5:30am. There was an issue with the way US Airways had my name listed on my boarding pass, so the TSA officer asked to see multiple forms of ID. I showed her ID's in addition to my Drivers License and she allowed me to go through security. About 25 minutes later I was at the gate about to board my flight when an African American woman whose name I did not get came running towards me screaming "Maam, maam, come with me!" Of course I was very confused and concerned because if I would have gone with her the flight would have left me. She did not care about my flight but stated I "Had to go with her" but she would not tell me why. She was yelling so loudly everyone in the terminal was very concerned. A blonde lady came running towards me and informed me that because of the name issue they should have performed an additional pat down on me at the security checkpoint but because they did not she had to do one then.

7/23/2013
8:44:12
AM

This is absolutely ridiculous and absurd and the next time these TSA agents make a mistake they need to let it go. It is not my fault they screwed up and my flight should not be in jeopardy because of their errors.

I have been through airports all over the country and have never had an issue with my name the way it is in the US Airways system until this airport. It was a ridiculous incident and I feel as if I was being singled out and harassed. I would like an apology from these specific officers involved for this absurd incident.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 7 22 2013 11:21:04 PM Airport : SEA - Seattle-Tacoma International Date Time of Travel : 07 22 2013 Airline : Flight Number : 628 Checkpoint Area of Airport : checkpoint 2 TSA

Employee: (If Known) :

Comment : Today while at Seatac I was pulled aside for a patdown by a security guard. This is not the first time I have had an occasion to experience this but this time it seemed particularly invasive. I was pulled aside as my contact solution contains hydrogen peroxide and only comes in one size. Generally, it is tested and approved with no additional concerns.

7/23/2013
8:44:15
AM

Today I was pulled aside, my carryon and purse were examined, it was wiped down with some cloth and tested which was not explained to me. I was patted down twice front and back inside and outside legs, twice.

I am a 66 year retired female school teacher that travels quite often for contract work and appreciate the work the TSA is required to complete. But, today, there was no explanation of why I was completely searched and patted down. And when the security person was done, they just walked away and "you can go now" NOT EVEN A Thank You. I was very polite and did not say a word. I have traveled at least 25 times through airports in the past 2 years. This is the first time I have been subjected to this treatment as well as the brusque treatment of the security guard. Thank you for taking the time to address this concern.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is a 72 year old disabled Vietnam veteran with a defibrillator. He flew yesterday from BOS to LAS via PHL on US Airways. He can't remember his flight number but his flight departed at 11:30am. He went through screening at approximately 10:30 at the US Air terminal. The TSO's he came in contact with were a young white female, a young black male, and a middle aged man who appeared to be Hispanic.

7/23/2013
10:27:13
AM

He said he felt discriminated against based on his disability and his veteran status. He was made to take everything off but his pants and his wallet was left unattended on the conveyor belt. There was approximately 3,000 dollars in his wallet and they wouldn't let his wife hold it for him. He's never had consistency at his airports. The TSO told him he had to take his shoes off and when he told the officer he was 72 the TSO responded "Well too bad, you should have been 75." He said he felt as if he was treated like a criminal and a freak in a circus while getting his pat down. He said had he not told him about his defibrillator he would have been permitted through with no problem.

I apologized and advised him because he feels discriminated against based on his disability he would need to submit his complaint in writing unless a disability prevents him from doing so. He declined and said he was not interested in filing a written complaint. I then asked him if he felt it was more of a poor customer service complaint and he said yes because of this I am forwarding his complaint to the CSM.

(I initially told him I would escalate his concerns to ODPO but when typing up my notes I realized I had given him wrong information so I called him back to clarify.)

He doesn't have an e-mail address however, he does have two cell phones. You can reach him by phone at the contact information listed above or a third alternate number at (b)(6)

So now you want me to pay \$85 to be groped less (?) by your Nazi goons?????????

7/23/2013
2:41:13
PM

You know what you can do with that tactic!!!!!!!!!!!!

Callers 84 year old mother flew on 7 9 2013 from Lexington Bluegrass to PGD. She was allowed to leave on her shoes. She flew from PGD today at 2:25 pm and was not allowed to leave her shoes on. She told the TSO that she did not have to remove her shoes and he told her that she does at PGD. She flew on Allegiant Air and she did not have any liquid or carry-on items. She stated that all she had was a purse. She has a broken hip, a rod in her hip, and breast prosthesis. She always gets a pat down. Caller said that her mother has trouble removing her shoes and she was excited that she no longer has to remove them. She was upset when she was made to remove her shoes. Caller wanted to know why she did not have to remove her shoes at Lexington Bluegrass and she did have to remove them at PGD.

I gave the following information: The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

7/23/2013

3:04:14 PM Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce--though not completely eliminate--the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. I advised her that I would forward her record to the CSM at Charlotte County Airport for review.

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening (AIT, Patdown) Current Date/Time : 7/23/2013 3:25:12 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/23/2013 4:29:29 PM Comment : Guysmy name is (b)(6) ...My DOB is (b)(6) My Global Entry number is (b)(6) The reason I am writing is that I am signed up for TSA Pre Check thru United Airlines. I am a Platinum (75,000 to 100,000 per year) Frequent Flyer. The people I regularly travel with receive the preferred screening constantly. I seem NEVER to. What could be wrong ?? Something is not matching up in the computer systems. HELP !!!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller states that when she went through security screening at 12:45 Sunday at BOS. She was 21 weeks pregnant, is a nurse and her husband is a doctor. She had to wait 12-15 minutes for a patdown even though multiple female TSOs walked past her. The caller's husband asked a female TSO to do the patdown which she did and in a very thorough manner and in the process touching her vagina. She will be flying back to PA from EWR.

Advised caller:

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location.

You may request a PSS assist you for your upcoming flight.

7/23/2013

4:39:46 PM Flight information:

Flight Path: Boston to EWR

Flight date time: 7 21 2:30 pm

Flight #: 4144

Airline: United

Airport: BOS

Gate Terminal: Terminal A

Witnesses (b)(6)

Email: (b)(6)

Caller advised that her phone was dropped and broken at the checkpoint. She has been sent from one place to another and no one is taking responsibility.

Yesterday, she flew from DFW on Spirit, Flight 877, from Terminal E, to ATL. She got to the airport at 7:10 and checked in her bag. She had her grandson with her. They went through security together. Her grandson went through just before her. They didn't have the AIT, but she had to opt out for her debit and other issues. She requested the pat-down instead. She asked her grandson to sit and wait for her. She had to wait 6-8 minutes for someone to come and pat her down. The screener put on her gloves. She opened the gate, and placed her in front of a large fan. She complained about the fan. The screener unplugged the fan and moved it, then began the pat-down. She handed the caller her purse and shoes and told her that she could put her shoes on. The she did the ETD test, and the screener advised her that they had to do some additional screening. Caller advised that she would not be taken away from grandson and refused. Her grandson started to walk toward her upset. The screener told her that she couldn't talk to or touch her grandson. The female screener dropped her phone and broke it. Then her purse had to be re-screened. Caller advised the screeners that someone will have to reimburse her if she misses her flight. She was advised that that was not going to happen.

Caller advised that she saw someone pass by with a shillelagh, a walking stick, and she complained. Caller asked for her heart medicine out of her purse. She advised the screener that she had to have her nitroglycerin. (b)(6) the supervisor, came up and advised the screener that she would give the caller her medicine. The supervisor told her that she was supposed to have booties for her bare feet when she went through the screening procedure. The female screener took the caller's purse away the second time. The supervisor called the screener back and told her that she couldn't look at the purse out of the passenger's view. She was given paperwork by the supervisor (a complaint card) and told to complete it. Caller was the last one to board the plane. When she sat down in her seat, she opened her purse and discovered that her debit card, driver's license, her medical cards, etc., were missing in her wallet. She was allowed to get off the plane, but was advised that she would miss the flight, so she returned to the plane. Now she does not have her IDs and will have to cancel her credit cards, etc. She doesn't have her driver's license and social security card, so she is concerned about returning and going through screening again. Her next move is to contact the media if she doesn't get some response.

7/23/2013
4:51:51
PM

The supervisor at the checkpoint, (b)(6) was extremely professional. The male screener, (b)(6) needs re-training or firing.

Can she contact someone at the airport to recover her lost documents?

I explained that items left at the checkpoint are sent to lost and found at the airport.

I provided: Dallas Fort Worth International Airport, Terminal E (Traveler's Aide) - 972-973-4420.

Caller asked about what should she do about her phone.

I advised that I would send her a claim form, the filing of which will cause an investigation to occur. They will pull videotape and determine what happened. I obtained her mailing address for the purpose and performed a fulfillment.

How does she get back to Dallas without her ID?

Advised caller to bring whatever they can locate for ID purposes. If they can't find enough or what they have is not acceptable, they can complete a form, the Certification of Identity, at the checkpoint that will allow the agents to find them in public records. Once they have been located, they will be permitted to pass through the checkpoint.

Caller:

Caller flew from ONT to SFO with United Airlines yesterday. She received a patdown from a black female at terminal 2. She grabbed her butt and put a lot of pressure on her thigh's. She asked her what she was doing. The TSO could tell she was visibly upset about it and was laughing about the situation. She did not get the name or badge number of the worker. She has been patted down numerous times and never had a bad experience like this. She wants an answer in writing about what action is being taken because of the TSO actions. This happened at terminal 2 between 7:15 p.m. and 7:45 p.m. Her flight departed from gate 201.

Response:

7/23/2013 All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

6:38:22 PM Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

I told the caller that she contact the CSM at ONT by phone at:

Name: (b)(6)
Phone: (b)(6)

Caller stated that she was flying on the July 22nd, 2013 Gulfport, MS and wanted to complain because she had to go through the screening process and receive a patdown. Caller stated that she was aware that active duty military doesn't have to do certain things through screening and wanted to file a complaint since she wasn't able to go through the Precheck intended for Active Duty Military.

7/23/2013 Advised Caller:

7:43:46 PM Active Duty Military TSA Precheck is only at Baltimore Washington International Thurgood Marshall (BWI), Charlotte Douglas International (CLT), Denver International (DEN), Hartsfield-Jackson Atlanta International (ATL), Honolulu International (HNL), Lambert-St. Louis International (STL), Ronald Reagan Washington National (DCA), Seattle-Tacoma International (SEA), Ted Stevens Anchorage (ANC) and Washington Dulles International Airport (IAD). So when she was flying through the Gulfport, MS that airport doesn't recognize PreCheck for active duty military so she would've had to go through the normal screening process. Which was information that was on our website at tsa.gov.

Caller stated that they would just file a claim online and send it in.

From: (b)(6)
Sent: Tuesday, July 23, 2013 2:07 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: COMPLAINT

To Whom It May Concern:

7/23/2013

8:16:18
PM

Please see the attached complaint form regarding our client (b)(6). Please contact us at your earliest convenience regarding resolution of this matter. Your cooperation is greatly appreciated. Thank you.

Sincerely

(b)(6)

Houston, TX 77004

Office: (b)(6)

Cell: (b)(6)

Fax: (713) 838-2250

Callers friend flew to San Jose from Denver, Minneapolis. She says each time he stopped he was given a special search. She says he wants to know why he is pulled off to the side for personal search?

7/24/2013

9:40:06

AM

Told caller

I could not tell her why her friend was searched. I told her every person gets screened. If there was an alarm during screening they will have to give her a patdown to clear an alarm. It could be something in his pocket, his clothes or it could be metal in the body. I could not tell her what caused her friend to get the additional screening.

Caller will be flying on August 2, 2013 from New Orleans to Salt Lake City. He wears a plastic brace with strips on it. He said that he is always pulled aside for secondary screening. He does offer to take off the brace. He said that his wife is his caregiver and he is being separated from her. He wanted to know how to get through the checkpoint as fast as possible. He said that he does have a RCN.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

7/24/2013
10:44:25
AM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit http://www.tsa.gov/press/releases/2010/02/17_tsa-expands-use-explosive-trace-detection-technology-airports-nationwide.

Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a cast. A companion, assistant, or family member may accompany a passenger to assist him or her during any private or

Caller wants to make a complaint.

She was at Phoenix AZ (Sky harbor) and had problems at screening.

7-23-13 at 4:30 AM to board a Delta Flight #1492 bound for Minnesota and on to Louisville, KY at 7:AM.

They were at Gate A5.

She was traveling with her daughter (b)(6) and her cousin (b)(6)

The name of TSO was (b)(6)

He did a swabbing with something blue on her cousins hands. She asked her daughter and she thought they were checking for chemicals.

There were several people in line and they were the only ones that were chosen to be checked.

At that point she made a remark to her cousin that maybe she should not have but she said to her: maybe we are being racially profiled.

She feels he heard her remark and that started it.

Once he sent her cousin to her lane, when she and her daughter came into the line they put their things in the bin.

He followed them over and said something to the other Officer.

When they ran her things through they were told their things needed to be checked again.

They ran them through the scanner twice and even opened them.

He was standing there with the other Officer laughing at them. That made her angry.

7/24/2013

11:31:50

AM

They also took her cousin to another lane and patted her down. She told them she had a catheter and a coloscopy and they made her raise her skirt.

Her cousin (b)(6) was offered a private patdown but refused it. After she would not go to another room with them they told her to raise her skirt.

She will have her cousin call us since she was not with her and does not know all the details.

Told her we will be happy to take her complaint so please have her call us about it.

I explained I take calls off the computer but any agent can assist her Cousin.

Another Officer was very nice but she does not have his name but he gave them the name of Officer (b)(6)

She stated right after they came through a lady came by and set off the metal detector and told Officer (b)(6) she had a metal knee and he told her to go on. He was too busy with them at the time.

She does not know why they separated her and her Cousin.

They did not go through her Cousins bag, just her and her daughter.

I asked if she feels she was discriminated against or does she feel it was a Rude Screener.

She stated it is a Rude Screener issue.

Told her I will send her complaint over to the Customer Support Manager.

-----Original Message-----

From: [b](6)

Sent: Wednesday, July 24, 2013 4:58 PM

To: Ombudsman, TSA

Subject: Question about pattern of consecutive extra security checks

TSA,

I am concerned about a pattern of additional security checks I have been subjected to during recent travel. Each of the past three times I have passed through airport security, either returning to the US or departing, I have been flagged for additional screening. Please see the below list.

This pattern does not appear to be random or coincidental. Please advise the reason for the additional screening and what I can do in order to have my name removed from whatever list is triggering it.

7/24/2013
6:24:28
PM

July 7, 2013 - Heathrow airport. While boarding a flight from Heathrow to Dulles, I was flagged for additional screening by a TSA agent at the gate. The agent interviewed me about my travel and work and then I was allowed to board the flight.

July 7, 2013 - After retrieving my luggage at Dulles following the flight from Heathrow, I was directed to the customs screening area. After waiting there for approximately 30 minutes I was allowed to enter the country. My luggage was not searched, nor was I interviewed. The agents would provide no reason for detaining me.

July 24, 2013 - I was tagged for additional screening while going through security for my flight from Dulles to Lahore, Pakistan via Doha. I was subjected to an intensive pat down and my carry-on luggage was thoroughly searched.

I am a holder of a US diplomatic passport and I am currently transitioning from PCS assignments in Pakistan (Islamabad to Lahore) where I work at the US Embassy and Consulates. My passport number is [b](6) and the full name on the passport is [b](6). Please advise how this matter can be resolved. I understand the need for random screening of all passport holders, but I feel that my situation is not random in any way.

I would like to state that all the personnel I have dealt with in each of these screenings were professional and efficient. I have no complaints in this area.

Thank you.

[b](6)

Caller wants to know if they have to touch your breasts and groin. She says that she has a complaint. She says that she and her husband had been visiting their son in Florida. Her husband has stage 4 pancreatic cancer and she is disabled as well. They were both in wheelchairs. She says that when she got to the WTMD, she was asked if she had anything on her. She had change in her back pocket and put it in a bin. Then she went through the WTMD. The officer then asked her again if she had anything on her. She says that the officer then performed a patdown in public. She says the officer touched her breasts and groin. She says that the officer then sent her through the AIT machine. After she went through this, the officer asked her for the third time if she had anything on her. The caller told her that she had already been searched and been through the machine. The caller told her that if she had anything, she would have found it by now. The officer then sent her bags back through x-ray screening and inspected them. They then told her she was clear. She says that they even checked the wheelchairs, which belonged to the airport. She says that she was harassed. She says she doesn't know why she was harassed, but she was. She says that the officer was rude, nasty, and didn't like her. Caller says she had a 10 hour delay. She gave me two flight numbers, 3120 and 2186. She doesn't know which flight these go with. She says she traveled from Orlando, to Washington, D.C. to LGA via US Airways. She does not know which airport in D.C. this happened at. Caller says she will call her lawyers and let them handle this. Caller says that this all started when she presented her EBT card because she didn't have her state issued ID. She says that her EBT card is government issued. She was complaining that the airline took her boarding passes and there was a delay of 10 hours.

7/24/2013
6:54:30
PM

Advised caller:

The patdown process requires every part of the body be patted down, including breasts and groin. The officers have to go up the leg until they meet resistance. Advised caller that additional screening is done if a valid, government issued ID is not presented. Her EBT card may be issued by the government, but it is not an acceptable ID. I could send her complaint to the CSM if I knew what airport this occurred at. Advised caller that her complaint about the delay and her tickets being taken away is for her airline. Advised caller that she should call US Airways, obtain her airport, correct flight number, gate boarded through, arrival time from Orlando, and flight time. Then we can send her complaint to the CSM.

Caller was at San Juan Puerto Rico flight 304 to JFK. Caller purchased the ticket and went through screening. She provided her ticket to the TSO and he called over a supervisor, they pulled her aside for additional screening in front of her daughter. A large woman said she must receive a patdown. She was not provided a reason other than there was a problem with her boarding pass. The TSO offered a private screening. The woman patted her down in front of her 7 year old daughter. Caller said because there was an issue with the boarding pass Caller stated there was 'SSSS' on the boarding pass. Caller stated it only happened once.

Advised Caller:

7/24/2013
10:03:02
PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/24/2013 10:03:19 PM

7/25/2013
10:04:10
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. .

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 3770, CVG . .

Comments: When I opted out of the body scanner, the TSA agent assigned to pat me down dropped my shoes onto my laptop. I said I didn't appreciate him dropping my shoes on my laptop. He then gave me the most thorough and creepy pat-down I have ever received. I felt I needed to take a shower afterwards. He was an older man with what sounded like a Kentucky accent.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/25/2013 9:56:47 AM

7/25/2013
10:31:40
AM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Us air 3365 pittsburgh. .

Comments: This is more of a general complaint. What kind of training do tsa agents receive? While I am sure you will tell me about how great it is, I would love to know why from airport to airport and even screener to screener they are so inconsistent. My one child had to remove his coat and shoes while another did not. I had a small pocketknife stolen from me by a tsa agent. This same knife went through security screenings at Las Vegas, New Orleans getting to Pittsburgh and Memphis. I was told by the tsa agent that even though it had been announced in the media the change never took place. "This happens all the time." Meanwhile my 8 year old son was sent to stand by himself in the terminal. Basically, I was appalled by this security screening. And I have been groped, harassed and been detained frequently by the TSA in the past year. While I realize that flying is not a right, as an American liberty and freedom is. I feel that this was taken from me. Along with my property. It's pretty ironic that after visiting the flight 93 memorial this week those great Americans deaths have lead to what we now have. A cluster.

The caller stated that she has a disability, pregnancy. She stated that in the ADA, it clearly states that pregnancy is a disability. She flew from Orange County and wanted to go through the metal detector instead of the AIT. She did not want to be touched and receive a patdown. However, they would not let her be screened by the metal detector and performed a patdown. She already had papers that she printed off from the website regarding disability discrimination and she did not want me to send her the RFI. She asked for an email that states passengers cannot choose to go through the metal detector.

7/25/2013
11:27:41
AM

Advised caller:

AIT safety has been verified. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration. According to TSA policy, passengers cannot choose to be screened by the metal detector. If you opt out of the AIT, you must receive a patdown. You can always request a private screening and be accompanied by a traveling companion.

Sent email.

The caller stated that her daughter has a metal headband braided into her hair and that set the alarm off at Helena Regional Airport. She stated that her daughter asked the TSO s if they could just clear it with a wand and was told no that she must undergo a patdown. The caller wanted to know how we could screen a female properly without using a wand, in the scenario that the individual had items inserted into their rectum and vagina. The caller wanted to know why we don't use wands. The caller stated that she had called a TSA person at Helena Regional Airport yesterday to ask about the use of wands but had to leave a message. She stated that the man called her back today between the hours of 9:15 AM and 9:45 AM and that he was rude and condescending. The caller wanted to make a complaint about Helena refusing to use a wand.

7/25/2013
11:38:40
AM

Advised Caller: I advised the caller that TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Advised that wands may be used at some locations but not all. Advised that I could not release information in regard to why we do or do not use one screening method versus another. Advised the caller that her complaint would be forwarded to the CSM.

Caller just went through TSA security at MCO and the screeners at the gate tried to force her through the AIT. Caller has a defibrillator and opted-out of AIT screening and requested a patdown. due to concerns it may affect her device. Caller was flying MCO-PHL aboard US Airways #754 and was at the B terminal. She does not recall the gate but advised me it was in the 50s. Caller began to cry and the TSO s eventually patted her down. Caller is very unhappy with the manner in which she was treated and the officer s attempts to force her through the AIT machine. This incident occurred at approximately 11:30 AM this morning.

7/25/2013
12:12:36
PM

Resolution:

Advised caller AIT screening is voluntary and passengers may opt-out and receive a patdown. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. Apologized to caller for any inconvenience.

Disability Description: Caller mom is diabetic and has an insulin pump.

Response Details: Apologized to caller about the incident and told her I could forward her information on the formal complaint process for TSA's disability branch so that we could have this addressed properly. By law we must have her complaint in writing.

Informed her that for such short notice I recommend she call the Customer Support Manager directly, and I will also send her information to the Customer Support Manager at BOS as an FYI so that they can have this for their records. I could send it to the disability branch as a request for assistance but the flight is less than a day away and I don't believe they'd get it in time.

To get a hold of the Customer Support Manager directly, please call the TSA Contact Center, press option 5, and input airport code BOS, translated as 267 on a touchtone phone, and receive the number for the CSM.

7/25/2013
12:26:28 PM
Offered the email of the RFI and caller accepted
Recommend sending to CSM and ODPO for review

Incident Details: She has had bad experiences before but this one in Boston was particularly bad. She has been instructed by physicians she cannot go through any of the scanners with her insulin pump. The TSO's forced her to go through the body scanner with the insulin pump on, even though the physician told her not to do this. She informed them of this and they still forced her through. Also, some glass was broken on the floor around the patdown area, and she was barefoot. She doesn't want this to happen to anyone else.

She is also flying in less than a day from now and wanted to request assistance

7/25/2013
1:55:30 PM
Caller is traveling with her infant and said that the TSO at the Reno Tahoe airport on 07-25-2013 at 10:50 am would not allow baby food in her carry on luggage saying that baby food is not allowed at all. The same TSO at the checkpoint made her husband go through a full patdown procedure as well. They were flying on Southwest airlines flight number 565 flying to PDX. Caller is upset because she knows her baby food should have been permitted since she is traveling with her infant.

Told caller how to contact the CSM at the Reno airport and will forward the complaint to the CSM.

The caller is a victim of physical and sexual abuse. She stated that she has metal implants. She stated that for the last few years she has been driving almost a hour and a half to the nearest airport with the AIT, because Colorado Springs does not have the AIT. She stated that she would normally fly from Colorado Springs, however she had a bad experience there about two years ago. She stated that she was subjected to a patdown, for screening and she is not comfortable with that type of sexual assault. She stated that she refused to fly and gave up her right so that she would not have to get a patdown. She stated that they made her stay in the checkpoint until the patdown was complete. She stated that she would prefer the AIT.

She stated that she was told that Colorado Springs was getting the AIT a few years ago, however the lost the funding for construction. She stated that she was informed the other day that Colorado Springs was undergoing construction for AIT placement. She stated that she spoke with (b)(6) and Colorado Springs regarding the situation, and they told her that they were getting the AIT, however instead a different airport got their machines to replace the back scatter machines in place at that location. She stated that they did not get the scanner and this is absurd. She stated that the other airport had too many complaints regarding private areas showing during screening by the back scatter, and they had to replace the machines. She stated that TSA is choosing those individuals complaining over a disabled person.

She stated that the WTMD is not safe for screening, because people can place bombs in there underwear and get through, just like the underwear bomber.

I explained that I am not aware of this happening, nor do I know why Colorado Springs does not have the AIT. I explained that we have screening process in place, such as ETD testing of belongings, and passengers, patdown inspections randomly administered, and other process. I explained that I am not familiar with the underwear bomber.

7/25/2013
2:27:20 PM
I explained that the website has a list of AIT locations and scheduled AIT locations. However, Colorado Springs is not on that list.
Where are imaging technology machines located?
A. Currently, there are more than 740 Advanced Imaging Technology machines located at almost 160 airports nationwide.

Airports that have, or are scheduled to receive, imaging technology:

Cedar Rapids Eastern Iowa Airport (CID)
Charleston International Airport (CHS)
Charleston Yeager Airport (CRW)
Charlotte Douglas International Airport (CLT)
Chattanooga Metropolitan Airport (CHA)
Chicago Midway Airport (MDW)
Chicago O'Hare International Airport (ORD)
Cincinnati/Northern Kentucky International Airport (CVG)
Cleveland International Airport (CLE)
Columbia Metropolitan Airport (CAE)
Corpus Christi International Airport (CRP)

Disability Description: Caller has metal knee implants and breathing problems.

Response Details: Caller has metal knee implants and breathing problems.

Response Details: I apologized to the caller and told her that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

I asked her if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

7/25/2013
2:44:34
PM

She stated that this was POOR customer service.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

If a passenger has metal implants, such as artificial knees, he or she should inform a Transportation Security Officer (TSO) before screening begins. I told her that it is not required that she tell them but if she has concerns about her screening then it is helpful if they know this so she can be screened appropriately.

I told her that if a patdown is required then the patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. We recommend arriving 2 hours before the flight.

I told her that many airports have special lanes available for passengers with medical conditions or disabilities who have trouble standing in line. She may ask where these lanes are located when checking in with the airline or when she reaches the checkpoint. I told her that she may also ask for a PSS to assist her.

I mentioned that she may find information regarding TSA Precheck expedited screening at the tsa.gov website. The program allows you to leave on shoes, light outerwear, belts and laptops in bags.

I referred to a CSM and did not send email.

The caller took her in laws to the airport on Tuesday. She had an issue with a TSA agent at Washington Dulles airport. Her mother and father-in-law were flying on United airlines at 8:05 am on 7/23/13 departing from gate D5. The mother-in-law had just had a pacemaker two weeks prior to flying. The caller gave me an officer's name of (b)(6). She stated that her mother-in-law was not comfortable going through the AIT machine and wanted a voluntary pat down. She said that the agent argued with them rudely about a voluntary pat down. Also the TSO told her mother in law to take off her shoes even though she is over 75. Once everyone finally got through the checkpoint the agent once again argued very rudely about the caller's mother-in-law taking off her shoes. The TSO said that she never asked the mother-in-law to take her shoes off. The caller returned after helping her mother and father-in-law onto the plane. The caller asked to speak to a supervisor. The agent once again started arguing with the caller about speaking to a supervisor. The caller states that she waited 15 minutes for a supervisor. The caller is not satisfied with the response that she was given by the supervisor. She stated that she is not confident that the supervisor will follow up on the situation.

Advised caller:

Apologized for her inconvenience.

7/25/2013 Airport: Washington Dulles
3:25:55 Airline: United
PM Flight Number: 642
Departure Arrival time: 8:05 am
Date and time of incident: 7/23/13 6:10 am
Baggage tag numbers:
Description of baggage:
Was there an NOI:
Anything written on an NOI:
Location (Terminal Gate): going to D5
All contact info obtainable:

Also I am going to send this information to a Customer Support Manager for review.

7/25/2013
3:57:28
PM

Caller was at SEA on Tuesday night taking Jetblue red eye and before she got to the airport she checked her phone and was in a wheelchair, gets to the gate and was going to charge her phone and the whole front was cracked. She had to have a patdown and unsure what happened, removed the phone from her pocket and placed in the bin going through security. Didn't see TSA hand inspect her bag, doesn't know what happened to the phone. AT and T told her it would be \$169 to replace and it is a new phone.

Flight # 264, Gate # B5,

Printed a claim form from the website but doesn't want to file if she won't be reimbursed.

Response:

Advised caller how to contact the CSM at SEA and explained they have the capability to view surveillance video of the screening location to see if the item was damaged by TSA.

Disability Description: Caller is missing items from his checked baggage. Specifically, the caller is missing a small t-shirt from Cooperstown. Caller also believes that the patdown he received because of his amputee status was discriminatory. Caller speak of other times where he was wanded instead of having to go through a patdown.

7/25/2013

5:23:20
PM

Incident Details: Caller was sent an RFI and advised that his complaint will have to be in writing in order to be official. The statement about ODPO complaints was read to the caller and he said that he thought it was discriminatory.

Caller was also sent a claims form for the missing items in his luggage and explained how he can seek reimbursement.

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Remote Client IP: (b)(6)

Date Time: 7/25/2013 4:56:44 PM

7/25/2013

6:01:56
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines Flight 4251 leaving ORD at 8am on 7/23/13 flying to Louisville.

Comments: My name came up for Secondary Screening. TSA employee with the last name of (b)(6) at O'Hare Airport (ORD) approached me as if he were a drill sergeant speaking in a rude and abrasive manner. His supervisor, (b)(6) approached us during the pat down as I had expressed discomfort with (b)(6) style. (b)(6) then walked away and when I asked (b)(6) for (b)(6) name, he refused to give it to me. I had to walk up to (b)(6) myself to write down his name.

Name: (b)(6)

Phone #: (b)(6)

Address: (b)(6) Chicago, IL 60661 Unit 4703

Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

7/25/2013
8:03:43
PM

I was selected for secondary screening at ORD. I was flying United Airlines on flight 4251 leaving Chicago at 8 am on 7/23/13 going to Louisville. A TSA employee with the last name of (b)(6) approached me in an abrasive and rude manner (acting as if he were a drill sergeant) to perform the pat-down. He was getting in my face and speaking in a threatening manner. His supervisor, (b)(6), approached us in the middle of the pat-down as I expressed my disapproval with (b)(6) style (h/r) then walked away and when I asked (b)(6) for (b)(6) name, he replied by saying "You mean the guy that was simply doing his job?" He refused to give me his name. I had to find (b)(6) and look at his badge to get his name.

I have to write and complain about the agents in Hilo, Hawaii. I have had several bad experiences there. I am a frequent interisland traveler for work. I do technical assistance for community water systems and am a ten year veteran of the Navy, having served in the Nuclear submarine program and a crew member and a power plant operator. The latest experience was that I saw the agents whispering to each other as I approached the security check point. I opted out of using the scanner and was treated very rudely again. This time the chosen screener was rude in telling me that the machine does not use radiation. The second time he told me this I started to reply that I have a background as a radiation worker and wanted a more technical explanation about the operation of the machine. He cut me off saying that he did not want a rebuttal. Then he proceeded to do the pat down. He did not listen when I told him of the sensitive areas on my body. Then when checking my groin area, he really whacked me with his hand TWICE! He was definitely doing his best to smack my testicles. The area between my testicles and anus definitely got hit firmly. If he had connected with my testicles during either hit, it was a hard enough hit that it would have dropped me on the ground. This was not funny, it was an assault and not a security check.

I request that the crew be addressed for this childish behavior and that something be done to allow frequent travelers a reduced screening on site. During my previous pass through this area we (my wife and I frequently travel together) had to wait while many other people were screened. This is a whole other story as we were told to wait until they "got to it" and there was no time line given after we had waited in line to even get to the screening area. We paid for and had a flight to catch too. This is not right that we should just have to randomly wait to get our screening. I will happily submit to a background check as I am sure that I KNOW from my former occupation and security clearance that I can still pass a check.

7/26/2013 7:57:56 AM These are the highlights of the event. I can give a more detailed description if I hear from anybody. Please, talk to these people. There should be no need for physical abuse of working travelers.

(b)(6)

(808) 214-5628 (FAX)

(b)(6)

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 7/26/2013 12:10:59 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/26/2013 7:58:36 AM Comment : I have had an arm injury since Jan. 2013. In March and then again in July when flying out of Madison WI, my arm set off the body scanner. I have not had surgery and there is no metal or anything foreign in my arm. Why is the scanner going off? I have been told repeatedly it is impossible yet it has happened to me twice. I do have tendons in the biceps, extensor and flexor. Also there is a split I believe in the extensor. I also have nerve problems at the elbow and a possible torn muscle toward the wrist. The "yellow boxes" highlighted my right elbow. I am curious what is triggering it.... I start my flights from Portland Oregon and the scanner does not pick it up there. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: (b)(6)
Sent: Friday, July 26, 2013 12:39 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Edward Kretchmer

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Homstead Fl 33035

7/26/2013

10:08:40

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Gen. Edward Lawrence Logan International Airport

Dear TSA,

I am writing to you to express my grave concern over your new "trusted traveler" program.

I understand that you want to expedite long lines and avoid complaints and potential law suits over "groping issues," but I think this particular policy does not make sense and, and, most importantly, is wildly unsafe.

The following quotes are excerpts I read from a news article on Reuters this morning:

For a mere \$85 dollars travelers "don't have to remove their shoes, jackets and belts during screening. And persons only need be stopped or checked "if they appear suspicious." "TSA Administrator John Pistole on Friday announced that all travelers will soon be able to join PreCheck – as long as they pay \$85 for a five-year membership, provide identifying information, pass a background check, and undergo fingerprinting. If his estimates are accurate, the TSA will reap about \$255 million from the program in 2013." "Reuters" Published time: July 22, 2013 20:25 Edited time: July 23, 2013 16:49)

I am glad that you're at least doing a background check and fingerprints -- although I don't know what good that will do since terrorists don't plan on living past the flight anyway.

7/26/2013
11:59:59
AM

That aside, I have a variety of problems with this policy that I will outline to you now:

1.) This policy of relaxed security seems particularly unwise at a time when the threats to our safety are becoming greater and more complex. There are an unimaginable number of ways a person can hide drugs or weapons in their shoes/coats etc. As a traveler I am now frightened of anyone on my flight who can afford to spend \$85 for a 5 year membership -- which is probably everyone since that's not much money for a 5 year stretch and plane tickets are already so expensive. And how can I trust some undescribed background check, even if they are thorough (an how thorough can they be for \$85? Just because someone doesn't have a record yet doesn't mean they won't commit a crime in the future. Does the TSA think the only people guilty of gun crimes are those who didn't get background checks?

2.) This program may seem immensely hypocritical to many Americans at a time when the federal government is using drones to kill American citizens suspected of terrorism and tapping our cell phones all in the name of safety But if they have \$85 we can trust them on a plane without scrutiny? This sends a very confused message to the American public and quite frankly defies common sense.

7/26/2013
12:41:49
PM

Caller flew out of JFK and she did not want to go through the AIT screening so she decided to opt out. As a result of opting out, there was some confrontation and the caller ended up speaking with TSO supervisor (b)(6) told the caller that she should be arrested and told the caller she hoped she never came back through JFK again. Caller said the TSO was very rude to her as a result of her opting out of AIT screening for a patdown. Caller was flying on United airlines flight number 5711. This occurred today. 07-26-2013 at 9:00 am. The caller boarding through Gate 11 to fly from JFK to IAD.

Told caller that I will forward the complaint to the CSM at the JFK airport.

Caller will travel to DC on the 23rd of August. In the past, he has had problems. He flies from GEG, Spokane. The last time, when he went through the equipment, he was told that the alarm went off and it didn't. He thinks that the screening procedure is a ruse. Caller stated that the screeners subjected him to a pat-down and made him face away from his carry-on property so that they could steal some of his documents. He wants to have someone meet him or "ghost" him at the checkpoint to make certain that no one from TSA steals his documents again. He will pass through Spokane again on his way to DC with more documents and wants to make certain that the same thing doesn't happen again.

Did they confiscate the documents last time?

Yes.

Documents are not prohibited property, so there is no reason why they should be confiscated.

He doesn't understand how documents that can incriminate an entire organization or a business would be prohibited and thus confiscated. They don't have a right to take his documents. If his back was purposely turned to the screeners so that they could steal his documents, he wants assurance that it won't happen again.

7/26/2013
12:57:15
PM

I advised that the screeners are performing their tasks as required by law. Any person or item that goes aboard the aircraft must be screened. Did he see the screeners steal his documents?

No.

If he believes that TSA screeners stole his documents, he should file a claim. The form can be found on the TSA website. The claim will be investigated and there will be a review of the evidence to determine what happened.

Caller was adamant that the screeners took his documents and that the screening procedure was a ruse that allowed them to take key incriminating documents. He is telling us in advance that he wants to take his documents and is concerned about passing through at Spokane. He can ask for a supervisor if he has any concerns while there at the checkpoint.

Caller advised that he didn't want to do that because the Mormon Church hires the TSA at Spokane, Washington. Because the evidence he has incriminates the Mormon Church, they are stealing his documents at the checkpoint.

I advised caller to file a claim for the alleged stolen property to have the investigation performed.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/26/2013 2:10:00 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Bush Intercontinental (IAH) terminal C

7/26/2013
4:03:13
PM

Comments: I am writing to complain about my experience with TSA at Bush Intercontinental Airport today prior to my 1:15pm flight. As a physician it is my routine practice to opt out of full-body scanner. I am a frequent flier and understand that some wait time is expected. However, generally the TSA agents are respectful and try their best to expedite the process. This was not at all my experience today at IAH.

Shortly after I informed the gentleman TSA agent that I would like to opt out, he switched positions with (b)(6). I again waited several minutes before inquiring when there would be a female agent to assist me. (b)(6) simply brushed me off and stated that I would just have to wait. Not only was she rude but she did nothing to attempt to assist me. Eventually after notifying 2 additional agents I was finally assisted. I had to wait at least 15 minutes for a process that generally takes half the time. I understand that TSA is often short-staffed and pat downs may become a hassle and today it seemed as if I was being punished for that. It is extremely unfair for your agents to attempt to subject passengers to this type of treatment when they chose opt out. Even the shift supervisor (b)(6) had no apologies for my experience when I discussed it with her.

I hope that this agent is reprimanded for her behavior so she does not subject another passenger to this treatment. In the meantime I will be looking into PreCheck because your current screening practices for the general public have proven unacceptable.

Sincerely,

(b)(6)

Caller requested to speak to a supervisor. When asked for her name caller said she did not want to provide it at this time.

Escalation Notes (b)(6)

7/26/2013 7:10:55 PM Caller requested a supervisor as soon as she called in. The caller states that she had a hip replacement and she normally sets off the AIT. She went through the airport at DFW at 7:30 PM on July 25 2013 and was told that she would have to have her hair patted down. She had metal extensions in her hair. The was at the American gate 836. The TSO patted her down her hair with dirty gloves. The caller feels that the TSO did that on purpose because of her ethnicity. The caller thought she was caller DFW.

I told the caller that we have to clear all alarms and that the TSO can pat down her head. I also advised the caller that she could ask the TSO to change her gloves. When I was trying verify the airport name and phone number the line went dead.

Dear (b)(6) tsa contact,

I was traveling to Orlando to care for my elderly parent with health issues on 7/25/13 southwest flight 650. I was checking in through security at about 11:50am and tsa agent (b)(6) at check in reads my name off of my drivers license and starts making inappropriate comments. He asked "Is that your maiden or married name"?(why is this his business?) Then he starts snickering and said " your husband must have had a fun time in high school". I think he thought he was being funny, but I felt he was being a bully and bordering on sexual harassment with his tone. I felt humiliated and angry bring treated this way. It was not a good way to start off my trip.

7/27/2013 11:01:59 AM When I got through security baggage check, I asked a female tsa agent to tell me his name and give me some customer service contact information. Then I ended up getting an extra pat down of the empty pockets on my hips. (I had already been thru the xray and was cleared to go to the gate). I think the message from tsa is that their agents can act juvenile, and if you complain you get some extra unwanted invasion of privacy. I think the agents need extra training on professional ways to interact with the public. They are supposed to be making us safe, not making us feel bullied or harassed. I hope (b)(6) does not repeat this behavior with others and would like him and other tsa agents to treat my family with the respect we deserve when traveling.

Sincerely,

(b)(6)

Recently, every time I go through airport TSA screening I get pulled aside and groped because, I'm told, my crotch doesn't fit your profile. Sound funny? I'm not laughing and I'm not happy about being singled out for my physical shape. People come in different shapes and sizes but you folks don't seem to understand that. There should be a better way of conducting security than asking people to step into rooms so you can run your hands all over private areas over and over and over again.

7/27/2013 1:02:39 PM

I'd like a response but please leave out the part where you're overworked, underpaid, and doing the best you can!

To clarify, this occurred at RDU in NC 7/25/23

(b)(6)

On Jul 27, 2013, at 10:37 AM, (b)(6)

> Dear (b)(6) tsa contact,

7/27/2013 1:02:47 PM > I was traveling to Orlando to care for my elderly parent with health issues on 7/25/13 southwest flight 650. I was checking in through security at about 11:50am and tsa agent (b)(6) at check in reads my name off of my drivers license and starts making inappropriate comments. He asked "Is that your maiden or married name"?(why is this his business?) Then he starts snickering and said " your husband must have had a fun time in high school". I think he thought he was being funny, but I felt he was being a bully and bordering on sexual harassment with his tone. I felt humiliated and angry bring treated this way. It was not a good way to start off my trip.

> When I got through security baggage check, I asked a female tsa agent to tell me his name and give me some customer service contact information. Then I ended up getting an extra pat down of the empty pockets on my hips. (I had already been thru the xray and was cleared to go to the gate). I think the message from tsa is that their agents can act juvenile, and if you complain you get some extra unwanted invasion of privacy.

> I think the agents need extra training on professional ways to interact with the public. They are supposed to be making us safe, not making us feel bullied or harassed. I hope (b)(6) does not repeat this behavior with others and would like him and other tsa agents to treat my family with the respect we deserve when traveling.

> Sincerely,

*(b)(6)

>

Feedback Type : Request for Information
Categories : Permitted Items
Current Date/Time : 7/27/2013 12:06:26 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : May I travel with a 12 oz bottle of Clear Care contact lens solution (contains 3% hydrogen peroxide)?

7/27/2013 1:03:15 PM I have done so for several years (several dozen trips), but was recently told that I would have to submit the bottle to additional screening and ***myself to an additional pat down*** if I wanted to take the bottle through security. This occurred around 1pm on 7/26/13 at Boston Logan airport.

Has there been a policy change?

Thanks!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/27/2013 5:22:39 PM

7/27/2013

6:10:55 PM

Name (b)(6)

Email (b)(6)

Complaints: Damaged or Missing items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 173 Southwest Ontario CA July 18. .

Comments: It is my sad duty to report gross misconduct by three of your agents. I was subjected to a lengthy, largely unnecessary screening on going through security--three scans, a pat down, and a number of other demands which required 12 or 15 minutes. I am 86 years old with white hair. As a prudent man I regularly carry 300 or 400 dollars in my carry-on as insurance against a lost billfold, flight delays, another 9-11, etc. During these procedures I saw a third agent take my rucksack around the corner out of sight and reappear with it three minutes later. I had to hurry to my gate and didn't check my rucksack till much later. My money is missing. A thorough search in all my baggage and clothing turned up nothing. I did not dream that a uniformed representative of the US government would stoop to such behaviour.

To Whom It May Concern:

I am a frequent flyer and fly through LAX delta terminal twice a week. When I asked for opt-out the Tsa personnel jokingly said, "No." On

7/28/2013

9:16:29 AM

7/27/13 around 8:30pm a Tsa personnel named (b)(6) did not follow proper opt out protocol. I asked if she was going to grab my belongings off the xray belt and place it on the table where bag checks and pat downs are done and she said, "No." She had me stand behind a big pole obstructing my view of my belongings that were still on the xray belt (you could probably find footage of this). This was unprofessional and places more liability on your part had my belongings been stolen. Also, it backs up the other passengers' belongings on the xray belt and is inefficient. Thank you for your attention to this matter.

Regards,

(b)(6)

Sent via the Samsung Galaxy S1MIII, an AT&T 4G LTE smartphone

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/28/2013 4:42:45 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/28/2013

9:16:58 AM

Comment : Please explain to me the inconsistencies of traveling in the country and the way TSA agents treat you? At one airport it's okay if you bring hair grease at the next airport it's not ok if you pack grease. At one airport they patch your hair down at the next they don't pat your hair down. I Am Not Going To Get Started OnThe the inconsistency of TSA agents while I Travel in a soft cast soft cast.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states that he and his girlfriend had a bad experience with a TSA supervisor. He did not get her name, but this occurred around 7:15 am at PHX. He says that his girlfriend went through the checkpoint and got a patdown and was taken into a private room. He states that she was in there a while and the TSO did not tell him anything about what was going on. He says that when he asked to see a supervisor, he was told that the TSO screening her was a supervisor. He says that when the door opened and he asked the supervisor what was going on, the door was slammed in his face. He says that eventually, the supervisor said that his girlfriend was fine to board after the supervisor left her in the room with another TSO a couple of times. Caller states that the supervisor claimed that she told his girlfriend what was going on, but did not. He says that the supervisor did admit that the door should not have been slammed in his face. He states that they were at checkpoint 1-15.

Advised caller:

We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

7/28/2013

9:59:53

AM

Flight information:

Flight Path: Phoenix to Seattle

Flight date time: 7/28 7:30 am

Flight #: 633

Airline: Alaskan

Airport: PHX

Gate Terminal: 10

Witnesses: (b)(6)

Email: (b)(6)

Disability Description: She is a passenger who is blind and has a guide dog that she has traveled with through many airports.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must be in writing and including the following information:

The name and address of the complainant;

The date of the alleged act of discrimination;

A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

7/28/2013

2:39:45

PM

Also sent caller a claim package for the damage to her carry on items. Emailed the RFI to the passenger.

Incident Details: Caller says that she had a horrific experience. She is a passenger who is blind and has a guide dog that she has traveled with through many airports. She states that she took Delta flight 2001 and had an incredibly rude screener who was very condescending. Caller said that she would like to put her dog on sit and walk through the WTMD herself with her service dog following on a long leash. Caller states that the TSO refused to allow this and also refused to allow her friend flying with her to hold the dog while the caller went through and even chased the friend away and would not let her be with her while she was being screened. She says that she was forced to walk through the WTMD at the same time as the dog, which of course set off the WTMD due to the collar. Caller says that her dog does not like to be touched while in a harness, so she started to take the harness off for the patdown. Caller states that she was screamed at and told don't do that and then the TSO took the whole harness off and put it through the xray and did the patdown taking an excruciatingly long time saying where she was going to put her gloved hands and asking questions like Are you capable of moving your foot? and Are you capable of moving your arm 2 inches? . Caller feels that the patdown was excessive and vengeful: furthermore caller says that the TSO did not test her hands for explosives and did not pat down the dog, but destroyed her purse and removed an expensive sleep preventative for the dog without telling her, only leaving the open box and instructions. Caller said that she requested a supervisor early in the process, but no supervisor was brought until near the end of the process. She says that when she complained to the supervisor, the supervisor gave her a comment card and said There is nothing you can do just take the card. She says that neither the TSO nor the supervisor gave their names even when asked for their names but her friend said that the supervisor was named (b)(6). Caller states she was told that all dogs are screened the same and told them that hers was a service dog and was told that they did not care.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/28/2013 8:35:18 PM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : A pat down for wearing a button down shirt? Because its not "body conforming"? Really?? Next time I'm wearing my swimsuit!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/29/2013

8:05:52

AM

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/28/2013 8:07:08 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/22/2013 12:30 PM Airline & Flight Number : American 6091, codeshare with (b)(6)
Pacific Checkpoint/Area of Airport : Terminal 7, Cathay TSA Employee: (If Known) : Grey-haired man operating body scanner Comment : My wife is pregnant. She requested to receive a pat-down screening. While she was seated, awaiting screening, the TSA agent made several rude and unprofessional comments. Another woman was seated next to my wife, also awaiting pat-down screening (she confided to my wife that she had been a cancer patient). I witnessed this while waiting for my bags to move on the x-ray belt.

7/29/2013 8:05:54 AM When I moved through security, I complained to the supervising agent at his desk. He was very efficient. He immediately removed the agent from the line, and placed him in the far right corner of security. He was located about 15 feet from my wife while she received her pat-down search. I could see him leering at her, with a snotty expression on his face. It was disgusting.

My wife, (b)(6) and myself, (b)(6) are both members of Global Entry and TSA Pre-Check.

I do not think that most members of the TSA are bad people or unprofessional. I am actually friendly with many of them at Boston Logan. Please give local TSA supervisors, including the excellent JFK supervisor, the necessary authority to deal with employees who clearly should not be dealing with members of the public.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller indicated that she was scheduled to travel from LAX on Friday, however her flight was canceled and she traveled on Saturday 7/29/13 on Allegiant Air flight 1336 departing at 2:10pm from A33. She went through screening at about 11:45am.

She has to be screened via a pat down due to a spinal cord stimulator that is implanted in her back. She opted out of AIT and requested a pat down. She was advised by a female TSO that she would have to wait for someone to do the patdown and that the caller's three children (12, 9, 4) would have to proceed through the screening process while she waited for a patdown. Her four year old became upset and was crying hysterically. The caller could see her older children, however she could not see her youngest child. The caller indicated that when they went through security on Friday, TSO assisted her in collecting her and her children's belongings from the conveyor belt and ensured that her children were with her while she waited for the pat down. Essentially, her children were not separated from her.

The female TSO was an African American lady with chin length straight black hair. The caller is 5'2" and indicated that the TSO was taller than she. The caller indicated that she weighs 117, and the female TSO was heavier than her. Approx 140.

7/29/2013 9:04:37 AM The caller indicated also that the same TSO was rude to her during the identity verification process. The caller underwent gastric bypass and has lost over 120 pounds. The female TSO asked for additional ID (credit cards with her name) and indicated that the caller should have her ID updated as the photo doesn't look like her.

The caller then asked who shuts off the emergency exit alarms at the airport. The caller indicated that her four year old tripped and fell into an emergency exit door and the alarm sounded. An Allegiant agent advised that someone tried to go through that day and was arrested. The agent said this in the presence of her child and upset the child.

I apologized and advised that I would refer the information to the CSM at LAX to make them aware and so the issue may be addressed. The caller indicated that she did not have an email address.

I explained that her complaint in regard to the airline agent would need to be addressed by the airline.

I explained that TSA conducts baggage and passenger screening at the airport, so I do not know specifically who would shut off such an alarm. I advised that she contact airport security as they may be able to address her question.

Hello,

I was pre-check cleared at IND on Friday 7/26. Upon arrival at the pre-check screening point, I asked for a scan as opposed to a metal detector and pat down due to a hip prosthesis. I was advised that I would have to undergo a pat-down as the scanner had been taken from the pre-check screening point. A deactivated scanner is sitting unused in lane 7 at IND. I have undergone all processes and background checks to be able to use trusted traveler program and the pre-check process. It is ridiculous that I should have to have a pat down, when a perfectly good scanner sits unused. Please fix this situation. Thank you.

(b)(6)

(b)(6)

Office: (b)(6) Mobile: (b)(6) Fax: +001 404 474 2595

Email: HYPERLINK (b)(6)

7/29/2013
12:15:18
PM

(b)(6)

HYPERLINK (b)(6)

(b)(6)

This message is sent in confidence for the addressee only. It may contain legally privileged information. The contents are not to be disclosed to anyone other than the addressee. Unauthorised recipients are requested to preserve this confidentiality and to advise us of any errors in transmission. Thank you.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/29/2013 11:24:21 AM Airport : BNA - Nashville International Date/Time of Travel : 07/27/2013 12:30 PM Airline & Flight Number : Southwest, 1708 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : no name tag displayed Comment : BEFORE buying tickets, I called you folks and then emailed. I was assured that traveling with my wife and daughters (9&7) would exempt us from any pat downs and the body scanner. After my wife and daughters walked through the metal detectors, an agent put a chair in the way and stopped my walk. He then rudely ordered me to go to the body scanner. I WAS separated from my family (unlike what your website says). When I questioned this process, I was told only ONE parent goes through the metal detector and that TSA has discretion with the body scanner and who goes through it. None of this happened at the SMF airport when we went to Tennessee a week prior. Why did this happen? This may stop my further air travels.

7/29/2013
12:15:34
PM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is a Nexus Member, and he was approved for the Trusted Traveler Program, he also enrolled with United Airlines.

Informed caller:

TSA is committed to expanding TSA Pre[®]2713™ benefits to a growing passenger population in an effort to strengthen transportation security through risk-based methods. Beginning November 15, 2012, Canadian citizens traveling domestically in the United States who are members of the U.S. Customs and Border Protection (CBP) and Canada Border Services Agency (CBSA) NEXUS program are eligible to participate in TSA Pre[®]2713™ and may receive expedited screening at participating U.S. airports. For more information about NEXUS and other CBP Trusted Traveler programs, please visit www.globalentry.gov.

7/29/2013 3:15:00 PM Canadian citizens interested in participating in TSA Pre[®]2713™ through NEXUS must enter their PASS ID into the 'Known Traveler' field when booking a flight reservation or saving their PASS ID to their airline's frequent flyer profile. Members can find their PASS ID online by accessing their Global Online Enrollment System (GOES) account or on the back of their membership card in the top-left corner.

If TSA determines a passenger is eligible for expedited screening through TSA Pre[®]2713™, information is imbedded in the barcode of the passenger's boarding pass. When TSA scans the barcode at the designated security checkpoint, the passenger may be referred to the TSA Pre[®]2713™ lane for expedited screening. Expedited screening for TSA Pre[®]2713™ passengers may include being able to leave their shoes, light outerwear, and belt on and allowing them to keep their laptop in its case and their 3-1-1 compliant liquids gels bag in their carry-on. However, all travelers may be required to undergo additional screening, including a patdown inspection, to resolve an alarm.

Passengers who make their flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz), or an employer's travel-booking system are strongly encouraged to contact a representative there to ensure that their Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of their airline reservation. Confirming that the PASS ID was successfully included on an airline reservation each time a passenger travels will help to ensure that he or she is considered for TSA Pre[®]2713™.

It is important to keep in mind that TSA Pre[®]2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. The caller is trying to reach the office of civil rights and liberties.

She stated that 13 year old daughter was traveling from Lihue to HNL. She stated that she was patted down without parental consent or an airline rep being present. She stated that she was told by local TSA that they had to follow those guide lines. She stated that our regulations state that TSA has to have parental consent to touch a child. She stated that she did not want this sent to the CSM. She asked for a supervisor.

7/29/2013 3:20:09 PM I advised the caller that we can sent this complaint to the CSM at Lihue regarding the situation. I explained that TSA does not have to have parental consent for a patdown on a child. All passengers have to be screened regardless of age.

July 28, 2013
MCO to PHL via US Airways
Screening Occurred: 9:30-10:20 AM
Terminal: B Gate: 56
Checkpoint: Furthest to the left

Caller is wanting to relay an unpleasant experience he had in going through screening. Caller opted out of TSA PreCheck in order to go through screening with his partner. A TSO close to the AIT machines received a call and during that call, the TSO looked at [REDACTED] was stopped for secondary screening while he was trying to retrieve bins for his items and both he and his partner had to go through patdowns, all whilst being asked multiple questions by BDOs. The caller alleges that the TSO performing the patdown was very invasive, even going so far as to touching his pubic hair during the screening; other passengers watching the patdown snickered, pointed, and laughed. Caller was flustered by this and spoke with the supervisor (Wiley) at the checkpoint. Caller believes that the only reason that his party might have seemed suspicious would be because they are men of color.

7/29/2013 3:30:34 PM Caller was informed that this incident is going to be forwarded to the CSM at the airport. Caller will also be sent an RFI for alleged civil rights discrimination on the grounds of race. Caller was provided with the information needed for an RFI, which includes:

Be filed within 180 days of the alleged act of discrimination;

- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Call was transferred to me by (b)(6)

Her 13 year old daughter was patted down and she told him she wants to file a Civil Rights Complaint.

Told her I can assist her.

Confirmed it is about her 13 year old daughters patdown.

She stated it is and it is because there was no parent there to witness it.

Her Daughter was flying as an unaccompanied Minor and feels she felt that she was touched inappropriately.

She does not know why she was selected.

I asked if she realizes there is a difference in a complaint about the patdown which I could send to the CSM and a Civil Rights Issue.

As a complaint I could send info to the CSM at Lihue to address the issue.

She stated it is Civil Rights.

I asked if she can tell me what protected class her daughter feels she was discriminated against.

7/29/2013
3:38:20
PM

She stated it is because she is a woman - her daughter looks mature.

She was told in Honolulu by a manager it is a Civil Rights issue and she is well aware of what is Civil Rights.

Placed her on hold to check with floor support.

Thanked her for holding.

The Incident happened in Lihue Airport

It happened 7-27-13 at approximately 3:15 PM

Description of the incident:

Told her I do need to tell her that she will be required to put her complaint in writing.

She refused to give me any further details and said it is a waste of her time.

Told her I am sorry she is unhappy.

Caller has gone through airport lost and found and TSA lost and found. He was told to call us to have an investigation opened. He has a lot of metal in his body, so he got pulled to the side to get a patdown. While he was being patted down, another man went through security. This man had a laptop that was identical to the caller's. TSA put the other man's laptop back in this laptop bag, but he didn't realize it and picked up the caller's laptop. This guy has called lost and found, but they did not get his information. Now they don't know who this is to get the caller's laptop back. He wants us to find out who the guy is that has his laptop, so he can get it back. This happened in a lane on the right side of the checkpoint. He says he has already filed a claim.

Airport: ATL

7/29/2013 Airline: Delta

3:41:20 Flight Number: 1580

PM Terminal: S

Date: 07 21 13

Time Through Security: 4:00 p.m - 4:30 p.m.

Advised caller:

I will send this to the CSM for review. Advised that I would note that he would like for them to look into this for him. I cannot make a promise on someone else's behalf, so I cannot guarantee that he will hear something back. Advised caller to give it some time and if he hasn't heard anything, he can call our number, 886-289-9673, select option 5 when he hears it, and enter airport code ATL. This will provide him with the CSM's number.

The caller was complaining because TSA is getting rid of the AIT machines, which save her a lot of the time from having to undergo a patdown procedure. She said that she is 79 and has both knees surgically repaired. She said that when she travels through an airport that does not have AIT, she has to undergo a very invasive patdown procedure. She wants to know if there is any other way to be screened than a patdown. She said that she usually flies out of ABE, FLL, PHL and RSW.

7/29/2013 I told her that TSA is replacing the old rapiscan technology with new technology, AIT's are not being completely removed. I reviewed the list of airports that have, or are scheduled to receive, AIT. I told her that the only airport that she travels out of that does not have AIT is ABE. TSA has modified the screening procedures for passengers under the age of 12 and over the age of 75 to allow multiple passes through the AIT and WTMD, to try and keep from a patdown procedure. However, if those technologies keep alarming, a patdown procedure must be used to resolve them.

4:13:21
PM

<http://www.tsa.gov/ait-frequently-asked-questions>

Feedback Type : Request for Information

Categories : Identification Requirements; Screening (AIT, Patdown) Current Date/Time : 7/29/2013 8:46:20 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My son and I had a flight from El Paso Texas to Bwi. We were informed since his documents for identity were shred or thrown away they would do a full pat down and a screening. I went through the checkpoint because I had my military dependent identification. My question is we had documents with is name and then were told if he didn't have a social security card he was denied access to the flight.

7/29/2013
8:16:16
PM

I had to continue to catch the flight but he was left in El Paso with the clothes on his back as his luggage was already checked in.

I got to Maryland and had to wait until today to get a copy of his birth certificate. If this is faxed to him will he still be denied access. He is not a resident of El Paso his home state is Maryland.

Also, they told me at the airport it depends on the person on duty to make that decision.

Your help will be greatly appreciated.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he had an bad experience at JFK that was very disturbing to him. Caller stated that he has a metal implant in his shoulder and after he was informed the TSO s at the checkpoint about the metal implant he was still prompted over to go through the WTMD. After he walked through and the alarm sounded the TSO gave him a patdown instead of wanded him like they have at other airports. They then proceeded to do Explosive Trace Detections on his hands, shoes and computer. Then the person that was scanning his carry on had a couple other officers help her with dumping the items out of his bag and going through it more thoroughly. Caller stated that he didn t think that the workers were very professional with how they did the additional screening.

Caller never stated that he felt singled out due to his metal implant, just felt that the staff at JFK wasn t very professional.

7/29/2013
9:24:06
PM

After he went through his wife went through the WTMD and she has a metal knee. She proceeded to explain her metal knee and they quickly examined her knee and sent her on through and she didn t have to go through all the stuff he did like taking off his shoes even tho he is older than 75.

Caller stated that he was flying on May 26th, 2013 around 3:00PM. The flight was a connecting flight from Moscow to ATL. Flying through Delta. Caller stated that he thinks he flew in from Terminal F and had to go through Terminal B which had him go through the TSA checkpoint.

Advised Caller:

I apologize but anytime that you re alarmed through a WTMD the TSO may prompt you over for a patdown and do a ETD to make sure that you ve not been exposed to any kind of explosives. That is part of our policy. I apologize that he had to go through all the additional screening but it sounded like the experience that he went through is all part of our policy when an alarm is made through the WTMD. I would send a copy of his complaint on to the CSM at JFK so they know of the complaint.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/29/2013 9:10:06 PM Airport : SGF - Springfield-Branson National Date/Time of Travel : 07/25/2013 Airline & Flight Number : Delta 5020 Checkpoint/Area of Airport : Security Gate TSA Employee: (If Known) :

Comment : I fly for work approxately 1-2 per month and have never had anything remotely as absurd as this happen to me before. Immediately after passing through the metal detector I was pulled to the side and told I had been selected for a random screening. No big deal I thought I would get the pat down and be on my way. This was at 12:10 and my flight didn't leave until 12:45. I was told to empty my pockets and put all my belongings on the table while I was searched. During my pat down 2 TSA members starting to perform a search of my belongings while another asked me a string of consistant questions. None of this is a issue for me because I am all for safety, but after 20 minutes of this is where it all went down hill. After a very through search of myself and my belongings which included going through all my business materials in my book bag, looking through everything in my wallet, emptying my suitcase which included removing the liner, going through my shaving bag and asking about prescription medications, and tearing the bottoms out of all my shoes it was obvious that I was no threat. While it was obvious I was no threat I was still held while my plane boarded. At this point two of the TSA members went over to speak with a member of the local law enforcement in which another 10 or so minutes went by. At this point I am staring to get furious knowing that my flight is soon to leave. Finally the local police officer walks over to me and asks for my drivers license. He tells me that the reason I have been searched is because I was exhibiting nervous stress like behavior prior to entering security and he asked if I was stressed or nervous about anything. I told him no that I was just tired and ready to get home to see my wife and child and I did tell him that I do take anxiety medicine, but hadn't taken it in a few days.

7/29/2013 10:10:40 PM
Later after I had thought about it I remember being approached at the Delta ticket line by one of the same members of the TSA that seached me. He was way overly friendly asking me a lot of odd questions and smiling at me. As a heterosexual male it seemed odd to me, so I didn't engage in much conversation with him. The same TSA memeber approached me in the security line as well. This must have been my nervous stress like behavior. I was also traveling with a coworker that said he noticed nothing unusual about my behavior.

Now back to where I left off when the officer told me I had why I had been screened. He asked me a few basic questions and told me that he was going to go run my license to do a background check. By this point my flight is about to leave and I'm getting upset and the fact that I hadn't taken my anxiety medicine in several days didn't help. I asked someone to go check on my flight and several minutes later to inform me that I had missed my flight. This coupled with the fact that I had already been through 35 minutes of Q&A and an extensive search made me furious and nearly sent me into a full blown anxiety attack. After convincing a memeber of the TSA to remove my medicine from my bag I practically had to be carried to the water fountain in order to take my medicine and I had to walk through the airport barefoot since my shoes had been searched.

I wasn't able to catch a flight until several hrs later causing me to miss and engagement party that I was supposed to attend upon returning home.

Again I am all about safety and as much as I fly I appreciate safety measure being put in place, but this was way overdone. I'm not one to react adverstly in situations and this pushed me to my limit. It was obvious that within the first 20 min of searching myself and my belongings that I wasn't a threat yet I continued to be treated as one and was made to miss my flight.

THE TSA MISSED IT ON THIS ONE!!!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To Whom It May Concern,

I felt incredibly violated when opting out for the security scanners; I was "patted down" in a way that seemed very inappropriate. I do not choose to go through the scanners for health reasons and have ALWAYS opted out over the past year and just recently got patted down in the TSA area out of RNO before flying into Denver a few days ago, so I am very familiar with the process. The security women in the past whom are appointed to pat me down always do so respectfully and only go to my upper thigh...not the case a few minutes ago here in Denver International. The TSA agent was incredibly salty from the get go after I said hello sweetly and stood on the mat with my feet in the appropriate places to be helpful. She asked me if I had ever opted out and I let her know that I always do and have been through it countless times, seeing as I travel quite often. Everything about the pat down was normal until the woman literally felt down the crack of my butt. I have never had another TSA person do that during the 'pat down' ever before.

She then told me to point my right foot outward and then in a swiping motion moved up my thigh past the upper inner part to where she continued until she was touching my vagina lips. I commented that she was actually touching my vagina and I felt uncomfortable. This caused my boyfriend to the right of me and the TSA agent patting him down to both look over with concern because of the tone in my voice.

7/30/2013
8:16:44
AM

Now, I am not someone who gets offended easily or allows myself to feel uncomfortable. I was feeling both of these, especially after the woman went on to tell me that I obviously have never been patted down before after opting out for the security scanner. I then assured her that was not true since I had actually just been patted down about 4 days prior...and have been patted down at the Denver airport previously and have never had that happen during the search. She then began to continue the pat down and told me now to place my left leg at a point outward. I felt helpless because I have to listen to what this woman was telling me to do. I believe to just prove her point to me she began to do the exact same thing but then continued upward about 2 inches past where she had on the first leg to where this woman's hand was between the lips of my vagina. I am a frequent flyer and stand up individual and am completely embarrassed, offended, violated, and incredibly upset that this was something I felt powerless in because this is a woman in power and I felt helpless not being able to stop any of this from happening. I do not understand why I have been through plenty of pat downs and never felt violated before now.

Again, I do not go through the scanner for health reasons, and truly hope that nothing like this would ever happen in the future. I am not certain of my next actions regarding this incident, but would like to be assured that this isn't a normal occurrence at Denver International Airport.

Sincerely,

(b)(6)

(b)(6)
Santa Monica, CA 90401
tel (b)(6)
ce

Transportation Security Administration
TSA Contact Center
tel. 1-866-289-9673

7/30/2013
8:17:08
AM

Dear Sir or Ma'am,

I wish to notify your office, TSA, of a very inappropriate, awful experience I recently had with your TSA agency at LAX airport, Terminal 4, in Los Angeles.

On Saturday morning, July 19, 2013, I came through the TSA passenger checkpoint in Terminal 4 at LAX in order to catch my flight aboard American Airlines. Not wanting to go through the body scanner, which I have now learned is technically referred to as the "AIT" or "L3", I therefore requested a pat down. I told the male TSO officer standing near me, who I have now learned is referred to as the Divesting Officer, that I was "opting out" from the AIT body scanner, and that I therefore wanted a Pat Down. I then heard him call out, "Female Assist! Opt out!" No other TSOs came for me for a substantial amount of time, even though I observed several female TSOs standing around and doing nothing. 5 minutes later I expressed my concern to the Divesting Officer in that I was still waiting, and I was concerned that I could not see my property after it had been fed through the X-Ray machine. The Divesting Officer then asked a female TSO, who was walking near us, if she could pat me down. The female TSO very sassily and coldly responded, "I'm busy.", and continued to walk away from us.

A few more minutes passed by and a male TSO came out to say to me, "We have no one available for you.", and then encouraged me to go through the AIT L3. Disappointed and apprehensive, I then decided to go through the AIT L3.

I am now aware that this TSO's conniving words and (lack of) action toward me were totally inappropriate. I am aware of the sign that you post at the checkpoint that clearly states that there are alternatives to going through the AIT body scanner. I think that it is reasonable for a passenger, such as me, to expect that I should be accommodated for within a reasonable amount of time.

Thus, rather than walking through the AIT L3, what I should have done, instead, which I now understand is my complete right, insisted that I receive a pat down and waited.

7/30/2013
8:19:17
AM

I need to ask your office, TSA, what kinds of measures has your agency put in place to prevent something like this happening again to me or another passenger? Should I have instead insisted that I be pat down ASAP? Perhaps, I should be the Caller flew from Seattle to Santa Ana California. Caller stated her mother has an ostomy and knee replacement surgery. Caller stated before they went through the checkpoint her mother gave the screeners a notification card. The screener told the mother to go through the AIT machine but the passenger declined. Caller stated that TSO (b)(6) asked her mother to raise her shirt to have a patdown. The caller stated the female agent didnt offer her mother a private screening for the patdown of her ostomy. Caller stated that her mother started crying because she had a patdown in public. Caller also claimed the screeners were rude and unprofessional at the airport that day. According to the caller, the screeners refused to listen at the checkpoint and the caller wanted to complain about the incident because she doesnt want other passengers to go through the same thing.

Apologized to the caller and advised caller I would send to the CSM at the airport. Advised caller if the CSM has further questions they may contact her through the email address or the phone number that was provided. Caller traveled from LaGuardia Terminal D with Delta 1499 to Atlanta at about 3:40 pm on Sunday July 28th. She is 6 months pregnant and requested a hand check of her insulin and a patdown. The TSO was nasty to her and said that she was only going to take some of her items. She took her purse and somehow the insulin ended up in the bin that was x-rayed. She is not sure whether it actually went through x-ray or not. She said that a Hispanic female TSO told her that she was asking for too much. A TSO supervisor came over and asked who put the insulin in there and the Hispanic officer said that she (pointed to the caller) does not know what is going on, she has a lot of issues. The caller felt threatened because of the TSO's aggressive behavior and had to walk off. The TSO began to speak louder and louder about the caller. The TSO is heavy set, about 30's and female Hispanic. She is not sure of her name.

7/30/2013
9:47:58
AM

She asked what the rules are regarding asking for the patdown and the alternative inspection of her medication.

I apologized to the caller and told her that the Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. I told her that the screening technology is voluntary and she has the option of requesting a patdown. Also she has the option of requesting an alternative inspection of her medication.

Caller stated he wanted to file a complaint on TSO at FLL, states he flew from FLL to JFK, he is 77 yrs old. He states he had taken off his shoes and a TSO told him if he was over 75 he didn't have to take his shoes or belt off, so he states he went ahead and took his shoes off and put them in the bin, however he didn't take his belt off because his pants would fall down. He stated the screener was rude because after his body scan the TSO told him he would have to have a patdown, and told him next time take off your belt. Caller states what really upset him was the TSO grabbed his hands and tested them for explosives without gloves on. He stated I noticed other TSO with gloves on.

(TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

7/30/2013
11:54:41
AM
Airport: FLL
Airline: Jetblue
Flight#: NA
Date: July 24, 2013
Time: 8:16 am
Baggage# (10 digits): NA
Gate: NA
Terminal: NA
Email: (b)(6)
NCI: NA
Description bag: NA

Disability Description: The passenger uses a feeding tube.

Information Request: She wanted to know what he could do in the future to prevent this from happening again. He has an upcoming flight, but the caller did not have all of the flight details. She provided the passenger's email address and wanted information sent to him regarding the screening process for the medically-necessary liquids on his upcoming flight from MIA.

Response Details: Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

I will forward the complaint to the appropriate department. In the future, you can contact the TSA Cares line at least 72 hours before your flight to request assistance from a passenger support specialist.

7/30/2013
12:41:06
PM
Sent email.
Forwarding the complaint to ODPO and the CSM.

Incident Details: The caller was calling on behalf of her friend who cannot speak because his larynx was removed in surgery due to throat cancer. He has cartons of liquids that he must consume through the feeding tube. These cartons cannot be opened or they ruin. He recently flew from DEN and was told by a TSO that they have to open the containers and there are no other options. The caller stated that he would gladly receive a patdown or additional screening, but the containers cannot be opened. The TSOs opened the containers and ruined the supplements. She did not feel that this was any type of disability discrimination, but felt that it was poor customer service regarding the disability. The passenger did not get the name of the TSO that conducted the screening.

Airport: DEN
Airline: American Airlines
Flight: 1460
Date and time: Went through security around 10:00 a.m. on 07-29
Terminal: Main terminal

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 7/30/2013 7:36:46 PM

7/30/2013
8:07:49
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.:
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tulsa International Airport Flight 2178 SWA TUL to DAL 7/30/13
Comments: Male TSA officer groped extremely high to the point where my genitals were being touched. I told him he went too high and was not responded to. I mentioned I wanted to file a complaint and was also ignored. I fly weekly and have had hundreds of pat downs and this was the first time ever I felt extremely uncomfortable.

The caller is angry about the inconsistent screenings she is receiving at multiple airports. She is filing out a complaint online over her treatment at Newark International. (b)(6) was the TSO who patted her down at the Newark airport. She flew on Southwest Airlines, and the flight departed at 8:15 p.m. The flight was supposed to depart at 5:10 p.m. It was flight 580. She was at the screening checkpoint at 3:53 p.m. at gate 15. She also stated that her laptop did not go through proper screening. The caller stated that she asked the TSO if they would like her to take her laptop out of her bag, and that they told her no that it would be ok. A member of her traveling companion had water she was let through with. The caller's sunscreen was not in a bag and was let through. She also has a concern about not changing gloves between checking baggage.

7/30/2013
8:58:46

PM Advised caller:

I apologize for the screening inconsistencies that you have been experiencing. I advised her that we did not have the TSO training materials at this site and recommended that she contact the CSM at the airport for further support and information. I also advised that I would send her out an email of the patdown screening procedure that we have.

The caller states that her words have been distorted horribly. She has done a lot of research. She is fluent in more than one language. She made a statement that she could hear me typing. She read a study on the AIT machine. They just installed a new machine that returns a nude image. She says that she feels like she is being viewed nude by the AIT machine. On the 13th of June the TSO poked her in the right breast. At approximately 9:00 a.m. that morning she had a procedure on that breast. The TSO tore a stitch and dislodged the drainage tube. She once again states that the pain behind this was blinding. She said that she was bleeding pretty badly for a good length of time. She made her flight to Seattle. The airline helped her stop her bleeding. Alaskan Airlines is who the lady that helped her worked for. When she arrived in Seattle she spoke to Alaska Airlines and they found her a hospital. Her hospital classified her as a victim of a violent crime. The doctors had to reinsert the surgical tube and re-stitch the wound. She now has a horrible scar where there should have been a very little one. (b)(6) would do nothing for her about this situation and. James Smith has hung up on her a few times. He stated that there will be no consequences to the TSO that did this to her. She is mad about this response from Mr. James Smith. Her letters that she has written have been returned endlessly to her. We sent her an email that said TSA contact center has referred you to the office of chief counsel. She received an email stating that her previous email on seeking how to file a criminal complaint has been received. TSA can not give you legal advice is what she was told. She has been referred to the office of internal affairs, the department of Homeland security, the FBI, and the U.S. Department of Justice. She read a report to the German parliament. She said that it stated the L3 screener was rejected in Germany. The caller stated that there are major stockholders with TSA and that's why the L3 scanner is let in. She also stated that the L3 gives a 50% false positive on people it scans and 100% false positive on people with disabilities. She also states that this report is only readable in the German language but can be found on the internet. All the blogs and complaints she has read that TSA are making children taking off their braces. She has read about amputees have to take off their artificial limbs. She stated that is kind of like asking her to take off her underwear and show you her crotch. She stated that breast milk does not have to go through X ray it can be accordingly screened. She read a blog post where TSA made a lady miss her flight. They would not let her through the checkpoint with her breast milk because it was over 3.4 oz. She states that she read another blog about someone who had already been cleared and they stopped one of them to pat them down for additional screening due to breast milk. The caller is flying again in September. She wants to know how to stop the ones who think it's their job is to torture and torment the disabled. She states that the callers who call to file complaints with us just get laughed at. She went to court over this issue. The court told her that they did not have jurisdiction and that she needed to go to Washington to the federal court system. The CSM at SMF James Smith has stated that there is nothing he will do for her. The caller stated that he is playing a game of alphabet soup which is the way the federal government plays the victim. She states that her person was violated and tormented. The FBI called her and told her the same things. She lost her temper and she said that James Smith's best fashion accessory would be an unmentionable a second time. She stated if she sees an obituary for James Smith that she would have a street party. She would not be the cause of that obituary, but she would celebrate it. The caller states that she follows the teachings of Ghandi, and she would never hurt anyone under any circumstances. She said that the FBI said they only investigate people who offend their public officials. She stated that someone sent her more contacts: the office of civil rights, internal affairs, and inspector general for the DHS. She asks what she can do to prevent any further torture from SMF. She stated they should not be touching her at all PERIOD! She should be able to walk through the L3 machine, which she still knows doesn't give a cartoon image of her, or the WTMD without further molestation. She states that she is physically able to go through the AIT machine. She states that anything keeping her from traveling on an aircraft is a violation of the interstate commerce clause. She states obviously SMF is not on her side. She declares that Sacramento is not on her side. The caller states that the FBI or attorney general are not on her side. She also believes that the Federal Securities director is not going to be on her side. She does not believe that ODPO is going to be on her side. She told the emergency room to send all her medical treatment against the TSA as we are the direct cause of all of her injuries so we should pay for them. She states that disabled people get a lot of abuse because they do not have a lot of money. She got a phone call from the FBI today that caused more abuse to her being a disabled person. She states that she has never had a problem at any other airport except SMF. She has to look at an ugly ragged scar on her body. BLOOD...HAS...BEEN...SPILLED..... She stated. There is nothing she can do to minimize them spilling more blood she asked. She stated that she feels sorry for me because I have been educated by them. She stated that a good 4 year degree from Ole Miss. would help my education. Then she reiterated to say maybe I should go to Notre Dame where they would make fun of my accent. She then told me to NEVER thank her for calling the TSA and just to tell her to have a good evening.

7/30/2013
9:49:44
PM

Advised caller:

Providing her name would be to help us identify this record. I informed her that I did not have access to her records without her name. I advised her that it is my job to record and document what she says and I want to be sure to be as accurate as I can be. I apologized to the caller for her experience at that airport. I advised her that the procedures she was describing should not be happening. Advised that those people who were wrongfully screened could call the TSA and file complaints about those situations. I stated that our procedure would be to submit the complaints to the CSM at the appropriate airports. I informed her that it is not our intention to maim or torture anyone in any way form or fashion. It is the TSA's intention to try to make the skies a safer place to travel for all of the citizens. I offered to see if her case had been escalated already. I explained to her that we had already escalated her case to the appropriate body for investigation. I explained that we can escalate Dear Sir or Madam,

When I am traveling out of my uniform, with my airline ID badge visible, I have found that there is absolutely no consistency among TSA agents in allowing me to go through the metal detectors instead of the body scanners. I believe the whole point in allowing crew members to opt out of the body scanner is to lower our exposure to radiation. Over the course of a typical career a flight crew member is exposed to twice the radiation of the average population due to the effects of altitude alone. When going through security, we are not less prone to radiation when we are not in our uniforms.

Occasionally, when getting a pat down, the procedure is explained in a somewhat condescending tone and the procedure itself can be over reaching. Last month, while leaving Chicago, I got in a lane that was sending passengers through a metal detector. Then, all of a sudden, they closed off the detector and started sending passengers through the body scanner. When I asked why I couldn't go through the metal detector, after showing my ID, again I was treated with condescension and rudeness.

7/31/2013
8:18:28
AM

Why are your agents wasting time patting down crewmembers when it seems that they should be performing more worthwhile tasks?

Sincerely,

(b)(6)
United Airlines

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/31/2013 2:48:30 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/26/2013 11:15 AM Airline & Flight Number : UA1120 Checkpoint/Area of Airport : United terminal 4 TSA Employee: (If Known) :

Comment : I have been advised by my doctor to avoid using the new, larger screeners while pregnant. I travel quite a bit for work, so there was some concern about the cumulative effect (despite TSA saying they are safe, there are unknown effects on babies in utero). So far, while it had taken a bit longer, the "female assist" pat down has not been a problem and I've found overall through this experience and many years of travel that the majority of TSA employees are professional and pleasant, despite some eye-rolling for my desire to opt out of the regular screening by male employees (all the women have been kind and understanding).

However, on this particular day at Dulles, I was shocked by how rude one or two of the employees were to the passengers.

7/31/2013
8:19:45
AM

After waiting about 5 minutes for a female assist, the agent closest to us said a few times "well, they can just wait" and other such comments. (I was there waiting with a female from Korea that needed additional screening). It ended up taking about 10-12 more minutes of waiting to get a female assist to come, which wasn't that bad. It was the fact the male employee kept on deep sighing and saying "they can just wait" after the repeated calls for a female assist.

Needless to say, it was an embarrassing experience all around. I know you must be bombarded with complaints from ungrateful travelers all the time. I don't mean to be ungrateful - the vast majority of interactions with TSA staff has been fine. But I do believe that passengers who "opt out" of regular screening should not be scoffed at, for whatever reason.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had a ticket sent by her son for Newark Airport on United 6-28-13. The flight was delayed by a day.

Told her TSA has nothing to do with flight delays.

When she came back from Newark she went through the X Rays OK but they pulled her aside and patted her down.

She saw a special on Good Morning America and thought that is what happened to me.

She is 84 years old and she does not like having her breasts touched. She stated she was so embarrassed she did not even tell her son.

This happened 7-4-13.

Told her I cannot comment about the Good Morning America show since I do not have information on the broadcast.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. It is likely she was randomly selected.

We understand the discomfort but feel the Patdown is an effective tool.

7/31/2013
9:40:24
AM

She said she does understand but seems to always be selected.

She stated the fare was high and they still charged for the bag.

Told her that was the airline and we do not control the fees.

She took a carry on which she does not normally do and TSA took her toothpaste. She asked if toothpaste is considered liquid.

Told her it is.

Also told her that may be why she had secondary screening if she had prohibited items in her bag.

She stated that was at Buffalo when she flew out to Newark.

Told toothpaste does fall under 3-1-1 and must be 3.4 ounces or less and in the quart bag.

Think of any item that is smearable or spreadable it might violate 3-1-1.

Caller is flying from OKC to Washington DC. Caller brought a lunch and he was told because his lunch has liquid, he cannot bring the food. Caller offered to eat half the lunch in front of the TSOs but they refused. Caller is complaining that the food at the airport is expensive and not healthy. Caller said he does not like the attitude of the staff. Caller said that the TSOs allowed him to leave the checkpoint to eat his food, but caller complained because they did a patdown before he was allowed to leave the sterile area. Caller said he disagrees with TSA's policy regarding taking food with liquids. Caller was flying on American Airlines.

7/31/2013
9:41:16
AM

The only screening restriction on bringing food in carry-on baggage applies to foods that are liquids, gels, or aerosols. These foods must be in containers 3.4 ounces or smaller and fit comfortably in a single, quart-size, clear plastic, resealable bag (the 3-1-1 rule). To save time, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container. Unpeeled natural foods like fruit are acceptable.

I did advise the caller that foods without liquids are allowed through the checkpoint.

I explained to the caller the importance of screening everyone. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/31/2013 8:08:52 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/28/2013 7:30 PM Airline & Flight Number : Delta 704 Checkpoint/Area of Airport : south terminal / domestic TSA Employee: (If Known) : caucasian male, likely late 20's to mid 30's Comment : When I requested an alternate pat-down screening, the gentleman unprofessionally attempted to talk me into using the imaging device by insisting that the technology did not employ any "radiation." Of course many of the screening devices in use are based on electromagnetic wave technology and waves from the electromagnetic spectrum are considered radiation. It was very disappointing to listen to this man ignorantly promoting one form of screening over the other, and with complete disregards for the passenger's personal beliefs and choices. Is that really what he's paid to do? To talk passengers out of alternative screening? I was visibly offended and he was stubbornly unapologetic. And why would he, when he believes the screening technology his daddy invented is the safest thing ever?

7/31/2013
10:01:23
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has an insulin pump.

Information Request: He wanted to know how to avoid issues on his upcoming flights. He also wanted to speak to someone at TSA directly because the website and the TSOs insist that the AIT is safe for insulin pumps. However, his physician and the manufacturer state otherwise.

Response Details: Passengers can always request to opt out of the AIT and request a patdown. TSOs are trained how to be polite and courteous to everyone. Complaints are looked at and handled appropriately. I will forward the complaint to the appropriate offices. In the future, you may contact us at least 72 hours before your flight so that we can request assistance for you through a passenger support specialist.

Sending email with RFI.

Sending to ODPO as a complaint.

Sending to Pass Ombuds since the CSM is not returning his call.

7/31/2013
12:19:51
PM

He requested that someone from headquarters contact him back.

Incident Details: He stated that every time he flies through LAX, he is treated bad by the agents because he wants to opt-out of the AIT. He stated that his insulin pump manufacturer and his physician informed him that because he insulin pump is so sensitive, he should not go through any type of screening done by a machine and he should request a patdown. He has no problem receiving a patdown, but he stated that when he requests one at LAX, they treat him horribly. The TSO always gets on the microphone and shouts "Opt out! We have a male opt out!" while he stands there for five minutes with his items sitting on the conveyor system. He stated that he has tried to call Karen Hennington, the CSM at LAX, three times, beginning July 17th, and left her messages, but she has never returned his phone call. He was extremely upset about this and stated that no one cares about his experience. He stated that this may be more of a customer service issue, but he did want to file a disability-related written complaint so that someone would be able to address his issue. He asked multiple times that someone contact him back after we forward his complaint.

Caller stated that he had items missing out of his carry on bag. The bag went through X-Ray and when he went through the AIT, the X-Ray belt stopped and they additionally screened his luggage. When he stepped out of the AIT, they turned him around and proceeded to do a patdown to him. He did not realize that these were missing out of the luggage until he got home.

He stated that he did not open up the bag on the flight nor anytime after the TSA checkpoint so he feels that the agents either stole these out of his luggage or were not competent enough to place it back in the correct bag.

He already contacted the lost and found office and recieved no assistance.

7/31/2013
12:39:29
PM

Airport: Tampa

Airline: Airtran

Flight Number: 10

Time Date: 6:50am @ July 27, 2013

TSO: Woman and man working behind X-Ray.

CCR informed him that this will be sent to the airport for further assistance.

Caller wanted to know how poppy seed filling, marshmallow fluff, and solid jam can be considered a threat. She stated that all of the items were in sealed containers. She said that they are not a gel or a liquid. She is very frustrated with TSA and ORD. She said that she looks like a 30 year old terrorist to TSA. She was not allowed to take the poppy seed filling, marshmallow fluff, or solid jam through the checkpoint. She was not allowed to go back and ask the airline to put the items in her checked luggage and she was not given any other options other than destroying the items. She was not allowed to destroy the items and TSA would not destroy them in front of her. She was given an embarrassing pat down. She said the pat down was private. She was told that it could be performed in front of everybody, god, and country. She said that TSA allows firearms and knives to be taken on the plane. She said that items are missed all the time. She mentioned a knife being missed at

7/31/2013
1:36:20
PM

SLC. She stated that she is going to write Senator Diane Feinstein, Senator Barbara Boxer, and her local newspaper. She stated that she is very upset with TSA.

I gave the following information: The Transportation Security Administration (TSA) current policy allows passengers to carry liquids, gels, and aerosols in travel-size containers (3.4 ounces or smaller) in one, quart-size, clear plastic, resealable bag through security checkpoints (the 3-1-1 rule). This includes canned or jarred goods.

I advised her that a firearm and a knife are not permitted in carry-on.

Disability Description: The caller indicated that she has double hip replacements.

Information Request: She would like to know the proper procedure at various airports.

She indicated that she had to undergo a patdown at LGA two years ago and was separated from her belongings and could not seem them which concerns her. She doesn't wish to file a complaint in regard to this, although I advised that I could refer the information to the CSM if she could provide itinerary information. She doesn't have the information.

She asked if the PSS can assist with her belongings and be present during the pat down.

She asked how to know if AIT is used at an airport. She will be traveling out of BOS and PHL.

She asked if a CPAP machine is permitted through the checkpoint. She indicated that the CPAP cannot be touched due to contamination. She indicated that there was a water container in regard to the machine and asked if that and the tube has to be removed from the case.

7/31/2013
1:38:18
PM

She asked if TSO change their gloves between screenings.

She asked if there is a 3oz total in regard to liquids and if all liquids (toiletry and medically necessary ie rx gels) must be in the same quart bag or if they can be in separate bags.

She asked if item in tubes such as make up and toothpaste must adhere to the 311 Rule.

She asked if hairspray is permitted in checked and carry on baggage as well as carry on.

She asked if tablets, Kindles, and Ipads can remain in carry on.

She mentioned using the notification card to discreetly advise the TSO of the metal implant.

The caller requested the verbiage in regard to line of sight be emailed.

Response Details: I advised that TSA policies and procedures are the same at all airports in the US.

DIRECTOR TSA: Note I flew out of BWI. Asked for pat down [no radiation] after pat down, TSA gave me my luggage and laptop also gave someone else's laptop. I called TSA person over told her, she said take it we don't know owns it, I refused to take another person's laptop and insisted TSA keep it.

(b)(6)

(b)(6)

7/31/2013
2:07:55
PM

cell (b)(6)

fax 410-398-4629

(b)(6)

Wanted to voice concerns about violations of rights TSA doing. Like mutilation and he was profiled a few years ago for having darker skin. Was patted down and had to have ETD 6 years ago he is Italian. He states he doesn't feel safer by having people pat him down. Caller felt we are all just drones here and don't see how we are blind to all of the bad things TSA does. Also our company should not be growing but shrinking

7/31/2013
3:48:08
PM

Response:

Apologized that he felt this way and had a bad experience but officers are trained to perform patdowns so they do not violate a person's rights they will use the back of their hands when going over sensitive areas. Also the only way anyone will receive a patdown is if they request this or they set off some form of alarm when going through the AIT or WTMD machines. Explained that TSA is here for the safety of passengers. Asked if I could place him on hold to see what else I could do for him if he felt he was violated and other people were being violated however the caller would not allow it he continued to state how we were no good and only there to violate people. Also advised that TSA will never perform a strip search.

Name: (b)(6)

Phone#: Cell: (b)(6)

Please note that we may contact you at the provided numbers.

Address: (b)(6), Sugarland TX 77479

Email: (b)(6)

Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's name and contact information: Council on American Islamic Relations- Houston, TX Chapter (CAIR TX)

Are you filing In this complaint form on behalf of another individual? If yes, please provide your information.

Name: (b)(6)

(b)(6)

7/31/2013
4:10:40
PM

What Happened?

Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

Please disregard our previous complaint sent to your office yesterday as it had some inaccuracies.

On May 27, 2013, (b)(6) was traveling on business from St. Louis to Dallas (South West flight 683). While going through security at the St. Louis airport at around 9:00 am (CST), (b)(6) as she always does, chose not to go through the scanner, and instead requested a pat down. During the pat down, the TSA officer (b)(6) inappropriately began to pull up (b)(6) long shirt, which exposed (b)(6) pelvic area front and back, to which (b)(6) objected as it exposed her body to the public, and was completely unnecessary. TSA officer (b)(6) appeared disgruntled and irritated over (b)(6) questioning of her pulling up the shirt.

(b)(6) further explained that she has received hundreds of pat downs by airport screeners, and was never required to pull her shirt up and expose herself in this manner. The TSA officer ignored her concerns and only stated "this is how the pat downs should be done." (b)(6) then requested she be taken to a private area. The pat down continued in the private screening area, where the TSA officer continued her inappropriate actions. More specifically, the pat down was very aggressive and over zealous, especially in the genital area.

When did this happen?

Approximately 9:00am CST. The problem began during the screening process.

Name: (b)(6)

Phone#: Cell: (b)(6)

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) Hartford NC 27944

Email: (b)(6)

Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's name and contact information:

(b)(6)

Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

Name: (b)(6)

Cell: (b)(6) Home: Work:-----

Mailing Address: (b)(6) Hartford NC 27944

What happened?

My wife boarded A delta flight on 6-25-13 number 3646 out of DTW for ORF. As she passed thru security she was pulled aside and was patted down in view of other passengers coming thru security One of her two main complaints was that she was touched improperly by the officer doing the search in plain view. As she was being FONDLED another TSA agent was going thru all her belongings to the point of removing all her credit cards and other items from her wallet. When the things were returned Her Green card was not to be Found. I have no problem with TSA and some of there over zealous employees keeping our country safe HOWEVER I think a pat down in public is uncalled for and I do not see how you can hide a bomb in a credit card! Oh and is not that why you have those little wipes? So please Tell me why your agent went thru my wife's wallet and why they thought a pat down in public vies was called for. I can be reached at the number above and you need to replace the green card.

(b)(6)

Where did this happen?

Place (name of the airport or other facility): DTW

Detroit USA

Who treated you unfairly?

My Wife who does not speak English well and was very embarrassed by the ordeal did not get names and badge numbers However I feel it should not be to hard for you to find out who was working that station. Again the flight was Delta flight number 3646 leaving DTW at 10:13 Am on 7-25-13 for Norfolk Va.

From: Medley, George <CTR>

Sent: Wednesday, July 31, 2013 8:31 AM

To: TCC-Referrals

Subject: Passenger Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/31/2013 6:04:05 PM

7/31/2013

6:53:23

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Asheville (AVL) North Carolina Airport.

Comments: I travel through more than 50 US airports per year and TSA AVL over screens at AVL because they have too many agents who have nothing to do so they go out of their way to over screen pasangers. I have had TSA pull my check on bags to take out power cords to rescreen and no airport has ever done that in the US or internationally. I have seen them pull 80+ year old women to pat them down for no reason at all. Something needs to be done to stop this abuse of passangers including myself. We are wasting tax payers dollars for all of the unnedded TSA agents at AVL. I have seem more than 5 or 6 agents just standing around doing nothing that it begs the question as to why there are so many TSA agents at such a small airport.

As a frequent traveler I am surprised and discouraged that we continue to meet a 21st century challenge with 19th century technology. I know we have TSA pre check to help in a very limited way to allow known frequent travelers to move more quickly through security, however it is so limited in application that it becomes nearly meaningless. The long lines and frustrated passengers, not to say anything about the TSA employees are nearly an embarrassment to our technological age. Screening and pat downs?? Somewhat effective but surely not the answer! The largest number of flyers on a weekly basis are frequent flyers who travel at least once a month. Why can't we offer a background check and screening for these type of passengers and then once they have documentation showing that they have gone to this effort, have a couple of lines with fingerprint scanners (very much like Clear Card did) and allow these documented travelers to simply identify themselves with their card and travel documents, then prove that they are who they are with a finger print? These people are extremely low risk. The finger print option would be much faster than the slow process that is utilized presently. I'm sure this has been talked about. What is the down side? I'd really like to know.

(b)(6)

(b)(6)

(b)(6)

7/31/2013
7:58:49 PM

Layton, Utah 84041

HYPERLINK (b)(6)

Cell Phone (b)(6)

Follow us:

(b)(6)

Hello,

8/1/2013
8:24:43 AM

My name is (b)(6) I am looking for information on filing a complaint about a female supervisor at Logan Airport in Boston, Massachusetts. I feel that she was not respectful in the "pat down" that I had to experience because a random hand test set off an alarm. She touched me in an inappropriate manner and was extremely rude to me. She treated me like I was a criminal in front of my 1 year old son. I was hysterical following this incident and when I got to my gate and asked to have a supervisor sent down to talk to I was told there was no one available and if I had a problem I needed to go back upstairs and get paperwork. This whole process took long enough to give me 5 minutes to get on the airplane before take off so I could not go and get the paperwork and I was horrified by my experience I did not want to see that woman again. Please direct me in how I can proceed about filing a complaint. I can not believe a person in a supervisor position can behave the way that she did.

Sent from my iPhone

8/1/2013
8:25:14 AM

On June 29 in Greensboro (GSO West terminal) , me and everyone in front and behind me, in the security line got the full all over pat down, I believe the because the machine was broken. IT was ridiculous. It didn't even occur to the agents (I was the sixth in line that i saw) that something might be amiss with the machine when we were all getting patted down and that we had nothing on us.

Next time, I don't want a female to do the pat down. It's disgusting and gross. I thought that's what the fancy new machines were for.

(b)(6)

To whom it may concern,

I was traveling from DTW on 7/25/13 when I was the the object of an inappropriate comment by two of your TSA agents. I am a 5'11 male approx. 176 lbs. I went through the body scanner and upon exiting the female agent stopped me. She asked me "What did you have for breakfast?" This has nothing to do with security, but since I didn't want to cause an issue I answered "oatmeal." Another agent approached us and said "what, no eggs and bacon?" Or something to that effect, implying that I was fat (which I am not). He then asked if I had brown sugar and raisins with my oatmeal. After feeling degraded by his inappropriate comments, he initiated a pat down in front of everyone on my abdominal region. I am in good shape as I am an US Army Officer. His pat down and previous comments were inappropriate and uncalled for.

I would hope that your agents at DTW would act in a professional manner. In this incident, they did not.

"Report: TSA employee misconduct up 26% in 3 years"

8/1/2013
8:25:53

(b)(6)

AM My interaction now adds to your "10% of offenses involved inappropriate comments or abusive behavior."

(b)(6)

--

(b)(6)

(b)(6)

Philadelphia PA 19148

HYPERLINK (b)(6)

When did this incident occur?

04-04-13

Who treated you unfairly?

The first agent who asked me to turn off my camera. I declined and he did not take it any further.

The second agent, (b)(6) stepped in front of myself witnessing my friend's patdown. He gently pushed down my arm that was holding the camera.

What happened?

8/1/2013
10:17:49
AM

From: Medley, George <CTR>

Sent: Thursday, August 01, 2013 8:29 AM

To: TCC-Referrals

Subject: Passenger Complaint

Here is a complaint received from a passenger

Thank you

George Medley

Office of Civil Rights & Liberties

TSA-6

Administrative Clerk II (contractor)

HYPERLINK "mailto:george.medley.Disabled@tsa.dhs.gov" george.medley.Disabled@tsa.dhs.gov

571-227 (b)(6)

Caller traveled on Friday last week, from San Luis Obispo airport. They arrived at 4:15 am, before the doors opened traveling to Los Angeles for a 5:50 am flight. His wife had a lock on her checked bag, he also had a checked bag with a lock. He says his wife's bag was not re-locked and she had items sticking out of the bag. His wife used to work for United.

He says they showed up at 4:15 am, they went through the line. He told the gentleman that worked there he was disabled, he doesn't have toes. He told the officer he could not take off his shoes, he can't walk without his shoes. He had traveled before through Dulles and used the machine for screening and swab his shoes for him, he went through the WTMD for this flight. He told the officer he could swab his shoes. He was told by a black man and a blond headed man with blue eyes that he can't have his items back. The plane began to board and he says they were about to miss the plane. The blond headed man told him he did not care if he missed the plane. The blond headed man gave him a patdown and touched him in a sensitive area. He did not offer him a private screening for the patdown. He had offered to the officer to show him his toes were missing. He says the officer was very rude and crabby, he was sweating. He did not get the screener's name. He feels his 4th amendment rights were violated.

At first I understood he said he worked for TSA but he then stated he used to work at an airport he was a taxi cab driver. He was wearing a watch and told the officer the alarm was caused by the watch. The officer gave him a patdown anyway. He was unhappy at how the screening was handled. He says the officer should have told him to take the watch off for screening. He says the officer did not care if he embarrassed him in public or that he was about to miss his plane. He says the officer did not respect him, he has spoken with an attorney already.

He says the officer was not a police officer and had no right to speak to him like this. He is upset he almost missed the flight because it took so long to go through screening and the officer told him he should have arrived earlier. He does not remember the officer offering him a private screening for the patdown. He says he has traveled a lot and knows how screening should go with TSA and this is not how it should be. He was upset at the patdown but more upset at how the officer handled the screening.

8/1/2013
10:38:14
AM

Told caller

I could take his flight information and send it to the CSM at the departing airport so they could be aware this happened.
I told the caller I was sorry this happened.

Anytime there is an alarm the officer will give a patdown to clear the alarm.

He should remove all personal items before screening starts so there may not be an alarm.

He was very upset so I again told him sending my record as a complaint to the CSM so they could be aware as well. They would have to handle or address his complaint for him.

Airport: San Luis

Airline: United Express

Flight number: UA5348

Date and time: 7-26-13 departed at 5:50 am

Baggage claim number: (b)(6)

Was there a NOI, was there anything on it: Yes, nothing extra on it

8/1/2013
12:12:28
PM

When I flew from Newark to Ft. Lauderdale I was subjected to an AIT and a pat down. Why?!?!?!?

I am writing to express my frustration when I go through TSA screening. I am an airline employee and work in Minneapolis but travel to Detroit and Fort Lauderdale often, I always seem to have a problem when I go through TSA screening. I have several health concerns, I have had 3 back fusions, arthritis, I have an implanted pacemaker/defibrillator, and have breast cancer. When I go out of Minneapolis I go through the employee check point, there always seems to be several TSA agents there. I can not go through the metal detector as it would stop my implanted device, which in turn would stop my heart. I have been told by different agents in Minneapolis that I should walk down to the other end of the terminal to go through the Advanced Imaging Technology. I go through the employee line because it is shorter so I don't have so far to walk. I can not go through the metal detector so I request a pat down. Although there are always several agents there standing around I always have to wait. I am always told I should go through the imaging technology, I always request a pat down and always have to wait. This past week when I traveled it was the first time an agent felt my right breast which I have had removed and question what was "hard" in there, I told her it was my expander from my mastectomy. Which after all this time (I had my surgery last November, and fly at least twice a month) has been the first time it has been an issue. I was taken to a private area and should have been questioned there. I am curious why no agent before her ever questioned it. I get a pat down often.

8/1/2013
12:12:30
PM

In Detroit I go through the imaging, which I don't like to do (I get a enough radiation which all my medical issues) and was asked what my defibrillator was, I was told to remove it, I told the agent (again many agents standing around) that it was implanted and I could not remove it, she said remove your device mam, I again told the agent I could not I was implanted, the agent got very irritated with me and said if you don't remove your device I will get a supervisor. My response was if you can get a surgeon here to take it out of my body, then I will remove it. This finally sank into her head and she said oh okay, and I was cleared. In Fort Lauderdale I was told I had to go through the imaging and could not be patted down (this past weekend). I was running late and did not want to argue with anyone as I was pretty worn out from work and my medical issues. I take air reservations all day and always asked about TSA security. I refer them to the web site, but can appreciate the frustration. I realize this is the way it has become since 9/11 and accept that, however agents need to be more sensitive and accommodating when it comes to the disabled. I could stay on disability and may have to some day, for now though I work and think as a citizen deserve more respect and empathy. (b)(6)

8/1/2013 12:12:43 PM I'm writing you in regards to a blatant disregard for the respect of another human being by the TSA. My wife was flying out of SeaTac on the 30th of July, 2013 between 11 a.m. and 12 p.m. when she was pulled from the security line for random inspection. I am a 21 year Army veteran and my wife is a retired Correctional Officer, we understand the mindset behind this line of reasoning. After she had been through the check point a male TSA officer told her he had to further check her bags and personal. My wife is 63 years old and looks to be about as much of a threat as a 5 year-old kid. The first inappropriate thing is he patted her down. When did TSA authorize male officers to pat down females? Next he started recklessly rummaging through her personal belongings, throwing items (including her medications) out on the inspection table. He showed the same lack of respect putting her things back into bag. My wife had to unpack her belongs and neatly put them back after the inspection. No reason was given for the inspection, the attitude of the officer was extremely rude, and there was a complete lack of professionalism and courtesy shown towards my wife. My wife suffers from PTSD and Bi-polar disorder from being violently attacked by a prisoner while working in the prisons. The prisoner was twice the size of my wife but because of her training and tenacity she was able to subdue the prisoner even though he inflicted a great amount of bodily harm to her. Fortunately these conditions are being controlled through medications. I have seen her when she during periods of medication adjustments when her condition is prevalent. If this incident would have been during one of those times, this would have been embarrassing for the TSA. I am a retired professional Soldier; my wife is a medically retired professional Correctional Officer. We know how people in this situation are supposed to act. If this person was working under my command or under my wife and showed this type of disrespect and unprofessionalism to another individual in the performance of their duties, there would be consequences. Thank you for your time!

8/1/2013 1:05:16 PM Caller had traveled from Akron Canton on Tuesday, she was running late. Her luggage was over weight, so it took her some time there. She has had 2 knee replacements, she used a wheelchair. She was embarrassed because of some cheese, they thought it was a bomb. She had left on her jacket, there was an alarm. She had cheeses and jams, the jam was taken. She had already had a patdown and had to take off her shoes. She had to remove her shoes 2 times. She ask why they were doing the screening in view of the public. The officer offered her a private screening, she didn't want it because she was late and would miss her flight. She missed her flight she was offered a second flight. So she had to go through screening again. They had to have her hands swabbed, as well as all her items that had to be screened and she again she had to be screened again. She drove to Orlando, so she wouldn't have to use Atlanta. Told caller We recommend arriving 2 hours to advance to her flight time so she would have the time for screening. She had left the jacket on and it caused an alarm, they would have to give her a patdown to clear the alarm. We can not assume any alarm or any one person is safe to just go through without the proper screening. Because she had left the secure area when she missed her flight she had to be screened again as well as all her items because she was out of the secure area and back in the normal public area. They had offered her a private screening for her patdown but she told them she did not have time. I told her we can never assume anyone regardless of color or race to just go through with out screening. Caller stated she wants to file a complaint about a TSO at LaGuardia. States she is pregnant and didn't want to go through the X-Ray so she ask for a patdown, she states the TSO rudely tells her to get over her, pulls her aside, and roughly pats her down and she stated she was humiliated. She states it was at the Jetblue security checkpoint. She also states she had the patdown at Orlando airport and they were very kind and professional there.

(TSA) regrets any unprofessional treatment you may have experienced. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

8/1/2013 1:09:52 PM Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: LaGuardia
Airline: Jetblue
Flight#: 499
Date: July 29, 2013
Time: 9:00pm

Email: (b)(6)

Caller wants to complain about discourteous treatment from a TSA agent. Caller and his wife flew on Saturday. Caller and his wife usually opt out of AIT and request a pat-down. He requested once at the line, that he be able to walk through the WTMD. The officer raised his voice at the caller, and was very, very negative telling the caller go to an area that left the caller unable to see his carry-on luggage.

Caller waited in this area with his wife for around 5-10 minutes for the pat-down. Lead Officer (b)(6) was the name of the TSA employee. As the caller and his wife finished with their pat-down, he walked by the officer to see his badge with the officer saying: "Oh my he is going to complain" and the caller felt he was trying to embarrass him.

Advised,

8/1/2013 1:52:58 PM Airport: BWI
Airline: Southwest
Flight Number: 3952
Date and Time of Incident: 7:45 AM on July 27, 2013
Location: Checkpoint C
Contact info: (b)(6) is his work number (b)(6) is his evening home phone number

Advised caller that I am sending this complaint information to the CSM at BWI

From: (b)(6)
Sent: Thursday, August 01, 2013 11:50 AM
To: TSAExternalCompliance@dhs.gov
Subject: Travel Experience

To whom this may concern,

8/1/2013
2:41:43

PM My husband and I recently traveled from Billings, Montana where we were visiting family to our home in St. Louis, Missouri this past week. We arrived at the airport with plenty of time to get through security and to our gate without being rushed. However, that all changed when we noticed that TSA decided to shut down the right side of the line. There were nearly 20 TSA employees standing around, some working and others just talking and laughing, while only one line was moving. Prior to the two lines being closed down to one, there was just a body scanner and a metal detector, however, only the body scanner was the one being used. As I am pregnant, I option for a pat down because I do not want to endanger my child. I know the protocol and the rules that come with it. However, prior to even getting patted down, the 8 people ahead of my husband and I all had to have their bags checked and scanned multiple times. Everyone's belongings went through the machine twice holding the line up. Finally my husband got through the body scanner and his bag needed to be checked again....They were suspicious of my breastpump which I clearly need as a mom and a mom to be. They took everything out of the breastpump bag and touched all of my babies bottles and products that I use. Never in my life have I been so violated. They touched all of my things that go on my body and feed my child. I did not have anything to use to clean or sanitize it with after my belongings were dealt with like trash. They were not gentle with any of my things and fiddled and threw things as if they had no meaning at all. I am disgusted with how your service treats moms and parents alone. It is extremely rude and a violation/destruction of ones belongings that are very personal. It is 2013. Figure it out. A breastpump is not a weapon. Your employees were so worried about my pump that they failed to see that I had accidentally left a liquid in my purse that was not in a plastic bag. How does that happen? How do your employees find interest in a breastpump, but not in a liquid that was not in a bag.

I am disgusted with the TSA. Something needs to change!

---Original Message---

From: (b)(6)
Sent: Thursday, August 01, 2013 3:23 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Carol Angiolillo

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

8/1/2013
4:04:26
PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Gallatin Field Airport

On Monday July 29th at about 11:45AM I passed through the screening section at BDL on my way to MDW. As I was being molested by the government, (I always decline the opportunity to be radiated by the government because that very same government told me Agent Orange was safe in Viet Nam and we all know what happened with that), I was watching an old women, 78 years old, being taken out of a wheel chair by a group of TSA agents and manhandled into the radiation machine. This poor old woman could just barely stand up, barely walk and had extreme difficulty standing upright with her arms up so she could be properly radiated. It took a group of TSA goons on both sides of the machine to get her in, get her radiated, and get her out without her falling down. While all this was going on, people were zipping through the metal detector so I wonder how important the x-ray machine really is.. What bothered me most is the lack of consideration for an old women, obviously somebody's Grandma and obviously NOT threat to our security.

First of all, has the government lost all compassion for America' elderly and for American citizens??

Secondly, one look at this woman who is obviously someone's grandma and could hardly be considered a threat so why go through the exercise?

8/1/2013
6:05:20
PM

Do the TSA line personal have less sense than our government as a whole?

I'm a combat disabled and decorated veteran of the Viet Nam war which was fought supposedly to contain communism, I'm also a citizen and a taxpayer. I believe that those machines are a violation of my Fourth Amendment rights against unreasonable search and a violation of the Bill of Rights against being searched without being charged with a crime. The pat down is absolutely criminal because I've not been charged with anything. I went to war to protect those rights. at least that's what they told me when I enlisted. I understand that in these days and times we need to be vigilant, but this exhibition was just unconscionable in addition to a violation of rights afforded us by the Constitution and the Bill of Rights.

On another topic, the TSA agents told me that flying is a privilege not a right. Is this true??

I would like a response to all of this,

To whom this may concern,

I am flying out of DCA and requested to opt out of the full body imaging scanner. I presented my U.S. Department of Defense Common Access Card and boarding pass along with my request. I was curtly informed that I have no choice to opt out of this, even if I consent to a pat-down or otherwise adequate security screening process.

8/1/2013
6:05:25
PM

Is this true? Or if not, what do I need to tell the next TSA agent to ensure my request is actually considered?

V/r,

M

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/1/2013 5:56:22 PM

8/1/2013
6:05:30
PM

Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/17/2013 8:05 PM Airline & Flight Number : Delta #210 Checkpoint/Area of Airport : Right after I went through the AIT machine TSA Employee: (If Known) : Unknown Comment : I would like to know, as a 65 year old women, why I received a pat down after I went through the AIT machine at Kennedy Airport on June 17. I had nothing on me so why was I patted down?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 8/1/2013 8:35:49 PM

Airport : Select One

Date/Time of Travel :

Airline & Flight Number :

8/1/2013 Checkpoint/Area of Airport :

9:04:06 TSA Employee: (If Known) :

PM Comment : When is the TSA going to stop pretending that the Nude-O-Vision and the Freedom Fondle make American safer? Israelis are not submitted to these injustices, and yet they seem to maintain the security of their air travel just fine.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 8/1/2013 9:05:12 PM

Airport : IAD - Washington-Dulles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

8/1/2013 TSA Employee: (If Known) :

10:02:10 PM Comment : I opt out of the x-ray when flying and get the patdown instead. The last time at Dulles I was not allowed near my wallet which was in one of the gray bins about six feet away and I was not allowed to touch it until the patdown was complete.

I was very worried that it would be stolen, but the TSA response was we have cameras. A lot of good that would do if someone took my wallet and ran with it. What is the ridiculous reasoning behind not allowing a person close to their wallet or belongings in the gray bins that have just passed through x-ray screening during a patdown. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller's daughter is in a wheelchair.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
 - Be in writing;
 - Include the name and address of the complainant;
 - Include the date of the alleged act of discrimination;
 - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
 - Be signed by the complainant or someone authorized to sign on behalf of the complainant.
- In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

8/1/2013
10:28:43 PM

If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Every passenger has to be screened. If they can not go through the screening technology, they will receive additional screening including a patdown.

The caller refused to give the email address.

Incident Details: The caller would like to make a complaint. He has a 12 year old child. He bought three first class tickets for his family. The security in DFW. He said that he has never complained before. He says they had to do so much screening that they missed the flight. He says that people with guns are allowed through the checkpoint. There is a letter from her doctor that she has metal inside her leg that he showed them. She is in a wheelchair and can not walk at all to do the equipment. He is upset that they screen her every time. They found explosive trace detection on her hands as well. He says that they should not have to screen her.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/2/2013 8:41:29 AM

8/2/2013
10:14:25 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: your agents touched my balls and fondled them, stop molesting people or taking nude photos of them, its criminal and the people will rise up to overthrow you

Feedback Type : Request for Information
Categories : Screening (A/T, Patdown)
Current Date/Time : 8/2/2013 11:22:55 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Why is my check-in luggage always been opened and searched everytime i fly out of Lafayette, LA(LFT)? i put stuff like bottle of fluids wrapped in a plastic bag. Is that the reason?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

8/2/2013
12:04:12 PM

The caller checked into DFW with his two minor children, who are 14 and 16. His children have a flight back to their mother and he was not flying with them. They were subject to a patdown search and he declined the patdown on their behalf. The TSOs informed him the only way to go is to complete this search. He ended up agreeing to the patdown. During his son's patdown, he was hit in the stomach and leg. A TSO made his son lift his shirt but then told him that he could not allow him to do that in public.

He said that his daughter's patdown was inappropriate because the lady picked her breasts up and moved them from side to side and up and down though she stated she would use the back of her hand to pat them down. She patted down her back and buttocks and he does not think that the buttocks of a child should be touched more than once. The TSO went from her shoulder to the top of her leg on one side, the middle of her back and down, and the other shoulder to the top of her leg. He was in the private room with her because he would not let her go alone. He was told that he could not record the patdown with video.

He spoke to (b)(6) at the checkpoint who was less than helpful. He is in the terminal A28 and the flight does not leave for a while yet.

Flight Information:

Airport: DFW

Airport: Delta

Airline: American

Flight: 400

Date: 08-02-2013

Time: About 11:30 AM

Location: Gate A35

Advised caller:

All passengers must be screened. If there is an alarm or anomaly shown in the screening technology, a patdown would be required for them to be cleared. If the minors are over the age of 12 they would receive a patdown following the regular procedures.

A passenger would be offered a private screening if the lifting of clothes are necessary or sensitive areas need to be screened. If a patdown is done in a private area a passenger may have a companion of their choosing.

Patdown procedures may be necessary. However I apologize that you feel that the experience was a bad one. I will forward this information to the CSM at that airport along with your contact information.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 8/2/2013 2:12:32 PM

Name: Anonymous

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United flight, Dulles International Airport.

Thursday, July 25th, approximately 8:30.

Comments: I was again inappropriately groped by a TSA agent, who touched my genitals. This happened on both the outbound and return flights of my trip... two different agents at two different airports. I am sick of this nonsense, so I am going to speak up.

I opted out of the nude scanning machine. During the patdown, the TSA agent's hand made contact with my scrotum once while he was patting down my legs. I felt the weight of my testicle being moved as his hand made contact with my crotch. The contact was brief, but nevertheless inappropriate and uncomfortable.

No one should touch my testicles except for my girlfriend and my doctor. It is not ok for TSA agents to touch my scrotum.

The nude scanning machines, taking off shoes, and inappropriate touching need to stop. The TSA is little more than costly theatre, both in terms of money and civil liberties.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/2/2013 2:07:30 PM

Name: Anonymous

Email: (b)(6)

8/2/2013 4:11:07 PM Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United flight, Chicago O'Hare, Terminal 1.

Monday, July 22nd, approximately 14:24..

Comments: I was inappropriately groped by a TSA agent, who touched my genitals. This is not the first time, but I am sick of this nonsense, so I am going to speak up.

I opted out of the nude scanning machine. During the patdown, the TSA agent's hand made contact with my scrotum twice while he was patting down my legs. I felt the weight of my testicle being moved as his hand made contact with my crotch. The contact was brief, but nevertheless inappropriate and uncomfortable.

No one should touch my testicles except for my girlfriend and my doctor. It is not ok for TSA agents to touch my scrotum.

The nude scanning machines, taking off shoes, and inappropriate touching need to stop. The TSA is little more than costly theatre, both in terms of money and civil liberties.

The callers were flying from Fiji to Honolulu. The caller had a stop over in Western Samoa and was told they have a contract with the US government for screening. The airport is APW. The caller wanted to inform TSA that crimes were committed. The caller stated he was horrified that US passengers travel and get treated bad. They were suppose to stop for an hour and all the passengers were forced off the plane and go through security again. The caller took off everything and went through the metal detector. The security did not ask him or give him any information about a patdown. The security just started doing Patdown and touched everyone in very inappropriate ways. The items that the passengers purchased were from Fiji and security took and gathered up everything and left the building. The passenger never has been so humiliated and touched so profoundly or treated so horribly. There was no reason for a patdown or physical searches to any passenger. The caller stated they were forced off the plane without any word and were touched in bad ways. The caller was told that there is a new contract with Western Samoa and TSA to do screening.

8/2/2013 6:01:53 PM

Response:

Advised the caller that TSA is not in Western Samoa and that we have no information on who he will need to talk to. Advised the caller to see who does the screening there.

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 8/3/2013 10:16:16 AM Airport : PHL - Philadelphia International Date/Time of Travel : 08/02/2013 12:30 PM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : Terminal E TSA Employee: (If Known) :

Comment : I am a 32 week pregnant woman and was traveling from PHL home to BOS for work. I make this trip every 6-8 weeks through either BOS/MHT to Baltimore, PHL or Newark. I have never experienced an issue when requesting a pat down. Yesterday, a roughly 60 yo female TSA agent told me "no, you aren't getting a pat down. You don't need one" when I requested this. I requested it again and was spoken to like a 3 yo child who didn't understand her the first time. Luckily, a

8/3/2013 11:01:25 AM very nice male TSA officer in the area overheard the conversation and advised her that she was out of line and I was entitled to opt out and request a pat down, should I chose to do so. She proceeded to state "fine then she'll just have to stand by." Unfortunately, I was so angry, I didn't catch either of their names. Apparently this woman needed to be taught the definition of an "optional" screening. She was beyond rude and unprofessional, unlike the gentleman who stepped in to assist me, who I would like to thank.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Rotrator cup and artificial hip .

Response Details: Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

(b)(6) stated that he did not feel that he was treated differently because of his disability, just that the screening officer was very rude to him.

8/3/2013
3:21:37
PM

Incident Details: (b)(6) is a 90 year old War World 2 veteran, that traveled on July 7, 2013 at 6:40 am on Delta airlines. He flew from Orlando, FL to Salt Lake City to Reno. He traveled from Orlando International Airport (b)(6) was going through the screening machine and was told to put his arms up above his head, which he told the TSO that he was unable to do since he has a rotator cup injury and an artificial hip. He had previously been told by someone that since he was over the age of 75 he did not have to be screened. The TSO was rude to (b)(6). He was then placed in another line and gave a patdown from the TSO. The patdown was uncomfortable for the passenger in the way the TSO went from the top of his head to his toes. The TSO put explosives trace detection swab by (b)(6) feet. (b)(6) did not know what that was placed by his foot. The screening process wasn't explained to (b)(6). The situation was very embarrassing to him.

His wife (b)(6) had the same process the TSO didn't seem to be hurried.

Greetings,

8/3/2013
5:13:45
PM

My name is (b)(6) and I was traveling on my way back to LAX from Dulles. I spent the week at a scientific conference in DC. Before departing I knew that I didn't have current identification, and as such I contacted the administrative offices at LAX to discuss the best plan of action. I was told on both occasions I called that as long as I had a supplemental form of ID, examples both women gave were social security card or birth certificate. Leaving lax went smoothly but Dulles was a different situation. The tsa agent informed me that my ID was expired to which I responded I was aware and retold the conversation from lax representatives. He called for a monitor who with absolutely no customer service tells me I have to have a supplemental pat down search in order to determine my identity. I AGAIN retold the conversation from the lax representative to which he responded, "our policy here is different". I asked him how a search of my person was going to verify who I was. He called for a supervisor to come and search my person in the middle of the airport for all to see. They ran a variety of swabs again every piece of belonging I had. After they were satisfied I was able to move along with my airport experience. I will never forge (b)(6) and his crass attitude.

Please provide clarity on the procedural variances from airport to airport and why someone would have to be subject to this nonsense. I merely came with an expired ID card.

.... In this life, push onward and upward emblazing your own path; incessantly testing and redefining your limits in pursuit of aspiring to achieve greatness... (b)(6)

Dear Sir or Madam,

I would appreciate some clarity on carry-on liquids, as I have experienced different interpretation of policy by TSA agents.

My 7 year old son has severe food allergies, so we must carry on liquid medications and also a few juice boxes (single-serve, branded) over 3.4 oz. Have a doctor's letter on medical necessity.

Flying out of Philadelphia, we declared the medications and juice boxes. My wife and I went through AIT. TSA agent opened one of the medicine bottles for testing. No problem. Smooth process and kid-friendly TSA agents.

Flying back home a week later from Orlando, FL: Same liquids and doctor's letter. We were told that since the TSA couldn't open the juice boxes, one of us (me or my wife) would have to be patted down. I asked the agents (2 different agents) why I couldn't just go through AIT like I had at PHL -- no answer given at all -- just that I had to be patted down. OK, no big deal, I went through pat-down. But what's the official policy here? And why couldn't I get an answer to my question? Not consistent. And, what is the logic to having one of us being patted down and the other 3 going through simple metal detector? No testing was performed on any of the liquid medications in bottles that could have been opened.

My other comment here is an overall attitude of the entire TSA team at Orlando. Every time I've flown out of Orlando with my family (3 times now), the TSA experience has been poor. Worst of any airport in the US -- and we've traveled a fair bit. I would think Orlando TSA would be among the best with children, given the Disney location.

8/4/2013
9:13:07
AM

Example: agent at x-ray machine feed-in kept telling me I had to push my bags onto the feed-in belt to the x-ray machine, then asked me why I kept pushing when the belt was stopped. Simple answer: I couldn't see if the belt was moving from where I was standing because I had a long line of luggage on tables, kid car seats, etc. with my kids in front of me in the line. I'm a frequent business traveler with an IQ north of 150. I know how the x-ray machine feed belt works. All the agent had to do was communicate clearly or simply help me push the luggage into the machine when the belt was moving instead of standing there making unhelpful comments.

Example: Agent at Orlando security line intake, upon being presented with multiple boarding passes at once (with my two kids standing next to me) tells me each passenger has to present their own boarding pass. I told him I'm not going to have my children hold their own boarding passes, due to their ages and likelihood of passes being dropped -- we're all standing right there together. Attitude..... Again, no problems in Philadelphia, and no attitude from the agents.

I'm all for keeping everyone safe in the air. Seems to me PHL agents did their job just as well or better than Orlando agents, with a much better experience for my family.

Other observation for lack of consistency: Some airports' TSA demand that boarding passes be kept in hand when going through metal detector/AIT (Newark NJ), while others do not, and in fact insist that nothing can be in my hand at all when going through AIT. What's the policy? When I put my boarding pass in a bin for x-ray, with other materials, and the TSA agent at the metal detector wants to see it, it's already in the x-ray and the agent's not happy...

Sincerely,

(b)(6)

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/4/2013 5:24:49 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello,

Id like to make a Freedom of Information Request please (FOIR). Since 2006 I have visited the USA 5-6 times for work and vacation purposes.

Each time I have entered through various different ports: Philadelphia, Chicago, San Francisco and Seattle.

8/4/2013
9:13:57
AM

Unfortunately, each time I have entered, I am referred for a secondary discussion on the purpose of my visit. I have been detained, referred and interviewed each time for up to 60 minutes at a time and yet no one seems to be able to tell me why.

I am a British passport holder and enter via ESTA - each time it is approved. My passport number is (b)(6)

Simply. Id like to better understand why I am detailed and questioned so extensively and is there anything I can do to help expedite my entry into the US.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number:

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/5/2013 1:50:52 AM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/5/2013 8:10:37 AM Comment : First of all, I am not now your "customer" nor ever HAVE been. I am a passenger who LOVED to fly until your agency began making me feel like a criminal. Because of you and 2 punitive grope searches in a row I have not flown since my 60th. birthday, 8 years ago. Do you honestly believe your agency can continue its groping and nasty tactics much longer before you are disbanded and later tried as constitutional criminals? I am absolutely serious.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/5/2013 1:50:52 AM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/5/2013 8:10:37 AM Comment : First of all, I am not now your "customer" nor ever HAVE been. I am a passenger who LOVED to fly until your agency began making me feel like a criminal. Because of you and 2 punitive grope searches in a row I have not flown since my 60th. birthday, 8 years ago. Do you honestly believe your agency can continue its groping and nasty tactics much longer before you are disbanded and later tried as constitutional criminals? I am absolutely serious.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights Liberties

Categories : 4th Amendment

Current Date Time : 8 4 2013 9:51:27 PM

Airport : RDU - Raleigh-Durham International Date Time of Travel : 08 04 2013 12:30 PM Airline Flight Number : United Flight 4662 Checkpoint Area of Airport : Security Gate TSA Employee: (If Known) :

8/5/2013 8:10:49 AM Comment : I understand the agents are doing their job. My issue is with the complete and utter violation I felt after receiving a pat down. First my hand set off the swab alarm where they swab your hands. They went back through all my stuff and I guess determined I needed a pat down. At this point I was not told I would be getting patted down. Then They start picking up all my stuff, including my very small, frightened dog and carrying it away. I m like where are you going and they realize then I hadn t been told I was getting patted down. They brought me into a private room, I would have much rather had it done out in public but was not given the option. I felt like a criminal. She felt every part of my body. Nobody has touched by butt in 6 years except for my boyfriend, yet she touched it three times. My thighs were touched, my vagina. But oh, I guess since they do it with the back of the hand that makes it ok? I m petite and weight about 110 lbs. She was a good 100 pounds more than me and touched me so hard I was not able to stand still. I feel completely and utterly violated and molested and left in tears. I have never been the victim of sexual assault but I can only imagine if this pat down has affected me like this how it must affect someone who has been assaulted, someone who is more modest, someone younger, shyer than myself. I am sickened. A complaint is also being lodged with the ACLU and that is just the beginning. No body should be touched like that. There is no freedom in this country anymore. We re just slaves. I m so hurt and disgusted by what happened to me today I will not tolerate it and remain quiet.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Compliment

Categories : Professionalism; Liquids

Current Date/Time : 8/4/2013 8:24:58 PM

Airport : SLC - Salt Lake City International Date/Time of Travel : 08/04/2013 2:30 PM Airline & Flight Number : DL 1883 Checkpoint/Area of Airport : Terminal 2 line 4 TSA Employee: (If Known) : shorter white slightly chubby guy at the end of line 4
Comment : I travel with 4 children (age 5, 4, 3, and 9 months) all the time with sealed baby food for my 9 month old. I have flown at least 6-8 times in the last month alone. We were rushed to get to our gate and the TSA agent told me that I couldn't take the baby food with me unless I submitted to a pat down and had my baby food opened and tested. I would assume with all the training these agents go through that they know that baby food must be consumed within an hour of being opened or it must be thrown out. I did not have time for a pat down to begin with, and I wasn't comfortable with my children being unsupervised while I was being pat down. Plus I was not going to be pat down just to have all my baby food be opened and then unusable. This is an absolutely absurd policy. Baby food is expensive and my 9 month old baby has had nothing to eat all day. There was no problem with the four 4oz bottles of medicine I had with me. But my baby food was the threat? This policy is inappropriate. And I feel like TSA needs to compensate me for the baby food that was thrown out. I was embarrassed and incredibly upset. The TSA agent was very condescending. There is never any reason for a TSA agent to speak down or in a belittling manner to a passenger. I have never before today, in the literally hundreds of times that I have been through security, have been reduced to tears. When these policies or actions of your agents end up threatening the health and well being of my children, I take major issue with this. Please contact me.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 8/4/2013 7:48:29 PM

Airport : MIA - Miami International

Date/Time of Travel : 08/03/2013 11:30 AM Airline & Flight Number : US Airways 718 Checkpoint/Area of Airport : J TSA Employee: (If Known) :

Comment : I was traveling with an adult with a severe/profound intellectual disability (think 2 or 3 year old) who uses a wheelchair for distances. When we flew out of PHL screening went great. When we flew out of MIA they refused to let my son walk through the metal detector and then screen the wheelchair which is what we did in PHL. So they insisted on a patdown. I was fine with that. When they asked him to put out his arms we told them he would not understand and do that so just continue with the patdown. My son stood up and they didn't start patting him down. Then he started to wander away and they didn't do anything to stop him. My daughter jumped up and ran to get her brother and held his hand to keep him standing still while they patted him down and of course she was then subject to a patdown. I have no objection to a patdown but to let a person with a severe intellectual disability walk away and make no attempt to stop him was ridiculous. He has no concept of safety and could have easily been hurt. (My daughter at one point once she was helping told me she told the guy if he was afraid to touch my son he should get someone else to do it.) As far as I know there was no reason to refuse to let him walk through the metal detector and since he was wearing a diaper it would have been more effective to do it that way. I admit I forgot to call TSA Cares before MIA but we set nothing up as a result of my call before we flew out of PHL. Your staff needs to understand that if the parents/companions are not allowed to assist in a patdown (and I read that if they were under age 12 parents are allowed to hold their hands) they need to do something other than letting the person walk away.

Would you like a response? : False

Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller and her son flew from MSP to MDW on 8-1-13 and went through screening around 5:30pm through the middle checkpoint.

The callers son has Hydrocephalus. He has 2 shunts. One in his Brain and the other in his spine. The caller requested a patdown because one of his shunts is magnetic.

Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

I emailed the caller the information.

Incident Details: The TSO asked her son why he could not go through the AIT machines. The son told the TSO he could not go through the machines as well as the the mother told the the TSO that her son could not go through the machines. The officer got rude with her and was suggesting to her son that he should go through the machines. The caller states the officer was very rude with her telling her that he did not have time to educate her about the machines and took her son to be screened and at that time she could not see her son. The caller states the officer wanted to pat her son down and the son told him that he wanted to wait on his mother. The mother states the officer was very firm when he did the patdown on her son. The caller states the officers put her in a position of trying to explain to him what her sons disability was and she does not think she should have to educate the officer about her sons disability. The caller states a supervisor came and helped her and was very friendly but states the TSO was very rude. The caller states the officer did accommodate her sons disability needs. The officer in question was officer Tate and he was at MSP. The callers son was 14 years old.

The caller states the officer was very rude and condescending and her nor her son were treated with respect, dignity, and courtesy. The caller states the officer yelled at her. The caller states that she should not have to give her sons medical history to the officer to be able to get a patdown.

He just tried boarding a plane but was refused because he wouldn't have a patdown. He wants to know his other options, he will not go through the x-ray machine and he doesn't want the patdown. He is going to his Dad's funeral and has been denied boarding. He wanted to take his clothes off at the checkpoint but the officers would not allow him to.

8/5/2013 10:12:00 AM I advised him that the officers will not allow him to take his clothes off. He will have to have a patdown if he opts out of the AIT. Every passenger must be screened and if he will not allow them to screen him, he will not be allowed into the sterile area.

AM He asked if he could go into the airport naked or wear a thong through screening so that he would not have to have a patdown. I told him that it didn't matter what he wore, he will still be subject to a patdown if he opted out of the AIT.

He then asked for a supervisor.

Disability Description: The caller asked if he can meet or speak with someone at TSA at MCO to discuss the screening of passengers in wheelchairs.

Information Request: The caller indicated that his wife traveled on Thursday of last week from MCO. She feels that she has been inappropriately touched. The TSO felt around her groin area with the front of her hand.

8/5/2013 10:21:30 AM The caller also mentioned addressing the fact that components picked up by the wheelchair (such as from the pavement that transfers to the passengers hands) that results in a detection of explosive residue.

Response Details: I explained that I can share general information in regard to the screening process for those in wheelchairs as well as the pat down screening.

I advised the caller on how to contact the CSM at MCO via the IVR (866 289 9673) and option 5.

Caller wants to wear a speedo and board the plane without screening.

Explained that TSA is required by law to screen all passengers and their bags. If you are chosen for AIT and you want to opt out you can have a thorough pat down but if you refuse both you will not be allowed to enter the security check point. Caller was referred by (b)(6)

8/5/2013 11:34:02 AM

(b)(6) Notes:

I told him we were not escalating this to Passenger Ombudsman. He could either go through the AIT, have a patdown or not fly. That was his choice.

Caller stated that she was abused at a checkpoint. She stated that she had to go through the AIT and when there was an alarm she was prompted over for a patdown. Caller stated that she was referred over and received a patdown and then the TSO stuck her finger in her vagina and kept playing with her breasts asking her what she had stuffed in her bra.

8/5/2013 1:14:44 PM

Advised Caller:

When anyone goes through the AIT and alarms are set the TSO's will prompt whoever was alarmed over to receive a patdown. If she feels she was abused during the process of the patdown I can take the information and send it on a CSM of the airport. SUP request.

Caller said her son who is disabled yesterday flew to Houston. her son had to go through a patdown by the TSA agent who she said was very insensitive to his pain.

Her son has terminal cancer and is in constant pain and can't stand without help, he was in a wheelchair and a TSA officer came to inspect him, his legs, arms, etc. and her son began to cry. He is 37 years old and afterward he was so nervous because of the stress he doesn't want to fly anymore and she had to calm him down and wait for awhile. They have to fly back to SEA to their home, is there a way he can be wanded so he isn't touched or can he remove his shirt in a private area so they can see he isn't concealing anything under clothing?

Spoke with United and was told they don't have any control over TSA.

They will be returning to SEA from Houston Hobby on Wednesday and she stated he doesn't need assistance going through the screening.

8/5/2013 3:16:22 PM

Response:

Apologized to caller for their experience and advised TSOs are trained to be sensitive to passengers' needs.

Explained if unable to go through the screening technology he would be required to have a patdown because we don't use wands anymore for screening.

Advised caller to inform the TSO her son is a cancer patient and in constant pain and it is painful to touch him.

- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint.

TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

The caller is flying from North Carolina to PIT. He stated that he flies this several times. He stated that he has been stopped for additional screening, after going through the machines. He asked what the reason is for this additional patdown. He stated that he is flying from RDU to PIT and he has SSSS on his boarding pass. He stated that he has spoken with the airline and they told him to contact TSA. He spoke to TSA at RDU and PIT and they told him to call the airline, that they have nothing to do with the matter. He asked if there is a fee for the program. He asked if this will help with international travel aswell.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports, or while crossing U.S. borders. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- difficulty printing a boarding pass at home or at the kiosk.

8/5/2013

3:29:55

PM

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries by entering the Redress Control Number.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due the similarity of a traveler's name and personal information to another person in systems which contain information from Federal, state, local and foreign sources.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

In the alternative, travelers may apply through email or the U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport).

The program does not have a fee associated with it, and it is the only way to make a inquiry regarding the issue.

Caller stated that she recieved a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

She is wanting to file a complaint about the way the policy says a screening has to be done or she cant fly to SFO.

CCR informed her:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. If subject

8/5/2013

3:34:57

PM

to additional screening, then a patdown procedure will have to be given. Patdown are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

Since she does not like the policy of a patdown and she feels that it goes against her privacy, she can write her concerns into HQ.

CCR provided her with the following address:

601 South 12th Street
Arlington, VA 20598

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/5/2013 2:37:10 PM

Airport : SFO - San Francisco International Date/Time of Travel : 08/04/2013 Airline & Flight Number :

Checkpoint/Area of Airport : TSA screening area TSA Employee: (If Known) : n/a Comment : Two suggestions to help TSA improve the screening process:

8/5/2013

4:13:47

PM

1. The requirement that TSA agents are made to ask our name, and we have to recite our name back to them is dumb and annoying. TSA should stop the practice. It adds nothing to security, and only serves to annoy passengers, creating a lack of respect for TSA agents trying to do a tough job.

2. When a person chooses to "opt-out" of machine screening and go through a pat down, it is a waste of the TSA agents' time to force them to go through full descrip of the pat-down process when the passenger is begging them to skip it. If the passenger is willing to waive the recitation of the speech, then the agent should be allowed the discretion to go ahead with the pat-down without having to recite the whole process. Agents hate doing it. Passengers are annoyed having to listen to it. TSA could better concentrate it's efforts where needed to catch the tiny handful of bad people, rather than wasting their time annoying people like myself with no ill intent.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller:

Caller flew from IAD to SFO recently. The name she got at the checkpoint was (b)(6). She does not know if that was the TSO or her supervisor. She declined to go through the AIT because she is pregnant. She has a history of repeat miscarriages. Her doctor recommended that she does not use the AIT. When she requested this the TSO rolled her eyes and walked off to get her gloves. She started snapping commands at her. She took her to the center of an open area where everyone could see her be patted down. She never asked her for a private screening. She did not warn her and ran her hand up her inner thigh and, in the callers words: rammed her hand into her vagina. She said that was a little high. The TSO said she had to go until she met resistance. She did the same thing in the front. She walked off to test her gloves for explosives and came back and wished her a wonderful flight. A couple passengers who were watching gave her husband business cards and said they would be witnesses if they decided to pursue a lawsuit. She is deeply traumatized. She is going to the ACLU. She is utterly disgusted by how TSA is treating people. The fact she has to worry about getting groped is ridiculous. She wants me to guarantee that this will not happen on her upcoming flights.

Response:

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

8/5/2013
5:16:27
PM

I told the caller she can contact the CSM at IAD, SFO, and PHF by phone at:

Name: (b)(6)
Phone: (b)(6)

Name: (b)(6)
Phone: (b)(6)

Name: (b)(6)
Phone: (b)(6)

I recommended that the caller call the CSM s at SFO and PHF about her upcoming trips to see what they recommend so she does not have a similar experience as above. I recommended that she ask for a STSO at the checkpoint as soon as she request a patdown. If she wants a private screening her husband can go with her to the private screening.

Caller:

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I fly very regularly, and always choose to opt out of the scanning machines because I am not certain, personally, of the long-term effects of regular usage, and I understand that it is my right as a passenger, to choose a pat down instead. I have done this many, many times in the past several years, and usually TSA staff, especially in the past couple of years, are very kind and accommodating. Today, however, I encountered (b)(6) at IAH, at the International arrivals checkpoint. From the exit I was directed to, by CBP, there was only one option, and though United had told me to proceed to Terminal C for TSA Pre Check, which I had been selected for, the only sign that I could see, and that the United personnel were aware of, was the one that I went to, which was labeled ABCDE ->

8/5/2013 6:51:27 PM Realizing that I would have to go through the standard procedure I told your agent, (b)(6) that I would prefer to opt out. He laughed at me and exhaled loudly, and told me "Well, you're going to have to go stand over there!" I told him that I was cleared for Pre-Check, if that mattered, but couldn't find the right checkpoint, to which he told me "well, plenty of other passengers can find it!" I told him that United had told me to go to Terminal C, and pointed to the ABCDE sign above me he laughed again and said I had to take the train: "Other people can figure it out." His demeanor was rude and condescending, and to me, a US citizen and a frequent traveler, not acceptable. As I said, I travel regularly -- several hundred thousand miles a year -- and it is rare that I meet a TSA employee that is so rude. The woman, (b)(6) who patted me down was kind, and did her job well. As I was passing through the gate I took note of his name tag and said (b)(6) thank you (b)(6) to which he replied "don't you say anything which didn't happen." It was the final comment which convinced me to comment about him. I am not so arrogant as to say that the TSA "work for us" but, ultimately, this sort of employee do nothing to further security; he was so caught up in what I thought he'd say, and in chuckling at me as I waited for a pat-down that he clearly felt was silly, that he wouldn't have noticed a genuine threat if it had appeared before him. I hope that You'll do more to promote agents like (b)(6), and discourage behaviors like those I witnessed from (b)(6).

Thank you,

(b)(6)

Caller wants to complain about harassment at checkpoints. She says that she flew from PHX to BOS and at the checkpoint there at gate 41, she was told to go through the AIT. She states that she is disabled and uses a cane and cannot raise her arms and the TSO did not listen, but kept insisting that she go through and was pushing her physically around. Caller says that during the patdown, a TSO named (b)(6) stuck her hand in her rectum. She feels that she was discriminated against both racially and because she is disabled.

Advised caller:

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.7(d)(3)), it must be in writing and including the following information:

- The name and address of the complainant;
- The date of the alleged act of discrimination;
- A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

(NOTE: Caller said that she would call back with her email address. Please email her the RFI information at that time.).

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/5/2013 9:57:09 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have requested information from the TSA recently and have not yet received a response. Please contact me explaining my detainment.

On 7/24/13 I was traveling through Bob Hope Airport in Burbank, California. It is usually extremely easy to travel through this historical suburban airport, where everyone beams with the small town pride. As a frequent air traveler I got through the security checkpoint relatively quickly, even with my medical liquids. However, just after tying my shoes and grabbing my bag I heard the yell "Bravo!" from a TSA employee about 15 feet to my right. Then every other TSA employee yelled "Bravo!" as if the word were contagious.

Not caring what was going on I continued my walk the five feet into the gate area. Suddenly a TSA employee stood in front of me and said I could not enter the gate area. Confused I asked why? The TSA employee pointed to a man, whom I did not know, never interacted with, nor was even close to. Apparently the man attempted to enter the gate area without being properly screened. The man was a bit flustered and embarrassed, but claimed he had already been through security and went back quickly to retrieve something. As far as I know, he was never detained by a police officer, but only told to "freeze" and wait by a TSA employee. I was told to do the same.

I told the TSA employee that this had nothing to do with me and I already went through security I would like to get to my gate. More TSA employees approached and covered this imaginary line, which I could no longer pass. I again asked another person why was I being held? No answer. I asked for a TSA Supervisor, which interestingly enough was the same woman that had given me no answer. Supervisor (b)(6) said that they had to investigate the matter of this "security threat." Again, I insisted this had nothing to do with me and I was being detained without cause, as well as the other 10-15 passengers who had already been properly screened. By this time, the TSA employees began yelling at me to "go with the program." So, I began yelling back that they were abusing their powers and their procedures were absurd. Every TSA employee insisted it was "procedure" but could not explain why this procedure required holding already screened passengers, who were not considered a "security threat."

By this time Burbank Police Department had also swarmed around the imaginary line into the gate area. Among them was Officer (b)(6) who was sitting at the security camera desk right before the imaginary line. He told me I could not go into the gate area. This provoked a question of whether the Burbank Police Department and authority or a TSA employee. I again asked why I was being detained. At first, he denied I was being detained and then after I asked to enter the gate area, he agreed I was being detained. I felt it was illegal, but apparently the TSA employee has the authority to detain me without cause. Moreover, I find out that the TSA employee has authority over the Burbank Police Department to detain people IN THIS AREA ONLY, yet has no authority to arrest and certainly no real abilities to prevent a true security threat from causing harm; they need the Burbank Police for that. This seems rather convoluted and chaotic if there were a true security threat.

I want to stress how much I understand the need for airport security after 9/11. I have family members that work or have worked for many government agencies, including Homeland Security and TSA. I also understand the need to have a workforce that follows rules, but it does not help when they are unable to explain what they are doing and cannot apply logic and rationality to their actions. This type of pseudo-law enforcement sycophant mentality breeds problems and already has in high profile TSA airport cases. There is a reason the American public is increasingly becoming frustrated with the TSA airport employees, and this is another example of that. In this situation, I was cleared as not being a threat, but was suddenly held as though I

8/5/2013
9:25:23
PM

8/6/2013
8:31:46
AM

I traveled yesterday from Los Angeles International Airport (LAX) to San Francisco International Airport (SFO) on United Airlines flight 703. I am writing to express my concern and dissatisfaction with the delay in screening and pat-down I experienced at Terminal 7. I proceeded through the Pre-check line after presenting my boarding pass and driver's license for identification. As usual, I activated the alarm due to a titanium hip implant associated with hip replacement surgery in 2004. The agent named (b)(6) called once for "male assist," to which there was no response. Sensing there was no response to his call, I expressed concern to him that he had not called a second time for "male assist." Sensing his lack of response to my concern, I asked him to call for a supervisor. After some delay, a supervisor named (b)(6) did appear, advising me that the TSA checkpoint was short staffed at that time, that agents performing pat-downs had to be certified to do this, and that someone would eventually take care of me. (b)(6) offered to relieve (b)(6) so that he could pat me down, but (b)(6) said he did not want to pat me down. Another agent appeared, and we proceeded with the pat down.

My general complaint is that this process took 20 minutes or more instead of the usual 5-10 minutes. I do not think that TSA checkpoint staffing issues should become my issue. My specific complaint is that (b)(6) did not make enough effort to get me a timely pat-down process as I believe he could have and should have done.

8/6/2013
10:24:21

AM

Please understand that I pass through that same TSA checkpoint once or twice weekly, so I have a good idea of function and timelines for processing a traveler that activates the alarm.

With concern and dissatisfaction, I am

Very truly yours, (b)(6)

--

(b)(6)

Los Angeles CA 90045-4202

(b)(6)

The caller stated that she has been flying a lot over the last few years and has never had a complaint about TSA, until now. On 8-5-2013, she took Jetblue flight 1059 from BOS to PHL at 3:15PM. When going through screening, she was in line for the WTMD. She was screened by the WTMD multiple times and it kept alarming, even after she had removed all of her jewelry and anything else that could have been metal. She was patted down and cleared through the screening checkpoint. She later realized that she was wearing a new bikini top that had a metal decorative piece on the top of it. She was upset that she got through screening and this was not caught. She asked why the AIT was not used to pin point this metal piece and she wondered if it would have pin pointed the metal piece.

8/6/2013
12:26:34
PM

I told her that the patdown is used to clear a person through screening if they alarm the WTMD and cannot be cleared by the WTMD. The patdown procedure is used to verify that the person does not have any prohibited items on their person. If she was already in line for and used the WTMD, the TSOs would not send her through the AIT. The procedure is to clear an alarm of the WTMD by using a thorough patdown. I cannot specifically state that the AIT would have caught this as an anomalies or not.

She was not happy with this answer and stated that she could have got through screening with wires attached to her body and that she needs to speak with someone else. I placed her on hold to talk with a CSS here at the TCC. I spoke to CSS Wayne and he felt that this was not a security issue.

I told her that our CSS did not feel that this was a security issue, as the TSOs followed standard protocol.

She requested to speak with someone else. I turned the call over to (b)(6)

Caller has a complaint. Caller and spouse flew from Denver June 15 and caller said she packed everything correctly. Callers husband was with her purse while caller was being screened. Caller said there were 4 agents and they told her she would have to be xrayed. Caller said she had to stand with her arms above her head. Caller had on capri pants and a thin silky material jacket thing over her tank top. Caller said she went through the AIT and the TSO sent her over for a patdown. Caller was told they did not know why she was told to do the patdown because the TSO they sent her to, did not see anything on the screen. Caller would prefer a patdown anyway. Caller said one TSO asked her to remove her top (her jacket). Caller said this TSO took her top away and when the TSO brought her top back, her top was filthy dirty. Caller asked the TSO what he did to her top. Caller said the TSO said he put it through on the belt. Caller complained and the TSO just shrugged his shoulders. Caller said she could not believe the TSO put her top in a bin where peoples dirty shoes had been. Caller said she complained because she needed to wear this to get to her destination, but now it was too dirty to wear. Caller was flying from Denver to Utah to Fargo. Caller said she went to speak to the supervisor, (b)(6) at the south location at 16:00. Caller said she told him she felt like she was going to cry and (b)(6) told her to go ahead and cry. Caller said the TSO that took her jacket told her that she should have been more worried about what was on the floor instead of in the bins. Caller said she filed a complaint while she was at the airport, but they did not write down anything and told her to call the TCC. Caller said the people she complained to were very rude as well. Caller does not have email.

Airport Denver
Airline Delta
8/6/2013 Flight numbers DL3469
3:48:54 Date and time of incident 06 15 2013 4 pm
PM Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing N a
Terminal or Gate South
Contact information (b)(6) - home phone, caller does not have email

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

---Original Message---

From (b)(6)
Sent: Tuesday, August 06, 2013 3:11 PM
To: TSAExternalCompliance@dhs.gov
Subject: Screening Issue at Orlando International

8/6/2013 As a result of breast cancer my wife has had multiple x-rays recently and when travelling asks to opt out of the electronic screening process. Departing this morning from MCO she expressed her desire to be patted down as opposed to the electronic screening. The TSA agents on duty were non responsive and when she pressed the issue she was told that she would have to step to another area for the pat down. Her carry on baggage had already been processed and she asked if she could take them with her, the answer was that she could leave them on the belt and pick them up later. This would have left her baggage unguarded during a very busy time of day, she was told that they had video cameras covering the area. This would only help after the fact if anything was missing or tampered with when she returned. I cannot believe that this is within policy, my understanding that you needed to be with your belongings at all times. This was not an isolated incidence I noticed several other passengers requesting to bypass the scanners being pushed off to a holding area and forced to wait for extended periods. This all links to a lack of supervision, a lack of any form of customer service and potential violation of TSA regulation.

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/6/2013 3:50:10 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/05/2013 2:00 PM Airline & Flight Number : American Air # 1278 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Mgr Comment : My wife has a TIA (stroke) within the year and hip replacement this Spring. She entered the security area and explained she had a hip replacement. The agent "(b)(6)" demanded she remove her shoes and submit to a patdown. My wife requested the screen to disclose the hip replacement and tried to show she is age 78 (May 2013) Agent (b)(6) refused the screen, told my wife to complain to the Federal Government, required shoe removal for someone over age 75, demanded she leave her shoes 15-20 feet away and walk barefoot to the patdown area. Further agent (b)(6) said there was no such machine to view the hip replacement as the funding by the U.S. Government was insufficient and inadequate for TSA. When husband (I) requested her name to complain of the rude and offensive behavior to my wife Agent (b)(6) covered her name tag with her hand and refused to show her identification and stormed away. She said "I'm (b)(6)". I complained to Manager (b)(6) who explained LAX for American Air does have the machine scrutiny my wife asked for and tried to explain away the rude behavior.

8/6/2013
4:11:13
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller works at a hospital. One of her patients has a new defibrillator. What information about screening does the patient need?

Advised caller:

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

8/6/2013
5:43:59
PM

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

From (b)(6)

Sent: Tuesday, August 06, 2013 4:15 PM

To: TSAExternalCompliance

Subject: Harassment Complaint

August 6, 2013

8/6/2013
6:05:59
PM

Transportation Security Administration

Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)

Multicultural Branch

701 South 12th Street

Arlington, VA 20598

To whom it may concern:

It had been several years since I have flown, and the last time I went through security you all had the old metal detectors. I am very cautious when going through security at the airport, always waiting for instruction from the TSA agents to give me the go ahead to continue through the designated area. I never want to do something wrong, because I know how serious airport security is. I waited on the other side of the new scanning devise, and the agent never instructed me to enter the machine, she simply stared at me, so I continued to wait in fear of going too soon and getting yelled at. Eventually, I asked if she was ready for me, and she replied, "Do I need to go get security!?! Are you really going to hesitate and be uncooperative??" I said, "No

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date Time : 8/7/2013 9:47:11

Airport : Select One

Date Time of Travel :

Airline : Flight Number :

8/7/2013 Checkpoint Area of Airport :

10:05:32 TSA Employee: (If Known):

AM Comment : Yesterday while at SAT we had to keep our boarding pass in hand to have a second viewing of it after we were scanned, thus slowing down the process. Why is that? We had just shown it 5 seconds earlier 10 feet prior to the scanner. No one at the check point could provide me an explanation and refused to answer my question.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Caller is taking a new puppy through the checkpoint. She does not want to go through the AIT machine, as she referred to as the cooker, nor her dog. She wants to know how the dog will be screened while she is being patted down, or groped as she referred. Caller was very mad to hear the rules.

Advised caller:

8/7/2013 Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

11:36:48

AM (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process.

Disability Description: She is 72 years old and uses a wheelchair.

Response Details: Advised caller that when a passenger is wearing a head scarf, we do have to do some additional screening. Advised caller that if the ETD tests positive, which could be from any number of things, we do have to conduct a patdown. This is the same screening procedure for everyone, no matter what race.

If you believe you were discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition or have a claim of racial discrimination, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding discrimination or are you calling with a different concern such as poor customer service?

8/7/2013

2:38:01

PM

Advised I would send her the instructions for filing a written formal complaint.

Incident Details: Caller recently traveled. She says that she was in a wheelchair, but did go through the WTMD. She was wearing a head scarf, so after the WTMD, the officer told her that she could rub her head down and they could test her hands, or they could do it. She told the officer to do it. The ETD tested positive. Caller says that the woman's hands could have been contaminated for all she knows. Caller says that a white woman told her she would have to take her to another area. Caller told the officer that her traveling companion who is 89 years old, cannot see, and is also in a wheelchair, would have to come with her. She says that they done a patdown on her. She says that she has had the same nappy hair on her head for her entire 72 year life and has never had a problem before. Caller says that she told the officer taking her for the patdown that her people had lived here for 450 years and have never hijacked one of your (whites) planes. She says that the officer threatened her with the police. The caller continued and explained that she is a descendant of slaves. She says that we (whites) took her voting rights away and murdered the little boy recently. Caller says this was discrimination and poor customer service. She says her complaint is not going to go anywhere.

Caller stated that she has a Breast Prosthesis and the last time she flew she stated that she was given a hard time when she went through the screening Check point. She stated that she had no idea that she was suppose to tell the officers at the check about her prosthesis and was given a hard time and had her hands swabbed for explosive traces. She stated that they are getting ready to fly again on 08/30/2013 and needs to know if there is any way she can avoid all of the hassle s again at the check point.

Gave the caller the following info:

8/7/2013 3:41:48 PM A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/7/2013 7:27:33 PM Airport : OAK - Metropolitan Oakland International Date/Time of Travel : 08/07/2013 3:00 PM Airline & Flight Number : Alaska 2610T Checkpoint/Area of Airport : Baggage check TSA Employee: (If Known) :

Comment : My experience going through the security screening process is unacceptable. Using PDX as a comparison, OAK TSA is inefficient, unorganized and lacks in quality of service.

I started going through the security line, it was about 100 people deep with what seemed like one person checking boarding passes and IDs. It took about five minutes for the one line to break into three, but there was only two agents checking documents, ONE passenger at a time. I left Portland the same time of the day with about the same amount of people in line, and while there was one line, there were three agents with two lines on either side of their table checking IDs. The line went fast. At Oakland, it felt as though their thoroughness was hidden behind the slow service.

8/7/2013 8:05:23 PM Also in Portland, they have the option to go through the body scanner or the metal detector with no pat down if it is cleared. I felt punished in Oakland's Airport for opting out of the body scanner. Not only did I have to wait in a separate line, I was expected to be pat down regardless as to whether or not the metal detector went off or not (it didn't in my case). I waited 15 minutes out of sight of my valuables and personal items including my boarding pass, ID and laptop for someone to become 'available' to pat me down. When I asked agents around me if I could watch my stuff or how long it would be, they told me too bad -- I have to wait and they walked away. Meanwhile, agents were chatting with each other. When I finally did get through the metal detector, I was thoroughly pat down. I felt physically violated.

I do not feel safer knowing that this is a requirement of the Oakland airport. I would rather spend more money flying out of other local airports than dealing with being treated like I am being punished for not going through the body scanner.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

What happened?

Tuesday 6 August 2013, Houston Hobby Airport Southwest Airlines.

Before I entered the xray machine I remembered that I forgot to remove my wallet from my pocket. I took it out and tried to get the attention of one of the TSA personell as to what to do. They were rather busy talking to each other and paid me no mind. I went ahead and put up the arms and waited for the agent to operate the machine. when I thought she had, she said rather rudely "You moved! Don't move!" She finally apparently returned to her proper task and I got through the machine, when another male agent finally noticed the wallet and sent it back for the xray. While waiting, the male agent kept asking me "What did you say? You got Problem with the way I do Things?" As I had said nothing this agent made me feel very uncomfortable and uneasy. The Male agent kept asking "What did you say?" "What did you say?" "You got aproblem with

me? To which I did finally respond by saying "Not Yet". I thought it best to end this ridiculous episode and went on to my gate. I felt that the agent was excessively rude and felt the additional pat down after the xray was unnecessary. I beleive that my privacy was somewhat violated. This agent puts the worse face on your agency and is a poor representative of it.

8/7/2013
8:05:31
PM

When did this happen?

0900 August 6, 2013 When pasing through x ray machine

Where did this happen?

Hobby Airport, Houston, TX

Who treated you unfairly?

Hello.

I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

8/8/2013
8:28:19
AM

"The professor's purpose is to think otherwise" (b)(6)

(b)(6)

Boston, MA 02215

(b)(6)

Caller has 2 complaints against 2 TSA officers regarding screening, the first incident was in SFO, he flew on 8-6 and didn't understand going through the AIT why the officer continued to with an open hand rub him across his backside 4-5 times. The TSO kept asking what was back there and it was the band of his underwear, he found it offensive as if he was groping him. Departed 8:15 PM to LAX, Flight # not available, Gate # 44?

Second complaint was as an employee of Delta when leaving Palm Springs yesterday the document checker told him a SIDA badge isn't an acceptable form of ID and asked for another form of ID. Caller said he has used before without any problem. Stated the TSO didn't even know what the SIDA badge was.

Response:

8/8/2013 9:56:37 AM

Provided to caller:
SFO is one of these airports which, although regulated by TSA, is not staffed by a Federal workforce. To address your concerns, you should contact the SFO contractor, Covenant Aviation Security, directly at:

Covenant Aviation Security
Attention: Claims Department
1350 Old Bayshore Highway, Suite 540
Burlingame, CA 94010

Because your complaint concerns an incident that occurred at SFO, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

Explained to caller the TSO always has the option to request a second form of ID regardless of what is presented initially.

Feedback Type : Complaint

Categories : Poor Customer Service; Missing or Damaged Items in Checked Luggage Current Date/Time : 8/8/2013 9:16:58 Airport : DCA - Washington Reagan National Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/8/2013 10:02:51 AM
Comment : As usual, TSA shows poor manners, a miserable attitude, and poor care of a passenger's items. They managed to tear my handbag and badly banged my computer. When I asked them why it is that I seem to always get additional screening, I was rudely told it was procedure (it's profiling, let's talk straight). When I asked to not go through the nude scanner since I know a passenger can request a pat-down instead and since the health repercussions of these scanners is not tested, I was rudely told no, I'll just stop flying at this rate, so wonderful job TSA.
Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller doesn't have a computer. She had a disturbing experience coming back from Iowa. She wants to suggest that these people whom are checking passengers should advise that they have to remove their jewelry. Caller went through the equipment. They advised caller that should have removed her jewelry. She was given the choice of going into a private screening or having the pat-down performed in public. Caller chose to have the pat-down done in private. Caller advised that she had no problem in TPA.

8/8/2013

10:53:55 AM

When and where did this occur?

This occurred Des Moines on Sunday about 0930. The man in charge was very nice. The screeners were cold and indifferent. They should have told her to remove her necklace. She doesn't like having the pat-down performed.

I advised caller that I would forward her comments to the CSM at Des Moines for review.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Sunday, August 04, 2013 3:08 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/8/2013
12:07:57
PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Pompton Lakes, NJ

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan. Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

Resolution:

8/8/2013
1:07:48
PM
TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller wanted to know if they keep any type of record of that.

Told caller that I would not think that there would be a record. However he can contact the CSM at that location and they may be able to assist him.

Call this number back choose option 5 code 745.

From: (b)(6)
Sent: Thursday, August 08, 2013 12:25 PM
To: TSAExternalCompliance@dhs.gov
Subject: flight 2103, Aug 6, 2013 GRR

July 27, my husband and I flew AA out of Lubbock TX to Grand Rapids. There was no incident in Lubbock.

8/8/2013 2:10:27 PM Aug 5, we flew ft #3077 AA out of GRR to Dallas DFW. I was patted down, because I had metallic thread in my shirt. TSA employee's, knew right off, it was my shirt. I don't consider that an incident. But, getting thru the check point was ridiculous. A ridiculous amount of people and ONE person checking ID's and boarding passes.

Aug 5, ft. 3077 plane was 40 min late on take off in GRR, then at DFW we sat 30 min. on the tarmac and another 10 min until someone brought the exit ramp to the plane. We missed our connecting flight to Lubbock, therefore we had to stay over in Dallas to board the next morning, with no change of clothes.

Aug 6, we flew AA out of DFW back to Lubbock, TX. I was patted down again, because I had to wear that same shirt.

This is my real complaint: after the pat down, they wanted to search my bag. A woman, with blonde hair, ask me "is there anything in here that might hurt me?". I said no and the same bag had been screened hours before in Grand Rapids. She said "Michigan has their own problems". She pulled the top half of the bag out and piled it up, then focused in on my makeup bag, which had no liquid in it and moved on to a small, hanging bag, with clear, less than a quart, pockets. She said "O, look at all those liquids" in a shameful tone, like I was 5 yrs old. I told her that everything there was a travel size. There was two small aerosols and a stick deodorant along with contacts & teeth stuff. She began taking items out and putting them in a quart bag, Disability Description: Callers son has a g tube and has liquid nutrition.

Information Request: Is she permitted to take her sons formula for his g tube in carry on.

Response Details: I apologized that she did not have a positive experience at the screening checkpoint and provided her with the contact information for the CSM so she will be able to contact them about the experience she had at screening checkpoint at PHL.

(b)(6)
Phone (b)(6)

She stated that she would prefer that I forward her complaint to the CSM and she will wait on the reply.

8/8/2013 2:59:25 PM I also advised her that anytime she is at the screening checkpoint and has any issues she can ask to speak with a PSS and they will be able to further assist her.

If she needs assistance with her son getting through the screening process she can contact TSA Cares 72 hours prior to her flight and we will be able to forward her request for assistance to our Disability specialist at HQ. She is permitted to take medically necessary liquids in carry on and will need to keep them separated from the other carry on items and declare them to the TSO for screening at the beginning of the checkpoint. Email not sent.

Incident Details: Caller flew from PHL last night 8/7/13 at 8:00 pm. On the way to Philadelphia she got patted down for having formula that she did not want opened and she was fine with that. On the way home the TSA agents in PHL made her stand outside the scanner 10-15 minutes while they decided what to do with her. Her son was in a stroller and she told them that she could take her child out of the stroller for screening but he is not able to walk. The officers then took her around the scanners and told her that she would have to have a patdown. She stated that she did not get the option to go through the AIT screener and told her that she would have to have a patdown. She told the officers that she did not want a patdown and they told her that since she refused to go through the AIT screener she would have to go through a patdown. She advised the officers that she did not get the option to go through the AIT screener and they threatened to call the police on her. She is very upset due to this incident.

Caller and his wife signed up for speedy or Global Entry. His wife has a pacemaker and is a diabetic. He says the practically strip her down for screening. He says he heard about pre screening while waiting on the phone. He wants to know if his wife has to be screened like that everytime?

Told caller

I explained to him for screening we have 3 means. We have the AIT, WTMD and the patdown. If his wife has a pacemaker she probably opts out and she would receive a patdown for screening. If she want able to use the technology for screening they will have to give her a patdown for her screening.

8/8/2013
3:04:38
PM

I explained what the expedited screening was,
Expedited screening could include no longer removing the following items:
Shoes
3-1-1 compliant bag from carry-on
Laptop from bag
Light outerwear jacket
Belt

I told him this probably would not help his wife because this screening also includes using the technology for screening, she would still have to have a patdown for screening.
I explained to him we can never assume any one passenger was fine to go through without screening, we have to make sure everyone on the plane was safe to travel.
Disability Description: The caller did not specify a disability but indicated that because of a disability, he normally doesn't remove his shoes at the checkpoint.

Response Details: I explained that the information on our website is current and up to date.

I advised that his written complaint should be sent to
TSA's Disability Branch, Disability and Multicultural Division.

I advised that I would email information on how to file a complaint in writing that would include the address to submit his complaint.

I advised that I did not have specific information on what his rights are under the American With Disabilities Act are, and advised that I would refer this inquiry to the Disability Branch as well.

He may be contacted by phone.

The caller indicated that he would prefer to be contacted via email rather than by phone.

8/8/2013
3:14:38
PM

Incident Details: The caller indicated that he visited our webpage prior to traveling regarding medical conditions and disabilities, particularly in regard to passengers who cannot remove his shoes.

He indicated that the information indicates that passengers who can't remove shoes should inform TSO before screening begins of this and can still be screened via the AIT, WTMD, or a thorough pat down.

He indicated that generally when he travels he advises that he cannot remove his shoes and passes through screening without being required to remove them. The shoes are often swabbed.

He traveled from BOS and SAN and at both checkpoints he was required to remove his shoes. TSO directed him to go through the AIT screening with his shoes on. He was then permitted to sit while he removed his shoes. His shoes were placed in a bin and went through xray screening.

TSOs at both airports advised that if he did not go through this procedure he would not be permitted to enter the checkpoint and be screened.

The caller asked what is different this year in regard to the screening procedure. He indicated that he makes this trip every year and has done so for the past ten years.

He asked when there was a change in policy and what rights he has under the American with Disabilities Act.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Thursday, August 08, 2013 3:12 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/8/2013
4:03:04
PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Hello.

I sent the following inquiry last night (just below) seeking information on TSA policy. I received a response (the following document below), which I much appreciate, but which did not answer the main question I asked. That question is: first, what is the policy regarding what TSA agents can say/do when a traveler "opts out" (i.e., can they query that traveler about why they are opting out, forcing them to defend that traveler's request -- the agent I talked to in Boston this past July 18 [JetBlue security, c. 8:00 AM] was adamant that the TSA should not ask the traveler why he/she was opting out, and should in no way make that traveler feel defensive about the request); and, second, is that policy in writing? As I said, my wife had a bad experience last night in Boston -- including, by the way, with the supervisor to whom she complained! -- and I would like to know my rights the next time I travel.

Thank you.

(b)(6)

My original email, sent last night, August 7,:

Hello.

8/8/2013
4:03:41
PM

I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

Your response, received today, August 8:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/8/2013 1:54:17 PM

Airport : XNA - Northwest Arkansas Regional Date/Time of Travel : 08/08/2013 7:05 AM Airline & Flight Number : 3014 Checkpoint/Area of Airport : AmEagle Security gate TSA Employee: (If Known) :

8/8/2013
4:04:03
PM

Comment : After having to get soaking wet from the heavy rain while running from the car rental return parking lot to the check in counter, I had to be humiliated in front of everyone. I was told that because I was soaking wet, I threw off the machine and was to be searched by being pat down, to include between and under my breasts. Not even offered privacy of any sort! By the way, I am a U.S. Army captain with almost 11 years of service, hold a top secret security clearance, work at the Pentagon, and was on travel orders. I mean, seriously, I was already humiliated by being soaking wet and cold in the airport and then to be further humiliated by this action was just absurd! I hope to never have to experience that again!

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/9/2013 12:14:41 AM

8/9/2013
8:19:23
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX terminal 2; screener named (b)(6), August 8, 2014 at approximately 8 pm.

Comments: When I asked to opt-out, the agent at the screening machine rolled his eyes and said the machines are new. He continued to talk me out of the opt out. The agent who performed the enhanced patdown then proceeded to dig into my crotch in a truly alarming manner. I was afraid to protest, but I did note her name was (b)(6). I have opted out every time I have flown, but this is the first time I have been subjected to this aggressive and intrusive of a search. This molestation, coupled with the aggressiveness of the first TSA agent, leads me to believe that travelers who opt out are being punished by agents. I want an investigation and follow up from TSA.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/8/2013 10:54:46 PM Airport : LIT - Little Rock National Date/Time of Travel : 08/08/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/9/2013

8:20:29

AM

Comment : While going through security this morning, I requested a pat down. I am 6 weeks pregnant and my doctor recommended I bypass the scanning machine. When I said this to the agent, he attempted to talk me out of the pat down, telling me that the machines are safe and my doctor was overreacting. It was uncomfortable and not appropriate.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to complain about discrimination at the Phoenix Airport. Caller stated she was discriminated because of her ethnicity while she was having a patdown.

Advised caller I would transfer her to the MB department that would be able to assist her.

8/9/2013

9:06:45

AM

(b)(6) The caller was transferred to MB : The caller stated that she felt as though she had been discriminated against based on race, as she was asked by a TSO after having when through screening if they could touch her hair that was braided. The caller stated that she is African American and feels this is the only reason she was asked to do this as no one else that she has seen go through screening has required their hair to be patted down.

Advised caller: I advised the caller that in order for her complaint to be considered official she would need to file it in writing. Advised the caller that she could file her complaint by mailing it to : Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598

The caller was unwilling to provide her email address.

The caller states that he does not want to go to the airport and make a scene but he is upset.

On 17 July he was traveling with his wife and 2 grand daughters ages 15 months and 6 years old. During the screening process the stroller had a foreign substance alarm and patdowns were conducted on both he and his wife at the checkpoint. They had 5 bags between them.

8/9/2013

9:44:18

AM

During the screening his hearing aid was lost. The TSO kept insisting that he had his hearing aid. Ultimately an additional patdown was conducted including emptying of pockets to determine whether or not he had the hearing aid. Eventually they reviewed the tapes and it was determined that the hearing aid went through the x ray machine.

The caller filed a claim and heard nothing back. He called in to the CMB on Monday and was told he would have a call back within 3 business days. Today is the fourth day and he has had no response.

He is upset because he is going to lose his part time job if he cannot retrieve or replace his hearing aid.

I told the caller that going to the airport and creating a scene would not likely solve his problem. I told him I would send the information to the passenger ombudsman for assistance since he has not had any response from CMB within the time frame he was told.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 8/9/2013 9:33:46 AM

8/9/2013

10:04:56

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Items Not Permitted Through the Security Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight#VX 231 virgin America, ohare airport gate L3

8-9-13. @7:40 am

Comments: T.S.A. Woman (b)(6) became fustrated because I requested a patdown instead of walking through the body scanner.

She made me throw away my toothpaste and my hair grease, but allowed my son to keep his. I felt humiliated and singled out. And then she laughed at me.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/9/2013 9:18:31 AM Airport : DEN - Denver International Date/Time of Travel : 08/07/2013 12:30 PM Airline & Flight Number : United 5380 Checkpoint/Area of Airport : Don't remember TSA Employee: (If Known) : 2 female security agents Comment : I am 7 weeks pregnant & my doctor advised against using the metal detectors. I told the employee I could not go through the detector & she rudely asked me if I was "opting out" & that they were short staffed & I would have to wait. In the meantime all of my luggage had been scanned including my work computer & she refused to move it to a more safe location. Everytime I asked her why it was taking so long she just said "you opted out", as if I really had a choice! It took at least 15 minutes for someone to come & do the pat down, to me this does NOT seem like there is really an option to not use the screening machines! I am flying again today from a smaller airport & I am anticipating getting the same treatment, if TSA wants to say that every passenger has a choice whether to use the machines or not than I expect that the choice should be honored in a timely & courteous manner!

8/9/2013
10:05:13
AM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA:

Yesterday when returning from London Heathrow to Dallas/Fort Worth, I found when I went to the departure gate, that I was on a list which flagged my name for addition security measures. which included checking my shoes, looking at the bottoms of my feet, going through my coin purse and jewelry hold-all, entire handbag and back pack as well as a physical pat-down. This was not just a random, pick out the fourth or 10th passenger as they go through security sort of check, but something ordained by TSA in the USA since my name was on a check list sent to the security employees at the AA gate.

I am a member of Global Entry, TSA Pre-check, AA Executive Platinum flyer as well as 73 years old and am just wondering what provoked this additional check. Is it something that I've done or not done and how do I avoid this in the future or is that not possible?

8/9/2013 I'd appreciate any clues that you can give me. Fortunately I was at the gate early so other than discomfiting, I wasn't really inconvenienced but there were quite a few young people in the extra security line after me. If this is likely to happen again, then I'll make sure to plan to be at the gate earlier than I normally would be.

12:07:04
PM

Thank you in advance for your answer.

(b)(6)

Austin, TX 78759

HYPERLINK (b)(6)

(b)(6)

The caller wanted to express her disapproval of the patdown process conducted on passengers, indicating that TSOs molest passengers. Also, she called the process unconstitutional.

Advised Caller:

8/9/2013
3:35:48
PM

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

Dear Sirs,

I have a total left shoulder replacement, which includes titanium and other materials. Since I have had 5 major surgeries on that shoulder, it is very tender and painful.

I also have a spinal fusion, which includes titanium and other materials.

Contrary to popular opinion, including within the TSA, and based on my ample traveling experience, the traditional scanner at the airport PLUS the newer full body scanner WILL DETECT my prosthesis. As a result, 70% of the time I am subject to painful and humiliating searches. Painful because TSA agents make me lift my left arm and they touch my shoulder, and humiliating because TSA agents, complete strangers, wind up touching my private areas, including genital areas. This is humiliating to me.

8/9/2013 8:15:15 PM I travel very frequently as a network engineer for a large technology and communications company. I am therefore seeking your help to find solutions to my predicament, which is that I must travel because of my work but I can no longer tolerate the pain and humiliation of being groped by TSA agents.

Sincerely,

(b)(6)

Because

Sent from my iPad

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Sincerely,

(b)(6)

Because

Sent from my iPad

(b)(6) is calling regarding a complaint that she has made during a previous call against TSA. She was told that she would be contacted back regarding her complaint. She hasn't been contacted back. This incident happened at Washington-Dulles International. She is very upset.

Advised the caller:

Apologized to the caller. The complaint was sent to the incorrect CMS. Gave her the contact information for the CSM at Washington-Dulles International at 703-662-2222.

Previous call:

Event Id: (b)(6)

Caller flew from IAD to SFO recently. The name she got at the checkpoint was (b)(6). She does not know if that was the TSO or her supervisor. She declined to go through the AIT because she is pregnant. She has a history of repeat miscarriages. Her doctor recommended that she does not use the AIT. When she requested this the TSO rolled her eyes and walked off to get her gloves. She started snapping commands at her. She took her to the center of an open area where everyone could see her be patted down. She never asked her for a private screening. She did not warn her and ran her hand up her inner thigh and, in the caller's words, rammed her hand into her vagina. She said that was a little high. The TSO said she had to go until she met resistance. She did the same thing in the front. She walked off to test her gloves for explosives and came back and wished her a wonderful flight. A couple passengers who were watching gave her husband business cards and said they would be witnesses if they decided to pursue a lawsuit. She is deeply traumatized. She is going to the ACLU. She is utterly disgusted by how TSA is treating people. The fact she has to worry about getting groped is ridiculous. She wants me to guarantee that this will not happen on her upcoming flights.

8/9/2013
8:34:34
PM

Response:

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

I told the caller she can contact the CSM at IAD, SFO, and PHF by phone at:

Name: (b)(6)

Phone:

Name: (b)(6)

Phone:

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Name: (b)(6)

Phone:

Name: (b)(6)

Phone:

Sirs:

On Wednesday evening, August 7, I was traveling thru the Philadelphia Pa. Airport on U.S. Air. We were told there had been a security issue on an incoming plane. As a result my flight from Phoenix Az. to Philadelphia was delayed about 2 hours. I was scheduled on a connecting flight from Philadelphia to Islip, New York. This flight was leaving from the "F" concourse. I arrived at the "F" concourse security check point. No other travelers were present at that time. I immediately put my bag on the belt. As I entered the security enclosure, I noted that the security agents were ignoring me and involved in a conversation, talking and laughing with each other. I stood there for a moment, and after what was clearly an inappropriate amount of time to have been left standing there, I motioned to the agent. I said I needed to get to my flight, and that I needed them to proceed with this security check. At that point, agent (b)(6) sauntered over to me, and in the most aggressive, hostile and threatening tone, said "ya wanna say that again lady?", along with additional threatening language. I repeated that I had a flight that I need to get to. The agent standing next to her began laughing! She began to slowly direct me to put my feet on the yellow marks where they already were. She then directed me to raise my arms, which were already raised. She then left me standing there in that position while she and the other agent laughed! It was clearly in an effort to further harass me that she then did a pat down on my "bare" arms. The tall male agent, whose name I did not get, continued to laugh while your agent (b)(6) continued to be verbally abusive. As a result of their intentional delay tactic, I missed my flight and had to reroute.

These are the people hired by TSA to protect our traveling security! Where are your standards?

Why aren't these people who are clearly unqualified to hold these positions allowed to remain in these jobs while they demonstrate their lack of qualification?

My letter is being sent, not only because I was the object of verbal abuse, but because (b)(6) and her associate are clearly a threat to our travel security.

I will continue to make the necessary authorities aware of this incident.

I look forward to your response and explanation.

Sincerely,

(b)(6)

Sent from my iPad

8/9/2013
8:34:34
PM

8/9/2013
9:19:50
PM

Disability Description: The caller is autistic.

Response Details: Advised Caller:

I apologized to the caller for the confusion at the checkpoint, and indicated that the formal complaint must be placed in writing.

The Aviation and Transportation Security Act (ATSA) established the Transportation Security Administration (TSA) and mandated deadlines for enhanced security measures that require all checked baggage undergo at least one form of screening. Depending on the available screening equipment of an airport, checked baggage may need to be opened for hand inspection to clear an alarm.

At some airports, checked bags are screened outside of public view. At these airports, airlines take the passengers' bags at check-in and place them on a conveyor belt behind the counter where passengers will no longer have access to them.

At other airports, airlines instruct passengers at check-in to carry their bags to a nearby screening area.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

8/10/2013
9:08:08
AM

I offered to e-mail this information to the caller, and he accepted.

Additionally, I forwarded the record to ODPO.

Incident Details: The caller flew from DEN to EWR to Brussels, Belgium, and he had an unpleasant experience with the screening process. He indicated that the TSOs were extremely loud, and screamed at the passengers. The passenger explained that this causes emotional distress for travelers diagnosed with autism. While at EWR, a TSO asked him what line he wanted to be in. However, the passenger was not aware of which line he should proceed through. The officer repeated the question several times, but would not explain the differences between the line. Finally, he just told the passenger which line to enter. (b)(6) explained that no officers in either DIA or EWR seemed trained in the methods of assisting passengers with autism. Additionally, he found that his computer was broken while in his checked luggage, but there was no NOI. He placed the device in his checked luggage due to an incident in 2010 where he was unable to take the computer through the security checkpoint because he was asked to turn the item on. Unfortunately, the battery was not working properly, and the officer informed him that the item had to be checked. When being screened at both airports, he also complained about the way his carry-on luggage was left out of his view. (b)(6) indicated that this also causes undue stress on passengers with autism. He requested that TSA train the TSOs in the proper manner to speak to passengers with autism, as yelling only serves to cause confusion and distress. Also, he wanted to know if passengers are allowed to watch their checked luggage be screened by the TSA.

While the caller wanted to file a written complaint, he indicated that it would be better for him to have the instructions e-mailed to him rather than explaining the information over the phone.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/10/2013 8:58:55 AM

8/10/2013
11:06:36
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Seattle Sea-Tac Airport, UA 1265

Comments: Hello.

TSA Agent badge (b)(6) tried to force myself and my family through the millimeter wave scanner against our will. It was clearly marked it was optional and I made mention several times if our intent. He repeatedly said it was mandatory. After pointing to the sign, he finally complied but not after humiliating me in front of other passengers (yelling at me to stand in a corner). This is unacceptable conduct and shows poor training and a lack of professional conduct. I felt compelled to record his badge number.

Additionally after our refusal, he then let 5 other passengers through the X-ray alone, which I have no objections too.

To the Director of Homeland Security

TSA appears to have abandoned its responsibility to make sure we have no explosives on commercial flights. At peak traffic times I found that TSA is shutting the lines to the scanner and sending people through the magnetic machines because it is faster. Dummy me, I thought that the purpose of the scanners was to make flying safer because the scanners could tell if we had a shoe or underwear bomber with explosives trying to get on the flight.

The following story explains how I found this out.

I flew to St. Louis, Mo. in February to do a commercial. When I was returning I was at Lambert Field and waiting to go through the scanners when I was told that the scanner wasn't working and that I had to go through the old metal detector. I refused to because I have 3 metal joints and I always set them to ringing. I told the attendant that I wasn't going to be patted down when there was a perfectly good scanner setting there.

And then I asked what was wrong with the scanners. Nothing I was told. It is too slow when there is a lot of travelers and just use the old style metal detectors. I didn't think too much about it until the second incident in Atlanta. But back to St. Louis.

The attendant took me to the rear after I asked to speak with a supervisor. I sat on a table and smiled at all of the passengers going by who were cleared to their gates. When the third supervisor came, she asked how long it would be until my flight. It was about 1 PM and my flight was at 5:30. So she went to get the 4th level of supervisor.

8/10/2013 1:09:06 PM At the 5th level I was finally told that I could go through the scanner but woe to me if there was a problem because I would still be patted down. I cleared and was on my way.

Fast forward to July and we are going to London and departing from Atlanta. I got the same song and dance but my flight was in an hour so I had no choice but to submit to a pat down. While being patted down, I ask to see his supervisor. The supervisor came over and admitted that the rules came from "above" and when they were busy, they would shut down the scanners and use the old methods.

What was the point of spending billions for scanners if we aren't going to use them? Does TSC do a profiling behind the scenes or are they just praying that no one with explosives wants to board at that time?

Oh, TSA did have a bomb sniffing dog working. It was in the basement where we picked up our bags after clearing customs on the way home. I have a picture of the 85 year old lady whose bags were being checked the TSA officer. Really, she just got off of the plane and now you are sniffing her bags?

If doesn't make me feel good to know that no one on the plane went through a scanner. Why did we waste the money?

(b)(6)

(b)(6)

Greer, SC 29651
Dear TSA Contact:

According to your web site, "If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening [emphasis added]."

As the recipient of a full-hip replacement who has been given the full embarrassing and humiliating pat down on several occasions, I believe that your policy is both counterproductive and discriminatory, in that it wastes valuable time and manpower by singling out individuals with medical conditions for what I regard as invasive screening. The bottom line is that I am tired of being mistreated and regarded as a potential terrorist by TSA personnel.

8/10/2013 3:09:10 PM I have noted that your agency will be implementing a TSA Pre?™ in the near future. In my mind, individuals with metal implants should be included as part of the pre-check program, and I also believe that since we're talking about medical conditions, such individuals should not have to pay for the privilege of being included in the program.

Sincerely,

(b)(6)

Southeast Regional Office, Atlanta

Caller flew Friday MSY-MDW aboard Southwest #1945 at 6:30AM. She is 82 years of age and alarmed the AIT which resulted in a pat-down. The pat-down was conducted by a female TSO approximately 30 years of age. The caller indicated the female TSO was either Hispanic or of Asian descent. Caller feels the pat-down was rather aggressive in nature and the young lady needs to be held accountable for the manner in which she touched her. Caller does not recall the gate or terminal she flew out of but did say this occurred between 5:30-6:00AM. Caller was advised the AIT alarmed due to something in her back pocket. Caller indicates her pants did not have back pockets. She was also subjected to ETD sampling of her hands.

Resolution:

8/10/2013 3:34:42 PM Transportation Security Officers (TSOs) must conduct additional screening to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Explosive trace detection sampling may also be used. TSA regrets your experience was unsatisfactory. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Feedback Type : Complaint

8/10/2013 5:09:25 PM Categories : Poor Customer Service; Other Current Date/Time : 8/10/2013 2:58:06 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/20/2013 1:00 PM Airline & Flight Number : Alaska Airlines Checkpoint/Area of Airport : Family lane, checkpoint 6 I believe TSA Employee: (If Known) : Female employee Comment : I was travelling with my then 8 month old daughter and was in the family lane when this incident occurred. I only witnessed this incident and thankfully was not the one targeted by this specific TSA agent. The family ahead of us (mother, father, and child) were going through the security checkpoint and the mother declared her breast milk beforehand to the agent. She politely asked the agent if she could please hand check the milk instead of putting it through the machine as the agent was telling her to do. She said she did not want the milk to be subject to xrays and knew that her right was to have it screened personally. The tsa agent was incredibly rude to the mother, acted disgusted by the fact that she was being asked to handle breast milk and flat out refused for a few moments. She finally gave in but from there it got really ugly. From what I witnessed, the agent acted in a retaliatory manner and was so disrespectful to the mother it literally made me nauseous. She forced the mother to go through a lengthy pat down, all the while being so disrespectful to her and her husband, treating them as if they were suspects. I spoke to the husband briefly giving them my support and let them know that they were not in the wrong here. I too am a breastfeeding mom (I don't pump though, for reasons such as discrimination like this) and I read up on the rules for declaring breast milk at the checkpoint. They did everything right and they did it with class and respect. The way the mother was treated purely because she cared about her child's nutrition was appalling and still to this day it bothers me. It's been almost 2 months now and it still comes to my mind and makes me just as angry. I hope they filed a formal complaint with the agency and I really hope that that female agent was disciplined with more than a slap on the wrist. I am supposed to feel safe with your agents and now I don't trust them. Honestly I do believe she should be fired but I know that's not going to happen. She let the small amount of power get to her and used it to belittle a harmless mother who just wanted to care for her child. It makes me sick.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

8/10/2013 7:10:08 PM I am 77 years of age and have an implanted medical device (pacemaker) in my body. On the advice of my cardiologist and the manufacturer of the device I do not pass through the TSA screening machines. I request and obtain a pat down at every airport I pass through. The procedure at my two home airports is for the TSA agent to perform the pat down on my body and then swab my shoes and pass the swabs through some machine. I am never asked to remove my shoes. Recently I passed through the Newark and Cincinnati airports where I was told because I had requested a pat down that I had to remove my shoes. I challenged both requests and was told by a supervisor that removing my shoes regardless of my age was the correct procedure. Obviously, you can see my confusion. Please tell me the correct procedure for a 77 year old man with an implant who requests a pat down?

Thank you for your cooperation with this matter.

Respectfully,

(b)(6)

Dear Sir or Mad'am,

8/11/2013 1:14:09 PM Is the policy regarding the removal of non-metal belts supposed to be consistent across U.S. airports? At ATL and SAT, passengers are allowed to wear non-metal belts through security screening. However, at BOS, passengers are required to remove non-metal belts and receive a pat down inspection even though the full body scanner does not alarm on the belt. I'm not concerned about having to remove the belt, but instead with the apparent inconsistent application of this policy.

Caller wondering about precheck has global entry and GE number has been put in on every ticket she orders. She doesn't have any issues unless she flies with United. Caller has flown about 11 times with United and never gets Precheck from them. Yesterday she did not alarm any machine and she got a pat down, she stated the TSO said it was because she was wearing a dress at LA and she has never heard of this before. United Airlines tell her that she has been selectively dis-enrolled everytime she tries to go through precheck. Caller stated her last flight was yesterday.

Asked caller which airport has she flown out of LA and Washington Dullos. Advised those are participating airports. Advised caller that I would escalate this up to the appropriate office.

Asked caller if it has been 72 hrs since last or next flight.

Advised caller that I will get some further information from her to escalate this issue so it will be investigated further.

1. First Name (b)(6)
2. Middle Name (b)(6)
3. Last Name (b)(6)
4. Date and time of flight: 8/10/13 arrived at 4:00am- she was in TSA screening at 5:00 am
5. Departure airport: LAX
6. Airline: United Airlines
7. Flight number: doesn't have flight number, Terminal 6
8. Reservation Confirmation number: Not Provided
9. Method of participation: did you opt-in through your airline as a frequent flyer or are you a CBP Trusted Traveler? Through Global Entry
10. Method of reservation: travel agent, travel web site (ex: Orbitz or Expedia) employer's travel-booking system, airline website, airline agent etc.-Not provided
11. Trusted Traveler and or Frequent Flyer number (b)(6)
12. Redress number (Optional)
13. Arrival Airport (destination): Washington Dullos (IAD)
14. Email Address (b)(6)

8/11/2013
3:03:09 PM

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/11/2013 3:01:38 PM Airport : PIT - Pittsburgh International Date/Time of Travel : 08/10/2013 11:30 AM Airline & Flight Number : US Air 3903 Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :

Comment : First, the lines at 10:10 am (when I went through screening) were extremely long. Only two TSA agents were checking documents. The woman who checked mine was very rude, not responding to greetings or other types of polite discourse. Next, I had to go through the AIT. Those machines have been thoroughly discredited and their use discontinued at many airports. I don't know why PIT does not keep up with current policy. When I got out, a TSA agent got right up in my face and said she had to pat down my breast area, not explaining why beyond that metal was detected. I pulled down the neck of my tank top slightly to show her I had a sports bra (a VERY COMMON STYLE OF BRA) with a front hook and eye closure. This closure type is a VERY COMMON ONE. She got very hostile and pushy with her hands IN PUBLIC and insisted on touching me very inappropriately. I wanted to cry! And because I touched my shirt I had to have my hands wanded in front of hundreds of people!!! She did not apologize for her rudeness, either. I spoke with a (male) supervisor afterwards and he said the further checks happened because I set off an alarm. I told him that I always wear this bra while traveling and I have NEVER set off an alarm and that maybe the image database needed to be updated. He said he would speak to the agent about her deplorable attitude and snippy rudeness, but I don't trust him.

8/11/2013
5:06:45 PM

What happened to me was despicable and totally unnecessary. Don't trot out that tired trope that it is necessary for national security. It isn't. Recall what a Pennsylvanian said many years ago: "Those who would give up essential liberty to purchase a little temporary safety deserve neither liberty nor safety." My civil rights were infringed and privacy invaded because you have agents who are poorly trained, rude, and who definitely should not be interacting with the public.

Would you like a response? : True

Passenger's Name (b)(6) PhD Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I recently received a pat down when my carry on luggage triggered an alarm. I had already gone through a metal detector without triggering the alarm. Are the rules that I receive a pat down rather than just my luggage being searched? The agent only said that this was how they resolved any luggage alarms. However, I don't see anything that says a person receives a pat down because of a carry on alarm. Looking for clarification.

8/12/2013
8:13:56 AM

Thank you,

(b)(6)

Sent from my iPhone

Caller has a complaint regarding Hilo Airport. She forgot to take her 3-1-1 bag out of her carry on. She had a bag that contained liquid medication for her kids in sealed bottles. Security noticed the bag inside her carry on so they ran it through the equipment again. As the Officer asked her to come over to the station she asked her about the medication. The Officer was looking inside the bag. The Officer asked the passenger to open the bottles of medication and she told the Officer she would rather she not open the sealed bottles. The officer asked her to stand while she patted her down. When she asked the Officer about why she was being patted down, the officer replied it was due to not wanting the bottles of medication to be opened.

Declared liquid medications and other liquids for disabilities and medical conditions must be kept separate from all other property submitted for x-ray screening. It is important for those to be declared because of the LGA rule.

She stated it is difficult to remember everything and she did forget to declare her liquids.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

8/12/2013

9:53:29
AM

I explained because she did not declare her LGA s she had additional screening.

She was not satisfied with the explanation given.

They ran the bag through twice so she does not know why more was needed.
After she got upset with the Officer, the Officer claimed she had told her she could open the medication or have a patdown.

Her name was Officer (b)(6) She thinks the Officer was having a bad day.
She was at the checkpoint 8-11-13 at Hilo at 6 PM at Terminal (She does not know) At Gate 6. She was going to fly Hawaiian Flight #381 bound for Honolulu.

She asked me for the CSM number.
Told I do not have that available for her but she can obtain it from the IVR but if she is going to call direct we should not refer this over.
Told her I will forward it to the CSM.

She stated to repeat herself again (she had several times already). Told her we have this covered unless she has a new question.

From: (b)(6)
Sent: Sunday, August 11, 2013 9:43 PM
To: TSAExternalCompliance@dhs.gov
Cc: (b)(6)
Subject: Complaint

Dear Sir or Madam,

8/12/2013
10:01:32
AM

I was traveling on American Eagle on the morning of August 10, 2013 from Madison, WI to Dallas Fort Worth, TX. As a pilot for American Airlines I am continually exposed to excessive amounts of radiation from sun spots, high altitude flying, medical x-rays, etc., and try to limit my exposure whenever possible. When going through security in MSN I advised the screener I wished to opt out of going through the full body scanner and wanted to be processed through the magnetometer. I was told that was not an option as I was not wearing my pilot uniform but still had the chance to go through the full body scan. When I indicated I would go through the pat down procedure the screener was not happy and seemed irritated that he had to go through the whole screening process with me. After he was finished running his hands over my clothes and luggage he went around the corner to put his gloves in the machine that detects explosive material. The alarm on the machine went off indicating I needed to go into a room for secondary screening. After the second screening the screener put his gloves in the same machine and it did not go off. They then searched my luggage and said I was free to go. When I asked the supervisor why the machine went off the first time and not the second he said that it happens "all the time" and if I had a complaint I should write a letter saying you should get them better equipment. I asked if it went off "all the time" how does he know that the machine is not malfunctioning and that I really was a potential threat. He didn't have an answer for me. I also indicated to him that I thought the first screener had done something to make the machine go off the first time. He scoffed at the idea and said he was sure it was due to the poor quality of the equipment they were working with.

I would hope that you still have the tapes for MSN on the morning of August 10th, 2013 at approximately 6:00 a.m. I believe the first screener was upset that he was required to do his job and he purposely made the machine go off so I would have to go through a secondary screening. The supervisor and the 3rd screener were courteous and professional. The screener who gave me the first pat down, however, seemed to be typical of the type of TSA worker that we are warned about in our security classes at American Airlines and have come to hear about so often in the media.

Caller traveled recently and had a NOI inside.
She is curious about how bags are chosen.

All checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.
Bags can be chosen at random at any time.

She had a NOI from Minneapolis and it was fine but ATL did not open her bag.
She stated ATL does not have that liquid rule either.

Told her all of TSA has the liquid rule so ATL has that too, if carry on.
Some screening may vary but the 3-1-1 is the same at all airports.

8/12/2013
10:22:35
AM

She asked if a nail file in checked caused the search.

Told her bags can alarm for a number of reasons too numerous to say.
Sometimes it can be due to overpacking or lotions etc. It is not a problem but we must open to clear the bag.

The TSA agent touched her should as she walked out of the AIT Machine.
The Officer said may I touch your shoulder and she let her.

She said the only thing on her shoulder was her bra strap.

Told her I cannot say but it could have been an anomaly and that was the way of the Officer preventing her from having a patdown.
It may have been the catch on her bra strap.
Told she could have asked the Officer a question.

She was satisfied.

Caller stated she wants to file a complaint against a TSA employee. It was regarding something that happened at the checkpoint. She stated the TSA employee was the rudest she has ever encountered in her entire career.

Person involved - caller (b)(6)
Phone #.of caller (Cell): (b)(6)
Airport: Orlando International
Airline: JetBlue
Flight #: 1294
Date: 8-9-13
She was the checkpoint at: 6:15 PM
Specific location - Terminal 1

Name of Officer: (b)(6)

8/12/2013
10:57:47
AM

She stated the officer was rude. She opted out of the AIT and asked the officer who was watching her bags while she was having a patdown.
She stated the officer said, Quote I do not know, it is not my job to watch your stuff. UnQuote
She stated the officer was confrontational and obnoxious. She stated she could not see her bag while getting patted down and the officer was loud and yelling orders. The officer told her that she should not have pushed the bags through.

Advised caller:
Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

She stated she did speak with a supervisor and he gave her the information to call us.

Because your complaint concerns an incident that occurred at a specific airport we will forward a copy of your complaint to the appropriate Customer Service Manager.

Caller said that she had an incident at PHX. Caller said that she made a report to someone by the name of Diego. Caller said that she has hip replacements and she did show them her medical card. Caller said that parts of her body were touched and things were uncalled for. Caller said that she was told that she would be touched in sensitive places. Caller stated the agent advised her that she can request a private screening, in which she refused because she was not comfortable going anywhere private with this lady.

Caller said that she placed her hand in her underwear and she was violated. Caller said that when she talked to Diego, he told her that JetBlue did not have scanners and a patdown was required. Caller said that her crotch was squeezed and her breast was grabbed.

Caller said that the agent threatened to call the police and have her arrested. She stated that she was crying and upset and she just wanted to get away from the agent. She said that this was a terrible way to end her trip and she is not sure that she will ever go back to Phoenix. Caller said that the workers need to be more sensitive and stop treating people like animals.

Airport- PHX

Airline- Jetblue 136

Date and Time- 8-7-13 11:38 PM was delayed a couple hours

Gate or Terminal- She thinks that it was Gate 5

8/12/2013
11:35:46
AM

Resolution:

Apologized to caller:

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Caller already had the number to the CSM and she requested that I give it to her again. She stated she just called that number and she was rerouted to us.

Name: (b)(6)

Phone: (b)(6)

Caller stated that if someone needs to contact her by phone that they call her cell number which is (b)(6)

Thank you for that information, but it is not answering my specific question. I went through the body scanner at Detroit Metro Airport and after I stepped out of the body scanner the TSA officer asked me to stand there for a second because she had to examine my hair. Now I and a African American woman with short dred locks.

Now my question is, is it "standard procedure" for some one to have to get their hair examined when there was no type on metal clips, bobby pins etc. in their hair. I hope that I can get a better response because I don't want to have to take legal actions.

Thank you

(b)(6)

On Aug 3, 2013, at 5:44 PM, tsatcc_do_not_reply@sentura.com wrote:

> Thank you for your e-mail in which you inquire about the reasons for secondary screening.

>

> The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

>

> TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

>

> TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

>

> We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

8/12/2013
12:04:30
PM

Date of Travel: Friday, 8/19/13

Time: 3:00 pm (peak Friday evening travel time)

Airport: BWI

Thank goodness I arrived at the airport with plenty of time to get to my flight or I would have missed it, courtesy of your TSA agents.

To begin with, there were three lanes but the majority of people were moving to two of the open lanes, and several of us were directed to the third. I quickly found out why:

8/12/2013
12:05:01
PM

- There were no bins. The woman who had been "sent" for the bins, apparently needed to visit the manufacturer as it took her a good five minutes to finally show up with bins – that was the time I waited, the woman manning the X-Ray machine said "she is getting them", so I have no idea how long it actually took her but when she walked up with the bins, she looked like she was walking down the aisle at a wedding, step, pause, step, pause. It was absolutely ridiculous.
- "Bin woman" then took over the X-Ray machine and took several minutes for the women to change seats – while travelers waited.
- I was chosen for a pat down and hand and purse testing. I noticed immediately that my computer case was not on the belt. Surprise! It had been pulled off the belt and was on the floor by "Bin woman's" feet. I asked why it was on the floor and was told someone else would have to get it, I couldn't go behind the belt, nor could I get anyone to assist me.
- Another woman eventually came over and said that I had left a bottle of water in the case. Seven minutes for a bottle of water? I apologized and told her to throw it away. My case was dropped on the floor and the woman walked away.
- I asked for a supervisor and requested a customer service form and the supervisor's response? "What you want that for?"

I have been through many TSA checkpoints in my travels and can only say that BWI's staff has definitely hit rock bottom. It was obvious the clerks and supervisors were not at all interested in security or customer service, they are just putting in their hours to get paychecks.

The caller needs to fill out a complaint. He said his TSA agent made him miss his flight. He thinks he is being racially profiled because of his last name. He says that they were asking him questions like they were making him confess something. They took over an hour to verify his identity. They were calling a bunch of people to ask private questions about him and his security. They also questioned his friend about why they were traveling together and what they were doing on the trip. They did not apologize for making him miss his flight and said this is the US and how it works.

His last name was not correctly printed on his boarding flight and they took him to ask him private questions. He showed his drivers license that did not match the last name on the boarding pass and his student ID did have the correct last name. This has not happened to him before. Delta gave him a free flight because of this.

He also had to have a full body patdown though he told them that he was missing his flight.

Advised caller:

8/12/2013
12:29:52
PM

If the name on the boarding pass does not match the government issued photo ID and the identity is able to be verified, a passenger may still have to have additional screening which can include a patdown.

Because you felt that you were racially profiled, I will transfer you to our MB department.

(b)(6)

Caller stated that he believes he was racially profiled by TSA due to the incident described above, based on his race which made him miss his flight. He said that he would like to take any recourse available. He also ask if he could take legal action against TSA due to the incident.

Advised caller that if he believes that he received disparate treatment at the TSA checkpoint based on his race, he may wish to submit a written complaint to the TSA Multicultural Branch for investigation. The claim must be in writing and clearly state the reason he believes he was profiled. Collected his email address and explained that we will send him information, called a request for information, detailing the information needed to determine if this incident rises to the level of a civil rights complaint.

Disability Description: The caller is a disabled veteran and he uses a cane. He stated that the last time he flew there was confusion on which line he needed to use. He stated that he was chewed out for getting in the wrong line at DCA. He stated that he has not gotten Precheck yet or completed the \$85.00 process. He is flying tomorrow. He stated that he was told by a contractor to use the Precheck lane and a agent was very rude to him for getting in the wrong line. He stated that he has a Prostetic aswell so he has to use the AIT.

Information Request: He stated that he is flying tomorrow. He wants to know which line to use. He stated that he was apologized to by the agent that conducted his patdown. He stated that he does not want any special treatment or to make a deal of the incident that occurred. He stated that he just wants to know which line he can use.

I apologized to the caller for the manner in which he was treated. The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

8/12/2013 1:38:10 PM Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

PM I explained that we can forward his information to our wounded warrior program and they can actually escort him through screening. I explained that he can request a PSS from the Travel Document checker at the checkpoint.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions.

It is important to know, however, that not every security line is managed by TSA, and that airport authorities or the airlines may oversee the line. Nonetheless, TSA, airlines, or airport personnel should honor a passenger's request to move to the front of the line. Passengers should inform the personnel overseeing the checkpoint line that they have difficulty standing or waiting in line due to a disability or medical condition before entering the line.

The caller wants to file a complaint. Caller said on July 29 she flew from ATL. Caller said said on her previous flight she did not have a problem, but in ATL the TSO insisted on patting down her hair. Caller said she told the TSO she had brain surgery and caller said the TSO told her they still had to do the patdown. Caller said the TSO acted like she did not care and did not believe her. Caller said she flew 3 other times and no one patted down her head. Caller said she has seizures and her doctor told her that her brain had not healed yet, which is why she was concerned. Caller said the TSO that did the patdown was a black female. Caller does not use a computer anymore and does not have an email address.

Airport ATL

Airline American

Flight numbers Caller does not know

Date and time of incident 7/29/2013 approximately 11 am

Terminal or Gate: Caller does not remember

Contact information (b)(6) - home phone

8/12/2013 3:03:40 PM I told the caller that the TSOs are required to treat everyone with dignity and respect. I told her she can request a PSS or ask to speak to a supervisor. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. I told the caller I cannot send this complaint to every airport.

I told the caller to tell the TSOs about her medical condition before her screening begins. I also told her she can call the TSA Cares line 72 hours prior to travel to arrange assistance. Travelers may call TSA Cares toll free at 1-855-787-2227

I asked the caller if she felt discriminated against.

The caller has a complaint against TSA security. She flies alot for her christian organization. She stated that for the first time she flew from Champagne to ORD to ATL. She stated that returning from the flight she had the AIT screening. She stated that she had to get a patdown on her head. She stated that she had brain surgery once and she has seizures. She stated that she told the TSO about this and she told her that she had to conduct the patdown of that area. She stated that there was not an alarm that went off, she just wanted to patdown her head. She stated that she almost had a seizure. She stated that she does not need to have a patdown of her head without a doctor present.

I advised the caller that her complaint has already been documented and sent to the CSM at ATL.

8/12/2013 3:41:38 PM There are several reasons as to why she could have received additional screening, including random selection or alarm resolution. If an anomaly occurs or an alarm occurs a patdown is used to resolve those alarms. Each airports technology could be different, depending on what is available at that airport.

She can contact the CSM at ATL regarding the matter:

Name: (b)(6)

Phone

Disability Description: Caller has a 10 year old with Autism.

Response Details: I apologized to the caller and told the caller that if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. She stated that they failed to accommodate her sons disability.

I also told her that parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

I sent an email about filing a disability related complaint as well as information about passengers with Autism.

8/12/2013 4:26:50 PM

Incident Details: Caller went through security at Dulles on August 11th at about 5:30 pm. She has a 10 year old with a disability. He has Autism. He always uses the AIT with parental consent. The TSA officer would not let him go through the AIT. The caller asked to please let him go through and he said that children are not allowed through. She said that the TSO finally let him go through but by this time her son was becoming upset. This was not the normal routine for her son so he ran through the AIT and there were anomalies on his chest and pocket. They had to pat him down so he became increasingly upset. She said that all she could do was hold him down for the patdown. He was hysterical. She said that it took an hour to calm him down. TSA needs education on Autism. She said that they failed to accommodate his disability. She had to get a supervisor over and told him that she had told the security officer in the beginning that her son always uses the AIT. She also said that TSO s need to listen to the parents.

She is located in London, England.

Caller requested assistance on July 26 for a wheelchair disability. She is at the airport now and they will not let her through security the way she requested. The woman they are speaking to is named (b)(6) with Alaskan Airlines (b)(6) does not know what TSA is does not know how to handle the situation.

8/12/2013 4:37:15 PM

Advised caller:

Contact a PSS. Caller then handed the phone to (b)(6) with Alaskan Airlines).

Supervisor (b)(6) responded that the passenger arriving in the wheelchair should request a PSS and explain their capabilities and limitations and if they cannot get out of the chair they would be pat down. I was traveling out of Ft Myers last week and I have a question about screening. I was traveling with my 9 yr old son and wife. My son and I went through the metal detector. My very attractive wife was sent through the scanner. There was no reason for this other than the thrills of the man looking at the monitor. I actually overheard the female "officer" standing next to him say "ya liked that one". I started to tell her to opt out but she would then have been groped for 30 min. I would like something to be done about this. I have yet decided what I can do myself but this is ridiculous. The tsa goes against our rights on many fronts but sexual enjoyment goes into a whole new direction.

8/12/2013 8:07:08 PM

Disgusted and mad,

(b)(6)

Sent from my iPad

I was traveling out of Ft Myers last week and I have a question about screening. I was traveling with my 9 yr old son and wife. My son and I went through the metal detector. My very attractive wife was sent through the scanner. There was no reason for this other than the thrills of the man looking at the monitor. I actually overheard the female "officer" standing next to him say "ya liked that one". I started to tell her to opt out but she would then have been groped for 30 min. I would like something to be done about this. I have yet decided what I can do myself but this is ridiculous. The tsa goes against our rights on many fronts but sexual enjoyment goes into a whole new direction.

8/12/2013 8:07:08 PM

Disgusted and mad.

(b)(6)

Sent from my iPad

This will be my second attempt to obtain an answer to my question. I thought I made it quite clear in my earlier message, but apparently someone misunderstood my question and just gave me a bunch of rhetoric.

8/13/2013 8:35:35 AM
I am 77 year old male with an implanted medical device in my body. On the advice of my cardiologist and the manufacturer of the device whenever I travel I never go through the TSA screening machines. Instead I always request a pat down. At my two home airports the TSA agents always conduct my pat down with my shoes on and then sit me down and swab my shoes. Those swabs are then run through some machine. Recently I was in the Newark and Cincinnati airports where the local TSA agents told me because I had requested a pat down I had to remove my shoes. Obviously, this has led to some confusion on my part. , Therefore I must ask again, IF I REQUEST A PAT DOWN DO I HAVE TO REMOVE MY SHOES? I believe a simple yes or no should suffice.

Thank you
(b)(6)

This is my second time writing to you. To date, I have NOT received an answer. I expect one!

8/13/2013 For a flight to Ft Lauderdale, FL in mid July, I went through the AIT screening and also was subjected to a pat down. WHY?!?!?!
10:13:16

AM (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/13/2013 8:02:16 AM Airport : EWR - Newark International Date/Time of Travel : 08/07/2013 Airline & Flight Number :

Checkpoint/Area of Airport : Terminal B

TSA Employee: (If Known) :

Comment : I opted out of the "backscatter" screening for personal reasons. The gentleman on the front of the line was very nice, did not lecture me or argue me, called repeatedly for a female screener because he was concerned that I was under time pressure, and generally made the process painless. He and I proceeded to joke about it a bit, including the fact that my flight left shortly before 10pm so I had plenty of time and wasn't rushed. I truly wish that more of your employees could be like him, he was a truly delightful gentleman.

8/13/2013 The female screener heard that I had until shortly before 10pm when she finally appeared, and said that I could wait all night as far as she was concerned. She proceeded with the in-depth pat-down WITHOUT explaining what she was going to do or how she was going to do it, or indeed warning me about when she was going to touch me where. When I challenged her on this, she replied that I had seemed to be an experienced traveler so she didn't see the need to give me the spiel.
10:13:39

AM Regarding this specific interaction with TSA, I am unhappy with:

- the "she can wait all night for all I care" comment, and
- the lack of communication regarding a very invasive physical contact during the pat-down.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller stated that his mother-in-law went through the checkpoint at Dulles and that she was discriminated against due to race. The caller stated that his mother-in-law was patted down three times including a head and scalp patdown. The caller stated that the bag was inspected and that some food was confiscated. The caller stated that he is not authorized to file a complaint on her behalf and that he thought she would not file a formal written complaint regarding discrimination. The caller wanted to know what she would have had to be patted down and why her hair would have had to have been patted down.

Flight Details:

Airport: IAD

Destination: Miami

8/13/2013 Airline: American Airlines

3:24:01 Flight number: AA993

PM Date Time of departure: 08 13 2013 2:40PM

Checkpoint: Unknown

Approximate time of screening: 12:30 PM - 1:00 PM 08 13 2013

Advised the caller: Advised the caller that if he is not authorized to file the complaint on behalf of the passenger then the passenger would need to file the complaint in writing themselves for it to be considered a formal complaint. Advised the caller That I could email him the form to provide to the passenger if she wished to make such a complaint. Advised caller TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Forwarded to MB

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/13/2013 7:38:17 PM

8/13/2013 Name: (b)(6)

8:03:17 PM Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Gate D, flight #UA1051

Comments: I went through screening at around 7:30am this morning (August 13, 2013) and usually opt for the pat-down instead of the millimeter wave. They called a female agent to do it. I normally don't think much about the pat downs after they happen because they feel professional, but this one had me feeling very uncomfortable afterward. This woman pressed her hands very forcefully against my crotch twice (one time for each leg). I don't recall ever having another agent touch me in this manner and I really feel violated. I'd strongly recommend you have better supervision of your staff, and/or re-train them on appropriate pat-downs. Thanks for your time and hope you resolve this matter in a timely manner.

Sincerely,

(b)(6)

This is a followup email regarding a June 13th email I sent. But I didnt get a response. I also called in July as well.

----- Forwarded Message -----

From: (b)(6)

To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>

Cc: (b)(6)

Sent: Thursday, June 13, 2013 9:28 AM

Subject: Lost Items at Los Angeles Intl Airport

On June 11th, 2013, estimated time: between 6:30am and 7:30am.

TSA agents requested a bag search, hand swab, body search ("pat down and wand) after being cleared of the walk in full body scan. An additional search was performed on a travel bag and hygiene bag which contained a Galaxy Note phone, external power pack, colognes, facial care products, toothpaste, etc.

8/13/2013 8:03:41 PM The hygiene bag was detached from my backpack and was carried away by another agent after two scans for further assessment as the initial agent checked other bags in question in my presence.

The agent completed his search and released me to continue past the checkpoint and to the food court.

I did not have my hygiene bag returned to me by the other agent.

Description: Black leather hygiene bag

Contents: Galaxy Note Phone w/hard cover, external power charger (white) with dual connector ports, colognes, etc.

Contact person:

(b)(6)

Or email (b)(6)

Thank you

Sent from Yahoo! Mail on Android

Caller said that he is a founding member of homeland security. He has a bilateral hip replacement. He said that every time he flies he receives additional screening. He screening is because his metal implants set off the alarm. He wanted information on filing for TRIP. He thought that would stop the secondary screening. He said that he has a TWIC card. He said that the notification card is a waste of taxpayer money. He said that the additional screening because of the hip replacement is harassment.

I gave the following information: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- difficulty printing a boarding pass at home or at the kiosk.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

8/14/2013
8:06:06
AM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. I told him that he can ask for a passenger support specialist at the checkpoint if he needs assistance.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/13/2013 10:42:35 PM

8/14/2013
8:08:24
AM

Name: (b)(6)
Email: (b)(6)
Complaints: inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Philadelphia International Airport, Gate D, flight #UA1051..

Comments: I went through screening at around 7:30am this morning (August 13, 2013) and usually opt for the pat-down instead of the millimeter wave. They called a female agent to do it. I normally don't think much about the pat downs after they happen because they feel professional, but this one had me feeling very uncomfortable afterward. This woman pressed her hands very forcefully against my crotch twice (one time for each leg). I don't recall ever having another agent touch me in this manner and I really feel violated. I'd strongly recommend you have better supervision of your staff, and/or re-train them on appropriate pat-downs. Thanks for your time and hope you resolve this matter in a timely manner.

(b)(6)

Disability Description: Caller has a titanium hip and a bad ankle and she beeps the metal detector.

Information Request: Last time she could not see her stuff while she has the patdown.
She does not want someone having her bag because her ID is in it and her camera.

Last time the wheelchair attendant had her stuff but she does not like not being able to watch it.

Nothing was missing but she likes to watch her things.

She walks at screening but it is hard for her to not do the wheelchair assist with all that walking. She thought of not getting a wheelchair assist this time but thought why should I suffer.

8/14/2013

12:43:56
PM

Response Details: Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I asked if she went to a room for a private patdown.

She stated she had it in the public area.

Told her since last time the wheelchair attendant collected her things trying to be helpful it may be she could just ask them not to do that.

TSA will watch her belongings when she cannot see them.

She began to tell me nobody likes the TSA and the liquid rule is ridiculous.
She sees no point in it.

I asked if she had a question.

The caller stated that his in laws flew from EWR. He stated that they worn a Turban and his wife had to remove the Turban. He stated that they are very old. He asked why they had to remove the Turban if we have scanners to scan everything.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

8/14/2013

1:10:33
PM

Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the individual will be offered the opportunity to remove the head covering in a private screening area.

If a passenger is wearing a head covering for religious or ceremonial reasons, he or she may be permitted to conduct a self patdown of the head area. If the TSO cannot determine that the area is free of a detectable threat item, it may be necessary for passengers to remove their head covering during the screening process. Passengers may request to be in a private area while the head cover is removed, inspected, and restored. In addition, it is TSA policy that passengers are screened by a TSO of the same gender. Passengers who do not permit the search will not be allowed to board an aircraft.

I explained that all alarms have to be resolved, and we do recommend that passengers remove all personal item for screening.

The caller is departing LAS through the TSA checkpoint bound for SFO

He is upset because he opted out of the AIT, had to wait for some time before the patdown was completed all the while his property had already gone through and was out of his sight.

He spoke with a supervisor named (b)(6) who provided the number for him to call and register his complaint. He is upset because this is the second time this has happened at this airport and anyone could have gone through his property and the TSOs didn't seem to care. He said one individual had told him that he could have kept his carry-on items with him until his patdown had been completed and then let them go through.

I explained that TSOs are trained to keep an eye on passenger's property if they are unable to do so.

I told him that to my knowledge keeping possession of carry-on property until a patdown was completed was not standard procedure at any airport. I told him I would forward his complaint to the CSM at LAS for review.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

8/14/2013
1:23:47
PM

14 August 2013 Southwest FLT

Date of flight:

Time of flight: 1145h

Airline: Southwest

Flight number: 1043

Gate: C level routed over to the wheelchair lane

Departure airport: Las Vegas

Arrival airport: SFO

I told the caller that the CSM may be contacting him about his complaint but could not guarantee they would do so.

The caller flew from LEX yesterday, and he is pilot on ASJ express. He stated that he filed a complaint regarding the sensitive WTMD at LEX. He stated that he removed his shoes, watch, personal items, and he had the patdown, with nothing found.

He stated that he feels as if his civil rights violated by the patdown and the system, and they ran their hands up his crotch and all over his body. He stated that he is a known traveler, pilot, and he has a CrewPASS. He stated that two other crewmembers went through with no issue. He stated that he filed a complaint at the airport and he felt as if it would fall on deaf ears. He stated that the flight was delayed because of the additional screening.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Flight-deck crewmembers who use this program are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

I explained that we can forward his complaint to the CSM at LEX for review.

8/14/2013
1:32:25
PM

The caller's flight details are as follow:

Departing Airport: LEX

Destination Airport: ATL

Airline: Xjet airline (DELTA)

Flight Number and Time: 5364 @ 6:00 am

Terminal: B

Gate: B4

Date and Time: August 13th, 2013 @ 5:15 am

I explained that no matter his complaint or his credentials, there is no way to guarantee that he will not be subjected to additional screening.

The caller stated that her son traveled from Tokyo to Kennedy Airport and that he has been subjected to a patdown and ETD and wanted to know why he was selected for this. The caller stated that her son had been selected in advance as the boarding pass had SSSS printed on it and wanted to know what it meant. The caller wanted to know why he was selected and if he was on a federal watch list. The caller did not know if the officers had been professional or not.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include random selection, or alarm resolution. TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

8/14/2013 2:01:29 PM The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the travelling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.
TSA Contact Center

Caller had a bad experience Boston Logan 630am Delta Airlines- Domestic Flight , he had a random patdown, after the AIT he states that the officers went through all his items. He was warned that he was going to receive the patdown, he states that the officer asked him alot of questions. He states that he asked to speak to the supervisor, he states that (b)(6) asked if he had sensitive areas of the body and passenger said no. he states that when the officer (b)(6) was conducting the patdown he caused him great pain by touching and kinda of smacking his Groin. He states that another officer asked him if he was uncomfortable with the procedure. Passenger informed the officer that he was not uncomfortable with the procedure itself but he doesn't think its right for the officer to have treated his groin area like that. Another officer then approached him and asked him if he was taking pictures with his phone. He offered his phone to the officer and the officer refused. He states that he felt as if he was a threat and he doesn't want to provide his information because he doesn't want us to put him on a watch list.

Informed caller:

8/14/2013 3:35:04 PM TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

SPOT uses non-intrusive behavior observation and analysis techniques to identify behavior that may signal a person's intent to commit a terrorist or criminal act. The program is derived from other behavioral analysis programs that have been successfully employed by law enforcement and security personnel both in the United States and internationally. TSA recognizes that travelers exhibiting behavior indicative of stress, fear, or deception does not automatically mean they have terrorist or criminal intent. SPOT helps security officers focus on determining if a traveler presents a higher risk or if the traveler's behavior has a non threatening origin. Passengers who exhibit specific observable behavior may be referred for additional screening at security checkpoints that may include Patdown and physical inspection of carry-on baggage. Referrals are only based on specific observed behavior, not on a traveler's appearance, race, ethnicity, gender, or religion.

Caller speaks to the supervisor at Phoenix airport with TSA, the person in charge of US Airways. She says needs to customer card card. She says once before TSA had broke \$900.00 worth of stuff and her money was not given back to her. She says she got a patdown 2 times, they told her not to touch her items, she says she was a victim, she ask for her her phone back but they would not give it to her.

Told caller

8/14/2013 4:23:48 PM I could take her complaint for her and email it to the Phoenix airport or she can call the same number she had called me on and chose option number 5 to get the CSM number. I told her any passenger can get additional screening. If they were screening her and her items, she would have to wait until she and the items were both done with screening before she could get something like her phone. She said she had tried option number 5 and it just went in a circle and went to the garbage. I ask floor support if I could give her the CSM number so they can take their own complaint.

Name (b)(6)

Phone

I told her I was at the only contact center for TSA. I assist passengers with questions for screening and what they can take on board a plane.
TSA does screening in all airports in the US to make sure everyone in the US travels safely.

Caller said he had items stolen from him at a checkpoint. Caller said he had a small razor phone stolen from him. This happened in SFO. Caller said he filed a claim and got paid for the phone. Caller said he has a \$500 Ipod and he does not want to lose this when he travels to Hong Kong. Caller asked if he can ask for a supervisor to screen his IPOD so it does not come up missing. Caller said he wants to avoid having his IPOD stolen. Caller asked if he can bring a BIC razor and his toothpaste and toothbrush.

I told the caller SFO is screened by private contractors.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

There are two primary ways to be considered eligible for TSA Pre✓2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs. Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre✓2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre✓2713™ when flying on a participating airline at a participating airport.

I told the caller he can bring his toothpaste if it is 3.4 ounces or smaller.

Disability Description: The caller's father has a pacemaker.

Response Details: I advised the caller that if a passenger has an internal medical device, such as a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

The AIT is not a metal detector, however it does create a 3D image of the body, highlighting any foreign items on the body.

I explained that if a passenger is not able to use the WTMD, they would be directed to the AIT. They can opt out of the AIT if preferred.

I explained that I can forward this information to the CSM at JFK, and to a disability specialist.

TSA Cares is a helpline to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. - 11 p.m. EST and weekends and Holidays 9 a.m. - 8 p.m. EST. They can call 72 hours in advance of the flight for assistance and information that may be needed.

I advised the caller that if they feel that they need any assistance with the screening process, they can request a PSS from the Travel Document checker, and they can assist them through the screening procedures.

Email sent.

Incident Details: The caller called about 5 minutes ago regarding a complaint. She stated that her elderly parents flew from JFK. She stated that he was forced to use the AIT and he has a pacemaker. She stated that he has a doctor's note that states that he cannot be screened using a metal detector. She asked what the AIT is exactly. She stated that this is disrespectful. She stated that they had an airline wheelchair and attendant.

She stated that she feels as if this was a customer service issue, however they did not have any concern for his medical condition, or the documentation submitted. She stated that this is a failure to accommodate his medical condition.

She stated that he has had the pacemaker for a short time and they are not aware of our technologies, and she is concerned for him.

Airport Departing: JFK

Destination: SJU

8/14/2013
5:26:18
PM

8/14/2013
5:27:13
PM

From: (b)(6)

Sent: Wednesday, August 14, 2013 3:00 PM

To: TSAExternalCompliance@dhs.gov

Subject: Complaint - discrimination against mother traveling with 15 month old child

To Whom It May Concern:

I am writing to make a complaint because of the way I was treated - along with my 15-month-old daughter - during airline security screening on August 8, 2013 at approximately 9:30-10 pm, en route to Gate 31 for USAirways Flight 3294 at 10:40 pm to Syracuse, NY at Reagan National Airport.

8/14/2013

6:02:54

PM

I attempted to go through security with my daughter in a soft harness/infant carrier and the alarm went off. Then, I removed the carrier and put it through the x-ray machine and attempted to walk through a couple more times without it, holding my daughter, still setting off the alarm. I explained to the security people that I believed it was my underwire bra as I had no shoes, jewelry, hair clips, items in my pockets, etc. and told them I would be willing to undergo a pat down if needed. I had a very willing and compliant attitude during the entire debacle. I am also a very conscientious traveler and make an effort to comply with TSA regulations. I was also a parent passing through security with a small child.

The female security attendant harshly and loudly commanded me to "wait over there" and then called and complained to her supervisor because I did not wait where she told me to. This command was completely arbitrary, because there was no specific "over there" where she pointed to, except to go to a place where other travelers were passing through security where I would block them. She had a negative attitude. The supervisor arrived and then he seemed to run in circles, looking for my stroller or carseat. I told him that I was not traveling with a stroller or carseat (because I was going to visit my parents, and they have a full set of infant supplies for my daughter at their home in Syracuse). All I had was the soft infant carrier. After thinking about it, the supervisor told me to SET MY DAUGHTER ON A TABLE AND HOLD HER ARM OR LEG WITH ONE HAND while I was pat down. I found this to be a major safety concern for my 15-month-old daughter. However, I knew if I did not comply, I would be delayed and possibly not board my flight to visit my parents so I did it. The patdown by the female security attendant was harsh and violating, and she slammed into my private parts (labia) so that they stung. I was not offered privacy, and this very intrusive search took place in front of a deboarding flight headed out to baggage claim. I was also separated from my possessions during this search. I did not get names but the female security agent and supervisor were both African-American. She was average height with short hair. The supervisor was taller and a large man who used a lot of nonverbal gestures.

I feel that I was discriminated against because I was traveling with my young daughter, and also because I had my baby in a baby carrier. I have gone through security at numerous airports with her in a carrier, strapped to me, and never had a previous issue with the carrier, including at London Heathrow Airport and other points in Europe and the US.

Disability Description: The caller is traveling from LAX on Saturday.

He has a titanium metal implant in his knee.

He is asthmatic as well and takes medication for that.

Information Request: He was advised to call 72 hours in advance of his flight. He has requested a wheelchair at the airport as walking a long distance and standing in a long line is difficult.

The caller asked if the new rule allows passengers who are 75 to leave shoes on. He asked if he had to remove his belt.

Response Details: I advised that TSOs may check their gloves for explosive material and this is a standard part of screening. I explained that passengers are chosen at random for additional screening. Additional screening, including a patdown, is required to clear alarms and anomalies.

I advised that TSA has phased out the use of hand wands.

8/14/2013
7:04:22
PM

72 hour advance notification is only required if the passenger is requesting a specific assistance at the TSA checkpoint. The caller indicated that he did not want to request such assistance.

I advised that many passengers with metal implants prefer to be screened by AIT. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

Passengers who appear to be 75 years of age and older are permitted to leave shoes on. TSA recommends that belts be removed and placed in a bin before passing through the WTMD or AIT to reduce the need of an alarm.

Incident Details: He indicated that the last two times that he went through security at LAX, the WTMD alarmed and he received a patdown.

The TSO walked over to his desk and removed his gloves. The TSO explained that he had to check for gunpowder residue. The TSO advised that the radar doesn't pick it up. The caller indicated that he is elderly and not a threat. He also expressed concern that other passengers did not receive additional screening of this nature and could have had gunpowder residue on them. He indicated that many passengers went through the checkpoint without receiving a patdown.

The caller indicated that this happened last year.

He indicated that he has complained to people at LAX.

The caller asked why can't they use the wand.

Name: (b)(6)
Cell Phone: (b)(6)
Mailing Address: (b)(6) Jacksonville Beach, FL 32250

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I was at the TSA screening checkpoint at Jacksonville International Airport (KJAX) on August 09, 2013, to catch a Southwest flight, when at approximately 6:25 PM, I opted out of the body scanner screening option. I asked if I could go through the metal detector instead of the body scanner and was told that I could either go through the body scanner or receive a pat-down. Even with a DoD ID (I am active duty Navy), I was told, the metal detector alone was not an option. I witnessed a Sailor in uniform and several families walk through the metal detector with no body scanner and no pat-down. I was told that these two groups were exempt from the body scanner.

I was taken to a pat-down site a few minutes later and given the pat-down instructions. The agent began his pat-down, then stopped when he was about to pat-down the lower, front section of my body. He informed me that he would be touching sensitive areas. I requested that the agent not touch my genitals. At this time, the agent called his supervisor.

The supervisor came over and went back over the pat-down instructions with me.

8/14/2013 9:01:40 PM I assured him that I understood the instructions, just did not want my genitals touched. After a little bit of back and forth, I found myself surrounded by TSA agents and a police officer. I explained that all I wanted was for my genitals to be left untouched during the pat-down process. The supervisor could not assure me that my genitals would not be touched during the screening. I asked the supervisor if he would like his genitals touched by strangers, at which point I was threatened by the police officer to comply with the search, or gather my belongings, leave the airport and miss my flight. I then gave in to the intimidation and told the supervisor to conduct his search. He patted me down with much firmer hands than the previous agent, touching my genitals in the process. After the search, I gathered my belongings, and continued on my way.

When did this happen?
1830L 09 August 2013

Where did this happen?
Jacksonville International, Jacksonville, FL

Who treated you unfairly?

Original TSA Agent: Name unknown
Supervisor: (b)(6)
Police Officer: (b)(6) Badge Number: (b)(6)

Is there any other information you want us to know about or consider?

(b)(6)

August 15, 2013

(b)(6)

By email

RE: INAPPROPRIATE ESCALATION OF SITUATION BY (b)(6) AND INSUFFICIENT RESPONSE BY SUPERVISOR (b)(6) SAN DIEGO INTERNATIONAL AIRPORT TERMINAL 2

8/15/2013

8:49:15

AM

Dear (b)(6)

I am writing to inform you of inappropriate conduct by (b)(6) "PERLINK \l "BM , ftn1"[1] and unhelpful attitude of supervisor (b)(6) in SAN on August 12, 2013. On that day, I was seeking to board Japan Airlines Flight JL 065 (Terminal 2) from SAN to Tokyo/Narita departing at 13:10. I arrived at security screening at approximately 11:30 – 11:45 a.m.

Before detailing the incident I would like to mention that I worked as a prosecutor (Deputy City Attorney) with the city of San Diego and have other law enforcement training and thus have some degree of knowledge (albeit in another context) of what can be accomplished by law enforcement or security personnel and the dangers and stressors they face. Furthermore, I travel internationally regularly and have been through security screening in numerous domestic and international airports, including many "opt-outs" of the full body scanners.

Returning to August 12, I opted out of the body scanner and was told to wait. A person I was unable to identify stated that I should have mentioned that I was opting out earlier (before placing my belongings on the conveyor to be scanned) so that I could be kept with my property. There were no signs informing me of this and it has not been a problem before. As my property was now past the scanner, I asked my traveling companion to keep watch of it. I also realized that I had forgotten some keys in my pocket and removed them and held them on my finger for display.

A few minutes later, a man I later would learn was (b)(6) approached me. (b)(6) carried my possessions (which had been sent back to where I had waited) and instructed me to follow him. I followed him to a side area and he asked if all my possessions were there. I held out the keys that I had pulled from my pocket, and motioned towards one of the baskets, where my backpack was, which had previously contained my passport, wallet, and cellphone. I did not see any of the smaller items (passport, wallet, cellphone) therein.

(b)(6) curtly instructed me not to touch my belongings. I pulled my hand back, to indicate that I had no intention of disobeying his instruction, and apologized. I attempted to tell him that I would not touch my belongings, that my passport was missing, and to ask him to lift the backpack so that I could confirm its presence. He interrupted me and said "Don't worry about it." I attempted to tell him that I could not confirm if my possessions were there unless I could see under the backpack, as some of my possessions appeared to be absent. Again, he interrupted me telling me to "Forget about it."

I told him I was concerned because there have been reports of thefts from screening areas. Continuing his pattern of dismissive, scornful responses, he said that, "There are reports of theft from everywhere. We gotta move on." I again told him that I. The caller is 6 weeks pregnant and is currently on fertility treatment injectable medications that are to be kept cool. She had a flight today and when she arrived for screening she declared her medications and set her carry on to go through the conveyor for x-ray. She then proceeded into the AIT machine telling the TSO that she was pregnant. During the scan she asked the TSO if this consisted of any radiation. The TSO said yes. The caller then began to panic repeating she was pregnant. She wanted to know how much radiation the AIT had, but the TSO did not know the answer. The TSO then referred the situation to the TSO Supervisor and they did not know the answer. The caller became scared and had to Google the information herself. She was so upset and scared that she missed her flight. She wishes to file a complaint with the TSOs at the checkpoint.

Advised caller:

8/15/2013

10:51:23

AM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. They are not dangerous to pregnant women.

Airport: Louis Armstrong

Airline: US Airways

Flight #: 2084

Date and Time: August 15, 2013 at 6:15 am

Description of passenger: White shirt, very light pink jeans, carrying beige purse and maroon carry on luggage.

Location: Gate B15

Email: (b)(6)

Disability Description: Caller has metal implants.

Information Request: She said that every time she flies she is practically raped by the TSO s because she alarms the metal detector. She wants to know if there is another alternative because she doe not want to be felt up.

I asked her if she is referring to a patdown and she stated that (if that s the terminology you want to use).

She said that they do not have a AIT at Portland, Maine, so every time she alarms.

8/15/2013 1:11:56 PM Response Details: I told the caller that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). The AIT will reduce the chances of having a patdown but not eliminate the chances of a patdown.

I told her that if there is no AIT then she can use the metal detector and if there are alarms then they would have to do a patdown. TSO s are trained to be courteous and respectful during this process and they should explain what they are doing in the process.

I told her that if she gives us her itinerary within 72 hours of her flight then we can send a request for assistance for her at the checkpoint. Also she may ask for a PSS while at the checkpoint if she needs assistance.

Caller did not have her flight information yet.
She also did not want email.

Hi.

I have just gotten back from my vacation where I flew to Israel with a Delta flight. I am diabetic and I wear a insulin pump which I shouldn't take off at anytime of the day or night. Along with that my doctor has written me a plane letter to show at the screening stations so they shouldn't make me go through those machines for they can break the pump and it would cost me \$8,000.00 to repair.

8/15/2013 2:19:08 PM As I got to the TSA agent, I told her quietly that I am diabetic and I can't pass through the screening machine and I would like a Pat down instead. She asked me to see a doctors letter and I handed it to her. So she walks off and tells the other two TSA employees working along with her that im such a fool for listening to doctors they just like scaring patients so they tell them not to go through the machine but really there is nothing wrong with passing. (they all started laughing about patients and doctors these days being over reactive about all circumstances while I was standing there and waiting.) I was watching all this happen while they were just making me wait until they are done joking about the situation. After waiting and watching all this for 10 minutes I walked over to her again and reminded her that I was still waiting, so she yelled at me to continue waiting until someone has the time to come and take care of me.....as if im an animal.

I was very annoyed and embarrassed since this became a whole laughing matter right there and all I wanted to do was get onto my flight. Finally one nice agent came over to me and did the pat down for me and this was after 20 MINUTES of waiting and being laughed at.

I don't usually have the time to report unimportant matters as I am a business woman and work every minute in the day, but this was something that hurt me and I wanted to make the TSA aware of this so they can hopefully prevent it from happening again.

Thank You,

(b)(6)

Caller was at the Sacramento Airport. Caller states that an officer stole a gem stone from her purse valued at or around \$50.00. Caller states that she was getting a patdown at the time he was searching her bag. Caller was asked by the female that was doing her patdown if she wanted to watch the officer go through her purse. Caller states that she believes it to be a hint from the female and she did not pick up on it. Caller states that the incident occurred on 08 13 2013 at or around 1610 hours. Caller does want to file a claim for the missing gem. Caller describes the male as 5 6-5 7 with darker hair possibly hispanic. Caller states that the female was heavy set with brown eyes and dark curly hair possibly hispanic as well.

Flight Details

Alaska Airlines 2628

Date Time: 08 13 2013 at or around 1610

Gate Terminal: B5

Baggage Description: Black medium sized woven purse made by SAC.

Advised Caller:

8/15/2013
6:05:30
PM

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

8/15/2013
7:29:26
PM

Caller recently had a bad experience with the pat down procedure at MSP. (b)(6) was travelling with her mother who recently had surgery on her wrist to Baltimore. They had opted out of the AIT to have a patdown because they didn't want her to go through anything that may have radiation. Her mother had a glove on wrist to cover the hand that had surgery and she was asked to remove it to have ETD test done it and was repeatedly asked to raise her arms for the patdown even though she stated she was in pain from doing this. The daughter stated she felt like her mother was treated as a criminal.

Response:

Apologized that she felt that she did have a bad experience with the patdown however the procedures you have told me the officers followed are standard patdown procedures. If you feel this needs to be addressed to the CSM of that airport you can contact us back and press option 5 and enter the airport code MSP and it'll give you the contact information for the CSM at that airport.

Disability Description: Caller has a medical device attached to his body.

Response Details: I advised caller that I will be escalating the information and complaint to the CSM at the Charlotte Douglas Airport. I also advised the caller that I am sending his claim form to the email address that was provided. I also advised caller that I will be sending him information as to how he can submit a formal complaint.

Incident Details: Caller just returned from vacation. Caller flew in from Jamaica and landed in Charlotte, NC. He told the officer that he has a device attached to him and his leg was injured. When he got to the front of the line, he requested from the officer to provide him with a patdown. He has neural stimulator and it is in the lower region of his backside. The agent doing the patdown was being very rough on his hip area and the agent wouldn't allow him to go into a private screening room. The officer applied a lot of pressure on his leg as well and put him in severe pain. Caller requested to speak with the Supervisor at the screening checkpoint and he wasn't of very much assistance either and was also rude. Caller is wanting to file a complaint in regards to the incident. He also had a TSA approved lock on his luggage and when he landed at LaGuardia, he found that the lock was missing. When he got home and checked inside the luggage he found that he was missing some very expensive shirts. He would also like to complain and file a claim as well. Caller feels like this was discrimination in regards to his disability.

8/15/2013
9:44:45
PM

Airport: Charlotte Douglas

Airline: US Airways

Flight Number: 2072

Date and Flight Time: August 13, at 6:45 PM

Baggage Tag Number: (b)(6)

Luggage Description: black suitcase, weight was 53 pounds, soft material case, no rips or anything, the brand is not known.

NOI: NO

Location: Gate C12

Contact Info: (b)(6)

I submitted the grievance regarding neglect on the part of your staff member (b)(6) at Los Angeles International Airport some 10 days ago. I was advised by the TSA Contact Center shortly thereafter that this complaint was being referred to the Los Angeles International Airport facility for review and response.

I am concerned because I still have not received a response to my grievance.

Thank you for your attention. I am patiently awaiting a reply to my grievance.

Sincerely yours, (b)(6)

8/16/2013 On Tue, Aug 6, 2013 at 8:59 AM (b)(6)

2:21:18
PM

I traveled yesterday from Los Angeles International Airport (LAX) to San Francisco International Airport (SFO) on United Airlines flight 703. I am writing to express my concern and dissatisfaction with the delay in screening and pat-down I experienced at Terminal 7. I proceeded through the Pre-check line after presenting my boarding pass and driver's license for identification. As usual, I activated the alarm due to a titanium hip implant associated with hip replacement surgery in 2004. The agent named Sergio called once for "male assist," to which there was no response. Sensing there was no response to his call, I expressed concern to him that he had not called a second time for "male assist." Sensing his lack of response to my concern, I asked him to call for a supervisor. After some delay, a supervisor named (b)(6) did appear, advising me that the TSA checkpoint was short staffed at that time, that agents performing pat-downs had to be certified to do this, and that someone would eventually take care of me. (b)(6) offered to relieve (b)(6) so that he could pat me down, but (b)(6) said he did not want to pat me down. Another agent appeared, and we proceeded with the pat down.

My general complaint is that this process took 20 minutes or more instead of the usual 5-10 minutes. I do not think that TSA checkpoint staffing issues should become my issue. My specific complaint is that Sergio did not make enough effort to get me a timely pat-down process as I believe he could have and should have down.

Please understand that I pass through that same TSA checkpoint once or twice weekly, so I have a good idea of function and timelines for processing a traveler that activates the alarm.

With concern and dissatisfaction, I am

Caller:

Caller flew from JFK to Austria today. He opted out of AIT to have a patdown. The TSO left him waiting for 15 minutes. He let other people in front of him. He could not get a name of the officer. His spoke to two different STSO who would not give the name of the officer. The TSO was a short black male. He turned his badge upside down so he could not read the name. He wants a response from the CSM.

8/16/2013 Response:
5:10:00 Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

PM

I told the caller he can contact the CSM at JFK by phone at:

Name: (b)(6)
Phone: (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/16/2013 5:43:45 PM Airport : ITO - Hilo International Date/Time of Travel : 08/15/2013 6:15 PM Airline & Flight Number : Hawaiian Checkpoint/Area of Airport : Gates 3-9 TSA Employee: (If Known) : Female, Middle-aged, White Employee Comment : My complaint is directed towards a single employee at the security checkpoint. I don't know her name, but she was a middle aged white woman. I choose to "Opt Out" of the screening and be patted down. The female TSA employee that I spoke to asked me to walk around to the far side of the security checkpoint, where I would not be able to see my belongings come out of the x-ray machine, in order to bypass the scanner and metal detector, even though there was a gate right in front of me that I could have walked through and be able to watch my belongings. I responded by saying I'd like to keep an eye on my things the whole time. She gave me attitude, made me wait, which I didn't mind, while she let a family walk through the gate right in front of me first. I was able to watch my belongings come out of the x-ray machine, but only after I asked and asserted my rights.

Once I was standing on the yellow footprints. She went through the rehearsed speech about the procedures of the pat down, which I have heard many times, since I always opt out and travel frequently for work. After the speech, she put on gloves and proceeded with the pat down and told me her opinion in a way that was bullying about why I don't need to be afraid of the scanning machine and I should just go ahead and go through the machine instead of opting out. I did not ask for her opinion nor did I appreciate being scolded while in a very vulnerable position of being pat down in public. It is my right to be able to opt out and hearing a TSA employee talk down to me about my rights is unacceptable.

8/16/2013

6:33:59
PM

I am a cancer survivor and the reason I do not go through the scanning machine is because my I'm following my doctor's orders because she doesn't believe that the machines have been tested enough to know if their effects could bring my cancer back. I told this to the woman who then continued to tell me her opinion and said that my doctor was incorrect.

I do no mind taking the extra time to be pat down to avoid cancer again and have always followed directions of the TSA employees during this process, but I do mind being told their personal opinions. It is none of her business why I choose to opt out and it was unprofessional for her to try to tell me otherwise.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Escalation Notes: (b)(6)

The caller wants to make a formal complaint against TSA for their treatment of women especially with cancer. She believes that our policies are discriminating against women. The caller seemed angry and her voice kept raising

I advised the caller that she could file a formal complaint

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

8/16/2013

6:40:55
PM

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598 Thank you.

Response Details: I told the caller that if she opts out of the AIT, which is her choice, that she will have a patdown. They will use the back of their hand on sensitive areas. They will go until they meet resistance. When I confirmed that this was the same for women with breast cancer she asked to speak to a supervisor (b)(6) took over the call.

Caller stated that she sent a letter to US Airways and was searched twice at security at CLT on her way back from Jamaica. Due to the body searched she ended up missing her flight. Her granddaughter who was there with her was very frightened. (b)(6) indicated that she was made to feel as though she was a criminal standing on the cold ground, hands above her head. Her granddaughter even wanted to know if she were going to jail. When she finally arrived home a video camera, and fried fish were missing from her carryon. The two expensive perfumes, and clothing items were in her checked luggage, now those are missing as well. She mentioned also that her flight was originally scheduled to go to BWI but was missed due to security. The flights later on were all too late in the evening so she chose to take a flight to DCA instead. When at DCA and waiting at the baggage claims area and there were no bags, she talked to Customer Relations and found bags had gone to BWI. With that said she had to drive all the way to Baltimore then to get her things.

8/17/2013
12:07:28
PM

Date: 08.11.2013

Time: 430 pm

Flight: 869

Gate or Terminal: Customs

Airline: US Airways

Baggage Claim Number: (b)(6)

Bag Description: 1 Bag is a large bag with rolls and a brown lining in the middle, the other is small and green pulled by the handle.

I let her know that we would send this information to the CSM due to her pat down complaint as well as items missing from her checked and carryon bags.

I am also sending claims forms to her via email as well.

Name: (b)(6)

Phone #: Cell: Home: Work: (b)(6)

Mailing Address:

(b)(6) Galena, OH 43021

8/17/2013
3:12:44
PM

Email: HYPERLINK (b)(6)

o Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's name and contact information:

I am not represented by legal counsel yet but will pursue that avenue if this ever occurs again.

k Are you filing in this complaint form on behalf of another individual?

NO

Caller: said his 2 yr old son just went through the Detroit Metro Airport checkpoint today with his mom and was separated from her during his screening process. He wants to file a formal complaint. He would not give his last name nor his email address. He said his job was in the legal field but he did not say he was an attorney.

Response: The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by applying new risk-based, intelligence driven screening procedures and enhancing its use of technology, while also improving the passenger experience at security checkpoints.

8/17/2013
6:40:04
PM

As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. Transportation Security Officers use their discretion based on how old a child appears.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening. Airport security checkpoints are only one part of a multi-layered system for aviation security. Also advised him would send this to the customer support manager at that airport.

I had a rather unpleasant & unprofessional experience at O'Hare airport with one of your TSA agents and I'd like it to go on record.

I am a seasoned traveler and travel as much as once a week so I am very familiar with the TSA rules and regulations. On Tuesday, August 13, 2013, I was at the American Airlines security stop around 5:00pm and I chose to opt out of the machine and have a pat-down screening. The TSA officer that was assigned to me (b)(6) was extremely rude and unprofessional towards me. She refused to gather my belongings and take them to the pat-down area and was speaking to me in a very unprofessional manner. She eventually made someone else perform my screening. This caused an additional delay as I had to wait for another agent AFTER she brought me back to the screening area.

8/18/2013
9:22:08
AM

I know my rights and I know that I am allowed to have a pat-down if I choose. And it is the agent's job to conduct these pat-down screenings, whether they like the person or not. Please review these rights with the staff at O'Hare (including (b)(6)). It is unacceptable for the TSA staff to be rude & unprofessional towards the travelers who choose not to use the machines.

Thank you-

(b)(6)

To whom it may concern:

I am a parent who was recently picking up my son from a family summer visit from United Airlines at LAX. I can't begin to tell you first of all, in all my travels, and all the times I've been to the airport, how professional and courteous most everyone has always been. I have had a lot of experience or enough to know when things are done well, necessary (all be it frustrating at times) for our safety and security, and even when some employees go above and beyond to listen and be helpful to get you through the process or help you make your flight on time. I will take this opportunity, first and foremost to all of those employees and your management for placing those people in the right positions and for giving the right personnel the training and tools to take on the responsibility of utilizing the authority to protect and our Nation's security from any harm.

8/18/2013 9:22:13 AM
Now, with that said, I would like a formal inquiry into the actions of a specific employee on the evening of August 11th at approximately p.m. PST. My mother and I went through security to get passes and then through the routine security scan etc...My mother, who has an artificial Hip replacement, knew she would register the metal detector and did which was not a problem. She went to the side and allowed the necessary search and cleared with no problem. The woman was also very nice and courteous and professional. She asked to see her things and went through all the proper questions, used gloves and performed a routine pat down and search. I went just to support my mother and everything was fine. I was putting my things in the plastic container down on the counter and putting my belt back on. Keep in mind, I was not under suspect and my items had been cleared in the x-ray and routine examination. I returned upward to the plastic container and was blocked by two agents standing at the counter (space is limited there) I was patient and waited, then asked politely if I could get to my wallet and keys. During this time, my mother and I both realized that the male agent was rummaging through my personal items. He did respond and we heard him say "Oh this looks interesting, I haven't one like this...." "Did someone leave this here". I said, excuse me can get to my things. He seemed startled and put my wallet and items down and walked away. I expected him to ask to search my things or say I needed to search the items or something, but it was obvious that something else was happening when he just quickly walked away. Bewildered, I asked the woman who searched my mother "Hey, what was that about." She shrugged her shoulders and said I don't know. I repeated myself and so the agent came back over. I asked why he was searching my items and not asking or answering me. So he stepped closer to me and said rudely, Ok sir! Can you open this for me? When I flicked the lighter he said, "There, now you have to surrender it." On the way out to take it back to my car as one option that was given, he made a snide comment. I turned and asked to speak to his supervisor. On the way to the supervisor he stated another comment. "I wasn't going to make a big deal out of it and let you keep it (as in the terminal) until you had such an attitude". After speaking to the supervisor she was shocked at the comments he had made. Everyone refused to give me a name or ID # of any kind, but two people referred to him as (b)(6). This "agent" has short red hair and is about 5'8" 170#. After all the things I stated above, I don't even have a problem with them sending me to the car and am glad that there are precautions even if I'm not that aware of them. But, there are boundaries and you train your officers to handle situations in the same way with every person for a reason. In this instance, (b)(6) did not follow protocol, did not inform anyone that he was searching personal affects and did not protect the airport according protocol because he was stopping me from taking a lighter onto terminal. He was abusing his authority with complete disregard for protocol and was caught in a dishonest act. This man should not have a badge, he should not be in the position he is in so that he just can abuse his authority with others. I've had contact with many TSA and airport personnel. He slipped through the cracks of your background checks. He is not the type of person who should be at that position. As I stated, I would like a formal inquiry and at the very least would like a punitive letter placed in his file for his next review. Furthermore, I would be happiest to come down to the TSA office and sit in room with a supervisor and an internal investigator to make him feel how he tries to make others feel when they just trying to comply and travel or get to their family members. Concerned citizen,

Most seriously,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 8/18/2013 10:33:28 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: August 18th, 2013

(b)(6)

Raleigh, NC 27612

8/18/2013

11:12:56

AM

(b)(6)

(b)(6)

Transportation Security Administration

TSA-ContactCenter@dhs.gov

1-866-289-9673

Attn: Customer Service – Complaints and Reimbursement

To whom it may concern,

This letter is being written to report an incident that occurred on Monday, August 12th at 6:20 a.m. at the Trenton Airport. At this time I was on my way to catch flight 919, a 6:30 a.m. plane to Raleigh, NC.

The lines for security were very backed up and TSA was having issues keeping up, maybe from understaffing or training. Whatever the reason, I became very nervous waiting in line and worried that I would miss my plane. It was a relief when the announcement came at 6:15 a.m. for the Raleigh passengers to move ahead.

From: (b)(6)
Sent: Sunday, August 18, 2013 1:19 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/18/2013 1:18:57 AM

8/18/2013
11:13:40
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint about Treatment in TSA area at SFO

Comments:

On August 2, 2013 I and my husband left out of LGB for SFO with no hassles or problems. We both went through security together at the same time with our IDs and did our security part by your rules with no problems.

I am writing to you to tell you of my experience at Hobby Airport, on Wednesday, August 14th, 2013, approximately ~5:30 pm. Let me tell you a little about myself first. I am a business professional, and manage a staff of 123 off season, and 159 in season, headcount. I have over 4 million dollars in inventory, and annual sales volume over 27 million dollars. I am educated and pay my taxes on a daily, monthly, and annual basis. I am VERY aware of my constitutional rights, specifically amendment 4.

On the day in question, I was traveling from Hobby Airport in Houston, Texas to my final destination. I engaged the TSA security line at Hobby airport in Houston Texas and as I approached the gentleman at the podium, I presented my temporary, yet valid drivers license (I just recently relocated and had to change drivers license states) to the person there. He stated that this ID was NOT valid and asked for secondary picture ID, which I thought was strange since I was on a RETURN flight and had presented this exact same ID at another airport and had NO ISSUES. Nonetheless, I complied and presented a second picture ID. The gentleman stated he needed a supervisor to look in to the matter and contacted a supervisor named "Maui" to assist. This person came over and stated that neither of these ID's were legitimate and asked if I had a credit card with my name on it. I presented not one, but two additional credit cards. This person now had 4 PIECES of ID. at that point he stated that since my ID's were not sufficient, I would be required to submit to a "modified pat down". When I inquired why, he simply stated that "that was policy". When I informed him that I respectfully disagreed, due to having traveled on this identification just two days ago, he told me that they were inconsistent with the enforcement of the policies so that the "terrorist couldn't figure them out". Are you kidding me? When I asked what my options were at that point, he stated I could either submit to the modified pat down or I was free to leave the airport, but either way I was not boarding a plane today unless I followed their policies. I ended up relinquishing my 4th amendment rights so that I could get home.

8/18/2013
1:05:15
PM

I ask you, is it TSA policy to selectively enforce policies? Is it within TSA authority to randomly violate the constitution of the United States? Is it within your authority to CREATE a policy that suits your needs (stating my ID was not valid, then asking for another form, then asking for a credit card?) until you can isolate air passengers to search? Why is the policy not enforced consistently throughout ALL airports? As a frequent traveler, to not only witness first hand the lack of professionalism displayed by (b)(6) but also the lack of consistency of your team at this airport (Hobby) I am DEEPLY concerned about my safety and security as an air passenger. I am very disappointed at how this situation was handled, that my 4th amendment right was stripped away by the misinformation of a SUPERVISOR, and the lack of consistency at which your policies are enforced. It's no wonder that the population of the United States has an overwhelmingly large fear of the American government. This supervisor and the rest of the team should be held accountable for this mishap, disciplined, and PROPERLY retrained on how to execute GOVERNMENT policy so as to NOT CREATE a perception of BIG GOVERNMENT!!!

Dissappointed American Citizen

Went through terminal 2 minneapolis, humphrey terminal, at 12:10 pm sunday august 18, 2013. Why would someone be subjected to a patdown after going through adv security screening? I have a hip replacement and travel often from both chicago airports and have never never never been patted down after this type screening. When going through basic metal detectors i have been wanded and briefly patteddown but today was subjected to a pat down which i consided to be abusive by a female tsa staffer, who also patted my breasts down even though i informed her of the hip.

8/18/2013 3:10:06 PM In addition, my husband has been informed numerous times by tsa staff to hold cash and wallet, without any metal, above his head during these type screenings for security purposes and to not put cash etc on the conveyor line due to possible theft by travelers or even staff. Today the same female staffer took his wallet gave it to another staffer who then sent it through the conveyor line screener. Normally a staffer will open and inspect in front of him but this female staffer said you cant do what he did though he always does it in full view of tsa. While this took place his wallet was completely out of view.

It appears that the female staffer whose name i did not get due to her curt and abrusque nature requires some counseling and re-education. In addition what are the proper procedures? I have never complained about this whole inconvenient process until today. The female staffer appeared to be in her 60's. with salt and papper hair, pulled back, and she wore glasses.

Thank you

(b)(6)

8/18/13 10:43am

I just went through TSA and fortunately I was here ahead of time because there were 10 agents standing around talking to each other not working and only one agent checking IDs! Three more agents were sitting in a side room. The TSA only had one screening area open, while the line of passengers was backed up! The father, son, and grandmother in front of me all were allowed to go through the metal detector. I told the agent directing individuals into the machines that I had a diabetic sensor on my abdomen and he wouldn't let me go through the metal detector, he said it will be fine, and made me go through the radio wave detector. I went through and as I was leaving the screening area to get my bags on the x-ray machine, I was stopped by a female agent that said she had to pat down my left side. I said no it is a diabetic sensor and the agent I told before I went thru machine said it was fine. She did not listen to me and reached out and touched exactly where I told her not to! I said no Do not to touch it and after the fact said oh sorry did I move it? I said you need to listen to people and not touch a device that someone tells you not to! I am so sick of my civil rights being violated every week with your Gestapo staff!

8/18/2013 5:25:26 PM Then I proceed to the x-ray machine to get my carry-on luggage only to have my lead glasses (which I pull out of my work bag every week going through security as a courtesy) have 2 agents pull them out look at them. I told what they were prior to the agent opening up the box to examine the glasses. Then he says I have to run tests on all the boxes for explosives! Excuse me? I fly with these 3 wks/month for the past 3.5 yrs! So I had to wait why he put on exam gloves then slowly swiped each of side of the four boxes! Just because the idiots that work for your TSA don't know that lead glasses are for radiation protection in hospitals used by doctors and staff doesn't mean I have to go through this scrutiny in order for me to do MY job every week!

(b)(6)

Business Traveler

Southwest A-List Preferred

Sir or Ma'am,

Chico airport TSA does Pat-Downs and Advanced Pat-Downs even when no alarms are triggered at the Security Checkpoint. In fact, my eight month pregnant wife and I, a US Veteran, returning home to America from being saved from a terrorist abduction in SE Asia, were subjected to an Advanced Pat-Down, after already clearing the Security Checkpoint, and gotten re-dressed.

We were not allowed to be searched in a private room. We were searched in front of the other passengers, past the checkpoint, feet away from the tarmac. It was very humiliating, embarrassing, degrading, and saddening. Now that we are finally safe, home in America, the land of Freedoms and Rights, where my wife can give birth, this is how we are treated. How can this be?

Our belongings were taken away. Were were refused to have them, nor have them in our sight. This includes the confiscation of our purse and wallets, phones, and all personal valuables. My wife, a foreign national permanent immigrant to the USA, was happy to leave her corrupt 3rd world nation. She was shocked that after arriving in America she is treated worse than in a 3rd world developing nation...

CIC is not LAX or SFO. It is a small provincial airport with only two employees and a couple flights a day. It appears the the TSA in Chico, CA-CIC are following Frontier Law and not proper Federal protocol. I would hope that this issue will be rectified for the future. Thank you for your time. Good day.

8/18/2013 7:06:39 PM

(b)(6)

<http://www.tsa.gov/traveler-information/pat-downs>

<http://www.tsa.gov/traveler-information/protect-your-property>

http://www.chico.ca.us/airport/home_page.asp

-----Original Message-----

From: (b)(6)
Sent: Sunday, August 18, 2013 12:34 PM
To: TSAExternalCompliance@dhs.gov
Subject: Discrimination observation

Good afternoon- I'm actually trying to notify you of a situation I observed this morning (not something that happened to me personally).

8/18/2013 7:31:30 PM I was traveling today- my departure airport was Charlotte Douglas in Charlotte nc. I was in the security line. Ahead of me was an older middle eastern couple with Arabic passports- they were also clearly Muslim. The TSA agents were rude to this husband and wife, grew impatient when they could not understand instructions in English clearly and then performed a very public very invasive pat down of the wife. Yes it was a female officer completing the pat down but she went above and beyond what was necessary.

This interaction happened about 4:50am in the delta terminal. Please follow up on this. I must admit for the first time, I was ashamed to be an American after the way we treated these people- clearly biased by their nationality and religion.

If you have any questions, feel free to call me.

(b)(6)

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/18/2013 8:10:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SJC on Saturday the 17 th at around 18:15

8/19/2013 8:29:53 AM Comments: I arrived at SJC to pick up my unaccompanied minor. The airport was empty and I opted out of the AIT scanning.

The screener on duty required that I go through a pat down (even though a family after me just walked through the metal detector without the unnecessary extras) and then called for a "male assist". After waiting about 5 minutes (other staff were standing around chatting but otherwise not caring) a male staff member walked past me and it was mentioned to him that I was waiting for a male assist. He looked disdainfully at me but likewise ignored the staff member who was asking for assistance. Another staff member walked through the gate shortly after and the scene was repeated.

Finally, the older officer came back (after yet another request being called out) and took me aside for a full pat down.

My issues with this experience are:

- 1) I waited around for the better part of 15 minutes in an empty airport with staff just standing around.
- 2) If other parents can go through the metal detectors (they haven't lost their effectiveness, obviously), then why was I not able to without the extra, unnecessary, hassle to collect my unaccompanied minor?
- 3) Metal detectors work just fine (the rest of the world uses them and we still trust them enough to let parents and several other groups through) so why are we treating people who choose not to use the AIT like terrorists? Last I checked, we were meant to be The Land of the Free, not the land of the pointlessly paranoid.
- 4) The staff member who patted me down (I didn't get his name) was gruff and obviously incensed that anyone would opt out of AIT scanning.

Caller flies regularly with liquid, gel, and aerosol medications which are over 3.4 ounces. These medications are always screened additionally, sometimes out of the passengers sight. Caller states her carry-on luggage and her person are also sometimes subject to additional screening because of this. Caller wants to know if TSA PreCheck may exempt her from this additional screening.

Resolution:

8/19/2013 11:10:25 AM
Advised caller that medically necessary LGAs over 3.4 ounces are subject to additional screening. This sometimes may also result in additional screening of the passenger and their belongings, including a pat-down and hand inspection of a carry-on bag. PreCheck will not exempt you from this additional screening. Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

(b)(6)
Phone#: Cell: (b)(6) Home: (b)(6)
Please note that we may contact you at the provided numbers.
Mailing Address: (b)(6) El Paso, TX 79904
Email: (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

On Wednesday, 31 July 2013, I arrived from Mexico City on American Airlines flight #1526 at Terminal D at the Dallas/Fort-Worth International Airport. After going through immigration and customs I proceeded to go through the security gate in order to board a second plane to my final destination.

8/19/2013 1:39:00 PM
Since I am a cancer survivor, I always request a pat down, as I do not feel comfortable walking through the X-ray machine. As I was standing in line to go through security, I approached a TSA agent (b)(6) to let him know in advance that I wanted a pat down search. He acknowledged my request and I went back to the line to wait my turn. Once it was my turn, (b)(6) said to let my carry-on luggage go through the security scan and for me to wait until a TSA agent came to get me for the pat down. I proceeded to do as he said. I placed my coat and shoes in one of the gray trays; then, on a second tray, I placed my smaller carry-on, which had my purse inside, and the third item was my larger carry-on, which did not need a tray. While waiting behind the partition, near the scanner, for the TSA agent to come do the pat down I tried to keep an eye on my luggage as it proceeded through the security scan. As I stood behind waiting, I noticed that only my larger carry-on and the tray with my coat and shoes made it through. The tray with my smaller carry-on, which contained my purse with my credit cards, identification cards, money, and jewelry did not make it through. At least, I could not see it. I became concerned and anxious as passengers kept going through the line while I had to remain behind and could not see where my smaller carry-on bag was. I kept waiting for the TSA agent to arrive to do the pat down and after about a minute and a half, I approached (b)(6) and told him I was concerned that one of my carry-on bags with my valuables in it, was not with the rest of my personal belongings. (b)(6) dismissed my concern and in a harsh tone of voice said I had to wait for the TSA agent. I tried to tell him again what my concern was, that this

Disability Description: The caller thinks she was publicly raped by TSA due to a hip replacement. She flew from GTF and was patted down.

Information Request: The caller states that she flew under (b)(6). The caller states that she is patted down ever time she flies from every place that does not have a body scanner. The caller states she cannot take it anymore. The caller states that her son is getting married September 14th in Buffalo and states she does not even want to go to his wedding because she has to be patted down. She would be flying from ANC to BUF and from BUF to ANC. The caller states that a female officer in GTF groped her breast and did not use the back of her hand. The caller states that it does not matter whether they use the back of their hands or not she is tired of being raped. The caller wants to know why TSA does not require every airport to have a body scanner to prevent patdowns. The caller wants someone to help her so she will not have to have a patdown. The caller wants to know if they screen all turbans.

8/19/2013
2:22:14
PM

Response Details: A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. The passenger can request a private screening at any time.

I advised the caller that if she has medical documentation she could present it to the officers but she would still have to have a patdown if she sets off alarms.

I advised the caller that if she has concerns she could ask for a PSS.

I offered to email the caller the information but she declined.

I advised the caller that if turbans set off alarms they are patted down as well.

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I offered to email the caller the information but she declined.

I advised the caller that if turbans set off alarms they are patted down as well.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 8/19/2013 4:59:22 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/19/2013 6:08:07 PM Comment : my wife is constantly subjected to "random" security checks. I was wondering how we might go about resolving the situation so that it does not happen in the future. She is clearly on a list of some sort and I'd like to see if we can get her off of it. who can we speak with about this?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 8/19/2013 6:51:31 PM Airport : LAS - McCarran International Date/Time of Travel : 08/04/2013 5:30 PM Airline & Flight Number : United Flight 1249Y

Checkpoint/Area of Airport : D Terminal Main Check Point TSA Employee: (If Known) : (b)(6) Unknown female agent, brown hair blue eyes tan or medium skin tone Comment : I expressed reasonable concern about sending my carry-on through the x-ray machine before an agent was available to escort me through to the security screening area. (b)(6) became very aggressive, demanding that I put my carry on into the machine before she would even call an agent for a pat down. I apologized, repeated my concern and explained that the system was different at my local airport; this only made her angrier. Her emotions where apparent to everyone at the check point and my subsequent pat-down by another agent was extremely rough, my downstairs lady parts were contacted multiple times, but I was too scared by then to say anything. I was so upset I cried all the way to my gate. However, what upsets me now is that I had this really bad experience at the expense of national safety. The agents were so busy getting mad at me, they failed to maintain security (b)(6) walked away from her post to get in my face, turning her back to the crowd and distracting other agents who were now watching as she directed her attention solely on me, she is separating passengers from their unattended carry-on for indeterminate amounts of time, and the unknown agent, who was thorough enough to stick her hands in my lady parts, completely ignored my hair which was held in a large bun at the back of my head in an equally large clip.

8/19/2013

8:16:49 PM There are really great TSA agents. SFO does a great job, they are polite, they are firm without raising their voices, they maintain control of the crowded environment, their agents are present, professional and paying attention.

They don't show aggression or try to intimidate passengers, they don't get angry when passengers raise questions, express concern, or display confusion, they don't loose control of their emotions or encourage their co-workers to perform punitive pat-downs, they don't forget basic steps in a routine screening, and in 6 years they have managed to /never/ put their hands in my tutu.

Mccarren airport and agents like these are failing in their duty. They promote negative stereotypes about the TSA and foster an antagonist climate towards airport safety. Let's all help to make the basic safety rules more clear and de-escalate the animosity on both sides. We all want the same thing, safe skies. Please relay my concerns to Mccarren TSA so that they can work to improve their performance.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 8/20/2013 11:27:41 AM Airport : HOU - William P. Hobby Date/Time of Travel : 08/19/2013 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : checkpoint after clearing customs TSA Employee: (If Known) :

8/20/2013 12:24:38 PM Comment : I would like to complain about a screening conducted on 8/19. I was traveling with two young children (9 months and four years old) and was carrying the baby in a carrier. One of the agents allowed me to go through the detector with the baby in the carrier and then tested my hands following so that I did not have to remove the baby. A second agent then took the pre-mixed formula (liquid in individual boxes ready for use) I had declared and asked if she could open them. Because they go bad if they are opened and not used, I declined and then she insisted on conducting a pat down check on me while I was carrying the baby even though my hands had just been tested. She also asked for my son to stand away from me during this test and my son was concerned. He had to find his father in the screening area due to this. I understand that you are trying to keep us safe and appreciate your efforts but please make an effort to sync up your screening for families so that we do not

have to be tested/checked multiple times during a screening. One child had to go to the bathroom, the other had a dirty diaper and everyone was cranky due to the lines. I know this is common but the hassle is felt by parents and children. Thank you.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/20/2013 1:07:05 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/20/2013 2:09:01 PM Comment : When returning from Venice, Italy, I was stopped twice there and again in Philadelphia. I had SSSS on my tickets/boarding passes. I had just renewed my passport in April. I had never been stopped before. I would like to clear this up before traveling again.

Travel date was August 7, 2013. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello Sir/Madam,

I was going through the security this morning at Midway International Airport (Chicago). For some reason I think someone stole my Gold bracelet while I was waiting for the pat down. Can someone please find out if they have any information regarding this matter. I was going through the security around 6:50 AM.

8/20/2013 4:32:39 PM Any help in this matter would be appreciated.

Thanks,

(b)(6)

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 8/21/2013 6:36:31 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/20/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hi,

8/21/2013 8:10:07 AM I am a Canadian Citizen and travel between US and Canada often for personal reasons and I am also a member of Nexus.

In the last three occasions (Since July) flying out of IAD I have been subject to enhanced screening with a SSSS stamp placed on my boarding pass. This is occurred since July and was not the case the previous years when I flew to the US. I would like to find out the reason why I am subject to this advanced screening and I would like to do something about it.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller needs to speak to someone over TSA.

He has went through the cost and aggravations for PreCheck. He has a metal alarm everytime he travels. He has a bad knee and has to the the patdown. He wants them to wand the knee and look at his knee and see the scare. He says he has gone through the AIT before and has not had a problem. He wants them to put the AIT in the PreScreening line.

Told caller

I could give him an address for John Pistole, he did not want it. I had ask him if I could help him. I tried to explain to him about the procedure for screening with metal.

Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

The PreCheck was designed for passengers with disabilities but was for more of a bussiness traveler. Anytime you go through screening and there was an alarm they will have to give a patdown to clear an alarm. He can write Mr Pistole a letter or he can go on the blog to make his suggestion of having the AIT at the PreCheck locations.

8/21/2013 9:31:45 AM He kept saying a four letter word so I told him if he said that one more time I would turn over the call to a supervisor, he said he would be glad to speak to a supervisor. I turned the call over to (b)(6)

AM It may or may not cause an alarm, it would depend on several things like the kind of metal or even how deep it was in the body.

Escalated to a Suoervisor: I spoke with the caller and explained that there is simply no way for the TCC to put an AIT in the Precheck line. I offered him an alternative by having private screening when a patdown occurs. He was not happy with my suggestion. I offered him the HQ address he declined. I then told him that I simply do not have the authority to change the screening equipment in the checkpoints and that he needs to simply accept the procedures for what they are, security for his personal safety.

He felt irritated that he has been approved for Precheck but has to still have a patdown due to the WTMD being in the Precheck line. I apologized and told him that there simply wasn t anything that I could do for him here and ended the call. (b)(6)

DEN, PHL and MCO.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/21/2013 8:58:37 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight VX 0170

8/21/2013 10:19:14 AM LAX, Terminal 3, Virgin America

Comments: I crossed through security just before 11pm for an 11:35pm flight on August 20, 2013. I made the mistake of having a water bottle with water in my bag. When the TSA officer--Officer Blue--pulled my bags she rattled off a number of options that I did not understand. When I stated that I had a flight in less than half an hour and wanted to know the protocol that would get me through security the quickest, she gathered all my belongings and said I would need to re-enter security after disposing of the water. However, she did not allow me to exit and correct the problem as she described and began swabbing and searching my suitcase. She did not swab the bag that had caused her to pull me aside and despite telling me that I could not touch my belongings, handed me a purse that was found in the same bag as the water bottle. She then re-ran my suitcase through security. After doing so, she said I could either dispose of the bottle completely, drink the water, or leave security and pour out the water. When I asked her where I could go to drink the water as she described she made me exit security anyway. When I stated that my flight was in 20 minutes, her colleague told her she was making me miss my flight. When I stated that I felt she was intentionally making me miss my flight by going through protocol as slowly as possible, she said it would teach me not to have water again. I understand the purpose of protocol, but I could not understand why she was acting in a manner to prolong the process--she refused to provide directions or give me an explanation of protocol. For example, she would tell me to walk one step forward then backup, then backup again, before stating that we would be exiting through a gate--she kept me uninformed and spoke to me in a condescending manner. I felt harassed the entire time. I made a point of telling her that at no point did I ever refuse to follow protocol or have my bags rescreened. I asked her to share the process and keep me informed so that I wouldn't miss my flight. I also felt it peculiar that she insisted on swabbing a bag that raised no concerns, resend in it through security, before requiring me to exit and be screened again. I also heard a TSA officer inform another woman, in a different line, that she had a water bottle in her bag. She was given the option to throw it out immediately and proceed without incident. The disparate treatment we received made me feel like I was being unfairly harassed for something unrelated to security concerns. In my mind, had she truly felt the water been a threat, she would have spent her time checking it for substances or given me an option to correct the problem rather than spend 15 minutes "teaching me a lesson." The entire experience felt like an abuse of power that had the intention of provoking me rather than keep me safe. I travel frequently and have never felt harassed or unfairly targeted by other TSA employees.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/21/2013 9:58:43 AM Airport : TUL - Tulsa International Date/Time of Travel : 08/05/2013 5:45 PM Airline & Flight Number : Delta 4662 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/21/2013 12:09:42 PM Comment : I was subjected to pat-down because of a double layer of fabric at a pocket on my dress. It seems to me that the equipment is too sensitive if a pat-down is triggered by a pocket with nothing in it. I find pat-downs very objectionable, and do not imagine that they increase passenger security.

PM Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I could not get a TSA rep on the phone, only auto announcements, and I need to talk to an agent.

I have GOES ID but I cannot seem to apply and use this when I travel through TSA at DFW or at SNA (or anywhere in the USA). Homeland Security advised that I could. The TSA agents at DFW & SNA pushed back my GOES card and only wanted my DL. They don't seem to want anyone who might be different, because maybe they would have to think. They still put me through the X-ray machines and pat downs.

I went to the TSA.GOV website but I don't see where I can add my number there. American Airlines added me as a Trusted Traveler but there are no advantages to using it in the USA with TSA. I tried using the GOES ID along with my DR, at the airport and they push it aside as if they don't recognize it or don't want to.

8/21/2013 2:17:07 PM How can I apply my GOES ID to TSA within the USA? There should be an easier transition from GOES to TSA using Trusted Traveler but I haven't found it. Too much information leading nowhere, both on the phone and website. Your program isn't going to work well if people can't apply it.

PM Thanks,

(b)(6)

PS I just spoke to a AA agent an AA Advantage agent and they both said they don't know why it was not printing out on my ticket that I was a trusted traveler, all information is there in my records, there is nothing more they can do. She did advise there are only certain terminals at the participating airports that use Trusted Traveler. However, at SNA there is only one place to enter, and that TSA agent pushed my GOES card away. So I don't see that it's much use within the USA and I have to hope you expand it to be used universally and train your agents how to recognize and use them. Right now it's exasperating rather than convenient. Please advise if there is anything you can do about this.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Tuesday, August 20, 2013 4:18 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/21/2013

2:17:49

PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

(b)(6) was told to call TSA. She had a very uncomfortable experience with Delta airlines and TSA. She is in a wheelchair and had problems at the airport. When she was at the TSA checkpoint, she was made to stand up in the machine while the thing went around her. The TSO agent then calls her to the side for a pat down. She was wearing a long dress that was a see through sundress. She felt that the pat down was not conducted correctly. She felt the entire body search. The TSO put her hand only on certain body parts. The TSO didn't pat down her arms and one side of her body. (b)(6) especially got upset when the TSO touched her vagina and only patted down one side of her body. (b)(6) is a victim of rape and this experience upset her very much. She did not get the TSO's name and no one would tell her their name. This incident happened at Charlotte Douglas International Airport.

Advised the caller:

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Passenger Support Specialist are available at every checkpoint on every shift and are intended to be the first line of resolution for conflicts. They are available to assist passengers that may require assistance through the passenger screening checkpoint.

8/21/2013 TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

3:40:34 PM Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Airport: Charlotte Douglas International Airport

Airline: Delta

Flight numbers: 5676

Date and time: 8/20/2013 she arrived around 6:00 am, the departure was 7:15 am

Specific location of incident (what terminal or gate) TSA checkpoint

Individuals contact information (phone number or EMAIL)

(b)(6)

This week, the TSA in MAUI (OGG) refused to accept my daughter's photo ID card from the University of California and was subjected to a search. (This was a search, not a limited pat down--it went beyond the legal definition of pat down).

The UC ID is a state issued photo identification. Why is that not acceptable?

8/21/2013 (b)(6)
4:06:48 (b)(6)
PM San Diego CA 92065

Caller flew from Orlando to PHL and there was a problem with screening she was pulled aside and patted down and tested for explosives then they let her go. She states when she came back out of PHL the same thing happened again. TSA told her she was pulled aside because she has metal showing. She got worried and went to physician they did a ct scan and found nothing. She wants to know how to keep this from happening again.

8/22/2013 12:47:55 PM Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

The caller said she flew from Houston to Oklahoma City on April 15, 2013 at 6:35am on Southwest Airlines flight#283. The caller said she went through security and she was told to stand to the side and wait for a pat-down. The caller said she stood for 5 minutes and the officers took her into a room and performed a pat-down. The caller said the second incident occurred at Oklahoma City on August 16, 2013 at 6:40am on Southwest Airlines flight# 344. The caller said she was told she had something on her hands that could set off an alarm. The caller said the officers swabbed her hands. The caller said one officer told her she should go but the other officer told her that she would have to have her purse searched and another pat-down. The caller said the officer told her the machine must be broke. The caller the officer told her they were going to search her purse. The caller said the officer searched the purse and they found a bottle of lotion in the purse. The officer offered the caller a chance to give the lotion to a non-traveling companion but the caller refused. The caller said the officer then took the lotion. The caller said she is upset at the way she was treated.

8/22/2013 2:06:08 PM I told the caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/22/2013 12:42:55 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/15/2013 Airline & Flight Number : Delta 141 Checkpoint/Area of Airport : security TSA Employee: (If Known) : Supervisor (b)(6) Comment : I happen to be an attorney in NYC, going thru security on Aug 15, 2013 for Delta 141 from JFK to SFO at around 2:15 pm. Opted out and waiting for a TSA officer to do a pat down. My laptop and all my out of pocket valuables have cleared the machine and sit at the very end of the conveyer belt, out of my sight. Other passengers are picking up their stuff at the far end of the conveyer belt. As I'm waiting, I asked an officer to have someone to keep an eye on my stuff. He response, it was not his problem. I asked for a supervisor. Supervisor (b)(6) comes up, and absolutely brazenly tells me that under TSA procedures my valuables are not TSA's concern and that nobody is going to keep an eye on them. I travel a lot. Usually TSA officers are very accommodating about my valuables sitting at the far end of the conveyer belt while I'm waiting for an officer to do a pat down, and will keep an eye on my stuff. It goes without saying that, if any of my valuables were stolen, TSA would have had a lawsuit on its hands. Besides, even in NYC, who talks to customers like that?

8/22/2013
2:10:57
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

(b)(6)

(b)(6)

(b)(6) Greenlawn, NY 11740

HYPERLINK (b)(6)

As my wife and I stood on the line (at JFK's Jetblue's terminal 5, where TSA security checks your ID and boarding pass) my wife produced her ID and prepared our boarding passes for inspection. As we have done for many years, my wife held our boarding passes (our two young childrens her's and mine) and prepared to hand it to the guard at the podium for inspection. With my wife in front (and our two young children between us) she turns and asks me for my ID so she in turn can hand it to the guard. As I handed my (NYS Drivers license) to my wife another guard who was walking by admonishes my wife (for holding my ID) and instructs her to give it back to me. He explained that I should be holding and presenting my own ID. My wife immediately complied, handed the guard my pass and ID and explained that since I was carrying all the bags we do this so as not to slow down the line. The guard shook his head no and handed my pass & ID back to me. As I listened to his explanation I said nothing but I did in fact roll my eyes, in disagreement, as he handed the items back to me. The guard took offense to my facial expression and says "oh you have an attitude now". I responded by yes and who do you think you are speaking to me this way. He saw me looking at his name tag and says "Officer (b)(6)" and pats his ID with a smirk. I then said OK no problem (as I did not want to escalate the situation).

8/22/2013
10:08:51
PM

When we reached the podium the guard (who had heard the entire exchange between me and (b)(6) checked my wifes and childrens boarding passes and let them through, seperating me from my family. I stood waiting until she processed several other people (who were behind me) and then checked my boarding pass. I was finally allowed to continue the screening process and was selected for the body scanner. I travel quite frequently and know from experience to not wear a watch, belt, sweaters or carry coins so as not to slow the process. I went through the body scanner without incident but yet was told to "stand to the side" without explanation. When I reached for my shoes a female TSA guard called out "no we have to check them" even though they just came out of the x-ray machine. I was then ordered to stand barefoot in front of all the passengers and ordered to put my "arms up". I did so and was told to "put them up higher". I then saw TSA guard (b)(6) standing a few feet away, among other tsa personnell, smirking at me. I knew then that this extra scrutiny was orchestrated by him. At this time another gaurd came over and asked for my ID and my boarding pass. I handed it over and another guard came over with my wifes bag and asked if it was mine. I told him it belonged to my wife and he then proceeded to pull everything out of my wifes bag on a table in front of me. My wife and two young children watched me being searched and bullied, causing my 7 year old daughter to cry. As the guard completed a slow methodical search of my entire body I asked to speak to a supervisor. The TSA guard (black female) that told me I couldn't have my shoes said I'm the supervisor. I told her I wanted to file a formal complaint against (b)(6) for his rudeness and abuse of authority. She then said "tell me and I'll handle it". I explained the entire incident from the beginning. I was singled out by an obnoxious guard who took offense to my facial expressions and retaliated against me when I stood up to his antagonizing. He abused his authority and violated my rights as a citizen by orchestrating a complete pat down without cause or reason. I was denied my shoes and made to walk barefoot, in front of everyone, even though my sneakers went through x-ray without incident. I was searched in full view of my family and other passengers in an exaggerated manner with no attempts to shield me or provide any manner of privacy. My wifes bag was searhed and rummaged through, even though we purposely never carry liquids or sharp objects and none were found. At no time was I given any sort of explanation for having been singled out. When they handed me back my boarding pass I found they had punched two holes into it. Only after the guards finished humiliating me and my family did security guard (b)(6) walk back to the front. The entire incident was also witnessed by (b)(6) Jet Blue's Security Coordinator. I take great offense to the treatment I received and ask that this matter be investigated.

The caller indicated that the Notification Card is a joke as it does not provide enough space for him to describe adequately his medical condition or device that may affect screening. He indicated that he has been in the computer industry for 30 years and this should not be an issue. The caller indicated that he wears a brace on his foot and leg that cannot be removed as he is immobile without it. He cannot raise his hands above his head and cannot use the AIT because he must use a cane.

The caller indicated that he did not want to be screened via a patdown. He does not want TSOs to touch his body.

He indicated that TSO were dumb, high school graduates that knew nothing about medical conditions.

8/23/2013 11:01:40 AM He indicated that he will be contacting Senator Claire McCaskill next.

I advised that the notification card is not required and that he can present any medical documentation that he would like in regard to his medical condition. He can also verbally inform the TSO of the brace and that it cannot be removed. He would not be required to remove the brace.

I advised that he can request to be screened via a patdown if he cannot use the AIT.

Caller flew from Boston Logan to Tampa. She said last August she flew from Boston to Florida her hair piece was missing from her purse. She said that her hairpiece is missing yet again. She said that this is the third time this similar type hairpiece has gone missing from her purse. She discovered it missing when she got home. She said that she was pulled aside for a search because she had an anomaly with the AIT. She said that leads her to another complaint.

She is always searched. Even when no one else is searched, she is. Another lady made the AIT buzz and the TSO just let her go. She said that she could not see her image on the AIT to see if there were boxes on it or not. JetBlue line was long and after 45 minutes a man left the line because he was so aggravated. Then they brought in more TSOs and the line started moving. She went through the AIT and had to have a patdown. She said that they wanded her down below and she does not know what that was all about but her whole body was searched. By the time she reached the gate the plane was late and everyone was mad, but she made the flight.

Airport: Boston
Airline: JetBlue
Flight Number: 691
Date and Time: August 21 at 3:30 pm
Terminal or Gate: C
She does not have email.

8/23/2013 11:20:04 AM I apologized to the caller that she is missing an item from her purse. I told her that she may file a claim for the missing item and I told her she would receive the form in her postal address in about 7 to 10 days.

I also apologized that she was not happy with her screening experience. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Passengers may also be selected at random for additional screening.

I told her that if there are anomalies detected by the AIT they show up on a generic outline of the passenger. Without seeing the other passengers image we cannot assume why she was not patted down.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

My wife (b)(6) and I recently flew from Boston to Harrisburg, flight USAIRWAYS 4193 about 5PM. She is a 77 y/o Filipino full US citizen with coronary heart disease, atrial fibrillation, post CVA, with bilateral knee replacements and breast cancer. Fluent English and can walk short distances. Not acutely ill. Only reason not in wheelchair is that USAIRWAYS could not find an attendant and made us walk. At security set aside for check. Agent not at all friendly and spoke quickly and hard to understand. Made her get patted down 3 times front back and side and pulled up blouse to "check waistline" exposing mid body. Right out in open with everyone around gawking. Repeated this. My wife could not seem to do right move and agent irritated. Not a single kind word. Apparently no suspicion but acted like it. When finally done turned around and walked away. Had to ask if she could go. When I commented she sneered at me! My question is why embarrass, partially strip, and humiliate a 77 year old woman with no suspicious activity carrying nothing with a medical history no one would want?

8/23/2013 12:29:34 PM This is why TSA has a bad name.
No security lapse would occur being reasonable, decent, and just a little understanding and kind. I am a physician and if I treated any patient even partially like that I would be out of business.
Where does being mean get you?

(b)(6)
Gettysburg, PA

8/23/2013 1:11:55 PM The caller is trying to get the number for IG TSA. File a complaint, security, firing, Wife was working on a checkpoint, female select passenger, Arab decent, full outfit, covering face, burka to the floor. She requested a private screening, female not allowed to show face, private screening, patdown, standard procedures done, when alarmed, not allowed to rescreen lady, male sworn ETD machine, from the checkpoint, LEO min by min, union and wife seen video. Supervisor did not go to machine, alarm on selected person, time to alarm went to ETD 7 min passes, called for female sup and baggage to regulate patdown to clear alarm. Female sup came in, took ladies sweater, went through xray, told to go back to work on the floor, female in room with selectee with 2 min, exited, released her to get on the plane, without performing the resolution patdown, got on plane, realized they did not do it, interrogated his wife, breach, contact local LEO s, have authority to have flight to return or destination, TSA to rescreen every passenger, and bag on aircraft. LEOs were not notified at departing or arriving airport, decided to contact the call center and told her to rescreen her only, total violation, SOP ETD swipe hands to make sure they are clear, she did not even have gloves on, the husband use to work for TSA. Injury from military no longer with TSA, removed from service, saying she caused the breach, TSA denied her unemployment, under oath said she had no evidence to remove her and did it anyway. Audio CD recording.

Response:

Caller said she came through Charlotte on August 20th, 2013. She said that she was handicapped and in a wheel chair. She wants to file a complaint. When they sent her through the checkpoint, she said she was searched inappropriately. She went through the AJT and was asked to step over to the side. She was told by the TSO to spread her legs and put her hands over her head. The agent put her hands up one side of her leg and touched her vagina, then the agent went down the same leg but did not pat down the other leg. She did not do the leg or other side. Caller said she had on a sun dress which you can see through. The agent made her feel uncomfortable. She said she felt like she had been raped. Caller feels that noone cares or is going to help her.

8/23/2013 2:11:26 PM Response: Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded your complaint to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

Also, gave caller the CSM information at CLT so she can contact the CSM directly. Name: (b)(6) Phone: (b)(6)

Also, advised I cannot advise you about getting a lawyer or if you need. She told me to send the email or something and do what I need to do.

Talked with Missy, she advised go ahead and re-send to CSM.

Cannot restrain myself any longer. I am a 67 year old insulin dependent diabetic. I use a Novo Nordisk Levemir injection pen. Because the studies of the effect of airport security hand luggage X-ray equipment on the medication are inconclusive, my Doctor and the medication manufacturer both advise that I should ask for a hand check of the injection pens when I travel. Today (August 23) my wife and I returned from a vacation on Delta flight 251 from Amsterdam to Detroit connecting then to Delta flight 2385 to New Orleans, our home.

8/23/2013 2:49:13 PM After clearing Immigration and Customs and re-checking our luggage we went through the TSA security checkpoint in the same area. I took my insulin pen out of my carry on bag and asked a tall blonde headed young man for a hand check. He told me, in no uncertain terms, that that was not possible and to put it in the tray with my phone, etc. I noticed another agent nearby and asked him for a hand check of my insulin and he was glad to accommodate me. I could see that this did not sit very well with the blonde headed young man. I went through the body scanner and as I was gathering my carryon, cell phone, etc. the blonde headed young man who had now apparently come up behind me, tapped me on the shoulder and announced in a very loud and aggressive manner "Step over here with me!" When I asked why he responded, again in the same manner so everyone could hear "I'm going to hand search and pat you down!" I again said "why?" At the same time the agent who had hand checked my insulin gave me back my injection pen which I put in my shirt pocket. The blonde young man then, in the same loud and aggressive manner told me to "Take that out of your pocket and in fact, empty everything out of your pockets and take off your belt!" all of which I had just collected from the conveyor belt with my carryon. He then proceeded to further embarrass and humiliate me with much aggressiveness by trying his best to pull my pants down during the ensuing "pat down." Every time he pulled at my pants I asked him to stop and pulled them back up. I had a 34 year career in law enforcement before retiring and had the utmost respect for the TSA before this, even defending the TSA when my friends told horror stories about how they were treated. Never again! This young man destroyed that respect and made me believe that all the horror stories about the TSA may well be true.

I know that I'll never get a response from you, but I just had to get this off my chest in the hope that you may add me to the documented list of complaints.

(b)(6)
New Orleans, LA

Sent from my iPad

Feedback Type : Request for Information

Categories : Other; Screening (AIT, Patdown) Current Date/Time : 8/23/2013 12:47:18 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : HELLO GOOD MORNING,

I AM WRITING ON BEHALF OF MY HUSBAND. THE LAST TIME HE WENT THRU THE BOARDER BY CAR HE WAS STOPPED FOR EXTRA SCREENING. HE HAS SOME PROBLEMS EVERYTIME GOING TO THE US.

HE WAS TOLD TO DO A DHS TRIP INQUIRY NEXT TIME HE TRAVELS TO THE US.

8/23/2013
2:50:18
PM

TONIGHT WE WANT TO GO TO VISIT FAMILY IN OHIO (QUINCEANERA) AND WE WANT TO KNOW HOW TO WE PROCEED WITH THIS IN ORDER NOT TO WAIT LONG IN IMMIGRATION. WE ARE TRAVELING WITH OUR DAUGHTER AS WELL.

IF YOU COULD HELP ME WITH THIS I WOULD REALLY APPRECIATE.

HIS CELL # IS (b)(6)

THANKS IN ADVANCE

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller wears an insulin pump.

Response Details: I advised caller that i will send her information to her email that was provided in regards to how to file the formal complaint. I also advised her i will be escalating the call to ODPO and the CSM

8/23/2013
4:22:53
PM

Incident Details: Caller flew from PHX to Reno yesterday. She had an unpleasant experience with a screener. She has an insulin pump and she was advised to not walk through the scanners. Yesterday, she had an early morning flight and she requested a pat down. She was standing to the side for more than a half hour waiting for a female TSA officer. She was extremely upset because she could have missed her flight. Caller asked me to call her back in about 10 minutes then her call was dropped. She was told she would be able to walk through the technologies since there was not a female officer available, even though her physician recommended that she not be screened by AIT.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 8/24/2013 1:50:48 AM

8/24/2013
9:10:16
AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening:.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Gate A12, San Francisco Airport, Jet Blue flight 278, traveled through security approximately 10:15PM on 8/23/2013 wearing a beige colored t-shirt reading 'The Law'.

Comments: I have two complaints...

A) My digital camera was removed from my backpack during my first pat-down and placed in a different section of the scanning area. After being patted down for the second time, I noticed it was missing from my belongings in the private screening area and they started to send my bags back through the x-ray machine at which point somebody located it near one of the baggage inspection stations. If I had not noticed it was missing I would have had to take my vacation without it and it was entirely the screeners' fault for not replacing it in my belongings as I was not allowed to handle them during screening.

B) My backpack, which contained my wallet and other valuable items, was taken out of my sight for several minutes during my first pat-down which is against TSA policy. I am concerned that some cash may have been taken out of my wallet. I would like the security tapes reviewed and to see a copy myself to confirm that nothing was removed from my backpack while it was out of my sight.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/24/2013 1:20:26 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

8/24/2013
3:19:00
PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Aug 23rd approx. 7:30PM

Transiting from UA 434 to UA 5521

SFO Terminal 1 (after disembarking from
train from Terminal 3)

Headed towards gate 34

Comments: After I'd stepped through the metal detector,

a TSA employee stopped me, placed his hands on my shoulders, left them there for an extended moment while he spoke to a colleague to the side, then asked me "Do you have anything in there" I presumed that he was reaching to pat a pocket, but he placed his hand to my crotch and jostled me there.

On reflection, I believe that this inappropriate action was deliberate on his part.

If you wish further description of some of the TSA group at that screening site, do not hesitate to contact me.

Sincerely, (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/24/2013 6:02:35 PM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here

8/24/2013
6:13:47
PM

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Virgin America Airlines Flight VX202 SFO Airport Terminal 2 Gate 50 at approximately 5:45am Thursday August 8, 2013

Comments: I have a list of complaints listed below:

- 1) Reverse discrimination or racial profiling from the African American attendant; I am white. The attendant was on a power trip, rude, and had an attitude like she wanted to harass me. She not only subjected me to a pat down in plain view of everyone but then marched me over to a private room for another pat down with 2 other female attendants accompanying us not telling me why this was necessary. You could just feel prejudice oozing out of her. She would not let me tell my husband what was happening and he was left to wonder what happened to me and where I went. Of course they didn't find anything and I was allowed to leave. I felt I was singled out by the African American woman as if to say "See how it feels to be racially profiled and discriminated against white blonde woman!" It was either that or she was lesbian and wanted to embarrass me. I also felt she wanted to punish me for opting out from the X-Ray machine to discourage me from opting out in the future.
 - 2) I chose to opt out from the X-Ray machine and was forced to wait 15 - 20 minutes before an attendant came to pat me down. I feel I was being punished for opting out of getting X-rayed. I feel I was being made to wait a long time on purpose to discourage me from opting out. That is not fair! I do not want the X-Ray exposure and expect to be moved along at the same length of time as someone willing to use the machine. The TSA should have adequate staff to accommodate both people willing to go in the X-Ray machine and people who are not willing and wish to opt out of using the machine. There should be a male & female floater that can go between both areas and as soon as there is someone in line to that opts out, they are attended to immediately and not made to wait.
 - 3) I was made to wait so long that my purse, cell phone, and jewelry was left unattended just sitting out there. Anyone could have picked it up and walked off with my things. This is not acceptable!
 - 4) No one seems to be in charge directing the lines. Someone needs to be in charge to keep things moving!
- TSA gets an F for their treatment of me on Aug. 8th and I'd like a response and a promise that things will improve for people who opt out of going through the X-Ray machine!

The caller was wanting to talk to a Supervisor at Buffalo NY. Explained to the caller that there was no way I could refer her to a supervisor in Buffalo, NY. She wanted to talk to a supervisor here then.

Escalation Notes: (b)(6)

8/24/2013
6:27:23
PM

The caller flew out of BUF on Delta flight 2107 departing at 6:48am. The caller states that she had a hip replacement and recently had breast cancer surgery. She was unable to raise her arm for the scanner and this seem to upset the TSO at the checkpoint. He kept barking orders at her and others around her. The TSO seemed annoyed that he would have to get someone to do a patdown on her. The TSO was a white male about 6 feet tall around the age of 30 to 40. She was very upset with the TSO's attitude toward her and the rest of the people in the line. The caller did not feel that this was related to her disability, just that the TSO was a very rude individual.

I apologized to the caller and told her that I would forward this to the CSM for further review.

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 8/25/2013 10:13:41 AM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 08/23/2013 Airline & Flight Number : Ac 7972 Checkpoint/Area of Airport : TSA, Security check pint TSA Employee: (If Known) : Black woman with blonde crew cut hair

8/25/2013 11:31:31 AM Comment : I have never been so humiliated and experienced such rudeness as I did with this female security guard who patted me down. I have had a pace maker for the past three years and while I have been told there is minimal risk in going through X-ray screening, I always choose to be pat down. I have done a lot of travelling in the US, Europe and Middle East and each person who has patted me down has been very sensitive and friendly. From the moment this individual came to me, she had a demeaning tone and attitude. She seemed like she was upset with me and scolded me for touching my luggage when she asked me to go with her. While she may have followed full protocol in explaining what she was going to be doing and what she did, there was no need to be so rude and demeaning and speak to me in such a robotic voice. It's bad enough I have to endure this disability. There's no reason for people to treat us like we're criminals. I just hope others who are patted are treated with more dignity and respect.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

8/25/2013 1:16:23 PM Caller says that she called previously and asked about bringing injectable medication. She says that she is flying from PHX to Chicago in 45 minutes. They have just came through security at T3 south. She says that she was told previously to hand the injectable medications to the officer and they would hand them back on the other side. She was told there would be no problem. She says that when she went through screening, she done what she was told. She says the medications were still in the bag from the pharmacy. She says that she received a patdown and her bags were hand inspected as well. Caller says that one agent had her lift her shirt and another came and told her to put it down as if it where her fault. She says that the agent opened the bag these were in. They were further in a cardboard package and had a plastic cap on them. She is upset that she received additional screening because she says she was told she would have no problems. She says that the officer went through her wallet. She says that his is not protocol and we are not required to screen everything. She says that this was a power trip that the officers are on.

Advised caller:

I explained to the caller that injectable medications are permitted in carry on. She followed the correct process as far as taking them out and declaring them. However, anytime there is a declared liquid that cannot be opened to be tested further, we do have to do additional screening, including a patdown. The agent here provided her with the correct information, and the individuals at the airport followed the correct procedures as well. Advised caller that everyone done what they were supposed to do. If is required by federal law that we screen every item that comes through. If we have to conduct additional screening, we have to go through everything to properly clear it.

To whom it may concern,

I would like to report the ridiculous conduct of your First Class American Airlines terminal 3 agent (b)(6) on 8/25/13 at 3:25 PM. I wear a prosthetic limb and pass thru security weekly, most all handled very well by agents who have come to understand the process well. This agent had to mull over with three other female agents what to do even though the senior agent, I assumed is supervisor said to just do a private. I said I didn't need one, was happy to lift my dress slightly so they could quickly test it and my hands. She insisted I go through the machine twice, even though I'm 6 months pregnant, then still forced me into a private screening. I was extremely upset wanting to limit my baby's exposure, and knowing everyone else grasps the concept that any residue would come off on their hands with a pat down, or would be in my clothing. This isn't rocket science. I would very much like this woman to be reprimanded for her behavior, particularly amazed she wasn't by disregarding her supervisor either.

8/25/2013 5:15:34 PM I understand and respect security risks and needs but I shouldn't continue to be subjected to agents who don't understand the technology, our personal risks or what is essential. For Petes sake I'm a 40 year old white girl traveling for work who is clearly pregnant. I can only imagine what she would have asked me to do if I had jeans on.

I appreciate your attention to this matter.

(b)(6)

Sent from Yahoo! Mail on Android

8/25/2013 5:15:48 PM Kudos for test but I spent 20 min. waiting for a pat down because I had no idea I should have said I have hip implants. It would have been much faster for me to go through the scanner.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/25/2013 3:59:42 PM

Name: (b)(6)
Email: (b)(6)
Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Virgin America Airlines Flight #VX205 OHARE airport in Chicago Terminal 3 Gate L3 at approximately 11:45 / 12:00noon
August 15, 2013

Comments: I have a list of complaints listed below:

8/25/2013
5:15:55
PM

1) I chose to opt out from the X-Ray machine and was forced to wait 15 - 20 minutes before an attendant came to pat me down. There were 4 of us waiting for a pat down: My husband and myself and another couple. My husband and the other male were immediately tended to while the other woman & I were forced to wait at least 15 minutes before the other woman was patted down. This was only after I expressed annoyance at the wait to the woman herding everyone through the X-Ray machine. After the other woman was patted down & allowed to go, the inspector assigned to pat her down went over to the conveyor belt and was just standing around instead of coming over to attend to me. I also saw 3 other women at the podium just standing around and not doing anything. Finally I started objecting to the woman who kept herding everyone through that the female inspector who attended to the person before me was just standing around over at the conveyor belt and that there were also 3 women standing around at the podium doing nothing. All along she just kept saying: Female inspector for pat down needed but never once looked around to speak to anyone to get someone over there. It was like she didn't care that I was standing there for so long. While I was complaining to the woman, an elderly African American gentleman walking by heard me and then went to the podium and had one of the females pat me down & then finally I was free to go. I felt I was being punished for opting out of getting X-rayed. I feel I was being made to wait a long time on purpose to discourage me from opting out. That is not fair! I do not want the X-Ray exposure and expect to be moved along at the same length of time as someone willing to use the machine. The TSA should have adequate staff to accommodate both people willing to go in the X-Ray machine and people who are not willing and wish to opt out of using the machine. There should be a male & female floater that can go between both areas and as soon as there is someone in line to that opts out, they are attended to immediately and not made to wait. This was totally unacceptable!

2) I was made to wait so long that my purse, cell phone, and jewelry all were left unattended just sitting out there all that time! Anyone could have picked up my things and walked off with them (and that means other passengers as well as TSA employees.) That is not acceptable! Luckily my husband gathered up all my things and had them safe. However, what if I were traveling alone?! I am putting my personal things into the care of TSA when I hand them over to go through the conveyor X-Ray machine and I expect the courtesy and respect that my valuables are kept safe by TSA employees and not just sitting out for a long period of time where anyone can take them. This all boils down to keeping the lines moving so a passenger who opts out of the X-Ray machine is attended to immediately so he can collect his valuable belongings as they come off the conveyor belt.

3) No one seemed to be in charge directing the lines and coordinating people over to where help was needed whether it is at the X-Ray machine or whether someone is needed to pat down a passenger who is opting out. It was very chaotic! Someone needs to be in charge to keep things moving! It seems as if the employees at TSA are not trained to think & if they see something that needs to be done then do it. The human X-Ray machine has been around for over a year which in my mind is plenty of time to work the kinks out of getting things organized so the lines flow smoothly. TSA needs a lot of work in this area at both SFO & Ohare airports. I've had problems at both airports. Get busy TSA and please get this straightened out!!
TSA gets an F for their treatment of me on Aug. 15th and I'd like a response and a promise that things will improve for people who opt out of going through the X-Ray machine in the future!!

From: (b)(6)
Sent: Sunday, August 25, 2013 2:58 PM
To: TSAExternalCompliance
Subject: complaint TSA SJU

On or about 07:05AM, 21 August 2013, at Luis Munoz Marin International Airport, SJU; I was treated unfairly by TSA personnel. I was diagnosed several years ago with severe Post Traumatic Stress Disorder (PTSD). I've served my country for over 30 years and served in four different combat tours. I have been awarded two Bronze Star Medals for heroism in combat and a Legion of Merit for my military service.

8/25/2013

5:16:17
PM

About a year ago, I obtained a service dog that was certified by Train-a-Dog Save-a-Warrior Program in San Antonio, Texas. My service dog helps me control my PTSD and Panic attacks. I decided to go on vacation to Puerto Rico from 13-21 Aug for R&R (Rest and Relaxation)

According to TSA guidelines, passengers are expected to maintain control of their service dogs by holding onto the leash throughout the screening process and they should not be separated from their dogs by TSA personnel. TSA personnel in Texas followed these guidelines meticulously as my dog was screened in SAT.

On 21 Aug 2013, during my boarding process for Flight AA1755 from SJU to DFW, I proceeded to a TSA check point with my working dog.

My dog walked in front of me as he walked through the metal detectors. Logically, my dog has vaccination dog tags and a metal collar which activated the metal detector. The TSO instructed me to remove my dog's collar and reenter the metal detector with my dog.

I refused to remove my dog collar and explained him that I'm required to maintain my animal on the leash as he conducts pat down on my dog. I further explained that I must maintain control of my service dog.

This infuriated the TSA agent; he proceeded to raise his voice and scream at me, and stated " You don't know "shit" about my job".

His combative attitude triggered a PTSD episode and panic attack as I was confined to a small plastic cage. Another TSA agent screamed at me to shut up or I will be arrested, his name is (b)(6) Finally a TSO agent and former Armed Forces

From: (b)(6)
Sent: Sunday, August 25, 2013 4:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint - (b)(6) JFK T1 August 10

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

8/25/2013
7:17:05
PM

Cell: (b)(6)

Email: HYPERLINK (b)(6)

What happened?

On Aug 10 at approximately 8:30-8:45PM I was passing through rightmost lane in the terminal 1 security checkpoint at JFK, in order to board Lufthansa flight 405, 9:55PM departure to Frankfurt.

After passing through a millimeter-wave machine I was selected for secondary screening, apparently because I forgot to take my cell phone out of the pocket.

8/26/2013
8:52:32
AM

I was standing by the scanner as directed by the agent waiting for the screening. Another agent came and asked me to step away for screening, to the area without carpet. I politely pointed to the agent that the floor is cold, and I either want to get The caller has precheck since September. In roughly March, he left a loaded magazine in his luggage. It was found during a precheck screening. He didn't receive precheck until last week. He traveled to California. On the way to California he was carrying auto parts. He alarmed during the screening. The auto parts tested positive for ETD. He received a full patdown. On the way back on his trip, he received TSA precheck. He traveled today and he did not receive the TSA precheck. He wanted to know if the fact that he alarmed during screening would prohibit him from getting precheck. I advised the caller that this was information I did not have. I advised the caller that precheck was indeed random and that I couldn't tell him if the secondary screening and alarm would cause him an issue in the future. I advised the caller that screening policies and procedures were a matter of sensitive security information.

The caller is upset because she spoke with the TSA manager at OMA on Thursday about a patdown complaint and missing allergy medication from her carry on bag. She says she spoke with (b)(6) and was expecting a call back before now. She also is complaining that she had a patdown and additional screening because she was wearing a girdle. She was taken to a private room showed the girdle and was given the same screening as had occurred at the public checkpoint.

I apologized that she had a bad experience at the checkpoint with the missing medication and the additional screening, also that she has not heard back from (b)(6)

I told her I would forward her information to the customer support manager at OMA for review and send a claim form for the missing medication. also I provided the lost and found number if she wanted to contact them to see if the vitamins had been turned in.

I explained to her that if she is upset about the missing allergy medication and slow response from (b)(6) she can file a complaint but the complaint would have to be filed in writing and I asked if she wanted the information sent to her regarding the proper procedure to which she replied she does want the information.

Flight information:

Date of Flight: 21 August 2013

Time of Flight: 0600h

Departure Airport: OMA - MSY

Airline: Southwest

Flight #: 108

Gate: unknown

8/26/2013
9:35:00
AM

There were some vitamins in a pouch on the outside of her checked bag that are missing.

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#24>

Omaha

(b)(6)

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be in writing:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 8/26/2013 10:43:16 AM Airport : PHL - Philadelphia International Date/Time of Travel : 08/26/2013 10:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal F

TSA Employee: (If Known) :

Comment : I am a Type 1 Diabetic who wears an insulin Pump. I fly every week and am subject to additional screening because of my pump - my pocket is patted down and my hands are tested.

8/26/2013
12:10:18
PM

Today, I was told that the rules have changed over the weekend, and that I would have to go through a full body pat down. Is this correct? If so, this is discrimination, and I will be contacting the American Diabetes Association for their help in reversing this decision.

It is not my choice to wear a pump, the pump contains less than an ounce of liquid, and yet diabetics are forced this additional screening and the humiliation that goes with it.

I would appreciate a response to this complaint.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated she spoke with a TSA manager and she was told to send the comment card to TSA headquarters. Caller stated she had to have a patdown done at both airports. Caller stated she had a patdown on the way back and there was an incident where she has to get screened using a powder on the screening. Caller stated she had the ETD screening done on her hand. Caller stated she is a female that was born in Wisconsin. Caller stated the manager told the passenger to wear her hair down. Caller stated she flew on Frontier Airlines. Caller wants to know why she needs have additional screening. Caller flew from Ronald Reagan Airport to Madison WI. . Caller stated she felt like she was being profiled for her race or her body shape. Caller stated she is the only one being pulled aside, caller stated her husband or daughter gets pulled aside for additional screening.

Advised caller the following information:

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

8/26/2013 12:44:20 PM ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

Advised caller the following information:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. TSA policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. We regret that you found your experience to be less than satisfactory. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

We understand that the intensive nature of the patdown inspection can be stressful. Accordingly, TSA's Disability Coalition maintains an ongoing dialogue with 60 groups representing a cross-section of the disability community. Several organizations that represent the interests of victims of sexual assault and violence are included in this group, and TSA has been augmenting the training provided to Transportation Security Officers (TSO) to increase their sensitivity to victims of sexual violence and abuse. All TSOs are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

Told her I will review with her the information she covered with (b)(6)

NOTES from Prior EID: (b)(6)

.....
Caller stated she spoke with a TSA manager and she was told to send the comment card to TSA headquarters. Caller stated she had to have a patdown done at both airports. Caller stated she had a patdown on the way back and there was an incident where she has to get screened using a powder on the screening. Caller stated she had the ETD screening done on her hand. Caller stated she is a female that was born in Wisconsin. Caller stated the manager told the passenger to wear her hair down. Caller stated she flew on Frontier Airlines. Caller wants to know why she needs have additional screening. Caller flew from Ronald Reagan Airport to Madison WI. . Caller stated she felt like she was being profiled for her race or her body shape. Caller stated she is the only one being pulled aside, caller stated neither her husband or daughter gets pulled aside for additional screening.

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8/26/2013
1:21:00
PM

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

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The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. TSA policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. We regret that you found your experience to be less than satisfactory. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

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.....
The caller flew from IND to MEM with Delta flight DL6112 on 7-31-13 and went through screening about 11:35pm for a 12:35pm flight. Her carry-on was screened by x-ray. The caller states the officers screened her bag and then took her bag to another area to screen it while she was going through screening. The caller states that she had fruit, her purse, and water in her carry-on. The caller states they should have screened her carry-on where she could see it and when her carry-on was returned to her, her fruit and \$20.00 was missing. The caller states the officers would not give her water back but she now understands that she was not supposed to have it. The luggage was a small black bag with double handles that zips. The bag had Holly Springs Primary School written on it in gold. The caller wants to know how many pages are with the claim form. The caller wants to know if she has to mail or fax the claim form in. The caller is upset that they took her bag away to screen it while she was being screened.

8/26/2013
3:34:11
PM

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at that location.

I advised the caller the claim form comes with a letter explaining how to fill it out and where to send it to.

The Passengers daughters name is (b)(6) and can be contacted if necessary.

Caller has a hip implant and knee replacement. Caller flew from LGA and went through the screening equipment twice and had to undergo a patdown. Caller said her Ipad came up missing after her bag was checked twice. Caller said her deceased husbands pictures are on the Ipad and she wants her Ipad back. Caller said the Ipad came up missing before she got on the plane

Airport LGA
Airline JetBlue
Flight numbers B61117
Date and time of incident 08 22 2013 4 pm
Baggage tag number N A
Description of bag, color, style, size, brand - carry-on, yellow cloth bag without wheels

8/26/2013 NOI with Writing N A
5:08:40 PM Terminal or Gate Caller thinks it was A14
Contact information (b)(6)

I apologized to the caller for the missing Ipad.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her to check with lost and found.
LaGuardia Airport
718-662-5043

August 2013

Dear Sir or Madam:

My name is (b)(6) and I recently travelled from DFW to Denver on American Airlines on Wednesday, July 24th, 2013. At about 9:30 pm, I went through a security checkpoint at DFW Terminal A. This checkpoint was using a millimeter wave machine to screen travelers instead of a metal detector, though a metal detector was present and operational. When I was directed to go through the millimeter wave machine, I asked for a pat-down instead. I have encountered this situation many times in the past few years of my air travels and have never had any issues. I do not feel comfortable being in the millimeter wave machine and have asked politely for a pat-down, which, up to this day, had always been administered professionally. I have had multiple pat-downs in multiple states and airports and never had any complaints. This trip was unfortunately a different experience.

8/26/2013 6:16:41 PM The female TSA agent that had originally asked me to step into the millimeter wave machine indicated I should step through the millimeter wave machine to the other side to wait for my pat-down. I responded that I did not want to walk through the machine - that was the whole point. She sighed and rolled her eyes and allowed me to walk around the machine to wait. Her attitude indicated I was causing a great inconvenience for her. She then had me stand and wait for a female agent to be available to do that pat-down. There were several female TSA agents present at this time at the checkpoint, including the one directing me, but they none of them offered to pat me down. I was instructed to stand in an area such that I was directly blocking the exit of the millimeter wave machine. As a result of me being in the way, so to speak, by standing where I had been told, the next several travelers behind me in line were screened with the metal detector and allowed to collect their belongings and proceed to their gates. When I saw this, I asked why the other travelers got to go through the metal detector and not the millimeter wave machine, and I offered to move so I was not blocking the millimeter wave machine or to go through the metal detector like the other travelers to save time (since it seemed no female agent wanted to jump to the task of patting me down). The agent who had directed me to stand there snippily told me I didn't get a choice and to stay where I was. I was taken aback by her rudeness and unwarranted sass.

After a few minutes, another female TSA agent whose badge indicated her last name was (b)(6) came up to me and took me over to another nearby area for the pat-down. She explained the process, giving the prepared memorized instructions I have heard before. She then began to give me the most invasive and inappropriate pat-down I have ever experienced. Initially, the pat-down was rather rough and Agent (b)(6) applied unnecessarily hard pressure in rubbing her hands over me. She pulled and pushed on me with such force that my body moved back and forth and my clothing (jeans and a sleeveless cotton shirt) became disheveled. My jeans were standard boot cut, I was not wearing a belt. Agent (b)(6) insultingly told me I had better hang on to my pants so they didn't come off. She then proceeded to run her hands down my legs. However, instead of starting on my upper thigh and patting downwards towards my ankles as I have experienced in the past, she actually put her hands on my vagina and then moved down to my thighs and continued from there. I found this alarming but felt I should give Agent (b)(6) the benefit of the doubt. When Agent (b)(6) proceeded to my other leg, she did the same thing, again touching my vagina through my jeans. I considered my options. I could make a fuss, but I knew I was already making the TSA agents at this checkpoint frustrated, based on their rude and unhelpful behavior towards me so far. I said nothing.

Caller flew from Las Vegas Saturday at 6:25 am. Caller says that he was about to be patdown and asked the screener if he had a same gender preference. Caller states that the supervisor immediately assigned a different TSO to screen him without even asking any questions, and then made him fearful that he would be arrested. He says that he was concerned about being sexually molested and that he intended it as a harmless question. Caller states that he is a highly paid consultant who flies frequently.

Advised caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

8/26/2013 Flight information:

7:03:46 PM Flight Path: Las Vegas (to Chicago cancelled) instead to Dallas to Pittsburgh

Flight date time: 8/24/6:25 am

Flight #: (does not have)

Airline: American airlines

Airport: McCarran

Gate Terminal: (does not have) and (one next to)

Time: 6:25 am (supervisor was supposed to file an incident report; no names nor badges given)

Witnesses: supervisor, and new agent:

Email: (b)(6)

I recently traveled and requested a pat down to avoid any radiation exposure as directed by my MD.

Your weak spot is allowing any passenger to be escorted through the glass gate by the TSA agent before being wand screened. Their baggage may pass through and they retrieve it and walk the passenger to the pat down area.

If you allow anyone to go back with the TSA rep you have defeated your own security measures. I noticed this right away. Could not believe it. Though you use 2 measures, pat down and chemical detection, it does no good if a person is allowed ahead of the other passengers to be escorted. Right?

3 methods should be used: a wand for metal, then

escort the person after being checked and then the pat down and chemical detection.

8/27/2013

8:57:33

AM

I sent a similar message to a "wrong email" address I misread. You may get it anyway.

The backscatter millimeter wave is still radiation no matter what you want the TSA reps to tell the public.

Please don't mislead the public on this issue.

Thank you, hope this helps.

(b)(6)

From: (b)(6)
Sent: Monday, August 26, 2013 10:35 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/26/2013 10:34:46 PM

8/27/2013
8:58:44
AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

website and travelers with medical needs

Comments:

First, your website is difficult and conflicted; more below. In addition, the actual person I finally, after several tries, spoke to was RUDE, did not bother to listen to me, read something at me so fast I could not follow in, and kept telling me that it was on
Caller said on Sunday he went through security and caller had a patdown. Caller said a TSO refused to do a private screening. Caller wanted to file a formal complaint but he did not want to provide his name or contact information. Caller said a TSO touched his genitals. Caller asked if he could send an email.

8/27/2013
10:01:45
AM

I told the caller I needed his name and contact information regarding filing a formal complaint.
I gave the caller the email address, TSA-ContactCenter@dhs.gov

Caller s pregnant daughter flew out of SLC this morning aboard JetBlue. She opted out of AIT screening and requested a pat-down. Caller states the male officer was very rude and inconvenienced by her requesting a pat-down. Caller s daughter has previously contact the TCC and verified that she is able to request a patdown in lieu of AIT screening. Caller does not have specific flight information and will call back when she obtains the flight number, gate, destination airport, and a brief description of the male TSO who she deems was rude. This incident occurred at approximately 8:30AM.

8/27/2013
11:53:55
AM

Resolution:

Advised caller we can forward her complaint to the SLC CSM when she calls back to provide specific flight information. Confirmed to caller that AIT screening is voluntary for all passengers. Any passenger, including pregnant passengers, may request a pat-down in lieu of AIT screening.

Caller said she flew from Charleston SC, to Philly to Frankfurt in First Class to Florence Italy. Caller said on their return trip, they flew from Florence Italy. Caller said they were gone for 23 days. Caller said on the return trip home, they flew from Florence to Frankfurt Germany then to Charlotte and then to home. Caller said in Frankfurt, she was late for boarding and she was running to catch her plane when she was stopped and had to go back to security because she had SSS on her boarding pass. Caller said she opted for a patdown and was asked to remove her shoes. Caller said they were very nice and the screening went well. Caller wants to know why she had SSSS on her boarding pass and does this mean that everytime she flies, she will have that on her boarding pass. Caller said at the hotel, she did not have any problem printing her boarding pass, but they had to make several attempts before her husbands boarding pass would print. Caller said that something strange happened when she went through screening, there was a middle eastern man from Saudi Arabia who live in Michigan was having to undergo the additional screening too. Caller said this man was a doctor and caller said this man turned out to be her seat mate. Caller thought this was odd. Caller flew on Lufthansa and then changed to US Airway.

8/27/2013
11:55:12
AM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the travelling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

I told the caller that I have no information saying she will always have the SSSS on her boarding pass. I told her that if she has additional problems, she can call back and apply for Redress.

I called her back at 12:22 to tell her that since this happened in Germany, that it was not TSAs jurisdiction.

Callers daughter is pregnant and wanted to request a patdown at SLC this morning and the officer was very rude to her. He seemed to be inconvenienced because she requested a patdown. Caller is wanting to file a complaint against this agent so other passengers will not be treated the same. She did not get the officers name.

8/27/2013
12:02:03
PM
Airport: SLC
Airline: Frontier flight # F9570 Depart at 10:17am
Arrived at checkpoint @ 8:30am on 8/27

I advised her that I would forward the complaint to the CSM at SLC so they will be aware of the issue.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/27/2013 10:16:40 AM

8/27/2013
12:11:36
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Gate N SeaTac

Comments: I saw the most disgraceful act absolutely embarrassed to have witnessed it. A man in his 80s with a cane and a WW2 veteran hat on being pulled aside for an extra pat down? Are you freaking kidding me? This guy fought for our country and has to deal with that shit getting on a plane????!!!! If you people think that poor man poses a threat you need to open your eyes and smell the roses. Absolute intrusion of his rights and you should be freaking embarrassed.

The caller flew to Puerto Rico this morning. She stated that she was pulled aside for a patdown. She stated that she does not have her drivers license. She stated they did not give her drivers license back, because she can not find them. She flew from EWR. She stated that she called someone and they said that the number was no longer available for Continental.

8/27/2013
3:36:41
PM
Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. I provided the contact information for the lost and found department at, Newark Liberty International Airport: 908-787-0667.

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#21>

I am writing to formally file a complaint with the Transportation Security Administration

("TSA"), Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement, Disability and Multicultural Division ("DMD") about the unlawful racial discrimination and physical assault I recently endured at the hands of a TSA agent while traveling out of Dulles International Airport in Sterling, Virginia.

I am a physician who frequently travels to and from Washington, DC and have flown in and out of all three major airports in the region- Ronald Reagan National Airport, Baltimore Washington International Airport and Dulles International Airport ("Dulles"). Of these three airports, Dulles is by far the place where I have encountered discrimination, disrespect, and mistreatment by TSA agents multiple times. It was this last incident at Dulles that prompted me to file this complaint.

On Friday, June 28, 2013 at approximately 11:00 am, I became the victim of unlawful racial discrimination and physical assault. While passing through the airport security checkpoint at Dulles, I opted out of the full-body scanner and requested a pat down. TSA agent, (b)(6) conducted the initial pat down. She aggressively performed the pat down, pressing her hands very hard against my body and hitting my crotch. I politely asked her to slow down and avoid hitting my crotch with intense force because this is a very sensitive area. Despite my request, agent (b)(6) repeated hitting my crotch one more time. I felt violated and could not tolerate this kind of physical abuse. I requested that she stop immediately and call a supervisor.

Supervisory Transportation Security Officer, (b)(6) was called on to supervise a subsequent pat down. Agent (b)(6) got confrontational with her supervisor when he asked her to be mindful of my request. Supervisor (b)(6) then asked another TSA Agent, named (b)(6) to conduct another pat down, which was done respectfully and without the need to invade my genitalia. Upon exiting the security checkpoint area, I completed a TSA comment card detailing the incident and providing my contact information. To this date, I have yet to receive a response in writing or by telephone from TSA staff at Dulles.

8/27/2013
6:41:56
PM

Taking in its totality the sum of all disrespectful experiences I have endured at Dulles, including this recent incident, one can reasonably reach the conclusion that I have been the victim of unlawful racial discrimination. 1 My background is Asian American and the majority of the TSA agents, who have acted disrespectful towards me in the past, have been Caucasian - this includes agent (b)(6). In contrast, I have had no problem with TSA agents who appear to be minorities, like Supervisor (b)(6) and agent (b)(6). They have been professional and have treated me with courtesy, respect and dignity. This excessively aggressive pat down style at Dulles is not an isolated matter but a serious systemic issue that needs to be addressed immediately.

As a physician, I conduct physical examinations of patients from all backgrounds and walks of life on a daily basis. I know first-hand how critical it is for a patient to feel that the examination is conducted with care, respect and cultural sensitivity. While my field of work may not involve national security, I know very well the distinction between a pat down and physical assault. Unfortunately, I endured the latter.

I wholeheartedly support TSA's efforts to keep travelers safe and am aware of the constitutionality of airport security screenings; however, TSA's right to search citizens in an airport is not unlimited. I have an undisputed constitutional right of privacy when it comes to my genitalia. The level of force applied against my crotch was unreasonable and simply crossed the line. The TSA staff at Dulles needs serious training on civility, professionalism, sexual harassment, and cultural awareness, especially while conducting pat downs.

I am confident that the DMD will examine this complaint carefully, bring it to the attention

of the TSA staff at Dulles, and remedy this situation as soon as possible. I look forward to hearing from your office in the coming weeks. Should you need to speak with me directly, my telephone number is (b)(6). Thank you for your prompt attention to this matter.

Sincerely,

Caller is in Midway Travel Southwest to Columbus Ohio. He has had shoulder replacement, he has a card. In Columbus they accepted the card. He says he cant remove his belt but the officer made him take his back off. He had to have a patdown. He is upset at his screening in Midway. He isnt happy for the patdown and how they had to do his screening. He says the officer smirked at him. He says it was racial profiling because he was African American. He had gotten the officers name. He says the supervisor was there watching and ask the officer why he had provided the caller with his name. He stated he would get an attorney and file charges against TSA.

8/27/2013
7:34:48
PM

Told caller

I explained to him screening may be differ slightly from airport or from agent to agent. Passengers can ask to leave on shoes or belts. It is up to the officer to allow the passenger to leave on shoes or belts. He should always let the officer know of the metal in his body. If there was an alarm they will give a patdown to clear any alarm.

I offered him the CSM contact information but he did not want it, he wanted to be transferred. I told him I could not transfer the call.

I could not tell him why the officer smirked at him. He stated he felt this was due to racial profiling. I offered to transfer him to a special agent that deals with racial discrimination, he did not want to be transferred.

I was sorry this had happened to him.

Attachment:

TSA SEARCH/SCREENING VIOLATION COMPLAINT
AT: HUNTSVILLE (HSV) AIRPORT
SUNDAY, AUGUST 25TH, 2013
ABOUT 5:45 am - 6:10 am
Report By: (b)(6)
Bahamian Passport (b)(6)

TSA Supervisor: TSO (b)(6) (Incident reported to)
TSA Officer: TSO (b)(6) (pat down violations)

Report of the Incident as it occurred:

8/27/2013 8:02:39 PM On Sunday, August 25th, 2013 I arrived at the Huntsville (HSV) Airport about 4:55 am and after turning in the rental car keys at the Dollar car Rental drop box I checked-in at the Delta Airlines ticket counter on Flight DL 1878, departing from Gate 8 at 6:30 am for Atlanta, via DL 717 en-route to Nassau Bahamas my final destination. On entering the Security check point line, I passed through the metal detector and in one of my carry-on luggage was an 8 oz carton of Almond Milk, which I take for medical purposes: post Prostate Cancer therapy and extra Calcium for bone replacement health due to a spinal injury of four (4) lumbar vertebrae. My focus was on the security check, and I did not recall the almond milk supplement. When a lady security officer asked me if it was for medical purposes, I confirmed this and indicated the medical conditions already named.

She informed me that since it was a few ounces over the 3.5 limit, I would have to get a pat-down search. As she pointed me to a male officer, another female officer told me to move all of my personal belongings over to another search counter. I complied and in the midst of this activity, having four trays, my shoes, my wallet and my carry-on to move over, this could not be done in two or three trips. I saw the attitude of the male and female officer changed drastically towards me: he called me to stand on a shoe marked-pad with, out-stretched arms while she sternly said: "Sir you must move all of your belongings over to that counter." I responded saying: "I am doing the best I could, you need to give me some time." Then as I returned to get the carry-on pulley, she took it and said: "I got this." So I responded: "You told me to move my things, so I can take that." She said roughly, "I got it, I am just doing my job, I do this all the time." Then she made some sort of head motion to the male officer. I did not refuse the search but when the male officer, TSO (b)(6) told me how he would conduct the search, that on the pat down of the legs he would come into contact with my crotch/private, I objected saying, this would be uncomfortable for me and I requested a private search; in which, I would remove my pants to dispel any suspicions. Officer (b)(6) responded saying: "This is the procedure we follow when someone carries liquid in their carry-on for medical purposes, as you did." He also asked where on my body I was having pains (he saw my walking cane) and I showed him the abdomen area, the small of the back, both hips and thighs, due to my spinal injury. As officer (b)(6) conducted the search he patted up my legs and thighs right into my crotch/private touching my genitals. I expressed my objection and uncomfortable feeling about this and asked him not to come in contact with my genitals on searching the other leg. However, he did the same thing patting up into my crotch/private and touching my genitals. Again I expressed my disapproval of this and he responded in the same manner, saying that he was only carrying out the search according to procedure. I expressed again my feelings of public embarrassment for I felt that my privacy rights were violated. Officer (b)(6) actions appeared to be racially motivated, therefore, I asked for a supervisor and LTSC (b)(6) heard my complaint. He indicated a private search request was an option and should have been respected. He then told me about the complaint form and my right to file a formal complaint. Supervisor (b)(6) also indicated that he would speak with TSO (b)(6)

The caller was told that he was red flagged. He stated that his passport has been stolen. He has a Tens unit, medications, and he has metal in his bag. He stated that his daughter is wanting to take him away. He stated that he has to have patients because, he has had several back surgeries, and elbow surgery. He stated that standing in line takes patience. He returned from Mexico he was put inside a glass room at MIA, because his passport was stolen in Mexico. He stated that he has to remove all of his clothing in the glass room. He stated that everytime he flies it is a circle. He stated that he needs a card that says that he has metal implants. He stated that he would like to find out if he is on a list of some sort. He stated that in LAS they tried to x-ray his money. He stated that in PHL he was told that he was on a red flagged list and he asked why, however they would not tell him. He stated that he is wanting to know how he can fix this issue. He stated that he even has issues at the bank with his Identity being stolen several times. He stated that his ID number, Social Security Number, and his other information is flagged. He asked if he can send the letter certified mail.

He stated that his daughter is wanting to take him somewhere in a few months when she graduates, however he does not want her to experience the circus at the airport.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- difficulty printing a boarding pass at home or at the kiosk.

8/28/2013 1:03:14 PM DHS TRIP is part of an effort by the United States Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries by entering the Redress Control Number.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due the similarity of a traveler's name and personal information to another person in systems which contain information from Federal, state, local and foreign sources. Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

In the alternative, travelers may apply through email or the U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport). I explained that the forms need to clearly legible and they need to be able to see the picture clearly as well. He can return the form certified mail.

I explained that returning to the United States he would go through CBP, not TSA. We are a general contact center, and a single point of contact for over 450 airports within the United States, we do not have his information.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/28/2013 1:40:13 PM Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 08/26/2013 3:15 PM Airline & Flight Number : American Airlines AA528 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

Comment : I had a very big problem with a couple of your agents earlier this week when my pregnant girlfriend and I attempted to travel from Chicago to San Diego and back again. My girlfriend's doctor informed her to opt-out of security check point body scans at the airport. Whether or not the TSA deems these devices "safe" does not matter; doctors are telling pregnant women not to use them and instead ask for a pat-down.

At the Chicago airport, when we were departing, we were informed that they were safe and given quite a bit of attitude when we insisted on a pat-down. Eventually, my girlfriend was given the pat-down and the woman who administered it was perfectly fine and professional. Our experience during our return flight security procedure at the San Diego airport was much worse.

8/28/2013 2:11:58 PM

Not only did the agent give us attitude regarding the pat-down, she asked my girlfriend if she used her cell phone and that the body scanner was as detrimental as using a cell phone. When my girlfriend insisted on not entering the body scanner, she told her that is was merely an x-ray machine! This was a flat out lie to a pregnant woman and it upset my girlfriend very much. I have no idea why an agent would behave in this manner. As I stated, whether or not they are "safe" is not the issue; my girlfriend was advised by her doctor, a medical professional, to not go through the scanners and the agent in San Diego attempted to equate a body scanner to cell phone use before lying to my girlfriend and telling her it was merely an x-ray machine. This is unacceptable and incredibly unprofessional and I think the TSA needs to address the fact that doctors are informing pregnant women not to enter these machines and train staff to respond appropriately. Eventually, my girlfriend was given a pat-down and again, it was administered by a competent and professional employee, but she was upset that someone would attempt to circumnavigate the advice of her doctor by lying to her and trying to coerce her into a scan she was explicitly told to avoid. Needless to say, we were not happy about the way TSA agents handled the situation on either end of our trip but especially in the San Diego airport.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller travels with liquid medications.

Information Request: She is needing to know the screening process for liquid medications. Is she permitted to advise the TSO that she does not want her liquid medications opened.

Response Details: She is permitted to inform our officers that she does not want her medications opened at the checkpoint but I can not guarantee that the bottles will not be opened because this is the decision of the TSO at the checkpoint. If she requests that her medications not be opened she will have to go through additional screening which would include a patdown. I am forwarding her complaint to the CSM at MCI.

8/28/2013
2:50:58
PM

Incident Details: Caller went through screening at Kansas City for a flight to PHX on Southwest on August 14th and has medical conditions and is on several medications including liquids. An agent opened her bottle of liquid medications and stuck his nose in the bottle and put the cap face down on the table with all the germs and then he stuck a swab inside the bottle. She does not remember the exact time that she went through screening and she does not remember what the officer looked like.

Caller feels that the officers overstepped his bounds in opening her medications and sticking his nose in it and then sticking a swab inside the bottle.

Caller stated that she didn't feel that this was anything disability related, just that the officer did not know what he was doing. Caller just wanted to make for sure that this officer didn't contaminate someone else's medications.

Caller stated that every time he flies from JFK he wears paper slippers and they give him a hard time. He just traveled to Orlando on August 8th. They asked him to remove them and he said that he cannot remove them. Then he had the patdown and the girl still insisted that he take off the paper shoes. This only happens at JFK and has occurred on several occasions. He said the supervisor just stood there with his hands on his hip. The TSO that patted him down was a black female, about 160 or 170 pounds. The supervisor was a white male who wore glasses and was about 200 pounds. He asked if he can get a copy of the policy.

Airport:JFK
Airline:JetBlue
Flight Number:483
Date and Time:August 8th 10 am
Terminal or Gate:21

8/28/2013
6:50:28
PM

I apologized to the caller and told him that because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Additionally, TSA entered into a Memorandum of Understanding with the U.S. Public Health Service to further review our screening practices and to advise us of any appropriate additional steps we might take to assure the health of travelers. TSA will continue to evaluate screening practices and make changes as appropriate.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement.

I also told him he may ask for a supervisor at any time.

Sent email.

I apologize

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 8/28/2013 5:48:06 PM

8/28/2013
8:02:00
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SFO terminal 3 checkpoint closest to gate 68

Comments: I turned around to see a screener handling the items in my tray including my wallet in the immediate moments before the tray went into the X-ray machine. I don't see any reason other than potential theft for a screener to handle my belongings as they go into the X-ray.

8/29/2013 11:32:56 AM
Caller said that herself and her husband both have TSA Precheck and are GE members. Coming back from Aspen, CO she had a very fearful experience with a TSA agent, specifically the patdown. Her husband is 71 and he has lots of metal implants in his body. He has never had a problem at a checkpoint before. Her husband went through the machine and then had to go through a patdown. Her husband had a horrible patdown. She stated that the TSA agent touched very private parts of his body. Other passengers came up to them afterwards and said they had never seen that before. She asked if this call was recorded, she hoped. They asked for a manager and she said that she should have known right away not to tell him anything. She told the manager about the experience and he was very defensive. Her husband was very upset. She wanted to drop it right away but the TSA agent was very defensive and told her to calm down. The agent came up to her husband and said that is the way the patdown is to happen. The caller was waiting for their plane about 5 minutes when an agent came up to them and asked for their name. He said give me all of your information. The caller wanted to just drop it but the TSA agent tried to grab husbands boarding pass. They told the agent that they would like to drop it. The agent said you are not flying today and I am calling the police. The agent then talked a United agent. The gate agent told the caller that they will not allow you to fly today. She asked the United agent, have you had a lot of trouble with this man. The United agent at the gate told her to call and personally report this and that was all he wanted to say. Then the United agent talked to the TSA agent and then told the caller, I am very sorry this happened, you can get on the plane. The agents name at the Pitkin county airport was (b)(6). She did not have the last name. (b)(6) is the area manager of TSA at the airport. She stated that she is scared about the incident.

Response: Apologized for incident. And advised that I would send her complaint to the CSM, Mr. Shoshone, at the airport.

Also, (b)(6) talked to the caller to reassure her that there would be no retaliation on her

8/29/2013 12:57:24 PM
Caller says that he purchased a train ticket to travel from Chicago to Kansas City. He says that when he got to the Amtrak TSA checkpoint, there was a TSA agent wanting to inspect his bag. He says that these individuals had TSA on their shirts. He says there was a TSA agent with a canine, a supervisor, and the individual wanting to inspect his bag. These individuals were all with the police officers. he says that he told the TSA agent that he would not let him inspect is bag because this was against his constitutional right to randomly inspect. If they were pulling everyone it would be different, but they weren't. He says that he had two bags, one of which was a duffel full of clothes. He wanted to know if John S. Pistole's information was on the Web site. He says he may call back for this later.

Advised caller:

Advised caller that TSA does not conduct the screening for Amtrak. Advised caller that we do deploy canine units and other TSA agents to train stations just to show a presence to try to ward off terrorists, but we don't screen passengers and their luggage for trains. Advised caller that at an airport we screen all passengers with some form of screening. All passengers items are x-rayed and the passengers will at least go through a machine to be screened. We do pull individuals for patdowns and hand inspect bags randomly, just to keep randomness in our procedures. We don't want everything to be the exact same every single time, so that it becomes predictable. Advised caller that if he wants to he can send a written correspondence to the TSA administrator, John S. Pistole. I do not know if this information is on the Web site or not.

Caller said right before patdown he is asking about sexual preference of the screener and he said he has a formal complaint at the airport about this. He said this is harassment that he is not allowed to ask this question. He wants to talk to my supervisor and said he had already read the template regarding transgender.

8/29/2013 1:22:13 PM
Response: Thank you for contacting the Transportation Security Administration regarding the security screening of transgender individuals. I was going to read this template but he said he had already been online and read it. I advised him he can contact the CSM at the airport where he filed the complaint. I advised him I don't have a personal opinion about this. He asked to speak to my supervisor.

(b)(6) responded that we do not have additional information on his issue. Recommended he contact John Pistole for his specific questions.

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 8/29/2013 12:00:37 PM Airport : MCO - Orlando International Date/Time of Travel : 08/24/2013 7:30 PM Airline & Flight Number : SPIRIT FLIGHT804 Checkpoint/Area of Airport : MAIN OPEN AREA NEAR LARGE WINDOWS TSA Employee: (If Known) :

Comment : When going through security check point with my family of 4 after our vacation cruise.(son-8 (b)(6) son-17 (b)(6) wife-41 and I am 47). After waiting some time in line. I found it odd when it was our turn to show our ID's at the podium, all the lines behind the podium closed and 4-6 TSA officers formed a line about 10 ft. behind the podium. My older son and I both noticed 2 TSA officers rocking back an forth and one of them said "I've been wanting to get busy".

Another TSA officer said, "Step this way, there is no waiting in line". I thought that was odd because it was PACKED with people. My wife and son(17) were told to go one way and my son (8) and I told to go the another way to the metal detectors.

8/29/2013 2:16:30 PM
My 8yr old, worried but by my side. I told him "Don't worry, this is just like we've done before". He asked, "Why is (b)(6) and Mom way over there?". I said "I don't know, just stay by me and behave". I told 1 of the 2 female TSA officers that I have an artificial hip,(like we are suppose to do). The next thing I heard was 1 of the 2 the women on the radio asking for a male TSA officer for a manual pat down and search because I refused to go through the metal detectors. I said no such thing!!

I was taken to an area where I was thoroughly patted down,told to keep my palms facing up, stand up straight because I tried to keep my pants from falling off! My son got scared when my pants started falling down (he was thinking the same was going to happen to him). My hands were wiped down and tested for explosives. This was our first time flying as a family. I understand you are there to protect us, but if you review the video tapes, what was done to me was over the top.

I was honest gave all information upfront and complied. Now my son (b)(6) is having a hard time understanding,if your honest and tell the truth why would the TSA embarrass and intimidate you in public. We had no problem the prior week when we went through Detroit and every port of call on our week long cruise.

Would you like a response?: True

Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello. I am writing to inform you about the disrespectful and inconsistent treatment of families in US airports. I would like to see changes made to consistently and respectfully implement security measures that account for the needs of families traveling with bottle-fed infants. I would appreciate a response sharing what will be done to ensure another family does not experience what I have, detailed as follows.

I traveled from Washington National Airport on August 21, 2013 with my husband, three-year-old daughter, and three-month-old son. My son is bottled fed with formula. When packing for our trip we put all bottles with water, sealed and open packages of powdered formula, and sealed boxed liquid formula in a separate bag to facilitate the TSA check. After these items were separately checked in the security screening at Washington National Airport, we were let through without any questions or problems. I was pleased with how we were treated.

On the return flight from Denver International Airport on August 28, 2013 we encountered a problem which resulted in what I can best describe as a gross disrespect for Americans, families, and mothers, and a completely inconsistent implementation of policy from airport to airport and per the TSA statement on its website.

We arrived at the Denver airport just as we did at the Washington one – with the same amount of bottles and formula all separated out and ready to be checked. And as with our out-bound flight I also arrived with Virginia state-issued identity cards for both of my children—proof on laminated paper, in addition to my children physically being with me—that I had a bottle-fed baby (and three-year-old).

8/29/2013
4:20:59
PM

The TSA official said that I could not bring through an 8 ounce, sealed from the store package of Gerber ready-to-feed liquid formula. I would have to open it so it could be checked. Opening it was essentially tossing it because once opened, it either needs to be consumed by the baby in one hour and my son had just eaten (thanks to our careful planning), or has to be refrigerated. I was under the belief that ice packs were not allowed, since they are frozen liquid. Turns out they are allowed. I learned that lesson.

I politely informed the TSA official that this same package had gone through the security at the Washington airport just fine. This Denver-based official said he could not let it through. The official asked the supervisor to come over to verify his own decision. I then, calmly and respectfully, pulled up this website from TSA that says the following, and read it to the official (<http://www.tsa.gov/traveling-formula-breast-milk-and-juice>):

"Although formula, breast milk, and juice is inspected at the checkpoint, you, your infant or toddler will not be asked to test or taste the breast milk, formula, or juice. Our Security Officers MAY test liquid exemptions (exempt items more than 3 ounces) items for explosives. Officers (b)(6) also ask you to open the container during the screening process." (capitalization added for emphasis here)

I said to both officers that it seems there is some interpretation here to be had by each airport – that officers "may" test the formula. I asked them, since the Washington official chose to not have me open and/or toss my formula, if they would do the same but they said it is their right to check this. They said I could undergo a pat down in order to keep the formula. I decided to undergo the pat down.

You may ask why I didn't just throw out the 8 ounces of formula. The reason is because we were to be traveling for several hours, and with the worsening service offered at airports these days, I needed to be prepared to feed my infant son. I am not aware of baby formula being available for purchase in the airports—something that would be a welcome support for families in a pinch. Also, we have a tight family budget right now and it's difficult to make the choice to throw away perfectly good food for my child.

Because I was exhausted traveling with my two young children and already having been awake since 5:30am that day with the baby (it was now 11am), I didn't realize that I was consenting to a pat down and not just a wand. So I said I'd undergo. Dear Sir or Madam

I hope this email finds you and your team in good spirits!!

I recently completed a domestic trip from NY LGA to Atlanta Hartsfield Airport. My trip originated on August 14 and completed on August 27. During this trip, I was travelling with a 3yr old, a 5 yr old and 7 yr old. I have always carried tetra packs of milk for the children and until now, never been stopped. So as I was leaving NY - they scanned the bags, checked the tetra pack of milk and let me go on my merry way.

On return, on Atlanta Hartsfield Airport, TSA agent objected to carrying milk. It was organic tetra pack of milk as my child can't drink others. Unfortunately the makers of tetra pack of milk are not aligned with TSA requirement of 3.4 oz of milk size. They make only one size for travel. I tried to tell the agent the milk was for a child but his response to me was "she not a baby anymore, she does not need milk". Another TSA agent came along and offered for me to keep my Tetra pack, but in exchange, I, the adult had to have a entire body pat down, through examination of all of my carry on luggage. I would like to understand, how does carrying a 4oz Tetra pack of milk equate to having an entire body pat down and examination of my carry on luggage. I know TSA due to their policies have right to examine all of my luggage and I am happy to allow them to do so. And they did. My hand luggage went through xray, I walked through whatever metal detector I was guided through. What I don't understand is how is ability to carry milk equate to having an entire body pat down and 'thorough' check of my bags? Mind you, this tetra pack was sealed with straw attached / glued to the box as it is sold.

8/29/2013
6:02:27
PM

As a law abiding citizen, I do realize that TSA has to take precaution to keep me and other safe. I have no issues with rules (I don't agree with some of the rules, but am happy to abide by them). But above was just uncalled for and I would be very interested to know how having or exchanging for entire body pat down on me the adult would justify allowance of milk to be carried for a toddler.

Thank you in advance for your consideration.

Best Regards,

(b)(6)

"The secret to happiness is to admire without desiring." - F. H. Bradley

8/29/2013 6:34:48 PM
Caller said that she travels internationally and lately she is subjected to additional screening including patdowns when re-entering the US. The airline told her to call TSA to see if she was on some type of list or if there was any reason she was subjected to this security.

Explained to caller that DHS has a SPOC for travelers who experience difficulties when traveling or crossing international borders, such as constantly being subjected to additional security. Explained that she could submit a traveler inquiry form to request DHS investigate the circumstances are try to redress any of these issues. Ordered the forms to be sent to her via post per her request.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 8/29/2013 7:42:58 PM

8/29/2013 7:59:16 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Terminal 3 (American Airlines)
Comments: I was treated rudely by a number of TSA employees this morning, under the "supervision" of (b)(6). After I had put my bag/shoes/etc. in the bin and through the x-ray machine, I was told to go through the Rapiscan machine. I refuse to use those death-traps (that you are still using such dangerous machines is another matter entirely), and opted out. At this point, I could no longer see my belongings, and I asked that they be placed somewhere I could see them. The TSA at JFK has a reputation for stealing passengers' belongings, and I did not want to become a victim. I was ridiculed by the staff, who refused to take my request seriously. I asked to see a supervisor, and no supervisor was called (I believe it was an employee named (b)(6) who was ignoring my requests at this point). After not getting any results by asking politely, I had to raise my voice, and eventually a supervisor (b)(6) appeared. He was not particularly helpful: he just kept asking "have all your concerns been addressed", as if he couldn't wait to go back to whatever he had been doing before being called out to handle this situation. After a particularly rough pat-down, I was allowed to proceed.

There are good TSA employees, and there are bad TSA employees. Every employee I observed that morning fell into the latter category. Like many Americans, I'm counting the days until the TSA gets disbanded and all the thugs you employ are out of work. They deserve it.

Hello,

I was recently subjected to a public pat down due to wearing an underwire bra through an airport. The experience was rather humiliating and I'm wondering if the tsa is doing anything to prevent this situation or at least lessen the frequency. Underwire bras are the only bras that I can wear and I shouldn't have to avoid flying simply to avoid a public patdown. I just googled this situation to see if it's happened to other women and I see that it happens frequently and some of these women are so upset that they contact lawyers.

In my case, I went through the detector three times, each time receiving an alarm, and the tsa agent kept suggesting that I remove every piece of jewelry including earrings and necklaces before a second agent walked over (taking pity on me I suppose) and asked me point blank if I was wearing an underwire bra. It was almost 20 minutes before I finally was subjected to the patdown (of course I had to wait for a female agent to appear). Fortunately, I did not miss my flight.

I understand that these searches are necessary to ensure passenger safety, however, patdowns due to underwear construction is a bit ridiculous.

8/29/2013 7:59:46 PM
Why not ban all underwire bras? Then those of us who have to wear them just won't spend our money flying.

Why not acquire better detectors that can differentiate metal locations on the body? Where are the body scan detectors? Won't they be able to do this?

Why not ensure that female agents are readily available so female passengers don't have to wait for their public patdown?

Why not explain to all tsa agents that an underwire bra may set off the detectors so that further delays, multiple passes, and removal of tiny jewelry is not necessary, when an underwire is the most likely culprit.

Thank you for your time.

(b)(6)

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/29/2013 8:36:47 PM

8/29/2013

9:00:55

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): MIA terminal H

Comments: The treatment of passengers at MIA has always been discourteous, but in terminal H, there has been a lot of personal violence. My genitals have been fondled (the screener spent almost three minutes holding my testicles in his hand) and he treated me roughly. While he was groping me and twisting my arm, money was also stolen from my carry on. When I asked to see his supervisor at the check point, he told me to shut the f*** up or he would throw my a** in jail and send me to Guantanamo. I have committed no crime. When I finally got through and asked to see the supervisor, the man was totally indifferent. I am more afraid of your bullies at the check point than I am of terrorists. do I have to wear a clerical collar to receive some respect? I am indignant!

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/29/2013 8:36:47 PM

8/29/2013

9:00:55

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): MIA terminal H

Comments: The treatment of passengers at MIA has always been discourteous, but in terminal H, there has been a lot of personal violence. My genitals have been fondled (the screener spent almost three minutes holding my testicles in his hand) and he treated me roughly. While he was groping me and twisting my arm, money was also stolen from my carry on. When I asked to see his supervisor at the check point, he told me to shut the f*** up or he would throw my a** in jail and send me to Guantanamo. I have committed no crime. When I finally got through and asked to see the supervisor, the man was totally indifferent. I am more afraid of your bullies at the check point than I am of terrorists. do I have to wear a clerical collar to receive some respect? I am indignant!

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 8/30/2013 9:29:02 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : round trip tampa to newark & then back - I was patted down after xray walk through going and again returning...but then in a private room with my carry-ons and shoes.

8/30/2013

10:07:00

AM

After 1/2 hr I could rejoin my husband and told...have a nice day!

Someone told me it was because I have a small build and my clothes not clingy.

What do you say?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 8/30/2013 8:26:17 AM Airport : MCI - Kansas City International Date/Time of Travel : 08/30/2013 6:45-7:20 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

8/30/2013 10:07:03 AM Comment : This is the second time my request for pat down screening has been obstructed by TSA. I am recovering from surgery, must wear a brace and use crutches. I requested pat down screening. After putting my crutches through the belt screener, (b)(6) refused pat down, made me stand and wait, sent me to the scanner (where I had to step out and wait again for calibration) and, of course, still had to have pat down done afterwards. His conduct was deliberately obstructionist. Happening once I would chalk it up to poor customer service, however I was treated similarly by (b)(6) on my last trip through. In contrast, the agents at Love Field are extremely considerate and helpful and still get the job done.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller and dad flew from MSP to SEA and through security at MSP everyone had to go through the body scanner. She is 17 weeks pregnant, should she have been directed through that technology? States they didn't see any signs posted at the AIT machine informing they could opt-out.

Response:

8/30/2013 11:01:56 AM The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT.

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Explained AIT is a voluntary alternative screening process and she always has the right to opt out.

Disability Description: The caller has an insulin pump.

Response Details: I gave the following information: To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

8/30/2013 12:39:44 PM TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598

I emailed her a claim form and the D-RFI.

Recently flew from DEN wanted to talk to someone about the screening. She said the screeners were lazy. She got there at 4:55PM and went through taking shoes off and putting her stuff on the belt. She told them she was going to opt out and do the patdown. She does this all the time because she doesn't trust the AIT machine. She said some of the officers were standing over in the corner talking. After a while of waiting one of them finally motioned her over.

8/30/2013

12:46:20

PM

Response:

Apologized that she had a bad experience at the checkpoint. We do keep a record for all complaints and if we do find that this is a repeating issue at a particular airport we would forward this to the CSM at that airport so they can take proper action. If you would like you can also contact the CSM at the airport yourself and to get their contact information you'll need to call this number back and press option 5 and enter the airport code DEN and it'll give you their contact information if you would like to contact them as well.

Who is the supervisor for this individual? I want to make a complaint.

I was traveling with my family through Logan Airport on August 19 on American Airlines. My 20 year old son went through security with my 12 year old daughter. They were allowed to go through the metal detector. My 18 year old son asked for a pat-down, as did my husband and I.

My 18 year old was given the pat-down fairly quickly. I was told to wait. Officer (b)(6) told me that it would be at least 30 minutes and I needed to go through the scanner. I told him I was not going to go through the scanner and would wait. A few minutes later, another officer escorted my husband through and patted him down. When that officer finished, he did not return to take me for a pat-down. I waited a few more minutes and then asked Officer (b)(6) to call someone again. He told me in a very sarcastic voice that he was not going to do it, he had already asked (about 10 minutes had now passed and the rest of my family was waiting on the other side).

I asked him to again ask for someone. He argued with me and told me that he had told me it would be at least a half-hour wait and that I should just go through the scanner because no one was going to help me any more quickly. While this was occurring, other TSA officers were just standing around talking to one another on the other side of the security checkpoint. I told (b)(6) to call someone again that this was ridiculous (I was now about 15 minutes into the wait). He then gave me a dirty look, and said loudly in the general direction of the other side "this guy is tired of waiting, he wants me to ask again". I waited longer. Finally, another officer came and did the pat down.

While I was waiting (for at least 20 minutes), the officers present, including (b)(6) let anyone with a child go through the metal detector, but directed anyone else to go through the scanner. Aside from the rudeness and abusive treatment by (b)(6) which I demand be addressed, I find it laughable that you people would think that terrorists would not use their children as a means to get through security. What kind of stupid policy is this?

8/30/2013

4:36:18

PM

Please advise as to what I need to do to follow up with my complaint against Officer (b)(6)

(b)(6)

(b)(6)

(b)(6)

Beverly Hills, California 90210

Email: [HYPERLINK](#) (b)(6)

I sent the message below to you on August 13, in follow-up of a prior message on August 12. I received a reply that my inquiry was being referred to someone who could give me an answer. I have heard nothing since.

May I expect a reply, please?

(b)(6)

(b)(6)

From (b)(6)

Advised Caller:

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports. Examples of travel difficulties may include:

- 8/30/2013

PM

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the Redress Control Number. Travelers who wish to check the status of an inquiry but do not have their Redress Control Number may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

I would like to file a complaint regarding a TSO at DIA.

The TSO, a white male aged 22-28, about 6ft tall with short blond/brown hair and glasses, was working the middle body scanner at the North station on 8/30, around 1035am. took me out of line after the scan, accused me of "flipping him off" in the scanner and stated that if I "wanted to act up, he will teach me." Instead of immediately contacting his supervisor, (b)(6) I was forced to wait. When Supervisor (b)(6) arrived, the TSO proceeded to accuse me in front of everyone about what had happened, telling Supervisor (b)(6) to "look at the picture, you'll see." I agreed and asked to see the picture, which was refused. I asked for the TSO's name and badge number, which was refused.

I was then subjected to a full pat down, with the TSO smirking at me from his post.

It is unfortunate that a new and obviously inexperienced TSO would choose to act so unprofessionally, arguing with me in front of the public and his supervisor.

Please acknowledge this complaint, including information regarding how the incident will be handled.

8/30/2013 Thank you,

10:09:08
PM

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 8/30/2013 9:24:10 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 08/29/2013 5:45 AM Airline & Flight Number : American Airlines 1062 Checkpoint/Area of Airport : American Airlines Terminal 3 - ORD to MIA TSA Employee: (If Known) : Woman Comment : My mother who has a pacemaker showed her pacemaker medical card was at Screening and was told by a TSA worker to walk through the imaging machine she was not offer a pat down so my mother had to get out of her wheelchair to walk into the machine. NOW her pacemaker is NOT working normally. Why did this woman tell my mother to go through the machine? is this usual practice for people with pacemakers??

8/30/2013
10:09:13
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 8/31/2013 10:50:40 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 08/31/2013 9:00 AM Airline & Flight Number : DL 1814 Checkpoint/Area of Airport : TSA Pre Check near Delta counters TSA Employee: (If Known) :

Comment : We would appreciate a scanner so that pat down is not done. My husband has an artificial knee and would appreciate the scanner because the pat down is personally invasive and takes longer.

8/31/2013 This is not limited to the Seatac airport but at so many around the country.

11:03:32
AM

Please out scanners at TSA Pre Check!!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To: The TSA Chief Supervisor, Midway Airport, Illinois

I am a cancer patient who was travelling back to Seattle from Cancer Treatment Centers of America at Midwestern Hospital in Zion, Illinois in May or early June, 2013.(I can get the exact flight info if needed). I do not go through the scanners because of my cancer and not wanting to risk further injury to my DNA, even though the scanners are purported to be safe.

Because I get the pat-downs, I must wait for a female attendant to come and call me through the gate. This often involves a delay. On one occasion, my belongings, including all my money, ID and credit cards, as well as my medications and computer and C-Pap machine, had gone through the conveyor scanner and were sitting unprotected and unsupervised, not visible to me, on the other side as I waited for at least 15 minutes. I voiced my concern to a TSA agent at that time and was rudely told it was no concern of theirs and that in the future I should not put my items through until the female agent was ready to call me through.

In May(?early June), 2013, at Midway Airport in the late afternoon, when the wheelchair attendant brought me to the security checkpoint, I did as they had advised me. I took off my shoes, put all my belongings in a bin and, after informing TSA I needed a pat-down, stacked the trays with my belongings together, off to the side, so I would not obstruct the flow of passengers as I waited for the TSA agent who would pat me down, which is when I would put my belongings through the conveyor. There were at least 10 or so young TSA agents in front of and behind the 2 scanners, at least 5 of them female. They were loud, talking and laughing to each other and yelling at passengers at times, ordering them in an authoritarian manner, not friendly or polite, or professional, in my opinion. They appeared unconcerned and distracted. A tall young man, who I later learned was named (b)(6), approached me and yelled at me to put my items through the conveyor. He grabbed my containers, which I had my hands on as if to force them into the conveyor. I held onto them and was trying to explain the situation. He started yelling at me in a loud voice, interrupting me over and over, yelling to his friends that I was refusing to put my belongings through, which is not the case. I held onto my belongings and told them I wanted a supervisor. His TSA friends made me move further away and were glaring at me. One female attendant moved to the gate I would be going through and was standing behind it, glaring at me. I thought she was there to pat me down. When I approached her she stated "No! I'm not going to take care of you!". The supervisor, a very polite and professional tall young white male with long light brown hair pulled back into a neat ponytail, came to me and I explained what had happened and he immediately took care of it, having one of the female agents who had been standing back there the whole time pat me down. I could feel her anger and resentment towards me as she did so. She was sullen in her facial expression and in her speech. I asked the name of the man who had been yelling at me (a tall young black man). Initially she did not answer me. I had to ask her several times and she said his name was (b)(6) although she would not tell me his first name.

It has taken me awhile to lodge this complaint due to my health situation, but I have been meaning to do so. The way I was treated, the unprofessional and cavalier way this group of young agents was acting among each other and the fact that I was verbally abused and yelled at for no reason needs to be addressed. I would like a response from the Midway Airport TSA chief supervisor and will take it higher if need be. I am certain you have security footage that will bear witness to all I have written here.

I do not want one more person to ever have to experience what I did that day. Also, TSA needs to have a table where we who are waiting for the pat downs can have our belongings with us, and the agents need to be trained to help us in this. There is much theft happening at airports, some by convicted ex-TSA agents, and I do not feel that we who opt out of the scanners should be discriminated against like this by being forced to leave our valuables unattended and vulnerable to theft while we wait to go through.

TSA Agent (b)(6) needs to be spoken to that it is not OK to treat passengers that way.

I look forward to your response.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/1/2013 11:26:04 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/01/2013 10:45 AM Airline & Flight Number : NH009 Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :

Comment : A TSA manager abused their position to non-randomly select me for a "full standard" pat down. At the time indicated above, I traveled through security at JFK's Terminal 7 en route to Tokyo with my girlfriend. At the beginning of the checkpoint 3 TSA officers were talking to each other and paid no attention as my girlfriend and I stood waiting, assuming we needed to, for them to check passports and boarding passes. After 1 minute we continued forward, as it was unclear if we were supposed to wait, and the officers were still talking to each other. While taking off shoes for the screening a moment later, a female officer named (b)(6) came over, checked our passports boarding passes and saw they had not been "checked in." I mentioned that no one was paying attention when we entered the security checkpoint. The officer took some offense to the comment while checking my passport and boarding pass. Once I eventually had proceeded past the body scanner the agent stopped me and requested a male assist for a full pat down. There was a question from another agent nearby on why I was stopped, to which the first agent replied (b)(6) told me to. I asked if there was any problem with the screening and the agent said no. I was then given a full standard pat down by a different agent. While professional, it was unpleasant, and clearly not random. (b)(6) who roamed different parts of the checkpoint while I was there, appears to be some kind of manager, and abused her authority to punish me with a full standard pat down for pointing out that she and other agents were chatting instead of checking passports at the start of the checkpoint. This is a clear abuse of power and perhaps criminal. I will be checking my rights to file official charges for the harassment.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hi I recent flew and am 5 1/2 weeks pregnant. At the security station I asked the TSA agent whether it was safe to go through the body scan machine his response was that" it is not radiation more if a sound wave and that it is safer than an ultrasound." He did not give me any other option than to proceed and given that he was a TSA agent I followed without further inquiry. Since my trip I have read up online and there's seems to be debate In The medical community as to the safety of body scans during early pregnancy and that I should have been given The option of a pat down. I feel mislead and feel that information regarding the options should be formally displayed at the security checks for passengers to be aware of.

Sincerely ,

Concerned pregnant traveler

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/1/2013 5:05:17 PM

9/1/2013

6:16:53

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA flight 1954, LAX to SFO, departing 3:35 pm from Terminal 4.:

Comments: I am traveling with my 6-year-old son and husband. I was asked to go to the metal detector with my son, since children do not go through the other type of scanner. My son went through first, and then I went through. The metal detector did not beep. After I went through, a female agent was called over to pat me down, even though the metal detector did not go off. The agent said it was because my skirt was long. Had I known I would be subjected to a pat down, I would have asked my husband to walk through the metal detector with my son, and I would have gone through the other type of scanner. I am very frustrated that I was not given the choice. I found the pat-down intrusive and completely unnecessary.

To Whom It May Concern:

I am writing about my experience moving through the security line at the airport in Burlington, VT in the hopes that my encounter will lead to more sensitivity training.

I am pregnant. While my obstetrician cleared me for flying, she also instructed me to opt out of the AIT screening. I appreciate the need for safe flights, and I am resigned to the pat downs of which I have had several. At the Burlington airport, however, the agent was immediately irritated at my request to opt out of screening. She lectured me on the safety of the AIT screening and then barked at me when I did not correctly guess where she wanted me to walk. During the pat down, she was antagonistic. When she got to my waist, she demanded I remove my bellyband in front of other passengers though doing so would reveal my underwear. I had just attended a conference with several of the passengers walking by and was humiliated. When I refused to remove that vital item of clothing (the bellyband), she blamed me for not requesting a private screening.

9/2/2013

9:01:25

AM

I understand the need for careful security checks and I appreciate flying on a safe plane, but all passengers deserve to be treated with courtesy and dignity. While agents might disagree with a doctor's orders, they should understand that a passenger is likely to follow the medical advice she has received from a trusted professional. When passengers opt out of the AIT screening, agents should give clear and polite instructions about where they want passengers to walk and stand, rather than expecting passengers to magically know and then shouting at them when they step on the wrong patch of carpet. Agents should be mindful of a passenger's belongings and ensure they are watched and safe. Finally, agents should be trained in how to pat down pregnant women. It would be useful for them to learn about maternity clothing—particularly the bellyband that allows women to extend the time they can wear non-maternity pants. While kindness would be ideal, screeners should at least restrain from open hostility.

It is already uncomfortable to fly while pregnant. But it is particularly unpleasant to be humiliated by the TSA agent before the journey has even begun.

Thank you for taking the time to consider my experience.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 9/2/2013 7:34:38 AM

Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 2 4:30 AM Airline & Flight Number : UA1237 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

9/2/2013

9:02:01

AM

Comment : I am a pregnant woman who did not want to go through the full body scanner due to my condition. I was happy to go through the regular scanner. Tsa at Phoenix would not let me go through the regular scanner and told me that I had to go through a full body pat down, including sensitive areas. At any other airport I've been in while traveling Pregnant, I've been allowed to go through the regular metal detector. While I was getting a full-body pat down, tsa let a woman with a CAT go through the regular scanner instead of the full-body scanner. The explanation I was given is that the cat is a warm-blooded animal, so she could go through the regular metal detector, but that I could not choose. Even if that's the case, why would tsa select a PREGNANT woman for a more thorough check. I have no problem with security, but the less intrusive option should be available for a pregnant woman without the drastic alternative of a pat-down. This is one example of tsa not focusin it's resources on the proper threats.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/2/2013 1:04:10 PM

9/2/2013

3:13:20

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent screening (Different Practices between Airports).:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): While leaving on flight 3760 out of the KC airport, a female flight attendant insisted that I must go through the body scanner because "all other scanners had been removed from the air ports and where no longer available". She was saying this while my son and husband were going through the other detector This was so ridiculous it would have been laughable except she insisted what I was pointing at was not available. I was offered a full body pat down but I could go through as a family in Phoenix and not put in this position. **BOTTOM LINE:** The KC TSA security is the worst I travel through and regularly gives misinformation, or lacks common sense responses making them appear uneducated and unprofessional. Is it too much to hope for them to step up their game? Certainly the center of our nation can hire better or train better!!

Comments: Consistent weak practices

Hello,

I flew out of MSP to Fargo, ND yesterday. As I was going through security I was notified that I was chosen for a special screening and one worker called to another "hey, she's a quote", which I believe would make me part of a quota for special pat down screening. As I went through the screening I was so angry, I can hardly put into words how angry I was. The security person was polite and appropriate as she touched me where you would never allow a stranger to touch you and I had no ability to say "no". All of this because I came through and at the time their quota number came up. I realize TSA has a job but they also have less intrusive options, and they had them that day too.

9/2/2013

3:13:24

PM

Last December I escorted my 85 year old Mother home from Hawaii. TSA patted her down too! They had shut their body scanner down for the day. The woman who did the screening was polite.

This is the best we can hope for in America and the TSA; that the workers are polite while they run their hands all over you and you can't say "no". And all this while other alternatives are available, they just choose not to use them.

I hate that we allow this in the United States.

(b)(6)

Caller said he is going to a funeral in Cleveland on Thursday and he takes approximately twenty different pill medications and wanted to know if he could place those in a daily dosage container because he has so many bottles he would need another bag to travel with.

TSA recommends that the prescriptions be carried in the prescription bottle. This is only a recommendation and daily dosage containers can be used. Be sure and separate the medications from your other carry on items and declare the medications as your medically necessary items and the medications will be screened separately. -

9/2/2013

6:16:17

PM

The caller wanted to know if he needed to carry a piece of paper listing the medications.

TSA does not require this documentation; however, this may be helpful in the event medical personnel need information on types of medication you are taking in the event of an emergency.

Caller wanted to know if he should ask for a pat down since he has a pace maker, defibrillator, and stints.

Notify the transportation security officer that you have a pace maker and you are opting out for the pat down. Do not go through the screening and opt out for the pat down.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/3/2013 1:30:10 PM

9/3/2013

2:17:28

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Us 4020

Huntsville security

Comments: The machine indicated a block strategically located in my groin region. I was wearing jeans. The agent patted me down much too hard. This was embarrassing and uncalled for. Obviously this is an issue because I had an unrequested manager show up before I could slip on my tennis shoes. This does not make us safer but it does create a jobs program for suspected people.

(b)(6)

Caller flew from Rochester NY to Munthin New Brunswick Canada and then back to Newark to Rochester. Caller said he flew on United. When caller flew to Canada, he did not have any problems at all but when he tried to return from Munthin New Brunswick, caller said when he printed his ticket, it had SSSS on the boarding pass. Caller said when they saw the SSSS on his boarding pass, caller said they called for additional personnel and he had to have a patdown. Caller stated he was embarrassed by this. Caller wanted to know what is going on. Caller said he contacted the airline and they transferred him to TSA.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

I did advise the caller he could apply for Redress.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- difficulty printing a boarding pass at home or at the kiosk.

9/3/2013
2:47:30
PM

DHS TRIP is part of an effort by the United States Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the Redress Control Number. Travelers who wish to check the status of an inquiry but do not have their Redress Control Number may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due the similarity of a traveler's name and personal information to another person in systems which contain information from Federal, state, local and foreign sources.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

In the alternative, travelers may apply through email or the U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport)

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

I emailed the caller the Redress Application.

Dear TSA

I just returned from flight that started in Lisbon, Portugal and ended in San Francisco. We transferred in Newark to our SF flight. Our Newark experience was not good to say the least. Though we were transferring from an international flight to a domestic flight, we endured a lot of inspection. Not only were we ex-rayed by a large machine, I was also patted down and we had only been on the ground less than an hour. And I had already been patted down in Lisbon. How can I avoid so many pat downs? My husband's luggage was inspected by you (TSA inspector?), and largely intact, but my luggage was also inspected, rummaged through and things stolen. No note was attached. I think you need to inspect your inspectors as much as we are inspected. I know you shouldn't put valuables in your checked bags, but stealing is also a crime. And we are not allowed to lock things. I'll try not to pass through Newark again. Immigration was awful, too. Workers need efficiency training and fewer jokes. Nice for them to be friendly, but they should also do their job.

9/3/2013
4:05:11
PM

Sincerely yours,

(b)(6)

I am writing to express sincere disgrace in how my medically ill elderly mother and her mentally disabled sister were treated at TSA check point @ approximately 12:55pm Monday Sept 2 2013. My mother and her sister along with my brother were returning from funeral services of their father, a purple heart recipient of the US Marine Corp. after my mother had just fell and broke her elbow hours prior to arriving at the airport only to be treated very disrespectfully by Portland TSA agents. My mother cares for her mentally disabled sister was called for a pat down along with my brother and aunt. The agent let my mentally disabled aunt walk away unattended and my mother called out for her. As my mom called out to her sister and stepped forward to tell the agent her sister is mentally disabled he grabbed my mother and pushed her back. My mother just suffered a broken elbow hours prior to this and is terminally ill. I am so disgusted by how she was treated and how thoughtless and careless your agents treated a 61 year old sick woman with a newly broken elbow and letting a mentally disabled woman wonder off. I am all for the necessary measures to do the job but what I do not expect nor will I condone is ill treatment of ill elderly or disabled people. Perhaps some sensitivity training and some common sense in situational awareness would go along way. This type of behavior is unwarranted and a black mark on your agents. Perhaps hiring quality personnel instead of quantity and intense training may benefit the TSA. There is no excuse for this behavior. Period. Evaluate your people.

9/3/2013
7:59:17
PM

Sincerely,

(b)(6)

Sent from my iPhone

Thank you for your bureaucratic response to my comment about things stolen from my luggage. I guess you are saying it isn't your fault things are stolen. That that is what is to be expected. I just wanted to let you know that things are stolen even though your inspectors have a very short time. Things appeared to be shoved back in very haphazardly.

But you didn't answer my other question about how can I decrease the number of times I am patted down. I am a very small Asian woman, aged 75 and am wondering why I get picked, even after x-ray screening, for pat downs. Wear less clothing? Nothing with metal on it? Do you have any answers?

Thank you,

(b)(6)

9/3/2013 7:59:30 PM
From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Baggage Inspection
Date: Tue, 3 Sep 2013 18:18:07 +0000

Dear TSA

I just returned from flight that started in Lisbon, Portugal and ended in San Francisco. We transferred in Newark to our SF flight. Our Newark experience was not good to say the least. Though we were transferring from an international flight to a domestic flight, we endured a lot of inspection. Not only were we ex-rayed by a large machine, I was also patted down and we had only been on the ground less than an hour. And I had already been patted down in Lisbon. How can I avoid so many pat downs? My husband's luggage was inspected by you (TSA inspector?), and largely intact, but my luggage was also inspected, rummaged through and things stolen. No note was attached. I think you need to inspect your inspectors as much as we are inspected. I know you shouldn't put valuables in your checked bags, but stealing is also a crime. And we are not allowed to lock things. I'll try not to pass through Newark again. Immigration was awful, too. Workers need efficiency training and fewer jokes. Nice for them to be friendly, but they should also do their job.

Sincerely yours,

(b)(6)

I travel frequently with my son who is age 9. He has an internal medical device which often causes anomalies during the scan. Each time we visit Hawaii, especially Kona, I encounter confusion, and uninformed officers and supervisors.

Today, they wanted to scan him more than 3 times, or perform a physical pat down which I was told would take 20 minutes.

I opted for the manual screen as I knew the scanner would not clear and my explanations were ignored.

They physically patted him down, then literally wiped every shoe, physical item, and electronic in our bags.

I never encounter this behavior at LAX, JFK, ORD, TPA or many other airports I travel. I feel you should be aware of this behavior, as all the officers act as if they have not been advised of screening procedures.

(b)(6)

Caller went to pick up her daughter from the airport on August 27th and she wants to file a complaint. Caller went to get a gate pass and go through security at Southwest. There was not many people at the checkpoint and the plane already arrived. Caller has underwire bras and it sets off the alarms. Caller is aware of the procedures and she was in a hurry. The TSOs argued with her regarding her request to opt out of the AIT. Caller said she had a right to opt out and the TSOs took a long time to get a female screener to proceed with a patdown. There were 4 female TSOs standing around and she had to wait 5 more minutes. Caller was irritated. Caller said they let her daughter walk through and do not watch were she was going. Caller was finally patted down. The TSO said, you need to stop and let me tell you. The TSO was not courteous or doing her job properly with the patdown, she was engaging and being nasty to the passenger. The manager was called over and she was told she cannot do a dancer pose for the patdown. The way they handled the caller was not polite. The manager was an African American woman and the officer got in her face. Caller said she had no problem about the patdown. The TSO argued with the way she needs to stand. The passenger said, why do I have to stand that way so you can touch my *****? The TSO said not to use that language and the passenger said the word three more times. The officer said they will arrest her for indecent exposure. She finally did the patdown. The caller said they were hostile, rude and argumentative. Callers daughter was trying to call and she was not able to answer the phone, further aggravating the passenger.

Advised Caller:

9/4/2013
2:39:32
PM

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: SFO

Airline: Southwest Checkpoint

Flight #: Did not have it

Date and Time: August 27th 2013 3:30PM

Location: Southwest Checkpoint

TSO Description: Short bleach blond hair African American Woman.

TSO: Glasses and brown shoulder length hair.

Callers bag was inspected.

She flew from Nashville TN yesterday.

She wondered if the bags are chosen random or did we think she had something inside.

Security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm. A bag may also be selected at random.

It does not mean she did anything wrong if her bag alarmed. A host of things can cause an alarm.

9/4/2013
2:46:49
PM

She asked if the baggage screeners wear gloves.

All her clothing was clean and she is wondering if she needs to wash it if the Officers did not wear gloves.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections.

She asked if they change their gloves after each bag. She is thinking if they handled other bags and then touched her clothing.

Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

Hello,

I'm writing to inform you about an issue that I have encountered at two different airports.

On 7 July 2013, around 1850 at SDF, I was flying SWA 2149. Going through the security line, I encountered TSA officer (b)(6). The hairpins in my hair signaled the need to check my hair. (b)(6) did not tell me what she was going to do or what she needed me to do – she just began to put her hands toward my head. I turned my head away from her because I did not know what she was doing. Without speaking to me, she then placed her hands on my shoulders and began pushing me to turn. She still had not told me what she was going to do or what she needed me to do.

I told her not to put her hands on me and explained that she needed to tell me what she needed me to do and what she was going to do. At that point she said she needed to check the pins in my hair. I then turned – I had no problem once she followed protocol. She then said, "no" and called for a supervisor. She smiled at me and said, "now you can just wait." I said, "that's fine." The supervisor came over and (b)(6) fabricated the situation and said, "she did not want me to touch her." I immediately said, "no, that is not what happened," and then explained to him all of the above, specifying that I know part of the pat-down protocol is that she is to explain what she is going to do before and during the pat down and she never explained what she was going to do or what she needed me to do.

This supervisor, a male whose name I did not get, then asked me if it was ok to check my hair. I said, "yes, but not by her." I also asked him for a formal complaint form. He immediately called for another female officer to check my hair, and explained what needed to be checked. He brought me the yellow comment card, and explained the best way to contact TSA and also gave me the card for SDF customer relations. He then explained that he was going to speak with (b)(6) but he did not want to do so right then. I told him that I understood and thanked him.

9/4/2013
4:06:18
PM

Because I was on military orders, once I got to my location I was unable to rewrite and forward this complaint in a reasonable amount of time. Because so much time passed I was concerned that nothing would be done because the contemporaneousness was lost, so once I came off orders I did not forward this complaint.

Then, I encountered another female TSA officer who did the same thing at Myrtle Beach Airport on 2 Sep 2013 around 1630. I was flying DL 5782. I went through the scanner and my zipper signaled that my left side needed to be checked. This TSA Agent put her hand on my right side and pushed me to turn me. I stepped aside and asked her to tell me what she was going to do, but not to push me. She said she needed me to turn around, so I did. Then she said, "you see that yellow right there, that means you need to be checked." She was very condescending, and I turned to her and said, "I don't mind being checked, but I know you are supposed to tell me what you are going to do." She dismissed me by looking away and leaning on a post for one of the security lines. I could not get her name because she was clearly ignoring me and I did not want to create a scene. She was an older lady, very petite with big, reddish brown hair.

On the Pat-Downs page on the TSA.gov website, it states, "The officer will explain the pat-down process before and during the pat-down." I have no problem with officers conducting pat-downs according to protocol, but there is absolutely no excuse for pushing a person. Logically speaking, if a person is not going to comply with a pat-down, pushing that person will only create a hostile and/or volatile environment. This is very simple: "I need you turn around so that I can check your hair and this is the procedure I'm going to follow..." or "Please turn around so that I can check your left side and this is the procedure I'm going to follow..."

As a traveler, I am expected to follow the rules concerning belts, shoes, laptops, pockets, liquids, step on the yellow, put my hands up when I enter the scanner -- wait -- and comply with any search that is requested of my bag and/or person IF I want to get to my destination -- and I follow the rules, each and every time. However, just as I am expected to follow the rules, I expect (and should be able to expect) all TSA officers to do the same. The very fact that this has happened twice in a very short period of time (along with the recent report of TSA failures) tells me that officers are either not being trained, ignore their training or are being allowed to not follow their training, and that is wholly unacceptable. If I don't follow the rules, I don't fly -- if

(b)(6)

Thank you for contacting TSA's Office of Public Affairs. Your inquiry has been forwarded to the TSA Contact Center at [HYPERLINK mailto:TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov) TSA-ContactCenter@dhs.gov. Additionally, you may contact the TSA Contact Center at (866) 288-9673.

Thank you,

TSA Media Team

9/4/2013
4:07:03
PM

From: (b)(6)
Sent: Wednesday, September 04, 2013 1:49 PM
To: TSAMedia
Cc: (b)(6) Final
Subject: TSA Inquiry

September 4, 2013

Dear TSA,

I am a male heterosexual, and I travel by airplane often. I do not want exposure to extra radiation from BackScatter Technology - no matter how miniscule. Since your website claims BackScatter technology gives off radiation equivalent to two minutes of air travel and given my understandable desire to minimize my radiation exposure, I always opt out of subjecting myself to backscatter technology. As a result TSA requires me to get a pat down performed by a male TSA agent.

Caller had an issue yesterday going through security at DEN, she was pulled from the line and searched away from her items. They made her stand away from her bags which were going back through security. They searched her bags in front of her and 2 TSOs took the backpack and roller bag to go through security again. When she boarded her flight she couldn't find her wallet in the backpack after retrieving her items. Her sister was still at the airport and she called her and she asked the TSO if she had seen a wallet and was told they couldn't find it. Her sister was persistent and finally they found one and gave to her sister and it belonged to caller. She doesn't know why it was taken from her bag and where it was found, but, she boarded her flight and didn't have her wallet and doesn't want to blame anyone for the incident, but, stated it is a horrible feeling getting on the plane without any money. Her sister has the wallet in WY and she is in OK and her sister told her there was still money in the wallet.

The first time she walked through security and was taken to another area for additional screening when she questioned the TSO as to why she was having additional screening was told her computer may have triggered an alarm. The TSO that performed the patdown had red hair and wore glasses and was a caucasian female, probably 50s or so.

9/4/2013
5:05:15
PM

Flight #not available, Gate A51, American Airlines, she went through on the Security Line North on the West Line.
The wallet was in her carryon which was a backpack that had 2 zippers and the wallet was in the front zipper pocket.
Caller is thankful for the security, thinks someone should be aware of the incident that took place.

Response:

TSA regrets that you found items missing and or damaged from your carry-on luggage. It is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller if additional information is required by the CSM, they prefer to communicate via email.

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 9/4/2013 7:51:15 PM Airport : OGG - Kahului Date/Time of Travel : 06/10/2013 12:15 PM Airline & Flight Number : Alaska 812 Checkpoint/Area of Airport : TSA wheelchair patdown
TSA Employee: (If Known) : older thin male Comment : I have mobility/walking issues. Was in a wheelchair. I have a metal shunt in my skull so can't go through metal detector. I can't put my shoes on and off myself. The TSA man took a long time and made me get up out of the chair take everything out of my pockets, belt off, shoes off. Wife came forward to help but he put his arm out and shouted "STAY BACK"; so she said that I couldn't take my own shoes on and off. He took SO LONG and my wife told him we would be late for our flight. He didn't care. I am 72 and my wife is a senior. We travel a lot and we have never been treated in the manner we were that day.

Other wheelchair customers were going through at a fast pace, but this man was so fanatical to the point of being deliberately upsetting even cleaning over the whole wheelchair THAT BELONGED TO THE AIRPORT. It was not our personal wheelchair to put any stuff on!

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP : (b)(6)

Date Time: 9/5/2013 2:34:37 AM

9/4/2013
8:02:33
PM

Name : (b)(6)

Email : (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight from San Jose Airport to LAX

Flight VX 0236 Sept. 4, 2013

Virgin America board 2:20 pm/Depart 2:50 pm

Gate 14

Incident occurred in San Jose airport security checkpoint.

Comments: I arrived at the airport approximately 1 pm. During the pat down, the woman who administered the pat down. Thrust upward into the groin area very hard twice from left and then right. Most attendants are careful not to do what she did. I did not get the name of the attendant, but she has very long brown hair. I would like to file a complaint in regards to this situation. This incident has distressed me greatly. This is very unethical conduct. I have gone thru other airports and this is the worst treatment I have received.

Dear TSA,

I traveled from San Diego, Ca to New Jersey last week. Going from CA to NJ was a breeze. I was quickly and professionally shuffled through a metal detector. Coming back to Ca from Nj was a completely different story.

I watched shocked and horrified, from a single line as elderly people in wheel chairs were plucked from their chairs to be shuffled through a Body scan machine. They were supposed to stretch out their arms, which looked challenging for them. I noticed some people were passing though the metal detector. When I got to the front of the line, I asked to go through the metal detector; having noticed two options. I was told I could not go through the metal detector, because only children and families were allowed. I was forced, based on my refusal to be subjected to the body scan; to a full body pat down. I was set aside before continuing. Ignored for ten minutes, and forced to walk through the machine, even still.

I understand the importance of security, but even more importantly are our freedoms. How are mothers, fathers and children a lesser threat and are allowed a less invasive search? This is discrimination. I think you need to reconsider your tactics at the Newark, NJ airport.

9/5/2013
8:27:22
AM

(b)(6)

Sent from my iPad

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP : (b)(6)

Date Time: 9/5/2013 9:37:10 AM

9/5/2013
10:34:14
AM

Name : (b)(6)

Email : (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines Flt 988, Terminal A, Columbus, Ohio (CMH)

Comments: Yesterday about 1535, my wife and I were leaving from Columbus, Ohio (CMH) returning to Tampa, FL. When we got to the security screening checkpoint, we both went through the body scanner and were both selected for pat down screening as the scanner had indicated an anomaly on her right shoulder and left knee area and on my right knee and left shoulder area. Both of us were patted down and of course there was nothing to be found on either of us. Both the male and female TSO looked at each other rather quizzically when the scanner showed "something" in the areas mentioned and I also looked at the images and wondered what it supposedly had seen. Neither of us have any implants in the aforementioned areas so I am questioning the sensitivity of this particular unit as this is the first time either of us have ever been asked to be patted down due to something being detected.

Since I have worked for TSA and am familiar with this technology, I find this troubling and wonder how many people are being selected for additional screening needlessly.

-----Original Message-----

From: (b)(6)
Sent: Thursday, September 05, 2013 4:32 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Karanveer Singh Bembey

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Richings Park, Iwer, Bucks, SL0 9BP

9/5/2013
10:35:16
AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Heres is the problem: Going to Spokane,WA from Burbank, CA there was no TSA interference. Returning to Burbank, CA with the SAME luggage, the overzealous TSA agent found a problem. Thus issued the unwanted touching between my legs. I am still pissed off about it! Quit groping peoples genitals! I think you and your bosses are a bunch of perverts. When will I ever want to fly again? I once liked to fly but now you have ruined the experience for me.

(b)(6)

On Wed, Mar 27, 2013 at 8:55 AM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" inTSA-ContactCenter@tsa.dhs.gov> wrote:

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer. The Contact Center's frequently asked questions <<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public.

9/5/2013
12:17:32
PM

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my through the security checkpoint?" tool located on the HYPERLINK "<http://www.tsa.gov>" \nwww.tsa.gov homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The Travelers <<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can

download the mobile web version of the app on any smartphone by typing

HYPERLINK "<http://www.tsa.gov/mobile>" \nwww.tsa.gov/mobile on the web browser. You can download the MyTSA

iPhone app <<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8>> for

I recently flew from Vancouver to Denver to Omaha on United and had trouble with my travel due to the "Quad S" classification on my boarding pass.

Full Name: (b)(6) often confusion that I'm female because my mom liked boys names for girls)

Summary of trip: Received additional security screening in Vancouver including pat down and swabbing for explosive materials, which was fine. Arrived in Denver about 1:30 p.m. Went to my gate for the next flight. Asked the agent if I needed to do anything such as check-in, etc. since I was traveling standby to try to get home earlier. He assured me I didn't and checked the flight. I was first person on standby list with several available seats so he said I would get on. At time of boarding (4 p.m.), received boarding pass from agent, she scanned it and it gave her a red screen saying I couldn't board and removed me from the flight. She called TSA. She couldn't clear the Quad S even though I had a stamp showing I received additional screening in Vancouver. They kept me off the flight due to the Quad S. 4 TSA agents and I believe a TSA manager came down the gate. They went through all my bags and patted me down at the gate. Documented on my boarding pass that I had been screened by TSA at 4:23 p.m. I asked all of them (5 people) to assure me that I didn't need to do anything else to ensure it wouldn't happen again when my boarding pass was scanned. They said "No, just hang on to this boarding pass and you will be fine". They reiterated this multiple times because I was almost in tears due to the additional stress at this point. The manager looking person also said "there is some type of glitch in the system, this should not happen once you have been fully screened." I wait over 4 hours for next flight due solely to this issue. Prior to boarding next flight, I go to the United agent and tell him what had happened earlier and ask him to double check everything to make sure I won't have any issue getting on the flight. He tells me he's glad I came up because I'm not listed on the flight...even though I am holding a boarding pass for it with TSA documentation showing additional screening. He shows that I flew out standby on the 4:30 flight. He adds me to the flight and reprints a boarding pass. At time of boarding, he scans the boarding pass. Red screen saying "no board". He allows me to board anyway but comes on the plane later saying he would suggest I contact TSA to make sure there is not some issue. He thinks that now that my name is tagged, it will continue to happen every time I travel.

9/5/2013
12:18:00
PM

Questions/Concerns:

1. Was this a one time random selection that shouldn't happen again or do I need to do something to clear myself for future travel? I am a healthcare consultant traveling multiple times per year and can't afford to miss flights due to this.
2. If I do need to do something, please send me instructions for additional paperwork or processes I need to jump through to get this resolved.

Your prompt attention is appreciated.

Thank you for your help.

(b)(6)

(b)(6)

(b)(6)

HYPERLINK (b)(6)

I went through security at JFK before my Virgin America flight #11 on 9/3 at approximately 6:40am local time. I chose to opt out of the screening machine and to receive a patdown instead. I would later find out that the agent giving me the patdown was (b)(6). He explained the process and started the patdown.

9/5/2013
12:18:23
PM

When going up the inside of my right leg, he used an excessive amount of force on the way up, slamming his hand into my genitals and causing me pain. I complained to him, saying that he didn't need to be so rough. He replied that he had to go up until he met resistance. I told him that I understood, but that didn't mean he had to use so much force. At this point he said something along the lines of "if you opt out, we have to treat you as having something to hide" as justification for the way he did the patdown. He used an equal amount of force on my left leg, even though I told him it was too rough.

He finished the patdown, I grabbed my belongings, and went to put on my shoes/belt/etc. I came back to the agent and asked him for his name, telling him I would be filing a complaint.

(#3, cont'd) He said he wouldn't give me his name until I talked to his supervisor. I pressed again, and he refused again.

At this point the supervisor, who was nearby, came over on his own. I would later find out his last name is (b)(6). (b)(6) told (b)(6) that I was complaining about the patdown and wanted his name. (b)(6) turned to me and said something along the lines of, "if you want his name, I need to see your ID and boarding pass." I told him I didn't want to show him my ID, and asked again for the agent's name. At this point, (b)(6) began insisting on seeing my ID and boarding pass regardless of whether or not I wanted the last name or to file a complaint. I complied. He walked over to his desk and started writing my information down. I asked him why he was doing that, and he said it was for his own report. I made sure he knew that I was uncomfortable with the TSA writing down my personal information, but he made it appear I had no choice in the matter.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date Time : 9/5/2013 1:44:16 PM

Airport : Select One

Date Time of Travel :

Airline Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) :

9/5/2013
2:10:32
PM

Comment : Though I agree with any effort to reduce the unnecessary activities to board air travel I find it discriminatory to believe that frequent fliers are deserving of relief from the non essential checks than are other law abiding citizens?? I am 76 years old and excused from removing my shoes but do not understand the logic towards me being less perpetrator because I am one year older???

It is these less logical decisions lacking common sense that deserves the added criticism over the already nonsense creating the delays??

Return to reasonable security practices along with passenger assistance to help fill the gap!??

Or how about you devise a mechanism to implode anyone who passes thru the device with any bombing material and trust the reasonable security practice prevail....

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 9/5/2013 3:41:34 PM
Airport : Select One

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Why does tsa at terminal b checkpoint in Newark airport require travelers to produce their paper boarding pass a SECOND time during the security checkpoint process (right as you enter the scanner)? It is inconsistent with requirements at other airports and is an inconvenience. Also it has no substantive security value because all you need to say is you have an electronic boarding pass and they waive you through without examining anything. It's the perfect example of government inefficiency and should be stopped. I would appreciate a reply. Sincerely, a concerned frequent flyer.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Transportation Security Administration (TSA)

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

Airport and Terminal: Seattle Tacoma, Central #8

Date and Time of Trip: August 21, 2013 4:34 pm

Airline and Flight #: Southwest, 1433

Name of Officer: Supervisor (b)(6)

Other: (b)(6) Claim number (b)(6) provided me with on-site)

Dear TSA Contact Center:

On August 21st at 4:34 pm I went through the security line at Seattle Tacoma Airport. I was making my way to Southwest Flight # 1433, heading to Oakland and then finally Los Angeles. As I usually do when flying with my son (2.5 years old, with a disability-downs), I requested a hand pat-down to the officer at the entry point instead of having to take him through the equipment that emits electromagnetic /gamma/x-rays and/or the metal detector. I have requested this every time I have flown in the United States with him and have never had a problem.

9/5/2013
4:18:03
PM

9/5/2013
6:07:47
PM

TSA,

Let me get this straight. You want the public to pay to make your job easier? I may be mistaken, but I'm pretty sure your job is funded by the public.

Airport screening, as it is currently and foolishly done, is invasive and offensive. Since the TSA is incapable of rudimentary profiling, it has fell upon another scheme; charge the public to eliminate something the public doesn't want.

You want me to pay extra so you won't get the perverted pleasure of groping me. If I pay extra, and you do as you should have done from the get-go, I'll be able to bypass much of the screening process. The lines will be shorter, and you will be able to concentrate on those who more probably should be screened. You also may be able eliminate positions, thereby lowering cost to the tax payers.

Suggestion: Why don't you have a clerk run a bunch of the names of travelers through the various data bases, and simply assign a code to those deserving it; a code that indicates all is well and good; a code that permits the holders to bypass screening. When that person buys a ticket, and provides acceptable proof of identification, that person gets the code automatically stamped on the boarding pass.

9/6/2013
8:02:00
AM

You can always do a bit of discreet profiling as a form of double-checking.

You are paid to do the above. You need not "charge extra."

Sincerely

(b)(6) POB: St. Paul, Minnesota Currently living in Jacksonville, Oregon

I'm betting my record is cleaner than yours. Go ahead, dig up my record and see what you can find. Maybe that will give you a clue as to how damn dumb it is to do a secondary screening on me at the airport.

Disability Description: Caller is going to be traveling for business with State Farm. Caller said that when she comes home from Blooming ton she is always subject to additional screening because she has metal implants.

Information Request: Caller wanted to know how she can avoid the additional screening.

Response Details: Advised caller when going through screening with metal implant it generally does cause a alarm when going through the WTMD.

If the airport that you are traveling from has the AIT you can go through that. However if there are alarms or anomalies a patdown is required.

Caller said that they Don t have that machine at that airport.

9/6/2013
11:00:58
AM

Told caller that a Patdown would be required in order to travel.

Caller said that she also has to undergo ETD sampling and she does not understand why this is done ever time.

Told caller that is standard screening procedures that she can request a PSS for assistance if needed.

Also advised caller that I can forward her complaint to the CSM at that location for review.

Caller said that she did t want to do that she would just try to talk them there the next time that she travels.
Emailed caller information.

The caller wants to file a complaint. They flew from DEN on 9-5-13 and his wife was held up without being told why. The caller states they missed their flight due to the screening process. The caller states they swabed her hands and took her to a room and patted her down. The caller states the process took about 15 minutes. They live in Colorado Springs which takes about 2 hours but it turned into a 9 hour day because they missed their flight. The caller wants to know if there is a clear program or something that they can join to avoid this happening again.

9/6/2013
11:03:02
AM

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening.

I advised the caller there was an expedited screening program that they could join. I advised the caller that since this is the first time this has happened it could have been random selection but if it starts happening ever time she flies to call and we could assist her then.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 9/6/2013 10:58:53 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/02/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I had a terrible experience with TSA. I opted out of the scan because I am pregnant. I was shown to the area where they would pat me down. After the initial pat down, I was told that I'd have to be taken into a private screening. No further information was given to me. Following the private screening, they seated me in a chair by the checkpoint and continued to whisper, still giving me no information. Next, the supervisor came over and was calling back and forth on his walkie talkie. Still, I was given no information about what was going on. Next, 2 TSA men were placed in front of me, as if they were there to make sure I didn't try to flee the scene. Again, no information had been given to me. Finally, I asked the supervisor what was going on, and he went on to say that I opted out of the scan, and therefore, they were doing a detailed check of me, b/c most of the people who opt out are criminals. I couldn't believe my ears. How dare him label me as a criminal because I opted out of the scan, due to pregnancy. He became very agitated and impatient and took his power to show me that he was in control and very proud of it. In the meantime, my bags were being inspected and wiped down, even after they told me that my bags were cleared. After waiting for an additional 15 minutes, the supervisor finally told us that we were waiting for an explosive materials investigator to come from a different area of the airport, although still not telling us why. After inquiring AGAIN what exactly was going on, the supervisor proceeded to (finally) tell me that my clothes had tested posted for explosive materials, and they needed to inspect me and my things further. He went on to tell me again that this was my fault because I opted out of the scan. When I explained to him again that I was pregnant, he said it didn't really matter to him- when I opted out, I redflagged them to believe that I could be a criminal. He also went on to tell me that the scan is fine for pregnant women, so again, this was my fault for opting out. I immediately told him that what I choose to do when I'm pregnant is none of his business. In addition, as a citizen, I have the right to opt out of the scan (just as an older gentleman did. at the same time that I did- he wasn't given any trouble). Additionally, there isn't 100% proof that the scans are safe for pregnant women. Regardless, it is my choice as a citizen whether or not I want to go through the scan- the supervisor has no right to tell me that this whole situation is my fault/that I'm a potential criminal/etc. At this point, I was angry, scared, upset, and in tears. After the investigator finally arrived, he again inspected all of my belongings and again found out that they were okay. Still, more whispering and more talking back and forth on the walkie talkie but no more information given to me. After about 10 more minutes, the supervisor looks at me and says, "Good news, you're cleared for your flight. The cause might've just been some lotion that you have on." His jolly response hit a nerve, after the way he had treated me through this whole process. He took advantage of the situation and his power- he made me feel embarrassed, scared, powerless, etc. How dare him treat me this way- how dare him make me feel like I was a criminal- how dare him keep me in security for an hour and not relay what was going on- how dare him treat me the way I did. I can honestly say, I lost a ton of respect for the TSA staff, and I will never forget this awful experience that I had. It was a disgusting, terrible, awful experience.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : h1r61

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is upset about the way she and daughter had to go through screening. They were separated from their items and the TSO wouldn't let her stay with her luggage. Caller uses laptop bag as a purse and she was at one location and her other items were at another location. Her money and everything were in the computer bag and now she is missing a WiFi Computer Mouse which cost approx. \$40 dollars. Caller states this is her property and the TSO can look through her items if they want to, but doesn't need to take them to a location she can not access them.

Caller flew from EWR to TPA, via Jetblue, Flight # 573 and there were mechanical problems and they had to switch to Gate 17 and take another plane. They were originally supposed to depart from Gate 16. She was required to have additional screening after going through the AIT and the TSO took away her baggage and brought back to her and her computer mouse is missing.

Response:

Apologized to caller and provided claim form via email.

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

It is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Newark

Newark Liberty International Airport

908-787-0667

9/6/2013
12:02:38
PM

9/6/2013
1:52:25
PM

The caller asked if there was a specific screening process for muslim women. He indicated that he traveled out of IAD about a month ago to Los Angeles and witnessed two muslim women in traditional garb. The caller indicated that they opted out of the AIT to go through the WTMD and then received a limited patdown of their head area.

He asked what a thorough patdown was for a women.

The caller asked if they could have opted out of the AIT.

The caller mentioned that he would send his wife through the checkpoint dressed as a muslim women.

The caller's ultimate complaint was that the women did not receive a thorough pat down.

I explained that the screening process and procedure is the same for all passengers passing through the checkpoint regardless of their religious affiliations. I explained that AIT is voluntary and passengers can opt of the AIT to receive a thorough patdown.

9/6/2013
2:57:46
PM

I explained that patdowns should be conducted by TSOs of the same gender. TSO are trained to use the back of their hand when conducting a patdown of a sensitive are and the palm of their hand over a non sensitive area.

A passenger can request a private screening. During a private screening another TSA employee would be present at the passenger can request for someone to be present with them as well.

I advised that a passenger can't request the WTMD in lieu of the AIT or a patdown. I advised that the ladies may have been referred to the WTMD. TSA incorporates random and unpredictable screening at our airports to keep those who want to do us harm from circumventing the system.

I advised that patdowns are required to clear alarms and passengers can be chosen at random for a patdown screening. I advised that a limited patdown may be required to clear an alarm in a specific location.

I advised that I had decameter his concern.

TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

Passengers can wear whatever they like through the screening checkpoint.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

Caller has a complaint on a supervisor in San Antonio at Terminal B. Caller says she travels every week. She was in line to go through screening via the WTMD and was told it was for crew members and employees only. She spoke to supervisor and ask why they did not post a sign so passengers would know this. She was told she can walk through the AIT or get a patdown. She says the officers were rude and ugly to her. She felt it was their way or the highway. She says the supervisor told her she was fed up with the caller and walked off with no explanation at all. Caller said they had only been standing there for about 5 minutes.

Told caller

I explained to her that during screening passengers cant ask to be screened by the WTMD instead of the AIT. If they have the AIT she can use it or get a patdown which is what the officer told her. She wanted to know why there wasnt a sign posted saying the WTMD was for crew members and employees. I told her they may use the WTMD sometimes for screening of passengers as well but I did not know if they could or would post a sign. This is her complaint. why can they not post a sign. I am forwarding her complaint to the CSM so they could address her complaint for her.

9/6/2013
3:01:34
PM

If the passenger cannot be separated from the device, he or she cannot be screened by the walk-through metal detector or Advanced Imaging Technology (AIT) and will be screened using a patdown procedure. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155

(b)(6) is at the Las Vegas Airport. She is calling because she has a complaint about the TSO. She had to go through the checkpoint 2 times. The first times she asked for a pat down instead of being scanned. While this was happening her bag was searched. She was traveling back to Atlanta. She was there because her mother had been sick and she passed away. The TSO told her that there was 15 items that she could not have in her bag and that she can have them checked. The items were 3 ounces or less. These items included special make up items and shampoo. (b)(6) has allergies that require certain types of items. She then went to have the items checked but she didn't have a bag. She then went to the checkpoint again but she didn't have time for the patdown so she went through the machine. This time she was not allowed 4 of the items in her bag. She said that the TSO was rude and his name is (b)(6). She is requesting to be called by the CSM.

Advised the caller:

Apologized for the incident.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important.

9/6/2013 5:29:31 PM Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: McCarran International
Airline: Delta
Flight numbers: dl2202
Date and time: 9-6-2013 about 2:35 pm
Specific location of incident (what terminal or gate) TSA security checkpoint
Individuals contact information (phone number or EMAIL)

(b)(6) or

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/7/2013 7:11:35 AM

Airport : BOS - Logan International

Date/Time of Travel : 09/07/2013 6:50 AM Airline & Flight Number : American 289 Checkpoint/Area of Airport : Terminal B Gates 30 - 36 TSA Employee: (If Known) (b)(6) Badge No. (b)(6) Comment : September 7, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)), who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint.

9/7/2013 9:29:42 AM At approximately 6:50 am EDT on September 7, 2013, I entered the security checkpoint for Terminal B – Gates 30 - 36 at Boston Logan International Airport (BOS) on the way to my flight, American 289 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 9/7/2013 12:25:38 AM Airport : SFO - San Francisco International Date/Time of Travel : 9/6/13 8:30 PM Airline & Flight Number : Swa 1366 Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) (b)(6) Comment : My wife was traveling with almond milk. She announced this to the tsa agent. The agent demanded that she open the almond mil for testing. My wife has food allergies, and travels with almond milk for medical reasons. Every other time we have traveled, the containers have been swabbed, and not opened. Opening the containers would spoil them, so we were told that the containers could be opened, discarded, or my wife could submit to a pat down. During the pat down, we were then told her luggage, and all of its contents had to be swabed. In the most unprofessional display, another tsa muttered that the containers only need be swabbed. My wife was subjected to an invasive search, and the parameters of the search were expanded at the whim of the tsa agent.

9/7/2013
9:29:47
AM

Would you like a response? : True

Passenger's Name (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller takes medication for a skin condition.

Response Details: Advised caller I would send claim forms via email and send the information to the CSM at the airport. Advised caller if the CSM has further questions they would contact her either through her email address or the phone number. Sending the DRFI information via email and sending to ODPO.

Incident Details: Caller flew from Las Vegas to Atlanta on Delta Airlines. Caller stated when she went through the checkpoint she was stopped because of the liquids, gels and aerosols. Caller stated she opted out of the AIT machine and requested to have a patdown. Caller stated the screener was rude at the checkpoint and she couldnt bring her liquid medication through the checkpoint. Caller stated all of her liquids, gels and aerosols were 3.4 ounces or smaller and the passenger feels like the screener wanted to keep the items. Caller wants to be reimbursed for the items that were taken. Caller stated the liquids the screener took were for a medical condition and the passenger explained to the screener the liquids ere medically necessary for a skin condition. Caller stated the screener was very rude.

9/7/2013
12:45:37
PM

Incident happened:09-06-2013@02:00pm

Airport: McCarran

Airline:Delta Airline

Flight number:2202

Gate Terminal:Gate D36

The caller indicated that she is always stopped for additional screening. The caller indicated that the female TSO (b)(6) groped her in public. She was humiliated. She indicated that she reported this to a TSO Supervisor (b)(6) The supervisor apologized and provided her a card with TCC number.

The caller indicated that she travels through the FLL at least once a month and knows how the procedure is to be done. She has never experienced this before.

9/7/2013
6:02:27
PM

She traveled on AirTran flight 5056 departing at 7:30pm from C8. She was at the checkpoint between 5:30pm and 6pm.

The caller indicated that the lady behind her made a comment that she couldn't believe that the TSO was conducting the patdown in this way. The caller indicated that the female TSO became red as she had realized what she had done was wrong. The female TSO attempted to explain it away by asking the caller to look at another screen.

I apologized and advised that I have documented the information and would refer to the CSM at FLL.

The caller indicated that she is always stopped for additional screening. The caller indicated that the female TSO (b)(6) groped her in public. She was humiliated. She indicated that she reported this to a TSO Supervisor (b)(6) The supervisor apologized and provided her a card with TCC number.

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I apologized and advised that I have documented the information and would refer to the CSM at FLL.

Caller dropped off a friend at the airport and she missed her flight, the reason was because she was being screened by the TSA for about 45 minutes. So she would like to know why we take so long.

9/8/2013
10:11:28
AM

Advised caller that TSO's are required to screen every single person thoroughly and their luggage as well. Explained that if a passenger goes through the WTMD or the AIT and alarms they are required to have a thorough patdown. When their luggage goes through the xray machine, if it alarms the TSO's are required to physically inspect the luggage entirely and completely to clear it in to the secure area. They will not allow something through unless it has been cleared, if not cleared they will spend time screening no matter what time the plane is scheduled for take off. TSA advises passengers to arrive atleast 2 hours in advance to allow ample to for screening and boarding. With PGD being squarely in the middle of replacement hips and knees country, why would you not have a WAND? My knee did not set off the screener in LEX. It is bad enough that the TSA is not standardized between airports, but then not having the ability to check a obvious replaced knee is crazy.

9/8/2013
1:11:47
PM

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/8/2013 11:26:54 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/08/2013 7:45 AM Airline & Flight Number : American 1236 Checkpoint/Area of Airport : Checkpoint 2 TSA Employee: (If Known) :

(b)(6) Comment : September 8, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No (b)(6) and TSA Screener (b)(6) (Badge No. unknown), for handing my personal property disrespectfully during the screening process.

At approximately 7:45 am EDT on September 8, 2013, I entered Security Checkpoint 2 at Seattle-Tacoma International Airport (SEA) on the way to my flight, American 1236 to Chicago. As I placed my property on the conveyor belt, Screener (b)(6) removed my shoes from the plastic bin and placed them directly on the belt. I always put my shoes in a bin, because on a previous occasion, my shoes were crushed between bags and damaged while coming out the other end of the x-ray machine. When I explained this to Screener (b)(6) her response was nonchalant.

9/8/2013
1:12:20
PM

Then, as Screener (b)(6) was gathering my property to carry it to the pat down screening area, he attempted to place my shoes on top of my laptop. When I told Screener (b)(6) not to place the soles of my shoes on my computer, because I found it disgusting, he said, "Fine, I'll just leave your shoes here [on the belt]". I had to request that a plastic bin be brought over to put my shoes in, so that they were not left on the belt.

Screener (b)(6) and (b)(6) need to be more respectful when handling passengers' personal property after the passenger exits out of AIT. They should remember that shoes can get damaged by the conveyor belt, and also that the soles of shoes are filthy and should not be placed on top of other property simply because it is more convenient to carry everything. Screener (b)(6) could have easily made two trips from the conveyor belt to the pat down screening area.

Please add this letter to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 9/8/2013 1:53:52 PM

Airport : DEN - Denver International

Date/Time of Travel : 09/07/2013 12:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The TSA needs to establish a clear policy on "Forever Comfy" seat cushions, which contain a sealed layer of gel. I bought one of those cushions in hopes of making Southwest's new airplane seats tolerable. I realized that the layer of gel could be problematic, but the cushion passed through security at BWI without incident, and worked well for me on the flight to Denver.

9/8/2013 3:15:56 PM
Unfortunately, the cushion caused a problem for me when I went through the security checkpoint at DEN yesterday. I was subjected to the indignity of additional screening (full-body pat-down, carry-on bags opened and items inside swabbed, etc.) simply because the cushion was one of my carry-on items. I don't think the screeners really knew what to do with it. They told me that the additional screening was necessary because they couldn't test the gel inside the cushion, but then they let me take it on the plane anyway. It seems to me that cushions with sealed layers of gel should either be prohibited or allowed to pass through checkpoints without incident.

In closing, I must ask one more question: Why is the TSA wasting its time and the taxpayers' money subjecting people with security clearances to additional screening? People with clearances of a certain level and higher should be given exemptions from such treatment, so that the TSA can better focus its effort on truly high-risk travelers.

Sincerely,

(b)(6)

Ellicott City, MD

Would you like a response? : True

Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 9/8/2013 4:53:22 PM

9/8/2013 5:34:17 PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 3062 From: Montgomery, AL to Dallas, TX..

Comments: I went through TSA screening on Sunday Sep 8th in Montgomery Alabama. I was randomly selected for a pat down. (b)(6) began to start her search without telling me where she was going to touch me. I continued to tell (b)(6) that I was uncomfortable. After saying it for a third time, she finally offered me a private room. She was rude, offensive and made me uncomfortable. Then a Quest officer came into the room and the horrible process started over again. No one could explain to me why I was selected for a search. I am completely offended and I hope the appropriate action is taken against (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 9/9/2013 5:48:58 AM

9/9/2013 8:00:43 AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 4463, Hobby Airport, Gate 21

Comments: Walked through body screening. Stepped out and was blocked by a large African American TSA male agent. An African American woman began patting me down from behind touching only my breasts from the side. I asked - I thought if I only got the pat down if I opted out of the body screening? Did something come up? The female agent didn't answer my questions and instead said I was done and free to go. I fly every few months and have never been patted down. I should have been informed of what was going on before anyone put their hands on me. This made me very uncomfortable.

-----Original Message-----

From: (b)(6)
Sent: Sunday, September 08, 2013 6:28 PM
To: TSAExternalCompliance@dhs.gov
Subject: Rough handling by TSA agent rod Clarke at the Tucson airport

9/9/2013
8:03:34
AM

Five minutes ago I went thru the security gate at the Tucson international airport located before the a gates. (b)(6) was the agent who gave me an 'enhanced oot down'. Despite me clearly telling him that my right leg was sensitive he proceeded to give me a rough pat down on my right leg. In fact before he touched my leg I had already complained that his handling of me was rough. He was handling me so roughly that my body was involuntarily swaying. When he put his hand in my wasteland he pulled so hard that my body moved. Having to go thru this process every time that I fly is bad enough, but having an agent use an unreasonable amount so much so that I verbally complained three time during the screening process is a horribly violation.

I believe that his behavior was due my request that he get new gloves, not from his pocket, but from the glove box.

I can't believe that this is the first complaint against (b)(6) Especially seeing that he refused to give me his TSA number.

(b)(6)

Caller stated that she got a Call from TSA in regards to Civil Right Complaint the Reference number is (b)(6) she stated that she does want to file a Civil Rights Complaint and provided the following email information advised the caller the we would be sending additional form for her to file out.

Previous email from the passenger is copied below:

I am writing to formally file a complaint with the Transportation Security Administration (TSA), Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement, Disability and Multicultural Division (DMD) about the unlawful racial discrimination and physical assault I recently endured at the hands of a TSA agent while traveling out of Dulles International Airport in Sterling, Virginia.

I am a physician who frequently travels to and from Washington, DC and have flown in and out of all three major airports in the region- Ronald Reagan National Airport, Baltimore Washington International Airport and Dulles International Airport (Dulles). Of these three airports, Dulles is by far the place where I have encountered discrimination, disrespect, and mistreatment by TSA agents multiple times. It was this last incident at Dulles that prompted me to file this complaint.

On Friday, June 28, 2013 at approximately 11:00 am, I became the victim of unlawful racial discrimination and physical assault. While passing through the airport security checkpoint at Dulles, I opted out of the full-body scanner and requested a pat down. TSA agent (b)(6) conducted the initial pat down. She aggressively performed the pat down, pressing her hands very hard against my body and hitting my crotch. I politely asked her to slow down and avoid hitting my crotch with intense force because this is a very sensitive area. Despite my request, agent (b)(6) repeated hitting my crotch one more time. I felt violated and could not tolerate this kind of physical abuse. I requested that she stop immediately and call a supervisor.

9/9/2013
9:40:54
AM

Supervisory Transportation Security Officer. (b)(6) was called on to supervise a subsequent pat down. Agent (b)(6) got confrontational with her supervisor when he asked her to be mindful of my request. Supervisor (b)(6) then asked another TSA Agent, named (b)(6) to conduct another pat down, which was done respectfully and without the need to invade my genitalia. Upon exiting the security checkpoint area, I completed a TSA comment card detailing the incident and providing my contact information. To this date, I have yet to receive a response in writing or by telephone from TSA staff at Dulles.

Taking in its totality the sum of all disrespectful experiences I have endured at Dulles, including this recent incident, one can reasonably reach the conclusion that I have been the victim of unlawful racial discrimination. 1 My background is Asian American and the majority of the TSA agents, who have acted disrespectful towards me in the past, have been Caucasian - this includes agent (b)(6) In contrast, I have had no problem with TSA agents who appear to be minorities, like Supervisor (b)(6) and agent (b)(6) They have been professional and have treated me with courtesy, respect and dignity. This excessively aggressive pat down style at Dulles is not an isolated matter but a serious systemic issue that needs to be addressed immediately.

As a physician, I conduct physical examinations of patients from all backgrounds and walks of life on a daily basis. I know first-hand how critical it is for a patient to feel that the examination is conducted with care, respect and cultural sensitivity. While my field of work may not involve national security, I know very well the distinction between a pat down and physical assault. Unfortunately, I endured the latter.

I wholeheartedly support TSA s efforts to keep travelers safe and am aware of the constitutionality of airport security screenings; however, TSA s right to search citizens in an airport is not unlimited. I have an undisputed constitutional right of privacy when it comes to my genitalia. The level of force applied against my crotch was unreasonable and simply crossed the line. The TSA staff at Dulles needs serious training on civility, professionalism, sexual harassment, and cultural awareness, especially while conducting pat downs.

From: (b)(6)
Sent: Monday, September 09, 2013 9:37 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/9/2013 9:37:03 AM

9/9/2013
12:06:18
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Respect without Irradiation?

Comments:

I travel 100+ flights per year; so frequently that several TSA personnel recognize me and make small talk during my frequent passes through their stations.

From: (b)(6)
Sent: Monday, September 09, 2013 9:37 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/9/2013 9:37:03 AM

9/9/2013
12:06:18
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Respect without Irradiation?

Comments:

I travel 100+ flights per year; so frequently that several TSA personnel recognize me and make small talk during my frequent passes through their stations.

Caller stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. They found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

9/9/2013
1:49:58
PM

CCR informed her:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. This is required when someone alarms.

Caller stated that he just starting traveling recently and has a internal medical device and he stated that while he was at RST they made him lift up his shirt in front of everybody and this has never happened before and he wants to know why. Advised the caller that they may of wanted to see the exact location of the device and that may of required that he life up his shirt.

9/9/2013
3:05:56
PM

Gave the caller the following info:

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Caller said she had an experience at the checkpoint. Caller had her hair patted down and caller said she is African American and she felt this was discriminatory because everyone did not have to have their hair patted down. Caller said there was a German with a ponytail and a cap that did not have to have a patdown.

9/9/2013
5:15:07
PM

I explained to the caller that the hair patdown is part of our screening procedures and if she does not allow the patdown, she may not be allowed on the plane. I told her that the hair patdown is conducted on persons of different race and ever persons wearing religious hair covering. I told her one of the supervisors at the TCC always gets a hair patdown whenever she flies.

I explained to the caller that there have been individuals who have hidden items in their hair.

all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

I did tell her she can always ask to speak to a supervisor at the checkpoint.

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 9/9/2013 4:38:51 PM

Airport : BWI - Baltimore-Washington International Date/Time of Travel : 09/08/2013 6:00 AM Airline & Flight Number : US Airways 4007 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello-

I travelled through BWI Airport yesterday morning. I elected for a pat-down instead of the backscatter screening. My pat down raised an alarm and I was then directed to a private room for another pat down.

9/9/2013 My first question is: why wasn't I given the option to have backscatter screening before the second pat-down? My second question is: why wasn't I given the option to have the second pat down in public view?

6:13:00

PM

In the private room with two TSA officers, I was given a second pat down, as I mentioned. Before this pat down began, one of the officers commented, "let's get this party started". He then informed me that he would be touching my groin area with the back of his hand in six different motions, three vertical and three horizontal. My last question is, does this type of comment and groin-area pat-down adhere to your protocol?

Thanks,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from FLL to ATL last weekend. She was selected for a patdown and was instructed not to touch her belongings until cleared. She stated that a agent picked everything up, and then dropped her laptop causing the battery to come loose, and the DVD drive to come out. she stated that they took pictures of the matter. She missed her flight at 4:13 and she did not leave until 11:00 pm tonight. She stated that she was given our number to call regarding the report that was filed. She is calling to find out what she needs to do exactly. She stated that her flight left at 3:58. She stated that she was told by a (b)(6) a manager that she can file the claim over the phone. She asked how long this process will take. She asked how she can find out if the manager actually does what they are suppose to do exactly.

I apologized to the caller for the manner in which their bags were handled and explained that the TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Complete and return the form in accordance with the instructions.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

9/9/2013 Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim. TSA will tries to resolve claims as quickly as possible but may need time for a further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months of when it was filed, travelers may have a right to bring their claim to court.

7:15:02

PM

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

The callers flight details are as follow:

Departing Airport: FLL

Destination: ATL

Airline: Spirit Airlines

Flight Number and Time: 600 @ 4:13 pm

Terminal: H

Gate: 10

Date and Time: September 5th, 2013 between 3:00 pm and 4:00 pm

Hi,

I had a very serious issue with a TSA officer and the information requested on your comment card follows:

Date: July 22
Time: 3:43pm
Airport: Chicago O'Hare
Time of Travel: Flight departed at 7:40pm
Airline: Delta

Check Point Area: Terminal 2 T E
TSA Employee: Officer (b)(6)

What Happened: My boyfriend and I both requested pat down checks when flying out of Chicago O'hare (information above). It was clear from when she approached me that Officer (b)(6) was annoyed or bothered by having to do the check... or she was just having a very bad day. She was extremely slow in explaining what she was going to do, when I expressed that I understood, she would tell me to be quite and listen and begin again. The she proceeded to administer an extremely aggressive, uncomfortable pat down that crossed personal boundaries repeatedly.

9/9/2013
10:05:58
PM

1. She began by pulling my hair, hard, as she checked around the neckline.
2. As she checked the breast area, she was extremely rough, then jammed her hands aggressively into my armpits. I was extremely shocked at this point, and my boyfriend who was watching was stunned and said something to me quietly.
3. When she began to check my legs, she ran her hands down my legs so aggressively that she began to pull my pants off, then when she ran her hands up my legs, she actually jammed her hand into my groin area. This is very difficult to say. She rammed it so aggressively into my groin, that her hand actually pushed the panty liner I was wearing into my vagina, where it lodged. This was painful and is extremely difficult to share. And was extremely humiliating to experience.
4. At that point, I asked her clearly if she could my more gentle. She was offended and asked me "what does that mean?" When I told her she was being rough and crossing boundaries... she got angry and expressed that she "was just doing her job."
5. When she began the other leg, she started pulling my pants down again, and I mentioned that that is what I was talking about, she said "oh, okay." Then she proceeded to do the exact same thing she did on the other side and she rammed her hand into my groin AGAIN.

I was so stunned that someone would touch another human being this way, that I was really in a state of shock. My boyfriend was very upset and shocked as well. (He by the way had a quick, efficient check with no problems.) The gentleman who was putting his shoes on near me, made a comment to me that the woman was clearly very angry and aggressive.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 9/10/2013 6:48:11 AM Airport : BOS - Logan International Date/Time of Travel : 09/10/2013 6:30 AM Airline & Flight Number : JetBlue B6289 Checkpoint/Area of Airport : Gates C40-42 checkpoint TSA Employee: (If Known) :

Comment : I always opt-out, despite assurances of no radiation scanners (never can be sure). One of the men manning the scanner was rude when I opted out, sighing "Well, stand over there then." Then a colleague of his reminded me there was no radiation; I said I knew, and the first man said "I stopped with that battle a LONG time ago." I don't care what he thinks, it's just unnecessary and unprofessional - opting-out is my choice. Then the woman who gave me a pat-down pressed down excessively hard all over, and pulled on my pants so hard that I got wedgies! She also rammed her hand into my private area while checking my inside leg to the point where I said "ow!" I fly almost every month, I've been patted down dozens and dozens of times, and usually it's fine and everyone just goes through the motions. I got the feeling the people at this gate though were trying to discourage pat-downs by making it as miserable and aggressive as possible.

9/10/2013
8:22:53
AM

Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller wants to file a complaint about TSA. The caller flew from CLT on 9-9-13 with United and went through screening around 3:30pm. She states that the officers at CLT strip searched her because she had a bottle of diabetic shake.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Your complaint can be sent
via postal mail to:

9/10/2013 11:45:54 AM
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I advised the caller that for future flights if she has concerns to ask for a PSS to assist her through screening.

I emailed the caller the information.

Incident Details: The caller states the shake was medically necessary due to her Diabetes. The caller states that the officers hand searched her items and accidentally spilled one of her bags. The caller states that her diapers, bras, and everything fell out of her bag. The caller states that she was very embarrassed. The caller states that the officers told her she had to be patted down for the second time after they discovered she had a diabetic shake in her carry-on. They told her she could not have the shake after she had called TSA and was told it was permitted. The caller states that it is not fair to treat a person with medical conditions that way and let people go with religious rags on their heads. The caller thinks her treatment was due to a disability. The caller was offered a private patdown but refused. The caller also states that she is also missing a shirt and contacted CLT directly. A supervisor [REDACTED] called her back and told her that she watched the tapes and the blouse was put back in the suitcase. The caller is very upset at the way she was treated because of a diabetic shake.

Caller flew from Pittsburgh to Phoenix on Southwest Airlines. Caller stated she is on an injectable medication for osteoporosis. Caller stated the medication can not go through the screening checkpoint and have a hand and visual inspection of her medication. Caller stated she informed the screeners that the medication couldn't go through the screening. Caller stated she made it through the checkpoint and someone came to her and told her she could not touch her carryon luggage. Caller stated the screeners were rude and she was told she was going to have a patdown and get wanded. Caller stated she is 62 years old and she was being yelled at by the screeners because she was going to be subject to additional screeners. Caller stated a male agent opened the cooler and asked if there is anything sharp in the container and the medication was cleared. Caller stated she was subject to a patdown and her personal items were screened and the screening was complaining about the screening and the caller stated she is going to contact the newspaper. Caller stated she has never went through the screening and she was told to lift her shirt up in the front and back. Caller stated she didn't get the name of the screeners. Caller stated it was a male and female. Caller wants to complain about the screening she had at the checkpoint. Caller did not feel that she was treated this way because she was carrying injectable medication, but instead just feels that the screeners were very rude. Caller stated the additional screening was done in the public.

9/10/2013
1:28:12
PM

Incident happened:09-09-2013@12:00pm
Airport:Pittsburgh
Airline:Southwest Airlines
Flight number:Didn't remember
Gate Terminal:A9

Advised caller I would send to the CSM at Pittsburgh airport. Advised caller if the CSM has further questions they may contact her email address or a phone number

(b)(6) and (b)(6)

My wife and I recently went through the GOES process and were approved for the Global Entry program with the ID's shown above. In August, we had our first experience. Our attempt to enter the "TSA Pre-check" line was denied because my wife was in a wheelchair.

9/10/2013 4:23:38 PM We explained that the chair was only needed for her to travel long distances such as in an airport, but that she was fully capable of walking through the xray or metal detection machines and such so long as she didn't have to remove her shoes (she wears a carbon fiber brace that fits down in her shoe, but won't function if the shoe is removed).

Nevertheless, access was denied and we were sent to the regular security line where she had to endure the full pat-down wand examination – such a disappointment.

(b)(6)
(b)(6) work: (b)(6)
(b)(6) Omaha NE 68130
HYPERLINK (b)(6)

Description of Complaint

(b)(6)

On August 26, 2013 at approximately 11 :05 am I was in line at security at Ronald Reagan Washington National Airport. I was flying Frontier flight 1751 which caused me to have to use Terminal A. My flight gate was #7 for an 11 :55 flight.

As I approached the security area I noticed that there was not a full body scanner available in this particular security area. In January 2013 I had a total knee replacement, and have found that I set off the alarms on traditional scanners. As I travel frequently I was told by a TSA agent several months ago that I should always use the full body scanner, or I would have to notify the TSA agent.

So noting there was not a full body scanner, I told the female TSA agent at the traditional scanner that I had a total knee replacement. She told me to use the full body scanner, and as she looked around realized there was not one. She directed me through the regular scanner as she called for female assistance. She told me I would have to have a "pat down" which I have had in the past. I have never had an issue when having this done in the past.

As I was waiting, the agent called again for female assist. Within the next couple of minutes a young woman came over, and was clearly agitated. She asked me to identify my belongings on the scanner belt, I pointed them out, she carried them toward a table and said "follow me". I told her I had a total knee, and I could not use the normal scanner. She said "I'm going to pat you down. Do you understand what that is?" I said yes. She asked me if I wanted to be patted down in private. I said no, as I have had this done in the past without incident.

She then asked me to raise my arms and place my feet shoulder width apart, which I did. She began the pat down on my back, then to my arms, then to my legs. When she placed her hand on my inner thigh she asked me to spread my legs wider. With her

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/10/2013 3:22:21 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 09/10/2013 2:00 PM Airline & Flight Number : UA 5620 Checkpoint/Area of Airport : E6 TSA Employee: (If Known) :

Comment : As usual, I told the TSA lady that I had a metal shoulder. She directed me into the machine and I raised my hands. Since I could not raise them completely over my head, I was told I had to have a pat down. When someone called for an agent, one agent didn't want to do it and another was rather angry with him for not helping me. The guy who patted me down was polite to me and told me I could easily have gone through the machine since I didn't have to have my arms raised all the way up. WHICH IS IT??? I AM SICK OF TSA NOT KNOWING THEIR JOBS AND I'M SICK OF HEARING THEM CRABBING TO EACH OTHER IN THE BACKGROUND. YOU ARE A BUNCH OF IGNORANT BUFFOONS!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

9/10/2013
4:24:36
PM

9/10/2013
4:24:52
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/10/2013 5:04:33 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 2951
US Airways
PHX to MRY
Departed 9/4/13 @ 1:45 PM:

9/10/2013 6:00:52 PM
Comments: My wife and I were flying from Phoenix to Monterey to celebrate our daughter's 1st birthday with family. We carefully packed our belongings, went to the TSA website, read the "Traveling with Children" document and printed the most recent version. We read the document several times and even highlighted the important parts for our family.

Upon reaching the TSA checkpoint, we placed our belongings on the conveyor belt and went through the metal detectors. Our baby-bag was taken and examined by hand, which we understand, but then the TSA employee (b)(6) badge# (b)(6) took baby food and gave us the ultimatum of either opening the sealed baby food or patting down my wife and baby.

We said absolutely not, and pulled out the "Traveling with Children" document that we printed from the TSA website. (b)(6) replied, "I don't care what that says, either we need to open and test this baby food or both your baby and your wife get a pat down". I said absolutely no to the pat-downs and referred to the document. Again (b)(6) said, "I don't care what that says".

This was frustrating and worrisome for a few reasons. My wife and I did the best that we could to come prepared to the TSA checkpoint and found that the online rules did not match the "rules in force" or what was actually happening. How can I trust the TSA? How can I best prepare my family for what will happen at TSA? How can we hold TSA accountable if the rules aren't being enforced?

I asked for her supervisor and (b)(6) badge# (b)(6) came over. She was more respectful and professional, although she gave us the same nonsense that TSA doesn't have to follow what is printed online but that we as the passenger have to do whatever TSA tells us.

This is trouble!!! If TSA is going to expect American citizens to trust and respect TSA, then TSA must be held accountable, protect individual liberties, and treat Americans as innocent until proven guilty!

Very unhappy and very displeased with yet another poor TSA experience.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/11/2013 1:53:28 PM

9/11/2013 2:09:59 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Orlando Airport 9/11/13 - 9:15 AM Southwest Airlines / Airtran security line far left, (closest to Starbucks)...
Comments: My young daughter was flying from MCO - IND this morning alone. She called me from the gate very upset as when she was going through the xray machine the TSA agent who motioned her in started at her breasts and said, "looks like you are little cold". She ignored him and he said it again with a grin.
She did not get his name as she was embarrassed and afraid so she went to her gate. She described him as late 30's balding with wispy blonde hair and an eastern European / or Slavic accent.

9/11/2013 2:52:14 PM
I fly every week and have witnessed the best and the worst of the TSA but this type of behavior toward a young female passenger especially travelling alone on all days especially on 9/11 is despicable.
Heard of the program that is costing \$85.00 and wanted to know if it kept her from having to go through screening such as x-ray and a patdown because she feels those procedures violate her civil rights. She stated a few years ago she had to go through a patdown procedure and she asked the officer if she would have to touch her private area and the officer told her yes. The caller stated she started screening at the top of her lugs that she was going to touch her in her private area. She stated she hasn't flown since because she was traumatized by the experience.

Response:
Apologized that she did have a bad experience however the \$85.00 will be for precheck which is an expedited screening procedure. Going through shorter line, not having to remove shoes and things of that nature you are still required to go through the screening procedures such as WTMD or AIT and you could still be subject to a patdown.

From: (b)(6)
Sent: Wednesday, September 11, 2013 3:32 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/11/2013 3:32:12 PM

9/11/2013
4:10:43
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Accusation of both disability discrimination and sexual abuse in Detroit

Comments:

I HEREBY ACCUSE TWO TSA DETROIT EMPLOYEES OF WRONGDOING.

From: (b)(6)
Sent: Wednesday, September 11, 2013 3:32 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/11/2013 3:32:12 PM

9/11/2013
4:10:43
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Accusation of both disability discrimination and sexual abuse in Detroit

Comments:

I HEREBY ACCUSE TWO TSA DETROIT EMPLOYEES OF WRONGDOING.

The callers sister in law flew from North Carolina today and she had her hands swapped with paper. He asked why this happened. He asked why they let her on the plane, because she kept testing positive. He asked how they can lodge a complaint. He asked what would happen if a passengers missed there flight. He asked if TSA would reimbush the cost of rescheduling a flight or make arrangements for the passengers.

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. TSOs are trained to resolve these alarms using a variety of resolution techniques.

9/11/2013 Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and
7:44:11 courtesy.
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

They can file a claim with TSA. However, generally we do not make flight arrangements or do anything if a person misses there flight.

I would just like to write as a concerned parent of a child that has Autism.

We recently flew out of Atlanta and had a horrible experience with the security. I called ahead and spoke with someone in Atlanta and was told that he would have to go through an extra pat down due to a compression/weighted vest my child wears. When we arrived in security I told the officer that we were told to go through special needs as he knew my child's vest would alarm and he would need to be pulled aside and patted down. The group in front of us received a lot of assistance b/c they had a family member with a wheel chair. When we came up we were not given any help at all. I felt we were treated bad just b/c my child does not look like a disabled child and that we were causing them a trouble by coming through that section of security. After my husband went through they let me child walk through scanner. He kept alarming and the agent told him (6yr old) that it was because he was touching the sides. The agent behind him said no it was b/c of his vest and the other made him walk through again. This of course was making my child get even more upset b/c he had to go through multiple times. After all that they finally pull him aside to be patted down and instead of listening to me they said my husband had to go over to the side with him. Even after my request to let me go with him as I was the one that had him the whole way through the airport until his dad went first in the screen process. He does better with me when it comes to dealing with him and so then he started running circles in the pat down area. All the while I was left to get 3 suitcases, a car seat, 2 back packs, and 3 buckets with shoes etc. I was looked at b/c I was not clearing it off fast enough and I am not super woman and was doing the best I could to get the items off belt and repacked. I was never offered any help to get our items moved to area where they were scanning him down.

9/11/2013

9:01:17 PM On the other end of our trip we flew out of Canton/Akron Airport and had a wonderful experience. We like to fly out of this airport as it is a smaller airport and makes travel easier. We were able to come through it and put his vest in the bucket to be sent through xray b/c it is not so busy and quick to get through security. The agent there saw the vest and was looking at it. I spoke with the other TSA agent and told him what the item was and he knew exactly what it was for and let the other agent know that it was okay. They even assisted us so I could put his vest back on as soon as it came out to make the rest of our trip good. He even told my child how proud he was him and gave him a Jr. TSA sticker. It was so nice to see that some of the TSA take their job to heart and make it a nice experience for kids to fly.

Your TSA agents in Atlanta need to be sent through training on how to deal with kids who are autistic and have special equipment to help them through areas like the airport. Especially due to the fact that 1 in 50 kids are being diagnosed now.

Thanks,

(b)(6)

Caller states that on August 30th she was traveling with her granddaughter who is 13 years old. She traveled from Brussels Belgium to Dulles to LAX. She states that she had a problem going through TSA in Dulles. She has (IBS) Irritable Bowel Syndrome, she also was wearing a money belt, and she was wearing a dress. She is 82 years old. She states that the TSO officer was patting her down, and when they came across her stomach they seen that she had a money belt, so they made her take her money belt off. She states that she raised her dress when she was put in the room. She took off her money belt. Once they took off her money belt one of the TSO gave the money belt to the other TSO in the room and she started inspecting the money belt. Then she didn't see anything else since the other TSO gave her another patdown. There was over 500 hundred dollars in her money belt, but when she received her money belt back the money was gone. She states that she didn't look inside her money belt until she got home, and that's when she seen that the money was gone. She was traveling first class. She is 4' 11" and she is blonde.

9/12/2013 Airport: Washington Dulles

10:20:02 AM Time: 2:25pm
Airline: United Airlines
Flight Number: 9510
Date: 08/30/2013

Informed caller:

I apologized for this happening to her and that I would send this to the CSM at Dulles. I offered to send claim forms to the passenger so that she could file for reimbursement for the missing money but she declined. She just wanted to let someone at the airport know that this had happened to her so that it would not happen to someone else.

The caller said that she flew yesterday from BQN on JetBlue, flight 938 and went through screening around 9:25 a.m. She had to have a patdown and she claims that the officer quote "karate chopped her crotch area twice" end quote. She stated that the officer was rude after she asked her to watch it and she asked for a supervisor, who she stated was no help. She stated that the officer's last name was (b)(6).

9/12/2013

11:50:49 AM Advised:
All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we will forward a copy of your letter to the Customer Service Manager (CSM) at that location.

Caller said there was an incident at FLL with TSA on 9-11, a gentleman by the name of (b)(6) went through the security checkpoint at approx. 9:30 PM and placed his carryon luggage and computer case with books, 1 tray with his laptop and another with other personal items. Items were going through the x-ray and he opted out for the screening and was taken to another location for search and his items were left on the conveyor belt. After the search he was brought his 2 bags and 1 tray with his shoes and other items by the TSOs. Because of the time constraint he had missed his flight the day before and the TSO opened the bag and removed a bottle of water with lemon. States the TSOs failed to return all of his items, his laptop was left behind and is at the lost and found. They are trying to charge him for shipping the item and he doesn't have the money to pay for it. States he had just started a new job and the laptop was his work computer.

Flew from FLL to ATL.

Caller mentioned someone by the name of (b)(6) unsure who the individual is at FLL.

She states UPS will deliver without charging him if TSA will speak with the lost and found.

He was the only individual that was going through security because everyone else had gone through and there were 5-6 TSO agents at the security checkpoint.

Passenger assumed the laptop was in his bag, she is asking for the TSOs to accept responsibility for not doing what they were required by failing to bring the laptop to him with other belongings.

Can she get the names of the officers on duty? States TSA didn't follow procedures.

Asked for a phone number of who is over the CSM because states the CSM isn't assisting the gentleman and won't provide information as to who is his supervisor.

Caller requested a copy of our conversation be provided to her.

Response:

9/12/2013 2:25:00 PM Apologized to caller that (b)(6) had a bad screening experience and provided phone # and email address for CSM for her to contact to see what they can resolve. Advised I could provide information to CSM, but, as she wants to speak with the individual, not sending to CSM.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Advised she can contact the Administrator of TSA to voice her complaint.

Please send all written correspondences for John S. Pistole to the following address:

John S. Pistole

Administrator

Transportation Security Administration

601 South 12th Street, TSA-1

Arlington, VA 20598

Provided information via email.

Explained to caller unable to provide record of our conversation to her via email.

To Whom It May Concern:

I want to file a Formal Complaint!

I went through the Security Check Point at Philadelphia International Airport Gate F on Monday 9/9/13 approximately between 8:00pm and 8:20pm.

I went through the machine that does the full body scan with no issues. I was about to walk to grab my belongings which went through security with no issues!

9/12/2013
2:36:05
PM

I was stopped and a TSA agent who swiped my hands. At first I was told I was fine to go, then I was told no wait a minute. I was told that my hands came up positive for something. When I inquired as to what my hands came up positive for I was told they didn't know maybe a lotion or something. I again asked what my hands came back positive for and that I felt I should be told why I have to go through this. I was brought into a small room with two very large women. I was told they were going to do a full body pat down on me. They asked if I had any sensitive areas on my body. They told me when they get to my breasts, butt, and groin/genitals they would use the back of their hands. I said I wasn't okay with being touched on my privates! I asked if I could go through the machine again or if there were other options. They asked if I was refusing. I said what happens if I do? I was told that they would have to call their supervisor and the Police would come in. I interpreted this that I would either be forcibly searched or arrested for not complying with their demands!

I felt very coerced and pressured at this point. They asked me if I was refusing. I said I guess I don't have a choice if I want to get on my plane?

The women doing the pat down put her hands up my thigh which I had a skirt on. I began to feel lightheaded and dizzy, I started to shake. I felt very violated and traumatized by the whole ordeal. I have been raped in my past and this made me flashback to that past trauma. I couldn't wait to get out of the room I felt like I was going to pass out. I asked the TSA agents how they handle rape victims & the one woman replied rather flippantly how are we supposed to know they have been raped?

I went immediately to the nearest bathroom and began to sob. I wasn't able to sleep that night, and have had disturbed sleep ever since then!

I really feel that there should be other options for passengers particularly those with PTSD as this process is extremely evasive. Touching rape/trauma victims on their privates, and making them feel closed in, trapped, intimidated, and coerced to comply just re-traumatizes them!. How do you handle active duty & veterans? I'm sure many of them are not okay with having strangers in their faces and patting them down?

I feel I should have been shown what came up on their swab because I was NOT Shown any evidence that I tested Positive for anything! I also don't know how something on my hand supposedly coming up positive can justify touching my privates? How are the two even remotely connected? I have never been arrested in my life. I am a law abiding citizen and Social Worker and feel that my Civil Rights were violated!

9/12/2013
4:02:47
PM

The caller flew from DEN to Wisconsin and her husband has pacemakers and probes in his brains, so he wanted a patdown. During the screening at the DEN checkpoint the TSO was very rude and told him that he had to go through the AIT. They went through screening on 09-11-2013 at 8:30 am flying on Southwest airlines from DEN to MKE, then to MSP. The caller does not remember their flight number. They were going through Terminal C and Gate C-48. The female TSO was African-American, short, and middle-aged.

Told caller that I will forward her complaint to the CSM at the DEN airport to view the incident.

Caller went through JFK on August 28. Caller is 63 years old. He has a medical condition has a machine on his heart. As he was coming through screening, he went through the technology, he triggered an alarm and the officer rubbed very hard on his chest and caused him pain. He spoke with the screening supervisor and he put in a complaint with him there. Caller wants to file a complaint. He does not feel that this was discrimination based on his disability or failure to accommodate. He specifically said it was just poor customer service.

Advised,

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. I also advised that he is able to request a pat down before the screening process begins.

9/12/2013
4:25:29
PM

Airport: JFK
Airline: JetBlue
Flight Number: 581
Date and Time of Flight: August 28, at 3:45 PM
Baggage Tag Number: NA
Description of Baggage: NA
NOI: NA
Anything on the NOI: NA
Location: Gate 18, Terminal 5
Contact Info: (b)(6)

I advised the caller that I will be submitting the complaint to the CSM at JFK.

Disability Description: Caller said she has a prosthetic leg and a catheter implant. She also uses a wheelchair.

Response Details: I advised her to ask for a PSS or supervisor for assistance at the checkpoint in the future. I also advised her I would send this to the CSM at LAX Airport. I advised her that I would send information on how to file a disability-related complaint.

Los Angeles International Airport

Name: (b)(6)

Phone

9/12/2013 5:53:15 PM Incident Details: Caller said she had a most unpleasant experience at LAX. She has a catheter implant for dialysis and it set off an alarm. She also has a prosthetic leg and uses a wheelchair and she showed security her note from her doctor. She said the initial patdown was invasive and they pressed her breasts and prosthetic leg very hard, hurting her. She has a cycle machine for dialysis and they took it to another area away from her. She informed the officers that she has tender areas of her body. She said they then pressed all over her abdomen. She said they dusted her hand with that powder and she said when she asked their names they crossed their arms so she could not see their name tags. She said she was going to Maryland and this is not the first time this has happened, but the first time with her machine. The caller stated that her cousin is an attorney and told her to file a lawsuit. She said they pressed her so hard she fell back in her wheelchair. She said she prefers a phone call versus email due to her bad vision. She said she talked to her doctor and her nurse after this happened and they were horrified and told her they were going to follow up on this as well. She said she was a nervous wreck and was afraid the machine would not work after they dusted it with powder. She said they screened her prosthetic leg by making her put it up against the machine and she told them she would need to sit down, but they told her that she would have to stand.

Airport: LAX

Airline: Southwest

Flight #: not available (she went from LAX to DPI)

Date and Time: August 20, 2013 11 a.m.

Location: Checkpoint during the screening.

Email: (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/12/2013 5:51:21 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/06/2013 6:30 PM Airline & Flight Number : JetBlue 153 Checkpoint/Area of Airport : Terminal 5 TSA Employee: (If Known) :

9/12/2013 6:18:03 PM Comment : I travel to NY every week from FL and have been doing so for the past 7 years. Almost every time I go through your screening machine it detects something that is not there and an agent has to pat down that area. Last Friday it detected something in the middle of my back when all I had on was a thin cotton shirt. They are too sensitive. I should not have to be subjected to having areas of my body patted down every week for no fault of my own. I would like to know what is happening about this. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

9/13/2013 12:52:06 PM Caller recently left from SAN and she has a hip replacement, she informed the officer of the hip replacement before the screening procedure began however she still alarmed. She stated the officer directed her to a little glass cubical where she had to wait for about 3-5 minutes. She finally asked the female officer what she was waiting for and the officer told she would have to wait for another female officer to come conduct a patdown. (b)(6) didn't like the fact that she had to wait so long in the glass cubical for so long and wanted to complain in regards to it. After about 5 minutes she stated a male officer came and relieved the female officer and she then received the patdown

Response:

PM Apologized for the inconvenience she experienced at the checkpoint. We do keep records of all complains in regard to airports if we find that this is a reoccurring issue at SAN it would be forwarded to the CSM at the airport for further review. However it is generally standard procedure for passengers to have to wait for an officer of the same gender to come and conduct the patdown. If no officer was available the wait time may be a little longer than normal.

If you would like to contact the CSM directly in regards to this you can call this number back and press option 5 and enter the airport code SAN and it will give you the contact information for the CSM there

The caller was interested in TSA Precheck. He flies on Southwest alot and he asked if they are eligible. He stated that he thinks he may be on a list. He stated that he is subjected to a patdown alot and he thinks he is on some type of DHS list. He asked how he can find out if he is on a list.

I advised the caller that Southwest is not currently a participating airline with TSA Precheck.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travels.

9/13/2013 12:58:13 PM
- Examples of travel difficulties may include:
• Traveler's belief that they are on a government watch list.
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
• Difficulty printing a boarding pass at home or at the kiosk.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days.

I explained that I can email the forms to his email address to complete and return in accordance with the instructions.

We are not able to confirm or deny if he is on a watch list. The list remains an effective tool, because it is not disclosed. Yesterday, my husband and I were travelling through the Delta terminal at LaGuardia in NY. My husband had to have the "pat down" and informed the TSA person (whose first name ended in (b)(6)) that he was hard of hearing and wore hearing aids. This person tried to make a joke and said very loudly "You wear hearing aids and you still can't hear?" And laughed at him!!!! This was an insult to us both and was most offensive since this is a new problem for my husband. I think this person should be sternly spoken to and made aware that he is a Govt employee and learn to be more understanding to all the people he serves. Thank you for the attention to this remark and I hope this employee can get some sensitivity training very soon!!!!

9/13/2013 2:41:14 PM
Sincerely,
(b)(6)

Hello,

After giving this a lot of thought since 2/28/13 and due to a second incident on 9/1 while departing for our Honeymoon, my wife and I have decided to

bring two incidents to your attention. I am writing this in letter 'e mail' format because your little blue card is too small for us to give you all the facts.

One, because she worked 34 plus years for the Airlines, and two because we are both executive, frequent travelers, "business attire". Second, my brother in law

was an employee Of TSA in San Diego and he has always coached us on 'how to pack' our carryon's to meet and exceed your security guide lines.

9/13/2013 2:41:27 PM
The first incident occurred as we are going through your Security @ IAH, United Air lines flight to get married in Las Vegas and both of our carryon's were pulled aside Even though we are both 'professionally, business class dressed'. TSA opened my wife's cosmetic bag and my carry on 'shaving kit', even though we

Had clearly followed 'all of your 'guide line's and limits of sizes for all small containers in baggies, none of it 'appeared' to meet or pass this particular

Agent's scrutiny. He/ she put us through 'hell' and into a 'severe time crunch' to meet our flight.

Second incident occurred at IAH again while going through Security to catch an 8 AM US Air flight to Phoenix en route to our Honeymoon Alaskan Cruise.

Again, we are both professionally dressed, Not sloppy nor casual. We both packed all of our Rx's in baggies, all cosmetics and shaving materials in 1.5 Oz

containers. both of our 'electric tooth brushes' in separate clear plastic bags, within TSA 'guidelines', In our carryon's just in case our big suit cases were lost.

we 'd have a change of clothes, etc. Brother in law (TSA) advised me To carry my Rx's meds in a small plastic bottle on my person which I carry in my left front pants pocket.

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One, because she worked 34 plus years for the Airlines, and two because we are both executive, frequent travelers, "business attire". Second, my brother in law was an employee Of TSA in San Diego and he has always coached us on 'how to pack' our carryon's to meet and exceed your security guide lines.

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Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/13/2013 1:25:53 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 09/13/2013 10:30 AM Airline & Flight Number : Southwest flight 250 Checkpoint/Area of Airport : D Gate TSA Employee: (If Known) (b)(6) supervisor (b)(6) & (b)(6) Comment : As I was about to go through security, I REQUESTED not to go through the scanner due to the fact that I am pregnant (b)(6) (trainee) under the direction of (b)(6) proceeded to do a full body pat down (b)(6) seemed unclear of how to do certain procedures and I did not see her put on new gloves. After the pat down, they said I tested positive for explosives and would need to go through additional bag check. They did not inform me I would receive an additional pat down in private. They then called the supervisor (b)(6) who proceeded to inform me that some of the toiletries had to be in a ziplock even though I have checked the requirements in the past and abided by these requirements and have NEVER put these particular items in a ziplock. I travel 2-3 times p/week for work and have always taken the appropriate items in a ziplock and the others in my toiletries bag. I feel I was pinpointed because they had to open my bag and search it. They were rude and unprofessional. I then had to go check my bag and go back through security a second time with a second pat down. I travel out of Phoenix 2-3 times each week and I have never encountered such unprofessional behavior by TSA agents (b)(6), (b)(6) & (b)(6) When I asked Agent (b)(6) if I would have to receive another pat down going through security the 2nd time, she said I chose to receive the pat down. I then received a second pat down by Agent (b)(6) my second time through security and did not test positive for explosives. When I asked Agent (b)(6) why I would test positive for explosives my first time through security and then 20 mins later, I would test negative, her answer was that I should ask the officer conducting the pat down to wear a new pair of gloves and use a new test strip, none of which I saw Agent (b)(6) do when she tested me initially. My complaint is against the lack of common sense that these three agents displayed; why would I "choose" (in Agent (b)(6) words) to be publicly humiliated with a pat down if I was carrying explosives? My additional complaint is the discriminatory & humiliating procedures TSA makes pregnant women endure. Other airports I have flown out of have simply opened the family scanner to me when I inform I'm pregnant. I have also received pat downs at other airports due to being pregnant in the past and I have never experienced such unprofessional treatment by TSA agents before. I feel as though because the procedures were conducted inappropriately by a TSA trainee, that is why I tested positive.

9/13/2013 2:42:20 PM

I fly frequently and do not like being discriminated against because I am pregnant. I am given two choices of either subjecting my fetus to harmful rays (per Doctors words) or being given a humiliating pat down every time I fly. This is discrimination! I would like a response from someone as to how TSA plans to develop a procedure to accommodate pregnant women just as they do handicap people & children and even elderly people.

This was a terrible experience!

Would you like a response? - True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

My experience at the Newark Liberty Airport was astonishingly poor as I passed through security. I, along with other passengers, was aghast at the poor treatment, rude and unfriendly behavior, and incompetence (including a lack of common sense) of the TSA agents. This continued from the moment I showed my boarding pass through to the physical search of my backpack. This all occurred at Terminal A, for the security point heading to Gate 35 around 3:50 p.m. on September 13, 2013.

As I walked up, and was waived forward to display my ID and boarding pass, there was no indication that he could not take my mobile ticket. Instead, when I stood there and realized there was no mobile reader. I said "I was under the impression that I could use a mobile device for my ticket". He did not respond, and instead glared at me for a moment, then turned to glare at the other podium with a very subtle head nod in the direction of the reader at the second podium. I turned to find it, but clearly was not given any clear communications from the officer.

9/14/2013
9:26:20
AM

The officer that did help me through the ID check station told me to head down to another security line, which was about a dozen people deep. At first, I didn't think anything of it, but realized that all of the passengers in the other line were getting through while my line remained stagnant, with at best, very slow movement. It took about 40 minutes to get through a line 12 people deep. I watched as they searched four peoples bags, made one wait for a pat down, had an argument as to why the second monitor went out, argued with a passenger about whether or not a bag was hers through the monitor, rather than passing it through and doing a physical search (which after about 5 minutes of talking over the monitor image, the passenger insisted they do anyway – and yes, it was the passenger who finally insisted.

They also questioned my bag, at which point I told them to simply "do what [they] needed to do to get me through this line". The officer gutted my bag of a notebook, magazine, receipt file folder, and an empty water bottle. He then firmly asked if he could pass it through the machine again – as if I truly had an option in the matter. There was nothing inside that proved to be a security risk.

Additionally, I witnessed the officer stationed at the body scanner be rude to multiple passengers – one was running late and stressed to get to her gate, and he barked at her.

In general, travelling can be stressful, but I'd like to insist that TSA not make things worse in the matter, and at least be trained and pleasant as we comply with security regulations as best as we can. I wish I had gotten the names of your officers, but I

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2013 5:57:19 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/14/2013 5:15 AM Airline & Flight Number : aa1219 Checkpoint/Area of Airport : Gates 23-34 TSA Employee: (If Known) (b)(6) and (h)(6) Comment : Told TSA Officer that I could not raise my arms for the time needed for the AIT millimeter machines. Was directed past metal detector for a pat down. I stated that I did not opt out, but could not raise my arms for the time needed for the AIT millimeter machines. Spoke with TSA Office (b)(6) who acknowledged that the person at the checkpoint entry made a mistake (she indicate that this person was new), and that I must now go through a pat down. I asked if I could go back out and through security again. (b)(6) said that I could. After a few more minutes of discussion, I decided to do so. I was then told by TSA Officer (b)(6) that this was not an option; that I must go through a pat down (there was no choice). He was rather aggressive in stating this (he did not create an atmosphere that inspired a feeling of safety). I was then forced to go through an enhanced pat down.

9/14/2013
9:26:53
AM

Note that I am also TSA PreCheck qualified.

Would you like a response? : True

Passenger's Name (h)(6)

Phone Number (h)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 9/15/2013 5:41:28 PM Airport : ASE - Aspen Pitkin County Sardy Field Date/Time of Travel : 09/15/2013 3:00 PM Airline & Flight Number : united 5166 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

9/15/2013
7:10:16
PM

Comment : The blonde woman TSA agent threatened to pat down my 4 year old daughter because she had a cup of water. She spoke in a very nasty tone and scared my little girl. We are avid travellers and each have global entry cards. There was no need to threaten a 4 year old, especially in the manner in which she did.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism Customer Service Current Date Time : 9/16/2013 1:18:31 AM Airport : SFO - San Francisco International Date Time of Travel : 09/14/2013 6:15 AM Airline : United Airlines, Flight #UA284 Checkpoint Area of Airport : United Domestic, Checkpoint F1 (?) TSA Employee: (If Known) : First name: (b)(6) Comment : On Saturday, September 14, 2013 at about 6:15am I was going through United Airlines domestic security checkpoint F1 (?) at San Francisco International Airport and experienced an incident I would like to report. I was proceeding as normal, putting all my items on the X-ray conveyer belt. Then, when it came time to enter the screening imaging machine, I told the security officer working that I have Juvenile Diabetes (Type I), have an insulin pump and wireless sensor, and would like to opt-out and get the pat-down. The TSA officer (b)(6) (approx. six foot, 60 years old), acted like he didn't hear. After just staring at me, I had to repeat this personal information again in front of everyone. I said because I have an insulin pump and sensor, the company that makes it (Medtronic Minimed) told me to opt-out. He acknowledged me by saying, in a condescending way, "Do you even know what this thing (AIT) is?" I told him I have a PhD and am not stupid, but the insulin pump company specifically told me to opt-out, and that is my right, so I would like to opt-out and have the full pat-down instead. He then asked where my bags were, and I told him on the X-ray conveyer belt. He got mad and told me I shouldn't have done that. (This might be correct, but if so, I didn't know because no one else has ever indicated this to me over the last several years and 25+ trips.) Then he had me wait and mumbled under his breath about me as he walked past. After a while, a female TSA employee came over, and I got teary-eyed and explained to the woman doing the patdown what happened and how mean the first TSA employee was. She kindly had me talk to the supervisor, who said he would say something to the employee. And told me not to be intimidated, and I'd be ok.

9/16/2013
8:31:06

AM I fly approximately every other month, and most TSA employees I have encountered are professional and courteous, but this experience was unacceptable, especially toward someone with a chronic illness and disability according to the Americans with Disabilities Act. I would like this incident addressed and then be contacted with what is being done to resolve this type of unprofessional behavior? (For my own security though, I do not want my name or contact information disclosed to the specific TSA agent who was so unprofessional.) I support the work the TSA is doing to keep us safe, but do not feel the treatment I received is acceptable nor within the standards set forth by the Transportation Security Administration.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA,

I writing because of an upsetting incident which occurred while I was traveling from SLC to NYC-Kennedy on September 15. While waiting in line for scanning, I decided to opt for a search rather than go through the scanner & the male TSA agent asked if I would like a massage as well (I am female.) In light of the fact that we are asked to be herded through lines and be as compliant as possible while being treated like criminals, to have to deal with such sexist, inappropriate remarks is truly unacceptable. I told the agent the comment was not funny & mentioned it to the female agent who gave me the pat-down. She said she was his supervisor & said she would "have a talk with him." The whole situation was stressful, disconcerting and not reflective of what is expected from professionals of any stripe. I am truly disheartened & disgusted by the experience. We deserve better than this.

9/16/2013

8:31:09
AM

(b)(6)

"There is a poem at the heart of things." -Wallace Stevens

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/15/2013 7:58:32 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines / Newark Airport / Terminal A / 730pm / Sunday 15 2013

Comments: I am reporting an absurd behavior by the agents on duty at aprox 730pm 9/15/13. This event JUST Happened and is being reported by me on behalf of my wife who is 4 1.2 months pregnant.

9/16/2013
8:32:06

AM

Our concern is obviously centered around the full body scanners that many experts have said to avoid when pregnant.

My wife who is traveling by her self asked for an alternative to a full body scan and instead for a metal detector wand.

She was told that wands were not available and that she would have to have a full body pat down. She was forced to be patted down in public, and THEN brought to a separate room in which she was patted down again, with INAPPROPRIATE and VIOLATING touching around and over her mid and lower stomach region.

Her travel wardrobe is LEGGINGS and a T SHIRT. There is NO WHERE that anything other then her female body could show through this outfit.

She has been crying hysterically in the terminal with eye witnesses to what happened, even offering her tissues for her to blow her nose.

Before I call my attorney and or the news outlets I DEMAND a call explaining this RIDICULOUS behavior and have proper action taken by superiors at TSA

you can reach me at (b)(6)
(b)(6)

Caller said that she traveled recently and after alarming the AIT, she was subjected to a patdown screening. She was upset at the experience because the screener just told her to step out of the machine and began patting her down without explaining any thing to her about what was happening and conducted the screening in the public area. She is traveling again soon and did not want this to happen; she never mentioned wanting to submit a complaint nor provide the airport where the incident occurred. She thinks that the issue was caused due to having implants from her mastectomy.

9/16/2013
9:47:56

AM

Explained to caller that a patdown is used to resolve various alarms of the WTMD or AIT. Advised her that I could not determine what may have alarmed the machine and required the patdown, but explained that officers are required to explain the procedure as they perform it and should offer a private screening area so that she does not have to be screened in public. Suggested if she encounters this situation again, she should ask for a supervisor or Passenger Support Specialist to be present and ensure the process is conducted properly.

He is calling on behalf of his wife, (b)(6)

The caller is a former FAA employee and his wife and her are US citizen.

The caller indicated that he attempted to book a reservation for his wife with United. He was asked for a Redress number and was not able to proceed with the reservation. He applied for a Redress for her and has a RCN (b)(6). He is concerned about the status of the Redress application. He indicated that he sent the a copy of her passport and the signature from via mail on 8 19. He submitted a form online via email as well.

He asked if the Redress number is really needed.

His wife has metal knee implants and routinely receives additional screening.

I explained that a Redress number is not required as not all passengers will not have a Redress number.

I explained that TRIP is a single point of contact with the DHS for those who experience difficult when traveling such as difficulty with obtaining a boarding pass or being routinely identified for additional screening.

9/16/2013
1:40:42
PM

I advised that applying for Redress will not eliminate the additional screening that she may receive in regard to the metal implants as TSO are required to resolve alarms and anomalies via additional screening including a patdown.

Pending Paperwork

DHS has received your application but has not received the required identification documents or the signed DHS TRIP Privacy Statement (OMB NO. 1652-0044). We are not able to process your application without this information.
<https://trip.dhs.gov/status.aspx>

I advised that if submitted via regular mail, it can take up to three weeks for the screening process that all mail going into a federal facility must encounter. It may be that the documents have been received but have not yet been processed by DHS.

I advised that it can take up to 7-10days for the status to be updated.

I advised that he check the status again in about a week. If it has not changed, he should give us a call back,

I advised that he contact the airline he in regard to not being able to get past the Redress field.

Caller stated she travels from Tampa Airport she gets additional screening at the airport and it makes her have anxiety. Caller stated she has more patdowns and hand searched and her purse was swabbed. Caller stated she wants to know what is going on with the additional screening. Caller stated it only happens when she flies from Tampa Airport but not when she returns back to Florida. Caller wants to know what the swabbing is used for and what are they looking for.

Advised caller the following information:

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

9/16/2013
2:20:04
PM

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. TSOs are trained to resolve these alarms using a variety of resolution techniques.

Caller stated she has used fertilizer before she flies out of Florida

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/16/2013 2:32:44 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inattentive Screener - Lax Security

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 585 Nashville to Raleigh

Nashville Airport

9/16/2013
4:20:38
PM

Comments: I had a very unpleasant experience today with the TSA. The line for the check point at the Nashville airport was very long. I was in line 45 minutes. While the employees cannot do anything about this they could of helped a passenger out in need. I am pregnant and while I was waiting I had to go pee. I could not step out of line or I would have missed my flight. I asked the first TSA member who checked my ID if he could let me pass through. I explained to him that I was pregnant, had to pee and was going to get a pat down anyways as I did not want to go through the machine. He told me very nicely he couldn't and was sorry but to ask the passengers ahead to let me through. The problem was how was I supposed to ask 100 passengers to cut in line? I was on the verge of tears as it was hurting. When you are pregnant you have a lot of weight on uterus. I found another TSA Employee and she told me the same thing. At this point I am bawling and a couple noticed my anxiety and got me to the front. At this time I told the next TSA I wanted a pat down because I was pregnant and please get someone quickly as I need to pee. I waited an additional 10 minutes to get a pat down. In addition my things that included a \$1000 camera were already at the end of the scanner and anyone could have picked them up. At this point I am still crying and people keep asking what is wrong. I see about 5 female TSA Employees who could of assisted but didn't. I ask the gentleman TSA what was taking so long and he said he was doing his best. I asked why the lady at the scanner could not do the pat down, pointed at her and he said someone had to take over for her. She saw me point and rolled her eyes!! She heard what was going on, saw me crying and rolled her eyes. Finally she came to get me, while walking very slowly without a care. She did the pat down, which I was familiar with as I got one in the Raleigh airport. One thing she did that I thought was unnecessary was that she grabbed my pants in the back and looked down my pants seeing my bottom! I felt like I was being checked for a dirty diaper. She was very rude and unsympathetic. After that she told me to wait and went to talk to some people. Finally she told me to go. I am sorry but the TSA is a business as well and should treat people with more respect. Pregnancy is a disability and the employees should have helped a pregnant lady out. I was visibly upset and while I understand security is a top priority so is a person's needs. I hope some disciplinary action as well goes out to that employee. She was an African American lady working in the west wing of the check point in the business line. She was working the scanner. I would have talked to the supervisor but as I mentioned I had to pee and was about to miss my flight. Really this problem could have been resolved if they escorted to me a front of the line. I wasn't asking to skip inspecting me or my things. I was simply asking to get through faster (like business or priority members do every day) so a pregnant lady could go pee and not get a UTI.

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

9/16/2013
4:20:58
PM

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Great Mills

State:

MD

Disability Description: The caller indicated that she has cancer of the eye.

Response Details: I advised that her complaint must be submitted in writing and advised that I would email information on how to do so.

I advised that I would also refer the information to the CSM at DEN to make them aware.

Incident Details: The caller indicated that she passed through the TSA checkpoint at DEN between 12pm -12:15pm. The caller advised the document checker of her condition and that she would like to opt out of AIT. The document checker referred her to an African American TSO near the AIT. The caller advised of her medical condition again and that she would like to opt out of the AIT to receive a patdown. The TSO lectured her on the fact that the radiation emitted was the same as on the plane and when using a cell phone. A female TSO advised that radiowaves, and not radiation was used. The caller contacted her doctor and advised that radiowaves had the same effect.

9/17/2013
2:33:57
PM

She was made to go through the AIT and indicated that it caused so much anxiety that she had to take medication.

The caller indicated that she always receives such difficulty at DEN in regard to opting out of the AIT; however this is the first time that she was refused to be permitted to opt for a patdown.

She indicated that she intends to seek an attorney and would like to make a formal complaint. She does feel that she was discriminated against and received disparate treatment.

The caller was traveling with Delta flight D12108 departing at 1:25pm from gate C36. The checkpoint was on the 5th floor.

She did not have the names of the TSOs.

Caller has a complaint. Caller went through McCarran today. Caller had to have a patdown and he has a complaint about the way his screening was handled. Caller said he opted out of the AIT and he had to do the patdown. Caller felt like it made the supervisor angry that he opted out. Caller said he has filed complaints in the past and no one has responded to his complaints. Caller wanted to know if he could contact the CSM at McCarran.

9/17/2013
2:55:18
PM

We regret that you found your experience to be less than satisfactory.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

I told the caller how to contact the CSM at McCarran.

On the morning of Friday September 13, 2013 we were in the Southwest terminal in the St. Louis airport for SW Flight 3847 departing at 8:30am from St. Louis to Los Angeles International airport.

Upon entering the TSA security checkpoint, after placing our carry-ons on the belt for scanning, both my wife and myself were asked to stand in the x-ray screening machine. Those representatives were courteous and prompt in their attention and pat-down actions.

After our screenings and pat-downs, plus waiting a few minutes for our possessions and one carry-on bag to come through the scanning system, that bag was carried to us by an agent and I was asked if it was mine and told it would need to be opened and inspected. I said "Fine – No problem – as to us the more security the better".

9/17/2013
6:06:18
PM

The bag was placed on an inspection table and one of the two representatives attending this situation commenced taking out the possessions and inspecting each. No problem! I was later told by TSA Supervisor (b)(6) that these two representatives were TSO (b)(6) and TSO (b)(6), one being a trainer and the other a trainee. I believe (b)(6) the trainee and Amaro was the trainer, but I could have these two individuals reversed.

STSO Supervisor (b)(6) would know which person was the trainer (the problem individual) and who was the trainee.

As (b)(6) the trainee, lifted my wife's small jewelry case out of the bag, as it has a zipper almost completely encircling it, I asked as he started to unzip it to wait a second and if I could please show him how to unzip it so the rings and other small jewelry pieces in the case would not fall out. As he had started to unzip I had made my comment to please hold up opening the case I had raised my right hand slightly above my waist and outstretched a little just to emphasize "hold up unzipping" for a second.

He looked at the other TSO, apparently the Trainer (b)(6) who immediately said in a very authoritarian manner and voice, "Don't raise your hands and threaten us". I said "Are you kidding – I work closely with (b)(6) I respect TSA and what you do; I mean nothing other than to not please do not open the jewelry case till I show him how to open it so the jewelry does not spill out".

Caller states that his girlfriend flew in to SNA from DEN. He states that she had a metal button on her shorts that alarmed the WTMD, and her checked luggage got pulled up to the checkpoint and all of her luggage, both checked and carry-on, the TSO went through. Caller says that the TSO put a hand up her blouse and groped her and put a hand down her pants and groped her. He states that when the luggage was claimed, the locks were unlocked and the bags were open and the front 2 pouches of one bag were empty. He states that she had a ring in a little square baggie that was an heirloom in one of those pouches along with gold jewelry including 6 rings, a cross, and a bracelet, and some clothes and all of that is missing.

Advised caller:

We regret that you were unsatisfied with the manner in which your bags were handled.

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#45>

You may contact DEN lost and found at:

Denver International Airport

303-342-4062

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

9/17/2013 Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

7:19:54

PM

Flight information:

Flight Path: Denver to SNA

Flight date time: 9:15 (scheduled for 9:55 am) delayed 20 minutes

Flight #: 2603

Airline: Southwest

Airport: DEN

Gate Terminal: C29

Baggage claim #: (b)(6)

Baggage description: maroon rolling bag with handle

On behalf of: (b)(6)

NOI: (does not have)

Email: (does not have)

Caller states that his girlfriend flew in to SNA from DEN. He states that she had a metal button on her shorts that alarmed the WTMD, and her checked luggage got pulled up to the checkpoint and all of her luggage, both checked and carry-on, the TSO went through. Caller says that the TSO put a hand up her blouse and groped her and put a hand down her pants and groped her. He states that when the luggage was claimed, the locks were unlocked and the bags were open and the front 2 pouches of one bag were empty. He states that she had a ring in a little square baggie that was an heirloom in one of those pouches along with gold jewelry including 6 rings, a cross, and a bracelet, and some clothes and all of that is missing.

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Baggage description: maroon rolling bag with handle

On behalf of: (b)(6)

NOI: (does not have)

Email: (does not have)

Caller is flying to LAS in November. Caller missed his flight three years ago. He was flying at 7AM from Dallas Love field three years ago. Caller arrived at 4AM because Southwest airlines opens at 4:30 at 5 am he was standing for security. They did not open security until 6AM. Caller is a type one diabetic and carries a small duffle kit and uses an insulin pump. Caller was pulled off the side and he received a patdown. He had to wait 20 minutes to get a patdown by a male TSO and when he went through he missed his flight. Caller was there 2 hours before the flight. They could not get him through security in time. Caller wanted to know when they will open and information about getting through faster. Caller wanted the number to the CSM, as he has called them in the past for information. Caller did not want to miss the flight again, because he is taking the same trip.

Advised Caller:

9/17/2013 8:22:08 PM We recommend that you contact your airline or airport to determine the earliest time you may check in for your flight and the operating hours for the security checkpoint. Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. You can inform the officer of the device and request a patdown, rather than being screened by the technology. You can ask for a PSS if you need assistance through the checkpoint.

Name (b)(6)
Phone

9/18/2013 1:42:50 PM The caller wants to know why TSA subjected a military person to a patdown. The caller states that the soldier was embarrassed. The patdown was at SAN approximately 10 minutes and the soldier was pulled out of line and subjected to a patdown. The caller thinks that TSA should be ashamed to patdown a service member that fights for their country.

I advised the caller that it could have been random selection that the person in question was pulled aside for secondary screening or resolution of an alarm.

Caller has an issue with 2 TSA employees who work at LAS (b)(6) and (b)(6) TSOs. Caller states when entering the security checkpoint there was a lady before (b)(6) and he was walking briskly because he was late. This TSO put her hand out and wouldn't allow him through the barricades. She takes his ID and looks at it. he has a beard and stands 6'4" and she made comments about him being islamic. States he is a rodeo cowboy and makes his living traveling throughout the US, was wearing a 5 inch brim cowboy hat, wrangler jeans, boots and professional PRC shirt, caucasian male.

Stae (b)(6) was TSA security and her supervisor is (b)(6) he spoke with the supervisor and TSOS advised him to call the TCC.

After placing his laptop and business papers and other items in the trays, he gets in the AIT and steps out afterward and the TSO, (b)(6) told him to stop and placed his hand on his chest.

9/18/2013 1:55:36 PM Without proper notification the TSO started feeling of his neck, chest, upper body, etc., didn't say he needed to give him a search, patdown, etc. Said he was stopped in line and the TSO felt his back, stomach, chest area, and the way he did it wasn't a proper search.

His complaint is that (b)(6) inappropriately touched him and (b)(6) made the racial comment to him.

Flight departed at 7PM. Flight # 245, Gate # 28.

Response:

(TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Feedback Type : Civil Rights/Liberties

9/18/2013 6:11:37 PM Categories : Other (fill in box); Disability Current Date/Time : 9/18/2013 5:12:34 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 09/17/2013 Airline & Flight Number : Iceland Air FI644 Checkpoint/Area of Airport : while taking off shoes at conveyer belt TSA Employee: (If Known) : Blonde woman about 32 years old Comment : At approximately 4:45 PM on Tuesday, 9/17/1013, as I placed my luggage on the inspection conveyance I requested a manual pat down and was initially denied said request by a TSA employee (blonde, female, about 32 years old). She attempted to force me to enter the radio wave facility against my will by making me stand for 20 minutes while she chatted with a male customer. She allowed my belongings to be rifled by an unknown child while refusing to allow me to pick up my baggage. She spoke in a demeaning manner to me and denied my rights to a safer pat down until I asked to see a supervisor. I want the badge number and id of this tsa employee. I spoke with a lower level supervisor who did very little to assuage the situation. I then spoke to (b)(6) an upper level supervisor who took down an image of my boarding pass. I have a right not to be forced into a machine that I consider dangerous. I also have a right not to be forced to stand, shoeless, for 20 minutes and watch at least one strange passenger rifling my luggage. I have arthritis and vitiligo and cannot be kept standing without the support of my shoes and under lights that damage my skin. When I fly back on 9.23 I want assurance that my rights will not be trampled.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he wants to register a complaint. He said during screening at Denver Airport, he had to go through a patdown and they searched through his luggage. He said the officers had poor manners and were distasteful. He said he will go online and also register a complaint because he said he has to go now to catch his flight.

Sending Info to CSM

Airport:Denver International Airport

Airline:United Airlines

Flight #:not available

Date and Time:09-18-2013 5: Pam

9/18/2013

7:48:24

PM

Location:screening checkpoint

Email:not available (he said he had to go and catch his flight)

Name: Robert Kappa - CSM

Phone: 303-3427(b)(6)

Email:(b)(6)

Response:I asked him if he wanted to apply for redress and I also advised him I would send this to the CSM at the airport.

Attachment:

Name:(b)(6)

Cell:(b)(6)

Home:(b)(6)

Mailing Address:(b)(6) Alameda, CA. 94501

Email: HYPERLINK (b)(6)

What happened?

I was searched in violation of your own TSA policy. I was screened via your X-ray machine and found to not be in violation; then also patted down. In violation of your own published policy, I was succumbed to your excessive searches at the beginning of my trip and also at the interim point. My spousal unit was not allowed to be present at my excessive search. I was boarding AS255 at Puerto Vallarta flight returning home on 05Sept. At the PV gate I was pulled aside at the jetway, they physically searched my carry-ons, and physically searched me for explosives, all with negative results.

I then retrieved my luggage at LAX, successfully went through customs/immigration. Had to leave the AS terminal, walked outside and then entered the AA terminal at LAX and went through the security process again. I submitted my AS Boarding Pass for AA flight 2465 from LAX to SFO, my boarding pass flagged a "RED" signal. The TSA agent told me to step to the side. She then told her co-worker, "look at this red light"; she then told me to step aside. She then radio-ed someone to come. No one responded; she then radio-ed again. She told me to step aside again; told my spousal partner to move forward away from me. His name is (b)(6). He was forced to go through the scanning process and never allowed to be with me.

I was then met by a TSA agent (male). He told me I was to go through the x-ray scanning process. I willingly complied. I was scanned and NO ISSUES OR EXCEPTIONS WERE FOUND. I WAS COMPLETELY CLEARED THROUGH THIS PROCESS.

Instead, I was then taken aside to 3 TSA agents. The male TSA agent told me that I was now going to be physically patted down, EVEN THOUGH THERE WAS NOTHING TO WARRANT SUCH A SEARCH!!! He then brought over a black female TSA agent. She informed me that she was going to pat me down physically, including my groin areas. She was EXCESSIVELY SLOW AND EMBARRASSINGLY physical in patting me down. She patted me down very slowly on the front of my body, including my groin area, and then had me turn around and patted me down on the back of my body, and again in my groin area. I must tell you, I was employed by the State of CA, Dept. of Corrections, I was a Peace Officer, performed many searches of criminals in my career. YOUR TSA is a mockery of the search process. Exceedingly slow and humiliating!!!

After physically searching me and finding nothing, the black female TSA agent then swabbed me again (after I was swabbed in Puerto Vallarta for the same thing and nothing was found) for explosives.

She took the swabbing material and attempted to process it through the machine #1. GUESS WHAT??? THE MACHINE WAS BROKE!! She then took my swabbing material to another machine. She tried a "test" on that machine and guess what??? She stated out loud, "I tested this machine and it came out positive for explosives - however it was just a test, and it wasn't her results." She stated, this machine is also broken."

The male TSA agent then spoke to his supervisor. He said, "You know, we need to have these machines calibrated because they are not working." She replied, "I/ell, I thought we just had these machines calibrated so I don't know what to do." He then told me and the TSA black woman to follow him over to a third machine. We moved over

to the third machine where she inserted my "explosive results" paper into this third machine. This machine confirmed I was negative for explosives and they finally let me go. My significant other approached us at the third machine and asked the male TSA agent what was going on and why I was singled out. He said it was totally up to Alaska Airlines why they singled me out and it wasn't TSA at all. It was Alaska Airlines.

He denied any knowledge as to why I was put through this and said it was AS airlines who did this to me. There are two specific violations that TSA did against me:

FIRST, PLEASE SEE THE TSA POLICY ON THE TSA WEBSITE - I HAVE COPIED IT BELOW TO SHOW YOU YOUR OWN POLICY TO POINT OUT HOW YOU VIOLATED IT!

TSA POLICY PER YOUR OWN WEB SITE RE: Pat-Downs

What to Know Before You Go

If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a

9/19/2013

9:58:55

AM

Caller said she and her husband are flying in one week to Portland Oregon. She said that last time her husband, was in the screening, and was asked to put his hands over his head. Because he has numerous ruptured disk in his neck and back, he almost passed out. She asked what they need to do to go through the screening.

9/19/2013
12:51:32
PM

Response: Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures. We hope this information is helpful.

The caller is flying and he is subjected to additional screening. He stated that this happens everytime he flies. He stated that he wants to clear his name. He stated that he gets a patdown. He stated that he flies with his children and it gets out of hand. He stated that he gets a patdown everytime.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries online by entering the RCN.

9/19/2013
2:04:01
PM

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I explained that there is no guarantee that this will resolve the issue. I explained that I can email the forms within 24 hours of this response.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 9/19/2013 12:47:07 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

9/19/2013
2:13:13
PM

TSA Employee: (If Known) :

Comment : I am a Gov't student and the question was raised under what authority do you use to do a warrantless pat-down search? What are determining factors that a TSA agent could articulate to say under oath that would grant a search warrant if time existed?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/19/2013 3:57:29 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): coming from UA63, 9/19/13, Madrid->Newark

Newark International Airport,

3:30pm, terminal C, near gate C100

This was the security check after rechecking luggage for a transfer flight to Chicago.

9/19/2013 Comments: I had to wait about 15-20 minutes before a male assist for patdown could be found. (this is not the fault of the person before the scanner, He asked at least 10 times for male assist).

6:04:47 PM [I did ask him if I could wait to put my bag through since I've had to wait a long time before and I don't like it if my luggage is left unattended, but he said I had to put it through and wait and that it wouldn't take very long]

I was told to stand to the side (right side), closer to the x-ray machine. The operator of the X-ray machine started to make fun of me for opting out and when I asked if he could remove my tray from the line (since I had been standing there for so long) he made fun of me again and said that it was my fault if I that I was standing there, since I was opting out. Then he continued to tell at least 4 other TSA employees about how stupid I was to stand there so nobody could see me, even though I told him I was told by the person in front of the scanner to stand there.

So, in summary, I have no issues with the pat-down, no issues with the long wait, but a big problem with the behavior of the person behind the X-ray scanner.

I asked his name and he refused to tell me his name. Instead he asked for my name. I gave him my drivers license, which he looked at. Then he told me he was not going to tell me his name.

I asked another TSA person for his name, and she said it was (b)(6) (b)(6)'s his first name).

I'm not even sure if that is true, since he refused to tell me his full name, even though I asked if I didn't have the right to know his name.

He is a black male, shaved head (or very short hair), medium to heavy build, at least 5 foot 9.

I just re-read my incident report and find myself once again crying because of the abusive, embarrassing, and demeaning experience I was subjected to.

As a former Peace Officer, I found your "pat-down" techniques are antiquated, abusive, slow, and ABSOLUTELY OFFENSIVE. I have been employed to search true criminals in my position of Peace Officer, and I never patted down a known-criminal as slowly as your TSA did. Your technique was so very slow, it actually crossed the border of "excessively slow", demonstrating your TSA was borderline pornographic touching. She lingered excessively at my frontal and back groin area. She also lingered excessively at my chest (boobs) area. It was very demeaning and disgusting.

I am a former Peace Officer with the State of California; I am a former Probation Officer with Tulare County, CA.; I was a Youth Counselor employed by the State Dept. of Corrections, Calif. Youth Authority, responsible for over-site of criminals aged 18 - 25 years old. I am exceptionally qualified in Law Enforcement Search and Seizure procedures, of which I found your TSA flunkies to be totally lacking.

How dare you insult my credible and ethical law enforcement background by subjecting me to this insulting and nonsensical search. If you really want to find criminals, get your "search" criteria in order!!!! Instead, as a peace officer professional, you have upset me terribly. I find that I am now crying each time I review my complaint form. I am ashamed of calling myself an American Citizen based on your stupid/nonsensical/embarrassing/unacceptable/search criteria. How can you call yourselves true TSA agents if you are searching the absolute WRONG CRITERIA??? WHAT A JOKE YOU ARE AT TSA!!!

9/19/2013 6:05:01 PM
I expect an immediate response to my complaint.
I complied with every TSA screening process and I was found not to be in compliance.
Why do you now hold me responsible??

(b)(6)

----- Forwarded Message -----

From: (b)(6)
To: "HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov" TSA-CRL@tsa.dhs.gov" <HYPERLINK "mailto:TSA-CRL@tsa.dhs.gov" TSA-CRL@tsa.dhs.gov">
Sent: Tuesday, September 17, 2013 9:15 PM
Subject: Civil Rights/Civil Liberties Complaint

Attached pls. find my complaint describing the most humiliating, embarrassing and demeaning experience in my life with TSA at LAX. I am still traumatized by this recent vacation travel experience, and find the policy posted on the TSA website vs. what happened to me to be polar opposites.

Feedback Type : Security Issue
Categories : Duration of Screening Process; Pat-down Current Date/Time : 9/20/2013 10:37:50 AM Airport : ORF - Norfolk International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : To the TSA and DHS,

9/20/2013 12:09:38 PM
your security is bullshit I really can't believe that we have to do all of this crap here I saw a guy get his hands inspected because of your stupid millimeter wave scanner thing. And apparently the overlapping layers on my shorts warrants a pat down. So disrespectfully I say to all of you, eat shit you worthless people.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 9/20/2013 10:31:59 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I sent an email the other day questioning under what authority TSA uses to do pat-down searches. I got a response, which looks pretty much like a standard response. I find it interesting that in your email the response stops in the 4th Amendment at the first group of commas of the amendment. There several key point to the amendment that you have left off. The 4th amendment has a "shall, "but" and several "and" in it which means it all has to go together, you don't get to stop where you want. It includes: shall not be violated, and no warrant issued. BUT upon probable cause, AND under oath or affirmation. AND where is searched, AND the person or things to be seized.

9/20/2013

12:09:39

PM

So you are saying that the courts have said the safety of many outweigh the privacy of the one? Also, that because you have a sign that you are covered? I don't remember reading that in the 4th Amendment that it's ok as long as you have a sign.

Also, the other question I posed, that was not answered is: what determines who gets searched? Is it the whim of the agent? I have seen several cases where it looks like the agent only patted down middle aged men and attractive or overweight females. Is that covered by the sign also?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller filled out a form at the airport regarding a complaint. He has called and left voicemail to the CSM. No one has called back. A complaint was done in July.

The passenger had previously filed a complaint regarding a patdown and there was follow-up feedback from the CSM. However, the passenger is not satisfied with the CSMs response and would like to send the complaint to someone else.

Original complaint: (b)(6)

9/20/2013

1:23:03

PM

Caller flew from HOU on 07 08 13. He went through security at 5:10 p.m. He went through the AIT. Once he stepped through the AIT a TSO proceeded to give him a patdown without saying a word. He asked the TSO, What are you doing? two times. The TSO told him that he needed give him a patdown from an alarm on the AIT. He told the officer that he knows that a passenger is supposed to be asked before a patdown started. He asked the TSO who could handle this issue. He was abrasive and rude and told him to, go over there and talk to them. Then he walked away. At the same time all of his electronics are sitting on the conveyor belt where anyone can take them. The officers name is (b)(6). He got the name from his supervisor. The STSO gave him a complaint form to fill out. He stated that (b)(6) was one of his best TSO s. He is not worried about how the TSO normally does his job. His response should be geared toward resolving my issue with what just happened to me. The STSO said that someone will call him back within 24 to 48 hours. That has not happened. Who can he contact if he is not happy with the response from the CSM at HOU?

(b)(6)

Caller said he traveled a few months ago and got a thorough check and that TSA has unprofessional workers. He said they took him to another area and conducted an inappropriate Patdown. He asked if they molest you during the screening process. He said he is going to send trip an email next time before he flies east and if they try to molest him again he will refuse that. He asked if he was on a list and that he felt he was singled out.

Response: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <http://trip.dhs.gov>.

9/20/2013 3:53:50 PM Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS Traveler Redress Inquiry Program (TRIP)
601 South Thru Street, TSA-901
Arlington, VA 20598-6901

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <http://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I advised him he can ask the officer at the checkpoint for a pass or supervisor for assistance at the checkpoint. I also advised he can have a friend or family member be with him during the Patdown.

Caller said about a month ago, he was traveling from LAX to Spokane, Washington. He had a carry-on bag and he noticed this TSA gentleman was handling bags roughly. He was throwing them on the conveyor belt. The caller said he was ushered through the security screening and he was given a patdown. The next thing he knew, his bag was grabbed off the conveyor belt and they started going through his stuff and started screening the bag at that point. They went through the bag and ripped it hard and the shoulder strap came off. The TSO admitted he did it and was very apologetic. The man gave the caller his name. It was STSO, (b)(6). The TSO gave him a claim number (b)(6) and said they would take care of it. The caller said he thought a claim was filed.

Response: (I went to Claims and entered (b)(6). The claim number did not exist). Also, advised the caller I will be sending you, by email, claim form SF95 and a cover letter. You should receive it within 24 hours. I do apologize for the damage to your bag and the inconvenience you have been caused. Complete the form and send to CMB. They will send you an acknowledgement and a claim number. Contact them in the future for questions concerning your claim.

Airport where the incident occurred: LAX
Airline they were flying with: Delta

9/20/2013 5:12:54 PM Flight Numbers (departure times arrival times): 4856 Depart 8:10 p.m.

Date and Time of Incident: August 19th, 2013 Around 6:30 p.m.

Baggage Tag Claim Numbers (Look for Bar Code 10 Digits: numbers or letters: N A it was carry-on

Bag Description (color style size brand etc: Harken Brand, Waterproof backpack with roll top, Gray color

Was there an NOI?: N A

Anything on NOI: N A

Location of Incident Terminal or Gate: Term 5

Phone Number or Email: (b)(6)

The caller is trying to contact a complaint line. Every time he travels he is racially profiled at Denver, CO when he is departing. He flies 2-3 times per year. Monday, he went to NY and had special screening as he departed Denver. He had cologne on his hands that may have been flammable. He thinks he was racially profiled.

Call was transferred to MB.

9/20/2013 5:42:10 PM The caller explained that he feels that he is racial profiled when passing through DEN. He indicated that in 2008 or 2009, he was identified for a pat down. When asked why, the TSO indicated that he had to check him for possession of weed.

The caller indicated that he is with the DEN Sheriff's Office. Each time he passes through DEN he indicated that TSOs immediately exchange glances that indicate that he will require additional screening. The caller indicated that he has worked in security and can pick up on these exchanges. The caller indicates that he is discriminated against based on his ethnicity and his age. He is 29.

I advised that TSA's Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing. I can email information on how to submit a formal complaint in writing and ordered the information to be emailed.

The caller flew from ORD on 9/19/13 with United flight 646F departing at 1pm from Gate C27. The flight was cancelled due to weather.

The incident occurred at 11:30am at the checkpoint in Terminal B, in the Premiere Lane.

The caller indicated that she has a right knee replacement and requests to be screened via a patdown. The caller waited for a female TSO to come to her, and waved to the female TSO as she approached. The female TSO asked if the caller was waving at her in a hateful tone. The caller advised that she was.

The TSO advised that she follow her. The TSO did not ask if she would like private screening initially, but did ask. The caller opted for a private screening.

The caller indicated that the TSO's tone was rough and crass in her direction. The caller cited as the TSO as aggressive.

The female TSO complained three times to the other female agent in the room and to the caller that the room was too small.

The caller indicated that the other female TSO in the room was intimidated and acted submissively toward the female TSO.

9/21/2013 12:57:10 PM The female TSO asked the caller to raise her arms in the air with her palms up twice, so the caller did so twice.

The caller indicated that her back was to the TSO.

The female TSO loudly asked if she was making fun of her. The caller indicated that she was not and then politely asked for a manager and the other agent nodded in the positive. After the caller's request the female became quieter and her demeanor became more polite, less aggressive, she lowered the volume of her voice.

The caller spoke with the manager, (b)(6) (30s, heavyset, Hispanic or Caucasian, dark curly hair, brown eyes 5'11 or 6ft tall, mustache or small beard) and provided her provided her with a yellow customer comment card.

The caller would like to request that her complaint be indicated in the female TSOs personnel file, but would not like for her identity to not be shared with the employee to maintain her privacy.

The caller explained that she is a former regional HR director for a federal government agency and held a security clearance and is always concerned when she sees poor employees selected and allowed to run amok.

She has been a manager since 1992, and is always concerned if staff is ill managed and poor behavior isn't addressed

The caller believes that the female TSO's first name is (b)(6). She described her as Caucasian or Hispanic, dark brown hair, dark brown eyes, in her 40s, overweight, and between 5'6 or 7'.

Caller said every time she flies through DTW, she gets a patdown of some part of her body and sometimes they do not tell her it is about to happen. Today she flew through Reagan National and the same thing happened. She wanted to know what would cause it and if there is a procedure she needs to know about or if there is something she is doing to cause it. She does not have metal implants.

I told her I do not know specifically what is causing it, but it could be something on her clothing. She may ask to speak to a supervisor or just ask the TSO what caused it. She said she has asked why she is getting the extra screening, but no one gives her an answer.

9/21/2013 1:54:48 PM I told her she could also apply for redress since she is consistently selected for expedited screening. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Her name may be similar to someone else's. She said that that could be the problem because when there is no space and the R in her last name is not capitalized, she does get additional screening. She took the website address but said she would make sure her name is entered correctly.

She asked if she could apply to go through the expedited line, if that would help. I told her she could if she wanted.

Currently, TSA Pre✓2713™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Pre✓2713™ participant when submitting a passenger's reservation information to TSA.

For CBP Trusted Traveler program participants, travelers should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Pre✓2713™ benefits.

Caller would like to file a complaint about the screening process at the Salt Lake City Airport. He said he arrived at the check in line and it was long so they went to the back of the line. When they got to the roped off area, the agent said it would be approximately 10 minutes more. When they got to the machine where you take off your shoes, a female agent there handed him his wallet back. Then he said it has a metal clip in it. She said you can keep it. Then he got into the AIT machine and when he stepped out, the agent on the other side pulled him to the side and asked if he had anything in his pocket. He said yes my wallet. Then the agent asked why. He said the female agent gave it back to me. Then the agent on the other side asked him to hand the wallet to him, which he did. He said he would need to give the caller a patdown on his buttocks with the back of his hand. And that's what he did. Then he told the caller to turn around and stick your hands up and out in front of him.

That's what the caller did. The female agent wiped the caller's hands with some type of dry wipe and they told him they were checking for some type of explosives. As this was going on, other people were going through the security line. The agent that had patted him down was still holding the wallet. Then the female agent said he would need to be additional screened. Then the man holding the wallet stopped the line and he called for a supervisor or a special agent 3 or 4 times. He never got a response so instead the agent in the next line came over and then the supervisor did come there. Then they took the caller into a side room and they closed the door. The agent explained he would need to do a more thorough patdown and explained about the back of the hand. He said he would run his hands in his waistline and up and down his leg until he met resistance. The caller said he did that. Then he turned around and did a patdown on his back, waistline and buttocks. The caller put his arms down and he was told that they would check his front. Then the agent went up inside his thighs, and the caller said he went further than when he met resistance. Then he went to the front and rubbed his hands across the front of his crotch and then across his genitals three times vertically and then horizontally. The caller said it was very strongly done. Then they went outside in the room and they searched his carry on and wallet. The other agent went through is stuff and it was not that thorough, but the agent rummaged through his bag. He said he would have to check his hands for explosives. Then they said he could leave.

9/21/2013
4:15:14
PM

Response: Advised the caller I do apologize for your bad experience. I will be sending your complaint to the CSM at the Salt Lake City Airport. Thank you for letting us know about the incident.

Airport where the incident occurred: Salt Lake International

Airline they were flying with: Delta

Flight Numbers (departure times arrival times): 1882 Depart 3:15 p.m. (MT)

Date and Time of Incident (Check-In): September 20th, 2013 Time 12:40 p.m. (MT) Approximately

Location of Incident Terminal or Gate: Terminal D Gate 10

Phone Number or Email: (b)(6)

To whom it may concern,

Per the instructions at <http://www.tsa.gov/traveler-information/transgender-travelers>, I wished to submit a concern about a recent interaction at Dallas-Love Field.

On September 20, 2013, I was travelling from Dallas-Love Field, to Seattle. I am a transgendered woman, and was presenting with a female gender identity (though my identification and ticket had my male name on them due to complications in the name/sex change process in my home state).

During security screening, two incidents occurred which concern me.

First, I was subjected to enhanced screening and patdown of my upper back due to an "anomaly on my upper back." This turned out to be my bra. I didn't see non-transwomen's bras checked, so it seemed like my bra was only searched because I am trans*.

9/21/2013 5:15:08 PM Secondly, according to TSA's transgender guidelines: <http://www.tsa.gov/traveler-information/transgender-travelers>, if I am searched, I am entitled to be searched by an officer of the gender I am presenting. Even though I was wearing female clothing, nail polish, earrings, and have breasts, the officers defaulted to having me searched by a male, and only allowed a female to search me after I insisted twice on the right to be searched by a female officer.

I am concerned that the search policy at Dallas-Love Field may be discriminatory in practice or effect, by allowing women with female genitalia to pass without being subjected to additional screening, while women with male genitalia may be deemed suspicious for merely wearing a bra.

I am also concerned TSA officers at Love-Field may not be adequately trained as to the TSA's policy on transgender searches. Had I not asserted my right to a female officer, I suspect I would have been patted down by a male. I suspect many transwomen would not be as aware of their rights and would have submitted to the search.

Because I, like many trans-women, suffer from PTSD from sexual assault, non-consensual contact with a man would have been highly traumatic. The fact that I was subjected to heightened screening and nearly had a male officer frisk me was still quite unpleasant. I hope TSA may consider additional training at Love Field, as it is a common destination for transgender individuals due to it's proximity to e3000, a transgender electrolysis clinic.

Thank you for your time and considering my concerns.

(b)(6)

The caller wants to file a complaint on a screener that injured him during a patdown. Caller stated the officers name is (b)(6) at the Anchorage airport. (b)(6) stated the officer was very, directive, and rough. (b)(6) asked the officer to be a little more gentle with him. (b)(6) stated he did opt out of AIT for a patdown, he waited 5 minutes for someone. Caller stated that the officer was pressing against him really hard during the patdown and slid his hand up his butt crack and took his thumb and pressed hard on a vein in that area hurting him. He also squeezed his heel very roughly hurting his ankle. (b)(6) also spoke with a supervisor he believes his last name was (b)(6) Caller stated his groin area is still hurting from this incident

9/22/2013
2:20:50
PM

Response:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

The caller stated that he opted out of the AIT machine like he always does, but this time, the officer became verbally abusive. The officer patted him down and pushed against him so hard it was hurting him. The caller stated that the officer squeezed his tendons and when he was suppose to stop where he meets resistance, he pushed really hard up his backside. The officer was being very rude the whole time. When the officer started to pat down the front, he pushed into his groin really hard. When the caller requested to speak to a supervisor, the supervisor was dismissive. The caller stated multiple times that the officer hurt him. The caller stated he is still hurting as we speak. The caller stated that the officer should not be around people nor should he be so hard on people when they get a pat down. The caller showed his wife the amount of pressure the officer used to pat him down and he knocked her over. The caller stated that this is an assault and if the officer was a normal person he would have called the police. He stated that he has dealt with really nice people with TSA and has never had an issue until today.

Response:

Airport: Ted Stevens Anchorage

Airline: Alaska

Flight Number: 140

Departure Time: Today 09-22-13 at 10:00 am

Arrival Airport and Time: Portland at 4:20 pm

Location: Checkpoint

Gate: C

Contact Information:

bluehi (b)(6)

The officers name is (b)(6)

Response:

Name: (b)(6)

Phone:

Advised the caller that his information will be sent to the Customer Support Manager there at Anchorage

To whom it may concern,

I am a Us Airways flight attendant who was traveling with my infant Thursday September 19th out of PHX Sky Harbor Airport. Security screening occurred at "A" security checkpoint. When passing through the metal detector I set off the alarm. It apparently was of interest since I had 5 agents standing around me telling me different things to do. That was unnecessary as well as confusing. I was set aside for personal screening. The female agent who was performing it asked me to hold my daughter out at arms length. I did so. She started searching my child until a nearby male agent informed her that children under 12 years of age were not to be screened. I am that outraged that my 5 month old child had to endure a "pat down". How could this female TSA agent lack this pertinent information? No apology was even offered for the offense. After the screening on me began, she then asked if I would like it to be private. This is something that I should have been asked BEFORE it began. My belongings were thoroughly inspected and tested as was I. No metal items were found as it was my underwire bra that set off the alarm. Perhaps the sensors were set too sensitively. I was informed that I was "cleared to go". Before I even moved, the same male agent very loudly announced that a phone call had to be made for me to be cleared and I was to stay where I was. He turned and walked away. I waited five minutes. No word about my clearing. I waited ten minutes. I

9/22/2013
6:10:19
PM

inquired to the female agents who were aside me. "The supervisor needs to be called. It'll only take a minute." I was told. I asked why since I had been cleared. "It's because you alarmed with a baby" was her reply. I do not understand this. I was searched and so was my child. What about this raises a flag? This phone call matter took more than 15 minutes.

As a flight attendant my background is consistently checked. I am also trained in security. I am very aware of policies and procedures by the screening process as I encounter them weekly while at work. I am shocked and appalled at this situation.

My daughter and I should have been treated with respect. It concerns me that your agents have not been fully armed with knowledge and perhaps poorly trained. I would like an explanation and an apology for this fiasco. I would also like the female agent who performed my screening to have this discrepancy on her file. She should receive the proper training so that she may become a proper asset in keeping airports and this country safe.

I look forward to hearing from you.

Sincerely,

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/22/2013 6:06:37 PM Airport : PHL - Philadelphia International Date/Time of Travel : 09/22/2013 6:15 PM Airline & Flight Number : us airways flight 1886 Checkpoint/Area of Airport :
TSA Employee: (If Known):
Comment : my pregnant wife was traveling with our 11 month old son. she told TSA officer that she was bringing baby food and water for formula for the flight. The officer asked my wife to surrender an extra few bottles of water as she thought it was not necessary for the duration of that flight. She then proceeded to open every packet of food for my son which would then make the useless since it needs to be refrigerated within 1 hour. when my wife questioned this she was told that if they didn't get to open the bag of food she would be subject to a pat down.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

9/22/2013
7:09:00
PM

Feedback Type : Complaint
Categories : Other; Professionalism/Customer Service Current Date/Time : 9/22/2013 11:26:19 PM Airport : CMH - Port Columbus International Date/Time of Travel : 09/22/2013 9:15 AM Airline & Flight Number : Southwest Flt 683 Checkpoint/Area of Airport : "A"; Terminal TSA Employee: (If Known): (b)(6) Comment : Please allow me to first state that I'm no stranger to the importance of thorough screening and security. I work as a pilot for an airline, I'm based in CMH, and I go through screening checkpoints all over the country, every single work day.

I was going through the checkpoint this morning at just about 0805 (for the purposes of video review, I'm a black male, 5'9";, bald, mustache, wearing gray slacks and a green shirt). Of course, they were making everybody go through the full-body scanner, and not being very vocal about having the option to not do so. After putting my belongings on the conveyer, I told one of the screeners that I was a male opt-out. I waited until I was led through the checkpoint, and followed the screener to the belt to gather up my belongings. As we were gathering my things, I informed the screener that I wanted a private screening. One particular screener (he was standing in the middle, between the two lines), shook his head, and made a face as if he couldn't believe that somebody would ask for a private screening.

I said that I was sorry if it took more people, but that if I had the option for a private screening (which I know that I did), that's what I wanted. That's when (b)(6) came over, and said, "I'll go with you to do it";, with quite a bit of attitude.

9/23/2013
8:33:56
AM

So, as we were walking into the private screening room (b)(6) made sure to ask me, "Yeah, this is real funny, isn't it?". I couldn't believe that he had the nerve to ask me that. So, I just said, "Well, it's getting to be to me". His follow-up: "Yeah, that's right . . . it's all about you". At this point, I was downright angry.

I said nothing else, completed my private pat down, and then went to the woman that seemed to be the supervisor. I asked for a TSA complaint card, and she proceeded to try to talk me out of filling out the complain card, and just tell her what happened. I told her what happened, but still wanted to card. She also looked down at my crew badge (I was out of uniform, but wearing my badge to jumpseat), and insisted on knowing what airline I worked for. In reality, my employer has NOTHING to do with it, because I was traveling OFF-DUTY. I felt as if she were trying to intimidate me the entire time.

You know, I don't expect any special treatment when I travel. I expect to be screened just like everybody else, and I expect the same rights as everybody else. But, for those screeners to behave like I'm doing them an inconvenience - well, that is simply unacceptable. And, it happens all too often to me in Columbus.

How long does this have to go on?

Thank you so much for taking the time to read this.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he was going through BWI yesterday. He went through the scanner fine and was told to step over to the side. He stated that when he did, the TSO treated him like he was a criminal. He wanted him to empty his pockets, which only had the ticket and some money in it. He then did a patdown. There was a lady behind him, and he said she looked at him like she was sorry that he would have to go through that. He isn't sure if it was his zipper or the implants he has in his mouth. He feels like he was being rude to him, and it was not a favorable experience.

Flight details below:

Airport: BWI

Airline: Southwest

Flight #: 482

Departure Date: 9-22-13

Departure Time: 3:20 p.m.

Went through security: 2:00 p.m.

Gate Terminal: B14

He was white, approximately mid-40s to 50 years old.

9/23/2013
11:30:18
AM

Advised Caller:

I told him there's no way for me to tell him why he had to undergo a patdown, and even with the expedited screening he should receive for being over 75, if any anomaly appears on the screen, they would have to do a patdown to clear the anomaly. I told him that it's possible it could've been the items left in his pockets, but there is no way for me to tell him that for sure. I told him that I could get his information and send it to the CSM at that airport, and they could review it, and contact him from that point if there was anything further they needed to do or know.

Disability Description: The caller has a wound on his leg in a bandage to keep the infection out and uses a cane.

Response Details: I apologize that you had a bad experience at checkpoint.

There is no limit on carrying cash but the officers may question it if they believe it is from an illegal activity.

I can send a claim form to you to complete for compensation on the lost items. This will be investigated.

The AIT does not actually look for metal so other types of things can alarm it.

I offered to go over the information about filing a complaint by email, mail, or both. The caller asked that I send it to him so he could have it in writing.

I will forward this information about the complaint to the appropriate place. However, you should also be sure to send it in writing for it to be considered complete. That can be sent by mail or email.

You can ask for a PSS at the checkpoint in the future, they are there and trained to assist passengers with disabilities or medical conditions go through the screening checkpoint.

9/23/2013
12:05:37
PM

Incident Details: The caller has a complaint. He flew out of ORD on Friday. They had a delay going through because they were carrying a piece of cheese. The TSO was unsure of what it was so it took longer for them to process it because it was a well wrapped square block. He also had to carry a bag of medical supplies and had no problem at ORD with those supplies.

However, he had an issue with the medical supplies at PHX. He had a quart bottle of liquid wound cleaner, he had a bottle of 90% spray alcohol, sterile water and a bottle of a drying agent that was also a spray. He walks with a cane and is not very steady yet because he just changed from a walker. At PHX they asked if they had anything and he told them about a laptop and iPad. They had about 8 bins when they finally put their items through on the belt. They would not allow him to take a cane in the AIT at all. He got in there and asked for his cane to help him get out but the officer would not give it to him. He tripped out of the AIT and another agent caught him. He alarmed the AIT so he had to have some additional screening as well. He told the officer that he has medical supplies and to feel free to go through it to check. The TSO said she had to open the alcohol to check the liquid, they also had to open the sterile water and his other items. He told them that opening the bottle would make it no good because it was contaminated. They did this to all of the sterile liquids causing air to get inside. He also has Lotramen that he uses as a drying agent. He told them that they could spray it but they would not do that. He also had a bottle of antibacterial soap that was over the 3.4 ounces and they said that he could not take that, he also had ointments and other dry supplies. He had an infection that he was able to get rid of and was nervous about not having the items be completely sterile to use.

The lady threw his things back in the bag when she was finished and he told her that he would appreciate if she put the items back in neatly. When he got to the plane he realized that his alcohol had spilled all over his medical items in the bag. The lid was not put back on correctly and when she threw it in the bag it spilled on everything causing the bag to smell strongly like alcohol.

He was carrying \$9,000 and when asked he said it was none of their business, which was apparently a red flag. He does not think that it should be a problem that he carry that.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

-----Original Message-----

From: (b)(6)
Sent: Saturday, September 21, 2013 12:58 PM
To: CRCL
Subject: Fly Rights - New Report from Chuck Newnham

9/23/2013
12:12:23
PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? no

Religion? yes

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 9/23/2013 11:43:33 AM Airport : RIC - Richmond International Date/Time of Travel : 09/23/2013 11:15 AM Airline & Flight Number : Jet Blue 1145 Checkpoint/Area of Airport : Security Checkpoint TSA Employee: (If Known) :
Multiple Comment : This airport utilizes poor security equipment. Apparently, the equipment is "too sensitive" according to TSA employees working the equipment. For some reason, the machine showed a "block" of some sort when I went through the let me see you naked machine. I went back through and there was no "block". Then the ignorant TSA employees didn't know exactly what to do. One just let me go and then another said I had to be patted down to make sure that I was not carrying anything illegal. Nobody could tell me what I had done wrong. Oh, no wonder, I had done nothing wrong. All I could learn is that the equipment indicated something. Well, if I had an less on, I would be walking through the airport naked. Obviously, I had nothing wrong except having to endure a moronic organization, TSA, that seems to thrive on violating citizens rights. It is not my problem that your equipment does not work properly. Of course, your first question is "did it just happen to me or did it happen to others as well." Well, of course, it happened to others. So, what does TSA do? Just keep on violating people as they go through the security check point. The employee who did the pat down was as nice as he could be. The supervisor I talked with when I complained could have cared less about my situation. Her sorry ass attitude was simply "let me give you this form so you will go away". I am a law abiding citizen who has never so much as received a traffic ticket. I had a 35 year career in public safety with zero problems. I also have zero tolerance for ignorant agencies such as TSA, who cannot seem to ever get things right. Get your equipment fixed so it works right. Stop making a mockery of the citizens who are simply trying to get from one place to the other. No wonder that agency receives so many complaints.

9/23/2013
12:13:04
PM

I expect to receive a personal mail response that addresses what you plan to do about fixing the equipment at RIC so that it is not so "overly sensitive". As you can tell, I am furious about the way I was treated in this process. You continually violate the rights of citizens who have done nothing wrong. There is no probable cause. And, oh, save your breath about telling me how you are trying to make travel safe. We both know that is a joke....

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to know what TPA screening process is because she has been boycotting ever since TSA has had so many scandals and she saw so much on the internet, such as removing babies diapers, separating from parents, etc.?
Considering flying again, and has a newborn daughter, 4 months old who will be in a carrier.
Are they still patting everyone down and do they still have to remove shoes, etc.?

Response:

WTMD, AIT and Patdowns are 3 methods of screening.

9/23/2013 12:45:19 PM Advised caller she will remove the child from the carrier and carry it through the WTMD, any carriers, strollers, etc. will go through X-Ray machine.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

Advised she is allowed to have more than 3.4 ozs. of milk, formula, etc. for the child.

Advised patdowns are performed to resolve alarms, anomalies from the AIT, etc.

AIT is a voluntary screening method to the WTMD, if directed can opt out but must have patdown to complete screening process.

Shoes must be removed unless there is a medical condition that prevents a passenger being able to remove.

Feedback Type : Complaint

Categories : Screening

9/23/2013 2:02:55 PM Current Date/Time : 9/23/2013 1:36:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 09/19/2013 7:30 PM Airline & Flight Number : AirTran 213 Checkpoint/Area of Airport : North Security TSA Employee: (If Known) : NA Comment : The pat down procedure was more invasive than I have ever experienced. It felt as if the TSA agent was groping me. I travel almost 2 times a week through airports and regularly Opt Out of the AIT screening so I am very familiar with the pat down process. I have never before felt as if the agent was intentionally touching my body/skin as opposed to looking or feeling for something concealed. I reported my experience to a supervisor at the security checkpoint. He told me he wants his agents to get as close to my skin as possible. The closer to my skin the better. He did not see how this pat down may have been excessive. He also did not really want to address my concerns. He basically handed me a card and said fill it out and send it in. I was very upset by the whole process. Very unprofessional during the pat down and the supervisor was also unprofessional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

9/23/2013 2:02:55 PM Current Date/Time : 9/23/2013 1:36:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 09/19/2013 7:30 PM Airline & Flight Number : AirTran 213 Checkpoint/Area of Airport : North Security TSA Employee: (If Known) : NA Comment : The pat down procedure was more invasive than I have ever experienced. It felt as if the TSA agent was groping me. I travel almost 2 times a week through airports and regularly Opt Out of the AIT screening so I am very familiar with the pat down process. I have never before felt as if the agent was intentionally touching my body/skin as opposed to looking or feeling for something concealed. I reported my experience to a supervisor at the security checkpoint. He told me he wants his agents to get as close to my skin as possible. The closer to my skin the better. He did not see how this pat down may have been excessive. He also did not really want to address my concerns. He basically handed me a card and said fill it out and send it in. I was very upset by the whole process. Very unprofessional during the pat down and the supervisor was also unprofessional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 9/23/2013 3:51:39 PM Airport : SMF - Sacramento International Date/Time of Travel : 09/22/2013 7:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal B

TSA Employee: (If Known):

Comment : During my recent security screening I was incorrectly informed that it was safe to expose my insulin pump to the body imaging scanner. While this may be true of some devices, it is not true of mine. The manufacturer of my insulin pump tells me:

"Your pump should not go through the X-ray screening that is used for carry-on or checked luggage. The new airport screening, Whole Body Imaging Technology, is also a form of X-ray. If you are chosen to go through this form of screening, you will need to disconnect from the pump at your skin site prior to the scan and request alternate methods of screening the pump other than using X-ray."(b)(6)

The TSA website incorrectly states: "Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown." (ref: <http://www.tsa.gov/traveler-information/passengers-diabetes>).

While I have no issues with metal detectors, or receiving pat down security checks in lieu of body scans, I do have concerns over TSA personnel advising diabetics incorrectly that the body image scanners are 'safe' for their devices without any knowledge of the particular medical device.

9/23/2013
4:16:47
PM

After informing the TSA personnel that I had a medical device that could not go through the body scanner I was told that I was incorrect and that it was safe to go through because 'everyone else does it'. This is unacceptable. After persisting I eventually received a pat-down with no issue, however the TSA personnel seemed quite annoyed.

I'm disappointed with the lack of professional courtesy and respect that I received and I hope the TSA will improve its employee training and guidance to ensure the advice and direction they provide is safe and accurate.

These are expensive, sensitive medical devices that need to be thoroughly tested to ensure various scanners do not cause short or long term damage to their functionality, and that needs to come from the manufacturer. I recommend annotating your traveller guidance to have people consult their device manufacturer for specific guidance regarding what scanning machines are safe for exposure.

Thanks, and I look forward to your improvements.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 9/23/2013 5:51:32 PM Airport : IND - Indianapolis International Date/Time of Travel : 09/23/2013 5:45 AM Airline & Flight Number : us airways 558

Checkpoint/Area of Airport : security/checkpoint TSA Employee: (If Known) (b)(6) Comment : Officer AMAH was extremely rude. When taken over for a pat-down/screening, I told the officer that I had been through this before and she can go ahead and start. She proceeded to give me looks and told me it was for my safety that she explain to me what was going to happen.

"For my safety"? Really? You telling me you're going to touch me is for my safety? Isn't that what a security checkpoint is for?

She then continued to give me looks and stood there, not beginning the pat down. After a minute, she asked if I wanted another officer. I said yes, if she wasn't going to start. But I never got another officer.

9/23/2013
6:24:53
PM

As other people were taking their bags off the belt, I told Officer (b)(6) that somebody could be going through my bags, and that I couldn't see all of my belongings. Officer (b)(6) then sluggishly walked over, threw two of my bins together, both containing a computer and sunglasses, on top of each other, then throwing my garment bags on top of each other. She had little care for my belongings. My sunglasses are now fractured, requiring me to purchase a new pair. I'm assuming TSA will pay for a new pair since it was your officer who had little regard for my things.

After 2 more minutes of Officer (b)(6) sluggishly asking another TSA officer to watch the screening, I finally got my pat down.

Poor professionalism. Poor quality. Poor customer service. Poor attitude. Little regard for passengers belongings.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Monday, September 23, 2013 4:07 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/23/2013 4:06:56 PM

9/23/2013
6:25:12
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Medical Advice Training

Comments:

I recently went thru DFW and SLC security and I would like to address the need for some extra training for your TSA Agents. At both airports I gave the agents my blue card from the TSA website that details my medical devices and then asked for a

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/23/2013 10:44:07 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 7:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : checkpoint to gate 23 TSA Employee: (If Known) : female Comment : When going through the screening station prior to entering the gate lounges, my partner requested a pat down due to being pregnant. The female officer refused, saying she had to go through her machine. When my partner insisted the officer allowed her to go through the metal detector machine instead of the micro scanner machine. My partner has had no problems when requesting a pat down in several other airports, both in the us and other countries, and we were shocked at the officers rude manner.

9/24/2013
8:23:19
AM

Please make sure, that your officers know the "rules" of the security-procedure and act along these rules and are aware of the alternatives in special situations like a pregnancy and also respect the passengers wishes to use these alternatives!

Would you like a response? : True

Passenger's Name (b)(6) (Husband) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's daughter is in TPA. She is pregnant and had asked for a patdown. She had to wait so long for a patdown that she missed her flight. Caller told the screener what time her flight departed, but still did not get the patdown in time even though she had arrived over an hour prior to her flight time. Caller said he knows TSA has a job to do, but there has to be some common sense used. He does not know if she asked to speak to a supervisor, but he does not think she should have had to after she told them what time her flight leaves. Caller was very upset.

9/24/2013
9:23:38
AM

Airplane: TPA to Providence, RI

Airline: Southwest

Flight Number: He does not know

Date and Time: September 24 around 6 or 6:30 possibly

Location: He thinks she went through the main one.

I apologized to the caller and told him I would send this to the CSM for review.

Caller called last week about getting a disability specialist for her son who has autism. She said that she was told that someone would contact her within 72 hours. They will be flying tomorrow and no one has called her. She said that her son will have difficulty waiting in line. She said that she was told on her last call that he can get a modified patdown and will not be separated from her. She wanted to know who she should ask to request a passenger support specialist.

9/24/2013 9:45:24 AM I gave the following information: Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. Use of these lanes is not limited to individuals who have physical disabilities. Passengers with cognitive and psychological disabilities who have difficulty waiting in lines also are allowed to use these lanes.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions. This request may be made for any disability or medical condition that makes waiting and standing difficult, including cognitive and psychological conditions.

Passengers should inform the personnel overseeing the checkpoint line that they have difficulty standing or waiting in line due to a disability or medical condition before entering the line.

I told her that she would not be contacted unless there is additional information required. I told her that she can request a patdown for her son and she will not be separated from her child. I advised her that her request for assistance was submitted and she may be met and assisted. I told her that she can ask for a passenger support specialist at the checkpoint.

Caller said that last Wednesday, 09.18.13, a TSO at DTW took her license for approximately 40 minutes after she had already shown them. She said he had no right to do that and she always feels singled out for scrutiny and it's harassment. Every time she goes through screening a female TSO will take gloves and press on her shirt and mess it up checking for residue. She said she would like to know why the TSO took her license for about 40 minutes. She can't remember the time but it was early in the morning for a Southwest Airlines flight when TSA first started checking people in. The TSO told her she always had other options for transportation if she would prefer. She didn't like the comment and wanted to make a complaint.

9/24/2013 10:36:25 AM I apologized for her alleged experience and advised her I can forward her complaint to the CSM for review. I asked her if there was a specific reason she felt discriminated against; she said no just that it happens every time she flies out of DTW. I confirmed the complaint with her and asked if she knew when the TSO pressed on her shirt checking for residue were they conducting an ETD or doing a pat down. She stated she would like to contact the CSM herself because she never gave me that information and I was making it up. I gave her options on how to do that through the IVR and she declined and said I could contact them for her.

I told her it was procedure that a TSO could ask for her ID even after showing it a first time but I wasn't sure why they would need to keep them 40 minutes but I can have the CSM review that for her. She then said it wasn't 40 minutes but instead a long time.

Caller flew September 20 at 6pm at Dulles. The TSO was very rude. It wasn't just an attitude, it was her words as well. Caller regularly gets patdowns. Female TSO (b)(6) was chewing gum loudly. She mumbled her words. She stated the procedure the caller should do. TSO asked, Do you have a problem with me? Caller said, No. TSO said, You look like you have a real attitude. Caller had been looking out in the distance. Caller said the TSO was very thuggish and confrontational. As she walked away, caller asked another TSO who to talk to about a complaint.

What kind of people is TSA hiring? There was no professionalism. Their demeanor was bad. Their behaviour was threatening. If she had responded in the same tone, there would have been a big problem.

9/24/2013 11:34:52 AM Caller will not be able to read any emails or speak to someone for another week. She does not check her email consistently so she prefers to be called. In the past, the caller said, she had been treated professionally, the people doing her patdowns have always been very respectful. She believes this TSO needs more training. Someone working for TSA should be able to speak clearly and be able to deal with many different types of people.

Airport: Dulles
Airline: United
Flight Number: She does not know
Date and Time: September 20 at 6pm
Location: Gate C 26

I apologized to the caller, thanked her for letting us know her experience. She asked if someone would contact her back. I told her that once I send this to the CSM it is up to them to decide what to do, but that the situation will be looked into.

On Friday morning at 0500 on September 20th 2013 I was trying to clear the Security Screening checkpoint on my way to catch my flight to Denver with an 0540. I was traveling in my United Airlines Uniform. I had misplaced my ID but I was in possession of a printed meter that is in lieu of my ID that had been supplied to me from our Corporate Security Office. I was also in possession of a Positive Space ticket to Denver that I had printed out at one of United Airlines kiosks. I was turned away by a AirServe person who told me I needed to get some sort of form from the ticket counter before entering security. I knew this was wrong as I told her I already HAD the meter that she was referring to. I went to another line and was also questioned by a female named Shawdee who was checking ID's against Boarding passes. She was confused because I was in Uniform. Pilots in uniform normally go through Known Crew Member. I explained that since my ID was being replaced I was not able to clear known crew member and was therefore trying to clear security to make my flight to Denver where an Airbus A320 awaited me for my next assignment. She was confused and called for a CSS.

Ivan the CSS arrived and I showed him my Deadhead Ticket, my passport and my printed meter in lieu of my airline ID. He He He stated that the meter did not mean anything and I would have to clear security as everyone else which I said was fine with me. I just needed to get to my flight in order to avoid a delay or cancellation in Denver.

As I was waiting to go through the body scanner TSA Screener (b)(6) approached me. I asked her if she was a CSS. She did not answer but I gave her my printed meter and asked her if she recognized that. She accompanied me through security while reading the meter and then after I was through she spoke to Ivan again. Then informed me they were going to do a pat down and a bag search! I was patted down by a male TSA screener and then (b)(6) took 15 minutes searching my bags and swabbing various individual items such as my athletic shoes, shaving kit, computer, cellular phone and other items with an explosives detection swab and running them through a detector. Removing everything from my lap to and overnight bag and inspecting each item. Then when she put the items back she made sure to SMASH a sandwich I had brought with me by placing it at the BOTTOM of my my laptop bag and shoving the laptop down on top of it.

9/24/2013 12:22:19 PM of it. I finally left security and made it to my aircraft at gate 80 literally as the cabin door was being closed!! I was 15 seconds from missing my flight causing an unpredictable disruption of my airlines schedule at down stations because of my absence to be in position to fly my flight! It would have cost my company TENS OF THOUSANDS of dollars as they would have had to reroute people on other airlines or put them up in hotels!!!!!!

This is a clear case of harassment and wrecks of disrespect and the attitude of cynicism, contempt and scorn I have unfortunately had to endure since MY friends and coworkers were murdered on 9/11. I WAS a personal friend of (b)(6) who's aircraft was crashed in Pennsylvania!

I have written my congressman as well and demand that this type of mistreatment stop in the future. The people who are responsible for this harassment should be at a minimum counseled and instructed as to when it is appropriate to bag search a crew member in uniform and then asked to explain WHY, when I made it clear I was going to miss my flight, that the screeners actually SLOWED down the process and took longer than anytime I have EVER seen to explore my bags and make sure they PUNISHED me!!!!!!

Good morning,

9/24/2013 12:22:41 PM Today I went through TSA screening at the Wichita airport (ICT). It was not a pleasant experience. I emptied all my pockets, removed my belt, sent everything through the xray machine. I proceeded through the walk-through detector and set it off. The TSA rep told me to go back, take my shoes off and come through again. First, I'm 75...I asked why I needed to take off my shoes. He replied that I was to be patted down, so I must take my shoes off. I explained I had a metal knee, but that didn't phase him. I was not wanded. I had difficulty removing my shoes, but followed the instruction. I waited several minutes for another agent to come over and initiate the pat-down. Not a particularly pleasant process. All the while my bags were at the end of the xray line where anyone so disposed to steal my "stuff".

What a stupid, unnecessary process. The agents were "acting" polite but I suspect they just take joy in inconveniencing some travelers. I didn't observe anyone else getting patted down while I was there...just me. I am not happy about this process or they way it was implemented at ICT. This Vietnam Vet is very upset with the process at ICT.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 9/24/2013 2:55:53 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/23/2013 2:00 PM Airline & Flight Number : Aer Lingus FL 123 from Dublin, United to Indianapolis FL 3500 Checkpoint/Area of Airport : security check going from international to domestic TSA Employee: (If Known) : One unknown man, the other was a lady with the last name of Wheeler Comment : As we were proceeding through this line, a gentleman who works for TSA was telling everyone in a very nasty tone to pay attention to the signs! He then yelled at people to stay back until they were told to proceed to (b)(6) who was checking boarding passes) and to READ the signs posted. Two gentlemen in line from another country proceeded farther to (b)(6) than they should have before it was their turn. I did not notice that either one of the gentlemen said anything to the TSA worker when they were told to get back and READ the sign as to when to proceed, but this TSA worker said to the one gentleman if he didn't like it he would send him to the back of the line! This TSA worker then said something to (b)(6) indicating that he could handle these people and she said she would welcome his help and they both chuckled. I told (b)(6) (when it was my turn, and I certainly stayed back until I was called), that the TSA worker was rude and she said "oh, you think he was rude"? She checked my boarding pass and I did somewhat grab the boarding pass back from her which I should not have done. She then said to me that I didn't need to be mad at her. I did apologize to her as this was wrong of me.

I have no problem with the security that I have to go through to ensure my safety and the safety for everyone else, but I do NOT appreciate being talked down to and talked to rudely and made to feel like an idiot. Not only was the TSA worker and (b)(6) rude to me, they were a very poor reflection on people entering the USA from another country.

9/24/2013

4:14:32

PM

I had a knee replacement in July and, of course, I set off the detectors. I told (b)(6) who by then was at the detectors and not at the boarding pass check-in area any longer) that I had a knee replacement. I had no problem with her at this point and she told me to step to the side, which I did with no problem to wait for a pat down. Another very nice lady patted me down and described to me what she was doing as she was patting me down. I also have no problem with this procedure and the lady doing this procedure did not make me feel uncomfortable at all.

I do not think anyone should be degraded and we all should be treated with respect. I know the TSA workers find it is hard sometimes to work with people, but if this is the case, maybe this line of work is not for them, especially the TSA gentleman who I described as being so rude!

Also, the other TSA workers were fine to/from Dublin, Ireland. Some not as friendly as others, but not rude.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 9/24/2013 4:45:22 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 10:00 PM Airline & Flight Number : dl 1262 Checkpoint/Area of Airport : terminal 5, security checkpoint TSA Employee: (If Known) :

Comment : while traveling with a baby before, i went thru regular metal detector with infant in arms, and were let thru (given that it was ok). while at this location i also went thru the metal detector as instructed by the TSA agent, only after going thru i was asked to wait for a pat down even if the metal detector did not beep. while waiting 'standing' with the 3 month old sleeping baby in my hands next to the metal detector for a looooong 3-5 minutes for a female assist i asked the agent why i was standing there. he replied "because of the baby" (!?)

9/24/2013

6:18:31

PM

is it normal procedure for a mother with a baby to be patted down than why isn't a sign about that? or even an separate line? or the minimum of having a female assist standing there for such cases?

if it is normal procedure, why wasn't it done to me at the other airports(maybe the other airports were wrong!?)

in any case, having a mother stand on her feet with a sleeping baby in her hands 10:00 at night for more than 60 seconds without a valid reason, is unexceptable to me, and needs an explanation!

this is just of my bad experience at this instance!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has a knee brace,

Response Details: I apologize for your experience. I can help you address this issue. The first thing I can do is give you the telephone number to your airports lost and found so you can check with them for your missing item. In addition i can send you a claim form, so that you can file an official claim with us for your item items. You can also access claim forms online at TSA s Claims Management Branch Web site at <http://www.tsa.gov/traveler-information/claims-management-branch>. This Web site also has information related to filing a claim, checking the status of a claim, and other claim-related issues. I will need to collect some additional information from you before i can process this.

Airport: Kona

Airline: Hawaiian

Flight Number: 269

Location (Terminal/ Gate): 10b

Departure time: 1302

9/24/2013

9:17:30

PM

Date and time of incident: 09/24/13 1245

Baggage tag numbers: (b)(6)

Description of baggage: blue, hard sided, large, rico brand

Was there an NOI: Yes

Anything written on a NOI: no

Also I am going to send this information to a Customer Support Manager for review.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be in writing; Be filed within 180 days of the alleged act of discrimination;

I have an amputated arm

It is difficult to get my belt on with one arm or impossible.

I have a TSA pre

Because I cannot easily get my fake arm off you send me to a pat down

You discriminate me based on my disability

Will you change your policy especially since I have passed the PRE PROGRAM?

This is the 7 th email with no response

9/25/2013

12:31:38 PM Best Regards,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Wednesday, September 25, 2013 10:56 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint 9/23/13 at Jackson Hole, WY airport

To whom it may concern,

I would like to file a formal complaint for being treated unjustly at the Jackson Hole, WY airport at 6:30 am on Monday, September 23rd. Unfortunately, I do not have the name of the attendant but it occurred in the far left security line at approximately 6:30am. The attendant was a middle aged woman with blond hair in a french twist.

I was carrying a cooler of breast milk. I informed the security attendant that I had the breast milk. She called over another member of her team who gave me a hard time about the bottles being over 3 oz. It is my understanding that the 3 oz rule does not apply to breast milk. I told her calmly that my plan was boarding and I was in a hurry and she yelled at me and told me that I needed to calm down. She tried to open a bottle of breast milk (which would have contaminated the product) and I told her that I did not want it opened by her and she rudely said that I would need to have a full pat down if I chose not to let her open the container. First, I do not understand how having a pat down inspection has anything to do with the breast milk. She then proceeded to spend the next 5 minutes asking me several questions and starting over several times. This caused both me and my entire family to almost miss our flight to Chicago.

I feel that this attendant had no right to detain me this way or to open my bottle of sanitized breast milk. I have traveled many times carrying breast milk in large and small airports and have never had an experience like this. She acted in a vindictive and unprofessional manner. I don't want other nursing mothers to have to this same unfortunate experience that I had at this airport. I will never return to Jackson Hole because of this incident. I hope someone in your organization is able to address this issue.

Thank you.

(b)(6)

"Eat Fit, Live Fit, Be Fit"

Yesterday I brought my aunt (in her late 80s and with dementia) to the MSP airport to return her to her home in California after a short visit with my mom and dad. I sat and watched the TSA give her the third, fourth and fifth degree of rub down, pat down, chemical swipes of her feet and checking under her shoes... When I approached her wheelchair to console her concern about the long interrogation, the TSA employee barked at me to please "STAY AWAY FROM THE CHAIR!" Which further confused and frightened this sweet lady.

The TSA agent then swabbed the entire airport-provided wheel chair for another few moments and FINALLY let us go to our gate.

TSA employees - YOU and everyone who has created and is continually funding your organization should be ASHAMED!

You are turning America into nothing more than a police state.

Land of the free and home of the brave?

No, land of the imprisoned and home of the fearful.

(b)(6) Stillwater, MN

(b)(6)

HYPERLINK (b)(6)

Please consider this a formal complaint about your continual abuse of law-abiding American citizens.

9/25/2013
2:13:54
PM

9/25/2013
4:12:06
PM

To Whom it May Concern,

Please allow me to set the scene regarding the overall negligence of the TSA staff at the Philadelphia International Airport (PHL) on Tuesday, September 24, 2013, and the ensuing chaos that followed. My partner, (b)(6) and I were escorting our aunt, (b)(6) to gate E11 for a Southwest Airlines flight to Orlando. At approximately 11:15am, our experience in security became one of fear.

My aunt (b)(6) is chronologically 73 years of age; she is cognitively 5-6 years of age. She is approximately 4'10"; her stance is off-balance, and uses a walker or a wheelchair. She spent three wonderful weeks here in Philadelphia, and all went smoothly until we arrived at security. I flagged the first TSA agent we saw standing in line and asked him if my aunt could avoid the body machine, as she cannot physically hold her arms above her head and stand still without falling. I also relayed that she is mentally handicapped and physically disabled. The physical disability was quite visible, as she stood there holding her walker. He stated that she could be "patted down". As my partner and I- who were only escorting her to the gate- put our belongings in the bins to be x-rayed, I told yet another TSA agent that my aunt (b)(6) could not stand in the machine due to her multiple disabilities. My partner and I went through security; (b)(6) stood waiting- and waiting. Finally, I asked a female TSA agent, (b)(6) who was standing at the end of the conveyor belt, to please assist my aunt (b)(6). For the third time, I stated that (b)(6) is both mentally and physically handicapped. She responded to me with disrespect and abruptness, as if it were not her job to actually assist people in security. I replied that I only wanted to advise her of (b)(6)'s mental faculties, as she needed special assistance. (b)(6) and I saw her go over to (b)(6) and gruffly lead her to the back, where there was benches- plenty of empty seating. She talked to (b)(6) in an abrupt and demanding tone. We followed both (b)(6) and (b)(6). (b)(6) turned to my partner and me, and ordered that we not touch (b)(6) to "stay back" (b)(6) and I watched the TSA agent seat (b)(6) on her walker, not on the bench next to her, and before we could do anything, briskly asked (b)(6) to take off her shoes! The fall on the hard floor happened quickly; (b)(6) could not bend to touch her toes; she could not take off her own shoes! She fell from the walker- that the TSA agent had NOT locked in place- and landed with force on the floor. Chaos followed. I ran to my aunt, who was stunned- like a small child who fell off her bicycle onto the hard pavement- wide eyed and scared. I lifted her off the ground and sat her down. The TSA agent, (b)(6) admonished me, saying, "You didn't give me enough time." Enough time to what- further injure a mentally and physically handicapped elderly woman? Another female TSA agent, (b)(6) was immediately at the scene, not asking if my aunt (b)(6) was okay- if she were injured; only asking if I could stop communicating with the TSA agent who caused my aunt to fall. No apologies from either person; no concern. A security guard took our IDs and began an incident report. In the meantime, I was told that I needed to be patted down, as I "touched" my aunt. Let me pose this question: Who was going to lift my aunt OFF the floor? Who was going to put an arm around her and ask if SHE was okay? I was then frisked as if I were going to prison- a full pat down- touching every area that any appropriately modest person would consider a violation of space. This was in front of everyone (b)(6) then offered me a small card that expressed- TSA Cares. I can assure you this motto is on the opposite end of the spectrum from what we experienced. "For next time" (b)(6) stated, with a deadpan facial expression. If TSA offers an escort option for the disabled, then why didn't the airline offer this information, as we made an advanced phone call to the airline? Additionally, we spoke with a Southwest ticket agent that morning when we checked baggage. I questioned (b)(6) regarding this lapse in communication. She had absolutely nothing to offer; no information; no reason; and still no apology. Most likely, there will not be a "next time". My aunt was extremely frightened. This is her last memory of Philadelphia. As we were leaving security, (b)(6) provided a "help us improve our customer service" postcard. Is this a joke? When we safely put (b)(6) on the plane home, I immediately called the number on the card. There was no avenue to speak with a person regarding this incident. There was, however, voicemail stating where we could "blog" a complaint via a website. My partner and I walked back to security to see (b)(6) where I asked for her business card- that she had not offered me- and for the name of the TSA agent who initiated this accident, which she also had not provided, even though I inquired about the incident report being written.

We repeatedly told (b)(6) to listen to the TSA agents, even though (b)(6) was very apprehensive regarding security procedures. We told (b)(6) to trust the people working there; they would not hurt her. We have now lost her trust, as she was hurt, both emotionally and physically. She does not understand why the TSA agent (b)(6) placed her on her walker without the brakes locked; she only wanted to follow our lead, and that was to comply with whatever was asked of her during the security process.

My family is in disbelief at the disregard, carelessness, and lack of empathy shown by the TSA staff. Please review the video surveillance of this incident. We are anxiously waiting for your response.

9/25/2013
4:13:17
PM

From: (b)(6)
Sent: Wednesday, September 25, 2013 3:15 PM
To: Kapp, Robert; (b)(6)
Cc: DENcustomerservice@dhs.gov; Bromer, Zachary; Ombudsman, TSA
Subject: Customer w/a couple of disability related issues

Sir,

9/25/2013
6:10:28
PM

Came through security at DIA, Checkpoint A terminal 9/19/13 12:00 – 12:15. I should be easy to pick out of the video tapes as I use a wheelchair and was accompanied by my service dog, a golden lab. Last line to the left.

2 issues which require additional staff training:

First, I can walk a bit, but told them they could not leave me stand long. I went through the metal detector without any problem but then had them tell me I could not go sit in the fixed seats 10 feet away until they swabbed my hands and check my wheelchair and returned it to me, that I should lean against a column, where they then left me until I nearly went down and just went and sat down anyway. It was very inappropriate and uncaring. When I went through ATL security 3 days later they got my wheelchair screened in about a minute and a half and back to me very quickly.

The second issue is when they scanned my back pack they did not like my belt buckle. It was stuck in an open water bottle pocket on the outside. They asked if they could do additional screening and when I consented (and told them I was sure it was the buckle and where it was located) they separated me from my bag for 5 minutes or more, instead of waiting for my wheelchair to be returned to me so they were going through it in my presence. I had my wallet and all my money in it, and given the Caller said she is coming through the ck point tomorrow with a glucose monitor that is a chip that is attached to her and goes to a receiver and insulin pump and cant detach them and they cant go thru the X-Ray machine and she said wont allow them to touch her. She has a flight tomorrow she is going from Albany, New York to Atlanta and then monday coming back. She is concerned about the glucose monitor and what does she need to do. She said she had a problem in past being told it was a cel phone but it is a glucose monitor. She said she does not want to be groped and she is not a terrorist and she asked to speak to my supervisor.

Response: If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

9/25/2013 8:24:53 PM Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

I checked with supervisor, (b)(6) and advised her that if an alarm sounded from the AIT machine she would have to have additional screening as well as the items with her would have to be screened.

Escalation Notes: (b)(6)

The caller doesnt want to lift her shirt up in the middle of the airport because of the gluecose monitor she has attached to her stomach. I told the caller to inform the TSO s of any issue s she may have and to request a private screening.

Thursday Sept. 19, 2013 I flew out of the Tampa Airport (TPA). Going through security I went through the big x-ray machine. As I stepped down, a TSA employee approached me saying I needed to have my top patted. Excuse me? I was wearing a bright green knit top with silver studs toward the top of the shirt.

I was not a happy camper, to say the least. I was asked to step over to another TSA employee who gave me the option of having the "pat down" at that location or privately. My response was "do what you need to do" Good grief, I'm 69 years old. What the hell does TSA think I would do with a decorative top? I wasn't embarrassed, I was pissed.

9/25/2013

10:04:35 PM If I had not gone through the big machine, I could better understand the reasoning, but since I did, why was that necessary? I've never seen anything printed that says women should not wear anything decorative through security. This is getting out-of-hand and totally ridiculous. Is it any wonder why the general public has no respect for TSA? My opinion is that the TSA employees are individuals with limited education, and at least semi-clean criminal histories.

While I don't expect a response from this, at least I've let you know that I have no respect for the TSA employees who appear as though they have "power" and they have yet to do anything to impress me. And most of them are not smiling or pleasant to the travelers. If they don't like their job, they should leave.

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/26/2013 8:56:24 AM Airport : STL - Lambert St. Louis International Date/Time of Travel : 09/26/2013 5:30 AM Airline & Flight Number :

9/26/2013 10:23:14 AM Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) : (b)(6) Comment : I was behind an elderly couple in the first class screening line at STL around 5:30am on 9/26. The couple appeared to be in their late 70s to early 80s, and the man was somewhat frail. The woman could not go through the traditional scanner due to metal implants, and requested a pat down instead of going through the X-ray scanner, which is well within her rights. Agent (b)(6) began talking down to the woman, as if she did not understand her options, though the woman clearly did understand the difference. Agent (b)(6) then became more stand-offish, taking up an aggressive posture. When her husband tried to chime in, (b)(6) became outright confrontational, creating a one-sided argument where there should have been none. The couple was obviously upset by this, and rightfully so. Having witnessed the entire exchange, I feel that Agent (b)(6) conduct was unprofessional, overly aggressive, and needlessly abusive. In essence, I saw a completely unthreatening elderly couple being bullied without cause, and I would request that the TSA review the footage and the check in manifest to identify this couple and issue them a formal apology.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that she flew from EWR to PHX on 09/15/2013 on US Airways and stated that she felt the screening procedures were a little bit out of hand. She stated that she has an artificial hip and has a Medical Card stating this which she submitted to the screening officers but still felt that the officers were not treating her the way that she should have been treated. She also stated that her Luggage was also inspected and thought that they may have been targeting her since her incident at the screening check point she stated that she felt like a criminal. She stated that her suitcase was also searched and all that she had in her luggage was a curling iron and hair drier advised the caller that her baggage was probably searched to clear and alarm. She did state that there was a NOI inside the suitcase.

9/26/2013 Gave the caller the following info:

10:48:47 AM An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Gave the caller the following info:

We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening.

Disability Description: Caller was reading today about TSA special services.

Recently they flew from New Jersey- Newark, and his daughter was pregnant and had a patdown and it really embarrassed him. She could not go through the Scanner.

Information Request: He wanted information about his daughter Opting out of the AIT because of her pregnancy. He does not want her patted down in the open area.

Response Details: Told him a passenger can opt out of the AIT for health concerns and we must resolve their screening with a patdown.

She can request a private patdown at any time.
During a private patdown another Officer of the same gender will also be present.
It may take a few minutes for 2 Officers to be available.

9/26/2013 10:58:41 AM He asked if they have to call in advance to do that.
Told him they do not.
When she informs the Officer she needs to avoid the equipment and have the Patdown she can let them know she would prefer a private one.

Advised I will send an email of the information.
He can share that with his daughter.

Also let her know:
If you have any concerns or need assistance at the checkpoint you may ask to speak with a Passenger Support Specialist.

He asked if the Passenger Support Specialist is in the same area.

Told him they may have to get one for them but we have PSS available.

Caller has an external medical device and was recently subjected to additional screening because the glucose monitor and receiver cannot be x-rayed. Caller indicates he has traveled numerous times before and was not subjected to this additional screening, which included explosive trace detection sampling of his person and the entire contents of his two bags. Caller is unhappy this occurred and wishes to file a formal complaint. This incident occurred at PDX. Caller feels he may have been discriminated against because he did not wish the external device to be x-rayed.

9/26/2013 12:07:51 PM Resolution:
Advised caller that if a visual inspection of an item is requested, additional screening of the passenger, their belongings, and the device may occur. This can include a but it is not limited to explosive trace detection sampling and a patdown. You may file a formal complaint in writing and I will be happy to email the information on how to file a formal complaint.

9/26/2013 1:10:23 PM Caller signed up for VA program Wounded Warrior with TSA and on August 4th he flew out of Phoenix and it was great. A lady helped him there. He said he was in a wheelchair. On the return flight from Philadelphia he mentioned the Wounded Warrior to about 3 or 4 of the TSA personnel. No one knew anything about it and a supervisor said there is a program but that he needed a form to present to be eligible. He said it was funny though and because he asked them about it he got a lot of extra screening and even a patdown. He said he is not complaining but he just wants us to know if we are going to spend all that extra money we need to do it better or the same. He did not want to file a complaint he just wanted us to know.
Response: Advised caller he could always ask for a PSS to get assistance and that I would register call as a complaint if he would like.

Caller traveled in April from Washington and lives in the west coast. She is a US citizen and lives in the state of Washington and her family lives in Columbia. She said she put liquids in her check bag and she forgot some small important items and she has nail polish she only buys over there, that is missing from her check bag. She said she got an not in her check bag when she traveled on Delta from Seattle. She asked if she could have the card for a frequent Flyer and she said she is afraid she is taking too many rays and does not want to go through the machine. She said she does not want to be embarrassed during the screening process.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

9/26/2013

2:54:05 PM

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

For information on the Trusted Traveler program, including enrollment, please visit <http://www.globalentry.gov>.

I told her she can advise the officer at the checkpoint that she wants to have a thorough patdown instead of go through the machine. I advised she can ask for a private screening. I advised she can ask for a supervisor to assist her at the checkpoint. I asked for her phone number but she did not give it.

Caller indicated that she traveled last Friday, September 20th, from SEA to LGB on JetBlue flight 1007 that departed at 1700hrs. She was calling because when she was going through the checkpoint for Gate D5 around 1600hrs, a very tall blonde female TSO was operating the AIT told her after being scanned, that she needed additional screening because her butt looked fake on AIT. The officer conducted a patdown and ETD screening, made derogatory comments about the travelers rear during the process. She said that while the officer patted down her rear she commented that she was wrong and it was real. Caller said that she could be identified due to arriving to the checkpoint on crutches. She also wanted it noted that she had a colleague who was about ten passengers behind her that received the same treatment, only her anomaly was her breasts: the colleague intends to contact the TCC about her incident later as well.

9/26/2013

4:43:19 PM

Apologized to caller for her experience and explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Advised that we would forward her complaint to the CSM at the SEA airport for review and see if any additional assistance can be provided.

So much for random screening. You jerks randomly screened me on my flight home as well. This is pure profiling and nothing more. You have never found anything in any random screening. From now on I will be leaving you nasty notes in my bag.

GO FUCK YOURSELF!!!

I HATE YOUR BULLSHIT LIES SO DONT EVEN RESPOND UNLESS YOU ARE READY TO MAKE THIS RIGHT AND CORRECT YOUR DISFUNCTION.

Sincerely,

One pissed off voting american, (b)(6)

On Sep 23, 2013 12:14 PM, <[HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"](mailto:tsatcc_do_not_reply@senture.com)tsatcc_do_not_reply@senture.com> wrote:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

9/26/2013

8:21:01 PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

Feedback Type : Request for Information

Categories : Screening

Current Date/Time : 9/26/2013 5:53:13 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

9/26/2013
8:21:22
PM

Comment : I wear a turban for religious reasons. On a recent trip from Antigua (ANU) I was taken to a private room and was requested to unwrap my turban and let down my hair before I could board the flight back to Atlanta. When I asked why, I was informed that TSA in USA had set guidelines for this type of security check. A pat down by the officer was not considered adequate screening. Do they really operate under TSA guidelines in Antigua? Is this a TSA request? I will be travelling to ANU on a frequent basis and would like some clarification. Thank you, look forward to hearing from your office.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller and wife flying tomorrow and he is worried about going through screening because of a previous experience.

Caller states the TSO performed a patdown in public and grabbed his genitals, asked if that is allowed? Stated he completed a complaint at the airport and nothing was ever done to the TSO, wanted him to go to jail. Said a woman supervisor was telling the TSO that he hadn't touched him enough during the patdown.

Asked if he is required to go through the naked machine, what can he do to reduce his chances of having a patdown?

Mentioned there are certain lanes at the airport that passengers can go through and avoid screening!

Response:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. WTMD. AIT or Patdown is required to complete screening process before allowed to board a flight.

TSA has required updated software on all Advanced Imaging Technology (AIT) machines.

9/27/2013
9:56:29
AM

This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Advised caller he has the option to speak with a supervisor while at the checkpoint if there is an issue, also, how to contact the CSM at any airport.

Advised caller airlines may have select lanes for business travelers, passengers with children, physical disabilities, etc. which may not be as crowded but everyone has to go through screening process to board a flight.

Advised caller to empty pockets of all items and place in carryon before beginning screening process.

The caller indicated that he called PHL and was referred to the TCC. He was scheduled to fly from PHL to BNA to TPA on 9/25 with Southwest flight 136 departing at 9:15 from Gate E.

He arrived to the airport at 7am, but had to wait until 8:15 to enter the line at the checkpoint as he had forgotten his license and had to wait for someone to bring it to him.

His screening began at 8:50. The caller indicated that there was an anomaly with the AIT. His bags were physically inspected and he received a patdown in the checkpoint area. The caller indicated that he had forgotten to remove a container of shower gel from his carry on baggage. The bag was put through xray screening again. Two TSOs then came over and escorted him to a private room where he received another patdown screening. The caller indicated that he reached the boarding gate at 9:05 and the doors were locked. He was not permitted to board and therefore missed his flight from PHL.

9/27/2013
11:54:16
AM

He was able to get on another flight to TPA via Chicago. The caller indicated that he doesn't feel that the second patdown screening was necessary or required, and caused him to miss his flight.

He used to travel a lot with his father who had a pacemaker and indicated that his father was never taken into a private room for screening.

I apologized and advised that I would refer the information to the CSM at PHL to make them aware. I advised that would have the means to possibly look into the situation to determine why the second patdown was required.

I advised that I would refer the information without the flight number with an indication that he does have the information, just not with him. I advised that he can call back with the information and provided the EID. I advised that I would include an indication that he does have the information so that the CSM may contact him for the flight number if necessary.

TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

Caller said he is a 70 year old retired accountant with one leg and he is in a wheelchair. He flew on this past Monday from Chicago Ohare to LaGuardia. He said the Officer who screened him, knowing that the plane was already boarding, was incredibly rude and disrespectful to him. He said he should have been respectful to him because he is an elder. He has traveled around the world and this guy slowly started asking him, are you wearing a belt, are you wearing a belt. He asked the same question of the caller 4 times. He said he was disabled and he is not flying as much as he did but he does fly as much as he can. The caller said that there was a lot of just a minute and wait a minute coming from the man. He told the man I am going to miss my plane. The agent made it such a long thing. The caller did have a member of airport staff with him to assist him. When they finally got through the checkpoint, they had to rush to get to the plane. He said he did get a patdown from him and the caller had nail clippers with no outside blades and you had to use your fingernail to open the clippers. The caller said the TSO stole the nail clippers. The TSO did not look at his foot and he did not go through his bag at that time. The caller said he was insulted and incensed and that the TSO was such a rude guy and purposefully tried to make you miss your plan. No he does not feel that he has been discriminated against because he has a disability. He did not test his foot but he kept going slowly. The Officers name was (b)(6). Also, the caller asked if the officer had to go through testing and training.

9/27/2013
11:57:27

AM

Response: Advised caller that TSO undergo training for screening.
Airport where the incident occurred: Chicago Ohare
Airline they were flying with: Delta
Flight Numbers (departure times arrival times): # is not available 1:30 p.m.
Date and Time of Incident (Check-In): September 23rd, 2013
Location of Incident Terminal or Gate: Terminal 2

Disability Description: Caller has a body cast covering an incision.

Response Details: Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

9/27/2013
6:43:57

PM

Email offered. Email sent
Advised caller of PSS option.

Incident Details: The caller is traveling from Denver international. They arrived 4 hours early to the airport. There were 2 agents (b)(6) and (b)(6) giving the caller a patdown. The caller states that they told him that he needed to remove his body cast. The caller states that the agent touched his incision and caused a severe amount of pain. The caller stated he could not touch him like that. The caller said that the agents went to get a supervisor. The caller states his name is (b)(6). The caller states that the supervisor told him that if he was not willing to continue screening that he would have to get law enforcement involved and that the caller wouldn't be going anywhere. The caller states that the supervisor was not accommodating to the fact that the caller had surgical incisions that could not be touched. The caller states that the supervisor was going to force a patdown on the caller. The caller states that the supervisor was not looking for a solution to the problem and was just making matters bad.

The caller states that the first two agents were very professional and courteous. The caller states that it was the supervisor who the complaint is on.

Caller said she has a complaint at the Minneapolis Airport on the security officer at the checkpoint. She did not get his name and said he was not running the scanner but standing by the machine. She said she was getting ready to go through the machine and she said he sexually harassed her and asked if she wanted a complimentary patdown. She said he did not touch her and she said she did not get his name. She said she thinks he meant it as a joke but she said it was inappropriate behavior and that he needs to know that.

Sending Info to CSM
Airport:MSP - Minneapolis-St. Paul International Airport
Airline:Sun Country
Flight #:395
Date and Time: 09-15-13 1:00pm at the checkpoint. (the flight itself took off at 2:40pm)
Location:security checkpoint in terminal 2 about to go in the scanner.
Email:(b)(6)

9/27/2013
7:10:31
PM

Response:I advised she must submit in writing her complaint. I had supervisor (b)(6) look at record with me as well while she was still on the phone. I advised her we will send this to the CSM at that airport.

Name: Grant Reno - CSM
Phone: 612-486 (b)(6)
Email: mspcoordinationcenter@tsa.dhs.gov

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/27/2013 6:05:01 PM Airport : HNL - Honolulu International Date/Time of Travel : 09/23/2013 9:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known):
Comment : I was at the Honolulu Airport and opted for a pat down instead of going through the machine. I am not comfortable with this equipment and was lead by a female staff member to an open area directly in front of where all the passengers are going through security. I was offered a private room but declined and the process was started. I had gone through a pat down before so I understand the proper way these are done. The pat down seemed to go fine until the female TSA worker did the pat down on the front of my body. When she was checking my breast area she used both hands at once and circled around the bottoms of my breasts at the same time which felt strange. After she patted down both of my legs she proceeded to take the back of her hand and placed it directly on my vagina. I am pretty confident that the TSA workers are not allowed to touch genitals and therefore I am logging a formal complaint and want to hear back from someone. I felt extremely uncomfortable, embarrassed and violated after this was done as I was facing the entire population of passengers who were waiting in the security line while she was doing my pat down.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/28/2013 9:31:55 AM Airport : BOS - Logan International Date/Time of Travel : 09/28/2013 9:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known): Badge (b)(6)
Comment : An officer at the Boston Logan Security did not ask my permission before patting me down and groping both of my breasts before I passed through security by the X-Ray machine on 9/28/13 at 9:00 AM in Terminal B of Logan Airport. I am on US Air Flight 625. This is absolutely unacceptable and I am going to publicize this act on every social media outlet I can find. I am sure it was caught on security cameras and I am making a complaint in person today before I catch my flight. This was not a frisk -- NOBODY asked my permission before touching me. That is assault. The Fourth Amendment guarantees the people a right against unreasonable searches and seizures. The security officer was Badge (b)(6) The Boston Logan officer who helped me make this complaint was (b)(6) and he refused to give me Badge (b)(6) name.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/28/2013 9:40:46 AM Airport : BOS - Logan International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known): Correct badge # is (b)(6) Comment : A MALE officer at the Boston Logan Security did not ask my permission before patting me down and groping both of my breasts before I passed through security by the X-Ray machine on 9/28/13 at 9:00 AM in Terminal B of Logan Airport. I am on US Air Flight 625. This is absolutely unacceptable and I am going to publicize this act on every social media outlet I can find. I am sure it was caught on security cameras and I am making a complaint in person today before I catch my flight. This was not a frisk -- NOBODY asked my permission before touching me. That is assault. The Fourth Amendment guarantees the people a right against unreasonable searches and seizures. The security officer was Badge (b)(6) The Boston Logan officer who helped me make this complaint was (b)(6) and (b)(6). They just told me the correct badge # is (b)(6).
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

I flew from JFK's Terminal 1 on 9/20, and wanted to relate my negative experience during the TSA screening process.

When my turn to pass through the scanner arose, I requested an opt out, at which point TSA employee, (b)(6) informed me that there would be a wait. I said that was fine and proceeded to wait for an indeterminate amount of time. (I do not have exact temporal references for the series of events I will relay, as all of my belongings were in the bin; however, to provide a general time line, I believe I started the security process at approximately 11:15am, and by the time I requested a complaint form, it was 11:45am.)

After a few minutes, I asked if I would be able to step to the other side of the barrier, in order to watch my belongings (which had passed through the scanner). (b)(6) informed me that this was not possible as a female assist was unavailable to begin the screening process. I indicated that I understood that I would have to continue to wait, but inquired as to whether someone could watch me watch my belongings, as I was concerned that they were out of my sight line. She then smirked and asked why I would push my belongings through, when I knew I was waiting to be screened. I responded that I had never been made to wait this long before, and when I have had to wait, it has always been on the other end of the conveyor belt.

9/28/2013
5:27:14
PM
I then continued to wait for what seemed like an inordinate amount of time, before I then inquired as to whether she had an estimate of how much longer it would be. At this point, (b)(6) informed me that there were no female officers on duty and that she did not know why I was continuing to wait, as I would continue to do so indefinitely. I expressed my displeasure at this response, as female passengers should have the same right to opt out as male ones. (b)(6) shrugged and said that this was true, but that there was still no one on duty to screen female passengers.

I then asked to speak to a supervisor, and (b)(6) halfheartedly called for one. After what seemed like another inordinate wait, I inquired as to whether this meant that there were also no supervisors on duty, while also mentioning that I would like to file a complaint regarding how unprofessionally my simple opt out request was being handled.

(b)(6) then made another halfhearted call for a supervisor, and one arrived shortly thereafter. Once he was apprised of the situation, my pat down was conducted immediately, without further incident. Thus, contrary to (b)(6) initial statements, there were in fact female officers on duty, she was just reluctant to procure one for me.

I have no problem with waiting for a TSA officer to become available to conduct a pat down, but I feel that (b)(6) actions were extremely unprofessional in both manner and action. I fly relatively frequently for a leisure traveler, and while we've all had frustrating experiences with the screening process, this is honestly the first time I feel that I have encountered truly unprofessional actions on the part of a TSA employee. Although (b)(6) was never explicitly rude, her attitude throughout our interaction, and blatant misstatements regarding the absence of female personnel on staff, were unnecessary. I would also like to note that all of my other encounters with TSA personnel that day, from my pat down to the supervisors I spoke with, were pleasant and straightforward.

I appreciate the difficult task that the TSA has with respect to security, and only hope that my future encounters are more professional than this one was.

Sincerely,
(b)(6)

I want to let you know about my experience with TSA on 9/29/13.

First, let me give some background on my situation. I travel for work flying twice a week for the last 5 or so years. I am also diabetic and use an insulin pump. I am very accustomed to the necessary procedures that I must go through to get through security. My insulin pump is different than most, having no tube, it is wireless, and tubeless. My normal TSA experience goes like this:

All my normal belongings go on the belt and go through the xray, and then I go through the scanner. Before I enter the scanner I hand my pump controller (looks like a glucose monitor, but tells a pod containing insulin that is attached to my leg when to inject me with insulin). I was told by the manufacturer of this device that since it communicates wirelessly and I travel every week, that they do not recommend it go through the xray. The controller is then ETD'd, and usually I rub my hands over the area where my pod is and then my hands are ETD'd as well. All clear...

I have verified the above procedure with (b)(6) Transportation Security Administration - Department of Homeland Security Senior Policy Advisor Office of Disability Policy and Outreach to be correct.

9/28/2013
7:05:38
PM

Yesterday I handed my controller to the TSA officer to ETD it and he didn't know what to do with it, so he asked a supervisor. The supervisor told him to do a modified pat down, and then ETD the controller. After the pat down when the officer ETD'd his hands, the alarm went off. I was told that I would then be subjected to a resolution pat down in a private screening room where my private area would also be searched using the palm of a hand. I refused on the grounds that a different type of pat down would not result in a different ETD would not render different results. The police were called and copies were made of my boarding pass and driver's license. The supervisor then called his supervisor who said that if they could check all of my belongings, pat me down again and ETD everything, I could proceed.

If they would have followed the correct procedures, that I know to be correct and asked them to follow, I never would have been subjected to the embarrassment of standing there with three police officers, and several TSA officers surrounding me. I am seriously considering changing employment over this ordeal so I no longer have to go through such headaches. I do understand the need to keep people safe, but I was very clear about what my device was repeating it about ten times, yet according to the supervisor, the first officer I encountered did not understand what it was. Him and actually discussed it enough that I now know he is a type 1 diabetic as well. I do not want to require special assistance going through TSA and I do not need it, but your officers need to listen to what is being said by travelers and follow the procedures they have already in place.

At the end the supervisor apologized and admitted that they did not do what they should have done, which is fine. Their earlier demeanor though was rude, basically cutting me off verbally anytime I tried to explain and resolve the situation. I will be. The caller was on a flight from ORD last night to LGA. While on the plane, she realized that she did not pick up her Samsung Tablet. She found the lost and found phone number on the website, but they are closed today. She was pulled for a patdown, she stated that she was in a roped in area, and she saw her things coming through, and saw a TSA agent next to her container. She told them that she needs to be facing her purse. She was made turn around, away from her purse. They would not let her face her belongings because of the patdown. She stated that when she finished, the other TSA agent told her that she had to go through the purse. She lost line of site with it. She knows which container her tablet was in, which had a lime green cover. She stated that on the plane when electronics had to be turned off, she realized that she didn't pick it up. She feels that something happened to her tablet. At the beginning of the call, she indicated that she wants to file a claim, and asked what she needs to do.

Response:

I obtained the following details from the caller:

Airport: ORD

9/29/2013 Airline: American airlines

10:17:35 Flight: AA336

AM Date: 09 28 13

Time: She went through security around 6:30-6:45 p.m.

Description of Baggage: Tablet was taken out and placed in a bin with her liquids. It had a lime green cover with a red stylus attached

Terminal Gate: Gate K15 (It was a long walk from security)

Contact Info: (b)(6)

I initially told the caller that it is the passenger's responsibility that all items are picked up after screening. She then stated that she understands that, but she believes something happened to her item. I told her that I will happily take her flight information and forward it to the CSM at ORD for review. I told her that I will also forward a claims form to her email address that she has provided to me.

I apologized for the experience, and told her that we will look into the matter.

Dear TSA,

I am traveling this Wednesday, Oct. 2, 2013 out of Midway Airport to Atlanta and am concerned with the Security Screening. The last time I traveled my bra set off the machine. I then had to be screened with the wand and then the pat down. While I totally understand this and was a willing participant, I am nervous that this will occur again. Needless to say, it was embarrassing and humiliating and upsetting that my bra did all this when there isn't even a wire in there---it is a plastic wire. I am sure you have come across this issue before, and appreciate your help.

9/29/2013
7:09:54
PM

My question is this: have things improved to prevent this from occurring again? If at all possible, can you get back to me before Wednesday?

Thank you in advance for any assistance you can give me.

Sincerely,

(b)(6)

HYPERLINK (b)(6)

The caller indicated that she concerns in regard to two separate screening instances that occurred at IAH.

When traveling from IAD to her leather notebook containing scriptures, was opened, layed with the printing up, and was sent through xray screening again after it had already been screened b xray and been physically inspected by a TSO. The caller indicated that her husband wondered if the same had occurred if it would have been the Koran.

The caller indicated that she cannot comfortably raise her arms above her head. She requested to be screened via the WTMD. She was advised that she would have to go through AIT, or receive a patdown.

She is 78.

She asked if she can go through the WTMD due to her age or if she can obtain documentation indicating that she can do so.

She asked if it can be considered that passengers over 75 be permitted to request WTMD screening, rather than AIT or a patdown.

The caller indicates that she doesn't understand why TSA would think that someone over 75, and not someone younger, would have bombs in their shoes. She indicated that she was happy for procedure.

9/30/2013
8:40:19
AM

She asked for the reasoning behind the change in the screening process for passengers who are over the age of 75.

She asked for a number or contact to write to in regard to making these changed.

I advised that I did not have a contact number, but could provide a mailing address for TSA Headquarters.

She asked who monitors complaints.

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

I advised that I had documented her complaint and TSA monitors the number and nature of complaints.

I advised that TSA standard procedure is that passengers cannot request WTMD screening, in lieu of the AIT or patdown. This applies to all passengers.

Caller flew from Manchester NH on SW on Sept 20th. She had one checked bag. She had two NOIs. She had a patdown. She packed her hair dryer. It is a dryer base where you put brushes. Her hair dryer is missing. She asked if there is a discard bin at the airport.

The patdown is degrading. She asked if there was a way that she could get screened so that she would not have to go through the machines.

9/30/2013
9:38:19
AM

I told her that she could always ask for a patdown. All passengers will be screened either through patdown, AIT or WTMD.

I gave her the lost and found number.
Manchester Airport
603-624-6349

September 27, 2013

Ms. Vera Adams
Deputy Federal Security Director
Los Angeles International Airport
C/O email: TSA-ContactCenter@dhs.gov
1 866 288 (b)(6)

RE: REPORTED ABUSE BY TSA AT LAX by AGENT (b)(6)

Dear Ms. Adams;

My name is (b)(6). I am a resident of Del Mar California, a Managing Director of a prominent Private Equity firm and a respected U.S. Citizen.

9/30/2013
10:03:23
AM

I am writing you to inform you that I am considering taking an action against the TSA, legal or otherwise, for an incident that occurred on September 18, 2013 in the Los Angeles International Terminal. I arrived into LAX via flight 9392, Air France, at approximately 3:30 pm. Admittedly, in the transition area after clearing passport, I advanced to the front of the existing line, asking for permission from some to advance, in order to avoid missing my connecting flight via Delta, to San Diego.

In the process, I was pulled from the line from a TSA officer, one (b)(6) who confronted me, intimidated, and exercised un-necessary physical force in pulling me from the area. (b)(6) ultimately took me to what was apparently a high security room with another female officer where I was Roughed and Patted down, and physically groped. I was handled so aggressively on my breasts that my bra was relocated to the side of my body and my genital area groped. While there are other details that are relevant, needless to say, the foregoing will provide a clear picture as to the seriousness of this situation.

On several occasions I asked to speak to a supervisor, was initially denied, and asked to make a call to my attorney and was denied, and prohibited from exercising my rights to know why I was being detained.

The impact of this situation has left a profound impression on me. As such, I have decided to bring this to your attention and inform you that I am registering a complaint with your department, and will seek out any other agency that should be informed of this unfortunate series of events. I am also considering taking legal action.

I would like to be contacted by the appropriate manager/officer within the TSA or applicable agency, to discuss the steps which will be taken to look into this situation. Subject to your confirmation of my complaint and the relevant facts, I would like to know your intent regarding the course of disciplinary action.

I would appreciate your immediate response at which time I am willing to provide additional detail. In the absence of a response within a reasonable period of time, I will take legal action and seek my remedy to file formal complaints and filing for a punitive action and potential damages. I am going to copy in addition the LAX Police Department and my Congressman, the honorable Darrell Issa.

Caller:

Caller flew from Alaska to ORD to LNK on Saturday. She had a layover at ORD. She wears a back and leg brace. She usually lifts up her first shirt for them to wand the back brace. She wears a second shirt to keep herself modest. The TSO refused to let her lift up her shirt. She was taken to a private room to complete the screening with a patdown. She asked if she could sit down for a minute and one of the TSO said , No you have to put your feet on the yellow marks. The walk to the room was a far enough distance that she asked if they could contact customer service for her. She wanted wheelchair assistance to the gate. They told her it was not their responsibility. One of the TSO stayed behind in the private screening room. They even asked her how she was going to get to her gate since it was so far away. She has metal in her body and is paralysed in one leg. When she got to LNK she found that she was missing \$470 to \$490 from her purse. She is also missing two bills from Tanzania that have great sentimental value to her. The only time she was not in sight of her purse was when the TSO was carrying it behind her on the walk to the private screening area. She believes the TSO who stayed in the room after the patdown was stashing the money somewhere. She filed a report with the police at the LNK airport. They said they were going to look at the video footage of when she was at ORD. Her husband did not go with her and they never told her that he could. She did not get there names or badge numbers. One of the TSO s was a black female in her mid 20 s with her hair pulled back in a ponytail. She was 5 6 and around 115 pounds. The other TSO was a black female in her late 30 s. She was heavier set with straightened hair. They were extremely rude to her throughout the entire procedure. She was amazed that they were not willing to help her get assistance to the gate. It would not have taken them that long to call customer service. Why was she not allowed to lift her shirt to have the brace wanded? They do this at every other airport she has flown from in the US.

Airport: ORD

Airline: United

Date and time: 09 28 13 between 11:30 a.m. and 12:00 p.m.

Location: Terminal 2

9/30/2013
10:22:42
AM

Response:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I told the caller she can contact the CSM at ORD by phone at:

Name: (b)(6)
Phone: (b)(6)

I told the caller if the TSO considered the area around the back brace a sensitive area they would not of let her raise her shirt at the checkpoint. I cannot speak for the decision of the TSO. The CSM from ORD can probably give you an answer. Give him a couple days to contact you. If he has not called or emailed you in 2 to 3 days give him a call.

Dear TSA.

I am writing this formal complaint regarding the TSA at terminal A of Newark Liberty airport on the morning of September 30th. I was due to get on a flight JetBlue b6 at gate 17 that was scheduled to depart at 9am. I missed my flight due in part to the lack of available resources at the TSA security checkpoint.

Once I checked in, an went to security there was only one person who was checking ids and a Long line of people waiting. At one point, the luggage scanners/x-ray machines were stopped with no explanation given and we stood there for a while. By the time everything started moving again it was too late. I missed my flight to a business trip. By mere minutes I could have made my flight. It was clear to me that there were not enough resources to handle the Monday morning passengers. At another point, the line stopped since there was not an available female employee to check/pat-down a female passenger. However, they could have continued with other passengers while they waited for the additional resources.

9/30/2013
12:04:35
PM

I appreciate and commend the work and effort that the TSA has implemented over the years in keeping us safe. I typically fully support all of the TSA measures and policies. However, this was the absolute worst experience that I have ever had with air travel. In my 20+ years of professional work experience I have never missed a flight until now.

I strongly recommend that the TSA group that manages gates 11 - 18 at Newark airport terminal A consider looking at its staffing levels and review the the number of resources needed. Going to vacation and missing an hour or two at a beach is nothing in comparison to having to meet with your customers and the bad impression that they now have by my arriving 5 hours later from the scheduled meeting time due to this incident.

Pleas consider revising your staffing levels at this terminal and gate area so that other passengers are not further negatively impacted.

Thank you.

(b)(6)

Dear TSA:

Yesterday I had yet another disappointing encounter with your security process and I had to write and express my concerns. It was one in a line of many unfortunate encounters with your employees.

I am a federal employee; a Foreign Service Officer, and I have focused much of my 15-year career on visas and border security issues. I understand the many challenges that you face. I flew out of the Green Bay airport on September 29 to return to Washington, D.C. I was the only person going through security. I was told to put the cheese I had purchased in a bin for scanning along with my toiletries. I did as instructed. Then my bag was rescanned, along with my other goods, and the agent opened my bag, removed another item (a candle), and scanned it again. I then asked why my cheese was screened so carefully, along with the candle. I was told that cheese has many common properties with explosives (those were the exact words used), and that paste needs to be screened. I had no paste. I asked what the agent meant. The agent had opened my bag and removed a candle (clearly labeled as a candle), but she thought it was a jar of paste even after opening the lid. I explained that it was a candle. She said that they did not notice the wick.

9/30/2013
12:05:17
PM

This only took a few minutes; it's not like Green Bay is a bustling metropolis. I was selected again for a random search at the gate. That did not seem random when I had already had my luggage carefully inspected, and then 50 feet down a hallway, one of the same agents is pulling me out of the line. I asked him a few more questions about cheese. I am from the Midwest. I have seen the Packers on TV (and the hats their fans wear). I am pretty sure that Wisconsin has a reputation for cheese. It's called the Dairy State and a lot of people who visit there buy some cheese. I refrained from buying any jelly, toiletries, or other items for sale in the tourist area I visited, to avoid problems with security. I thought I was safe with cheddar cheese, which is labeled, is obviously cheese, and is a solid. Not a liquid or a paste. I asked the second officer at the gate, who had a nametag on that said "Lead Agent," more questions and pointed out that I simply cannot take their security screening process seriously if I am told that cheese and explosives share similar properties. That is ridiculous. It is asinine. His response implied that I was an idiot; he agreed with his subordinate that cheese and explosives share common properties.

I travel more than many people. In the past year I have visited five foreign countries (four trips on official business) and also taken three domestic trips. I know what can and can't be packed. I dress carefully to move quickly through airport security. I even, after having been inappropriately touched by at least six different TSA agents who apparently believed that my bra contained some sort of dangerous device over the past 10 years, have started wearing different bras in order to avoid that sort of attention; it doesn't help, though, I still had someone touch my breasts while on my way to Green Bay from DC on September 26. I guess you call it a pat down but on the receiving end, it's still inappropriate.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/30/2013 10:01:31 AM

9/30/2013
12:05:19
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Chicago airport - Sept. 29, 2013.

Comments: For the second time in two months, I was "randomly" selected by the TSA machine for "additional screening." Yesterday, this involved a full 5-minute, complete pat-down of my entire body, including my hair! My question is: Why should an almost-70-year-old U.S. female citizen (who hasn't even had a speeding ticket!) be subjected to such indignities? Can the screeners not have the discretion to make decisions about the intensity of the additional screening when they look at an older adult who is only wearing a t-shirt, slacks and socks (and no jewelry)? I make every effort to "travel wisely" so I won't set off any machines, but I seem to be unlucky about the "random" buzzer. The TSA agent was polite; however, the process felt very degrading. Also, I was not allowed to be near my possessions, which could have been stolen, had my husband not retrieved them. In total, almost 10 minutes of my time and TSA time were wasted, when you could have been paying attention to many more passengers than just one innocent woman! Please reconsider your "random" screening practices!

Caller says he flew from St Martin to San Juan into Boston. At both airports he was opted to go through additional security involving AIT, a patdown, and explosive trace detection. They told him to contact the TSA Contact Center to have this resolved.

Each time he and his wife went through regular security screening but he was pulled aside for additional screening. He said an agent told him that his boarding passes were marked. This has happened multiple times.

9/30/2013
1:12:24
PM

Caller Advised:

Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>.

I told him also that I could email him the forms to fill out with the instructions and where to send this.

Caller:

Caller left MCO this morning. She is 65 years old. She was using a wheelchair. She has had a knee replacement, foot surgery, and fibro myalgia. At BHM they let her have a patdown in her wheelchair. The TSO wanted her to use the AIT at MCO. She was rude throughout the screening procedure. She let two males also in wheelchairs who were in front of her go to the side for a patdown. Why can't she do the same? She did not get her name or badge number. The TSO asked her if she could stand or walk in a rude tone. She responded yes but if she used the AIT with her arms above her head she would lose her balance. This happened at terminal A around 7:45. The TSO was a heavier set white female in her mid 60s who was 5'5". She wore glasses and her hair was in a pony tail. She should not have to explain why she is in a wheelchair.

Response:

9/30/2013
1:58:57
PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I told her she can contact the CSM at MCO by phone at:

Name: (b)(6)

Phone:

I told the caller to give her a couple days to contact her first. If she does not call you in 2 to 3 business days give her a call.

Disability Description: Caller would not tell me a disability or medical condition. He just said it is more complicated than that. He wants to know if his email reply stating this his information was sent to a disability expert and Ombudsman means that it was sent to another office.

Information Request: I asked him: if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

He said that it is more complicated than this but he wants the information about a disability related complaint.

The caller indicated that he emailed TSA a few years ago, two or three times in regard to civil liberties and religious concerns that he believes that TSA violates. He indicated that he received an auto response indicating that he would receive a response, but he did not. He asked if the email he received saying this was being sent to ODPO and ombudsmen. When I replied yes he said that this has happened before and he has never had a response. He also said that the email about not being able to remove his shoes says you may receive additional screening. He wants to know what the additional screening could be. He wants to know if there is some message that an individual can use that can exempt him from the shoe rule.

9/30/2013
2:18:48
PM

There are exemptions for 12 and under and 75 and older. He wants to know who makes these rules and if he can be exempted from this rule.

He said to just email him the civil right complaint information and this will be all for now.

Response Details: I told him he cannot be exempt from screening. If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. Additional screening could be a patdown, explosive trace detection, physical inspection of the shoes which may require that the passenger lift the bottom hem of his or her pants. Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened.

Security is risk based and I do not know who makes the rules. I told him I would email the information. I did not offer the PSS due to the nature of the call.

Sent email.

Incident Details: He said that it is more complicated than that but he would like to have the information about filing the complaint.

She was travelling yesterday from Newport News to Atlanta that departed at 1:15PM and during the screening she stated the TSA employees were rude. She filled out a complaint form at the checkpoint and she didn't have time to complete it. She was calling to finish her complaint. She had a patdown due to an artificial knee, she did make the officer aware of her knee. Caller felt the officer was very intimidating and her property was separated from her because of a tube of hand cream that was found in her luggage that was over 3.4oz. She is 75 years old, she saw the sign that she didn't need to take off her shoes so she didn't take them off. She was told she had to remove her shoes so she had to go back and place them on the conveyor system. When she got back to the AIT the officer asked if she had anything in her pockets and she told him she had her pill box in her pocket so she had to go back and place it on the convey system as well. She alarmed in the AIT and the officer stood in front of the AIT walkway blocking her in and advised her to wait there. She told the officer that she wanted to place all of her property together since they were separated and she told the officer she was wanting out to place it all together and to where she could see it because she had about \$10,000 worth of jewelry in her luggage. The officer wouldn't let her out of the AIT until a female was able to do a patdown, she stated the patdown was very thorough the officer touched her breast, pelvis, and between her legs. They pulled out the hand cream from her luggage and told her the hand cream had to be thrown away or placed in checked luggage, she chose to let them throw it away, afterwards she got all her stuff and left. She felt the officer was very rude because they didn't tell her what they were doing while it was happening. (b)(6) stated she was going through the checkpoint between 11:00 - 11:30Am. The officer was large about 200 pounds, tall, African American, nice looking.

9/30/2013 She was offered a private screening area for the patdown

3:00:57
PM

Response:

Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

If you would like you can speak with the CSM directly you can call this number back and press option 5 and enter the airport code PHF and it'll give you the contact information for the CSM.

The caller stated that she had breast cancer and that she has metal breast expanders in her chest. She stated that she knows that she is going to alarm the metal detector and that she will be subjected to a patdown. The caller advised that she is 4 weeks post op and that she does not want to be patted down. The caller became upset. The caller made the statement that she is just going to expose herself to the officers so that they can see her. The caller stated that we have her number and that we can go ahead and flag her. The caller also began to make comments about how the TSOs at LAX are less than satisfactory.

Advised the caller: A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

9/30/2013 A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

4:01:40
PM

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I advised the caller that she would have to be screened and that all she needs to do is communicate her concerns with the TSOs and indicate to them if any area of her body is painful when touched.

The caller terminated the call.

Caller stated that she is handicapped, and when she is going through screening at ORD. If she chooses to not go through the machine, and go through the patdown, she has never had a problem, but the one thing that bothers her, is that they put her purse miles away from where the patdown is. They couldn't find it at one point, and she wants to know if there is any way for her to stop that from happening. She doesn't want to lose her valuables and other things. She has asked them this before, and they are very hurried. She says that it's easy enough for them to let them have the purse near her so that she can see it. They have her facing a certain direction, and she wants to know why she can't either face the direction of her purse, or have them place it in front of her. She is always given the option of requesting a private screening and she wants to know if she can have her items in the room with her during the screening.

Advised Caller:

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags.

9/30/2013
4:05:10
PM

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I told her that she can request to have them moved in front of her or taken in the room for the private screening with her. She can request to have them hand inspected as well so they will be screened with her.

(b)(6) responded that she has the right to ask for a private screening of her valuables and she can have her patdown in private. Replied that she should contact the CSM prior to travel to determine if she can have both done at the same time.

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 9/30/2013 7:39:56 PM Airport : HOU - William P. Hobby Date/Time of Travel : 09/30/2013 2:30 PM Airline & Flight Number : United 1015 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a 62 year old woman who recently vacationed in Cancun, Mexico. On October 29 I was returning from Cancun to Cincinnati, with a connecting flight in Houston, Texas. I can't go through the security scanners at airports because I have an implanted Pulse Generator (neurotransmitter) implanted in my chest wall. It's similar to a pacemaker, but the leads go to the occipital nerves in my brain instead of my heart. I have a card from the manufacturer stating I am not to go through security scanners because the scanner can damage my neurostimulator. When I told the Mexican security agents about this, they were very understanding and immediately got a female agent who did the pat down. After clearing Immigration and then Customs in Houston I told the TSA agent at security that I couldn't go through the scanner and why and tried to show him the card from the manufacturer. He refused to look at the card, said he'd "never heard of that" and said I needed to go through the scanner. I told him it was like a pacemaker, but for the brain, and again said I couldn't go through the scanner. He told me people with pacemakers could go through the scanner and insisted I go through the scanner. I insisted I would not, and he told me he wasn't going to argue with me that I WOULD go through the scanner. I told him I wasn't trying to argue with him but that I WOULD NOT go through. He finally said I had to wait for a female agent and told me to stand aside and "get out of everybody else's way". I never got close enough to him to see his name tag and when I asked for his name he told me "none of your business" and told me again to get out of the way. I then had to wait 20 minutes for a female agent to do the pat down and afterwards had to rush to the gate to catch my flight. Fortunately, I was travelling with my husband who gathered my belongings from the X-Ray machine and waited for me to get through this ordeal. I am an American citizen who was treated with great understanding and respect by the Mexican authorities. I was treated by an American agent with anything but respect or understanding for my medical condition of which he is obviously ignorant. I am quite sure that I am not the only passenger who requests not to go through a security scanner and I have to wonder if they are all treated as badly as I was. The sad thing is that during my travels I find most TSA agents to be officious, pompous and arrogant. And they are almost all in poor physical condition. The agent who treated me so despicably was approximately 5' 8" tall and weighed probably 350 pounds. The female agent who did my pat down was approximately 5' 8" and I would estimate weighed 250 pounds; and this is typical for most TSA agents. Most of these supposed "security" agents would be totally useless in a true emergency or during a threat. My hope in writing this letter is that the Transportation Security Administration and the Department of Homeland Security takes a good, long look at all TSA agents and re-evaluate what type of people are guarding America's airports. And that agents be trained to be respectful to ALL passengers and at least listen to a passenger's explanation of her medical condition and accept that explanation instead of being unreasonable, rude and disrespectful.

9/30/2013
8:26:18
PM

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/1/2013 7:16:47 AM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : After this morning's experience with TSA, I now know exactly what the founders meant when they used the phrase "unreasonable search and seizure." I believe that I was singled out for more than the usual punishment for opting out of the scanners.

10/1/2013
8:27:10
AM

Not only was I groped once, but then they took me into a back room, groped me again - a groping that was tantamount to sexual molestation - and then went through my carry-on luggage item by item.

This is insane! The fourth amendment is supposed to protect us from the likes of you. I will be writing to my congressman, each of my senators, and the White House this morning. I will ask that all funding for your agency be withheld until you decide to obey the Constitution of the United States.

cc: Trey Radel, Bill Nelson, Marco Rubio, Barack Obama Would you like a response? : True Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/1/2013 7:16:47 AM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : After this morning's experience with TSA, I now know exactly what the founders meant when then used the phrase "unreasonable search and seizure." I believe that I was singled out for more than the usual punishment for opting out of the scanners.

10/1/2013

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This is insane! The fourth amendment is supposed to protect us from the likes of you. I will be writing to my congressman, each of my senators, and the White House this morning. I will ask that all funding for your agency be withheld until you decide to obey the Constitution of the United States.

cc: Trey Radel, Bill Nelson, Marco Rubio, Barack Obama Would you like a response? : True Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to file a complaint and said she has to get an attorney because TSA doesn't know how to treat people at the airport. Flight #1883, US Airways, Gate #C26.

Flew from PHL to TPA and she is 81 years old and she was in a wheelchair and said she couldn't stand. She requested a wheelchair and upon arrival at the airport she was wheeled to security and she stood up for security, TSO asked if she could stand and she told them she would do whatever they asked her to do. She was unable to walk through the WTMD. She had a patdown as she stood by the wheelchair.

States she was on a bus for 5 hrs. before she arrived at the airport. Arrived at the airport at approx. 5PM, flight departed at 6:24 PM, arrived in TPA at 9:19 and had to wait for her ride to Clearwater, FL where she lives and arrived at home 11PM. States the trip was approx. 12 hrs.

States she is a sick lady and has had surgery on her breasts and that area was sensitive (states she didn't inform the TSO of this fact). She said she needs knee replacements and is sick.

A supervisor was called and her bag was taken and checked 3 times, she had medications with her and a sandwich and an 8 oz. bottle of water that was half full because she had used on the bus ride to the airport to take her medications and stated she forgot was in the bag. States she spent half an hour with the TSOs trying to get them to let her go through the screening technology. States they tested the water and a TSO wanted to undress her in a room? She also states they kept asking the wheelchair attendant if she had touched the passenger.

Caller was patted down in the general area and said they tested the water and she told them it was just water.

Caller said TSA needs to catch the criminals who are coming from other countries trying to do us harm and not people who live here and are citizens. Doesn't want this to happen to other old ladies.

When I returned her call, she stated that she told the TSO she would go through other screening and that she went through the AIT to complete her screening process.

Call dropped at 12:35.

Response:

Returned call at approx. 12:48 PM and provided following information:

Apologized to caller for her experience and informed information would be provided to the CSM at PHL for their review.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter.

Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown.

The wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Explained a private screening would have been offered to her by the TSO and TSA doesn't require people to remove their clothing.

Explained to caller anytime she is taking more than 3.4 ozs. of liquid through checkpoint it is subject to additional screening.

Caller said Judge (b)(6) is a federal judge needing assistance through the checkpoint. Caller said the judge has a knee replacement and she cannot get a contact with DHS. Caller usually sends a formal email to request TSA meet her at the checkpoint. She is an Article 3 federal judge and feels uncomfortable about setting off alarms and getting a patdown. Caller usually get a recording and provides the email address. Caller does not have the contact information for RIC. Caller never had to do this before. Caller said she flew two weeks ago and did not have to provide the information, but just sent an email to the coordination center. Caller usually calls a federal number and has a option at each airport with call letters. Caller said she would just contact (b)(6) and did not want to provide all the information. Caller felt she had the wrong number and never had to speak to a representative before.

10/1/2013

12:48:10
PM

Advised Caller:

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. Through TSA cares we can gather the flight information and send it to a disability expert for assistance.

From: Bengé, Rachel M. <CTR> On Behalf Of TSAExternalCompliance
Sent: Tuesday, October 01, 2013 9:13 AM
To: TCC-Referrals
Subject: FW: TSA Complaint - Memphis International Airport

(b)(6)

(b)(6) Cordova TN 38108

HYPERLINK (b)(6)

10/1/2013
2:17:30
PM

My husband and I were flying out from MEM-DFW on Monday 9/30/13 via flight no: AA1375. After going through the security screening at 6:00AM at checkpoint C, I was told to put my arms up in a non verbal way communicated by a female officer (Officer (b)(6)). As soon as I extended both arms, she started groping on my breasts without prompting me first in the presence of other people. Not only did she failed to caution me about the pat down but she continued to forcefully put pressure on my breasts until I requested a private screening. She then brought me into a room and reinspected my breasts area in the same manner in the presence of another female officer (Officer (b)(6)). I told the ladies that the pressure was causing pain and discomfort as I was having my menses and Office (b)(6) disrespectfully ignored my feedback and did not say a word. While I understand her duties to ensure safety of the passengers, she should have followed proper procedure to inform me about her actions. (I am attaching a photo of the beaded long dress that I wore at the time of the incident). As a frequent traveler due to the nature of my job, I am well-versed with the TSA protocol and is willing to cooperate in any way possible but sadly, this unpleasant experience had left me traumatized, embarrassed and I felt that my privacy had been violated. In another word, it felt as if I was being molested by a man.

Thank you for your time and I look forward to a favorable response at your earliest convenience.

Where did this happen? Memphis international airport, Memphis USA

From (b)(6)

Sent: Tuesday, October 01, 2013 3:52 AM
To: TSAExternalCompliance
Subject: TSA Complaint - Memphis International Airport

Hello,

Please find attached the complaint for and a photo for your further action.

Caller was traveling Monday morning 9-16-2013 from Pittsburgh to Detroit to SEA, he went through screening and he received a patdown. He stated the officer was very rude to him, Caller kept his wallet, boarding pass, and ID in his pockets. The officer questioned him about what was in his pockets. The officer spoke very loudly to him. The flight was at 11:00AM, (b)(6) stated he didn't know he had to empty all of his pockets. He was pulled aside and had a ETD test and had a patdown. He also has a CPAP machine, and wants to know why it has to be taken out of the bag to go through screening because 3 years ago he would take it out and they would wipe the machine down and wanted to know why. He stated all of his bad experiences with TSA happens in Pittsburgh.

Response:

Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

10/1/2013
2:52:13
PM

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. We hope this information is helpful.

All TSA officers are trained to follow the same process and procedures they may differ slightly from airport to airport depending on the resources they have available.

They can run the CPAP through the x-ray and they do have the option to do an ETD test on the device as well just to get it cleared to go through the checkpoint this refers back to the slight differences in the airports on how they can conduct the screening.

TSA:

I made a claim at the Atlanta, GA airport security concourse on July 19, 2013 when I deplaned in a wheelchair, from AirTran Flight 1416 from Chicago, IL. at approximately on 12:30 AM due to a delayed flight. I was given a card to fill out and told to call TSA Midway or to mail the information or to email you the information. I did call TSA Chicago Midway and speak to a person there. I simply relayed what had happened to me during my "pat down" in the security room. I told the person that I wanted to see if there was going to be any lingering effects to my back before proceeding further with my complaint.

Sometime in late August, or perhaps early September, I was called by TSA and asked how I was doing. I explained I was still undergoing treatment for my back, that there had been no conclusion to my problem, so I still didn't know. The person calling told me that there was a videotape of the "incident". I said that was good. That way, everyone would know exactly what had happened in that room. They could readily see that I had been "patted" rather hard in the front, making me lose my balance and fall backwards. If the other woman had not been behind me and caught me, I would have fallen flat out on my head and back. For that much I am grateful, but the way that I fell and was caught, caused me to wrench my back. I had told the woman who was doing the pat down that I had a bad back: that it was already extremely sore and to please be careful. I knew I had degenerative disc disease and a bulging disc in my lower back that had previously shown up on an MRI. I was undergoing a series of nerve blocks to help with the pain associated with the problem. As a result of that backward fall, I had to be taken to the gate in a wheelchair and helped onto the plane.

10/1/2013
4:12:27
PM

The fall seems to have escalated the problem. Now I am living in constant pain, soon to undergo a second MRI and be referred to Emory Spine Center for probable surgery as I cannot have anymore blocks.

This is an update to my claim on file and I will continue to update as more information is available. Please contact me if there is more specific information that you need.

(b)(6)

Date: October 01, 2013

Where: ATL: International Terminal coming in from Guadalajara. Security checkin into Atlanta.

Time: Approximately 1:20 EST

TSA Employee: (b)(6)

Complaint: pushed / slapped on left shoulder twice. Very aggressive. This was non-provoked. Please review video. He did not inform me he wanted to do a "pat down". I had already walked through scanner.

10/1/2013
6:07:00
PM

The supervisor was called even though I was completely cooperative. I was advised to make this complaint by those of TSA who observed his conduct.

Thank you for looking into this. I appreciate your making flying safe. (b)(6) has no reason to get rough however. Very Unprofessional.

(b)(6)

Sent from my iPhone

The caller's wife flew from Houston to BNA. He states that she had to undergo a patdown procedure. The caller states that one TSO placed her hands down her pants and squeezed the traveler's butt cheeks. The caller states that he does not have the detailed information from the flight at the moment. He states that he will gather more information as well as a full description of events and contact us back to file a CSM complaint.

Advised caller:

10/1/2013
6:18:27
PM

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/1/2013 9:55:20 PM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : "We consider your concerns to be a serious issue for our attention...We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action."

Utter nonsense. You have never considered my concerns at all, and you have certainly never addressed problem areas with corrective action.

10/1/2013
10:12:27
PM

The problem is that you violate the fourth amendment to the Constitution as a matter of policy. This amendment specifically prohibits the behavior you inflict on the traveling public each and every day by requiring citizens to submit to full body scans and retaliating against those who refuse.

You should be ashamed of yourselves for your Soviet-style behavior. Get rid of the scope and grope - restore the Constitution. We have the right to be secure in our persons, houses, papers, and effects, against unreasonable searches and seizures.

Civics 101. Ever heard of it?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/1/2013 9:02:02 PM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : No, this information is NOT helpful.

What would be helpful is for you to stop retaliating against people who understandably opt out of the full body scans.

What would be helpful is for you to comply with the fourth amendment to the Constitution.

What would be helpful is for you to stop rubbing your blue-gloved hands across my genitals.

10/1/2013
10:12:32
PM

What would be helpful is for you to stop harassing innocent passengers.

I have the right to travel! I have the right to be secure in my person, house, papers, and effects, against unreasonable searches and seizures. This right shall not be violated, by you or anyone else.

I have written to my congressman, each of my senators, and to the White House today, asking that your agency be investigated for retaliation against people who opt out of your body scanners. You have no right to scope me, no right to grope me, and no right to paw through my possessions.

If you suspect that you have pissed off an American citizen today, well, then maybe you have a clue.

I suggest you start by reading the Bill of Rights, in full, to each of your employees, and insist that they comply with each of these rights, most especially Amendment 4.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I realize there are times you must invade my personal belongings in a checked bag, which has a TSA approved lock. I am a 100,000 mile flyer and resent receiving my checked bag with NO LOCK (which I use to protect the belongings inside) and my clothing disheveled when I have taken great care to pack things in an orderly fashion to minimize wrinkling. Also, the zipped interior section of my luggage was not zipped after TSA's rummaging through my items. Thus, when opening my suitcase, items in that fell out of the bag.

In addition, I have a known traveler number, but seem to be "randomly selected" to go through a different line more often than I go through the TSA prechecked section. I am not sure why this is happening, but possibly it is time to begin profiling and refrain from harassing the frequent business traveler. I went through the effort of getting the known traveler number so I would have more seamless travel, but it appears things are worse than ever.

10/2/2013
10:00:49
AM

I am aware I will probably get the FULL pat down every time I travel from now on.

(b)(6)

HYPERLINK (b)(6)

Caller is complaining that a TSO, she believes his name is (b)(6) insisted on doing a patdown of her breast. Caller said this TSO was white, caller does not know the approximate age of the TSO. Caller said she went through the screening equipment 3 times to show that she did not have anything on her. Caller said she refused to let the TSO pat her down. Caller saw a policeman standing near and she insisted that the policeman be present to prove that she was clear to go through. Caller said the policeman watched as she went through the screening and the policeman declared she did not have anything on her. Caller said she had her 2 children with her. Caller said the TSO pushed her child away and told them they could not be with mommy. Caller said her 7 year old child is a special needs child. Caller said the policeman handed her a card with the name (b)(6) written on it and caller believes that is the name of the employee. Caller said she filled this out but could not find a place to leave this card. Caller said this TSO made a huge scene and had both of her children screaming. Caller said she thought she was supposed to hand her medication to the TSO. Caller said the TSO got upset when she took the medication out of the bag and told her not to touch the medication. Caller said her son had just got out of the hospital and the TSO took the hand of her special needs 7 year old who was crying and told him he could not be with mommy. Caller does not know the name of the police officer but he was black. Caller said she does not want to be contacted about this, but she feels it is wrong for a male TSO to try to pat down a female. Caller finally agreed to give her contact information, but still does not want to be contacted.

Airport - Orlando International

Airline Southwest

Flight numbers Caller does not have this but it was a Southwest flight to Birmingham

Date and time of incident 10/1/2013 3:40 pm

Baggage tag number NA

Description of bag, color, style, size, brand NA

NOI with Writing in a

Terminal or Gate Caller does not know what gate this happened

Contact information (b)(6)

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. I did apologize to the caller and told her she has the right to be patted down by a female officer. I told her she can request a private screening at any time and another TSA employee would be present and she could have someone in the room with her too.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Dear TSA:

Like most Americans I hate that we have to go through all the screening since 9/11 and honestly I hear tons of awful stories about folks being groped and mistreated. I flew from OKC to San Francisco and back this last week and just wanted to share my experience.

10/2/2013 I honestly ran into some of your employees smiling and relating to us on human terms and it was nice. Nobody barked commands at me like I was in the military or jail and even though we were put through all the required screening the whole thing seemed lighter, less intrusive and seemed quicker. Your people were all still taking their job seriously I'm sure, I got patted down etc just like always, but there seems to be a different attitude among your staff, maybe like they're not seeing us as the enemy quite so much.

Anyway, since I'm always quick to gripe I feel I need to be quick to compliment too. Thank you and everyone in the TSA for keeping us safe and making my trip a bit nicer.

(b)(6)

Bethany OK

(b)(6)

(b)(6) Columbus OH 43209

HYPERLINK (b)(6)

10/2/2013
4:09:48
PM

I am a professional business executive (72 years of age) who travels regularly, both in the U.S. and abroad, from my personal residence and professional offices in Columbus, Ohio. I also regularly commute to the New York Metropolitan Airports, most frequently to Islip (MacArthur Airport) on the eastern end of Long Island. In many of these trips I am accompanied by my wife, a professor at The Ohio State University.

In all cases when I travel (and when I travel with my spouse), I am dressed in a professional manner, always with a coat and tie (a circumstance which is unusual in this day and age). In most instances, the individuals with whom we interact are both professional and respectful, as it is our custom to be gracious to and appreciative of the efforts of all whom we encounter.

I travel (fly) at least 50 times per year. My wife and I have "international" Global Entry status (my account number is (b)(6))

For a variety of reasons, it is always our desire to avoid the various electronic devices involved in screening and therefore we always "opt out" asking for the individual screening ("pat down") process. In most every incidence, while an inconvenience, this is an acceptable, generally benign, and unobtrusive process.

This complaint relates to my experience at the Long Island (MacArthur Airport-Islip) on this past Sunday, the 29th of September. The specific incident occurred at approximately 5:30 p.m. in the afternoon. My wife and I were flying from Islip (ISP) to Baltimore (BWI) on Southwest #4011, connecting in Baltimore to Southwest #231 to Columbus. The departure time was 6:20 p.m., subsequently delayed until 6:50 p.m.

Cell: (b)(6) Home: (b)(6) Work: (b)(6)

Address: (b)(6) Pikeville KY 41501

Email: (b)(6)

Passenger Name: (b)(6)

10/2/2013
6:08:19
PM

What happened?

My husband, (b)(6) and I were traveling from Louisville, Kentucky to Orlando,

Florida on September 21, 2013 aboard Southwest Airlines Flight No. 728. At approximately 6:

45 AM, we attempted to go through security to go to our gate. Traveling with my husband and I were our two small children, ages 2 and 4 months. My children were initially secured in a double stroller which our airline permitted us to check at the gate. After placing our personal items and shoes on the belt, we removed the children from the double stroller. Officer

(b)(6) was present and it was obvious that he had an attitude toward our parental status. I held on to my son's, age 2, hand and held my 4 month old daughter in my arms while my husband folded the stroller and placed it on the beltway. First, Officer (b)(6);(b)(6) told my

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/2/2013 9:15:04 PM Airport : PWM - Portland International Jetport Date/Time of Travel : 10/01/2013 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : No, this information is NOT helpful. If you want to be helpful, you can keep your hands out of my pants.

FYI, I have sent the following letter to my congressman, each of my senators and to the White House yesterday in response to your gross violations of the Constitution:

Dear Congressman/Senator/Mr. President,

After my experience this morning with TSA in Portland, Maine, I believe it is time to open an investigation into their motives, methods and even their very existence. It is difficult for me to say this, because I supported their formation, believing that a single agency would ensure consistent screening that would have to comport with Constitutional constraints on searches and seizures.

10/2/2013
10:04:24
PM

This has proved to be a false hope. I have been punished many times for opting out of the full body scanners, but this morning was the last straw. I got the usual garden-variety groping punishment, but then they took me into a back room and groped me again, using techniques that included rubbing the front of their hands across my genital area. While this was going on they took apart my carry-on luggage and examined just about everything in it. The excuse was that "my hands alarmed," but I didn't hear any alarm. They were punishing me, plain and simple, for refusing to go through their scanners.

I would like to know if this is standard policy or if it is the actions of rogue agents and management who are trying to decrease the number of opt-outs at their particular location. Either way, I want it curtailed immediately. Our fourth amendment rights as American citizens have been under constant attack for the last fifty years, but under TSA it has gotten completely out of hand. Investigate this agency, force them to comply with the Constitution, and restore the rights that the founders guaranteed to us in the Bill of Rights.

I will be happy to testify and describe my experience.

Thanks in advance for your attention.

cc: Congressman Trey Radel, Senator Bill Nelson, Senator Marco Rubio, President Barack Obama Would you like a response? : True Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from BOS to Virginia by way of Washington. The caller states she had a Department of Transitional assistance issued by the state of Massachusetts, welfare card and a previous boarding pass from JetBlue and the officers questioned her ID. The supervisor told her she looked suspicious and had to have a patdown. The supervisor did offer her a private screening. The caller states that she has no issue with screening but is upset that the supervisor told her she looked suspicious in front of the other passengers. The caller states that when she received her suitcase she had a NOI and there was a large tear in her suitcase.

Airport BOS

Airline JetBlue

Flight Nu# D6489

Date and Time 10-2-13 at 10:05am

10/3/2013
8:23:42
AM

Baggage Claim # (b)(6)

Description of Baggage The luggage is a black suitcase

Was there a NOI Yes

Anything Written on NOI October 2nd 9:17am

Contact Information (Email) (b)(6)

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at BOS.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/3/2013 10:24:31 AM

10/3/2013 12:14:05 PM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.:
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight# WN3123
Airline: Southwest
Airport: DCA
Date: Sept 20
Time: approximately 3p

Comments: I experienced EXTREMELY invasive screening at DCA bordering on assault. My bra with an underwire set off the scanner at security. When I was pat down, the TSA agent informed me that she would be feeling between my butt cheeks from the back and front. I had on a dress. She touched the inside of my butt cheek and rubbed between my labia on both legs. I have been pat down before and since and have NEVER had someone pat me down in such an intimate way. In my opinion, this is unacceptable. I hope this is not the policy of the TSA. I should be able to fly with an underwire bra without fear of being sexually assaulted. Please let me know how you plan on addressing this issue.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/3/2013 12:04:26 PM

10/3/2013 2:09:23 PM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.:
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA1337 FLL terminal 3. 1130-1145 am 10/4/13
Gate: E2

Comments: I was inappropriately touched by TSA person and she and her fellow screener literally walked away from me really fast --left me in the screening room alone-- when I told them I wanted her name. She REFUSED to turn around and give her name. She made fun of me when I told her I wanted her to put on clean gloves. She struck me HARD in my genitals. She should NOT be able to molest law abiding American citizens. My pubic bone hurts. I would like to press molestation charges. I want her name!! She very tall, obese, and has blonde short spiky hair. The supervisor refused to give me her name unless I STAYED to give a rpt. I refused to waste my time. I Request the TSA persons name be given to me so I can file a report.

This hiding names should NOT be lawful. PLEASE CALL ME at (b)(6)

Caller wants to know why she was treated the way she was when she went through screening on a recent flight at the PHL airport?
Said the TSO kept harassing her and pressing her breasts and she said she can't sleep and wants to know why they did her that way?
Said it was mafia at PHL when they screened her.
Caller thought someone would be contacting her.

10/3/2013 3:06:37 PM Response:
Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Explained to caller her information has been forwarded to the CSM on 10-1-13.

Asked if there is anything else she wants to add to her complaint and she kept repeating the same information previously provided.

Explained to caller on the previous call I requested her email and told her if there was additional information needed the CSM may contact her via email.

The caller is 77. He flew on 9/29 from BTV to LGA on Delta flight 7315 departing at 2:05pm.

He was at the checkpoint at 1:22pm. He indicated that he has always been allowed to leave his shoes on when going through screening. He opted to be screened via a patdown. The TSO (b)(6) advised that he had to remove his shoes. The caller indicated his age and the TSO (b)(6) advised that he would confer with his TSO Supervisor (b)(6). The Supervisor advised that he had to take off his sneakers so that they could swab the bottom of his foot. The caller doesn't think that the TSOs know the rules.

He removed his shoes and proceeded through the screening.

He asked if there is a way that he can apply for TSA Precheck using a form at an airport. He is a US Citizen.

At this point, the caller placed his secretary on the line as he had an important call to take.

10/3/2013

3:33:23 PM

I advised the caller's secretary that it's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. I advised that I would refer his complaint to the CSM at BUR, however there may be a delay in the CSM receiving the information due to the government shut down.

There are two ways to participate in Precheck. A passenger must either be invited by a participating airline or be, or become a member of one of the CBP's Trusted Traveler Programs (Global Entry, Sentri, or Nexus).

If they have not been invited, they would have to become members of the Trusted Traveler Program. I referred her to globalentry.gov for more information about the program including enrollment.

To be eligible for the Precheck benefit, the nine digit Pass ID found on the back of the membership card must be input into the Known Traveler Field of airline profiles at the time of making reservations.

Caller flew from JFK to SFO with Virgin America. Caller went through the AIT and received a patdown. Caller states that her carry-on bags were unattended at the checkpoint while she was going through the screening. Caller states that she now has a camera missing.

Flight Details

Virgin America 29

Date Time: 10/02/2013 at or around 1750

Gate/Terminal: A2

Baggage Description: Woman's handbag with suede on the side. Caller states that there is a navy blue portion of the bag. Caller states that there are gold studs on the bag.

** Camera was in a well padded camera bag **

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

10/3/2013

8:40:26 PM

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Kennedy International Airport

718-917-3810

San Francisco

San Francisco International Airport

650-821-7014

The caller indicated that prefers not to be screened by the AIT. He indicated that he asked to be screened by the WTMD. He was not permitted to and was screened via a patdown.

He expressed frustration that a family of four was permitted to pass through the WTMD and did not receive a patdown. H

The caller asked who, and what lobbyist makes these rules as they do not make sense.

He asked why a passenger cannot required to be screened by the WTMD.

10/4/2013 9:15:00 AM I advised that passengers are not permitted to request to be screened via the WTMD in lieu of the AIT or patdown screening. This is a TSA policy and procedure.

He advised that he can request a patdown instead of the AIT.

I advised that if he would like to know who and how these processes are determined he can contact TSA Headquarters and I offered a mailing address, which he declined.

He asked if he had not reached headquarters or if he reached the DHS. I advised that he has reached the general information contact center for TSA. TSA Headquarters is located in Arlington VA, the TCC is located in KY.

The caller indicated that he would call headquarters.

To whom it may concern,

10/4/2013 11:59:37 AM As I was going through the security checkpoint at Tampa International Airport, I requested to have a pat-down instead of going through the metal detector or body scanner. I read on the TSA website that that was an option. Upon my request, two female TSA agents told me that everyone had to go through the metal detector. When I mentioned that it was what I wanted to do (as a personal choice because I am pregnant) they completely dismissed my request. Not only did they dismiss my request but they continued to belittle me by raising their voices and just continued to yell that I had to go through the metal detector. I remained calm and respectful, but I was embarrassed by the attention they were drawing to a perfectly acceptable request that I had. About 20 minutes later, I decided to mention the problem to TSA Supervisor (b)(6). She acknowledged the fact that I do have the right to request a pat down. She apologized and said she would review the surveillance and speak with the two female TSA agents. I appreciated her help, but I just want to make sure that those two agents were spoken to. Thank for your time and I would appreciate any follow up information you can provide me with.

(b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/5/2013 12:05:16 AM Airport : BOS - Logan International Date/Time of Travel : 10/04/2013 3:45 PM Airline & Flight Number : American 187 Checkpoint/Area of Airport : Terminal B - Gates 30 - 36 TSA Employee: (If Known) : Callahan - 10632 Comment : October 4, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No (b)(6), who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint.

10/5/2013 10:00:58 AM At approximately 3:45 pm EDT on October 4, 2013, I entered the security checkpoint for Terminal B Gates 30 - 36 at Boston Logan International Airport (BOS) on the way to my flight, American 187 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

10/5/2013

1:25:38

PM

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a \$20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

From: (b)(6)
Sent: Saturday, October 05, 2013 3:33 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/5/2013 3:33:27 PM

10/5/2013
5:12:55
PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Inappropriate screening of cancer victim

Comments:

I am writing the Ombudsman because your "Civil Rights" and "...Medical Conditions." weblinks do not offer satisfactory options.
Dear Sir/madam

In a recent experience at St. Louis airport , I was forced to go through the millimeter screen despite my clear verbal request of a pat down.
At Kansas City airport , the officials quickly obliged to do a pat when requested for.

I also mentioned to the lady officer about my experience at the st Louis airport and she encouraged me to voice my complain.

The officer at stlouis airport did not look in to my request and forced it on me despite my clear objection. I also mentioned that I am trying to be pregnant and thus would like to avoid it.

10/5/2013 7:06:06 PM He claimed that the screen did not have any radiation. I do not think this is clear yet.

We fear about the treatment at airport and submit to it.

I am very dissapointed with the treatment in my home town and would like to officially complain.

Many thanks for your time

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 10/6/2013 8:01:26 AM Airport : ORF - Norfolk International Date/Time of Travel : 10/03/2013 Airline : Southwest (don't remember schedule to leave Norfolk, VA @12:25 pm Checkpoint Area of Airport : checked 1 bag on the outside at Norfolk, VA airport TSA Employee: (If Known) : unknown Comment : Not once but twice this happened, in July, 2013 I traveled from Norfolk, VA to Fort Lauderdale, FL and my bag was inspected one of my bedroom shoes was missing. I over looked that.

10/6/2013 Then Oct 3rd, 2013 I traveled from Norfolk, VA to FLL, FL and again my bag was inspected this time a can of shaving cr #232;me never opened was missing and two pictures of myself taken when I was 15yrs old given to me by a friend, were missing.

9:16:27 I would like to know why 2 times my bag was inspected and why would these items come up missing.

AM I agree with the pat downs, the inspections of bags and all of this security for my our safety, but why take items that are not a threat to anyone.

Please give me a good reason for this, I am a 75 years old grandmother, and am certainly not out to harm anyone.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 10/6/2013 2:41:06 AM Airport : DEN - Denver International Date/Time of Travel : 10/02/2013 5:30 PM Airline & Flight Number : Southwest to Boise 2105 Checkpoint/Area of Airport : south TSA Employee: (If Known) : supervisor (b)(6) refused to give name of offender

Comment : My husband (b)(6) and I were at the security point of the scanner. He has a medication pump that has tubing that runs from the pump, through a permanent central intravenous port (IV) located in his left chest. I am not only his wife, but a registered nurse who acts as his outpatient caregiver. Just before advancing toward the scanner, a female clerk demanded that he take of his waist pack that holds his medication pump. He started to explain that he could not do this, as it is connected to his chest. She cut him off, before he was able to finish his sentence, she yelled again "I said, take it off, it can't go through the scanner". Which we already knew. He attempted to explain again and was directed to another area for "pat down search". When traveling he is required to pack three days of medication (glass vials) and syringes, tubing supplies including ice packs, which are necessary to stabilize the medication after it is mixed. He carries all of the items together in a back pack. We were both separated from the back pack as I continued through the process, and he was taken to another area. I was walking over to collect both of our bags and belongings, I saw the clerk with greasy hair, holding my husband's back pack yelling "who does this belong to ". I stated it is my husbands, he was taken to another area", " He started walking with it ". I heard him say " well YOU will need to witness this". as he was walking off with the back pack. I had no idea what he was doing, or what I was supposed to be witnessing. I was attempting to gather up 6 bins of our belongings, I looked up and saw that he had already opened the backpack, and was tossing items out. I walked up just as he tossed out an extremely fragile, and expensive medication cartridge. One day supply costs over \$400.00. He said "WHAT is this". He never even looked up. He began lecturing me about the ice packs and how he was going to throw them out, as they had turned "slushy". Although, if he had bothered to ask he would have known that those were acting as insulation. I reached toward one of the ice packs, to see for myself the condition of the ice pack. He then SCREAMED at me "DO NOT TOUCH THAT!". At this point I was absolutely speechless, and was having difficulty maintaining my composure. Thinking to myself, this Psycho is yelling at me, after what he has just done? My husband was still being detained. I, or my husband, was never allowed "be a witness ". or give an explanation, which any professional would know to be necessary. At some point another, person (a supervisor, who was Hispanic) walked up, to the other side of the greasy haired one, who had just turned his back on me. There was a whispering discussion between them. The supervisor walked away, not saying anything to me. The greasy haired clerk jammed everything back into the back pack, and, (obviously angry that his own decision was over ruled) stated "boss says you can keep the ice packs.". He then moved closer to me and sneered "and... YOU are welcome". Was I supposed to be thanking him for something? Before I could say anything, I saw my husband walking toward me, the clerk immediately walked away. . Obviously this is an incident that violates civil liberties.

10/6/2013

9:16:31

AM

Your employee is a hostile sociopath, with no social boundaries, who, obviously derives great pleasure in domineering and humiliating any one around him, who he can use as a target of opportunity. This behavior may not be illegal, it is socially unacceptable, and, unfortunately for us, he used this opportunity to target someone who is physically disabled, and, is dependent on the mercy and justice of other human beings You should also know that my husband is a veteran, whose disability is the result of exposure related to a lifetime of Military service. He has already given his life, for this country. It is ironic that he is treated with complete contempt and disregard, by a United States government agency who we all would assume to be committed, and behave in a manner that supports excellence in security.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sirs,

My wife and I passed through the security screen at Term. E, Logan Airport at approx. 05:45 a.m. this morning, October 7 2013, in preparation for boarding flight BA 238.

When she emerged from the body scanner, my wife was subject to a "pat down" by a TSA employee (b)(6)

10/7/2013 8:25:57 AM While she was pleasant to my wife, your employee felt down the buttoned side of my wife's cashmere cardigan with sufficient force to rip off the fourth from bottom of 10 matching buttons. The cardigan, which is a little over a year old, came with no spare buttons. The button ripped off by your employee's actions could not be found in the course of a search (to the extent that a search is even possible in such a congested and secure area). Save in the unlikely event that a replacement, exactly matching, button can be located, the cardigan, of which my wife is very fond and which is worth a lot more to her than its monetary value of around US\$100, has been ruined.

I made plain my and my wife's dismay to your Supervisor (b)(6) but let me be clear: the manner in which your employee brushed down the garment was unnecessarily forceful and has resulted in wholly avoidable damage. It is a miserable enough experience to be left shoe-less, beltless and subjected to a body scan, without having to run the risk that one's clothing will be damaged in this way by the negligent actions of one of your employees.

Quite apart from offering some redress to my wife, I would hope that you might consider the adoption of a more respectful approach to the possessions and clothing of those, who have no option but to endure these searches.

Yours faithfully,

(b)(6)

Good Morning --

10/7/2013 10:14:18 AM I had the pleasure of going thru airport security at Washington Dulles to Minneapolis yesterday. When I got home, I found the notice from TSA that my suitcase was selected for physical inspection. I greatly appreciate all that TSA does to keep the American people safe when flying. I don't mind taking off my shoes and/or jacket and going thru the occasional pat down. I always wonder WHY, however, whenever my suitcase is physically checked, my electric toothbrush gets triggered AND the agent doesn't turn it off! This has happened on more than one occasion. It's unnerving to me to pick up my suitcase after a long flight only to find something buzzing from it. At least the agent could give me the courtesy of turning off the electric toothbrush if it is turned on to truly see if it is an electric toothbrush.

Thank you!

Caller stated that she is calling for her Boss who keeps getting searched while going through the TSA Prescreening. The caller seem to think that once he is selected for the screening that he gets to go through the Screening Check with out any type of screening. Advised the caller that they still have to be screened but the degree of screening is not the same as the normal screening advised the caller that some of the advantages of the TSA precheck is that the traveler will not have to take of shoes, coats etc but still will have to go through the AIT machine or a patdown. She also stated that she contacted American airlines and insured that all of his profile information was current and up to date.

10/7/2013 11:45:32 AM Gave the caller the following info:
Even though selected for the TSA Prech you still have to go through a certain degree of screening. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

Caller flew from Islip - Long Island Macarthur NY airport Saturday 10-05-13 with a carry on bag.
Her bag went through the conveyor.
When she arrived she is missing a makeup bag.
Her back was to the screener while she had a patdown so she could not see her bag.
She does not know if the screener opened her bag.
She had a bottle of White Diamonds perfume .33 ounces and some BB Cream - not sure how many ounces it was.
She did not bring a quart bag and during our conversation revealed she is not familiar with the 3-1-1 Rule

REPOSE:

I explained she should not have items like that in a makeup case. The Transportation Security Administration (TSA) requires liquids, gels, and aerosols (LGAs) to fit comfortably in a single, quart-size, clear plastic, resealable bag (3-1-1 rule).
Powdered make-up is not restricted.
It could be someone took her items because she did not have in a bag but they should have talked with her about it.
Any LGA be it food or makeup must be 3.4 ounces and in the bag.

10/7/2013
11:56:19
AM

CSM Referral Information:
Airport: Islip - Long Island Macarthur
Airline: Southwest
Flight #: 1673
Date: 10-05-13
Departure time: 1:15 PM (She was at the checkpoint around 12 Noon)
Baggage tag #: N/A It was carry on
Description of baggage: It is silver colored cloth
Was there a NOI?: N/A it was carry on.
Specific location - Terminal or Gate: She does not know. It was just Southwest.
Phone #: (Home) (b)(6)
She does not have a Cell phone.
She does now own a computer so she does not have email.

After providing info she told me she also had lipstick and blush and eyebrow pencil in the bag and wants reimbursed for her items.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/7/2013 11:34:47 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 10/06/2013 2:30 PM Airline & Flight Number : Southwest- 2788 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My Massachusetts State issued ID (Liquor ID) was not accepted as a valid form of identification. None of the staff had never seen or had any knowledge about a state issued liquor ID. They brought out their manual of valid identifications, but I was not shown the manual or asked any more questions. I was asked to have a pat down. The lady who gave me a pat down was nice and not at all rude. But it is insulting to be pulled out of line when you have a valid identification. I do not have a driver's license as I do not drive and have in the past traveled through other airports with the MA Liquor ID.

10/7/2013
12:19:24

PM

The TSA website lists the following as a form of valid identification - "Drivers Licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)" My Liquor ID is issued by the Department of Motor Vehicles and is a photo identity card.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Rock Springs, WY to Denver, CO and then to Portland, OR on August 10th. She flew with her mother and father who are in their 80 s. She is upset because she feels that they were mistreated at the airport. Their flight was delayed for 2 hours, the airport workers disappeared for 30 minutes and they couldn't find anyone, a man working on the runway did not help her mother when she needed it (the man was quite a distance away). When they got to the TSA checkpoint they would not provide them with a wheelchair but were told that they could not do that. Her father had a small knife in his pocket that was given to him by her deceased son. They told him that he could not bring it on the plane, which she feels was wrong. She was also upset because her parents went through a patdown (her father has a pacemaker and could not go through a WTMD). She feels that elderly people should not have to be patted down. She did not feel that the TSO's were outwardly rude to her parents but should not have subjected them to that kind of experience. She would like to put in a complaint.

10/7/2013
12:30:33
PM

Advised Caller: I'm sorry that you feel that your experience was bad, however everything that you've told me indicate that the TSO's were doing their job as instructed. Wheelchair assistance unfortunately is not provided by the TSA, you would have to contact the airline. Knives of any kind are not permitted on carry on. All passengers have to go through screening, there are no exceptions. If they cannot go through the WTMD they may be subject to patdown procedures. I will however submit your complaint to the CSM at the airport so that he can review it.

Disability Description: The caller wears a knee brace called an unloader brace because there is no cartilage left in his knee.

Response Details: I told him that I will forward this record to the CSM at IAH due to the inconsistency in the screening procedures. I advised that during a patdown procedure, passengers should not be asked to lift or remove a article of clothing to reveal a sensitive body area.

Hair Spray and moose are not exempt from the 311 rule. Screeners at the checkpoint have the final say over what is or is not permitted in carry on. For future flights, hair spray brought in carry on should be 311 compliant, meaning that it is 3.4 ounces or smaller and placed inside a quart sized clear and resealable plastic bag.

Incident Details: The caller advised that he is upset due to the lack of consistency between TSA screening at PDX and IAH. The caller said that on his departing trip out of PDX, the TSA screened him via patdown and ETD testing to clear his brace. On the return trip from Saltillo, Mexico to PDX, his first connecting flight in the U.S. was at IAH. He stated that the screeners at IAH first asked him to lift his pant leg to show them the brace, which he could not do. Then, they asked him to pull his pants down from the waist; he complied with their instruction and pulled his pants down to show them the brace. He said that he asked them why they forced him to pull his pants down, instead of performing the same screening procedures that PDX did and their response was that the screeners were not comfortable saying that it was a brace.

10/7/2013 12:54:37 PM The caller advised that he does not want to file a formal complaint based on discrimination or disparate treatment. He just wants the lack of consistency to be fixed.

Details of Flight:
Airport: IAH
Airline: United
Flight Number from IAH to DEN: 1650
Flight Number from Saltillo, Mexico to IAH: 4574
Date: 9-25-2013
Approximate Time of Screening: 11:30AM
Approximate Departure Time: 12:15PM
Gate-Terminal: Caller could not remember
Caller Cell Phone: (b)(6)

He was also concerned because his wife was allowed to take a bottle of hair spray through screening at PDX for a flight to SEA. However, when she returned from SEA to PDX, she was not allowed to take the bottle of hair spray. He advised that the bottle of hair spray was larger than 3.4 ounces, but it had less than that in it. He said that from what he could understand on the TSA website that hair spray and moose were exempt from the 311 guidelines.

The caller son will be traveling on Saturday. He has a titanium rod in his leg. The caller wants to know if her son needs a letter from his doctor or what he needs to do. The caller wants to know if her son will be able to stand on both feet while he is being screened.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

10/7/2013 1:31:58 PM A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I advised the caller that her son would be standing on both feet when he is screened by the AIT.

I advised the caller that medical documentation was not required.

Disability Description: The caller is a combat wounded disabled veteran.

Information Request: The caller says that screening is difficult every time. His knees are damaged to the point that he needs help to take off his shoes and his belt.

He usually goes through the AIT, X-ray, where he holds his arms above his head.

He has ten pounds of lead in him plus knee replacements and he usually has to get pulled aside for screening. He does not need assistance, his problem is the fact that he has to go through different screening twice. He usually starts through the metal detector and that is the one that alarms.

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

10/7/2013
4:53:47
PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants for ETD. A passenger can request to be seated during this additional screening.

If a passenger has metal implants he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. The AIT does not penetrate the skin and does not look for just metal so the metal implants should not cause an issue.

You are not required to remove the belt though it is recommended because removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an anomaly discovered during Advanced Imaging

I will send information by email.

If you get to the checkpoint and think you need assistance, you can ask for a PSS at the checkpoint.

Caller filled out the application for Redress and he was supposed to receive a response but has not yet. He called us and was told to email TRIP for his Redress Control Number. He did this but he received an email that said that office was shut down due to the government shutdown. He was unable to get his RCN. He is flying next wednesday October 16th. He does not even know if he is on a watchlist but he had tried to fly with his cousin who is on a watch list and was denied boarding. His aunt was allowed to fly. He is just trying to avoid issues. He asked if having the RCN would stop the issues.

10/7/2013
5:58:15
PM

I told him that I cannot confirm whether or not he is on a watch list because this is classified information. I told him he would need to email trip at TRIP@dhs.gov to get his RCN as he did before but he will need to wait until the government shutdown is over to get it. Then he may use it for future flights. For the upcoming flight I suggested arriving early in case he gets additional screening or any other delay.

Even with the RCN we cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports such as random patdowns and anomalies that must be cleared.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/7/2013 5:06:15 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/17/2013 noon Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello,

On August 17th on an American flight from LA to Chicago I asked for an opt-out during screening. They made me wait 15 minutes, even though there was a female TSA agent standing there not doing anything else. While I was waiting one of the TSA agents was talking to me trying to get me to go through the full body scan. He asked the following questions and made the following statements:

"Why don't you want to go through the full body scan?"

"There's no reason not to go through the full body scan."

10/7/2013
6:15:45
PM

"Who told you the full body scans are unsafe?"

"Why do you think the full body scan is unsafe?"

and on and on. I had to keep saying, "I don't want to go through."

Eventually someone in charge told the only female agent to do the pat-down. Her response, "Why do I have to do it? Get someone else". The response, "You're the only female agent here."

Finally I got the pat-down and was on my way. The whole thing took 15 minutes and I felt harassed and hassled.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/8/2013 7:18:03 AM Airport : RSW - Southwest Florida International Date/Time of Travel : 10/08/2013 7:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Another flight, another opt-out, another punishment grope. I am tired of it.

Here is my complaint letter, sent to my congressman, each of my senators, and to the White House this morning

Dear Congressman/Senator/Mr. President,

This morning I was once again subjected to groping by TSA at RSW airport. As usual, it was their punishment for refusing to submit to the naked body scanners.

10/8/2013
8:05:08
AM

Both the naked body scanners and the intrusive searches are violations of the Fourth Amendment to the US Constitution:

"The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized."

There is no way the TSA outrages live up to this standard.

1. They have no probable cause. Refusing to submit to a naked body scan is NOT probable cause.

2. They have no warrant.

3. They have no supporting oath or affirmation.

4. They have no specifics as to what they expect to find when they grope my crotch.

Therefore, these searches are illegal and by law they must desist from carrying them out immediately.

Please introduce legislation to withhold funding from TSA until they respect the Constitution and the traveling public.

From: (b)(6)
Sent: Tuesday, October 08, 2013 5:08 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/8/2013 5:08:19 AM

10/8/2013
10:01:08
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

negative experience

Comments:

Yesterday, I flew out of Detroit. I went through the main security screening checkpoint at around 10:15 a.m. I am 75. I was put through the xray machine which I have not experienced before. The woman (a heavy set black woman) first told me to take

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/8/2013 10:30:44 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/15/2013 12:30 PM Airline & Flight Number : Alaska Airlines 612 Checkpoint/Area of Airport : TSA screening TSA Employee: (If Known)

10/8/2013
12:02:21
PM

Comment : Screening alarm went off because of rhinestones on my back pockets of my jeans. Then I had my hands swabbed and was detained for being positive-I asked for what and they didn't not answer me. I told my husband ahead of me that I was being pulled aside for inspection and they told me "You can't talk to him or anyone"; I had a small tube of Aspercream in the contained I had also put a small bottle of lotion and my purse. I told them I had used the cream on my foot, back, hips and hands for arthritis pain. They continued to swap everything and called a "bomb" man over. Through the whole ordeal I told them it was the Aspercream-they continued with search and pat down—They ended up after a half hour-to say I could go-told my husband it was probably the Aspercream!The tube tested positive, and my cell phone inside my purse and of course everything I had packed and touched, because the cream was on my hands. Doesn't TSA know about Aspercream ingredients and believe senior citizens. It was totally humiliating. I had just gotten off a cruise ship and was returning home Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said the last few times she traveled there was a hassel. Caller has a pacemaker defibrillator and cannot go through the metal detectors. Caller travels by herself and has a carry on bag with a hand bag. Usually when arriving to the metal detector she informs the officer and she places her items on the x-ray then at the same time they pull her aside away from her belongings. Caller said one time her keys were stolen. Caller said at PHL, that do not allow her to maintain line of sight. Callers concern was being able to see her items.

10/8/2013
2:07:31
PM

Advised Caller:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You can always request a supervisor at the screening checkpoint.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/8/2013 8:17:45 PM Airport : LAS - McCarran International Date/Time of Travel : 10/05/2013 7:00 AM Airline & Flight Number : Virgin America Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) :

Comment : Terminal 3 security was overly aggressive. I passed through body scanner. TSA lady said do you have pockets? I said no. Without any warning starts thigh pat down right there. I travel a lot. There are steps between do you have pockets and you're all up on my thigh. Such as, I'm going to pat you down. Please step over here. The person in front of me was being patted all over right outside of the scanner. This is not how Terminal 1 is at all. Please look into this. Aggressive to the level of we are prisoners travelling to the mess hall from cells. Except I travel a lot and am a resident of Las Vegas which depends on tourism money. This image of being treated like felons without rights is not why we just spent the money to build

10/8/2013 9:06:23 PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: (b)(6)

Sent: Wednesday, October 09, 2013 7:42 AM

To: TSAExternalCompliance@dhs.gov

Subject: Abuse of power

10/9/2013 10:24:15 AM

Good morning,

I have never sent a formal complaint before so pardon my novice approach. This morning I arrived at the airport shortly before my boarding time due to traffic. I gave myself 2 hours for a 1 hour drive. I am afraid of the new scanning machine and always elect a pat down which is typically uneventful and done by professionals. Today, I explained my situation to Officer (b)(6) who informed me my planes boarding time had no effect on their schedule. I would have to wait and if I missed my flight it was not her problem. During the actual pat down I was belittled, called a liar, and lectured the entire time. I believe her job is security, not belittling passengers. It is not right to treat people like this, especially when they are unable to respond due to fear of missing their flights. I am hoping making someone aware of this young lady's attitude will prevent other passengers from being exposed to her temper. Thank you for your time.

Sincerely,

(b)(6)

Sent from my iPhone

The caller flew from BOS to Chicago to Peoria on AA 289. Her bag was inspected and there is an NOI present. Her complaint is that the officer did not lock her bag back up zipper and the zipper was 6 inches open. She also wants to complain that she had a knee replacement last year and they took away the x-ray at the airports she flies out of most often which are PIA and BMI. This means that she has to get a patdown every time she flies. She is 71 years old.

I advised the caller that we regret the issue with the lock not being returned to its original zipper locked state and I would be notifying the CSM at the BOS airport about her bag not being relocked.

10/9/2013 10:28:36 AM

I advised the caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins which she says she does. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown. I asked the caller if the patdown was taking place correctly and she says yes. She just does not like the hassle of having to do it. I advised the caller that we are not allowed to forward any passenger who sets off an alarm and we must clear all alarms before allowing them forward.

Had an issue when travelling from PHL to Rome. She was in a wheel chair and the agents weren't nice. She was going over seas for a month and she had cash with her US dollars and Euros. She had the money, credit cards, licence passport all in a ziploc bag. Caller was upset that when she was being wheeled around for the patdown she tried to keep her money in her hand and the officer told her she had to be separated from it to go through screening the officer also opened the bag and hand inspected the money. While she was going for the patdown she told the person wheeling her to stay with her belongings and that person ran off and didn't return for another 15 minutes. She was asked if she could walk and take off her shoes she wasn't able to do this. She thinks that this is unfair and people shouldn't be required to be separated from their money because they could do no harm with just paper and was wanting to get this policy changed. Do we have the contact information for the PHL airport.

Response:

10/9/2013 12:45:55 PM Apologized that this did occur but all items are required to go through screening and you cannot have anything on your person while you are going through the screening process. Most items must go through the x-ray screening and officers are standing at the end of the conveyor to try and ensure no ones property is stolen. I'm sorry that this policy shouldn't be in place but we cannot change the policy from here we do keep a record of all complaints and if we do find that it is a frequent complaint with a particular airport it would be forwarded to the CSM there so they can look into this matter I cannot promise it would change the policy though. If you would like you can always request a private screening and depending on the airports procedures you could never be separated from your property. If you would like to attempt to change this policy you can write to the TSA administrator John S. Pistole by mail at

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Caller and her family flew to Mexico. During her trip, her sister in law had her luggage locked. The luggage was destroyed and had been cut into all around it. There was a NOI inside the luggage. They were flying with Delta. Her sisters name is (b)(7)(F). (b)(6) Caller wants to file a complaint and a claim. She also wants to complain that her brothers lock was broken. She also wants to file a complaint for the screening she received when she was on her return flight when she was at LAX. She stated she walked through the AIT and did not trigger an alarm but the officers still insisted on a patdown of a particular area.

Advised,

Airport: LAS
Airline: Delta
Flight Number: 1552
Date and Time of Flight: October 1 at 6:30 AM
Baggage Tag Number: Not available, was left in Mexico on the damaged piece of luggage
Description of Luggage: dark purple suitcase, 4 wheels, Advantage was the brand
NOI: Yes
Anything on NOI: No
Contact Info: (b)(6)

10/9/2013 1:00:18 PM

The Transportation Security Administration (TSA) is not liable for any damage to locks or luggage from opening a bag for security purposes.

Airport: LAX
Airline: Delta
Flight Number: 2462
Date and Time of Flight: October 8, she came through screening around 6:30 PM
Baggage Tag Number: NA
Description of Luggage: she was wearing a pink tank top and a pair of jean capris
NOI: NA
Anything on NOI: NA
Location: Delta Terminal, Gate 5
Contact Info: (b)(6)

I advised that i will be sending the complaint to the CSM at LAS and LAX Airport. I advised that i would send the claim forms to the email address provided.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/9/2013 1:47:44 PM

Name: (b)(6)
Email: (b)(6)

Complaints: inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Detroit Metro Airport, Flight from Detroit to Denver, North Terminal, Flight date: 10/8/13

Comments: I am writing to complain about the screeners and the overly invasive screening process from the TSA agents at the Detroit Metro Airport yesterday.

10/9/2013
2:12:46
PM

A little background, I had just left St. Mary's hospital where I was told I was in the process of possibly having a miscarriage. I had the paperwork with me along with the hospital bracelet on, due to the fact that I literally left the hospital and rushed to the airport to make my flight back home so I could get home to my husband and go see my doctor in Denver.

When a woman miscarries, she is bleeding heavily along with heavy cramping. Included in this process is the horrible knowledge of the loss of her baby. When I got the security at Detroit Metro I was unable to avoid the Xray Scanning, which my OB/GYN told me to avoid at all costs, no lines for the metal detector were available. Because St. Mary's wasn't 100% sure that the bleeding meant I was losing the baby I thought it prudent NOT to go through the scanner. So I opted out. Like usual as soon as you say you are opting out the negative attitudes and poor treatment starts. Every time I opt out I am treated like I am suspected of a crime.

As standard practice, I went through the overly invasive pat down where a female agent gropes my private body parts, all of which were extremely sensitive due to my pregnancy. There is no reason to have a woman karate chop my vagina and grope my rear end. During this pat down, the female agent came into contact with my thick menstrual pad that the hospital issued to me for the bleeding and became alarmed. I showed her the hospital bracelet and told her it was a menstrual pad and that I was possibly going through a miscarriage. She began to treat me like a terrorist. She told me that she didn't believe me and that she was 44 years old and knew what a menstrual pad felt like and that wasn't a pad, in all of her experience. Talk about condescending and uncaring. My heart was breaking and now I was being humiliated on top of it. There is no reason for that kind of treatment. I am a good person, I pay my taxes, I believe in my country, in our constitution and our right to freedom and this whole experience made me feel like I was in a different country where people are treated with suspicion and like they were subjects, not free beings.

No one at the airport had a right to invade my personal life, to even know what I was going through. I am a private citizen and experiencing one of the most horrible situations a woman can experience and this is how I was being treated. What makes this government agency, funded by us hard working Americans, think they have a right to invade people's privacy and disallow them to travel freely inside of our borders?

Management was called and they grabbed my stuff and led me to the private screening room without any information as to what we were doing or where we were going. I was now quite angry on top of devastated. I already felt that the level of groping that occurred during the initial pat down was inappropriate. No one has a right to touch my private parts. In any other part of society it would be considered inappropriate sexual contact and they would be arrested. This is the worst offence against my personal freedom and right to privacy. I was losing my child and distraught over it and when you add the treatment by TSA, the threat of "you can either let me use the front of my hands to grope your breasts and vagina or we are going to call the cops" Caller said she wants to make a complaint. She flew out of Charlotte Airport to Providence, RI on Thursday around 2:30pm at terminal D. She said her minor child did not want the x-ray screening and wanted a patdown instead because she was afraid of the machine. She said her daughter left the airport in tears and she said the agent insulted her daughter and insulted them for not using a microwave. She said the TSA agent also went over to another TSA agent and they were laughing at them. She said she did not get that TSA agent's name and this was her daughter's first time flying. She said she was belittled by the TSA agent. She said her daughter showed her ID at the security checkpoint.

Sending Info to CSM
Airport: Charlotte International Douglas Airport
Airline: US Air
Flight #: 1992
Date and Time: 10-3-13 2:30pm

10/9/2013
3:26:34
PM

Location: Terminal D

Email: (b)(6)

Response: I advised her I will send this info to the CSM at that airport.

Name: Terry Stanton - CSM
Phone: 704-916-2200
Email: (b)(6)

10/10/2013 1:03:58 PM

Caller indicated that her sister, (b)(6) frequently travels from GEG to ONT to visit her and her elderly father. She was calling on her behalf today because she always is subject to rude treatment by the TSOs at the checkpoint at Spokane airport. Her most recent flight was Oct 7th on Southwest Airlines flight 311 departing at 0745hrs, and she arrived to the airport about 1.5hrs early. She said that this and each other time she goes through the checkpoints the officers talk to her in a demeaning tone, and lately have been requiring a patdown even though she does not alarm any of the equipment. On this flight she had a miniature decorative hammer that the officers told her was prohibited and thus she had to receive additional screening. They required she abandon the item as she did not have time to take it to the airline to check in. Caller indicated that at other airports when something was determined to be prohibited, the TSOs tried to assist by contacting an airline rep to come to the checkpoint, or offering to ship the item. She also stated that during the additional screening the officers emptied her carry-on for inspection and nearly broke the luggage by being rough with the zippers and pouches, and one of them told her she could not touch anything or she would mess up and have to do everything all over. She is calling on her sister's behalf to request a complaint be submitted due to the poor customer service and rudeness she consistently experiences at this airport.

Apologized to caller for her sister's experience and explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Explained that if she experiences any problems or has concerns during the screening process, she can always request to speak to a STSO or TSM to address her concerns. Collected her recent flight information and advised that we would forward this complaint to the CSM at the airport for review to see if any additional assistance can be provided, and welcomed her to contact the TCC any time she has questions or complaints regarding screening. Caller would like to report a theft of money that turned up missing while going through the screening checkpoint. When he came through screening, he was asked to empty his pockets and he placed his money in the bin. The TSOs at the checkpoint had to give the patdown to him. He was departing out of DTW, and came through security around 12-12:30 on October 8 and he flew to MDW.

Advised,

10/10/2013 1:57:32 PM

Airport: DTW
Airline: Southwest
Flight Number: 3307
Date and Time of Flight: October 8, he came through screening around 12 to 12:30
Baggage Tag Number: NA
Description of Luggage: he was wearing a green sports jacket that was placed in the bin, and the wallet boarding pass and money on top of it.
NOI: NA
Anything on NOI: NA
Location: caller says there were two checkpoint and he was at the one in the middle, but he isn't entirely sure
Contact Info: (b)(6)

I advised the caller that I would be sending the complaint to the CSM at Pittsburgh International Airport. I also advised that I would be sending the claim for to the email address that was provided..

Attached:

Name: (b)(6)

Home: (b)(6)

Mailing Address: (b)(6), Cincinnati, OH 45212

What happened?

10/10/2013 2:02:59 PM

I requested a hand check for the breastmilk I was transporting home for my infant son, after having pumped it for him during the 36 hours I was away. The first agent informed me that I must put it through the x-ray machine. When I explained what I was carrying, he insisted that I put it through x-ray. After a third insistence by the agent that I put it through x-ray, I requested a supervisor. A female supervisor accepted my cooler and ice packs and said she would hand check them. All of my bags were then subjected to a hand check and I was forced to undergo a full pat down. Upon my questioning, she insisted this was because I had more than the allowable amount of liquids, which she noted a 3.4 oz. This is contrary to the stated policy per the TSA website which reads "Declare larger liquids. Medications, baby formula and food, and breast milk are allowed in reasonable quantities exceeding three ounces and are not required to be in the zip-top bag. Declare these items for inspection at the checkpoint. Officers may need to open these items to conduct additional screening." I had a reasonable amount of breastmilk based upon the length of my trip, and should not have been subject to the very invasive full pat down and full examination of my bags.

Prior research told me that (1) x-ray was not safe for breastmilk and (2) I needed to declare breastmilk for separate inspection. I understood that the officers could / would inspect the breastmilk, but believe I was unfairly treated due to my status as a nursing mother. The full pat down and hand check of all of my bags was unnecessary. Please note that I have traveled through security approximately 10 other times with breastmilk at various airports (never before at O'Hare) and had zero issues with having breastmilk being hand checked. However, I believe the officers involved need to receive a reprimand and training on the actual policy related to nursing mothers who carry breast milk home for their children.

When did this happen?

Wednesday October 9 2013 at approximately 6:30 pm CST

The caller's husband passed away two years ago and she lost quite a bit of hair. She has her hair covered up with a spray. She came up to NJ on August 25 to September 16 and then flew back. When she went through to come home she had no problem. However, at PBI a lady that was examining her had to push her hair back to search it. She very short hair but it is covered with a liquid spray underneath to hide it. She went through the AIT. She has had a patdown and says she has never had her hair touched. She has been in a nursing home and convalescent home as well. She complained about flying back and forth and usually not having any problems. She stated that a friend of a friend has very long hair and has had to have additional screening but tells them not to touch her hair and they do not. She asked if she could tell them her scalp is sensitive and not to touch her hair.

EWR to PBI she had no problem nor has she had problems back and forth in the past. She says that just that person at PBI did this and it must be them specifically.

10/10/201
3 4:59:31
PM

Advised caller:

If there is an alarm or anomaly on the AIT they have to do additional screening on that area. She displays a generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

TSA also selects passengers and their property at random for enhanced security screening.

You can tell the TSO at the checkpoint that your scalp is sensitive and they will try to screen you accordingly.

I offered to give her the CSM number stating that due to the Government Shutdown they are furloughed per (b)(6). Therefore it could be longer for them to get back.

The passenger kept interrupting me and would not let me give her the information. A lead disconnected the call.

Oct 7, 2013

Nazis of the TSA

Office of the [ha ha] "Civil Rights and Liberties"

External Compliance Division

601 S 12th St

10/11/201
3
12:02:35
PM

Dear External Compliance Nazis:

I picked up a complaint form yesterday from your Ft Meyers airport gestapo desk, and used it - plus the backs of three pages of your official "Civil Rights for Travelers" website that I had printed a few years ago and which I carry with me whenever I fly ... just in case I need it - to write out the complaint I had against your gestapo agents at the Ft Meyers airport. But the pen I had didn't want to work correctly, we had a bouncy flight over the remnants of a failed tropical storm, and my one-year-old son was kicking me as I was writing. Even I can barely read what I wrote, so I am typing this up from those notes.

Copies of this are going to be sent also to my US Senators and my Congressman, at least one of whom has made statements on the floor of Congress critical of the nature and efficacy of the job TSA does, though nowhere near as pointedly as those criticisms need to be stated. A copy will also be going out to a public and fairly popular internet blog site, as well as facebook and where ever else I can think of. In fairness, I shall append any official response this complaint gets to the blog site and

Oct 7, 2013

Nazis of the TSA

Office of the [ha ha] "Civil Rights and Liberties"

External Compliance Division

601 S 12th St

10/11/2013 Arlington VA 20598

3
12:02:35
PM

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Caller said when she flies to San Francisco she has no problems going through the screening process but usually flies under Tina and she said she got her driver license changed to reflect that. She said each time she flies out of Yakima, WA she gets her bag searched. She asked the odds of having her bag searched and being patted down. She said she is European and never had this problem before but for the last year she said she feels she is being singled out. She said she does have a patdown complaint and she said it is just at this airport and she feels it is racial profiling. She said she gets an noi each time and she feels this is an invasion of her privacy but she said she does not feel like anything is missing. She said she bought a metal bag and asked if that would make a difference. She said she did not want me to send this to the CSM at the airport and she did not want to apply for redress. She said that if it happens one more time she is going to call back and aware that we record our phone calls and that there will be a record of this phone call today.

Response: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

10/11/2013
3
12:46:14
PM

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.

I offered to send the CSM at the airport an email about her complaint but I did advise her of the government shutdown at this time. I advised if the bag triggers an alarm it will have to be hand inspected.

This boy still believes the First Amendment hasn't been repealed and will voice his opinion concerning TSA joke for security via remarks or jokes in any fashion he wishes. Not try to arrest me

SA Loudspeakers Threaten Travelers With Arrest For Joking About Security

Prisoner training: Don't complain about your grope down

10/12/2013 (b)(6)
3 9:23:34 AM (b)(6)
October 11, 2013

Travelers who crack jokes about the TSA's ludicrous security procedures could face arrest, according to a new loudspeaker warning being broadcast at airports in the U.S.

While traveling through George Bush Intercontinental Airport in Houston, (b)(6) heard a security announcement repeatedly aired on the airport intercom that left him disturbed.

"You are also reminded that any inappropriate remarks or jokes concerning security may result in your arrest," the loudspeaker message states.

October 7, 2013
CLT to JFK via JetBlue (#218)
Screening Occurred: 12:00 PM
Gate: 5

October 8, 2013
10/12/2013 JFK to CLT via JetBlue (#1119)
3 1:17:52 PM Screening Occurred: 2-3:00 PM
Terminal: 5

Caller is wantin to complain about the patdown experience she had at both CLT and JFK. Caller says that she felt violated and felt down by the TSOs at both airports. Caller states that she was in a wheelchair and was receiving assistance in going through the checkpoint.

Caller was advised that this information will be sent up to both the CSM at JFK and CLT for further resolution. Caller was advised that it might take awhile for her complaint to be reviewed due to the government shutdown.

I'm a very frequent traveler (million miles plus in less than 8 years, most all domestic) and I always opt out of the newer body scan devices due to radiation concerns.

I really dislike the variable level of pat-down I receive as well as the variable way your personell perform the pat downs against 'standard'.

To the first issue, in Orlando this week I just had a guy put is finger in my bellybutton and wiggle it in a circular motion three times. This is the first time anyone was been that invasive during the pat down. Also, this individual hit multiple spots on my body multiple times. I don't mind thoroughness or even randomizing the screening, but this wasn't that - just a guy doing it differently than others.

10/13/201 3 7:15:12 PM It is absurd to think that you are making things safer for me in a material way. You are making some things safer on the aggregate, but if anyone wanted to circumvent your policies everyone knows it isn't rocket science to do it. I yearn for a time when your policies protect more than encumber.

If I am TSA pre-check one day and then my bellybutton may have contraband in it the next, then we have a problem. Of course I'm exaggerating and I know that random added security measures over TSA pre-check screening is a good thing (randomness is good) but the extent to which you carry out some of your searches is really appalling.

Why not let people sign up for a program like global entry and even perhaps a level of security deeper and let me be a known person. I make ten times as much as someone working food service in an airport (not a slight, just a fact). I don't see why I'm treated as a higher risk target than employees in the airport because from a risk assessment standpoint no one, looking close enough, would choose to inspect my bellybutton and not staff.

--

(b)(6)

10/14/201 3 9:23:49 AM My name is (b)(6) I was born Septmber,4th 1947 on the island of Barbados in the West Indies.Presently I reside at (b)(6) Wilmington in the the state of Delaware.I have lived at this address for over 15 yearsand have been a citizen of the United States since 2000.I am self employed,I buy clothing and other miscellaneous items in the United States and then take to Barbados and re-sell them.I have been doing this on a part time and then on a full time basis since 1994 and this activity takes me down to Barbados on regular intervals.Whenever I travel,I am singled out for pat downs searches of my person.On the last occasion when this happened October,3rd 2013 flying from Barbados to Philadelphia I asked the the American Airline personnell what was the reason for the search and she told me it was not American Airline but US security.When I returned home I wrote American Airline customer relations and they confirmed that it was indeed TSA and conjunction with them.I have noticed that I am watch and followed 24 hours a day,I have also noticed that my house is under 24 hour surveillance.I have even had someone come to my house under the guise that he was from the County and he need to get to the sewer on my property and then he proceded to chop down all the trees from my back yard. I refuse to believe it is a criminal matter because if I did not see crime as an option when I was young man,I would be quite stupid to involved myself in such things at 66 years old.
I have a couple of quetions as to why I am constantly singled out and embarassed before my neighbors and fellow travellers and what threat do I pose to the United States

(b)(6)

HYPERLINK (b)(6)

Caller went through New Orleans to LAS on Friday, contacted TSA prior because her daughter wears an insulin pump and was told there would be no problem because her daughter wears an insulin pump. States she was told to request a patdown for her daughter upon arrival at the checkpoint and she said she told the Document Checker. She asked the TSO for a patdown and didn't get it and her daughter was told to go through the machine and it set off the machine and her machine. The TSO saw the pump and asked what it was and where it was connected, he was picking and prodding at the pump and he broke it. Caller states her daughter told the male TSO not to pull up on the machine and that's when he broke the machine. They had to hold it together with scotch tape and upon boarding she got some bandaids to assist holding in place and at Houston had to run to the connecting plane. Upon arrival at LAS they looked for a pharmacy and missed the important meeting she was to attend on Friday night. They had to purchase insulin and needles to get her through the weekend. In her checked suitcase was a NOI and she is missing medications, Zanax, and a \$250 necklace is missing which her father bought for her in 2010 and he died in May 2011. The necklace was a gold necklace that stated Daddy's Girl on it.

Flight # not available, SW Airlines, departed at 11:10 AM, Gate # B4, Baggage Tag # not available.

The checked suitcase was a black duffel bag, nothing written or stamped on the NOI.

Flew from New Orleans via Hobby to LAS

Caller flew on 10-13-13 from LAS and they didn't allow her to board the flight with her needles, only the insulin. She explained at LAS what happened at New Orleans and the TSO asked if she was wearing the insulin pump and they told her no because it was broken at MSY and she had to go through the AIT machine. States her carry on went through the x-ray and when they saw the needles they were removed. The carry on bag was a fanny pack she was wearing around the waist and when they saw the needles they came flying at her and the TSO lady said she couldn't take the needles on board, only the insulin. Caller states she explained to the TSO her daughter had to have the needles to take the insulin and the TSO said, That's not my problem. States they almost missed their flight because it was taking so long for the screening and they arrived approx. 7:30 for the flight.

10/14/2013

The TSO was a tall thin lady with reddish blonde hair, short, teased on top and very rude.

10:11:51 AM

Flight # 3132, Gate #C4, Baggage Tag # not available, SW Airlines, departed at 10:10AM.

There was a NOI in her checked bag on the return flight, but, nothing missing.

(b)(6) is her daughter's name.

Response:

Apologized to caller for her screening experience and explained information would be provided to the CSM at MSY and LAS for review.

Provided claim form via email and provided following:

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

New Orleans Kenner

New Orleans International Airport

504-463-2252 (MSY Support Operations Center)

Caller stated that she traveled from PSP to PDX on Alaska Airlines flight 2618 on October 8th departing at 1445hrs. She said that she went through the checkpoint about 30 minutes prior to the flight departure and when she passed through the WTMD, it alarmed and the officers had to inspect her purse and claimed that a USB memory stick was the culprit. She was required to step aside for a patdown and the female TSO ask her if he had anything under her clothing. She told the officer she had a money belt and the officer had her remove it, stepped out of view and returned a few moments later and returned her money belt claiming she had it scanned. She said she did not need any cash out of the belt until today, and when she opened it, only one of the seven one-hundred dollar bills were inside the envelope of the belt. She is upset and thinks that the money was lifted from her during the inspection. The officer that conducted the pat down was a African American, slightly heavy built, and approximately five and a half feet tall. The caller said that she is seventy-five years old, and about the same height as the officer. She was wearing black jeans, a three-quarter sleeve black jacket with a bright orange top underneath and a black purse. She said that she also wears eyeglasses, and had her hair in a low pony tail.

10/14/2013

12:05:11 PM

Apologized to caller for her experience and the missing money, and advised her that we would forward her complaint to the CSM at Palm Springs Intl Airport for review to see if they can provide additional assistance investigating the matter. Also advised her of her right to file a Federal Tort Claim and sent a form to her email address per request.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/14/2013 12:04:29 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 4680S/U.S. Airways/Terminal C/Washington - R. Reagan National Airport/Gate A 43 - on Friday, October 11th.

10/14/2013 1:07:33 PM

and

2169K/U.S. Airways/Terminal C/LaGuardia International/Gate A41 - on Monday, October 14th.

Comments: I want to begin by saying that I appreciate the efforts of the TSA greatly and I know that they are necessary to keep passengers safe. As a consistently innocent traveler, I have felt very frustrated nearly every time I go through security. I am always polite but have recently decided that I should say something about my experiences during the last week. On Friday, October 11th, as I was going through security, I took my jacket off and put it in the bin to be scanned. An agent told me that I didn't need to take my jacket off and to put it back on - so I did. I went through the body scanner and then was told I needed a pat down. I agreed, I don't want to be troublesome. As the woman patted me down, she said, "Next time, take your jacket off and you won't need this." I was angered by that statement considering I had my jacket off and was asked to put it back on. It shows that there was a lack of coordination among the agents and that they were not on the same page about policies. This morning, on Monday, October 14th, as I was in security, I asked if I could choose an alternate form of being scanned. I ask for this often because I am afraid that going through the tube-type, full body scanners frequently will damage my health, as I go through security at least twice a week. I was told that I did not have a choice and that it wasn't harmful. I went through but was annoyed. This is not the first time that has happened and I feel that I actually do have a right to choose an alternative scan, the agents just don't want to waste their time. I hope the TSA will keep doing their job to keep us safe, but for those of us who are innocent (which is the majority), it would be nice to be treated that way.

10/14/2013 2:04:32 PM
Caller flew from Charlotte to ATL to Cancun Mexico. Caller is complaining about the TSO wearing the same gloves for screening everyone's luggage. Caller is a nurse and said she is very aware of how germs can be passed. Caller asked why TSA does not use a new pair of gloves when screening a passenger's luggage.

PM
Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so.

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment; Age

Current Date/Time : 10/15/2013 6:04:09 AM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

10/15/2013 8:20:21 AM
Comment : Just another note to let you know your terminology of "customer service" is outrageously offensive to this 68-yr.-old grandpa who got your retaliatory grope treatment 2X in a row for asking questions, being old and an easy target. I am not and never have been your "customer"; nor will I fly again until your agency of above-the-law thugs is disbanded. You should be ashamed --- no, arrested. 8 years of not willing to fly because of you. TSA go find another country to be part of. You are an embarrassment to all of us who are made to feel like criminals in public. Do you seriously believe the Patriot Act supercedes the entire Constitution? Your agency is a dangerous cancer and I will be happy to watch all of you prosecuted when our backboneless country finally wakes up.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA members,

I just read an article regarding 'comments or jokes about TSA security personnel may cause you to be arrested while in an airport'. Or, something similar. Please, may I just make a comment, your agency has been the biggest joke in this country since your inception after 9/11. When I say joke, I mean nobody takes you seriously, at all.

Your agency and personnel does not command respect from the general public only blatant hatred and contempt. I have not met a member of your overly inflated egotistical department that I would urinate on to put out a fire. And, now, you verbally warn the public they are subject to possible arrest for making jokes at your expense. Really? What more can be said about TSA that isn't considered humorous anyways?

Just saying 'TSA' is a joke, it is the only delivery a person needs to invoke images of the most incompetent people in the world. Sometimes I almost feel pity on the personnel working at their posts but, then, I laugh and it goes away.

I have started a viral request for people to post videos of them pointing and laughing at any TSA 'worker' as long as it is done inside an airport.

10/15/2013 David Letterman's "Top Ten Questions to Ask Yourself Before Becoming a TSA Agent"

- 12:31:34 PM
10. "Do I need a degree in groping?"
 9. "Am I only doing this for the sweet TSA uniform?"
 8. "If I find explosive underpants, may I keep them?"
 7. "Will I enjoy being cursed at 40 hours a week for minimum wage?"
 6. "If I find explosive underpants, may I keep them?" That was No. 8. Who checks these things anyway?
 5. "Should I practice by frisking people on the street?"
 4. "In five years, whose pants do I see my hands in?"
 3. "Do I really want to know what a fat guy's thighs feel like?"
 2. "May I frisk myself?"
 1. "What's the closest airport to Shakira's house?"

Thanks for supplying past, present and future jokes about the biggest joke in America, except of course, Obama.

926

Dear RDU Airport,

Your three young black women (one wearing a headdress) with no other customers to help were rude and crude to me yesterday who requested an opt-out. I am definitely not writing about the professional, older woman who actually did the "pat-down." She was expert in every way, but the three younger women who obviously have had no customer service training and resent their jobs. They were not helping anyone else, but I suppose they resented the infringement upon their "gossip time" and resisted helping me or, when they were forced, acted in an abrasive, obnoxious manner. Who do they think is paying their salaries? Do they think passengers don't count? In my opinion, they need to be immediately removed from their assignments and taken to training which they have not had. At one point, when I asked a question, one said "yes," and one said "no," simultaneously, so, obviously, they are unaware of the requirements of their jobs. They were on duty at the Southwest check-in at 12 p.m., October 14, 2013.

10/15/2013 2:03:39 PM

Sincerely,

(b)(6)

Caller had sent in a complaint in Salt Lake City, she had got a response in email and by letter this week from TSA. She was trying to contact the person that wrote her the letter, it was from someone from headquarters named Ray Santana. She was traveling with 3 minors, at Salt Lake City one of the minors that was 14 years old was pulled over and checked thoroughly. She says she was discriminated against since she was a woman. She was watching the officer pull the minor by the arm and took him into a room and he did not have an adult with him. She thought he was being arrested, she was told by another officer that someone should have been present with the minor during the screening. The officer that had taken the minor was in her face yelling saying he didn't know he was a minor and the child did not say he was 14 years old. The caller had requested a police officer, the officer told her there wasn't one available at the time so they continued the patdown. She says then 4 police officers showed up and told her to shut up and ask if she wanted the child screened or not. The officer told her if she spoke again she would be arrested. She says as the officer was feeling of the kids privates the officer was looking at her grinning. She was upset they had not told her what they were doing with the child and why they were doing this. She wasn't happy how they had treated her in the room, she says her civil rights had been taken away because she as a woman. She ask if the private room for screening had surveillance, She wants copies of all the surveillance. She was upset at the letter she had got did not address her complaint about her being discriminated against since she was a women, she wasn't upset that the child got a patdown.

Told caller

I only had the mailing address for headquarters, she had it already.

MB Notes:

10/15/201
3 2:16:42
PM

The caller was transferred to me via (b)(6). The caller stated that she had received three responses from TSA. The caller stated that the original incident happened in July. She said that there were two parts to the complaint. The caller stated that she had three minors with her. One of them was patted down both in public and private. She stated that she got very upset and asked for a police officer. The officer initially stated that an officer was not in the vicinity. The caller then stated that the officer was acting inappropriate whenever he was patting down the 14 year old minor. The caller stated that she asked for a police officer again and the local law enforcement showed up. The caller stated that the police officer as well as the officer conducting the search acted rudely toward her. She stated that she was told that she was not allowed to speak. I advised the caller that in regards to what happened with the police officer was not in TSA's jurisdiction. I advised her that she would need to address that issue with that department. She stated that she was not unhappy that the child got the patdown but she was unhappy because she was told that she was not allowed to speak. She stated that the issue was not addressed in the response that she received.

The caller has received three separate responses from TSA in regards to the incident. She was very angry and yelling throughout the call. She stated that she was told that she was on a watch list. The caller repeatedly stated that she wanted copies of the security tape. She stated that she sent in the complaint approximately a week to two weeks after the complaint. However according to her previous email in regards to the incident (b)(6) she actually reported the incident over a month after it occurred. It was sent to MB on 8/28/13. The caller repeatedly stated that she wasn't all that concerned about the patdown incident and went on to further say that if it wasn't her child then she would have been incredibly angry. She was very upset because she stated that her issue was not address. I advised the caller that all I could do in regards to the incident is to forward the information to the MB branch again. I advised the caller that if she was upset over the treatment she received from the police officer then she should take it up with that particular entity. The caller told me that TSA was at the airport with this officer and I advised her that it didn't matter.

I provided the caller with information on how to contact the CSM by using option number 5 on the IVR. I advised her that she could attempt to contact the CSM but that I could not guarantee a response due to the government shut down.

Caller said his wife has a medical port and the TSO told her she would have to have a patdown. Caller said she was offered a private patdown, but she declined because they told her she may have to have additional screening. Caller said his wife is upset because they patted down her breast area. Caller finally told me his wife has an aversion to touch due to sexual trauma. Caller did not feel it was appropriate to have the port patted down, he thought TSA should be able to look at it and clear her visually.

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If they feel comfortable, passengers who have difficulty being touched should inform the TSO that they may need assistance during a patdown.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit <http://www.tsa.gov/press-releases/2010/02/17/tsa-expands-use-explosive-trace-detection-technology-airports-nationwide>.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division

Caller was trying to reach the CSM at Charlotte Douglas and when he pushed option 5 he got us. He said that he gets Precheck and the designated checkpoint has an AIT that is a few feet away. They make him go through the walk through metal detector and he has to have a patdown. He asked the TSO what is the benefit of having Precheck if he has to do this everytime and why he can't just use the AIT. The TSO told him that the next time he flies he can tell them that he has metal implants so he can use the AIT. Then, the next time he flew he told them about the metal implants and requested the AIT but they would not let him use it and made him go through the metal detector. He said that the screeners are still operating at the checkpoint when I mentioned the CSM is on furlough.

I told the caller that just because you have Precheck does not guarantee that you will not have to have a patdown even if you use the AIT.

I told him I could take his complaint and send it to the CSM or he can wait until the government shutdown is over and call them at 866-289-9673, option 5, and CLT. I told him that the CSMs are on furlough although the screeners are still there. I also told him he may ask for a supervisor if he does have issues at the checkpoint. He is going to call them himself.

Caller would like to give feedback. Caller said she had a flight on US Air that was cancelled, she had to get online and try to find another ticket. They did not offer a hotel or anything to her. She found her own ticket on Delta. She had to get her baggage off of the plane and move it for another flight. She had to go through screening all over again, she ended up being chosen for hand screening and then she had to go to a private room and had to be a thorough patdown. She said there a flaw with the machine they took a swab from her hand. Check that machine and see why that may go off because it should not have went off. DIA. Caller insisted in receiving all the chemicals that would make the ETD alarm

Advised caller the following information:

Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. TSOs are trained to resolve these alarms using a variety of resolution techniques.

Told caller that we did not have a list of chemicals and the TSO s were doing their job by giving her additional screening. Explained that when she leaves the secure area she will always have to go back through screening. Supervisor Call.

(b)(6) responded that TCC does not have a list of chemicals that are associated with explosives.

10/15/201
3 4:08:04
PM

10/15/201
3 4:18:18
PM

10/15/201
3 6:21:27
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/15/2013 9:14:52 PM

10/15/2013

10:02:11 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Great Lake flight 7262 Cortez, Co 955AM

Comments: Excessive Pat down at (b)(6), including 6 touches of groin area and hair pat down even though I have short hair. Just because I had knee surgery should not condemn me to excessive touching in inappropriate areas. I am a 62 year old pilot and I resent excessive inappropriate touching during these pat downs. When you have a joint implant you are singled out every time, there is no way not to get a pat down every time you board an aircraft. It is very unfair, a metal detector could verify an implant instead of a pat down.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/16/2013 12:46:37 PM

10/16/2013

3 2:01:53 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I am an elite frequent flier and am very familiar with your policies & procedures. I am also retired from the law enforcement community. On October 02, 2013, I entered the screening area at Phoenix Sky Harbor for Alaska Flight 635 to Seattle in Terminal 2. I arrived about an hour early.

Comments: While removing items from my pockets and preparing my trays for screening, I caught the eye of a female TSA employee and told her I wished to opt-out of the scatter machine as I always do. She started yelling at me to "Take that paper out of your pocket!". I told her she needn't bark orders at me and asked her not to be so rude and to give me a chance to finish my process. She called for a male screener (an older, tall, balding gentleman). When he arrived I was standing by waiting for him. The female whispered something to him and he immediately ordered me to take off my dress shirt. I thought it was a joke. Ultimately I stripped down to my undershirt in front of all the other passengers in line, completely embarrassed and violated. After completing my pat down, I dressed and approached the supervisor's desk, which was surrounded by about 6 or 7 employees in and out of uniform. I explained what happened and asked why I had to take off my shirt. The man seated at the desk told me it was because I didn't have it tucked in and buttoned all the way up. Then all the other employees began to chime in and I was verbally ganged up on.

As I told them, I have been through screening across the country at many airports and multiple times, but have never been asked to take off articles of clothing, and especially in public. I felt I was being retaliated against for refusing to go through the scatter machine. Since when did the TSA take over the role of my mother? If my shirt is not completely buttoned up and tucked in I am subjected to humiliation? How does this make the public more secure? As retired law enforcement, I have performed strip searches and pat downs on hundreds if not thousands of people. I would like to know the reasoning behind this abusive and outrageous treatment. How is it TSA's place to tell me how to dress? By having my shirt untucked, it actually makes it easier for them to check me in a pat down. This procedure is nothing more than unjustified sexual harassment. I understand the need for security and safety, but your people are now crossing the line into disrespectful absurdity. There is no reason to treat people in such a harsh and callous manner.

Location: Lagueardia airport (LGA), Terminal C, East Side TSA security checkpoint

Date and Time: October 1, 2013, approximately 10:30 AM

I recently mailed a complaint card because my treatment at the TSA security checkpoint on October 1 was unacceptable. The two TSA staff members I was interacting with were unreasonable, nasty, and extremely unprofessional. I opted out of the body scanning machine, as I normally do, to avoid its radiation risk. The female agent posted at the body scanning machine (whose name I was not able to obtain) asked me to wait while she located a male staff member to pat me down. I waited patiently for several minutes, but meanwhile all my belongings were on the other side of the scanner and out of my sight. My wallet, cell phone, laptop, and all my carryon items were sitting out in the open where I could not see them and with dozens of people passing through. I expressed concern about the safety of my belongings to the agent and indicated that I wanted to be escorted to my belongings or have them brought to me so I could monitor them. She brushed me off and angrily told me I would be brought to my belongings as soon as they found someone to pat me down. I asked calmly about how long that would take and she rolled her eyes as she replied, "as soon as we find someone," showing no concern for me or my property.

I was very unhappy about the way I was being treated, and asked the agent to see her supervisor. At first her response was that I could see the supervisor only after I had received my pat down, but she did eventually get the acting supervisor. (b)(6) was unable to obtain (b)(6) badge number (b)(6) was at least as bad, if not worse, than the first woman. When I expressed my concern to (b)(6) she made a sarcastic remark and walked away, refusing to be of any help or express any sense of concern or understanding.

10/16/2013 2:02:06 PM

Not only was my property unmonitored for approximately 10 minutes, where any other passenger could take my valuables (either intentionally or accidentally), but I have also always understood it to be a security risk to leave ones belongings unattended in a secure area of an airport. These TSA agents actively prevented me from monitoring my belongings.

Additionally, while I was patiently waiting for an officer to pat me down with my property out of sight, the same TSA agent posted at the body scanning machine kept yelling at me every 30 seconds to stand in a different place while waiting. "Stand over there." "I told you to step aside," etc. As hard as I tried to follow her direction and get out of the way of other passengers, she kept reprimanding me for being in the wrong spot. I felt like I was being treated as a prisoner or someone who had committed a crime, not a paying customer trying to get on an airplane.

First and foremost, it is unacceptable to prevent a passenger from maintaining visual contact with his/her belongings, especially when they are not in anyone's care. Passengers should always and without exception have the right to, at a minimum, be escorted to an area where they can maintain visual contact with their belongings. The way I was treated by the TSA agents was also totally unacceptable. As a paying passenger I expect to be treated with respect and to have my concerns understood and addressed, not be rudely brushed off, especially when my concern is as reasonable as keeping my belongings in sight.

As a follow-up, when (b)(6) heard me request to file a complaint, her suggestion was that I sign up for the paid TSA pre-check program so I don't have to go through the security process in the future. Apparently she missed the point. The security screening wasn't the problem; the problem was the way it was handled.

In most of my other recent experiences with TSA agents I have been treated with a fair amount of respect. However, experiences like the one I had on October 1 lead me to believe that, at least some, TSA agents are trained to perform their jobs robotically and without exercising discretion, thought, or common sense, as in a strict "My job is to do X and I don't know anything about anything outside of my direct responsibility." Training employees to engage with customers in a positive way and take a helpful, more critically thoughtful approach to their jobs will not only will make the experience more pleasant for customers (and agents), but will enhance security too.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 10/16/2013 1:22:42 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2013 1:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : near gate C49 TSA Employee: (If Known) :

Comment : I have spoken to your customer service agent and read your website about the rules. I still do not understand why I witnessed the following occur:

A very sickly woman, african american, in her 40's I believe, was in front of me in line. She was in a wheelchair and was asked if she could walk a short distance. She said yes. Once she was already in the Advanced Imaging Technology scanner, she was asked to raise her hands. She could not. This woman was probably 80-90lbs and very sickly. She almost fell over. So after awhile of trying this, they had her sit back down in the wheelchair and pushed her through the regular metal detector for a thorough pat down. They made her stand throughout this entire process, meanwhile, she was having a hard time keeping her balance.

10/16/2013 2:02:12 PM

When I asked the agent at the final customer service station why they could not just have her walk through the small metal detector, he said that was reserved for certain folks with special criteria. So instead, they put this poor woman through a 10-minute patdown, which was very disturbing to watch. She had to lift her shirt up from her pants and all the while, standing, which she could barely do.

1) After they realized she could not hold her hands above her head, why could this woman have not just walked through the metal detector on her own and been spared the invasive putdown?

2) Why wasn't it clearly explained to her that she would need to raise her arms above her head for 5-7 seconds, before having to get up from her wheelchair to enter Advanced Imaging Technology?

3) What is the "special criteria" reserved for people allowed to go through a metal detector?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

1) Information about the person who experienced the civil rights/civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

10/16/2013 4:05:33 PM

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Decatur

State:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/16/2013 5:13:46 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight from Newark NJ to Burlington VT on United Airlines affiliate on 9 October 2013.

10/16/2013 5:55:31 PM
Comments: Female TSA agent insisted I remove my neck scarf. Her attitude prior to that was rude, abrupt, and generally disrespectful. I declined the scanning machine and received a pat-down.

I have no complaints about the pat-down. I did ask the female agent who performed the pat-down if men were required to remove neck ties during security screening and she said no. I asked why I was required to, and she had no answer. When the pat-down was complete she referred me to a male agent, saying "This woman has a question for you."
I inquired about the requirement to remove my neck scarf.

He had no answer except to say, in essence, that agents are allowed to change things up when they feel like it. If so, then at any given security screening there should be consistency. If I have to take off my neck decoration, so should men have to remove theirs, as should any other female thus adorned.

The real problem as I perceive it is that many TSA agents have a rather grandiose sense of power and passengers can do little about it since the TSA has the capacity to prevent passengers from continuing their journeys.

I've traveled a good bit and had not experienced prior to this trip the rudeness, arrogance, and bully-boy attitudes that I did in Dulles and Newark.

I will say, as well, that in contrast, the TSA agents at O'Hare Airport on our return journey were polite, pleasant, and genuinely seemed to wish to be reasonable.

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Remote Client IP: (b)(6)
Date Time: 10/16/2013 5:00:56 PM

10/16/2013

3 5:55:34

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines flight from Dulles to Newark, taken on 8 October. Flight was supposed to leave about 8:30 p.m., but was delayed.

Comments: Going through screening, when I was standing in the x-ray machine, a male TSA agent said, "Pretty good shape for a 75 year-old."

I'd have objected (particularly had I known the flight was going to be delayed, but your lot have us all between a rock and a hard place, don't you. You have the capacity to make us miss our next connection.

At any rate, I do not believe that it is appropriate for agents, male or female, to comment on the physical condition of passengers, and I highly resent his sexist and ageist remarks.

This morning, October 15, 2013, I flew to San Francisco, departing from SeaTac. My experience in security check is one I hope to never repeat. I was traveling two weeks following shoulder surgery and wearing a large sling, per my doctor's orders. I went through the metal detector with no problem, but the TSA employee monitoring the machine directed me to have a pat-down and have my sling wiped to check for explosives. To everyone's surprise, the sling tested positive for explosives. So, I had to take the sling off, a painful and unnecessary experience, and be patted down without the support of the sling, also painful. My luggage and purse were also searched. Eventually, I was cleared of the possibility of carrying explosives and was able to get on my way. As I was walking away I noticed that a very elderly woman in a wheelchair was going through the same experience. The agents were professional and kind and doing their jobs as directed, and I appreciate the jobs they do, but it seems to be a waste of valuable resources, money and time to target people with medical devices and/or with obvious disabilities. What happened to common sense?

10/17/2013

3 8:18:00

AM

With concern for all people with disabilities-

(b)(6)

Tumwater, WA

Caller stated she flew from Destin Florida Airport to Ronald Reagan on US Airways and was asked to throw away all of her liquids, gels and aerosols regardless of their size. Caller stated she has metal rod in her leg and she requested to have a patdown and not go through the AIT. Caller stated the TSA Agent (b)(6) called the police on her as a result. This is the same TSO that conducted the caller's patdown. Caller states she was simply trying to put on her shoes and the agent said she was tired of the way the passenger was acting. Caller stated that she asked TSO (b)(6) what was allowed in her 3-1-1 bag. The passenger stated that TSA agent (b)(6) was rude and unprofessional. Caller wants to know why she was treated like a terrorist at the checkpoint. Caller stated she didn't have this much trouble at Ronald Reagan Airport.

10/17/2013

3 11:50:02

AM

Advised caller I would send to the CSM at the airport in regards to the incident. Advised caller because of the government shutdown there may be a significant delay in regards to the issue.

Couldnt find the airport code for Destin. I put in DSI and its not listed in the work row. Advised to put in pending template

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Remote Client IP: (b)(6)
Date Time: 10/17/2013 11:35:51 AM

10/17/2013

3 12:24:57

PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): St. Louis airport 10/17/14 10:20 am

Comments: I needed a female assist for an opt-out and they wouldn't get one and just told me they were short-staffed and it would be "a while" and that I should just do the vision machine like everyone else and how if I have a cell phone, this was no different. I shouldn't have to justify my choice to them nor should I have to finally give in bc after waiting for 15 minutes, there was still no assist. I had to catch my flight so I finally gave in and got the vision machine since they clearly had no intention of getting anyone to do a pat-down. This is so unexcusable.

Forwarded to TCC-referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

10/17/2013 3:12:25 PM From: (b)(6)
Sent: Saturday, October 12, 2013 1:50 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 10/12/2013 1:50:17 PM

Name:

(b)(6)

Email:

I travel every week for work and thus every week I go through TSA. Every week the folks are usually pretty reasonable, but sometimes I am surprised at the complete lack of any manners and professionalism. This week was one of those times. Today at approximately 1015 AM I went through the preferred access line in the San Antonio Airport on the Delta airlines terminal and put my items through. Since I was wearing bedazzled jeans was the lucky winner of a pat down since your machine can't seem to tell the difference between a few sparkles and a weapon of mass distruction. The woman assigned to do this snapped, 'up here, move up here.' Yikes, ok I'm moving....no need to snap. Then as usual she checked my watch, bracelet and the back of my pockets. Then she proceeded to put her filthy latex gloves in my hair. I understand there are security measures in place, but how about some sanitary measures? It's absolutely disgusting to have someone who's probably touched 100 other people already place their filthy gloves all over you. Not to mention the manners of this short, latino lady with a terrible bleach job were unbelievable. If TSA were privately run you would be out of business. The public wouldn't stand for the appalling level of service and gross waste of money that we all observe every week with complete disgust.

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Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 10/17/2013 5:56:56 PM Airport : JAN - Jackson International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

10/17/2013 3:05:08 PM Comment : We don't want naked xrays and we don't want to be groped. Your employees don't like it either. These dogs are non-agressive and more reliable than the machines and make a happier airport. Isn't a shame that Russia is once again showing itself to be of a less Police-State than America?

<http://rt.com/news/security-bomb-dogs-sniff-433/>

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/18/2013 12:23:27 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 10/14/2013 7:30 PM Airline & Flight Number : Jet Blue /531 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

10/18/2013 8:04:13 AM

Comment : I would like clarification regarding insulin pumps. According to TSA in SLC airport if my insulin pump cannot go through the X ray machine I must have a agent pat me down. What I don't understand is this is the only airport that requires me to do this and when I traveled through this airport in March I was not required to have a pat down. Every other airport swipes my insulin pump with the cloth, I proceed through security and there is no hassle. Due to the TSA agents in SLC I had to get a doctors note stating my insulin pump could not go through an X ray machine. As the agent stated, he had never seen a insulin pump that could not be X rayed. He required me to remove my pump and actually went on to Animas Corporations web site to verify what I was informing him of was accurate information. He did not require me to be patted down, my pump was wiped with the cloth and I went on my way. So, what is the accurate information for insulin pumps as each time I travel through this airport there is a different set of rules from the TSA Agents Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller was traveling from Logan International to Jacksonville on October 16, 2013. Her flight was scheduled for 8:00 pm but she arrived at the airport around 5:00pm. Her flight number was JetBlue flight 1209. She stated that she received a patdown from a TSO and the officer was not gentle. She stated that the officer grabbed her and touched her crotch area. A supervisor was called over and she stated the supervisor was rude.

Informed caller:

10/18/2013 10:26:22 AM

TSA regrets if this was not your experience. In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, Screeners should offer a private screening before beginning a Patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Gave caller the mailing address to where she can mail in her complaint.

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

The caller stated that he is frustrated. He is a frequent traveler. He has had this problem more than once. He is in Jackson, MS. A female TSO picked up his jacket and his computer was in the bin beside it. His 3-1-1 bag was in another bin. The young lady, a black female screener, picked up his jacket. He had placed his wallet in his jacket before screening. The agent picked it up and the wallet fell out. He stated the agent was very rude, so he asked for a supervisor. He was told by this agent that she was the lead. He asked for her supervisor. He had to go through the pat-down which he thought was a bit more thorough than usual. On the other side, he met a TSA supervisor who gave her name as (b)(6) He complained to her about the rude TSO. He was told that she was looking for something. He was given every excuse and caller pointed out that none of these applied to nor excused her poor behavior.

10/18/2013 10:41:44 AM

He talked to (b)(6) a TSM, she knew who he was referring to, and she was disregarding it. This was at 7:15 this date. Caller advised that the TSO addressed with him apparent disgust. She should have provided her name when asked.

I advised caller that I cannot tell him if it is a requirement that the screeners provide their name when asked, but will note that he suggested that the agents be required to provide their name.

I asked caller if he wanted to provide his e-mail address. He declined because TSA did not respond to a previous e-mail. He wants a call. When I asked if he wanted to provide his e-mail address to allow me to link the records, he advised that he would typically fill out the cards at the airport and these were his previous contacts.

I advised caller that I would send his comments and complaints to the CSM at the airport for appropriate action.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/18/2013 12:10:26 PM Airport : HSV - Huntsville International Date/Time of Travel : 10/11/2013 12:00 PM Airline & Flight Number : AA3220 Checkpoint/Area of Airport : Screening Checkpoint TSA Employee: (If Known) :
Comment : To whom it may concern:

Recently I went on a vacation with my wife, departing from the Huntsville International Airport. My experience with the security screening was unacceptable. I hope that you will investigate this matter further.

10/18/2013
3
12:45:02
PM

I choose to opt-out of going through the AIT machine and to receive a pat-down instead. I have opted for the pat-down instead of going through the AIT machine every time I have flown in the last several years. Every other time I have done this there have been no issues. This time, however, when the officer reached my groin area he brought his hands up very quickly striking me in the testicles each time he did this. In general, the attitude of this officer and another officer working at the time was similar to what would expect to find in a fraternity house or locker room.

As a licensed aircraft mechanic, and civil engineer who works as a project manager for general aviation airports for the State of Tennessee, I fully understand the need for airport security. I do not have an issue with the pat-down procedure. I do have an issue with what was either a deliberate act on the part of the officer who patted me down (which I suspect is the case) or in a fundamental lack of training.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states that her grandmother has been sexually violated. Caller states that her grandmother was taken to a private screening area and was told to lift her dress, pull her underwear down and bend over so her anal and vaginal region could be examined. Caller states that her grandmother flew from PHX to MCI. Callers grandmother states that the alleged strip search occurred at PHX. Callers grandmothers name is (b)(6) Caller made contact with the grandmother to obtain further information at which point, the grandmother states that she wishes that the caller would just let it go and not worry about it.

The entire conversation with the grandmother could be heard on the phone line.

Flight Details:

Southwest Airlines

10 17 2013 at or around 0745

Gate Terminal: Unknown

Advised Caller:

10/18/2013
3 1:18:24
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a Patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, Screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/18/2013 2:51:10 PM

10/18/2013 4:14:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints: My Complaint is Not Listed Here
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1209/United/Term. C/IAH/
Comments: After being scanned, I was subjected to an inappropriate "pat-down" which included TSA agent putting hand inside my bra and inserting their hand down my pants inside my underwear.

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 10/18/2013 3:24:17 PM Airport : LGA - LaGuardia Date/Time of Travel : 10/18/2013 Airline & Flight Number : B6 1117 Checkpoint/Area of Airport : Terminal B?

10/18/2013 4:14:59 PM

TSA Employee: (If Known) : Ca
Comment : I received a male opt out pat down at ~305pm and the TSA agent did not check my wallet that I brought in my hand. Agent name started with (b)(6)
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue
Categories : Other
Current Date/Time : 10/19/2013 12:51:59 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/17/2013 3:00 PM Airline & Flight Number : American AA2813 Checkpoint/Area of Airport : TSA screening area near American gates
TSA Employee: (If Known) :
Comment : There was a large number of passengers waiting to be screened. A TSA employee, a tall older gentleman with grey hair, "entertained" us with jokes and trivia questions while we waited. I also thought the general demeanor of the employees was somewhat unruly—loud talking, instructions to each other back and forth, "that man doesn't need a pat down", and so forth. After having been screened at Frankfurt and London earlier in the day, and seeing the stern professionalism and order exhibited in those countries, I found this sideshow to be depressing and alarming.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

10/19/2013 3:20:52 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/20/2013 5:43:20 AM

10/20/2013 9:28:50 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA 1555 IAD to SFO 6:39
Comments: I am concerned about the accuracy of the so-called explosive detection device. I arrived at the airport at 5am with my hands extremely dry and with no gel, lotion or anything on any part of my body. It was much too early to deal with extras. And yet, because I had a forgotten hotel room key in my pocket, I was screened for explosives and it registered positive. I would like to know the accuracy of these machines since in addition to triggering an alarm for lotions and gels, they also alarm for dry hands. Because there was NOTHING at all on my hands, I suggested that there was an error with the machine and politely requested that my hands be tested again. Instead, I was forced to submit to a pat down that, surprise surprise, revealed nothing—using what seemed to be the EXACT same technology that was used on my hands. The invasion of my privacy could have been avoided were the machines more accurate and had my request that my hands be tested again been accepted. To assist me in pursuing this matter further, I would like to know why my request to be tested again was not granted and also the percentage of false positives the palm explosive screening machines generate.

Re: Orlando airport pat down delay 30 min; SW 889, Orlando to Atlanta, 10-19-2013, 2 PM, Supervisor (b)(6)

I want to complain of being delayed more than 30 min at the Orlando airport for opting to have a pat-down.

After the initial delay and first pat-down, the TSA screener told me my hands were positive and this requires a repeat more thorough second go around in a closed room. I asked what was positive and he said "We can not tell you for security reason".

The whole episode lasted from 2:00PM to 2:30 PM, a delay of 30 min for my flight SW 889 scheduled for departing 3:30 PM.

I complained to supervisor (b)(6) and am formally filing this complaint for "intentional harassment of passenger opting for a pat-down".

10/20/2013

11:11:27 AM

I want you to reply to this email by a formal letter (not email) that you have investigated this problem.

Specifically: 1) What percentage of pat-down at your specific location was positive requiring second delay, i.e. what was the false-positive rate of your wipe-down test?

2) Why is "we can not tell you for security reason" an appropriate answer for an inquiry by the passenger?

3) Why is the passenger asked for a pat-down always asked to wait for an available agent when the agent should be already being assigned for such option?

4) What is the average documented pat-down time delay, i.e. Is there an unwritten policy to make the pat-down option an INEFFICIENT process so as to deter passenger opting for this option?

I intend to address this to my congressman if you cannot provide me with an acceptable answer to each of the above question. Please be reminded that I ask for a formal letter for this explanation.

Sincerely, (b)(6)

From: (b)(6)
Sent: Sunday, October 20, 2013 12:01 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

10/20/2013

11:11:42 AM

Remote Client IP: (b)(6)
Date Time: 10/20/2013 12:00:37 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

X Ray of back brace

Comments:

@Bradley Airport, prior to scan, I asked TSA officer if I needed to remove my post-surgical back brace, and he said "no". I got into the "tube" and that TSA officer made me take it off saying it had to go thru XRay, making me lift laptop, carry on, etc w/o

You replied:

"we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed."

Information requested:

MCO. Orland, Florida. SW 889, Orlando to Atlanta, 10-19-2013, 2 PM, TSA Supervisor (b)(6)

From: (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Cc: (b)(6)
Sent: Sunday, October 20, 2013 9:22 AM
Subject: Orlando pat down

10/20/2013 1:11:17 PM

Re: Orlando airport pat down delay 30 min; SW 889, Orlando to Atlanta, 10-19-2013, 2 PM. Supervisor (b)(6)

I want to complain of being delayed more than 30 min at the Orlando airport for opting to have a pat-down.

After the initial delay and first pat-down, the TSA screener told me my hands were positive and this requires a repeat more thorough second go around in a closed room. I asked what was positive and he said "We can not tell you for security reason".

The whole episode lasted from 2:00PM to 2:30 PM, a delay of 30 min for my flight SW 889 scheduled for departing 3:30 PM.

I complained to supervisor (b)(6) and am formally filing this complaint for "intentional harassment of passenger opting for a pat-down".

I want you to reply to this email by a formal letter (not email) that you have investigated this problem.

Specifically: 1) What percentage of pat-down at your specific location was positive requiring second delay, i.e. what was the false-positive rate of your wipe-down test?

From: (b)(6)
Sent: Sunday, October 20, 2013 3:02 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Request for clarification of procedures for passenger with temporary driver's license

To whom this request concerns:

10/20/2013 1:11:38 PM

On October 15th 2013, I flew from Seattle, WA to Denver, CO on Alaska Airlines flight 670. Upon leaving TSA after being screened for security, I accidentally left my driver's license at the TSA. The following day I spoke with Rose at TSA at SeaTac and had it confirmed that my license was there and that it would be sent to my home address. I then called the airlines and explained my situation. I also informed them that I had been issued a temporary id from the state of Washington, and that I had on me three forms of photo id. I was informed that this was acceptable to fly, and that I needed to arrive early for my flight and that I should expect to undergo additional security measures.

At the gate in Denver this afternoon (October 19, 2013), I explained my situation and was directed to a manager. I showed the manager my temporary id, which I believe meets the description of acceptable id as it was a "Drivers License or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)" as listed on the TSA website. I then showed the manager my American Express card which has my photo, my Costco card which has my photo, and my faculty photo ID card at St. Martin's University where I work in Lacey, WA. The manager stated that I did everything right, that my showing the multiple forms of ID meant that they would not have to verify my identity through a publicly available database. He also informed me that I would be subjected to additional screening procedures.

The screening procedures I underwent included: AIT screening, a search of all my belongings by 2 security officers where I had to watch and was not allowed to touch my belongings, and a pat-down by a same sex security officer. In the pat down procedure I was offered a private room where a second female officer was present.

ATTENTION WORKERS OR PRESIDENT OF TSA;

HELLO MY NAME IS (b)(6) SORRY THIS LETTER IS A LITTLE BIT LATE , HOWEVER I DID NOT KNOW WHERE I SHOULD WRITE TO , AND I FOUND OUT WHEN I RECEIVED MY LAST LETTER BACK FROM THE AIRLINES WHICH I ALWAYS TAKE (JET BLUE). WHEN THEY ISSUED ME A FIFTY DOLLAR CREDIT AND A SINCERE APOLOGY NOTE WITH IT, SAYING THAT THEY WERE VERY , VERY, SORRY TO HEAR WHAT HAD HAPPENED TO ME BEFORE I HAD GOTTEN ON MY FLIGHT TO FORT LAUDERDALE.

IN BRIEF I AM A HANDICAP WOMEN WHO NEEDS ASSISTANCE AND CANNOT GO THROUGH THE MACHINES BECAUSE I HAVE A MORPHINE PAIN PUMP AND A PACE MAKER. I SHW MY CARDS TO THEVLADY WHO CHECKS MY ID . THEY ALWAYS TRY TO TAK ME NTO JUST STANDING THERE WITH MY ARMS UP AND I SAY ABSOLUTELY NOT ITS STOPS EVERYTHING, AND I WILL GO RIGHT BACK IN HOSPITAL THATS WHY I KNOW AND WAIT MY TURN FOR SOMEONE TO PAT ME DOWN.

10/21/201 3 10:11:35 AM NOW I AM A PRO AT THIS I OFTEN GO SEE MY MOM WHO LIVES THERE IT SO HAPPENED THAT THAT MONTH IT WAS TWICE I WAS THERE ALREADY(LIKE 2ND WEEK AUGUST AND THEN THIS TRIP FOR JEWISH HOLIDAYS), SO I PROCEED TO GO THROUGH I GET A LADY I FORGET HER NAME, SHE STARTS TO TALK AND SAY ALL THE THINGS THEY NEED TO SAY , AND I SAY HONEY YOU REALLY DONT HAVE TO CONTINUE I DO THIS SO OFTEN I COULD TELL IT TP YOU .
SO SHE DOES ASK ME IF I HAVE ANY SENSITIVE AREAS, AND I SAID YES. I SAID (MY LOWER BACK,MY KNEE BECAUSE I HAD ABRACE N IT, MY PUMP AREA AND THATS IT)BWULD YOU LIKE A PRIVATE SCREENING I SAID NO ITS OKAY RIGHT HERE, BUT I SAID TO HER CAN YOU MOVE JUST A LITTLE BECAUSE THERE WAS A HUGE FAN AND IT WAS BLOWING ON ME. I'M TELING YOU IN PLAIN ENGLISH SHE WAS SO RUDE DID NOT CARE.

SO HERE WE START WTHTHE PROCESS CAN YOU STAND . I SAID NO I'M N A LOT OF PAIN TODAY. (IWANT TO TELL YOU SHE WASAN AFRICAN AMERICAN WOMEN IF YOU NEED TO LOOK HER UP FOR THAT TIME OF FLIGHT I TOOK THE RED EYE FLIGHT TO FT LAUDERDALE SEPT 2,2013FLT101)

CONTINUING AS I DO NOT CARE SHE IS OF AFRICAN AMERICAN DESCENT, SHE STARTS PLEASE PUT YOUR HANDS OUT , REALLY NOW I AM GOING UNDER YOUR BREASTS. THE WAY SHE DID IT , EVEN THE KID WHO WAS WHEELING ME HAD TO LOOK AWAY.. SO I WAITED.THEN PLEASE CAN YOU MOVE TO THE LEFT SIDE , HAND GOES UNDER THE BUTTOCKS REALLY HARD. SO I SAY SOMETHING TO HER.
I SAID , YOU KNOW I TRAVEL MAYBE TWICE A MONTH AND I HAVE NEVER EVER GOTTEN A PAT DOWN LIKE THIS. SO SHE SAYS WELL . I GUESS THERE NOT DOING THERE JOB WELL BECAUSE YOU HAVE TO GET IN BETWEEN EACH AND EVERY GROOVE. DO YOU BELIEVE THAT, NO THIS GETS EVEN BETTER,JUST WAIT. AFTER I TOLD HER TO STOP AND BE SOFTER SHE HAD NOT FINISHED YET SO SHE HAD TO DO THE AREA AND I TOLD HER PLEASE I(I HATE TO BE SO PERSONNEL WITH YOU IN THIS LETTER BOY I DO NOT EVEN KNOW YOU MR OR MRS TSA)BUT SHE TAKES HER GLOVES AND TOLD HER I HAVE MY MENSTRUEL CYCLE SO PLEASE BE GENTLE WHAT DOES SHE DO GOES FROM BOTTOM LEGS TO CROUCH AREA AND USHES MY PAD IN. YOU KNOW I SAID THATS DISGUSTING WHAT DO YOU KNOW SHE DOES. I AM IN TEARS NOW.
I SAID TO HR , YOU KNOW I TOLD YOU I HAD MY PERIOD, AND HER NASTY COMMENT IS "THANK GOD WE WEAR GLOVES IS FOR PEOPLE LIKE YOU.MY BOY WHO WAS WHEELING ME SAID YOUWANT TO REPORT HER. AND THE REASON I DID NOT IS BECAUSE SHE WAS RUDE TOO.

Caller flew from Munich, Germany on 10-10 via ATL and to MCO after going through checkpoint at ATL, was pulled over because of wearing sweatpants. He is 87 yrs. old and had a walker and an Adidas jacket and they took the detachable metal basket with his jacket and they took the walker to another line and he had a patdown. His carryon was placed on a separate line and his bag is with his wallet in one location and he was out of control of his item. When he got his walker back his basket and jacket was missing and was told he had to report at the end of the line. He spoke with Delta and they couldn t retrieve his items.
Flight # DL 1669, Gate # not available.

Response:

10/21/201 3 10:59:22 AM Apologized to caller and provided claim form via postal mail.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Atlanta
Hartsfield International Airport
404-530-2100 ext. 0

Caller wants to complain because going through security yesterday at FLL she had to have a patdown. States she recently had a hip replacement and a card to inform them and the alarm went off and they put her in a separate area and a lady came and gave her a complete patdown. There was a glass you could see through and a door and a TSO went ahead of her and she had to wait for a lady. States it wasn't a room even though she mentioned a door, glass enclosure. State the TSO did the buttocks, breast, vagina, etc and made her spread her legs and she had to spread her legs and she didn't have shoes on and it's difficult for her to stand for a length of time without her shoes. Caller states she was offered a private screening area and chose to have in the public area, glass enclosure. She is 68 years old and doesn't understand why she had to go through this. She was just disgusted that she had to have the patdown because she had the card and to the extent of the patdown, had to raise her top to her waist and the TSO went around her waistband. She stated she didn't have a problem at BWI and went through the same screening, WTMD. States the TSO explained what she would be doing when performing the patdown and she had to stand still until the gloves were tested.

Flying from FLL to Baltimore, Flight # 588, Gate # B4.

She would like to have an answer as to why she had to go through this procedure, she doesn't have an email address, but, would like to have a response.

10/21/2013

11:39:12 AM

Response:

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Explained to caller the TSO appeared to follow standard screening procedures performing the patdown.

Caller was at the Midway airport, there was an incident. He is writing up what happened. He is online and is looking for the rules for opting out of the AIT for screening so he can provide the information for his attorney. He wants to know where to find them. He says all officers were telling him he should not be opting out, he had told the officers that he was a cancer survivor and wanted to opt out of the AIT for screening. He was made to feel he had to go through the AIT for his screening. He says he was attacked by rude screeners. He says before they allowed him to opt out there was 3 different officers that were telling him he should use the AIT for screening. His doctor had told him he should not go through the AIT for his screening. He says they were boarder line aggressive about him going through the AIT. He says the officers told him they were trained to get passengers to use the AIT instead of opting out for screening. He says the most abusive was an officer named (b)(6)

Told caller

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right

10/21/2013

12:19:51 PM

I was sorry this was happening to him. I would email him the information for his record and I would also send his complaint to the CSM as well so they too can be aware this is happening.

Airport: Midway

Airline: AirTran

Flight number: 413

Date and time: 10-21-13 Departed at 12:35 pm

Terminal or gate: Main screening area

Items Damaged: Caller is being told he has to use the AIT for his screening, even though he is opting out for health concerns. He says the officers are telling him they are trained to try to get passengers use the AIT instead of opting out for a patdown.

He is a cancer survivor and was told by his doctor he should not use the AIT for his screening.

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Remote Client IP: (b)(6)

Date Time: 10/21/2013 1:25:48 PM

10/21/2013

3 2:14:58 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 12:45pm Monday 21st October screening area nearest A15...

Comments: After 45 minutes wait I opted out of millimeter wave and was told to step aside and wait. Staff performed a rotation a few minutes later and I told the new barrier attendant I was an opt out. she looked confused and looked at the X-ray operator who informed me I should not have come down this ramp (I had no choice) as they didn't have a "barrier" which I assume is a metal detector so I would probably need to leave security and line up again. I informed her opt outs don't normally need a metal detector and I was waved through and handed to "Herb". Herb failed to get my items from the belt, failed to tell me the full speech on what he was doing and forgot to pat down my feet. He told me I was done but then remembered he needed to test his gloves! He then let me return to my belongings and as I started to put my shoes on he was told by another officer about missing my feet so I had to go back again and have them done, however no glove test for my feet pat down. The whole time this was happening the entire line was held from being processed which explains the wait times I guess

How about we do this right people?

Hello,

10/21/2013 2:15:16 PM I traveled on United Airlines from Denver to Baltimore on Friday, Oct. 18. I am a 1K with United and have tsa pre check. While going through security, I was pulled over as random. Upon swiping my palms, I was incredulous to find that I tested "positive" for explosives. The agent explained that the machine was extremely sensitive and they were having issues with it, especially with women, as certain hand lotions are setting it off. After searching my luggage, I was sent to a private pat down room and had to await a female agent. She was very harried. I was not angry with any of the agents as they are only doing their job. She suggested I write and tell you about this as she is being run ragged having to deal with all of these machine malfunctions and the "hand lotion" alert. I can guarantee you that you are going to have a lot of upset women/tsa agents if this problem isn't corrected.

Thank you.

(b)(6)

The caller finds the recording confusing, she pressed five and got the same recording. She asked about the NOI. The same bag was inspected from TPA to LAX and back from LAX to TPA. She does not know what it is that caused it to be screened. The first time they opened it from TPA it was a wreck. Going back from LAX it was still gone through but was not messed up. There were initials on the NOI. She does not mind that the bag was inspected it was just the fact that it was put back with no respect and a total disregard for the contents. The one from TPA is stamped and has the initials. 10-12 6:09. It was her husbands bag (b)(6). She does not think anything was damaged but everything.

She has a total knee replacement with metal in her knee. She asked if there was anyway for her to avoid the patdown with AIT. She has left on her bracelet because she thought it was her knee that was causing the need for a patdown. She does not mind screening but often she has to wait for a female officer and is left running to catch her flight.

Flight Info:

Airport: TPA

Airline: Delta

Flight: 1558

Date: 10-12-2013

Time: Departure 7:00 AM Checked bag stamp- about 5:45 AM or so

Baggage Tag (b)(6)

10/21/2013 2:27:40 PM Description: Red, Travel Pro brand. It is a two wheel roller bag, 25 inch. It is canvas. There were two luggage tags on one handle and one on another handle.
NOI: Included, Oct 12 609. Initials were put on it (b)(6) hand written.

Advised caller:

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. We do not TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

I am going to forward this information to the CSM for review.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). If there is an alarm on the WTMD or an anomaly on the AIT a patdown procedure would be required.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions. A generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

We do recommend removing items such as jewelry, because this may reduce the chances of requiring a passenger to undergo additional screening

Disability Description: The caller's husband utilizes a feeding tube and liquid nutrition as he cannot swallow. The caller mentioned that walking barefoot on hard floors also causes discomfort.

Information Request: The caller indicated that screening is very difficult for her husband and prevents them from traveling as often as they would like.

She complained about customs taking forever and the fact that there was only one female and one white agent. She indicated that an Asian agent seemed to be taking all other Asian passengers into a separate line.

The caller suggested that a pre-screening should be conducted by TSA designated doctors that would allow passengers with disabilities or medical condition to by pass or a receive a more expedited screening.

Response Details: I advised medically necessary liquids must be declared to a TSO and placed in a bin with no other items to be screened separately from other property via xray screening. I advised that this is standard screening procedure. I advised that she can request that the items be screened in private where the passenger will be asked to handle and repack the medication.

I advised that I would refer the information to the CSM at LAX to make them aware as well.

I advised that passengers who cannot remove their shoes due to discomfort, medical complication, pain, or balancing issues should inform TSOs of this before screening begins.

10/21/201
3 3:05:02
PM

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

I advised that TSA Cares is a program that can provide assistance through the checkpoint for passengers with disabilities and medical conditions. She should call 855-787-2227 at least 72 hours prior to travel with itinerary information such as the departing airports, airlines, flight number, and departure time to request the assistance.

They can also request the assistance of a PSS at the checkpoint. The PSS can address questions or concerns, and can assist them through screening.

I advised that I did not know why the formula would have solidified.

I offered to email the information that I provided to her and did so.

I provided a contact number customs at 877 227 5511.

I advised that the airline handled wheelchair assistance.

I advised that all passengers must be screened before boarding an aircraft.

-----Original Message-----

From: (b)(6)
Sent: Monday, October 21, 2013 3:13 PM
To: TSAExternalCompliance@dhs.gov; (b)(6)
Subject: TSA Harassment - Officer King - NY - JFK - Terminal 8 - 2pm - Oct 21, 2013

TSA Harassment - Officer King - NY - JFK - Terminal 8 - 2pm - Oct 21, 2013

To Whom it May Concern,

Earlier today I was going through TSA screening at JFK Terminal 8 when I was selected for secondary screening as retribution.

10/21/2013 4:09:40 PM

Officer (b)(6) approached me as I was putting my luggage into the baggage scanner and asked, "How are you?"

I answered, "Great."

He seemed perturbed I didn't carry on the conversation, and blocked my entry into the x-ray machine which was open to pass through. He then asked me, "Where are you going?" I told him I had just provided my Boarding Pass and Passport to his colleague at the entry to security, and added, "Can you ask me that?"

Officer (b)(6) then stated, "I can ask you anything I want. Where are you going?"

My response was, "I don't think you can ask me anything"

He then ran through the x-ray machine. I went through the machine without problem and my bags were already on the belt having gone through screening, again without problem.

Officer (b)(6) was yelling at the lady at the x-ray machine to hold me for a secondary as he ran over to get blue gloves.

I asked him why he had chosen me for secondary screening, and he told me, "I can choose anyone I want." I told him I thought it was retribution and he told me he was again entitled to choose passengers for secondary based on "what I decide." Caller is 84 and states that she gets a pat down every time she flies and her carry-on luggage gets opened and extensively searched every time. She says that she flew to TPA from Manchester 10 days ago and the TSO seemed to think that there was something on her or in her bag, but she brings no liquids nor sharp items nor contraband. She states that she flew to Manchester from TPA today and had a very similar experience.

Advised caller:

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

10/21/2013 4:45:48 PM

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. (NOTE: Caller interrupted at this point to indicate that she does not plan further travel by air and therefore will probably not need this.).

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Monday, October 14, 2013 9:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

10/21/2013
3 6:13:10 PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number:
Address:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/21/2013 5:27:26 PM Airport : SFO - San Francisco International Date/Time of Travel : 10/19/2013 11:55 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :

Comment : My daughter was carrying a 5.5 month old baby. She went through the screening, bags went through screening but she requested that a small bag containing her breast milk not go through the xray. She was taken aside, all her bags were visually checked again and the bag containing her milk. The milk was in a clear plastic bag. She had to go through a pat down carrying the baby. The baby starting crying and she asked if she could give the baby to me and they would not allow it. I do not see what this accomplished. Why couldn't they just check the bag with the milk? What purpose did this serve? Besides all of this, there were 4 TSA agents watching. I understand that some of the policies are changing, etc. TSA precheck for one but this policy I think needs to be revisited.

10/21/2013
3 6:13:26 PM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

10/21/2013 3:07:41 PM
Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/21/2013 6:18:16 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 10/18/2013 11:45 AM Airline & Flight Number : JetBlue 536 Checkpoint/Area of Airport : Baggage Body Scan TSA Employee: (If Known) :
Comment : I have a prosthesis in my leg and chose to go through the pat down lane because I'm a RADIATION worker. When I entered the scanner and the alarm went off I told the TSA (woman) worker I had a prosthesis. She rudely told me that I entered the wrong line, and there are machines for that now. That I was holding her line up. She was rather abusive in her tone. My 16 year old daughter was trying to retrieve all of our luggage from the belt, and asked me what to do with it. I started to tell her, and the TSA worker yelled at me NOT TO SPEAK TO HER OR ANYBODY ELSE. I told her she was being rude and she started yelling at me that YOU LIAR. My daughter became overwhelmed and started crying. The Police Officer at the end of the line tried to speak with her and calm her down. And older TSA worker aided me in the pat down process and apologized for the abhorrent behavior of her co-worker. When I met up with the rest of my party, they explained they received similar treatment as well. I'm sure if I asked the employee her name, I would have had more trouble than it was worth for the day. SHAME ON YOU FOR EMPLOYING SUCH ABUSIVE PEOPLE! THERE ARE PLENTY OF PEOPLE WHO NEED GOOD JOBS. THIS WOMAN SURELY DOESN'T DESERVE HERS!
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sirs, :

On Friday October 18th at the San Jose California airport I went through the body scan knowing I would have to have a "pat down" on my left knee because of a replacement. To my surprise the TSA agent patted down my right knee and insisted that was the correct knee. On our return trip from Las Vegas on October 21st, the same thing occurred. The agent body searched the wrong knee again insisting that was the correct knee. I'm assuming that the scan is a negative picture which is showing everything in reverse and the agents have not been properly trained to recognize this. Needless to say my traveling companions and I were dismayed to have witnessed such an obvious glitch in the security process.

10/22/2013 3:02:01 PM
I would appreciate a response from you letting me know whether my assumptions are correct and what is planned to correct this problem of lack of adequate training. If I am incorrect in my assumptions I would appreciate an explanation as to why I've been searched on the knee with no replacement rather than the one with metal in it.

Sincerely,

(b)(6)

Feedback Type : Complaint
Categories : Permitted Items; Screening
Current Date/Time : 10/22/2013 4:40:20 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 10/22/2013 2:30 PM Airline & Flight Number : American 1041 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) (b)(6)
(b)(6) ramp; two other folks Comment : today I was going through PreCheck just like I do every week. However, I do usually fly on Sundays. Anyway, the line was really long, as a matter of fact, longer than the normal security line. And the TSA folks kept asking DO YOU HAVE PRECHECK on your boarding Pass? As though all people should. ONE guy in the pre check line moved to the other line just to get through quicker.

I was stopped for a random hand wipe. No problem. The the lady at the scanner said my red bag needed to be checked. And nother lady got it and put it on the table. She asked if I had anything sharp and I told her I did have 2 picture frames in the bag that could be it? She went through ALL my clothes and laid them in one of those dirty bins. Kept on going through all 4 pairs of shoes and wiped them with something. Another lady came over and said that she need to do a pat down and explained that she was going to touch my buttocks and my breasts. I told her to quit talking about that and just do it.

10/22/2013 3:16:10:42 PM
It didn't stop here. Although my red bag was the only item that was id'd as the bag to check, they went through my purse and then my gym bag which had party supplies, snacks, etc of which were laid on the counter and dirty bins.
This encounter took 30 minutes and I missed the preboarding call. Luckily, I had a first class seat and they held space for me to have my baggage up above my head.

I have traveled every week for several yrs now and have never been treated like this! I expect an apology .

Futhermore, I would like to know WHY they checked me and my other belongings when none of that was identified as something to check? Perhaps they were all new and didn't know what to do. However, one lady expressed that she was almost on the edge and I agreed with her whole heartedly!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Tuesday, October 22, 2013 2:26 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint on a TSA Worker in Memphis

I was traveling with my husband from Memphis to Chicago Midway on a 6am flight on Sunday October 13th. When going through security I set off the full body scanner apparently because of the underwire in my Bra. A black man in his 40's directed me to step aside, when I started to move to where he directed me he yelled in my face "I TOLD YOU TO MOVE THERE"

10/22/2013 6:10:59 PM

At that point a woman TSA worker, white also appeared to be in her 40's did a pat down and I was cleared. She did nothing inappropriate.

As I was walking to pick up my items from the bins the Man moved towards the woman and muttered something I was unable to hear. I believe it was in regards to why I was stopped.

I do not appreciate being yelled at like a dog while traveling and I do not feel comfortable that comments seemed to be made about me when I walked away. I feel this mans actions were very inappropriate and would appreciate if someone would look into the matter. If needed I can look up my flight number and offer more information if contacted.

I did make a phone call to the TSA manager on Monday night October 14th and she suggested I file a formal complaint.

Hello,

I'm contacting your to make a complaint about TSA Officer (b)(6) at Washington Dulles International Airport (IAD). On October 21st 2013 I had a very discourteous encounter with TSA Officer (b)(6) at 4:00PM EST while trying to catch my 5:00PM EST flight UA 326 (Gate D) to Seattle (SEA). I prefer not to go through the backscatter machines out of concern for my health and my right to opt-out. Initially when I arrived to the screening area I told Officer (b)(6) that I would like to opt-out at this point Officer (b)(6) ignored my request and walked away without a response. This left me with no TSA officer to make my request to opt-out of the backscatter scanner. After waiting for several minutes Officer (b)(6) came back and I again told him that I would like to opt-out. This time he opened the door without a verbal response and motioned me to come forward. As he was walking towards my bags he stepped on my foot and made no response. I told him excuse me you stepped on my foot and he ignored me walking by me and he pretty much put his shoulder into me. I'm not sure if Officer (b)(6) was having a bad day or what but I don't appreciate being intentionally abused when trying to get to my flight. I followed TSA Officer (b)(6) to the pat down area where he proceeded. There was little to no communication before the process was initiated and after completed TSA Officer (b)(6) ran the detection card through the machine and walked away without any communication to me on whether I was clear to leave. I fly quite a bit around the country but this was the most unprofessional experience I've ever encountered while going through TSA security screening. Assuming that everything was in order I left the security screening area but being that I was in the nation's capital I would have expected a more professional and rigid screening. TSA Officer (b)(6) was both physically abusive and unprofessional by not communicating to me my rights when being pat down and what confused me the most was that I was never told that I was free to proceed when TSA Officer (b)(6) just walked off without uttering a single word. No one should be treated this way and I hope to find that someone talks to TSA Officer (b)(6) about his behavior and attitude so no one else has to encounter such an occasion in the future.

10/22/2013 8:05:44 PM

If you need any more information my contact information is as follows:

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/22/2013 8:10:01 PM Airport : TPA - Tampa International Date/Time of Travel : 10/19/2013 1:30 PM Airline & Flight Number : Westjet Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

Comment : It was my understanding that passenger privacy was to be maintained during the scanning process by blurring all images projected from a Body Scanner and placing the screener viewing the images in a remote location. This was not what I observed when being processed through the security screening checkpoint at Tampa airport on Oct. 19, 2013. While waiting in the long lineup adjacent to the security Body Scanning machine, I noticed that the viewing screen was clearly visible through the glass wall and that numerous passengers waiting in line were focused on the screened images. I opted out of the screening process after asking an airport official if this was available. There was no sign visible to me telling me of my right to

10/22/2013 9:12:01 PM request a "pat down". I am concerned that the images were so clearly on view to the waiting passengers and that there is no private area set up for the "pat down". I was advised that I could request a "screen" be brought out but after waiting in line for a long time, I was concerned that further delays would cause me to miss my flight and I allowed the pat down to be conducted in full view of other passengers. I have always found the Tampa Airport to be a wonderful experience but I feel that it can do better in this area.

Would you like a response? - True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 10/22/2013 11:25:49 PM

Name (b)(6)

Email (b)(6)

10/23/2013 8:19:38 AM Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet Blue Terminal 4 JFK.

Comments: I am handicapped and have all the medical documents as proof. I told the young man that I was unable to lift my hands over my head and that I was handicapped. When you say that, they immediately think you are opting out. Opting out means that you don't want to go thru the scanner and you prefer a pat down. I have no problem with the pat down. What I have is a problem that I am denied the right to go thru the other scanner where I don't have to lift my arms. The agent told me that I don't get a chance to select which scanning device I go through. I feel that my rights as a handicap person is violated and that I am being persecuted because I am handicap. I was immediately sent to be patted down. Those procedures are very demeaning, especially when they are touching your scrotum. That's very invasive. He pulls my pants so hard that they fall down which was embarrassing. That's not a pat down. You need to improve on your technique. The problem ensued when I asked to speak to a supervisor, who seemingly did not have the time or the professional fortitude to hear my complaint. We were engaged in conversation and I walked away to grab a seat because I am not able to stand for long periods of time. I have severe rheumatoid arthritis. He took it that I was being rude to him and he said because you walked off, I'm walking off. I am a senior adult and probably old enough to be his father. He was very rude and spoke condescendingly toward me. I just wanted to know why the rules are different from airport to airport to airport. I was treated with the utmost respect and dignity at the New Orleans Airport. Secondly, the agents I think attempt to do the job they were hired to do. But why are they so mean to the public. They are constantly yelling and screaming at us as if we are cattle. Very rarely do you encounter anyone that is pleasant. It seems that being rude is a part of their job description. This is my second complaint about the same thing. The supervisor needs to be reassigned as he only exacerbated the problem. The incident took place Friday, October 18, between 4:30 - 5:30 at JFK.

Dear TSA,

I am writing to explain why I will be opting out of the TSA body scanners from now on. When the body scanners were first implemented, I always felt pain in my right forearm where I have two large steel implants. I am a frequent traveler, and I always felt the same kind of pain after going through a body scanner but never when I departed from an airport that did not use the body scanners. Therefore, I began opting for the body pat-down to avoid the pain in my arm.

After a year or so, I read that the body scanners had been adjusted, so I started going through them again. I have been doing so for the past 2-3 years without any pain. Yesterday I went through a body scanner at IND, and I now have the same sharp pain in my right forearm. It may or may not be a coincidence that the body scanner had been shutdown and restarted for "calibration" just before I entered the machine.

10/23/2013 2:25:35 PM I can no longer trust that the body scanners will not cause me pain, so I will opt for the body pat-down from now on. I am not accusing anyone or requesting compensation or anything like that. I am merely informing you why I am forced to opt out of your screening process.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/24/2013 8:03:29 AM Airport : EWR - Newark International Date/Time of Travel : 10/20/2013 6:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A/ Screening area TSA Employee: (If Known) : Officer (b)(6) Comment : The officer made me remove my head covering and did not want to listen that I can leave it on. She was disrespectful and violated my religious requirement. She did not care. Please mentor her. I have attached your policy.

Head Coverings

10/24/2013 On August 4, 2007, TSA implemented revisions to its screening procedures for head coverings. TSA does not conduct ethnic or religious profiling, and employs multiple checks and balances to ensure profiling does not happen.

10:03:17 AM All members of the traveling public are permitted to wear head coverings (whether religious or not) through the security checkpoints. The new standard procedures subject all persons wearing head coverings to the possibility of additional security screening, which may include a pat-down search of the head covering. Individuals may be referred for additional screening if the security officer cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through a pat-down search, the individual will be offered the opportunity to remove the head covering in a private screening area.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Callers son (b)(6) is Type 1 diabetic.

Response Details: I apologized to the caller and told her that TSO's are trained to listen to passengers concerns. Also, if a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, they do have the right to ask for a patdown instead.

I told her that he may ask for a supervisor or even a Passenger Support Specialist for assistance at any time.

I told her we do not have evidence that the AIT affects these devices because they use low dose energy frequency waves which are bounced off the body and do not penetrate the skin, the Walk Through Metal Detector uses magnets and this is why there are concerns about these machines.

I told her that she may visit tsa.gov to print a claim form if needed and fill it out according to the instructions or I can email her a claim form. She wanted email.

I told her I would forward her information to a CSM and a disability expert for review.

Sent email and referred to CSM and ODPO.

10/24/2013 Incident Details: Her son flew for the first time from Orlando International to Charlotte and back to Orlando. He had a letter from his doctor stating that he cannot use the screening technology. He has an insulin pump and tried to give the letter to the TSO saying that he cannot go through the body scanner and was brushed off. He asked for a patdown both times he flew. In Orlando he asked for a supervisor and they told him that there is not someone available. In Charlotte Douglas they made him use the AIT but she is not sure of how they did this.

10:09:36 AM The first flight was from Orlando International on October 18th at about 10:30 am on Southwest and she is not sure of the flight number. He asked for a supervisor and he was told there was none available. They made him go through the full body scanner.

The second flight was from Charlotte Douglas at about 7:00 am on October 22nd on Southwest. He asked for a patdown and they told him we send people all the time through the body scanner, even though he stated that it could damage the device, and they said nothing will happen.

She stated that it is not supposed to be subjected to magnetic fields.

I asked her: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

She thinks it was poor customer service and she wants to know if the device is damaged if they will be compensated.

Attached:

September 30, 2013 – Approximately 6:45 AM - Las Vegas, NV Airport

TSA Worker, I believe his name was (b)(6) was very rude as I went through security check outbound for Chicago.

TSA worker was working the X-Ray checkpoint and having everyone walk through. I was instructed before flying by my doctor not to, under any circumstances, to go through any x-ray machines at the airport. As I approached this worker, I told him "I don't want to go through the x-ray." I was told by another TSA worker that I simply had to make the request and could get a pat down instead. He responded, "why not?" I said "because I'm pregnant."

TSA – "It's perfectly safe."

JH – "I don't want to. My doctor said no."

TSA – "Your doctor doesn't know what he is talking about."

JH – "I don't care. I'm not going through it and you don't know that it is safe."

TSA – "Go stand over there" pointing to the side of the x-ray machine. TSA let about 3 others go through. I did as instructed and stood off to the side.

TSA – as he approached me said, "Does your doctor do a sonogram?"

JH – "That's none of your business. It's my body and I'm not putting my baby at risk. I'm not going through it."

TSA – Shouts out loud, "I've got a female refusing to go through! Need female pat down!"

10/24/2013 3:25:34 PM JH – Went to meet female TSA. I started crying, overwhelmed by the situation and explained what happened to the female TSA. She offered to have me speak to a supervisor and a private pat down. I explained, that is all I wanted was a pat down, it does not need to be private, and I was fine having it in front of others. I reported the incident to the supervisor who asked me what occurred as I was going through the pat down with the female TSA. Female TSA mentioned that others have complained about the same TSA worker in the past. The supervisor said he would follow up with the problematic TSA employee.

I am required to travel to Las Vegas again. Nov. 14 and 15, 2013 and hope to have a much better experience. I appreciate your looking into this matter and customer service.

From: (b)(6)

Sent: Thursday, October 24, 2013 11:40 AM

To: TSA-ContactCenter@dhs.gov

Subject: TSA COMPLAINT - Follow up requested

To Whom IT May Concern:

Please see the attached documentation of my experience while entering the screening process of Las Vegas Airport on September 30, 2013. I have to fly to and from Las Vegas again on Nov. 14th and 15th for business and am extremely hopeful not to run into the same TSA employee.

For follow up, I can be reached via my cell (248) 231-7089 or email HYPERLINK (b)(6)

I look forward to your prompt reply.

10/24/2013 3:25:34 PM The caller is calling on behalf of his wife. The caller wanted to know if his wife can refuse to have a pat-down. The caller believes his wife will be touched inappropriately.

I told the caller if an alarm sounds or an anomaly appears she would have to under-go a pat-down. I told the caller passengers are randomly selected for a pat-down. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas. TSOs are required to use the front of the hand. The caller became upset and disconnected the call.

The caller had two bad experiences. She is still fearful with on. Her suitcase was ripped down in MD to AZ. She went and spoke to someone and was told that there was nothing they could do about it. Her suitcase was new but she can find a new case. She is a diabetic, African American, and 71 years old. She has spoken to TSA at the Super market. She always carries a bottle of water and her diabetic supplies. She does not use a needle, she uses pills. She needs water when she takes them. She had hair pins because she twisted her hair up and had them on top of her hair. She told them that she had them. She also had knee braces on both knees, a back brace, and a sanitary napkin on. She does not like to go into the bathroom on the plane. She was called aside and a lady lifted up her pant legs. She heard that pocket knives were allowed on the plane. She was told by the TSO at the supermarket to tell the TSOs everything and take out the bottle of water.

The lady was very nice but people saw the knee braces and back brace. They took her into a private room. She felt violated because they had to feel between her legs. She felt violated by this. She has traveled all over the world. She now travels with her sister because she travels with her sister. Southwest airline seats are too small and she does not want to fly because she was uncomfortable but she does not care about the people. She is very upset that they went between her legs and grabbed her pocket books. They asked her sister if she wanted to go in with her. Her sister did not because she is a professional person.

She does not know what to do. She does not want to go to the bathroom in the plane so she has to wear the sanitary napkin. The guy asked her if she used hand sanitizer before she got on the plane, she was told that there was something in it that they use to make bombs with. She said that there is something on her hands from using the hand sanitizer. She has it in her 3-1-1 bag and it is small. She thought that the water caused her to have a patdown.

She wishes that someone would apologize to her when they realized that she did not have anything else on.

10/24/201
3 4:35:26
PM

She asked about her suitcase. She found a paper in her sisters. This was torn when she went through to AZ. It was taken off the conveyor belt to the floor. She had tape on it. It fell off the conveyor with Southwest airlines. She flew out of PHX, Flight 13.

Advised caller:

I apologize for the fact that you felt uncomfortable with the patdown.

Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. If a patdown is required to clear a passenger during screening, it is not something that is optional to get through the checkpoint. You do have the right to ask for a private room if a patdown is required at all.

ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening.

We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

You can go to tsa.gov website and you have the right to file a claim. However, if a bag is damaged during transport and not the screening, TSA would not be responsible.

Disability Description: Caller has an ileostomy.

Information Request: She wants to know the screening process for the future.

Response Details: Advised caller that she should first be informing the officer of the ostomy before going through screening. She could do this discretely by writing this on a piece of paper. Anytime an alarm is triggered a patdown has to be completed to resolve the alarm. She doesn't have to empty or expose the ostomy, but they could have her pat the pouch down herself then do explosive testing on her hand.

Advised caller that it is protocol to conduct a patdown if an alarm is triggered. They have to be sure that this is what triggered the alarm.

Advised caller that this is nothing personal to her. There are no guidelines as to what a terrorist should look like. The reason we have to do this is because if passengers with ostomies didn't get additional screening a passenger could conceal a gun near their ostomy. Then even if it triggered an alarm, the officer would just think it was the ostomy. If there is no patdown conducted, that gun would have just gone on the plane.

10/24/201
3 4:43:18
PM

Passengers with metal implants don't always receive patdowns because the AIT doesn't penetrate their skin. It doesn't detect these implants because they are internal. Her's is on the outside of her body, so it is detected.

She can file the formal written complaint for her feelings of discrimination. She can offer her suggestions in this as well.

If during screening, the passenger has questions concerns or needs assistance, they should request a PSS.

Sent ostomy screening guidelines and dRFI.

Incident Details: For the past 6 months the caller has had to receive additional screening because of her ostomy. She recently flew from SLC to Kauai to Lihue and back. She also flew 3 weeks before to and from Rochester. The most recent incident was from Lihue. She was upset about the patdown she received. She stated that she felt the patdown was discriminatory. She said there were many other people out there who looked suspicious, but she did not. She was very upset by having to receive a patdown. She says she has suggestions that if passengers with ostomies have documentation from their doctor they shouldn't have to receive a patdown.

10/24/201 3 6:48:02 PM
Caller flew out of SMF in June. She went through the AIT machine and was then assaulted by the TSO. The TSO ripped a stitch out of her breast and she bled and had to have surgery in Seattle, WA and is now married and scarred. The last 4 times that she has flown out of SMF she has been assaulted by the violent TSOs at the airport. When she contacted the CSM (a Mr. Smith) he threatened her. He told her that she can opt out of the AIT machine but if she does she will be assaulted again by the TSOs. He refused to let her be wanded. She is filing a section 424 complaint and has a Hippa report. She has also filed a report with the Department of Justice. She wants to know if she is on a secret TSA list that requires us to assault her. She has filed for redress.

Advised Caller: Individuals who do not wish to be screened by the AIT will be required to undergo alternative screening, including a thorough patdown. Advised her that she can request a passenger support specialist or a supervisor if she feels that she is being treated unfairly. I assured her that she is not on a secret TSA watch list, explained to her what redress was for.

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even though it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine.

This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.

10/24/201 3 9:05:49 PM
The complexity is this: I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am under retaliatory threat in violation of Title 18, section 242, because James Smith at SMF has threatened me with horrible "enhanced pat down" and dehumanizing treatment for going through this airport and trying to avoid further pain, suffering and dehumanization. I will be - from start to finish - video recording 100% of my experience with TSA in order for my attorneys to proceed with a conspiracy complaint and Mr. Smith's threats of physical torture and humiliation in addition to file in federal court for conspiracy under color of law to deprive a citizen of her rights, or to otherwise threaten and execute retaliatory behavior against a citizen. In spite of the tatters of the Bill of Rights, we have not quite reached Nazism.

When I talked to a TSA agent tonight, he said that I would not be touched except that I set off an alarm in the metal detector; therefore I intend to go through it in my Tai- Chi uniform (think Kaiser's bill-boards only with shorts) which consists of very short shorts and a tight fitting sports bra. I really don't care what other passengers think about this skinny grandmother in such garb, if it prevents pain and suffering, it's worth it. Other than the gold crown on my molar, there will be no metal on my body since my spinal fusion is ceramic, and I have not gone through knee replacement surgery at this time. I should not be touched by a TSA screener under these circumstances. If indeed these people at SMF insist on touching me, what can I do to protect myself from not only their torture but conspiracy to torture and harm a citizen? They would not have anywhere to touch except for what would be considered sexual assault anywhere else in the civilized world.

What should I do under these circumstances to substantiate a retaliatory behavior under Title 18 beyond the fact that I have been threatened, have been humiliated, have a prior experience with pain and suffering at SMF and that the Director Kimberly Siro has done nothing that has been made public to improve the bullying that is going on at SMF? I would appreciate any advice you can give me that will prevent the execution of these threats, harm and pain at the airport and stop these threats before they can be made actual. I expect that I will be traveling by air over the End-Of-Year holidays, but flight reservations have not yet been made. I do have a "TRIP" number that I secured when the torture reached 4 flights for 4 flights, and it is affirmed that I am not on some "terrorist" watch list. What other advice can you offer me to prevent dehumanizing and torturous bullying by TSA agents?

Not a very good experience getting through security this morning. I got to the airport at 5:15 am for my flight that leaves at 7:20 am. The line was about 50 people deep waiting to get through security. Two different areas were staffed with TSA employees, but only one person checking ID. The pre-check area was open but you could not get to it without going through the one person checking ID. In the meantime four employees stood there waiting with no one to screen. I stopped counting at over 100 people in line and could see the line had backed all the way to the exterior doors before a second person was placed up there to check ID's.

Once I did get through, the people were very polite.

10/25/201 3 8:34:00 AM
On another note, why do I get very inconsistent screenings within the pre-check set up. I went through the background process for the GOES systems and prior to breaking my leg again enjoyed the benefits of going through pre-check since I am a very high volume traveler. Now that I have a walking boot which I cannot take off I am subjected to either a testing of my hands and boot, a full body pat down, testing of my hands and boot, or just a testing of my boot. No one seems to be able to decide which is the correct procedure and they all swear that the other stations are doing it wrong. My question is why if I were a known traveler on one day, then because I break my leg and am required to wear a boot, do I have to be patted down or have my hands tested. I can kind of understand the brace/boot, but either I am a trusted traveler or I am not.

In general the TSA does a very good job, most of the employees are polite and professional, just wish they all were and I did not see wasted labor with people standing around not able to work due to someone not paying attention or due to a scheduling issue.

(b)(6)

Sent from my iPad

Caller wants to file a complaint against an agent. She went through the body scanner and the agent then immediately touched her breast. The agent did not tell her there was an alarm but simply came up and touched her breast. She had to wait for another female agent to come over. The agent's name was (b)(6) that had touched her breast and she was rude. She has spoke to a supervisor and he was rude as well. They were allowing other passengers to use the WTMD but she had to use the AIT. The supervisor told her that the breast area wasn't a sensitive part of the body, the supervisor was a black male 40 or 50 years old. Her husband saw the whole thing, he is up set this happened as well.

Told caller

I explained to her if there was an alarm during screening they will have to give her a patdown to clear any alarm. I was sorry the officer did not tell her there was an alarm or that they were about to touch her breast.

I could take her complaint for her and send it to the CSM at MCO so they could handle her complaint for her.

For follow up on her complaint it would have to come from the CSM, they would have to handle their own complaints.

10/25/201

3 Airport: MCO
11:20:11 Airline: Southwest
AM Flight number: 328
Date and time: 10-25-13 11:00 AM
Terminal or gate: Terminal A, GATE ?. it was the gate that had the number 14 above the AIT machine.

I am sending this complaint to the CSM because she was upset the officer came up to her once she had came out of the AIT and just touched her breast without telling her what she was doing. She had spoke to a supervisor as well and was told by the male supervisor that he did not consider the breast area a sensitive part of the body. She is upset as is her husband this happened.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/25/2013 3:01:22 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/21/2013 5:00 PM Airline & Flight Number : United 1543

Checkpoint/Area of Airport : Terminal 1 TSA Pre TSA Employee: (If Known) :

Comment : I was treated rudely by a TSA agent.

I fly nearly every week. I am TSA Pre. I have an artificial knee and typically either go over to the scanner or accept a pat down after showing my ticket and ID.

This day, the scanner lines were particularly busy. So, I opted to go through the TSA Pre lane and accept a pat-down.

When I went through the metal detector and set it off, I told the agent that I have an artificial knee and I was "male assist."

The agent made a rather dramatic ordeal of the situation. He told me to step back through the metal detector and to wait to the side. Then he stood with his hand up, stopping the entire line - for no apparent reason - or perhaps to say "Look at this guy causing a delay to those of you behind him."

10/25/201

3 4:06:36 After a minute or so, he waved me through the metal detector and had me wait to the side. Why did he make me go back through the detector? Other people set it off and didn't have to go back through.

PM While I waited, I watched two other gentlemen set off the alarm, get patted-down and move on - while I stood and waited.

Why? My perception "I am in control of this situation. You'll do what I say."

Also, while I waited I had my hands in my pockets and the agent said "Take your hands out of your pocket." (Is that really a policy? Maybe it is. But my belt was off and I didn't want my pants to fall down.)

After a few minutes, the agent waved me through for a pat-down. Because I am frequent flyer and because of my artificial knee, I am accustomed to pat-downs. However, this was the first time that felt that I was treated rudely and degraded.

The agent said "Step on the carpet." I did. "No the other one." (Which was literally adjacent to and touching the first carpet.) I stood and spread my legs, and held my arms out to the side. "Turn around" the agent says.

Why not: "Could you please step on this carpet, face this direction, and hold your arms out to the side?" My perception: agent thinks "I am in control of this situation. You'll do what I say."

He proceeded to give me - what I consider - an unnecessarily aggressive frisk. The agent asked me twice to spread my legs even wider so that he could get his hand up higher in my crotch. That has never happened to me. He asked me to do it

Caller stated that this morning they left DFW, Terminal C, and he and his wife opted out of the AIT, and opted for the patdown. He stated that the man that patted him down made the comment that he would rather be patting down his wife, as he was patting him down. He got the TSO's name, which was (b)(6). He spoke with a supervisor at the checkpoint, (b)(6). She directed him to call the contact center and provided him with an index card with incident details. He stated that the TSO that made this comment told him the machines weren't dangerous, there's no radiation, and proceeded with the patdown.

Response:

I obtained a few additional details from the caller:

10/25/201
3 5:41:15
PM

Airport: DFW

Airline: American Airlines

Date: 10/25/13

Time: 8:15 a.m., indicated on index card given to passenger. The card also has she spoke with Pax and will address today.

Contact Information: (b)(6)

I apologized to the caller and for his wife for their experience today. I told him that I will be forwarding this complaint to the CSM at DFW for review. I told him that the CSM may be in contact with him, but I can't provide a time frame. I provided the EID of the call to the caller: (b)(6).

Caller states that he traveled from Orlando to PR. Caller uses a wheelchair. He was taken aside for a patdown. He was asked to stand up and then to sit down. They did a hand swab, but he did not know what it was and it was not explained. Caller states that his pants pockets were pulled inside out. He lifted his sweater so they could inspect it because they kept patting down his back. Caller was told that that was not necessary and that if he took off any article of clothing he would be put in prison. Caller is 75 years old. Caller did not want the inspection to be done in front of everyone. Caller feels that he was made to look like a criminal. They made him lift his feet to check the chair and did screening of his shoes. Caller states that the screener was rude to him and made him feel embarrassed in front of everyone. Caller states that he is in agreement with security screening, but he does not appreciate the way that it was carried out. Caller states that his wife was not allowed to assist him during the screening. Caller feels that there was an abuse of power and the way he was treated was uncalled for, especially since the screening he went through in PR was respectful and considerate. Caller states that he was screened with no additional TSA officer present. TSO was chubby and had a serious face. His last name starts with a V. Caller states that the way the patdown was carried out was very rough at MCO.

MCO to SJU

Flight 733

Date/Time 10/24/2013 11:45AM - 12PM

Airline JetBlue

10/25/201
3 5:51:32
PM

Advised caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

The caller flew on July 28th and filed a complaint about a patdown she received at SMF. The caller wanted to know what the TSA was doing about our AIT machines bringing 100% false positives on people with disabilities. She states that Germany had done away with the AIT machines due to this flaw, and she wants to know what we are doing about it. The caller also wanted to speak to an Ombudsman or someone in the disabilities department to find out what the status of her disability claims are.

10/25/201
3 6:44:27
PM

Advised caller:

We do not have any information confirming that the AIT machine brings a false positive to people with disabilities. I apologized to the caller and advised her that there is nothing further we can do to assist her at the contact center at this time, and unfortunately I would be unable to guide her in who to contact to find out this information. I thanked the caller and she hung up.

Caller was flying from Denver to San Francisco and was selected for Precheck screening. He has not a GOES member nor has he opted in through a frequent flyer program. He has had a right knee replacement, and the metal implant set off an alarm and initiated additional screening. He had told them prior to the beginning of screening of the metal implant. Caller was upset that as a fellow Department of Homeland security employee (wearing his ID) he was subjected to the more aggressive additional screening. He felt he should have been allowed to raise his pant leg to show the scar on his knee to allow the officer to clear the alarm instead of the explosive trace and other more aggressive patdown procedure. He was embarrassed by the spectacle, but had rejected the offer for a private screening. I did confirm that he had not observed an unprofessional behaviour of the TSO s.

United airlines
Not sure if it was the North or South checkpoint
10 18 2013 at 10:30 or 11AM

Advised caller:

10/26/2013 11:46:00 AM Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

11:46:00 AM TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Dear TSA Administration:

I believe that during my family's recent trip to Atlanta, GA my family was treated with disrespect because of racial prejudice your TSA employees hold towards seemingly white people. My family is actually of mixed race, but we look white. A few of the African American employees working for our airline and TSA both had bad attitudes that was manifested in how they treated us. I travel enough to know normal routines of most employees for both the airlines and TSA. As the TSA workers with all slowness pulled aside my son and his family for extra searches, pat downs, stroller wipe down, etc., they were making bad remarks about my son to each other. He was stressed so he started begging them to hurry more since it was starting to look like they were going to miss their flight. It was obvious they were using their power to show my son he would have to submit to them and wait as long as they decided he should. It seemed as if the airline counter clerks had the same attitude as they made us wait for their extremely slow work too. It was not about security as it should always be. I work with the public too as a teacher of middle school students and know not to let my personal feelings influence how I perform in my job working with kids. It must always be with fairness and a servant's heart. I believe your Atlanta TSA workers were not performing with fairness or a servant's heart as public workers should remember to always do since they are working for the people (my son said it was a young black man in particular that was really bad). My son and his family went through the Southwest check in counter before me because I was with my very slow senior mother in law. He and his family was also far ahead of us in the TSA line. I asked for the pat down and had to wait for it too because of a rare condition I have I am afraid of the machines triggering a flair up in me. Somehow, I made it on my plane but my son and his family missed theirs. The actions of the TSA workers there at Atlanta are unacceptable when they cause a family with a baby and preschooler to miss their flight. My son is a military officer with top security clearance too!

10/26/2013 5:12:20 PM Not only was my son treated bad, but when I got home and opened my bag, I had syrup spilled in my suitcase. Because we were there for my other son's military graduation, I wanted to fix him special food he likes and bought an expensive large bottle of real maple syrup and coconut oil while there and didn't want to leave them. I closed the lids tight, put them in a thick plastic bag and tied the top tight before placing them in my suitcase. I found a TSA card saying my bag was searched which explains the sloppy syrup spill and coconut oil on my fairly new suitcase and clothing.

I believe you have a group of bad attitude workers in that airport and it shouldn't be tolerated. Discrimination is never acceptable when your job is to represent our government. If they want to be that way on their own time, we cannot change that, but public workers should be held accountable for fair treatment of all people and respect for their property. I am not asking for compensation. I cleaned the mess up, but I don't want others to be stressed out missing their flights without good cause in the future, so I decided to write.

(b)(6)

Feedback Type : Compliment

Categories : TSA Pre?™

Current Date/Time : 10/26/2013 3:24:03 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/26/2013 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

10/26/2013 TSA Employee: (If Known) :

3 5:12:46 PM Comment : Like it. Please implement across all airports. It's nice to not have to strip, get groped and borderline molested or have naked pictures taken of me before getting on a plane.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he has an insulin pump and was walking in line at the checkpoint and told the officer he had to have a patdown due to the insulin pump. He said at both Spokane and Chicago they had him go through the WTMD anyway and at Chicago he went through the WTMD and it ruined his insulin pump and the motor went bad. He said the VA gave it to him and it is still under warranty but he said the VA should not have to replace it because the WTMD ruined it. He asked what he should do at the checkpoint because he said the insulin pump can inject him if this happens and he is concerned about his health. He said he has a card that says he has the medical device that he got from the manufacturer.

Response: I advised him he can ask for a supervisor if the officer at the checkpoint will not listen to him and I gave him the website to go to and print out a notification card that TSA created that he can show the officer at the checkpoint.

10/26/2013 3 7:04:07 PM If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

The passenger can request a private screening at any time.

She would like to file a complaint against a TSA Officer at the Denver airport. She has been in Mexico for two weeks and was unable to call. The caller stated that when she went to the checkpoint, she opted out of the AIT machine and requested a patdown. The officer gave her a hard patdown. She rubbed up her leg and hit her crotch. The caller stated that she was touched inappropriately and would like to report this officer. The officers name was (b)(6) the caller stated that she patted her in a way that no one should be pated down. The caller stated that the officer was not rude but should never pat anyone down like she did.

Airport: Denver

Airline: United

Flight Number: Unknown

Departure Time: 10-1-13 in the afternoon, maybe 4:00

Arrival Airport and Time: Mexico

Description of luggage: Checked a Hiking Pack, had a Teal Brownish Purse as carry on

Description of passenger: Long brown skirt. The caller is unsure of what shirt she was wearing. The passenger has Reddish Brown Hair and is Caucasian

Location: Security Checkpoint

Contact Information: Anonymous

10/27/201

3 2:55:46

PM

Response:

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm. Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

RESPONSE Patdown Complaint General Response

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures.

Everything I have seen in the news media and on the TSA web site raves about how those travelers who use PreCheck won't have to take off their shoes, belts, jackets or empty their pockets. Not exactly true. If the traveler has had joint replacement surgery they either set off the magnetometer and get a full pat down or REMOVE THEIR SHOES, BELT AND JACKET AND EMPTY THEIR POCKETS to go through the body scanner.

10/28/201

3 8:34:06

AM

(b)(6)

Claremore, OK

Sent from my iPad

On October 10, 2013 I was traveling to Phoenix for my year two Doctoral Residency. I am a retired Marine/Air Force and former Law Enforcement Officer. Prior to this flight I underwent two major abdominal surgeries in less than 30 days. The first surgery on 8/22 was planned, the second surgery on 9/18 was an emergency. I arrived at DIA and went through the TSA checkpoint that leads to the USO where I intended to wait for my flight.

I showed my ticket and ID put my items on the conveyor belt in bins and suddenly they closed our line and instructed me to go through the body scanner. I complied and went through the scanner. They stated that I had something in my back left pocket, they asked what it was and I told them I had nothing in any of my pockets. They then ran something over my hands and said "You tested positive for explosives go over there." I later learned that the hand lotion I had put on my hands can cause a false positive they never asked if I'd used hand lotion.

I was then directed to an area on the side where TSA employees were pulling my bins off the conveyor belt and were tossing it around like trash. I politely asked them to be careful as my laptop was very expensive, in return I received a dirty look. They proceeded to go through all my items. I stood politely by while my belongings were gone through with a fine tooth comb and no regard for my privacy or care for my items.

I was then taken to a private room for a "Pat down". I listened to the instructions and stated "I understand, but please be careful in my abdominal area as I've recently undergone major surgery and I have a small open wound." I indicated the area of the wound. They completed a rear pat down first then proceeded to the front. I again asked the TSA agent to be careful in that area. When she got to my abdominal area she worked her way from my rib cage down. As soon as she hit this area she used extreme pressure and pulling in her "pat-down" for a third time I asked that she be careful and reminded her of the surgery. She pushed harder and pulled across my abdomen. When she hit my pelvic-abdominal area she continue to use extreme pressure and pulling. I had asked repeatedly for her to use care and each time she used more pressure and pulled across my abdomen area harder. I felt a pop and she stated, you're done you can put your stuff back together and left.

10/28/2013 8:34:37 AM As she was walking away I heard her say "Holy Cow, Wow" in a very demeaning tone. I was in tears by this time and gathered my items. When I walked out I was looking for a supervisor. Unable to find one I approached the three Denver Police Officers, I advised them what happened. They offered a paramedic which I refused as I was very upset and knew better than to "lose it" because TSA would go nuts! They brought over a supervisor, he acted as though it was no big deal. By this time I could feel wetness over the area I had felt a pop. I asked for the woman's name or badge number. I was instructed they don't do that and instead was handed a card that said.

DEN - A-Bridge - 1600 - 10-10-13. As a LEO when asked I was require to provide my last name and badge number. I was shocked! How will this person be identified. I was required to be placed on antibiotics, saw two physicians, and feared additional surgery. Thankfully that did not happen.

American citizens should not be treated this way....I complied and was treated like a criminal. Actually I was treated worse than a criminal as I never treated anyone the way I was treating even when putting them under arrest.

I tried to report this previously but do to the government shutdown was unable to. I received the message that due to the shutdown no emails were being checked. The date of the incident I called my husband an Active Duty Military member and my son a Law Enforcement Officer they were both angry, shocked, and worried about me.

I'd like to know what TSA plans to do about this. I have contacted FOX news and my son I understand wrote his Senators and Congress reps. This is unacceptable treatment. When someone has a medical condition care and caution should be used especially when the agent is advised (3) times. Thank the Lord no further surgeries were required. I am fully intent on bringing this situation to light and believe that TSA agents are in serious need of training on how to handle situations appropriately.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/27/2013 7:47:23 PM

10/28/2013 8:34:50 AM

Name: (b)(6)

Email: (b)(6)

Complaints: inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK airport 640pm October 27 security line for sun country flight to minneapolis.

Comments: If an agent intends to pay someone down, they need to tell them they will be touching them, not just grab the person from behind. If (b)(6) don't they run the risk of severely traumatizing rape survivors.

Sir,

I just passed thru TSA security at the alternative checkpoint at the Pittsburgh PA airport at 5:50PM tonight. When requesting help for a companion that needed help with a delay due to a medical emergency it was explained they were unable to help but the information was delivered in a rude condensing manner. Three white male agents in their 50's teamed up to impart that information in a rude condensing manner. Furthermore my luggage was inspected and I received a pat down. I understand this is for safety but my understanding was that I should be able to see all my luggage at all times. One piece of luggage was moved to an area were I could not watch the luggage and I am unsure if it was inspected. I did not dare question the agents as they kept saying how they had found an unknown powder on my box-I had taken the box out of attic storage. Anyway my companion missed her flight and chose to sleep in the airport rather than go thru TSA security-pretty extreme measures reflecting the experience with your personnel. I was shocked to hear Pittsburgh is a training center- I sincerely hope this is not the customer service you teach here.

10/28/2013 8:34:59 AM

Sincerely,

(b)(6)

Sent from my iPad

Caller will be flying on October 30, 2013. He is disabled and has a bone growth stimulator that can not be x-rayed. He has a letter from the manufacturer that says it can't be x-rayed. He will not be wearing the bone growth stimulator. He will be taking it as a carry-on. On his last trip from FL where he lives he had a problem getting the bone growth stimulator through the checkpoint. He said that the TSO called a supervisor and he had to wait. They told him that he was supposed to call TSA 72 hours before his flight to tell them about the bone growth stimulator. He called TSA cares two or three weeks ago and was told to just tell the TSO that it can not be x-rayed. He called JetBlue and they told him to call the TSA Contact Center. He said that he has made arrangement with JetBlue to get an attendant to assist him and he does not need anyone to meet and assist him through the checkpoint. He said that the information that TSA Cares and I provided is not what he was told at the airport and we are not on the same page.

I gave the following information: Passengers who have medical devices attached to their bodies such as bone growth stimulators should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices.

10/28/2013 9:52:23 AM

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I advised the caller that I can give him an address to file a complaint about his experience. He did not want to file a complaint.

Caller's middle name is (b)(1). Caller is a frequent flyer with United and her husband is a Premier member with United. She says she has been flying since 1970 and has flown all over the world. She says that on October 16, she flew from SFO to AUS and returned on October 25. She says that at SFO she was pulled aside for additional screening. The officer told her she needed to use the regular line instead of the Precheck line with her metal implants. She has a full metal hip and knee replacement. At AUS she went through the regular security line at approximately 12 p.m. and the checkpoint was not busy. She says that she went through AIT and was then stopped. She says she was wanded, patted down, and her hands were swabbed. She says that when she got to the boarding gate, some military members said they had shrapnel in their bodies and they didn't trigger any alarms, so she shouldn't have either. They told her this was not right and she didn't look like a terrorist. She says that when she was pulled to the side, she couldn't see her belongings. She was told an officer was watching these for her, but when she got back to her items, they had been touched. She says she already handled this part of her complaint directly with AUS. She says she was told that there was a card she could get saying she had metal implants, was a frequent flyer, and a US citizen to avoid these problems in the future. She wanted to confirm that TSA was in fact only in the US because she has never had these problems in Europe or Asia. She wants to know if it could have been her hair clip or shoes that triggered the alarm. She wants to know what she can do in the future and if she removes all of these items if she would have any problems then. She wanted to know if she could demand her items be moved closer to her when she receives additional screening. She says that when she had the additional screening in SFO, they brought her items over near her, so she could see them.

Advised caller:

The only card TSA has is a notification card, which just offers a discrete way of informing the officers of her metal implants. This is no different than verbally declaring the implants. There is no such card that would exempt her from receiving additional screening.

10/28/2013 10:54:34 AM

Anytime there is an alarm, the officers have to conduct a patdown and additional screening. It is not necessarily her metal implants that triggered the alarm. The AIT doesn't penetrate and is not a metal detector, so it is much less likely to alarm because of the metal implants. I'm not saying it is impossible, but it is much less likely. Advised caller that it is most likely that there were something on her body that was detected. Her hair clip may have been what was detected. Her shoes are also a possibility. Advised caller that there are no guidelines on what a terrorist should look like or who is a terrorist. We have to do this to all passengers that trigger an alarm. This is nothing personal to her, just protocol. It is not the metal aspect that the machine detects. It is anything elevated from the skin. If a passenger has a thick pony tail or a bandage it can detect this because it is elevated from the body. Glasses, earrings, necklaces are just a few of the items that can be detected. This machine is designed to detect anything on the surface, not just metal objects. If a passenger had a knife made of plastic and went through the WTMD it may not alarm because it is not metal. However, the AIT would detect this being on the surface because it is not a part of the passenger's body. Even if she removes the hair clip and shoes, I cannot guarantee that there will never be an alarm of some sort.

I confirmed she had already handled her complaint about the items not being watched directly with the airport.

Advised caller that in the future, she can turn around and look at the screen to see where the boxes are. The screen will show a generic outline of a body and a box around each of the anomalies detected. She can see where these are to try to narrow down what caused it. If it is on her head, she could see that it may be her hair clip.

She can ask that her items be removed from the conveyor and brought to her line of sight, but I cannot guarantee this. They are trained to watch items if the passenger cannot, so she may just need to ask them if they would mind watching her things while she receives her additional screening.

Hi,

I'm writing to express my concern over the process of opting out from AIT scanners at the airport, something I do regularly. I have been disappointed by the lack of staffing available for patdowns, as well as the apparent lack of system readiness for people who opt out. I've regularly had to wait 10 minutes or more for an agent to show up, watching nearly a hundred people pass through the AIT scanner while I wait. No wonder the vast majority of people use the AIT scanners; there's a strong disincentive for opting out.

10/28/2013
12:07:13 PM

Considering that the long-term health effects of Backscatter X-Rays and Millimeter Wave scanners are virtually unknown, it is incredible to me that the process of opting out is so highly disincentivized, not to mention that so many thousands of people are being intentionally exposed to this untested technology everyday.

If the TSA intends to keep the AIT scanners, I hope you will do the right thing and make opting out a smoother process. I'm not sure whether the answer is more staffers, or better training of existing staffers to be aware of opt outs, or spacing staffers better so that they are more readily available, but I hope a solution will be found.

Thank you.

(b)(6)

10/28/2013
12:36:26 PM

Caller indicated that she was traveling through the Delta Airlines checkpoint at SDF on October 17th, going through screening between 0500 and 0600 hours that morning. She said that she alarmed the WTMD and thus required a patdown to clear, and handed off her carry-on baggage to a TSO for screening. She said that after completing the patdown, a female TSO brought her property to her and advised that during screening her laptop was damaged and handed her the computer and a piece that had broken off of it. Caller said that she missed her flight, and when she came back to the checkpoint, she spoke to a male officer at the podium about the incident and he provided her a tort claim form. She was completing the form today and said that she never received a statement or anything from the checkpoint that day that acknowledged an incident occurred or any way to signify that something happened. She thought someone would contact her since she made the complaint to the officers that day. She no longer has her flight information specifics, other than the airline and time frame of the incident, nor remembers what attire she had on that day other than she has short brown hair and had a patdown.

Apologized to caller for her experience and explained that I would forward the information to the CSM at SDF for review to see if any additional assistance can be provided. Explained the tort claim process and that she has up to two years from the incident to file, and the claims management branch is responsible for investigating the claim.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/28/2013 12:02:18 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA,

10/28/2013
2:02:41 PM

I travel often with my 3 small children. I will say first that I find TSA employees to be professional, courteous and very accomodating of families. My issue is with pat-down procedures. While traveling yesterday with my 13 month old daughter, I was pulled aside for a more thorough search. This involved being patted down—including, to my surprise, my breasts and genitals. I am not a modest person and have never been a victim of any sexual assault. The TSA screener could not have been more respectful and professional. Despite this, I was left feeling violated and humiliated by the process. My daughter was afraid and needed a long time to be calmed afterwards. I feel strongly that this pat down procedure goes too far in terms of sacrificing personal privacy for security. I also do not believe it is effective. There is nothing that I could have concealed in my bra that would not have fit in a diaper or the pocket of my baby carrier. What will the next procedure be—pat downs of infants? A simple set of questions designed to assess my reaction by a trained examiner would have been far more effective and likely taken less time. EIAI uses this approach effectively to screen passengers all the time.

The idea of my daughter having to endure such humiliation some day has prompted me to write to you. I would ask you to please re-examine the need for such physically invasive and humiliating airport screening procedures given the existence of proven non-invasive methods.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller needs information for procedure for screening. She had traveled from Denver to Dallas yesterday. She went through the body scanner and was told to step aside and hold out her arms and told not to touch her back pocket. Her hands were swab and had residue that had explosive materials on it. She was told it may have been her lotion. She was told there was an alarm of her back pocket on her pants. Her belongings were all screened and she was taken in a private room where she was given a body search then told to have a nice day. Her checked luggage was searched, there was a paper in the bag. There was an article in the bag, things that was wrapped in bubble wrap and not re rapped. Ever time she travels to Dallas her bag was searched. she wants to know why they are having to do this every time she travels. She packs her clothes and a lap top in her checked bag.

10/28/2013
3:24:14 PM

Told caller

I explained to her if there was an alarm during screening they will have to give a patdown to clear any alarm. They can swab and test for traces of explosives as well. It can be from lotions or as simple as medications. I told her it could be as simple as the fabric of her pants that caused the alarm. Anytime there was an alarm of the sentive part of the body they will offer a private screening.

I could not tell her why they were having to open her checked bag for screening. But they xray all bags, if they xray the bag and see something large like a lap top and they cant see through the whole bag they will have to open the bag to screen it. I told her I was sorry this happened to her but her checked bag had nothing to do with her screening at the checkpoint.

I explained to her they are trained to put things back as close to the way they find them. If this happened each time she travels out of the same airport she should let us know. We can let them know at that airport this was happening so they can address this to the officers.

Caller flew from Kansas City and during screening she was subject to additional screening. She had a ETD swab done to her hand. She stated that TSA is way over the top with innocent people. She claims that they are profiling her due to her appearance as a Arab, but she is Italian. She wishes to file a complaint.

Advised caller:

10/28/2013 6:08:38 PM TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Airport: Kansas City
Airline: Delta
Flight #: Unknown
Date and Time: October 28th, 2013 at 12:30 pm
Passenger Description: jeans, black jacket
Passenger Name: (b)(6)
Phone: (b)(6)
Work: (b)(6)
Cell: (b)(6)
Mailing Address: (b)(6) Kuna, ID 83634

Denver Intl Southwest

10/28/2013 6:17:59 PM My husband (b)(6) and I were at the security point of the scanner. He has a medication pump that has tubing that runs from the pump, through a permanent central intravenous port (IV) located in his left chest. I am not only his wife, but a registered nurse who acts as his outpatient caregiver. Just before advancing toward the scanner, a female clerk demanded that he take of his waist pack that holds his medication pump. He started to explain that he could not do this, as it is connected to his chest. She cut him off, before he was able to finish his sentence, she yelled again I said, take it off, it can't go through the scanner. Which we already knew. He attempted to explain again and was directed to another area for pat down search. When traveling he is required to pack three days of medication (glass vials) and syringes, tubing supplies including ice packs, which are necessary to stabilize the medication after it is mixed. He carries all of the items together in a back pack. We were both separated from the back pack as I continued through the process, and he was taken to another area. I was walking over to collect both of our bags and belongings, I saw the clerk with greasy hair, holding my husband's back pack yelling who does this belong to, I stated it is my husband's, he was taken to another area. He started walking with it, I heard him say well YOU will need to witness this, as he was walking off with the back pack. I had no idea what he was doing, or what I was supposed to be witnessing. I was attempting to gather up 6 bins of our belongings. I looked up and saw that he had already opened the backpack, and was tossing items out. I walked up just as he tossed out an extremely fragile, and expensive medication cartridge. One day supply costs over \$400.00. He said WHAT is this He never even looked up. He began lecturing me about the ice packs and how he was going to throw them out, as they had turned slushy. Although, if he had bothered to ask he would have known that those were acting as insulation. I reached toward one of the ice packs, to see for myself the condition of the ice pack. He then SCREAMED at me DO NOT TOUCH THAT! At this point I was absolutely speechless, and was having difficulty maintaining my composure. Thinking to myself, this Psycho is yelling at me, after what he has just done? My husband was still being detained. I, or my husband, was never allowed to be a witness, or give an explanation, which any professional would know to be necessary. At some point another person (a supervisor, who was Hispanic) walked up, to the other side of the greasy haired one, who had just turned his back on me.

There was a whispering discussion between them. The supervisor walked away, not saying anything to me. The greasy haired clerk jammed everything back into the back pack, and, (obviously angry that his own decision was over ruled) stated boss says you can keep the ice packs. He then moved closer to me and sneered and ... YOU are welcome. Was I supposed to be thanking him for something? Before I could say anything, I saw my husband walking toward me, the clerk immediately walked away. Obviously this is an incident that violates civil liberties.

Your employee is a hostile sociopath, with no social boundaries, who, obviously derives great pleasure in domineering and humiliating any one around him, who he can use as a target of opportunity. This behavior may not be illegal, it is socially unacceptable, and, unfortunately for us, he used this opportunity to target someone who is physically disabled, and, is dependent on the mercy and justice of other human beings. You should also know that my husband is a veteran, whose disability is the result of exposure related to a lifetime of Military service. He has already given his life, for this country. It is ironic that he is treated with complete contempt and disregard, by a United States government agency who we all would assume to be committed, and behave in a manner that support excellence in security.

Everytime she goes through screening she alarms. She was wanting to know if there was a way to prevent having a patdown done everytime she goes through security because she is flat chested and it is embarrassing to her to have a patdown conducted. She flew out of SFO at 12:10PM gate 20

10/28/2013 7:07:39 PM Response:
Apologized but it is our standard procedure for a patdown to be conducted when any alarms go off when going through the AIT or WTMD anyone not just persons that have had surgery are subject to these patdowns. It appears from the information you've given me that the officers are following standard operating procedures.

If you would like you can contact the CSM at that airport at 650-266-1966.

(b)(6)

(b)(6)

Seattle, WA 98111

(b)(6)

October 28, 2013

10/28/2013 9:05:51 PM
Transportation Security Administration
Civil Rights & Liberties, Ombudsman and
Traveler Engagement (TSA-6)

701 S. 12th Street

Arlington, VA 20598

Re: Complaint Regarding Unprofessional and Inappropriate Conduct By Screeners Sky Harbor Airport, Terminal2, Phoenix Arizona

October 24, 2013, approx. 1:00PM

Re pre check status

It seems to me somewhat irrational to use old technology to initiate a new process, specifically PSA Pre-Check

10/29/2013 8:20:03 AM
At both the Denver and Seattle airports, the Pre-Check process results in a passenger with a prosthetic joint such as myself being "frisked" because that queue uses old "metal detector" technology. I suspect that those of us who are frequent, high mileage travelers are relatively older, and thus more likely to have prosthetic joints or chemotherapy port implantations. Should I anticipate that this "glitch" in the process will be fixed, or should I return to the old non Pre-Check premium flier line?

I should specify that I do not so much dislike the "pat down", so much as the wait for a female TSA agent.

Respectfully yours
Citizen

(b)(6)

Caller stated she came through JFK to Sarasota and when she went through screening, she was pulled aside for a private patdown after she was told a scan showed something between her legs. She stated a supervisor came out and searched her and the only thing they found was a pantyliner. She states they also searched her bags and her shoes and let her go on to her flight. She states this has happened another time at JFK when she flew on American Airlines and she is tired of it. She said these people have no training and after the private screening they should not have searched her bags. She stated that they found nothing on her and she has done nothing wrong. She states she will take this to Washington if she has to. She demanded the CSM phone number.

Sometimes those show up Sanitary napkins, party liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

We regret that you were unsatisfied with the manner in which your screening was handled. TSOs receive training in the procedures to properly inspect passengers and their bags and are required to exercise great care during the screening process. What I will do for you is report this incident to the CSM at the airport where this happened, make them aware of this incident.

10/29/2013
11:35:05 AM

Name: (b)(6)
Phone: (b)(6)

Airport: JFK
Airline: Jetblue
Flight#: 163
Date: Oct 28, 2013
Time: 7:46am

The caller flew on Oct 19 from Detroit airport and got a patdown by a TSO named (b)(6). She stated that the TSOs hand went up her leg twice and touched her private area. When the caller complained, the TSO got a supervisor, STSO (b)(6). In front of the supervisor the TSO told the caller to sit down and lift her legs up to check the bottom of her feet. The supervisor said he didn't know why she did it but would talk to her about it. He took a copy of the callers boarding pass and told the caller it was to make a record of it, then he gave the caller a card with a number to file a complaint. Caller feels victimized and thought it was rude. She thought maybe she made the officer mad because she called her out on touching her inappropriately. It was not easy to lift her feet as she is 54. . Caller did not set off any alarms and they had already searched her. She stated she was standing on dirty carpet in her socks. Caller stated she is disgusted by hygiene procedures at the airport and is also worried about all the officers and people going in and out of the bathroom and thinks they should wear booties.

10/29/2013
12:28:00 PM

Airport where the incident occurred: Detroit
Airline: Southwest
Flight numbers: 1648
Date and time of incident Oct 19 2013, 5:45am to 5:55 am
What terminal or gate? Unknown
Individual's contact information email: (b)(6) if by phone the best time to call is in the morning.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 10/29/2013 11:41:26 AM

10/29/2013
2:13:38 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Albany International Airport, 10-26-13 @approx 1:45 pm.
Comments: Inappropriate pat down by two TSA representatives, at one point I was almost taken off my feet by his version of "until I meet resistance"

Caller is calling on behalf of her 70 year old friend who flew out of DEN last Sunday. Her friend lives on a ranch and does not fly frequently. She was screened in a room by 3 different women for at least 50 minutes. The TSO stated that residue was on the gloves from her skin collected from the pat down procedure. She stated that they pulled her shirt up. They also searched her purse. The passenger is very upset and still crying. The caller said the only way they released her from the room was when the passenger stated she wanted to call her lawyer; at that point the officers let her leave the room. The caller stated she is traumatized by this incident. She has cancelled her up and coming flight due to this experience. This happened last Sunday. The caller stated that she had to go and might call back with additional details.

Advised:

I apologized that the callers friend was upset and had gone through this undesirable experience.

10/29/201
3 2:20:28
PM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

We regret that you were not satisfied with the service you received.

I asked if I could get additional information such as the name of the passenger and the caller did not have time to continue the conversation.

The caller stated she was a principal and that she had to go to check lunchroom duty, but wanted to know if her friend could have some type of telephone number to speak with someone else about this matter. I offered to place her on hold to check for additional information and reaffirmed that I would be sending this to the CSM. The caller asked if she could call back when convenient and I stated yes that she could and offered the EID number to provide to the TSA agent so that she would have the information from our call. The caller took the EID number and said she would call back.

Caller states that she had a screening situation on October 25th ,flight 316 with American Airlines out of DFW. this was terminal A. near gate 33, and she had a doctors note saying that she has vaginal discharge . and she has to place toilet paper in her private area, she is in a wheel chair and she is 81 years old. She states that she had to wait for another TSO officer to become available, she states that she had to get a patdown, she states that this was ridiculous. Caller states that this took 30 minutes, she states that she has a complaint sheet, and she has the names of the officers, LT 50 0715 @ A-35 is wrote on paper.

Informed caller:

10/29/201
3 4:23:21
PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

10/29/201
3 4:44:17
PM

Caller flew from Denver, CO to Sacramento, CA on October 8th. She was in a wheelchair and received a patdown by 2 female TSOs, one was new and was being trained. They were very serious and not very friendly. She would like to put in a complaint. She also was in a hurry to get to her plane and left her coat and would like to know how to get it back.

Advised Caller: I apologized for her experience. I will put complaint in the record.

Offered to give caller the phone number for lost and found at Denver International Airport, however caller did not have a pen.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 10/29/2013 5:21:57 PM Airport : ORD - Chicago O'Hare International Date/Time of Travel : 10/18/2013 12:45 PM Airline & Flight Number : AA 335 Checkpoint/Area of Airport : Terminal 3. I think Security checkpoint 6 - far right as one faces the ticket counter TSA Employee: (If Known) : Officer (b)(6) (tall African American male) Comment : I came through the body scan machine and, as is usual, the man I now know to be (b)(6) told me to wait. However, instead of sending me on my way, he told me to turn around. Then, without any warning, he aggressively placed his hands in contact with my back. I have a back condition and had been treated in the ER just 8 days earlier for intense back pain. I had been in physical therapy since (and still am seeing the physical therapist). I felt a spasm of intense pain in my back and up and down my right side. I screamed and jumped forward (b)(6) said, in a hostile tone, "What you got on your back? You got an anomaly on your back." I turned to face him and said, "I have a back condition. You just lit up my back. I am in pain." He replied in a hostile tone, "You got an anomaly on your back. I got to pat you down." The pain was intensifying and I was feeling faint. I said, "I am in pain and I need to sit down. I fell like I am going to pass out." He replied in a hostile tone, "I got to pat you down." I was feeling faint and the only thing I could find to grab to steady myself was (b)(6) arm. I grabbed it. At that point, he may have finally realized that he had hurt me as he said, "You can hold onto my arm." I said, "I need to sit down. I am going to pass out."

At that point, another TSA officer came over with a chair and waived (b)(6) out of the way. I do not know this officer's name. He was African American and shorter than (b)(6). As outrageous as (b)(6) was, this other officer was laudatory. After I sat down, he asked me if I was okay. I told him that I had a back condition and his partner had lit up my back. I thanked him for the chair and said that I had felt like I was going to pass out from the pain. In a soothing voice he said that the machine had shown an anomaly on my back and I had to be patted down but I should just sit there until I was ready and then, if I wanted, we could do the pat down in private. He asked if I needed medical assistance. The level of pain was reducing and I said I was concerned about missing my flight so do the pat down but be careful of my back. He allowed me to stay seated, asked me to lean forward and gently patted down my lower back and then told me I was clear to go. He asked if I would like assistance getting to the gate. I declined the offer, slowly got up and gathered my belongings. I then walked over toward (b)(6) to get his name. He must have seen me reading his name tag because he came over and in a hostile manner took his identification badge off and flashed it aggressively in front of my face and then turned his back and walked away.

On my way to the gate, I purchased some food. I arrived at the gate as the flight was boarding. Once on board, I ate the food and took some pain medication. This was the first time in 36 hours I had had to take pain medication. In about one minute, (b)(6) undid the beneficial effects of three separate hour-long physical therapy sessions. After I took the medication, I wrote down everything that had happened. This complaint is based on those notes.

I have been patted down before and since (this past Friday) by TSA agents and have never been patted down as aggressively and harshly as I was by (b)(6). In every other instance, the agent always said in a polite tone of voice, "I have to pat down your ____." I have never had a TSA agent pat me down with no advance warning. Had (b)(6) told me up front that he needed to pat down my back, I would have advised him of my back condition and this incident would not have occurred.

I don't know if (b)(6) failure to tell me first what he was going to do violated a TSA protocol but in light of my other experiences, I suspect that it did. His hostility and his indifference to my medical condition and to the pain I was in is nothing short of outrageous. And then, when I went to get his name, he literally added insult to injury with his continued hostile conduct.

On the other hand, the conduct of the other TSA agent, the shorter African American gentleman, was laudatory. His professionalism and compassion enabled me to make my flight. Without it, there is a good chance that I would have passed out and ended up back in the ER.

Would you like a response? : True
Passenger's Name (b)(6)

10/29/2013
3 6:05:10
PM

My original e-mail of October 5, 2013, to which you have yet to reply.

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

10/29/2013 8:04:49 PM

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a \$20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Caller went to fly with her dog this morning from Florida to Medford via United and was stopped at the airline ticket counter. The airline told her that TSA would not allow her dog to be too large for its kennel and medicated. They then would not let her board her flight. She was directed to call TSA. She has flown from Utah to FL on the same airline with the same dog before with no problem.

10/30/2013 9:32:57 AM

Advised caller:

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

Contact the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

Caller wants to know who she can speak to regarding a complaint. She has a service dog, she has flown before with the dog, and usually she walks first and then the dog walks behind her. And if she beeps then they do a patdown, she states that the TSO officer made her take off her leash and vest and told her she had to pick up the service dog and walk through. The dog ran away and by luck her husband was with her and ran after the dog. The TSO yelled at him and told him that he had to get his fingers swabbed and she states that this was a mess. She does not feel discriminated against, but she feels like this is poor training. She has never experienced this before. She traveled back out of Chicago and stated they were wonderful. All she had to do was walk through the machines with the animal. She specifically said this was poor training and customer service, not disability-related. She did not want information on how to file a disability-related complaint.

Phoenix Sky Harbor
September 19, 2013
9:30am
Terminal 3
American Airlines

Informed caller:

10/30/2013
3
Specifically, you were concerned about screening for passengers who have service dogs. If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

10:48:43 AM
Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

- The passenger can walk through first with the dog following behind on its leash.
- The dog can walk through first on its leash with the passenger following behind.
- The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

The caller is trying to get in touch with the TSA Lost and Found at LAX. He has been dialing 310 242 9073. He indicated that the line is always busy and he cannot get through.

He flew from LAX on Thursday of last week at around 10am. He received a patdown. He was advised to remove his belt. He forgot his belt at the checkpoint.

10/30/2013
3
I confirmed that he was dialing the correct number the TSA Lost and Found at LAX.

11:35:08 AM
Los Angeles International Airport
310-242-9073
<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#46>

Caller asked why he is screened everytime he gets on the plane and has to remove his shoes, belt and hat before he goes through the wtmd or ait machine. He said he did not want the precheck info and could look into that himself. He declined his phone #.

Response: Transportation Security Officers (TSOs) are required to screen all footwear to ensure they do not contain prohibited items. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

The Transportation Security Administration (TSA) suggests that passengers place their footwear directly on the x-ray belt instead of in plastic bins. This makes it easier for TSOs to get a clearer x-ray image.

I advised him he can apply for precheck and screening may allow passengers to no longer remove certain items such as their shoes, belts, or remove laptops from carry-on bags but I advised him that still is no guarantee he would not have to remove his shoes.

10/30/2013 1:15:33 PM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 10/30/2013 2:50:39 PM Airport : DEN - Denver International Date/Time of Travel : 10/26/2013 9:45 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal Security TSA Employee: (If Known) :

Comment : To Whom It May Concern:

10/30/2013 4:06:23 PM I strongly protest the treatment to which I was subjected when traveling through the Denver, CO International airport on October 26, 2013. A sign informed me that if I wished not to go through the body scanner, I could opt out for a pat down. By pat down, I took it literally as a pat down, not a body groping. I was separated from my things (since I could not go through with them, it was all I had and would've been helpless and stuck if someone stole them). I was NOT given the option of going through the metal detector as listed on your website, though people before me were allowed through it. I had been willing to open my luggage if necessary even though it would take longer, as I had time and nothing to hide. Even though they knew I had a problem with being touched, they gave me no other options (as I said, I thought it would be a "pat down" not a body groping!). So, the only options given me were to go through the body scanner or get groped! Perhaps you may not believe it, but some people don't like getting naked pictures taken of themselves by radiation or having strangers feel them up. I know what you tell people about those machines, but there is no evidence to back it up. There should be a third option; I was wearing no metal, I was willing to have my carry-ons examined, I am a citizen of the United States in good standing, you have my name, my address, and all my information. I am not that big or strong (in other words, I am no threat), why on earth are you doing this to me? In other countries, they have scanners that only scan for what you are looking for, which would be much more effective than those body scanners; maybe they cost money, but in all fairness, so did those scanners. I vehemently protest such violation of rights for myself and all travelers like me, and insist that you give travelers a third option that does not violate their rights as human beings. I know that dogs can be trained to find these things you are looking for, and that it can be done at a distance, why not that option? There are others still... I don't think US citizens should be subjected to such treatment, but at least we would not be violated, and I think non-citizens would appreciate the better treatment as well. Please take this under consideration.

(b)(6)

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

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(b)(6)

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

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(b)(6)

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

10/30/2013 6:02:42 PM During my flight on 11th Oct from Maui to Los Angeles my luggage was checked. When I opened my back I noticed that my small transparent cases for small items were left open. Later on while unpacking my luggage I realized that from my zip bag with jewelry there were two gold earrings from two sets missing and another set was broken. I am pretty disappointed that I am not only forced to go through the full body scanners, exposed to the radiation and still being pat-down checked.

Kind Regards.

Caller wants to verify TSA policies at the check-point regarding minors and their screening. Can I explain the procedures to him?

I advised that the question was very general. Does he have a specific issue or concern?

Caller has a 14 yo daughter. If they go through the screening checkpoint, what is the screening procedure?

They would be the same as those applied to the caller. If she goes through the screening equipment and there are no alarms, then there is no need for further or secondary screening. If there is an alarm, they have to clear it with a pat-down, and the policy is the same for anyone over 12 yo.

What does the pat-down entail exactly?

You are patted down; you are not required to remove or displace any clothing; there will be a female screener performing the pat-down; they will use the back of the hand to pat-down any sensitive areas.

Why does a female screener have to do that?

10/30/201
3 7:02:10
PM

TSA tries to provide a female screener for a female passenger.

When you say sensitive areas, what areas specifically are we talking about?

The best I could advise is the breast and crotch area. Those would be the sensitive areas: the areas a reasonable person would have issues with. These areas have to be patted down as well, and the screeners will use the back of their hand in those areas.

So, you are saying that they are going to come into contact with the genital area, the anus, the groin, inner thighs, the buttocks, the breasts, those areas?

I believe the statement I made before covers that.

Caller asked for my name.

I provided my first name.

Caller asked for my last name.

Feedback Type : Complaint

Categories : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/31/2013 2:59:19 AM Airport : SFO - San Francisco International Date/Time of Travel : 10/08/2013 Airline & Flight Number : Air Canada 0738

Checkpoint/Area of Airport : Security check in TSA Employee: (If Known) :

Comment : I have been a type 1 diabetic for 57 years and for the past 15 years have been wearing a Medtronic insulin pump. My level of control is excellent.

I have flown many times wearing a Medtronic insulin pump and have had no problems at security check points in North America, Mexico or Europe.

On October 8th, I had cleared the metal detector and explained to the attendant official that the insulin pumps (I carry a spare pump in case of failure of the imbedded pump) could not be x-rayed and that I would prefer a "pat down". I was assured that the scanner would not do ANY damage to an insulin pump and before I could consider or protest was whisked through and "scanned";

Unknown to me both pumps were damaged and I began the long day's journey (landing in Kingston Ontario at 1200 midnight) without proper delivery of insulin from 0900. If you are at all familiar with Type 1 diabetes you will know how serious a problem this is.

I was surprised to see a rather high blood glucose level once I was on board my first flight, but thought little of it since the stress of travel, some food I had eaten might have had this effect. I programmed the pump to deliver adequate insulin to correct the glucose level, not knowing that the pump delivered only a slight percentage of the programmed dose required. The motor mechanism in the pump had been damaged in the scanner.

The next morning I was ill, suffering a severely high blood glucose level (19 mmol) and high levels of ketones. Still, I thought perhaps travel stress had had an extraordinary effect, since the pump did not indicate that it had failed; it was still delivering (minute doses of) insulin.

10/31/2013 8:39:34 AM

I gave myself an injection (not using the pump) of insulin and within 5 hours my blood glucose level had returned to normal. Good.

I tested the pump and it showed no problems; it was delivering miniscule amounts of insulin.

That afternoon I went for a walk, an activity that usually helps to stabilize and lower blood sugar levels. I was out for most of the afternoon, visiting with a friend before the walk. I felt unusually tired all afternoon, assuming that jet-lag was having an effect along with the very high blood glucose test of that morning. I was horrified to see a blood sugar result of 30 (mmol) by 5 o'clock accompanied by high levels of ketones. It struck me then that the pump had been adversely affected by the scanning device. I phoned the Medtronic 24 hour Helpline to ask how the pump might have been affected. I was led through a specific test and it was determined that the motor mechanism had been damaged and the pump was delivering only a THIRD of the daily doses required to maintain my health. The total daily dose of insulin I require is quite low, so basically I was receiving no more than three or four units of insulin.

A brand new pump was delivered to my door by 11pm that night and with help I was able to reprogramme and start to use the device by about 1 am.

From the time the damage to the pump was recognized and restarting the new pump I had been severely ill; dehydrated, vomiting with severe abdominal pain and at the same time, needed to take hourly blood tests, insulin injections and urine analysis to determine whether or not hospitalization would be needed.

The keto-acidotic condition lasted for 2 more days of severe illness. I have not experienced this condition in my entire life as a diabetic. My self-care is excellent and I am being honoured this coming month for just that level of self management.

The after effects of this episode have lasted; extraordinary efforts on my behalf to stabilize diabetes management and regain the normal level of control. Disruptions in sleep continue to be a problem.

I am very unhappy about the level of respect that was afforded me when I CLEARLY STATED stated that I was wearing an insulin pump and could not be exposed to x-ray. It is not clear to me how difficult it is to remember that insulin pumps are exempt. Are your security staff not trained to protect the health of passengers as well as their security?

As I flew my health was rapidly deteriorating and no one could have helped on board a plane. Even if it had been possible to determine the damage done, I could not use the second pump, since it too had been damaged.

It would have been so simple to listen to me and give me the pat-down that I had requested.

Caller will be traveling with a pet onboard.

The airline told her specific size for the cage etc and she has that.

She knows what the need.

It is a Kitten

She has proof of his shots but thought the vet said they need a health certificate 10 days before the trip.

Someone at the airline said just so the cat looks healthy.

RESPONSE:

10/31/2013 1:27:11 PM

Told her we do not require paperwork but I cannot say about the airline.

If she thinks there is risk of escape she can let the Officer know.

(She confirmed she expects no issues for the young kitty).

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections.

All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

Confirmed she should never leave the kitty in the carrier for the XRay machine screening.

Please read the email below, I received a request to fill out a survey based on the email I sent below. The survey was a waste, so I thought I would resend the email so the issue can be addressed...

I want to let you know about my experience with TSA on 9/29/13.

First, let me give some background on my situation. I travel for work flying twice a week for the last 5 or so years. I am also diabetic and use an insulin pump. I am very accustomed to the necessary procedures that I must go through to get through security. My insulin pump is different than most, having no tube. it is wireless, and tubeless. My normal TSA experience goes like this:

All my normal belongings go on the belt and go through the xray, and then I go through the scanner. Before I enter the scanner I hand my pump controller (looks like a glucose monitor, but tells a pod containing insulin that is attached to my leg when to inject me with insulin). I was told by the manufacturer of this device that since it communicates wirelessly and I travel every week, that they do not recommend it go through the xray. The controller is then ETD'd, and usually I rub my hands over the area where my pod is and then my hands are ETD'd as well. All clear...

10/31/201
3 6:02:25
PM

I have verified the above procedure with Jeremy Buzzell Transportation Security Administration - Department of Homeland Security Senior Policy Advisor Office of Disability Policy and Outreach to be correct.

Yesterday I handed my controller to the TSA officer to ETD it and he didn't know what to do with it, so he asked a supervisor. The supervisor told him to do a modified pat down, and then ETD the controller. After the pat down when the officer ETD'd his hands, the alarm went off. I was told that I would then be subjected to a resolution pat down in a private screening room where my private area would also be searched using the palm of a hand. I refused on the grounds that a different type of pat down would not result in a different ETD would not render different results. The police were called and copies were made of my boarding pass and driver's license. The supervisor then called his supervisor who said that if they could check all of my belongings, pat me down again and ETD everything, I could proceed.

If they would have followed the correct procedures, that I know to be correct and asked them to follow, I never would have been subjected to the embarrassment of standing there with three police officers, and several TSA officers surrounding me. I am seriously considering changing employment over this ordeal so I no longer have to go through such headaches. I do understand the need to keep people safe, but I was very clear about what my device was repeating it about ten times, yet according to the supervisor, the first officer I encountered did not understand what it was. Him and actually discussed it enough that I now know he is a type 1 diabetic as well. I do not want to require special assistance going through TSA and I do not need it, but your officers need to listen to what is being said by travelers and follow the procedures they have already in place.

To Whom It May Concern:

You need to be made aware of an inappropriate incident that occurred between myself and one of your security staff, (b)(6), on Sunday evening October 27th/13 at Sky Harbor Airport in Phoenix, AZ. I was passing through the security check point on my way to catching a U.S. Airways flight to Calgary. I went through the scanner and the alarm went off so the security gentleman who was observing the scanner asked me if I had anything metal on and I didn't other than a pair of earrings that I removed. I went through again and the alarm went off and we couldn't figure out why so the gentleman called for female security personnel for a "pat down" (b)(6) showed up and immediately starting raising her voice, physically touched me and was ordering me in a very loud and bossy manner to get my carryon items and to hurry up. She was extremely accusatory and confrontational for absolutely no reason. I am a 64 year old educated, professional woman who travels a lot, holder of a NEXUS card and was a former flight attendant and in all my years of travel have never been exposed to someone as rude and ignorant as (b)(6). She made me stand out in the open while she patted me down, asked me to raise my top, roll my waist band down while she inappropriately touched me in public. I fully understand the need for security but I also feel the need for privacy during a pat-down or why would a full body scan not have been offered? I felt violated by a young woman who obviously has the need to express the authority she thinks she has!

10/31/201
3 6:03:02
PM

This situation needs to be dealt with and I would like to know that she has been spoken to and that this situation is taken seriously.

I will look forward to your comments and reply.

Sincerely

(b)(6)

Canada

Home: (b)(6)
Cell:
e-mail:

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/31/2013 5:25:09 PM Airport : DAL - Dallas Love Field Date/Time of Travel : 10/31/2013 3:45 PM Airline & Flight Number : Delta 5272 Checkpoint/Area of Airport : DAL Main Checkpoint for Delta/United (Terminal 1) TSA Employee: (If Known) (b)(6) Comment : Officer (b)(6) prevented me from boarding my flight on time. I arrived at the security checkpoint at 3:20pm for a 3:45pm departure. Another TSA officer called for Supervisor (b)(6) because my middle initial was included in the first name of the boarding pass, making it "difficult to verify my identity." I fly twice a week, every week, with my name spelled this way on the boarding pass, and have never been denied boarding. The same is true for countless members of the traveling public. Officer (b)(6) stated that I would need to undergo enhanced screening, but that I would not miss my flight. He verified my TSA PreCheck status. He then proceeded with the full body patdown and luggage check. I reached the gate and the flight door had been closed. After returning to the security checkpoint and requesting Officer (b)(6) name and ID, he behaved unprofessionally. He became agitated, explaining that he had done me a favor by expediting my pat-down. He also suggested that he would call Dallas Police to verify my identity, which would delay me 45 minutes further, and asked whether or not I wanted that. I asked for the name of the TSA officer at the podium, which was not provided. I am exceptionally disappointed for two reasons. TSA has an obligation to ensure consistent security screening across airports. My boarding pass name is often my first name and middle initial, along with my last name and suffix initials. Never is it spelled exactly as it is on my driver's license or passport. Officer (b)(6) delay prevented me from successfully boarding my flight, causing significant extra expense and friction in my travel plan. Second, the way which Officer (b)(6) behaved after the incident was unprofessional. I appreciate his willingness to go through the pat-down as fast as possible, but he should have exercised better judgment in both deciding that the pat-down was necessary (I am PreCheck verified, the middle initial matched with my ID, etc.) and in responding professionally to my request for his badge. He did not offer any apology or condolence for my having missed the flight, but he did insist that I have my boarding pass name changed for all future flights (cannot happen) and that I should stop conversing with him unless I would like Dallas Police to be involved. I don't expect much from the TSA, but I do expect better that this. Please have a member of your team contact me to discuss resolution of this problem.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sirs:

Yesterday I received four identical e-mail "responses" from TSA which failed to answer any of my questions regarding carelessness with my personal property and apparently gratuitous pat-downs of my wife.

My original e-mail of October 5 and your non-responses with my comments follow.

I look forward to eventually receiving honest answers to my questions.

(b)(6)
Foldebridge, Montana

My original e-mail of October 5, 2013:

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection. WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a \$20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Thrd question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

10/31/201
3 8:07:59
PM

(b)(6) is calling about an incident that occurred on 10-27-2013 at Denver International Airport. The caller stated she is traumatized by this incident. The caller said that when she went through security the alarm went off because she thinks because she had a knee replacement. A TSO then gave her a patdown. The female TSO kept saying that something was wrong and called for another TSO to come over. Then that TSO gave her a patdown. They then took her to a small room. She was not allowed to put her shoes on and her feet was very cold. She said then a policeman was called who had a badge. Her purse was then searched 3 times. They kept her cellphone. They would not allow her to call her son or friend in Denver. They would not tell her what was wrong. It has took several days for her to calm down. She said that she is close to 72 years old. She had traveled to Denver to go to musical with her friend. She had the same clothes on she previously wore when she went through security in another airport. The TSO never explained to her what was going on. She said that they were very closed mouth. She felt very violated. She has another flight coming up next Friday and Sunday. She is concerned that the same thing will happen. She finally told them that if they do not figure this out that she was going to call her lawyer, then soon after they called someone else. She said that this man was head of something and then about 10 minutes after that she was allowed to leave. The process took about 40 or 50 minutes. She is requesting to be contacted by the CSM at her home telephone number is (b)(6). Her friend previous called and made a complaint on her behalf. The Event ID: (b)(6). She called back to give her side of the incident.

Advised the caller:

11/1/2013

1:35:12 PM Apologized for the experience that she had.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

If you are concerned about your upcoming flight you may call us back with your flight itinerary to request assistance through the checkpoint. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

You may always ask for a Passenger Support Specialist for assistance. Passenger Support Specialist are available at every checkpoint on every shift and are intended to be the first line of resolution for conflicts. They are available to assist passengers that may require assistance through the passenger screening checkpoint.

Feedback Type : Complaint

Categories : Missing or Damaged Items; Other Current Date/Time : 11/1/2013 12:07:19 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/31/2013 7:00 PM Airline & Flight Number : EI AL002 Checkpoint/Area of Airport :

Terminal 4 going to gate B31 TSA Employee: (If Known) : Do not know name Comment : I requested a pat down as I always do. This is the first time my bags were taken and NOT kept in front of me. While I was being pat down by a very tall black young woman, I noticed a male TSA officer hanging around on the other side of a small wall where my bags were kept next to the machine that screens for gun powder and other substances. I do not know why I was taken out of sight of that area. I went in, grabbed a bite to eat and proceeded to the bathroom closest to my gate. I went to get my clear toothbrush case to brush my teeth and where I had put some earrings and a diamond bracelet my husband had given me for our anniversary. The bracelet was missing. I went to the gate but there wasn't enough time to go back and complain without missing my flight. The ONLY time my bag was out of my site was when it was taken from me during my pat down. I expect the TSA to assume FULL responsibility for the actions of their employees and to either get the employee who stole it to return it to me or to reimburse me the 2600 that it cost. I will be contacting my attorney on my return and he is being made aware of this. Just for the record, I caught another TSA employee red handed stealing a pearl necklace from my carry on several years ago. You have a serious problem on your hands. I cannot begin to express my anger and expect you to rectify the situation immediately.

11/1/2013

2:05:10 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

(b)(6)

Dallas, TX 75252

Date: November 1, 2013

11/1/2013 Re: Personnel Attitude and Security Issue at SFO Airport on October 30, 2013
5:06:42
PM

The following describes relevant events at the SFO Airport Checkpoint for Gates 50-59 on October 30, 2013 at about 22:00.

When making my way through the checkpoint for my American Airlines flight, I elected to opt out of the millimeter-wave "body scan" flow and waited for the TSA representative to invite me through the access gate. I was offered the standard instructions to indicate which personal articles boxes were mine and to not actually touch them. The boxes eventually came through on the belt, but I had been observing that that my assigned TSA representative was engaged in conversation/socialization/etc with another TSA representative, facing away from me and the conveyor belt, for 5-10 seconds. I politely tapped the TSA representative on the arm between the elbow and shoulder with the back of my index finger and said, "Here's my box coming through now." The TSA representative turned around and looked down at his arm silently with a look as if "I know you didn't just do that," or "How dare you touch me." I asked him verbally if that kind of look was really warranted here. He replied with something similar to "You may address me with 'Excuse me, sir.'" Feeling that this was out of line, I asked the TSA representative to summon his supervisor.

On October 28th, 2013, while visiting my mother in Sullivan Missouri I lost my wallet which contained all of my credit cards and identification. My flight from St. Louis Missouri to Crescent City California was to leave on the 29th. I contacted the St. Louis international airport to get a phone number for TSA. I talked with a TSA agent who informed me to get a police report and asked if I had any other form of identification. I said I had a blue cross insurance card but no photo identification. the woman told me TSA have ability to find out who you are and you are not the first person who has gone through this but you will be able to board the plane.

After a thorough pat down and twice through the provision atd machine, (which really exposes you through a lot of radiation) I was successfully accepted by the TSA and boarded the plane. When I reached Sacramento California I was informed that the plane to Crescent City had mechanical dysfunction and I would not be flying out until the following day. The next day on October 30th, at the Sacramento airport I would be met with unprofessionalism and unnecessary treatment by TSA AGENTS

(b)(6)
ALONG WITH DEPUTY SHERIFF (b)(6);(b)(7)(C) The following is what transpired.

On October 30, 2013 at approximately 0920 hours I presented myself to TSA and was led aside where TSA agent (b)(6) approached me. I understand not having any identification is a big deal and I didn't expect special treatment, but I did expect to be with professionalism and intelligence which was not the case.

Agent (b)(6) approached me and ask me where my identification was. Her demeanor was brash and short. I had worn a black halter top so there could be clear transparency for a visual inspection. After (b)(6) determined I would be let through for boarding I was told to walk through the Provision ATD radiation machine with arms up. I complied. after I was let out of that machine she informed me I needed to be patted down. I expected to be patted down from the waist down because you could clearly see that there was nothing on the top to hide anything in. In fact I was almost embarrassed to have worn the top as I felt it was too revealing. But (b)(6) had other plans. She asked Macintosh to pat me down. I argued that I did not need my breast to be touched as you could see there was nothing there. (b)(6) yelled out for all to hear. "YOU AGREED TO DO THIS". I asked if I could take off my pants because I had swimming suit bottoms on, and the two agents were forceful in telling me to keep my pants on. I complied with that as well. I felt this pat down was a little excessive and over the top especially since I had already been cleared by the St. Louis airport the day before without incident. (b)(6) viewed me as a threat and informed me she was going to write me up. I don't know what she meant by that, but it was a threat just the same. Once patted down I was taken to a table that had a black skirting around the top of it so they could go through my things. (b)(6) asked me if I had anything sharp in my back pack. I asked her to define sharp because I didn't know what she considered to be sharp. She then had (b)(6) return and said I refused to answer her question. I was asked again and I said I didn't think so. They conducted the search on my bag. I said nothing more. I was then let go.

after I left I bought something to eat. As I sat there processing this event in my mind I decided there was a story to write up as I am a reporter for the Crescentcitytimes.com online newspaper. Once I finished eating I returned to the TSA area to observe how other people were treated. during that time I utilized my phone to video tape how other females were being handled. I had only been standing there observing when I heard (b)(6) yell out to (b)(6) that (b)(6) approached me and asked me what I was taking pictures of I told her I was not taking pictures. (b)(6) stated, "your not allowed to view this or take pictures as this is a confidential area. I asked (b)(6) where the sign was that said that. After she looked around she informed me it was policy. I told her I was not violating any law and continued to stand there. Deputy Sheriff (b)(6);(b) now approaches me. He asked me what I was doing. I told him I was a reporter and I was observing how TSA agents worked. He said you need to leave this area or I am going to take you to the ticket counter and have you taken out of here. I responded stating, " let me get this straight officer (b)(6);(b), your going to falsify a report utilizing creative writing to have me kicked off the plane". He then said, this is abnormal behavior and you are being watched on the video. Officer (b)(6);(b) informed me he was going to stand next to me and I said that's fine. He soon left and walked back over to the agents.

as I begin observing other people, I discovered many people were standing in the same area as me for several minutes watching others come through as I had. There was no legitimate complaint that anyone had there was a strong showing of retaliation and harassment by these people which indicated to me their lack of intelligence in how to effectively deal with people. Meaning this. I would think the TSA would hire people who have at least a bachelors degree in criminal justice so they know how to act and talk to people instead of abusing their power under the color of authority and making it miserable for people to travel.

11/2/2013
9:26:27
AM

Disability Description: Caller has a prosthetic device in her knee. The caller stated that her knee is made of metal and plastic.

Response Details: Advised the caller that in Michigan, the two airports that participate are Detroit Metropolitan Wayne County Airport (DTW) and Gerald R. Ford International Airport (GRR).

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

Sent Email

11/2/2013

1:07:29
PM

Incident Details: The caller was traveling from Kalamazoo to Detroit, then from Detroit to Florida. In Kalamazoo the boarding pass said she had TSA PreCheck. The caller stated that they told her they do not have PreCheck.

The caller stated that she is a retired delta employee. The caller stated that everytime she goes through the machine, it will set off an alarm and she gets patted down. The caller shows them her employee ID and other documents to prove she has worked for the airlines.

The caller stated that she shows them or tells them before screening that she had a knee replacement.

Most of the time, they just take her to get patted down.

The caller stated that they treat her like a criminal. Everytime she leaves out of Kalamazoo they treat her like a criminal and other airports as well. She got patted down and does not like it. The caller stated that she feels discriminated against because she is disabled.

The caller feels like they are treating her like a terrorist. She feels like if her knee sets the alarm she should not get patted down since other people who do not have a knee replacement do not get patted down.

The caller is a 100% disabled police officer. The caller's last flight through TPA his arm was tested with ETD. The caller then was taken to a room where he stated that he was nearly stripped searched. The caller stated that he was told it was a chemical patch he had that set off the ETD. The caller stated that he was missing a pair of cowboy boots and a chain off the boots. The caller mentioned that the officers also left his empty water container out. The caller stated that when he goes through AIT or WTMD and alarms he only gets a partial patdown, but when he tested positive on ETD he is taken to a room and his property hand searched and given a very thorough patdown. The caller stated that he has flown every other month for the last 5 years and this is the first time this has happened to him. The caller stated that he had a note from his doctor showing his medical issues, including metal implants and braces etc. The caller stated that he was taken to another room for additional screening and he has mobility issues which were tested during his time. When asked the caller first said that he did not declare any medical or mobility issues to the TSOs but then after I confirmed this he changed his mind and told me he did let them know. It was very unclear whether the caller declared anything to the officers.

The caller said he was made to raise his shirt empty his pockets and remove his shoes when he got in the room for additional screening. The caller stated that in order to remove a medical brace he has to undo his pants. The caller stated that it is not fair to wheelchair passengers to check for ETD when its the airline that is giving the passenger the wheelchair. The caller said that he only had his over night bag with him and no other property. The caller stated that there was no reason to give him additional screening for testing positive on the ETD test since this was all that he had with him and is a retired police officer. The caller stated that he is flying again on 11 12 2013 and returning on 11 20 2013. The caller informed us that if he has to go through this again he will be contacting the news. The caller wanted to know why I did not understand that the ETD does not pick up explosives and is used for checking for medical chemicals on the skin. The caller agreed with me sending this complaint to the CSM of TPA. The caller stated that he could not believe what TSA does to passengers.

The caller was advised that in the future inform the TSO of the medical patch, implants etc before screening begins so that they are aware of the items.

11/2/2013
1:17:39
PM I discussed with the caller that there is no set statistic on how often someone will get a ETD swab test. I discussed with the caller that for the safety of the public TSA must resolve all alarms and anomalies. I informed the caller that if he tested positive on the ETD that he would have to be additionally screened along with his property so they could clear him to go on board as they would with any other passenger.

Caller is ultimately concerned with the screening procedures set in place for ETD tests and screening of wheelchairs so I am sending to CSM.

I discussed with the caller that we do not have a set list of what will or will not set off an ETD test.

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough Patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

I explained to the caller that also when passengers have an ostomy they will let the passenger self Patdown the area and then do the ETD on the passenger.

I advised the caller that the ETD test is used on property and passengers.

I advised the caller that there is no way to guarantee that a passenger will not receive a pat down. I informed the caller that TSA resolves alarms with patdowns. I also informed the caller that passengers are selected at random for additional screening such as the Patdown.

I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.

To Whom It May Concern:

Thank you for your reply, however it has indicated nothing that I am not already fully aware of and that abide by. I did ask for a Supervisory TSO and that is how I got (b)(6) name and a business card with the information as to who I could contact to express my concerns but that is all I received from her. I feel that she should have been pulled aside and immediately spoken with. I will not be satisfied until I hear that (b)(6) has been dealt with by TSA.

I am not normally one to complain but this incident was rude, embarrassing and uncalled for and needs to be dealt with so that other travellers are not treated in this manner by TSO staff with attitudes like (b)(6)

I believe I deserve something more than a "form letter" and also believe I deserve a formal apology.

Sincerely,

11/2/2013
1:35:47
PM

(b)(6)

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

We hope this information is helpful.

After having just received another "form letter" from your agency I can't tell you how extremely disappointed I am in your agency. I will not use up any more of my valuable time dealing with this issue.

(b)(6)

Begin forwarded message:

From: (b)(6)

Date: November 2, 2013 10:31:11 AM MDT

To: HYPERLINK "mailto:TSA-contactcenter@dhs.gov" TSA-contactcenter@dhs.gov

Subject: Inappropriate Incident

11/2/2013
6:36:00
PM

To Whom It May Concern:

Thank you for your reply, however it has indicated nothing that I am not already fully aware of and that abide by. I did ask for a Supervisory TSO and that is how I got (b)(6) name and a business card with the information as to who I could contact to express my concerns but that is all I received from her. I feel that she should have been pulled aside and immediately spoken with. I will not be satisfied until I hear that (b)(6) has been dealt with by TSA.

I am not normally one to complain but this incident was rude, embarrassing and uncalled for and needs to be dealt with so that other travellers are not treated in this manner by TSO staff with attitudes like (b)(6)

I believe I deserve something more than a "form letter" and also believe I deserve a formal apology.

On October 25th, my husband and I flew from Manchester, NH to Jacksonville, FL with a connecting flight in Atlanta, GA. My flight departed at 7:15, yet my husband and I were at the airport at 5:00 am. We have a great deal of patience and respect for TSA agents, as I can only imagine how rude and inconsiderate flyers can be due to increased security measures. Whenever I have flown, I have always found the TSA agents to be professional and courteous with passengers, however, I was not pleased with TSA at the Manchester Airport.

I am pregnant and it was requested by my doctor to avoid X Rays and the Magnetic Body Scan. When flying to Manchester, I had no problem with this at the Jacksonville International Airport. When I told an agent this at the Manchester Airport, and asked if I could elect for an alternative or for a full body pat down, I was denied this request. I had arrived early just in case this would take longer than the body scan, that I had plenty of time. I even had paperwork from my physician, however, the TSA agent told me that I didn't look pregnant and that if I refused to go through the scanner, I would be arrested and would not make my flight. I motioned to another TSA agent who walked over and I explained my situation and provided paperwork. I told them I was not trying to avoid security and that I was willing to do whatever I needed to do to avoid the body scan. The other TSA agent told me that they didn't do body pat downs at that airport because they didn't have time; that if a passenger refused to go through the scan, they did not fly.

11/3/2013
9:54:05
AM

I find this information very difficult to believe. I felt as though the agents did not WANT to complete full body pat downs or any other alternative security screening because it was much easier to simply send someone through the body scanner. This is very alarming as it pertains to my safety and the safety of other passengers.

I would advise that someone look into this matter and possibly give the agents at the Manchester Airport some "refresher classes" on the aspects of their duties.

Thank you,

(b)(6)

Dear (b)(6) Since we last corresponded, I have been accessing all United Airlines flights through the security entrance in Terminal 6, and this has worked well for me, because I have consistently been able to go through the scanning machine expeditiously. On Wednesday October 30 2013, I proceeded through the security clearance and the scanning machine in the usual fashion, and the male agent greeting me as I passed through the scanning machine noticed wires for my TENS (Transcutaneous Electrical Nerve Stimulation unit) protruding from my left pants pocket - I had removed the transducer piece of the equipment, and had left the electrode pads and lead wires attached to my hips as I have been doing without incident for several weeks - this piece of equipment is for control of left hip pain. Unlike other agents positioned at the exit from the scanning machine that expeditiously check my hands for explosives because of the presence of the wires, this fellow seemed at a loss in interpreting the imaging findings and in understanding the nature and purpose of the wire and other accessory prosthetic equipment attached externally to my hip. He called for male assist - there was a bit of a delay - not nearly as prolonged as the delay with the last situation about which I wrote to you.

I was concerned about what appeared to be his lack of training and competency establishment, and asked to speak to a supervisor. I was directed to Agent (b)(6) whom I found most professional and accommodating. I told him that I had corresponded with you previously about an earlier concern. He asked me to point out the agent about whom I was complaining, and I did so (b)(6) advised me that he would conduct his own investigation, and that he would communicate with you regarding his findings. He suggested that I communicate my concern to you as well.

Before concluding this message, I wish to offer my sympathy for the TSA agent that was fatally shot at LAX airport yesterday. This is very sad and frightening as well, particularly because of the random nature of the assault. It does deepen my appreciation for TSA agents and the mission they fulfill.

Thank you, and I'll wait to hear back from.

Best regards (b)(6)

On Fri, Aug 16, 2013 at 12:41 PM (b)(6)

I submitted the grievance regarding neglect on the part of your staff member (b)(6) at Los Angeles International Airport some 10 days ago. I was advised by the TSA Contact Center shortly thereafter that this complaint was being referred to the Los Angeles International Airport facility for review and response.

I am concerned because I still have not received a response to my grievance.

Thank you for your attention. I am patiently awaiting a reply to my grievance.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/3/2013 12:00:08 PM Airport : SAV - Savannah / Hilton Head International Date/Time of Travel : 11/02/2013 11:30 AM Airline & Flight Number : US Airways #2802 Checkpoint/Area of Airport : Tsa screening TSA Employee: (If Known) : Various Comment : I was traveling through SAV screening and decided to opt out the imaging, there were about three agents working the imaging device.(Not sure if three people were needed) Around seven total working the screening. The TSA agent, tall young African American decent, told me to wait by the gate to get pat down. He said there were no males available for them to pat me down. I asked him how long was a supposed to wait then, and just ignored me and walked away. I walked up to the UNATTENDED gate to call him over, and asked him again he said that's what I get if I opt out. I told him to contact his superior, he refused, and said there was nobody available so I asked if he could pat me down and refused again saying he was in a fixed position. This kind of behavior is far from professional it's more like a club bouncer. I saw this was an old psychological scheme of "comply by segregation" tactic. (Ironic considering he is black) My flight time was nearing so I decided to go through the imaging machine. On the other side of the airport by the gates, there were two older agents just laughing and looking at videos on their smartphones for about 20 minutes. Keep in mind there were no other male agents per the screener. These agents at this airport really serve no purpose other than getting a free paycheck for goofing around. Considering there are TSA agents losing lives on the job, and peoples lives at risk, this kind of behavior and lack of efficiency should not be taken lightly.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated she is in her 60 s, she flies often for business. She normally flies out of the Abilene Airport on American Eagle Airline and it the Airport used to have an AIT machine but now has a WTMD. She stated she always she sets the alarm off the WTMD and she thinks it may be because of her underwire bra. She states she must always go through a pat down and it is embarrassing. Wants to know if I have any suggestions.

Advised caller Walk Through Metal Detectors
Items that could set off a metal detector include:

- keys
- loose change
- mobile electronic devices
- heavy jewelry
- clothing with metal buttons, snaps, or cuffs
- metal hair barrettes or other hair decoration
- belt buckles
- under-wire bras

Advised when traveling she may want to not wear an under-wire bra, adv the WTMD would pick up anything metal. Then would require pat down.

11/3/2013
5:15:54
PM

To whom it may concern:

This is my third attempt to contact (b)(6) over the last going on three weeks. My family and I were at John Wayne Airport Sunday October 20th to catch United Airlines flight UA669 home to San Francisco. Before coming through security I notified the TSA officer that my daughter has a prosthetic leg, and that it has a metal pole in it, and that it buzzed coming through security when we flew down. He told me ok, and said let her walk through and that if it alarmed she could be pat down on the other side. My husband and other two children went through first followed by my daughter and then myself. Of course when my daughter went through the alarm buzzed. They asked us to wait to the side and that a female officer would come in to pat down. I told my husband to get our things. (b)(6) assisted us, and I explained to her the situation and she was very nice and understanding. Then (b)(6) came to also assist. I was told she was the superior of (b)(6) and she knew what to do. I was apparent that she did not. First she asked me to expose my daughter's leg to her in front of all the people coming through security who were now looking at us like we did something wrong. I told her I would not, she could see through my daughters pants and she could touch it. Then she got on the phone to call someone, I don't know who, but clearly she did not know what to do. Finally when she found out how to proceed, she said we had to go to a private room. She was very rude and not sensitive to this situation which is very delicate not only to my six year old daughter, but to my family and myself. She made a spectacle out of it and made brought unwanted attention to my daughter. She asked me about my things and I told her my husband would get them, then for some reason he was told he could not touch them. The next thing I know, were in this room and here she comes with all of my stuff. I asked her what was she doing and she said my husband wasn't claiming them. When he was trying to find out from me what was going on, she kept closing the door in his face and wouldn't tell him anything. Then she stood in front of me and my daughter while giving direction to (b)(6) on what she was supposed to do. She tried to make small talk with us because she noticed our bags from Disneyland. I didn't have anything to say to her other than to answer her questions that were pertinent to this situation. She got upset by that and told me " if you want to play it this way, I can play to" I told her I wasn't playing and that I was very upset. She seemed oblivious to that. I can't even believe her behavior period.

11/4/2013
8:28:07
AM

My family and I will be coming through John Wayne again next month, and I can't even begin to think about having to subject my daughter or myself to this women. She clearly doesn't know or understand customer service, Children with Disabilities, or human kindness. After this happened I immediately asked for a manager, and (b)(6) came. My husband and I along with (b)(6) explained to him what happened, then (b)(6) excused herself (b)(6) said he would be e-mailing (b)(6) about this situation and told me to call or e-mail him about it also. I have done so twice with no response and this is my third attempt. This is a very important and serious matter to my family and to myself. We have been traveling with my daughter for six years through many airports, and John Wayne at least three to four time a year. We have never been treated this way before, and hope it does not ever happen again. Please contact me to follow-up.

Thank you,

(b)(6)

The first caller works for Frontier Airlines. She transferred the actual caller to me. She flew from ILG recently. She had to have a pat down of her hands for some reason. Why did they have additional screening? Her things were to the side where she could not see them she is missing \$100. money in two separate compartments

Airport: ILG
Airline: Frontier
Flight #: 377

11/4/2013
10:22:57
AM

Date and time: 10 22 13 at around 5:30 a.m.
Description: Brown satchel with a side zipper where she had her wallet.
Location: It is a small airport. It only has one terminal.

The name and phone numbers are for the passenger with the missing money. It is not the name of the Frontier Airlines employee.
Response:

I told the caller she would have had an alarm from another screening procedure for them to put her through additional screening.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 7 to 10 days of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. They may have video footage of the terminal that they can view.

11/4/2013
10:23:27
AM

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2013 8:56:52 AM Airport : PHL - Philadelphia International Date/Time of Travel : 11/03/2013 6:30 AM Airline & Flight Number : USAirways - 795 Checkpoint/Area of Airport : security screening TSA Employee: (If Known) :

Comment : I travel frequently between Tampa and Philadelphia and I am TSA Precheck. First, the difference between the attitude and treatment between these two airports is stark. The former -- polite and courteous while the latter -- rude, disrespectful and offensive. In Phila one can only use Precheck in Terminal C but we informed of this option only after we were in line in terminal B.

In Tampa I am asked whether I have any metal, artificial joints, etc. and because I do, I am directed to the screening machine that does not set off an alarm. On one occasion, when I did set off the alarm, I received a pat down that was gentle and respectful. Yesterday I was not asked about metal nor was I directed to the scanner that does not set off alarm - rather when I set off the alarm, I was taken to be patted down even though the other scanner was just next to where I was. I requested that I be treated carefully because I have just had breast surgery. The woman who patted me was surly, banged down my back and between my legs with forceful fist and when I commented on the roughness of treatment I was told "That is regulation pat-down." Since my experience in Tampa has been so dramatically different, I felt the need to report this truly unpleasant treatment.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Forwarded to TCC

-----Original Message-----

From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]

Sent: Wednesday, October 30, 2013 3:34 PM

To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov

Cc: TSA-ContactCenter@dhs.gov

Subject: Got Feedback : ORD - Chicago-O'Hare International

11/4/2013
10:33:15
AM

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/30/2013 3:34:00 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/30/2013 12:10 PM Airline & Flight Number : ASA29 Checkpoint/Area of

Airport : Terminal 3 near American Airlines TSA Employee: (If Known) : One more overweight idiot with a government job Comment : Your precheck does not work for those with medical devices such as a pacemaker. Do you realize pacemaker patients cannot go through the metal detectors unless you want them to die while forcing them to be screened since the detectro could possibly cause the device to not properly send a signal to the heart to beat? I paid for precheck through GOES and I would expect your screeners to do a hand pat down in the precheck line. Apparently they are not trained or misinformed as to their job function and what exactly is required for precheck patrons who have implanted medical devices. Idiot employees instead made me go through regular line, take off my belt, remove coat, remove watch, take computer out of bag, stand at xray, etc. Annoying to say the least. I paid for this service since I am 77 years old and cannot handle any more stress with traveling. You need to get your agents at the precheck line trained to perform a pat down and not force them to use two lines while possibly having their personal items stolen from the xray belt. This is the second time in a week this has happened so I would venture to say you have not trained your employees adequately to handle those with implanted medical devices in the precheck line. This also occurred in Seattle on Wed, Oct 23 at 7:00am flight ASA20. I spoke with the supervisor who told me the employees in Seattle were not trained. It appears they were not trained in Chicago either. Get it fixed!!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I flew out of Great Falls, Mt on September 17th to Denver, final destination of Pittsburgh, on the early morning flight.

I have a recently implanted neurostimulator, and this was my first time flying after this implant.

I didn't have a good experience being screened. I must confess I also confused the process by unthinkingly packed jam and syrup gifts in my carryon which I realize was a no no, and that incident was resolved to my satisfaction.

However! I was very displeased by my treatment over my implant. I stated I had an implant, and that I had been instructed not to go through the usual scanner, but to have a pat down or wand. But no one seemed to listen to me! The gentleman on the other side of the scanner told me to walk on through it. I said I wasn't to be scanned, but he said to come on through. I asked if it was off, he just waved to me to come through it, so I assumed it was not active for me. On the other side, he said "You don't have a artificial joint!", I said no I have an implant.

I was instructed when I received it that scanners could affect the settings in the device even if the device is turned off. My device was turned off, as I had been instructed to do by my doctor.

The TSA agent was not listening to what I was saying, and was just trying to get me through there. I then was patted down by a very polite woman, and continued on my way. My husband, who has a knee replacement was also told to walk through after he had said he had a knee implant, then the same agent said "you don't have a hip replacement".

11/4/2013

12:07:01 PM

At first I just thought that was how it is nowadays to fly, but after thinking about it I decided to make a complaint. This man did not listen to what I, THE CUSTOMER, was telling him. Maybe he doesn't hear well. As the customer I deserve to be listened to, and treated with respect, not just made to jump through hoops that could be harmful. I have worked as a nurse for 40 years and have learned we need to listen to what people are trying to tell us, even if it interferes with how we want things to go.

In stressful situations people are nervous and, yes, it can be trying to be patient with them. But this is part of his job, as a public EMPLOYEE. I got the impression from him that he had the power and would do things his way!

We the public need to be treated with patience and respect, just as we need to be patient and respectful to those who do a job to keep our country safe.

This gentleman could learn a lesson from the agents in Pittsburgh, where the agent listened to what I told her and then offered me choices that applied to my needs.

That was how it should be done.

Thank you for your time,

(b)(6)
Great Falls, Mt

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2013 11:18:38 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/30/2013 11:00 AM Airline & Flight Number : US Airways 2069
Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) : Agents (b)(6) and (b)(6) Comment : After I opted out of a body scan, a TSA agent in the security screening area (hereafter, the screening agent) pulled me aside and called out "Male opt out, need an agent for a search." Agent (b)(6) said something in reply to the screening agent's request and they both laughed. Agent (b)(6) spent the next 5-10 minutes milling about the security area and chatting with another colleague. Finally, I asked the screening agent when an agent would be available to perform the search. He called out again for an agent and then added that the delay was my fault for opting out of the body scan. Agent (b)(6) soon appeared and escorted me toward the search area. This is when I realized that Agent (b)(6) was responsible for performing the search.

11/4/2013
12:07:55 PM

Agent (b)(6) then asked me, "Where are your bags?" "At the end of the luggage screening line with the other bags." I replied. He glared at me and then ordered me to turn around and follow him. "What?" I asked. He repeated that I should turn around and follow him, which I did. He took me back to the screening area, informed the screening agent that I had "an attitude" and walked away. Shortly thereafter, I was directed to Agent (b)(6) who performed the pat down. My gripe about Agent (b)(6) (Badge (b)(6)) is that he stonewalled my efforts to collect information – full name, badge number – about Agent (b)(6). He claimed that there had just been a shift change and that he did not know Agent (b)(6) but repeatedly refused to specify the time at which the shift change had occurred. Lastly, I asked Agent (b)(6) to direct me to a supervisor who would have a roster of agents on duty that morning so that I could obtain Agent (b)(6) full name and badge number. He stated that he was a supervisor and that no one else was available.

I have opted out of body scans 10+ times at airports across America. In every case, TSA agents have handled the subsequent body search quickly and professionally. But based on my recent experience, it appears that measures designed to enhance the professionalism of JFK's TSA staff are needed.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was a United employee for 17 years. She has worked out of SFO, LAX and New York. She was in NY during 911.

She had an incident with TSOs at LAX twice. Caller stated that people are willing to go through with the procedures if they are treated with respect. The thing that bothered her was that the female TSO pulled the caller out of the line. She had very expensive luggage, Louis Vuitton. The TSO would not answer when the caller spoke. Caller asked if there was something wrong. The TSO treated the caller as a nonentity. Caller stated that people get angry when they are treated this way. A person can relate to a TSO who talks to them.

Caller was stopped another time when returning from Europe. The TSO also did not engage her. The TSOs at LAX have a cold aloof attitude.

Caller is 70 years old. She said, You have to engage with people respectfully to minimize the intrusions of the patdowns, searching luggage. Passengers feel helpless. She said people think, now you are not giving me a reason why you are singling me out.

11/4/2013
5:04:07
PM

With these two instances, caller was angry. She did not feel like she deserved to be treated as a nonentity. In NY, the TSOs treat passengers with the highest of respect. At LAX, there was no respect. She does not even like to travel now because of the attitude of the TSOs. She does not want to deal with how the TSOs treat people.

Caller stated that the TSO does not necessarily have to answer the questions. A TSO could say, We pick ever so many people, sorry for the inconvenience. I will finish in a moment and you can be on your way.

Caller said she knows there are nuts on the plane, but someone needs to talk to the agents and tell them to be more respectful. Answer the passenger's question, don't ignore the person.

Caller stated, You have a job to do, it is difficult. ... with rational people you can say, I will be finished in a moment. You don't feel like your dignity is ripped apart while someone is going through your luggage.

I thanked the caller for her comments. I also told her that she can go online and provide suggestions. I did tell her that I have made a record of what she said. Caller said that since I had made a record of it, she does not need to do anything else.

To Whom It May Concern,

I am writing the Transportation Security Administration because of an unprofessional and highly upsetting event I experienced at the Dallas Fort Worth airport. As I have had positive experiences with your organization before, I thought it important to share with you the way that some of your employees are treating the citizens of this country.

This letter is specifically in reference to a situation brought on by my status as a queer person, but it is also on behalf of human beings everywhere. No person, be they seemingly "normal" or "different" from your perception of the norm, should be treated as "less than" by anybody, but especially by a government employee. Our government is in place to protect the interests of its people.

Before I begin, I need to explain something to you. I wear men's clothing and a breast binder, which is a special shirt that makes my breasts almost completely flat. A few years ago, I bound my breasts for the first time and felt more comfortable than I have ever felt. This year, I purchased a binder and made it a part of my every day attire. It is so much a part of my identity that if I get dressed and do not wear it, I feel wrong. Without my binder under my clothing, I feel uncomfortable and have little confidence.

11/4/2013
8:09:12
PM

Let me make something very clear: I do not want to be a man. I do not identify as transgender. I love being a woman and I love my body, but my "look" is a large factor of my gender identity. My identity is what many in my community would refer to as "boi." The style in which I feel comfortable is youthful and masculine. When I wear my clothes, binder and all, I feel like a complete and attractive human being.

My style, however, can be confusing to people in everyday life with whom I am not acquainted. I often encounter people trying to determine my gender or confusing me for a man. For the most part, this does not bother me, as curiosity is a natural human response. Two places I have recently noticed this confusion were at different airports, one being Seattle Tacoma and the other being Dallas Fort Worth, when I got to the security checkpoint. I am going to describe the two very different experiences with the TSA as means to explain what should and what should not happen with regards to LGBT people at the airport:

About a month ago, I traveled to Seattle to see family and friends. When I was going through security for my return flight, I was greeted by a friendly male TSA employee. I work for a company that sells construction equipment and their logo is on my luggage. "A tool guy, huh?" he said, smiling at me. I nodded and smiled back, as I had no reason to be offended.

I walked through the scan, as everyone had to. Something showed up on my chest, so I was asked by a female TSA employee to step aside for a pat down, an employee with whom I am thoroughly impressed. It seemed she recognized me as transgender, which—again—does not offend me, as it is a common mistake. What she did next is exactly what she should have done. In a calm, quiet tone, she asked me if I would be more comfortable with a male or a female patting me down. I assured her I was fine with her performing the pat down. She ran her hand across the front of my chest in a quick, thorough, and professional sweep and, when she realized there was nothing there, allowed me to put on my shoes and be on my way to the gate.

This is what should happen. The employee made every effort she could to make me feel comfortable in an uncomfortable situation. Though she never explicitly tried to identify my gender, she was sensitive to my "gender queer" status in asking if I

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 11/5/2013 8:35:46 AM Airport : ORF - Norfolk International Date/Time of Travel : 11/04/2013 12:30 PM Airline & Flight Number : US Airways 4247 Checkpoint/Area of Airport : Southwest/US Airways TSA Employee: (If Known) :

Comment : November 5, 2013

Dear TSA Supervisor,

In my fairly frequent flying, I have found TSA agents to be respectful, responsible, and courteous. Not today. My two worst experiences flying have taken place at the security station at the Southwest/US Airways concourse at the Norfolk International Airport.

I had a boarding pass for the 1:45 pm US Airways flight to Philadelphia. I went through security around 12:30pm.

With an orange TSA pre-check sticker on my boarding pass, I was directed to go through the walk-through metal detector. The alarm went off. I had no shoes on, no pockets, no belt loops, no belt, just elastic-waist pants and a cotton shirt. I took off all my jewelry - a watch and a silver chain. The alarm rang each time, three times total. The TSA woman said that the machine was indicating something at my waist. I lifted my shirt to show them my elastic waistband.

There were two TSA women, one of them probably in training. They kicked in to their procedures. I knew what was coming and could feel myself beginning to get very upset. I began deep breathing. "Don't touch your things. Follow me. Stand here." Power asserted. All assumptions of innocence obliterated.

Perhaps the TSA agent was new and learning, but I NEVER want to experience what she put me through again - two deep crotch feels, breast pressing all over. I stood there silently crying. My adult son touched my hand to comfort me. He then had to have the full pat down. Unbeknownst to us, he wasn't supposed to touch me. "Those are the rules," the woman said.

Who protects me from Security? They found nothing on either of us, no metal around my waist or anywhere else.

"You're free to go, ma'am," she finally said.

No apology for violating me when I had followed all of the rules. No acknowledgment that the machine had been wrong. And no inkling of humanity for a 58 year old woman who had done nothing wrong having to suffer such a public violation. In any other arena of my life, this would have been called assault and I would have pressed charges.

My second worst experience flying, also at this security post, was triggering the metal detector and subsequent full body pat down because there were wires in my bra. I have never encountered any experience remotely like these in any other airport.

Is there no way to travel without being assaulted by TSA agents for a bra and elastic? This has gone too far. I do not deserve this treatment, nor does anyone. I would never tolerate this kind of disrespect anywhere else in my life.

I understand that security may have been heightened due to the tragedy that occurred in the LA airport last week. My husband was a Congressman recently. I understand the necessity for airport security.

And in the name of security yesterday, my freedom and humanity were taken away from me. I did not feel safer, believe me.

I never want to fly through Norfolk again. And, yet, I must, for I live in New Hampshire and my mother is near death in Virginia Beach. Please, do not make me go through this Orwellian experience again. Please rethink and rewrite your policies. I am asking for some balance in our security policies. The pendulum has swung too far. Please train your TSA agents to be responsible as well as understanding, respectful and humane.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service: Screening Current Date/Time : 11/5/2013 9:40:46 AM Airport : GNV - Gainesville Regional Date/Time of Travel : 09/25/2013 5:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA,

My name is (b)(6) I live in Alachua, FL. I just got back from my recent trip to India. I do have a complaint about one of your security officials. I was traveling that morning and I did went to through the scan machine. Nothing came on for me.

Then, one security official (a lady) saw that I was wearing a Saree (A traditional wear); She told me that she has to do a pat-down. Wow, what a pat-down that was. I really think it was improper in the sense that she was touching me everywhere.

Even between my legs and all the way up. I've been in airports around the world. I've been in JFK (New York), Newark, Charlotte, LGA, London (Heathrow), China (Shanghai), Delhi (India), and I never experienced such a pat down. Every airport has been so respectful to me and I appreciate that. In Gainesville Airport, this lady really was improper to me. In my heart, I didn't really like it. It didn't seem too right. I am not sure what her name is, but she was working there that working as one of your security official.

I would really appreciate it if you can look into this complaint.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller was traveling out of Colona B. C. into the US and got a full search out of Seattle. His itinerary was Colona to Seattle to Oakland. He went to lunch and came back into the security area and he received a full search including a patdown and was told it was because of SSSS on the boarding pass. This has never happened before to him and he immigrated to Canada from US. He didn't set off any alarms going through the AIT when he received a patdown.

Advised:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Explained that a patdown is required to clear discrepancies in the AIT or WTMD.

11/5/2013
4:50:31
PM

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

Passenger Name: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Arlington WA 98225

Email: (b)(6)

What Happened?

11/5/2013
6:17:45
PM

Dallas Fort Worth Airport

D- Terminal Security Area

Date: Nov 3rd 2013 Time: Approx 5:30-6:30PM

Air Carrier: American Airlines

I received a full-body patdown when I went through the security screening and was touched exceedingly inappropriately on my scrotum by the man doing the patdown. Before the patdown I was reluctant to allow the man to touch me and I asked for his supervisor. The Supervisor came over to us and both he and the man who was to do the patdown repeatedly interrupted me when I attempted to express my concerns about the security proceedings and intimidated me to discontinue speaking. When the man giving the patdown explained to me what he was going to do, he used language similar to: "I will use the back of my hand for sensitive areas."

When the man doing the patdown came to patting down my legs he reached ALL THE WAY UP my groin area firmly, touching my scrotum and brushing it all the way down as he slid his hand down the inside of my leg. This was done 2 times on each leg for a total of 4 times firmly touching and rubbing my groin area.

Dear TSA Contact Center:

I submitted the above-referenced claim via your website on September 5th, 2013 but have not heard anything back yet (except for a brief standardized survey). I am contacting you today to follow-up on the status of the claim. If you could please provide me with a case update, it would be greatly appreciated.

Thank you for your time and attention to this matter.

Sincerely,

(b)(6)

11/5/2013
8:09:59
PM

From: (b)(6)
To: tsa-contactcenter@dhs.gov
Subject: Damaged Item: August 21, 2013 Flight Out of Seattle (#206-214-9300)
Date: Thu, 5 Sep 2013 20:18:48 +0000

Transportation Security Administration (TSA)

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

I wanted to offer a comment from a recent trip through a TSA Pre checkpoint at O'Hare Field in Chicago. On last Sunday, about 2pm, at the Terminal 2 TSA Pre, a TSA officer named (b)(6) was unhelpful (I use the word loosely). I travel a lot (100,000 miles annually), and because of an artificial knee, I need to have a hand pat down for security screening. Prior to the procedure, I commented to Officer (b)(6) that at every other TSA facility, the bags are carried from the scanning belt to the screening area, to avoid separation of bags from the owner. His comment (and he seemed very offended) was "I don't carry bags for nobody". This seemed inappropriate. Furthermore, his pat down was one of the lightest I've ever received.

11/6/2013
8:17:49
AM

I realize that protection of the travelling public is the principal duty of TSA, but customer service is also an essential part of a well-functioning agency.

Caller is 78 yrs old and takes a wheelchair, she states she had a bad experience at SAT. She states she went through screening and an alarm went off. She said she had on gold jewelry and pins in her hair. She states the officer put dirty gloves on and told her she had to do a patdown. She states the officer proceeded to put her hand down her panties. She states she asked for a supervisor and a private screening, she said the supervisor came and put a spanish speaking officer in charge. Caller states the agent was talking in Spanish. She said she went in for the private screening and she took the pins out of her hair and the alarm did not go off again after that. Caller states she just wants the rules changed instead of the agent talking so much; they need to be trained to listen. She is upset because they did not offer any other screening methods than a patdown, she said she felt disrespected.

Advised caller A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

11/6/2013 11:33:15 AM TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Apologized again for her experience.

Airport: SAT to Sun Valley Idaho

Airline: Delta

Flight#: NA

Date: October 31, 2013

Time: 6:20 AM

Gate: 4

Terminal: She states only 1 terminal

Email: She states she don t have a computer

Caller stated on October 18 he flew from Ronald Reagan on Southwest Airlines. Caller stated his wife had a small suede bag with jewelry inside her purse. Caller stated he got separated from his wife and she had to have a patdown. After this, the bag of jewelry was missing from her carry-on luggage. Caller stated during the patdown, her purse got out of their sight and he thinks that is when the jewelry went missing. The caller stated there was a ring, 2 diamond earrings, and a diamond cross worth 3,000 to 4,000 dollars. Caller stated he thinks the screeners removed the jewelry bag. Caller wants to know what can be done about the missing jewelry.

Incident happened:10-18-2013@01:30pm

11/6/2013 12:42:28 PM Airport:Ronald Reagan

Airline:Southwest Airlines

Flight number:2330

Gate Terminal:Didnt Remember

Description of purse:Black leather purse and the jewelry bag was Paige in color.

Advised caller I will forward the issue to the CSM at Ronald Reagan airport. Advised caller I will send claim forms to the email address and he will need to download the claim forms, print them out and fill them out and send back to the CMB.

Caller said that she has flown many years with Delta. She flew yesterday and had a horrible experience with TSA. Caller said that she was directed to the Pre Check line. Caller said that she has a cyst in her chest and she requested a patdown. Caller said that she was also traveling with an animal. Caller said that she had to take her laptop out and placed it in the tray. Caller said that the line was no better and it was chaos. Caller said that she patted down the animal and moved the carrier to the side.

Caller said that one of the trays fell off the conveyor on her dog. Caller said that they checked the dog for about 45 min to make sure that it was ok. Caller said that if she did not see the tray falling on her 8 pound yorkie that it would have been seriously hurt. Caller said that her problem is the negligence of the officers. She said that the dog is now not eating and just laying around and sleeping.

Caller said that she was pulled aside by STSO (b)(6) and he talked to her about the incident. Caller said that she has a written statement from the officer.

11/6/2013 1:49:04 PM Name of Passenger- (b)(6)
Airport- DTW
Airline- Delta 2244
Date and Time- 11-5-13 11:00 am
Gate or Terminal- 77 Lane 5

Resolution:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Monday, November 4, 2013, at 10:15am

Terminal 5 International, O'Hare Airport, Chicago

Terminal to enter American Airlines terminal after clearing customs, coming in from Vietnam, via Seoul, Korea.

Prior to boarding American Airlines flight 2988 from O'Hare to Philadelphia at approximately 11:30 am.

I am a 66-year-old woman, tall, blonde, Caucasian, & was wearing a pointed straw hat from Vietnam, because that was the easiest way to carry it through the airport. Upon setting off the alarm as I went through the scanner, I pointed to my hips and told the TSA agent that I had two replacement hips. This agent chastised me, pointed to the most modern kiosk-type scanner that reads the body, & asked why I didn't use it. I replied that there was a barricade in front of it and no line, appearing to me that it was closed. This agent asked why I didn't tell her I had two replacement hips before I went through the scanner, implying I was either hiding my condition or making her job more difficult. She then referred me to Officer (b)(6) who would give me a body check.

11/6/2013

3:06:02

PM

TSA agent Office (b)(6) female, young middle-aged, black, gave me an overly long, detailed description of the body search she would perform. I told her to proceed & she continued to describe the steps of the body search. Then she started a zealous search, repeating pat-downs of the same body parts several times. Upon finishing the search on the outside of my clothes, she told me she needed to go inside the waistband of my jeans. I became impatient & pulled the waistband away from my body & said go ahead. Officer (b)(6) took offense at this & told me she didn't like women, she liked men. She repeated next, 'I like dick; I don't like women.'

I don't mind being searched. I declined being searched in private. I don't expect courtesy. However, I DO expect common civility from a government employee. I consider Officer (b)(6) comment "I like dick" to be out of line, offensive & unbecoming to the agency she serves. Both TSA agents I encountered were aggressively hostile but Office (b)(6) needs remedial training in how to communicate with the public.

(b)(6)

HYPERLINK (b)(6)

Hello,

This morning I was in line for screening at Seatac airport when I asked the agent to pat me down instead of requiring me to go through either machine due to my early pregnancy (13 weeks with twins). He ignored my request, telling me to go through the metal detector. I told him I was concerned about the safety of the machine and told him again of my request for a pat down and pointed to my obviously pregnant belly.

This time, in a very stern voice, he told me stop talking and to listen to him, that he had chosen me to go through the machine and to do it. Not knowing what else to do, I complied.

My question is what can be done when an agent doesn't comply with your organization's own policies, as it is my understanding that anyone, regardless of whether a medical condition exists, can request a pat down. Also, what can be done the next time I encounter an agent like this?

11/6/2013

3:06:27

PM

I am gravely concerned about the effects of even minimal radiation and should not be forced to put my unborn and still developing children in danger because I would like to occasionally travel, particularly when another, safer, and equally effective option exists.

Please advise as I would appreciate your assistance

Best regards,

(b)(6)

On October 17th I was at the TSA checkpoint at SFO at about 7:10PM. I was separated from my bags while I awaited a female assist for a patdown (SFO has few female officers, and it can take upwards of 15 minutes for a female assist to be located) when the TSA agent closed the metal detector as I was about to step into it, and insisted that I use the AIT scanner instead.

11/6/2013 4:16:07 PM I watched my bags, which had already gone through the x-ray, closely, repeatedly asking the TSA agent to have them moved to a secure area. My requests were refused. After waiting about 10 minutes, I watched as a passenger (1) placed his own laptop in his bag, (2) removed the colorful scarf I had placed over my own laptop and (3) placed my laptop in his bag as well. I asked the TSA agent closest to me to stop him. She refused. I started yelling for the TSA agent who was manning the X-Ray to do something, he refused, and the TSA agent closest to me told me to be quiet or I would experience consequences. I respectfully told her "if your very expensive laptop were being stolen, you would be equally upset" I continued to yell, not wanting the other passenger to walk away with my bag, until finally a TSA agent named (b)(6) asked the passenger to put my laptop back. I asked repeatedly for him to be held so that I could inspect my bags to make sure nothing else had been taken, but my request was refused. I asked for him to be held for police, that I would want to file a report, and my request was refused. When I had finally undergone my patdown and was able to talk with agent (b)(6) he told me "no harm, no foul, your laptop has been recovered and the guy told me it was an honest mistake." I asked to file a complaint with TSA and (b)(6) told me that there is no complaint process and that there was no higher supervisor for me to talk to. He did add that I could call the police if I wanted to.

I would like to file a report about this experience which was completely improper, and doesn't meet the bar for basic security even in a department store or other space where private security guards are utilized. I would like access to the videotapes that would identify the passenger who attempted to steal my laptop and I would like clarification on TSA policies regarding separating a passenger from her bags and thefts that occur at checkpoints.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 11/6/2013 2:55:45 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

11/6/2013 4:16:12 PM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 09/23/2013 southwest flight from Birmingham Alabama airport enroute to Denver Colorado airport leaving at 10:10am
10/31/2013 southwest flight from Denver to Birmingham leaving at 10:20am.

Comments: In Birmingham: I am the daughter/caregiver and accompanied my 89 year old father who has Alzheimer. We inquired and were told that he could leave his jacket and shoes on while proceeding through screening. When the alarm beeped, the TSA Officers immediately ordered me aside and began "yelling" for a pat-down. My father was confused and I was distanced from him. He was ordered to remove his hat, jacket, belt, and shoes and in the middle of the screening area where he was then subjected to a COMPLETE pat-down from head to toe. This was all so unnecessary had the TSA Officers simply used a wand to re-screen him. It is hard to imagine that 4 TSA Officers had to briskly take him to the center of the screening area and perform such a humiliating search on this innocent man. He was upset afterward believing he had done something wrong.

In Denver: Again, I accompanied my father and the first TSA Officer inquired about his age which we told him was 89 years. The Officer advised that he was not required to remove his hat, jacket, belt or shoes however he should remove everything from his pockets and hold them in his hands as he passed through xray security. Just as we approached the security machine, another TSA Officer began loudly telling him to take off his jacket and shoes and put all of his pocket items in a bin. When I attempted to explain the other TSA Officer's instructions, she informed me he would be the subject of a pat-down if he kept his jacket on. So, we removed his jacket and hat and he proceeded through the x-ray machine. He still had his eyeglass case and a Vick's brand nasal inhaler in his hands. The TSA Officers on the other side of the x-ray machine grabbed him roughly to see what was in his hands and reprimanded him for not placing the items in a bin.

IT WOULD BE NICE IF ALL OF YOUR OFFICERS RECEIVED THE SAME TRAINING INFORMATION SO THAT U.S. CITIZENS ARE NOT SUBJECTED TO THE WHIMS OF THE NEXT OFFICER THEY ENCOUNTER. THIS WAS ALL EMBARRASSING, UNNECESSARY, AND UPSETTING TO ME AND MY FATHER AND TSA AS AN ORGANIZATION CAN DO BETTER. SHAME ON JOHN PISTOLE FOR ALLOWING SUCH BEHAVIOR BY THE OFFICERS UNDER HIS COMMAND. SHAME ON THESE TSA OFFICERS FOR THEIR AGGRESSIVE AND DISRESPECTFUL ACTIONS TOWARD INNOCENT CITIZENS OF THIS COUNTRY.

(b)(6) called yesterday to request assistance for injured service members through the Wounded Warrior program. He was told by the agent he talked to that his request would be sent and information would be sent to him in an email regarding using a cane. He has not received any information in an email. He wanted to make sure that he gave the agent his correct information about his flights. He is just requesting for the email to be resent to him. His email address is (b)(6)

His flight information is:

Departure flight:

Airline: United

Flight date and time: 11-12-2013 at 2:51 pm

Flight # 3907

Email (b)(6)

Cell phone (b)(6)

Return flight:

Airport: LAS

Airline: United

Flight date and time: 11-15-2013 at 9:52 am

Flight # 1226

Email (b)(6)

Cell phone (b)(6)

11/6/2013
4:41:15
PM

Advised the caller:

Apologized for him not receiving his email. We can resend that email to you. Your flight itinerary was sent to the Wounded Warrior program with the correct flight information.

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Callers daughter traveled on 11/06/2013 from MCO to Puerto Rico. Caller wants to know if it is normal that in 4 times in a month her daughter had been experiencing difficulties when travel. The last time she was traveling with a baby and she was delayed during the screening process. She had to go through a patdown.

I advised the caller

The U.S. Department of Homeland Security (DHS) has developed the Traveler Redress Inquiry Program (TRIP) to assist individuals who believe they have been incorrectly delayed, denied boarding, identified for additional screening, or have experienced difficulties when seeking entry into the United States.

11/7/2013
9:39:01
AM

To participate in the program, please submit a completed Traveler Inquiry Form and requested copies of identity documents to DHS TRIP. You may download an electronic form from the website at www.dhs.gov/trip, or you may complete the enclosed form. Please do not send original identity documents as they will not be returned. DHS will review the information submitted and work with other Federal agencies, if necessary, to resolve individual concerns. DHS TRIP will inform you in writing when review of your inquiry is complete.

When you submit an online inquiry, a control number will be assigned to you. The control number will be displayed on the Traveler Inquiry Form acknowledgement page along with your name. Please print the acknowledgement page, sign it, and send it to DHS TRIP along with the requested copies of identity documents. If completing the enclosed form, please sign it and send it to DHS TRIP along with the requested copies of identity documents. Again, please do not send original identity documents as they will not be returned.

I did not send the forms because she is going to apply online.

I was a recent air traveler. I flew out of Philadelphia, PA on November 1, 2013 and returned via Palm Beach International in Florida on November 5th 2013. I am not a frequent flyer, and have not done so in years. I had a cochlear implant surgery in 2012. Before flying on November 1st I did research about what to expect and what my responsibilities are as a flyer and going through security.

I cannot tell you how scary and confusing my trip was. I went to security with my cochlear implant ID card and driver's license in Philadelphia and requested the metal detector and pat down. The TSA officer said you will be fine and I was denied and forced to go through the full body scan. After that my implant for the rest of the trip was working differently.

I made it a point when returning home to be more adamant to the TSA officers about my situation. I verbally said to the lady (she had a really bad bloody eye) that I have a cochlear implant that will be effected by the full scan and want a pat down, she said "what is that? What do you mean." I said on way here I went through and I don't want to. She again ushered me through the full body scan, I was then taken to an area and my hands were wiped down with a liquid. My implant was not working after going through the machine. It is currently not back to normal, although it did come back some.

11/7/2013 10:20:13 AM I cannot fathom, that in a world where over 300,000 people have cochlear implants, that TSA agents don't know what they are or how to respond when someone advises of such. Never mind that insurance does not cover implants and we are talking about a 10 thousand dollar machine that was damaged by your agents incompetence. I don't ever want to fly again, and I expect some type of response as to what you, as a government agency, are going to do to correct this.

(b)(6)

Recently I noticed the pre-check lines have expanded exponentially and just today learned from a TSA official the recent enrollment of 75+ year olds and other flyer categories have caused the expanded lines. This is one of the most frustrating decisions I have seen in a long time. By way of example the Minneapolis pre-check line has now gone from the shortest and fastest line to the longest and slowest. While I understand the security considerations, trying to move seniors through a line with any sort of speed is monumentally ridiculous. Watching them this morning, they clearly benefit from the extra time afforded by a normal check-in. My concerns were voiced by every other person in the line.

11/7/2013 12:03:47 PM I understand pre-check is a security driven consideration and not a frequent flyer perquisite yet at the same time, this decision has uprooted what was a sensible solution to move lines quickly and now slowed to to an embarrassing crawl with no obvious benefit other than the occasional awkward pat-down of 75year olds in the screening line.

I respectfully ask you to re-consider this change if the information given to me by the TSA officer was correct - which by the way, she similarly felt was a ridiculous policy change.

Sent from my iPad

The caller stated he just got off of a flight from Germany and his luggage was sent to SFO instead of Sacramento. The caller wanted to know why his bag was sent to SFO. The caller said his bag was inspected. The caller wanted to know why his bag was inspected. The caller said he had honey in his bag. The caller wanted to know why the officer s would inspect his bag. The caller stated he is treated like a terrorist when he enters the airport. The caller stated he loves the United States. The caller is upset because he is treated badly and he does not have the creditability he deserves. Caller stated he does not like having to be touched after her goes through the AIT. The caller said he is upset because he left his wedding band on and he had to under-go a pat-down. The caller is upset because TSA spends money on the screening machines and passenger s have to receive a pat-down after they go through the AIT.

11/7/2013 4:05:33 PM I told the caller to contact the airline. I told the caller TSA screens baggage. I told the caller it is the baggage handler s responsibility to place the bags on the plane. I told the caller I cannot tell him why his bag was inspected. I told the caller sometimes books or magazines may appear as an anomaly and the bag would have to be opened. I told the caller baggage is sometimes randomly selected for additional screening. i told the caller if the officer s cannot tell what is inside of a bag they will open the bag. I told the caller food items may cause an alarm. I told the caller the officer s may do an ETD swabbing of the food items. I told the caller all baggage has to be screened. I told the caller we monitor the number and nature of complaints to tracks trends. I told the caller TSA wants to see if their are certain screener s or screener teams that are subject to repeated complaint s.

I recently had a connection from Lynchburg Va. To Charlotte NC airport .. I clear TSA in Lynchburg with my carryon and had misc. cables, laptop and a 3" magnetic tipped screw driver that had various replaceable tips that were housed in a Red Rubber tip case specifically designed to hold the replacement tips.. when I get to charlotte I had extra time , so I went outside for a smoke and re-entered the screening afterwards.

I go through my normal pat down and examination of my laptop bag as I always do , when (b)(6) describes my extra screw driver tips that are approx. ¾ " long and secured in its rubber case as drill bits and would not allow me to them take with me .

I tried to explain to him that I have traveled with these tips for over 5 yrs , and never had issue, and he insisted they were illegal, and kept them .

11/8/2013
8:33:34
AM

I have traveled with this same set for over 5 yrs. on a regular if not daily basis through airport security..

I always get the extra screening due to a left prosthetic leg that alarms TSA screens me every time I pass through the screening process, and have searched my laptop bag 80% of time , due to the amount of networking type cables I carry for my job ,

That concerns them through x-ray,.. which I have never had issue allowing .

I have flown for over 15 yrs and realize there are NO standards in the rules between Agents and it at their discretion of what the rules are or aren't . he insisted this was a rule, and was listed at TSA.GOV.. I after clearing and getting to my gate I went to TSA.Gov , and pulled up the rules , that I already Knew ,but wanted to confirm and they are follows directly from your site

(b)(6)

Scottsdale Sky Harbor Airport
United Terminal
7:11 AM flight Scottsdale to Newark

Went thru TSA check expedited screening at about 6am Random check with machine that detects residues alarmed Taken to booth for patdown

TSA person somehow ended up with my belt and either failed to return it to me or put it somewhere where I failed to see it.

Can it be sent to me?

11/8/2013 10:10:52 It is a leather woven belt (the kind that has no holes but that the buckle bar simply goes thru the webbing). It is brown and of good quality.

AM Thanks, understand if simply impossible.

(b)(6)

Bridgeport, CT 06605

(b)(6)

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 04/06/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

11/8/2013
10:11:11
AM

Traveler Information:

Name (b)(6)
Address (b)(6) New York NY US 10021
Email Address (b)(6)
Phone Number (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)
Date Time: 11/8/2013 10:39:23 AM

11/8/2013
12:12:48
PM

Name (b)(6)
Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SEATAC Delta TSA-3. .

Comments: I went though the TSA Precheck security screening line at about 1:45pm on 11/7/13. I was selected for additional screening on my purse. Since I was traveling alone, I went to gather my other items to follow the TSA agent. He told me twice (actually shouted) to leave the items where they were while he took my purse. I told him I did not want to leave my items unattended. He said I could watch them from where he took my purse. How am I supposed to watch the agent examining my purse and watch my other items at the same time? As a frequent traveler, I occasionally get selected for additional screening either on my person or my property, but I have never been told to leave my items unattended. When he was done, I went back to claim my items and noted a male passenger was advised that they wanted to further examine one of his bag- and to gather the rest of his belongings. Please advise what the proper procedure is. Are we to leave items unattended where they could be stolen or tampered with?. On another note- there were a lot of people going through the TSA precheck screening station, because they allowed the general public to go thru

The caller flew from PIT to FLL and stated that she had a horrible experience. She had to have a patdown and her bags were hand-inspected. Everything was scanned individually. Her checked bag was missing items and there was an NOI inside of it with nothing hand-written or stamped on it. She had two bags and was removing items from both of them before realizing items were missing, so she is unsure which bag they were missing from.

Airport: PIT

Airline: Southwest

Flight: 397

Date and time: 11-8-13 and went through screening around 5 a.m.

One bag is a green Eddie Bauer brand, with green tags, 4 wheel roller bag. The second bag is a brownish tan color with brown trim, roller bag with 4 wheels.

Baggage Tag (b)(6)

11/8/2013 Response;

1:03:48 Apologized to caller and provided claim form via email.

PM

We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Baggage Screenings are under surveillance video and can be reviewed by the CSM. May contact passenger via email if additional information is required.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Pittsburgh

Pittsburgh International Airport

412-472-3500 (Airport lost found)

(b)(6)

What happened:

During a pat down screening, a uniformed TSA representative intentionally and repeatedly assaulted me and violated my civil rights by using excessive, unnecessary force to my groin. The force was applied using the inside and outside edge of his hands. The amount of force used was intended to cause discomfort, pain or injury and was unnecessary to meet the requirements of the screening. The force from the TSA representative's hand impacted my testicles between my groin and his hand in a crushing-like manner. The action caused initial pain that became increasingly worse and lasted over 30 hours.

I regard this incident as a physical assault and violation of my civil rights. I request an official investigation and response.

When did this happen?

The pat down screening and subsequent conversation with the TSA manager took place approximately between 0600 and 0630 hours on 7 November 2013.

11/8/2013

2:19:03 Where did this happen?

PM

ATL South Terminal TSA security checkpoint,

Atlanta GA

Who treated you unfairly?

According to my limited knowledge of TSA procedures and policies, as far as I'm aware of, the TSA representative that performed the pat down screening is the only individual that treated me unfairly. I do not have a name or badge number of any TSA representative involved; however, the TSA representative that approached me as the on-site manager stated that another uniformed TSA representative had indicated to her who the TSA representative was that conducted the pat down. The TSA representative was that conducted the pat down had a large, athletic build, approximately six feet tall.

The TSA manager was also uniformed. She was sitting in a TSA booth behind and to the right of the screening lines. She was approximately 5 feet, 4 inches and average build.

Additionally, the carry-on x-ray screening TSA representative interacted with the pat down TSA representative prior to the pat down screening because I had left a water bottle in my carry-on. She even asked him to verify the water bottle on the x-ray image.

The TSA manager on duty at the time of the incident expressed concern and asked if I required medical assistance. The TSA manager said she would address the matter with screening TSA representative individually. Additionally, the manager told me she would conduct a group briefing regarding the incident. Finally, she asked if I'd like to fill out a comment card; at the time I declined, but as I thought more about the situation, I later decided it was necessary to file this complaint to initiate a formal response to the actions of the TSA representative that performed the pat down.

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 09/27/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

11/8/2013
2:19:04
PM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Estacada OR US 97023

Email Address: (b)(6)

Comments submitted to Redress (DHS TRIP):

Caller said on 10-28-13 she flew PHL to Nashville, TN on Southwest #1613 departing at 3:55 PM
Caller was in the line for Security sometime before 1 PM.

Due to cancer on her face she does not use the machines she has the patdown.
The Officer checked her carry on bags and she had forgot about her liquids and the Officer dumped out her things.
Caller is missing a pair of Talbot light blue jeans and a 2 jewelry pendant and one snake chain.
The Jeans were in a brown carry on bag. The pendants were in her purse.
One pendant looks like a cage with leaves on it. It is about an inch high -sterling silver and one is like that but it is metallic antiqued charcoal colored.
The TSO put his hands down into her purse.
Caller feels the Officer took her jewelry out of her purse and stuck it in his pocket. She felt he acted suspicious.
The TSO is a black man but she did not catch his name.
Caller feels the TSO moved her away from her things and he went over to the Girl TSO and was smiling almost laughing at her.

Caller asked how long she has to file a claim.
Her mother is dying from cancer and she does not have computer access right now.

11/8/2013
3:20:24
PM

RESPONSE:

Told her I am sorry she is upset.

If she wishes to file a claim she can access a form on www.tsa.gov.
She has up to 2 years from the incident date to file.

We will send her complaint to the Customer Support Manager.

Caller asked what will be done and will TSA review the tapes.
Told I cannot speculate on what action will be taken.

CSM Referral Information:

Dear Sir/Madam,

On Nov 6 I was travelling from PHX to SFO US Airways flight 403. I received eligibility for TSAprecheck. As I was going through the security checkpoint near gate A5 in Phoenix, I was selected for additional screening. There was something (I think paint residue from painting a closet the day before) on my hands which led to a full pat down and checking & removal of contents of my carryon. In the course of this my filtering water bottle, red, stainless steel in a black netted sling for carrying was removed from my bag and not returned. I think this was inadvertent. Since now it was just 15 minutes before my departure time, I rushed to the gate. I did not discover my missing water bottle until landing in SFO. I got the TSA lost and found number from US Airways and called and left a message. I waited 48 hours having heard nothing and left another message today. I would like to have this filter bottle found or replaced at your expense since you removed it and did not return it. The bottle is about \$75 and sling \$10. Thanks. I would appreciate your prompt response.

11/8/2013
8:19:56
PM

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 11/8/2013 6:04:53 PM

11/8/2013
8:19:58
PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Charleston, SC (CHS) Concourse B checkpoint, 7 am EST, 11/8/13

Comments: After opting out, I respectfully indicated to the TSA officer that I would keep my headwear on during the patdown, as is my right per the TSA website. I was subsequently verbally abused, threatened, and intimidated by several TSA officers, including the involuntary removal of my headwear despite my protest. I was then subjected to an aggressive, retaliatory patdown in a private area without the ability to have a witness. I fly around the US weekly on business and have never been subjected to any abuse of this sort, until today. I am disgusted with the treatment I received from the Charleston TSA and request a formal inquiry into this matter.

11/9/2013
1:26:33
PM

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 11/9/2013 12:00:39 PM Airport : DEN - Denver International Date/Time of Travel : 11/09/2013 9:00 AM Airline & Flight Number : UA 1619 Checkpoint/Area of Airport : Tsa pre-check south west TSA Employee: (If Known) :

Comment : When I told the agent checking IDs that I have an implant, her option was to go through the common line rather than mentioning that the TSA pre-check on the other side had a scanner. Would be the benefit of both TSA and myself if I knew about the scanner option to eliminate the patdown. Also, a sign indicating which lines have a scanner would be helpful.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

thank you for responding, but you did not answer my question: since I have metal implants and will still have to pass thru the metal detector when going thru the TSA Pre line (when so approved), will I still be faced with the same pat-down procedure as one gets thru the regular screening lines.

thank you

In a message dated 11/7/2013 8:16:08 P.M. Mountain Standard Time, tsatcc do not reply@senture.com writes:

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) pre-screening process, TSA Pre?™.

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting www.cbp.gov.

11/9/2013
5:22:22
PM

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

Passengers chosen for expedited screening who are traveling with a pet must undergo the standard screening procedures that are performed for all animals entering the checkpoint, including screening the animal and its associated property. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre?™ may also be processed through expedited screening since children under 12 already receive modified screening procedures at airports nationwide.

To participate in TSA Pre?™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

Travelers interested in participating in TSA Pre?™ should contact their airlines or visit CBP's Global Entry program at <http://www.globalentry.gov/>. TSA has implemented TSA Pre?™ at the Nation's busiest airport and plans to expand the program in the future with more airlines at additional airports. For more information, including a list of participating airlines and airports, please visit <http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2>.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for

Remote Client IP: (b)(6)
Date Time: 11/9/2013 1:44:47 PM

1) Information about the person who experienced the civil rights/civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

11/9/2013
5:22:43
PM

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

To Whom it May Concern

This is an appeal for some common sense review and revision of TSA policies and procedures at US airports. While I am far from being a super-frequent traveler, I do travel often for family visits, volunteer work and for vacations. I am elderly, handicapped, and have a hip transplant which sets off the screening equipment in most airports. When it is not a full body scanner - which most are not - I am then subjected to really intrusive (crotch, breasts, buttocks) and excessive pat-downs.

In contrast, last month I boarded a Lufthansa flight in Barcelona, Spain. When the airport scanner detected my hip replacement, a woman official just gently ran her hands across my hips and sent me on my way, accepting my explanation. Is there some GOOD reason why Spain should have such a different approach to terrorism threats? Why they can treat people with common sense and the US cannot?

I truly believe that real terrorists are delighted to see that EVERY American who attempts to board a plane in this country is harassed by it's own citizens because their tactics - the terrorists - have scared the daylight out of our public officials. Not only do I find myself resenting these faceless terrorists, but also my own over-reactive government for imposing on its citizens what I believe are excessive militaristic procedures.

I cite a recent specific local example related to this same trip. We live in a isolated community and must drive 70+ miles to a small regional airport to catch feeder airlines to either Dallas or Houston. In this case, we went to Hobbs, New Mexico to catch a United Airlines flight. It rained that morning, enough that our flight from Hobbs (Lea County Airport) was delayed - after the entire group of passengers had already passed through the TSA screening. In my case, I was processed by an in-experienced young woman who was terrified she would be fired if she did not repeat everything three times. (I told her that I have been through this at least 100 times, but that did not deter her.) It took almost 10 minutes of poking and patting for her to do her thing. When the flight was delayed, ALL passengers had to return to the lobby (i.e. out of the secure area) to re-book their flights. (In larger airports, this would have been accomplished at a terminal in the secure area - but never mind.) And - you guessed it - we all had to go through the whole bloody thing again, including my having to wait 15 minutes until the stumbling novice and her "say everything three times" routine could even start to process me again. I indicated to the supervisor that I thought this was, in my exact words, "beyond reasonable." He threatened me as being disruptive, something I perceived that he delighted in doing.

Why should a 75 year-old otherwise quite placid and reasonable cripple who requires wheelchair assistance be subjected to this sort of treatment every time she decides to take a trip by air? I should be easy-peesy. It's not.

If no-fly lists can be created, pre-screened lists should be as well. I discovered that a letter or certificate from my doctor is meaningless. People should be able to easily apply for pre-screened status. This is NOT an easy process, and is not available to most ordinary flyers like myself. If I could avoid the treatment I described to you above, I would be willing to pay the \$85 fee that is quoted in the TSA materials on the website for the special status which is available to a select number of people who happen to fly from central airports and have access to the service.

While I am doubtful that this memo will either reach anyone who can do anything about it, or be taken seriously, I do appreciate the chance to vent my opinion.

Sincerely,

(b)(6)

Carlsbad, Nm 88220
(b)(6)

11/9/2013
7:13:15
PM

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/10/2013 10:59:48 AM Airport : LAX - Los Angeles International Date/Time of Travel : 11/09/2013 12:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : This is an encouragement to be consistent on how to handle passenger items when passengers elect to opt-out and be patted down as I (and my wife) always do.

In most airports the procedure is to first take the passenger to identify their items on the conveyor, and then for the TSA Agent to collect the items from the conveyor after those items have gone through the x-ray machine and place them in a safe place where the passenger can keep those items in view. The pat down takes place.

This procedure works great; however, this is not the procedure consistently used at all airports

Twice, in the past year, this failure to conduct business in this manner has resulted in damage to my computer or, as happened yesterday in Los Angeles International (Terminal 1), my computer almost being upended off the conveyor onto the floor. This occurred because other items behind my items were allowed to continue through the x-ray machine and jam the end of the conveyor crunching, and finally upending items.

11/10/2013 1:30:46 PM

Yesterday, when I observed this happening to the bin in which I had placed my computer and shoes, I quickly protested. The TSA Agent at the end of the conveyor beside where this was occurring and did not appear to be watching the conveyor, told me to "calm down" and ignored my concern. At the time I was standing in the putdown area with a different agent patting me down and considered myself unable to break off and go to the conveyor myself to protect my computer.

Moments earlier I had protested that my computer was not in view as I waited for an agent to come and pat me down. Last year, when being patted down in BWI, I observed someone pickup my computer from the conveyor, look at it and then look around as if they intended to take it. In this instance, where I also protested, they placed it back in the bin and left the security area.

At LAX yesterday, in the end one of my shoes went out of the bin onto the floor and my computer which was being upended by other items crowding up behind it, wobbled up and tipped in the tray but did not. One of my two shoes was not so lucky, but it was a shoe -- no harm, no foul. The Agent who had instructed me to calm down, had to find and retrieve one of my shoes once the pat down was completed. But she only did so after I pointed out that my shoe was on her side of the conveyor on the floor and I could not access it. It was clear to me that she was watching very little. My shoe had actually been between her legs.

A far more serious thing happened last December at BWI when a TSA agent banged my computer down the computer rollers instead of moving it slowly to the end or carrying it.

This incident at BWI resulted in the failure of the hard drive in my computer. Because the computer was less than one year old Apple replaced it at no charge and also retrieved as much of my data as they could. They indicated they would report this to TSA and I assume that they did.

I think the procedure used in some airports where the TSA Agent first retrieves a passenger's items and places them in a safe place in view of the passenger before proceeding with the putdown works just fine. I encourage TSA to encourage all airports to follow this procedure or a similar one.

Caller stated she did not want to register for anything. She did not want to go through the AIT machine, but the TSO insisted she pass through it. She experienced heart palpitations. She has a family history of breast cancer.

Advised:

I apologized that she was not happy with the screening procedure. I suggested that the next time she fly, she could request a Pat-Down procedure.

11/10/2013 7:37:57 PM

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The caller stated she did not use cell phones.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

She stated that the TSO did not give her the option for a Pat-Down.

The caller was not satisfied with my response and I offered to take additional information for her complaint. She said it would not do any good.

Caller stated that she was traveling out of Palm Beach International Airport on 11-11-13. She stated when she arrived at the airport the TSA agent had placed the wrong gate number on her boarding pass. Caller did not realized she was at the wrong gate until she had already cleared screening once. Due to airport layout, getting to the correct gate required her to undergo screening again. Caller stated that she had told the TSOs that she had a metal knee and that she was epileptic. She tried to provide the TSO s with her card but they refused to look at it. She stated that she the original TSO that was supposed to pat her down was pulled away and another TSO conducted the patdown. Caller overheard the first TSO say This woman is crazy in Spanish. The second TSO who arrived to conduct the patdown was accompanied by STSO (b)(6) who stood there and watched the patdown. During the patdown, caller stated that they grabbed her breasts, buttocks, and pulled her pants out in the front and the back and looked down her pants. Caller stated that she has never felt so violated and stated multiple times that she felt the TSO s were very arrogant and rude.

Advised Caller:

I apologized that this happened and I explained that anytime theres an alarm during the screening process that the person alarmed was going to receive a patdown. I told her that her card for her metal implants was great for communication but it would not change her screening or exempt her from actually receiving the patdown.

Flight Information:

Airport: West Palm Beach

11/11/201 Airline: JetBlue

3 9:03:51 Flight number: 561

AM Date and time: Nov 9 Departed 1:49 PM

Terminal or gate: Gate B5

I told her I would provide her the information to make her complaint official and I too would take her complaint for her. She can email her complaint to TSA-CRL@tsa.dhs.gov or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach

601 South 12th Street TSA-33

Arlington, VA 20598

She had ask who was over TSA. I told her John S Pistole was the administrator, she wanted contact information for him as well.

Transportation Security Administration

601 South 12th Street

Arlington, VA 20598

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 11/11/2013 10:56:57 AM Airport : OAK - Oakland International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

11/11/201 Comment : TSA stands for Those Stupid A**holes. I have never seen such incompetence. There are no terrorists that TSA has EVER stopped. Some idiot puts a bomb in his pants overseas and comes to the US, WE have to go through naked body
3 scanners or be subject to gay pat downs...some idiot comes in from overseas with a shoe bomb..WE have to take off OUR shoes..I have a medical device to breath at night..I get singled out for further inspection..a woman nearby, older, WHITE,
11:46:08 certainly not a threat..has her hair up in a bun. they make her take her hair down...a little old lady in a walker, yah, real threat isn't she, is pulled out of line and thoroughly inspected, including her walker..tell me the last time a LOL was a threat..all the
AM terrorists were muslim males between the ages of 18-35. What the hell is wrong with you people?..What kind of idiots are running the TSA? The TSA has no purpose other than to harass the traveling public. At LAX, four TSA agents just standing
around goofing off at gate 13...they don't have a rec room? No, they get to be stupid in front of all the passengers...in OAK, 0530, over 50 agents standing around the area doing nothing...what a drain on the federal govt monies...they know they have
power over people, you dare to question what they are doing and they threaten you with pulling you off the plane...just shut up and take it....my daughter was going home through OAK, her grandmother had just passed, she was crying, the TSA jerk
was mean to her, pulled her out of line to further inspect her stuff. pulling underwear out of her case in front of people...are agents insane or just mean? ..nobody treats my kid like that..seriously... you are the most hated and incompetent organization in
the country...in fact...YOU ARE the terrorists...you terrorize every passenger at every opportunity...because you CAN! And while I really am sorry for your loss of an agent, he had a family and was a human being, the organization should be disbanded
as it does NOTHING worthwhile, and the agents are for the most part rude. I recently traveled OAK/HOU/LAX/PHX and observed utter nonsense. to go through the naked scanner and STILL be patted down by some gay guy? That is why air travel is
off, people don't want to deal with the idiots of the TSA. And I have to go to Hawaii in January through OAK and I just have to endure it. Just expressing my 1st amendment rights...but oh, can't question the TSA, can't complain...they are in
charge...more like gestapo than anything else.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's wife and he travelled to Newark from Richmond VA on Friday November 8th via United 4510. The flight number was 5810 on United from Newark to Richmond. He printed tickets out at home before they left. He received a preboarding email from United while in Manhattan on his phone so he wasn't able to download the ticket then but had to wait and get a boarding pass at the desk. Their boarding passes had SSSS on both. When they got to checkpoint they were told they had to wait to the side. Two agents arrived and told them they had to be searched. It was very humiliating to them and they were kept there close to half an hour, their license and tickets were taken and had to be copied. He has medical issues that causes him to frequent the bathroom. This screening kept him from doing so. The agents gave them some forms to complete and he was wanting to know why this happened to them. Caller is ultimately concerned about how rude the agents who conducted the patdown were. They were at terminal A going to gate 26 around 4:15pm.

Response:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the travelling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

11/11/2013 2:36:57 PM

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

Due to you stating that the officers were rude we will also forward a copy of this to the CSM at that manager that way they can review the events during that time and take the necessary action. Sent email regarding how to apply for redress.

On November 10, I sent the following email to HYPERLINK "<mailto:TSA-ContactCenter@dhs.gov>"TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a wheelchair?" I travel frequently and I am very aware of the security process. I am able to walk through the metal detector without assistance and do not require a pat down.

11/11/2013 5:16:40 PM

I would appreciate some help so that I can benefit from expedited boarding using the PreCheck process next time I travel. I'd like to know what, if any, extra steps I can expect as a wheelchair user. Many thanks in advance.

-----Original Message-----

From: tsatcc_do_not_reply@senture.com

To: (b)(6)

Sent: Sun, Nov 10, 2013 5:18 pm

Subject: In Response to your inquiry.

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) pre-screening process, TSA Pre?™.

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting HYPERLINK "<http://www.cbp.gov>" www.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/11/2013 4:53:25 PM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 09/08/2013 Airline & Flight Number :

Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :

Comment : I would just like to take a moment to submit feedback about a negative experience I had with a member of the TSA staff at ROC airport. My husband and I were traveling together from ROC to JFK on Sunday, September 8, 2013, and for personal reasons both opted to have pat-down screening rather than going through the machines. My husband wears an insulin pump, the manufacturer of which strongly recommends that it is NOT worn in airport screening machines since it can potentially damage the pump; I was 8 weeks pregnant at the time and elected to forego the x-ray machine. As we both placed our items in the bins on the conveyor belt and informed the TSA agent of our wish to bypass the x-ray machines, we both received snide and careless remarks from the agent. My husband (who is also an Endocrinologist and therefore very familiar with insulin pumps as a physician and as a patient) exchanged more than 1 remark with the agent who treated him with a hint of disdain and who was clearly judging him/us for our elections. The two remarks I remember most distinctly were "people do it all the time" and "whatever, it's fine, but you're gonna do what you want." I found it most ironic that placed directly next to the TSA agent was a very pleasant and congenial TSA sign that clearly stated that it was any passenger's right to select their method of screening and that it was the TSA's pleasure to accommodate those requests.

11/11/2013 5:17:09 PM

We had been traveling for a friend's wedding and experienced none of this same negative judgement from our home airport of JFK. On the contrary, the agents there were accommodating and helpful. While this interaction did not cause any personal harm or loss of belongings, it was quite disconcerting to listen to this particular ROC agent bully passenger after passenger. I can only hope that continued education and training will be provided to TSA agents so that they fully understand that just because "people do it all the time," doesn't mean that it's right and doesn't give them allowance to judge us for what may prove to be a very personal decision.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On November 12, 2013, I received the following email from you in response to my email of November 11, 2013. To answer your question, we were at Atlanta airport on October 7, 2013 for Delta flight 1852 to PBI. Thank you for agreeing to help me solve this dilemma.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

We hope this information is helpful.

11/12/2013 8:29:59 AM

-----Original Message-----

From (b)(6)

To: tsa-contactcenter <tsa-contactcenter@dhs.gov>

Sent: Mon, Nov 11, 2013 3:48 pm

Subject: Fwd: In Response to your inquiry.

On November 10, I sent the following email to [HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov):

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

Good evening and happy Veteran's Day.

I'm writing because of my experience today flying out of Minneapolis-St. Paul International Airport. I am active duty military, just returned from Afghanistan in July, and am stationed at Fort Lewis. I was visiting family for the Veteran's Day weekend and left early this morning to return.

I am a veteran and experienced traveler who is very disappointed with how I have been treated at security check-points throughout the US. Below are just a few of the ridiculous things that I've witnessed since I've returned from Afghanistan.

- I flew pre-check out of Seatac on the 8th of November and had to wait for first class passengers who apparently get priority there over active duty military. According to your website, the implication is that frequent flier programs were automatically enrolled. How long did it take you to enroll active duty military? Before deployment I was told on 2 separate occasions that I was not eligible for pre-check because my CAC wasn't registering in your system. My CAC worked with I scanned in at Khandahar Airfield.

- When flying out of LAX 2 weeks ago, I was selected for "additional screening" from the pre-check line, despite flying pre-check down to LAX from Seatac, and despite repeatedly informing the TSA agent that I am an active duty Army officer. The "additional screening" included a pat down and an opening of my carryon.

- At pre-check lanes at JFK in late September I was required to remove shoes and belt and told that "only children and the elderly" do not have to remove shoes etc. I asked why this was the case, as I did not have to do it coming out of Seatac, and was threatened with removal from the checkpoint and denial of entry to the gate area.

- Again at JFK, I exited the back-scanner device (which I still have significant privacy concerns with) and immediately was groped (yes, groped) by a TSA agent without warning. He rushed up to me, stuck his hand on my inner thigh and proceed to make a rather intrusive analysis of my anatomy. There was no explanation.

11/12/201
3 8:30:54
AM

What is going on here? "TSA Pre?"™ is a pre-screening initiative that makes risk assessments on passengers who voluntarily participate prior to their arrival at the airport checkpoint." (from your website). I would like to know what risk assumptions you are making about an active duty army officer with a security clearance that would presuppose me receiving a pat-down. I am tired of this. And so are the rest of my military friends and veterans who are exhausted and frustrated that it's taken this organization over a decade to admit that active duty soldiers don't require the same security screen as everyone else....and then you completely mess up the execution.

My suggestion is that all active duty military members receive their own screening that is different than Pre-check. I don't want to wait around with a bunch of people who get the same screening that I do simply because they are wealthy enough to afford flying first class for the last 10 years. Additionally, think about the perception of this organization here.

Figure it out.

-A disappointed frequent flier veteran

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- I flew pre-check out of Seatac on the 8th of November and had to wait for first class passengers who apparently get priority there over active duty military. According to your website, the implication is that frequent flier programs were automatically enrolled. How long did it take you to enroll active duty military? Before deployment I was told on 2 separate occasions that I was not eligible for pre-check because my CAC wasn't registering in your system. My CAC worked with I scanned in at Khandahar Airfield.

- When flying out of LAX 2 weeks ago, I was selected for "additional screening" from the pre-check line, despite flying pre-check down to LAX from Seatac, and despite repeatedly informing the TSA agent that I am an active duty Army officer. The "additional screening" included a pat down and an opening of my carryon.

- At pre-check lanes at JFK in late September I was required to remove shoes and belt and told that "only children and the elderly" do not have to remove shoes etc. I asked why this was the case, as I did not have to do it coming out of Seatac, and was threatened with removal from the checkpoint and denial of entry to the gate area.

- Again at JFK, I exited the back-scanner device (which I still have significant privacy concerns with) and immediately was groped (yes, groped) by a TSA agent without warning. He rushed up to me, stuck his hand on my inner thigh and proceed to make a rather intrusive analysis of my anatomy. There was no explanation.

11/12/201
3 8:30:54
AM

What is going on here? "TSA Pre?"™ is a pre-screening initiative that makes risk assessments on passengers who voluntarily participate prior to their arrival at the airport checkpoint." (from your website). I would like to know what risk assumptions you are making about an active duty army officer with a security clearance that would presuppose me receiving a pat-down. I am tired of this. And so are the rest of my military friends and veterans who are exhausted and frustrated that it's taken this organization over a decade to admit that active duty soldiers don't require the same security screen as everyone else....and then you completely mess up the execution.

My suggestion is that all active duty military members receive their own screening that is different than Pre-check. I don't want to wait around with a bunch of people who get the same screening that I do simply because they are wealthy enough to afford flying first class for the last 10 years. Additionally, think about the perception of this organization here.

Figure it out.

-A disappointed frequent flier veteran

Good evening and happy Veteran's Day.

I'm writing because of my experience today flying out of Minneapolis-St. Paul International Airport. I am active duty military, just returned from Afghanistan in July, and am stationed at Fort Lewis. I was visiting family for the Veteran's Day weekend and left early this morning to return.

I am a veteran and experienced traveler who is very disappointed with how I have been treated at security check-points throughout the US. Below are just a few of the ridiculous things that I've witnessed since I've returned from Afghanistan.

- I flew pre-check out of Seatac on the 8th of November and had to wait for first class passengers who apparently get priority there over active duty military. According to your website, the implication is that frequent flier programs were automatically enrolled. How long did it take you to enroll active duty military? Before deployment I was told on 2 separate occasions that I was not eligible for pre-check because my CAC wasn't registering in your system. My CAC worked with I scanned in at Khandahar Airfield.

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11/12/201
3 8:30:54
AM

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My suggestion is that all active duty military members receive their own screening that is different than Pre-check. I don't want to wait around with a bunch of people who get the same screening that I do simply because they are wealthy enough to afford flying first class for the last 10 years. Additionally, think about the perception of this organization here.

Figure it out.

-A disappointed frequent flier veteran

Disability Description: The callers husband has a metal hip replacement.

Information Request: She wanted to know how to make screening for her husband smoother for the next time that he travels. She asked if there is someone she can contact before he travels to coordinate his screening.

Response Details: I told her that every passenger must be screened at cleared. Therefore, if a passenger does not go through AIT or WTMD screening, they will receive a patdown to clear them through screening. I told her that If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down. .

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

11/12/201
3
10:28:23
AM

I told her that she can contact the CSM at the airport he will be traveling. Then, I explained that she would obtain the CSMs contact number by dialing the TCC contact number, 866-289-9673, then select option 5. After selecting option 5, she will need to enter the airport code.

She can also call the TSA Cares number again to request assistance for her husband at the TSA checkpoint. This would mean that a PSS would assist him through screening. TSA Cares would collect the flight itinerary information, such as airline, flight number, airport, date and time. This information would then be sent to the ODPO to coordinate assistance.

Her husband can also request a PSS or supervisor while at the TSA checkpoint for assistance.

I offered to send this information to her via email, but the caller said that she would find the information online. She said that the request for assistance sounds like the best option to her and will utilize this option in the future.

Incident Details: She advised that he traveled previously out of LGB and PDX. Because LGB does not have AIT, he was subject to a patdown. She does not like that he had to have an invasive patdown because he has a metal hip replacement. She said that he also had to have a patdown at PDX. She wanted to know the guidelines for a patdown and how he might be able to avoid getting a patdown in the future.

When asked about filing a complaint, she did not wish to file a complaint. She only wanted information on how to make traveling easier for him the next time that he travels. Because she did not want to file a complaint, she did not provide any specific information about the flight.

Good morning.

I just traveled through the TSA checkpoint in Las Vegas, where they took away an unopened, sealed jar of Nutella, which is like peanut butter, only made with hazelnuts. It is not a jelly, it is the consistency of peanut butter. She told me that anything that could be spread was not allowed. This is not what is on your site. It is ridiculous that a small knife is now allowed, but a jar of what is basically peanut butter, that is still sealed, is not. I think what is taken is very arbitrary; case in point, I also had the same size container of butter (spreadable) sitting with the Nutella, and that was not taken. As you might guess, they took away a large part of my nutrition budget for the week. TSA owes me money for the inappropriately confiscated items, which was about \$4.50.

I travel every week and it is something new every week. One week they kept me waiting with my cane (I am an older female with a slight disability) for 20 minutes at the San Francisco airport, because the agent at the checkpoint did not recognize a standard security document for standby passenger. When his supervisor came, she also did not know what to do, and she went moseying around for quite a while, talking and laughing in my view, until she found someone who did know. That person came over, explained to the agent what a security document was, and then I could go. No one apologized or acknowledged my inconvenience.

11/12/201
3 2:14:11
PM

I have had agents approach me from the back and start patting me down after I went through the scanner, without announcing their intentions or that they were even there. Of course, that is actually assault.

I had an agent pat down my bra area, ask me what that was and when I said it was my bra, she screamed in my face something like "hand scan", which forced me to wait many minutes for someone to mosey over to do that task. By screaming in my face like that, it appeared she was exerting her authority on a helpless victim, me.

I frequently see small parties of agents come to the gate to randomly check carry on items that were supposedly already checked at the check point, forcing everyone to get back out their identity items and have people paw through their items like they are criminals. The last time, two agents worked through the line waiting to board the plane, probably spreading germs from item to item, while two more stood leaning on the barrier, laughing and flirting with each other.

This makes it appear that you have way too many agents on duty, if you have to have them roaming around intimidating people who have already gone through the check points. It also appears that you do not have confidence in your check point procedures.

I wish to inquire about an Enhanced Security check procedure required of me. I am 80 years old.

Date of this incident: Sept. 18, 2013 approximately 7:30pm
JFK Airport New York
British Airways flight BA 8006 to Orly Airport, Paris France

I approached the Security zone with satisfaction, when I saw the posted notice that passengers 75 years and older were no longer required to remove shoes when going through Security. But as I entered Security, a British Airways attendant held up his hand and said to me, "No, you cannot enter. You must come with me."

"Why?," I asked? The answer: "you must go to Enhanced Security, and I will take you there." He then pointed to my boarding pass which had four SSSS stamped on it (in red).

Once I arrived at Enhanced Security, I was told to empty my pockets, take everything out of my carry-on, and take off my shoes as well. I said that I did not see why I had to remove my shoes, since I had just seen the notice stating that 75 year olds were no longer required to do this. I was told that if I refused, "you will be arrested." I was then subjected to a complete security procedure, including a pat down of my buttocks and genitals. I was then told to grasp or squeeze some odd-looking device. I asked what this was, and why I had to squeeze or handle it (don't remember exactly which). I got no reply from the TSA agents.

11/12/201
3 2:14:20
PM

When I got through with this procedure, collected my belongings, and got dressed, I finally arrived at the boarding gate, and found my wife who had been looking for me with great concern; she was a few feet ahead of me at the original security and did not see me taken away to another location. I then asked a British Airways person at the Boarding gate why this happened-why I was singled out for this Enhanced Security. "We don't do that," she told me. "TSA does it, and they pick out people at random."

Is this accurate? Did TSA pick me at random for Enhanced Security? If so, how and why can TSA select an 80 year old man? If so, would TSA at random select a 95 year old man and put him through this? Or a seven year old girl?

Was I selected because I have a dangerous profile? If so, this must be revealed to me, because there is nothing whatsoever in my background that should bring me to the attention of TSA as a security risk.

Please tell me exactly WHY I was subjected to this procedure on Sept. 18, 2013

(b)(6)

New York, NY 10021

Feedback Type : Security Issue

Categories : Duration of Screening Process; Other Current Date/Time : 11/12/2013 11:59:47 AM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 11/11/2013 Airline & Flight Number : American Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a retired Special Agent with the FBI (25 years with the FBI and 10 years as a Police Officer in Connecticut). While employed as an FBI agent I travelled dozens of times on aircrafts with my weapon. As a "retired" agent I know longer have the authority to travel on an airline with my weapon. However, I do carry my retirement credentials. Why do I still have to wait in long security lines and then be subjected to an "extra pat down"? It is my contention that TSA should recognize and respect my retirement credentials and allow me to circumvent the security line. My wife is a current FBI agent and I was travelling with her recently. So she filled out the necessary paperwork and was allowed to circumvent the line but I had to stand in line for over an hour (Palm Springs Airport). I have contacted both my Senator as well as the Retired Agents Association and filed a complaint concerning this matter. Your attention to this matter is appreciated.

11/12/2013 2:17:18 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a pacemaker.

Response Details: Apologized to caller for his experience and advised him to always inform the TSO in the future before beginning his screening he can't go through the WTMD and if the AIT isn't available to request a patdown. Explained he can provide medical documentation, although, not required and he should always verbally inform the TSO of any medical condition that could affect the screening process.

Thanked him for letting us know of his experience and advised anytime we receive complaints comments information is provided to the CSM for review.

Advised if additional information is required, CSM may contact via email.

Incident Details: Caller flew between OAK and Long Beach, CA and he had an incident when he flew over the weekend he wants to relate to TSA. There are 2 types of scanners used and in OAK he is able to go through the AIT and on return trip at Long Beach, he showed his card indicating he had a pacemaker and he told the female TSO he wasn't suppose to go through that technology (WTMD). Caller states she told him to come on through and they would turn off the machine as he came through.

11/12/2013 2:32:32 PM

The agent was a female about 50s and approx. 5.5 inches tall and had dark reddish hair and she summoned a much taller older male to pat him down after he went through the WTMD. States he didn't set off any alarm and didn't understand the patdown. Stated the female TSO asked him if he had a pacemaker after he went through the WTMD and the male she summoned for the patdown stated he wasn't suppose to go through with a pacemaker. Caller told them he knew that but was told to go through and thought TSA would be able to handle the situation.

There were only 3-4 TSA agents working at the time, on the floor and at the supervisor station.

Flight #not available, via Jetblue from Long Beach to Oakland, Gate #7, departed at 3:58PM.

He has a call into his cardiologist, but, currently not having any symptoms, but states he is totally dependent on his pacemaker and realizes that someone else may encounter the same situation.

Just a personal comment: When he went through the WTMD and the male TSO realized what had happened he made the comment that, It looks like you are okay and if there were a problem they would already know about it.

I came through Tampa airport Sunday night. I always choose not to go through the radiation in the scanning machines. I was pat down and your employee touched my genitals inappropriately.

She did not have to GO SO HIGH AS TO TOUCH THE INSIDE OF MY GENITALS.

I've been pat down numerous times, and never this way. Disgusting!!

Not only was I pat down once, but I was appalled that your machine malfunctioned and I was required to be pat down again by another TSA agent.

11/12/2013 9:06:23 PM

I am extremely upset and disturbed at this treatment, and even more upset that your machine malfunctions!!

WHERE can I go to place an official complaint about this??

AND I want to speak to someone high in the ranks about this

Disability Description: Caller has an insulin pump and travels quite a bit and carries three juice boxes for her diabetes.

Information Request: She is needing to know if this is TSA regulations.

Response Details: I advised her that TSA regulations state that if she does not want her liquids to be opened she will have to go through additional screening which would include a patdown screening. Whether the items are swabbed for the ETD or if they need to be opened is up to the TSO at the checkpoint because they have the final say.

11/13/201

3 9:05:36 She requested the contact number for the CSM at PHX.

AM (b)(6)

Phone: (b)(6)

Incident Details: She placed the three juice boxes in a zip top bag. Usually they just swab her items and everything's fine but at PHX yesterday the TSO advised her that she will need to open one of the juice boxes and the caller refused for her juice box to be opened and had to go through additional screening.

Caller is trying to get in touch with (b)(6) regarding a complaint he filed. She called yesterday and he did not pay attention to her. He needs to get back to his Senator about it. Caller said he is 81 years old, has a metal hip implant and is a cancer patient at Sloan Kettering hospital.

He said all of this started with a complaint. When he was at DCA the TSO told him he did not have to remove his shoes. He went through the AIT and was on his way. But when he went through LGA the next day he was told by the TSO to remove his shoes. Caller told the TSO he was 81 years old and did not have to remove his shoes. TSO said, I'm telling you to take off your shoes. The only chairs available were at the beginning of the line so he would have to go all the way back there to take off his shoes. TSO told him if he did not want to take off his shoes, he would have to go through the Magnetometer (WTMD). Caller said that was okay because that is what he had been doing. The TSO also did a patdown on the caller, then an ETD of his shoes. The TSO then told him he was free to go.

Caller walked 15 feet and a TSO came up to him and told him to come back. This TSO had talked to the first TSO the caller had come into contact with. Caller told him he wanted to talk to an STSO. The person said he was the STSO, then told the caller to remove his shoes. Caller did so and the STSO looked at them and told caller he could put them back on. Caller asked what was going on, why he had to do that. STSO said he didn't have to tell the caller the reason. Caller was very angry.

Caller stated that he is a veteran, worked for airlines and was in security. His job was the Advanced Passenger Information Coordinator for all airlines at JFK. Caller felt as though he was treated badly by the STSO so he filed a complaint. No one responded so he went to his Senator.

11/13/201

3 9:59:02 I offered him the CSM phone number, but he did not want it. He felt that it was a retaliation for asking a simple question. What made him angry first was that there were no chairs where he could remove his shoes. Caller said he lives in Virginia, near Washington, and said The next thing I am going to do is walk in there.

AM

Caller said You'd think [the STSO] would explain what he was doing. Caller wants some feedback from the STSO. Caller stated that the STSO will examine his own conduct and if he is satisfied with it, caller is okay with that. But I want feedback from him... I am a veteran and I think that is important. He can't tell I am a veteran, but he could treat me like a citizen, with dignity.

He had called (b)(6) He cannot get through to (b)(6) He went to his Senator's (McCain) Chief of Staff. He had filed a complaint in June and he just heard something last week. He contacted his Senator about a month ago. The Chief of Staff told the caller to call back whenever he heard from TSA so as to bring her up to par. Caller said when he went to his Senator he got immediate action. He said he was supposed to call the OCRL's Marble Schlanger (sp?).

He is preparing to fly again so I told him to ask to speak to a PSS. If there are no alarms or anomalies, he can go right through the screening. I told him to be sure he tells them he has a metal implant. I also told him he could call the OCRL at 571-227-(b)(6) He said he would.

Caller did not say which airport he is flying from. The gist of this call, after his venting, was to get a phone number for someone from OCRL and to know what to do when going through screening with a metal implant.

My wife and I were flying out of LAX this past Sunday, 11/10.

Our boarding passes said Precheck.

I was told that this meant I could keep my belt and shoes on.

Of course I set off the alarm, as my belt has a metal buckle.

They had me take off my belt and shoes, go through again, and still beep.

11/13/201

I was then subjected to a pat down, before being allowed to continue.

3 4:07:41

I have a titanium rod in my left shoulder area, which did NOT react when I went through SEATAC, a few days earlier.

PM

I do appreciate the need for screening, but it seems that precheck was supposed to cover those conditions.

Are the units set differently at each airport?

We had plenty of time to catch our flight, but I was really confused by the whole process.

To Whom It May Concern:

Recently my girlfriend and I went on a trip to Denver. We enjoyed ourselves during our visit, but upon our return to the Denver Airport to depart, I was struck by the level of arrogance and blatant disregard for my rights during the screening process. After going through check-in and then another level of check-in at the security screening area, I observed that there was a typical metal detector in use and an automated imaging device or xray type device being used to screen passengers. Most passengers (almost all) were quickly herded through the Xray screening. Knowing that I did not have to submit to X-ray screening, I moved toward the metal detector where I was stopped by an arrogant, pushy female TSA agent and informed that I could not go through the metal detector and would have to go through their "primary screening" the Xray imaging machine. I thought about discussing the fact that I don't have to opt for that method of screening and it is my right according too the Official TSA website to choose alternate screening or what I would call traditional screening. Instead, I saw a male TSA agent working the imaging machine and I decided to raise my objection to him and opt for alternate screening. Immediately he knew I was displeased and said something to the effect that I was lucky because the machine had just gone down for calibration. Anyway, now I am redirected back to the screening I was entitled to in the first place and, of course, went through without incident.

As an attorney, I find it disrespectful and outrageous that people are being directed to a level of screening they can choose to deny and select traditional metal detector screening and patdown if necessary. To come across as if a person has no rights during this process and you will be screened by the method the TSA agent chooses is a ridiculous abuse of power and citizen's rights. I inform you of this as I am sure this happens on a daily basis and it is only a matter of time before Denver TSA agents bring unwanted publicity and lawsuits to your doorstep.

It would be a good idea if your Denver TSA screeners follow your own policy and get some badly needed training or perhaps just read your from your own official website that every person can choose alternative/traditional screening.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/13/2013 5:34:44 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/12/2013 6:30 AM Airline & Flight Number : Delta 3492 Checkpoint/Area of Airport : Delta Air Lines Checkpoint TSA Employee: (If Known)(b)(6) Comment : Going through security at DCA is always an unpleasant experience for me and yesterday's trip was no difference. First, my Hawaii State driver's license was given unfair scrutiny in my opinion without the TSO ever asking me and questions for verification (if he had questions about the ID.) I would have gladly provided my US Passport or my Federal Employee badge. Next, I was "randomly" selected to have my hands swabbed. Again, I felt very judged and was appalled at the lack of professionalism and courtesy. I looked past this, though, because I know TSO's are in a difficult position just trying to do their job the best they can with the regulations implemented by TSA.

However, there is absolutely no excuse for TSO's being rude, indignant, and unprofessional. As I was stepping into the AIT, a TSO rudely yelled at my to take of my sweatshirt. She did not ask me, she yelled at me. That upset me so I asked her why I needed to when she had already let through individuals with suit jackets and heavier coats. While I realize every passenger is a different case, I expect to be treated equally with respect and fairness. TSO(b)(6) was rude, unhelpful, and stunningly bad at her job. When I asked her for her name, she refused in an angry way and in my opinion, failed to do her job. This is unacceptable. Her fellow TSO, whose name I do not remember, did nothing to rectify the situation and refused to make eye contact with me and instead wanted to complete his pat down without addressing the situation.

While the two supervisors who I spoke with were much more professional, their ambivalence towards the situation was equally as shocking.

I have yet to find any policy dictating that light outer garments (sweatshirts) need to be taken off, especially considering it was 40 degrees outside at the time. If this is indeed a requirement, I can accept that. But I expect that to be applied judiciously to all passengers and that TSO's can articulate that policy effectively.

I have had plenty of good encounters with TSA going through security but I can say with confidence that 90% of my negative experiences with TSA have been at DCA. I have never before formally complained, but something needs to be done. TSA at DCA is failing to uphold the high standards that the Department of Homeland Security has set and I hope that something is done to train TSO's to better interact with passengers and treat them with respect while also being confident in their knowledge so that they can better control situations.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/13/2013 4:35:26 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 11/08/2013 4:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : CHECKPOINT B TSA Employee: (If Known) :

Comment : After passing through the backscatter machine, I was subjected to an additional pat-down which I did not consent to as I exited the machine. Upon questioning the procedure the TSA agent replied "That's the way it is". I am a frequent traveler and this is the first time I have ever been patted down after going through a backscatter machine. The agent was rude in his response and I feel that after all of the press the TSA has gotten this year about wasted funds, sleeping on the job, leering at backscatter images, etc...the agency should not allow agents to act in this manner. I did not see any of this behavior demonstrated on my return flight from JFK on 11/11/13.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

He traveled from Yemen to Kata to ORD to RDU with Qatar Airlines.

He indicated that in Doha federal police approached him and began asking him questions which they did not have the right to do.

I explained that this is out of TSA jurisdiction as TSA is only present at airports in the US.

He asked who the guy was. I advised that I did not know.

He indicated that at ORD yesterday, a federal officer with a badge that indicated Federal Police along with a TSO approached him just after he got off the plane. The TSO questioned him. He asked what he was doing in Yemen. The caller replied that he was visiting family. The TSO replied with a smartalec answer. The caller indicated that this was not his business.

The TSO asked if he is traveling with family and if he knew why he was stopped. The caller indicated that he was and that he did not know why he was stopped.

The caller indicated that he was questioned due to misinformation. A doctor advised that he was paranoid, however he is not. The caller indicated that he is conscious.

11/14/2013 8:54:05 AM TSA conducted a patdown inspection. The federal officer indicated that he is responsible for anything that was in his luggage. His luggage was screened.

The federal police put anti psychotic medication in his drink and food on the plane. He doesn't know 100 percent for sure, however he has taken this medication before and is experiencing the same systems. He feels that they are trying to make him angry so that they can take some type of action and then be punished for the action.

He thinks that Federal Police deals only with terrorist and he is not a terrorist.

He asked what Customs does. He asked if I knew of an attorney that would take this case or if there is another agency that can provide information.

He asked for another number for Customs.

I advised that this is out of TSA jurisdiction as well as this would have been apart of Customs clearance which occurs when a passenger arrives into the US from another country. I advised that I have documented his complaint and the information in reviewed, however there is nothing further that we can do. I referred the caller to CBP at 877 227 5511 and that he contact the entity that he is referring to as the Federal Police.

The number that I provided for Customs is the only number that I have.

I explained that US Customs and Border protection controls people and items coming into the country.

11/14/2013 9:15:37 AM Caller states that he went through Miami Airport, he opted out of the AIT and they placed him right beside the AIT and did an patdown, he states that he had to wait for a patdown. And he didn't want to be placed beside the AIT since he can still get radiation from the machine. Caller wants to know if in the future that happens again can he ask to be moved away from the AIT machines. And he wants to know how to get in contact with the CSM.

Informed caller; Informed caller that usually he does have to wait until an officer becomes available. That yes he can always ask to be moved away and he can call this number back that he dialed and press option 5 and enter the airport code for miami and get the number to the CSM.

Disability Description: The caller has metal implants and had a bad experience at the checkpoint.

Response Details: I advised that I would send caller a claim form and information on filing a disability-related complaint. I read the RFI statement to the caller and stated twice in the call that she would have to commit her complaint in writing.

Incident Details: The caller advised that she is calling from the United desk and asked if I could speak to one of their customers.

The passenger had a problem in Pasco, WA, at 0602. She is in SFO now. The caller stated that they put her through such drama at the checkpoint due to the metal in her body. She had to take her shoes, belt, and coat off. She said that it was humiliating. The flight attendant asked if she could help the caller carry her baggage. The TSOs refused to allow the woman to help her. She was told to remove her jacket, belts, socks, and shoes. She had a pat-down from a female screener and four males were standing around watching.

When she said she needed assistance making it to the plane, she stated that the officers told her that was too bad.

11/14/201

3

Does she believe that they discriminated against her because of her injuries?

11:19:14

AM

Yes, they humiliated her, and didnt offer to help her.

I advised caller that she would have to put her complaint in writing. Caller advised that she understood. Later in the call, I read to her:

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller stated that she believed that she was discriminated against.

She also was missing an iPad 5 from her carry-on bag.

1. Airport: Pasco

2. Airline: United Express

Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnati while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.

I told him to apologize to his friend and to tell him he may call us to file a complaint or call the CSM directly.

11/14/201

3 1:44:39

PM

Also, the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I told him he may voice his concern to the TSO at the checkpoint.

The caller would like to clear his name when he goes to travel. The caller states that the last 2 times he flew the officers searched his bag and took him to a room and searched him as well. The caller has a NOI and he wants to know why the officers keep checking his luggage. The TSA officer told him the problem was his last name but, the caller is not sure if the officer was being serious. The caller states that he was also stopped in the boarding gate area, and screened again. The caller wants to know how to clear his name. The caller does not have trouble printing his boarding pass or crossing boarders.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

Traveler's belief that they are on a government watch list.

Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

Difficulty printing a boarding pass at home or at the kiosk.

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

TSA also selects passengers and their property at random for enhanced security screening.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/14/2013 4:48:01 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I always opt out of the screening and choose a pat down - not for health reasons, but because I object to the screening itself. However, almost every time I have gone through this procedure I have waited twice as long as my husband to receive a pat-down (I am a female). In fact, on two occasions the only reason why I was patted-down more quickly (still waiting about twice as long as my husband) was because my husband, waiting for me on the other side of security, told security that I had been waiting a long time. I once waited for about 40 minutes! And that was in addition to the wait time for the actual security line.

Being an American citizen I was under the impression that men and women are Constitutionally required to be treated equally. The fact that I am always left to wait longer than my husband impresses upon me the fact that I am not treated equally by the TSA, and I will venture to say that other women are not either. When I once told a TSA security guard this, he laughed at me. He said that I had to wait longer because there are less female security agents to pat me down. However, laughing at a Constitutional right does not make me feel better about the injustice to begin with, and it is not my problem that there are fewer women to pat me down. I should be treated equally, and it is appalling that I never am, and that I would get laughed at for having a problem with this. I wanted to let you know that this is a persistent problem.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

11/14/2013 2:53:31 PM

11/14/2013 6:01:27 PM

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/14/2013 4:45:35 PM Airport : TPA - Tampa International Date/Time of Travel : 11/14/2013 Airline & Flight Number :

Checkpoint/Area of Airport : gate 79

TSA Employee: (If Known) :

Comment : The TSA screening system is rather draconian. The ability of "some screeners" to communicate appears to be very rude or lacking any cultural diversity. Please send your screeners to training such that they recognize how to communicate and do not attempt to get a customers attention by using commands that they probably use with their wife or children. Some of us humans do not respond to someone shouting only "look at me!!" repeatedly to get a customers attention when the customer is more than 10 feet away and on the other side of the xray conveyor with more than 20 individuals all because because my computer bag was on my computer in a tote. There are simple phrases such as "excuse me sir". After listening to the rude screener, not uttering a word, I recognized it was highly probable, when the conveyor x ray screener talked to the human screener, that i was going to be singled out for a pat down and i was. People are not stupid cattle that your TSA employees can bully and be rude to. In addition, since the TSA is supposed to be a safety system, it is appalling from a public safety expectation, that there are any exceptions to the screening process such as the "TSA pre screening." From the rich, to poor, from pilots to hollywood actors including politicians everyone should be included and subjected to the TSA screening system. Ironically, from a safety point of veiw, having read, understood and implemented many USA and european standards such as iec 12100, 13849, 60204, ect or osha 79 there is something called "foreseeable risk" that appears to be mitageted for one rouge musician, politician, actor, sports or media mogal that will someday catastrophically defeat the TSA pre screening process Risk Assesment and Hazard Analysis. It is shamefull and sad that the risk assessment/ hazard analysis that the TSA is supposed enforce to protect the public has a gap for a single rouge TSA pre screened individual due to political hollywood/ big bussiness special favors. Yes, some of the tsa associates are pleasant; though, most appear to lack appropriate human intreraction skills and need some of their own cool aid to rectify their arrogant behaviors. Thanks for the added value in the travel experience and realizing how the process is only for a common individule. Ironically, The sloppy over weight screener just walked by. I feel safe now.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email **(b)(6)** To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: **(b)(6)**

Sent: Friday, November 15, 2013 10:16 AM

To: TSAExternalCompliance

Subject: Re: Got Feedback : JFK - John F. Kennedy International

Hello,

I will try to give you more information, however, I am not trying to file a civil rights complaint. I simply want to inform the TSA that this is an ongoing problem and that it needs to be rectified. Furthermore, while this has happened numerous times, I was not able to record the latest incident (when I was laughed at for voicing my concerns) because, as you know, when going through security I am not able to have my shoes on, let alone a pen and paper to record names and descriptions. Not to mention that given the treatment I was already subjected to, I don't think it would have gone over well if I had returned to the security guard in questions with pen in hand and asked for his name and other identifying details.

However, to answer your questions to the best of my knowledge:

Contact information – full name, telephone number, email. Detailed description

(b)(6) Phone **(b)(6)** E-mail: HYPERLINK **(b)(6)**

Airport

It has happened to me on numerous occasions, but the most egregious and the latest event took place at JFK.

Date and approximate time of the experience

I believe the event at JFK took place on March 5, 2013. I don't remember what time it was. But as I mentioned, my complaint is more general, and less tied to this specific event. I travel quite a bit and find this to be a persistent problem.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 11/15/2013 2:17:07 PM Airport : BOS - Logan International Date/Time of Travel : 11/15/2013 12:00 PM Airline & Flight Number : American 1551 Checkpoint/Area of Airport : Terminal B Gates 30 - 36 TSA Employee: (If Known) :

(b)(6) Comment : November 15, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6), who witnessed the inappropriate search and failed to stop it, as he should have.

At approximately 12:00 pm EST on November 15, 2013, I entered the security checkpoint for Terminal B Gates 30 - 36 at Boston Logan International Airport (BOS) on the way to my flight, American 1551 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

11/15/2013 4:58:36 PM

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/15/2013 5:21:37 PM Airport : SJC - San Jose International Date/Time of Travel : 11/14/2013 6:00 AM Airline & Flight Number : Southwest

Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

Comment : I am currently 2.5 months pregnant and have been requesting a pat down since I found out I was pregnant. I travel almost every week out of SJC and have always been accommodated properly. On my recent trip out, I requested a pat down from an agent that I have seen many times before and he tried to discourage me from my request by pointing out the millimeter machine. I'm well aware of what machines are used and as a tax payer who requests additional assistance from a govt employee to do his job (simply calling a female employee), I find it very unprofessional and rude to question my request. If TSA doesn't want to offer pat downs to travelers, then don't, but don't offer it and then reprimand a passenger who has a right to make such a request.

11/15/2013 6:10:10 PM

I just departed out of CMH this afternoon and ran into a similar situation but this agent said "don't mind me zapping you with more radiation by using my radio to call a female agent." If these men were pregnant and willing to "zap" their unborn child with unknown radiation, then so be it, but I don't need commentary about my decision to be patted down.

A badge is just a piece of metal when it comes to these guys. I've always shown utmost respect to TSA agents but these two need to respect the passengers more. If I receive a remark again, I will be taking badge numbers and names, as well as letting them know that they don't have a say in my request. Customer service is a part of everyone's jobs. If they don't like their jobs, they should find new ones.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Complaint Form:

Information about the Person who experienced the civil rights/liberties violation:

(b)(6)
Phone #: Cell (b)(6)
Mailing Address: (b)(6) Arlington, WA 98223
Email: HYPERLINK (b)(6)

What happened?

@ Dallas Fort Worth Airport
D-Terminal Security Area
Date: Nov 3, 2013 Time: 5:30-6:30pm
Air Carrier: American Airlines

11/15/2013 8:20:01 PM

I received a full-body patdown when I went through the security screening and was touched exceedingly inappropriately on my scrotum by the man doing the patdown. Before the patdown I was reluctant to allow the man to touch me and I asked for his supervisor. The supervisor came over to us and both he and the man who was to do the patdown repeatedly interrupted me when I attempted to express my concerns about the security proceedings and intimidated me to discontinue speaking. When the man giving the patdown explained to me what he was going to do, he used language similar to: "I will use the back of my hand for sensitive areas."

When the man doing the patdown came to patting down my legs. He Reached All The Way Up my groin area firmly, touching my scrotum, and brushing it all the way down as slid his hand down the inside of my leg. This was done 2 times on each leg for a total of 4 times firmly touching and rubbing my groin area.

After the patdown, I decided to come back to the screening area to get the man's name and badge number in order to file a complaint against him. I was not able to speak with him and the supervisor who was sent to speak with me (this time a woman refused to give me the man's name. She said, "I do not give out the names of any of my officers."

Frustrated, humiliated, feeling molested and not knowing what else to do, I proceeded to my airport gate for my flight. I was also not able to get the supervisors name either.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.
Time of the incident is described in the previous paragraph.

Where did this happen?

Place: Dallas Fort Worth Int'l Airport
City: Dallas State or County: TX

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/15/2013 7:28:24 PM Airport : EWR - Newark International Date/Time of Travel : 11/14/2013 8:30 PM Airline & Flight Number : United UA1464 Checkpoint/Area of Airport : C terminal, E gates TSA Employee: (If Known) :

Comment : I had to pass this checkpoint in extreme hurry. There were no lines and a group of approximately four of your employees was not otherwise engaged. I had just arrived with a delay of over one hour from Reykjavik that was entirely owing to problems with IcelandAir. I was also misdirected by several airport employees, and as a consequence arrived at the United check-in counter too late to have my luggage transported to the plane. I am lucky I even made the flight, which was the last one out that night. We were forced to book both flights independently, otherwise I could have just rechecked the luggage.

I put my things on the belt after having disposed of all prohibited items. I then entered the scanner with completely empty pockets. My pants had various buttons visible on the outside, as well as zippers. While they registered on the scanner, it should have been clear what they were. Instead, a very rude female officer proceeded to pat me down on all sides.

11/15/2013 8:20:10 PM

When I politely, but with some urgency asked her to please hurry up as I had a flight to catch immediately, she repeated the pat down more thoroughly. I was already pretty flustered when I got to the checkpoint, and the situation got only worse from there. She and the other employees lingering about were rude, inappropriate, and unprofessional. I was lectured about being there earlier, when none of the time crunch was essentially my fault, and they obviously thought it was funny judging by the others' facial expressions and comments.

At this point I was at the brink of a nervous breakdown. To top it all off, the same female officer wiped my hands for traces of explosives - apparently obvious distress makes this necessary - and a male colleague asked her if a supervisor should be called.

I barely made the flight due to their actions and am beyond insulted by their behavior. While in general hardly any of the agents I have encountered in recent years are particularly friendly, this group, and specifically this female agent, were completely lacking common courtesy. I can do without snide remarks when I am already having a bad time, and I deserve respect.

They would likely tell you I was just another hysterical passenger making a scene, and that they were simply doing their job. In any other industry they would not or no longer have one with this level of "customer service".

Would you like a response? : True

Passenger: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/ED/B2/ApplicationManager>

From: (b)(6)
Sent: Friday, November 15, 2013 7:18 PM
To: Ombudsman, TSA
Subject: (b)(6)

Dear TSA Ombudsman:

11/15/201

3 10:21:54 PM I submitted video evidence to the TSA and to the United States Department of Justice regarding a few instances that illustrate a much larger involvement of the Department of Justice, Homeland Security, the TSA, Federal Marshals, and police officers in my life.

I am a US born American Citizen. I am a Physician who worked hard all my life for a career. I was then blacklisted and extorted by a group of individuals with incidents that started during my tenure at Georgetown School of Medicine when I was Class President.

Again, I submitted video evidence of Federal Marshals saying "hurry, go harass that fucking asshole" inside of a Federal Courthouse in Las Vegas, Nevada, and then looking into my camcorder, which they held and turned on themselves and said "is this still on? I don't give a fuck!" and laughing. I was harassed and threatened in the Federal Courthouse and intimidated out of filing a lawsuit and taking care of other court business. This is a criminal action that I want justice for.

I submitted video evidence to the TSA of TSA agents yelling at me, calling me a terrorist as I went through the security line at 4:30 am by myself. They can be heard talking about "terrorists don't file lawsuits, they go to Mexico...mass murder". Are these appropriate things to say to an American Citizen? Then they selected me for additional screening, even though I kept my composure and was completely silent. I took this action because the entire time I spend at airports, federal courthouses, THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/16/2013 1:02:45 PM

11/16/201

3 3:12:46 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight Number 1881 Delta Terminal 3 CVG Airport.
Comments: I was asked to take off an article of clothing that did not need to be taken off. I placed my jacket in the bucket to be screened and then was asked to take off a puffer vest that I was wearing over a long sleeve shirt. This was NOT a jacket and part of my clothes. I told the TSA worker I didn't want to take it off because you could see my bra through the under shirt. She was very rude and told me that I should have gone through pre check-in if I wanted to keep it on (I don't even know what that means pertaining to security). Taking off the vest was unnecessary as I was about to go through a scanning device anyways. I would have gladly unzipped the vest but to take it completely off without being given any other option was unacceptable! I felt exposed and embarrassed! This really needs to be addressed.

From: (b)(6)
Sent: Saturday, November 16, 2013 4:14 PM
To: Ombudsman, TSA; internal.affairs@usdoj.gov
Subject: FW: (b)(6)

11/16/2013 5:21:42 PM
From: (b)(6)
To: tsa.ombudsman@tsa.dhs.gov; tsa-contactcenter@dhs.gov; internal.affairs@usdoj.gov
Subject: FW: (b)(6)
Date: Sat, 16 Nov 2013 12:57:48 -0800

From: (b)(6)
To: tsa.ombudsman@tsa.dhs.gov
Subject: (b)(6)
Date: Fri, 15 Nov 2013 16:18:03 -0800

Dear TSA Ombudsman:

From: (b)(6)
Sent: Saturday, November 16, 2013 2:48 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/16/2013 2:48:06 PM

11/16/2013
3:52:14 PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Unprofessional conduct at DCA

Comments:

Greetings,

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/17/2013 9:57:56 AM Airport : CHA - Chattanooga Metropolitan Date/Time of Travel : 11/11/2013 5:15 AM Airline & Flight Number : U.S. Airways 4704

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : To Whom It May Concern,

On Monday, November 11th, I was scheduled to depart from Chattanooga on U.S. Airways flight 4704 at 5:20 AM. I checked in for my flight around 4:30 AM, but when I arrived at the TSA security checkpoint, I found that it had not yet opened and that there was a long line of passengers already waiting. The checkpoint finally opened at 4:45 AM, 5 minutes before my flight was scheduled to board.

After I went through the full body scanner, one of the TSA officials told me she had to look through my carry-on bag because something in it may have set off an alarm. I waited patiently while she looked through each of my items and tested each piece. She was still looking through all my belongings when she informed me that another TSA official would need to pat me down. I was patted down and again was found to have nothing of concern on my person. Finally all my belongings were cleared and nothing prohibited was found in my possession, but the first TSA official told me that she would have to give me an even more thorough pat down in a private room. By this point I was already visibly distraught as I worried I would miss my flight and I also had no idea why I was being singled out in this manner. I have never felt this humiliated in my life nor more unsafe at the hands of a governmental body I have been taught to trust with our country's well-being.

11/17/201

3 By the time I was finally cleared to go to my gate, the doors had been shut. I was placed on standby for the next flight that would get me home to Boston, but since this was a national holiday all the flights were either full or overbooked. My last choice
11:03:35 to get home was to wait until the next morning and take the 5:20 AM flight again. Luckily, U.S. Airways personnel knew I wasn't actually late to my flight, and they didn't charge me the \$200 fee they usually would for someone looking to change their
AM ticket. I only had to pay the difference in fares, but it was still a hefty sum (\$97) for me since I am a full-time student.

After this stressful and emotionally draining ordeal, I sincerely hope those in charge of the TSA personnel in Chattanooga learn from my experience and make some changes to their operating procedures. First of all, it is completely unacceptable for airport security to open 5 minutes before the first flight is scheduled to board. If a passenger should miss his/her flight because of this, TSA should take full responsibility and reimburse any expenses incurred from such an inconvenience. Secondly, I seriously have to wonder why I needed to have 2 pat downs after I had already gone through a full body scanner and nothing dangerous had been found in my possession. Is this standard procedure? If so, what's the point in going through the full body scanner to begin with?

I would very much appreciate hearing from someone in charge to appease my concerns.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To whom it may concern:

On Sunday, November 17, 2013 at approximately 9:00AM UTC, I was going through TSA passenger screening at Memphis International Airport.

While going through the security check-point, I had to undergo a pat-down. It is important to note that I identify as a female. A male TSA Agent approached me, and while putting on blue plastic gloves he stated 'Put your arms out. You're going to feel slight pressure.' I responded to the agent and said 'Isn't a female officer supposed to pat-me down?' Quickly, a female officer approached the scene to conduct my pat-down, the male agent responded to me and stated--and I quote verbatim--'What? I'm not cute enough?' Several male TSA agents laughed after he made that juvenile comment.

Based off of information currently available on your website, "All pat-downs are only conducted by same-gender officers." <http://www.tsa.gov/traveler-information/pat-downs>

11/17/201 I am uncertain of whether the agent's actions were meant to be a joke; however, passengers are strongly discouraged from joking with TSA officers while in the check-point screening. Thus, agents should be subject to the same expectations
3 3:08:15 passengers are. If we are expected to take the screening process seriously, agents should mirror that behavior and be held to the same expectations and standards travelers are. Also, if travelers are expected to honor and comply with travel
PM regulations e.g. no liquids, being subject to pat-downs to address concerns, etc., agents should be expected to honor and comply with travel regulations e.g. ALL pat-downs conducted be same gendered person, etc.

Please review your pat-down requirements with all agents working at Memphis International Airport, especially ones working the morning of Sunday, November 17, 2013. The agent's behavior was embarrassing, inappropriate, unprofessional, and absolutely unacceptable. Although I ascertained information to identify him from his badge, it is not my intent to get anyone in 'trouble,' or impact one's professional occupation, so I have elected to not include such information in this email. I'm hoping that this was an isolated personnel issue that can be corrected and prevented in the future with additional professional development and training. Thank you.

(b)(6)

Licensed attorney in the State of Michigan

Sent from my iPhone

November 17, 2013

Transportation Security Administration

To Whom It May Concern:

I am writing to complain about the humiliating experience I endured at the hands of your Tampa Bay TSA agents on Wednesday, Nov. 13, 2013.

My ID and boarding pass was stolen from beside me as I was seated on the tram to go to my SW Terminal around 1:00 PM for a 1:30 PM departure. It happened so quickly and I spent the next ten minutes going back and forth between the Main Terminal and SW Terminal trying to determine if I had dropped it or if someone had turned it in to an agent. Your agent at the loading area suggested I go back and have another boarding pass printed, but I would have to still go through the screening process. I totally understood that would be the case, but had hoped it could be expedited to accommodate my now 15 minute departure to Kansas City.

By the time I had returned to Security at the terminal, as usual, there was a very long line. When I explained to the first agent that my ID was stolen and my plane was departing in a matter of minutes, could I could go through the faster lane that accommodates priority passengers, wheel chairs, the elderly and children, I was told No. He could only let me go through after my name was announced on the intercom. I waited in line and, of course, my name was called and I had to weave myself through again to the other side. I was told to go to the front and then waited for another two passengers to be slowly checked through. Your TSA agent then asked for my ID and I went through the same process I had gone through three other times before. He then slowly called another agent over and they again asked for other ID and an explanation of what had happened. I explained again that my plane was probably already gone, but could they please hurry through this process so that I could be on my way. They told me to calm down and that they were going to put me through a much more detailed screening and accompanied me to wait for another two more passengers to go through the XRay. I was then told that there was something suspicious following my screening and I would have to go through a Pat Down. I attempted to withhold my very angry thoughts and advised to please do it quickly. That was apparently not the thing to ask, as the next female agent proceeded to go as slow as she could - asking me to spread my legs apart and hold my blouse up while keeping my hands above my head.

At this point I advised your agent to call a supervisor over and another very unfriendly agent advised me that I was delaying the process. I was again told to hold my arms up while lifting my shirt so that my waistline was exposed. I was near tears, but did convey that I would share my experience with the local media and to please get this over asap. After more advice to be quiet, my belongings were searched while I had to stand there to witness their sloppy return to my bag. Although probably inappropriate for the time, my last comment to the supervisor was that I totally could understand how the recent situation in LA occurred and how humiliating this had been for me. She replied that she was very protective of her officers and that I was treading on thin ice.

I shut my mouth and headed in tears to my SW gate, where a very nice agent helped me to call the Airport Police and report the stolen ID and rescheduled my flight to a later connection. The next surprising thing that occurred was at Indianapolis as I was the last person off the Tampa flight and the last person on the KC flight. A TSA agent was called over and asked if he could see my ID. I've never had to show my ID again after going through Security, so I simply said NO - it was stolen at the Tampa Airport. He was very kind and after I shared that I had such a terrible experience in Tampa, suggested I report it and that they were alot more friendly in Indianapolis. Now I'm concerned that I will always be the target for additional security measures wherever I fly.

I am dreading my return flight and have gone through unnecessary expense and inconvenience in order to get my passport here in time to go through security again in Kansas City. I am asking your help in rectifying, improving and making those accountable for the poor service the TSA is providing to protect its passengers and our nation. The last thing I would like to see, however, is the arming of the TSA agents!

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/17/2013 4:56:30 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL6218, delta from LGA to RDU:

Comments: I am 33 weeks pregnant. When I travelled to NYC from RDU last week, I was allowed (without even requesting it myself) to walk through the regular metal detector rather than the full body scanner because of my pregnancy. No further screening-such as a pat down-was required. Today at LGA I asked specifically to walk through the metal detector instead of the full body scanner. They refused this and required a full body pat down that included the agent's hands running around my underwear band-not just the waistband of my pants. All this happened after I watched a young boy AND his elderly guardian be allowed to go through the metal detector with no pat down at all. After reading the guidelines on the website and asking the agents on site, I strongly recommend you consider adding a valid opt-out option for pregnant women that does not require an invasive and humiliating pat down. I fail to see how a (nonpregnant) guardian accompanying a child under 12 is an acceptable candidate for the metal detector but a 33 week pregnant woman is not. There will be people who will try to subvert whatever rules you put in place, so denying the validity of this concern on the basis that women may try to "fake a pregnancy" is unreasonable. It is appropriate for me to do all I can to maintain and protect the health of my fetus and that includes avoiding unnecessary exposure to potential teratogenic agents. Please take these concerns seriously and consider a revision to your guidelines.

From: (b)(6)
Sent: Sunday, November 17, 2013 6:05 PM
To: TSAExternalCompliance
Subject: TSA Complaint

I arrived at Hobby airport in Houston on 11.12.13 at 5:45 am for a 7 am Air Tran flight to Atlanta to attend ASMBS surgery conference. Went through security line wearing a form fitting sweater and jeans. The seasonal sweater apparently had metallic thread that set off the scanner. I then received a pat down (including my breasts) in public. Next, I had my hands checked for explosive residue. Was told my hands were positive for 'something' and asked to go into isolated back room with door closed for further screening.

11/18/2013 9:05:56 AM In the back room, had my purse, it's contents, and my shoes searched and wiped down for explosives. Informed I was going to have undergo yet another pat down that required the breast and groin region. I asked what exact chemical or compound was on my hands that was justifying this search. Not one of the officers (b)(6) could tell me. They asked if I had lotion on my hands. I explained I had only applied the same lotion I routinely used and it has never set off any 'flags' despite my frequent air travel. Stated I had already undergone one breast pat down and didn't feel I should be subject to a second breast pat down in addition to a groin pat down as this seemed to be a violation of my rights as a US citizen. Was told if I didn't comply I wouldn't be allowed to make my flight (which I had to, to go to my doctor conference, to present my poster or I wouldn't be able to submit research for 2 years to that organization). I explained this to the officers and they laughed and said 'you're a surgeon?' And I firmly said 'yes.'

Again they said I didn't have a choice - pat down or no flight. The supervising officer told me the same thing. She cited this was an exception to the 4th amendment because the explosive trace detector had been positive for some substance (which, again, no one could name).

To not miss my flight, I had to agree to undergo physical pat down including my breasts (again) and groin. I also had to raise my shirt to expose my abdomen, chest, back. If someone had forced me to do this outside of TSA this would be considered sexual assault. I'm not sure why this is acceptable if performed by the TSA. We don't teach little children 'it's not ok for someone to touch you down there UNLESS it's the TSA.' After all this, they (of course) found nothing and sent me on my way.

I am all for airport safety, but this debacle left me feeling violated and vulnerable. As Abraham Lincoln said 'Nearly all men can stand adversity, but if you want to test a man's character, give him power.' This episode clearly represents an abuse of power at the expense of my rights as a citizen of the United States. I am disheartened our country has come to this.

Your information was forwarded to the TSA Contact Center.

From: FOIA
Sent: Tuesday, September 03, 2013 9:00 AM
To: (b)(6)
Subject: RE: TSA Contact Us: Freedom of Information Act

Good morning,

11/18/2013
10:09:36 AM
We are forwarding your email to the TSA Contact Center (TCC).

Gerri Lewis

Transportation Security Administration (TSA)

Freedom of Information Act Office (FOIA)

1-866-364-2872

The caller flew from BDL to TPA and returned back from TPA. She received Precheck on the departing flight, and her return flight she had a rude officer. She stated that she has a back brace. She stated that she was asked to raise her arms if she was able. She stated that an officer wiped her hands with a cloth and her brace. She asked the officer why this was required. She stated that she has never seen this before. She stated that the officer was female and very rude. She asked why she had to undergo this and what they were looking for. She asked how she was TSA Precheck approved on one flight and humiliated on the next.

I explained that in the future she can contact our TSA Cares line for information regarding a medical condition or disability. Information can be provided that is specific to her medical condition or she can be referred to a disability specialist with in TSA.

I apologized to the caller for the experience. I explained that the officers are trained to treat passengers with dignity and respect during the screening process.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. So, she was asked if she can raise her arms for screening.

11/18/2013
12:10:08 PM
Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. That is what was occurring with the cloth swab.

I explained that the security procedures are designed to be random.

I explained that I can forward the information to a CSM at TPA so that they can be aware of the situation.

Departing Airport: TPA
Destination: BDL
Airline: Delta
Flight Number: Unknown
Gate: Unknown
Terminal: Unknown
Date and Time: November 9th @ 4:15 pm

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/18/2013 11:50:50 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Orlando Airport (MCO) security gates - headed to gate 122
Comments: Abusive Situation:

I am concerned that the TSA discriminates against women and mistreats the traveling public. Your employee (b)(6) at MCO, exhibits some of the most rude, incompetent and unprofessional behavior I have ever witnessed. Yesterday afternoon (November 17th) I was flying out of MCO. For medical reasons, I requested a female assist pat-down, instead of going through the new, intense x-ray machines. I travel frequently and am very familiar with the process. I was in the fly by priority lane and got up to the security x-ray belt within a matter of minutes. In spite of this, the entire security process ended up taking me an hour due to the rudeness and incompetence of the TSA employees I encountered.

11/18/2013 2:11:41 PM

Apparently, (b)(6) does not care about the pat down process or is not up-to-speed on the process. I waited 15 minutes, and he had done nothing to get me a female assist. Meanwhile, my husband was already thru security and patted down by the male assist. I was still waiting for a female to come over so I could send my carryon bags and bins through the scanner, so I asked (b)(6) what was going on and when someone would be over. He acted really annoyed and shouted "female assist" and then just went on with his business with no update for me, leaving me standing there with my bins.

While I was standing there waiting, I asked (b)(6) another TSA employee what was going on and why it was taking so long. He was completely unhelpful, and just said he didn't know, and I'd have to wait. I saw a female TSA agent standing around doing absolutely nothing on the other side of the scanners, so I asked (b)(6) what was going on and when she or someone else was going to come do my pat-down. He said he didn't know and I'd just have to wait. I asked him to explain the process, as no one seemed to know what was going on, and I did not want to stand there waiting all afternoon. He shrugged his shoulders and said it wasn't his problem, and that I'd just have to wait for the female to come help me, and he walked away.

After another 5 minutes of watching the female TSA agent on the other side stand around doing nothing. I was tired of waiting, so I asked (b)(6) if I could go through the scanner in the lane next to mine, which is the old-style body scanner that I'm okay with. He said, "Sure, I don't care what you do," in a very snotty tone of voice. So I sent my stuff thru the x-ray belt and was about to go thru the body scanner, when your employee, (b)(6) who was manning that scanner told me I could not go through, and he opened a side gate for me. I told him that (b)(6) had said I could go through that scanner, and otherwise I needed a female assist. He was completely unhelpful and just said I couldn't go through his scanner, and I'd have to come through the door and wait. Once I walked through the door to the other side of the scanner, I was about to grab my things from the x-ray belt, when all of a sudden the female TSA Agent (b)(6) (badge (b)(6)) who had been standing around doing absolutely nothing for the last 10+ minutes while I'd been waiting on the other side, came over to do the pat down. I asked her why she had kept me waiting and had not come over and gotten me over ten minutes earlier. She said she was just doing what the guys tell her, and she had been waiting for me. I said, "So what were you going to do, wait here all day?! That's idiotic." Her response was that she just does as told. Seriously, who stands around staring into space at work when they know there is a task to do and someone is waiting on them?!

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/18/2013 2:06:04 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 11/17/2013 Airline & Flight Number : Alaska 645 Checkpoint/Area of Airport : Concourse 2 security TSA Employee: (If Known) : 2 Supervisors plus 2 others I will describe Comment : I arrived at the PHX Concourse 2 security checkpoint@ 5:20 on the way back to Seattle from my son's MBA graduation at the University of Phoenix.

I am 75+ and had spent two nights in a strange bed so my back was quite stiff. At the checkpoint I asked if I could keep on my shoes, because bending was somewhat difficult. I was told YES, then the fun began.

I took off my jacket and put it in the tray to be x rayed along with my car keys, cell phone, billfold and some change. I was then full body scanned. When I stepped out I was told I must remove my belt and whatever that other thing was, my empty cell phone case, then step back into the scanner to be scanned again. This time I was told to remove whatever was in my back pocket, a cloth hanky and my comb. He then proceeded to give me a pat down in the area of my back pocket. Then because my belt and cellphone case might carry explosives they had to be x-rayed. And my hands wiped down with the explosive detection pads because I might have handled explosives. I finally was allowed to recover my suitcase etc.

11/18/2013 3:42:53 PM

Then began my second fun time. I had placed snacks, 2 apples, a Snickers bar, a bag of Cashews, and a new still sealed bottle of water, in a clear plastic bag. I was then told that I could not have the water. I pointed out that it had not been opened and was clearly still sealed. The individual, a supervisor, then said "But you could have used a needle and syringe to remove the water and replace it with explosives." He then said "but you can keep it if you have a medical problem." I replied "I'm 75+, have been here in the desert for three days and have a horrible dehydration headache." But he said "that's not sufficient, but if I can wipe the bottle down with the explosives cloth you can still have it." At this point I said "just keep it, I'll buy one on the concourse." He then took the bottle and handed it to the woman operating the x ray, who placed it on the shelf next to her.

I was then allowed to get my suitcase etc. After putting things in my pockets etc I asked if I could have my cell phone case and belt. Rather sarcastically the man running the scanner said "It's right there" and pointed. The change tray had been placed behind my suitcase where I could not see it until I moved to the other side of my suitcase.

As I left the area I rounded a corner waited a few seconds then looked back at the screening area. All four of the people involved were having A GOOD LAUGH.

The individual running the scanner was 40-45 6'2"-3" 230 lbs. The supervisor was a petite woman 50+ or- with greying hair, 110-115 lbs. The supervisor who checked my bag was 50-55 greying hair, and a rough face as if he had had severe acne as a boy. The young woman at the e-ray took no part in the fun) was black and maybe 30.

Would you like a response? : True

Passenger's Name: (b)(6) (ret) Phone Number: (b)(6) Email: (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

The TSA "Disability Notification Card" is a joke.

On Nov.10, 2013 at 5:45am I was screened at the Indianapolis International Airport. I was flying US Airways to Philadelphia and on to Cancun, Mexico.

I presented the "Disability Notification Card" to the inspectors at three different stopping points and was given the same comment each time. (I have a colonic stent implant that I identified on the card) see attached

11/18/2013 6:08:19 PM

Quote "I have no idea what that card is, proceed through the screening process".

On the return flight from Mexico, Nov. 15, 6:30pm, I passed through screening in Philadelphia, PA.

I experienced the same situation and was even verbally ridiculed for questioning why the TSA agent didn't know how to discreetly handle this "Disability Notification Card".

I then passed through the full body scan which must have revealed the implant because the agent at that station then gave me a public pat down and manual wand search.

Because the first agent continued to verbally assault me even though I had passed her station, two other agents noticed my wife was concerned with this berating and they pulled my wife aside from the output of the luggage scanner, with all of her belongings, and took her to an extensive screening process that appeared to be conducted just to intimidate me. They were constantly looking out of the screening area to where I was watching them.

My experience has shown me that both locations have not been trained in what a "Disability Notification Card" is and how to discreetly assist the bearer of such card.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/18/2013 5:15:24 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 11/18/2013 Airline & Flight Number : Delta 2465 Checkpoint/Area of Airport : Concourse A TSA Employee: (If Known) :

11/18/2013 6:09:11 PM Comment : I got a new Driver license from my home state of Georgia. I was issued a temporary license with picture id and state logo. I made arrangements to travel. I called the TSA hotline and asked if any issue to travel with this ID. I was told there shouldn't. I brought my birth certificate and social just on case. I ask the TSA agents in Valdosta and they had no issue. I buried my family member and hurried to STL airport. When I got to TSA check point it started. The agent checking called a supervisor I showed him my ID. He said its expired. I said I just got it. He said no problem show me a credit card. I did. They loudly said "We got a modified". An agent personally walked me to the scanner like a criminal. When I got out it was like what is in your pocket. I said nothing. They patted me down in front of everyone and found nothing. Next they took my possessions and too to a table. They opened everything. Then I got a full pat down in front of god and every body. Guess what. Found nothing. I am a veteran and I have never been treated like this before. On a day I bury a family member you treat me like a criminal. Horrible service in St Louis.

Would you like a response? : True

Passenger's Name:(b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Name: (b)(6)
Cell #:
Work:
Mailing Address: (b)(6) Tulsa, OK 74119
Email: (b)(6)

When did this happen?
November 15, 2013, starting between 2:10 PM and 2:30 PM

Where did this happen?
Tulsa International Airport, Tulsa OK

Attached Letter:

11/19/2013 10:07:59 AM
(b)(6)
TULSA, OK 74119

FAX: 918-584-1129

Transportation Security Administration
Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6) Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

Jeff Mulder, Director of Airports
Tulsa International Airport
P.O. Box 581838
Tulsa, Oklahoma 74158

Re: TSA Complaint

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/19/2013 11:00:37 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 11/19/2013 10:15 AM Airline & Flight Number : Delta 6211 Checkpoint/Area of Airport : Security just after passing thru body scanner TSA Employee: (If Known) : (b)(6) (middle aged African American woman) Comment : Hello,

My name is (b)(6) and I just had a very unpleasant experience with one of your TSA employees at Buffalo-Niagara airport. I rarely complain about such things, but Polly was unnecessarily rude and made me feel like an absolute idiot and implied I was lying to her. I didn't catch her last name, but she is a middle aged African American woman.

Essentially, I was taking off my fleece prior to passing through the body scanner, but the first TSA agent told me to keep my fleece on. He said that because I was wearing short sleeves and because the terminal was cold, I could wear my fleece through the body scanner. That's what I did. And then after I passed through, (b)(6) reprimanded me for not taking it off. I explained that I was actually in the process of taking it off before her colleague told me to keep it on. At that point, she said in a very loud voice where other passengers could hear, that I was not telling the truth. She said that more likely I asked to keep my fleece on, and then the first TSA agent agreed. She went on to complain that now she had to do a manual pat-down and swipe my hands for chemicals.

11/19/2013

12:11:42 PM I have no problem with a manual pat down or swiping my hands. But I'm a nice, educated physician who is not an idiot, and I follow the rules. I didn't like being accused of lying, and in a way that others could hear. The entire situation was bizarre and rude. I did try to correct Polly again stating that I did only as I was told, but I never heard an apology from her. I thought that an apology was the least she could do after making judgments about me.

I just would like this feedback to get back to her. I'm sure that she is overall a nice woman, but my personal experience was very poor and hurtful.

Thank you.

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Duration of Screening Process; Pat-down Current Date/Time : 11/19/2013 10:03:20 AM Airport : SMF - Sacramento International Date/Time of Travel : 11/19/2013 Airline & Flight Number : Southwest 2451 to Denver Checkpoint/Area of Airport : Terminal B checkpoint, far left lane TSA Employee: (If Known) :

Comment : Good morning,

I am a frequent flier, having flown 140+ flights in the last 2 years and three trips in the last 10 days. This morning, during an opt-out pat-down, the officer's gloves alarmed which initiated additional screening. This was incredibly frustrating as it turned out to be a false-positive.

11/19/201

3

12:12:09

PM

Although both officers screening me were professional, I found it infuriating that they could not offer me any substantive rationale for why I needed to be re-patted down, in private and with palms on my "sensitive areas." I articulated my displeasure to the officers and my understanding that they are just doing their jobs. However, it does your officers a disservice to have them enforce policies without any sort of explanation as it frustrates passengers and makes officers look unintelligent. For example, it makes little sense to me that the sample wouldn't be retested on a different machine first before re-screening me and all of my luggage. If officers could offer some compelling rationale for policies, they might be better accepted by passengers for whom there is little discretion or consideration in security checkpoints.

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from BUR and while going through the checkpoint, the female TSO went through her purse numerous times. She is now missing her prescription medication. She stated that she could not see the TSO while she was conducting the search. She was at gate A1 and departed around 9:05 a.m. She did not want to provide the airline or flight number. The caller thinks the TSO threw the medications away, even though she declared them. She thought the officer may be new and did not know the policy. One TSO was looking at the screen the whole time. The TSO that was rude to her was a heavyset African American female. She asked for a supervisor. The supervisor was very polite and very professional.

Response:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

11/19/201

3 1:36:47

PM

Burbank
Bob Hope Airport
818-840-8840

11/19/201

3 2:41:33

PM

Caller was flying through MSP as a nurse providing assistance to a traveler she was not flying and she had to go through the AIT twice and then was subjected to two patdowns and told she would have to go into a private room for a further patdown. The TSO made her expose her waist line and touched her crotch and she feels like it was inappropriate and was upset that the TSO never explained why she was being subjected to such a screening when she wasn't even flying. Explained that I could forward the information to the CSM or I could tell her how to. She wanted to relay the information directly so I instructed her how to contact the CSM through option 5 on the IVR.

Caller is pulled aside 50 percent of the time she is flying. She says she is 58 and she is pulled aside time after time and has to undergo a patdown.

3 out of 6 flights she has been pulled aside and had her hair patted down, her stomach, and her legs patted down numerous times.

It's way above the standard amount when she is traveling with other people, who never receive this treatment.

11/19/201

3 2:49:45

PM

Caller Advised:

I told the caller DHS has a program called DHS TRIP for people who believe they may have been mistakenly misidentified as someone on a Federal Watch List, experience delays when traveling, or other general concerns with receiving secondary screening on a more than often than not basis.

I told her she can visit www.dhs.gov/trip to download this form to apply, or I could email the form to her. The latter of which she requested.

I told her I would put in a request for this form to be sent to her, which can take up to 24 hours to receive.

Caller was at AUS yesterday. She was going through the Precheck line, so she had on her shoes and belt. She says that the machine beeped, so she removed her shoes and belt and went back through. It beeped again, so they pulled her to the side to conduct a full patdown. She says she told them she had a card explaining her metal implant in her knee, but they would not let her touch her possessions to get this. She insists that whenever she uses the other lines she always just gets wanded. She insists these are in fact wands. She says the officers were rude to her during the process. She says that she paid for this and went through fingerprinting, so she feels she shouldn't receive additional screening.

11/19/201

3 5:15:37

PM

Advised caller:

Precheck is not necessarily beneficial to passengers with metal implants because anytime there is an alarm, we have to conduct a full patdown procedure to clear the alarm. Advised caller that I could take her complaint regarding the rude screeners, but in the future when she flies, she will receive a patdown every time there is an alarm. Advised caller that the wands were done away with some years ago. I suppose this is something that is used by just this one airport. Advised caller that this is federal law that we do this. I gave a hypothetical situation to her. If a passenger came through with a metal hip implant, the machine beeped, and the officer dismissed this because they had a metal implant. If they had a knife or gun also in the same vicinity of that hip implant and the officers did not do a patdown, a gun or knife would have just made it onto the plane. Her card from the hospital is not going to exempt her from this. It doesn't matter that she had fingerprinting and a background check, people pull complete 180 degree behavior rotation every day.

Location: South DIA
Time:0800
DATE:11/17/13

I am disabled. I use a cane, wear a brace attached to my left shoe and have an internal medical device (Intrathecal Pain pump).

INCIDENT #1

I told agents that I needed a hand pat-down as usual when I fly. I don't go thru xray because of the internal pump. I asked for TSA's wooden cane to use as mine was in one of my baskets on the conveyor. TSO (b)(6) was handling luggage on the conveyor, but she kept saying to me, "I will pat you down." I stood there nearly 15 minutes as she continued to mess with bags and other people. She went to other conveyors as well. Other TSA folks offered and kept saying they would pat me down, but TSO (b)(6) kept saying she would do me. I kept complaining that my two (2) baskets with my purse and valuables were at the end of the conveyor unprotected. I couldn't see them. Finally another lady TSO (b)(6) came forward and took me thru the glass gate to do the pat down.

11/19/201
3 6:11:25
PM

INCIDENT #2

TSO (b)(6) took me to a table which was fine. She put on clean gloves. She kept trying to pull the wooden cane out of my hands saying, "Do you need this to stand?". I kept pulling it back from her and saying "yes". She could have let me use my own cane which was in one of my baskets right next to me. She contaminated her hands by trying to snatch the wooden TSA cane out of my hand. Then she started the pat-down on me with the contaminated gloves on that she had been pulling on the cane with. This contaminated my screening. So she tested her gloves and went to get all these supervisors saying, "Something got on my gloves from her screening. She needs to be re-screened." So now everyone went thru all my bags and purse and carry-on to check for something. Plus I had to be re-screened by two (2) TSA ladies in a separate room. Of course, this second screening turned up nothing. I went to the supervisor area and asked for this lady's name who contaminated me and TSO (b)(6) would not give me her name and told me I could not look around to see her name on her name tag. Finally TSO (b)(6) gave me TSO (b)(6) name and apologized for everyone. I rushed to gate C46. I got there just as Southwest Fl#182 was calling for pre-boarders like me.

WHAT INEPT TREATMENT. I FLY IN THE US AND INTERNATIONALLY A LOT. THESE FOLKS NEED MORE TRAINING. NO ONE SEEMS TO KNOW THE RULES!

(b)(6)
(b)(6) Phone/FAX
Cellular

TSA Will Now "Pre-Screen" Your Taxes, Car Registration, Passport, Employment History, And More

November 04, 2013 (b)(6)
(b)(6)

Travelers are now being subjected to even more invasive screening procedures by the infamous Transportation Security Administration (TSA). Before "allowing" people to travel, the TSA is performing unwarranted checks of a wide variety of personal documents, going further than ever before into the lives of innocent passengers. As expected, Americans will roll over for the new intrusions and accept that they are necessary to protect the Homeland.

The new pre-screening procedure is more exhaustive than a federal background check. The TSA will now be dramatically expanding their reach into the lives of every passenger, and scouring all of the following documents, according to the New York Times:

11/19/201
3 6:11:44
PM
private employment information
vehicle registrations
travel history
property ownership records
physical characteristics
tax identification numbers
past travel itineraries
law enforcement information
"intelligence" information
passport numbers
frequent flier information
other "identifiers" linked to DHS databases

"I think the best way to look at it is as a pre-crime assessment every time you fly," said (b)(6) to the New York Times. (b)(6) is a consultant to the Identity Project, one of the groups that oppose the prescreening initiatives. "The default will be the highest, most intrusive level of search, and anything less will be conditioned on providing some additional information in some fashion."

What gives the TSA this authority? The constitution does not even provide for the TSA's existence. In fact, the constitution ensures that the federal government will not perform these kinds of searches without probable cause or a warrant. Yet all day, every day, the agency devotes itself to performing warrantless searches of travelers. Its existence is a travesty, and its mission-creep is alarming (and predictable). And what will the TSA do with this information? Nobody is explaining what criteria the agency will be looking for to indicate whether a passenger will be denied the right to travel. How can job history and vehicle registration possibly be relevant to flight safety? What happens if you have criminal convictions on your record? More groping?

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/19/2013 4:56:20 PM Airport : MCO - Orlando International Date/Time of Travel : 11/19/2013 Airline & Flight Number :

Checkpoint/Area of Airport : Gate checkpoint 1-59 TSA Employee: (If Known) (b)(6) employee number (b)(6) Comment : I just had a very negative experience going through security at MCO as a result of one particular TSA agent with an extremely poor attitude. I am currently pregnant with my first child, and while I realize it is probably an overly cautious view, I have decided to opt out of the body scanner while pregnant just for peace of mind. In doing so, my decision was quickly met with criticism by (b)(6) as she appeared visibly annoyed, and while I waited for pat down assistance I heard her tell a fellow agent how silly it was to opt out, that there is radiation everywhere including on planes, and there was no way the machine could hurt the baby. Subsequent to that, in the 15 minutes I waited for a pat down (which I also thought was excessive), I watched her bark commands at travelers and roll her eyes repeatedly when anyone did something she clearly thought was dumb. While I completely understand the fact that as a TSA agent her main job is ensuring security and not making sure I have a pleasant experience, I still don't think it's too much to ask not to feel belittled and berated in the process. I have traveled through the MCO airport many times without incident, but this has given me a negative feeling about the airport as a whole. Traveling is already stressful enough without having to deal with someone with such a poor attitude as (b)(6).

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

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I have a global entry pass and just used PreCheck a few weeks ago for the first time. I have an artificial knee and had to remove my coat and shoes and go thru a full pat down. Pre check did not have a body scanner! This was in Denver. Is this typical? It took longer to get thru security than if I didn't have PreCheck.

Question: does PreCheck in all airports have ONLY the old fashioned X-ray machine???? I just wasted \$100 if that is the case. Please tell me this is not true.

11/20/2013 8:23:19 AM

(b)(6)
><(((^> ><(((^> ><(((^>

(Sent from my iPhone)

Caller was at DEN and was chosen for additional screening. Caller stated he was chosen for screening based on his race. He feels racially discriminated against. Caller received a paldown and claims he was sexually assaulted during it.

Advised Caller I would transfer him to MB.

(b)(6)

11/20/2013 11:54:07 AM
Caller feels he was subjected to additional screening on a recent flight out of DEN because he is an African American. Caller states he flew last Tuesday out of DEN aboard Delta #1610 and was profiled and discriminated against because of his race. Caller states this occurred between 7:00AM and 8:00AM on November 12, 2013. Caller states his luggage was physically inspected. they performed ETD sampling, and gave him a full pat down and squeezed his testicles while doing so.
Resolution:

Advised caller that a formal complaint must be submitted in writing. Collected caller's email address and advised him I would send him information on how to file his formal complaint on the basis of racial profiling. Provided caller with EID number (b)(6) upon his request.

The caller states that her iPhone was stolen in Albuquerque. The caller states that during her pat down she states that she saw some man go through the line and grabbed her phone and left with it. The caller believes that it is the TSA's fault because of her separation from her item.

Advised caller:

11/20/2013 1:25:25 PM
We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for your item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondence doesn't always come to your inbox.

You may also email TSAClaimsOffice@tsa.dhs.gov and a Claims Specialist will respond to your email within three business days. If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300 for additional assistance.

(b)(6)

HYPERLINK (b)(6)

When did this occur?

November 15, 2013 Starting between 2:10PM and 2:30PM

Who treated you unfairly?

J Brian Johnston, assistant federal security director for law enforcement Tulsa Oklahoma and various other unknown TSA employees.

11/20/2013 Re: TSA Complaint

3 2:16:17 PM (b)(6)

PM FAX: 918-584-1129

On Friday, November 15, 2013, I was scheduled to fly on American Airlines flight number 2287 to Dallas leaving Tulsa at 3:35 p.m. From there, I was flying on to New York City for an exciting weekend meeting some old attorney friends that were gathering from across the nation. I arrived at the security checkpoint in Tulsa probably sometime between 2: 10 and 2:30 p.m. I went through the radiation scanner and upon exiting, I was told by a TSA employee that he was then going to sexually molest (he used the euphemism "pat down") me because the apparently defective machine "alarmed" on my back. There was absolutely nothing on my back other than the t-shirt I was wearing.

I informed this young man that I was refusing to be sexually molested. From somewhere came a woman whose name I did not get. I can best describe her as an angry old hag probably in her 50's with long blond hair. She told me in a very rude and angry manner that I "had to" submit to sexual molestation. I told this woman that I not "have to" submit to anything. She loudly called for a supervisor, and a man in, if I remember correctly, a brown suit came over. I was then taken off to the side. The old hag carried my belongings over to the side and continued to berate me by telling me several more times in her rude and angry manner that I "had to" submit to sexual

Feedback Type : Compliment

Categories : TSA Pre?™ ; Advanced Imaging Technology Current Date/Time : 11/20/2013 2:05:35 PM Airport : DSM - Des Moines International Date/Time of Travel : 11/14/2013 Airline & Flight Number : United Flight 6334 Checkpoint/Area of Airport : PreCheck TSA Employee: (If Known) :

Comment : I have a pacemaker. When the only option for PreCheck is a metal detector, it creates problems. The Des Moines airport is set up well for me to use the other type of imaging technology. I'm able to take advantage of all PreCheck attributes and staff is saved time and effort.

11/20/2013 Other airports have not been as well set up. I have had a pat down as a result of the equipment issue (A recent trip so I think that was either St. Louis or Portland, OR) At the Pittsburgh airport the TSA attendant was kind in letting me move over to the other lane, but I had to move out of PreCheck.

3 4:11:56 PM

It is my hope that you will take pacemakers into consideration in setting up PreCheck lanes. I consider it fortunate that the new security equipment is pacemaker safe and hope that it is always available as an option.

Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/20/2013 4:46:16 PM

11/20/2013 6:01:25 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL Flight 5141 departing from Westchester Co. Airport in White Plains, NY on 20Nov2013.

Comments: I approached the check-in line by a rude TSA agent who was "flexing his muscles" and trying to look intimidatating. He made a snide remark, "Don't be shy. Step on up." I was not being shy. He was blocking the entrance and I was uncertain as to whether or not he needed any documentation such as ID or a boarding pass. Then, when I told to next TSA agent that I would like to opt out because I am pregnant and no long-term studies exist on the effects of the new screening procedures, he proceeded to treat me like I was an idiot. It is my right to opt out. This is my first pregnancy and I will do anything and everything to protect the child in me. Your TSA agents should not try to coerce persons into decisions they do not want. Then, the TSA agent (b)(6) who did my pat down made me spread my legs further than shoulder width apart and touched my genitalia inappropriately. She also lifted my shirt and stuck her hands down my pants inappropriately. What the hell are you looking for? I am appauled that you treat non-threatening US citizens this way. You need to check your protocol because I have had other pat downs where I was not touched so inappropriately.

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Remote Client IP: (b)(6)
Date Time: 11/20/2013 4:25:31 PM

11/20/2013 6:01:33 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: I do not want to be subjected to the body screeners. I am not comfortable with that and yet your agents don't seem very friendly when one requests no body scanners. This is a serious privacy invasion.

He has a left should replacement and it is titanium. He flies a lot for work, when he goes through TSA he goes through patdown. When flying at one point an officer told him that he could go through the WTMD instead of having the patdown since it isn't opting out of the AIT he just isn't able to since he can't raise his hands about his head.. When going through some of the checkpoints they will allow him to go through metal detector others they make him have a patdown. St Louis he was told if he can't go through the body scanner he had to have a patdown and was wanting to know why some airports will not allow him to go through the WTMD since he can't raise his arm

11/20/2013 7:31:39 PM

Response:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Something to keep in mind is that all airports will differ a little in the procedures. If you are not able to go through the AIT it will be up to the officer at the checkpoint to determine how you are cleared through screening whether it be through the WTMD or a patdown. The officer is the one that will also make that final decisions and that is how it will differ from airport to airport.

11/21/2013 7:27:28 AM

Caller indicated that she traveled on November 12th from ABQ airport on Southwest Airlines flight 178. She called yesterday and spoke with an agent at the TCC about an incident that occurred that day around 1344hrs, and was calling back today to provide the flight information. The caller states that her iPhone was stolen in Albuquerque. She was selected for a patdown screening after placing her items into one of the screening bins. The caller states that during her pat down she states that she saw some man, a passenger, go through the line and grabbed her phone and left with it. The caller believes that it is the TSA's fault because of her separation from her item. She filed a report immediately with the airport police and will be filing a tort claim with TSA due to negligence. She provided two reference numbers from airport police in case they were useful: (b)(6) and (b)(6)

Apologized to caller for her experience and loss, and advised that we would forward her complaint to the CSM at ABQ for review to see if any additional assistance can be provided. She states that she understands that she will not get her phone back, but would like some sort of corrective action taken so that passengers are not separated from their property to the point where another traveler can steal an article on the belt and take off.

The caller would like to file a complaint on San Francisco.
The caller stated that there were multiple misunderstanding. The TSA Screener got upset and stomped away from the passenger.
The caller stated that she requested for a Patdown. The caller stated that she always opted out of the machines
The officer told her to follow and the caller followed her. The officer told her to wait a second and the passenger did.
The officer then offered to see if she wanted a private room. The caller stated no.
The officer turned her back and said something. The passenger stated she did not do anything but stand there.
The officer started to walk and then turned around and told the passenger, I told you to follow me. in a stern voice
The caller stated that she then used a Rude Tone in return.
When the passenger got to the area to be patted down, the officer asked if she had any sensitive area she needed to be aware of.
The caller stated, My nipples.
The officer stated, I can not do this, your so immature. You will have to have a different Screener.
The passenger recieved her patdown then requested to file a complaint with the supervisor.

The caller stated that she believes the nipple area was important to tell her since they do touch the breasts with the top part of the hand.

11/21/2013 3:12:55:43 PM The caller stated that there would have never been any issues if the officers direct instructions face to face with people and not turn their backs to them.
The caller stated that at Kennedy, they told her thank you for telling me. when she makes the statement about her nipples.

The caller stated that she has filed a lot of complaints but never against TSA. The caller stated that she does have issues with TSA, but has never been called immature by a officer.A

The caller would like general information about wearing a kelvar vest and also taking pictures of her kid going through screening

Date: 11-12-13
Flight: United 824
Departure: San Francisco to Kennedy
Terminal: 3
Supervisor: (b)(6) Caller told supervisor
TSO: (b)(6)
Checkpoint: Arrived 9:30 pm and 10:00 pm
Description: Purple Skinny Jeans, Ankle Boots Brown lace up, Glasses, Korean, 5 ft 2 in, Orange Jacket with olive green jacket, Shirt Black.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/21/2013 1:58:39 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 11/20/2013 9:45 AM Airline & Flight Number : Alaska Airlines 460 Checkpoint/Area of Airport : Checkpoint 5 TSA Employee: (If Known) (b)(6) Comment : I am writing to let you know what a terrible experience I had with TSA at Seatac airport in Seattle. I am a breastfeeding mom and was traveling on business on Wed. November 20th. As I was going through TSA/security checkpoint 5 (approx. 9:45am), I was following protocol, and had all of my items in bins to be x-rayed and declared my bottles of breastmilk. I asked that they be hand inspected, as breastmilk should not go through the x-ray machine. After I walked through, I was stopped and held back by an extremely rude agent named (b)(6) (b)(6) would not let me stay with my breastmilk, and insisted that someone pull me aside for a full body pat down and search of all of my carry-on belongings. I asked her why this was necessary, and she would not say why. Another TSA agent even questioned why this was necessary, and she just said "she needs to be searched because she exceeded the liquid allowance". Being a working mom to a 7-month old baby is challenging. Keeping up with breastfeeding is even more challenging. especially when traveling for work. Your TSA agent, (b)(6) made matters even worse.

11/21/2013 3:4:05:14 PM Please confirm if it is standard protocol to thoroughly search breastfeeding moms, including full pat down and rifling through all of their belongings, solely because they declared breastmilk. Seatac airport (b)(6) is the first place I've encountered this treatment. I regularly travel for work, and want to be sure I'm aware of the proper protocol for the future. (I have not had any issues at other airports such as LAX, LAS or PDX thus far. Only SEA with this particular agent, (b)(6) at checkpoint 5). If this is NOT protocol, please speak with and re-train (b)(6). If this IS in fact protocol, I want you to know how ridiculous and offensive it is. What a horrible way to treat new moms who are doing everything possible to provide the very best for their young babies.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number :
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

11/21/2013 3:4:29:00 PM mnelson took over call: Caller stated her daughter has a brain injury and has a metal implant so she cannot go through the metal detector, she signed her daughter up through the pre-check program so she could get through screening faster. Caller stated she was rudely advised by the TSO at the checkpoint that because she has to opt out for a patdown she cannot go through the pre-check line. Caller is upset because this line is shorter and she had to wait a long time for a female to perform the patdown.
I advised caller this is the process for opting out of the WTMD pre-check or not. I did advise caller if she feels like she was treated rudely we can send to the CSM at the airport. I placed the agent back on the phone to take additional information. Call was disconnected and was unable to call back because caller refused to give contact number.

Caller flew from FLL on Monday, NOV 18. She has a hip implant and had additional screening. She requested to get a patdown and she was asked to step to the side while she waited on a female TSO to arrive. She waited for almost 20 minutes and during the whole time, they had her luggage completely out of view. She kept asking the officers to call a female officer and the TSO s told her they do not have a phone. She does t feel like this is discrimination based on her disability. Caller wants to complain because her luggage was out of sight and because she had to wait so long to get a female for a patdown.

Advised,

11/21/2013 10:22:29 PM Airport: FLL
Airline: Delta
Flight Number:
Date and Time of Flight: Nov 18. she came through the checkpoint around 12:15 PM
Baggage Tag Number: NA
Description of Luggage: she was wearing blue jeans, a nylon jacket, black leather shoes before she removed them, she was carrying her purse also.
NOI: NA
Anything on NOI: NA
Location: she went through the checkpoint that led to Gate D7
Contact Info: (b)(6)

I advised caller I will be sending the complaint to the CSM at FLL.

Dear sir:

11/22/2013 8:13:26 AM I recently flew from Ft. Lauderdale airport on Monday Nov 18. I have a hip implant and needed to be screened further. I requested a pat down as I do not want to subject myself to additional screening and tests. I had to wait 20 minutes to get a female to do the pat down! I was told that no one had a phone to call for a female and all they did was to shout out "Female Assist". I was asked to stand in the area aside from the area where my carryon bag and hand bag were placed. Neither of them was in my view while I waited for 20 minutes! I know that is a big No No at airports as we are always advised to keep bags in sight! I feel that it was inhuman to make me wait that long without being able to see my bags.

I have never been treated this way and I have traveled in other states and other countries.

sincerely,

(b)(6)

Caller flew last week, she had to go through the TSA checkpoints 3 different times. Every time that she went through one she was pulled aside and given additional screening and patdowns. She said that there was a symbol on her boarding pass that her husband did not have that she suspects meant that she had to be screened.

11/22/2013 3:29:59 PM Advised Caller: TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. TSA also selects passengers and their property at random for enhanced security screening.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail or by e-mail at Trip@dhs.gov. Caller stated that she would rather apply online than by mail. Did not give address.

Feedback Type : Civil Rights/Liberties

Categories : Parental Status; Marital Status Current Date/Time : 11/22/2013 7:47:03 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 11/14/2013 8:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) : Last name similar to "Cibola"; Comment : I was serving as a pat-down witness for my travel companion who had opted-out of full-body scanner. Ofc (last name similar to (b)(6)) asked travelling companion if she was pregnant after patting down the belly area. This was interpreted to be a targeted insult, serving as retaliation for opting out of the program. Further, this was interpreted to be a medical request pertaining to marital and/or parental status, in violation of a protected class and/or private medical records.

11/22/2013 8:04:01 PM Supervisor indicated that the question may have been intended to prevent too much pressure being applied during the pat-down, but this portion of the pat-down had already been completed by the time the questioning took place.

Willful retaliation for the proper and peaceful exercise of TSA-granted rights must not be tolerated. Violations of medical records must not be tolerated. Violations of protected classes of persons must not be tolerated.

Please note that this was not the first difficulty experienced at BWI pertaining to retaliation against an opt-out. During another flight, Ofc (b)(6) was observed encouraging excessive delay while TSA was retrieving an opt-out customer (same customer and witness as in the complaint). Any efforts you can take to prevent such systematic retaliation in the future would be greatly appreciated.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

11/22/2013 8:04:14 PM
Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/22/2013 6:02:31 PM Airport : MCO - Orlando International Date/Time of Travel : 11/22/13 5:30 PM Airline & Flight Number : Alaska 19L Checkpoint/Area of Airport : security TSA Employee: (If Known) : unknown Comment : Every time I fly I choose to opt out of the imaging machines for a pat down screen. Although this is not normally a problem this experience was incredibly upsetting. When I asked the man to opt out I was met with aggressive pressuring and what felt like mockery. He mentioned the machines are not XRay, which I know. He then asked if I ever use a cell phone, or go to the doctor. I said I do, but would prefer to opt out for personal reasons. After several more attempts at trying to convince me he finally gave up. He then harassed my travel partner in the same way. Once it was made aware that he would have to do the pat down himself he was outwardly rude, aggressive, and unprofessional. I have no issue opting out, but once someone has exercised their right to do so they should not be punished and openly mocked for their decision.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

11/22/2013 8:04:16 PM
Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/22/2013 6:02:23 PM Airport : MCO - Orlando International Date/Time of Travel : 11/22/2013 5:00 PM Airline & Flight Number : Alaska 19 Checkpoint/Area of Airport : passenger screening TSA Employee: (If Known) : older black man - seemed like a manager Comment : When choosing to opt out of AIT, I was harassed for my choice and publicly humiliated in front of other passengers. The TSA employee repeatedly questioned my reasons for opting out and attempted to bully me into the AIT machine. When I still would not consent to the AIT machine he gave me a very invasive and rough pat down. I have opted out every time I've flown and never had this terrible of an experience.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller wanted information about going through screening. The caller went through screening at SMF and saw someone go through with her sweater and shoes on and she wanted to know how that lady did this. The caller was told it is at the TSO discretion whether or not they want someone to remove their sweater. The caller stated that she thinks screening should be more consistent across the board. The caller stated that she usually opts out of the AIT and usually gets a patdown. The caller stated that she does not have a problem following the rules but wanted to give her feed back about screening being consistent. The caller stated that she always is asked to take off her sweater or over shirt even if it is not bulky but constantly sees others going through with thicker garments on than her. The caller stated that she has had to strip down basically to a tank top and that its not fair that others get to go through with think bulky clothing on.

11/23/2013 11:52:47 AM
Airport- SMF
Airline- Southwest
Flight Number- 2356
Date - 11 23 2013
Terminal- 6
Gate- 19
Email- (b)(6)
Phone Number- (b)(6)

The caller was advised:

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts.

TSA works hard to achieve consistency in the security training process.

The caller was advised that I would forward her complaint over to the CSM of SMF.

11/23/2013 1:09:08 PM
Going through screening today at SMF I opted out so had to have the full pat down. I watched another woman just walk through with her bulky sweater on. Why is this? I have never been allowed to go through with a sweater, jacket, etc on and in fact usually we are told "All sweaters and jackets must be removed". When I asked about this I was told it is up to the agent's discretion and if the sweater isn't bulky you can keep it on. It seems to me that there are not consistent policies for passengers within TSA. I would not have as much of a problem with screening if the rules made sense. But when one person gets to go through with a sweater, not be x-rayed or patted down and I have to be patted down regularly despite following all the rules, I have a problem. If you could give me an explanation I would appreciate it.
Thank you,
(b)(6)

November 23, 2013

Greetings,

Recently, my young adult/student got a pump to better treat her type 1 diabetes of almost 10 years. She works at a restaurant in MSP terminal #2. Because the pump is an intricate electronic device, where its accuracy and precision are essential to her health and well-being, it cannot be exposed to body scans and x-rays. Each day she has then been subjected to humiliating and invasive pat-downs (between her breasts and butt cheeks—really!?). On Wednesday, she was frustrated—her pump was out and visible, but the TSA agent got vindictive, made her go into a private screening area, where she did NOT explain what she was doing, did NOT have another person present. She roughly patted her down. In the process the agent dislodged the fine cannula (plastic needle) that gives the insulin subcutaneously. The sassy TSA agent suggested that she get another job. She went to work in tears and then, proceeded to work for over an hour without any insulin. She predictably got elevated blood sugars until someone came in to relieve her so that she could come home—missing most of a day's shift and the related wages that she counts on.

11/23/201
3 5:11:01
PM

This kind of treatment is humiliating and demeaning. A life of insulin-dependent diabetes is extremely difficult and taxing as a person has to estimate activity, stress, carbohydrate intakes, while completing cares, such as blood glucose checks, calculating insulin delivery into their hourly activities. They live as normally as possible, but there is nothing normal about all that has to be done and done well.

Most of my experience has been with kind and professional agents, so perhaps better training and supervision would have been in order here. Your service to keeping our skies as safe as possible is necessary and appreciated. However, please exam your procedures and treatment of those with insulin pumps and continuous blood glucose monitoring systems for the sake of the diabetic community who travel and work beyond those TSA barriers.

Sincerely,

(b)(6)

(more importantly, pissed-off mama-bear)

Caller stated he wanted to talk to someone about the way he was treated at the check point San Francisco. Caller did not want to talk to me unless I was the correct person to take the complaint. He was stated he needed to talk to ASA. I could not understand what he was talking about. Asked more questions how he was treated. He stated he felt he was neglected. They was not busy. He had to wait a long time for a person to come and do his pat down of the same gender. He stated he had to wait 30 minutes.

11/24/201
3 4:07:09
PM

Put caller on hold and asked (b)(6) what to do. He told me to do call as ODPO. Advised caller, caller did not want me to take the complaint. He wanted to call back tomorrow and speak to someone who does ODPO all the time. I tried to assure him I could take the call and refer it. But he insisted he call back.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/24/2013 6:03:59 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Airport - LAX
Terminal - 7
Date - 11-23-13
Time - approx. 8:15 to 8:45 AM

11/24/2013 7:16:29 PM

Comments: I found the TSA employees at the terminal listed to be unprofessional, particularly the larger of the two female screeners employed to do additional screenings and pat downs. I have several metal implants, which cause the machine to beep every time I fly. The screening is usually quick, courteous, and while not pleasant, not intrusive. This experience was neither quick nor courteous, was VERY unpleasant and was definitely intrusive.
If you will bear with me, I will compare the procedures I am used to with those followed at LAX. There were people trickling through at the rate of perhaps one or two every two or three minutes.

I was listed as PRE-check on my ticket, but since I do have implants, I required additional screening.
Normal - I step to the side, a female screener is available within 30 seconds, or perhaps a minute if the line is busy.
LAX - I step to the side. The screener at the metal detector calls for a female screener. Two minutes later he calls again. Two minutes later, he calls the team leader of the screeners (who were joking around and paying no attention to the metal detectors. A female screener then comes over, yells at ME for standing "in the wrong place (where I was told to stand). All in all, it took more than 5 minutes to get the attention of the screeners, at a time when the line was far from busy.
Second step - normal - I am asked to stand with my arms out. A wand is run over my body.
LAX - no wand was used.
Normal. - The areas which beep are felt with the palm of the hand. Other areas are lightly patted with the back of the hand.
LAX - All areas of my body were squeezed with the palm, including into my crotch and my breasts.
Normal. - the screener stands so I can see her name badge when checking for chemical residue. (often, there is no check)
LAX - the screener stood so all I could see was the sheriff badge. Her name plate was unreadable. I felt too intimidated to ask her name, so I apologize for the incomplete information.
The impression I was left with was that the team leaders didn't give a damn about their customers (who do ultimately pay their salary), and that the woman in particular gets a thrill out of intimidating and bullying her customers.

Feedback Type : Security Issue
Categories : Pat-down
Current Date/Time : 11/24/2013 5:51:41 PM Airport : LGA - LaGuardia Date/Time of Travel :
Airline & Flight Number : B6 1117
Checkpoint/Area of Airport :

11/24/2013 7:16:29 PM

TSA Employee: (If Known) (b)(6) ? (b)(6) Comment : Twice I have been patted down by (b)(6) after opting out of screening from the machine. Both times I have taken my wallet with me to the pat down and the TSA agent did not visually check it.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/25/2013 12:47:41 AM

11/25/2013 8:06:57 AM

Name: Carol (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Nome Airport, Alaska Airlines 141, November 24, 2013, 12:30
Comments: I was pulled aside and given the most violating patdown. I was touched inappropriately. I was on my way to Anchorage for a medical procedure to repair fractured wrist. My wrist was moved in a way that caused severe pain. As this was going on my personnel belongings were being pulled from my bag. Important medical paperwork was flung through the air bringing me to tears. My expensive camera was turned on leaving the battery to deplete. This was a horrifying experience and I hope it will be looked into:}

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 11/25/2013 9:27:11 AM Airport : BOS - Logan International Date/Time of Travel : 11/24/2013 Airline & Flight Number : Jet blue flight 69 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

11/25/2013
10:04:23 AM

Comment : I am a 78 year old man who has difficulty walking, but do not require a wheelchair. When I went to the security checkpoint, I was told, quite rudely, that I had to wait in the regular line. When I went through the checkpoint, I apparently set off an alarm and was subjected to a humiliating experience. The TSA officer talked to me as if I were two years old. He kept asking if I had possessions. My wife, son, and I were traveling together and my wife and I had one bag of which she was in possession at the time. I told the officer that I could not stand for long periods of time. He was, kind enough to get me a chair, but I was then subjected to an invasive pat-down after which the officer said that he must check with his supervisor in order for me to proceed. After a long discussion, I was finally allowed to proceed.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I was at SWF, en route to Aruba, and I have an ankle that is broken so I can't walk at all. The person at the beginning of the TSA line gave me a pass that I didn't need to be checked. I'm 67 years old. My husband was given a pass too. We got to the point where a young girl said, "you're not under 6 or over 75". I responded "true". And she said, so you're over 75. I said no, that's not the statement you made. At that point, someone ripped the pass out of my hand and they gave me a THOROUGH pat down, they went over my leg with the cast three times slowly, she stuck her hand in the waistline of my pants, I had to remove my shoe and it took several minutes, because of the wheelchair. The whole process took 10 agonizing minutes. When I was than being rolled toward my plane, a young woman said she had never seen such disrespect. she said she was TSA, and what happened to me was reprehensible. I am angry.

11/25/2013
3 4:44:13 PM

Sent from my iPad

The caller flew from SAT this morning at 8:50 AM on Delta flight 2428. He is not a novice.

He flies every year on Jet Blue from NY to FL. He knows the deal with his bottle of water and he has never had an issue with this. He wears suspenders that are metal and they have to use a wand. He had a problem in SAT. The machine went off and he was told that he had to be patted down. He says that the man put his hands in his underwear. He thinks that is way beyond. He did put his hand along the top part of his underwear. He was not offered a private screening. He has been in every kind of aircraft and has never had someone do this.

11/25/2013
3 5:57:45 PM

Advised caller:

The patdown procedures may change as different threats come into place they may be revised to be more effective.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

The caller flew from PHX to AUS texas last Tuesday via Southwest Airlines. The caller had TSA Precheck on his boarding pass and was directed to a specific line by TSA. The caller stated that he is 76 and is not required to remove his shoes anyways. The caller stated that the majority of the passengers getting sent over to the TSA Precheck lane were senior citizens. The caller stated that he had metal implants and that the WTMD was the only screening available at the Precheck lane. The caller stated that most of the passengers that were referred over to the TSA Precheck lane had metal implants and set off the alarm. The caller stated that it was at least a 15 minute wait for patdowns due to the WTMD alarms. The caller wanted to know why the passengers including his self were referred over to the line that only had a WTMD. The caller stated that they were not allowed out of line to go through the AIT. The caller wanted to know how to present himself to TSA and inform them that he would like to opt out of the WTMS and opt in for the AIT. The caller stated that the traveling public is scared to make any comments to TSA, in fear of being taken to a room and missing their flights. The caller stated that it is a problem when American citizens fear what TSA will inconvenience them with. The caller stated that he does not feel as though senior citizens should be referred to WTMD only when most will alarm it. The caller stated that there was only 1 AIT available at PHXs Southwest Terminal. The caller stated that he hoped that this was being recorded and noted so that someone will be notified.

The caller was advised that TSA Precheck is optional.

11/25/2013
3 8:09:59 PM

The caller was advised that passengers always have the option to opt out of the WTMD but are unable to request the WTMD.

The caller was advised that we allow passengers to opt out for a patdown or the AIT if they wished to do so.

The caller was informed that Southwest is new to TSA Precheck and that some airlines select passengers at random against TSA secure flight information and may allow them to use TSA Precheck.

The caller was advised to inform the TSO before screening begins that he has metal implants and that he would like to use the AIT.

The caller was advised that we would forward a copy of this complaint over to the CSM of PHX.

The caller was advised that a lot of passengers want to use precheck for its expedited benefits, but it is not required.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/25/2013 8:52:55 PM Airport : OGG - Kahului Date/Time of Travel : 11/22/2013 Airline & Flight Number : United -to San Francisco 10:30 Checkpoint/Area of Airport : Tsa security check in air terminal entrance TSA Employee: (If Known) :

11/25/2013
9:05:44 PM

Comment : To whom it may effect ,my wife and I have a major complaint. We were treated like shit in the airport Maui Hawaii .we told the asshole agents we both had replacement hips 3!!!! Times, made us go the detector 3 times,then the shirt hole agent kept insisting I empty my pockets, never once even attempted to use a wand on me. I'm pased pissedoff!!!!!! , then the shitass started groping us. me twice!!!, then the ass wanted to look at my saddles again?. do you breed shit in the sewer to be airport security officers,born stupid ,teach them that!!!. The agents then threw the contence of our baggage all over two plastic containers, which broke a watch and other items. Then he rudely tells me you need to get get bags out of the way now with it all screwed up, after surviving the NAM you treat me and my wife like, you degenerate low life and fu/2!!!!.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Passenger Name: (b)(6)

Cell#: (b)(6)

Home: (b)(6)

Mailing Address:

(b)(6) Minneapolis, MN 55407

Email: HYPERLINK (b)(6)

11/25/2013 Are you filling in this complaint form on behalf of another individual? If yes please provide your information.

3
10:10:02 PM

Name: (b)(6)

Cell#: (b)(6)

Home: (b)(6)

Mailing Address: (b)(6) Minneapolis MN

My young adult daughter recently got an insulin pump to better treat her type 1` diabetes of almost ten years. She works at a restaurant in MSP terminal #2 (Humphrey terminal). Because the pump is an intricate electronic device, where accuracy and precision are essential to her health, it cannot be exposed to body scans and x-rays. Each day she has been subjected to pat downs, but on Wednesday November 20th, it was especially rough and humiliating and ended with her pump insertion site being dislodged. She was frustrated with the process and the TSA agent picked up on this, made her go into a private screening area, did not explain the procedure and did not explain that she didn't have to go in there and that she could have another person present. The fine cannula that is inserted subcutaneously got dislodged. The sassy TSA agent told her that she should get another job. She went to work in tears, proceeded to work for over an hour without insulin waiting for another person to

11/26/2013
11:57:22 AM
she was flying out of LAX and was told Precheck means nothing and she would have to go through traditional screening. She arrived in a wheelchair and two different supervisors told her Precheck was ignored at LAX. When I asked her if she felt like she was targeted because she was in a wheelchair she said she didn't think it would have mattered if she had had two good legs. Finally someone apologized to the operator of the wheelchair but no one ever apologized to her. I explained that we do not have any information on expedited screening for travelers in wheelchairs but usually if travelers will inform the TSO of their capabilities they can go through the WTMD is they can do so on their own or can go through the AJT if they can hold their hands over their head for 5-7 seconds. But if they cannot perform these two functions they would have to go through a patdown. Caller stated she was not required to go through a patdown when she left the country and I explained that TSA does incorporate a random function in the screening process and no one is guaranteed to get expedited screening all the time. Conferred with (b)(6) and gave caller the CSM contact information explaining that she was in the airport and could possibly better inform caller of LAX SOP's in this matter.

11/26/2013 Feedback Type : Complaint

3
12:16:44 PM Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/26/2013 9:58:45 AM Airport : EWR - Newark International Date/Time of Travel : 11/25/2013 2:00 PM Airline & Flight Number : Jet blue Checkpoint/Area of Airport : Security point one floor from air train TSA Employee: (If Known) :

Comment : Rudeness, humiliating pat down Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller and wife travel frequently. Caller said his wife has an artificial knee. Caller said everytime she comes through, she has a full body patdown and this upsets the callers wife so much that she doesn't want to travel anymore. Caller asked if she could get a card that would exempt her from this patdown. Caller said she does inform TSA about the knee. Caller said his wife wears an underwire bra. Caller stated that TSA pats down her crotch area and also her breast area. Caller said she has been using the metal detector.

If a passenger has metal implants, she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender.
 - The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
 - A passenger may ask for a chair if he or she needs to sit down.
 - The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
 - A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
- I told the caller she cannot be exempted from the screening.

TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I told the caller his wife should request the AIT if available. I also advised him to have her not wear an underwire bra to avoid having an alarm.

Disability Description: Caller has a heart monitor.

Information Request: She asked how to go through screening. The monitor is attached to her belt and she has electrodes on her.

Response Details: Passengers who have medical devices attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I emailed the information to her.

11/26/201
3 3:01:58
PM

11/26/201
3 3:21:11
PM

Caller flew from Juneau AK as an on duty flight crew member with Empire Airlines. He states that despite being a crew member, he was not allowed to bring his usual LGAs and was required to go through the AIT unit and to have a patdown. He says that he took a picture of himself being patted down. He has a SIDA for Anchorage and is part of the 12.5 security program. He says that he went through security at about 9:30 am today and his flight was later cancelled due to weather. He says that he has not been treated like this at other airports.

Advised caller:

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

11/26/201
3 4:42:47
PM

Flight information:
Flight Path: Juneau to Sitka AK
Flight date time: 11 26 10:30 am (cancelled)
Flight #: 62 (cancelled)
Airline: Alaska Airlines
Airport: Juneau
Gate Terminal: C2
Email: (b)(6)

The caller flew through MCO to HSV with no issues. When the caller returned from HSV to MCO, the caller went through the AIT and did not alarm. The caller stated that her head dress showed on the body scanner and then she had to get a patdown and ETD. The caller stated that she is a Muslim not a terrorist and that she feels very violated and like they only did this because she is Muslim. The caller stated that this did not happen at MCO only HSV.

The caller was advised:

Airport police is separate from TSA and we are only located at the security check point.

11/26/201
3 6:56:15
PM

ETD is a form of TSA Security.

The caller was advised that alarms are resolved by a patdown.

I explained that ETD is used at random and also after self Patdown or when traveling with extra liquids. The caller was advised that TSA uses ETD for different reasons.

TRANSFERRED TO MB AGENT (b)(6)

Informed lady that we have documented the information here and I would need to collect an email so that we can send the RFI to her so that TSA properly has this procedure completed according to law. She gave me her email address, and I told her she should receive the form in 24 hours with instructions.

She said she believed she was discriminated against because of her perceived religion, which is American Muslim

Disability Description: Caller is a passenger who is quadriplegic.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must be in writing and including the following information:

The name and address of the complainant;

The date of the alleged act of discrimination;

A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

11/26/2013 8:26:38 PM

Incident Details: Caller flew on a weekend from SFO. He states that he was in a wheelchair and nobody was available while about 100 to 150 passengers without disabilities went through. He says that he waited for 30 minutes while the female TSO screening him kept trying to get a male TSO for a patdown, but could not get anyone willing to do it. He states that everyone else was moving up without a problem, and the only other person in a wheelchair was an elderly woman who got a female TSO assisting her with a patdown. His middle name is (b)(6)

Flight information:

Flight Path: SFO to Orlando

Flight date time: 10 31 2:09 pm

Flight #: 1023

Airline: United

Airport: SFO

Gate Terminal: 41

Witnesses: the female TSO who kept calling for someone to do the patdown

Email: (b)(6)

Cell phone: (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/27/2013 12:31:00 PM Airport : PHL - Philadelphia International Date/Time of Travel : 11/27/2013 8:00 AM Airline & Flight Number : Air Canada/United 8191 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My daughter phoned me from the airport and she was upset. She said there were "not that many people" at the security checkpoint. She had been ordered out of line to go through the scanner. The attendant rudely shouted "MOVE!". She is blond, slender, tall and attractive with a Nordic last name. Not your usual suspect, and plenty of others were not selected for this personally "invasive" procedure. Be that as it may, you can plead random selection if you wish, but you cannot excuse hiring and dressing people up in a uniform that then feel drunk with power and humiliate and herd passengers around as cattle. This is not a camp in Nazi Germany. We are paying customers who want to appreciate the work you do to keep us safe. If you have not done so, please put name tags on your employees, inform them that they should give their name to a passenger if asked, and tell them they should at all times be gentle and polite ("please move quickly, Miss. Thank you.") Let them know there is a long line of jobless people and if they are rude they will be dismissed. AND DO SO! Yes I do expect not only a reply but that the responsible party be called out, warned, and "re-trained". On the flip side, I would like to add that when I travelled through Philadelphia International in late April of 2012, I elected for the pat-down because I have a medical condition, and I have the highest praise for the kind ladies that helped me at that time. What happened today, however, is unacceptable. My daughter is not a complainer and if this upset her, it was real and something you should correct immediately. I repeat- it was not crowded at the time of the incident. Thank you for your attention.

11/27/2013 1:59:13 PM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

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Remote Client IP: (b)(6)
Date Time: 11/27/2013 3:39:38 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 11-27-2013
Flight AS6700.
San Diego airport commuter terminal.

11/27/201
3 4:06:04
PM

10am...
Comments: Greetings:
My constitutional rights were violated today during a TSA screening when a TSA employee did an unauthorized extensive pat down and fondled my genitals because of unreasonable suspicion and without probable cause. Furthermore, a battery charge can be filed for the employee fondling my genitals which went beyond the procedures.

Furthermore, after the pat down, the employee further detained me as he wanted to do a sniffer test on my wrist and requested I take out the Kleenex.

As I questioned why, this lead to further harassment from the TSA procedures that see it as suspect behavior.

The reason I was initially harassed was because of my innocent questioning: I saw a sign that said I could leave on my shoes and light clothing, so I left my shoes on. Afterwards, an agent requested I take off my shoes, so I pointed to the sign. He said the sign did not apply to me because I was not "prescreened.". He immediately flagged me as a suspect.

Although TSA is meant to protect the USA from harm, they have become the harmers.

Hence, My constitutional rights were violated today during a TSA screening when a TSA employee did an unauthorized extensive pat down and fondled my genitals because of unreasonable suspicion and without probable cause. Furthermore, a battery charge can be filed for the employee fondling my genitals which went beyond the procedures.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 11/28/2013 5:56:01 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 11/08/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) : (b)(6)

11/28/201
3 7:05:20
PM

Comment : Agent's behavior was disrespectful and inappropriate during patdown. He was intentionally rough in the area where I had informed him I was injured, grabbed my groin area far more than any other TSA patdown I've ever had, was needlessly hard on bags when moving them around, and intentionally slowed his pace when I informed I was in a hurry to catch a flight. Completely unprofessional and offensive.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am absolutely amazed at how inconsistent TSA is related to the pre-check process. I've recently travelled to Minneapolis and New York with returns to Boston the past few weeks. The frustration felt due to these inconsistencies are avoidable.

Traveling from Minneapolis to Boston I had a stopover at Reagan. This required me to leave one secure US Air facility to head down to the US Air Shuttle terminal. Arriving at the security checkpoint I looked for the TSA Pre-check line. Upon finding it, the line was closed. I inquired why and was informed it was closed for the day. This required me to remove 3 laptops that I was transporting from our Minneapolis office to Boston from my carryon luggage. No easy task considering I wrapped them in clothing to eliminate the risk of damage. The additional removal of shoes, jacket, belt, jewelry etc. was also required. I typically have any items that are to be removed already off and in my backpack to avoid delays.

My second experience was this past Tuesday at LaGuardia. Same situation, pre-check was closed at the Delta security check. Same situation, but I was handed an expedited card that had different requirements than were in place at Washington and Boston. This resulted in my holding up the line to the x-ray machine as I was forced to quickly remove items that were allowed at Boston.

11/29/2011
3 4:07:09 PM

- So there are 2 primary questions
1. Why do they close the pre-check line? Are there certain hours that Pre-checked flyers travel? In each case the line was "closed already" there were numerous other pre-checked flyers at the gate.
 2. Why the inconsistencies in procedures? Boston I was allowed to keep shoes on, belt on, jewelry on, laptops in baggage. NYC, belt off, jacket off, laptops out, jewelry off. Reagan, laptops out, shoes on, jacket off.

In each case the pre-check line was closed, there were 8-12 TSA agents standing around talking to each other. These individual agents were not taking part of any pre-screening, pat downs or luggage checks. Simply standing around taking no part in any security measures.

And one other issue, why on Tuesday 11/26 was there only 1 checkpoint open for US Air and Delta terminal. Total chaos, pre-screeners didn't seem to know what lines to direct people to. And the crowds were chaotic as the lack of control was scary. If the screeners and agents cannot provide direction without screaming at individuals, they should find alternative employment. And again, numerous agents standing around shooting the breeze with each other.

Please let me know how to contact the supervisor of (b)(6) a security staff member who works in the jet blue building at JFK in NY. I requested a pat down and she came to the gate and opened it for me to enter. As I walked through she yelled in a loud, nasty tone, from behind me, Follow me!! I told her that there was no reason to give me an attitude. She did not apologize. She continued in her rude manner so I asked her name and she ignored me. Finally she called over a supervisor who gave me her name.

(b)(6) behavior reflected very poorly on your organization. She acted as though she hates her job and if that is the case, I would imagine there are plenty of people out there who would be grateful for it, and willing to be minimally pleasant to the public.

Please email me the head of personnel at JFK's Jet Blue terminal so that I may lodge my complaint, or feel free to send it directly. I would appreciate a response to this email.

Thank you,

11/29/2011
3 4:07:14 PM

(b)(6)

Sent from my iPad

The caller wanted to know if passengers could still opt out of the AIT, as his wives request to be screened by a patdown was refused by the male TSO conducting her screening. In fact, she was informed by the officer that PHX does not conduct patdowns, and she had to undergo screening by AIT. The caller wanted to know if this was true, and also wanted to file a complaint against the TSO.

Flight Information:

Date and Time of Flight: November 29, 2013.

Departure Airport: PHX

Airline: The caller did not have this information.

Flight Number: The caller did not have this information.

11/29/201 Terminal and Gate Number: 4

3 8:17:14 Description of TSO: The caller did not have this information.

PM Time of Incident: Between 9:00 and 10:00 AM

Advised Caller:

Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

On October 10th 2013 at 11am we were going through TSA check point to take AA to ORD from Chattanooga airport that the TSA held us up more than they should have. I had my 4 year old son and my 9 month old daughter and we were off to Greece for vacation.

I had my daughters milk, formula and one food jar (3 oz) in her diaper bag. The TSA stopped us, ran everything through the X-ray machine and all the bottles and jars of liquid individually again.

After that the TSA agent told me that the mom would now have to get a pat down search done as the food jar was 3 oz. I argued with her that I have travelled a lot with my son and daughter previously and there are no such restrictions.

11/30/201

3 9:38:08

AM

Then the last TSA gave me such an intrusive pat down search in front of the rest of the passerby's that I was very embarrassed and even complained to the manager who said nothing to her employees. Now I'm finally back in States and would like to lodge and formal complain.

(b)(6)

Sent from my iPhone

I am following up on an incident that I reported on 30 Aug at DIA. I was harassed by a TSO and Supervisor (b)(6). The TSO singled me out and (b)(6) subjected me to a full patdown for no reason. I received an email from TSA on 3 September acknowledging my complaint but have heard nothing since. I would like to know the status of the complaint.
Thank you.

(b)(6)

(b)(6)

On Sep 3, 2013 2:10 AM, "TSA-ContactCenter" <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov> wrote:

11/30/2011
3 9:38:20
AM

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer. The Contact Center's frequently asked questions <<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public. If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the HYPERLINK "<http://www.tsa.gov>" / www.tsa.gov homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags. The Travelers <<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

The caller is 63 years old and has had two hip replacements. She says that she shows the card (a card her doctor has made out for her discussing the hip replacements) to the agents and she says they do not care and made her go through a patdown. She does not want to go through a patdown because it was a humiliating experience. She flies regularly on Virgin America, AA, and Delta. She said that the event took place at LAX and she flies frequently to the east coast to visit her mother. She wants to know if there is any way she can guarantee that she will never have to go through a patdown again. She heard about a program where she can be fingerprinted and get the precheck on her boarding pass and she will not have to go through additional screening because she will be precheck. The caller complained about the patdown during most of the call. The caller states that she was offered a private screening but declined.

I asked the caller if she was groped or sexually touched in any inappropriate ways and she described that the officer used the back of her hand and got near her female parts. There was nothing that the caller described that was out of the ordinary of a patdown and she never answered yes to the question if she believed she was groped or touched inappropriately.

I advised the caller that Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. I told the caller that there is no way to ever guarantee that a patdown will never be conducted on any passenger. We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

11/30/201
3 2:34:28
PM

I advised the caller that There are two primary ways to be considered eligible for TSA PreU2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA PreU2713™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA PreU2713™ participant when submitting a passenger's reservation information to TSA.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA PreU2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA PreU2713™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

To check enrollment status, airline frequent flyers should contact their airline's customer service to verify that they are "opted in." For CBP Trusted Traveler program participants, travelers should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA PreU2713™ benefits. Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card.

It is important to remember, that even if a passenger opts in for TSA PreU2713™ with their airline or includes their CBP trusted traveler information when booking a flight, TSA PreU2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

3. You still continue to avoid answering real questions. In regards to the second email you replied

"Specifically, you felt that the ID you presented should have been accepted."

That's where the question about tsa inconsistency comes into play. Later in your email you state that an airline id is proper id so apparently TSA agrees that my id should be accepted. So when will you explain TSA's inconsistency in training or reason for the lack of knowledge that many tsa screeners have? What changes when I tell a screener that my blue jeans are a uniform making my id suddenly acceptable? Another question is this- when receiving a pat down the screener asks me to face my belongings to keep an eye on them. Why is it suddenly important to watch my things? When I send my items through the X-ray they sit on the other side out of view for several minutes because it seems I am being made to wait several minutes as punishment for opting out. During the wait, the security of my items seems unimportant because the tsa make me aware that doing their job is inconvenient for them because I opted out.

2. The cut and paste response I received to the email below neither answered the question or addressed the issue. On one hand your response says that a screener can ask for more id and in the same response you say that a valid airline id is adequate. That's talking out both sides of your mouth as the screeners representing tsa do. One day my id isn't questioned, the next day I'm told it's not good enough. One airport has no problem with it and the next airport questions me several times about it. This is yet another question that my email asked and your response did not answer. Why are the screeners representing Tsa so inconsistent? Why after all this time does your agency fail repeatedly at disseminating information and getting some resemblance of uniformity? Please in your next response, answer my questions brought up in the original email as well as the additional ones I posed in response to your lack of a response.

11/30/201
3 3:16:15
PM

Looking forward to a response that answers questions...

1. TSA.gov says an airline ID. Why do many agents tell me it's not valid without a date on it? Your site makes no mention of a date. It's the way my airline issues id badges now. Tonight in ATL I was told that I have to have alternate ID because I was not in uniform. I was wearing a button up shirt and jeans. When I told the tsa agent that it is my uniform, they responded with "that will do" and accepted my ID.

Sent from my iPhone

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/30/2013 5:06:25 PM Airport : PHL - Philadelphia International Date/Time of Travel : 11/30/2013 6:00 PM Airline & Flight Number : Delta dl754 Checkpoint/Area of Airport : tsa secondary TSA Employee: (If Known) (b)(6) Comment : Upon answering screening questions, I answered no to any liquids, as I was truly unaware that a relative had packed a lunch in our bag. (b)(6) accused me of lying called his supervisor and started a pattern of deliberate overly officiousness that culminated with a physical pat down. This man and his alleged "supervisor" enjoyed harassing a military man in front of his 4 year old son.

11/30/2013 6:08:24 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/1/2013 8:59:56 AM Airport : HPN - Westchester County Date/Time of Travel : 12/01/2013 8:45 AM Airline & Flight Number : Delta 5179 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : Supervising Officer (b)(6) Comment : I travel 20 to 30 weeks a year, therefore automatically get TSA pre benefits. I am a chef and occasionally have to travel with knives, which I check. Today, I forgot to check my bag with my work knives -- which is not the first time I have done so. In the past, the TSA agents have always been understanding and immediately escort me back to the check in counter so I can check my bag. Today was different.

When the bag scanned and showed my knives, Supervising Officer (b)(6) treated me like a criminal, even to the dismay of other TSA officers, two of whom felt she was being over zealous. Judging by their reaction to her, this is likely not the first time she's gone overboard. She was not unpleasant, but ordered a full pat-down, seized my knives, took photos of them, and called the local police to run a background check on me -- irregardless of my extensive travel history, TSA pre-status, and the fact that I had food and chef coats in my bag.

As stated earlier, this has happened to me at both LaGuardia and JFK, and both times the officers on duty escorted my back to check in to check my bag, then expedited me back through security. I never missed my flight -- until today. Supervising Officer (b)(6) clearly enjoys displaying her authority, both to the detriment of the travelers who make her salary possible, and clearly to some of the other officers whose rolling eyes and body language made it apparent that I am not the only passenger that has experienced her tendency toward over-zealousness.

12/1/2013 9:33:49 AM

I do appreciate safety and the intense work necessary to keep everyone safe, but I also know there are common sense approaches to security -- like getting the bag with culinary tools into the belly of the plane. Calling the local police and causing a passenger to miss their flight when there should have been ample time is over-zealous.

As a well-known chef and author, I will be writing about this experience and posting it. We all want to be safe, but have the right to not be treated like a criminal over an honest mistake.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller stated she recently had surgery and was wearing a compression garment.

Response Details: Advised caller the following information:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Once an individual elects to enter a screening location, such as the Walk through Metal Detector or the Advanced Imaging Technology (AIT), screening must be completed before an individual is permitted to leave the screening location.

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process.

If an individual declines screening or refuses to complete the screening process, the individual will not be permitted to enter the sterile area of the airport or to board an aircraft.

Told caller I would send the complaint to the CSM so they would be aware of the issue and could address it.

Advised caller I would send the complaint to the disability department and email the RFI.

Incident Details: Caller said when she was leaving the airport she was told she could file a complaint with TSA. She went through Dallas Love Field a little after 2:00pm yesterday wearing a compression garment. She flew through DFW, on Southwest and did not have these issues. All her luggage cleared at Dallas, but when she went through the machine she alarmed and lit up on both sides. They had to do a patdown which she said was not a problem. She told them to be gentle on her leg because of her surgery and she was wearing a compression garment. The officer patted her down and tested her for explosives which she thought she cleared. She saw the officer pacing back and forth, the officer then said she had to strip search her. Caller asked if she could remove her belt to be screened again in which the officer responded no and the passenger asked if she could wear her shoes to the screening in which she was also told no. Caller stated she did not want to do a strip search and they told her if she did not she would be arrested. A Police officer came and would not arrest her because she was doing nothing wrong and the Police officer said she was really polite. The police officer said he had no jurisdiction there but he was a Dallas Police Officer. Caller asked if she could go back to the restroom and remove her garment, they told her no. Since the passenger would not go through a strip search TSA officers later said they had put her on a list that she could not fly for the entire day and she felt completely violated. She would have preferred to have screening information given to her about compression garments because they would not let her remove it and she did not realize that. She did not get to take that flight and had to make another flight. She said she flies a whole lot and usually when your stuff comes off the conveyor belt that it is cleared, they say grab your belongings and step to the side. They would not let her touch her belongings at Dallas like they do at all other airports. She had plenty of cash and laptops but they would not allow her near it, it made her feel really nervous and violated. She stated it was a larger African American lady and the caller said she was African American too but she was treated very differently. Caller said they never explained the process to her or what they were going to do not once through the entire process.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 12/1/2013 8:03:08 PM Airport : MDW - Chicago Midway Date/Time of Travel : 11/26/2013 8:45 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On 26 Nov @ approx 0840 I was escorted thru the body scanner due to being on crutches by 2 TSA agents (1 black female & 1 white male). The black female TSA agent asked me to hand her the contents from my pockets and I proceeded to hand her my POV keys, green apple chapstick & my US Army issued ID tags. The agent never placed my items in a bucket to my knowledge and after clearing the scanner and pat down I proceeded to receive all of my belongings and the belongings of my wife and 3 children, whom I was traveling with. In the midst of securing my family we departed for our plane to DAL w/o receiving my keys to my POV, chapstick or govt property ID tags. I called TSA once we reached our 1st stop to notify them and was told that the items would be taken to Lost & Found for us to claim upon our return. I received a call the next day from a male (name unknown) stating that they had my items. Upon our return to MDW from DAL I was told that Lost & Found was closed. I called 773-498-[b)(6)] and spoke with a VERY rude and unprofessional gentleman that told me that I "shouldn't have lost my keys" to which I informed him that I did not lose them, I handed them over per guidance from the female TSA agent. After about 5 minutes of being rudely spoken to I asked for supervisor, lead or manager and was told that there was such person. I strongly disagreed and said that someone had to be there that was above him and he placed me on hold and eventually a gentleman by the name of [b)(6)] came on the line and stated that he was the manager. I asked for his employee # or ID information and he said my name is [b)(6)] and that is all you need. I was again spoken to in a very rude and unprofessional manner and do not appreciate that, especially being an active duty member of the US Army and OEF veteran. I explained my situation to [b)(6)] and said that I could not believe that no one was there to man the Lost & Found and to accommodate travelers. Without my keys I told him that my family and I had no way of getting home or getting inside of our house and he was very nonchalant and uncaring. After speaking with [b)(6)] for approximately 10 minutes he told me that there was nothing he could do and no one else that I could speak with about this situation that I truly feel was brought about by TSA. As a result of this, I had to pay \$81 for a shuttle to get my family home to Oswego, IL, pay \$75 for a locksmith to get us into our home and will have to pay additional monies for gas, tolls, additional parking (3 extra days) and a shuttle to get me back to MDW once my items are located. This is only a snapshot into the HORRID treatment that I received at the hands of TSA. I spoke with members of TSA and TDC all to no avail. It appears that no one had an interest in offering any assistance to my family and I with our ordeal, not to mention that we were traveling with 3 small children, ages 10, 5 and 3. I find this to be a travesty and unacceptable. TSA needs to make amends to me for all of the costs that I have had to incur and will incur due to this issue of no one manning Lost & Found although the airport is still open. To me, that is a security issue and security needs to be overseen during all operational hours. I am in the process of notifying every social media outlet that I can of this ordeal and the treatment that my family and I have had to endure. The reason that I was initially directed to the body scanner is because I am wounded and on crutches/wheelchair due to being a uniformed service member.

Would you like a response? : True

Passenger's Name [b)(6)]

Phone Number [b)(6)]

Email [b)(6)]

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

12/1/2013
9:59:59
AM

12/2/2013
8:18:32
AM

Caller flew from EWR to Ft. Myers on Friday, 11-29. Caller is a 70 yr. old female and is in 4th stage colorectal cancer. Before she went through security she stated to the TSO she had medical documentation to provide and was very adamant in presenting the documentation but the TSO didn't even look at it. She has a Titanium Hepatic Pump and at FT. Myers they only had her to pat down her pump and they tested her hands but she wasn't required to remove her shoes, jacket, etc. At EWR she was told to remove shoes, jewelry and she was patted down. There was a heavy set African American lady who stated she wasn't qualified to perform the patdown for the caller but due to how busy they were, she went ahead and did the patdown anyway. She couldn't see her items during the process and if it wasn't for her husband watching her items they would be missing. Caller thinks this is disgusting that someone behind her had a turban on and she was allowed through without any recourse. She thinks it was totally unnecessary for the patdown and hopes it doesn't happen again because she is traveling for treatments frequently to NY. Caller thinks she should get some sort of compensation. thinks she should be moved to first class because of the incident. Caller is grateful that TSA is conscientious, but, still felt embarrassed over the incident and it was totally uncalled for and she hopes this never happens to anyone else. Departed 3:49 PM, arrived at airport 1:30, Flight # UA1299YN, Gate # C83.

12/2/2013 Response:

8:25:13 Apologized to caller and explained she is welcome to provide medical documentation, but, it does not prevent anyone from going through the screening process.

AM Explained it is the discretion of the TSO if a person appears to be 75 or older they may be allowed to leave their shoes on during screening.

Advised if she isn't offered a private area for a patdown she can request anytime during the process.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Advised caller if additional information is required she may be contacted via email.

Questioned caller as to the compensation she is seeking and she mentioned she thinks she should be moved to first class, some type of upgrade.

Explained to caller TSA is responsible for screening all baggage and passengers who board aircraft at our nations airports. No jurisdiction over the aircraft, referred to her airline and explained they have no jurisdiction over the screening process.

Disability Description: Callers son was in a wheelchair for screening.

Response Details: Told caller

I could only help her with her complaint for screening with TSA.

I explained to her that her complaint had two parts to it. The attendant that made her son get out of the wheelchair would have to be handled by her airline, they provide passengers with wheelchairs and part 2 was with screening with TSA.

I told her that passengers can use wheelchairs or crutches for screening but would need to let the officer know before screening starts.

I ask if the officer knew her son needed a wheelchair or crutches, she said they did not have them to use for screening but wanted the officer to recommend her and her son to go through the handicap line for screening or be taken aside, however I

never understood she had ask for either. She said the officer should have been able to see her son could not walk on his foot.

I told her passengers with metal can use the AIT for screening, if there was an alarm during screening they will give a patdown to clear any alarm.

She now has stated once I ask if they even had a wheelchair or crutches to use for screening, she stated they did not have them at the checkpoint.

I could take her complaint on behalf of TSA and send it to the CSM so they could handle her complaint for her.

She would have to handle the complaint for the wheelchair attendant with her airline or the provided number from the first call, she was given the number for Aviation Consumer Protection Division at 202-366-2220.

12/2/2013

12:14:45

PM

Incident Details: Caller has spoke to Southwest. She says her issues are with TSA, Southwest has compensated her. She spoke to someone with TSA last Tuesday and she would get a report within 24 hours, she has not gotten the report. Her son has pins and plates in his ankle, he had surgery on Nov 12th. She says they were stopped at screening instead of using the handicap pass for screening she had to go through the normal screening with out the wheelchair and crutches. She says the wheelchair attendant made her son get out of the wheelchair and go through the normal screening line, she did not know what the wheelchair attendant did with the wheelchair or where the crutches.

She says the officer made her son hop through screening, once he was in the AIT, he was told he could not use the AIT for his screening. She says the officer was told about the metal in her sons body and still had him go through the AIT for screening then said once he was in the AIT he should not use it for screening.

The officer would not allow her son to use the crutches for his screening. She and her son both told the officer about the plate in his leg and could not use it for screening. She says the officer ordered him to not use the crutch for screening. She wants some sort of compensation. Southwest has offered her one way tickets. They declared the metal in her sons body.

They did not have a wheelchair or crutches to use for screening. She told the officer her son wasn't able to walk through for screening and could not use AIT for screening. She wanted the officer to officer them to go to the handicap side for screening, I never understood she ask for the handicap screening.

She says her son was cause pain because of this.

Airport:SFO

Airline: Southwest

Flight number: 323

Date and time: 9:35 AM 11-25-13

Terminal or gate: Gate 28

Items Damaged:

Attn: John s. pistole, administrator

My family and I arrived at O'Hare airport on Saturday, November 30, 2013 about 12:45 pm. Because my husband had a tsa pre-screening on his boarding pass, were able to enter in the first United security entrance for special boarding. My daughter and I had to go through the regular screening area. In Newark, I was given a disability pass because of my replacement knee. I didn't have to remove my shoes and they were tested after I passed thru the machines.

But O'Hare, I had to remove my shoes. I was spoken to roughly and rudely. I have diabetes and wear a V-go which is a small plastic device holding insulin which I can dispense as needed. They tested my palms for explosives. Then a very nasty man said, "what the hell is that?" I explained it was a diabetic device and lifted up my sweater just slightly by the waist so he could seek it. "Don't pick up your shirt," he bellowed causing all the other passengers to stare at me. "What's wrong with you?," he continued, "I never told you to pick up your shirt!" He went away smirking as he retold his coworkers my story.

Some of your TSA employees are drunk with power. On one occasion they did not like the look of my Cpap machine and told me to step back while they ran around looking for cloth to check for explosives. They told me if I took a step forward or tried to touch my machine, they would handcuff me. Recently in Minnesota they claimed they found residue of explosives a I was hustled into a room where I never agreed to go and manhandled with hands stuck in my underpants and all over my body. I had to take off my socks and it was freezing in the room. It didn't matter that it was a woman groping me. The point was that my personal space, body and respect was violated. Never found out what gave the false positive, but I can tell you I never had explosives.

12/2/2013

2:13:51
PM

I was a counselor to 911 families and surviving victims after the attack in 2001, and I certainly don't want to re-experience that awful event. But we are still a free society and should have respect for our citizens.

You need an eduction course for your workers on basic health issues. What does a C-pap look like and do. What is a replacement joint? What is diabetes equipment--needles, pumps, V-gos? I also saw on a recent trip, a frail old man who could not really stand dragged out of his wheelchair to go there the screening.

Many of your employees feel they are fully in charge and enjoy acting like nazis as they complete their duties.

There must be a balance between safety and basic decent treatment. You guys really have to work on the later. I never hear back when I write to you. I hope this time is different, and I am also contacting my senators.

Sincerely,

(b)(6)

Sent from my iPad

Caller s 17 year old daughter went through secondary screening when they returned from Haiti recently. She had SSSS on her boarding pass. One TSO said it was random. Another told them to call DHS about it. At JFK she went through a very invasive and excessive patdown. The TSO s were hostile when speaking to his daughter and wife. When he joined them they back off somewhat.

Airport: JFK

Airline: JetBlue

Flight #: 268

Date and time: 11 27 13 at about 6:00 p.m.

Location: Terminal

12/2/2013

2:48:10
PM

Response:

I told the caller that the SSSS on her boarding pass was a random selection for secondary screening.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

I told the caller to give the CSM a couple days to respond to him about the complaint. If you have not heard from him in 2 to 3 days go ahead and give him a call.

Name (b)(6)

Phone

Disability Description: The caller indicated that she has a pacemaker defibulator.

Response Details: As the caller indicated that she would like information in regard to filing a formal complaint, I advised that I would email the criteria to do so.

I advised that I would also refer the information to the CSM at BOS to make them aware.

I advised that she can always request the assistance of the PSS at the checkpoint who can address concerns and provide assistance through screening. I advised that she can request a TSO Supervisor as well.

Incident Details: The caller indicated that she flew from BOS to MCI on Saturday with Southwest flight 1212 departing at 5:10pm from E1A . She indicated that she had the Precheck indication on her boarding pass. A TSO advised that passengers make her aware if they have an expedited ticket. The caller stepped out of line. The caller advised that TSO that she had a pacemaker defibulator and the TSO acknowledged this.

12/2/2013
5:01:01
PM

The caller was directed to the WTMD by an older female TSO, tall, slender, blond hair, glasses, caucasian). She reiterated that she has a pacemaker and that she normally goes through AIT. The TSO advised that she would be fine. There was an alarm of the WTMD. The TSO advised that it was because of her bracelets and became upset when the caller would not remove them. The caller indicated that the bracelets have never caused an alarm. The TSO (elderly, caucasian, short, stocky, glasses, salt and pepper hair) that conducted the patdown to clear the alarm advised that the caller that she should not have been directed to the WTMD. This TSO (offered to get an EMS for her. The caller indicated that she declined this as the EMS does not have the capability of the checking the pacemaker.

The caller indicated that a Southwest representative at BOS would check into this.

The caller indicated that she felt very scared that the pacemaker would fail. The caller indicated that she submitted a device check via phone to the hospital a few moments ago to make sure that the device is working. She won't receive information until tomorrow.

The caller indicated that if the WTMD had caused the pacemaker to stop, she could have died if she experienced any type of arrhythmia.

(b)(6)

(b)(6)

(b)(6) Waunakee, WI 53597

HYPERLINK (b)(6)

I have been flying out of Dane County WI airport since July of 2012. Beginning in 2013, I have been flying more weeks than not. On many many occasions, I have been told that I need to have a "pat down" due to an area on my body. I, after many trips involving a trigger for a pat down, started to realize it was happening often and the same person was typically the person to give the pat down. I have flown the same amount of times out of many other airports, and have only been told a "pat down" was needed on one occasion. Again, I didn't think much of it but just thought it was odd that it happened to me so much. I was in a conversation with a friend and was telling her about the frequency of the occurrences and we both agreed it was odd that it was always my right breast area that triggered the pat down. In addition to that, I had made a comment that the other thing that was odd was the person performing the majority of them was the same person. She asked for a description and I gave the following: "average frame, dark hair, short buzz cut, very manly stature and honestly looks to be very 'butch'". A few days later, this friend of mind said she needed to talk with me. She had found out that the "lady" that had been patting me down on many many occasions was a transgender and had been leading the life of a man. I, to say the very least, am shocked and appalled to find this out. I believe in sexual equality and don't care what each person chooses to do in his/her life own personal life, but when a person undergoing medical procedures to become one of the opposite sex and he/she then is performing duties at his/her job as the birth sex – I have a problem. I was misled and quite honestly consider myself to have been violated by the TSA. To quote the TSA documentation, "Pat-downs are conducted by an officer of the same gender as presented by the individual at the checkpoint." I consider this complaint to be a very serious issue and would expect to hear from someone regarding it in the very near future.

12/2/2013
6:09:42
PM

When did this happen?

These are the dates I have flown since the first of the year

Flight dates:

1/13/2013 11:12 am 1/21/2013 11:12 am 1/29/2013 6:30 am

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment; Speech

Current Date/Time : 12/2/2013 5:16:02 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/02/2013 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

12/2/2013
6:09:47
PM

Comment : I am a current employee at Austin Airport. Everyday I am simply inconvenienced by TSA going through checkpoint just to get to work. I am okay as long as TSA employees do not use their hands to physically touch me. In today's issue, I went through the metal detector and the alarm went off signalling an extra check, again they usually just wipe my palms for whatever reason and I'm on my way, no big deal. However, this time they asked me for a patdown. I do not consent to any search no matter whom they may be, or what the reason may be. There is just no reason for someone to lay their hands all over your body like that. Anyhow, I asked them for other options and (b)(6) told me, "You can either be searched and head to work, or you can leave." No matter what the consequences would have been for me to miss work, I would have rather of left, so I made my decision to leave rather than be searched. (b)(6) then responded, "You cannot leave without being searched." But you gave me an option first now your going back on your word? I responded, "Sir you can be searched first then leave, or work it doesnt matter what you do after, you must get searched." An Austin Police officer came to the scene to back up (b)(6) and I proceeded with the search with his words (b)(6) was way out of line did not offer any other way to get through. I know my rights and I know I could have just argued more, however, that would have just taken up all my time and nothing would have happened because there is this sense of power with the TSA officers in Austin. Especially (b)(6) this man feels that he owns the airport, he believes he could make me lose my job as he claimed and made threats about doing so. If this is how TSA represents themselves and protects the states, how has this program lasted for so long? How does TSA higher-ups allow such incompetent people run the security program at every airport. This would not of been a problem as long as my rights were not violated. Nor if he had not made any personal remarks about making me lose my job. A job that pays the bills for my family and kids. Why is he the man in charge?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I'm writing to voice my frustrations with the Pre-Check line for the A,B, and C concourses at PDX. The past two times I've traveled through PDX, I've been detained while transiting Pre-Check. I am a Global Entry member, and have undergone an extensive background check by the TSA as part of that program. For the TSA to identify me as needing extra screening seems absurd. The real frustration, however, is that my screenings seem to occur for the same reason. I pass through the metal detector, and it sounds a random beep which tells the agent to check my hands. The machine that tests the hand swabs then indicates that I supposedly have explosives on my hands, so I'm taken into the back room for a pat down and full luggage search. Similar hand checks at other airports do not result in alarms.

12/3/2013
8:22:31
AM

Dates: Monday, 10/7, 6pm (AS 386) AND Monday, 12/2, 6:30pm (AS 379)

While the agents are always accommodating and friendly, I believe there is a flaw in the process by which you identify people for extra screening (random beep). Furthermore, the hand swab machine seems to identify false positives, as my luggage, shoes, and body always check clean in the second search. I might suggest re-calibrating the hand swab machine, but am no expert on the equipment. Perhaps that's the correct course of action. I'd appreciate a response, and am eager to hear what can be done to prevent these unnecessary detainments in the future.

Thank you,

(b)(6)

Caller wants to know why are you seperated from your handbag and your personal belongings.

12/3/2013
8:47:43
AM

Resolution:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Caller said that this does not happen at LGA

Caller flew from Philadelphia to Orlando. She only had a tote. She was alone so the TSO told her to go down a separate line. She said you do not have to take off her jacket or shoes. She alarmed due to a knee implant. She then had to remove the jacket and tote. Her bag went through behind her back while she received a thorough patdown. This was new to her. She went on her way and when she got home she is missing a pair of earrings from her carry on. Her necklace was still there. She had them packed in the bag on the bottom and the bag even zippers on the top to close the tote. She also said the TSO told her that she can use the AIT since she has metal implants.

Airport:Philadelphia

Airline:Southwest

Flight Number:1004

Date and Time:November 29th at about 12:30 pm

Terminal or Gate:E12

12/3/2013 Description of Bag:It is black with turquoise butterflies on it.

9:43:14

AM

I apologized to the caller that she is missing the earrings from her bag. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. I told her she can ask for the AIT if it is available. This reduces the chances of a patdown but never completely eliminates the chances of a patdown.

The caller stated that she had a bad experience with PreCheck in Seattle Tacoma yesterday, 12-02-13, at 10:00 AM at Gate B10 for Southwest Airlines.

She has a metal knee so she was offered the patdown, because they did not have an AIT machine at that line. She was upset because she was not told this prior to entering the line. She stated that she went through the trouble to get PreCheck and felt there should be an AIT machine available and a sign posted. The TSO did take her over to another line and let her use the AIT but she had to have her belongings scanned again and stated it was a waste of time for everyone. She feels the Supervisor,

12/3/2013

11:08:00

AM

(b)(6) was rude because he told her that she is free to be her own advocate and check on it at the beginning of the line.

RESPONSE:

Told her I am sorry she had that experience but am glad they did let her go to the other line and use the AIT.

I will send her complaint to the Customer Support Manager.

Caller has a metal plate in her neck. She is always asked if she has metal in her body. On her last trip from Kansas City to Raleigh she was asked what was in her pocket. She did not have a pocket. She was patted down and tested for explosives. She said that the agent used the palm of her hand. She said that she did not set off an alarm. She said that she watched other passengers who were patted down for 45 minutes. All of the other passengers were seniors. She thinks that she was discriminated against because she is a senior. She flew on Southwest Airlines from Kansas City. On the way home from Raleigh, NC they had a notice of inspection. She had two bags of sand and shells inside of three bags in her luggage. The bags were left open and she had sand in her luggage. She got a patdown in RDU after going through the x-ray. She said that the agent used the back of her hand and tested her for explosives. She wanted to make a complaint.

Airport - RDU
Airline - AirTran
Flight Numbers - 446
Departure Times - 2:26 pm
Arrival Times - She arrived at RDU at approximately 11:21 am
Date And Time of Incident - 11 29 2013
Baggage Tag Numbers - (b)(6)
Description Of Luggage
Color - Black
Style - Soft-sided with wheels
Size - Large
Brand - Does not know
Was There An NOI - Yes
Was Anything On The NOI - No
Location Of Incident
Gate - A24
Terminal - Does not know
Phone Number (b)(6) work and (b)(6) cell
Email (b)(6)
Name Of Actual Person Involved - (b)(6) was the name on the luggage)
I advised her that anytime there is an alarm that alarm must be cleared.
I apologized for the sand in her bag. I advised her that I would forward her record to the CSM at RDU for review.
I transferred her to MB.

The caller stated she is disabled and she is in a wheelchair. The caller said she went through the checkpoint at ATL and her experience was completely horrible. The caller said she had TSA Pre-Check on her flight to ATL but when she flew out of ATL she was not selected. The caller said she had TSA Pre-Check on her boarding pass. The caller said she went through the checkpoint and she asked the TSO about the expedited screening and the TSO simply stated that it is just paperwork. The caller said she arrived at ATL on 11 30 2013 at 12:30pm. The caller stated she was flying on Delta Airlines. The caller said she had to wait for 1 hour because the TSO s were performing the pat-down on every individual in the line at the checkpoint.

I told the caller passenger s are randomly selected for TSA Pre-Check. The caller stated that the screening was not random. The caller stated the officer s were disregarding the expedited screening process. I told the caller we monitor the number and nature of complaints to track trends. I told the caller we want to see if there are certain screener s or screener teams that are subject to repeated complaints.

Just a comment regarding my most recent flight out of Appleton WI on November 26, 2013

I fly approximately 75,000 miles a year to many US and International airports.

I am 67 years old and observe how TSA folks conduct their inspections.

Point being at my most recent trip this is what took place:

First stop was to check my ticket and ID. No problem the TSA employee was very professional and cordial.

Over to the belt where I placed my backpack (carried with me over the last 5 years) and assorted other items in the plastic tub.

Walked through the metal detector not the x-ray machine. No alarms. I got the "special pass" because I was TSA "pre screened".

12/3/2013 2:19:28 PM Now the problem begins: The belt x-ray screener pulled my backpack out so it could be checked by another screener. Never stated exactly what they were looking for. After thoroughly going through my backpack it was re-screened. This occurred 2 more times. Finally, after another search of my backpack it was determined the problem was some loose change. Which in all of my travels has never been an issue at any airport.

Then I guess the screener decided to make an additional check my backpack and "wiped my backpack down". Again no explanation as to what was going on. She then took the wiping pad to a machine not visible to me and made a statement that the wipe was either a "strike or line" to show up on the machine.

This then prompted a complete "pat down" by a male TSA employee. Even though I went through the metal detector.

I am sure this situation is repeated all over the US on a daily basis. The check in/screening process at ATW that I went through was a waste of my time but I did not complain or confront the TSA screeners. I am sure they enjoyed their time hassling a "TSA pre screened traveler".

There appears to be a lot of room for improvement.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/3/2013 2:43:34 PM Airport : PHL - Philadelphia International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

12/3/2013 4:11:21 PM TSA Employee: (If Known) :

Comment : I have an artificial knee and I am certified TSA Precheck/Global Entry but TSA precheck is many times worthless as many gates only have xray machines and my knee sets it off. I tell them in advance and have a card from the implant manufacturer, but I still have to remove my shoes and have a full body pat down with swabbing of my luggage and hands defeating any time saving purpose. Anything I can do?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/3/2013 5:16:24 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/03/2013 5:00 PM Airline & Flight Number : DL442 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :

12/3/2013 6:04:43 PM Comment : I have a pacemaker and cannot use the metal detector. However in the pre check lane there are only metal detectors - so I am subject to a pat down. There should be a way through the pre check lane to access the advanced screening machines.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Tuesday, December 03, 2013 4:49 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/3/2013 4:49:09 PM

12/3/2013
6:05:04
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Unreasonable security screening

Comments:

I was unreasonably searched and detained yesterday at Denver International Airport. I have a very rare, painful neurological condition named small fiber neuropathy. Unfortunately, I didn't know about your pre-flight procedures for disabled people until The caller said she flew from Charlotte to Cleveland and her checked baggage was inspected by TSA. The caller said she was upset when she discovered she had a NOI in her checked baggage. The caller stated the NOI had Mill RQ 12/03/13 16:58 written on it. The caller wanted to know if the officer s keep a record of the bags that they check. The caller wanted to know why her checked bag was inspected. The caller said she was upset when she found the NOI in her checked bag.

12/4/2013
1:59:51
PM

I told the caller all baggage is required by law to be screened. I told the caller passenger s baggage can be randomly selected for inspection. I told the caller the officer s will leave a NOI in the bag with a timestamp. I told the caller sometimes food items may cause an alarm. I told the caller books and magazine may sometime appear as anomalies and the officer s would have to open the bag and do a physical inspection of the bag. I told the caller even a person is subject to go through additional screening. I told the caller a passenger may even have to receive a pat-down after going through AIT or the metal detector. I told the caller the officer s do the same thing if a bag alarms. I told the caller I do not know why her bag was selected for additional screening.

Disability Description: The caller uses a wheel chair.

Response Details: The caller was advised that typically and according to the information available at the TCC TSA Cares Private screening is optional for passengers.

I apologized to the caller that she was not satisfied with her experience. I explained to the caller that this typically is not required of passengers and that I was unsure as to why in this situation the policy was different.

I advised the caller that I would forward a copy of this complaint to the CSM at DCA to make them aware of this situation and dissatisfaction.

I informed the caller that if a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

PSS are available to assist passengers while at the checkpoint.

Upon contacting the caller back, She stated that she did not feel like this was discrimination and that she was unsure if the change was because of her disability or not, she only wanted to know the policy for optional private screening.

I informed the caller at this point that we would forward it to the appropriate offices for review.

12/4/2013
4:44:19
PM

Incident Details: Itinerary:

Airport- DCA to DTW

Airline-Delta

Flight Number- 1545

Date and Time of Incident- 12 03 2013 Late Evening at DCA screening Landed at 11:00 p.m at DTW.

Terminal- N A

Gate- N A

TSO Description- Both were heavy Set Woman one Caucasian and one darker complected.

Email (b)(6)

Phone Number (b)(6)

Complaint.

The caller frequently travels and 1 out of 5 times she alarms at least once and sometimes twice when it comes to the ETD Test due to her personal wheelchair. On one occasion when she alarm ETD twice TSA had a specific explosive team come speak with her.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 12/4/2013 5:31:58 PM

12/5/2013
9:21:46
AM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1648 southwest, terminal b

Ft myers fl, gate. B2

Comments: TSA agent Thorpe at Ft Myers Florida on Wednesday, December 4th 2013 at 4:50 p.m. Eastern Standard Time was very abrupt and kept cutting me off mid sentence as it was trying to speak. I'm at the airport about every week and request an opt out for a pat down because of this. Very rude and bad attitude.

Caller was calling on behalf of her father who had to remove his shoes at the security screening checkpoint. He is 87 and had nothing to balance or hold onto while removing his shoes. He expressed to the TSO that he thought a policy was in place to allow him to keep his shoes on. They asked him to remove the shoes anyway. The caller is upset because she thought anyone of that age could participate in the expedited screening. The caller, his daughter wanted to know when the policy was started exactly? She wanted to prevent this from happening again and asked for a supervisor at the airport.

Advised:

I apologized that her father had experienced this incident and explained that maybe an alarm was alerted and that is why the shoes had to be removed.

The caller stated her father was not aware of an alarm that might have been triggered or alerted.

TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

12/5/2013
11:36:34
AM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

I explained I did not have the specific date when the 75 or older policy was implemented.

I suggested if he had questions or needed assistance at the airport to request a supervisor or PSS and also to request somewhere to sit down or something to hold onto if he had to remove his shoes again due to an alarm.

I provided the CSM information.

Phone: (b)(6)
Email: (b)(6)

Feedback Type : Complaint

Categories : Locks; TSA Pre?™

Current Date/Time : 12/5/2013 11:45:26 AM Airport : EWR - Newark International Date/Time of Travel : 12/01/2013 Airline & Flight Number : UA 50 Checkpoint/Area of Airport : Security Lane TSA Employee: (If Known) :

12/5/2013
11:58:57
AM

Comment : Dear TSA, Before departing on my UA #50 flight from EWR to FRA on December 1st, I of course had to go through the security screening. On my boarding pass was the notation, "TSA Pre". Since I am a frequent traveler, I do not go through the body scanner, but walk through the door and have a pat down. When I told that to the man at the security check-point, he said that I would have to wait for a female employee to do that. In the meantime, all my personal items had gone through the screener and were waiting to be picked up. If I had not had a young man named (b)(6) helping me, some or all of my items would have been stolen, since even after a wait of ten minutes, no one came to let me go through the door and do a pat-down on me. I therefore walked through the body scanner and went over to (b)(6) who had collected all my items. I was then told that I had to take off my shoes, since I had walked through the body scanner. Since I use a cane, this is quite difficult for me, but the woman agent did not care. Making a handicapped person wait for so long is not acceptable. Again, without (b)(6)'s help, some or all of my personal items might have been stolen. Then, when I arrived at my fiancée's house in Germany, I noted that my one piece of luggage had been opened. There was no note inside indicating that, plus the lock was missing on that section. I do not have any extra TSA locks with me here in Germany, and will be forced to purchase one before I return home. I will be sending you a copy of the bill and expect to be reimbursed for the lock. Such shoddy treatment of my luggage is not acceptable. First, I, as a handicapped senior citizen, am not treated properly, then my luggage is checked, no note is left for me to indicate such, and a lock is not put back on the suitcase. Because of such unprofessional treatment, I am most dissatisfied with the TSA. Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/5/2013 12:43:54 PM Airport : LIT - Little Rock National Date/Time of Travel : 11/20/2013 9:30 AM Airline & Flight Number : SWA 738/2878 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Officer (b)(6) (young female) Comment : I arrived at the airport at 8:45 am for a 9:30 flight, checked bags at 8:59 per claim check. I was running late due to a family medical emergency. I fly 3-6 times monthly. I am not typically late. I have never had a problem with TSA, though am often patted down due to clothing with metal, or rolled sleeves, etc. I have preferred check-in status. This time TSA offered me expedited screening with no explanation that this would be a metal detector, not the x-ray. I have a knee replacement, therefore requiring a pat-down. I was turned over to Officer (b)(6) who was immediately rude and hostile making statements such as "I don't care if you miss your plane, you shouldn't be late, it's your fault. I won't rush, I will do my job. You should get here on time." She made no attempt to be supportive or cooperative or defuse the situation with a reassurance. She has no conflict mgmnt skills - just the opposite. She is an escalator and should not be in a security position without additional training. She deliberately took longer than necessary to complete a pat-down and continued to berate me for being late. A male officer came over and said, "Stop it, both of you." At which point (b)(6) finished up, not even checking my carry-ons. I pointed out to the male officer that, yes I was late, but that they knew nothing of the circumstances that made me late and that their job is also service even though security is primary. The young and exceedingly rude (b)(6) needs additional training. I am sure I am not the most "stressed" person she will deal with, but her attitude and poor performance increased the stress of the situation is not conducive to maintaining safety and order. I would like to hear from a manager, preferably by phone. I also suggest you train your employees to explain "expedited screening" if it should involve a metal detector, or to send all expedited passengers through the x-ray screener.

12/5/2013
2:14:03
PM

Would you like a response? : True

Passenger's Name : (b)(6)
Phone Number (b)(6)
Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I went on Nov 28th from Albuquerque to Indianapolis on an American Airlines flight. My wife and two kids were with me. My children are ages 2 1/2 and I have an 8 month old. My wife had a clear zip lock bag of sealed baby food in a pouch. It was the 4.2 ounce Earth's Best. My wife had carried many of them (8). Well the tsa person at the Albuquerque airport asked her to open them which she refused because it would obviously spoil. So not only was the food scanned several times so was my luggage which didn't have any baby food in it. On top of that I had to go through a pat down which was right in front of my children. This all due to it being over 3 ounces and there are several of the pouches.

12/5/2013
4:01:45
PM

This is not right nor fair. While the tsa person was hispanic, I'm black and I feel he singled me out and didn't do extra scanning for even my wife who is non-black.

This seems to be a trend with TSA, undercover racism because you all feel you can get away with it under the protection of passenger safety. I will look into filing a lawsuit.

Caller wanted to know what standard procedure is at a US International Airport for screening.

After receiving general information the caller stated she thought that might be the case because he was screened at DEN on Monday at 3:30 PM and had to undergo a patdown. She stated due to fibroids in her breast it was painful. After her patdown she sat down on the bench to put on her shoes and a Female TSO came over to her and was rude and said you do not have to take up the whole bench and the TSO scooted her personal belongings over and almost knocked her off the bench. Caller wants to complaint she felt the TSO was rude. She did not ask the TSO her name but asked how she would know a TSO's name.

RESPONSE:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

12/5/2013
4:29:54
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Told her when an alarm sounds as it did, we must resolve it. I do want to mention that anytime a passenger has a body area that might be painful to touch they should mention it to the Officer so care can be taken during the Patdown so she is not caused discomfort and she may also ask for a private patdown.

I will not send over a complaint about the patdown since the alarm went off, but if she feels she was treated rudely afterward I can take her complaint.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, the TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

CSM Referral Information :

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/5/2013 10:57:56 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

12/6/2013 8:07:12 AM Comment : Your web site is unclear regarding which airports use the controversial, revealing body scanning vs. which use the more up-to-date technology that does not embarrass and invade personal privacy. I called your Talk To TSA number and they told me to call the airports! They don't know the phone numbers of the airports, so that was no help. Also, the airports don't control what the TSA does, so why did this person refer me to the airport? I asked to speak to a supervisor, who said his call center didn't have that info and didn't know which airports in the US used what equipment. I am just trying to be prepared so I know when to ask for the pat-down and when not to bother asking for the pat-down. The web site gives different info than what the TSA person on the phone indicated. He indicated ALL airports now use the better ATR system. But the web site says only 160 use it so far, and you are phasing it in elsewhere. You really should clarify this for the public. Asking at the airport check point doesn't work - I tried it and they don't know what equipment they have either. They just want people to get shuffled through.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Dulles to Vienna, Europe 11-11-13. He removed his jacket and belt and put them on the belt but he put his passport in his pocket and entered the AIT machine. He was pulled aside for additional screening including a patdown and using explosives trace detection on his hands. The Officer said because you have a passport in your pocket we must check you and it did not sound right to him.

12/6/2013
9:09:05
AM

RESPONSE:

Told him that due to having his passport in his pocket he caused an anomaly on the equipment and when that happens we must apply other screening methods. Told I understand but in his case it was the passport because that was what he had in his pocket. He will know now to empty his pockets.

Offered to send information via email but he declined.

Caller states that his parents traveled last Sunday Lafayette to Puerto Rico, his mother is handicapped and she was pulled aside for a patdown and her purse was taken away from her and inspected in another area, and she claims she is missing 4,000 dollars in cash.

Date: 12/01/2013
Time: Not Available
Flight: Not Available
Airline: United Airlines
Terminal: Not Available
Gate: Not Available

12/6/2013
9:51:58
AM

Carry On Items: Purse with 4 thousand dollars cash.

Informed caller that I regret that his mother items were missing, and that I can send him the claim forms and forward this information to the CSM at the airport.

Caller does not have any information.

Caller will call back with all information so we can send this to the CSM.

To whom it may concern:

I am writing to you regarding my continued frustration with the TSA screeners that I come across in my travels. I travel about 22 plus weeks a year, mostly in the west. I fully understand the TSA's role, however am very disappointed in the tact, disrespect and down right disregard that I frequently see and have also personally experienced.

Case in point, I travel many trips carrying short pieces (10-12" long) of plastic pipe samples to show to engineers when I do meetings and trainings, usually don't carry on, have learned that brings up way to many flags and other disrespectful looks and silly questions, even coming thru the same check point week after week. So now I have to check a bag (I thought that would make my life and yours easier - silly me). Well, I learned that you will check those bags also.

Here's the rub, it doesn't matter whether I carry on or send thru checked luggage you still check, and have no regard or respect for how careful items have been packed, your agents "rummage" thru the bag, even when I very carefully and purposely put the offending items on the top, you feel necessary to dig thru everything and upsetting the careful packing job I have done to preserve the ironed slacks and shirts, etc... I have the TSA agent not even careful enough to watch what they are doing and items have fallen out and I have reached for them (because the agent did not see that he dropped), and oh my goodness you thought I was going for to grab them or something, I show them, and then they act surprised, and don't even have the courtesy to pick up, nor do they have the courtesy to repack in some semblance of what you tried to originally pack.

I even had one TSA agent, whom I had seen at the Las Vegas airport which I travel quite a bit, tell me that my "travel" size tooth paste was going to be confiscated, even though it had been nearly used, and not been a problem by any other TSA agent, but he was going to make an example and take my travel size because was incorrect weight. So I politely asked him why it's a problem, especially since I had been thru this particular airport quite a number of times recently, and even recognized him as viewing my bags previously. His reply, "It wasn't me that checked your bags, because I would have caught that, I know the rules, and I'm in charge, so don't argue with me". I respectfully, disagreed with him, and you'd thought I had just stole something from him, he became very defensive. and that action (I can only assume on my part) prompted a through bag search (which he complete disrupted my careful packing job, which I had to repack) and also prompted a recheck/re screen of myself - hand pat down,

12/6/2013
9:58:21
AM

In any case, I have tried to fully comply and have gone to great lengths to try and figure out the TSA practices and procedures (especially in the areas that I travel most), but just can't seem to figure the TSA out, every airport seems to be different, many agents seem to be agitated.

I have given up, and now will probably resort to shipping stuff, because I can't chance any more missing medications, broken items, because of the lack of concern, that your gate and/or checked luggage agents have or don't have. Very disappointing to have to resort to this, hopefully this note will not fall on death ears, and just maybe a bit of care, compassion and respect could be brought back into flying again.

Sent from my iPad

(b)(6)

~~But the individual sending this e-mail and The Technical Corporation intend that this electronic message be used exclusively by the individual or entity to which it is intended to be addressed. This message may contain information that is privileged, confidential and thereby exempt and protected from unauthorized disclosure under applicable law. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering the message to the intended recipient, he~~

Caller states that last Sunday she traveled from Saint Martin to Miami so she had to go through TSA checkpoint. She states that she went through the AIT machine and it alarmed. She was waiting a couple minutes for another TSO to inspect her. She was told that she was not allowed to touch her items and the TSOs inspected her shoes with a swab. Caller claims she set off an alarm but they never inspected her. Caller anticipated receiving a patdown but they simply swabbed her shoes, and let her go. She states that this is unacceptable, she doesn't understand why her shoes were swabbed but they never did additional screening on her body.

12/6/2013
10:54:20
AM
Date: 12-01-2013
Time: 1:00pm
Flight: 1369
Airline: American Airlines
Airport: Miami International
Names of officers forgotten.

Informed caller:

that I apologized in the way her and her belongings were screened, and I would send this information to the CSM at the airport for resolution. Caller said that she left from Jackson, Mississippi coming to Dallas. Caller said that when going through screening she had to undergo a patdown. Caller said that she had her money pinned on her underwear. During the patdown the agent felt the cash and ask her what it was. Caller said that the officer made her give the cash to her for screening. She left and was suppose to go and send the cash through the xray machine, then returned it to the caller. Caller said that when she got on the plane and counted her money she is now missing 100.00.

12/6/2013
10:57:42
AM
Airport- JAN
Airline- American Eagle AA3381
Date and Time- 12-4-13 10:10 AM
Boarding Time 9:40 AM
Went through screening at 9:15 AM
Gate or Terminal- 4
Resolution:

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Emailed caller a claim form.

Caller flew from SAT recently. She is 7 months pregnant. She had a doctor's note that said she cannot use the AIT. She had to have a patdown. It was done by a female officer. A male TSO was rude to her while she waited. He said her only option was to have a patdown to make her flight if she did not want to use the AIT.

12/6/2013
12:29:31
PM
Airport: SAT
Airline: Southwest
Date and time: 12-02-13 at 3:15 p.m.
Location: Gate C3
Response:

I told her that the TSO followed policy when he told her that she cannot be screened by the WTMD instead of the AIT. She would have to have a patdown to get through security.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

She would like a response from the CSM.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/6/2013 11:35:32 AM

12/6/2013
12:44:44
PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DI807 Delta Terminal B EWR Gate B14

Comments: My husband and I had a tsa pre check and I set off the metal detector because of a hip replacement surgery (for which I carry a card from the surgeon that no agent acknowledged). First I had a pat down, then I was told I tested positive for explosives. I was told to take off my shoes and sit and wait for a female supervisor for a second pat down before I could go to my flight. My wait was almost a half hour sitting in my stocking feet waiting for my second pat down. During my uncomfortable wait a woman in a wheel chair who also had replacement surgery was also treated to an unnecessary "pat down". I believe as a member of the flying public I was unjustly targeted by the tsa for no reason other than setting off the metal detector due to my replaced hip. I believe the tsa agents should be better trained to handle people who have had joint replacement surgeries. I must admit my recent experience has left me with an unfavorable impression of the job tsa is doing when they single out senior adults to such scrutiny.

Attached:

FAX

TO: Transportation Security Administration

Fax#: 1-571-227-1921

FROM: (b)(6)

(b)(6)

Leavenworth, KS 66048

Home: (b)(6)

Cell: (b)(6)

Work: (b)(6)

Email: (b)(6)

12/6/2013
12:46:18
PM

Attached you will find email correspondence I received from Matthew Burns, TSA External Compliance department as well as a Civil Rights/Civil Liberties Complaint form filled out and my typed and signed statement regarding events that took place (including the times, dates, and places occurred).

All pages include in the bottom left corner the following information, just in case things get separated.

Diane E. Rapp RE: RFI 11/25/13 & 11/29/13

If you have any further need of information or have questions please do not hesitate to contact me.

(b)(6)

Page 2.
LCM

From: Burns, Matthew CTR (b)(6) on behalf of TSAExternalCompliance (TSAExternalCompliance@tsa.dhs.gov)

I'm writing to share an incident I had this morning with one of your TSA agents (b)(6). I've lived in St. Louis the last 10 years and have traveled out of Lambert at least every other week for the last 8 years. The positive feedback is that I haven't had an issue with any TSA until today. After I went through the screening, I turned around to watch the monitor to see if I was cleared or if I had any areas that needed to be pat down. Apparently (b)(6) was annoyed that I didn't hear her calling me. After I saw the area that needed to be pat down, I turned to her and she said "miss, would you like him or me to pat you down?" She was referencing the TSA gentleman that was guiding people through the screening. I asked her to repeat herself because I couldn't understand why she was asking me if I wanted a male agent to pat me down. At this point she seemed very frustrated with me and asked several more times if I wanted him to pat me down. I said of course not, why would I want a man to pat me down, especially when the area that needed to be pat down was my chest. I then asked her to please not to be rude to me. She said "I'm not being rude, you were looking at him, so I assumed you wanted him to pat you down". I said I wasn't looking at him. I was simply looking at the monitor. I then asked her to please pat me down and she refused. I then asked to file a complaint and she called the supervisor.

12/6/2013 4:07:54 PM I don't know (b)(6) motive to embarrass/harass me in front of the other passengers going through security and I don't know why she felt she had the right to be so condescending, but I'm asking that she be reprimanded for her actions. In the future, if (b)(6) is working security, I will ask for a different agent.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/6/2013 1:51:56 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/06/2013 2:45 PM Airline & Flight Number : WS 1211 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : I choose to opt out of the backscatter scanners when travelling and was treated particularly rudely when I did so today. The agent who had directed me to step aside while I waited for someone to pat me down mocked me to a colleague saying "oh no, not the radiation!" The agent who actually did the pat down was professional about it, but took a long time to agree to do it, complaining that he had already done a bunch of opt-outs.

12/6/2013

4:08:42 PM I'm tired of being treated like a criminal simply because I don't trust your scanners. I have no problem with the enhanced screening process, but your agents always treat me like I'm trying to pull a fast one on them, and I feel like they're forcing me to wait longer simply because I decline the body scan.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has a prosthetic arm, and is unable to remove his shoes.

Response Details: Advised Caller:

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

12/6/2013
6:51:05
PM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If a passenger cannot remove his or her shoes due to possible medical complications or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

I offered to e-mail this information to the caller, and he accepted.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/7/2013 12:27:46 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 12/07/2013 11:00 AM Airline & Flight Number : DL 7371 Checkpoint/Area of Airport : Check point 10 TSA Employee: (If Known) :

Comment : When someone is selected for additional screening because their hands supposedly had traces of explosives, are they no longer allowed to opt out? I said that I would prefer to not be touched in my genital areas and just go home to which I was told that I no longer had the option. For someone who has been sexually abused this is particularly dramatic to be told that you had no say over if someone would touch your body or not.

By the way, I am a flight attendant and I know most of these officers. The one I didn't know, however, was the younger of the two females in the room (she did not do the pat down) and she asked me very snarky if I was a new flight attendant when I requested to just leave. I have been a flight attendant for nearly six years and have never had to have additional, private room screening so I didn't know what it would entail or I would have asked to leave before entering the room.

12/7/2013
1:16:40
PM

Additionally, I was NOT asked if I would like a companion in the room and just found out I should have been allowed to have someone of my choosing with me.

Finally, being spoken to by the officers about not wearing certain clothing and lotions so it doesn't happen is ridiculous. Last time I checked, I should be allowed to wear what I choose and not be lectured to like a child.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism Customer Service Current Date Time : 12/7/2013 10:41:23 PM Airport : ROC - Rochester-Monroe County Date Time of Travel : 11/25/2013 Airline : Flight Number : us airways flt. 4056
Checkpoint Area of Airport : main checkpoint TSA Employee: (If Known) : stan Comment : I was yelled at, disabled and because of my suspenders had called in a total patdown, I was nice and said could I go through the large screen due to being given a yellow prechecked tag and he, stan, said no, you already screwed up by starting to go through my line. No compasion, or help, and continued to be very sharp and annoyed with me. I am a 62 year old disabled man, just trying to go to see my daughter in sc, and this guy ruined my day. I have never met someone so rude. At the gate, I called the airport number and asked for a tsa supervisor, and who ever answered listen and said they cant address or take info there, I would have to go on line.

12/8/2013 9:41:23 AM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello:

I am a male Little Person (dwarf) standing 4'4" tall. In my line of work as a business consultant, I am frequently flying out of Dulles International Airport. Dulles Airport utilizes the AIT screening devices. Every time I go through one of the AIT device, I set it off showing areas in question around my upper thigh and close to my crotch region. My pockets are always empty and the belt has been removed. Even when they re-screen me through the device it sets off in the same area. Upon pat down by the TSA officer, I am always cleared. The AIT device appears to be height sensitive. Please note one time a TSA officer remembered me, got a supervisor and I was sent through the metal detector and did not set it off.

Do I have any options here? If so, can you please let me know what they are?

12/8/2013 1:16:19 PM

Thanks in advance for your time.

Best regards,

(b)(6)

(b)(6)

Consultant

Cell: (b)(6)

Dear TSA folks,

I appreciate so much the way your work helps keep Americans safe when we fly. Thank you.

It came to my attention today, however, that you regularly "pat down" people who have their hair in dreadlocks – that your staff search these folks' hair! I was shocked and amazed by this. It seems like the same metal-detector scanners that would find something in a pocket would certainly find it in hair, right?

So why the need to search, touch, squeeze or pat dreads? Please help me understand.

12/8/2013 3:16:31 PM This is a complaint message – this action is discriminatory if you are not also searching women like me, without dreadlocks, but who might have our hair teased up or wear wigs....

Stop! Thank you.

(b)(6)

(b)(6)

(b)(6) Brookfield, WI 53005 -- (b)(6)

Caller flew from Newark, NJ to LAX. She has Cerebral Palsy and Epilepsy. One of her hands is permanently clenched in a fist and she had a piece of paper that she had forced into her hand. A TSO acted very rude when she told him that she could not easily take the piece of paper out of her hand. She had to do additional screening and a ETD swab. She feels that because of her disabilities she shouldn't have to endure this kind of treatment and would like to voice her complaint.

Advised Caller: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

12/8/2013 7:39:24 PM TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/9/2013 9:45:25 AM

12/9/2013

12:00:15

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest from Denver to Indianapolis 12/01/13 - Denver International Airport

Comments: I was humiliated by two young women searching me - a great-grandmother on her way to visit her great-granddaughter. They took me into a little room and ran their hands all over my body saying they were looking for chemicals. How would it be possible for them to find chemicals by humiliation of an old woman?

Caller wanted to know the screening restriction on pancake mix. Caller stated that it was just a powder and wanted to know how to go through the checkpoint with it? Caller stated that she had went through the checkpoint at GEG around 7:30AM on December 8, 2013 and when she got to the checkpoint caller stated that she was pulled aside by a TSO who stated that since she had the powder inside her bag she had to undergo additional screening. Caller was pulled to the side and was given a thorough patdown which the caller referred to as a strip search because they checked the band around the top of her pants. Caller stated that she was told the pancake mix was prohibited and that she couldn't bring it on the plane. She told them that they could throw it away and they did but they continued to inspect and humiliate her while doing so. She stated that they went through every single piece of her clothes and other items in her baggage. Caller stated that by the time that she actually made it through the checkpoint it was probably 8:30AM. Caller wanted to file a complaint on the airport since there is really no screening restriction regarding the pancake powder mix.

Airport- GEG to PHX

Airline- US Airways

Flight Number at departure- 430 9:00AM there was a 3-4 hour delay.

Date and time of incident-

Description -

Specific location- TSA Checkpoint

12/9/2013

12:38:06

PM

Advised Caller:

All food must undergo x-ray screening. The only screening restriction on bringing food in carry-on baggage applies to foods that are liquids, gels, or aerosols. These foods must be in containers 3.4 ounces or smaller and fit comfortably in a single, quart-size, clear plastic, resealable bag. To save time, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container.

I apologize that this happened. I don't know why she would've had to go through additional screening but if there was an alarm in any bag or prohibited items she would be subject to additional screening. Which would require a hand inspection of her baggage and a thorough patdown.

The CSM at GEG is.

Name: Patricia Mundy

Phone: 509-455-(b)(6)

Caller has contacted MSP CSM Grant Reno and left a message in regards to unprofessionalism that she encountered while undergoing a patdown at a TSA checkpoint. Caller is calling to confirm that Mr. Reno is the appropriate channel to address her complaint.

12/9/2013

1:38:56

PM

Resolution:

Advised caller that Grant Reno is the Customer Support Manager at MSP. Advised caller I could also take her complaint and forward it to Mr. Reno. Caller did not want to proceed and will instead wait for a call back from Mr. Reno.

Caller says he had trouble getting back into the US from Nassau. He says he was detained for a while by CBP. He was questioned on whether he had ever lived in California. He explained to them that he had lived in Maryland his entire life. He was given no explanation or an apology or anything. He simply wants an apology. He almost missed his flight. This is the first time this has happened. He had already gone through TSA and had received a patdown because his metal knee alarmed.

12/9/2013

2:10:41

PM

Advised caller:

Advised caller that he should contact CBP at 1-877-227-5511.

The callers luggage is constantly hand checked, the caller wanted to know if there is a way to avoid this. The caller wanted to know if he is on a watch list. The caller stated that he used to get secondary screening often such as a Patdown but that it has resolved. The caller stated that his checked baggage is constantly screened and that he thinks he is on some type of list.

The caller was advised that some luggage is selected at random for hand inspection.

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags.

I explained to the caller that there is no set list as to what alarms the baggage systems. I also informed the caller that if luggage alarms it must be hand inspected and is not anything that can be avoided.

I explained to the caller that in most cases baggage has went through the automated system and alarmed before TSA touches the bag to hand inspect it. I informed the caller that TSA is not able to know passengers luggage by their name given the way most screening is performed.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information.

12/9/2013
2:47:40
PM I informed the caller that we do not have contact information to any department that could confirm that he was on a watch list due to it being classified information.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document.

Reviews of requests for redress take a minimum of 30 business days.

The caller was advised that he can get is RCN right after applying online. I recommended that the caller include his RCN in his airline reservations to show that he is seeking resolution.

I informed him that he can check his status on the DHS website to see what s going on with his application.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/9/2013 1:17:55 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 11/28/2013 6:15 AM Airline & Flight Number : Allegiant Checkpoint/Area of Airport : TSA Employee: (If Known) :

Comment : This isn't so much a complaint, as an inquiry. My mother (75 yrs old) is pulled for the pat down/additional screening EVERY time she flies. I wish I were exaggerating and that she simply gets them more than I or others have, but it's literally EVERY flight. On her recent trip to Charlottesville, VA for a funeral, she received a pat down/screening on her departure AND return flights, as has been the case every time she's flown in recent years. As she has aged, and with added medical issues, I no longer leave her to manage travel or traverse the airport on her own. I now get a gate pass and accompany her up to the point she boards the plane. I guess I had no idea until this last trip, how frustrating and humiliating this process could be for someone of her age. It was particularly painful to watch. While the three of us (my mother, my son, and I) made our way through security, my mother was told to leave her shoes and light jacket on, but was the only one pulled aside for the additional screening. While we had arrived early in anticipation of possible delays, we were further delayed while awaiting availability of a female agent. During this time, a significant crowd had entered the security area and there were a large number of people standing around. The TSA representative gave my mother a VERY thorough pat down...more invasive than she has ever experienced before. I certainly wouldn't accuse this particular agent of being overzealous; my mother may have simply had less zealous agents in the past, but she was literally in tears as she stood there before the significant crowd that had gathered, having her breasts lifted/swiped beneath, patted across her crotch, etc. (She did not request the more private screening as she had never had a pat down of this intensity and didn't anticipate the emotions that would go along with it, and because we were among a very small number of people in the airport when the process started.)

Several onlookers were now also crying, as they watched the tears rolling down my mother's face. There was more than one comment from the crowd about "why are they always picking on the little old people?" It was a bit of a scene, which only added to her humiliation.

12/9/2013
2:54:07
PM

I want to emphasize that the TSA agent was EXTREMELY professional and very polite. She certainly was not intentionally callous or inconsiderate of my mother's feelings, it just seemed, like me, she had no idea of how emotional that process can be for someone of that age, or why. On the return flight out of Charlottesville, my mother opted for the private screening, but noted that it wasn't nearly as invasive.

Again, this is not at all a complaint. We are very thankful for the efforts made to insure our safety when we fly and I truly believe the agent was just doing her job to the best of her abilities. Obviously, there will be variances in the way different agents do the same job. With that said, passengers have no control over these variances and when they will encounter them, so I'm more concerned with finding out why my mother is continually subjected to these searches. The only thing she can associate it with was an incident several years ago where ticket agents dispersing boarding passes at the ticket counter, mixed her passes up with another passengers. She got to security, where obviously her ID didn't match the pass, and was given the additional screening (understandably so) once the boarding pass issue was finally resolved. The screenings have continued ever since. I don't know if the timing was purely coincidental or if her name was flagged because of this incident, but it seems highly unlikely and unfair that one person should be subjected to this type of search without cause, every time she flies.

While I'm sure my mother would likely request the private screening for any future flights, I don't know that we'll ever get her to fly again, which significantly limits her access to her other children/grandchildren. I would much rather find out why she's being singled out for these pat downs and what we can do to resolve the matter. Obviously, we understand that issues and security threats may arise at any point which result in increased security measures here and there, but hopefully there's something we can do to minimize her humiliation of having to go through this process EVERY time she flies.

Any information you can provide would be greatly appreciated!

Sincerely,

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/9/2013 11:54:27 AM Airport : DEN - Denver International Date/Time of Travel : 12/08/2013 Airline & Flight Number : UA 6088 Checkpoint/Area of Airport : Main Security / Entered Through West TSA Employee: (If Known) :

Comment : I have been opted in by United Airlines to TSA Pre Check Program. I have used this wonderful service in and out of many airports across the nation with no problems. As a frequent traveller with a disability, when I have the TSA Pre Check on my pass, I do not have to take my computer out of bag, and instead of a full body pat down, my hands and shoes get swabbed and I am able to continue.

However, in the TSA Pre-Check line at DEN, I went through the line and was told there was not a wheelchair accessible gate in that line and that I had to go through the main line. I agreed, and asked whether I would still be treated as a TSA Pre-Check member and was assured I would be.

12/9/2013
2:54:30
PM

This did NOT happen. I went through the main line and then had to endure the entire full body pat down. When I inquired again, they told me I should have gone through the TSA Pre-Check line. They refused to bring a supervisor over, and did not listen to me despite my showing them that I had the Pre-Check authorization on my boarding pass. This is completely unacceptable and discriminatory.

I want to be excited about this new program, however, this experience was not indicative of my further support and endorsement of it.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/9/2013 2:50:45 PM

12/9/2013 5:35:31 PM Name: (b)(6)
Email: (b)(6)
Complaints: My Complaint is Not Listed Here
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 12/3/2013 Seattle SeaTac Airport 5:30AM United Terminal. On my ticket was posted a TSA pre-check. When I asked if my spouse/caregiver could accompany me, I was told "No" so we stayed in the long Premier Access Line. The first screener said that since I had pre-check listed, I would not have to take off my shoes or light jacket. I asked what about my total knee replacements setting off the alarm. I was told to tell the agent and it could be OK. When going through the security doorway machine, I tripped the alarm and tried to tell the agent (b)(6) what the 1st agent told me and she proceeded to yell at me to take my shoes off (at 70 years old with a breathing and hip problem, it is difficult). When trying to show her my ticket and explain what I was told, she yelled at me again and called a supervisor saying she had a disruptive passenger. She was abusive in her manner toward me. Not only was she abusive, but embarrassed me as a passenger. I have over 600,000 air miles and this has never happened before. I really feel she should not only be singled out for her mis-behavior and something should be done. The supervisor was professional. I listened to my story, apologized although I did go through a pat-down. Passengers should be treated with respect and not abused in any way. Please do something about the abusiveness of (b)(6). Thank you.
Comments: Many TSA Agents treat you respectfully unlike (b)(6) at the Sea-Tac (Seattle, Washington) Airport at the United Terminal. They should be schooled to be respectful to all passengers.

Hello.

I believe there is a bit of a Catch 22 for flying passengers like me who have chrome alloy knee replacements AND participate in the TSA Pre Check program.

When I go through the TSA Pre line and walk through the final metal detector I am flagged due to my knee replacement hardware setting off the equipment.

I have been sent to the regular TSA line but then have to take the belt off - remove the laptop etc. - which defeats the purpose of the TSA Pre program. I just did that today at BWI Gate C and this was not a good solution.

If I obtain an image of my knees from my Dr. could that be used to expedite the screening?

12/9/2013 6:05:25 PM The x ray image of my knees COMBINED with the Pre screening and my Global Entry ID card - which I always use - should be enough to avoid the pat down.
Please advise the best method to expedite my security screening.

Thank you,

(b)(6)

Riva, MD 21140

Global Entry (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/9/2013 5:41:30 PM Airport : BOS - Logan International Date/Time of Travel : 12/05/2013 8:00 AM Airline & Flight Number : US Airways Express 1862 Checkpoint/Area of Airport : Terminal B Near US Airways Express TSA

Checkpoint TSA Employee: (If Known) :

Comment : After numerous incidents over the past 2 years plus, I truly believe that certain TSA screening personnel are racists on do racial profiling. About 06:11AM on 12/05/13, I went through a TSA screening which included the full body scan. After my body scan, the white male TSA agent indicated that there was an "anomaly" in my left rear pocket so he had to body pat me down. The agent then firmly grabbed my buttocks with both hands and then firmly went down to my ankles. After fondling me, the agent then told me to place my hands in a machine being operated by a blonde female. Before doing do, I asked him why..He indicated that I was being checked for "explosives residue". No explosives were found so I passed screening.

12/9/2013
8:08:23
PM

I was completely outraged with those agents. The never explained what the pocket anomaly was which required the "pat down". Since my pockets were completely empty, I feel targeted since I was the black person at that screening of about 40-50 white looking people. After I got thru the screening, I watched for 5 minutes to see if anyone else was subjected to the same treatment that I received. No one else got the same treatment while I watched. I am a 65 year plus dark skinned black man who feels slighted and racially profiled by TSA agents. Despite being Princeton University educated, despite having worked for 2 decades in jobs involving classified defense & security of this country, I truly resent the actions of TSA agents.

I do understand the necessity of their jobs & I fully support the screening process but I don't want TSA agents manufacturing reasons to grope me. This incident is not the 1st time. It's just the 1st time I have complained & I will no longer tolerate being racially profiled without a legitimate reason being given. I will now pay more attention to TSA agent IDs so I will know who I am dealing with if I have to make a report about questionable TSA agent practices. After, I file this complaint I will summarize (for myself) previously unreported incidents over the past 3 plus years.

I am sure that your video records will confirm my 12/05/13 incident claim.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/9/2013 5:41:30 PM Airport : BOS - Logan International Date/Time of Travel : 12/05/2013 8:00 AM Airline & Flight Number : US Airways Express 1862 Checkpoint/Area of Airport : Terminal B Near US Airways Express TSA

Checkpoint TSA Employee: (If Known) :

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8:08:23
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I am sure that your video records will confirm my 12/05/13 incident claim.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/9/2013 9:01:15 PM

12/9/2013
10:07:34
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA 724, departing NHL on November 16, passing through TSA checkpoint at 12:10 pm
Comments: I requested a pat-down and was yelled at by an employee with a nametag indicating "Kawainui." The male TSA agent screamed at me to go through the machine. I was angered and upset by this inappropriate behavior. I hope this agent can be disciplined and informed that it passengers have the right to request a pat-down and to be treated with dignity.

From: (b)(6)
Sent: Monday, December 09, 2013 11:34 AM
To: Ombudsman, TSA
Cc: (b)(6)
Subject: TSA Response

Below find a copy of an email sent to TSA in May 2013 regarding TSA's response to my complaint of assault by TSA personnel. Representative Ron Barber's office has been in touch with TSA. The written responses TSA has sent to Congressman Barber's office does not address my complaint of assault and inappropriate behavior.

12/9/2013
10:41:02
PM

Dear TSA External Compliance,

Thank you for your response regarding my complaints from May and August of 2012. To be clear, you are telling me that "patting me down," includes going up inside my skirt and touching my vagina, is "consistent with TSA's standard operating procedures."

Please confirm that this behavior by your agents is acceptable and standard.

The latest TSA response, without a date, but stamped by Congressman Barber's office on 8 November 2013, from Sarah Dietch, Assistant Administrator for Legislative Affairs, again does not address my complaint. As TSA has stated that touching my vagina in a private patdown is "consistent with TSA's standard operating procedures," I have requested confirmation of this policy, in writing, for over a year. If this is not standard policy, I want this response in writing and confirmation that disciplinary action is taken.

Caller flew on 11-17 from FLL to DTW via Delta out of Terminal 2. She had heart surgery and has flown 5 times since and never had problems. She has an internal medical device, defibrillator and another device that regulates the heart rhythm, so she cant go through the WTMD and was told by her physician not to go through the scanner either. She stated in FLL on 11-17 she was told by the TSO that she could go through the screening technology and didn't call anyone to do a patdown, which she requested. After waiting 25 minutes her husband spoke with another TSO agent who was on the opposite side of the conveyor belt and he finally called for a female to do a patdown. Her husband was in the sterile area and she was still waiting for someone to come and do a patdown at that point. She thinks the flight departed at approximately 11:30 A.M. She states she was selected for a hand swab and was located in the far right side of the screening area at the Delta terminal. She has called the CSM at FLL two times and left messages and no one has contacted her. She felt like she had the right to request the patdown and she thought she was violated because they kept telling her she should go to through the technology, that it was okay. She had medical documentation and the TSO glanced at the card but would not call for a female to do a patdown. She asked 5 times until they finally had a TSO conduct the patdown. She did not want to provide an email address. She wanted a phone call from the CSM.

12/10/201
3 8:36:44
AM

Response:
Apologized to caller for her experience and advised information will be provided to the CSM at FLL for review.
If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

Dear TSA,

I am a platinum flyer and have never had a problem with security at San Antonio. However today left me disappointed and angered at how I was treated by a female security guard.

I opted out of the full body scanned because I am a nursing mother. I stood to the side as my husband and infant went through. The female attendant rolled her eyes, forcibly removed my belongings from me, and when my son was crying and wanted to stand and hold my hand, she would not allow it. The "pat down" was the most invasive I have ever experienced. She rubbed every part of me and the entire process took at least twice as long as it has ever taken in the past.

12/10/2013
3 PM Her behavior was in stark contrast to those around her who smiled and were helpful in the process, providing support for me and my infant to go through the process.

12:19:39 PM I hope that staff development can help the entire staff understand they are working with people and not to treat us as animals.

(b)(6)
Sent from my iPhone

Dear TSA folks,

I totally understand "random screening." But when a person with dreadlocks has them "screened" EVERY TIME they travel, that is NOT RANDOM. That's "racial profiling," which is against the law, no?

(b)(6)
(b)(6)
(b)(6) Brookfield, WI 53005 (b)(6)

Come as You Are - Leave Inspired!

P Please consider the environment before printing this email.

~~This e-mail and any attachments to it may contain confidential information from the Unitarian Universalist Church West (UUCW) of Brookfield, Wisconsin. If you are not the intended recipient of this message, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please notify the UUCW in Brookfield, WI immediately by returning it to the sender and delete all copies from your system. Thank you for your cooperation.~~

12/10/2013
3 2:08:56 PM

-----Original Message-----

From: tsatcc do not reply@senture.com [mailto:tsatcc do not reply@senture.com]

Sent: Sunday, December 08, 2013 3:48 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior

Sirs:

Please read this e-mail. I am not requesting a visit from my local TSA agent.

I am currently preparing a talk about airport security to be presented to meetings of the Center for Inquiry in Portland, Oregon, and its sister group in Salem.

I would like this presentation to be as up to date and accurate as possible. The best way to do so is to acquire certain information directly from the Transportation Security Administration, rather than through news stories and other secondary sources.

12/10/201
3 2:09:32
PM

My questions regarding full-body scanners are these:

Have all X-ray backscatter AITs been removed from airports?

Where are they now?

Are some of them being used by the Department of Homeland Security to screen people in other locations?

If so, are all people being made aware that they are being screened?

How many millimeter wave AITs are now deployed?

Brand name, manufacturer, unit cost, number currently deployed

Total number to be deployed and total number contacted for, of each brand

Caller travels with Forteo injectable medication and it cannot undergo XRay screening. She lives in Denver and at DEN they put her through extra screening of her luggage and gave her a patdown but other places like New York LaGuardia they just took her medication pouch which contains needles and ice packs, and let her go on. At Denver they had a late flight out and the PreCheck line was closed or she would not have had to go through that. The TSO at Denver said they are doing it correctly but they even searched her carry on bag.

RESPONSE:

12/10/201
3 2:51:00
PM

X-ray screening of all medications remains the preferred protocol at screening checkpoints; however, individuals may request a visual screening of medications and associated supplies at any time. Individuals who request that their medications are screened visually may receive additional screening.

While the procedures are the same everywhere, the interpretation of those procedures results in some slight differences. We do strive to be consistent.

Advised I will send an email of the information.

If you have any concerns or need assistance at the checkpoint you may ask to speak with a Passenger Support Specialist. You would need to arrive early and ask to speak with a PSS.

Told her we do not control the line closures and she would still be subject to additional screening but I will email the info.

Response Details: Caller wanted some information regarding the machines.

AIT is a classification that covers two similar technologies, millimeter wave and back scatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger

The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

Told caller that using the machine is voluntary and you do have the right to opt out.

Caller wanted to know what she can do to file a complaint.

Told caller that I can send a complaint to the CSM s at each location where this has occurred.

Caller did not want me to do that.

12/11/201

3 Also advised caller that she can send in a written complaint and I can send her the paperwork.

11:47:12

AM Also provided caller the email address.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

Emailed the caller the DRFI.

Told caller that when going through screening the next time if she has a issue when trying to opt out of the AIT she can request a PSS.

Also advised caller if this occurs again when going through screening that she can call us and we can also send her complaint to the CSM at that location.

Incident Details: Caller said that she has had 5 encounters where she has tried to opt out of the AIT because she has a insulin pump. Caller said that she was told by the officers that pumps can go though and she is unnecessarily asking for a patdown. Caller said that the agents are telling her to go through the machine and getting rude with her when she does not. Caller stated that this has occurred at MKE, BWI, and MCO.

Disability Description: Caller is calling on behalf of (b)(6) who went through screening in a wheelchair.

Response Details: I advised caller I will be sending the complaint to the CSM at BDL.
I advised that i would send an email how to file an official complaint for her disability.

Incident Details: Caller is calling for (b)(6). She came through screening in a wheelchair. She flew from BDL to FLL at 3:55 PM. When she came through security, she was supposed to have a patdown. The TSA agents got a female agent, and the agent said why do i have to pat her down then disappeared. Then the officers had to go find another female officer. Also the officers, once the screening was complete, refused to help her with her shoes, she couldn t reach them and asked the officers to help her by handing her her shoes. Caller is wanting to file a complaint, due to her disability. When she was on her way to board the plane, a male and female attendant from JetBlue were discussing turning the officer in that gave her the problem.

12/11/201

3 9:52:55

PM

Airport: BDL

Airline: JetBlue

Flight Number: 1459

Date and Time of Flight: she came through screening around 2:30 to 3, Dec 11

Location: she was on the extreme left side of the airport.

Contact Info: (b)(6)

Disability Description: Caller wants to know what documentation we need with regards to disability. She has PTSD.

Response Details: I told her we do not require any documentation. She may just tell them at the checkpoint that she has PTSD and the best way to screen her especially if they have to touch her for a patdown.

This is when she began to tell me about her previous experience.

12/11/201 I told her she may ask for a PSS but when I said this she said she did and they would not help her.

3 I told her I can request assistance for her but I need her flight information but she does not have it and will call back.

10:13:34 PM Sent email.

Incident Details: She said in 2012 she was flying and was treated horrible and she believes this is directly related to her disability because they told her she did not want to be patted down. She had on a skirt and the police were called and her license was scanned. She missed her flight. She called TSA she called the airline and she called an attorney. She contacted TSA and never received anything about this.

She was flying with Airtran.
Noone ever called her back about this.

Caller asked if anything can be done about going through security. She said she has 2 artificial knees and is not a terrorist and has to take her shoes off for the screening process. She said she needs a bed or couch to put her shoes back on. She said the patdown is invasive now and she does not like them going under her breast. She said she was at Dulles Airport last week and she said not every airport has the ait machine to use.

Response: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown.

12/12/201 At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to
3 2:44:09 help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.
PM

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

Caller flew from LGA on Wednesday and when she went through she alarmed. The TSO told her to take off her metal and she refused. She was told to either take it off or she would be required to have a patdown. Caller claims she has long blonde hair and wears make up and thinks she is being profiled due to this. She refused to take off her metal(jewelry) and states she had metal bobby pins in her hair and was wearing an underwire bra. Her issue is the lack of respect she received from the TSO and said she was treated like an animal by being ordered to remove her metal and told she would have a patdown. She states instead of ordering someone to remove their metal if they had said please take off your metal! Caller's husband is retired military. States she is 70 yrs. old doesn't know why they patted her down twice. Caller had some LGAs in carry on that were removed. She is fighting the respect she received at the airport and said this happens everytime she goes to NY. She stated she was offered the option to check the items rather than abandon at the checkpoint. Said she was taken to a room and her husband accompanied her. She stated she tried to refuse to go in the room and the TSO told her if she didn't go to the private area she wouldn't be allowed to board her flight. The TSO officer that performed the patdown was (b)(6) the second TSO officer. States the first TSO officer was a black girl who told her she had too much metal and when she refused to remove her jewelry, etc. was told she would have a patdown. Caller flew from LGA, Flight #2347 via Delta, Gate #D11, departed at 2:59PM.

Response:

Advised caller TSA doesn't profile passengers.

Apologized to caller for the way she felt treated and informed caller if an alarm triggers going through security they are required to perform a patdown to complete her screening process and if she refused she will be denied entry into the secured area of the airport. Standard Protocol was used in conducting the additional screening.

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Explained the TSO was following proper procedures by performing the patdown if an alarm sounds going through the WTMD. Explained if a sensitive area is required to be patted down the TSO will offer a private screening area and she can be accompanied by someone of her choosing.

Explained for future reference she may consider removing her jewelry and placing in carryon before proceeding through screening and even use non-metal bobby pins in her hair.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. Explained if additional information is required, may be contacted via email.

Explained to caller the Military card doesn't exempt her from going through screening.

Advised caller if the 2 items removed were more than 3.4 oz. containers and not placed in her 3-1-1 bag she wouldn't have been allowed through checkpoint with the items.

Option to check the items would have been provided and if she chooses to leave at the checkpoint not retrievable.

Explained to caller TSA doesn't profile individuals.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/13/2013 8:52:20 PM Airport : BOS - Logan International Date/Time of Travel : 12/13/2013 2:10 PM Airline & Flight Number : American 1281 Checkpoint/Area of Airport : Terminal B, Gates 30 - 36 TSA Employee: (If Known) :

(b)(6) Comment : December 13, 2013

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No. (b)(6)) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint.

At approximately 2:10 pm EST on December 13, 2013, I entered the security checkpoint for Terminal B, Gates 30 - 36, Lanes 9 & 10 at Boston Logan International Airport (BOS) on the way to my flight, American 1281 to Dallas. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

12/14/2013 1:13:03 PM
Caller flew ATL-ORF this morning and opted out of AIT screening and was given a patdown. Her belongings were additionally screened and her husband's laptop was not returned to her luggage. Caller was unaware of this until she landed in ORF. She flew aboard Delta #1233 this morning and her flight departed at 9:30AM. She underwent screening at approximately 8:30AM at A29 Gate 2. The laptop left was a 17 inch MacBook pro which has the photo of a baby boy with pots and pans as the background photo. Caller has also locked the computer so that upon attempting to log in it will notify you to contact the owner. She has contacted the ATL lost and found and left a message. Caller needs the laptop returned as quickly as possible because it belongs to her husband.

Resolution:

Apologized to the caller for her inconvenience and advised her I will forward her complaint to the ATL CSM immediately.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 12/15/2013 2:08:51 PM

12/15/2013 3:33:51 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: My father is disabled. Constantly we've had to wait because he needs a "special patdown" and testing. This wastes our time and has nearly made us late for flights on a few occasions. Especially when we need early board because he cannot move easily/well. Your taking forever to get him through doesn't help safety. Just pisses people off.

Feedback Type : Complaint
Categories : Other; Disability or Medical Condition Current Date/Time : 12/15/2013 5:54:43 PM Airport : SMF - Sacramento International Date/Time of Travel : 10/24/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known):
Comment : I have sent this in to you already 2 other times. I have have been ignored each of the other 2 times, therefore, I am pasting the original, and the additions to the re-submission of the original.

It has been since October that I sent this to you and I have had no response. I will not be ignored. This is too serious and too important to me, and I absolutely will file a Title 18 complaint if I am ever again tortured, mutilated and otherwise hurt harmed or grieved at any airport especially SMF. I will not have 5 for 5 injuries at the hands of TSA agents, and I want to know what is being done to override the horrendous threat that was extended to me under color of law by a so-called customer services person. I have not been answered, even though you have had months to do so, and I will not stop until I have assurance that something effective and sustaining is being done to stop the torture that has been inflicted upon me 4 flights for 4 flights from SMF and from no other airport in American airspace.

(b)(6) of TSA has not responded to me with any information and I feel that I have a right to know because I will carry an ugly red and jagged scar on my body for the rest of my life because of the bullying and cruelty of TSA at SMF. I want to know what is being done not only to protect me but to also protect other similarly situated disabled senior citizens who are bullied and victimized at SMF.

12/15/2013 3 7:09:16 PM
You have had months to respond to me and you are communicating very effectively that you think that if you ignore me long enough I will just go away. Think AGAIN!!!
This is the letter I sent 2 times before. When will I get a response that is effective, comprehensive and active in preventing any further torture or abuse the next time I am forced to fly out of SMF?

As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA's history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous, it's completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch. The caller indicated that he flies often from BWI to FL. He always flies with AirTran who has been moved to Pier B, from Pier C. The caller indicated that this Pier only has WTMD. The caller indicated that for those like himself who have metal implants, they prefer the AIT as it reduces the likelihood of a patdown. The caller asked if there are plans to add an AIT or if he can request that this be added.

12/16/2013 3 9:56:06 AM
The caller indicated that this is notably the busiest terminal and the need for patdowns can cause the lines to back up.
I advised that I do not know if this particular location will be receiving AIT.

I advised that I had noted his feedback and TSA does review this information.

12/16/2013

10:03:40 AM

Caller had a traumatic experience on Friday. She was traveling with her 89 year old mother and they both have Precheck benefits. Her mother was asked if she had any medical devices and she stated that she has knee replacements. She was then ask to step aside and told that she would have to go through a patdown screening. The patdown screening that her mother went through was a very rough patdown and the caller informed the officer that was conducting the patdown and she did not stop. Caller informed the first supervisor and they said that is the way it goes and she spoke to the second supervisor and he advised her to call TSA and file a complaint. Her mother made a comment to the TSO that was conducting the screening and this is when she started being rough with the patdown.

They flew out of PHX on Friday Dec 13 at 12:15 pm. The second supervisor (b)(6) was very professional and very helpful but she did not get the names of the first supervisor or the agent that was conducting the patdown. She stated that she does not feel that her mother was being discriminated against because of her disability she feels that it is just poor customer service.

I apologized to her and let her know that I am forwarding this complaint to the CSM at PHX so they will be aware of this issue.

Caller flew from Jacksonville Florida to PHL on US airways. Caller stated him and his wife has a patdown. Caller stated his luggage was inspected and the caller wants to know why and the caller stated they have metal implants and they had to have a patdown.

12/16/2013

10:19:36 AM

Advised caller the following information:

Advised caller every person and thing has to be screened to get through the checkpoint. Advised caller if an alarm goes off the passenger could be subject to additional screening or it can be done randomly.

(b)(6)

December 16, 2013

Mr. John Pistole, Administrator
Transportation Security Administration
Department of Homeland Security
Washington, D.C.

Dear Mr. Pistole:

I am writing on behalf of my 86-year-old mother (b)(6) of Evergreen, CO, who was subjected to a humiliating TSA screening episode at the Denver airport on November 26, 2013.

12/16/2013

10:25:25 AM

We were flying from Denver for the Thanksgiving holiday and went through the security area shortly after 9:00 a.m. I passed thru the imaging booth in front of her and was gathering my carry-on items from the belt when I discovered that she was being held back. When I asked what the problem was, she said she didn't know and was clearly unnerved. The TSA agent said that he had to re-screen her because of something showing "in the area of her buttocks." After a second pass through the screening booth and pat-down, my mother was told by the agent that she would have to be further screened by a female agent in a private room. Again, my mother said she didn't understand what was going on. While I waited for her, the male TSA agent explained to me that they had seen something in the X-ray that they couldn't identify and added, "You know, there was the Underwear Bomber a few years ago..."

In the room, my mother explained to the agents that as an 86 year old woman facing a long flight she frequently used a "light day mini pad" to avoid the occasional problem of leakage. The agent showed her a print-out of the X-ray with a red circle in the crotch area exposing the mini pad. A second agent was called in and my mother had to unbuckle her pants and allow the agent to "paw around my belly." When the examination was finished the second agent took what looked like a band aid and ran it over the rubber gloves worn by the examining agent, explaining that she had to do a "chemical check." In justifying this search to my mother, these agents also invoked the memory of the Underwear Bomber.

Seriously? The Underwear Bomber?

You subject an 86-year-old woman who doesn't even have to take her shoes off any more to a humiliating search for a mini-pad? These machines can't discern something as common as a mini-pad? Are the millions of menstruating women wearing mini-pads and traveling on any given day also subject to such searches? And the equally large number of elderly, or anyone with a bladder issue, wearing a bit of protection? The questions—and outrage—abound.

Mr. John Pistole
Page 2

Hello,

I just returned from Orlando international airport yesterday. I am a Type 1 diabetic using an insulin pump.

When I arrived at the security checkpoint in Orlando, the agent in charge of the body scanner was INSISTANT that I can use the scanner with my insulin pump. When I repeatedly told her that I could not pass through the body scanner she continued to shake her head in annoyance and INSIST that the scanner was okay for my insulin pump.

I inform her that I could go through the regular security detector but instead I was rudely pulled aside and told to wait (for over 20 minutes). Then, in a NON-DISCREET way, another agent attempted to get a female agent for a pat-down. The agents were very rude and not understanding and I was very disappointed especially with the lack of knowledge as to what is safe for an insulin pump (which I paid \$7,000 for out of pocket and is a life-sustaining device).

As well, I was separated from my 11 year old son who is also a Type 1 diabetic (he was with my husband but I am his main caregiver) and my purse which carries liquid glucose and my glucometer in case I have a low blood sugar.

I should not be made to feel like I am an annoyance because I refused to go through the scanner due to my medical device. Below you will find an excerpt from the company that makes the insulin pump...

12/16/201

3

12:22:10

PM

Airport Body Scanners

Medtronic has conducted official testing on the effects of the new full body scanners at airports with Medtronic medical devices and have found that some scanners may include x-ray. If you choose to go through an airport body scanner, you must remove your insulin pump, Guardian monitor, Continuous Glucose Monitoring (sensor and transmitter), meter and remote. To avoid removing your devices, you may request an alternative screening process.

Print and complete the information on an airport emergency card (located in the front pocket of your user guide) to carry with you and notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you.

For more information, visit [HYPERLINK](#) (b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/16/2013 10:57:45 AM Airport : MCO - Orlando International Date/Time of Travel : 12/15/2013 11:00 AM Airline & Flight Number : Air Canada 945

Checkpoint/Area of Airport : First line of security where the scanners are situated TSA Employee: (If Known) :

Comment : Hello,

I just returned from Orlando international airport yesterday. I am a Type 1 diabetic using an insulin pump.

When I arrived at the security checkpoint in Orlando, the agent in charge of the body scanner was INSISTANT that I can use the scanner with my insulin pump. When I repeatedly told her that I could not pass through the body scanner she continued to shake her head in annoyance and INSIST that the scanner was okay for my insulin pump.

I inform her that I could go through the regular security detector but instead I was rudely pulled aside and told to wait (for over 20 minutes). Then, in a NON-DISCREET way, another agent attempted to get a female agent for a pat-down. The agents were very rude and not understanding and I was very disappointed especially with the lack of knowledge as to what is safe for an insulin pump (which I paid \$7,000 for out of pocket and is a life-sustaining device).

12/16/2013 As well, I was separated from my 11 year old son who is also a Type 1 diabetic (he was with my husband but I am his main caregiver) and my purse which carries liquid glucose and my glucometer in case I have a low blood sugar.

3

12:24:29 PM I should not be made to feel like I am an annoyance because I refused to go through the scanner due to my medical device. Below you will find an excerpt from the company that makes the insulin pump...

PM

Airport Body Scanners

Medtronic has conducted official testing on the effects of the new full body scanners at airports with Medtronic medical devices and have found that some scanners may include x-ray. If you choose to go through an airport body scanner, you must remove your insulin pump. Guardian monitor, Continuous Glucose Monitoring (sensor and transmitter), meter and remote. To avoid removing your devices, you may request an alternative screening process.

Print and complete the information on an airport emergency card (located in the front pocket of your user guide) to carry with you and notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you.

For more information, visit www.medtronicdiabetes.com/equipment

Please note that I do carry this card with me at all times to show I cannot go through the scanner but it was in my purse which was in the x-ray security machine.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/16/2013 10:09:33 AM Airport : BOS - Logan International Date/Time of Travel : 12/16/2013 10:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

12/16/2013 TSA Employee: (If Known) : Multiple

3

12:26:56 PM Comment : The TSA employees are bickering regarding division of labor. My husband waited for 10 minutes for a pat down while they bickered about who would pat him down and who would deal with a customer with a dog (as an alternative to the body scanner). Nobody came to pat down my husband. He had to go through the body scanner, against his wishes.

PM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Thank you for your prompt reply to the email I sent earlier and for providing a contact address for Mr. Pistole. FYI, I spent considerable time on the TSA website, back and forth between various levels and pages of the "Contact Us" section, trying to find a mailing/contact address for him. No place on that site does the address you provided in your reply appear.

That's why I sent my letter to this Contact Center address.

(b)(6)

-----Original Message-----

From: tsatcc_do_not_reply@senture.com
[mailto:tsatcc_do_not_reply@senture.com]
Sent: Monday, December 16, 2013 1:30 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your screening experience.

12/16/2013 4:50:32 PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to. The caller does not have internet access. The caller states that she was overly searched yesterday. The caller states that she had SSSS on her boarding pass. She flew with Alaskan airlines. The caller states that all of her items were unpacked and she had a patdown procedure. The caller states that the screeners were rude and she describes it as nasty. The caller was in LAX on Alaskan airlines flight 467 at 1900 on 12 15 13 at the security checkpoint.

Advised caller:

This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

12/16/2013 6:07:23 PM

We regret that you were not satisfied with the service you received. I can assist you with obtaining a claim form so you can file a claim in writing to us for you item. It generally does take 24 hours to receive any document I send you. Also make sure that you check your junk and spam folders as my correspondence doesn't always come to your inbox. Also, if you will give me some more detailed information I can forward this complaint to the Customer Service Manager (CSM) at the airport which the incident happened.

1. Airport: LAX
2. Airline: Alaskan
3. Flight number: 467
4. Gate/Terminal: no
5. Time of Departure: 2030
6. Date and time of incident: 12 15 13 1900

Feedback Type : Complaint

Categories : Other; Disability or Medical Condition Current Date/Time : 12/16/2013 6:19:51 PM Airport : SMF - Sacramento International Date/Time of Travel : 12/13/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : I have once again been given the "we will ignore you until you go away" response. I have e-mailed the same complaint and received the same response on 3 other occasions, and I have been screaming and yelling about this horror story since it happened on June 13, 2013.

Here is the original event listing that I posted months ago, and have no response from you. I get "we've forwarded it..." and nothing else happens. I have sent this to my congressional representatives and they are supposed to be looking into this, but according to the research that you had on line when I was looking into this, if I do not trip your walk-through metal detector, then I am not to be touched. I have been threatened with horrible threats under color of law and in violation of Title 18 according to the following that I have sent in months ago.

I want some answers, not to be told that I will be ignored. I will not be tortured, maimed, harmed, scarred, bloodied or otherwise abused by TSA again, and I want ABSOLUTE assurance that I will not endure another torture session at SMF in spite of the threats issued by (b)(6).

12/16/2013 8:34:32 PM

Here is what I have sent to you already three times:

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even though it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine.

This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.

The complexity is this: I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am Caller wants to know whom to contact about how he was treated at the checkpoint, December 10th 7:40 am. He arrived at 7 am. After he showed his pass he was hand frisked as if he was being suspected of something. He had bulky clothes on. He was wearing Islamic gear and felt discriminated against. He spoke with a supervisor and even the supervisor thought it was unjust and gave him a card.

Accepted Transfer:

Caller said there were no alarms when he went through the Checkpoint D1 at LaGuardia 12-10-13 at 7:00 to be screened for a flight on US Air, and he had removed belt and coat. The Officer, a black African American, rubbed up and down his legs and he felt violated. The Officer said because he had bulky clothing on he was receiving a patdown. He was wearing Islamic clothing and it was not bulky so he feels discriminated against. He watched 2-3 others come through and they were not searched. He stated he could read the face of the female Officer at the checkpoint and knows she knew it was wrong.

12/17/2013 9:43:15 AM

RESPONSE:

Clarified that he is saying he could read what the Officer was thinking by just looking at her. Told him I do not need further details. If he feels it was discrimination, those complaints are required to be in writing. I will refer his issue and someone will forward those instructions to him.

12/17/2013 12:39:45 PM

The caller stated her daughter was flying from JFK to Portland, Maine. The caller stated she escorted her daughter through the checkpoint on 12/17/2013 at 8:07am at gate# 20. The caller stated her daughter was flying on JetBlue Airlines flight# 208. The caller stated she had to receive a pat-down because she was wearing a butt pad. The caller said a female TSO took her to a private screening area and they had to perform the pat-down. The caller said they also swabbed her hands. The caller stated she and her daughter was very upset and embarrassed. The caller said she would like a written letter of apology.

I told the caller I would forward the information to the CSM for further review. I apologized to the caller for the incident. I told the caller if an anomaly appears while going through the AIT then a passenger will have to receive a pat-down. I told the caller her hands were swabbed by a clean sterile cloth used to test for explosives.

Disability Description: Caller is calling for procedure for PreCheck for medical disabilities.

He says he has gone through and got PreCheck. He is an amputee, his wife has two knee replacements. He says they make them go back out for screening and go through the WTMD and take off his shoes and belts. He says this kind of screening isn't PreCheck screening. He says the screening they get is the same things he would have to do for normal screening then, he has to have a full patdown. He says at Sky Harbor for the PreCheck screening they only have the WTMD and they have AIT at other terminals. He says if they had the AIT then he would not have to go through this kind of screening.

Response Details: I explained to him that regardless of the type of screening, normal screening or PreCheck, if there was an alarm during screening there will be additional screening to clear any alarm. It can be a patdown or even the ETD swabbing, there are several layers of screening they can do.

I explained to him that TSA Cares, we do provide screening information for passengers and we can refer a passenger to ODPO for assistance but it wasn't something I could do for a complaint. I would list my record as a complaint for him and I would provide him the mailing address and email to make his complaint formal.

12/17/2013 3:09:30 PM He had the mailing address so I gave him the email, TSA-CRL@tsa.dhs.gov

He can call the CSM at Sky Harbor to see if they can assist him with his complaint for PreCheck screening.

Name: Wendy Cline

Phone: 480-375-(b)(6)

I did not offer to email him the information or offer him the PSS because he wasn't asking for information, he wanted to make a complaint only.

Incident Details: Caller was upset that for PreCheck at Sky Harbor they only have the WTMD. He wants to know why they have the AIT at other terminals but not the PreCheck screening.

He and his wife has disabilities and have to go back out for additional screening, he says it is like normal screening, not like the screening they are suppose to get for PreCheck.

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 12/17/2013 9:04:39 AM Airport : LGA - LaGuardia Date/Time of Travel : 12/15/2013 3:00 PM Airline & Flight Number : AA 341 Checkpoint/Area of Airport : Gate D TSA Employee: (If Known) :

Comment : Passing through the checkpoint I decided to opt out of the full body scanner. I was pulled aside for ~10 minutes waiting for a male assist. During this time I was unable to see my belongings that had passed through the security scanner, and when I requested to wait somewhere where I could maintain a line a sight on my bags, I was denied. When I was finally moved for my body pat down, I noted and told the agent that my belongings were not in the original condition that I had placed them into the scanner. In particular, I noted someone had gone through my wallet. The agent then proceeded to go through my wallet, and when I asked why, he stated he wanted to see my wallet. When I asked to see my wallet, I was denied.

12/17/2013 3:41:00 PM I believe some money is missing, but unfortunately I have no proof.

Is this common practice to keep someone from their belongings while agents go through them? Under what pretense is it justified to seize and secretly go through my belongings? I would think any search should be done while I am witness.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On December 11th of this year, I was a part of the Wreaths Across America convoy headed to Arlington National Cemetery. Part of the trip was to dedicate a wreath at the base of the Statue of Liberty. We were told we would have to go through security before getting on the boat. Not a problem or so I thought. First, we were herded through like cattle being told constantly to hurry up. When I finally got up to the x-ray, I was shivering as many of us were told to take our shirts off. It was not a warm day. I put everything from my pockets, my belt and my tablet into the tray. There were no more trays and I was again told to hurry up. I put my shirt and parka in the same tray and then started through. I stopped and showed my card that says I have an implantable defibrillator. I was told to go through the magnetometer anyway as they didn't have time. Then an agent came at me with a wand. I asked for a pat-down as the wands are electromagnetic and can cause problems with the device. I said "I don't have time for that" and started waving the wand even to a point of purposely passing it directly over my device. I am surprised that it did not go off or was not turned off, both of which could have been deadly. I then waited for my stuff to come through and after several trays of those who were behind me, my tray came through. When I lifted up the parka and shirt, there was nothing else in the tray. Then another tray came through with the rest of my stuff. For some reason it was separated. I got dressed and put everything back into my pockets and got on the boat for the Statue. As we were getting close I wanted to take some pictures so I opened my tablet. At first I thought the screen was dirty but then discovered it was cracked. When we had arrived in the parking lot, I took pictures of the NYC skyline and it was fine. I'm assuming it was dropped when going through security.

I realize that the government really doesn't care and I am stuck with a broken tablet. I do however think that the TSA needs to train their people better. If someone had come forth and said, I'm sorry it fell, I would have felt better. Here was a group of older veterans and other volunteers who were being hassled for no reason at all. As I said, we were being herded like a bunch of cattle. Hopefully this letter might save someone else from broken equipment or at least being told what happened. When I returned from the statue, I tried to go in and ask what to do but there was no one there and we were on a tight schedule so I had to leave.

12/17/2013
3:47:42 PM

(b)(6)
Bangor, Maine

HYPERLINK (b)(6) This email is free from viruses and malware because HYPERLINK "(b)(6)" vast! Antivirus protection is active.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/17/2013 3:20:41 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 12/17/2013 3:00 PM Airline & Flight Number : Southwest 363
Checkpoint/Area of Airport : Concourse B TSA Employee: (If Known) : Unknown Comment : I requested a pat down as I'm commonly in airports multiple times a week and pregnant. This has been met with resistance by staff but nothing like what I encountered a few minutes ago. I requested a pat down from a middle-aged female TSA agent with shoulder length graying black hair and her immediate response was an eye roll and "You know it's not radiation." I responded, "I'm pregnant" which usually causes the agent to back down on their resistance. Instead, she said "Well, this has less radiation than a cellphone. So what do you wanna do?" I told her I still wanted a pat down as "I am in airports often..." and was cut off with "Then, you should know. Just stand over there." I stood to the side and she walked away from me. I vowed to get her name but she never turned to face me again. Instead she'd speak to me over her shoulder as if I'd been banished.

12/17/2013
3:48:30 PM

I stood there for several minutes watching her and did my best to not move as she at one point said "do not move" when I stepped to my left to let another passenger past me. I noticed she never told anyone but instead moved trays around and gave orders to other passengers. Therefore, I called out "Ma'am is anyone coming?" She huffed and said "We'll see. We don't have anyone available." I asked "How long will it be?" And she told me "I don't know. I just said we don't have anyone available."

After a few more minutes I realized that I was not going to be helped and went through the machine. I asked the lady on the other side of the machine "You have nobody available for pat downs?" and she said there were no agents available too.

An older, African-American woman saw me and said "I thought I heard you ask for a pat down." I told her that I'd been told nobody was available. She came back to me, briefly apologized and said that she's been corrected. I appreciated her trying to take action. However, she was unaware of how rude the agent was. I expect TSA to discourage me from a pat down. Nobody seems to want to do one. However, I've never felt punished or disregarded due to it.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/17/2013 3:08:29 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/13/2013 10:45 AM Airline & Flight Number : US Air 479
Checkpoint/Area of Airport : Pre-Check TSA Employee: (If Known) : supervisor on duty Comment : There is no reason for me to be Pre-Ck qualified at Sky harbor because I am an amputee with an artificial let and they do not have a x-ray scanner at the Pre-Ck location. When I go through the metal scanner I alarm and have to go back out to the table and remove all my "stuff" to pass through the scanner (they don't even have buckets there) then I have to have a full body pat-down. So the Pre-ck there is no different that the non-Pre-Ck lanes. In other airports the Pre-Ck has a body scanner and there is no issue going through quickly and with dignity.(Las Vegas, Sacramento to mention recent locations) The promise of the convenience and security of the Pre-Ck process is ludicrous when the old metal scanners are all that are available. The same issue happens with my wife who has two hip replacements.
Would you like a response? : True
Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Disability or Medical Condition Current Date/Time : 12/17/2013 5:06:21 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/17/2013 Airline & Flight Number : Southwest Airlines Checkpoint/Area of Airport : Main Security Checkpoint, Terminal 4 TSA Employee: (If Known) :
Comment : Upon informing the TSA agent at the full body image scanners that I was wearing an insulin pump and could not go through the machine at risk of damaging the device, he tried to talk me out of my request more than once. As a regular traveler, I am fully aware of the damage that can be done to my medical device by the full body image scanners. Further, I am also aware that such damage is NOT covered by my warranty or insurance. I always make sure to arrive early to account for the added security screening that I know comes with the package of being a traveler and an insulin pump wearer. I have seldom had any problems with TSA and my diabetic supplies. However, I was extremely frustrated with this particular agent and how hard he tried to convince me to just go through the full body image scanner. First he compared the full body scanner to a cell phone and told me it was no more dangerous. I again told him I could not go through the machine at risk to damaging my medical device. He again told me it was safe. I repeated my request. He then told me I would be subjected to a pat down. I told him I had no objections and was aware. He then went into detail about the pat down. I told him I understood. I had been through it before. Please note, I know he is required to tell me about the pat down, however, the tone he was using and the way he said it was to discourage me from requesting the pat down and encourage me to just go through the machine. It was only after I made the statement five times that he called for a female inspection.

It is because of actions by agents such as this man, that diabetics with insulin pumps are coaxed through the scanning device and have insulin pumps damaged. I am lucky to be an informed traveler and know my rights and responsibilities. But the TSA agents in Phoenix need to be better informed and trained about this. It should not take me making the statement five times and appearing to be argumentative to get the message through.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hi.

I travel regularly and have always opted out and almost every time I have faced some sort of discrimination, intimidation or plain violation of human dignity. I am sick of it and am going to file a number of complaints going forward. Please stop treating your customers who exercise their right to opt out in such a gross way and stop tearing families apart at security check points. Here are a couple of my cases.

Friday, December 13, 2013: I flew from Dulles (AID) airport at 6 am. When I opted out the TSA agent made me wait for more than 15 minutes, while I saw that in the back as he kept asking for a "male assist" none was approaching. There were plenty of employees, male agents, doing almost nothing behind security checks as it was not a busy morning whatsoever, but none would assist. Finally, the agent at the gate, who was somewhat nice, frustrated, at his colleagues took me down and did the pat down himself. As I walked by those agents who were standing behind two of them looked at me, rolling their eyes. I believe this was a form of their frustration and perhaps a TSA endorsed way of intimidation. I want you to know it will not work, nor will it stop me from opting out, and it is a disgusting way to treat American citizens and your customers. Please stop this practice among your agents.

September 3rd, 2013: at about 1 pm my wife our toddler and I were passing by security checks in Austin, Texas airport. My wife was able to go through the "less intrusive" metal detector with the toddler, but I was forced to go through the radiation machines. I opted out of course, upon which I was given a pat-down and somewhat harassed by the supervisor present, and asked why I was opting out. I complained to him that I was being separated from my family and that was the wrong thing to do. He seemed to disregard my concern and did not even bother to take my complaint to heart or do anything about it. I was told to call an "800" number if I had complaints. Why does TSA separate me from my family?

Furthermore, on my recent from Oakland Aiport, Sunday 10:49 pm, trip my luggage was thoroughly searched a note was left and all my belongings were scattered all over the place. I had at least two ties in there and they were stolen by TSA agents. I believe who searched them. Please let me know how I can file for a theft with your TSA.

I am somewhat afraid that after this post and revealing my name, I will be subject to more intimidations in the future and more thorough searches, but I am sick of keeping silent about your gross violations of human dignity.

These are just a couple of my experiences recently. I am a regular traveler, but do not believe how you "in the name of security" violate citizen'ss constitutional rights. I have one plea at least to you – be nice to those folks who opt out, please do your job and get them through as quickly as possible so they can make their flights on time. And please, please please be mindful of families traveling with children. I have three children and am about to enter a career of lots of travels, please please I beg of you implement family friendly policies so that the crazy experience of traveling with children does not become prohibitively difficult.

Regards,

(b)(6)

Caller stated she was traveling from LGA to Detroit on flight 1231. She had to pull out everything from her purse for security screening. She went into the AIT machine then they had her come out and remove her boots and patdown under her left arm. She stated they told her that she would have to open her carry on bag. She opened her carry on bag and they told her her lotion was over the limit and would have to be thrown out. She finally got on the plane and notice she did not get have her make up bag. Her make up bag was brown make up kit plastic design. She stated she had over 1000.00 in jewelry inside the bag. Caller stated she was wearing a black and brown Norweigen sweater with black boots. She has blonde hair if it will help recognize her on video.

12/18/201
3
10:27:21
AM

Airport-LaGuardia Airport
Airline-Delta Terminal C 18 1:30 -1:45 at security
Flight Number at departure- 1231
Date and time of incident-12 17 13

Description -she placed her jacket in the plastic bin with her purse the make up kit was inside her purse design shape half moon shape inside was 2 matching other ones all with matching jewelry .
Advised caller that a claim form has been sent via email. Should be receiving the email within 24 hours, advised to check spam folder as well. Instructions will be with the forms on how to send it back. Escalating the issue to a CSM.
Caller was flying out of DTW and was subjected to secondary screening and wants to know why.
Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

12/18/201
3 5:23:17
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Caller stated that he is trying to get some TSA video from Philadelphia. He has a prosthetic leg. He had his hands swabbed and it did not alarm so they inspected him completely and everything cleared. A TSO told him he had to go in a private screening room for more screening. He asked what they would do to him in the screening room and they would not tell him, they refused to tell him what they needed to do in private. He would not go in private, he told them they could screen him in public but they would not do it. He stated that the TSA officers called the police and the police treated him awful. He stated the TSA folks were very professional and treated him well but the police were completely terrible to him. Caller said that he thinks the officers just need a little more training to understand exactly what they need to do, because they stated he could not decline and detained him in a corner to wait on police. He stated that he never alarmed, the man that screened him swabbed his own hands and the officer is the one that alarmed. Caller stated that the manager was (b)(6) and he told the caller that he could not decline screening. He stated they did not have to tell him the process before he was screened. He was also told that he had no choice other than to go to the private area to be screened. Caller stated that he would like to have video of what happened at the checkpoint today.

Advised caller that following information:

In addition, passengers may request a private screening if additional screening required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

12/18/201
3 6:57:52
PM

All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

Airport: Philadelphia
Airline: United
Flight #: UA3788
Terminal or Gate #: D7 Screening line 10 or 11
Date and Time of Departure: 12 18 13 at 2:30pm
Aproximate time of incident: 12:45 pm-1:30pm
Calling on behalf of:Self
email:(b)(6)

Told caller I would send this issue to the CSM at that airport so they could check surveillance and look in to it. They may contact him back with information about whether he can get a copy of the video surveillance.

Caller will fly Saturday with an 85 year old friend. They have flown together several times and he wants to try to help the process. She is slow to walk and brings her luggage cart to help her through screening. He clarified she lets the Officer screen the cart and she is screened as usual. At PHX once she got a patdown because a anomaly showed on her leg but she does not have a metal joint. All she had on her leg was ointment. She does not like the prospect of receiving a patdown.

RESPONSE:

12/19/201
3
10:21:38
AM

Advised she must be able to walk or stand without support for her screening. He clarified she can.

Told caller that anytime there is an anomaly we must do a patdown to resolve it and I cannot tell anyone they would not have a patdown. If she would be more comfortable with it she can ask for a private patdown and he may even accompany her. I am sorry but that is our procedure so I cannot help him further with avoiding that.

Disability Description: Caller had a brain injury, she always uses wheelchair service- she is partially blind and she does not have the balance. She lets them know ahead of time that she cant walk through the WTMD, but some people will not allow her to do that. She has had many instances where they are trying to say she is a refusal. A TSA officer should never tell her what disabled people prefer. She is getting tired of the fact that its a fight everytime she goes to the checkpoint. She is very young she speaks clearly she does not look like she has disability. people do not understand that she truly has a disability because she doesnt look like it. She thinks she wouldnt be treated this way if she looked more like she had a disability. People can not see a brain injury. She needs to be calm and reserve her energy before she gets on the airplane, instead of having to fight before getting on the plane. Nobody had every recommended TSA cares to her at the checkpoint. She was told when she finally was supposed to get TSA cares they told her that she would not know what was going to happen until she would get to the airport. She is about to fly again and she would like to. She is having the same problem by the TSA because I will give her the number to the disability department, she wants to call and speak to them personally.

Information Request: mobility blind walk with a cane wheel chair. she has asked for a supervisor because a complaint was irrelevant. Caller asked why would I ask what type of complaint she would like to file because that is not why she is calling. Although she kept complaining about past experiences at the checkpoint.

GAH

This entire call is a complaint. The caller kept saying her complaint isnt relevant to her problem and before she gives us her name and number she wants to know if she is going to be forced to get a patdown.

I told the caller she could ask for PSS at the checkpoint to assist her with the screening.

12/19/201
3
12:05:16
PM

passenger refused to accept assistance and stated that when she has a problem again she will sue the TSA.

Response Details: Asked the caller if If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Apologized to the caller for her past experiences. Explained to the caller that TSA Cares is here to help passengers with disabilities through the checkpoint. Told caller that the last time she requested assistance the reason the representative was unable to promise what someone would do at the checkpoint is because here at the contact center we send the request for assistance to the disability department so that someone can meet you at the checkpoint. We can not promise what another person will do exactly, but we can let you know they are there to help you with any issues you may have through the checkpoint.
SUP CALL

Escalation Notes: GAH

The caller complained for about 30 minutes concerning her past experiences with the TSA checkpoints and with the TCC. She says she is partially blind and mobility impaired.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

12/19/201 Work Phone:

3

10:23:42

PM Cell Phone:

PO Box or Street address:

(b)(6)

City:

Pawleys Island

State:

SC

My name is (b)(6) I was flying 12/20, on United flight 365, departing 813 from Ohare airport. I went through security at cp2, lane 4, T1 at 637am.

I'm writing because this was the Worst experience I've ever had with TSA. going through the security the woman running check ons through security, was the rudest person I have ever had the misfortune of dealing with . I was told I could not have her name. She was mid to late 50s, Caucasian, grey blond hair and mean. So mean that other flyers were commenting on her manner of yelling her directions, treating people like they're stupid, and rolling her eyes at every annoyance. Her behavior was so blatant two of the other TSA apologized for her, one stating, she is cranky... Sorry, that's No excuse!

I then dealt with me (b)(6) who I'd learn was her supervisor, he was there the whole time observing her rudeness and hadn't stopped it. Does supervisor (b)(6) not see a problem with his employees treating people badly. When I expressed my frustration at her yelling at me, he responded with, " I didn't yell at you", no, you didn't but the employee, who you supervised did, and I've yet to hear an apology, and btw her behavior is your responsibility, because you are her boss.

I travel for work. I understand that each airport has slightly different guidelines. I am happy to oblige any and all guidelines. I do not Deserve to be treated badly in the process.

Flying can be stressful. I'm sure dealing with travelers can also be stressful, but you sign up for the good and bad when you take a job and it is not ok to lash out on the very people you are here to protect.

12/20/201 In ending this email, I would like to acknowledge a beautiful African American woman(did my pat down) who's great attitude and warm smile redeemed Ohare TSA as much as she could. Supervisor (b)(6) as well as the woman he allows to act
3 unacceptably should take note of how she does her job. Good attitude and kindness begets kindness. Employees like the mean lady I'm writing about give all TSA a bad name, and need to be taught how to deal with people or taken off the floor.
10:12:28 I expect to be contacted with a follow up that this issue has been addressed. It was unacceptable to say the Least, and totally unnecessary!

AM

(b)(6)

Sent from my iPhone

The caller is disappointed with TSA's behavior in PIT. The caller flew from PIT, with Southwest, on December 17th and went through screening around 6:00pm or 6:30pm. The officers were 2 female officers and they patted her down for 20 minutes while 2 male and 1 female officers were watching. The caller states that a patdown turned into a 20 minute patdown that required her being asked personal questions, raising her shirt, pulling her pants down, and a second officer was prepared to pat her down some more. The caller had on light fitting yoga pants that were not bulky. The caller states that the officers put the side of their hand up her crotch twice and massaged her legs. The caller was so embarrassed. The caller states that in MDW someone boarded a flight without a boarding pass and was escorted off and then a lady got off the plane and did not return. The caller states that someone could have put something on the plane and then left. The caller also states that someone went into her bag and she is missing an item but she can replace it. She is more concerned about the screening process. The caller states the incident did not make her feel safe and states that as a traveler you are vulnerable.

12/20/2013 4:36:01 PM

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at PIT.

your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

Feedback Type : Security Issue

Categories : Duration of Screening Process; Pat-down Current Date/Time : 12/21/2013 11:09:48 AM Airport : LAS - McCarran International Date/Time of Travel : 12/21/2013 6:30 AM Airline & Flight Number : american airlines/1802 Checkpoint/Area of Airport : D gates TSA Employee: (If Known) (b)(6) Comment : Officer (b)(6) insisted that my husband take off his shoes and belt and jacket when we told him that my husband's movements are constricted and that he's unable to take off his shoes. After a struggle he agreed to let my husband keep his shoes on but insisted the belt come off and I was extremely disappointed that he forced him to when we said over and over he has constricted movements. Forced us to take his skin tight leather jacket off. Even though we called the wounded veteran hotline at mccarran airport a day earlier to report our arrival we didn't have anyone waiting for us. Nevertheless we did what we are suppose to do and went on without it. My husband have a spinal cord stimulator and a fusion in his back he can't go through the metal detector or body scanner. We requested a pat down and officer viola said its easier if he takes off everything and stand, I explained again that he cannot move freely as they want him to as he is still recovering from an invasive back surgery and his vision restrictions. During the pat down, he forced my husband to bend when he kept of telling him that he can't, that he has multiple back surgeries that constricts his movement, that he is physically incapable of doing it. Not to mention he is legally blind so it was hard for him to locate items. He was dressed warm because he has a pneumonia and we didn't want to go through this rigorous screening process. In every airport we flew he never had to go through such a terrible experience. when I brought the matter up to a supervisor, he said the jacket looked bulky and he agrees that the officer was right by removing belt and jacket because its easier to do the pat down then he shortly dismissed my claim because i was an employee. We are in shock to be treated so poorly, especially after being a TSA worker and knowing rules and regulation are different for extremely wounded military veterans. Every other airport we went through has been an expedited screening with excellent customer service experience.

12/21/2013 11:46:34 AM

This reflects negatively on the advertisement of TSA helping wounded veterans through expedited security screening. They dropped the ball and we are just upset that my husband is in real pain now coz he was forced to move many times although we established that he can't.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller has metal implants in his hip and wrists, and flies often from LGB. He is upset that the airport, while relatively new, does not use an AIT. Instead, he has to undergo the WTMD, and then receive a patdown.

12/21/2013 3:49:33 PM

Advised Caller:

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/22/2013 12:35:29 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

12/22/2013 TSA Employee: (If Known) :

3 1:17:48 PM Comment : Patted down my mother in full view (third time now across airports, but this time in ATL). Unprofessional and unempathetic. The least that can be done is to pat down a 67 year-old behind a screen. Is it too much to ask?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 12/22/2013 11:56:02 AM Airport : LAX - Los Angeles International Date/Time of Travel : 12/17/2013 10:30 AM Airline & Flight Number : Southwest Airlines Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) :

12/22/2013 1:17:56 PM Comment : My mom and I was traveling home from LAX To Tampa and my mom has a service dog with his collar, leash and service dog vest. When we went through the checkpoint, the officer made us take his collar, leash and service dog vest off and put it through the xray machine. All the other airports we ever traveled never asked us to do that and just did the pat down on my mom's service dog.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller wants to make a comment about screening procedures. The caller is an active duty service member and he is traveling through DFW. The caller states that AIT or a patdown feels excessive for active duty military. The caller is unhappy about this because he feels like he is treated like a criminal by having to go through screening procedures.

Advised caller:

12/22/2013 1:20:34 PM The U.S. Department of Homeland Security is composed of several component agencies that handle different types of acquisitions, and TSA receives an unprecedented number of ideas, suggestions, and proposals regarding information and aviation security technologies from manufacturers, vendors, Federal agencies, and citizens.

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site. Please review the documents and guidelines provided on our business page by selecting the "Stakeholders" tab at the top of the screen and following the "Business Opportunities" link.

I also advised the caller that all of our records are recorded.

Caller is in the College Station airport. She was told that she was accused of hitting a TSA worker; she requested to see the video of where she supposedly hit someone. She was randomly chosen for additional screening; they told her it was by the machine that they had to do it. The officer asked her to remove her LGAs from her luggage, and would not allow her through with them. She stated she has traveled all across the world with the LGA bag. The supervisor is the woman that did her pat down. The TSO that said she was hit by the lady, her name was (b)(6), she would not show her badge number or anything. She over heard an african american boy on the phone with his mother that they had also mistreated him. The officers told her that her attitude did not change that it would make the process a lot worse for her. She stated that she is appalled at the incident. She stated that all of the officers were jumping all over her all at once for no reason, nobody would tell her what to do but would all scream at her. She stated all of this would be on video.

Airport: College Station- Texas CLL

Airline: American Airlines- Eagle

12/22/2013 3 6:09:58 PM Flight #: 3310

Terminal or Gate #: Gate 1

Date and Time of Departure: 12 22 13 at 4:20pm but it changed to 5:30pm

Aproximate time of incident: 4:50pm

Calling on behalf of: Self

email: (b)(6)

Advised caller | would go ahead and send this information

TSA's Inspections and Investigations Division (IID) is responsible for conducting criminal and administrative investigations of employees who are alleged to have committed misconduct, including identifying and investigating potential worker's compensation fraud by TSA employees. If you suspect that a TSA employee is engaging in misconduct or fraud, please e-mail TSAInspectionHotline@dhs.gov. In your e-mail, please provide the name of the employee you suspect for alleged misconduct and an explanation of the issue, including date(s) and time(s). Please also provide your name and contact information for appropriate follow-up.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/22/2013 8:19:04 PM

Name: (b)(6)
Email: (b)(6)

12/23/2013 9:05:59 AM Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): TA566 San Salvador gate 17 occurring at 18:35 on 12/22/13

Comments: During a transfer from Nicaragua through San Salvador to get to JFK, security personnel (b)(6) submitted me to the following:

- 1) Packed and unpacked my entire carry-on bag publicly.
- 2) Forcibly opened bag damaging zippers and clothing.
- 3) Mixed multiple items that had been intentionally separated including toilet paper / 2oz bottle of hand sanitizer used to clean after using toilet, which she placed together with my previously separated toothbrush.
- 4) Performed public pat-down without option of same sex examiner, though male employee was next to her.

In each of these cases I asked her not to do the thing to which I objected and offered an alternative such as asking, "can this be done by a male?" or "can you please not touch my toothbrush after touching my toileting bag?" or, would you like me to unpack those items so that you don't break them?" She stated that TSA regulations did not allow me to make these requests and then interrogated me about my itinerary, writing down my name, passport number, and itinerary, leaving with my passport to talk with her coworkers. This all occurred without me having left the immediate area after arriving in the airport from another international flight within the same terminal.

12/23/2013 10:16:55 AM Caller is concerned that the radiation at screening will be harmful and is concerned with her personal items going through screening while she waits for a female officer to perform the pat down.

3 Explained that TSA has removed the old machines that used a low dose radiation type screening and is currently using only an AIT that uses an RF signal that penetrates the clothing but not the skin and is not harmful. But the TSO's are trained to maintain sight of her personal items when she is going through screening.

Caller flew from Texas and has an insulin pump. During the screening process she told the officers that she had a pump. She was then directed to the WTMD and received a pat down. She is upset because the WTMD damaged the pump. She does not want TSA to pay for the device, she wants to know what she can do next time she goes through screening. She also stated that she was not forced to go through the WTMD and she went through knowing it would damage it to save time. She thinks TSA should know better. The caller also stated that she screened her BiPAP but did not take it apart.

12/23/2013 12:30:29 PM Advised caller:

3 If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; facemasks and tubing may remain in the case.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); Disability Current Date/Time : 12/23/2013 12:15:54 PM Airport : PHL - Philadelphia International Date/Time of Travel : 11/17/2013 6:45 AM Airline & Flight Number : US Airways 623 Checkpoint/Area of Airport :

Terminal C TSA Employee: (If Known) : Asian Man - Mid 20s-Mid 30s Comment : I'm a Type I Diabetic with an insulin pump who happens to travel quite a bit for work via air (est 25000-30000 miles per quarter) almost entirely through PHL. I utilize an insulin pump as it best fits my regiment, not to mention makes control much easier. What bothers me is that each time I go through security, I'm asked what this device is, they have to wipe my hands after going through the cancer machine, and they have to pat down the area. Are these agents medical professionals? I'm worried about 2 things: 1) they accidentally tear the cannula of the device out of place 2) sometimes the area where the pump is attached to my skin is sensitive and this "pat down" HURTS. Please, if someone has to do this, get someone with a medical degree to do it. On the date in question, I was flying out of Terminal C of PHL when apparently, this time, my pump sent off some sort of alarm and they had to detain me, open my bags, waste my time, all because the equipment I paid for (via taxes) is not working correctly. Mind you, the agents were very polite, but I feel as if each time I fly, I'm being discriminated against because of a disease I cannot control.

12/23/2013 3:30:29 PM When I fly to Canada, and when I vacation in the Dominican Republic, these injustices never occur. I'm just a flyer and US citizen trying to fly without discrimination just like anyone else. I'd be more receptive to being "flagged" if the person doing the flagging was better trained. For example, if it was a Philadelphia Police Officer, or a US military personnel doing the screening. I'd be more comfortable as they know what they're doing. In the mean time, I wish to not be discriminated against when attempting to fly simply for being a Type I Diabetic.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/23/2013 5:33:55 PM Airport : MCI - Kansas City International Date/Time of Travel : 12/17/2013 4:00 PM Airline & Flight Number : Southwest 265 Checkpoint/Area of Airport : TSA Precheck TSA Employee: (If Known) :

12/23/2013 6:18:42 PM Comment : I am a known frequent traveler who enjoys the benefits of TSA PreCheck and has done so without incident. On a recent return trip from KCI to DAL I went through the designated TSA PreCheck station and was "randomly" selected for additional screening after I had passed through the detector. My hands were wiped down and according to the officer they "alarmed" when tested. This alert then subjected me to a full body pat down and an item by item search of my carry on and personal bags. In all my travels I have never been subject to a full pat down or a any search of my bags. I always pack in strict accordance with TSA regulations. TSA PreCheck is supposed to offer less hassle in clearing security, not more. Unfortunately, for me it did not work out on this trip. It would have been much quicker and more convenient for me to go through the regular security screening.

In addition, my wife who was traveling with me as a companion on this trip was also "randomly" selected for additional screening when going through TSA PreCheck screening on our outbound leg from Dallas on 12/14. Fortunately she was cleared without additional delay.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/23/2013 7:38:32 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/22/2013 Airline & Flight Number : Delta 4233 Checkpoint/Area of Airport : Pre-Check

TSA Employee: (If Known) :

Comment : When checking your web site for the information on obtaining a medical implant form and when clicking on the link shown, I get the message "View static 404 page Not Found".

12/23/2013

3 8:13:46 PM I have Pre-check status through Delta airlines, am a TWIC holder, own a TSA approved airfreight forwarding company and assume that I am not a security risk whatsoever. When I get through pre-check and walk through the metal detector, my knee implant sets off the alarm. Immediately, I lose my pre-check status, shoes and belt have to come off and I have to be subjected to a the intrusive (and let's be fair, humiliating) pat down. At Midway, the pre-check line does not have the other scanning machine that would avoid having me go through the pat down. I would appreciate if the TSA could come up with a policy for the thousands of trusted passengers with implants. When i go through a metal detector in Europe and my knee implant sets off the alarm, the security agents use a metal wand and a quick touch of the affected area. I cannot see why this could not be done in this country.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The callers father flew from LGA to TPA Dec 17th, at 9:00 or 10:00 am. He is 90 year of age and legally blind. He was in a wheelchair and he is not stable on his feet. He has a cane. He stated that the TSA told him to stand with his cane and he had to go through the AIT machine. He took his cane and he was not able to raise his arms. He stated that he is not sure why they did not leave him in the chair or give him a patdown. He stated that he told them that he is not able to stand stable. He had a torn rotator cuff and was not able to raise his arm, therefore they would not have gotten a clear image for screening. He stated that he flew from Delta Gate C. He stated that he thinks they need to be retrained on the procedures, because the standard procedure was not followed. He stated that normally they would have just conducted a patdown, and swabbed for explosives.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

12/24/2013 Incident Details: He does not want to file a written complaint.

3

10:46:46 AM Passengers Name: (b)(6)
Departing Airport: LGA
Destination: TPA
Airline: Delta
Flight Number and Time: 11:30 am
Gate: C
Date and Time: December 17th, 2013 @ 9:00 am

I explained that I can forward the complaint to the CSM at LGA so that they can be aware of the situation.

Feedback Type : Security Issue

Categories : Firearms; Miscellaneous/Other Current Date/Time : 12/24/2013 2:10:10 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/24/2013 6:45 AM Airline & Flight Number : delta 440 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :

12/24/2013 4:11:59 PM Comment : first time I got fast-tracked in the pre-screen lane and it was super efficient. That said, I'd say you have a pretty big security hole there. My hands were swabbed for explosives before I got to the conveyor belt. I passed and was told I don't need to take off my shoes or jacket. I put my stuff on the belt and headed through the metal detector (there was no body scanner at this outpost). I said 'I have a metal hip' as I walked through and the sensor went off. An official asked me to step to the side and he proceeded to repeat the explosives test on my hands which was negative again, so he said thank you and sent me on my way - no pat down, nothing. I could certainly have had a knife anywhere on my body, if not a gun. I appreciate the effortless screen, but the only thing that sent me down that lane as far as I know was a random touch on an iPad. I don't know the odds that iPad is programmed with, but it sure seems like a decent gamble if one wanted to get their face/cause on the news. A pat down would have taken an extra couple of minutes, and it would have made a big difference (I'd think) from a security perspective.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

12/25/2013 10:07:10 AM I went through security and was treated rudely by a TSO named (b)(6) at T-1 Checkpoint. Having opted out of the full body scan I was given a pat down by a polite agent. During that process however (b)(6) was in charge of checking my bag. The issue started when I noticed (b)(6) had failed to fully zip one of the pockets on my bag. I asked him if he could please zip it fully as there were small items in it. I was told he would "try to remember" after he was done with the others in an annoyed tone. I was not trying to be difficult, but I did not want to lose my things as he was taking my bag back through security. He presumably took me to be being difficult however as he began to adopt attitude about the remaining contents of my bag. (For instance sarcastically noting, "got some dirty boxers in here") At the bottom of my bag he came across three sealed boxes of Magic the Gathering trading cards. The items are valuable and I asked him to show some care (as he dropped the first box on the table). This irritated the man further as he taunted me saying "we might just have to open these". At this point I asked him to get a supervisor to discuss the matter which he ignored (I would have been willing to open them if it was actually necessary, but as I have flown with similar boxes dozens of times without having to do this seemed unlikely). (b)(6) then walked away with my things to run them through security. It turned out that my packages that have been sealed since the mid 1990's did not need to be opened and I was allowed to leave. I spoke with (b)(6)'s supervisor (b)(6) after the incident. (b)(6) claimed that there was no way to file a complaint in person and told me to email this address. (b)(6) did not answer any of my questions except to say that they "back up their own". Presumably this was meant to convey that I'm wasting my time sending this email. I understand that being a TSO is a difficult job and I have no doubt that there are any number of angry mean spirited individuals that they have to deal with. I am not and was not one of these people. I am traveling to see my family on Christmas Eve and to say I was happy and excited would be an understatement. (b)(6)'s attitude and demeanor were uncalled for in any job, but especially so as an agent of the TSA. I am not trying to get (b)(6) or (b)(6) fired or anything over the top, but it would be nice to hear that they have been spoken to about appropriate work place behavior. I look forward to hearing back from you.

(b)(6)

Feedback Type : Civil Rights/Liberties

Categories : Race; Sex

Current Date/Time : 12/25/2013 10:30:31 AM Airport : MCO - Orlando International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

12/25/2013 TSA Employee: (If Known) :

12/25/2013 11:04:40 AM Comment : I have been profiled for my past three trips through various airports based on my race and gender and possibly my age and socio-economic status. I am an American middle-class white woman with long hair in my late 30's, and I am consistently chosen by agents for a pat-down of my hair, whether I am wearing my hair in a ponytail, a bun, or un-tied. There have been black women with elaborate hairstyles, Middle Eastern women in hijabs and niqabs, and wealthy-looking, long-haired women of all ethnicities near me in every airport, and I have observed that they sail past security without issue. Whenever I ask an agent for new gloves, I get an eye roll, a refusal, or some other type of nasty attitude, which does not help the situation. There needs to be fairness and consistency in TSA's practices if the agency is to be taken seriously and trusted by the travelling public.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had an incident this morning while going through screening. He said his computer fell to the ground. He reported it to a TSA officer and he was told to call to file a claim. He said he opted out of the screening and requested a patdown. He was waiting for an agent to become available and the belt pushed it out of the way. He wants to file a claim for the damaged computer. Also, he is at the airport but he has not boarded yet.

RESPONSE: I will be sending you, by email, claim form SF95 and a cover letter. You should receive it within 24 hours. The completed claim form goes to our CMB. They will send you an acknowledgement letter and a control number. Contact them in the future if you have any questions or want to check the status of your claim. I do apologize for the damage to your computer. Thank you for calling TSA to make us aware of the incident.

12/25/2013 Date and Time of the flight: Dec 25, 2013 Time was around 9:00 a.m. Los Angeles time

3 Gate or Terminal: Gate 65 B

12:46:08 PM Baggage description: N/A

PM Bag Tag # (10 digit): N/A

Flight #: Alaska 455 (He will depart 10:45 a.m.)

Airline: Alaska

Airport: LAX

Email: (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 12/26/2013 7:02:19 AM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 12/26/2013 5:00 AM Airline & Flight Number : DL1653 Checkpoint/Area of Airport : 6
TSA Employee: (If Known) : Officer (b)(6) Comment : I had just lost my wallet and ID, so I arrived early to the airport to explain the situation. Officer (b)(6) handled my case, and treated me in a humiliating and degrading fashion. She told me that I might not get to fly, but she wouldn't let my husband stay with me. She informed me that "in my opinion, people without ID shouldn't be allowed to fly at all."

12/26/2013 8:16:37 AM
After establishing my identity, other TSA officers dismantled my luggage and gave me an aggressive "pat-down". This additional screening was unnecessary -- if I had had contraband, I could have just given it to my husband to carry through the normal line. I understand the need to establish WHO I am, but not the additional attention given to WHAT I am carrying.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/26/2013 6:42:44 AM Airport : OKC - Will Rogers World Airport Date/Time of Travel : 12/26/2013 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

12/26/2013 8:16:40 AM
Comment : I opted out of the WBI screening for a private pat down. From the time I declared "opt out" until the pat down was completed 22 minutes had lapsed. Considering there was only one lady in front of me, this is an absurd amount of delay and inconvenience. This airport should be able to handle 2 private pat downs within 30 min.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 12/25/2013 8:08:24 PM Airport : ELP - El Paso International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

12/26/2013 8:16:55 AM
Comment : Ok, I travel a lot, more than anyone should actually. Every time I have had to go through the checkpoints at any of the airports, it has been more than a hassle with the regards of not only my medical equipment and the fact it cannot under any circumstances be put in or near any x-ray machines and my neuropathy which I am not supposed to take off my shoes for any reason. I think it is really unprofessional when I have already told them that they need to be extremely careful esp during a pat down bc my equipment cost over \$1000 a day for my medical to take care of and they will not be replacing what someone else ignorantly messes up and rips from my body. Please teach your TSA agents how to be more careful of passengers and their medical equipment as well as protocol for medical equipment that cannot be x rayed and be a little more courteous so that I do not have to become rude with them about it in the first place, I am sure they don't just have \$1000 to hand over out of pocket.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller asked about screening processes because he went through recently regular screening and was motioned over by another agent that he was selected for precheck? He was asked to remove his shoes and he decided to opt out of the AIT and thinks it was the precheck line. Had a patdown and had to wait for someone to become available.
He almost missed his flight, what recourse does he have because he had to wait for someone to perform a patdown?
Refused to provide personal information or airport he departed because he doesn't want to be placed on a watch list. Asked if he was under some sort of house arrest?

12/26/2013 9:21:12 AM
Response:
Advised caller it sounds like he was selected for the AIT not precheck line and he has the right to opt out, but, is required to have a patdown to complete screening process. Voluntary screening method, not a requirement.
Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure
Explained he may have to wait for someone to become available to perform the patdown depending on the number of agents on duty and number of passengers flying.
Explained TSA isn't a law enforcement agency, only responsible for screening of baggage and passengers before boarding a commercial flight.

Caller is 76 years old. He flew from Albany to Asheville. He said that in Albany he was given a card and he did not have to take off his shoes or jacket. He said that he told the TSO that he has a metal knee implant. He said that he set off an alarm and was sent through the AIT. He said that they were very polite. When he got to Asheville they also gave him a ticket. He said that they were friendly until he told them that he has a metal knee. He said that they were not near as friendly and treated him like a criminal after he told them about the implant. He set off the alarm and was given a thorough examination. He wanted to know if people should be treated differently at different airports. He said that he does not want to make a complaint. He did not want the email or the mailing address for the TSA's Disability and Multicultural Division.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

12/26/2011 If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

3 A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

10:07:44

AM

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. .

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.

I told him that passengers should be treated the same all all airports.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address: (b)(6) Cangzhou, Hebei, China
Zipcode: 061001

12/26/2013
10:16:45 AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Seattle-Tacoma International Airport

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/26/2013 1:42:24 PM Airport : DEN - Denver International Date/Time of Travel : 12/26/2013 5:00 AM Airline & Flight Number : United Airlines Flight 1689 Checkpoint/Area of Airport :

TSA Employee: (If Known) : Older women with dark hair, glasses, short and over weight

12/26/2013
3:12:29 PM

Comment (b)(6) is Caucasian 20 year old 5'3" 100 lbs. female. She had a guest pass to walk her active military boyfriend to his Gate on Thursday, December 26th, 2013. She was pulled out to do a pat down, which was not a problem. However, The TSA agent, after a prolonged pat down to the chest area, decided that her chest did not "feel right"! So, she proceeded to take (b)(6) into a private room where (b)(6) took off her shirt and revealed that she had a standard bra and sports bra on, nothing more or less. She was instructed to pull her sports bra up, the women once again padded down her chest and side area. I am not sure how her chest could possibly not "feel right". If this is standard procedure than 99% of women flying today should be pulled into a private room for a pat down. This was uncalled for and unjust! (b)(6) is deeply upset by this incident and an acceptable explanation is in order.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The American Airlines concourse has one line for TSA pre-check.

That line is not used for wheelchairs.

I have TSA Pre-check and a wheelchair.

At O'Hare at the AA concourse security check I could not get through the Pre-check line in a wheelchair.

I went through another line and suffered all the indignities of the "pat down".

12/26/2013
3:01:42 PM

So people in wheelchairs with pre-check can't get treated like every other passenger with pre-check.

As a passenger using a wheelchair, I am outraged at the way I was treated. It's TSA's fault that the system breaks down at the security check.

When will this be fixed? Don't offer and don't certify anyone for Pre-check if you won't deliver.

Please respond with specifics.

(b)(6)

Disability Description: Callers daughter is blind, deaf, and has metal implants.

Response Details: provided the caller with information for TSA Cares for the next time they travel and informed the caller to contact us at least 72 hours in advance so we can be prepared for (b)(6) coming through a check point. The caller was unaware of TSA Cares until I described it to her. I gave her the phone number of 855-787-2227.

I also advised the caller that I would be forwarding a copy of this record to the CSM at MSY for her review.

12/26/2013 9:39:01 PM

Incident Details: The caller just took her daughter (b)(6) who is blind and deaf through New Orleans TSA with her guide dog. A Delta agent escorted them to the check point and left them at the TSA (b)(6) has a cochlear implant and has nuts and bolts in her femur and in her face and in her hip because she was hit by an automobile. The check point called for a female patdown. The agents took the guide dog s harness off. The caller is very upset. She spoke with Supervisor (b)(6) because they have documentation from the doctors saying that the cochlear implants should not go through any type of electronic screening most especially a WTMD. The caller does not know if there is any damage to cochlear implants because (b)(6) was made to go through the WTMD. They were the only ones going through the line at the time. The caller says that they requested a patdown and they made her go through the metal detector anyway. The STSO gave her a claim form if there was damage to the implants. The cochlear implants are items that cost 99000 USD. (b)(6) went through a WTMD and not an AIT (confirmed). The caller repeated over and over again that this team at New Orleans needs training. A female agent was called to perform a patdown but between the time the female agent was called and arrived a TSO made (b)(6) go through the WTMD after the caller and a Delta agent told the agents she could not go through a WTMD due to the cochlear implants. The caller is concerned so highly because her daughter only has one way to interact with her world with her hearing and this endangered her daughter s hearing ability (b)(6) lives alone in Manhattan and goes to college.

DATE OF TRAVEL 12-26-13

AIRPORT New Orleans

AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740

CONTACT INFORMATION (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/27/2013 6:12:20 AM Airport : EWR - Newark International Date/Time of Travel : 12/27/2013 6:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : C-3

12/27/2013 8:30:48 AM

TSA Employee: (If Known) :

Comment : After being cleared for pre-check i had to endure the entire groping explosive check remove belt etc. why bother with the pre check. Seems kind of stupid if it is not worth anything in clearing security faster.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 12/26/2013 11:34:07 PM Airport : DEN - Denver International Date/Time of Travel : 12/26/2013 Airline & Flight Number : 4213 Checkpoint/Area of Airport :

12/27/2013 8:30:57 AM

DIA TSA Employee: (If Known) : not known Comment : I understand the policy of screening. It would have been helpful for all and saved time if someone would have informed me that I needed to take my change out of my pocket or put whatever I had in my pocket in the cart. I just followed the others down the line and don't remember seeing a sign or that anyone told me this. That way, I wouldn't have had to be patted down on my private part. Anyway, the situation resolved itself and the lead person and supervisor were respectful. Thank you for your consideration of this matter.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/27/2013 12:42:14 PM

12/27/2013
3:20:33 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Airlines, D gates (D2), Ft Lauderdale Airport, approx. 3:45 pm on Dec 23, 2013.

Comments: I was given a pass to pick up my 11 year old grandson who was travelling alone on Delta airlines and went through the security check through the D gates. I was wearing in thin yellow sleeveless blouse and khaki colored capris. There was no belt and no underwire in my bra. I went through the body scanner and raised my hands above my head. I told the TSA agent that I didn't shave my underarms. Afterwards, I was pulled aside by the female TSA agent who proceeded to FONDLE me because she said there was a spot on the image screen. I am fairly well endowed, but I don't think that SQUEEZING my breasts AND my nipples is standard procedure! I was completely humiliated, uncomfortable and appalled! I travel several times a year and I have NEVER been subjected to such abuse! I wasn't even getting on a plane! Who knows who else this woman or other TSA agents have done this to. This sort of abuse of "power" is uncalled for and must stop!

The caller flew down to visit her sister a few years ago on Allegiant Air back in 2009. She got patted down and x-rayed because she had a hip replacement. She was mortified that she had to be patted down and x-rayed in public. She was upset that she had proof of her medical condition and still had to get patted down and x-rayed. She wants to know if she called the Asheville airport and told them she had proof would she still have to go through the patdown. She told the person at the checkpoint and the woman was rude and said she didn't care. Also, back in 2009 Allegiant Air spelled the name wrong on her ticket and they had to get another TSA agent. The name on her current reservation is spelled right but she is wondering if anything will get fouled up at the airport. Caller wants the number to the TSA at Asheville.

Advised:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

12/27/2013
3:27:53 PM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.

If the boarding pass and the ID do not match then you may be subject to additional screening. Contact your airline if you have concerns about your reservation.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/27/2013 2:09:41 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/23/2013 4:00 PM Airline & Flight Number : DELTA 409 Checkpoint/Area of Airport : Security Line TSA Employee: (If Known) :

Comment : DDecember 23rd, probably one of the busiest times of the year to travel and the security at JFK's Terminal 4 was nearly impossible, but the team working that day was the least professional team I have experienced. I am 8 months pregnant and a VERY frequent traveler who is familiar with the TSA and security lines. This was the worst experience I have had with the TSA. The least professional team of people who obviously need to receive proper training in what it is that they are supposed to do.

Brief description: Despite my numerous alerts to them that I am going to miss my flight (at 3:35PM) with my flight departing at 4. They refused to help me clear the line. Despite numerous requests from fellow passengers asking that they push me to the front and provide a pat down (as per my request) the employees stood around and conversed among themselves about how I, just like everyone else, need to wait in line. Is this professional?! Is this the kind of training that you provide to your employees?

I wish I had more time to call the supervisors and the people in charge of the unprofessional employees, but I HAD to get on that flight as I am 4 weeks away from having a baby and would have NOT been allowed to fly anymore.

12/27/201

3 4:01:03

PM

This experience, among others that I have witnessed as a frequent traveler, has me wondering what it is that TSA as an agency can do to teach the people who represent you at our airports how to be professionals.

I wish that I had written down the names of the people who were working that day, but I did not have time as, again, I HAD to run to make my flight. In tears, at 8 months pregnant. Thankful that I am home and grounded for a few months.

I urge you to please train your team. Teach them the importance of professionalism, rolling your eyes at passengers and making remarks is not professional and certainly should not be a representation of who you are as an agency. Please remind the employees that WE, as American's, pay taxes which do in fact pay for their salaries.

Wishing you all an amazing 2014!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller called Southwest and they told her to call TSA. She flew from Chicago Midway to Houston had some earrings in a ziplock bag. There was no NOI and she doesn't want to file a claim. They weren't that expensive.

On an unrelated matter she has cancer and never goes through the AIT and always gets a patdown. A few airports are good at keeping you with your belongings and some are not. It is very bad at O'Hare and sometimes they will separate me from my purse and belongings for quite a long time while I am waiting for someone to give me a patdown. One time the screeners were very rude.

Advised:

The lack of an NOI suggests that TSA was not in your bag.

Suggest you contact the airline and notify them what had happened. The airlines are always referring passengers to TSA. You should contact them and file a claim or at least have your complaint on file with them.

12/27/201

3 5:17:10

PM

Airport where the incident occurred: Chicago Midway

Airline: Southwest

Flight numbers: 3625

Date and time of incident: December 20 2013, between 1030-11am

Baggage tag numbers: (b)(6)

Description of baggage: small carry on size black, Crossfire brand, wheels, handle, on the one side small piece of red yarn on the zipper

Was there an NOI? No

Anything on the NOI? No

What terminal or gate? Unknown

Individual's contact information email

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/28/2013 12:46:17 AM

12/28/201

3 9:17:06

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. :

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: My wife had a knee replacement in May. Since that time, each time she flies in an airport without a body scanner she must undergo a humiliating pat down that includes the TSA personal feeling in her underwear and other humiliating actions. We have been told that a note from her surgeon confirming an artificial knee will not negate the need for a pat down. In addition, we have been told that TSA has eliminated all hand wands, which would remove the necessity of such pat downs. What alternatives to this humiliating experience can TSA offer?

Hello: I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way offended by this, I am just saying that none of these agents seemed to be communicating with each other or aware of the mess that many of the passengers were going through.

Thank you and sorry for the complaint.

(b)(6)

12/28/201

3

11:07:51

AM

HYPERLINK (b)(6)

From: Tom (b)(6)

To: TSA-CRL@tsa.dhs.gov <TSA-CRL@tsa.dhs.gov>;

Subject: PreCheck at Houston Hobby

Sent: Sat, Dec 28, 2013 3:42:00 PM

Hello: I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of

Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

(b)(6)

Cell Phone:

(b)(6)

PO Box or Street address:

12/28/2011 (b)(6)

3 City:

11:08:27 Plano

AM State:

TX

Zip:

75074

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2) Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

Hello; I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way offended by this, I am just saying that none of these agents seemed to be communicating with each other or aware of the mess that many of the passengers were going through.

Thank you and sorry for the complaint.

12/28/2011

3

11:08:29

AM

(b)(6)

HYPERLINK <http://overview.mail.yahoo.com/mobile/?src=Android> Sent from Yahoo Mail on Android

)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

12/28/2011 (b)(6)

3 City:

11:08:31 Austin

AM State:

TX

Zip:

78746

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

Caller said he and his wife got married and they tried to get her name changed by the SS office. He said they traveled on Southwest yesterday and he booked the flight in her married name and her ID did not match because her maiden name is on her ID and she had to go through a massage patdown and said it was embarrassing. He said that Southwest won't change her last name but they did put her maiden name as her middle name and married name as her last name now on the boarding pass. He said she has her birth certificate and he said this was an intense patdown and they are trying to avoid her going through it again.

Response:The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 years of age and older) to provide a Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint.

12/28/2011 3:23:04 PM Travelers who do not have an ID that meets these requirements and bears their name as it appears on their boarding pass should bring whatever IDs or documents they have available. For example, passengers who have legally changed their name or prefer to use their middle name can present documents such as marriage licenses, birth certificates, or social security cards. There is no set list of what forms of alternative IDs or documents are acceptable. However, the information on one of the items should bear the passenger's name as it appears on the boarding pass along with other identification information.

If passengers are unable to present an ID or documents that display their name as it appears on their boarding pass (including passengers who have entered misspelled names or use nicknames), or if TSA has questions about the ID presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity.

If we are able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint. However, the individual may be subject to additional screening. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

I advised him that at any time any passenger may have a thorough patdown and that I can not guarantee that she won't get a patdown or that the airline adding her last name will be sufficient.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/28/2013 2:53:20 PM Airport : PHL - Philadelphia International Date/Time of Travel : 12/28/2013 2:30 PM Airline & Flight Number : US711 Checkpoint/Area of Airport :

12/28/2013 3:26:51 PM
TSA Employee: (If Known) : Lead Officer (b)(6) Comment : Last name may not be correct but he was working at the international terminal A in at screening line 4. This TSA officer had the worst level of professionalism that I have ever had. During standard patdown (opt out of screening, which I always opt out of). He was rude, curt, never said please/thank you, no eye contact, etc. If his demeanor is any indication of his work, he should not be a "lead" officer. As he is doing his job, I should not feel like I'm inconveniencing him but rather feel appropriately treated.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/28/2013 2:01:11 PM Airport : TUS - Tucson International Date/Time of Travel : 12/28/2013 Airline & Flight Number : Delta 4769 Checkpoint/Area of Airport : B gate TSA Employee: (If Known) :
Comment : Qualified for the pre-check and was told by the TSA agent that it only applied for flights from 5:00 - 8:00 am at the Tucson airport. That seems ridiculous? It takes more effort to pat down and hand search myself and my wheelchair than to swab my hands and chair. What's the point of having the pre screen if it isn't going to be used?

12/28/2013 3:27:04 PM

Thanks,

(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/28/2013 5:23:19 PM Airport : BOS - Logan International Date/Time of Travel : 12/18/2013 4:45 PM Airline & Flight Number : JetBlue Checkpoint/Area of Airport : Gates C40, C41, & C42 TSA Employee: (If Known) : Female Check Point Supervisor @ around 16:45 Comment : I am sure the Boston Globe would love to hear about how your agent treated my AUTISTIC Son and threatened to send my 5 and 7 year old into additional screening with a full pat down. WAY OUT OF LINE.
We landed on the 18th of December on Jetblue Flight 288 from LAX. We landed on the side with C29, C31, & C33. We went to grab a bite to eat and went through Security AGAIN at around 16:45 for our flight connecting that was leaving out of Gate C40 Jetblue Flight number 1915 with a Departure time of 17:30 and a boarding time of 17:00.
Our son who is Autistic does not have a government ID and will not be getting a Drivers License due to the AUTISM, he has a School ID card as he is still in high school and just turned 18. Yes this is our mistake and we forgot as we booked the tickets when he was 17, but the way the situation was handled and the threats made against my 5 year old and 7 year old are completely out of line.
We had already cleared security at LAX (where they recently had a shooting and a TSA agent killed) the ticket checker was rude and insisted that I hand my 5 and 7 year old their plane tickets, she was difficult to understand and was getting upset that our daughters could not answer her questions. When our AUTISTIC son stepped up he gave her the ID he had and she made him stand off to the side and yelled for a supervisor. We asked her what the problem was and informed her that our flight was leaving in about 40 minutes and she told us it was not her problem.
When the supervisor showed up she grabbed our Autistic son who is still in high school and took him away from us with no explanation. We asked "Hey where are you taking him? That is our son and he still is in high school what is the problem?" She then looked at us and snapped "who said there was a problem?" to which we replied, "than what is going on?" She said I need to talk to him since he doesn't have an ID. We tried to explain to her that he only has a school ID and told her that we had passed security at LAX and tried showing her his other ticket. She asked him if he had a credit card or anything else with his name on it and he relied no and we tried to show her other items we had with his name, including his BOARDING PASS from our other flight. She then took him and told us not to talk to him and dragged him to the x-ray machines. This then made our smaller daughters very upset and they started crying and freaking out, and we as parents had no information.
The whole time this was going on she was ignoring our questions of "what is going on?" and became increasingly rude. I grabbed the attention of another agent and asked him to tell the supervisor that our son is AUTISTIC, to which he did. She came back to us and she said something to the effect "He seems to be doing just fine!" (This was not the case. He was on the verge of having breakdown and when that happens he locks up and cannot function). She then asked if someone wanted to go with him and my wife went with him. She then commanded that we stay put and told us "If you talk to them I will put ALL OF YOU through secondary screening, INCLUDING a pat down." (This was directed at myself, my 5 and 7 year old daughters and my brother.) I tired asking her how long it would take as we needed to get to our flight and she said it was not her problem. We stood there for several minutes and another agent came up to us and said we could go through security and we informed him that the supervisor told us to stay here. He then said that he would go check with her. She ended up walking back over and told us to go through the check point. I did not have time to file a complaint as by the time we all cleared security our flight was already boarding. When we landed at Buffalo I went to the supervisor desk there and spoke with them and they were appalled at the story that I told them. They pointed me in the direction that I need to go to file a complete and told me that I needed too based on what happened at that the supervisor had not right threatening to put my little girls through a security pat down.
The next day 12/19/2013 I called and spoke with Al Gurliaccio at Boston Logan who was very helpful and understanding with the whole thing and said that it should have never of happened and again pointed me in the direction that I need to go to file a complaint.
This whole thing was handled very poorly. A simple explanation of what was going to happen could have saved a lot of trouble and frustration.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

12/28/2013 3:13:35 PM

Caller flew from Nigeria to Canada through ATL and MSP. Caller states that when she got to ATL, she went through security she was told that she could not go through the screening checkpoint with all of her infants food. Caller states that she had 4 fruit pouches and 2 individual juice boxes. Caller states that the officer told her she could only take 3 of the supplies. The caller told the officer that 3 items would not be sufficient for the flight. Caller states that a supervisor was contacted and the passenger was patted down. Caller does not like the fact that she had to be patted down because she was taking baby supplies. Caller states that the pat down procedure was too intrusive and she did not agree to that type of invasiveness. Caller did not ask the officer what the pat down consisted of before agreeing to it. Caller states that the patdown was conducted between 0630 and 0638 on the 28 December 2013. Caller states that she does not know the name of the person conducting the patdown but she went through terminal F in the far right lane. Caller states that the officer is black, approximately 5 6-5 8, caller states that she was not skinny but she was not fat.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

12/28/201

3 7:35:53

PM

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

I have a complaint regarding your procedures and the training of your employees in Orlando, MCO.

Your employee's failed understanding of the procedures caused my wife and I to be held up from getting to our flight because YOUR employee failed to process a pat-down in the proper fashion.

While waiting in line to go through security, one of your agents tried to convince my pregnant wife to go through the AIT stating that "There's no radiation from that thing", yet on your TSA website, it says very clearly that there IS radiation from the AIT. It's amazing that the TSA would try to convince a pregnant woman to do something she is unwilling to do.

Once through the first pat-down, the agent is supposed to wipe her latex gloves and run them through the chemical machine, as was done properly in Harrisburg, PA. Instead, your under-trained employee wiped my wife's hands which had lotion on them, and it triggered an alarm. Ok, we understand that further investigation will have to be done and were fine with that.

It took 20 minutes to get someone over to further inspect the situation, then they took my wife to a private room, patted-her down again, didn't run any further chemical tests and explained that it was their mistake because they didn't perform the first chemical test properly. We were held in security for over 45 minutes due to your inability to follow procedures. My wife was crying, hysterically, which causes unhealthy conditions for a baby and unnecessary stress.

On top of that, you simply let plenty of people just walk through security and the metal detector, failing to make them get a pat-down or even an AIT scan. A pregnant woman was forced to be invaded twice and yet plenty of others simply walked around the AIT scanner and went on their way, only having gone through a metal detector.

This is a grave injustice. We were also treated with disrespect; as if we were the problem, as if we were some big inconvenience to your employees because they HAD TO DO THEIR JOB. Unbelievable.

I expect a phone call from someone explaining what will be done about this before I contact a lawyer and seek legal action against the TSA. Your inability to fairly and thoroughly conduct security checks for ALL passengers is a crime. Your inaccurate information regarding your equipment is illegal and a health risk to all passengers, especially pregnant women!

You can reach me at (b)(6)

(b)(6)

~~Confidentiality Notice: Information in this message, including any attachments, is intended only for the personal and confidential use of the recipient(s) above named. The information contained in this message may be privileged and confidential, may constitute a trade secret, may be subject to the attorney-client privilege and may otherwise be protected from disclosure. If you are not the intended recipient of this message, or an agent responsible for delivering it to an intended recipient, you are hereby notified that you have received this message in error, and that any review, dissemination, disclosure, distribution, or copying of this message is strictly prohibited. If you received this message in error, please notify the sender immediately, delete this message and destroy any hard copy print-outs. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry your own virus checks on any attachment to this message. We do not accept liability for any loss or damage caused by software viruses.~~

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/29/2013 10:52:37 AM Airport : SAN - San Diego International Date/Time of Travel : 12/04/2013 8:30 PM Airline & Flight Number : Southwest Flight 441 Checkpoint/Area of Airport : Gate 1 or 2 TSA Employee: (If Known) :

White female with glasses Comment : I had been traveling for work earlier this month and had been screened at multiple airports by TSA agents: Oakland, LAX, Tucson. Then came San Diego. On the last leg of my trip, I'm passing through my hometown airport and am subjected to a pat down of my natural African hair. Now I would expected something like that to happen in an Arizona airport, even though it should not be happening anywhere. But, no, it happened in Southern California. I could not believe I was having this experience that I had heard other Black women detail of late. Up until recently, I had not had the displeasure of the "natural hair pat down." I was so incensed by this singling out. Here I was the only person having their hair/head groped. And for what?! But not only was I mad about the pat down itself, I was also mad about the inconsistency of the TSA agents. If she, the agent, was just following policy and doing her job, then why did it not occur at any other airport through which I had traveled??? That what makes it clear to me that the policy to target the hair of Black women is completely arbitrary and enforced in such a manner, not to mention it's utterly ridiculous and unnecessary. I should have issued my complaint at the time when it happened. But I just figured it would fall on deaf ears as all other complaints of this nature have. But the experience kept coming up for me. And the thought of having to travel again for business, made me feel obligated to complain. This policy and/or the scanners needs to be replaced. If the machines can manage to see through all else, then surely they should be able to see through hair that is not fine, and bone straight. As a result of this experience, I will likely not fly again unless I absolutely have to for work. Why would I pay for the kind of treatment described above?? I will also NOT be in support of anything TSA related, until the agency stops being dismissive of the complaints of countless Black women. It's just not right what the agents are doing and it has to stop!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/29/2013 10:52:37 AM Airport : SAN - San Diego International Date/Time of Travel : 12/04/2013 8:30 PM Airline & Flight Number : Southwest Flight 441 Checkpoint/Area of Airport : Gate 1 or 2 TSA Employee: (If Known) :

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12/29/2013 1:19:03 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

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12/29/2013 1:19:03 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 12/29/2013 1:29:15 PM Airport : SAN - San Diego International Date/Time of Travel : 10/11/2013 6:00 AM Airline & Flight Number : 1592 Checkpoint/Area of Airport : Terminal 2 Passenger Check in TSA Employee: (If Known) : Unknown Comment : I believe the Agents were acting in my best interest, and I've no beef with them personally. However re personal screening: though I took measures to not have on any metal, not only was I x-rayed but also patted down. So was my fiancée. That was annoying, but contributed to our being away from our personal belongings for what seemed like an eternity. I don't understand how you can still have the passenger being screened not be at least in full view of his/her belongings. If I was a booger or a pick-pocket that would be optimum time to pilfer luggage. No Agent was on attendance at all whatsoever!!! What is up with that??? I believe you had ONE Agent only overseeing the tons of personal belongings when we came back through ATL on the return flight. It caused me concern because I was away for a month this time. I pack my jewelry in my carry ons. I have it wrapped and in little boxes because any other way it gets all tangled and messy. In the future I will close my own gap! On this occasion I didn't get a chance to double check my carry on until we were seated on the plane. I came up with an empty box right on top of my layers.

12/29/2013 3:17:24 PM

The boxes are tucked on the bottom underneath stuff---not easy to get to. I conceded that it was my fault but I don't know how I would do it differently. Am I not supposed to take valuables at all?? All that dang security...I don't see why you can't screen the passenger carry ons along with the passenger. There must be a gizmo someone can make for that...or a clear view out of the scanner to the bag screeners. Having AGENTS guarding the stuff would be a nice first step. I also didn't know the procedure to report something missing through screening. My fiancée did not want me to make a report. He thinks it is my fault. I don't think anything was taken, but I don't recall packing my jewelry so that there was an empty box. That was strange. Please give us a solution for this dilemma. I was glad to see you have a selection for this type of problem. Perhaps people are voicing an opinion so something can get done. Thank you for listening.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Miscellaneous/Other

Current Date/Time : 12/29/2013 3:13:51 PM Airport : MKE - General Mitchell International Date/Time of Travel : 12/24/2013 5:30 PM Airline & Flight Number : United airlines Checkpoint/Area of Airport : Gate E?

TSA Employee: (If Known):

12/29/2013 5:08:14 PM Comment : I flew with a carry-on from Milwaukee to Virginia. I wear contacts so I brought contact solution and a hydrogen-peroxide contact cleaner. Both bottles were larger than accepted (which was my fault for not checking guidelines). The TSA employees told me that since the liquid was medical I was able to pass security as long as they tested it. I am now leaving Richmond, VA and the same hydrogen contact solution was not permitted through Richmond's security and they followed protocol with a full search and pat down. I just wanted to bring it to your attention since I now know that Milwaukee's TSA agents didn't do their jobs to the fullest and by all their protocols. This concerns me as a flyer and for the safety of passengers and employees alike.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

JetBlue Airlines requested I contact you regarding the following situation.

While going through security at JFK Airport in NY on December 23rd, my luggage d pocketbook was sent through the conveyer belt through X-ray, as I was asked to wait for a female attendant for an "opt-out" security pat down check, which I require do to medical issues. I alerted the TSA officer that my luggage and pocketbook was going through X-ray and could she please have someone put it aside and keep an eye on it while I waited for the female attendant. She did not heed my concern and told me only to stand where I was to wait for the attendant. My luggage was left unattended on the conveyer belt for sometime , until it was eventually pushed through in the plastic bins, tipped over and fell to the floor. Not until I raised my voice and the other passengers going through handled my luggage and put it back on the belt, did an agent take notice.

12/30/2013 8:31:09 AM My case for my iPad was broken during the fall, and I'm fortunate that no one walked away with my luggage. At other airports in the past the TSA has been most helpful in moving my pocketbook and luggage so it was in eyes view for me to watch while I waited for the attendant.

This situation was very upsetting. I would like to see a policy put place concerning such a situation for those who need female attendants and have luggage going through security. Also, please forward the contact and information. so I may file a claim to be reimbursed for my iPad case.

I appreciate your attention in this matter.

thank you

(b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/29/2013 8:25:05 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/18/2013 1:00 PM Airline & Flight Number : DL5199 Checkpoint/Area of Airport : TSA pre ck

TSA Employee: (If Known) (b)(6)

12/30/2013 8:31:43 AM Comment : I tried to tell the officer that because I had set off the alarm and had to remove my shoes/jkt that my personal items were intermixed with passenger behind me. She not only did not listen and combined my things with that passenger's things, but also told her supervisor she would NOT provide my pat down because of my "attitude". My attitude was simply trying to correct the problem and requesting an explanation or apology. She then said to person who came to pat me down "Good luck!" like I had caused the problem! I have had both hips replaced and am never discourteous to TSA when treated appropriately. I presented no problem to the next lady who cked me or to the supervisor.

TSA (b)(6) was inappropriate; she should have listened to me; she upset two passengers by combining our stuff; she was rude, refused to admit she had made a mistake, and then blamed me because I attempted to challenge her. I will be traveling thru LGA frequently and do not want to encounter her behavior again. I suspect she may have other complaints with such a short fuse and bad attitude!! Thank you for hearing my complaint!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 12/29/2013 7:29:44 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have a hip implant, and also TSA Pre. Today I went thru a metal detector which went off. I then was told remove my coat, and try again; then remove my shoes, and failed again. I then had to have the patdown. My coat and shoes were on the belt, and my husband was unaware of my situation. The TSA agent was reluctant to allow me to talk to my husband, and by that time, I was in tears! I was told that I should have notified TSA before going through the metal detector that I had a hip implant; they then would have taken me to a scanner; once you pass through the metal detector, you must have the patdown. I LOVE the TSA Pre (check)and I hate patdowns! It's a great system, but it's not working yet@

12/30/2013 8:31:51

AM

Would I be eligible for a permanent pass?? I haven't even had a traffic ticket!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 8:53:59 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/28/2013 Airline & Flight Number : DL1772 @ 2:20pm Checkpoint/Area of Airport : Screening TSA Employee: (If Known) (b)(6) (b)(6) (b)(6) Comment : I am a PreCheck traveler and Diamond on Delta. I have hip replacement and thus set off the metal detector. The TSA screener did not change his rubber gloves before his pat down of my person. When he tested his gloves they said "explosives". This resulted in a complete swiping of my carry on luggage. This resulted in NO detection of any explosives. I was then taken to an enclosed room and subjected to ANOTHER patdown, this time using the fingertips and more aggressive. I expressed my dissatisfaction and told the supervisor (b)(6) that the TSA employee did not change gloves before my patdown and I should not be subjected to this harassment. He told me that he did follow procedure and to stop taking and submit to the search or I would be detained and would miss my flight. Nothing was detected on the second patdown. If the employee had followed procedure initially, this entire situation could have been avoided. This took over 20 minutes to complete with considerable embarrassment.

12/30/2013 10:08:00

AM

I expect a response and apology from all TSA present during this situation. The TSA employee who conducted the patdown should be reprimanded or terminated for not following procedure.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from LAS to PHL on December 28 and is missing two watches from his carry on. One watch was approximately \$1400 and was engraved with To Vito Happy Birthday 11 15 1979. The other watch was only valued at \$350. Both watches were gifts from his wife who recently passed away. He says that he has a defibrillator and a pacemaker, so he had to receive a patdown. He says that they were going to take him to a private screening area, but he wouldn't let them. The individual who patted him down was a thin black man that weighed approximately 135 to 145 pounds and wore thin framed glasses. He says that after the patdown this individual came back over to him with his toiletries bag and told him he could not take these. He told the passenger he had to take these back to his checked bag, but the caller couldn't, so he had to discard them. The caller believes this is the individual who stole his watches. He says it was a Southwest flight, but he was placed on an AirTran plane. Caller does not have a computer.

12/30/2013 11:09:03

AM

Airport: LAS

Airline: Southwest, AirTran

Flight Number: 437

Gate: E13

Date and Time: 12 28 13 8:20 a.m.

Time Through Security: 7:30 a.m.

Advised caller:

I will forward this to the CSM for their review. I will mail claim forms to him. It will take at least 7 to 10 days, but possibly longer due to the time of year.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 12/30/2013 1:14:28 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/30/2013 12:00 PM Airline & Flight Number : Jet blue 1094 Checkpoint/Area of Airport : Austin Tsa screening TSA Employee: (If Known) : Male Comment : A male Tsa official screened my hand because I was transporting my dog. He made an error by swiping my sweatshirt rather than palm. The alarm went off and then I was subjected to a full service pat down. My husband was traveling with me and they would not allow him to help me put her collar on. She is registered to him with the flight. They said that she was not his carry on so he couldn't touch her. However, the other TSA officials also went through all of his carry on items even though he was already scanned and cleared to go. I am very disappointed in this officer. He should have admitted that he made a mistake and redone the palm test.

12/30/2013 2:20:47

PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 12/30/2013 12:08:36 PM Airport : MCI - Kansas City International Date/Time of Travel : 12/30/2013 10:30 AM Airline & Flight Number : Delta Flight #3740 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Comment : I was traveling with my minor child who has type 1 diabetes and wears a lifesaving insulin pump. As we always have done when we fly, he removes the insulin pump and asks for a hand screening of the insulin pump. He then went thru the body imaging scanner and all of the rest of his belongings and supplies went thru xray screening. After all of this screening, (b)(6) made my son go through an unnecessary pat down and then a belongings search including wiping down all of his belongings. (b)(6) was extremely rude and I felt this unnecessary screening was not according to TSA rules. According to the TSA rules "Regardless of whether the passenger is screened using imaging technology or metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self patdown of the insulin pump followed by an explosive trace detection sampling of the hands" (b)(6) did not follow this procedure and suggested that he wear the pump through the body scanner which is against the recommendation of the insulin pump company (Animas Corporation). I would never risk damaging a very expensive life saving medical device based on what he thinks would be fine and is against manufacturer requirements. My son was extremely embarrassed and should not have been subjected to this invasive screening.

12/30/2013 3:21:06 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's two sisters were going through security at ORF and one has MS and arrived at the security check point in a wheelchair and the sister calling stated she was put through an extensive screening where as the sister that was accompanying her just went straight through screening without any difficulties. The sister with the disabilities has MS, difficulties removing shoes and uses a cane. The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. Passengers in wheelchairs or scooters who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated. If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

12/30/2013 3:24:28 PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. Travelers who are deaf or have hearing disabilities can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Caller was recently approved for TSA PreCheck program. Caller flew on the 13th of December from EWR to PIT and she has an insulin pump and continuous glucose monitor. The monitor cannot go through the body scanner and cannot remove it. Caller told the officer she cannot go through the body scanner and had to wait 15 minutes for a female agent. Caller wanted to know in her profile it can be added so she can be screened by the metal detector, instead of the AIT. Caller said this make TSA PreCheck irrelevant. Caller said other airports allow her to go through the metal detector, instead of the AIT. Caller said she is now penalized for TSA PreCheck due to a medical device.

Advised Caller:

All passenger must be screened. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

12/30/2013 3:35:36 PM

Airport: EWR

Airline: United

Flight#: 5795

Date and Time: 12-13-13 12:23PM

Email: (b)(6)

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

(b)(6)

Cell Phone:

(b)(6)

P.O. Box or Street address:

(b)(6)

12/30/201

3 6:11:24

PM

City:

St. Charles

State:

MO

Zip:

63301

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

To whom it may concern,

I was involved in an incident on Christmas morning in MCO that has me really concerned and bothered. When I arrived at the airport at approximately 0930, I approached the front of the KCM entrance. A TSA employee was sitting at the podium to verify my ID. After I showed my crew badge, he started to ask me to go to breakfast. I replied, "No thank you." However, when I walked past him towards KCM, He stopped me and said, "Well if you can't do breakfast lets do lunch." I smiled and said, "Sorry but I need to catch my flight." I start walking. He yelled so passengers and all other employees could hear, "Don't you want my number for when you come into town next?" This time I ignored him and continued on my way to the actual KCM podium. I was not mad about that, I just thought it was unprofessional.

Upon my arrival to the very kind TSA agent at the KCM podium, she scanned my passport and I scanned my ID. I was chosen to have my hands swabbed by TSA. I didn't think that this was a big deal, as I know it's their job. The next thing that I hear is alarm sounds coming from the machine. Apparently the swab detected an explosive substance on my hands. I have no idea if the machine sounds for random checks to ensure TSA is following procedures or what, but I just stood there so confused. The lady apologized and called her supervisor over. I was then told that I needed to have a complete pat down. While I was getting patted down, my large bag, cooler and tote were searched and swabbed by hand—at times behind my back and out of my view. I stood silent and cooperated with everything. I was then informed my bags needed to be scanned, along with my shoes and jacket. These items were taken to a scanner and were not in my possession and outside of my view. They swabbed my hands for a second and there were no explosives detected.

12/30/2013 8:18:25 PM

Once they brought my belongings back to me, I started putting on my jacket and the female TSA agent, who just took 10 minutes to search me, asked if I knew what the piece of paper in my shoe was. I simply stated that I had no idea, and that my belongings were in their possession the entire time. She opened it up and all I could see was a phone number. She asked me again if I knew what it was. I then saw the TSA agent who was pestering me about breakfast and lunch walk by with a creepy look. It seriously startled me. I told the women what had occurred with the initial TSA employee at the entrance to the KCM area. She said a report needed to be made and that he was not to proposition airline crew.

My largest concern is that my bags were sent to go through additional, SECURE screening, and this man has the ability to slip something into my personal belongings. What else did he go through, or touch? He could have put anything in my bags. I'm not sure why he was present during this additional bag screening. As I stated, he was the one who was towards the front of the KCM line entrance, not the actual KCM podium. It's highly inappropriate and I feel very violated. And, to be 100% honest, I would feel uncomfortable to deal with that individual again.

The women who found the note knew exactly who I was talking about and went on to ask for my phone number or email. I only felt comfortable giving her my name. She was fine with that: she just stated something needed to be done about what he did by slipping something into my things. She held onto the paper and wrote my name down.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 9:27:12 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/30/2013 5:30 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

12/30/2013 10:04:22 PM

Comment : My father is 78 years old. According to recent TSA guidelines the elderly are not required to remove their shoes and jackets however TSA at Midway clearly do not recognize this exception. My father was required to remove his shoes, jacket, and belt. He was then forced to have a pat-down search after his prosthetic knee and hip set off the metal detector. The procedure of pat-down is flawed and ineffectual. First, the TSA agents do not change their latex gloves in between searches so if there were any questionable substances on the wipe they use to clean their gloves it would be impossible to determine which person it came from. Secondly, when the metal detector goes off due to metal medical devices it is impossible to verify the validity of the person's claim of such device when TSA agents no longer use the metal detecting wands to isolate the area on the body that is setting off the detector. TSA agents are unwilling to answer simple questions regarding what is being done to people. The whole procedure is a colossal waste of time and taxpayer dollars. My father is an elderly veteran and my son is an active US Marine: neither should be subject to such invasive procedure when they both have CLEARLY demonstrated their loyalty and dedication to the protection of this country through their military service.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller: 89 years old and is unhappy because she recently underwent a pat-down on her recent flight ATL-RIC aboard AirTran. Caller was in a wheelchair and did not inform the officer at the checkpoint she has difficulty standing and was screened initially using AIT. Caller then underwent a pat-down in view of the general public. Caller does not feel she should be subjected to a pat-down and wants to know if she can refuse the pat-down on future flights.

12/31/2013 10:02:42 AM

Resolution:

Advised caller any passenger is subject to additional screening and this may include a pat-down. Advised caller if she has difficulty standing, she can remain in her wheelchair while she is patted down. You may refuse the pat-down, but if you do so, you will not be permitted to fly. You may also request to be patted-down in a private area away from the general public.

Caller stated that he has metal implants in his knees. Caller said that at JFK the agents insist that his hand bag and everything in a bin. Caller said that it sometimes take 5-10 min for his screening. Caller is wanting to avoid leaving his items and keep them with him.

Resolution:

12/31/2013 11:39:23 AM TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. We hope this information is helpful.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) com Phone Number (b)(6)
Address (b)(6)
Zipcode: 30032

12/31/2013 12:48:57 PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Duluth International Airport

Dearest TSA,

I am just now getting through a security screening on my way to Newark and I feel it necessary to lodge a complaint about the opt out procedures for individuals who feel that AIT technology is invasive and unproven both for its efficacy and its safety. My opt out screening this morning took no less than a half an hour. I was pat down by two separate officers in different locations and my belongings were both separated from me for at least half the screening and were eventually strewn about in public to be wiped down for explosive testing that none of the officers could fully explain to me. They had no knowledge of the substances that cause a positive test result and even remarked that the machines often give false positives that require more invasive screening. Now I realize that TSA is a pseudo-government operation and that means you have little to no oversight and that you are generally unreceptive to criticism (even from the citizens that pay your bills), but I think it is worthwhile filing a grievance against policies that are obviously put in place to coerce blind obedience towards your new screening procedures.

I am happy to comply with future AIT screening if someone in your organization can provide me with the following:

- 12/31/201
3 2:26:04
PM
- 1) ANY peer reviewed or independent research that proves increased efficiency or efficacy of AIT screenings compared to standard practice.
 - 2) Similarly regarded research that proves AIT screening has no adverse health effects in comparison to previous screening methods.
 - 3) A synopsis of the open bidding process used to purchase this outrageously expensive technology ensuring that individuals making TSA policy decisions are in no way linked to or colluding with the handful of companies manufacturing AIT machinery.
 - 4) TSA's policies regarding storage of sensitive images taken by AIT and how they are being safeguarded from thwarting eyes. Excuse me if I don't seem all too trusting of the government's ability to keep private data private...

Provided compliance with the aforementioned requests (which by the way would be considered common practice for an entity in the private sector that is faced with the four letter word... competition) I will happily step into your technologically advanced strip search machines. I assume all due diligence was exhausted during the implementation of AIT screening so it is simply a matter of linking me to some studies and public policy sights. On the offhand chance that a government funded organization has not actually complied with the minimal standards of conduct for violating fourth amendment rights and increasing the tax burden I will be forced to endure invasive wipe downs and continue my streak of never showering before getting on an airplane to ensure my tax dollars are at least providing me with a bit of levity since I am certain they are not providing me with increased air security.

Your Adoring Fan,

(b)(6)

Hello,

I traveled from LGA to DFW on Dec. 29 and would like to report a complaint. During my check-in process, I checked a bag and double-checked that a carry on I carried on from DFW to LGA would be acceptable. I was told it would be fine, checked my one bag and proceeded to security. Once I arrived at the security point, the lady told me my bag was too long. I explained that the people had measured it when I checked it, but she insisted I measure again. Because of a stuffed animal I received for Christmas, the very edge hung over, but was extremely soft. I am aware that these TSA agents catch attitudes all day, so I tried to be very calm and nice about things.

I asked if I could take the stuffed animal out and smash it into my purse, but she refused to allow it. She said, "No, the bag is too long right now, so it needs to be checked." I simply replied that I had carried it on from DFW without the stuffed animal and it fit with plenty of room to spare. She snapped back in a forced "southern accent" saying, "Well this ain't Texas, this is New York, so check the bag." As someone who was wearing boots and a cowboy hat, I couldn't help but feel like I was being discriminated against.

I went back to check my bag, hoping I could find the lady that had originally told me the bag would be OK to carry on. Of course, I couldn't find her anywhere. After walking back to security a second time, we got to the part where you place your carry-on items in the scanner. I was asked by a different lady to put my cowboy hat in there, and I said OK, just please be careful. It is a 50X hat that I got just a few weeks ago and it costs \$600. With all the hustle and bustle and people slamming the trays around, I was simply trying to be careful with my hat. She snapped at me and they put me in the person scanner, then did a pat down. It occurred to me further that being a cowboy in NY was apparently reason for suspicion.

12/31/201
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PM

Imagine my frustration when I got to my gate and the people at the desk checked bags complimentary for those flying, and I assure you that several were larger than the bag I was forced to pay to check.

When I arrived home, my bag that I had carried to LGA and that I was forced to check on the way home was soaking wet (as was my other bag, although at least it was a hard side, so only the stickers were ruined). It had obviously been left in the rain for an extended time. My clothes and several gifts I was bringing home were soaked. When I opened my original checked back, it was immediately obvious it had been searched.

There was no little piece of paper saying it had been searched – I've seen them several times, as I travel for work frequently. But, the straps that go across the bag to hold everything in place were unsnapped and things were everywhere. I had a jade necklace in one side pocket inside, and they'd obviously yanked it out because it was broken and jade beads were everywhere in my bag. The actual necklace was tucked under one of the sweaters on top. I had wrapped a glass container of Maple Syrup (which is pretty expensive when you buy the real thing) up and it was sitting out of the wrapping, broken on top of my sweaters, which I'm not sure I can ever get the sticky syrup out of.

I understand the necessity of TSA. I'm always careful to treat them with respect because they keep me safe when I travel for work. But my experience with the TSA agents at LGA is the worst I've ever received. I have NEVER been treated this way, and for them to inspect my bag (let alone knowingly break things) without leaving the form saying they've done so is wrong. I would like to be reimbursed for the bag that I checked, which I could have had checked for free at the gate, and I expect to be reimbursed for my items that were destroyed by the careless agents who searched my bag.

(b)(6)

1) Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

PO Box or Street address:

(b)(6)

12/31/2013

3 6:01:31

PM

City:

Sicklerville

State:

NJ

Zip:

08081-5643

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2) Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/31/2013 7:56:55 PM Airport : DEN - Denver International Date/Time of Travel : 12/31/2013 4:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : South side TSA screening TSA Employee: (If Known) :

Comment : My TSA experience at DIA and SFO have been so bad that I feel as if my right to a speedy pat - down have been violated. I would like to speak with a supervisor about the way I am treated by the TSA employees at each of these airports. I am especially upset that it takes the TSA a long time to get a pat - down assistant for a female traveler. It is a regular occurrence for me to need to wait a long time for assistance, even when I notify the TSA employees right after I get my ticket and ID checked and before I am placing my items on the belt to be screened. It's my constitutional right to be searched in an efficient manner and I am upset that TSA hasn't attempted to make sure the passenger really isn't feeling violated.

What happened today was absolutely ... and if the TSA employees would have been more knowledgeable then I wouldn't have been through so much trauma. I describe my experience as traumatic because I had the incorrect bag checked at ticketing and the TSA employee made me get a full baggage search and pat - down before they could release me to go back to ticketing to check my bag. If the TSA employee would have known how to handle this situation, I wouldn't have had to take so much of my time at security today. TSA needs to recognize that it's job is to provide safety AND to help passengers get to their flights on time. It's not fair to me when it takes a long time getting through security just because I will not go through the new xray scanners. It's not fair for the TSA to make me wait a long time for a female pat-down. It is common for me to need to wait a long time and then the screening process takes time. The problem that happened today was that I realized I was going to need

12/31/2013

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to go back to ticketing and I was nervous about time and because I walked faster than my security person and I talked faster than my security screener, she slowed down and made me walk behind her slowly and she took her time starting the screen. She was instructing me that she had her job to do and I wasn't going to make her faster, but she actually made my pat-down slower because she was not happy with me being in a hurry to get back to ticketing. It's ridiculous that I couldn't have just been escorted out of the screening area without a full pat-down! Please, you need to recognize that the people going through security are customers of the airlines and the TSA salaries are paid by paying passengers of the airlines. We are having our Civil Liberties violated when we are harassed like I was today and when I am required to wait so long for my pat-down. I refuse the xray scanners because you don't have good research regarding the long term usage of this technology. I work around xrays and don't want to be exposed to more radiation than necessary. My health is a major concern to me and opting - out of the scanner always makes me need a full pat-down. I see children and their parents go through the metal detectors and I don't understand why they are not required to go through what I do! Do you really see me as more of a risk than someone with a child?

Please call me so we can discuss this further. I have spoken with supervisors almost every time I go through this and the TSA at DIA and SFO are always consistently slow and rude. I wish to see this change and I am going to write to my lawmakers to complain because this just isn't right. Thanks for your concern and allowing me to express my dissatisfaction with my TSA experiences. (b)(6)

(b)(6)

Email (b)(6)

Would you like a response? : True Passenger's Name (b)(6) Phone Number :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear sirs,

My family and I travelled from Dtw to Rsw on 12/24/13 returned on 12/31/13 from Rsw. I specifically inquired about our options as two of us wear insulin pumps. The pump company doesn't allow them to be xrayed or scanned as this voids their warranty.

We went thru airport security around 3:45 and I requested both my son and I to be patted down. My process went smoothly however, my son (b)(6) did not and I did complain to the female Tsa supervisor.

The agent who patted down my son berated and chastised him for requesting the pat down at all. I overheard him lecture my son telling him he was not being smart and overreacting as lots of pump wearers go thru the body scanners.

This is the 2nd time my son has run into problems with one of your agents bullying him. Your website is clear, if he requests not to go thru the scanners, etc. they are to simply take the passenger to be patted down without any repercussions. Unfortunately it seems your employees are still unclear on how they are suppose to "assist" travelers with disabilities.

Looking forward to your assistance.

(b)(6)

1/1/2014
5:06:51
PM

>
>
>
> Begin forwarded message:
>
> From: (b)(6)
> Date: December 15, 2013 at 2:23:57 PM EST
> To: (b)(6)
> (b)(6)
> Subject: Fwd: In Response to your inquiry.
>
>
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> From:

Caller said he called and made a complaint somewhere just before the Government shut down returning from Washington DC in Nov. He just returned this time from visiting his daughter in Los Angeles. He takes saline packs with him that are sealed and the brand name is Fleet. TSA always breaks the seal and then it is contaminated and he cannot use it. He has to throw it away. It is not a lot of money and he does not want to file a claim. The cost is under \$10. This was on his return flight on Dec 31st flying from LA back to Atlanta on Delta flight #1554. Each pack is 4.5 fluid ounces each. This has been for the last several years. It is a nuisance. He said he is really getting tired that this is happening. He is a cancer patient. He said when you travel overseas it is very difficult to get these items replaced. Also, he said this was his checked luggage. Also, he asked if this call was assigned a claim number or something.

1/1/2014
5:09:54
PM

RESPONSE: ALSO: Advised caller that he is allowed to take the liquids through the checkpoint in his carry on bag. If his checked bag gets lost then he will be without his saline. ALSO: There is a lot of pressure in the hold of the airplane. If his bag was on the bottom then it could have possibly popped open for that reason. If his bag caused an alarm, then it would have went for secondary hand inspection. Gave caller the EID number of this call. Told caller that I would send his complaint to the CSM at the airport.

FIRST Gave caller policy on Liquids before I realized that the liquid was in checked: Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

Disability Description: Caller is hyper sensitive to chemicals causing her to have anxiety attacks.

Information Request: Wants to know how to get through screening without being exposed to radiation or a pat down.

1/1/2014
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PM

Response Details: Explained that TSA has removed the backscatter devices and the current AIT is an RF signal that does not penetrate the skin just clothing looking for prohibited items. Explained that in the future she should call 72 hours prior to travel for assistance and offered to send her information and she was already on website and said she would print out notification card. Explained she should ask for a PSS if she has any concerns.

I am approved for global entry as well as TSA Pre-check.

Recently I was flying from Phoenix. At the security I informed the officer that both me and my wife have knee implants before going through the system. One officer says you don't have to take off belt, shoes, jacket, etc. My wife and I were very happy.

So we go through the metal detector and it beeps. So, we were asked to take the belt etc. off and go through the metal detector again. After it beeped again we were searched, patted down. In my case he took some samples, ran it through some machine and asked me to go to a private room for more pat-downs and sampling. After almost half hour of searches my wife and I were allowed to go.

1/2/2014
8:33:18
AM

This is the most unfortunate experience.

First of all they should know that when a passenger says he has an implant they should send you to the scanning machine and not through the metal detector. There was confusion all around. I was most embarrassed when they did multiple searches through my carry on baggage and then patted me down twice including once in a private room. What is the use of TSA-Precheck if I have to go through this experience?

I would appreciate a response.
Thanks
Sincerely,

(b)(6)

From: (b)(6)
Sent: Wednesday, January 01, 2014 8:20 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

1/2/2014
10:17:38
AM

Remote Client IP: (b)(6)
Date Time: 1/1/2014 8:20:03 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Comment on worst Customer Service

Comments:

On 30 Dec my family and I were flying through San Juan Airport (Puerto Rico), Terminal D. We had several experience with TSA, from ~1230 - 1400, that rank as the worst customer service I've ever experienced:

Caller is in the pre check program and he is a diamond traveler. Caller has a metal knee implant. Caller said that he is fed up with having to undergo additional screening because of his implant. Caller wanted to know if we have a special program.

Response Details: Advised caller that there is not a special program for metal implants even with pre check when going through screening if there are alarms or anomalies you do have to undergo a patdown.

1/2/2014
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AM

Caller requested my supervisor.

Switched the call from ODPO to NG.

Caller said they flew from Phoenix (PHX) to San Francisco and she had a really bad experience. She said it started with her daughter being harassed at the checkpoint because she did not have her drivers license but she did have her school ID and other identification. She got forgot to bring her drivers license and she was traveling with her parents. They pulled her aside and gave her the full patdown like she was a criminal. She said they wiped her whole body with tape for residue. They did not say what type of residue. That was the first thing. Her daughter was traveling with her 2 sisters and her mom and dad. One daughters luggage did not come till later. It was delayed. They have one bag that is still missing. There was a NOI in the bag that was inspected. The items were 2 small bottles of alcohol and the bottle was in a shape of a skull. They were the size of mini bottles and they contained Vodka. They had not been opened yet. There was another bottle that was a regular pretty bottle of Liquor. The bottle contained St. Germaine. It had been opened. They were gifts for her mother in law and she would not not drink it so they brought it back home. The caller said she was very upset about the experience. Especially, because of her daughters experience, the delayed flight, the lost luggage, and the missing bottles. She said her daughter looks like she is 14. When they flew from San Francisco that was not an issue. She said that whoever looked at the contents just took the bottles because they looked cool. She said she is not buying it that they were some type of hazardous material. She said she would like to receive a claim form to get reimbursed for the items.

RESPONSE: Advised caller of the Checked Baggage Limits for Alcohol. You may take up to five liters of alcohol with an alcohol content that is between 24 percent and 70 percent per person as checked luggage if it is packaged in an unopened retail package. Alcoholic beverages with more than 70 percent alcohol content (140 proof), including 95 percent grain alcohol and 150 proof rum, are not permitted in either carry-on or checked luggage. Alcoholic beverages with less than 24 percent alcohol content are not subject to hazardous materials regulations.

1/2/2014
12:04:56
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ALSO: I will be sending you, by email, claim form SF95 and a cover letter. You should receive it within 24 hours. The completed claim form goes to our CMB. They will send you an acknowledgement letter and a control number. Contact them in the future if you have any questions or want to check the status of your claim. You can also, check the status of your claim on our website TSA.gave. I will be sending your complaint to the CSM at the airport. Thank you for calling TSA to make us aware of the incident.

Date and Time of the flight: Jan 1st, 2014 Originally scheduled to depart 7:25 p.m. but did depart until around 9:00 p.m. or so

Gate or Terminal: Terminal 4 Gate C 4

Baggage description: Roll-on, it did have 2 wheels, Roxy Brand White with green and pink flowers, small like carry on size

Bag Tag # (10 digit): Not sure the number but it could be (b)(6) or (b)(6) d/h/r/i

Flight #: 1374

Airline: Southwest

Airport: Phoenix Sky

Email: (b)(6)

Caller stated the last 6 months she wasnt selected for precheck. Caller stated she hasnt been selected for precheck program. Caller stated she hasnt flown in 72 hours. Caller wants to know why she hasnt been selected for precheck flying out of Seattle Airport on Alaska Airlines.

Advised caller I would forward the information if she has flown within 72 hours or getting ready to travel within 72 hours. Caller requested for a supervisor.

1/2/2014
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PM

Caller wants to make a complaint about Seattle Airport but the caller doesnt know the date and time of the incident but they have occurred when in 2 months and a year ago. Caller stated she is complaining about a patdown that a female agent went inside her pants and she complained to a supervisor and the caller stated its not accepted for a female agent to touch her buttock. Caller stated she requested the agent to be retrained about the patdown procedure. The caller stated she doesnt know the name of the female agent who done the patdown or the name of the supervisor she spoke with. Caller stated she travels on Monday and she goes through the checkpoint at 6:00pm. Caller stated the second incident happened November at 6:00pm when she goes through the premier line you have to twice as long to the airport and she has to go under some ropes and there was a male agent that told her to go to the regular line after he checked her boarding pass and she told the agent she was first class and she is going through this checkpoint. Caller stated the male agent held her boarding pass above her head and go through the regular line and the caller stated she got loud and asked for her boarding pass and the caller stated the agent was rude and disrespectful. Caller stated she doesnt know the name of the male agent. Caller stated (b)(6) at the main terminal was very helpful and she was a supervisor. Caller stated the 3rd incident happened in November at @06:00pm when she went through the machine she left some apple sauce in her carryon luggage and she had to throw it away. Caller stated the male agent told her to freeze the apple sauce she could bring it through the checkpoint. Caller wants to know why the agent told her that information.

Advised caller the following information:

1. Did you receive an invitation from your airline?
2. Are you traveling on the airline that invited you?
3. Are you a US Canadian Citizen?

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/2/2014 12:06:34 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 12/30/2013 8:30 AM Airline & Flight Number : AirTran ATL-DCA Checkpoint/Area of Airport : Security Scan TSA Employee: (If Known) (b)(6) Comment : Sexual assault by a TSA agent (b)(6) at approximately 7:30am in security clearance at Hartsfield-Jackson Int'l.

- 1) After clearing the scanning machine, I was approached by (b)(6). Without speaking to me or notifying me of what she was doing, she reached out and grabbed my breasts. She squeezed them, fondled them, and cupped them. She used an open hand, palming my breasts. She did not search any other part of my body.
- 2) After I expressed my discomfort, she began to loudly degrade me in front of other passengers and staff. She began making derogatory statements about me to a co-worker in front of other passengers and myself.
- 3) After swabbing my hands for chemicals, she claimed I set the machine off and needed further searching. I had to wait for a supervisor. While standing in line and waiting, I heard her tell the next passenger in line that the machine was broken. She intentionally lied about me setting off the machine.
- 4) I was then taken to a private secure room to be given a full body pat down and further screening. Of course, nothing was found, as (b)(6) had lied.

I am traumatized and disgusted by this experience. To make matters worse, I have been unable to reach anyone from TSA at the airport to speak with me.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

1/2/2014
2:11:52
PM

Caller is diabetic and has an insulin pump. He flew recently from both LAS and AUS and had an incident occur at both places. They refused to allow him to have a manual pat-down. Caller complained to TSA in Austin and it happened again in LAS. He was put in the rounder (the AIT). He has an artificial ankle that it didn't pick up. He pulled the insulin pump out and showed it to them. He was told that he cannot have a manual pat-down in Austin and again at LAS. He has also had TSA locks cut off of his luggage six times. There were medications in the bag, class 2 narcotics, and the bag was tossed badly. He asked to speak to a manager in Austin. He was told that items in his bag are causing problems, and was advised that the items were of an agricultural nature. What is causing it to get pulled?

I advised caller that he was describing a couple of different issues. For his insulin pump, the TSA policy falls squarely on his side. He can request a pat-down and should expect to get it. The AIT machines aren't looking for metal in his body. The WTMD do, but some may be calibrated to look for larger amounts of metal than may be found in an implant.

Caller advised that the traffic at the checkpoint was significant when he went through. He asked for the pat-down and was sent off to the side. A female screener asked him what he was waiting for (she was very pleasant about it), and he told her that he was waiting for a pat-down. She told him to go on through the rounder (the AIT) as it did not have x-rays. He went through, but he had the pump checked out afterward. The technicians advised him that the machinery had not damaged the device.

I advised caller that, if he experiences a similar issue in the future, ask for a supervisor or the PSS. He should definitely call the TCC with any problems or complaints and we would send an advise to the CSM at the airport.

He has the card from the manufacturer that shows that he has to have the insulin pump. The remote device that he carries can be damaged by the screening equipment.

I advised caller that he should keep any valuables, medications, electronics with him in his carry-on. These items may account for why his checked bag has been left in such disarray. Oftentimes, the video surveillance will show that the screeners have performed the screening correctly, indicating that something occurred to his bag after TSA custody has ended. If a screener is observed on the surveillance footage not following policies and procedures, he or she would be sanctioned.

His wife has to have a back-up in case her purse is stolen. That's why he puts the narcotics in the bag. Some of these are oxycontin. When he got back to Austin, his bag wasn't zipped up right. Caller asked a supervisor about the issue. They always leave the tags in the bag. In an unrelated issue, caller advised Southwest that they had bent a bar in one of his suitcases.

If his wife is checking a bag with hair spray and similar items, can she place larger amounts in checked bag?

Yes, that applies to carry-on baggage only.

I advised that I would send his comments to the CSMs at each airport. If he experiences any issues, he should contact the TCC with his flight information (his previous flights occurred a month or so ago and he did not have the flight information at hand) and we would advise the CSM so that they could act accordingly.

Caller advised that in Austin, (b)(6) (?), a young fellow, was very pleasant and understanding. He wants to make certain that this young man is singled out for his responsiveness.

Caller states she wants to file a complaint. She said she is elderly and in a airport wheelchair and she went through screening at MCI on December 30th. She said she cannot get up, so the first tsa agent (b)(6) that tested her chair for explosives yelled so the other passengers could hear that her chair tested positive for explosives. She states another tsa agent did a second screening (b)(6) and found nothing. She states people on the plane for 1 1/2 hrs stared at her like she was a criminal, she states she was the only person on the plane who did not have someone sitting next to her. She states she cried all the way home. She said I understand screening but I am not a criminal, it was not justified on me and I want to take this further I just cant let it go. She asked who do I complain to?

Advised:

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, the wheelchair/scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at

TSA.ODPO@tsa.dhs.gov or

Transportation Security Administration
Disability and Multicultural Division
601 South 12th Street
Arlington, VA 20598

1/2/2014
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1/2/2014
3:54:34
PM

(b)(6) went through the line after the check in guy and a security guard assured us she had plenty of time to make her flight. When she got to security, she was held up. We asked the security guard closest to her what was happening and his answer was, 'they will take care of her.'

My husband's response was, "I asked, 'what is going on? Why is she being held up?' He refused to answer. Later, he instructed us to move further away from him 'behind the 'do not enter' sign" which we were already behind.

When we asked the security guard (h)(6) if my memory serves me) who was dealing with (h)(6) what was going on, she said that (h)(6) hairspray raised a flag and that she would have to complete the security process, thus missing her flight. (h)(6) then instructed us to go back up to check in and book (h)(6) another flight.

When we reached Delta check in they instructed us to book the next flight back toward security and said that the security guard should have directed (b)(6) to rebook. When we told them that (b)(6) had specifically instructed us to return to their counter, they reluctantly checked us in (very nice people). The guard had told us that it wouldn't be a problem because there is a flight every 30 minutes to Atlanta. The check in desk attendants had no idea where that information would have come from. She also stated that (b)(6) would have missed her flight even if she had not had an issue with security...again, Delta personnel disagreed.

When we returned to the area where we could see (h)(6) it was obvious that she was crying. She texted to me that she had been sexually assaulted, and that the guard had touched her privates four times after thoroughly investigating her breasts...then this guard disappeared.

When I asked (b)(6) about this she stated that (b)(6) had been instructed what was about to take place and that she pushed one of the guards and could have been arrested'...rather than answering my question. She then stated that if (b)(6) touches another guard she will be arrested. I assured her that if the guard was not touching her vagina again, the guard's hand would not be pushed away. Rather than addressing the issue, she repeated her threat.

The male security guard who was rude to us earlier stood up, moved closer to us and crossed his arms with a glare. It was obvious that these two were threatening us for being concerned for the ordeal they had just put our daughter through.

(b)(6) then informed me (by text) that she was told by the same (h)(6) that the reason she was frisked assaulted was because her laptop was a bomb threat.

1/2/2014
6:06:05
PM

(b)(6) was told that she was frisked assaulted because her computer was a bomb threat-we were told the hairspray raised a flag. (It has been our experience that liquids would have been trashed...never bringing on physical assault-the hairspray was handed back to us)

*While (b)(6) was assaulted, we were sent to rebook her in the front...normally she would have done that herself in the area in which she was before they began their assault.

*We were told that there was a flight to Atlanta every 30 minutes...not true.

(b)(6) was threatened that if she did not allow the guard to touch her vagina, the police would be called. Then, we were threatened that the police would be called if (b)(6) touched another guard.

To Whom is Should Concern.

My name is (b)(6). Yesterday morning I arrived at the Charlotte airport to fly back to Pensacola, Florida. I work and go to school at Pensacola Christian College. When I went through the area where they check your bags, they stopped me and brought my computer bag over to a table. The young woman was very rude and told me that she was going to have to thoroughly search all of my belongings and "pat me down". I asked her what was wrong with my stuff she told me I had explosive chemicals in my laptop. I did not want to do anything unless my parents were there so I asked for my parents to come in because they were still looking through the glass wall. They said no and a man asked me if I was refusing. I said I would do what I needed to do. I went into a room with three women and the one who took my bag is the one that "patted me down". She told me that she was going to run her fingers up to the top of my leg, but she not only did that she also touched my vagina when she got to the top. She did this twice in the back, when she went around to the front I thought she would be done with that but she did it once in the front too. I pushed her hand away (which would be my response to anyone that wanted to sexually molest me). One of the women got in my face and told me if I touched her officer again that she would bring the police in the room. She was very mean and completely unfeeling. I explained that her officer was "touching" me. They told me they were going to do it again. So a total of four times my vagina was touched. The women also full on touched my breasts, but that pales in comparison to having your sex organ groped. It was the most horrifying, humiliating experience of my life. When they were done they told me I could go. They did not confiscate my supposedly explosive laptop, which I took on the plane with me like normal. They did take a bottle of hairspray that was over 3 oz. and returned it to my parents. The lady told my parents that the reason they had to search me was because of the hairspray. In my past flights if I had something that was over 3 oz. I just had to throw it out. I do not understand why I had to go through that horrific experience. I was treated like a criminal that had no rights, all because I had a bottle of hairspray?

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The male security guard who was rude to us earlier stood up, moved closer to us and crossed his arms with a glare. It was obvious that these two were threatening us for being concerned for the ordeal they had just put our daughter through.
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1/2/2014
6:06:05
PM

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*While (b)(6) was assaulted, we were sent to rebook her in the front...normally she would have done that herself in the area in which she was before they began their assault.
*We were told that there was a flight to Atlanta every 30 minutes...not true.
(b)(6) was threatened that if she did not allow the guard to touch her vagina, the police would be called. Then, we were threatened that the police would be called if (b)(6) touched another guard.

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Caller said something about a reference number on an earlier call on a complaint. The reference number is (b)(6). He said he had a complaint about why they made him go through the xray machine with an insulin pump when he told them he wanted a patdown. Caller said he is not mad at anyone at TSA but he is at Southwest. He said it has nothing to do with the damaged luggage. He said (b)(6) was the nicest guy you would ever want to talk to. (b)(6) told him that between the laptop book and lotion, it is not the bag. He said he does not know why TSA called him back. He said he does not want someone fired or get someone in trouble. This happened on Dec 13th, 2013 when he was flying out from Austin to Las Vegas NV. He flew back on Dec 16th, 2013. It was a direct non stop flight both directions. Caller said this was not a failure to accomodate him due to his disability. He asked if the AIT was an xray or not. He said that was his major concern. He said everyone he has talked to, (b)(6) the guy at the airport, and you are very nice to talk to. Caller just recapped his previous complaint.

1/2/2014
8:14:22
PM

RESPONSE: Asked caller if he feels that this was a failure to accomodate him due to his disability. He said NO.

RESPONSE: Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: Alcoa (b)(6)

Zipcode: 46680

1/3/2014

10:16:52

AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

To Whom it Should Concern,

My name is (b)(6). Yesterday morning I arrived at the Charlotte airport to fly back to Pensacola, Florida. I work and go to school at Pensacola Christian College. When I went through the area where they check your bags, they stopped me and brought my computer bag over to a table. The young women was very rude and told me that she was going to have to thoroughly search all of my belongings and "pat me down". I asked her what was wrong with my stuff she told me I had explosive chemicals in my laptop. I did not want to do anything unless my parents were there so I asked for my parents to come in because they were still looking through the glass wall. They said no and a man asked me if I was refusing. I said I would do what I needed to do. I went into a room with three women and the one who took my bag is the one that "patted me down". She told me that she was going to run her fingers up to the top of my leg, but she not only did that she also touched my vagina when she got to the top. She did this twice in the back, when she went around to the front I thought she would be done with that but she did it once in the front too. I pushed her hand away (which would be my response to anyone that "wanted to sexually molest me"). One of the women got in my face and told me if I touched her officer again that she would bring the police into the room. She was very mean and completely unfeeling. I explained that her officer was "touching" me. They told me they were going to do it again. So a total of four times my vagina was touched. The women also fully on touched my breasts, but that pales in comparison to having your sex organ groped. It was the most horrifying, humiliating experience of my life. When they were done they told me I could go. They did not confiscate my supposedly explosive laptop, which I took on the plane with me like normal. They did take a bottle of hairspray that was over 3 oz. and returned it to my parents. The lady told my parents that the reason they had to search me was because of the hairspray. In my past flights if I had something that was over 3 oz. I just had to throw it out. I do not understand why I had to go through that horrific experience. I was treated like a criminal that had no rights, all because I had a bottle of hairspray?

(b)(6)

Pensacola Christian College (b)(6)

(b)(6)

Pensacola, Fla. 32523

(b)(6)

1/3/2014
2:09:05
PM

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: (b)(6) East Point Ga 30344

Zipcode:

1/3/2014

2:09:07

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? No

Nationality? No

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

Los Angeles International Airport

Caller said everytime he goes through security he gets a SSSS on his ticket and he has additional screening and he is a frequent flyer, he is like a military contractor and he asked why it is happening?
States he flies every month domestically.
Caller said he was provided 2 phone #'s to contact and asked if the precheck process is the same?

Response:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

1/3/2014
3:14:54
PM

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may apply by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport)

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://tnp.dhs.gov/status.htm> by entering the RCN.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders.
Advised if an alarm sounds from the WTMD or an anomaly shows going through AIT will be required to have a pat-down to complete screening.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Oakland CA 94611
Zipcode:

1/3/2014
4:08:35
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Bob Hope Airport

To whom it may concern:

Searching without probable reason to do so is unlawful. I'm sure there are other methods for doing so without breaking the locks on someone's luggage. Section 110(b) of the Aviation and Transportation Security does require you to inspect all packages but I'm sure you have numerous ways of doing beyond physically breaking locks. Technology surely has advanced to the point where machines can scan thoroughly enough to find items that would alert TSA personnel of danger. We seem to be at an impasse today with the government constantly using surveillance as a means to "protect" the citizenry and "provide security while simultaneously violating Personal Liberties without regard to privacy. At the 4th amendment states:

The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no warrants shall issue, but upon probable cause, supported by oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.

My goal in writing this email is not a complaint, but a suggestion. If you must open someones locked bag, please alert them so they could be a part of the process. In the scenario in which you would find a suspicious item, you would have to detain that individual anyway, so why not have them open the bag and search it while they are in your presence? It seems that TSA body scanning and subsequent body groping, while clearly uncomfortable, works because there is an element of humanity involved.

I have heard some individuals say if you have nothing to hide, there should not be a problem. My response to that is I have nothing to hide, but also do not give them a reason to look. Though TSA has to search all bags, breaking into bags without passenger knowledge is unlawful. If it must be done, include the passenger in the process. In my travels to other countries, their agencies will do this so the passenger is aware of what is going on.

I am not above taking legal action if this happens again, as well as contacting my elected officials. This is a gross abuse of the law and something must be done to correct it.

Very respectfully,

(b)(6)

1/4/2014
11:29:36
AM

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely (b)(6)

1/4/2014
3:17:41
PM

(b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/5/2014 4:56:48 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 01/05/2014 3:30 PM Airline & Flight Number : delta 54 Checkpoint/Area of Airport : terminal a TSA Employee: (If Known) : multiple Comment : As a frequent flyer who typically opts out of the millimeter wave scanners, this was by far the most hostile a checkpoint staff has been to the opt out, with the exception of the agent who finally did my pat down.

To start with, the checkpoint was improperly staffed, and did not have any males available for a pat down. The only male agents at the gate were required for operation of the equipment, so none were available for the pat down. This caused a 20 minute wait for my pat down, until another agent was called in from presumably another checkpoint. During this entire wait period, there were several female agents available for pat downs, which leads me to the conclusion that this checkpoint simply had been improperly scheduled with agents.

1/5/2014
6:07:14
PM

Additionally, the agents at the checkpoint repeatedly hassled me throughout the process. Not only was I hassled by multiple agents about my decision, only one of the agents at the scanners ever called the a male assist, and then only twice. Half way through my wait she left, and the agent who replaced her completely ignored me until the male assist showed up. Furthermore, after I finally got my pat down. I was hassled by another agent when I did not leave the checkpoint within 30 seconds after being given the okay to leave by the agent who did my pat down.

This was the least professional and most hostile checkpoint experience I have had in a significant amount of flying over the past several years, as well as one of the least efficient and longest wait times, especially when considering that the checkpoint was not particularly busy.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a left knee replacement. She wanted to know if there is a way to prevent getting a patdown. She said that she flies through airports that do not have the AIT. She said that she always sets off the alarm. She wanted to know if she can take her x-rays and prevent the patdown. She also wanted to know if a notification card would stop her from getting the patdown. She said that she flew from FLL on Southwest Airlines and got a patdown. She wanted to know why TSA can have a person there to witness the padown and she can not. She stated that she was never told that she could take someone with her. She thinks that she should have been told that. She said that the TSO in FLL was very rude and the patdown was invasive. She said that she has her flight information at home and that she may gather the information and call back to make a complaint. She said that she gets a patdown two or three times a year.

1/6/2014 8:45:37 AM I gave the following information: A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. I advised her that if there is an alarm then additional screening does have to be performed to clear the alarm. I told her that there is no way around the patdown if there is an alarm. I told her that taking x-rays with her will not prevent her from getting a patdown.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/6/2014 8:53:02 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 01/06/2014 7:15 AM Airline & Flight Number : UA4687 Checkpoint/Area

of Airport : Terminal B security TSA Employee: (If Known) (b)(6)

1/6/2014 10:06:49 AM Comment : I am a frequent traveller and always request a pat-down (opt-out). The TSA officers are normally courteous and professional when conducting the pat-down. (b)(6) was neither. He began with a confrontational attitude when I answered a question he did not hear my answer properly and immediately threatened to take all day with the pat down. He repeated his full script of instructions and questions and added that he would continue to do so. The pat-down began and he was very aggressive, pushing me forward and knocking me off balance multiple times. After the pat down I asked to speak to a supervisor about my experience. A (b)(6) showed up and asked me to fill out a complaint.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Monday, January 06, 2014 7:38 AM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1 6 2014 7:37:54 AM

Attachment:

1/6/2014 11:36:53 AM Information about the person who experienced the civil right civil liberties violation - Yes

First and Middle Name: (b)(6)

Last Name: (b)(6)

Main Phone: (b)(6)

PO Box or Street Address: (b)(6)

City: Los Angeles

State: CA

Zip: 90066

Email Address: HYPERLINK (b)(6)

Check here if you are represented by a third party or an attorney in this matter: No

Have you been authorized to file this complaint form on behalf of another individual? No

If you check this box, we will not disclose your identity to the other offices, in or out of DHS: No

What happened? This will be my initial filing of a complaint. After having a false read in a body scanner at LAX I was separated for an invasive, violating body groping of my breasts. What is extremely euphemistically referred to by TSA as a pat down, is a violation of my most basic civil rights to my own body. It was unreasonable and unacceptable. I was surrounded by no less than 5 agents and coerced to subject myself to this molestation either there on the spot or in private. I have most definitely been violated and I will be seeking retribution. This is an egregious bodily offense that is not in any way made appropriate through description on site or use of back of hand invasion. It is completely demeaning and degrading.

When did this happen? Approx 8pm PST

Where did this happen? LAX

City: Los Angeles

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, January 06, 2014 7:38 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

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Remote Client IP: (b)(6)
Date Time: 1/6/2014 7:37:54 AM

Attachment:

1/6/2014
11:36:53
AM

Information about the person who experienced the civil right civil liberties violation – Yes

First and Middle Name: (b)(6)

Last Name: (b)(6)

Main Phone: (b)(6)

PO Box or Street Address: (b)(6)

City: Los Angeles

State: CA

Zip: 90066

Email Address: HYPERLINK mailto:(b)(6)

Check here if you are represented by a third part or an attorney in this matter: No

Have you been authorized to file this complaint form on behalf of another individual? No

If you check this box, we will not disclose your identity to the other offices, in or out of DHS: No

What happened? This will be my initial filing of a complaint. After having a false read in a body scanner at LAX I was separated for an invasive, violating body groping of my breasts. What is extremely euphemistically referred to by TSA as a pat down, is a violation of my most basic civil rights to my own body. It was unreasonable and unacceptable. I was surrounded by no less than 5 agents and coerced to subject myself to this molestation either there on the spot or in private. I have most definitely been violated and I will be seeking retribution. This is an egregious bodily offense that is not in any way made appropriate through description on site or use of back of hand invasion. It is completely demeaning and degrading.

When did this happen? Approx 8pm PST

Where did this happen? LAX

City: Los Angeles

Caller was disconnected from the previous CSR. Caller is an Orthodox Jewish person and he was asked to remove his skull cap while he was being screened. Caller said he did not want to get into a discussion with me regarding this but he wanted to read for himself, TSA policies regarding the removal of head covering. Caller said the person screening him was very polite, but caller said someone told him he should not have to remove the skull cap. Caller said he was not interested in becoming part of TSAs database.

1/6/2014
12:49:03
PM

I told the caller that he could be asked to remove the skull cap. I told the caller to go to www.tsa.gov and search religious and he will find the information he is asking for.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the individual will be offered the opportunity to remove the head covering in a private screening area.

Can you please tell me what is going on at the TSA?

(b)(6)

From: (b)(6)

Sent: Sunday, January 5, 2014 8:41 PM

To: undisclosed-recipients:

Subject: Soldiers Returning Home From Afghanistan. The TSA is a joke!!!!

If TSA is this good, just imagine how great government health care is going to be.

It's amazing folks like this even have jobs.....this just re-defines blatant stupidity.

?

1/6/2014
4:16:40
PM

Heloooooooooooooooooooo

Is there ANYONE at TSA with a brain??????????

As the Chalk Leader for my flight home from Afghanistan, I witnessed the following:

When we were on our way back from Afghanistan, we flew out of Baghram Air Field. We went through customs at BAF, full body scanners (no groping), had all of our bags searched, the whole nine yards. Our first stop was Shannon, Ireland to refuel. After that, we had to stop at Indianapolis, Indiana to drop off about 100 folks from the Indiana National Guard. That's where the stupid started.

First, everyone was forced to get off the plane-even though the plane wasn't refueling again. All 330 people got off that plane, rather than let the 100 people from the ING get off. We were filed from the plane to a holding area. No vending machines, no means of escape. Only a male/female latrine.

It's probably important to mention that we were ALL carrying weapons. Everyone was carrying an M4 Carbine (rifle) and some, like me, were also carrying an M9 pistol. Oh, and our gunners had M-240B machine guns. Of course, the weapons weren't loaded. And we had been cleared of all ammo well before we even got to customs at Baghram, then AGAIN at customs.

The TSA personnel at the airport seriously considered making us unload all of the baggage from the SECURE cargo hold to have it reinspected. Keep in mind, this cargo had been unpacked, inspected piece by piece by U.S. Customs officials, resealed and had bomb-sniffing dogs give it a one-hour run through. After two hours of sitting in this holding area, the TSA decided not to reinspect our Cargo-just to inspect us again:

Soldiers on the way home from war, who had already been inspected, reinspected and kept in a SECURE holding area for 2 hours. Ok, whatever.

So we lined up to go through security AGAIN. This is probably another good time to remind you all that all of us were carrying actual assault rifles, and some of us were also carrying pistols.

The callers husband went through security with a gate pass to make sure his minor child made it on the plane and was denied the right to opt out of the AIT at HOU 4:00 p.m Today 01 06 2014. The caller is trying to get pregnant and was wanted to know if this was the new policy that passengers are required to go through AIT. The caller stated if so she is going to have to drive due to several previous pregnancy complications. The callers husband was told that this was a New Executive Order. The caller stated that she will talk to her husband before filing a CSM complaint.

1/6/2014
8:10:59
PM

The caller was advised that passengers are allowed to opt out of the AIT and WTMD just not a Paidown. The caller was advised that she can contact us back at the TCC if she decides to file a complaint with the CSM or call the TCC select opt 5 and enter the airport code to get CSM contact information if she prefers to contact them herself.

Some passengers can not go through the AIT due to their medical devices.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 1/7/2014 7:00:24 AM

Airport : RSW - Southwest Florida International Date/Time of Travel : 01/07/2014 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal D

TSA Employee: (If Known) (b)(6)

Comment : Despite being Precheck I was subjected to an unconstitutional patdown this morning after refusing to go through the unconstitutional naked body scanner. The metal detector was right there, but your personnel refused to allow me to use it.

1/7/2014 8:40:39 AM On top of this, even though I was given a yellow card that specifically said "PreCheck - Leave your shoes on," they made me remove my shoes before I was frisked like a criminal suspect.

I am copying my congressman, each of my senators and the White House, asking that they withhold funding for TSA until you start showing some respect for the Constitution and the traveling public.

Stop this obscene behavior. Just stop.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good morning.

I am writing on behalf of my daughter who is a Cadet at the United States Coast Guard Academy in New London, CT.

On Sunday, 1/5/2013, my daughter was traveling to the U.S. Coast Guard Academy from Atlanta's Hartsfield-Jackson Airport. She entered the military pre-check line, as she has successfully done on numerous occasions previously, and was told by a TSA employee that she could not utilize the TSA pre-check line for military members because she was a Cadet and not considered "active" military. She was in uniform and had her Coast Guard issued ID with her. She entered the general security line where after about a 10 minute wait she was pulled from the line and instructed by a TSA employee to proceed back to the military pre-check line. She presented her boarding pass and ID to a TSA employee in the military pre-check line and was once again directed to the general security lines. On her second trip through the general security line she removed her uniform jacket, shoes, and cover as expected. Unfortunately, the shirt stays for her uniform activated the metal detector which required that she receive a patdown from a TSA employee.

1/7/2014
10:15:20

AM Are Cadets from the U.S. Coast Guard Academy eligible to take advantage of the expedited screening offered to members of the military? If so then are there any requirements other than using her Coast Guard ID number for a Known Traveler Number (KTN) when making flight reservations?

Thank you for your time and consideration regarding this matter.

(b)(6)

Lawrenceville, GA

The caller flew from ITO to HNL. He stated that he used a temporary ID for the flight and they are not letting him return, he does not have a bill or anything or even his Birth Certificate. He does not have a valid photo ID. He stated that he was asked to complete a form. He stated that he provided his current address, last place lived, and the last four digits of his social security number. He stated that he has been going to college for the last eight years, and he has lived at different places, however his mail was still coming to his home. He stated that he did not have this issue in ITO. He asked what he can do. He said that he had a patdown at ITO.

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

1/7/2014
2:16:01
PM

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

Caller flew from ABQ yesterday. She says they were profiled from the time they arrived. She checked her luggage outside and put the lock that matched her luggage and purse on her luggage. When she arrived in OAK, her lock had been cut. She was very upset about this. She says that she flew with the bag and the same items from OAK and the lock was not cut off. She wants to know specifically what in her bag triggered the alarm. She states that she could have been contacted. She states that if she had something in there she wasn't supposed to, she would have been contacted and wanted to confirm this. She states that when she, her husband, and daughter went to security it took 10 minutes to get their IDs checked. The officers checked her and her husband's IDs then confirmed their daughter's identity with them. The officer then asked the child for her first and last name to verify it was correct. She says that the officer assumed they were lying. She states that both she and her husband went through AIT and then received a patdown. She states that her husband had a hat on and had to remove this. He didn't have to remove this in OAK and she began complaining that others who were wearing turbans did not have to remove these. She states that she is black and that there was a lot of racism going on at the airport that day. Caller does not have an email address.

Airport: ABQ

Airline: Southwest

Flight Number: 120

Confirmation: (b)(6)

Date: 1/6/14

Check In Time: 9:28 a.m.

Time Through Security: 9:45 a.m.

Baggage Number: (b)(6)

1/7/2014
4:12:52
PM

Terminal Gate Checkpoint: She does not know this information.

Advised caller:

TSA is not liable for locks. The bag first goes through the in line baggage screening system. If the bag alarms, which any number of things, including books, magazines, and containers of liquid, can do, we have to open this. If there is a lock, we have to remove it. Advised caller that if a prohibited item is found in the bag, the airline is contacted and they make the decision whether to remove this or not. If they tell us to remove this, they take control of the item, not us. Advised caller that if something serious like a bomb or something were to be found, of course she would be contacted because law enforcement would be involved at that point.

To make her complaint regarding the discrimination formal, she will need to send a written correspondence. Advised that I could email to her. Since she did not have an email address I provided her the information verbally.

She should include:

- Contact information - full name, telephone number

- Detailed description, including:

 - Airport

 - Date and approximate time of experience

 - A description of the experience

 - The names or description of the TSA personnel involved

 - Explanation as to how you believe this experience was discriminatory

Thanks for your response to my concerns.

Now I am even more concerned that when asked if I wanted my son to accompany me in the room of the pat down I was told the room was too small and he could sit outside.

By your response to me then this screener was in violation of what I understand your policy to be.

I have been flying for 40 + years and have never been treated this way. It was my first visit to this airport and hope I will never have to use it again.

I am all for screening but when I am asked to touch an object many others have handled and then told I had something on my hand that did not pass the test that is a real problem for me. Why not be fair to your customers and give them a pass that have not been touched or handled many other passengers to prevent this type of thing from happening to innocent flyers.

I was told something on my hand triggered this concern after I had handled this so called EXPEDITED screening pass.

1/7/2014
4:32:50
PM

(b)(6)

A large rectangular area of the document is redacted, indicated by a black border. The text "(b)(6)" is written in the top-left corner of this redacted area.

Date of event: 1/5/2014 approx. 6:40 pm Oakland, CA. Southwest flight to San Diego flight #498 gate 28 7:15 pm orig. departure time

I arrived at the middle of 3 open security lines. As I've done maybe 30 other times, I put my carry-on luggage up on the counter top and grabbed a plastic bin. I put my purse and shoes in the bin; removed my belt and sweater and placed those in the bin. I folded the boarding pass in my hand and placed it in my pocket. I almost left one in a bin once before and didn't want to do that again. I held my suitcase and plastic bin, and moved them along the counter top and onto the rollers. I waited until both items were successfully engulfed in the scanning machine, stepped away from that line and went to wait in the line for the human scanner. When called into the machine, I stepped up inside, placed my feet on the designated spots, arms above my head, and the scanner did its thing.

I step out when prompted and walk to the end of the mat to wait while a dark-haired, young woman looks on at some area in the distance to see if I can be allowed to pass. She looks at me and says there was something wrong and that I would have to go back to the scanner. OK. The man that was facilitating the scan asked if I had anything in my pockets, I checked and found only my boarding pass. He asked that I hold it above my head for the scan. Scan #2 complete. I once again approach the woman at the end of the mat to await my fate. She shakes her head. Nope, she says, "it looks like there was an issue in your groin area, you are going to have a groin patdown."

Quizzical, alarmed, appalled...written all over my face. I shook my head, "Uhhh, no. A GROIN patdown?" I ask. She nods. I continue to shake my head.

1/8/2014
1:57:04
PM

Another woman walks over, older than me, maybe 50, with dyed blond short hair. She is not friendly. She tells me I need to have a full body patdown to include sensitive areas and to follow her to the private room. I again looked in amazement, "Uhhh, no, you can't pat down my GROIN!" I exclaimed, hoping someone would hear the nonsense I was hearing. "What is the problem? I am wearing skin-tight pants." I explain that I am confused about what a patdown would reveal, that my black jeggings would not. I turn my pockets inside out and repeat to her that there should not be an issue, and wonder aloud if the button on my jeggings is the problem. So I offer to change into a pair of leggings that are in my carry-on luggage, which has already passed the scanner inspection. She informs me that I have already gone through the scanner twice and am not allowed back in the scanner. She again insists that I need to follow her to a private room for a groin patdown. I again refuse to allow a groin patdown and ask to speak to someone else.

So she walks me over to the Sheriff's station where two men are standing. She is a few steps ahead of me and I hear her telling the men that I tried to change my clothes after failing the human scanner twice. I interrupt to clarify that I offered to grab a pair of pants from my scanned luggage and change, in hopes that this would suffice, because I did not think a GROIN patdown was necessary. I made sure to emphasize the word groin, and now wish I would have used more appropriate terminology; groin is very sterile, inhuman...we are talking about a very private region of a woman's body. The older of the men started to explain that it is TSA's policy to do a full body pat down in a private room if you fail the scan twice and that I had another option, in which I could have the Sheriff's do the full body pat down, in public, and I would not be allowed to fly.

I responded, "No way. There is no way that those are my only two options."

The younger, more stubborn, condescending and irrational man interjected, "Have you ever heard of 9/11?" to which I responded, "Oh man, whatever." Seriously?!

He continued, "It is a privilege to fly. You only have two options here. You either go in the room and have a TSA patdown or we do it here. You will then be on a list and never be able to fly again, and we may fine you \$5,000."

I said, "I am NOT getting a groin patdown. I want to leave." He insisted that was not an option. He said that I already started the process and had to end it. I didn't have an option of leaving. I pleaded that there was never any notice or warning of such an outcome. He explained that the signs were posted everywhere.

Caller said he has a question about the conduct of a TSO at Hilo on Monday around 5:49 am. Caller said he is 64 and has a bad heart, and caller said he was offended by an incident that happened..

Caller said one TSO looked like he was showing off, he was younger. The TSO went up to a young lady that had piercing and he demanded ID and wanted to see her ticket. Caller said the TSO then approached him and asked him to see his ID and his ticket. Caller showed this information to him and the TSO said thank you and walked away. Caller feels like the TSO acted cocky about the whole incident. Caller stated he is ill and was not feeling good that day and is not expected to live more than 5 years..

Caller said his ticket was paid for by the VA. Caller does not have an email because he had a head injury and is not able to learn to use a computer. Caller wanted to file a complaint against the actions of the TSO checking his ID on January 6th.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening. Passengers may choose to remain in the public area rather than go to a private area for screening; however, if a passenger refuses either option, he or she will not be permitted to board the aircraft.

1/8/2014
2:12:20
PM

We understand and regret the inconvenience that was experienced as a result of screening procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Airport Hilo
Airline Hawaiian
Flight numbers Caller does not remember
Date and time of incident 1 06 2014
Baggage tag number N/A
Description of bag, color, style, size, brand N/A
NOI with Writing N/A
Terminal or Gate N/A
Contact information (b)(6)

The caller flew from JFK to ATL To MO yesterday and when she went through the AIT she was subject to additional screening without being asked or told what was going on. The caller stated that the TSO agents were rude to her and her husband and then her luggage was delayed.

The caller was advised TSA has no way of matching matching checked luggage to someone at the checkpoint.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

1/8/2014
2:30:34
PM

The caller was informed that patdowns are used to resolved anomalies that show when going through the AIT.

Airport- JFK
Airline- Delta
Flight Number- 474
Date and Time bag was checked- 01 07 2014 7:00 a.m.
Terminal- C 60
Gate- B 22
Email- (b)(6)
Phone Number (b)(6)
TSO Black female tiny skinny TSO Hispanic tall male

I informed the caller that we would send a copy of this complaint to the CSM of JFK.

Caller is a contributor to Ohio State. She went from Port Columbus to Fort Lauderdale last week. Coming back she and her two grandsons went through Fort Lauderdale. She is very unhappy with TSA.

One of her grandsons takes medication. He took it around 6. The TSO put a gel on her two grandsons hands. The TSO said that this is the third one this morning. This is her 20 year old grandson. They took him from station to station and he was patted down including his genitals. The man who patted him down was about 6 feet and wore glasses. She said that he felt like he was raped. She said that they never should have been touched and they should have been warned in advance that taking medication could cause this. She wants to know if it was the medication that caused this to happen.

Airport: Fort Lauderdale
Airline: Airtran
Flight Number: 7417
Date and Time: January 4th at 8:30 am
Terminal or Gate: B6
Name of Person Involved: (b)(6)

1/8/2014
3:09:05
PM

I apologized to the caller that she was unhappy with her experience and told her that all passengers have to be screened. Even babies to the elderly must be individually screened. It could be by the AIT or the Walk Through Metal Detector a patdown or ETD. Sometimes passengers are selected at random for additional screening and there are many reasons that can result in additional screening such as alarms of the WTMD or Anomalies of the AIT. TSOs are trained in the proper manner to screen passengers.

I told her that there are many items that can cause the ETD to test positive. Since I am not at the airport I cannot provide information about her grandsons screening specifically. I told her I could forward this to a CSM for review. She was not happy with the answers I gave her and asked for a supervisor.

(b)(6) notes:

Caller said that she is trying to find out exactly how what happened to her grandsons happened. One of them was detained. She is her grandsons legal guardian, and she said that his description was that he was raped and violated. She wants to know how it could have been avoided. She thinks that they don't do anything wrong, they don't have any guns, he doesn't use lotion. She wants to know what the gel was that they put on his hands. Her grandson didn't want his genitals touched. It terrified her. She said that because the agents there told her that it was possibly his medication, that means that she should call his pharmacist and find out if there are any explosives in his medication.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm.

I told her that since we aren't at the airport, she can contact the CSM directly and provided her with the number.

Caller states that he called last year regarding an experience he had. He states that he flies internationally. He has only flown domestically once to FL, but other than that never flies domestically. He states that he usually flies back into EWR or JFK, but does not take connecting flights after that. He states that twice at JFK and once in EWR he was detained, questioned, and searched upon returning into the US. He states that he called immigration and CBP and was told this was TSA. However, the individuals searching him were wearing guns. He states that having three individuals with guns in a room with him made him feel threatened and harrassed. He states that he generally doesn't have trouble going through TSA departing. He stated that he was denied boarding once in EWR because he had baggage and was running late, but a woman who didn't have baggage was permitted to board. He states that he booked a flight for the next day and the lady that denied him boarding the previous day was there. He first stated that she was a security person. He stated that he had to have a patdown because of baggy clothing. Also, his name on his boarding pass was incorrect. He states that this instance happened when flying with Continental Airlines, so he no longer flies with them. He wanted to know who controlled the lines leading up to the airline counter. His most recent flight from JFK to St. Thomas to St. Martin to Dominican Republic and back he had a NOI on both trips. He says that his perfume bottle was empty. This most recent flight he had no problems coming through CBP back into the US.

1/8/2014
3:29:12
PM

Advised caller:
TSA is not law enforcement. We don't carry guns. Also, if he was not taking a connecting flight from EWR or JFK when he returned to the US, he did not even go through TSA. He will need to handle his CBP complaints with CBP. He can reach them at 877-227-5511.

He first encounters the airline counter. This is where he would check his bags, so this must have been who told him that he could not board. Also, lines are controlled by airlines, not TSA.

Offered to send claim forms via email, but caller declined.

Caller has a complaint. Caller stated he is a disabled Vet and has PTSD, the DOD who we get our marching orders from keep track of him, he thinks. TSA picks people at random and they check you for gun shot residue, if he were really just picked at random he would not have a problem. He is chosen every single time for extra screening at the checkpoint. They will never let him go through the regular WTMD. He has to go through the AIT every single time he goes through screening. Caller stated the officer told him that the Southwest Airlines boarding pass said he was picked at random to go through additional screening the last time flew. He has metal shrapnel inside of his body.

1/8/2014
3:43:50
PM

Advised caller it seem to me like he was just going through the normal screening each time he flies. The caller seemed to think that the AIT was the additional screening. Told him if he were getting additional screening that would mean he would be screened by the AIT and then selected to get a thorough patdown and further additional screening every single time he flies. Since he does have metal shrapnel in his body it is a good thing he has been going through the AIT because the WTMD does penetrate the body and would be able to detect the metal in his body which means it would probably alarm and he would have to go through the thorough patdown procedure. Told caller that passengers with metal in their bodies should go through the AIT because it does not penetrate the body, it looks for anomalies on the outside of the body and can detect other materials rather than just metal. Explained to caller that the way I am understanding him is that he was only randomly selected for additional screening once and the other times he has flown he only received the AIT screening and the explosive trace detection which is the typical screening process. Explained to caller that if he feels that he is on a watch list, being denied boarding or receiving additional screening every time he flies he can apply for Redress. However, they are not pinpointing him as a person, the officers are required to do what the system tells them to. If they scan his boarding pass and it randomly selects him for additional screening they are required to follow through with additional screening.

Disability Description: Caller has bilateral metal hip implants and cannot walk without shoes.

Response Details: You must handle wheelchair assistance complaints with Delta. The wheelchair assistance is provided by the airline, so since they didn't do this, she needs to contact Delta.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing to make it formal. Advised I would send instructions on how to do so.

The disability branch is the same location that handles racial discrimination, so she can include this as well.

1/8/2014
6:21:59
PM

Also, I will send this on her behalf.

I will forward her rude screener complaint to this particular airport as well.

Incident Details: Caller states that she had wheelchair assistance on her ticket, but this was not provided to her until after the third time she was patted down. She asked TSA for the wheelchair because the airline hadn't provided it. TSA did provide her with the wheelchair. When she got to the checkpoint, she says that she informed the officers she couldn't remove her shoes. She states that no alarms were triggered, but she had to receive a patdown. The officers made her remove her tennis shoes and submit them for x-ray screening. She states that she had perfume and cologne gifts in her carry on and was told they were not allowed. She states she was told these would have to be thrown away. She told them no and asked to check this. The officers told her no. She states that she exited the checkpoint and went back to the ticketing agent, who wouldn't allow her to check the bag. This is when she went back to the checkpoint was rescreened had to remove her shoes and receive another patdown. After asking to ship these, she was told no that there was no one at the shipping center. She states that she was patted down a third time and this time did not have to remove her shoes. ETD was conducted on the shoes instead. She states that she did not have these problems in FL and ATL and that she was the only black person there. She insists that she was victimized because of this. She states that the officers at the checkpoint were very rude to her through the entire process. Caller was in security from 11:25 a.m. to 12:40 a.m. The flight departed at 12:30 p.m. and she missed it.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/8/2014 7:14:44 PM

Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 10/10/2013 5:30 PM Airline & Flight Number : American Air 2264 Checkpoint/Area of Airport : Not sure, maybe Terminal B but uncertain. TSA Employee: (If Known) (b)(6)

Comment : Around 5:25PM or so, I opted out of the scanner.

(b)(6) performed a pat down. I asked told him as long as he didn't do anything illegal.

During the "pat down" his hands touched penis and testicles through my pants.

I consider that unwanted, coercive touching of my genitals under threat of not being able to travel. Also intrusive was touching my buttocks and putting his hands inside my waistband.

1/8/2014

8:05:57

PM

QUESTIONS

1) Is it standard procedure in a pat down to touch genitals through clothing?

2) Is it standard procedure to touch buttocks and put hands inside our waistbands?

I would like the TSA to fully explain to me why it is touching people in a way we teach our children to not be touched.

Is this a standard TSA policy?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's family traveled today her bag was searched. This happens every time she travels. Sometimes she has food in the bag. Her husband has advanced cancer and wants to know if TSOs change their gloves to avoid cross contamination. She flew from Palm Beach.

1/9/2014

4:20:58

PM

I told her that Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

I told her that the procedure for checked baggage and wearing gloves may vary from airport to airport.

CSMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu.

The Palm Beach airport code is PBI.

To whom it may concern:

I am writing to better understand TSA policy on your restriction to bring bottled water onto COPA Airlines flight 235 from Panama City to Chicago (ORD) on January 8, 2014.

I purchased bottled water at a Tocumen International Airport vendor following routine airport screening.

Gate preparations for Flight 235 to ORD, however, required a second round of baggage screening, in addition to body "pat-down", that resulted in the confiscation of my just-purchased bottled water, both of which remained sealed.

No passenger was allowed on the plane with any bottled water container, all of which was purchased at the airport.

The flight attendant informed me that the bottled water confiscation was a TSA rule, not a Panamanian rule.

Please help me understand how bottled water purchased at the airport, after airport screening, can pose any problem to TSA and flight security.

This is an extremely frustrating imposition on passenger health. Airline flight is a dehydrating experience, at least for me. I need two bottles of water to feel adequately hydrated, especially on a long flight like Panama to Chicago.

Flight attendants do periodically circulate through the cabin with liquid refreshment, but only during non-turbulent periods, and never during take-off or landings. Their appearance throughout the cabin, however, is unpredictable and infrequent, and the quantity of liquid served, you must admit, is typically 3-5 ounces, at most.

Compounding our experience is that, on arrival late Wednesday night, we found no vendors open in the international terminal to purchase bottled water.

Have a heart TSA! Please come up with a better solution for bottled water.

Thank you.

Best regards,

(b)(6)

(b)(6)

1/9/2014
4:27:09
PM

To TSA management,

I was diverted to the TSA-Prev line last night (1-8-14) on my flight Southwest 910 to San Diego from Oklahoma City.
I have not applied for this program and it was news to me.
The agents told me and my husband we were low risk and that is why we got this special treatment.

(Something similar had happened in San Diego. Both times it was not obvious why we were chosen except that maybe because we have gray hair. Nobody could have actually checked on us in the time it took to divert us.)

We were directed down a hallway and into a side room where there were about 7 agents.
As we passed through detectors, I was randomly chosen for further check of skin on hands.
Hand check caused alarm to set off.
I was subjected to a full body-pat down including breasts and buttocks in front of all 7 agents and my husband, with no privacy screen or protective alcove.
All my carry-ons were taken apart multiple times.
One agent asked me "What did you do?"
I said "nothing except put on some hand lotion and essential oil perfumes."
Another agent was making phone calls.
Finally they said "OK you can go."

This was not the kind of friendlier experience your marketing promises.
It was worse than any other experience I have had with TSA.

Please reply with explanations.

Thank you,

(b)(6)

(b)(6)

San Diego, CA 92104

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 1/9/2014 6:57:29 PM

Airport : DEN - Denver International

Date/Time of Travel : 12/28/2013 10:00 AM Airline & Flight Number : UAL 3445 Checkpoint/Area of Airport : Main level TSA Employee: (If Known) :

Comment : Why must a precheck eligible passenger go through the metal detector and then undergo a pat down? I have artificial knees and find the full body scanner much less invasive, less time consuming, and much more convenient. Would it be possible for me to leave my bags on the belt by the metal detector and take myself and my shoes to the scanner?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller travels between Cleveland and Nashville via Southwest and seems to get a patdown every time she travels and she wants to know why. Caller claims she has had a patdown because of her hair being puffy as well as a scar on her arm and a bulky button up shirt. Caller claims the time she received a patdown for her scar the screener was really rude and that was in CLE. Caller also stated she had her checked luggage searched and they mishandled it but she did not want to send it to the CSM. Caller did have a NOI in her bag.

Advised Caller:

All passengers must be screened so if you cause a alarm you will have to receive a patdown it is nothing personal.

1/9/2014 9:16:41 PM Our officers are trained to properly inspect luggage without misplacing anything out of it and I apologize that was not the case in your experience.

As well all baggage must be screened so if your baggage causes a alarm it must be searched.

Offered to send complaint about the baggage to the CSM but she denied.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address (b)(6)
Zipcode: 14500000

1/10/2014 2:17:46 PM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: Sudan

Zipcode: 0794

1/10/2014

6:06:17

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

1/11/2014

9:50:21

AM

I am emailing in regards to a tsa supervisor not respecting my wishes and rights to a more thorough patdown. I would like to talk to an agent about the indecent; happened around 545pm at the Orlando airport. Gates 70-100 and I was turned away by a supervisor.

(b)(6)

The caller stated that her husband just took an international flight from IAD and that the passenger (b)(6) who was in a wheelchair, had his bags improperly screened. The caller stated that the passenger was separated from his carry-on luggage during screening at the checkpoint. The caller stated that 3 ties were missing from the bag when the passenger got it back and creamcheese had been removed from the bag. The caller was upset about this and wanted to file a complaint.

The caller stated that they feel the passenger and themselves were subjected to discrimination based on religion. She made statements regarding how they felt discriminated against because of their names and religious attire.

Date and Time of travel: 01/11/14 3:00PM

Airport: Dulles

Airline: United Flight #936

Description of bag: Small wheeled carry-on bag with clear zipper pocket. The bag is olive in color.

Description of missing item: 3 Ties were missing

Description of passenger: 5'3" partial bald with gray hair and a beard. Blue sweater under a jacket. In a wheelchair.

1/12/2014 9:15:55 AM
Advised caller: TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

TSA regrets that you found items missing and/or damaged from your carry-on luggage. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised the caller that the passenger would need to make the official complaint of discrimination in writing and that she would receive a form to complete via email.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/12/2014 2:34:49 AM

1/12/2014 9:26:16 AM

Name: (b)(6)

Email: (b)(6)

Complaints: inappropriate screening/pat down screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Denver to Seattle. Southwest Airlines

Comments: My wife was touched without her consent or a stated reason to be pat down. There was no option for a private room.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/12/2014 2:57:04 PM

1/12/2014 3:43:10 PM

Name: (b)(6)

Email: (b)(6)

Complaints: inconsistent screening (different practices between airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): D13416 Austin to Detroit

Comments: A concern over prechecks.

I have prechecks status and, at the Austin airport mentioned that I have a knee replacement and needed to use the scanner rather than metal detector. I was told to keep my shoes on, go through the metal detector, and there would be no problem. When I did so, I was criticized for going through the metal detector, given the most invasive pat down I have ever had (I have had probably more than 100) told to then take my shoes off, and before I could put my stuff together, to move to benches with my two plastic containers, a backpack and carry on luggage. I fly a bit, and this was by far the most contrary, both in behavior and instructions, group I have ever faced.

This is the only time I have ever complained, and don't expect to do so again . . . but an offensive pat down, and inability to put on shoes and belt before moving, is troubling.

Chicago Midway Airport is the only one that does not have body scanners for all security checkpoints, or one to share. The TSA pre-check line does not have one at all. I was directed to the TSA pre-check line, but when I wound my way to the checkpoint I saw there was no body scanner. I motioned to the officer at the metal detector that I have a pacemaker/defibrillator. The attitude that I received from the officer (throwing her hands in the air & asking why I was in that line then) was embarrassing, to say the least. I then had to hold up the line & go through the usual process, then wait 15 min to have a female assist for pat-down.

There are many frequent flyers that have pacemakers or other devices that prevent them from going through the metal detectors. I find it hard to believe that as busy as Midway is, that body scanners are not a priority for them.

1/12/2014 5:09:25 PM Last year I stopped at the supervisor's desk and asked if there would be more body scanners in the future & was told "If you need a body scanner, go through the regular line."

Every Monday & Friday I fly in/out of Midway. The number of TSA agents that I observe talking about their plans for the weekend is astounding. None of the other airports have the attitudes or the wasting of time that Midway has.

Perhaps if the number of agents was decreased the airport to purchase more body scanner.

Please respond to [b](6)

Thank you.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 1/12/2014 7:20:22 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 01/12/2014 4:00 PM Airline & Flight Number : Alaska - flight 338 Checkpoint/Area of Airport : Various TSA Employee: (If Known) : Various

1/13/2014 8:21:41 AM Comment : My daughter, who is biracial, flies from SF to Seattle frequently to visit me in Issaquah, WA. She is a 43-year-old professional who always dresses and acts professionally. She has NEVER carried any prohibited items, has absolutely no criminal background, and has never created any issues whatsoever. And yet EVERY time she goes through security, TSA pulls her into secondary for a pat-down and a luggage search. Today, after I dropped her off she texted me and said they AGAIN pulled her into secondary, and did a pat-down and bag search. There is no reason to do so except that she is biracial. Some time ago, the TSA agent actually got the wand caught in my daughter's hair. This is extremely distressing and embarrassing for my daughter, so much so that she has become very nervous to fly because of the harassment. TSA's behavior is absolutely unacceptable. Both she and I want a satisfactory explanation and apology.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email [b](6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller had a knee replacement last January.

Information Request: He tries to use the x-ray but when there is not one he uses the metal detector and wants to know how to avoid a patdown. He was in the armed forces and wants to know if he would have to have a patdown because of this and because he has a medical condition. He asked if a doctor note would help.

He thinks it is ridiculous that he has to have a patdown because he has a medical condition and he is going to write to the director about this.

He said that some airports do not have AIT s. Is he resigned to have patdowns the rest of his life.

1/13/2014 10:19:21 AM Response Details: I told him that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. Allow ample time.

You will have a patdown every time if there are alarms of the metal detector or anomalies of the AIT and it does not matter who you are. All alarms have to be cleared.

You may bring medical documentation to inform a TSO about the metal implants but it does not exempt you from screening.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller did not want email.

You can be sure I have sent this to my congressman, (b)(6) and to my senators (b)(6) and (b)(6) besides to you.

I am a 64 year old white male. I have had bilateral knee replacements, and walk with difficulty

because of that. I have obvious, big scars on both knees, as evidence of those surgeries.

On 12 January 2014, I was flying from Burbank, CA to San Francisco, CA on UA 6410, leaving at 6:23 PM.

I went through security at approximately 5 PM.

As you can see in the attached pictures, I was wearing a very thin shirt, and no jacket.

When I went through the metal detector, because the metal in my knees, I set off the alarm,

1/13/2014 as usual. I specifically dress with pants and shirt which are thin and have absolutely no metal.

2:12:25 PM I had completely emptied everything into a bin, as always. I was carrying nothing.

Because of the alarm, I was told I needed to have a "pat down." I have had these before, and

I know how they are supposed to be done.

This time, the pat down, done by the person you can see at his desk in the attached pictures,

was obnoxious, intrusive, excessive and humiliating.

The TSA agent did not pat me down. Rather, he pawed me all over, from top to bottom, front to

back, and side to side. You can see my thin shirt collar in the pictures. Any moron can see that it would

be impossible to hide anything there. The TSA agent ran his gloved hands all through my collar, pinching

Caller's child is 11 and diabetic and caller wants to know how to get through screening, they had a recent issue at Des Moines and she wants to know if there is a better way to carry on her juice boxes.

1/13/2014 3:20:10 PM Caller stated she tried to call CARES but the number didn't work in BC, verified number: TSA Cares toll free at 1-855-787-2227. Diabetes-related supplies, medication, equipment (insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, and pump supplies) and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers should declare these items and separate them from other belongings for screening. Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown. Children with disabilities can be screened without being separated from their parents or guardians.

Caller says that he flew from Rhinelander with two 3.25 ounce bottles of mustard. He states that the male officer at the checkpoint said he was unsure if this was a liquid or gel. The caller opened the containers, dipped his finger in the mustard, and ate it to prove it was not harmful. Caller states that this was taken from him. He states that he has to receive patdowns because of his defibrillator. He states that every time he flies through IMT there is a woman and a man with a gray moustache that work the checkpoint. He states that an officer hovered over his bag, so that he couldn't visualize everything. He states that his prescription of viagra was stolen from his bag. He states that on another occasion his hydrocodone was stolen from his bag. He says that on another day he had a tool wrap for a 1964 VW Beetle in his bag. It contained the lug wrench and wrenches. He says that the officer took his bag to where he could not see it and apparently removed this. The caller states that he would have checked this or rescheduled the flight to have time to ship it, but was not given these options. The tool wrap was not even mentioned to him. When he arrived in FL the tool wrap was gone. He is currently located in Tampa, FL. He says that he also had to give up a 1 ounce shaving cream. He says that the tool wrap was taken sometime in October. There is only one checkpoint and he flies with Delta. He states there are only two flights from IMT per day, one in the morning and one in the afternoon. He always takes the afternoon flight.

1/13/2014 Advised caller:

3:37:40 PM The tools are not permitted in carry on over 7 inches, but they should have given him the option to check this at least. Advised caller that I don't have enough information to send this for him, but he can contact the CSMS at these particular airports.

Provided caller with:

Name: Elisa Boothroyd

Phone: 231-929 (b)(6)

Name: Denise Larscheid

Phone: 920-593 (b)(6)

Caller would like to know about precheck. He would like to know whether or not he has qualified for that. He has never received precheck, but his wife has it. His wife has flown 4 times and she was selected and he was not. He asked if there were any way to request to get random selection. They flew from Raleigh Durham, she did not have a precheck logo but once they scanned her pass she got it. He would like to get it too, he does have a FF number with Delta but not as many miles as his wife. Somebody told him that he was already opted in but he is not getting precheck, he does not remember receiving an invitation. He stated his wife did not receive an invitation, she is a FF through Delta but got it through Southwest. He asked why he had to pay a fee through TSA and GE if she does not have to in order to be a FF. He does not understand why he would have to pay a fee because they think he is a terrorist, he says that's what TSA treats him like. He is seriously not happy with this, the screening is total disorienting to him. Portland Airport is terrible at security, it makes you feel like you're being stripped naked in front of everyone. He thinks the next time he goes to Portland he will get in the car and drive, he is wanting TSA precheck or expedited screening which should happen for elderly people anyways so he will try to apply through TSA.

Advised caller that TSA precheck is random and never guaranteed. If he has not been invited in by an airline or opted in through an airline, he would have to apply through TSA or Global Entry. He can visit www.tsa.gov or www.globalentry.gov. TSA precheck is for expedited screening, there is also random selection for passengers that meet the requirements through secure flight once they reservation is made even if they are not in a program they can be randomly selected to try precheck every now and then. Once a passenger is a member of precheck through one of the programs they are eligible for precheck each time they fly, it is never guaranteed because for security reasons since 9 11 TSA keeps screening random at all times. Once he visits www.tsa.gov he needs to click on pre-enroll now and submit his application, after that he can set up an appointment at the enrollment center closest to him to do the fingerprinting and interviewing. Once he becomes a member through TSA he will receive a Known traveler number which has to be entered on each reservation for a flight.

1/13/2014
3:56:32
PM

Told caller that since his wife meets the requirements to be eligible for precheck through Delta, when she flew Southwest she could have been randomly selected to go through precheck. Advised caller if he thinks Delta told him he was opted in for precheck he can contact them to see if he is in fact eligible for precheck through Delta. If he is, he would only be eligible for precheck through that airline unless he is randomly selected when flying with another airline. Told caller that there is no way to request for random selection, because its random. Therefore passengers do not know before hand if they will be selected for it or not. Explained that the logo on the boarding pass is printed by the airline, what really matters is embedded in the barcode so once the officers scan it they will know if a passenger is eligible for precheck or not. The airlines FF which fly alot, are invited in by the airline without charge. That is the airlines policy, these passengers already provide money because they fly so often, the airline created a policy not to charge them more money for the program.

Explained to caller that since a passenger travels often and is a FF through an airline, the airlines policy is that they do not charge these passengers that are invited in for precheck. If a passenger is not, through GE they are charged a fee of 100.00 dollars for 5 years eligibility of precheck and through TSA it is an 85 dollar charge for 5 years, that is for covering operational cost for the fingerprinting and background checking that is required. Told caller that he is not treated like a terrorist for this program, passengers are all treated the same. TSA can not assume that just because a passenger is a US citizen that they have a clear background, that's why it is required to be checked in order to make them eligible for expedited screening. TSA keeps things random because if we allowed passengers through expedited screening always without any random screening, that could cause terrorist to catch on to the process and learn how to scam it and get things through. Its for the security of passengers.

Told caller the following:

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 1/13/2014 3:24:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 01/11/2014 8:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 5 TSA Security TSA Employee: (If Known) : Office (b)(6) Comment : Office (b)(6) was extremely unprofessional as my family and I went through the Chicago O'Hare TSA Security checkpoint.

We went through the metal detector, because we were traveling with an infant. The detector beeped when I went through, so I was told I would need a pat down. I went through the detector and waited for Officer (b)(6) to conduct the pat down. Before doing so, she yelled at the gentleman who let me through the detector without her specific approval. She proceeded to yell at him loudly and unprofessionally making no effort to pull him aside to discuss her concern. In addition, she told him that he looked "dumb" for not making me wait for her go ahead.

1/13/2014
4:25:33
PM

When she conducted the pat down, she was extremely abrasive toward me. She asked if I wanted a private screening, to which I responded, no, I was in a hurry. She then yelled at me and told me that didn't matter, I should have arrived earlier and she could drag his out so I wouldn't be going anywhere. At no time was I rude to her, I simply wanted to move the screening along, so I could rejoin my husband, our infant and our many bags, car seat, stroller, etc at the checkpoint.

I would not normally take the time to write regarding something like this, but this Officer's demeaned when speaking to her colleague and me was so surprising and seemed unnecessary.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The callers brother has leukemia, and has a pic line attached to his arm.

Information Request: The caller requested information regarding the external medical line.

Response Details: Advised Caller:

Passengers who have medical devices attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to e-mail this information to the caller, and she accepted.

Callers husband and the caller both get PreCheck. Callers spouse has had neck, hip and back surgery. Callers husband has a metal hip and he is always stopped. Caller asked if he can get around some of the screening. Caller said he is always getting patted down and also having his cane xrayed. Caller said her husband has a scar down the length of his back. Caller said they are good citizens and caller said it is an ordeal for he spouse going through the screening. Caller is complaining that her husband is a good person and she feels like there should be a special screening for good people. Caller said he is a successful businessman and they come from a good family. Someone told her about Global Entry and she thought that might help. Caller said he has balance problems and has trouble removing his shoes. Caller said her spouse is a proud person and does not admit to any disabilities.

Specifically, you were concerned about screening for passengers who have metal implants. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

I told the caller that if her husband has trouble taking off his shoes due to balance problems, he should make TSA aware of these problems and they will try to work with him to screen him without removing his shoes. I told her it is possible he may still have to remove his shoes.

I advised he can request assistance from TSA Cares 72 hours before a flight.

I advised she could file a complaint if she feels like her husband is being discriminated against because of his disability.

I told her that her husband can request to speak to a supervisor or PSS if he has questions about his screening.

I told the caller that everyone must be screened even if they are a trusted traveler. I explained to the caller the TSA PreCheck is designed to make the screening easier for someone to get through the checkpoint. I explained the cane has to be screened to make sure nothing is hidden inside the cane.

I told the caller since her husband already has PreCheck he does not need to enroll in Global Entry, caller said he is not traveling overseas at this time.

1/13/2014
5:27:46
PM

1/14/2014
11:31:10
AM

Caller is flying from PIT. She has an insulin pump. The first time she flew with it two years ago, she had a doctor's note, the bomb squad was called and they almost missed their flight even though they arrived 3 hours prior to the flight time. The pump cannot go through the xray. Since that incident she has not mentioned the pump during screening and it has gone through the machines. She said she does not feel as though her very expensive device should have to go through the machine.

I told her she does not have to send the device through the machine. If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

1/14/2014

12:05:27 PM Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

She asked if she can bring a gel pack for her insulin. Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint. I told her to separate and declare her diabetic supplies, making sure the syringes are with the insulin.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 1/14/2014 10:27:17 AM Airport : BOS - Logan International Date/Time of Travel : 01/08/2014 7:45 AM Airline & Flight Number : Cape Air Checkpoint/Area of Airport : Jet Blue

TSA Employee: (If Known) : N/A Comment : I was going home to Chicago, I had requested a wheel chair as I was in a cast. When I got off the Cape Air flight no chair was waiting, waited in -2 on Tarmac for manager to bring one, he then took me through the terminal and then just left me, I then had to push myself in the chair to a very long line at security. I asked the young man if he could help me and his reply was no, where is your wheel chair escort, I said I do not know, I have none. Please can you get me to my gate, no I can not. Then I had to be completely searched again as I had done that at Nantucket airport. The female that was doing the pat down, was rude and kept her name tag covered so her name was not visible. I told her my flight was leaving in five minutes, her answer was no my problem, you should have been here sooner. I said I was in a long line with no one to help me through the terminal in the wheel chair. Needless to say I missed my 8:10 flight, next one at 11:10 was sold out, now I had to sit for 8 hrs, in horrible pain, and then was moved twice by JB people because of gate changes and had to endure the pat down again. I have sent messages to Cape Air and Jet Blue and now to TSA. I would hope that no one would ever have to go through this awful experience.

1/14/2014

12:12:25

PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from SEA to OAK yesterday. There were 6 or 7 TSOs hanging around at the boarding gate; 2 or 3 near the back door and 2 or 3 around a machine. The plane started boarding as the caller, who was in the A section, stood in the line. As he was standing there and the passengers were boarding, a TSO grabs his bag and says he needs to check it. The TSO did an ETD, said the number was too low and that he needed to check it again. Caller asked him why he was doing this since he had already been screened. Another TSO came over and told the caller, Keep your mouth shut. The first TSO said he was going to pat down the caller. First the caller said no, then he saw the TSO start to call someone and he told the TSO to go ahead and pat him down.

He always flies Southwest. He has TSA PreCheck. Caller does not mind being checked and rechecked. He wanted to know why they waited until he was about to get on the plane and pull him out of line then. He had been sitting there and the TSOs were standing around for quite some time before Southwest began boarding. They could have done the patdown earlier.

1/14/2014

2:15:30

PM

Caller stated that there were only two people pulled out of line. The man in front of the caller was pulled out first. He was Hispanic. He was asked for his driver's license and boarding pass and was patted down. By the time he was able to get on the plane, he had to sit all the way in the back and, since he is a big guy, it was uncomfortable. He flies often and this situation bothered him immensely. He wanted someone to know his experience.

Airport: SEA

Airline: Southwest

Flight Number:

Date and Time: January 13 at 6:10pm

I apologized to the caller, told him that at any time he could go through additional screening. He said he did not mind being screened again, just don't wait until it is time to board. He almost missed his flight.

Caller says he had called before he flew. His wife is in a wheelchair he has a pacemaker. He says they got separated, the suitcase went through with his wife. He says they took his shaving cream and his razor from his bag. It was a disposable razor. He was given a pat down in Phoenix, and he says he had the shaving cream there and they allowed him to carry in through. He has a CPAP machine and mouthwash with him as well. He says the shaving cream was taken in Seattle.

Told caller

All liquids, gels and aerosols have to be 3.4 ounces or less in carry on. They are allowed one quart size bag, they can put as many items in the quart size bag as long as the bag still closes. They need to declare the 311 bag.

1/14/2014

4:24:56

PM

I could not tell him why he was able to bring the shaving cream through Phoenix and not Seattle. The officers at the checkpoint allowed him to bring it but normally it would have to go by the 311 rule.

He was allowed to bring a disposable razor in his carry on bag and could not tell him why they had taken the razor.

He could get a claim form from tsa.gov and download one for. I could mail, fax or email a claim form to them as well. He wanted one mailed to him.

The caller is calling about two things. First she flew out of San Francisco in the fall and she doesn't like those imaging machines and she received a patdown. The woman who conducted the patdown almost took her skirt off and put her hand up her crack. She didn't say anything at the time because she was afraid she might not be able to get on the plane. She was a young woman in her late 20s or 30s probably, Hispanic, 5 foot 6 inches, skin was a little tan and she was a little bit on the heavy side, probably Mexican. She had dark hair and brown eyes and was very talkative and friendly. She put her hand too far up her crotch and was putting pressure on her crotch. She was flying from San Francisco to Detroit and was there around 7 am at the checkpoint. She was standing near a wall. The caller says that she is easy to identify. She is 5'11" in her 50s tall, wearing a black skirt and maybe a pink shirt. Her skirt didn't come off because the agent let her hold her skirt. They brought her luggage over to her and she was traveling with a gutele which looks like a violin and a little bigger than a eukalele. The luggage was next to her when this happened.

She is also calling about a bill that passed HR 658 in reference to the FAA Modernization Act of 2012 which says airlines have to allow guitars on the plane without charging fees.

Advised:

1/14/2014

4:34:42 PM

I will go ahead and forward this information to the CSM at San Francisco for review. They can check the surveillance tapes and see what happened. San Francisco employs private contract screeners and they are not TSA agents.

Let me give you the number to the FAA at (866) TELL-FAA for further information.

Airport where the incident occurred: San Francisco

Airline: Delta

Flight numbers: 519

Date and time of incident: September 25, 2013, 8:39 am

Individual's contact information email

(b)(6)

Wanted to thank you for making me feel like a true criminal this morning. After a swab of my hands tested for something which was never specified I went through two extensive pat downs and slander language, almost assuming I was guilty. After wasting 15 minutes of my time you guys finally realized there was nothing there. I understand you have a job to do; however language, general rude behaviour and not even explaining processes to me make me hate travelling. I hope you don't take this lightly as I am truly upset and I hope your SOP's can be worked on so I don't go through this every time I try to go on a trip.

1/15/2014

8:34:27

AM

Please let me know what you plan to do to fix this issue

(b)(6)

https: (b)(6)

(b)(6)

HYPERLINK (b)(6)

11/17/13

(b)(6)

to TSA-ContactCen.

https: (b)(6)

This is the letter that I have sent to TSA multiple times which has gone unresponded. DOJ insists that my complaint that the L3 machine returns 100% false positives for people with disabilities is a TSA issue, and they will not do anything further to assist with those of us who live in less than perfect bodies.

I have sent this letter several times since 2013 with no response at all. I have contacted my senator and my congressional representative and I am not alone in my vehement response to the continued harassment and bullying of TSA agents against those of us who live in less-than perfect bodies who only want to fly to see our loved ones.

I have been threatened with retaliatory behaviors from TSA customer service person, and I have no response from TSA regarding my fear of flying through SMF as SMF is the only airport in American airspace that has tortured me.

I would like some response for this concern, as it has been going to you on a regular basis for several months now.

1/15/2014

8:34:29

AM

As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA's history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous, it's completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even though it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and nowhere else in American Air Space

Hello:

I am writing regarding the behavior of a TSA screener at Baltimore Washington International Airport yesterday at about 4:00 pm Eastern yesterday, Tuesday, January 14, entering the D concourse.

I had opted out of the millimeter wave scanner, and was assigned a male screener for a pat-down. The screener was a white male, about 6 feet tall, with dark hair and eyeglasses. His pat-down was conducted in an extremely rough manner - he brought his hands up and down the inside of my leg very quickly and forcefully, and the upwards impact of his hand against my testicles was very hard. I am still experiencing testicular pain from the experience.

1/15/2014 2:08:26 PM In addition, his demeanor was unnecessarily impolite. He ordered me to "stand there" and "raise your arms up" and "now collect your property" without using appropriate precatory language.

PM I did not say anything during the entire process, and did not do anything (other than opt out of the millimeter wave scanner) to provoke this behavior - not that it would have been justified in any event.

I would like to speak with the screener's supervisor. Please provide me with the name of the TSA supervisor at the location I mentioned above so that I may do so.

Thank you,

(b)(6)

Chicago, IL

HYPERLINK (b)(6)

For your review and action as deemed appropriate.

Sincerely,

DHS TRIP

From: (b)(6)

Sent: Wednesday, January 15, 2014 11:57 AM

To: RedressFinal, TRIP

Subject: Re: 2187049

1/15/2014
2:09:08
PM

This is the process I was told to do. I explained in multiple phone calls to various people at TSA that my 18 year old AUTISTIC son does not have a government ID. The other concern was also regarding the threats made against my 5 and 7 year old daughters when the supervisor threatened to put them through a full pat down and additional screening. So where am I supposed to go now?

On Wed, Jan 15, 2014 at 8:42 AM, RedressFinal, TRIP <HYPERLINK "mailto:TRIP@tsa.dhs.gov" inTRIP@tsa.dhs.gov> wrote:

Please be advised that the U.S. Department of Homeland Security's Traveler Redress Inquiry Program (DHS TRIP) does not accept "family applications" for redress. If you are attempting to complete an application for redress for yourself, the information should pertain to you only. The application should bear your name and must be accompanied by a copy of at least one government-issued photograph-bearing travel identity document such as an unexpired passport or driver's license.

Each application must include the individual's information in the following documentation:

Disability Description: Callers child needs special mild to drink due to severe allergies.

Response Details: Advised Caller:

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Since they did not follow proper procedure I will forward your complaint to the CSM for further investigation.

Caller refused a claim form.

1/15/2014
4:32:40
PM

Date: 1-13-14
Time: 7:30 am
Description of item: Rice milk
Terminal: 2
Gate: West gate
Airline: United Airlines

Incident Details: Callers 4 year daughter has severe allergies and has to eat and drink special foods so she declared her daughter rice milk as medically necessary at the checkpoint in DEN. Caller stated they opened the container and she told them not to open the container or it would spoil but they did anyways. Caller stated an hour later the milk spoiled and her daughter did not have any for her trip.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/15/2014 5:48:38 PM

1/15/2014
6:04:26
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (if applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta DL 906 Guatemala to Atlanta Jan 14th; landing 1:50 PM.

Comments: TSA employee (b)(6) (in the future, please require employees to have last name on name tag so they can be identified) at Terminal E in Atlanta physical hurt me during a opt-out screening (or pat down). He is a very large man (~6ft and obese). He used great force when sliding his hands (palms in) up and down my legs. This caused his hands to mash my testicle. The pain lasted over night, and I will be going to the doctor if it does not subside in the next day.

Please restrain him, or if it is determined he is incapable of performing this sensitive task appropriately (or if he is acting maliciously) PLEASE do not allow him to continue hurting others.

Hello. My name is (b)(6) I had an issue today at your TSA post in Ft Lauderdale terminal 2 post today.

Just for the record I am a TSA Pre checked person with a GOES card, but the person I was travelling with didn't have TSA Pre so I stood in the normal line with him to wait but now I know I shouldn't have because of this story.

I just had knee surgery on Friday Jan 3rd and have a knee brace on and shouldn't be in a standing position very long. I let the gentleman know that I wanted to opt out and have a pat down. I travel every week and have personal health issues, concerning the body scanners. I have been through the opt out pat down many times.

It was busy, as always at TSA, and the guy told me to stand aside, unfortunately he never called for a opt out male assist. I mentioned to him again that I shouldn't be standing for long with my knee. He didn't do anything and kept putting people through the scanner. Finally I raised my voice and called through the body scanner to the people on the other side that I need someone to help me because I was an opt out. About 7 crew members passed through the metal detector and so did 2 moms with children, all the while I'm waiting for my assist.

Finally, almost 10min later he turned around and asked for an assist again and I just said screw it and said I'll do the stupid body scanner. Of course then they have to swipe my knee brace and make me wait even longer for the swipe machine to clear my leg brace as well. I told the next TSA guy I need to speak to a manager. It took 5 more min to have him come speak with me.

1/15/2014
6:04:57
PM

I told him the entire story and he said he has a new schedule he is trying to work out here and hes sorry. I pointed out the fact that I have just had surgery and have a brace and I shouldn't be standing long and that his crew just wasted 30 min of my time waiting to pass. He said hes sorry and walked away.

That TSA checkpoint was the biggest joke of a TSA checkpoint as I've ever seen. You may want to look into the workings of how it all runs there, and check on your manager.

I travel for work and I know that I'm at the mercy of the TSA, and I understand why people call it Thousands Standing Around. It irks me to no end that the TSA agents are rude. If they can't handle working with people they shouldn't be working there at all.

(b)(6)

Feedback Type : Complaint

Categories : Missing or Damaged Items; Screening Current Date/Time : 1/15/2014 5:15:21 PM Airport : BUF - Greater Buffalo Date/Time of Travel : 01/15/2014 6:15 AM Airline & Flight Number : Delta DL65044 Checkpoint/Area of Airport : TSA Precheck area and then the regular Checkpoint TSA Employee: (If Known) : I only know that he was supposedly a supervisor Comment : I was in the TSA Pre-check line on 1/15/14 between 5:30 and 5:45AM approximately, as I was supposed to be. However, I recently lost my NYS ID therefore I had a temporary NYS ID. I also had Credit cards, Veterans advantage Card, Bank cards, & a membership shopping club ID w/picture. I was pulled out of the TSA Pre-check line and had to go through the regular screening including a complete VIOLATING pat-down that included my private parts and the complete search of my bag!!! I was told this was procedure when someone doesn't have proper ID, NYS ID IS PROPER ID!! My major concern is that a couple people ahead of me in line at the TSA Pre-check line, was a white woman whose ID didn't even match the name on the boarding pass!!! She was then allowed to present an EXPIRED piece of ID and allowed to go one her way! why was I not afforded the same treatment??? MY ID wasn't expired!! and it matched the mane on my boarding pass. I am an African American man so obviously there are two different standards of screening one for White women and another for Black men, maybe even more standards for particular demographics???

1/15/2014 6:05:49 PM Please respond to me with an explanation as to how it is procedure to make a spectacle of me, the Black man and allow a White woman with ID that doesn't match the name on her boarding pass to then produce an expired ID to board her flight unchallenged???

I can imagine that there are surveillance images that can be viewed to verify what I'm writing about, may I humbly suggest that someone in authority watch them

And as a side note the missing item a shower shoe/slipper that I use when I travel. One was put back in my bag and the other wasn't, its a small item however it is the principle of the matter!

Let me also admit that he was polite, that excuses nothing however.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Being a frequent traveler and former Pan Am flight attendant , I frequently choose to not go through the newer xray type equipment. Consequently, I was asked to have a pat-down. While I was waiting, several mothers with babies and grade school age children did not go through that device either but through the older single metal detector frame with their child. In my view, this is a dangerous policy, in that, to my knowledge, anyone intent upon an act of terrorism could take advantage of this preferential treatment to mothers. As an American citizen, I definitely felt discriminated against, which is a very sad state of affairs in our United States of America.

1/15/2014 9:00:27 PM I certainly hope you rectify this policy.

Thank you,

(b)(6)

Sent from my iPad

Hi,

I use the Walmart Equate generic equivalent of AOSep 3% peroxide contact lens solution. I've carried this product onto numerous flights for years without hassle. Flew 13 Jan from IAD, screened around 11:00 AM, East side. Inspectors under suprv Mr. Williams alarmed on my lens solution (in a 12 oz bottle about half-full) and ended up seizing it with 20 min added screening - patdown, swabs, repeat xray. They repeated the test but refused to try with a different batch of test strips.

1/15/2014 10:03:27 PM This was expensive and annoying. For the trip I purchased a chemical disinfectant, which irritated my eyes, to avoid a repeat performance on my return. It's impractical to check a bag for \$25 just to get my lens solution through. It's really hard to believe TSA hasn't come up with a test that can distinguish 3% peroxide from whatever concentration is needed for explosives - or do the IAD folks just have a bad batch of strips? Can I avoid a possible repeat by carrying a small bottle and/or getting pre-check?

Sincerely, (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/15/2014 10:50:18 PM Airport : ILM - Wilmington International Date/Time of Travel : 01/01/2014 10:30 AM Airline & Flight Number : US Airways flight #2817

Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Comment : Want to report inappropriate behavior by a TSA agent in the security check area at the airport in Wilmington, NC. on January 1, 2014, at approx 10:30-11:00 am. I was traveling with my elderly uncle (93 yrs old) who had an expired driver's license about which I informed the first agent upon our arrival in the security line. We had gone through security at other airports on this trip but encountered no problems as we did in Wilmington (a supervisor was called and we were allowed to proceed through security) . They (at ILM) explained they would have to "pat him down" which he nor I objected to and were cooperative with this process (even though no other airport, up to this point, had required this). TSA agent (b)(6) was very rude to my uncle as his supervisor looked on. My uncle, who is very hard of hearing and has very poor eyesight, was having trouble hearing (b)(6) instructions at which point (b)(6) became obviously frustrated with him, sighing deeply, rolling his eyes, and dropping his arms in apparent disgust. I then turned to his supervisor for his intervention, but he did nothing, stating, "Let's just get through this." I then said I wanted another agent to continue with the pat down and not to allow agent (b)(6) anywhere near my uncle. (b)(6) then came over to me, getting between me and my uncle and tried to give me grief. When I stepped closer to my uncle to assist him in hearing the replaced agent's instructions, (b)(6) placed his hands on my shoulders attempting to push me away. I then told him to take his hands off. Once again, the supervisor did nothing but had another agent take over (a very nice and kind African-American man-? name). I do not know his name or the supervisor's name, but I'm sure your scheduling records reflect who was working that day, place, and time. I certainly was sure to get (b)(6) name. No one, especially the elderly, should ever be treated this way. My uncle was nothing but cooperative and even stated, "You all can't be too careful in my opinion." I would appreciate your attention to this matter and a reply would also be appreciated. I realize this event cannot be undone, but perhaps may prevent another person from experiencing the same. I can only hope. Thank you!

1/16/2014

8:28:05

AM

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to know if he can refuse a patdown. He does not want to be touched by a TSO that just touched someone else with the same gloves.

Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Currently, TSA Pre✓™ is the most familiar of TSA's risk-based screening initiatives. TSA Pre✓™ allows TSA to pre-screen individuals who voluntarily offer more information about themselves. Based on this information, TSA is able to identify low-risk passengers to determine if they are eligible for expedited screening at a TSA Pre✓™ lane. Travelers who are considered low risk may be eligible to experience faster, more efficient screening at more than 100 U.S. airport checkpoints when traveling on a participating airline.

1/16/2014
9:22:25
AM

Travelers interested in TSA Pre✓™ eligibility should consider applying to the TSA Pre✓™ application program or a U.S. Customs and Border Protection (CBP) Trusted Traveler program. Once approved, travelers will be eligible for expedited screening at TSA Pre✓™ lanes. For more information about these programs, please visit our Web site at: www.tsa.gov/tsa-precheck.

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

To whom it may concern:

The purpose of this communication is to officially bring to your attention the breach in travel security that is implicit in the so-called "Pre Check" program. I use myself as an example.

Recently (Monday, MSY, UA Flight 3747) I went to an airport and was ushered from the security check in to a special line called "Pre Check" where I was not required to take off my shoes, watch, belt, and glasses, nor to remove the bag of liquids or my computer from my luggage, nor submit to either a full body scan or a pat-down. When I asked why this was happening, I was told that United Airlines had conducted a background check on me and had determined that I was eligible for reduced security screening procedures.

Given United's general incompetence in doing what they are supposed to do (for instance the above mentioned flight was more than four hours late) I have zero confidence in their ability to certify that one passenger or another does not constitute a security risk. Some how, I thought that was YOUR job. Moreover, I am not amused that you would give United Airlines or any other private entity the right to access my private information without my permission. Certainly, I would not give it.

1/16/2014
10:10:33
AM

For twelve years after the terrorist attacks in New York and Washington I was subjected to insults and indignities by your agents, not to mention the additional costs I incurred both in taxes and additional fees to pay for these so-called services. Most of that time, I had security clearances of Top Secret and above, and when I pointed out the fact that my information was available to authorized US government agencies to determine whether or not I constituted a risk, I was told that the same rules must apply to everyone, and that my numerous background checks by the government did not speak to the risk that I was a terrorist. Now you are in effect telling me that a private company can do what you could not do. I do not accept that.

I am keeping a copy of this e-mail to include as an enclosure to a letter to my congressman and both of my senators, demanding an immediate cessation of the "Pre Check" program, or at very least, the disengagement of that program from private control.

It is bad enough that the NSA records my telephone calls, monitors my web activity, and reads my e-mails. But now to turn my personal information over to United Airlines? It's more than I can stomach.

Sincerely,

(b)(6)

--

NOTICE: Email to or from this address is passed to the NSA courtesy of Google. Inquire about alternatives for greater possibilities for privacy.

-----Original Message-----

From: CRL
Sent: Thursday, January 16, 2014 9:32 AM
To: TCC-Referrals
Subject: FW: Got Feedback : BUF - Greater Buffalo

Dear TCC,

We have reviewed this complaint and, while the traveler alleges discrimination, it appears that the traveler did not have the appropriate form of ID and was referred for additional screening and did not like it. Therefore we are referring this complaint back to you for appropriate handling.

Thanks so much.
Harleen

1/16/2014
10:11:15
AM

Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----

From: tsatcc@scenture.com [mailto:tsatcc@scenture.com]
Sent: Wednesday, January 15, 2014 9:53 PM
To: CRL
Subject: Got Feedback : BUF - Greater Buffalo

The customers information has been attached to this email.

The following e-mail is being forwarded to you for review from the TCC. Please contact the traveler to resolve the issues addressed in their e-mail message included below. Also, please reply to the message that was forwarded to you and describe the resolution that you provided. This will send the traveler's original message and your response to TCC Supervisors so they may update and close the record accordingly.

This morning at JFK airport in New York. My 25 year old daughter was on line to catch Jet Blue flight 23 to LAX 6:50 am departure. The lines were so long that she had 5 minutes to catch the flight. They were able to get her to the front. As she was going thru they said they had to do a 2nd level security check on her. She was hysterical crying asking why and that she had only 5 minutes to catch the flight. No explanation, just a degrading and demeaning pat down in front of everyone still awaiting to pass thru. Went thru her hair, patted her body down in front of everybody. Even people on line were wondering why she was being treated like a felon. They could not believe the degradation or total lack of compassion or even the fact of no explanation. I will be getting the video of this violation of her rights. More importantly as a father I am irate. Nothing was found, no explanation given, and of course she misses her flight. What is the criteria for a 2nd level check? Is there one or is just done by the discretion of one of your employees? My child is there crying, people are saying what are they doing to her, and no explanation. How dare you. Gross violation of her civil rights.

1/16/2014
12:05:31
PM

Please explain yourselves

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 1/16/2014 10:17:06 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 12/05/2013 Airline & Flight Number : Jet Blue flight 45 Checkpoint/Area of Airport : TSA security check point TSA Employee: (If Known) (b)(6) and her female manager Comment : After passing a wand over the palms of my hands during the screening process, (b)(6) asked me to step aside, and she called over her radio for a supervisor. A blond woman supervisor appeared after a short wait, and my carry on bag was searched. No explanation was given. After no problems were found with the bag, the supervisor directed me to follow her and (b)(6) into a small side room where she performed a very thorough pat down of my entire body from head to toes. It was very, very uncomfortable, and no explanation was given. When the supervisor finished, she merely said that I could go. I asked if they had anything to say to me, and they both said no. I expected some sort of explanation for their actions. I am flying again in early February and have no idea what triggered the search. Do these people get training in how to deal with the public? These two women certainly need more and better training. (b)(6) was sullen and harsh throughout. I am not confusing her actions with being professional. She was definitely not professional. The supervisor's actions and demeanor trouble me even more. I did not expect an apology since they were doing their jobs. I did expect an explanation and certainly was treated with neither courtesy nor respect. I would give them both a failing grade on that day. Can I expect the same poor level of service when I fly next time? Also, I did send an email to the general tsa address as listed on your website when I returned home. I never got any response to that email. This is the second time that I am reporting my experience with these TSA personnel.

1/16/2014
12:06:15
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

1/16/2014
1:14:44
PM

The caller said he had surgery on left knee and he has a card stating he has a prosthetic knee. The caller stated he goes through the metal detector and he always has to receive a pat-down and he is always tested for drugs. The caller wanted to know how to keep this from happening.

I told the caller if he goes through a metal detector and an alarm sounds he is required to have a pat-down. I told the caller he may be swabbed and tested for explosives using a ETD sampling. I told the caller he can also be randomly selected for a pat-down. I told the caller even if he tells the officers he has the implant or if he has a card he would still have to be screened.

Caller is trying to locate an email or somewhere to send a complaint. She sent an email this morning and it came back that it was a part of disability, but she is saying it is just a general complaint. The caller stated she just wanted to file a general customer service complaint. Her daughter took her service dog out to use the restroom and came back to security. A TSO tested her hands and said there was something on her hands and also something was on her bag. TSA called in more agents, they had to do a patdown and her daughter requested a private room because she had to remove her service animals leashes. They brought her in a private room and did not offer a sign language interpreter and after several tests and re-tests the machine finally came back negative. She stated this means there is faulty equipment and inaccuracy in the equipment. Finally when it came back negative they let her go through. She was departing from Chicago O hare, she is complaining over the officers as well because they did not offer to get an interpreter, so she did not fully understand everything they were saying. Caller stated her daughters name was (b)(6) and she was absolutely mortified by the experience. Caller stated she contacted Ohare yesterday and spoke with (b)(6) and he stated he spoke with the officers and they did proper protocol in this situation, he told her the equipment is calibrated every so many hours. She thinks if the machines are alarming and they could be wrong they need to run an item that alarms through another machine to be sure its correct.

1/16/2014
5:16:00
PM
Airport: Chicago O hare
Airline: United
Flight #: Does not have
Terminal or Gate #: F Concourse
Date and Time of Departure: 4:54pm 1 15 14
Approximate time of incident: about 2:00pm
Calling on behalf of: Daughter
email: (b)(6)

Told caller I would send this up to the appropriate office so they could investigate the issue, check surveillance and do whatever they need to in order to address it. Advised caller that she could contact the airline to file a complaint over the wheelchair assistance that her daughter did not receive and was refused once she was at the airport. Apologized to the caller for her daughters experience and thanked her for informing us about the situation.

Hello,
I am a disabled 73 year old who is still working and, in my job I tend to travel relatively frequently. Most of my flights originate at Denver International Airport (DIA), unfortunately. Normally a trip through Security is a literal and figurative painful experience, because of staffing (not too many...just in the wrong places), inexperience, unusual personalities etc. But on my most recent flight through DIA, even I couldn't believe the goings on. The date was January 8, 2014.

As I said, I am disabled and require wheelchair assistance to and from the gates. This has been a big help in getting through the process and I have also received TSA pre-Check through my airlines as a priority flyer.

On this particular trip, everything was going along reasonably well until I was informed that my DIA provided Wheelchair had set off an alarm. As a result of which, I would have to submit to a full body screening on my person and I was in no uncertain terms to vary from the standard process. I explained that while I didn't understand why I was being a.) detained b.) subjected to a full screening process and made to stand up throughout this process, I would agree to go through it. Your man (b)(6) the TSA guard then proceeded to begin to tell me everything I have known for 12 years about the process...while I tried to explain to him that: a. I was fully aware of the screening procedures and would waive the speech and b.) (and more importantly), I was in a great deal of pain from standing up and wanted to get this over with as soon as possible.

1/16/2014
8:10:22
PM
Your man (b)(6) commenced to start with his monologue, from the beginning, again and again. I explained that it would not be necessary to tell me again. One more time and I finally gave up because I was near collapse. I then endured the roughest "pat down" beginning with MY HAIR that I have experienced in 12, years telling him that it hurt as we went along. I could see that your man (b)(6) was getting frustrated and I was wearing out, so I asked for his supervisor, Mike...who by the way, is a very professional, calm and nice guy. (b)(6) offered to let me sit during the search, which was gratefully appreciated and your man, (b)(6) proceeded to start again...from MY HAIR! and was again very rough in his "pat down". I asked (b)(6) for a complaint card which he provided.

My questions and complaints about this process and this particular personnel choice, your man (b)(6) are too numerous too mention. I have no soft tissue in any of my load bearing joints, so I am bone on bone. Trust me, it hurts just to exist. I'm 73 and beginning to look it. I am no threat to anyone and don't look it. I look like an old guy in pain. Shouldn't your screeners take note of that and act accordingly? It was humiliating and caused me to almost miss my plane. But, beyond that it really hurt a lot.

BUT...the larger issue is that my DIA supplied wheel chair raised the alarm. Not me. Why in heaven's name should I be subjected to less than human treatment for my chair's transgression. It so happened that a couple of other chairs also raised some flags. Perhaps the sensor was faulty? Should someone have checked.

I wouldn't normally take this much time to vent my frustrations...just grin and bear it. I have done it before, but this just went over and above anything I have experienced.

Am I wrong?

(b)(6)

Regards,

Feedback Type : Request for Information

Categories : Permitted Items

Current Date/Time : 1/16/2014 8:04:08 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I sent this email to the usual complaint address:

1/16/2014
9:16:07
PM

"I use the Walmart Equate generic equivalent of ASept 3% peroxide contact lens solution. I've carried this product onto numerous flights for years without hassle. Flew 13 Jan from IAD, screened around 11:00 AM, East side. Inspectors under supervision (b)(6) alarmed on my lens solution (in a 12 oz bottle about half-full) and ended up seizing it with 20 min added screening - patdown, swabs, repeat xray. They repeated the test but refused to try with a different batch of test strips.

This was expensive and annoying. For the trip I purchased a chemical disinfectant, which irritated my eyes, to avoid a repeat performance on my return. It's impractical to check a bag for \$25 just to get my lens solution through. It's really hard to believe TSA hasn't come up with a test that can distinguish 3% peroxide from whatever concentration is needed for explosives - or do the IAD folks just have a bad batch of strips? Can I avoid a possible repeat by carrying a small bottle and/or getting pre-check?"

and received the usual robot responses. But, I think this is a significant technical issue that your tech people might want to consider.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 1/16/2014 9:21:18 PM

1/16/2014
10:11:08
PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Raleigh-Durham International Airport, Monday, January 13, 2014. Terminal 1, TSA Screening Area.

Comments: I take about 3 round-trip business flights per year originating from RDU and I routinely opt out of the scanner. Until 1/13/14, the pat-down staff (at RDU and elsewhere) had always been thorough but professional. But on 1/13/14 at RDU terminal 1, the pat down guy literally caused me to recoil in pain as he grabbed my pant belt loop, jerked my pants up hard and then ran his hand up my leg and slammed it into my testicles. I've had pat-downs many times before and this guy was way off-the-charts rough as if he enjoyed a kind of sadistic power over travelers. Instinctively, I cried out an expletive. But the guy (a heavy-set 30-something white male) paid no attention to my condition, offered no apology and hurried off to the luggage x-ray machine leaving me not only furious and in pain, but with my shirt and pants practically undone from rough treatment. Clearly, none of this was even remotely necessary. Rest assured that if it happens again, a lawsuit will be filed.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) MA 56728
Zipcode:

1/16/2014
10:11:16
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Caller and his wife both went to the GE and getting trusted traveler number and his wife was selected for the precheck and she has a hip replacement and had to go through the whole process. At Dulles and made her get out of the precheck line and go through the general line. He said someone should have told them that before he spent the money to be a trusted traveler for the precheck.

1/17/2014
10:21:14
AM

Told caller that I was not able to tell him that she would not have to have the additional screening because if she has an alarm they have to resolve that by doing a patdown. Also told caller that we do advise that they don't go through the metal detector and to inform the TSO that she has the metal implant before screening. But I still am not able to tell him that she would be able to go through screening without it alarming and having that additional screening. Also told caller that we do try and track trends to spot areas of concern that may require special attention.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/17/2014 10:57:26 AM Airport : RSW - Southwest Florida International Date/Time of Travel : 01/16/2014 5:45 PM Airline & Flight Number : Southwest 221

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Immediately upon exiting the full body scan, I was instructed that a "hair pat down" would be performed by the TSA agent. Without any discussion, an agent with VERY STAINED rubber gloves started going through my hair! That is COMPLETELY UNACCEPTABLE AND UNSANITARY! I understand being patted down in all areas, that is necessary. But hair? Put on clean gloves.....who knows what got in my hair. As a school teacher, I know all to well hair is different than skin/clothing.

1/17/2014
12:11:28
PM

First, why does my scalp and hair (My hair falls one inch below my shoulders) need vigorous searching? Where is my protection from unhygienic gloves?

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he has a Nexus card and never gets precheck. He said his name is different on his membership card than his passport and he will call CBP to see if he can get a new card or get his name changed on it. He asked if he should sign up for the TSA precheck application program.

Response: TSA is committed to expanding TSA Precheck benefits to a growing passenger population in an effort to strengthen transportation security through risk-based methods. Beginning November 15, 2012, Canadian citizens traveling domestically in the United States who are members of the U.S. Customs and Border Protection (CBP) and Canada Border Services Agency (CBSA) NEXUS program are eligible to participate in TSA Precheck and may receive expedited screening at participating U.S. airports. For more information about NEXUS and other CBP Trusted Traveler programs, please visit www.globalentry.gov.

1/17/2014
12:42:40
PM

Canadian citizens interested in participating in TSA Precheck through NEXUS must enter their PASS ID into the 'Known Traveler' field when booking a flight reservation or saving their PASS ID to their airline's frequent flyer profile. Members can find their PASS ID online by accessing their Global Online Enrollment System (GOES) account or on the back of their membership card in the top-left corner.

If TSA determines a passenger is eligible for expedited screening through TSA Precheck, information is imbedded in the barcode of the passenger's boarding pass. When TSA scans the barcode at the designated security checkpoint, the passenger may be referred to the TSA Precheck lane for expedited screening. Expedited screening for TSA Precheck passengers may include being able to leave their shoes, light outerwear, and belt on and allowing them to keep their laptop in its case and their 3-1-1 compliant liquids gels bag in their carry-on. However, all travelers may be required to undergo additional screening, including a patdown inspection, to resolve an alarm.

I advised him to make sure his name matches his membership card each time he books his flight. I advised him he would not get the customs side of it for tsa precheck which is at tsa.gov for precheck pre-enroll.

If you have questions or concerns regarding a CBP Trusted Traveler membership, including your application, eligibility, updating your information, or managing your profile, we suggest that you contact CBP at 1-866-530-4172.

2nd time I have been sexually assaulted at the airport. When received initial pat down, was denied clean gloves, after asked 3 times. I am formally filling for sexual harassment and assault.

My original readdress # (b)(6)

1/17/2014
2:17:40
PM

I filled formal complaint immediately after and was never contacted. My next step is going to be legal. It is unconstitutional in what had taken place, and my rights have been violated.

(b)(6)

Please excuse typos, sent from a mobile device

Feedback Type : Compliment

Categories : Pat-down; Disability or Medical Condition Current Date/Time : 1/17/2014 3:49:27 PM Airport : ORF - Norfolk International Date/Time of Travel : 12/21/2013 6:45 PM Airline & Flight Number : Delta flight #5332 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Let me tell you about my trip to Pasco, Wash on Delta airlines.

My name is (b)(6) my age is 63 and because I have a defibrillator and a pulmonary patient and I am handicapped. On Dec. 21, 2013 I went to the airport in Norfolk Va. To fly Delta Airlines to Pasco, Wash. After weighting my checked bag I was 6 lbs overweight and they were going to charge me \$100.00 for the 6lbs overage. So I had to take 6lbs out of my luggage. Ya think it is a little much? Okay to security—I have a defibrillator and I have to wear oxygen. As per Dr I am currently on 4 liters of oxygen. I had the paperwork allowing me to carry the concentrator on board with me. When I got to security my carryon bag was emptied and everything went through the machine. Because of my defibrillator, one of the females told me that they had to pat me down. Okay this has never happened to me before. She did ask me if I wanted to go behind the curtain and I declined thinking it couldn't be that bad. She padded me down alright between legs, outside legs, ankles, under my butt, over my butt, down my back, under my breasts, over my breasts, underarms, down arms and wrists, around my neck. WOW!! I started to ask what next my clothes? Now that was humiliating. After watching 20 passengers fly through the line. After scanning I went to put my shoes on and they wouldn't let me. "You can't touch that." Asked me for my boarding pass, I couldn't give it to them it was in the tray. I couldn't touch that! One guy physically went through my pocketbook. Needless to say I was overwhelmed at this procedure. After 30 min of this degrading experience I didn't know if all my things were in my possession or not they were scattered into 6 bins. Finally it was over she got me a wheelchair and to the flight terminal. I was exhausted. Upon getting to my destination I found out that my checked baggage was gone through also.

1/17/2014
6:04:15
PM

The flight to Minnesota was good. Not enough room @ the seat for the concentrator and myself. I had to have a flow of 4 liters during flight. Flight Attendants were wonderful, helpful and very courteous. Thank you.

The flight from Minn. To Pasco was the same. On my arrival to Pasco I walked down the stairs. The wheelchair was waiting at the bottom of the stairs but no one was there. I waited several minutes and still no one. One of the pilots came off the plane asked me if I was waiting I told him yes. He took it upon himself to wheel me to the terminal, although ½ ways to the terminal someone took over. I never thanked the pilot for his help.

Now the flight home, Pasco to Minn. My son's fiancé took me to the airport in Pasco on Jan 9, 2014. I must say I wasn't padded down this time but everything I owned was scattered from one bin to the other. They not only scanned my things once but emptied them and scanned them a second time (even my pocketbook.) I thought they were going to disassemble my concentrator there on the spot. As I said before I had a physician's form the doctor filled out allowing me to carry this concentrator on board. Not the 1st person asked to see it. Would this have caused a little less confusion?

I know you have to be careful what goes on these flights due to terrorist attacks. But honestly was I singled out for some reason. Wonder if I really look like a 63 year old handicapped old woman terrorist? Really??

The rest of the flight was a good flight. All your attendants were very courteous, friendly and helpful. I did fill out the survey for the handicapped.

My question to you is this how you treat your handicapped customers who fly Delta Airlines? Really makes me wonder if I want to fly Delta next time I fly to Pasco.

Thank you for your time reading this. I hope this will help make flying easier for handicapped patients. Although we may have some kind of disability we are still human and want to do as others do. Flying may be harder for us than others but I am sure someone can come up with an easier solution than going through what I had to go through.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Caller said she traveled through Ft. Lauderdale on January 14, 2014 and had gone through screening in Terminal 2 at 0430 hours. The caller was traveling in a wheel chair and was directed to the left from the other passengers going to the right. The caller has brown hair and wears glasses. she was wearing a navy blue jacket with turquoise and she had a white tee shirt. The caller said the carry on bag and iPad were taken and screened while she was receiving a pat down and the bag was placed in her lap or on the chair and she never checked to verify the iPad being inside. When the caller arrived in Atlanta she looked for her iPad and it was gone. The iPad has all of the caller's medical information and is very important to her. The iPad is a white iPad in a black leather case and has a silver stylus attached. The caller also said she has a tracking device and the iPad is sitting some place turned off. The caller said she flew on Delta flight DL 827 which departed at 0545 hours and arrived in Atlanta at 0730 hours.

1/17/2014

8:33:02
PM

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. Due to the sensitivity of the information on the iPad the contact information was provided to the caller.

Three ago I received an artificial knee to replace my knee that was severely damaged from a gunshot while on duty in local law enforcement. It now triggers an alarm in all the walkthrough metal detectors. I have had TSA precheck that last few flights but have to then remove all the usual things and then submit to a pat down. There were no readily available advanced scanner present. Really have a problem with the pat down every time I fly given my retirement from law enforcement and over thirty years of security consulting and teaching including for almost every Federal Agency and was an instructor at FLETC for seven years.

1/17/2014
9:27:08
PM

I believe the pre check has been a good first step but there needs to be more to pre-screen more passengers. There are many who have similar backgrounds as mine and have implants resulting from their former service who are forced to undergo a pat down which is insulting. My last pat down, at LAX, was not only insulting but infuriating by the attitude and actions of the screener. I am seriously considering scrapping any thought to continue flying which means full retirement from my security consulting including all government agencies. I turned down two request last week to help with security issues because it require air travel and I am not ready to face any more pat downs.

(b)(6)

Arlington, VA

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 1/17/2014 9:01:45 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : So as part of my fun work life, I spend a lot of time on airplanes. That's OK, part of the job.

The unfun part is getting from the entrance of the airport to the airplane. I have to run the TSA ganitlet.

Often the airline I fly on does not participate in the trusted traveler program (I'm looking at you AirTran). So I get to the front of the security line, have taken off my shoes, belt, cell phone, soon underwear, I guess. and am faced with what I call the "Surrender" machine. You are supposed to go into this thing, put your arms up and surrender to the TSA, and then they will let you pass to get redressed. If you have never seen this go to almost any airport and watch the security line. If you are old and ugly, as I am, your picture will not end up on the Internet.

1/17/2014
9:27:14
PM

But I can't do it. I have flown hundreds of times, but I have never entered the "surrender" machine. I can't symbolically surrender to the government just so I can exercise my right to travel. In my own country.

So even though I have undergone the background check required for trusted travelers, because I chose the wrong airline, I get to experience the "pat down". Where the unlucky TSA agent (Or lucky, depending on his sexual orientation) gets to put his hands in my waistband, touch my "stuff", as was raised by a passenger sometime ago, so he can come to realize I really aren't packing chemical explosives or a corkscrew with a "foil blade, all apparently designed to take over an aircraft with a fully sealed cockpit door and often an armed crew.

But I digress.

Because while I am undergoing this TSA homoerotic show, probably filmed for someone's future pleasure experience I described, the airport McDonalds minimum wage worker shows up, and is escorted around the "surrender" machine. Followed by an entire family with small children, because everyone knows people with children are obviously incapable of violence. We won't bring up (b)(6).

And the McDonalds lacky, needing a few bucks, won't simply carry something into the airport for some actual passenger, and pass it on after both are through the "security" checkpoint.

TSA security is largely based on making the average passenger feel good. It has little to do with actual security. And it will continue that way until there is another disaster. Which, given the processes I've described, is very likely.

I fly a lot. I hope I don't get unlucky. But currently, my flight safety is based a lot more on luck than intelligent security.

Can someone please put me in charge of TSA? I think I would do it for free, because I hate those inside waistband feel ups.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/18/2014 1:48:03 AM Airport : MEM - Memphis International Date/Time of Travel : 01/17/2014 10:15 AM Airline & Flight Number : United Airlines 4537 Checkpoint/Area of Airport : TSA Checkpoint for the C Concourse TSA Employee: (If Known) : (b)(6) Comment : On January 17th around 10:20 a.m. FA (b)(6) proceeded to MEM TSA screening with his crew; CA (b)(6) and FO (b)(6). Upon passing ID inspection FA (b)(6) placed his items on the X-RAY belt. He then proceeded to the metal detector. FA (b)(6) was stopped by TSA STSO (b)(6) who placed the orange cone in the middle of the metal detector blocking FA (b)(6) entry. TSA (b)(6) stated to FA (b)(6) "You are not in uniform. You have no right to enter the metal detector".

FA (b)(6) said to TSA (b)(6) "Are you joking, I have been wearing these dirty clothes the last 3 days. I wear this uniform everyday. Is this a joke?" TSA (b)(6) told FA (b)(6) "Take your belt off, you are going through the body scanner" FA (b)(6) said "Why do you think this is not my uniform?" TSA (b)(6) repeated "you are not in uniform, take your belt off, you are going through the body scanner"

FA (b)(6) said "No sir, I'm an active FA on a working trip. I am not required to go through the body scanner" FA (b)(6) began saying to his pilots who had been through the metal detector "Guys, this TSA guy claims I am not in uniform and he is not letting me pass. Can someone tell him, I am?" TSA (b)(6) interrupted FA (b)(6) to repeat "You are not in uniform. You need to take your belt off and go through the body scanner"

The female TSA agent working the bag X-ray machine said to FA (b)(6) "take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner"

1/18/2014 9:40:23 AM FA (b)(6) said "Sir I am not, you are holding up my flight" TSA (b)(6) said to FA (b)(6) "You are holding your flight up. You are not in uniform" CA (b)(6) said to FA (b)(6) "They have known crew member in the other terminal go there." TSA (b)(6) then said to FA (b)(6) aggressively with a raised voice, "You have two choices the body scanner or submit to and aggressive pat down" The TSA female agent on the bag scanner said to FA (b)(6) again "Take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner"

FA (b)(6) said to both agents, "I'm not going through your body scanner, I get enough radiation on the airplane working 18 to 20 days a month. I will take your pat down and trust me I will be reporting all of you."

FA (b)(6) took off his belt so it could proceed through the X-ray machine, he then walked through the metal detector, TSA (b)(6) told him to follow him to the pat down area, FA (b)(6) was told to remove everything from his pockets including his work ID, stand on the black mat and look at TSA (b)(6) while he gave FA (b)(6) directions as to what would happen in the pat down.

The pat down took about 2 to 3 minutes, revisiting FA (b)(6) waist, inner thighs, buttock multiple times by TSA (b)(6). Proceeding the pat down TSA (b)(6) swiped his gloves with bomb swab and proceeded to perform a bomb evidence test. After the test came out negative TSA (b)(6) informed FA (b)(6) he was free to go.

For the record FA (b)(6) was wearing the Continental French Blue long sleeve shirt, the baby blue "new" United Express Necktie and the ExpressJet company issued pants and Continental Black Belt (that doesn't set off metal detectors). This is an approved uniform.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/18/2014 10:35:05 AM Airport : DEN - Denver International Date/Time of Travel : 01/16/2014 8:00 AM Airline & Flight Number : UA 6209 Checkpoint/Area of Airport : north side TSA Employee: (If Known) :

1/18/2014 11:13:25 AM Comment : I have TSA precheck, but also have a knee implant. I have traveled thru Denver 3 times in 3 months and have had a rough time every single time. The 1st time it took bwn 5-10 min to get a pat down. The second time I went thru regular screening because it was slow and kept getting told to go to TSA pre ck. Then this last time I went thru TSA pre ck, as I was going thru told them I nn a pat down and they kept telling me I should have gone thru regular screening. At this point I was getting mad and frustrated. Two gentlemen started talking to each other and said I was beyond listing to give up. I asked why they couldn't move the two women to pat me down and one male said they were at assigned spots and could not be moved. I also had to wait 5-10 min for a pat down, and only got it at that time because I asked for a supervisor, who got someone to pat me down. I have traveled thru Orlando, LAX and Orange County and not had any problems, it may take a minute or two, but their employees were on the ball unlike Denver Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have a Global Entry card and a knee replacement. During recent traveling, I have been told after entering PreCheck that I should go to the regular traveler line because there was not a newer "hands up" screening device available, and I have to have a full body search since my knee sets off the metal detector. So I went to the other line, took off my shoes, etc. when I had paid \$100 to be easily cleared. This

1/18/2014 1:26:06 PM most recently happened in Indianapolis. In JFK I suffered a very invasive full body pat down (I am a 72 year old grandmother.) Does TSA plan to install the newer machines in all airports? Or is there some common sense approach to realize that it is my knee setting things off and there is no reason for the full body pat down.? My husband breezes through, then has to wait for me, so it makes our Global Entry seems worthless. We are frequent travelers, both domestic and international. Thank you for your attention to my concerns. (b)(6)

Dear TSA,

I was recently subject to a random pat down. Your procedures are overkill, invasive, and unconstitutional. Nowhere does my airline ticket say I am agreeing to be subject to TSA procedures before I click the purchase button.

In the name of 9/11, the government is going too far. They allowed a few scoundrels into USA flight school who already were on a watch list, and the rest of us innocent Americans have to suffer by being subject to all kinds of ridiculous screening. Plus, we are footing the bill.

Exactly many would be terrorists are you finding through these searches? My tax dollars would be better spent elsewhere.

1/18/2014
1:26:12 PM I will do all within my power to speak out against your procedures and fight for my constitutional rights.

Regards,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/18/2014 2:27:59 PM

1/18/2014
3:44:33 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: I HOPE THE DENVER POLICE THROW THE BOOK AT THE TSA FEMALE AGENT WHO SEXUALLY ASSAULTED (b)(6) YOU ARE ALL A BUNCH OF SEX PERVERTS, THIEVES, AND DRUG DEALERS. THIS LADY WAS ESCORTING HER MINOR CHILD TO A PLANE. SOME ITEMS ON HER JEANS SET OFF AN ALARM. HER TREATMENT AT YOUR HANDS AFTER THAT WAS NOTHING SHORT OF A RAPIST! IF THIS WERE ME, "GOD HELP YOU!!!" THIS VICTIM OF SEXUAL ASSAULT/NEAR RAPE WOULD HAVE CONSIDERED THIS AN ACT OF AGGRESSION. YOU WOULD HAVE HAD A FIGHT ON YOUR HANDS. KEEP YOUR DIRTY HANDS TO YOURSELF. TSA AGENTS SHOULD BE TREATED LIKE THEY TREAT THEIR BOSSES!

Dear TSA Contact Center,

I appreciate the quick reply, but your techniques are not reasonable, and the majority of the public agrees. The courts agree? Well, whose side are they on really? Many judges are corrupt.

The signs at the entrance of the security check points are after the fact that a person has already paid for an airline ticket in advance.

Your rules seem to only protect TSA agents, and not citizens who even question the invasive pat downs. I've heard plenty of stories of citizens being harassed by TSA agents or airport security personnel, and inappropriate pat downs. Meanwhile, I'm sure the real terrorists are laughing about all our ridiculous security measures. I do believe your measures are part of a more sinister plot to continue to erode the freedoms of the American people.

The fight will continue on.

(b)(6)

1/19/2014 On Saturday, January 18, 2014 1:56 PM, "tsatcc_do_not_reply@scenture.com" <tsatcc_do_not_reply@scenture.com> wrote:

9:39:31 AM Thank you for your e-mail regarding the Transportation Security Administration (TSA) conducting unreasonable searches at the airport checkpoint.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft, TSA policy is to afford passengers professional and courteous treatment.

To facilitate future screening experiences, we strongly recommend that passengers familiarize themselves with the information available on our Web site at www.tsa.gov.

We hope this information is helpful.

Disability Description: The passenger has Degenerative Back Arthritis, Fibromyalgia, Parkinson's, MS and other medical conditions.

Response Details: Advised the caller that we apologize for any discomfort that the passenger may have experienced. Advised that I would send her a D-RFI so that the passenger could make a formal complaint.

1/19/2014 Incident Details: The caller stated that the passenger was made to remove her shoes after she expressed to the TSO that she has difficulty doing so. The caller stated that the passenger's bag was taken away from her to go through the AIT and was refused a patdown when she requested it. The caller stated that she has called in before and was told that this would not be the case. The caller stated that the passenger injured a muscle in her back trying to put her shoes back on.

We have traveled through many airports since 9/11 and have never encountered the rudeness from TSA employees that we receive at LBG. Today we requested to use the body scanner, my wife has two knee replacements and abhors pat downs. Very rudely we were told "not an option!" I asked why and was told to get in line and proceed. There were very few others so I wasn't holding anyone up. We will be doing our best to convince LBG management and their airline partners to go with private security and scrap TSA. We appreciate the fact that security needs to remain high. We don't appreciate the attitudes Long Beach TSA personnel convey.

1/19/2014 1:07:56 PM

(b)(6)

Sent from my Windows Phone

In the course of applying for and obtaining Trusted Traveller Status, no one ever mentioned that travellers with joint replacements, regardless of their PreCheck status, have to submit to regular, full security screening, including removing their shoes and patdown, every time, because most PreCheck lines only have metal detectors, not high tech scanners. So after waiting in the Pre line at IAD and MDW, we were offered the options of going to the end of the regular line or enduring a full screening.

Had we known this we could have saved \$200.

1/20/2014 9:37:50 AM

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/19/2014 11:44:19 PM Airport : LAS - McCarran International Date/Time of Travel : 01/19/2014 7:30 AM Airline & Flight Number : Southwest #3203 Checkpoint/Area of Airport : Lane 1, TSA Security line for Gates A, B, C - departures from LAS TSA Employee: (If Known) (b)(6), Supervisor STSO (b)(6) Witness LTSO (b)(6) Comment : I was in line to go through the full body X-ray machine at the Las Vegas McCarran International Airport. I was wearing long earrings (that were earlier commented on by a Starbucks employee earlier that morning), a short sleeve shirt beneath a runner's jacket (no pockets) and black yoga pants with no pockets. I was wearing an athletic bra and had no metal on my body except for my earrings, a small necklace and a watch, all the same items I had worn on my way out to Las Vegas and approved similarly during travel. Slightly before I approached the imaging machine, a woman arrived in a wheelchair and she entered in the line before me. She had someone to help her both to get the wheelchair close to the machine, standing up and descending to the other side, where (b)(6) helped her descend the slight ramp down from the imaging machine. At that point, she stepped onto the mat with yellow outlines of shoes and a TSA female officer arrived with a hand metal detector to check her. I was then waved into the imaging machine by (b)(6) where I stood with my legs apart, raised my arms above my head and waited for the vertical bar to slide by before being told I could exit. At that point, the person in the wheelchair was still being assessed as she stood gingerly and I was told different instructions by (b)(6) and (b)(6) about whether I could continue past the woman. As I moved forward, (b)(6) told me to stop and (b)(6) approached me. Without saying anything, he proceeded to search me without offering a gender-appropriate female TSA employee. (b)(6) continued and said nothing and he began by placing his hands on both my shoulders and proceeded towards my neck and proceeded to rub across the front of my chest stopping just above the nipples on my breasts.

1/20/2014
9:39:32
AM

As a woman, I found this search completely inappropriate. (b)(6) did not verbally warn me in advance that I was being body searched. He did not tell me what his concerns were and further, I had just stepped out of the body imaging machine (that is, I had already been through security). (b)(6) in observing this episode from 8 feet away, admitted to me immediately after I stepped beyond the black "search" webbed off area that it was not appropriate. He told me he noticed (b)(6) error and "didn't want to embarrass me." He said he was not (b)(6) supervisor and offered to get him, STSO (b)(6). When (b)(6) approached (b)(6) informed him about what occurred (that (b)(6) had patted me down and I was a female) and (b)(6) apologized and offered to get me a card (TSA) to file a complaint. Feeling violated and sad, I returned ten minutes later to retrieve the name of LTSO (b)(6) the witness to the incident. At that time (b)(6) had (b)(6) in the office and upon my arrival (b)(6) returned back to the line of duty and I was informed that he was going to receive more "training"; so this doesn't happen again.

I would like to see changes in the TSA search process to commence immediately:

1. For personal/inappropriate body violations, replace comment cards with an incident report that captures and records the TSA officer, his badge number and relevant information as well as a place for the victim to place his/her name so that all data can be collected immediately. This is not a dispute over a small item that has been confiscated. This is a violation of a person and appropriate importance should be given.
2. Ask every person BEFORE they are searched, whether they prefer to be searched/patted down by a TSA male or female officer. Every person who has to go through a pat down should be presented this option. Your website says specifically, "All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down." This was violated in my case. Furthermore, without posing the question about what the person prefers, we leave the determination of selecting a same-gender officer to the subjective eye of the TSA agent, which is less than ideal.
3. As soon as an incident report is filed, the offending person is immediately removed from their shift and an incident report is filed attached to their name in a database. Repeat offenders or those reaching a threshold of incident reports (as defined by the TSA), should be dismissed from the TSA. I was shocked to see (b)(6) return to his line of work ten minutes after I notified STSO (b)(6) while I feel devastated, shocked and violated.

It's ironic that after spending a wonderful weekend with a group of women friends in Las Vegas, walking up and down the strip during daylight and after dark without incident, that I should feel most violated by a uniformed TSA agent who failed to follow. Caller has been flying frequently between Dayton and BWI. Every time she has flown her checked bag is hand inspected. This has been approximately 20 flights in the past 16-18 months. She thought this may have meant she was on a watch list.

1/20/2014
10:09:21
AM

Advised caller:

Advised caller that if she was on a watch list, she herself would have been receiving additional screening including a patdown. Her checked bag getting screened every time could be because of how it appears on the x-ray monitor or due to something inside the bag. Things such as containers of liquid, books, magazines, or electronics can cause secondary screening.

1/20/2014
1:05:21
PM

My parents were flying home from being at the Mayo Hospital for 2 weeks on Saturday, January 18th. They were flying Delta out of Rochester MN. (flight 5685) My mother had just had open heart surgery and the placement of a pacemaker. When going through security she was asked to raise her hands up over her head for the detector. She explained she was not able to do this due to surgery. She was then told to get out and they proceeded with a very strong pat down. In which the woman performing hit the surgery site of the pacemaker not once but twice which caused my mom to scream out because of the pain. The woman was not apologetic and didn't care at all. She was a very gruff person. I realize that you have a very important job to do but when dealing with people one should still care and have some compassion. At this airport they see a lot of people who have been at the Mayo Clinic or Hospital. I would think they would be more aware and conduct the pat downs with more care and considerations. My mom's site was swollen and had more pain after this incident.

Hopefully this email will bring some attention to this matter and other people will have a better experience.

Thank you for your time.

(b)(6)

My daughter (a Type 1 diabetic) went through Midway Airport again on her way back to school to Tucson on August 14th. Once again the TSA instructed her to send her insulin pump through the luggage x-ray machine. This will be my last attempt to educate the TSA, as I feel it may be a waste of time. My next correspondence will be to the American Diabetes Association in hopes that they can make you understand the error of your way. Here is an excerpt from Medtronic's website, maker of the insulin pump:

Airport Security Guidelines

Insulin pumps are designed to withstand common electromagnetic interference, including airport security systems. Taking an insulin pump through airport security is quite common. It is always a good idea to carry the HYPERLINK [http: www.medtronicdiabetes.com sites default files library download-library workbooks x23_airport_card.pdf](http://www.medtronicdiabetes.com/sites/default/files/library/download-library/workbooks/x23_airport_card.pdf) in Airport Information Card (located in the front pocket of your user guide) when you are traveling.

Because travel rules are subject to change, it is advisable to check with the Transportation HYPERLINK [http: www.tsa.gov](http://www.tsa.gov) in Security Administration (TSA) before traveling. International passengers should consult their individual air carriers for international regulations.

Insulin Pumps, Personal CGM and Security

You can continue to wear your insulin pump or continuous glucose monitor (CGM) while going through common security systems such as an airport metal detector as it will not harm the device or trigger an alarm. Do not send the devices through the x-ray machine as an alternative

1/20/2014 3:16:04 PM You need to remove your insulin pump and CGM (sensor and transmitter) while going through an airport body scanner. If you do not wish to remove your devices, you may request an alternative pat-down screening process

PM Notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you Insulin Pump

If the TSA is there to provide security for Americans, then please explain why they are putting insulin pumps through x-ray machines, even after being told this could cause an insulin pump to malfunction and shoot unneeded insulin into a person's body which could cause death.

(b)(6)

Itasca, IL 60143

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client (b)(6)

Date Time: 1/20/2014 8:59:40 PM

Name (b)(6)

1/21/2014 8:18:57 AM Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): New Orleans Airport

Jan 19, 2014

Comments: I asked for an opt out screening. The TSA personnel pointed over to a chair. Waited for several minutes, asked if I could go through the metal screener. She said no, although several other people had gone through it. She ignored me, not answering my questions. I finally told her that I would go through the body scanner and she let me.

She made a feeble attempt to get a person for pat down; I had no clue how long I would have had to wait. I felt that she made me wait as a form of punishment for opting out.

I know that the body scanners are unsafe; it is an X-ray, and all of the European countries banned them, because they are deemed unsafe by their governments.

The bigger airports in the USA are replacing them, but unfortunately placing them in the smaller airports. As a citizen I have a problem with that.

As a traveler I feel I am at the mercy of the TSA. Not a good feeling. Upset that someone else can control the decision of my health.

When will I hear more about this???

I've cut and pasted my initial email sent on January 15th 2014(italicized) and below you can view the TSA's response as of Thursday Jan 16th 2014

RE: Flight: Delta DL65044 From Buffalo NY to Detroit MI 6:15AM 1/15/2014

Passenger: (b)(6)

To whom it may concern:

1/21/2014 10:21:13 AM I was in the TSA Pre-check line on 1/15/14 between 5:30 and 5:45AM approximately, as I was supposed to be. However, I recently lost my NYS ID therefore I had a temporary NYS ID. I also had Credit cards, Veterans advantage Card, Bank cards, & a membership shopping club ID w/picture. I was pulled out of the TSA Pre-check line and had to go through the regular screening including a complete VIOLATING pat-down that included my private parts and the complete search of my carry on bag!!! I was told this was procedure when someone doesn't have proper ID, NYS ID IS PROPER ID!!

My concern is that a couple people ahead of me in line at the TSA Pre-check line, was a white woman whose ID didn't even match the name on the boarding pass!!! She was then allowed to present an EXPIRED piece of ID and allowed to go one her way! why was I not afforded the same treatment??? MY ID wasn't expired!! and it matched the mane on my boarding pass. I am an African American man so obviously there are two different standards of screening one for White women and another for Black men, maybe even more standards for particular demographics???

I didn't bring this up to TSA staff because I didn't want their retribution to be to deny me access to my flight

Please respond to me with an explanation as to how it is procedure to make a spectacle of me, the Black man and allow a White woman with ID that doesn't match the name on her boarding pass to then produce an expired ID to board her flight unchallenged???

I can imagine that there are surveillance images that can be viewed to verify what I'm writing about. may I humbly suggest that someone in authority watch them

Dear TSA,

Your security measures only give an illusion of protecting the public, and in fact are instilling fear of the U.S. government, not terrorists. They do not instill my confidence of security as an airline passenger.

The 9/11 terrorists should have been stopped way before they even got on a plane. They should have been prevented from joining American flight schools. They should have been prevented from entering our country at all. With the super intelligence we have in our nation, certainly more effective measures could be taken before a terrorist even reaches the security check point in an airport.

How many people are you finding loaded with underwear bombs through your invasive pat downs? Please answer my question, as my tax dollars are helping fund your organization.

The facts are these:

1/21/2014
12:08:42
PM

1. Our constitutional rights are being violated every day by an out-of-control agency that was created in a misguided attempt to interject the government into a place it was not needed.
2. The TSA does not make us more secure; it simply wastes time and money
3. The TSA has set up rules and procedures that harass ordinary citizens at the expense of actually finding terrorists
4. More outrageous cases of abuse by the TSA continue to be reported
5. Private security should handle airport checkpoints
6. Toddlers, mothers with small babies, grandparents, and the disabled are all being harassed while simply trying to board an airplane.

Hello,
The attached query was sent to our office in error.
Regards,

(b)(6)

1/21/2014
12:08:56
PM

Case Number: DP2014010104

Consumer Information

Inquirer Type Name Address E-mail Address Office Phone Home Phone

(b)(6)

Complaints Information .

Complaint Code Carrier Name Flight Date Flight Itinerary

LZ4900 AMERICAN AIRLINES 02 02 2014 LAX

Description of Problem Inquiry

Every time I go through the security check, my knee replacement triggers the alarm and then I get delayed from my wife because I have to go through a personal patdown and drug or explosives check. Is there a way that I can be cleared ahead of the trip so I can go through security in the normal time?

The caller flew on 1 13 14 with Spirit Airlines at 1930-2000. The caller told a TSA agent that he did not want to go through the AIT machine. The caller states that the TSA agent says that I gotta get gloves because this idiot wants a patdown procedure. The TSA agent's name is (b)(6) at DTW. The caller states that (b)(6) was extremely nice and apologized for her coworkers behavior.

1/21/2014
2:17:35
PM

Advised caller:

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

(b)(6)

(b)(6)

(b)(6)

Culver City, CA 90232

(b)(6)

Took Place at:

Los Angeles, New York, Chicago, Miami, you name it

1/21/2014
8:32:02
PM

I would like to lodge a complaint for the entire TSA screening system. For years I have been routinely randomly selected for enhanced screenings at airports because of my Middle-Eastern North African features despite the fact that I am African-American. I filed a complaint before when I was again selected for enhanced screening even after going through the expensive body scanner in 2011 in front of horrified white colleagues. I just started opting out of the scanners and voluntarily submitting myself to pat-downs. When the TSA PreCheck program opened up my husband and I drove 3 hours out of our way to apply. \$85 fee, fingerprints, background check and TSA decided I was not a threat. Apparently though that doesn't keep me from routinely getting randomly selected the very first time I used TSA PreCheck. I was selected once at the checkpoint and AGAIN at the gate. I don't think that was a coincidence but that it is a part of the TSA training process to select individuals that look like me. That is unacceptable. What program do I have to submit to prove that I am not a threat? None of the recent domestic terrorist attacks were perpetrated by someone matching my description. I would like to review TSA training to understand why I am always singled out.

TSA Agents and Random screening - I would like to know what protocols you use to select random individuals

- apparently it is on people matching racial descriptions. STOP PROFILING,

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Tuesday, January 21, 2014 8:04 PM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/21/2014 8:03:39 PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 90232

1/21/2014

9:25:42

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Greetings,

There is an issue with the AIT machines that needs to be addressed. I have had an issue with these machines at Newark Airport and just recently at San Juan. I once weighed 640 lbs. I now weigh 240 and although I have had several surgeries to remove the excess skin I still have excess skin in the abdominal area, groin and legs. The skin is causing triggers on the machine which then mandate the agents to pat me down. They ask what is under my pants and I must explain nothing but excess skin. This is inconvenient, a nuisance, demeaning as well as embarrassing. Something needs to be done to calibrate the machine to recognize skin as skin. My medical condition should not cause such an issue. I hope the agency can review this issue for solutions rather than mandate pat downs for people with my condition. I am sure I am not the only one with this issue. I appreciate the extra security measure the TSA has employed but this needs to be looked into. Thank you for your consideration.

1/22/2014

8:38:40

AM

(b)(6)

Colonia, NJ

From: (b)(6)
Sent: Tuesday, January 21, 2014 5:31 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/21/2014 5:30:51 PM

1/22/2014
10:10:47
AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Travel experience

Comments:

Dear TSA Ombudsman,

Callers brother in law flew from PHX to Chicago on American Airlines. He reached the screening area between 3:00pm and 4:00pm. His brother in law went through the screening process and showed his boarding pass and ID and he went to the screening area and was wanded and then his hands were swabbed. He was then taken to another room for a patdown screening. He thinks that his brother in law was being profiled due to race. His luggage was also pulled for additional screening.

ABaker completed this record

Caller did indicate that his brother ate sea salt chips before entering the checkpoint.

1/22/2014
10:57:29
AM

He went through Terminal 3, gate 6, 01/21/2014

I did explain that the complaint had to be in writing and he provided me his email address to send the forms.

He also wanted to know if the forms were user friendly and I did let him know that they may need to be filled out or faxed in. But the information would be on the form itself.

He could also not identify who the TSO was or any features.

Caller has a metal implant and wants to know how to get through screening without a patdown. When she flew from EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.

1/22/2014
11:04:45
AM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

My daughter is 16 and though she looks like an adult she is not. She should not be touched by strangers. Being touched by strangers should not be a part of her travel experience. She is a US citizen. She is 16 years old. She shouldn't have to be subjected to strangers groping her to travel within the US to visit her father in another state.

This is not the American way. If it happens again I will join the lawsuits against you. No one with a US drivers license (for which a finger print is provided) or passport should have to be subjected to full body scans and groping nor should their

1/22/2014
12:16:39
PM

CHILDREN.

You need to reevaluate your methods.

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/22/2014 11:06:15 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 01/16/2014 5:00 AM Airline & Flight Number : Delta 6269 Checkpoint/Area of Airport : Gate B TSA Employee: (If Known) : 4 employees - don't know names Comment : On January 16th at approximately 5:00 AM, my niece and I were embarking on a trip from Charleston, South Carolina to New York, New York. We prepared to go through the Transportation Security Administration process, as we have done countless times before, emptying all our items; clothes, shoes, bags and electronics into bins. I had my niece go ahead of me and she was cleared by the walk through metal detector. As we went to get our belongings, we were abruptly stopped and the TSA agent asked my niece if the I Pad he was holding was hers. She acknowledged the device as hers and he informed us there were "suspicious" findings on the device. As we stood there somewhat surprised, he walked over to another area and did something to the device. He never removed it from the sleeve; he never turned it on (as it was off.) Within seconds he returned and announced that my niece would have to come over to the opposite side we currently standing at and be subjected to a pat down. They took all her belongings; backpack, luggage, coat, and boots not allowing either of us to touch anything. There were initially three agents (two men and one woman) present as we moved to the second area and a fourth agent (female) was called to do the pat down.

I inquired as to the age limits with minors and pat downs. My niece had just turned 16 years old on January 12th. I was told very abruptly by the 1st female agent that anyone over 12 years old was allowed to be pat down. She was extremely rude and condescending snapping back at me after I asked the question. I told her I was concerned as this pat down seemed excessive and her reply was "I am a mother too." The initial three agents NEVER spoke to my niece at all and just proceeded to go through all her belongings. Then the female agent asked for my nieces boarding pass. She told them she put it in the bin with her coat and boots. The female agent insisted it must be in her backpack despite me and my niece repeatedly stating it was in the bin. I reminded the agents that we were not permitted to touch the bins, therefore they must have dropped it. The female agent went back to the imaging area and returned stating, "you left it over there" referring to the imaging area. It was the agents that dropped it and misplaced it! Again, there was an accusatory tone and blame for an action neither of us were responsible for. The fourth agent arrived and thus began the pat down. She explained the pat down process to my niece which evoked tears from my 16 year old. I asked if I could comfort her and I was told "NO, you can't touch her." She was asked to pick up her own boots and hand them to one of the male agents.

As the pat down began I was shocked and appalled by the invasiveness of the procedure. As this agents gloved hands went in my niece's pants around her entire abdomen and touching her buttocks as if she had just been arrested. My niece (who was now asking what she did to deserve this pat down) was in tears. Nobody spoke to her, reassured her or even said a kind word. They ignored her as if she was not even there! The female agent then slid her hand down the front of her chest between her breasts. The agent then ran her hands up and down her legs with her hands going up to her crotch. As the pat down was completed the initial three agents walked away without as much as a word. We were left to collect her belongings all left on top of the metal tables they had been inspected upon.

I find these actions deplorable! Your website states, "Many Transportation Security Officers are parents themselves and understand travelers' concern for their children. Security officers will approach children gently and treat them with respect. If a child becomes uncomfortable or upset, security officers will consult parents about the best way to relieve the child's concern." Sixteen years old is still a child and thus these practices are incredibly inappropriate and invasive.

I now have a "child" who remained devastated throughout our trip with fear this would happen on the return flight home. We were so relieved when we arrived at Lagaardia Airport and her I Pad was NOT an issue. Additionally, she was handed a piece of paper at the document check podium which allowed her to go through the metal detector with her boots on. I would like to know why these inspection processes vary from one airport to another. Additionally, the TSA staff at Charleston International Airport require sensitivity training!! I have been in and out of the country many times, flown frequently for work and pleasure and have never been subjected to this procedure before. The "system" is terribly flawed when a "child" must be subjected to this process under the age of 18 years! I can't begin to imagine what a 12 year old would do under these circumstances.

Please assist me in recognizing the TSA agents at Charleston International Airport who were unprofessional, insensitive and simply rude to my niece and myself. Nobody, especially a child, should be subjected to this process! I believe the "check" was random and NOT related to the I Pad. I also believe the pat down and search could have been avoided. The TSA has a long way to go in proving they are effective by patting down children!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

1/22/2014
12:16:59
PM

To whom it may concern:

For your review and action as deemed appropriate: (b)(6) applied to the Redress program on 01/16/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

1/22/2014
12:17:11
PM
DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6), Milliani, HI 96789

Email Address: (b)(6)

Comments submitted to Redress (DHS TRIP): While waiting in line for processing at McCarran International Airport, a TSA inspector was counterproductive instead of helping passengers. Said TSA inspector did not move positions with her hands in

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 01/08/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

1/22/2014
2:22:58
PM
DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Edina, MN 55436

Phone Number: (b)(6)

Comments submitted to Redress (DHS TRIP): I started through TSA pre check security at San Diego airport January 26, 2014 at approximately 10:20 am en route to Minneapolis, MN. The alarm sounded due to my hip replacement, as it always does.

Caller is 60 years old and is flying to attend a funeral. He is wanting to know if he can bring toiletries. He is also wanting to know if he can bring an electric razor, hair brush, toothbrush and his extra dentures. Caller wanted to know what happens if they don't let his dentures through. Can he mail to his house if they are not allowed. Can he transport his medications in daily dose container. Caller also wanted to know if he can bring a cane. Caller stated that he cannot stand with his hands above his head for 5-7 seconds due to rotators cuff issues. Caller wanted to know if he can go through the security checkpoint early that way he has time for the security screening. How early can he go through the checkpoint before the flight.

Advised caller:

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, Resealable bag (3-1-1 rule).

Hygiene and beauty items, such as hair dryers, electric razors, and curling irons, as well as most electronic or battery-operated personal items, are not on TSA's prohibited items list. Therefore, these items are permitted in carry-on or checked baggage after proper screening or inspection.

Hair brush and tooth brush would be permitted in carry on once they clear the screening process.

We don't have specific information about dentures as long as they don't pose a security threat and can be cleared it shouldn't be a problem but the TSO will have the final say whether to permit the item to go through the checkpoint. They will give you several options for properly mailing them would be an option as long as the airport has the that option available.

1/22/2014
8:45:56
PM

Medications are not required to be in prescription bottles and may be transported in daily dose containers; however, States have individual laws regarding the labeling of prescription medication with which passengers need to comply. Therefore, TSA encourages individuals to carry medications in their original packing with the pharmaceutical labels. Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

In addition to screening the passenger, the passenger's mobility device must undergo x-ray screening, unless it cannot fit through the x-ray. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be submitted for hand-inspection by a TSO. Please tell the TSO if you need to be immediately reunited with the device after it is screened by x-ray.

We recommend you arrive at least 2 hours prior to flight time but we don't have any specific guidelines that say how long you can check in before your flight. After you go through security screening if you have to leave the sterile area for any reason you would have to go through screening again when you return.

Complaint regarding the mis application of TSA rules and the invasive nature of inspection conducted by the Government of El Salvador departing from San Salvador to Miami.

As an American citizen the mis application and invasive nature of inspection conducted by other nation's at the demands of the US is behavior imputed upon the U.S.

In addition to xray screening local authorities perform an in depth manual inspection of all passengers of all carry on items as well as a hand pat down with arms extended.

In my case they confiscated my travel size shaving cream, toothpaste and gel. All of these were less than 3 ounces and all of these have never been subject to inquiry let alone confiscation by the TSA or any other country for that matter and I am a frequent traveller.

If El Salvador wants to invade the privacy of its own people, fine, but the US is accountable for its behavior and that of its agents, in this case the Salvadoran inspectors acting on America's behalf and their treatment of Americans .

The TSA is responsible for ensuring the standard and equal application of its rules and minimizing the invasion of American's privacy and dignity as it does so at home.

I ask that the TSA review the policies and procedures deployed by El Salvador on Americans returning home.

1/23/2014
10:09:39
AM

This email and its contents are a personal statement and opinion and do not necessarily reflect the opinion of anyone else or any organization.

(b)(6)

Miami, FL, USA

Cell: (b)(6)

DISCLAIMER:

This e-mail is only intended for the person(s) to whom it is addressed and may contain confidential information. Unless stated to the contrary, any opinions or comments are personal to the writer and do not represent the official view of the company. If you have received this e-mail in error, please notify us immediately by reply e-mail and then delete this message from your system. Please do not copy it or use it for any purposes, or disclose its contents to any other person. Thank you for your cooperation.

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Disability Description: The caller indicated that she has a service dog and wears medical compression gloves on her hands due to a recent surgery. She indicated that her hands could not undergo ETD as they are sensitive.

Response Details: I advised that I would refer her inquiry to the appropriate entity for review as they may be able to provide more specific information in regard to policy.

I advised that we cannot guarantee that a patdown will not be required.

I confirmed with the caller that she did have information on how to file a formal written complaint.

I explained that she can always request the assistance of the PSS at the TSA checkpoint regardless of whether she has or hasn't requested assistance. The PSS can address questions or concerns and provide assistance through screening.

I advised that I have documented her complaint as well and that TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

Incident Details: She indicated that she called to request assistance for her travel from SAT and DEN. She received a call in regard to the assistance prior to her travel from SAT and had no issue there. The ETD was not conducted.

1/23/2014
11:38:38
AM

She arrived to the checkpoint at DEN at 11am on 1/22. She asked a supervisor (female sitting near the front of the checkpoint) if there was an ADA line. The supervisor advised that there was not and that she would have to wait in line.

After she passed through the WTMD and the service dog was patted down, a TSO (male, last name (b)(6)) at the checkpoint advised that ETD had to be done after she advised that it could not be. TSO kept indicating it was policy. She advised that she had requested assistance through screening. The TSO stepped away. Upon return, he indicated that he could not verify the request for assistance because no one had gotten back to him.

The TSOs kept trying to swab her hands. The TSO then advised that she would have to have a patdown if the ETD could not be conducted.

She indicated that the TSOs didn't know what to do and indicated that they had never experienced this before and didn't know what to do. She was at the checkpoint for 35 minutes. This occurred at Bridge Security.

She indicated that she has the link for information on how to file a formal complaint in writing. She indicated that she would complete an official complaint in writing once she has all of the information.

She asked where is the policy that indicates that ETD must be done in regard to a medical condition.

She flew with American Airlines flight 379 departing at 1:30pm. (information pulled from the record created in regard to the request for assistance.)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 1/23/2014 11:36:51 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 01/01/2014 8:00 PM Airline & Flight Number : AA 2360 Checkpoint/Area of Airport : Closest to gate this flight departed from, Newly renovated check-in area of Terminal A TSA Employee: (If Known) : (b)(6) (older woman, short gray hair just above her shoulders) Comment : TSA employee (b)(6) (older woman with short gray hair), was very unnecessarily rude and unprofessional during my encounter with her. She was also being lazy on the job.

She had to be told 4 times by her fellow officers to do my screening when I opted out of the scanner. After the second time, she loudly and rudely exclaimed "Well, they're just going to have to wait!" To be clear, there were only 3 passengers in line, I was the only female opt out, and there were 6 TSA employees that I could see. She was merely standing behind the 2 men who were running the scanner, and very clearly NOT busy. Her own co-workers had to repeatedly ask her to conduct my screening.

After the 4th request, she called me over, roughly gathered my belongings and tossed them onto a table, including my laptop which was thankfully not damaged. I had not spoken to her at all at this point, and my interactions with the other TSA officers was quite pleasant, so I was shocked at her behavior. While she went back to get my suitcase, another TSA officer came to the table where I was, looking for a table for his passenger's belongings. He was asking me of the status of my screening and belongings, so during this time, I did not see what employee (b)(6) was doing. When she returned, I asked her politely if she would change her gloves before my pat down, since she just handled the bins with her gloves. To this she again, rudely and loudly exclaimed "I just did that right in front of you!" I tried to apologize and explain to her that I was answering another officer's question so was distracted and did not see her, but she rolled her eyes at me, let out an exasperated grunt and interrupted me. This was the first I had spoken to her, other than pointing out my belongings, so I see no reason why she would be so frustrated with me. I did not attempt to speak to her again because I was afraid of her reaction.

1/23/2014
12:14:41
PM

She then proceeded with the pat down, however she was rough to the point that I was getting pushed around and my hair was being pulled. She was pulling my sleeves of my shirt excessively and without regard, and she repeatedly re-patted areas she had already done (I had no belt or jewelry or other objects on me/in pockets to cause this, nor any obstructive clothing which would make it difficult for a pat-down). My husband, who had already gone through the checkpoint and was standing 15 feet away waiting for me, was able to clearly observe this and stated it was obvious, even from that distance, that she was being excessively rough. She took much longer doing the pat down, and in fact, another male passenger who arrived at the checkpoint after she started my pat down, was done with his pat down much sooner.

I was very calm, polite, and cooperative throughout this entire event, so I see no reason for her horrible attitude and mistreatment of myself or my possessions. I was afraid to tell her she was hurting me because I was afraid her treatment of me would become even worse than it already was. Instead we got her name from the lead officer after the screening. I am a frequent traveller, and always get the pat down for opting out, and have never encountered such poor behavior, nor have I ever felt the need to file a complaint until this encounter. Most of the TSA officers I have previously encountered are very professional and often even try to make it less of an uncomfortable experience for their passengers, even during stressful busy times.

I too work in a job that is heavily involved with dealing with many people, often in stressful situations, but if anybody in my position exhibited such behavior, they would be fired. Employee (b)(6) was dealing with a cooperative passenger who was experienced with the procedure, with an average amount of belongings (1 suitcase, 1 bin with laptop, 1 bin with liquids and shoes), with no line of waiting passengers, and therefore not even a stressful situation, and yet she CHOSE to exhibit such immature and highly unprofessional behavior that would not be tolerated in most other workplaces.

Even if I try to consider that maybe she was "just having a bad day", it is NO excuse to behave that way towards others in a professional environment, and especially not towards a customer, and especially not towards a person who was being calm and cooperative and polite and not provoking such behavior, and in a calm and not stressful work situation. If she cannot appropriately manage her emotions and function at a professional level, she should not be placed in a job position that requires her to interact with other people.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 1/23/2014 1:59:05 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 01/19/2014 10:00 AM Airline & Flight Number : United 3747V Checkpoint/Area of Airport : D Terminal TSA Employee: (If Known) :

1/23/2014
2:43:42
PM

Comment : My wife seems to get stopped every time she goes through a TSA check point. She does have rods and screws in her back but often that is not where they seem to be interested in. Due to some foul up my boarding pass had TSA Pre on it but my wife's did not so we went through the regular line. I went through first and a very courteous gentleman politely asked me if I had emptied all my pockets, I told him yes and he indicated he needed to check around them, which I okayed and he did. He thanked me and wished me a good day. My wife came through next and a younger black woman TSA agent told her to stop and in a not so nice voice asked if she had emptied her pockets. She then said I am patting you down and started going over my wife. My wife asked her to identify what the issue was and the woman would not answer her. She tried to tell her she had implants and again the woman just kept on patting her down and ignoring her questions. My wife is not a good traveler, she requires medication to get on a plane. This type of treatment has now happened to her several times and she is now more nervous about going through TSA than getting on the plane. We both triggered the screening system but the outcomes were vastly different, mine was handled professionally and courteously, my wife was treated rudely and felt like a petty criminal when she was done. She asked for a complaint form and the woman just pointed towards a desk. At the desk we spoke with a supervisor, she basically just kept going back to if the machine goes off we have to pat you down. We repeatedly tried to tell her that wasn't the issue it was the way it was handled. She finally seemed to get it and assured me she would speak with the woman. I seriously doubt she will. You need to do a better job of ensuring that your employees are properly trained to deal with all passenger, someone like me who travels weekly for business and someone like my wife who may only fly once in 4 or 5 years. The agent was disappointing enough but the supervisors attempts to just ignore the complaint by focusing on the pat down was really poor. Do you ever have people check on what goes on at these check points? What are you doing to fix this, it has been occurring for sometime now and I see no improvements.

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Thursday, January 23, 2014 1:12 PM
To: TSAExternalCompliance
Subject: Complaint Denver TSA

(b)(6)
HYPERLINK (b)(6)

(b)(6)

(b)(6)

Windcrest, TX 78239

1/23/2014
2:43:56
PM

Prior to flying I called TSA Cares @ 855-787-2227 on Monday, 13 January, 2014 (see attached confirmation email). Through the TSA wounded warrior program, I requested assistance for me with my service dog and made a notation with the agent that I could not do explosive testing on my hands due to recent surgery and sensitive scars (see attached pictures). Leaving San Antonio on 17 January 2014, I received a call in the morning by TSA and was expedited through the screening process. Since I could not physically remove my sweater, I was allowed to leave it on. I was also not required to undergo the explosive testing on my hands. TSA San Antonio was wonderful.

I did not receive a call from TSA on my return flight on 22 January 2014. I arrived at Denver International Airport at approximately 10:30 am. I was able to check-in my bags with the airline as there was no line. Around 10:50 am, I went to the Bridge Security and followed the handicap wheelchair sign to the beginning of the security check-in. I asked the female TSA officer where the ADA disabled line was and she informed me there was not one and I d have to stand in the normal line. I asked for a TSA Cares agent and she continued to point towards the non-accessible line. The lines were fairly short, so I stood in the non-ADA accessible line and waited to ask again for a TSA Cares agent.

The initially screening process was fairly quick as I have flown many times. I placed my items on the screening belt and put my service animal in a sit-stay. I kept my sweater on. I went through the metal detector separately while my dog stayed on the other side. After I cleared through the metal detector and received permission from the TSA agent, I called my dog through the metal detector. She set it off. At this time, I was only touching the leash of my dog. The TSA agent did not know what to do next. Another agent came up and said only the dog will receive a pat-down since we went through separately and I did not set off the alarms. A young male TSA agent proceeded to pat-down my dog.

After that, this TSA agent said he needed to swipe my palms. I advised him I could not have my palms swiped because of my scars and sensitive areas in my hands. I was wearing my medical bandages and gloves at this time. He said this has never happened before and he didn't know what to do and needed clearance from his supervisor. I asked him for a TSA Care agent and he got his supervisor, TSA (b)(6). I'm guessing now at this point, TSA (b)(6) was the TSA Care agent? TSA (b)(6) told me that there was no option and I had to have the explosive testing done on my palms.

I asked TSA (b)(6) to check with the TSA Wounded Warrior program with my notations I made for assistance with the security process. He took my information. He stated that he called 3 people, but no one was returning his calls. I informed him that San Antonio had let me bypass the explosive testing. He stated that it didn't matter, I still had to have it done. The young male TSA agent from prior said I could not be a part of the program because the TSA Cares agent needed 48 hours to be able to

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

Christopher (b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Denver

State:

CO

Zip:

80218

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

1/23/2014

8:02:34

PM

My TSA-pre experience has been frustrating.

I have been directed to TSA-pre screening without any knowledge of why.

I am a regular flyer but have a knee replacement and end up taking 3 times longer in the pre line than regular scanner lines due to the pat down, having to 'disrobe', etc.

It would be beneficial to advise passengers of their assignment to TSA-pre and what it means through screening.

1/24/2014
12:08:16
PM

It would also be helpful to let people who normally set-off metal detectors to opt-out of the program rather than force them to go through a pat down.

I hope these comments are helpful and thanks for what you do.

(b)(6)

(b)(6)

Phoenix, AZ 85020

Caller flew last week and felt that her flight experience was great except for one issue at the screening checkpoint. She shared her discomfort to a Delta rep. It took place at the Boston-Logan Airport on Jan. 17th at about 8:40 a.m. She called ahead to make sure that her ID not having a picture wouldn't be an issue, so she took alternate forms of ID. She's never had a picture on her ID but she took her SS, credit card and her Pennsylvania DL with no picture. The Boarding pass scanner person was nice and didn't give her any issues. She hasn't flown in 29 years so she was a little nervous. There were 3 TSO's at the checkpoint. The one that screened her didn't look at her face the whole time of the procedure which she saw as unprofessional. She states that as she handed him her ID he said 'there's no picture' three times in a very loud way and it made her uncomfortable and embarrassed. She is 54 years old. She handed her SS to him to ease him a little but he then said she was going to need to go through a patdown. He called the supervisor in a loud and embarrassing way. She felt that her experience with him was very negative and wanted to express it so that it could help in the future in not making situations uncomfortable for other passengers.

Response:

1/24/2014 1:07:19 PM The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.

I am soo tired of these incompetent and often rude TSA agents. I have had them push their hands into my out labia now for several years and I am really sick of it. The pat down of people who do not believe that laymen have the right to see inside their bodies is like a punishment. And it is stupid as a pat down doesn't reveal what could be in the anus or vagina. So why are women pushing on my outer labia harshly as they go up and down my legs. Do the men TSA push harshly on the men testicles? Why must women who have braids and wear scarfs patted on the heads but Jewish men with caps heads aren't patted. And there is no consistency between these airports. The TSA is the worst thing that has happened to airports? I think airports should hire their own security as customer service skills and common sense seems not to be possible with the TSA.

1/24/2014
4:19:09
PM

The number one complaint with airports these days is the rude and thuggish acting TSA agents. Too many of them appear intoxicated with their power. External airport oversight of them is needed and we we a national survey of their performance. They are inefficient, complaint that they do not have enough people so only two of 8 lanes are opened yet agents around often doing nothing. I support full employment but many of these agents need a career training to do something beneficial and they all need customer service training. We are not children, criminals, or soldiers to be ordered like cattle. TSA is the worst nightmare of those who cherish American Civil Liberties. TSA make airports place that we Americans hate to visit. .

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/24/2014 4:39:20 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. .

1/24/2014 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): TSA JAX airport security area.

6:13:55

PM

I was takin a 6:25 pm Delta 6001 flight from Jax to LGA 1/22/14.

It took far over 30 minutes for me to get through. I arrived at the airport at about 4:30 pm and to the security about 5pm that back-up in 20 minutes though there were about 25 to 30 visible TSA persons. .

Comments: Around 5 pm the JAX TSA line was very long and slow though there was only about 100 people. Out of 8 TSA lanes, only two were opened. After complaining they opened a 3 rd one. It took about 20- 25 minutes from me to get a an agent who did a very rough pat down that including jabbing hands into my external labia that are still tender today. Why do these pat downs have to touch a woman's external vagina. If a woman was to carry something no idiot would carry it outside when they can place it in the vagina or rectum. These pat down is simple stupid, not beneficial or efficient, inconsistent between airport; and degrading to civilians. Routine pat downs need to stop. The TSA woman who patted me down appear to have been unhappy that she was asked to do the pat down, so she took it out on me. There were over 8 TSA women working but the supervisor said that she had only one available to do pat downs while others did nothing.

The service was very disorganize and poor management of staff. JAX TSA always appear to penalize those refusing the X'ray machine with these long waits and increasingly rough pat downs. She asked me and my sisiter to pull up our blouses which exposed our stomachs. But most irritating is having my outer vagina touched and this time shoved roughly. Do they pat down men testicles and shove them up?

Caller states that she was very uncomfortable with a DEN patdown, which she says bordered on groping. She says that she wore the same sweater through EWR and MSY without issue, but at DEN a TSO said that the thread was reflective and told her that she would have to have a patdown. Caller says that she offered to remove the sweater and put it through separately but the TSO said no. Caller states that there was no line waiting. She states that the TSO did not use the back of her hand but patted her down all over in public with the front of her hand. Caller says that the TSO swabbed her hands and said that she had a chemical called glycerine on her hands that can make a bomb. Caller says that glycerine is in lotions, soaps, and hand sanitizers, including in DEN bathrooms. Caller states that the TSO took all her stuff and swabbed it, then brought her to another TSO, who told her that she would be patted down again. Caller states that she was taken to a private room and patted down from top to bottom and her hands swabbed again. Caller states that she was in tears by this point and that she had to lift her shirt to show her waist band during the pat down and that she was wearing tight pants which should have made it obvious where her waist ended. She stated that both TSOs had touched her privates with the fronts of their hands. She states that the second TSO was a very large female who had some of her body hanging out of her uniform and was white with blonde hair to her shoulders and the first TSO was a black woman.

Advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

1/24/2014 6:16:12 PM A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.
We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: DEN to EWR

Flight date time: 1 24 11:30 am

Flight #: (did not have)

Airline: United

Airport: DEN

Gate Terminal: (did not have)

Email: (b)(6)

Caller states that she was very uncomfortable with a DEN patdown, which she says bordered on groping. She says that she wore the same sweater through EWR and MSY without issue, but at DEN a TSO said that the thread was reflective and told her that she would have to have a patdown. Caller says that she offered to remove the sweater and put it through separately but the TSO said no. Caller states that there was no line waiting. She states that the TSO did not use the back of her hand but patted her down all over in public with the front of her hand. Caller says that the TSO swabbed her hands and said that she had a chemical called glycerine on her hands that can make a bomb. Caller says that glycerine is in lotions, soaps, and hand sanitizers, including in DEN bathrooms. Caller states that the TSO took all her stuff and swabbed it, then brought her to another TSO, who told her that she would be patted down again. Caller states that she was taken to a private room and patted down from top to bottom and her hands swabbed again. Caller states that she was in tears by this point and that she had to lift her shirt to show her waist band during the pat down and that she was wearing tight pants which should have made it obvious where her waist ended. She stated that both TSOs had touched her privates with the fronts of their hands. She states that the second TSO was a very large female who had some of her body hanging out of her uniform and was white with blonde hair to her shoulders and the first TSO was a black woman.

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Flight information:

Flight Path: DEN to EWR

Flight date time: 1 24 11:30 am

Flight #: (did not have)

Airline: United

Airport: DEN

Gate Terminal: (did not have)

Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/25/2014 9:59:11 AM

1/25/2014

11:23:55

AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark Airport Terminal C TO TERMINAL A

Comments: On United flight from Orlando to Newark Thur 1-23-14 landed approx. 10:30 am - At 11:30am went to A Terminal, our flight to BDL was leaving from A28. We were told we had to be screened? We were screened at Orlando. When I asked why the TSA agent said because "we went outside" also a very snotty attitude. This crew then shouted "down this aisle". They gave me a full pat down, I'm 82, have a left hip implant, belt, shoes, inside pants etc. This crew was more than rude. Is this now TSA procedures, give the public a hard time. WE NEVER WENT OUTSIDE from C to A

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/25/2014 11:13:38 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/24/2014 11:30 AM Airline & Flight Number : AA 3 Checkpoint/Area of

Airport : AA checkpoint to gates 1-47 TSA Employee: (If Known) :

Comment : While receiving a pat down from a female agent, a group of male agents were standing close by staring at the pat down. When the female screener began patting down my inner leg and crotch area, one of the male agents lasciviously said, "oh, yeah. That's the spot." I heard him say it loud and clear and looked him right in the eye intently for a long enough while until he realized that I had heard it and that I was very angry. When he realized I had heard him he escaped very quickly. When the screening was complete I went looking for him and asked the other TSA agents his name and they would not tell me. I think they all knew he said it, that I heard it and was going to report him. It should be easy to figure out who it was because as I went through at 11:30 am I was the last person they let through the lane 2nd from the left before they closed it. He was definitely ethnic, with a baldish head or closely shaved head, dark hair, brown eyes either Mexican, middle eastern or a mix, probably around 30. A bigger guy, he wore a blue coat over his uniform. If you showed me photos of everyone on duty I could pick him out. It was disgusting and he should be handled appropriately...or perhaps IN-appropriately... like I was. A disgusting display of the lowest of low who we have representing the security of our country. It made me sick. Because the screener took so long for the pat down I was then pushing it close to missing my flight otherwise I would have gone directly to the TSA managers office but there was no time. I do expect a return phone call from someone at TSA and I would like to see photos of the agents to show exactly who it was so he can be reprimanded and or fired. Someone like this should not be allowed to work for our country.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

1/25/2014

11:24:00

AM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Ok

Zipcode:

1/26/2014

11:17:15

AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Hi There –

I'd like to complain about the TSA and every aspect of your organization. Recently we took a trip to Disneyworld and had to endure the misfortune of an angry government agent glaring at us in Salt Lake City as we made our way through your long, slow and inefficient line as though we're the criminals. Let me think about the last time I created a terroristic event on an airplane.....let's see.....how about never! It was such a joke to see my 9 year old son go through an extra screening because he was "randomly" selected. What a joke!!

On our return flight through Orlando, my family went through the metal detector while I was selected to go through the body scanner (obviously based on the TSA agents judgment and discrimination). I had my belt on, (because in Salt Lake it was okay for me to have my belt on – but not in Orlando – how about some consistency TSA, is that too much to ask for?). After standing in the body scanner with my hands in the air as though I was under arrest – in an undignified manner – I failed the body scanner test because of my belt. The agent held my belt in an aggressive manner and folded it in half as to simulate an intent to "whip" me with my own belt. Then, without warning, your TSA agent aggressively patted me down very near to my groin area. This created much discomfort and made me feel like such a criminal in my own country.

1/27/2014
8:15:34
AM

The TSA is a joke! You treat Americans like criminals while letting the Muslim Brotherhood go through the VIP line. <http://www.infowars.com/dhs-gave-muslim-brotherhood-vip-treatment-no-tsa-pat-downs/>

What a joke!! There have been multiple failures of the TSA including a federal agent with a fake bomb passing through your screening, and over 25,000 airport breaches. You treat 9 year olds and regular Americans like criminals while letting the real threats go unnoticed. I feel LESS safe and MORE inconvenienced than ever before. You all should be ashamed!! I despise your organization and what George W. Bush and Barack Obama have done to this country. It's like living with the Stazi and the Gestapo in a police state.

Sincerely, and disgruntled,

(b)(6)

E: HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/26/2014 10:12:29 PM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 01/24/2014 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have really appreciated the new precheck line at the Albuquerque airport. I have used it many times and I signed up my wife for Global Entry so that she can use it also.

On Friday afternoon we went to the airport and found the precheck lane closed. This made for a very frustrating trip because it was very slow (only one lane was open) and we object to the new scanners and so were, once again, back to getting a pat down in order to get through security, even though we would have qualified for expedited screening if that lane had been open.

1/27/2014
8:15:55
AM

First, I think that closing the precheck lane at 3pm every day is terrible and will greatly reduce the value of that option for me.

Secondly, since I am precheck and it is on my boarding pass and shows up in the scanner, I don't see why you can't have a hybrid type of screening available if the precheck line is not. I realize that it would not be practical to x-ray the bags differently, but it seems like you would actually benefit from the reduced workload of letting me go through the metal detector with my shoes on, etc. instead of forcing me to go through the scanner or endure a pat down.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Zipcode: 97229

1/27/2014

2:25:10

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Miami International Airport

Caller has a complaint. Caller was going to Washington DC on January 17. Caller had jeans which had rhinestones and she went through the AIT. However, she still had to get a patdown in her hair. Caller said there were no other women patted down in the head area. Caller wanted to know if it was the policy to patdown black womens hair. Caller did not know why she received a patdown in her head area, when others did not. Caller did not know the purpose of the machine, if she still had to get a patdown. Caller said it must have been the jeans that did it, if there was an alarm. Caller did not understand why other were not patted down on her head. Caller felt discriminated against because it was done to the black women and not white women. Caller wanted to know why others were not having a patdown on her head and it only happens to black women. Caller spoke with friends and viewed blogs that only black women have their hair search, as if there was a bomb in her hair.

Advised Caller:

1/27/2014

3:47:17

PM

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. TSOs are required to clear those alarms if any are detected. If you feel like you were discriminated against or in anyway singled out due to your race, I will send you information to your email so you may file an official complaint in writing.

Disability Description: The caller is diabetic and has an insulin pump. Additionally, she carries insulin in a small cooler, and indicated that the insulin pump cannot be screened by a WTMD or AIT.

Information Request: The caller will be flying soon, and she requested information regarding the screening procedures for insulin pumps due to an incident that occurred at JAX in July 2014. Additionally, she wanted to know what could be done for the upcoming flight to ensure that another incident would not occur. However, she does not have the flight itinerary at this time.

Also, the caller wanted to know if the agents were required to change their gloves after each inspection.

Response Details: Advised Caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

1/27/2014 3:48:37 PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender.
The passenger can request a private screening at any time and a private screening.

At this point, the passenger interrupted, and informed me that she was aware of the patdown procedures.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
2nd time I have been sexually assaulted at the airport. When received initial pat down, was denied clean gloves, after asked 3 times, and came up positive for test, which required me for a secondary screening. After I told him I watched him pick up dirty objects before he patted me down. I am formally filling for sexual harassment and assault. The man grabbed my penis roughly and was not necessary for whole thing was done wrong. I was verbally talked down to as well.

My original readdress #: (b)(6)

I filled formal complaint immediately after and was never contacted. My next step is going to be legal. It is unconstitutional in what had taken place, and my rights have been violated.

2nd time I have been sexually assaulted at the airport. When received initial pat down, was denied clean gloves, after asked 3 times. I am formally filling for sexual harassment and assault.

1/27/2014 4:10:24 PM
Name of the passenger(s) (b)(6)
• Specific name of the airport where the incident occurred - IAD Washington Dulles
• Date and time of incident - 3 Jan 2014 around 1900 hrs.
• Airline - Lufthansa airline flight 8784 (United, operated by Lufthansa)
• Gate Number - B48
• Contact number (b)(6) I am overseas and email is best POC. Please email with number and I will call back

The supervisor was: STSO (b)(6) and TSO (b)(6)

I would also like to request to know what database no fly list I am on, for I served in armed services, and at times have been in some special data base. I am tired of going to the airport and being assaulted, and harassed. They are not following procedure and giving me false test on preferences that I tested positive. If this is not resolved, I am going to seek the appropriate steps necessary, using my formal chain of command and contacting my state representatives and news outlets, as well as legal.

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 1/27/2014 10:24:18 PM Airport : MCO - Orlando International Date/Time of Travel : 01/27/2014 3:00 PM Airline & Flight Number : SWA 50 Checkpoint/Area of Airport : Gate 129 (facing the two entry points, the one on the right) TSA Employee: (If Known) : "(b)(6)" Or something like that? Started with "(b)(6)" for sure.

Comment : I'm not one to file too many complaints, and I've never had an issue with TSA agents. But I've never had an agent do as rough a pat down as this individual "(b)(6)" (I can't recall the exact spelling, he was an older man, name started with (b)(6))

1/28/2014
8:21:38
AM

I'm a 38 yr old fit guy, so I had no problem with most of the pat down, though he definitely used some force. But the first thing he did was slam his hand on my head to apparently check for anything hidden in my hair - and why it required a whack, I do not know, but my head is still throbbing a bit. His entire pat down was like this, and I've done a lot of pat downs (I always opt out), but this was really extreme.

All I ask of you is to find who he is and recommend he is a bit gentler with folks, even with guys that look like they can take a little beating, he can't go around whacking people on the head (p.s. my hair is thinning so it's pretty obvious to see there's nothing hidden in it).

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has been happy with Precheck with United for a long time. He is flying today but it does not show his Precheck status. He wants to know if this is normal. He booked the same way. He is flying today from SFO on United which is his usual route.

1/28/2014
12:15:39
PM

He said the worst patdown was in Finland and the Middle East. As much as he hates to have to go through security he said keep up the good work.

I told him that he may call United and verify that he is still opted in since the invitation is sent by the airline to opt in for Precheck. Once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passenger's reservation information to TSA's secure Flight System. You must be using the airline you opted in with from an airport that participates with that airline. Also make sure that all your identifying information is correct and up to date. For example: name, gender, birthdate.

TSA Precheck does not guarantee an individual expedited screening. TSA will always incorporate random selection to keep terrorists from learning how the system works.

Caller asked to speak with a supervisor after collecting her name and number.

Escalation Notes (b)(6)

The caller flew from MDW to TLH on Delta flight 2030 on 1-24-2014. She was in the airport between 4:30 and 5:30 am. She states that she was detained for over 30 minutes at the screening checkpoint to gate A7. She had a knee brace on and she informed the TSO at the checkpoint that she had it on and asked if she should take it off. The agent said no and sent her through the scanner. Her personal items passed screening with no problem but there was an alarm on her. She was told to step aside so she could get a patdown and a ETD. The TSO s couldnt clear her so she patted her down a second time. She asked again if she could remove the brace and again was told no with the same results. There were two TSO s together now and they started snickering and looking at her. The passenger told the agents that she didnt appreciate what they were doing and that they are being unprofessional. She was told that she would have to have a patdown in a private screening area. She asked them for a third time if she should remove her knee brace and again was told no. She then asked to speak with their supervisor. It took supervisor (b)(6) ten minutes to get there and after some discussion she was told to remove the brace. She was cleared after that. Her complaint was on the two original screening agents who she stated where unprofessional and rude. She had no problem with the supervisor.

1/28/2014
12:29:47
PM

I told the caller I regretted that she had that experience and that I would forward this to the CSM for review.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism Customer Service Current Date Time : 1/28/2014 4:16:57 PM Airport : SFO - San Francisco International Date Time of Travel : 01/14/2014 Airline : Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) :

Comment : I have an insulin pump and have been instructed by my doctor that it can't go through the imaging machine. As I always do when I fly, I notified the nearest TSA agent that I needed a pat-down. The TSA agent told me my insulin pump was not an insulin pump or a pacemaker, so I didn't need a pat down. When I insisted my insulin pump was, indeed, an insulin pump, the TSA agent said "it's your choice" in an annoyed tone and motioned for me to stand by the X-ray machine.

1/28/2014 6:10:42 PM After standing for a very long time, much longer than I've ever waited for a pat-down, I realized the TSA agent had never requested a pat-down for me. When I told another nearby agent I was waiting for a pat-down, I was processed within a few minutes. I almost missed my flight due to the long delay.

The first TSA agent I spoke to abused his authority and put me at medical risk. Other TSA agents observed this and did nothing.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

To Whom It May Concern:

This is the first time in my 20+ years of flying that I've felt that a TSA employee has incorrectly pat me down. Kudos to you all for the great 20 years of doing your job very well and I appreciate what you all do for our safety and security. Yet today was simply a TSA agent being too broad in his pat down of me.

I went through the backscatter scanner and it revealed a smallish yellow square (3"x3") at the right front of my body at my waist line. A female TSA agent had me turn and look at the screen and then a male TSA agent asked "Are you wearing a belt?" To which I responded "a>No", and I lifted my dress shirt to show him. He asked me to put my shirt back down which was not tucked into my pants and I had a white undershirt underneath. He then proceeded to press at this location his palm and index fingers, and he worked from the right side of my body at my belt line to the left side of the front of my body.

1/29/2014 9:39:49 AM But then he moved his hand down a few inches and did the same thing moving from the left side to the right...at which time his hand pressed and touched my genitals. There was no need for this and he took too many liberties and increased the search area too much in my perspective.

I did not see the gentleman's name, but he was about 6' 3", Caucasian, slender to average build, 200 lbs, 50 years in age with graying hair.

Not sure what you all will do with this, but if I do not share, you cannot improve your employees performance. Yet, I would appreciate a response to my concern.

Many thanks,

(b)(6)

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/29/2014 9:52:23 AM

1/29/2014 10:14:26 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AirTran Flight 131, gate 101 in Orlando Florida, boarding agent named "Pete" on Jan. 25, 2014 approximately 7pm.

Comments: I was delayed from boarding airplane by TSA due to a failure in communication between agents. The TSA pulled me aside for extra security ("pat down") and forgot to enter in computer that I passed and forgot to stamp my boarding pass as such. The gate agent (b)(6) unknown badge #) in Orlando refused to let us board. He treated us rudely and we had to insist that he call his supervisor to correct the matter. This happened on AirTran flight 131 at gate 101 on Jan. 25, 2014 approximately 7 pm.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/29/2014 9:30:33 AM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 01/29/2014 6:45 AM Airline & Flight Number : AA1476 Checkpoint/Area of Airport : Line on far left (only one open at the time) TSA Employee: (If Known) :

1/29/2014 10:15:07 AM Comment : I stood in a screening line for 40 minutes when there were only about 15 travelers ahead of me. As a result, I missed my flight. There were about 4 or 5 agents processing travelers (ID check, metal detector, conveyor operator, pat down / bag check person). There were about the same number of additional agents sitting around doing nothing. The screening line stopped multiple times, and at one point the conveyor operator stated the line was slow because travelers ahead had liquids/gels. We all had to wait for those other travelers to be cleared, which caused unreasonable delay (I wasn't the only one to miss a flight). I wish the agents sitting around would have helped process those travelers so the rest of us could have proceeded through screening; the agents sitting around could have gathered the travelers who required additional screening in another area to allow the rest of us to proceed through screening. That delay and resultant missed flight cost me \$569, and put my job at risk.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller asked who to speak with in regard to a rude TSO. She has a pacemaker and health issues. She has had cancer and a lot of chemo and radiation, therefore she requests a patdown. She was traveling with her four children. She indicated that she waited in line with her children as she normally does. She indicated that when she was fourth in line to be screened, she moved to the side and then the front of the line and advised the male TSO (b)(6) of the pacemaker and requested a female patdown. The caller indicated that this is what she normally does so that a female TSO is available once it is her turn to be screened and has never encountered issues. The TSO advised that she get back in line and that she was not permitted to cut line.

She indicated that she was concerned that if she got back in line, she would have been separated from her children. She indicated that her children proceeded through the screening while she had to wait for a female TSO to conduct a patdown. She stated that she and her party found the TSO to be obnoxious and nasty. The TSO had an attitude with all of the passengers in line. She stated that the TSO was on a power trip. The caller indicated that the TSO walked down the aisle between the two lines yelling out that passengers should stay in a single line and should move against the wall so that workers can get through. The caller indicated that his tone was nasty and that he was not nice about this at all.

1/29/2014 11:43:11 AM This occurred on 1 26 at SJU. She was traveling with American Airlines flight 94 departing at 10:50am to JFK. They were at the checkpoint between 8:30am and 9am. She was at the checkpoint around the corner and down the hall from a food court.

The caller indicated that her American Airlines flight was canceled and she departed with Jetblue later in the afternoon.

Advised:

TSO are trained to treat passengers with dignity, respect, and courtesy and I apologized that this was not her experience. I advised that I had documented all of the information that she has provided and would refer this information to the CSM at this airport to make them aware. The CSM would have the means to look into and address the issue.

She recently had a flight from JFK to New Orleans and she left an article in the bin at the checkpoint. Her bags were flagged due to a tube of medication that was over 3.4oz. She didn't see where the officer took the bag and when she got on the plane she realized that some clothes and umbrella were left in the bin. She checked when she got back to JFK and they said they didn't have it however now she is calling to see if it has been found since then.

Response:

1/29/2014 4:26:07 PM TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

You can contact the lost and found at JFK at 718-917-3999

Disability Description: Callers mother has Polio.

Response Details: Apologized that this did occur generally all passengers can request a patdown if they are not able to go through the AIT or WTMD if she was unable to stand with her legs spread far enough she could have requested a patdown at that time just keep that in mind for future flights. However due to the injury we will forward a copy of this to the CSM in San Diego so they can review this issue and see what action needs to be taken

1/29/2014
5:49:10
PM

Incident Details: She was travelling with her mom on Saturday th 25 from Mexico to PDX on Alaska airlines. She had her customs check in San Diego. Her mother is disabled and she had some issues when going back through security screening for TSA. When going through screening her mother had pre-check on their ticket but they stayed through regular line to stay with daughter. They were directed into an AIT and her mother has Polio in her hips and legs and she injured herself when going through the AIT. The officers asked if she was able to stand for short periods without her wheelchair in order to go through the AIT and stand with her legs spread and hands above her head. The passenger stated she would try, once in the machine she wasn't able to stand with her legs far enough apart, they stated the officer asked her to try harder the passenger did try and injured herself. The officers also had to conduct a partial patdown due to some metal in her dress. She was just wanting to make us aware that this happened so it doesn't happen again in the future.

Hello,

I am a global entry card holder and on the global entry site it states that I'm also cleared for TSA pre check and the agent that approved my Global Entry confirmed this too. I am at the LAS airport in the Southwest Terminal at 4:20pm on Jan 29, 2014 and a TSA agent who claimed to be a supervisor, named (b)(6) black man about 40 or so, on the thinner side, not skinny, about 5'9", was so very rude to me, he told me I didn't know what Global Entry was and mocked me while I was explaining it to the actual supervisor on the floor. The female supervisor was helpful and explained that pre check is new to the LAS airport, not only did I have to go through pat down again, I was harassed by (b)(6) and he was smiling at me when I had to go through the regular line. I will file a written complaint on this too. I have used my GE card in NY, DC, New Orleans and KY and have not had any problems but these agents at LAS were rude and would not let me through the pre check line.

A few months ago prior to me getting Global Entry, I was at LAS Southwest Terminal and a TSA agent was very rude to me, it seems these people think they are like armed guards and can man handle American Citizens, they forget the our tax dollars pay their incomes. I'm very disappointed in this Gestapo approach by the TSA especially when I had my Global Entry card which proves I am a citizen and have undergone a thorough background check, it's ridiculous!

1/29/2014
8:05:40
PM

XO,

(b)(6)

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 1/29/2014 8:58:05 PM Airport : BNA - Nashville International Date/Time of Travel : 01/29/2014 3:15 PM Airline & Flight Number : Delta 893 Checkpoint/Area of Airport : screening TSA Employee: (If Known) : Office (b)(6) Comment : I am 8 months pregnant and was going through the screening and opted to have a pat down since I was pregnant and did not want to go through the scanner. The agent was very pushy and was rude. She asked me which ones were my bags and I pointed to 1 bag and three trays, she asked me again which were mine and I told her again, she then proceeded to grab the tray of the belt and hit my stomach with the tray hard and continued to walk away with it and snagged my sweater and then pulled me along with the tray still attached to my sweater. She then took me to the area to be patted down, at no time did she ask if I was ok or anything. I work for the airlines at LAX and have never been treated like that going through screening. I then reported it to the supervisor there but felt I was getting nowhere with it. The fact that I was 8 months pregnant you think the agent would have been a little more compassionate but that did not matter to her. I thought since she hit my stomach hard with the tray then snagged my sweater and continued to pull the tray that she would have said I am so sorry are you ok, but nothing at all. I found her actions to be very unprofessional and extremely rude. She does this to a pregnant person I can just imagine how she treats others people that are going through screening there. It seems like she was upset cause she had to pat me down cause I was pregnant and did not want to go through normal screening.

1/29/2014
10:02:37
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller traveled on 1/29 from PHL to LAX with US Airways flight 717 departing from C29 at 5:59pm. She was at the checkpoint between 3:30pm-3:45pm.

She indicated that she was traveling with her 100 year old mother who has Alzheimer's and is in a wheelchair. She advised a male TSO (African American, short hair, pleasant) that she had a laptop in her carry on and the TSO acknowledged this and advised that she place her carry on bag with the laptop on the conveyor belt. The same TSO approached her as she was assisting her mother during a patdown and advised that he had to screen the carry on bag a second time. The caller indicated that her laptop (Sony, white silver, the surface is scaly, not flat) is missing from her carry on. She realized this on the plane. She contacted US Airways baggage to determine if it had been turned in, but it has not been.

1/30/2014

11:31:22

AM I advised that I would refer the information to the CSM at PHL to make them aware. They would have the means to look into this. Items found at the checkpoint are turned into the TSA Lost and Found. I provided the number for the TSA Lost and Found

at (PHL). The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed.

Philadelphia International Airport

610-521-7206

http://www.tsa.gov/traveler-information/airport-lost-found-contacts#13

Caller said she is calling from Toronto, Canada and she and her partner are Nexus card holders and they travel to Palm Beach sometimes and they are not getting the precheck option at Palm Beach Airport. She said the TSA agent at the checkpoint told her to go online and register her Nexus card with TSA and she does not know how to do that. She said she travels on Air Canada and TSA told her Palm Beach Airport does not accept Nexus. She said she goes through a travel agent to book the flights and these flights are already booked.

Response: TSA is committed to expanding TSA Precheck benefits to a growing passenger population in an effort to strengthen transportation security through risk-based methods. Beginning November 15, 2012, Canadian citizens traveling domestically in the United States who are members of the U.S. Customs and Border Protection (CBP) and Canada Border Services Agency (CBSA) NEXUS program are eligible to participate in TSA Precheck and may receive expedited screening at participating U.S. airports. For more information about NEXUS and other CBP Trusted Traveler programs, please visit www.globalentry.gov.

1/30/2014

4:55:48

PM

Canadian citizens interested in participating in TSA Precheck through NEXUS must enter their PASS ID into the 'Known Traveler' field when booking a flight reservation or saving their PASS ID to their airline's frequent flyer profile. Members can find their PASS ID online by accessing their Global Online Enrollment System (GOES) account or on the back of their membership card in the top-left corner.

If TSA determines a passenger is eligible for expedited screening through TSA Precheck, information is imbedded in the barcode of the passenger's boarding pass. When TSA scans the barcode at the designated security checkpoint, the passenger may be referred to the TSA Precheck lane for expedited screening. Expedited screening for TSA Precheck passengers may include being able to leave their shoes, light outerwear, and belt on and allowing them to keep their laptop in its case and their 3-1-1 compliant liquids/gels bag in their carry-on. However, all travelers may be required to undergo additional screening, including a patdown inspection, to resolve an alarm.

Passengers who make their flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz), or an employer's travel-booking system are strongly encouraged to contact a representative there to ensure that their Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of their airline reservation.

I advised her for Global Entry, NEXUS, and SENTRI if you have questions or concerns regarding a CBP Trusted Traveler membership, including your eligibility we suggest that you contact CBP at 1-866-530-4172.

Caller went through random selection for PreCheck. He said he has a prosthetic artificial joint. He asked if PreCheck would benefit him if he enrolled. He said sometimes he still has to take off his shoes. He asked if he would go through and not be able to take off his shoes. He said it always causes an alarm.

1/30/2014

7:08:29

PM

RESPONSE: Some benefits of PreCheck would be that he may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags. Passengers chosen for expedited screening who are traveling with a pet must undergo the standard screening procedures that are performed for all animals entering the checkpoint. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre/2713™ may also be processed through expedited screening. ALSO: Having PreCheck will not exclude you from screening. If your prosthetic joint causes an alarm then he may still receive a Patdown. Every alarm must be cleared. ALSO: PreCheck is a random process due to security reasons.

Caller is traveling with frozen breast milk and stated she is getting treated different every time she flies. Caller states that she informs the TSO before screening begins that she wants the milk to be hand screened instead of going through the X-Ray machine. She stated that generally she has no problem they take the milk back to screen it she goes through the the screening process and then they give her the cooler of milk back and she goes on. However the last time from LAX, she flew she went through the PreCheck line and the TSO s at the checkpoint had no clue what to do to hand screen the breast milk. She stated that they took it out of the cooler and passed it around trying to figure out what to do with it. Caller stated that they then called their supervisor over and he stated that the policy states that if she requests a hand inspection on the breast milk that would require her to have a patdown. She stated that the supervisor was (b)(6). He was very courteous and professional; however he acted like he knew the policy and procedures and she has never had to undergo a patdown because she wanted a hand screening for her milk. Caller was wanting to know what the policy and procedures were for transporting the breast milk. She stated that she has 6 more flights from LAX and does not want to have this problem every time. Caller stated that she had no problem at all when she went through the regular screening line last week and she received the best service she has ever gotten going through the other line last week. Caller stated this incident made her feel humiliated and upset because they were passing her breast milk around and everyone was staring at her. Caller stated that she is a DOD employee and flies a lot and has never had this issue. Caller wanted to know what she needs to do if this happens again when she flies tomorrow. Caller wanted to know if she can request to go through the traditional screening if she is pulled for precheck.

Advised caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation s airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Some element of uncertainty and randomness in security operations is necessary.

Advised caller that she can go through the regular screening line if she would like even if she is selected for precheck

1/30/2014
8:17:34
PM

Advised caller the only information as far as screening and traveling with breast milk is this:

Breast milk and other liquids and gels intended for infants or toddlers in quantities of 3.4 ounces or less are normally x-rayed. However, as a customer service, TSA allows passengers the option of an alternative inspection of these items. Passengers must request an alternative inspection before placing the items on the x-ray belt; otherwise, all of the items must undergo x-ray inspection.

Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through screening checkpoints after undergoing additional screening. In addition, breast milk must be separated from other property and declared to a Transportation Security Officer (TSO) prior to entering the checkpoint.

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teething; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

All frozen items are permitted as long as they are solid and in a "frozen state" when presented for screening. Cooling liquids or gels used to keep medical or infant child exemptions cold are not bound by 3-1-1 requirements and may be presented at the screening checkpoint in a frozen or partially-frozen state. It is important to remember, however, that any item must be properly screened before being allowed into the secure area of the airport.

TSA continues to explore opportunities to further modify screening procedures to minimize the concerns of passengers without compromising aviation security. The most current processes in place for bringing breast milk and other food-related items intended for infants and toddlers safely through the security screening checkpoint can be found at <http://www.tsa.gov/traveler-information/traveling-children>.

Call dropped and I had to call her back twice

Advised caller that she can request a PSS or a Supervisor regarding concerns about the screening process. Advised caller I am sending this to the CSM Karen Hennington and she can try to contact her tomorrow before she flies if she wants to she

Feedback Type : Security Issue

Categories : Pat-down; Miscellaneous/Other Current Date/Time : 1/31/2014 6:57:49 AM Airport : EWR - Newark International Date/Time of Travel : 01/31/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

1/31/2014
8:17:42
AM

Comment : So we, a party of 6, are going thru security and our lead person gets swabbed for explosives. She tests positive and gets pulled to the side. That's all good and well however no one else in our party got checked. We told them we are together. Once a positive hit occurs is it not prudent to check everyone in the traveling party? And if you guys want are doing it just for show, to justify the 12 people checking one person, do it quicker.

Basically, either do your job right and use common sense or dont waste our taxpayer money and most importantly our time!!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/31/2014 12:14:27 AM Airport : MCO - Orlando International Date/Time of Travel : 01/30/2014 4:30 PM Airline & Flight Number : Delta 990 Checkpoint/Area of Airport : terminal B TSA Employee: (If Known) : supervisor (b)(6) badge number (b)(6) Comment : The extensive TSA check made me miss my flight. I refused to go through the scanner, and was maliciously and deliberately punished for it. The officer who patted me down did not change his gloves in front of me. After the pat down, he proceeded to test the gloves, and some chemical - I was not told what - was detected. Additionally, apparently the same chemical was detected on the ONLY piece of my electronic devices which that officer touched inside the bin. No other test detected anything, probably because (b)(6) the supervisor (badge number (b)(6)), used clean gloves that he put on right in front of me. Nevertheless, several intrusive pat downs and chemical tests took a lot of time making me late for my flight. Who is going to pay for this? Who is going to pay for my hotel room since I couldn't get another flight till the next day?

1/31/2014
8:17:50
AM

I had never believed statements that TSA specifically targets travellers who refuse to go through the scanners, but there is no doubt in my mind that such malicious and outrageous targeting took place in my case. I do want to believe that this is not a deliberate policy, but the incident did change my attitude towards the TSA and not for the better.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated he flew from Chicago Midway to Newark and he was told he had to take his CPAP machine had to be taken apart and then he was told he didnt have to take his CPAP machine. Caller stated he flew from Newark NJ to Chicago Midway airport and he was told he had to go through many different screening technology and then he had to have a patdown and the caller wants to know what is going and he was giving a orange card stating he didnt have to remove his shoes then he was asked to remove the shoes and the caller wants to know if the screening was random.

1/31/2014
9:58:21
AM

Advised caller the additional screening can be random. Advised caller for more information about the screening policies at the airport, advised caller to call 866-289-9673 press option 5 and put in EWR and he will be given the number for the CSM.

Caller has an insulin pump and continuous glucose monitor. She wants to know specifically if the AIT used by TSA has more than 5 gauss of magnetic energy. Told caller the energy the system projects is thousands of times less than a cell phone transmission. I told her I did not know specifically how many gauss it projects. She said someone at TSA should know the answer to this and she wants to know. I told her I would escalate this to the appropriate office for a response. She asked how she would find out. I told her if someone needs to get in touch with her, they will do so via email. Caller is adamant about finding out this information. She wants someone to get back in touch with her with this information.

Caller also wants to file a complaint regarding an experience she had at SFO. When she flew from SFO, caller claims a female TSO burned her with a filter paper used to do a ETD swab on her. The TSO had used it on a previous passenger and did not renew it. The paper had been put in the machine and had been heated up that is why she was burned. Caller's fiance spoke with a supervisor at that time and that person gave him a comment card to file a complaint. I asked her if she got the name of the TSO. She said she did not. I asked if she could describe the TSO. Caller said the TSO was a female. I told her I would send this to the CSM for review.

1/31/2014
12:16:40
PM
Caller also complained that she gets separated from her property during patdowns. She has insisted that a TSO watch her items. I told her she could ask for a private screening where she could take her property in with her and not be separated. She asked how long a private screening will take. I told her I do not know. It varies at the different airports based on how busy they are, etc. She wanted to know how long she should plan and what happens if she is doing a private screening and she misses her flight. I told her it was the same as when she is getting a regular screening and she misses her flight. She asked how long she should allow. I told her we recommend 2 hours. She asked if that includes private screenings. I told her that is for all screening. It is a suggestion. She asked again how long she should allow because she knows that a regular patdown takes about 10-15 minutes. She asked if the private screening is longer. I told her I do not know. It is the same as guessing how long it will take to get through traffic. It varies.

Airport: SFO
Airline: SW
Flight Number: 2305
Date and Time: January 18 at 12:35pm (she went through the screening at approximately 11:07am)
Location: Terminal 1

Caller escalated to a supervisor.

Escalation Notes: (b)(6)

The caller flew from CLE to LAX to Maui on Jan 29 2014. She flew on United flight UA1542 departing around 8:41am. The caller is in her late 80 s and has parkinson disease, and a pacemaker. She went through the checkpoint between 7:00 and 7:30 and since she has a pacemaker, she received a patdown. The skycap placed her black carryon bag on the belt for screening. Her bag had a red and green ribbon tied around the handle. The bag was screened by a male TSO that the caller described as a senior citizen. She had forgotten that she had put steak knives in her bag. The male TSO called over another TSO to his station. Another female agent other than the one that gave her the patdown took her and the sky cap to an office. The female TSO asked her for her name, address and phone number. A TSO brought her stuff to her and she boarded her flight and went home. She doesn't remember anything about the TSO that brought her items to her. When she inspected her bag she discovered that she is missing a pancake turner, heart medications, check for \$125.00, W2 forms, \$120.00 dollars worth of forever stamps and a pound of diabetic sugar.

1/31/2014
2:42:44
PM
The caller is very upset and kept saying over and over how could he steal from me. I told the caller that we regret what has happened and that we would forward this to the CSM at CLE to review the screening that was done. I sent claim forms by mail; the caller doesn't have email. She provided me her cell phone number. I also provided the lost and found number to CLE to see if her missing items are there.

Cleveland
Cleveland Hopkins International Airport
216-201-2565 (TSA)

The caller requested information regarding opting out of the AIT machine.

Advised Caller:

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin.

1/31/2014
9:37:50
PM

All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/31/2014 9:53:25 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 01/31/2014 6:55 PM Airline & Flight Number : Southwest 3927 Checkpoint/Area of Airport : opt-out pat down just past security, non-private area TSA Employee: (If Known) : female, blonde, 40 to 60 years old, last name possibly starts with W Comment : I chose to opt-out from the body scanner as I have over 20 times previously flying. I have never felt violated from a pat down until today. The officer used excessive force when checking my groin area. I am fine with the hands checking between my legs until meeting resistance. I am not ok with the force used. I have never had another female officer cup the front of my groin or pat it down with that much force. It has been 50 minutes since my pat down and my pubic bone is still sore. The officer excessive force. In addition before the pat down began she asked if I had any sensitive areas. I told her I had a surgery on my right foot and ankle. I asked she please not squeeze it but a light pat or touch was fine. The officer then asked if my surgery was recent enough that I had visible scars. I offered to take off my sock so she could see my foot but she declined. It baffles me to think that TSA is medically qualified to determine that an individual could only have pain if there is a visible scar. At the end of the pat down I was unnecessarily scolded for shifting my weight to my left leg. I told the officer I did tell you I had surgery, I am unable to keep weight on my right leg for an extended period of time so I always shift weight to my left leg. The officer then stated that's how bad guys try to trick her and sneak things in by shifting weight. I don't understand what she thought I was hiding when my pant leg was pulled up to my knee and inspected and my previous offer to remove my sock. I believe this officer needs to be talked to about the excessive force she uses in pat downs. It is unacceptable the way this pat down was conducted. As stated before, I have had numerous pat downs before. This is the first and hopefully the last where I feel violated after.

1/31/2014
10:24:31
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/31/2014 10:57:37 PM Airport : EWR - Newark International Date/Time of Travel : 01/30/2014 4:30 PM Airline & Flight Number : AS 5 Checkpoint/Area of Airport : Entry to boarding area TSA Employee: (If Known) (b)(6)

Comment : The attitude and demeanor of the employees at the airport in Newark is consistently among the worst of any airport I travel through.

To be subjected to a "pat down" that would qualify as a crime under any other public circumstances in lieu of being subjected to a scanning device where the long term health impacts are unknown, and not being given the option of using the tried, true and proven metal detector (unless I subject myself to an 85\$ fee) needs to change.

To be treated like, and handled like a criminal while trying to partake of a service that I and my company are paying for is demeaning, and, I believe, unconstitutional.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2/1/2014
9:40:55
AM

Caller states that she went through the AIT when she traveled yesterday. She states that she had no issues in Anchorage, but when returning from Fairbanks the AIT there highlighted a yellow triangle over her private area. Caller says that she had no metal or other material anywhere near that area but was wearing tight black leggings that were all cotton and was told that folds in clothing could have caused the alarm but does not believe that her clothing was loose enough at any point near there to have such folds. She also says that she was wearing an underwire bra that the AIT did not show as a problem. Caller says that she understands that the alarm resulted in a patdown and a hand swab, but is concerned that the AIT there may need adjustment.

Advised caller:

AIT gives TSA a way to detect a wide variety of threats.

2/1/2014 11:30:23 AM Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: (Anchorage AK to) Fairbanks AK to Anchorage AK

Flight date time: 1 31 (9:30 am and) 6:05 pm

Flight #: (does not have)

Airline: Alaska airlines

Airport: Fairbanks AK

Gate Terminal: (does not have)

Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/1/2014 11:09:28 AM

2/1/2014 1:27:45 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines flight and the complaint is against Denver Airport Flight # UA1458.

Comments: I need help filing a complaint against TSA and Denver Airport. I am a Wounded Warrior 100% SC and I was padded down inappropriately and screamed at and treated like garbage instead of treated with respect after showing my Military ID and proof I am disabled due to military injuries. My wife was pregnant at the time and she also got treated unfairly and I feel this is being swept under the rug and I will not allow it. The caller flew from MSP, and, during the screening, she was chosen for additional screening including a patdown. She wanted to know why this had occurred, because she usually transports Epi-pens, has a medical alert bracelet, and has a neoplasm in her bones. The caller also requested information regarding TSA Precheck.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2/1/2014 2:32:33 PM TSA also selects passengers and their property at random for enhanced security screening.

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I asked the caller if she felt that she was discriminated against due to a medical condition, or if this was poor customer service. She indicated that she didn't feel that it was discrimination.

I indicated that a passenger may always request a supervisor or PSS.

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harrassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name (b)(6). Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn't have the TSO arrested for touching his private area. He was then taken to a private screening room and they preformed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don't know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn't get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

Advised caller:

2/1/2014
2:41:35
PM

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful. TSA regrets if this was not your experience. I will forward you complain to the CSM at the airport so she is aware of the incident. I can not call or email you to let you know that the proper steps involving this incident are taken once I send it to the CSM I will not know what happens with it. I can put a note that would would like and email or call from the CSM however I can not guarantee that they will do so.

Airport Washington Dulles
Airline United Airlines
Flight number 260
Departure time 10:10 PM
Date and time of the incident: 01/31/2014 08:30 pm
Contact information
Email: (b)(6) Phone: (b)(6)

This message is regarding offensive and inappropriate treatment at Gate 31 at DFW on February 2, 2014.

I was wearing a sweater and pants without pockets.
I placed all items on the belt.
I entered the security screen with my arms raised.

I was told to wait. A man in front of me swabbed my hands. A woman behind me said, "I need to pat your hair. The security screen indicated something around your buttocks. I need to pat your buttocks with the back of my hand. Do you want to go to a private room?"

My purse and other items are on the belt. I decline the private screen. She proceeds to run her hand across my buttocks.
I am told to stand to the side and wait for the results.
I am then released.

This is OFFENSIVE and INAPPROPRIATE treatment.

2/2/2014
3:06:33
PM

Every time I travel my hair is mussed.
I have spoken with other women who wear Afros and every one of them has had their hair patted down.

This is racial profiling at its best. Do you pat down and molest all travelers who wear Afros or braids, or is it just African American women?

TSA needs to change this proceeds or include an acknowledgement on the website indicating that Black women with Afros or braided hair will be stopped at security and their hair will be patted down.

This is a violation of my rights as a human being. To be patted down as if I am a criminal. I feel violated and mistreated by TSA, AGAIN.

I will continue to contact TSA until I receive a response and/or this policy is changed to respect human and civil rights and deliver a modicum of decency to ALL travelers.

Regards,

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/2/2014 2:05:38 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : After Customs--transfer security checkpoint TSA Employee: (If Known) :

Comment : I have type 1 diabetes and I am not able to go through the full body scanner due to using an insulin pump. I have done extensive research on it and also contacted my pump company. I choose to not to through the body scanner because it could have harmful effects on my pump and if that happens, it can be harmful to me. I have been told on several occasions (ONLY AT HOUSTON) that I could go through the full body scanner and not the metal detector, which is incredibly inaccurate. When I try to explain to them that it is incorrect and I have asked my pump company on several occasions about this, I am always met with rudeness and annoyance. I have no problems with the pat-down and am always courteous and kind to all TSA employees. My pump manufacture has said that because it can ruin my insulin pump, I should NEVER go through a full body scanner. Likewise, if I disconnect my pump, it CANNOT go through the x-ray machine. Furthermore, on the one time that I did go through the full body scanner, I had to submit to the pat-down because it is evident that I have an insulin pump in my waistband and that sets off concern by the TSA agents (which is reasonable). I have no problem with the pat-down but every time I go through the Houston airport, I end up with tears because the TSA agents make me feel as if I cannot advocate for my disability even when I am friendly, kind, and non-confrontational. I have always gotten an off-hand comment about the research that they have heard regarding insulin pumps and how I am incorrect. I hope that this can change. I don't ever mean to tell people how to do their job, however, I shouldn't have to go through security checkpoints with a potential anxiety attack because I have to defend my right to ask for a pat-down in order to make sure I can safely use my insulin pump on vacation.

2/2/2014
3:07:03
PM

I have never experienced this at any other airport except for Houston. I hope that TSA can acknowledge that this isn't the way to treat someone when they are simply advocating for their health condition and not trying to skirt security measures.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 2/2/2014 12:05:11 PM Airport : LGA - LaGuardia Date/Time of Travel : 02/02/2014 11:00 AM Airline & Flight Number : USAirways 1843 Checkpoint/Area of Airport : Term
c TSA Employee: (If Known) :

Comment : This is a general comment for TSA precheck at all airports. I have a pacemaker and TSA precheck but almost never can stay in the lane for precheck because can't go through metal detector- only other scanner which is usually not at the precheck lane- and they never offer pat down as an alternative to switching lanes.

TSA employees at this location spending time talking personal issues- not working- just an FYI aside.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2/2/2014
3:07:17
PM

Caller said that she has lupus and another condition that requires her to use a ultrasound nebulizer. The nebulizer uses distilled water and a cup with medication in it. She had a letter from her Dr on a previous flight and she said that the TSO would not look at the letter. The TSO insisted on testing the medication. She said they did not put the cap back on tightly and the medication and the distilled water spilled. She said that the TSO grabbed the liquid from her. She stated that she was not supposed to touch it, however, she did. She said that her nebulizer can not be tipped over. She stated that her medication cost \$15,000.00 every month. She wanted to know if TSA puts something in it when it is tested. She stated that she can not have that happen and it has to stay in pure form. She said that she will need help in getting her items into the airport. She wanted to know if the person who brings her to the airport can park and assist her. She asked if she should call security about the parking issue. She will also be bringing a cpap. She said that she does not understand why she would get a patdown because of the nebulizer. She stated that patting her down will not tell the TSO what is in the nebulizer. She stated that she would like to make a complaint about her previous experience, however, she has all the information in a folder. She wanted to know if she can call back later and make the complaint. She asked for the airport code for Minneapolis-St. Paul International Airport.

I gave the following information. Bottled liquids scanner (BLS) screening systems are screening technologies that differentiate liquid explosives from common, benign liquids to detect potential liquid or gel threats which may be contained in a passenger's property. TSA utilizes this technology at checkpoints across the country, where it is used primarily to screen medically necessary liquids in quantities larger than three ounces. Generally, BLS technology does not require Transportation Security Officers to open the liquid container.

2/3/2014
9:09:18
AM

Next generation BLS systems use light waves to screen sealed containers for explosive liquids and have the ability to detect a wider range of explosive materials. TSA recently deployed 500 next generation BLS units to airports nationwide. In addition, TSA is currently testing new liquid screening systems with enhanced detection capabilities using light waves to screen sealed containers for explosive liquids.

Nebulizers are allowed through TSA security checkpoints once they have been screened. A Nebulizer will be screened by x-ray, and passengers are required to remove their Nebulizer from its carrying case; facemasks and tubing may remain in the case. A passenger may provide a clear plastic bag in which to place the Nebulizer during x-ray screening; however, a Transportation Security Officer (TSO) may need to remove it from the bag to test it for traces of explosives.

Passenger should inform a TSO of the Nebulizer and any special requirements before the screening process begins. If you are bringing liquids associated with your nebulizer, please know that TSA limits the amount of liquids, gels, or aerosols that passengers can bring through a security screening checkpoint. The 3-1-1 rule states that all liquids, gels, and aerosols must be in 3.4 ounce (100ml) or less (by volume) containers; the containers should be in a 1 quart-sized, clear, plastic, zip top bag; and 1 bag per passenger can be placed in a screening bin. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened.

Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other liquids and gels.

The limit of one carry-on and one personal item (purse, briefcase or computer case) does not apply to medical supplies, equipment, mobility aids, and/or assistive devices carried by and/or used by a person with a disability. However, passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels they will reasonably need for the duration of their itinerary, allowing for delays, and to pack the rest in checked baggage. Passengers should inform a TSO if a liquid or gel is medically necessary and separate it from other belongings before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology

Disability Description: Callers wife is 67 years old, she has had Polo and she wears a leg brace. His wife was humiliated in Dallas last Saturday. He said the TSA agents were laughing when they left. He tried to make a complaint. He wants to know what services are available to help his wife where she would not have to disrobe and get a patdown. He ask about a card or ID. He said his wife had PreCheck on her boarding pass but this did not help her. He said they had traveled out of Fort Worth.

He had the supervisors name, (b)(6) (b)(6) he has called and left messages but no one has called them back. He has the other two names of the agents involved but will put them in his report.

He says he was in the Navy, his brother works for Homeland Security. He will be talking to his congressman.

He wanted to know what clothes his wife should wear for future screening.

He says this discrimination for passengers with disabilities.

Response Details: I explained to the caller if there was an alarm during screening they will have to clear the alarm with a patdown.

The patdown can be of the area that caused the alarm or it can be a full body patdown. I could not tell him how the patdown would go, it depended on what caused the alarm or alarms.

I could not tell him what type of clothing his wife should wear for screening. His wife should wear what was most comfortable for her.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I was sorry this happened to them. I told him I was sorry the officers were laughing at his wife.

I explained to him the can call us when they were going to travel and let us make arrangements for his wife. It lets the officers know she would be coming through and would have the leg brace on for screening.

I explained to him PreCheck was an expedited screening and if there was an alarm during screening a passenger can still have a patdown to clear any alarm.

To make a formal complaint he should put it in writing and he can either email it or mail it in.

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach

601 South 12th Street TSA-33

Arlington, VA 20598-6033

If a passenger has concerns about his or her screening,

he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Email sent

The caller indicated that she was at IAD on Wednesday (1/29). She was at the checkpoint at about 4pm and left at 4:20pm. She went into a private room for a private screening (patdown) and her carry on baggage was physically inspected. The supervisor TSO took her name and flight information. She indicated that a Palm Pilot is missing from her carry on baggage. She asked how to get it back.

The Supervisor was female, tall, African American, and polite but firm. She indicated that the supervisor conducted the private patdown and was supervising the female TSO (Caucasian, short, petite, short hair, brownish gray, heavy set, polite) that was physically inspecting her baggage.

The caller indicated that she was not approached in regard to an item that was not permitted. She indicated that all of the contents of her bag were laid out on the table in disarray during the physical inspection of her bag. Afterward, she did not see the Pilot in the area where the carry on bag was physically inspected. The caller indicated that the screening was suspicious as the additional screening came about in regard to an alarm of the ETD. She expressed concern that the item was stolen. She was traveling on United flight 419 departing at 5:21pm to MCO from a D gate. She asked how she should proceed and if she would have to visit the TSA Lost and Found. She asked if she should wait to file the claim until the CSM contacts her.

2/3/2014 11:28:34 AM I first advised that items found at the checkpoint are turned into the TSA Lost and Found. I provided the number for the TSA Lost and Found at (IAD). I indicated that the item may have mistakenly not been returned to the bag.
Washington Dulles International Airport
703-662-2234
http: www.tsa.gov traveler-information airport-lost-found-contacts#43

In regard to her concern that the item was stolen, I will refer the information to the CSM at IAD to make them aware. They would have the means to look into and address the situation. The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. She has two years from the incident date to file a claim. She can submit the claim if she learns that the Lost and Found doesn't have the item, or she can wait until she hears something from the CSM.

The Lost and Found will be able to tell her whether they have or do not have the item. She would not have to visit the TSA Lost and Found.

I advised that I would include an indication that she would like to be contacted. We cannot guarantee what action the CSM will take

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/3/2014 11:58:44 AM Airport : FAI - Fairbanks International Date/Time of Travel : 01/25/2014 1:00 AM Airline & Flight Number : Alaska Airlines Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TSA staff was informed that I'd like to opt out of the body scanner, and responded by asking me to step aside and wait for an assist. When informed that an assist was needed, one older TSA woman sneered and said "Fuck em, he wants to opt out he can wait." The pat down was excessive and lasted approximately 10 minutes as the agents went through every piece of paper and receipt in my wallet, twice, supposedly to punish me for opting out of the body scanning device. Having traveled through many airports and experienced opt out procedures across America, I can say that Fairbanks TSA agents were both unprofessional and rude. They can do better.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller wanted to know what the alternative is for a person with claustrophobia who does not want to be screened by AIT or a patdown.

I told him that the 3 screening procedures for passengers are the WTMD, AIT or a Patdown.

He said that his wife had a situation at OAK because she is claustrophobic and did not want to be screened by AIT or patdown. He asked if a passenger can opt for the WTMD instead of the AIT.

I told him that a passenger cannot opt out of the AIT for the WTMD, they can only opt out for a patdown. I told him that the way a checkpoint is set up depends on how busy the airport is at the time. The WTMD s may be in use or they may not be.

He asked if a patdown would be conducted by a female TSO since it is his wife.

I told him that a patdown is conducted by a TSO of the same gender, if the passenger is a female, then the TSO will be a female.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 2/4/2014 12:51:16 AM Airport : LAS - McCarran International Date/Time of Travel : 02/02/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Many people are being randomly selected to go through PreCk without any knowledge of what to do or how to proceed. It created more than a 15 minute delay with an elderly couple who had large bottles of liquids in many bags among other things. He went through the detector screen 5 times and still they needed to call for a pat down. The people who have paid for and been screened for Pre Ck are being taken advantage of and it has encumbered what was created to ease screening for those of us who travel frequently.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has GE and a right knee replacement. He was going through the PreCheck line when he flew from St. Louis to TPA. This line did not have the AIT. He told the screener that he should go through the AIT in the other line. The screener told him he could go through the metal detector. Caller told the TSO, "You are forcing me to go through a machine that will tell you I have a metal implant." The caller did and the alarm went off. The TSO told him to take off his shoes. Caller told the TSO that he is 83 years old, he travels extensively and he has never had to take his shoes off. The TSO told him, "You have to be patted down. You have to take off your shoes and your belt."

While doing the patdown, the TSO told the caller what he was doing. The caller said, "Fine!" The TSO yelled, "Supervisor!" STSO (b)(6) came over. He told her that he is TSA Approved and that he never has to take his shoes off. He also told her that he wanted to go through the AIT in the first place. STSO (b)(6) told him he had to take off his shoes and his belt. When the caller finally was through the screening, he asked two TSOs what he did wrong. He was told that this was her rule.

Caller stated, "I will fly back to STL to point her out if I have to. There is no reason for her to treat people that way. Caller said he flies extensively and these TSOs, especially the STSO (b)(6) were extremely rude."

Airport: STL

Airline: SW

February 3 between 1 and 2:00pm

Location: Terminal 2

I asked the caller if he felt like he was treated in this manner because of his metal implant or because the screeners were rude. He said he told them he had a metal implant, they were just rude. I thanked him for calling and told him I would send this to the CSM today for review. I also told him TSA Preu2713™ does not guarantee expedited screening. They can still ask him to remove his shoes, if necessary.

Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents. On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

On Saturday he went to ORD and spoke with United Airlines and provided his RCN #.

He returned from ORD to PHL on Monday and again he was subjected to extra screening and afterward he was asked to step aside again for 15-20 mins. Had a patdown and states he was the last person to board the plane. Said he understands security concerns, but, he is an excellent citizen and is a 60 yr. old man.

States the airline asked him to step aside at the gate and placed his boarding pass under an electronic machine and it sounded an alarm. The airline contacted TSA and he couldn't hear the conversation and was asked if he was traveling alone and he explained his son had already boarded and they finally allowed him to board.

Response:

2/4/2014 9:56:21 AM DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders. We recognize the frustration that individuals may feel when they experience travel delays due to security procedures and regret any inconvenience travelers may experience as a result of security clearance procedures, but we rely on the patience and understanding of travelers in such cases to ensure the safety of the people of the United States and visitors to this Nation.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: Roma
Zipcode: 00100

2/4/2014 10:26:11 AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

I have an implanted pacemaker defibrillator. While in theory the scanner should not interfere with its operation, my cardiologist has urged me to request a pat down and not take any risk.

I have flown many times since the device was installed a few years ago. This most recent trip, from which my wife and I are returning today (FLL - EWR), involved no fewer than 5 TSA checks (including those relating to boarding a cruise ship). Except for the check today there has never been a problem - my request for a pat down was honored politely and without argument.

2/4/2014 10:26:13 AM Today, at Ft. Lauderdale FL (Jet Blue) I requested a pat down from each TSA person I encountered as I moved through the system, explaining that I had an implanted pacemaker defibrillator and I showed proper documentation for this. Except for the initial, intake agent, who was professionally polite, each agent I encountered repeatedly argued with me telling me I could use the whole body scanner. The interchange with each agent finally ended when I had today to each agent that I insist on executing my right for a pat down.

At the final step (next to the scanner machine, the agent had me waiting for over 10 minutes and every two or three minutes would try to convince me to use the scanner. Finally, I once again firmly reminded her of my right to a pat down and insisted on speaking with a supervisor. I then was finally given the pat down and shared my experience with a supervisor, who encouraged me to submit this complaint.

The process today conveyed the clear message that, while I was entitled to a pat down, I was not going to get it. This is not acceptable procedure.

Sent from my iPad

(b)(6)

Disability Description: Caller has a service animal.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller said there is nothing good going to come of filing a Federal complaint except if TSA is found guilty, then she would have to get a lawyer, etc. She is just not down with that. She stated that this is more of a complaint about awareness that agents need to be more aware as well as disability and service animal friendly and not be jerks. She said she had good as well as negative experiences. Caller said, The TSOs make her feel like she has a bomb... the only thing that bothers me is that someone ruined my shoe... Those are \$250 shoes.

I told her that we do have a program called TSA CARES. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling so we can provide assistance to her at the checkpoint. I told her I would email that information to her.

2/4/2014 12:42:31 PM I apologized to the caller, emailed her a claim form and instructions for her shoes which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this to the CSMs at MDW and Kansas City for their review.

Incident Details: Caller flew round trip from FLL to MDW to Kansas City. She has a service animal, a Rottweiler. She had many issues with the TSOs all along her trip.

On the departure:

In Kansas City:

When she left KS she had a nonstop from FLL. She had dog toys in her carry on. Caller stated, When you are disabled, you don't get to stay with your stuff. While she was getting screened, in front of everyone, a male TSO yelled Who's bag is this? She told him it was hers. Very loudly the TSO said, You have toys in here! She was so embarrassed she shipped the items back. Caller stated that these were toys for her service animal and if she had been able to stay with her items, this wouldn't have happened.

Airport Kansas City

Airline: Southwest

Flight Number: 227

Date and Time: January 19 around 1:15-1:30pm

She felt that she was disrespected and her dog (not her) was discriminated against. She has a VNS implant for epilepsy so she cannot go through the WTMD. All the extra attention is embarrassing.

Caller is now in Australia, and will travel to America. He flew from Kauai (LIH) to SAN. He had an uncomfortable experience. He is claustrophobic and usually opts out of the AIT. He went through Kauai, opted out of the AIT, and he was told to wait for a screener for the pat-down. She was a little rude. Finally, a male screener came over, and he was asked if he wanted a private room. He was patted-down, but caller thinks that there are a group of people who are punishing passengers for opting out. His laptop was mysteriously misplaced, but he was called back to get it. He was told that his checked baggage was being screened and he was asked to open the bag. He has MS and has medical gear with him. He was afraid that they would lose his luggage on purpose. He advised the police and media and he will go to the internet if he does not get satisfaction. He doesn't want it to happen to anyone else. He has the proof, dates, etc. It is only a certain rogue group. At no point was he rude or impolite. He felt he was being punished for not going through the AIT. His laptop mysteriously disappears. Then he had two burly screeners board the plane and ask him to come open his checked bag. He has vital medical supplies that can be lost. He knew that they would lose his bags on purpose. Caller felt uncomfortable about that for five hours. He wants it to stop at Kauai airport. He doesn't want it to happen to anyone else. He wants these people sacked. That is his only goal. It happens nowhere else.

Has this occurred previously at Kauai?

It was leaving there.

Has it occurred previously?

No, it occurred just once.

I advised caller that TSA typically doesn't lose luggage. It is handed over to the airline once it is screened.

Caller wants someone to go through there to prove his point.

Does caller think that they discriminated against him because he is disabled?

No, they can't tell. He was walking. As soon as he declared that he wanted the pat-down, everyone went into their rolls. There was a male at the checkpoint. Caller advised that everyone appeared to be involved in the issue. He allowed his locks to be cut-off and refused to accompany the agents so that they could inspect his bag without cutting off his locks.

If he wants to provide his flight information, I will send that and his comments to the CSM for appropriate action.

Caller provided: Jan. 14th, Alaska 850, from Lihue, to SAN, at 1155 am. He thinks the screening occurred a couple of hours before, possibly 0900 to 1200 hrs. The screening checkpoint is pretty small. Caller advised that he thinks that the screeners at that airport have taken it upon themselves to punish passengers. He didn't feel confident that his luggage would make it on to the plane. The other harassment he can live with. He was pleasant the whole time, and he thinks that that just made it worse. If you send someone undercover, they should experience the same. He is certain that it is happening over and over. He hopes that we will investigate. He thinks that the agents won't respond if you just talk to them. He thinks that someone should be sent in undercover. The male screener was aggressive, and caller felt that he was being punished.

Hello,

I am a frequent traveller and pride myself on doing all I can to expedite my transit time through TSA Security. I am a "Pre Check" traveller and love it. On Sunday I flew from LAX to Medford, Oregon with no remarkable circumstances. When I came back through today, I was sent for a secondary screening due to an aerosol medicine.

At the checkpoint just beyond the xray machine I was asked if I wanted to keep the medicine. I stated that I needed it. I was told in order to keep it, I would have to be subject to a "pat-down" screening. Being disabled and for the last bunch of years only having hand searches, the pat-down screening is not unusual for me. However, what ensued was the most invasive procedure to date.

The agent explained what he was going to do. He stated "since you are pre-check I will only go up to your thighs not until I meet resistance". He then went on to aggressively handle me and my genitals. I didn't mind what he was doing as much as I am unclear why the undue delay and process and I want to be clear for the future.

If I would have said -- "sure, through my medicine away" I would have purportedly passed with no further scrutiny. However because I affirmed that I needed my medicine, I was subject to the search, was not permitted to wear my prescription glasses and so I could not see my belongings clearly and almost my entire belongings were unpacked, on display and checked for some type of residue. Yet, the agent never looked at the bottom of my feet (like has been done in all other hand searches) and never gave me a sufficient explanation for the scrutiny.

I would like clarity. I don't mind being subject to precautionary security screening. I decided not to ask for this agent's supervisor because I needed to travel and did not want to create hostility that would delay me further.

Please tell me why the agent states the aerosol medicine needed to be under 4 oz., but your website says 3.6 oz. but this wasn't a toiletry but rather medicine.

Thank you for keeping travel safe, for keeping us safe and for looking into this and giving me some clarity.

Best,

(b)(6)

2/4/2014
3:12:50
PM

2/4/2014
4:15:19
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Bridgewater NJ 08807
Zipcode:

2/4/2014
4:16:30
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Austin-Bergstrom International Airport

2/4/2014
8:26:33
PM

Caller: Caller states that when he went through screening and they made him take his shoes off and when he went through the scanner triggered an alarm with something in his back pocket and an emblem on his hat. Then he was instructed to go through a pat down and caller states he requested a woman and was informed that it would have to be a man and he informed the officer that he was not going to let a man touch him. Caller requested a supervisor and the supervisor was more of a jerk than the first officer was and informed the caller he had two choices either be screened by a man or take his belongings and leave. Caller states that this is just too far and is insane. Caller states that now it is too late for him to rent a car or anything now because of the amount of time he was in screening. States he did not receive this treatment when he left Virginia and did not deserve it on this flight.

Response: Informed caller that it is standard procedure to have a patdown if an alarm or anomaly is triggered during screening and it must be conducted by someone of the same gender and it is prohibited to go through the metal detector more than once and unfortunately there is nothing I can really do to assist him in this situation.

Caller said this time last year at this time he flew via AUS and he filed a complaint based on how he was treated during a patdown. He wrote a letter to the Civil Liberties Ombuds Engagement, Daniel McCann. The letter told him everything was conducted in compliance with standard security operating procedures. He was out of the country for a while and he spoke with the Mgr. in AUS. US DHS, HQ, East Tower, 601 S. 12 twelfth st.. He wants to follow up with Mr. McCann. How can he get FOIA records?

Response:

Advised caller information will be provided to the appropriate office for review.

No contact information for Mr. McCann.

Provided to caller:

FOIA (Freedom Information Act) 571-227-2300 Allows records in the possession of agencies and departments

2/5/2014 10:32:53 AM Freedom of Information Act (FOIA) and Privacy Act (PA) requests can be made by e-mail to FOIA.TSA@dhs.gov or by facsimile at (571) 227-1406. Requests may also be submitted by postal mail. If mailing a request, please prominently mark "FOIA Request" on an envelope.

FOIA PA requests must:

- Contain the requestor's name, address, telephone number, and, if applicable, an e-mail address.
- Specify whether the request is a FOIA or Privacy Act request.
- Explain in detail the information about the records being sought.
- Specify the preferred format the requested information should be provided; if in a format other than paper.
- State the requestor's willingness to pay fees and the amount to be paid as advance authorization to process.

The FOIA PA office will send an acknowledgement letter within 4-5 business days that the request is received. This letter will contain a TSA tracking number for use when contacting our office.

For questions or further information regarding FOIA PA or the request process, please contact the FOIA Headquarters Office at (866) 364-2872.

In addition, our Web site, www.tsa.gov, contains information on how to follow up on a FOIA request.

Disability Description: Caller stated she has diabetes and wears an insulin pump.

Information Request: Caller stated she had a patdown because she didnt want to have her pump go through the screening technology. Caller stated the patdown was disgusting and she feels a man gave her the patdown because she didnt know if the screener was a male or female even though the screener advised caller she was a female.

Caller wanted to know the screening process of wearing an insulin pump through the checkpoint.

Response Details: Advised caller the following information:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

2/5/2014 10:52:51 AM The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Advised caller if she has questions or concerns she can ask for a PSS at the security checkpoint.

Offered to send the information via email address and the caller accepted the information.

Advised caller every passenger going through the checkpoint has to be screened even if the passenger has a disability or medical condition.

2/5/2014
11:59:54
AM

Caller said that he read the former TSOs confession to the media on CNN this morning and was calling because he is very upset and disturbed about the information released about the AIT scanners projecting images that are viewed by TSA agents in the remote location. He said that his primary complaint is that TSA has not followed up with the public or even attempted to deny the allegations in the article. He wanted to know what has TSA done about this privacy invasion issue and what are his options at the checkpoint to avoid going through these machines, claiming that he always has AIT screening when he travels. He also wanted someone to email or contact him regarding what TSAs response to the article is and what current information is available to the public.

Apologized to caller regarding the article and explained that we at the TCC do not have the information from the article, but only a general idea of the contents. Explained that many of the TSA procedures and policies referenced in this article are no longer in place or are characterized inaccurately. TSA has installed Automated Target Recognition software on every Advanced Imaging Technology (AIT) unit in use, eliminating the analyzed images referenced in the article, and elaborated that anomalies are generated on a generic outline of a person on the screen affixed to the machine. All travelers selected for AIT screening have the right to opt-out regardless of the reason for additional screening including a complete patdown instead; there should be signage advising of this at the checkpoint. Advised that due to the lack of information about the article, we would forward his complaint to the appropriate office for review to see if any additional information is available.

To - Whom It May Concern,

From (b)(6)

Over the years myself and my luggage have been subjected to continuous inspection and searches by your personnel. I have also been subjected to arrogance and my baggage and contents have been subjected to damage on some trips. My luggage is inspected 100% of the time and at times I am subjected to in-depth searches because I am honest and I am obviously on a list of some kind -this goes well beyond any "random search" - I am an engineer and I was a mathematical statistics expert years ago so I know what random means. I am being treated like a criminal but I am only an old fart who is trying to enjoy his remaining years so I don't need the continuing hassle. I do not get treated like this in other countries so I would like to know why I receive this treatment in the U.S.

Today I try and avoid travelling through U.S. airports unless the extra cost is significant or the travel schedule is a problem. This does not help the U.S. economy.

2/5/2014
6:09:20
PM

When I have luggage handles taken apart and left in my luggage less a screw; when I have a luggage seam cut for it's entire length; when I have a container of dish soap opened and the cap not replaced properly resulting in a mess, when I have boxes or bags of pancake mix, baking soda, baking powder, microballoons (used for fiberglass), cinnamon etc. pierced for a sample and no tape is put over the hole resulting in an unbelievable mess, I find it unacceptable. I always identify the contents which you are entitled to sample but for gods sake seal up your damage. I only take these items as I can't find suitable items in many parts of south America.

I normally carry money with me as my trips are usually for a few months and I don't want the hassle or costs of ATM's and in some cases exchange. I never carry funds that exceed what is allowed and it is normally much less than what I am allowed to have. However, when asked if I am carrying money I say yes and I am immediately whisked off to an office where I have to undo my pants and take off my money belt so they can look at my money. Obviously you are hoping you can seize it to profit from it but it is a waste of your time and mine as you will never have the opportunity to seize my money. I have never had anything to do with drugs in any way so you will never find those items unless someone has planted them. I do not have a lot of money but I have enough to enjoy life if I am careful with it.

I always have a pat down as I have a pacemaker and I had cancer radiation treatments which subjected me to the maximum radiation I am allowed to have. I cannot have another X-ray, MRI etc. yet in one instance one of your agents refused to give a pat down and would not listen to me. I had to go into your radiation booth or miss my plane - this is unacceptable and it is the only time it has ever happened to me.

From now on you will be hearing about every problem I have - I may only be a Canadian but I feel I deserve some respect and service considering I have to pay \$50.00 every time I go through the U.S. I am somewhat fed up. Certainly there have been many respectful, efficient agents but you have too many who are arrogant and seem to get carried away with their authority.

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 2/5/2014 9:37:23 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 01/29/2014 9:00 AM Airline & Flight Number : N/A Checkpoint/Area of Airport : TSA screening point TSA Employee: (If Known) :

Comment : I am a Deputy Sheriff with 20+ years experience. I always opt out of the body scanner. Why am I not put through the metal detector?????

I have done this 4 times at Reno since the new scanner was put in place and not once have they put me through the metal detector. I have addressed this with TSA employees at Reno. I get the typical smoke screen about how they know what they are doing. I am always respectful, so I just shake my head and walk away.

2/5/2014
10:05:24
PM

There is NO WAY the pat downs are sufficient!!! I have never had a pat down that would have detected a small firearm, knife, or other metallic object that was placed in my groin area. A pat down will never find things placed in body cavities and I have seen lots of drugs and weapons placed in body cavities.

Please allow your screeners to put EVERYONE through the metal detector. Especially those that opt out of the body scanner.

This is not just an issue at Reno. Same process in Phoenix also. Please, please, please use the tools at your disposal to be an effective deterrent!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller had traveled from Philadelphia to Houston. She has a medical condition. She says she always travel with a doctors note and never has to remove her shoes. This last flight she had to remove her shoes. She told the officer she could not take off her shoes and the officer made her take off her shoes anyway. She says now her foot is swollen and her back is hurting. She has Fibromyalgia, it cause her whole body to hurt. She was given a chair, the chair was too short, causing her to have to drop her body into the chair. She said the chair had no back on it. She had to bend down to remove her shoes, this caused her pain. She says because her foot was swollen she then had to try to get her shoe back on. She ask for a supervisor and he came after the screening was over and told her the officer was just doing their job. The supervisors name was (b)(6). She has to carry water and has a note from her doctor to be able to carry the water. She says now because of the hard time they give her she has stopped carrying the water. She says they swab her shoes when she traveled before and allowed her to leave them on. She says she has traveled about 40 times. She is a formal airline employee. She is pre screened, she did not get it this time. She travels with her companion that works with United. She travels stand by and may not be able to give a 72 hour notice before a flight.

Response Details: I was sorry this happened to her.

2/6/2014
12:52:12
PM

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

I told her each officer has the right to either allow a passenger to leave on their shoes or not.

To make her complaint formal she had to put it in writing. I provided her the contact information.
TSA-CRL@tsa.dhs.gov
or via postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598

We dont require documentation, we dont have the means to verify the doctors notes that passengers would have.

I told her she would need to declare the water as medically necessary and it would be left up to the officer to allow her to take the water.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/6/2014 1:58:39 PM

2/6/2014
2:14:58
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: TEAM SEXUAL ASSAULT IS FULL OF RAPISTS, PERVERTS, THIEVES, DRUG DEALERS. YOUR AGENCY HAS DONE NOTHING TO PROTECT AMERICA. ALL YOU DO IS PROTECT THE "MUSLIM BROTHERHOOD." ON 12/26/13, A FEMALE PERVERT RAPED/GROPED (b)(6) FOR NO GOOD REASON. UNFORTUNATELY, THE PERVERT WAS NEVER PUNISHED. INTRUSIVE MEASURES ARE USED ONLY ON AMERICAN CITIZENS. ILLEGALS AND MUSLIM TERRORISTS ARE GIVEN CIVIL RIGHTS. HOMELAND SECURITY SHOULD BE ABOLISHED! HEIL HITLER COMRADES!
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/6/2014 12:10:33 PM

2/6/2014
2:15:53
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): My wife and 13 year old daughter attempted to fly from Sac to Dallas this morning.
Comments: My daughter forgot to remove her cell phone from her pocket and was descended upon by about 15 TSA goons. She was crying and my wife was breaking down and pleading with the goons to hurry as they would miss their flight. They did miss the flight. I have had my own issues with the TSA, who tends to hire folks who's last job was asking "would you like cheese on that?" Too much power in folks with too little brains. Please know that I not only avoid flying anymore, but I will likely live many more years, and hope to vote against anything or anyone who supports the TSA. This is not questionable. If I could, I'd vote to have them all arrested for violations of the constitution and sentenced to hard labor. Horrible agency!

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 2/6/2014 4:42:36 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/05/2014 8:00 PM Airline & Flight Number : Spirit 777 Checkpoint/Area of Airport : north checkpoint TSA Employee: (If Known) : Not known Comment : I informed both the TSA agent at the podium and the agent at the belongings belt that I was pregnant and that I did not want to go through the scanner due to the radiation. The agent at the belt told me that the machine I was about to walk through was not a scanner. I asked him a second time if it was a scanner or a metal detector and he said it was not a scanner and that there was no radiation, as I was being coerced by people waiting behind me to go. Feeling rushed I walked through the machine. Soon later I looked up what an image of a "scanner" looked like on my smart phone and the image was identical to the machine I walked through with further explanation that there is indeed radiation associated with the machine.

2/6/2014
6:16:28
PM

I understand that TSA has taken the position that the scanner is not dangerous for pregnant women, however I was under the impression we still had the option of a pat down if desired. This agent claimed this machine was not a scanner, which seems to be false information. I feel like I was lied to to get the line moving faster.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 2/6/2014 7:35:00 PM

Airport : LAX - Los Angeles International Date/Time of Travel : 02/06/2014 3:30 PM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Unknown - American Airline Precheck TSA Employee: (If Known) :

Comment : There are serious issues I feel when someone as insignificant as me who was selected as a prescreen was pegged as having potential explosives and of course, my low risk yielded nothing as it should have. I fly all the time and rarely set off machines. If three tiny screws show up vs all the metal I had in my ears and on my fingers then there might be a problem with the system. I should set off red flags from much larger pieces of metal medical devices implanted in my body. I am not complaining about pat down just that that which was a problem was smallest of item on and in me.

Then I was positive for substance that did not exist and false positive was created. It would be nice to know what I could have done different to not endure that again. I have never touched a gun or any content known to be explosive to my knowledge.

Lastly, I had canned food that was confiscated. Instead of using technical terms I had to literally pull info out of this person to understand what she was conveying. She could have just said I can escort you back out of airport for you to recheck at the ticket counter. I am reasonably educated and more laymen terms could have been used.

2/6/2014
8:01:28
PM

I am not complaining that the major inconvenience occurred to me. I am actually more worried that if someone as innocent as me with nothing to hide and being checked as thoroughly as I supposedly was. Time was not well spent on my pat down and false positive for explosives. The fact that I had proof of medical devices in the form of a card from company with serial numbers & pertinent info and X-ray of pins in feet I was still subjected to all this and I deserved better as I was preselected for TSA prechk for a reason and that being I was not a threat. As far as the positive testing I had nothing and tested positive anyway. That tells me it is a failed system. And if u tell a customer you need to do a more firm pat down then be sure you produce a better pat down bc the 2nd one was no different than the first and had I concealed something I wonder if it would have been missed. Nonetheless as I sat there I saw problem after problem with folks and this special precheck and wondered if it was effective at all. I feel if preselected and having proof you would set off an alarm should have been considered more. I even told agent I had a medical device and she should have offered me to go through scanner as it was I felt I had to follow procedure and continue through detector. I did not know I had a choice. Most all agents I have spoke with know ppl with devices get concerned with metal detectors and prefer scanners. Is there a reason no scanner are on prechk side? Had my medical been considered I would have perhaps gotten to skip the whole false positive. Personally I feel it all could have been even more thorough.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller at first asked to speak with someone who has authority and who can make a phone call.

I advised that there isn't anyone here from the TCC who can make a phone call. I asked that he explain his concern to determine how I could assist him.

He indicated that his is a Precheck participant. He indicated that he has a hip replacement and that he doesn't want to go through the WTMD. He indicated that his difficult for him to take off his shoes.

He indicated that he travels from TPA often and has been allowed to utilize the AIT after advising of the metal implants. He indicated that the AIT is not in the Precheck lane but a standard lane near to that. He mentioned that he would soon be 75 and would not have to remove his shoes. He indicated that he was advised by a TSO that he could not go through the AIT and that he would have to undergo a patdown instead.

2/7/2014
9:12:30
AM

I explained that he should advise of the metal implants before screening begins and can request AIT screening. He can leave his shoes on if he cannot remove them due to a disability or medical complication, he should advise TSOs of this as well. I advised that if he is in the Precheck line and opts for the AIT and the WTMD is available at that line, he may be referred to a standard screening lane where AIT is available.

Passengers 75 years and older can leave on shoes, and light outer wear and are permitted additional passes through the AIT rather than to be directed to a patdown to resolve an alarm.

The caller indicated that he did not feel that he was discriminated because of his disability but there was a break down in communication. He mentioned that TSOs were rude. He is mainly upset that there is no AIT present in the Precheck lane at TPA for people with metal implants to be able to utilize Precheck.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/7/2014 8:46:05 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Consistently Selected for Secondary Screening:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

2/7/2014
10:12:20
AM

Comments: I have been repeatedly selected for pat downs and additional types of screening every time I fly. Today I went through the virtual strip search with an image of my irradiated body sent to a stranger, a metal detector, a check for explosives which came back positive even though I've never touched explosives in my life, was patted down in front of people and then taken to a private room for more intense pat downs, had every item I was carrying tested and then told I shouldn't be upset about it! Nothing was found!

This happens to me repeatedly even though I am the complete opposite in background and identity from those who would want harm to come to our American population.

I want to know why it appears I am being targeted everything time I go through security. It appears to be a case of reverse discrimination to me...perhaps just to cover TSAs backside so they don't get accused of profiling. Or perhaps it's just a power play given the instruments used do not accurately detect things but can be used as an excuse to harass travelers at the whims of TSA employees. I also want to know why the explosives checking machine does not accurately detect explosives. I touch my dog, my coffee and my shower amenities before going to the airport!

I won't fly again because the concrete halls of our airports on US soil do not adhere to the constitution I was raised to believe protected me and because I am consistently harassed. My money saved. Airline's money lost. I can drive anywhere I need to go and it's frankly easier than the harassment I go through every time I fly which was frequently.

Finally I understand our 4th amendment right has been revoked. Is our 1st amendment right also revoked!?!?

I guess the terrorists have won at least in part!

To whom it may concern,

I have been traveling for over two years on average 3-5 trips per month.

As I travel so often I do opt out and elect to have a pat down. I know the process and procedure very well. It has never been an issue until today.

2/7/2014
2:02:05
PM

About 30 minutes ago, February 7th, 2014 at approximately 12:10, a TSA employee named (b)(6) conducted a pat down so uncomfortable I am actually lodging a complaint the first time in my life. He was a bit too thorough with my groin area and repeated the pat down in the same area multiple times. If you watch the video, I actually jumped and said he has gone too far and that he was acting inappropriately. He said I could speak to his supervisor but was so infuriated I said no.

I don't know if this employee is new or not but he was way out of bounds.

Thank you.

(b)(6)

Sent from my iPhone

2/7/2014
2:02:45
PM

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/7/2014 1:45:50 PM Airport : SFO - San Francisco International Date/Time of Travel : 02/05/2014 5:00 AM Airline & Flight Number : united express 5625 Checkpoint/Area of Airport : near the small plane terminal TSA Employee: (If Known) : black women with african type hair piece Comment : My mother and I were traveling together. She is 97 years old. She was being assisted by a wheel chair attendant. I have been in many airports and never been treated so rudely. There are 3 complaints that we have. After I went through the contraption where you hold your hands out, the above mentioned person ordered me to turn around. She didn't tell me why. I felt like I was in prison. I started to, then turned back and said why and what will you do? She said, "I said, Do it, now" I said I want a supervisor please. She then said I want to pat down your lower legs. I complied. I believe she skipped the step of letting people know what was required.

The other issue concerned my mother being left alone with a lot of people milling around her for at least 5 minutes. I had no idea where they had taken her. The same lady showed up with my Mom. She did not let my mother know what was required and treated her roughly. This was very scary to my Mom and she has been through a lot of these searches and has always been treated with dignity.

I would like to see a new training period for this person. If you can't pinpoint who it is, then all the female persons who working that station at that time should be required to take an extensive retraining class complete with an Instructor. Then they should be monitored to see if they are treating people with dignity and respect.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Never has my wife been subjected to such and intrusive pat down that quite apparently the agent gained enjoyment from her actions. Four times the agent performed a breast pat down when a simple look at the scar area on the hip would have sufficed. The incident took place at Washington Reagan, terminal at approximately 10:05 AM. My wife has a hip implant hence the metal detector goes off and she explained before entering the screen device. We travel into many countries and without a doubt the US screening system is the only one that went out of its way to humiliate.

The art of leadership is the key to world excellence"

(b)(6)

2/8/2014
11:09:35

AM
Mississauga, Ontario

L5N 4R6 Canada

(b)(6)

HYPERLINK (b)(6)

Skype-bobontheroad

Today, 02/08/2014 while clearing TSA at Chicago-Ohare at 0630 (between the Delta and Canadian check in counters) my 14 year old Type 1 diabetic daughter and I were not treated appropriately regarding her Insulin Pump.

(b)(6) the male TSA agent was very condescending and began scolding my daughter as well as me after we exited the body scanner. He said we could not request special treatment and her pump was supposed to remain on her. I had informed the female TSA agent prior to the body scanner that my daughter would remove her pump and we were requesting a hand screening of the pump. She did not hesitate with our request. My daughter was willing to disconnect her pump and walk thru either the metal detector or the scanner or if TSA preferred she was willing to have an entire pat down. Our only requirement was that her insulin pump (\$11,000 value and her only means of life enabling insulin) be hand screened and not go thru an X-ray, metal detector or body scanner, as expressly prohibited by the pump manufacturer. It has the possibility of no longer working properly after being exposed to those machines and could give a lethal dose of insulin or just stop working. Any attempt to put this pump thru one of the X-ray, metal detector or body scanners will VOID the warranty as well.

We travel frequently and I've been a flight attendant for 26 years. Clearing security is not anything new for us. We have never been treated with disrespect or had any issues while clearing TSA in the last 9 years with the insulin pump until today.

2/8/2014
1:13:33
PM
I respectfully request you provide accurate training regarding Type 1 diabetic's needs while traveling and re-train Jesse on politeness, respect and treating those with medical disabilities with respect.

(b)(6)

Anchorage, AK 99516

Sent (b)(6) iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: ???????-??-????????

Email Address: (b)(6)

Phone Number: (b)(6)

Address:

Zipcode:

2/8/2014

1:13:49

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/8/2014 7:04:23 PM Airport : RSW - Southwest Florida International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I travel frequently through the Southwest Florida International Airport (RSW) as I work in Washington D.C. and have a home in Naples, Florida. Almost without fail, on my return trip to Washington D.C. through National Airport (DCA), I am stopped after going through the X-ray machine and touched, often without any explanation as to why. I have asked what has set off the inquiry and am met with a response that is less than polite or helpful. I have tried to understand what is causing the problem and have adjusted what I wear purposely so that I do not have to go through the process of being patted down and asked to remove articles that seemingly do not cause issues with other travelers, such as plastic hair clips. I have taken to wearing exactly the same clothes both travelling to Florida and back to Washington D.C. in order to determine if this experience is singular to RSW and it does appear that such is the case.

The most recent example occurred on Friday, February 7, 2014, when I was wearing a knit skirt with a plastic zipper, a knit sweater top, tights, simple underwear and a plastic clip in my hair. The female TSA agent was polite, which as noted above is not often the case at this airport in my experience, and said that she needed to check the front side of the skirt and across the back of the skirt. I asked what caused the need for this and she had no explanation but was nice about it. She also asked to see my hair clip, which as stated above, was just a simple plastic clip.

2/9/2014
9:23:35
AM

I wore the identical clothes and clip down to Florida going through DCA and had absolutely no problems and no pat down was conducted.

I do not understand what is causing the differences between DCA and RSW. Further, it is disconcerting to be under scrutiny wearing clothing that seemingly should not cause problems when others are wearing jeans with pockets and metal zippers and other items of clothing that are not preventing them from proceeding to their gate without being stopped.

Additionally, along with being stopped and patted down, I am, without fail, asked to have my hands tested. I have often been a bit hesitant to initially move immediately as I look to be certain that my belongings are okay and still waiting for me. This momentary hesitation allows the person conducting the test to basically scold me for not proceeding immediately to them for the testing and, when I get to them and turn slightly to ensure that my belongings are still okay, I again receive a verbal statement from the tester about paying attention to them and that I need to not be distracted. I find this highly ironic as the frequent reminders about items being left unattended are constantly being played. Also, I have, on occasion, been waiting the "seconds" that it takes to conduct this hand test, for which I have never been informed as to what is being used or the purpose for the test (I do know but not because of any helpful information ever provided by an employee at the airport), and watched as TSA agents have pushed my belongings to the side and/or loudly made inquiries as to who owns the items that have left on the belt.

Finally, the most offensive interaction that I have had to endure at RSW occurred on Tuesday, May 14, 2013. It has taken me this long to write about it as it has taken me this long to be able to not be so angry that I could not be reasonable while writing about the experience.

I arrived at the airport an hour ahead of my flight and checked in without a problem, as no one was in line. However, when I approached the line for security, it became apparent that I was not going to get through the line in a timely fashion. I tried to speak to someone about what to do and was told that I would need to see if others would let me go in front of them. Just as an aside, at other airports, I have often been witness to long security lines and, when it became obvious that people may be in line and unable to make their flights, they were pulled from the line and pulled to either the front of the line or another station was opened for them. In this instance, no such option was being offered and so I proceeded to ask if it was possible to get

Feedback Type : Complaint

Categories : Other

Current Date/Time : 2/9/2014 11:45:35 AM Airport : SAT - San Antonio International Date/Time of Travel : 02/06/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I think it's completely irrational that about half the people are routed through the backscatter machines and half through the normal metal detectors, but if you ask to not go through the backscatter machine you are subjected to a full-body pat-down. Obviously if this were such a matter of national security, no one would be asked to go through the metal detectors. In the end, this simply punishes people who don't want to go through the backscatter machines and without any kind of apparent goal towards better security (since half the people don't have to go through them anyway).

2/9/2014
1:05:08
PM

I will always request to avoid the backscatter machines, for a number of reasons, and I think that it would simply make more sense on everyone's part if you just gave up the farce that this is for better security and save us all some time by allowing me, and others who choose not to go through those machines, to simply go through the metal detectors - like you allow half the passengers (or all, if the backscatter isn't working) anyway!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller received a patdown at the checkpoint at FLL while she remained in her scooter. She thinks that the agent removed the battery and a flashlight from the scooter for additional screening, and forgot to replace the battery after the screening.

Flight Information:

Date and Time of Flight: February 8, 2014; 5:00 PM

Departure Airport: FLL

Airline: American Airlines

Flight Number: 2286

Terminal and Gate Number: Not Provided.

Description of TSO: An African American female with red curly hair.

Time of Incident: Around 3:00 or 3:15 PM.

2/9/2014
1:44:39
PM

Advised Caller:

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

To Whom It Concerns:

When I went through the screener at Delta 5 priority check-in at LAX at 10:00 AM on February 3rd, I set off the alarm as usual. I set off the alarm since I have had both knees surgically replaced. The person at the screener would not take my word that I had knee replacements. He then had another person go through my carry-on bag even though it had gone through the scanner. He also had this person go completely through my billfold taking out all credit cards, money, etc. During the time the person was going through my materials, the person at the screener called me a terrorist type person three times as he gave me a complete pat-down. He commented "we have to be on the offensive for potential terrorist type people such as you. I DO NOT BELIEVE I AM A TERRORIST SINCE I AM A US CITIZEN 77 YEARS OLD AND WAS TRAVELING ON VACATION.

2/9/2014
3:07:39
PM

This screener person, the person going through my billfold and a person over them were all very rude, arrogant and demanding. The screener was a 40-50 year old man wearing glasses, the woman going through my billfold was late 30's early 40's and looked some oriental and the person above them was a big man probably 50's or so and very gruff. When I got my carry-on bag and billfold returned, I found that I was missing one credit card and over \$100.00 in cash. I immediately canceled the credit card before I boarded the Delta flight for SLC and on to CVG.

I am certain that you do not care about this situation and the actions of your people. If I do not hear anything from anyone, I will be sending a copy of this e-mail to my congress person and news outlets. People need to know what the TSA people think of US citizens in general.

(b)(6)

February 9, 2014

Dear TSA Official,

I am writing in reference to my daughter (b)(6) who was on a US Airways flight #2062 this morning. She was leaving CLT en route to NYC. She was the victim of some very questionable screening techniques used by two female inspectors at the checkpoint.

As she was going through the checkpoint she was stopped by a female inspector who questioned her about some lotion that she had used on her hands earlier that morning. According to my daughter the inspector ran a white strip over her hands to check for "drugs". The inspector took my daughter's bags and other belongings from the x-ray area and moved them to another table where they again checked her bags/belongings by opening the bag and going through her belongings. What followed is what I am questioning as unethical, inappropriate and unprofessional.

After checking her bags, the inspector summoned another female inspector and took my daughter in a room where they did a pat down which was very questionable. According to my daughter they touched her under her breasts, under her buttocks, legs, and entire body to include her genital area. One of the inspectors told her that the "regular" search would simply be like a massage. At one point they had her sit down while one of them searched her. They also searched her while she was standing. When is a "regular" search supposed to be like a massage?

My question is what probable cause did they have to search her? There was nothing on her hands or in her belongings to warrant such a search. Furthermore, why did they take her in an isolated room to do a "regular" search? In addition, my daughter said that a female passenger behind her was also summoned to another room for a "search". I find this practice to be repulsive and totally uncalled for. This is an abuse of power to subject young ladies to such searches.

The two female inspectors looked like they were of Hispanic descent. They also made reference to the Pandora bracelet that my daughter was wearing. When my daughter informed them that she was going to be late for her flight, they simply gave her directions to get to her gate. This just substantiates that there was no legitimate reason for this search. These inspectors were just taking this opportunity to be inappropriate with female passengers. I find their search techniques and communication with passengers to be unethical, inappropriate and unprofessional.

I would like to resolve this issue at the lowest level. However, I believe it may be best to speak with someone at your headquarters as I plan to seek legal assistance to deal with this matter.

2/10/2014
8:23:49
AM

(b)(6)

From: (b)(6)

Sent: Sunday, February 09, 2014 8:33 PM

To: TSA-ContactCenter@dhs.gov; cltcoordinationcenter@dhs.gov

Subject: Inappropriate Search at CLT

Hello Sir/Ma'am,

Attached is my letter describing an inappropriate search that my daughter was subjected to this morning at CLT security checkpoint as she was on her way to take flight (US Airways 2062) to NYC. I would like the contact number/person at your headquarters so that I can address this issue.

Thank you for your assistance.

To Whom It May Concern:

My name is (b)(6) and I just went through the LAX screening process. As I was entering the stand up walk through machine I was pushed back because it was stated that it was "calibrating" and I was to go through the regular metal detector. I instructed the Officer that I had metal in my back and leg and that I would prefer a pat down and she stated "it's ok just come please through". Of course I set the metal detector off and she told me to step aside. I did as I was told and as soon as I arrived in the screening area I was instructed to take my sweatshirt off. Because I have a bad back it took me a while to take it off and I was instructed to "please hurry we are very busy". Once I was able to take it off I instructed her that my back is very sensitive and for her to please be careful. She almost immediately pressed on my back and I pulled away because she hurt me. She stated "are you hiding anything" and I quickly reminded her that my back was bothering me and that is why I pulled away. She completed the pat down and I asked if I could go, she then stated that she needed to test my hands. She completed that and then rudely stated "you can go".

2/10/2014
12:11:47
PM

This is not the first time that I have been treated rudely at LAX, however this time was the worst. I now have to travel the next 11 hours in tremendous pain because of the horrendous pat down this LAX Officer completed on me. Unfortunately I did not get the name of this Officer at the time of the screening. However, I do not believe I should have been accused of "hiding something" and treated so rudely.

Respectfully,

(b)(6)

Hi,

The first and second automated responses I have received did not satisfy my query.

Received 2/9/14

"We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures."

Received 2/10/14

"Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown."

Please read closely the following concern and help to identify what I am exactly supposed to say or do in order to communicate efficiently that I do not wish to use the AIT and wish for an alternative screening process by a FEMALE only (I am female).

2/10/2014 12:12:14 PM Please also address my concerns about personal recourse as expounded upon below.

Please read the message below closely.

I do not wish to receive another automated response.

Thank you for your time,

(b)(6)

Hi my name is (b)(6) and I plan on traveling in March but I have some very specific concerns/questions that I couldn't find answers to on your website (tsa.gov "Traveler Information").

I've traveled only once before since the naked body scanners were implemented (I flew to Florida for my honeymoon in July 2012) and when I requested a female agent I was ignored and two men viewed me as I went through. I felt utterly violated, Caller saw on the news where a TSA screener singled out a cancer patient who had an incontinence problem and made an issue over him wearing an adult diaper through the security screening. Caller said the TSO made fun of the passenger and laughed out loud which made the passenger more subconscious of his situation. States he was telling other TSOs and they were making fun of the passenger. States he doesn't remember the airport and he wasn't a witness to the incident, just saw on the news. States the incident was on the news today and someone should be suspended because of the incident. Caller didn't know if the passenger was offered a private screening location.

2/10/2014

1:44:17

PM

Response:

Advised caller no information regarding the incident and it would be investigated if his information is accurate.

Explained Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly.

Advised caller TSOs are trained to be respectful of passengers and treat everyone with dignity and respect during the screening process.

Caller flew from Garden City Kansas Airport on January 27 and her luggage was inspected and her luggage was in disarray and the her underwear was handled and there was a notice of inspection card inside her luggage and there wasn't anything written on the card. Caller stated nothing was put back like she had them. Caller stated just wants to make her complaint. Caller stated the screeners don't change their gloves.

Advised caller the following information:

2/10/2014 2:03:51 PM Apologized to caller for the way her luggage was screened. Advised caller TSA monitor concerns and complaints to track trends on areas that may require special attention.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.

The caller stated that her mother has metal knee replacements and that she has a doctor's note but everytime her mother shows this card to the TSO they ignore it, no matter what airport she flies out of (PHX, SLC, Montana). She stated that they always pull her aside and screen her with a patdown after she alarms. She wanted to know if this was normal for them not to listen.

2/10/2014 2:44:21 PM The caller then stated that her mother just told her that she was not making the TSO's aware of her implants prior to screening but rather later in the process and that she felt it may be her mother's fault. She stated that she did not feel that her mother was discriminated against for anything and that she would make sure that her mother shows the card and makes the officer's aware at the start of the checkpoint.

Advised caller: I advised the caller that she would need to make the TSO's aware at the start of the checkpoint. Advised that all passengers must be screened regardless of their medical conditions. I apologized for any mistreatment that may have occurred. I asked the caller if she felt that her mother was discriminated against but she said no once she realized the mistake was on her mother's behalf. I advised the caller about TSA cares and advised that if her mother needs any assistance or accommodation, to call at least 72 hours ahead of the flight to arrange assistance. Advised to call 1-855-787-2227.

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 2/10/2014 2:56:15 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/05/2014 Airline & Flight Number : DL0107 Checkpoint/Area of Airport : custom/connecting flights TSA Employee: (If Known) :

Comment : Dear TSA,

before I am going to address an issue we experienced, I want to let you know that I really appreciate the work you do to keep flights safe. Unfortunately we had a bad experience with one of our checked luggage, and it was not the first time.

The luggage that was opened and inspected by TSA came back with all clothes and items in a total mess, as if everything had been taken out and just thrown back in there again. We had bought some souvenirs from overseas, and several items are missing. Also, a suit is ruined by a broken chocolate package and needs cleaning. I wanted to address this, because we had damaged items in the past, each time a suitcase is inspected. I really would appreciate a better handling of my property.

Please let me know how we can get a refund for the missing items and the cleaners.

2/10/2014 4:18:50 PM Another issue occurred when I had a pat down at security. The agent took the bins with my personal items, but dropped several valuables without recognizing it. If I had not walked behind her, I would not have seen that she lost my valet and medication.

Maybe you can add this to your training, and agents are aware of how to handle people's property.

Best Regards,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

2/10/2014

4:18:59

PM

City:

Ashburn

State:

VA

Zip:

20148

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

Yes

If so please provide the third party's name and contact information:

(b)(6)

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Stone Mountain, Ga 30083
Zipcode:

2/10/2014
6:02:36
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Hartsfield-Jackson Atlanta International Airport

The caller requested Wounded Warrior assistance for a flight and when she went through the screening she stated it was as if the TSO didn't know all her problems. She received a patdown, which was painful. She can't go through the AIT. She wouldn't let her go through the medical detector. She stated TSA puts passengers through extra pain and she was in tears. She wore all loose clothes and she has to because she is in pain all the time. They provided a wheelchair for her on her last flight, but not this one. She flew yesterday from Pensacola.

2/10/2014
10:42:13
PM

Advised:

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

TSA does not provide wheelchair assistance. That is done by the airline.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 2/10/2014 11:47:13 PM

2/11/2014
8:24:38
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 1165 from IAD to SAN; Gate C17; Departed IAD at 2:20PM.

Comments: I entered the security checkpoint at 12:40pm and departed at 1:10pm due to poorly trained employee. I opted out of the scanning machine. As a result, I had to wait for the screener or male assist. Before my screener approached me, I noticed that he was already wearing the blue latex gloves and touching multiple items. In addition, he was touching himself and eventually opened the gate where I bypassed the machine. Again, while wearing the gloves he is touching the gate, his clothing, other equipment, and eventually the containers with my luggage. I ask him to change his gloves. He said the gloves were new and refused. He proceeded, and I received the standard pat down with the same gloves. After he was done, he went to the machine and pushed several buttons and then took the gloves off for the detection of foreign matter. Needless to say, the machine detected something and an alarm went off causing me to experience enhanced screening in a private room. The incompetent employee's name is (b)(6) spoke to (b)(6) about it. At any rate, the screening was conducted again with new gloves by (b)(6) and I didn't have any problems. Note, I kept telling the employee that he was touching everything and he completely discounted my words. I spent 30 unnecessary minutes getting screened due to a poorly trained, incompetent employee.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 93662

2/11/2014

8:24:58

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Disability Description: The caller indicated that she had requested assistance via the Wounded Warrior program.

Response Details: I advised that I would refer information to her on how to submit a formal written complain in writing.

TSA Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing and I can go ahead an send the instructions on how to do so.

I advised that we would refer the information to the CSM at PHX.

Incident Details: The caller would like to file a formal complaint against three TSA employees at PHX. She traveled from there today.

Caller had requested assistance through Wounded Warrior previous to today s flight and was met by a TSO (b)(6). She had advised them of her medical condition prior to screening. This person advised that she had to receive a patdown.

The caller checked her baggage with the airline and obtained a wheelchair from them. She was not allowed to go through the WTMD. She had to receive a patdown. She advised that she doesn t feel comfortable being touched as she was in a lot of pain. A TSO advised that there was an ETD alarm and that another patdown would be required. This patdown included a patdown of her private area. She asked for a supervisor (LTSG (b)(6)) who advised that she had to complete the screening process regardless of whether she wanted to fly as she was in a secure area of the airport. She advised that a patdown had to be conducted of her private area.

Caller asked for the supervisors boss. Supervisor (b)(6) advised that the caller had to go through the process. She explained to him that she was traumatized and that the assistance she had requested did not help and had become traumatic. This supervisor also advised that she could not leave the secured area without being screened. even if she decided that she wasn t going to fly. She then asked for (b)(6) supervisor and was advised that the individual was in a meeting. She requested a business card, that she did not get, however (b)(6) provided a sticky note with the name of (b)(6).

She indicated that she was wearing a brace and the brace was not swabbed, however her other articles and belongings were swabbed. Caller feels that she was discriminated based on her disability.

The caller indicated that there was a hidden motive behind the patdown screening. She indicated that there was a false negative that resulted in the patdown. Caller feels the additional screening was based on her race as well.

She was at the checkpoint between 5:55am-6am
Southwest flight 802 departing at 8:50am from C4.

2/11/2014
8:28:00
AM

Good morning.

My apologies for the lengthy message. I ask you read the entire message.

On Feb 7th I flew into DTW from Seoul, South Korea. Flight DL158. Arriving in the airport I made my way through security and baggage claim and prepared to catch my connecting flight. This required me to pass through a TSA security checkpoint.

Some background; I have been through several international airports, Munich, Zurich, Seoul. In each of those airports I have noted that staff don't always speak English. Consistently though, each of those airports has had the security staff members assisting customers through the security screening. They help customers load scanning bins, they calmly and assertively explain scanning rules and procedures. In some cases they perform a manual patdown and they do it in a professional and calm demeanor. Again language can be a barrier.

2/11/2014
10:27:38
AM

When I arrived at DTW Red 5, I was greeted with yelling and a lack of explanation. "ONE BAG PER BIN!" "PUT YOUR LAPTOP IN A SEPARATE BIN" As I moved through the scanner, there was no acknowledgement, no "sir please step forward". As I went through the scanner there were a few highlighted areas. The officer did not say "Sir, I need to check your pockets" or "Sir, do you have anything in your pockets?" Instead it was "TURN AROUND!". I was also flagged for a chemical hand check. And here is where the experience changed.

(b)(6) was the officer performing the chemical checks. As I approached, "Good morning sir, I would like to swab your hands to check for chemicals." Finally, someone told me what was going on. He was professional, courteous and focused on his job (airline security). As I watched him check other customers, he treated them like people. He did not make customers feel like they were interrupting his day. His colleagues could stand to learn something. Office (b)(6) is the type of TSA staffer that should be shown to all domestic and international travelers.

Thank you for your time and attention. Again I apologize for the length of this message. If you would like to discuss this further I would be happy to share more details. Have a great day.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/11/2014 9:26:40 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 02/09/2014 10:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : North Terminal TSA Employee: (If Known) :

2/11/2014
10:28:23
AM
Comment : I traveled this past Sunday morning through DTW. I am a female with long hair and had my hair up in a bun. Imagine my surprise when I was told I would need a pat down and hand swab because my hair was up! Seriously?! That's taking things a bit far. While annoyed I didn't have much choice in the matter so I complied. Following my pat down I had to stand and wait to have my hands swabbed while two TSA employees loudly argued about one of the employees' attitudes. Aside from being terribly unprofessional it was directly impacting travelers who were required to wait for this argument to carry out. Unacceptable.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he flew from Port Columbus to Chicago O Hare. Caller stated that when he went through the metal detector, the alarm did not sound as it usually does since he has a knee replacement. Caller asked the officer why it did not alarm and the officer told him that it just didn't. Caller wanted to know if he should call and let someone know that the metal detector at Port Columbus was not alarming.

Airport Port Columbus

Airline United

Flight numbers 245

Date and time of incident

Baggage tag number

Description of bag, color, style, size, brand

NOI with Writing

Terminal or Gate Terminal B

Contact information (b)(6) work phone in Chicago (b)(6) office in Ohio (b)(6)

2/11/2014
1:25:42
PM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
 - The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
 - A passenger may ask for a chair if he or she needs to sit down.
 - The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
 - A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
- In addition to the patdown, TSA may use technology to test for traces of explosive material.

I told the caller I am referring this to the CSM just in case the equipment needs to be calibrated.
To whom it may concern:

On Sunday, February 2nd, I was on my way home from Orlando and had a humiliating experience with one of your TSA Agents. Her shield number: (b)(6)

My family and I were on the "handicapped" line. I use a walker, my son, who is visually handicapped uses a cane for visually impaired. We were directed to this line by one of the Agents.

Ahead of us on this line, was a family traveling with two strollers. NO ONE in their party was mentally or physically disabled. They simply had too many toddlers to handle. They simply got on this line, apparently feeling that too many children was a handicap. Their children were adorable and the TSA Agents on duty apparently thought so too, because no one asked to look at the children's backpacks which were under their strollers.

2/11/2014
2:32:07
PM

I, on the other hand, was pulled off the line to be "pat down" because my walker set off something. I had already gone through the screening myself with no problem. I asked the agent, why I had to be pat down, why not check the walker. Her reply, which was difficult to understand b/c of a thick accent was just step over here. When I got upset, she pointed me to a room where another agent was waiting. I was MORE than pat down. This Agent (b)(6) pulled up my breasts and felt under them, she put her hand below the waist in places that should NOT be touched by a stranger. I was HUMILIATED. At NO TIME did anyone communicate to me what the problem with my walker was. I have traveled with that walker on other flights in other cities with no problems at all. That aside, I was treated in a degrading and humiliating way. When she took the walker away and to another place to check it, no one offered to help me to walk to where she wanted to take me to feel me up. When my husband tried to help me, he was told to step back. PEOPLE USE A WALKER FOR A REASON.

At the close of my experience, I noticed two men in suits, who seemed to be taking notes. I asked if they were part of the management team there. "Why yes, yes we are" they replied. They could see how upset I was and took down my name and my contact information and told me to expect a phone call within the next day or two. That they would review "footage". That was on February 2nd. Today, is the 11th, no one has contacted me. I believe that one of the men's name was (b)(6) or (b)(6). I cannot recall.

I think that something should be done with the Agent (b)(6). I understand that there are very sick people in this world who do terrible things. I do not happen to be one of them and I resent the treatment I received from this one particular agent. No explanation, nothing.

(b)(6)

Name: (b)(6)

Date: February 10, 2014

Flight # 610

Location:

TSA-Southwest Gate

Our party arrived at about 7:30 am for a return flight from Las Vegas to Sacramento. As we approached the gate to the TSA screening, we informed a TSA agent that the wheel chair bound person(Susie Orr) in our party had a rare nerve disease in her leg which was extremely painful to the touch. The agent told us to inform the agents at the screening area.

2/11/2014

2:32:25

PM

As instructed, we informed the agent at the screening area of Susie's condition. The agent informed us it did not matter she had to be patted down if she could not walk through the screening machine. I asked to speak to her supervisor, who echoed the agents response that she had to be patted down. The agent assured us they would be as gentle as possible during the pat down. We informed the agent and her floor supervisor that touching her leg was the equivalent to pressing needles in her leg and may cause her to go into seizure and create an unnecessary medical emergency.

The floor supervisor went and got her supervisor (floor manager). This manager said there was no exception that if we wanted to fly out of Vegas that (b)(6) must submit herself to this painful pat-down. I explained to the manager that a couple of years ago we flew out of Sacramento and the TSA they performed a similar pat-down on her leg. (b)(6) went into severe tremors and almost falling out of her wheel chair and nearly went into a seizure. At that point, the TSA supervisor told us in the future to advise the screener of her medical situation and they would perform alternative screening procedures.

We informed him that we notified TSA units in Lax, Sacramento and Baltimore of her medical condition before screening and that each one used an alternative screening to the pat-down of her leg. The floor manager (African American cited to help with identification) callously told us " we are not the other airline and I do not care what they did." He also said that pursuant to Federal regulations there was no way for us to leave Las Vegas on an airplane without submittal of a physical pat-down (b)(6) leg even though it would be extremely painful. He also said that unless we did it right away we would miss our flight (8:15). At that point, we agreed to the pat-down. Even the gentle pat-down was very painful and caused Susie to cry. Twenty
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/11/2014 5:23:18 PM

2/11/2014

6:12:03

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 641 Alaska Airlines..

Comments: A physical violation that has left me sick, outraged, humiliated and shaking all done in front of an additional female agent and two males, one a TSA agent, the other in shirt and tie, civilian. The first agent patting me down because my bracelets could not be removed said she was unhappy with my underwear over my bottom (at the point my bottom reached my vaginal area)and asked what I had in there. When I said nothing, she looked at me With dis belief and patted me again with a firmer touch. At this point, I said I was getting angry so another female agent stepped in, ignoring the area the original agent had found so disturbing . The two males witnessed this. I believe I was treated rudely, aggressively, disrespectfully and feel discriminated against because I am a plus size woman. I wear full cut undies with a seam line. Never, ever in all my years of flying have I been so humiliated and angered. I filed a complaint at the Tucson airport but I have the distinct feeling this complaint will fall on deaf ears. By the way, I was originally selected for no further (?) screening. I am sick, sick, sick.

This is a complaint about an experience with the TSA at Los Angeles International Airport.

Name: (b)(6)
Address: (b)(6) Valencia, CA 91355
Date: Thursday, January 20, 2014
Details:

At approximately 9:30 PM to 10:00 PM I was guided through priority boarding with United Airlines. Flight UA 660 from LAX-ORD, Gate 74. Board time: 10:52 PM. Departure time: 11:27 PM. Ticket Confirmation: (b)(6)

2/11/2014
6:13:25
PM

I have a defibrillator and am under strict instructions from my Doctors NOT to pass through any form of metal detection device due to possible damage and or impairment to proper functioning of my defibrillator. My heart condition is life threatening and I have had two cardiac deaths and on several other occasions the proper functioning of my device has saved my life. I informed the male TSA agent that checked my ticket and Drivers License that I would need a female assist. He advised that I should tell the agents as I approached the security checkpoint. I told two male TSA agents that I would need a female assist and one was called for and I was told to stand at a certain spot to await the assist. After a few minutes a female TSA agent from another area and said quite loudly, where is the trouble maker. When she became aware of who I was she said more than once something to the effect of come through here and aggressively waived me towards her. After I walked through I expected to receive the pat down that I am quite accustomed to as I have had my device since 1997 and travel extensively. Then she just indicated that I was done and should move on. It then became apparent to me that she had made me walk through the metal detection device. When I questioned why she ignored my request and made me at serious potential risk to my health walk through the metal detector she was rude and defensive and said I should have told her why. Unfortunately at this point I was so scared and upset that I neglected to get her name. I assume that by correlating the gate flight information with the TSA security tapes and female staff working that area that you will be able to determine who she was.

It is critical that this woman understand that her actions could have resulted in my death. My traveling companion was witness to these events.

I look forward to your response to this complaint and advice that you have received this email.

On Friday January 31, 2014 I gave preliminary information to (b)(6) of the TSA, employee # (b)(6)

I understand that my signature is not required on this document as it is being submitted via email. If that is not correct please advise and I will submit it by mail.

I can be reached by phone at (b)(6)

Thank you in advance for your investigation into this matter.

(b)(6)

Caller stated he wants to complain about injury to his testicles during a patdown by a TSO, (b)(6) at the San Antonio Airport. He stated (b)(6) put his hand under both of his testicles and jammed upward causing a great deal of pain. Caller said (b)(6) was the supervisor and he denied he even touched passengers in that area. Caller complained to (b)(6) that the patdown was causing him pain and (b)(6) said he wasn't even touching him there. Caller states it is extremely painful and (b)(6) shouldn't be allowed to pat anyone down ever again. He stated a bad screening experience was okay but a harmful bodily one isn't and wants someone to know and something should be done about (b)(6)

Flight # 3297, Gate # A5, flight departing at 11:20 CST, via SW.

2/12/2014
11:08:58
AM

Response:

Apologized to caller for his screening experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller's ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:

2/12/2014
12:00:39
PM

We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSOs are trained for that.

We cannot guarantee you that you will not have to undergo additional screening regardless of the ID that you present.

For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If you have complaints about a particular screening incident at an airport, please inform us of the details and we can forward it to the CSM to look into the issue.

My daughter is a member of the DHS Trusted Traveler program and carries her Global Entry card whenever she travels. According to the information on your website, she should be eligible to go through the Pre-Check lanes at any airport, where they are available. She is also a type 1 diabetic and has to wear an insulin pump. She is unable to remove the pump when going through security checks at airports. She is also unable to go through x-ray screening because it would damage her insulin pump. These pumps are extremely expensive to replace.

Today she had to travel from Dallas Love Field airport to San Antonio, and was denied the opportunity to go through the Pre-Check lane at the airport. Since she could not go through the x-ray scanner, she was told she would have to have an extensive pat down. There was only one woman working and she was scanning all the items that were being passed through the x-ray machine. My daughter had to wait quite a while before the woman was able to do the pat down.

The agents were rather rude with her by asking her if she was going to opt out of the x-ray screening, and not listening to her trying to explain that because of her insulin pump she could not go through the x-ray screener. She was not given the opportunity to go through the Pre-Check line and had to remove her shoes, take out her liquids, her PC etc. I realize that they can be randomly excluded from the Pre-Check line, but in her case, it became far worse for her than the average traveler.

2/12/2014 8:05:17 PM One other thing that I have noticed when travelling by air, is that so many of the TSA workers seem to not be aware of situations such as my daughter's, or don't seem to care, and are not even up to date on the latest changes in the TSA. Many of them become somewhat abrasive in their interaction with the public, especially in regard to the special circumstances of people such as in my daughters case. My wife always has to have a pat down because of a knee replacement. You would think that a letter of explanation by a person's doctor would be enough to satisfy TSA, or would a letter from a doctor explaining the need for a medical device, require it to be verified by a court of law?

I would appreciate an answer to the problems that I have explained in this email. Hopefully there can be some resolutions to certain situations such as I have explained as well as other situations other people have experienced.

(b)(6)
Mesquite, TX 75149

I will be forwarding a copy of this letter to my U.S. Representative Jeb Hensarling, as well as Senator John Cornyn

--
(b)(6)
HYPERLINK (b)(6)

To whom it may concern:

I have recently undergone a total knee arthroplasty (knee replacement) and discovered that I now set-off the metal-detector at Terminal 1 of FLL. Unfortunately, Terminal 1 at FLL does not have ANY backscatter X-ray machines installed, and as such, I (and anyone with a medical condition that involved the replacement of a joint with a metal implant such as for a knee, hip or shoulder) am invasively patted down each and every time by TSA security.

These invasive pat-downs are not only humiliating (regardless of whether done in public or private), but also adds at least 15 min to the security process, which is significant for frequent business travelers such as myself...especially considering that I have TSA Pre-Check on 3 airlines!

2/13/2014 8:19:08 AM The reason provided by the local TSA supervisor for the lack of backscatter X-ray machines in Terminal 1 of FLL is that there is insufficient room to install backscatter X-ray machines without re-locating support columns. Although that may be true with regard to replacing all the metal detectors in that area, it is highly unlikely that sufficient room cannot be made to install at least one backscatter X-ray machine.

Cost should not be a consideration when it comes to discriminatory practices that require passengers with joint replacements to be singled out for invasive pat-downs each and every time. Other passengers might be occasionally and randomly selected for pat-downs, or may be carrying materials in their pockets that trigger the need for a pat-down, but passengers with joint replacements are in the unique position of always being singled out.

I urge you to rectify this issue by insisting upon the installation of at least one backscatter X-ray machine in Terminal 1, FLL.

In the interim, I urge you to institute a policy of allowing passengers with joint replacements (which can be demonstrated with official cards from their physicians) to undergo "wandering" and specific-site pat down (e.g., shoulder or knee) to demonstrate that there is no concurrent presence of external metal-containing objects. Your metal detectors are sophisticated enough to indicate if the source of the metal is low, medium or high. Surely THAT information along with wandering and specific-site pat down would be sufficient to avert the need for TSA personnel having to pat-down the genitals of joint-replacement patients!

The caller received a voicemail from someone from TSA with regards from two incidents that occurred from two recent trips. The caller stated one was from SFO to Seattle then to Oakland. The caller stated she sent in an e-mail about getting checked and treated like a criminal. Both times she was stopped and she does not understand why it is happening. The caller stated is is causing her emotional distress and she does not want to fly anymore. The caller said she was sent an e-mail stating they would try to locate her on both videos. The caller stated she received an e-mail stating they could not locate her.

2/13/2014

11:41:13

AM

I checked our database and I found no record that she had called. The caller stated he e-mail was from the CSM at Seattle and it stated she could call her number or the TCC. The caller stated the number she has is (b)(6). The caller wanted to know if she needs to call all three airports. I told the caller to contact the airports the incidents occurred at. I asked the caller if she called the TCC and she stated she had not but she had sent in an e-mail. The caller stated she was in Seattle and her friends went through the checkpoint but she was stopped and patted down three times. The caller stated she watched 10 or 15 people go through the checkpoint and they were not stopped. The caller said when she went through SFO her baggage was inspected and she received a pat-down. The caller provided me her e-mail address. The caller stated the e-mail is from (b)(6). The caller stated she was flying out on the 7th and she received TSA Pre-Check. I gave the caller the phone number for (b)(6) at Seattle. I told the caller we send the information to the airport.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/13/2014 1:00:21 PM

2/13/2014

2:40:03

PM

Name: (b)(6)

Email: (b)(6)

Complaints: inappropriate screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: NOT SURPRISED THAT THE BRUTAL TSA IS THE ENEMY OF THE AMERICAN PEOPLE! TSA GOONS ARE TREATING CANCER PATIENTS LIKE CRAP. A CANCER PATIENT WEARING A DIAPER WAS STRIPPED SEARCHED/ LAUGHED AT BY NAZIS GOONS! HE WAS EMBARRASSED BY A LAUGHING "FEMALE GOON WHO THINKS IT'S FUNNY WHEN AN ADULT HAS TO WEAR AN ADULT DIAPER." TAKING TOY GUNS AWAY IS REALLY STUPID. DHS HAS ALLOWED TERRORISTS TO GO THROUGH "SECURITY" WITHOUT BEING SEARCHED/QUESTIONED! SOME SECURITY MEASURES!!! AMERICA IS SCREWED WHEN TERRORISTS ARE FAVORED OVER CITIZENS. NEW IMAGING MACHINES WILL ONLY KILL MORE AMERICANS THROUGH "RADIATION POISONING!" GREAT JOB JOB TEAM SEXUAL ASSAULT!

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 2/13/2014 12:27:26 PM Airport : ORF - Norfolk International Date/Time of Travel : 02/12/2014 12:00 PM Airline & Flight Number : U S Airways #2693 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : I am TSA Pre and had an orange sticker applied to my boarding pass. The sticker is "Homeland Security cleared" sticker. The agent prior to the body screening told me to keep all items in my pockets and to keep my shoes on. I did this and then had to undergo a pat down and rescreening of the contents of my pockets. What is the sense of being TSA Pre and being told to keep items in my pockets when time is wasted performing a second screening. Get your act together and communicate so that you are on the same page. This is the second airport that this has happened to me.

2/13/2014

2:40:51

PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number: (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good afternoon.

The email below from (b)(6) is being forwarded to TCC-Referrals for appropriate handling.

Rob Neumer

Program Analyst

Civil Rights Division, TSA-6

2/13/2014
6:26:31
PM

From: (b)(6)
Sent: Wednesday, February 12, 2014 2:48 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 2/12/2014 2:47:35 PM

Name:

Caller went through security this morning flying from MIA to St. Thomas and had tools he purchased in a carryon bag, impact wrench, and he was told he could check his bag or discard the item but it wasn't allowed through the checkpoint. Caller states he missed his flight because he had to go back and check his bag and had to pay for another flight later today. He had to have a patdown and the TSO asked why he was looking at him, staring at him and caller said he told the TSO "he had eyes he could look". Caller said there is a problem because the TSO didn't know what he had gone through this morning. The TSO was suspicious of him and caller said he didn't know what the TSO's problem was, caller stated he was sort of in a trance because of his issue with the prohibited item and missed his flight and had to go through security again. Disconnected call at 8:26 because of ringing noise.

2/14/2014
8:13:15
AM

Response:

Advised caller tools longer than 7 inches are prohibited in carry-on bags. However, these items may be transported in checked baggage. Option to check the bag will be provided rather than abandoning at the checkpoint. 2 hrs. is recommended prior to flight for a domestic flight. Information regarding items allowed through the checkpoint is on the website and passengers can always contact the TCC for information. Advised caller our TSO are trained to treat passengers with dignity and respect through the checkpoint, apologized he felt that wasn't his experience.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/13/2014 10:18:17 PM Airport : LIH - Lihue Date/Time of Travel : 01/15/2014 11:55 Airline & Flight Number : 850 Checkpoint/Area of Airport : Lihue departures TSA Employee: (If Known) :

Comment : Hi my name is (b)(6) and I am a 45 year old gulf war veteran American/Australian Citizen who would like to make an official complaint against Alaskan Airlines abusive actions against their passengers.

While I was traveling from Lihue kuai airport to san diego on 15 Jan 2014 boarding 11:15 AM I chose not to go through the body scanner due to my claustrophobia, in the past have traveled through many airports and this has never been a problem, I usually just get a quick pat down.

However on this particular occasion I experienced blatant abuse and harassment which felt like a scripted routine that these particular TSA workers use for all their customers refusing to go through their body scanners.

First when I said I prefer not to go through the scanner the lady said ok fine then just stand over there and wait for a security guard, I had to wait for a security guard for some time, the security guard that came was both aggressive in his body search and attitude.

2/14/2014 He asked me if I would like to go in a closed room and I said no here would be just fine, he walked away and came back a number of times as if delaying my boarding time, for example looking for a drug test.

8:25:08 AM Also they held my carry on laptop back from the rest of my carry on luggage as if by accident, later calling for me to pick it up over the loud speaker.

Then as I was boarding the plain they called my name over the loud speaker and two large aggressive security guards were waiting to take me back to the beginning of the checkin counter to search my large stow away luggage, I refused to go back and be delayed boarding the flight and told them to cut my locks which they did.

They searched through my luggage and left a note, which I was happy with as I suspected they might try to intentionally lose my main luggage and was worried for the whole five hour flight as I have Medical condition and had much need medical gear in my luggage that was imperative to the rest of my travels.

At no time during this exercise was I ever rude or impolite, this seemed to actually work against me.

I know if you send someone through you can easily replicate my experience as I believe this is their made up protocol, I don't believe it is TSA protocol, as I have boarded other flights without issue, just this particular group of TSA individuals at Lihue airport Kuai, It felt as if everyone went into their roles of bullying and intimidation for those refusing to go through their body scanner.

Again I would like to stress at no time was I ever rude or aggressive back, I was nothing but polite and respectful.

(b)(6)

Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn't have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

Information Request: She is needing to know if it shows on the screen what part of the body that caused the alarm to sound? She is also needing to know why her hair is being patted down if it is her knee implants that are causing the alarm to sound and why she is being required to take her shoes off for screening since she is 75 years old?

She is wanting to know about the pre screening that people go through so she will not have to go through a patdown screening.

2/14/2014 Response Details: I advised her that the AIT screener is not a metal detector and may not be alarming due to her metal implants. There may be some other reason or another part of her body besides the knees that is causing the alarm to sound. Our officers are required to conduct a patdown to clear alarms and it is at the discretion of the officers at the checkpoint what area of the body that they have to patdown.

1:28:31 PM Our officers may ask her to remove her shoes for additional screening to clear an alarm.

The passengers that go through the expedited screening go through a WTMD and if she goes through this screener with metal implants an alarm will sound and she will still have to go through a patdown screening.

The next time that she gets ready to fly she can contact us and we will be able to forward a request for assistance to our disability specialist at HQ so she will have assistance during the screening process and her screening will go smoother.

She did not want to file a complaint about her previous screening experiences.

She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening.

Email not sent.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/14/2014 12:46:04 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 02/01/2014 8:30 PM Airline & Flight Number : American Airlines 2395

Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

Comment : When I printed out my airline ticket, I realized that my ticket had been booked under my maiden name. I called the airline to see if they would change it for me, and they told me that they could not but that it wouldn't be a problem, all I needed to do was bring my marriage license. I was able to fly from Corpus Christi to Dallas with out a problem, I just showed them my marriage license and drivers license. When I went to fly out of Dallas to return home though, I was treated horribly. When I showed them my marriage license and drivers license I was told that this was not acceptable. They called the supervisor over who was the most arrogant and rude person that I have ever encountered. He asked if i had any other ID with my maiden name, I then showed him credit cards and old ID cards that had my maiden name. He then allowed me to go through security. I had other people that were watching this encounter and they remarked to me how unprofessional this was and how I needed to issue a complaint. I was traveling with a 10 month old baby and was hassled and not given any help. After going through security I was not allowed to touch my baby seat or any of my baby things. They then proceeded to wipe down my baby seat and stroller before they would allow me to put my baby back in them. I was then told that I needed to put my baby in her seat so they could pat me down. So as my baby screamed in her seat, they gave me a thorough pat down. After this they then proceeded to search my diaper bag, wiping down all of my baby's toys and pulling out all of her things. After all this I was then told that I should have just had the airline at the airport change the name on my ticket and I wouldn't have had to have done any of this. So if this was the case why didn't they tell me that before they put me through any of that. I was appalled by how I was treated. I was frustrated that I had called before flying and told that all I needed was a marriage license, was able to fly with just my marriage license with no problem out of Corpus Christi, but then was hassled in the Dallas airport. Later, as I was walking by the security station, I over heard the supervisor laughing to someone about a lady with a baby who had tried to fly with her marriage license. It is instances such as this that make me hesitant to fly with children again. Thank you for your time and I would appreciate if this issue was addressed.

2/14/2014
2:25:20
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he was traveling out of Pittsburgh Airport and carries aromatherapy oils and is in the health care field and he said they practically stripsearched him and he said they opened up his suitcase because he would not let them xray his oils and he said the shampoo bottle leaked all over his check bag. He said he does not have a criminal record and he was with family when they did this and he said he wanted to carry on the oils. He said he got a noi inside his check bag and he said he had to get items drycleaned. He requested that we email the claim form. He said he understands that they have a job to do. He said he is flying Tues. out of LAX and he said he does not want his oils to be xrayed. He said they used a wand on both him and the oils and they told him they picked up some type of strange chemical off the oils. He said our country does not understand about aromatherapy and he said he had to have his suit drycleaned. He said he did tell the officer before the screening started that he did not want the oils xrayed.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

2/14/2014
2:58:53
PM

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised him to advise the officer before the screening starts that he does not want the oils xrayed. I advised him he may be screened by the wand, ait, wlmnd or a patdown.

In response to the threat to aviation posed by liquid explosives, Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule.)

Hello,
Last Wednesday February 12, my husband and I were flying home from a vacation to Ireland. We flew home to Spokane WA from NYC through LaGuardia. I have a artificial hip (left side). Sometimes the alarm will go off and other times (especially if I tell the TSA agents, they will just wave me through.) This time it went off even after telling the agents about my hip. I had to wait a long time before there was a female agent to do a search. I feel this young agent went way over the top in her searching procedure. I almost felt like she was doing a strip search on me. I am a 67 year old woman, wife, mom and grandma and didn't appreciate the way she was groping my body. In my opinion there was no reason for her to put her hand down my bra or so close to my crotch. I can guarentee I don't have anything to hide.

2/14/2014
9:13:37
PM

I know that TSA needs to be vigilant about terrorists getting through, but after all you already know that planes can be blown up. TSA needs to change their tactics very soon, and treat people with dignity. Surely you can look at a particular person and determine if they have a suspicious nature about them or not. I do not appreciate being lumped into a terrorist category. I fly quite often and this time was very embarrassing. I do hope that you will look into screening and change the way you do things.

GO COUGS, GO SEAHAWKS

(b)(6)

Colbert, WA 99005

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/15/2014 5:41:34 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/15/2014 5:05 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : terminal 2 TSA Employee: (If Known) (b)(6) Comment : TSA agent Hall performed a very unprofessional pat-down. After inaudibly saying something, I indicated that I would like for him to repeat what he said. His response was: "open your ears". He continued the pat-down with an unacceptable tone of voice. This sort of behavior is not what the TSA needs to improve its reputation.

2/15/2014

9:39:43

AM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wanted to know the name of the machine at the airport that scans the body. She thought it was mandatory to go through this. She already has skin cancer. When she went through this she saw the bright light shining on her face. She already has sun damage and her face is getting red and blotchy. If it is anonymous why did they make her hold her license up while she was being scanned?

Advised:

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

2/15/2014

11:49:52

AM

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I don't know if that is a standard operating procedure to have you hold your license up. If you would like to file a complaint, I can take your information and forward it to the CSM at the airport for review.

The caller is TSA prechecked and is also military and wounded military. He had TSA precheck on the ticket and he was told to get out of the line and get into the regular one. They wouldn't give him an explanation why and he asked to speak with a supervisor and one of the officers, (b)(6) would let him speak with a supervisor. He has a group of elderly gentlemen he is traveling with and he wants to make sure this doesn't happen to them. The airlines were telling him it was weird. It is not good PR to kick back certain types of people. He is a Medal of Honor recipient and they should have had a TSA line open for him. He is not so concerned about himself but the elderly group he is traveling with.

Advised:

TSA precheck is not 100 percent guaranteed. TSA will always incorporate random screenings throughout the airport. No one gets precheck 100 percent of the time. It is a security feature built into the program. The presence of the TSA precheck symbol on the boarding pass does not guarantee expedited screening. That is something the airlines put on the boarding pass. Eligibility is determined when they scan the bar code on your boarding pass.

passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

2/15/2014

4:25:00

PM

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

If you want to provide me with some information I can send your complaint to the CSM at Newark Airport so they can be aware of what happened and they will have your contact information if they need to get in touch with you.

Airport where the incident occurred: Newark Airport

Airline: Alaska

Flight numbers: 5

Date and time of incident: February 15, 2014, 400 pm

Individual's contact information email

(b)(6)

Good afternoon,

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb. 1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other said that I had knee replacements and would cause the alarm to sound. She told me to put my shoes on the conveyor belt, which I did. I walked through the machine and the alarm went off. She barked at me to stand aside. She stood in front of the machine, blocking its use. The line on the other side grew long, and people were grumbling. There was no explanation as to the delay. Eventually a gentleman came to replace her. I was instructed to point out my belongings and not to reach for anything. I pointed out my carry-on and asked her to please pick up my sweater, as it was loose on the rollers and I didn't want it to get caught. She picked up my carry-on but not my sweater. She asked if that was all - I pointed out my purse, again asked her to collect my sweater. She had my purse and carry-on and then asked me if there was anything else. I pointed out my sweater and she asked about my shoes. I pointed out my shoes. Again, she asked me if I had anything else. At that point she picked up my sweater, and gave me a little sneer. We walked to the "feet" mat for the pat down. I placed my ticket on the table near where I was standing and she informed me I could not put my ticket there. So I slipped it in my back pocket. As she started, for an unknown reason, I asked for my first ever private screening. I have had replacement knees for some time, and have had more pat downs than I can remember. This was the first time I have asked for a private screening.

2/15/2014
6:09:26
PM

(b)(6) (the screener) was clearly unhappy with my request. She gathered up my items and marched me down the walkway telling me keep walking. We stopped outside an office, where she asked another lady if she would come in. There was a third woman working at a desk inside the room, but she didn't look up when we entered. I placed my feet on the mat, and she very slowly went through the entire procedure - what she would do with her hands. I nodded the entire time she was speaking, as this is not a new procedure to me. She had me stand with my back to the second woman. I realized I had a cough drop in my trouser pocket and placed it on the table. Her attitude continued to spiral down as she did the exam. When she was using the back of her hand to go under my breasts, she checked that area three (3) times, each time forcibly lifting my breasts higher each time. It was most uncomfortable. By the third time she did this, I spoke up, informing her in all of the times I have had this done, I have never had anyone do like that during the exam. Her eyes narrowed, and she told me she was just making sure she examined that area thoroughly. When she did the same area for the FOURTH time, she quickly turned her hand around and pinched my left breast.

Then she moved to the legs from the front. She squeezed and pulled so hard that she had my trousers about four inches from my waist. She then pushed her hand up into the crotch area further than I have ever experienced. Clearly, at least to me, she had a serious attitude problem. She instructed me to turn around and asked me what I had in my pocket. Well, that would be the ticket I wasn't allowed to place on the table. Didn't I know better than to keep something in my pocket? She finished the exam, as rough as she started.

In response to your response -- highlighted in red...Phoenix is Sky Harbor.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

2/15/2014
7:02:32 PM
From: (b)(6)
Sent: Saturday, February 15, 2014 3:57 PM
To: 'tsa-contactcenter@dhs.gov'
Subject: attitude

Good afternoon,

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb.1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other said that I had knee replacements and Hello,

I am writing in regards to my treatment at the Spokane Airport on my way home to Seattle Yesterday afternoon.

I arrived to the security check point around 3pm. On my departure from Seatac, I was never asked to give the boarding pass to the guy who was doing the pat downs. However, in Spokane, apparently you have to do that. There was NO sign posted, nor did the guy checking the boarding passes let me know to show it to them.

2/17/2014
9:21:42 AM
When I got up to the pat down, the guy asked for my boarding pass and I apologized and said I didn't know he also needed to see it and that it was in my carry on purse being run through the scanner. The man was SO rude. Even after apologizing, he made a big scene, and really embarrassed me. Especially my first time traveling alone. After this happened, he said in a very very rude tone "well, now you have to take off your shoes because of that".

I understand there are policies. But you can't expect people to know what they are supposed to be doing if there is no direction. I'm not a psychic. This was embarrassing to me, and I did not appreciate being made to look like an idiot to the people behind me. I'm really hoping this isn't acceptable for the TSA, because it is CERTAINLY NOT acceptable to me.

Thanks,

(b)(6)

Sent from my iPad

To Whom It May Concern,

I'm writing to you because of the unprofessional treatment received at Lihue Airport, Kauai, HI. Your agent displayed a lack of professionalism and compassion and I am left feeling humiliated and very upset.

I am recovering from breast cancer and am going through reconstruction. I presented a medical card showing the type of expander being used, and offered a doctor's note, but the agent REFUSED to accept the note. Instead, she proceeded to INSIST that I have a pat-down, and instead of trying to be compassionate as the agents on Oahu were, she humiliated me in front of other passengers by loudly saying that she needed a patdown, so I requested a supervisor. She proceeded to argue that I could not get my footwear (which was cleared) and refused to let me proceed past the area she was in, and I felt very threatened. She proceeded to loudly tell me that she has ovarian cancer and was extremely unprofessional, rude, and completely lacking in understanding and compassion. I have never received such poor treatment and customer service in my life.

The supervisor tried to explain that they took me to a 'private' area, and that he understood my frustration, however, that does NOT make up for the treatment received. The agent's name was (b)(6)

2/17/2014
9:21:54
AM

No one has any right to treat passengers this way. It is unprofessional, utterly lacking of compassion, and I am left feeling frustrated, humiliated, and would like a formal apology and detailed explanation of what the procedures are for patients going through medical treatment with doctor's notes/clearances, and would appreciate it if your agents go through training on how to properly handle/address people who have circumstances similar to mine. I did receive a patdown, and again, am feeling very humiliated because of the treatment received. Once I receive a written response, I will be following up to insure that other passengers flying from Kauai are treated with due respect and compassion. Your agents on Oahu were compassionate and understanding and to receive the treatment I did on Kauai was completely unacceptable. I'm all for safety, but there is a point in which, common-sense, reason, and compassion should prevail.

Please, do not allow your agents to treat others this way. I will be waiting for a formal written response.

Sincerely,

(b)(6)

I would like to file a formal complaint against a supervisor at Kennedy Airport, terminal 5, Jet Blue Airlines.

The agent in question was Supervisor (b)(6). The flight was on Feb. 7 at 7:56 AM. flight #653, going to West Palm Beach International Airport.

I asked to opt out of the x ray exam due to medical reasons based on the advice of my doctor. I have opted out at airports all over the country but

have never experienced the rudeness and unprofessional behavior that was displayed by this officer. After I asked to opt out, I waited at the

gate for over 10 minutes and observed that no one was being called to get me for the pat down. I also saw a number of passengers who were sent

through the metal detector instead of the x ray. When I asked if I could do that instead, I was angrily told "No. You already asked to opt out" This made no sense and seemed

very arbitrary. Finally, after several more minutes fearing I might miss my flight, I asked for a supervisor. Immediately, (b)(6) who was nearby, walked up to me

2/17/2014
6:45:26
PM

and unceremoniously ushered me abruptly through the gate. I mentioned that my personal items were left unchecked and she completely ignored me and directed me to a location on the side where I couldn't see my things, which included a personal computer, my wallet, credit cards, etc.

After she did the pat down, she apparently had a problem with the machine that checked her gloves because she kept putting a paper in it

and it didn't seem to work. She asked another agent because it was clear that there something wrong with the machine. She also proceeded to ask another agent to check my

bags again, although they had already gone through the x ray. I said to him as she walked away, "she's harassing me" and he nodded his head in agreement, obviously understanding

this additional search of bags was unnecessary.

(b)(6) apparently wasn't finished. She informed me that I had to have another pat down and refused to do it outside as per my request,

she insisted that I go into a private room with her and another agent and she proceeded to pat me down again. She went out and then finally came back and said I passed (which was the case after the first pat down), but she said I had to wait for my

I am writing about a concern that has grown in me regarding the screening process at airports with the xray screening technology. Specifically, my concerns have grown because of the procedure at Bush Intercontinental in Houston, Texas.

I regularly fly a regional United flight from Houston to Colorado Springs and back, starting at IAH Terminal B. Since my surgery in July 2013, and because of a continuing health concern which can be aggravated by radiation, I ask to bypass the xray. Each time I do so, I have volunteered to pass through the metal detector, but not once have I been taken through (I am speaking only of IAH, as COS has no xray and automatically runs you thru the metal detector).

This last week, I again asked to bypass the xray, and again I was taken thru a gate entry and given the pat-down. So were two gentlemen ahead of me. This is when my concern level got higher than it had been already.

While a TSA agent does a very thorough topical pat-down, I personally feel that, without the benefit of a metal detector walk-thru, there is no way of guaranteeing the passenger is not hiding, within their person, anything that would breach the safety of the other passengers in the national airport system. And I know that, if this would cross my mind, it has definitely crossed the minds of those who would want to make sure no extra precautions are ever taken.

2/18/2014
8:39:45
AM

I hope that TSA will take a look at the security gate procedure, and make it standard that, those refusing the xray machine should pass thru the metal detector, as well as submit to the pat-down. Since I wait to be taken back right next to the metal detector anyway, I do not believe it would take any extra time to have me walk thru that, rather than walk thru the open gate that is offered me.

Please consider this additional bit of security, for the safety of all of us who fly.

The caller stated that she and her husband are both GE members and that they both have flown from EWR to PR, and EWR to John Wayne. She stated that her husband has gotten the precheck on all legs of the flights but she only gets it on the departure flights. She wanted to know if there was an issue with her precheck. She stated that she needs the precheck because she has trouble removing her shoes due to metal implants and pins in her spine.

2/18/2014
2:49:47

Pass ID: (b)(6)

PM

Advised the caller: There is no indication based on the information that she has given me that there is a problem with her precheck. Advised that she is still getting precheck but just not on a regular basis. Advised the caller TSA Preu2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. Advised that if a passenger cannot remove his or her shoes due to possible medical complications, discomfort or pain. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Advised that she does not have to rely on precheck to be allowed to ask to keep her shoes on due to medical conditions.

Hello,

I just wanted to share my recent experience with screeners on a trip I took this past weekend (Feb 15-17). The experiences were polar opposite even though I had made the same request at both locations. One was fantastic, the other left me feeling angry and frustrated.

I live in Phoenix and am currently 29 weeks pregnant. I saw my OB the previous day and was once again reminded I needed to decline going through the scanner and instead request a pat down when traveling (I've traveled earlier in my pregnancy as well and she made the same recommendation then). Phoenix is my home airport and when I alerted the male employee working at the scanning line that I would need to request a pat down instead he began interrogating me as to why I needed one. He said you know it's not an X-Ray machine, right? It's perfectly safe, you know that, right? You are aware of what a pat down consists of, right? I politely answered all of his questions, even though I felt I didn't need to justify myself to this individual before informing him I have had several pat downs by TSA officials and my OB, the DR treating me for pregnancy told me not to utilize the scanner and this was the reason I was requesting the pat down instead. He rolled his eyes at me and asked me to stand to the side while he called a female employee over to perform the pat-down and she was nice, but honestly I was pissed after being treated so rudely by the previous employee.

2/18/2014
4:17:45
PM
However, my experience coming back through San Francisco yesterday was the polar opposite. I informed an older Asian gentleman (didn't get his name) that I needed to request a pat down and he very politely pointed me to a chair and said it would just be a moment while he called a female employee over to assist me. It was maybe a two minute wait which I was surprised about considering they were quite busy and it was a holiday weekend. (b)(6) was the employee who performed my pat down and she was very kind, informing me of what she was doing every step of the way (which I know they are supposed to do), but she kept it very conversational, even asking me about my day. When I told her about my experience in Phoenix she mentioned that I should just do whatever I am more comfortable with and that it's not at all uncommon for them to perform pat-downs on pregnant women frequently throughout the day. She was so kind I walked over to the supervisor's desk and told him of my experience pointing out the two employees that had assisted me while also informing him I would be communicating online as well. I've previously worked in customer service for many years and wanted to take this moment to recognize (b)(6) as being an all-star and to thank her again for being so kind during our interactions yesterday.

Something else that has been inconsistent is the scanners request to see/wipe down my bags as well. All other pat downs I have had (including previous Phoenix pat-downs) no other screener has requested I not touch my bags or have my husband collect them for me. All very politely asked if I needed assistance grabbing them or if was traveling with someone who could collect them for me, until the visit leaving Phoenix Saturday morning where the female employee insisted I not touch my bags that she needed to swab them as well. I didn't really care, but whatever the policy is, it should be consistently followed. I've traveled through Phoenix, Cleveland, San Fransisco, Kauai and Charlotte without having my bags swabbed as well.

Previous to this last Phoenix experience at Terminal four (and I'll provide more detail if you would like to track down this exact employee) I've been treated cordially by both male and female employees at the airports I've visited while pregnant and requesting the pat down. His attitude and rudeness truly surprised me and started off my otherwise great trip on a sour note. He definitely needs more training on how to more cordially engage with passengers.

Please feel free to contact me if you have any additional questions regarding this experience.

Thank you,

Ladies and gentlemen – I recently had occasion to go through the Phoenix airport while traveling on Southwest Airlines. Everything went very well, with one exception: Although I am TSA Pre-checked, because I have two implanted joints, I set off the metal detector and required a pat-down. It would help expedite the process if a scanner was available for pre-check travelers.

Thanks for the opportunity to provide feedback.

.....
(b)(6)

2/18/2014
4:17:54
PM

Oceanside, CA 92054

Office (toll-free) (b)(6)

Fax: (866) 308-7230

Direct line/Cell: (b)(6)

Caller wants to know if she gets a KTN if she has to go through the AIT or WTMD. She states she doesn't want to use these machines and thought Precheck allowed her to not go through this screening. She wanted to know if she would still have to have a patdown. She wanted to know what the purpose was in getting Precheck. She paid the \$85 fee for this. Caller wants to know if her pet has to go through a machine. She wanted to know if she could leave it in the carrier.

2/18/2014 Advised caller:

4:43:32 PM Advised caller that even with Precheck, you have to use one of the two machines. Every passenger has to be screened, so she has to either use a machine or receive a patdown. Precheck allows you to leave on your shoes, light outerwear, belt, and your computer in your bag.

Pets have to be taken through the WTMD for screening. A supervisor can make a decision to allow a passenger to leave the pet in the kennel. She would then have to take the kennel through the WTMD and allow the officer to look

The caller is flying tomorrow with his family. He is a Global Entry member but the Precheck indication is not on his boarding pass. This is the first time that this has occurred. The Precheck indication is on his children's boarding pass. They are 5 and 7. He asked if he and his wife can go through expedited screening with his children as he heard that this could be done.

He asked if he take both children with him through expedited screening when he receives it.

I advised that as this is the first time that this has occurred, it doesn't mean that anything is wrong. It is very likely random selection. No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport.

2/19/2014

8:43:21 AM He cannot accompany his children through expedited screening, although he would never be asked to do anything that would separate him from his children. They can proceed through the standard screening with him. The screening for children 12 and under is similar to expedited screening as they don't have to remove their shoes. They are permitted additional passes through AIT to clear an anomaly rather than going into a patdown.

I advised that he can take both children through expedited screening. Children 12 and under can escort a parent or guardian through the expedited screening.

If he continues to have difficulty, he can call within 72 hours prior to travel or within 72 hours of not receiving expedited screening with his itinerary information and airline confirmation number. In most cases, we can escalate for troubleshooting.

The caller hasn't flown in four years. The ticket agent asked for her gender when she made her reservation over the phone and the caller would like to know why she is asked for her gender as she found it offensive. She asked if she was asked this to determine if she was transgender. She asked when The Secure Flight Program came into effect as she was not asked for this information the last time that she made reservations. Her friend advised that she is not asked for such information when she makes a reservation and the caller mentioned that the airline had her frequent flyer number on file.

The caller indicated that she has two knee replacements and doesn't appreciate receiving a patdown as she is an older person. She asked if the AIT would show the implants.

2/19/2014 9:10:35 AM I explained that the airline is required to collect a passenger's Secure Flight data which is the passenger's full name, date of birth and gender. TSA doesn't stipulate how the airline collects this information. If the information is saved within a passenger's profile they not be asked for it each time they make a reservation or the airline may ask to verify the information. Secure Flight information is used for name comparison and watch list comparison against various Watch, No Fly, and Selectee List to ensure that someone who may want to do us harm is not permitted to fly or is screened additionally. TSA's goal is to ensure the safety of the traveling public.

She should advise TSOs of the knee replacements before screening begins. Many passengers with metal implants prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. She can request AIT if available and if she meets the guidelines. AIT screening may reduce the need for a patdown, however alarms and anomalies are required to be cleared by TSO via additional screening which may include a patdown. Advising of the knee replacements prior will allow the TSO to be aware of them if there is an anomaly, however I cannot guarantee that a patdown screening will not be required. AIT is designed to detect both metallic and non-metallic threats that may be concealed on a passenger's body.

As of November 2010, Secure Flight conducts uniform prescreening of passenger information against federal government watch lists for all covered U.S. and foreign flights into, out of, and within the United States
<http://www.tsa.gov/stakeholders/secure-flight-program>

Caller stated she applied for precheck and she was under the impression she wasn't supposed to go through machines. Caller stated she wished that we would have put the screening process in the precheck information. Caller stated she opted in through the online application. Caller wants to know if she has to go through the precheck line.

Advised caller the following information:

2/19/2014 10:17:46 AM Advised caller because she opted in for precheck she will have to go through the screening technologies, either go through the AIT machine or have a patdown done. Advised caller the precheck program let passengers leave their shoes on, lighter, outerwear and their 3-1-1 bag doesn't have to be removed from the passenger's carryon luggage.

Advised caller if she wants to make a comment about the precheck program she can go to our website at www.tsa.gov and go to the blog and make a comment.

Advised caller because she opted in for precheck passengers will still be screened.

Advised caller if she doesn't want to go through the precheck line she can go through the regular line.
Disability Description: Rheumatoid arthritis

Information Request: What to expect at the checkpoint.

Response Details: Travelers should notify the Transportation Security Officer (TSO) at the checkpoint if they are carrying this type of medication and supplies. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process.

TSA does not require passengers to have medications in their original prescription bottles; however, some states have individual laws regarding the labeling of prescription medication which passengers may need to comply.

Arrive to the checkpoint at least 2 hours in advance of flight time.

2/19/2014 12:10:22 PM Incident Details: Caller stated that on 01.06.2014 she felt as though she was discriminated against at the BOS checkpoint due to her disability.

She let the TSOs know that her medication could not be x-rayed and needed to be inspected visually. Then the officers told her it was procedure to have a pat down. Her other items were also gone through and patted down as well.

Since she felt as though this was discriminatory I told her the complaint had to be done in writing and I would send her that information via email.

She did want the information sent via email.

Did not have flight itinerary, and though the incident occurred around noon.

Caller has been flying frequently between Atlantic City and Myrtle Beach for many years. He had an upsetting incident at security the other night. The AIT detected something in his pant area and he received a patdown, which is something that has happened in the past, so he said it was not a big deal. However, this particular time the officer actually went down into his pants. He states that it was much farther down than just the waistband. He says that he felt molested. He says that the officer swabbed his hands at this point. He asked the officer why he was swabbing his hands and the officer said he didn't know that it was just something he had to do. The caller was concerned with this response. He believed that the officer should have been able to tell him why he was swabbing his hands. The passenger wanted clarification on this. He doesn't remember if the other times the machine has detected something that wasn't there was at Myrtle Beach. He says that the entire airport was redone approximately 6 to 8 months ago. He says that he asked a lady at the checkpoint about the machines and she told him they were tested monthly.

Airport: Myrtle Beach

Airline: Spirit

Flight Number: 350

Checkpoint: Only one, but this occurred at the machine closest to the left wall when you are looking at the checkpoint from check in.

Date and Time: 02/17/14 9:15 p.m.

Time Through Security: 7:30 and 8:00 p.m.

Advised caller:

I explained to the caller that the swabbing of the hands is actually ETD. This is done periodically when there are alarms as an alternate screening method. This is just protocol to do this additional method from time to time. Advised caller that I know the officers will put their finger in the edge of the waist band and go around. I don't know exactly what the patdown protocol calls for because I don't give these, but I will forward to the CSM, so that they may provide additional information regarding the procedure he underwent. I explained that they may also be able to provide some additional information or training to their staff, so that when they are asked a question like he asked they can answer. Also, I will note the particular machine that detected the anomaly, which wasn't actually there, so that they may check this machine.

Disability Description: The caller has an internal implant.

Information Request: The caller has an medical implant. The caller states that she was told by an officer that we have a program that would allow her to submit her medical information and pay an \$85 dollar fee, and we would send her a card that could be scanned that would automatically send her to a patdown procedure so she would not have to keep telling the officers at the checkpoints about her disability and broadcasting her business to everyone at the airport. The caller states that the officer was TSA officer badge number (b)(6) name (b)(6). The caller is angry that she is referred here and she believes the officer that told her we have this program is correct.

2/19/2014 5:27:58 PM Response Details: I advised the caller that we have no such program. I advised the caller that all she has to do is inform the TSO that she has an internal implant and ask for a patdown procedure. I advised the caller that we do have notification cards, and helped her navigate the website to find them. I told the caller that the officer may have been talking about precheck but precheck benefits do not work like she is describing. I offered to send the caller an email with the link directly to the notification cards.

The caller is very angry and does not want to believe that we have no program that does this.

The caller disconnected the call before I could offer a PSS or supervisor option.

I have a metal knee and when I travel through an airport without a scanner I must undergo a pat down search. I have two questions:

2/19/2014 6:08:18 PM 1) Why isn't the TSA using wand scanners anymore as they can quickly find the metal that I have in my knee?

2) You pat me down, but find no metal yet you let me pass? This makes no sense to me. I have never had anyone look at the soles of my feet or "other areas" where I could be hiding something metallic. If you pat me down and find nothing metallic, you really have just wasted all of our time. I mean not to criticize, but I just set off the metal detector. Comments?

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/19/2014 6:08:41 PM Airport : PHL - Philadelphia International Date/Time of Travel : 02/14/2014 1:15 PM Airline & Flight Number : Jet Blue Flt B6 260 Checkpoint/Area of Airport : Terminal E4 TSA Employee: (If Known) (b)(6) (black w/full beard Comment : I have a pacemaker/defibrillator and I requested a pat down. The TSA employee, (b)(6), in front of everyone began by putting his hands on my legs and started to pull down my pants. He didn't warn me to hold my pants up and continued to do so after I complained to him. His behavior was horrible. I asked for a supervisor. The person who came over to assist me told me they did not have any complaint forms and would not identify (b)(6) by giving me his name or his ID number. She was very abrupt and nasty. She was a large black woman. When I went to the front desk to complain, the gentleman there tried to look up the incident on the video, but told me he could not find it. I am 77 years old. I was a 2nd class petty officer and I had many watches doing shore patrol and I know the difference between a pat down and somebody pulling down your pants. It seemed very strange to me when I went to the supervisors, I could not get a name of the person or any satisfaction at all other than someone to tell me to file my complaint on the computer. Suppose I was not computer literate. Philadelphia is a horrible place and some of your employees do not belong in this profession.

2/19/2014 8:11:46 PM My return flight was from Boston and my experience there was top notch. I will try to avoid going to Philadelphia. I have always found it to be non-professional.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Wednesday, February 19, 2014 7:26 PM
To: TSAExternalCompliance
Subject: D-RFI

Attached is a Copy of the Complaint form, and a detailed Complaint for (b)(6). The attached documentation refers to an incident at Boston Logan airport that occurred on 1/7/14.

Sincerely,

(b)(6)
HYPERLINK (b)(6)
(b)(6)

2/19/2014

8:11:53 PM First Attachment:

1. I booked a flight through Cape Air on January 7, 2014. The flight number was 9K1875. The plane was scheduled to depart at 12:00 PM. I arrived at Boston Logan Airport at 10:30 AM.
 2. I entered a Security Checkpoint in Terminal C fifteen minutes after arriving at the airport.
 3. I requested that my medication be hand-checked.
 4. I have ankylosing spondylitis and Juvenile Rheumatoid Arthritis, which requires me to take an injectable medicine called Enbrel.
 5. Enbrel needs to be stored at 36 F to 46 F, and I keep it in a cooler with icepacks when I travel.
 6. Enbrel is a biologic medicine, and can be potentially damaged by going through the X-ray machine.
 7. When I travel, I take the box of medication out of the cooler, and request that it be hand-checked.
 8. Based on 4 years of traveling with Enbrel, TSA officers hand-check the medicine, while the rest of my belongings go through the X-ray machine.
 9. My belongings have never been searched in addition to my medication upon requesting that my medication be hand-checked prior to January 7, 2014.
 10. I have never been subjected to a full-body pat down upon requesting that my medication be hand-checked prior to January 7, 2014.
 11. On January 7, 2014 upon requesting that my medication be hand-checked, I was accused of bypassing security.
 12. January 7, 2014 upon requesting that my medication be hand-checked, my suitcase and my backpack were hand-checked in addition to my medication.
 13. On January 7, 2014 upon requesting that my medication be hand-checked, I was subjected to a public full-body pat down.
 14. During the searches, I inquired whether all the searches would happen every time I travel with my medication.
- Disability Description: Caller is in a wheelchair from just having surgery on her leg.

Response Details: I apologized to the caller for the incident. I told the caller I would forward the information to the CSM for further review.

Informed caller of the RFI information and explained I would email that to her.

2/20/2014 Incident Details: The caller stated she went through the checkpoint at Ronald Reagan on 2/16/2014 at 1:30pm. The caller stated she believes a TSO at the airport made a huge error. The caller stated she has called the CSM numerous times and left messages. The caller wanted to inform a manager of the incident so they can educate the employee. The caller stated she could have called the police. The caller said she had surgery on her leg in D.C. The caller stated she was at the checkpoint and she was in a wheelchair. The caller stated she could not walk through the AIT. The caller stated her leg was bandaged from her foot to her thigh. The caller stated she was taken to a one way hallway so the officer could perform a pat-down. The caller stated the officer performed the pat-down and the passenger informed the officer about her leg. The caller stated the officer grabbed her knee and the caller stated she was in such pain that she lost her breath. Caller stated the officer seen that she was in pain and she immediately let go of her leg. The caller stated the officer left and spoke with a supervisor. The supervisor told the officer to do the hand test on her leg. The caller stated the officer s did not know what to do. The caller stated she felt like she was battered. The caller stated she is not upset about the pat-down but she needs the officer needs to be educated so the incident does not happen again. The caller stated she was flying on Delta Airlines out of Gate#123.

Caller said her mother flew from Phoenix to Redmond Oregon. Caller said her mother is 80 years old and she was made to take her shoes off because the TSO told her she tested positive for explosives. Caller said they kept her waiting a long period of time, caller said she almost missed her flight. Caller said her mother got very upset to the point, that now she does not know if she wants to travel. Caller said even a stranger in a wheelchair was upset while watching her mother be screened. Caller said her mother was not treated with respect, caller said she was treated like a criminal. Caller said her mother told her about the incident, caller is basing her complaint on th information her mother gave her. Caller does not have the flight details.

2/20/2014 Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.
10:47:53 AM I told the caller if an alarm sounds, TSA has to do additional screening to find out what caused the alarm.

I advised the caller that she can call the TSA Cares line and request that someone assist her mother in getting through the security checkpoint. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to travelling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST.

I am a tax paying American citizen aged 68.

I have Global Entry status and travel semi frequently.

I have a prosthetic right hip.

I wear an insulin pump. I do not take this through the body scanning machines.

2/20/2014 12:17:36 PM Why am I subjected to a full body pat down? This is a great inconvenience and hassle to me and a waste of time for female TSA employees. Why am I discriminated against?

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/20/2014 10:15:54 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/18/2014 2:00 PM Airline & Flight Number : Delta Flight# 5272

Checkpoint/Area of Airport : North Terminal TSA Employee: (If Known) :

Comment : On Tuesday, February 18th, I came to Hartsfield to catch a flight to Dallas for business. I came through the TSA security checkpoint in the North terminal. As I approached the farthest checkpoint on the left, I placed my smartphone on the reader to read my boarding pass and handed the female, African American TSA agent my Georgia drivers license. As I was at the checkpoint, an African American male airport employee approached the TSA agent and they began to discuss pooling funds to buy lottery tickets. The agent was clearly distracted and told me to proceed. It was not until I reached my hotel in Dallas that I realized that the agent did not return my driver's license. Had this been a simple mistake due to a high volume of traveler's I might could understand, but I am very displeased that this was caused by her allowing herself to be distracted from her job and chatting with an airport employee. In addition, she clearly should have realized when the next traveler came through that she still had my ID in hand and could have made an effort to return it to me.

2/20/2014 12:18:38 PM Because of this incident, I was left in Dallas without a drivers license. The following day (2/19 around 4:00PM) as I came to the airport to return home to Atlanta, I approached the TSA checkpoint. Of course, I had no drivers license to present to the agent. I showed the agent my state issued Georgia concealed carry weapons permit, which is a photo ID. In addition, I showed the agent my social security card. Apparently this was not good enough and I was subjected to a full pat down, having my bag searched, and a delay in getting through security. Finally, once reaching Atlanta, I had to spend time going to find my license at the lost and found area of the airport when all I really wanted to do was get in my car and go home.

All of this hassle was because the original agent in Atlanta did not take her job seriously, allowing me to pass through without returning my ID. I am actually none too pleased that I was subjected to additional scrutiny in Dallas given that I had a state issued photo ID and Social Security card, but I would have never been put in that position had I had my license returned in the first place.

I appreciate the job that the TSA does to keep our skies and our country safe. I understand that it is a thankless job. I get that by and large, most TSA employees do an excellent job. That being said, I just could not let this one go. I felt like it is important for you all to know and be able to reiterate with your employees the importance of staying focused on the job and the impact on travelers when they don't.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Clicking link you sent resulted in "View static 404 page not found."

Teri Klir

From: "tsatcc_do_not_reply@santure.com" <tsatcc_do_not_reply@santure.com>
To: (b)(6)
Sent: Wednesday, February 19, 2014 8:32 PM
Subject: In Response to your inquiry.

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

2/20/2014
4:09:16
PM

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

Caller's 12 year old son has diabetes. At their departing airport the process went smoothly. Her son had a patdown procedure instead of going through the screening machines because his insulin pump has not been tested with these machines. Coming back from St. Thomas they tried to get her son another patdown. The officers said they couldn't pat him down, so instead they patted down the caller's husband and hand inspected all of their bags doing ETD as needed. Her son was not screened at all. He did not use a machine and did not receive a patdown. During the process his surfboard was damaged as well. There were dings all over the brand new custom board as well as a crack.

Airport: St. Thomas
Airline: American
Flight Number: 936
Gate: 4

2/20/2014
4:49:28
PM

Date: 02 18 14
Departure Time: 3:15 p.m.
Time through security: approximately 1:30 p.m.

Advised caller:

For the surfboard:

I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office processes these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

I will also forward a copy of this information to the CSM to make them aware of this situation.

Because her son was not screened, I will transfer to a security specialist. Generally the screening process goes as it did the first time.

I flew today from Honolulu to Los Angeles (eventually to San Diego). I am a frequent flyer for Delta and today's boarding pass had me designated as eligible for TSA Pre-check. I went through the Pre-check line and apparently, I was selected for secondary screening. They ran a cloth across my hands and said it was positive, so I had to do additional screening. They asked if I wanted a private area, I said no because I thought—mistakenly—that this would be similar to previous secondary screenings where they did a straightforward pat down. Not this time, they went inside my waist band, inside my collar, and much detailed, slower pat down of my arms and legs. The person had to refer back to others, several times, for what to do, swipes again of my hand and now shoes, belt. This went on for about 7 minutes. Afterwards, I asked to speak to the supervisor to see if there was a written procedure that was available so that if I had asked to see it when this started, it would have detailed all they were going to do and I probably would have opted to do so in private—it would also have been a useful form for training new personnel. He said they did not have anything like that.

Although the personnel were polite and respectful, my complaint is not with the personnel, but the process. I find it disappointing that there is no written procedure, explanation of what is about to transpire or even pictures detailing what is necessary when this procedure is called for, and also better information on what I can do to prevent false positives—because when I asked, no one could offer anything (I had refueled my rental car? Etc)

2/21/2014

8:21:10

AM

I served my country proudly for 32 years reaching the rank of Navy Captain, having two commands and having the government entrust me with thousands of people and billions of dollars in contracts, so it was personally very embarrassing—I am sure a very common reaction from young and old alike--- to stand there arms outstretched for such a long period of time, not knowing what else was going to be done to me, while a poorly defined process was executed. I understand the need for security, but I think there is definite room for improvement with this process, to make it so that it is more transparent to the passengers and probably more efficient. In the Navy, we didn't do many things without a checklist.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address:

2/21/2014

2:25:11

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Reno Tahoe International Airport

What was the date and approximate time of the incident?

Caller returned from Puerto Rico, he had a NOI in his bag. He had TSA locks on his bag and this is the second time this had happened to him. He ask if they liquids in his luggage would that make them to have open the bags? He will be 75 and understood there was a new screening procedure. He has metal in his body, ask about the screening for the ATI.

Told caller

I explained to him there are only 2 brands we have access too, Travel Sentry and Safe Skies. If it was a a brand we dont have access to they will have to cut off the lock to open the bag.

2/21/2014 4:12:37 PM Having liquids in his bag would not be a reason for them to open the bag, they xray all bags and will have to open the bag to clear any alarm and the bags can be randomly selected as well to be opened for screening.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 2/21/2014 3:30:43 PM Airport : BOS - Logan International Date/Time of Travel : 02/21/2014 2:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Southwest terminal - E1a-e gates TSA Employee: (If Known) : ID checker and metal detector guard Comment : Despite having TSA PRE-CHECK featured prominently on my printed boarding pass and despite me pointing this out verbally, the TSA agent checking IDs did not scan my boarding pass and did not stamp the pass with expedited screening. I then was not permitted to go through the metal detector even after I showed the agent standing guard my boarding pass with TSA PRE-CHECK on it.

2/21/2014 4:23:16 PM The agent who provided me with my pat-down was very professional and sympathized with my annoyance. Another agent whom I encountered past the checkpoint went to reprimand the one who was checking IDs and failed to stamp my boarding pass. And a third sympathetic employee recommended I submit an official complaint to TSA. So here you go. I paid \$100 for Global Entry mainly to benefit from the expedited screening process, and it is therefore very frustrating when incompetence precludes me from taking advantage of this service.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller went through DEN last week. She requires a wheelchair due to a neuromuscular malady. She had major problems with TSA at DEN. She has PreCheck and was in that line. Caller was sent to the end of the line. The female screener was rude and wouldn't let her through. She tweeted TSA about the issue, and she got a letter from Denver and they were nice. She flew from DCA today on US Air. She had a wheelchair. She went to the checkpoint, but she was told that she couldn't cross the line with the wheelchair. She was sent to a different line. All of her property was searched. Why must she go to another line? What caller wants to know is...she read the press release for TSA Media...what is she doing wrong? Why is each airport different? She was told that she had to leave the PreCheck line because she couldn't take the wheelchair across the line. She was told that wheelchairs have to go through a certain line.

I consulted with (b)(6) whom advised that her situation would require her to go through secondary screening. When I advised the caller that she would have had to go through secondary screening due to her circumstances, she advised that that was not what happened and she asked to speak to my supervisor.

Escalation Notes: GAH

2/21/2014 4:35:13 PM The caller flew out of DCA on 2-21-2014 on US Airways flight 1749 scheduled to leave at 9:23am at gate 43 to CLT. The caller got wheelchair assistance and proceeded to the Pre-check lanes because she had Pre-Check on her boarding pass. The two pleasant TSO's that checked her ID directed her to the Pre-Check line and when she got to the Pre-Check line she was told that wheelchairs can't cross the line and was redirected to a different line across the terminal that was next to a restaurant called Sam and Harry's. A young african american male TSO guided her to the new checkpoint and apologized to her alot and explained it was their procedure. When she arrived at the check point she was pushed to the side and her hands had a ETD done and her laptop was removed from its bag and sent through X-ray. She was cleared after that.

The caller is concerned that she got no real screening. She didn't get a patdown or go through the AIT or metal detector. She felt very humiliated by the treatment she got because she was in a wheelchair. She says she can get out of the wheelchair and walk through the AIT or metal detector. She had numerous questions concerning her upcoming screening at CLT if she will be treated the same way.

I explained to the caller that I couldn't tell her the day to day operations of each airport but I would send her concerns to the DCA csm to review her screening. I also told the caller how to get the CSM's telephone number off our IVR. I told her that if she has concerns about her screening she could call TSA cares and ask for assistance or speak to a supervisor or PSS at the check point. I apologized for her experience and told her to call us if she has any further questions.

Caller asked what TSA policy is when a person has PreCheck and the metal detectors go off what is the next step
She stated that she is well endowed and her bra has metal in it so she reached up under her shirt and removed her bra and put it in the bin rather than be felt up.
She kept saying So the only choice was to remove my bra or be felt up. She continued several times to try to get me to restate it as she was.
She that her screening was at Ontario California at 10:30 AM this morning and she is not dropping it and she is going to the LA times.

RESPONSE:

Told her having PreCheck does not make a difference when you set off the metal detectors we must resolve your screening and the next step would be a patdown as well as other screening methods.

2/21/2014

4:50:56
PM

Told her TSA does not ask travelers to remove clothing and I am sorry she felt a need to do so.
I can only say that if you set off the metal detectors we must resolve your screening with a patdown.

Told her that I am not going to state it in a certain way and I have confirmed procedure several times and asked if she has any new questions I can help her with.

Told her I am sorry she was upset but we do have to resolve the screening.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/21/2014 5:34:33 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 02/20/2014 1:00 PM Airline & Flight Number : American Airlines 2914 Checkpoint/Area of Airport : Wheelchair/special needs area near AA counter TSA Employee: (If Known) :

Comment : I am a recently diagnosed breast cancer patient who travels to the Cancer Treatment Center in Zion IL for chemo. This trip I was healed enough from my November mastectomy surgery to be able to be fitted with a breast prosthesis. I did not have room to place it in my check through luggage, as I had to purchase several medications and supplements that took up a lot of luggage space. So I carried the pink box that says American Breast Care on it with the special zip up holder for the gel breast prosthesis inside it, in a sack given to me at the center, along with the box my wig was in and an unopened package of Oreo cookies my husband bought. The TSA screening picked up the gel prosthesis on x-ray, and required further inspection, which I did not have a problem with. However, the woman who examined it not only took it out of its holder and held it where all other passengers could see it, but continued to wipe it with the chemical pad repeatedly as if she might pick up something on it she had missed before, then carried it publically over to one of the male personnel for him to examine. He, thankfully, waved it aside as if he, too, were embarrassed, and she finally put it back in its holder. This all took several minutes. She also kept wiping down the unopened Oreo package as if it were somehow a threat. I was humiliated beyond words. I was not wearing my bra or prosthesis on that day, because I had my central line (port) accessed that morning for blood work to be drawn and in anticipation of chemo, and the bra strap is in the way of the port. I tried to explain to the TSA agent what the prosthesis was (as if it were not obvious), and asked if I were going to have to go through this even if I wore it inside my bra through a typical x-ray screening in the future. Or what is the process when I have my actual breast reconstruction next year? Will the gel breast implants be picked up on x-ray as if they are a threat, and will I be subjected to pat downs every time? I still feel violated and humiliated. If she had only taken time to read on the box what it was, or to read the leaflet inside the packaging, she could have spared us both a lot of time and me a lot of embarrassment. I am also not sure what the chemical was on the pad she kept wiping the prosthesis with, and whether it will have any damaging effects on the prosthesis. I showed her my cards from the Cancer Treatment center that identified me as a cancer patient, but she ignored them. I have had to deal with a lot of emotional and mental stress already in the past four months dealing with a cancer diagnosis, surgery, mastectomy, and chemo, without having to deal with the public humiliation of my breast prosthesis being displayed for all to see. I was so frustrated at that point I was ready to open my blouse and show her my mastectomy site so she could understand what the prosthesis was for. Please educate your agents on fact, and the various kinds of prostheses that people with cancers and disabilities may have to transport with them. I still feel that I could cry at any minute over this.

2/21/2014
6:15:31
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/21/2014 4:36:56 PM Airport : MIA - Miami International Date/Time of Travel : 02/21/2014 3:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Concourse E TSA Employee: (If Known) :

Comment : I must say I was thoroughly unimpressed with your service today. My fiancé and myself were prepared at our security checkpoint, and were directed to go through the millimeter wave device, which he both refused to go through until there is clear evidence that they are safe. This, good sir/madam is where our problem starts. We both opted out, and were made to stand barefoot on the cold tile next to the bright red "do not enter" sign, clearly out of place and in a manner that would draw attention to us. After waiting about 15 minutes, I was hand gestured at and told to "go" ... I was unsure where to go as I had 2 options near me, a solid fence and the body scanner. After being told "go" and offered no guidance, I eventually discovered a small gate that was opened when I got near it. The gentleman officer then performed a very thorough and professional pat-down. I was cleared, however my fiancé was still on the otherwise of the checkpoint, waiting. 20 minutes later, she was still standing there, cold and barefoot, now with 4 other women waiting to be screened, being told they were "short-staffed", with one female staff member yelling loudly and publicly every few minutes "female opt-outs", while I stood opposite the checkpoint counting 2 women collecting the items bins, one lady doing something with a clipboard, and several men available. If you were short staffed, why were there so many people doing odd/other jobs while tax paying citizens stood on cold tile being publicly embarrassed for opting out? Pat downs take 2 minutes at the most. Needless to say, we spent about 45 minutes standing around your checkpoint, her being embarrassed and I trying to not be agitated by how our time was wasted and your staff treated us with no respect and in a manner that drew attention and embarrassment towards us. I have always tried to give our government employees the benefit of the doubt in most situations, but if this is the SOP for the TSA, then I am truly embarrassed at how you treat the US citizens and our nation's visitors, and hope you can find ways to do better in the future.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number:

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller's daughter has PTSD, limited eye-sight, and is in a wheelchair.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>.

Incident Details: Caller had a really horrible experience. His daughter flew from Midland Texas airport yesterday and she has several disabilities. She is in a scooter, she is very ill, she also suffers from PTSD and she had a very traumatic experience growing up. When they came through they wanted her to get a private screening and they wanted to be near her. As long as she knows her family is near she is fine. He talked to a supervisor and he told her she was going to be fine. He didn't mention that his daughter had disabilities. His wife went through the screening. His wife said that was her daughter and she needed to be near her. The TSO said she was not allowed to touch her or talk to her during the screening process. When his daughter gets upset she cannot make decisions. They asked her if she wanted a private screening but she does not remember. She went through the patdown and every single part of her body was touched. She has limited eyesight. The caller stated they were only 4 feet away but she could not see them. They were told not to talk to her and she was crying and was terrified by the whole thing. This happened at 930 yesterday morning. She is still upset about it. The lady who did the patdown was very compassionate. Afterwards when they were consoling the daughter a TSO stated that when it comes to someone with a disability there should be better procedures in place.

Airport where the incident occurred: Midland Texas

Airline: Southwest

Flight numbers: 25

Date and time of incident: February 20, 2014, 930 am

2/21/2014
6:15:42
PM

2/21/2014
6:44:13
PM

I am writing to lodge an official complaint against TSA officer (b)(6) and his Supervisor (b)(6) after an incident at Bob Hope Airport that occurred between 6pm and 6:30pm 2/20/2014.

Please check the security camera footage.

My rights were abused and I was deeply humiliated at the orders of officer (b)(6) who was directly retaliating against me for standing up for my rights during what should have been an ordinary Boarding Pass check.

Events were as follows. I am a frequent traveler between OAK and BURBANK on business. I travel about once a month and have done so for the past 1.5 years without incident. My married name is (b)(6) my maiden name is (b)(6). My DMV drivers license has (b)(6) on it. Due to the way my company books travel and the fact the name I go through my employer and on my credit cards is (b)(6) this is the name on my Boarding Pass. When I have been asked about this discrepancy on every other occasion for the last 1.5 years this explanation has been sufficient. On this occasion the TSA agent handed me off to Officer (b)(6) who proceeded to grill and require additional documentation. I was happy to comply and got out my wallet and showed him 3 credit cards which had (b)(6) on them.

2/21/2014
8:12:41
PM

At this point Officer (b)(6) inappropriately took it upon himself, without my consent, or his verbal request, to grab the wallet that was in my hands and grab for additional cards that were in my wallet. My privacy was violated with this totally inappropriate and threatening behavior. I am protected by the HYPERLINK "<http://www.nydailynews.com/topics/Fourth+Amendment>" Fourth Amendment to the United States Constitution and should be free from unreasonable searches and seizures.

At this point I stood up for my rights and asked him to not please grab for my wallet but that I would pass him what he wanted. And I took my wallet back out of his reach.

As soon as I asserted my rights, and instead of asking for further documentation of which I had plenty in my bag, he required I be sent through "special screening".

This involved pulling me out of the security line, and involving 3 additional TAS officers. I had to wait 15 minutes before being told with absolutely no explanation I would have to go through a full pat down. I still have no idea why. I was shown to the public pat down area and was told that it would involve touching my breasts and buttocks. At this point I objected to this happening in such a public place and requested a private room, and a female non TSA witness. This took another 15 minutes to accomplish.

The "patdown" itself was incredibly humiliating. My breasts, inner thighs and buttocks were groped.,

It was a violation of my "basic rights to privacy and dignity," and involved "offensive touching, gripping and rubbing of sensitive areas of my body."

There was absolutely no security justification for treating me in this way. This was a clearly a punitive, retaliation by this officer who was punishing me for standing up for my rights. I was never at any point told I was security risk. I was never at any

I am contacting you in reference to our experience with our security checks at Dallas Love Field and Midland International.

My daughter has experienced great trauma in her life, and is very uncomfortable with being touched by strangers.

She is wheelchair bound and had to go through a pat down. We do understand that this is what was necessary, however I asked if I could be present and was told "yes but no verbal interaction, and you cannot touch her."

That statement is our point of contention- actually, please allow me to share her words with you:

I saw my parents watching me getting raped and you just stood there as I was getting raped because you didn't stand up for me as they were touching me all over me. I thought in my head you and mom was going to hold my hand as they were raping me and talking me through it like you always do reminding me that this is for my safety and just talking me through but instead I just kept getting hands touching all over me and no dad's voice and no mom's voice anywhere and no mom's or dad's touch anywhere when I was in hell but instead my parents was sitting back watching the whole experience as I was getting raped. I know you are going to tell me honey you were not raped but I am sorry but that is what I felt, every body part was touched and felt and I was violated and my parents watched as it was taking place. I know in my heart you both didn't want this to happen and it hurt you both but I don't know how to get this trauma out of my heart and to let this pain go.

2/21/2014 9:12:13 PM You see, my daughter has experienced the trauma of having been held captive and raped repeatedly by strangers, male and female. Usually we talk her through these things, but we had to remain on the other side of the barriers and remain silent. Your agent was in tears as well. She did the best she could.

PM Her supervisor sought us out and apologized as well.

I am requesting a way for my daughter to travel and not go through this again- we need her to fly as she doesn't have the health for the car ride, but she can't endure this again.

I would like an e-mail of apology to send her and a plan of action for her mental and emotional health when she travels again.

Sincerely,

(b)(6)

Flight #25, Midland to Dallas Love Field

Sent from my Galaxy SIII

From: (b)(6)
Sent: Friday, February 21, 2014 9:25 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

2/21/2014
10:10:34
PM

Remote Client IP: (b)(6)
Date Time: 2/21/2014 9:24:31 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

youve got to be kidding me.

Comments:

I'm really appalled by the treatment we received at Cleveland Airport this morning. My mother and I were screened, they chose her out of a group of people for a private search in a small room for no apparent reason. Nothing in the scanners went off. Caller said he has an artificial hip. He was flying from Arizona. He had the PreCheck boarding pass where you are not supposed to be taking off your shoes. He said his hip set off the alarm. At other airports they just do the wand over his hip and it is ok. This time, he said he found it very offensive to be patted down and be felt up. He said he was mad and upset about that. He said the kid that was doing the screening told him to open his legs wide and keep his legs in the little circles. Caller said he cursed about that. The agent told him to be quite before he gets into more trouble. The agent told him he could take him back and do some more things. He said his checked luggage was also screened. There was a NOI in his bag. He said he thought it was because of what happened and what he said during the patdown. He said he traveled before with his hip and he had no problem. He said old white guys like him are not the ones they are looking after. He said he was going to talk to his Congressman. He said he would talk to a friend who was (b)(6). He said TSA needs to rethink what they are doing.

2/22/2014
9:56:44
AM

RESPONSE: I will be sending your complaint to the CSM at the airport. I do apologize for your experience. Thank you for calling TSA to make us aware of the incident. TSA does take every complaint seriously. I cannot guarantee you when or if the CSM will contact you back.

Date and Time of the flight: Feb 21, 2014 Departed 9:35 a.m.

Gate or Terminal: Gate A 30

Flight #: 626

Airline: US Airways

Airport: Phoenix Sky Harbor

TSA
Fax HYPERLINK "tel:571-227-1921"571-227-1921
Multicultural Branch Office of Civil Rights and Liberties,
Ombudsman and Traveler Engagement Transportation Security
Administration
701 South 12th Street
Arlington, VA HYPERLINK "tel:(b)(6)"

2/22/2014
11:10:28
AM

I was leaving from Midland airport going back to Dallas and yes I am in a wheelchair and that is bad enough and yes I have cancer and my legs are very weak but that isn't the worse of it. I suffer from PTSD and I have been raped many times in my life so the pat down was very traumatic for me. I understand that it was policy and you had to make sure that I was safe to fly but just like you have special arrangements for me with my disabilities physically can't you have special arrangements for people emotionally? You see I had my family with me at the time of the pat down but when I am upset I can't think for myself and they were told that they were not allowed to get near me or talk to me while the pat down was taking place. My mom said she thinks the lady might have asked me if I wanted the pat down to be private but again if I am upset or scared I am not about to speak for myself that is part of my PTSD and that is when having my parents close by would have been useful. Also my mom said that even if that lady did ask me she said it so softy that even my parents couldn't have heard them and they were not close enough to tell her that I needed a private pat down so that was the first mistake that was taken place during the pat down. So your employees made me feel like I was getting raped all over again in front of people and in front of my family. It is hard enough feeling like getting raped all over again in front of people but in front of your family how embarrassing was that. I wouldn't even yell for my dad or beg my dad to hold my hand or ask him to remind me that I am safe and to remind me that this is for safety he was so far away from me but they just watched as I was violated once again in my life. They touched every single part of my body as I sat there crying and even that the employee had to stop to get me a tissue in the middle of the pat down. You telling me that the employee couldn't see that I was crying enough to have to have a tissue that she should have taken me somewhere private or allow my family to hold my hand or allow my dad to hold my hand or allow him to get close enough to allow him to talk to me to distract me so that maybe the pat down wouldn't be so bad on me. What is this world coming to it was just your job but it's been 24 hours hours and I am still crying and I haven't eaten or drank since I got home and the memories of me getting rape is all up on the surface now. I understand it's not your fault that I have been raped and hurt but your job and your company could have if you cared enough could have made this pat down go a little easier for me. What could have hurt if my dad could have held one hand while they were patting one side and then he could have held the other and if you were worried that I had a weapon then your employee was nght there and would have saw it all and my parents had already went through the security check so all they wanted to do was to help make it easier on their daughter. My dad even told your employee that the pat down was going to be hard on me and my mom told the lady she needed to be with me and was told that she couldn't talk or touch me how cruel was it to sit back and watch your daughter cry and allow their daughter be touched all over and not be allowed to tell their daughter that she was safe and protected. I felt so violated and felt that trauma all over again. I understand you have a job to do and you have to make sure that everyone is safe to travel and I am grateful for that however in life people need to have some exceptions in life and if people would be willing to try to find ways to make a difference in others lives and to try to make life easier for others life might become to live in. YesterdayHYPERLINK "calendar:T2:2/20/2014"2/20/2014 made me feel like my voice was taken away from me again in my life and I am living this bad life again and I coming to see my family again in two weeks and I pray that you see my heart and you are willing to speak up for me so that next time you won't add more trauma for me and that this pat down won't be so bad for me? Can you care about me and my needs and help come up with a better plan for me next time? It has been almost two days and I can still feel those hands touching all over my body and I have taken so many cloths trying to wash my body but I still feel that dirtiness all over me and I can't get that feeling out of my head. Having to lean over, lift my shirt, lift my leg, touch my breast, bend over, every part was touch and felt how embarrassing and degrading that made me feel. I felt like I had no value and no voice. my dad always taught me that my body was mine and I had the right to my own body and no one had the right to touch it without my permission and after yesterday his guidance was wrong because someone took from me again from my body and I didn't have a say in the matter. I took tons of pictures while I was with my family my dad could of held out my phone and showed me my pictures while the pat down was going on to try to distract me so that it wasn't so traumatic for me but once again it wasn't policy but it could have helped me out a lot to get my mind off of the pat down. when someone who has PTSD if you are able to distract them from the traumatic experience which would have been the pat down in my case then the trauma would have been less but I wasn't given a chance to be distracted remember my parents were told no contact and they couldn't touch me while the pat down was going on even after my dad told the person that the pat

My name is (b)(6) I am the father of (b)(6) My address is (b)(6) Van horn, Tx 79855.

Compliant

This is in reference to an incident that occurred on February 20, 2014 at Midland International Airport in Midland, TX.

My daughter (b)(6) flying on southwest airlines flight #25 to Dallas Love Field. My wife and I were her escorts to the plane.

My daughter suffers from a myriad of disabilities. She has cancer, which makes her very weak, so she uses a motorized scooter because of limited mobility. She also is blind in one eye and has very limited vision in the other. My daughter also suffers from Post Traumatic Stress Disorder (Ptd).

Our experience at the airport was absolutely devastating to my daughter, my wife, and I; and it was destructive to all of the counseling that she has been through to recover from events in her life that lead to the PTSD. On several different occasions my daughter was brutally raped. Her experience at the security check made her relive those horrifying experiences all over again, and this time in front of her parents!

Let me begin by saying that I am thankful for security at our airports. There have been far too many threats to our country to do away with security. These men and women serve a very important function in our safety. That being said, there needs to be some kind of training for those workers to better accommodate those with disabilities.

When we came to the security check we were hurried in quickly (which there were very few people around). My wife went through the scanner, and my daughter and I were patted down, as I am also in a wheelchair. I went first and told the gentleman that my daughter would have a very difficult time with this, he was very nice but said we will be very careful and she will be fine. When I was done, I said I want to stay here with her, he said you can wait here and moved me to the barrier. My wife

went through the scanner and then went to try to be with my daughter and she was told that she could stand close (behind the barrier) but we were not allowed any contact with her whatsoever, and were not even allowed to speak- do not touch her, be too close, or speak. This is the first problem. When there is someone with PTSD, they need ways to divert their attention to help them get through other traumatic events. However, we were not allowed. We could not speak her name and let her know we were right there, we could not hold her hand, we could not even be next to her while she was patted down.

When the pat down began my daughter began crying. at that moment she began reliving the horrific events of her rapes, and she was unable to have anyone there to help her to realize that she was in the airport, and that it was not happening all over again. every body part of hers was touched- Every part! As she sobbed, the officer was trying to be as compassionate as possible. she offered her a tissue and was visibly shaken by how this affected my daughter.

I don't know how familiar you are with PTSD. Someone with PTSD is unable to make decisions in moments of high stress or severe distress. This was one of those times. The officer did ask her if she wanted a private screen, however my daughter does not remember it, was unable to process it, and it was said quiet enough that my wife and I could not hear the question so we were unable to be her voice.

My daughter felt violated and raped all over again, and there was nothing that I could do with out the fear of being arrested. Now she has that going through her mind constantly, only this time she has the thoughts that her parents watched the whole thing and did nothing.

There has got to be a better way. My wife and I had already been through security, what is the harm in allowing us to help her through a traumatic experience? Why were we not at least able to talk to her and explain things to her? Why were we not able to hold her hand as long as we did not get in the way of the officer doing her job? I understand security, but really? Security at the cost of people?

When the officer did the pat down and noticed how traumatic it was, which she did because she offered a tissue, why could she not stop and move to the private pat down, or allow us to come and console her? There must be some solution. The officers need to see that when they come to someone who is that upset, they should reassess the situation. There was no reason for things to escalate to that point. And all I could do was watch, cry, and be broken hearted.

Just FYI, it is hard enough to be in a wheelchair, but then to have to be touched everywhere because of your disability is a shame. It is degrading and devaluing to all those with disabilities. We are making things secure at the cost of people. There is no reason for an officer to have to stick there fingers in my, or my daughters pants. Her boobs, her privates, her backside. nothing was sacred.

We have spent a very long time teaching her that her body is sacred and that NO ONE can touch her without her ok. She has a voice and must use it. We have taught her that we are her protectors and that we would not allow something like that to ever take place again. Now, in one morning in the span of only a few minutes, all of that was shattered. Her voice, and our voice was taken from us. We were not able to speak for her when she was unable to speak. Now we have to start over helping

2/22/2014
1:27:21
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: Cra 43 B 34 67

Zipcode:

2/22/2014

5:10:19

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Please take the time and read this whole complaint it means a lot to me This is a revised complaint because I added more to my complaint so read this complaint instead of the fax that was faxed on 2 21 2014 thanks

2 22 2014

TSA

Fax 571-227-1921

Multicultural Branch Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement Transportation Security Administration

701 South 12th Street

Arlington, VA 20598-6006

2/23/2014

9:23:25

AM

I would like to start off saying that I understand that you have a very important role because you must keep us safe and that you must have rules and guidelines in order to make sure that every person is safe that decide to fly however in life there are always exceptions and people with disabilities should fall under those exceptions especially when you are able to see physically when a person is struggling like I was and what should come in your mind is how can we make this person be more comfortable while doing our job at the same time. I was leaving from Midland airport going back to Dallas and yes I am in a wheelchair and that is bad enough and yes I have cancer and my legs are very weak but that isn't the worse of it. I suffer from PTSD and I have been raped many times in my life so the pat down was very traumatic for me. I understand that it was policy and you had to make sure that I was safe to fly but just like you have special arrangements for me with my disabilities physically can't you have special arrangements for people emotionally? You see I had my family with me at the time of the pat down but when I am upset I can't think for myself and they were told that they were not allowed to get near me or talk to me while the pat down was taking place. My mom said she thinks the lady might have asked me if I wanted the pat down to be private but again if I am upset or scared I am not able to speak for myself that is part of my PTSD and that is when having my parents close by would have been useful. Also my mom said that even if that lady did ask me she said it so softy that even my parents couldn't have heard her and they were not close enough to tell her that I needed a private pat down so that was the first mistake that was taken place during the pat down. So your employees made me feel like I was getting raped all over again in front of people and in front of my family. It is hard enough feeling like getting raped all over again in front of people but in front of your family how embarrassing was that. I couldn't even yell for my dad or beg my dad to hold my hand or ask him to remind me that I am safe and to remind me that this is for safety he was so far away from me but they just watched as I was violated once again in my life. They touched every single part of my body as I sat there crying and even the employee had to stop to get me a tissue in the middle of the pat down. You telling me that the employee couldn't see that I was crying enough to have to have a tissue that she should have taken me somewhere private or allow my family to hold my hand or allow my dad to hold my hand or allow him to get close enough to allow him to talk to me or distract me so that maybe the pat down wouldn't be so bad on me. What is this world coming to it was just your job but it's been 24 hours and I am still crying and I haven't eaten or drank since I got home and the memories of me getting rape is all up on the surface now. I understand it's not your fault that I have been raped and hurt but your job and your company could have if you cared enough could have made this pat down go a little easier for me. What could have hurt if my dad could have held one hand while they were patting one side and then he could have held the other and if you were worried that I had a weapon then your employee was right there and would have saw it all and my parents had already went through the security check so all they wanted to do was to help make it easier on their daughter. My dad even told your employee that the pat down was going to be hard on me and my mom told the lady she needed to be with me and was told that she couldn't talk or touch me how cruel was it to sit back and watch your daughter cry and allow their daughter be touched all over and not be allowed to tell their daughter that she was safe and protected. I felt so violated and felt that trauma all over again. I understand you have a job to do and you have to make sure that everyone is safe to travel and I am grateful for that however in life people need to have some exceptions in life and if people would be willing to try to find ways to make a difference in others' lives and to try to make life easier for others life might become better to live in. Yesterday 2 20 2014 made me feel like my voice was taken away from me again in my life and I am living this bad life again and I am coming to see my family again in two weeks and I pray that you see my heart and you are willing to speak up for me so that next time you won't add more trauma for me and that this pat down won't be so bad for me? Can you care about me and my needs and help come up with a better plan for me next time? It has been almost two days and I can still feel those hands touching all over my body and I have taken so many cloths trying to wash my body but I still feel that dirtiness all over me and I can't get that feeling out of my head. Having to lean over, lift my shirt, lift my leg, touch my breast, bend over, every part was touch and felt how embarrassing and degrading that made me feel. I felt like I had no value and no voice. my dad always taught me that my body was mine and I had the right to my own body and no one had the right to touch it without my permission and after yesterday his guidance was wrong because someone took from me again from my body and I didn't have a say in the matter. I took tons of pictures while I was with my family my dad could of held out my phone and showed me my pictures while the pat down was going on to try to distract me so that it wasn't so traumatic for me but once again it wasn't policy but it could have helped me out a lot to get my mind off of the pat down. when someone who Caller and wife applied for Precheck. Caller said he does not know how he applied. Caller said he and his wife are frequent flyers. Caller said sometimes they are selected for Precheck and other times are not. Caller said his boarding pass has the Precheck logo and his wives does not on their trip for tomorrow. Caller said his wife has not received Precheck on 3 trips. Caller said he has a problem with radiation and he does not want to use the AIT. Caller said he and his wife have a flight again tomorrow. Caller said United tells him they cannot confirm his wife is opted in, that it is up to TSA.

Frequent Flyers

1. Did you receive an invitation from your airline? United
2. Are you traveling on the airline that invited you? Dulles to Seattle and San Diego
3. Are you a U.S. Citizen? Yes
4. Are you traveling from an airport participating in TSA Pre?™? Yes
5. Have you correctly opted-in? Caller said United tells him they cannot tell him.
6. When making a reservation, have you confirmed that your personal information is correct and up to date? No
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? directly on Uniteds website
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?
9. Have you committed any violation, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

We recommend that you review your next reservation to ensure that your identifying information is correct. I told the caller United should be able to see if the box showing opted in is selected.

I told the caller he can call back tomorrow and if his wife is not selected again, we can send this out for research.

I told the caller he can opt out of the AIT but if he does, he would have to have a patdown.

2/23/2014

11:51:31

AM

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 2/23/2014 1:20:57 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/22/2014 Airline & Flight Number : Alaska Air, Flight 773 Checkpoint/Area of Airport : Terminal B, heading to Alaska Air gates TSA Employee: (If Known) : unknown, wish I knew!

Comment : First of all, I would like it understood that it is my hope that the take-away from this is that there needs to be some improvements on TSA's behalf to better instruct TSA agents on handling guide dogs.

Before doing this though, I would like it known that I registered with TSA Cares and advised them of my travel plans. I was never met with an agent at DCA. I did meet an agent at the PDX airport. I honestly believe that if TSA Cares had followed through on the DCA side for my Saturday departure, this issue that occurred would have never happened.

2/23/2014 3:10:25 PM I went through the checkpoint around 3:45 or 3:50 PM, thereabout with a sighted person and my guide dog. Sighted person walked through the checkpoint and cleared. I instructed my guide dog to sit and wait on my command. I walked through and cleared. The TSA agent ordered my sighted friend to go back and remove my guide dog's harness because "it will set off the alarm with all the metal around it!" She went to do that and when I realized what she was doing, I instructed her NOT to remove his harness. The TSA agent then took my guide dog's leash and I instructed him that what he was doing was wrong and breaking the laws. He told me that he had been doing this for seven years and knew what he was doing. I told him that he must have missed the ADA part of his training then.

He then complained to me that it was MY fault that I was holding up the security checkpoint. He then had someone manually pat down my guide dog and that went fine. After arriving at my gate, I thought about it more. I went back and requested a manager/supervisor. A woman appeared and stated that she would look at the video to see what happened and take care of it. Being that she never ask for any of my information, I am not comfortable in knowing whether she followed through or not.

I am filing this to request an update as to whether this was in fact followed up and hopefully, the TSA agent was given additional training regarding service animals.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated she was detained at MDW for 45 minutes on February 22nd and thinks TSA kept her laptop and hard drive. She said she completed her screening process, had to wait for someone to do the patdown, approx. 5 minutes before she boarded via Delta and the laptop and hard drive weren't replaced in her laptop when it was hand searched.

2/24/2014 8:27:57 AM Apologized to caller for the missing items and provided claim form via email. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.
Midway International Airport
773-498-1308

The incident happened at the Phoenix-Sky Harbor International Airport on March 29, 2013 at around 6 pm. I opted for a manual pat-down to avoid going through the full-body scanner.

One of the TSOs showed an unusual interest in me, complimented my clothes (Love this shirt! Where did you get it?). told the agent who was originally going to pat me down, I got this, and proceeded to take me to the pat-down area. His tone and the manner in which he conducted the pat-down struck me as very odd, and I overheard his fellow TSOs commenting that in other places, you have to pay for stuff like that.

2/24/2014 8:37:54 AM When I realized that I was being molested by a homosexual male, I felt extremely embarrassed and humiliated. Due to the emotional distress, I did not get the name of the TSO conducting the pat-down. However, I overheard other agents referring to him as (b)(6)

Since this incident, I have asked the TSO conducting the pat-down, whether they are a homosexual. More often than not, the TSO refuses to provide this information, and the situation gets escalated to the TSM, who likewise refuses to tell me. Therefore, I request that all future pat-downs of my person, be conducted by a TSO of the opposite (female) gender.

(b)(6)

Disability Description: Caller's daughter has Down Syndrome.

Response Details: I assured the caller that I would send this to the CSM. I told her about TSA CARES and told her to call us 72 hours prior to her flight and this would not happen again. She said she would. She does not fly often but has another flight this summer.

I thanked the caller for letting us know what happened and told her to call us again if she has any questions or concerns.

Incident Details: Caller stated that she had tried to get in touch with the CSM at SEA but could not and wanted to file a complaint about an incident that happened yesterday.

Caller was pushing her daughter in a wheelchair. Her daughter has Down Syndrome. Caller pushed the wheelchair to the side and took her daughter out so she can go through the xray.

While the caller was getting ready to go through screening herself, a female TSO came over and took her daughter away from her and around past the screening technology. Caller was trying to watch her property, go through screening and see what was happening with her daughter all at one time. Caller did not know why the TSO was taking her away. The TSO never asked the caller's permission, she just took her daughter. Caller was under the impression that she could stay with her daughter.

2/24/2014 9:15:43 AM
Caller picked up her three pieces of luggage and walked toward her daughter. The TSO told her, Come over here. Set them (the luggage) down over there. Can she stand up? Caller thought the TSO was going to give her child a wand. Instead the TSO told her daughter she was going to do a patdown.

The caller said her daughter did not understand the instructions so she had to show her what to do. Her daughter began to cry when the patdown began. The TSO asked her daughter if she wanted to have the patdown in a private area. The caller said no. She did not want the TSO to take her daughter some where else that the caller could not go to with her.

No one asked the caller if they could do a patdown of her daughter. Caller stated that the incident was so cold and insensitive. She has always told her daughter, Don't let anybody touch you. Caller stated: This was not right. Her daughter is a vulnerable person.

Caller said, Who wants to raise a ruckus at the airport? I did not know what would happen if I said anything. I felt all alone there.

Caller stated that the female TSO who took her daughter away and did the patdown had very short dark hair, probably black. She was not black or white. Caller does not know if the TSO is hispanic or Asian. She is either 5 foot 8 or a couple of inches shorter. She is medium build.

Airport: SEA

Airline: Southwest

Flight number: 730

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/24/2014 11:48:31 AM

Name: (b)(6)

Email: (b)(6)

2/24/2014 12:22:12 PM
Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flight #1543, SNA airport to SJC airport.

Comments: The use of Millimeter wave scanners needs to stop. It is a violation of civil rights and does not give us enough additional security to justify their use.

The only other option travelers are given is a pad down search which is still both slower and more invasive than the previous metal detector scanners.

Travelers are also unfairly pressured to give up civil rights and use millimeter wave scanners because they are not given any information on how long a pat down search will take. I did not want to use Millimeter wave scanner but I did not want to miss my flight either. I had 1.5 hours before boarding but had no idea of how long a pat down search could take.

These Millimeter wave scanners are a waste of government funds (our tax dollars) and should be scrapped immediately due to the civil rights violations they perpetuate.

Bring back America, bring back freedom.

Feedback Type : Request for Information

Categories : Other

Current Date/Time : 2/24/2014 11:14:56 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2/24/2014 12:23:20 PM Comment : I would like to know the exact percentage of TSA employees in screening areas that are female. I require a pat-down and female assist at every airport I fly through and I have never had to wait less than 10 minutes for TSA to wrangle up an available female for a female assist. The most dismal amount of time I have had to wait is 20 minutes (right next to the x-ray machine- mind you). I find that this is due to the distinct lack of women working as TSA agents. Please provide a percentage for me.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/24/2014 1:13:38 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/24/2014 11:30 AM Airline & Flight Number : delta Checkpoint/Area of Airport : past delta counter to the right. not precheck.

TSA Employee: (If Known) :

2/24/2014 2:42:45 PM Comment : Staff was telling people that the body scanner did not use radiation and was rude and disrespectful when I requested to have pat down instead. Spoke to me harshly and rudely. She also didn't call for a female guard to come over for several minutes. My bags were out of my sight for a long time. I was held back behind the scanners until she called. Another female passenger also was treated the same way at that time. The officer who did the pat down was nicer but said that they are short staffed on female employees. There was no delay in her coming to do the job only in the other officer calling.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/24/2014 3:32:50 PM

2/24/2014 4:21:36 PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines flight 2312 to Louisville KY

Comments: while traveling with my husband through Houston on 2/12/2014. My husband advised the MALE TSA agent that he had an insulin pump on and it was inserted in his leg. The TSA agent advised my husband to come through the x-ray machine and then proceed to pat him down. When he felt the insulin pump infusion in my husband's leg he grabbed it and pulled it out of his leg. My husband was in terrible pain and could not even stand up for several minutes after the incident. Then he had to go and re-do his insulin pump.

Obviously your employee's are not properly trained on screen of individuals with medical disabilities. I am only thankful that it was my husband this happened to and not my 7 year old nephew who also has an insulin pump.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 2/24/2014 3:28:55 PM Airport : LWS - Lewiston - Nez Perce County Date/Time of Travel : 02/23/2014 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have a complaint and a question. Yesterday I was flying alone with my 2-year-old from LWS to SLC (direct flight on an aircraft that has approx. 30 passengers). I am 7 months pregnant and getting through security is a very uncomfortable process having to remove shoes, take stuff out of bags, and try to keep my very active 2-year-old from running away, but I complied with everything and removed my non-metal containing shoes even though they let other passengers in better health keep theirs on (LWS is not a pre-check airport). The only liquids I had with me were 2 unopened, commercially packaged juice boxes (approx. 6 oz each) for my 2-year-old son to prevent his ears from popping on takeoff/landing. I was informed that the ONLY way I could bring these juice boxes was that I would be required to do a full-body pat down (during which time I could not touch my 2-year-old to prevent him from running away or be swiped up by somebody else), and all of my bags would be emptied and the contents searched. Other than a prescription for my hyperemesis gravidarum and ID, the only thing I had in the bags was baby clothes given to me for my unborn child. I complied, but it was a very uncomfortable and stressful experience because of my pregnant condition and not being able to keep my 2-year-old safe. I have previously brought water in a sippy cup and they ran tests on that, but they did not require my body or belongings to be searched. I was the only passenger on the entire flight required to have a pat down. I have flown out of Lewiston less than 10 times, and I have had a full-body pat down at least 3 times. From my appearance, I am not a threatening person or one likely kill anybody or myself (have a kid, pregnant, natural-born US citizen, etc.)

2/24/2014
4:22:20
PM

My question is, what is the official policy regarding bringing juice for children? Is a pat-down really required to bring approved beverages for children? As mentioned before, I have brought water in a sippy cup (approx 8 oz) for my son before and never had to have a pat-down. I do not fly often (about once a year), but every time I hear a different story, especially at LWS (they are WAY WAY WAY more restrictive than any other airport I have been in). If a pat down is required, what am I supposed to do if I make this same trip a year from now with a 10-month-old and a 3-year-old? I can't leave them both unattended while I go through the whole 20 minute process of getting my belongings searched and being patted down, especially if I can't hold my baby. A 3-year-old can listen and obey, but not a baby.

Any feedback and tips would be greatly appreciated.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA TCC:

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security crcl@hq.dhs.gov

-----Original Message-----

From: (b)(6)

Sent: Monday, February 10, 2014 4:48 PM

To: CRCL

Subject: Fly Rights - New Report from (b)(6)

2/24/2014
4:22:26
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6), Stone Mountain, Ga 30083

Zipcode: (b)(6)

Are you 18 or over? Yes

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

P.O. Box or Street address:

(b)(6)

2/24/201

4:22:46

PM

City:

Shelbyville

State:

Kentucky

Zip:

40065

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2) Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

TSA OCRL:

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

CRCL@HQ.DHS.GOV

-----Original Message-----

From: (b)(6)
Sent: Sunday, December 15, 2013 9:53 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2/24/2014
4:22:48
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 08844

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date Time : 2/24/2014 4:05:07 PM Airport : RIC - Richmond International Date Time of Travel : 2/10/2014 11:45 AM Airline : Delta Checkpoint Area of Airport : TSA screening area TSA Employee: (If Known) : to embarrassed to have noticed names.

2/24/2014
6:41:10
PM
Comment : Since I have a prosthetic left leg I am often singled out for screening which I think is unfair. However I am used to it and give myself extra time to get through the process. On this particular flight I was singled out for a pat down but it was very abusive with the one TSA agent squeezing my testicles enough to hurt and certainly enough to humiliate me. They were very disgusting people and I do not think any Americans should ever be subjected to such treatment. I do plan to complain to my congressman, Eric Cantor, about this matter!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/24/2014 11:01:11 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/24/2014 10:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

2/25/2014
8:34:11
AM
Comment : The last few times we have flown - my husband has to get extra screening- it prints ssss on his boarding pass. We are trying to get that issue fixed thru your redress inquiry program - his name is (b)(6). Today, the tsa agents decided that our children also needed the extra screening and my 6 year old and 3 year old daughters had to be patted down. My 6 year old could not understand why they had to touch her - how do you explain that? My 3 year old is special needs and thankfully handled it very well. TSA said I did not have to have the extra screening - just the kids with my husband. All the agents were very nice in handling the situation so my complaint/question is why did the kids need the pat down? Thank you

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2/24/2014

TSA

Fax 571-227-1921

Multicultural Branch Office of Civil Rights and Liberties,

Ombudsman and Traveler Engagement Transportation Security Administration

701 South 12th Street

Arlington, VA 20598-6006

My name is (b)(6) and you might be asking why are you sending me a second request and my response would be is why would your company make me go back into my PTSD mind frame because you didn't care about the needs of your passengers? If you took the time to read my first complaint you will be reminded that I am the passengers that had PTSD that was forced to have a pat down in which my parents told your agent that I was going to have a very hard time with the pat down and was told that I was going to be ok and made my parents both stand at a barrier and didn't have any contact with me either by touch or by sound and I was forced to relive my trauma of being raped over and over again so now I am sure you remember my first complaint. Well it has been five days now and my mind is still on my trauma thanks to your company and I thought of a couple more issues that I would like to bring to your attention. You claim that you don't discriminate correct? Well I tend to disagree because once again then explain to me then why do you not have any scanners for people who are in wheelchairs? I am sure that you don't have many travelers that are in wheelchairs so why don't airports have scanners for people that are in wheelchairs and then you can stop having pat downs all together. Forget that part that I have PTSD just the fact that I have a physical disability why do I have to suffer more just because of my physical disability and then add PTSD with it. Your airport gets several amount of money each year so does all of our airports so why can't you use some of that money and buy a scanner or scanners for people that are in a wheelchair so that we can wheel ourselves up to the scanner and get scanned and then we don't have to be violated and have to go through a pat down? I am willing to take these complaints as far as I have to because you see your company does discriminate toward people that have a disability and you should be ashamed for it. When I went to college I have a learning disability as well and we have laws for those disabilities and yet I still had to complete all of my work but they had exceptions for me for examples I had students that would read my chapters to me, take notes for me, I got to go to a quiet room to take my test and I had unlimited time to take test and I am happy with the guidelines at school I was able to graduate with honors so we have exceptions for learning disabilities at all colleges so why don't we have exceptions at the airports? It has been five days and I was talking to my mom on the phone today and I can't get this experience out of my mind and I kept crying over and over saying what happened to me was out of her and my dad's character and I hate having those kind of memories toward my parents because I treasure my parents and they have always given me safety and protection and they were always hard head when it comes to my needs but this past Thurs. 2/20/2014 they sat back and did nothing the abandonment issue and not feeling protected kills me to have those kind of memories toward my parents and your company provided those memories because they were afraid to touch me or talk to me because your company told them no contact with me during the pat down. The good news is your company has about 10 days to make things right and become my voice and protect me and to try to repair what was taken from me on 2/20/2014 and that was my body and you can require that when I come back in two weeks to come and see my parents when I leave to go back to Dallas that you won't require me to have a pat down. I know that it would take a lot of trust but I promise you that I will not have anything on me that would hurt anyone on my plane. All I want is to get on the plane and go back to Dallas. If you would grant me a no pat down I would promise you that I would bring safety onto the plane trust me. The question is would you care about me to make things right and not make me go through another pat down in two weeks. Do you care to help try to repair what your company caused on 2/20/2014 or are you going to put more trauma on me in two weeks? You say that you are truly sorry for the pain that you have caused me and my family so the question is are you really sorry or is this just an act or you are just afraid of how far I am really going to take this complaint or complaints. If you can't care about me enough then think about this decision if it was your mother or your loved one would you want someone to pay back what they did to them so please give me back what was taken from me. If you research my pat down which was on 2/20/2014 around 9:15 to 9:45am you should find out which employee was involved in my pat down and I have a feeling I left a pretty good impression and they probably won't forget me even if they don't know my name and they can tell you how emotional I was and with that being said that should be enough to not make me go through another pat down so it's up to you on if you are willing to become my voice and say that your company has given me enough trauma that we want to give me grace instead and let me go through without a pat down and if you allow that to happen then I know for sure that my God has intervene because even my relationship with my God has been shaken because I don't know how he could have been so cruel to allow this to happen to me because he is the one that has created me and yet he allowed me to get hurt this way so now even the one relationship that I have lean on for support and strength has been damage because of your company. I pray that whoever is reading this letter is a man or women of faith and you will understand how important God is and how I need to repair my relationship so if you provide grace to me and not make me have a pat down then I will remind myself that God is still real and he hasn't left me just like my parents didn't leave me on 2/20/2014. I was also been taught that sometimes in life what was meant for bad can be turned into good so your company has a chance to give me that kind of experience so are you willing to do this for me and let me not. Caller says they suffered a loss of property at check in. They think the only place it could have happened was through TSA. He has been calling at lost and found and nothing turned up. This was from wife's purse. This was zipped at all times and in her possession at all times except for when going through TSA. When they arrived in LAX it was all missing. He got done preparing a theft report for port authority at JFK. There was jewelry missing from the bag. Approximately 70,000 dollars in loss. She was selected to go through a patdown when her purse was opened and he thinks this is when this happened.

Airport: JFK

Airline: Virgin America

Flight: 407

2/25/2014 Date and Time: February 23 at 9:15AM, checked in between 7:45 and 8:15

12:46:40 Baggage #: N/A

PM NOI: N/A

Terminal: Gate A2, Terminal 4 possibly

Email: (b)(6)

Caller Advised:

I apologized to (b)(6) for the inconvenience and for the lost items. I told him I would do all that was in my control to assist him.

I collected necessary information to forward to the Customer Support Manager for notification and review. Also told him I would be sending him a claim form via email which he should receive within 24 hours. If the Customer Support Manager needs to get a hold of you, normally they will via email. I told him to keep an eye out for that.

The claim collects all necessary information to legally file a claim for an investigation for reimbursement for TSA.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

2/25/2014

2:21:58

PM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

From: (b)(6)
Sent: Tuesday, February 25, 2014 3:21 PM
To: TSA-ContactCenter@dhs.gov
Subject: Contact Us - Transportation Security Administration

I received this document the same day or the day after talking with (b)(6) in Tulsa about a TSO position. The final offer came but it was for a TSO position in TBN and (b)(6) in Springfield, Mo. implied that any future offers would be unlikely if I should choose to reject this one. I actually ended up in Joplin where full time status will never be a possibility. Recently, the STSO in Joplin related to me that the FSD in MCI was reluctant to consider approving a transfer request even after a year was spent in Joplin. I want to know why. I want to know why a bait and switch was used in the first place and why I may be prevented from ever transferring to an airport close to my home and where full time status might eventually be achieved. I need a truthful and honest clarification as I and my family have already made a huge sacrifice financially and in terms of time away from home. To imagine that I can pay a mortgage and support a family working twenty hours a week from now on is laughable.

(b)(6)

2/25/2014
4:17:51
PM

<http://null/contact-us>

Attachment 1

Transportation Security Officer (TSO)
Airport Fact Sheet
TUL

Thank you for your interest in joining the Transportation Security Administration's Tulsa International Airport team. If you are selected as a Transportation Security Officer (TSO), you will play an important role in the overall mission of the Department of Homeland Security (DHS) by contributing to the daily security requirements at Tulsa International Airport. Given the nature of our mission at TSA, there are some unique expectations of the position for which you have applied. Specifically, you will be responsible for identifying dangerous objects in bags, cargo, and/or passengers, and preventing these objects from being transported onto aircraft. You will be required to perform various tasks such as: hand-wand passengers, pat down searches, lift baggage (weighing up to 70 pounds) and perform screening duties using various electronic equipment. The TSO job is stressful at times and physically demanding. You will need to stand continuously from anywhere between one (1) to four (4) hours without a break, and walk up to two (2) miles during a shift. You will be required to perform the screening. The caller is with NNSA in Washington. His 76 sister-in-law lives in Kalamazoo, Michigan and was patted down at one time and did not like it so she drives every where she travels. The caller wants to know if there is screening, other than being patted down or going through the screening technology, that his sister could go through. The caller wants to know if the precheck would keep his sister from having to be patted down. The caller wants to know if passengers on private planes have to go through screening.

2/25/2014
4:22:24
PM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Every person must undergo screening.

I advised the caller that even with precheck passengers still undergo screening.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/25/2014 7:59:24 PM Airport : LAS - McCarran International Date/Time of Travel : 02/22/2014 Airline & Flight Number : WN 3157 Checkpoint/Area of Airport : Terminal C checkpoint TSA Employee: (If Known) (b)(6) Comment : Either proper procedure was not followed when I was screened today, or I do not understand why the procedure is what it is. I opted out of millimeter wave scanning and was brought to the spot where I would be patted down. Before they began, they realized there was a partly-filled water bottle in my bag. I asked about 4 possible resolutions: 1) Let me pour out the water in the trash can right next to the pat-down spot. 2) Have the TSA agent pour out the water. 3) Let me drink the water right there. 4) Escort me out of the secure area immediately so I could pour out the water and return to start screening from the beginning. I was told that none of these were possible, and that I could not go back outside until AFTER I received a full pat-down. Then I would have to be screened again when I returned, requiring a SECOND pat-down since I would again opt out. I asked to speak to a supervisor and received the same answer. Please tell me if it is TSA policy that all 4 of the above options are prohibited. If so, please explain why, since I see no security concern with any of them. If not, please train the agent and supervisor in proper procedures. Thank you.

2/25/2014
8:09:03
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

I am a very frequent traveller with having already flown over ten times this year alone and understand the importance of TSA and the security measures taken. I am also a recent member of PreCheck and applaud this new service.

I also have Type 1 Diabetes and travel with a can of Mott's Apple juice to treat my low blood sugar as well as a note from my doctor indicating the medical need.

I realize that the can is 5.5oz, which is over the 3.4oz limit and cannot be resealed as a bottle can (which I do not use because I need the juice to fit in my purse and the plastic bottles are double the size of cans and the glass bottles, while smaller, can potentially break), so I understand the need to "screen" it.

2/26/2014 8:41:51 AM However, my issue is that the screening process is different not only at different airports (with the same machines) but different even at the same terminal at the same airport on different days. Sometimes, the TSA officer uses the Explosive Trace Detection, while other times I've been told that this machine does not test it properly and therefore I need to have a full pat-down and have my entire bag searched, which can sometimes take upwards of fifteen minutes if a manager needs to be called over.

As a frequent traveller, I would like some clarity on the formal process so that I can plan my time accordingly as when to arrive at the airport and so that I can also have a much more enjoyable experience with TSA.

Please let me know within ten days of what I can expect at all airports so that I can plan my next trips accordingly. I can be reached at (b)(6)

Thank you for your help. It is greatly appreciated.

Best,

(b)(6)

Delta,

I got an email asking about my flight experience. So, this is what happened.

The TSA messing with us while running late due to unexpected extreme long line at check in didnt help, especially with a 6yo, 4yo, and 7month baby. My wife was carrying my baby in a pack so TSA decided to give her the full screen with us only having 30 minutes until takeoff. They alleged she tested positive for explosives, while holding the baby. So they had to unpack all our carry-ons and search them - thoroughly. Then they had us wait while someone had to come from another building to give my wife a patdown. Why couldnt one of the agents there do it? Why did they make her go into a back room for the patdown? My kids were in shock and petrified and still are. They dont want to fly tomorrow.

My wife was repeatedly threatened with arrest, but she only begged they hurry because we were getting close to missing our flight. We never caused a scene or yelled- TSA agents were causing the scene and being extremely provoking. She says the patdown was excessive.

We begged them to hurry- they didnt.

By the time we were allowed to go we only had moments until the plane left, so we had to run with bags still open and my small children in shock. It was my 4yo first flight since she was a baby.

2/26/2014 8:41:56 AM Delta flight attendants didnt help us get seats together and had my 6 yo and 4 yo were seperate from us and each other. When my 4yo was in tears, i went to help her because nobody else was- not even stewardesses. Then a stewardess saw me standing in the isle trying to comfort my 4 yo, but instead of offering assistance she threatened me with calling police to arrest me. I was stunned.

I'm not happy.

I was on the way to my father's funeral.

I'm probably going to cancel my Delta skymiles AMEX, and never do business with Delta. The TSA experience was terrible, but the Delta employees made it way worse with lack of care.

I could have been asked to take a seat nicely, and a stewardess could have helped my sobbing 4 yo girl. Instead, i was treated like a criminal. I've never been treated so poor.

I'm an attorney and looking into my options against the TSA and Delta.

Thank you for the terrible experience in my travels to my father's funeral.

(b)(6)

I went through the TSA screening at the San Diego Airport terminal 2 about 9:30 am on February 26, 2014. The security agent patted one pants pocket then had me lift my arms and patted me in the armpit. With a double bending of two fingers he proceeded to tickle me. He then commented that I was ticklish when I recoiled back. This was not just me being ticklish to a pat down but a deliberate maneuver on his part to tickle me. Although many would consider this funny, including the agent who laughed about it to another agent, it was an inappropriate action that angered me. I had to hold back my first reaction knowing that any response on my part would most likely make me miss my flight.

It is bad enough that I have to forgo my Fourth Amendment rights in order to fly, but even more demeaning when TSA agents are allowed to treat the passengers as their personal play things. I will not sit idly by and let this pass. This and other types of abuse must stop.

2/26/2014

10:02:54

AM

(b)(6)

Florence, OR 97439

Caller is calling regarding (b)(6). She is traveling now and the last 4 flights she has been selected for random additional screening. She did not know if she sounded an alarm during screening or what the circumstances were.

RESPONSE:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2/26/2014

11:05:49

AM

TSA also selects passengers and their property at random for enhanced security screening.

Told her we do need additional information about if there was an alarm or what might have triggered her screening. If she would like to give us a call with more details of her screening we can help her determine if she should move on and look at other information.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/26/2014 12:05:18 PM Airport : TUL - Tulsa International Date/Time of Travel : 11/15/2013 3:30 PM Airline & Flight Number : AA 2287 Checkpoint/Area of Airport : The only checkpoint TSA Employee: (If Known) (b)(6) and others unknown Comment : On Friday, November 15, 2013, I was scheduled to fly on American Airlines flight number 2287 to Dallas leaving Tulsa at 3:35 p.m. From there, I was flying on to New York City for an exciting weekend meeting some old attorney friends that were gathering from across the nation.

I arrived at the security checkpoint in Tulsa probably sometime between 2:10 and 2:30 p.m. I went through the radiation scanner and upon exiting, I was told by a TSA employee that he was then going to sexually molest (he used the euphemism "pat down") me because the apparently defective machine "alarmed" on my back. There was absolutely nothing on my back other than the t-shirt I was wearing.

I informed this young man that I was refusing to be sexually molested. From somewhere came a woman whose name I did not get. I can best describe her as an angry old hag probably in her 50's with long blond hair. She told me in a very rude and angry manner that I "had to" submit to sexual molestation. I told this woman that I not "have to" submit to anything. She loudly called for a supervisor, and a man in, if I remember correctly, a brown suit came over. I was then taken off to the side. The old hag carried my belongings over to the side and continued to berate me by telling me several more times in her rude and angry manner that I "had to" submit to sexual molestation. I constantly replied that I did not have to submit to anything. Finally, when I got tired of hearing it from her, I told her that she needed to go back to law school. Her response to this was to cackle in my face kind of like, well, an old hag. This is what the TSA considers professionalism?

2/26/2014
2:07:02
PM

In a short time, I was approached by a Tulsa Airport Policeman who engaged me in conversation. A few minutes after that (b)(6) arrived. He identified himself as a Federal Air Marshall, and according to the business card he gave me later, he is apparently the Assistant Federal Security Director for Law Enforcement Tulsa Oklahoma. Even an FBI agent arrived on the scene a few minutes after (b)(6). The FBI man claimed not to have a business card, and I do not remember his name other than his last name had four letters. This was all very Kafkaesque. At any given time during the 20-30 minutes I was detained, I was surrounded by 3 or 4 Tulsa Airport Police and 3 or 4 federal agents and a couple of TSA people. It was as if I was old Osama bin Laden himself, or some other dangerous terrorist when, in fact, I am just a peaceful and easy going man that wanted to travel to New York for the weekend and meet old friends and refused to waive any of my Constitutional rights and submit to a sexual molestation to do so.

The most troubling part of this encounter was being told over and over and over again by the old hag (b)(6) the FBI man, and perhaps others that I "had to" submit to the sexual assault. This is simply not true. And, of course, it is not true because after 30 minutes, or so, (b)(6) finally escorted me out of the "secure" area of the airport and let me go without the sexual molestation. My understanding of TSA policy for anyone that refuses to be sexually molested is the following:

The new clarified policy for those who refuse pat downs by a TSA Transportation Security Officer (TSO), any pat down, is that the person who is refusing the pat down will be advised that they will be denied entry into the airport, and be escorted from the security screening area by TSA TSOs or police officers.

So, of course, the question is why was I not told this from the beginning and why was I not immediately escort from the "security" screening area instead of being detained for 20-30 minutes.

As stated above, the next most troubling part of this encounter was my detention. I was held there at the TSA screening area for 20-30 minutes. At one point (b)(6) asked for my ID, so I gave it to him. The next thing I know, he and the FBI agent had decided to "run me." It is not a requirement for federal law enforcement agents to "run you" to get on an airplane. And it is certainly not a requirement for them to lead you out of the screening area and kick you out of the "secure" area of the airport. This detention was all just part of the attempt to intimidate me. At one point, the FBI agent asked me for my social security number. I asked him why, and he said he had to check and make sure I was not wanted or had warrants out. I refused to give him my social security number because it is not required to pass through a TSA checkpoint and it is certainly not required to be kicked out of the airport. During this entire encounter, I repeatedly told these law enforcement agents that I was not
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)
Date Time: 2/26/2014 8:50:29 PM

2/26/2014
9:02:17
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jackson Hole, Way to Denver, Co
United Airlines:
Comments: On 02/12/2014 While traveling from Jackson Hole, Wy
To Denver, Co, my wife and 7 year old son, who is in a wheelchair, started to go through security at Jackson Hole airport and were pulled aside and told to wait, by a tso who informed her that they had to call the FSD and, even though my son did not alarm he was subjected to a full body pat down. Would like someone to explain the rational behind these actions. Was not aware of the fact that an FSD could form their own screening process, and subject my 7yr old wheelchair bound son to unnecessary screening, when in every other airport he's been through samples hand, shoes and wheelchair.

Caller has had PreCheck appear on his boarding pass. Caller has an artificial joint in his knee. He said every time he goes through the PreCheck line and the WTMD it sets off an alarm. Then he gets the patdown. He told a TSO what has been happening. His ticket said PreCheck. He was in California and he was given a PASS. It was a yellow cardboard card and he was able to go through the regular line and he was able to keep his shoes on and he did not get the patdown then. He said they did not Patdown his knee at all. He asked if it was standard at all Airports with TSA that you can go through the regular line with the yellow card and get PreCheck benefits that way or would it just be in certain Airports. He said what would be the benefits of getting PreCheck more frequently by joining it if he will always get the patdown. Also, he said he had to give them the card back.

2/27/2014 1:05:45 PM RESPONSE: As part of the Agency's evolving approach to security, Transportation Security Administration (TSA) has implemented a number of initiatives that may offer expedited screening to TSA Pre\u002713\u2122-eligible passengers who are traveling through an airport that does not currently have a TSA Pre\u002713\u2122 lane. By modifying current standard security procedures, this initiative will improve security, efficiency, and the passenger experience.

PM TSA Pre\u002713\u2122 is currently available at more than 100 airports across the country. However, at airports that do not have a TSA Pre\u002713\u2122 lane, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may result in a security screening experience similar to TSA Pre\u002713\u2122. Others may be given a temporary card or indicator that will permit them to receive expedited screening for a specific trip.

While this initiative allows some travelers to experience expedited screening at non-TSA Pre\u002713\u2122 airports, these passengers should not expect to receive this form of screening every time they fly. Implementation will vary from airport to airport and may be dependent on date, time, location, and passenger volume.

The caller is calling regarding Transgender policies. She was told at SFO that she could be patted down by a female agent. She stated that at JFK she was treated terrible, and mocked. She stated that when she flew from JFK she was not really presented in a particular way, and very unisex ed. She stated that she did have her hair down. She stated that they denied her the right to have a female pat her down. She stated that she is on hormone replacements currently. She stated that she talked to three different people at the checkpoint. She stated that she presented her self to be more female on the flight from SFO. She stated that the first office was very nice and even wished her a happy birthday. She stated that she wanted to get the actual policies before filing a written complaint. She asked if this information can be sent to her in writing.

The Transportation Security Administration (TSA) develops requirements and policies for the security of the Nation's transportation systems. The primary purpose of passenger screening is to prevent or deter the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft.

If a patdown is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. Passengers that have recently undergone, or are currently undergoing, sex reassignment surgery may discreetly communicate with officers regarding their gender identity if they believe it is necessary. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

2/27/2014

1:16:28 PM I apologized to the caller for the experience, and explained that the TSOs are trained to treat passengers with dignity and respect through the checkpoint. I explained that I will forward the information to the CSM over TSA at JFK, so that they can be aware of the situation.

The callers flight details are as follow:

Departed: JFK
Destination: SFO
Airline: Virgin America
Flight Number and Time: 23 @ 1:15 pm
Terminal or Gate: A2
Date and Time: 02-27-2014 @ 12:45

I explained that I can email the information to her regarding the policies.

Caller asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that was showing on the monitor. She said that the agent said, "Yeah, Yeah, Yeah." She said that she was roughly spun around and patted down. The patdown was very rough. She The TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about (b)(6) who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

Airport - RDU

Airline - Southwest Airlines

Flight Numbers - 731

Departure Times - 8:20 pm

Arrival Times - She said that the incident happened at approximately 6:30 pm

Date And Time of Incident - 2/26/2014

Location Of Incident

2/27/2014 Gate - A25

2:02:43 Terminal - 1

PM

Phone Number (b)(6)

Email (b)(6)

Name Of Actual Person Involved - (b)(6)

I gave the following information: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I advised her that I would forward her record to the CSM at RDU for review.

Caller flew yesterday Rochester International to Boston. He is missing 20 dollars from his travel bag. He had an expedited pass. He had tools and other items and put them on the belt while he went through the WTMD. He was waiting for his items. A female TSO asked him if he could look through his bag. He said yes. Then he got his shoes and gear. Then she told him to put his brief case down and motioned to another TSO to search him. They searched his belt area and down his shirt. They asked him to remove his shoes and jacket and he ran his fingers inside his belt and and inside his collar and up and down his legs. Another TSO opened up his bag without him viewing it. He had 20 dollars in the bag and now it is gone. He asked if this is normal. He just thinks that this was very odd. He was ordered to be away from his bag. She screened the bag out of his line of sight. Caller stated that he is very upset.

Airport was Rochester International

Gate A6

Airline was US Airways

Flight Number: He is not sure

Description of caller: He is about 5 foot 6 inches with brown hair and had a blue work shirt.

Description of carry on bag: The bag is a black suitcase that has IAEI lettering on it.

Description of TSO who searched the bag: She was a female middle aged with shoulder length brown hair.

2/27/2014

2:26:52

PM

I apologized to the caller.

I told him that sometimes your items can be screened out of your line of sight.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Passengers should not be asked to remove or lift an article of clothing to reveal a sensitive body area.

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and/or damaged from your carry-on luggage.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form).

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. The CSM will investigate this and make sure that no rules were broken.

Caller feels raped and violated and can still feel the mans hand all over his body. This was during a patdown. It appeared professional but he used excessive force. He said all the airports he has experienced he has seen the AIT but this one does not. You walk through the WTMD so it sets you up for an immediate patdown and feels that it is very unnecessary. When he expressed his discomfort the TSO told him he is just doing the job he gets paid for.

This has happened twice at this airport.
He is very upset and wants to know what can be done.

2/27/2014
3:51:05
PM

I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. I told him that if he would provide flight information then we can send this to a CSM for review. You may also call them yourself if you do not want to provide your information.

He said they are part of the people who groped him so what good would that do. The call dropped.

Caller feels raped and violated and can still feel the mans hand all over his body. This was during a patdown. It appeared professional but he used excessive force. He said all the airports he has experienced he has seen the AIT but this one does not. You walk through the WTMD so it sets you up for an immediate patdown and feels that it is very unnecessary. When he expressed his discomfort the TSO told him he is just doing the job he gets paid for.

This has happened twice at this airport.
He is very upset and wants to know what can be done.

2/27/2014
3:51:05
PM

I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. I told him that if he would provide flight information then we can send this to a CSM for review. You may also call them yourself if you do not want to provide your information.

He said they are part of the people who groped him so what good would that do. The call dropped.

Caller feels raped and violated and can still feel the mans hand all over his body. This was during a patdown. It appeared professional but he used excessive force. He said all the airports he has experienced he has seen the AIT but this one does not. You walk through the WTMD so it sets you up for an immediate patdown and feels that it is very unnecessary. When he expressed his discomfort the TSO told him he is just doing the job he gets paid for.

This has happened twice at this airport.
He is very upset and wants to know what can be done.

2/27/2014
3:51:05
PM

I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important.

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He said they are part of the people who groped him so what good would that do. The call dropped.

Caller s sister flew STL-PHX this morning aboard US Airways #647 with her infant child. Caller was subjected to a pat-down in a private area by STSO (b)(6). Caller requested it be done in a public area and the supervisor would not allow it. Caller states her sister made a scene at the checkpoint and states she was molested by the officer who conducted her pat down and this resulted in a panic attack. Caller is now fearful to fly home because she is afraid of the same treatment. Caller states this incident occurred at approximately 6:30AM. Caller wants an explanation of why the patdown was not allowed in a public location and states her sister has flown on multiple occasions with her daughter and has never experienced such a terrible experience.

2/27/2014
4:43:02
PM

Resolution:

Apologized to caller for any inconvenience her sister may have encountered and advised her if she wishes to address this complaint with someone specifically at STL she can dial the TCC contact number again and select option 5 and input the STL(785) airport code and a number will be given to the CSM at STL to file her complaint and address her inquiry directly.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/27/2014 4:56:51 PM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I fly out of the Denver airport a couple of times a year, and every time, the TSA agents are extremely harsh, rude, and just angry in general.

2/27/2014
5:58:12
PM

My biggest complaint, however, is that when they do "pat downs", which are frequent, they do not inform you of what they are doing. Most recently, the agent just grabbed me and started putting her hands all over me. THIS IS UNACCEPTABLE! I consider this assault, when I haven't given permission for someone to grope me. If this happens again, I will be suing the TSA; I'm tired of feeling violated every time I fly out of Denver.

There is no reason that they can't be polite about what they are doing, and inform you when they need to search you. I am not a criminal, and the 4th Constitutional Amendment states that I have a right to be protected against unreasonable searches - and I consider a TSA agent grabbing me and groping me with no warning, to be unreasonable. Someone needs to tell them to STOP IT!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/27/2014 4:56:51 PM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I fly out of the Denver airport a couple of times a year, and every time, the TSA agents are extremely harsh, rude, and just angry in general.

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Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/27/2014 4:56:51 PM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

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Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

2/27/2014 8:12:59 PM The TSA agents allowed five white people before me and another three after me to go through the metal detectors, while I was made to go through the millimetric scanner. after that they stated that they had to do a patdown, which they did in public. This was followed by swabbing my hands and placing it in the machine. After I cleared all of this and am about to put on my shoes, another TSA agent walks down, grabs my shoes and states that additional testing will have to be done. All the while everyone else(all white people) have passed through without a single question. Now I am an expert traveller and have elite status in a couple of airlines. and I have never experienced this level of racial profiling. This made me feel like a second class citizen. I feel my civil rights were blatantly violated and am questioning civil litigation.

Sincerely,

(b)(6)

Caller has metal hip replacements.

2/28/2014 9:31:42 AM Incident Details: Caller said that she was at HOU airport this morning for a 0622hrs flight on Spirit Airlines from Gate A25. She arrived to the airport around 0500hrs and elected to go through the AIT scan due to the metal joint implants to try and get through more quickly than opting out. She entered the AIT and it displayed two anomalies on her hips and the female operator patted her down completely, and conducted an ETD swab. She then told the traveler that she did not clear and they would have to call a supervisor to take her to a private area for a more in depth screening. Caller said that she had another more detailed patdown from the STSO, and was delayed so long that she missed her flight. She is demanding a complaint be submitted and this incident be investigated because she was violated and inappropriately touched by the TSOs during the patdown and missed her flight. She wants to know why a second patdown was required and wants to know why the original patdown was not conducted only on the area where the anomalies were.

She did not claim that she was discriminated against due to disability, but is upset about the screening process and the way the whole situation was handled.

Apologized to caller for her experience and explained that we would forward her complaint to the CSM at HOU for further review and request additional information on the incident. She ask what she could do in the future to avoid this happening and we suggested she notify the TSOs upon arriving to the checkpoint of the metal implants and she may speak with the PSS before entering the checkpoint to address her concerns. Additional screening is required to resolve any alarms of the AIT.

From: (b)(6)

Sent: Thursday, February 27, 2014 7:06 PM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/27/2014 7:06:08 PM

2/28/2014 10:20:23 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

blatant racial profiling

Comments:

I recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

Disability Description: The caller has artificial hips.

Information Request: The caller is requesting assistance because she has artificial hips. The caller stated she does not want to receive a pat-down by the officer s that groped her this morning at Houston Hobby. The caller stated she called the TCC this morning and reported the incident. Caller stated she missed her flight because of the incident. The caller stated she will be flying on Spirit Airlines flight# 200 at 6:22am from Houston Hobby on 3 1 2014. The caller stated she will be taking a one way flight.

2/28/2014
5:10:39
PM

Response Details: I told the caller I would forward the information to a disability specialist. I told the caller to request to speak with a PSS at the checkpoint. I told the caller a patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening. The caller wanted to know why she would have to receive a pat-down if she has already informed the officer s that she has artificial hips. I told the caller she would still have to receive a pat-down to resolve alarms otherwise she would not be able to fly. I told the caller I cannot guarantee the agents she spoke with this morning will not be at the checkpoint. I told the caller I would notate her request and forward the information.

From: (b)(6)
Sent: Friday, February 28, 2014 4:29 PM
To: TSAExternalCompliance
Subject: Complaint Form Submission

Hello TSA-CRL,

Attached is my complaint form. I also described this over the phone to one of your representatives on 2 27 14. The file tsacomplaint.pdf is the form provided on your website and tsacomplaint2.pdf has additional text that would not fit in the form.

Thanks,

(b)(6)

2/28/2014
6:46:04
PM

Attachment 1

Dear TSA,

I have been on hormonal replacement therapy for 4-1 2 years in transition from male to female. I have not done surgery and have not changed my legal gender yet; it is a long process to do it safely. In the modern U.S.A. this should not rob me of the dignity of traveling in comfort and safety. Since my transition began, I have flown around 20 times and most times I have received a pat-down on the chest. With the hormones my curves are changing and the TSA officers have felt undergarments they didn t expect (bra). In most of my travels I have simple said I m on the transgender path, that s a sports bra then pull my collar to the side to show a strap. Most officers have said no problem and done the patdown in a respectful way.

On February 18th, 2014 I flew from SFO to JFK and asked the front-gate TSA officer if I could request a pat-down from a female officer. Believe me, there is no pleasure in this, it has just been my experience that officers who are male are more likely to pat down the chest area in a rougher manner that is very uncomfortable, physically and psychologically. I was granted a very respectful pat-down from a female TSA officer on 2 18 2014 at SFO. On February 26th 2014 at New York JFK airport the experience was radically different and went like this:

TSA,

In my attempt to get to my flight, at the Oklahoma Will Rogers International airport, I was in line waiting to get my boarding pass checked by the pre-TSA personnel, the two individuals there found their conversation to be more important than checking people in. This is not my main complaint but does set the stage for the following. When taking off my jackets and shoes etc and sorting everything I proceeded to go through the scanner. I never take my belt off nor my watch because they are always visible to the TSA and i always give permission to give me a pat down to clear their errors that appear on the scanner. This is never a problem at any airport, until today. I was told to take off the peripherals without being asked for a pat down or clarification of the situation from the TSA personnel. I told them no and that they could visually asses the situation and pat me down. I was then told that before they could do that I had to take the belt off. This is ridiculous to be asked of. If there was anything being concealed in the belt it would need to run through the scanner or should be looked over and neither was done. If this is the TSA policy, it needs to be revised. I will continue to push this issue until i get proper feedback. Its bad enough that I as a tax paying US citizen am paying to be treated by individuals that are rude and incompetent and have to essentially strip my clothing down to prove that im not concealing anything when i give full permission to be checked over. The TSA supervisors name is (b)(6) that failed to operate his job function. This occurred on 2-28-14 approximately 5:40pm

2/28/2014
8:08:34
PM

Thank you for your time and response.

(b)(6)

On February 24, 2014, I was to fly from Fayetteville, Arkansas (XNA), on an American Airline flight leaving at 12:50p.for Chicago (ORD). From there, I was to take a plane to Cedar Rapids, Iowa (CID).

I passed through security and was ready to head to my gate (A4.) Because I am visually impaired, I stopped to ask specific directions from the lady who will give rides on her "golf cart". My sister, who had transported me to the airport and was outside the security archway/gateway called me to say one last goodbye. I was excited at not having been made to take off my shoes nor remove many items from my carry on items, and I moved toward her to tell her and say goodbye.

Apparently, I crossed some kind of infrared line or barrier that was invisible to me. I did NOT go through the archway/gateway. There was a male TSA person standing right there. He watched me walk to her without saying anything. He then told me that I would need to go out and go through security again. I never touched my sister or anything or anyone else. I never took anything from her. I did not see anything to stop me from stepping where I did. I still do not know what barrier I crossed.

I went back around to the security check in. I had arrived an hour prior to my flight, but at this point, there was a line to go through security. As I was standing waiting my turn, I realized that my government-issued identification (drivers' license) was missing. I began emptying my purse and carry-on bag while my sister went back around to ask the TSA person who sent me back through security to intercede for me. He had seen that I had been in the secure area. He had seen that I did not touch anyone or anything. But he would not help.

At this point, another TSA person came over to assist. She was an African American woman. She and another TSA female, as well as the lady checking identification and boarding passes made suggestions and even helped in the search. We removed my shoes. My sister and I checked inside my clothing. By that time, I had a very short time to get to my flight. The lady checking identifications verified that I had been through security and had the proper identification.

The African American TSA officer told me she would take me and do a pat down. I, again, placed my items to be scanned, and she took me over to the "pat down" area. While she searched me, another TSA person emptied everything from all my carry-on items and scanned something into a machine. The lady searching machine apologized several times, and I told her she could give me a complete body check. I just wanted to get on my plane. Knowing I had trouble seeing where to go, when all was done, the TSA officer who searched me was going to take me to my gate. However, the cart lady was parked there, and the TSA officer told her to hurry me to my gate.

As we rode, I told her about the loss of my license, and the cart lady said, "I know where your license is. I picked it up off the floor, and I took it to your gate." When we got to the gate, the door had just been shut, and I missed my flight.

By this time, my sister could no longer see me. Knowing that my vision makes things challenging for me, and knowing that she lives three hours from the airport, my sister asked the TSA man who had made me go through security the second time to find out if I made my flight or not. He told her he couldn't walk that far (leaving his post). He would not make a call to find out so my sister did not know whether she should leave the airport or wait for me to come back.

The American Airline agent rebooked me through Dallas and then to Cedar Rapids. However, several problems occurred in Dallas, including the electrical relays in the plane malfunctioning, and instead of arriving in Cedar Rapids at 5:30 as originally booked, it was around 11:00p.m. My husband had been waiting at the airport since 7:00, and we still had an hour plus drive to our home.

This lengthy email is to complain about the TSA officer "guarding" the security line. He appeared to be in wait for someone to commit an infraction. He was completely unhelpful. To both my sister and I, he appeared to have a "smirky" attitude that enjoyed having someone commit an infraction. A very trying situation had its stress compounded by this man. I understand that the job of the TSA officers is to protect, and I thoroughly appreciate them for that. However, this man's customer service was what gives TSA officers a bad reputation! Conversely, I would like to commend the African American woman who helped me. She was so kind and tried to do her best to get me where I needed to be. You need more officers like her.

3/1/2014
1:14:18
PM

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, March 01, 2014 2:13 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/1/2014 2:12:43 PM

Attachment:

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

3/1/2014 5:12:19 PM

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

El Paso

State:

TX

Zip:

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/2/2014 2:51:42 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/02/2014 1:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2

TSA Employee: (If Known) :

3/2/2014 7:23:29 PM

Comment : I asked the TSA agent if I could have an alternative screening process because I was pregnant. The man told me it was only waves and I had nothing to worry about. I told him that nothing had been proven I felt more comfortable doing something else. He said it would be a pat down and I said I was fine with that. He then told me again that the machine was not a worry and I told him thank you for his opinion but I would like a pat down. He then told me if I was really concerned about my pregnancy I wouldn't be flying to begin with because it was three times worse. I then told him I no longer wanted to hear his opinion. I felt embarrassed and harassed as he had a raised voice that the other dozen travelers could hear his remarks about me and the care of my unborn baby. A compliment to the female agent that completed my pat down. She was very pleasant and professional.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wanted to know if she had reached FLL. She said that she asked for a patdown when she went through the checkpoint on 2/27/2014. She had an Acer computer in her backpack. She said that it cost her \$1200.00. She does not remember if she took it out of her backpack or not. She was flying internationally to Jamaica. She said that the TSO took her items and they took everything out of the bag. She said that she did not have to open her backpack in Jamaica and it was always in her possession after she picked it up at the checkpoint. Her computer is missing. She said that it has her name and photo in it. She said that she does not know what happened to the computer. She wanted a claim form mailed to her.

Airport - FLL

Airline - Caribbean Airlines

Flight Numbers - Does not know

Departure Times - Does not remember the time, however, it was after 4 pm

Arrival Times - She does not remember

Date And Time of Incident - 2/27/2014

Location Of Incident

Gate - Does not know

3/3/2014 Terminal - Does not know

9:38:45 AM Phone Number (b)(6)

Email - Does not have

Name Of Actual Person Involved - (b)(6)

I gave information per: <http://www.tsa.gov/traveler-information/airport-lost-found-contacts>
Fort Lauderdale Airport
954-359-2247

I gave the following information: To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

I told her that she called the TSA Contact Center not FLL.

I mailed her a claim form. I advised her that I would forward her record to the CSM at FLL for review.

From: (b)(6)

Sent: Sunday, March 02, 2014 6:37 PM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 3/2/2014 6:37:16 PM

3/3/2014

10:13:10

AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Rude and Unprofessional TSA Agent, Austin TX, 3:50 PM CDT, March 2, 2014

Comments:

I would like to notify you about a poorly trained TSA agent this afternoon. I had TSA Pre-check authorization for my flight and used that service. My husband went through the metal detector in front of me and informed the TSA agent that I had 2 metal

From: (b)(6)
Sent: Sunday, March 02, 2014 6:37 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/2/2014 6:37:16 PM

3/3/2014
10:13:10
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Rude and Unprofessional TSA Agent, Austin TX, 3:50 PM CDT, March 2, 2014

Comments:

I would like to notify you about a poorly trained TSA agent this afternoon. I had TSA Pre-check authorization for my flight and used that service. My husband went through the metal detector in front of me and informed the TSA agent that I had 2 metal

Feedback Type : Security Issue

Categories : Duration of Screening Process; Pat-down Current Date/Time : 3/4/2014 12:40:50 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/02/2014 4:15 PM

Airline & Flight Number : Alaska 473g

Checkpoint/Area of Airport : after customs TSA Employee: (If Known) :

Comment : I was given a more than normal pat down and overly intense inspection of myself and carry on bag. I was also told this will be normal from now on by a TSA employee. I would like to know why there is a change in my security status. My wife has a TSA precheck and I get the high risk level rating. I have not even had a moving violation in over 15 years. I was wondering why your agency put me on the high risk list?. This makes travel by air a pain in the butt and I feel I am being harassed.

3/4/2014
9:33:32
AM

Thank you for your time

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address:

3/4/2014
10:11:43
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Westchester County Airport

What was the date and approximate time of the incident?

Caller is 80 years old and will be flying on Thursday with an orthotic in her shoes. She is also visually impaired, has ankle problems and a broken toe. Caller stated that it is hard to take off her shoes. She will be in a wheelchair.

She stated that she had heard that if you are over 70, you do not have to take your shoes off. I told her it is 75 and that was true. I told her I was giving her another reason why she does not have to take off her shoes. Caller stated that the reason she is calling is that once she flew from PBI to EWR and had a horrible experience.

Caller believed this was more of a customer service issue than discrimination or failure to accommodate. Caller had been through screening and an ETD. She has to ice her foot twice per day so she had brought in her carry on something that could be either heated or frozen. Her suitcase alarmed. The female TSO took the caller's items out of her luggage as if it was junk. She looked at the previously mentioned item, passed it around to other TSOs, then threw everything back in so that it would not close.

Caller was in a wheelchair and, after the screening, had to take everything out of the suitcase, put in on the airport floor, and repack it to get the luggage to close properly. She had to do this twice.

The TSO treated her as if she was enemy. The TSO was completely callous about handling her property. This TSO could not care less. Caller had said, I hope you are going to repack that. The TSO ignored her. Caller did not get the TSO's name but said she was a heavy set African American.

Airport: PBI

Airline: United

Flight Number: 258

Date and Time: Oct 1 at 1:10 (flight time, she was delayed so much that the plane was boarding when the screening was finished. She had arrived at the checkpoint about 12:15pm)

Location: She does not know, but it was the United Terminal.

3/4/2014
10:15:30
AM

I asked if she needed assistance at the checkpoint. She said she did not think she needed any special assistance.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I emailed the information to her.

Caller said this was uncalled for. She had never had any problem with this item before and she travels with it often. TSO was acting as though caller was very suspicious.

I apologized to the caller and told her I would send this to the CSM. She said she would like that.

3/4/2014 11:11:37 AM
Caller said that she may be obtaining a piercing just prior to an upcoming flight and wanted to know if this would be a problem, especially if she sets of the metal detectors.

AM
Advised caller that an individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

3/4/2014 12:17:26 PM
Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Westchester County Airport

What was the date and approximate time of the incident?

Referral from DHS TRIP (Redress)

To whom it may concern:

For your review and action as deemed appropriate (b)(6) (b)(6) applied to the Redress program on 2/24/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

3/4/2014
2:13:20
PM
DHS TRIP

Sincerely,

Traveler Information:

Name (b)(6)

Address (b)(6) Newark, CA 94560

Email Address (b)(6)

Phone Number (b)(6)

The caller flew from Puerto Rico. The caller states that she had a brand new suitcase and a wheel was broken off of it. The caller states that she has a NOI. The caller states that she does not know who damaged the baggage. The caller states that she flew with Southwest airline. The caller does not want to file a claim. The caller states that the machine went off. The caller states that she had a patdown procedure because of this. The caller states that she is not happy with this as well. The caller states that she told them she was handicapped and they told her to go on through the machine and it alarmed and then she informed them that it was a knee replacement. The caller states that the TSOs at the checkpoint should probe to find out peoples disabilities.

3/4/2014
7:57:38
PM
Advised caller:

We regret that you found your experience to be less than satisfactory.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

The caller just came from CMH to ATL. She flew on Delta. She went through the checkpoint and she forgot her laptop at the checkpoint. She asked for the lost and found for CMH. She asked what the process will be. She stated that one bin had her laptop and her other items in a different bin. She stated that she requested a patdown, and the lady at the checkpoint gathered her items and the bins. She stated that she had placed the bins inside the other and the laptop was on the bottom. She stated that she did not see the laptop so she forgot the item. She stated that she could not tell that her laptop was still in the bottom bin. She asked what she can do if the lost and found department does not have the laptop. She asked if they will mail it to her if they have it.

I advised the caller that at most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost. I provided the contact information for the lost and found department at, CMH.

3/4/2014 10:04:02 PM These Lost Found contacts are only for items left at TSA Security Checkpoints or items missing from checked baggage.

Port Columbus International Airport
614-239-5035

http: www.tsa.gov traveler-information airport-lost-found-contacts#16

I explained that she can contact the CSM if there is nothing recovered in the lost and found department. I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

I explained that it is the passengers responsibility to ensure that all the items are gathered at the checkpoint after screening, however we do have the lost and found process in place for these items. You are abusing and discriminating against people with hip replacements and it needs to end.

I am a physician. I am writing because I am tired of being patted down every time I fly because I have a hip replacement. Unfortunately, your millimeter wave scanners are not always available and I frequently have to pass through a metal detector which, invariably, triggers an alarm and I have to undergo a "pat down". I am tired of this. It is unnecessary and, quite frankly, abusive and discriminatory. Why a "pat down" ? It would be very simple to have one of the wand magnetometers and it will quickly show where the metal is. I have no problem having someone feel the outer part of my hip, but I have pretty much had it with the full pat down and chemical screening that I have to undergo every time I fly. The location of my metal is focal and easily identified. I want this to be stopped. To whom do I write to stop this abusive and discriminatory behavior?

(b)(6)

3/4/2014
10:11:17
PM

(b)(6)

Office: (b)(6)
Fax:
Email:

Hi. I've been flying 2-3x per month for 10+ years now and since the millimeter wave detection system was implemented, I've worn my belt with very few questions and it NEVER sets the machine off and causes delays or extra pat downs. This morning an agent in SMF at 6 am said "I'm going to need you to take your belt off. I told him, " it has NEVER set this machine off." His response was, " well this machine is being extra sensitive today,". It was a lie and he knew it but he is so determined to be " the boss" he wouldn't let it go. If I want to get extra screening, isn't that my decision? Furthermore, why would I bother telling him it NEVER causes a problem if a) I'm a first-timer with no experience or b) I REALLY want extra screening?

I've had so many good encounters with TSA agents that I never feel compelled to write and even when I have it was a positive experience. The biggest issue I have is that he lied and business travelers who do this a lot aren't stupid. Be honest.

(b)(6)

3/5/2014
10:10:22

AM This message and any attachment are confidential and may be privileged or otherwise protected from disclosure. If you are not the intended recipient, you must not copy this message or attachment or disclose the contents to any other person. If you have received this transmission in error, please notify the sender immediately and delete the message and any attachment from your system. Merck KGaA, Darmstadt, Germany and any of its subsidiaries do not accept liability for any omissions or errors in this message which may arise as a result of E-Mail-transmission or for damages resulting from any unauthorized changes of the content of this message and any attachment thereto. Merck KGaA, Darmstadt, Germany and any of its subsidiaries do not guarantee that this message is free of viruses and does not accept liability for any damages caused by any virus transmitted therewith.

Click (b)(6) to access the German, French, Spanish and Portuguese versions of this disclaimer.

From: (b)(6)
Sent: Wednesday, March 05, 2014 3:16 PM
To: TSAExternalCompliance
Subject: TSA Chicago Midway Complaint

Attached is my completed complaint form. Please contact me to address this information.

Thank you.

(b)(6)

Attachment 1

(b)(6)
Home Phone: (b)(6)
Address: (b)(6) Midlothian IL 60445
Email: HYPERLINK (b)(6)

3/5/2014
4:20:28
PM

What Happened?

My husband I traveled on February 20, 2014 from Midway airport to Ft Meyers, FL. We arrived at Midway airport at 4:30 am for a 6:30 am flight on AirTran (Southwest) Airlines. Using curbside check in, we had 2 small bags that we were carrying on. We gave the ticketing agent our photo ID s he printed the boarding passes, placed them in the paper jacket, circled our gate number, handed us the ID s back, along with the boarding passes. I have arthritis, needed a wheelchair, so we met with the wheelchair transport person proceeded to security. When we got to the security check point, we handed our ID s to the agent he inspected the boarding passes matching them up to our individual identification, initialed off on each of them, gave us back the boarding passes identification. I cannot raise my arms high enough to go through the scanner so I had to wait for a pat down. My husband went through the scanner as our bags were being screened on the belt. everything was fine. After 7 minutes or so, I was waived through began the pat down. I am used to this have been through a pat down plenty of times. When the TSA agent was finished, she took a small piece of paper, ran it over the gloves that were used in my pat down inserted it into a machine, it beeped. I was asked if I took any special medicine, or creams, then I was told that I had to go through a 2nd pat down by a supervisor all of my bags had to be searched. When my boarding passes were being handed back to me, the TSA agent mentioned my going to California, (not Florida) then she noticed that my boarding pass was not mine; the name on it was (b)(6) So I was waiting to be searched again, my husband had to take my ID, be accompanied by a TSA agent back to a Southwest kiosk to print a correct boarding pass. Then he had to go back through security, even though the TSA agent had never left his side. Meanwhile, our bags were being hand searched, even though they were cleared on the x-ray. When my husband got back, we were still waiting for the supervisor to do my second pat down; she thought we were going to her the TSA agents thought she was coming to us. WE were taken to another area of the airport, I was taken to a small room where I had the second pat down. Our third bag hadn't been searched yet so they did that while I was having the pat down by the supervisor. Everything checked out fine, we made it to the plane with only a few minutes to spare, even though we were there two hours ahead of time. As it turned out, the machine that scans the small piece of paper after a pat down, was not working. What a fiasco to have to go through all of the aggravation. When we did arrive in Florida, upon unpacking, a small bottle of nail polish had been opened during the inspection of my bag, had spilled all over. The whole process was frustrating, but the security issue is extremely bothersome to say the least. How can this happen? Two different people looked at photo identification, matching up our names faces to our boarding passes, I still got through, or would have gotten through to the gate. And because the gate agent only scans the boarding passes in this case, handed them back to us, we could have gone anywhere. That seems like a HUGE security breach.

I travel every week and am TSA pre check and approved Global Entry participant. At every airport except Seattle, I can go through TSA pre check and walk through the metal detector with no problem, even though I have a knee replacement.

Every time I fly out of Seattle, and go through pre check, the metal detector goes off and I need a pat down. If I tell them I have a knee replacement, I have to go through the regular line and they want me to use the body scanner. This means I have to take my shoes off, my Liquids out and all coats and jackets off. I took the time and effort to be Global entry and pre check and paid for it, I feel that I am being discriminated against, by not being able to use it and being treated this way in Seattle. My largest customer is here so I fly in and out often.

Please find a suitable solution for me. I should not have to be patted down every time just because I have a knee replacement. There are laws that cover Americans with Disabilities.

3/5/2014 6:14:16 PM

Thanks you,
(b)(6)

(b)(6)

To whom it may concern,

3/5/2014 6:14:46 PM On Tuesday March 4th, 2014 My girlfriend and I were traveling from the Greater Binghamton Airport to Orlando. We had to go through Security to be screened and checked in for our flight. The Female TSA worker without warning pulled my girlfriend over to the side randomly to pat her down for no apparent reason and my girlfriend panicked and blacked out. I was trying to tell the worker that she had an Medical Alert bracelet showing she has Panic Disorder and I had to repeat myself 4 times where she had told me to shut up ignoring my pleas. The TSA worker was interviened by a County Security worker that I know and told them to stop and told them to listen to me noticing that I was trying to point to Medical Alert bracelet on then they allowed me to give her medicine to get her under control then they continued to path her down after she was calmed down and said that they had to do a pat down because she had a dress on. Where I had seen 3 other women walk through with dresses on and were never patted down themselves. and then before our flight they came out and asked passengers again to look at there bags again after they had passed inspection before. I would like to know if something can be done to correct this so it don't happen again to someone else that is innocent.

Thank you for your time,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 3/6/2014 1:06:58 PM

3/6/2014 2:26:19 PM

Name (b)(6)
Email (b)(6)

Complaints: Damaged or missing items in Checked or Carry-on Baggage
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #1875 USAirways Laguardia Airport
New York City

Comments: I requested to go through the metal detector or have a pat down. While waiting for personnel for the pat down, I was told to send my items through the xray. This is a different practice than I am accustom to because they usually request that you keep your items with you at all times. There was a long delay where I was separated from my items. Once I boarded the plane, I noticed my Bose noise cancelling headphones were missing from my open top bag.

The caller stated that her daughter had flown from PHX to ABQ and had told the TSO that she was treated rudely by the TSO and her daughter was upset. The caller connected me with her daughter. I spoke to her daughter who wished not to provide her name. The daughter stated that she went through screening and a patdown was required. The officer, as she described as an older lady with shoulder length hair and dark skin, allegedly began to pat down her hair and when the passenger asked her to be careful when patting her chest as she had had surgery and has drain tubes, the officer became rude. She stated that the officer stopped the patdown when she advised the the office of her condition. The passenger stated that she didn't feel as if any of this was related to her medical condition, it was just general rudeness of the officer. The passenger did not wish to provide and email. The initial caller (b)(6) provided hers.

3/6/2014
4:50:06
PM

Advised the caller: Advised that if the passenger felt as though she was discriminated against due to a medical condition or disability, she would need to file the claim in writing. Advised the caller that I apologize if the officer treated her less than professionally. Advised the caller that I would send a copy of this complaint to the CSM at the airport and that they would look into the situation.

Description of passenger: Female, 110lb 5 ft tall, white shirt, green pants, pony tail.

PHX
Terminal B
Southwest airlines
approximately occurred at 2:15 pm today

March 6, 2014
Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov
External Compliance Division
TSA-6 OSC Civil Rights and Liberties
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
Via Electronic Mail: civil.liberties@dhs.gov
U.S. Department of Homeland Security
Review and Compliance
245 Murray Lane, SW
Building 410, Mail Stop # 0190
Washington, D.C. 20598

3/6/2014
6:03:18
PM

Re: TSA Complaint on Behalf of (b)(6)

Dear Sir Madame,

The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger (b)(6) On March 3, 2014 (b)(6) flew on Delta Airlines Flight No. DL4501 from Los Angeles International Airport (LAX) to Portland International Airport (PDX). The LAX TSA violated (b)(6) civil rights by forcibly patting down his Sikh turban and incorrectly informing him that the "policy of allowing self pat-downs" had changed. We request immediate investigation and remedial action from the TSA.

1 (b)(6) Portland, Oregon 97229. His email address is (b)(6)

I. Facts

(b)(6) is a TSA Pre™ member and a frequent flyer. He runs training seminars for physicians and health care professionals and flies on a regular basis. He fully understands and abides by TSA screening policies and procedures. (b)(6) who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on Delta Airlines Flight No. DL4501 from LAX to PDX on March 3, 2014. (b)(6) had arrived on an international flight from Seoul, South Korea and passed through domestic screening at approximately 10:00 am.

(b)(6) cleared the Advanced Imaging Technology machine without sounding an alarm. He was dressed in an orange shirt and tie, blue slacks, and wore a black turban. He carried two pieces of carry-on luggage (a laptop and a gift bag). TSO (b)(6) asked (b)(6) to step aside to be secondarily screened, even though he did not set off any alarms. TSO (b)(6) told (b)(6) that he would pat down his turban. (b)(6) replied that he was permitted to do a self-pat down of his religious headwear during secondary screening. TSO (b)(6) informed him "that the policy had changed" and that he was "not allowed to do a self-

pat down (b)(6) exhausted after his 11 hour flight from Seoul, was afraid he would miss his flight, which was scheduled to board at 11:05 am. He reiterated two more times that he would do a self pat-down of his turban. TSO (b)(6) insisted that the "procedure had changed." TSO (b)(6) proceeded to roughly pat-down (b)(6) turban, disheveling it in the process (b)(6) left with no other option, closed his eyes through this humiliating experience, which significantly burdened his

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/6/2014 8:50:23 PM

1) Information about the person who experienced the civil rights/civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

3/6/2014

10:00:33

PM

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Menlo Park

State:

CA

Zip:

94026-7654

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

Caller flew JFK-MCO today aboard Jet Blue #83. Caller states she is handicapped and had to undergo some additional screening including a pat-down as she normally does. Caller had a first generation iPad which was placed in a bin at the checkpoint. Upon completion of her screening, her carry-on luggage was returned to her by TSA personnel. Caller was in a hurry to board her flight and did not check the contents of her luggage. Caller is missing the iPad and states it is not protected and fears some personal information can be compromised. This occurred at approximately 2:00-2:10 PM today and her flight was scheduled to depart at 2:54 PM. The screening occurred at Gate 5.

3/6/2014

10:25:05

PM

Resolution:

Apologized to caller for the inconvenience and advised her I would forward her complaint to the CSM immediately for review. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. You should also contact the TSA lost and found at JFK. You can reach them at 718-917-3999. Caller has limited access to email at this time because her iPad is missing and would prefer a phone call.

I am forwarding this to you about the incident that happened to me at the El Paso, TX airport on February 26, 2014.

Best,

(b)(6)

Sent from Windows Mail

From: Dinino, Melissa

Sent: ?Thursday?, ?March? ?6?, ?2014 ?9?:?54? ?AM

To: (b)(6)

Good Afternoon (b)(6)

3/7/2014

8:57:23

AM

Please feel free to send your comments directly to the TSA Contact Center (our headquarters office) by calling 1-866-289-9673 or via email at: [HYPERLINK "http://www.tsa.gov/contact/20"](http://www.tsa.gov/contact/20)www.tsa.gov. If you have any questions please do not hesitate to contact me.

Melissa M. Dinino

Customer Support & Quality Improvement Manager

U.S. Department of Homeland Security

Transportation Security Administration

El Paso, Texas

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

3/7/2014

8:58:09

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Denver International Airport

What was the date and approximate time of the incident?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/6/2014 8:50:23 PM

Information about the person who experienced the civil rights/civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

3/7/2014
8:58:11
AM

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

P.O. Box or Street address:

(b)(6)

City:

Menlo Park

State:

CA

Caller has PTSD and states the last time he went through security at San Diego he got an angry agent who gave him a patdown and it was very rough and he ended up in the hospital, not because of the physical patdown, but, psychological. He went through AIT and states he had nothing in his pockets. He had his spleen removed and said he has a scar in his abdomen, didn't inform the TSO prior to screening and states it was a very intrusive patdown and he thinks unnecessary because they patted down his groin area.

Wants to travel again and afraid it will happen again, what can he do to avoid the patdown. States he isn't military and doesn't want assistance, just wants a guarantee he won't have to have a patdown!

Caller states the incident happened August of 2012.

Caller hung up.

3/7/2014
9:19:36
AM

Response:

Apologized to caller for his screening experience and advised we can request assistance for him, he declined and said he doesn't have flight yet.

Explained reasons for additional screening such as the patdown and advised he can ask to speak with a supervisor or PSS upon arrival at the TSA checkpoint.

Should explain he has PTSD before he begins his screening.

Caller said in August of 2008 at Chicago OHare the TSO asked him to remove his shoes. He was very tired because he had been up with his baby the night before and was about to miss his plane and he also ask his child age 2 to remove his shoes. The TSO did not say why and was acting forceful but he would like to know why we have travelers remove their shoes. He stated it had bothered him since and he thought of it again this morning. He asked if TSO are the same as Police Officers. He also asked if it is a law that he remove his shoes.

RESPONSE:

3/7/2014
12:10:30
PM

Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

Our new procedures allow passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. Transportation Security Officers use their discretion.

Told him TSO s are part of Homeland Security and not the same as Police Officers.

Invited him to visit www.tsa.gov to read about TSA and who we are and what we do.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. A passenger will not be permitted to board an aircraft unless the screening is properly completed. TSA is in place by Homeland Security to screen all passengers.

Caller states he filed a complaint in June 2013 .He states an incident happened at BDL where asked for a patdown, the agent told him to stand over there, he said his stuff went through the belt, and the agent was being very rude to him he said she was extremely rude. He states he was patted down. He said a Supervisor came over he was very nice and explained the patdown. Caller told the supervisor I would like to file a complaint on this agent. He states the Supervisor allowed him to file a complaint. he then got a call and their response was they were sorry. He states he was not happy with that response. He called tsa headquarters in dc, talked to woman, and asked for a copy of the incident report, and he was told he will have to file a foia request and he states he filed that. His congressional staffer told him the report is done, but he can never get him a report. Caller asked who can I talk to, to get a report of the incident?

I advised he needs to speak to the tsa csm at BDL, he states he has and cannot get any help. He asked who do they answer to?

3/7/2014
1:25:52
PM

Please send all written correspondences for John S. Pistole to the following address:

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Caller stated he is trying to reach TSA Security at Denver.

He is a military Canine Officer and one of his Officers flew from Denver recently with a Military working Dog (not a guide dog for someone disabled) and the Officer at Denver touched the dog. He was checking in on the Law Enforcement side and the Officer refused to listen to the handler and their dogs are aggressive. They have a screening letter from TSA that states Military Service Dogs do not have to be screened.

RESPONSE:

3/7/2014
2:42:47
PM

Told him how to obtain a phone number for the CSM via the IVR.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process.

Advised he certainly can contact the CSM about it.

3/8/2014
9:45:41
AM

I had a wedding ring that I believe was slipped off my hand during a pat down at the airport. I requested to review the camera footage to see and it was delayed so I took my flight. This was at the security checkpoint closest to the Frontier counter. When I returned about 20 minutes later the screener was the only person who was not present at the checkpoint this was about 12:00 to 12:30. I would like to get a copy of all of the footage between 12:00 and 12:45 today. The passenger was (b)(6). My ring was not removed during the screening and it fit loose. I believe it may have been slipped off during the patdown. Please also forward this to the TSA "lost and found"

Sent from mobile

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, March 08, 2014 10:12 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/8/2014 10:11:50 AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No
First and Middle Name:

3/8/2014
11:16:28
AM

(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)
City:
Vancouver
State:
WA
Zip:
98683

The caller spoke to (b)(6), TSO at PHX about a complaint he had during his screening this morning. The caller was accused of yelling at the TSO during the conversation. When the caller asked for the name of her supervisor she would not give the name. The callers complaint is that he has artificial hips and is used to having to go through a patdown and also ETD testing on his hands. However, the caller claims that 3 different TSA agents told the caller to do three different things at the same time. The caller was told by one to take his shoes off, another told him to leave his shoes on and the third told him to leave his shoes on but take his belt off. The caller says that he just does not understand why there is not better communication and more consistency in the screening and information. He is also upset that he could not speak to a supervisor and their name was withheld. He wants to be able to speak to someone directly.

I advised the caller of the CSM name and phone number at PHX

Name: Wendy Cline
Phone: 480-375-(b)(6)

3/8/2014
11:23:52
AM

DATE OF TRAVEL 03-08-14
AIRPORT PHX
AIRLINE SWA
CHECKED BAGGAGE TIME 0840
TERMINAL OR GATE Concourse C

I advised the caller that we inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/9/2014 10:22:06 AM Airport : LIT - Little Rock National Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : 15 mins. Pat down luggage search all over hand lotion Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/9/2014
11:19:28
AM

3/9/2014
11:19:36
AM

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/9/2014 9:28:51 AM

Airport : MCO - Orlando International

Date/Time of Travel : 03/08/2014 12:15 PM Airline & Flight Number : Southwest flt # 2030 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : As I was going through security at The Orlando Airport in 3/8/2014 I was pulled aside after passing through the body scanner. The officer wanted to test my hands. The real reason being that here was a tall white guy so let's screw with him. I was forced to walk to another area where my hands are wiped and the swab ran through a detector. I was told my hands tested positive but was not told positive for what. They called for a supervisor which took 15 minutes because the supervisor's break could not be interrupted. I was told I have a substance on my hands and the TSA officer that patted me down also tested positive after he patted me down. This is a bold faced lie because the officer never left my side and was not tested. Two more officers were called and I was taken into a room for a "complete pat down." I informed the officer I had a medical port installed in my upper right chest and it is very painful when hit or pressed on. Of course this is the first place the officer started to pat down causing as much discomfort as he can. I am told they will test the gloves the officer is wearing, which is another lie. They were back in less than 30 seconds to tell me everything is fine. I realize that under the Obama Administration there is an active policy of harassing Americans, especially Caucasian Americans but this is unacceptable. Your TSA officers acted offended when I didn't thank them or congratulate them. I only told them that it is this type of thing why people hate the TSA. The TSA was never intended to be the Gestapo and people are fed up with this type of thing. I am fully aware any response I may receive will be more lies but I would like to see you explain your behavior.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/9/2014 11:46:38 AM Airport : BOS - Logan International Date/Time of Travel : 03/07/2014 6:15 AM Airline & Flight Number : JetBlue Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : Last name was (b)(6) comment : There have been many times I've gone through security where there has been someone with a medical condition or disability. This particular time, the person in front of me was a diabetic with an insulin pump. Due to his pump he requested a pat down because he wasn't sure how a body scanner could/would affect his pump. TSA Agent (b)(6) proceeded to try and pressure this person, a 14 or 15 year old male, to just go through the scanner. He told him that "people do it all the time when they have insulin." Reluctantly, the agent finally requested a pat down, but no one ever came even though there were several TSA agents not doing anything near by. He then continued telling this kid that he sees a lot of people go through scanners when they have insulin pumps... He pressured the kid so much that he proceeded with the scanner since after 10 minutes, there still wasn't anyone available to come do a pat down.

I just want it to be known that 1. We've all seen the bad press the TSA gets for how they treat people with medical conditions/disabilities. The TSA always apologizes and blames lack of training but I fly multiple times a year and have seen this behavior MANY times. Almost every time I fly, actually and it disgusts me. Just because a pat down is less convenient doesn't mean that someone with an insulin pump or even someone in a wheelchair should be pressured into using the body scanners. That is wrong, ridiculous and incredibly insensitive.

3/9/2014
1:16:19
PM

2. If it really is THAT inconvenient for a pat down, that would seriously not take that long then maybe you should have a line for people with health conditions or disabilities in each terminal to save these TSA agents the apparent hassle of a pat down when they have and always require body scanners in Boston.

3. It would be wonderful if TSA staff could receive more sensitivity training when it comes to disabilities and health conditions because these people should NOT feel ostracized just because they have a disability or health condition. That isn't their fault.

I do appreciate the concern for safety because as a regular traveler, I want to be safe and I want fellow travelers to also be safe. But, I don't want to see people with health conditions or disabilities harassed, made to feel like less of people, or as an annoyance for needing special accommodation.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/9/2014
1:16:28
PM

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/9/2014 11:15:55 AM Airport : EWR - Newark International Date/Time of Travel : 03/09/2014 12:30 PM Airline & Flight Number : UA 3818 Checkpoint/Area of Airport : Primary checkpoint Charlotte (CLT) TSA Employee: (If Known) : Female 50+ tall auburn hair Comment : Once passing the scanner I was groped by the agent. She touched my breasts and my crotch. I was in shock and concerned that if I objected, I would be detained. I went through security just after 10am.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/9/2014 11:15:55 AM Airport : EWR - Newark International Date/Time of Travel : 03/09/2014 12:30 PM Airline & Flight Number : UA 3818 Checkpoint/Area of Airport : Primary checkpoint Charlotte (CLT) TSA Employee: (If Known) : Female 50+ tall auburn hair Comment : Once passing the scanner I was groped by the agent. She touched my breasts and my crotch. I was in shock and concerned that if I objected, I would be detained. I went through security just after 10am.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller is trying to help a friend. He was traveling on business through LGA to ORD. He left his work laptop that he needs back as soon as possible. He left it at the checkpoint. They have been calling the lost and found for three days and left messages and have not received a call back from them. When she called the hours given were 7 to 6:30 even on weekends. He can provide more information to prove it is his laptop.

Passenger: (b)(6)

Flight Info

Airport: LGA

Airline: Delta

Flight: 5957

Date: 3-7-14

Time: 3:20 to 3:30 PM

Location: Terminal A checkpoint

Description: Passenger was wearing khaki pants with side pockets and a hoodie that was taken off. He was wearing a long sleeved reddish shirt. He went through a patdown because he opted out. His backpack was a mushy red color that went through three checks because of battery.

Advised caller:

LaGuardia Airport
718-662-5042

I will forward this information to the CSM for review.
To Whom It May Concern:

Something really needs to be done to make your TSO training uniform! Recently I traveled from Ft Wayne, IN via Dallas to LAX and returned and the screening at both ends deviated significantly.

Ft Wayne

- Went thru security twice within 15 min since it appeared my flight had been cancelled a second time and went to AA ticketing counter.

1st time went thru AIT and no problem even w/prosthetic left knee

2nd time different personnel – went thru scanner THEN had to be patted down. That wasn't good enough, my shoes were swabbed, then had to take off my shoes to be scanned on a different scanner, checker came back to pat down my socks! The screen showed the alarm went off due to the cheap, made in China, necklace, a belt that I didn't have so I guess the button on my jeans and my shoes set off the alarm. Oh, I was asked if I wanted a "private" screening! Why w/the reputation of TSA would anyone consent to that? Who knows what would happen behind a closed door!

LAX

- Went thru AIT, no alarm, no patdown!!!!!!!!!! This is nuts when there is a greater likelihood of a terrorist in LA than in the midwestern town of Ft Wayne, IN!

The current method of security checks is absolutely insane! WE NEED PEOPLE TRAINED IN PROFILING POTENTIAL TERRORISTS! Here I am a 75 yr old grandmother most likely a 5-6th generation American on my mother's side of the family and I have to be subjected to this kind of treatment! Why should I want to fly anywhere when I am treated like a potential terrorist? Stop this nonsense and come up w/a better method of screening!

You most likely receive many complaints so hopefully you will start making improvements.

(b)(6)

Disability Description: The caller has metal knee replacements.

Information Request: The caller wanted to know if there was any way to negate a patdown if he alarmed the AIT or WTMD.

Response Details: Advised Caller:

3/9/2014
7:30:02
PM

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to e-mail this information to the caller, and he declined.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 94612

3/10/2014
8:28:56
AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Bob Hope Airport

Caller and wife have global entry. Caller flies from Denver and Anchorage a lot. Caller said he had a knee replacement and caller has metal in his body. Caller wants to complain about the AIT machines being changed out and old screening equipment being put back in their place. Caller said this happened with the Precheck lanes. Caller said this causes him to have to end up doing a patdown. Caller wanted to know who he can speak to in regards to getting the machines back at the Precheck lane. Caller said in order to use this machine, he would have to go through the regular lane.

3/10/2014
11:27:06
AM

passengers who have metal implants. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

I told the caller how to reach the CSM at DEN.

I told the caller he can asked to speak to a Supervisor or PSS before he starts his screening.

I explained to the caller that the Precheck only allows for not removing the shoes, jacket, belt, laptop, or 3-1-1 bag.

I advised the caller that he could contact TSA Cares before his flight, but this would not allow him the expedited screening.

On 3/8/2014, my Grandfather (90), Grandmother (92), Aunt (in a wheelchair with a broken foot) were traveling with United Airlines. They had with them my mother, sister, cousin and uncle (all able-bodied) with them. They arrived at Honolulu airport and went through TSA approximately between 10-11am Hawaiian Time.

My aunt, in a wheelchair, was told that my cousin could not go through Pre-Check with her. When my cousin asked the agent if the agent was going to push her through and stay with her, only then did the agent allow my cousin to escort her. However they also still made my aunt stand up and walk through on her own. I was not present so I'm not sure if they asked her to do this or she offered; I have heard different stories - so while I'm upset she walked on her broken foot, I don't know if TSA actually MADE her or if it was just suggested in a way she thought it was the only option. What bothers me more is the lack of understanding that she can't navigate TSA alone and they gave my cousin such a hard time about it.

My grandparents were completely separated from my mother/sister who were supposed to escort them. Because my mother/sister did not have PreCheck they were sent back to the regular line. I believe my grandfather did set the detector off so the TSA agent said he had to take off his shoes - but he would not get my grandfather a chair. He made my 91 year old grandfather get down on his knees to remove his shoes (of which he's still bruised). It was only when a supervisor came over that they got him a chair. To make a 91 year old man get on his knees is completely inappropriate - he should have been escorted to a chair and wanded and/or patted down appropriately. They also should have let an able-bodied escort stay with them to assist.

3/10/2014
2:33:19
PM

Lastly, when I personally came through TSA several hours later with my other sister - the line was completely inefficient. It took close to 1 hour for 30 people to clear TSA.

Someone seriously needs to retrain, reevaluate and manage the Honolulu staff. It makes me sick to think my tax-dollars are paying for such ineptitude and rudeness. Someone has got to be able to make people understand we don't need brainless zombies following paper process - the ability to think and use other options available (such as pat-downs or wands where the travelers can sit) provides the same level of protection the agency is supposed to be providing.

Thanks for ruining the end of a great vacation.

(b)(6)

Ontario CA 91764

(b)(6)

)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

P.O. Box or Street address:

(b)(6)

3/10/2014
2:35:39
PM

City:

Brooklyn

State:

NY

Zip:

11215

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

Yes

Your First Name:

(b)(6)

Caller wanted to call to express concern for proper screening measures at the DIA airport? . They showed her a picture of a red dot on her chest and had to go through additional screening and do a physical check. It was odd because there was nothing on her chest. It was embarrassing and humiliating. Her son did not have to go through additional screening. A gentleman behind her had a red dot in his groin area. They stated she may have had possible chemicals on her hands. She wore the same thing at the Louisville airport and did not have to have additional screening. How did it alarm if nothing was there? She was with her son. She was Humiliated during the screening. The caller wanted to emphasize that we may need to conduct a review of our TSO's to ensure that they are properly providing additional screening methods appropriately.

Advised:

3/10/2014
4:42:28
PM

I explained in the event an alarm is triggered during the screening passengers may be pulled for additional screening.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I stated since they provided a photograph then she probably was not selected randomly and some type of an alarm was triggered.

Ok, so I was handed a quick pass check in, which from what the woman told me I did not have to take my belt off, she saw what it was too a large brass buckle, i could keep my boots on, i could keep all my jewelry on, and the dog could keep her color on with metal parts.

so i get up to the X-ray, and i have my dog which i do NOT like to put her through the X-ray and in the past i normally ask for pat down, which i did! they put me through the old fashioned X-ray machine, with my dog. they made me take off the belt, walk thru again, that did not work, then the boots, next the dog collar and vest! so now i have walked through there 4 times and with the dog 4 times, and i kept asking for a pat down!! finally!! i get the pat down. I do say i find it interesting that i was asked NOT to take the dog collar off in the first place, for security purposes!

Very disconcerting, and way too many times through the machine, and plain just idiots!

3/10/2014
8:16:20
PM

What will you do to finally get the tea agents to undergo proper training and people handling

--

(b)(6)



Hello -

I would like to file a complaint regarding my treatment at the Lewiston, Idaho airport.

The particulars of my trip are as follows:

Alaska Airlines flight 2217 from Lewiston to Boise, ID March 10, 2014 Event occurred at approximately 1530 TSA employees (b)(6) and (b)(6)

I was subjected to an EXCESSIVE search of my baggage and belongings during a routine check in through security by the two aforementioned employees.

I informed the employee operating the walk thru scan that I would set off the alarm. The employee offered to complete a full pat down, which I accepted.

During the pat down process, the employee at the baggage scanner proceeded to remove all of my toiletry items from the sealed, transparent container and bag in which they were placed even though these items had already been through the baggage scanner. Each item was clearly less than two ounces in two ounce containers and easily visible and identifiable. The employee then sent these items through the baggage scanner a second time. The employee then removed each item and reorganized each item into a separate bag, separating items into different bags for no apparent reason as each item had previously fit into the bags in which I had placed them. The employee then sent these items and my luggage through the baggage scanner for a third time.

3/10/2014
9:20:50
PM

At this point the employee then remarked that I would "need to make a decision" about the items that I would keep and those they would confiscate. The employee did not explain why my items would be confiscated except to say that two of my items did not fit into the separate bag that she had placed my items into. I then requested that the employee place the extra two items into the other transparent bag that clearly had extra room to hold other items. I pointed out to the employees that one of the bottles that needed to be "confiscated" was virtually empty with a small and clearly visible amount of lotion remaining. The employee then stated that she would "let [me] have that item" but that the other item - an airplane-sized container of shaving cream - would have to be "confiscated." At this point I instructed the employee to throw the shaving cream away so that I could proceed to my gate. I informed both employees that I considered their treatment to be harassment and that I would need their names and a means of contacting their employer. I collected my belongings which by now had been separated into five different containers. I opened my luggage to find the contents in complete disarray though I had not been told that my luggage would be searched and I was not present while my luggage was searched. My luggage contained several items of clothing, DVDs, and a book. I replaced my items in my luggage and proceeded to my gate.

In addition to this complaint, I would like to state that I have traveled with the same items in my luggage through the Boise airport, the Portland, OR airport, and the Spokane, WA airport without a single mishap, search, or question about any of the toiletries in my possession, none of which have changed during any of my travels as I use the same 2 ounce bottles and airplane-sized items on each flight.

I was appalled at the treatment I received and I cannot fathom the reason for such treatment. I ask that you train these employees appropriately, including training on sensitivity, critical thinking, and problem-solving. This was an absurd situation that clearly warrants training and disciplinary action for these utterly incompetent and offensive employees.

Please respond to this complaint with an action plan for addressing these complaints and the poor treatment that I received by your employees.

With sincerity,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date Time : 3 10 2014 9:31:50 PM Airport : DRO - Durango-La Plata County Date Time of Travel : 03 10 2014 Airline Flight Number : AA 2516 Checkpoint Area of Airport : Checkpoint TSA Employee: (If Known) :

Comment : I travel over 120 flights a year and have had a hip replacement. I have been through the "pat down" over 200 times.

On March 10 I flew out of Durango, CO. Due to budget cuts the x ray scanners were taken out. So I went through the pat down. At the end of the process when the agent was testing his hands the alarm went off. The TSA officers immediately took me into a room and proceeded to take 5 days worth of clothes out of my bag and string them out all over the table. They re-performed the pat down... this time more invasive. The process took around 30 mins. My wife was traveling with me and she was scared because she didn't know where I was and why I was detained. At the end of all this they found- NOTHING. Their explanation was that it could have been excessive lotion or hairspray. Come on man...lotion or hairspray!!!!

3/10/2014
10:17:32
PM

I am business owner and the economy is very fragile at this time. It is companies like mine that keep the economy flowing and the last thing we need is hassles from unprofessional and incompetent agents. Your process is broken and it is wrong to treat hard working US citizens in this manner.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

3/10/2014
10:17:41
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

Feedback Type : Complaint

Categories : Other; Permitted Items

Current Date/Time : 3/11/2014 3:40:03 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/11/2014
8:24:57
AM

Comment : I called and asked if there would be any problems if I brought Capri sun pouches through security for my 2 year old son and I was told as long as I declared it for the child it would be ok no problems. When I went through security they told me that I would have to get a pat down because they could not test it. What does a pat down have to do with a child's drink. I was the only person patted down in my group that traveled with. I told them it was declared for the child.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello...

I have a problem every time that I travel. The scanning machine always shows that there is supposedly something around my knees, and sometimes on my buttocks in the back. I don't know if it's because I'm a large woman, but this happens every single time, and I'm told that I'll need a pat down. Well, after nothing short of a previous groping of my breast by a TSA agent in Detroit, I now demand to go into a private room for this "pat down," which is more like a grope in my opinion.

So I'm standing off to the side of the other people coming through the scanner waiting for a second TSA female to come along to join us for this groping in the private room. I stood there no less than 15 minutes with three women babbling about finding another woman to go into the private room instead of just DOING IT. I finally spoke up and said "Could we hurry this up? I have a plane to catch you know, and none of you seem to know what to do."

3/11/2014
12:18:25
PM
FINALLY another female comes along, and they take me to the far side of where we were, where I had to walk across a dirty floor in brand new socks, and worse yet, feet that have neuropathy, so walking without shoes is uncomfortable. I was told I could not wear my shoes until I was patted down. That is ridiculous! My shoes went through the scanner with no issues, so why wasn't I allowed to put them back on??

In the meantime, my husband is trying to take care of several bins (we both have C-Pap machines), and another TSA person is giving him a hard time for not getting our stuff out of the way fast enough. Now, WAS THAT ATTITUDE NECESSARY?? Not everyone who goes through these security issues is a bad person or a terrorist! I understand the need for screening, HOWEVER, do the TSA agents need to be so pissy to everyone??? I find this a consistent problem that should be addressed. A little tin badge does not make these people gestapos!

So I FINALLY get my instructions for the pat down, and I'm wondering why I need my groin, waistband, and breasts groped when the only issue was my knee area and my buttocks???? Then the agent has to swab her gloves, my hands, and then I have to wait even longer while she tests those for whatever. During that time the other female agent is trying to make small talk with me. Needless to say, I was not in the mood to chat with her after being so inconvenienced by TSA agents ONCE again.

Your procedures are making flying a dirty word with us and a necessary evil to get where we want to go. The next time we go to Florida, we're going to drive and avoid all this crap you people dish out at good, honest, hard-working people like myself.

It was the airport in Orlando when we were returning from Florida on Saturday, March 8. I understand that pat downs are needed, and I said that in my original email. But the bumbling while they try and find another female for this procedure is ludicrous. You also didn't address why parts of my body were "patted down," when they did not show up as suspicious (for lack of a better word) on the scan.

However, it sounds pretty much like you don't care at all about the situation and how it affects real passengers. With all your carefully worded rhetoric, you didn't even address the attitudes of your TSA agents. You needn't waste any more of your time or "courtesy," I'll just drive from now on.

I am disappointed and frustrated that high ups like yourself care so little about people like myself. We are the people who keep you in a job.

3/11/2014 (b)(6)
4:06:59
PM

(b)(6)

Michigan State University

East Lansing, MI 48824-1031

Phone (b)(6)

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 3/11/2014 6:38:08 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/10/2014 1:30 PM Airline & Flight Number : United 560 Checkpoint/Area of Airport : Closest to United Check-in Counter TSA

Employee: (If Known) : Unknown Comment : I believe that \$300 was stolen from my wallet by TSA. The wallet was taken by TSA when it alarmed the scanner machine (the one you stand in) and carried back to be taken through the carryon x-ray machine (in the past I have just had to hold the wallet over my head). I believe that the money was probably stolen at this time - though it could have been later when I was taken to a small room for additional pat downs (unknown why - I travel frequently and this has never happened before). I did not realize the money was missing until I arrived in San Francisco a few hours later. There were two different TSA personnel involved - one of whom acted nervous and distracted the whole time. I

3/11/2014 8:14:17 PM can provide a lot more additional details. I called Dulles Complaints at the number give to me (first 703-662-2222) - this was an operator who transferred me to a voice mail (703-662-2273) which I called back a couple of times and never reached a person. I left a message on the voice mail but it was not returned. I need to know what to do to submit a formal report.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

(b)(6)

Shelbyville, KY 40065

HYPERLINK (b)(6)

(b)(6)

March 9, 2014

3/11/2014
10:15:22
PM

Transportation Security Administration

Civil Rights Liberties, Ombudsman and Traveler Engagement (TSA-6)

Multicultural Branch

701 S. 12th Street

Arlington, VA 20598

Email: HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov

To Whom It May Concern:

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, March 11, 2014 10:35 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/11/2014 10:34:53 PM

Attachment

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

beltsville

State:

md

Zip:

20705

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 3/12/2014 9:52:05 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/12/2014 9:30 AM Airline & Flight Number : jet blue 249 Checkpoint/Area of Airport : tsa pre screen TSA Employee: (If Known) :

Comment : i have a hip replacement and know i am going to be searched but in dc it was a hand search which doesn't bother me but it took forever for someone to come over then it takes a long time to be patted down o can't believe that in the nations capital a pat down is better than a wand or xray machine.

a person that has to go thru this should not go thru predhk Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/12/2014
10:04:54
AM

3/12/2014
12:12:52
PM

The caller is puzzled by her experience. On March 3 she flew from Hayden, CO to ATL on Delta 880. She booked her ticket online and was surprised by her trip out to get PreCheck. She was given PreCheck again from Hayden and was given a card. She went through the metal detector with no alarms and was then told that she had to step aside and have a total patdown. She is 65 and was embarrassed by it. There was not an alarm that went off and she has no metal. She has never been patted down before and it was very thorough. She was puzzled because she was sure there was no alarm. She just wants an explanation. She was insulted and embarrassed because it was a small airport. They did not go through her bag or anything it was just her being patted down. She wants to know how that all happened. She did not have to take off her shoes and they wanted to see the bottom.

Flight information:
Airport: Hayden, CO
Airline: Delta
Flight: 880

3/12/2014 Date: 3-3-2014
2:21:07 PM Time: 12:45 PM Departure Around 12:00 PM went through checkpoint
PM Location: Only one checkpoint- there were two people checking identification and three conveyor belts.

Advised caller:

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD).

Although TSA's new initiative leverages the current TSA Pre✓™ process, passengers should not expect to be directed to the TSA Pre✓™ lane each time they fly.

I will forward this information to the CSM for review.

Caller is calling to report a recent less than satisfactory experience with TSA screening. Caller originally flew ATL-LGA ten days ago and was randomly selected for TSA PreCheck and underwent screening via the metal detector and this was a smooth experience. Caller has a urostomy and this was a great experience for the passenger. Today, he did not receive TSA PreCheck and flew LGA-ATL aboard Delta Airlines #1650 which departed at 3:00PM. He went through AIT screening at approximately 1:30PM and informed the TSO of his urostomy. The urostomy caused an anomaly and he was taken to Gate D11 for the secondary screening. Caller was asked if he would like to receive this pat-down in a private location and the passenger informed him he would. Caller then states the patdown was done in the view of the general public and caused him a great deal of embarrassment. Caller is unsure if the request for a private pat-down was blatantly ignored or the TSO did not hear him. Caller did not collect the name of the TSO who conducted his screening but was able to provide a brief description. Caller stated the TSO was a tall, thin, Caucasian male with dark hair. Caller did not recall if the gentleman had facial hair. Caller wants to voice his complaint and also wants to know if applying for PreCheck may exempt him from additional screening on future flights. Caller said that he did not feel that this was disability related, just that the TSO did not want to take him to the private screening area and instead performed the screening in view of general public.

Resolution:

3/12/2014 Apologized to caller for his less than satisfactory screening experience. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Advised caller applying for PreCheck will not exempt him from additional screening. You may encounter instances when you are selected to proceed via the metal detector and you will encounter a similar smooth experience as you previously have at ATL. There are also times when PreCheck lanes would screen you with AIT. This will result in additional screening. Advised caller any passenger may request screening via a pat-down or AIT, but you are not permitted to choose a metal detector in lieu of these other screening methods. That decision will be made by the TSO's on duty. Advised caller I will also send him additional information in regards to applying for PreCheck at his request.

My name is (b)(6) I went through the TSA on Wednesday, March 12th, 2014 at 6:30pm. The following below is a recount of what happened. I have filed my complaint with the tsa online. I think what happened should cause a change and should be taken seriously.

3/12/2014 10:04:17 PM I was waiting in a fairly long line patiently. I prepared all my belongings in accordance to appropriate procedure. I had all my liquids in a zip lock bag, my shoes were off, my jacket and laptop was in a bin etc. I walked into the line for the full-body scanner. I asked my mother if the machine was optional(wondering out of curiosity whether you could choose which scanner to go through). Then a woman leaning on the rail abruptly and in a forceful tone said " if you want to wait in a 5 minute line and hold up the lines. sure you can." I did not respond but entered the scanner. I had my hat on because when I was removing it a tsa male worker said "you can leave it on cutie." So I entered the scanner and it immediately showed on the screen I had about 6 squares. The woman motioned for me to come to her. She took my hat and felt it. The following things said and done were in a very rude and condescending tone. She then told me I could have avoided the whole thing by taking my hat off. Then she pat me down shouting out various commands like "move", "hands up" and "turn". She then complained that I had a lot of things in my pocket. She barked at me to "empty all my pockets now" and rolled her eyes. In a previous airport I was asked to take my id and boarding pass with me to show the tsa worker. In Denver, no tsa worker or sign indicated that I should not bring in my boarding pass. The woman finished patting me rather forcefully then commanded at me "go". Once I left the fenced in region she turned to everyone in all the lines of awaiting people and screamed " I just had to pat down a girl because she had one thing in her pocket. Do not waste time. Remove all things from your pocket!". I do not disagree with any of the tsa regulations and rules. I believe they are important in protecting all airline passengers. I however, do not agree with the unwarranted rudeness of the workers. I did everything they asked of me and was patient and quiet. THERE IS NO REASON TO BE EXTREMELY RUDE TO PEOPLE. I respected them and they did not respect me. I am merely 17 years old and I understand that adults naturally see me as underdeveloped. None of those workers knew me. I have donated more than 300 hours of community service. I work my hardest in school and am never rude to strangers. The tsa worker (a blond and overweight woman) had no reason to publicly treat me like I was dirt. My whole family was witness to the verbal abuse and I personally think what happened was deplorable. While you may read this and think I'm overreacting and a just a teenager, all people should be respected. If any one of those workers had shown me kindness I would not be making this complaint. I understand that they may work long hours at a job that isn't exactly rewarding. I also have a job serving people who aren't always the kindest. I however, am kind to them and treat them with respect and politeness. I understand that I am representing the company I work for and myself. I think your workers should hold the same value.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/13/2014 9:09:35 AM Airport : MCO - Orlando International Date/Time of Travel : 03/12/2014 4:00 PM Airline & Flight Number : Southwest 3070 Checkpoint/Area of Airport : TSA pre check TSA Employee: (If Known) :

3/13/2014 10:18:32 AM Comment : The TSA pre check line was closed (per employee) and I had to wait on a long line along with all other people. After going round and round and round (Orlando airport is very busy) I got to the x ray machine and the woman wouldnt let me go thru saying it was only for people who werent pre checked. I had to wait (she held up the line) and she had to ask someone if I could go thru (which makes no sense to me) but anyway, I did go thru and then she said I had metal on and had to have a pat down. (I wore leggings and a sweat shirt and a sports bra- no metal - no pockets etc.) Whatever- I dont mind that, I do mind that TSA pre check lines were closed in a busy airport like Orlando which was my primary reason for paying for this pre check and getting the documents and going for the interview. I did notice that wheelchairs went on a special line- I would suggest that TSA pre check people could go on that line too. It was very disappointing.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that she has been inappropriately flagged and she wants to know why she is being pulled for additional screening all the time. Caller stated that she has no chemical on her hands and they always do the chemical screening test. She wants to know what she is being selected all the time and why she is flagged. Caller stated that today she was at Terminal B in Denver and her flight # 5202 with United. In September she had a bad screening experience and had a patdown, she wants to know why she is being identified, she stated that she is a Doctor and wants a answer to why she is always screened inappropriately. Caller said that this always happens at DEN and no other airports.

3/13/2014 10:54:46 AM

Told caller that TSA has to screening everyone and they do randomly selected passengers to be screening and to have the chemical testing. Also told caller that if she has anything like lotion or anything else on her hands it could cause an alarm as well and they have to resolve that alarm. Told caller that TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Furthermore I would forward this information to the CSM at Denver to let them be aware of the situation.

From: (b)(6)
Sent: Thursday, March 13, 2014 12:23 PM
To: TSAExternalCompliance
Subject: Complaint at San Diego Airport

Attached please find Civil Rights Civil Liberties Complaint in connection with (b)(6), person with autism, at San Diego Airport on March 7, 2014.

(b)(6)

3/13/2014 2:47:22 PM
2004 31st, Sammamish WA 98074

March 7, 2014 Alaska Airlines, San Diego International Airport

My daughter has autism. We participated in the Passenger Support Service leaving SeaTac Airport (Seattle) on March 2, 2014. This was a fantastic service. Our escort, (b)(6), got us through security in a kind and professional manner. My daughter, (b)(6), cannot tolerate being touched, especially by strangers, and cannot process information quickly enough for a typical security check. She also has poor balance and would not be able to walk through the x ray machine and hold her arms up without falling. The rules of this service were different at the San Diego airport. We did not connect with a PSS escort as we did not know at the time she needed a call 30 minutes prior to our arrival. We were connected with a TSA agent who matter of factly escorted around a long security line. We had been cleared for pre check, but the line was closed, so we had to take off shoes, jackets, belts etc. This was challenging in itself. Brandi was able to walk through the metal detector without incidence. Her wheel chair however tested positive for explosives. This meant a pat down, the one thing that is the most difficult to obtain with my daughter. The chair was deemed clear, but she still had to have a pat down.

Good Afternoon;

Recent travel through the Reagan National Airport (3/8/14) resulted in some follow-up matters that I am seeking information on. First off I would like to THANK the TSA (as am aware that is probably a rare comment) for all that is done upfront and behind the scenes to make travel much safer for Americans and all travelers.

Seeking to understand the new Pre-check process I received varied treatment on referenced trip between outbound and inbound flights and therefore want to understand the rules, rights, etc. I recently enrolled online for the new pre-check certification and have now completed the fingerprinting process for this # as appreciate the opportunity to expedite for all (myself and the TSA) on airline flight security procedures.

3/13/2014
4:15:25
PM

On recent flight out of O'Hare airport was directed to the priority access line (as was stamped on my ticket) and moved through security without enduring the full-body higher X-ray screening, removing my shoes/light sweater or a pat-down after the regular x-ray screening and was on my way to the gate.

On my return flight leaving from Wash DC was directed to similar priority access line as also stamped on ticket but was instructed to first do the fingerprint residue test, remove shoes, coat, go through full body x-ray, pat-down afterwards. This was after 3 attempts to carry by bag to the luggage section of TSA as airport is set-up for passenger to manually transfer and waiting in line and kiosk for tickets and having to return to ticketing desk to first get a stamp on bag (not sure what for as no one answered my pleasant curiosity inquiry) then to return to desk to get a heavy bag luggage tag applied, and lastly for the final successful attempt to personally carry/provide this same bag for check-in after wait from prior military customer that had delay for firearms in his checked-bag). The aforementioned security procedures were conducted after the first TSA ID verification agent yelled at me like prior customers to "LOOK AT HER" as I like always was trying to do so she could verify my identity.

When I returned home my bag was the last piece of luggage out of the claim area and could see that the lock and zipper were broken and when I got home and opened my bag saw the Notice of baggage inspection and info regarding the message of non-liability regarding this damage.

Again, I GREATLY APPRECIATE what the TSA needs to do in the name of safety and understand at any time "full security" procedures may all be taken, but when I tried to ask about the aforementioned requirements of why I needed to go through all Callers strained her back and she called in and let us know that she was going to have to check her carry on bag and she needed wheelchair assistance. Caller stated that she got horrible service at the checkpoint they gave her a patdown and they did ETD. Caller stated that her bag was rummaged through and her TSA approved combination lock was missing but it wasn't on the suitcase she fastened it on her name tag. Caller stated that she when she got to Salt Lake City she seen her bags belt was not on like it was and her lock was missing and she stated that she took pictures of everything. Caller flew from Dayton on Delta airlines flight 994. There was NO NOI in the bag.

3/13/2014
6:55:59
PM

Advised caller:

If a TSO needs to open and search a checked bag, the TSO will place an NOI inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the lack of an NOI suggests that TSA might have never physically opened a passenger's luggage. You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response. If it was TSA then they would provide reimbursement.

Thank you for this general response. While it provided some basic details it did not address my specific questions with the pre-check process and expectations nor suggestions for baggage securing. If there is anything further to specify on these outstanding items it would be appreciated!

Original Message---

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, March 13, 2014 5:11 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

3/13/2014

8:00:01

PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Feedback Type : Security Issue

Categories : Other; Pat-down

Current Date/Time : 3/13/2014 6:15:42 PM Airport : LAX - Los Angeles International Date/Time of Travel : 03/01/2014 8:30 AM Airline & Flight Number : Delta, Flight 5710 Checkpoint/Area of Airport : Scanner area TSA Employee: (If Known) :

Comment : My and my friend both requested for a pat down to the TSA Agent , a part Asian man ,he looked at the the other TSA Agent , black woman , and that TSA agent went ahead and Let both of us walk through the metal detector, which was for

Pre screened passengers only! We both have never been Pre-screened

And they let us through without any sort of pat down. I couldn't believe It They were lazy and didn't want to deal with doing the right thing.

3/13/2014

8:00:20

PM

Thank god we are both not bad eggs!! I should of got both Their names but I did not and now I'm mad at myself.

I travel all the time at the LAX and after the pat down I had at the tiny Bozeman Montana airport on the way Back makes the LAX Pat downs the worse ever!!!

You guys need to straightner those bad eggs out and fire them!

That's a disgrace!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

3/14/2014
12:16:04
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Hartsfield-Jackson Atlanta International Airport

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/14/2014 4:18:38 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/14/2014 12:20 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I opted out of the scanners, and had to wait an inordinate amount of time for a "Male Assist" tech to come and provide the pat down.

When he did arrive, he pulled gloves out of his pocket (which I thought was strange), put them on and proceeded to give me a pat down.

When he finished and scanned the residue, it came back flagged for chemicals.

I have not used any chemicals, and asked if it could possibly be due to residue in his pocket.

He said that was impossible and began to search and scrub every item in my bag and carry-on.

He was very deliberate in checking each item.

I asked if there was any chance he could move more quickly, and he became even more deliberate. Through all his diligence, he was unable to get another positive reading.

Even though I was in the TSA security screening over an hour before my domestic flight, I did not make my flight.

I have spent the majority of the day waiting unsuccessfully for standby flights and am very frustrated with the screening process.

I understand the need for security, but there has to be a better way.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/14/2014
6:06:12
PM

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/14/2014 5:56:14 PM Airport : BOS - Logan International Date/Time of Travel : 03/14/2014 11:15 AM Airline & Flight Number : AA 1551 Checkpoint/Area of Airport : AA B30/ TSA Pre Lane TSA Employee: (If Known) : Too many incompetent managers and supervisors to recognize any one by name Comment : I want to thank the TSA for proving that dysfunction can go unrecognized in a Federal Agency. If I were the Administrator/Chief Executive of the TSA, I'd be in hiding if my Front Line employees were as incompetent as the ones that I encountered at Boston Logan Airport today.

The first thing I noticed was the number of three strip TSA Generals who appear to be baby sitting one another, but who bring absolutely no leadership to the TSA Operation at the Entry Point for B Gates/American Airlines at Boston Logan Airport. My suspicion is that you can reduce the number of supervisors and managers that you have at the B30 Entry Point, and no aspect of the day-to-day operations will change. The TSA operation at this Entry Point is a disgrace, and I am copying Senator Elizabeth Warren on this communication: perhaps she can take the asylum back from the inmates.

First, what is the TSA doing allowing catering employees to ferry commissary provisions through the TSA Pre line? How much or how little priority does the TSA place on the customer experience of the traveling public? Second, the screeners at the TSA Pre line were inadequately/poorly supervised, not monitored, and did not move swiftly when they encountered mechanical problems. Why was not one of the five, three stripe TSA generals standing at the podium not quickly deployed to this situation? The supervisors and managers appeared to be indifferent and numb to their operational failure. And if the employees see their supervisors and managers responding to unusual incidents with dismissal, the employees will follow suit, and do the same thing. Do any of the bozo's representing the TSA Leadership at Boston Logan Airport have a management degree?

3/14/2014

8:11:52

PM

Pandemonium ensued. Watch the video surveillance of this screening area at approximately 11:20 AM. People were shifted from one line to another, most employees were completely ineffective, there was not one 3 stripe TSA general anywhere near this situation to provide leadership. Then, because of a knee replacement/artificial joint, I required a pat down. Multiple times - - I say again - - multiple times - - the TSA Agent who tended to me called for assistance - - multiple times - - with no response, and a look of indifference from the collection of motley three strip TSA generals standing around one another at the podium.

This experience was a disgrace. The TSA supervisors and managers responsible for this operation should be fired, and I'd suspect the problem with the TSA's management hierarchy at Boston Logan Airport lays several layers above these buffoons.

I expect that the TSA will launch a formal investigation into this complaint. As said above, I am copying Senator Elizabeth Warren on this, with the expectation that Senator Warren will get to the bottom of the TSA charade at Boston Logan Airport.

If this is the best that the TSA can do, 13 years post 9-11, at all airports, Boston Logan International Airport, the TSA should be disbanded, and its Administrator should be held accountable for their dysfunction.

Today, the TSA looked like a motley collection of amateurs.

Would you like a response?: True

Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Friday, March 14, 2014 5:13 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/14/2014 5:12:37 PM

3/14/2014
8:11:56
PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

TSA Pre-check experiences

Comments:

My wife and I recently completed our registration with Global Entry and TSA Pre-check. I am personally very interested in Pre-check since I have a significant amount of medical metal in my body. The first time we used Pre-check was 2/26 at LGA and

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box)

Current Date/Time : 3/15/2014 12:15:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/14/2014 6:00 PM Airline & Flight Number : VX 170 Checkpoint/Area of Airport : Gate 3?

TSA Employee: (If Known) :

Comment : While going through security, I opted to not go through the ATI. The pat down I received was much too invasive, and is clearly designed as a deterrent from choosing to opt-out.

3/15/2014
9:27:29
AM

Passengers who opt out should have the option to go through the standard, non-invasive metal detector. By treating passengers differently you are violating traveler's rights.

Futhermore, your frequently asked questions page has a typo. It says, "A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right." While it should say, "A. Even though you have the right to turn down the invasive scan, your only alternative is to be molested by one of our agents. We have signs with a small font telling you this"

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated she flew from MIA via WestJet and when she was going through the checkpoint she opted out of the AIT to undergo a patdown and the female officers there made fun of her, yelled at her and had a bad attitude. Caller stated she is very upset and wants corrective action took.

Advised Caller:

3/15/2014 10:55:28 AM I apologize that this happened our officers are trained to properly screen people. Since you had a bad experience I will forward your complaint to the CSM at MIA for further investigation.

AM Date: 3-14-14
Time: 2:00 pm
Terminal: F7
Gate:
Airline: WestJet 1141
Names of officers:

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/15/2014 10:39:23 AM Airport : MIA - Miami International Date/Time of Travel : 03/14/2014 2:00 PM Airline & Flight Number : Westjet 1141 Checkpoint/Area of Airport : F7 TSA Employee: (If Known):

Comment : Hello,

I am writing about my horrible experience at the Miami Flonda airport checkpoint as mentioned on this form. When passing through the checkpoint I chose to "opt out" of the Advanced Imaging Technology screener and have a thorough pat down instead. At my request to "opt out" I was asked repeatedly "why?" in an extremely rude tone (trust me, I am aware of the difference between rude and authoritative, as I am a secondary school teacher and I see power struggles often). I answered "because I don't want to go through the microwave technology the radiofrequency bothers me". She answered very loudly "believe in your rumors and stop scaring the other guests!!!!!! This a'int no microwave; do you use a cellphone?" When I answered, truthfully, "I have one but it's only turned on for emergency and I hold it away from my ear when talking" she kissed her teeth. She then called another woman over and before I even said a word (may I repeat, I did not say a single word) the other woman yelled at me loudly "I just got here! I just got here! You are out of control and you are giving me attitude.. I'm not dealing with you".

3/15/2014 11:14:29 AM Then I got patted down (the person who patted me down was nice and professional).

Afterward I felt disgusted and upset. These women need to be educated on professionalism. I also used to be a security guard for 5 years and graduated from Police Foundations before getting a degree in Psychology, followed by my degree in Education. I have experience in the industry and know the difference between professional and "out of control". These women were out of control and rather than a smooth transition through the checkpoint, they caused chaos, upset and escalated a situation...rather, they CREATED a situation and then escalated the situation that they created.

I should have been able to simply get a pat down on my request when I said "I opt out".

The whole department needs to be spoken to.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is at DEN. Caller states he went through screening at DEN, and tested positive on his hands and had to do additional screening. He states he had to wait 20-30 minutes for a lead tsa agent to come and do a private patdown and that caused him to miss his flight. Caller refused to give an email and stated he would like to talk to the CSM, because he cannot afford another flight.

Airport: DEN

Airline: Spirit

Flight#: 939

3/15/2014
4:02:25
PM

Date: 03 15 2014

Time: 12:36 PM delayed until 1:20 PM

Gate: A 44

Advised caller I will send his complaint to the CSM at the DEN airport, meanwhile:

The CSM can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code (DEN) of your departing airport, you will be provided a phone number to reach the CSM at that airport.

Caller went through screening at the OAK airport and wants to file a complaint. She states as her baggage was going through the metal detector caller states she told the tso she wanted to opt out of all technology. She states the tso asked her rudely are you pregnant? Caller states she told her yes. Caller states the tso told her don't ever say that to anyone here again. Caller said the tso walked over to the ALT machine and told her to come through here. Caller said no, I told you I want to opt out of all technology and receive a patdown she said the officer said rudely don't you know the difference in the X-Ray and the metal detector? Caller states the tso said oh, this must be your first pregnancy. Caller said at this point the tso called another female tso to pat her down. Caller said when the screening was over she asked for a supervisor and a Alex Starr came out to talk to her, and he told her he would report this. Caller states the first name of the rude screener was Iesha. Caller states as she was walking away, she heard the same tso treating another pregnant girl the same way, she does not feel it is right for the tso to treat people this way and that she feels the lady is there to harass women. She states she is very upset and wants to speak to a CSM.

Apologized to caller and told her I would get this reported to the CSM.

Airport: OAK

3/15/2014
5:36:34
PM

Airline: Southwest

Flight#: 3509

Date: 03 15 2014

Time: 7:00 AM

Gate: 28

Terminal: 2

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 3/16/2014 7:21:00 AM

3/16/2014
9:28:01
AM

Name: (b)(6)

Email: (b)(6)

Complaints: inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Hartsfield jackson airport atlanta

Comments:I keep receiving patdowns because the scanner senses the metal underwire in my bra and something in my hair. I wear nothing but underwear, tshirt, and jeans every time i go through the scanner and i have natural hair with no extensions or decorations. Please explain to me why my hair and chest need to be patted down every single time.

Caller will be flying next week with a defibrillator and would like to know about the policy. She would also like to know about the cost of baggage.

Response:

Specifically, you were concerned about screening for passengers who have internal medical devices like pacemakers or defibrillators. If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at

3/16/2014
10:54:39
AM

http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

Told caller that baggage weight, size and fees are enforced by the airline. She would have to contact the airline she is traveling with.

Caller travelled from Miami on Wednesday the 12th to Houston. When she arrived her bag had been damaged, and a NOI was in her bag. She is originally from Cuba, and her 5 year old child was travelling with her. She was questioning whether it was normal for her child to have to remove their shoes and be subject to a patdown.

American Air Flight # 969 03 16 2014 11:25am

Gate D12

NOI no stamp or handwriting

marado large

Bag tag #not available

3/16/2014
7:32:21
PM

Advised caller:

The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

It is with deep sadness, I send this email. I attempted to fly out March 9, 2014 from the Brownsville, Texas airport, but due to the TSA staff, I didn't make my flight. The situation began with me carrying two bottles of pediasure milk in my backpack. I was traveling with my 22 month old son, who is very active as any normal 22 month old is and had forgotten to take the milk out of the backpack. As I was receiving my bins, Sup (b)(6) approached me and started to tell me that the milk I was carrying was not on the approved list and I needed to take them out of my bag. I stated they were approved and had contacted TSA's info number. He said he doubted that and that he would be opening the milk. I advised the milk expires after 2 hours and asked what were the next steps as I needed to get on my flight and get my son. He stated, ma'am I have 8 children and I know about traveling with them. (That comment was so inappropriate and belittling.) He said he was doing his job and for me to feel free to contact his supervisor and that he would hand me a comment card. (At this point I just wanted to move along, pick up my son and begin getting on the plane.) He then walked over to a female TSA employee. After a few minutes of talking, Sifuentes advised he would be opening the milk to test. He also added that I should buy the clear bottles of pediasure. I advised that pediasure milk does not come in clear bottles. (more and more passengers continued to board.) After more time going by, the female TSA employee tells me she will be patting me down. I say okay lets do this, I need to make that flight. Just as she starts, she says, she will be back because she needed to pat someone else down and left me standing in a pat down position. (This is upsetting, especially at a later time I find out this passenger belonged to another flight.) So after another five minutes or so, she begins her patdown and that is when I saw them close the door. I asked her if I was going to miss my flight she stated I wasn't and they had notified the airline people. She finished her patdown and checked my palms. (b)(6) handed me a comment card. I quickly got dressed and picked up my son. The whole process took at least 20 minutes. (This is a ridiculous time at the Brownsville airport, which is very small. I have flown out other larger airports with the same milk and it took 10 minutes!) The door opened five minutes later and I was advised that I could not get on the plane. It was too late. I asked if she was aware I was being detained by TSA and she said "no". I was so upset and couldn't even walk out because the gates were locked. It was horrible and continued because the other flights were canceled or rerouted and I was forced to leave Monday. This was an extra day cutting into my family time. Plus I had to pay parking fees and leave out of another airport. I accept and understand the policy. I don't accept the extra comments, the lack of understanding for my infant son, the leaving me waiting for a patdown and the attitude.

3/17/2014
8:58:45
AM

I want to be compensated for the parking costs, mileage and an apology. I have traveled with my son out of many airports and was never subjected to such behavior.

(b)(6)
Sent from my iPhone

Feedback Type : Civil Rights/Liberties

Categories : Race

Current Date/Time : 3/17/2014 11:36:53 AM Airport : MDW - Chicago Midway Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/17/2014 12:20:34 PM Comment : A friend of mine was patted down as she went through the security checkpoint, and a TSA employee insisted on patting down her afro (african textured hairstyle). I have a lot of hair, sometimes done up in large styles, but though I have been patted down before, no one has ever gone through my hair. I am white, my friend is black. If it is a SOP to "pat down" non-white persons' large hairstyles, I request that you change this SOP to either patting down all hairstyles or none. The focus on patting down the hair of non-white folks is racist and unfairly discriminatory. If large hairstyles present a security threat, please treat them all equally, no matter the color of the person wearing them.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to place a complaint. She was coming from Ponce, Puerto Rico to JFK on Friday. She was bringing a small purse that is plastic and parts of it look metallic. The TSOs told her that they thought it was a weapon and they had to screen it again. Then they told her that she was going to be screened aside. She was given a patdown in front of everybody. She said that she could have asked to be taken to a private room, but she stated that she does not have anything to hide. She was touched in her private parts, this person asked her to pull her blouse up and this person touched her breast. She clearly stated that this TSO put her fingers inside her private parts. She thinks that she was treated very rude and all that was not necessary. She is afraid that situation will happen again because she will be traveling in June. She stated that her finger nails are about 7 to 9 inches long and maybe that is one reason why she was screened.

TSO is a blond middle aged lady, about 50 - 52 yr. of age. All this happened at the Ponce, Mercedita airport in Puerto Rico. That day the flight was delayed. She flew JetBlue. She reported that to JetBlue and they told her that she needed to report it to TSA.

Caller asked how she could obtain answers from TSA about this issue.

3/17/2014 1:02:53 PM

Response:

- Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

-In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.

-Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

-We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

My wife (b)(6), recently flew to Houston from Omaha and back. She has a Medtronic insulin pump and showed security the pump. She went through the body scanner and also had a pat down. Medtronic representatives said not to have the pump go through x-ray or full body scans that have x-ray, even though TSA officials said it was OK. My wife did not want to hold up the line in Omaha or Houston, so she went through the scanners. We don't want to have problems with her insulin pump and so far, she has had no trouble since her flights. What is the best way to handle this situation? I told her to request a pat down only, but she prefers not to do that since it would call even more attention to her and can hold up the line.

3/17/2014 2:05:14 PM (b)(6)

From: (b)(6)
Sent: Monday, March 17, 2014 11:50 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/17/2014 11:49:55 AM

3/17/2014
4:21:24
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Regarding treatment at Dallas/Fort Worth Airport by TSA employees

Comments:

On March 16, 2014, I was traveling from the Dallas/Fort Worth Airport, (United Airways) to my final destination of Rochester, NY. I was cleared for TSA precheck. I always carefully dress to expedite the screening process. No buckles, zippers, jewelry,

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/18/2014 6:34:35 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/18/2014 7:00 AM Airline & Flight Number : Delta 2426
Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) : Officer (b)(6) Comment : While going through security, I requested to opt out of the body scanner because I am 30 weeks pregnant. My doctors had advised me to opt out because I travel frequently. Throughout my pregnancy I have flown out of RDU and never been treated poorly when requesting the pat down. This morning, when I requested to opt out three female TSA officers rolled their eyes and shook their heads while debating among themselves who would perform the pat down, apparently irritated at having to do this duty during the early morning rush. I had arrived two hours early for my flight to allow the extra time needed for the pat down. The TSA Officers tried to convince me to just go through the scan because "it's the same thing they have in malls". When I reminded them it was my right to opt out, Officer (b)(6) reluctantly performed the pat down. All in all, the incident was completely disrespectful of my rights as a passenger and left me feeling completely undignified.

3/18/2014
10:12:42
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/18/2014
10:17:19
AM

Caller is wanting information for her mother who flew out of Newark and is now missing a laptop out of the carry on bag. She had to go through a small patdown and her luggage was moved to a different location for additional screening. When she was boarding at the gate, she realized this was missing.

CCR provided her with the POC to the Newark Liberty International Airport lost and found office at 908-787-0667 to see if anything was turned in. She would possibly need to find out what terminal or checkpoint she went through to better assist the office on locating this. If they have nothing, then her mother can file a claim for the missing computer

Caller is with a travel agency and she has a client that has a KTN number and gets precheck and she is going through breast cancer treatment and she will be wearing a hat. She doesn't want anyone looking at her bald head and was wondering if she has to remove her hat.

Advised:

Precheck doesn't exempt anyone from the screening process. It means she won't have to take her shoes, belt or jacket off and that she can leave her laptop in its carrying case.

3/18/2014 1:19:26 PM Thank you for contacting the Transportation Security Administration regarding the screening of passengers' head coverings. Travelers are permitted to wear head coverings through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the individual will be offered the opportunity to remove the head covering in a private screening area.

If the TSO cannot determine that the area is free of a detectable threat item, it may be necessary for passengers to remove their head covering during the screening process. Passengers may request to be in a private area while the head cover is removed, inspected, and restored. In addition, it is TSA policy that passengers are screened by a TSO of the same gender. Passengers who do not permit the search will not be allowed to board an aircraft.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/18/2014 11:23:09 AM Airport : DEN - Denver International Date/Time of Travel : 03/18/2014 9:15 AM Airline & Flight Number : Southwest 4472 Checkpoint/Area of Airport : DEN West (?) TSA Employee: (If Known) : n/a

Comment : 1) With long lines, 2nd Pre-Check lane was (south lane?) was closed. On opposite lane, ID checker announced there was another lane, unaware it was closed.

3/18/2014 2:11:33 PM 2) There were several TSA agents available so security check was smooth and efficient, however I was required to remove my mid-ankle soft leather work boots. No other airport has required the same. While only a minor inconvenience, it is the most dehumanizing (other than pat-down) part of the process if it can be avoided.

Otherwise the process was efficient and professional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov
External Compliance Division
TSA-6 OSC Civil Rights and Liberties
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
Via Electronic Mail: civil.liberties@dhs.gov
U.S. Department of Homeland Security
Review and Compliance
245 Murray Lane, SW
Building 410, Mail Stop # 0190
Washington, D.C. 20598

3/18/2014
2:11:38
PM

Re: TSA Complaint on Behalf of (b)(6)

Dear Sir Madame,

The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger (b)(6) 1 On February 6, 2014, (b)(6) flew through Los Angeles International Airport (LAX), Tom Bradley International Terminal, on Lufthansa Airlines Flight No. 457, from Los Angeles, CA to Frankfurt, Germany.

1 (b)(6) resides at (b)(6) Torrance, California 90501.

During screening at LAX, Transportation Security Officers substantially burdened (b)(6) religious practices by forcing him to remove his religiously-mandated Sikh turban, the first time he has ever been made to do so at any airport. As we have noted in several prior complaints, it is psychologically and emotionally humiliating for a member of the Sikh religion to remove his or her turban in public – in fact, it is akin to a strip search. As (b)(6) posed no security threat, we find the TSA's actions completely inappropriate and unacceptable. We demand immediate remedial action, an apology to (b)(6), clarification of TSA policies as to when a turban may be ordered removed, testing of TSA screening machinery including the Explosive Trace Detection unit to ensure its proper functionality, and appropriate training of LAX TSA officers.

A. Facts

(b)(6) who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on Lufthansa Airlines, Flight No. 457 from Los Angeles, California to Frankfurt, Germany on February 6, 2014. At the Tom Bradley International Airport, (b)(6) passed through security screening at approximately 2:45 PM PST. He was dressed in a rust-colored turban, wore a black jacket, and light colored pants. His long beard was rolled up and tied tightly to his face. 2

(b)(6) passed through the Advanced Imaging Technology machine and cleared it without sounding an alarm. He was asked to step aside to be screened, even though he did not set off any alarms. A TSA officer (male, Latino) asked (b)(6) to submit to a self pat-down of his turban. (b)(6) complied and the Explosives Trace Detection test yielded a false positive. The TSO informed (b)(6) that "my boss will check you." Another TSA officer (male, black) arrived and told (b)(6) to enter into a private area. He told him they'd have to "check his turban" and ordered him to remove it. (b)(6) humiliated and distraught, tried to explain that he is a Sikh and he's never been made to remove his turban before. He said to the officer, "You don't like us [Sikhs]. Please, I don't want to take it off. It's my religion." During this humiliating exchange, (b)(6), who felt singled out and ridiculed, saw that other passengers were all staring at him and his turban. (b)(6) was escorted to the

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/18/2014 7:51:11 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/02/2014 7:15 AM Airline & Flight Number : Alaska 478 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/18/2014 8:10:14 PM Comment : Prior to screening I let the agent know that I have 2 artificial knees and would prefer to be scanned. The agent instead had me make repeated passes through the medical detector and remove items prior to each pass until I had removed everything that the regular line requires. Then when I still set off the alarm as was expected, I had the full pat down and swab search. The Metal detector agent was rude and told me I didn't belong in the Pre Check line even though I am a NEXUS member and Pre Check member. The agent doing the Pat down was much more professional than the Metal detector agent.

On my return flight through LAX I had a complete opposite experience. Very friendly, efficient and professional screening. The main difference is that LAX had a Scanner at the Pre Check Lane.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Tuesday, March 18, 2014 8:28 PM
To: TSAExternalCompliance; TSA.ODPO
Subject: D-RFI

To Whom It May Concern:

Attached please find my TSA Complaint Submission form regarding TSA's violation of my civil rights. I look forward to your response and ensurance that these abuses will not occur again.

Kind regards,

3/18/2014
9:28:50
PM

(b)(6)

Attachment 1

(b)(6)

(b)(6) Longmont, CO 80503

HYPERLINK (b)(6)

On 3/7/2014 I was traveling from Denver (DEN) to Los Angeles (LAX) via Southwest Airlines. I am disabled and use mobility assistance for distances; however, I am able to stand and walk unassisted for 10-15 minutes. I informed the TSA Agent of my ability to go through the Advanced Imaging Technology scanner; however, the TSA Agents implied that since I arrived on a scooter, I must remain on the scooter and go through the invasive pat-down procedure. The TSA website clearly states the following: Passengers in wheelchairs or scooters who can walk may be able to be screened using a metal detector or imaging technology.

The same violation of my civil rights occurred on 3/15/2014 when returning home via Southwest Airlines from LAX by your TSA Agents. During the pat down procedure, the agent requires me to stand for several minutes unassisted raising my arms, etc., while accosting me, which totally negates the reason for going through this procedure. The TSA profiles and abuses disabled passengers because it doesn't raise gender, religion or race flags. We're an easy target!

Friday, March 7, 2014, approximately 5:00 AM at the TSA Security Checkpoint at DEN

Saturday, March 15, 2014, approximately 11:15 AM at the TSA Security Checkpoint at LAX

Complainant: (b)(6)
Address: 17 Mactavish Court, New Castle, Delaware 19720
Date of incident: February 6, 2014
Supervision on duty: Last name (b)(6)
Airline: United
Departure time: 5:25a
Time of incident: between 4:40a-4:55a

3/19/2014
8:32:43
AM

Before placing my bags on the belt I alerted the screener (male) at the walk through detector that I was opting out for medical reasons. He called loudly female assist a black girl came. I told her the same thing I told him. She told me in a rude manner well you have to remove your shoes or you can't come in. I said I have a note from my Dr stating why I couldn't she didn't even bothered to ask to see it. She still insisted that I had to remove my shoes. I asked for a supervisor. Very hesitantly she rolled her eyes at me and left. She took a while then came back and told me the Supervisor told her to let me in but once inside I've to remove my shoes if I want to fly. She even asked me then how its I can sit on the airplane but can I take off my shoes. I told her sitting is not bending. She brought me in, before she started the screening process with me facing her I again asked for the Supervisor she told me he's going to tell me the same thing she told me and furthermore he told her to let me know that the cops are outside the door just in case I don't want to remove my shoes. At the corner of my eyes I saw a chair being slid to the area I had to sit. She gave me a pat down that was very rough. When it came to chair time I had to sit. I believed it was about 4 years ago I had a bad experience with a supervisor named (b)(6) at EWR who told me something similar but in this case after I struggled to remove my shoes and was done he had two male screeners physically raised me up. It took my body 4 months to recover from that incident. I suffer from chronic neuropathy, have sjogrens disease, fibromyalgia disease symptoms, allergic to foods and the environment. I filed a report and had a (b)(6) review my complaint I never had a chance to speak with him and my case was closed. In other words nothing came out of it. This is what I said in my report that if its that I had to sit the chair was too low, too hard and I needed something to grab hold on to. Part of my disability I can't look back I've to turn my entire body. To get through something like this, its aim drop and hope for the best. 2014 on the morning of February 6 with the same exact chair that was what I had to do. Again part of my disability since 2006 I've swollen feet this condition my Drs (the real ones) will confirm once my shoes is off its extremely difficult to get them back on. It requires extra bending, tugging and a lot of effort to get them back on. Had they read the letters I've been carrying starting from 2010 it would have confirmed that my condition is easily aggravated by that action. When I was done this is when I asked this white guy standing in front of his station if he was the Supervisor. He was. The man never came to my assistance prior to me removing my shoes instead I had to deal with his sidekick. I told him the last time I removed my shoes it was about 4 years ago and forcibly. I told him I always showed the Drs letter and was never forced or required to do so. I also told him that showing the letter was waived last year. It was no longer necessary. He told me that every airport I've been through they weren't following guidelines and he was just doing what was required of him. For a normal person yes but for a person with a disability no how it is that he was doing his job? I asked for his name which I got off his name tag and I told him I was going to file a complaint. I also told him how rude and rough the woman was. He gave me the TSA cares card and told me to contact them for future trips. I also have a serious condition where I vomit for 6-12 hours and I needed to carry water an incident like that could've triggered it off. With a Drs note stating I must carry this water (electrolytes, coconut) not bottled they make it so difficult for me to do this that I decided it might be easier for United to divert the aircraft to some country or state so I can get the water I need. I no longer carry the water since its so stressful dealing with them. When I left the checkpoint my body was stiff and very painful. I had to make a decision whether to return home or continue on my 6 hrs international trip. It was painful but I made it on the international trip. I called and made a verbal complaint that day. Since I started calling TSA cares they always tell me to ask for a supervisor in most cases those same supervisors are just not nice. Their attitude is do it my way or you don't fly. Its bad enough that I have to live with my disability but when you are treated this way all the courage you build up to be able to do this is now gone. My Dr gave me the all clear to seek alternative treatment elsewhere since 60 medications later over 8 years I'm allergic to them all and this is what I've to endure in order to do so. I'm a companion to a United employee so I fly standby space available. For the last part of last year I was pre screened and that made travelling on short notice even better. Because of this incident more than 1 month later my body is still attacking me. Its sore, painful and its making my life so very difficult. Why could they just listened? I've had this condition for over 9 years now. My Drs and I know my limitations.

Sincerely

(b)(6)
The caller is traveling with a 5 year old child and was told by an agent that the child was not allowed to bring a juice drink through the checkpoint unless they were subjected to a patdown. The officer refused to give them the option to test the item and told them they would have to submit to a patdown of her, her husband, and child. The caller flew from FAI on 3-14-14 departing at 5:00pm. The child is 5 and the call states the website does not specify an age limit of a toddler. The caller wants to know if there is a specified age of a toddler.

3/19/2014
12:21:53
PM

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces milk products and juice. You will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

I advised the caller that I had no specific information on the age of a toddler.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at FAI.

Caller asked what that machine is called where you raise up your arms and it blows air in your hair.
She wanted to know if the AIT has radiology.

After receiving information said that she told the TSO Officer she was pregnant and the Officer said it is safe she (the TSO) implied had to walk through it.
Caller asked if I can send information about the AIT.
Caller said she may call back in to lodge a complaint but for now she is going to contact a lawyer.

RESPONSE:

The machine is called Advanced Imaging Technology or AIT. I am not aware it blows air onto your hair but perhaps there was a vent nearby.

3/19/2014
2:00:02
PM

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

That might indicate there could be radiation but if so it is less than being onboard the aircraft according to the FDA study the machine is safer than flying on the plane.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

You can Opt out and have a Patdown instead.

Normally I recommend you consult your doctor if you are concerned.

Offered to send a complaint to the Customer Support Manager but I need some additional information and a phone #.

Advised I will email the information.

TSA Administrators:

I am writing on behalf of my wife, (b)(6) regarding a serious incident of unprofessional TSA behavior and possible breach of protocol at Sky Harbor International Airport [PHX] yesterday morning March 18, 2014. She asked me to email you as she is still too upset over her treatment and missing cell phone.

My wife is a senior citizen with an artificial knee. She has traveled numerous times to PHX and never experienced the problems she encountered yesterday morning on her way to board USAirways 404 [PHX - PHL]. The incident occurred around 6:15 - 7:00 local time.

At security screening she informed the personnel that she has an artificial knee. She placed her 2 carry on items [1 purse and 1 bag] on the belt as instructed while she was directed to personnel at the body scanner station. When she asked to get her items she was yelled at threateningly: "Go Over To That Man - NOW" by a large male TSA staff. The man he was referring to informed her she was having the scan to avoid having a 'pat down', a procedure done in full view of personal belongings.

3/19/2014
6:11:30
PM

After the scan she was informed that she had a coffee drink in her bag which was removed outside her presence. She retrieved both carry-on items and proceeded to her flight. Once in Philadelphia she opened her carry-on bag which had contained her cell phone. The cell phone was missing.

We called hotel and rental car companies without success. I left VoiceMail messages for both PHX airport and PHX TSA offices with no response to-date. Our carrier - Verizon - verified that a call was made at 7:58 AM local time. US 404 left the gate before 7:30.

We ask that you review this incident and notify us of corrective actions. We ask you to investigate the loss of the phone which appears to have occurred at the TSA station.

If necessary we will forward our concerns to Senator Toomey and Representative Dent.

Thanks for your anticipated assistance.

Caller would like to complain on a TSO for the way she was patted down in Sky Harbor airport. She states that she was hit in the back of the head and that she did not have anything in her hair; it was just tied up in a bun. She was not told by the TSO that she was going to touch her. Caller states that she will contact law enforcement, should this happen again.

Airport: Sky Harbor

Airline: SW

Flight Information (numbers, departure times, or arrival times):

Date and Time of Incident: 3 5 14 @ 5:15 p.m.

Terminal or Gate: Terminal 4, Gate C

Contact Information: (b)(6)

Advised Caller:

3/19/2014 7:29:23 PM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/20/2014 1:02:14 AM Airport : DSM - Des Moines International Date/Time of Travel : 03/19/2014 3:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

3/20/2014 8:21:08 AM TSA Employee: (If Known) : Officer (b)(6) and another colleague Comment : I was traveling yesterday with my 1 year-old son and brought 2 3.5 ounce pouches of baby food for a flight that spanned his dinner time. After going through the metal detector, we were brought over for additional screening. At that time, Officer (b)(6) and her colleague, a bald man with white hair on the sides, informed me that I had to be patted down if I refused to open the pouches for inspection (the pouches can only remain open for an hour before they need to be tossed. I went through screening around 3 pm and did not plan to feed my son until around 6 pm on our flight). I attempted to inform them that this was not the rule as I had looked it up on the TSA website prior to traveling to DSM and that I did not have to have a pat down when I traveled with pouches from National to DSM. They continued to insist I had to be patted down. If I did not submit to the pat down, I would not have had food to feed my son dinner. Please advise on what your rules are in regards to requiring a pat down of passengers carrying modest amounts of baby food in their carry-on luggage. If I do not receive a prompt response, I will refer this matter to my congressman.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 3/20/2014 12:31:58 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 03/15/2014 12:15 PM Airline & Flight Number : Southwest 807 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) : Name starts with an "M" (I think) Comment : My husband is 61 years of age and a polio victim. He walks with crutches. He has one leg which is immobile, and he has a full leg brace on that leg. In this airport, he was placed into a wheelchair by an airport wheelchair attendant and taken through TSA security and then to the gate.

3/20/2014
2:18:17
PM

I write to you because the Asian American male TSA agent took more than 10 minutes in conducting his search/testing of my husband. It wasn't the time I am complaining about - but his continual touching of my husband's body. The TSA agent kept going in, below, and around my husband's waist, down his back, down the back of his pants, down his leg brace, down his good leg, made him pull himself up so he could go under the back of his thigh, then the other thigh - BUT HE CONTINUED TO DO THIS OVER AND OVER again. I was standing there when he was doing this. My husband and I do travel alot, but never had anyone been that continual in touching my husband's body. I am not complaining about the need to do a pat down. I am complaining about the repeating of the same touching.

After we got through security, even the wheelchair attendant said in his 3 years at this Phoenix airport he also NEVER SAW a TSA agent do such a thing.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 3/21/2014 11:45:09 AM Airport : ECP - Northwest Florida Beaches International Date/Time of Travel : 03/20/2014 8:00 AM Airline & Flight Number : Southwest 3755

Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : I am a retired severely wounded and disabled veteran who is paralyzed and using the MSI JSOC program. I emailed my itinerary to the msjsoc address and received a confirmation Email back from (b)(6) saying it was received and processed. However when getting to the airport in ECP they had no record of this and I was subjected to a full pat down and screening removing my belt, shoes, and lack of care or compassion for what was happening. The supervisor took my boarding pass to look in his system a after I raised concern but nothing was found nor was there a lack of anyone really giving a shit to what I was telling them. They could have cared less. When I finally got to the gate I called the 703-603-1558

3/21/2014
12:11:29
PM

number and the customer rep found my record but gave some lame excuse of well sometimes the paperwork gets lost and it just happens. Wrong fucking answer. I didn't serve and nearly give my life to live in a debilitating state so these clowns can work on a level of mediocrity. Do your fucking jobs and do them right. If you implement a program like this it's a great idea. But I am by no means a security threat. Do a background check. Hell check my security clearance. Why the fuck did this happen and your people failed so I pay once again for it? Spend a fucking day in a chair not even having gone through the physical traumas I have and tell me I'm out of line. I don't want some half hearted apology. I want this fucking fixed so myself or another vet doesn't have to be embarrassed or go through a similar experience. Bad form TSA.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/21/2014 12:41:52 PM Airport : GUM - A.B. Won Pat International Date/Time of Travel : 03/06/2014 6:30 PM Airline & Flight Number : United 99 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : (b)(6)

Comment : I am an airline Captain for Jetblue Airways. I was traveling Jumpseat on United Airlines in full uniform. I refused the full body scan and was subsequently denied the regular metal detector. I was then treated as a criminal with a full body pat down and extreme touching of my groin area. This is both disturbing and wrong. Please inform your cohorts in Guam that I am a United States Citizen and a uniformed crewmember with Known Crewmember access and that full body pat downs should not be used on UNIFORMED Crew members. The FAA considers me part of the crew when I am traveling jumpseat and TSA should as well.

3/21/2014
2:07:58
PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

March 22, 2014

PHL to Orlando via Southwest (#2889)

Departure: 7:00 AM

3/22/2014
2:33:58
PM

Caller's daughter was encouraged by the TSOs at the checkpoint to go through the AIT machine with her omnipump connected; however, the daughter had a note from the doctor stating that she should not go through screening with the device. Caller says that if it were not for the nurse, her daughter might have been intimidated into going through the machine--potentially causing a malfunction. Caller is concerned about the way the TSOs were insistent on her going through the screening, even with medical advice saying not to go through screening technology.

Caller is informed that no passenger has to go through the screening technology and anyone can ask to opt out of the AIT for a patdown. This record should be sent to the CSM at PHL for further clarification.

3/23/2014 9:20:41 AM Hello, my name is (b)(6) and I will be flying for vacation soon. I have a question concerning your dress code. On the TSA website, it doesn't say anything about going through a checkpoint in your underwear. I always try to go through the metal detector line, but if it was to close, I would have to go through the body scanner line. If I was in line for the body scanner, I have the right to opt out of the body scanner and be patted down; but honestly, I feel much more comfortable standing around in my underwear than being groped by a stranger in a blue costume with a shiny piece of metal on their shirt. I am going to assume that there is no problem with standing in my underwear while that stranger inspects my clothes, because it does not say anything about it on the website, if you have any comment on this please tell me.

Also, I have a more direct question for you. How many terrorists has the TSA caught?

3/23/2014 9:21:37 AM Hello,
I have a son with special needs. He is autistic and exclusively tube fed. I have to carry on his food pump and enough factory sealed formula to be able to feed him throughout our travel. Departure from Tulsa caused no issues. In Denver, I was subjected to pat down and a search of all my belongings if I wished to keep his good without opening it. I find the inconsistent expectations frustrating. I find it ridiculous that only one parent had to be pat down. No one checked his feeding tube to see if it existed. The same occurred when we were in San Diego. There are 237 ml in a box of food which is approximately 3 oz. the Amount allowed in each liquid container. It feels like special needs parents are being punished. I believe there are ways to remedy this situation. Please find solutions so that families like mine may travel without unnecessary procedures that don't make sense. I believe in safety measures. Make them consistent. Thank you.

(b)(6)
Sent from my iPhone

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 3/23/2014 11:20:32 AM Airport : EWR - Newark International Date/Time of Travel : 03/23/2014 11:00 AM Airline & Flight Number : United UA3842 Checkpoint/Area of Airport : Gate A25 checkpoint TSA Employee: (If Known) :

Comment : the TSA agent would not accept my state issued ID. I have never had any issue before, but today the TSA screener would not accept my ID, nor would her Lead.

I work for the State of NJ, and carry my state issued work ID and my badge with me at all times, because it's much smaller than my entire wallet. I didn't bring my license or passport because I wasn't going to be driving, nor was I going international. I did have my municipal ID from my part time job, but that was not acceptable either. I actually left my wallet (with my DL and credit cards) at home, because I was being sent to attend FEMA training, and it was all expenses paid.

3/23/2014 1:07:09 PM While the staff was very professional, they delayed me at least 15 minutes, and then subjected me to a patdown to confirm no explosives. As a public safety professional who works in the jurisdiction of the airport, this was slightly embarrassing, and very frustrating to be delayed because this lead officer refused to accept my state issued ID.

I have flown out of Newark, JFK, Atlanta, and Raleigh-Durham, and this is the first time that my state issued ID wasn't accepted. The only time prior was when the TSA agent wanting my ID number, and once I pointed out where on the ID it was located, she had no problems accepting it.

I would like to know why this agent would not accept my state issued ID (and badge to accompany it), especially considering I was flying out of the jurisdiction that the airport was located in.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller need to report a problem at Salt Lake traveling to Phoenix. She says her children ages 17, 15 and a 9 years old. She says the 15 year old was taken into a room and did a check and patted the child without an adult present. She says they had played with fireworks the night before. There wasn't an adult going through the checkpoint with the children. She says US Airways would not allow them a gate pass. She is upset that they took the child into a private screening without getting a parent or guardian over. She says the two men had took the 15 year old into a private room and gave the child a pat down for screening. She felt they should have contacted an adult to get permission to do this for the child or at least leave the door open.

3/23/2014 3:28:49 PM

Told caller

I explained to her that the officers are not required to get an adult to supervise screening of a minor traveling alone. She could ask for a gate pass to be able to go through with the children.

Since she could not get a gate pass, she could have her children to ask for a supervisor if at any time they felt they were afraid or unsure what was going on.

I told her I was sorry this happened and would note the call as a complaint on her behalf.

I told her that the officers can't call over an adult for screening, sometimes there may not even be an adult present.

Hello,

I am 6 months pregnant and opt out of the detector machines at the airport. Several times they had a female assistant pat me down instead. I find the pat downs very invasive, outlying my breasts, rear, and genitals. I am certain that if a lawmakers spouse was searched like this they would be very uncomfortable.

3/23/2014 7:22:49 PM Given the alternative technologies you have available including metal detectors, wands, and the scrape tests, I would hope you can change your methods without compromising security to allow women to maintain their dignity at airport checkpoints.

(b)(6)

Caller was calling from the Richmond International Airport. She stated that she always opts out of the AIT and asks for a patdown. She said that the TSO told her that she was going to touch her crotch. She stated that the TSO asked her three times if she was sure she still wanted the patdown. She said that she has never had a patdown where they pulled her sweater and pulled on her turtleneck. She stated that the TSO was confrontational before the patdown began. She spoke with a supervisor who she stated had a stony face. The supervisor told her that the TSO was doing her job. She wanted to know how the TSO's are trained and if it should be consistent at all airports. She refused to provide a last name, phone number, or email. She said that she has provided contact information before when giving compliments and complaints and she has never been contacted. She wanted to make a complaint.

Airport - Richmond International Airport

Airline - United Airlines

Flight Numbers - 957

Departure Times - 9:55 am

Arrival Times - She went through the checkpoint a few minutes before 9 am.

Date And Time of Incident - 3/24/2014

Phone Number - Refused

Email - Refused

Name Of Actual Person Involved - (b)(6)

3/24/2014
9:08:17
AM

I gave the following information: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

I advised her that the procedure should be consistent at all airports. I told her that I do not have information on how the TSO's are trained. I told her that if she does not want to provide contact information that the CSM would have no way to contact her about her complaint.

I advised her that I would forward her record to the CSM at Richmond International Airport for review.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 3/24/2014 8:56:23 AM Airport : SAN - San Diego International Date/Time of Travel : 03/24/2014 5:30 AM Airline & Flight Number : AA1124 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) (b)(6)

Comment : I changed my address and dmv punched my license and printed me a document showing the change of address to accompany my license. I have traveled on this for weeks with no issue. This morning, not only was I not allowed to use the pre-check line but I was sent thru full screening including full body pat down, all bags searched, etc. All because I questioned the TSA agent and advised him I've travelled multiple times with this ID with no problem. There is no consistency and these guys abused their power. It is ridiculous the DMV says the two documents together are acceptable ID and every other TSA agent on multiple airports were fine with it but not this guy. I was singled out unjustly.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/24/2014
10:23:13
AM

Caller requested to speak with a supervisor immediately after giving identifying information I then requested assistance from (b)(6) to complete the call.

Escalation: (b)(6) Caller states she flew from Bellingham, WA to Las Vegas. She wears a brace. She needed to take the brace off and she ask for a chair. The TSO told her no, they could not get her a chair. She states she ask to speak to a Supervisor. She said the Supervisor was fabulous, and she told her that the TSO mis-understood what she wanted, they thought she ask for a wheelchair. So the caller did ultimately get a chair at that point. She said her experience was worse at Las Vegas. She did not want a patdown, she feels they are de-grading but was told she had to do it. She stated the TSO started yelling, embarrassing her and she got a Supervisor. She states she wants to talk to someone who can make a change. She wants to know who does the hiring and she wants the contact information for the person over TSA. She states she does not think she needs assistance getting through the checkpoint, she just needed a chair so she could remove her brace. She has Cerebral Palsy.

Gave her the following information:

John S. Pistole
Administrator

3/24/2014 Transportation Security Administration
3:43:26 601 South 12th Street, TSA-1
PM Arlington, VA 20598

(b)(6)

(b)(6)

I advised the caller she could contact us if she felt she needed assistance.

Caller stated she did not feel she needed any.

I told her she could request a PSS if she had any further issues.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); Sex

Current Date/Time : 3/24/2014 7:21:34 PM Airport : HRL - Rio Grande Valley International Date/Time of Travel : 03/24/2014 8:30 AM Airline & Flight Number : Southwest 3217 Checkpoint/Area of Airport : There is only one checkpoint TSA Employee:
(If Known) :

Comment : March 24, 2014

Dear TSA,

What you did today was not okay. You made me feel like a criminal. You invaded my personal space. You dehumanized me. And why? Why did you feel the need to pat me down? Why did you go through both of my bags, touch all my belongings, and test my possessions for explosives?

You did this because I am a male-presenting female. Because I do not fit the norms of gender that you have defined. Because you have a BLUE and a PINK button that you must press before someone goes through the sensor. Because you pressed the PINK button for me, thereby defining me as female, which caused you to detect an anomaly in the groin area. Not because I was hiding anything. Because I was sagging my pants. And because my pants just happen to have a button fly, which your scanner detected. Because YOU decided for ME what gender I am and because your definition of my gender didn't match my presentation.

3/24/2014 When I asked you during the pat down, "Why did you suspect an anomaly on me? I always wear button-fly pants," you said, "Because you were sagging your pants." And when I asked, "Wouldn't this be a problem for some men?" you said, "Well, 8:14:02 there's a button we press for them that makes sagging pants okay." And when I asked, "What do you do for transgender people?" you said, "We press the button that best represents how they present themselves outwardly." PM

So my question is this? Why did you not press the male button for me? Because you thought I would be offended? Because you thought I was "female enough" for you to press female? Or because your institution propagates the heteronormative idea that biological sex always determines gender and gender always determines gender presentation?

Well let me tell you this. I am appalled that your agency has PINK and BLUE buttons in the first place. I am frustrated that TSA assumes that every single person that wants to travel by plane in this country can so easily fall into two archaic categories determining gender. Millions of people in our country identify as gender non-conforming, thus not fitting into your two categories. And millions more are gender non-conforming but do not identify this way because they are not public about their identities. And within that group of gender non-conforming people, there exist dozens of possible ways in which they identify, which include, but are not limited to, transgender, transsexual, MTF (male to female), FTM (female to male), gender-bending, genderqueer, two-spirit, cross-dresser, androgynous, third gender, feminine male, masculine female, butch, intersex, drag king, drag queen, aggressive, and other.

Maybe you don't realize what it feels like to be gender non-conforming. So, although I cannot speak for everyone, I can tell you what it feels like to be me.

First of all, I think about my gender about 99% of the time. I think about my gender when I walk down the street, when I go to the store, when I get a haircut, when I shop for clothes, when I meet new people, when I walk into a bathroom, when I travel in a foreign country, when I hold hands with my partner, when I spend time with my family, when I go to a restaurant, when I go to a bar, when I wear dress clothes, when I interview for a new job, when I go into a school, when I teach children, when I post pictures online, when I fill out paperwork, and when I go to the doctor.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/24/2014 6:59:43 PM Airport : SJC - San Jose International Date/Time of Travel : 03/24/2014 3:30 PM Airline & Flight Number : Swa/3209 Checkpoint/Area of Airport : Near southwest TSA Employee: (If Known) (b)(6) Comment : I am a frequent flyer, over a 100, 000 miles a year usually on united and get TSA pre check through them. I occasionally fly southwest, which was the case today. Because of the fact that I fly so much I always opt out. The female officer that did my opt out check today was the MOST unprofessional and RUDE agent I have encountered. Because I am used to being screened, I know the policy, options and the drill. She did not offer me private screening. She touched my body without warning me, moving my hair, going into my waistband without warning or asking me to lift my blouse because she was going to check, she went well below the band. she said I interrupted her and she needed to redo the pat down of my waist band, worst of all she exceeded the allowable pat down on my inner thigh by go onto my public bone - that's assault. I am a gynecologist, if I would ever touch any of my patients the way she did me, I would be reported to the medical board. My reaction was noticeable enough that the supervisor, a Filipino woman, came over and I told her what happened. When I asked the agent her badge number she refused to give it to me. I saw her number.

3/24/2014
8:14:04
PM

There are many people who would love to work for TSA that show respect and customer service. She is definitely not one of them. My overall experience with TSA has been a good one. She is a rotten apple that will contribute to negative stereotyping of your agency.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was flying out of Chattanooga, TN. He had an issue with a TSO. He requested a patdown because he s heard so many negative things about the AIT-metal detector screening. They did not want to allow him to receive a patdown rather than go through the screening technology. He had a soda in his bag that he forgot about. To resolve the alarm triggered by the liquid, the officers dumped his bag upside down and had him put his stuff back in himself. He felt it was a negative experience and would like to have the TSO fired for his rude attitude. Caller preferred to contact the CSM himself.

3/25/2014
1:40:20
PM

Response:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Advised caller that I could forward the information he shared with me to the CSM at CHA or he could contact them via IVR.

Caller travels through one airport quite often. She has a disability. Her mother lives alone in that area in FL. She has to fly there several times a year, but the wheelchair service erratic. She once went through the airport and was treated rudely when she went through the pat-down. They were rude when she pointed out that her purse and other items were left unattended. PBI is much better since she complained about that incident. She advised that they still have a problem. She has been having a problem with the wheelchair and attendant.

I advised caller that TSA does not have jurisdiction over the airlines which provide the wheelchairs or attendants.

She was told by Delta that they have to rely on the airport for the wheelchair.

3/25/2014
3:10:36
PM

I reiterated the above.

She has problems with different airlines at that airport. She is surprised I don't know that the airport provides the wheelchair.

I advised that TSA policy, what I have that addresses the issue, indicates that the wheelchair and attendant is provided by the airline. The issue she is describing should be directed to the Aviation Consumer Protection Division, 202-366-2220.

Caller has determined that the problem at ATL...their attendants have walkie talkies and they meet her at the curb quickly when sent from Delta - at Palm Beach. She had to stand there for 20 minutes. She was told that the airport provides the wheelchairs. When I get promoted and move up in the agency (the caller directed this issue to me personally), I may want to take care of this issue.

The issue she is describing is not within TSA jurisdiction. The ACPD should be the agency to which she addresses her issue.

I would just like to say thank you for failing me not only once but twice last weekend. Upon my departure from Panama City FL (ECP) on 20 April I was told that TSA there had not received my information and there was none on file listing me as a Wounded Warrior traveling that day. So being the combat-service disabled veteran who is a paraplegic I was subjected to the full body pat down, full chair inspection and as I like to call it the "15 minute terrorist screening" Pissed off and frustrated upon arriving to my gate I called your number at 703-603-1558 and spoke with a very rude customer service rep. I told him (b)(6) had emailed me on the 18th and said everything was processed and good to go. The rep was rude and said yes I see your info but the paper must have been lost. I called bullshit on this as everything is digital and there is no "losing the paper" it was negligence on your office's part. He told me it won't happen again and he was ensuring my return flight info on the 23rd it would be rectified. Well guess what? On the 23rd it was still not in the system and once again went through the same process. I know how the system works for a regular wheelchair user who is not a vet as I have had to go through this several dozen times before. However, if you institute a program, tell the vet they are good to go only to fail them not only once but twice during their trip what the fuck are you accomplishing? Unfuck your program and your insensitive staff who have never probably served a day in their life and let's make this work. It sounded like a great program and I was happy it came online as I fought three tours overseas and ultimately almost gave up my life and did the use of my legs to be ridiculed and searched like some terrorist scum at the gate. I doubt anything will come of this to fix it but at least I got it off my chest and now you know

3/25/2014
4:18:48
PM

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), New York, NY
Zipcode: 10023

3/25/2014
6:19:41
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Gen. Edward Lawrence Logan International Airport

Disability Description: Callers husband, (b)(6) has cancer, a port and an ostomy.

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Also inform the TSO about any areas of the body that are painful when touched. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

For your complaint to be considered complete it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination;

3/26/2014
9:39:31
AM

I do apologize and I will forward this complaint to the appropriate office.

Incident Details: Callers husband is a disabled veteran who flew internationally from Belize and connected in ATL via Delta. He is being treated for cancer so he has a port and an ostomy. During the screening after Customs in ATL, she explained to the officer that he has a port, an ostomy and has had recent surgery. The TSO, (b)(6) was very unprofessional and very rude. He patted him down using abrupt force against the ostomy, causing pain because his small intestine comes into the ostomy. He continued to pat down the ostomy, after they had informed the officer of the pain associated with touching it. Her husband was so upset by this point and he lifted his shirt to show him the ostomy. They understand the security and required patdowns for screening, but he feels that TSA failed to accommodate his disability. She feels he should have the proper training to screen people with disabilities. She wishes to file a formal complaint against the TSO, (b)(6) in ATL.

Airport: ATL

Airline: Delta

Flight #: DL 664

Date and Time: March 25, 2014 at about 5:30 - 6:00 pm

PX Description: Caucasian, yellow polo shirt, cap with Belize, dark navy shorts, in a wheelchair.

The caller stated that she does not have an email that she can access therefore no RFI was sent.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/26/2014 8:46:15 AM

3/26/2014

10:14:48

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 508 / Southwest / Terminal 1 / SAN / gate 2 / March 26, 2014.

Comments: At the baggage screening I requested to leave my belt on and receive a pat down and told I could do so by the baggage screener, but was then forced by TSA employee, (b)(6) to remove my belt and walk through the screening area. My reason for leaving my belt on was due to medical condition. I was embarrassed and felt threatened by this employee.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/26/2014 8:32:10 AM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 03/24/2014 3:00 PM Airline & Flight Number : Delta 229 Checkpoint/Area of Airport : security check after customs TSA Employee: (If Known) :

Comment : On Monday as I was returning from an international field trip with 31 students ages 11-14 and 4 other adult chaperones, many of our minor students were subjected to pat-downs with out any adult being informed or providing consent to the procedure. This was the end of our trip. We had departed from Cincinnati, gone through Paris, Malaga and Madrid, in addition to going to numerous venues while abroad that required security screenings. At all locations except upon our return in Cincinnati, the adults were asked permission prior to physical contact with our minor students. In all cases we agreed without reservation as we understand the need for this security measure. At our last security stop, not only were we not informed/asked, when I spoke up to the TSA individual and indicated that an adult needed to be present for the pat downs of our students she was very rude. continued the pat-down of my student that she was in process with and did not honor my request for future students. Eventually the TSA employee allowed me to stand behind a barrier close by but would not allow me to be close enough to my student to hear any questions being asked.

3/26/2014

10:15:25

AM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Callers husband, (b)(6) has cancer, a port and an ostomy.

Caller mentioned Delta was really good with the wheelchair assistance for her husband.

Response Details: Response:

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

3/26/2014

10:44:18

AM

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598 Thank you.

TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Explained to caller anytime she arrives at the airport and no one available to assist she can always request to speak with a supervisor or PSS upon arrival at the TSA checkpoint.

Incident Details: Callers husband is a disabled veteran who flew internationally from Belize and connected in ATL via Delta. He is being treated for cancer so he has a port and an ostomy. During the screening after Customs in ATL, she explained to

3/26/2014 1:07:56 PM
Callers wife has a terminal condition. He was told to take documentation to the TSA checkpoint at Sea-Tac to show them. Last year he flew to Boston and Boston did not have a problem with her medical condition. His wife has a feeding tube and they pull her in to do a patdown. The TSA agents were argumentative and threatening him because he was trying to help and was touching her. He has medically sealed containers for her food that the scanner can not see through so that made the officer nervous. The TSA officers were telling them they had to pour them out in to another container. They had all these doctors note for everything. He does not believe that she should have to through the screening. They are going to be flying in April out of Seattle- Tacoma. He states Boston understood the condition much better and just touched her stomach once and let her through. The caller stated he thought the government was out of control and trying to control everything they did. He stated he has been married to her for years and it would protect her at all costs against anything.

Advised caller that the officers are required to screen and clear all passengers and their luggage before boarding the flight. Told caller that they should inform the officers of any medical disabilities or medically necessary medication before the screening process begins so the officers can screen them accordingly. Advised the caller that when it comes to screening and clearing the medication the officers always have the final say. During the clearing of any passenger if they alarm the officers can physically pat them down and during that process he would just stand near her and not touch her. Told caller the officers are just required to screen and clear, that is the policy. Asked the caller how he wanted me to help him for this upcoming flight can the caller said I could not help and said goodbye. Said closing and disconnected.

Disability Description: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip.

Response Details: I advised the caller that for your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
 - Be in writing;
 - Include the name and address of the complainant;
 - Include the date of the alleged act of discrimination;
 - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
 - Be signed by the complainant or someone authorized to sign on behalf of the complainant.
- In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

3/26/2014 3:52:01 PM
I asked the caller if he would like an email of this information and he said yes.
(b)(6)

Incident Details: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip. The caller states that normally the TSOs do the body search on the traveler but this time the agents refused and said she had to go through the xray machine which destroyed her computer. The agents were adamant and rude and she showed them a card that she cannot go through the xray because it can cause the computer to malfunction but they required her to go through the xray machine. The caller states that the traveler travels regularly and she informs the officers of the device and that they will have her go through either the AIT or do a patdown historically.

FLIGHT INFORMATION:

March 6th, 2014 1700 scheduled but departed at about 1830 out of Dulles on United Airlines 1156 (or 1186) flight number to TPA arrival at 2130
The traveler came through the check point at 1230.

The traveler s name is (b)(6)

Good afternoon,

I am having trouble understanding why when I fly, certain airports feel the need to "pat down" passengers after going through the full x-ray machine. Coming back from Jamaica, having gone through their security already, we arrived in customs in Atlanta and were told we would have to go through security there also. No problem. I had on capri pants and a plain shirt. Nothing in pockets, no shoes, no big jewelry, no watch. I went through the full body scanner. Went to collect my things and was told I would have to be "pat down." This would be in my belly area and my thighs (sometimes my back also). This has happened to me numerous times, usually in the larger airports (Atlanta, Chicago, Detroit). I try to be pro-active to make this process as easy as possible, but for whatever reason, it seems there is always a pat down. Just once I would like to ask what exactly do they see in the scan that I need to have a pat down? I feel like if I asked, there would be further issues. These people are less than pleasant, almost rude. By the way, I am 60 years old, female and have blonde hair and blue eyes. Maybe I am the one I pick to prove they are not profiling, I don't know.

I would really appreciate a response.

Thank you,

3/26/2014
4:13:47
PM

(b)(6)

Mission: Building upon our rich Lowcountry traditions, we will ignite, in every student, a passion for life-long learning. Through dynamic instruction, creative partnerships and exceptional support, we will foster opportunities for each student to build a legacy of success.

Berkeley County School District provides employee E-mail access for administrative and instructional use. E-mail correspondence to/from Berkeley County School District is considered public information and subject to release under the South Carolina Freedom Of Information Act or pursuant to subpoena.

Good Afternoon,

I am contacting you with a concern I have from a recent trip. During my travels en route home I was separated from my party due to a randomized testing. Coming from and pursuing a law enforcement background myself I can appreciate the real value of testing and randomized searches. This is not out of spite or critique in anyway, just out of concern for further practices I thought that it may need some attention.

I was not subjected to a random test, however the other half of my party was. He hand was swabbed and tested in a machine. On the machine came back with a red message stating "Explosive Detected". From there she was taken to be thoroughly searched and for more testing, rightfully so. I watched from a distance while her belongings were swabbed and tested. The only reason we know why she was tested was from the off chance we saw the initial message on the computer screen, although there was verbiage of how she would be pat down, there was no communication on why. Its nerve wracking that a machine could produce a faulty test as such, its inevitable sometimes but I would hope someone would have at least explained after the fact why she was stopped and tested. No one checked the plane ticket or passport which we didn't realize until boarding the plane.

3/26/2014
4:14:01
PM

My experience with TSA has never been a negative one, and I wouldn't even call this incident negative, I understand people have to do their jobs I bring this to attention so in the future details like checking the passport or informing a cleared individual why they were searched is important for their assurance.

I hope this email finds you well, best,

(b)(6)

Dear Supervisor,

I had some problems yesterday afternoon around 2:30 with TSA Pre Check screening at Newark Airport. I had just gone through US Customs and Immigration following a Milan-Newark transatlantic flight (UA 18), and I was scheduled to take an ongoing flight from Newark to San Francisco (UA 342). So I went to the TSA screening point nearest to gates C 70-99. My boarding pass was marked for TSA Pre-Check, so I used the Pre-Check line.

I have a prosthetic knee-implant which sets off metal detectors but will allow me to pass X-ray screening. Unfortunately, this check point had only a metal detector, so even though I removed my shoes and watch and emptied my pockets, the implant still triggered the metal detector, and the operator waved me into a holding area to wait for another agent to give me a pat-down. There was nobody immediately available, and I had to wait about 15 minutes before an agent appeared, patted me down, and passed me. In the confusion of the moment, my carry-on luggage and shoes became separated from my belt and the contents of my pockets, and I left the check point without my belt and without one of my coin purses. I later retrieved the belt, but I didn't think to ask for the coin purse.

3/26/2014
8:12:32
PM

I am writing this E-Mail message in-part to inquire if the purse might have been located and held for me. It is magenta in color, made of nylon or some similar fabric, and has a white zipper. It measures about 4-1/2x6" and when I last saw it, it contained a 50 euro banknote and about 10 euros in coins. If it has been found and if there is a way I can get it back, please let me know.

I am also writing this message to complain about the lack of whole body X-ray scanners at this and several other TSA Pre-Check screening points that I have used this year. Because my implant triggers metal detectors, I lose much of the convenience afforded to most fliers cleared for TSA Pre-Check. And the delay waiting for an agent to do my pat-down could have caused me real problems had I had a tight connection between flights.

Thank you for considering my comments.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/26/2014 6:29:17 PM Airport : SFO - San Francisco International Date/Time of Travel : 03/26/2014 3:05 PM Airline & Flight Number :

Checkpoint/Area of Airport : Pier C

TSA Employee: (If Known) (b)(6) supervisor (b)(6) comment : During a pat down I requested in lieu of the millimeter wave screening (b)(6) forcefully hit my right testicle, neglecting to take care to treat a universally acknowledged "sensitive area." It caused pain and discomfort that continued, as can be expected with this kind of contact. When I said he hurt me he said he had to conduct the search that way and that he had told me he would touch me in a sensitive area. The manager (b)(6) said the same thing -- I find that to be a very strange explanation for someone reporting that they have been hit -- not just touched -- in the testicle. Once I asked to file a complaint I learned that Covenant security was conducting the screening -- not TSA directly. I understand from TSA public postings at the screening checkpoint that I have the right to choose a pat down. The consequence of that should not be such an affront to my person and my dignity.

3/26/2014
8:13:25
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 3/26/2014 6:05:56 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

3/26/2014
8:13:36
PM

TSA Employee: (If Known) :

Comment : I had a nine hour layover in Charlotte. And as a smoker I had to go through the security checkpoints multiple times. No problem. My concern is that each time I did. Which was four times. I had to receive a pat down on four different parts of my body. I am wondering on the consistant accuracy of the new "advanced" system. It seems something different everytime with no change in the variables.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA,

I am writing again regarding the security equipment at the Santa Maria Airport (SMX). I previously contacted you with the same complaint and was referred to the airport management. I visited the airport management offices and was told my problem could ONLY be resolved through TSA so here goes:

3/26/2014 10:08:25 PM I am 76 years old and travel frequently between SMX and ORD (Chicago O'Hare). I have bilateral metallic knee prostheses. Prior to sometime in 2012, SMX had a body scanner which permitted me to clear security without a "patdown". As you know, ORD has several body scanners and I clear security there without removing my shoes or belt, and without being "patted down". SMX unfortunately no longer possesses a body scanner (your personnel told me it was sent to Fresno) and each time I fly out of SMX, I have to pass through the magnometer after which I am set aside, have to remove my shoes and belt and wait while the shoes are chemically tested. This is VERY annoying, and, in my opinion unnecessary and discriminatory.

I ask that TSA reinstall a body scanner at SMX as soon as possible. Since the scanner was removed, air traffic at SMX has increased with the addition of several flights per week to Las Vegas and plans are for even more regional flights. Besides myself, I have one cousin and three friends with metallic prostheses who are subjected to the same unnecessary (if a scanner were available) procedures.

Thank you for your attention to this matter.

Sincerely (b)(6)

Feedback Type : Complaint

3/27/2014 10:07:31 AM Categories : Disability or Medical Condition Current Date/Time : 3/27/2014 9:00:46 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 03/25/2014 Airline & Flight Number : Southwest Flt#503 Checkpoint/Area of Airport : entry to B gate TSA Employee: (If Known) : not applicable Comment : I have an artificial shoulder, I set off the scanner alarm. I had no metal on my person and I showed the TSA my scar on my shoulder. I got stuck in the glass cage with another man for over 20 minutes waiting to get a complete body patdown. I explained to your agent my condition but he refused to listen because he didn't want to get into trouble and he insisted on explaining what he had to do. It was obvious I didn't have a weapon or bomb, I was wearing summer lite shorts and shirt. You guys are incompetent and very inept, just use some common sense and some human kindness toward us senior AMERICANS. At least get a body scanner at that gate checkpoint. I know you folks will completely ignore my complaint. so have a nice day....I don't feel any safer getting on an aircraft, just hassled.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address: (b)(6)

Phone Number (b)(6)

Address: (b)(6)

Zipcode: 27705

3/27/2014 12:07:12 PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Raleigh-Durham International Airport

Callers stated that his parents are at Orlando International and they arrived in plenty of time to fly out at 12:47 on JetBlue. His mother is 74 and an alarm went off and they searched her bag and gave her a Patdown and she is very upset and called him crying.

They missed their flight because of the extra screening and she was not treated well.

JetBlue has another flight at 8:30 PM tonight but they need to get home earlier and there is a Southwest flight that will leave at 3:15 PM.

Caller stated several times if TSA could take care of getting her on another flight that she would forget about it but otherwise she has a complaint about the way she was treated.

Caller asked how she can lodge a complaint.

He asked if I understood his point and he is sure she would be alright about it if TSA would get her on another flight. He said he is sure she would feel better about it if she could get a flight taken care of.

3/27/2014 RESPONSE:

1:17:42

PM I explained TSA does not compensate flyers when they miss a flight and we do not have anything to do with the ticketing.

Told him I am very sorry his mother is upset.

I explained no matter the age of the passenger if an alarm sounds we must resolve the screening but I am sorry she was bothered by it and missed her flight.

We do suggest that travelers allow extra time for screening and consult their airline about arrival time.

I told him that I do understand what he is saying, and I restated that his mother would be willing to forget about it if TSA would compensate her for another flight.

Told how to obtain the CSM # via the IVR and also told him that she can contact the CSM or call us and we will be happy to talk with her and forward a complaint on her behalf if she would like to call us with details.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/27/2014 2:01:23 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 3/27/2014 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 1

TSA Employee: (If Known) : Male

Comment : I'm writing to inform you of a very poor experience I just had when going through security today at STL airport. I specifically requested a pat down screening, in lieu of walking through the machine/detectors. The security agent asked me why. I travel many, many times a year and I have NEVER been asked why. (I happen to be pregnant, but it's my understanding that a reason is not required; it is our right to be allowed a pat down, is it not??). This man continued to argue with me on the safeness of the technology, as if he is my medical doctor. I insisted on a pat down, making it very clear I still wanted one. And when I stepped aside to wait for my "female assist" the same man then directed me to go through the old screener, which I thought was turned off. After going through, I stood to wait and he told me I could continue on, that I wasn't getting a pat down. So he tricked me into going through the old screening machine. Others behind me were going through it after me, as they had closed the new machine.

3/27/2014 This is all recorded on surveillance. I do not know what his name was, but I was wearing black pants, black/brown striped long sleeve top, blonde hair and it would have been between approximately 11:30-12:15pm on Thursday 3/27/14, in one of the

4:14:06

PM

first two lanes towards the far left.

I am extremely upset this happened. It is not a TSA agents place to make a decision for a traveler which I feel are personal and health/medical related. I feel I have been violated as well as the health of my baby jeopardized. This is unacceptable.

Educate your agents not to harass travelers and make sure they are aware it's our right to choose.

Please advise as to what you conclude on this matter. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I would like to place a formal complaint about my experience at Seattle Airport

I am a Diamond member of Delta and have almost 1,000,000 miles flown. I landed in Seattle from Vancouver, Canada, left the airport to visit a dying friend, and returned to make my connection to Fresno, CA. I have Global Entry and Pre-Check and so proceeded to that line. I was flagged and told I would be taken to a private room for extra screening. A man stood with me for about 10 minutes until they were "ready" for me. I was escorted by this man to the large scanner. I stated that since I was getting a pat down, I'd rather not be scanned. The agent insisted that I was required to be scanned. I pointed to the sign about opting out. It took another 5-7 minutes before a "supervisor" appeared and escorted me to a public area outside of the screening room. They collected my belongings from the x-ray belt and proceeded to unpack each and every item. Every item was laid out on a table and wiped and analyzed for chemicals. Tampons, earrings, medication, undergarments were all displayed publicly for about 15 additional minutes. At this point I was "examined" and read the speech about how and where you will be touched. I was then taken inside the booth. Here is where the events crossed the line. The shorter TSA employee acted like a prison guard. She shouted at me, told me to stop talking, and stop looking at her. When she reached under my bra I asked for an additional supervisor. When she reached into my underpants, I unbuttoned my pants and asked her to please stay over the underwear with her hands. I felt threatened and unsafe. She continued yelling at me. I have never been taken into this room before, but I cannot believe that this sort of personal exam is warranted when I have done nothing to deserve this treatment. It was humiliating and degrading to have this rude unprofessional TSA employee violate my personal space and rights as an American citizen. Eventually a woman identified herself as a supervisor and asked how she could "make my day better". I requested she write down the names of the two agents and her name. I would like a formal response to my complaint. Here are the names she wrote:

3/27/2014
6:17:15
PM

(b)(6)

(b)(6)

The caller returned and she is flying back on April 8th. She has to have the patdown due to her medical device. She stated that at SYR she had to remove her shoes, and she did not want to walk on the floor in her white socks. She stated that the agent told her that she has to remove her shoes, because she requested a patdown for screening. She stated that she asked her why since she is 78 years of age, and she told her that it was because of the patdown. She stated that she did not have to remove them at Sarasota or CLT. She stated that she had her license to prove her age.

I advised the caller that all passengers are required to remove their shoes for screening, except for select groups. I explained that new screening procedure allow, passengers who appear to be 75 and older to leave on shoes and light outerwear. I explained that it is at the discretion of the TSOs at the checkpoint as to rather she has to remove the shoes or not. I explained that she would have to appear to be 75 to that office to leave on her shoes.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location.

3/27/2014
7:09:43
PM

The callers flight details are as follow:

Departing Airport: SYR
Destination: Sarasota
Airline: Delta
Flight Number and Time: 1092 @ 11:10 am
Terminal and Gate: Unknown
Date and Time: 03-13 -14 @

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 3/28/2014 5:32:56 AM Airport : PHL - Philadelphia International Date/Time of Travel : 03/28/2014 6:00 AM Airline & Flight Number : 4089 Checkpoint/Area of Airport : F - security check TSA Employee: (If Known) (b)(6) Comment : I opted out of the screening. TSA agent (b)(6) was responsible for carrying out the pat down. (b)(6) proceeded very roughly to pat me down after I stated that I had a strained lower back. My stance was wide enough and insisted that she needed to meet resistance. She proceeded and I felt violated. Why ask if there are any medical conditions? I would be mortified if I was obese because of her unprofessional need to meet pelvic resistance (b)(6) carried out the pat down with excessive force.

3/28/2014
8:27:11
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller feels that it is very scary that passengers are getting to go through precheck and skip parts of the screening process. She stated she would like for me to explain it because it seems like a security issue. She asked if their shoes and liquids were still getting screened

3/28/2014

1:00:13 PM Advised the caller that the passengers going through precheck are still being screened thoroughly. Explained to the caller that Precheck is just expedited screening, their shoes are still screened, liquids are still screened, laptops and outer wear every item they have still has to clear the screening checkpoint. If anything alarms at the precheck line the passengers would have to under additional screening including a patdown just like the normal screening process. Told the caller the process is still thorough screening, its more simple to send shoes through xray however they are still being screened if they're on someones feet. Told her the liquids are also still going through the xray, they just do not have to pull them out and declare them. Also explained to the caller that these passengers clear through secure flight to get precheck, in order to be a member they also go through fingerprinting, background checks and interviewing process to even be able to get it often.

-----Original Message-----

From: CRL

Sent: Friday, March 28, 2014 2:23 PM

To: TCC-Referrals

Cc: Ihuma, Chimezie

Subject: FW: (Complaint) Fly Rights - New Report from (b)(6)

Dear TCC,

Please note we are referring the attached complaint back to you since there is no actual complaint or incident beyond waiting to the side. He even indicates that the TSO he spoke with agreed with him. Therefore, we are referring this back to the TCC for appropriate handling.

3/28/2014

4:09:08 PM

Thanks very much,
Harleen

Ms. Harleen K. Singh

Policy Advisor

Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----

From: tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Thursday, March 27, 2014 5:19 PM

To: CRL

Subject: (Complaint) Fly Rights - New Report from (b)(6)

The customers information has been attached to this email.

Caller flew MIA to Manchester, England today aboard United Airlines #3752. Caller wishes to express her level of dissatisfaction with the level of customer service she received from the screener who patted her down. Caller s luggage alarmed and there was a single pill in her carry on bag which the caller states was a blood pressure pill. Caller states her patdown was conducted by a female TSO named Ivis whose badge number was (b)(6). After the pat-down, the TSO advised the passenger she was lucky this time, which the caller took as her being referred to as a drug dealer. This occurred at 8:30 AM this morning. Caller does not recall the gate this occurred at but states she spoke with the female TSO s supervisor (b)(6) who advised her to contact the TCC to file a complaint.

3/28/2014

4:54:08 PM

Resolution:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

From: (b)(6)
Sent: Friday, March 28, 2014 5:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/28/2014 5:46:45 PM

3/28/2014
6:11:03
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA grabbed breasts without asking

Comments:

To Whom It May Concern,

The caller stated she flew from CAK on the 17th of March on Airtran and was strip searched. When she got home her gold pendant was gone. She stated that a caucasian male did the ETD, and an African American girl did the pat-down. She checked in about 3:45 pm, through Gate 11, on an Airtran Flight.

3/28/2014
8:41:46
PM

Advised caller:

We can send the claims forms to you via email, postal, or fax.
She chose to have those sent to her via email.

We can also send this information to the CSM at CAK as well.

The day started out fine got to the airport with plenty of time to spare ,checked our luggage, got our boarding passes , got in line for TSA security check I went trough with no problem ,my wife was told she set off a hand alarm and had to be rechecked they then padded her down again ,they took a white wipe and swiped her hands and said she had a problem ,they then told me to set down,I was not allowed to go near her then they took everything out of her carryon and purse, two other women agents came over and all three went into a room somewhere where they proceeded to search and body pat down in her private areas ,for what they would not say. When my wife returned she was very upset and crying. She told the agent ahead of time she was a double bypass heart patient with wires inside her chest plus a fused wrist and double knee replacement ,but this made no difference.I told the agent we had a flight to catch again no difference once my wife composed herself as best she could we started out to reach the gate before the they closed the doors of the gate.She uses a walker and we rushed as quickly as she could ,but the flight left without us.This again upset her emotionally a heart patient should not go through this she looked bad to me so I called my son who had to buy another ticket on another airline on the other side of the airport. We where able to get to the other gate and both of us through TSA security in 10 minutes NO ALARMS ,NO PAT DOWNS. A NORMAL security check. Because of your equipment or you agents I almost lost my wife to another heart attack. I missed my flight on JET BLUE ,had to buy tickets costing \$440 on SOUTHWEST airlines. When we got home she took her medication. I don't know if telling you this will help but a 74 yr. old gray hair women slowed down because of age and arthritis is a risk to our safety we are in trouble .Hopefully she will recover if not you will hear from me again. Obviously something is wrong with your equipment on the JET BLUE side of the airport .When we got to Providence to pick up our luggage that went ahead the attendant said it happens very frequently from the same place. Thanks for your time if you read this if you can do anything to help it would be appreciated.

3/28/2014
9:15:51
PM

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/28/2014 9:20:20 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 03/22/2014 8:30 AM Airline & Flight Number : AA 1667 Checkpoint/Area of Airport : D26 TSA Employee: (If Known) :

3/28/2014 10:05:27 PM Comment : I had a ticket stamped TSA pre-check so was routed through the Pre-check line. That's good, or so I thought. I have an artificial knee so since there is no AIT in that line, I had to go through the pat down. This is very inconvenient when there is a scanner right next to the metal detector but since I was Pre-check, I was not allow to go through it without collecting all my belongings (bag, computer, pocket stuff, and then start the entire procedure in the other line. This, even though my wife was already through and had claimed my stuff. Aside from the multiple FBI checks for being an airline employee, FFL, CHL, I still have to go through these procedures. It would seem a waste of my time and money to pay for the process of obtaining the 5-year Pre-check pass only to be scrutinized like this on every flight. Making matters worse, in my eyes, I watched a person sitting in a wheel chair just briefly wanded with no proof or indication that this person was actually disabled. There was virtually no inspection of her or her wheel chair what-so-ever.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear sir:

It is now the 28th day of March 2014, and I have sent this letter to you a number of times. Each time the response comes back is that you are getting someone else who won't take responsibility for dealing with my issues to ignore me.

I won't be ignored.

I have required response from you, and you have a responsibility to address my concerns as a disabled person who has been continuously and iteratively been subjected to increasing levels of physical torture up to and including supplemental surgery.

You have been asked repeatedly to give me assistance on how to prevent further torture or other physical and mental distress at the Sacramento Municipal Airport. I have been subjected to obvious and intense threat by employees of TSA at SMF and I as a citizen, I do not have to bleed to fly.

The following have been sent to your several times. I require a response beyond your auto-responder e-mail system that says something to the effect of we will ignore you until you go away. I am not going away until I have explicit direct instructions on how to avoid further torture at the hands of the employees of TSA at SMF and how to overcome the direct and explicit threat of further torture by TSA employees at SMF.

3/29/2014 9:24:24 AM Fortunately, I have not had recent surgery for them to rip open surgical wounds, nor have I recently gone through other medical procedures that resulted in vulnerable areas, however, even this does not excuse the fact that for four times for four flights out of SMF I have experienced pain and suffering at the hands of TSA employees.

It is necessary for you to respond to this letter and the iterations of this letter that have gone unresponded by you. I do not know where else to escalate this issue as my Senator has already been alerted to the malfeasance and absolute disregard and disrespect for disabled persons and certainly disabled veterans at SMF. I do not know what else to do about this except to escalate this to the Cabinet Level officials with the complaint that TSA will not respond to the legitimate concerns of a citizen who has been violated and tortured by TSA personnel.

Thomas Jefferson wrote: A government afraid of its citizens is a Democracy. Citizens afraid of government is tyranny! So be afraid of me because we have not quite reached the second condition, although you are getting there altogether too quickly.

Response to my letter is required else I go to the cabinet level within 30 days.

You have had plenty of time.

(b)(6)

Prior Correspondence:

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 3/29/2014 1:14:54 PM Airport : MEM - Memphis International Date/Time of Travel : 1200 PM Airline & Flight Number :
Checkpoint/Area of Airport : C Terminal
TSA Employee: (If Known) :
Comment : Dear TSA flunkie:

3/29/2014 Since you and your bureaucratic masters continue to insist on groping/irradiating upstanding American citizens every day. I figured I would start updating you on exactly how well your hired goons are doing in the groping department.

1:47:38

PM

Today I enjoyed an extra-firm groping that, although fairly quick, was by far the most extensive in terms of forceful gripping on my thighs and ankles. I hope that this makes you and every bureaucrat up to Pistole very happy to know.

Enjoy your day wasting our taxpayer dollars (it's worth looking for another job than sacrificing your dignity for this)!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/29/2014 2:58:54 PM Airport : SNA - Orange County John Wayne Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear TSA,

I am writing to express my displeasure with my treatment at SNA airport yesterday evening. Like many travelers I still have doubts about the safety of the full body scanning equipment. So I followed advice that TSA has given frequently to simply opt-out of the scanner and accept a pat-down as an alternative.

However, I was extremely disappointed to be lectured by the TSA agent for this choice. He initially told me that I could not opt-out. Then he spent several minutes trying to give me medical advice regarding the scanning equipment when he is unlikely to be a doctor or a scientist. I found his tone condescending and completely inconsistent with an employee honoring my legal right to opt-out of scanning.

3/29/2014

3:10:50

PM

I did not appreciate the long delay that resulted from the inappropriate lecture, which just further extended the time I have to spent going through security ever since the installment of the full body scanners.

Since TSA has already acknowledged that some passengers do not want to have full-body scanners and that it is acceptable to opt-out, then it should be reasonable for the traveling public to expect TSA to train their employees to treat this option with respect and TSA should have enough agents on hand to accommodate this option efficiently. Considering every passenger pays \$5 per flight for security, it would seem reasonable that we could expect 3 minutes of courtesy and efficiency.

Sincerely,

Anastasia Corman

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information
Categories : TSA Pre?™
Current Date/Time : 3/29/2014 2:56:33 PM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
3/29/2014 3:10:54 PM Comment : My husband and I were both invited into PreCheck by Delta Airlines. Our boarding passes always indicated our PreCheck eligibility until after my husband had a total knee replacement in October 2013. Since that time, his boarding pass never displays PreCheck eligibility. I understand that he will always set off the metal detectors and get a pat down, but it would be nice if he could get the other privileges of PreCheck such as not having to remove his shoes or belt. Is there any possibility that he could be treated as a PreCheck passenger until he reaches the point where he sets off the metal detector and gets a pat down?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 3/29/2014 2:56:01 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/29/2014 2:30 PM Airline & Flight Number :
Checkpoint/Area of Airport : entry scanner checkpoint TSA Employee: (If Known) :
3/29/2014 3:11:09 PM Comment : My wife is pregnant and asked to opt out of the electro scanner because there are concerns of its effects on unborn babies. She was made to wait by the side for 10 min after her bags passed through the scanner. During this she notified two officers that she was waiting for a pat down in order to opt out of the screening. She finally had to just go through the scanner to collect her belongings. Please encourage the officers to be more responsive to the needs of those who opt out.
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is missing her jewelry. She is missing a small red and gold satin jewelry pouch from her carry on. She had to go through additional screening including swabs for explosive traces twice in the same day because her first flight was cancelled and she was bumped to a later flight. The jewelry pouch went missing during screening and the caller feels that it is because she could not keep her eye on the luggage while she was being screened. She came in through the far right side at the checkpoint and was called over to the other side of the checkpoint for screening far away from her belongings. Caller states that the TSO would not even allow her to look at her luggage. Caller states that the situation at the checkpoint was chaotic.
Among the items missing were:
Turquoise nugget necklace
18 Mounted gold lady liberty coin on a diamond cut 14k rope necklace (family heirloom)
Pearl necklace
Caller states that she has already called the airline to make sure that it wasn't lost on the airplane.

Airport PBI
Airline Delta
Flight # DL1184 (initial cancelled flight) - DL1930
3/29/2014 4:45:23 PM Date Time 03 27 2014 1:10PM
Location Gate C2
Advised caller:
Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

My home airport is LAX and I usually fly United out of Terminal 6. I request a pat down each time due to a series of medical devices that are implanted on my body. I have experienced a lot of difficulty at this terminal, including the following:

- Officers making me wait in front of my items while they determine who is on lunch break - Solution: serve the client first by completing the pat down then move on to administrative work.
- Officers asking me why I need a pat down when it's 'only x-ray' equipment - Solution: officers are not medical doctors or equipment manufacturers and cannot make these determinations. Respecting client's privacy and choice should be the objective.

- Not having bins available in TSA Pre line for items - Solution: Manager explained that this was a 'pilot' program, but it was messy and inefficient.

3/30/2014 9:48:12 AM - Airline representative inspecting bag size and asking to remove contents so bag fits into overhead bin measurement box - Solution: airline representative is holding up the line and jeopardizing security; if the bag needs to be checked they can do this at the gate.

AM - General disorganization and chaos making it difficult to (1) tell which line is which or (2) stand aside while waiting for pat down - Solution: perhaps this is due to the small size of the security area, it was a larger area before the United merger.

I hope that some of these issues can be addressed to ensure a smoother and more secure process at Terminal 6, thanks!

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/29/2014 9:43:54 PM Airport : GPT - Gulfport Bilox Regional Date/Time of Travel : 03/24/2014 2:00 PM Airline & Flight Number : vision air #v2701 Checkpoint/Area of Airport : person who directs people to the metal detector or scanner TSA Employee: (If Known) : na Comment : THIS IS NOT THE FIRST TIME I'VE CONTACTED YOU ABOUT THE DISRESPECT I'VE RECD. AT THIS AIRPORT, WHEN I REQUESTED A PHYSICAL PAT-DOWN DUE TO DOCTORS ORDERS. I HAVE A IMPLANTED DIFIBRILLATOR [NOT A PACEMAKER] AND THE POLICY OF MY CARDIOLOGIST IS TO NOT ALLOW HIS PATIENTS TO GO THROUGH ANY TYPE OF DETECTOR OR SCANNER AFTER I PUT MY CARRY-ON ON THE BELT I REQUESTED A PAT-DOWN DUE TO DOCTORS ORDERS. THE YOUNG MAN WOULD NOT ACCEPT THAT. HE INSISTED ON KNOWING WHY. AGAIN I TOLD HIM DOCTORS ORDERS AND AGAIN HE REFUSED TO ACCEPT THAT, AND HE WOULD NOT CALL FOR A "MALE ASSIST". I FINALLY TOLD HIM WHY AND HE SAID MY DOCTOR DIDN'T KNOW WHAT HE WAS TALKING ABOUT ! I FINALLY ASKED HIM IF HE HAD A DEGREE IN CARDIOLOGY, HE SAID NO, AND I ASKED FOR A SUPERVISOR. BUT AT THAT TIME HE DID GET SOMEONE TO GIVE ME A PAT-DOWN. HE DIDN'T WANT TO GET THE SUPERVISOR INVOLVED. THE PERSON WHO DID THE PAT-DOWN WAS A VERY PLEASANT AND RESPECTFUL PERSON AND I WAS HAPPY FOR THAT. AS I MENTIONED IN PREVIOUS COMMENTS TO YOU ABOUT THIS AIRPORT, I HAVE NEVER EVER HAD A PROBLEM AT CHICAGO MIDWAY AIRPORT. I THINK SEVERAL OF YOUR AIRPORTS COULD LEARN FROM THEM AND I GIVE A GREAT "WELL DONE" TO THE STAFF AT CHICAGO MIDWAY. PLEASE PASS THIS ON TO THEM.

3/30/2014 9:50:25 AM FINALLY, I WOULD LIKE TO KNOW IF A PERSON CAN DECLINE TO GO THROUGH THE MACHINES AND REQUEST A PAT-DOWN ? THAT WAS ALWAYS YOUR POLICY. HAS IT CHANGED? AND, IF WE DO REQUEST A PAT-DOWN, DO WE HAVE TO BE SUBJECTED TO WHAT I WENT THROUGH AGAIN !??!

I DON'T REMEMBER. BUT I THINK THIS IS THE 3RD OR 4TH TIME I'VE WRITTEN TO YOU ABOUT THIS PROBLEM AND THEY SEEM TO BE AT YOUR SMALLER, SOUTHERN AND SOUTHEASTERN AIRPORTS. THE NEXT TIME THIS HAPPENS, I WILL NOTIFY YOU FIRST, AND THEN I WILL NOTIFY THE US CONGRESS AND SENATE.

I RESPECT WHAT MOST OF YOUR PEOPLE DO, AND WE NEED YOU. I REALIZE THAT IT'S A HARD JOB. HOWEVER, I ALSO THINK A GOOD NUMBER OF YOUR AGENTS NEED ALOT MORE TRAINING IN CUSTOMER RELATIONS.

THANKS SO MUCH

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/30/2014 10:03:24 AM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

3/30/2014 TSA Employee: (If Known) :

11:29:40 AM Comment : You need to have some way that someone with an artificial knee can avoid the whole pat down etc procedure.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/30/2014 2:00:19 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/27/2014 8:30 AM Airline & Flight Number : Delta 4549 Checkpoint/Area of Airport : B TSA Employee: (If Known) : Female working at Pre-TSA priority area on far left Comment : March 27, 2014 Seattle Airport Delta flight #4549, 10:15am, went through TSA-pre ckeckpoint at 8:30am, at boarding B area.

The TSA experience prior to boarding was unprofessional and created significant emotional distress and physical pain for me. As a disabled individual relying upon a cane, I was treated deplorably, with a full body search in public view, requiring me to stand initially without my cane, then with my cane in four painful and unsteady poses just to check my legs, as well as a final check of my palms for chemicals and explosives with a swab.

The pat down was the longest in terms of time, that I have ever experienced. The female TSA agent repeated patting areas that were unnecessary, with greater pressure, and thus contributed to my sense of distress. It was difficult to stand for so long and my right knee was twisted during this process, resulting in significant swelling and severe pain. I remained cooperative and congenial during this time.

I have a total knee replacement and a partial knee replacement on the other knee, and was not permitted to go through the body scanner. That option would have clearly showed my implants.

3/30/2014 3:18:42 PM My respiratory ventilator was dismantled and left in disarray, out of its carry bag, left in parts. The TSA agents did not place the cords back into the sockets they had been removed from, or back into the bag, and had removed the machine completely from its foundation and connected parts. I was left to put everything back together myself, after being treated rudely and aggressively.

I was clearly in distress and was not assisted until a supervisor noticed my inability to place the plugs back, and she yelled out for assistance, demanding to know who had done this and left my life support items in such condition. No one came forward and she yelled out again demanding to know who had done this. Eventually two agents came forward and assisted with the cords.

I have never experienced such unprofessional treatment and unnecessary body searching in my business travels to date. The supervisor was professional in her response, but the others were woefully inadequate in their training and lack basic awareness on how to treat disabled passengers. Rudimentary training is essential, particularly since this type of negative treatment of passengers creates a sense of vulnerability and loss of control. This severely diminishes the travel experience and confidence in the step by step screening process. These TSA employees need to increase their capacity in doing the basic job functions. My experience at LAX was much better since they were highly professional in their pre-TSA area, and conducted a reasonable and non-invasive pat down of my body. Thank you for your interest in improving customer service.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Bogota Columbia Eldorado Airport on JetBlue to FLL and was patted down and probed inappropriately and to him it was like sexual assault. He stated that this happened at Bogota and he is needing to know who he can report this issue to. He is wanting to file a complaint about the screening process he went through in Columbia. Is he permitted to just show his military ID when going through the screening process there to avoid the groping. He contacted JetBlue and they advised him to call the Office of Civil Rights to report the issue.

3/31/2014 9:57:21 AM I advised him that TSA is only in the US and the screening in Columbia is out of our jurisdiction. I do not have the screening process and regulations for Columbia since we are only in the US. He may be able to contact the Department of State @ 202-647-4000 to find out the screening process and procedures for other countries. The office of Civil Rights may or may not be able to assist him. I would recommend contacting the Department of State first to see what they advise him to do.

Caller is currently at SRQ awaiting a flight to ATL aboard Delta #2563. Caller requested a manual pat-down and she is a chemo patient with metal wires in her chest from an old pacemaker. Caller states a manual pat-down was requested by the male officer on duty. The female officer directly the lady towards her to what she thought was the pat-down area, but was directed through the walk-through metal detector. Caller has health concerns and is fearing the consequences the metal detector may have on her health. This occurred at approximately 12:10PM. Caller describes the female officer as an older lady in her 50s and the male supervisor whom she spoke with after the WTMD screening as a short, bald, overweight man with glasses. This gentleman handed her a complaint card which advised her to contact the TCC.

3/31/2014 12:19:58 PM Resolution:

Apologized to the caller for any perceived unprofessionalism or lack of customer service she feels she received. Advised caller I would forward her complaint to the CSM at SRQ immediately for review. Suggested caller contact her doctor for any imminent health concerns because I am not a doctor.

Caller was in Columbus yesterday. He has a question for screening, he has had surgery and he had stitches in his stomach. He says they did not tell him before they touch his body. He wants to know if the officers have to tell the passenger before they touch him. He said they told him about the surgery ADA violation. He says they were asking him questions like where he was going and what he was doing on his trip. He was in a wheelchair. He ask if he can video the screening. He had on loss clothing. He ask if it was against his religion to use the AIT what he could do.

Told caller

3/31/2014 1:38:19 PM I explained to him with examples of passengers with metal or even scars can cause an alarm during screening. If there was an alarm during screening they will have to give a patdown to clear any alarm. They can not assume it was the stitches or the scar that caused the alarm. He should let the officer know about the scar or stitches before the screening starts, and where it was located on the body.

I ask if he had declare the stitches on his stomach. He said he told him them he could not raise his arms but not about where the stitches were on his body.

I offered to send his complaint to the CSM for him but he did not want to do this.

TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process.

Feedback Type : Complaint

3/31/2014 3:02:09 PM Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/31/2014 11:43:25 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 03/31/2014 8:00 AM Airline & Flight Number : As Checkpoint/Area of Airport : Terminal d TSA Employee: (If Known) : Supervisor Comment : To whom it may concern, it took too long to go through security line. It took twenty five minutes after I'd checks for a dozen passengers to be processed. There weren't enough staff to handle the opt outs. I brought it to the attention of the officer at the desk, supervisor, who was playing with his personal phone. He said there was nothing he could do and continued to play with his phone. Management has the tools to adaptively manage the flow of passengers and they did not. Several TSA staff members were milling about and not helping. In addition, the older x ray machines were not used effectively. The bag scanner belt shut down repeatedly cause there wasn't staff to pat down passengers.

Would you like a response?: True

Passenger's Name (h)(6)

Phone Number :

Email (h)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: ??????? ??????? (b)(6)

Sent: Monday, March 31, 2014 11:37 AM

To: TSA External Compliance

Cc: (b)(6)

Subject: Urgent ..

kindly check attachment !

???? ???? ??????? .. ??? ??????

(b)(6)

3/31/2014

3:02:16

PM

Transportation Security Administration
Civil Rights - Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

CC: Council on American-Islamic Relations of Washington State (CAIR-WA).

3 31 2014

RE: Rude and unprofessional treatment from a TSA agent.

(NOTE: this letter was translated by my daughter since my English isn't proficient enough)

To whom it may concern,

I am writing this letter to complain about a rude and unprofessional treatment that I received from a TSA agent at JFK airport, Jamaica, New York. On Friday, March 28, I had a flight on Saudi Airlines (flight number SV22) that was scheduled on 8:30

Not enough information is available concerning pre-check, and that pre-check is also randomly given to some traveler's. My wife and I experienced a very unpleasant experience today at Spokane Int Airport, GEG, at the Alaska Airlines security check.

I have had both of my hips replaced, so it requires that I receive the pat-down treatment, when the body scan is not available, as it isn't at Alaska Airlines security check point at GEG.

We did not know about a random pre-check designation on my wife's boarding pass. When we had our boarding passes checked, my wife who was ahead of me was directed to go one way. I did not receive the pre-check designation on my boarding pass, so I was informed to go to a different area. Being separated from your traveling partner may not seem to be a problem to the average traveler, but it is to someone who requires a full body pat-down. This procedure may require anywhere from 5 minutes to 15 minutes, and you are told to go to a secure holding area, by which you are separated from your items being x-rayed. This leaves your items in an unsecured position. If my wife had known that I was being directed to a different area than me, she would have asked to go through the security line I was in.

3/31/2014
8:31:33
PM

In addition, the TSA employees at GEG need to be given some training about customer service. The lady that checked my wife's boarding pass was ordering people in the security line to do this and that, even though there were other TSA employees doing that very thing. Her attitude was such that if an employee of mine acted this way there would be serious customer service training scheduled for her.

Also, the male agent that administered my pat-down used a very demeaning attitude. When I mentioned that I didn't like my items remaining on the conveyor, he asked which items. When I stated my computer, which was in a tote, and vulnerable to being knocked off the conveyor or stolen, he got my computer and brought it to me and asked in his demeaning way "So, how is that". I replied that there were two more items of mine sitting on the conveyor unattended. I had to endure more of his comments as he got my other two items, and while he administered the pat-down.

Until today, I had received good service from TSA at GEG, but today was the worst customer service I have ever received.

If you are going to pre-check one person in a party traveling together, then you should pre-check all the persons in that party. I understand that a person doesn't have to go through the pre-check line, but there should be more information available concerning pre-check, and when a situation arises as did today, one of your employees should assist when a person is directed to the pre-check line and others in the party are directed to another area. The gestapo lady at the boarding pass check would not allow me to go and inform my wife as to what was occurring.

My husband and I just finally arrived home from a flight from Sarasota, Florida to Portland, Maine. Our first flight today from the Sarasota airport to Atlanta departed Sarasota at 1:55 p.m. on flight #2563. I have a pacemaker (1996 model with lead wires - non-oxidized) and a loop recorder implanted in my chest. I am also a chemo patient. My Cardiologist, (b)(6) Maine Medical Partners, Scarborough, Maine and my Oncologist, (b)(6) Bridgton Hospital in Bridgton, Maine have instructed me to have manual pat downs ONLY whenever I fly as radioactive waves are harmful with the particular medical equipment in use in my body. We do not fly often and I had no problem at the Portland, Maine Airport when we departed for Florida on March 11th with having a woman do the pat down...no questions were asked and I was treated with dignity and respect.

However, today when I flew out from the Sarasota airport, I was treated with disrespect for myself, for my medical issues, and with total disregard for the doctor's instructions. I wear a medical necklace with all of the info. listed with strict instructions to what types of equipment and treatments would be safe in my particular situation. The TSA personnel did not care at all about any of it.

4/1/2014
8:59:10
AM

At 12:10 p.m., my husband and I entered the security part of the checking-in process at Sarasota Airport. We explained to the TSA who was running the turntable for scanning personal items that I required a manual pat down. He said, "No problem" and he called someone on the phone and said, "I have a customer who is 'opting out' for medical reasons and will need a manual pat down". This gentleman then pointed me toward an older lady, in her 50's, stocky build and told me to go over to where she was standing behind the scanning cylinder. As I walked toward her, she motioned me to walk through the scanning cylinder to get over to where she was standing. I thought it odd but she was waving her arms and motioning me toward her so I assumed she must want me to walk through the cylinder in order to get to where she could do the pat down. I assumed the cylinder scan machine wouldn't do anything until someone activated it nothing would happen. As I started through, the TSA woman who was supposed to do the manual pat down pushed the button and scanned me. And then, proceeded to yell "you need to go back, you moved!" I said, "Why did you do that...they told you I needed a manual pat down, why did you do that?" She said, "There is nothing wrong with these machines...they will not hurt anyone. Doctors don't know what they are talking about when they come in here and tell us to manually pat patients down!" At that point, I got very scared, very upset and started crying....didn't know what the radioactive waves would do to the lead wires or loop recorder in my heart or the chemo. in my system. Didn't and don't know what will happen from this action taken by this woman. My husband hastened over and I was still very shaken and crying. In the stressful moments following the scanning, I was not given the name of the TSA scanning woman nor the name of the middle-aged, stocky man with dark short hair and glasses whom she brought over to tell me "You are okay...we have not hurt you. We do this all the time. But if you have a problem, we will give you a card to call the TSA customer service to report it." He gave me the card and just walked off. I was still very upset at the treatment and the audacity of these TSA representatives who would jeopardize someone's life possibly, in a situation where they do not have the medical background to decide treatments or actions. No ONE apologized, no ONE at any level!!!! Just walked away and left me sitting there and crying. Other passengers tried to console me.

We called the TSA Contact Center and a TSA agent named (b)(6) took the information and said he would forward a copy to the Sarasota Airport TSA Manager. (b)(6) wished me "Good Luck!" Nice when I'm worried about something that may have caused some permanent medical problem. What good will good luck do? Nothing to fix any possible short-term or long-term damages to my heart by subjecting these lead wires to radioactive material. I am LIVID to put it mildly and of course will call my Cardiologist tomorrow morning as soon as they open. Not sure what tests she will need or can do to determine any possible damages but you can be sure if any is indicated. legal action will follow. I will seek legal recourse and legal damages.

(b)(6) recorded everything and told me to see my doctor and said "Good Luck!" (b)(6) said a copy will be forwarded to the Sarasota Airport immediately. How will that help fix what happened to me there today? Will someone please check into this.

Delta Flight #2563 from Sarasota, FL to Atlanta, GA 1:55 p.m. 3/31/14

(b)(6)

Gardiner, ME 04345

(b)(6) (home number)

4/1/2014
12:26:05
PM

To Whom It May Concern:

I would like to share a recent experience with the TSA at Baltimore Washington Airport (early Monday evening, 3/31/14). While going through security, when I was directed to walk through a scanner, I opted out as I always do. I waited for a pat down while my belongings went through the xray machine and gathered at the end of the conveyor belt. When the officer finally let me through, she asked me to step around the belt. I demurred and pointed out my belongings, including an expensive new laptop. She asked me again to come around, and I pointed my possessions out to her. Finally, I gave up and just walked around the belt as indicated. This required going around a column such that that I could not keep my eyes on my belongings. When we were both on the same side, she asked which things belonged to me and collected them. The pat down proceeded without incident.

It would have served both of our purposes perfectly well if the officer had let me indicate my things on the belt and she collected them before I walked around the column. Travelers ought to be able to see their belongings at all times. It is unreasonable to expect us to leave our possessions out of both our and the officers' control, as that's how laptops and other things "walk off" with the wrong owners.

Please consider instructing your TSA officers in this manner, as it is the procedure that has been used at every other airport at which I have declined to go through a scanner.

Yours sincerely,

(b)(6)
Champaign, IL

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 4/1/2014 12:13:15 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/26/2014 10:44 AM Airline & Flight Number : United 1040 Checkpoint/Area of Airport : United Airlines Gate# B-10 TSA Employee: (If Known) : do not know name

Comment : Hello, I hope this email falls upon someone who can get something done and who really cares about the customer. My daughter has had several ugly incidents at airports when traveling that has been utterly distasteful for no reason. She has never wanted to complain until now. Each time she travels, she tries to only have her purse and no special things that have to be taken or looked at. She has been very cooperative and respectful when traveling. My daughter is a brand new Music Recording Artist and will have to travel a lot, but because of this last experience, she does not want to travel at all. The experience really traumatized her. Here are the details of the incident: She was entering the security checkpoint and there was a full body scan that she went through. There was no beeping or anything that should have suggested what this security agent did. So now she is through this situation and the lady asked her to come here. She said she had to pat her hair. However, instead of patting the hair, she took both her hands and dug all into my daughter's hair and pulled her hair so hard, that she pulled out her hair extensions that she had done the night before. Not only did this agent do that. She wrapped her hand around my daughter's neck and leaned over laughing and said out loud for everyone in the line to hear. Oh, see, I knew that was not all your real hair, being very mean and with an attitude as well!!! Now my daughter did not give her any problems, or say anything back to this agent, but she was completely upset, with the agent's behavior. She almost did not get onto the plane, but her Dad convinced her to go anyway and said he would take care of it, once they returned back to Chicago. Now why, was this agent even concerned that my daughter was wearing extensions and that the hair might not be her own? It is apparent that she had some advance notions in her head. A woman is entitled to wear her hair any way she wishes. Get whatever color she wants, and all of that. Why should any other woman be so concerned with that issue? If it was all about safety and just making sure of that, then why did she touch my daughter in that unprofessional manner, pull her hair out, and why did she make that totally unprofessional comment afterwards? There was obviously more to it for the agent than security!! Does, she think just because she is a security agent, with an important job, that she can act like a small time bully or act out unprofessionally to passengers and customers coming through the gate, whenever it suits her? Is this the type of behavior we as the public should expect, just because you guys are trying to make sure of safety issues? I do not think so. I work in the legal department of a very well-known large corporation. I have spoken with several of the attorneys here who travel all the time to get their feedback and take on the issue. They thought the behavior of this agent was very bizarre and none of them have experienced what this woman did with my daughter. My daughter got her hair done the night before and it cost \$1000.00. The agent ruined the hair style and my daughter had to get it repaired once she got to her destination. I understand you want to make sure of safety, but this is beyond that issue. I think my daughter's safety and the feeling of well-being were put at risk in this case. This could have caused a whole lot of other type of problems, for no reason. I am so glad my daughter is a lady and has good manners and knows what is right and knows how to respect others. I do not know what you can do to solve this issue. My daughter feels that it was pure racism on the agent's part because, just the week before, she traveled as well, with the same hair style, but did not experience the same treatment at all. In fact, no one has ever patted on her hair, went through it, or even requested to. You may have had instances where agents did pat hair or pat down, but my daughter never experienced this. The agent was a white lady, middle aged. My daughter is inter-racial and very pretty. I do not know how you go about solving these kinds of issues but I do think something more than an apology is in order. I was wondering what could be done, when you have a person that will be traveling very frequently and might become high profile. Is there another way she can be secured without this type of treatment, especially, if they are abiding by all the rules? I looked at your sight and the people coming through the lines cannot even say anything derogatory to these agents, so why are they allowed that privilege, if no one is being bad with them? I do think the women agent had some serious issues. I have some suggestions about a little solution to the problem. First and foremost, my daughter should be reimbursed for the cost of the hairstyle she got done at the beauty shop. There should be a serious apology to her personally from this agent. The agent needs some counseling about her issues with other races and women and definitely needs a retraining. There should also be some consistency, with passengers when traveling. Why did this agent target her and no others have done the same thing, in this way? I think you as an airport or agency should get this together. We have enough to worry about in these days and times. Especially with what has just happened with the missing airplane and those poor families. I cannot imagine how devastating this is for them. Now on top of those things, can you imagine a terrible experience at the airport as well?? I am hoping to get this solved at this level. However, no matter how costly, because (b)(6) is willing to pay for an attorney, we could go further. Please let me know your thoughts. Thank you so very much in advance for your help. Please Help!!!!

(b)(6)

Would you like a response? : True

4/1/2014
2:12:08
PM

Caller is a GE member and did had Precheck for 9 or 10 months. Then she fixed her information with the program and she started receiving it but then she flew to Arizona on United and received it going and did not get it on the way back from Sky Harbor. She is trying to find out what is wrong.

I told her that TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or include a known traveler number when booking a flight, TSA will always incorporate random selection. CBP trusted traveler program, travelers should enter the 9 digit member PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. She said she had never done this before. She is a US citizen and she has a high status with the airline because she flies all the time.

I told her she may have been opted in with United due to her frequent flier status. She would need to verify this with the airline. TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using a passengers Secure Flight data to select low risk passengers will increase the number of travelers who may be eligible for TSA Precheck. Because of the background check with the CBP program, when you enter your information you should receive Precheck more regularly. It is still random.

4/1/2014
3:50:56
PM

She said at Houston they only lift her shirt a little bit and they do a good job. She hates Phoenix Sky Harbor. They patted her entire body down and lifted her shirt and checked her arms and under her arms. She said that other passengers could see her skin. The TSO was rude in the way she did the patdown. She was over thorough.
Airport: Sky Harbor
Airline: United
Flight Number: 1561
Date and Time: March 31 at about 6:15 am
Terminal or Gate: 3
Name of Person involved: She is female and looks to be about 60.

I told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 4/1/2014 6:23:06 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 03/31/2014 12:00 PM Airline & Flight Number : Delta 6049 Checkpoint/Area of Airport :
Checkpoint TSA Employee: (If Known) :

Comment : Voiced complaint to supervisor but providing feedback via this site as well. Travelling with my 17 year old special needs child who is confined to a wheelchair. We've been through TSA checkpoints 20 times or so during her life and never had this bad of an experience. I loaded valuables onto x-ray conveyor as instructed then planned to escort my daughter through the magnetometer so she could be patted down and her chair inspected. TSA agent called for a "dynamic female" to escort us through. We waited for what seemed like about 10 minutes and at least 20-30 other passengers made their way around us while we were waiting. Despite my request twice for a supervisor or someone who could expedite finding this "dynamic female", all that happened was the same verbal request for a dynamic female into the air hoping someone would hear it and respond then the agent would turn his attention back to herding the other passengers around us. Meanwhile my personal items including thousands of dollars in electronics is sitting unattended on the other side of the x-ray machine. Once we were finally escorted through, I've never seen a more over zealous search of my daughter, her wheelchair, and her personal items in the unremovable bag on the back of her chair. Again, been through this 20 times or so. The pat down was excessive. The ETD was run twice because one agent didn't know the other had already done it. All contents of the bag were not just inspected but removed, placed in a tray, and run through x-ray. It was incontinence protection, a spare set of clothes, bibs, plastic bags and a few other small items that are evident without the need for x-ray. Not only has the physical inspection been sufficient in the past but this time there wasn't much attempt to preserve my daughter's dignity by the agent when these items were placed in the tray and paraded back to the x-ray machine. I found the whole experience to be very unprofessional with minimal regard to customer service.

4/1/2014
8:14:48
PM

Went through the same process at CVG about 9:30 a.m. on 3/27/14 and have nothing but compliments for how it was handled.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/1/2014 10:15:24 PM Airport : DEN - Denver International Date/Time of Travel : 04/01/2014 6:30 AM Airline & Flight Number : UA 1105 Checkpoint/Area of Airport : primary check point TSA Employee: (If Known) : lady doing the personal screening and 3 stripe officer at the control desk Comment (b)(6)

(b)(6)

I am complaining about the way my personal pat down was badly handled when I chose not to go through the body scanner.

I work around Xray units, and fly frequently so I am trying to control the amount of radiation I am exposed to.

I was told repeatedly that my concern was unjustified because the scanners were less harmful than a cell phone. I felt that I was being treated in a demeaning manner. It is not the job of the TSA to try to convince me to go through the scanner. I have the choice of either pat down or scanner. They made me wait a very long time for a female agent and when I was finally escorted over to the pat down area, the agent condescendingly explained to me the procedure as if I was a small child. She then touched me in areas where she shouldn't have. I was very uncomfortable with that and she said, "Why are you making a face?" After she was completed, my husband handed me my belt right in front of her and she asked "Where did you get that from?" I couldn't believe she said this, but I answered, "My husband."

4/2/2014
8:23:45
AM

With this she said, now I am going to have to pat you down all over again from the beginning, and the belt will need to go through the scanner again.

She redid the pat down all over, touched me again in the crouch area and also breast again.
What would touching a belt that already passed through the x-ray unit make her have to start all over from the beginning again?

She also took swabs of my hands and put them through some kind of machine.

It is obvious that this harassment was done to keep me from ever opting out of the body scanner again. I expect an investigation into this.

(b)(6)

My complaint is against the 3 stripe man at the control desk. Because there was an unusually long wait for the personal screening of my wife and the way it was conducted, I went to the control desk to voice my complaint. The area was loud and when I started to tell the man my complaint, he stopped me mid sentence and said that he would have me escorted from the area if I spoke to him in a loud voice. I was not speaking in a loud voice, it was loud surroundings and I spoke in a voice that could be heard unlike the 3 stripe control desk man that spoke so low that I had to ask him to repeat himself and had to move closer to hear him. At that point he called a police officer as a further threat. He knew full well that we were under a time constraint and could miss our flight yet he slowly took his time self-righteously explaining that his checkpoint would take however long it would take to do this personal screening. Time spent was about 15 minutes as opposed to 1 or 2 minutes that the other people that were willing to go into the hands over head scanner. The woman that did the personal scan told me that I should be there 2 hours prior to the flight. It is obvious to me and those around us that if a person refuses the scanner there would be a price to be paid in time and embarrassment.

4/2/2014
12:05:54
PM

I have a couple of questions regarding the limits imposed on carry on bags re liquids etc. At Fort Myers, Florida (RSW), on Saturday, my wife had 4 or 5 articles of personal items removed from her carry-on bag, including a tube of toothpaste (unopened and in the original box) and a tube of sun-tan lotion in a cream form. They were confiscated by the TSA attendant. None of these articles were in the 1 quart zip bag but were randomly located in her bag. A couple of the items were in liquid form and clearly appropriately taken in light of their size and not being in a 1 quart plastic bag. My question is: Do the toothpaste and suntan lotion qualify as "liquid or gel" under TSA rules and was it appropriate for them to be taken? Both exceeded the 3.4 oz requirement but as noted, were in a cream or paste form.

The second question involves your rule as it pertains to those of us who are older than 75, which we are. If the rule is that we do not have to remove our shoes or jackets, do we then have to undergo the pat down after emerging from the scanner. We were both patted down after going through the new scanning equipment and I was not sure if it was in accordance with the rule as to those over 75 years of age or whether the scanner did not show we were "OK". Thank you, (b)(6)

Good morning,

I am a security-cleared government contractor that often travels to the Middle East (specifically Yemen) for work at the US EMB Sana'a, Yemen. I have been to Yemen three times in the past 2 years and typically spend about 3-4 months in country.

Since returning from my first deployment to Yemen in May 2012, I would estimate that I have been pulled into secondary screening at the airport 75% of the time (carry-on luggage completely emptied and searched, luggage and hands swabbed for explosives, complete full body thorough pat-down, verbal questioning about my travel), which usually takes about 20 minutes. Not to mention, this takes place in front of everybody in the airport, which is completely embarrassing. (I also get pulled into secondary and searched/questioned by Customs & Border Patrol at Dulles when I return from Yemen as well)

4/2/2014
12:06:08
PM

To avoid this happening, I contacted TSA and DHS with a complaint in 2012, and was provided with a Redress number (Redress (b)(6) see attachment). I was told that providing this Redress number when booking flights would prevent this additional scrutiny on future flights, however this has not been the case. Additionally, in April 2013, since I have a security clearance I applied for the TSA Trusted-Traveler (pre-check) through NGA's channels and was provided with an additional identifier (TSA Trusted-Traveler (b)(6)) which should also help when traveling. Again, I always provide this number as well when booking flights, but it does not seem to help.

When I get my tickets at the airport and notice the "SSSS" on my tickets and ask the airline employees why this keeps happening (even when they can see in the computer system that I have entered the Redress and Trusted-Traveler numbers when I booked the flight), they say I need to talk to TSA and DHS. When I'm getting searched by TSA, and ask the same questions, they say I need to talk to the airline. Its one big run-around every single time and nobody is providing answers.

Why does this keep on happening? What do I need to do? Who do I need to contact to fix this re-occurring problem? Can you please assist me with this issue?

Thank you,

(b)(6)

----- Original Message -----

Subject: SJC - TSA Airport Experience

From: (b)(6)

To: (b)(6)

CC:

To Whom It May Concern:

I was scheduled to travel on business Wednesday, March 12th on Southwest Airlines flight #3787 from SJC to PHX. I arrived at the airport at approximately 7:50 AM and printed my boarding pass. I did not check a bag, as is my custom for short trips.

4/2/2014
2:16:50
PM

The security line at Terminal C in SJC was relatively short (compared to normal). As I had done dozens, perhaps hundreds, of times at SJC, I prepared my contents to go through security. Laptop in a separate bin. Shoes, belt, coat and liquids in another.

I proceeded through the body scanning device and proceeded to wait for my contents to exit the screening belt. I saw one of the agents pull my bin off of the conveyor and asked me if it was mine. I answered yes.

The agent (first name (b)(6)) pointed at my contact solution (Clear Care brand). I told him that I had flown through SJC dozens of times with this exact solution and no one had ever asked me about it before. Even the videos that play in the screening area say that contact solution is allowed in carryon bags. I told him that I had to have the solution and wouldn't be able to take out my contacts at the hotel without it. My contacts are custom-made, by the way, and cost \$400. It's not practical for me to throw them out. I also didn't have a rental car on this trip, so I had no access to drive to a drugstore to replace it.

Agent (b)(6) then said he would have to test the solution but that it was likely to alarm due to the hydrogen peroxide in it. He proceeded to test it and confirmed that it alarmed. Frustrated at this point, I told him to just throw it out and I would go make my flight. He told me that wasn't possible and that I needed to speak with the explosives expert. I was escorted to the TSA supervisor on duty (first name (b)(6)). She told me that I was not allowed to leave and that I'd have to wait for her supervisor and the explosives expert.

I proceeded to tell her that I have flown through SJC at least 50 times with Clear Care solution without an issue. I also told her that the TSA website does not have any information that I'm aware of that warns passengers that certain types of contact solutions aren't allowed through security. She said she was sorry but that there was nothing she could do. All this happened as I'm watching a TV monitor in the screening area with TSA saying how contact solutions and other "medically necessary" items are ok to carryon.

I underwent a full body pat-down by a male agent, my first time experiencing that. Frankly, the whole experience was humiliating as I was detained. In addition to the TSA officers, two San Jose police officers stood by to ensure I didn't act up. I could

From: (b)(6)
Sent: Wednesday, April 02, 2014 12:45 PM
To: TSAExternalCompliance
Subject: Complaint

Hello,
There has already been a TSA Complaint form submitted to your agency already. The name of the person, date and time and flight number as well!!!. I will attach the Complaint to this email. I am not sure, if anyone even bothered to read the complaint. This was about the professionalism of the TSA Agent. Even though Security is the number one object. Your Agent was far from professional with this customer. I hope that someone will contact us soon!!! You can assure someone all you like about the hiring and making sure that your TSA Agents are professional, but what do you do, when they are not!!!! Please see the attached complaint.

Thank You,

(b)(6)
Grayslake, Illinois (b)(6)

4/2/2014
4:14:33
PM

Attachment:

Hello, I hope this email falls upon someone who can get something done and who really cares about the customer. My daughter has had several ugly incidents at airports when traveling that has been utterly distasteful for no reason. She has never wanted to complain until now. Each time she travels, she tries to only have her purse and no special things that have to be taken or looked at. She has been very cooperative and respectful when traveling. My daughter is a brand new (b)(6) Music Recording Artist and will have to travel a lot, but because of this last experience, she does not want to travel at all. The experience really traumatized her. Here are the details of the incident: She was entering the security checkpoint and there was a full body scan that she went through. There was no beeping or anything that should have suggested what this security agent did. So now she is through this situation and the lady asked her to come here. She said she had to pat her hair. However, instead of patting the hair, she took both her hands and dug all into my daughter's hair and pulled her hair so hard, that, she pulled out her hair extensions that she had done the night before. Not only did this agent do that. She wrapped her hand around my daughter's neck and leaned over laughing and said out loud for everyone in the line to hear. Oh, see, I knew that was not all your real hair, being very mean and with an attitude as well!!! Now my daughter did not give her any problems, or say anything back to this agent, but she was completely upset, with the agent's behavior. She almost did not get onto the plane, but her Dad convinced her to go anyway and said he would take care of it, once they returned back to Chicago. Now why, was this agent even concerned that my daughter was wearing extensions and that the hair might not be her own? It is apparent that she had some advance notions in her head. A woman is entitled to wear her hair any way she wishes. Get whatever color she wants, and all of that. Why should any other woman be so concerned with that issue? If it was all about safety and just making sure of that, then why did she touch my daughter in that unprofessional manner, pull her hair out, and why did she make that totally unprofessional comment afterwards? There was obviously more to it for the agent than security!! Does, she think just because she is a security agent, with an important job, that she can act like a small time bully or act out unprofessionally to passengers and customers coming through the gate, whenever it suits her? Is this the type of behavior we as the public should expect, just because you guys are trying to make sure of safety issues? I do not think so. I work in the legal department of a very well-known large corporation. I have spoken with several of the attorneys here who travel all the time to get their feedback and take on the issue. They thought the behavior of this agent was very bizarre and none of them have experienced what this woman did with my daughter. My daughter got her hair done the night before and it cost \$1000.00. The agent ruined the hair style and my daughter had to get it repaired once she got to her destination. I understand you want to make sure of safety, but this is beyond that issue. I think my daughter's safety and the feeling of well-being were put at risk in this case. This could have caused a whole lot of other type of problems, for no reason. I am so glad my daughter is a lady and has good manners and knows what is right and knows how to respect others. I do not know what you can do to solve this issue. My daughter feels that it was pure racism on the agent's part because, just the week before, she traveled as well, with the same hair style, but did not experience the same treatment at all. In fact, no one has ever patted on her hair, went through it, or even requested to. You may have had instances where agents did pat hair or pat down, but my daughter Caller: Caller states she had a problem with the way she was processed at the airport in Dayton and filed a complaint and spoke to the program manager (b)(6) but he did not answer any of her questions. Caller states it was her understanding that if you pass all the screening you do not have to be concerned with the patdown. Caller states her hands were wand and then she went through the AIT then whisked away to a room to be patted down. Caller states that one patted her down while the other watched. Caller states it was very scary and they had to bring her a wheelchair because she was shaking so bad. Caller asked if this was policy. Caller states she felt violated from this procedure. Caller states they did not explain what they were doing and she did not know what they are doing. Caller states she had bobby pins in her hair and bows in her hair that had to be inspected. Caller states she felt very violated. Caller states her dad lives in Ohio and she will have to go through Dayton regularly. Caller states she was never given a reason why they were doing this. Caller states that they put their hands all over her body. Caller asked where does the common sense come in. Caller states that when she flies through Denver this does not happen. Caller states that this procedure was not ok with her and she is scared to death to go through this process again. Caller states this process is degrading. Caller asked why would they choose her to do this to. Caller states that she has already filed a complaint and does not think she needs to file another. Caller states that she feels she was singled out because she had a white face. Caller states she will never go through that again. Caller states that the airport has her number if they want to contact her.

4/2/2014
4:38:52
PM

Response: Informed caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Informed caller that unfortunately those are the policies we have in place at the current time and this could happen at anytime at any airport. Informed caller that she was not chosen at random for through screening. Informed caller that this process is required anytime an alarm triggers or screening officers can not immediately identify an item. Informed caller that we would rather not have to conduct through screening because it not only effects her but other passengers as well but if an alarm triggers it will have to be resolved by a through pat down. Informed caller every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

The following is the response from Delta regarding the e-mail I sent to the TSA on your website and copied to Delta. An apology from Delta seems to indicate the behavior of one of your agents who should have been reprimanded and from whom I should have received an apology was clearly out of line. It is clear TSA agents care nothing for the public who pays their salaries. And it is clear your agency as a whole is lacking in common courtesy and common sense; yet the agent who put me through the scanner and her supervisor seemed to feel TSA agents have medical expertise as they clearly stated they know more than doctors!!!! Quite a statement for a non-medical person to make, don't you think?

My husband and I will be talking with an attorney on Friday and decide from there where to go with this problem which occurred at the Sarasota airport. Perhaps your TSA agent and her supervisor will realize the consequences of making decisions for which they are NOT trained.

(b)(6)

(b)(6)

4/2/2014
6:17:26
PM

Gardiner, ME 04345

(b)(6)

Hello (b)(6)

RE: Case Number (b)(6)

Thank you for forwarding the complaint you sent to the TSA Contact Center. I can tell from reading your email how distressed you are about this incident. I'm truly sorry TSA didn't respect your wishes regarding how you needed to be screened.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

4/2/2014 6:19:46 PM
Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes
Ethnicity? yes
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Los Angeles International Airport

What was the date and approximate time of the incident?
To whom it may concern:

My wife and I recently departed from DFW international airport in the Terminal E area, near E8, and were bullied by 2 TSA agents who were aggressively doing their job checking our boarding passes and driver's licenses. We bought our United tickets before we got married in the state of CA and a few months after the purchase my wife changed her last name to mine.

4/3/2014 8:24:38 AM
United advised us to bring a copy of our marriage license to show proof of a legal name change. The 1st TSA agent told us this was not going to work and then called over her supervisor to assist. Her supervisor took over and simply told us it would not work. United then stamped my wife's boarding pass with No ID and when we returned he looked at it and did not offer any explanation as we waited to see the results of the NO ID stamp. He ignored our marriage license and sat on the phone whispering yes and no to someone on the phone. He finally let my wife through and while she was taking off her belt and setting her property aside, to have a manual pat down, he aggressively let her know that she better not touch her property. My wife and I are a recently wed gay couple from CA but our marriage license was not treated as a valid form of ID.

Sincerely,

(b)(6)
HYPERLINK (b)(6)
(b)(6)

DFW International Airport
Occurrence: 4/1/14 at 6:15pm Central Time

To Whomsoever it may concern.

Hello,

I am a mother of a 21m old toddler and since his birth I have had several flights domestic and international and TSA has respectfully assisted me in carrying his milk and food in an icepack. Of course, I understand security limitations and although inconvenient I have always been cooperative with testing of milk and baby-food and the swabs on the palms and the pat downs.

One of the "pledges" that TSA states is to be courteous and respectful toward passengers, however I have had my worst air travel experience with the TSA at the Newark airport by one of your agents (b)(6) Female) – Lead Officer.

4/3/2014
4:08:04
PM

Please allow me to describe the sequence of events.

We had arrived on AI 191 to Newark with our toddler and had a connecting flight (AA300) to DFW in a few hours. Date March 30th 2014 , time : 9am or so at Terminal A and we were headed to Gate 33

We went through security and since I was holding a child I was taken to one of your test areas and my hands were swabbed and tested, once that was clear, my sons Milk bottles were taken out and there were no sticks to test the milk, in the meantime, I was holding a cranky and travel weary child in my arms who was crying for his milk which was not being released due to the lack of sticks to test his milk!

Someone managed to score the sticks and the milk was tested and was clear. The next thing was the icepack, coming from a long flight it had condensation and was partially melted. This is where the discrepancy in the TSA rules is so evident.

As I mentioned I have been on countless flights with a partially molten icepack, still cold and used to preserve milk and was sent through without a hiccup. This time the officer (male) told me categorically that if you wish to keep the ice pack you need a pat down and not wanting to let go of my icepack, I agreed. There were no female officers available and they were announced for several times until finally an annoyed and irate officer (b)(6) popped her head to know what the matter is. As she
To Whom It May Concern:

My name is , and I am a current sophomore at Brown University. I am a Sikh and maintain my long hair in a turban, which I wear essentially everywhere I go. I was flying back up to Brown in Providence, RI (PVD) on the morning of Monday, March 10, from my hometown airport in Fort Myers, FL (RSW). I've flown through RSW my entire life and have never had a problem, but for some reason, an obviously young and new TSA agent claimed that I needed to clear a hand wand test on top of the usual self-patdown chemical residue test after I had gone through the AIT machine. I cleared the self-patdown chemical test, but when they waved the hand wand over my turban, the hair pins inside caused the hand wand to go off. They took me to a private screening area and told me that my only option was to remove my turban so they could get a better understanding of what was underneath. I explained to them that according to TSA regulations, I was allowed to move past security altogether after passing the self-patdown chemical residue test, but they refused to budge. I took off my turban and let them see that it was just hair pins that caused the hand wand to go off.

The point here is that I should not have had to clear the hand wand test in the first place since I had already cleared the AIT and self-patdown chemical residue test, so there is clearly a lack of knowledge of TSA protocol at RSW. I was quite frustrated at the moment and didn't get a chance to get the agents' badge numbers or names, but I of course know the date and time of the incident and can give further physical descriptions if they can be of use. I want to make sure that no one else has to face policies that change from airport to airport like I did.

4/3/2014
4:09:05
PM

What's funny is that another TSA agent, while I was standing in line a few minutes before, came up to me and apologized for the—in his own words—BS that Sikhs often have to undergo when clearing airport security. He informed me that he and other TSA agents at RSW had been through training regarding protocol for Sikhs, but I wouldn't be surprised if the young agent who called for the hand wand in the first place had yet to receive that training and was acting without full knowledge of protocol.

The process was degrading and wholly unfair, and I have been informed by the Sikh American Legal Defense and Education Fund (SALDEF) that as a Sikh, I have the right to wear my turban throughout the screening process. That right was violated this morning, and I intend on seeking restitution and pursuing the matter so that neither I nor any other Sikh passing through RSW has to deal with this again. I'd be happy to discuss this via email at HYPERLINK (b)(6)

(b)(6) or by phone at HYPERLINK tel (b)(6)

Thank you for your time.

Regards,

(b)(6)

To Whom it May concern

I recently went through the Fort Lauderdale airport. I was TSA approved pre-screen. The TSA agent swiped my hands and announced LOUDLY that I had tested positive for Explosives!

I was treated as a criminal during the whole process. I told him I do not even own a gun.

I was pulled out of line. I told him my aunt was with me. She is 80 years old. So he told her to go through the screening without me. He took all my belongings. Pocketbook, coat and I-pad. My aunt was confused. She was also upset.

I was not allowed to keep my eyes on my belongings. I was sent through the x-ray screening then into a room to be patted down. If you x-Ray me why do I need to be patted down?

My belongings should have been with me at all times so I could keep a eye on them. If this is keeping us safe I do not believe it!

I explained to the woman TSA agent that I had a disability and was in pain to be careful when she patted me down. She did but still acted like I was a criminal. The second woman agent looked a little upset when they found nothing. I was told by the woman who did the pat down to "wait here." Still treating me like a criminal. No reason why I had to "Stay Here!"

I asked the other woman TSA agent what would cause a false positive result with the hand swiping. She told me that glycerin or medication could cause a false positive. I was never asked about any of that. I am on medication. Finally the other woman agent came in and said you can go. No apology from any of them. "You tested positive for explosives."

"So let us treat you like a criminal." Even though they are well aware of what can cause a false positive!

I am furious about the whole process!

I resent being treated like a criminal. This was on my return flight.

I really think that common sense should be used when using the swiping on the hands.

4/3/2014
6:12:49
PM

Another complaint I have is that my luggage had been gone through when I arrived at my destination on the first flight. I did get messages that they had gone through my luggage. What I am livid about is that they went through my medication. Even though they were all in prescription bottles with labels on them. And they were in a clear package so they could see that they were legal! What I am livid about is that one of my pain pills was loose in my suitcase.

Since I did not pack the bottles in the suitcase there should be no loose tablets. It makes me sick to think that someone was touching my medication. The bottles are one thing. The tablets are a whole other issue.

I really think that this process has gotten totally out of control!

Maybe we should look at Israel to see how it should be done.

The least that could be done is that when the TSA agents do not find anything they should apologize to everyone that is found not to be a threat.

And they should ask the person whose hands have been swiped about the items that can cause A false positive. It is just common sense.

Sincerely,

(b)(6)

From: (b)(6)
Sent: Thursday, April 03, 2014 5:53 PM
To: TSAExternalCompliance
Cc: (b)(6); (b)(6); (b)(6)
Subject: Civil Rights Civil Liberties Complaint on Behalf of (b)(6)

Dear Ms. Walton,

Attached you will find a complaint addressed to you from (b)(6) Legal Director and (b)(6) Staff Attorney at the ACLU of Northern California. Additionally, a copy has been sent to you today via the U.S. Mail.

Yours truly,

4/3/2014 8:21:40 PM (b)(6) Litigation Assistant - ACLU of Northern California
(b)(6) San Francisco, CA 94111 - HYPERLINK (b)(6)

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Attachment

Ms. Kimberly Walton
Assistant Administrator
Multicultural Branch, Office of Civil Rights - Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration
701 South 12th Street
Arlington, VA 20598-6006
TSA-CRL@tsa.dhs.gov
Re: Civil Rights Civil Liberties Complaint on Behalf of (b)(6)
Dear Ms. Walton:
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 4/3/2014 9:21:27 PM

4/3/2014 10:04:52 PM Name: (b)(6)
Email: (b)(6)
Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Diego Airport, Delta 2378, Terminal 2

Comments: I cleared screening quickly but my wife (b)(6) was selected for additional screening. For some unknown reason, there was a positive reading on a sniffer test. The reason for this trip was for medical treatment for (b)(6). She had just spent 3 days in the hospital with the only nutrition from her IV. After standing in line for several minutes to arrive at the screening place, she was very weak and unstable. The screeners were not aware of this situation and were completely oblivious to her need to sit during an extended process of pulling each item from her bag, wiping a single item for sniffing, then pulling out the next item. After I completed collecting my things from the belt, I was allowed near where she was being held. Expecting a quick resolution, I waited several more minutes prior to asking that a place for her to sit be provided. (b)(6) was struggling greatly to not collapse during this process. She was standing nearly an additional 20 minutes for this examination prior to being taken to a private screening room for a final pat down.

This treatment is highly inappropriate for a healthy person, but intolerable for one as weak as (b)(6) was at the time of this screening.

As a traveler we have no way of knowing to what extent the screener will go before clearing a passenger, only the screener knows. If it will be a long process, please offer a place to sit. I would expect professional screeners to be aware of signs of weakness or instability of customers being evaluated in this manner.

Hello,

I'm looking for some guidance on the pat down protocol. I just returned from a trip where I flew from Denver International Airport to Houston Hobby Airport and both opt out experiences were awful so I want to make sure next time is smoother. I always request the opt out, not to be difficult, or to make things difficult for the agents, or to make a political statement, or to hold up other passengers. The last thing I want is to cause a scene or draw attention to myself. I know agents have a difficult job and deal with tired, rude passengers and I appreciate their help in keeping me safe. I simply have real concerns with the safety of the scanner.

4/4/2014 8:23:21 AM
At Hobby, an agent yelled at me to send my items through the x ray after I told him I wanted to wait until the agent showed up to do my pat down, which can take a long time, understandably. This is my question: am I allowed to hold onto my belongings until the agent is ready to do my pat down, then send them through the x ray so I don't have to worry about someone walking off with them, out of my field of view? The agent who did my pat down at DIA told me this is what I should do, but on my return flight from Hobby I tried this and the agents were clearly angry at my request. Please advise, what is the correct protocol?

Respectfully,

(b)(6)

Sent from my Sprint tablet

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

4/4/2014 8:24:20 AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Hello,

4/4/2014
12:06:32
PM

I'm pregnant and have travelled 3 times since my pregnancy began. Yesterday, I flew home to Atlanta from DC and requested a pat down when I got to the pre check security checkpoint. This is my standard practice when traveling because I don't want to risk any potential exposure to my twins. The woman running the pre check security process rolled her eyes when I told her I wanted a pat down screening and proceeded to call for assistance. I waited well over 15 minutes for a pat down. The same woman ended up doing my pat down and spent the entire time acting like I was really putting her out. It happened that I was flying home early because I was having some complications and my OBGYN wanted to see me that day. I was already feeling very emotional, overwhelmed, and scared about my personal situation when I was met with such contempt at the screening checkpoint. I have normally been treated very respectfully by TSA agents when I ask for a pat down but yesterday was the opposite experience. I felt I needed to report this because I would hate for other pregnant women to leave the security checkpoint in tears like I did. My colleague had a very similar experience at the same airport last year which makes me wonder if the culture at Reagan is one that isn't particularly accommodating to pregnant women. I don't expect a response but I did feel like I wanted to send a note about this in case some sort of sensitivity training or other measures could be taken at Reagan to help women in my situation feel more comfortable requesting a pat down screening.

Thank you for your consideration.

(b)(6)

Feedback Type : Complaint
Categories : Screening

Current Date/Time : 4/4/2014 7:11:25 PM

Airport : DCA - Washington Reagan National Date/Time of Travel : 04/04/2014 6:15 PM Airline & Flight Number :

Checkpoint/Area of Airport : Security screening for gate 12 TSA Employee: (If Known) :

Comment : I have always chose a pat down rather than the new scanners. Although I have been concerned about my inability to watch my bags as they are screened while I wait up to 10 minutes for a pat down person, it has never been a problem previous. This time it was!

4/4/2014
8:55:06
PM

After the male assist TSA agent retrieves my bags and gave me a pat down, a comment to a TSA agent from others passengers in line about a tablet left behind made me check my bag. I was appalled to find it had been removed from my bag. Upon inquiring with the TSA manager, it had been pulled by TSA for re-screen without notifying me while I was waiting in screening for a pat down person. I had a hard time seeing my bags being scanned. so i didnt see the agent remove my tablet for re-screening.

Please let me know how to avoid this inexcusable situation in the future. Otherwise I have no option but to hold my bags at the scanner until they find a pat down person in the future in order to avoid items being stolen.

This took place in DCA at approximately 6:15 PM while going through security towards gate 12.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/5/2014 1:47:39 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/04/2014 11:30 PM Airline & Flight Number : United 1191 Checkpoint/Area of Airport : Terminal 6 (united Economy) TSA Employee: (If Known) : Not known Comment : Although I did not set off the metal detector, I received a pat down because I was wearing a long skirt. The TSA screener put her hand all the way up my left and into my crotch when patting down my right leg.

4/5/2014
9:33:25
AM

I reported the incident to supervisors on site who were not helpful. They took my personal information from my boarding pass. They wanted me to confront the TSA agent who had per her hand up I to my cloth on site. I felt intimidated and threatened.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/5/2014 6:54:40 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): MARCH 15/American Airlines/Las Vegas/flight 1688

ALSO...
APRIL 5/JetBlue/RDU/flight 1125
Comments: To whom it may concern,

4/5/2014
7:03:56
PM

I am extremely disappointed in two experiences I had traveling with my 6 month old daughter in the last month, once in Las Vegas and once in Raleigh-Durham. My hands failed the test both times (although I have been to many other airports and my hands have not failed) while I was holding my daughter.

I was told in Las Vegas that it was pyrotechnic residue. There was no opportunity for my hands to have access to pyrotechnics. We had been to a hernia surgery conference at the Bellagio. I certainly did not visit any shows with my infant daughter and did not go anywhere with pyrotechnics. The TSA agent told me that everyone has it on their hands in Las Vegas. If this was the case, why did the other people who had hand tests not fail? No one failed during that time but me.

Today in Raleigh-Durham my hands failed again. I was told it was from baby wipes. I had not changed a diaper in hours and had washed my hands many times since that last diaper change.

The issue is that both times I was taken in a back room, patted down, and further tests were done. This is ridiculous! Why is a mother to an infant taken away from her child (in Las Vegas) and taken with her child (in Raleigh)? How could I possibly be a terrorist? What was terrorizing was the look on my 6 month old daughter's face both times. Today my daughter was terrified as we were wheeled in a separate room and tested.

On Sunday, March 30, I went through security at Albany International Airport prior to my flight to Las Vegas. I arrived at approximately 11:30AM.

I am used to security and being thoroughly patted down because I have 2 artificial hips and wear a wig secured with metal bobbypins. This was not an issue this time, I passed in a second, with NO patdown. However, my bag did not.

I was told my bag had to be put through the x-ray again. So, okay, no problem. Then, it needed to be thoroughly checked in order to be passed. The woman examined each and every item in my bag, twice, taking about 10 minutes. She then said it had to be put through the x-ray again. Again it did not pass. She then examined it a third time, taking another 10 minutes. She finally found a small toenail clipper. Again the bag was sent through and again it did not pass. This time the toenail clipper was removed, the bag sent through a final time, and it was finally cleared.

4/6/2014
11:33:54
AM

I have never been put through such an ordeal at ANY airport security site, and I found it to be frustrating, extremely annoying and totally unnecessary. I was terribly inconvenienced because of the inadequacy of either your x-ray system or the woman manning the scanner.

I believe the personnel at Albany who scan luggage should be re-trained, or the x-ray systems there checked into.

Incidentally, I went through security at Las Vegas without so much as a single hitch. You people should learn from them.

(b)(6)
Scotia, New York 12302

Caller was recently going through the security screening at Chicago Midway; because she is pregnant she asked for a patdown. They made her wait more than 15 minutes having female personnel right there to do the Patdown. her belonging were on the bins while she was made wait, so an IPAD is missing now. This was embarrassing to her that they were rude and made her wait and her IPAD was lost right there at the security checkpoint. She stated that she is not complaining for the IPAD but for the way she was treated at Chicago, Midway. She tried to contact Midway but the operator was very rude and told her that she should contact TSA.

She stated that she works with many people and one should be nice to people. No need to treat others bad. She wanted to report the incident because TSA has to be aware of what is going on.

Response:

-The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

-All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

4/6/2014 -Because your complaint concerns the conduct of Twos at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

12:17:13 -We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

PM -We have forwarded a copy of your email to the Customer Service Manager at that airport.

Please accept our appreciation for you taking the time to share this information with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation security.

-At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

-Chicago

Midway International Airport

773-498-1308

-http: www.tsa.gov/traveler-information/airport-lost-found-contacts#38

THIS GENERATED EMAIL HAS BEEN SENT FROM http://www.tsa.gov/contact/index.shtml

Remote Client IP (b)(6)

Date Time: 4/6/2014 3:25:34 PM

4/6/2014

5:11:28

PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): southwest flight #3569

Comments: Upon asking for a pat down rather than go through scanner along with my teenage daughter and her friend I was given a lecture about how ridiculous it was that I would not go through scanner and rudely told I would have to wait 20 minutes for a pat down. The woman behind us, also opting for the pat down, was pregnant and was given an equally rude attitude. apparently if you were a man you could go right through; women would have to wait because there weren't enough female tsa agents. There was a long line of women waiting. So not only is this just an issue of courtesy, but also of civil rights violations. You display a sign that clearly states the scan is optional, however you are not prepared to honor that declaration. This is both disappointing and unacceptable.

Here is a copy of the complaint page with invalid email for a valid email address.

TSA Contact Us: Complaints

* indicates the field is required

4/6/2014

6:07:06

PM

* Name: C

* Email: Invalid Email!

* Complaints: Airline Complaints Civil Rights Discourteous/Rude Employee Inappropriate Screening/Pat Down Screening Inconsistent Screening (Different Practices between Airports) Inattentive Screener - Lax Security Long Lines / Lengthy Wait at Checkpoint TSA Accepted Locks - Missing or Damaged Items Not Permitted Through the Security Checkpoint Disarrayed Items in Checked or Carry-on Baggage Damaged or Missing items in Checked or Carry-on Baggage Unable to Get Boarding Pass Online / Must Check-in Consistently Selected for Secondary Screening My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): C

* Comments:

(b)(6)

4/6/2014 6:07:14 PM I thought that you would like to know about my experience entering thru the Tucson B gates security checkpoint. As always I was given a physical screening. Today I was screened by supervisor (b)(6). I explicitly told (b)(6) that my right leg was sensitive. When he did the physical pat down, he was extremely rough with my right leg, but extremely gentle with my left leg. I can only come to the conclusion that (b)(6) does not know his left from his right. When I pointed this out to him he apologized. But only after he caused me a great deal of pain.

I would appreciate if you could make your employees aware that when facing their customers their right is the customers left.

(b)(6)

Disability Description: Caller has diabetes, a port, and an insulin pump. She was traveling with special insulin which could not be screened.

Response Details: Advised:

I tried to calm the caller and offered an apology that she was humiliated during the screening process. I stated she could file a complaint and provided the following information.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

4/6/2014 6:59:41 PM TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing

She has to fly on Tuesday. She has not requested assistance yet. I offered her assistance and she did not have all of her flight information. I suggested she call at her convenience if she wanted when she had her flight information and when she was not upset. Or I could take the information that she had at this time. She stated she would call back tomorrow.

Incident Details: Caller was calling because she was humiliated at the checkpoint. She had contacted and requested assistance, but was not provided assistance at the checkpoint. After her screening they checked to see if she had requested assistance. They discovered an email was in the inbox of the person who monitors the requests and they were on vacation. She was pulled out of the line. Caller is a diabetic. She has a new insulin which cannot be xrayed. She requested that they

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4/6/2014
6:59:41
PM

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There is a sign while you stand in the security line that states that the scan is optional and that you may opt for a pat down. However, on numerous occasions when I ask for the pat down option I am met with contempt. This was exactly what my husband was met with yesterday while escorting my teenage daughter and her girlfriend to the gate of her flight. A request was made for a pat down and the lecture ensued as to the ridiculousness of this request and the assertion that my teenage daughter and her girlfriend would have to wait for the pat down for at least 20 minutes because there were no female agents available. There was actually eye rolling! When my husband expressed his distaste for the attitude he was being given, the agent said to basically move along and speak to someone else about his request for a pat down. We recently moved after living in one area for 20 yrs, therefore we travel back to our old hometown often and have underage visitors often that need escorting to and from the gate and do not want to expose ourselves or my daughter to the scan so frequently. It is a personal decision and you have us believing that this is within our rights, yet you go out of your way not to comply with your own rule that we may 'opt out' of the scan. I would appreciate an explanation.

I have additional comments:

I just read this on your website:

" Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully. "

As I mentioned, "voluntary" is not how things feel. Additionally I have had my underage daughter and her friend separated from me on numerous occasions and have never been told I could "assist" by holding her hand, although at the age of 15 she would not want me to. However, we've both been uncomfortable with the separation.

There is an additional concern over civil rights since the males who ask for pat downs are easily accommodated while the female passengers are not.

Please contact me at this email address and/or (b)(6)

I look forward to hearing from someone regarding this issue, as I have another trip coming in June and do not want to go through this maltreatment again.

(b)(6)

4/6/2014
6:59:41
PM

4/6/2014
7:18:18
PM

4/6/2014
7:18:30
PM

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(b)(6)

4/7/2014
9:52:38
AM

Caller has a broken wrist that is in a cast. Caller stated that she entered the security checkpoint at RSW for gate B2 yesterday, April 6th at 1800 hrs, to take a Southwest Airlines flight at 1900 hrs to Chicago, and was accompanied by her daughter. She was wearing a cast on her arm due to a broken wrist, and says that the first TSO she encountered, who was a middle age hispanic lady, asked her if she could remove the cast. She said that her reply was that yes, she could, but her doctor advised her not to. Caller said the TSO told her if she could remove it then she needed to do so, and she complied. Next she said that she alarmed the AIT because she forgot a necklace in her pocket and a second female TSO performed a patdown with a wand. This officer during the process ask her about the sleeve that was on her arm, which was the stocking to prevent the brace from rubbing. The TSO ask her to turn her hand over and she says that she was required to bend the hand in a way which caused pain. She said that she started raising her voice at this point and a STSO came and evaluated the situation, and resulted in her clearing the checkpoint and going to board her flight. She said that she is going to her doctor tomorrow and if there is any additional damage due to this, she is going to the media and court. She did not state that the incident was discriminatory or a failure to accomodate, but feels that the TSOs are untrained and are bullying travelers without listening to their concerns and is tired of being intimidated.

Response Details: Apologized to caller for her experience and explained that if she tells the TSOs that she can not remove a medical device, she should not be required to for any reason, as there are other screening procedures that can accomodate. Advised that we will forward her complaint to the CSM at RSW for investigation.

Feedback Type : Complaint

4/7/2014
10:07:05
AM

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/7/2014 9:16:55 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/06/2014 9:45 AM Airline & Flight Number : Delta #2364 Checkpoint/Area of Airport : LAX Terminal 5 TSA PreCheck TSA Employee: (If Known) : (b)(6) Comment : I went through TSA precheck as I often do and had to go through the metal detector as there was no other option available. I have a metallic hip implant and informed the TSA agent before I went through and he had me empty my pockets and take off my shoes. The detector went off and I expected the 'pat-down' that I have undergone many dozens of times. Officer (b)(6) came over, brought me and my bags to another area, patted me down and THEN proceeded to dismantle both of my carry-ons for a search. I asked him what the rationale was for this and he informed me that he was a Supervisor and that this was Standard Procedure for anyone who set off the metal detector. Oddly enough, I was the only person subjected to this bag search as several individuals set off the metal detector while I endured this wasteful and time-consuming humiliation. I travel a lot and this is NOT standard procedure in New York, Detroit, Chicago, San Francisco, Atlanta, etc. Officer (b)(6) singled me out and abused his authority. When I pointed that out to him, he told me he "was a Christian and wouldn't do such a thing". He needs to be reprimanded and brought up to speed on Standard Procedure.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

4/7/2014
10:36:19
AM

Caller gave her travel agent the wrong KTN. She called and had that changed. She said that the name on her passport has her middle name and does not match her Global Entry card. She wanted to know if that will be problem. She was concerned that the name on her Id does not match the name on her boarding pass. She said that her husband destroyed his Global Entry card. She wanted to get him a new card. Caller has breast cancer and has to get a patdown if she does not get PreCheck. She was upset because passengers who did not enroll in PreCheck are getting expedited screening and she is not getting it on all of her flights. She stated that she does not know why she paid \$100 for Global Entry since she can not get PreCheck on all her flights.

I gave the following information: Travelers who do not have an ID that meets these requirements and bears their name as it appears on their boarding pass should bring whatever IDs or documents they have available.

If you have questions or concerns regarding a CBP Trusted Traveler membership we suggest that you contact CBP through their information center by telephone at 1-866-530-4172.

I told her that being a member of Global Entry makes her eligible for PreCheck, however, no individual is guaranteed expedited screening. I advised her that she must enter her KTN to be eligible for PreCheck. I also told her that the name and other information in her reservation and airline profile must be an exact match to her Global Entry.

I told her that Global Entry is not a TSA program .

4/7/2014
12:45:58
PM

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 4/7/2014 10:50:56 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/03/2014 3:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Gate D

TSA Employee: (If Known) :

Comment : The wait at this checkpoint was ridiculously long. There were only two "lanes" open and it took us a lengthy period of time to even get up to the conveyer belt. Then, because I use a wheelchair (I am paraplegic and cannot walk at all), I had to wait an additional 20 minutes for a female screener to do a pat-down. Reportedly, this Gate is notoriously understaffed. There were only 2 female TSA agents and both were occupied. I even asked to be screened by a male TSA agent, but that is apparently not permitted. So I waited, and waited, and waited. One TSA agent told me that Gate C is better staffed and to try it next time. Please address the staffing issues at Gate D.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: (b)(6)
Sent: Monday, April 07, 2014 11:24 AM
To: TSAExternalCompliance
Subject: D-RFI

--
(b)(6)

4/7/2014
12:46:04
PM

If nothing ever changed, there would be no butterflies. ~Author Unknown

(b)(6)

(b)(6) Colorado Springs CO 80921

(b)(6)

What happened?

On April 6, 2014 I was at SeaTac in Seattle. I was traveling with a service dog and my 17 year old daughter, both of whom assist me while I travel. My daughter was separated from me despite requests that she remain with me. The initial contact with these agents came off to me as bullying- either separate or don't bother flying.

I am an insulin dependent diabetic who uses a pump and continuous glucose monitor. Additionally, I have an implanted access port. I also have severe PTSD that is exacerbated by unknown situations. Per TSA's suggestion, I signed up for and was approved for the known traveler program through CBP. I also contacted TSA Cares to assist at the airport. That request was ignored by SeaTac personnel as it went to a mailbox belonging to someone on vacation. Prior to going through the metal detector, I requested a small vial of insulin be hand screened as I have been advised by both my physician and pharmacist that this medication can be damaged by use of x-ray. The TSA agent proceeded to go into a

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/7/2014 4:52:38 PM

Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Not a complaint but a strong suggestion: tell travelers they have the option to be patted down in a private room "before" spending 2 minutes describing the process in excruciating detail in a busy screening area.

4/7/2014
6:11:03
PM I was recently pulled aside for a random security check. I was about to happily walk through the new screening (AIT) scanner, but was waved through the other one (older one) instead. No alarms went off, for either me or my bags, but as I went through it I was told that I had been randomly selected for a pat down search instead.

Let me be clear: I don't expect anyone "likes" them, but I have **NO problem at all** with such random additional checks, even while I don't understand the exact reasons why a pat down might still be necessary with the new screening methods (I guess it's to swab for chemicals or something?) I know you're just doing what's necessary, and I've never had a problem with such things in the past.

HOWEVER: I would STRONGLY recommend that you tell travelers they have the option to go into a private room for the pat down "BEFORE" spending 2 minutes talking about how you are going to 'examine' them! I was standing in the middle of a busy screening area with people milling around everywhere as the (I believe) supervised trainee talked in great detail about how it would work (how she'd use the back of her hands on certain body parts, how she'd sweep her hands around my chest area, etc., etc.), without anyone having mentioned that I could choose to do this in private. It's bad enough having such an intrusive pat down, without imagining that it's going to be done in front of several dozen strangers.

Thanks!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 4/7/2014 8:53:33 PM

4/7/2014

9:02:35
PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): At EWR terminal C security check

Comments: Employee (b)(6) when directing at me to the area for my pat down told me to turn left. When I started to turn left she yelled "ma'am" so loudly as to make everyone on the area jump. Apparently I had turned too early and she wanted me to continue a bit farther (I was still in the security area and had gone maybe four feet from the end of the baggage belt). I told her there was no need to yell and that I was following her directions. She replied with an extremely aggressive tone: "If you were following my directions why didn't you go where I told you". She then gave me the most aggressive pat down I've ever had (I've had more than 100) seemingly in retribution for my questioning her.

Caller flies between PDX and SFO and had a terrible experience at PDX this morning. She has a small juice which her doctor has her take. The TSO that was horrendous was (b)(6). The caller had placed her things on the belt including the juice. TSO (b)(6) asked her if she has a prescription. The caller stated that she did not. She kept yelling at her across the checkpoint and had her hands on her hips and was rolling her eyes. Then she was taken to the special screening area for a patdown by TSO (b)(6). At this time TSO (b)(6) took her things and threw her things on the table and shoes and belts fell off the table. (b)(6) was a lead who was patting her down. She said that even (b)(6) was embarrassed at (b)(6) behavior and was apologizing to the caller on behalf of her coworker. She wanted us to know that (b)(6) did an outstanding job. She was going through gate C on Alaska flight number 244.

4/8/2014

10:08:13
AM

I told her that Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I will also let the CSM know that you were happy with the service provided by (b)(6). She did not want to provide email.

4/8/2014

1:14:17
PM

The caller flew from Midway on March 29, 2014. The caller stated she had to receive a pat-down and she felt like she was molested. The caller stated the officer who gave her a pat-down was a african american female. The caller stated the officer was inappropriate with her crotch area. The caller stated the incident occurred around 12:00pm. The caller stated her flight departed at 12:50pm. The caller stated she was flying on Southwest Airlines flight# 781. The caller stated she did not get the name of the officer and she does not know the gate or terminal.

I told the caller I would save the information in our database and mark it as a complaint. I told the caller we monitor the number and nature of complaints to track trends. I told the caller we want to see if there are certain screener's or screener teams that are subject to repeated complaints.

Case (b)(6)

Dear Sir,

Enclosed is a copy of a complaint that we recently received about TSA. If you have any questions, please refer to the case number at the top of this communication when contacting us.

Sincerely,

4/8/2014

2:03:58
PM

(b)(6)

Case Number (b)(6)

Consumer Information

Inquirer Type Name Address E-mail Address Office Phone Home Phone

(b)(6) OCALA FL 34471 (b)(6)

Complaints Information

Complaint Code Carrier Name Flight Date Flight Itinerary

MZ0589 TSA 10/31/2013 SFO

Description of Problem/Inquiry

My waiting time at the TSA Checkpoint was substantially longer than able-bodied passengers due to my being a quadriplegic. Specifically, the crack squad of security personnel could not locate anyone capable of performing the necessary pat down. Once someone was located, the individual turned out to be a trainee with barely comprehensible english and no knowledge of the procedure which further prolonged the process.

Caller is a Platinum Plus Flyer on Delta and he has Global Entry. He is a physician and travels with medical Equipment. He travels with Cryo Kits with liquid nitrogen enclosed and on his last trip from Indianapolis a Senior TSO with 3 stripes and a TSO with 2 stripes did not understand his items. They told him since it was difficult to screen his items he would have additional screening and when he came back from his patdown the TSO had opened his surgical kit and it is no longer sterile so he will need to file a claim against TSA for \$6400.00 in medical supplies. He said he asked for a PSS and was told the Supervisor was trained in screening procedures. Caller wanted to know how he can prevent issues in the future and if a Manager at the TCC can assist him or if we have any Managers.

RESPONSE:

Told him I am sorry his kit was damaged and I will send a copy of his Complaint to the Customer Support Manager and will order a claim form out to him. He can call for assistance 72 hours ahead of a flight and contact the CSM for assistance from his departure airport or he could also consider shipping his kits ahead. Told him how to obtain the CSM # Via the IVR. I explained we have Managers here at the TCC but we refer the complaints to the Customer Support Managers.

CSM Referral Information:

Airport: Indianapolis

4/8/2014
3:58:26
PM

Airline: Delta

Flight #: 3648

Date: 3-28-14

Departure time: 6:30 AM (He was at the checkpoint around 5:30 AM)

Specific location - Terminal or Gate: B Gate - Precheck line.

Phone #: (Cell): (b)(6)

Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/8/2014 1:52:07 PM

4/8/2014
4:35:22
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 1073 UA Terminal 3, McCarren - Las Vegas-D53...

Comments: My 92 year old wheel chaired mother in law was asked to get out of chair and stand in the XRAY compartment, and raise her hands. Her balance is poor due to hip flexion. It was great not to see her lose her balance and take a fall. This is the first time she has been requested to go through this process since the inclusion of XRAY enclosure. She wears an emergency "button" under her blouse in case of a fall. TSA physically poked her in the chest and abdominal area instead of asking her to lift out the button from her blouse. What if she were to have fallen and broke her hip? Please provide a specific response to this "first time" action for this age and wheel chair person. Thank you.

Caller states that he flew from Austin TX and that the STSO at the checkpoint at the time that he went through was (b)(6). Caller says that he commonly opts out of the AIT in favor of a patdown. Caller states that he believes that the STSO intentionally delayed his patdown as a form of punishment for opting out. He flew on 4/1 departing at 6:15 am and was at the checkpoint near the gate. Caller says that he asked for the patdown and the TSO waved to the STSO, who did nothing and the young TSO with him also did nothing. Caller says that he asked about the reason for the delay and the TSO waved a second time and still the STSO did nothing. Caller says that at that point, the young TSO (b)(6) was sent for more plastic bins and took them to the checkpoint, even though there was no shortage. Caller says that when there was no response after the TSO waved for a third time, he waved his arms and the STSO finally sent (b)(6) for the patdown after a delay of around 10 minutes. Caller says that when he asked the STSO the reason for the delay, he was told that (b)(6) had been busy doing important tasks.

Advised caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

4/8/2014
9:08:49 PM

Flight information:

From to: Austin TX to elsewhere (Caller did not provide destination)

Flight date time: 4/1 6:15 am

Flight number: (Not provided)

Airline: American

Airport: AUS

Gate/Terminal: 15

Email: (Not provided)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/8/2014 10:34:55 PM Airport : HTS - Tri-State Date/Time of Travel : 04/06/2014 8:15 AM Airline & Flight Number : Allegiant Air Flt 817 Checkpoint/Area of Airport : magnetometer TSA Employee: (If Known) : Female screener and new male pat-down person Comment : Incompetent magnetometer screener. Misread. Or machine failure. Put through pat-down. Pat down person had known me for years. Insisted I had to remove shoes even though I was suffering from 5 broken ribs. Female operator rude and discourteous. Smirked at putting me through horrible experience. Ha! Ha! Very funny. Pat down person had known me for years passing through airport. Made it as difficult and unpleasant as possible. Put a pair of sneakers through X-ray a 2nd time. Said something was in my pocket as if I were hiding something. I checked. It was an extra button on tail of my shirt tucked into my trousers. He could detect this with back of his hands through pants and pants pocket? Com'on! He checked every item in my carry-on bag. Nothing. There was nothing to find. He patted down one leg twice. Rubbed toxic carcinogen bomb paper over me and my clothing. He couldn't even find a small nail clipper because there wasn't any. He seemed to take great pleasure in showing me how professional he was. There was no apology for detaining me or his wrongful behavior. He did not respect my request for not hurting my broken ribs. I am a 91-year-old retired USAF WW II pilot Lt. Col. It breaks my heart to see my beloved country to which I gave a blank check on my life so you would not be speaking German treat me and others so shabbily.

4/9/2014
8:45:22 AM

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller went through screening today. She is traveling from SJU to New York and then to Los Angeles. She stated that she arrived late at the airport, and she had to carry her checked bag on the plane. She was trying to take a snow globe in carry on, and the TSO threw it away. Caller said that she asked several times to not throw it away that she was going to give it to someone who was going to pick it up, she states that the officer even after she had already threw the snow globe away and she cleared screening. She did a patdown on her and touched her bottom area and caller felt very uncomfortable. She says that she even requested someone else to pat her down and the TSO officer refused. She missed her flight. She states that she was taking the snow globe to her daughter who had an emergency surgical procedure done. Caller states that the TSO officers name was (b)(6). The supervisors name was (b)(6) badge number (b)(6) and the CSM's name was Maria Ramirez.

Flight Number: 1404

Time: 10:25am

Her first flight that she missed was at 6:00am

Date: 04/09/2014

Airline: JetBlue

4/9/2014
9:20:30 AM

Advised caller:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

4/9/2014
10:07:15
AM

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 4/9/2014 8:17:11 AM Airport : BOS - Logan International Date/Time of Travel : 04/07/2014 9:30 AM Airline & Flight Number : Jet Blue to Orlando Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : ?

Comment : I'm complaining about the rude, unprofessional personnel at security check in Terminal C, Monday, 7 April at about 9:30 AM. My elderly mother was picked for a pat-down search - twice. We have no problem with this. The problem is that not one of the staff present would answer any of her questions, nor look her in the eye, nor say anything to calm her or reassure her. While she has travelled a lot in the past.(with and without pat-downs), she has NEVER experienced such cold, inhumane treatment. I know the TSA has made strides in improving customer relations, which I have gratefully noticed in my frequent trips through security at Logan. So, I was astonished to hear of her treatment. Badgering the elderly and infirm is not what security is, nor ever has been about, and I am sorry that my poor 82-yr old mother's trip - traveling alone - was spent shaking and in a state of confusion due to the ill treatment of your staff. I trust that you can continue to improve your human face and remind ALL your employees that the amount of complaints recieved does not make you a 'better' security man/woman. It just makes you a better bully and frankly, someone who should never be working with people.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good afternoon

Thank you for your response below, however the complaint I had was not related to security checkpoint screening. It was related to my medical fluids that were in checked baggage and were opened without me present despite labels stating that the contents were not to be checked unless I was present.

The point I was trying to make that despite it being checked luggage that was to go in the hold, it still should have not been checked without me present.

I had no issues about the way I was searched at security checkpoints. Every agent was polite and as I was in a wheelchair checked if there was any areas that would cause me an issue.

It is the checked baggage screening/inspection where the labels were ignore and where they jeopardised the usability of my medical fluids

Kind regards

(b)(6)

4/9/2014
12:11:06
PM

Facilities Manager

Tel: (b)(6)

Fax:

(b)(6)

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 90232

4/9/2014
12:12:43
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Query:

Caller has a cast on and she wants to know how to go through screening.

4/9/2014
12:53:11
PM

Resolution:

Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances. If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

Caller is informed about castscopes and if there is one, she can go through those. If not, we may screen it with a patdown and ETD testing.

Caller states he flew on US Airways from LAS and he was escorted through the check point by an airport employee. He states they pushed him to another area for patdown and left his things unattended, and someone stole his watch. He went to US Airways and filed a claim but they won't talk to him now and say it is too late to file a claim. He wants to report them. He wants to file a claim with us.

We regret that you were unsatisfied with the manner in which your bags were handled. I assure you our officers do receive training in the procedures to properly inspect passenger bags and are required to return them in the same condition they were found. I apologize that was not the case in your situation. What I can do for you is send you a claim form within 24 hrs with your email address. I will also send this complaint to the CSM at the airport where this happened, make them aware of this incident.

Airport: LAS

Airline: US Airways

4/9/2014
3:31:05
PM

Flight#: 459

Date: 4 8 2014

Time: 6:05AM

Baggage#: carry on

Gate: D3

Terminal: NA

NOT: Carry on

Description: Took it off his arm and put it in the bin...no bag.

Advised:

If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

To whom it may concern:

It will be a month in a couple of days from the date that this complaint was sent to your inbox and submitted through your website. We have not heard back or received a confirmation that it was received. I would like to hear back from DHS before I proceed to contacting internal affairs. This is a serious matter and should be regarded as one.

Best regards,

(b)(6)

On Tue, Mar 11, 2014 at 10:39 PM, Andres Alvarez <HYPERLINK (b)(6)>

4/9/2014
4:16:51
PM

To whom it may concern:

See the description below. I am filing this for my mother (b)(6). She is CCed to the email. Please keep both of us in the loop, but talk to her directly for details.

On 3/9/2014 at approximately 7:30am (Keep in mind the time change was in effect this day) at the Fort Myers International airport, I proceeded through the TSA pre-check point. I took off my boots and went through the scan. The woman that was at the other side of the scan went ahead to pat me down. However, this was no normal pat down - I strongly believe this woman sexually harassed me and that the pat down was excessive. The woman seemed to be fair skinned with black hair, 5'2, Either white or hispanic, and around 170lbs. I felt so disgusted and violated, I just wanted to get away from there - I did not catch any names. One thing I can tell you if it helps to identify me on tape is that immediately after she harassed me - I was called over to the scanner because of two lighters I received in Europe. The African american lady was explaining to me that it was not allowed. The supervisor and said, This one doesn't speak english? . At which point, I went ahead and told her that I do, while confirming that I understand that I can't take the lighters. It came as a surprise to me because it had never been an issue on any previous flights and I went ahead to the terminal. The comment from the supervisor may have been a little misguided, but that wasn't a problem to me. The problem to me was the sexual harassment by the other TSA agent. I would not want anyone to experience that and this is why I am determined to have it investigated so that it does not happen again. Please confirm that you receive this complaint - This is very important to me.

--

Best regards,

Caller had filed a complaint at a BWI checkpoint on March 29th and has not been contacted regarding her complaint. Caller wants to be contacted regarding this immediately via telephone and does not want to provide an email address. Her complaint is as follows:

Caller flew BWI-PVD aboard Southwest Airlines at 2:00PM on March 29th and does not recall her flight number, but departed Gate B4. She is a frequent traveler who regularly opts out of AIT screening and receives a pat-down. From the onset the TSO on duty does not seem receptive to her opting out and advises her she must wait on a female officer as one is not available. She was rudely advised to wait out of the view of her belongings and no screener was viewing her items. She feels she was instructed to wait in an area that was away from her belongings intentionally and feels the delay for a female pat-down was also on purpose in retaliation for her requesting a pat-down. Caller states she waited 10-12 minutes for a female officer to appear who was also rude from the get-go. Passenger is familiar with the pat-down procedure and the officer was unnecessarily rough and tugged the passenger's arm in a violent manner. In response, the passenger yelled in pain and called the female TSO a fool. The female TSO continued the patdown that the passenger feels was more of an assault. The female officer then came over and began berating the passenger without giving her a chance to explain what the female officer did to her. The passenger then asked for the security tape to be reviewed by the supervisor before he jumps to conclusions about what was going on. The supervisor refused and passenger states she was taken to a private area to finish the pat-down. Caller states the private she received outside of the surveillance area was clearly an intentional abuse of power as the patdown was given even rougher than before especially in the crotch area. As the pat-down was completed the female TSO told the caller to have a nice day and called her a fool. Caller states the names of the rude and abusive officers were (b)(6) and (b)(6). She is traveling next weekend and refuses to be patted down by the same officer and wants her options. Caller also wants to know if it is common practice to allow her belongings to go unmonitored and, therefore, vulnerable to theft. Caller travels alone and has been embarrassed and distraught and seeks immediate resolution.

4/10/2014
9:48:05
AM

Resolution:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. Advised caller on occasions where she cannot view her belongings, and officer is trained to keep an eye on her belongings. Advised caller to request a supervisor at the checkpoint and advise them of her desire to not be patted down by the same officer, however, female officers are not as prevalent as males. If you refuse to be patted down, you will not be permitted to fly. Advised caller that if she feels she was a victim of assault she should contact local law enforcement.

Caller's mother is 93 years old and applied for a TSA PreCheck in Connecticut but was unable to complete the process because her fingerprints were hard to get, they stated they will need more time to process. Caller was advised to contact TSA about this issue to see if it is possible that she can get her KTN to travel in her 93 birthday. Caller wanted information about her mother going through the checkpoint with a pacemaker.

I advised the caller.

For additional assistance, please contact the Universal Enrollment Call Center at (855) 347-8371.

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

4/10/2014

11:25:06

AM

The patdown should be conducted by a TSO of the same gender.

The passenger should inform TSOs of any difficulty raising his or her arms.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

I suggested her to go to the enrollment center and talk with a supervisor about the issue.

Caller traveled from SJU to New York to California on JetBlue airline, flight # 1404. She stated that she arrived late at the airport, and she had to carry her checked bag on the plane. She was trying to take a snow globe in carry on, and the TSO wanted to throw it away. Caller said that she asked several times to not throw it away that she was going to give it to someone who was going to pick it up, she states that the officer even after she had already threw the snow globe away and she cleared screening. She did a patdown on her and touched her bottom area and caller felt very uncomfortable. She says that she even requested someone else to pat her down and the TSO officer refused. She missed her flight. She states that she was taking the snow globe to her daughter who had an emergency surgical procedure done. Caller states that the TSO officer's name was (b)(6). The supervisor's name was (b)(6), badge number (b)(6), and the CSM name was (b)(6). She feels humiliated and treated without respect she will call us back to be advised about filing a civil right complaint. She is complaining about the TSO, supervisor and manager, she stated they are abusing their power.

I advised the caller.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

4/10/2014

1:21:59

PM

Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities.

Luis Munoz Marin International Airport

787-253-4591.

Snow globes that appear to contain less than 3.4 ounces of liquid will be permitted into the sterile area.

Snow globes not meeting the criteria stated above may be placed in checked baggage.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/10/2014 3:50:38 PM

4/10/2014

4:15:03

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Happens every time I fly, mainly, Hawaiian Airlines to Hawaiian Islands & West Coast. Also United/Aer Lingus from West Coast to New Jersey or NYC to Dublin (sometimes London) and back.

Comments: I chose "inappropriate searches" not sure this is right. My issue is that I'm stopped & subject to a pat-down search EVERY TIME I fly. I have a titanium knee replacement but the TSA employees tell me that's not the reason why. How can I find out why and is there anything I can do to end or minimize these searches? Thank you very much. My Social (b)(6)

My husband, daughter and I came back from Cancun Mexico traveling on a family vacation and my daughter's boarding pass was "flagged" to receive a full security "pat down". The TSA officers said the system does not know that the person on the boarding pass is not an adult and its completely random.

When you book a flight, the airlines always ask if the passenger is a minor or adult. My daughter is only 14 years old and received a full pat down from a TSA officer in the middle of the security area of the airport. It was quite upsetting to her.

I went to the TSA.Gov online to read about the guidelines and most of the articles stated that they will avoid patting down a minor. Why would a minor get flagged for this?

Thank you.

4/10/2014

4:15:55
PM

(b)(6)

(b)(6)

Chicago, IL 60606

Charles Schwab & Co., Inc.

NOTICE: All email sent to or from the Charles Schwab corporate email system is subject to archiving, monitoring and/or review by Schwab personnel

Proofpoint should be used for the transmitting of Non-Public Information to Charles Schwab. Should you have any questions, please feel free to contact me at 312-931-1536

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/10/2014 1:58:42 PM Airport : LAS - McCarran International Date/Time of Travel : 04/09/2014 11:00 AM Airline & Flight Number : SW 4563 Checkpoint/Area of Airport : Wing C TSA Employee: (If Known) : (b)(6) Comment : I was TWA Pre by the first employee. First comment from (b)(6) was no pre check at her location. Employee insisted that I had a metal implant. I do not. Other TSA people suggested she use the body scanner but she refused. This resulted in a battery upon me (an unwanted pat down). Person found nothing. Pockets were empty. (b)(6) seems to enjoy harassing TSA Pre passengers.

4/10/2014

4:16:48
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was at Dallas Love Field. She was told that her bag was being held because it had electric razor and liquid toiletries. She knows it wasn't true because her bag had already been cleared. She states that she was told she had to have it searched. The employee that was watching the screen admitted that he made a mistake and the police were called. They told her she was being too loud and they would not tolerate her. The police told her they would physically remove her. She was then taken for a private pat down. She was not allowed to speak to her husband and believes her luggage was left unattended and she was being bullied. Identifies an officer (b)(6) and insisted that her husband be present for the pat down. She did not receive any apologies. She believes that she should be reimbursed. A supervisor (b)(6) stated that he would investigate the situation. A (b)(6) originally would not let her husband come over. She insists that it is documented her husband is a Vietnam veteran and works for the Department of Defense. She wants a letter of apology from TSA at Dallas Love Field.

4/10/2014

6:01:45
PM

Airport: Dallas Love Field

Airline: SW

Flight Number: 1013

Date and Time: 4/10/14 @ 11:00

Location: The only checkpoint there

Contact Information: (b)(6)

Advised caller that I was sorry she had a negative experience and that I would be sending this documented information to the CSM at Dallas Love Field.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: N/A

Zipcode:

4/11/2014

8:27:42

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

George Bush Intercontinental Airport

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, April 11, 2014 9:49 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/11/2014 9:48:46 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

4/11/2014
10:35:25
AM

Remote Client IP: (b)(6)
Date Time: 4/11/2014 9:48:46 AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

Caller wants to file a complaint. He stated he is 77 yrs. old, and was strip-searched by TSA. He walked through the WTMD and he has a knee replacement, was pulled aside and the TSO told him he had chemicals showing up and he was told in a very demeaning way to go into the security room. He stated he wanted to speak to someone about this.

Departed from CVG flying via Delta, #1934.

The TSO agents, one was approx. 60 yrs. old and 250 lbs, and a thin older man approx. 55 yrs. old were the two gentlemen in the private room.

Response:

4/11/2014
12:56:26
PM

Apologized to caller for his experience and advised information will be provided to the CSM at CVG for review.
Advised caller anytime an alarm sounds going through screening process, a patdown is required to complete the screening process.

All mail intended for delivery to the Transportation Security Administration's headquarters should be sent to the following address:

John S. Pistole, Administrator
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Provided information via email.

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 4/11/2014 12:29:43 PM Airport : STL - Lambert St. Louis International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have a replacement knee and am a participant in the TSA Precheck program. When going through a metal detector type of screening, an alarm is always sounded, resulting in a pat-down. Many airports do not have a body scanner, which avoids the need for a pat down.

4/11/2014

2:04:38 PM My question is why is a pat down required? First, it does not reveal the source of metal. Second, it requires TSA agents to be distracted to perform a lengthy pat down. Third, it negates the benefits of the Pre program in the way of passenger convenience and reduced screening costs.

The suggestion is to re-establish the use of hand held metal detectors to locate the cause of the alarm.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); Speech Current Date/Time : 4/11/2014 12:10:50 PM Airport : MIA - Miami International Date/Time of Travel : 04/10/2014 12:00 PM Airline & Flight Number : UA3789 Checkpoint/Area of Airport : G gates TSA Employee: (If Known) (b)(6)

Comment : I would like to file a formal complaint against TSA Miami who illegally detained me and violated my civil rights based on retaliation. On Thursday, April 10 2014, I was flying from Miami to Chicago on flight #UA3789. I was going through TSA security checkpoint for "G" gates and told a screener that I refuse to go through the whole body scanner. I politely explained to the screener that I do not wish to be exposed to unnecessary radiation since I am concerned about my health. I kindly asked to go through other methods of screening and pointed out to TSA posters in the waiting line offering such a thing. The screener (Hispanic male about 30 years old) did not like my request and became agitated and upset with me. He told me that I must wait here in front of the gate (pointed out with his finger). He did not explain me the reason for the delay and why I was pulled aside from other passengers. While the line backed up to the whole body scanner, the same screener called some passengers over and screened them through the metal detector. I approached the screener again and asked him if I could go through the metal detector just like other passengers. The screener yelled at me and gave me an order to wait in front of the gate. I waited over five minutes and figured out that I am possibly waiting to be patted down by a female screener. After about five minutes of wait, a supervisor approached me and asked me twice if I am refusing to go through the whole body scanner. I told him that I do not wish to go through the scanner but would rather go through the metal detector. The supervisor told me to wait again in front of the gate. During my entire wait I noticed about three female and five male screeners working the checkpoint. None of the female screeners approached me, even though, they made multiple eye contacts with me. After waiting for about 10 minutes a female screener finally approached me and escorted me through the gate for full body pat-down. I was patted down in the public view in front of other passengers and screeners. My husband who was flying with me and passed the checkpoint with TSA Pre become frustrated about the 10 minute delay. As he was witnessing how I was illegally detained and my civil rights were violated, he approached a TSA manager (b)(6) to file a verbal complains. The manager explained him policies about gender restrictions for pat-downs. My husband asked the manager why I was illegally detained for 10 minutes when there were three female screeners working the checkpoint and none of them approached me for assistance. The manager admitted that he was not aware of the situation and apologized for his employees' rude and unprofessional behavior. As we were leaving the checkpoint, the TSA manager turned around and did not correct the problem with his employees. Thus, I would like to file a formal complain that I was illegally detained for 10 minutes to purposely delay my screening process and isolated from other passengers to humiliate me. Second, my civil rights were violated based on retaliation because I refused to go through the whole body scanner. I was never offered to go through the metal detector like other passengers but automatically sent for unpleasant pat-down. This is unacceptable practice by TSA Miami. I travelled through other major airports and never experienced such a bullying from the screeners as I experienced in Miami airport.

4/11/2014

2:04:41 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/11/2014 4:06:25 PM Airport : MDW - Chicago Midway Date/Time of Travel : 04/11/2014 3:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/11/2014 6:03:26 PM Comment : I am 6 1/2 months pregnant and requested to go through the metal detector and have a separate pat down and was rudely told No! The woman told me the other scanner was not an X-ray and there was no medical reason why I couldn't go through it. I asked again for a separate screen and was told no again. I must say how rude this woman was was incredibly unnecessary. I am standing outside the decreeing point right now wiring it's because I was so upset and didn't want to leave without reporting it.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

4/11/2014
8:04:55
PM

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/11/2014 6:08:58 PM Airport : ANC - Anchorage International Date/Time of Travel : 04/10/2014 12:15 AM Airline & Flight Number : Alaska Air flight 92 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) : Unknown. Heavy set man with glasses Comment : The gentlemen supervising bags going into the x ray began harassing my pregnant wife when she opted for the pat down instead of going through scanner. He said there were no female screeners and that it was absurd to not trust the x ray while pregnant. Acted completely in professionally and was a disgrace to TSA in general. I also observed the same behavior when another pregnant woman wanted a pat down as well.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello -

Do you know what I like about the TSA ?

Nothing.

Nothing at all.

If the Isreali's can keep bad people from blowing up their Airplanes, without groping my private areas and treating me like a criminal, then why can't we do the same.

If I was the President of the United States for a day and could do one thing, and one thing only, it would be to completely dismantle the TSA and start over with a new program modeled on Israel's national airline and their security procedures.

Oh yeah, and you should FIRE (b)(6) like yesterday.

4/11/2014
9:08:15
PM
I can't wait until my next trip where I have to fly through an airport and put up with your charade, I hope this email gets me put on some kind of terrorist watch list.

Have a nice day.

(b)(6)

Anchorage, Alaska

(b)(6)

Proud USAF Veteran & US Citizen, embarrassed by what we have become

The caller had a poor experience at Cedar Rapids airport. She had 2 bottles of contact solution in her carry on luggage. She declared the bottles to the agent that they were over 3.4 ounces and they are medically necessary. The agent pulled them and she travels constantly and they started to test with a stick and wipe dropping liquid onto the stick. At this point the TSOs were inspecting all of her bags and she also had a cpap machine that she declared and it was ran through the xray. She was getting the full nine yards by this point including a patdown. Her aggrevation is that there was no communication when the officers started testing her liquids. The caller states that it says online that a passenger will be asked to open a container if it has to have further testing but in this case the officers handled the container and the caller left the bottles at the check point because she does not know whose hands had touched liquids that would go in her eyes. The caller said don t just take the liquid and start opening bottles. Also before the testing of the liquid an agent said when is the last time the machine was calibrated? and the other agent replied it was calibrated a full week ago. This was of concern to the caller because she was told that one of the bottles tested positive twice but she is questioning the result if the machine has not been calibrated in over a week.

I advised the caller that prescription liquid medications and other liquids needed by persons with disabilities and medical conditions may include:

- all prescription and over-the-counter medications (liquids, gels, and aerosols), including personal lubricants, eye drops, and saline solution for medical purposes

4/11/2014
9:09:31
PM

I informed the caller that the testing that was taking place was ETD testing.

AIRPORT: Cedar Rapids
DATE OF TRAVEL: 04-07-14
DEPARTURE TIME: 1235
CHECKED BAGGAGE TIME: 1200
AIRLINE: Delta
CONTACT: (b)(6)

I advised the caller that I would send a copy of this record to the CSM at Cedar Rapids for review. The caller did say that she had a great experience at ATL on the way to CR with the precheck and she said she is going to sign up. I told her she can go to tsa.gov to do this.

Dear TSA,

On April 11, 2014 I was flagged with SSSS on my boarding pass. This was returning on a round trip ticket to/from Turks and Caicos Islands.

The outbound portion of my trip had no issues. It was the return only, where I was flagged on two flights and had to go through multiple special security checks and pat-downs.

4/12/2014
11:19:32
AM

I have a global entry card and receive TSA pre-check on a regular basis. Please advise if I've been flagged for some reason or put onto a watch list. I have never before had this problem and travel extensively.

My global entry # is: (b)(6)
My passport # is: (b)(6)

Thanks and best regards,

(b)(6)

I understand the following:

Because I need a prescription that comes in a 5 oz bottle I will suffer the indignity of this search every flight. The airlines tell you not to check prescriptions, and it's illegal to put it in a different container. By following the law, I am branded a terrorist.

The TSA can do anything to anyone whenever you like.

According to the bully who appeared to be in charge, a new policy was instituted in April, and it was announced on the web site. The supervisor did not know of this policy, and there was no announcement on [HYPERLINK "http://tsa.gov"](http://tsa.gov) \ntsa.gov. But it doesn't matter, because you can do anything to anyone without recourse.

When my bag was search, and almost completely unpacked, your thug decided to save my personal hygiene equipment for last, without changing gloves. So he ran his hands around my toothbrush AFTER fondling my underwear. I am now boiling my toothbrush, razor and brush. I discarded the q-tips. I don't know what else is compromised.

4/12/2014 11:19:53 AM South Bend TSA is always so nice. Grand Rapids TSA is invariably professional. This is the second time in Denver I've experienced arbitrary humiliation. Enjoy your power.

On Thu, Apr 10, 2014 at 2:41 PM, <[HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"](mailto:tsatcc_do_not_reply@senture.com) \ntsatcc_do_not_reply@senture.com> wrote:

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who require medications and related supplies.

Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened.

Passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels they will reasonably need for the duration of their itinerary, allowing for delays, and to pack the rest in checked baggage. Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology

The caller got her KTN number in the mail. Her name she goes by is (b)(6) with a middle initial of S. Her birth certificate says (b)(6). She told the woman at the enrollment center she wanted the information to read as (b)(6). When it was mailed to her it shows (b)(6) with her full middle name. Her husband wears a pacemaker. Do they still have to put the liquids in the bag? They are both over 75 and they don't have to take their shoes off anyhow. Does her husband still have to take his wallet and change out of his pockets?

Advised:

Contact the Universal Enrollment Call Center at (855) DHS-UES1 ((855) 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday for assistance.

Nothing changes about the screening other than you can keep your belt on, shoes and light outer wear. You don't need to take your LGA bag out or the laptop out of its case. The liquids still need to be in a quart sized bag. Your husband will still need to take his wallet and change out.

If a passenger has a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

4/12/2014
12:53:55
PM

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Yesterday I was manhandled by your staff before my flight home from Las Vegas. This was 15 hours ago now and I cannot remember a time where I have been this upset. I was humiliated, singled out, stripped of my dignity and treated like a criminal because your own stupid tests had a false positive.

What was the end of a good business trip, turned into a nightmare. I haven't slept and I can't stop crying. The 'women' who imprisoned me in a concrete room were as compassionate as bricks. Touching me everywhere, repeating the pat downs in places I'd already been searched and over and over again up my legs, reaching into my pants --completely uncalled for.

4/12/2014
3:27:35
PM

Not all people can stand to be touched. Having contact with someone so intimately, so abruptly and so rudely should not be tolerated in this country. I feel as though I've been sexually assaulted.

This cannot continue to happen to people who simply want to go home. I am so completely disturbed by this behavior at the hands of a corporate company. This needs to stop and I plan to prevent it from happening to others. Your stupid rules are not even valid. Your science is off - was it my hand lotion? really, hand lotion gives you permission to assault people? Maybe you should have simply tested my hands again? Oh no, let's fuck with the passengers and traumatize them. What your company did is criminal and I intend to follow through.

I had to get this off my chest because I cannot calm down. You will hear from me again.

(b)(6)

Flight 663 from Las Vegas to Seattle

Caller was at Stewart airport at 415 pm today. She went through the AIT and it set an alarm off. They checked her hands and then they did a patdown. She had a Cervical Biopsy and she felt uncomfortable with them doing it. They were rude and could have handled it more sensitively. Her kids were upset and crying and this whole incident ruined her vacation. TSO (b)(6) performed the patdown and (b)(6) was in the room with her. They did it after testing her hands. They did minimal explanation of what was going on. They could handle families with kids with greater sensitivity.

Advised:

4/12/2014 I will forward this information the CSM at Newburgh for them to conduct an investigation into the incident.

4:41:47 PM
Airport where the incident occurred: Stewart Airport
Airline: US Airways
Flight numbers: 4136
Date and time of incident: April 12 2014, 415 pm
Individual s contact information email
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/13/2014 3:12:06 AM

4/13/2014 Name: (b)(6)
9:50:16 Email: (b)(6)
AM Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 10:00 flight from dfw to Miami on American

Comments: My husband has an implanted spinal cord stimulator. He has been told by his physician not to go through ANY scanner. We were traveling to Miami from dfw on March 16th. The TSA agent harassed us repeatedly when he asked for a pat down. He did not want to do a pat down and pushed and pushed us to go through the scanner. He said that he knew it was perfectly safe. I told him that our physician had specifically stated not to go through a scanner. He still insisted that we go through the scanner. It is our understanding that we are allowed to request a medical pat down. We had the device is card but were forced to go through the scanner. His unit has not functioned properly since being forced through the scanner. You need to tell your employees that we are entitled to request a pat down. Your employees are not medical experts and should not attempt to override a physicians orders. Your employee has now caused his unit to malfunction and he may require additional surgery to replace the malfunctioning unit. If we determine that your scanner is in fact the cause of the malfunction we will hold you and your employee responsible since he was adamant that we go through the scanner and that it would not cause any damage. Even though we stated multiple times that his physician had directed him to avoid all scanners. The caller flew from Norfolk to BOS. She went though screening and she was not happy with the way she was treated. She had lotion on her hands and at 4:30 in the afternoon. She stated that she had to go through a patdown in front of everyone. She stated that the gentleman watching her bags was rude to her and her boyfriend. She stated that the lady in the screening area pulled her into a private room, and she was rude also. She stated that she wanted to strip search her, however the other lady told her that a patdown would suffice. She stated that she thinks that screening technology was messed up yesterday. She stated that her boyfriend took all the items out of his pockets, and the TSOs asked him what he still had in his pocket, and he had nothing. She stated that she does not want anyone else to experience what she experienced yesterday.

4/13/2014 I apologized to the caller and explained that we can document her complaint. I will forward the information to the CSM at Norfolk so that they can be aware of the situation. However, we do test for ETD as a screening method, and some everyday household products can cause an alarm. They do have techniques available to resolve those alarms. however that does not include a strip search.

10:38:08 AM The callers flight details are as follow:

Departing Airport: Norfolk
Destination: BOS
Airline: United Airline
Flight Nubmer and Time: 5811 @ 4:27 pm
Gate: 29
Date and Time: 04-13-2014

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 4/14/2014 2:04:24 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 04/13/2014 4:30 PM Airline & Flight Number : Delta 1789 Checkpoint/Area of Airport : South Checkpoint TSA Employee: (If Known) :

Comment : I travel frequently with a CPAP, humidifier, and distilled water which is required for my device. Every single trip out of Atlanta my water is confiscated and discarded even though I have a prescription. My CPAP is always pulled to the side for additional screening and I am always asked what this device is. This last trip I asked for a supervisor. She retaliated against me asking to keep my distilled water by requiring me to submit to a pat down although I was only wearing socks, shorts and tank top and I told her that I only had 20 minutes left to get to my flight. The supervisor told me that vendors inside the concourse sell water and kept holding me up, so I finally agreed to let her throw it away so I could get to my plane. I even attempted to ask how I could get some sort of note that would tell them my water is necessary and why they were causing me potential medical arm by not having the water but all of the personnel were uncaring about the fact they would be contributing to my inability to breathe later while sleeping.

4/14/2014 9:00:30 AM I understand that your employees have rules they must follow. Feeling up a nearly naked woman over a bottle of distilled water required for a CPAP was demeaning and unnecessary. Vendors inside the concourse sell Glaceue water, which is distilled water, to which Nestle adds flavor additives, and is not suitable for medical devices. I had to go to the pharmacy, buy a 1gallon bottle of water, of which I will only use 16.9 oz this trip, and I will have to discard the rest because I can't take it with me through TSA. What a waste of both time and effort from both your employees and myself. Last year I flew 24 flights out of Atlanta and I am likely to fly more this year. On only a few of those trips through TSA did a supervisor who knew what the device was help smooth my passage through security.

You should revise the policies of your organization to better educate your employees on medical devices, especially the CPAP given how many people in line I have seen have them screened. I will be filing formal complaints from now with photographs of the employees in question each time my distilled water is confiscated as this is not acceptable.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear sirs,

My sister, (b)(6) and I were traveling from Phoenix to New York John F Kennedy Intl (JFK) this past Saturday, April 12th on US Airways flight 632. We both experienced a terrible process as well as witnessing racial profiling by the TSA staff. We went through security check in Phoenix at approximately 8:00 pm. I should add that at the time, there were no crowds and very few people being processed through security. The terminal at that time was relatively empty.

We feel our rights were violated and were treated poorly by the TSA staff who we feel were "having fun" giving everyone a very hard time! I feel so strongly about our experiences, that I am writing this letter. You must be made aware of the poor situation we encountered. We did not feel it was appropriate to register a complaint with the local TSA for we were concerned it would either delay our flight schedule or add to our anxiety or likely, both. In other words, all we wanted was to get home! The following are just a few details. I would be happy to answer any questions you might have regarding this matter.

1. A elderly African couple were ahead of us in line. Hearing your staff being derogatory towards them (ordering them) to take items off, out of their pockets. take off their shoes, etc etc was very disturbing. They made this poor couple go back and forth several times through the process. Obviously was racially motivated in my honest opinion.

2. Similarly, my sister and I were initially told we did not need to remove our shoes. As we proceeded to the next station, we were asked to show our boarding passes. The TSA agent read my pass and told me to remove my shoes, belt, wallet, everything out of my pockets, to the point where I may as well have just taken off my slacks! I was very annoyed. I'll never forget his face. He was rude, obnoxious and seemed to be having fun making our lives difficult.

4/14/2014 10:25:00 AM 3. After removing all of these items, I stepped into the X-ray unit and then had to be frisked? The TSA agent patted me down to check further. I had a necklace on. That's all. The x-ray machine is that bad that this couldn't be seen? Why bother using it if it requires further pat down and inspections and time?

4. My sister, (b)(6) experienced a very similar situation, only worse. We feel it was sexual harrassment. She too had to be patted down after the x-ray machine. She did not have ANY metal on her person! No underwire bra, no metal of any kind! It seemed to her and I that all the TSA agent wanted was a free feel. This is a serious matter.

I respect the TSA and what duty you perform. However in this instance, your agents went entirely overboard. I strongly suggest that you contact the Phoenix TSA, inquire about what TSA agents were on duty at the time and review their personnel file history. I also suggest reviewing all complaints received regarding TSA at Sky Harbor international. I truly would not be emailing such a letter if I did not feel that it was justified. Others in line were also horrified by the performance of the TSA agents on duty that evening.

respectfully,

(b)(6)

Sterling, Ma. 01564

(b)(6)

Caller states that her screening experience was excessive. They took her into a room by herself after they had already gone through her luggage, done a patdown, and she had completed screening. She was pulled into a room by herself with a TSO. She had been traveling for business and she felt humiliated and violated by the way the screening was conducted. It was not a busy airport. She feels like she does not want to travel to the airport again or travel by herself anymore. Caller would like to know if this was typical screening. Caller was pulled into the separate room with a TSA screener by herself, another employee arrived later. Caller states that after the patdown, they swabbed her hands, and the alarm went off so she had to be screened again. She had a second patdown with gloves on. Caller states that she was not told what would happen if she did not pass the screening. She was told that it could be lotion that set off an alarm afterwards. Caller is upset because she was not given any explanation about why this was occurring and felt violated. She was worried because she had no idea what was going to happen and could not communicate with anyone at home in case she was going to miss her flight. Caller traveled with Southwest out of Concourse A. She had screening done around 5:30PM on Saturday. Caller states that the screener was a supervisor when she was pulled in the back room.

Advised caller:

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

4/14/2014 12:25:19 PM Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

Since ETD may be used on a random basis, passengers should not expect to see the same additional screening at every airport or each time they travel. In addition, screening by this method takes a matter of seconds and, therefore, should help to avoid delays.

The list of chemicals that are detected by the test is not made public.

TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. This includes explaining procedures.

We track trends and pay attention to areas of repeated complaints. That way specific employees and teams can be modified as necessary.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/14/2014 11:09:54 AM Airport : KOA - Keahole Date/Time of Travel : 04/12/2014 12:00 PM Airline & Flight Number :

4/14/2014 12:33:37 PM Checkpoint/Area of Airport : Terminal 10 TSA Employee: (If Known) : A Lady Comment : My wife had baby formula. TSA lady said they have to test each individual bottle that is SEALED. Once you open them they have to be used right away. We said we couldn't do that since we have to feed our baby on the plane. So her logical choice was to leave the formula completely alone in exchange for a full body pat down of my wife. Absolutely illogical and ridiculous. TSA displays no common sense, how is a body search making it safer for people when the thing in question (the formula) wasn't even touched by the agent? Also, the agent did not use the back of her hand like she said she would on the inner thigh of my wife. Nor did she check her feet or her arms. Once again, absolutely illogical and ridiculous.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a NOI. Her shampoo that had been triple ziplocked was not put back appropriately and it dumped out all over clothing and the luggage, ruining the items.

Airport: ILG

Airline: Frontier

Flight Number: 379

Date and Time: April

Baggage Claim Number: (b)(6)

Description of Bag: Large Travel Pro Black soft sided with four wheels

NOI: Nothing stamped or handwritten on it

Location: There is only one.

I apologized to the caller, emailed the claim and instructions which she will receive within 24 hours. The CMB will handle the claim so their phone number and email address will be included. I will also send this to the CSM for review.

4/14/2014 6:51:00 PM she asked how the claim is handled. I told her she will fill out the claim and send it in. Once the CMB receives the claim, they will send her a claim number that she can use to check its status. I told her to put as much detail in the claim as possible. If she has pictures she can send them, too. She said she does not have pictures. I told her that was okay.

Caller also stated that she was very uncomfortable about the screening she received at the checkpoint. She told them she had her baby's diaper rash cream and a Caucasian female TSO screened it. She motioned for another TSO to come over. That female African American 20-30 year old heavy set TSO stated, "You are not supposed to put it (the cream) in there. Now we have to do a patdown." She explained to the caller that the caller cannot touch anything in the bin until her patdown was complete. Her husband did not hear her say that and reached into the bin to get their boarding passes out. The African American TSO smacked her husband's hand and told him not to touch the items.

Caller said she did not get any explanation of what was happening and was in shock by it all. The way they handled things was very inappropriate and very unprofessional.

I explained to the caller that the patdown was most likely handled appropriately, but since she was not expecting it, that may have been what caused the shock. Caller agreed that was probably true, but the rest of the screening was very unprofessional and she wants the CSM to know what happened.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/14/2014 7:48:58 PM

Name: (b)(6)

Email: (b)(6)

4/14/2014 8:32:08 PM Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Orange County Airport/California

Comments: Last October I filed a complaint about physical assault by one of your screeners. On 08 October 2013 I received an E-Mail confirming the receipt of my complaint and informing me, that my complaint had been forwarded to the TSA manager at the Orange County Airport.

Since then I haven't heard anything further. I would appreciate more communication since the TSA screener did assault me. This is a serious offense. I have the impression, that the TSA doesn't want to take any action. Physical assault is a crime! Please let me know how my case is being handled. Doing nothing is not an acceptable outcome considering what happened.

Sincerely,

(b)(6)

Caller says for the last 2 months Delta and Southwest he has gotten PreCheck on his boarding pass. He has a pacemaker and does have to have a patdown sometimes. He says today its not on his boarding pass. He says when he made the reservations it has a new box instead of the Redress box. He is traveling on Delta tomorrow.

Told caller

4/15/2014
12:11:43
PM

I ask if he had a number to use, if he had paid a fee or anything like that? He has a frequent flyer number.

I explained to him that some airlines can invite passengers in for PreCheck.

There are two other ways to be eligible to participate in PreCheck, you can be a member of one of CBP's trusted travel programs such as Global Entry, SENTRI, and NEXUS or you can do the application process on tsa.gov.

No individual will be guaranteed expedited screening in order to retain a certain element of randomness to prevent terrorists from gaming the system.

This program works like a lottery. it is very random.

There wasnt a way to be eligible for PreCheck everytime he travels.

I explained to him that if he continues not to get it he should contact the airline to make sure he was still invited in for PreCheck.

Caller flew April 6 from EWR to Aruba. Her toiletries bag was opened and everything in it was damaged. Boxes of soap were crushed, Tylenol and Advil were strewn all over her bag and a \$93 hairdryer was cracked.

Also, the TSO at the checkpoint was not using the back of her hand for the patdown and she was actually pushing her sister through the line. She was very rude. Caller said she did not get the name of the TSO, but this incident along with the damaged items made her experience with TSA very frustrating.

Airport: EWR

airline: United

4/15/2014
1:48:20
PM

Date and Time: April 6 at 9am

Flight Number: 1040

Baggage Claim Number: She does not have this

Description of Bag: Medium size Canvas Forecast brand Navy with two compartments in front and two wheels

NOI: Nothing stamped or handwritten on it

Location: 26 or 27

I apologized to the caller, emailed the claim and the instructions which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this information to the CSM for review.

Sent from my LG Optimus G Pro™, an AT&T 4G LTE smartphone

I fail to give the airport I was located at on my last email.

5:30 flight to Dallas.

George Bush Airport Houston Texas.

4/15/2014
4:47:50
PM

Your TSA representative ask for my ID that I did not have. I understood but had my W2 & credit cards with my name.

instead of giving me the option of a pat down I later learned after going back and forth to American Airlines. Id was not needed so my flight was missed.

at this point American Airlines helped me on getting a new flight the next morning no charge i was so grateful .

Even though its my fault for not having my id , I had no idea of my options of a pat down. I thought Pat down was for suspicious People. I guess I became with no id. Lesson learned.

Disability Description: Caller has an insulin pump and uses a service animal.

Response Details: Advised Caller:

I will forward a copy of your complaint the CSM. If you would like to file an official complain in writing I will send you an email with instructions to do so.

Sent Email.

4/15/2014
5:56:16
PM

Incident Details: Caller called TSA Cares and was told to ask for a PSS on the flight today. Caller almost missed her flight and felt the officers failed to accommodate for her disability. Caller uses an insulin pump and has a service animal. Caller was passed along from TSO to TSO and no one help. Every agent did not help and directed her towards another line. Caller asked for a supervisor and never received a supervisor. The TSO that completed the patdown was petting on the service animal. Caller stated it was not conducted in a professional manner and cause her to almost miss the flight. Caller could not get names of the officers.

Date and Time: 4-15-14 5:10AM

Airport: OAK

Airline: Southwest

Flight#: 4831

TSO that conducted the patdown was an older lady with salt and pepper hair in a pony tail.

Location: Southwest terminal.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: A

Email Address: A

Phone Number: A

Address: A

4/16/2014
8:24:09
AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Seattle-Tacoma International Airport

What was the date and approximate time of the incident?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/16/2014 11:41:12 AM

4/16/2014
12:10:57
PM
Name: (b)(6)
Email: (b)(6)
Complaints: Inconsistent Screening (Different Practices between Airports). :
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight number US 679
US Airways
Terminal 8
JFK

Comments: Last name of TSA officer is (b)(6) (female)

I am an experienced flyer and for the first time in my life I felt harassed, bullied and discriminated against by this TSA officer. I had a pat down and she purposely delayed the procedure so I would miss my flight. I beeped through security and usually this is a polite and timely procedure. Not only did it take 15/20 minutes to find an officer but then after my bag passed through security she took every article out to scan. She went through my date book, check book, my wallet and eye glass cases, and unzipped all small personal cases in my bag. She scanned the bottom of my babies' shoes and even did a pat down of my child's doll. The woman in charge took my license and boarding pass and made copies of this. I did not see her to this to any other passenger. When I said I never saw this before at any airport she said all other procedures were wrong and hers was correct. I was traveling with 3 small children. She was not only harassing me but rude, obnoxious and smug. She clearly enjoyed it and so did the other officers around her. They were also very rude around her making me also feel bullied by the group.

Good morning. While flying through BWI and entering the checkpoint at approx 10:00 am this morning on 4/16/14 TSA Agent (b)(6) gave me a pat down when I opted out. I fly 2-3 times a week and choose to opt out each time, so this is a frequent experience. However (b)(6) was far more probing and groping than I ever experience. She groped by back, side breasts and armpits with her fingers, spending an lot of time, a lot of pressure and her finger tips feeling and lingering until I said something. I am not really bothered by pat downs, but (b)(6) pat down was inappropriate and violating and made me feel very uncomfortable.

4/16/2014
12:11:38
PM
Please feel free to contact me for additional information. (b)(6)
(b)(6)
Sent from my iPad

Good morning. While flying through BWI and entering the checkpoint at approx 10:00 am this morning on 4/16/14 TSA Agent (b)(6) gave me a pat down when I opted out. I fly 2-3 times a week and choose to opt out each time, so this is a frequent experience. However (b)(6) was far more probing and groping than I ever experience. She groped by back, side breasts and armpits with her fingers, spending an lot of time, a lot of pressure and her finger tips feeling and lingering until I said something. I am not really bothered by pat downs, but (b)(6) pat down was inappropriate and violating and made me feel very uncomfortable.

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4/16/2014
12:11:38
PM
Please feel free to contact me for additional information. (b)(6)
(b)(6)
Sent from my iPad

The caller normally travels with his service dog (white German Shepherd) and was upset with how he was treated at the checkpoint. He arrived to the airport two hours prior to his flight. It took a while to get through curbside check in due to a delay with a passenger in front of him. He indicated that he arrived to the checkpoint at least 20 minutes prior to his boarding time. He opts out of ALT and WTMD due to metal implants (two full hip replacements) and requests a patdown. He advised a white female TSO (medium build, 5'5", brown hair) that his flight would be departing soon and that he was delayed during curbside check in. She advised that he needed to get in line and wait with other passengers. He had to run to make his flight, which he should not be doing in regard to the hip replacement. He was the last person to board the flight.

This occurred on 4/6 at DEN. He was traveling with Delta flight DL98 departing at 11:45am from the Delta Terminal 4. He was at the checkpoint on the left.

He feels that he could have been and should have been referred to expedited screening or something should have been done to expedite his screening. He is normally pushed through screening due to his disability.

He lives in the Detroit area.

He asked what he needs to do to qualify for Precheck and for the protocol in regard to these type of situations. He asked if the Precheck lines are generally shorter.

He asked if the enrollment center in Detroit was at DTW.

4/16/2014 3:39:16 PM I asked the caller-If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that he would like the complaint to be handled as one in regard to poor customer service.

I advised that I would refer the information to the CSM at DEN to make them aware as they would have the means to look into and address the situation. The CSM should also be able to address his inquiry in regard to TSA's protocol in regard to passengers who arrive to the checkpoint very close to their boarding departure time.

I apologized in regard to the situation.

I advised that he can apply with TSA for the Precheck benefit by pre-enrolling at tsa.gov where he will provide biographic information and make an appointment to visit an enrollment center. At the enrollment center, he will provide fingerprints, ID, citizenship documentation, and pay the \$85 fee. The Precheck lines may be shorter depending on the number of participants. I advised that he would still need to opt for a patdown, which may void the Precheck benefit.

The enrollment center is at DTW.

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 4/16/2014 3:09:03 PM Airport : MDW - Chicago Midway Date/Time of Travel : 03/29/2014 12:50 PM Airline & Flight Number : Southwest Flt 781 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

4/16/2014 4:15:34 PM Comment : Due to medical implanted devices I cannot not go through security machine screening, therefore, requiring a pat-down. I have had this done numerous times and have never experienced a pat-down by a TSA agent as I did on March 29, 2014. Around 12:00 pm I was at security. The TSA agent, an African American female with long black hair pulled in a ponytail performed a VERY inappropriate pat-down to me. I do not know her name unfortunately. She had asked me if I wanted a private screening, I said no. Before starting she asked me again if I wanted a private, again, I said no. She was quite rough causing me to falter in my balance a few times. She went around my waistband placing her hands further down the back of my pants touching top of my buttocks. When going up my legs I became unbalanced and she asked me to put my hands on her shoulders. She then proceeded to shove her hand roughly in the center of my vaginal area raising me off the ground and I gasped and said "oh my goodness!" because she touched me inappropriately and hard. She replied, I asked you if you wanted a private. My friend was traveling with me and was shocked and embarrassed for me by the TSA agent's actions as well. I feel molested and totally violated by your TSA agent and believe she should be released from this position ensuring she will not do this to another woman, especially a child. I called TSA customer service telling them of the incident and thought I would get a call back to investigate further. I ask for a reply to this complaint and assurance that this is being taken seriously. If I do not hear from you that you are taking action, I am so committed to this not happening to another woman or adolescent that I am willing to seek legal counsel.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, April 16, 2014 4:56 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/16/2014 4:55:46 PM

Attachment

4/16/2014 6:07:41 PM 1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Atlanta

State:

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, April 16, 2014 5:56 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/16/2014 5:55:52 PM

Attachment

4/16/2014 6:07:43 PM 1) Information about the person who experienced the civil rights civil liberties violation (fill in what you can)

No
First and Middle Name:
(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:

Cell Phone:

PO Box or Street address:
(b)(6)

City:
Haiku

The caller went through TSA and received a patdown. The caller stated that he thought that the agent was rather rough with him. The caller stated that he usually gets Precheck, but did not this flight so he opted out for a patdown due to not wanting to go through AIT. The caller stated that he asked for a complaint form from a TSO Supervisor and then was required to give his ID and boarding pass for the TSO make a copy of it. The caller wanted to know if this was as standard policy. The caller stated that online he can complain with out giving his information and wanted to know why it was different in person. The caller stated that he did not feel comfortable giving a complete stranger his ID and boarding pass. The caller stated that he wanted someone to contact him back concerning this issue.

4/17/2014 11:07:38 AM The caller did not want to provide information about where this took place and other information needed to be able and send the complaint to the CSM. The caller stated that he would just call the CSM his self.

The caller was advised that we do not have any specific information stating that it is typical protocol to ask for ID and boarding pass upon the request of a complaint form.

The caller was advised that I could collect information about his flight and where it took place to forward this to the CSM to make them aware of this issue. The caller declined.

The caller was advised that I could note that he would like a call back and forward it to the CSM if he would provide the flight information. The caller declined.

My concern is that there is misinformation concerning some medical devices, specifically insulin pumps, which is causing TSA security agents to yell at travelers with insulin pumps and insist that it is ok for these devices to go through full body scan imaging when that is not true. People on these devices, including my son, are told by the pump manufacturers not to take the pumps through the scanning device because it can harm the pumps and void the warranty. Type 1 diabetics (and probably many type 2) depend on these insulin pumps to stay alive.

As I tried to explain to the TSA Cares Representative, to no avail, I understand that the necessary security measures have to be taken. I do not understand why TSA agents cannot be given correct information about the pumps and other medical devices affected so that they stop insisting that it is ok for pumps to go through the scan. I have a family of four. One of my children is on the pump. We get yelled at almost every time we fly through Atlanta by TSA agents. I understand that it is slower to have the pat down and the pump checked by hand but we don't have any other options. Why yell at us about it? I have called the pump manufacturer about this more than once and am told that it happens to "everyone".

4/17/2014 12:35:43 PM The TSA Cares Representative told me she could do nothing outside of suggesting we ask for a supervisor or patient support representative at the security checkpoint (which we do along with having letters from the endocrinologist and pump manufacturer).

Every organization, no matter how large, has some means of disseminating information to its employees. Why can't the correct information about these devices be passed on to security agents so that TSA can come closer to its stated goal... "Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated equally and with the dignity, respect, and courtesy they deserve."

Thank you for your service to our country.

(b)(6)

-----Original Message-----

From: CRL
Sent: Thursday, April 17, 2014 10:10 AM
To: TCC Referrals
Cc: (b)(6)
Subject: FW: (Complaint) TSA Contact Us: Complaints

Dear TCC,

We are referring this complaint back to you for appropriate handling. While the complainant used the word 'discriminated,' they did not provide a reason from the list of possibilities (race, religion, national origin, sex, sexual orientation, gender identity, disability). Therefore this is primarily a complaint about rude treatment during additional screening. Her additional screening sounds like selectee screening, which travelers are sometimes selected for randomly.

4/17/2014
12:37:23
PM

Thanks very much,
Harleen

.....
Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----

From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Wednesday, April 16, 2014 2:11 PM
To: CRL
Subject: (Complaint) TSA Contact Us: Complaints

The customers information has been attached to this email.

Caller stated she opted in for a private patdown at LGA and the officers there were very rude and they took her to a storage room for the screening. Caller stated the storage room was very dirty and that they should not use it for a private screening room. Caller then stated she requested to speak with a supervisor and when he come he was really rude and would not write his name down for her and made her do it.

Advised Caller:

4/17/2014 I apologize that this has happened and I will send your Complaint to the CSM for further investigation.

2:50:09
PM
Date: 4-17-14
Time: 6:02 am
Terminal: US Airways Terminal
Gate: 38
Airline: US Airways
Supervisors name: (b)(6) ID number (b)(6)
TSO name: Female named (b)(6)

Caller paid \$100 for GE and \$85 for TSA precheck and she has been using it but she has metal implants and there is always an alarm or anomalies shown and she still has to have a patdown to complete her screening and when it alarms they then make her remove her shoes, belt, jacket, and everything. Caller is wanting a card to use so she will not have to do this every time. Caller wanted to know if she wasted her money for precheck.

4/17/2014
3:32:12 PM
Advised caller:
Even though you have precheck that will not prevent you from getting secondary screening. If there is an alarm or anomalies then they would still have to do a patdown to complete the screening. There is not a card or anything that we can provide to you to prevent this from happening. Advised caller that statement is her option.

Dear Sir/Madam:

The TSA PRE program does not seem to work as suggested on your web site.

Yesterday afternoon I went through the PRE line at LAX.

At the point of ID inspection, the TSA person told me that if I had a Pace Maker, I had two choices.

Go through the PRE metal detector and be given a pat-down.

Go to the back of a long line for the image scanner.

I chose the pat-down.

Contrary to the information given on the PRE site:

I had to remove my shoes.

I had to remove my light jacket.

I had to remove my belt.

4/17/2014

4:18:13

PM

This process seems to defeat the purpose of TSA-PRE.

Best regards,

(b)(6)

(b)(6)

Kerrville TX 78028

(b)(6)

HYPERLINK (b)(6)

I travelled yesterday (Wednesday 16 April 2014) from Spokane, WA (GEG) to Seattle, WA (SEA) and back again today flying Alaska/Horizon. I am on crutches; my surgeon has instructed me to place no weight on my right leg. Upon presenting myself to the security checkpoint at Spokane the TSA agents acted as if they'd never dealt with a person on crutches. They asked me to send the crutches through the x-ray machine (fine) but then asked me to proceed unassisted through the scanner. When I explained my predicament, they offered no alternatives other than to use my crutches through the scanner and then be subjected to a full-body pat-down. They treated me with derision and scorn, as if it were my fault I was going through this very difficult time in my life. The agent insisted I take shoes, belt, everything off even though I'm a TSA pre-check flyer. I was subject to the painful (having to stand on one leg the whole time) and humiliating full-body pat-down. Then, going through security checkpoint in Seattle this afternoon I had the opposite experience. The agents were friendly, helpful, and treated me with dignity and respect. They had two wooden canes available that I was able to use to go through the scanner. They had me stand right next to the scanner while another agent gathered my crutches for me. I did not have to take off my shoes or belt, and the whole experience was as normal as if I weren't in crutches.

Which really drives home the point that I was treated poorly in Spokane merely as a result of my disability. I believe the Americans with Disabilities Act strictly forbids the very type of treatment to which I was subject in Spokane.

I wish to hear that improvements to the process in Spokane will be made immediately.

Sincerely,

4/17/2014

8:11:39

PM

(b)(6)

(b)(6)

~~Confidentiality Statement: The contents of this email and any attachments are confidential. They are intended for the named recipients only. If you have received this email in error, please notify the system manager or the sender immediately and do not disclose or provide copies of the contents to anyone.~~

(b)(6)

It seems that I wasn't CCed or kept in the loop as requested in our correspondence on April 10th. Apparently, the investigation was promptly closed and an email was sent to solely to my mother, despite the correspondence with me less than 24 hours before. I understand that as the Customer Support/Quality Improvement Manager, you probably get a multitude of emails and complaints that resemble ours closely. However, as Customer Support/Quality Improvement Manager, it is your duty to be objective and look at each complaint with the same integrity. I would like get more details on your investigation and frankly expect more professionalism from the point of contact for TSA complaints. A canned email that simply states that the investigation was conducted and is under normal procedure less than 24 hours after a follow up email that was prompted by no response within a period of two weeks does not sit well with my mother. I have a great deal of respect and admiration for TSA's mission statement and service to our country, much more admiration than I have for the local sub shop. However, the local sub shop point of contact would probably explain why the serious matter falls under their company procedures, shares the specific procedures with the customer for better understanding, engages them in a way where they feel that they were not harassed, and diffuses a serious matter into a simple misunderstanding of the procedures. I am in no way attempting to aggravate you or be difficult. I expect more professionalism and demand a better explanation from you as a representative of TSA in a management position dealing with customer complaints. Please put yourself in the position of a frequent flyer who feels they were harassed on one occasion. The take away from the previous sentence is she doesn't have a history of complaints. Credibility.

If you don't read anything, read this please. My mother is willing to go the distance in court to get this looked at objectively and thoroughly. I don't think that is necessary if in fact, what happened to her is protocol. An explanation with references documented through an email should be enough for me to explain to her what was done and why it happened that way. Easy resolution without having to further complicate this. I'm as "un-thrilled" as you are to deal with this, difference being that I am not the Customer Support/Quality Improvement Manager of a prestigious entity.

4/18/2014

8:26:02

AM

Lastly, I would like to know how I can go about a review to the investigation that was already conducted. What is the procedure to have this reviewed (An appeal process)? If it falls under procedures, I would like the name of the TSA agent that conducted the pat down, as well as the manager on duty?

Thank you again for your efforts. I apologize if I come off in the wrong way, but this is a serious matter to me.

Referenced email is below.

(b)(6)

I am following up on our conversation of March 12, 2014, and your report of sexual harassment at Southwest Florida International Airport, C Concourse, on March 9, 2014, at approximately 7:30 a.m.

After review of checkpoint video by our Assistant Federal Security for Law Enforcement, subject matter experts, and myself, it appears that your screening was conducted in accordance with Transportation Security Administration procedures.

Caller wants to file a complaint after speaking with Jetblue who told her to contact TSA. She flew on 3-14 from St. Martin, Julianne Airport to SJU to PBI.

She went through security at St. Martin and proceeded to the boarding area. approx. 5 minutes before boarding her name was called along with 3-4 others and they were told, Welcome to the Jetblue Experience and patted her down roughly and opened her luggage. At St. Martin, they took her magazines and opened them page by page and then sent her back to the gate. Caller stated the agent who patted her down was extremely nasty and rough.

Then upon arrival at SJU, she went through CBP and traveled to get to her gate where the travel document checker took her passport and boarding pass. This TSO told the caller that she must be rescreened. She told him she was just screened at CBP. She asked if she would be required to get another patdown like she did in St. Martin. Caller claims that the TSO she encountered at SJU TSA was very nasty. He was Caucasian, dark hair, 30-40s, slender, medium height, he was located at the podium before security.

Caller claims she was selected for additional screening at both St. Martin and SJU but her husband wasn't so they were split up.

At SJU she went through CBP and then had to go through TSA for the connecting flight. She states she had to go through the same procedure at SJU as she did in St. Martin. Also, she had forgotten her passport at screening and caller was angry that no one tried to contact her to let her know they had her passport before her flight left.

Caller finally stated that her boarding pass did have a SSSS on it in turquoise writing and thought that may have something to do with the screening.

4/18/2014
11:56:34
AM

Caller arrived in SJU approx. 4:30-5PM, departed from SJU at 6PM on Flight # 2054 to PBI.

She flies approx. 8 times a year and understands the process and wants to assure she won't be flagged because she is voicing a complaint.

Response:

Explained to caller when departing from a foreign airport must comply with the screening procedures for that country, not a TSA issue.

Apologized to caller and explained following:

The "S" notation on your boarding pass. The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Explained to caller when clearing CBP from an international flight if a connecting flight must go through TSA screening which is normal procedures.

The way the screening is conducted is important. TSOs are trained to ensure that all passengers are treated with dignity and respect.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Explained if additional information is required, may be contacted via email by the CSM.

Caller stated that when going through the checkpoint in DEN his billfold and red Northface jacket were stolen. Since the line that he went through did not have a working AIT, he had to be moved 3 lines over to wait for a patdown procedure due to him having a pacemaker. When they moved him 3 lines over, the TSO left his luggage behind which caused him to be separated from his bag and not able to see this at any time during his screening.

Departing: DEN

Arriving: ORD

4/18/2014
12:14:34
PM

Airline: United

Flight #: 1001

Bag Description: Carry on purple ricardo Beverly Hills bag.

Time and Date: 18 April 2014 @ 530-550

Terminal: Main Terminal

CCR informed him:

This information will be forwarded to the CSM for additional assistance and looking into.

Caller has a Global Entry Card and was told that she could use it for Precheck. Caller flew from LAX to SFO and presented her Global Entry card at the checkpoint and did not receive Precheck. She is needing to know why she is not getting Precheck and is also wanting us to know that having to be screened before she is permitted to fly is ridiculous.

I advised her that in order to opt in for Precheck she will need to enter her Pass ID number that is located on the back of her Global Entry Card into the KTN field when making her flight reservations and this will opt her in for Precheck. If she gets

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12:23:58
PM

selected for Precheck she can leave her shoes and light outer wear on. she can leave her laptop and toiletry bag in the carry on bag during screening. If selected she will be permitted to go through the WTMD but if an alarm sounds she will have to go through additional screening which would include a patdown.

What if she is pregnant and does not want to go through the screening since she does not want someone in a dark back room looking at her naked.

I advised her that the screening technology is optional for everyone so if she does not want to go through it she can opt out and request a patdown screening instead. The image of the AIT screener is a generic outline of the body. I advised her that she has to go through some type of screening if she wants to fly.

Greetings.

The following is my formal summary of events and complaint against your department's representative. As I understand it, there is video surveillance available to confirm my date, approximate times, and series of events. You will likely be contacted by my legal representation within the next week.

On Thursday April 16, 2014, I (b)(6) was escorting my son (b)(6) (15 years old) to the EWR airport's Gate 20 in order for him to depart on his flight 298 to Chicago on Southwest Airlines. At approximately 7:45p, we entered the checkpoint region where 3 TSA agents were present, though 2 were verifying ticket and ID information. We were aligned to the agent on the far right hand side. The agent to the left, had who I come to learn was STSO (b)(6) was speaking to the other female verifying agent on her right hand side near the passenger exit lane. Once called by the agent responsible for our lane, my son and I approached in order to have our ID's checked. I recognized the other verifying agent to my left and jokingly recalled to her that I remembered her from my last flight out of EWR. I shared with her that she was supposed to be the agent to check my ticket during my last trip, and just as she was about to call me up, they had her switch out to go work the x-ray line. I shared with her that I was so angry because I really wanted her to be the one to check my ticket. She laughed, as well as the agent who was checking my ticket at the time. Agent (b)(6) then proceeded to position himself between the 2 TSA agents and asked me if I personally knew the agent I was engaging with. I told him no. He asked her if she knew me. She replied that she didn't. Agent (b)(6) then proceeded to inform me that the agent has a husband and 2 children at home and that I didn't need to be talking to her. I found his sharing of her personal information to be not only rude, but inappropriate and uncomfortable. I, realizing that he had no intentions of maintaining the jovial mood that had been established, asked him if he was her husband. He replied that he was not and repeated her personal marital and parental status. I asked the agent who was checking my ticket information if they paid agents to be "cock-blockers or haters" when passengers are engaging in pleasant and light-hearted dialogue with TSA agents. He continued to laugh at the rhetorical question that I posed. I directed my question about being a hater to Agent (b)(6) who then told me that I needed to "shut-up." I replied something to the effect of, "I don't think they pay you to tell me to do that. You may want to stay in the lane of your job, especially since no one invited you into the original conversation in the first place."

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My son and I proceeded the x-ray belt area to remove our metals and shoes. Agent (b)(6) was continuing his derogatory comments of me needing to shut up and yelling out what I deemed to be a continuous ranting of unprofessional statements. I attempted to tune him out since I was in the company of my son. I stated very loudly, in an effort to shut down the exchange, that his actions were that of a young man. All the while, I maintained a smile and slight laugh in my delivery as to not create an anxious environment for myself and my son. Agent (b)(6) loudly announced that he is a "45-year old man, I ain't no young man." I replied, "your mentality is that of a 16-year old though." He continued to loudly rant in front of other customers and the 2 TSA agents as my son and I prepared to enter the x-ray area. After our successfully clearing the x-ray area, we continued to move to retrieve our personal items. There were 4 agents on the other side of the full body x-ray machine. We were all light-heartedly conversing about the pat down procedures and need for there to be same sex pat downs of passengers. As I was putting my belt on and my son was putting his shoes on, Agent (b)(6) entered the area where we were from on the other side of the x-ray area. He then loudly announced, "Here goes the molester, here goes the molester. Everybody stop talking to him...he's a molester." He constantly repeated this description of me in front of his colleagues, to me and in front of my son. I was completely embarrassed and felt overly disrespected. I told Agent (b)(6) that he needs to get back to work. I asked him if his continuing down this path was worth his job. I told him that he was forcing me to consider lodging a formal complaint due to him being unprofessional. He continued to call me a molester, to which I responded, "these are the types of comments that come from someone who's broke." He then replied, "I'm a grown man, I ain't broke...yo momma is broke." I being utterly offended at that time, called him dirty and broke and tried to hurriedly escort my son to his gate before he could become more belligerent and disrespectful to me and to my son. Upon dropping my son off at gate A15, I returned to the entry way of the departing passenger's lane. There was an agent present sitting at a podium. I requested to speak to a manager in order to file a formal complaint against Agent (b)(6). The manager, TSM James Gallagher, arrived at approximately 8:15. I explained to him the series of events as we were walking toward the exit area near the screening portion where I encountered Agent (b)(6). I feared that if I returned to the area without the manager, I would have to endure more embarrassment, verbal and emotional abuse at the hands of Agent (b)(6). As myself and TSM Gallagher departed the area, Agent (b)(6) then stretched himself around the corner to position himself in my line of sight. He then proceeded to hoist up his middle finger to me, twice, while I was still engaged in the conversation on how to lodge a complaint electronically. I informed the TSM Gallagher immediately, whose back was turned to Agent (b)(6). He verbalized his disbelief and informed me that he would be checking the cameras since everything was being recorded both visually and vocally. He apologized for Agent (b)(6) behavior and that I had to endure it. I gave him my information card and he provided me his name and the name of the offending agent. I then exited the airport and proceeded home without further incident.

I am an American and I live abroad.

My family lives in the US, and they miss me and want me to visit.

Since the TSA started the "enhanced patdowns" at the end of 2010, I stopped flying to the US. I didn't fly to the US for this reason, for over 3 years. I only flew out there early this year because of a death in the immediate family.

My family keeps pressuring me to visit them more often because they miss me.

4/18/2014
4:28:18
PM

But I don't want to be forced to have some TSA agent put their hands all over my genitalia, breasts, and buttocks. It disgusts me and scares me.

Please, please stop this.

I've been waiting for three years.

At least you got rid of the backscatter machines. Now just get rid of the millimeter waves and for God's sake, stop molesting people!!!!

Have a nice day,

(b)(6)

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment; Sex
Current Date/Time : 4/18/2014 3:08:48 PM Airport : LAX - Los Angeles International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am an American and I live abroad.

My family lives in the US, and they miss me and want me to visit.

Since the TSA started the "enhanced patdowns" at the end of 2010, I stopped flying to the US. I didn't fly to the US for this reason, for over 3 years. I only flew out there early this year because of a death in the immediate family.

My family keeps pressuring me to visit them more often because they miss me.

4/18/2014
4:29:49
PM

But I don't want to be forced to have some TSA agent put their hands all over my genitalia, breasts, and buttocks. It disgusts me and scares me.

Please, please stop this.

I've been waiting for three years.

At least you got rid of the backscatter machines. Now just get rid of the millimeter waves and please, please, stop molesting people!!!!

I don't even want a response because I know you'll just tell me this is "part of the standard procedure" or how sliding your fingers across my outer labia makes America safer. I'll only get more angry if I read this response from you guys.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said maybe in January she was contacted by Delta and offered PreCheck Opt in Via Computer. She was uncertain if the email came to her Minnesota or Florida home.

She later called Delta and they Opted her in on the phone and confirmed her status and that her name matches her miles account.

She went to FLL 4-4-14 and her family got PreCheck and but she did not and she ended up having a patdown. Delta told her to call TSA.

She stated she is 77 and the other women passengers that day were in their 80 s getting patdowns.

Caller also stated several years ago she was sexually assaulted by a TSO once and another time she was chosen because of a religious garment she was wearing and (b)(6) talked to her and told her that 90% of what was done was procedure and that was the end of that.

She stated that she does not use the AIT Machine and wants the PreCheck and is willing to enroll with TSA and prefers to do it as a walk in. She seldom travels internationally and does not need Global and is willing to pay the \$85.00.

She stated at MSP and some locations the PreCheck line has different equipment and she will not use the one with the radiation.

She wanted info on zip code 55305 and a phone # and does not want to PreEnroll online and prefers to walk in.

RESPONSE:

4/18/2014
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PM

I explained if she had the flight booked before Opting in with Delta that could have affected her getting Precheck. If you are certain of your eligibility as a frequent flyer with your airline or have received TSA Preu2713™ benefits in the past, you may be experiencing difficulties if the information in your reservation is not an exact match to the information on file with your airline. We recommend that you review your next reservation to ensure that your name, date of birth, gender, and other identifying information are correct.

Told her that she could contact us within 72 hour window of a flight and we would be happy to Escalate her concern since she stated Delta shows Opted in and her name is a match.

Confirmed the TCC Phone: 1-866-289-9673

She can join TSA PreCheck but I do not want to see her have pay a fee to join if we could do some checking for her Opt In Status.

Explained if she Opts Out of the AIT which we respect that she can do, the only choice she has is a Patdown and PreCheck will not change that.

(Note: Did not further her comments about getting Patdowns when she travels because she Opts out of the AIT so we know why).

<https://universalenroll.dhs.gov>

Minneapolis-Saint Paul International Airport
4300 Glumack Drive
Saint Paul, MN

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/18/2014 6:00:54 PM

4/18/2014
8:14:58
PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA901 San Francisco - Heathrow

Thursday 17/4/2014. :

Comments: My 13 year old daughter was travelling back from San Francisco after a school skiing trip. She was separated from the rest of her party and subjected to a search in a room away from her teachers and friends which was carried out in a most aggressive and intimidating manner. There was also an attempt to take her finger prints, however I gather that due to a fault with the machinery this was not possible. I completely respect the right of the TSA to carry out security procedures and to protect travellers but to treat a 13 year old child in this way is wholly unacceptable. I would like to know at what age it is considered appropriate to deal with a child on her own and should she not have had the right to a chaperone as she found the experience of being patted down by first a male officer and then two female officers deeply traumatising. Although she was clearly distressed, no one offered her any comfort or explanation for being singled out, and after having her belongings strewn on the floor she was told she was free to leave. I am appalled at her treatment which spoiled her experience of the United States and will probably stay with her for a long time. It appears to me that she was treated as an adult and not a minor, and I wonder if this is the way all visitors to the United States can expect to be treated. I await your comments.

I apologize for the delay of you receiving this complaint but the e-mail address supplied to me via complaint card was not correct.

On Sunday, April 6, 2014 at approximately 18:05 hrs., I was at Midway Airport in Chicago, Illinois going through TSA screening while en route to Sun Country Flight #176 to Minneapolis.

When my time came to go through the metal detector, I approached as directed by a middle aged woman with red hair, TSA Officer later identified at (b)(6). I have an artificial hip implanted on my left side and I am well aware that my hip would set off the metal detector. Just prior to stepping into the metal detector I paused to let the Officer know that I have an implant. The Officer totally disregarded listening to what I had to say and just kept waving me into the detector. As I knew it would, the detector went off. The Officer told me that I needed to step back and take off my belt. I then attempted to tell her once again that I have an artificial hip and also added that my belt was off as I lifted up my shirt to show her. Once again she totally ignored what I had to say and told me to empty my pockets in a demeaning downgrading tone of voice. Not appreciating the tone she used with me, I stopped and told her that if she would take the time to listen to me she would know why the alarm went off. The Officer then stopped and attempted to stare me down and said, Really .

Not easily intimidated, I stared back and said, Yes, if you would listen to me this could have been taken care of already, I have a hip implant. She then called for another officer to come up and pat me down as she once again stared at me in a very weak attempt of intimidation.

4/18/2014
9:11:11
PM

The rest of the pat-down and search went as normal and I was then let through. I then asked to speak to a TSA Supervisor and I was directed to a desk around the corner and in the hallway of the terminal. I spoke to a male Supervisor, black male, and told him of my unpleasant experience with one of his officers. A female from this area then accompanied me down the hallway and I then pointed out the TSA Officer to her and she told me that the Officers name was (b)(6).

This TSA Officer, identified to me as (b)(6) was very unprofessional and acted as a machine instead of a human being.

If you have any questions, please feel free to contact me through this e-mail: [HYPERLINK \(b\)\(6\)](#)

(b)(6)

Today, it took me 30 minutes to go through TSA security (LAX – Delta @ 4:30 AM 4/18/14)

I have both Known Traveler and Pre-Check clearance. I also have had two hip replacements.

Because there was no AIT nearby, I had to get a pat down. The swab created a false positive that then required an additional pat down by a second TSO. Because of limited staffing, I had to wait. Hence the 30 minutes.

This is a problem at most airports, including my home base (BOS) and PHL where I had to go through security this past Wednesday morning.

4/18/2014
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PM

I was told by the TSO (LAX) it was that they "did not know me" and that was why I must go through this process.

What I want to point out is that I have been through a vetting process (Known Traveler) and I fly several times each week. TSA and the airlines have 30++ years of my history AND for as long as I can remember, I have not even received a parking ticket.

Each time I go through security and go through this extended process, I watch as people are channeled to the Pre-Check lines so TSA can market the idea of people applying for the program. While I, who have been through this process hundreds and hundreds of times and have been vetted, get extended attention.

Something is screwy!

Attention TSA Appeals manager:

The TSA supervisor in terminal 2 Ohare airport suggested I contact you to appeal the totally unnecessary full body patdown and thorough check of all carryon luggage twice in two consecutive flights. First occurred in London Heathrow, then again in Chicago after a London TSA person made a notation on our Chicago boarding passes that required Chicago TSA to repeat that procedure totally unnecessarily. We had a tight connection in Chicago, and that made it even tighter.

This is a waste of time for TSA and us. My wife is 74 with two surgically implanted metal protheses in right shoulder and left elbow, and requires a wheelchair in big airports like heathrow and ohare. I am 73. We are retired municipal hospital and state university employees and still travel a few times a year. We are among the least unlikely security risks.

Can you figure out why the screwy double procedure was done on an extremely unlikely security risk couple, and help keep it from happening again.

(b)(6)

4/19/2014
9:20:14
AM

(b)(6)

Hot Springs Village, AR 71909

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/19/2014 9:45:16 AM Airport : DEN - Denver International Date/Time of Travel : 04/17/2014 5:15 PM Airline & Flight Number : Frontier 343 Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) : wish I knew

4/19/2014 11:03:13 AM Comment : In the preTSA line before putting my bags on the conveyer belt I was pulled out of line and told they needed to swab my hands that there was a problem. Went thru xray and bags were cleared. Took my bags to search. Called over a supervisor and with bags went into a closet with super and other agent required a full pat down: hands inside my pants, etc. I was not informed as to why I had been selected to this humiliating experience. Officer was rude and a bully. I fly weekly and have never been treated to such a distressing experience. What qualifies these thugs to such entitlement?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA,

I am writing to file a complaint about Baltimore/Washington's BWI airport. Specifically, my complaint regards TSA employee (b)(6) (b)(6) was working at the security line when she denied my reasonable accommodation for a disability this morning, Saturday, 4/19/14 around 7am. Office (b)(6) suggested I email TSA directly to file this complaint.

I am recovering from an extensive orthopedic shoulder surgery. As a result of this surgery, I am unable to lift my arms fully over my head without pain and discomfort. As such, my surgeon advised me to ask TSA agents for full-body scan alternatives when traveling. He does not want me to overextend my recovering shoulder.

I have travelled through BWI's security checkpoint three times since the surgery, and I have never been denied a request for an accommodation. The TSA agents at BWI and two other airports were supportive and helpful as I was "wanded," patted down, and/or went through the metal detector. (b)(6) did not offer me alternatives, and my accommodation request was denied.

After explaining my situation to (b)(6) at the security checkpoint, she said, "You can't even hold your arm up for just a second?" After I told her my surgeon doesn't want me moving my shoulder that way (b)(6) told me that going through the metal detector was not an option (meanwhile, three passengers walked through it in place of going through the full-body scan). She also informed me that TSA no longer use the wand on passengers and haven't done it for over a year--I was "wanded" less than 9 months ago at BWI. She said I could go through the pat down but that it "would be awhile." She offered no support or alternatives, and she didn't seek help from other TSA agents to even pursue a pat-down option. It seemed as if she was more interested in rushing me through the busy line than responding to my request seriously.

4/20/2014
9:26:49
AM

Furthermore, (b)(6) was snippy, flippant, and unprofessional. I told her that she didn't need to be snippy with me because I was looking for help (b)(6) tone did not change, and she still was unwilling to help.

Because I was offered no accommodation, I had to go through the full-body scan. I was in significant pain. Even as I write this email over 12 hours after the scan I can feel pain around my surgical site; this pain is greater than what I experience on a normal day.

I reported (b)(6) to Office (b)(6) at BWI, who, as I stated before, suggested I contact you. He told me that I have rights that protect me and my disability. I told him that I was aware of these rights because I am registered with Disability Support Services at my workplace.

Please let me know what the next steps are for this complaint. I am looking forward to your reply.

Sincerely,

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 4/20/2014 6:12:07 AM Airport : MIA - Miami International Date/Time of Travel : 04/20/2014 7:00 AM Airline & Flight Number : American Airlines 1280 Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) : (b)(6) (supervisor, I believe) Comment : Traveling with my mom who has a hip replacement. She was required a secondary pat down in a private room for that.

The supervisor, I believe to be one myre, asked me if we were together. I replied "yes". She the. Turned around and started walking away. I said "hey, don't ask me and then walk away...tell me where you're taking her and how long?". She became obnoxious and rude, so I asked a different agent who then explained to me.

4/20/2014
9:27:16
AM

Miami international has the absolute worst TSA agents in the country. Nightmare airport to travel in. I have a separate comment about another experience and an agent who spoke minimal English. She had no ability to communicate effectively in English.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Saturday, April 19, 2014 9:08 PM
To: TSAExternalCompliance
Subject: (b)(6) has sent you a document

Image removed by sender.
Image removed by sender. Send. Sign. Done. Image removed by sender.

Image removed by sender.
Image removed by sender.
Image removed by sender.

(b)(6) has sent you a document TSA Complaint Submission.

Click HYPERLINK <https://secure.echosign.com/public/downloadAgreement?aid=X8A9K9B5I59XPXA&eid=X8AA3YC3H5C7J7E> here to download the document.
Message from null:

4/20/2014
9:27:48
AM

Attached is a copy of my complaint form
HYPERLINK <https://www.echosign.adobe.com> Learn how Adobe EchoSign helps you easily send, track, and manage document signatures.

- Upload, customize, and send contracts in a few quick clicks.
- Keep real-time track of contracts. Know exactly when they're opened, viewed, signed.
- Get alerts when things happen, and when they don't.
- Present and gather signature for documents, even when you're offline.

To ensure that you continue receiving our emails, please add (b)(6) to your address book or safe list.

Attachment:

Passenger Name: (b)(6)
Phone#: (b)(6)
Address: (b)(6) Murfreesboro, TN 37129
Email: HYPERLINK (b)(6)

I arrived at Oakland International Airport on Tuesday the 15th of April @ 5am. After I received

Disability Description: She said she has a brain injury and is disabled and she let them know this when she went through the screening process. She said she is allergic to a lot of things and that she has a brace on her hand.

Information Request: She said she had a seizure on the plane and that we ruined her Easter. She said the people who put the bags on the plane just threw them on the plane. She said a Black female TSA agent told the other agent to let her go. She said the black male TSA agent was trying to keep her there at the checkpoint and laughed and said good luck on catching that flight. She asked what will happen on the return flight when she has to go back through. She said she will put locks on her bag. She said the Spirit Airlines agent threw her bag on the conveyor belt. She said she can't write anything down right now but will have her Attorney handle this tomorrow. She said her phone chargers are missing. She said this is making her sick and she has to end the phone call now. She declined her name on this phone call. She said she has missing and broken items from her check bag.

Response: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

4/20/2014
6:29:57
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
 - Be in writing;
 - Include the name and address of the complainant;
 - Include the date of the alleged act of discrimination;
 - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
 - Be signed by the complainant or someone authorized to sign on behalf of the complainant.
- In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 4/21/2014 3:15:12 AM Airport : ANC - Anchorage International Date/Time of Travel : 04/09/2014 7:00 AM Airline & Flight Number : Alaska 112
Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) : Female Comment : Traveling through TSA Pre at ANC. scanner was unexpectedly unavailable. With bilateral hip replacements, this required me to go back, remove my shoes, jacket, and belt, and undergo full pat down. As a practicing physician this is no big deal, except for being inconvenient. What bothered me was the female agent who argued with me through this hassle that I did not have PROSTHETIC HIPS as I claimed.

4/21/2014
8:25:43
AM

Prosthetic hips would have to be out side the body. Do you hire stupid people, or was she having a bad day? Thank you for your reply. (b)(6)
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening
Current Date/Time : 4/21/2014 9:29:29 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/21/2014 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : A

TSA Employee: (If Known) :

Comment : Took 10 minutes to wait for male pat down on scanner opt out. Multiple make agents walking around talking, but only one person assigned for pat down. Very light day for passenger volume (no line for ID check). Really unacceptable.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

4/21/2014
10:13:52
AM

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/21/2014 3:50:20 PM Airport : LBB - Lubbock International Date/Time of Travel : 04/20/2014 3:55 PM Airline & Flight Number : AA 2384 Checkpoint/Area of Airport : AA checkpoint TSA Employee: (If Known) :

Comment : Woman checking ID's said that my Texas Department of Public Safety Temp Drivers Renewal (I also have the cut ID) to go with the paper version, was not work and I would have to wait for a pat down.

4/21/2014

4:17:17
PM

I did verify that this was a valid it with DPS, and did not have any issue at DFW on outbound, but seemed to have much inconsistency with Lubbock airport and having a Pre-check, and still having to do scanner and patdown.

Thought TSA might want to know that either Valid documents issued by DPS are valid at all airports, or retrain that they are not valid at all airports. If they are not valid, then DPS should not Cut the ID or work with what would be acceptable for TSA while waiting for permanate renewal to come in mail.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: HYPERLINK <mailto:donotreply@ContactUs.tsa.dhs.gov> donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Monday, April 21, 2014 4:23 PM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/21/2014 4:22:44 PM

Attachment:

4/21/2014

6:25:38
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/21/2014 4:22:44 PM

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

Caller flew from Ronald Reagan. Caller stated she has a medical condition and she uses IV therapy and she was bringing water and she missed her flight because of the screening process and she had to have a patdown. Caller wants to make a complaint to the person who makes policies for TSA.

4/22/2014

8:20:11
AM

Advised caller the following information:

Mr. Pistole

Transportation Security Administration 601 South 12th Street Arlington, VA 20598

I have been reading your web site and came across a bizarre and alarming statement under the reasons for being sexually assaulted - aka pat down- by screening agents. Directly from your site: "Pat-Down: A pat-down may be performed if there is an alarm of the metal detector, if an anomaly is detected using advanced imaging technology, if an officer determines that the traveler is wearing non-form fitting clothing, or on a random basis."

So, it seems we are now required to wear tight "form fitting clothing"? Do you, or your wife or daughter have to wear tight revealing clothing to board an airline? Oh, silly me - you and your's just sail right through. Like that politician a year or so ago that went through the fast track and was found upon arrival at his destination to have carried a loaded hand gun on to an airplane! If that fool had fired that gun the entire plane may have gone down. He was charged with a misdemeanor.

4/22/2014
8:31:24

AM

I am yes, irate at the whole idea of having to forego all of my rights as a citizen of the US just to travel by air.

However, now I have to wear tight clothing? Please do respond.

(b)(6)

Caller wanted to make a complaint about a TSO in ICT Wichita airport. He is a FF and flies throughout LAX, ORD, MIA and ATL and carries exactly the same items throughout each airport and felt that he was racially discriminated against by a specific TSO due to his race as a minority.

He feels that he was picked out of a line of people due to being a African American man. Afterwards his bags and person was searched thoroughly by a TSO, including a invasive patdown. He called for a TSM to come to the checkpoint and made a formal complaint with him.

Date Time--4-21-14--at 5:15pm-5:45pm.

Gate or Terminal--(The they have only one terminal and gate for SW flights)

Airline--SW

4/22/2014

Flight #-- SW flight 53

11:33:41

AM

TSM s name--(b)(6) The caller said that the TSM knew who the actual discriminating TSO s name is)

I apologized to the caller and explained that we need to have his complaint in writing to make it legal, so I m going to transfer him to an MB specialist at this point (b)(6)

Resolution:

Confirmed information collected by (b)(6) in regards to the passenger s civil rights complaint. Advised caller that his complaint must be submitted in writing to be addressed as a formal complaint. I will forward you an email with instructions to file the complaint formally. Please complete and return to us via email or writing upon completion.

Date: 4/22/2014
Time: 1030-1130
Airport: ATW
Date/Time of Travel: 4/22/2014 @ 11:33
Airline & Flight Number: Delta 3594

Checkpoint: Security Screening (one and only)

Complaint: I am TSA pre-approved due to my high security clearance and the trust the govt places in me due to extraordinary vetting processes. At Appleton airport today, the TSA agents asked to test my Saline and Cleaning Solution because it was more than 3 ozs. That was right and proper. Both bottles showed a slight color change, which is pretty strange since these very same bottles have been tested by TSA several times before. I strongly suspect incompetence in running the test, poorly calibrated equipment, or poor testing solution. Instead of checking their calibration, they made me wait 15 minutes for a supervisor to show up. I think her name was Mary. Mary decided that this was a massive security problem and reacted completely disproportionately. She ordered ever single item removed from my bags and vest and tested. She basically had my stuff torn apart...taking another 15 minutes. She then swabbed each and every item. Then she decided to have me hand patted down. The hand pat down was the most invasive I have ever experienced. The man who did it touched my genitals 4 times. The pat down was completely unwarranted in this situation and the manner in which it was done was completely inappropriate. It amounted to forced sexual assault. I strongly suspect that this level of invasion of my constitutional rights had a lot to do with my skin color and last name being foreign sounding. I believe that I was racially profiled and that I was criminally assaulted at gunpoint. I want this matter fully investigated. Now. I want all those who were involved brought to disciplinary action, sent to remedial training, and I would like an apology from TSA for this egregious abuse of power. This is what I expect to see in a third world country...not the United States where I put my life on the line to keep everyone safe as part of my job. If remedial action is not taken, I will strongly consider a civil rights lawsuit and criminal charges of sexual assault.

4/22/2014
4:21:27
PM

(b)(6)

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Let's Work Together to Cure Parkinson's in our Lifetime

(b)(6)

(b)(6)

HYPERLINK "<http://www.CyberDefenseAgency.com>"www.CyberDefenseAgency.com

Caller was required to go through a pat down and AIT because she requested her homeopathic medications not be exposed to xray screening.

4/22/2014 4:59:15 PM Informed caller to ask for a PSS and then she asked how to complain and I informed her how to contact the CSM through option 5 on the IVR. Although there is no scientific evidence to support or confirm effects of x-ray screening on medication, as a customer service initiative, the Transportation Security Administration (TSA) augmented its screening procedures by adding alternatives for screening medications and associated supplies. X-ray screening of all medications remains the preferred protocol at screening checkpoints; however, individuals may request a visual screening of medications and associated supplies at any time. Individuals who request that their medications are screened visually may receive additional screening.

Feedback Type : Request for Information

Categories : Traveling with a Disability or Medical Condition; Screening Current Date/Time : 4/22/2014 5:17:49 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number : southwest

4/22/2014 6:27:31 PM Checkpoint/Area of Airport : was prechecked TSA Employee: (If Known) : ?

Comment : Hi I use homeopathic medicine in liquid form. Very very expensive. I choose to have them hand checked and not go through X-ray per doctors advice. Usually I realize I must get patted down. The last flight I was on recently they made me go through the screener/scanner and be patted down. Nothing beeped. Seems its inconsistent at all airports as to procedures. It was my understanding if I was to be patted down I would not have to go through the scanner. One or the other?! I'm very sensitive to both the radiation and the pat down/glove composition due to chronic medical illness Would you like a response? : True Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/22/2014 11:02:37 PM

4/23/2014

8:31:28
AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: While patting down my genitalia, TSA Security insisted I maintain direct eye contact during the exam. As Security stroked my vaginal area, I began crying and closed my eyes. Security then threatened me with detention if I failed to maintain direct eye contact during all portions of the exam ... and then she started again ... from the beginning. I was separated from my disabled husband for this "exam". I realized I risked losing my husband in a foreign city and missing our flight if I did not comply. Through my tears I allowed her eyes to lock with mine as she stroked me. I did this under extreme duress. This was disgusting, unnecessary and a violation of my psyche. How does traumatizing a senior citizen help keep America safe?

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/23/2014 12:28:05 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/22/2014 5:00 PM Airline & Flight Number : N/A Checkpoint/Area of Airport : Concourse D TSA Employee: (If Known) : Various, Unknown Comment : I'm employed by Alaska Airlines as a captain for the past 23 years. Normally I access the SEA concourses via the Known Crew Member (KCM) program. Today I needed to access my work area, even though I wasn't scheduled to fly. Since I wasn't in uniform, I wasn't able to use the KCM access point. I was directed to the employee lane when I approached the screening checkpoint, and my company ID was clearly visible, with the words "Crew" printed on the front of the ID badge. I was initially given grief by a TSA employee since I "didn't have a boarding pass for entry into the sterile area". After explaining to the TSA employee that I needed to access my work area, which contained my company mailbox, or V-file, I was directed to the "pre" lane. Since I was in the "pre" lane I wasn't certain as to whether I needed to remove my shoes or not so I asked a TSA screener who was quite rude and discourteous as she then directed me to a different lane so I could be screened by the backscatter imager, rather than a simple magnetometer. At this point I had already placed my personal items which included my watch, wallet, company ID, cell phone, as well as my iPad, into the plastic bin prior to being directed to a different lane. At this point I declined the backscatter imager and requested a pat-down in lieu of the backscatter imager. Initially I was given a difficult time for asking for alternative security screening, but after standing my ground I was finally told to sit and wait for a screener. Meanwhile my personal items are already through the x-ray machine, at the end of the belt and I'm no longer in a position to even see my items. While waiting for a screener, I was required to sit for 2-3 minutes while I was not able to keep my personal articles in sight. When the screener did finally arrive I was handled for a pat-down in a fast, efficient and courteous manner.

4/23/2014 Concerns I have are as follows:

8:32:03
AM

(1) Why am I given a difficult time accessing my work area with a valid company ID, just because I'm in civilian clothes? We do have some flights that we operate as all freight flights, and when we do so we are not required by our company to wear our uniforms, and sometimes when flying a freighter there are times we do need to access our work area in the passenger terminal even though we are departing later from the freight terminal. Although this was not the case for me today, I did need to get to my work area and I did have my valid company ID.

(2) We have been told by our association, ALPA, not to subject ourselves to additional ionizing radiation from the backscatter imagers due to the fact that we get enough radiation exposure on the job in the cockpit. In the past with a company issued ID I've been allowed to use the traditional magnetometer rather than the backscatter imager, so why was it different today. Interestingly numerous passengers in front of me, as well as behind me, were allowed to use the magnetometer, so why wasn't I?

(3) I was placed in a position where I wasn't able to view my personal items for 2-3 minutes? If my items are taken or stolen, who is going to replace my cell phone, watch, wallet, and iPad?

As an airline pilot I certainly understand and appreciate the job that TSA does, as my life, and the lives of my passengers and crew depend on it. The issue I have in writing this complaint is why am I treated poorly when not in uniform even though I've got a company issued ID I'm using to access my place of work?

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 4/23/2014 8:05:15 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 04/21/2014 9:40 AM Airline & Flight Number : DELTA 1444 Checkpoint/Area of Airport : Security screening patdown TSA Employee: (If Known) : female, "the best we have"; + manager Comment : During a routine trip home to DTW from DCA, my husband and I (both 63 yrs old) beeped when we went through the x-ray scanners and were told we needed male and female assist. Before we even went through them, we told the agents that he had bilateral hip replacements and I had double knee replacements. After waiting more than 15 minutes for an "assist" all went fine for my husband but my pat down was horrifying. The agent was beyond thorough to the point of reaching under my bra and groping between my legs. She had me spread my legs apart twice and jammed the side of her hand on either side of my vaginal area. I have an autoimmune condition in that area that is being treated by a rheumatologist. It was finally starting to heal and become less painful until that agent invaded me so badly I could hardly walk to the gate. The healing process of my condition has been set back to the beginning with raw sores and visits required to the University of Michigan specialists due to her aggressive, insensitive disregard for me. All she really needed to do was use her wand to check me out in the scarecrow position like all other TSA agents have done for years. We fly frequently and have never had a situation like this. I was very polite, never complained, other than an "ouch", and didn't even panic when I didn't have my boarding pass when I left her station. It was later found on the floor, but she wouldn't even help me look for it. She was busy talking/laughing to another agent a few stalls over. If she were my employee, she would lose her job. I did not see her name on the ID tag, but I think someone referred to her as Renae.

4/23/2014

10:13:47
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

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Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has metal in his body.

Response Details: Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

I explained to him regardless of the type of screening he would get, if there was an alarm during screening they will have to give a patdown to clear any alarm. The procedure for a patdown may include the removal of the shoes and belt. I was sorry he did not understand this might happen or wasn't explained to him.

If you believe you or someone else was discriminated against, he could file a formal complaint. He did not want to do this.

TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov>.

I explained to him how to go on and find the card and it was a PDF file.

If he could not get the card he could write the information on a piece of paper if he wanted too, it was for communication only, we don't require them.

He can always ask to leave on his shoes if it made it difficult to remove his shoes or he can ask for a chair to sit in.

He had spoke to the people that helped him get PreCheck but I don't think they explained to him that screening for metal in the body so he felt it would eliminate some of the screening for him.

Email was sent

Incident Details: Caller has joined TSA PreCheck.

He has disabilities.

He isn't happy that he had to still go through screening and remove his shoes and belt as well. He had went through the PreCheck line and still had to strip down.

He ask about a card he was told he could get.

He says it was hard to take off his shoes and people were bumping into him, he did not have a chair to sit in.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 4/23/2014 1:39:37 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 04/21/2014 3:15 PM Airline & Flight Number : Southwest 620 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : Female
Comment : My daughter, who is an attractive and petite minor was flying alone, back to her fathers house in Nevada following her spring break vacation with me in California. She was 'pre-screened' and moved quickly thru the screening area, as she always has in the past. Because She is a minor, I always get an escort pass to take her to her gate and wait with her for her flight to board. I have done this several times in the past and have never had an issue walking thru the metal detector right behind her. But this time I was told to go thru x-ray scanner, I opted out for health concerns and had to wait for an employee for a pat down. This caused me great concern for 2 reasons. One, My personal belongings, including my cell phone, ID and credit cards which were not in a wallet or purse, were sent thru the xray machine and just sitting out in the open on the other side where every person walking by has access to them. And Two, My daughter was alone, unsupervised and had NO idea why I wasn't right behind her as I always had been. She was frightened and alone, while I waited for someone to be available for my pat down, i FULLY cooperated and never gave the tsa employees attitude, but when I asked for an explanation opn why it was different this time, I was given attitude in return. Following my pat down, I was approached by another tsa employee who indicated my daughter forgot she had her body spray was in her carry on bag and that it was too large of a bottle to go on the plane. So I was told I had to take it back to the car or throw it away. Seeing as it was brand new and she just bought it the evening before the flight, she was shocked, and extremely sad that they wanted to throw it out. So I said I would take it to the car, and they then informed me that she was not allowed to go with me since she was already checked in for her flight. So now she is vulnerable, and has to wait alone, completely unsupervised, in a public place with a large crowd of rushing, moving strangers and commotion, all the while afraid to miss her flight because of the delays so far. I asked if she could at least sit near the security area, and they said NO, she could wait on a bench across the way. So here is my beautiful 14-year old daughter ALONE in a crowded and busy airport with a flight that leaves in just 10 minutes, listening to all the announcements, wondering if they are talking about her flight, and her mom is leaving to go all the way back to the car. When I returned, they had me come back thru the screening area and AGAIN my cell phone, credit card and ID are just sitting at the end of the xray belt accessible to anyone walking, and wait AGAIN to go thru a SECOND pat down by the exact same female tsa employee that did it the first time, delaying us getting to her gate, which was RIGHT as they called her boarding group. This entire experience has caused great stress to my daughter and me. I feel it is completely unacceptable to leave minor children unattended not just once, but TWICE for an extended period of time with no way of communicating to them what is happening or why. Especially since I was supposed to be her ESCORT!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

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Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 4/23/2014 2:36:03 PM Airport : SDF - Louisville International Date/Time of Travel : 04/22/2014 1:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hey guys, I don't usually complain since we all work together, but this was obnoxious. I am a pilot and I was traveling to work not in uniform but I had my ID on. I am pregnant AND TSA precheck cleared, but I still had to get a full body pat down because I declined the body scanner. The precheck line and the line I was in both had active metal detectors but I wasn't allowed in there.

Now I am OK with the liquids and gels for non-uniform, but you have to understand there are MANY occasions when we are traveling for work and the uniform is not required. Also, I believe having my PILOT badge on should be a signal that I don't need a pat down.

Knowing your procedures, I checked my bags, however the pat down was ridiculous. Being pregnant doesn't make me a threat!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/23/2014 2:31:50 PM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 04/20/2014 6:00 AM Airline & Flight Number : AA Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :

Comment : I was traveling as one adult with a 6-year old and an infant in the stroller. First incident - I was assured that the small bottle of water I had, I could keep it, as it was meant for my infant daughter - only to see a TSA lady on the other side of the frame tossing it in the garbage. But what I totally didn't understand was that when they found two jars of Gerbes baby food in my diaper bag, it was in original packaging, bought in the store, granted it was 6oz, but clearly it was meant for my daughter and for the duration of the trip. I was told that either I have to open the jars, or they will search all my belonging and do a full pat down on me. I asked for the reasoning of that, because I don't see how two jars of food pose a threat on anyone, especially when I travel with two children, alone. One of the TSA ladies was clearly a new hire, and I was her training doll. It was humiliating in front of my son, and certainly it didn't speak highly about the TSA personnel ability of good judgement. I found on your website that when it comes to baby food, I can have greater than the limited amount, and I also read that I may be asked to open them. But I have not found where it says that I would be searched, even explained how they are going to check my private area, it was just plain ridiculous. If you need someone to train your people on, use a dummy person, not a real person. My original travel was from NYC, where the TSA personnel pulled me aside and let me walk through the checkpoint without a sweat. Wichita airport must have some confidence issues.

Sincerely

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

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From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, April 23, 2014 3:11 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/23/2014 3:11:27 PM

Attachment:

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Indianapolis

State:

IN

Zip:

46259

Caller flew from ANC to SEA then to MSP on Saturday. He went through screening on Saturday. He has a cardiac implant and another implant in his lower abdomen. His whole belly region caused an anomaly. He put his hands under his shirt, he felt his heart implant, down his belly, and then went up again. He felt groped and assaulted by the officer. He didn't use the back of hands. He said that he felt like he had been raped. It was an African-American male who conducted the patdown. He did not get his name. He asked the passenger what do they want me to do. He didn't even know what he was supposed to be doing. He told him that he had the implants before screening began. He did not offer a private screening, he did not even mention it. The caller was very upset about the incident.

4/23/2014 5:01:25 PM
Airport- ANC
Airline- Alaska
Flight#- 108
Date- 4/23/14 around 10:00-10:30 pm

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Told the caller that I could not guarantee that a CSM would contact him but I would forward his information to make them aware of the situation.

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5:01:25 Airline- Alaska
PM Flight#- 108
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Told the caller that I could not guarantee that a CSM would contact him but I would forward his information to make them aware of the situation.

I understand how important security checks are, but my experience flying out of Reagan national airport on US Air was very disturbing. I am a 67 yr. old woman and have bilateral knee replacements. I had very rude treatment from the female agent doing a total body pat down. I am a breast cancer survivor and the check of the chest area was very embarrassing. I am not prudish about any of this because for one, I am used to this (I fly a lot), and I am a registered nurse. I would never be this rude to another human being and have never experienced this kind of treatment.

4/23/2014 I think some of these agents need to have training in awareness of how this affects people. I don't expect anything to be done about this, if anything I don't ever want to go through this again. I live in the Minneapolis area, and have never experienced
6:05:05 this at the Twin Cities Airport, people there are very kind and conscientious.

PM

(b)(6)

Sent from my iPad

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/23/2014 7:22:29 PM

4/23/2014 Name: (b)(6)
8:04:41 Email: (b)(6)
PM Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EVA Airlines Flight BR 15, bound for Taipei, Taiwan on April 23, 2014 at 00:10 am.

Comments: This incident occurred between 10:30 and 11:00 in the evening of April 22 (Tuesday). A tall, brown-haired (worn in large braids), brown-skinned, Latina-looking woman was rude to me while giving me a pat-down. I had followed all the rules when I put my things through the baggage scanner, and I also obediently went through the body scanner. Without warning, I was pulled aside and subjected to a pat-down. This brown-skinned, Latina-looking woman (I hate racially profiling anyone, but I did not get her employee number so I have to use these details to identify her) probably noticed the shock on my face, because she said, VERY TAUNTINGLY, "What's the problem? What's the problem?" She barked the words at me. Before I could get her employee number, she stopped searching me and said, "Okay. GO. Yoo-hoo!" very rudely. Behavior like this does not speak well about your country. As a frequent visitor to the USA, I've received much better treatment from the SFO, Sea-tac, Houston, and Honolulu TSA employees than I did last night at LAX. I also noticed that most of the employees working at that hour were rude and unprofessional. They were always barking orders at us as if we couldn't understand English. A lot of foreign visitors use the LAX airport, and I'm sure a lot of them form negative opinions of the U.S. whenever they're treated rudely by these employees.

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Address: Zipcode: 94404

4/23/2014
8:05:53
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

What was the date and approximate time of the incident?

Caller wants to know what children are pulled aside for screening. Her 13 yo is flying alone. She was pulled aside for a pat-down. Caller is appalled that they would pull a young girl out and pat her down.

There is no exemption for secondary screening; even babies are subject to secondary screening.

Caller asked why? Her brother thought that something alarmed when she went through.

If an alarm sounds, they must clear it with the pat-down.

Caller will call the police in DEN. If this was in any way...caller is appalled. Caller is in PA; her daughter is in the air.

She knows that the screeners...How would you feel if it were your 13 yo?

4/23/2014
8:15:44
PM

I advised that I cannot address comments that ask for an opinion...I will have to turn you down.

Who should she speak to about procedure in the agency?

I offered to have the caller speak to my supervisor.

Escalation Notes: (b)(6)

The caller is complaining about her 13 year old daughter she is flying from Den to Pit on a Southwest flight leaving at 5:25pm. She was traveling with her older brother. She was very concerned about the way she was screened and the TSO's didn't try to reassure her.

I provided the number to the CSM at DEN 303-342-6512 and advised her to give as much flight detail she can give when she calls him. I also told the caller that we regret that happened to her.

Disability Description: The passenger has an artificial knee and he has a balance problem.

Response Details: Be signed by the complainant or someone authorized to sign on behalf of the complainant.

For your complaint to be considered complete according to Department of Homeland Security Regulations.

I do recommend calling us in advance so we can submit a request for assistance at least 72 hours before the flight.

You can also ask for a PSS at the checkpoint.

Passengers may still have additional screening and he may not receive it for every flight.

I will send information by email.

4/23/2014
9:26:24
PM

Incident Details: The caller had booked a flight for someone. He is a Vietnam vet and she has never had any problem with PreCheck. They have been able to accommodate that for him. This time when he traveled they made him take everything off, his shoes and belt. He had special assistance before and made him wait for an agent with a patdown. He stands there and tries to balance while people are walking around. He had a wheelchair with assistance and did a search. He has been traveling since November and this is the first time and he had to stand for 15 minutes for someone to get a patdown. They understand the security. They informed them of his disability. She watched him as he left Palm Beach. She was watching him as people were pushing past on his early flight, it was 6:00 AM from STL. She says they did the same thing to him in STL. He had a 7:25 AM from PBI. They made him take off his braces on his hand as well. Passengers were pushing passed him for his flights as well as she watched him try to balance.

Departure:
Airport: STL
Airline: American
Flight: 1695
Date: 4-16-2014
Time: 6:00 AM

Return
Airport: PBI
Airline: American
Flight: 1425
Date: 4-22-2014

Caller stated she lives in CT and is in shock. She states that she was swabbed with an alcohol swab of some sort. Her items were examined. Her privates were touched and she is not pleased because she feels that she was taken advantage of. Examination was explained by officers of the same gender. She states that she missed her flight, because she was touched inappropriately. She cried while the examination process occurred. She would like to speak with a supervisor.

Escalation Notes: (b)(6)

4/23/2014
10:14:52
PM

The caller is upset about the patdown she received going through the checkpoint. She has missed her flight and she wants to know how we can get her home. She also wants to know why she got a patdown. The caller isn't upset with the TSO's that performed the patdown. The tone of the call was more about the procedure of the patdown.

I told the caller that I regretted that she had that experience going through the checkpoint. I provided her the number to the CSM at FLL and advised her to contact the airline to see if they could help her get a flight out.
(b)(6)

4/24/2014
10:57:21
AM

Caller was flying from BDL and upon arrival at CLT she has discovered that money is missing from her carry on bag and she was not allowed to watch the TSO while he was inspecting her bag. Informed caller how to contact the CSM directly through option 5 on the IVR. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/24/2014 11:39:41 AM

4/24/2014 Name: (b)(6)

12:16:50 Email: (b)(6)

PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flt#AA2426/US Air/terminal 3/LAX/Gate 41

Flt#2056/US Air/term. ?/TPA/Gate F86

Flt#1762/US Air/terminal 3/LAX/Gate ??

Flt#1810/US Air/terminal 3/TPA/Gate ??

Comments: Complaint refers to all four flights going thru TSA Precheck. I have a trusted traveler pass for TSA precheck (b)(6) I have Titanium hips. Every time I went thru the approved TSA precheck line I had to go back thru the scanner, remove my shoes and belt and then be patted down. What is the purpose of having a Trusted Traveler approved TSA precheck if you are going to be searched and patted down just like a regular traveler just because you have titanium hips?? Since I'm a trusted traveler wouldn't that be clearance enough? I wasted \$100 and my time applying for this clearance?

Caller wants to know what caused a patdown on a AIT? She always gets patted down, she states that she was patted down at Phoenix Sky Harbor Airport. Caller states that she was raped at a young age and she states that she has pain or she jumps a lot when she is touched. She states that the TSO officer that was patting her down she was pushing into her left breast and she states that she told the officer several times that it was hurting her and the officer did not listen to her, she states that she felt very violated and she felt as if she was being raped all over again. Caller states that this is unacceptable.

Airport: Phoenix Sky Harbor

Date: 04 23 2014

Time: 5:45pm

Airline: Southwest Airlines

Gate: C1

Flight Number: 331

Two Gentleman that spoke to her after this incident occurred were really nice and she appreciates that and they gave her a TSA precheck form so that she doesn't have to be patted down anymore.

4/24/2014 Caller states that she travels from NC to Wisconsin a lot and she has never had that experience.

12:23:18

PM

Advised caller:

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If they feel comfortable, passengers who have difficulty being touched should inform the TSO that they may need assistance during a patdown.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Advised caller that she should read about the TSA Precheck before signing up, because regardless of her applying for it, if there is an alarm she would still need to be patted down.

Advised caller that I did apologize in the way she was treated and that I will be forwarding this information to the CSM at the airport for review.

To whom it may concern, I was so aggravated on my flight home to Boston from Ft Myers Airport. Your staff was awful. As I stood in line very quietly and patiently, waiting to go thru the metal detector, 2 women in front of me had to be told 6 times how to go thru the detector. I stood in bewilderment. Then one of your employees turns to me and says "you look confused". I said me - no just watching the chaos of these two in front of me. He kept repeating "you look confused - come this way". He then made me go thru the full body scan. I asked SEVERAL time why - NO ANSWER. I was told rudely to stand here with my hands up. I asked several more times why and expressed that I DID NOT WANT THIS AND THEY TOLD ME TO STAND LOOK FORWARD AND PUT MY HANDS UP. I THEN PROCEEDED TO HAVE A PAT DOWN- I AGAIN ASKED WHY SEVERAL TIMES WITH NO ANSWER. AFTER SHE WAS DONE SHE SAID THERE WERE TWO SPOTS TO CHECK.

Outcome - NOTHING. Who trains these people. When someone expresses that they don't want this or they ask why and you get no answers there is something very WRONG with your procedures and employees. When I pay to fly I am providing them with a job when I use this airport. I will not be flying in or out of this airport ever again. It might not mean much to you BUT word of mouth and the internet go a million miles.

4/24/2014

6:05:54

PM

(b)(6)

Jet Blue Flight 1366 on April 8th

Caller is at the airport and has done everything to prepare her flight. She stated she needs to speak with the DAFSD at SMF. She believes she is being treated in a different way because of the color of her skin. She complained that she is being refused to go through the metal detector and having to have the patdown, even though we have explained to her that she cannot choose the WTMD and must have a patdown under some circumstances. She stated that she had to make them take her to a private area. She stated that she could not be around many men at once. She stated they took all of her stuff away from her. They would not give her a woman. She stated she is a wounded warrior and can't deal with people touching her.

She told them she can't go through the AIT and she can't do a patdown. She spoke to a supervisor who she stated was very rude and he humiliated her.

The caller indicated that the names were:

Supervisor (b)(6) -told her that she had to get a patdown.

She stated that every person of another skin color was allowed to go through the metal detector. She is a disabled veteran.

4/24/2014
7:47:55
PM

(b)(6) - Manager--told her that she had to do a patdown

He told her that Kelly Dale, DAFSD, is his manager. She wants them to hold video tape, because she is being treated totally different. She has fibromyalgia, chronic migraines, and PTSD. She was in a wheelchair. She told them that she can walk through the metal detector. They took her bags and let them go through. They kept them from her for 20-30 minutes, so she doesn't know what they did in that absence. She stated that they did not have a female to assist her, as she asked for.

(b)(6) took the call.

I advised that I would have information sent to her email as to how to file a formal complaint.

She also asked for the CSM number at SMF, and I provided it.

James Smith

Phone: 916-830-(b)(6)

As a father of 2 and one on the way I was appalled when I saw this video online. There is NO REASON a TSA agent should be touching a child in this manner. I was sickened to my stomach when I saw this. I know TSA agents have a tough job but leave children out of this. This is only one of 3 or 4 videos I saw online. I even read in the story that the TSA agent made it clear to the parents that there would be "trouble" if they refused to have their child touched. I am appalled. What is being done? Are the rules changing? This makes me not want to travel on an airplane with my 5 year old.

<http://www.nbcnews.com/id/42568865/ns/travel-news/t/parents-call-tsa-review-frisking-after-kid-gets-pat-down/>

4/24/2014
8:15:04
PM

here is another one

<http://www.dailymail.co.uk/news/article-2610827/Caught-camera-Moment-two-children-ages-two-six-given-body-patdowns-airport-TSA-agents.html>

Shocked Parent.

(b)(6)

I love to fly and I am a regular customer of the friendly sky. However today is not one of those days. Normally, I am sympathetic with the TSA agents because their job is difficult enough trying to keep everyone safe while not invading their personal space. Today, I approached the check point knowing that my screening would be different than normal because for the last three months I have had a physical disability. I have a broken back and have to wear a medically necessary back brace. As I approached the check point, I spoke with agent (b)(6) and explained that I am wearing a brace for my whole upper body. I asked him what method would be used to screen me. He seemed confused by the question. He told me that the only way to be screened was for me to undergo a full body pat down. I asked if I could go through the x-ray machine with my brace being tested like I did at the SMF check point. I was told no. He did a complete pat down, without missing a spot. He invaded my personal space. I wasn't too annoyed by the procedure and only became frustrated after I saw three more passengers with disabilities sent through the check point and not undergo the same invasive procedures. I felt singled out. At that point, I asked to speak with a supervisor (b)(6). I asked why I was singled out and she could not provide me with an answer. My reason for writing is that people with disabilities should be treated the same way. I did not appreciate being touched in an invasive manner unnecessarily.

4/24/2014
8:15:08
PM

I look forward to hearing from you soon.

(b)(6)

Sent from my iPad

This is being forwarded to you to handle as you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security

-----Original Message-----

From: (b)(6)
Sent: Wednesday, April 02, 2014 4:20 PM
To: CRCL
Subject: Fly Rights - New Report from Dilveer Singh Vahali

4/24/2014 NOTICE:

8:15:46 PM

You are receiving this email from the mobile phone application **FlyRights**. **FlyRights** is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

Caller is complaining that she is not able to fly without a patdown. Caller wants to speak to someone above the CSM at SMF.

(b)(6) notes:

4/24/2014 9:01:35 PM
Caller said she is unable to get home. She is mentally and physically unable to do a patdown. That is the only option she is being given. She cannot do it based on everything she has had. She has had almost 2 1 2 hours of trauma inflicted on her by TSA. She thinks that she was treated in a disrespectful manner. She has medical records for all of her disabilities. She doesn't believe anyone should be yelled at. She said that the CSM lied to her to tell her that they called her to set up assistance and that wasn't true, and he hung up on her. She said that she will stay in the airport until someone can either screen her without being traumatized, or someone has to take her to the hospital if he migraine situation doesn't go away. She wants a contact for the supervisor for the CSM.

I advised her that she would need to fill out the forms that she was told she would be sent earlier to start the complaint process that she is discussing, and that we have provided her with the only contact information we have for someone at SMF. We do not have any further contact information for someone there. We do have a physical address for John Pistole if she would like that, but there is no phone number for him so that she could call him directly. She did not request the address, thanked me for the information, and ended the call.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Address: (b)(6)

Zipcode: 87532

4/24/2014

9:07:48

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

None of these

Caller wants to know the policy regarding pat-downs. He is not getting any assistance from the screeners or supervisor. They advised him that he can look up the manual on the website. He can't find it. What is the procedure?

(b)(6) notes:

4/24/2014

9:36:34

PM

Caller said that he is wanting to know information about the patdown procedure for private areas. He went through PreCheck and received an alarm from the WTMD, and his hands tested positive for something. He stated that it required a patdown and they checked all of his bags. They took him into a private area, and when they conducted the patdown of his sensitive areas, they used the palm of their hands. He has received patdowns before, but he is always used to them using the back of their hand when patting down his private areas, and he wants to know why this was done with the palm of their hands this time. When he asked them about this, he stated they informed him it was in the rule book, and he needed to look it up. He wants to know where he can get this information at.

He said it was on the far west side at DEN, in the PreCheck line, and when they stamped his boarding pass, it says South 284. It took place around 6:30 pm on 4-24-14, and his flight was Southwest 687. He stated that he asked for the names of the supervisor and lead officer, who was conducting the patdown, but they only told him to look up the information. He said all he got of the last name of the lead officer was van der(something).

I advised him that we would send the information to the CSM at that airport since he feels as though there was a problem with the patdown that he received. They would be able to provide him with more information about the process that took place, and would have contact information for him should they want to do any follow-up with him. I told him that he could get information about the patdown procedure on the website.

Feedback Type : Request for Information

Categories : Children

Current Date/Time : 4/25/2014 7:58:45 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I understand that baby food is exempt from 3-1-1, as long as it is not large amounts and just for that days flight. But why is it at most airports that I have traveled with my children, I am not required to open the baby food. Yet at a couple we are asked to open just about every time. Once the seal is broken on the baby food it is either required to be consumed or refridgerated with in 2 hours, and since we are flying we don't really have access to the refridgerator. This time requirement was introduced from the U.S department of Health and Human services, and can be found on their website <http://www.foodsafety.gov/keep/types/babyfood/>

4/25/2014

8:34:34

AM

I recently flew and was asked to open the baby food, or require a pat down of both me and my children if I did not. I had only pack 2 pouches of baby food, 1 for each child. I had 2 flights for the day, for a total travel time of 5 hours, just from take-off to landing. I had planned for the food to be for the longer of our 2 flights, about 3hrs. However, since I didn't want all 3 of us to do a pat down (myself, 3yrs old, and 6mo), I opened the food for the vapor test.

Can their be a better process for this, and or knowledge about why this is not the same at all airports? and can this be address/looked at again for pre-packaged, sealed babyfoods. Since this a time sensative item once it has been opened.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/25/2014 12:17:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/05/2014 8:30 AM Airline & Flight Number : American 2575 LAX-ABQ

Checkpoint/Area of Airport : LAX American Airline - Terminal 4 (gate 42ab) TSA Employee: (If Known) : female assistant, short, dark hair Comment : I was traveling with my friend to ABQ from LAX. At the security check point I have opted-out from the body scanner screening. I had to wait for 10minutes (8:35am-8:47am) for a female assistant. Friend of mine who got checked out in twice shorter time was waiting for me. The female assistant finally showed up at the check point after she was called numerous times to assist me. Friend of mine saw this assistant to roll up her eyes at the moment she heard the request to assist me. The attitude of this employee was annoyed and her reaction was extremely slow. My feeling was that my request was a nuisance for her. For unknown reason she made the "pat-down" very unpleasant experience (slow, annoyed attitude). It is very strange that other employees at the check point did not know her name after I asked. (Does it mean that anyone in the TSA dress can unknowingly and noticeably enter the security area?) I also turned to the supervisor (STSO) to obtain her identification without success. My concerns are: Why do I have to wait 10 minutes for screening if I pay the same security fee as other travelers? Why your employes make the screening process feel discriminating to travelers who refuse to pass through the body scanner? (Even for medical reasons). With the attitude of your employee I am loosing the trust and confidence in TSA agency to provide my safety while traveling. TSA supervisor (STSO) assured me that he would talk to the employee (after I showed him the assistant). I would like to find out about the outcomes. I hope that my next experience at LAX terminal 4 will be more pleasant. Thank you very much for answering all my concerns and questions.

4/25/2014

8:34:42

AM

Would you like a response? : True

Passenger's Name :

Phone Number :

Email

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

On Friday, March 14, 2014, United Airlines flight 1425 from ORD-ANC was diverted to Kenai Municipal Airport in Kenai, Alaska. The reason for the diversion was severe, unexpected winter weather at Ted Stevens International Airport in Anchorage, Alaska. Upon arrival in Kenai, we were advised that we would be getting more fuel and that we would be taking off for Anchorage as soon as weather conditions permit.

While we were on the ground in Kenai, several problems began happening. We were beginning to run out of food and water. Our lavatory waste system was becoming extremely full. The gauge was fully in the red. We were unable to let people off of the aircraft to use the lavatory because there was no TSA to re-screen them before they come back onboard. There were several heavy drinkers onboard, many of them upset that we wouldn't continue serving them alcohol throughout the tarmac delay.

After several hours into our tarmac delay, the captain had Pizza Hut pizza and bottled water from a local Safeway grocery store delivered to the aircraft, all of which was not screened for dangerous articles.

Meanwhile, while weather conditions in Anchorage were not showing any signs of improvement, our captain was about to time-out per FAA regulations. Finally, once the fuelers in Kenai arrive at our aircraft, we learn that they improperly fuel the aircraft, eliminating any chance of us leaving Kenai on Friday evening. It was at that point that the passengers were informed that they would be deplaning the aircraft and to wait inside the terminal building for further instructions.

4/25/2014
12:16:38
PM

After securing the aircraft, the pilot and flight attendant crew also deplaned and left the airport for our hotels after witnessing the sad scene of stranded passengers inside the terminal building.

On the morning of Saturday, March 15, 2014, at approximately 8:45AM Alaska time, I called ORD duty desk and spoke to supervisor (b)(6) about the situation. She tells me that everyone has been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. Then she corrects herself and tells me that our flight will be a revenue flight but assures me that everyone will be re-screened before getting on the plane.

When we arrive at the airport, however, I quickly learn from airport operations employees that none of the passengers are going to be re-screened. No body scanners. No X-ray machines. No metal detectors. No wands. No pat downs. Nothing. As long as they could provide a government-issued ID matching their name on the passenger manifest, they would be authorized to board the plane.

I called the duty desk again and asked to speak to (b)(6) since I was told that she was put in charge of this situation, but she had already left for the day. Then I spoke to supervisor (b)(6). He told me that he didn't know what was going on in terms of TSA/security with the flight but that he would call me back when he finds out. When (b)(6) calls me back, he informs me that all of the passengers will be reverse screened by TSA once when we arrive in Anchorage. I inform him that doesn't do anything for the safety of the passengers, crew, and aircraft on the flight from Kenai to Anchorage, now United flight 1763. Between the time that passengers were let off of the plane in Kenai on Friday night and the time that they reboarded the plane on Saturday afternoon, they were free to go anywhere they wanted, including Wal-Mart, Home Depot, and other stores in close proximity to the airport where dangerous articles could be purchased.

I told (b)(6) that I was going to speak to our captain again, and that I would call him back.

After further speaking to the captain, he insisted that he didn't feel these passengers posed a threat to anyone and that they just wanted to get to Anchorage. While I agreed that most people mean no harm, I reminded him that TSA exists for a reason, and that, unfortunately, people simply cannot be trusted in this world that we currently live.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/25/2014 10:57:04 AM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 04/23/2014 7:30 AM Airline & Flight Number : Delta #2392

Checkpoint/Area of Airport : Door 6 checkpoint TSA Employee: (If Known) : Not Relevant Comment : How long do the lines at MSP need to get before you open another lane? We had a 40 minute wait with only one line open, and numerous TSA agents standing around.

4/25/2014
12:17:16
PM

Further, when are you going to get a body scanner for the pre-check only gate (gate 4?) at MSP? I often get pre-check status, but I have an implant that requires a scanner to avoid a pat down. I hear that this gate has considerable volume so it should warrant a scanner.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he wants to report a theft from Tuesday evening because his jewelry was stolen at the checkpoint. He had a small personal brown bag he put with his coat in the bin for the conveyor. They did a Patdown so he could not see his bag or belongings. His diamond ring with 9 diamonds and a braided gold bracelet are missing from his coat pocket.

RESPONSE:

Told him I am sorry he had that experience. I will order a claim form to your email with instructions and send a copy of your Complaint to the customer Support Manager.

CSM Referral Information:

Airport: Denver (to BWI)

4/25/2014
2:10:39
PM

Airline: Southwest

Flight #: Did not have

Date: 4-22-14

Departure time: 7:30 PM (He was at the checkpoint around 5:30 PM)

Specific location - Terminal or Gate: The North End Terminal.

Phone #: (Cell) (b)(6)

Email: (b)(6)

I was chastised for requesting to opt out of scan. There was no female available to do pat down although many agents were having personal conversations. I ended up taking scan because of time issue. I complained to someone who was also in a personal conversation and was told again that there was no radiation and the scan was fine. I explained that I am a weekly traveller and well known doctors advise to opt out.

This is the first airport that has resisted opting out. The supervisor said they were short staffed.

4/26/2014
9:26:48
AM

(b)(6)

Sent from my iPhone

My family and I came thru the TSA checkpoint for gate A16 at Newark airport on Sunday, 4/27/14. At the third screening location we waited in an incredibly slow line. As we approached the mag and AIT, our belongings went thru the xray and we waited for quite some time. My son was screened in the AIT but my 81 year old mother waited outside w me. She cannot lift her arm and i asked the TSO to allow her to pass thru the mag instead if waiting for the AIT. The tso told us only children can go thru. We were told that there were no more females so she could not go in. We waited more and were separated from our valuables on the other side of the belt. I asked for a supervisor and (b)(6) showed up. He told us that she could not be screened in the mag because the AIT was the primary screening tool. I asked him again and he denied. When my 81 year old mother got into the AIT she could nit lift her right arm and was brought out for a patdown.

4/27/2014
3:32:46
PM

The incredible inefficiency showed by the supervisor and lack of concern showed for my mother is the reason TSA has such a poor reputation for travelers.

I would hope that this matter will be investigated. Certainly the numerous cameras in the checkpoint will accurately show what took place.

If someone would like to contact me, my phone is (b)(6)

(b)(6)

Sent from my MetroPCS 4G Android device

Disability Description: The callers son is autistic, and must drink Pediasure daily.

Response Details: Advised Caller:

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

4/27/2014
3:41:33
PM

I offered to e-mail this information to the caller, and he accepted.

Incident Details: The caller and his family flew from MCI on April 27, 2014, and was transporting six bottles of Pediasure in carry-on luggage. At the checkpoint, the TSOs informed the passenger that all six bottles had to be opened for screening. He informed them that if the bottle was opened, then the liquid had to either be consumed at that time or thrown away. The TSO continued to demand that all bottles had to be opened, or he would have to receive a patdown. This has never been asked of the passenger when traveling with these items, and he was confused. Finally, all of the bottles were opened, and had to be discarded as his son could not drink that much liquid. He wanted to know if this was the correct policy, but also wanted to file a complaint due to the attitude of the TSOs. He did not feel that the incident was discriminatory or a failure to accommodate, but rather a failure of customer service. Additionally, he did not understand why all six bottles had to be opened.

Date and Time of Flight: April 27, 2014; 7:50 AM

Departure Airport: MCI

Airline: Southwest Airlines

Flight Number: 2325

Time of Incident: Around 6:00 AM.

Description of TSOs: Two younger, Caucasian females.

Caller was concerned because when arriving from a flight from FL to NY the luggage was checked again and there was a NOI in the luggage. Caller was not upset over the checked luggage. Caller left home for a funeral with fresh pressed shirts and when they checked luggage it was not returned back the same way. They were wrinkled and he was concerned because they were not returned in the same condition. Caller said he does not care, other then the fact that the luggage was not returned in the same condition. Every time he travels the luggage is checked. Caller said he is 80 years old and understands the need for check against terrorism. Caller is supportive of TSA, but wished more care was taken during the inspection. Caller said bottles of medication liquid and face creams were in there and another bag with electric shaving lotion and deodorant. Caller does not travel often, but every time his luggage is checked. Caller also said when going through the checkpoint, he will tell them he has an artificial hip and they perform a patdown. Caller does not mind that, but some people hate it. Caller said TSA is doing a good job other than the luggage being handled. Caller will be returning from NY to Sanford. Caller said there should be some way where individuals could be checked before and listed as non-terrorist. Caller does take a carry on luggage with pill medication and that is not a problem. They never question the shaving kit, medication, toothbrush and small toothpaste. Caller normally does not have problems with the checked luggage being in disarray. However after the loss of his son and already being upset, he felt he needed to call and let someone know. Caller wanted to know what is wrong with his luggage that it is checked every time.

Advised Caller:

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

4/27/2014
3:54:18
PM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

There is TSA PreCheck, however that is for expedited screening through the checkpoint and not for checked luggage. Generally luggage is screened remotely by the automated in-line baggage screening system without a physical inspection. Should there be an alarm of the checked luggage such as: densely packed items or some things that cannot be clearly seen they must clear those alarms with a physical inspection and include the NOI.

Airport: Sanford, FL

Airline: Allegiant

Flight#: 738

Date and Time: 4-27-14 8:00AM

Baggage Tag#(b)(6)

Description of the Bag: Dark brown expandable cloth bag. Black tag with their contact information with the top handle.

NOI: Nothing written or stamped

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 4/27/2014 5:56:00 PM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 04/27/2014 5:30 AM Airline & Flight Number : Southwest 2615 Checkpoint/Area of Airport :

Security checkpoint TSA Employee: (If Known) (b)(6) Comment : Because I have a insulin pump on my left side I was subjected to a full body pat down.i been wearing a pump for years and normally I am required to pat the device and submit to a hand check. This supervisor kept asking me did I see the screen and what is showed. So I going to ask the young lady monitoring the screen what came up, he told her do not speak to him and told me to leave her alone. When I requested his name he then demanded my id and boarding pas and disappeared with them for a couple of minutes. I would like to know what he did with my information during that time. I have never been treat so rudely by a supervisor. Another gentleman came over and told me would speak to the employee who conducted the pat down.

4/27/2014
7:19:35
PM

Would you like a response? : True

Passenger's Name(b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Lost and Found; Disability or Medical Condition Current Date/Time : 4/27/2014 9:44:34 PM Airport : RST - Rochester International Date/Time of Travel : 04/25/2014 11:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security Check point. Only one in airport TSA Employee: (If Known) :

Comment : While preparing for security check I forgot my cell phone in my back pocket and fit bit in front left pocket. I was approaching xray when one of the male employees says isn't that a fit bit in your pocket. The only portion of the device showing was the clip on the outside of my jeans. I took it off and put in bin with my shoes and jacket. I thought well that is strange that he knew what that was or he is very observant. I had breast cancer and suffer from lymphoedema that requires a compression sleeve on my left arm. They swabbed my wrap and hands. When they put the swab in the machine something triggered a red flag. I was not surprised by the results because I had been going through tons of testing at the Mayo clinic that involved substances applied to my skin. They talked to me for a bit then took me behind the curtain for a pat down. I was not upset by the process as I appreciate the measures that are put in place to keep us safe. I was very cooperative with the TSA staff. Even when they went through all of my paperwork swabbing it and the inside of my briefcase and purse. The ladies that did the pat down were very professional and apologetic. After the process I put myself back together and emptied the bins. I walked 10 feet to my gate from the security point for this 6 gate airport. While on the plane I started trying to locate my fit bit among my things. It was no where to be found. After the 27 min flight I called the Rochester airport. I spoke with someone in administration. She said she would go talk to them and ask them to call me. I arrived in Tulsa to find no missed calls or messages. I called back and spoke with the same girl in administration. She was surprised that no one had called me but assured me that she would go back down and talk to them again. I still have not heard anything back. If it were a large and or busy airport I can understand no one recalling one passenger but in this instance there is no doubt in my mind that they remember the woman that they had to do a full body pat down on. I know my fit bit was in the bin before the xray and pat down and I know I checked each bin before returning it. I would like for someone from the Rochester TSA to call me. I have made several attempts to make this happen without going through all of this red tape. Thank you in advance for your help.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew MCO-BDL yesterday aboard Southwest Airlines #2247 and would like to file a complaint against TSO agent (b)(6) for an incident that occurred at Gate #126 at approximately 4:00PM. Caller's husband is in a wheelchair and requires additional screening which always includes a pat-down. After he received the pat-down, his wheelchair was swabbed by ETD. The wheelchair tested positive for explosives and an even extensive search was conducted. Caller's husband began to question the additional screening as he feels he was already subjected to a very thorough search and did not understand how any additional screening could be possible. Caller states the TSO began to become argumentative and rude to her husband who is in poor physical condition and should not be subjected to this rude treatment. Caller states the officer also threatened her son and was told to not act like his father and anything said by them would be used against them. Caller states this officer has no business working with the general public as to treat a very ill passenger and their family in this manner. Caller wants this addressed specifically by someone at the airport and would like to be contacted back.

Resolution:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded you complaint to the appropriate Customer Service Manager.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/28/2014 8:07:54 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK - jet blue terminal

Comments: I requested a manual screening. He called for a female pat down officer 3 times. Nobody came. I was placed on a line out I view from my possessions.... Specifically my MacBook Pro and wallet laying in a bin for pickup. The officer informed me there was nothing he could do but keep an eye on it which was a false claim b/c he was standing 7' away with his back to my merchandise. I was forced to go through the scanner b/c a female officer never came and I feared for my items being stolen. Also a pregnant lady was behind me waiting for pat down and she also had to go through the scanner b/c it was apparent that no one was coming to manually screen us.

I was at the end booth and walked past multiple booths where there were female workers but they were doing other jobs. It was a female who guided me through the scan. In my opinion she should have rotated with a male to conduct the female screens. First time I have ever felt bullied by the TSA.

4/28/2014 10:35:13 AM
Caller wants to file a complaint against the TSA crew at IAD because they delayed her and she missed her flight. She was flying internationally and states she was told by the airline that arriving 30 minute arrival prior to departure was okay. Caller was supposed to fly at 10:20PM and she arrived at the checkpoint at 9:50PM but caller had to go back to the airline counter to have another boarding pass printed because it was lacking some information. Caller went through the WTMD and had a patdown on her back because she was holding her child through screening. The TSO told her she had to swipe her hands. She was carrying food for her child and it was hand inspected and when she arrived at the gate it was closed and she missed had her flight. Caller was flying on Lufthansa to Munich, Germany.
She was upset and got sick and went back to the TSA and spoke with the same lady and there was no sympathy for her issue.

Response:

Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure to allow for going through passenger security screening, and having checked and carry-on baggage screened. These times may vary depending on the airport and the day and date of travel.

The caller went through FLL last week. The caller stated that the TSO was rude to her. The caller wanted to opt out for the AIT and had to wait for a female agent. The caller stated that one never came and that she waited and waited. The caller stated ever so often the TSO would say female assist under his breath but no one ever came. The caller stated that she asked for a supervisor and the TSO refused to let her speak with one. The caller stated that she ended up having to go through the AIT or she would have missed her flight. On this flight her son was with her and able to get her purse and baggage for her. The caller stated that she is leaving in two days and will not have her son to get the items for her. The caller wanted to know if there was a way to expedite a patdown and if she can ask for a supervisor right off the bat. The caller stated that she refused to provide any of her information because she knows it will not get any where. The caller wanted to know what we do so she can resolve her complaint.

The caller was advised that we can intake her flight information and forward the complaint over to the CSM of FLL to make them aware of the situation.

The TCC only intakes the information. We can not guarantee that the CSM will contact back, we do not have information on their procedures.

4/28/2014 10:52:41 AM
The caller was advised that we are not located at any airports.

The caller was advised that passengers are not required to go through the AIT and may opt out for a patdown.

It sometimes can be a bit of a wait for an officer of the same gender to become available.

We recommend arriving two hours in advance of the flight time to allow plenty of time to get through security.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to send the complaint to the CSM, but the caller refused to provide any information besides FLL.

I explained to the caller that to assist her we could forward the complaint to the CSM of FLL. With out any information concerning the incident, we will not be able to forward anything to the CSM.

The caller flew from BOS on April 9, 2014, and from ORD on April 11, 2014, and she indicated that the screening procedures at both airports were absurd and humiliating. At BOS, she was sent to the AIT machine line, and she did not want to undergo that type of screening due to fear of radiation. However, a male TSO pushed her into the AIT, and then called for a patdown while she was still standing in the machine. A female TSO lifted her sweater, and pulled her pants out so that her panties showed during the patdown. She felt that this experience was unnecessary.

At ORD, she was made to go through the AIT machine again and also received a patdown. She objected to the AIT machine, but the male TSO told her not to worry about the screening and that machine only weighed passengers. She indicated that the experiences at both airports made her feel like a common criminal, and the TSOs were rude.

Flight Information:

Date and Time of Flight: April 9, 2014; 8:57 AM
Departure Airport: BOS
Airline: United Airline
Flight Number: 521
Time of Incident: She does not remember the time.
Description of TSO: A male TSO.

4/28/2014
11:10:18
AM

Date and Time of Flight: April 11, 2014; 1:20 PM
Departure Airport: ORD
Airline: United Airline
Flight Number: 1548
Time of Incident: She does not remember the time.
Description of TSO: A male TSO.

The caller said that she felt picked on, because she was 88 years old. However, when I asked her if she felt that the TSOs discriminated against her due to her age, she said no. Instead, the negative experiences were due to poor customer service. She has contacted her Congressmans office regarding the experiences.

Advised Caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Caller went through MDW yesterday. She got to the airport in time for a 1:15 flight from MDW to ORF. Their boarding passes were not acceptable. They were told that the boarding passes were not valid. She is an 82 year old white woman, her daughter is a 52 year old who has a military ID. She printed the boarding passes out at hotel. The ticket agent said that they were not valid and would need to be reprinted. After they had the issue with the boarding pass, they were directed to another side area where she was told that she would need to go through ETD testing. She had been directed through the metal detector. She didn't tell them about her knee replacements. They caused an alarm, she had to have a patdown. She said that she would get her card indicating that she had metal implants. The officer told her that she couldn't touch her purse during the screening. TSO offered her a private patdown. Caller also had an NOI in her checked bag when she arrived. She wants to know if all of these additional measures of screening were random or if she was targeted because of her boarding pass. She flew on Southwest.

4/28/2014
11:53:03
AM

Advised caller that some screenings are random. She could have been screened by the ETD because of the boarding pass. The officers conducting the screening did not know that she had metal implants because she didn't tell them before screening began. They sent her through the WTMD. because of the alarm from her knees, they had to conduct the patdown to resolve it. The patdown wasn't random because of the alarm. The officers inspecting her bag would not have known that she had to have a patdown when she went through screening so the NOI is not connected with her additional screening at the checkpoint. If her bag caused an alarm, the officers would have had to inspect it before they would have allowed it on the plane.

The caller flew last Thursday from DCA to IAH at 2:59PM and arrived at the airport around 1:00PM. The caller had Precheck clearance and has metal implants so she alarmed and had to take off her shoes and go through the scanner again. She also had a patdown. The caller stated that she had on stretch pants and a stretch shirt and that the TSO should have been able to see that she did not have anything bulging out. The caller stated that she thought screening was a bit extensive. The caller stated that she showed them her scar, so there should not have been any questions. The caller stated that they kept her cane and she had to walk around to another area for additional screening. The callers checked luggage was inspected and was left unlatched and some of her clothing was hanging out of her luggage as well. The caller stated that she had a NOI in her luggage. The caller stated that she has flown through Europe, Israel, Jordan, Russia and South America and has never had this happen to her luggage. The caller stated that Israel and Russia use a fine tooth comb practically to screening luggage and go through every little thing and still did not leave her luggage like this. The caller stated that nothing was broken in her luggage and that she does not want to file a claim. The caller stated that the few things that were bent up for the most part were fixable. The caller stated that she wanted to make someone aware that who ever inspected her luggage obviously does not respect passengers properly. The caller stated that she attempted to get the CSM but that it would not give her the number for DCA.

The caller was advised that the Patdown is used to clear alarms through the screening machines and have to be completed to be able to clear a passenger to proceed through.

4/28/2014 12:05:17 PM Airport- DCA
Airline- United Airlines
Flight Number- 1698
Date and Time bag was checked- 04 24 2014 1:00 PM
Baggage Tag Number (b)(6)
Baggage Description- Size- Large Brand- American Tourister Color- Black Shape- Rectangle Hard Sided 44 pounds Unique Feature- Hard Sided
NOI- Yes.
Information on NOI- No.
Terminal- Not Available
Gate- 16
Phone Number (b)(6)

The caller was advised that the TCC can be contacted and by selecting option 5 and enter 322 for airport code DCA CSM contact information should be provided.

The caller was advised that we would forward a copy of this complaint to the CSM of DCA to make them aware of this incident.

Calling from SW airlines for a client (b)(6), when he flies he gets stopped for special screening and she told him about redress process, asked for explanation about the process and transferred (b)(6) ?

(b)(6) states the past 4 flights he has been selected for patdowns and his bags are hand inspected.

About 4 weeks ago on his AA boarding pass it had SSSS and seems like when he travels alone he is being pulled aside for additional screening and doesn't have the issue when traveling with his family.

Response:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

4/28/2014 2:14:00 PM

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS Traveler Redress Inquiry Program (TRIP)
601 South 12th Street, TSA-901
Arlington, VA 20598-6901

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail

On Monday January 13 between 8:30am and 9:15am I had gone through security in CVG. I went through the full body scanner. A TSA female agent directed me to the side for a pat down. The full body X-ray screen indicated two areas; 1st area was on my backside pant/jean pockets that had gems on them, 2nd was the middle of my chest from a set of tiny beads sewn into the middle of my bra. The female TSA agent groped my butt moving her hands around my buttocks with the palms of her hands over my buttocks then when moving around to the front she reached around and groping my breast with her full hands including palms and fingers. The TSA agent felt under and around my underwire bra, then squeezed the middle area where the full body scan screen indicated a highlighted area. After finding nothing on the pat down she then swabbed my hands for an additional test. She scrapped my hands aggressively for the test. The alarm rang on the chemical testing machine. She said you tested positive for gun powder residue. (saying it loud enough for everyone to hear like I was a criminal). I told her no way, that can't be true. She asked me "did you put hand lotion on your hands?" I said "yes, I did a few minutes ago and I have the small bottle with me that I can show you!" She would not let me touch my luggage or show her the hand lotion and she said I had to go to a private room for another screening that included a breast check and a buttock check. I was confused because she had already inappropriately completed a full groping breast and buttock check with her whole hands, fingers using the palm side of her hands. She also said it would include a groin check.

When directed to the secondary screening room I was handed off to two new female TSA agents that took my belongings to the private room. They closed the door. I was never given my rights, or options, or other alternative choices. I was told that the room was for my privacy. Little did I know I was handing over my privacy to be abused, violated, assaulted, & humiliated, all because I used hand lotion on a cold dry day in the month of January.

In the secondary screening room the larger female TSA agent with long brown hair told me they had to do a full breast, groin and buttock check including a pat down with their hands which I already had an intestine first pat down had already groped my buttocks and groped my breast squeezing on my underwire bra, feeling my chest, and cupping each breast.

4/28/2014
2:23:30
PM

In the private room the heavier/larger TSA agent with the brown hair started my pat down standing behind me. I could not see what she was doing, she never gave me verbal direction or indication of when she was going to start or what areas she was searching or how she was going to search each part of my body. The brown haired TSA agent started the pat down at my ankles and moved roughly up my leg when she got closer to the top of my leg she thrust her hand that was on inside and rammed into my groin. She hit me with the boney side of her hand. I could feel her knuckles in my groin. It was so hard I jump from the pain, it hurt badly.

While still standing behind me the brown hair TSA agent started patting up my other leg still using strong pats with both hands and rammed my groin a second time with her hand that was on the inside of my legs. This time the thrust of her hand came harder and more intense blow. I was upset and tears welled up in my eyes from the throbbing pain shooting up my groin.

Then the brown haired TSA agent moved in front of me. With my eyes full of tears I thought the groin area was finished since she inspected/hitting my groin twice but she continued patting my legs and started from the ankles up. With great shock a third blow arrived hitting my groin so intense the pain shot threw me and I jumped about 6" to 8" backwardmaybe even farther. I could not hold back my tears from the pain that throbbing up my groin I wanted the whole abusive, violating, humiliating experience to be over. She did not stop.

Then in a demanding angry voice the brown haired TSA agent yelled at me for moving. In shock and my voice shaking from pain and fear I said to her "each time you hit me in my groin it hurt and each time you hit me it was harder it hurt more and more". Then in threatening tone she said "Get back onto the mat and stand still! I have to start all over again because You moved!" I could not believe this was happening to me. My tears poured down my face from pain, fear, violation, humiliation of the assault. I stood still trying to endure the terrifying experience praying it would end.

The other TSA agent (short blonde hair) never looked at me or never said a word during the entire physical/sexual assault abusive pat down. The blonde TSA agent only continued searching my luggage.

I put on my boots on, retrieved my bags from the table, and walked out of the room sobbing with tears streaming down my face. Not one TSA personnel came over to help me - not one TSA agent asked me what happened or offer assistance.
Disability Description: The caller stated her father has a colostomy.

Information Request: The caller wanted to know what her father needs to expect when he arrives at the checkpoint.

4/28/2014
5:16:28
PM

Response Details: I told the caller a note from a doctor is not required. If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands. I told the caller to request to speak with a PSS at the checkpoint. I e-mailed the caller the information we discussed on the call. I told the caller her father could call back 72 hours prior to his departure with his flight information. I offered to forward the information to the airport but the caller said she would let her father make the determination.

I am a 69 year-old, semi-retired, frequent flier (50+ flights in 2013). When the TSA first announced the "Trusted Traveler" program, I hustled right down to the nearest TSA office to apply and pay my \$100.00. To my surprise and disappointment, I discovered that the definition of the term "trusted" traveler does not extend to passengers with a metallic prosthetic implant. (I could walk through the metal detector stark naked and my artificial hip joint would trip the alarm). When that occurs, I am instructed to go back through the metal detector, take everything out of my pockets and remove my shoes and belt – inconveniencing the waiting passengers behind me as I disrobe and pass through the metal detector a second time, again setting off alarms and causing the screener to yell "male assist," resulting in a pat down (assuming there is an available TSA agent to perform the "male assist").

After a couple such experiences, I elected to disrobe prior to testing the metal detector. This has resulted in repeated comments from other "trusted" travelers something like, "you don't have to do that." Of course, I then have to explain why I am holding up the line. Surprisingly, I have had TSA screeners actually argue with me, insisting that I do not need to disrobe (before sending me back through the metal detector to do just that).

4/28/2014 6:15:17 PM On my last flight, (thanks to the TSA funneling "regular" travelers into the Pre-Check line) I found the Pre-Check line actually longer than the line for "regular" passengers. To add insult to injury, after the expected screening fiasco, the inspection of my hands for unknown residue set off additional alarms, requiring a complete search of my person and all of my luggage (which turned out negative).

While I fully support efforts to keep air travel safe from miscreants who may have bad things in mind, I can't help but wonder if I should surrender my "trusted" status and request the return of my \$100.00.

(b)(6)

Kirkland, Washington

"Trusted" Traveler (b)(6)

4/28/2014 6:15:41 PM Caller wanted to know the policy about patdowns. She asked when are they called for. She said she travels a lot and has never had a problem with TSA. She said this morning she flew from Minneapolis to Dallas Ft Worth on Sun Country. She said the guy waived her through and told her she can go get her stuff. She said the lady behind him told her to stop and that she would need to pat her down. She said she asked the lady why she had to get a patdown. She said the lady acted like she did not hear her and did not say a word. She said the lady ignored her. She said the lady touched her hair, her breast, down the front side and down the back from her shoulder to her leg. She said she had never had that happen to her before. She said she got her stuff and set there for about 15 minutes watching the lady. She said the lady did not patdown anyone else during the 15 minutes. She asked what is the policy on that. She said her issue is that the man waived her through and the lady stopped her and did the patdown and did not tell her why. She said she would like to file a complaint on this. .

RESPONSE: TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening. ALSO: I will be sending your information as a complaint to the CSM at the Airport. Date and Time of Flight: April 28th, 2014 AT between 5:45 a.m. and 6:30 Gate or Terminal: Sun country Terminal Going to Gate 3 But she is not Sure It may have been Terminal 2 Airline: Sun Country Flight Number: 503 Airport: Minneapolis Email: (b)(6)

Disability Description: She said she has a balance problem due to her foot and has degenerative disc disease.

Response Details: I advised her I will refer this to the CSM at the airport and to ODPO. I advised supervisor, (b)(6) that she does not have an email address and that is why I did not send the email to her. .

Incident Details: She said she called the CSM at the airport today at 512-691-7851 and she left a message but they did not call her back. She said she thinks it is a management problem and she is going to call the Governor's office as well. She said she showed the officers her handicap sticker and 3 times she was told they don't accommodate handicapped people.. She said she does not have a computer. She said she is disgusted and it was a miserable experience. She said her pockets were empty and she did not have anything in her hands and she thinks we need to have our machines checked out because she had to go through a patdown due to an anomaly. She said she has a balance problem due to her foot and has degenerative disc disease. She said they refused for her to go to the shorter line or front of the line she was in. She said she got a form at the airport to file a complaint. She asked for the CSM name at the airport. I lost the phone call and called back but got a machine. She did say she was over 75 yrs. old and that a (b)(6) at the airport told her she was correct and she should have been accommodated due to her disability and medical condition. She said Lena at the airport told her she should have been accommodated due to her disability and medical condition.

Complaint:CSM

Claims Discrimination

4/28/2014
7:05:05
PM

Airport:Austin-Bergstrom

Airline: Southwest

Flight Number:280

Departure Time:04-7-14 at 12:55 pm

Arrival Airport and Time:Panama City Beach at 6 pm

Location:Security checkpoint

Gate:8

Contact Information:850-532-4041

I advised her I will refer this to the CSM at the airport. Per Preston okay to give CSM info to her. I came back to the phone and lost the phone call.

Response:passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

I advised her that she can ask to be moved to a shorter line or move to the front of the line she is in due to a medical or disability condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Disability Description: Caller's husband has metal implants (knee replacement and vena cava filter) and cannot stand for a long period of time. He wears a full length stocking for blood clots in his leg.

Information Request: Caller does not have all of the flight details at the moment but would like to request assistance for her husband. Caller states that she was unaware of the possibility to arrange for assistance for the initial flight.

Passengers name: (b)(6)

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

4/28/2014 7:57:59 PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/28/2014 7:51:10 PM

4/28/2014 8:24:41 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): March 3, 2014, airline American Airlines, Flight #3548 to Dallas.

Comments: Today's date is April 28, 2014. This is my recent experience with TSA at San Jose Airport. After going thru the screening machine, a female TSA Agent came up to me and ran her hands down my hips and slightly forward on my hips. No-may I run my hands down your body- or any forewarning that I was going to be touched. After doing this she asked if I was wearing a belt. I said no, I am wearing a medical appliance. At this point she asked -while right in front of the screening machine and all employees and other travelers- to see the device. In shock and deeply embarrassed I pulled my pants aside and showed her the very active device. This has never happened to me before. I was so shocked and embarrassed I just walked away. My husband spoke to a TSA Supervisor when he flew out and was given a complaint form, which I filled out and gave to a Supervisor in San Jose airport on March 27th, 2014 who said I would be contacted within 3 days. I have received no communication from TSA of any kind. As per your own supervisors this action was wrong on your TSA agents part. I spoke with 2 TSA supervisors who were very apologetic and stated this was not procedure. I expect at least a written apology. This has been almost 1 month, and if I do not hear from you my next move will be to Channel 5 News. No one should be this embarrassed just from going on a plane. This was unacceptable. And needs to be handled.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/28/2014 6:44:40 PM Airport : MDW - Chicago Midway Date/Time of Travel : 04/28/2014 5:15 PM Airline & Flight Number : SWA 505 Checkpoint/Area of Airport : Entrance - Main checkpoint - scanner TSA Employee: (If Known) (b)(6) Comment : I fly frequently and generally opt out of the scanner because I am pregnant and a bit uncomfortable. In all my flying I have had some rough encounters but none like (b)(6) provided.

At around 5:08 I requested an opt out female assist.

I watched as fellow travelers walked by. I asked if I could go next because I didn't like leaving my items far from eyesite to be stolen. She said "well that's just not my problem. Maybe you shouldn't ask for opt out";. This started an awkward and heated conversation with her shaking her head and displaying aggressive body language. I asked why she didn't help me and she said that wasn't her job.

4/28/2014 8:26:15 PM to which (b)(6) turned around towards another gentleman to start whispering about making me "wait it out"; at no point did she ask any of her counterparts for a female assist. They made mention of me being an "Arab"; which I am not. I am Hispanic. After waiting until 5:15 I asked again how much longer and was ignored. I decided to walk through the scanner and avoid this uncomfortable situation. I was immediately hugged by another passenger who said when "that jerk"; (pointing at ms fields) was at the airport she avoided the scanner and she wished I had held on a little longer.

In the 15+ flights I have been treated as if I'm a nuisance when I ask for the pat down (which I know it is) but never been Made to feel so uncomfortable and brought to tears. I do hope something is done about her awful and unprofessional behavior.

Especially since I technically paid to get that treatment today.

I would also like to note that I don't like complaining. It's a waste of time, but two TSA agents found me in the food court and urged me to do so.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application **FlyRights**. **FlyRights** is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 90232

4/29/2014
10:22:05
AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

4/29/2014 12:46:31 PM When I flew recently I brought a pouch of baby food for my son. Since they don't sell them in smaller containers, it exceeded the amount of liquid allowed. I figured it wouldn't be a problem. However, I had to have a pat down since I didn't want it opened (it requires refrigeration after opening). This added difficulty made it even harder to travel with a baby. You shouldn't require that baby food be tested if it is unopened.

Caller is wanting to complain about the TSA process she went through. She was traveling from San Diego to Sacramento on Southwest. She was in the screening line, she told the officer she was over 80 years old and he forced her to remove his shoes anyways including her jacket. She was sent through the WTMD. Afterwards, they forced her to sit in a seat. But she stepped up to get her jacket, was then screamed at because she stood up. Later a young man came in uniform, where she had to go through a patdown. She said the patdown was conducted by a lady that explained the entire process and it was fine. But they way she was treated before that was not. She has read in the paper where it says she does not have to remove all of those things because she is over 75. She stated that they never even let her go through, they instantly made her remove her shoes and jacket so it wasn't additional screening. She stated that they seemed like she was a danger to them, she is 83 years old and does not think she looks at all threatening. She stated she's a little lady but just wanted to let us know what went on at the checkpoint.

Response:

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

4/29/2014
12:58:58
PM

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Explained to the caller that even under this process, if a passenger still alarms then they can be required to remove their shoes and jacket to go through additional screening.

San Diego International Airport (SAN) does have the AIT screening at the airport.
http: www.tsa.gov/ait-frequently-asked-questions

Airport: San Diego
Airline: Southwest
Flight number: 1321
Date and time: 4 26 14 4:50pm
Terminal or gate: Gate 10 she thinks, not really sure
email: (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 4/29/2014 7:21:31 PM Airport : DEN - Denver International Date/Time of Travel : 04/28/2014 5:15 PM Airline & Flight Number : UNITED 1132 Checkpoint/Area of Airport : AFTER BAGGAGE INSP & BEFORE CONTINUEING TSA Employee: (If Known) : NOT KNOW Comment : I have an artificial knee and always setoff an alarm. I ALWAYS indicate why the alarm is sounding and point at the knee in question. In this case the employee who was called to do a pat down was belligerent from the first sound of his voice and was also annoyed. He started the pat down and never did any attempt to verify my knee implant. He then did a rub over his gloves with a pad which he inserted into a machine which set off an "exception." His abrasive manner continued until a conference with other person (2) allowed me through. I do not think the person who was doing the pat down knew what a knee replacement was. He stated that he could feel the device from the outside of my trousers. That is completely false. His entire attitude caused me undue stress and violated my civil rights by being treated as a criminal from the beginning. I am 86 years old do not deserve the treatment I received.

4/29/2014
8:11:50
PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

I wanted to notify you that the Global Entry program did not work for me on a recent United flight out of EWR. I was instructed to remove shoes, belt, computer, cellphone, watch and change. I was then given a pat down that in its entirety, was a fifteen minute process.

4/29/2014
10:03:24
PM

Either the team at this security checkpoint did not understand what the Global Entry program was, or perhaps I forgot to do something that this program requires. One TSA employee told me that the program only works sometimes. In any event, the program did not work as intended, so I wanted to inform you directly as a matter of record.

Regards,

(b)(6)

Levittown, PA 19057

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/30/2014 5:52:36 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 04/30/2014 Airline & Flight Number : SouthWest Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/30/2014 8:24:00 AM Comment : The TSA employee began a pat down without warning beginning in the groin area up to the breasts and back down to the groin area. For a survivor of SEXUAL ABUSE, being touched WITHOUT WARNING is extremely upsetting, anxiety provoking, and triggering, especially in areas considered to be sexual. For many this will induce a PANIC ATTACK. Due to the fact that people have the choice of being pat down in private it is only logical to come to the conclusion that a TSA employee must give warning before patting someone down, otherwise how could someone possibly request a private pat down. As I said there was NO warning before I was touched therefore I was denied the right to even REQUEST a private pat down and had a PANIC ATTACK due to being TOUCHED WITHOUT WARNING.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6) Vadodara

Zipcode:

4/30/2014

8:24:20

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? Yes

Disability? No

Which U.S. airport were you traveling through?

Disability Description: Callers daughter wears a wig due to a medical condition.

Response Details: Advised Caller:

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area. If the individual declines the private screening, he or she must remove the hairpiece in the public screening area. We advise passengers to use non-metal hairpins to secure their hairpieces. Any passenger who does not permit the search will not be permitted to board an aircraft.

4/30/2014 12:44:45 PM You can present medical documentation, regarding a medical condition. This will not exempt anyone from screening. Your daughter may call ahead of time and request assistance through the checkpoint. She may also request a PSS or Supervisor if she has concerns. This may help facilitate the screening process. Officers are trained to treat passengers with dignity, respect, courtesy and professionalism.

Unable to offer email. Caller seemed rushed to get off the phone and quickly hung up, stating his questions were answered.

Incident Details: Caller daughter flew from DFW with a medical condition. She is bald and wears a wig with metal clips and has metal in her neck. She was asked to remove her wig and was very upset and crying. Caller said she was given a private screening. Caller felt they did what they needed to do. Caller wanted to know if a letter from her doctor will by-pass this type of screening. Caller said it is embarrassing for her. She was crying and embarrassed. Caller indicated there was no failure to accommodate and indicated they did their job regarding screening. Caller was just looking for a way to avoid this type of screening. From the way it was described there was no failure to accommodate or discrimination. Caller stated there was no doubt he believed the officers were polite, professional and did their job.

Caller's mother is 75 years old and she keeps getting patted down. The last 8 flights she has taken, she had to have a patdown. The TSOs feel her legs and her chest and she feels violated. She is a frequent flyer and is now so frustrated she does not want to fly any more. She said nothing ever alarms.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening:

4/30/2014 1:45:15 PM

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days.

Dear TSA,

I am sorry to report that I was bullied by two TSA agents in the security area when I requested to opt out. I was repeatedly discouraged from opting out in a disrespectful fashion, so much so that I was too intimidated to ask for the officers' names.

This happened April 30, around 11:15 am, in the security area at the end through which most US Airways flights go. I was in line for the scanner furthest to the right (when facing security). After pushing my items into the x-ray I addressed the male officer who was directing and said that I would like to opt out. He told me it would be a 3 to 5 minute wait, and I says that was fine. Once I had been waiting a few minutes he addressed the officer operating the 2nd x-ray from the right, who said there was no one available for a pat down for me. The first officer then said to me it was going to be a wait, and was I sure I wanted to opt out. I says yes, I have time. He continued to insist it would be a long wait and that I should go through the scanner. I finally got him to stop pushing me by saying "I don't want to go through the scanner". At this point, the same x-ray operator said, as if I were not present "you need to tell her it's not an x-ray" to which I responded that I knew it was not an x-ray. The x-ray operator then shook his head and rolled his eyes.

4/30/2014 2:33:08 PM I think this behavior was appalling. I was not complaining, prepared to wait patiently until a female officer became available, and these two male officers saw fit to push and cajole me into not opting out, when I had made my wishes very clear that I wanted to opt out.

I am happy to say that the female officers, one supervising a trainee, who gave me the pat down were the very picture of polite that I am more accustomed to from TSA officers. And ultimately, I didn't wait over 10 min for them, which is a little longer than usual, but not terrible.

I wish I were able to provide you with the names of the two officers who did this, but I was honestly too intimidated to ask, lest they treat me worse because they would know my intent to complain.

Please feel free to contact me if you have any follow up questions.

Thank you,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/30/2014 2:38:52 PM Airport : DEN - Denver International Date/Time of Travel : 04/30/2014 Airline & Flight Number : Southwest (to Austin) Checkpoint/Area of Airport : Unknown TSA Employee: (If Known) (b)(6) Comment : (b)(6) requested a pat down as she is 6 weeks pregnant and did not to go through scanner. (b)(6) (TSA) refused to call in, or complete pat down and required her to go through scanner or miss flight.

4/30/2014

4:21:59

PM

Unsure of resolution, discussing with attorney.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have a Global Entry card and have been screened and have passed all the requirements.

Does this card also give me PreCheck clearance automatically or do I have to pay again to get it?

My further question is why, if I have been screened and passed all requirements, do I have to undergo either pat down or those machines because I have an artificial metal knee? The government knew that I had this knee when it gave me the Global Entry clearance. It seems to me that after all that effort and extra money to obtain the card I should be able to go through security without a hitch and without further screening. It is not right to subject me to this after I have already been screened to get the pass.

5/1/2014

10:09:04

AM

I am a 78 year old small and thin woman who hardly looks like she could or would do harm to anyone.

I protest! It makes travel a further nightmare. I really resent the extra time needed and the stress of having my body handled by these agents. I am also not so sure that these machines are safe.

I suggest that the government look again at this perceived need for this procedure for people who have Global Entry clearance.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/1/2014 1:48:57 PM Airport : SAN - San Diego International Date/Time of Travel : 05/01/2014 10:30 AM Airline & Flight Number : Delta 1687 Checkpoint/Area of Airport : Term 2 (delta wing) TSA Employee: (If Known) :

Comment : Despite being a TSA pre-check traveler, on official duty/orders, I was required to surrender my federal LE credentials to the TSA employee. Department policy requires I maintain my credentials on my person at all times or secure them in a locked container (that's was not available). Upon my refusal...and showing my badge and credentials, I was required to take off my shoes, and refused entry through the checkpoint for 15 mins until I surrendered my credentials. This is the first time I have ever been required to surrender my credentials at a checkpoint...all previous instances, I have shown my creds and would be permitted to enter with only a pat down. I was not permitted this professional courtesy. Instead I was lectured how I was wasting their time, how being a cop did not make me special, that I was causing a scene, and several other patronizing comments. In total, it took me 20 mins to get through the TSA pre-check line upon the first screening level. Law Enforcement officers should not be required to relinquish/surrender their credentials when presented as form of identification, offered in plain view, and willing to submit to a pat-down in lieu of a magnetometer. To further embarrass and lecture this person is inexcusable.

5/1/2014

2:04:55

PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Thursday, May 01, 2014 1:55 PM
To: TSAExternalCompliance
Subject: "D-RFI" (b)(6) Complaint

Please see attached complaint, kindly response to our office.

Sincerely,

(b)(6)

(b)(6) Hollywood, FL 33024

(b)(6)

5/1/2014
4:39:11
PM

Attachment:

South Florida

(b)(6)

May 1, 2014

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th street
TSA-33

I fly at least 3 times a month and consistently run into the same issue when I opt-out of the body scanning machine. The issue is that normally I have to wait between 5 - 20 minutes for an agent to take me to the pat down area, during which time my belongings (laptop, ipad, wallet, keys, etc) are sitting unattended at the end of the xray machine and sometimes far enough away where I can't even see them.

I've tried to explain this matter to the TSA agents at the checkpoint and ask if I can hold onto my belongings until an agent is ready, but it usually turns into them raising their voices at me and insisting I put my belongings through immediately.

5/1/2014
6:26:55
PM

What is the correct procedure for this situation? Surely I don't think it's a good idea to leave my belongings unattended, and I would rather not have a debate with the agents at the usually very busy checkpoints.

Thank You,

(b)(6)

Date: Sat Apr 26 2014
7:25 am
BWI Airport: C Checkpoint Area.

I opted out of the X-ray machine and received a patdown, as I have on at least 30 other occasions. The agent read me the paragraph about how she would be touching various areas of my body with the back of her hand. She said she would be touching my upper thigh, and was I ok with that. I said that I was. She put one hand on my inner thigh and one on my outer and slide down my leg and then back up again, but she did not stop at my thigh. She pressed up firmly into my vagina. Twice. I objected and said, "That is not my inner thigh, that is my vagina." And she was defensive and rude. I have been patted down at least 30 times and no one has ever touched me in this objectionable invasive way.

Thanks for reading my comment.

5/1/2014
6:27:22
PM

(b)(6)
HYPERLINK (b)(6)
Cell: HYPERLINK (b)(6)

(b)(6)

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/1/2014 5:48:36 PM
Airport : DEN - Denver International
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

5/1/2014
6:30:25
PM

Comment : Suggestion: I have a knee replacement and always set off the metal detector. I have been qualified for pre-screen and have my number and letter from TSA. I always get patted down and it would seem a strong improvement to the system to have people in my situation with a note on their file about the titanium so as to avoid a pat down each time I go thru security. I understand the risk of having this on my record, and the potential to then sneak a knife or whatever, but you have already accounted for this with your random selection process. I think people like me are being unfairly screened because of a surgical implant and if the point of Pre-screen is to speed the process for those that are accepted in the program, it falls down here. Again, you already have the random feature built into the security process and that should be the disincentive for someone wanting to abuse the implant notation on the TSA pre-screen record Would you like a response? : True Passenger's
Name : (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Thursday, May 01, 2014 5:28 PM
To: TSAExternalCompliance
Subject: Fw: TSA Chicago Midway Complaint

This emailed complaint was sent to you on March 2, 2014; two months ago. I have not had any response back from your office, either by email, regular mail, or by phone. I would like to know what is, or what has been done, in response to my written complaint. Please respond.

(b)(6)

----- Forwarded Message -----

From: (b)(6)
To: HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov
Sent: Wednesday, March 5, 2014 2:16 PM
Subject: TSA Chicago Midway Complaint

5/1/2014
6:31:09
PM

Attached is my completed complaint form. Please contact me to address this information.
Thank you,

(b)(6)

Attachment:

Complaint Information

If you don't speak write English, CRL OTE has access to interpreters and can talk to you in any language.

j Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Name: (b)(6)

First and Middle Last

Phone #: Cell: Home (b)(6) Work:

Please note that we may contact you at the provided numbers.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/2/2014 12:03:46 AM Airport : SMF - Sacramento International Date/Time of Travel : 05/01/2014 8:59 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) : (b)(6)

5/2/2014
8:27:57
AM

Comment (b)(6) was very rude and rough on her pat down. From the instant I stepped into the machine she told me to put my heels down, (I was on my tip toes; I fly at least 2-4 a month and have always done that and maybe like two times in 4 years of flying have I needed a pat down). So I complied and put down my heels, she kept ordering me to do so, but there was no lower on the ground I could go. So the machine showed in my breast area those yellow squares. So she's like, "told you to put your heels down" and made a rude comment and asked for her supervisor to come. She then proceeded to pat me down very thoroughly and all the way down and even had my finger tips swiped. The lady who swiped my finger tips (b)(6) was super sweet and apologized for (b)(6)

I don't know what was this woman's issue, or if she's having a bad day, but theres no reason to take it out on customers.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to apply for the TSA Precheck program what can he do? He has had Shoulder replacement surgery and he doesn't want to be patted down anymore.

Advised caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u002713\u2122.

5/2/2014 9:26:35 AM TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u002713\u2122 individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Advised caller that he just needs to declare to the officers that he has metal implants before screening.

To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre\u002713\u2122 eligibility for 5 years.

Advised caller that the fee is non refundable. Also that if there is an alarm regardless of him being TSA Precheck eligible he still has to be patted down.

I'm writing this note to request that a supervisor evaluate the demeanor of TSA Agent (b)(6) Badge (b)(6) (if I remember the number correctly), who was working at the Gate 33 checkpoint of Newark Liberty Airport the afternoon of Thursday, Dec. 19 (my flight was at 5:20 pm. so this would have been between 5:45 and 6:00pm). He was rude and abusing his authority the whole time.

First, while I had 7 or 8 people in front of me, I politely mentioned that I was going to be requesting to opt out. I thought to do this because I didn't see any female personnel, and I had been routed onto a flight that was already boarding (but that I didn't have to catch, so I wasn't too worried about it). he dismissed this, saying that we'll have to see what the situation would be when the time came for me to cross. Then, he repeatedly announced to the people in line that we should be removing our belts, "as in, the things around your waists." His tone was full of condescension for anyone who might not speak English or hear him or be distracted at the moment. All the passengers in line were polite and quiet and cooperative, even as we were saddened by his disrespectful tone.

When it was my turn to pass through, he ordered me to go through the door, because there were no females available. At that point, I did see a couple attending to the monitors, so I asked, "What about them?" He shouted that that wouldn't happen and my options were to go through the machine or to wait. I don't remember his exact words because this interaction was upsetting, and at this point, I also raised my voice, insisting that I was opting out.

Finally, when the supervisor of his station, a woman, was in the process of giving me a pat down, he rudely told me to move out of some area where he didn't want me to be.

5/2/2014 6:07:28 PM Agent (b)(6) is on the brink of committing acts akin to police brutality. He's a loose cannon in your organization. While some would argue that this is the point of the TSA, I am writing this with the hope and the belief that you, the reader, will take this report seriously, look into the matter, and take steps to rectify the situation. At airports in Europe, even the blue collar workers are multilingual, respectful and helpful. Here, we're hiring-- at least in the case of Agent (b)(6)-- delinquents, and putting them in positions of authority -- a dangerous combination. Like the archetypal Bad Guys in the movies, power brings out their sadistic tendencies.

While I'm writing about this dangerous individual, I might as well mention that, in the years since the TSA has been operating in the US, the most respectful, polite, helpful and professional TSA crew I've ever encountered was at Salt Lake City. I hope they might be commended in some way, as well.

Thank you for your attention to this matter.

Sincerely,

(b)(6)

TSA:

5/2/2014 8:06:52 PM Last week I was flying out of the Oakland, CA airport. I was wearing a light jacket, and shoes. A big sign stated if you are over 75 you do not have to remove light jacket and shoes. The TSA screener ordered me to remove my light jacket and shoes. I said I am over 75 and offered him my government issued I.D. (CA drivers license). He said he only goes by visual -- and I look young. Then he wrote something on my ticket. When I got to the scanner, I went through the scanner with hands held above me, had a complete pat down front and back, top to bottom, and then had hand swabs taken. First time for me and as you can see I have been flying a long time.

I am wondering why the over 75 rules did not apply to me. Thank you for an explanation.

(b)(6)

To whom it may concern:

I seem to continue to run into concerns with the TSA during my flights. Another concern has occurred today leaving MKE (Milwaukee airport)

I always Opt Out (personal reasons) and ask for a private screening.

During my screening today I informed the officers (one was the Supervisor (b)(6)) that I like to keep an eye on the swab test from the time they swab their gloves until the test is completed on that swab I have had concerns in the past where I feel the swab was contaminated and I was subjected to a very crude and invasive search of my property. Hence I like to watch the process from beginning to end and have been told by the TSA that this was my RIGHT.

5/2/2014
8:07:43
PM

The swab testing machine in the private screening room was password protected and neither officer had the password for the machine. This caused a concern as I would have to leave the room and leave my items behind to review the swab test elsewhere. (b)(6) left the private screening room to find the password - which left myself and the other officer "alone" in the private room (which I feel is a rules violation) When (b)(6) returned he still did not have the right password.

He was going to swab the gloves of the officer that searched me - but that officer had already used those gloves (post pat down) while he was digging through his pockets / phone and wallet looking for the password.

In the end I was allowed to get dressed and gather my belongings - carry them back to the main screening area and have my hands swabbed.

I simply want to play by the rules - I try to follow them as best I can and expect the same from the TSA. It does not appear to me that you / they / them are always as prepared to follow the rules that you wrote.

I would like to be able to opt out - get a private screening (with an observer present) - have the swab test completed in my presence (chain of evidence) and go on about my day.

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/2/2014 8:06:29 PM

Airport : ROC - Rochester-Monroe County Date/Time of Travel : 04/20/2014 7:00 AM Airline & Flight Number : Southwest 325 Checkpoint/Area of Airport : Rochester TSA Employee: (If Known) : Unknown Comment : According to your web page, the reasons pat downs are used is to resolve any alarms of a metal detector or anomalies identified by imaging technology.

At the Rochester airport I went through the metal detector and it was not set off, but when I got through it, I was told I would need a pat down because I have "sparkles" on my shirt. I said are you crazy and then two others behind me stated, "You've got to be kidding me." Are you really serious about this, sparkles on a shirt. Then the woman who did the pat down did not explain the procedure, but just stated she was doing it because of the way my shirt looked.

5/2/2014
9:03:26
PM

Now let me tell you what wasn't done. On my flight back from San Diego on April 30, 2014 to Rochester; I arrived at the San Diego Airport early, before screening was even opened. At 5am the gate was opened two people went ahead of me to other lines I was the only one in my line, I placed my bags, shoes, etc on the belt to be x-rayed, as I was walking through the detector, I turned back and saw the individual who was suppose to be looking at the screen viewing my bags, was not, she was too busy talking to her coworker standing next to her, my bags went through unchecked.

Please explain to me how it is that one airport goes to the extreme while the other could care less what was in my bag. Each security check point seems to have over zealous workers and some who could care less. It's almost like you have no control over those you have hired to do the so called job of protecting this country.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/2/2014 9:18:20 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am absolutely appalled about how my sister was treated by TSA officials at JFK Airport.

5/2/2014
10:03:13
PM

My sister, who is about six months pregnant, was travelling home to Cincinnati through JFK Airport. Being pregnant, she can't go through the newer machines, and no one would allow her to go thru a metal detector. She had to go through a pat down. To make a long story short, she eventually got hauled into some back room through no fault of her own, at which point some official asks my sister -- who's visibly pregnant -- what's going on with her pants and that's she's going to miss her flight. My sister then had to explain that they were maternity pants, and that she needed to go home. What kind of agency hires people who are that rude and demeaning, particularly to a pregnant woman? Who asks a visibly pregnant woman "what's going on with your pants" when it's pretty obvious why she's wearing them and she probably already is self-conscious about it?

Don't be surprised if you hear from my sister. I am absolutely appalled. Our nation's security does not depend on humiliating normal traveling citizens, especially pregnant women.

I am printing my sister's name below since she was the passenger, but my name is (b)(6)

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/3/2014
1:07:13
PM

I am emailing to say that I truly do not mind the inspection process and have had lots of flights this year. However, because I have artificial knees I arrive earlier and expect scan or pat down. But I also have had my luggage checked most of the time as well and while it usually is done without much disruption to my belongings, several times it was done with no regard to how it was packed and left in complete disarray. This past week I travelled from Farmington, NM to Phoenix, AZ and it was absolutely terrible. I arrived in PHX with a smell coming from my suitcase that told me I had some nail polish spilling. I tried opening my suitcase and it had been locked with a plastic tie by inspectors that I had to hunt down a scissors to get opened. Inside was a TSA notice of inspection and everything had been literally dumped back into the suitcase and no security straps put back in place. The polish may have been my fault but it was secure in a protective travel bag.

I hope that this will not happen again!

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/3/2014 12:08:19 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 05/02/2014 Airline & Flight Number : United Airlines Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am an active duty service member that was traveling through ORD on my way to a deployment.

We flew in from Tokyo, so needed to go through customs which had a long line and our plane was boarding soon. I asked one of the TSA members if there was a military express line, and his response was, "I don't know, but you're going to miss your flight." He couldn't be bothered to find a way to help us.

5/3/2014
1:08:03
PM

I ran into the same situation in the security line to get our bags scanned. I asked two separate TSA members if there was a military express line because we had quite a ways to go in line and our plane was currently boarding. They both responded with, "I don't know." They also couldn't be bothered to help.

After going through the body scanner, I received not just a pat down, but a rub down. My buttocks were rubbed by the agent for an unnecessarily long time which was completely inappropriate.

Every single TSA member I had an encounter with was either rude or incompetent.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

" <TSA-ContactCenter@tsa.dhs.gov>
Content-Transfer-Encoding: quoted-printable
Mime-Version: 1.0 (1.0)

Typo/correction

Sent from my iPhone

5/3/2014 6:29:49 PM
>=20
> I had to wait 10 minutes for the pat down because only men were
>working. T=
SA is discriminating against female employees and female travelers by having= only men Available . This was at gate C at Phoenix Sky Harbor Airport. A
> Female should always be available if TSA is going to screen females
> who ma=
ke up half the population.there were about 10 males working and no females.
> Thank you,
(b)(6)
>=20
> Sent from my iPhone

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/3/2014 5:42:26 PM

Airport : CLT - Charlotte Douglas International Date/Time of Travel : 03/18/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Between 9 and 10pm on the evening of March 18, 2014, we connected through CLT. Our inbound flight was late so as such, we had a limited time to make our connection. On arriving at the security checkpoint I made it know that I wished to opt out of the security scan as per the following link <http://blog.tsa.gov/2012/11/opting-out-of-ait-body-scanners.html>

5/3/2014 6:30:00 PM
The first agent I spoke to instructed me to advise the agent checking the bag. I did so even before it was our turn. When it was our turn, instead of requesting a female agent to conduct the pat down, he did nothing and continued on and rudely said, I don't have anybody and I don't know when anyone will be available so you can just have a seat until I find someone. As I did not want to miss my flight I felt I had no choice but to go through the scanner. This left me feeling angry and violated. Having had a negative experience in a scanning device, going through such devices causes me to become very agitated, it causes my pressure to rise and generally leaves me with a sense of panic. No doubt this means very little to others, but just think for a moment, if that were you, how would you want to be treated?

I realize that safety is a priority and I appreciate the job that the agents do, however, rudeness is not a part of that job. I travel enough to know that agents are and should be available to do a pat down should a traveller wish this, as per the TSA's OWN POLICY.

I ask that you speak to the agents at this site to ensure that other do NOT feel violated in the way I did. Agents need to know that it is important to do their jobs professionally. In so doing, they maintain the support and respect of traveller and uphold the department's positive image.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

We went through the GOES screening process and have Global Entry.

My husband is handicapped, walks with a cane but needs a chair for long distance.

On Sat 5/3/14, the TSA Precheck line in SJU was closed so we had to go through the regular line.

5/4/2014 11:33:13 AM
They pushed my husband through a side swinging door, then the guard proceeded to have him stand for 10 minutes while he did a pat down. My husband was in pain from standing and his feet have swollen, I am sure from the pressure. Surely there is a better way when someone has TSA precheck on their boarding pass and line line is closed, perhaps showing our Global Entry Card?

Thank you for your reply.

(b)(6)

I am not filing a complaint. I am making some suggestions.

1. Keep a PreCheck line open if the airport has a TSA precheck line - the (b)(6) airport in San Juan had a TSA Precheck line and it was closed, on Saturday May 4, 2014, 10am est.
2. If the airport does not have a precheck line open, verify the Trusted Traveler identity with their Goes card/number.

Very simple, a pat down of a 70 year old handicapped man with GOES status is overkill.

Thanks for your reply.

(b)(6)

Las Vegas, NV 89129

----- Original Message -----

From: <tsatcc do not reply@senture.com>

To: (b)(6)

Sent: Sunday, May 04, 2014 11:35 AM

Subject: In Response to your inquiry.

5/4/2014
5:08:38
PM

- > Thank you for your email regarding your questions and concerns for
- > travelers with disabilities and medical conditions. Specifically, you
- > were interested in filing a civil rights complaint because you believe
- > that you, or someone you know, were discriminated against by TSA on the
- > basis of his or her disability or medical condition.
- >
- >
- > For your complaint to be considered complete according to Department of
- > Homeland Security Regulations for Section 504 of the Rehabilitation Act (6
- > C.F.R. §15.3(b) and §15.70(d)(3)), it must be in writing and including the
- > following information:
- >
- > • The name and address of the complainant;

I recently flew from my home airport (BNA) on Monday, 4/28 @ 2pm and thought I would share some feedback regarding the screening process.

First, BNA appears to be the only airport with Pre-check lanes that does not have a dedicated person to check ID's/boarding passes. The agent at that post alternates between pre-check and non-pre-check passengers. I recommend that BNA address this issue to keep the pre-check lines moving most efficiently.

Second, BNA was using the "randomizer" very heavily that day and pushing many non-pre-check passengers into the pre-check lanes. I know that this is part of the current plan, but I think that TSA needs to re-visit this. Folks will be inclined to sign up for pre-check when they see me fly through security in less than a minute.

5/4/2014 5:09:35 PM Third (and worst of all), BNA must have the pre-check magnetometers set for an unusually high ratio of "random hits". Two of five people (I unfortunately was one of the two) that went through the magnetometer around the same moment that I did were flagged for the "special screening". Again, this was not a "hit" on metal. This was the single beep that is part of TSA's procedures to keep screening unpredictable. I am not sure why this is a necessary part of the pre-check process given that you have done background checks. Maybe if non-pre-check folks were precluded from using the pre-check lanes, TSA could re-visit this approach.

Fourth, the "special" screening that I received was way worse than what I would have received had I simply opted out of the normal screening process for a pat down. I say that because the special screening was very focused on my carry on bag. The agent opened every single zipper/pocket/etc and swabbed everything in the bag. This took way too long for a "trusted traveler". Then, the agent tested the swab and discovered that there was some problem with something in my bag. Likely my tablet. A supervisor was summoned. Now I was subjected to full pat down and a different agent re-tested my entire bag. This was an unacceptable level of detainment for a "trusted traveler".

Please consider my concerns noted above. Thank you.

This email message, including attachments, is from Crowe Horwath LLP and may contain privileged or confidential information. If you are not the intended recipient of this message, you may not make any use of, or rely in any way on, this information, THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/4/2014 5:54:45 PM

5/4/2014 7:04:07 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): British Airlines Flt# 288 on April 23, 2014. Terminal 4 of the Phoenix Sky Harbor Airport. The time they went through was approximately 7:00 pm...

Comments: My parents that do not speak English were traveling on 4/23/14, they were being escorted by an assistant that was pushing their wheelchairs. Both of my parents had their carry on luggage, purse and personal belongs taken from them and searched in a different area without them. They do not speak English, so they really didn't know what was going on and how to ask for help. They took their money and everything. This is not appropriate to search without the owner being there especially their purse, wallet, etc. We would like to file a formal complaint in this matter. I can be contacted by phone at (b)(6)

5/4/2014
7:04:18
PM

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/4/2014 6:46:23 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/18/2014 4:00 PM Airline & Flight Number : U S Airways 496 Checkpoint/Area of Airport : near gate A2 TSA Employee: (If Known) (b)(6)

Comment : Recently we were in Seattle (18 April at approximately 4:00pm the check point near gate A2). My daughter had to go through TSA alone because I was already at our gate. After waiting 30 minutes she presented her boarding pass that was printed at the hotel as we have done many times in the past. She was told that the boarding pass was not usable and would have to reprint the boarding pass at the ticket counter. She was not told to come back to the front of the line and waited in line again. She became very upset because she was afraid she would miss her flight. She was visibly upset as she went through the screening process. As she went through the screening machine the agent (b)(6) abruptly shouted "hey lady relax". She was required a second screening and the same agent walked up to her without any verbal instructions began patting her down. My daughter has had pat downs before and has never been treated so disrespectfully before. Usually they explain what is going to happen and warn you when they start the pat down and the process. This just added to her agitation. When we met at the gate she was crying and I went back to get the agents name. The supervisor was on the phone and another agent gave me her name. I am not sure it was the correct name because I never saw her badge (we noticed that most name are last names) and my daughter was just in a hurry to avoid the situation. The supervisor did come to our gate and spoke to us. He said something about that he wanted to make sure we got the right name and would speak to the agent himself. He was also the same agent to send my daughter back to the ticket counter.

We also do not understand why one person would be allowed to go through TSA pre and the other not when they are both on the same reservation. We won't ever do that again and it seems to defeat the purpose of clearing people quickly.

On a positive note, I lost my glasses last year at the Phoenix airport and days later I went to the lost and found. They had my glasses well taken care of, logged (date, time, security location) and in a plastic bag, very efficient and expeditious. Thank you for attention.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/4/2014 6:31:43 PM Airport : HNL - Honolulu International Date/Time of Travel : 04/16/2014 7:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

Comment : As I went through security, I decided to opt for the pat down instead of the body scanner for personal reasons. I have done this before at many airports, and the TSA agent has always been courteous and respectful. However (b)(6) in Honolulu made me feel very violated. She was extremely cold and abrupt when speaking with me, and seemed to be on a "power trip" and was talking down to me.

5/4/2014
7:04:23
PM

The worst part, though, was when she patted down my genital region. I am aware that this needs to be done, but she ran her hand so forcefully up my leg, that she hit my vaginal region very hard. I voiced this pain to her at the moment it happened and she said nothing. Then, when she was patting down my other leg, she did the same thing. She hit me in my vagina twice, very aggressively. This was in no way appropriate, and I fail to see how it would be effective in screening for anything I could have been hiding. In any other situation this would be assault.

I felt embarrassed and violated. When the search was over, I asked for her name and she refused to give it to me. I had to ask the supervisor for it, which he was kind enough to do. I hope for the sake of all other women flying through Honolulu that she stops being so aggressive, or stops doing pat-downs altogether.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Our problem was not an airline issue, it was a TSA issue, and the mishandling, rude handling of people with GOES status. If we have gone through GOES background check and have passed, why would we need a pat down at the airport, that makes no sense. We have satisfied the necessary requirements for security, why would TSA feel we needed secondary screening?? We arrived on a plane from Anguilla, we cleared customs through GOES at San Juan - we had no problem, then we had to go through security again to go on our next flight, that is where the problem developed with TSA and their handling of passengers. You really need to develop a better system. This is a TSA problem, and I will be reporting it on Flyer Talk as well, for them to add to their long list of TSA complaints.

Thank you for your reply.

(b)(6) - "Trusted Traveler,"

----- Original Message -----

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com

To: HYPERLINK (b)(6)

Sent: Sunday, May 04, 2014 4:07 PM

Subject: In Response to your inquiry.

Thank you for your e-mail regarding special passenger screening lanes.

5/5/2014
8:26:47
AM

The Transportation Security Administration (TSA) develops requirements and policies for the security of our Nation's transportation systems. Some of these requirements are met by airports, air carriers, railroads, port authorities, and other transportation system entities. Airports are responsible for security of airport access, and air carriers are responsible for identifying passengers, controlling gate access, and controlling baggage before and after screening. In addition, air carriers are responsible for passenger lines up to security checkpoints and, therefore, may choose various ways to manage these lines. Some airlines have chosen to create separate lines for their first-class, frequent-flyer, and business-class passengers. TSA does not regulate this practice, nor is it a policy that TSA endorses.

If you have questions regarding an airline's practices, we encourage you to contact them directly. If the airline has not satisfied your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 (TTY [202] 366-0511). You may also fill out and submit an online complaint form at <http://airconsumer.ost.dot.gov/escomplaint/es.cfm> or write to:

Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

At some airports, travelers may notice lanes reserved for participants of TSA's passenger pre-screening initiative, TSA Pre?™. For more information, including a list of participating airlines and airports, please visit <http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2>.

Caller said that she was in DTW yesterday for a 4:30 flight. Caller said that she had pre check on her boarding pass. She told the officer about her implants and she was sent to the AIT. Caller stated that while she was at the AIT, that her personal belongings were still undergoing screening. She stated that they were within her line of sight but the officers were not maintaining control of them. Due to this, her items fell off of the conveyor. Her purse spilled out all over the floor and because she was still being screened, she was not permitted to go and pick her items up. Once her screening was completed she told the officers that she wanted to file a complaint. It took them over 5 minutes to locate a supervisor who handed her a card to call us. She is furious over this incident and stated that this airport is very disorganized.

Date: 5-4-14 4:30 pm to PHX
Airline- Southwest Flight #: 2941
Gate or Terminal- PreCheck Line

5/5/2014
11:10:38
AM

Resolution:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Caller refused to provide a email address she wants someone to call her back!

The caller stated that she flew from MCO and that she was selected for a patdown because her back pocket, right shoulder and her finger alarmed the AIT. The caller stated that she was upset with this because she was embarrassed having to be patted down at the checkpoint and that she did not feel comfortable not being close to her belongings. The caller stated that it was raining in Orlando. The caller stated that her bag was wet on the inside and that there was no NOI; the zipper pull was broken.

5/5/2014
12:07:15
PM

Advised the caller: I apologized to the caller if her experience was less than pleasant however informed the passenger that every passenger must be screened and that if a passenger were to alarm the AIT or the WTMD they would have to be screened using a thorough patdown. Advised the caller that many things can cause an alarm including layered clothing. Advised the caller that the lack of an NOI would indicate that TSA never inspected the bag by hand and the fact that the bag was wet would indicate that there is a good chance the bag was opened outside, where TSA is not present and the bag would be in the possession of baggage handlers. Advised the caller to file a complaint with the airline. Advised the caller that she could request a private screening if she felt uncomfortable being screened in public and they may be able to screen her belongings with her like valuables. Advised caller that she could ask for a supervisor or a PSS.

Good afternoon. I am writing regarding an experience I had with your TSA officers in Charlotte, NC at the Charlotte-Douglas International Airport on Thursday, May 1, 2014.

I recently found out I was pregnant and after researching the body-scan imagining that is performed at security, I have decided to opt out of this whenever I travel. Every time I tell the TSA officer at security I would like to opt out, I am hassled about my decision and given a speech about why it is safe and unnecessary for me to opt out. And every time I patiently listen to them telling me what I should or should not do. Everyone is entitled to their opinion however my concern with this is, if I am able to opt out, why am I hassled EVERY time? Not only is it upsetting to me as a traveler and expecting mother to have a stranger tell me what I should do for the safety of my baby, but they waste their own time giving me their own individualized speeches when they could actually be performing their jobs looking for suspicious activity, moving along the lines, etc. This was not even the issue I had on May 1. After I told the officer I wanted to opt out, I waited for twenty minutes patiently. I was even complimented on how patient I was being and I told the officer that I came to the airport early because I know the manual screening may take a little longer. Still no problem. The problem arises when Officer (b)(6) comes to get me with an attitude for the manual screening. She asked me if I had done the manual screening before and I said "yes, I know the drill". She tells me she needs to go through her speech anyway. I said, "no problem". At that time (around 4:30-5pm), security was pretty crowded and another TSA officer comes in front of me for something and I ended up having to move after one side of the pat-down was completed. There was also a crowd of people around me so I had to move about to make room for everyone. Officer (b)(6) then says to me very loudly and extremely rude, "Take a step back". I asked her where she would like me to stand. She replied, "Take a step back". I asked again, where would you like for me to go and again the response I received several more times was "Take a step back" with a look of disgust on her face. I told her the man made me move and I don't know where you want me to go, please just tell me where to stand. While she was making a spectacle out of herself and me, another group of women overhearing this gave me a look to indicate "What in the world is her problem?" while I just shrugged my shoulders. Officer (b)(6) must have repeated herself, saying "Take a step back" at least 7-8 times. She then asked me "Where were you standing". And I said right here. She then said, "where were you facing?" and I said, ok this way. In all that time, she could have told me where she wanted to me to stand and saved me the frustration and discomfort. There was absolutely no reason for her to be this rude to me. I complied with your policies and did not deserve to be treated with such disrespect. She infuriated me so much that I requested to speak with the TSA manager on duty who quickly came down to talk to me. He was very understanding and agreed that I should not have been treated like that and that officer (b)(6) was out of line. I would like to know what will be done in the future to prevent this unnecessary conflict. I don't know if they take advantage of their positions or what but there is no way to talk to a civilian in that manner. Because it was a TSA officer, I felt that I could not have said anything to her.... even "In all the time you repeated yourself you could have told me where to go and I could have been gone already", which is the truth. But instead I got this horrible treatment from her for NO reason.

I travel frequently and have a lot of respect for the security team at our airports but this was just uncalled for. I have never experienced anything like this before and hope I never have to.

Feel free to contact me for more information.

(b)(6)

From: (b)(6)
Sent: Monday, May 05, 2014 12:41 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA recommendations based on a complaint

Dear TSA personnel,

I am writing to register a complaint about your policies and your staff and to offer logical suggestions to assist other travelers in the future. I was a Denver passenger at DIA, Sat. April 12, 2014 flying out of the country for 2 weeks. I have now returned, had a wonderful vacation and am back at work.

The incident stemmed from a left thumb splint which appeared to test 'positive' for something and the employee said TSA had a protocol to follow yet commented several times (as did others) that the entire situation could have been avoided, IF a) I had taken the little Velcro thumb splint off and sent it through the x-ray machine while I walked through or b) if the splint was soft and able to be palpated rather than hard. The splint was easily removable and was worn to offer support while lugging heavy luggage as I had just had a joint injection.

The problem from my end was that I was unnecessarily subjected to a humiliating, early morning experience that included 7 TSA personnel, two of whom were so victimizing that a 'flight-or fright' response was needlessly triggered in me.

My recommendations include:

Display preemptive signage/communication recommending travelers remove non-essential splints prior to passing through the x-ray machine and why this is encouraged.

Station personnel prior to the x-ray to suggest the removal of all non-essential, and potential problem items prior to entering the x-ray (not just cell phones in pockets).

Systems at TSA to better understand the 'test'; what is the rate of, and cause of False Positive tests? Is it possible the test can be refined to improve the rate of True Positives? If not, shouldn't this be public knowledge so that passengers in at-risk occupations or with at-risk medical devices are prepared? (I am a physician).

Mook training of TSA personnel so that in the event of a 'positive test' additional screening is well explained, empathy is uniformly expressed and tensions are lowered for vulnerable, sleep-deprived passengers. Passengers should not feel threatened by the staff or the situation.

Insistence that TSA supervisors be well trained, both verbally and in body language, to assuage highly emotional situations of rattled passengers. All should be able to speak with empathic dialogue rather than an intimidating and controlling language and demeanor.

I admit, I became reactive when I was told by several TSA employees the situation could have been avoided by the two 'IF's above, and many weary passengers would feel the same when an illogical process is harshly presented by employees.

specifically (b)(6) the blonde female pat-down woman and the supervisor (b)(6). Both women were ill prepared to be in charge of an emotional situation. I appreciate the honesty of the 'tester' telling me all could have been avoided and the calm demeanor of the final TSA guard who empathized that "I don't necessarily agree with all of the rules either but we need to follow them so you don't miss your flight." Interestingly he added, "This is not the place to present your political opinions." (?) The menacing voice and volatile demeanor of (b)(6) "I can have you escorted out of the terminal and you can cuss all you want on your way out" and the vehement speech and stare tactic of (b)(6) "you won't intimidate me" made it clear that this was about them being in control and not about travel safety and, clearly, not about my comfort through an unpleasant situation.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/5/2014 1:02:02 PM Airport : PDX - Portland International Date/Time of Travel : 05/05/2014 6:00 AM Airline & Flight Number : Virgin America Checkpoint/Area of Airport : Virgin America entrance point TSA Employee: (If Known) : Blond woman (age ~55-65) in Row 8 (Pre Check) of the PDX Terminal TSA line.

Comment : I requested a physical pat-down (a "female assist") as I am 6+ months pregnant. The TSA woman in question initially challenged my request at the bag drop off point, but the complaint here is around her lack of professionalism in giving me the pat-down/female assist. I found her unnecessarily gruff and rough in this routine, though admittedly important, process. For example, to give me an indication of the level of force she was going to use, she slapped and grabbed my right arm with such force that it startled and upset me. During my pregnancy, I have been getting TSA "female assists" in various states and outside of the US, so I have context as to the range of methods. The "female assist" option is something TSA offers, and it should be given with the same professionalism as the rest of the TSA-process.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller and her husband have flown a lot over the years. She has a hip implant and flew from Baltimore with no problems. She went through the AIT. But at Phoenix Sky Harbor she told the guy she has a metal implants and wants to use the AIT but he said no and made her use the WTMD. She kept trying to tell him she has metal implants but he would not listen and sure enough she alarmed. She was pulled aside and they started to pat her down in public with people going by looking at her like she did something wrong and she was embarrassed. She asked for private screening and the TSO told her that she would have to wait for another female. She said they were very nice and apologetic but she just thought the male TSO did not listen to her and now she is apprehensive about flying again. She wants to know if there is something she can do to avoid this. She did not get the agents name. The Airport was Sky Harbor on Southwest 4403 on April 15th at 5:15 pm.

I apologized to the caller and told her that TSO s are trained to listen to your concerns and respond appropriately.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This helps us know where corrections need to be made.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). You may ask for the AIT. If it shows an anomaly and you have to have a patdown you can ask for a private screening at any time. You may also be accompanied by a companion of your own choosing.

You can ask for a supervisor or passenger support specialist at any time if you have concerns or questions. You may also call TSA cares before you travel to request assistance.

Sent email.

Caller stated that she would like to make a complaint. She was going through the line, and has been usually asking for a patdown. There was a negro lady there, and when she asked for a patdown, she was asked to step out of the line. She then became very aggressive shouting that her bags were going through the x-ray. She told her that she could go through the screening technology because it wasn't x-ray. She seemed to be very annoyed and muttered something under her breath about the air being polluted. She thinks that the statement was very uncalled for. She thinks that the TSOs comments should have been kept to herself. She was black, kind of heavy set.

Flight details below:

Airport: MDW

Departure Date: 5-3-14

Departure Time: 9:10 am

Airline: Southwest

Flight #: 4752

Terminal Gate: B9

Went through security: Doesn't remember the exact time.

She doesn't want this to go any farther, she just wants someone to be aware of what happened so that it doesn't happen to someone else. She understands why she would have been frustrated because there were a lot of people there at the checkpoint at that time, but she is in a position of customer service, and she thinks maybe she just needs to be reminded of that.

Advised Caller:

I told her we would send this information to the CSM to make them aware of the situation that she alleged has occurred and could do any follow-up they needed to.

Asked for an email address, but she did not want to provide one.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode:

5/5/2014

4:19:33

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Caller was on flight 758 on May 1st. He is a 70 year old disabled vet. His experience at SEA was something that made him never want to fly again. When he was screened by the WTMD he was put back in his wheelchair and all his stuff went through the belt on the tray. They set the tray out of the way about 30 yards from where he was sitting. He was frisked in his chair. He said people were walking by and pointing at him and laughing and asking questions about why this man was being pulled aside. He was so damn humiliated after serving his country for 20 years. He was being laughed at and this was unacceptable. He said that the TSOs are on a power trip. He did not know about the private room and was never told about it by the TSOs. He was made to roll over in his wheelchair and they went up and down his legs and took off his shoes and belt. He was upset and even teared up. He said the person pushing the wheelchair was very nice and very apologetic.

Airport: Sea

Airline: Alaska

Flight Number: 758

Date and Time: May 1 at 8:15 am

Terminal or Gate: N15

Name of Person Involved: The TSO man was short and dark but he was too upset to get names and a good description.

5/5/2014

5:14:50

PM

I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Travelers may call TSA Cares toll free at 1-855-787-2227 Monday through Friday 8 a.m. to 11 p.m. EST and weekends and Holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. We can send this to Wounded Warrior and get you some help at the checkpoint.

Disability Description: Caller has a pacemaker and a defibrillator.

5/5/2014 6:38:51 PM Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. I will send you information via email on how to file this complaint appropriately and forward this complaint to the CSM at PHL. (b)(6) Sent email of information.

Incident Details: Caller flew from PHL on April 5th at 3:00 PM and has a pacemaker and a defibrillator. During the screening he tried to show the TSOs a card he had from his doctor stating he could not go through the screening machines, but the officer insisted that he go through it anyway. So the caller ended up being forced to go through an AIT machine and he has been told to avoid these machines. For a few days after he has felt strange. He believes that this is a failure to accommodate a disability and wishes to form a complaint.

Caller states that his bag was searched and his sunglasses and baby powder are missing. Caller found an NOI. The baby powder went missing on the departing flight, and at that point there was no NOI. On the return flight the sunglasses went missing. Caller states that he had a survival kit in his carry on that had a tiny foldable 2 knife and fire starter that were taken away. He got Precheck for that initial flight. The TSA employees were polite, but the caller is upset that the kit was basically destroyed because so many items were removed. There was no problem with the interactions with the TSOs, even though he was not as nice as he could have been. Caller states that the situation could have escalated, but the TSOs handled it well. Caller states that his is bald and barely has any hair and he had to get a patdown of his head at a checkpoint before. Caller does not wish to file a claim because the sunglasses were not worth more than \$20. Caller states that it is possible that the sunglasses could have been left in the family bathroom. Caller states that I (the TCC agent) gave about \$30 worth of therapy and wanted to be sure it was documented in the record.

Airport TUS-SEA-ANC
Airline Alaska Airlines
Flight # 641
Date Time 05 04 2014 405PM
Baggage tag # (b)(6)
Description of baggage Green canvas bag with two leather handles and two snaps on the end and a thick handle, like an army duffel bag
Location Gate B3
NOI

5/5/2014 8:44:28 PM Advised caller:
We regret that you were unsatisfied with the manner in which your bags were handled.
TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

You may wish to file a claim for missing and or damaged items.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Fire starters are prohibited in carry on and checked luggage.

Caller is a breast feeding mother who travels a lot for business. She always brings her breast milk and every time she goes through screening she gets a patdown. She thinks that this is assault and ridiculous. She is very upset because TSOs touch her privates, breasts and buttocks. She wants to avoid this from now on.

5/6/2014 1:38:54 PM Advised caller:
While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown. There is no way to avoid a patdown if it is required to board a flight.

The caller then asked to speak with a supervisor.
Caller flying with her 18 mo. old toddler to Paris, overnight flight, what can she bring for him? Is she allowed to bring applesauce, dry food, yogurt and can she bring milk in a carton unopened?

5/6/2014 3:02:19 PM Response:
When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of milk products; juice; bottled water; and canned, jarred, processed baby food. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.
While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Caller flies back and forth east coast and Arizona about 28 to 30 times. He left Arizona on the 24th he had precheck. He asked that his film be hand inspected. He had to have a patdown which was rough and unnecessary. He flew from Reagan to Phoenix and had precheck and again asked for his film to be hand inspected. The TSO inspected it and sent him on his way with no patdown. He asked who is not following protocol here.

5/6/2014

3:52:32 PM I told him that generally when you ask for an alternative screening to x-ray (which is the normal screening method) then you are subject to additional screening such as a patdown. I told him the policy is the same at all airports. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Screening is also random so you never know what to expect.

I told him that if he should have a problem with patdowns as he described he may call us and we can forward the complaint to an appropriate office for review.

Today I traveled with my husband and two small children from savannah hilton head international airport to JFK. While going through security the TEA agent told me that because one of the two of my still sealed baby food pouches was over 3.4 ounces (I believe it was 4.2) he would need to open it and test it. I told him that he may as well throw it out then because it would be spoiled. I said that I thought baby food was okay in excess of that amount and that by opening it to test it he was basically rendering it unfit for consumption when I needed it. I was told that if I consented to a pat down I could keep it so I consented. Then my purse and diaper bag were confiscated to be thoroughly searched as well. After the pat down and waiting an additional 5 minutes while they searched it became evident that the search would not be over soon and we would be in danger of being late for our flight. My children were very upset by the whole thing so I told him to just throw it out. My son has food allergies and I cannot just buy him any kind of food. I am very disappointed that there was no alternate way to test the food pouch that would not cause it to spoil. It is hard enough traveling with small kids as it is without adding these additional and seemingly unnecessary restrictions on families. Please consider changing your testing policies for baby food.

5/6/2014

6:22:56

PM

(b)(6)

Sent from my Verizon Wireless 4G LTE smartphone

From: (b)(6)

Sent: Wednesday, May 07, 2014 9:59 AM

To: TSAExternalCompliance

Subject: (b)(6) Complaint

May 1, 2014

5/7/2014

12:21:55

PM

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th street
TSA-33
Arlington, VA 20598

RE: Matter : (b)(6)
Date of Accident : 04 20 2014
Our File Number : (b)(6)

Dear Sir Madam:

The above named claimant has retained the undersigned counsel for the purpose of representation in connection with his/her personal injury claim.

The caller has a special needs child that was allowed to go through the expedited screening and she herself was offered to go through screening with her son. The officers would not let her items go through screening with her because she was not precheck and she was going through a precheck line. She had to put her belongings on a different belt. The caller states that she had to go across the the lane to get her items and she did not like that. The caller wants to know if the officers are allowed to put her items on a different belt and wants to know who is supposed to be watching her items. The caller is not comfortable with being separated from her item and chose to go through the line with her belongings but states she is not supposed to be separated from her son. The incident happened at ITO. The caller asked to speak to a manager and she was not there.

I advised the caller that TSA did not separate her from her son. I advised the caller the officers gave her the option to go through screening with her son.

5/7/2014 4:23:11 PM Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I offered to send a complaint to ITO but the caller wanted to call herself.

I advised the caller to contact the CSM at ITO

(b)(6)

Phone: (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/7/2014 10:21:52 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 05/07/2014 Airline & Flight Number : UA 1460 Checkpoint/Area of Airport : Gate D3 Area TSA Employee: (If Known) :

Unknown Comment : I have a left knee replacement which requires me to have a screening done through a wand or a scanner. I was sent through the TSA Pre Screen line in New Orleans airport, and told the lady at the TSA line about my knee. She asked for a male TSA employee to screen me, which took ten minutes for one to arrive. I was given a full pat down instead of the scanner. I asked if the machine was working, but the TSA person did not answer. This happened between 4:00 PM and 4:45 PM. I have been flying for the last year without this kind of screen. I fact the last time I had a pat down like this, I was leaving the Bagdad Airport in 2005 as a private contractor.

5/8/2014 8:16:09 AM You may want to check or review your recordings at the TSA line on the way to Gate D3 between the times shown above. I am a bald person wearing a dress shirt and tan slacks, carrying a black lowepro camera bag and a blue portabrace video camera bag.

I find the way I was handled overdone, but you be the judge. I will inform United Airlines of this incident as well.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/8/2014 9:11:49 AM

Airport : RDU - Raleigh-Durham International Date/Time of Travel : 04/11/2014 7:10 PM Airline & Flight Number : American 1079 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : On April 11, 2014, while choosing an opt-out security screening, I was sexually assaulted by the TSA agent performing the screening.

During the process, among other inappropriate touching, the agent pulled out the back the waistband far enough to look down the back of my pants, while performing the screening on my thighs she twice hit my pubic bone/vagina with her hands with high pressure, she squeezed my right buttock with her hand and squeezed the front of my right thigh with her hand.

I travel several times a year on business and I have always chosen to opt out of the machine screening, so I have a clear understanding of TSA pat down procedures. What was done to me at Raleigh-Durham was not a security pat down, it was an assault.

5/8/2014
10:24:05
AM

The woman in question was a very tall, heavy set, African American woman with very short salt and pepper hair.

I await a response to my complaint.

(b)(6)

Brunswick, ME 04011

(b)(6)

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern,

I had a flight out of San Jose Airport on Southwest on Monday, May 5th at 10:40am. My family and I went through security a little around 9:30am. I am 5 months pregnant and was holding my 19 month old when I was selected for a random testing. They swiped my hands with a wand and an alert showed up. That is where the confusion began. They wouldn't let my husband grab my bags or our stroller and they wanted me to set my daughter on a chair (this seemed reasonable) but my daughter is too young to just sit there, I needed to either give her to my husband or put her in the stroller, so this took 4 employees to figure out a solution, which involved the woman who was with me to shout 2 stations over "I HAVE AN ALERT HERE!". After a phone call and about 10 min it was decided I could let my husband take her.

They searched my stuff and then the people at the belt with our stroller were telling us (with attitude) that we needed to take our stroller. This was really frustrating, because we tried and everyone was adamant that I not move or touch anything.

I was then surprised that they wanted to test my daughters hands, she's 19 months old!!!! I agreed, but didn't want to, she's a baby. I hope she retains no memory of this. At that point, being 5 months pregnant, I was done, so I started crying during the pat down.

5/9/2014
12:05:44
PM

I was told repeatedly that this was routine and lots of people get alerts and it was probably nothing. Of course my daughter's hands were fine, but once again after confusion, discussion and another possible phone call, they decided a needed a more thorough pat down. I had to just stand there, still crying, while all of this was figured out. We were then led to a room where I was thoroughly rubbed down. Finally, we were allowed to leave.

I appreciate that you have a hard job and must do random screenings, that isn't my complaint. My complaint is with the behavior and lack of organization among your employees. Why would you say it's nothing when we are required to comply and be put through a humiliating ordeal? Why would you shout across the screening area? Why would you subject a child to this? Why would you do any of this when you don't even know what the next step is? Please train your people properly before placing them in positions of authority. I have traveled frequently and this is by far, the worst and most humiliating experience of my life, I can't even imagine how that would have worked had I been traveling without my husband.

Respectfully,

(b)(6)

To whom it may concern:

I recently passed through the Charlotte NC airport on my way to Florida. On my first pass through security I was immediately targeted to screen. My first indication was that my hands were swabbed well after I had already touched items that were on the belt, such as shoes, bags, as well as the containers that the bags go into. After going through the body scan, they groped me for whatever they thought I had for no apparent reason. After a couple of moments, I was then told that I had tested positive for bomb residue. They pulled everything I had, took everything out the bags and then patted me down once again in another room. After about 25 minutes or so, they released me without further questioning.

You would think that they would know that a 37 year old, Caucasian women with a military family traveling with her husband, who was in the Army is probably not a suspect. I found the whole thing to be highly suspect of the TSA at this airport simply putting on a show. I also noticed on two occasions now that practically everyone being targeted at this airport were Caucasian women. Does that make any sense to you? Meanwhile, go ahead and let the terrorist wearing a turban or hijab with a large suspicious bomb shaped case walk through the checkpoint unnoticed, because they're too busy targeted baby wipes, hand sanitizer and e-liquid.

5/9/2014
2:13:48
PM

What I would like to know is what are your regulations for swabbing hands? The major issue I had with this process was that they swabbed me after I had touched other items that weren't mine. Also, I told them that I am a e-cig/vapor smoker in order to quit cigarettes. The liquid in these items contain glycenn, but they didn't want to hear of it. One of the guards even claimed that they never had an issue with them, which is another issue all together; because any trained guard would know that glycenn will set off a false positive and if they had looked in my bag, would have seen the e-liquid for these items. In other words, they were just out for the search and show.

Your time is appreciated.

(b)(6)

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5/9/2014
2:13:48
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Your time is appreciated.

Regards (b)(6)

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 5/9/2014 3:13:34 PM Airport : PHL - Philadelphia International Date/Time of Travel : 04/27/2014 3:45 AM Airline & Flight Number : United Airlines 384 Checkpoint/Area of Airport : TSA security screening TSA Employee: (If Known) :

Comment : I was one of the first people to enter the screening area when it opened that morning. I told a TSA employee that I wanted a pat-down instead of subjecting myself to the radiation in the scanning device. He told me that there was a \$150 fee for anyone opting for a pat-down instead of going through the machine. This was news to me, and when he saw my surprise he said that this was a new policy that had been implemented just that month and said he was surprised that I hadn't heard of this. At that point I didn't know what to do - I was very upset, since the rest of my party was going through security to catch our flight and I didn't want to be left behind, would not subject myself to the backscatter radiation, and didn't have \$150 in cash on me. Finally the TSA employee told me that it was just a "joke" (I didn't laugh) and told me to proceed to the pat-down area. I don't know if this was "just a joke" or an attempt by a TSA employee to get a bribe from me, and it was "extremely" upsetting. Unfortunately I didn't demand to talk to a supervisor or get this guy's ID since I was seriously afraid that I'd be detained and miss my flight. Please check your security camera footage - I'm very easy to spot, being one of the first people through security when it opened and having both a foot-long bushy beard and a large ring in my nose, and hopefully you can identify the TSA employee in question.

5/9/2014
4:21:52
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller applied for the TSA Precheck Application Program over a month ago, and he has not received any information regarding the status of the application. He is unable to check the status online. Also, he has difficulty removing his shoes due to a medical condition.

Advised Caller:

For additional assistance, please contact the Universal Enrollment Call Center at ((855) 347-8371) between 8 a.m. to 10 p.m. Eastern Time. Monday through Friday.

5/9/2014
5:05:01
PM

If a passenger cannot remove his or her shoes due to possible medical complications, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

To whom it may concern,

I just got through security at JFK airport and am thoroughly disappointed in the TSA personnel. They don't even utilize the body scanners they have here, they haven't the last several times I've flown, and they completely abuse the TSA pre. Almost no one had to take laptops out of bags or their shoes off, and we were just walking through a metal detector. The guy that was watching the screen wasn't paying attention at all, he was talking instead. Then I got selected for a random pat down, and they didn't even do the pat down. I feel completely unsafe flying. I have no idea where the hell your \$7.39 billion budget goes but it's obviously not into the training of your employees.

5/10/2014
9:38:24
AM

Sincerely,

(b)(6)

Sent from my iPhone

Because I fly fairly frequently between GRR and Florida I have a lot of opportunity to compare tsa and pre-tsa set ups at different airports. GRR has a poor set up at the B terminal. With pre-tsa you are told you do not have to take jackets or shoes off. Unfortunately the pre-tsa line does not allow for people who have metal in their body that cannot be removed. For me that is a hip replacement. You cannot access the X-ray machine from the pre-tsa line. You have to walk back to the entry to go to the X-ray machine. Then the tsa worker back at where you left your luggage on the conveyer belt is confused because you left your bags and walked away. Then you show up at the X-ray machine, because you are told by the first tsa worker to do it that way, and the worker demands that you take your shoes and jacket off. When you try to say you are pre-tsa they say you should go through the metal detector at pre-tsa then decide they need to do a manual pat down even after you have gone thru the X-ray machine. When you explain you have a hip replacement another worker says in the background that if you just took your metal off they would not have to do a manual pat down. I wonder if they would provide a surgeon to remove my metal hip replacement? This is a horrible set up. MCO is a much larger airport and this has never happened to me. It happens repeatedly at GRR. GRR cannot assume that pre-tsa customers do not have medical metal in their bodies. This prejudice needs to be corrected. GRR needs to look at systems in other airports that know what to do.

5/10/2014
5:02:41
PM

Thank you.

(b)(6)

Sent from my iPad

Hello,

I have an inquiry regarding pat downs. I was recently patted down flying out of JFK & on my international return flight. I do realize that this is for security measures. I assumed mine was random but no mention of it was stated. I had no metal on me & the only jewelry I wore was a small set of diamond studs. I feel some explanation should be given as to "why" this is being conducted, random or a sensor was set off. I am a little offended as I didn't see anyone else getting patted down...

5/11/2014
9:22:50
AM

I am looking for an explanation please.

Regards

(b)(6)

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/10/2014 8:07:46 PM

5/11/2014

9:23:06

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Entering TSA checkpoint in Pittsburgh at 10:50.

Comments: When approaching the backscatter machine I waited my turn and told TSA agent in a firm voice; "I would like to opt out". She announced to everyone; "We have a radio broadcaster here!" I was taken aside and the stop on the assigned spot and raised my arms (I always opt out and am familiar with the procedure). The TSA agent then announced; "We have trouble here". He patted me down at least two times. On the second pat down he grabbed my testicles to check behind them. The pat down was so invasive I later had to go to the mens room to unweave my underwear. When I asked him his name he walked away and would not talk to me. I would like to file a complaint that I was improperly treated and molested.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/11/2014 9:02:08 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SWA Flight 654, 9:45 am, BWI airport, Terminal C

Comments: TSA agent (b)(6) a 6'1" tan-skinned, overweight black male, has been the worse I've encountered in the opt-out procedure. While I appreciated Supervisor (b)(6) time and commentary about the scanners, as a Research Scientist/Engineer, I am personally not convinced, thus my CHOICE to opt out.

5/11/2014

11:16:26

AM

Furthermore, he wanted details; they are enumerated below:

- 1) Overly-aggressive pat down procedure
- 2) Caustic attitude towards traveler
- 3) Poor behavior and manners
- 4) Publicly making a scene with loud talk
- 5) Trying to incite a negative response
- 6) Profiling and targeting from other TSA agents thru communication devices

When I told (b)(6) I had his name, (because of name tag to make this complaint), the best response he could give is "Is that a threat?" That is called provoking a passenger! If he is not trained to be courteous, then he should be dismissed.

Other passengers, including a Maryland State Trooper were witnesses along with the multitude of video cameras.

(b)(6)

New Orleans, La

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 5/11/2014 11:33:16 AM Airport : PDX - Portland International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TSA Stands for Torturing Special needs Adults....

In the past three weeks I have gone through security at Airports four times, and have been pulled out of line for the PAT DOWN all four times. Why, because of my new titanium knee joint. It seems That TSA has no other way of clearing me other than having a female agent groping my private parts searching for contraband. Not even my status of TSA pre-check saved me.

Standing there with your legs spread apart and your arms out while a strange gloved woman reaches into areas of your body that are very uncomfortable i.e. your crotch, up and down your legs, around your waistband, and above and below your breasts. It made no difference to me when the agents proclaimed that they were using the backs of their hands. I had no choice in the matter, they were touching me and it felt dirty; at two of the four pat downs, I began crying.

On one Pat Down, I asked for a private screening. BIG MISTAKE. I was subjected to a more vigorous search, with the woman's supervisor watching. It was almost unbearable. I got the feeling that the extra attention was because I inconvenienced them. Sort of an insurance policy for not asking ever again for a private screen. You see it takes two female agents to do a private screen.

If being groped in public is not humiliation enough, I had to explain why I cannot raise my L arm in the air by telling the agent and anyone else that was listening that I had polio as a child; a fact that I had never gotten accustomed to sharing with many people.

All of this for the safety of the flying public? If 60 year old handicapped Women with joint replacements are the ones who are the new terrorists, then I suppose the whole world is in trouble. Shame on you TSA for not figuring out how to exempt handicapped adults with metal implants from this humiliating facade.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/11/2014
1:06:02
PM

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 5/11/2014 11:33:16 AM Airport : PDX - Portland International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

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Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/11/2014
1:06:02
PM

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 5/11/2014 11:33:16 AM Airport : PDX - Portland International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TSA Stands for Torturing Special needs Adults....

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Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 5/12/2014 6:20:34 AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight DL3423

Comments: TSA agents FAILED to recognize my Precheck status when I showed them my military id and Precheck passed issued by the agent at point of entry in the waiting line. The African American male giving the patdown could not speak legible english. I cannot emphasize enough the apparent lack of training and attention to details displayed here today. It reeks of incompetence.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/11/2014 8:27:31 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 05/11/2014 4:30 PM Airline & Flight Number : Alaska air 535 Checkpoint/Area of Airport : Main screening area gates 1-11 TSA Employee: (If Known) :

Comment : I asked to opt out of X-ray screening, he was the employee who met me. Up until this point all TSA employees had been very friendly and professional. Immediately his body language indicated he was irritated. He asked if my pockets were empty. I did a quick re check and told him everything except for my ID. His abrupt response was "your pockets aren't empty then are they? Your pockets need to be empty" So I held my ID in my hand. Next he asked me which bag was mine.

My family carries three identical black wheeled carry ons. I said one of those. Through this part of the conversation he seemed determined to escalate the matter. In the end I told him technically all three bags could be considered my property. So he collected all of our baggage. At this point other employees were rolling their eyes about his behavior and trying to be nice to my wife while he was harassing me. It was at this time that he sarcastically said when you tell me they are all your bags it changes things. He went on with the pat down and finished and left. I can't help but think I was treated this way because I opted out of the screening.

This employee stuck out from the others, all the rest were very friendly and polite. This employee obviously knows he can bully passengers because no one would talk back for fear of retribution. I cannot stress enough how poorly I was treated, printed words do not do it justice. I am going to attempt to get identifying information on the employee concerned before I fly out Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email :

(b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller indicated that he reported his complaint on the TSA blog but also wanted to call. He traveled from MSY on 5/7 with United flight 1480 from Gate D. He indicated that he was at the checkpoint between 4:15pm-4:45pm. He indicated that he was put through the Precheck line. He has a left knee replacement that requires that he go through the scanner and be wanded. He advised the TSO of the metal implants. The female TSO required a male TSO to conduct the patdown. It took forever for the male TSO to come over. His complaint is that the male TSO conducted a full patdown and also that the TSO was unhappy to conduct the patdown and his attitude was that he didn't want to do it. The male TSO asked him to remove his wallet after discovering it during the patdown. The TSO looked through the wallet and the caller felt that this was unusual. The male TSO is stocky, African American, and 5'8" or 9" in height.

The TSO did not reply when asked if the AIT were working. The caller observed that AIT was not being utilized. The caller asked if Global Entry is recognized at MSY or there is any type of program of that nature at MSY.

5/12/2014
12:01:46
PM

I explained that TSA recommends that passengers remove items from their pockets prior to passing through the AIT or WTMD to reduce the likelihood of an alarm. The TSO is required to clear the item to ensure that it doesn't contain a prohibited item, which is why that he asked in regard to the wallet and opened it.

I advised that I have documented the information provided and would refer to the CSM at MSY to make them aware. The CSM has the means to look into and address this. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that he would need to contact Global Entry in regard to whether they are airport specific. We don't have information that speaks in regard to this. The caller declined a contact number.

---Original Message---

From: CRL
Sent: Monday, May 12, 2014 9:07 AM
To: TCC-Referrals
Cc: (b)(6)
Subject: FW: (Complaint) TSA Contact Us: Complaints

Dear TCC Referrals,

Thank you for sending this along as the word profiling was in the complaint. We've determined that this appears to be a customer service and rudeness complaint. Therefore, we are referring this back to you for appropriate handling.

Thanks very much,
Harleen

5/12/2014
12:28:01
PM

Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----

From: tsatcc@senture.com [mailto:tsatcc@senture.com]
Sent: Sunday, May 11, 2014 7:22 PM
To: CRL
Subject: (Complaint) TSA Contact Us: Complaints

The customer's information has been attached to this email.

The following e-mail is being forwarded to you for review from the TCC. Please contact the traveler to resolve the issues addressed in their e-mail message included below. Also, please reply to the message that was forwarded to you and describe the resolution that you provided. This will send the traveler's original message and your response to TCC Supervisors so they may update and close the record accordingly.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, May 12, 2014 10:58 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/12/2014 10:57:48 AM

5/12/2014
12:28:04
PM

)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

P.O. Box or Street address:

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, May 12, 2014 10:58 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/12/2014 10:57:48 AM

5/12/2014
12:28:04
PM

)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

PO Box or Street address:

(b)(6)

The caller was discriminated against by Delta twice on the plane and wanted to know who to contact.

Callers Wife:

The caller stated that a lot of the time she gets patted down when she flies from ATL to NY. The caller stated that she is not sure why and wanted to know why. The caller wanted to suggest that the TSO should advise passengers of what causes them to have an anomaly. The caller stated that her husband does not touch her the way her last patdown was. The caller stated that her and her husband both are selected for extra screening a lot. The caller stated that her husband has a rod in his arm and that she did not have any knee implants.

5/12/2014
12:41:42
PM

The caller was advised to contact The Aviation Consumer Protection Division at 202-366-2220. Handles service complaints with airlines.

TSA has no jurisdiction over airline complaints.

The caller was advised that from a personal experience sequence on a shirt caused an anomaly as well as a lanyard. The caller was advised that if a passenger alarms the anomaly must be cleared. Things sometimes like a thick scar as well could cause an anomaly. The AIT scans the outside of the body. The caller was informed that there is not a way to avoid a patdown.

The caller was advised that a TSO would probably be more familiar with common things that cause an anomaly, but we do not have information supporting if they are able to tell the cause of every anomaly. Caller wants to know the rules for traveling with baby food. She says in Des Moines she had the baby food in pouches, they were told because of the size of the pouches her husband needed to have a patdown. She says in Sky Harbor she was told the items too large to take. She wants clarification for screening.

Told caller

5/12/2014
1:20:08
PM

I explained to her there was an exemption for things for babies.

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula, milk products; juice; gel or liquid-filled teething; bottled water; and baby food. She should declare it all to the officer before screening starts.

I explained to her there were several levels of security screening, so not all the officers will do the exact same thing. But as long as it was screened is what they need to do.

I explained to her that these items do sometimes require additional screening but I could not tell her that it would require her husband to have to have a patdown.

I explained to her that she maybe having issues due to the baby food being in the foil pouches, they may not be able to xray through the pouches. She can always ask for a supervisor at anytime and maybe they can assist her or tell her it was the foil pouches causing the problem.

Caller wants to know when she will be required to go through which technology before she arrives at the airport. Says TSA needs to hire smarter people to do their job so good honest people will not have to go through delays that do no good. She seems to think that TSA develops its screening procedures specifically for each airline and seems to be suggesting that TSA make the AIT units mobile so they can be moved around in the airport.

5/12/2014
1:32:43
PM

AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort. Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Offered John Pistole's address for suggestions on improving security and she declined. Suggested she do more research on the subject of security.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 5/12/2014 12:26:25 PM Airport : RIC - Richmond International Date/Time of Travel : 5/10/2014/0930 Airline & Flight Number : UA 557 Checkpoint/Area of Airport : B TSA Employee: (If Known) :

Comment : First, i am 65 and had a hip replacement 2 years ago. I always inform the first agent to avoid the metal detector-which always results in a ridiculous putdown. On this occasion, I was late for the flight due to a traffic accident. I counter THIRTEEN TSA blue shirts in the area and ONE person was checking IDs. I politely told him that I was about to miss my flight. He told me that "everyone says that" I was TSA pre-check. When I got to the screening machine, I AGAIN told the agent I had a right hip prosthesis. Nevertheless, I was asked, "What do you have in your right pocket?" Again, the agent did a pat down. I thought I was finished with these non-communicative folks when "Bobbie" (middle-aged, fat white man) told me he wanted to check my carry on. He made me go to a corner where I waited. When I told him to hurry and that I was about to miss my flight, he told me to relax and he called his supervisor (a fit, middle-aged black man). I had to recount the story again. I offered to help him find what was causing his concern. He refused. He rifled through my bag until he found the culprit- a 2-pound bag of grits that I had bought in Charleston. First, that bag of grits had been through CHS, IAD, BOS, and EWR WITHOUT anyone doing anything. Second, once he saw it, he didn't touch the bag. If a damn bag of grits DOES look suspicious, shouldn't it be examined?

5/12/2014
2:25:20
PM

I think this man was jerking me around. I want an APOLOGY from the manager of TSA at RIC. Thirteen agents standing around joking and complaining about how long it is until the next break is NOT MY IDEA of protecting passengers. Is it yours? An agency that deliberately delays a traveler who is late and examines his carryon for a bag of grits is not my idea of either HELPFUL or USEFUL. Is it yours?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Screening

Current Date/Time : 5/12/2014 6:52:51 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : How do I forward this letter to the LA/Ontario Airport TSA Office?

2005 hrs. 5-11-14, LA/Ontario International Airport - TSA

I had inadvertently left my wallet and a mini headphone in my pocket while moving through the security checkpoint. TSA employee (b)(6) located the items, had me remove them from my pockets and place them in a bowl. He then requested a pat-down search and hand swab.

5/12/2014
8:13:13
PM

Two days ago my boarding pass was labeled with "PRE" and as such was allowed to proceed through a second security checkpoint without removing items from my pockets, without removing shoes and without removing my belt. This led to some confusion as I proceeded through the security checkpoint two days later.

When I was finally cleared by TSA, employee (b)(6) turned to face me as he stood within three feet of me, leaned toward me in such a manner that I mentally prepared to defend myself. He raised his voice to the level of a command voice and said to me, "next time sir, remove everything from your pockets". He held the stare for a couple of seconds then turned his back to me and walked away.

In my 34 years of law enforcement experience I have always been trained to attempt to de-escalate or defuse a situation first to minimize any potential of physical force. TSA employee (b)(6) addressed me in such a manner my personal defenses were heightened and I was prepared to push back had he moved any closer to me.

I requested to speak to a supervisor and TSA Supervisor (b)(6) answered my request. I informed him as to what had occurred. He was understanding and offered me his card and the name of the TSA employee involved. (b)(6) informed me to how to file a complaint if I chose to do so. He was very understanding, and assured me the situation would be addressed.

I observed the TSA checkpoint for approximately 40 minutes. TSA employee (b)(6) appears to know and understand his position within the checkpoint area and performed those duties competently. He was direct and matter of fact as he spoke to and directed individuals through the checkpoint. I am unaware of any actions I may have done which would cause him to respond as he did to me. It was not anything I may have said, as I did not speak to him throughout the entire process.

At 2049 hrs. TSA Employee (b)(6) left his workstation and entered a small office. He was conversing with Supervisor (b)(6). If the incident involving me was the topic of their conversation, I consider the matter concluded.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/12/2014 6:29:21 PM Airport : TUS - Tucson International Date/Time of Travel : 05/10/2014 2:15 PM Airline & Flight Number : alaska 641 Checkpoint/Area of Airport : going thru check TSA Employee: (If Known) (b)(6)

Comment : My daughter was flying with her babies, 8 month old whom she had to carry and her 2 year old. She beeped and the gruff tsa employee (b)(6) sent her back to remove her necklace and asked me to go through, I beeped cuz I have a titanium hip, (I always beep and except this humiliating pat down every time I fly), she sent me back to wait for female assist. We were laughing at how we all were beeping and were trying to keep (b)(6) our 2 year old from getting upset and then the grumpy stern TSA lady says willis, has to go thru by himself...but he won't cuz the lady is so angry looking. I without thought went back through to see if I could get (b)(6) to come to me his grandmother...the tsa lady yells at me to go back! Well now (b)(6) is so scared he will not go thru....meanwhile a big line is forming, and luckily another nice Tsa lady comes and tells the angry unpleasant (b)(6) that they (mother and child can go through together, (b)(6) doesn't want to even go through with his mother now, he is so scared! This was so uncalled for!!! Your intent should not be to scare small children. Flying should be a fun happy experience for them. There is no reason TSA employees cannot smile and be happy while doing their jobs!!! On the trip down from Seattle my daughter did not beep with the same necklace on but was asked to hand her babies (over luckily she had a friend with her the children knew) and go into a room to have her hands swabbed!!! She could not even see her children!!! Are you profiling mothers carrying babies? This is uncalled for. She could have been by herself and expected to leave her babies with a stranger! Why did she have to go into room where she could not see her children? This is so wrong! She is a mother so of course she has baby butt creams, hand sanitizers, ectra on her hands. We appreciate that you are trying to keep us safe, we just ask for you to use common sense, and be pleasant!!! If you want small children to walk themselves through, have a candy treat or at least a smile for them!!! We as tax payers pay your salaries do not forget this. We tolerate your body searches, ect. but we do not tolerate uncalled for rudeness and being threatened by angry hateful employees! We are innocent until proven guilty!!! It is our constitutional right!!! You have made flying an embarrassing unpleasant experience for me and anyone with metal body parts but to scare small children and mothers who have babies is just beyond unacceptable.

5/12/2014
8:13:20
PM

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Incident on May 12, 2014, approximately 6 PM.

I opted out and was given the pat down by (b)(6) (name as best as I can remember). Unfriendly, at best. As I was struggling to return my items into my 2 carry on bags, gathering shoes, jacket, phone, computer, boarding pass, and identification, I was rudely spoken to by a short, old, brunette woman who barked at me to get my stuff out of there. I responded, "I'm working on it", yet she persisted with another rude order.

5/12/2014
10:09:03
PM How about an offer to help? Or, if that's not a possibility, a gentle encouragement or understanding prompt would have been reasonable, even though I was already doing my very best to remove myself with all of my belongings out of such an unpleasant environment. Why is the simple act of KINDNESS so rarely offered by your people? What possible improvement in the situation could come about by such an ugly demand?

PM Please talk to this unfortunate woman who so badly craves control through aggression. She is poorly trained, and creating unnecessary tension. And I would like an apology.

Thank you,

(b)(6)

My wife and I were flying out of San Antonio to Cancun, Mexico a few weeks ago and we were inline for security and proceeded to the TSA Pre line, when we got to the line we presented our Global Entry ID cards to the TSA agent, but were told that we didn't have a TSA Pre number on our boarding pass and that we didn't qualify for Pre, I'm not even sure he recognized the Global entry card. as the agent made some comment about it, but to avoid being flagged for pat down and search we quickly complied and went thru regular security screening.

According to your website we qualify for the Pre lane using our Global Entry ID.
Can you clarify the situation for us?

5/13/2014
8:49:42
AM

sincerely,

(b)(6)

HYPERLINK (b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, May 13, 2014 1:20 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/13/2014 1:20:19 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

5/13/2014
8:50:27
AM

Remote Client IP: (b)(6)
Date Time: 5/13/2014 1:20:19 AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

Disability Description: Caller has a severely disabled child. She has a G-Tube and an implanted device.

Response Details: I apologized to the caller, told him that he could call 72 hours prior to his flight, give us his itinerary and we can have someone there to help them go through screening. That person would be there to specifically help him and his family.

He said he will email the written complaint. Your complaint can be sent to either
TSA-CRL@tsa.dhs.gov.

Travelers may call TSA Cares toll free at 1-855-787-2227. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

I told him there is no Precheck for the reason he mentioned, but he can go to tsa.gov to pre enroll. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will be issued a Known Traveler Number (KTN) and receive TSA Pre u2713 eligibility for 5 years.

5/13/2014
9:35:35
AM

However, if there is an alarm, there will be additional screening.

Incident Details: Caller has a severely disabled child. She has a G-Tube. The luggage is opened and her liquid nutrition is inspected. They had to use 6 bins for all their items. The line was very long on both sides. They have food that goes through her g-tube and he had told the TSO that it is medically necessary. The TSO told him that the liquid must be in a clear bottle. He was pulled aside and given a patdown. There is no probable cause. They deserve a prescreening for her. He said that they are affluent family that is going on vacation. His daughter is obviously disabled and handicapped. They need to be treated with respect. He is the farthest from a terrorist. It is intrusive. There is no probable cause for him to be patted down. No reason a person should put his hands on the caller. Caller stated that TSOs should be properly trained. He was offered to talk with the supervisor but he refused because he thought it would add to the frustration. He wanted to know if they can have a prescreening so that TSA will know the situation and know they are not terrorists, just an affluent family with a disabled child. He referred to his family as a "disabled" family.

They flew out of MCO, but this has happened in other airports.

Callers aunt (b)(6), flew internationally into JFK, then on to FLL via JetBlue. During the screening in JFK, her aunt was given a patdown by a man. Her aunt does not speak English and tried to tell the officer no, but he said that he was just inspecting and continued the patdown. There was a female agent there, but the male did the patdown. She is upset and wants to make a complaint. The officer was short, tan (Latino or Indian), black hair, with no facial hair.

Advised caller:

5/13/2014 1:59:30 PM A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

Airport: JFK
Airline: JetBlue
Flight number: 201
Date Time: May 12, 2014 at 6:55 PM (6:00 checkpoint)
Location: Terminal 5
Px Description: Red scarf around her head, black top, with a red and white skirt.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 5/14/2014 11:09:55 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/09/2014 10:00 PM Airline & Flight Number : EK206 Checkpoint/Area of Airport : Departure Security screening / Terminal 4 TSA Employee: (If Known) (b)(6) ??) Comment : Dear TSA representative

5/14/2014 12:08:38 PM I am using this channel to file a complain against one of your screening officers. I was traveling on Emirates flight EK206 from JFK terminal 4 to Milano on 05/09/2014. I went in time through check-in and continued for security screening. When I reached the screening area, I've noticed that queue I was assigned to is dedicated for a "body scanners". Once I've realized, I asked the nearest TSA agent to use alternative screening. This is for a well known reason of "excessive" radiation (compared to regular metal detector frames) and additionally privacy reasons. There was another scanner being in operations next to the body scanner and this was the standard metal detector frame. I was denied by a TSA agent (lady) and told to wait. This is the point when things started going wrong. The TSA agent was being rude and highly unprofessional. She hasn't gave me any option or alternative for pat down, nor she told me I can't use the other form of screening. I was just told to wait and she shouted over the crowds of another passengers to another colleagues something I didn't understand. I have to stress out here that I was traveling with my family and this unprofessional approach from this agent was highly embarrassing to me. This agent has just kept me waiting and there was no follow up. I became nervous as I was standing on one place waiting for about one minute or two before the screening and blocking the way other passengers were going for screening. At that moment, I turned my attention to her again, asking what is happening. She has not just answered inappropriately and unprofessionally, she even started shouting at me in front of all. Apparently, she wasn't in the best state of mind and mental state. Probably she was irritated by the fact that I've chosen not to use a body scanner. She indeed used the words: "You have to keep waiting"; when I asked for how long more, she answered "For as long as needed". This was so rude and humiliating, especially because she was yelling at me and in front of all the passenger around. I seriously felt like some criminal or that I was waiting for some verdict... How unprofessional this was.. I was really badly mistreated as she continued arguing rudely with me. She absolutely doesn't know anything about professionalism, customer service and how to treat people with dignity and respect. Later after some time, another TSA officer (male) came to assist me and conducted a pat down search. This gentleman was very professional and did his work well and in a reasonable time. Moreover, he apologized to me for waiting too long. I absolutely understood and all went good with this gentleman. I would like to appreciate his work here. Once I was done with pat down, I went back to the first TSA officer (lady) to ask for her name in order to complain. She rudely turned her back on me and refused to communicate. Other colleague of her told me her name is (b)(6) (I'm not sure if spelling is correct) and to complain to supervisor, who was nearby. When I've reached the supervisor, I was disappointed again as the supervisor also couldn't provide me a name of that TSA officer, stating that she is not her staff. However, I was given a paper feedback form to fill. Because this whole situation took some time, I didn't have time to fill this up. Moreover, I was late to go for my flight and my name was even being paged on a final call. I had to run to the departure gate in order not to miss my flight. I haven't even had time to use a washroom or another facilities at the airport. I was in a very bad state and highly displeased by that hassle and absurd behavior of TSA. I had to board as the last passenger on a transatlantic flight without even having the minute for toilet and personal hygiene. While on the flight, I became ill and I am still recovering today. All in all from this whole situation caused by unprofessional TSA handling and rude agent, I require to know how this complain will be handled and I need to know the follow up on the full process. I request you to fully investigate this incident as I believe you have an access to CCTV footage. I also demand an apology on behalf of this TSA agent and expect your proactive approach while seeking options to compensate. Additionally, I would like to suggest to you to train your officers properly with regards to customer service, before they are released to communicate and deal with passengers. After all, I have paid an airport tax which includes your screening services and I don't deserve to be treated in inhumane and humiliating manner. I reserve to maintain my rights for an official lawsuit or attorney, in case this online complaint will not be answered, investigated and/or resolved to my satisfaction. I would like to inform you that I keep this case on my watch list and will make it my utmost priority to have it resolved in a timely manner. Please get back to me on my email address:

(b)(6)

Regards,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Caller: Her daughter will be flying to Hawaii. She will be renewing her driver license. Wanted to know if she dont get her drivers license back on time what she could use to get through the check point. Also she and her partner will be flying from Sacramento to Vancouver. He will have a plastic cast and some metal pins when they fly. Wanted to know if he will have problems going through the checkpoint.

Advised: The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID.

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If we are unable to confirm a passenger's identity, or a passenger refuses to provide ID or cooperate in the ID verification process, TSA will deny the passenger entry into the security checkpoint. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

5/15/2014
11:59:41
AM

About the cast and metal pins many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Caller wants to know about random security checks. He wants to know specifically how people are selected at random for checks when they are announcing names over the intercom that all sound Islamic. There is no way that this can be random and he wants to know how this is done and why. United told him this was TSA doing this.

I told him that:

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

5/15/2014
2:44:41
PM

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening. Passengers may choose to remain in the public area rather than go to a private area for screening; however, if a passenger refuses either option, he or she will not be permitted to board the aircraft.

We understand and regret the inconvenience that was experienced as a result of screening procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, but the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding patdown procedures, please visit TSA's Web site (www.tsa.gov).

The Transportation Security Administration (TSA) does not discuss or release specific security procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

He asked who else he could speak with about this. I told him that even a supervisor here would tell him the very same thing because even we do not have access to specific screening information.

I told him that we do not even know who is calling people over the intercom and why.

You may write to headquarters if you have concerns.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

5/15/2014

4:22:44

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Philadelphia International Airport

From: (b)(6)
Sent: Thursday, May 15, 2014 3:57 PM
To: TCC-Referrals
Cc: (b)(6)
Subject: Complaint (b)(6) May 2014

Attached is a passenger complaint received via US mail copying TSA ACY but addressed to US Senator Sherrod Brown. Per requirements of OD 400-5-1A it is being sent to the TSA Contact Center. I was made aware of this incident the day after it happened, if you need additional information please feel free to contact me.

5/15/2014
10:19:20 PM Char Levin
Transportation Security Manager
Atlantic City International Airport
200 West Parkway (b)(6)
Egg Harbor Township, N.J. 08234
Office 609-564-(b)(6)
Cell (b)(6)
HYPERLINK (b)(6)

(b)(6)
Staff Assistant
U.S. Senator Sherrod Brown
1301 E. 9th St. (b)(6)
Cleveland, Ohio 44114

Caller said that she has a hip replacement and had to get a patdown. She stated that they just patted down her arm. She does not understand that. She said that during the patdown she was facing away from the bin with her carry-on items. She put a tigers jacket in the bin. When she went to pick it up, it was not there. She stated that she was given the number for lost and found. They did not have the jacket. She stated that a tape was viewed and the person told her that they could not tell what happened to the jacket. She wanted the address to send a letter to the airport to complain. She is requesting 70 or 80 dollars for the jacket. She said that she wants to sent the letter to someone who will reply to it. He husband got on the phone and said that if they can not tell what happened to the jacket by viewing the tape that anyone could put something like a weapon in the bin and it may not show on the camera. She wanted a claim form emailed to her. Caller provided the flight information for me to send to the CSM instead of contacting them herself.

Airport - DTW
Airline - Delta
Flight Numbers - 1199
Departure Times - 5:40 pm

5/16/2014
10:37:13 AM Arrival Times - She arrived at DTW at approximately 2 or 2:30 pm
Date And Time of Incident - 4 4 2014
Location Of Incident
Gate - Does not know
Terminal - Does not know
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved (b)(6)

I gave the following information: TSA regrets that you found items missing from your carry-on luggage. To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. I told her that I do not have a mailing address for the airport. I told her that she can get the number for the CSM by choosing option 5 on the IVR and entering the airport code of DTW. I mailed her a claim form. I advised her that I would forward her record to the CSM at DTW for review.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/16/2014 4:30:59 PM Airport : LIH - Lihue Date/Time of Travel : 05/16/2014 9:30 AM Airline & Flight Number : Alaskan 850 Checkpoint/Area of Airport : TSA checkpoint for gates 7
TSA Employee: (If Known) : TSA agent (b)(6) female) & (b)(6) Supervisor I spoke with Comment : I am 6 months pregnant and opted out of the metal detector screening and opted for a pat down. After waiting for a while- I could no longer see any of my belongings on the conveyor belt. I was traveling with my husband. One of the other TSA agents could see I was concerned about my items as they were not in my plain view and asked my husband to grab them. The other TSA agents kept apologizing for the wait time and were talking asking where my female agent was. Then when my female pat down TSA agent came named (b)(6) (last name) she was very aggressive and said to not communicate with anyone nor move my belongings and asked where my things where. I told her I was waiting so long that my husband had moved them and I could not see where he was. She then aggressively told me I was not waiting a long time and that she would "rewind the surveillance video and time how long I actually waited and that no one should have moved my belongings." I explained to her, her colleagues told my husband to move them and she shouldn't speak so rudely to me. She proceeded to tell me I didn't wait long and she would rewind the videos from the Surveillance cameras to show I didn't wait long. She then told me "You should be more patient. When you opt out you just have to wait till we can get to you-" in again an unnecessary angry tone. I was then patted down and was so upset I was trying not to cry while in the screening area. After walking away I started to cry and people in the airport where looking at the situation that had occurred. I went to my gate and then went back to the screening area to speak with the supervisor - (b)(6) He was very professional and said he would address the situation. I explained I understand and respect TSA's job at hand but nothing I said warranted the customer service I received from agent (b)(6). I've never been spoken to that way by an employee at the airport nor TSA. I was visibility upset explaining the story again to Supervisor (b)(6). I ask That this be addressed because I would not be surprised if this happens again and has happened many times with Agent (b)(6). She seems as though she speaks to people this way regularly which was very alarming.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said yesterday she was in Vegas with her mom and daughter. She had a stroller and a TSA female agent told her to put the stroller on the belt. She said it got stuck on the tunnel coming out of the xray. She said they were being trampled by other people behind them. She said the Oriental TSA agent checking IDs told her not to put the stroller in there if she knows it is going to get stuck. She said she told the female officer that the other female officer told her to do this. She said the female officer was mean and slung it on the ground. She did not get her name. They took an Allegiant flight and it was at 12:45 pm at the checkpoint. She declined providing her email address. She said she just wants them to address this with the officer and that she does not need to be rude to them. She said she felt like the TSA officer was trying to start a confrontation with her as she was just trying to put her child in the stroller. She said it was unnerving and she has never been treated like this before.

Complaint:CSM

Claims Complaint

Airport:McCarran

Airline: Allegiant

Flight Number:unknown

Departure Time: 05-15-14 at 12:45 pm

Arrival Airport and Time:Rockford at 7:37 pm

Description of stroller:Regular size Rhapsody stroller that has wider back tires and went through the wheelchair side

Location: checkpoint

Terminal:unknown

Gate:A 11

Contact Information:(b)(6) and declined her email address.

Response:I advised her the TSA officers should treat her with dignity, courtesy and respect.

I advised her that I will refer this to the CSM at the airport.

Response:As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/16/2014 5:50:18 PM

5/16/2014
8:08:30
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tampa International

Comments: A while back there was a traveler that had a Urostomy on his abdomen. He asked the TSA agent not to pat it down but was ignored. The pat down caused his Urostomy to leak urine on him. It was in the news and TSA took action to prevent it from happening again.

Recently leaving TPA, I flashed my blue TSA medical note card, went thru the scanner, and was approached by a TSA agent who started to pat down my Urostomy as I told him that touching it could cause it to leak. After some pat down he stopped and let me touch it so my hands could be scanned for residue.

It wasn't crowded so there was no rush.

I'm sure he was just trying to do a good job.

Please remind the agents that the slightest pat down can cause Urostomies to leak.

Worst case I can lift my shirt to show it to the agent; though I'd rather not.

Thank you.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, May 16, 2014 6:04 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/16/2014 6:03:57 PM

Attachment:

5/16/2014
8:08:46
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/16/2014 6:03:57 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/16/2014 8:33:37 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 05/06/2014 Airline & Flight Number : UNITED Checkpoint/Area of Airport : SCANNER DURING SECURITY CHECK FROM IRELAND TSA Employee: (If Known) : UNKNOWN Comment : I went through the scanner at the security checkpoint after arriving from a trip to Europe. The scanner detected a positive for chemicals related to explosives. I thought it was just a mistake. If chemicals are being picked up from the scanner that we use in our daily lives for toiletries; and we are then subjected to this type of treatment it is absurd. I had to be subjected to a wipe down of my hands and then a final pat down of my breasts and vaginal area in a private area of the security check area. My husband was treated rudely just because he asked if he could take my passport and other baggage. I was afraid of what was going to happen to me. Nothing was explained to me about where they were taking me and what was going to happen. I felt like a criminal in my own country when I have never done anything illegal. I'm not sure what is going on with these scanners, but they are not working. I was totally humiliated by the experience and feel like I was treated unfairly.

5/16/2014
9:02:32
PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I flew from Denver to Dallas yesterday (May 16th) and witnessed an incident involving your employees.

I was going through security in the TSA-select line and there was a young woman ahead of me who said to TSA employee (b)(6), "I am pregnant. I would like a pat down instead of going through this machine." (b)(6) screamed at her, "Why? This ain't going to hurt you." The woman said she was afraid of it and (b)(6) said, "Well, then you'll have to go ALL the way around there (pointing in a vague direction). She then proceeded to make fun of the young woman with other employees, "She think she going to get hurt in a metal detector."

I was going through security at the time and I don't know how or why, but the woman ended up going through the metal detector and came through it crying and obviously shaken. As it turned out, her husband and mother were on the other side of security and afraid to say anything during this incident (due to (b)(6) behavior).

5/17/2014
1:02:12
PM

I went up to (b)(6) (politely) to get her name and she screamed as I walked away, "TELL THE WORLD". At this time, her supervisor, (b)(6) approached to explain the difference between a metal detector and the security machine that uses XRay technology. I told him I appreciated the explanation, but it wasn't the point (b)(6) actually screamed at a young pregnant woman who was obviously scared. He said, "Yea, I saw that." He then told me there was another level of supervisor I could talk with who was behind the podium.

I talked with a gentleman there (who wasn't wearing a nametag). He listened to this whole story and said, "OK. She needs to improve her customer service skills." I explained to the man that (b)(6) should not be interacting with the public. Any person who thinks that is acceptable behavior shouldn't be employed by the TSA. He said he would pass my concerns on.

I'm obviously still incensed about this incident, enough so that I am writing yet another complaint about these people.

Please get (b)(6) out of any customer (passenger) facing position. For that matter (b)(6) watched the whole incident and didn't make a move until he saw me asking for (b)(6) name.

Employees like this give TSA and the US government a bad name.

I would appreciate a response to this.

Thank you for listening,

(b)(6)

Dear TSA,

My compliment and complaint is in regards to my TSA experience at Ontario International Airport (ONT) between the hours of 9:30AM to 10:00AM Pacific Time. My name is (b)(6) and I was going to depart from ONT to SJC on Southwest Flight 3937 in Terminal 4 leaving at 10:50AM.

My husband and I are a gay couple. When we travel together through the TSA Security Screening, we always inform the officer checking the tickets that (1) we are traveling together, and (2) we are a couple. We only had one previous bad experience and over a majority of TSA officers respects us as a "group" going through TSA Security Screening.

To help you identify me in the security camera, I have black hair, am 5'4", wearing gray shorts, a gray American Eagle polo, gray shoes with a blue lining, and white socks. To help you identify my husband in the security camera, he has dark brown hair, height of 5'11", wore glasses, wearing striped shorts, and gray t-shirt.

5/17/2014
3:03:28
PM

I want to file a formal complaint to the officer who is an older gentleman, heavysset, gray hair, sitting on the most east side of Terminal 4 checking tickets with two other officers at the TSA Security Screening booths. When we informed him that we are traveling together and we are a couple, he stated that we should still be separated. After telling the officer that it was wrong, my husband later went to the female officer adjacent to my officer to go through the TSA Security Screening booths.

We both went through the most east side scanners. You can see me asking for a manual pat down and being escorted by a Hispanic male to the back who was a leaner build and taller than me. I brought up my complaint to the TSA officer and he went to call his supervisor.

My compliment goes to your supervisor who willing to listen to my complaint and asked the appropriate questions on my situation. He made sure that I was fully aware of the situation and how to appropriately address it in the future. The supervisor was about my height (5'4") with an average build. The supervisor was coming out of the office room located on the west side of the TSA Security Screening. I really appreciate what the supervisor did and I hope all TSA officers understand that gay couples are like other heterosexual couples going through TSA Security Screening.

Thanks for reading my report.

(b)(6)

To whom it may concern:

We were scheduled to leave via Delta from Midway to Minneapolis this morning at 9:13 AM.

Our arrival at Midway was approximately 8:20 AM. There were several thousand people standing in line for 2 TSA agents. (A single other line for Pre was virtually empty with other 2 TSA agents) After a wait of approximately 30 minutes we reached the metal detector. My wife is 85 and I am 90 years of age. We were both requested to remove our shoes. I have a pacemaker and asked for a patdown. What followed was rude encounter by an individual whose name was (b)(6). Further, he insisted to tear open a gift we were carrying to the shower of our granddaughter. It was a solid aluminum candle holder which (b)(6) identified as too heavy to take on board. He proceeded to call another employee to escort us to the airport exit.

5/17/2014
5:03:35
PM

The occurrence this morning was horrendous, almost unbelievable, and might get you to think that we had an input to cause such behavior. The fact is that we had no input, no comment other than telling the agent that we have missed our flight.

On Sunday May 11 we boarded our flight from Ft Lauderdale to Chicago for an American Airlines departure at 11:50 AM. Upon arriving in our home in Chicago my wife was searching for her wallet which went through the x-ray machine in her carry-on at the Ft Lauderdale airport. The wallet with money content was no longer in her carry-on or anywhere else.

(b)(6)
HYPERLINK (b)(6)

Caller went through screening in John Wayne airport. ETD showed something suspicious so she got a pat down. She believes all checked luggage was went through but one had a NOI in it and a limited edition book inside was damaged. Another bag had a bubble gun and it wasnt sealed and there are bubbles everywhere. Third bags zipper is now stuck and they cant get it open.

Informed Caller : I would send her a claim form via email. Also informed her that since the book was valuable I would send the information to the CSM at John Wayne to make them aware of the situation.

Information to follow :

5/17/2014
6:42:00
PM

Airport	John Wayne
Airline	Alaska Airlines
Flight #	587
Date - Time	17May2014 8:04am
Baggage Description	Burgandy bag that says Skyline. Large Burgandy bag has broken zipper
NOI	Timestamped : May 17 8:04am
Contact Info	(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/17/2014 6:56:47 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/17/2014 4:00 PM Airline & Flight Number : AA 1438 Checkpoint/Area of Airport : By customs - near grand hyatt TSA Employee: (If Known) :

5/17/2014
7:11:27
PM

Comment : I had requested to not go through the scan as I am pregnant. The lady that performed the pat down was very rough and rude towards me.

Would you like a response? : True

Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My iPhone disappeared while I was going through the security at JFK on May 16, 2014, around 10:00 PM. Evidently, while I was being x-rayed and then groped by the agent, with my back to my bags, my things were being left unsecured by the agents for somebody to remove my iPhone.

Those agents acted in unprofessional manner allowing such a things to happen. When we are being asked to leave our things and than move to the personal scanner, the personnel should be careful to note that only the right person has access to our things, while we are being forced to leave in their care.

Under the circumstances, I can only be grateful that the thief did not also removed my wallet, with cash and credit cards in it, which would have forced me to cancel my entire European trip. As it is, I will be away for the extended time, without telephone, having to secure personal information on my phone, and unable to contact my family, as I travel.

5/18/2014

11:09:55

AM

Sincerely,

(b)(6)

Email: (b)(6)

Sent from my iPad

My iPhone disappeared while I was going through the security at JFK on May 16, 2014, around 10:00 PM. Evidently, while I was being x-rayed and then groped by the agent, with my back to my bags, my things were being left unsecured by the agents for somebody to remove my iPhone.

Those agents acted in unprofessional manner allowing such a things to happen. When we are being asked to leave our things and than move to the personal scanner, the personnel should be careful to note that only the right person has access to our things, while we are being forced to leave in their care.

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5/18/2014

11:09:55

AM

Sincerely,

(b)(6)

Email: (b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/18/2014 11:40:05 AM Airport : TPA - Tampa International Date/Time of Travel : 05/17/2014 12:00 PM Airline & Flight Number : Spirit 813 Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

5/18/2014
1:07:49
PM

Comment : While going through security in TPA I had my 2 year old daughter in my hands and was advised my hands would need to be tested. I have had this done before and did not have an issue with it. When the test strip was placed in the machine it "detected explosives". The man that tested my hands was frustrated and said the machine had detected explosives on everyone he tested and that he cleaned his hands etc. He stated the machine wasn't working. I was then advised I would need to receive an intensive pat down. I asked why if your machine isn't working. I asked they test my hands on a different machine. I was advised no and I would need to receive the pat down. I was very upset I was advised I had to go through this especially since my TWO year old daughter was with me and no one else was traveling with us so I could avoid her having to see this. I was then pulled into a room and the TSA employee (b)(6) seemed as if she was having a bad day. My daughter was crying as she had no idea what was going on. (b)(6) had a NASTY attitude and told me if I would quiet down she could get this over with. I then told (b)(6) not to talk to me that way. She went and talked to her supervisor (b)(6) was his last name. When he came into the room I told him I do not want (b)(6) to pat me down and get someone else. I was advised I had to wait. I told (b)(6) I felt uncomfortable and mortified, violated because they were aware the machine was malfunctioning and I was still being required to do this in front of my two year old. While we waited for the new TSA employee I believe her name was (b)(6) to come and pat me down my daughter's diaper bag was taken to get tested. As all of her items were being pulled out and tested of course she was screaming because a stranger was touching her things. When (b)(6) arrived the INTENSIVE pat down began in front of my crying 2 year old. I tried to console my daughter by telling her the lady was tickling me but that didn't work. I was EXTREMELY uncomfortable throughout the process and felt violated. The way your officers are asked to conduct pat downs is insane. I get we have terrorist and TSA is trying to keep everyone safe BUT your machine was malfunctioning and YOUR employee was well aware of it! My daughter had to suffer and see her mom go through this unnecessary horrific experience that could have been avoided if they retested my hands on a functioning machine! Not only was I violated, mortified, treated like a criminal, disrespected but my daughter had front row seats! Several things went wrong...TSA was aware of a malfunctioning machine and refused to honor my request testing on a functioning machine, you had a NASTY, rude employee that does not care about customers having to go through this traumatic experience and has no regard to a 2 year old freaking out, I was touched in ways I would only allow my significant other to touch me and my daughter had to experience this ALL with me! WAY TO GO!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has one leg.

Response Details: Informed caller that complaint needed to be in writing and caller said to send him an email. Gathered caller's email and gave him the return email address. Informed caller an email would be sent to him within 24 hours

5/18/2014
3:54:57
PM

Incident Details: Louisville airport makes him hop through a metal detector back and forth. Usually he gets sat down and wanded and a pat down. Louisville always makes him hop through and they are the only one that ever does it. This is the fifth or sixth time they have required him to do this. This time he forgot his cell phone on his belt. They made him hop back to the beginning then they made him pass through again and when he did his foot got caught and he fell. He wants to file a complaint against the Louisville Airport.

I refer to my email to you dated May 16 2014, and wish to further clarify a few points. I believe that this action is necessary due to the fact that some of your staff have already proven themselves to be liars in this matter.

First of all, I am at a loss to understand why your agent refused to process me at the combined Premier Access/TSA Pre checkpoint. While I accept that the Premier Access queue had been closed (why was this closed?) the fact remains that this checkpoint is one which is shared across the Premier Access and TSA-Pre tagged travelers.

Were those officers of yours suddenly no longer physically qualified to process Premier Access passengers?

Nothing else had changed there: you had the same personnel, using the same hardware, who earlier in the day had been processing two streams of passengers within the one stream.

But by refusing to process me (on a queue that had zero other people waiting to be processed) you were telling me that your staff were unqualified or incapable of performing their jobs!

5/19/2014

8:27:42

AM

And in so doing, you caused and created serious discomfort, by forcing me to walk back to the other entrance. As I noted in my earlier email, I have mobility issues, and your failure to offer me any form of respect in this matter is not appreciated.

When it came to the actual screening of myself, I have previously accused your staff of intimidating me and of bullying me.

I WHOLEHEARTEDLY STAND BY THESE ACCUSATIONS.

When you review the video footage, you will observe that I proceed through the scanning system with no issues.

Despite the assertions of one of officers, I did not register when passing through the scanner.

Your officer, in making that assertion, has lied.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Test

Zipcode:

5/19/2014

8:30:27

AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Caller is calling on behalf of her boss. Caller wants to know why her boss got selected for a patdown and the caller wants to know if her boss is on a special list to get a patdown.

5/19/2014

8:37:41

AM

Advised caller the following information:

Advised caller TSA doesn't have a special list that gets passengers selected for a patdown. Advised caller the patdown process is random. Advised caller her boss could have had something on him or something showed up when he went through the checkpoint that would make him have a patdown.

Good morning.

The email below is being forwarded to TCC-referrals for appropriate handling.

Evelyn Webb

5/19/2014
12:14:30 PM
Program Assistant
Civil Rights Division, TSA-6

From: (b)(6)
Sent: Sunday, May 18, 2014 12:42 PM
To: TSA.CivilRights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/18/2014 12:41:44 PM

Feedback Type : Complaint
Categories : Screening

5/19/2014
4:17:36 PM
Current Date/Time : 5/19/2014 1:59:42 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 05/17/2014 9:00 AM Airline & Flight Number : United Flight number not known Checkpoint/Area of Airport : Term C TSA Employee: (If Known) : Not known Comment : My 14 year old daughter, traveling on a Church School class trip to Wash. DC, went through screening and set off the alarm. The Agent then used the wand over her and apparently the metal brads on her shorts were what set off the alarm. But, the Agent proceeded to pat her down, with no adult from the group present. The Agent claimed she had to do so because her supervisor was watching. The person immediately behind my daughter also set off the alarm, yet she was not patted down. My daughter, flying for only the 2nd time in her life, was mortified and embarrassed. Why was it necessary to pat her down, especially with no adult present? And, why was the Agent forced to do so because her supervisor was observing? My daughter is white, and looks the farthest thing from a security risk as there can be. The pat down was unnecessary and I am incensed that it was done, especially with no adult from the school present. I was not there as it is a class trip but had I been I would have objected to her treatment. I expect a certain level of common sense to be used in such circumstances, particularly when a child is involved. Your website indicates that pat downs are used rarely, especially with children. The Agent's actions were out of line with your website's statements. I would like this issue to be addressed and I would like to speak to someone about it. I particularly want to know who that supervisor is that so intimidates his or her employees that one of them felt she needed to pat down a 14 year old girl dressed in shorts. Please respond.
Would you like a response? : True
Passenger's Name : (b)(6) (h)(r) - father) Phone Number : (b)(6) Email : (h)(r) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

5/19/2014
5:56:39 PM
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 5/19/2014 5:02:48 PM Airport : EWR - Newark International Date/Time of Travel : 05/19/2014 4:45 PM Airline & Flight Number : air canada 7745
Checkpoint/Area of Airport : near gate a11 TSA Employee: (If Known) :
Comment : My pregnant wife was denied a pat down when we requested one before the body scan. She was basically forced to use the body scan or "wait a very long time"; even though passengers get a pat down after the scan. Our rights have been violated since policy says the scan is optional. Why does tsa even try and argue When we make such a request?
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is a flight attendant with a Canadian airline. She goes through screening often at different airports. She has her medication in a ziploc bag that she always asks to have hand screened. She takes Probiotics that is bothered by the screening equipment. She stated they usually wand it and pass back to her. Yesterday, she flew through Houston. IAH, and they refused to hand screen it without doing a pat-down and searching all her luggage. She told them that she didn't have to go through the pat-down: that applies to screening liquids only. She told them that supervisors have told her otherwise.

I advised caller that the policy does state that you may be subject to additional screening when requesting a hand inspection of your property.

She stated that another supervisor went through the policy and she was told that that it wasn't required.

5/20/2014
9:19:28 AM

I can send her the policy via e-mail (caller declined).

She goes through JFK, PHL, BWI, and wanted to know why it isn't consistent at every airport.

The screeners do have final say as to what can go through the checkpoint.

I can send her complaint to the CSM at the airport, but the issue she is describing is part of the policy.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/20/2014 8:45:42 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 05/20/2014 5:30 AM Airline & Flight Number : AA17

Checkpoint/Area of Airport : Delta pre-check line TSA Employee: (If Known) : Female large with attitude Comment : I was traveling with my daughter. Both of us have global entry and pre-check on our boarding passes. I pass through scanner, followed by my daughter. The scanner beeps, then I am selected for full screening including pat down. I have no problem with random screening. What I do have a problem with is the surly attitude and treatment like a criminal. If I have already

5/20/2014
10:19:34 AM

undergone a background check including an interview, is there any reason to be aggressive once selected for additional screening? I always opt-out of the scanners, but as soon as I do so, it is as if I am a criminal with no rights. As a U.S. Citizen and TSA approved flier, I deserve better! Surely you can train your screeners to act more professional, especially towards experienced fliers at your pre-check lanes...

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Detroit Michigan to PHX then to Palm Springs CA on Southwest Airlines. Caller stated the TSO agent (b)(6) was rude and the caller stated the screener said that he had to have a patdown because of an ostomy. He stated the screener asked him where he was going and was rude. He asked for a supervisor. The caller didn't get the name of the supervisor and they apologized to the passenger for the way the TSO was acting. The caller stated the screener was very unprofessional and was treated rudely and the supervisor told him to call the contact center and make a complaint.

5/20/2014
11:42:24 AM

Advised caller I will forward this issue to the CSM at the airport. Advised caller if the CSM has further questions they may contact him through his phone number or his email address.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 5/20/2014 10:03:04 AM

5/20/2014
12:11:19 PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): West palm beach airport agents name is (b)(6) heavier set woman with short dark hair. Monday May 12th at about 6 am

Comments: I went through the body scan then robin insisted the pat down she touched me very inappropriately two times under my waist!! I felt very very violated!! I have flown over 200 times this has never ever happened! Looking to make this right without taking legal action!

Caller has a disability and he has a knee replacement. He is having problems with TSA. Because he is a veteran, he was told to call TSA. Instead of going through TSA and having a problem, what does he need to do?

5/20/2014
12:48:03 PM

I asked if he was looking for assistance at the checkpoint or just information on the screening process. He wants information.

If there is an alarm, the screeners have to perform a pat-down to clear it. He stated he doesn't have a problem with the pat-down. They do a secondary pat-down and put some type of acid on his skin and it makes him break out.

Caller asked to speak to a supervisor.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Augusta
Zipcode: 30907

5/20/2014
2:12:13
PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Newark Liberty International Airport

5/20/2014
3:06:52
PM
Caller encountered a rude screener at STL. She has metal implants and when she went through the WTMD it alarmed and she was required to wait 4 hours for a female to perform the pat down and she had to walk through the security check point with her shoes off the whole time she was being treated rudely by the TSO. She is a GOES member and is confused about why she was treated one way at STL and another way LAS.
Informed caller how to report her complaint directly to the CSM (b)(6)
Phone: (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 5/20/2014 3:43:54 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/20/2014 1:45 PM Airline & Flight Number : SWA222 Checkpoint/Area of Airport :

Checkpoint TSA Employee: (If Known) :

5/20/2014
4:30:57
PM
Comment : I paid to get TSA precheck and was approved a few months ago. I also had an implanted peripheral nerve stimulator put in a few weeks ago. Today I am flying for the first time since my implant. I went to the TSA precheck line and requested to be wanded as my doctor and Boston Scientific advised me to. I was informed that you haven't wanded people for years and I would have to have a pat down and explosives screening as well as now having to remove my shoes and jacket. It appears my choices now are to go to the TSA precheck line which is shorter and I don't have to remove my liquids or laptop but I have to receive a pat down because you no longer wand passengers or I can wait through the much longer regular security line, remove my shoes, liquids and laptop so I can use AIT. It seems to me that your TSA precheck as it stands discriminates against anyone that has a medical condition that would set off a standard metal detector including those with joint replacements and pacemakers. I was clear with the person who processed my TSA precheck application that I was doing this to make it easier as I must travel frequently as I am part of a clinical trial for this device. If I had know I would not actually be able to use TSA precheck I wouldn't have wasted my money.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Tuesday, May 20, 2014 3:13 PM
To: TSA External Compliance; Bandy, Kimberly J
Subject: (b)(6) Civil Rights Civil Liberties Complaint)

Dear Ms. Bandy,

Attached please find a letter from the ACLU of Northern California regarding a complaint submitted on behalf of (b)(6). Additionally, a copy has been sent to you today via the U.S. Mail.

Sincerely,

5/20/2014
4:31:27
PM

(b)(6)
Fresno, CA 93707
Tel: (b)(6)
HYPERLINK (b)(6)
https: (b)(6)

-----Original Message-----

From: CRL [mailto:CRL@tsa.dhs.gov]
Sent: Monday, April 07, 2014 7:42 AM
To: (b)(6)
Subject: RE: (Complaint) Civil Rights Civil Liberties Complaint on Behalf of (b)(6)

Dear (b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, May 20, 2014 2:25 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/20/2014 2:25:17 PM

5/20/2014 4:31:32 PM 1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

(b)(6)

Cell Phone:

(b)(6)

PO Box or Street address:

(b)(6)

City:

Brooklyn

State:

To Whom It May Concern;

This past weekend I was flying with my family from NY LaGuardia Airport to Bangor International on Delta Airlines. On our return trip on Sunday May 18, Bangor TSA detained us for extensive screening for carrying our 14 month old epileptic son's bottles and a few containers of his medically necessary [HYPERLINK "http://www.nutricia-na.com/pages/ketocal41liquid.htm"](http://www.nutricia-na.com/pages/ketocal41liquid.htm) KetoCal 4:1LQ through. Though we expected this, as we have travelled with him and his KetoCal before, we did not expect to be told that we could not keep or carry his KetoCal 4:1LQ sealed containers with us because they were registering as radioactive materials and therefore were considered contraband on an aircraft. The containers could not be opened, as they would then have had to be consumed very quickly. They are also quite expensive, and not always covered by insurance.

Despite the fact that we had a doctor's note from his pediatric neurologist in New York City and submitted to extensive pat downs and other screenings, the supervisor in charge said that this was policy and there was nothing she could do. It took several suggestions on our part for the TSA officer and supervisor to even look at his doctor's note.

5/20/2014 6:12:42 PM We have never encountered this problem in airports before. The maker of KetoCal has never heard of this happening with their product while other patients are traveling. Had this happened at the beginning, rather than the end, of our trip - we could not have gone at all.

I am appalled at how this was handled by the Bangor TSA and feel extremely lucky that we got home without my son having a seizure. It is my hope that you resolve this issue so that other families do not have to endure what we did - it is difficult enough to travel with a child who is sick.

Sincerely,

(b)(6)

Long Island City, NY

(b)(6)

Caller said she is blind and uses a guide dog. She said she was traveling with another person who did not have a guide dog but he was blind too. She said he got through the checkpoint with no problem but she did not. She said she is a Diabetic. They traveled from Wilmington NC to Philadelphia then to Binghamton NY. She said the experience was humiliating. She said they kept yelling at her to go this way and then that way. She said the agent was very nasty to her. She said she had to take off her shoes and remove her belt. She said her pants almost fell off. She said they were rude to the person she was with too. She said her ticket said PreCheck but they did not let her go through the PreCheck lane. She said they held the plane for them but it was late. She said they did the patdown. She said they felt all over her body. She said she was told to remove her dogs harness but she said she would never do that. She asked what is the procedure for removing the dogs harness. She said she has never been treated this way. She said they were told they did not have a chair to sit down but then they got one. She said she wants someone to know about this and she told them she was going to complain. She said she would like this information about a guide dog in an email.

RESPONSE: I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident. ALSO: You may request a PSS at the checkpoint for assistance on future flights.

Date and Time of Flight: May 20th, 2014 Scheduled to departed at 7:00 a.m. but delayed until 7:05 a.m.

Gate or Terminal: Not Sure

Airline: US Air

Flight Number: Not Sure

Airport: Wilmington NC

Email: (b)(6)

5/20/2014
6:44:45
PM

RESPONSE: If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

- The passenger can walk through first with the dog following behind on its leash.
- The dog can walk through first on its leash with the passenger following behind.
- The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

Caller said he wants to speak to the highest supervisor available. He said ever time he flies he has problems. He said he has a Redress number. He flew from SFO on Saturday and was 40 minutes with TSA. His Redress number is (b)(6). He said flying back today, he was pulled out of line. He said he has 4 SSSS on his ticket. He said his wife was pulled out of line. He said 40 minutes again. He said they sat down and 6 agents showed up. He said he and his wife went for a walk and he is followed. He said he got to the plane and 6 TSA agents pulled him out and they went through his luggage again and he got a patdown.

RESPONSE:

5/20/2014
9:10:46
PM

Preston took over the call:

Caller is very frustrated because today at Las Vegas he was followed by 6 TSA agents and pulled him and his wife for extra screening. Caller advised that he had already applied for Redress and the agents did not care about that. Caller stated that he carries the letter with him that he received from TRIP. Caller wanted a number or a contact person for TRIP, not an email address.

Advised caller that there wasn't much we could do further for him at the contact center and that he needs to email TRIP to see if there is any resolution that they can provide. Advised that he could email them at TRIP@dhs.gov and ask for a contact number for them or if someone could contact them. Advised that he could ask TRIP if there was anything further that he could do to prevent this from occurring in the future. Advised that he needs to check with TRIP and ensure that he is entering all of his information correctly when making his flight reservations.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/20/2014 8:39:13 PM Airport : MEM - Memphis International Date/Time of Travel : 05/19/2014 2:54 PM Airline & Flight Number : United 4544 Checkpoint/Area of Airport : C Gates TSA Employee (If Known) : (b)(6) (first name) Comment : My name is (b)(6) I live in Houston and was in Memphis to visit family. When I made my flight reservations, I used my initials, P. C., since I was using a credit card that has my name as (b)(6) I have done this on dozens of flight reservations over the years without anyone questioning it or warning me to not use my initials.

On May 19, after I had checked in at the United Airlines desk to fly back to Houston, I proceeded to the TSA screening area. The desk attendant saw my name on the boarding pass as (b)(6) and called his supervisor over, a young woman named (b)(6). After looking at my pass, she informed me that my initials were not sufficient for the pass to be accepted and I would have to go back to the United Check-in counter and get a new boarding pass. I tried to show her my driver's license which not only has my full name, but also includes my signature as (b)(6). I also had several credit cards with me with my name as (b)(6). However, she wouldn't discuss that with me, so I went back to the United Check-in counter. At that time, I still had about 50 minutes until takeoff.

After the United counter agent attempted to change my name for a new boarding pass, she told me that her system wouldn't allow her to make the change and that I would have to call United Reservations and have someone there change it. I called and the phone representative also had trouble trying to make the name change. He told me that the only way to make the change would be to cancel the reservation that had my initials and make a new one with my full name. So I agreed to do that. My reservation was cancelled, but then the phone rep had trouble making the new reservation. After several attempts, he put me on hold while he got someone to help him. I was on hold for over 20 minutes. As time was running down until my flight departed, I decided to speak with (b)(6) again to plead my case. Just as I got back to the screening area, the phone rep came back on the phone and told me that the reservation couldn't be changed. I asked him to tell that to (b)(6) and handed her my phone. After a short discussion with the phone rep, she agreed that I could board the plane but not only would I have to go through the usual screening procedure but would also have to be patted down. By this time, about 35 minutes had passed since I had gone to the TSA area the first time and my flight was going to leave in about 20 minutes. But, knowing how much time had passed, (b)(6) wouldn't give me any priority to the front of the line. She said I could ask the people in line if I could go in front of them (while (b)(6) watched) and they graciously agreed as I quickly explained my situation.

I took off my shoes, belt, etc., to be scanned. I didn't have any carry-on luggage, having already checked an oversized bag at the check-in counter. My items made it through the scanner and I made it through the body scan. Then it was time for the pat down procedure. Again, no priority was given to me and no sense of urgency on the part of the TSA employee doing the pat down.

When the pat down was finished, I had seven minutes until my flight left. I got my shoes back on and raced to the gate. All of the other passengers had boarded. I gave my boarding pass to the gate attendant, but she could find no record of my ticket. My place on the plane had been given to a stand-by passenger and there were no more seats available. It dawned on me that when the United phone rep deleted my reservation, my seat was given to the other passenger in that narrow window of time. That's why the phone rep couldn't make my new reservation.

So I missed the flight.

With the plane gone (with my luggage), I went back to the screening area and told (b)(6) that I wanted to speak with her supervisor. I didn't get his name (maybe the head of Memphis TSA), but he showed a total lack of empathy. Although I had ID's with me, he said that no one could tell from looking at my boarding pass that I was the (b)(6) named on it, that I could somehow have gotten a hold of (b)(6) boarding pass. Wouldn't someone that wanted to cause trouble be more deceptive than that? He also told me that they were just doing their jobs. Yes, they were doing their jobs, but as the situation evolved, they knew that I wasn't a threat - that I was who I said I was, that I was someone that had made an honest mistake using his initials, but they still delayed me when some cooperation would have been so helpful under the circumstances and I could have made my flight.

5/20/2014
9:12:34
PM

From: (b)(6)
Sent: Tuesday, May 20, 2014 8:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/20/2014 8:46:50 PM

5/20/2014
9:12:42
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Customer Feedback

Comments:

As a military officer with 26 years of service and a TSA pre check member with 10s of thousands of air miles every year I have never witnessed such a poorly led, disorderly and disrespectful check point as the Boston Logan B gate on 20 May at 2015. Caller advised that she went through security at Newark Intl on 5/14 around 10:30am with her husband that was in a wheelchair. Caller advised that she was rudely treated by a TSO with the last name of (b)(6). Caller advised her husband was being taken through security and she advised TSO (b)(6) that she was TSA precheck. Caller advised that he told her she had 2 options go through the AIT or get a patdown and was unnecessarily rude and loud when telling her this. Caller advised that every time she tried to speak to him he talked over her and was rude. Caller did advise that the TSO that gave her a patdown was extremely nice and professional but didn't remember her name.

Advised Caller:

5/21/2014 (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
10:12:49 AM

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
We hope this information is helpful.

From: (b)(6)
Sent: Wednesday, May 21, 2014 9:17 AM
To: TSAExternalCompliance
Subject: Complaint

See attached.

(b)(6)
(b)(6) New City, NY 10956
HYPERLINK (b)(6)

5/21/2014
10:19:56
AM

Passing through security for Jet Blue flight. Asked to wait for pat down. Finally TSA agent at the opposite side of the end of the luggage belt motioned me down. Went down, picking up my pocketbook and backpack from the luggage belt on the way. Walked over to agent, who immediately shouted in an accusatory and curt manner. Why did you pick up your luggage? (Didn't know I couldn't.) I was then told that Now you are going to cause a lot of trouble. She continued to rant but I was so shocked I can't remember all she said. She grabbed my pocketbook, backpack and took me over to a counter where she swabbed my palms. Apparently that was the lot of trouble I caused. She calmed down somewhat and never did the pat down, nor did she look through my pocketbook or backpack. I'm a 75 year old great-grandmother, American citizen since birth, never been arrested, neatly dressed, polite, an attorney admitted to the NYS bar, previously employed by the NYS Senate Unified Court System for over 25 years. Why is it necessary for a TSA agent to treat someone like me in this manner? While employed by the State, I had to undergo periodic sensitivity training. I suggest your TSA agents need a course in good, old-fashion common courtesy.

When did this occur?
5/20/14, approximately 6:45 a.m.

Where did this occur?

Gate 18, Newark International Airport

Who treated you unfairly?

Caller:

She states that she had \$100 stolen while at Newark. She was flying United at around 8:30 am EST.

She went through imaging 3 times and patdown. She states that she knows that a woman screened her carry on; a young African-American woman was doing the screening. The bills were folded in half.

Advised Caller:

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

5/21/2014 Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

2:14:56

PM

Airport: Newark
Airline: United
Flight #: UA1030
Date and Time: 5/21/14 @ 0830
Baggage Tag #: N/A
Description: Black tote bag
NOI: N/A
Gate: C126
Contact Information: (b)(6)

Disability Description: Caller's mother has a pacemaker and asked for a patdown instead of WTMD or AIT but was forced to go through the AIT.

Caller wanted to file a formal written complaint regarding this recent experience at ORD.

Response Details: You were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

5/21/2014 5:57:22 PM TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

Incident Details: Caller's mother has pacemaker and asked not to be subjected to AIT or WTMD. She specifically asked to have a patdown instead but was refused and forced to go through the AIT scanner.

She presented a notification card regarding her pacemaker.

Went through the checkpoint shortly before 9:00 am.

She did not know the name of the TSO involved.

Disability Description: Caller is diabetic.

Response Details: Advised caller:

Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure. Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

When making a reservation, passengers should enter their TSA Pre u2713 known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate. Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint.

5/22/2014 9:16:04 AM Advised caller that I did regret her experience and that I would forward the information to the appropriate office.

Incident Details: Caller is diabetic. Caller states that she is having problems going through the line because of her insulin pump. Caller states that she has a note saying that she can not go through the AIT machines. Caller states that she also has a glucose monitor that can not be screened either. Caller states that if she is allowed to go through PreCheck it would be easier because she could die if she disconnects from her pumps. Caller states that the officers at OKC were very rude to her on May 19th and would not listen to her when she told them that her pumps could not be screened through the AIT. Caller states that the entire experience was awful. Caller wants to know what she can do to get PreCheck.

Date: May 19, 2014

Time: 7:05am

Airline: American Airlines

Airport: Will Rogers Airport

Flight Number: 2464

Disability Description: Caller just had surgery to place an birth control device in her arm and the area is very painful and covered with a bandage.

Response Details: I apologized to the caller and told her that regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger's screening requires that the area covered by a bandage or dressing undergo a patdown.

If a passenger has dressings and or bandages used to cover wounds from an injury, operation, or surgical procedure, he or she should inform the Transportation Security Officer (TSO) of the location of the dressings and or bandages and of any need for assistance before screening begins. dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger's screening requires that the area covered by a bandage or dressing undergo a patdown.

I told the caller that if you have any concerns while at the checkpoint you may ask for a Supervisor or a Passenger Support Specialist for assistance.

I told her although TSA does not require documentation you may use it to discreetly tell them about the device and all passengers should be treated with dignity, respect and courtesy.

5/22/2014 11:51:58 AM Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Incident Details: Caller wants to make a complaint against (b)(6). She was going through the checkpoint and she had a birth control implant. She had her papers with her. The TSO at the Metal Detector was told that she had the surgery and she tried to give him her papers so that she did not blurt it out for everyone to hear but he did not care that she had papers. She had bags that went through the belt. She walked through the Metal Detector. She was pulled to the side and she showed them her paperwork. She told them they cannot touch it because it is very painful. The older TSO was giving her a hard time and told her that they have to inspect it and they kept trying to touch it. She said there were people going through ahead of her with knee braces on and they were not stopped. She feels like she was singled out due to the bandage.

Airport:Stockton

Airline:Allegiant

Flight Number:Not sure

Date and Time:may 21st at about 1:30 pm

Terminal or Gate:Not Sure

The TSO involved was an older male with gray hair and a young lady TSO. He was very rude but she was doing what she was doing what she was told.

It is OUTRAGEOUS that there isn't a Global Entry security line at Newark. The TSA agents are the RUDEST of any airport. I was randomly selected for a "Pat Down". I was told to stand just past the x-ray machine and I said I wanted to watch my luggage. I was told 'DO NOT MOVE - YOU CANNOT WATCH YOUR LUGGAGE NOR CAN YOU TOUCH ANYTHING'. There were at least 150 people in line to get thru security and I didn't want anyone to take my luggage NOR ONE OF YOUR TSA AGENTS TO STEAL ANYTHING - AS IT HAPPENS OFTEN.

They insisted I had residue on my hands - UNBELIEVABLE!!!! I took a shower before I left home and I was visiting my daughter and grandchild. I am 72 years old. My driver was the only one that had handled my luggage other. They had to wipe down my hands three times, my shoes, my luggage inside and out two times - THEN - another TSA agent came over and told them their machine was not set right and to switch it over.

5/22/2014 12:05:13 PM How stupid are your agents - that they don't even know how to operate the machine that analyzes the white pad. The woman agent dug around in my luggage and commented that I have a lot of medicine. That is NONE OF HER BUSINESS - WHAT MEDICATIONS I TAKE.

I THINK YOUR AGENTS NEED REMEDIAL TRAINING - ON HOW TO TREAT THE TRAVELER IN A MORE CIVILIZED MANNER.

It might help if they weren't all black, and rude!!!!

(b)(6)

The caller stated that he is a GE member and that he is a LPR. The caller stated that the spelling of his last name on the airline profile is different than what is on his GE account. The caller stated that he used to get PreCheck as a FF with United and that when he started using his KTN he stopped getting it and wanted to know why this could be. The caller wanted to know if he could start getting PreCheck again if he stopped using the KTN.

Advised caller: Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened. Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belongings before screening begins.

Personal grooming and beauty items such as nail clippers, nail files, tweezers, and scissors (metal, with pointed tips and blades shorter than four inches) are not on TSA's prohibited items list and, therefore, are permitted in carry-on or checked baggage after proper security screening or inspection.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

A Patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a Patdown is required in order to complete screening:

5/22/2014
2:00:00
PM

- The Patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a Patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Passengers who have medical devices attached to their bodies, such as TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening. If the device can be safely screened by AIT, passengers can be screened using AIT.

In the meantime, individuals who are lawful permanent residents are eligible to apply for TSA Pre\u2071 through the TSA Pre\u2071 application program. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre\u2071 eligibility for 5 years at TSA Pre\u2071 lanes at more than 115 airports when

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/22/2014 3:07:47 PM Airport : FLO - Florence Regional Date/Time of Travel : 05/20/2014 5:30 AM Airline & Flight Number : US Airways 3793 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) : Badge#(b)(6) Comment : I will start by saying that I am a TSA PreCheck passenger. I fly between 30-40 weeks per year and have done so for about 9 years. I moved to SC over a year ago and began using Florence airport on a regular basis. I understand that they do not have a PreCheck lane, and I don't have a problem removing my shoes, liquids and laptop. The basis for this complaint is the "random" screening that I undergo on a routine basis. Two of the last 3 times I have flown I have been pulled aside for random screening. The most recent time, on Tuesday, 5/20/14, is the basis for my complaint. I walked through the metal detector and no alarm sounded. However, the officer asked me to step back through the detector and walk through again. My baggage had already passed through the belt scanner. This time an alarm did sound and the officer informed me that I had been selected for a "random" screening. My first question, why was I asked to walk back through? If it truly was a random screening, the person walking behind me should have been selected.

The officer swabbed my hands. I had not used any different lotions or substances than I have ever used in the past and have never had problems when I had my hands swabbed before. This time, the officer running the test did not say anything until the officer who stopped me asked for a result. At that time, he indicated that an alarm had triggered. I was not informed what substance was detected but was asked to step behind a curtain. The officer explained that the search would be more comprehensive than the usual (to which I have become accustomed) due to the alarm. Another officer began unpacking all contents of my backpack. I did overhear her tell the officer searching me that it was taking a long time because she kept having to reset the machine (the same one that they said alarmed on my hands). The officer doing the search offered to completely close the curtain while she patted me down, but I asked her to leave it partially open as my spouse was becoming concerned with what was happening to me. The search was much more thorough than usual, with the officer examining the inside of my collar and my waistband and touching every part of my body. She did explain in detail everything she was going to do before she did it, so I have no complaint about her manner during the patdown. She did walk over to my spouse and when he asked her what was going on and why I was being treated that way, she told him a substance on my hands had set off an alarm. He asked what substance and did not get an answer. He told her he didn't believe it and started to walk away. He had observed me walk through the metal detector and then be asked to walk through again. He heard her tell a fellow security officer that she was going to give him a lesson on "Get out of my face 101" and when the officer asked who she was talking about, she referred to him as "that white man." Before I was allowed to leave the area, the office got a piece of paper and wrote down my name from my ticket. When I voiced my concern to a USAirways staff member and told her what had just occurred, she was appalled at my treatment. She also informed me that flight attendants are even required to remove their shoes at the Florence airport. I have learned over time the items that I carry that seem to throw off the officers working in security. Florence is the only airport where I routinely remove my stapler from my bag and put it into a bin because every time they see the stapler, my bag has to be hand searched. What should be a quick pass through security has become a dreaded ordeal at the Florence airport-so much so, that I am considering driving the extra distance to fly from Charleston or Columbia. So, based on the narrative above, here are my concerns:

*Why was I asked to walk back through the metal detector when no alarm sounded the first time?

*If the screenings that I have been subjected to are random, why is it that I am selected so frequently?

*Why does the fact that I am a PreCheck passenger not factor in at all? I travel through major airports all over this country and walk through with my shoes on and with my liquids and laptop in my bag. If I am such a security threat, then why was I granted PreCheck status?

*Why was I not told what substance was detected on my hand(s)?

*If the officer swabbing my belongings from my backpack noted that the screening machine had to keep being reset, why was it not reset and the swab from my hands retested?

*If the substance on my hand(s) was considered to be dangerous, when my spouse identified himself as traveling with me, should his hands not have been swabbed as well?

*It was not appropriate for the officer to threaten to give my spouse "a lesson in Get out of my Face 101"; "It was not appropriate for the officer to identify my spouse by race. Had the situation been reversed and a white officer said the same thing about a black passenger, that officer would be a candidate for a racially based civil suit.

Would you like a response? : True

Passenger's Name (b)(6)

The caller has metal implants in her knee and went through screening at BHB buzzed and had to get a Patdown. The caller is a 72 year old white grandmother and does not like having to get patted down. The caller does not have to get patted down at SRQ since they have AIT. The caller stated that she knows terrorist but will not name their names that get on flights and do not have to get a patdown. The caller stated that Israel does not have these issues and that she does not want to be patted down. The caller stated that it is not fair to patdown grand parents that are light haired and light skinned.

The caller was advised:

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Some passengers are selected at random for a patdown.

There is no way to ensure a patdown will not happen during screening.

The caller was advised that we can not assume that terrorist meet any certain group.

5/22/2014
4:17:30
PM

5/22/2014
4:19:32
PM

Caller is asthmatic and has allergies. Caller stated that she flew from FLL and the officer that was at the check point was very rude and was very inconsiderate. Caller stated that she is allergic to many things and she travels frequently and she always asks the TSO to change their gloves. Caller stated that when she asked the individual at the checkpoint to change her gloves to give her a patdown the TSO stated oh my god you are so fussy. Caller stated that the TSO stated that she can not change her gloves and she would spray them with alcohol. Caller stated that the screener didn't explain where she was going to do the patdown or anything. Caller stated that it was a black curly haired lady with an accent she thinks may have been Jamaican. Caller stated that this incident caused her to have health issues. Caller stated that she wants something to be done about this because she does not want it to happen again in the future to her or anyone else.

Caller stated that there was an elderly lady in front of her and she could not lift her arm to go through the AIT and the screener was also very rude and gave the woman a hard time she then took her to the side and gave her a patdown. Caller stated that they should have take the lady into a private room for the patdown.

Advised caller:

5/22/2014
8:46:36
PM

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

If they have to patdown sensitive body areas they should have offered her a private screening if she wanted one. But I don't know what the specific circumstance so I will forward this to the CSM so they are aware of the incident.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Airport: FLL
Airline: Delta
Departing time: 4:15 pm
Date and time of incident: 05/20/2014 01:30 pm
Gate or terminal of incident: Delta terminal D

Caller wants to know if the screening equipment uses radiation. Caller is pregnant. She was told that there is no radiation by one screener, but no one can tell her if there is radiation.

I cannot advise if the machines use radiation. They map the contours of the body and the energy does not penetrate the skin.

But, you can't tell me if they use radiation?

5/22/2014
10:29:12
PM

The information doesn't indicate how the equipment works. There are two types of machines that they use and one of them is no longer used. There is no more specific information about how they work because we don't want people using the information to get around the system.

If her baby comes back with a problem there will be a problem.

I'm not sure how to respond to that. You can opt out for the pat down instead.

Caller turned down the pat-down after being told by a screener that there is no radiation. She has gone through several machines since, but she won't fly any more. Caller thinks that it is sad that TSA cannot tell her if the machines use radiation.

Disability Description: The caller is a Precheck participant as a Global Entry member and has a metal knee replacement.

She routinely flies out of DCA and doesn't set off WTMDs there. The WTMD alarmed at BOS today at 8:30am. She had to go through a patdown and the TSO expressed concern that she alarmed their WTMD but not hose at other airports. She asked if TSA should be investigating the WTMDs being calibrated differently and if they are calibrated differently. She feels that this is inconsistent.

She indicated that she travels through several airports across the country and does not alarm those WTMD.

5/23/2014
9:22:18
AM

She asked what it means to have Precheck status and if additional screening is always required if there is an alarm.

She asked what card she can obtain from TSA in regard to the metal implants to show the TSOs.

Precheck Status simply indicates that a passenger can receive expedited screening which entails leaving on shoes, belt, light outerwear as well as their 311 bag and laptop in the their bag. I advised that TSOs are required to clear all alarms via additional screening. She can print a notification card via tsa.gov, but such does not exempt her from a Patdown.

Some of TSA's screening policies and procedures are considered SSI and are not made available to the traveling public.

I advised that I would refer the information to the CSM at BOS to make them aware of this.

Hello,

I recently traveled through Louis Armstrong New Orleans International Airport, and I received the worst treatment I have ever experienced in any airport worldwide. I have frequently had to travel for work all over the U.S., and more recently to Europe, and have gone through more security checkpoints than I can keep track of, and it has always been a quick, seamless process until this trip. According to all posted signs and available information, travelers are not required to go through the AIT screening, but may choose to "opt out" and "undergo alternative screening", which I always do, if necessary. This is even outlined specifically in the FAQ on TSA's own website:

<http://www.tsa.gov/contact-us>

5/23/2014
10:11:52
AM

Q. Can I choose the way I would like to be screened?

A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I have never had an issue; I am immediately walked through the checkpoint, my bags are retrieved, the patdown is quick and painless, and I continue on my way. However, on this occasion, not only did I stand and wait quietly for NO LESS than 20 minutes, but the female TSA directing travelers was quite rude, and then requested a "female assist" at least 3 times, even though another TSA agent offered to take her place and many other travelers were waved past me that did not go through the AIT machine. Meanwhile, my bags were left COMPLETELY unattended, which not only violates TSA's own policies, but also left my purse, laptop, and tablet exposed and at risk! It is nothing short of a miracle that they were still there. I felt completely discriminated against, and I felt it should be reported so that steps can be taken to prevent this kind of treatment before there is another public incident.

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 5/23/2014 11:10:58 AM Airport : DSM - Des Moines International Date/Time of Travel : 01/31/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Normally I wouldn't say anything because although travelers may not always like the experience with TSA, they are doing their job to protect us. In this case though I feel additional training is needed.

My husband has a single side cochlear implant. He was advised by his doctor that he should ask to have the external processor hand checked rather than putting it through x-ray. So, he always takes the processor (hearing aid) off, places it in the specially designed unit carrying case (designed compartments to fit the processor and a couple of the unit batteries) and hands it to the TSA agent.

In this case, no one there knew what it was. I had gone through the TSA pre-check so was standing back watching and listening to this happen as my husband continued through the scanner along with his carry-on through x-ray. The agent the cochlear was given to asked who it belonged to but my husband did hear because the hearing aid portion wasn't on and he was in the scanner. I spoke up and said it belonged to my husband so they asked me to supervise the inspection which I stepped over and did.

5/23/2014 The agent asked for a supervisor and asked what they should do other than the visual check. My husband was at this time through the scanner without being stopped, his carry-on went through without being stopped and he had put his shoes back on.

12:21:22

PM

The supervisor then asked who the cochlear belonged to and instructed the other agents to give my husband a pat down, swap his shoes and inspect and swap his bag. Once those things were done the supervisor was called back and even though nothing was found, the supervisor then instructed the other agent to swap my husband's hands. Again, nothing.

I could have understood all this if anything had red flagged but the only apparent reason was because of the hand checked cochlear hearing aid and no one knowing what it was. I could have even understood had either of us made any comments, objected, or anything else. WE DID NOT. Again, you are doing your job and we wanted to get on our plane.

However, this is a medical device and you see them all the time. This entire check process after the body scan took an additional 20 minutes, not to mention the embarrassment of being pulled to the side after already being screened and the supervisor being called three times by the time he gave the OK to leave.

To me, this is a training issue. Again, this is a medical device (that for the most part looks like a hearing aid) and my husband was put through extensive screening ONLY because he has a disability. Before someone yells discrimination, I would want to address this and make sure it doesn't happen to anyone else or that we don't have to go through this again.

Thank you for your time and attention to this matter.

(b)(6)

Caller stated that she had a really bad experience with TSA on her recent trip. Caller stated that she got TSA precheck and her husband did not. Caller stated that they then separated ways. Caller went to the precheck line and showed her Identification and she accidentally showed her expired ID and then gave him the renewed license and told him she has metal implants. Caller stated that the person then acted like she was suspicious because of this. Caller stated that the person told her the lane had closed and he walked her to another line. That person told her that she can skip to the front of the line but she wanted to be fair so she waited. Caller stated that when she got to the front of the line they directed her to the WTMD. Caller stated that she informed the female officer at the WTMD that she would alarm because I have a metal knee. She then walked through and it alarmed. Caller stated that the female TSO then yelled at her for going through the WTMD and she kind of backed up and she yelled at her and told her not to back up into the WTMD and make it alarm again. Caller stated that they were rude and nasty with her. Caller stated that the male TSO that was at the checkpoint then came over he was very hostile. Caller was then asked if she told a certain officer who had his back turned and she said I am not sure because I can see his face. The male TSO yelled at her and said you are a liar and the TSO was busy so he could not turn around for her to see his face. Caller stated that she was then instructed to stand to the side and wait. Caller stated that they grabbed her by the shoulders and pushed her around but thankfully she was not injured. Caller stated that other passengers started walking by and asking her if she was ok and the TSO told them it was none of their business. Caller stated that the person that did the patdown was very nice and professional but the others she had encountered were not. Then a supervisor came over and asked what is going on and she informed her of the situation in a nut shell and the supervisor asked is she wanted to file a complaint but her husband was rushing her to come on and she passed but the more she thinks about the more she did not want the way she was treated to go. Caller stated that the male and female that she encountered should not work with the public because they were not under pressure and it was not even busy when she went through. Caller wanted to know if what is the difference with the 3-1-1 rules going through precheck and do they not screen the items when you go through precheck. Caller wanted to know what technology the AIT uses. Caller wanted to know if she will be contacted about this incident.

Advised caller:

5/23/2014
12:46:42
PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I apologized because she was unsatisfied with the way she was treated. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. You can request the supervisor at anytime if you since that you are going to have an issue. I have documented everything that happened and I will send this for you I don't know if they will contact you but they may

You can contact the CSM but I will be happy to take the complaint for you and make sure it is forwarded to the appropriate office.

Name: Salwa Al-Ghani

Phone: 510-636-(b)(6)

You don't have to remove the 3-1-1 bag but they still screen it. Caller like precheck and she didn't have to remove her shoes was nice.

Airport: Oakland

Airline: Jetblue

Flight number: 247 (?)

Departing time: 1:15 pm

Date and time of incident: 05/21/2014 12:20 pm

Gate or terminal of incident: Jet blue terminal

Caller is calling to file a complaint. The caller had a very bad experience. She was flying on Delta 2368 at 815 am from Atlanta going to Seattle. Caller had TSA precheck. She went into the precheck line. She has some silver bracelets that she never has taken off. They asked her to take off her jewelry and she didn't want to. She had to get a patdown. A female TSO came over and collected her luggage and told her to take her shoes off. She told her that she didn't need to take off her shoes since she was receiving PreCheck. She asked to speak to a supervisor named (b)(6) number (b)(6) or (b)(6). He was very unprofessional and got aggressive with her and she told him she didn't have to take them off. She stated he was belligerent and she asked to speak with his supervisor. He said he was in charge and refused to have her speak with anyone else. She was going to miss her flight and she went over and took over her boots and the girl gave her a patdown. She would like to be contacted.

Advised:

5/23/2014
4:04:03
PM

TSOs are trained to be professional in their interaction with passengers. I regret that wasn't your experience. I will forward this information to the CSM at Atlanta for review.

Airport where the incident occurred: Atlanta Hartsfield

Airline: Delta

Flight numbers 2368

Date and time of incident: May 22, 2014, 0730 am

Individual's contact information email

(b)(6)

I am a Global Entry/TSA Pre-Check qualified (b)(6) traveler who has had two hip procedures resulting in metal implants.

As a consequence, I am invariably subjected to a frisking/pat-down when I go through airport security. Frankly, I find that experience to be invasive and demeaning, especially as an individual who has been pre-qualified from a security/TSA perspective.

Is there (should there be) a way for my hip situation to be displayed to the TSA personnel, tied to the presentation of my Global Entry card, so that I am not continually subjected to this awful experience.

5/23/2014

8:02:21 PM An alternative is to have the "sniffing" security machines available at the Global Entry/TSA Pre-Check lines.

(b)(6)

Manassas, VA 20110

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/23/2014 8:14:25 PM

5/23/2014

8:02:34

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Air tran flight 297 Gate B7

Comments: I do not appreciate the security patting me down. I was told to spread my legs while the security rub up and down my legs...her hands touched my crotch...I honestly felt violated...I have never witness this before. You all need to get body scans, this is unfair that a customer has to go through this...you all are worried about security, but what about the security of the customer. Why should I subject myself to this. I am pissed. I felt as if I was raped.

Disability Description: Caller is disabled. She has an implant and requires a wheelchair.

Response Details: I advised caller that I would send her information to the CSM for review and would email the information about how to write in her complaint.

Incident Details: Caller is disabled. She stated she wants to complain about the abuse of power situation with TSA. She wants to file a formal complaint and wants the film looked at. She set off the alarm because she has an implant. They didn't have the AIT.

She was standing there and her purse was left sitting, and she was concerned.

They patted her down including the groin area. They asked her if she could stand when she was sitting in the wheelchair. Caller advised that she thought this was retaliatory.

The initial screener called over Supervisor (b)(6) (a female). She asked to write down the justification for the patdown, and they refused. She told them it is retaliatory. Five screeners were standing were doing nothing as passengers were waved past her.

5/23/2014

8:46:44

PM

An airline worker also has expressed issues with a similar problem with this TSA crew.

Caller asked what she needed to do to file a formal discrimination complaint.

I advised that she needed to place it in writing. Can I e-mail her information on how to do so?

Caller provided her email address.

Where did this occur?

At LGA at the Gate A and B screening location. This happened a half hour ago (from the call).

She was in a wheelchair and was made to stand to wait for screening. She was asked if she can stand for four minutes. When she asked the justification, they refused.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/24/2014 8:34:36 AM

5/24/2014
9:11:58
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DCA, Terminal A

Comments: The officer stationed at the x-ray machine, forced me to take off my long sleeve shirt after I had gone through the machine once without incident. He insisted I step back, take off my shirt, insisting I do so because he could see an undershirt. My shirt he forced me to remove was not a jacket, sweatshirt or any other type of outerwear. I insisted I did not have appropriate clothing underneath since what I was wearing was a normal shirt, and all I had was an undershirt and not actual clothing. My clothing was completely acceptable under TSA standards to walk through an x-ray or body scanning machine. I am typically incredibly happy with TSA at DCA, this experience was inconsistent with all other screening I have undergone as a frequent flyer. More importantly, this experience was completely inappropriate, and was not within an acceptable purview of this officer, especially as a male officer, insisting a female remove a shirt to expose their under layer.

Feedback Type : Request for Information

Categories : Traveling with a Disability or Medical Condition Current Date/Time : 5/24/2014 11:03:42 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

5/24/2014 1:28:30 PM Comment : I requested the TSA representative at MCO to be screend via patdown rather than imaging technology in order to protect my insulin pump. She rudely refused and said that I am required to go through the imaging process. This is not what your websitesays, and not what happens to me at other airports. I travel by air frequently, and have not had this issue before. Why did this happen? It was embarassing to me that she acted that way - like I was trying to do something illegal. Please clarify, before I fly again in June.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's wife is traveling with a 2 month old child and bringing breast milk. Caller states that because she does not want the breast milk to go through x-ray, that his wife had to have a patdown. Caller would like to know why the passenger has to undergo additional screening. Caller states that his wife was not offered a private screening and there was not sufficient communication with her about what was going to happen during the patdown. Caller states that her private areas were being touched in front of everyone at the checkpoint. Caller states that he was watching the whole situation unfold and the TSOs were upset that his wife did not want to put the milk through the x-ray. It happened last night around 8 pm in HNL. She was flying with US Airways to PHX. Caller states that the TSO was an older white guy with gray hair. Caller states that on the return flight she will be traveling alone with their baby, so if she has to have a patdown, no one will be there to take the baby. Caller would like to know what will happen in that situation. Caller would like to know why there has not been sufficient training for the TSOs on this matter.

Advised caller:

5/24/2014 2:56:40 PM If a container cannot be screened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. If you have concerns about your screening experience during future travel, you may ask to speak with a supervisor or PSS while at the checkpoint. The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas.

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult.

Disability Description: Caller has a hip replacement.

Response Details: Advised caller:

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

5/24/2014
5:44:29
PM Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be

From: (b)(6)
Sent: Sunday, May 25, 2014 2:01 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/25/2014 2:01:14 PM

5/25/2014
3:11:54
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

complaint about TSA treatment

Comments:

I wish to comment on an experience at Savannah Airport that impacts very adversely my or any other visitor's impression of the City, of the Airport, the TSA and by extension, the American Government.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/25/2014 7:58:40 PM Airport : SFO - San Francisco International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2

TSA Employee: (If Known) :

Comment : I always exercise my right to opt-out of EIT.

5/26/2014
9:48:38
AM

It's becoming increasingly frequent that the agent conducting my pat-down makes comments about my body. They're typically compliments ("you're very muscular", "how often do you work out", etc), but they make me exceedingly uncomfortable, especially when I am in such a vulnerable position.

This has happened at least twice (with different agents) in SFO (T2), AUS, and SEA (A/N terminal checkpoint, most recently).

It should be SOP to *not* make such comments. Is it? If so, I want you to tell me what these agents have been trained not to do in this regard so that I can educate them.

Furthermore, I want to know what you advise I do in this scenario.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/26/2014
10:54:00
AM

Caller wants to know who he can talk to to make a complaint on an event that happened at the San Juan airport. He received additional screening on his head because of the dreads he had, specifically a patdown. He was told to cut off his hair if he wanted to stop getting harassed when he flew. He is a rastafarian. He felt highly offended because it is part of his religion. He spoke to a supervisor and they said to file a complaint online and was given the name of the TSO that offended him. He did not get an apology and just wishes she wasn't disrespectful. He said he would call the CSM

Response:

Advised caller that we could forward the complaint to the CSM or he could contact them via IVR by choosing option 5 and entering the airport code SJU.

Caller was flying from Atlanta to PHL and catching an 845 flight on Southwest. She opts out for the x ray machines and had a traumatic experience with the person that screened her. She needs to know how to proceed. She says the patdown screener did a karate chop like move on her legs. She stated the TSO's tone, manner, and attitude was inappropriate. She feels sexually abused. She went into the vaginal area with a karate chop motion. She says it was very uncomfortable and she eventually came to tears. The officer was extremely rude and told her that the patdown was going to have to be repeated if she did not accept the rough patdowns. She did not get her badge name or number. She wants to talk to the manager. She says the officer was African American with curly hair, short curls, an average build and between 130 to 150 pounds. She says she went to the Southwest Airlines desk and was in tears.

Airport: ATL
Airline: Southwest, but flew on AirTrans plane.
Flight: 262
Date and Time: May 26 at 7:45AM
Checkpoint: Gate C17
NOI: N/A

5/26/2014
1:23:54

PM She says she will call her lawyer and wants to hear from the manager.

Caller Advised:

I apologized for the inconvenience and told her I would forward the information to the Customer Support Manager at ATL.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

She said the IVR would not give her the number of the individual because it's broken after I tried to instruct her how to get it from the IVR.

Gave her the number 404-763-4116

She persisted on asking me when she would hear back from the individual at ATL. I told her we are a centralized call center in London KY. We can't make this decision.

It depends on the Customer Support managers hours, work they have to go through, whether or not they have a holiday today, etc.

The caller is disputing an item that was confiscated from her carry-on luggage. It was a Butane lighter but she states that it was a wind proof lighter and not a torch lighter but it is not. It was purchased in Spain historically. She went through LGA and it was allowed at LGA but upon her return from Costa Rica into the US she was pulled out for secondary screening at FLL. She spoke with supervisor (b)(6) and he said this would be considered a torch lighter so it will either have to be confiscated or she can place the item in her checked luggage. She is also complaining that during the secondary screening her bags were behind the counter being searched by other agents. There were 3 officers going through the bag and she wants to know if this is policy for more than one officer to search a bag at a time.

I advised the caller that a torch or micro-torch lighters are prohibited in the secured area and onboard aircraft and therefore prohibited in carry-on and checked luggage. Torch lighters create a thin, needle-like flame that is hotter (reaching 2,500 degrees Fahrenheit) and more intense than the flame of common lighters. I advised the caller that any item going through the check point is up to the discretion of the officer at the check point.

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. TSA works hard to achieve consistency in the security training process. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

5/26/2014

1:49:13

PM

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I advised the caller of how to contact the CSM at FLL through the IVR system if she would like further detailed conversation.

AIRPORT: FLL
DATE OF TRAVEL: 05-24-14
CHECK POINT TIME: 1830
AIRLINE: JetBlue
FLIGHT NUMBER: 1472
TERMINAL OR GATE: F4 original but it went out F8 actually
CONTACT: (b)(6)

I advised the caller that I will forward a copy of this record to the CSM at FLL for his review.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Monday, May 26, 2014 1:46 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/26/2014 1:46:14 PM

Attachment:

5/26/2014
3:09:36
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/26/2014 1:46:14 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

Calling in because he flies often and always travels with solid medication that can't be exposed to radiation. The caller states that for the last 15 years they have allowed the pill medication to be hand inspected and they always swab his hands after to check for traces of explosives. He is currently at Burbank airport and after going through screening they told him he would have to be re-screened because he was traveling with pill form medication that could not go through the X Ray scanner. They told him they would have to give him a pat down as well as hand inspect his carry-on luggage. He has never had this done before and he wants to know if there is any documentation I can provide him with that states the rules for traveling with medication in powder form.

5/26/2014
7:19:45
PM

Advised caller Although medications are not subject to limitations, passengers are encouraged to limit the quantities they pack in their carry-on bags to what they will reasonably need for the duration of their itinerary, allowing for delays. Medications are not required to be in prescription bottles and may be transported in daily dose containers; however, States have individual laws regarding the labeling of prescription medication with which passengers need to comply. Therefore, TSA encourages individuals to carry medications in their original packing, with professionally printed labels or pharmaceutical labels. This recommendation is to assist travelers with the screening process. In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Advised caller additional screening is at the TSOs discretion and we don't have any documentation stating what the additional screening would be. Advised caller I could email this information to him. Sent email to (b)(6)

Per Floor support gave the CSMs contact information - Scott Moss 818-840-(b)(6)
Advised caller CSM is over TSA at the airport.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) San Jose, CA 95118
Zipcode:

5/27/2014

8:43:02

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

San Diego International Airport

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), San Jose

5/27/2014
10:12:57
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?

Attention: (b)(6)

I'd like to begin by asking to see the video of this pat-down.

*That I have Global Entry, I'm TSA pre-check approved and that I'm a frequent flyer.

Friday May 23, 2014
Southwest flight 440 @825am.
BNA Airport, Nashville, TN

*I was hand swabbed before I even got to through the X-ray scanner.

5/27/2014

12:29:47

PM

During the body scanner x-ray I forgot about my fitbit clipped to my underwear.

I was wearing 3 inch above knee dress so I couldn't easily lift my dress so I was taken into a tiny private room without any discussion as to what was actually going on.

When she opened the door to the room I saw that it was way too small since I'm claustrophobic and just lifted the skirt of my dress and took off the fitbit. (b)(6) the TSA agent then grabbed my left arm forcefully and told me to stop. My husband then told her to get her hands off me.

She had no right to put her hands on me like that.

She wouldn't allow me to grab my things but for some reason she let my husband?!

She left my purse on the outside of the room wide open.

Everything was very rushed, no one would slow down when talking.

There were three ladies in this tiny room.

One TSA lady (I don't remember her name, but she was a black lady with black short hair and medium to heavy build) who said all the TSA lady needed to do was pat the area where my fit bit was. This ended up not being true. When confronted about her miscommunication her response was "I'm from another airport" ? (Don't all TSA agents at all airports follow the same rules?)

Hello,

5/27/2014 I would really like to understand how the TSA would like me to style my hair for going through the checkpoints? I usually wear my hair in a bun. It is a small bun. On long multiple flights, this avoids arriving with tangled messy hair. Last couple of years they have been putting their hands in my hair, even after the scanner and or X-ray machine. I do not like this, and feel violated. Is there a way to avoid the hair pat down? Please advise the style you require .

12:29:51

PM

Thank-you.

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, May 27, 2014 11:57 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/27/2014 11:57:14 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

5/27/2014
12:32:40
PM

Remote Client IP: (b)(6)
Date Time: 5/27/2014 11:57:14 AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

The caller has a service dog. She was approved through United for her flight and she came back from a trip yesterday through LAX. The TSO said that she would have to have a dog carrier. The agent kept insisting she had to have a dog carrier though the United airlines representative explained that it was a service dog. The caller feels that the agent was simply ignorant of TSA rules. She read the manual online and she had a card attached to the collar indicating it is a service animal. She asked if she could get something in writing that she could carry with her in case she comes across this again.

There were three points that she went through for screening, the first agent did not want them to enter the screening checkpoint to be screened. She was not going to be let through to get in the line because this agent says she needed a carrier. She thinks it was more of a customer service issue not a lack accommodation. She went through the checkpoint and once it was over and she left the checkpoint someone else mentioned the carrier being needed for her dog. During the screening everything was fine and was done properly; she did not have any problems. It was just the TSA agents before entering the line and after leaving the checkpoint that she had problems with. She also did not have a problem at LAS when she went through screening there. She just feels that the officers she encountered at LAX needed more information about the policy.

She asked if she needed a vest, she does not travel that often so she did not buy one. She does have a letter from her doctor that she can use for documentation along with the card attached to the dogs collar.

Airport: LAX
Airline: United
Flight: 479

5/27/2014 Date: 5:26:14

2:09:03 Time: went through about 2:00 PM Departure time 4:17 PM

PM Location: United number 7 where the United desk were and the TSA agents were to the right before entering the line.

Agents: Before entering the line a black woman with slight build, maybe 5'5" or 5'3" with orangish hair. After checkpoint, black woman that was a little bigger, 5'5" or 5'6" with dark hair.

Advised caller:

If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown.

I will forward this information to the CSM as it was a customer service issue with agents.

I can email you information regarding the screening policy on service animals so you can have it in writing.

On Tuesday, May 13, 2014 at approximately 1100, I submitted myself for screening at D2 checkpoint at MIA. I went through the AIT machine and an anomaly was detected in my groin area. A female TSO approached me and began to pat me down. Upon feeling something in my groin area, she asked me if there was something there and then grabbed the area. She did this numerous times, all the while alerting her coworkers that I had something there, and asking them what she should do next. I questioned why she had to keep touching me in an obviously private and sensitive area and she said she had to, all the while asking other TSOs around her if she was supposed to keep her hand on this area. Again, this is my crotch area and I am standing at the AIT machine in front of other passengers and TSA staff. After a few more rude interactions and the TSO checking my boarding pass a few times, we go into private screening with a STSO. The TSO began to pat me down while mumbling directions to me from behind. Her hands were quick and flailing as she sped through the process. When she moved around to face me, she continued to do the very rushed pat down. When she reached my breast area, she was exceptionally rough with me, and as I looked down to see why, she struck me on the right side of my face. The TSO didn't say a word and continued with her pat down. The supervisor observed this and didn't say anything either. I asked the TSO to pay closer attention to what she was doing and she stated that if I "didn't drop my head" she would not have hit me. It is here that I requested that she not touch me any longer. The supervisor took over and while she was conducting the pat down, the both of them commented on me on my head movements. At no time was I advised that I could not or should not move my head or that I was not allowed to look at what they were doing to me. They asked me again about my groin area and advised that there was something there and that I could not leave until they saw what it was. The TSO told the STSO to contact MCC and a LEO because they would have to "search" me. When the STSO left the room, the TSO began to interrogate me and began to go through my things again even though she had done it a few minutes before. It was here that the TSO finally noticed that my boarding pass had Selectee markings on it, and notified the STSO.

5/27/2014
2:31:41
PM

After a few more minutes of the two of them bumbling around, a TSI and an SME approached the private screening room, displayed their identification and asked if there was a problem. I was visibly upset and explained that the TSO struck me in the face and the STSO did not react until I insisted. As the SME attempted to dissolve an obviously heated situation, the TSO, now identified as TSO (b)(6) rolled her eyes. TSO (b)(6) was dismissive, condescending and displayed an elitist attitude towards me initially, and then continued these behaviors with the SME and the other TSIs that were conducting the test. The STSO stood quietly throughout the process. It was only after I put on my SIDA badge and displayed my credentials that the STSO realized that this was an ASAP test and apologized. TSO (b)(6) was advised that I was not "just a passenger", but a TSI and then she apologized.

It is apparent that there were many mistakes made at this checkpoint: from the TDC TSO that initially missed the Selectee markings on my boarding pass, to the horrible treatment demonstrated by TSO (b)(6) to the STSO who displayed overall lack of knowledge of checkpoint procedures. Not only did the ASAP test uncover TSO (b)(6) and the STSOs lack of knowledge of the SOP, it also uncovered the lack of leadership at this checkpoint. We as TSA employees are always being knocked for things that go wrong within the screening process. It is unfortunate to see that these two are proving that as an agency, we still have a long way to go.

(b)(6)

Transportation Security Inspector | Surface
Miami Field Office

Last Monday, May 19 my family experienced a very disconcerting event while checking in for a return flight to the east coast. My wife and I were travelling with our 3 youngest children 18,15 and 14. They had never flown before this trip and have significant mental health issues related to their early years in their biological home and 3 years in foster care before they joined our family. During the pre-screen(as described by a TSA person when I attempted to lodge a complaint, an agent whom I am told is not a TSA employee but a contract agent for the airlines and in uniform that made us believe he was TSA personnel) our family was separated and my 18 yr old and 14 year old daughters were sent to be screened. I objected because they were going to leave my sight and I was concerned for their emotional well-being. After we had passed through and were waiting for our daughters to clear, I saw a female TSA official pat down my daughter who has a history of being sexual abused by adults. While I understand the need for security, I think this entire process could have been managed in a way that would have minimized the trauma my children were subjected to in this process.

As a person who has worked and taught in the child welfare field for nearly 35 years, this process demonstrates great insensitivity to trauma victims and was inappropriate. It would have been far better to select our entire family for screening than to separate us. When I spoke with the TSA officials at the desk, they said it was not their employee and therefore not their problem to resolve. I disagree. The set- up, the uniforms and the process all led us to believe it was all part of the TSA security process.

5/27/2014 I would appreciate receiving a response to these concerns. Thank you.
4:02:06
PM

(b)(6)



NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number:

Address: Nice

Zipcode:

5/27/2014

4:04:04

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

John F. Kennedy International Airport

Hi TSA Team,

I would like to report an incident that happened to me today and I had my Civil rights violated.

This incident happened at the San Jose Airport on May 27th at 6:20 AM (Today) . I am from India and follow the SIKH Religion. As a result of my religion I wear a head covering called a TURBAN.

I am a very regular traveller and usually as part of my security check I run through the scanner and or Metal Detector followed by a PAT Down of the Turban and a hand held metal detector. Usually if the hand held detector goes off it is due to the PINS I have on my Turban which are the culprit and I remove the PINS and then hand held is performed again and cleared.

This morning while I was travelling to Los Angeles on Southwest flight 1280 , as part of my additional check and pat down , the hand held went off due to the pins in my turban. I told the TSA agent that I will remove the pins and he can then run the hand held once again clearing the security check , but he was adamant on asking me to REMOVE MY TURBAN.

5/27/2014

4:04:06

PM

The TSA agent to my surprise asked me to REMOVE MY TURBAN as he wanted to run the TURBAN through a xRAY machine.

This was a completely unacceptable situation as I had never done this in my regular travel for past 11 years . Please understand that asking me to remove my turban is like asking a woman to stip NAKED because she was found with a HAIR PIN in her hair.

I have taken this matter up with the SIKH Coalition Legal team and would like to take this matter up seriously as this is considered an insult to the SIKH religion.

Thanks

(b)(6)

To Whom it May Concern,

The following is a written account of an experience that a family member of mine had with a TSA agent in Denver, Colorado. This will be forwarded to the TSA, Denver Airport, and local politicians.

I am a 61 year old female from a small town in Ohio. I took a trip to Denver at the end of March with a family member. My arrival was uneventful and my trip was off to a great start. The end of my trip was a traumatic experience that, believe it or not, was caused by airport hand sanitizer.

5/27/2014

9:06:36

PM

I arrived at the airport with the travel companion, we dropped off the rental car and decided to stop at the restroom before we went through security. I followed my routine steps, went to the bathroom, washed my hands and then as I was exiting the restroom, I was pleased to see that the airport supplied hand sanitizer so I rubbed some hand sanitizer on my hands and headed towards Security.

I was the lucky member of our traveling team. I had a pass to go to the TSA Pre-check -- the express security. Yay me! I walked up to Security and was told that I could leave my shoes and jacket on and didn't need to remove the liquids from my bag. Then I walked through security like I have done many times in the past but to my surprise I heard a beep. The TSA agent said the machine detected something on my hands. I told him the only thing on my hands was airport hand sanitizer. He then performed a very thorough check on my hands, my luggage and my purse. Then my nightmare really began to escalate. He called for a female TSA agent to assist.

Two female agents came and escorted me to a small room that contained a chair, a table and a box of plastic gloves. My heart started pounding and my first thought was this looked like a torture room from a bad movie and I became afraid. Then one of the agents, put on the plastic gloves and explained to me that she was going to do a complete pat-down which would include every part of my body, including my groin and breasts. At this point, I didn't know what to think. What if I refused? Would I be arrested? Would I be on the no-fly terrorist list. My fear worsened and the pat down began.

She started slowly feeling the back of my ankles, up the back of my legs and then slid her hand up between my thighs into the buttock area reaching as far as her hand would go. She then went up to my back and shoulders feeling every bone and muscle in every part of the back of my body. Then the nightmare escalated and my fear worsened as she started on the front of my body. Again, she started at my ankles and moved up my legs. I maintained the best that I could until she reached my groin area and slid her hand between my legs and into my vaginal area. At this point, I started to cry and before long, my cries became sobbing and still the pat-down continued. (Remember at the beginning when I said this was hand-sanitizer?) The Good Evening,

I would like to provide the following feedback of a recent experience I encountered, in the hopes that a potential opportunity for improvement could be addressed.

During a recent trip I encountered a seemingly untrained TSA official, that could benefit from additional general customer service training. The airport that I was traveling thru was not busy at the time of my travel, and there were virtually no lines at the security check point. After loading my purse, flip flops, and personal belongings onto the conveyor belt at the screening check point. I then stepped forward to the gentleman stationed at the security checkpoint. He motioned with his hand for me to step to the left, and move thru the full body scan. I said, "Im pregnant." With a look of discussed and/or irritation, he again made the same motion with his hands to the left. I interrupted this non verbal communication to mean the exact same thing I interpreted the first motion to mean, the full body scan. I then looked with a confused face, and again stated I'm pregnant. The man then stated (first verbal communication) "You are refusing the screening." (Or something to that effect) I stated, "No, I will do a full body pay down or whatever is necessary. I just can't go thru the full body scan." The now visibly irritated TSA agent gives me the same hand motion for a 3rd time, so I took a step towards his left, and he said ".Then move over there and wait for someone." Long story short, eventually a female TSA agent arrived and lead me to where I needed to go, and I completed the pat down. During the time period that I waited, 2 other male TSA agents did apologize for the wait, and provided me with verbal reassurance that someone was on there way, and I very much appreciated their service.

5/28/2014

8:39:01

AM

I do believe that the primary agent that I encountered could have provided more verbal direction which would have alleviated any confusion that either of us was experiencing.

I completely understand the need for such screens, and appreciate the work that the TSA does. I do not however appreciate the lack of service, and apparent irritation that my pregnancy presented to the primary male agent that I encountered.

Thank you for your time.

(b)(6)

Sent from my iPhone

To Whom It May Concern:

On the advice and instruction of both Newark TSA Supervisor (b)(6) and TSA Transportation Security Manager Joel Catala, I am writing to share the very unprofessional and unpleasant experience my companion and I had on May 26th as we passed through the TSA security check point at the A Gates of Newark International Airport. Although after the incident was over, and after we survived the panic of missing our flight (which we did not, fortunately), and after receiving professional attention from manager (b)(6) we still feel that it is important to document what has transpired and demand follow-up response from the agency.

At approximately 12:00pm on Monday, May 26, my companion/partner (b)(6) and I entered the long security line for screening. As Southwest Airlines A-list members, we were directed into a particular line. After having our boarding passes and identifications checked, we were funneled into a line of passengers, against an interior wall, next to a lane of traffic of passengers leaving the terminal. It appeared that the exit lane was also used for many passengers and staff who where not required to stand in the line that we were in. This made for delayed passage through the security check point.

As seasoned travelers, familiar with TSA screenings in many US airports, we were prepared. Knowing that we never submit to the electronic scans, we came prepared for pat down screenings. I am pre-check qualified, so before beginning to remove my items from my bags and emptying my pockets, I asked the TSA representative if I needed to do so. He, in a long-winded way, explained to me that I would have needed to acquire a yellow pass somewhere up the line (which he was holding a stack of) and because I had not, even though my boarding pass and credentials were clearly marked as pre-check, I would not be allowed to pre-check. He then contradicted himself by telling me that this terminal does not have the room to accommodate pre-check, yet he was holding the yellow pre-check passes from other passengers. I did not press the point. Instead, notified him that we needed "two make opt-outs", one for me and one for my companion.

5/28/2014
8:39:05
AM

At this point, both (b)(6) and I slowed our preparation in hopes that a TSA screener would come for us before our baggage and personal property would be sent through the screening machines. We have learned from past experience that we must remain in control of our property at this point. Several times, (b)(6) guitar has been at risk of damage, once falling from the belt because it remained unattended while we waited, and another time when my laptop was mistakenly grabbed by another passenger, again at a time when we could not keep our eyes on our property. So, we waited. And, as we waited, e reminded the the TSA representative to call a second and third time for "two male opt-outs." The last time, he received the following response in a condescending manner, from another TSA representative (b)(6) standing next to the TSA representative watching the monitor. "He will have to (just) wait then (b)(6) said.

Shortly thereafter, I was invited through the gate by yet another TSA represented and the pat down began. I was asked to identify my property, and I did. "The guitar, two bins, one with my laptop, and my shoes" I said. As I was speaking, TSA representative (b)(6) began to touch my property. (Note: she was NOT the representative who was providing the pat down screening.) I witnesses representative (b)(6) as she began to place my dirty shoes on top of my laptop computer. I then alerted her NOT to do this by saying something like "Do not put my shoes on top of my laptop." She responded by making a facial gesture of annoyance and disrespect, sighing loudly and throwing my shoes to the belt.

I immediately responded to this unacceptable and unprofessional behavior by letting representative (b)(6) know how wrong she was to treat me like this. Instead of simply apologizing for her behavior, she felt it appropriate to now engage in unprofessional and aggressive banter with me. She told me that "I am an adult. No one should speak to me that way (paraphrasing)" I told her that she was an adult and that she should act like one and treat people with respect. This exchange escalated to a point where I was only left to demand the assistance of a supervisor, many times, at the top of my lungs.

At this point, supervisor Mosuel (sp?) and supervisor (b)(6) appeared in my view and began to officiate the situation. My pat-down screening finally began.

All this time, my companion traveler (b)(6) was still held outside the screening area as another male TSA representative was not available to escort him through for the screening. He was finally brought in, and when he attempted to speak to the supervisor on my behalf, he was told to be quite.

5/28/2014
10:11:19
AM

Since I have Pre Check and gate 40 at Logan TSA said they don't support it why do I have to go through a pat down? I have a hip replacement that has never triggered your xray machine. Do I need evidence of the hip replacement or will I always have to experience the humility of your pat down? at Logan Airport?
I am over 70 years old. Have over 5 million miles on US Airlines
I thought you were trying to be more passenger friendly?

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/28/2014 10:49:02 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 05/29/2014 Airline & Flight Number : US AIR Checkpoint/Area of Airport : Unknown TSA Employee: (If Known) : Unknown Comment :

5/28/2014
12:20:12
PM

I don't have a flight time or number because when my son arrived at the airport, he was told by US Air that he didn't have a ticket --even though he had an email with a confirmation number and ticket number... I am not sure what flight he is on. Anyway, my 17 year old son was taken to a private room for a pat down. Is that common procedure to take children into a private room? That doesn't seem right to me at all!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Bridgewater NJ 08807
Zipcode:

5/28/2014

2:20:32
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Newark Liberty International Airport

Caller is flying tomorrow on United flight 491. He has a disability, called a deep brain stimulator. It's a probe in your brain. He said the stimulator is in your chest. He downloaded boarding passes for he and his wife. His wife is Precheck and he is not. Why is this?

Caller Advised:

5/28/2014 If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass. While some airports may allow individuals who are traveling with a TSA Pre eligible passenger to access the TSA Pre lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations.

6:17:49
PM

If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. These passengers may request a thorough patdown rather than using screening technology.

If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

This complaint is with regard to a TSA agent's handling of my pat-down screening after I opted out of the millimeter wave scanner. I avoid the scanner because I've been exposed to too much radiation over the course of my life. Accordingly, this is not the first time I've experienced a pat-down, but it is the first time I've felt molested. At 6 pm today, while going through security at LAX's international terminal a female TSA agent touched my genitalia from the back and front positions. The front search was handled inappropriately and I'm still feeling the effects now. Your agent's actions were completely unprofessional and border on legally actionable. It is a blatant infringement of freedom. Please institute a new and safe replacement process.

5/28/2014 Feeling distraught, I didn't have the presence of mind to check the agent's name tag. She wore glasses, had many freckles, is African American and heavy-set. I hope the TSA recognizes that this screening protocol enables this agent's deviant behavior and investigates her accordingly.

10:05:01
PM

I await your response.

(b)(6)

5/28/2014

10:15:01
PM

The caller flew from MCO to PHL on US Airways flight 768 leaving at 2:00PM. He went through screening around 1:00 PM. (b)(6) is 78 years old and was allowed to keep his belt and shoes on. He was wearing a dark green and blue baseball hat when he entered the checkpoint. He placed all his metallic items and medications in one bin. He also stated he left his medications in his carry on. He also had a bottle of medication in his shirt pocket. It was an inhaler. When he went through the metal detector he was told to empty all his pockets and go back into the line. He complied and went through the AIT. After leaving the AIT he got a patdown on his shoulder and side and then cleared. When he got to PHL he discovered his inhaler was missing. He thinks the TSO's confiscated it at MCO.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 5/29/2014 7:02:18 AM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

5/29/2014
8:38:51
AM

Comment : Every TSA pre check should include a body scanner- I have metal implants that always activate the metal detector alarms requiring going back, removing my shoes & going through again, then waiting for a female TSA agent and going through a full body pat down.

This protocol utterly defeats the point of being vetted & identified for pre-check.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 5/28/2014 10:14:45 PM Airport : BFL - Meadows Field, Bakersfield Date/Time of Travel : 05/28/2014 Airline & Flight Number : usainways Checkpoint/Area of Airport : tsa scanner TSA

Employee: (If Known) :

5/29/2014
8:39:12
AM

Comment : Was patted down after showing card for my pacemaker. after the patdown I was forced to walk in the scanner.. I told the tsa guy that I had a card and was told so what. passing through the scanner caused the pacemaker to fail. I was able to make it home and now need a new one .. it all so cased me great pain.. I told a passing tsa agent about it and he said it is not his job Would you like a response? : True Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller advised she had an unpleasant experience while navigating the phone system. Caller advised that she had an unpleasant red ball come up on her from going through Xray screening. Caller asked if there were any way she could avoid Xray screening. Caller asked would she need a note from her dr. Caller asked why flight crew members didn't get screened. Caller asked who trains the BDO.

Advised Caller:

5/29/2014
9:22:31
AM

Can request a patdown and At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. No dr. note necessary.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Advised caller have no information on who trains the BDO

Disability Description: Caller was calling to find out how to file a complaint for someone else.

Information Request: The caller stated the passenger had traveled out of EWN.

Response Details: I ask if this was disability related, he said it was because the gentleman was in a wheelchair. I explained to him I could make a record for his call as a complaint but to make it a formal complaint he needed to put it in writing.

Your complaint can be sent to either
TSA-CRL@tsa.dhs.gov
or via postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

5/29/2014

11:26:01

AM

I was sorry this happened to the man and I explained to him how screening can go for someone in a wheelchair.

Passengers who use wheelchairs or scooters who can stand, but cannot walk, will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger has concerns about his or her screening,
he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Email sent

Caller did not want me to take the complaint but did want to help the passenger make a formal complaint.

Incident Details: Caller said there was a older gentleman that was in a wheelchair.
He was made to stand up for screening. He ended up falling because the man wasn't very steady. Caller refused to provide any further information about the incident.

Caller said she is a travel agent and she went to an office recently to apply for her PreCheck in Fairbanks. She discovered the office was on the second floor of a building and they did not have an elevator. She is handicapped and uses a scooter and was not able to take the stairs. Her PreEnroll form online will soon run out if she does not get to an office she can access soon to complete the process. She is an Alaskan airline FF and Opted In with them but wants to use other airlines as well so she needs a KTN. She also called the UES multiple times and they promised to call her back to resolve issue but they have yet to do so. Caller has another appointment coming up at Fairbanks in June and wanted a number for that office to see how she can complete the appointment.

Caller asked if TSA has a standard set of rules for screening scooters. Most airports use ETD on her scooter. At Seattle, LAX and a few other airports she drives the scooter in and then she gets out and walks through the screening equipment but at Fairbanks they say if she wants to take the scooter to the plane she must have a full pat down first. She is able to walk and use the screening equipment but they will not let her drive the scooter up to the checkpoint.

RESPONSE:

Told she is correct, she does need to apply for PreCheck to use other airlines.

5/29/2014

2:38:26

PM

Confirmed her location:
Alaska <https://universalenroll.dhs.gov/locator>
UES Enrollment Center
Washington Plaza, 2nd Floor, Suite 202B
3437 Airport Way
Fairbanks, AK 99709

Told I am sorry the UES did not get back with her about the issue.

I will forward a complaint and cannot promise what will happen next since someone else will review it.

Advised caller the only phone Number I have is the UES she already has and I do not have one for Fairbanks.

You can look at our Website at some screening procedures but I do not have any further information or a list of screening procedures to provide to you.

While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/29/2014 2:14:57 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/29/2014 2:00 PM Airline & Flight Number : UA 841 Checkpoint/Area of Airport : Check in TSA Employee: (If Known) (b)(6) - TSA Officer: (b)(6) supervisor Comment : I require a pat down because I'm a cancer survivor. I fly every week. I never get TSA pre unfortunately. I waited 10 mins for pat down while Leon was chatting with other TSA officers doing nothing. When she arrived she had a huge attitude, stared me up & down and whispered something to the guy at the xray. She then took her sweet time getting my things and taking me to an area for pat down. I politely asked if she could please hurry. She said "no and if you don't like it you can get someone else". I called the supervisor over and Leon continued to give me sass and attitude in front of supervisor even when super asked her to stop. When I told her I was going to report her she said "go ahead". Super stood by the whole time and would let me read her name on her badge. I think it was (b)(6) but truly couldn't read it clearly and she wouldn't write it down. This is absolutely ridiculous and uncalled for. I appreciate your addressing it immediately.

5/29/2014
4:18:21
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

Sent: Thursday, May 29, 2014 6:18 PM

To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen

Cc: Jaspal Singh Gujral; Legal; Raideep Singh

Subject: Follow up Re. Contact (b)(6) - Professor (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, Professor (b)(6). Professor Gujral's turban was patted down and squeezed, without his consent and in violation of his civil rights, by the TSA at Newark Liberty International Airport on May 20, 2014. Professor Gujral flew United Airlines, Flight No. 4485, from Newark to Dulles International Airport in Washington D.C.

Professor (b)(6) filed a complaint with the TSA and DHS on May 20, 2014 through the FlyRights phone application. In reference to Contact (b)(6) we wish to provide additional information regarding the incident. Please see attached complaint and accompanying exhibits, including his original FlyRights complaint.

Thank you for your attention to this matter.

5/29/2014
8:16:40
PM

Best,

(b)(6)

--

(b)(6)

(b)(6) New York, NY 10004

Phone (Main) (b)(6) | Phone (Direct) (b)(6)

Facsimile: (212) 208-4611 | Email: [\(b\)\(6\)](mailto:HYPERLINK (b)(6))

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Visit our website at HYPERLINK <http://www.sikhcoalition.org>

Support the Sikh Coalition's work at HYPERLINK <http://www.sikhdonate.org>

Visit us on Facebook at <http://www.facebook.com/thesikhcoalition>

Follow us on Twitter @sikh_coalition.

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This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Hello,

I am a frequent flyer who goes through security often as I travel and have had all sorts of experiences with security agents. I always opt-out of the RF scanning devices as I am in the device industry and do not wish to compromise my health (I know you say they are safe, but I know better). Anyhow, I realize because of this I am required to undergo a pat down (which I still think is silly, as for the last 2-3 years I have had pre-check frequently and so it seems that this is only for show purposes).

This last time I went through Phoenix security, I was pat down by an TSA agent, who was very pleasant, and the alarm went off when he was checking his gloves for "substances". So he called his other agent over and the other agent was ornery from the start (which started my mood shifting as well). Long story short, the rest of the process went downhill as the second officer (STSO (b)(6)) he said his number was (b)(6) but I am attaching a photo of his badge just in case) was terse, lied to me (he said he was the highest supervisor in the airport security and that I could not talk to anyone else), and was plain rude anytime I showed any type of concern about what was going on.

I know the TSA agents have a job that requires them to follow protocol without deviation, even if I think it's a farce. I do understand. However, I do not think it is appropriate for this officer or any officer to treat someone horribly just because a machine beeps. After I made a fuss, his supervisor (a kind woman) talked me down. If he had been as gracious as her, there would never have been a problem. To make it worse, I think this is the second time this guy has caused trouble with me at the same airport.

Once can be a bad day, but the second time he needs to be reported...so that's what I'm doing. This agent seems to be on a bit of a power trip and has bullied me twice because he knows I cannot do anything about it if I want to make my flight. It's not right. I was totally calm about the whole process until he started in on me. I bet he has done the same to others.

I'm done ranting, but I do hope you are able to talk some sense into this agent, or reassign him to a position that does not require he deal with the public. He does not seem suited for it.

Best,

(b)(6)

For your review and action as deemed appropriate.

Sincerely,
DHS TRIP

-----Original Message-----

From: (b)(6)
Sent: Tuesday, May 06, 2014 6:00 PM
To: trip@dhs.gov
Subject: Crew member screening out of uniform

To Whom it may concern,

My name is (b)(6) and I am a Captain for Alaska Airlines and a Federal Flight Deck Officer. Recently while on vacation in San Antonio TX, I had the displeasure of a pat down.

The reason I am writing you is to request an explanation of your aforementioned procedure.

I understand about your rules however I am questioning the sanity of your (TSA) actions.

Let me explain....

While going through security I opted out of the full body scanner. As you are very well aware, crew members are subject to security on a regular basis. I have been fingerprinted, photographed and back ground checked more than anyone on the "Trusted Traveler" program.

Yet here I am receiving a complete pat down because I will not submit to more radiation than I already receive at work.

What infuriates me more than anything is TSA's complete disregard of common sense. Does it make any sense to allocate your assets and time to check me? Does it make any sense that if I pay \$85.00 to you (TSA), that I can be a trusted traveler like (b)(6)? Does it make any sense that I can bypass all this nonsense by wearing my uniform and changing into street clothes on the secure side of screening?

I would think that your asset allocation might be better utilized looking for real bad guys rather than people like me, a true trusted traveler. Think about it, for \$85.00 and a simple background check you allow people on my airplane without a full body pat down, yet myself an airline pilot for over (20) years gets the full meal deal.

No offense but WAKE UP! Spend more time looking for bad guys and less time annoying the people who produces the revenue so you can have a job!

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/30/2014 3:55:28 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 05/30/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Walked from UA domestic departures to Gates 14 and up TSA Employee: (If Known) :

5/30/2014 4:22:58 PM Comment : I traveled from Austin Bergstrom to LAX on May 30th. At approximately 2PM local, I commenced TSA security screening. I complied with regulations regarding removing shoes, my laptop from my bag, etc. I indicated to the TSA agent that I was pregnant and did not wish to expose my unborn child to potential harm from the body scanner, and would prefer to go through the metal detector. Not only did he inform me that was not an option, he insisted that body scanners do not emit x-rays and was very confrontational and extremely rude in general (in the meantime allowing several individuals pass through the metal detector). I, in fact, know that TSA at one time used x-ray backscatter and although the technology is being phased out, there was no way for me to know whether or not this particular machine was updated with the newer millimeter wave scanner technology. As a pregnant woman tasked with the duty to keep her child safe, it is completely unreasonable to try to coerce me into performing a security screening I am not comfortable with and be otherwise confrontational about refusing the body scan. I am not obligated to take the agent's word that the machine is updated and he is not tasked with being arrogant, rude and coercive. I willingly submitted to a pat down and although the female agent also argued that I should go through the scanner, she was ultimately less confrontational and more professional than the needlessly aggressive individual that TSA unfortunately decided to hire. Should I, as an expectant mother, voice my concern that the scanner is an inappropriate option, that should be the end of the discussion and TSA should offer additional options that are 1. PROMPT and 2. RESPECTFUL. Unfortunately, neither of these concern were addressed in a professional and courteous manner. This particular agent needs prompt retraining or disciplinary consequences should his behavior persist.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/30/2014 2:40:31 PM Airport : ALB - Albany County Date/Time of Travel : 05/30/2014 5:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : This morning, around 5am, I arrived at Albany international airport for a 6am flight to key west for a good friend's wedding. I arrived at the airport 60 minutes early, which was appropriate for a domestic flight.

I walked up to the security line upstairs and observed the line to be 100+ people deep; something i have never witnessed at our very small albany airport. I waited in the line for a few minutes patiently, and slowly realized it was not moving at all and I would inevitably miss my flight. I found out later, upon information and belief, there was some kind of training going on for new employees.

At that point, I politely asked the older gentleman working the end of the line if there was anything I could do to move forward in the line. He rudely told me "no. Just wait." I then approached another older gentleman in blue (TSA). as to how my situation could be reconciled so I could make my flight. He became extremely rude and confrontational and told me "you'll just hve to miss your flight." Now, I am clearly getting very upset, I asked him again if he was actually serious, to which he replied, "yup, you're just going to miss your flight. " He then told me I could ask every individual in the line to cut the line, and if they allowed me, I could try and make my flight. I then proceeded to politely ask every person by making an announcement. E vry single person in that line was understanding and let me pass. I thanked them.

5/30/2014 4:23:16 PM I then proceeded to the woman taking boarding passes and licenses. She was also extremely rude and made me sit there and wait. I told her this is the worst treatment I've ever experienced at this airport and she responded "yes, we are awful."

I then proceeded to bag screening where I waited for a while then was directed that I was closed for a pat down and extra search of my small purse. Mind you. I had a cami an yoga pants on which were tight and it was clear A patdown was unnecessary. I did not even have a carry on, and I was STILL "chosen" for this extra search and pay down. I explained very politely that I had just skipped the whole line, my flight was boarding an I was trying to make my best friend's wedding. These employees CLEARLY saw the stress I was under and what I had to experience to get to that point, and they still kept me for further searches.

The woman doing my pat down was very rude and argumentative with me. After the invasive pat down, which I could not even opt for in private because I was so late for my flight, two young men took my purse and began rifling through my small purse, both airport security. I started crying and explained to them I needed to make my flight, this wedding was so important to me. They didn't care and took their sweet time and told me it would only take 15 more minutes. 15 minutes to search a small purse!!!! These men were clearly doing everything in their power to keep me there in order to agitate me and make me worry more about my flight. He took every single dollar bill, card and piece of hangs out of my wallet and purse; every last thing just to waste more one as I say there crying. At one point, I had to ask for a box of tissues. The only person who showed me any empathy was the man who brought me the tissues and tried to calm me down. He was a good employee.

I barely made my flight as it finished boarding. I was a mess and shaking and these airport security employees ruined my day, all for fun because I was so upset and clearly about to miss my flight.

I was not randomly checked for the pat down and search; i strongly believe was chosen because of the rude treatment and that I skipped the line and voiced my concerns. Every passenger allowed me to skip that line, but the airport security was angered, maybe because they were no longer in control of me missing my flight.

I have never in my life been treated with such a level of disrespect and just very vindictive and mean treatment solely for the purpose of making me moss my flight. I did nothing to any of those employees, I was just trying to make my flight.

Feedback Type : Complaint

Categories : Professionalism Customer Service; Screening Current Date Time : 5/30/2014 4:20:52 PM Airport : SAN - San Diego International Date Time of Travel : 05/29/2014 11:30 AM Airline : Delta Flight Number : Delta 89 Checkpoint Area of Airport : Delta Terminal TSA Employee: (If Known) :

5/30/2014 6:00:59 PM Comment : I was very disappointed with my experience going through security at SAN on 5/29/2014 around 11:30AM. I am 7 months pregnant and requested to opt out of the metal detector and have a pat-down, as TSA policy permits. This request was an obvious annoyance to the agents on duty (despite that there were few people going through security at that time). I was told by multiple agents that it was fine to go through the metal detector and if I didn't want to, I would just have to wait. Multiple agents conferred with one another over whether or not I could make such a request, which took much longer than the pat-down itself, which did eventually occur. I was made to feel as if I was making an outlandish request and that my reason for opting for the pat-down was not valid. If TSA is going to allow the opt-out option, it would be greatly appreciated if agents would respect the request and not treat passengers as if they are causing a tremendous hardship. The whole experience was both embarrassing and upsetting.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from SFO with Southwest Airlines, and she had an expired ID, a work ID, checkbook, and tax documents. She had the TSA Precheck logo on the boarding pass, and the TSO indicated that he had to have a valid ID to allow her through the TSA Precheck lane. She explained the issue to the officer, and he said she would need a passport to go through the Precheck lane. He told her to wait until a supervisor was available, and she received an invasive patdown. She was not given an option to complete a certification of identity form. She felt harassed by the officers and the supervisor at the checkpoint.

Date and Time of Flight: May 24, 2014; 12:44 PM.

Departure Airport: SFO

Airline: Southwest Airlines

Flight Number: 2799

Terminal and Gate Number: Terminal 1; Gate 28

Time of Incident: The caller believed the time of the incident was around 12:00 PM.

Description of TSO: A tall, Asian with glasses.

Description of STSO: A short, African American female.

5/30/2014 7:33:24 PM Advised Caller:

Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

TSA appreciates that you took the time to share this concern with us.

To: Manager TSA

I have a spinal cord stimulator implant for chronic nerve pain and have not been cleared to go through the security machines at the airport. I opt out each time. I have had over 50 "pat downs" since 2001. Most TSA agents are careful, sensitive and professional. This was not the case on my last trip, May 2, 2014. The agent was abusive. She was very rough. When she got to my thigh area, she went up to the top of my thigh and stopped then forcefully pushed up into my genital area very hard four times. This was unnecessary. I told her this was not necessary the first time but she insisted she was doing this correctly and repeated the process three more times. I told her no other agent ever did this. I also explained my right groin area is very sensitive due to nerve pain. She ignored my concern and was very rough there too. I was in pain the whole trip and into the night. She had me touch my battery (which is implanted under my skin) over my clothes so she could test my hand.

I was very shaken up after this experience and asked to speak to the supervisor. The supervisor listened to my concerns. She was patient and said she would discuss the process with the TSA agent. The supervisor wrote down her name and the TSA agent's name. Unfortunately I do not know which is the TSA agent. The two names given to me were (b)(6) and (b)(6). The supervisor also suggested I contact this agency.

5/30/2014 8:02:20 PM I was upset the entire day. This was not my first trip or my first experience with the TSA pat down process. I felt abused and was very upset and appalled by the actions of the TSA agent. I am a disabled person with chronic pain and a medical devise implant. I expect to be treated with dignity and respect, not feel abused while traveling.

Date of travel: May 2, 1014
Approx time 430 -500
airport: TPA
Flight: Southwest 4115

(b)(6)
HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/30/2014 6:33:31 PM Airport : ROC - Rochester-Monroe County Date/Time of Travel : 05/30/2014 6:30 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

5/30/2014 8:02:57 PM Comment : A man of Indian descent went through the body scanner and required a patdown. (b)(6) patted the gentleman down and as soon as he was out of earshot said, "When they walk through, all I want to do is spray them. They smell so bad. I hate sitting next to them on planes!" He said this loudly to his female colleague. She did not disagree with him, instead she seemed amused by the remarks. This was within earshot of passengers (myself included). This behavior is disgusting and should not be tolerated. As I exited the checkpoint, I asked another officer for (b)(6) name and told him that he had said racist remarks as passengers were going through security screening.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/31/2014 3:53:37 PM

5/31/2014

5:00:46 PM Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 52 at LAX gate 40 on Sat 5/31 at 11:40 a.m.

Comments: I'm TSA pre. I went through metal detector and screening without incident. I was chosen for a bomb chemical detection test. A false positive resulted. 3 officer took my possessions and me into a small room. No cameras or witnesses were present. An aggressive pat down, including throughout my groin, occurred. I complained that they should have conducted a second test before a pat down to exclude a false positive. The officers said that wasn't Protocole. I complained there were no non-TSA personnel to witness events. They aggressively searched me and patted me down aggressively. I expressed extreme discomfort. These events should be recorded to protect both parties. Finally, the last thing the officers did was run a second test, which was negative. If only they had started with a second test, all of the discomfort and stress could have been avoided.

Caller states she and her husband and two little girls flew out of DEN to CA. She stated the screening process was horrific. She states a female agent swabbed her husbands hand and screamed we got a positive and she states it scared the girls. She said two male agents names are (b)(6) and (b)(6) took her husband in a room and her husband later told her they groped him and his private parts. She said they would not let her go with him and they did not explain what they were doing. She states he had powder on his hands and they acted like they were criminals. She said when the agents came out they looked at her and said what..do you think we molested him, just go ahead and say it. She states he was very confrontational. She said she and the girls were scared to death of them. She said all of the agents there were rude, hateful and scary. She states her husband feels violated. She said all the agents were laughing at them and she is still so upset. She said quote - everytime we fly out of it all the screener are mean and hateful - quote.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Caller states she asked for a CSM but they never got her one.

I advised caller I can send this to the CSM at DEN or she can call him. She said give me the number, and please send this anyway in case I don't get through to him.

5/31/2014
6:34:51
PM

Name: Robert Kapp
Phone: 303-342 (b)(6)

Airport: DEN

Airline: Southwest

Flight#: 3583

Date: 5 23 2014

Time: 4:20 PM

Gate: NA

Terminal: NA

Caller states she and her husband and two little girls flew out of DEN to CA. She stated the screening process was horrific. She states a female agent swabbed her husbands hand and screamed we got a positive and she states it scared the girls. She said two male agents names are (b)(6) and (b)(6) took her husband in a room and her husband later told her they groped him and his private parts. She said they would not let her go with him and they did not explain what they were doing. She states he had powder on his hands and they acted like they were criminals. She said when the agents came out they looked at her and said what..do you think we molested him, just go ahead and say it. She states he was very confrontational. She said she and the girls were scared to death of them. She said all of the agents there were rude, hateful and scary. She states her husband feels violated. She said all the agents were laughing at them and she is still so upset. She said quote - everytime we fly out of it all the screener are mean and hateful - quote.

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Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Caller states she asked for a CSM but they never got her one.

I advised caller I can send this to the CSM at DEN or she can call him. She said give me the number, and please send this anyway in case I don't get through to him.

5/31/2014
6:34:51
PM

Name: Robert Kapp
Phone: 303-342 (b)(6)

Airport: DEN

Airline: Southwest

Flight#: 3583

Date: 5 23 2014

Time: 4:20 PM

Gate: NA

Terminal: NA

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment; Age

Current Date/Time : 6/1/2014 1:40:36 AM

Airport : RIC - Richmond International Date/Time of Travel : 05/31/2014 4:00 PM Airline & Flight Number : United airlines 6054 Checkpoint/Area of Airport : Unknown TSA Employee: (If Known) : Unknown Comment : My 14 year old daughter received a pat down and was not given the option for a body scan, which was a clear violation of the 4th amendment - illegal search. She did nothing wrong and should not have been treated like she did.

She was "randomly" selected to swipe her hand, which set off something related to having to do with explosives. She was traveling with her 8th grade school group to Washington DC, and this was a traumatic experience for her and she was asked 3 times how old she was by the TSA agent, like they didn't believe her. Was she being targeted because she was a certain age? Sure appears that they didn't believe her and kept asking - why? Obviously she was a minor.

Why are minors being patted down?

6/1/2014 Since this was a school trip, I was not able to be there.

10:04:26 AM I am very upset that this happened to my daughter. We teach her never let anyone touch you inappropriately (especially strangers) in a private area. No one has the right to touch you. To what would be the norm for most adults - we know what to expect, but the pat down was in no way normal for a 14 year old kid. Even though it was explained, they still don't understand why it's happening.

How do I explain what the TSA did today was ok????

It's not ok and it's never okay to touch a minor period. She did not understand what was happening and felt violated.

I want to know why she was not given the option for the body scan? Shouldn't the pat down be offered only when one does not want a scan?

I would like someone to explain this please.

Would you like a response? : True

Passenger's Name : (b)(6) -parent (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a pacemaker.

Response Details: Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Incident Details: Caller flew from Kingston Jamaica to Miami to Philadelphia on Thursday. Caller said she has a pacemaker and her doctor told her not to use the metal detector and she should have a patdown. Caller said there was another lady TSO on the other side and she had nothing to do with this. Caller said she told the TSO repeatedly that she should not go through the detector, but she asked her to go through anyway. Caller was in a wheelchair and caller said the TSO asked her to get out of the wheelchair and walk through the metal detector. Caller thought the equipment was inactive so she followed the instructions of the TSO. Caller said a buzzer went off but no one patted her down. Caller said she was taken somewhere and it was reported to the supervisor. Caller said she was told to call the TCC to report this incident. Caller has the name of the TSO involved (b)(6), badge number (b)(6). Caller said this TSO told her to go through the metal detector. Caller said she is going to her cardiologist tomorrow to see if her pacemaker has been affected.

6/1/2014
2:54:22
PM

1. Airport
2. Airline---American
3. Flight #---702
4. Date and Time of the flight---05/29/2014 4:30 pm
5. Gate or Terminal---Caller is not sure.
6. Baggage description---N A
7. Bag Tag # (10 digit)---N A

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/1/2014 3:16:59 PM

Airport : BNA - Nashville International Date/Time of Travel : 06/01/2014 9:30 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) : Supervisor (b)(6) Comment : I had forgotten my ID so I had to go through additional screening (which I was fine with). Supervisor (b)(6) was called and treated me as though I was a criminal for not having any ID with my picture. I did provide my social security card, debit card and even my birth certificate (to which he scoffed at). I understand that it's not a form of ID but I was just trying to be helpful. He took me, my daughter and my grandmother to get screened. After going through the full body scan (which turned up nothing) while waiting for my path down and bag check - an elderly woman needed her walker which was directly behind me. I told him that she needed the walker (hoping that he would grab it for her) but he ignored me. So I reached behind to roll it to her (since she was 3 feet in front of us) to which he said "you aren't supposed to move". So this poor elderly woman cannot move past the screening area and I am being treated like a criminal. Finally another man grabbed her walker and handed it to her and I received my pat down from a wonderful woman whose name I did not get. I understand and appreciate the job that y'all do that allows us to fly safely but I have never been treated so rudely by any person in any industry. He (b)(6) is the reason why people have the feelings about your people. And I'm sorry but if I was a terrorist - I think I would have brought my ID with me. There's no need to treat American people who are just trying to get home like they are committing a crime. And just to note - nothing was found on me or in any of my bags.

6/1/2014
5:12:27
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

This does not answer my concern....I want a human to read my email and respond back or fix the problem.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

6/1/2014
7:02:17
PM

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.

Sent from my iPad

As a frequent flyer I appreciate the efforts that TSA employees go through to keep us safe. In the past several years, it is evident that great effort has been made to improve the customer experience.

I had a situation that happened that in my opinion is a blemish on the professionalism of the TSA organization.

On May 17th at approximately 2:00pm I was going through TSA at Wichita airport. I was in the Precheck line and waiting to be called up to the screener. There were several college age students in the regular line next to me. One of them realized that they had a drink in their hand. I offered to throw it in the trash can that was outside of the screening point next to me and did so. This reminded me that my thermos cup probably had ice in it so I proceeded to take the lid off and dump the ice in the same trash can. It was at this moment that I heard someone say something gruffly to me. Not sure what was said I looked up and asked what was said.

6/2/2014 8:25:45 AM There was a senior female agent (age and I believe three stripes on their shoulder boards) sitting at on the exit side of the security lane. She said that I can't throw the ice in the trash can. Her tone was irritable and gruff. In a moment of stupidity I commented "Are you the supervisor of the trash cans". I moved on without another thought when called up to screening.

At screening I was given a modified Precheck card as they do not have full Precheck at this airport. It was explained that I could keep my coat and shoes on but would have to remove my laptop and liquids. When I got up to the conveyor to put my items through x-ray, there was an agent that was waiting and signaled me out. He indicated that I had to not only take out my laptop and liquids but take off my shoes and coat as well. When I showed him my precheck card and said that I was cleared for precheck he responded "You have earned the right for extra screening". After I put my items on the conveyor, he left that position – done with his task of signaling me out.

At this moment, the light went off and I asked to have a supervisor meet me after x-ray. My bags were looked through. Each item in my liquids bag was examined individually (not just looking at the bag but removing each item and reading the label).

When I was released, Supervisor (b)(6) met me. I asked him for the name of the person that I had the interaction with and he refused to give me their name. I asked for his badge number and he refused to give that to me (note the card that I got this email address from says that I should provide the officers name and badge number). His demeanor was very surety. He told me that my behavior was noted as warranting additional screening. The message was clear, "You spoke up and you suffered the consequences"

Caller stated that she flew last night on a flight from LAX last night and after she received her luggage she found that the zipper was busted and all of her belongings were basically messed up beyond the way she packed them. She also stated that there was a flash light that was on. Asked the caller if she would like to file a claim for the damaged suitcase and she stated that she would not.

6/2/2014 9:56:24 AM Gave the caller the following info:
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller is wanting information on the precheck screening with metal implants. She doesn't like that at airports like MDW, they only have a WTMD at the precheck line and she doesn't like that she has to go through a full patdown because she alarms the device due to her metal knees.

6/2/2014 10:13:36 AM CCR informed her:
All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Precheck. If there is not an AIT for her to go through then she will have to go through the patdown to be cleared and allowed through since she does have the metal implants since she will alarm the WTMD.
Since we are not located at the airport, there isn't a way we can make a suggestion to them to put in an AIT at every precheck line because each airport does have different screening devices.
She can contact the airport directly through opt 5

Dear Sir/Ms:

I have a complaint regarding TSA agent (b)(6)

Location: Denver International Airport

Date: May 30, 2014 Friday

Time: Approximately 7:35 AM

Incident: (b)(6) said, "Let's be rational, sweetheart." Of course, the words themselves are inappropriate and completely unprofessional. What was worse, though, was her condescending tone and sarcasm. And what was worst of all was that I was being rational and she was not.

Background: I chose to opt out of Rapidscan and accept the pat down. While my carryon luggage, shoes and all contents of my pockets went through the scan, I held on to my wallet. Not only was there over \$100 of cash but my charge cards, ID, insurance info, in a sense, 'my whole life' is in my wallet.

Given: The TSA does not accept responsibility for stolen items;

Given: TSA agents have been guilty of theft;

Given: The public can accidentally or intentionally take my bag at the opposite end of the scanner.

Given: While waiting for a pat down agent, the guard will not retrieve one's belongings from the scanner so the owner can keep it in eyesight.

Therefore: I chose to keep my wallet in my possession. However, I immediately volunteered that the pat down agent physically inspect my wallet in front of me.

It was at that point that (b)(6) entered the scene. She said it has to go through the scanner and I expressed my concern that I want to keep my eyes on my property at all time. It was then that she said, "Let's be rational, sweetheart."

Besides her being rude, what is irrational about anything I said?? Given that theft from agents is a reality, I was being extremely logical.

Another more professional agent intervened. He said they are not allowed to physically inspect the wallet, it has to go through the scanner but I can follow the agent as she puts my wallet through the scanner. I did so but during that time, my carryon was out of my view with at least a couple of hundred dollars worth of electronics in it.

Interestingly, on my return trip at LAX, without my asking, the pat down agent physically inspected my wallet as if it was routine procedure. He did so right in front of me so there was no problem. By the way, I make this trip a couple of times a year. I frequently have a problem at DIA with the agents but so far, I've never had a problem with the LAX agents.

In conclusion, I'd like to know how (b)(6) will be treated. Please spare me the line, "It's a training opportunity." She learned her demeanor was wrong by 3rd grade.

Feedback Type : Request for Information

Categories : TSA Pre?™

Current Date/Time : 6/2/2014 10:56:50 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a TSA Pre, however, I have metal in my body and most Pre lanes do not have a scanner. So I go in the regular line. I have been told in many airports that, because I am a TSA Pre, I can leave my shoes on in whatever lane I go through. This morning in Oakland CA, I was told that I could only leave my shoes on if I were in the Pre line -- not in a regular line. Please tell me what the rules are. I am very confused. I want to do the right thing but I do not want to go thru the security pat-down every time that is required in the Pre lines.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/2/2014
12:12:07
PM

6/2/2014
12:13:23
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6) Wayne nj

Zipcode: 07470

6/2/2014

2:06:45

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

6/2/2014

4:18:28

PM

I have an artificial hip and enjoy the body scanners as I can avoid a full body pat down. Virtually every airport I go to (including the small Hilo airport in Hawaii) have the body scanners but the Alaska Airlines gates in Kona do not. As there are many older people visiting Hawaii the pat down area is often crowded and would be unnecessary if a body scanner was there.

(b)(6)

TSA TCC:

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----

From: (b)(6)
Sent: Wednesday, April 23, 2014 7:39 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

6/2/2014
4:21:09
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Foster City
Zipcode: 94404

Are you 18 or over? yes

Caller wants to know why she can't go through Precheck when she arrives in a wheelchair.

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713™.

6/2/2014 5:22:06 PM TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Preu2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Travelers can check the TSA Preu2713™ Participating Airports page (www.tsa.gov/tsa-precheck) for information on locations of active TSA Preu2713™ lanes.

Informed caller about PSS and TSA CAREs for future flights to call 72 hours before her next flight.

Caller has a complaint regarding the screening at the checkpoint. She has her married last name on her current valid ID, but her previous license has her maiden name, and her reservation is in her maiden name. Today at Chicago O'hare Checkpoint 7 in the American terminal was subjected to additional screening, including a thorough patdown. She was upset by the fact that she has recently travelled through 2 other airports with no additional screening required. The lack of consistency is her primary complaint.

Advised caller

6/2/2014 7:29:46 PM The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/2/2014 8:00:03 PM

6/2/2014
9:12:49
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska flight 727 leaving Salt Lake City Airport at 4:55pm to Seattle, leaving from gate A8

Comments: I had my hair in a bun that was secured with bobby pins when I went through TSA screening. I was asked to stop after going through the machine as it indicated items in my hair. I immediately offered to take out the bobby pins but without any answer the man had waved a woman TSA agent over to pat down my hair. There is absolutely NO reason or excuse for someone to touch me for a pat down without my express permission, much less AFTER I had offered (without prompting) to take my hair down so they could see the bobby pins. My hair is unbelievably fine which results in a tiny bun. There is absolutely no reason for the TSA agent not to have been able to get a full view of my hair and the items once they were removed.

Caller flew from FLL on JetBlue. She was patted down twice. She stated she didn't like it once because she had jewelry she couldn't remove. She was patted down again. She had a gold and diamond pendant. The Lost and Found couldn't find it. She wanted to know why she was patted down twice.

There are various reasons why you might receive secondary screening, but I cannot advise why you were patted down.

6/3/2014
8:28:19
AM

Caller asked to speak to a supervisor.

(b)(6) took over call: Caller stated on May 20th she traveled through FLL. After setting off an alarm while going through the WTMD due to the gold bangles she was wearing, she received a patdown. Caller stated she was then given the ETD test with no explanation as to why. She was then taken to the private screening area for an additional patdown. Caller stated through this entire process she was wearing a necklace with a heart shaped gold pendant with diamonds. She stated the pendant is gone, she is not sure where it may have fallen off. She has called lost and found twice and was told it was not there. She would like for someone to please take a second look to see if it can be located.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/3/2014 6:48:15 AM

Airport : MCO - Orlando International

Date/Time of Travel : 06/03/2014 6:00 AM Airline & Flight Number : AirTran 305 Checkpoint/Area of Airport : Clear pass lane TSA Employee: (If Known) :

6/3/2014
8:48:36
AM

Comment : I fly out of MCO every week and have more issues at this airport than any others. I am pregnant (visibly pregnant) and since I fly every week I prefer to walk through the quick scanner or do a female assist pat down versus the full body scanner. Yes I have heard how it's safe but with my frequency of travel I prefer to be on the safe side. I arrive extra early because it always takes forever to get checked here. Pregnancy opt outs are not rare but the time you have to wait for a female assist is extreme. I can never understand how there is always a ten min minimum wait. Today was more than that. My personal items sat on the other side of screening the entire time and I don't like my wallet, laptop and other items to be unattended for so long and I can't get near them. I am a clear pass customer but still always have to wait for a pat down. Why can't I walk through the quick scanner like I see children and mothers do? If those moms can walk through it then so can I. They aren't carrying their kids, just walking with them (and I am not talking babies). Allowing pregnant women to do that would save us a time and not compromise safety. Last week it took 15 mins to get a female assist, it just doesn't make sense. Either staff up with women because there will always be pregnant travelers or allow them the same rights as women who have kids.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/3/2014 1:44:12 AM Airport : BFL - Meadows Field, Bakersfield Date/Time of Travel : 06/02/2014 11:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Security to Gates TSA Employee: (If Known) :

6/3/2014
8:48:49
AM

Comment : My seventy-five-year-old mother was given a pat down because she has two knee replacements. Of course, she carries medical cards with her. I certainly did not appreciate that! One of the female guards who saw us watching from the other side of the gate made a remark to my daughter. I didn't hear the remark, but her tone of voice seemed surly and combative. The pat down was UNNECESSARY. You all should have better policies that protect the dignity of older and younger Americans. You can extend that courtesy to guests of this country if you wish but dignity MUST be restored to American air transportation, and you continue to make it an unpleasant experience for all, and an unjust experience for people like my Mother.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/3/2014 1:08:06 AM

Airport : DCA - Washington Reagan National Date/Time of Travel : 05/29/2014 Airline & Flight Number : Flight 137, American Airlines Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : To Whom it may concern,

6/3/2014
8:48:52
AM

During my travel on my May 29th, I was forced to discard my much need dialysis solution when going through the screening process. I showed the agents my medical letter provided by my doctor, however, the TSA agents were insistent on upon patting me down after allowing them to screen each bag of solution. In the process of them screening the bags, I opened a bag, which could no longer be used because it was no longer sterile. I was told that if they screened the bags, they would not have to touch me. I have never felt so violated in my life!! I have never been touched like that I don't agree with the process physically touching me if I have documentation for my medication and if I am cooperating with the agents and let them test my medicine or do what they need to do. TSA really needs to revamp this process, I felt dirty and molested after the pat down and begin to cry. I am very upset and I requesting reform to a much need area of the screening process. I should not feel like crap because of TSA's inability to properly screen Americans without making them feel like they have been violated or harmed.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to file a formal complaint against two TSO s. He flew from Buffalo to Laguardia on May 18th on Delta flight 4054. He was going through security and they swabbed his hands. He made a smart a-- comment to the TSO. He said they pulled him aside and patted him down and rubbed his testicles.

The TSO (b)(6) female who is white was laughing and mocking him and he said that she was the instigator after he was swabbed. He said they profiled him by the black employees because of his race. He is white.

TSO Wilson did his bag screening and took his shirts out and shook them.

He went through the AIT which came back clear but he was pulled aside again.

TSO that he is not sure of a name did the patdown.

He has been trying to contact (b)(6) and has been unresponsive

He went through Gate 20.

6/3/2014
10:12:34
AM

Accepted Transfer on MB Line: (RF)

Clarified some details with caller:

Full Name: (b)(6)

Phone #: (b)(6)

Email: (b)(6)

Airport: Buffalo

Date and approximate time of the experience: 5-18-14 at approximately 5:15 to 5:30 PM

A discription of the experience:

Caller states that he was traveling on May 22nd through Terminal 1 out of Minneapolis St. Paul and he has metal implants and he had to have a patdown, they were trying to move his items and they forgot his laptop so he left without his laptop. He wants to know where to get it from?

6/3/2014
10:17:35
AM

I was trying to provide caller the information on the lost and found number, but caller said that he has already called, so I advised caller that he would have to leave a message and wait for a call back, there is nothing that I can do. Advised caller that he can get the claim forms online to file a claim for the missing items.

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 6/3/2014 12:03:36 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 05/23/2014 3:30 PM Airline & Flight Number : Alaska Air 529 Checkpoint/Area of Airport : Terminal 2 checkpoint TSA Employee: (If Known) :
Comment : I was traveling with my family with 2 young kids (ages 3 & 9). We wanted to take 2 bottles of PediaSure (8oz each) for the 3 year old (who would not eat during travel instead use this as a meal replacement). The TSA employee who, screened us asked me to open the bottles. I explained that the bottles were factory sealed and if we open, we have to refrigerate or use it with in an hour. Neither would be possible, since the kid can't drink both at the same time and it is not medically advisable to drink large quantities.

The TSA employee insisted us on opening the bottles or going thru a pat down search on either me or my wife. I agreed for a pat down search on me. My question to TSA is, if someone goes thru the pat down, will the liquid in the bottle become purified? I don't get it.

6/3/2014
12:27:02
PM

The next thing, the employee would not allow us to take 3 bottles of water, which were all sealed and in clear containers from a reputed manufacturer. I explained that we have an hour of waiting at the gate and 2 and half hour flight take, so we might need at least 2 bottles. The employee would not allow more than 1 bottle and advised us to take one bottle for the 3 year old and use the fountain for the rest of us.

1. When did the TSA start recommending what to drink and where to drink when we travel?

2. Why don't TSA teach their employees use their common sense and put us out of this misery when we travel?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 6/3/2014 1:27:07 PM

Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/01/2014 7:00 PM Airline & Flight Number : AL 534 Checkpoint/Area of Airport : Checkpoint before boarding transit train TSA Employee: (If Known) :

Comment : I was returning from a trip to Seattle with my family (with 2 young kids, ages 3 & 9). We wanted to take 2 bottles of PediaSure (8oz each) for the 3 year old (who would not eat during travel instead use this as a meal replacement). This is a popular drink among toddlers from a reputed manufacturer. And, I did not take any water bottles this time because of my previous experience during the onward journey). The TSA employee at the gate asked me to open the bottles for additional screening. I explained that the bottles were factory sealed and if we open, we have to refrigerate or use it with in an hour. Neither would be possible, since the kid can't drink both at the same time and it is not medically advisable to drink large quantities of this liquid.

The TSA employee insisted us on opening the bottles or going thru a pat down search on me and additional screening of my carry on luggage. I told the employee that I would comply for a pat down search if he could show me a TSA policy on pat down searches related to carrying baby food on board. He called his supervisor and the supervisor could not show me the policy either and asked me to read at www.tsa.gov. When I insisted a printed copy of policy, she threatened that I would face further consequences since, I was not letting her to do her job (I scanned the website later for the policies relating to pat down search and the carrying baby food on board. And, none could be found).

6/3/2014
2:33:51
PM

I was wondering why would I go thru a pat down search if I have to carry a factory sealed baby food. How would this same liquid eligible for on board flight if we buy it from a store at the gate?

Sometimes, I tend to think the TSA employees lost their common sense and behave like machines. Instead of screening a container for tamper, how would patting down a person would clear the liquid for flying. Please enlighten me on this. Also, please educate your employees that the TSA is here to keep air travel safe and not to threaten the passengers if they ask valid questions.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 6/3/2014 2:34:36 PM

6/3/2014
4:32:04
PM

Name (b)(6)

Email (b)(6)

Complaints:Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Jet Blue 1624 (CLT to BOS) on May 29, 2014

Comments:I am a 78 year old woman of Chinese decent. I was rudely told to remove my shoes at security. I speak English well, having been resident in this country for over 45 years. When I responded that you no longer require those over 75 to remove shoes, the guard aggressively informed me that I was wrong and that I must remove my shoes. So which is it? Your posted rules state that I do not need to remove my shoes. Your guards are of another opinion. I should note that WHITE elderly people in line ahead of me were not asked to remove their shoes.

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/3/2014 2:52:58 PM Airport : BOS - Logan International Date/Time of Travel : 06/02/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA,

I have now confirmed that you have something against sparkles and sequins.

I know this because last Christmas I wore a gold sequined (plastic sequins) sweater and had my boobs patted down by your security agents (BWI). This past weekend, I wore jeans with plastic rhinestones on the back pocket and had my butt patted down (BOS). Prior to both these incidences, I wore my jewelry through security. A ring, a necklace, and earrings (with no sparkles on my clothing) and was subjected to a full body pat down (Cleveland).

I can only conclude that you have something against my bright and sparkly personality which is enhanced by my bright and sparkly fashion sense.

6/3/2014
4:33:01
PM

Frankly, I don't mind the pat downs, and I could care less if they rub down my boobs or my ass in public - mostly because I know that the search is unwarranted and will yield nothing - I have nothing to hide. (and all is fair in the name of national security, right?)

However, I do think it is incredibly ridiculous that, despite the use of all this new technology and full body scans, agents are still requiring that I subject myself to this physical scrutiny based on my clothing and the fact that I will not put expensive jewelry in my bags (I believe most women would concur).

In addition to this, my palms have been swatched multiple times because I choose to hold my ID and ticket when I go through the scanner. No amount of reassurance will suffice that it is wise to be separated from these forms of ID during a security check. It's not like your agents don't know what these things look like and I cannot possibly be the only person who does this.

What I have come to conclude from these experiences is that your approach to the use of the "full body scanner" is crap. I understand perfectly the theory behind acoustics, backscatter, and identification of densities and articles using sound. There is no way (none) that wearing a bra should mean I am patted down on my back each time I go through these machines. There is no way your staff do not know exactly what the buttons and fittings on a pair of jeans look like - or a belt, or a watch, or a ring, or sequins on skin tight jeans. A woman going through with hits on her neck and ears is probably wearing a necklace and earrings (which should be visually confirmable). The lack of use of common sense in assessing these things is appalling.

If you insist that it is a behavioral cue, I will tell you that your instructors are looking for the wrong thing. I am polite, cooperative, gracious, and attempt to be patient with other passengers who do not know what they are doing. If you want to tell me that those are signs of a terrorist, try me.

I fully appreciate and am thankful for the work you do to keep passengers safe - my concern is that, based on my experiences, you're not doing a particularly good job.

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/3/2014 2:52:58 PM Airport : BOS - Logan International Date/Time of Travel : 06/02/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

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I can only conclude that you have something against my bright and sparkly personality which is enhanced by my bright and sparkly fashion sense.

6/3/2014
4:33:01
PM

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If you insist that it is a behavioral cue, I will tell you that your instructors are looking for the wrong thing. I am polite, cooperative, gracious, and attempt to be patient with other passengers who do not know what they are doing. If you want to tell me that those are signs of a terrorist, try me.

I fully appreciate and am thankful for the work you do to keep passengers safe - my concern is that, based on my experiences, you're not doing a particularly good job.

Caller wants to report an inappropriate and humiliating patdown. The TSO's name was LTSC (b)(6) at FLL at the bravo checkpoint. There was another TSO named (b)(6) The TSO made her step aside and went into her dress and touched areas of her body. They told her that anytime a passenger wears a long dress they have to do a patdown. They touched her vagina at least three times. They didn't offer her a private screening and she did not know that she had an option of requesting a private screening. She is a government worker and she is not going to let this go. The caller is 5'3" average weight, dark hair. The supervisor told her there was no number to call to make a complaint. She didn't get his name. He had an Italian last name, he was 5'10" with a dark complexion. They should not be touching places like that. They should be patting them down appropriately and offering a private screening. The supervisor told her that's not true that if someone has a long skirt they have to do a patdown. There was another woman there that did not have an ID with a long skirt. They did not pat her down until she complained about it. The agent (b)(6) made a snide remark to her and said he wasn't here for his health.

6/3/2014
5:57:12
PM

Advised:

I will forward this information to the CSM at Fort Lauderdale for further review and investigation.

Airport where the incident occurred: FLL

Date and time of incident: June 3, 2014, 545 pm

Individual's contact information email

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/3/2014 4:47:19 PM

6/3/2014 6:17:16 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight No: 4021
Southwest from PIT to BWI
May 30, 2014
Approx. 10:00 AM

I typed the year in previous email, It was year 2014.

Comments: I put the incorrect year on my previous post (typo). It just happened - - - 2014, not 2013!!

At my patdown I kindly asked the TSA screener to be careful around my tender R knee area. What happened was she grabbed my knee so hard I jerked forward and then she left a finger/hand print bruise on my calf that I still have 4 days later, plus my knee swelled up! When I cried out she said "Oh, you'll be ok." Now why would she deliberately hurt the one part I asked her to be gentle with? I was so shocked and incensed. I'm STILL so upset that someone would do this to me! I'm already nervous about my next flight. No excuse for that at all. I was wearing slim jeans to show that nothing was hidden there. I can send photos showing bruises and swelling if requested.

While going through security today, at approximately 1:30 pm Central time in the security check station closest to the Southwest Airlines counter I had the WORST experience with your TSA staff. I have traveled many times since the TSA program has been initiated including going overseas and this team was the most surly I have encountered.

Not one of them and there were about 12 had a smile, no one was kind or considerate. No one spoke friendly. (b)(6) snatched my license and boarding pass out of my hand.

When I triggered a pat down, the curly headed lady (sorry I didn't get her name) did not give clear instructions as to what position to stand. She just started to get short with me when she had not given me the instructions. No one wants a pat down but when they don't tell you how to stand they are assuming I can read their mind. This is NOT my 1st pat down so I am not complaining about that step.

6/3/2014 6:25:48 PM
Frankly, traveling has lost all it's fun and I realize the TSA staff is there for my security and not my entertainment. But we can all be pleasant with each other and act as if we are happy to be at work. They did none of this - not ONE Of them did this. I am sure you have cameras watching everything - take a look at this team. They are not anything I want to experience and frankly will go to another station if that is possible. But I am stuck with them! I don't have a choice but to be as pleasant as I can, which I did today. I even asked Dana if she was ok and she snapped back at me.

My expectation by making this complaint is that I will now be on the cavity search list but I think it is important as a citizen of the USA to speak up when I feel there is an opportunity for improvement. This team definitely needs some manners.

(b)(6)
The Colony, TX 7556

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/3/2014 7:32:44 PM

Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/05/2014 6:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : spirit airlines TSA Employee: (If Known) :

6/3/2014 8:26:35 PM
Comment : If a pat down screening is non-sexual as TSA states, why would I have to be groped by a man? I do not feel comfortable being groped by another man.

I understand that to fly I must surrender my rights as an american citizen, just trying to figure out the TSA's idea of non-sexual contact.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/3/2014 7:32:44 PM

Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/05/2014 6:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : spirit airlines TSA Employee: (If Known) :

6/3/2014 8:26:35 PM Comment : If a pat down screening is non-sexual as TSA states, why would I have to be groped by a man? I do not feel comfortable being groped by another man.

I understand that to fly I must surrender my rights as an american citizen, just trying to figure out the TSA's idea of non-sexual contact.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/3/2014 7:32:44 PM

Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/05/2014 6:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : spirit airlines TSA Employee: (If Known) :

6/3/2014 8:26:35 PM Comment : If a pat down screening is non-sexual as TSA states, why would I have to be groped by a man? I do not feel comfortable being groped by another man.

I understand that to fly I must surrender my rights as an american citizen, just trying to figure out the TSA's idea of non-sexual contact.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 6/4/2014 7:11:22 AM

Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 06/04/2014 5:30 AM Airline & Flight Number : UA 5415 Checkpoint/Area of Airport : Checkpoint 5 TSA Employee: (If Known) (b)(6) Comment : Good morning,

I was in the standard screening line and pulled into tsa pre-check through a random selection (I typically get pre-check due to the frequency of my travel but was not for this flight). Then I was randomly selected for a hand swab when I was ten persons from getting through the line. With no information provided to me as to what was on my hands I was pulled from line and subjected to a full body pat down and luggage scan. The whole process to 22 minutes and I had expressed that I was running late from my flight. The lack of communication and entire lack of urgency made the experience very unpleasant. Safety is paramount, but urgency is also appreciated when I expressed the urgency of my situation upfront.

6/4/2014 8:14:56 AM Now I have no idea why my hands come up with a flag and I missed my flight.

Best

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/4/2014
8:15:06
AM

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/4/2014 1:43:11 AM

Airport : SJC - San Jose International Date/Time of Travel : 06/03/2014 5:30 PM Airline & Flight Number : SWA 3119 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

Comment : After going through the scanner twice it showed I had a "groin anomaly". This resulted in a "manual" screening. Nothing was found in this additional screening which consisted of a complete search. No explanation was offered as to why the machine malfunctioned. This lead me to conclude that the scanners are not foolproof by any stretch of the imagination, so why waste tax payer funds on them? In fact, every time I've gone through one of those scanners it leads to some sort of pat down, but this was by far the worse. Are there any objective evidence as to the effectiveness of the scanners or do you track how often they give false positives? If they give so many false positives then how many false negatives do they give? I feel safer with the old system than the scanners. I don't expect you to give me any answers. At least any answer that would satisfy me. I just wanted to make a complaint with the slim hope that enough complaints would make a difference.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/4/2014
8:15:18
AM

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/3/2014 10:04:19 PM Airport : MKE - General Mitchell International Date/Time of Travel : 05/31/2014 2:30 PM Airline & Flight Number : AA 2634 Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : Female don't

know name Comment : I am pregnant and opted to not go through the BIG x-ray machine. they had 2 lanes open but were just closing the lane with the metal detector. The male TSA employee kept trying to let me know that there's no proof that the x-ray machine can hurt my baby and I kept letting him know that my DOCTOR had advised me not to go through them and that I travel often and had never had anyone tell me to just go through or try to convince me it was no big deal as he was doing. Then a female TSA agent came over to take me to do a pat down... she alerted me of what she was going to do, but again, I travel often and have been getting pat downs for a bit now and hers was BY FAR the most invasive yet! She touched my buttocks, stuck her fingers inside the waist band of my pants and made me lift my shirt with a bunch of other travelers around watching. she ran her hands up my leg which is no big deal but on both sides she made contact with my vagina which has NEVER happened to me and I thought was extremely inappropriate!!! I felt extremely violated and I felt as though because I had inconvenienced them by not just going through the x-ray machine as the male TSA employee was trying to implore me to do, I was being 'punished' for it by this woman being invasive!

I HAVE to continue to travel and get pat downs for the time being and now after this experience I am very upset and dreading the TSA.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: http: (b)(6)

6/4/2014 8:15:25 AM
Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?
Ethnicity?
Religion?
Nationality?
Gender?
Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Disability Description: The caller and her husband are elderly. Her husband had an accident and hurt his arm. He wears a brace on his elbow.

Response Details: I advised the caller that she would need to write in her complaint. I apologized to the caller for their experience at the security checkpoint. I advised her that her complaint would be forwarded to the appropriate office but that it would just have to be in writing.

Incident Details: The caller and her husband traveled through MDW airport on 6/2/14. The caller is in her late 70's and her husband is nearly 85 years old. The incident occurred around 7:00PM. They were traveling on Southwest airlines. The caller stated that she and her husband were randomly selected to go through a side lane. She stated that they were told that they would not need to take off their shoes. The caller stated that a tall man, who was very nice told them that they could go through the line. The caller explained that her husband had a brace and the tall man told them that was fine. The caller stated that there was an alarm whenever her husband went through the metal detector.

6/4/2014 10:00:19 AM
The caller stated that the officer at the screening checkpoint became rude. She stated that her husband's luggage was thoroughly searched as was his wallet. She stated that he had a patdown. She stated that her husband was told that he had to stand with his arms out for 4 mins and was not allowed to put them down. The caller stated that they told the officer that he had a brace. The caller stated that her husband stood there in obvious pain. The caller then stated that the tall man came to the security checkpoint and asked them what was going on. The caller stated that the officer that was being rude to them and conducting the screening became more compliant.

I advised the caller that she would need to place this in writing. I am sending this to ODPO as her husband had a brace on his arm and had to stand with his arms out for four minutes and was placed in obvious pain.

I obtained her email address so that we could send the RFI to her.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/4/2014 9:28:09 AM

6/4/2014 10:04:55 AM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): New York LaGuardia Airport Terminal C

Wednesday, June 4, 2014 at 5:40am..

Comments: Upon passing through security screening, one of my bags was confiscated by (b)(6) one of the TSA employees on duty. He indicated to me that he needed to examine the contents of the bag and that I should join him when I was ready for the inspection.

(b)(6) proceeded to open and inspect my bag without my presence at the place where the examination was taking place. This should be clearly seen on the cameras monitoring the area. When I challenged him on this matter, he indicated that I was right, but in his expression made light of my concern -- that should also be evident on camera.

I assume that TSA wants passengers to take the security screening seriously and follow the proper protocol. Hopefully TSA expects the same type of attitude and behavior from its employees, something that was not evident in this case.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/4/2014 3:34:53 PM

Airport : BOS - Logan International

Date/Time of Travel : 05/31/2014

Airline & Flight Number : jet blue

Checkpoint/Area of Airport : jet blue terminal TSA Employee: (If Known):

6/4/2014 4:09:49 PM Comment : Staff was very slow to do pat down and very unfriendly. Despite precheck had to remove shoes.

my question: if I am a Trusted Traveler with Global Entry and PreCk why is it necessary to pat me down every time because i have an artificial knee. It is a waste of everyone's time. Presumably you have run a background check and know I am no threat.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a metal hip implant in her left hip. She has severe adema and carries gatorade powder. She has worn depends before but did not state that she is wearing them this time.

Information Request: She said that her hip implant has presented problems since she got it. She is flying from OHare and has had problems here in the past. She stated she has been groped because she alarmed and because she had on depends. She has had problems at Newark too.

She wants to know if there is something that can be done to help with this upcoming flight.

Response Details: I told her that we can help her with this. I told her that I can request a PSS to help her and she agreed that this would be helpful.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

The AIT only shows a generic image and they have done away with the previous ones.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

I told her that when she reaches the checkpoint to let them know she has requested a PSS and if someone is not there to meet her then ask for a PSS before screening starts.

Powdered gatorade is a solid food item. Solid foods are acceptable, however, passengers should not bring food to the security checkpoint unless it is securely wrapped or in a spill-proof container and all food must undergo x-ray screening.

Sent email and referred to ODPO.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Wednesday, June 04, 2014 4:32 PM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/4/2014 4:32:05 PM

Attachment

6/4/2014 6:04:17 PM 1)Information about the person who experienced the civil rights civil liberties violation (fill in what you can)
Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

n a

Cell Phone:

same

PO Box or Street address:

n a

City:

litleton

(b)(6)
Littleton, Colo 80127
(b)(6)

Dear,
Transportation Security Administration s (TSA) Office of Civil Rights and Liberties

I am writing this letter regarding a issue that occurred on 6/1/2014 around 8:00am. The flight number 2920 Portland to Denver. I will briefly describe the issue. I was on a family vacation with my two children and my husband. I had been though two other TSA screening that same week without a issue. My boarding pass didn't match my State driver license.

6/4/2014
6:04:24
PM

My State driver license was about to expire before I purchased my ticket, so I had decided put my new married last name on the boarding pass, but I couldn't change it at the DNV on my State driver license because I first had to go through Social security office first to change it there first. Therefore, I left my median last name on my State driver license. I had explained this issue to the TSA, so the TSA asked me for other verification like a prescription or anything that has my new married last name, so, I had verified my last name with photo I.D state issued, medical insurance card, and a prescription bottle. I completely cooperated with her so we could get though security faster. After all of that she asked me about my kid's names and my husband's name even though he had his State driver license (same last name).

Besides, I had been screened though the Advance imaging technology and my carry-on went through the scanning process. Another TSA a showed me the screen and said "good job you passed this screening." To inform you, I was dressed in skin tight elastic tank top shirt and skin tight pants without setting off any metal detectors. However, that still wasn't good enough for the TSA. The TSA had patted me down from head to toe, and she also lifted my shirt and checked my waste area twice putting her hands on the inside between my pant and waste. She had taken everything from my carry-on bag out in front of everyone swabbed all my personal items like I was a criminal. Furthermore, I wasn't giving a choice she made me do both screening I felt violated and harassed. I feel she was being unreasonable with all her screening and questions. I shouldn't have to feel like a criminal, and be violated to that extent. The TSA officer was a supervisor or at least that's was stated, and she never once offer me a private location to do a pat down. I feel several of my rights been violated at this point.

Please feel free to contact me by email: HYPERLINK (b)(6) Or call me at (b)(6)

Thank you for your attention on this matter.

Sincerely,

(b)(6)

Caller was in Yuma. She has a pacemaker and she got a full patdown. She was informed of the patdown procedures and she told her she was not going to accept a patdown. She ended up going through WTMD, on her own choice because she refused the pat down.

6/4/2014
7:44:20
PM

Advised,

I advised that if she turned down the technologies, which she was supposed to do due to the pacemaker, she would have gotten a patdown to get through the checkpoint. I advised the only reason she went through the WTMD was on her own choosing because she refused to get a patdown

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/4/2014 9:30:28 PM

Airport : MCO - Orlando International

Date/Time of Travel : 05/18/2014 3:00 PM Airline & Flight Number : south west Checkpoint/Area of Airport : security screening TSA Employee: (If Known) : ?

6/4/2014
10:01:52
PM

Comment : As a frequent flyer I have been rewarded with the TSA pre check to expedite the process. On sunday 5/18/14 at 3:00pm I passed thru the AIT - my blouse had some metallic decorations on it, so much to my surprise I was pulled aside and "screened" by pat down, which includes the hand wipe function. How surprised was I when I was told my hands tested positive ! for what ??? Immediately I was whisked away into a private "room" for additional screening. There was no regard for my companion and no explanation for what was to occur. The agent and I waited, and waited....I was not told why when asked....finally a second woman in uniform appeared....guess there needed to be a chaperone for the agent.

What about me? So, now she begins the more "thorough" screening....all was negative thank God....My companion and I discussed what my hands could have touched.... I'd used the restroom, washed my hands. How surprised and appalled was I when the agent stated the hand soap used contains glycerin and it is known to have this result. As a frequent flyer, with bilateral hip replacements, I am shocked - that this is known and not rectified ! Since 2004 I've been subject to "pat-downs" until the AIT came along. At age 63, I understand and support security being in place. However, a known entity like hand soap causing unnecessary work for the agents, delayed processing for myself - not to mention the "uncomfortable process of a more detailed pat down" is inexcusable, I implore the TSA rectify this immediately. Thank you for your attention to this. (b)(6) Would you like a response? : True Passenger's Name (b)(6)

(b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sirs,

On May 24, 2014, I flew out of Seattle, WA to St. Louis, MO. on Alaska Airlines, flight 748, at 11:50 AM. After I had gone through the scanner, I had walked over to get my belongings that had gone through x-ray. All of a sudden, I was pulled aside and escorted back to the rear of the scanner to be wanded and nothing was found. My summation was a faulty scan. Supposedly there was something found in my shirt pocket, when there was no pocket on the shirt. And also supposedly something in my pants pocket, and again nothing was found. I fully cooperated with the officers, and nothing was found as was clear to see. I was then put through a pat down with no explanation, especially considering that the wand found nothing.

Upon returning home to Atoka, TN, I found that the zipper had been cut. Inside the suitcase was TSA-OSO Form 1000 stamped May 24, 2014 at 9:50 AM. You will see from the attached photos of the zipper and lock, that the zipper was cut, not the lock as stated on the aforementioned form, which I have also attached a photo of. I would very much appreciate reimbursement for this suitcase, considering that the TSA security officer who did the inspection, could have easily cut the lock and not the zipper (photo of cut zipper attached). I also found that my wife's suitcase had been searched as well, and neither her lock nor zipper was cut. Her lock was the same size as mine.

6/5/2014 8:24:36 AM You may send the reimbursement to the following (b)(6) Atoka, TN 38004. If you care to discuss this issue with me, please call (b)(6) and I will graciously return your call.

AM Thanks for your attention to this matter.

Sincerely,

(b)(6)

Caller checked in via Delta this morning and precheck wasn't on her boarding pass, she applied for the TSAAPP program and asked why she paid \$85 dollars?

States she applied at the enrollment center at the IND airport.

She wants to lodge a complaint that there should be a sign in the window at the enrollment center that Precheck isn't a guarantee even if they pay the fee and go through the process.

Caller states she doesn't want to go to the airport and have to stand in line with children and old people and get naked.

Reason she applied for precheck was so she could breeze through the screening process and not have to have a patdown.

Response:

Advised precheck is a random selection only, not a guarantee for anyone.

6/5/2014 9:23:05 AM Advised caller she should be given eligibility on a more consistent basis than passengers selected at random based on information provided when a flight is booked.

Although TSA will always incorporate random and unpredictable security measures throughout the airport.

AM When making a reservation, passengers should enter their TSA Pre/lu2713™ known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate.

Must be flying via airline assigned to airport, confirmed Delta is assigned to IND.

Advised caller the information on her airline profile, TSA information provided and ticket/boarding pass should match exactly.

Explained to caller if she goes through the precheck line if an alarm sounds or an anomaly shows on the screening from the AIT, she still will be required to have a patdown to complete screening.

To Whom it May Concern:

The following complaint was sent to DOT's Aviation Enforcement Protection Office and is being forwarded to TSA for review and response. Please do not hesitate to contact me directly should you have any questions.

Theresa Prater

US Department of Transportation

Transportation Industry Analyst

Phone: (b)(6)

6/5/2014 12:12:40 PM Case Number: (b)(6)

Consumer Information

Inquirer Type Name Address E-mail Address Office Phone Home Phone

(b)(6)

Complaints Information:

Complaint Code Carrier Name Flight Date Flight Itinerary

GG1921 TSA 05/27/2014 DENVER, CO TO NASHVILLE, TN

Description of Problem Inquiry

I am 65 years old and have had both hips replaced. I explained to airport worker why detector went off. He asked for a pat-down. It was performed by a female employee. It was done in front of EVERYONE. I was not given the option to go to a private room. Also some kind of rights were given me ending with lawyer and here is a computer if you want one. Not sure what all she said as we were in the middle of 6 plus lines with people going thru and lots of noise. To say I was humiliated would be putting it lightly. I understand rules and safety but courtesy and respect can still be given. And no, this has not stopped me from flying. I am retiring this year and plan to do a lot of it. There just has to be a better way for a person with both hips replaced.

Good morning.

Friday night I was flying from Denver to Boston, on a 6 o'clock Southwest Flight.

When I went through security, I had an unfortunate experience. I spoke with Homeland Security who suggested I e-mail your organization.

I have a knee replacement. I told 2 people before I went through the screening process. Instead of going through the larger machine, I went through the smaller one. Of course it went off.

My shoes and bag were x-rayed and I had to be "pat down".

However, when this older woman asked do I hurt anywhere, I knew I was in for it. I am a 62 year old woman with Rheumatoid Arthritis. My hands and feet are obviously deformed. I asked her if I could have my shoes to put on the answer was no, you can't touch anything; just look at them(?).

After several minutes and being "touched" everywhere (numerous times) I had to stand there while she took off her gloves. Then she said you can touch your things now.

6/5/2014

12:13:48

PM

I have done a lot of traveling. Never have I experienced this treatment or feeling violated. I welcome the safety precautions. Of course they're necessary.

However, this was beyond necessary. I never understood why people got so upset about a security check. Now I know.

Thank you for your time.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/5/2014 11:01:49 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 06/01/2014 5:15 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) : Agent (b)(6) Comment : I was flying home to NY on June 1st. My flight was at 6am but I was going through security and this incident happened at 5:15.

I chose not to go through the backscatter machine and asked for the pat down. I have flown regularly for years and am familiar with a patdown. I have only twice felt violated by them. The first time I didn't know how or who to complain to. And this time, I will say though that both times I got the impression the woman giving it was trying to make me uncomfortable because they were annoyed to have to do it.

Agent (b)(6) said that she would have to pat up my legs until she met resistance. And that sensitive areas would be touched with the back of her hands.

She pushed up between my legs enough that I felt a bit like I was being pushed upward. I thought it was a fluke until she did the same thing on the other leg. At that point I exclaimed "woah" and she repeated that she had to go until she met resistance and I told her that I had had pat downs many times and they'd never gone into my vagina before.

She continue the pat down from the back of my legs. She insisted that I "pull my pants up". They were not sagging but I lifted them up some. She then again said I should pull my pants up so they don't fall down. And I said "they're not falling down." If I'd have pulled them up any higher I would have had the crotch of my pants cutting into me. And then again, she went up my legs and I felt the side of her hand go between my legs in a very invasive way.

There is a difference between "feeling resistance" and pushing into resistance. Had I been a child or a victim of sexual assault this would've traumatized me.

She proceeded to then go around each of my breasts very very thoroughly and roughly.

What bothers me the most is that had I had time I would have stopped her the first instance she made me uncomfortable and asked for a different person. But I don't even know if that's allowed.

Also, if you are looking for residue, then why do I have to feel like I'm being groped?

If a stranger or even a security person at any other location had done the same thing, I would be able to file charges against them!

Furthermore, I do fly often, and I always choose the pat down (as is my right). But every pat down is different. Why is there no consistency?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/5/2014 5:18:50 PM

Airport : LGA - LaGuardia

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I wrote to you about a pat down that left me basically feeling like I had been groped and my vagina had been pressed into quite hard by your employee. What you sent me was a form letter about the process for pat downs. You didn't answer any of the direct questions I asked. Furthermore, you should look into your organization when I can't even talk to someone in the customer service phone line about this issue and have to go through the website because it clearly is such a common complaint. I feel even more like this complaint form is useless. I guess I should get used to the idea that I have to either put myself through a machine I'm uncomfortable with or allow myself to be sexually assaulted. PS-a private screening can be requested, but why would I want to give the same person that has groped me in public access to more privacy?

Would you like a response? : False

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/5/2014
12:14:23
PM

6/5/2014
6:03:14
PM

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/5/2014 5:18:50 PM

Airport : LGA - LaGuardia

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

6/5/2014 TSA Employee: (If Known) :

6:03:14 PM Comment : I wrote to you about a pat down that left me basically feeling like i had been groped and my vagina had been pressed into quite hard by your employee. What you sent me was a form letter about the process for pat downs. You didn't answer any of the direct questions I asked. Furthermore, you should look into your organization when I can't even talk to someone in the customer service phone line about this issue and have to go through the website because it clearly is such a common complaint. I feel even more like this complaint form is useless. I guess I should get used to the idea that I have to either put myself through a machine I'm uncomfortable with or allow myself to be sexually assaulted. PS-a private screening can be requested, but why would I want to give the same person that has groped me in public access to more privacy?

Would you like a response? : False

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/5/2014 5:18:50 PM

Airport : LGA - LaGuardia

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

6/5/2014 TSA Employee: (If Known) :

6:03:14 PM Comment : I wrote to you about a pat down that left me basically feeling like i had been groped and my vagina had been pressed into quite hard by your employee. What you sent me was a form letter about the process for pat downs. You didn't answer any of the direct questions I asked. Furthermore, you should look into your organization when I can't even talk to someone in the customer service phone line about this issue and have to go through the website because it clearly is such a common complaint. I feel even more like this complaint form is useless. I guess I should get used to the idea that I have to either put myself through a machine I'm uncomfortable with or allow myself to be sexually assaulted. PS-a private screening can be requested, but why would I want to give the same person that has groped me in public access to more privacy?

Would you like a response? : False

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/5/2014 4:49:45 PM

Airport : MCO - Orlando International

Date/Time of Travel : 06/03/2014 11:30 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

6/5/2014 Comment : The TSA representative would not accept my Australian Government Issued Drivers license as a valid form of ID because it did not match his "book" which was is out of date. Queensland has gone to a chip based issued ID which still has a photo in it but has the address on the back of the license. I was then requested to produce an international driver's license which I did, but the international drivers license I produced did not meet expectations even though in all other countries including the EU and Middle East (and as issued by the relevant authority in Australia) it is valid. I was then asked to produce a credit card for which I produced an Australian Bank ANZ American express card which was again met with scepticism as it was not from a US based bank. I was travelling with both my children aged 8 and 5 who are both dual Australian and USA citizens and was then subjected to a full pat down in front of anybody with my kids questioning me as to what is wrong. I was selected for further screening simply because I am a foreigner and the license books you have issued to your personnel are out of date. If you are going to reference books as part of your checking process, then they need to be kept up to date. No checks were done either on the bank to check whether it was real only that it was not a US Bank.

6:03:16 PM Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a knee replacement and they paid \$85 for precheck and she showed her card and went through the WTMD for screening. States she triggered an alarm and the TSO took her carryon bag and purse and emptied it and they took her to another line and she is 75 Yrs. old and had a complete patdown and because she couldn't get her shoes off and back on they ran something over them. States the TSO was very nice and another gentleman didn't open her purse until she was there.

When she arrived at ATL she stated she was provided a wheelchair which was very nice.

Information Request: Why does her knee replacement require her to have a patdown when she has the precheck and what did she pay the \$85 dollars for?

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

6/6/2014
8:08:11
AM

Explained she can present documentation which only improves communication with the TSO and advises of any medical condition which could affect the screening, not a requirement.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Provided information via email.

Explained to caller going through the precheck lane doesn't prevent a passenger from having a patdown if an alarm sounds going through the WTMD.

Explained to caller she paid the fee for a background check, fingerprints, etc. for the program and those services aren't free.

6/6/2014
8:36:32
AM

Caller is wanting to file a complaint on TSO (b)(6) at LGA. The caller is pregnant and requested a patdown screening and TSO (b)(6) was not even conducting the screening and she started yelling at the caller and making rude comments. This occurred around 8:20am this morning at United Terminal Checkpoint 4. Caller stated that she thinks a lot of passengers would be happy that this agent is being reported for her rude actions and comments. Caller was not sure of the TSO's first name she thinks that it is (b)(6) or (b)(6) or something similar.

I apologized to the caller that she had this experience at the checkpoint and advised her that I am forwarding the complaint to the CSM at LGA so they will be aware of this issue.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/6/2014 9:01:24 AM

6/6/2014
10:06:50
AM

Airport : RKS - Rock Springs-Sweetwater County Date/Time of Travel : 06/06/2014 6:45 AM Airline & Flight Number : DL 7389 Checkpoint/Area of Airport : Tsa security TSA Employee: (If Known): (b)(6) supervisor Comment : The employee (b)(6) female, wearing a supervisor badge was ridiculously rude and made the process worse. I asked for her TSA employee number and she refused. I fly all the time and respect the process. There was a huge line and nearly missed my flight. She refused to pat me down because my feet were in the example feet on the mat but my toes were a quarter inch from lining up perfectly on the mat. I put my hands up and said go ahead. She said she could not proceed until she said everything and if I "interrupted" again she would need to start from the beginning she then spoke for five minutes explaining what a pat down is, which sides of the hands would touch each part of my body, that I needed to stand for four minutes- which was 9 minutes by the time she cleared me, the line tripled. She refused to answer my question. She told me I could put my arms down, then a minute later, insisted they go back up and refused to continue. A person like this claims to be diligent, anal, detail oriented in truth she is abrasive, arrogant and disruptive. I feel sorry for an elder person. I was without my shoes for ten minutes. I asked for them twice, when done I asked for them she rudely said go get them and walked away. A supervisor? A disgrace.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 20001

6/6/2014

12:14:23

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 20001

6/6/2014

12:14:25

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Indianapolis International Airport

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 20001

6/6/2014

12:14:31

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Ronald Reagan Washington National Airport

FYI

....

From: (b)(6)

To: tsa@service.govdelivery.com

Sent: 6/6/2014 3:30:30 P.M. Eastern Daylight Time

Subj: Known Traveler Number

6/6/2014

4:06:21

PM

I believe you may want to reconsider what you tell people about the benefits of a Known Traveler Number to be honest with future applicants.

I have a KTN and traveled recently on JetBlue. My boarding passes indicated "TSA PreCheck," so I attempted to use the pre-check security lines at both Washington Dulles and Boston Logan.

Because my knee replacements set off the alarms, I had to remove my shoes, belt, light jacket, and be submitted to a patdown. In Boston, the TSA officer told me that having a KTN/TSA PreCheck is worthless if an alarm goes off.

You should warn future applicants who have joint replacements to expect what I encountered.

Sincerely,

(b)(6)

Caller wants to make a complaint about Wifes experience in La Guardia airport. The wife is pregnant and requested a pat down and waited for a long time and nobody came to provide that service. Then an officer made her go through an AIT machine and the caller .

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

6/6/2014	Airport	LaGuardia
5:16:39	Airline	Delta
PM	Flight #	Unknown
	Date - Time	June 6, 2014 5:30pm EST
	Location of Incident	Terminal C
	Contact Info	317 374-5377
	Description of TSO	One was female and one was male, neither were caucasian

Caller wants to report an incident that occurred at PHX when he went through the checkpoint. He is a frequent flyer and MVP with Alaska Airlines. He traveled from Portland to PHX (sic), and he had the TSA pass. There was a new person who decided to give him the pat-down and go through his bags. Caller was delayed a half hour and missed his flight. He was told he could rebook his flight. He got there plenty early and has never had a problem before. He doesn't think he deserved or needed to endure what he went through. It was humiliating and expensive.

Caller wants to know how do we handle issues like this.

I advised that I would take the particulars of the incident and forward those to the CSM there for review.

The screener was an elderly gentleman, 5 ft 9 in. tall, with gray hair, glasses, and only the elderly person on staff there. He had to have someone sign off on everything he was doing. Caller was delayed half an hour and missed his flight.

6/6/2014	When did you go through the checkpoint?
5:19:49	He went through between 1200 and 1215 hrs. this date.
PM	

Which checkpoint?

Line 3.

Is there anything else I can address?

Caller wants someone to pick up the tab for the air fare he was out.

I advised that I would forward these comments to the CSM for review.

Hi,
On 6/2/14 I received an email saying, "Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager."
It's now been 5 business days and I have not gotten a response regarding the below.

Thank you

(b)(6)

From: (b)(6)
To: TSA-ContactCenter@tsa.dhs.gov
Sent: 6/2/2014 9:17:11 A.M. Mountain Daylight Time
Subj: Complaint Agent (b)(6)

6/6/2014
6:15:20
PM

Dear Sir/Ms:
I have a complaint regarding TSA agent (b)(6)

Location: Denver International Airport
Date: May 30, 2014 Friday
Time: Approximately 7:35 AM

Incident: (b)(6) said, "Let's be rational, sweetheart." Of course, the words themselves are inappropriate and completely unprofessional. What was worse, though, was her condescending tone and sarcasm. And what was worst of all was that I was being rational and she was not.

Background: I chose to opt out of Rapidscreen and accept the pat down. While my carryon luggage, shoes and all contents of my pockets went through the scan, I held on to my wallet. Not only was there over \$100 of cash but my charge cards, ID, insurance info, in a sense, 'my whole life' is in my wallet.

Given: The TSA does not accept responsibility for stolen items;
Disability Description: Caller had a bad leg and filed an ODPO complaint.

Incident Details: Caller flew in January and had an injured leg, she requested assistance as her doctor only allowed her to fly as a handicapped patient. When she was being wheeled to the checkpoint a man called her over and made her pick up her dog and walk through the metal detector. The dog's collar set the metal detector so they took her dog and performed a pat down. After that the man picked her up physically and started bumping her injured leg with his. Caller continually said the man was hurting her and he continued to do it and was consistently rude. The man eventually ran his leg down hers on her ankle and cause her to collapse. She asked for his name and badge but he would not let her. She has six spots from her hip to her ankle from scar tissue caused by this the caller says. She has spent all of her money trying to correct this issue.

6/6/2014
8:07:16
PM

She called Sky Harbor the moment it happened and they told her it was TSA and that it was all recorded and not to worry about it. The TSA then told her they deleted tapes every thirty days. Caller just sent an RFI a few days ago and wants to know what is going to happen.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

6/7/2014

9:19:29

AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

INQUIRY:

Caller's daughter was traveling as an unaccompanied minor from PHL. Caller escorted her daughter to the gate so she went through the screening checkpoint. The metal detector alarmed due to metal overall buttons so caller was informed that she would need a patdown. Because the caller is 8 months pregnant, she was uncomfortable with the patdown procedure and informed the TSOs that her breasts and belly were very sensitive and shouldn't be touched. A supervisor was called and then the police were brought over because the caller didn't want her body to be touched. The TSO that did the patdown jammed her thumbs into the bottom of the caller's belly. Caller was very upset about the patdown and the way in which the screening process was conducted.

6/7/2014

11:47:42

AM

RESOLUTION:

Per Jeff Burke, gave the contact information for the CSM at PHL:

Name: Kimberly Masso

Phone: 610-537- (b)(6)

Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/8/2014 4:59:51 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight number: AA97
Airline: American Airlines
Terminal: D
Airport: DFW

6/8/2014
6:11:59
PM

Comments: I passed through Terminal D of DFW on Tuesday May 13, 2014 returning on an international flight from Cancun, Mexico (flight number AA97) and was appalled by the immaturity of several TSA officers working in that terminal. My father and I were given Express Passes, along with everyone else on our flight, to go through Customs and get to our next flight on time since our previous flight was severely delayed due to a maintenance problem with the airplane. We passed through the express customs machines, retrieved our luggage, re-checked our luggage and proceeded to security before trying to catch the next leg of our flight in time. When we arrived at the security check point, around 12 noon, my father passed through with no problem, having a PRE-CHECKed ticket. When it was my turn, I asked if I could pass through the metal detector instead of the full body scan, as I fly internationally regularly and had researched the body scanners thoroughly on several occasions and preferred an alternative method. In the past I had been allowed to pass through metal detectors instead of body scanners on several occasions, despite the officer assuring me that I had not and that that had never been an option. When I asked if there was an alternative method available he ordered me to stand to the side of the line for a pat down, saying that I had opted out of the scanner. This was ok with me as I preferred not to go through the scanner, but looking back I suppose I had made the mistake of assuming that I would be treated professionally by mature adults. They had me wait there for 10 minutes while ignoring my requests to pass through the scanner (since I did not have much time before my next flight and they were purposefully delaying me further). I pleaded around 6 different times to 2 different officers working there (the first one a middle-aged balding man who had sent me there to begin with and the second a middle aged blond-haired woman on the other side of the scanner ushering people through) and both told me to stay where I was and wait, that I had opted out of the scanner and that was no longer an option. The two did not take any action to get me through the check point until I saw someone going through the metal detector with an orange paper and I told them that I had been given an Express Pass and was going to be late for my flight and, more importantly, that my father had been standing several feet away watching this happen for the last 10 minutes. This is when the man finally got on his radio and asked that someone come to give me a pat down. When the man, a bald man who I had seen before walking around the checkpoint, came to give me a pat down, I tried to ask him if I could just go through the scanner to be on my way more quickly, but he interrupted and told me to wait to ask him any questions. He pulled me through a little gate on the left of the scanner and over to a mat with 2 yellow feet drawn on it. I made several attempts to ask him the same question but each time he told me to wait until he was done to ask any questions. When he had finished his speech I asked him if I could just go through the scanner and hurry on my way, to which he replied that if I had wanted to do that I should have asked him before I came through the little gate. I responded that I had tried to and he told me I was not allowed to ask any questions. I also told him that that could not be true since I had asked 2 separate officers to let me go through the scanner prior to passing through the gate and they both denied me that opportunity, saying that it was too late, I had opted out. The man did not respond to this, but suggested that I research the scanners online and see that they no longer show naked bodies, but Gumby-like outlines. I knew that they supposedly only showed generic outlines from my previous research, but I do not trust this as I had heard that the company that made the previous generation of body scanners had falsified the photos they released to the public when selling the machines to the TSA and that they were more revealing than we had been told originally. Furthermore stories of TSA officers forcing pretty women to go through the scanners multiple times, holding up passengers they don't like, and making fun of people as they pass. Hello. I would like to file a complaint against an lax tsa employee inappropriately touching me in private male area during a pat down. This TSA employee all harassed me. Incident at 12:45 pm at lax airport security screening checkpoint yesterday June 7 2014. Tsa supervisor and officer (b)(6) from airport police intervened and took me to a private screening room. Tsa officer was still trying to touch me. Did not feel comfortable and asked another tsa employee to finish screening. I was cooperative but felt violated for another male inappropriately touch me another male. Please contact me if you need any further info. (b)(6) Thank you.

6/8/2014
7:04:16
PM

To whom it may concern

I have a concern with the way the private screening process is handled at Charlotte Douglas airport (specifically A terminal)

After my private screening pat down a "swab" is taken and checked for substabcas.

That processes is handled outside of the private screening area and outside of my sight. I would like to have that swab screening process completed in my view to ensure the "chain of evidence" is handled appropriately.

6/9/2014 8:26:31 AM I have had the swab alarm in the past (for unknown reasons) and the personal violations I felt I was subjected too is not something I would like to endure again.

My question is - Is it possible to keep that "chain of evidence" in my sight when I am getting private screening. This is allowed to those that choose to have the screening completed in clear view of other passengers, I do not choose to be screened in that manner, but would like the same considerations.

A (b)(6) (something)(sp) has informed me that I cannot (at this terminal) have screening completed that way. I know other airports have the swab screening in the private screening area just for this reason, as well I have had TSA escort me and carry my belongings out of the private area so that I can view the swab and the swab test. Is this airport different than others or do the screening processes and allowances vary from airport to airport?

I fly quite often and these are extremely valid concerns to me. I look forward to further direction on this matter to ensure I am aware and prepared for my future flights.

Thanks

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/9/2014 7:44:20 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/09/2014 5:15 AM Airline & Flight Number : AA398 Checkpoint/Area of Airport : Employee Line, Terminal 3 TSA Employee: (If Known) : Lead Officer (b)(6) Comment : I entered through the Employee checkpoint in Terminal 3. As a testicular cancer survivor, I am prescribed Androgel and was traveling with that in the box it came in with the prescription documentation from CVS attached to the bottle. The bottle contains 88 grams of gel (medication), which is just at the TSA limit.

The officer at the x-ray screening said "you can't take more than 3 ounces of liquid." I explained that it was 88 grams and was prescription medication. I urged him to look at the box and he would see. Just then, Lead Officer (b)(6) came up, somewhat aggressively, and said, "What's happening here?" I explained that I had a prescription medication and had a 5:55am flight. Lead Officer (b)(6) responded as if he thought I was causing a problem and said "For that, we will have to have you go through the very extended screening process." He again repeated the 3 ounce rule, and I emphasized that the bottle contained 88 grams and was a prescription medication. He examined the bottle for a long time, then seemed irritated and told me I would have to go through an extended pat down which would take many minutes. "Can you hold your arms out for 3 possibly five minutes?" He then emphasized he would have to run his hands down my buttocks and over my inner thighs. He kept repeating buttocks and inner thighs, as though he wanted to make it seem noxious or intimidating. About five times he said he was going to have to run his hands along the inside of my pants belt area, as if to seem noxious. He seemed to take a very slow approach, and I distinctly felt he was punishing me for asking the X-ray examiner to view the bottle directly. The process was so slow and seemed intentionally drawn out and slow that I informed Officer (b)(6) that I was going to ask that the videotape be reviewed. As a weekly flier, and a licensed psychologist, I can tell when someone is being thorough and when someone is providing "payback" because he was angered by what he perceived as my question to the X-ray examiner.

6/9/2014 8:29:01 AM

My complaints are:

1. The gel was 88 grams, at the 3 oz limit, which did not seem to register with Lead Officer (b)(6)
2. I asked for a supervisor and he replied he was a supervisor. I informed him he was a "lead officer" but I wanted an actual supervisor of the area.
3. Officer (b)(6) intentionally dragged out my screening and attempted to make it more intimidating by emphasizing over and over (wouldn't once or twice be enough?) the 'sensitive' bodily areas he had to check.

I would like the video reviewed to determine if my report is accurate.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: http (b)(6)

6/9/2014
8:30:08
AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller said 6-1-14 he flew from Chicago O'Hare to Lexington, KY. He had a full patdown search and was told because he had a late ticket change but that was not the case. He booked the flight 6 weeks prior. He had a NOI that said (b)(6) inside the checked bag, which still had his TSA lock intact, and his zipper was broken so he wanted to know how to make a claim for his damaged bag. He commented he saw other bags with the contents bursting out of the bags, etc.

Later he said he gets pulled to the side ever time he flies since 911 and he denies having anything that would be causing anything to show up on the equipment but said the Officers do ask him if he has anything in his pockets but this last time he had a full patdown.

RESPONSE:

TSA has the bags a short time and releases to the airline. Bags burst open, etc might indicate mishandling by the airline.

However, you may file a claim. Offered to email but he preferred to get it online so I provided instruction. Explained CMB makes the decisions.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

6/9/2014
9:23:06
AM

Told him it could be the airline was late sending his flight information but I cannot say so I asked him to tell me more.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>.

Caller flew from Chicago Midway on June 5 and the caller stated he informed the screeners they had metal implants and they requested to go through the AIT and the screeners told him to go to another line and his wife didnt have to remove their shoes. Caller stated he was told to go through another screening technology and they had to have a patdown. Caller wants to know why the screening technologies. Caller wants to know why this is happening to them at Midway airport.

6/9/2014

2:59:37

PM

Advised caller the following information:

Advised caller I can not give the information as why the other technology wasnt opened at the airport. Advised caller he can call 866-289-9673 press option 5 and put in the airport code and he will be given the CSM number and he can ask they specific questions about policies and procedures.

Disability Description: Callers son has down syndrome.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

6/9/2014

4:12:56

PM

Incident Details: The caller and her 31 year old son (b)(6) who has Down Syndrome, flew from MEM on April 26, 2014, and she had a very negative experience. His photo identification had expired, but she was able to provide an additional 18 pieces of ID that contained his name and adress. However, the TSOs would not accept any of those forms. She was then separated from him even though he was visibly upset and begging to remain with his mother. He was taken to another area, and made to sit on the floor. She took a picture of (b)(6) sitting in the floor without any shoes. He informed the officers that he was afraid, and an agent told him there was nothing to be scared of. This did not help him to feel any better, and the caller received a patdown that she felt was invasive. After arriving home from their trip, she contacted MEM in order to file a complaint. The TSO that answered indicated that there would be video of the incident, but gave the caller another individuals name and contact number. She contacted the number, and left a message. However, no one returned the telephone call, and she wanted to file a complaint with the TCC. She wanted to also thank the TSOs at LGA, as the screening experience there was excellent. She indicated that they were polite, kind, and very helpful.

Flight Information:

Date and Time of Flight: May 26, 2014; 7:00 AM

Departure Airport: MEM

Airline: Delta Airlines

Flight Number: 5997

Terminal and Gate Numbers: B

Time of Incident: Between 6:15 and 6:30 AM.

Description of TSOs: Two females and one male.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/9/2014 4:17:15 PM

Name: (b)(6)

Email: (b)(6)

6/9/2014
6:12:16 PM
Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight number 317 LaGuardia Airport Terminal G5

Comments: I actually got on this site just to finish cursing out some of the TSA agents that scanned me on 06/05/2014. I don't give a fuck about you or any TSA agents I can not stand ya. So when I come up with an attitude don't ask me how I am doing. Than talk about the lotion of my hands is it Victoria secret none of ya damn business! Nigga I see you watching me ya ugly ass. So yeah I am going to be nasty to you and ya friend. Talking about the lotion can be harmful; ya must think I got stupid written on my forehead!! I know I look damn good on the scanner and could care less if ya see me on a scanner!! Than took me to a pat down after I gave the dude the middle finger on the scanner and told the lady she doing a great job making sure I am not a terrorist. I would have cursed her out some more but I was running late. TSA agents are actually funny, and I enjoy cursing ya the fuck out. So after they scan my brain and the inner folds of my vagina, I deal with the government police telling me what I can and can not spray on my own fucking body?

See people don't speak up but I do and I have every right to say whatever the fuck I want to say. So after the scanner doesn't show a bomb stuffed up my ass, I go for another pat down. Than the dumb bitch said we trying to keep people safe, I said bitch whatever, like I am stupid and don't know what is going on. So fuck you and the idiots at the gate at G5 and all the other TSA agents out there and whoever reading this post. Since the only reason why there is the full body scans is for the bitch ass dudes and girls who don't get none at home and to see naked bodies. Well I gave a full show and a up yours as well, than want to have the nerve to steal shit and get a good paycheck! All of TSA should be disbanded and I want somebody to reply to my post ya pussy punk bitches! I am not afraid of TSA the donut eating cops and anyone else that likes to use protecting the people bullshit line to steal and invade privacy. So get at me and I will be waiting.

To Whom It May Concern:

I know the TSA agents are doing their job to screen passengers; my complaint is abusive of power from a female TSA agent (I regret I didn't get her name) at Terminal A in Newark. NJ on June 3, 2014 (around 10:30 to 11:00am), she pointed me to the Body Scan Screening and I informed her I would prefer the metal detection method. She told me no, I have to go through the body scan, I mentioned the TSA sign states passengers have an option to choose metal detection or body scan screening and again I told her I prefer the metal detection screening and she again told me "no, you do not have a choice, you have to go through the body scan".

6/9/2014
10:06:29 PM
I pointed out the TSA sign to her that the sign clearly state "passengers have a choice to choose how they want to be screened...metal detection or body scan", she was not very happy with me and proceed to give me a hard time and when I didn't budge she told me, "you will get a full pat down", I told her that's fine. She still was not happy with me and reluctantly allowed me to have my choice, but she did not make it easy, she had me waited for awhile. I'm not sure if the long wait was try to get me discouraged and hopes I will give in to the body scan.

After my pat down, I mentioned to the pat down TSA agent regarding the screening choice and she told me "you do have your choice of how you preferred to be screened" and she apologized regarding the other Agent that gave me a hard time regarding my preference.

I hope this letter will have TSA train their TSA agents not abuse the use of their power and honor the passengers choice of screening method and not make it difficult for passengers who choose the metal detection/pat down method.

Sincerely,

(b)(6)

Disability Description: The caller has artificial knees.

Response Details: I advised that I would refer her inquiry to the Office of Disability and MultiCultural Division.

I explained that TSA Cares can potentially provide assistance through screening for her to help facilitate screening. She declined the assistance.

I advised that she can request the assistance of the PSS or a STSO with questions or concerns as they can address these and assist her through screening as well.

I advised that TSOs are trained to treat passengers with dignity, respect, and courtesy. I advised that she ask for a PSS or STSO if she feels that she is not being treated in this way.

6/10/2014
8:29:47
AM

Incident Details: The caller would like to know the status of a complaint filed on her behalf from the US Dept of Justice and Civil Rights Division to TSA. (The date of referral is 1-23-14). She stated that her complaint was in regard to an incident that occurred in October of last year at DFW by a TSO. She indicated that she was groped, that her shirt was unzipped and her breast touched. She indicated that that this was only due to the fact that she has metal implants and is medically fragile. She stated that what she experienced was a violation of section 504 of the Americans With Disabilities Act.

She indicated that she was given this number to reach K. Walton Assistant Administrator for the Office of Disability and Multicultural Division.

She indicated that she and (b)(6) emailed back and forth. She indicated that she requested a formal meeting in regard to this. He had asked if she would like for the TSO involved to receive additional training. She heard nothing more from (b)(6) after making this request.

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I travel across the border weekly so the TSA pre-check program should be a big help. However, as soon as I ask for a pat down due to my pacemaker it causes the agents to then demand that I remove my shoes, remove my laptop and liquids etc. Then they test for explosives and go through my carry on. This largely eliminates the value of the program. What is the rationale for doing this? Am I cleared for pre-check or not? A body scanner at the pre check area would help.

6/10/2014
10:11:22
AM

Caller is wanting information on going through the precheck line with metal implants. The past 2 times he tried to go through precheck they told him to go back to the normal line and he is wanting to see if that was the correct procedure.

6/10/2014
10:15:29
AM

CCR informed him:

If this occurs, TSA Precheck individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening or a patdown depending on the screening devices that are at the precheck line. They usually can do the additional screening there but they might also tell him to go through the regular line since each airport might be different.

6/10/2014
10:26:37
AM

Caller flew from FLL to San Antonio via ATL Flight 711 on Southwest Airlines yesterday June 9th and went through screening at gate B4 between 1:00 and 2:00pm. He has a disability with chronic pain and uses a pain pump. There was a heavy set black lady checking IDs at the checkpoint and was smarting off to the passengers. He explained to her that he has a pain pump and she told him to just go over there and he explained to her that when he went through at MIA they were confused and he did not want this to happen again and she stated well this isnt Miami. He then tried to tell another agent that he had a pain pump when he went through the AIT screener. The officer would not listen and the officer got upset with him because he told him that he had a pain pump and the alarm would sound again if he went back through so he showed the officer where the pain pump was located in his hip. The officer stated that he did not need to do that and the he was made to go into a glass room and the officer locked him in. He was made to stand in the locked room for a long period of time and was in a lot of pain while the officer was conducting patdowns for other passengers that came to the checkpoint after he did. The officer finally came to get him for the patdown and was very rude to him during the patdown screening. When he tried to tell the officer that he was aware of the patdown steps. The officer got upset and told him to be quiet that he needed to give him this information. Once he was given the information for the patdown the officer ask if there was any sensitive areas of his body and he said yes that he had a pain pump and the area around it was very sensitive. The officer proceeded to hit the area where the pain pump is located and this caused extreme pain. He then stated that he had to conduct a ETD swabbing of the gloves that were worn during the patdown. He described the officer as a middle age white male with white hair. Caller thinks that this officer was trying to make everyone around him miserable and he needs to be dealt with.

I apologized to him and advised him that I will forward the complaint to the CSM at FLL so they will be aware of this issue. He stated that he would like to contact the CSM personally so I provided him with the contact information for the CSM.

Name: Richard Pryor
Phone: 954-304(b)(6)

I also advised him that when he gets ready to fly again he can contact TSA Cares @ 1-855-787-2227 72 hours prior to his flight to request assistance at the checkpoint so the screening process will go as smoothly as possible. When he calls he will need to tell the agent of his condition and will need to provide his flight information and this information will be forwarded to the CSMs at the airports he is flying out of so they will know of his condition and that he is requesting assistance. Once he gets to the checkpoint he will need to request to speak with a PSS and they will assist him during screening.

Caller said that he flew from MCO and he had a issue. Caller said that he tried to explain that he is with 9 members of his family and they are close to missing the flight. . Caller said that he and a family member was pulled aside for additional screening and due to this they missed their flight. Caller said that they arrived a hour and 20 minutes before the flight.

Resolution:

Advised caller that it is recommended that you arrive at the airport at least 2 hours in advance to the flight time to allow time for the screening process.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

6/10/2014
10:43:27
AM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Advised caller that I would mark this as a complaint for that location.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller then stated that he was traveling with his two children who had chocolate milk that was taken from them. Caller said that they did everything correct that the milk was separated and declared. However the officers would not allow them to take it and made them throw it out. Caller stated that when they flew from JFK they had the same items and it was not a issue with them. He state that a Jetblue agent told him that it happens often at this airport. Caller wanted to know why one airport allowed them to take the milk and another didn't. He thinks this was done because they told the agent that they were going to miss their flight.

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location

I would like to thank you for my increase in blood pressure.

I have recently carried my dad's pocket knife and had the unfortunate experience of having it taken from me, with no recourse, at security in Laguardia airport. Their only solution was to check the knife in with our luggage....well after our luggage was checked.

Why aren't your people trained to assist people in distress instead of giving no viable solution? Envelopes and stamps at a fee??? Go purchase a bag of sorts and check that??? I was returning to Laguardia in two days, why not a place to hold this type item??? Why not an area on the plane??? Instead, I have lost a sentimental keepsake forever.

Your agency is perceived as being a cold and calloused outfit, there only to harass people. I know that I am not alone in these feelings.

The same knife had recently travelled with me on a cruise, throughout Europe (three plane rides) and back home from Rome. Now it's gone forever.

6/10/2014 Further, in Rome, we purchased some salami and a bottle of Limoncello. It was in our back pack, as it was a last minute purchase, after security. When we landed in CGO, security would not allow the .750 bottle to board with us. We could check this "bomb" and have it ride in the belly of the plane, but could not carry it to our final destination. Fortunately, we were able to check our backpack. I was escorted out of security and told to re-enter through a side passage...I was not allowed this privilege.

12:24:26 PM The salami "bombs" were allowed to be carried onto the plane.

On another trip, leaving Ft Myers, FL, I was given a pass so I would not have to take my shoes off. I was put through the x-ray machine, and low and behold, I neglected to take my hanky from my back pocket. This resulted in a pat down and swipe for residue.

At Laguardia, I was not issued a pass for shoes. Now after being harassed over the pocket knife, I was not afforded a seat to enable me to put my shoes back on. I am 72 years of age, not 42.

Your lack of respect and consideration for any comfort is apparent. Assisting people to overcome this type of minor obstacle should not be too much to ask of your agency.

Thank you for your time.

(b)(6)

Naples, FL 34112

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/10/2014 10:53:03 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/08/2014 9:00 PM Airline & Flight Number : Spirit connecting 470 to 876 Checkpoint/Area of Airport : terminal F TSA Employee: (If Known) : heavy set african american woman Comment : I'd like to address this email because of the way i was treated in your airport on Sunday evening, June 8 2014- while catching a connecting flight. I arrived at 9pm on flight 470, coming in on Spirit airlines from DFW. Our gate was changed upon landing, and we had to run from terminal H (gate H10) to terminal F (gate F1) to catch a flight to Orlando that took off at 9:45 and was already boarding. When we got to terminal F, the security line had 15, MAYBE 20 people at most (needless to say- not busy). The TSA agent checked my ID and i told the first agent i saw that i was 5 months pregnant and had been instructed by my doctor not to use the x-ray machines due to radiation (and my pregnancy is high risk) and requested a pat down. I fly often enough to know this is not an issue and had already spotted a female agent beyond the gate. He asked me to step aside and wait- which was no problem because i knew security was not busy and my gate was by the security checkpoint. As i waited almost 10 minutes (again my flight had already begun boarding and it was nearing 9:15 at this point for my 9:45 flight) i saw the female agent walk towards where i was waiting. I asked "Miss are you doing my pat down" her reply "i am not doing any pat downs i do not have time for that". I told her the other agent told me to wait here and i'm pregnant, cannot use the xray machine and my flight was boarding. Again she said "well i don't have time for that and you should think about getting to the airport earlier". WOW. The female agent was a heavy set african american woman, and i was taken aback with her reply that i did not catch her name. At the same time, the male agent we originally spoke with was letting 6 people through the x-ray machine so my husband asked if we could go through there and he said no, it's not our problem you don't want to use the x-ray machine.

6/10/2014

12:26:06

PM

Again, i travel enough to know HOW LONG a pat down takes, and at a customers request you don't tell them "you should get to the airport earlier" when i'm coming off a connecting flight in which the gate AND terminal were changed and we were not aware until we got off the plane. Secondly- how extremely RUDE is it to tell someone it's not their problem we don't want to use the machines. After the female agent told me she was not helping me she walked away and the other agent said the only way we were getting anywhere was to use the machine. At this point they are doing the final boarding call to my flight and i had no choice but to use the machine i've been told NOT to by medical professionals. This was above and beyond the WORST customer service i have ever had at any airport and TSA agents. Of course it isn't their "problem" i'm pregnant, but i am looking out for the safety of my body and unborn child which it took me over 2 years even to be able to have.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he had a bad experience with his wife, (b)(6) at the screening checkpoint and he said he has a civil rights form. He said the screener was rude at the security checkpoint at the LaGuardia Airport. He said the officer was abusive and arrogant and she would not give her badge # and he said the badge # she was wearing was (b)(6) but he said they are small and hard to see and he did not get her name. He said the officer had long black hair, was short and a young female officer. He said his wife told the officer that she had 2 metal implants in her hip. He said he thinks this was an abusive, irrational agent and not a violation of his wife's civil rights or disability. He said the officer grossly overstated her bounds and did a rough patdown on his wife and he said he stood there and watched this happen himself. He said he did not ask for her supervisor and did not want to hold anyone up at the checkpoint. He asked do we give our badge #s out if asked and he said she threw her chest at him but would not give him her badge # herself. He said she may need some retraining. He asked when will he hear something from them. He said other officers at the checkpoint said under their breath that the female officer was being excessive. He said he will hold off on the civil rights form and wait to hear back from someone.

Complaint:CSM
Claims Rude Screener

6/10/2014 Airport:LaGuardia
5:38:43 Airline: Southwest
PM Flight Number:unknown
Departure Time: 06-09-14 at 8:30 am at lthe checkpoint
Arrival Airport and Time:Omaha at 4:30 pm
Location:security checkpoint
Terminal: unknown
Gate:unknown
Contact Information:(b)(6) or (b)(6)

I advised him that I will refer this to the CSM at the airport. I advised him that I don't know if or when he will hear something and that I am not at the airport and not a CSM.

I advised him that here at the TSA contact center we give our badge # out if asked. I asked him if he feels his wife's civil rights or disability were violated and he said this was about the rudeness of the screener.
To Whom It May Concern,

My name is (b)(6) and I travelled from Jacksonville International Airport to JFK airport on Sunday June 8. A friend traveling with me had an unfortunate experience at security that I wanted to bring to your attention, as it was disrespectful, appalling and infuriating.

My friend is newly pregnant, having just passed the 12 week mark. As we were approaching what you refer to as the Advanced Imaging Technology machine, I asked my friend if it was safe for her to be screened that way; she was unsure. We asked a security officer nearby if there was an alternative to the AIT machine as my friend was not comfortable assuming it was safe. This officer politely informed my friend that she could opt out, and instead receive a manual pat-down alternative. She directed us to another security officer who was standing off to the side of the AIT machine. When my friend informed this security officer that she wanted to opt out of the AIT and receive a pat-down instead, this security officer rolled her eyes and yelled to someone behind her that, "this lady wants to opt out". At this point I assumed everything was set, and I myself passed through the AIT. A few minutes later, my friend appeared at my side to collect our bags that had just been screened; she appeared upset and had tears in her eyes. She said that she had waited for a few minutes for the pat-down while 2 security guards stood next to her, rolling their eyes, and who ultimately told her that it was going to take too long to find someone to do the pat-down and she should just go through the machine. Not wanting to miss her flight, my friend gave up and went through the AIT.

6/10/2014
9:12:14 PM I find so many things about this experience troubling; AIT, in my understanding, is supposed to be optional. I don't know if these two women were employees of the TSA or Jacksonville Airport, but I wish I had gotten the names of these rude, disrespectful and quite frankly lazy security officers.

I realize that this incident may seem trivial to you, and that the letters and phone calls you receive on a daily basis involve more severe issues, but in my mind this is just as important. Forcing anyone that doesn't feel comfortable to use the AIT machine is unfair and wrong; forcing a pregnant woman to do so is absolutely unforgivable. I am aware of the data, the studies, the reports that show that AIT is perfectly safe for everyone, including pregnant women; it did little to quell my friend's fear and guilt. The one data point that must be emphasized and enforced by your employees is that it is optional, for anyone.

While I do not anticipate that this email will make any real difference, I hope it does not go unread. For anyone to feel anything but safe and respected while going through airport security is a failure on your part.

Sincerely,

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

6/11/2014
8:25:00
AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller has vertigo and has titanium chips in both breasts. She wants to know if the metal chips will cause any problems. She will take medication before she gets on the plane to help with the vertigo. She wants to know if she needs to do anything on the plane regarding the vertigo.

Advised caller:

The passenger should let the officer at the checkpoint know that they have the metal implants and let them know where they are. A lot of passengers with metal implants prefer to use the AIT because it scans the outside of the body and doesn't penetrate, so it may not detect the metal implants. When the passenger declares the metal implants to the officer, they can request to use the AIT instead of the WTMD. If any alarms sound or if the AIT detects an anomaly, a patdown would be done to resolve this.

6/11/2014
4:16:10
PM

The patdown:

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I would recommend letting the airline attendants know that she has vertigo and anything they can help her with in the event she has an episode.

Caller needs to file a formal complaint outside the airport. She wants information for screening writing.

Told caller

I understood she had a complaint. I ask her if she was a TSA employee or a passenger. She was a passenger and wanted to speak to someone with higher authority.

6/11/2014
5:42:44
PM

Preston took over the call:

Caller stated that she went through the AIT at LAS and her hair was patted down. Caller stated that she feels that they only patted her hair down because she is African American. Caller wants to know the TSA policy for conducting patdowns. Caller stated that she spoke to a Jeff Gross at the airport and he was very rude to her. Caller wanted to know if I could email her the TSA guidelines for patdowns. Passenger stated that she was still at the airport and was going to go get the officers names that screened her.

Advised caller that anytime an anomaly is discovered when going through the AIT a patdown is required to clear it. Advised caller that if she feels the patdown was conducted because she is African American she will need to formally file a civil rights complaint. Advised caller that I would email her the guidelines to file that complaint as well as the TSA guidelines for patdowns.

Dear Sir or Madam,

I flew out on JetBlue Flight #1392 on Wednesday, June 11, 2014. At shortly after 7 PM, I was in the very short line waiting to enter security screening. As I approached the gentleman and TSA employee, (b)(6), I swiped at my phone to bring up my boarding pass and he said to me, "See, you're not even ready." He then began to help the next customer. I responded, "That was not very friendly." I did not say this rudely. Perhaps I should have said nothing at all, but I found his comment to be rude and uncalled for. There were but a few people behind me; all that was required of (b)(6) was a modicum of patience and common decency. In any case, he responded to me saying, "Oh, I see, you're one of those kind of people." I then began to say something along the lines of "I'm not sure what you mean, your comment was rude." He interrupted me saying, "No, no, you're one of those people that are going to take offense at anything I say or do." At that point, thoroughly humiliated in front of other customers, I thought it best to keep my mouth shut and said nothing further until I wished him a good day.

6/11/2014
9:05:24
PM

Keeping in mind that one never knows what is going on in the life of another, I am still flabbergasted at (b)(6)'s rude words and actions. For his edification, I am the kind of person that aims to treat every single person with kindness and respect, fully aware that each person I meet has his or her own gifts and struggles. It was not my goal to fail in this aim in my response to (b)(6)'s initial words to me but to stand up for myself in response to his bullying. And while I do not expect for (b)(6) to share my philosophy, I do expect for all TSA employees to treat their customers with respect.

I also want to say that I appreciate the help of the gentleman who quickly directed me to the area where I could be 'pat down' as I did not want to go through the x-Ray booth while pregnant. Moreover, the woman who did the 'pat down' was so kind and patient as I, through tears brought on by hormones as much as embarrassment, explained what had just happened. I so wish I had gotten her name; please let her know that I am just so thankful for her kindness.

I appreciate your time and attention, and I look forward to your response.

Kind regards,

(b)(6)

Caller stated that in her checked luggage she placed a combination lock on it. They told her that it was TSA approved when she opened it. She said that sometimes they don't relock it, and wants to know what the procedure is for that. She also has some medication that is over 3.4 oz. and she wants to know if that has to be in her baggy with her other liquids. She also asked about the swabbing of her hands that they did at the airport as well. She was in a wheelchair, so she had to receive a patdown, they swabbed her hands and it alarmed as well so she had to go through additional screening, which she had never done before. She only had hairspray and lotion on her hands and wants to know if that could have caused it. She asked if they do random screening of luggage and passengers as well.

6/12/2014
11:02:37
AM

Advised Caller:

I informed her that any type of lock can be placed on her luggage, but doing so she should be aware that it's possible the TSOs may not be able to open it and would need to break it. The locks should be relocked after inspection, but if they are not, she can contact us and we can make the CSM aware at that airport. Random inspections of luggage are done, but also if something cannot be cleared, then it would be inspected as well.

Medications are exempt from the 3-1-1 rule, so she can declare and separate them from her other LGAs. This applied to prescription, over-the-counter or homeopathic medications, and she should just tell the TSO that it is medically necessary.

I told her that the general use items like lotion or maybe hairspray could set off the ETD, which tests for explosive materials. Should this happen she would need to undergo additional screening. Passengers are randomly selected as well for additional screening, or if the alarm the screening technology, they would undergo additional screening as well. I told her there is no way for me to know what caused her to set off the ETD.

Disability Description: Caller has a pacemaker in her hip.

Response Details: Response:I advised her that a low risk passenger may be directed to the precheck line.

To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre u2713 eligibility for 5 years.

I advised her that global entry is through CBP and she declined their website.

Greenville, MS UES Enrollment Center
819 Main Street
Greenville, MS

6/12/2014 Note: The side door entrance (next to the parking lot) should be used by applicants for the enrollment center.

1:02:24
PM

Incident Details: Caller said she left Chicago Midway and that she has a hip pacemaker and has a card and she told the officer she had a device and he told her they would have to do a patdown. She told him it was in her hip and he had her go through the wmd anyway and she asked did they turn it off. She said the wmd did not go off and she said it is a titanium device in her hip. She said she wants to report this in case there is a problem and she said she should have refused to go through the wmd. She said she does not think it will be a problem but she is going to go see her Dr. when she gets back. She said she does not think he asked the right questions and it could happen to someone else. She said she was in the precheck line and she asked how to get into the precheck line and that she loved it. She asked how to enroll in precheck and for an enrollment center. She said it was a white TSA male officer but she did not get his name and that he had a moustache and she said she did not want to get him into trouble. She declined the global entry website info.

Complaint:CSM
Claims Complaint

Airport:Chicago Midway
Airline: Delta
Flight Number:2120
Departure Time: 06-12-14 at 8:15 am

The caller stated she just went through a humiliating TSA experience. It happened at 10:00 in LGA at TD Check 1. The caller has a tether on his foot. He spoke with TSA prior to travel. He has been authorized by the courts to travel. He states that he spoke with the CSM at DTW and notified them of his travel plans. He had no problems when he traveled from DTW. However when he went through the AIT at LGA and when he exited the TSO noticed the anomaly on the scan. The caller showed the TSO the tether and it was screened for explosives. As the caller was preparing to depart the check point a female officer detained the caller and asked about the ankle item. The officer was named (b)(6) and she told him to go to the side. (b)(6) made him go through a patdown (b)(6) then calls the lead officer (b)(6) who then takes over the process. (b)(6) then calls the TSM Harjinder Singh. At that point the TSM tells them to call the port authority. The caller was told that they have to call the port authority. He was told that every airport operates differently. The port authority comes over and he is confused on why he is called because he cannot do anything. The PA took more information from the caller. Another TSA agent (b)(6) tells him that after the Port Authority interaction he would have to be patted down additionally. The caller went through the AIT with a decent amount of cash in his hands and it was never checked. So the caller is questioning about all of the screening he had to go through but the cash was never checked. They took copies of boarding pass and drivers license and he wants to know if this is standard procedure. He is complaining because he had no issues at DTW but had to go through all of this at

6/12/2014 LGA.

2:49:07
PM

AIRPORT: LGA
DATE OF TRAVEL: 06-12-14
AIRLINE: Delta
FLIGHT NUMBER: 2449
TERMINAL OR GATE: TD Check 1
CONTACT (b)(6)

I advised the caller that we strive for consistency at the screening processes at the airports and I regret this situation took place. I informed the caller that I will send a copy of this record to the CSM at LGA for their review.

June 12, 2014
LAX to Montana via Allegiant Kalistell
Screening Occurred: 12:30-12:45 PM

6/12/2014 Gate: 31

3:53:56
PM

Caller is wanting to complain about Office (b)(6) the supervisor at the screening checkpoint, and the fact that he had to go through a patdown. Caller says the patdown was due to his son having a juice pouch that he needs for his diabetes. Caller believes that his fourth amendment rights were violated just because of the juice.

Caller is informed that patdowns are sometimes necessary. Because we cannot investigate the patdown further at TCC and this happened at LAX, this record will be sent to the CSM for further review.

Dear TSA,

Can we please change the policy of non-uniformed pilots having to go through the AIT machine? Why can't we go through the Trusted Traveler line? After all, we pilots have been through more background checks than have those Trusted Travelers.

After a nuclear physicist friend of mine told me to avoid the AIT machines, I "opt out" and am therefore subjected to a full pat down. Not only does this inconvenience me but it puts an unnecessary strain on TSA's resources because an agent has to waste time with me (a non-threat) while diverting attention away from the other passengers (potential threats.)

6/12/2014 4:12:53 PM There are plenty of pilots who travel on official company business out of uniform: management pilots, safety committee members, and "ghost riders," just to name a few. In TSA's eyes a non-uniformed pilot is held to greater scrutiny than a uniformed pilot despite the only difference being the uniform. The company ID, or badge, is the hard item for a bad actor to obtain, not the uniform. One simply has to go out on Halloween to see how many revelers are dressed as pilots to see how easy it is to get a pilot uniform.

Can we please bring some common sense to airport security and allow non-uniformed pilots on official business to bypass the AIT, thus increasing the TSA's efficiency by avoiding distractions?

Thank you,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/12/2014 2:50:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/12/2014 4:13:51 PM Comment : I was recently traveling and went through screening in Phoenix. I have two metal hips. I presented my passport and boarding pass to the first TSA person. She examined it and declared it to be "expedited". I had no idea what that meant. I was sent through the metal detector, set that off and told the TSA person I had metal hips. He snottily told me I should have told the first TSA person and ordered a grope search. He treated me like I was trying to put something over on TSA because I had an expedited boarding pass and set the detector off. I shouldn't have to announce to the world that I have metal hips. I had the same thing happen in Wichita, Kansas with a TSA-pre. IVE NEVER APPLIED FOR THIS and it's causing me a lot of grief. Who gave me this pre designation? And, I think I want it off of my boarding passes - how do I do that?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/12/2014 8:46:23 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 06/09/2014 1:30 PM Airline & Flight Number : Southwest Airlines flight 3705

Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) : unknown

6/12/2014 9:10:20 PM Comment : My aunt and uncle, 87 & 89, respectively, were traveling from St. Louis to Dallas on the above mentioned date and flight. My uncle does not drive, and hence, does not have a photo driver's license. Neither he nor my Aunt were aware that one can obtain a state issued photo ID. My uncle does carry a veteran's ID, which contains his photo. When they departed Dallas' Love Field on June 6, that veteran's ID was adequate to allow him to pass through Security. (both he and my Aunt were in wheelchairs at Love Field and again at Lambert.) When it was time for him to pass Security at Lambert, it took three TSA agents to confer and eventually decide to allow him to pass. One of the agents was less than kind in her demeanor when she stated that "the Dallas TSA had not done their job." In addition to her rudeness, my uncle was subjected to additional screening; he was asked to stand up from his wheelchair, remove his belt, he was wanded front and back, and also given a complete pat-down. It begs the question, was all that necessary? I understand the need for airport security, but in my estimation, the TSA agents were unjustly overzealous. I regret that I did not obtain the TSA agents' names. My name is (b)(6), my email is listed below. My uncle's name is indicated in the Passenger Name field.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 6/13/2014 7:49:55 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 06/13/2014 7:45 AM Airline & Flight Number : United

Checkpoint/Area of Airport : Concourse B - Gate 12 TSA Employee: (If Known) :

6/13/2014 8:42:28 AM Comment : When I exited the scanner, the TSA employee performed a routine pat-down of my arms and wrists. Unfortunately, the individual's hands were not clean — he had grease or some other substance on them, and left stains all up and down my sleeves. At first, I thought it was water, but it is definitely grease or oil of some type. I'm going to have to have my shirt dry cleaned and I think TSA should pick up the cost of that. In addition, better training is needed so that employees are more professional and clean.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/13/2014 6:45:53 AM Airport : CMH - Port Columbus International Date/Time of Travel : 06/13/2014 6:00 AM Airline & Flight Number : American 3555 Checkpoint/Area

6/13/2014 8:42:35 AM of Airport : Gates B29-36 TSA Employee: (If Known) (b)(6) Comment : She said that she had to pat down my hair because of my braids despite there being no indication of metal on the machine. I was wearing my hair in a ponytail which I took down and demonstrated that that it was impossible there was anything in my hair, stated that this request has never been made and noted that you could see my scalp because I was wearing braids so it was impossible that there could be anything there. The band holding my ponytail was completely elastic and had no metal. She threatened me and did not allow me to pass through the security machine demonstrating that her assertion that the machine told her to check my hair was incorrect. She repeated that she had to check my hair again and didn't give a reason for doing so and was dismissive of any attempt to show that she was wrong nor did you want to share her name once I said I was reporting her for discriminatory practices.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said in the past 6 months he and his fiancée have flown often and everytime she goes through AIT screening she gets a patdown. Today she was only wearing designer jeans, bra and T-shirt and she still got patted down and was almost in tears. He states last time they flew from Ft. Walton she only had on a sundress and he questioned why she was having a patdown because she wasn't even wearing underclothing. He understands that it may be a random selection at times but not every time. She flies approximately 3 times each month and she is to the point that she doesn't want to fly anymore.

Caller said he spoke with a supervisor today and asked why his fiancée was having to get secondary screening and the supervisor wouldn't answer his question and was very blunt and rude. He works on the military base and they were flying Delta today, flight departed for ATL at 12 Noon.

6/13/2014 1:53:14 PM

Response:

Apologized to caller.

Explained to caller there is some anomaly that must be showing up when she goes through the AIT which is requiring her to have a patdown.

Advised passengers can be selected at random for additional screening, but it wouldn't happen everytime they fly.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Advised he can request to speak with a supervisor anytime he has questions or concerns at the checkpoint, which he did today, but, didn't get the name of the Supv.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Date: June 12, 2014
Time: 6:00 p.m.
Airport: San Jose International Airport
Terminal A

After exercising my right to Opt Out, I requested that (b)(6) change her gloves before touching me, she replied "Shut up. I'm not changing my gloves. Just stand there and keep your mouth shut!" Her refusal to conduct the pat down with clean gloves resulted in my having to undergo another pat down because the first was contaminated. When I observed her contaminating the second pat down (by placing both hands completely on the door handle and door frame) requiring her to change her gloves once more, she became irate.

When I requested to speak to her supervisor, and be provided a complaint form, she issued several threats and warned me against filing a complaint, stating that she would make me miss my flight, and that filing a complaint was useless because complaints do not matter and that there was nothing I could do about it.

6/13/2014
2:07:30
PM

Her manner was extremely agitated, her voice raised and shrill, and her words were abusive.

She then began copying down the information found on my passport onto a yellow note pad and wanted me to provide her with personal information, such as my telephone number (which is not legal). I refused.

Her supervisor was witness to this, and when I noticed she had stopped writing and for a long time was just staring at the paper, I suggested she photocopy my passport, as it would be quicker. She barked back "I'll take as much time as I want and go as slow as I want." At which time I requested a second complaint form.

She left the room, and I asked her supervisor "So, are we done here?" He replied, "Yeah, I guess so." The supervisor gave me a complaint form, and he was quite professional and pleasant during this whole ordeal. I left the security area and boarded my flight as usual.

* Yesterday afternoon I received a call from (b)(6) filling in for (b)(6) and he confirmed that the address on the TSA Customer Comment Card was correct. He did not know why the letter I sent to that address was returned as UNCLAIMED. Whose responsibility is it to pick up & deliver the mail at that TSA address? Obviously, someone was clearly negligent in their duty to make sure all mail sent to the TSA address in St. Paul is also delivered to the TSA Suite C-1137 in a timely manner. Can this part of your process be reviewed and changes made to make sure the TSA Customer Comment Card is delivered in an expedient and customer friendly manner? I resent the original TSA Customer Comment Card today in a small manila envelope. Hopefully, it will be claimed and logged in on the first date it was sent. It has to do with me getting the information to you as soon as I was able – which I tried to do.

* How are the TSA agents checked/reviewed to make sure they are kept honest and perform their duties in a professional manner in the airport TSA checkpoint areas? Can't the security cameras be used to review those situations where the TSA agent is new and there is a question about the pat down procedure and the location of a valuable item?

6/13/2014
2:08:14
PM
* I have a picture of me wearing the platinum/diamond bracelet, which was lost in the TSA checkpoint area, and don't know how to get the picture to my Claims papers which were sent, by USPS, on May 28th, 2014. The papers were sent to: TSA Claims Management Branch, 601 South 12th Street – TSA 9, Arlington VA 20598-6009. Does anyone have an idea of how I may accomplish this?

* Is it necessary to file a police report, at the airport, of a possible theft in order to get the security coverage reviewed from May 8th, 2014, to see where my bracelet was placed after I was told to remove it (inside the checkpoint area, after the scanner)? How long is the video kept? I asked to have it reviewed on May 7th and never received a response except when I called (b)(6) cell phone on May 21st, 2014. He told me the video was only used for terrorist information. Because there are always exceptions when politicians and wealthy individuals are involved, why can't the video be reviewed when I have the place, time & date the situation occurred? Is it an option for me to hire a professional to get this done?

* I can understand the frustration involved with solving a lost item problem. It is easy to see why many individuals just stop trying and accept the fact that the situation will never be resolved. Some TSA employees have been very helpful – they are the ones who give the government controlled agencies a human quality and US tax paying citizens some hope. I'd like to be one of those customers who is satisfied with knowing all efforts were made to recover my lost item or at least be compensated for the replacement value (as noted on the TSA Claims paper). Over all, a very disappointing process for me.

(b)(6)

Going through security screening shouldn't mean that I give up my right to not be grabbed in the belly by one of your people. No warning, smart ass attitude. I was going through the Denver gate a little while ago. Have a gate pass to pick up a minor. Wearing shorts and summer top with no sleeves. No luggage other than wallet and keys. A 50 year old lady that definitely doesn't meet any body's idea of a terrorist. I get that this is a hard job but this smart assed young woman makes your job harder. I will no longer bother to view the rest of you as decent human beings since you can't offer even a modicum of respect. You should not be able to grope someone with no reason, no warning, and an attitude.

6/13/2014
4:06:00
PM

(b)(6)

Hotchkiss, CO 81419

From: (b)(6)
Sent: Friday, June 13, 2014 6:27 PM
To: TSAExternalCompliance
Subject: d-rf

Please see attached,
I have already called your main office and explained the situation ... please call me if you have any further questions
Thanks

6/13/2014 8:15:20 PM (b)(6)
WINSTON-SALEM, NC 27104
(b)(6)

Attachment:
Date: 6-13-2014
Time: 5:50AM
Location: Harrisburg
Airline: Delta

Had TSA Pre-check. Told agent I had pacemaker and had to have patdown. Female employee became upset, told me I had to go through megatron and patdown over there. (b)(6) said I didn't explain myself clearly and they didn't understand the process. I fly every week 75,000 miles YTD. Un-educated, under trained, non carrying employees at this location

Caller mother was flying from FLL today and she is disabled, nonverbal, and in a wheelchair. Caller stated that when she went through the checkpoint they forced a patdown on her. Caller stated that his sister was with her and they did not inform the TSO s that she can stand and walk before the screening begins. Caller stated that they made his mother cry and he is upset. Caller is wanting to be contacted by someone at FLL regarding this incident.

Advised caller:

6/14/2014 12:33:02 PM The screening process for a passenger who uses a wheelchair or scooter is determined by the individual's ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. If they did not inform them that she could walk then they probably thought that she could not get out of the wheelchair. For future references someone needs to make sure that the TSO s know that she can stand and walk before screening begins so they can make sure she is given the option of the AIT or WTMD.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. I will document that you would like to be contacted regarding this incident.

Airport: FLL
Airline: Allegiant
Departing time: Around 10:00 am
Date and time of incident: 06/14/2014 around 09:00 am
Gate or terminal of incident: Allegiant terminal

The caller flew from Mexico to PHX to Vancouver, Canada, and the TSO at PHX indicated that her \$50 bottle of Grey Goose vodka, placed in a STEBS container, was not allowed on the connecting flight. She asked why, and he said it is not going anywhere. Additionally, the supervisor indicated that the information was none of her business and he did not have to explain his actions. She received a patdown, but the alcohol was still not allowed through the checkpoint. She wanted to file a complaint, as well as a claim form.

Flight Information:

Date and Time of Flight: June 12, 2014; 8:05 PM

Departure Airport: PHX

Airline: US Airways

Flight Number: 504

Terminal and Gate Number: A5

Time of Incident: Around 7:00 PM.

Description of TSO: A female TSOs, and two male STSOs.

Advised Caller:

6/14/2014

2:46:48

PM

Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

As of January 31, 2014, passengers arriving in the United States from international travel are no longer required to place duty-free liquids, aerosols, and gels exceeding 3.4 ounces (100 mL) into their checked baggage before boarding a connecting flight, provided the items were purchased in duty-free shops and the retailer placed them in secure, tamper-evident bags (STEBs).

If passengers are connecting to an international flight, their liquids, aerosols, and gels in sealed STEBs may not be allowed as carry-ons at the next international checkpoint.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/14/2014 2:09:28 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jun 13th 2014 around 11:00AM PDT

Coming from: Alaska Airlines 478L

Issue in the Security checkpoint in Terminal 2 (going to gate 23)...

Comments: Abuse of Authority / human civil rights against pregnant woman in LAX.

6/14/2014 3:09:13 PM Yesterday (Jun 13th), my pregnant wife was returning home from Seattle in the flight Alaska Airlines 478L. She arrived to terminal 6 in LAX around 11am and went to the Security checkpoint on Terminal 2, in order to reach gate 23 (for the second and final flight).

She asked a TSA employee (a Black thin woman) to use another kind of screening instead of the new body scanning machine (She's now 6 months pregnant and was afraid to damage our baby with some kind of radiation from those machines). Then, the TSA employee started a patdown screening with an used (not new) gloves in a very rude way. My wife told her she was hurting both, her and the baby, with the way she was pushing her belly. Somehow, that woman "figured out" and said that my wife had explosives (in her belly? or I don't know what the heck they were thinking).

The "supervisor", at least that's what she said, (a white big woman/black hair), the black woman and other 2 women took my wife to a private room and performed an even worst screening without clothes and hurting my wife and our baby. She told them she had medical exams where they could confirm her pregnancy, but they just ignored her.

All that screening took around 30 mins until my wife started screaming that "I'm just carrying a baby! what's wrong with you?". At the end, they just said "Ok, that was mistake from us, please leave".

That night, after getting at home, my wife was really stressed out because of all those events. In addition (and even worst), because our baby, who used to move a lot, was not moving AT ALL. After calling our doctor, We went immediately to the hospital that night to find out what was going with our baby.

Fortunately, our baby started moving again in her belly the next morning (today).

I'm really really upset for the way those employees could almost kill our first baby, killing our illusions and dreams just for "a mistake". How can they be so stupid (sorry for the hard words) and close-minded!?

If the problem was that she had to use the new body scanning machine, they should just let her know about it.

However, you just made us going through a terrible night and almost nightmare.

Dear TSA,

On 5/29/2014, I had the most unpleasant experience that I have had in my 40+ years of airline travel throughout the world, either as an airline pilot or passenger. It was even worse than what I experienced while driving back to the US when crossing the border in 2007.

6/14/2014 3:09:18 PM My experience began at the MCI American Airlines TSA checkpoint for American Flt970, when I had to wait for over thirty minutes for the checking of my documents (I entered the line 1 hour before departure). That was followed by an alarm being set off as I passed through the screener. I was told by the lady attending the screener that my shoes on the belt had set off the alarm and that I had to pass through the screener again. She then said that I was undergoing the occasional spot check. After successfully passing through the screener successfully the second time, I was told that I had to receive a pat-down. After the pat-down, all of my belongings were thoroughly checked by a lady who handled them like they were trash, inspecting every single item in my bags. These strange and unusual procedures took so long that I came within 5 minutes of missing my flight.

I realize that after living 74 1/2 years, mostly in the US, and being Black, that I should expect the aforementioned treatment, but I thought that things were much better now. It appears that I was wrong, especially in Kansas City, where I was born and raised. I also realize that certain security measures must be taken for the protection of the traveling public, but traveling as often as I do, I've seen and experienced things that go far beyond rational thinking, as well as flaws in the system. There appears to be much too much lack of standardization in your employment and training of the TSA personnel. For the sake of the traveling public and security of the US, I hope this will soon change.

Sincerely,

(b)(6)

TWA Captain, retired
and decorated Army Veteran

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/14/2014 1:04:32 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 06/14/2014 12:30 PM Airline & Flight Number : US Airways flight 3389 Checkpoint/Area of Airport : Checkpoint before gate 29 TSA Employee: (If Known) :
Comment : During the screening process, as the passenger in front of me was receiving a patdown, the TSA security employee who was giving the passenger a patdown was concurrently having a casual conversation with a female TSA employee about "helping her move". He looked away from the individual receiving the patdown several times to look at the employee he was chatting with. He was visibly distracted from his task. I was not only dismayed by the lack of professionalism but also felt uneasy that his full attention was directed at ensuring the safety of passengers by conducting a thorough patdown. This distraction not only could have resulted in a breach of security but also makes witnessing passengers lose confidence in the security screening procedures. It is an unsettling feeling to not have full confidence that TSA employees are fully committed to ensuring passenger safety.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is wanting to complain about an incident that just happened at IAD. Caller stated that she was wearing a money belt and went through the AIT and the officer then was doing a patdown and found she was wearing it. Caller stated that the female officer Thomas told her that it had to be sent through xray and removed it. Officer (b)(6) then took it out of the callers sight and was supposed to be screening the item. Caller stated 10 minutes later she asked where it was and no one could find it. When the item was located it was returned to her by another officer and appeared to her that it had never even made it to the xray machine. Caller was told by a supervisor that the TSO did not follow protocol and she is wanting to report it. Caller was concerned due to the amount of money and personal identification items that was in the money belt. Everything was returned and nothing is missing.

Advised caller:
TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Airport: IAD
Airline: United Airline
Flight number: 4244
Departing time: 5:20 pm
Date and time of incident: 2:25
Gate or terminal of incident: United terminal far left lane.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/14/2014 4:53:12 PM Airport : MCI - Kansas City International Date/Time of Travel : 05/29/2014 7:00 AM Airline & Flight Number : southwest 2689 Checkpoint/Area of Airport : southwest gate TSA Employee: (If Known) :
Comment : I was on a flight in KC the lines weren't to long in the security part of the gate. I was about 5 people back in line when the TCA man started yelling at a man that happened to step over the STOP sign the guy just barley stepped over it and didn't even know it, and it went down hill from there. When we finally got to the take your belongings out part of the trip they called for our plane to board, No Problem there were a couple people a head of me we were right at the gate, in the background I could hear someone arguing with a customer NP we hear that a lot we asked if we could step ahead of the couple in front of us who's flight left later Nope, fine we will wait, there are 2 ladies standing to the side one arguing with TCA about a body again NP happens the bad part is they kept on with her, which delayed everyone, not just one but 3 TCA agents were back and fourth with her 2 men and a woman, fine one of they will grow up and shut up, NOPE so I finally get to the x ray machine it peeps, NP they can scan me, nope they say I need a body a search, NP ok scan me with the wand, Nope the man says a pat down, 2 women in front of me waiting 1 they are arguing with still our flight gets called again I am like 5 feet from the gate I step to the side to get my pat down ONLY 1 WOMAN working to do pat downs!!! and the woman they are arguing with is in front of me!! Needless to say I didn't get on the flight. I understand random pat downs but 4 women out of a small amount of people in line I know the lady behind me there was only 1 person in between us, so 4 in a 5 min. time frame?? And then 1 lady to do the pat down? If you are gonna have that many random pat downs don't you think there should be enough help to handle them??? And the staff not be so rude! I know it is a tuff job but this was early in the day I can't think how these people are at the end of the day. Finally I did have a very nice young African American lady give me a pat down she was so NICE I wish I would have got her name to thank her and tell her sorry she has such a bad crew to work with I don't mind the scan, X rays, screaches, I mind the rudeness the crew had and because they had issues with one woman I think everyone behind her suffered. Coming back I was worried about security check point the people at the Ft. Meyers airport were so nice and pleasant.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 6/14/2014 7:22:03 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 06/12/2014 12:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :
Comment : My wife wore a lightweight sundress through screening. No pockets or belt. The machine detected something in her privates. She was pulled aside for a pat down because she was wearing a tampon. This is embarrassing and degrading. I have contacted the news Would you like a response? : True Passenger's Name (b)(6) Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My husband and I visited the Denver, CO airport today to fly to Sacramento. We were with our two small children. At security my family of four was pulled to the side for what I thought was expedited screening since we had little kids. They tested my hands. Then they said I failed the test (sunscreen?). They took me to the side where I had to wait for two females to be available to pat me down. I was taken to a small room and was told I had to put my daughter down on the floor. She was screaming while I was patted down including touching my breasts and in between my legs. I asked if I could pick her up and also if I could put my shoes on and I was told no. The whole time I was treated like a criminal and I most certainly am not. Also, the two female employees were complaining about the screening machine malfunctioning which irritated me even more, if a machine is malfunctioning it should not be used. Then they took my kids bottles out and were testing them. I asked what was being done to them and a male employee was very rude and said I m not even opening them can t you see that? Milk was leaking onto a filthy counter, so they must have been opened. The major issue in all of this: my husband and two kids were not checked at all! No metal detector, no pat down, no hand test. This had to have been an oversight in the commotion of me not passing the hand test? All in all, this was a degrading and emotional experience for me and my family. I would like to know if policies were followed? If you are able to review video, here is the information: about 1:30 pm on 6 14 14. Family of four, all white. Husband is average build with light blue shirt, khaki shorts and Chicago bears hat. I am heavy set with red hair wearing jean shorts and a gold shirt. Two blonde kids, one in a umbrella stroller.

Thank you for your time.

(b)(6)

Caller:

6/15/2014 Caller flew from MIA recently. She had a NOI. Do they wear gloves when they inspect the luggage? She is going to call her congressman about the luggage being inspected out of her view.

10:42:12

AM

Response:

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/15/2014 4:53:31 PM Airport : SJC - San Jose International Date/Time of Travel : 06/12/2014 6:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A

TSA Employee: (If Known) (b)(6) Comment : After exercising my right to Opt Out, I requested that (b)(6) change her gloves before touching me, she replied "Shut up. I'm not changing my gloves. Just stand there and keep your mouth shut!" Her refusal to conduct the pat down with clean gloves resulted in my having to undergo another pat down because the first was contaminated. When I observed her contaminating the second pat down (by placing both hands completely on the door handle and door frame) requiring her to change her gloves once more, she became irate.

When I requested to speak to her supervisor, and be provided a complaint form, she issued several threats and warned me against filing a complaint, stating that she would make me miss my flight, and that filing a complaint was useless because complaints do not matter and that there was nothing I could do about it.

Her manner was extremely agitated, her voice loud, and her words were abusive.

She then began copying down the information found on my passport onto a yellow note pad and wanted me to provide her with personal information, such as my telephone number (which is not legal). I refused.

6/15/2014

6:09:12

PM

Her supervisor was witness to this, and when I noticed she had stopped writing and for a long time was just staring at the paper, I suggested she photocopy my passport, as it would be quicker. She barked back "I'll take as much time as I want and go as slow as I want." At which time I requested a second complaint form.

She left the room, and I asked her supervisor "So, are we done here?" He replied, "Yeah, I guess so." The supervisor gave me a complaint form, and he was quite professional and pleasant during this whole ordeal. I left the security area and boarded my flight as usual.

(b)(6) demonstrates the behavior that validates and reinforces the negative reputation of the TSA, and is not conducive to interacting with the traveling public.

Please take immediate and appropriate action to address this complaint and the conduct of your employee, (b)(6)

=====

NO GENERIC FORM LETTER RESPONSE - I WANT TO KNOW THAT THIS IS BEING TAKEN SERIOUSLY!!!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

6/15/2014

6:09:17

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: (b)(6)

6/15/2014

6:09:20

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Arcata Airport

What was the date and approximate time of the incident?

Hi. My name is (b)(6). I was looking on the TSA website for information about pat-downs but what I read did not answer my question. This is regarding an incident some years ago...approximately, nine. I was at Heathrow Airport and my luggage had gone through the screening they do...no problem. Then I walked through the metal detector and no alarm went off. What surprised me was after this the female attendant patted me down. From what I have read on your website, there was no reason for her to do that.

I realize this was some time ago...but I was just wondering if you knew anything that could help or some explanation.

6/16/2014

8:21:22

AM

I feel now that I should have questioned her as to why she was patting me down. I do have the right to ask?

It was by no means a thorough search but all the same...I guess, my biggest question is was that unusual or not?

Thanks for your time.

(b)(6)

Sent using Hushmail

Dear TSA,

I just went through security at San Jose International Airport and experienced unusual trouble taking my juice boxes through security despite 1) telling the security officer that I have type 1 diabetes 2) removing my "medical bag" from my carryon, and 3) having my hands tested because I was wearing an insulin pump under my clothing.

I was told that in order to take my two Junior Juice Boxes (4.3 ounces each) I would need to have a patdown. However, the TSA website clearly states:

6/16/2014 8:22:07 AM "If [emphasis added] the passenger does not want a liquid, gel, or aerosol X-rayed or opened for additional screening, he or she should inform the officer before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown."

As my juice was x-rayed and my hands tested negative, I do not believe a patdown was merited and forfeited my juice. However, I do not believe the TSA officers handled the situation appropriately, and do not feel that my safety was adequately taken into consideration.

This type of situation needs to be remedied and should not be experienced by anyone with diabetes.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 6/15/2014 7:17:48 PM

6/16/2014 8:23:48 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint Is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Boston Logan Airport on June 15 to Atlanta.

Comments: I had purchased some "Sea Salt" bath scrub in Boston, it had a small amount of oil in it. I didn't put it in my checked bag as on the flight to Boston, I some hair cream explode in my luggage. This scrub was in the original package. After my carry on went through xray, I was pulled to the side and pat down, not told why, and I had on jean capris with a zipper, no metal on me. NO NEED FOR A PAT DOWN. My bag was then opened, searched, rexrayed 3 more times and my salt scrub taken. This scrub had a small amount of oil in it but not 3.5oz!!! Here is a link to what I purchased and what was illegally taken by TSA (b)(6) I paid \$89.00 for this and would either like it returned or a refund.

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 6/16/2014 12:35:26 AM Airport : STL - Lambert St. Louis International Date/Time of Travel : 06/07/2014 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : East Terminal TSA Employee: (If Known) :

Comment : On the morning of Saturday, June 7, 2014, my husband, 1 year old daughter and I were at the St. Louis airport. We were going to be flying to Orange County, CA with a layover in Phoenix. The day before our flight, I downloaded the My TSA app to find information on traveling with a small child. I read about bringing formula and baby food. I even called Southwest to see if they had any additional restrictions. From the information I gathered, my family could bring formula, juice and baby food for our daughter, we just had to tell the security screeners and it could be subject to additional screening. All of the lines were very long that morning and even though we got to the airport in a reasonable amount of time, it still took a while to get checked in and get up to the screening area. I had all of our daughter's things in a separate bag and let the screeners know we had juice and food. It went through the xray and then I was asked if the items belonged to me. I said yes. The bag was given to another agent who said something that I could not understand because he mumbled and did not speak clearly. Once I finally realized he wanted me to stand at a particular spot by a table, he was already angry with me because I stood at the wrong spot. He did not allow my husband or my daughter to be up at the table with me. All he asked was where I was going and I told him Orange County. He then told me that the baby food pouches were in excess of 3 ounces so they were not allowed. I told him I had checked on everything and since it was for our daughter, it should be allowed. He said my options were to open everything to be tested or it could remain closed but I would be subjected to a pat down and everything I had would be searched through. But again, he mumbled when he spoke so I had to keep asking him to repeat himself because it was very difficult to understand him. I told him that if the baby food pouches were opened, they are only good for a couple of hours since they would not be refrigerated. I also told him that we did not have time for him to search all of our stuff since we spent so much time in line and it was now close to time to board the plane. I told him I would not be choosing the option of the search and pat down so I guess he would just have to throw the food and juice away. During this time, he was using the test strips to test my daughter's ibuprofen and water. But he kept stopping and asking me again about the baby food. I was getting increasingly frustrated and began to cry. He again would stop testing things to tell me not to get upset, that every single family is subjected to these types of screenings. I told him I understood. What I had a problem with was he could not even get through screening one item without stopping multiple times to tell me to stop crying. I kept telling him I could not help it, that I was upset because I did not see any other people going through what we were. I told him to just keep testing so we could get on the plane. That is when he raised his voice and told me not to boss him around. I was not bossing him around, I just wanted to go. He then told me he was going to open all of my baby food. I explained it would spoil and then my daughter would not be able to eat it since we had nearly 7 hours of travel ahead of us. At that point, a female agent came over to talk to us. She asked where we were going and I told her. She talked to the guy for a minute then came back to me. The guy wanted me to open a small bottle of infant cold medicine. I removed the plastic wrapping from the bottle, removed the lid, but could not break through the foil seal. The female agent could not either. But the male agent still held a test strip over the bottle, which makes no sense to me. By this point, my husband was angry. He came over and told them to just keep it all and let me go so we could get on the plane. The male agent told my husband he needed to make sure I wasn't trying to bring the juice for us to drink. Finally, the female agent said I could take everything with me without it being opened. I asked her how since I had already told the male agent I was not going to allow him to pat me down. She said since we had such a long day of travel, the food was not in excess so we could take it. She told me that the problem was the male agent thought I was bringing an excessive amount of baby food. I guess he isn't familiar with where Orange County, CA is or didn't hear when I said we had 7 hours of travel. I thanked her and apologized for getting frustrated with the other agent and explained to her that he mumbled so I could not always understand him and he never told me we were being screened because he thought we were bringing an excessive amount of food. As I was putting everything back in the bag, she patted me down. I stood there in front of everyone, feeling completely humiliated. I feel like I had been harassed. I was exhausted, mad and upset. When we finally got to our gate, they were calling for final boarding and my family was the only people not yet on the flight. The entire plane was waiting on us.

I understand the agent was doing his job. But I feel he acted unprofessionally. He should have explained himself, he should have spoken more clearly. I felt I did everything I could to prepare by checking the app to see what we could bring. It did not say anything about being patted down. I am mad about being patted down even though I stated multiple times I was not choosing that option. I feel the TSA app needs more info on it. Once we got to our destination, I went to the full website and did find information that discusses if items cannot go through the xray then they will be opened or the passenger will be patted down. But our items went through the xray. If there was a problem with it, it should have been explained to me. Who determines what is a reasonable amount of food to bring for a child? Our food pouches were 3.8oz each. This is smaller than a normal size jar of baby food. My daughter usually eats 2 pouches each time she eats. We brought 8 pouches just to make sure we had enough. The amount of food my child eats will be different than what another child eats. So who decides? If the information had been more clear, if the agent had explained himself, if I didn't feel violated from being patted down, I would not have been so upset that day. If I had seen other families going through the same thing, I wouldn't have been so mad. When we flew home on June 12 and went through security in Orange County, we did not experience any problems at all. The food went through. Caller's son has Down Syndrome. He had a very bad experience at MEM. She has called previously and has filed a disability complaint. She had first asked them to look at the tape to see if she is being an overreactive mother. Mr. Joseph Devastey, CSM at MEM, contacted her via a letter. He told her there was no video, but if she could give him the names or badge numbers of the TSOs involved, he could help her. Otherwise, his hands are tied.

She did not get their names or badge numbers. There is only one terminal for Delta open. She thinks things are lax in Memphis. She believes now there is a major cover up. They separated her from her son. She took a picture of her son after they searched him. The TSO brought in 3 TSOs to question them, search their luggage, and gave her a patdown. It was a major overkill just because his ID was expired and they did not help her pack. The adapter to her mouse fell out and the TSO grabbed it, put it in her face and said, What is this? She told her it was the mouse adapter. They separated her from her son. She took a picture of her son after they searched him. She could not send the picture with forms but she did email the picture.

Caller stated that Mr. Devastey told her not to file a complaint because he was the head of TSA and he would handle this. He told her not to do anything else, but now he is saying there is no tape. Caller stated that, at this point, it is not a disability thing. She believes now there is a major cover up. She said if they had been terrorists, they would still have the video tape.

Caller said her son was flying because he was receiving the ESPN Fan Award.

I apologized for her experience. I told her I would send this to the PASS Ombudsman. I thanked her for calling us and told her it was good that she filled out the complaint and sent it in since she believed this was an issue. I told her that if the PASS Ombudsman needs to get in contact with her, they will do so via her phone or email. Caller asked who is in charge of TSA. I told her it is John Pistole. She asked which department. I told her DHS.

6/16/2014
8:24:10
AM

6/16/2014
9:47:34
AM

Sirs,

Please find attached, a copy of an email from my wife (b)(6) who flew out of Terminal 2 at MSP this morning. Her experience would have happened about 4:30AM today Monday June 16.

(b)(6)

Wow, they went through all my stuff, wiped everything and told me I couldn't carry the juice because it was more than 3 ounces. They literally went through everything, patted me down three times and finally after 20 minutes I made it. You can tell many of them hate their job because they did nothing but complain.

Thank you so much for bringing me down. For me you are my GREATEST gift. I love you so much. Please pray that all goes well on whatever I am asked to do.

(b)(6)

6/16/2014 10:07:42 AM Now (b)(6) is a 61 year old female, who is a diabetic, and has been reliant on insulin for almost 50 years. She has become very insulin sensitive over time from the disease. She wears an insulin pump and a constant glucose monitor. Her best method of falling blood glucose recovery is juice. She is instructed by her physician to carry juice on her person at all times to help with falling blood glucose sugars. The fact that the TSA employee removed the sugars from her person put her in a dangerous physical health position. I hope she is able to find replacement before she needs emergency medical attention.

I'm not sure why the serious "pat-down" (3 times) She is a native born woman of 61 years. She should not appear to be a physical threat, and the fact that she had multiple juice boxes should not make her a terroristic threat either. Her final comment about the employees on shift probably explains the situation. The employees were constantly complaining. They weren't glad to be working at that time. Maybe the TSA should take a look at, and evaluate their employees the way they would expect to be treated at say a restaurant, or where they get their hair cut. If you went to these places and experienced employees who were only complaining and not caring for the customer, would you return again?...probably not, but flying customers have no choice, but to put up with the attitudes of TSA employed people who don't care.

I'm just sharing this story to show how no compassion was shown to a person who could be classified as handicapped, but puts forth a serious effort to be completely independent and not let the disease of diabetes not dictate her life.

NOT A GOOD EXPERIENCE

(b)(6)

From: (b)(6)
Sent: Monday, June 16, 2014 10:54 AM
To: TSAExternalCompliance
Subject: d-rfi

(b)(6)

WINSTON-SALEM, NC 27104

(b)(6)

6/16/2014
12:28:34
PM

(b)(6)

Winston-Salem NC 27104

HYPERLINK (b)(6)

What happened:

Date 6/13/14 Time 5:30 a.m. Airport: Harrisburg, PA Time of Travel 6:00a.m. Airline and Flight # Delta 2480

On this date I checked thru the Delta counter and was given TSA Pre-Approval. Proceeded to the secure check point and explained that I was unable to pass thru the magnet field detector because of my Defibrillator Pace Maker. Showed the agent my medical card explaining the situation. At this time I was instructed to take off my shoes, wallet, watch, glasses, keys, glasses and belt. (Although I was TSA Approved) They then explained that I needed a pat down and was instructed to another person to do this procedure. Unknowning I was walking thru a magnetic field machine to get to the pat down person. I was shocked I was instructed they sent me thru this machine being as I explained my situation twice. Both agent seemed as they didn't

6/16/2014
2:20:32
PM

(b)(6)

I travel a lot and have the TSA pre-check clearance, I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a terrorist, this is crazy. I set off a metal detector and am checked/groped for explosive.

6/16/2014 2:20:32 PM I travel a lot and have the TSA pre-check clearance. I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a terrorist. this is crazy. I set off a metal detector and am checked/groped for explosive.

6/16/2014 2:20:32 PM (b)(6)
I travel a lot and have the TSA pre-check clearance. I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a terrorist. this is crazy. I set off a metal detector and am checked/groped for explosive.

(b)(6)
Dear TSA, I am part of the Trusted Traveler program via NEXUS (b)(6) and have registered for the TSA Pre Program, but am now being denied access to TSA Pre every time I come through security. I have gone online to see if I need to update my profile and everything looks to be in order. The only potential issue I can determine is that I have both my hips replaced, which sets off the metal detector in the TSE Pre line every time I go through, which then requires me to be pat down.

I'd like to enjoy the benefits of TSE Pre and also understand the challenges associated with the metal detectors being set off by my hip replacements. How can I regain access to TSE Pre as the line is much shorter at Sea Tac Airport where I travel?

6/16/2014 2:21:11 PM All the best.

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/16/2014 2:06:03 PM Airport : EWR - Newark International Date/Time of Travel : 05/31/2014 Airline & Flight Number : US Airways Checkpoint/Area of Airport : Aruba airport, flying to EWR TSA Employee: (If Known) :

6/16/2014 4:07:08 PM Comment : I was selected for random screening when flying back from Aruba to Newark. A TSA agent took all of my belongings including my shoes and started walking. I asked her where we were going, and she didn't reply. I asked again and she said, "Very close to heaven." My husband was not with me during the pat-down and I was not made aware that he had the option of being in the screening area with me, which would have made me feel more comfortable. Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Call:

The caller was in a wheelchair with a knee injury. The caller stated that she could get up and go through the AIT or Metal Detector if needed. The female TSO stated that was not necessary and to stay seated they could take care of it there. Then the TSO started a seated patdown without informing the caller of what she was doing. The caller was alarmed and asked the TSO to stop. The TSO said no, she must continue. The caller stated that she was alarmed and crying. The TSO touched sensitive areas on the caller's body. The TSO did not explain what she was doing. This was a confusing and bad experience for the caller.

Airport: Salt Lake City

Airline: Delta

6/16/2014 Flight Number: 147

4:41:54 Date and Time of Incident: 6/4/14, 12:30 p.m

PM Specific Location of Incident: TSA Checkpoint leading to B3

Contact Information (Phone #, EMAIL): (b)(6)

Advise:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

I asked the caller if she would like information sent to her about screening, but the caller refused.

Calling in because she had a big problem with TSA at the Asheville airport. The caller stated that she were taking 2 cats back with her from Asheville to AZ. The caller stated she had them in the Delta recommended pet carries. The caller is a member of paws patrol. The caller stated that TSA wanted her to take the 2 cats out in an open area. The caller stated if she would have done this, the cats would have escaped. The caller states that cats are territorial animals and are scared easily when in strange placed. The caller states that because she was in a new area, with new smells and new sounds the cats were very scared. The caller stated she told the TSOs she would need a closed room in order to take the cats out of the carrier. The caller states the TSA took her to an area that was not fit to take the spooked cats out of the carrier. The caller stated there were places where the cats could escape. The caller states she does not understand why animals, especially cats, have to be screened this way. The caller stated that the cats were so scared she almost could not get them out of the carrier. The caller states the cats were very stressed out by the screening procedure and she had to take them to the vet once she arrived home. The caller wants to suggest better ways for screening of animals, as well as file a complaint to let TSA know how bad the screening procedure was for her. The caller stated the incident occurred on Tuesday around 6am, she was flying Delta.

Advised caller Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD). If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening. Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

6/16/2014
7:59:03
PM

Advised caller because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller to make suggestions she can to to our website at tsa.gov and select the stakeholders tab then click business opportunities.

The caller wants to know if she will be contacted back by the CSM. The caller states she would like to be contacted back. The callers email is (b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 81435

6/17/2014
10:19:04
AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

LaGuardia Airport

Caller flew from ATL to Chicago and was told that his name was on a watch list. He was taken to a private screening area for a patdown. He wants to know what the reason was for this. A month ago he got married in another country. He came back to the US and this time when he flew to Chicago he got additional screening. This has never happened before. The officer scanned the barcode and there was a red light. The officer said that he was on the list. They turned the computer around and showed him his name on the computer screen.

6/17/2014

11:17:26 AM

Advised caller:
I explained to the passenger that this doesn't indicate that he is on a watch list. No one can confirm or deny whether someone is on a watch list. The individuals at the airport don't have a way of knowing if he is or is not on a watch list. When the officers scan the barcode they are checking for Precheck, which is expedited screening that allows you to keep your shoes on. If you get a green light, you go through a different line and leave your shoes on. If you get the red light you weren't selected for Precheck. At that point you go through regular screening. There could have been an alarm with a machine or he may have been randomly selected for additional screening. We do that from time to time. We select random passengers to perform additional screening on. If this becomes an ongoing issue he can call us back, but this one time he was probably just randomly selected for additional screening.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/17/2014 12:07:34 PM Airport : LAS - McCarran International Date/Time of Travel : 06/17/2014 Airline & Flight Number : SW4192 Checkpoint/Area of Airport : C

Annex TSA Employee: (If Known) :

Comment : I am a TSA pre check customer and have a known traveler number. Prior to checking my ID an agent ran a solution across my palms and apparently there was a reaction. I had to wait 10 minutes for an agent to get me and take me through the normal check in. No alarms were indicated but I was passed off to a very rude agent with an authoritative attitude. After looking through every item in my carry on and purse she did a pat down. Nothing was found and instead of apologizing for the inconvenience she abruptly told me I could go. I then went to ask for a supervisor that said maybe it was hand lotion that set the machine off! Really! I understand the need to be safe but I have been checked by the FBI to get my known traveler number. I think you have a faulty machine and if hand lotion sets it off then that is a problem. I think your agents should apologize to persons that they find to have been unnecessarily searched instead of treating them like criminals especially since I have a known traveler number. I should have taken my husband's advice and demanded they run my hands through the machine in question after I had been searched to make a point. It would have been more expeditious for me to go through the normal check in as no alarms were generated during that process. A second check would have shown your machine to be defective and could perhaps caused this unnecessary additional work for all involved could be avoided. Should this happen again in the future I will be sure to get all agents identification. When you are trying to catch a plane you just want to get to your gate in a timely manner and I had already spent too much time in security.

6/17/2014

2:07:55 PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/17/2014 5:49:44 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/05/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C

TSA Employee: (If Known) :

Comment : I made an earlier complain TSA-EID (b)(6) about the bad experience with TSA, but the complain was apparently not classified properly. I did not ask for a clarification of TSA's policy for adult traveling with children as replied by (b)(6)

(b)(6) To be absolutely clear, the complain was about:

1. The arbitrary decision by TSA officer with regarding to directing traveler with kids through various gates. I did not expect TSA officer to direct me to one gate, and within seconds, asking me to go to another gate without explanation and for no apparent reason.
2. The intentional humiliation by TSA officer when I opted out of going through the body scanner.
3. The unsafe environment TSA officer created at the security gate for traveling with kids.

6/17/2014

6:15:03 PM

Here were the facts:

1. I was travelling with kids. Kids were old enough to run quickly, but not too old that I still had to carry a stroller for them.
2. TSA officer directed family to go through the metal detector. Kids quickly got through. When I was about to go through, TSA officer noticed my shoes and asked me to remove them. After I removed the shoes and tried to walk through the metal detector, the TSA officer stopped and asked me to get in line for the body scanner. It was unexpected to me, and when I hesitated, he loudly proclaimed that it was not my right to pick gates (even the gate he asked me to go through seconds ago), and I had to do what he asked.
3. I opted out of the body scanner. It was (a) a protest to his arbitrary decision, (b) the body scanner was 5-6 people long and I'd be out of sight of the kids. There was no people to do the pat down search, and I had to wait (I could see the kids from the gate, but was only within a shouting distance to them). TSA officer made no attempt to keep the family together — kids ran around as they always did, and the TSA officer did nothing to keep the kids within my proximity.
4. Amid the confusion caused by TSA officer's change of mind and my waiting for the pat down search, TSA officer explained to other traveler it was my choice to choose the "turtle lane". It was none of other people's business what my choice was, and my choice should not be derided by TSA either.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

First and Middle Name:□
* Last Name:□
* Main Phone:□
Work Phone:□
Cell Phone:□
* PO Box or Street address:□
* City:□
* State:□
* Zip:□
* Email:

6/17/2014
8:08:32
PM

I was traveling with my infant daughter on Friday June 6th at approximately 6am on Southwest Airlines from San Diego to Chicago, IL. I went to the main security checkin area for flights from Gates 3-10 in Terminal 1 at San Diego Lindberg Field. I was wearing a baby carrier with my 7 month old daughter in it on the front of me. I've traveled an average of twice a month through this same security area and am familiar with the TSA security policies. I did not object to going through the normal xray scan. I declared that I was carrying multiple prepackaged baby formula items at the checkpoint for my clearly visible daughter. Several other female passengers had small children and babies in the security lines as well. The primary agent at the security scanner asked if I was travelling alone and I replied that it was just me and my daughter. After passing through the scan without incident, I was directed to the secondary screening area.

When I arrived at the area, I asked the Supervising Agent (b)(6) why I was being searched again. He stated that I had more than 3 oz of liquid that I was trying to bring through security and that it was policy to have additional screening. I informed the Agent that the TSA Website allows for baby formula over 3 oz and since I was clearly carrying a baby, I did not understand the additional search. I also informed him that I declared this to the agent at the first gate agent. He told me that it is policy that he must search me again and that I had the right to refuse the search. I asked him why I was being searched and not the other people with children. He declined to respond and I allowed him to continue his pat down. I was clearly being singled out because I was a single male with a child. No other female passengers with children were directed to secondary screening for the 30 minutes that I was either in line or at either security screening areas. The agent asked me again if I was travelling alone. I replied again that it was just me and my daughter. During the search, the Agent requested that I lift up my child so that the agent could pat me down. I became understandably angry and frustrated and again asked why I was being searched. He responded that it is Policy. When I asked "who's policy, the TSA?" and he said his boss Supervisor (b)(6) I immediately requested to speak with (b)(6). The Agent radioed for (b)(6) but I was told he was not available. (b)(6) whom I was told was a security manager then showed up. I asked why there is clearly information on the TSA website that says that you may bring over 3oz of baby formula when the agents were going to give me a hard time about it. I asked if it was because I was a single male flying alone with a child. (b)(6) declined to answer and recommended that I call (b)(6) in communications. I asked again to speak to (b)(6) and was told he was busy.

Hello,

I am writing regarding an incident that occurred at the Pittsburgh International Airport around 5:40 pm on 6/17/14 with a TSA official named (b)(6) (possibly (b)(6))

To preface, I keep uncut hair and wear a turban daily as a member of the Sikh faith. I fly at least monthly and always pat down my own headdress and have the TSA member wipe my hands with the swab to check for explosives. I was wearing a bandana instead today for comfort. After passing through the whole-body xray machine (no alarm or problem areas detected) (b)(6) said that he had to pat down my headdress. I told him explicitly that I preferred to pat it down myself and that I do this every time I travel. He responded curtly, saying only that he had to pat it down himself. I once more told him that I know the rules allow me to pat it down myself and I would like to do so. He asked me if I wanted to take it off completely and put it on the conveyor belt, and when I refused that he again said he "had" to pat it down. Instead of fussing at that moment, I let him pat it. As he was putting his swab in the machine I again said respectfully that every time I fly I am allowed to pat it down myself. He said to me "you're going to learn something" and proceeded to explain that from his side, he needed to go through a three step process where he offers to have the headdress taken off and put on the xray belt, then if I refuse he offers to pat it down, and then if I refuse he would let me pat it down. He did not acknowledge that me stating multiple times that I preferred to pat it down myself was satisfactory for him to move on to his third step. When I asked that future passengers be allowed to pat down their own headdress when they ask for it, he rudely said to me that he wouldn't change a thing about his words and actions and that he "knows his job".

6/18/2014
8:30:43
AM

I believe that (b)(6) needs to understand that when a passenger asks to pat down his own headdress, that needs to be respected at that moment. Even though I asked to pat it down myself multiple times, he only said he "had" to pat it down and did not say or imply that I could be allowed to pat it down myself. This is not ok. Sikhs regard their hair as sacred and having someone else pat it down is actually humiliating to a Sikh. If the rules are such that we can ask for a self-pat down, (b)(6) needs to grant this when requested.

I am asking that (b)(6) be educated that a passengers request needs to be respected. I would like him to acknowledge that he will not act this way towards future passengers. I happen to be a well educated person and know the rules very well and was still a victim in this case. I do not want others who might not know the rules as well to go through the same thing I did.

I look forward to your reply as to how this will be handled.

Thank you,

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, June 18, 2014 8:41 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/18/2014 8:40:45 PM

6/18/2014
9:02:52
PM

Attachment
1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)
Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Home Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 6/18/2014 10:07:53 PM Airport : OAK - Oakland International Date/Time of Travel : 06/18/2014 7:30 PM Airline & Flight Number : Southwest 2162 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/19/2014
8:30:17
AM
Comment : There needs to be more explanation on what TSA Pre is. Due to a metal implant I always set off the alarm. According to you web site I should have been directed through the scanner. I was not, rather, I was subjected to a full pat down, rather than being wanded. The agent has such poor English skills I could hardly understand her, let alone communicate with her. When she was done she did not bother to release me, but left me sitting there wondering what was next. A simple, "Thank you, you may go." would have been welcome. In the future I will refuse your TSA Pre, it is no favor to me. Your agent wasted at least 10 min. on someone who has never been, is not now, and never will be a threat. What a terrible inefficiency.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 6/19/2014 11:15:11 AM Airport : LAX - Los Angeles International Date/Time of Travel : 06/18/2014 10:30 PM Airline & Flight Number : UA 552

Checkpoint/Area of Airport : United terminal security check TSA Employee: (If Known) (b)(6)

Comment : My wife has a medical condition where she must follow a strict diet that requires her to have food, milk and water with her at all times. In addition, she is prescribed by her doctor various herbal and vitamin supplements, some of which need to be refrigerated at all times. As per TSA instructions that we have received previously, we brought a doctor's note outlining this issue. The cooler was scanned and then each item was inspected by a TSA agent. We asked that the milk not be put into the additional scanner as we do not want the milk impacted because that process can kill the bacteria in the milk that is needed for her health. In past flights through LAX, this request has always been accepted. After much discussion and after putting the cooler through the xray scanner a second time, the TSA agent told us that they would not have to do the additional scanning on the milk if my wife agreed to a pat down search. My wife agreed but before they started the pat down, another TSA agent (b)(6), came over and inserted himself into the discussion. At first, he said he was there to help, but then quickly started demanding that that the milk go through the extra scanning in addition to my wife having the pat down. When we tried to explain everything, including that past experiences were not like this and re-showed the doctor's note, he said that everyone has a doctor's note and it doesn't mean anything and he also said the doctor's note had to explicitly say that the milk could not go through additional scanning and since it didn't, the only way to allow the milk to pass was to do the scan. When we stated there had to be an alternative, he became very aggressive and began threatening us. He said he would throw away the contents of the cooler, he said he would force us outside so that we could not fly, he began to take the cooler and leave the area. It was very clear that it was his way or the highway and he did not care that my wife has a clear medical condition and that we had done everything similar to past trips through LAX. (b)(6) was extremely aggressive, rude and came across as if he wanted to flex his power over us. He put my wife in tears and her physical ailments increased from the experience. I have never had such a horrible experience at any airport. I have never sent a complaint to TSA previously for any of my travel. This is how awful this experience was. Afterwards, we talked with another supervisor, (b)(6) and she said she would have the manager, (b)(6) (sp?) call me but as of the following morning, this has not yet occurred. To us, (b)(6) behavior was completely out of line and inconsistent with every other TSA experience we have had. It is unclear why someone with a medical condition as my wife has, has to go through this type of stressful experience where she spent nearly an hour being interrogated and aggressively talked to over milk and supplements. At this point, my wife is scared to travel and it has been a horrible start to our anniversary celebration. I would like to understand why (b)(6) contradicted his fellow TSA agents by stating the extra scanning of the milk had to occur in addition to the pat down rather than instead of. I would like to understand whether TSA feels his behavior is appropriate or not and what action you will take to ensure that he does not treat other passengers this way. Also, please tell me what steps we need to follow to avoid this type of experience in the future as it was completely unexpected given past experiences at LAX. Thank you for your time.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

At TPA yesterday her family opts out of the AIT and they go through the patdown. She had 5 3-1-1 in one of their bags since they were all travelling together. The officer told her she had more liquids in her bag than what is allowed. She explained to the officer that there was 5 of them travelling together through and there is only 5 bags. The officer then told her there was other liquids in her bag than what was just in the 3-1-1 bags. The officer then searched the luggage after a little argument. The officer then handed her 2 larger bags and told her to place all of her liquids in those bags for future travel and that would prevent any issues. (b)(6) was travelling with another family that went through the AIT machine and she was told they overheard the officers stating they were going to hold her up since they all opted out of the AIT and she was wanting to know what she should do under these circumstances. She was going through C Gate around 12:30 on 6/18/2014. The officer was a middle age woman, hair in a bun, at least 50.

Response:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Greetings!

I'm a little confused. I had one carry on bag and one checked bag on my recent trip home from Nassau, The Bahamas. (June 17, Jet Blue 622 to JFK) I was selected for a pat-down and hand check of my carry on bag to which I have absolutely no objection. Truly: not a problem!

The confusion is: Why were the tubes of sunscreen and my Oil of Olay face moisturizer removed from my checked luggage? I realize this is for the safety of we who travel the friendly skies, but why remove things from checked bags? My traveling companion had Pepto Bismol taken from his bag. This may seem a silly point, but given the cost of sunscreen (\$9 - \$13 each x 3) and face moisturizer (\$19), this has turned into an expensive replacement issue. I live on Long Island and was counting on using that sunscreen at Jones Beach, in Wantagh, where I live.

I'm a proud American who has lost a nephew in Iraq, who is the daughter of a flight engineer and sister of a Northwest Airlines pilot.. I understand the outrageous and less outrageous rules of flying. But why me? Thank you for listening to my rant.

Sincerely,

(b)(6)

Wantagh, NY

Caller said he had a complaint. He said he was at Orlando International last Tues at 4:00 p.m. He said he was traveling with his 97 year old mother. He said they went through the handicapped line since she had a walker. He said he put his stuff in the pan and one of his cases was going through the xray and then it stopped. He said the machine kept starting and stopping. He said it was backed up. His said his mom was forced to stand there. He was told she can go through the security and they told her they would assist her. He said they did not assist her. He said she had been standing quite awhile. He said they said they had to pat her down. He said his complaint is how they handled it. He said the lady patted his mom down twice. He said he went to the Supervisor and complained about the patdown and the Supervisor immediately called the Airport police. Caller said he was not being belligerent about it but the Supervisor immediacy called the police. Caller said what they were saying is that he cannot complain to the Supervisor. ALSO: He said some of the TSA employees were just standing around. He said he did not know if they were waiting for someone to come to fix the machine or they were taking a break. He said they completely closed down the line. ALSO THEN: Caller said he did not want to file a complaint. He said he appreciates the job TSA does.

6/19/2014
4:38:37
PM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.
Date and Time of Flight: June 17th, 2014 At checkpoint around 4:00 p.m. Flight scheduled at 5:50 p.m.
Gate or Terminal: Gate 102- 179 He said he thinks it was Gate A or Terminal A
Airline: Southwest
Flight Number: 1579
Airport: Orlando International to Chicago Midway

Caller has flown a lot. He is disabled. Today he had a negative experience. He was at the checkpoint and in a wheelchair to accompany his fiancée who is also disabled and in a wheelchair. He was going to get a patdown and he had to wait 10 minutes for a TSO. His fiancée went through and was waiting. She had to remind the TSO if he was going to patdown her fiancée. Once they went to him, the TSO patted his groin area with the front of his hand. His attitude was nasty. He Twos want trouble so he didnt say anything. He states the TSOs name is (b)(6) He was a lead. He doesnt think his attitude was necessary. He asked for the TSA Cares number.

Airport: Charlotte Douglas
Airline: United, he had a Gate Pass, his fiancée flew
Flight Number: Original flight number was UA3793W. He doesnt know the number it was changed to but the experience happened on the way to the original flight. The second time they went through screening it was pleasant.
Departure Time: The flight was at 9:11 so they went though the checkpoint at about 730-8:00 am
Specific Location (Terminal-Gate): United Checkpoint

6/19/2014
9:21:19
PM

Individuals Contact Information (phone number-email): (b)(6) TSO, another guy that called it in and a female that called it in a few times
Persons involved (if calling on behalf of someone): him, his fiancée and the TSO

).The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The number he provided and email are good forms of contact in case he needs to be contacted.

Hello. I am not flying again until I can be assured of a body scanner available.
Why can you not do a TSA precheck that includes the fact that I have metal in my knees? If I can have a background check for everything else, why not this? It seems very simple to ask the surgeon for information about me.
The pat down is not acceptable. And having them check their gloves is just disgusting. That was the last straw.
Why could they not look at my scars and wand my knees?

6/19/2014
10:01:21
PM

I am 63 years old and have never done ANYTHING wrong and will NOT be treated like a criminal because I had painful knees.
What are you going to do about this?
I have contacted both my senators about this. Something has to be done.

(b)(6)

Hello. I wrote an e-mail earlier today about why the TSA could not get all the information about me INCLUDING that I have metal in my knees, and I received this ridiculous e-mail about how pre-check works.
My question is: WHEN is the TSA going to do something about the fact that thousands of people have metal from replacements, repairs, etc. and they should NOT be treated as criminals because they do.
I will not go through any checkpoint ever again for a pat-down just because I have knee replacements. It is not an option.
If it means another mode of transportation, so be it, but I will NOT be subjected to ANYONE checking to see if I, a 63 year old school librarian who has never done ANYTHING wrong, have explosives in my waistband. This is so intrusive that it will NEVER happen again.
SO WHEN are you going to figure out that people like me should not be treated like this?
IF you can do nothing but send me some crap about the rules, don't bother.
I will know that no one at the TSA has the where-with-all to figure something out about this problem.

6/20/2014
8:36:38
AM

Thank you

(b)(6)

On June 19 I flew out of LaGuardia airport. I regularly fly out of LaGuardia. I had a few incidents with the officers but nothing too major until yesterday. I accidentally left two jars of jelly in my bag. The agent says to me I have to receive a pat down. What?! I have never in my life had to receive a pat down because I left something in my bag. They usually test it then ask if I want to throw it away or check my bag. I asked numerous times why am I getting a pat down. The agent said the jelly didn't clear. The agent never tested the jelly!
6/20/2014 8:37:28 AM How would they know if the jelly didn't clear. The agent said they could not test it through a machine. Why not use the paper thing on my hands to test the jelly? After they pat me down they used the paper thing on my hands. I received a pat down for what? Im thoroughly disgusted at the procedure. Two steps forward (pre check) 10 million steps backwards (pat down for an item they cannot test but can test their hands after going through that cancerous machine).

Disability Description: Caller is a dialysis patient and just went through screening today at AUS and stated she felt very discriminated against.

Information Request: She carries IV bags with her when she travels and stated it is bad enough to be on dialysis and then to be treated in that manner.

Is she required to go through this treatment every time she travels?

Response Details: Apologized to caller and advised of Standard Operating Procedures when traveling with medically necessary liquids:

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.

6/20/2014 9:01:45 AM For your complaint to be considered complete according to Department of Homeland Security Regulations.

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf.

Explained to caller she can contact the TCC 72 hrs. prior to a flight with information which will be provided to the respective departure airports for assistance request.
The TCC provides information to respective locations, but, cannot guarantee someone will be available to assist upon arrival at the airport, if not, can always request to speak with a Supv. or PSS when at the checkpoint.

Provided information to caller via email.

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 6/20/2014 9:53:41 AM Airport : LAX - Los Angeles International Date/Time of Travel : 06/20/2014 6:00 AM Airline & Flight Number : SW 4608 Checkpoint/Area of Airport : Southwest Gate TSA Employee: (If Known) : Unknown Comment : I am a business traveler, most weeks I fly twice a week. I am quite familiar with the rules TSA has. I was asked to take off my hat by a TSA agent. I asked the agent if that was a new rule since I traveled on Monday with a hat with no requests to remove it and I frequently travel with a hat on and have never been asked to remove it. I told the agent I didn't have an issue removing my hat I just wanted to be updated if the rules had changed. He responded that if I didn't stop asking him questions I was going to get patted down. I feel threatened and disrespected by this agent. They are supposed to be protecting us not threatening us. If we have a question we should be able to ask without fear that they are going to threaten us with a "pat down", to me that implies bad intentions and makes me severely uncomfortable.
6/20/2014 10:13:35 AM Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Tempe AZ 85281
Zipcode:

6/20/2014

2:23:18

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Minneapolis-St. Paul International Airport

Dear TSA,

I went through the security check in Terminal C of Mitchell Airport (MKE) in Milwaukee, WI today (June 20, 2014) and experienced a highly invasive and inappropriate pat down from TSA employee (b)(6). Before the pat down began, she repeatedly told me that the scanner was not an x-ray machine. I had never mentioned an x-ray machine. I simply told another employee that I did not want to go through the scanner. When I told (b)(6) that I understood that the scanner did not use x-rays, she asked again if I wanted to go through it. I was surprised and of course I said no, I did not.

(b)(6) then proceeded to grope and squeeze every part of my body. She did ask me the standard questions and explained the procedure before she began. However, she went over each area of my body multiple times, using excessive prodding and squeezing. Usually the TSA employees keep their hands flat during the pat down, but (b)(6) used her fingertips and groped all of my body. In particular, she squeezed my breasts and inner thighs, and went back over these areas multiple times. She also groped my buttocks excessively. I have had many TSA pat down screenings in the past and have never experienced anything like this. She rubbed her hands up and down my stomach and legs for much longer than was necessary and even squeezed and rubbed the parts of my body that were visible (forearms, lower legs, and feet). She also stood behind me and rubbed my rib cage for several seconds, while using her fingertips to reach in between my individual ribs. She frequently kept her hands around me while she asked me the same question again and again (asking if I had anything in my pockets). The whole pat down took much longer than the procedure generally takes. I feel like I was just assaulted.

6/20/2014

6:06:39

PM

At the very least (b)(6) should not perform pat down checks on passengers without another TSA employee watching. Please bring this incident to the attention of her supervisor.

Please contact me for any additional information that might be helpful.

(b)(6)

Dear TSA,

I went through the security check in Terminal C of Mitchell Airport (MKE) in Milwaukee, WI today (June 20, 2014) and experienced a highly invasive and inappropriate pat down from TSA employee (b)(6). Before the pat down began, she repeatedly told me that the scanner was not an x-ray machine. I had never mentioned an x-ray machine. I simply told another employee that I did not want to go through the scanner. When I told (b)(6) that I understood that the scanner did not use x-rays, she asked again if I wanted to go through it. I was surprised and of course I said no, I did not.

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At the very least (b)(6) should not perform pat down checks on passengers without another TSA employee watching. Please bring this incident to the attention of her supervisor.

Please contact me for any additional information that might be helpful.

(b)(6)

Dear TSA,

I went through the security check in Terminal C of Mitchell Airport (MKE) in Milwaukee, WI today (June 20, 2014) and experienced a highly invasive and inappropriate pat down from TSA employee (b)(6). Before the pat down began, she repeatedly told me that the scanner was not an x-ray machine. I had never mentioned an x-ray machine. I simply told another employee that I did not want to go through the scanner. When I told (b)(6) that I understood that the scanner did not use x-rays, she asked again if I wanted to go through it. I was surprised and of course I said no, I did not.

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At the very least (b)(6) should not perform pat down checks on passengers without another TSA employee watching. Please bring this incident to the attention of her supervisor.

Please contact me for any additional information that might be helpful.

(b)(6)

I generally do not complain about anything but I feel very compelled to tell you my story with the hope that maybe it will shed light on a problem that may be more common than you think.

I had a flight out of TPA on Monday of last week on an Airtran flight to ATL.

I was at TPA during a moderately busy time. After about 15 minutes in line, I put my rings, wallet, belt and so forth in a bin. I also had a laptop in a case I put in front of my bin to go through your eray machine.

When the officer waved me into the scanner machine, something made the buzzer go off. He asked me to come forward which I did and he gave me a quick pat down that took maybe 20 seconds. No big deal. I said thank you and he let me go. As I looked to my right toward my bin I noticed right away my laptop was GONE. I looked right back at the TSA officer and said very loudly "my laptop is gone"! Just then a lady walking off quickly turned back and seen us looking at her. She immediately said "Oh my gosh Im so sorry, I grabbed your laptop by mistake and could tell her apology was completely being "acted". In fact, she had my laptop on one shoulder and another laptop on the other. There is no way you would grab 2 laptops by mistake. She attempted to steal it because I was getting the pat down and she didnt expect it to be so quick. A person knows they only have one laptop when they have been standing in line with only ONE for 15 minutes.

6/20/2014
9:02:47
PM

Here is my problem with this. The TSA guard didnt lift a finger or say a thing. He let her walk off. This woman obviously does this and steals from people at the airport. Why didnt the TSA employee call security to at least check her other items or question why she was trying to steal my stuff after he seen what she did?

This event was a real let down. The TSA employees forget we are people and treat people like a product. This is why there was no emotion by TSA or action taken to catching this lady attempting to steal from me.

I have the feeling this letter will fall of deaf ears and I will get some auto reply or canned response which is fine but I sure hope this makes it to someone that CARES about the airline industry as a whole and understands TSA is a vital part of my overall flying experience. TSA is there to protect me...they showed that they clearly are not concerned with the real threats at the airport.

"let down"

(b)(6)

Southwest flight 222 out of TPA Monday June 16th

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/21/2014 10:53:55 AM Airport : DEN - Denver International Date/Time of Travel : 06/21/2014 8:30 AM Airline & Flight Number : Frontier 678 Checkpoint/Area of Airport : Concourse A checkpoint TSA Employee: (If Known) :

Comment : I got a pat down and was rudely told that I should have removed my sweater - that's odd since I've never been told I had to remove a light weight sweater before. Also, looking at the screen it looked like my underwire was the issue. The agent (a female) very loudly and rudely pointed out again that I should have removed my sweater because the buttons caused the pat down (the buttons are tiny plastic buttons) I've gone thru security numerous times without any sweater causing an issue. Sorry I didn't get this rude agents name, but all I wanted to do was get away from her.

6/21/2014
11:16:11
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was traveling out of the Atlanta airport traveling to Montego Bay Jamaica and she and she had a child with her that is 4 years old. She had a bottle of Ensure for the child. She let them know she had it. The female TSO told her she had to have a patdown. It was done in front of everyone and she told her to spread her legs and she touched her private areas front and back in front of everyone. She is in a wheelchair. She missed her flight because they were swabbing the outside of the Ensure for 5-10 minutes and the TSO took her time doing it. The TSO has short blond hair, in her 40-50s, tall and no smile. She mentioned that even the person at the xray machine was astonished by what she was doing. She stated she needs more training in doing her job and dealing with public. She doesn't feel it was discrimination. It was just bad behavior.

Advised:

6/21/2014
1:24:40
PM

Do you feel this was because of discrimination because you were in a wheelchair or was it bad customer service? Let me get some information and I will forward it to the CSM for further investigation.

Airport where the incident occurred: Atlanta Hartsfield Airport

Airline: Delta

Flight numbers: 361

Date and time of incident: June 21 2014, 1215 pm

Individual's contact information email

(b)(6)

INQUIRY:

Caller flew on US airways out of CLT four months ago. Caller is an airport employee and had some diesel fuel on his hands which was detected by the ETD. Caller was taken to a private screening area for a thorough patdown. He stated that the TSO performing the patdown performed an invasive patdown and caller wanted to know if this was a typical patdown experience.

RESOLUTION:

6/21/2014 2:32:13 PM The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. If you have concerns about your screening experience during future travel, you may ask to speak with a supervisor while at the checkpoint.

Caller states that he flew from BWI today and he is concerned with the security screening. Caller states that he told the officer that he did not want to be screened by the AIT. Caller states that the officer explained to him that the AIT was not an x-ray and forced him to be screened by the AIT. Caller states that he does not know the officers name. Caller states that he was at Checkpoint C possibly the one for American Airlines at or around 1600 hours. Caller states that he does not want to be screened due to possible health risks.

6/21/2014 4:17:35 PM

Advised Caller:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

Due to the fact that the officer forced you to be screened by the AIT, I am going to send a copy of the complaint to the CSM for their review.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address (b)(6) Augusta
Zipcode: 30909

6/22/2014 9:37:37 AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 6/22/2014 10:27:19 AM Airport : PHL - Philadelphia International Date/Time of Travel : 06/22/2014 9:45 AM Airline & Flight Number : US Airways flight 672 Checkpoint/Area of Airport : Security for Gates B/C TSA Employee: (If Known) :

6/22/2014
11:06:04
AM

Comment : After successful ATI, was required to do full pat down. I am in a wheelchair with a broken ankle and sprained wrist, with braces on both. Doing an evasive pat down was completely unnecessary and embarrassing. I'm all for safety but this was WAY too extreme.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 6/22/2014 12:13:41 PM Airport : MVY - Martha's Vineyard Date/Time of Travel : 06/20/2014 Airline & Flight Number : JET BLUE 1339 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

6/22/2014
1:09:07
PM

Comment : I have multiple joint replacements and am 62. I was flying with my 6 1/2 month puppy in a carrier. I am TSA Precheck and it was printed on my ticket. I have flown for years out of MVY, so I did not expect special treatment. Of course, I warned the staff I would set off the alarm and I told them why. Immediately I was treated brusquely and there was confusion what to do, swab my hands first, put the puppy back, etc. Then they wanted to search my carry-on, which was fine. At screening the woman not only touched me roughly after being told I had arthritic disease and fibromyalgia, but she went over my buttocks multiple times and touched my crotch with the flat of her hand three times. I felt violated. It was inappropriate. I travel a lot and have been disappointed now and again in screening but in this case I felt assaulted. I have never filed a complaint before. This is serious. I even spoke to the gate agent as I was so upset. I am particularly upset because as a person with a disability I have no recourse but to submit to multiple physical pat-downs. I have TSA precheck and I use scanners when they are available.

Again, my complaint is that my crotch was touched with a flat hand (not along my leg up and down but on my crotch so I jumped and spread my legs apart as I thought she was just not well trained or did not understand what to do and to make it so she could avoid that) multiple times and after patting my buttocks and then my front she patted my buttocks down again, too thoroughly, when there were no pockets and nothing there. Again, instead of having PreCheck on my ticket helping, I think it made the staff aggressive toward me.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 6/22/2014 1:01:30 PM Airport : EWR - Newark International Date/Time of Travel : 06/20/2014 10:30 AM Airline & Flight Number : UA4335
Checkpoint/Area of Airport : Gates A20-A28 TSA Employee: (If Known) : Office (b)(6) Comment : After removing my shoes and jacket, and toiletries from my carryon, I alerted the TSA agent that I was an opt-out thereby agreeing to undergo a pat-down screening.

I was asked to walk through the scanning machine to the female agent who would perform my screening. This deviates from all other known airport procedures where I have been let in via a side gate.

Officer Theras performed the screening.

1) She did not take me to a standard pat-down screening area and did not collect my luggage. (This deviates from every other opt-out screening I have undergone. [CMH, EWR in terminal C, LAS, ORD, IAH])

2) She did not complete the usual briefing about what I would have occur.

- I was asked no questions about any devices or sensitive areas that she needs to be made aware of.

- I was asked no question about if I had undergone this procedure before.

- I was not offered a private area to undergo the procedure. (these elements have been a part of every screening I have undergone)

- She did mention that I would undergo a check and when going to sensitive areas she would use the back of her hand.

- She pat down was conducted in the immediate walk area for those exiting the ATJ screening machine. (this is the same area that I would have stopped awaiting clearance after completing the ATJ procedure)

3)She started the pat down with my hair.

- When moving to my arms she asked me why I did not want to go through the machine. (I have never been asked this question by any other TSA agent and in hindsight I wonder if it is relevant or appropriate to ask this question.)

- I responded that I was pregnant.

- She then indicated that other pregnant women go through the machines.

- I stated that other pregnant women could do what they want. I also stated that I was not familiar with the calibration practices for the machines being used.

- She indicated that it was safe.

- I responded that I did not care what the heck other people did.

- She stated halted the screening and told me that she was just making conversation and that I was being rude.

- I told her that I was not being rude and asked her if we can just get this screening done.

- She told me that I was being rude and that I had cussed at her.

- I told her that I had not cussed at her.

- She indicated that I had and I had used the H word. (In my opinion "heck" is not a cuss word. I did not state this to her as it would have meant using the word again)

- I then asked if I could see a supervisor or have another person conduct the pat down.

- She said "No" and physically adjusted my stance to face forward. [At this stage, my opinion is that I this could be identified as potential battery, as my request for another person, is an indication that I no longer allowed her to touch me.]

- Officer Theras continued her pat-down of my frontal area.

- I told her that it may be a language barrier that I did not cuss her. [I speak with a English accent]

- She took the swabbing cloth, which I am used to being used on the gloves of the agent after performing the pat-down. She did not, but proceeded swab my hands and then handed it to another officer (who was not wearing gloves) and she placed it in the reader.

Dear TSA supervisor,

Let me begin by saying that I have great respect for what the TSA is doing and feel more safe because of it when I travel. Since 2003, I have been subjected to pat down/additional screening due to frequent travel and the fact that I now have 2 hip replacements. I have had a lot of screening with the TSA before a flight.

However, I want to apprise you of a situation that took place Sunday, June 22, 2014 before flight 3914 from Chicago/Midway to Baltimore at 7:25 p.m. on Southwest.

Going through the detector was not new for me. It beeped due to the hip replacements. The first TSA representative was very nasty. He told me to wait, called out for female assist, once and never followed up. (bald, caucasian man, 40 something). When I asked him a question, he answered with a sarcastic remark and kept me waiting for 15 minutes before I asked again for a female assist.

The woman who finally came over to me was (b)(6) She took my license and boarding pass from my hand, placed it on a counter and began her procedure.

I put my shoes on when she finished and walked to my gate, realizing that she did not give back my license or boarding pass. My husband went back to her and she told him she did not know where my license and boarding pass were, saying that it was my responsibility to take them back. She offered no help, was rude, insensitive and uncooperative. She had a terrible attitude and was unwilling to help with the problem.

My husband walked back again and said I must have them because they were not where they were put. I did not have them. He walked back to TSA and was told by someone that he could go to a station where (b)(6), the overall supervisor was. My license and boarding pass ended up there.

The TSA representative was (b)(6) (b)(6) how stands out in my mind as the most rude and uncooperative TSA employee I have ever come in contact with since 2003 when I started with additional screenings. She demonstrated terrible customer service and had a demeanor that was certainly not what a TSA representative should exhibit. She was uncaring and unprofessional, taking no responsibility.

We wanted to bring this to your attention so that you know the kind of people who are representing your organization. TSA representatives like (b)(6) should not be in this capacity with her lack of compassion, her rude, impatient and insensitive nature and her obvious lack of attention to detail. (b)(6) was, however, very helpful and understanding and should be commended for his handling of this situation.

Sincerely,

(b)(6)

6/22/2014
3:28:32
PM

6/23/2014
12:30:03
PM

6/23/2014 1:55:59 PM The caller wants to file a complaint about a flight from DAL to MDW. The caller had a cooler of ice packs and 2 oz for breast milk. The caller states that his wife was in tears. The caller declared breast milk and ice pack to the officers at DAL. The officers patted down his wife and patted underneath her bra and her bottom area. The caller states that the officers then emptied his wife's luggage and pulled out her clothes and underwear one by one and even took out her hair dryer and scanned it. The caller states that the officers pulled out everything his wife had. The caller does not understand why his wife's luggage and his wife had to be searched when he was the one with the cooler. The caller states he had the guidelines and followed the directions and a supervisor named (b)(6) came over and told the caller that they had internal guidelines that they had to follow as well that they could not tell him about nor did he need to know about their guidelines. The caller states the officers held his wife's underwear up in front of all the passengers that were in line. The caller states that after the embarrassing incident they sent the cooler through the x-ray machine after they had opened up the cooler and took everything out of it. The caller states the supervisor (b)(6) and the other ladies patting down his wife were very rude. The caller went through screening around 10:00am on June 20th. They were in the middle checkpoint close to where you hand the officer your ID. The caller states his wife felt violated. The caller understands the patdown but states this is beyond a patdown. The officers screening wife one was a hispanic with longer dark hair approximately in her 40's and around 5ft 4in heavy built. The other officer was hispanic with shorter around 5ft 4inches as well with dark hair and glasses. The caller wants to take this to the top. The caller wants to be contacted ASAP in regard to the issue. The caller thinks the officers retaliated because he had the guidelines in his hand.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy to the appropriate Customer Service Manager at DAL.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 6/23/2014 10:55:26 PM Airport : EWR - Newark International Date/Time of Travel : 06/11/2014 9:00 AM Airline & Flight Number : United Express (several) Checkpoint/Area of Airport : TSA pat down TSA Employee: (If Known) :

6/24/2014 8:22:18 AM Comment : I am 75 years old and had a pacemaker installed 2 weeks prior to leaving LAX. Due to weather cancellations we had to leave Newark airport and go through TSA again in Newark. The TSA check (pat down) at LAX was OK. The Newark pat down was ridiculous. A captured Al Qaeda soldier would have been treated with less suspicion and a shorter pat down than the one I endured. I have had either a secret or top secret security clearance for close to 45 years. No person who cannot go through a screening machine because of a pacemaker needs to be treated like a common criminal. I was told not to use my left arm for 30 days post surgery, so putting on my belt and putting on my shoes was more than a bit difficult. If I get a pat down what's the reason for taking off the belt and having your pants fall down. What's the reason for reaching down into waistband into your undershorts? What's the reason for feeling between the toes? Why do you need to bump into the genitals when patting down the inside of the leg? Why is a 75 year old man profiled for such a ridiculous search?

I was so frustrated, upset and in pain that I did not have the presence of mind to get the idiotic TSA agent's name. All I can say is - if this is security - we are all in deep trouble.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew 6-21-14 from St. Petersburg, FL and as she came through security as she picked up her belongings from the conveyor a middle aged female TSO with brown hair without warning came up behind her and grabbed her hair. She said that she commented to the TSO that she had breast cancer and her hair came back nice (Caller was trying to obtain a reason she touched her hair) and all the TSO said was, yes your hair is nice. She said her hair is not extremely thick and she is not having someone make excuses for what happened. Caller never received explanation as to why her hair was patted down. She is very angry that the TSO did not explain why she touched her and did not warn her and she wants someone to look at the video.

RESPONSE:

Told her I am sorry she was upset. Sometimes the TSO may need to patdown the hair. There could be many reasons and for example someone with thick hair might have caused a shadow on the equipment so the TSO would check the hair but she should have taken time to tell you.

Told I will send her complaint to the CSM for review.

CSM Referral Information:

6/24/2014 10:04:12 AM Airport: PIE

Airline: Allegiant

Flight #: 814

Date: 6-21-14

Departure time: 2:55 PM (She was at the checkpoint between 1 and 1:30 PM.)

Specific location - Terminal or Gate: Gate 4 (she thinks but not sure)

Phone #: (Cell) (b)(6)

Email (b)(6)

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CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address:
Zipcode:

6/24/2014
10:17:23
AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Caller said she came home last Sat. from MN and that she lives in Southern CA. She said she flew from Bemidji, MN to Ontario, CA on Delta and got her check bag in Ontario, CA and it did not look like her same bag and that she got a noi. She said she has a broken hair dryer from this flight but on another flight from DWI in 2002 or 2003 she had Christmas gifts and she had a hole in her suitcase and she said care should be given so items dont break. She said she does not have an email address and she requested that we postal mail the claim form. She said since 1968 she has had an lleostomy and she has a problem going through screening and wears an external device and a metal ring and the wimd goes off and she said she should not have to explain this medical thing. She said we should be educated on this and we should not embarrass her. She said it is all external and can not be taken off and it replaces her large intestine and rectum. She said she may get a Dr. note to help explain this in the future.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

6/24/2014 2:54:41 PM To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that it takes 10-15 days to receive it through the postal mail. I advised her the TSA officers have the check bags for about a 2 minute window and then the airline employees put the bags on the plane.

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov>.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown..

The caller stated that he had a bad experience in the past at Lehigh and he was strip searched. Therefore, he called last week and the lady was very nice, explaining what he can expect for screening. She notified EWR and PBI of his arrival and his condition. However, when he got to EWR, he went through baggage check and went through TSA. He explained his situation to the TSOs and he did not understand what he was saying exactly. He explained that he requested a PSS and a supervisor for screening, and they made him wait for a while. Finally, they just made him go through the checkpoint and into the machine. He stated that when he got out of the machine something alarmed, and they patted down his vest. He explained that they then took him to a holding area, and he again requested a supervisor or management, however he was ignored. He explained that they then conducted a full patdown and he showed them his vest. He stated that he was tested for ETD and it alarmed the first time, however not the second time. He explained that he did not request a private screening, and he did not want to be taken in the holding room. He stated that they did not care that he had an email from TSA regarding the procedure or that he had the card for the vest. He stated that he knows that they were notified because he was emailed regarding the matter. He stated that he did not want to be taken in the different room. He stated that he asked for assistance and they did not get anyone. He stated that he did not request a private screening at all. He stated that they also had Precheck on the flight as well. He stated that he is very disappointed because he was taken to the private room when he did not ask for it to be done.

I advised the caller that we can forward the complaint to the CSM at EWR so that they can be aware of his situation. I apologized to the caller for the incident, and explained that he can always request a PSS during screening at the checkpoint for assistance. He can always request assistance from us if he calls 72 hours prior to the flight.

6/24/2014 The callers flight details are as follow:

2:56:43

PM

Departing Airport: EWR
Destination: PBI
Airline: United Airlines
Flight Number and Time: UA1740 @ 1:30 pm
Terminal and Gate: 83
Date and Time: 06-20-2014 @ 11:30

He stated that PBI did exactly what was explained to him and he was met by a young lady at the checkpoint named (b)(6) (b)(6) told him that EWR had several complaints regarding such matters and they do not follow procedures. He flew on flight number 1673 @ 9:38 am from PBI to EWR on United Airlines. He stated that they did everything as they were suppose to for his screening.

I explained that I will forward the complaint to the CSM at PBI so that they can be aware of his pleasant experience.

Departure City: MCO
Destination City: ORH
Flight Date: 6/12/2014
Flight Number: 1888
Urgent: N
Crewmember:
LevelOne: Airports
LevelTwo: Crewmember Specific
LevelThree:
Comments: So my girlfriend calls me right before boarding her plane telling me one of the security guards at the metal detectors, A male security guard that is, Pat her down while there was a girl security guard right there... This is my pregnant Girlfriend we are talking about with anxiety issues already as it is. so can you tell me why some scumbag security guard is putting his hands on her?! I know for a fact that's sexual harassment, and that not even male cops can pat down a female. She was not able to catch his name but i'm sure its not hard for you guys to figure out. Then theres no number at the airport itself for me to call? that is absolutely ridiculous.. I would really like something done about this, without me having to personally fly down there myself an beat this dudes ass in front of the whole airport. I will wait for reply back before placing any negative statements about you guys all over the internet, thank you!

6/24/2014

4:08:56

PM

An they absolutely agree that it was wrong, just that you were in charge of the guards and needed to contact you, So one of your scumbag guards got off to petting down my pregnant girlfriend.

His 93 year old father flew out of EWR today. He had to go through a patdown and they took his palm print. He was wanting to know why this happened. He believes a 93 year old man should be the least threat

Response:

Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern.

6/24/2014
7:17:07
PM

As to why they did a palm print on him we do not know because that is not standard screening process for us.

Generally with passenger that age they have a lighter modified screening that allows him to keep his shows on and light outer wear.

Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

The caller called Delta and she had a bad experience. She stated that she went through the checkpoint and she was cleared. She stated that she was frisked after the checkpoint. She stated that she was going to the Bahamas. She stated that she has hired a attorney and she wants compensated. She stated that the officer was rude and she did this in front of other passengers. She stated that she did not have a reason to frisk her. She stated that the officer was arrogant. She stated that she had to remove her socks. She stated that the attorney told her that she should not have frisked her like that. She stated that this was humiliating. She stated that she will never fly with Delta again. She stated that this happened at BZN to the bahamas. She stated that she made her cry, and she threw her ticket away. She stated that she had two witnesses to the event. She stated that she did not set off any alarms, and she was wanded. She stated that she is going to make a law suit. She stated that she wants reimbursed for the situation. She stated that she did not take her flight due to this incident.

6/24/2014 7:29:35 PM TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Name: (b)(6)

Phone: (b)(6)

Date and Time: 06-10th @ 7:30 am

Airline: Delta

Good evening,

6/24/2014 8:13:37 PM This morning, I flew from Minneapolis back to Philadelphia, from where I had come last Friday. I was detained for a pat down because my body scan triggered a warning. It was my FitBit Zip, which I had clipped to my bra. I had not given my FitBit a second thought, because I had absolutely no problems getting through security at the Philadelphia airport the previous Friday, at which time it was also clipped to my bra. I saw what the scan looked liked - a big yellow square showing where I had something on my body - so there is no way it was not noticed in Philadelphia. This is very disturbing to me and is not the first time I have noticed security lapses in Philadelphia. I certainly don't enjoy going through the body scan and all of the other heightened security measures, but if they are going to be in place then people should at least be paying attention. Please feel free to contact me if you need further information.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/25/2014 7:14:30 AM

6/25/2014

8:29:57

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight# DL4548

airline: Delta

airport: ATW

Comments: My girlfriend, a Korean national, was subjected to screening which was completely unnecessary. One of the officers looking at her passport thought it was suspicious that my girlfriend whited-out her signature on a section of her passport to re-sign it, which on her passport, has nothing to do with the validity of it. We had passed through many other security checkpoints in many different airports, and no one brought this up as a problem, nor does it say anywhere in the passport that using white out on this section was prohibited.

My girlfriend was extremely upset for a long period after the screening and we feel this screening was demeaning and unjustifiable. We would like an apology.

Feedback Type : Security Issue

Categories : Miscellaneous/Other

Current Date/Time : 6/25/2014 12:08:10 AM Airport : SAT - San Antonio International Date/Time of Travel : 06/24/2014 6:45 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/25/2014
8:31:52
AM

Comment : I escorted my elderly parents to the gate. I put my purse on the belt, went through security, said my good-byes and left. Just now, more than 12 hours later, I realized that I had pepper spray in my purse the whole time and no one stopped me. Just saying, my 85 yr old mom got pat down and they put a wand over her hands and my pepper spray went through.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller will be flying from Birmingham, AL. He said that his wife made the reservations and he does not have the flight information. Caller stated that on a previous flight out of Birmingham he was body searched and questioned like he was a terrorist. He is completely blind. He travels with a braille writer, braille paper, apple products, a dictionary, an additional computer that has speech on it, and other devices that help access material. He did not want the electronic equipment x-rayed. He said that the magnets in the system would ruin it. He said that he was told that he should have gotten a memo from the airlines or someone stating that the equipment should not be scanned. He stated that the airline gave him a free ticket because of the harassment. He said that he suspected that he was set next to an air marshal. The people at the airline seemed to know him very well. He was delayed for two hours. He said that he did not have a problem on the way back from Charlotte. Caller said that he is not making a complaint. He wanted to get prepared for the screening. He asked if I can send him a notification card or if he can print it out or show it on his iPhone. He said that the disability office told him that he would be exempted from the cost of taking the items. When I gave the caller the information from the template stating that canes and other devices (such as Braille note takers) must undergo x-ray screening he became very angry. He wanted my name. He stated that I was not listening and that it would ruin his \$10,000.00 piece of equipment if it is scanned.

I gave the following information: It is recommended that passengers who are blind or visually impaired notify a Transportation Security Officer (TSO) of the kind of assistance needed to complete the screening process. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

6/25/2014
8:39:48
AM

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. .

In addition to screening the passenger, canes and other devices (such as Braille note takers) must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.

I advised him that he would need to contact the airline about the fee for taking the items. I told him that is not in TSA jurisdiction. I also told him that a notification card is not a requirement and he can just tell the TSO about his situation if he would prefer to do so. I advised the caller that I was listening and I did hear him say that his equipment can not be scanned. I gave the caller my name and agent number. I also gave him the name and phone number for the CSM at Birmingham International.

How is it that an email like this goes unanswered?

On May 28, I the only response I received was an email from the TSA Contact Center that stated: "Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager."

Is that it? All I get? A big agency with a lot of important people in it, and I don't even get the courtesy of a reply. (b)(6) .. where are you? Still employed? We took you at your word and trusted your integrity. What's preventing you from responding. You gave me your card. You told us to contact you if we needed anything. Apparently that was an empty offer, a way to shut us up and get us out of your way. Didn't work. I'm still here.

Please have some respect and rise above the unprofessional and immature behavior of your representative (b)(6) and reply. Be accountable.

Thanks,

6/25/2014
10:12:00
AM
(b)(6)

From: (b)(6)
Date: Tuesday, May 27, 2014 at 7:46 PM
To: <HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov>
Cc: (b)(6)
Subject: Incident with TSA at Newark International Airport, Southwest Airlines, A Gates on 5/26

Disability Description: Caller has an insulin pump and continuous glucose monitor.

Information Request: Caller has had problems in the past when she removes the pump for a physical inspection.

Response Details: Advised caller to contact us 72 hours prior to travel and we would escalate a request for assistance to ODPO. Emailed the information. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

6/25/2014
11:32:21
AM
Diabetes-related supplies, medications and equipment such as insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller has an implanted cardiac defibrillator pacemaker. She had TSA precheck on her boarding pass when she flew out of DCA yesterday. She is complaining because there is no consistency from airport to airport for someone in her condition. At DCA she went to the precheck line and she let them know ahead of time about the pacemaker. She was instructed to go to other side by an officer and remain at that spot until they called someone. She waited for 15 minutes before the officer called someone and then waited for a female agent to show up so she waited a total of approximately 30 minutes. When the female agent came she just escorted her to the AIT and had her go through it. I asked the caller if they called the female agent due to the possibility of a patdown and the caller states that when the other agent was called there was no mention of the need for a female due to a patdown. All this time she was separated from her personal belongings for a long period of time. She states that the precheck lane at DCA only had a WTMD but when she came through TPA it had an AIT. She is concerned that she lost sight of her belongings while waiting for such a long period of time. She also wants to know if there is a better way to handle situations like this and if signing up for precheck would be of any benefit to her. Ultimately her baggage went through screening twice because it went through initially when she was waiting for someone and lost site of it and then again when she went through the AIT.

AIRPORT: DCA
DATE OF TRAVEL: 06-24-14
DEPARTURE TIME: 1150
CHECKED BAGGAGE TIME: 1000
AIRLINE: US Airways
FLIGHT NUMBER: 1846
TERMINAL OR GATE: Terminal C Gate 37
CONTACT: (b)(6)

I advised the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening.

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre[®]2713™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre[®]2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening or a patdown screening. I advised the caller that due to her heart condition there may be some airports that have an AIT at the precheck lane but some may not so precheck would only be beneficial to her at those that have the AIT.

I advised the caller that I will forward a copy of her complaint to the CSM at DCA regarding the wait she had to experience.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/25/2014 10:24:45 AM Airport : LAX - Los Angeles International Date/Time of Travel : 06/24/2014 6:30 PM Airline & Flight Number : Alaska Flight 459 Checkpoint/Area of Airport :

TSA Employee: (If Known) : (b)(6)

Comment : My daughter who is a minor (15) was randomly chosen for additional screening. had to undergo a patdown in front of everyone, had her bags gone through and then was brought to a separate room for an additional patdown as some chemical was found on her shoes. they tried to keep her dad away from joining her but he insisted on being there. She began crying as she felt totally violated and embarrassed. She said the staff was rude and unkind to her. She now insists she is afraid to travel anywhere not due to the flying but because of the TSA staff. I understand the need for "procedures" but talking to a crying teenaged girl in a kind way would not have impacted any procedure or safety. I am disgusted at the lack of any sort of customer service or an ounce of human kindness.

Would you like a response? : True

Passenger's Name : (b)(6) (passenger) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Fresno on May 5, 2014. She said that she was held up in security for over 1 1/2 hour. She stated that they dumped her carry-on on a table and she was taken to a room and given a patdown. She stated that she had to wait for 15 minutes before anyone did anything. She also stated that they asked if her if was wearing lotion. She missed her flight. She had to wait for 2 days in Fresno to get a flight to the east coast. She stated that she watched her checked bag being put on the plane. They would not let her on the plane or take her luggage off. Her bag arrived two days ahead of her. She had to get someone to pick up the bag. She said that they never announced that her plane was ready to take off. She is 72 years old. She said that passenger over 75 do not have to take their shoes or jackets off. She stated that anyone could have picked up her luggage. She wanted to know why TSA held her up so long that she missed her flight. She stated that she thinks security is crazy and it is crazy to allow bags to fly without the passenger. She stated that she had lotion in her checked luggage. She said that there were two people present during the patdown. She wanted to know what the CSM will do if she contacts them. She wanted to know where all the government security is. She said that TSA and the airlines should get together about security. She stated that we could care less about who the luggage belongs to. She asked for the airport code for Fresno Air Terminal.

I gave the following information: Airlines are responsible for identifying passengers, controlling passengers to checkpoints, controlling gate access, and controlling baggage before and after screening, including loading baggage onto their aircraft. Prior to returning baggage to the airline for loading, TSA screens all baggage with explosives detection equipment or a physical search to ensure that prohibited items are not placed onboard aircraft.

Various factors may affect an airline operator's ability to load a passenger's bags on their flight, such as bags that arrive too late for loading or storage considerations. All screened baggage is required to be securely staged by the aircraft operator until it is loaded onto the aircraft, where it is secured in the cargo hold of the aircraft.

I told her that if she set off an alarm the alarm must be cleared before she can go through the checkpoint. I also told her that she is allowed to take lotion in checked luggage. I told her that her bag was screened to make sure that it was safe and there were no prohibited items. I also told her that she may have to wait for a TSO of the same gender to become available and that there will be another TSO of the same gender as the passenger present for the patdown. I advised her that announcing her flight is not in TSA jurisdiction.

I told her that if she would like to speak with the CSM at Fresno she can choose option 5 on the IVR and enter the airport code of FAT.

Caller was in Spokane Washington Airport to fly to Boise and was in a wheelchair provided by the airline. They made him go through the equipment (not sure if AIT or metal detector) and the alarm went off. He alleged that told the Officers he was able to get out of the chair and walk but the TSO said this will be faster and they had him go through in the chair and that resulted in a Patdown. He is able to walk and usually gets out of the wheelchair for the screening at other locations. The Checkpoint Supervisor TSO was (b)(6) who said since the alarm went off you must do the Patdown. Caller complained if he could have walked through the alarm would not have gone off and he did not like having the Patdown.

RESPONSE:

Advised I will send a copy of his complaint to the CSM at Spokane.

CSM Referral Information:

6/25/2014
2:14:00
PM
Airport: GEG
Airline: Southwest
Flight #: 4008
Date: 6-20-14

Departure time: 4:15 PM (He was at the checkpoint at 3:00 PM)
Specific location - Terminal or Gate: A B Lane 1

Phone #: (Cell) (b)(6)

Email (b)(6)

Dear TSA:

6/25/2014
2:14:08
PM
On June 20, 2014, I flew out of Colorado Springs Airport with my son who has a broken foot and was wearing a half leg cast. We flew on the 6:30 AM Delta flight bound for Atlanta. A swab was done by a TSA agent on my son's cast which came back "positive" for I'm not sure what. He was then detained, subjected to a full body pat down, asked all kinds of questions, had a metal detector wand run over his cast and we then had to wait for quite a while (at least 20-25 minutes) while the TSA agents called for guidance on what to do. A Delta employee came to retrieve us as we were holding up the flight. We were finally cleared to go. The TSA agents told me this happens all the time with casts and not to be concerned. Flying back yesterday from Chicago Ohare Airport, my son did not encounter these issues at TSA. His cast was swabbed and came back "negative". I told the agent there about our experience at Colorado Springs (COS) and he advised me to tell the COS TSA that their problem with casts may be occurring because agents at COS may not be putting on clean gloves prior to swabbing casts therefore contaminating the swab with their gloves. I talked to the COS TSA about this and they advised me to send you an email on this matter which I am hereby doing. Please do follow up on this as unnecessarily detaining people with casts for 20-60 minutes is a huge inconvenience and can result in them missing their flight. I'm all for assuring safety on flights and thank-you for your job in doing this but if a protocol is not being followed by agents because perhaps they have not been informed of it, it should be corrected so as not to unnecessarily detain innocent passengers. Thank-you for your consideration of this matter.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/25/2014 3:31:46 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/25/2014 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/25/2014
4:16:53
PM
Comment : I am from Edmonton, Alberta in Canada.

I am in Houston for training and was going through security I showed my Alberta Driver Licence because i had forgot my Passport and was told that it wasn't acceptable piece of ID that i needed a different piece of ID. They made me show them my health insurance card and my credit card. they then let me proceed to the other side where i was told i needed a complete pat down and they needed to go through my stuff cause i didn't have any ID. i just looked up on your web site and it say that my provincial Drivers Licence was acceptable and it was updated 5 days ago.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/25/2014 2:57:03 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 06/23/2014 Airline & Flight Number : Southwest 4161 Checkpoint/Area of Airport : TSA entry TSA Employee: (If Known) : N/A Comment : My daughter had a valid high school photo ID; and was able to produce a debit card verifying her name. This was unacceptable to the TSA entry agent as she had currently graduated. The document was verified; additional information was cooperatively given upon agents request. Following this interrogation and paperwork, she was still subjected to a "pat down and packages in her possession pestered and ruined with regard to packaging. My daughter was late to the gate...although crew was notified and plane delayed waiting for her boarding.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was traveling from Ottawa, Canada, and is a Canadian Citizen. She was picked in ORD for a patdown and baggage inspection. When she got off in Asheville, her brand new suitcase had all locks broken, zipper, and had black marks all over it as well as the handle. Her suitcase is a mess and she is very upset. She had everything ironed and is at a conference, so she is upset. She stated that she had items that are broken. The tabs are all pulled off. She had locks on her bag but she doesn't lock them because she can't remember the numbers. The locks are all broken. She went from Ottawa, to ORD, to Asheville. She had a TSA NOI inside of her bag.

In regards to the her incident coming into the US, she stated that the one who patted her down was eventually nice, but she was upset that they didn't explain things to her. She was given a patdown. She is a cancer survivor and has had a mastectomy. She stated that the officer was not friendly and very abrupt. She didn't mind the inspection, but didn't like her attitude. She did confirm that this happened when coming through customs.

Response:

I obtained the following details:

Airport: ORD

Airline: United Airlines

Flight Number: UA5411

Date: June 25th, 2014

Time: 8:42 a.m, but didn't leave until later, about half an hour later.

Baggage Tag Number: (b)(6)

Description of Baggage: Hard Cased Hounds Tooth Pattern, London Fog Bag, Brown patterned and white in color

NOI: YES nothing additionally indicated

Gate: F or D 6 (she believes)

contact information: (b)(6)

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I am sending a claims form to the caller, via email. I directed her to complete and return.

I provided the phone number for US CBP: 877-227-5511 to complaint about how she was treated.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/25/2014 4:30:49 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/25/2014 12:30 PM Airline & Flight Number : SWA 3413

Checkpoint/Area of Airport : Gates to B course TSA Employee: (If Known) :

Comment : Just had a disturbing experience while navigating through the TSA checkpoint at Ft Lauderdale International Airport. After going through the magnetometer, I was informed by the TSA agent that the black maxi skirt I was wearing required a physical pat down. REALLY! But the guy in front of me with the shopping bag full of Gatorade bottles and open snacks zipped right through. I had to wait for a female agent while onlookers gawked. Once a female agent finally arrived. She curtly asked if I wanted the pat down in another location. NO! I AM NOT GOING TO SOME UNDISCLOSED LOCATION BECAUSE OF MY WARDROBE CHOICE! Once everyone in line got to see me getting my legs (back and front) rubbed down. The agent finished and walked away without a word to me. I didn't know if I was cleared to proceed or not. On my own volition, I retrieved my belonging my scattered belongings at the end of the conveyor belt. Thanks for the eye opening experience. I'll never wear a long skirt through security unless I want to be on stage for your humiliation TSA show.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller feels like she is discriminated and violated at a TSA checkpoint. They came through IAH and went through TSA. It was only them in line, and she had a cup of ice that had melted, she didn't know it was in her backpack in the side pouch. She told them that they could just dump it out. She told her that she can't do that, and looked at another employee, and told her that she could not make any special circumstances for --them--. She was then made start all over again in the screening process. She then told her to throw the thing away and that she would get another 5 dollar cup at Walmart if it's that big of a deal. She stated they wanted to search all of her bags for no reason. They then checked all of her mother in laws items. She stated that the bottom of the bag then fell out and busts one of her souvenir cups. They made her husband then go through the AIT and her other son do the same. They then told him that he needs to step to the side, and that he had something in his butt crack. They did a patdown on her husband's butt crack. She then stated that they did ETD on her son's hands. They offered the private screening. They then told her son that he had an anomaly in his butt crack as well. She believes that this is happening because they are white, and all employees are African American. She stated that they all had attitudes. A female employee snatched her boarding pass out of her hands and told her she had plenty of time even though she had to go to the other side of the airport. This happened on Monday June 23rd, scheduled to depart at 9:30 a.m., Houston time. They came through TSA around 9:05 a.m.

Response:

6/25/2014 8:06:52 PM

Call transferred to E Vaisey.

She asked what happens in a case like this.

Advised caller:

I will forward information to you. In order for this complaint to be complete it will need to be in writing. I will also forward the information collected from the previous agent to the TSA multicultural branch.

The complaint will be investigated. I do not have step by step information about how this is handled as it is another branch.

I recently filled out the Delta Air Lines Customer Care Form and they suggested I contact you with my concerns

Title: (b)(6)

First Name: (b)(6)

Middle Name: (b)(6)

Last Name: (b)(6)

Suffix:

Reply-To Email Address: HYPERLINK (b)(6)

Airline Program: DL

Frequent Flyer Number: (b)(6)

Address: (b)(6)

Address Line 2: apt 25n

City: new york

State/Province: Na

6/25/2014 10:06:00 PM

Postal Code/Zip: 10016

Country: US

Telephone Country Code: 1

Phone Number: HYPERLINK "tel:(b)(6)"

Flight Date: 06/17/2014

Flight Number: DL2562

Origin City: FLL

Destination City: LGA

Confirmation Number: (b)(6)

Ticket Number: (b)(6)

Class of Travel: economy

Delta suggested this was a TSA issue and I wanted to let you know how about I was about an inappropriate circumstance that Delta customer relations have agreed was inappropriate.

Message: I have always chosen to fly Delta and was always impressed how helpful they have been with helping me get a hospital flight to see my sick father every month--until this terrible experience I am so upset with Delta-I was traveling with my babysitter and 2 year old and got stopped at security for the liquid in my baby bag- they checked all the bottles and then proceeded to tell me I have to do a pat down because I had a juice box in the baby bag- the woman who told me this was very rude and intentionally slow- she knew my flight was boarding shortly and took her time to get someone on to do a pat down- when someone finally came- they didn't alert me that I could have either thrown out the juice box or open it in order to make my flight! and

To who it concerns,

I was traveling from the Santa Fe airport to Denver 6/24/2014. I went through security at approx 1250 pm. I have a sacral stimulator in my back and unable to go through the security detectors without receiving a shock. The first TSA staff told me to place my belongings in the bin go through the double doors that take you into a hallway which other passengers were entering from the incoming flight. In the hallway guards where there telling me I couldn't be there I explained I was told to go there. Then another TSA member came out and told me to come back in and stand on this pad draped off by a rope directly on the other side which the passengers boarding where walking through and put my arms up in the air till a female could pat me down. They had me set my license and medical card on the table. When my items had passed through the scanner my sister try to hand me my flip flops. Officer (b)(6) knocked them away and yelled at her don't touch her. It felt like everyone was staring at me. Then when the female officer came to pat me down I tried to show her my card again and again she patted my hand away yelling don't touch that keep your arms up! Again I felt like every passenger was staring as they waited to load. All I could do was watch as the TSA officer (b)(6) was going through my bag that had past through security saying my liquid bag was too full and saying my tube of medicine couldn't go through. When I was done with my pat down the female TSA female let me on the other side of the rope I told TSA (b)(6) that it was a tube of medicine. He told me it wasn't allowed and I explained again it was medicine. I told him I needed it and he said it's too big you could have minimized it. My medicine was in a blue clear tube and is metered dosed pump. It is light sensitive I could not reduce it into another container. He continued through my belongings without gloves on. He started pulling my stuff out of my clear bag saying he was throwing them out. I told him to let me decide what to take out. He put a bowl and said I could only have what fit into the bowl including my medicine. He grabbed my perfume and I argued he wasn't throwing it out. It was a \$125 bottle. He said then you can check it. Again everyone was staring. He even took my toothbrush then my sister said hey it's a toothbrush she can have that. He even took away my face wipes which were not liquid. Another friend traveling with me said she had hardly anything and she would take some of my things on her bag. He told her no they are her things she can't have them. After giving up some of my things I eventually was allowed to pass. My sister and another of my friends traveling both had bigger and more things in there liquid bags. I felt like I was being targeted as soon as I said I couldn't go through the scanner because of my stimulator. The TSA staff were yelling at me telling my friends don't touch her don't touch my things standing on the other side of a rope with my hands up. I was totally humiliated. No privacy or discretion was used. This is my first time traveling since my surgery and I was nervous already. The TSA (b)(6) even tried to touch my catheter. I have to put that inside me to go the bathroom, he wasn't wearing gloves. I don't know if they were nervous because they were not familiar with my device or what but I felt like I was just busted with something and they were taking me down. Every passenger on that flight waiting to board watched as I was patted down interrogated as they went through my belongings. They only opened one other persons belongings and it was brief to take out shaving cream. My whole bag was searched. It's bad enough to have to go through a pay down but I felt like I was discriminated because I had the stimulator which then prompted them to search my belongings.

Thank you for looking into this,

(b)(6)

(b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/26/2014 10:55:03 AM Airport : DEN - Denver International Date/Time of Travel : 06/21/2014 3:45 PM Airline & Flight Number : F9 0720 Checkpoint/Area of Airport :

Gate A TSA Employee: (If Known) :

Comment : I had an extremely unpleasant experience with TSA's new security screening guidelines, implemented 21 June, at DIA. I had a bottle of contact solution in my bag that was larger than travel size, but did not have time to remove it before entering the security line. I was told by TSA staff that there were new guidelines being implemented that day, and that although they were still "working out the kinks", I would have to pass additional screening. At this point, I was treated as nothing less than a criminal. Despite the official's efforts to make me feel more comfortable, all of my items were removed in full view of the rest of the security line, and although I asked to be "pat down" in private, I was told I would miss my flight if I did so. The "pat down" itself was extremely uncomfortable and invasive, all the more so because it was in full view of the rest of the passengers. The very least this new screening should require is a screen to protect passenger's privacy. We are customers and choose to fly, and I felt that this treatment was a gross violation of my privacy, and treated me (and the passengers next to me undergoing the same process, and them with an infant and stroller) as a guilty party at least, and a criminal at worst. It was invasive, unpleasant, and a violation of privacy. I understand the need to check passenger's belongings that might be suspect, but TSA must find a less invasive and aggressive way to do so.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: (b)(6)
Sent: Thursday, June 26, 2014 2:02 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: TSA Employee (b)(6) (Coastal Carolina Regional Airport)

The attached document is being sent to you on behalf of (b)(6). Any questions regarding this document should be sent to (b)(6) at (b)(6).

Thank you.

(b)(6)

6/26/2014
4:13:54 PM
(b)(6)
(b)(6) New Bern, NC 28563-0867
(b)(6) F: 252.672.5477
(b)(6)

IRS CIRCULAR 230 DISCLOSURE: To ensure compliance with requirements imposed by the IRS, we inform you that any tax advice contained in this communication (including any attachments) was not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any transaction or matter addressed herein.

If you have received this confidential message in error, please destroy it and any attachments without reading, printing, copying or forwarding it. Please let us know of the error immediately so that we can prevent it from happening again. You may reply directly to the sender of this message. Neither the name of (b)(6) or its representative, nor transmission of this email from (b)(6) shall be considered an electronic signature unless specifically stated otherwise in this email by a licensed attorney employed by (b)(6). Thank you.

Attachment:
June 26, 2014

(b)(6)

Disability Description: Caller's wife has Diabetes

Wife's name - (b)(6)

Response Details: Advised caller: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must be in writing and including the following information:

The name and address of the complainant;
The date of the alleged act of discrimination;
A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Please note that TSA accepts e-mails as being signed.

6/26/2014
5:33:09 PM

Emailed the RFI to the caller

Advised caller this would be sent to a CSM at DTW

Airport	DTW
Airline	Delta
Flight #	57
Date - Time	June 26th 4:30pm
Location of Incident	TSA checkpoint after the Customs checkpoint Red 5 checkpoint
Contact Info	(b)(6)
Agents Name	(b)(6)

Incident Details: Caller wants to report an abusive TSO. They went through customs without a problem and when they went through the TSA checkpoint, caller said his wife was having a diabetic reaction and they requested to go ahead and get their patdown out of the way and the TSO told them they had an attitude so they would have to wait. Caller is livid and he thinks that there should be separate lanes for people with disabilities and our agents need to be educated better on. Wife has an insulin pump with a transmitter and caller says that none of it can go through any type of technology and must be given a patdown.

Wife's name is (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/26/2014 5:44:10 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 06/19/2014 11:30 AM Airline & Flight Number : UA 1121 Checkpoint/Area of Airport : C concourse TSA Employee: (If Known) : Unknown

Comment : I was traveling with my wife and 7 year old twins to Milwaukee on a family trip. My wife was selected for what was described to us as an elevated level of additional screening. This included a complete search of her person and bag, a public pat down which included the breasts, groin and buttocks. When I use the word public I mean right there in front of all the other travelers and my children.

6/26/2014
6:05:28 PM

I fully understand the threats we face and the responsibility your agency bears. However, this sort of random screening of mothers traveling with their small children does absolutely nothing to benefit aviation safety. If you really want to make Americans safer, study the EIAI playbook. Random screenings do not work, unless your goal is political theater.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew last friday to CLT from Charleston County with his girlfriend and they both received precheck. Most of his flights he does receive precheck. Today, they were flying, he was sent to regular screening. Caller wants to know why. He also wants to complain because he had to remove his shoes and he didn't have socks on, and when he went through the ALT, he triggered an alarm and received a patdown. When he asked the officer what he was looking for, the officer wouldn't respond. Caller thinks this situation could have been handled better and wants to forward the complaint to the CSM.

Advised,

6/26/2014 6:15:24 PM While some airports may allow individuals who are traveling with a TSA Pre\u00d2713\u2122 eligible passenger to access the TSA Pre\u00d2713\u2122 lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre\u00d2713\u2122-eligible passenger should not expect to be directed to the TSA Pre\u00d2713\u2122 lane each time they fly.

1. Airport: Charleston
2. Airline: Southwest
3. Flight Number: 4741
4. Date and Time of Flight: June 26, 10:30 AM departure, coming through checkpoint around 9:15 AM
5. Description: purple golf shirt with collar, tan slacks
6. Location: B Gate
7. Email: (b)(6)

I advised that I would share this information with the CSM at CHS.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/26/2014 7:00:51 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

6/26/2014 7:57:26 PM Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Airline Flight #79
Seattle N gate

Monday June 23 ,2014

Comments: I am currently medically fragile. I am filing this complaint not only for redress and litigation purposes; but foremost to guarantee that no other medically fragile individual is subjected to or made to endure the unnecessary and sadistic treatment that I was subjected to.
On June 13, 2014 I had "open heart" quintuple (5) bypass surgery. I spent 6 days in cardiac ICU and then 4 days in a hotel. I could not independently dress or shower. I had concerns about flying. I expected physiological problems not pain at TSA. We called ahead and was assured there would be no problems. An Alaskan Air employee wheeled me to the "portal area" I expressed my concerns and was reassured that it was "piece of cake". I intended to walk through the inspection area and the Xray machine but an individual dropped their luggage on me. I was in severe pain. I needed a moment to regroup but was told that TSA regulations required that I had to move on to a "pat down search". (I'd like to see that regulation) I informed "the pat down" employee of my incision points. I lifted my loose pant legs and shirt. The "pat down expert" gravitated to those areas. This was extremely painful and unnecessary. I was told visual inspection did not meet TSA guidelines (although it works in the xray machine) I kept repeating, "please stop You're hurting me" I then requested that I be allowed to go through the xray machine. I was told that TSA regulation state that once a "pat down" has been started, it cannot be reversed. (I'd like to see that regulation also) Just when I thought I was through being tormented. The dramatic and theatrical "chair search" began. I did not realize that I would be pulled forward on each side, so that he could sweep under my back, legs and buttocks. This was extremely painful. a thorough sweep under the chair and it parts proceeded. I pray that TSA surveillance camera was able to catch me writhing in pain, saying "please stop" and pointing to the Xray machine. If the camera panned they would see my wife in disbelief as was the Ak Air employee who had her hands covering her mouth. If you do not have the footage an individual that preceded me was filming the "event" If this goes viral TSA has some big time explaining to do. The individual that "pat" me down should not be allowed to touch people. I expected and deserved respect not domineering brutality. The job of TSA is to protect us in a civilized manner, not torment us. Looking forward to hearing from you

This email is a complaint against a female TSA agent whose name tag showed the name (b)(6) and works at the above referenced airport.

On the morning of Tuesday, June 10th, I arrived late, but still time to catch flight #4206 2460 to Los Angeles. The ticket agent noticed the time and instead of waiting for a wheelchair assistant she proceeded to push me to the security checkpoint area. I recently had surgery performed on my right foot, therefore, I was in a foot cast and a wheelchair. Since becoming Disabled from a stroke, with Right Side partial paralysis 7 years ago; I am aware of the screening policies, procedures and what to expect at the security checkpoint, and I always use the wheelchair services of Southwest Airlines, every time I fly (which is quite often). This trip I used my own wheelchair.

As I proceeded through the security checkpoint area my purse and tote bag were placed in bins and cleared thru the X-ray with no problem. I was wheeled to an area on the opposite side of the security area away from my bags, at which time the following issues (highlighted) came up:

I was then asked to stand, even after I had previously (before being pushed thru the security gate) explained that I could not put any pressure on my right foot nor raise my right arm and there was a screw in my foot. Agent (b)(6) insisted that I stand for a full body search. Knowing I needed to catch the flight I reluctantly, with excruciating pain, stood. She performed her search, I sat so she could swab my palms and cast. After running the swabs thru the machine she announced that an alarm went off on the cast.

6/26/2014 7:58:03 PM By this time (b)(6) the wheelchair assistant came by and told the ticket agent she'd be right back to get me. The ticket agent returned to the ticket counter, my bags were brought over and the contents of the tote were literally dumped on the table by agent (b)(6). Several items were mis-placed or un-useable (i.e. medicine pills were dumped from organizer; sandwich was crushed, etc.). I asked her why she needed to check my bags again since they were cleared by the X-ray machine? The alarm was on my cast not my bags. Her response was "We need to recheck everything." She motioned for, I assuming, her supervisor. He came over, she explained what was going on. I asked the question again, expecting an answer from him...He never acknowledged me or addressed the agent. He walked away.

I noticed other wheelchair bound passengers who were being checked while seated, as I have been in the past. So I asked the agent why they were not being examined as I was. Her response, they're probably over 75 years old and not subject to the same procedures as I. I really wish I had access to my phone so that I could have taken a picture of this 75 year old woman and all the other wheelchair bound passengers. My first and only thought was ... this agent is prejudice.

And of course by now, the flight I should have been on had left. The security checkpoint process took about 35 minutes.

(b)(6) was then instructed (by her supervisor from Southwest) to bring me back to the ticket counter requiring me to go thru security a second time! Needless to say, having endured an un-necessary second pat down ...that took approximately 10 minutes, and there was no alarm set ...Coincidence?

This trip was to follow-up with my doctor. The X-ray of my foot showed the screw that was inserted had shifted possibly because of putting weight on it to soon and may require a second surgery.

I am a 56 year old African-American female. Your statement: Our current policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated equally and with the dignity, respect, and courtesy. Please advise how to file a complaint regarding "full pat down" I experienced today.

Denver International Airport-Concourse A

6/26/2014 10:02:10 PM Officer- Stencius Supervisor-(b)(6) or (b)(6) or (b)(6) cannot read her writing.

Thank you

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/27/2014 12:25:44 AM Airport : ORF - Norfolk International Date/Time of Travel : 06/25/2014 11:27 AM Airline & Flight Number : United 3383 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

6/27/2014 8:42:52 AM Comment : I opted out of the body scanner. I was then asked why I had opted out. A male TSA agent then began making jokes about my reasons for opting out. The jokes turned sexual. He joked that the pat downs resulted in "lots of bruises". He then told the female agent who was going to pat me down that "she likes it rough".

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller advised she wanted to make a complaint. Caller advised she went through security at Boston Logan. Caller advised her and her 2 kids went through metal detector and it didn't alarm. Caller advised she was taken to a private room and given a patdown and her bags was searched. Callera advised she had to wait for a security officer of the same gender to arrive and nearly missed her flight. Caller advised that the TSO's was nice but feels like TSA is harrassing the public by doing this.

Advised Caller:

6/27/2014
9:27:15
AM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

(I am also sending this message to the office of Senator Lindsey Graham)

This morning (Friday, June 27) I went to Dallas Forth Worth airport to fly to Washington DC. I am recovering from multiple surgeries on my left knee and need to use crutches to walk.

The car rental return was very fast and efficient. The gentleman checking me in offered help with my luggage and getting me to the bus that returns passengers to the airport. When I arrived at the bus, the driver offered me help getting on/off the bus and took my luggage on/off the bus. When I checked in at American Airlines, the gentleman helping me offered assistance. Again, the waiting time was minimal and the process efficient. Everyone was friendly and could not have been nicer.

6/27/2014
10:08:42
AM

It all changed when I arrived at the security screening. First of all there were only two lines initially. Things slowed down significantly. Then a third line formed, but there were still only two TSA employees checking ID's and Boarding passes. As you can imagine, this did not speed up the processing speed. When I finally arrived at the location were I had to take off my shoes, empty my pockets, remove my laptops, etc. the three lines were merged into one. A lady standing there (not in TSA uniform, but clearly directing passengers) designated people either walking through the full-body scanner or the walk-through scanner. When I told her that I had a brace with metal and a knee with metal inside, she told me that I could choose which scanner to walk through. I chose the walk-through scanner. Before I could walk through it, she told me that my crutches had to be scanned. She did not offer any assistance and did not supply me with a wooden cane. It is o.k. for me to walk a few steps without the crutches, and therefore I did not complain. The TSA agent at the scanner told me that I could not walk through the scanner..... When I let him know that the lady directing the lines gave me an option, he got upset and told me that she should not have told me so. Obviously the scanner signaled that I had metal in/on my body. The TSA agent at the scanner asked me to wait right at the scanner. He called for male assist. No one came. After a little while he called again, and again no one came. He offered no assistance. He did not ask for anyone to get my crutches, he did not offer to get a chair. I saw that my crutches had gone through the bag scanner and asked for them. He told me that I could not leave, not touch anything that had gone through the scanner, and refused to help. When I got upset, a passenger retrieved the crutches for me so that I could stand up, without discomfort. Finally, another agent realized that there was no male assist coming. She relieved the grumpy TSA agent at the scanner so that he could do the manual body search. He took his time and conducted a search that was more intrusive than I have ever experienced. At the end of the process I complained to the supervisor who was very defensive and did not apologize. He told me that the lady directing the people in front of the scanner should not have let me choose which scanner to go through.

The whole process was disgraceful. I have many complaints. First of all, there should not be airport personnel (non-TSA) directing passengers in the TSA area. If a passenger with a disability (temporary or permanent) arrives, help should be offered at all points. Once I went through the walk-through scanner without my crutches, help should have arrived immediately. It is not acceptable for someone in my condition to stand there without crutches hoping that a TSA agent shows up. The TSA agent at the scanner was clearly upset with the lady who gave me a choice of scanners. That should not affect me. It seemed that he took out his frustration on me. After I walked through the scanner and was given a long pat down. Why not use a hand-held device to check my body? One week ago such a device was used when I went through 4 different airports. The supervisor did not react appropriately. His role was not to defend the process and let me know that the lady should not have given me an option.

Hello,

On a recent flight from Boston to St. Louis on Southwest Airlines flight # 3294 on June 21, 2014, TSA personnel totally failed to notice that I was due for secondary screening and let me into the "secure" part of the terminal, where I sat by my gate for about two hours, believing that I had been cleared by security. I was then denied permission to board because I hadn't been cleared by security, even though I was cleared through the security checkpoint. I was then hurried back to the security checkpoint and run through a frenzied secondary search while the plane waited on the tarmac.

It was extremely embarrassing, inconvenient, masterfully unprofessional, and in addition, TSA BROKE MY GLASSES as they were hurriedly poking and prodding through my bag.

This does not exemplify professional security. TSA made me the cause of a 20 minute flight delay, which I boarded sweating and frustrated after sprinting back to my gate from security.

6/27/2014 2:04:46 PM I'm not even going to touch on the thought that if I were one of the malicious persons you're SUPPOSED to be protecting me from? Who else is slipping through your master-planned web of inconveniences? It seems like TSA's methods of security are more for show than they are a precise and effective screening process. This seriously addles my confidence in the safety of flying.

And another thing. I'm not a terrorist. I would appreciate not being treated like one. I'm pretty sure I've been flagged for extra security because I taught English in Turkey for two years. If there's one thing I've learned in Turkey, it's that America is freaking awesome. So if possible, please take me off the "extra security" list as well. There's no reason to put me through extra pat-downs and searches, must less extra searches that are after-thoughts that totally ruin a flight.

This was clearly a severe failure in airport security by the TSA that resulted in a really frustrating experience for me. I have no idea what kind of compensation TSA can provide for this experience, but replacing the glasses TSA personnel broke and unflagging me would be a nice start (attached is a picture of the broken glasses I took after getting off the plane).

Respectfully,

(b)(6)

Caller is 86 years old and his wife received a letter with a KTN on it. He has not received a letter with a KTN and he is wanting to know the status of his enrollment and what his wife needs to do to get precheck with her letter. Caller stated that when he was at the enrollment center he was told by the representative that was signing them up that they should go back into the lobby and ask for a refund because he did not see how they would benefit from the program. Caller is wanting to know what benefits he gets that is different from what he currently gets when flying. Caller thinks he enrolled under false pretenses and wants a refund.

Advised caller:

She will just receive the letter and she will use the KTN when making the flight reservations. You need to make sure to enter the KTN that starts with a TT into the KTN field and make sure your name, DOB, and other identifying information matches the information you provided exactly when you make the flight reservation.

6/27/2014 2:42:34 PM To check the status of your application, please visit <https://universalenroll.dhs.gov> or you can also contact UES by phone. For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday. The \$85 fee is non refundable because that is what they use to get the background check. You can contact UES and see what they can do about the situation but I don't know if they will refund you.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. TSA anticipates these changes will further reduce--though not completely eliminate--the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. This is similar to the precheck benefits. The main difference that you get with precheck is you can also leave on your jackets, and belts, and you don't have to remove laptops and 3-1-1 bag from carry-on bags.

From: (b)(6)
Sent: Friday, June 27, 2014 3:59 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Legal; (b)(6); (b)(6)
Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6). (b)(6) civil rights were violated when he was forced to remove his religiously-mandated turban by the TSA at Chicago O Hare International Airport on June 21, 2014. (b)(6) flew on United Airlines, Flight No. 5702, from Chicago, Illinois to Columbia, South Carolina.

(b)(6) filed a complaint with the TSA and DHS on June 21, 2014 through the FlyRights phone application. We write to provide additional information. Please see attached follow-up complaint and (b)(6) original FlyRights complaint.
Image removed by sender.
Thank you for your attention to this matter!

6/27/2014
6:03:47
PM

Best,
(b)(6)

--
(b)(6)
(b)(6) New York, NY 10004

Phone (Main): HYPERLINK (b)(6)
Facsimile: HYPERLINK tel:%28212%29%20208-461 (b)(6)

--
Visit our website at HYPERLINK <http://www.sikhcoalition.org> \nwww.sikhcoalition.org.
Support the Sikh Coalition's work at HYPERLINK <http://www.sikhdonate.org> \nwww.SikhDonate.org.
Visit us on Facebook at <http://www.facebook.com/thesikhcoalition>.
Follow us on Twitter @sikh_coalition.
--

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Caller would like to make a complaint about an incident on Tuesday. Caller took a same day round trip from LAX to PHX. Caller pumps breast milk for her 3 month old son. When coming back from PHX, the caller asked that her breast milk not be screened by x-ray. Caller states that a female agent yelled at her for trying to touch her bag when asked to indicate which one was hers. Caller's belongings underwent additional screening and ETD. Caller was told that she had to lift her shirt up above her belt line. Caller felt very violated because she had to go through all that just to bring milk through to her son. Caller states that the female TSO did not even know how the screening should go because she was asking another officer what should be done. Caller departed from Terminal 4 with Southwest Airlines. Caller states that the female officer treated her disrespectfully and was very upset. Caller was most upset about the fact that she was expected to lift her shirt up in front of her co workers. Caller had been offered a private screening, and initially declined, the patdown was ultimately conducted in private. Caller did not understand why her belongings were screened again after they had already cleared x-ray screening and why she was screened again after going through screening.

Advised caller:

Breast milk and other liquids and gels intended for infants or toddlers in quantities of 3.4 ounces or less are normally x-rayed. However, as a customer service, TSA allows passengers the option of an alternative inspection of these items. Passengers must request an alternative inspection before placing the items on the x-ray belt; otherwise, all of the items must undergo x-ray inspection.

6/27/2014
6:16:24
PM

Passengers flying with or without an infant or toddler may bring more than 3.4 ounces of breast milk (in a liquid or frozen state) through screening checkpoints after undergoing additional screening. In addition, breast milk must be separated from other property and declared to a Transportation Security Officer (TSO) prior to entering the checkpoint.

While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown.

Passengers getting a patdown are not to be asked to lift or remove an article of clothing to reveal a sensitive body area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/27/2014 8:04:49 PM Airport : SFO - San Francisco International Date/Time of Travel : 06/27/2014 4:40 PM Airline & Flight Number : AC 567 Checkpoint/Area of Airport : International Terminal (G) TSA Employee: (If Known) :

Comment : This evening my husband and I proceeded to TSA security screening checkpoint. Upon placing our items on the x-ray belt, we requested for a private screening to opt out of the body scan. With this request, the agent called for both a male and female 'opt out.' We had to wait 15 minutes for this request to be accommodated. This request was based on the fact that I am pregnant (in my 3rd trimester) and my doctor advised that TSA body scan technology is harmful to my unborn child.

6/27/2014 9:02:49 PM After the period of extended waiting, I was brought into the private screening room by two female employees. One employee, an older african american female, proceeded with the pat down procedure. Although I have undergone this process many times, this employee was particularly invasive. When grazing her hand up my leg, palm in, she proceeded to go all the way up well into my genital region. Given the thin material of my dress, this act was extremely uncomfortable and I truly felt violated. The fact that her hand touched this area with no regard for my comfort, privacy, and sensitivity was particularly troubling. This experience was also marred by the fact that I had to remove my denim jacket which was protecting my modesty. I was wearing a strapless, loose fitted dress and this jacket covered my upper region. The two TSA agent showed disdain for me and I am utterly disgusted by this experience. I walked out of the screening room in tears. It is pathetic that TSA cannot accommodate pregnant women. I don't know how to respond. I am powerless. But you destroyed my vacation and I feel forced to subject my unborn baby to the harmful millimeter wave screening technology.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/27/2014 7:54:59 PM Airport : LGA - LaGuardia Date/Time of Travel : 6/27/14 7:30 PM Airline & Flight Number : Delta DL2331 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/27/2014 9:02:52 PM Comment : No precheck lane available. First tsa employee encountered (entering security line) wouldn't answer question regarding why no precheck lane was available, and later employees didn't address the issue either. This is a major problem for business travelers who rely on precheck lanes to reach their flights on time, and needs to be addressed. I ended up taking a pat down, as I have a medical reason to not go through the scanner, which delayed me further. Luckily my plane was delayed, or I likely would have missed my flight.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Zipcode:

6/28/2014

1:09:41

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Newark Liberty International Airport

Caller will be traveling on Wednesday with United at 8 a.m. from Newark to Cancun. She had metal in her hip and spine. She flew last year and went fine through Newark but was given a hard time in San Diego. The TSOs were so sure that she could go through the AIT. She called the manufacturer and they said she couldn't. She was left to stand for 45 minutes. She wants to avoid that.

Response:

6/28/2014 If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

1:18:07

PM

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

Caller wants to file a complaint against the Fort Lauderdale airport. Her son is 14 and was going through security and they randomly selected him for a patdown. She stated she told them he was 14 and they continued groping him. They didn't find anything and continued doing it until she asked for a manager. They set him off to the side and patted him down 4 different times and they were rubbing him on his body. Her son is 6 foot 3 inches, about 270 pounds, brown hair, black and red gym shorts and a black Michael Jordan t-shirt and sandals. The manager said they weren't groping him and that they were patting him down. She understands her son looks older. He was practically in tears. He was upset and the caller was upset. She stated she was not ok with the way it was handled. The woman checking the boarding passes was rude to her. She was an African American girl sitting in a stool with medium build and shoulder length hair.

Advised:

6/28/2014 I will forward you information to the CSM at the airport at FLL and they can investigate the matter and I will provide them with your contact information.

2:06:44

PM

Airport where the incident occurred: FLL

Airline: Jetblue

Flight numbers: D61126

Date and time of incident: Jun 28 2014, 145 pm

Individual's contact information email

(b)(6)

Caller wants to file a complaint against the Fort Lauderdale airport. Her son is 14 and was going through security and they randomly selected him for a patdown. She stated she told them he was 14 and they continued groping him. They didn't find anything and continued doing it until she asked for a manager. They set him off to the side and patted him down 4 different times and they were rubbing him on his body. Her son is 6 foot 3 inches, about 270 pounds, brown hair, black and red gym shorts and a black Michael Jordan t-shirt and sandals. The manager said they weren't groping him and that they were patting him down. She understands her son looks older. He was practically in tears. He was upset and the caller was upset. She stated she was not ok with the way it was handled. The woman checking the boarding passes was rude to her. She was an African American girl sitting in a stool with medium build and shoulder length hair.
Advised:

6/28/2014 2:06:44 PM I will forward you information to the CSM at the airport at FLL and they can investigate the matter and I will provide them with your contact information.

PM Airport where the incident occurred: FLL
Airline: Jetblue
Flight numbers: D61126
Date and time of incident: Jun 28 2014, 145 pm
Individual's contact information email
(b)(6)

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment; Age

Current Date/Time : 6/28/2014 9:21:13 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/28/2014 1:45 PM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : Security scan TSA Employee: (If Known) : I want the full name badge number and public personnel info for this pedophile Comment : My 14 year old was "randomly selected" or targeted for a violation of his civil and constitutional rights based on his age and going through security without a parent.

6/29/2014 9:46:26 AM He was interrogated by an "agent" without parental supervision.

He was rubbed, groped, and touched inappropriately not once, but 4 times by this pedophile agent and we were watching and recording this abuse.

Our son is 14, and inappropriate touching, harassment and interrogation is NOT permitted by LAW. I fully intend on filing a police report against the TSA against involved. I want his name, badge number and personnel file. Also, the disgusting tea agent checking him in was rude, combative, and disrespectful. I want her information also.

Would you like a response? : True

Passenger's Name : MINOR traveling alone Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment; Age

Current Date/Time : 6/28/2014 9:21:13 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/28/2014 1:45 PM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : Security scan TSA Employee: (If Known) : I want the full name badge number and public personnel info for this pedophile Comment : My 14 year old was "randomly selected" or targeted for a violation of his civil and constitutional rights based on his age and going through security without a parent.

6/29/2014 9:46:26 AM He was interrogated by an "agent" without parental supervision.

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Our son is 14, and inappropriate touching, harassment and interrogation is NOT permitted by LAW. I fully intend on filing a police report against the TSA against involved. I want his name, badge number and personnel file. Also, the disgusting tea agent checking him in was rude, combative, and disrespectful. I want her information also.

Would you like a response? : True

Passenger's Name : MINOR traveling alone Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated his grandmother had hip replacement surgery. Caller flew from Charleston Airport and Christy forced her to take her shoes off and his grandmother had to have a patdown. Caller wants to make a formal complaint about the screening process.

6/29/2014 11:14:49 AM Advised caller the following information:

AM Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Caller flew from Boston Logan to Savannah. She has two complaints. First, her checked bag was damaged along with the lock being broken. A NOI was in the bag. She states that the suitcase was not locked, but the lock was cut. Due to the nature of the lock, she states that now she will be unable to use the suitcase at all. She cannot zip it up. She states the luggage cost \$1,000. Secondly, she is unhappy she had to undergo a pat down at Boston Logan. She states she has two bilateral titanium hips. The buzzer went off and she had to have a pat down.

Informed caller:

I can send you a claim form to potentially get reimbursed for your bag.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response.

6/29/2014
6:45:19
PM

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I am forwarding your info about the damaged bag as well as your complaint about the pat down to the manager at Boston Logan.

Airline: Delta
Flight # : 2404
Departure time: 10:30 am
Time went through security: 8:30 am
Baggage tag #: (b)(6)
Description of bag: tapestry california french. protective cover. \$1,000
NOI had green stamp 6 29 14 8:36 am
Gate A18

To Whom It may Concern,

My name is (b)(6) I am a quadriplegic that uses a wheelchair to get around.

I recently returned from a trip to Recife, Brazil.

I was on American airlines flight 274 from Recife to Miami. I arrived in Miami on 6/29/14 at 6am.

I was then connecting to AA Flight 1260 to JFK.

Since I had to go through customs, I had to reenter security.

I travel a lot and my known traveler ID Number is (b)(6)

6/30/2014
8:46:00
AM

I spent time and money to get this number in order to facilitate my passage through security.

I must say that I was extremely disappointed in my recent experience in Miami and feel that the way it is set up is extremely discriminatory to those of us who use wheelchair.

I went to the TSA Precheck lane and was told that I could not use that lane because the way it was configured did not have room for a wheelchair to pass. I was taken to a different lane. After waiting for over 10 minutes, a TSA Agent finally took me through for a male assist. First issue was waiting for an agent. 10 minutes to wait is far too long.

Then, even though I informed I was already a precheck, the agent proceeded to do a full pat down. I cooperated because he was only doing his job but this is not needed per your own rules for precheck travelers.

I have no issue cooperating and going through additional screening when needed.

What I have a huge issue with is the fact that TSA is discriminating against those of us in wheelchairs by not have accessibility features in the Miami TSA Precheck lane.

This needs to be addressed and fixed immediately.

I do expect a response as to how you plan on correcting this issue.

I appreciate all you do to keep travelers safe.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (h)(6)
Phone Number: (h)(6)
Address: (h)(6), New York, NY
Zipcode: 10023

6/30/2014

8:51:30

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number:

Address:

Zipcode:

6/30/2014

8:51:34

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Cleveland-Hopkins International Airport

Caller flew from FLL and she went to through the patdown and the caller stated the female screener went inside her pants and touched her private areas. Caller stated she went through a patdown before and she never had this experience. Caller stated she wants to make a formal complaint about the patdown procedure.

6/30/2014

8:56:32

AM

Advised caller the following information:

Advised caller she can send her complaint in writing to TSA 601 south 12st TSA-33 arlington VA 20598. Advised caller the female screeners will do the patdown with her hands. Advised caller she can go to the checkpoint and ask for the CSM at the airport and make a complaint to them.

Caller is a FF with Delta and receives TPC often when he flies with them. However, when he flies from Kansas City they do not allow him to use the lane due his defibrillator. They tell him that they do not do patdowns in the PreCheck lane and send him to the regular line. But when he gets to the regular line, a senior officer told him that they in fact do patdowns in PreCheck lanes and they just did not want to deal with him. He wishes to form a complaint because this has started happening on several accounts.

6/30/2014

11:15:21

AM

Advised caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Callers fiancé went through security at MCO and got through security. At the end of security she was pulled into a private room by an Indian woman for a full body patdown. However, she was alone with the Indian TSO and no other person. The TSO then conducted the patdown, but then inserted 3 to 4 fingers into the woman's vagina through her pants on three separate counts. He believes that this is illegal and wants to form a complaint, however he does not have all of the flight information.

Advised caller:

6/30/2014
12:27:07
PM

TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. At any time during the screening process, passengers may request a private screening.

Airport: MCO
Airline: US Airways
Flight #: November 2013

The caller stated that every time she flies she is subjected to additional screening in the form of a patdown and ETD swabbing and she wanted to know if this was due to Age, sex, national origin, skin color or disability. The caller stated that she did not feel discriminated against. The caller wanted to know why we perform additional screening. After probing the caller I determined that she has metal implants and she stated that she never tells the officer about them before the screening begins. The caller stated that she has documentation for the implants.

Advised the caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

6/30/2014
2:14:35

PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Advised the caller that if she does not inform the TSO of the metal implants before screening and she alarms then there is a good chance she would undergo additional screening. Advised the caller that no documentation is required just so long as she informs the officer.

Advised the caller email sent.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 07302

6/30/2014

4:16:04

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

LaGuardia Airport

6/30/2014

4:45:35

PM

The caller stated that she was undergoing a patdown procedure and that the female officer's fingers went through her skirt, under her panties and past her labia. The caller stated that this resulted in a large wet spot from internal secretions. The caller stated that this incident was at approximately 9:20AM on 06/28/2014 at FLL terminal 1 concourse C. The caller stated that the agent that allegedly performed the act was a 5ft 6in tall, black female with some type of dental hardware in her mouth, black hair that was tied back in a tight bun, approximately 25 - 30 years old. The caller stated that (b)(6);(b)(7)(c) of the Broward County Sheriff's Department was present during the public patdown screening. The caller stated that she would have called sooner but she was trying to get her autistic child situated after travel. The caller stated that she traveled via Allegiant airlines from FFL to TYS.

The caller did compliment the TSA personnel at TYS. She stated that they were professional and courteous.

We recently hosted a speaker at a 4-day event in Denver (b)(6) is a young black woman with a medium afro hair style. On her return trip from Denver to Seattle, she was selected for a full-body pat down and TSA agents used their gloved hands to search her hair, without first asking her permission. She recently blogged about this experience, noting it was the norm for her to be selected for such extensive searches while her (white) husband often waits on the sidelines. Her other friends of color have similar stories. <http://theadoptedlife.com/2014/06/30/tsa-needed-to-search-my-afro-for-your-safety/>

This type of searching is culturally inappropriate, insensitive, and degrading, and it does not make me, as a traveler and an American, feel any safer. I question the motives for selecting her in the first place. As a white woman, I have never been stopped for a search despite extensive travel since security measures were put in place. Knowing this woman as I do, including her friendly, positive, and genuinely harmless demeanor, I can view this as nothing beyond obvious racial profiling that appears persistent throughout the TSA. I see no value in touching someone's hair, but if the TSA is going to search hair as part of its pat-down policy, post guidelines and/or warnings to this effect, and ALWAYS ask permission before touching a person.

Further, as a businesswoman and nonprofit coordinator attempting to build and strengthen community and professional relationships across state lines, such experiences mar the experiences of Denver visitors and can harm the local economy and reputation of this city.

7/1/2014

8:22:26

AM

I think the TSA owes (b)(6) and all Americans, an explanation at the very least, and, preferably an apology for such culturally insensitive actions. I would strongly advise the TSA to engage in some additional training around cultural competency as well.

I respectfully ask that you investigate this matter and follow up with (b)(6) directly.

Sincerely,

(b)(6)

(b)(6) HYPERLINK (b)(6)

To Whom It Should Concern -

At Denver International Airport, on Sunday, June 29, my friend (b)(6) who is a young black woman, was subjected not only to a full-body pat-down (after passing through the full body scan with no concerns) but also to a search of her medium-length afro!

I am writing to support her internal complaint and to urge you to, at the least, issue (b)(6) a formal apology.

7/1/2014

8:24:41 AM (b)(6) lives in Seattle and was visiting Denver, volunteering her time and expertise to present at our African-American Heritage Camp for Adoptive Families. It's embarrassing and appalling to think that this is the way she was treated at our International Airport!

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/1/2014 6:23:39 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 07/01/2014 5:00 AM Airline & Flight Number : JetBlue 106 Checkpoint/Area of Airport : Concourse L TSA Employee: (If Known) :

Comment : Whenever I fly, I opt out of invasive screening and get a pat-down. I have never had reason to file any complaints.

7/1/2014

8:25:41

AM

This morning, the TSA agents were unprepared for anyone to opt out. After waiting for several minutes, one agent decided to have me walk through and be patted down by the same agent who pats down scanned passengers. This agent did not ask any questions about sensitive areas or offer a private screening. I was not allowed to put my travel documents on top of my bag.

I finished going through security at 5:10am.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/1/2014

11:36:38

AM

Caller is 57 year old breast cancer survivor and flew from Midway to Orlando yesterday and her luggage has been inspected. She asked the officers to change gloves when she received a patdown yesterday but she knows that the officers that inspect the checked luggage use dirty gloves. She is needing to know why her luggage is selected for inspection every time that she flies. She flew on Southwest Airlines and there was a NOI in her luggage.

I advised her that when she checks her luggage in with the airline it goes through a conveyor system and an xray machine. If an alarm sounds during the xray screening her luggage will be pulled for additional screening to clear the alarm. TSA will open the luggage and conduct the inspection and place a NOI in the luggage to let her know that we inspected the bag. We are not selecting the bag because it's hers since we do not know whose bag it is when it comes through the xray machine but if an alarm sounds we have to conduct additional screening on the luggage.

From: Fischer, Anna
Sent: Tuesday, July 01, 2014 9:31 AM
To: TCC-Referrals
Subject: External Complaint (b)(6)

Good Morning,

Attachement is forward to your office for further processes.

Thank you,

Anna Fischer
TAPE Contractor: Administrative Assistant
Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement (CRL/OTE)
Transportation Security Administration
Ph: (571) 227 (b)(6)

7/1/2014
4:14:53
PM

Attachment:

Complaint Information

1. Information about the person who experienced the civil rights/civil liberties violation

Name (b)(6)
Phone#: Cell (b)(6) Home (b)(6) Work: (b)(6)
Mailing Address (b)(6) Scottsdale, AZ 85260
Email: HYPERLINK (b)(6)

2. Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

Name (b)(6) (husband)

3. What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 7/1/2014 5:20:54 PM Airport : DEN - Denver International Date/Time of Travel : 06/26/2014 12:05 PM Airline & Flight Number : Jet Blue 494 Checkpoint/Area of Airport : Security walk through TSA Employee: (If Known) :

7/1/2014
6:19:32
PM

Comment : Traveling with a 70 yr old male with Alzheimer's and an ostomy bladder bag who was randomly pulled out of line, patted down, pockets emptied and inspected, and held for 10 minutes while 5, yes 5! TSA agents stood around trying to decide on proper protocol for dealing with the catheter and his mental status. He was escorted to a room barefoot and subjected to a thorough pat down. This was unnecessary random humiliation at the hands of over zealous TSA members. Shame on them! TSA can and should be better trained.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 7/1/2014 5:12:17 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/27/2014 5:15 PM Airline & Flight Number : American Airlines 247

7/1/2014
6:19:37
PM

Checkpoint/Area of Airport : Terminal 4 tsa pre check TSA Employee: (If Known) (b)(6) Comment : Hi, I went through tsa pre check, thus am thoroughly screened and registered through global entry. I was nevertheless forced to undergo an assault of my person as a "pat down" because of my 2 year old twins medically necessary liquids for a 5 hour flight in the form of fortified milk. The excuse was that the milk was in sealed containers yet the rule on the tsa website is clear the milks and formula for infants and toddlers is permitted in reasonable quantities. I had 4 milk boxes for 6 hours for two toddlers. I attempted to educate this tsa agent and an alleged supervisor about the law on assault and your own tsa rule (which I knew since I am a lawyer and I have flown a dozen times with the twins since they were born) and they said I could not take the medically necessary liquids with me unless I permitted the assault. This of course is coercion and abuse of power. I was humiliated, and touched improperly in order for my children to have milk. Outrageous. I demand an apology and financial compensation for my severe emotional distress intentionally inflicted by your employee. I do not wish to have to escalate this to a judge to rule in my favor.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 30083

7/1/2014
6:19:51
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Lambert-St. Louis International Airport

Caller is a flight attendant and cant go through the scanner so she always gets a patdown. She was flying on Sunday at the Maui airport. She gets patted down at least twice a week but this TSO went up very high on her skirt and touched her vaginal area and did it twice. Her name was (b)(6) She did speak to a supervisor named (b)(6) who gave her a comment card and he said he would speak to his supervisor which was (b)(6) The woman was heavy set, darker skin, dark brown hair, 5 foot 5, 145-150 pounds, mid 30s. The caller is 5'7", 120 pounds, blonde, fit and she was wearing her flight attendant uniform with skirt.

Advised:

7/1/2014
8:15:05
PM

I will forward this to the CSM at Maui and I will give them your contact information and they can investigate the matter further.

Airport where the incident occurred: Maui

Airline: Alaska

Flight numbers: 814

Date and time of incident: June 30 2014, 1050 pm

Individual's contact information email

(b)(6)

Caller wants to file a complaint. She flew from LaGuardia and she had to go through additional screening and the individual who was responsible for gathering her materials and do the patdown was being hasty. She was jamming all the passengers belongings into her carry-on luggage and her glasses ended up broken. She reported the incident to a supervisor on location right after the screening. The supervisor told her she could not take down names initially but after speaking with someone else he allowed her to take his name down. She said the TSO admitted to shoving her items into her bag but once she saw that the glasses were broken she walked away from the passenger.

Advised caller : The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

7/2/2014
10:07:28
AM

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

Flight Information to follow :

Supervisor on Duty (b)(6)

Airport - LaGuardia

Airline - Delta

Flight # - 0904

Date - Time - June 18th 5:00 to 5:45 am

Location of Incident - Delta Terminal

Contact Info - (b)(6)

Caller flew today from DET to Chicago and she had PreCheck. She said she had a candle in her carry-on. She said they questioned it. She said they pulled her over and did the whole patdown and tested the candle. She said she got the candle when she flew internationally. She said when she got to Chicago the candle was missing. She said they told her the candle was fine and she thought they put the candle back in her bag but they did not. She said she would like the Lost and Found.

7/2/2014
10:42:18
AM

ALSO: She said she would like to talk to someone at that Airport because her son left his laptop at a checkpoint and he never got it back.

RESPONSE: Gave caller the LandF at: Detroit Metropolitan Wayne County Airport 734-942-3126 ALSO: Gave her the CSM there (b)(6) Phone: (b)(6) ALSO: Advised caller that if they cannot locate her candle, she can call TCC back and give her flight information, report this incident and get a claim form to seek reimbursement of her candle. She can also find the claim form on our website.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/2/2014 11:12:10 AM Airport : GNV - Gainesville Regional Date/Time of Travel : 07/01/2014 12:45 PM Airline & Flight Number : DL 5489 Checkpoint/Area of Airport : TSA screening TSA Employee: (If Known) : Supervisor (b)(6) Agent (b)(6) (?) Comment : As a weekly traveler and TSA pre-check flyer, I have never experienced agents with this lack of training and professionalism. The agents were slow, very vague in the information they were giving to unseasoned travelers, and overall rude. Gainesville is a small airport that I frequent over a dozen times a year. Never before have I almost missed a flight due to the inefficiency of the TSA screening process.

(b)(6) had no concern for the fact that I had been in line (with others) for over 30 minutes and my flight was boarding right in front of my eyes just beyond the screening area. Due to implants, I always undergo a pat-down as part of my screening and this was performed by a (b)(6); I am not sure because when I asked him his name he refused to give it to me. I waived my right to hear the instructions and a private screening but he paid me no attention and took his sweet time telling me what I have heard hundreds of times before. Then he proceeded to pat-down areas on my body more than once in an effort to take even more time. It was obvious to me and others in the line that this was a group of people poorly trained not only in the process but also in how to interact with the public. I also confirmed with the local Gainesville Police Officer assigned to the airport that this was a new "crew" of TSA folks.

7/2/2014
12:14:09
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/2/2014
12:14:13
PM

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 7/2/2014 10:44:38 AM Airport : OAK - Oakland International Date/Time of Travel : 07/02/2014 8:15 AM Airline & Flight Number : Escort Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) : Female supervisor not certain of her name Comment : After the x ray scan. The male security guard said she is going to pat down your front and back. They female supervisor started touching my front chest area rubbing directly on my lower breast. I said you are supposed to use the back of your hand. She started arguing with me. She said that's only for sensitive areas. I said this is a sensitive area. And she threatened to call law enforcement and said I could not leave. I was escorting to daughter and was not even going to board a plane so I should have been able to leave. She said I could not get my stuff and that I could not leave thus I was being detained without probable cause. I believe she violated my rights to be free from search and seizure by a law enforcement officer. She went too far.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller needs compression socks for burns on his legs.

Response Details: I told the caller I deeply regret what has happened to him and explained how to access redress by going to www.dhs.gov trip and applying for redress. I advised caller once he got his RCN to include it in his flight reservations. I also told him I am making no promises this will stop the four S's. After the caller told me of what happened at DCA on June the 10th I told him I would forward this to DCA for review. I sent claim forms to the caller to seek reimbursement for the socks.

I called the passenger back and provided the DRFI info including where to mail the written complaint.

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598

7/2/2014
4:14:21
PM

Incident Details: Caller stated he went to the airport at Washington DC a couple weeks ago. Caller stated he feels he is on a watch list because the screeners told his was on a watch

Advised caller the following information:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior

To Whom It May Concern,

I am writing to file a complaint. I believe my right to privacy was violated. Date and time and location are as follows:

Sunday, June 22, 2014

2:00 pm, Air France flight 6

Charles de Gaulle Airport

7/2/2014
6:07:03
PM

While en route from Paris to New York, I was pulled aside just as I was entering my departure gate. I'd already cleared security and was asked to step to a table three feet away from the gate to have my bag searched and a pat-down. On other occasions, I've had my bag randomly searched while in line to board and felt comfortable with that request, but with a couple hundred passengers behind me and walking by just three feet away, and as I was wearing a dress hemmed above the knee and knew it would go shorter as I raised my arms, I did not feel comfortable with a pat-down. I said, "Can I have some privacy?" There were two women and a man addressing me, and the man responded, "No, I do not have anywhere to take you." I said, "Do you at least have a screen?" and was again told "no," and that if I refused I could be denied my flight. Embarrassed and blushing deeply, I submitted and said, "This is the last time I fly Air France." The woman who was in civilian attire responded, "I'm with the federal government. This is a TSA request." The man stayed just across the table from me, too, during the pat-down. I understand, now, from your website that I am indeed entitled to ask for privacy.

Thanks,

(b)(6)

(b)(6)

Contact information:

(b)(6)

HYPERLINK (b)(6)

Airport
Denver International Airport

Date and approximate time of the experience
6/29/14 around 10am

7/2/2014
6:07:06
PM

Description of the experience:

After walking through the airport security full body scanner I was randomly selected for a full body pat down. I complied with this request. The TSA agent told me beforehand that she was going to touch my back and my legs, to which I appreciated and again complied. TSA agents then used their gloved hands to search my hair, without first asking my permission. While gathering my suitcase, shoes, liquids and other belongings that had come through the conveyer belt, I watched another random person get selected for a pat down, however hers did not consist of the hair check. I stayed to watch another person, and they did not get their hair checked either. I spoke with a few of my other friends of color asking if they'd had this experience, to which two of them said that they had. These two other friends, and myself have a couple things in common - we are young, black women with afros. I often travel with my husband (we travel 2-3 times per month), he is a white male, it is the norm for me to be selected for the full body pat down, while he gets to either go through the pre-check lane (not having to remove his shoes etc.) or for the full body scanner to suffice. I feel this to be blatantly discriminatory. I would like an explanation about why the pat down does not always include hair, and also an explanation about why it should include only black people's hair. If this is part of your protocol I feel it to be culturally insensitive and inappropriate, whilst not understanding how this practice truly makes our nation safer.

Names or description of the TSA personnel involved or witnesses:
Unsure of the name of the TSA agent.

Thank you for taking my matter seriously.

(b)(6)

7/3/2014 8:22:48 AM I am disturbed to hear that close friends are forced to be searched and patted down at airports either because they are perceived to be Middle Eastern or they style their hair in an afro. As a visibly white woman, I never encounter these extra or secondary pat downs: I fly at least 4 times a year so I'm fairly regularly through security. As an observer, I see that it is discriminatory. I hear these stories more and more often and I do not see the necessity for them. Please stop objectifying and discriminating.

Caller has a complaint with TSA. He says he was treated like a tourist. He says the white TSA agent targeted him. He says he was selected for additional screening before he was at the checkpoint. He got a patdown and the police was called. He says he waited to see if other passengers were selected for random screening and no one else was selected. He says he only had a brown paper bag with his tablet. He says now that this happened after he had gone through the AIT. He says this agent had selected him by looking at him. He was chosen because he was black and he looks ruff. He says had got his ticket and had his ID, they had checked it under the black light, this is where this happened. He was tapped on the shoulder by an agent, he was the only one that had to go with the agent. He says he then went through the AIT and was given a patdown. He is upset that he was chosen for the additional screening.

7/3/2014 9:19:29 AM Transferred to MB, the call was dropped before I could transfer it.

Called him back and got a voice mail.

I left a message telling him to call us back and provide us with an email address so we can email him some contact information and the needed information he needs to provide in the email.

He has to have this in writing to make this a formal complaint.

Feedback Type : Complaint
Categories : Other; Screening
Current Date/Time : 7/3/2014 10:33:29 AM Airport : SJC - San Jose International Date/Time of Travel : 07/03/2014 7:15 AM Airline & Flight Number : Alaska Air 407 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : Officer (b)(6)
Comment : I have braids in my hair with no metal in my hair, but I was still subjected to a pat down of my hair, while people with no braids had no pat down. I believe this is a problem that should be addressed. This is the second time that I have had to undergo a pat down of my hair when I have had it in an ethnic non-caucasian style. Why is this required and why does it feel like it is targeted towards those of us who choose not to where a Caucasian-like hairstyle. Thank you.

7/3/2014 12:01:42 PM Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller advised that she would like to file a complaint. Caller advised that on 7/1/14 she was traveling from Trenton Mercer New Jersey with Frontier Airlines and while in the screening line another passenger who was bringing a cat in carryon was being screened. Caller advised the cat went bonkers while being screened and bit her. Caller advised that she had to cancel her trip due to this. Caller asked the screening procedures for travelers bringing an animal as a carryon. Caller asked if vaccine documentation was required. Caller asked could a private screening have been done.

Advised Caller:

7/3/2014 1:32:42 PM The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

If additional screening requires removal of the animal from its carrier, passengers may request a private screening.

TSA doesn't require vaccine documentation for animals

Caller felt like the TSO's were rude during her secondary screening and she wants to know if she has been placed on a list.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/3/2014 1:49:25 PM TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Thursday, July 03, 2014 11:59 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/3/2014 11:58:59 AM

Attachment:

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

7/3/2014 2:03:43 PM

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

(b)(6)

Cell Phone:

(b)(6)

P.O. Box or Street address:

(b)(6)

City:

Ellenwood

State:

Georgia

Zip:

Feedback Type : Request for Information

Categories : Traveling with a Disability or Medical Condition Current Date/Time : 7/3/2014 2:22:06 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello

7/3/2014 4:23:30 PM My husband (b)(6) is 73 years old and has a Gastric tube which protrudes about 3 in from his abdomen. i have his Dr diagnosis and was told by American Airlines that Tsa is aware not to touch it as it can come out. In LAX, TSA insisted on a pat down, on the tube as this was the "suspicious" area on the body scan. i absolutely refused, but offered to go with him to a room where the tube could be VISUALLY inspected, or bring in a supervisor. The TSA young man looked like he was ready to cry. 2 other employees came by and eventually patted him around the tube. How can i prevent this from happening again on our way back when we go thru TSA at Logan Airport? Thank u for ur time.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number: (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/4/2014 11:15:19 AM Airport : LGA - LaGuardia Date/Time of Travel : 07/04/2014 Airline & Flight Number : AA 3418 Checkpoint/Area of Airport : Terminal C TSA

Employee: (If Known) : I took video Comment : My wife and I were traveling to Columbus and wished to opt out of the electromagnetic screener. An obviously-bothered African American female officer told us that we would need to wait for a pat-down.

After 10 minutes waiting she notified us that there were still no TSA employees available to conduct the pat downs. We had no choice but to use the EMR screening against our wishes so as to avoid missing our flight.

Would you like a response? : True

7/4/2014 1:10:59 PM

Passenger's Name (b)(6)

Phone Number: (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 7/4/2014 3:25:09 PM Airport : PLN - Pellston Regional Date/Time of Travel : 06/29/2014 6:30 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was flying from Pellston to Detroit last Sunday, June 29th.

When I went through Security, the alarm went off. The agent told me to remove my hat, earrings, jacket and shoes. I showed her my Hip Replacement Card. I had a total right hip replacement September 2012. It is titanium. My card, which I carry at all times, clearly indicates it may set off a metal detection device. I removed the items she asked me to. Again, the alarm went off. She was unnecessarily rude and mean. I did get frustrated, but I was never rude to her. She told me I would have to go through a pat down. Seriously? She told me she kept receiving an alarm on my right side...again my titanium hip. I was totally embarrassed as she continued to search me with her instrument. Finally, she "let" me go through. The weird thing is...after I removed the items she asked me to, all I had on was a long cotton skirt, t-shirt, underwear and sport bra. She kept telling me I could be concealing a weapon? Really? Where? I even offered to show her my incision on my right hip.

7/4/2014

5:20:14

PM

I felt so violated and humiliated. She was ridiculous, and I do NOT appreciate her abuse of me.

The week before I flew from Dallas Ft. Worth to Detroit, and the Aleah went off in Security. I showed the agent my hip card and he told me to go on through. Not a problem.

The agent at Pellston needs to be reprimanded due to her abuse of me, and her ego control issue.

I will NEVER forget how she treated me. NEVER.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/4/2014 3:21:40 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/30/2014 11:30 AM Airline & Flight Number : JetBlue Checkpoint/Area of

Airport : Security - Terminal 5 (JetBlue) TSA Employee: (If Known) : several on lanes 9&10 Comment : I am a transgendered traveler who always opts out of the machine screening - I'm probably going to get a pat-down anyway when the person mis-selects my gender, so I've learned to just go ahead and take one. I must say that in most airports, TSA does a fair to excellent job treating me with respect during the pat-down process. I have only had an issue on three occasions. Unfortunately, I didn't file a complaint the first two times, though I should have. This time, I was fed up enough to do so.

I immediately said to the agent standing by the x-ray machine that I would like a male assist for an opt-out. She gave me a skeptical look and called for a male assist. I saw a few agents look at me, then she asked me "you wanted a male assist?" to which I said "yes." At least two agents came over and looked at me and then went back to whatever it is they are doing when they are all standing around back there appearing to do nothing. Finally, a male trainee and his trainer came and got me. As they were taking me over to my things, a woman came over and said "are you okay with getting a pat-down?" to which I replied "I don't understand" - I thought she was giving me the option of not having a pat-down, which didn't make sense. She then said something like "I just wanted to be sure you were okay with a pat-down" to which I replied "Well, of course I don't want one, but I think I have to, no?" Finally, she clarified and said "are you all right with these two doing the pat-down?" to which I said "why wouldn't I be?" She said "okay" and walked away. This was now the third time in the process that attention had been drawn to the fact that I am apparently difficult to "gender." This is a side effect of where I am in my transition process, and it is _incredibly_ awkward to see other passengers looking my way because I am attracting so much attention from so many agents.

7/4/2014

5:20:23

PM

Apparently, the staff at JFK need some recurrency training in how to work effectively with transgendered passengers. This includes:

*allowing the passenger a pat-down by a person of the gender the passenger is presenting as (or requests, if, as in my case, this is still difficult for people to determine).

*NOT snickering, staring, or pointing the person out to other agents while standing around appearing to do nothing *NOT making incredulous faces or scowling when passenger asks for a pat-down by a certain gender.

Also, this was a day with a very long security line and they only had lanes 9 & 10 open. They opened lanes 3/4 while I was putting my belongings on the belt. This was utterly unacceptable. Again, there were at least five agents just standing around between the passenger corral and the screening area. I don't know if there's a purpose to that, but several passengers were visibly angry - one woman loudly asked why they couldn't open more lanes with all the available agents.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) New York, NY
Zipcode: 10023

7/4/2014
7:05:31
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

I was subjected to a pat down today at the Philadelphia airport. The officer failed to explain that he was going to put 3 fingers around my testicles and lift them up. This was acutely embarrassing, an invasion of my privacy, totally unnecessary. I filed a formal complaint, am going to my congressman, am going to publish this on every website I can.

When I went to the TSA officer in charge, he seemed totally indifferent about it, and handed me a form to fill out.

7/5/2014 9:16:19 AM I want to know specifically how you intend on following up on this in addition to understanding whether touching male genitals is part of your protocol.

Life is good

(b)(6)

Feedback Type : Compliment

Categories : Pat-down; Professionalism/Customer Service Current Date/Time : 7/4/2014 10:21:28 PM Airport : LAX - Los Angeles International Date/Time of Travel : 07/04/2014 6:30 PM Airline & Flight Number : American 2452 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : When I asked the tsa agent for alternative screening he pointed to another agent on the opposite side (also a male) and stated "tell him". He was assisting other people. There were 3 female tsa agents standing next to him who refused to assist. Then the designated agent walked to a 4th female agent (all standing in a group next to one another) and asked her to assist. This female agent who was standing next to the gate instructed me to go stand to the other side of the of the checkpoint (opposite direction from the gate) while she obtained gloves. Then she had me walk back to and through the gate. At this point I have made two laps in the screening area which was also disrupting the line of passengers waiting to go through the scanner.

7/5/2014 9:17:26 AM During this time while I was asked to walk back and forth I was instructed to remove my flip flops which contained no metal. I asked to get my socks and was refused. I asked if I could get the flip flops since they went through the screener so I could stand on them. I was refused. I informed the tsa agent that I had a phobia of standing and walking around on the dirty floor. She said it was not her problem. I began to have signs of an anxiety attack and asked if I could just stand in the shoes or a shirt or anything that already went through the X-ray machine and was cleared. Not only did she refuse, but she intentionally made me walk around more and shift feet and took twice as long to complete the screenings.

In addition to the lack of professionalism I have to ask what is the security purpose of this procedure. How does not allowing a passenger to retrieve their shoes after they were screened to stand on during the pat down...how does that affect security? It is nothing more than an unnecessary exertion of power.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/6/2014 1:06:05 AM Airport : OGG - Kahului Date/Time of Travel : july 5 8:14 PM Airline & Flight Number : Hawaiian Checkpoint/Area of Airport :

TSA Employee: (If Known) : agent bushlow Comment : I opted out of the scanner and went through the pat-down as I have dozens of times. Agent bushlow performed the pat-down. Everything was fine until he started the inner thigh and groin area. He went up my leg in the back and distinctly touched my genitalia. I jumped as this had never happened in other pat-downs. I jumped and he seemed to get annoyed. He went to the front and touched my genitalia harder this time. I jumped higher and yelled in shock. The supervisor came over and immediately took the side of agent bushlow. I want an investigation and wish to file a formal report as I feel what was done constitutes molestation. This man should be fired.

7/6/2014 10:19:44 AM Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, July 05, 2014 6:39 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/5/2014 6:38:54 PM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

7/6/2014
10:20:23
AM

Remote Client IP: (b)(6)
Date Time: 7/5/2014 6:38:54 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 7/6/2014 10:43:09 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/06/2014 9:45 AM Airline & Flight Number : American Airlines 324 Checkpoint/Area of Airport : Gate A13 TSA Employee: (If Known) :
"Supervisor" Comment : Time at arrival to security checkpoint: approximately 9:50 am Gate A13 Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey. My minor children (b)(6)(9) & (b)(6)(12) were cleared through the metal detector and separated from us. I (35) was told to go through the metal detector, while (b)(6)(15) was told to go through the AIT machine. For religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained she was only 15, we had TSA pre-check and that I was willing to undergo a pat down but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion. For the sake of brevity, I shall summarize in that I was told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated. Only after I [a criminal trial attorney] broke down in tears and my 12 year old daughter broke through the TSA agent line to ask when she would see us again, was I allowed to be reunited with my children. It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO/Orlando (2) Sanford (3) Salt Lake City (4) Denver (5) LAX (6) Dulles/Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle (12) JFK — merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security. Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

7/6/2014
11:05:38
AM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/6/2014 2:50:01 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/04/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My husband and I (along with many other travelers) has a terrible experience with (b)(6) while going through security checkpoint. He not only made faces and physically made fun of my husband who has a disability, he made a 13 yr old girl near us go back through the metal detector because according to him "she wasn't walking like a 13 yr old should." I am pregnant and did not wish to go through the scanner and told him I would like a pat down instead and he told me to go stand to the side. For TEN MINUTES I stood there before he looked over at me, chuckled, and then yelled to a female tsa employee to come pat me down. I have never had any issues with tsa agents, but this man needs to absolutely be fired. He is unprofessional, and if we only witnessed his behavior for 10-15 minutes, I can't even imagine what he is like the rest of the time. This man was the most unprofessional person I've EVER met and I will do ANYTHING to NEVER travel through Atlanta again.

Would you like a response? : True

Passenger's Name :

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew out of JFK. She is missing an eye shadow (powder form, \$50 value) makeup kit from her carry on. She asked is she was calling TSA. She asked if we could fill out the form over the phone. She asked the % chance she will get her money back. She asked if it would be worth her time to fill out the phone. She also was very upset about having to wait 15 minutes before her patdown was conducted. She requested a pat down because she isnt comfortable going through the machine.

Informed caller:

TSA regrets that you found items missing from your carry-on luggage.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

You have called the TSA contact center.

I dont know the % chance of you getting reimbursed, nor if it is worth your time. That is up to you.

Unfortunately, we cannot fill out the form over the phone.

You probably had to wait for a female officer to become available to conduct your patdown.

Caller called to state her eye shadow kit was taken from her carry on bag at the security screening checkpoint. The eyeshadow palette did not have any liquids or gel. She was waiting for a patdown and her luggage was left unattended for 20 minutes. The eye shadow is Urban Decay and valued at \$50. She knew her water bottle had been removed and asked the TSO if anything else was taken and he said nothing else was taken. She did not realize the eyeshadow was missing until she left the checkpoint.

How long does the claims process take? What is the process? If they told her they were taking an item at the checkpoint would she be reimbursed?

Advised:

I apologized the item was missing and offered to send a claim form and stated I would forward this information to the CSM at JFK.

Airport--JFK

Date Time-- She was at the checkpoint at 11:30AM. 07 04 2014 01:00 pm

Gate or Terminal--Not Provided

Bag tag # (10digit)-- Not provided

Bag Description--Small Hotpink suitcase.

Airline--Virgin America Airline

Flight #-- 411

Form sent via email.

I stated she should complete the form and return it as soon as possible. She would receive a claim number and she should retain it until the case is settled. It could take up to 6 mos for the case to be settled. She could take it to court if the case is not settled at that time.

The Transportation Security Administration (TSA) does not seize or confiscate personal property from passengers. Passengers are provided several options for disposing of prohibited items, assuming that possession of the items is not prohibited by law. Passengers may (1) ask their air carriers to place the items in checked baggage; (2) return the items to their vehicles; (3) give the items to non-traveling companions; or (4) mail the items.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Vienna VA
Zipcode:

7/6/2014
7:19:56
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/6/2014 8:24:15 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 661/Denver International Airport/Frontier Airlines/Gate 30/East Terminal/Date: July 6, 2014/TSA security checkpoint approximately 12:30 pm.

Comments: Today I requested a pat down at the security checkpoint because I am currently three months pregnant. I had never encountered a "no" to my request for a pat down in any of my several travels through other airports especially when I declared my pregnancy.

7/7/2014
8:28:45
AM

However, today, two female checkpoint people laughed straight into my face when I told them I was "uncomfortable" with a metal security pass through. They proceeded to inform me what a metal security pass through is. I told them I was pregnant and they looked at me and continued to laugh. They continued to tell me nothing would happen if I passed through. I informed them I knew what a metal pass through was and I would like a pat down. They refused to give me a pat down after about 3 times I requested one.

One of the security guards then finally gave me a pat down. She also took out all of my diaper bag clothing and screened all of the bottles which took approximately ten or more minutes. It was interesting to see that most of the other people around 50 or more had already passed through.

I was the only Asian American female at the security checkpoint at this particular domestic security checkpoint as far as I could see in approximately 150 people radius.

TSA:

My family travels frequently, so we are no strangers to TSA security procedures.

Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey for AA Flt 324. I anticipated no issues due to the TSA pre-check.

I understand that I am a very conservative practitioner of my faith and my sincere beliefs lead to hassles from time to time. Due to my sincere beliefs, I refuse to pass through an AIT machine. I, as an adult and mother, accept the pat down and test for explosive residue due to this belief. However, I have NEVER before today, had my minor daughter separated from me and threatened with a pat down. My minor daughter is a virgin who has never kissed a boy and who does not have physical examinations by a doctor which include the touching and contact down by a pat down. We dress conservatively. We eat restricted diets and have limited physical contact with non-family members.

My minor children (b)(6) 9; (b)(6) (12) were cleared through the metal detector and separated from us. [Yes, metal detectors are permitted by my sincerely religious beliefs.] I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine.

As previously stated, for religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained (b)(6) was only 15, we had TSA pre-check, and that I was willing to undergo a pat down, but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion.

7/7/2014
8:30:57
AM

By this time, my younger two children were taken out of view, and 3-5 agents crowded around me to block me from my younger children and 1 agent blocked me from my oldest minor child. I was then told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated.

I practice criminal defense law and deal with harsh people and situations. Tears do not come to my eyes easily. Yet, being separated from my children and told that my sincere religious beliefs meant nothing and my family would remain separated brought even me to tears. My 12 year old was quite distressed and managed to crawl push through TSA agents to get the attention of the supervisor. (b)(6) 12] asked when we could be together, I told her I did not know and that TSA won't let (b)(6) through. Fortunately, something touched the heart of one of the TSA agents who then said they should not separate the family, mind you I was sobbing and (b)(6) (b)(6) were visibly distraught at the separation.

It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO Orlando (2) Sanford (3) Salt Lake City (4) Denver (5) LAX (6) Dulles Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle (12) JFK -- merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security.

Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

After clearing screening and awaiting our flights, I was then informed that ALL my children are subject to patdowns and expect such in the future. I felt this was a further threat and form of intimidation and unacceptable. If this event occurred at the

Disability Description: Caller is 82 and will have a wheelchair assist by the airline because he cannot stand to stand in line.

Information Request: Caller said he knows the airline can pull people out of the line and let them go through without the groping and scanning and he wants it done.
He heard he may not have to put up with it because he will have a wheelchair assist and he is 82.
He confirmed he can physically but will not use the screening equipment because he is afraid of it.
He said that AIT shows your bones.

He asked what about the PreCheck or Military getting to avoid the equipment.

He asked what TSA Austin TX has in place.

Caller said he wants to say that TSA is paranoid and it keeps people like him from flying.

7/7/2014
12:12:21
PM

Response Details: Passengers who use wheelchairs or scooters who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.
The Wheelchair attendant will get you through the line faster.

Since you will not use the equipment you must receive a Patdown

The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time.

That might help you feel more at ease.

All travelers are screened in some way and the PreCheck travelers must use the equipment or have a patdown.

Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, and you may keep yours on as well. The PreCheck travelers may keep on light outerwear, and leave their laptop in its case.

It might depend on what equipment is in use on a given day but you cannot request to use a metal detector in lieu of the AIT or patdown.

I would not say the AIT shows your bones.

When he mentioned Military I advised all travelers receive some form of screening and if you will not use the equipment or have a patdown you would not be permitted to fly.

Agreed with caller that there are other modes of transportation for him.

I'm sure this won't help, but I would like to provide feedback on some TSA agents in the Las Vegas airport security July 5th, 2014 at noon on our way to our Delta flight. My wife and I were returning home from our vacation and were checking through security. The first agent we encountered that checked our boarding passes and ID was grumpy, but nothing we would not expect from the TSA in our travels. A 2nd agent that was directing people through the scanners was a complete jerk. She asked my wife if she was stupid after my wife removed her shoes to walk through the scanner area. Apparently this airport didn't require us to do that, but every other had up to this point. When I objected to the comment, she asked me if I was looking for trouble – I told her I wasn't but there was no need for the name calling. Of course, this got me the full pat down and check out and listening to her rant the whole time – I had nothing to hide so no big deal. There wasn't many passengers passing through, so it wasn't busy so I have no idea why she needed to be an idiot. I can tell you there were several men working the area that were very professional and gave her the eye roll when she was acting the way she did. There is no place in any airport for people like this and I hope she will be retrained to act professionally. I as a passenger realize they have a tough job, but if she can't handle it, she should be in that position.

7/7/2014
12:44:35
PM

(b)(6)



Caller flying to Guadalajara, MX and last time she ran into issues with TSA people because of an allergy, what documentation is required because she is allergic to latex. Stated the screeners refused to remove the gloves before they touched her items. She had to wait until last to board the flight and she is disabled. The airline told her it was TSA and it was the same as here in the US. Who would she have to call to find out the policies for MX? Asked what kind of gloves TSA uses?

Response:

7/7/2014 1:01:42 PM Travelers departing a foreign country are required to comply with the customs and immigration exit procedures of that country. Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.

Travelers may call the State Department's National Passport Information Center at (877) 487-2778 or visit their Web site at <http://travel.state.gov/passport>

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary. TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/7/2014 4:18:16 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Aex flight DL 3613 May 15, 2014

7/7/2014 6:13:11 PM Aex-Atl-CLT

ticket: (b)(6)

I was a precheck I have 2 knee implants

I fly every 2,3,4 months out of AEX

I have never been violated like this. I left CRYING. I have 2 total knees I have a current RN license and currently practicing.

I know u know I have had a through background check. I go through the metal detector. I say I have 2 knees that will set it off.

How about start by wanding them 1st for the pat down. Then I got a slow rub down. Never wanded, I tried to hold it together when she was done I was so violated. I went straight to bathroom crying all the way. My husband said he had never seen me like that after a pat down. Well he was getting the luggage and only say the end of

the rub down and knew something was definitely wrong with me.:

Comments: I am asking yall to look & listen. I have 2 total knee scars I told her that so look. I have a clean background check in every way. Try wonding the knees cking under the bra for wire and moving on. I was pre checked. She was the only female on that shift.

I flew June 30th I was ready for her. I was going to ask for a man it was that bad. I felt like I was violated and I had just gotten a crappy massage last time. I told the TSA female agents this time 2 very nice ones who appoligized and said it should not have been that way, plus I had precheck again.

Thank God for big airports and scanners.

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 7/7/2014 4:04:30 PM

Airport : LEX - Blue Grass

Date/Time of Travel : 07/06/2014 6:15 AM Airline & Flight Number : US Airways 4720 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) :

7/7/2014 6:14:28 PM Comment : I was traveling with breast milk and notified the TSA agent as I was going through the only security checkpoint in LEX KY. The agent was very polite and tested the breast milk. The milk passed the screening and I was told it was fine but she needed further clarification on the ice pack. This was a store bought ice pack that had individual ice squares in it. Because some of the ice had melted in the hour drive to the airport she felt she needed to contact her supervisor. I was told by the supervisor that because some of the ice had melted and was now liquid (a very small portion) I could give it up or get a pat down and my bag searched. I needed the ice pack to keep the milk cold so that wasn't an option. Another option was to have each individual ice squares screened with a machine but would take too long. My complaint is that ice packs are allowed and just because some of the liquid melted (as ice can do) doesn't change that it is a permitted object according to your rules. It doesn't state on your website that the ice can only be frozen form only. I should not have had to get a pat down or my bag searched to be able to keep my ice pack for the breast milk. The agents were very respectful during the pat down but to have to go through it was an uncomfortable experience. I feel that TSA needs to clarify the rules for an ice pack to your agents and it should be listed on your website for travelers to view. The law protects breastfeeding mothers and TSA should accommodate what is needed to breastfeed our children.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box)

Current Date/Time : 7/8/2014 10:00:40 AM Airport : LAX - Los Angeles International Date/Time of Travel : 07/07/2014 12:00 PM Airline & Flight Number : American 2366 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I had valid forms of ID, my passport drivers license and multiple credit cards, even an old drivers license that showed the names they questioned. The agents questioned me, made me feel uncomfortable, accosted me, singled me out and humiliated me in front of the entire soccer team and my daughter. This was my return flight. I travel every couple of months and never experienced such a horrible experience. I got a pat down, all my items gone through because he airline didn't print my entire name on my boarding pass. I have traveled to communist countries and never felt as violative as I did, it resulted in an asthma attack due to the stress.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

---Original Message---

From: (b)(6)

Sent: Tuesday, July 08, 2014 9:54 AM

To: TSAExternalCompliance

Cc: (b)(6)

Subject: D-RFI - TSA Employee (b)(6) Coastal Carolina Regional Airport

The attached document is being sent to you on behalf of (b)(6). Any questions regarding this document should be sent to (b)(6) at (b)(6)

Thank you,

(b)(6)

7/8/2014
10:31:47
AM

(b)(6)

(b)(6) New Bern, NC 28563-0867

P: (b)(6) F: 252.672.5477

(b)(6)

If you have received this confidential message in error, please destroy it and any attachments without reading, printing, copying or forwarding it. Please let us know of the error immediately so that we can prevent it from happening again. You may reply directly to the sender of this message. Neither the name of (b)(6) or its representative, nor transmission of this email from (b)(6) shall be considered an electronic signature unless specifically stated otherwise in this email by a licensed attorney employed by (b)(6). Thank you.

Attachment:

Transportation Security Administration
Disability Branch

July 8, 2014

From: (b)(6)

Sent: Tuesday, July 08, 2014 12:28 PM

To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen; cc: Legal; Rajdeep Singh; (b)(6) Kiranjot Gill

Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint on behalf of (b)(6) a Sikh air passenger and Beaverton, Oregon resident, whose civil rights were violated by the Transportation Security Administration on June 29, 2014 at Newark International Airport. Please see attached complaint and accompanying exhibits.

The Sikh Coalition and (b)(6) look forward to your immediate response. Thank you.

Respectfully,

(b)(6)

7/8/2014
2:20:03
PM

(b)(6)

New York, NY 10004

Phone (Main) (b)(6)

Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

(b)(6)

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Attachment 1:

Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov

External Compliance Division

TSA-6 OSC Civil Rights and Liberties

Disability Description: Caller:

She has constant issues when flying. She is a breast cancer survivor. She wears a compression sleeve, head covering.

Information Request: She flew from Austin International to ABQ. She flew from Austin to Denver. She had to remove her hat and claims that her breasts were somewhat examined. What can she do to not get embarrassed or go through such difficulties at the checkpoint?

Response Details:

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

Passengers are permitted to wear compression sleeves through TSA screening checkpoints and may be screened without removing the compression garment. However, a TSO must be able to determine that the compression garment does not conceal any prohibited items. TSOs are trained to exercise caution if a passenger's screening requires that the area covered by the compression sleeve or sock must undergo a patdown.

7/8/2014
3:27:47
PM

If a prosthesis or mastectomy bra is in a passenger's carry-on baggage, it is allowed through the checkpoint after it is screened.

The passenger should tell the TSO if assistance is needed before the patdown screening process begins. Family members, guardians, or companions may speak on behalf of the passenger to inform the TSO conducting the screening of the passenger's needs before screening begins.

The TSO conducting the patdown will be the same gender as the passenger. A passenger may need to wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant, or family member who will be rescreened once the patdown procedure is completed.

The passenger may ask for a chair to sit in if needed.

The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

TSA encourages all passengers to arrive at the airport early and to visit www.tsa.gov for more information before traveling.

RESPONSE Hairpieces

To Whom It May Concern:

I know this is something that should be reported in a timely manner, but it was traumatizing and took a little bit of time to process and be able to speak to my experience with the TSA agent in DTW airport. I am a female to male transgender individual who travels frequently for work and so I have gone through security at a number of airports including PDX, AUS, RDU, PHX and so forth. As a transgender individual who wears a spandex chest compression top underneath my t shirt, I have found it easier to go through the opt out and have a pat down. Well, the gentleman who completed my pat down at DTW went too far. For one when he was patting me down up to my groin area, his hand went beyond the point of resistance, he penetrated me as much as one can with clothes still on. Further, he took me to the back room, to further inspect my binder with no explanation. He brought another TSA agent and said where are the drugs and money. I assume he was trying to make light of a situation, but I was not amused and already traumatized. I also was uninformed as to why I was taken to a private screening room.

7/8/2014
8:16:47
PM

This is hopefully an experience that will not be repeated.

Thank you

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/8/2014 6:14:58 PM Airport : SAN - San Diego International Date/Time of Travel : 06/27/2014 4:15 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2

TSA Employee: (If Known) :

7/8/2014
8:17:44
PM

Comment : After being singled out for my hair to be pat down I asked the TSA agent if they only pat down the hair of blacks and she responded that they do blacks and Jews. I feel this practice of singling out particular groups for extra pat downs is highly discriminatory and I feel this practice should be stopped or applied to everyone. Please consider my request and respond. Thank you.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Thank you for the prompt reply, however it does not resolve the issue at hand. I contend what agent (b)(6) did was intentional and with malice. I believe the first time he touched my genitals was an error however the second time was most certainly not. The second time was blatantly intentional, rough and I believe done with malice. I want an investigation and review of the video recording by someone not connected to that airport. I do not trust the agents there as one claimed he heard everything agent (b)(6) said to me. This agent was at least 15 feet away in another lane with people walking about. Nobody could have heard everything with all the noise. I have been though many patdowns, but none were ever like this. Additionally, I will be contacting my Congressman on this matter.

(b)(6)
HYPERLINK (b)(6)

On Jul 6, 2014, at 4:15 PM, HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com wrote:

7/9/2014
8:52:18
AM

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 7/10/2014 8:03:40 AM Airport : DLH - Duluth International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/10/2014
8:28:33
AM
Comment : I traveled through Duluth with my wife and 1 year old daughter and because we had Gerber baby food and an unopened bottle of water for the baby. They flagged me additional security. I either had to open all the food and the bottle of water for a chemical test or do an additional screening which included a very thorough pat down and a personal chemical screening. It was completely humiliating to have to go through this all because i had un-opened baby food and bottle of water. After making several flights, Duluth was the only airport to request this.

I would like to know why? I thought we were able to travel with baby food and water if it was for an infant.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller indicated that she travels a lot for business and was enrolled in Precheck by Delta about 4 years. She traveled on Monday. ETD sampling of her hands tested positive. She received a patdown and her items were additional screened. She was then cleared.

She is traveling today and the Precheck indication is not on her boarding pass. She asked if her status has been revoked.

She has received the Precheck indication on her boarding passes for the past 6-8 months.

7/10/2014 8:53:11 AM She wants to make sure that the the incident did not cause her to be placed on any type of Watch List.

I explained that standard, everyday use household chemicals can result in a positive ETD sampling. I advised that such an instance does not mean that she has been placed on a Watch List and that she is not longer eligible for Precheck. No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport. She may very well be experiencing random selection, especially if she generally receives expedited screening regularly and consistently.

The Precheck indication is not what determines whether she receives expedited screening. This is determined when TSOs at the checkpoint scan the barcode of her boarding pass. She can still enter the line for Precheck participants. <http://www.tsa.gov/tsa-precheck/notification-tsa-precheck-eligibility>

7/10/2014 9:31:11 AM Caller wants to complain that the opt out experience at MDW was bad and he feels the TSO was distracted by his own personal cell phone and that it was inappropriate that he had to wait 10 to 15 min for a TSO to come and do the patdown. He also complained that he was not allowed to have his carry on items while he waited. Informed caller that his description was precisely the SOP except for his cell phone concern. I suggested he relay the complaint directly to the CSM through option 5 on the IVR. The caller stated that he was calling about his return flight from LAS to ANC. He stated that he is in a wheelchair and he had to undergo the same screening process that he had to go through prior to getting precheck. The caller was upset about this because he paid 85 dollars for precheck and the screening process took just as long as it did before. The caller wanted to know what information I could send to him about this matter. The caller wanted to know if there was some way that he could speak to someone about getting the procedures changed for precheck eligible passengers in wheelchairs.

7/10/2014 7:22:46 PM Advised the caller: All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre\u20132713™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre\u20132713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening. Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Advised the caller that I could send him the information on wheelchair screening as well as the information that I just reviewed with him. Advised the caller that he would have to submit his suggestions via the website.

The caller was upset and he disconnected the call.

I am a 61 year old male, US citizen, living in Austin TX. Three years ago my wife and I went through the Trusted Traveler program. We were fingerprinted, had our eyes scanned, interviewed, plus paid the \$100 to become a trusted traveler. Over these years that system and the PreCheck through many of the airlines has made the security clearance process much better for my wife and me. Here is my feedback that I think you should consider.

A year and a half ago I had a total knee replacement. I am still the same trusted traveler as you have approved me, but now with my new knee, I set off the older rectangular screening machines. So I always try to go through the Precheck line, as I should, but almost every airport uses the older rectangular machine in the precheck line. My knee sets off that machine every time, and your regulations require your TSA agent to give me a full pat down. Some airports, like Austin where I live, allow me to clear through the Precheck line, then they shuttle me over to the new machine that whirls around. I am fine when I go through that machine.

7/10/2014 9:02:29 PM There is nothing more frustrating to me than to be in the Trusted traveler program, to have gone through all the screening at my own time and expense, but then to have to get a full body pat down, because of my knee. It is ridiculous, and a complete waste of your agents time as well. I understand that you use the older machine for the Precheck lane. And a few airports will allow me to move over to another line with the newer machine. But I was in Los Angeles (LAX) this last Tuesday, and had to go through a full pat down. Just plain dumb, embarrassing, and I hate it.

I would like someone's feedback as to why you cannot amend your rules as it pertains to this issue. I appreciate your prompt response.

(b)(6)

TSA-

My name is (b)(6) I'm a US Citizen from Utah.

I recently returned to the states from turkey/Greece. Of the 4 flights I've taken since returning I've been selected for a full body pat down and search. I appreciate the security but it's getting kind of old, and time consuming.

7/11/2014 8:23:09 AM Why do I keep getting this?

Thanks,

(b)(6)

Sent from my iPhone

Caller is a wounded warrior. He says he has had a whole burnt in him and he did not want to be exposed to the radiation. He doesn't want them yelling at him saying he has opted out. He says he doesn't want to use the AIT, he wants to be able to use the WTMD. He had PreCheck on his boarding pass last time. He has a blue commanding wounded warrior and he says they don't know what it is. He is at the checkpoint right now and is requesting assistance.

Told caller

I could or TSA Cares can request assistance to help him. I could not request the assistance for him for today, since he was at the checkpoint when he called. He should ask for a PSS or a supervisor and let them know of his concerns for today. I can help him for the returned flight. I tried to get his flight information but it was impossible to get it all from him since he was busy going through the checkpoint at the time.

The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

7/11/2014 He should ask the supervisor to help him with this today.

9:35:38 AM I told PreCheck had nothing to do with Wounded Warrior.

The only returned flight information I got was the flight number 1031 on 7-22-14. He disconnected the call before I could get anything else from him.

He had stated where he was traveling to and from but I did not catch it from him, nor did I have the opportunity to ask again. He was at the checkpoint and unable to provide me the information I needed.

I called him back at 10:06 and left him a message and told him to call us back on the TSA Cares line at 855-787-2227 72 hours before his flight and let us request the assistance to help him with his screening. I told him to let us know what his concerns were and what he needed for us to know to help.

Wanted to make you all aware that this morning between 6:15 and 6:20 am at the delta TSA checkpoint one of your agents was absolutely out of line.

A large lady in a wheelchair was coming through the checkpoint with the help of an airport guard and it seemed like the lady wanted to stay in the chair and not walk through security. One of the TSA ladies said if she does that then she'll have a pat down. TSA agent said "Rules are rules" with an attitude. So the lady got up to walk through the scanner and the same agent said very very loudly as soon as she stood "It's a miracle!"

It was so sad and embarrassing for the lady in the wheel chair. TSA agent was African american with grey in her hair with black framed glasses.

Thanks for your time.

7/11/2014

10:10:14 AM

(b)(6)

"NOTE: This e-mail, any attachments, and the information contained therein are confidential. The information contained in this email and/or any attachments is intended only for use by the intended recipient(s) and may contain trade secret or otherwise proprietary information of (b)(6) and/or its affiliates and subsidiaries (collectively, (b)(6)). If you are not the intended recipient of this e-mail, any use, dissemination, distribution or copying of this e-mail, any attachments, or the information contained therein, is strictly prohibited. If you received this e-mail and you are not an intended recipient, please immediately notify (b)(6) and permanently delete the original and any copy of this e-mail, any attachments, and/or any printouts thereof."

Feedback Type : Civil Rights/Liberties

Categories : Age; Race

Current Date/Time : 7/11/2014 12:25:05 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 07/11/2014 4:00 AM Airline & Flight Number : Southwest-Flight 32 Checkpoint/Area of Airport : Southwest Checkpoint TSA Employee: (If Known) :

Comment : I am concerned about the search and pat-down that occurred this morning on my 17 year old son. My son is TSA Pre screened and approved, however typically this information prints on the boarding pass but did not today. Therefore, we headed through security since we were 5th in line and the airport just opened. My son went ahead of me. While I was stepping in the X-ray machine, I noticed out of the corner of my eye that a TSA agent was literally digging through my son's hair. I asked the TSA agent screening me what was happening as my son is a minor. She asked how old he was and then asked the other TSA agent to stop the search. I was also searched with a minor pat-down and told that "our hair" set off the alarm because it was "thick". When we were walking away the TSA agent directed the man who searched my son to calibrate the machine. My son is a 17 year old, 6 ft, bi-racial kid with curly hair. Does this mean that he should endure a search of his hair? Full parting of his hair on the top of his head(not a pat-down)? My understanding of TSA regulations that children should have a parent or witness present prior to search. Also, should be asked to reenter the screening process if the alarm goes off. My son was not asked his age, or asked if he could be searched, or asked to go through the X-ray machine again. It is my full belief that this TSA agent felt he could humiliate and disrespect my teenage son because he thought he was alone and unrepresented, therefore targeted for an unlawful search. However, this is not the case and the differences in our appearance should not forfeit the law. This event was very upsetting to my child and to myself. Especially knowing that our "thick" hair is what initiated a search and your machines were not calibrated before sending people through security.

7/11/2014

2:22:49 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller is on the website and she is a pilot for Delta. She flew from DTW to SEA. She stated that she was harassed by a women coming through security. She asked if there is a video that could be reviewed. She stated that she had everything in the bags, and then her bag alarmed. She stated that she had to undergo a patdown.

She asked if she is being singled out as a crew member. She stated that her bags and shoes were sent through several times. She stated that she felt like she was being singled out, because everything was fine until she showed her crew member pass at the checkpoint. She stated that there was a police officer at the checkpoint and he stated that he was not sure why she was doing all that screening. She stated that she was flying with her children and she felt boarder line harassed. She asked why she had to go through a patdown. She stated that she cleared the machines. She stated that she does not understand. She asked how she can report the matter. Westin Hotel Checkpoint connected to the airport.

She stated that she swabbed her hands twice, and inspected her baggage. She stated that the TSOs name is (b)(6) She stated that she felt as she was getting talked down to, and would not explained why she was getting a patdown. She stated that she feels as this was out of line. She stated that this took about 10 minutes total.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

7/11/2014
4:06:28
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Departing Airport: DTW
Destination: SEA
Airline: Delta
Flight number and Time: 2423 @ 8:44 am
Terminal: M
Gate: A54
Date and Time: 07-11-2014 @ 7:30 am

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/11/2014 7:33:18 PM Airport : PHL - Philadelphia International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/11/2014
8:03:57
PM

Comment : I am based in Philadelphia and travel out of PHL, on average, once every 10 days. For 4 months now I have been opting out of the scanners because I am pregnant and my doctor advised me not to go through them. At first, I had no issues when making this request. However lately, TSA officials at PHL have taken it upon themselves to give me medical advice. Last I checked, it was not their job to do so...and I make sure they know that. However, I wish a supervisor would also let them know. Regardless of my reason, I have a right to opt out. Even without a pregnancy, if I just felt like it, I could. I don't need to feel as though I'm being ridiculed by them, or as though I'm a major inconvenience. During an incident this past Thursday, the woman to whom I made my request seemed so annoyed that she actually quietly announced "female opt out" 3 times, with a smirk on her face. After a full 10 minutes of this, and of other agents smiling at her antics, I had to ask another agent to please loudly announce my request. She did, and I was taken immediately by a woman who acted angry, then loudly berated me for wearing maternity pants because "they go up too high." Why is this acceptable? I understand that the X-ray technology might not be in these new scanners, but if my doctor tells me not to go through it, I'm not going through it. I don't need push back from TSA agents. I need a quick and courteous pat down. They might be able to see that I'm pregnant but they don't know my medical history or my reasons for opting out. I shouldn't have to defend my decision, and I'm getting quite sick of doing so.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wears hair extensions and went through screening this morning. She got a hair patdown. The male officer didn't tell her that she triggered an anomaly, he just asked her to proceed to the end of the ramp, where a female TSO then informed her she would need to patdown her hair. Caller wants to know if this is SOP. She also wants the name and address of the TSA Administrator.

Advised.

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

7/12/2014
9:20:34
AM

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Do not know how to go about this. Will try to be as brief as I can. On July 5 at about 1545 (3:45 pm) at Sea-Tac airport, my special needs son (b)(1) who requires a wheel chair was basically violated by a male assist search. (b)(1) does not talk, understands very little verbal commands, he is also hard of hearing (b)(1) also can't stand to much physical contact. After his first outbreak of screaming, one supervisor came over and asked if everything was ok, my wife had a look of horror on her face as her son was being searched like a high profile terrorist. Shortly after this, the TSA manager came over and asked again if every thing was ok, by this time (b)(1) has screamed two more times. Did they stop? No. After the screening was done, they walked away, with not even a sorry for this. Shortly before our son was done being raped by TSA, two other people in wheelchairs went through and they were not searched. This was so traumatic for us and our son, that it caused (b)(1) to freak out at take off and scratch my wife's finger. We are shocked at this and feel totally violated. San Diego TSA was completely understanding and gave the bare minimal pat down. We don't know what to do, or who to contact. We are sure that there is video footage. Would you guys help. This was so wrong, they could've used a wand to wave him down standing up, only thing metal he had on was his belt buckle. I've contacted Seattle airport, nothing, sent this to the TSA manager in Seattle nothing, do you guys not have a heart?

7/12/2014
11:08:23
AM

Caller had an incident at BOS this morning. Caller stated that she brought a tube of sunblock to the checkpoint that was too large. Caller stated that there was a male officer that found it and then another male officer came over to further test the sunblock. Caller stated that she was in the far right lane to the wall and there were two female officers there when the patdown was done. Caller stated that she was patted down very intensely and they were very unprofessional and she does not think the manner in which they did the patdown was protocol.

Advised caller:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. TSA regrets if this was not your experience.

7/12/2014
11:17:45
AM

Airport: BOS
Airline: Southwest
Departing time: 8:00 am
Date and time of incident: 07/12/2014 07:15 - 07:30 am
Gate or terminal of incident: Southwest terminal

Caller stated every time she travels she has additional screening and the caller wants to know why she gets additional screening everytime. Caller stated when she goes to the boarding gate she gets additional screening. Caller stated she doesnt have any issues at the port of entry.

Advised caller the following information:

7/14/2014 8:49:07 AM The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening. Passengers may choose to remain in the public area rather than go to a private area for screening; however, if a passenger refuses either option, he or she will not be permitted to board the aircraft.

Caller stated she doesnt have any other issues. Advised caller if she comes into the US she has to get screened by Customs. Advised caller if she gets denied boarding, has problems at the port of entry then there maybe an issue. Advised caller if she gets more issues then call us back

Caller flew yesterday from BWI via MIA to Barbados and in Barbados was pulled to the side for additional screening, she had to have a patdown and is concerned because she has never had issues with the law, etc. Asked if the additional screening is random? Stated she had to go through swiping of shoes, hands, checking her purse, etc.

She states there were SSSS on her ticket and she didn't think anything about it. She flew from BWI to MIA to Barbados without any issues.

Caller states she is a US citizen and went through a process to become a Police Officer and unable because she had a heart murmur.

She has 2 screws in left shoulder from surgery in 2006 and has a card to present regarding the screws.

Her father is ill and resides in Barbados and that is why she is traveling so often to and from Barbados.

Flies via American and will contact them for additional information.

Response:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/14/2014 11:07:40 AM TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.

TSA continuously works with foreign governments to balance local and legal jurisdiction issues with international aviation security. TSA has a foreign airport assessment program to ensure all flights to the United States are properly screened. Our aviation security specialists regularly assess security at these airports to ensure they meet acceptable international standards.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

7/14/2014
2:02:40
PM

On July 2, 2014 I was traveling to Colorado flight 4858 with my 8 year old grandson and my 13 year old handicap niece. I was in the lane for wheel chairs and strollers getting ready for search when Officer (b)(6) (black glasses) check are paper work and tells us to hold on and walks to podium to the left and stations himself there leaving us with no explanation for good 5 to 10 minutes. In the meantime Officer (b)(6) to the right of us is taking all the customers behind us before us, I ask her why she isn't taking care of us? She replies he told you to wait! Wait for what? I reply. She continues to ignore me and doesn't answer me and gets ignorant. When I walk over to (b)(6) and tell him what I am waiting for after 5 to 10 minutes he apologizes and tells me to walk to the left. When I get to the left and move my grandson along and follow with wheel chair Officer (b)(6) screams out, GET BACK! You need to wait! And talks some ill remarks under her breath. I reply to her that she has bad attitude, and needs to be more polite and the others before me need to be retrained. In the meantime Officer which I didn't get her name older middle age woman with red hair tells me that I am real classy for saying what I said. Are you kidding me, I'm thinking to myself, what does classy need to do with me telling her she needs to be more customer friendly and quit treating the travelers like ex-cons. Now once again they are taking the other passengers before me and my niece, in the meantime I have my 8 year old grandson alone I not being able to see him with my valuables and in danger. Sure there is Officer suppose security but my trust for them caring for him is nil. I tell Officer (b)(6) hat I need to pass through to get to my grandson. Still not knowing what I am waiting for and tired of playing there game of were upset with you so you'll have to wait. This one passenger witnessed all that went on and told me I need to report them, they are just terrible and inconsiderate. (b)(6) (b)(6) On the other side I told one of the Officer what I am waiting for and she explained that Angelica my niece needed to be pat down. I understand that Officer (b)(6) should have called female to pat (b)(6) down and Officer (b)(6) should have explained that to me: her words of venom should have been words of explaining and not putting my grandson in danger for silly game she was playing of rendering evil. Officer (b)(6) before taking all of the other people should have assisted me, if Officer (b)(6) had something to do. The middle aged lady had no right to speak to me in that tone as well as Officer (b)(6) When entering Colorado it's amazing how they kept us all together and explained what they are doing. If they want to show people from out of town that Chicago is this big bad ass town from all the murder we have do it on there own time, people are on business or vacation trips not being under arrest and don't have time for there ignorance or putting kids in danger. Something needs to be done it's ashamed when flying out of that airport we need to put up with that, O'Hare no problem.

7/14/2014
2:54:15
PM

Caller was flying out of IAH and was required to go through secondary screening and the TSO treated her like she was guilty of something then tried to force her to have a private pat down without her husband present and was told that if she did not quit acting in a threatening way a LEO would be called. The TSO finally agreed to allow her husband to witness the pat down and again she was accused of acting in a threatening way. Caller claims she did not and she stated her husband witnessed it all. Caller stated she wished that she knew what a LEO was then so she could have had an officer present. Caller was flying on flight # 1550 United Terminal E. Caller also stated that her checked bag had a NOI and the outside of the bag was destroyed.

Explained that TSA only has the bag for a brief period of time and we generally just slide the bag off the conveyor and onto an inspection table and therefore recommended she contact airline for baggage damage. Informed caller that the information provided would be sent to the CSM for investigation.

The caller stated that on 07 01 2014 he flew with Southwest from PHX to LAX at approximately 9:40 AM. The caller stated that the only time his bag was unzipped was during his screening at the checkpoint. The caller stated that he was missing approximately about 140.00 worth of medications from his carry-on bag. The caller stated that there was a young, slim, black male that inspected his luggage. The caller stated that bag was not opened again until he got to his destination. The caller stated that he was in a wheelchair and received a patdown and a wand. The caller stated that he was wearing olive drab shorts and Blackish blue T-shirt and velcro shoes. The caller stated that has a white beard. He stated that he was going through the checkpoint at approximately 8:30 AM. The caller stated that his bag was a small roller bag, light tan in color with a rose bowl tag. The caller was very upset. The caller made the statement that he flew once and we did not allow to bring a walking stick on board the plane. He stated that he was not able to get it back either when he returned. The caller stated that someone had called and left him a message to call them back about the matter and he stated that he did 32 times and has not gotten a response. The caller stated that he would be flying again soon and wanted to know what he could do to prevent us from taking his medications again.

7/14/2014
4:43:41
PM

Advised the caller that his complaint was forwarded to the CSM at PHX on 07 11 2014. Advised the caller that the CSM may have not have time to look into it as it was the weekend. Advised the caller that he could call the CSM at:

Name: Lisa Christenson

Phone: 480-375 (b)(6)

Advised the caller that just because we inspected his bag, does not meant that we too his medications and he should keep this in mind. This is why we are looking into the matter. Advised the caller that a walking stick is not allowed in carry-on and items that are voluntarily abandoned....this is as far as I got before the caller interrupted me so I did not have the opportunity to finish that statement. Advised the caller that he could call TSA Cares toll free at (855) 787-2227 prior to traveling with his itinerary information to make an RFA. Advised the caller that I appreciated him providing me with the opportunity to help him.

I am forwarding this to the CSM again as the passenger was so upset about the matter and was unable to reach whomever called him back.

I'm sick to my stomach thinking about how I have to allow some perverted people look at my child's naked body, blast her little body with poisons, and handle her body sexually in order to fly across the country. I know that if I request that I be permitted to completely go through the scanners and examinations and groping so I can monitor her, the TSA agents will purposefully separate us. I know this because that is the way the TSA agents have behaved in the past. I'm dreading dealing with you perverts. You sicken me. If your actions actually made flying safer, maybe I would have some consolation, but we all know that it really is just fakery and indulgent republican bullshit. I hate you people and I hope every single one of you get a horrible cancer that eats you alive from the inside. I already know one agent who is dying from a hideous cancer her doctors have never seen before. It laid below her skin and above her organs and was really difficult to identify and even harder to treat. I laughed.

Thanks,

7/15/2014
8:27:39
AM

(b)(6)

McKinney, TX 75070

(b)(6)

Like our [HYPERLINK](#) (b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 7/15/2014 5:02:07 AM Airport : DAL - Dallas Love Field Date/Time of Travel : 07/14/2014 5:30 AM Airline & Flight Number : Southwest/4266
Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) (b)(6) Comment : My family was traveling with my 84 year old dad. We went through TSA screening at SJC, and PHX we had no problem and every one in our group was treated with respect and went through TSA screening with no problem until we went through TSA screening at DAL. My dad was traveling with us, my husband, my two daughters who are 15 and 13, and myself. We got to DAL the TSA lines were short and were moving fast. The four of us went through very fast. My dad was in a wheelchair, because he can't walk for a long time so when we are at the airport we always get a wheelchair. He was not given a choice to stand in the scanner. He is very capable of standing. He was then placed to the side of the scanner and we were told not to go near him. He sat there alone for a few minutes, while (b)(6) the TSA agent was asking other people if they could "do him" while walking back and forth around the conveyor belts, no one responded so he then went back for my dad. He was very rude and was acting as if my dad was being a nuisance. My dad is far from that. He then pushed my dad in his wheelchair to the side of all the scanners. He asked him to stand up while he wanded him my dad is over 6 feet tall the TSA agent was telling him to put his hand on the side of the wheelchair since he is tall it was had for him to do it so my 13 year old daughter went over to give my dad his cane and the TSA agent told her to get back and stand away from him. This took several minutes he was standing for a lot longer than it would have taken him to go through the scanner. So we were all waiting and watching (b)(6) the TSA Agent wand and pat down my dad not in a friendly manner. I understand and respect the rules of the TSA however I truly feel that this could have been handled more gently and definitely with more compassion. Seeing my dad and having his grandchildren see him being treated as if he was a criminal was not a nice way to complete a vacation.

7/15/2014
8:28:20
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller will be flying internationally with a 6 and a 10 year old. They have flown to England and to France on previous flights. Both times her son was selected at random for a patdown. She said that it was very upsetting for him. He is 10 years old. She wanted to know if once a passenger is selected for a patdown if their name goes into a system so that they get a patdown on other flights. She said that when he got the patdown a year ago he was not wanded and they touched his butt. She said that it was right up close and personal. She wanted to know if she would be within her rights to say something about the way it was being conducted. She asked what the TSA procedure is for minors who set off alarms.

I gave the following information: Every person, regardless of age, must undergo screening prior to proceeding beyond the security checkpoint. Even a baby or toddler must be screened; however, it is the Transportation Security Administration's (TSA) policy that children will never be separated from their parents or accompanying adults.

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.

7/15/2014
1:29:26
PM

Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. If a child 12 years old or younger alarms either AIT or the walk-through metal detector, TSA has procedures in place that reduce, but do not eliminate, the need for patdowns to resolve the alarm. These procedures include allowing multiple passes through screening technologies and using Explosives Trace Detection (ETD) technology.

I told her that TSA does not perform screening in foreign countries and I can not provide information on their procedure or give her advice on what she can do in a foreign country. I told her that TSA does not put passengers who receive a patdown on a list to get patdowns on upcoming flights.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 7/15/2014 11:49:11 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 07/13/2014 Airline & Flight Number : Delta 0723 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

Comment : I am 6 months pregnant, traveling with my husband. We arrived very early for our flight, had plenty of time and the security area was not busy at all. We went thru the security check point around 9:30 - 10:00 am.

When I requested a pat-down as opposed to going thru the metal detector, the employee (white male, brown hair, mid 30s) was rude, condescending and questioned me about 5 times regarding why I wanted the pat-down. He then told the other TSA employee (white male, white hair, maybe early 60s) to which he responded by shaking his head as if I were crazy.

7/15/2014
2:09:42
PM

I am a frequent traveler, I've always complied with everything the TSA asks and have only asked for pat downs during my pregnancy. It is my understanding we are to be treated with respect, however the employees were very disrespectful and rude. I was just following my doctor's orders who advised better safe than sorry with the scanner and metal detector.

The lady who performed the pat down (African American, petite, maybe 30s or 40s) was very nice and said she would talk to the 2 men about their behavior. This event brought me to tears. I'm sure they'll remember the lady they made cry during the security screening. This was a very negative experience and feel that these employees would benefit from training. They are not medical professionals and they do not know each person's story. There is no need to treat us in this manner.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to file a complaint. She is at PHX right now. She said she went through security around 12:00 or 12:15. She was at checkpoint #7 and the TSA officers name was Misty. She said she was extremely rude. She could have got her information across without being so loud and rude. Caller said the tone of the officer was was rude and condescending. Caller said she opted out of the AIT and wanted the Patdown. She said she told (b)(6) she was ok with the Patdown. Caller said she told (b)(6) there is no reason to be rude. (b)(6) offered to get her Supervisor and the caller said she was hateful about that. She said she listened for Misty's tone with other people after that and it was different. She said the Supervisor came and she was awesome. Caller told the Supervisor she was great. Caller said she was just asking questions and the screener was rude and hateful. Caller said there are many incredible TSA people and there is no need for some to be rude. She said she appreciates the job they do.

7/15/2014
3:47:23
PM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: July 15th, 2014 Went through security between 12:00 and 12:15 p.m.

Gate or Terminal: Checkpoint #7 Terminal C

Airline: Southwest

Flight Number: 2141

Airport: PHX

Email: (b)(6)

To Whom It May Concern,

I am 46 and have been missing my leg at the hip since 1980. I ambulate very well and have no complaints about your service until now. On 7/15/14 passing through security in FLL and was told I could not hop through the metal detector, sending my crutches through the X-ray machine, as I have for many years. While I hop very well, standing still without a firm handhold is difficult. Hence using the metal detector and not the bodyscanner. This inconsistency is where I believe many people, myself included, get frustrated with TSA procedures. I welcome your efforts and am glad security is being addressed. I have flown at least five times in the last several years and been allowed to opt out of the bodyscanner since there introduction. I don't mind pat downs or scanners, it is about consistency.

7/15/2014
6:23:47
PM

(b)(6)

Sent from my iPhone

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box)

Current Date/Time : 7/15/2014 4:26:04 PM Airport : TPA - Tampa International Date/Time of Travel : 07/13/2014 11:00 AM Airline & Flight Number : JetBlue 250 Checkpoint/Area of Airport : Security, Terminal A TSA Employee: (If Known) :

Comment : The TSA agent working at around 11 a.m. on Sunday, a middle-aged, blonde-haired lady, was trying to make people laugh as they were standing in the body scanner. One guy went through two people ahead of me and moved and had to get a patdown, and then the lady in front of me had to get a patdown as well when the TSA agent made her laugh and look in her direction during the full-body scan by making a noise that sounded like a duck call. I've never seen something so bizarre. It made the line screech to a halt because people had to be physically checked.

7/15/2014
6:25:09
PM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 07/03/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

7/15/2014
6:25:34
PM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Gilbert AZ US 85233

Email Address: (b)(6)

Phone Number: (b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 7/15/2014 7:16:06 PM Airport : DEN - Denver International Date/Time of Travel : 07/14/2014 10:15 PM Airline & Flight Number : United Airlines 1743 Checkpoint/Area of Airport : Main security line TSA Employee: (If Known) :
Comment : Hello,

7/15/2014
8:15:38
PM

When going through security I had an epi-pen with me which is a prescription medication prescribed by a doctor. I told one of the TSA employees that I needed to have my epi-pen visually inspected instead of x-rayed, because per the manufacturer the "effects of an xray on the medication is unknown." See link here <https://www.epipen.com/en/have-a-plan/traveling>. I was then told that any liquid not being x-rayed meant I was essentially "suspicious" and would have to have all my bags, every pocket, contents visually examined and tested, as well as my shoes, and be subjected to a full pat-down. I asked again for clarification thinking that is pretty absurd, but was told the same thing. I complied just to be able to reach my flight on time, but I find it absolutely ridiculous to have to go through all that for a prescribed medication. Surely that can not be standard protocol? Especially since all my other items went through an xray scan and I had to go through a scanner myself. This medication is used when suffering from an allergic reaction and needed to prevent me from suffocating if I happened to have one. I just can't understand why the TSA would make someone have to go through so much additional screening for something like that.

Thanks

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 7/15/2014 8:53:21 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/15/2014 1:00 PM Airline & Flight Number : Alaska 2 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) : Blonde female, name unknown Comment : I currently need wheel chair help after having major reconstructive knee surgery. Because I have difficulty placing weight on my knee I require a pat down rather than the metal detector. Having traveled with this injury through a number of other airports, this was the first experience in which the tsa team failed to perform a full screen. The only step that was taken to ensure I was not hiding something on my body was the test in which a small cloth was wiped on my hands and brace to search for chemical substances I was then released with no full body pat down. I could have had something under my dress, jacket, scarf, in my shoes.

7/15/2014
9:10:54
PM

Furthermore, this is not my first failed experience with the Seattle tsa team. Over the past 2 years, I and two other friends have discovered that we were allowed to take through water bottles with significant amounts of fluid inside. This is unacceptable.

Developing countries have better security. I travel a fair amount and Seattle easily has performed by far the worst of any of the airports I've been in.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller asked about gate screening, what is the law with passengers having to comply, does he have a right to refuse?

Asked how he could speak with a TSA agent at HOU, requested contact information, phone #.

Response:

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

7/16/2014
10:28:10
AM

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

Provided to caller:

Name: (b)(6)

Phone: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/16/2014 12:50:10 PM

7/16/2014

2:36:29 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta confirmation GB54DD flight 2161

Comments: I have afro textured hair and my hair was completely out, no braids or ponytails, just a big afro. I went through the screening machine (held my hands over my head) did everything that I was asked but then I come out and I was flagged to have my hair checked. I asked for the woman to change her gloves and she threatened me with a private/get butt naked search. Its not fair that same gloves used to pat down peoples clothes, bags, arm pits, and crotches were then put in my hair!! have every right to ask that those gloves were changed. If your employees need to protect themselves with gloves why am I not allowed the same protection from strangers and whatever they are carrying on their persons, armpits and crotches?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/16/2014 12:20:28 PM

7/16/2014

2:37:15 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tulsa screening area

Comments: You need to get a more sensible prescreening policy. I'm a DOJ employee with credentials and a TS clearance and I'm still sent through regular screening while random civilians get expedited prescreening. Then after I had my credentials in hand when I went through I'm secondarily screened and get my hands swabbed. While that delay is going on I can't get my laptop from the belt and I'm told by another guy I left my laptop unsecured. A fiasco all around that kept nothing secure at this airport.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 7/16/2014 1:42:01 PM Airport : TPA - Tampa International Date/Time of Travel : 07/15/2014 5:00 PM Airline & Flight Number : Southwest 526 Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : unknown Comment : Yesterday when going through security in Tampa on my way home from business travel, I notified the TSA agent that I had breast milk with my carry on items and that I preferred not to have it go through the x-ray machine. He informed me I'd have to have a full pat down, have it screened and also have all my belongings gone through. I was unaware that this was the policy, but complied. The TSA agent that was going through my belongings informed me that I would not be able to keep my ice pack because it "wasn't completely frozen". This was beyond frustrating because 1) we were in Florida on a 90+ degree day, so of course it wasn't completely frozen and 2) it was \$10 that I had to throw away and something I really need. He offered a few quart zipper bags to get ice somewhere.

I later reviewed the policies on traveling with breast milk and no where did I find the specifics on "how frozen" the ice pack has to be.

7/16/2014

2:37:34 PM

I certainly understand that safety is paramount; however, I feel that it was completely unnecessary to force me to throw the ice pack away and strongly discourages mother's from being able to transport breast milk.

Regards,

(b)(6)
Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: Additional information can also be found at <http://www.tsa.gov/traveler-information/civil-rights-travelers>.

TSA trains its security officers to conduct screenings with professionalism and to treat all travelers with dignity and respect. One of our key objectives is to ensure that all travelers receive professional and courteous treatment at checkpoints, while still maintaining a high level of security. We regret that you found your experience to be less than satisfactory.

Please be advised that the correspondence you submitted will require additional information to help us better determine if the matter rises to the level of a civil rights complaint. Kindly provide us with additional information stating specific details of the incident. Please be sure to include the following information:

Contact information: full name, telephone number, email.

Detailed description

o Airport

o Date and approximate time of the experience

o A description of the experience

o The names or description of the TSA personnel involved or witnesses, if available

o Explanation as to how you believe this experience was discriminatory

If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his/her behalf and to receive information concerning the experience.

For your convenience, we have included the link to the TSA complaint form. You do not have to use this form, but may choose to do so to ensure a complete submission. <http://www.tsa.gov/sites/default/files/assets/pdf/research>

[tsa_complaint_submission_form.pdf](#)

TSA's Multicultural Branch serves as a resource for travelers who have expressed concerns about the treatment they received from TSA employees and is responsible for ensuring that TSA treats all travelers equally, without regard to a person's race, color, national origin, gender, religion, age, disability, gender identity, or sexual orientation. This office will be assigned to investigate your complaint. Please submit all information to TSA-CRL@tsa.dhs.gov and be sure to put "RFI" in the subject line of your e-mail to ensure appropriate handling. You may also send complaints via postal mail to:

Transportation Security Administration

OCRL, TSA-6

601 12 Street South

Arlington, VA 20598-6006

Additional information can also be found at <http://www.tsa.gov/traveler-information/civil-rights-travelers>.

Incident Details: Caller said yesterday she and her husband flew out of Dallas FT Worth to LAX on flight # 869 at 4:20 pm and terminal 3 at 3pm and got in line and started security and she has major complaint and she was placed in hold nlg room for 35 minutes and she does not know why and she did not get apology from TSA officer. She said the officer asked why did they hold her because she had a purse and her meds. She said the caps were off the meds and she does not know if her meds were tampered with and she said they did a patdown and she is 68 years old. She said she felt so violated yesterday and she said they told her it set off an alarm. She said they did not tell her or her husband anything and she said they swabbed inside her purse, phone and inside her tote bag and ran them back through and then had her take off her denim vest with no lining and she thought they were going to damage her vest. She said she asked them what was the problem and they told her they

Disability Description: Caller states he had testicular swelling due to surgery.

Response Details: Informed caller that I would forward this information to the CSM at Seatac for him and also forward this information to the disability specialist for more assistance.

Incident Details: Caller states he is trying to file a civil right complaints about an incident he just had at Seattle that also violated the disability act. Caller states he asked for a supervisor to come down and he refused to identify himself and informed his co-workers to not give their names as well. Caller states he opts out of the body scanner and during the pat down they asked if there were any sensitive areas and he informed him there was and the officer did not respond to his information so caller requested another TSO. Caller states the supervisor began yelling at him to the point where he could not respond and he requested that person's supervisor. Caller states the guy in the suit threatened him and said he was not going to fly today and informed him he was going to have the police escort him out for refusing the patdown and then requested the police. Caller states he explained the situation to the police and the supervisor changed the way things were going and then allowed him to be pat down and also allowed him to board his flight but informed him that he was banned from the Seattle airport. Caller states he tried to gather information as to who was there but the supervisor denied him of any of their names. Caller stated he also filmed this incident with his phone. Caller states this occurred at 9:30 A.M. 07-16-2014 at checkpoint 2 at Seatac. Caller states his disability is testicular swelling due to surgery. Caller states they made him repeat his disability numerous times and threatened him with disturbing the peace after doing so.

To Whom It May Concern;

This is in regards to the BOS Virgin America security checkpoint. This incident occurred on Tuesday 7/15/2014 at approx 15:30 Hours local.

I have been in the airline business for some 33 years now. Because of recent knee surgeries, I am now subject to TSA pat downs at checkpoints that do NOT have known crew member.

More tech forward airports and more progressive airports have come out of "the dark ages" and have adopted the Known Crew Member. For whatever reasons, this Virgin America TSA checkpoint has not. Be that as it may, there appears to be NO consistent protocol(s) or policies applied, creating confusion amongst the TSA agents and the passengers attempting to pass through in a timely manner.

7/16/2014 6:20:22 PM Previously, at this checkpoint I've been told it's ok to keep shoes on and employee ID on during the pat down. Yesterday I was told to remove them. Previously, Prior to pat downs, I've been asked if I were in any type of pain. Yesterday I was not asked that question as the agent conducting the pat down squeezed hard on my arms and legs, in a grope like fashion.

I am reminded that airlines and TSA are MUTUAL PARTNERS in maintaining safer skies for both domestic and international commercial air travel. One would hope that when crew members in full uniform and ID are attempting to pass through these non KCM checkpoints that, some form of COMMON SENSE would apply. As previously noted, the continued inconsistencies and confusion at this particular checkpoint makes these TSA employees look like colossal blunders.

Thank you,

(b)(6)

Sent from my iPhone

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Thank you,

(b)(6)

Sent from my iPhone

Caller stated that she traveled from ATL and she had to go through additional screening. Caller said that she was traveling with med fast and she declared it. She stated that she has traveled with it before and it has never been an issue and she has never had to undergo additional screening. Caller said that she had to get a patdown and ETD sampling of the gloves.

Resolution:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/17/2014 12:07:56 PM TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Advised caller it sounded like she was just pulled aside for additional screening and it wasn't related to the med fast. Caller said that the screening in ATL is always more strict. She said that they traveled from their previously and the officer was rude to her husband.

Told caller if they travel in the future and experience a rude screener to call and let us know that we can send a complaint to the CSM at that location.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 7/17/2014 12:45:00 PM

7/17/2014 2:11:48 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening: :

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 874 MIA TO LGA 1:05 PM

Comments: Tsa agent escorted my underage daughter to a screening booth where they checked her fingers and screened her without me present even though she is a minor, was prechecked and I was with her! There were no questions regarding where her parent was and tsa was not at all apologetic about screening a female minor without her parents consent. It was humiliating for my daughter and embarrassing.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/17/2014 3:42:04 PM Airport : ORF - Norfolk International Date/Time of Travel : 07/14/2014 7:35 PM Airline & Flight Number : us airways 4064 Checkpoint/Area of Airport : us airways tsa screening TSA Employee: (If Known) : man working on the carry-on x-ray machine Comment : I always opt out of the body scanner and often find that while waiting for a long period of time (upwards of 10 minutes) my items go through the x-ray machine and then I can't see them on the other side. Doesn't this go against security policy that I'm losing sight of my items because I'm waiting to be screened?

7/17/2014 4:13:01 PM On July 14th while going through security I was harassed by the gentleman running the carry-on x-ray machine about my choice to opt-out (around 5pm). This was rude but I have encountered it before and ignored the situation, as I am a scientist and understand how radiation works. However, when I asked about holding my items until they take me back for the pat down so that I can keep them in sight the man's attitude and aggression escalated. He was incredibly rude and completely ignored my concerns. I have encountered security in LGA where they allow me to hold onto my items until I begin the pat-down so I can keep them in sight. The lack of professionalism and the security risk this man's actions represent is incredibly disturbing. I really think TSA needs a better protocol for passengers opting out of the body-scanner.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/17/2014 2:15:24 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 07/09/2014 3:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/17/2014 4:13:14 PM Comment : I always "opt-out" of the machine so I am familiar with the normal procedure regarding the pat down. The agent who performed the pat down on me during my last trip did (2) things inappropriately. #1 - She made me lift up my shirt to expose my stomach. Another agent had to yell across the way to tell her to allow me to put my shirt down after she was almost done with the screening (This was not a private screening). #2 - She checked each leg more than once and had her hand all the way up my leg forcing her hand to touch my pants where my vagina is.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name is (b)(6) I have been a Type-1 diabetic since I was six years old (decades ago). I travel very frequently and every time I approach the security checkpoint I am very frustrated by the false information I am given.

I wear an insulin pump and a continuous glucose monitoring (CGM) device. I am frequently told by agents that is is fine to go through the scanners. They are downright insistent that I can do so. This flies in the face of my doctor's instructions and the manufacturers of my devices.

So every month I "opt" - out (which is misleading terms since I have absolutely no option here). My items go through the x-ray machine without me and I stand in a corner waiting for someone to check me. It takes a long time while my items languish unattended to at the end of the belt. It is often out of my vision. Sometimes it takes quite some time to get a female assist agent. THEN when I am frustrated, I am met with a condescending attitude as if I have made this choice for myself. Your agents work to discourage folks from getting a pat down.

7/17/2014

6:08:59 PM I'd like to tell you that this is a rare occurrence, but it is not. On an average of 24-34 flights a year that I take, this happens very close to 50% of the time. Some offer advice in a friendly manner - but the advice is still wrong. The most recent incident was on 7/13 at Portland, ME when the very pleasant female assist agent insisted that I should go through the scanners. She sees them all of the time.

Sure, lots of folks wear insulin pumps. Do they fail every time they go through? No, but they do fail. TSA agents are in no position to advise if it is safe for my insulin pump.

Correct this please. And by correct I mean stop your TSA agents from giving medical equipment advice that clearly flies in the face of doctors and manufacturers of such devices.

Thank you,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/18/2014 6:53:35 AM

7/18/2014

8:23:34

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening: :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Ua4643 Tulsa 7/18/14 approx 0515.

Comments: When I confronted the TSA agent he lied to my face about what he had just done. When I called him on it he gave me a hateful look. He then asked another agent to get a supervisor. I cleared security before the supervisor arrived.

Caller said that she had an uncomfortable event with TSA on July 10, 2014 at the Medford, OR airport at 6:40 pm. She was selected for PreCheck. She had 8 - 5.8 gram containers of essential oil. She asked for the essential oil to be hand inspected. She said that she did not set off an alarm, however, she was given a patdown. She wanted to know if all passenger who ask for a hand inspection of essential oils are given a patdown. She said that three other people who had essential oils were not given a patdown. She asked who makes the decision as to whether or not a person gets a patdown. She wanted to know how that decision is reached. She asked what they are trained to do. She wanted to know how to avoid getting a patdown. She said that she has gotten a patdown many times in the past. The person who performed her patdown was (b)(6). She said that she was very aggressive. She stated that she bounced her hand into her crotch twice and she touched her breast and her bottom. She said that she was molested as a child and when she got on the plane she had a PTSD event. She asked for a supervisor to make a complaint after the patdown and the supervisor was the person who did her patdown. She stated that she was touched excessively and it was very uncomfortable. All of the items in her purse were checked and things were unwound and they were not put back the way she had them. She uses the essential oils in her business and for her health. She flew on Alaska Airlines flight 2090G. She wanted to know how to give feedback about the making rules for TSA.

I gave the following information: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

7/18/2014
10:42:38
AM

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown. I advised her that the screener makes the decision as to whether or not a passenger will get a patdown. I told her that I do not know how they reach that decision or what they are told in training to base the decision on.

I advised her that I would forward her record to the CSM at Rogue Valley International-Medford for review.

Caller wants to know if she can carry on a dress and if she is allowed to ask for a private screening of her cat. She always has trouble at MDW.

Explained that TSA does recommend a garment bag for expensive clothing. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

7/18/2014
11:13:59
AM

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Disability Description: Callers grandson (b)(6) is a type one diabetic. He is three years old. He has an insulin pump and a CGM. He has two needles in his thigh. He lives in Baltimore. His daughter and grandson will be flying on August 16, 2014, however, he did not have the flight information. He wanted the information that I provided emailed to him.

Information Request: He asked if I think that she should file a complaint. He said to give him the information on filing a complaint and he will give it to his daughter in the event that she decides to file a complaint. He wanted to know what she can do to avoid this in the future. He asked if they will give a baby a patdown. He wanted to know when they should request a PSS.

Response Details: TSA recommends that passengers call approximately 72 hours ahead of travel so that TSA Cares has the opportunity to coordinate checkpoint support with a TSA Customer Service Manager located at the airport when necessary. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

7/18/2014
2:17:09
PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure. A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
The passenger may ask for a chair to sit in if needed.
The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Dear TSA:

If you want to have some credibility, I hope the man (b)(6) who impersonated a TSA agent and groped women at SFO in fake pat downs is given prison time. He definitely committed a sexual assault among other things. As a woman who flies through SFO, I am quite upset that something like this could happen. He is a sexual pervert.
This incident only garners more support for the notion that TSA agents are not really effective and they are just a sham to make it look like there is security.

7/18/2014
2:18:41
PM

(b)(6)
Walnut Creek, CA 94597
(b)(6)

The caller was informed by a TSO supervisor that the only medical exception for the AIT was a pacemaker. She refused to allow him to opt out, and he requested the contact information for the CSM. He also wanted to know if this information was correct.

Advised Caller:

7/18/2014
3:41:02
PM
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.
I provided the contact information for the CSM:

Name: Danielle Bean
Phone: 310-242-(b)(6)

Hello-

I would like to report a procedural problem at your DFW location (approximately Gate 20). Yesterday (17 May 2014 about 1430). I processed your TSA checkpoint with Pre-checked designation along with my 9 month old daughter. As you might expect, it is difficult traveling with an infant and your TSA procedures made it significantly more difficult. I presented my Active Duty military ID for identification and the initial screen went well to include the initial screening of my hands for explosives. The problem came at the point where my daughter's formula and 3.9 oz Mott's applesauce was examined. Your screening machine indicated the sealed by the manufacturer applesauce was an explosive as well as the next two 4 oz bottles. At that point, I felt like I was treated like a criminal. I was given the choice to wait 45 min- 1 hour for a specialized bomb team to arrive and deem the products safe or I could throw the items away. I volunteered to eat/drink the products or give them to my daughter to prove they were safe, but "that is not procedure!" The next step was to advise me that they needed to pat me down; I couldn't touch my daughter (or any of my other possessions) and received what felt like an eternity of instructions and an option for private screening. All my possessions (all baby stuff) were examined for explosives, my shoes were removed and scanned and I was asked to have my hands re-examined. At this point, I've been trying to get through the checkpoint for half an hour or so and I just wanted to be done. I finally consented (with a tone of hostility by now) to throwing away the bottles and the applesauce and got through the VERY thorough pat down.

7/18/2014 Here are my frustrations:

4:08:54

PM

What is the Pre-check process for if it doesn't give me the benefit of the doubt?

I was holding my baby, going through with baby stuff. Other than your obviously faulty screening device, there was NO reason to treat me as a threat. If I had not brought back up formula, my baby would have been without food!

As an Active Duty Major with a Top Secret clearance (vetted for trustworthiness) I feel I've likely been more thoroughly screened than most of your screening personnel and was treated like a criminal.

Worst TSA experience I've had since mid-September 2001

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/18/2014 3:20:06 PM

7/18/2014

4:09:34

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): July 12th, 2014 at Chicago O'hare International Airport, Lufthansa flight to Germany at 10:30 PM

Comments: When I was going through security I noticed a TSA employee, male in his mid 20's with a beard, staring at me. He walked up to my line and said that they were closing down the line, and moved my line to the body scanner. An unattractive woman went in in front of me and the person who was initially in charge of my line (also male) looked at the body scanner screen, but the one who told the line to move over did not. Then, when it was my turn, the man who moved my line and another male employee, as well as the one who was initially in charge of my line all came and looked at the screen and one said "Would you look at that" while staring at my scan (which they also had me redo because my bare, uncovered arm moved), and then the man who moved the line and the other employee who came up to the screen walked away before the rest of the line went through the body scanner, which the man who was initially in charge of my line continued to scan on his own. So this employee targeted me, put me in the scanner, made an inappropriate comment, and walked away.

To whom it may concern:

Unaware of the large bottle of sunblock in my bag from the previous weekend at the beach, I walked into the security area at Boston Logan International Airport (Southwest terminal). I had made this kind of mistake before, but on that day everything would be different.

I passed through the body scanner without a problem, but of course my bag was put to the side. A man came and searched it and immediately found the sunblock. A second man came to inspect the sunblock and later returned to say it was fine and I could take it on the plane if I wanted. The First TSA agent told me that I could not bring it on the plane (which I said was fine) and then inspected my bag for bombs. Everything was clear but I was told I would still need a pat down. When I asked why, the man told me it was a new procedure they were following. I then got quite a pat down indeed, the woman touched my breasts and groin and I was reduced to tears.

At this point my flight was boarding so I had no time speak with a supervisor. I later spoke with TSA agent at other airports and they told me this was definitely not the correct procedure and suggested I complain. After returning to Boston airport. I spoke with another TSA agent who first instructed me that I had no rights (including the 4th amendment) upon entering the security area but agreed that it was strange that I was pat down, considering I had gone through the body scanner without a problem. She then volunteered to look at the security videotapes and try to figure out what happened.

7/18/2014 7:55:17 PM After several calls back to the airport the following week, I finally got a hold of her again. She explained to me that a new procedure had been implemented and are being implemented at airports all over the country, and soon all of the them will be doing this (though not all terminals at Boston were doing this!). This new procedure dictates that if any bag sets off the x-ray machine, it would be searched and the owner of the bag would be given a pat down.

She agreed that it made little sense to administer a pat down after going through the body scanner, but rules are rules. I told her I was concerned that it was a violation of my 4th amendment rights (and therefore the pat down was sexual assault), but she again explained to me that I had no rights in the security area of an airport.

I strongly suggest that you rethink this new policy.

Thank you for your time.

Sincerely,

(b)(6)

To Whom it may concern,

On the morning of Wed Jul 16 at apx. 9:30 AM at what I am told was "check point 2" at the sea-tac airport, I had an embarrassing and I believe illegal incident with the TSA.

After opting out of the body scanner (as my medical condition would flag me for screening anyway) I was approached by an employee who informed me that he was going to be going up my inseam until he "meets resistance"; I informed him that my medical issue has given me great sensitivity in the area and that he needed to be careful and not handle me roughly.. he again repeated the line about meeting resistance and to confirm he understood how sensitive I was I confirmed that my inseam would be the first thing he would encounter, I just wanted to make sure he would keep going to the point where i felt pain.

He refused to acknowledge my concern, and then changed his speech about "meeting resistance" to "until meeting resistance against your body" at this point I was sufficiently creeped out that I asked for a supervisor and asked for another screener.. After being lectured by the checkpoint "supervisor" (a fat latin looking guy, with a mustache) about my medical condition and "non-cooperation" i demanded he get his supervisor.. he continued to berate me and my only response at this point was to calmly repeat "sir, i think you need to get your supervisor now".

7/18/2014 7:55:54 PM I must have done this 30 times until eventually a man (thin black gentleman with glasses), when he arrived he again made me explain my medical condition in front of everyone at the checkpoint (i'm now getting very upset) he then informs me that he won't let me fly for "refusing" a pat down.. however i continued to ask him how i refused and continued to inform him that I wasnt refusing.. I even clarified that if it was their need to brush their hand against my testicals that they only needed to tell me that this was the requirement and I would have submitted just to get it over with.. but they only continued to say "meets resistance" and somehow my clarification of my condition was refusal.

the "tea supervisor" (the black guy) then informed me that he was going to call the police on me; prevent me from flying and would have me ejected from the airport.. when i informed him that he was violating my rights under the ADA he told me he didn't care and we waited for police to arrive..

After i explained the situation to the officers and that it was a violation of the ADA the black gentleman approached again without any solicitation and said "since your being nicer now i'll let you fly". I asked the gentleman for his name, business card or some form of identification but he refused.. when I asked another checkpoint employee what his name was the "supervisor" began telling them not to answer me and would only say "he's my supervisor and told me not to answer"..

After "finally" being patted down and told i was free to go, I again began demanding names and he wouldn't provide anything but the TSA 800 number.

I began getting my phone out to record the situation at this point because I was told I was free to go.. so i was allowed to touch my belongings.. at that point the black gentleman told me i was not free to go so that he could force me to put down the phone so i couldn't take his photo so that i could report him since he refused to provide his information.

At this point the black gentleman told me that I was "trespassed" from the airport and I could never return.. as far as i understand his "trespassing me" for simply having a medical condition is illegal.. and i intend to file suit is some action isn't taken.

once i was finally released from the checkpoint i again attempted to photograph the people involved, these pictures are attached.. the guy with grey hair and blue shirt is the "checkpoint supervisor" obviously... and in the other photo is the black guy behind the guy in the blue shirt (he's obscured.. but i believe this is enough to identify him

Caller has a complaint about screening at DFW. Caller would like to know about what the procedures are for medically necessary LGAs to be screened. Caller is upset because a TSO put everything back through screening and she had additional screening because she didn't declare her yogurt as medically necessary. Caller states that two supervisors came over and told him that he did not have to do all of the screening he did and that he should stop, but he didn't. Caller states that when the TSO was doing secondary screening and he threw her belongings all over the desk. He tested everything in her bag for explosive traces and did a hand inspection of all her carry on items. She was made to remove her shoes and get a patdown after she had already cleared the screening. Caller is in Precheck. Caller states that the TSO was attempting to prevent her from finding out his name, but she got it from a supervisor. She states that she filled out a complaint card at the checkpoint, but feels sure that the card was disposed of as soon as she left the checkpoint.

Airport: DFW
Airline: Delta
Date Time: 07 18 14 2PM
Terminal E
TSO (b)(6)

7/19/2014
9:21:28 AM

Advised caller:

Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belongings before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Please review information on your website re imaging screening with insulin pumps. From your site:

Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.

Pump manufacturers and other web resources all indicate that insulin pumps and continuous glucose monitoring sensors must be removed before going through imaging security. [HYPERLINK \(b\)\(6\)](#)
(a leading manufacturer of pumps gives very detailed information about airport security.

7/19/2014
10:05:00 AM

I am well educated about my diabetes and my insulin pump. TSA agents at FWA tried to convince me that I could take my pump through the body scanner but not the metal detector, when I knew the opposite was true. I finally received a pat down, which was fine with me. I have experienced this same scenario every time I fly out of FWA.

I would hate to think that TSA agents would convince a less educated pumper to go through the scanner and risk damaging their pump. Pumps cost thousands of dollars. Please revise your website to provide more accurate information and reeducate your screeners.

Thank you for your attention to this matter.

Sincerely,

(b)(6)

Sent from my iPhone. Please excuse typos.

7/19/2014 10:05:53 AM I am rather disturbed by an incident that occurred during the TSA screening at the Missoula Montana Airport this morning. I recently had a brain tumor removed and have a plate in my head and have had my doctors recommend that I do not go through metal detectors or radiation x-ray type equipment. Therefore when I travel I ask for a pat down rather than going through the machine. Appropriately a female officer (who was probably close to my age) came to give me the pat-down. However this woman took at least 5 times longer than any other pat down I have ever had. She was very invasive and multiple times went back in to my groin area (pushing/probing hard enough to hurt) as well as my bra area. I was wearing the same casual travel clothes that I usually wear when I travel to my Dr appointments in Las Vegas. I was disturbed but I did not feel that I couldn't say anything to this woman because she was exercising her dominion and power. Perhaps the problem was exacerbated by the fact that my speech is now slow after the surgery. I felt like this woman was very disrespectful. Her hands went into the top of my pants below the waistband. She commented on my underwear. I felt like this was so inappropriate. Certainly if someone has slow speech that is no reason to treat them without respect. I am a former college professor with a PhD. I have dealt with people all over the world in many difficult situations in the past. This is probably the first time I have ever felt intimidated and compromised in a public setting. I did not ask for a private screening as I have never had an experience with a pat down that made me feel extremely uncomfortable. However my experience this morning is still bothering me and I would hate to have anyone else experience something similar. I am NOT seeking to get anyone in trouble. Most of the TSA workers I have encountered have been very good to work with, and respectful. I don't really know how to handle a similar problem should it arise in the future. I travel through the Missoula Airport very frequently. I am concerned that I may encounter the same worker again. I am unsure how to deal with this woman. As it is, I said absolutely nothing although she was extremely aggressive in her pay down and inappropriate. Please advise!

Feedback Type : Complaint

7/19/2014 10:07:03 AM Categories : Professionalism/Customer Service Current Date/Time : 7/19/2014 3:30:51 AM Airport : LAS - McCarran International Date/Time of Travel : 07/18/2014 5:20 PM Airline & Flight Number : Virgin America Checkpoint/Area of Airport : Security Gates D/E TSA Employee: (If Known) : Name noted on comment card at airport Comment : This is a follow up to a comment card I filled out immediately after the incident occurred, on which I did not have time to go into detail. After placing my personal belongings on the belt to be scanned, I asked to opt out of the full body scan. There was not a large crowd, so I did not expect for it to be a problem. However, the male officer standing to the left of the scanner was visibly annoyed at my request. Facing away from the area where the female officers were standing, and speaking only loud enough for someone near him to hear, he said something to the effect of, "Female officer needed for opt-out." I looked around, and no one seemed to have heard him. He motioned for me to stand to the side and I waited. He let few passengers go ahead of me before he turned slightly and said it again a little louder. This time, I saw a female officer over by one of the monitors look up briefly. By this time, my bags and containers were through the scanners. A few more minutes passed, and the female officer who looked up previously came over and said in a flat tone, "Okay, let her in." The male officer opened the side gate and I walked past him towards the female officer. By this time, my belongings had reached the end of the conveyor and the containers were started to pile up on one another. I remembered in SFO that they had asked me which items were mine, so I started towards the belt. The female officer snapped at me to stay where I was and to lift my arms. She then started to roughly run her gloved hands over the surface of my clothing without saying a word except to tell me to spread my legs. She ran her hands up my legs into my crotch from the front and the back, striking my external genitalia a total of four times. When she finished, she told me to stay there again and then went to test her gloves. She returned to where I was standing and said, "You can go now," and walked briskly away. Normally I would have thanked her, but I had no desire to speak to her as I was quite shaken. This was nothing like the civil and humane treatment I had received at SFO. I walked over to the conveyor belt, where luckily my laptop and other belongings were unharmed. My driver's license was not where I thought I left it so I stopped to look for it. It was then that I decided that I should get her name, but I couldn't get close enough to her to see it. So I walked to the nearest security kiosk and asked the officer if he could tell me her name. He then asked me if there was a problem and I said yes and briefly described what had happened. He asked me if I would like to fill out a comment card, and I accepted. He wrote the name of the female officer on the top and said that it would be reported to the proper authority. However, I felt that I should provide more detail about the incident in the hopes that these types of incidents may be avoided in the future. Please understand that I am not the type of person who is easily offended. In fact, it does not even bother me to be subjected to a public pat down. But in this case, I was handled with excessive roughness. Thank you for taking the time to review my complaint.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

COMPLAINT NUMBER ONE: Caller flew yesterday from DEN to Salt Lake City then to Phoenix. He had 2 pieces of checked luggage, a Kevlar case and a Pelican case. He said this time he had some mementos that he put in his Pelican case. He said he had a book and some pictures. He said he had a NOI in his bag. He said the book and pictures were trashed. He said the book is destroyed and the frame of the picture was broken. He said he had 2 TSA locks that were opened and put back. He said they went through both bags. He said he did not want to file a claim. He said the items are not replaceable. He said they are memories, written down, and given to him by his grandmother. He said he was very upset and mad when he saw the destroyed items. He said he would like someone to know about this.

COMPLAINT NUMBER TWO: Caller said his wife was flying last week on Allegiant Air from Mesa Gateway to Minneapolis. He wife was in the background of the call giving him her flight information. He said his wife is Norwegian and in her 50 s. He said you can tell she is not a terrorist. She was pulled aside and the agent said you know what we are going to do. She said she agreed for them to do the patdown because she was afraid she would be late. He said she told him that there was nothing showing on the AIT that alarmed. He said THEY were laughing at her later. He said one of the agents went in her inner thigh and almost touched her privates. He said they patted underneath her breasts and lifted them up. She said they groped her. He said she told him she felt so violated. He said they did swabs on her feet. He said he said he wanted to report this because of the way his wife was treated and because they groped her.

ALSO: He said he travels all the time. He asked what does he have to do to get PreCheck. ALSO: He asked if he would get PreCheck with a Trusted Traveler program flying internationally and if the other was just for domestic flights.

RESPONSE NUMBER ONE: I will be sending your information, you just gave me, as a complaint to the CSM at the Airport in DEN. I would like to apologize for your damaged items. They are to return your property back the same way they found it. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: July 18th, 2014 Departed 1:03 p.m.

Gate or Terminal: Gate C42

Bag Description: Large Pelican Case 1640, Pelican Brand, Black, 2 wheels and a large retractable handle

Bag Claim Number: (b)(6)

Airline: Delta

Flight Number: 4479

Airport: DEN

Email: (b)(6)

RESPONSE NUMBER TWO: I will be sending her information as a complaint to the CSM at the Airport. I do apologize that she feels she had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: July 1th, 2014 Departed 8:30 a.m.

Gate or Terminal: Only One Terminal Only One Gate

Airline: Allegiant

Flight Number: 136

Airport: Mesa Gateway

Email: (b)(6)

RESPONSE: You can go to tsa.gov to find out more about PreCheck and the CBP TT programs like GE and our TSA Application Program. You would be eligible for PreCheck flying domestically and internationally in either the CBP program or the
Caller was looking to see who she should speak with. She has had several security issues, when she walks through security. She said its mostly sanitation problems. She stated that she is a police officer, she just came through the Philadelphia airport, the TSA agent just patted down someones feet and . Then at ATL there was an issue with the machines alarming everyone, one person was telling her to do one thing and the other telling her to do something else then the officer did not change her gloves and went to pat the callers head down, so she asked the officer to change them and the officer screamed at her that she didnt have to. She doesnt understand why TSA officers are so rude to people, she said sometimes she gets precheck and others she doesnt. She doesnt believe its fair that sometimes passengers are hardly screened and others are patted down and treated awful. She wants it fixed. She stated its disgusting that an officer would patdown someones entire body and then come to another passenger with the same gloves on. Caller said she has went to the Supervisors multiple times but nothing ever happens and she wants something done.

Apologized to the caller and told her that the officers should never be rude, they also should remove their gloves whenever she asks them to do so. Explained that I could take the information from both airports and send it to the CSM at each of them. However if she would like it to go higher, she will have to send the complaint to headquarters at the following information: All mail intended for delivery to the Transportation Security Administration s headquarters should be sent to the following address: Transportation Security Administration 601 South 12th Street Arlington, VA 20598 . Told the caller to provide her contact information in case they needed to contact her at all.

Caller states that he and his wife flew from SJU and requested a private screening. During the private screening, he was requested to submit his backpack through the x-ray machine. Caller states that he has no complaint with the patdown. Caller states that when he opened his backpack today he noticed that he was missing a ziplock bag. Caller states that contained in the bag was a month long set of a pencil and roller ball pen that was in a leather case. Caller states that the pens were black with gold clips and gold tips and the other set of pens was a set of cross pens. The caller states that in his month long set he removes the cartridge so it does not leak. Caller states that the wrapping that he used to wrap the pens was left in his baggage but the ink was missing.

JetBlue 304

Date Time: 07/13/2014 at or around 1130

Gate Terminal: Gate 26 or 27

Baggage Description: High Sierra with a front compartment, a middle department for carrying a laptop, and a back portion. Caller states that the backpack is black.

Advised Caller:

7/19/2014

1:37:39 PM Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Caller traveled from the Bogota to ATL 2 days ago at about 11:45. She arrived in ATL at about 5:30. She was tired and her son was given a juice in the plane. They placed the juice in the bag and she was unaware it was not allowed in carry-on. She had chocolate and candy in the bag as well. She had jewelry that went missing at some point during the whole situation. She went through CBP with no issues. When they arrived to the checkpoint, the TSOs detected the candy (no liquid) and they made a scene and had her go through additional screening. She had money in her stomach because that where she keeps it. They made it seem like she had drugs. Two female TSOs of African American decent performed the patdown on her. She was embarrassed by the way they dealt with the situation. She felt abused and violated. They touched her intimate parts, she didn't specify how but she made it seem like it was very aggressive. Her son has psychological issues. The whole thing disturbed him to the point that he was crying. The jewels that went missing are valued at about \$200. She called Delta and they said that it was out of their hands because it did not happen on the plane. She has respect for the country and security but she felt that the TSOs don't need to be so rude. She feels that there is no respect for passengers or children. She stated that she felt discriminated by the African American TSOs because she is not African American.

Airport: ATL

Airline: Delta

Flight Number: 982 bogota to ATL, 2481 ATL to OK

Departure Time: 810 am

Arrival Time: 930 am

Specific Location (Terminal-Gate): N A

Individuals Contact Information (phone number-email) (b)(6)

7/19/2014

3:52:19

PM

Response:

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Dear Sir / Ma'am:

First off thank you for taking your time read this concern.

My little sister attends the U.S Naval Academy at Annapolis, MD. Since these young men and women have to travel in their dress uniform, some with metal pieces, set off the alarm. Every time she walks through security at MCI she is asked to remove her shoulder boards and belt. She refuses because it's a disgrace to the uniform to do such things. Then she has to go through the humiliation of a full body pat down. This always takes time and she is always the last one to board her plane.

Is there anything we can do so this does not occur again?

7/20/2014
9:36:12

AM Respectfully,

(b)(6)

U.S Air Force
National Guard

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/19/2014 9:30:55 PM Airport : SAN - San Diego International Date/Time of Travel : 07/19/2014 6:15 PM Airline & Flight Number : Frontier, Flight 558 Checkpoint/Area of Airport :

Entire Security Checkpoint TSA Employee: (If Known) :

Comment : I am absolutely appalled at the level of rudeness and unprofessional behavior of all TSA agents throughout the checkpoint. Basic questions were ignored and instructions were yelled abruptly and incoherently. After going through the scanning machine, the agent I approached (a Mexican male) did not make eye contact and did not say a word to me. I assumed I was clear to retrieve my belongings, and as I continued he told me in an aggressive manner to stop and turn around so he could pat down my back. I did so, and the physical pat down was forceful and uncomfortable.

7/20/2014
9:39:04
AM

The entire experience was appalling, the wait time was long, all agents appeared unwilling to appropriately and effectively do their job, and I will do everything in my effort to avoid coming through this airport on any and all future travels I have to California.

As I sit here at my gate, I'm flustered and, frankly, pissed, that my vacation ended in such an unpleasant way.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other: Screening

Current Date/Time : 7/20/2014 5:26:37 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 07/20/2014 5:45 PM Airline & Flight Number : US Airways Flight 4609 Checkpoint/Area of Airport : TSA security checkpoint TSA

Employee: (If Known) :

Comment : I am a medical student returning from a personal trip to visit my family at Ramstein AFB. After a long 8 hour flight, I went through security at Charlotte Douglas International airport in order to catch my connecting flight to Akron, OH. During this time, my baggage was set aside for further screening upon discovery of a duty free item, a small, less than a half liter bottle of champagne I bought at Frankfurt International Airport's duty free store. The item was bagged and sealed airtight in a duty free packaging and I was assured that I would not have problems going through security. However, personnel at Charlotte's TSA ripped open the clearly marked package and passed it through their machine. The bottle was green glass with clear contents. It did not pass the supposed machine test and was confiscated unfairly. I was then subjected to a humiliating pat down body search. My luggage was completely rifled through with no real cause. I am a frequent traveler, taking international flights twice a year, NEVER have I encountered such treatment. My item was confiscated without any further follow up. There was no back up method of testing the DUTY FREE GIFT that I bought at an AIRPORT. I was not reimbursed for my trouble. My gift costed 12.30 euro. I find this unacceptable behavior by the TSA. I feel discriminated and wrongfully searched with no reason. An item that was in a SEALED BAGGIE bought at an international duty free shop should not be the cause of such treatment. The item was in no way suspicious and I suspect that the TSA officers may have abused their powers to obtain my legally purchased gift. I expect this issue to be addressed and my concerns answers. I left the security checkpoint angry and humiliated, which is a poor show of the type of customer service your organization offers. I have had good experiences in the past and I am very upset that I was treated in this manner. To be clear, this was the TSA checkpoint at Charlotte Douglas Airport. I hope this issue will be addressed. I would have taken it up with the supervisor if I was not pressed to board my connecting flight that left a mere hour after this incident.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/20/2014
6:05:04
PM

Sending from the Bounce Back due to the nature of the complaint. Discussed with Supervisor: (b)(6)

From: (b)(6)
Sent: Sunday, July 20, 2014 7:23 PM
To: TCC Do Not Reply
Subject: Re: In Response to your inquiry.

7/21/2014
8:27:07
AM

After calling & speaking with TSA & having my cardiologist call, I & my Dr were told that TSA's treatment of me after informing them that I was told by Dr's NOT to go thru the screening to ask for & get a full pat down I was treated with total disrespect, TSA personnel working at Reno Airport, Phoenix Airport and Tampa Airport all decided that discussing my personal medical history was perfectly legal and that the HIPPA Laws did not apply in this situation! every passenger in that security area was told quite loudly about my heart condition, what devices I have implanted in me and what medications I had to travel with as they were dumped out in front of all people in the vicinity and within ear shot!!! TSA treated me as though I were an animal who deserved no better treatment than any filthy piece of crap on a cracker. TSA promised me that I would be treated with dignity & respect after last year being treated like an animal & that again DID NOT HAPPEN - your employees made sure that my medical information was spoken of loudly and no one in the terminal didn't know my history when they were finished humiliating me & caused myself & my 14 year old grandson who is traveling with me to cry literally from complete humiliation. If I could force an apology out of TSA I would but that would not be a sincere apology & it surely would not be meant in all honesty. So I want to thank you for the complete & total embarrassment you tried to get and did achieve quite clearly. TSA you ignored my rights as an American with Disabilities, you caused great harm emotionally to myself & grandson your employees are thoughtless, selfish, ignorant and down right hateful. I paid for tickets and mistakenly believed that by paying for a service I would get that service, I did not. Thank you for reminding me again how unbelievably rotten some of our Countries employees are. And of course the help you gave in teaching a lesson on how NOT TO BE to my grandson, he wants to be NOTHING LIKE TSA EMPLOYEES - THANK GOD FOR SMALL FAVORS.

Sincerely,

(b)(6)

On Saturday, July 19, 2014 9:35 AM, "tsatcc do not reply@senture.com" <tsatcc do not reply@senture.com> wrote:

Caller states that he just recently flew from Hawaii to Vancouver Canada and wants to know if TSA Locks are still authorized by TSA and advised him that they were. He also wants to know if Canada Customs will inspect his luggage. Told him that I do not know if they will, but assume that they would since any international flights are usually inspected by Customs in the US so I could only assume that Canada would do the same. He states that the lock was missing as well as the zipper loop on his luggage was also damaged. He states that there was a NOI inside his luggage. Asked the caller if he would like to file a claim and he stated that he would not. He wants to know why his luggage was inspected.

7/21/2014
12:32:59
PM

Gave the caller the following info:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Gave the caller the following info:

Advised the caller that TSA approved locks are still authorized to be used.

The caller stated that she is a GE member and would be flying with Southwest airlines soon but the precheck logo is not showing on the boarding pass. She stated that when she flew from ABQ, She stated that she was harassed and subjected to ptdowns after she alarmed the ETD.

1. Are you a U.S. or Canadian Citizen? US Citizen
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? Southwest from ABQ
3. Do you have a valid unexpired CBP membership? Yes
4. Have you received TSA PreCheck in the past? Yes
5. Do know your CBP Trusted Traveler PASS ID? (b)(6)
6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? No. The caller stated that her name is different on GE then with the reservation.
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? Rarely
8. Do you make your reservations online? For example, an airline's Website or a travel Web site such as Travelocity or Expedia? Airline website
9. Have you committed any violation, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

7/21/2014
2:52:46
PM

Advised the caller: Advised the caller that is she alarmed the ETD then she would have been subject to a ptdown.

To receive TSA Preu2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, gender, and other identifying information on your reservation are an exact match to the information on file with CBP. To receive TSA Preu2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, gender, and other identifying information on your reservation are an exact match to the information on file with CBP.
To whom it may concern,

I recently spoke with a TSA supervisor at Nantucket Airport (b)(6) who suggested I escalate my complaint. I flew from Nantucket airport to JFK on Thursday July 10th and had a quite unpleasant experience with one of the female TSA officers at the security area. I am expecting and expressed that I did not feel comfortable going through the metal detector. Rather than just saying ok, let me get someone she told me that the metal detector wouldn't cause any harm to my baby. I told her that that was her opinion, but that I was allowed mine and did not want to go through. She stood there looking at me and said well I'll have to go get someone to pat you down, and someone will have to pat down your child (I was also traveling with my 18 month old son). I said ok. Instead of just going to get someone she said again, it's not going to do any harm and just stood there looking at me. I had a flight to catch and was worried I was going to miss it as it did not seem like she would do anything to really go get someone. I wound up going through the metal detector but not because I wanted to – she made me feel extremely uncomfortable and like my request was absurd. I flew during my last pregnancy and of course up to Nantucket this time and each time I told a TSA agent I preferred not to go through the metal detector they immediately went to get someone to help. I decided to complain about it because I don't think expecting women should be made to feel like as uncomfortable as I did, and like their request not to go through a metal detector is outrageous.

7/21/2014
4:17:45
PM

I know this is not the norm, but something that I felt should be brought to the attention of the TSA.

Thank you,

(b)(6)

(b)(6)

New York, NY 10010

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening

Current Date/Time : 7/21/2014 3:06:51 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/21/2014 4:17:51 PM Comment : I need more information about 'TSA Pre Check' pat down policy for Turban. I enrolled in TSA Pre Check, even detector is not beeping still TSA person doing Pat Down my turban every time in Kansas City (MCI). On other airport, no one asking me to do pat down if there is no beep. Could you please give me some clarification on this policy?

Thanks

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From (b)(6)

Sent: Monday, July 21, 2014 6:04 PM

To: TSA-ContactCenter@dhs.gov; "<TSA-ContactCenter">@dhs.gov

Cc (b)(6)

Subject: Barriers to safe travel encountered on 7/10/2014 in Charlotte Airport.

I have two disabilities which make traveling a challenge:

1. Degenerative and severe scoliosis. Depending on my condition the day of travel, I may have to be wearing a brace or a TENS unit. To date, this has caused me no great barriers.

2. I also have severe asthma and allergies. This poses 2 challenges:

a) Since allergies are an autoimmune disease, and the millimeter wave scanners have not been proven to be safe for people with such diseases, I must request a pat down on all occasions. While this certainly is tiresome, I'm OK with it, and have not usually had to experience an unacceptable delay.

b) When in public and exposed to respiratory irritants (such as diesel fumes, jet fuel fumes, perfumes, and strong cleaners), I must wear a carbon mask at all times. Until my last trip, this has never posed any problem. Please see the attached document describing the events of that day, and suggest a viable solution prior to my next trip on September 13, 2014.

7/21/2014 8:09:55 PM

Thank you in advance for your time and assistance.

Regards,

(b)(6)

Attachment:

(b)(6)

Raleigh, NC 27606

July 20, 2014

Dear Sir or Maam:

I would like to start by saying that I admire TSA employees. For the most part, they cheerfully perform a thankless job, often dealing with grumpy customers. I am not such a customer.

7/21/2014
8:09:58
PM

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 7/21/2014 7:39:42 PM Airport : LAX - Los Angeles International Date/Time of Travel : 07/16/2014 10:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Avianca Airlines TSA Employee: (If Known) :

Comment : I was in an airport provided wheelchair with attendant. At security I went through the body imaging machine with no problem and my carry on bags went through no problem. However, the agents checked the wheelchair and told me that it didn't pass inspection, but they couldn't tell me why it didn't pass. Because it didn't pass, I had to have a full body pat down. I don't understand this?? Why would a wheelchair not pass inspection that would require the passenger to be subjected to a pat down. I watched them inspect the wheelchair and there wasn't anything found on it and after I was patted down they gave me the same wheelchair. IF it didn't pass inspection shouldn't it have been taken out of service and a new wheelchair given to me. I don't like going through the full body scanner because I worry about radiation, but I did it so that I wouldn't have to have the pat down. I'm very frustrated. I am patted down for some reason or another almost every time I go through the airport. Am I being targeted for complaining once before? The agents were polite, but they should have been able to tell me what problem they discovered with the wheelchair. This is very troubling to me.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Yup, another fun day with TSA. I am on the precheck list, so of course at BWI at 6 AM I was pushed to go through the "surrender" machine. Since I never do that, I was forced into my usual pat down. Insane, as usual. I'm more vetted to travel through the airport than any of your own agents.

So here are the interesting parts of this story. When I presented my airline boarding pass to the first TSA agent, and he passed it through the scanner, it FAILED ! RED light, no green !

I travel a lot, and knew this was not right. I assumed the agent also knew this was not right. But apparently not. He decided to call over his supervisor, even while I was telling him that I had made a change to my flight itinerary after I had printed the boarding pass, and maybe I should just go to the airline counter and get a corrected one. Nope. He was not listening to me anymore.

The supervisor came over and said to him just to verify the information on the pass was correct for the day. Never mind that the pass was being flagged as erroneous.

So he cleverly looked at the pass, and determined that it had the right dates on it and some kind of airline flight number, and pushed me into the line. It would be awful if details like an erroneous pass held up the line, I suppose.

7/22/2014
8:26:22
AM

So of course I opt out of the "surrender" machine, since I don't care to symbolically surrender, and am eventually passed on to the pat down guy. I made it clear to him that I was not happy with this whole event, so I guess he made it up to me by doing the weakest pat down I have yet experienced. I suppose he touched me, but it wasn't obvious. (Unlike that guy in LA who seemed to enjoy the experience.) Because, I suppose, he also knew it was a complete waste of time.

I went to the supervisor's station to complain about the whole incident. It took about 10 minutes for the supervisor to actually show up. And, of course, she dismissed my complaint as no big deal. Yes, she said she would talk to her agents. I'm pretty certain all she said was what a PITA I was.

You have serious problems.

Perhaps it is time you put together an intelligent program that actually works, instead of a window dressing program that just irritates travelers without actually impacting airline safety in any meaningful way.

Thanks,

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/22/2014 1:54:00 AM Airport : DEN - Denver International Date/Time of Travel : 07/21/2014 6:45 PM Airline & Flight Number : Southwest flight #175 Checkpoint/Area of Airport : South/main Security gates pat down TSA Employee: (If Known) : Woman, 5'5, non American descent, accented voice, possible South American, dark auburn hair color, Comment : Kept shouting at my grandma whom doesn't speak or understand English during the pat down. I tried to explain to my grandma in my native language but kept getting interrupted by TSA lady. She kept saying that I wasn't doing my job as a family member even though I asked her nicely to be patient and let me know what she wants us to do so I can explain what the screening procedures were to my grandma. She refused and insisted on speaking to my grandma only. When my grandma thought it was ok to go back on the wheelchair assistance, the TSA lady told my grandma to "listen" in a disrespectful tone of voice. She spoke to me like I was a child; I look like a teenager, but I'm actually 25 years old. She was ignorant and insensitive to the needs of the elderly, especially my grandmother and myself. She walked away in to an office and didn't listen to my concerns before dismissing us.

7/22/2014 8:27:45 AM I don't want this to happen again! I understand she deals with shitty ass people all day long, but she shouldn't take it out on others in an unprofessional manner. This is her job, she's getting paid for it, and needs to do a decent job at it for the least! Being unfriendly is one thing, but being rude and disrespectful towards passengers who abide all travel rules are just DISGUSTING! I want you to make sure your so called wonderful TSA people are clear about treating non English speakers with respect! I'm sure you wouldn't like other people speaking to your family members the same way! This is the first time this has happened, and I travel with my family more than 5 times each year through DIA! This is ridiculous! I know this isn't going to change anything, but make sure and make it clear that shit like this doesn't happen again! She needs a consequence!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6) Phone Number:

Address:

Zipcode:

7/22/2014

10:16:56

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Ronald Reagan Washington National Airport

I am inquiring about the policy for military members who are traveling in uniform, going through the precheck with their KTN. My daughter was returning to her assignment, in full Navy Officer whites and of course set off the metal detectors because the medallions on her uniform and her shirt stays under her uniform have metal. I read on your website that they are required to remove belt and class a jacket. She removed the belt, which can get her into trouble for not being in full uniform, but she does not have a "jacket". She had to go through a full pat down, so I am wondering why? What is the purpose of precheck and why would she not be better off going through the xray machine? This is the first time she has ever been asked to do this - why the inconsistency?

7/22/2014

2:28:03

PM

Thank you,

(b)(6)

(b)(6)

GO NAVY! BEAT ARMY!

Disability Description: The caller has a severe neck injury and had a failure to accommodate incident at a screening check point at BOS.

Response Details: I provided the caller with the following statement and question:

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service? The callers response was that she feels it was a disability discrimination and failure to accommodate situation.

I advised the caller that specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

I asked the caller if she would like an email of this information and she said yes.

Dear TSA,

Please educate your TSA personnel that the full body scanner, such as the ones used at SFO and most major airports, are indeed damaging to insulin pumps. We recently passed thorough security in SFO with our daughter who wears a pump and advised the agent there that she cannot go through the scanner due to an insulin pump. First of all, the agent insisted it is safe for a pump user to be screened by the full body scanner...which it is not. My daughter politely asked for the pat down option. Apparently to punish her for her audacity to request this option she was forced to wait around for about 10 minutes while many of the female TSA employees stood around doing nothing, ignoring her. I asked a one of the employees to please pay attention to this need, and she ignored me, and turned to a co worker and said....isn't it my lunch time now... and walked off.

I feel this disrespectful, discriminatory and callous treatment of those with disabilities and your training procedures could use some updating. Please educate your agents so they do not give patently false information.

We would be very interested in carrying a special card that would help with security. I see on your website that there is one that can be downloaded, but it does not appear to carry any weight or information, so I doubt it would be effective. Please advise.

Sincerely,

(b)(6)

(b)(6)

7/22/2014
4:53:58
PM

7/22/2014
8:22:44
PM

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, July 22, 2014 7:28 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/22/2014 7:28:05 PM

Attachment:

7/22/2014
8:23:27
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/22/2014 7:28:05 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

TSA

7 23 14

Dates of travel 6 20 2014 to 6 24 2014

(b)(6) Belvidere, NJ, 07823.

To whom it may concern.

This letter is in response to paper work that was sent to me, in regards to a complaint I filed with TSA. Since your office and Homeland security say I need to follow all their procedures, so here are the facts and dates of everything that accord.

I had a trip planned to West Palm Beach with my wife for my best friends son's wedding. I called a few days in advance to find out the procedures for I am in heart failure and wear a life vest, plus I have steel rods in my back and replaced knee, also I have heart stents.

7/23/2014
12:26:06
PM

I was informed of the procedure's I had to follow and was asked if I wanted help at the air ports, I said yes please. A letter was sent to Newark and West Palm Beach from your TSA office. I received documentation on what to do and tried to follow it. I arrived at Newark airport and started to follow the instructions and no one could either other stand what needed to be done or did not want to see the paper work from TSA. So needless to say it started I got to check point and was delayed for about 45 minutes.

I explained everything to them, I tried showing all my medical paper work, and they said it was useless I was separated from my wife for this amount of time. Then the real embarrassment comes. I went thru the scanner and of course it sets off the alarm, then my bags had to be searched in which I had documentation on the medical devices, while this was going on I was escorted to a private room which I was not to be done without a supervisor and my consent. I asked for a supervisor and it was ignored.

I had a pat down in private. this was No Good. a supervisor was not present, and if one was he did not notify me of this. They did a bomb residue test it came back positive so they did a different type of test which was negative. The one security officer said that the first test does this quite often. Now remind you you're doing this to a person in heart failure.

Now we go back 45 minutes only to witness a couple with two young children going thru a search as well. They had to break down their strollers' cloth to metal while tending to their children. Don't you think this is a TSA job if they suspect something? There was the embarrassment for the couple as well as a long delay on the lines. (PS this couple who got this treatment happened to be at the same wedding as my wife and I.)

I was treated like a criminal. This is said for I do more for the public for free verses your employees. I paid for a good flight out of some good airports and was treated like the bad guy from the minute I entered the building.

The first time was in Allentown Airport, where I showed all my medical papers which were totally ignored. I was screened patted down and sent into a private room for a strip search. (In which I was informed they performed the strip search illegally) all because no one paid attention to my documentation. This is no way to treat a person who is one hundred percent disabled. It is a disgrace.

The caller had a 14 ounce container of cooking oil in his checked luggage. He states that after the inspection the officer did not tighten the lid and it leaked all over everything.

A year ago he flew from CA to IL and he is a member of wine clubs. He was taking 11 bottles of wine in a case but 12th one was broken and empty but they put the broken bottle back in the luggage so it was obviously dropped and the broken bottle put back in the case

He is 76 years old and has a knee replacement. Last night he was in the precheck line. He had to wait about 15 minutes because the scanner at the precheck was not calibrated. He feels that this is poor service for his precheck since he has a bad knee and wants to know if there is any other way to get through the screening without having to wait for a patdown. He was upset because the scanner was not calibrated and could not be used.

RESPONSES:

7/23/2014
1:38:35
PM

I asked the caller if there was an NOI present in the baggage regarding the oil situation and he said no. I advised the caller that due to pressure changes the lid may have come loose and the bottle leaked. He said no and that he is sure the bottle was opened and they forgot to put the NOI in the bag. I told the caller that I will send him a claim form for this situation.

I advised the caller that in regards to his bad knee and precheck, he still has to go through screening and if an AIT is not available he does not want to go through a WTMD because this will most likely alarm and he will have to go through additional screening. I advised him that the only other option he would have would be to request a patdown. I advised the caller that I will forward a copy of this report to the CSM as far as the AIT being down and unable for use.

AIRPORT: SFO

DATE OF TRAVEL: 07-22-14

AIRLINE: United Airlines

FLIGHT NUMBER: 1471

NOI PRESENT: NO

TERMINAL OR GATE: Gate 81 at 1500

CONTACT: (b)(6)

Caller said he had a complaint with the screening procedures in Boston. He was trying to make it to his plane and he told the officer that he did not need to go through the other machine. He ignored him and sent him through anyways, then told him that he had to wait on a patdown. He stated these officers were very rude and did not inform him of anything until after they were saying he should have done this and that. He had first class ticket TSA precheck so he expedited it to be smooth but it wasn't. The officers told him he wasn't in the right line after the fact. He stated he was going to get ahold of the Congressman as well and have him look into it as well. He stated the TSA officers at Boston are doing anyone a service, he had actually planned not to fly again because the way he was treated by those officers. Caller said they should hang a sign if first class passengers are supposed to get in a different line because, he did not know any such thing.

7/23/2014 Airport: BOS
3:21:32 Airline: American
PM Flight number: 1327
Date and time: 7:15 am on 7/23/14, he said he went through screening at about 5:30am
Terminal or gate: Gate B34
email: (b)(6)

Advised the caller this would be sent to the CSM so they could look in to the issue. Told him the CSM is over the TSA at Boston. Apologized for the experience.

I was traveling with my granddaughter, this morning, on JetBlue, and purchased their Even More Speed add on. The purpose is to expedite the security screening process, meaning not having to deal with liquids and electronics and shoes and such.

I explained to the screener (b)(6) that I had purchased (b)(6) Speed and she replied, in a snotty voice, 'I don't know anything about that.'. No offer to find out, no intentions of being helpful. As it was 5:00 am, she really tripped me off and I flipped her the bird. She asked if I wanted to speak to a supervisor. I said yes. Supervisor was not at all helpful. I was told that I still had to pull out my electronics and shoes and liquids. I was furious because I had paid extra to not go through the screening process.

Apparently, (b)(6) decided that because I was wearing a long skirt, I had to be patted down because I was wearing a long skirt. I have flown in long skirts for years. It's the most comfortable, for me, way to fly. She pulled me away from my granddaughter and terrified her (she's 8). She asked me what was going on, and I said, these are very bad people. I think the screener did the patdown because I insulted her.

I fly frequently and LAX is one of the few airports that has such horrible personnel. Only Miami matches up. In most airports, they are helpful and friendly, but LAX has not improved. Screening is slow, employees are rude.

7/23/2014
6:06:10 PM A conversation with JetBlue customer service indicated that TSA was clearly in the wrong on this. I am tired of putting up with this crap from your LAX employees. Either properly train them or quit hiring people who took this job because fast food was too complicated for them. I realize that your employees don't like to be insulted, but I grow tired of this situation at LAX.

You may reach me at this email address or by phone at (b)(6)

(b)(6)

(b)(6)

Sylmar, CA 91342

--

"The time you enjoy wasting is not wasted time." -- Bertrand Russell

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/23/2014 4:49:00 PM Airport : OAK - Oakland International Date/Time of Travel : 07/23/2014 Airline & Flight Number : WN 1028 Checkpoint/Area of Airport : terminal 2 TSA

Employee: (If Known) : ann Comment (b)(6) was rude and made a comment for me to change my attitude when I never spoke to her. I told her that I did not appreciate being spoken to like that and she said ..fine iam doing a whole pat down on you. I said fine. She got upset that I was not mad and called a supervisor over. He was very nice. (b)(6) on the other hand is very unprofessional. Wasted time instead of focusing on real security.

7/23/2014
6:07:28 Would you like a response? : False

PM Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/23/2014 6:14:43 PM Airport : BZN - Gallatin Field Date/Time of Travel : 07/19/2014 12:47 PM Airline & Flight Number : UA672 Checkpoint/Area of Airport : TSA TSA Employee: (If Known) : female with light brown hair wearing glasses about 40 Comment : Daughter pushed me in wheelchair until I was at TSA Pre check. Agent said she would take over at that point and told me to stay in wheelchair which I did. My carry ons passed thru conveyor belt OK. She then asked me to hold up the palms of my hand and she scanned them. She then told me that I had "been in contact with a chemical that could take down a plane." At first I thought she was kidding. She wasn't. She had me stand on the "foot prints" and then not quietly she verbally informed me and all travelers standing around, of all my anatomy "parts"; she would be patting down. I was so embarrassed. I realize being a 70 year old female is no indicator that I would not be a "terrorist"; but why was this "pat down"; done where all the other travelers would see this being done? I am TOTALLY for ALL TSA checks to insure travelers' safety and have never before been angry or upset with your procedures. Later a second TSA agent asked me if I had recently used a lotion and I said yes. She then explained an ingredient in my lotion could have caused the positive reading of my palms.

7/23/2014
8:07:33
PM

Bottom line - I should have been taken to a more private/quiet area before the agent did the pat down!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/23/2014 7:58:50 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 07/23/2014 6:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal security TSA Employee: (If Known) :

Comment : After walking through security they check their bags one more time and sound baby milk. Then asked to patdown my wife again, I do not understand the procedure but after that the lady kept telling us it's standard procedure and going on and on after I told her an off we don't need to hear anything continue what you're doing so we can go she kept going and going and going I once again told her we don't need to hear you complain just do what you have to do and move on then she proceeded over to another lady who worked for TSA has started complaining that I was rude and inconsiderate and it was an asshole when I told her I can't believe you told me I was rude the guy that was actually checking my bag was finished up and have it all zipped and ready to go when I looked at him and said are we done can I have my bag he jerked it back away from me and said no maybe he's not done in a very loud and authority rising voice then raised his voice and asked me if I wanted to continue with him. Using intimidation and talking about someone while they're standing there is very unprofessional and no excuse for this kind of behavior. If I don't get a response about this I will continue to go higher up the chain if I have to I will not be treated like this Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/23/2014
9:06:46
PM

The caller flew yesterday on Southwest through TPA. The caller stated that she was told to go through the precheck lane but was then randomly selected for additional screening. The caller stated that she was told go through AIT and then had to undergo a patdown because the AIT unit alarmed in her knee area. The caller stated that she was completely humiliated at the security checkpoint and that the officers were rude to her. She stated that she was wearing a long skirt with bare legs. She stated that she was on Southwest flight number 230 to MKE. The incident occurred on 7/23/14 at 4:30PM. She stated that after she alarmed the AIT unit, a young woman named Nikia performed a patdown. She stated that the officer performing the patdown was a larger African American young woman and that when she was patting down her leg, she touched her genitals. The caller stated that she complained to the officer and then there apparently a verbal altercation between the caller and the officers. The caller stated that the officer denied touching her inappropriately. She also stated that underneath her skirt, her legs were bare and that there was no reason why her leg should have alarmed.

7/24/2014
1:01:15
PM

The caller stated that she was considering contacting an attorney. I apologized to her for the issue at the security checkpoint. I advised her that TSA monitored the number and nature of complaints that was received. I advised her that this information would let us know if a particular screener or screening team was the subject of repeated complaints. I advised the caller that I would also forward her information to the CSM at TPA. The caller asked if the CSM would look at the cameras or contact her. I advised her that I could not speak on behalf of the CSM but that I would be certain to forward the information.

Caller advised she traveled yesterday with her 15 year old granddaughter. Caller advised while going through security at Seattle a TSO ran a swab over her granddaughters hand. Caller is upset because her granddaughter was taken from the line and her hands was swabbed without her permission. Caller asked if they do this without her permission.

7/24/2014
1:07:15
PM

Advised Caller:

TSA has procedures in place that reduce, but do not eliminate, the need for patdowns to resolve the alarm. These procedures include allowing multiple passes through screening technologies and using Explosives Trace Detection (ETD) technology. Gave caller CSM phone number

The caller stated he is wanting to know why he is being harassed and why he does not have the money that is owed to him. He stated that he flew recently and he was patted down, and he thinks that is related to his claim that was filed. He stated that he asked the manager at the checkpoint why he was getting patted down and they would not tell him why, and he stated that was rude. He stated that he is a tax paying individual that pays our salary and funds TSA. He stated that it is ridiculous that he is not able to get the money that is owed to him and that he is being harassed for not letting the situation go. He stated that he has filed a claim and he had it resolved. He stated that they were sending him money, via mail and they had the wrong address. He stated that he contacted them and they never responded via email or phone. He stated that he wants his money and he wants to speak to someone that he can help him.

He asked to speak with a Supervisor.

I advised the caller that we have policies in place for additional screening and the claims process. I explained that one has nothing to do with the other. The claims are handled by the CMB and he will need to contact them in regards to the payment. They will respond via email within two or three business days. However, if TSA denies a claim, or has not resolved the claim within 6 months of when it was filed, travelers may have a right to bring their claim to court. I explained that we do not have the information regarding his claim here at the TCC.

7/24/2014
3:09:41
PM

Escalation Notes: (b)(6)

The caller has two issues

1. His claim has been approved and he is waiting on payment. He says that they were supposed to electronically transfer the funds to his account. He says he has only spoken to the claims management branch once in four months. I checked his status and it has been approved but he would like to know when he is going to get the twenty dollars he is out for the lock we cut. I am sending this to ES2 so he can get a response. I can only find one other record for this caller.

2. The caller got a patdown at Spokane today 7-24-2014 he had four S's on his boarding pass. The caller believes that his complaints about CMB are why he is getting the patdown. I explained to the caller that the four S's has nothing to do with his claim and that it is just a random layer of security that we do. After the screening was done he asked a manager there about his claim and he responded that it didn't happen at his airport so he doesn't care. He is offended by the way the TSO manager answered his question. I am sending to the CSM for the rude screener.

He went through the checkpoint at 11:45am to terminal B to fly out on Delta flight 1155 to SLC.

Claim Number (b)(6)

Status: Approved

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 7/24/2014 2:46:43 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 07/24/2014 3:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A

TSA Employee: (If Known) :

7/24/2014
4:20:45
PM

Comment : I was not allowed to go through tsa precheck, even though I paid for the program and registered, because it wasn't on my ticket. They told me my airline didn't participate? Then because I'm a diabetic with an insulin pump, I was given a mandatory full body pat down because that's the only way they can deal with diabetics at this security checkpoint. This is the only airport I've ever been patted down at. I'm furious at the lack of courtesy shown to diabetics at this checkpoint. I feel violated and treated poorly because of a medical condition that I have.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

I would like to lodge complaints against two poorly trained TSA screening agents at the Seatac Airport. I have two separate complaints arising from the same date, July 5th of this year. On the date in question, I checked in at approximately 8:45p for Alaska Airlines flight #127 with an 11:15p scheduled departure.

Complaint #1: This complaint is against the agent who inspected my suitcase. The agent failed to perform his duties on multiple accounts. I tape my zipper pulls to prevent the baggage handling system from ripping the pulls off. I have been a very frequent flyer for over 25 years now and have not lost a zipper pull when they are taped together. The agent who inspected my suitcase failed to retape (secure) the zipper pulls to return my suitcase to its original condition. Secondly, the agent failed to return the contents of my suitcase to their found condition. I pack my suitcase with everything placed under the elastic restraining straps to keep as much of the contents in or attached to my suitcase in the very unlikely event a zipper should burst and the contents of my suitcase spill. Thirdly, the item inspected by the agent was not returned to its original condition. The item in question is a "Sundae Kit" from Boehms Candies in Issaquah, Washington. The Sundae Kit consists of a 12-oz jar of caramel sauce, a 12-oz jar of chocolate fudge sauce, a bag of chopped walnuts, and two cordial cherries. All in a clear cellophane bag. I am unable to carry the Sundae Kit as carry-on luggage because the two jars of sauce are considered liquids by TSA. Not only was there no reason for the agent to open the cellophane bag, but he/she failed to put the items back in the bag and reseal the bag. I ask what did the agent do correctly in this case. He/she opened my suitcase and failed to resecure the zipper pulls. He/she moved the contents of my suitcase and failed to resecure them. He/she opened a package that did not need opening and failed to resecure the package. Time was not a factor as the Notice of Baggage Inspection card that was placed in my suitcase is time stamped at 9:03pm. The agent clearly had time to do his/her job correctly, but failed!

7/24/2014
6:15:22
PM

Complaint #2: This complaint is against (b)(6) at the Pre-check check-point. Due to my frequent flyer status with Alaska Airlines, I am granted Pre-check status. I am also a paraplegic and use a wheelchair (b)(6) was extreme incompetent and should never have been assigned to Pre-check screening. It took (b)(6) nearly 20 minutes to clear me. He performed a full pat down search when all that was required was hand swabbing and an inspection of my wheelchair, an elbow brace, and walking boot on my broken ankle. I have cleared a full pat search by new agents who are going through their on-the-job training quicker than (b)(6) performed his job. Towards the end of my detention, another agent came over and whispered something to (b)(6) I suspect the whisper was to tell (b)(6) he was taking too long and had performed the wrong search.

I do not know who does the training at Seatac, but it was painfully obvious to me that July 5th was "assign the incompetent" to work day.

Sincerely,

(b)(6)

(b)(6)

Fairbanks, Alaska 99701

Dear TSA,

(b)(6), my significant other, and myself, (b)(6) traveled by United Airlines to Hawaii and then onto Guam and back home. Our trip started on June 23, 2014 in Madison, Wisconsin and ended there on Friday, July 11, 2014. Our flight began with UA 6156S at 8:02 AM

I had called TSA 3 days ahead of time and had asked for Special Assistance. I was very pleased to learn that I would have available to me a TSA Passenger Support Specialist. I asked how I would avail myself of that person at the airport. I was told that when I get to security to request one. I did just that at the Madison airport. The TSA person that I asked said to me Lady I don't know what you are talking about. I tried to briefly explain to him. Once again he told me, rudely I thought, that he did not know what I was talking about as if I was stupid and I did not know what I was talking about. I said, well it is on the TSA website. He then assumed a bit of a different attitude saying that I must be referring to a TSA Pre check program program-- saying that was a completely random thing. I told him that I was just asking for a TSA Passenger Support Specialist. He then asked me if I went through a special program where I need to be finger-printed. I said no that that is a different program. During this discussion, another TSA person stood next to him and said nothing. I decided to quit trying to ask for help since he did not understand what I was requesting. He did not serve me well.

In the meantime (b)(6) was being checked. He refused to go through the machine and requested a pat down because for medical reasons he was not confident that the machine would not bring harm to him. His carry on was gone through because a sharp object was detected. When they went through it, they discovered a bottle of pure aloe vera gel and a mustache scissors. They confiscated those items, understandably. I should have let (b)(6) know that those things were not allowed.

7/24/2014
6:15:56
PM

However, not so understandably, 3 bracelets which were going to be given as gifts to his sisters and a niece were also taken--unknowingly by (b)(6). They were monetarily valued at \$122.38 and a much greater emotional value. (b)(6) has not been home in almost 20 years and was looking forward to giving those bracelets to his sisters and a niece who helped make the trip home a good one. Also, taken unknowingly were 6 Cliff bars, valued at \$1.67 each, that were going to be used as an inflight snack. These were discovered missing at our 7 day stopover in Hawaii.

Oh, by the way, the TSA Passenger Support Specialist in Guam was fantastic. The flight was UA200S GUM to HNL. He actually came looking for me. By this time I was no longer asking for a specialist because nobody seemed to know what I was talking about. So, I was really happy to have him help me out. I know the program is a new one and very much encourage it to keep moving forward. Education is obviously needed by other TSA agents. It is nice to know that an agency such as TSA has noticed a need to help people directly in need. I see this as a positive and very encouraging effort to help not only the person directly in need of help, but also their partners, and I recognize how this helps the whole security process more be more efficient and friendly for all, including agents and others standing in line who do not need special assistance.

Sincerely and Thank you,

Make your day great :-)

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/24/2014 5:27:41 PM Airport : MDW - Chicago Midway Date/Time of Travel : 07/24/2014 4:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : Outside of B terminal TSA Employee: (If Known) :

Comment : Hello,

I wanted to provide some feedback at the Chicago Midway airport. Upon exiting the x-ray screening, I encountered an agent who was rude in her comments during the pat down (for where a necklace was) and while waiting for luggage. I did not get her name but she had shoulder length red hair and was around 5'3" or shorter.

7/24/2014
6:16:07
PM

Instead of saying "excuse me, you cannot step to the other side of the luggage belt in response to someone headed that direction as a bag was pulled back to go through X-ray again. She yelled "you don't belong back there unless you forgot your uniform." Additionally, she snapped the black belt barrier and it hit a customer. When told about it, she reacted defensively.

I am extremely disappointed in her sense of customer service and found her words and actions rude and uncalled for. I appreciate that the TSA employees intend to keep us safe and I agree we should comply with rules to enable them to do so. However, they are still interacting with airport patrons and should treat with respect as much as the patrons should.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/25/2014 3:04:17 AM Airport : MDW - Chicago Midway Date/Time of Travel : 07/19/2014 1:45 PM Airline & Flight Number : AIRTRAN 114 Checkpoint/Area of Airport : ALL GATES TSA Employee: (If Known) : UNKNOWN CAUCASIAN FEMALE Comment : July 25, 2014

To whomever it may concern,

This is a notice of complaint regarding an overzealous TSA female employee who violated my mother's (b)(6) civil rights at the Chicago Midway Airport security checkpoint leading to all gates on Saturday 07/19/2014. The occurrence happened at approximately 11-11:30 central standard time. After obtaining wheelchair service, my mom was en route to catch Airtran flight 114 departing at 1:49 pm to Atlanta, GA for a visit with me, her son, (b)(6) (b)(6) who is 78 years old and not particularly fond of traveling from home these days, has suffered from numerous back issues elevated during long distance walks through airports. All the arrangements made for her were going well until she reached this fateful security checkpoint when one of your employees (tall, caucasian female per my mother's description) told my mother, accompanied by a wheel chair assistant, she couldn't proceed due to an alarm that required further checks to her personal items. This is when your security measures and efforts to keep American citizens safe turned into a horrible nightmare for my mom. In addition to being asked to remove her shoes, the unidentified TSA subjected my mother to several very invasive "pat downs" in her private areas. Although horrified, understandably shaken, crying, scared and upset by what was happening, my mother managed to tell the agent she didn't like what she was doing and asked her what she was looking for. The agent, according to my mom, told her she was "doing her job" in an extremely rude manner. When my mom told her she was informed seniors didn't have to remove their shoes, the agent told her "procedures had changed". Please note that, per your website's FAQ revised 06/09/14, seniors over 75 would be permitted to leave their shoes on and light garment wear. The food my mom was bringing, which possibly "alarmed" your agents, consisted of BBQ and popcorn. These items were picked through, and displaced with no sincere attempt by the TSA agent to re-pack them in the careful manner in which they were found. Finally, after all this was over, my mother asked the TSA agent if she found anything to constitute the unusually intense scrutiny. My mother said she tersely replied: "You're alright, ma'am". There was no apology. #160;

7/25/2014
8:25:45
AM

When did our US citizens, blessed to make it to their golden years, have to endure the embarrassment, humiliation and shame equal to a rape victim? That's what your TSA agent did to my mother who was simply traveling across a few states eager to visit her son. This agent made my mother feel like she was raped publicly. That feeling of shame, anger and humiliation has been with my mom throughout her visit. It ruined her visit, and will probably resonate with her for many years to come. We understand what has happened to air travel after 9/11, and we make every effort to comply with the rules and guidelines outlined on your website designed to keep us safe. With that said, I strongly believe that this was a situation where one of your "trained" employees stepped way over the boundaries of job by destroying any sense of the trust and understanding for my mom as to why these checkpoints are put in place. Please contact us as soon as possible. My mother was too upset to obtain this employee's name, but I'm confident that you have video and/or ways to track down a list of all employees on duty during the timeframe of this incident. My mother respectfully needs your assistance to resolve this matter on her behalf, and she will cooperate fully with any further investigations deemed fit. Your immediate attention and response to this matter will be highly appreciated. #160;

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

7/25/2014
12:15:25

Caller has 2 metal knee replacements and a rod in her back. She always gets pulled over and she gets padded down. She asked how can she make it easier going through security. She said she always tells them and has a card but they do not look at her card. ALSO: She asked if she can fill out a background check or something.

PM

RESPONSE: TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm. There is nothing you can do to avoid this. You cannot fill out a background check to make the screening go faster or smoother.

ALSO: You can request a PSS or a Supervisor for assistance going through the screening. You can request to be moved to the front of a line.

Caller flying on 9-22 from OMA via DEN to SFO he has to go through security screening. he has a metal advantiam knee replacement, metal and it sets off metal detectors. Doesn't mind dropping his pants and screening with wands, but, he is a transgender and traveling for genital reconstruction. On return flight he will have a Supra Cath which comes through abdomen during healing and doesn't want someone grabbing or groping where he has stitches. He has had multiple surgeries on his leg and has circulation problems. From OMA to SFO issue may be metal implant and the AIT may trigger because of the surgery he is undergoing and may present a problem. He has to travel for approx. 12-14 days and has to have testosterone and 2 syringes, which is labeled from the manufacturer. 3-1-1
Razor, safety or electric.

Response:

.If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

7/25/2014
12:21:26 PM If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If a patdown is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. Passengers that have recently undergone, or are currently undergoing, sex reassignment surgery may discreetly communicate with officers regarding their gender identity if they believe it is necessary. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

Advised caller TSA doesn't use wands any longer for screening. Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and/or catheter so it can be screened appropriately.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Travelers should notify the Transportation Security Officer (TSO) at the checkpoint if they are carrying this type of medication and supplies. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however, this documentation is not required, nor will it exempt passengers from the screening process. Have in separate bag and present to the TSO for screening.

I recently had an experience at the Sea-Tac airport and feel compelled to relate the issues to you so that they can be corrected not only there, but also at other airports. I must explain my condition so you can understand the situation. I am a 70 year man who has had LVAD (left ventricular assist device) surgery. This is a device that acts like a heart pump and is usually installed pre heart transplant. It requires two batteries and a controller mounted on a belt at my waist. The doctors instruct the patients NOT go thru any screening device as it may effect the operation of the pump which can be life threatening. I know that the TSA here in Houston have a better understanding of the situation as there are over 100 LVAD patients in the south Texas area. Preparing for the trip, my wife and I decided to go thru the TSA pre-check program. We were finger printed and paid \$85 each for a background check to qualify for a KTN, which we received and had letter confirmation of that number.

We flew from Houston IAH to Seattle Sea-Tac on June 27 and went thru the TSA precheck line with a few questions and a pat down. We joined our family for a 7 day Alaskan cruise. I like other cruise people ate the wonderful food without regard to heath. As a result, at the end of the cruise my feet were swollen and I needed help in debarking the ship.

I requested a wheelchair at the airport to help me get to the gate. The issue begins with TSA check. I went to the precheck line and was moved toward the screening devices which I said I cannot go into them. I was placed on one side of a glass partition and my wife went to the other side. I was told to empty all metal objects into a tray which was handed over the partition and sent thru an x-ray machine this included my spare batteries and controller. My wife is now being questioned and asked to stand in a certain spot as they check the spares and submit her to an explosive check.

7/25/2014
2:33:46 PM The next few steps were the ones that showed the lack of training and lack of common sense your inspectors showed me and my family. I was then asked to step into the scanner. I said "I can't not do that with my condition". The response was "you prefer not to?" I said "No I can." I was asked to empty all my pockets and drop them into a tray. This included my wife's and my passport and approximately \$5000 in cash. This was handed over the partition to another agent and sent on the x-ray belt. I hope my wife was still there or we are missing passports and \$5000 cash. I was then asked to stand up from the wheelchair on the cold floor and remove my canvas shoes. They were handed over the partition and sent to xray. I was then given a detailed pat down and explosive check.

I guess the effort I went thru to get pre check, doctors letters and the KTN letter meant nothing to TSA in Sea-Tac. I do want to be safer, but I think your agent went well beyond what is required. I also believe that some of your agents are getting a power ego and that some retraining is required to prevent this and to update your employees of various situations that can occur.

I eagerly await any comments or replies you may offer.

(b)(6)

Spring, TX 77379

(b)(6)

July 25, 2014

SUBJECT: D-RFI

RE: Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3))

7/25/2014
2:37:10
PM

Name and address of the complainant:

(b)(6)

(b)(6)

Chicago, IL 60617

Date of act of discrimination:

Saturday July 19, 2014

Time: Approximately 11:a-11:30a central standard time

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, July 25, 2014 3:19 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/25/2014 3:19:04 PM

7/25/2014 4:30:07 PM 1) Information about the person who experienced the civil rights civil liberties violation (fill in what you can)
Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

PO Box or Street address:

(b)(6)

City:

River Vale

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, July 25, 2014 5:32 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/25/2014 5:31:38 PM

7/25/2014 Attachment

6:02:47 PM 1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

PO Box or Street address:

(b)(6)

City:

To Whom It May Concern:

My name is (b)(6) and I am flying on Delta 1125 from TPA to LAX. I write in order to let you know that my pat-down experience left me feeling very uncomfortable and emotionally and physically violated. I am concerned that there are agents who may not be implementing procedures according to policy, and there could be other individuals who are left feeling violated after their security screening experience.

I requested a pat-down as an alternative to the X-ray procedure because I am pregnant and wish to avoid any potential harm, albeit minor, to my unborn child. The female officer explained the procedure and conducted the pat-down. During the initial leg and groin swipe, the officer used her hand to swipe down and then up my leg. The swipe ended with her using her fingers to explore my vagina, and I felt her finger enter my vagina. I jumped back and gasped, and let her know that I have engaged in this screening several times before (just last week and the week prior, in fact), and this had never happened before. She did not apologize and continued to perform the same touching in my groin area for the back of the next leg and one of the two front leg swipes. I let her know that I felt very uncomfortable after the procedure was finished. When I arrived at my gate, I was preoccupied by this experience, and therefore, went back to the security area and requested the name of the officer. She reported that her name is Talia and would not give her last name. After hearing my exchange with the officer, her supervisor, Officer (b)(6) (spelling unknown) immediately defended the officer and did not ask about my experience, but stated "it's all on camera," "that's the correct procedure," and she must feel "until you meet resistance." I then explained my situation and she provided your contact information.

I appreciate your attention and response to this matter. I have never voiced a complaint to TSA or any airport organization in the past. I have no legal history. Please feel free to email me at this address or call me at (b)(6)

7/26/2014

9:23:33
AM

Sincerely,

(b)(6)

--

(b)(6)

~~This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you have received this communication in error, please notify the sender immediately by replying to the message and deleting it from your computer.~~

Caller is not able to lift her arm because of an injury and in the past she had a patdown two times where they were rude to her. She was in New Orleans a while back and had to get a patdown the TSO was yelling at her and she wouldn't even let her explain. They showed no respect for her. She is now at RSW and they made her get an Explosive Trace Detection on her hands and she doesn't think they should do that if she is not able to go through the AIT. What is the standard operating procedure? She thinks it was a little bit of both. She doesn't want any information on filing a written complaint. She doesn't want to provide the information to file a complaint.

Advised:

Passengers who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure. If a patdown is needed to complete screening:

- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Do you feel it was poor customer service or you were discriminated against because of your disability? Would you like information on how to file a complaint in writing? If you want to provide me with some information I can forward this to the CSM at the airport and they can conduct an investigation.

7/26/2014

1:59:36
PM

Caller is in Military and he states his wife and 1 month old baby went through the check point and his wife had hand sanitizer on her hands going through and tsa told her she had explosives on her hands. He states tsa took the baby out her arms and kept it at the check point and took her back for 2 hours for a patdown and search. He states he is very angry and wants to speak to someone about this incident.

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

Airport: ALB
7/26/2014 Airline: Southwest
5:33:08 Flight#: 1542
PM Date: 7 26 2014
Time: 5:55 PM

CSM at ALB

Name: (b)(6)
Phone:
Email:

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/27/2014 7:40:55 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/27/2014 6:45 AM Airline & Flight Number : Southwest #4765

Checkpoint/Area of Airport : Lane 3 (Southwest Terminal) TSA Employee: (If Known) : Officer (b)(6) Comment : 7/27/14

6:50 am

BWI

7/27/2014 Southwest Airlines Flight #4765 (departing 8am from Gate B6) Lane 3 Officer (b)(6) opted-out of the A3 machine this morning as experienced a very invasive and uncomfortable pat-down by Officer (b)(6) Officer (b)(6) was applying so much pressure during the pat-down that I was visibly losing my balance. I asked Officer (b)(6) to stop applying so much pressure. Although she acknowledged my request by saying "oh that's too much," Officer (b)(6) continued the pat-down applying the same pressure, so much so that she could feel the bones of my rib cage (Officer (b)(6) paused and realized that it was my bone!). Officer (b)(6) utterly disregarded my request and continued the invasive and uncomfortable pat-down. It was an awful and humiliating experience. I lodged a complaint with the manager onsite, (b)(6) who was responsive and directed me to fill out a paper complaint form as well as submit a complaint online. I fly very often and opt-out every time. I've never had such an invasive and uncomfortable pat-down such as this, where Officer (b)(6) applied so much pressure to my body and groped my armpits repeatedly (3 times each). Officer (b)(6) simply ignored my request to not apply so much pressure despite that fact that I was clear that she was applying too much pressure, and that it was obvious that I could not maintain my balance because of all the pressure that she was applying during the pat down. I wear a headscarf for religious reasons, and I can't help but think that impacts how I'm treated by some TSA officials while at the airport.

9:23:45
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/27/2014 7:40:55 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/27/2014 6:45 AM Airline & Flight Number : Southwest #4765

Checkpoint/Area of Airport : Lane 3 (Southwest Terminal) TSA Employee: (If Known) : Officer (b)(6) Comment : 7/27/14

6:50 am

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Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Sunday, July 27, 2014 7:39 AM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (h)(6)

Date Time: 7/27/2014 7:38:50 AM

Attachment:

7/27/2014 9:24:28 AM THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 7/27/2014 7:38:50 AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(h)(6)

Last Name:

(b)(6)

Main Phone:

(h)(6)

Work Phone:

Cell Phone:

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Date Time: 7/27/2014 7:38:50 AM

Attachment:

7/27/2014
9:24:28
AM

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Remote Client IP: (b)(6)
Date Time: 7/27/2014 7:38:50 AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

Caller and her husband flew from Mexico into Phoenix and had a connecting flight. Caller states that the original boarding pass was in a suitcase, so it was reprinted. The original showed Precheck and the reprint did not, but the first TSO scanned it and said that they had Precheck. Caller says that when they got to the TSO for screening, they had to take off their shoes and that the TSO for both her and her husband seemed to intentionally go slower the more that they pleaded for getting through to make their plane. Caller states that after going through the line and waiting for her husband to get finished being pat down, she saw 2 TSO standing on the side and pleaded with them, but was mocked and talked to like a 3 year old and laughed at.

Advised caller:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy..

7/27/2014
12:14:33
PM

Flight information:

From to: (Cabo Mexico to) Phoenix to PHL

Flight date time: 7/22 2:45 pm

Flight number: (does not have and) 8321

Airline: US Airways

Airport: PHX

Gate Terminal: Terminal B

Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/27/2014 9:29:14 PM

7/28/2014

8:36:26

AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Denver, CO. Spirit Airlines Flight 115 to Phoenix, AZ. Gate A44

Comments: A piece of my checked luggage was selected for additional screening. Upon arrival at home and inspection of my belongings, I found my items reeked of cigarette smoke. I, nor anyone who handled or has been near my luggage and belongings, smokes!! My child and I both have severe asthma and cigarette smoke makes us terribly sick! Due to my child's copious medical needs we are continually subjected to additional screenings including pat downs. Normally we have no problem doing so in the name of safety, but this is downright disrespectful of our belongings.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/28/2014 1:04:58 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/27/2014 4:00 PM Airline & Flight Number : AA Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) :

Comment : I arrived in terminal D at DFE from Cabo and passed thru immigration with no issues today. We had to be re-screened as we re-entered DFW for our connecting flights.

As we were waiting to be screened, none of us could believe what we were hearing from a female TSA agent. She was barking orders....in an angry tone to all who went through. She was a disgrace to your organization.

I was not the only one who was appalled...as the look of disgust was on everyone's faces.

She was horrible as she screamed and shouted at the innocent passengers....she was like a screeching harpy who enjoyed the sound of her pontificating voice as she tried to intimidate innocent travelers.

7/28/2014

8:38:08

AM

What a disgrace not only to your organization, but to those who were spending their hard-earned dollars on a trip to the US.

Unprofessional and mean TSA agents like her (and the rest of her rude cohorts at that particular gate) feed the TSA's horrible reputation.

Am a seasoned traveler, and this TSA group was the worst I've seen in a couple of years....since my breasts were groped going to Canada three years ago. After setting off no alarms going thru the screening gate. That is another story....I digress.

Honestly, you have got to do something about the TSA image. TSA is there to protect and serve the US citizens. Not to insult us. They have forgotten their job is to serve.

My bet is that you don't care.....but I had to say something.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/28/2014 1:04:58 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/27/2014 4:00 PM Airline & Flight Number : AA Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) :

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7/28/2014
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Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said on June 12, 2014 she flew on United Airlines out of ORD to IAH. roundtrip. She departed at 8:05am going through screening a little while earlier; she doesn't remember exactly. She doesn't have her flight number but her confirmation number for the flight is AJCRRJ. When she went to the screening checkpoint she was in a wheelchair and told the TSO she had metal implants therefore she was subject to a pat down. She said the wheelchair attendant was rude and used foul language when he was told that she had to wait for a female TSO to become available. The wheelchair assistant became impatient and took her to another side of screening to wait on the TSO. Her purse was then out of sight for this; she kept asking asking the wheelchair attendant about her purse but he never took her back to it.

7/28/2014
10:49:24
AM

When she arrived in TX she checked her bank account and realized her account had been hacked. There was 2,000 dollars that had been attempted to be taken out of the account as well as two charges for 170 dollars. These charges were made on June 19th. She did not use her card at this time and believes it was done by someone while her purse was out of her sight. She closed her account and while it was closed she was then charged again. Her money was refunded by the bank and they are still taking investigating. The wheelchair attendant was with her the entire time so she doesn't suspect he was involved. She isn't sure who was but but she wanted TSA to be notified because the only time her purse was out of line of sight was at this time when it was in the presence of TSA.

I apologized and advised her:

The wheelchair attendant is provided by the airline so for complaints with them you will need to contact the airline. However, I can forward a copy of your complaint to the CSM at ORD for review. If additional information is needed from you they have your contact information. If you don't receive feedback from them in a few days and would like an update feel free to contact us back.

7/28/2014
12:14:05
PM

It took (b)(6) over 5 mins to put on two gloves. And then after he put the gloves off and put new ones on because he said he needed fresh gloves. 10 mins to even start my pat down. This is very the worst I've ever been treated in a airport ever! I am extremely frustrated with this. I'm not a prisoner of tsa I'm a paying customer... Your training needs to be a lot better. And during the pat down (b)(6) tells me "I hope you don't miss your flight" in a scartic tone. If I said one thing like that to a customer in my work place I would be fired on the spot..

Sent from my iPhone

Caller and her husband have GE cards. Callers husband has a prosthetic knee replacement and every single time he has to get a patdown. Caller is wanting to know what they can do or provide TSA with to prevent this from happening every time.

Advised caller:

7/28/2014
2:56:18
PM

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened. If this occurs, TSA Precheck individuals may be permitted to undergo alternate screening procedures such as a patdown screening.

I traveled from Detroit to Nashville on July 9 and I have to say it was a horrible experience with your TSA employees. When I travel again, I will think twice before traveling from Detroit. I feel my treatment was humiliating and embarrassing - I see no reason for it.

I had surgery on my hand and have been struggling with recovery for over a month. I had to wear a splint/brace when out where there are a lot of people. If someone were to bump it, I would be in a lot of pain. Also I am unable to raise my arm above my head because I have a frozen shoulder due to carrying a cast around for six weeks and inactivity due to severe pain in my hand and arm.

I had my splint/brace on my hand through screening and of course it beeped. I told them before I went in that it would beep. That person made me go through and was not happy when I could not put both my hands up in the air. Then my hands were checked with some pad that was put into a machine. The person checking it did not put on clean gloves, so it came back as something on it. She changed her gloves and did it again, this time it was fine. I was patted down and someone pawed through my carry on. I felt like a common criminal all because I had a medical issue. Seriously, I feel sorry for people with pins or plates in them, they must get strip searched. I can not believe the treatment I received.

7/28/2014 4:33:58 PM My question is why did the employee not change her gloves? She actually made a comment that it may be her gloves. So did someone else have something on them and she let them through? Why do you treat people with medical issues so crappy to the point they feel humiliated and like a common criminal? That TSA employee that patted me down seemed to be enjoying the whole pat down. I am thinking she thinks she has a lot of power, she needs to be knocked down a notch and start treating people with respect.

I am a citizen of the United States, as were my parents and grandparents. Is this the way you treat citizens. I am ashamed to say that you are a part of the government. I have blonde hair and green eyes with light skin, surely I could not have been profiled, but maybe so. I know the purpose of the TSA is to protect the US, but I seriously doubt it now.

Hopefully, you will reteach your employees how to be respectful.

(b)(6)

A citizen of the United States of America

Caller stated she traveled from Turks and Caicos which is Europe in to NY and they stopped her at security, they did additional screening. She stated they were listed as TSA. She said they told her it was random, then when she was going to board they pulled her back again and rescreened her including a patdown. She stated she had purchased an extra ticket for preboarding and did not get it because they kept giving her additional screening. She wanted to know why this would happen. Caller asked how she would get precheck as well.

7/28/2014 5:02:50 PM Advised the caller that TSA is only located within the US. Explained that if she was departing Europe that would not have been us, if this is the first time she has received additional screening she shouldnt have to worry too much about it. She can try to contact customs and security overseas to check on it. Explained that if she wanted a refund for paying for that preboarding she can contact the airline. But this is out of TSA jurisdiction.

Advised the caller that in order to apply for precheck, he can visit www.globalentry.gov for CBPs GE program or www.tsa.gov for TSA precheck program. Explained that with both programs she would submit an application and go in to an enrollment center to complete the process. Explained that with TSAs program after she completes it, it can take 2-3 weeks or longer to receive the information back. The difference in the 2 would be that GE offers expedited customs when entering the country.

Caller said he traveled 07/28 and he observed that TSO at Manchester NH and MCO don't change the gloves between passengers. Caller was very vulgar on describing what can he do to have tsa change the globes. He said he did saw a tso change her globes I asked if he wanted to complaint about one airport and he said all TSA. He continued to ask what tsa was going to do if he was acting up at the airport. And what were the requirements to be a tso.

Response

7/29/2014 8:17:57 AM Told the caller Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

You can contact Usajobs and see the requirements for a tso. also that he can place his comments on the tsa blog and to contact the local law enforcement or airport police about acting crazy at the airport. Caller hung up.

I did not send the complaint to the CSM to any of this two airports because caller was not being specific.

Response Details: Response:

Apologized to caller for the screening experience and informed TSO agents are trained to be courteous and respectful of passengers and information will be provided to the CSM at MSY for review.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Explained if additional information is required the CSM may contact via email.

Incident Details: Caller wants to bring something to TSAs attention on how a TSA officer treated his wife and daughter going through security at MSY.

His daughter was in a car accident and in ICU for a month and trying to get her home to SLC, she had a leg amputated and multiple injuries, numerous broken bones and was in a wheelchair.

Daughter was pulled aside for a patdown and his wife tried to explain the situation and said they were yelled at and both in tears after the screening.

7/29/2014 2:12:53 PM The wheelchair attendant couldn't believe it happened the way it did and others were telling them to call and address the issue. They were informed everything was recorded and on tape.

Caller states if TSA only knew what his daughter went through and what it took to get her flown home, horrible way to end a horrible experience.

Mother went through the scanner and she heard TSO say they had to pat her daughter down and she had a groin injury and broken bones that weren't visible and the mother wanted the agent to be aware of the areas. The agent told the mother she knew what was going on and for her to step back and quit talking. The agent said the girl was 18 and asked if she could speak and said she was a big girl and could speak for herself.

The agent didn't let the mother speak and the mother wanted the agent to be cautious and careful with her daughter because of all the injuries and the agent wouldn't let her speak or ask questions.

The female agent was african american, average size.

(b)(6) mother and (b)(6) daughter, were the passengers.

Stated they didn't request to speak with a supervisor.

Date and Time of the flight—7-26-14, approximately 7AM going through security.

Flight #—726

Airline—Delta

On Sunday July 27th at around 8:30 PM my husband two children and myself went through the tsa check at the Denver international airport. I asked if they would hand check my essential oils instead of running them through the xray because it can cause them to become ineffective. The tsa agent, who was a blonde female, then became extremely rude to me. In a very rude tone she asked "you want me to hand check..... a granola box" I then told her "no that is where I'm keeping the oils so they don't tip over and leak" she then took the box from me and removed the oils which were in a zip lock bag and let the bottle fall over and start to leak. She then informed me that if I wanted them hand checked I would have to have all my belongings checked. I consented. Then with an angry and annoyed tone she let me know if I wanted them hand checked I would also have to have a pat down, and I consented to which she scoffed at me and said fine.

The lady who did the pat down was very nice and the man who checked my bag was nice as well.

As for the tsa agent who I had the ordeal with, I cannot believe that just because I asked for a few 5ml bottles to be hand checked, that it was necessary to check all of my bags and to pat me down. I have never been so embarrassed in all my life. I have also never been talked down to and treated like I was scum by a tsa agent. We had no issues at the Ontario california tsa check and we're treated wonderfully and helped with all our stuff and as soon as I asked for a hand check of my oils they asked all about them and went along and checked them.

My husband had to hold both our 4 month old son who is in excruciating pain from teething and crying. And our 2 year old daughter who was very sick and tired at the time. Also with both children IN HIS ARMS he had to get our double stroller and all our belongings.

7/29/2014 4:29:02 PM Q. Are my medications (liquids or pills) exempt from screening?

A. Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened.

No where in this does it say that I will be required to have a full pat down because of my oils (homeopathic)

I do not see how it was necessary to have a person pat down my groin and under my breasts because of a hand check of oils. I also wear religious garments and had to pull my shirt up to show my waist and expose my garments. Please tell me how that is necessary. Please! Is it a scare tactic because she was too lazy to check them? Which I might add she didn't even do herself, she just stood there and had two other people do it.

I am extremely put off by this experience. I am just dumbfounded that this happened. I wanted to just forget it ever happened but for the past two days it's all I've been able to think of. I'm in tears just typing this....

(b)(6)

Calling in because she wants to file a complaint over an incident that occurred at the OHare airport.

The caller states that she wears a Turban and she has flown through OHare many times and has never had the issue. The caller states that on July 8th she was refused a self Patdown of her Turban. The caller states every other time she has asked to do a self patdown of the turban, it has been allowed. The caller talked to the manager last name (b)(7) and the manager told the caller that a self patdown of a turban was not allowed, that an officer would have to pat it down. The caller states the TSO told her something showed up in the turban when she went through the screening. The caller states that she had it on the same as she always does. Caller feels she was only treated this way because of the turban.

Caller transferred to E Vaisey.

7/29/2014

5:51:07 PM This was on July 8th around 7:30 AM.

Advised caller:

For this complaint to be considered complete, you do need to submit it in writing. You will receive an email with the information required to be sent for the complaint.

I will also forward the complaint you gave over the phone to the multicultural branch.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Las Vegas NV 89119
Zipcode:

7/29/2014

6:24:55

PM

Are you 18 or over? no

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Miami International Airport

I just passed through outbound security at ORD Chicago O'Hare airport. As I always do, I opted out of the scanner. Officer (b)(6) (large white male) began by patting me down with the backs of his hands, but when he went over my genitals he turned his hands over and pinched and felt my scrotum and testicles with his fingers.

The officer asked for another TSA officer (large african-american male) to pat me down, and he did so in the standard way - it was professional and not at all disturbing.

I filled out a complaint detailing the events above on what looked like an official form, but I want to be sure the supervisor does not accidentally lose the complaint. The supervisor said he would review the video of the pat-down since there was not a witness.

7/29/2014
8:14:00
PM

I always opt out of the scanner, and I've been patted down countless times, as I travel frequently for business. This was beyond anything I have ever experienced. Please let me know if officer Haynes is being dismissed or receiving additional supervision and training. There should at least be someone watching this guy in future pat-downs.

I prefer to be contacted by email because I am often very busy with work during the day, but I can be reached in the evenings by phone.

Sincerely,

(b)(6)

HYPERLINK(h)(6)

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/30/2014 7:35:30 AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

7/30/2014 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1725/US Airways/Providence RI/July 25th:

8:56:18 AM Comments: I left for my trip on July 24th leaving from Charlotte, NC. While going through the TSA screening I was asked to pat down my hair (to which I had a plastic clip in my hair) and the top of my back to which there was nothing. I allowed the pat down, to which the TSA agent found nothing. On my return trip from Providence RI on July 25th, the same thing occurred at the screening except this time I was told that they needed to rub my hair and buttocks area. As I looked in amazement, I knew that I had no choice, but to allow the screening to take place, but of course I'm confused as to why TSA feels that a pat down on the buttocks area would tell them what they need to know. I feel that is a complete violation to passengers and I really felt violated with the "rub down" as the agent referred to it. The female agent asked me if I preferred a private screening, but only after she saw the reaction on my face when I was told which areas of my body needed additional screening. So we had to wait for a private room and another female agent in order to complete the screening. I'm still not sure why TSA can't use the wand or some other device to wave in order to avoid violating people as an alternative to these "rub downs"?? In addition, the agents would not allow me to collect my belongings while we waited several minutes for a private room to do the screening and another female TSA agent. I inquired about that because the message on the PA system always tells you not to leave your belongings around anywhere while in the airport, yet my personal belongings (including my purse) was just left sitting on the belt after going through the x-ray screening. That did not make me comfortable at all. I asked if those traveling with me could take my belongings so that all of the complete strangers gathering their items did not attempt to take my things and was told "No". Finally, we got to the screening in the private room where I was rubbed down in my buttocks area by the TSA agent, again to find nothing. Now, I'm still feeling completely violated, embarrassed and frustrated because of all of this. My complaint is on the unnecessary violation of my body to screen by hands, not allowing me to get my belongings, the rudeness of the agents (instead of trying to make me a little more at ease while I've been singled out in front of hundreds of people and the fact that they told me they needed to rub my hair & buttocks initially, but they also did an additional swab of my hands while in the private screening. I travel by airline often, in fact this trip was my third in a little over a month. While I understand the reason for increased security, I do not feel that these "rub downs" are necessary and that it is a complete violation to the person when dealing with certain areas of the body.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address: http: (b)(6)

7/30/2014
9:00:29
AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode:

7/30/2014

12:20:08

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

Caller travels through the Denver and has for over 10 years as well as other airports. He is upset at the officers at TSA. He says they are only trying to maintain their employment there. He says he had to use a wheelchair on his last flight. He had went through Atlanta and was given PreCheck. He says at Denver he was able to stand and get out of the chair, he was wearing a knee brace but did not get PreCheck. He says at other airports they patdown him down, this time they test him for explosive they swab his hands and the knee brace. He says agent at the scanner held the wheelchair hostage until someone could take it and test it for explosives as well. He says the wheelchair belongs to the airport he feels they should not have done this causing the delay in the wheelchair. He addressed this to the officer and was told this is what they are suppose to do. He says they made him take off his shoes.

7/30/2014

12:37:11

PM

Told caller

I explained to him that all medical equipment was subject to screening, that could be testing it for explosive trace detection.

I told him that if it was difficult to remove his shoes he can ask to leave them on but he has to let them know before screening starts and they can allow him to leave on his shoes.

I was sorry he feels they had done more than what was needed. It is our job to keep passengers safe on the planes. Screening is left up to the officer at the checkpoint.

I offered to send his complaint to the CSM, he did not want to provide his name or contact information so I am not sending it.

Caller is flying from Latrobe on Saturday. She is a diabetic and wearing an insulin pump. It cannot be x-rayed at all. She wants to know if the procedure is different at this airport than the other ones where she has flew from.

Advised caller:

Specifically, you would like to know what to expect for passengers who use insulin pumps. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure.

A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Sent the caller an email.

On addition, please forward this and understand the implications- what I was wearing last night is acceptable for the metal detector but when forced to go through the scanner it was not acceptable because I had to have a pat down. What is going to happen when we all have our light jackets on in the fall/winter and the scanner makes us all have pat downs? How much is that going to slow down the process for those of us who have background checks- not just getting a free pass through?

Sent from my iPhone

Begin forwarded message:

From: (b)(6)

Date: July 29, 2014 at 2:57:40 PM PDT

To: "HYPERLINK \"mailto:TSA-ContactCenter@tsa.dhs.gov\"TSA-ContactCenter@tsa.dhs.gov" <HYPERLINK \"mailto:TSA-ContactCenter@tsa.dhs.gov\"TSA-ContactCenter@tsa.dhs.gov>

Subject: TSA Precheck random new pilot program

I am beyond angry. I have been a member of Precheck since the beginning, having gone through Homeland Security to get a Global ID, as well as being invited by United Airlines. Today at IAH I was the second out of random 5 passengers who had to go through the scanner due to a new random screening for Precheck passengers. I was told it was a new program out of DC. WHY would you force random screening on passengers who have been cleared for almost 3 years? This is ridiculous and makes us think you are all incompetent again, when we just became satisfied that you had finally figured out how to take care of frequent fliers who had submitted to background checks. Is it because you have let too many people be involved Precheck who really don't understand it and you are giving them random opportunities? If so, you are punishing the very people who helped make it a success. It is not fair to make me randomly be "jumped" by TSA and forced to go through a different screening protocol. I want an answer.

(b)(6)

Sent from my iPad

7/30/2014
1:15:38
PM

7/30/2014
2:19:43
PM

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, July 30, 2014 3:48 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/30/2014 3:48:04 PM

7/30/2014

4:25:28

PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Caller asked where she would go to file a complaint, feels like she was unnecessarily subjected to additional screening, patdown and her baggage was inspected and she works for Frontier Airlines. She had a paper temporary ID instead of a valid photo ID and her expired license which expired the end of last month. She had her work ID and showed her temporary ID. She asked the DC if this is for everyone and was told the agent can request additional ID and it is up to them to clear a passenger. Call dropped at 4:54 PM. Supervisor cleared her to go through the checkpoint and stated she had to have additional screening. Departing at 5:10 PM from TTN. Caller stated a temporary ID is a valid form of ID per the TSA website.

Response:

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present other documents as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable. Advised caller standard operating procedures for any airport in the US allows passengers to provide alternative forms of ID and if able to identify will clear to enter the checkpoint. Read following to caller:

7/30/2014
4:49:07
PM

<http://www.tsa.gov/traveler-information/acceptable-ids>
Adult passengers 18 and over must show valid identification at the airport checkpoint in order to travel.

We understand passengers occasionally arrive at the airport without an ID, because of losing it or inadvertently leaving it at home. If this happens to you, it does not necessarily mean you won't be allowed to fly. If you are willing to provide additional information, we have other ways to confirm your identity, like using publicly available databases, so you can reach your flight.

If we clear you through this process, we may give you additional screening. If we can't verify your identity, you may not be allowed to enter the screening checkpoint or to board a plane.

Acceptable IDs for screening purposes include:

U.S. passport
U.S. passport card
DHS trusted traveler cards (Global Entry, NEXUS, SENTRI, FAST)
U.S. military ID (active duty or retired military and their dependents, and DoD civilians)
Permanent resident card
Border crossing card
DHS-designated enhanced driver's license
Good Afternoon,

I'm writing to provide feedback on my experience with TSA on the morning of 7/28/2014 at @ 6:15am at the MKE Airport, Concourse D.

I travel 75% for my job and am through the MKE airport at least 2 to 3 times/month. I know the routine by now. As I stepped into the Body Scan Machine, I raised my arms and immediately heard shouting. Since, I am deaf in my left ear, I didn't understand where it was coming from. I heard the shouting again but closer. I looked to my left and (b)(6) was coming at me now screaming at me to 'drop my hands!!'. I asked 'why' and she said 'because it will take awhile!!'. I have never been screamed at from a TSA agent nor approached in such a confrontational manner. (b)(6) actually left the person who she was doing a pat down with to come over and confront me. I was appalled! Who cares if I stood there with my arms raised. I harmed no one!

Immediately after she screamed at me and walked back to the person she was patting down, a second person approached me and told me to put my hands up for the screen.

7/30/2014
6:40:06
PM

As I exited the machine (b)(6) was waiting for me and I asked for her name. She said (b)(6) but I repeated her last name on her tag (b)(6) and she said I'd only need her first name. I told her she was quite rude and she refused to talk to me.

(b)(6) needs some tolerance training. I am deaf in my left ear and did not hear her. My disability should not provoke a TSA agent to be confrontational. She had the opportunity to apologize to me when I told her she was rude, but she only looked past me.

I also don't think I as threat with my hands raised that she would actually leave the person she was patting down to confront me.

I'm just really upset about the whole experience and would like a follow up.

Thanks in Advance

Feedback Type : Compliment

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 7/31/2014 1:20:39 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/31/2014 8:25:28 AM Comment : The Patdown and the advance imaging technology is very humiliating and uncomfortable situation for many passengers like me. It's not a nice feeling that a stranger come to you and touch you. We feel like we are at the Doctor Office or we feel like criminal, many people are very sensitive about this especially because it's preformed in front of many audience travelers, including our family. Nobody really have the courage or time to ask for Private Room for Pat down especially if you travel with little children.

AM The TSA agents at the Lax Airport are very tough, never smile or greet. They preform pat down almost for anybody that pass the Advance Imaging Technology.

I would really would like to understand Why you don't make this process more enjoyable and less stress? Why you don't used the same Security Check Out Manners/ process like at the Israeli international airport?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode:

7/31/2014

8:25:51

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/31/2014 9:11:37 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines flight 295 from New Orleans to Denver out of gate D5

Comments: The Line I was in was backed up, the TSA agent never turned around to see the big back up.

The 2 lines next to us which were regular lines were empty. I had already had my I D checked so was just waiting for grey tubs to put through screening machine.

I was starting to move to the other machine that was empty and the agent in a very inappropriate voice said (sir WE do not cross under ropes) her demeaning tone was not necessary.

7/31/2014
10:16:07
AM

I appreciate what TSA does for us as travelers and would never talk that way to one of your agents, however because of her tone I retorted with (WE were not crossing ropes I was and wasn't aware it was not allowed)

This lady needs a bit of customer service training and how to talk to people, I would never stand by for one of my employees talking to one of my customers in that fashion , and expect no less from any other customer service business.

I then saw her point me out to be further humiliated by pulling me to the side to detain me.

She is the kind of person that sets nice people off at security and gives TSA a bad name.

On a good note the gentleman that did the extensive pat down and subsequent search of my bags was very professional and treated me with the dignity I deserved as one of your customers.

I asked for a supervisor and lodged my complaint, she also was very kind and attempted to explain her coworkers foul behavior.

I will still treat your employees with the respect they deserve and know this is an isolated case, however this person is probably just a miserable person and could use customer service training.

Thank you for allowing me to share my experience both bad and good.

Sincerely

To Whom It May Concern,

Recently I flew from Burlington Ct to Mexico City and upon arrival I found a TSA baggage inspection notice in my luggage. I have to admit to you that I felt violated. I don't understand why your organization can't inspect bags in the presence of the owner. Why you do this procedure behind closed doors without a person's knowledge is an example of MY government taking away MY personal rights. No other free world country does this to their citizens. Why MY government takes away the rights of a forth generation (born in the USA) citizen who has always supported her country and has no record of disobedience or any criminal record is beyond me. My government now has overstepped their authority and is now questioning everyone, even their devoted citizens. Every time I travel I have to stand in long lines and subject myself to humiliating body x-ray screening and pat downs not to mention the x-raying of my personal carry-on belongings and now I find a notice that MY government has searched my luggage without any legal documentation of probable cause is WRONG! I am contacting all of my representatives and legal advice to make sure this procedure is stopped!

7/31/2014
2:12:51
PM

I am proud of being an American but am discussed with what America is doing to her citizens!

Extremely upset.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 7/31/2014 1:20:26 PM Airport : DEN - Denver International Date/Time of Travel : 7/31/2014 10:45 AM Airline & Flight Number : Jet Blue #494 Checkpoint/Area of Airport : Flight Pre Check Security TSA Employee: (If Known) :

Comment : I was directed through Pre Check and told them I have 2 hip replacements. I was told it was fine and that they had a 360 scanner. However when I finally got to the detector I was told the 360 scanner was on the other side and not operating. I went to the Jet Blue flight 494. Expected to land at 6:54. I do have 1 checked bag, so it would probably be easiest for the 3 of us to meet at Jet Blue baggage claim. I don't know which carousel yet. Will text tomorrow when I land. Looking forward to getting back, regular security line that had the 360 scanner. Was told I had to remove shoes and then had to submit to a pat down anyway by a rude woman. What is the point of flight pre check? I didn't even choose pre check. It just appears on my boarding pass!

7/31/2014
2:14:31
PM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's son flew from Atlanta to Orlando with a one way ticket with his temporary ID. He did not have any problem at the checkpoint. While leaving the Orlando International airport he was pulled to the side in a room and was required to have a strip search. His ID is not good and they searched his things. He said he was completely stripped. Why was he stripped? This is not right and if he had weapons or drugs then that might have been a reason. He had nothing on him and she is livid this has happened. Should she contact the police or a lawyer? Caller was not positive it was TSO's.

7/31/2014 Advised:

6:05:46

PM

I was not aware of this type of search however additional screening is required at times with a patdown procedure. The patdown would not require revealing sensitive areas.

I provided the CSM information and asked the caller to speak with her to inquire about the screening. The CSM is the TSA point of contact and would be able to offer information about the event.

Name: (b)(6)
Phone: (b)(6)

The caller has gone through security lines a couple of times recently and before she went through the screener she had to leave her purse for a while as it got screened. She states that there were two instances where she was separated from her purse and due to the crowds and lines she could not see her purse and she did not know where it was. She says that this happened at both DEN and MDW. She does have a replacement knee so she had to have a patdown. She feels that this is not an isolated situation and is taking place at several airports and she does not believe this is a good practice.

I advised the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

The caller states that she tried to communicate this with officers at the airports but they did not give any feedback and disregarded her comments.

7/31/2014

9:40:06

PM

AIRPORT: DEN
DATE OF TRAVEL: 07-31-14
DEPARTURE TIME: 2030
CHECKED BAGGAGE TIME: 1845
AIRLINE: Frontier
FLIGHT NUMBER: 538
TERMINAL OR GATE: A29
CONTACT: (b)(6)

She states that this also happened on July 22 at MDW for a 1300 departure and she was at the check point at 1100 and they did not have the body scanner working so she got a patdown.

I advised the caller that I will forward this information to the CSMs at DEN and MDW for their review.

Caller requested a supervisor because yesterday they flew from ORD to BWI. His daughter requested a wheelchair for him and when he got to security he had a hard time trying to get his money clip and items out of his back pocket. He was required to have a patdown while he remained seated and the TSO placed his watch, belt and money clip in the bin for him and later brought his belt and watch back to him, but, not his money clip with \$150. He was wearing a black WWII cap which stated Veteran with a gold insignia and a red honor jacket. He is 88 yrs. old and didn't realize until he got on the plane that he didn't have his moneyclip.

(b)(6) then came on phone and provided rest of details:

Flight # AA 4276, American Airlines, departed approx. 6:50 AM, Gate# H3A.

8/1/2014 Response:

8:25:36 Apologized to caller for his screening experience and advised information will be provided to the CSM for review.

AM

Advised the CSM may be able to review video of the screening to see what happened. Explained if the items were left laying in the bin while he was patted down someone could have taken the money clip.

Explained if left in the bin items are turned over to lost and found and provided following:

Chicago
O'Hare International Airport
773-377-1210

I sent an email last week but since it appears it's hit or miss as to answering my questions So I thought I'd send a more complete email.

On Tuesday, July 28th, about 4:30 pm my husband and I both went throughout the same TSA Precheck at IAH C Terminal for Elite Access that we have gone through for years. This is the same Precheck security line we've used since Precheck began. When Precheck began we both went to Homeland Security and obtained Global ID's. I also was asked into the Precheck program by United Airlines since I am a Platinum member/frequent flyer.

When going through the security line at the conveyor belt the TSA agent moved my purse on the belt and stood it up. I now think that was his code to have me get "dinged" by the metal detector because I was "dinged" and made to go through a scanner. I was wearing my normal attire for Precheck and then had to be patted down because of my clothes. While I only had on a light sweater what would happen if I had on my normal lightweight jacket? Have to strip down to clothes that the scanner can handle? What is going to happen this winter when we are wearing our jackets? Are all of us fully qualified Precheck fliers going to be held up even. More because none of us are prepared for the clothing we should be wearing? Why are we, your highest trusted travelers made to endure this? Is it because TSA has allowed so many into the program to try it that the program is once again going to the lowest common denominator and those of us who took it seriously are being disadvantaged?

After this humiliating experience I then asked the desk (where 4 TSA staff were standing around talking about their personal lives) why was I made to go through the scanner? There were 2 of us - a man and myself (obviously TSA always pulls a woman since our proportions are less in the Precheck line) within 5 people so that means 20% of us had to go through this.

This is not right and is something TSA needs to think through, before implementing. A very serious question - exactly how many people have you "caught" through the Precheck line with issues? How many with a Global ID have proved to be an issue?

I would like my/this situation looked at thoroughly by the people in charge at TSA. Surely this was not thought through and there is a better way if you are truly worried about those in Precheck. People who have gone through the trouble of being interviewed and background checked by Homeland Security do not deserve the humiliation that your staff out them through. We should not be subject to pat downs.

Is there really a "pilot" project going in regarding this or is this just one more reason that we cannot trust/like TSA?

I would like a response, not just a computer-generated answer which does not even apply to my questions. I am sending this because I don't feel my email was read correctly. This is a very serious concern of mine. My only other option is not to fly and I fly because my work demands it.

Sent from my iPad

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/31/2014 11:15:35 PM Airport : OAK - Oakland International Date/Time of Travel : 07/31/2014 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Domestic TSA Employee: (If Known) :

Comment : Pat down search. Agent acted in weird manner and looked gay because he had two large diamond earrings. He smiled in a weird way to another TSA worker as if to say he was going to enjoy the pat down. Like he had won a prize.

I have had many pat down searches over the years because I choose to opt out of the scanner.

The TSA forced his hands high into my privates on both rear and frontal search in an unnecessary manner. He truly went too far. I think he did it for some sort of kick which I did not appreciate. I do not appreciate a being treated like some sex object by this TSA worker. He was very mechanical in speaking as well and made rude rebuttal when I asked him to change his gloves and also when I said have a nice flight by mistake.

He had a third TSA worker with him was watching him and seemed to be in training at the time. He was unaware of the extra search but did hear the snotty way the TSA worker communicated.

I was completely relaxed and kind. I was not in any kind of rush.

Seems to me gay agents shouldn't be handling men and going for a little too much.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

8/1/2014
8:25:48
AM

8/1/2014
8:29:04
AM

Caller flew from BWI to LAS and was chosen for additional screening. A TSO explained that he was selected for random screening. He had 4-S on his boarding pass. On his return flight the exact same thing happened from LAS and an officer made a statement about "what are you doing on the list?" So he felt that it was important to call us. This was the first and only occurrence.

Advised:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

8/1/2014
10:29:15
AM
TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 8/1/2014 8:46:50 AM

Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/01/2014 7:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : C34

TSA Employee: (If Known) :

8/1/2014
10:34:38
AM
Comment : Team was short handed and had to stop the line for pat downs. Pre-check was 50+ people long. Team was doing best they could but no other precheck available in the whole terminal and some travel time.

Poor.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Streamwood, IL

8/1/2014
12:20:26
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

What was the date and approximate time of the incident?

TSA TCC:

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----

From: (b)(6)
Sent: Saturday, June 21, 2014 7:36 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/1/2014
2:21:52
PM

NOTICE:

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

Are you 18 or over? yes

To whom it may concern,

On Wednesday, July 30th, 2014 I was booked on Alaska flight 2022 from Redmond OR to Seattle with on ongoing flight to Sacramento. I was TSA prechecked and received my card from the security agent as I entered the security line.

I was told that I would not have to remove my shoes or belt so I did not do so. I am type 1 diabetic and wear an insulin pump, which I always clearly indicate to the agent before entering the xray machine.

Naturally the alarm went off and I was escorted to the pat down area, where I assumed they would swab my hands, run the swab through the analyzer, and send me on my way.

8/1/2014
4:08:08
PM

Instead, I was told that they needed to pat me down completely! I pointed out that this was not the normal procedure and was rudely told that I WAS going to be patted down. At this point I asked for a supervisor and was told the same thing. I can not tell you his name, but he is extremely heavy, and I am sure they would know who it is. He said my shoes were probably the cause of the alarm, so I would need to be patted down. I said that I would be glad to take them off and go through again, but he indicated that this was not an option. Really? I have seen it done MANY times before.

He was very confrontational, and finally told me that he was ready to "through me out" if I kept making my point. I did NOT raise my voice, but clearly I was upset. He was clearly intent on proving that he was right.

I sincerely believe that this supervisor was being discriminatory to me. Starting a couple of years ago this same employee would insist that I go through a complete pat down, just because I wore an insulin pump. This went on for a number of flights until I noticed that in any other airport all I had to do was have my hands swabbed and analyzed, then I was quickly cleared. The next time I traveled through Redmond, I asked for a supervisor and pointed this out. From that time on, until this flight I have not been fully patted down at the Redmond airport.

This supervisor seems to have it out for me. There was NO reason that I could not have taken my shoes off, cleared the xray machine, and moved along. He was doing nothing more than proving who was in charge. I am a 57 year old business owner, and I do not need someone trying to humiliate and belittle me in public.

Caller said he is in Canada and he tried to file a complaint online but it would not go through. He said he lost a personal wallet and a cell phone at LAX at the checkpoint. He said he already called lost and found and left a message there and he said he forgot to get the wallet and cell phone when he left the checkpoint. He said he had to go through special screening and a patdown for a pacemaker and he was in the wheelchair and he did not know until he was at his destination that he had lost it. He said he wants this sent to the CSM at the airport. He said he put the brown leather wallet and the Jitterbug red cell phone in the plastic bin for screening and that they are both missing. He said he does not want to file a claim and he said his green card is in the wallet and he would like his items back.

Complaint:CSM
Claims Lost Wallet and Cell Phone

Airport:LAX
Airline: AirCanada
Flight Number:772
Departure Time: 07-18-14 at 10 am
Arrival Airport and Time:Toronto at 6 pm
Location: security checkpoint
Terminal: 2

8/1/2014
5:02:43
PM

Gate:unknown
Contact (b)(6) or (b)(6)

I advised him that I will refer this to the CSM at the airport.

Response:I gave him the phone # for lost and found at: Los Angeles International Airport

310-242-9073.

To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim and he interrupted me then and said he did not want to file a claim. .

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 8/1/2014 4:06:29 PM
Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 08/01/2014 Airline & Flight Number : Delta 1881 Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/1/2014
6:04:27
PM

Comment : The last two times I have departed on Delta from CVG in Kentucky, I used the TSA pre-check lane and had the same same experience. The pre-check lane ois not equipped with the three second scanner that ignores artificial joints, I asked to be screened at the nearby lane that did have one. My requests were refused. So I had to go through the older machine, alerting telling the staff that I had artificial knees that would set off the alarm. Each time the staff who conducted the pat down check narrated each action they performed, I objected, saying that I knew full well what this entails. In ea case I was told that narrating this pat down was required. Please make this narration optional!! It is bad enough to have staff conduct a thorough search of personal body areas, but its humiliating to stand there as someone announces where they are touching you. I have never subjected to this treatment at any other airport and I fit frequently. I think CVG is being overzealous. Cease and desist!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller tried to contact the CSM at John wayne and left two voicemails. Caller stated she is upset because of the way she was treated and how the CSM is ignoring her calls. Caller states that this looks real bad on TSA considering the CSM is providing such poor customer service. Caller stated that she had a gate pass to escort her granddaughter to the gate. Caller was told to go through the AIT machine. She had sparkles on her blouse and they told her that she had to have a patdown because they caused a malfunction with the machine. Caller stated that she said that she was not going to do a patdown because she had already been through the AIT that was supposed to be able to detect anything and her tax dollars paid for them. Caller stated that she was groped by a older female with brunette hair. Caller stated that she was humiliated and felt like she was being treated like a terrorist. Caller stated that it may have been better if they would have put a screen up or taken her to a private room. Caller stated that they should also make the traveling public aware that sparkles on their shirt will cause a patdown.

Advised caller:

8/1/2014 8:00:21 PM The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. TSA regrets if this was not your experience. They are used to resolve alarms when anomalies are discovered through Advanced Imaging Technology (AIT) screening. At any time during the screening process, passengers may request a private screening. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Airport: John wayne airport
Airline: Southwest
Flight number: 2023
Departing time: 7:10 pm
Date and time of incident: 07 25 2014 06:10 pm
Gate or terminal of incident: around Gate 16 or 17

At any time during the screening process, passengers may request a private screening.

Caller tried to contact the CSM at John wayne and left two voicemails. Caller stated she is upset because of the way she was treated and how the CSM is ignoring her calls. Caller states that this looks real bad on TSA considering the CSM is providing such poor customer service. Caller stated that she had a gate pass to escort her granddaughter to the gate. Caller was told to go through the AIT machine. She had sparkles on her blouse and they told her that she had to have a patdown because they caused a malfunction with the machine. Caller stated that she said that she was not going to do a patdown because she had already been through the AIT that was supposed to be able to detect anything and her tax dollars paid for them. Caller stated that she was groped by a older female with brunette hair. Caller stated that she was humiliated and felt like she was being treated like a terrorist. Caller stated that it may have been better if they would have put a screen up or taken her to a private room. Caller stated that they should also make the traveling public aware that sparkles on their shirt will cause a patdown.

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Advised caller:

8/1/2014
8:00:21
PM

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. TSA regrets if this was not your experience. They are used to resolve alarms when anomalies are discovered through Advanced Imaging Technology (AIT) screening. At any time during the screening process, passengers may request a private screening. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

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Airline: Southwest
Flight number: 2023
Departing time: 7:10 pm
Date and time of incident: 07 25 2014 06:10 pm
Gate or terminal of incident: around Gate 16 or 17

At any time during the screening process, passengers may request a private screening.

TSA complaint:

TSA Discrimination and Abuse of People with Disabilities

I have flown many times from Milwaukee to Savannah in the past six years. On Tuesday, March 18, 2014 was the first time I was terrorized, discriminated and abused by the TSA officers at the Savannah, GA airport. TSA discriminated by refusing accommodation for my disability. I still have nightmares that I would die in that airport from the TSA officer's discrimination and abuse.

8/1/2014
8:04:28
PM

As customary, I arrived 90 minutes before my Delta flight 1475 with a printed boarding pass stating wheelchair required. Each time I have visited the Savannah airport an employee has manned the outside kiosks to weigh, check in luggage and get me a wheelchair; unfortunately no one was available on this day. As a person with disabilities and a senior citizen this lack of service put me at extreme risk.

Given no other options, I managed slowly to make it inside the door only to find 26 people waiting in line to check their luggage. No employee was manning that station, instead she was at the kiosk helping people print their boarding pass while those of us with boarding passes waited in line for 30 minutes with no service. In addition, I was told there was no employee to get me a wheelchair, instead I was told the TSA check in was just around the corner.

Again given no other options, I slowly managed around the corner to the TSA check in. I clearly and immediately explained to the first TSA officer that I was a person with disabilities, was refused a wheelchair and needed help. She stated they did not have wheelchairs and she told me to stand in front of a gate.

I repeated myself in detail to a second TSA officer that I had muscular dystrophy and without a wheelchair I was very weak and had difficulty breathing plus my medical equipment, computer, phone and belongings were unattended on the other side of the gate after being x-rayed. She said it was my job to keep an eye on my belongings yet she refused to allow me through the metal detector gate.

Dear TSA,

On 27 July 2014 at approximately 4PM I was flying out of Syracuse International "Hancock" airport. While going through security the TSA security man seemed eager even before I came up to him. He then swiped my hands and indicated there was a problem. He pulled me aside and said that I needed to be patted down. I was wearing shorts, sandals and a polo shirt with nothing to hide.

He then pulled me aside and told me that there were explosives on my hands! I told him that was absurd. I had not been near explosives and had just returned from a funeral and in fact had just washed my hands in the airport bathroom so there must be something wrong with his machine. I asked that he check my hands in another machine but he refused saying that it was TSA policy that when someone was indicated to have explosives on their hands that they undergo a full body check without checking if the machine was in error. I find that policy to be absurd.

Then two other TSA agents came over and the three of them went through all on my things in detail finding absolutely nothing. They then pulled me into a booth and conducted a full body search patting me down even on my genitals. Once again finding absolutely nothing. I then told them that either their machine was out of calibration or they were profiling me. Since I am a white middle aged male they figured that they would not be called out on profiling but they would be able to meet their daily quota for pat downs. Since the TSA agent was overly eager even before I went through his security I thought the whole affair was suspicious.

I find this whole affair ludicrous, demeaning and a total waste of both my time and taxpayer money. I told the TSA agent that last year I returned from 27 months in Afghanistan. During that time I had been in fact been contact with a alot of explosives and directly thereafter had travelled through numerous airports and had never been called out for explosives on my hands. He told me that perhaps it was only a cleaning solution. What nonsense!

I am asking that you look into the profiling that TSA is conducting to fill their quotas of security checks, pat downs and rifling through luggage. I am once again outraged at the lack of professionalism at the TSA. When passing through many foreign airports I feel they security personnel are much more professional and when their agents stop an individual it is for good reason. Here in the US I am always amazed at how the TSA seems to be going through the motions with actual security comes second. I am asking that you look into this situation, discipline the TSA agents working the 4PM shift on 27 June 2014 and correct your policies.

Sincerely,

(b)(6)

HYPERLINK (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 8/2/2014 2:35:20 PM

8/2/2014
3:07:23
PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: I am a combat vet who has service our country with honor. I was going though security when I was asked to step aside to have my hand swabbed. I was holding my 18 month old son at the time this happened. This wasn't the only problem. My girl was with me and they proceed to give her a very inappropriate pat down. We were not taking a flight but simply picking up our ten year old son at the gate. Having my hand scanned and her pat down was 100% uncalled for!!! I will never fly in or out of love field again or have anyone in my family fly in and out there either. If this is the way TSA treats our vets! this is every sad that it has come to this point.

Caller had a patdown and the TSA agent was stroking his arms back and forth from his shoulder to biceps and started giggling and asked him what is that fabric he was wearing and touching his arm. He told him to stop and just do his job. He spoke to a supervisor named (b)(6) and told her he wanted to file a complaint. She told him they could not find any complaint forms and to go to tsa.gov to file one. She gave him a person to contact which was (b)(6) and he sent her an email but she hasn't responded. The TSO was 6 feet, black glasses and African American. The caller had blue jeans, blue striped short sleeved shirt, 6 feet white, 220 pounds, brown short hair.

Advised:

8/2/2014
5:24:15
PM

I will forward this to the CSM at the airport and they can investigate the matter.

Airport where the incident occurred: LAX

Airline: Delta

Flight numbers: 1554

Date and time of incident: July 29 2014 100 pm

Individual's contact information email

(b)(6)

To TSA,

My family and I went through the security at Newark Airport on the 24th of July. My brother has diabetes type I so he has liquid in the form of his insulin and he always has to keep a juice box handy in case his blood sugar drops – which would cause a very dangerous situation – especially when doing air travel where medication isn't exactly close.

In total getting through the security took AN HOUR. First we waited in line for 30 minutes – which is what it is, but then you spent another 30 minutes checking my brother. You had him through the body scanner, then you padded him down, you did a chemical test on him. Then you did another chemical test on him, ran his luggage (where his insulin is) through the scanner three times, you did a very thoroughly and very invasive "pat down" search – where you were openly groping him on his private parts (touching his genitalia and buttocks and also inside his pants) in front of all the other passengers (something that should ALWAYS be done in private if necessary) before doing another chemical test. All of this was done out in the open for everyone to watch. And all of this was done because he needed to take a juice box onboard his flight. Why, do you need to pat a guy down because he is carrying juice – when he has a letter from his doctor explaining he has diabetes?

8/3/2014
1:06:20
PM

I have to say that I was shocked to see that this is how you treat people. It is a very inappropriate and respect less way of treating people with an illness. It's not his choice that he has to carry that little juice box and his medication around and we have never before been treated like that in any other airport. This is so unheard of. I'm truly shocked at the lack of dignity and respect you have for passengers. You should consider giving people with diabetes a juice box after they pass security, all taken into consideration that would be more cost-efficient.

Diabetes is a growing disease so you will have more people needing to bring juice and insulin on board in the future. And one can only hope that you start showing these people some respect.

Having previously contacted you (when you broke my mother's suitcase) without any response, I don't expect to hear from you now, but I can only hope that you'll read this and learn something. As I said diabetes is getting more and more common and I can only hope that you'll treat people better in the future because even TSA should be able to see that this just isn't right.

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Date: August 3, 2014
Time: Around 1 PM

8/3/2014
3:10:13
PM

Airport: Orlando International Airport (MCO)

TSA Employee: (b)(6)

Complaint: (b)(6) is an extremely rude employee of the TSA. First, I had to wait over 7 minutes for an opt-out pat down, though she was free. Once she arrived, she was immediately rude and disrespectful. I, and my fellow passengers, do not deserve to be treated poorly when we have done nothing wrong and when we are cooperative. I asked to speak with the supervisor, and he kindly asked me to fill out a complaint card.

8/3/2014
7:04:27
PM

I have been approved for TSA pre-check for the last few flights I have taken and I have a total knee replacement. I tell the agent ahead of time and show them the card from my doctor and naturally after going thru the detector the buzzer is set off. Why after all of this information do I still have to have a complete pat down when all that needs to be done is have my knee scanned with the wand? I am 70 years of age and I find this absolutely appalling. What is the sense of me having a TSA pre-check? I thought with TSA pre-check I would not have to remove my belt nor shoes or jacket, but that is not true. I still have to do this when they pat me down. I think from now on I am just going to go thru the regular screening and see what happens. I hope you can explain this to me. Thank you and I look forward to hearing from you.

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/3/2014 11:42:41 PM Airport : SJC - San Jose International Date/Time of Travel : 08/03/2014 5:15 PM Airline & Flight Number : Southwest 1453 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : Unknown Comment : I was subject to a pat down at the same time as another man. I've been through these before, but this one was very different. While they finished patting the other man down very quickly, the agent assigned to me continuously and repeatedly performed the inner thigh check touching my groin, penis, buttox, and butt. It was starting to attract attention from other passengers as he continued to do this over and over again. This was so extreme it really felt like sexual assault. Please have someone (or multiple people) review the security tapes from around 5:15PM in SJC Terminal B and let me know how he can justify continuously and repeatedly touching me in that manner.

Also, it took multiple attempts and over two hours to receive a response from the TSA, which eventually gave me the URL of this form to fill out. The original attempt was here:

8/4/2014
8:56:37

(b)(6)

AM Hours later, I tried again:

(b)(6)

Please help me find closure in this incident.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Sunday, August 03, 2014 5:11 PM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/3/2014 5:10:42 PM

8/4/2014
8:57:17

AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

From: (b)(6)
Sent: Monday, August 04, 2014 11:58 AM
To: (b)(6)
Cc: TSAExternalCompliance (b)(6) Legal Affairs
Subject: Screening of Sikh American Passenger at ROC

Dear (b)(6)

Please find that attached letter regarding the screening of a Sikh American passenger at Rochester International Airport.

Sincerely,

8/4/2014
12:46:24
PM

(b)(6)

(b)(6) Washington, DC 20005

Phone (b)(6) Fax: 202-318-4433

HYPERLINK (b)(6)

HYPERLINK (b)(6)

HYPERLINK

This e-mail presents general views on public policy and law. It should not be considered legal advice and should not be taken to form an attorney-client relationship. You should consult with an attorney before taking any action or refraining from any action based on the content of this message. This message may be privileged or confidential. If you are not the intended recipient please notify the sender immediately.

Kimberly Bandy, Manager
Multicultural Branch, Disability and Multicultural Division
Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/4/2014 12:17:45 PM Airport : MYR - Myrtle Beach International Date/Time of Travel : 08/04/2014 11:15 AM Airline & Flight Number : us air 2786 Checkpoint/Area of Airport : TSA check in TSA Employee: (If Known) : not known

Comment : My son just got in touch with me and told me that he was pulled out of line at the airport and had to go through a full pat down because the TSA screener said he had high grade military explosives on his hands. I do not know at this time what method they used to obtain their information, but what they were detecting turned out to be hair gel. Really? Is this the best our government can do to protect us? The thing is, I'm not as mad about the pat down as I am about the reason for it. I thought he was just a random pull out. Its happened to me. Its not a big deal. The most worrisome thing is, if you can't tell hair gel from high grade explosives, there is a real problem. Don't tell me they have traces of the same chemicals, I'm not that dumb.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/4/2014 1:47:29 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/25/2014 1:20 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : TSA Security TSA Employee: (If Known) : female pat down Comment : (1) Why was my husband okayed for pre-screening and I was not? I depend on him at times, like at airports.

(2) Because of medical reasons, I did not want to go through anything but a metal detector so I opted for my first pat down. I was told to wait in an area where passengers were walking past on both sides. The female agent acted as if the process was an imposition. After the pat down, she never changed her gloves. The latter was very disturbing and disgusting.

8/4/2014
4:13:54
PM

Going through the screening in SLC was so opposite the LAX experience. It was a delightful surprise.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller's son just went through security from HOU. He was groped in the genitals from the officer when he had a patdown. He was told by the officer that it was procedure to do that. He asked if that was true. He knows he went through HOU and his son called his wife a few minutes ago about it. He is going to get more information from his son about what happened and other facts so he can register that complaint.

Advised caller:

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

8/4/2014
5:00:10
PM

A TSO of the same gender as the passenger will conduct the patdown search. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Because your complaint concerns the conduct of TSOs at a specific airport, we will forward a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

As they are at the airport, the CSM would be able to do an investigation. The best way to do that is to get as much information about the situation as we can. Having details about the checkpoint location in the airport, date and time of incident, and even the flight information will assist the CSM.

If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

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If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

Dear TSA,

I have written to you many times in the past to complement excellent service by TSA employees, particularly at the Portland, Oregon airport. Unfortunately, today I had quite the rare, opposite experience. I am a Buddhist nun, dressed as such. I work as an oncology chaplain and do not like to go through the scanners. Today in Jacksonville, first of all, the pat down area was directly in the line of sight of everyone exiting the security line. The agent who patted me down paid far too much attention to checking my groin area, several times, in front of the crowd. She called the supervisor over, which attracted even more attention, saying she "felt something" between my legs. There was nothing other than clothing. Again, I am a nun. It was awful having her put her hand much too closely between my legs over and over in public.

8/4/2014
6:10:59

PM What I ask for is both human and religious respect. Please educate your officers better.

Yours truly

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 8/4/2014 5:05:39 PM

Name (b)(6)

Email (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airline / UA1221 / Gate 15

Comments: On Monday the 4th of August 2014 @ 9:00am at Honolulu International Airport my daughter a United States Naval Midshipman (in uniform) proceeded through the TSA security check point. She went through the metal scanner and of course the alarm sounded indicating that she had some sort of metal on her, this is happening because she's in uniform. The TSA screener told her to go back through again. This went on for a total of three times all the while she kept telling the screener that it was her "shirt stays" and to let her go through the body scan machine and that will show the "shirt stays". The screener told her that she needed to go and see the female TSA agent and she would give you a body pat down. she proceeded to the female agent and the agent told her that they would go behind to a private area and do the pat down. She told the agent no do the pat down here in front of everyone. The agent proceeded with the pat down and they also used the wand on my daughter and it still went off. She explained to the agent that it was her "shirt stays" that was causing the wand to go off. The agent told her that she needed to take off the "shirt stays". My daughter told the TSA agent that she would have to get totally undressed to do that, so the agent continued to pat her down and messed with the bunn in her hair and totally undid the bunn which took my daughter 1/2 hour to put up. After they were done they told her that she didn't need to take off her uniform. They finally let her proceed to her gate. While this was going on with my daughter me and my wife were watching from outside the security area and a lady who could speak no english along with 3 others who also could speak no english bumped into me and my wife then proceeded thru to TSA pre-check and went in. The whole point here is that you have United States Naval Midshipman in Uniform that is being humiliated in front of the general public while you have individuals that can not speak english go through TSA pre-check. What is the United States of America coming to. Looking forward to hearing from someone.

Respectfully

(b)(6)

Caller travels on SouthWest every time they travel together his wife gets precheck they travel usually from New Orleans they are not members of any program. He is aware of the 75 an older screening because he is 77 with a pace maker so he has to get patdown. They are both FF but he is not sure if she was opted in or not. How can participate?

8/5/2014
9:17:29

AM

Response

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre✓[™] application program or Global Entry. \$85 for pre check application and \$100 for TT with CBP both for 5 years you will have to visit an enrollment center for finger prints, present id and complete a background check.

It is important to remember that TSA Pre✓[™] does not guarantee an individual expedited screening.

Maybe his wife was opted in by the airline. Contact 855-347-8371 for an appointment.

Caller flew from ABQ to DAL and was returning from a flight that had a horrible experience in DAL and felt that the agents were rude. They were yelling at her during screening when they found her feeding pump in a carry on bag, stating "This looks suspicious!". She has an ostomy and feeding tube on her body and felt that the patdown was extremely rough by the TSA officers. She said that she had the same screening at ABQ by TSA but that the experience there was very pleasant. The agents were professional and kind at the same time.

The screening at DAL left her in tears, she sobbed as she walked to her boarding gate. After questioning her, it appears that she didn't declare her medications and feeding pump, which most likely caused the additional screening. She also said that someone had just been arrested at the checkpoint for bringing a firearm to the checkpoint, so tensions were very high at the time that her screening occurred.

Date Time--8-1-14 at 7:40am (at the checkpoint)
Gate or Terminal--Gate 10
Airline--SW
Flight #--1709

Advised:

8/5/2014

11:48:04

AM

I apologized for her experience explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

For her future flights coming in the near future I told her to call the number below to TSA Cares and arrange for her flight information to be sent to the departing and returning airport.

I explained that in the future PWD's need to declare their medications and medical conditions prior to screening to avoid additional screening.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

I told them to ask for a PSS or Supervisor and offered the email. The email needs to be forwarded to her with the TSA Cares information.

Today Aug 5th my wife and mother of 4 while traveling with our kids was stopped detained and patted down with hands. Our 22 month old was crying as the agents escorted her away. Our 4 year old still does not understand why his mother had to be taken away.

Here are the events:

We are traveling as a family with four kids: 10, 9, 4, and 22 months. As we were a family, they opened up the gate leading to the metal detector and asked the whole family to go through. I went first and the 3 older kids followed me. Then they asked my wife to put the baby down and let the baby walk through on her own. We attempted for about 3 seconds to coax the baby through to me on the other side of the gate, however the baby was very scared.

8/5/2014

12:13:21

PM

The agent (b)(6) became impatient with this process and indicated that it was okay for my wife to just carry the baby. Right as my wife was walking through the metal detector the agent (b)(6) said: "I will have to test your hands then".

My wife had just washed her hands in the airport bathroom which apparently causes the swab system to alarm, which led to the detainment followed by the pat down.

My wife is 5'7 - 117 pounds and was wearing a form fitting shirt and shorts making it completely obvious that there was nothing underneath her clothes. Although the pat down was done properly, it was a complete violation of her privacy and represents a complete and total waste of resources.

Sent from my iPhone

Caller flew DEN-TYS last Sunday aboard Frontier #588. Caller removed all his belongings from his pockets at the checkpoint and was screened by AIT. After AIT screening the caller was subjected to a pat-down by a male TSO whom he describes as possibly of Middle Eastern descent with dark graying hair. Caller was unable to obtain the name of the TSO but indicates the officer accusing him of hiding something and that is why he was patted down. Caller underwent the patdown and is livid he was accused of this by the TSO. He then spoke with STSO (b)(6) who gave him a comment card with our contact number. This incident occurred at approximately 10:05AM at Lane 2 of Terminal A last Sunday. Caller did not provide an email address but did provide a contact number.

8/5/2014

12:24:21

PM

Resolution:

Advised I would forward your complaint to the CSM at DEN for review.

Caller has been going through the TSA precheck and all of the sudden she cant get through anymore. She stated that she was 79 years old and everyone including Delta is saying she needs a Known Number. She said she is a member of GE already. She just wants to know what to do. She was talking the middle name being different on her GE and passport than it was on her Drivers license and Delta profile. She said she would use the passport and get a new updated ID.

Response:

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/5/2014
5:39:32
PM

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

Told the caller if she is a GE member she is already eligible for precheck. Explained that her GE pass ID is a 9 digit number starting with a 98 on the back of her GE card. That number needs to be entered in the KTN field of each reservation. She also needs to make sure her full name DOB and gender matches her GE information exactly. Told the caller that GE is for domestic travel and has other incentives for international travel. Explained she needs to make sure all of her personal information matches so her precheck will work. If she already has a booked flight she can contact Delta, and have them update her middle name add her GE number to the KTN field of the reservation and resubmit the reservation TSA.

Adding the missing information:

SNA airport. My name is (b)(6) and my wife's name is (b)(6). Our flight left at 8:10 am this morning and the security incident happened at roughly 7:00.

Needless to say this was a terrible way to begin our trip and could have easily been avoided.

(b)(6)

Sent from my iPhone

> On Aug 5, 2014, at 10:41 AM, (b)(6)

>

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8/5/2014
6:08:57
PM

>

> Here are the events:

> We are traveling as a family with four kids: 10, 9, 4, and 22 months. As we were a family, they opened up the gate leading to the metal detector and asked the whole family to go through. I went first and the 3 older kids followed me. Then they asked my wife to put the baby down and let the baby walk through on her own. We attempted for about 3 seconds to coax the baby through to me on the other side of the gate, however the baby was very scared.

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> My wife had just washed her hands in the airport bathroom which apparently causes the swab system to alarm, which lead to the detainment followed by the pat down.

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> My wife is 57 - 117 pounds and was wearing a form fitting shirt and shorts making it completely obvious that there was nothing underneath her clothes. Although the pat down was done properly, it was a complete violation of her privacy and represents a complete and total waste of resources.

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> Sent from my iPhone

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Remote Client IP (b)(6)

Date Time: 8/5/2014 9:19:43 PM

8/5/2014
10:05:51
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight# 90 /JetBlue/Terminal 2/Gate 36/San Diego nonstop to JFK

Comments: An official (female, 40's-50's) was extremely rude and discourteous to me while i was in secondary. she snapped at me rudely for no reason while i asked for a pat-down search and failed to apologize. everyone else exemplified spectacular service, especially the male officer who conducted a pat-down search. I believe courtesy would be widely appreciated and should be heavily expected of TSA officials from their superiors.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/5/2014 1:31:14 PM

8/5/2014 Name: (b)(6)

10:35:21 AM Email: (b)(6)

PM Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): BA 048 SEA to LHR Departed SEA 4 August 2014

Gate S10. Centralised Screening In Main Terminal. Approximately 6.15 pm PDT

Comments: I was a dead-heading crew member travelling in civilian clothes. I presented myself at the security screening point, with my airline ID and explained to the female TSA officer that, as I am airline crew, I requested that I should not be screened using the irradiating scanner. The officer refused to pass me through the alternative scanner, although a number of passengers were processed through that one. She then made me wait for a significant time, which I suspect was close to 5 minutes, before she called for a male officer to conduct a pat-down search. The male officer was completely professional and I have no complaint against him. He indicated that he believed the female officer may have had "issues". I believe that the delay in calling for a male officer was excessive and unnecessary and I believe that the refusal to allow me to be screened through the alternative scanner was inappropriate. For identification on any CCTV footage, I am 5 ft 8 in tall, dark haired, and was wearing a white long sleeved shirt with a thin pale stripe, and khaki dockers. I had my passport and airline ID in my hand.

Feedback Type : Complaint

Categories : Permitted Items

Current Date/Time : 8/6/2014 12:02:36 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/05/2014 3:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known): (b)(6) Comment : I have traveled many times through DTW and LGA security with a (larger than 3.4 oz) bottle of contact lens solution (containing hydrogen peroxide). Usually they run a small sample through some sort of machine, and then hand it back to me with NO problem. I have never before had any trouble bringing this medical liquid through security.

However, today, at DFW (b)(6) told me I could not bring the solution. OR she could test it. She did warn me that if she ran the contact solution through the machine it would 'alarm' and she would have to go through my belongings. I agreed, believing that, as every time before, I would get back my bottle of solution after her check, and I assumed the additional check of my belongings was just an extra precaution. HOWEVER, AFTER testing it, I was then told I could not have the solution back regardless, and then I still had to wait while they went through all my belongings plus gave me a full pat down. This was a huge waste of my time, and yours! I only agreed to have it tested so that I could keep it. I would never have agreed if she had told me I couldn't keep it anyway!! What is the point of that???

8/6/2014

8:31:21

AM

She kept repeating she had warned me that it would 'alarm'. This is true, however I did not understand that 'alarm' means you can't have it back. I thought 'alarm' meant that the machine would confirm it was contact lens solution containing hydrogen peroxide, which I knew. There is NO point of offering to test it if it only means a pat down and search and then you still can't have the contact lens solution! (I have submitted a separate inquiry to find out the exact policy on bringing this contact solution, so that is not the point of this comment. I DO understand agents always have discretion regardless.) The point of this comment/complaint is: PLEASE TRAIN THE TSA PERSONNEL AT DFW TO BE MUCH MORE CLEAR THAT AGREEING TO TESTING DOES **NOT** CHANGE THE OUTCOME! After I politely and calmly re-iterated that if she had told me she wouldn't give it back anyway, I would never have agreed to have it tested. After all my belongings were cleared, another agent (a supervisor?) came over and said that I actually could keep it, BUT only by going back through and giving it to someone, taking it to my car, or checking my bag. By this time, my ride had left, and my plane was about to board, so I could not use any of these 'options'. Also, it costs \$25 to check a bag, and the solution is worth \$15, so that is why I didn't check it in the first place. I told this second agent that I had had no trouble at other airports over many many trips. He asked what the procedure was there, and I explained, as above. He replied that those airports were doing it 'wrong' and he (DFW) was doing it 'right'. Clearly there is a discrepancy in policy/procedure between airports, and I would like to know what the correct one is. Also, I would strongly encourage you to PLEASE modify/clarify the procedure at DFW so that (b)(6) (and DFW) does not continue to offer to check something if there is no chance it will be OK. Telling someone it will 'alarm' does not clearly explain that you can't have it back. There was absolutely no point to all the extra time, wipe downs, pat downs, etc.! Alternatively, if it is actually OK to bring through, as has been my previous experience, then please let DFW know that. I am aware many people have bad stories about TSA; I always say that I think you do a great job. Today it was not a good job. I am not complaining about the outcome, I do realize agents can prohibit anything for any reason, however, this was a horrible job of communication that could easily have been avoided.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

I wanted to write and share an experience I had going through security on a recent flight. I want to preface this letter by informing you that I consider myself a regular air traveler, flying anywhere from six to ten times a year for both business and pleasure. Because of my many travels, I have passed through airport security many times, experiencing a variety of different responses to being a diabetic with an insulin pump. Unfortunately, this recent experience was especially frustrating and I felt it warranted reporting.

On Sunday July 27, 2014 my wife and I were returning from vacation and were flying from Cancun, Mexico to Richmond, VA with a connection in Charlotte, NC. We landed in Charlotte early around 1:00 p.m. Due to the time involved with getting through customs in Charlotte, we were extremely tight on time to make our connecting flight, but still needed to go through security to gain access to our connecting flight.

We arrived at Security Gate D around 2:00 p.m. and once we reached the screening area, we placed our belongings on the belt, removing all items from our pockets. The only item I retained on my person was my insulin pump. Upon reaching the TSA agent I informed him that I was wearing an insulin pump and could not go through the body scanner because my pump is not warrantable if it becomes damaged by the scanner. I received a response of "other diabetics go through the scanner" and a very frustrated demeanor. I informed him that I would be willing to go through the metal detector, but could not go through the scanner. The agent proceeded to speak with another TSA agent behind the baggage x-ray, stating that I was refusing to go through the scanner. Both agents rolled their eyes at one another and continued to give an impression of frustration over my request.

8/6/2014
12:18:53
PM

During this time my wife quickly made it through security, along with our belongings. In addition, there were pregnant women and many children in line stating they didn't want to go through the scanner who didn't receive any sort of frustrated response or questioning of their request. They were allowed to pass through the metal detector as soon as they opted out of the body scanner. As time passed and the TSA agent still had not made any attempt to help me, I again stated I would be willing to go through the metal detector and even offered to take my pump off to go through the scanner. I was told by the agent not to take my pump off and was again ignored while other passengers passed through security.

While I was waiting the agent asked if I was traveling with anyone and I told him that my wife was already through security and that we were going to miss our flight if I didn't get through security soon. I was told that, "it looked like my wife would be making the flight without me."

Eventually the agent sought the help of another agent and they found a male agent to perform the pat down. I was pulled aside and asked why I was refusing to go through the scanner. I informed this agent that I refused to go through the body scanner because the company who manufactures my pump would not warrant damage caused by a body scanner. He then asked why I refused to go through the metal detector and I informed him that I had not refused to go through the metal detector, stating that I offered to go through the metal detector multiple times, but was refused by the first TSA agent. He seemed confused by this and said it was too late for that now. He proceeded to give the explanation of what would occur as he patted me down. I informed the agent we were about to miss our flight and asked if he could hurry up, stating that I had been through this pat down process before. I was told he couldn't hurry up, there were cameras watching and he needed to follow the procedure. This second agent was very professional and completed the pat down. Once the pat down was completed we ran to catch our flight, arriving at the gate as the plane pulled away.

While missing our flight was frustrating, the time was close due to the long wait associated with customs and I don't think we would have made the flight even if everything went "smoothly" through security. What I do care about is the treatment I received from TSA upon explaining my situation. I always expect to receive extra scrutiny because I wear a pump, but I have been traveling with an insulin pump for many years through security and am very familiar with how things should go. I don't expect to be treated as though I am making extreme requests when I state I don't wish to go through the body scanner or send my pump through the x-ray. My insulin pump is a very expensive device that is an integral part of my diabetes treatment. Were it to become damaged and I not be aware of the situation I could experience a life-threatening situation warranting hospitalization or worse. As I stated I have flown quite a bit for business and pleasure since wearing a pump. This event was by far the worst treatment I've ever received. Being treated in this manner made me feel unfairly judged because of my condition, and makes me feel like I personally need to come up with different accommodations to pass through security with my insulin. Caller was in a wheelchair and was wondering why she did not get to go through the PreCheck line. Her husband later came in on the line and was wondering why he did not get PreCheck on his last flight. He got it going, but not coming back. He stated that they paid the \$5.00 fee and did the interview. Both people eventually got mad, because PreCheck was random and hung up on me.

Advised caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713™.

8/6/2014
12:28:43
PM

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Preu2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Application Program

When TSA scans the barcode or observes the TSA Preu2713™ logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA Preu2713™ lane for expedited screening.

Although TSA will always incorporate random and unpredictable security measures throughout the airport. This is designed so that terrorists do not try to find out how the system operates.

So there are times when you may get PreCheck and other times when you do not. That is how the system operates.

At Ontario international airport in So. California. My wife and I both have TSA Pre check but when going through security our boarding pass which stated TSA pre screened was not noticed by the first security inspector. We still had to take off our belts, remove out tablet from our carry-on and place on conveyor, remove my wallet from pants pocket and place on conveyor plus remove everything from pockets including a huge sum of cash. Even though I explained I had this cash \$400 for vacation I had to remove and hold in my hand. This seems more extreme then being un-pre screened. Would you make sure your employees are aware of what pre-screened is along with posting on your website. To me, the \$85 my wife and I paid for each of us for Pre screen was a waste as we were treated the same as everyone else. My wife has a metal hip and after passing through one of the booths was told she had to go through a pat down, where her arms were patted only. What gives with this? Exactly what is the benefit of TSA pre-screen? If it's supposed to speed up the process why do those that are pre-screened get treated the same as the rest of the passenger's? For now I'd like my money back as this was like a scam. Thank you.

8/6/2014
2:12:28
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/6/2014 12:30:20 PM

8/6/2014

2:12:33

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Cleveland Hopkins Airport

Wednesday August 6 @ 12:20pm

Comments: I observed that the TSA personnel were redirecting people who did not qualify for TSA precheck into the precheck security lane. Therefore less than adequate screening was done on a number of passengers today in CLE

Disability Description: The caller has metal implants.

Information Request: She has a flight in September to Branson. She is not sure of the exact flight details. She wants to make sure she does not have the same experience again. She will be getting the wheelchair assistance but can walk through. Her replacements are metal implants.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

8/6/2014

3:38:29

PM

TSA accepts e-mails as being signed.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

The caller indicated that she traveled from MYR on 7/19 with US Airways. Her hair was in a clear twist. A female TSO conducted a patdown of her head area. The caller indicated that she notices several other caucasian ladies who passed through screening after she and did not receive additional screening from the female TSO who conducted her patdown. The caller feels that she was discriminated against based on her race. She is African American.

The caller indicated that the TSO put hand sanitizer on her gloves before conducting her patdown. The caller indicated that was not supposed to be done.

The female TSO was an older white lady with light hair, 5'5" or 5'6".

She traveled with US Airways early in the morning. She does not have her itinerary information.

She indicated that she has contacted TSA at MYR in regard to this and was contacted, however she has since not been able to reach anyone.

I advised that I would refer her complaint in regard to the hand sanitizer to the CSM at MYR to make them aware. They would have the means to look into and address this.

TSA Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing and I can email information on how to file a written complaint.

TSA,

Actually, this information was not helpful. I'm afraid you've completely missed the point.

I'm well aware of the purpose of the screenings. I am all for them and anything else that ensures safe air travel. As I explained, my wife's belongings were left unattended at the end of the x-ray conveyor and could have easily been picked up by another passenger.

With other passengers going through screening and picking up their belongings it was impossible for her to maintain line-of-sight. While I'm sure TSOs go through a lot of training, the last sentence is nothing more than a company line. Just how are TSOs supposed to maintain line-of-sight of our belongings when they don't even see what belongings we place on the x-ray belt? They can't!!

Thanks Anyway...

In a message dated 8/6/2014 11:51:10 A.M. Central Daylight Time, tsatcc do not reply@senture.com writes:

Thank you for your e-mail regarding maintaining a line of sight with your belongings at the Transportation Security Administration (TSA) security checkpoint.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for

8/6/2014
4:07:48
PM

8/6/2014
8:02:29
PM

Calling in because she is flying from SEA to Dulles and she states that her fingers were tested for explosives. The caller states that her and few other people were pulled from the line. The caller states it happened again even though she was told it was random. The caller states she was upset because it does not make her feel like a happy traveler. The caller states it happened 2 times within a 4 day period. The caller wants to know why and how to prevent it in the future.

Advised caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

8/6/2014
9:41:29
PM

Advised caller of DHS Trip

Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry may want to consider applying. For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Advised caller I will email her the forms to apply. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name

The caller is flying on Spirit from Kansas City to Dallas. The caller stated that the last time they flew out of Kansas City they had a huge incident regarding a person in their traveling party. The person in their traveling party is transgendered. The caller wanted to let TSA know that they were traveling again. The person in question was a (b)(6). I could locate any recording with the phone number provided to me. I apologized to the caller for the incident. I advised the caller that I could provide her with the phone number for the CSM and that they could phone the CSM. I also advised the caller of the following:

Passengers may be directed for additional screening if the information on their identification (ID) does not match their appearance or if the name on their boarding pass does not match a valid, Government-issued photo ID. If a patdown is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. Passengers that have recently undergone, or are currently undergoing, sex reassignment surgery may discreetly communicate with officers regarding their gender identity if they believe it is necessary. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

8/7/2014
1:24:28
PM

The caller advised me that they had printed off information from the website. I advised the caller that they could also phone the contact center and provide information regarding the incident that occurred roughly in June. The caller advised me that a personal from their HR department was handling the incident and that they preferred to allow that person to continue to handle the incident. I advised her that she could always phone back if the incident was not addressed.

Name (b)(6)
Phone (b)(6)

Dear Sir

I opt for pat downs at airports. As a frequent flyer every week, I use my right to not go through the scanners and have pad downs. However the last two occasions I have received negative resistance toward me from the TSA officers. This occurred at Midway and Philadelphia airports.

I was told to wait for a female officer, however my personal belongs went through the security scan while I was waiting on the other end. I had not way of watching my belongings. (When I talk about my belongs it includes my credit cards, drivers license, passport....these are belongs that are easily taken and very difficult and time consuming to replace). When I brought it to the TSA officers attention that I could not see my belongings, his answer was "you wanted a pat down". Therefor a person asking for a pat down seems to be discriminated against. A similar situation happened today at Philadelphia airport. My belongings was out of my sight while I was waiting. And if I could see my belongings what was I going to do in preventing someone from taking anything of my belongings.

8/7/2014
6:05:55
PM

I would appreciate if this matter could be address. And as I always say to someone who apologizes....don't apologize change your behavior. That is what I am asking for TSA to do, change their behavior toward people who choose not to be subjected to the body scanners.

Sincerely
(b)(6)

(b)(6)
Sent from my iPad

Life isn't about waiting for the storm to pass. It's about learning how to dance in the rain...

Feedback Type : Security Issue

Categories : Missing or Damaged Items; Carry-on Property Out of View During Screening Current Date/Time : 8/7/2014 4:47:02 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 08/06/2014 4:00 PM Airline & Flight Number : Southwest 482 Checkpoint/Area of Airport : #3 TSA Employee: (If Known) : (b)(6)

Comment : I asked for an opt-out manual screening at the SEA airport checkpoint #3 around 4pm. Before sending my bags through the X-Ray machine I asked for the opt-out from Agent-A (light brown skinned male, whose name and ID was refused to me by agent (b)(6)). Agent-A refused to act, stating that I needed to wait until I was at the x-ray machine before he could call for opt-out.

I placed my items in three totes. First alone was my laptop. Tote # 2 and 3 held my backpack and laptop bag. As soon as I was as at the front of the x-ray machine, Agent-A called for male assist and asked me to step aside.

I waited a very long time, as Agent-A called for assist at least 5 times. No one responded, though I heard another agent in another lane call for male assist once, and never heard it again. I grew concerned as I worried that my totes were sitting unattended on the other side. I felt that Agent-A, was also concerned and he repeatedly called for male assist again.

I asked about my belongings being unattended on the other side, then Agent A called at least 3 more times for male assist. Agent-A tried to rectify the situation by asking another female agent to swap places with him, so he could perform the manual screening.

8/7/2014
6:06:54
PM

By the time we got to the other side of the x-ray machines only my last two totes were visible. I was alarmed with my worst fear. I asked Agent-A about my laptop tote. He failed to react quickly, I assume he did not know what to do. I told him to call a supervisor or ask others to start looking for it. He asked for a supervisor many times. No one responded for what seemed like two minutes. My frustration level was growing as I assumed that it was stolen, and that time was an important factor to recovering the laptop.

Finally Supervisor-B (Identified to me as Supervisor (b)(6)) by Supervisor (b)(6) showed up. He acknowledged the problem, but did not act in a manner that would address the issue. I was getting irate, and insisted that they look for it. I suggested that maybe it was taken back to the other side of the XRay machines with the empty totes. He stated that I needed to get pat down first before they could do anything. I insisted that they look for my laptop while Agent-A conducts a pat down on me. I think he went to do this.

Supervisor (b)(6) (pregnant), who showed up during this discussion was a TOTAL NIGHTMARE. It seemed like she did everything in her power NOT to acknowledge the problem, even going as far as stating that it was my fault for opting out! She insisted upon looking through my bags to see if the laptop was in them before looking elsewhere. Fearing no choice in the matter, I allowed her to do this.

I asked for a complaint form from Supervisor (b)(6) as she was not cooperating or addressing my concerns. She was belligerent and argumentative with me, but finally brought to me a form. I asked for her name and badge number of all involved so I would write this complaint. She insisted upon me only having her identified as Supervisor (b)(6) and the other supervisor as Supervisor (b)(6). I asked how I might refer to Agent A, but she refused and stated that I only needed to know her name. I believe this to be a CIVIL RIGHTS VIOLATION. I asked if she was wearing a badge. I looked to her other side and found one. I proceeded to transcribe her badge number off of her badge. In what seems like an act of RETALIATION and INTIMIDATION, she asked for my ID and boarding pass. She proceeded to copy my Arizona DL and boarding pass. I am quite CONCERNED about what may have been done with this information, and if I have anything to fear from this. She wrote all my info down on a piece of scratch paper. Am I going to suffer identity theft? She waited for me to give her my complaint card, asking me for it. I told her that I did not trust her with it, and that I needed a blank form so that I could mail it in myself.

I was flying today 7 August from Panama City, Florida. I tried to use my TWIC card as a credential through screening. The agents there (they even called the head agent on duty) said that was acceptable only as secondary and that I needed to go through all of the additional screening and pat downs. Your web site clearly shows that a TWIC card is acceptable. Could you please provide proper training to the agents at the ECP airport, so that more travelers showing a TWIC card do not have to go through the hassle I did. My driver license from Texas was a temporary one on paper until the replacement arrives, so I was unable to use that. All other airports seem to accept the TWIC card. I told that to the agent, but they said that was not the rule. Thanks for your attention.

8/7/2014
8:02:56
PM

(b)(6)

Sent from my iPad

Caller wants to file a complaint about a TSA officer at the BUF airport. Caller states when he exited the x-ray machine said officer asked for his ball cap and after TSO officer patted down numerous passengers prior to him, he asked to see his ball cap and ran his fingers around the inside of the cap.

Caller spoke with (b)(6) and (b)(6) and voiced his dissatisfaction with the screening of his item.

TSO Officer was approx. 52, glasses, sandy colored hair, caucasian, approx. early 50s, maybe late 40s.

Caller stated he was hollering at the TSO because he was pissed when the TSO touched his ball cap after touching other passengers. Specifically mentioned the TSO touching foreigners and then rubbing his hands inside his ball cap.

Flying United and he wants \$19.95 to purchase a new ball cap.

8/8/2014
8:34:43
AM

Response:

Apologized to caller because he wasn't satisfied with the SOP of the TSO officer, advised how to obtain a claim form from website.

Provided following:

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary. TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.

Advised caller if a passenger doesn't allow the screening procedures to be completed, he wouldn't be allowed to enter the secured area of the airport and would be denied boarding a flight. Specifically told caller he doesn't have to fly!

Advised information will be provided to the CSM for review.

8/8/2014
9:14:42 AM
Caller had filed a complaint yesterday at BWI. She says it was for an inappropriate patdown she got yesterday from a female officer. She wants to know what she should do now?

Told caller

I explained to her even if I were to take her complaint for her I would send it to the CSM at BWI. The CSM s at the airports have to handle the complaints that come in at their airports. I could not tell her what would happen now.

Caller is a FF and is flying from ORD via American Airlines but he did not get PreCheck on this one flight and he wants to know the issue. Caller then stated he has issues taking his shoes off due to a medical condition.

Advised Caller:

Told caller that PreCheck is random you will not get it on every flight.

8/8/2014
1:06:43 PM
Also told caller you do not have to take your shoes off if you have a medical condition that keeps you from it.

Told caller if one of the machines alarms you will have to undergo a patdown.

Offered patdown information but he refused.

Hi,

I was just back from a trip to Detroit to visit family. At the DTW airport I was treated badly, especially by one woman whom, unfortunately, I cannot describe except that she is middle aged and somewhat heavy of stature. She was very rude to me. I have multiple disabilities (which I enumerated to her when she asked about sensitive areas; multiple prolapses of organs and a hip impingement). I told her that it was hard for me to stand and that I had been advised by my doctor not to go through the big scanner so that I'd need a patdown. She took away my wheelchair and made me stand in a certain spot till they could get around to me. By then I'd been standing for a few minutes and felt like my guts were coming out through my vagina; so I began to cry from the pain as they folded my wheel chair and sent it through the gate without me. I asked if I could please sit down; then they brought it back. But she was still MEAN. She went through her spiel (which I've heard countless times as I fly a lot but realize they MUST do it). This was done in a scolding tone, though! I was still sobbing as everyone there was callous and obviously took pleasure in my misery. I told the woman I knew the routine: she took this as an invitation to lecture me that she was simply doing her job and required to tell me all of this (DUH—I am a veteran FBI-credentialed investigator who formerly wore a CBP badge). She then said 'just a minute' and I believe was about to report me as incorrigible and detain me so as to miss my flight—she walked away—so I tried to kiss her ass by telling her I did not mean to be disrespectful, but was simply acknowledging that I understood she was doing what she had to do. (BUT SHE DID NOT HAVE TO BE MEAN, WASN'T I SUFFERING ENOUGH WITH A HIP IMPINGEMENT AND ORGANS FALLING OUT????) STRONGLY BELIEVE THIS WOMAN SHOULD NOT BE WORKING IN THIS CAPACITY. The young lady pushing my wheelchair told me she's mean to lots of people and that she had upbraided her previously for not forcing someone to sit in a wheelchair.

8/8/2014
6:14:29 PM
I AM FURIOUS ABOUT THIS TREATMENT AND DO NOT FEEL I DESERVED IT. MY HUSBAND, NORMALLY THE FIRST TO BLAME ME FOR ANY ABUSE, ACTUALLY ACKNOWLEDGED HIMSELF THAT SHE'D BEEN UNNECESSARILY HARSH.

In my view, this is no way to treat the traveling public. Since this agency insists on treating every person as a suspected terrorist, may I suggest as a lifelong business owner that you pay them a living wage so that you can afford appropriate help.

(b)(6)

From: (b)(6)
Sent: Friday, August 08, 2014 5:10 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/8/2014 5:09:32 PM

8/8/2014
6:14:51
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Forceful, painful male assist/pat down

Comments:

Office (b)(6) (Boston Logan) used excessive force during pat-down. I politely made him of aware of the pain he was causing and asked he to be more gentle, and he did not comply. He claimed he had to use this level of force to be effective. This was

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/8/2014 3:59:11 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/08/2014 12:30 PM Airline & Flight Number : US airways Checkpoint/Area of Airport : A TSA Employee: (If Known) :

8/8/2014
6:15:56
PM Comment : My first time through the body scanner which I was excited about. However, being the first time, the pat down woman could of been nicer. Instead she was very rude and rolled her eyes at me when I asked if everyone was patted down. She said, "yes if they have a anomaly";. I asked what I had being minimally dressed (workout shorts, plain t shirt and and ponytail). The anomaly was necklace and ponytail (explained later). She rolled her eyes at me and said I have to pay you down and then proceeded. She could have been nicer and taken ten seconds to explain this. The kindness would have gone a long way.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states that yesterday she came from JFK to PBI with JetBlue. Caller states that she was approved for Precheck. Caller was traveling with a tablet. She asked a question and set down her boarding pass on top of her belongings. The belongings had not gotten on the conveyor belt yet, but the other passengers pushed her belongings and so it went into the x-ray machine. She went back to go get her boarding pass and she couldn't get it because it was already going through the machine. The TSO made her go through regular screening because of it, she couldn't show her boarding pass to prove she had Pre-check. Caller states that the TSO at the checkpoint treated her very rudely and yelled that she was careless and stupid. Caller states that the TSO could see from where he was that there was Precheck indicator on the boarding pass, but he did not want to send her through expedited screening. Then they did additional screening with her. She got a patdown and ETD screening. She was far away from her belongings and couldn't see them. She expressed her concern to the TSOs, but they told her nothing would happen to her items. When she got to her destination, the next day she realized that her tablet was missing. Caller has called several different numbers and left 22 messages, but has gotten no response. Caller is very upset. Caller states that she cannot file a claim because she only had access to the Internet with her tablet and she cannot get mail at her current location. Caller would like to contact someone at the airport to see who stole her tablet on the camera footage. Caller states that all of the TSOs were at the entrance of the checkpoint and making sure that no one came back through the checkpoint, but no one was watching the belongings that had gone through x-ray screening. Caller would also like to know why she got Precheck.

JFK to West Palm Beach 9:55AM Flight # 53 JetBlue Terminal 5

Advised caller:

We regret that you were unsatisfied with the manner in which your bags were handled.

8/8/2014
8:43:10
PM
TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA.

You may wish to file a claim for missing and or damaged items. A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Transportation Security Officers (TSOs) acted in accordance with TSA policy when they did not allow you to have physical contact with your belongings or another passenger before completing the security screening process.

The caller flew from LAX with United Airlines, and she was informed by TSOs at the entrance of the airport and at the security checkpoint that they were hired by United Airlines to monitor the size and weight limitations for carry-on luggage. She was told that her carry-on luggage was too large, but after a lengthy discussion allowed the carry-on through in LAX. A female TSO in TPA asked her to remove items from her carry-on luggage, in order to reduce the weight of the bag. She indicated that each person was wearing a TSA uniform. She wanted to file a complaint, and also asked about the regulations for transporting a small dog in carry-on luggage.

Date and Time of Flight: July 1, 2014; Not Provided.

Departure Airport: LAX

Airline: United Airlines

Flight Number: Not Provided.

Time of Incident: Early morning, but she could not remember an exact time.

Date and Time of Flight: July 25, 2014; Not Provided.

Departure Airport: TPA

Airline: United Airlines

Flight Number: Not Provided.

Time of Incident: Around 6:00 AM.

8/8/2014
10:20:43
PM

Advised Caller:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

TSA does not regulate size or weight limitations for checked or carry-on baggage. You may wish to contact the airlines for more information about size and weight restrictions for carry-on luggage.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Zipcode:

8/9/2014

9:38:26

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

The caller is an 88 year old World War Two veteran, and has a large metal rod located in his leg. At the ORD security checkpoint, he was attempting to pass through the checkpoint in a wheelchair. He informed the officer of his metal implant, but was made to remove his shoes, belt, and hat. The officer was very unpleasant, and conducted two or three patdowns before allowing the passenger to exit into the sterile area. Additionally, he said that his wife, daughter, and son-in-law were not required to remove their shoes or receive any type of screening. In particular, he indicated that his daughter received absolutely no type of screening. (b)(6) then took the phone from (b)(6) and verified that this occurred as well.

On the return flight from DCA, (b)(6) informed the TSO about the incident at ORD. He was allowed to go through the AIT machine, which did not alarm. The TSO informed (b)(6) that DCA had the newest technology, and said that ORD was using old technology. He laughed about the incident, and told (b)(6) that they would not pat him down at DCA.

(b)(6) wanted to file a complaint against the TSA, as he felt that they picked him out due to his veteran status. (b)(6) agreed, and said that he has been obsessing over the situation. This is affecting his health, and they are demanding an apology. If they do not receive a response, they have decided to take the story to a news outlet.

Flight Information:

Date and Time of Flight: July 31, 2014; Not Provided.

Departure Airport: ORD

Airline: American Airlines

Flight Number: Not Provided.

Time of Incident: Not Provided.

Date and Time of Flight: August 5, 2014; Not Provided.

Departure Airport: DCA

Airline: American Airlines

Flight Number: Not Provided.

Time of Incident: Not Provided.

Advised Caller:

I apologized to the caller regarding the incident.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector. The caller was at EWR, and he has metal implants. He wanted to go through the WTMD instead of the AIT or a patdown.

Advised Caller:

Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

8/9/2014
9:53:33
AM

8/9/2014
3:33:42
PM

Disability Description: Caller said she has been flying all summer and every time she comes through the airport she feels she was profiled for being white and picked out for her disability. This happens at Reagan National Airport. Caller has arthritis and has trouble holding her hands up. Caller said she had surgery on her breast and always has a patdown of that area because she was told something shows up.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

8/10/2014
10:08:02
AM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

The caller stated that he has given up on TSA. He stated that no one seems to understand. He stated that there is a stupid rule that has now been enforced that needs to be changed. He stated that he flies 2 or 4 times a week. He has artificial hips and he also has TSA Precheck. He stated that he can get through the WTMD with no issues if he can take off all the metal. He stated that he has to remove his belt, phone, head set, glasses, shoes with metal reinforcements, in order to be screened without any alarms. He stated that he always gets a patdown regardless. He stated that this was not an issue until suddenly. He stated that a idiot high up in the federal government decided that the bins at the PreCheck lanes needed to be replaced with small dishes.

8/10/2014
12:36:19
PM

He stated that at DFW there was bins at the checkpoint on the other side of the WTMD. He stated that he explained that he has to remove all his metal products. He was told to put the items in his bag. He stated that his hip replacement requires that he remove the items to keep it from alarming. He stated that they refused to provide a bin at the checkpoint, and the supervisors even declined providing a bin. He stated that this is telling him that he is not able to use TSA Precheck since he has a metal implant and a disability.

He stated that he has a CPAP and a Laptop, which have to be removed at the regular checkpoints. He stated that this has occurred at DCA, Chicago, and other airports.

Caller wants to know why the bins at the PreCheck lanes have been replaced with the dishes. He has already been provided the information to file a written complaint on his previous call.

I explained that we do not have any specific information regarding the process currently. However, we can forward the information to the appropriate office for review and request additional information. I explained that his contact information, including email will be provided regarding the matter.

Caller flew from Santa Ana and had a layover in Dallas. She went outside and had to go through an extensive search and pat down when she came back in? Do they pull people randomly? Even though she had TSA approval or Precheck, she would have to go through the additional screening. She walked through the WTMD and they stated something was on her hands. She told them she had just washed her hands at the airport with soap.

8/10/2014
2:38:12
PM

Advised:

I explained when she leaves the secured area then she would have to go through screening again. She must have triggered an alarm which would lead to the additional screening. She was not pulled randomly. Even though she had precheck she would have to go through additional screening if an alarm is triggered.

She may have come in contact with something questionable which was on her hands after leaving the airport.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/10/2014 2:13:09 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 08/09/2014 12:30 PM Airline & Flight Number : United Airlines/UA3464

Checkpoint/Area of Airport : Security gates to the left of the United Airline Counter TSA Employee: (If Known) :

Comment : To whom it May Concern:

My family traveled through the Detroit airport on Saturday, August 9th. Since we were traveling with an infant with bottles of breast milk, we requested that our bottles be hand checked. We had made this request on our flight to Detroit from Newark the week previous with no issues.

However, when our request was made two TSA agents gave us severe attitude about our decision. They made comments such as, "I've never ever heard of that request," and leaned to each other and said, "Who does this family think they are?" loud enough for us to hear while looking directly at us. At one point during the screening process one of the agents continually made comments about how they couldn't believe they had to deal with us during a shift change.

We understood that it was a unique request and that a pat-down and bag check might ensue. However, it was very important to us and recommended by our pediatrician that we not send breast milk through an x-ray and instead op for it to be hand checked.

8/10/2014
3:07:43
PM

We were surprised by the lack of respect we received but we were shocked when the agent prepared to look through our baggage. Since we were traveling with a young infant (5.5 months) we had several bags with us including our carry-on, a stroller with gate check bag, and a diaper bag. The agent who patted me down repeatedly asked me which bag was mine. I pointed to all of the bags on the conveyor belt and told her they were all mine. My husband and I had packed all of our belongings together with our daughters items in order to put everything into smaller bags, thereby reducing the amount of bags we needed to carry through the airport.

After the second time the agent asked I realized her intention was to only search the bags I identified as mine so as to speed up the process. When she asked a third time and I responded that they were all mine she looked back at another agent and said, "This woman doesn't even know what bag is hers." I felt blatantly disrespected. I was being honest so as to respect the process required by requesting my breast milk for my baby was hand screened. This TSA agent seemed to want to get off work faster rather than be safe. Of course, we would never ever fly with anything harmful or not permissible. but the lack of thoroughness really bothered my husband and I. After considerable attitude, the agent went through all of our bags with two other female agents.

We understand the process required for us to bring breast milk through security without it being sent through an x-ray and were very respectful to the agents despite their blatant disrespect for our family. After a pat-down and bag search we were able to continue.

My only request is that the policies and protocols for screening breast milk (by x-ray or otherwise) be reviewed with the employee, as well as some sensitivity and respect issues. We were a family trying to do what was best for our infant daughter and we were blatantly disrespected. Disappointingly, this was my daughters first trip home to my home town and Detroit was poorly represented by the comments of the TSA agents we worked with.

Sincerely,

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/10/2014 2:59:40 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Orlando international airport 8/10/14 flight #952 to Boston. .

8/10/2014
5:15:07
PM

Comments: While going through security at Logan international airport myself, my husband, and my 3 month old son went through security without issue. The formula we brought required additional screening which included a swab of the container, never coming into contact with the formula itself, which was no issue to myself or my family. We understand the importance of security in today's travels. However, we felt we have been violated while going through security at Orlando international airport. First, the agent told us it was required for us to take the wheels off of our child's stroller. This was not required in Boston. Several of the agents were extremely rude to us and other travelers. One agent told us to fold the stroller and the next one demanded rudely that it must remain open. However, my main complaint and the most violating occurrence is when I told the agent not to send my breast milk through the x-Ray machine. The first agent's response was that it MUST go through the machine. I demanded that it not be and requested that it be hand checked. His response was that "it's not that it can't be put through x-Ray, you just don't want it to." In fact, study's show x-ray equipment has negative effects on breast milk. The agent then passed the breast milk to a second agent who said she was going to put it through another machine. I requested that she use the strips that the agents in Boston had used to check my formula. She responded that "we don't have strips like that, I don't know what strips you're talking about." She went to her supervisor with the breast milk. The supervisor responded that if I don't want the milk scanned that I must be patted down and remove all of the items from my bags. At this point I was in tears. The agents saw how distraught I was and demanded that I chose between being physically examined and having all my belongings torn out of my bag or send my child's nourishment through the machine. I have never felt so violated in my life. At this point every one in sight was staring at us like we are smuggling explosives through security in my breast milk. I am crying, shaking, and still forced to make a choice. My milk was sent through the machine because I feared having these people touch me like I was concealing contraband. My breast milk was compromised by them doing this and this I had nothing more to give my child on our flight. I am so upset that people are treated this way, it is so intrusive, embarrassing, and degrading. I am a law abiding citizen and simply traveling with my family to visit relatives. It's unnecessary to treat everybody like criminals. With today's technology and the price people pay to fly, security does not need to be so shameful. What bothers me most is that I had contacted the airline prior to our trip to ensure that breast milk and formula would not be an issue. They responded and assured me that there were no restrictions on baby's formula or breast milk and sent me all of the posted regulations. To my surprise, my experience was not pleasant at all whatsoever and I am ashamed at the behavior of the TSA. This was disgraceful.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/10/2014 2:47:56 PM Airport : EWR - Newark International Date/Time of Travel : 08/10/2014 12:45 PM Airline & Flight Number : United flight 1593 Checkpoint/Area of Airport : Terminal c TSA Employee: (If Known) : Young, petite African American female Comment : As a physician, I have unresolved concerns about my adolescent children being exposed to radiation, despite its near universal use in airports now. I explained to the young woman that I wanted to opt out for my son and he would have a pat down- to which she responded by beginning an interrogation: "so, why is it okay for you to go through and not your son?" I explained I am a physician and had concerns about radiation on growing young people- she said (In a very condescending and patronizing tone). "so explain to me why I should let him opt out?" I repeated that u had concerns about his safety and she yelled for a male assist, but then proceeded to insult me to the passengers who followed in line. This is what happens when you out small people with little education and personal accomplishment in positions of power- they behave in petty and irrational ways and abuse that power when their limited power is threatened. The fact that my (considerable) tax dollars pay her salary, and that there is no alternative but to be subjected to this crap in order to travel in the United States add insult to the injury. I will be writing to the governor of New Jersey and to my own congressmen and senators.

8/10/2014
5:15:35
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew on Jetblue the last few days and returned back Saturday from TPA to BOS. Caller said her ticket had TSA PreCheck on it. Caller thought that meant she needed to be checked. Caller was told she and her companion could go together through the regular screening. Caller realized she didnt need to be PreChecked . Caller did not understand what it meant. Caller has an eye disease and wants to avoid the AIT. Caller went through the patdown instead. Caller said when they first went from BOS to TPA she also got the patdown and it was more gentle. The second one in TPA was not conducted in the same manor. She told the officer she had a hand and knee injury and to be careful. Caller indicated the officer was very polite and accommodating for the injuries, but when she went up and down her leg she poked hard between her legs. The next day she had blood on her bathroom tissue paper. Caller is 60 years old. There was a person behind the desk that she told it was performed too hard. Caller said he looked like an official person and she was given a TSA PreCheck card so she may sign up. The card said TSA PreCheck. Caller does not want to go blind and does not want to go through AIT. Caller wanted to avoid the screening. Caller said the officers did not explain TSA PreCheck well and she was confused. Caller wanted to know about TSA PreCheck.

Advised Caller:

All passengers must be screened and TSA PreCheck does not exempt you from screening. I provided an expedited screening. Travelers who are directed to the TSA Preu2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage. For additional assistance, please contact the Universal Enrollment Call Center at ((855) 347-8371). If you travel often enough for work, you may want to consider signing up for TSA PreCheck. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required.

8/11/2014
8:30:54
AM

A traveler is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening. If you cannot be screened by the AIT you will be screened by a patdown.

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

Date and Time: 8-9-14 2:57PM

Departing Airport: TPA

Airline: Jetblue

Flight#: 392

Description: Poked hard between her legs and the rest of the patdown was fine.

Email: Did not want to provide it.

Caller wishes to voice his concerns for a potential of a security breach at ORD. Caller states the area where passengers are advised to wait for a pat-down are not closely monitored and it is possible for a passenger to pass along a dangerous item to a traveling companion which has already been screened. Caller requested a supervisor at ORD to voice this concern and wants to know if it has been looked into. Caller states this occurred at 9:15AM on Saturday morning. Caller states he was left to his own accord in the secure area of the airport for at least 5 minutes while awaiting the pat-down. He feels this is ample opportunity for a security breach for persons working in tandems. Caller states he was eventually patted-down.

Resolution:

8/11/2014
12:11:18
PM

Advised caller to contact the ORD CSM Owen Winder at 773 377 1215 per Security Specialist to report concerns. This by definition is not a security breach, because he was screened before coming into physical contact with other passengers.

On 8/02/14, Approximately 4:40, (b)(6) reached the DFW Airport.

These were the unnecessary delays that cause us to miss our flight.

Construction due to circling around the airport to find the drop off site.

Passengers unloading luggage caused a long line of vehicles.

Spirit male employee getting people from the back of the line who was flying to Los Angeles, to bring them in front of the line (in front of us). The female who checked our luggage in said we want be left behind and that she would write on our boarding pass late, so everyone will let us go through.

Check Point E22 we had to get into three lines.

8/11/2014

2:00:43

PM

Verifying drivers licenses and boarding passes to which was expected.

Conveyor belt for personal items to go through security was expected.

We had to wait in another line which was the third line for the Metal detector are the full body scan was not expected.

Mary the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.

I stopped to buy water while my husband continued to terminal E22. when he got there the door was already close the time then was 0607. (b)(6) at the ticket counter who work for Spirit airlines told my husband we had one minute to board the plane.

He ran to get me when I was already at the counter paying for my water. when we returned it may have been 0608, however the gift shop was only a few feet away from terminal E22 we didn't have far to run. When we got there (b)(6) told us it was too late they had already close the door to the plane. I couldn't believe it because we still had twelve minutes lifted (b)(6) begin searching for other flights. I asked her why did they close the doors so early? (b)(6) stopped typing and made a call to someone than said they can't open the doors I asked her what time was it she said 0611, I than said again why did they close the door so early? When the doors were suppose to close at 0620am.

Our flight number was NK867, the Manager name is (b)(6) I spoke to him around 700am On 8/2/14. We all have a job to do if we work, why need to be more sympathetic to the passengers. I'm not an expert on security, however she could have let me go through the metal detector she aloud other passengers to go through the metal detector especially if they have a good reason such as mine. I don't know (b)(6) badge# she only gave me her name. 8/2 to 8/9/14, under my left arm my lymph nodes was throbbing with pain.

Classification: UNCLASSIFIED

Caveats: NONE

I am a retired military officer and government contractor who frequently travels. I generally fly Delta Airlines and am a Platinum Medallion member. I generally receive the TSA Pre-Chek identifier on my boarding passes, but recently I have not been allowed to use the Pre-Chek lane at my home airport (Kansas City-MCI) as I have an ICD or Difibulator.

Two flights ago I was forced to go to the regular lane because I could not pass through the metal detector in the pre-chek lane. I asked if I could have a pat down screening and was told "no." When I went through the regular line I asked the supervisor why the Pre-check line could not givve me a pat down, he replied "they can, they just don't want too."

8/11/2014

2:01:02

PM

Prior to my next flight I contacted the TSA medical care office and asked what I should do. I was informed by the medical office that they were registering my contact as a discrimination against disability complaint and that they were going to remind MCI TSA office that they were to accommodate my disability in the TSA Pre-Chek line. I was informed to ask for a supervisor if there was a problem on my next flight. When I arrived for my next flight I was told that I was not eligible to use TSA Pre-Chek since I could not go through the metal detector and they refused to give me a pat down. I informed him that the TSA medical office informed me to ask for a supervisor if there was any question. The TSA employee refused to ask for a supervisor, and told me that it was a waste of time as he would tell me the same thing. He then escorted me back to the regular line.

Can someone please tell me what the correct answer is? When I have TSA Pre-Chek on my boarding pass am I eligible to screen through the Pre-Chek lane and ask for a pat down?

On 8/02/14, Approximately 4:40 (b)(6) reached the DFW Airport.

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Construction due to circling around the airport to find the drop off site.

Passengers unloading luggage caused a long line of vehicles.

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8/11/2014

4:19:22
PM

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(b)(6) the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.

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Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/11/2014 2:21:54 PM Airport : PDX - Portland International Date/Time of Travel : 08/10/2014 5:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Checkpoint 5/6 TSA Employee: (If Known) : multipla Comment : I elected to opt out of the non-metal detector screening. It took over 25 minutes for a male TSA officer to become available for the pat-down screening process. At that time, there were a large number of male TSA officers working, and female assists were able to be processed in less than 5 minutes. This is completely unacceptable. The reason I was provided was that "A lot of people are retiring and it's flu season" is not an acceptable reason.

Additionally, it didn't seem to concern anyone that there was baggage at the end of the baggage check that sat there unclaimed for the duration of my wait. I asked for my belongings several times and the TSA officer just asked for a male assist again.

Unattended baggage should be a concern, especially at a TSA checkpoint - yet these bags where not.

8/11/2014

4:21:26
PM

Is 25 minutes to wait to get patted down an acceptable amount of time? The TSA officer called for a male assist at least 10 times. Additionally, a bag sitting unclaimed at the TSA checkpoint is also something that is acceptable?

In addition to all of this, PDX is supposed to be America's Best Airport 2013 and 2014 - how is that possible if accounting for TSA behavior?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Calling in because he recently traveled from Charlotte. The caller was called over the loudspeaker because of a padlock on his suitcase. The caller states that they ask him for the combination but cut his lock anyway. The caller is upset because he gave the TSOs the lock combination but it was still damaged. The caller states that he requested a patdown and had to wait 30 minutes for a male officer to pat him down. The caller wants to file a complaint. The caller states waiting 30 minutes is too long.

Advised caller passengers may need to wait for a TSO of the same gender to become available, and we don't have a specific wait time set.

8/11/2014 4:38:49 PM
Advised caller Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes. In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks can be opened and relocked by TSOs without force and little delay. To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

Airport - Charlotte
Airline - US Airways
Flight Number - 1958
Date and Time - 08 11 around 8-8:30 am
Location (Gate or Terminal) - Gate C
Contact Information (b)(6)

Advised caller I will submit his complaint.

Information Request: Caller flew from DCA to SEA on Friday. Her son has a feeding pump with a formula and during the day he drinks ensure. They were taking both through security. When she was at the checkpoint, she got a patdown, and the TSO refused to allow her son's food through. She did separate the items from the rest of their property.

Response Details: Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

8/12/2014 10:34:16 AM
DCollins
I advised the caller to call TSA Cares - for assistance and that she can call prior to the flight for assistance. I also advised of the PSS at checkpoints

Incident Details: She needed to bring Ensure for her son - she stated she called prior to get the screening process.

Check Point - the one going to the Alaska Gates
TSO description - African American Woman - Thin frame

Caller said she had a boarding pass at Columbus with the Precheck logo on it. She was selected for random screening because her hands set off alarms. They used a wand on her hands. She had to go through a patdown and her bags were searched. She wants to know why. She asked if it could have been the laundry balls that she had been handling earlier. She asked what Precheck is. She asked where she can read more about ETD so she can find out what could be causing this to happen.

I told her that screening is always random and unpredictable. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening. This could include a patdown or your bags being searched.

8/12/2014 11:21:19 AM
Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

Since ETD may be used on a random basis, passengers should not expect to see the same additional screening at every airport or each time they travel.

Advised caller that TSA precheck benefits may include no longer removing shoes, laptops from bags, light outerwear or jackets, and belts and quart-size bags containing 3-1-1 compliant liquid, gels, and aerosols in carry-on baggage. It does not keep you from having additional screening to resolve alarms.

You may read more about ETD at tsa.gov.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 8/12/2014 10:34:43 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/12/2014 8:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Wheelchair/Stroller Checkpoint TSA Employee: (If Known) :

Comment : This morning, I was traveling with my father and he was in a airport wheelchair. We explained to the TSA agents that my father could not go through the AIT machine because of his medical devices. The AIT machine interferes my father's sensor and transmitter and causes it to misread his actual blood glucose levels. He requested a pat down. That was agreed upon and when I went through the AIT, I looked back and the TSA agent was standing my father up without his can. He went through the AIT machine and nearly fell over because he cannot stand steady barefooted without some sort of aid. All of our requests were ignored. If there was something else that we were meant to do, then we would have to avoid all of this. On our first flight out of New York, he was given a thorough pat down. Thank you for your attention to this matter.

8/12/2014
12:36:30
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am pregnant and a frequent air traveler on the Pre-check list. Due to my pregnancy, I do not wish to walk through metal detectors or the scanners. At Reagan Airport today, I requested a pat-down in lieu of the WTMD and was refused. This is not acceptable. I know that the manufacturers of the machines claim they are safe but until I see the raw data used for the studies I am not convinced. If they are not safe for pacemakers, they are not safe for a growing fetus. I should have the option of a pat-down upon request.

8/12/2014
6:09:40
PM

(b)(6)

The caller indicated that he flew from MDW to the Keys. He received ETD sampling of his hands and received a patdown and was questioned. Two days prior to the flight he hand handled a firearm. He mentioned this to the TSO. The TSO advised that the test was very sensitive and that the odds was 10,000 to 1. The TSO advised that the gunpowder was what triggered the alarm of the ETD.

He asked what he can do to avoid this. he indicated that the additional screening took a lot of extra time, about an hour.

He indicated that the test is way to sensitive which will result in more additional screening which will result in a back up at the checkpoint. He expressed concern that there are many passengers who handle firearms on a regular basis.

He asked how to participate in Precheck.

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

8/13/2014
8:08:25
AM

Since ETD may be used on a random basis, passengers should not expect to see the same additional screening at every airport or each time they travel.

There is no advisement in regard to what he can do to avoid this. I advised that he may not always receive this type of screening, however we can not guarantee that he won t receive it.

I advised that he can apply with TSA for Precheck eligibility by pre enrolling via tsa.gov. The would then visit an enrollment center where he will provide ID, fingerprints, citizenship documentation, and pay the \$85 fee. I advised that even if he received expedited screening we cannot guarantee that he won t experience ETD sampling.

No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport.

I thanked the caller for taking the time to share his feedback. TSA monitors the number and nature of such information received so that we can track trends and spot areas of concern that may require special attention.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/12/2014 11:27:00 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX Terminal 4
American Airlines flight 342 Gate 48
Approximate time through screening 12:30 p.m.
Comments: Discourteous employee - TSA Agent (b)(6) Supervisor

8/13/2014

8:23:44
AM

Upon opting out of body scanner, I was directed to a pat down area nearby. There, I falsely tested positive for explosives. My belongings were moved out of my direct view to another station while I was made to stand near a private screening room awaiting a supervisor, TSA Agent (b)(6). Upon Agent (b)(6) arrival, he donned gloves and proceeded to touch the metal luggage tables as well as the screening room door handles and chairs. We were to proceed to the private screening room when I brought to his attention that no control test had been done and his gloves were not clean. Having already undergone a false positive, I wanted to ensure the same false positive would not be repeated. Agent (b)(6) sneered at me and stated loudly "O c'mon" followed soon thereafter by "I guess we'll just take our time then". I replied with "I'm wasting your time, you're not wasting mine, I arrived early". Agent (b)(6) continued to take his time and made a point to have his agents thoroughly examine all my bags, and also ensured that my checked luggage was to be located for screening.

Now I understand that security is of utmost concern and that your agents deal with a world of difficulty, but what I will not tolerate is one of your supervisors causing additional frustration by being completely unprofessional when someone addresses a concern. Not only is his activity highly unprofessional, but it also causes unnecessary delays when attention to detail is not maintained, something that I imagine a TSA supervisor must possess.

I appreciate your time and hope that this matter will be addressed and corrective action be taken.

Witnessing agent (b)(6) ((b)(6) explained procedure and demonstrated patience and understanding)

A 12 year military veteran,

(b)(6)
Hello,

I just went through airline security in JFK. Now my violin has a 5 inch crack down the front of it. I requested a pat-down and the TSA staff went to collect my luggage. I had a violin with me in a hard-shell. When the staff member took the violin she threw it down with force upside down. The case has a curved side and flat side to it. Why she put it curved side down is a mystery. That wasn't proper. Then I wasn't allowed to touch it to fix it. That is only thing that could have caused the pressure to make a crack. Your staff was irresponsible and lacked care in transporting my items.

8/13/2014

10:16:55
AM

Are you insured for anything like this? I can provide a photo. I'm getting a repair estimate from a violin shop.
Please advise.

Thank you.

Sincerely,
(b)(6)

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 8/13/2014 11:29:47 AM Airport : BIL - Billings Logan Date/Time of Travel : 08/13/2014 6:15 AM Airline & Flight Number : Delta 1644 Checkpoint/Area of Airport : Main TSA Employee: (If Known) :

Comment : Please consider this communication as a severe complaint against TSA airport personnel. I am significantly annoyed at the lack of professionalism & courtesy to travelers on display at this airport. This morning I inadvertently keep my wallet in my right rear pocket when I went through the scanner. Uh oh, we got another terrorist is their reaction. Hands up, pat down, wipe down hands, issues orders, no yes sir, no sir, please or thank you. Just barking orders like I am some military draftee at boot camp. Two years ago at this airport I was charged with "having something on my hands" (hand lotion) They grabbed my bags and directed me into a closed room, then they proceeded to complete a full frisk/pat down including putting their hands in my genital area. They did nothing with my hands. This sick person just wanted to touch my genitals. I expect a formal response to this most serious offense, the basic loss of my freedom to travel & be treated with full respect. I insist that I be treated with respect at this airport & all airports in which I travel.

8/13/2014

12:08:12
PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hi,

I need to file a complaint about a situation that occurred during my TSA screening at PWM today. Please let me know if this is not the correct email to send this to. Around 11:30 this morning, my husband and I entered the screening area at the Portland, Maine airport. I am three and a half months pregnant and have been instructed by my doctor to opt out from the screening machine and to have the pat down. There were two other women waiting for the pat down while they found a female agent to do it, so the TSA person had no place for me to wait. So I was basically blocking the line going to the screening machine. After about 20 minutes of waiting, one of the TSA agents (the one monitoring the circular screening machine) asked me again why it was that I wanted to opt out. I told him because I was pregnant. He proceeded to argue with me and insist that was not a reason to opt out. That the machine didn't have any radiation and was perfectly safe and that I should just go through it. This was even after I told him my doctor told me to not do it. The only thing that made him stop harassing and berating me was that I said that every website you read says to opt out because it's safer for the pregnancy. I do not understand why I was given such a hard time over this. Not to mention, he did this in a very public place, with no respect for my right to privacy regarding my medical condition. It's my understanding that this is a common reason to opt out and that anyone can opt out for any reason if they are uncomfortable with going through the machine. I did not get this agent's name, but he was an older white man with glasses and white hair who was manning the only open circular screening machine from 11:30 to noon today (Aug 13).

8/13/2014

3:29:17 PM Also, I should mention that while I was waiting a full 30 minutes for a female TSA agent to be available, the agent manning the bag xray machine was complaining about my things (which included a laptop sitting open in a tub per TSA rules) being uncollected and taking up space at the end of the line. By the time I was finally patted down, my belongings that had gone through the bag xray machine were laying on the floor, partially in the walkway of the people coming out of the circular screening machine! My shoes and jacket had been taken out of the tub they were in and were being stepped on and tripped over by passengers!!

Please contact me if you need more information regarding this unprofessional, poor TSA experience. I hope that this email will serve to help no one go through the same thing.

(b)(6)

HYPERLINK (b)(6) Android"Sent from Yahoo Mail on Android

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Wednesday, August 13, 2014 7:52 PM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 8/13/2014 7:51:45 PM

8/13/2014

8:21:35 PM Remote Client IP (b)(6)
Date Time: 8/13/2014 7:51:45 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

I sent in my complaint already and received a robo-reply (see below). Can you please connect me with the Customer Support Manager that my complaint was forwarded to?

Thank-you. (b)(6)

...

On Saturday, August 9, 2014 10:45 AM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

8/13/2014 9:13:43 PM Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); 4th Amendment Current Date/Time : 8/14/2014 8:01:39 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/10/2014 12:30 PM Airline & Flight Number : US Airways Checkpoint/Area of Airport : E-5 TSA Employee: (If Known) :

8/14/2014 10:10:22 AM Comment : On listed date and time, I was threatened with arrest and subject to a patdown that went beyond the scope of a permissible search. I was groped and humiliated in public and treated like a criminal when I identified myself as a Police Sergeant in Miami Dade County Florida. I have already filed a complaint regarding this matter and I have already contacted an attorney who specializes in civil rights violations. I will not be intimidated or spoken down to by a security guard who impersonates or pretends to be a police officer.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); 4th Amendment Current Date/Time : 8/14/2014 8:01:39 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/10/2014 12:30 PM Airline & Flight Number : US Airways Checkpoint/Area of Airport : E-5 TSA Employee: (If Known) :

8/14/2014 10:10:22 AM Comment : On listed date and time, I was threatened with arrest and subject to a patdown that went beyond the scope of a permissible search. I was groped and humiliated in public and treated like a criminal when I identified myself as a Police Sergeant in Miami Dade County Florida. I have already filed a complaint regarding this matter and I have already contacted an attorney who specializes in civil rights violations. I will not be intimidated or spoken down to by a security guard who impersonates or pretends to be a police officer.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); 4th Amendment Current Date/Time : 8/14/2014 8:01:39 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/10/2014 12:30 PM Airline & Flight Number : US Airways Checkpoint/Area of Airport : E-5 TSA Employee: (If Known) :

8/14/2014 10:10:22 AM Comment : On listed date and time, I was threatened with arrest and subject to a patdown that went beyond the scope of a permissible search. I was groped and humiliated in public and treated like a criminal when I identified myself as a Police Sergeant in Miami Dade County Florida. I have already filed a complaint regarding this matter and I have already contacted an attorney who specializes in civil rights violations. I will not be intimidated or spoken down to by a security guard who impersonates or pretends to be a police officer.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6) miramar fl 33029 Usa

Zipcode:

8/14/2014

10:10:56

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Seattle-Tacoma International Airport

Caller wants to know what is the required procedure was for someone to go through security screening? He understands they put the hand carry luggage in the bin and xray it. He wants to know the screening procedure for shoes. He says he lives in Knoxville and he can leave on his shoes there but in FLL he had to remove his shoes. He said he challenged the officer about taking off his shoes. He took off his shoes and they gave his feet a padown. He feels this is a waste of his tax dollars. He wants to know why he doesnt have to remove his shoes in Knoxville and he does in FLL. He is 78 years old. He has had a hip replacement as well as others and he has a pacemaker, he is ok with the patdown but thinks he should not have to remove his shoes and have a patdown of his feet.

Told caller

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/14/2014 The officer has several layers of screening they can do. So one may allow him to leave on his shoes but when you get a patdown you are subject to additional screening that could include removing his shoes.

12:05:43

PM

Escalation Notes (b)(6)

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

I provided the number to CSM to FLL 954-308-5529

I was traveling last week with my grandson and had his diaper bag, in which my daughter had placed a juice box. Because the juice box was unopened, your employee (b)(6) said she would have to pat me down. I travel at least weekly so this was no big deal – that is, until she began her patdown.

She touched my crotch FOUR times. Moving her hands up each leg from the back, and moving her hands up each leg again from the front. While feeling around my bra line she touched my breasts. I have been patted down on occasion before, but never molested in this manner. It would not have been more comfortable in private as it would have felt even more like a rape..

I reported the incident to her supervisor who proceeded to explain that they had to pat me down because they could not test the juice, and that they had to touch my private areas because explosives are sticky. I'm sure you can find as much logic in her reasoning as I did. Zero.

8/14/2014

2:15:55

PM

Your employee's behavior was way over the top. In the future they should ask the passenger if they would prefer to throw away the juice box and go through security again as opposed to being molested by an overzealous agent.

I was traumatized all the way home and had to take a shower right away. I posted my experience all over social media and had others share similar experiences. This is something you want to address.

(b)(6)

Do you have an enterprise technology project? Data Center move? Custom software development? Need ERP Assistance?

Disability Description: Caller is calling on behalf of a patient (b)(6) who receives chemo therapy via a port.

Information Request: She indicated that she would like to request for assistance for the passenger.

Response Details: you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that she did and I ordered the RFI information to be emailed upon her request.

I advised that TSA Cares can provide assistance for passengers with disabilities or medical conditions to facility screening.

I advised that I would refer the request for assistance.

8/14/2014
3:01:06
PM

We recommend that requests for assistance be made at least 72 hours prior to travel. As this request will be made less than that, she should contact the CSM at PHL at 610-537-1050.

The CSM may provide additional information in regard to the assistance or she may be contacted prior to travel. If not, the passenger can always request the assistance of the PSS at the checkpoint who can assist them.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

If AIT screening is safe for the passenger, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors if safe for them only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms or anomalies.

The patdown should be conducted by a TSO of the same gender.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for

From: (b)(6)
Sent: Thursday, August 14, 2014 2:59 PM
To: TSAExternalCompliance
Subject: Complaint

See attached.

Please note that the State of Florida's Public Records Laws provide that most written communications to or from the City of Doral regarding government business are public records available to the public upon request. This e-mail communication may therefore be subject to public disclosure.

Attachment:

8/14/2014
4:17:52 PM

Complaint Information

Information about the person who experienced the civil rights civil liberties violation

Name: (b)(6)

Phone #: Cell: (b)(6)

Home: (b)(6)

Work: (b)(6)

Mailing Address: (b)(6) Hialeah, FL 33015

Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 8/14/2014 5:55:12 PM Airport : BOS - Logan International Date/Time of Travel : 08/14/2014 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/14/2014
8:03:29 PM
Comment : Thanks to TSA, I missed my flight. I was pulled aside and told they'd have to search my bag. A wipe test came up false positive so they had to search the entire bag and wipe everything down. I asked initially if I would miss my flight, I was assured I would not. After cooperating with them going through both of my bags and submitting to a pat down, nothing was found and all wipe tests were clear. I was told again that I wouldn't miss my flight and that they would announce last call before shutting the doors to the plane. I arrived at my gate and the gate attendants told me they just shut the door and gave away my seat. Delta was kind enough to give me another flight. When I went back to TSA, I had a woman who did not work with me during the search blame me for not showing up early enough for my flight, although I was there within the hour necessary for domestic flights. Despite the fact that other employees who worked with me were nearby, none of them acknowledged me. All I wanted was an apology for the fake promises that TSA employees gave me, however I left feeling disrespected despite my cooperation and agreeableness throughout the search. Nobody should be treated like that, especially when they're nothing but friendly through the entire ordeal. I was assured multiple times by multiple employees that I would not miss my flight and the ordeal would only take 5 minutes. Both of these turned out to be false.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Thursday, August 14, 2014 7:03 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/14/2014 7:03:09 PM

8/14/2014
8:03:31
PM

Attachment
1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No
First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

(b)(6)

Cell Phone:

(b)(6)

P.O. Box or Street address:

(b)(6)

I was a departing passenger on August 13 from Anchorage, AK. I requested a pat down as opposed to the body scan X-ray. I waited 14 minutes for a female agent to become available to do the process. Then she was rude and ordered me around like I was a criminal. "Where's your stuff" "Stand here" "Hold your shirt up"

8/15/2014 8:48:29 AM I did not appreciate being treated like I was the enemy. I travel on a regular basis and know that TSA would rather all passengers go through the body scan. I refuse to subject myself to a cancer causing device. I believe that TSA treats passengers negatively when they do not comply with the preferred scanning method. TSA makes the whole airport experience a negative one.

Regards,

(b)(6)

From:

(b)(6)

Mt. Juliet, TN 37122

E-mail: [HYPERLINK](#) (b)(6)

Telephone: (b)(6)

8/15/2014

8:50:42

AM

August 13, 2014

To:

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Disability Description: Caller uses a cane and takes liquid almond milk for medical purposes. He has an injured spine.

Response Details: Explained to caller he can contact the CSM at HSV and provided name and phone #: Name: (b)(6) Phone: 205-510-(b)(6) (Advised caller the CSM may not be able to address his issue and he should contact via email). Explained to caller he should contact: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling, suggested he include the reference # provided in his letter in the subject line and request status of his complaint.

No phone # available for headquarters, physical address only.

Reviewed following with caller:

For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598

Incident Details: Caller stated he filed a complaint in Huntsville, AL and received an email from TSA in Huntsville, AL. His complaint was for mistreatment during a search, and he stated the officer was discriminating against him. He spoke with Ofcr. Caller husband is a retired veteran and has a prosthesis. He usually gets a patdown but it bothers them because they would prefer it in private. They think its embarrassing in front of every one. They flew out of JFK. On their way back from Jamaica, they had him go in to a room where he received additional screening.

Response:

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

Caller is in Orlando and came from EWR. She had issues with the TSOs in security at EWR. She wants her children to get patdown instead of going through the technologies. She doesn't want to file a complaint on the experience in EWR now because she is busy. She is wanting to know who to contact when she is ready to file her complaint against EWR and also who to contact if another incident occurs in Orlando like the one that occurred at EWR.

8/15/2014

9:55:23

PM

Advised,

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

I advised she can contact TCC, 866-289-9673, to file any type of complaint

8/15/2014

2:44:57

PM

Greetings.

I have two observations and concerns which I would like to address. My first concern is about the lack of a full body scanner at Anchorage Alaska Ted Stevens International Airport for those passengers who have approved TSA Precheck status and have surgical joint replacements or other metal implants.

Our family travels frequently and the Anchorage terminal is only one in the country we can not use the TSA Precheck lane because there is no full body scanner. The agents have stated there used to be one but it was removed and installed in the SEATAC terminal.

People with joint replaces are being heavily searched, panted down, and screened when they use the TSA Precheck lane here in Anchorage. I have a double knee replacement and wrist fusion with staples. My mother in law also has double knee replacements. I tried the TSA Precheck lane, but the hassle and public embarrassment is not worth the paid for pre check status so I just use the regular lanes with fully body scanners.

This is a request and recommendation for the TSA to reinstall a full body scanner at the TSA Precheck station here at the Ted Stevens International Airport.

Additionally, when I fly through the Fairbanks Alaska airline terminal I have pointed out to the TSA agents that the floor mat inside the scanner is pointed to the left as the passengers walk in and not to the right as is most, if not all, of the full body scanners I have walked throughout the USA. Before I had my second knee replaced this year, when I walked through the scanner they would pat down the wrong knee. When I pointed this out to the TSA agent he stated he knew that the machine was not correct, but couldn't do anything about it and could only pat the knee the machine screen showed. This is a recommendation that TSA investigate and fix the problem.

I am thankful that the TSA is safeguarding our countries airports. I am happy to say that all TSA personnel I have encountered have been very courteous, considerate and compassionate. It is just the scanner concerns make it more difficult for travelers to have a more pleasant travel experience here in Alaska.

Thank you for considering these observations and recommendations.

Respectfully

Greg

--

(b)(6)

Anchorage, Alaska 99504

8/16/2014
5:06:59
PM

From: (b)(6)
Sent: Saturday, August 16, 2014 1:46 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/16/2014 1:45:36 PM

8/16/2014
5:07:33
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Who does TSA think they are

Comments:

Just Plain Wrong. My wife after having a doctors procedure went to the Spokane, Wa. airport only to be hurt, embarrassed and disrespected to no end. She had the correct I.D. she's a red head with Cherokee blood. So it blows my mine when in a In the past 3 weeks I have gone through TSA checkpoints 4 times to either pick up or drop off an unaccompanied minor.

The first was the middle of the day. Flights coming and going. I went through easily with a small purse and my cell phone. I was picking up my son's friend.

The second time was early morning. The airport was waking up, I was taking my son and his friend to meet a flight. They stopped me to swab my fingers. No big deal. But weird. Again I had cell phone and small purse.

The third time I went to pick up my son I was with my husband. It was late. Very late. No planes were leaving. Desks were closed. Security at tram entrance wasn't even there. My husband usually flies through security because he flies a lot. When we are with him we get to also. As we waited several minutes for someone to come. I didn't think we would have to go through the body scanner. But we were directed to. So we did.

8/17/2014
11:17:15
AM
Fourth trip. I went to pick up my daughter. I was alone. It was late. Again, the airport was a ghost town. This time I waited a bit longer for somebody to come. I was directed to go through the scanner, and the bonus was I got a pat down after the scanner. I had white jeans and a navy T-shirt on. Both snug fitting. I could not put my cell phone in the jeans pocket if I wanted to. It was over the top obvious I had nothing in my jeans. Yet I still got patted down.

My question to you is, does any of this make sense??? Any of it??? I was not boarding a plane. I had no boarding pass. On two occasions there were no planes to even try to board because it was so late. Your own security checkpoints were ghost towns. I had no luggage to speak of. It's August in Florida so I wasn't wearing bulky clothes or shoes. WHERE IS YOUR COMMON SENSE? It scares me to think that you attempt to secure us in this manner. I hope to live to see the day you employ intelligent, free thinking people to actually secure us. Your current processes are an embarrassment.

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Other; Locks

Current Date/Time : 8/17/2014 8:41:53 AM Airport : PIT - Pittsburgh International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Had a roundtrip flight from MSP to PIT for my husbands job (he's in law enforcement), we were also traveling with our 3 month old. We had no problem with the fact that he had a firearm packed in his checked baggage (he declared it and had it scanned with no issue), we also had no problem getting through the security checkpoint with baby formula in sealed containers (we received a pat down because we didn't want the formula opened). However, we did run into some complications when we were making our way back home at the end of our week long trip!...we were in Pittsburgh for a law enforcement convention and so a lot of the other members of the compition were also traveling with firearms, we arrived at the airport and checked in with no problem, then we took my husbands bag with the firearm in it to the TSA agents to get it screened, standing in front of us was a couple officers from our convention, who arrived at the airport 30mins before us, and they were having issues with their gun cases and locks not being to the TSA's approval. My husband took his bag up and his case and lock were not approved, another officer came up and his case and lock were not approved...they all had to change their locks and re-lock everything before all their cases were approved! Then we went to the checkpoint to get through security...we did all the proper things with shoes, bags, electronic devices, my child's stroller and car seat, and his meds and formula. We walked through security and they took forever deciding if my child's diaper bag was exceptible!!!! I was told that my sons sealed formula was probably not going to be approved because it couldn't be opened. I was willing to have a pat down and have my bags fully checked but it was like the TSA agent had no idea what to do. Funny thing was, I had a bottle of formula that my son was drinking right before we got to security, go through the scan and they didn't even look at that, but the sealed containers were a question! After a little bit, they tested the outside of the sealed containers and everything was fine, we went on our way and no problems there after. My concern is that no airport seems to do their security the same way! We had no problems in Minneapolis-St.Paul but had problems in Pittsburgh. We followed exact protocol according to the TSA website and also United airline and yet we almost had to buy a new case for my husbands firearm and didn't get through security with our sons formula! I would just like for this to be known and hopefully the security will be more equal at all airports and that if there are specific instructions for certain items, to please make it more explained on the TSA website! Thanks for your ears. We appreciate all the TSA does to make our airports safer! (This coming from the wife of a Police Officer)!!!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : [b](6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has diabetes and wears an insulin pump.

Response Details: Advised caller that she is not required to go through the AIT with the insulin pump. She can disconnect and let the officers visually inspect this while she goes through AIT or she can opt out and receive a patdown. She does have this right. Advised caller that as far as officers encouraging her to use this and saying that others use this machine, their pumps may not be the same as her pump, so if her manufacturer says no, then she should not use this.

Advised caller that I will send her some information on filing a formal complaint.

Also, I will forward this to the disability branch to let them know of this as well.

I will also email her some information regarding her options when flying with this insulin pump.

I called her at 1:57 p.m. and advised her that if she ever has any problems in the future, request a PSS.

Sent email.

Incident Details: The manufacturer told her that this cannot go through the body scanner. She says that every time she flies she has difficulty with this. She wants to know the guidelines for going through security with this. She says that she has just gone through security in DTW and 7 agents were arguing with her saying that she can go through the body scanner. They were telling her that people do it all of the time.

8/17/2014
11:17:41
AM

8/17/2014
1:20:48
PM

Disability Description: Caller had a very bad experience at LAX with security. She was traveling with her children, one 19 year old with autism and a service animal and a 13 year old. At the airport she was questioned about an ID for her son. She has a picture from CCI and then she had a transition program document both had a picture. She stated they would have to do a patdown on her son because they didnt think it was enough. She stated she was really emotional because it was unnecessary. When they walked through, it beeped on her service animal because of her animals collar but she stated it was fine to pat the dog down because thats what they usually do. She had 4-5 people total around them. They required that his sons headphones come off and thankfully that he was okay for them to do it. Her son had nylon shorts and a sleeveless shirt. They were feeling his legs, his groin area and her son dealt with it better than she did, it felt like a violation to her. It was very demeaning to her. They did not know any protocol for a person with a disability. They started cursing at them because she felt so violated. There was no understanding with the officers, and they went beyond what they needed to do. She contacted the ADA and left a message. They told her to go ahead and report it. She understands things are dangerous

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

Sent email of all the information to file the complaint in writing.

Incident Details: Caller had a very bad experience at LAX with security. She was traveling with her children, one 19 year old with autism and a service animal and a 13 year old. At the airport she was questioned about an ID for her son. She has a picture from CCI and then she had a transition program document both had a picture. She stated they told her they would have to do a patdown on her son because they didnt think the documents she had was enough. She stated she was really

8/17/2014
1:44:41
PM

TSA CUSTOMER COMMENT CARD

Airport: Newark International Liberty Airport in Newark, NJ

Terminal: C

Date: August 11, 2014, Monday

Time: 1:15 PM

Airline: United

Flight Number: UA 1164 to Fort Lauderdale, FL

8/17/2014
3:43:58
PM

Name of Employees: (b)(6) Plus one other employee.

Checkpoint Area: Security entrance close to higher gate numbers

Personal Data: I am (b)(6)

(b)(6)

Little Silver, NJ 07739

(b)(6)

HYPERLINK "(b)(6)"

I am a 73 year old woman.

Caller said he went through the LaGuardia screening and the Officer after the all machine said that he needed to patdown his left leg and he said the Officer touched his genitals and went too high. He said he spoke to Supervisor (b)(6) and he said that we have the right to resolve any anomaly but the passenger said there are ways to do things. He said he is wearing jeans and underwear and he had nothing in his pockets. He said he felt harrassed and uncomfortable and he said he was not given the name of the Officer who patted him down. He said Officer (b)(6) told him that he would include it in his report the name of the Officer that did the patdown and that there is a video. He said that Officer (b)(6) would not give him that Officer's name. He said he went to a female Officer and asked to speak to a supervisor twice before he was directed to Officer (b)(6). He asked to see the video of the anomaly and Officer (b)(6) told him he did not need to see it. He said this should not involve rudeness or talking over him and he has the right not to be grabbed. He said he does not have the female Officer's name nor the name of the Officer who did the patdown. He said there needs to be respect. He asked will they look at the video and do they have the scan and what did the scan show. He asked why did the Officer grab his upper left thigh and what was the intent and basis for his decision to do this. His phone died twice during the phone call. He asked will they make it difficult on him now going through checkpoints. He asked can he speak to the CSM.

Complaint:CSM

Claims Patdown Complaint

8/17/2014
6:23:41
PM

Airport:LaGuardia

Airline: American

Flight Number:2437

Departure Time: 08-17-14 at 6:10 pm

Arrival Airport and Time:Miami at 10:30 pm

Location: security checkpoint

Terminal: D 2

Gate:D 10

Contact Information (b)(6) or (b)(6)

I advised him that I will refer this to the CSM at the airport.

Response:I had to call him back twice because his phone went out.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 8/17/2014 5:52:34 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/29/2014 Airline & Flight Number : U.S. Air #506 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :

Comment : have had similar problems 3 times now. Due to several joint replacements, I need to use the body scanner. I now inform TSA at the beginning to route me through the scanner. I told the first two agents this time. The second was the lady checking the passports. After telling her, she tells me & my wife to proceed and not to remove our shoes. Obviously, she did not listen. No additional instructions. In line I see everyone removing shoes, and emptying pockets, etc. We do the same just to be safe. They then send us through the metal detector, not the scanner. Of course, I know I will set it off, but I assumed they would have me use the scanner next. NOT THE CASE!!! They inform me that once you go through the detector, you are not allowed to use the scanner. The scanner is right next to it, and not being used. how ridiculous. Instead, they hold me and everyone else in line behind me so they can call over an agent to do your pat down procedure.

8/17/2014 6:25:50 PM I want a reply from you on this complaint. There is no possible way that I am violating my or anyone else's safety by being body scanned after I failed the metal detector. I was told they could not do it because of strict TSA procedures. I understand the importance of your job, but TSA must realize that passengers are on strict schedules. Holding up the line for any reason affects everyone in line. I could have stepped into your scanner and body scanned in less than 30 seconds. Me and everyone else would be moving through in a timely manner. TSA must change this procedure. The scanner would have shown implanted joints on me in my hip and both shoulders. Nothing else. CHANGE YOUR RIDICULOUS PROCEDURE. I do request a response to this issue.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 8/17/2014 10:39:05 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 08/16/2014 8:40 AM Airline & Flight Number : American AA1077 Checkpoint/Area

of Airport : C-Pier AM TSA Employee: (If Known) (b)(6)

Comment : I experienced extremely unprofessional behavior from this employee, I believe her first name may be (b)(6) (?), while going through the security checkpoint at BWI airport in Terminal C. After walking through the body scanner, this employee told me that my arms would need to be patted down, which I was ok with, I just asked that she change her gloves before searching me. Immediately after I asked her to change her gloves, she got an attitude and turned and looked at her male coworker in such a way, that it was obvious that she was expressing her displeasure with my request for her to change her gloves, which made me feel very uncomfortable. After changing her gloves, she proceeded to give me an unnecessarily rough patdown and of my entire upper body---not my arms as she initially told me, and what I initially consented to. I travel frequently, and I have been patted down by TSA officers on countless occasions, and never before I have ever been patted down this roughly. As she began to pat down under my breasts and back, I asked her wasn't she only supposed to be patting down my arms, to which she did not respond. It was clear that she was ignoring me or pretending like she didn't hear me ask her about the scope of her search. She then walked over to a computer station nearby, and began doing something at the station, and said nothing to me to let me know whether I was free to leave. I then asked her whether I was free to leave, and this time, while at the computer station, she heard me, and quickly barked "no." She continued to do something at the computer station while I stood there waiting outside of the body scanner. She came back, and I believe she swabbed me or wanded me for explosives. After I was told that I was free to go, I immediately asked to speak to a supervisor and reported the incident. The supervisor that I spoke with was SISO (b)(6), and she told me that she would address the employee about the incident. Because I was so highly disturbed by the employee's behavior, I asked for a complaint card so that I could formally report the complaint to TSA. It is clear to me that the employee that searched me got an attitude because I requested that she change her gloves, and in retaliation, gave me an unnecessarily rough patdown and conducted a search outside the scope of what she initially told me she was going to search and what I consented to, which is petty and unprofessional. As I understand TSA procedures, before being searched, I can ask that the TSA officer put on a new pair of plastic gloves, and I should be able to do that without hostility from the TSA officer.

8/18/2014
8:43:38
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/17/2014 10:28:56 PM Airport : DEN - Denver International Date/Time of Travel : 08/17/2014 7:15 AM Airline & Flight Number : American 1685 Checkpoint/Area of Airport : Prior to entering the Security check point TSA Employee: (If Known) :

Comment : As background, my husband and I travel regularly -- and over the past 10 years, he with a knee replacement, me with two hip replacements. We have always been treated courteously, respectfully, and professionally by the TSA officers, especially before the x-ray machines were introduced and we had to be wanded/patted down. (And while I have complimented officers personally, I am remiss at never complimenting them in this forum. I will in the future.)

Earlier this year, we registered for the TSA Pre-Check program. In our experience, most of the Pre-Check lines don't have x-ray machines. In those cases, if there is a distance between the two lines, the procedure has been that we tell the attending officer that we have artificial joints and he/she walks us over to a line with an x-ray machine, notifies that officer that we're pre-checked, and then waits for us at the other end of the x-ray machine.

This morning, we arrived in Denver for our flight to Chicago, connecting to Reagan National. No one asked to see our boarding passes and IDs and we completely missed the sign that notified us of the pre-check line. We got into the into the "premium" line, which was not incorrect, since we had upgraded our flights. We were first in the premium line, but all lines were halted for several minutes as the machines were being attended to.

8/18/2014 8:43:41 AM When we gave the desk officer our boarding passes, he asked in a very non-customer-friendly tone, "Why are you in this line? You should be in the Pre-check line?" We told him that we hadn't seen a sign for that line nor had anyone directed us there, and he scolded us for missing the sign. Our response was "Perhaps your signage wasn't very clear," and he argued back that it certainly was.

Apparently exasperated with us, he then sent us to the pre-check line, which did not have an x-ray machine. We informed that officer that we had artificial joints and he told us to go back to one of the other lines because he didn't have both male and female staff to spare for our pat-downs. I told him that, in other airports, we were escorted to other lines, and he looked at me blankly. He said, "The lines aren't too bad -- just join one of them." He wasn't at all unpleasant, which the previous officer had been, but it was clear that we were on our own as we got in line at an x-ray machine.

Given that our previous exchanges with the TSA officers have always been positive and professional, we were taken aback by the discourteous and -- to us -- unprofessional nature we were shown by two officers today.

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition: Screening Current Date/Time : 8/17/2014 7:30:16 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 08/02/2014 9:00 AM Airline & Flight Number : DL 4717 Checkpoint/Area of Airport : Security Checkpoint TSA Employee: (If Known) : Officer (b)(6) Comment : Upon arrival at security, I asked to have my VPAP sleep machine hand-screened as advised by the company. The gentlemen directing traffic through the scanner rolled his eyes, slumped his shoulders, harrumphed very exasperated and stated "You know you will have to have a pat down"; I said no problem and I tried to explain I had a medical device but he turned his back on me. Officers (b)(6) &

(b)(6) were called over to assist. Officer (b)(6) was professional as was the gentlemen who checked my bag (he knew it was a VPAP). Officer (b)(6) also exhibited exasperated behavior, slumping shoulders, and acted like this was a huge inconvenience. I again tried to explain it was a medical device and was ignored. Officer (b)(6) said I would need to have an invasive pat down which could be done in private. I said no problem and I would like it done in private. She appeared really annoyed and said "you want this in private?" Yes please. The pat down was professional and she explained everything along the way. She must have "harrumphed" about 4 times as she did the pat down to let me know her displeasure. Ironically, at ANC Airport on my return flight Friday 15 Aug at 0600 (DL 2578) there was initial push back when I asked for hand-screening and was told the CPAPs can go through the x-ray machine; when I insisted they asked another

8/18/2014 8:43:48 AM Officer (b)(6) to intervene. He said "no problem." Please hand me the piece of equipment you want hand-screened and the rest of the bag can go through the x-ray machine. There was no pat down required. Officer (b)(6) advised me of my rights and I was very grateful for his assistance and that he took the time to actually talk to me vs. turning his back like the other agents. There appears to be some inconsistencies with how TSA staff are handling hand-screening as well as passenger contact across the different airports. ANC Airport should be the gold standard.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller's daughter has two medical implants.

Response Details: I will send you information on what is needed for your complaint to be complete. With any type of disability complaint, for it to be complete, it should be in writing. It also should be written by the passenger who received the treatment. However, she could give written permission for you to file the complaint.

She can call us at least 72 hours ahead of the flight. We can submit a request for assistance on her behalf. This is a request for a PSS. This could also be asked for when a passenger reaches the checkpoint. This is not just for passengers with mobility impairments. This can help anyone that may have concerns about the screening or needs some extra support.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

I will send the information of how to file a complaint. I will also send the policy information on how screening should work for passenger with medical implants.

8/18/2014
12:58:01
PM
Incident Details: Flight information:
Airport: PIT
Airline: Delta
Date: 8-17-2014
Time: 7:25 AM

The connecting DTW was at 10:00 AM

The caller's daughter is (b)(6). She traveled yesterday from PIT to DTW to IND. She has a card that says she can not go through the x-ray. She had a TSO that brushed her pubic bone with her hand. They made her lift up her shirt as well which she has not had to do in the past. She has had this device since she was 10. She has had one other bad experience. It was very difficult for her. She wants to do what can be done so this does not happen. She asked if the PSS was a TSA employee. Her daughter does not have any mobility issues.

She says that she has not had the issue before with the pubic bone being grazed on the inside of her pants. She also has not had to lift her shirt and asked if that was allowed.

She asked what happens if the form is sent to her with the information.

Caller stated she does feel that this was a failure to accommodate her daughter's medical need.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/18/2014 12:37:26 PM

8/18/2014
2:26:20
PM
Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal A, Gate 12, Newark Airport, Air Canada flight to Toronto, Friday 8:25AM (when we encountered the rude agents), August 15, 2014. 2nd checkpoint into the row...

Comments: An older black female agent with braids rolled here eyes and then glared at my obviously pregnant wife for wanting to opt out of the body scan and get a pat down instead. It was incredibly unprofessional; there was literally nobody ahead of or behind us at this checkpoint, and I counted 8 TSA agents just casually chatting.

If you could please instruct TSA agents at Newark not to give passengers grief for opting out of the scan for health reasons (as is our right), that would be greatly appreciated.

To Whom It May Concern,

On Friday, August 15th I traveled out of Washington Reagan National Airport (DCA) Terminal C on a US Air flight. I had a 5:30pm flight. The exact time I went through security was between 3:45 and 4:15. I have a very serious complaint against two employees: (b)(6) and TSA Supervisor (b)(6). My greatest complaint is with Supervisor (b)(6).

While going through security I opted for a pat down. I always opt for pat downs when going through security and I am a frequent traveler. I have experienced somewhere between 30-50 pat downs and security searches. None have ever been like this. (b)(6) was completing my pat down. She was in training so Supervisor (b)(6) was overseeing her. Supervisor (b)(6) did not merely watch and make sure she did an accurate job but he leered. I am a young woman and felt very uncomfortable under what was an aggressive and lecherous stare from Supervisor (b)(6), a (b)(6) encouraging, patted down my chest and inner thigh region twice. Twice. With a very aggressive hand. Then she went to search my bag. Instead of performing the usual swipes, Supervisor (b)(6) instructed her to empty out all of my shoes and electronics and swipe and examine each one individually. This meant she had to empty the entire contents of my bags onto the examination table. When I told the two staff members that I felt uncomfortable, Supervisor (b)(6) told me not to question the way he did his job. I told him I had never had the same procedure done any other time I had received a pat down. He suggested that he was being more thorough. I then pointed out that none of the other TSA employees around me also performing pat downs and security searches were so aggressively feeling the passengers' bodies or emptying the contents of passengers' bags and individually swiping all shoes and electronics. They were merely doing manual examinations (keeping the contents in the bags) and swiping the internal and external surfaces of the bags. I told both (b)(6) and Supervisor (b)(6) that I felt very uncomfortable and Supervisor (b)(6) response was that I should not. The whole process took around 30 minutes. Supervisor (b)(6) acted extremely inappropriately and unprofessionally. I can only describe my experience as harassment.

8/18/2014
4:26:28
PM

From: (b)(6)
Sent: Monday, August 18, 2014 3:06 PM
To: TSA-ContactCenter@dhs.gov
Subject: Complaint About Incident In Phoenix Arizona On 8-14-2014

Attached is the complaint, the card I was given by the TSA Supervisor, and copies of the 3 attempts I made to fax this information to you at the number given on the card. Please respond so I know you received this. I was able to fax it to 571-227-1904.

(b)(6)
Phoenix, Az. 85023
8/18/2014 4:28:23 PM (b)(6)
PM

It is more important to always do the right thing than it is to always do things right

On August 14, 2014 my husband and I were on our way to Denver, Colorado for 4 days. I had a carry-on suitcase. I went through the security line, took off my shoes and placed them, my purse, and my suitcase through the scanner. I then went through the body scanner. My suitcase was taken off of the scanner and told me they had to look inside it and check it. I said that was okay. When they opened it I saw I had forgotten I left my Psoriasis cream in my suitcase. Another TSA agent came over and was talking to the first lady (the first lady was wearing a white shirt). I tried to ask if I could just check my bag and she was rude and told me, "I'm talking to her (the trainee) now." This agent was wearing a blue shirt and blue pants. She then told the trainee, this is the time for you to learn. They went through my suitcase took out my curling iron and checked it with something. The

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 8/19/2014 4:13:20 AM Airport : JFK - John F. Kennedy International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

8/19/2014 8:20:22 AM Comment : I am aware that anyone can opt for a pat down however I am pregnant and was forced to go through the scanner a few times at various airports even with the option to pat down wich is DISGUSTING. This is putting me off flying altogether. Why should I spend my hard earned money on something like this? IF IT IS MY RIGHT TO OPT OUT, WHY ARE YOUR DISGUSTING WORKERS FORCING ME AGAINST MY WILL FOR A SCAN? I WANT A RESPONSE TO THIS. IT IS UNACCEPTABLE AND I WILL BE MORE THAN HAPPY TO SUE FOR THIS CONSIDERING I AM MARRIED TO ONE OF NEW YORK'S TOP LAWYERS. THIS HAS HAPPENED AT VARIOUS OTHERS AROUND THE COUNTRY. I AM MANY TIMES RIDICULED AND LITERALLY DENIED A PAT DOWN. I KNOW THIS IS A VIOLATION OF MY RIGHTS AS A CITIZEN OF THIS COUNTRY. EXPLAIN THIS!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 94065

8/19/2014

8:20:47

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Washington Dulles International Airport

To whom it may concern,

8/19/2014 2:08:59 PM I wish to report an incident that happened to me at the Reno Airport Security Check Point yesterday (8/18/14). I was checking in for Alaska 2448 leaving at 5:10 PM for Seattle. I put my laptop on the rollers but forgot to take some change and wallet out of my pockets. After going through the x-ray machine I was instructed to go this TSA fellow for a pat down. I was asked to take out the change and wallet and was patted down. The fellow took my wallet and told me to go over to the drug checking station where my hands were wiped and checked. All was OK. Went back and got my wallet from the TSA guy and proceeded to my gate. After I got home, I was emptying my wallet of excess cash and noticed I was missing a hundred dollar bill. I know I had 3 hundred dollar bills as I had checked my wallet before getting to the airport to see what my losses were at the casino.

I realize that nothing can be done to get back my hundred dollars but just wanted to report this incident to make you aware of a potential problem at the Reno Airport Security or if other reports have been made at this location.

(b)(6)

Caller refused to provide her phone number --only an email.

Caller stated on 8-18-14 at 4:30 AM she was at Orlando MCO for an early am Flight.

(She did not correct me when I said 13th but on playback of the call she clearly said it was 8-18-14 which was Monday)

When the ID TSO looked at her ID he stated (Quote) you are a Jew (Unquote). She did not get his name but he was an older looking white man with white hair and a goatee.

She felt he was pointing fingers at her like she was a bad person and did not say that but that is what he meant.

The supervisor came over and escorted her to the conveyor after she looked at her ID documents and birth certificate and SS Card. She also said (Quote: You are Jewisht (Unquote)

The female Supervisor is a bleached blond, tall woman about 5 foot 8 and she thinks she is Afghanistan Nationality.

She said they did ETD by swabbing her hands and she had not set off any alarms. She was also given a Patdown up and down her body.

The other female TSO Said they do not want you to have money or a good job. Caller became upset when asked to clarify who they were.

Caller said you know the TSO s wear disguises and they are killing people.

When asked if anyone threatened her----3 times she would not answer except to say she found the experience harmful.

Caller asked if this was DC.

8/19/2014

3:10:25

PM

RESPONSE:

Told her I am sorry she is upset and we have all we need and she will be sent information on how to put her complaint in writing.

Told her I do not have any information about anyone with TSA wearing disguises or killing people.

When asked if anyone threatened her----3 times she would not answer except to say she found the experience harmful.

Told her this is the TSA Contact Center and she will be sent info via email (confirmed again) on how to put her complaint in writing and nothing will be done until she does that.

Told follow the instructions.

Started to explain there is a difference in someone threatening her and her feeling upset but she hung up on me.

Caller wants to know how to get a precheck number. He is over 75 and a preferred flyer with Southwest. He didn't sign up for it. He was getting TSA precheck and knew it was random but about 3 months ago his wife became a companion and she would get it and he would never get it. They fly out of Hobby. Is precheck the same as Clear? Caller is complaining about having to take his belt off and it doesn't have any metal in it. If he doesn't take his belt off can he refuse?

Advised:

How did you sign up?

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/19/2014

3:23:11

PM

TSA anticipates these changes will further reduce--though not completely eliminate--the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

If you didn't sign up for it then you are being randomly selected for it. You may never get it again. I don't know what Clear is.

If you want to get it on a regular basis you can go on our website and complete the application and visit an enrollment center to pay the \$85 fee, get fingerprinted, have a background investigation completed and have an interview. Once approved you would receive a letter in 2-3 weeks with a KTN number assigned to you. You would enter that number on your reservations to qualify for precheck.

The belt may have had to be removed to make sure a passenger isn't carrying any prohibited items. If you refuse to remove the belt you won't be allowed to go through the security checkpoint.

Caller flew with Southwest who told her to call TSA. Caller flew from Detroit August 7th with her one and six year old. Her 6 year old was tested positive on her hands. Her 6 year old was screened and they were held up for two hours. She and her daughter were patted down. Now she crying every day and does not even want to fly down. She watched her mom get a patdown and then she watched her daughter get a patdown. She said their vacation is ruined and she paid over 1000 dollars for it and she wants compensation. She did not say they were rude or did anything wrong other than held them up.

I told her that every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. Transportation Security Officers (Twos) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. Every person, regardless of age, must undergo screening prior to proceeding beyond the security checkpoint. Even a baby or toddler must be screened.

8/19/2014
3:54:57

PM

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.

I told her that there is no monetary compensation that you can get for someone becoming upset because they were screened. You may visit tsa.gov and look at the claims process. An investigation would be conducted and TSA may or may not pay a claim so there is no guarantee of this.

I did tell her to ask for a PSS before screening starts so she can have a backup person to help her.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/19/2014 2:53:58 PM Airport : SYR - Syracuse-Hancock International Date/Time of Travel : 08/18/2014 6:00 PM Airline & Flight Number : Delta 3940 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My 86 year old mother went through security and was cleared by the TSA agent that was monitoring the body scanner. Several minutes later while she was waiting for my 14 year old niece to go through security, a female African American TSA officer approached my mother and said she needed to pat her down either in a room or in public. My mother told the agent that she had nothing to hide and the pat down was conducted in public. She was confused as to the purpose of this request and very offended by the thorough search conducted on her. The action by this officer seemed completely random and out of line since my mother had already been cleared through security.

8/19/2014
4:05:33

PM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number : (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir or Madam,

I'd like to voice my disappointment and extreme dissatisfaction with the TSA contact during a recent trip through the ATL airport. I checked in and went thru "security" at ATL on Sunday evening, August 17 at approx. 7:15PM. I am a United Airlines "Premier 1K" traveler and have traveled at least 80 flight segments already this year. I am also a "Pre-Chek" approved traveler on United Airlines. Additionally, I have applied for, was fingerprinted, and a member of the "Trusted Traveller-Global Entry" permit. As you can see, I am no "novice traveler". My disappointment is on several levels:

This past weekend I flew on Delta (I entered my Known Traveler number when making reservations so that hopefully the TSA Pre-check symbol would be on my boarding pass). When I went to the airport and printed my Delta boarding pass, there was no Pre-Check symbol so as a result, couldn't use the Pre-Check line. I entered the Pre-check line anyway tried to use my "trusted Traveler global entr" status to use the Pre-check line, but the TSA agent there said this wasn't good enough and would have to go thru regular screening.

I went thru the regular (full) screening line, which was long and almost caused me to miss my flight. Being concerned about the millimeter wave scanner, I "opted out" of it, only to be told I would have to wait for an extended period as there was no male attendants available to pat me down. (There were several male employees present watching the X-ray screens or doing other tasks, and plenty of female employees standing around apparently doing nothing (I know now what TSA stands for "Thousands Standing Around"-it's true), however none of them offered to relieve a male employee to pat me down.

8/19/2014
10:06:35

PM

After approximately 10 minutes a apparently angry and surly male TSA employee approached me and angrily said that I caused him to have to leave his break early. (My response was the he should remember who his customer was and who's tickets pay for his salary!). He angrily patted me down, and banged my testicles during the pat down, causing pain. I'm sorry I don't recall his name as he should have assault charges filed against him; his last name ended in something like (b)(6) or something to that effect. I finally finished my screening and after running the entire way to the gate, barely made my flight.

My questions for the TSA are:

1. Why isn't a "Trusted Traveller Global Entry" ID, issued by the Department of Homeland security, sufficient to be included in the Pre-Check line?
2. The TSA has my flight records and knows that I am "Pre-Check" on United. Why doesn't this carry over to other airlines I fly. You know how much I fly and have me in your data banks.
3. Why aren't the ATL TSA more accommodating to the traveling public whom they are tasked to serve?
4. At ATL, all the TSA screeners are black. This in itself isn't a problem, but why aren't other races represented in employment there? Where is the commitment to diversity at the TSA?

Thank you for your time and attention. I wish I could say it was a pleasure to interface with the TSA, but this is almost never the case.

I am copying my senator and representatives in hopes that they will be able to see the extreme inefficiencies and lack of professionalism at the TSA and that they do their best to abolish this waste in performing "Security theater"

Caller states that he traveled from LGA to MCO on 08/20/2014 on Delta Airlines time of travel was 8:25 am and states that he did not want to go through the screening and requested to opt out. The officer at the check point was giving him a extremely hard time over this request. The officer at the check point finally requested that a supervisor talk to the traveler and when the Supervisor (b)(6) arrived on the scene he had a very combative attitude and according to the caller, was ready to fight. Caller felt very threatened and intimidated by the supervisors behavior. When during the whole time he was just wanting an explanation as to why he could not opt out for a patdown.

8/20/2014 Gave the caller the following info:

8:47:10 AM Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller arrived from St. Petersburg, Russia via Munich, Germany to CLT yesterday for a connection to PHL. He purchased a very expensive bottle of liquor in a duty free bag, sealed hermetically in St. Petersburg and was told he could get through screening with the item. Upon his arrival at CLT after clearing CBP he went to TSA for his connecting flights and stated his liquor was confiscated and the seal removed and tested and he was told it failed and he wasn't allowed to have the item in checked baggage. States TSA confiscated his liquor and probably took home and drank. Caller doesn't like TSA at all, states they dumped his camera bag and took out the lenses, he had to empty his computer bag and they rescreened his items. The Supv. asked for his boarding pass from departure from St. Petersburg and it was in his computer bag and he wasn't allowed to touch the bag to obtain the pass. TSA is a disgrace and he was required to have a patdown. Stated it was harassment like you wouldn't believe and this is why US travelers don't like TSA, no reason why he shouldn't have been allowed to place the liquor in checked bag. Stated he was speaking with the flight crew from CLT to PHL, they told him CLT was the worst TSA crew they had to experience and they harass everyone including crew. Arrived at CLT approx. 4:10 PM and went through TSA at approx. 5PM. Only checkpoint at International Arrivals, checked through connecting flights, not the domestic TSA checkpoint, strictly international arrivals connecting US departures. Flying via US Airways, Flight # 1798, departed at 8:35 PM from CLT to PHL and if he had a close connecting flight he wouldn't have made it because he was detained approx. 20 minutes. Caller said he spoke with a TSO that said she was a Supv., a female possibly 40s and a little heavy, caucasian. The TSO wore glasses, mid 30s, caucasian, average height, slight build. Caller stated we need to get rid of the TSA and he would like a response from the CSM at CLT. Asked for phone # to contact

8/20/2014

9:14:13 AM Response:

Apologized to caller for his negative experience at CLT. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Provided following information to caller:

Once cleared through Customs and Border Patrol, these liquids must be placed in checked baggage upon arrival in the United States and before departure on connecting flights. TSA advises travelers returning from international flights to a connecting flight in the United States to use their time in customs to place any duty-free liquid items in their checked bags.

Alcoholic beverages with more than 70 percent alcohol content (140 proof), including 95 percent grain alcohol and 150 proof rum, are not permitted in either carry-on or checked baggage.

Advised caller the TCC doesn't receive information whether a CSM will contact a passenger, but, if additional information is required he may be contacted via email. Advised to allow a reasonable amount of time for a response and explained how to contact the CSM at any airport in the US.

Explained he can obtain a claim form from the website if he chooses to submit, no guarantee it would be honored if his item was prohibited.

She likes to take canned carrots and they have liquid in them she puts them in checked luggage. They opened her luggage and looked and she had Mylanta and Milk of Magnesia and went through her personal items going there then coming back from JFK. She had a very thin black dress and different things came up on the AIT and she felt totally abused. She had a flash drive on her leg and had velcro straps with things on her leg with her money and was wearing a necklace and a locket and pin on her lapel. They said they were going to get a woman and put her in a private booth to screen her and she threw her blazer off and started patting herself down to show there was nothing there.

It is not safe to put money or things in her bag and anyone can steal anything. She flew on American and then on United. She is going to Washington DC and she ordered those TSA locks for the luggage so they won't break open the lock. She didn't like them going into her things and it is a demeaning process. She doesn't want to complain about the carrot incident but she does want to complain about the patdown.

Advised:

8/20/2014

10:10:17 AM All baggage is required to be screened. If the luggage has an image or something sets off an alarm they would need to open it and search it.

Any anomalies or alarms that register on the screening technology have to be resolved and that may include a patdown procedure.

I will go ahead and forward this information to the CSM at the airport for review.

Airport where the incident occurred: JFK

Airline: United

Flight numbers: 314

Date and time of incident: December 10 2013, 715 am

Terminal or gate: Gate 7, Terminal 7

Individual's contact information email

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/20/2014 5:32:35 PM

8/20/2014

6:03:36 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): I was traveling from New York (Kennedy airport), to Charleston, South Carolina. Flight #1273. Jet Blue Terminal. My flight was at 7:04 am. I had to be patted down between 6-6:30. My husband was in a wheelchair. Also the date was August 19th

Comments: I went through screening everything was fine. After that they took my cooler bag aside. Inside bag was 2 boxes of Raviolis, Mozzarella cheese, Grated cheese & coldcuts. The TSA agent at that point said everything was ok. Then she checked cooler bag & then informed me that she needed to pat me down because cooler bag had some hazardous material on it. I am 57 years old, a retired government employee, I was so humiliated. I just cried. I want answers

I've been TSA pre for over a year. 10 days ago I flew and had TSA pre on boarding pass. Today at JFK it was not. I never received renewal notice or any other communication. How do I get it back?

Also since I am so used to traveling as pre I did not take my shoes off. At that point the TSA agent began treating me as a criminal. I understand pat down but then she did a hand swipe and took my wallet (which had no reason to go through X-ray. And made sure that all my property was run SEVERAL times. There was no reason for this treatment since I made a simple mistake as a frequent traveler used to going through without removing shoes. Agent was extremely rude and when I tried to explain I was pre and show her my clear card she would not let me access my wallet. I'm not sure why it was not on boarding pass but there was no reason to be treated as a criminal by a clearly power obsessed, individual who had no regard for passenger service.

8/20/2014

6:04:20 PM

If this is standard training for agents please rethink your standards.
Thank you,

(b)(6)

Sent from my iPhone

Disability Description: Caller is a parapalegic in a wheelchair.

Information Request: The caller wants to know the policy on screening of wheelchair cushions.

The caller only has the date and times of the incidents and the airport they occurred at. The caller does not have the flight numbers available.

Response Details: Advised caller the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Advised caller I will submit the complaint to the disabilities branch as well as the CSMs at both airports involved. Advised caller For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

8/20/2014

6:16:58 PM

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

Advised caller that I will send her the information in her email on how to properly file the complaint.

Incident Details: Calling in because she wants to discuss a problem she had with TSA on a recent flight. The caller is a platinum status traveler with American airlines so she goes through TSA quite often and is aware of the rules. The caller states she has had a horrible experience on both her outbound flight and inbound flight. The caller states its taken her this long to calm down so she can call in and talk about it. The caller states the worst part of the trip was going through TSA at DFW on Friday, August 8. The caller was at the security checkpoint close to terminal A3 around 10-10:30 am. The caller is a parapalegic and in a wheelchair. The caller states she is also precheck. The caller states she was ready for her patdown and swabbing and

To Whom It May Concern:

My wife recently travelled through Newark airport for a flight bound to the UK.

She is American, 28 weeks pregnant and was travelling alone. She came to the security gate where she requested a pat down instead of going through the scanners.

This is a doctor recommended alternative. The gentleman operating the line, one of your employees started to ask questions regarding my wife's decision to request a pat down instead of a scan. He started telling her, over and over again that it was safe. When she politely refused he started to tell her incidents of other pregnant women who had gone through. My wife continued to decline and request a pat down however your employee felt the need to continue harassing her about her decision. Eventually the gentleman told her to wait on the side and told her she had to wait here for 30 minutes in order to get a pat down, this reduced my wife to tears.

She was standing without her shoes on, without her coat on her own on the side line in front of the whole security team and line for 30 minutes being harassed by one of your employees. She was reduced to tears and humiliated in front of everyone.

8/21/2014 8:23:27 AM Despite what your employees believe regarding security processes pat downs are offered by your staff for people who request them on ANY grounds be they religious or otherwise. I wonder if this would have been the response had my wife told you this was for religious reasons. Despite what your employees believe this is the choice of the traveller. I feel that such treatment of a young, pregnant, solo traveller is absolutely dispicable. Your employee is not a doctor, he is doing a job and has no right to judge, harass or mistreat or single out anyone who deviates from what he thinks is the accepted norm, especially when the TSA offer this alternative method of security search for just this reason.

I do not intend on letting this matter rest and will continue to contact you until I receive what I believe to be an acceptable apology and response.

To be treated in this way is simply disgusting and I intend to get to the bottom of it.

I look forward to hearing from you soon.

Kind Regards

(b)(6)

Caller stated she went through the precheck line and the male agent asked for a female to come for a patdown. Caller stated a female crew member went through the checkpoint and the alarm went off and the caller stated she was the next female that went through and she was subject to a patdown. Caller flew from Richmond Virginia at 08:10am. Caller stated she felt like she didnt need to have a patdown. Caller stated she filled out a TSA comment card. Caller wants to make a formal complaint about the way she was screened at the checkpoint. Caller stated she feels like she wasnt treated properly at the checkpoint.

8/21/2014 8:47:30 AM

Advised caller the following information:

Advised caller I going to transfer her to another department to get some more information about the screening procedure at the airport. Transferred to the MB department 1575775

The caller indicated that she is flying out of RIC today with Delta flight 6222 departing at 10:11am. She went through the checkpoint at Gate B at 8:10am and passed through the AIT after several crew members. After passing through the AIT, A male TSO (middle aged, balding, caucasian) asked her to step to the side. Another male TSO tall, caucasian, longer hair) came up and asked why he had called for a patdown. The first TSO and advised that the alarm rang for the crew member that passed through the AIT prior to her, and that TSA Rules stipulate that if there is an alarm for a crew member, the next passenger that passes through must receive additional screening. The female TSO that conducted the patdown (b)(6) (who was lovely) provided the same information.

8/21/2014 8:56:15 AM

The caller is very upset and would like to understand the rules in regard to ask. She asked if this is the rule. If it is not the rule, than she is very upset that she had to be screened additionally.

She would like to be contacted.

She completed a comment card at the airport. She asked TSO (b)(6) how to file a complaint and she provided a comment card. She submitted this at the airport and was provided a copy of the comment card.

I advised that the CSM would need to address her inquiry. I advised that I would refer the information to the CSM at RIC to make them aware. They would have the means to look into and address this. The caller has a complaint. He is at BOISE currently. He stated that they went through at 7:45 am. He stated that his wife had her hair done and the machine alarmed. He stated that they messed up her hair. He stated that the hair do cost \$85.00 and he wants to file a claim for the hair do. He stated that there was nothing in her hair, it is just very thick.

8/21/2014 10:20:43 AM

I explained that if a passenger goes through the AIT and any alarms or anomalies occur, a patdown is required to clear the alarms. I explained that bobby pins and other hair accessories can cause an alarm. I explained that in my own experience, bobby pins resulted in my hair being patted down for screening. He can file the claim, and the CMB will make the determination as to how to resolve the claim. I can send the forms with in 24 hours of this response, via email. I explained that we will document his complaint.

Caller said she is trying to file a claim form because on yesterday while taking her grand kids to catch their flight to Canada at Dulles her granddaughter was selected for a patdown she is 11 years old and was told by the tso that she would get a modified patdown but since she complained they all got a patdown the kids 11 and 8 year old did not received a modified patdown and even when she was patdown her shirt was lifted in front of everybody. They were also asked to remove all electronics and power them on her granddaughter iphone was not charged so the phone had to be left at the check point. When her husband talked to Captain (b)(6) about getting the phone back at the airport the supervisor told them the phone was surrendered and gave him a claim form. A private screening was not offered to her.

Caller is upset over the phone not being returned and the patdown they all received.

They traveled out of Dulles on 08/20/14

Gate C flight # ua4551 at 11:40 am.

Response

8/21/2014
10:28:24
AM

Devices selected for this screening that do not power up will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that do not power up or do not function may place them in checked baggage or ship them to their destination.
When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search.

The patdown can always be conducted in a private screening location when requested.

Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

I will send your complaint to the CSM at the airport you can file the claim that was given to you at the airport.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/21/2014 11:28:51 AM Airport : DEN - Denver International Date/Time of Travel : 08/21/2014 8:45 AM Airline & Flight Number : Southwest Airlines #467

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/21/2014
12:13:04
PM

Comment : This morning I asked for a pat down when I got to the security checkpoint. The first agent asked for a female assist. I overheard another female officer say "I'm on the other line". I proceeded to wait until she came over. She then proceeded to say "well you know it's not radiation right? You can go through the scanner." I then told her that I understood but still wanted the pat down. The agent then sighed and rolled her eyes at me and said "ok then take everything out of your pockets and take off your shoes and send them through the scanner." I proceeded to do so and then followed her directions to move to the screening area. At this time I discovered I had accidentally left some chapstick in my pocket. The officer then then looked at me and stated, "oh that was in your pocket? Well that was supposed to go through the scanner but you didn't listen so I'll just take care of it." She then proceeded with what I felt was a very rough pat down almost as if she was bothered.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I traveled from Laganardia Airport to Chicago Midway last week on Wednesday, August 13th on an 11am flight. I just got married and my new license had a different name than my ticket. I brought my marriage certificate along to prove that I had in fact changed my name.

Upon entering security, I was told that I needed to get a pat down. This had happened in Chicago, and I didn't view it as a big deal. Obviously, a woman would be performing this pat down, and I waited patiently for one to be located.

At this time, SEVERAL officers came up to me and started "joking" about how they wanted to pat me down. They went on and on, making their advances until finally I had to tell them that my HUSBAND would not approve of another man patting me down. The woman who showed up was professional. After being cleared to fly, I walked out of security and the same officers continued to leer at me and make comments about how they would have wanted to pat me down. Things along the lines of, "Hey girl. I'd LOVE to pat YOU down any day", etc. Unacceptable.

8/21/2014
2:10:44
PM

I take this incredibly seriously. No woman should EVER be spoken to like that. These are unprofessional, quite frankly, PIGS that you have employed, and I would like to see some re-percussive actions taken. I believe that this behavior is at best, unacceptable, and their small amount of so called power shouldn't be an excuse to sexually harass passengers.

I look forward to a response and a formal apology from your organization.

(b)(6)

--

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/21/2014 2:28:42 PM

8/21/2014

3:59:31

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 9k354 Cape Air nantucket mass ACK 08/16/14 departing at 12:50 pm

Comments: My name is (b)(6) I'm 72 I wear an insulin pump which on this day your employee named (b)(6) rudely found the need to pat me up down and under sideways. I do not have to remove my pump ever and there is no beeping. For fifteen minutes I had to be insulted by your employee while my daughter watched and photographed her after she went thru security. I fly 10 times a year and have never experienced such a rude TSA agent. Was it just (b)(6)? I have to wonder. I do hope this matter is resolved soon as I will be waiting to hear that you have fired her. What she put me thru was disgusting. My son in law served in Iraq and is still in the military keeping us safe. Granted we need security but please I don't know where you got her, just get better help (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 8/21/2014 2:12:52 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 08/20/2014 3:45 AM Airline & Flight Number : Alaska Airlines 789

Checkpoint/Area of Airport : Concourse C TSA Employee: (If Known) :

Comment : I opted for a pat-down instead of the scanner. I have opted for this at multiple airports where the TSA agents have been at least professional throughout the process. The agent I had at MSY, however, was very rough in the pat-down and multiple times during the lower body portion, she put her hand on my crotch. While checking my waistband, she actually pulled my waistband several inches away (exposing my underwear) instead of running her hand along the inside. I left feeling humiliated and degraded.

8/21/2014

4:00:16

PM

As I said, I've had pat-downs done at multiple other airports and the agents have always been discreet, polite and professional. That is the level of respect that I've come to expect from TSA employees and I was hugely disappointed yesterday.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 8/21/2014 5:40:12 PM Airport : DEN - Denver International Date/Time of Travel : 08/17/2014 10:30 PM Airline & Flight Number : Southwest to Tampa, FL Checkpoint/Area of Airport : TSA preferred security check line TSA Employee: (If Known) : two females, one short heavy set, dark hair, one approximately 5'6" medium build, dark hair in blue Comment : My name is (b)(6) and I am writing this letter with disgust, being violated and sexually abused Sunday, 8-17-14, at the Denver, CO International Airport in the TSA preferred security line on my way to my flight.

My boarding pass indicated that I go to TSA preferred security so I continued into the line. As I got closer to the TSA employee (short heavy set female, dark hair with up do) standing on the other side of walk through scanner, I told her I had both of my hips replaced and my left shoulder had 3 bolts due to surgery. She immediately said to me "take your shoes off and you are going to be patted down." She then called a TSA female employee (tall guessing 5'6" medium build, dark hair with up do and blue hair net on top of hair authorized for the patdown.

First question before I continue with the fondling, why did the TSA female not send me to the AIT machine for people with prosthetics? (The Tampa TSA employees were cordial and acted according to this statement and because I had metal in my body they immediately had me go through the AIT machine and it took seconds for clearance. Excellent Service). According to the TSA information on the website under contact us screenings using AIT are voluntary and available and there are signs posted about this type of scan.

(See below pulled directly from website)

8/21/2014
6:05:55
PM

Screening

Q. Can I choose the way I would like to be screened?

A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I will now explain in detail the horrific experience I had Sunday, 8-17-14, in the TSA security line at the Denver, CO airport.

As mentioned above, after the TSA female employee insisted I go through the regular scan machine I continued and sure enough the alarm sounded like I told her due to two hip replacements and rotator cuff surgery left shoulder. She yells out "female assist." I look forward and see another TSA female employee motioning me to come forward. She asked me to stand on the feet patterns on the floor as she put on blue gloves. She then started the patdown and it was nothing more than a fondling of my body. She rubbed every area of my body touching private areas. Instead on touching the bottom base of my bra she touched the bottom of my breasts and then she asked me to spread my legs further apart. She then rubbed down my legs and feet and as she rubbed my inner thighs she rubbed all the way into my groin touching the outside of my vagina. She then rubbed her gloves on small pieces of paper I guess to check for chemicals or other such stuff. I was treated like a terrorist and I was just an American female that had prosthetics in my body. I was so upset, when I was cleared I cried all the way to the plane and on the plane in front of strange people, had no tissue so I just bowed my head in shame.

So what TSA is telling me is that if you have had surgery and prosthetics are placed in your body you have to be patted down?

These two women should be fired immediately and then patted down so they could experience the horrific feeling of being violated and abused.

I just had a very upsetting experience in the security of the Phoenix airport. I have a government, Commonwealth of Pennsylvania issued supplement to my license that indicates a last name change (I was married in November). This was suitable identification in the Philadelphia airport and in numerous other occasions as I have traveled, but the ID check flagged me as additional screening. I had already been randomly screened for explosives with a hand wipe as I approached, as well. I then went through the body scanner. I then was told I needed a pat down while another TSA agent searched through my things. I would consider this to be excess, especially as I had my breasts and butt physically handled by an agent AFTER I had already successfully passed through the full body scanner. I am a frequent traveler and am very disturbed by this experience.

8/22/2014 10:08:50 AM I did not get any names or badge numbers as I was humiliated and near tears, not to mention concerned about making my flight. The woman told me anyone could recreate the documentation and that it was protocol. How then is it appropriate identification in other airports?? She was also under the initial impression (after I complained about the pat down) that my license was expired. She did not know it was for my last name.

I have attached a photo of the supplement and my license as you can clearly see, all information matches exactly. I would appreciate a response.

Thank you

(b)(6)

Caller flew from Santa Fe Municipal on American Eagle flight 3196 on 8/20/2014 at 10:40 am. She said that she went through the checkpoint at approximately 9:30 or 10 am. She wanted to make a complaint. She said that she has three joint replacements. She told the TSO about the metal implants. She set off an alarm and received a patdown. She said that the patdown was explained to her and she was offered a private screening. She stated that after the patdown she was asked if some items were hers. She said that they were. She was told to sit in the chair and not to touch the items while the TSO went to check her gloves. She said she could not even put her shoes back on. She wanted to know what she was testing her gloves for. She said that when she opened her luggage she had an NOI with the number 40 on it. She wanted to know what the number 40 means. She wants to be contacted with that information. She was very upset because she got a patdown. She said that she has never received a patdown or had a problem at any other airport. She stated that she was treated like common criminal. She wanted to know why she was not wanded or sent through the AIT. She later said that there was no AIT. She thinks that TSA should have other alternatives other than a patdown. She said that it is not right.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

8/22/2014 11:02:22 AM If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

I told her that when TSA opens and inspects a bag a notice of inspection is put in the bag to notify the passenger that their luggage was inspected. I told her that I do not know what the number 40 on the NOI means. TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. I advised her that I would forward her complaint to the CSM at Santa Fe Municipal for review.

Caller flew from FLL via US Airways and accidentally had two firearm magazines in his carry on. Caller stated when the TSA officers found the items they were very rude to him and threatened to have him arrested. Caller stated he tried to explain the situation but they would not listen and also would not take him to a private place to get his patdown. Caller then stated the officers actions caused him to miss his flight.

Advised Caller:

Told caller we would forward his complaint to the CSM at FLL for further review.

8/22/2014 2:01:51 PM
Date: 08.10.14
Time: 12:30 pm
Terminal: E5
Gate: 5
Airline: US Airways
Description of officers: African American male with corn rolls

Caller is at IAH and just went through the checkpoint. She states that her NY state license has her complete last name but only C for her first name, so she always provides additional ID that also shows her first name. She says that at IAH, the TSO had her go through a lengthy secondary process, including a patdown and going through her luggage. She feels that this is excessive, since she provided a second ID that did match the boarding pass. She states that STS (b)(6) screened her, and when asked why the additional screening was necessary, only answered that it was the procedure for that. Caller says that she has never had this experience with this ID before and since NY State cannot print an ID with her full name, she wants to know what she can do to avoid it in the future. She wants to be called.

Advised caller:

If passengers are unable to present an ID or documents that display their name as it appears on their boarding pass or if TSA has questions about the ID presented, the passenger may be asked to assist TSA in the identity verification process. If we are able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint. However, the individual may be subject to additional screening.

8/22/2014 4:51:13 PM Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

From to: IAH to LGA

Flight date time: 8/22 (delayed from 4:25 pm and has not left yet) checkpoint A North

Flight number: DL5972

Airline: Delta

Airport: IAH

Gate Terminal: A10 (?)

Email: (not provided)

To whom it may concern.

Please pass this along where it should be going. I don't know who to contact. I saw pretty lazy security in Barcelona, and it seemed unsettling compared to what we're used to here.

My family of 4 traveled to Europe recently, my first time flying overseas. We traveled in and out of Barcelona Airport in Spain, to/from Miami on nonstop flights between late July and early August 2014. Considering what we had heard about enhanced security prior to leaving the US, I expected much better security in Barcelona than we had. I think somebody needs to know what it's like coming out of Europe, given potential threats in the world right now.

First, when we arrived in Spain, we met with their passport control officers without our luggage. We expected that at some point we'd be with our "stuff" while speaking to officials, but as soon as we got the passports stamped, that was it. We picked up our bags off carousels like we were on a domestic flight and left - no one looked at anything ever again.

Worse, though, was our return to the US - again a nonstop straight to Miami.

1) Their airport was filled with kiosks that people were paying to wrap their large bags entirely in tons of cellophane, prior to dropping with ticket agents. Who is going to bother unwrapping these if anyone suspects a problem? These obviously were supposed to be a deterrent to airline theft and/or to keep the bags from getting scratched up, but to me it looked like a way to make your bags a hassle to bother with.

2) Their version of TSA security check was ridiculous. Nobody has to remove any shoes or jackets. No body scanners except the old kind you can find at most inner city high schools here. No removing laptops or other electronic devices separately, and certainly no "turning them on to make sure they work", like we were told was going to happen.

8/22/2014 6:20:06 PM 3) Although this is not usually the case when we travel, we inadvertently left our 3-1-1 bag (which was big, for 4 people, probably 5-6 smaller bags of liquid items all sitting together in one backpack) inside our bag in the carry-on bag check, and nobody asked us or opened the backpack to see what it was.

4) I saw multiple people setting off what little scanner they had when walking through, and they just had them repeat -no hand-held scanner or pat-down or anything.

5) When we were about to board our flight, they had brought in 2 different types of extra security personnel (maybe 3-4 people total) - one uniform looked like airport police, and the other looked like military - supposedly to do enhanced checks of everyone getting on our particular flight. They didn't do anything except stand there near the gate agents. They didn't check passports or tickets or stop anyone that I saw. In fact, there was more than one way to get to the plane (an elevator for people needing assistance, escalator for everyone else) after the gate check, and they weren't even manning the elevator area at all. I have no idea why they bothered.

It seemed like at every point the idea was to make it feel like it was security, but honestly, our daily security on and off our Disney Cruise ship over there seemed a lot more intense.

Spain, at least, has a lot of work to do to keep out people and items that don't belong on planes headed here, as far as we could tell. Considering the Middle East crises right now, and the still missing plane in Malaysia, it is frightening how easy it would have been to do wrong out of Barcelona Airport.

(b)(6)

Weston, FL

-

To whom it may concern,

I am writing to inform you of my most recent experience with a TSA agent while being screened before my flight. I was at the Seattle Airport, SEA-TAC and was flying out on United Airlines on Wednesday August 20th, 2014.

Before I go any further, I have a condition called Neurofibromatosis. This condition causes painful tumors to form and grow on nerves throughout the body. These tumors are very painful to the touch and some are quite large. When I go through the scanners at the checkpoint the tumors light up on the screen like a christmas tree. I was trying to explain this to the agents at the checkpoint and was treated rather rudely by a female agent. I wish I had gotten her name, but when I tried explaining to her why the screen lit up in so many places, she told me that she didn't want to hear any excuses. She insisted on a pat-down (I thought I could ask for the wand to check for metal) I told her that it's painful because of the tumors, (My left hip and buttock areas are very painful due to a large tumor) She again told me she didn't want to hear it and was done hearing my excuses. Once I was cleared I was fighting back tears, I felt humiliated, ashamed, and I was in pain because the pat down hurt.

8/22/2014
8:30:35
PM

I don't want anyone to get in trouble, but just informed that some people do have conditions that may cause parts of the screening process to become red flagged. I am thankful that we do have the TSA, they are wonderful at keeping the public safe. I just wish that they would give people a minute to explain why and not treat us like criminals when we do try to explain. Most of the time TSA agents are gently with the pat downs or will just allow me to have the metal detector wand. Because of this most recent experience, I am almost hesitant to fly again. It's been a few days and I am still quite upset. I have made the decision to apply for the TSA-PRE check, and understand I still may get pulled aside for additional screening. I just don't want to experience what I had to go through recently again.

Thank you for your time and attention.

(b)(6)

He went through security at SAN and his citizen eco drive watch mysteriously disappeared.

He has an artificial hip and had to undergo a patdown. He spent 20 minutes looking around and someone said that they would review the tapes.

A gentleman named (b)(6) took his information and called him back stating that they did see him taking off his watch, but did not allude to what had happened.

1210pm 08.21.2014
Checkpoint for Gate 29
SAN

8/22/2014
9:11:10
PM

American Airlines terminal to the right

bag was a little and had a laptop and ipad, maybe 11 inches and pretty thin

Advised caller:

That he would need to submit a claim form as soon as possible.

As far as if he would need a receipt then he would need to just look at the form.

Once submitted he will receive a claim number to check the status with.

Also I can send those forms to you via email, postage or fax. Which he chose to have those sent via postal.

I am also going to send this information to the CSM at SAN as well.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/23/2014 5:49:14 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): IcelandAir Flight FI634 BOS to KEF at 14:35pm on August 9, 2014 - Terminal E, Logan International Airport

8/23/2014 10:00:17 AM Comments: On August 9, 2014 myself, my nephew and my son went through the security screening at Logan International Airport. I approached an agent at approximately 12:30pm EST and informed him that my son is a Type 1 Diabetic, he was wearing an insulin pump and I had paperwork as well as a note from his Dr. regarding his condition. The paperwork included a warning from the manufacturer of his pump that it should not be exposed to xray equipment. The male agent looked at a female agent to ask what to do. The female agent said since my son was 14 (over 12) he must go through the body imaging scanner. I repeated he was wearing a pump, I tried to show them the paperwork and I asked for a pat down. My son showed him the pump that was attached to his body. We were refused and my son was forced to go through the body imaging scanner. Type 1 Diabetes is a disability covered by the American with Disabilities Act. I thoroughly researched what I needed in order to get the correct treatment at Logan airport and we had everything ready. We requested a pat down and I was told three times, "He's over 12, he goes through the body scanner!". The agents did not listen to me and did not act appropriately. Since I was by myself with two children and nervous about causing a problem with the TSA and possibly missing our international flight, I was unable to stop the agents from taking my son through the scanner while I took my 10 year old nephew through the metal detector, which my son should also have been allowed to go through. This treatment was a violation of his rights as a traveler with a disability. Going through the xray with an insulin pump voids the warranty and ANIMAS, the manufacturer cannot guarantee that no damage was caused by the electromagnetic waves to the sensors in his pump. This has caused many sleepless nights during our vacation, and now that we are home. If my son's pump malfunctions it can cause him to become very sick, fall into a coma, and even cause death. An insulin pump is a very expensive piece of medical equipment that costs thousands of dollars of which I do not have. After a couple of strange warnings since the pump was exposed to the whole body scanner, we may have to decide to remove it permanently for peace of mind, as we do not know if damage was caused. What happened to us at Logan is absolutely disgusting. The female agent was rude, unhelpful and would not listen at all. She only repeatedly asked me how old my son was. I am appalled and haunted by our experience, and the failure to keep my son safe. It has caused us great pain and worry. I cannot afford a new pump for my son and we are left not knowing what to do. It is my wish to receive a response and to know that some form of action is being taken against the agent that I dealt with and that she be trained about travelers with disabilities, as all TSA agents should be. This is a serious violation and I hope that it is considered by the TSA as such.

(b)(6)

Enfield, CT 06082

Hello,

8/24/2014 9:47:14 AM I was recently flying from O'Haire Airport in Chicago and went through the body scanner and forgot a dime in my pocket. When I stepped out, the TSA agent asked if I had forgotten something in my right front pocket. I reached and found the dime. He said he needed to conduct a pat down. I asked, Can I just go back through the scanner? He said that it was against regulations. I asked to see a supervisor because I had no desire to have a pat down for no reason. The supervisor said the same thing. I did not believe either of them so. I asked them if they could tell me where I could look up this regulation when I got home. The supervisor said that I was causing a disturbance and he was going to call Chicago Police. I said, I need to get to my plane so, I will consent to your search but, I want to know where there is a rule or regulation that I am not allowed to go through the scanner a second time.

The supervisor said that the regulations and rules for for him and I did not need to see it.

Can you please help me figure this out?

Thanks,

(b)(6)

Caller is currently located in Costa Rica, so he has no contact information. Yesterday he flew from JFK. He wears an insulin pump, so he had a patdown since his machine is not supposed to go through AIT. He says that his extra pump and tubing were in his bag. They went through x-ray screening and an officer had to hand inspect his bag. Once he arrived in Costa Rica, he noticed that his insulin pump and supplies are not in his bag. He has to change his pump tomorrow and doesn't have the equipment to do this because it was left out of his bag. He is trying to locate the equipment. He has called lost and found and they were not in. They tried to call the CSM Tiesha Walker-Patterson and somehow were routed to us. He has been calling the same number we have. He is going to continue to use the hotel phone to try to call the CSM and lost and found.

Airport: JFK

Airline: Delta

Flight Number: 421

Confirmation Number: HPMFYK

Ticket Number: (b)(6)

Terminal: 4

Date and Time: 08/24/14 6:25 a.m.

Time through security: Approximately 4:15 a.m. to 4:30 a.m.

8/25/2014
8:35:09

AM

Advised caller:

Advised him that I will forward this over to the CSM to make them aware of the situation. Advised him to check with lost and found and provided 718-917-3999. Advised if he gets a voicemail to leave a message, so that someone can call him back.

I explained to him that he can reach the CSM by calling our number, selecting option 5, and entering the airport code JFK. This will provide him the CSM's phone number.

http: www.tsa.gov/traveler-information/airport-lost-found-contacts#19

Kennedy International Airport

718-917-3999

I verified that he does have the correct information for the CSM and that he is trying to call 718-917-(b)(6). Advised this is the correct number. I'm unsure how he got to us, but he can try her again.

Disability Description: Caller is using an external heart monitor.

Information Request: He had a flight Friday morning at 5:30 a.m. and wants to know the guidelines for wearing this through screening.

Response Details: Inform the officer of the heart monitor before going through screening. Most likely this will cause an alarm with the AIT or the WTMD. This would result in a patdown.

8/25/2014
8:51:24

AM

The patdown:

The patdown should be conducted by a TSO of the same gender.

The passenger can request a private screening at any time.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

For questions concerns request a PSS.

Offered to send email, but caller declined.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/25/2014 9:49:35 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 1632/Southwest Airlines/Denver Colorado

Comments: Hello,

8/25/2014 10:28:34 AM Yesterday I was selected to go through TSA Prescreening. When I got to the front of the line I had a rude worker say "Palms of Hands." She swabbed my hands and I tested positive for explosives. She yelled out "We have a hands" here. From there I was "paraded" in front of the waiting passengers and whisked to the front of the line where my bags were inspected and then I was told I would need a pat down in a private room. The employee who conducted the pat down was professional and I do not blame him for doing his job, but I left feeling violated. Why is there a need to run hands up and down my penis and scrotum area? Am I going to store explosives somewhere in my scrotum or penis? After the patdown, I was left alone in the private room with the door open so everyone could see in the room while I got dressed.

This complaint is not against the employee who patted me down, he was very professional. This complaint is about the Gestapo tactics that the TSA is conducting. There is unfair psychological profiling going on. An example is all of the open ended questions the TSA asked me during this process. Where was I from?, what did I do?, etc. This is an obvious attempt to profile me. The other complaint I have is the psychological tactics that are used when someone sets off an explosive alarm. I was paraded out for everyone to see what happens when someone sets an alarm off. There is no doubt that this is also a psychological tactic that the TSA uses.

Yes, flying is a choice, but the Constitution of the United States still applies to the TSA. They are not exempt from the Constitution. The Bill of Rights still exists and I do not appreciate my 1st, 4th, and 14th amendments being violated.

The TSA says it is keeping us safe. Are you really keeping us safe or just trying to brainwash the public into complete submission?

Regards,

(b)(6)

Feedback Type : Security Issue

Categories : Duration of Screening Process; Other Current Date/Time : 8/25/2014 10:06:34 AM Airport : MVY - Martha's Vineyard Date/Time of Travel : 08/23/2014 Airline & Flight Number : Delta Flight 6065 Checkpoint/Area of Airport : Security

Checkpoint TSA Employee: (If Known) :

Comment : My checked luggage was searched by TSA and I would like to know why and, if anything inappropriate was found, should I have been notified?

Also, I was subjected to an extensive body search and pat down, and while I understand that persons who set off the scanner, it just seemed as though the process was overdone. I actually felt like a criminal being searched.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 8/25/2014 1:07:11 PM Airport : HOU - William P. Hobby Date/Time of Travel : 08/17/2014 1:45 PM Airline & Flight Number : Southwest 2324 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On this date it took me about 20 minutes to get through security after I was in line to be checked! I sat for 7 minutes (after I started checking) before I was attended to. I am a TSA Precheck and in a wheelchair with an oxygen concentrator. The agent manning the walkthrough machines called at least 5 times for female assist. When I finally got to my checkpoint, I was told I was in the wrong line for precheck even though I had followed the instructions of all TSA employees. The woman who screened me told me I had to either be in the right line or go through regular screening. She was VERY rude and rough with me. I travel frequently and I feel like TSA has lost its focus. I am often treated poorly because of my disability! (Once I was told I wasn't old enough for precheck.) I am often asked if I can stand for a pat down or if I can walk through the machine! I can stand for very short periods of time, but not with my arms extended and feet spread. And I could walk through the machine if I didn't have to have my oxygen since this concentrator will not go through! I am a 56 year old woman with an obvious disability and I don't think I should be treated the way I have been by TSA. Precheck is wonderful when it is performed the way it should be...

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/25/2014 5:31:10 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 12/28/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I want someone to know this although I know nothing will be done. At the time of the flight I was 61 years old. I was flying back to Chicago from a visit with my children who live in Seattle. When it was my turn to go into the tube, I clearly announced I have an artificial R knee. I went through, was roughly pulled out & felt up by a big trashy looking TSA woman. This pig actually felt up my bottom & in between my legs. Now I'm going back to Seattle for Thanksgiving. Am I to be felt up & groped everytime I fly out of Seattle. I've never felt so violated. That nasty woman touched me in a way that I felt raped. Is that how you train your lesbian TSA agents?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/25/2014 5:31:10 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 12/28/2013 Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I want someone to know this although I know nothing will be done. At the time of the flight I was 61 years old. I was flying back to Chicago from a visit with my children who live in Seattle. When it was my turn to go into the tube, I clearly announced I have an artificial R knee. I went through, was roughly pulled out & felt up by a big trashy looking TSA woman. This pig actually felt up my bottom & in between my legs. Now I'm going back to Seattle for Thanksgiving. Am I to be felt up & groped everytime I fly out of Seattle. I've never felt so violated. That nasty woman touched me in a way that I felt raped. Is that how you train your lesbian TSA agents?
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From (b)(6)
Sent: Monday, August 25, 2014 4:31 PM
To: Singh, Harleen: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov
Cc: (b)(6)
Subject: Civil rights complaint o b o Sikh Air Passenger; (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6) civil rights were violated when he was denied a self pat-down of his religiously-mandated turban by the TSA at Washington Dulles International Airport on August 19, 2014. (b)(6) flew on United Airlines, Flight No. 492, from Washington D.C. to San Francisco, California.

(b)(6) filed a complaint with the TSA and DHS on August 19, 2014 through the FlyRights phone application. Please see attached follow-up complaint and exhibits.

Thank you for your attention to this matter.

8/25/2014
6:30:58 PM best,
(b)(6)

(b)(6)
(b)(6) New York, NY 10004
(b)(6)

Visit our website at HYPERLINK <http://www.sikhcoalition.org> \www.sikhcoalition.org.
Support the Sikh Coalition's work at HYPERLINK <http://www.sikhdonate.org> \www.SikhDonate.org.
Visit us on Facebook at <http://www.facebook.com/thesikhcoalition>.
Follow us on Twitter @sikh_coalition.

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

I was disappointed with the treatment I received from the TSA at Chicago Midway this Sunday. I was traveling on Sunday, August 24, and I estimate I was at the TSA checkpoint roughly around noon.

I choose not participate in the body scan for a number of reasons, so I am experienced with the process of informing the agents that I am opting out. This has gone smoothly for me in every airport except Midway. The Midway team seemed determined to 1. let me know they were irritated with me and 2. make it as time-consuming as possible.

When I informed (b)(6) I'd be opting out, he refused to give me any direction other than "go over there" with a head nod towards the direction of the line formed to enter the scanner. I had never had to wait in a line before (usually I wait off to the side) but I followed his directions.

8/25/2014 8:08:22 PM I waited in line, and when I reached the front of the line, (b)(6) tried to shuffle me through with everyone else, so for a second time I stated I was opting out. He sighed and said "It's gon' be a while." After moving other passengers through, he finally radioed for a female assist.

After some time, a female agent approached and said she was ready for me. (b)(6) would not allow her to assist me, instead listing other tasks that needed her assistance. The female agent tried several times to take me, but (b)(6) wouldn't budge. I was concerned about my belongings sitting at the end of the belt, so I said "I'm traveling alone and my belongings are unattended." (b)(6) stared straight ahead. (b)(6) He finally scowled at me and I repeated my concern. He said there was nothing he could do. I could not see my purse or my carryon and had no idea if they were safe or being taken by other travelers.

(b)(6) finally allowed me to be seen by a female officer, and the pat-down was as expected. My main pieces of feedback are - 1. please don't make the passengers feel like they are a nuisance for exercising their right to opt out, and 2. allow the passenger to wait in a location where they can see their belongings.

Thank you for your time,

(b)(6)

The caller indicated that she flew from AUS on 8/24 on American Flight 2297 that was scheduled to depart 2:25pm from Gate 15. She was at the checkpoint (just beyond the doors near the Enterprise drop off) at 1pm.

She always opts out of AIT and indicated that she felt that the TSOs teased and retaliated against her because of this. She did not feel that the treatment was due to her medical condition. She has Siliac Disease. I asked the caller specifically if she felt that she was discriminated against or received desperate treatment based on her disability. She advised that she felt like she was retaliated against because she opted out of AIT.

A female TSO advised that AIT screening was safe. A male TSO pulled her baggage off of the conveyor belt and stacked it on one side of the xray machine. He then moved it to the other side. She indicated that he stacked her belongings on top of each other and her laptop was scratched.

She indicated that they were disrespectful of her property.

The caller indicated that she has Siliac Disease and requires a gluten free diet. The same female TSO who advised that AIT is safe stated that there was plenty of gluten free food items in the area. The caller feels that it was not the TSOs place to advise of the safety of AIT or to provide comments in regard to diet.

The caller did not obtain the names of the TSO. The male TSO had dark hair and was approx. 5'8". The female TSO was an older woman, blond short hair, 5'8".

8/26/2014 1:21:31 PM She indicated that she was advised that she would have to wait for another person to conduct the patdown.

The female TSO indicated that her belongings had to be physically inspected because of the oat flour that the food items contain.

She asked if she would have to go through AIT if she is eligible for Precheck, what the benefit to Precheck is, and how to avoid this in the future.

She asked if she would be contacted in regard to this.

TSOs are trained to treat passengers with dignity respect and courtesy and I apologized that was not her experience. I advised that I have documented the information and would refer this to the CSM at AUS to make them aware of the situation. The CSM acts as a liaison between passengers and TSA and would have the means to look into and address this.

I explained that we cannot guarantee what action the CSM would take, however I would include an indication that she would like to be contacted. The caller refused to provide an email address as she would like to be contacted by phone.

I explained that Precheck provides a more expedited screening by allowing passengers to leave on shoes and light outerwear as well as to leave the 311 bag and laptop in carry on. I could not guarantee that the AIT is not used at the Precheck lanes, however she always has the option to opt out of AIT to receive a patdown.

I advised that if she has questions or concerns about screening, she should ask for a STSO or PSS at the checkpoint or she can always call to the TCC. (The caller made the comment that she didn't want to have to take the time to wait for these individuals to respond.)

Caller is 91 years old and a vet of World War II born in New York USA and wants to avoid getting x-rayed. The last time he flew he was told he had to do it. He is interested in applying for precheck to avoid doing it.

Advised:

The AIT is not x-rays. It is radio waves that bounce off the body. The procedure is voluntary and you don't have to submit to it. They can do a patdown instead.

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

8/26/2014
2:19:56
PM

In addition to the patdown, TSA may use technology to test for traces of explosive material.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If the incident happens again you should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If you would like to file a complaint I can forward the information to the CSM at that airport. Caller declined.

Precheck doesn't exempt you from the screening. It allows you to keep your shoes on, belt and light outerwear. Anyone who looks 75 or older generally can keep their shoes and light outerwear on. Caller called in earlier with a complaint that she thought she was being retaliated against because she opted out and requested a patdown screening. She flew from AUS on August 24th on American Airlines. She forgot to mention in the previous complaint that the officer made her take her sweater cardigan off at the checkpoint and she thinks that he was singling her out because she requested a patdown screening. She thinks that there were other passengers in line that had on similar clothing but she is not sure and they were not told to take theirs off.

8/26/2014
2:53:11
PM

I advised her that she is required to take off light outer wear during the screening process unless she is going through the Precheck line. She is permitted to request a private screening room at any time during the screening process.

8/26/2014
4:22:06
PM

Hey, heard you let all the Mexicans fly with out papers, or being groped like you do the citizens of our country..You are stepping way over your bounds people...You ruined some very good luggage of a pastor friend of mines wife..(b)(6) wife luggage was ruined because of your apes ripping it apart..The damn luggage was not even locked..You had it in for them because of their stand on the evil government we now have in our country..I tell you..I will pray this...if you don't make it up to them and buy them new luggage, God will come down on you hard and you won't like it...Now..you little people, make things right for them...One day, you may be on the receiving end of evil...

8/26/2014
4:22:06
PM

Hey, heard you let all the Mexicans fly with out papers, or being groped like you do the citizens of our country..You are stepping way over your bounds people...You ruined some very good luggage of a pastor friend of mines wife..(b)(6) wife luggage was ruined because of your apes ripping it apart..The damn luggage was not even locked..You had it in for them because of their stand on the evil government we now have in our country..I tell you..I will pray this...if you don't make it up to them and buy them new luggage, God will come down on you hard and you won't like it...Now..you little people, make things right for them...One day, you may be on the receiving end of evil...

Caller states she flew from MGM 3 years ago and was required to have a patdown. She states it was extremely invasive, the officer lifted her breast several times and patted down her vagina several times. She said she is still devastated and traumatized to this day due to that. She states yesterday she came through ATL and she brought peanut butter to keep her sugar up, and the agent took it and told her she should have brought water. Caller talked to the supervisor and she told her the rules on peanut butter.

8/26/2014
8:05:37
PM

All Transportation Security Officers (Twos) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

(TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint.

Hello TSA Colleagues,

Please feel free to share this email with your leadership team. I specifically request this email to be forwarded to TSA's executive for Civil Rights and Liberties, Ombudsman, and Travel Engagement, HYPERLINK "<http://www.tsa.gov/about-tsa/kimberly-walton>"Kimberly Walton.

I was in the LAX airport Bradley terminal today and I was ashamed to be an American after what I observed at the TSA screening checkpoint. Please read my input to the TSA complaint system below.

If you have any questions I may be contacted at (b)(6)

Kindly,

(b)(6)
Palo Alto, CA

8/27/2014 8:20:42 AM ----- Forwarded message -----
From: <HYPERLINK "<mailto:DoNotReply@tsa.dhs.gov>"DoNotReply@tsa.dhs.gov>
Date: Tue, Aug 26, 2014 at 11:07 PM
Subject: TSA Contact Us: Complaints
To: HYPERLINK (b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 8/27/2014 at 2:07 AM. We have forwarded your email to the appropriate group for response.

Name (b)(6)
Email: HYPERLINK (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tom Bradley Terminal, Entrance nearest Asiana check-in. Incident happened apx 1040PM on 8/26/2014. .
Comments: Observed a TSA employee select a Korean woman passenger for a pat-down. She was required to put a 2 year old child on the floor to do so. When she did, the child started screaming for his mother. TSA employee screamed "SHUT UP" at the baby. TSA employee was middle aged, female, african american. I pointed this out to another TSA employee (middle aged man, African American who said to me : "what do you expect, get out of here." Deplorable public service at its worst.
Please fix it.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/27/2014 2:07:59 AM

8/27/2014 8:20:45 AM Name (b)(6)
Email (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tom Bradley Terminal, Entrance nearest Asiana check-in. Incident happened apx 1040PM on 8/26/2014. .
Comments: Observed a TSA employee select a Korean woman passenger for a pat-down. She was required to put a 2 year old child on the floor to do so. When she did, the child started screaming for his mother. TSA employee screamed "SHUT UP" at the baby. TSA employee was middle aged, female, african american. I pointed this out to another TSA employee (middle aged man, African American who said to me : "what do you expect, get out of here." Deplorable public service at its worst.
Please fix it.
Caller flew from JFK to LAX with special needs daughter and had her liquid seizure medication in her carry on bag. They swabbed the medication and since the machine gave an alarm, they swabbed second time and gave the caller a full pat down. They returned the medication to her and she placed it back in the bag and assumed they had closed the medication container. Today she notices that more than half the medication has spilled out. She needs this medication for her daughter and has to contact the doctor and explained this is a hassle for her.

Response: Sympothized with caller and let her know I could make the CSM aware of the handling and send her a claim form with directions for filing a claim.

8/27/2014 11:51:38 AM Airport: JFK
Airline: Jet Blue
Date Time: 8/26
Flight Number: 223
Departure Time: 9:25 am
Terminal or Gate: Gate 24
Callers Email: (b)(6)

Disability Description: Caller is a diabetic.

Response Details: I explained I would include her information and forward the information to the appropriate representatives. I explained a formal letter from the passenger is required. If she would like to write the letter and send it for review she may do so.

She would not have to provide the email address if she did not want to do so. No we would not share the email address with anyone else. We request the email as another point of contact if we need to contact her.

I stated my name is (b)(6)

The event ID number is (b)(6)

Your complaint can be sent to

TSA-CRL@tsa.dhs.gov

8/27/2014 Incident Details: Caller wants to file a complaint. It happened two weeks ago at the checkpoint at Oakland at 6:30 PM. A Caucasian female tall blond felt her up. She was groped. She felt assaulted. She is an insulin dependent diabetic. Her insulin was pulled out of the bag. She lived there until 2 wks ago. She flies frequently between Oakland and Raleigh where her fiance lives. She is singled out every time at the airport in Oakland based on her disability. Her underwear and tampons are pulled out in front of everyone. She feels humiliated every single time. A woman stuck her hands down her pants in the front and back in front of everyone at the checkpoint. She and her fiance were in tears. She had a tampon in. The TSO asked if something was implanted. She requested her Insulin not be put through Xray. She had to stop them from placing her \$1400 worth of insulin in the Xray machine. She had requested the insulin have a handcheck instead. She will never fly again.

11:58:24 AM

TSA should know that insulin should never be xrayed.

She feels she is singled out because of either the low class of people working at the airport or because she is a person with disabilities. She feels its more her disability than anything.

I asked the caller for her email and she did not want to provide the address. She wanted to know why she had to provide an email address? Would I share her email with anyone else?

Caller did not want to provide a complaint in writing and was upset that she would need to do so.

She wanted my name to include in her letter. She wanted a record of this call.

Disability Description: Caller is a diabetic.

Response Details: I explained I would include her information and forward the information to the appropriate representatives. I explained a formal letter from the passenger is required. If she would like to write the letter and send it for review she may do so.

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I asked the caller for her email and she did not want to provide the address. She wanted to know why she had to provide an email address? Would I share her email with anyone else?

Caller did not want to provide a complaint in writing and was upset that she would need to do so.

She wanted my name to include in her letter. She wanted a record of this call.

Caller was in ABQ last week and she has experienced it in other airports. They were in the TSA PreCheck line and she was pulled aside for a random search. However it has happened before due to jewelry or something else. During the additional screening they are separated from valuables and when traveling alone that is worrisome. They had to wait a while for a female screener. Caller said this process invites theft. Caller spoke with the officer and they said they have cameras, but caller said if they were closer to the items that would be better.

8/27/2014
12:03:20
PM

Advised Caller:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You may redial the number, select menu option 5 and enter the airport code to get the CSM phone number.

To Whom it May Concern,

On Sunday, August 24, 2014 I was at the San Antonio Airport for my flight UA 1418 departing at 8:08am. While moving through the Security screening I was talked to and reprimanded as if i was a 6 year old. I entered the body scan and apparently moved too quickly. I thought I heard the agent on the other side tell me to exit. She asked me to go back for a rescanning. I obliged and again I apparently was not still long enough. At that point the male agent on the line in a harsh tone criticized me as "as you can't stand still you will have to have a pat down." He was extremely condescending toward me. He then called up a female agent for the procedure. I had no issue with this. I just wanted to keep the line moving. She clearly was agitated that she needed to preform the pat down. She started to explain the procedure and as there were many terminal noises and I have a slight hearing loss, I tried to explain I couldn't hear her word. That immediately irritated her as she said something about my interruption caused her to start her script over. I was just trying to hear what she was explaining and she did admit that she was a "low talker." However she treated me as a ill-behaved pre-school child. I am 60 years old. I appreciate the

8/27/2014

12:08:52

PM

TSA and their work. I like to fly and want everyone to be scrutinized through the security line. I do not think I deserved to be punished verbally for not hearing the directions in the scan line. She did preform the pat down and then stamped my boarding

pass: TSO (b)(6)

The whole episode was unnecessary and upset me very much. I will report this has been my only negative treatment received from TSA.

I appreciate your time to read my words.

Regards,

(b)(6)

Bowling Green, OH 43402

HYPERLINK (b)(6)

Caller had traveled through Seattle. He says there is a sign located in the PreCheck line that said he did not have to remove his shoes or his belt. He says as he went through the WTMD his belt caused an alarm and the officer made him remove his belt. He wants to know why they allow passengers to leave on the belt when it causes it an alarm and then have them remove it for screening? he would like the wording of the sign to say if the belt or shoes have metal on them to just remove them. He stated he had traveled through SFO and the machine did not alarm for his belt. He also would like for all the machines at all airports to be the exact same.

He says there was an officer that was rude and nasty to him and other passengers. He says the name of this officer (b)(6) at Seattle airport. He says he has the wrong job and should not be doing this. He requested his boss know how rude the officer was to the passengers.

Told caller

Leaving on the belt was part of the expedited screening. If there was an alarm no matter what type of screening a passenger got they will clear the alarm. Normally what they will do is give a patdown to clear any alarm however for him the officer allowed him to remove his belt and walk back through.

I explained to him that not all the machines may be as sent vie or work the exact same way. It would be difficult to do that at every airport in the US but he felt this could and should be done.

8/27/2014

12:52:29

PM

I was sorry about the officer that was mean and rude to him, I would be glad to send his complaint to the CSM so they would be aware of this and this was per his request as well.

Airport: Seattle

Airline: United

Flight number: 278

Date and time: 8-27-14 departed at 10:41 am

Terminal or gate: A11

Items Damaged: Caller was upset at how rude and nasty the officer, (b)(6) at the checkpoint was to the passengers, he said he was yelling commends at passengers and rushing them through.

The caller was upset that for the PreCheck lines have signs that say passengers can leave on their shoes and belts for screening yet when there was an alarm he had to remove his belt. He would like the wording of the sign in the PreCheck line to be reworded to say if there was metal in his belt or shoes he should remove them.

The caller did not want to leave contact information.

Hi (b)(6) and TSA Complaints,

By way of introduction, my name is (b)(6) and I am a television producer out of Los Angeles and was in Salt Lake working on a new television show for TLC. I am a college educated, relatively successful (was on Forbes 30 under 30 the past 2 years), productive person that is contributing to our society.

This morning at the Salt Lake City International airport, two of your TSA officers were so degrading, rude, insulting, demeaning and downright inappropriate that I implore you to take action or remove these officers from duty.

I was traveling with my father who is very sick and has a defibrillator implanted in his chest because he had heart failure and two strokes recently. Due to the strokes he is unable to speak properly and due to his heart failure any stressful situation can cause his device to go off. He was pulled aside in line because he cannot go through the device and needs a pat down. This fine and happens everywhere we travel... but then the problems start.

Your officers then decided to do a full check of his bag. His bag was not asked by the officer working the x ray machine to do an extra search, these officers basically decided it would be funny to start their morning by harassing a handicap man. They insulted him by questioning if his medical device was a weapon and talked to him as if he was retarded and questioned his challenge speaking English (this is due to his stroke). They then took everything out and put his shirts on the dirty floor, opened all of his toiletries (including pills and their cases that he needs to survive) and then said that they were going to throw everything away (including pill cases).

8/27/2014
2:18:43
PM

I had already made it past security at this point and saw everything happening and felt compelled stepped in to defend my helpless dad against your unprofessional and careless officers. I travel 4 times a month for work and I packed my dad. Every bottle was within the 3.2 OZ limit. Everything also fit in a zip lock bag... but they claimed that my helpless father was "forcing these items in the bag". They claimed that according to the law if the zip lock bag doesn't lock then everything else they will have the right to dispose of. Ultimately they threw away about \$100 of prescription lotion that was within the 3.2 OZ limit because they said according to the rules they can do what they want. No where in the rules does it take into account that because my father has large pill cases, certain lotions can't fit in the zip lock bag. If you emptied everything it would absolutely fit, but you can't mix up medication.

This was as they continued to insult my father's challenge with language. Officer (b)(6) (whose information is below) then got up in my face trying to push me and said that he was going to recheck my bag and throw all of my stuff away as well. I informed him that I had already made it past security and he tried to grab my bag from me. I told him to back off and we then left the situation before it escalated even further.

They threw away the prescriptions and we left because I didn't want a scene.

Your officers are out of control and need to be removed from service. I actually liked the TSA until these 2 officers left a horrible taste in my mouth. I am busy man, but this incident bothered me so much that I felt compelled to write this letter. I implore to watch the security tapes to verify my story.

The officer's names and ID #s are -

(b)(6)

I would suggest you remove him from duty and send him to anger management for "threatening" a traveler. He should be retrained.

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/27/2014 12:15:09 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/25/2014 6:30 AM Airline & Flight Number : United 441
Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :

Comment : I take this flight every Monday morning & have been doing so for over a year. The TSA checkpoint at JFK Terminal 7 has progressively gotten worse every single week. The lines are long, the checkpoint is understaffed, and there is no TSA pre-check line. I have to carry 2 epi-pens with me for allergy purposes. The manufacturer has stated that they should not be put through the x-ray because of the effects on the medication. In all other airports, the TSA knows what to do when I asked for them to be checked by hand. However, at JFK they stand around and no one will come and take them. Finally, when someone comes over they want to do a full pat down (which is completely understandable) however, the employees are so busy that they treat me horribly because they are visibly upset that I am taking up their time. This week, the TSA employee tossed my epi-pens in a bin. TOSSED. This is medication that saves my life. And she tossed the devices into a bin. When I confronted her about it she fought back and then walked away before I could read her nametag. I don't think she did it on purpose, but it goes to show that understaffing seriously affects the way your employees are doing their job. If she had a straight mind and wasn't in a rush she would not have tossed a medical device like she did. When I tried to find a supervisor to talk to, there was no one behind the desk so I had to keep moving in order to get to my gate on time. I am seriously disappointed every week when I come to this terminal, and plan to switch airlines or even airports because of this very soon. Even the TSA employees complain about how disorganized this Terminal is, and how they wish the other checkpoint was still open. Please take my advice and send someone to fix this. I would be more than happy to answer any questions you may have about this. I believe that the majority of the issues with this checkpoint can be resolved by adding more staff and adding a dedicated pre-check line. Your employees will have more bandwidth to actually pay attention to the security that they are there to enforce.

Would you like a response? : True

Passenger's Name:(b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

8/27/2014
2:20:09
PM

Calling for her husband who is disabled and has a feeding tube from his stomach, has a note from the Dr. to provide and was told by the TSO when presented, "We don't care." Stated occasionally they swab around the area of the tube and take him to a private location. She stated he has had to raise his shirt in front of other passengers before.

He flew from MCO via DCA and to BDL(Hartford, CT.) was swabbed twice from his stomach (she stated he was swabbed at MCO and again at DCA).

Caller stated he has an approved lock on his luggage and it is missing, said in July he flew and TSA was able to open and relock the lock. The bag had a Cpap machine inside and the clothing inside the bag was disarrayed and unfolded.

Caller states he wasn't treated with respect regarding his disability and she said he called the TSA complaint line and was told, "They had to do what they had to do and if he didn't like it to drive." (she didn't know who he spoke with or the number he called).

He will be flying from BDL to MCO on Saturday and again in Oct. because of surgery and he is uncomfortable because of the way he is being treated by TSA.

She stated before he began to fly they contacted TSA to determine what the process was (doesn't think they provided their name or contact information).

Response:

Apologized to caller for the screening experience her husband went through. Explained the SOP procedures for someone with a feeding tube. Advised to call TCC 72 hrs. prior to flight and we will request assistance at the departure airport.

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

8/27/2014
2:38:01
PM

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender.

- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

Explained to caller if her husband refused to go to a private location for a patdown, he would be screened in view of the public.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller said there was an incident yesterday 8-26-14 at screening at Las Vegas at 9 PM. She was going to JetBlue Gate 11 to meet her daughter at the Gate.

She had medication in tablets and liquid form in her purse when she came to screening.

She did not take the medication out but did tell the TSO she had medication in her purse.

When her purse went through the Equipment and the male TSO said something in Spanish to the other Female Agent. The female TSO then opened her purse and held up the medication and said is this what you were taking about.

The Female TSO then gave her a patdown in public view. She confirmed she did not request a private Patdown.

She said they treated her like she had illegal drugs.

She stated the Female TSO never did not find her liquid medication or syringes in the bag and the Manager, (b)(6) (no last name) came over and said she is so fired because she violated HIPAA.

When I repeated back she said no, he just said that he is sorry she (the TSO) acted like that.

RESPONSE:

8/27/2014
2:57:47
PM

I only asked the caller questions like did she take the medication out of her purse for the TSO and place it in the bin.

Caller responded she was not told to take it out but did tell them about it.

She complained that she was not taken for a private patdown but she confirmed she did not ask for one.

She was uncooperative about providing her phone # and email but eventually did.

Told her all travelers are subject to have their personal belongings searched at the checkpoint.

Told I will send a copy of her complaint to the CSM. Thanked her for taking time to provide the info.

NOTE: During call she was very distracted and was talking to others and it was hard to determine when she was talking to me so I asked her to her friends give her time to talk with me.

She also seemed disoriented that I was confirming what she was saying. Heavy traffic background noise required both myself and caller to need to repeat things.

Disability Description: Caller just had shoulder surgery.

Information Request: He wants the name of the agent.

They wanted the supervisor contact information for Kansas City.

Does the form need to be notarized?

Response Details: I apologized to the caller that she had this experience and stated I would send this information for review by the appropriate representatives.

She would need to write about this incident in her own words and submit it to the following address. I stated Federal regulations require that her complaint be in writing.

TSA-CRL@tsa.dhs.gov

8/27/2014
3:17:48
PM

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033
It would not have to be handwritten, just signed. It would not have to be notarized.

I was unable to provide the name of the TSO and would not have the information.

Name: (b)(6)
Phone: (b)(6)
Email: (b)(6)

Incident Details: A gentleman called and turned the call over to (b)(6). I spoke with both of them during the call. He did not want to provide his name at this time.

Caller was in a wheelchair and her shoulder and arm was in a sling. She had requested that her shoulder not be touched due to a recent surgery during the screening. Her traveling companion had requested that her shoulder not be touched as well. She was unable to stand and a blond TSO conducted a Pat Down procedure. She was the only female at the checkpoint.

Caller went on Vacation to Puerto Rico the 4th of July and she had no issues flying out.

When she returned on 7-25-14 from BQN she showed her Medicare card, Blue Cross ID card and her Voters Registration card and was cleared again for the ID.

She was screened at the checkpoint and her carry on bags were screened and the TSO screened her purse and asked her why she had the bottle of soda was in her purse and she told him she had it to drink because she thought he was kidding.

She is 68 and ill and her husband is ill and she felt violated about having a Patdown and eventually the TSO had a conversation with her husband about the soda and her husband said throw it away.

She got to the gate and people had drinks and that still bothers her.

RESPONSE:

8/28/2014
8:54:32
AM

I explained the reason she had the Patdown is because she had a prohibited item with her.

We limit the LGA items to 3.4 ounces and you must have those items placed in a Quart size bag.

You cannot bring a bottle of soda through the checkpoint because of that rule but you can purchase beverages after clearing TSA Security and take it onto the plane with you.

Items in the area after TSA have been prescreened so you are allowed to purchase beverages.

Told I am glad she called so we could talk about it.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/28/2014 5:38:16 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/28/2014 4:15 PM Airline & Flight Number : American 2325 Checkpoint/Area of Airport : Terminal C - Gates C2 to C12 TSA Employee: (If Known) (b)(6) and (b)(6) Comment : August 28th, 2014

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) Badge No (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) (Badge No. unknown), who witnessed the inappropriate search and failed to stop it, as he should have.

8/28/2014 6:13:49 PM At approximately 4:15 pm on August 28th, 2014, I entered the security checkpoint for Terminal C - Gates C2 to C12 at Dallas-Fort Worth Airport (DFW) on the way to my flight, American 2325 to Chicago. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the federal security director at Dallas-Fort Worth Airport.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Yesterday at 2:15 pm a security gaurd named (b)(6) a black female gave me a pay down she got to my hips and said what's that. So I pushed away her hand and tried to pull up my skirt so she could see that I wasn't a threat to her. Then after the pat down she says your big. Then sends me to another officer taryn a white female to scan for possible cocaine residue. After all this pitts took a walk with her young black female friend to say there goes that crazy ass bitch right there. I'm never riding American airlines again. Pitts is a threat to American airline customers.

8/29/2014

8:26:13

AM

Regards

(b)(6)

Sent from my iPad

To Whom It May Concern:

I was excited to be able to try out the TSA PreCheck on my recent return to the U.S. for home leave from my diplomatic assignment in Seoul, but I must say that I was very disappointed with the lack of consistency and transparency to the system after traveling through four different airports during my trip.

During this trip, I traveled through Honolulu International Airport, Washington Dulles, Ronald Reagan, and Charlotte-Douglass Airport. The worst experience occurred in the last location. At each of these locations, I requested a pat-down, due to being pregnant. While the rational part of me understands that there is no radiation emitted by the metal detectors, having suffered a miscarriage just before this pregnancy – while traveling – I chose to be extra cautious and exercise my right to request the pat-down instead.

8/29/2014
8:26:55
AM

On July 20, when I was traveling from Charlotte-Douglass Airport to Washington Dulles Airport, I was informed by Agent Adams (due to not knowing her first name, I will describe her as a middle-aged African-American female) that because I requested a pat-down, I had essentially "opted-out" of the PreCheck system, and was therefore subject to a more extensive search. Though I did not pass through the metal detectors, my bags went through the x-ray machine, just as everyone else's did, however, Agent (b)(6) informed me that although the pat-down yielded no negative response (beeping) from their screening machine, she would have to go through each of my bags by hand anyway. In Honolulu, this also occurred, but there I was told that it was because the machine had "beeped" after my pat-down screening paper was inserted. I was annoyed there because the woman who had pat me down told me that "this could happen for any number of reasons, even just because of the lotion someone is wearing." REALLY?? If this is the system used to detect harmful substances, I think there is a problem if it reacts to certain over the counter lotions. In Honolulu, this agent (b)(6) was at least very clear in explaining that it is protocol to search the passenger's bags thoroughly by hand if the machine "goes off." Though she was not at all delicate in conducting this search, leaving my items strewn in such disarray that they could never have fit back into my bags, she was at least clear in explaining the procedure and why she was doing what she was doing. Unfortunately, in Charlotte, it was a completely different experience.

In Charlotte, on July 20, when I questioned Agent (b)(6) about searching my bags, even though the machine had not beeped and she had even confirmed that I had been cleared according to the pat-down, she insisted that not only would she still have to go through all of my bags by hand, but she would then have to put them back through the x-ray machine, though they had already passed that inspection without any alarms. This did not make any sense to me, and when she tried to explain further saying, "When you ask for a pat-down, you are opting out of the system, and since we have no idea why you have opted out, we immediately become more suspicious, so we need to check your bags more thoroughly, even though we did not see anything unusual on the x-ray," it didn't seem to make much sense. When I questioned her about it politely, she asked one of the other agents to get the regulation book, "just to make sure she was following the right procedure," but he simply said, "I'm sure you're right," and did not attempt to retrieve the book. Meanwhile, Agent (b)(6) continued to remove every item from each of my bags, and as she searched, I noticed that her fingernails had come through the gloves on both hands, such that she was touching all of my clothes and belongings with her bare fingers, the nail tips of which were long and appeared to be unkempt. This was something that concerned me, not only because I had no idea whether her hands were clean or dirty, but also because I had no idea what kind of substance might have been on her hands that could have shown up as something strange when they did further screening. One good thing I can say about Agent (b)(6) is that she was courteous throughout the

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 8/28/2014 11:26:57 PM Airport : MCO - Orlando International Date/Time of Travel : 08/27/2014 4:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Security

TSA Employee: (If Known) :

Comment : After a wonderful weekend of training and networking for business in the beautiful city of Orlando, I experienced something that has me questioning this whole "security" thing. Normally when I travel, I wear a suit because not only am I a business man, but I find it more comfortable to be dressed; not to mention it commands respect and compels people to call me Mister.

Yesterday was one random occasion that I wasn't in my "normal" attire, but I did have on a pair of chinos and a long sleeved linen shirt with my hair slightly tied back; I mention this for a reason. After taking everything out of my pockets and placing them in the bins, or so I thought, I proceeded through the scanner only to realize that I left my bank card in my back left pocket. As a result, the scanner picked it up and the TSA agent asked if there was anything in my back left pocket. I replied, "O yea, my bank cards." The agent put his gloves on, asked me to turn around, patted down that area, as well as searched my hair. I have dreadlocks so for me, they ALWAYS search my hair, yet I don't see them searching others, but I digress. The agent then proceeds to say he needed to swab my hands. He walked away, and grabbed what appeared to be a square shaped adhesive and wiped the palms of my hands. He asked me to wait there and walked away to place the adhesive in some kind of machine. As I was waiting, the belt that had my luggage on it was backing up. So I went to remove it to free up the line and he yelled, "Don't touch anything." Because I had never been through this process before I was pretty taken aback and confused; not to mention I had a flight to catch in the next thirty minutes. Another agent asked me if I knew what was going on and I replied, "No, I'm super confused." He went on to explain that the machine was testing my hands for explosives...

8/29/2014
8:28:09
AM

Now at this juncture not only am I confused, but I'm getting slightly irritated by this whole process. I asked the agent what could cause such an alert because I clearly hadn't been in contact with any explosives. He said, it could be hand sanitizer, which I had recently applied, and named a couple of other things that have slipped my mind. Apparently, the machine reading required further tests and they asked me to step aside because they needed to do a full search of my body as well as my luggage. Another agent started opening my suitcase in the middle of the airport and I asked him did he have to do that in front of everybody. I also asked the other agent how long this would take because I did not want to miss my flight. Another random female agent came over and said, "Everybody else gets their luggage searched in front of everyone," which mattered not to me because I preferred not to. There was a nearby private room that another gentleman was in so I waited until he was finished before entering. I asked the nearest agent how long this would take and he stated he didn't know and I could not go anywhere until I was cleared. I also asked him if there was a list of items that may cause this to happen so that I was not placed in this predicament again and he stated that he couldn't give me that information for "security" reasons... Of course this makes absolutely no sense to me because it hinders me from avoiding a similar instance; by this point my irritation is rising.

So two agents and myself entered the private room and as one of the agents wiped down the inside of my luggage with another square adhesive, the other agent proceeded to search me as I was facing the man wiping down my bags. He asked if he could search my hair and initially I said no because again, my hair is always searched, but the straight haired blonde or brunette is not, but I allowed it because I just wanted to get it over with.

By this point I am feeling extremely violated as this man used his hands to search between my legs, my hair, my entire body down to my feet, and even put his hands on the inside of my waistband all the way around. Of course after all of this and fifteen minutes later, I was cleared because I had no contact with explosives, as I stated before I was in Orlando on business. My colleague waited for me and as I walked out of the room with my belongings, he asked if I was okay; immediately I said, NO! I remained quiet for the next few minutes trying not to let my anger show, but I was so upset that I nearly began to cry. Composing myself as I rode the tram to my gate, I was trying to wrap my head around what just transpired and it made me more upset by the minute.

The moral of the story is I felt that I was profiled and violated in so many ways. Standard procedure or not, this was uncalled for and if there are commonly used items that will cause a "security" scanner to imply contact with explosives, the people should be made aware. They have plenty of signs regarding aerosol cans and other unauthorized materials for your carry on, why not provide a list of these items and fully explain the process prior to actually performing these additional searches?

Disability Description: Callers husband has two shoulder replacements. connecting through Europe. He sets off alarms.

Information Request: The caller was going on and on about how they arrive early and the TSO s are overloaded and they missed their flights and was told it is not TSA responsibility. Caller thinks that it is offensive to hear to arrive earlier. Every time she connects she has not enough time and the government (something I could not understand)

She missed her first flight and had arrived two hours early. She is getting GE. She asked if there is something that can get him prescreened.

Some TSA agents are sharp and some are not.

She asked what TSA would do with someone with a hip problem or in a wheelchair.

They are traveling to Italy but she does not have her flight information.

She said that they were told that TSA is not responsible for missing flights.
She rambled on about this complaint going nowhere.

8/29/2014
10:45:47
AM

Response Details: Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

I told her that sometimes, passengers must wait for a TSO of the same gender to become available.

The screening process for a passenger who uses a wheelchair or scooter is determined by the individual's ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter.

Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Medical documentation is not required.

I told her that TSA monitors the number and nature of complaint we receive. I told her to call us when she has problems with her flight information.

I told her that we can request a PSS for her when she has her flight information and I recommended calling 72 hours ahead.

8/29/2014
12:21:43
PM

I have a metal knee and the patdown I was subjected to was outrageously conducted this morning. The balding, bearded male officer was very firm in pressing against my skin and took a long time to run his arms all around my body. He especially made pointed effort to feel up and into the crack of my ass, short of penetration but pressing my boxers to the inner most parts. Nothing like this pat down ever. Im a pre-tsp screened flyer on an official flight. what a jerk your officer is. I will never accept a pre-tsp screening lane again. After 30 plus years of working for the government, a security clearance a security professional certification and a considerable number of flights. I know something about security. When I said something this officer said how can a patdown be too firm? I understand that I will be singled out by TSA for the rest of my life due to poor health. but this was unreasonable. Please have a nice day. (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/29/2014 1:41:54 PM

8/29/2014
2:18:22
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening: :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: I was very upset when the security took my 91yo mother's walker away from her and made her walk without it to the machine and had her spread eagle. She was off balance and unluckily did not fall. I told them that she will fall and that she has dementia. They then proceeded to pat her down after going through the machine. At least, one of the agents offered her a hand to walk with. They would not let me help her. It is sad when a sweet little old lady with dementia has to be treated like that.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/29/2014 1:41:10 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

8/29/2014 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Dallas Airport

2:18:25 PM Comments: During my recent flight out of the Dallas-Fort Worth airport, I was extremely disappointed and disgusted by the practice of the TSA workers. Usually, this is one of my favorite airports to travel from and the TSA workers are professional and appropriate.

During this trip, however, I was appalled and disgusted by the behavior.

After going through the security scanner, I needed to have my back pockets patted down (which I understand and usually happens when I wear certain articles of clothing, and I TRULY APPRECIATE the staff and TSA ensuring the safety of myself and all other passengers flying). However, afterwards I was instructed to turn around for the hand wiping/screening, which also I completely understand. This time, instead of allowing me to turn myself around, which I was in the process of doing, a particular TSA worker grabbed my by my bare shoulders with her gloved hands (the SAME gloves which she wore to not only pat me down, but also several ladies BEFORE and 1 lady AFTER me) and turn me around somewhat forcefully. I was beyond disgusted....it's one thing to touch clothed parts with used gloves, at least there is some barrier of protection. However, unnecessarily touching my bare shoulders for a NON-security purpose was not only unnecessary but also disgusting.

If this occurred in the healthcare field there would be serious repercussions for a healthcare worker as hand hygiene should be taken very seriously, especially at the start of cold/flu season.

Please understand, I truly appreciate all security efforts put forth by the TSA. I understand all of the scans and pat-downs and whatever other security measures are deemed necessary. However, I do not appreciate being unnecessarily touched over bare skin with dirty used gloves...that's just disgusting and unhygienic. Thank you for your time.

Caller was on a United flight and there was an incident with a passenger who was clearly stoned out of his mind, he warned them not to allow him on the plane but they did. When that happened they served him alcohol and then he started harassing passengers. He left from San Francisco to LA. This man at the gate, there were 2 United employees that saw it before they boarded. This man put his head on the callers shoulder and started to fall asleep and he also started mocking a lady that was on the phone and they got on an argument. He went to the United employees and pointed him out, as being high as a kite and he should not be allowed on the plane. They employees told him they would take care of it, but that didn't happen. He came on the plane, and the caller complained again to a flight attendant. They served him Gin and he started verbally harassing everyone around him and started grabbing and groping people. He was also verbally abusive to the flight attendant. When passengers were getting off the plane they were stopping to question another flight attendant about the man. He contacted the airline and was complaining over the situation, and how United did absolutely nothing about it and they would not assist him whatsoever. He said there are going to be several complaints over this.

8/29/2014
5:32:25
PM

Explained to the caller that this is out of TSA jurisdiction, since it was at the gate. Told him that since he is wanting to complain on the way the airline did not handle the situation at all ACPD would be the best option. Since the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 to record complaints.

Feedback Type : Security Issue

Categories : Pat-down; Carry-on Property Out of View During Screening Current Date/Time : 8/29/2014 6:32:30 PM Airport : LGB - Long Beach Airport Date/Time of Travel : 08/29/2014 3:11 PM Airline & Flight Number :

Checkpoint/Area of Airport : Non pre-check line (there was only 1 open at the time) TSA Employee: (If Known) (b)(6) 300+lb black guy if that isn't the right name.

8/29/2014 Comment : TSA personnel did not check pants waistband, upper area around socks below jeans or inner thigh area properly. Inner thigh was checked, but not "until resistance was reached" as I've found standard with other pat downs. Pants
8:06:46 PM waistband was lightly patted with shirt down over waistband. Socks/feet were not really checked all the way around. It was amazingly fast though! Also, he did fine with all of the things he's supposed to ask me.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Other; Pat-down

Current Date/Time : 8/29/2014 8:55:14 PM Airport : TPA - Tampa International Date/Time of Travel : 08/04/2014 10:36 AM Airline & Flight Number : F11729 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : Would not accept my Global Entry pass and was told I was selected for extra security check.

8/29/2014
9:05:56
PM

What good is the Global Entry when the airport I received it at does not honor it?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) N506, Ft. Lauderdale, FL 33305
Zipcode:

8/30/2014
11:11:48
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Fort Lauderdale-Hollywood International Airport

Caller is stating that his wife was flying from Logan International, but missed her flight due to additional screening. Caller stated that wife was informed by a TSO that because she had a state issued drivers license she was subjected to additional screening. Caller stated that during the additional screening his 50 year old wife had a finger inserted in her vagina. Caller questioned if this was standard procedure for the patdown. Caller stated that the state issued drivers license had nothing wrong with it. Caller stated this caused her to miss her flight and she is a nervous wreck. Caller stated he hopes somebody gets back to him or else he is thinking of getting a lawsuit.

Airport: Logan International

Airline: Delta

Date Time: 8/30/2014 between 10:30am-12:00pm

Contact Information: (b)(6)

Resolution:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

8/30/2014

4:57:59

PM

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at the specific airport, I will forward this information to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. If TSA questions the documentation you have provided the individual may be subject to additional screening.

Callers wife has precheck her number is (b)(6) he said they got the precheck because she has a knee replacement and has to go through a patdown. He states Delta tells him his number is in the reservation and he has to call tsa to see why she did not get precheck. He also states this is the first flight they have flown since she got the KTN.

8/30/2014

7:01:52 PM It is important to remember that TSA Prelu2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. I told him the precheck logo only means she is eligible, the information is embedded in the bar code of her boarding pass when the officer scans it. I told him whether or not the logo is on his boarding pass is strictly up to the airlines, not tsa.

Caller is a surgeon and was working at the hospital in Virgin Islands and is traveling from STX to Puerto Rico and then to Miami and then to ATL. Caller states he was embarrassed with the screening due to the fact they took all his things out of his bag prior to screening and all his 3-1-1 products (toothpaste, deodorant, hair grease) and he was also subjected to a patdown when he s never had to go through one. Caller also states there was only three passengers other then him and all the TSO s were standing around looking at each other.

Airline - Not Given

Airport - STX

Flight Number - Not Given

Date - 8 31 14

Contact Information - (b)(6)

8/31/2014

12:19:54

PM

Response:

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule). At the screening checkpoint, each passenger is asked to remove his or her quart-size bag of liquids, gels, and aerosols, and place it on the conveyor belt.

The Transportation Security Administration (TSA) uses a Screening Allocation Model to ensure that an appropriate number of TSOs are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods. Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient. It is possible that the individuals you observed were newly hired and observing screening operations as part of their on-the-job training, or they may have just reported for duty and were awaiting the shift change.

Caller states every time he goes through checkpoint he goes through patdown, caller doesn't feel he needs to pay the 85 dollar fee for TSA PreCheck.

Response:

the Transportation Security Administration's (TSA) Contact Center regarding TSA PreCheck. The TSA PreCheck application program is a new method for U.S. citizens, U.S. nationals, and lawful permanent residents to apply for TSA PreCheck eligibility. Once approved, travelers will be eligible for expedited screening at TSA PreCheck lanes at more than 100 U.S. airports when flying on a participating U.S. airline. Qualifying TSA PreCheck participants use dedicated security lanes for screening benefits. When TSA scans the barcode or observes the TSA PreCheck logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA PreCheck lane for expedited screening. Passengers 12 years old and younger may access the TSA PreCheck lane with an eligible parent or guardian. Other passengers, to include spouses and traveling companions, who are not referred to the TSA PreCheck lane are not eligible for expedited screening.

When you use these lanes, you can:

- Keep your shoes, belt, and light jackets on
- Leave your laptops in your carry-on baggage
- Leave your 3-1-1 compliant bags in your carry-on baggage

8/31/2014
1:49:43
PM

Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will be issued a Known Traveler Number (KTN) and receive TSA PreCheck eligibility for 5 years. When making a reservation, passengers should enter their TSA PreCheck known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate

Caller requested a supervisor

Preston took over the call:

Caller is 59 years old and does not want to pay to enroll into the PreCheck program. Caller has had several heart attacks and has multiple stints in his heart. Caller travels from Alaska to Hawaii often. Caller is a contractor for the military. Caller is not happy with TSA and does not like the system. Caller has received several accommodations from the military. Caller does not want to pay TSA 85 dollars to participate in the PreCheck program and wants to know what I can do so that he does not have to pay the fee and still receive PreCheck. Caller feels that the patdown is a violation of his civil liberties.

Caller needs to speak with whoever is in charge, of TSA screening at the Tampa Airport. She was asked to take off her blazer at screening and she does not want to do that. She stated that sometimes she wears tank tops under her jacket and doesn't want to take it off in front of people. How can she get around having to do that. She said the officers at FLL did not ask her to remove her jacket. She then asked if she could request a female officer to take her in a private area to screen her without her jacket.

8/31/2014
3:03:30
PM

Advised the caller as for normal screening that is how it works, passengers are supposed to remove light outer wear before going through and there is no way around that in the normal screening line.

She could apply to precheck which allows passengers to leave their shoes on, light outer wear and belts during screening.

When she gets to the checkpoint she can request a patdown procedure and ask for it to be private. Then she would have to wait on an officer of the same gender to pat her down.

Offered to take a complaint on inconsistency of screening. She declined that.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/31/2014 6:26:33 PM Airport : BOS - Logan International Date/Time of Travel : 08/31/2014 1:00 PM Airline & Flight Number : American 1661 Checkpoint/Area of Airport : Boston Logan Airport TSA Employee: (If Known) :

Comment : I am 84 yrs old traveling from Boston to Chicago on above mentioned flight.

I was a wheel chair passenger. I was made to take off my sandals during screening .

In addition I was given a full pat down and my hand luggage and purse were taken away from me and out of my sight for screening and checking .

I was neither present while my bag and purse was searched and no TSA personnel bothered to offer me any explanation. No one said a word to me as to what they were doing.

8/31/2014

7:05:45
PM

While I understand that screening is necessary, I find checking my luggage and purse without me being present unacceptable per TSA guidelines. The way I was treated by TSA was rude and unprofessional. I don't recall the name of the agent but it was a woman.

I would like a response from TSA regarding this incident.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir/Madam :

We (myself, wife and 2 yr old kid) are residents of San Diego, CA past 12 years. For our vacation, we traveled to San Diego -> Kauai on 26th Aug and Kauai -> Oahu on 30th Aug and will return back to San Diego on Sept 3rd

I must regret to inform that our experience with TSA at LIH-Hawaii was extremely inappropriate and disappointing. Now, I understand, that you work for the government and what I say here will likely fall on deaf ears, but considering this is the United State of America, I remain hopeful.

At LIH, we (being Indian - the only brown people in sight that day) were clearly chosen based on our race (appearance) for further screening. So much so, that asking for allowing a regular off the shelf Hawaiian yogurt bowl for our little kid to snack on, my wife had to undergo pat down. It was clearly stated to us "either no yogurt or yogurt + pat down". Where do your rules say this? My wife underwent the pat down just so that our kid doesn't stay hungry.

I just read FAQ on your website:

9/1/2014
9:22:04

AM

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teething; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

So I ask rightfully from the TSA officials at LIH an apology on their conduct.

We have traveled on several occasions from San Diego, CA and never have come across such mindless acts. That too, we were just catching our flights to Oahu (island hopping) for our son's birthday celebration.

Regards,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 8/31/2014 9:37:59 PM Airport : OGG - Kahului Date/Time of Travel : 08/24/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) (b)(6) security officer who performed "pat-down" Comment : I would like to lodge a complaint regarding the security "pat-down" I received. I typically opt out of the full body scanner and am typically subjected to a pat-down search, which I wish weren't the case, but accept it as a better alternative than the scanner. Anyhow, I have had lots of these types of searches before and normally I have no issues with the security officers conducting the search, but at the Kahului Airport I was subjected to an aggressive and somewhat violent search that left me in pain and feeling violated. The security officer who conducted the search was named

9/1/2014
9:22:44

AM

"Linda" and was very brusque with me and my personal items, which was unpleasant. However, what the complaint pertains to is the manner in which this individual touched my private area. As she moved her hand up my legs at the front she struck my private area/vagina with aggressive force causing me emotional shock and physical pain. I felt violated and that this was unlike any other search I have ever had at the airport. I felt violated and upset. I don't think this individual should be doing these searches as I would hate for others to receive the same treatment. I don't believe physical searches have to result in pain or distress to the person undergoing them.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Compliment

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/1/2014 12:26:16 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/26/2014 Airline & Flight Number :

Checkpoint/Area of Airport : B20

TSA Employee: (If Known) :

Comment : My statement is more overall regarding the check in at Phoenix as opposed to Long Beach. I appreciated the Phoenix check in much more because they had more sensitivity toward my physical limitations and health challenges. Rather than a pat down, they put me through the scanner, and they were helpful with giving me a cane that I could use rather than leaving me in an unsafe situation without my cane or any cane like in Long Beach.

But, I am an older woman who has always followed the laws of the United States and it was extremely embarrassing, intrusive and uncomfortable to receive a pat down. While getting that the woman felt of my breast and that really made me feel uncomfortable. You need to improve your policies on knee replacement so that people do not have to go through the pat downs. I don't like being treated like a criminal when I am NOT. I could have carried paperwork from my doctor, and I could have been prescreened.

Would you like a response? : True

Passenger's Name:(b)(6)

Phone Number:

Email:(b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she is in FL and bought 2 live baby turtles and asked if she can bring them on the plane in carry on or check bag on a domestic flight on Southwest. She asked if she can bring food or liquids like cut peaches in syrup in check bag. She said when she departed from Hartford, CT she got a noi and that we had ruined her suitcase and the lga s got on her boots and she said she did not want to go over how to file a claim. She said she did not want the food in check bag to cause a red flag and asked how to avoid that.

Response:The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

All animals being transported in a kennel with checked baggage are required to be screened. TSOs are first required to ask the owner to remove the animal from the kennel so that he or she can clear the kennel. Once the TSO has completed his or her inspection of the kennel the TSO is required to clear the animal with a thorough visual inspection. The TSO may ask the owner for assistance during the visual inspection.

I advised her that food is allowed in check bag and to make sure it is securely wrapped or in a spill proof container. I advised her that we electronically screen the check bags and that we dont recommend food in check bag because some properties in food cause the alarms to trigger and the bag has to be hand inspected. I offered to go over how to file a claim but she declined.

Caller wanted to know if the TSO used gloves while they inspected the bag. If so did they put on new gloves? Did they use latex gloves?

She was upset and afraid she could catch a disease from someone else. NOI was in the bag.

Advised:

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

TSOs use nitrile gloves, not latex. Nitrile gloves provide more protection and sanitary efficiency than latex and are commonly used by other Federal agencies.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/1/2014 10:30:22 PM Airport : LAS - McCarran International Date/Time of Travel : 08/31/2014 7:00 AM Airline & Flight Number : United 1208 Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) :

Comment : Yesterday, my wife and I (b)(6) were traveling home after a long trip. For some reason, the hand swab detected something on my wife's hands had to go through additional screening. After her bags went through the x-ray machine, they were additionally searched in plain view of all of the passengers. She was carrying a bunch of shoes that she likes wear when going out for the night. One of the screening ladies (there were two) asked my wife if she was working at Cheetah's. Apparently they were asking her if she is a stripper because of her shoes. (b)(6) did not know what Cheetah's was at first and was confused but she (obviously) replied that she doesn't work there. While the first agent (the thinner one) was asking that question, the second agent laughed at her question, which caused (b)(6) to be extremely embarrassed.

(b)(6) has a lot of anxiety and hates attention being drawn to her. She was mortified of the way she was spoken to and about. Being singled out already traumatized her and this greatly added to her stress. This translated to her not being able to sleep at all on the 5-hour flight home, which she had planned on doing.

Apparently during the private pat down (b)(6) was breathing oddly due to the stress she was under. She is a rape survivor and has a difficult time with physical contact. The agent who was performing the pat down repeatedly asked her what was wrong, to which (b)(6) replied that nothing was wrong.

9/2/2014
8:36:48
AM

1. TSA agents should be better trained to be more sensitive to people with anxiety. Clear and simple communications should be the norm for these procedures. A better description of what is occurring should be given before anything occurs. (b)(6) feels that she was not told what was going to occur clearly and thoroughly.
2. Asking unnecessary and potentially embarrassing questions be completely avoided. What business is it of anyone's where she works? It is beyond comprehension as to why would anyone think it's appropriate to ask if someone works at a strip club.
3. While I understand there is no way to avoid the the pat downs, I think that training by an expert in rape victims would teach the agent how to identify and to be extra sensitive in this situation.
4. I was not told what is going on with (b)(6) at any point until after she left the private screening room. I told the agent at the hand swab area that I was her husband but I was directed to complete my screening but given no other info. I was not told where to meet my wife. Why were we separated and shouldn't I be told where to meet her?
5. (b)(6) had the same pat down twice - once outside in the public area and the second in the restricted area screening room. The second one was more invasive (and thorough) than the first one. As far as we can tell, the first (public) screening was unnecessary and only was a cause for more humiliation for (b)(6). What is the point of first, public screening if the private screening was going to occur anyway?
6. This is a minor issue, which the supervisor said that he would correct with training. The ID screening agent that I met with didn't know how to handle my expired photo drivers license with a valid paper license. He had to call a supervisor, which caused an unnecessary delay and was embarrassing to me, because I was asked to stand aside and had to wait to speak with a supervisor. Isn't this a regular occurrence that should be part of the normal training for the agents who do the ID screening? (BTW, that supervisor was fantastic, even asked me what gate I was going to and gave me directions on how to get there.)

I just went through pre-check at Dulles Airport and this serves no purpose as I was still required to remove my shoes belt glasses and go through a complete pat down inspection with questions a turning on my iPad. This all due to a knee replacement which is clearly evident with my scars and a doctors card, verbal explanation etc. to no avail. While I understand security this service is supposed to improve the process. It does not as I had to wait over 5 minutes for someone to physically check me. This would have happened even quicker a standard check in. What a waste

9/2/2014
10:02:49
AM

(b)(6)
(b)(6) office
cell

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)
Date Time: 9/2/2014 7:47:50 AM

9/2/2014
10:02:51
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL749/Delta/Miami/H05

Comments: Inappropriate pat down and screening. I entered this under inconsistent process because I packed my personal bag the same way I had when traveling to Miami and the bag was not pulled, nor did I have a pat down in Richmond. After the secondary screening, I was free to go (of course having to repack everything taken out unnecessarily) with nothing thrown away or confiscated. The only explanation given was my fish oil bottle or other pill bottles may have set it off. I am carrying exactly the same bottles (with less medication/pills because of a 10 day vacation) and wonder why this was not an issue in Richmond. It is recommended to carry your medications with you, should this not be changed? Also a pat down (a very thorough one) was indicated for fish oils? I do not feel any more safe given the inconsistency in machine or personnel.

Caller wants to file a complaint because of the screening experience her husband had when he flew from EWR on 8-25, stated she tried to send an email and it didn't go through, wants to file for her husband (b)(6) Her husband was at EWR airport and was taking their 2 grandchildren back to Belgium, 7 and 9 yrs. old. He went through WTMD and told the TSO he had 2 knee replacements and was told okay and to step aside. He was told to remove his belt and spread his legs and raise his arms. He told the TSO his pants would drop and the TSO told him to take his belt off anyway and to hurry and his pants dropped in front of everyone and the grandchildren who were waiting for him. He feels that it was a most outrageous breach of privacy, he was extremely humiliated and she was shocked. The children had never seen their grandfather with his pants down which was embarrassing to him. She thinks someone owes him some compensation because of the incident. Was flying Jet Airways- Indian Airline, thinks they may be affiliated with United. Arrived at airport approx. 3 hrs. prior to departure, not sure exactly what time he was going through security.

9/2/2014 11:51:06 AM
1. Date and Time of the flight---8-25-14, departed 6:30 PM
2. Gate or Terminal---Gate 55
5. Flight #---9W227
6. Airline---Jet Airways

Response:

Apologized to caller for his experience and advised if a passenger has metal inside their body if going through the WTMD and an alarm sounds a patdown would be required to complete the screening process. Explained that is standard operating procedures and if the TSO was to pat down a sensitive area they should have offered him a private screening location and he could have requested at any time during the process. Explained to caller if someone has metal in their body they can request to go through the ALT if available at the terminal they are departing from, which may prevent them from having a patdown, not a guarantee because if an anomaly shows on the imaging a patdown may still be required.

Explained information will be provided to the CSM at EWR for review.

Explained to caller for future travel he can request a private location if a patdown is required.

Caller was at the airport on 8/16/14 at 6:00 a.m. He flew on Delta to Hawaii from LAX. There are no signs about wallets and belts being removed but he took off his shoes. He went through the scanner, he got a patdown because of his wallet. The officer took his wallet, held it in his hand, and he waved other people through and kept his wallet in his hand. He put the wallet in a bin with someone else's belongings. He asked for his badge number and a supervisor because he didn't know if he was trying to steal his wallet. They refused to give a badge number and they said that his name was (b)(6). The gate was right next to Delta airlines. The supervisor didn't give a phone number, all they gave was a form with the tsa website on it. He was average height and weight, in his 20s. He said that he should have had him arrested for trying to steal his wallet. He has left a message with the CSM three times but no one has gotten back with him. He wants to speak to someone who is over the CSM.

Advised caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

9/2/2014 12:14:28 PM
TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

I told him that we do not have any phone numbers. I could give him the mailing address, but that is all we have.

Escalation Notes (b)(6)

The caller wants to know if there is someone over the CSM at the LAX airport that handles complaints other than a manager. I explained to the caller that if there is a complaint the passenger calls the TCC then we forward the information to the CSM to investigate the claim. The caller then asked what happens if he has a complaint about the CSM and I responded he would have to call the TCC and we would forward it to the appropriate office. The caller hung up.

To Whom This May Concern,

I travel on an average of 1-2 per week for business. I am a very professional female in my 30's. I understand and always abide TSA rules and regulations as I have been traveling for business over 6 years now.

This is why I felt compelled to write a message regarding my most recent trip through O'Hare just this morning.

I was wearing a vest over a sheer blouse. Before entering the x-Ray (which I have been told in the past, if I don't wish to remove my blazer or vest, I don't need to), the male TSA agent informed me that I must remove my vest. I let him know that I felt uncomfortable as I have a sheer blouse underneath. He smirked and said, well you will be patted down all over and that it could "take a long time".

9/2/2014 12:20:44 PM I was 10 minutes out from my boarding time, so reluctantly I removed my vest, and went out of the x-Ray, to place my vest on the belt. As I walked out of the x-Ray, I heard the TSA agent tell another, check her bag. As I exited the x-Ray, I still received a full-body pat down!!! Even after removing my vest!

I was outraged! I wish the TSA would treat people with the courtesy and respect we deserve. We are professional business travelers!!! I wish someone would tell these agents who seem to think they have so much power... And I have to even question if some even have a high school diploma.

As a woman, I am offended. As an American, I am offended. I wish the TSA would treat people that comply with their rules with more respect and not like we are puppets.

Thank you.

Feedback Type : Complaint

Categories : Other; Disability or Medical Condition Current Date/Time : 9/2/2014 11:10:22 AM Airport : DEN - Denver International Date/Time of Travel : 09/02/2014 8:15 AM Airline & Flight Number : Southwest 1900 Checkpoint/Area of Airport : TSA Employee: (If Known) : Office (b)(6) Comment : I am currently 8 months pregnant and have been advised my doctor to avoid being near any unnecessary radiation; specifically to avoid both the standard issue scanner as well as to avoid standing near the baggage x-ray machine. When I asked to opt for a pat-down, the officer manning the scanner asked that I wait immediately next to the baggage x-ray scanner. I stepped to the other side of the line - out of the way - because I am not comfortable standing immediately next to the x-ray machine during my pregnancy. Office (b)(6) was bringing trays back and told me very rudely to move back over next to the x-ray machine. When I explained I wasn't comfortable with that, but that I was happy to make sure I was out of the way, she told me that was "ridiculous", "in my own little world," and said, "get through the gate." I didn't understand what she meant, and she said, "I'll do the pat-down, let's get this over with." (Verbatim).

9/2/2014 12:21:15 PM I followed her over to an area near my luggage, although she did leave my luggage in the pick up area instead of moving it over to the screening area. Before she began the patdown, she confronted me about why I didn't want to go through the scanner, and started to explain that there are other sources of radiation - basically trying to coerce me into using the scanner. I told her I wasn't comfortable with the scanner and that my understanding is that it is my right, as any passenger, but especially as one with a medical condition (pregnancy) and a doctor's advisement against it, to opt out of the scanner. She continued the confrontation saying, "What, am I not allowed to give you information since you clearly don't have any?" She paraphrased the necessary pat-down verbal rundown, in a rude tone of voice and then proceeded to do the pat-down in an extremely invasive, and borderline physically painful manner. I travel every couple weeks, so throughout my pregnancy have had many pat-downs from TSA officers and have always had extremely respectful, polite experiences, but this was both physically and verbally uncomfortable, and borderline abusive. When she finished the pat-down she went to check her hands and just never returned. Eventually she did walked by and just yelled 'you're done.'

I am extremely upset, feel disrespected, violated and ridiculed and want a response from TSA about what they plan to do in response to this and how they plan to deal with Officer (b)(6) specifically. I am happy to provide more information at any point.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

9/2/2014 2:22:53 PM You officer (b)(6) was aggressive with me as I exercised my right to complain about the obnoxious pat-down procedure. He recognized me as a frequent traveler and then targeted me with an aggressive response to my comments. I did not say anything about him but questioned the logic of my knee setting off a metal detector and then checking me for explosives. I did not raise my voice I did not curse I just talked and was told to shut up, he escalated again buy calling over the deputy. I feel this was a targeted attack.

Caller said he is upset and was at Denver Airport and that before 9/11 he wanted to be a pilot and he used to check airports and that 9/11 changed it. He said he was at the Denver checkpoint and a screener tried to speak to him and it is stressful and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screening process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the airt machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the airt or private screening and he said he did not opt out of the airt machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of airt and asks for private screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screener asked if he forgot to take anything out of his pocket but he did not tell him he was going to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport employees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys don't believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarrassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to subpoena the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

Complaint: CSM
Claims: Complaint

Airport: Denver
Airline: Southwest
Flight Number: 2947
Departure Time: 08-30-14 at 5:00 pm
Arrival Airport and Time: Phoenix Sky Harbor at 8:05 pm
Location: security checkpoint
Gate: C 39
Contact Information: he declined his phone #.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/2/2014 6:17:08 PM

9/2/2014
6:31:59
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight# UA1518 from SFO -> CLE, ~2pm on 8/28.
Comments: I lost my wallet while traveling, and subsequently was subjected to an "advanced screening" while attempting to board my flight back home. Despite not being suspected of any crimes or doing anything remotely illegal, I had to re-pack my bags once the TSA agent dumped them onto a table and undergo a completely unwarranted "enhanced pat-down" which certainly looked, felt, and legally qualifies as sexual assault.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/2/2014 7:32:58 PM

9/2/2014
8:01:30
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Albuquerque airport, 5:20pm, security check to B gates
Comments: Guy with red hair was a fucking dick. Railed on the entire time trying to belittle myself and my beliefs. Did a way too overzealous patdown. I feel violated as well as belittled. I have never encountered so rude an individual in my life, and to have him in a position of authority is a crime.

Director,

TSA Prescreened, AA Flt:1141, 8 am.

Since when are your agents allowed to "feel" my groin area and the crack of my buttocks?

Despite the fact that I told your agents that I have a hip replacement and card from my doctor to show this, I was sent through the screener at approx. 7:30 am in St. Louis at the C concourse. I requested the "body scanner" to no avail.

9/3/2014 12:29:44 PM The screener went off, as I expected, and they insisted I go to your agent where she insisted on rubbing her hands on my groin and thighs, my breasts, and down the crack of my buttocks.

When I objected, she threatened that I go to a private room to have this down. My flight was in 25 minutes and I endured her "groping" in order to get to my flight. I do not have her name, only that she was tall, light hair, and spoke with a type of Russian accent.

She put me through intense humiliation as other passengers watched. Review your tapes, find out who she is immediately!

I insist that you contact me at (b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Other

Current Date/Time : 9/3/2014 1:50:47 PM

Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/02/2014 8:30 AM Airline & Flight Number : 718 Checkpoint/Area of Airport :

9/3/2014 2:15:30 PM TSA Employee: (If Known) :

Comment : I would like to know why my rhinestone shirt warranted a TSA agent to grope me at the airport. This is totally unacceptable. Does the TSA expect the people of this country to pay for this?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir or Madame:

I would like to request an investigation into the most egregious, invasive, abusive, humiliating, intimidating "pat down" I have ever received in my travels.

Last Wednesday, Aug. 27, my husband and I left Atlanta to go to Russia. Our flight from Atlanta was delayed and as a result we were late arriving into JFK and were concerned we were going to miss our connection to Moscow.

My husband has trouble walking long distances, so we requested a wheelchair and assistant to push him. We both had TSA precheck, but there was no precheck line at the security entrance closest to our gate, and we did not have time to search it out. I believe this was Terminal 4, as we were flying Delta / Aeroflot.

I routinely avoid the body scanners and opt for the pat down. I am familiar with what is involved - how long it takes - and try to allow enough time so that I am not rushed. I dress and behave in a polite, professional manner because I understand that is the best way to get through the process quickly and painlessly. On that day I wore a casual cotton top with v-neck and 3/4 sleeves, black pants with no belt, pockets or decoration, slip on black shoes and black pants socks. There was absolutely nowhere to hide anything and certainly nothing suspicious that would require the level of search I was subjected to.

9/3/2014
6:08:32
PM

We arrived at security at 630p -- the same time our plane was supposed to be boarding. I waited as instructed for the 'female assist'. When the agent appeared she moved as slowly as possible and displayed an attitude of couldn't-care-less. Totally unconcerned about anyone. Bored. Unprofessional. She ordered me to inch this way and that way, and then began to tell me in the slowest, most drawn-out manner possible what was involved. (Name was (b)(6) or something similar -- (b)(6) ??).

I told her -- as I do with many agents -- that I've been through it many times before, I know what is involved, and could we please move along quickly because my flight was boarding. She continued to drag out the explanation and finally began the "pat down". As it progressed, my breasts were groped and squeezed, fingers were run under my bra, my underwear was pulled up into my behind and even my socks were tugged on. The most horrifying part of it was when she forced her hand and fingers up into my genitals two or three times. All of this in a public area in full view of crowds of people passing by.

As you might imagine I became quite upset with this and told her it was not a pat down but a sexual assault.

When she finally finished I said I wanted to see a supervisor and get a card to complain. She shrugged her shoulders and walked off. A woman who supposedly was a supervisor appeared and again was less than interested -- her response was a dismissive "you chose the pat down." I told her in no uncertain terms it was not a pat down but a sexual assault and I wanted to file a complaint. (b)(6) fumbled around for two or three minutes pretending to look for the cards, which she repeatedly claimed she could not find.

At this point I was extremely distressed that we would miss our flight and said to forget about it. My husband, who had been watching the entire process, told her we were not leaving without the complaint card, at which time (b)(6) somehow noticed the stack of them in plain sight at the front of the shelf and gave me one. She then wanted to know my name and flight, which I interpreted as further attempts to intimidate me.

I am still outraged beyond words by the treatment of your agent. My husband and I are 63 years old. We are well-known and respected internationally. We are in no way suspicious characters.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Paris
Zipcode: 75017

9/4/2014
8:35:20
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

John F. Kennedy International Airport

Caller:

9/4/2014
9:57:44
AM

Traveling with her mother that has a knee replacement. Her mother is 78 years old and went through a patdown last year. Is there a way that they can show a physician's note or a way to prevent that patdown from occurring again?

Advised Caller:

If her mother alarms an AIT or WTMD, then she will need to undergo a patdown. A note can help the officers understand what her condition is but it will not exempt screening.

9/4/2014
2:08:13
PM

Security at Newark Liberty Terminal A (American) was horrible. The TSA Pre line was closed and we received useless 'expedited boarding' cards which didn't save any time. After requesting a pat down for my insulin pump, I was repeatedly questioned and harassed about it. The female assist took forever to come over because she 'didn't hear the guy call her'. This site is an embarrassment to TSA and far worse than other airports. Please improve the quality, thanks.

The caller's wife came to their house on Cape Cod from TX. She brought the cats with them. They called the TCC in advance to verify how to bring the cats and they were told they could leave them in the carrier instead of having to remove them from carrier. They were concerned about escape so they asked if they can leave them in the carriers and he was told yes. They told the TSA person at the departure airport this and the TSO told him that this is wrong information and they had to take them out of the carrier. One cat scratched and clawed and almost got away. They are now getting ready to go back to TX and they want to know the policy about taking the cats again.

9/4/2014
2:09:28
PM

I advised the caller that if a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

I advised the caller that he may want to contact the CSM at the departure airport in advance of travel on the 25th and he said that he left them a message but has not heard back yet.

I asked the caller if he would like an email of this information for his records and he said yes (b)(6)

Disability Description: Caller has knee implants, is in a wheelchair, has one leg 2 inches shorter than the other, and recently had surgery on her rectum.

Response Details: Advised caller that based on her complaint that a patdown for a passenger with documentation being discrimination as well as her failure to accommodate complaint because her shoes with the orthotic, were taken away and she was being expected to walk, she should make her complaint in writing to make it formal. Advised caller that I will email her some instructions on how to do this. I will also forward the complaint to the DMD to make them aware of this as well.

As far as the rude screener and patdown complaints, I will forward these to the CSM at PHX to make them aware of this.

I apologized that she was not satisfied with her screening experience.

I called her back at 2:37 p.m. and advised her that we have PSS at the airports now to help passengers when needed. In the future, she can ask for them at the checkpoint or she can call us 72 hours before the flight to make arrangements for them to help her prior to the flight.

Sent email.

9/4/2014
2:20:36
PM

Incident Details: She is used to being patted down and accepts this, even though she doesn't agree with it. She feels that when a passenger has a card for the metal implants and a letter from the doctor validating the metal implants, they should not be patted down. She says that she feels this is discriminating against people with metal implants. She says that she was receiving her patdown in the wheelchair and normally they go up her to her thigh, but this particular agent was grabbing her crotch. She says that every time she would grab her crotch she would jump. She says that she wasn't doing this intentionally. She says it was just instinct.

She says this happened over and over until the officer doing the patdown called for a supervisor. The officer told the supervisor that the passenger was not letting her do the patdown. The passenger said she was, it was just instinct that she jumped when her crotch was grabbed. The supervisor was more obnoxious than the officer doing the patdown. He told the passenger that she could not go through security because she was not letting the officer pat her down. She says that at this point her husband got angry. They tried to explain again that this was just instinct.

She says that the supervisor said he was calling the police. She told him he was giving her heart palpitations. She said she was crying and just said she wanted to just get on the plane and go home. She says that the supervisor was snooty and said that he made a remark that now she said he was giving her heart palpitations. She says that the two police officers came over and she told them that she has been married for 37 years and her husband is the only person how has ever been in that region and that is why it is instinct to jump.

She says that the police officer was sympathetic to her issues. She says that during the screening process, she informed the officer that she had an orthotic in her shoe because one leg is 2 inches shorter than the other. They had her take off her shoes and then took the shoes away from her. She told them that she cannot walk without the orthotic unless someone holds her hand. She says that she normally an officer holds her hand and helps her walk through screening while her shoes go through screening. She says that she had surgery on her rectum a week before she traveled to Arizona, so this area was sensitive. She said that the officer had her hands in her rectum as well, so this was causing her discomfort. She says that she has never experienced such intimidation and embarrassment as she did yesterday. She says that other passengers were even asking why they were intimidating this poor woman. She says that later she was sitting in the JetBlue terminal crying and a guy came over and asked her what was wrong. She explained it to him and he told her that he would take her to speak with a supervisor. She says that she thought it was going to be a different supervisor, but it was the same one. He said "She is the one I've been talking about, which told the caller that he has been gossiping about her. The caller was very upset about the entire situation. She was unable to get the female officer's name, but the supervisor's name was (b)(6) number (b)(6). A Caller has a concern that requires attention, his 15 yr. old daughter just boarded a plane and he raised her not to go through the AIT, and stated she was not given the option for alternative screening.

What makes him uncomfortable is the machines take an image of the body, it's almost pornography and he has seen images previously.

Caller stated she asked not to go through the AIT and was told to get in line and as a 15 yr. old she didn't want to cause a problem. (Stated he hasn't confirmed that she requested not to go through and was denied).

9/4/2014
3:54:11
PM

Response:

Explained to caller signs are posted at each AIT location advising passenger they have the right to opt out of the AIT screening, if opting out a patdown will be required.

In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports.

This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Provided to caller via email.

Hello,

I wanted to complain about inappropriate touching during a search in the Reno Airport.

On 2 September (Tuesday) 2014, I was flying out of the Reno airport. I kept setting off the metal detectors, probably because of my bracelets. I wanted to take them off, but ended up getting a patdown.

9/4/2014
4:15:43
PM

The TSA Agent, (b)(6) (I believe I wrote that down correctly) gave me a very thorough patdown, including pushing her hands against and in between my labia. I jumped the first time she did it, startled and VERY uncomfortable. If this happened elsewhere with a stranger, I would have called it sexual assault. When she did it again, I said, "Don't touch me there." She told me she had to put her hands on my upper thighs. "That wasn't my upper thighs."

If the goal of the TSA is to have their officers spread women's labia and put their hands in between labia walls and between the labia and the thigh, that is not okay for a normal security process. Not at all. That is sexual assault.

This officer needs re-training.

Best,

(b)(6)

(b)(6)

(b)(6)

Rockville, MD 20853

(b)(6)

September 4, 2014

9/4/2014

6:09:59

PM

To Whom It May Concern:

I want to bring to your attention a recent experience at Albuquerque International Sunport that I believe is inconsistent with Transportation Security Administration (TSA) policies and discriminatory against passengers with disabilities.

As you may be aware, a growing number of individuals with severe allergies to food (such as peanuts) must carry injectable epinephrine (sold under the brand name EpiPen) with them at all times to prevent a possible life-threatening allergic reaction known as anaphylaxis, which can cause difficulty breathing and death within a matter of minutes. It is especially important for such allergic individuals to have an EpiPen with them while flying, given the common practice of serving peanuts as an in-flight snack. The manufacturer of EpiPen recommends against putting the medication through X-rays at the airport as this may reduce the effectiveness of the medication. TSA policy allows passengers to request a visual inspection of EpiPens. I have flown with EpiPens many times and, consistent with TSA policy, have always requested a visual inspection of my EpiPens at the security checkpoint without incident. In each case, my EpiPens have been screened for explosive residue and promptly returned to me.

To Whom it May Concern:

I am writing to complain about a pat down search of my wife on 09/02/2014 at Denver International Airport. For some reason my wife was singled out. She was patted down and all of her luggage was searched. A bottle of soap and a key were confiscated.

During the pat down the agent touched her breasts and genital area. If I touched anyone in this matter at my work, I would be disciplined and not surprized if I were fired. The agent patted her down in simply a business like matter, she offered no sense of understanding that she was about to touch my wife in a manner that no one else is allowed to do. Just business as normal. I was seething with anger. The agent protested when I vedio taped the search. I did not stop the recording.

9/4/2014

6:10:28

PM

My wife had no choice but to endure the search. The other choice would be to leave the airport and miss our flight.

My wife is not a terrorist. She is not an enemy of the state. I resent the search and the confiscation of nonthreatening items. I would like the items returned.

When I attempted to send an e mail by the tsa.org web site, I was asked to submit my e mail address and the password for my e mail. I did not. This is simply more invasion of privacy. Really? TSA wants my e mail address and password? Why? I protest and I want the policy changed. I suggest profiling those who are a true threat to all of us, young Arab looking men.

(b)(6)

Submitted on Friday, September 5, 2014 - 01:00 Submitted by anonymous user: 165.254.127.251 Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Profiling
- Race Ethnicity
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:

Personal Security: Not to be injured or abused Personal Liberty: To move freely. To be secure in one s person. house. papers, vehicle, and effects against unreasonable searches and seizures.

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Alexandria

State: Virginia

Zip Code (Post Code): 22304

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 09/03/2014

Where did this happen? MICHIGAN - DTW - Detroit Metropolitan

Wayne County

What happened? I was going through the regular TSA security check point (not Pre-check) located to the right of the Delta check in

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/5/2014 10:02:28 AM

9/5/2014
10:18:19
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: TSA Security checkpoint at Honolulu International Airport - Location at Right side of American Airline counter. I asked TSA if I can opt out of Body scanner screen. The supervisor was very rude, upset and angry. He keeps telling me that I opted out of scanner and where are my belongings. I complied with all the instructions. I felt that I did something wrong. The person that did the fully body pat down was professional. The incident happened on 9/3/14 at around 3:00pm to 4pm approximately. I did not understand why the TSA was upset and mad. I was with my family, wife and 2 children and they were upset with the incident. I was traveling thru Houston TSA and I am a PRE TSA travel which give me the option of less TSA interaction.

On Thursday night about 5:30 PM I was in line and a man came thru a head of me and stated he was a PRE TSA traveler and the lady TSA person let him go thru the metal detector. I got there with the same situation. I was told I had to go thru the body scanner.... I then opted out for the pat-down.... After going thru the Pat-Down I ask to speak to the supervisor on duty. I tried to explain to the supervisor what happen he was very rude and controlling. not to mention disrespectful. He did not provide me with any information pertaining my situation. Just told me he makes the rule and the body scanner was calibrating.... Fully taking a position without getting the fact.

9/5/2014
10:19:26
AM

I believe TSA should really consider is this guy supervisor material.

(b)(6)

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

HYPERLINK (b)(6)

September 5, 2014

Dear TSA Administration:

I just got back from the Lambert-St. Louis Airport after seeing my wife off to Kansas City. The date is September 5, 2014 about 9:00am. I had not been to the Airport for at least 6 months but I noticed an addition to the TSA strategy in screening passengers.

9/5/2014 2:12:03 PM I definitely agree that passengers have to be screened to keep our skies safe. There must be precautions to ensure that our passengers are safe. I placed all of my objects of metal like my watch, coins, and wallet on the plastic buckets for them to be examined by the machine. I walked into the big machine with the yellow feet. I put my arms over my head as directed by the TSA guard. However, I was the victim of a body pat down of my left leg after I left the machine. I asked the TSA Guard why this was happening. He directed my attention to a screen with three yellow squares that were located along a picture of my left leg. I told him I didn't have any metal in those areas and he responded that the machine wasn't checking for metal. Afterwards, I asked questions of a female TSA Guard sitting at the end of the passenger inspection line. She said that the machine is detecting sweat, or a folded pocket or possibly a button in my pocket. My question is "Where do you define the line of excessive intrusion into a citizen's privacy?"

Let's say that my penis discharged fluid into my underpants, would the TSA Guard pat down my genitals or possibly have me disrobe in front of other TSA Guards? It seems that TSA security strategy has increased intrusion into the privacy of citizens. I realize that certain security measures decrease the risk of harming our air borne citizens, but at what point do you stop intruding into the privacy of citizens in the screening process?

Sincerely,

(b)(6)

Caller states she departed CID. She said she had diabetic supplies and liquid boost glucose control liquid and the agent ask her for her lgas and caller said the agent told her she has to open them, and caller said no, so she had to endure a patdown. She said she was not happy with the agents they were rude and disrespectful and they should not have to open a liquid because it would be ruined after that. She states she is a good woman and not a criminal and they should know that. She said she spoke to a director named (b)(6) and he just told her the agents were just doing their jobs.

9/5/2014 3:04:55 PM Apologized to caller and told her Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening which could include bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. The TSO will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

She yelled at me and said I want to speak to your director. Gave call over to (b)(6)

Caller is very upset her items in her luggage were in a disarray and her \$200 inhaler was broken. Her work files and hard drives are missing with confidential information and says her patdown was invasive. caller says she has contacted the airline and is also going to file a claim with Delta.

Told caller I would send the claims cover letter and form and in the cover letter are instructions and if she has further questions on how to fill the form out to call the number on the cover letter. Told caller I would email the forms and she could receive the within 24 hours and she has up to 2 years to file the claim but we recommend to do it as soon as she receives the forms so a investigation can start. Told caller I needed information in case the CSM had to contact her and I would send the information to the CSM.

9/6/2014 9:31:14 AM

CSM

Airport: Lincoln Nebraska

Airline: Delta

Flight#: 5180

Date and Time: 9-3-14 6:00am

Terminal Gate: Terminal 1

Bag tag: NA

NOI: Yes

Description: Black bag with brown trim it had a band on the handel.

Contact: (b)(6)

Caller said he had a issue going through security in Charleston SC. He said his wife is pregnant. He said he wanted to decline the screening and his wife requested the patdown. He said one of the TSOs gave his wife a hard time. He said it happened a half an hour ago. He said he did not get the TSOs name. She was wearing a hearing aide and had light brown dyed hair. He said she was in her 50s. He said there was a line and he understands that the agent was trying to expedite the line. He said the TSOs reaction was that she should find another agent to help her. He said the machine was the WTMD. He said it was not appropriate for the agent to determine if his wife should get a patdown. He said he would like to report this but he did not want to be contacted. He said he realizes the radiation dosage is very low now but he it was their right to request a patdown.

9/6/2014 9:32:46 AM RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. This will get referred to the CSM today but they are not there on the weekend. You are correct that you have a right to request a patdown. Advised that TSA does track trends to see if a particular incident continues to occur.

Date and Time of Flight: Sept 6th, 2014 Happened at 9:00 a.m. Flight scheduled to depart at 10:30 a.m.

Gate or Terminal: Gate A 5

Airline: United

Flight Number: 4111

Airport: Charleston

Submitted on Saturday, September 6, 2014 - 16:55 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: PO box 140

City: Noatak

State: Alaska

Zip Code (Post Code): 99761

Other:

Email: (b)(6)

9/6/2014 5:24:39 PM

==Incident Information==

When did this happen? 09 03 2014

Where did this happen? ALASKA - OTZ - Ralph Wien Memorial

What happened? I wear a lock brace because of a surgery. I required a pat down because of the metal detector. This in itself isn t the issue. While being search the tsa agent rubbed my butt, checked my waste band and touch my skin while doing so. lastly the agent rubbed his hand over my genitalia, this was a terrible experience and feel that no tsa agent should be allowed to touch another persons private parts.

Who treated you unfairly? An older gentle man, heavy set, at

kotzebue airport before the evening jet. Highly invasive search.

List anyone else who may have seen or heard what happened? Louisa Hostetter

Is there any other information you want us to know about or

Caller:
Caller's sister (b)(6) flew from LAS to LAX yesterday with Southwest. She has tried calling the CSM but is getting a voicemail. Her brother in law (b)(6) is in a wheelchair. He is not a US citizen. He is Israeli. He was given a patdown. He is now missing a small prayer book. His pants were pulled down with his underwear. They were not told that was not happening as he had the patdown. His brother is also disabled and was with them. He was given a patdown by a different TSO and was treated much better.

Cell phone: (b)(6)

Email: (b)(6)

Airport: LAS

Airline: Southwest

9/7/2014 Flight #: N/A

12:16:35 Date and time: 09/06/14 at 1:30 p.m. They went through security at around 10:30 a.m.

PM Location: Gate C

Response:

McCarran International Airport

702-261-5134

Name: (b)(6)

Phone: (b)(6)

I told her I would forward the complaint and flight information to the CSM at LAS. I verified the CSM phone number with her and told her to try and call her tomorrow between 8 and 5.

Caller stated that always when traveling get a sss in his boarding pass. Caller wanted to know what he can do about this situation. Caller wanted to complain about the patdown at MIA, he stated that it was totally abusive everybody was watching him. Caller wanted to complain about the treatment received at MIA, he stated that was discrimination against Latin people, Haitians and Arabians. He does not have time to fill out forms and he will appreciate if we can send a report to CSM at MIA.

I advised the caller

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

9/8/2014

9:54:35

AM

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document.

TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller is 70 years old and she started getting TSA precheck. Caller stated that the last three times she flew from SMF on Alaska airlines they tested her hands for something and told her it was random because she never enrolled for the Precheck benefits. Caller stated that she has been getting precheck on a rather consistent basis with multiple airlines and she has never enrolled. Caller is wanting to be removed from the precheck list. Caller stated that it is causing her more problems than good. Caller was told by one of the agents that she could mark TSA precheck out and go through the regular lane but she thinks that is too much hassle she just wants her name taken off the list.

Advised caller:

9/8/2014

12:07:28

PM

The most familiar of TSA's risk-based initiatives, TSA Precheck, allows TSA to identify low-risk passengers for expedited screening. There is no way to take your name off of a precheck list. That information is submitted to TSA when you book a flight and if they consider you to be low risk they could direct you to the precheck lane but there is usually no consistency to this. There is no way to keep your name from being selected. If you don't want to use the lane you could just go to the normal lane. Caller asked to speak to my supervisor so he can take her name off of the list.

(b)(6) Notes: She thinks she is getting extra screening because she is being selected for Precheck. Someone told her to cross the Precheck off her boarding pass cause it was causing her extra screening. She is really confused on exactly what she is doing and it will be hard to take notes. First she is getting a Patdown in Europe then it is at TSA, then she is going through AIT then it isn't AIT. She says she wasn't going to accept Precheck and I said that was her decision. I told her out of 10,000 calls a month she is the only one who is getting extra screening because of Precheck.

Submitted on Monday, September 8, 2014 - 12:59 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Fifth Amendment - Due Process
- Profiling
- Race Ethnicity
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: san jose

State: California

Zip Code (Post Code): 95155

Other:

Email: (b)(6)

9/8/2014
2:22:19
PM

==Incident Information==

When did this happen? 08/28/2014

Where did this happen? CALIFORNIA - SJC - San Jose

International

What happened?

I was at the screening line and opted out as i do not wish to go through the millimeter wave detector. so my only option as i was traveling alone was to go through the illegal pat down process. i don't understand why when i am accused of no crime, and i am not

Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened:09-07-2014@12:30

Aiport:Burlington Vermont.

Gate Terminal: Gate 3

9/8/2014
2:43:56
PM

Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and then review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesn't have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do not want to go through the same experience again.

Airport: Phoenix International
Airline: Southwest
Gate: C4
Flight number: Not available

9/8/2014
5:08:30
PM

Advised: We regret that you have to go through that experience. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Because your complaint concerns the conduct of Twos at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Dear Sirs,

I flew with my father August 29, 2014 from Panama City, FL and September 6, 2014 from Ft. Lauderdale, FL. He had a defibrillator implanted last year and was instructed by his physician to have a pat-down and to not be screened with imaging or metal detectors, ever. My father was given a card to show the TSA employee prior to screening, which he did. Both airports gave him a hard time, telling him to go through the Imaging Machine because it is safe. This made my father nervous and upset because of what his Cardiologist instructed him to do. I had to step in and tell them again that he wants a pat-down because of his device and doctors orders. It was clear that at both airports, the employees were "put off" that they now had to do extra work because a passenger did not want to be screened by any of the machines.

Your website states that TSA has no evidence that screening by imaging technology will affect such devices.
Why are your employees telling passengers that they are safe when there is no evidence?
It is wrong of the employees to lie when someone's health is at risk or any time for that matter!

9/8/2014
6:07:45
PM

My father will be flying again soon and I sincerely hope that when he requests a pat-down, there will be nothing more said and his request granted.

Please see to it that the TSA employees respect the requests of passengers, especially when they are already uncomfortable with medical issues and trying to follow their doctor's instruction.

Thank you for your time.

(b)(6)

Springfield, Oh 45506

Travelers with Disabilities and Medical Conditions

From: (b)(6)
Sent: Tuesday, September 09, 2014 8:15 AM
To: TSAExternalCompliance
Subject: Complaint against TSA - Washington

Dear Sir Madam,

Please find attached a formal complaint (4 pages) that I wish to be investigated. I am happy to furnish any additional information you may require

Yours sincerely,

(b)(6)

9/9/2014
10:09:24
AM

Tel # HYPERLINK (b)(6)

Attachment:
September 9, 2014

Multicultural Branch,
Office of Civil Rights - Liberties,
Ombudsman and Traveler Engagement,
Transportation Security Administration,
701South12th Street,
Arlington, VA 20598-6006

Dear Sir Madam,

Caller had an bad experience with a TSO when she was at MSP flying back to Denver. Caller stated that he was a TSO male agent he may be 45 to 50 years old with brown hair and glasses, he was also maybe about 5'10". Caller stated that as she was going through the screening the male TSO ask her if she had removed all the metal from her person, she told him that she had but she had metal in her knees. He then told her to walk on through and the alarm went off, the male TSO proceeded to yell at her to go back through again. She again told him that she had metal in her knees, the TSO yelled at her again to go on through, once she went through again she alarmed again. Caller told the male TSO again that she had metal in her knees and that is why it is alarming, he then screamed at her to go behind that curtain to have additional screening. Caller state that the women that did her patdown was very professional and polite. Her issue is with the male TSO that kept yelling at her and being rude to her the entire time that she was being screened. Caller stated that she has Leukemia and uses a cane and he should not treat disabled people that way that he is treating them and he needs to be corrected for what he is doing. Caller said that she was by the Delta Terminal when this happened.

9/9/2014
12:26:53
PM

Told caller that The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Also told caller that we do monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Told caller that I would forward this information to the CSM at MSP to let them be aware of the situation.

Caller had flown recently out of Tampa and she was standing in the line at the gate to get on the plane. The TSA started screening some passengers in the line and took her to a private room and patted her down and searched her purse. She had Tiger Balm and lotions on her arm. They told her it wasn't their fault if she missed her flight. The machine picked up the lotion and they thought it was explosives. They wouldn't let her carry her purse and searched through it. They screened 9 other people and they didn't explain to her what was going on. They were rude and the whole incident was wrong and ridiculous. They didn't bother doing an explosive check when she went through the checkpoint.

Advised:

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

9/9/2014
3:09:06
PM

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

Let me get some information and I will forward this to the CSM at the airport.

Airport where the incident occurred: Tampa
Airline: Southwest
Flight numbers: 1029
Date and time of incident: September 4, 2014, 150 pm
What terminal or gate? Terminal C
Individual's contact information email

(b)(6)

----- Forwarded message from (b)(6) -----

Date: Wed, 10 Sep 2014 10:42:45 -0400

From: (b)(6)

Reply-To: (b)(6)

Subject: pat down of senior citizen

To: TSA-ContactCenter@tsa.dhs.gov

Dear Sir or Madam,

9/10/2014
12:07:49
PM

I am a RN with the town of Westborough, Ma and had a very upset elderly client approach me about how she was treated by TSA preflight. She is a diabetic on insulin and according to my client, she was told she had to be patted down because she was carrying "liquids". The liquids were her insulin which is prescribed for her. She had a note from her doctor stating he was treating her for diabetes and that she had prescriptions for insulin and syringes. She stated she gave the note to the agent but it was ignored and was told it didn't matter, she had to be patted down. She was so upset by this that she said she would never travel again. I have a copy of your "Travelers with Disabilities and Medical Conditions" and nothing is mentioned about anyone carrying insulin having to be patted down. I am anxious to hear your reply as to why this occurred and if this is your usual practice. If this is standard practice, then it needs to be documented on your travelers info site.

Thank you.

(b)(6)

----- End forwarded message -----

Disability Description: Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general.

9/10/2014
2:11:22
PM

Information Request: Caller feels like she has been discriminated against based on her disabilities. Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general. Caller is wanting to file a complaint so they can adapt her screening so she will not have to get a patdown. Caller has talked to TSA Cares and the CSM at PHL Elena Kemp. Caller stated that they don't change their gloves unless asked and then they don't have to do it, and if they don't they refer the situation to a Supervisor. Caller is up set because they may adjustments for religious reasons and will use the hand held metal detector when they are wearing a complicated head wrap. Caller wanted to speak to someone above me that could help her with her issue.

Response Details: Advised caller generally they will change the gloves upon request. I can't guarantee they will but they usually do. Every passenger has to be screened that pass through the checkpoint. Even a person wearing a complicated head wrap will receive a patdown even if they use the handheld metal detector. You can not file a disability discrimination complaint until you have flown. They are trained if you have painful areas of the body to exercise caution and adapt the procedure to be as painless as possible. Once you have flown and you have had issues then we can file the complaint but until you have flown there is nothing that we can do. Supervisor took over call.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/10/2014 1:14:38 PM

9/10/2014

3:23:03

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight US 772, Puerto Rico airport, Sept 10

Comments: ETD swabs being reused creating potential health issues. The screener only had two swabs, alternating between each for each passenger. When questioned why new swabs were not being used each time, he said they don't do that. This creates a health issue. I experienced the same practice in Seattle airport a few months ago.

Hello- I recently traveled from CMH-DCA-CMH and both times was subjected to the AIT scanner. Being 6 months pregnant I opted out per my OBGYN and their practice. They strictly say DO NOT go through the machine. Their reasoning is their has not been enough studies to show that it is safe for a fetus let alone any person. When I told the TSA that I was opting out and why I was they had no answer for me about how the technology was used or any information via paper form for me to read. I ask if you are going to subject people especially pregnant women to these scanners you need to provide information or at least train your agents so passengers can make an informed decision! I opted out obviously and was "patted" down both times. I understand this is part of their job. However both of which were uncomfortable for different reasons. In CMH Delta terminal the lady who was assigned my pat down reeked of smoke to which I smelled like it the rest of the day. Also when I turned around to collect my belongings there were no fewer than 4 TSA men staring in my direction (they only people in the security area were my husband and I) I can't be sure but I believe they were watching the entire time. I was not offered a private screening area, I even asked and their answer was it was under construction?? I felt humiliated and violated after I realized these "gentlemen" were staring at a women patting down every inch of my body. These are your TSA agents hired to protect our country and keep us safe???

2nd experience...

9/10/2014

3:23:32

PM

On my way home in DCA Delta terminal I asked for answers again about this machine or some sort of pamphlet to which they had none or couldn't answer my questions as to whether it is safe or not. I was patted down again to which already going through the process and knowing what to expect the lady never told me what she was doing before she would touch me. She also DID NOT use the back of her hands while touching my buttocks, breasts, or the inside of my thighs. Which I believe is a violation of my rights. NO one should be made to feel that way after a pat down! I would like to know what the proper procedure is and also information on the AIT and what all it entails.

Thank you in advance for your timely response.

(b)(6)

Columbus, OH

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 9/10/2014 2:22:34 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello. I am in a wheelchair and while I appreciate the need to have a pat down, there are many occasions when it becomes excessive especially for a trusted traveler that has TSE Precheck like myself.

First off, I don't need to hear the entire speech of what they are going to do in advance. I've been through it hundreds of times. If I tell them to please just proceed, they should do so and not have to tell me it's protocol to inform me of the whole procedure in advance. Secondly, if I am Precheck, certainly there should be an expedited search process even for a wheelchair. That is the whole point. Ideally, the new full body scan machines should be built to fit a wheelchair to avoid the unpleasant experience of being touched and patted by complete strangers some of which suffer from extreme halitosis. Yes, this happens often. I am grateful for some of the expeditious procedures but the pat down process is archaic and desperately needs improvement for Trusted Travellers.

9/10/2014

3:24:09

PM

I look forward to your response and appreciate any consideration you may give to these important issues.

Thank you

(b)(6)

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/10/2014 12:20:13 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/08/2014 Airline & Flight Number : BA 296

Checkpoint/Area of Airport : Security check TSA Employee: (If Known) :

Comment : Dear Sir/Madam,

I happened to travel from Chicago to London on 09/Sep 2014 along with my family (my wife and 2 year old toddler with medical condition of child bronchitis). During my travel I have experienced something abnormal with a TSA officers behaviour which I would like to share with you to ensure that this officer's behaviour doesn't jeopardize the security of fellow passengers safety.

Since I was travelling with a small child with a medical condition it was necessary for me to carry a substantial amount of food and medicine with us on the carry on luggage.

We were advised by one of the TSA staff that we would receive a pat down search and a further screening of the carry on luggage. As I do share the same principle of TSA's safety measures we go down to the business of pat down search and whilst the officer took swab's samples from the carry on luggage. Once a male officer took the swab sample and let us allow to pack our belongings back into the carry on luggage. Within few seconds we were approached by a female officer by the name (b)(6) (not sure the name is correct) told us to pack as quick as possible. I politely told her that we have been just told repack by one of your fellow officer and it takes some time to pack and also mentioned that we want the medication to be readily available as and when its needed so a bit of organisation is needed. She responded very rudely that "I don't care clean up your trash as other passengers are waiting".

9/10/2014
3:24:49
PM

I did respond to her that "sorry madam, I am doing the packing as fast as I can and would like to make sure that I am not missing anything". She then responded with a statement along the lines of "Don't try to teach me, clean up the mess ASAP".

In my opinion the female officer's behaviour raises a few questions , could TSA clarify on how the officers are taught to treat the passengers belongings? I am sure classifying child's food and medications as TRASH and MESS is not acceptable in any language.

This female officer who has put us in such a hurry that caused a huge amount of stress we misplaced the passports and spent extra 20 mins to figure out the same.

I am a passenger who believes safety is a paramount while flying with families and I respect the TSA's commitment towards the same. It could have been less stressful if the officers are as cooperative as the passengers.

Thank you very much.

Warm regards,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Hello, I would like to find out if there is anything I can do about flying without having to go through the full body scan. I am a large woman, and EVERY time I fly, the machine shows that there is something around the front and back of my knees, around my waistband, and sometimes my buttocks. This is very embarrassing, and I insist on going into a room to be patted down, but this happening every time I go through security is ridiculous! Last time the agents were particularly unpleasant, and this has made flying a dreaded experience for me and my husband. I have no problem going through the x-ray machine, having my bags rifled through, but this pat down thing EVERY SINGLE time I fly is very irritating. I don't think your TSA agents need to be such drill sergeants and treat people like we've done something wrong.

I called your 800 number, but it is impossible to get to a REAL person, so I write this today hoping I can find someone at TSA who cares about customer service and the frustration this issue is causing me. I have heard that there is some type of pre-screening for low risk travelers, and that should certainly be me. We are flying from Detroit to Orlando for the holidays this year, and it would be much more pleasant if I didn't have to be embarrassed by TSA agents groping me and wasting my time.

9/10/2014
4:25:55
PM

I welcome a return email at [HYPERLINK \(b\)\(6\)](#) (I have worked at Michigan State University for 38 years) or a phone call at (b)(6) to help me find out if I could use some time of screening that will avoid the full body machine.

Many thanks,

(b)(6)

Fowlerville, MI 48836

Hello, I would like to find out if there is anything I can do about flying without having to go through the full body scan. I am a large woman, and EVERY time I fly, the machine shows that there is something around the front and back of my knees, around my waistband, and sometimes my buttocks. This is very embarrassing, and I insist on going into a room to be patted down, but this happening every time I go through security is ridiculous! Last time the agents were particularly unpleasant, and this has made flying a dreaded experience for me and my husband. I have no problem going through the x-ray machine, having my bags rifled through, but this pat down thing EVERY SINGLE time I fly is very irritating. I don't think your TSA agents need to be such drill sergeants and treat people like we've done something wrong.

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9/10/2014
4:25:55
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Many thanks,

(b)(6)
Fowlerville, MI 48836

I am a frequent traveller based out of Las Vegas. I have paid for the right to use Pre-Check as well as paid for Global Entry benefits. Your system is broken. I am getting picked for random "secondary screening" on a frequent basis. Meanwhile, you are allowing more non Pre-Check travellers to use that screening. Most of these people are not aware of the system and are constantly taking off shoes and removing laptops. I will not enter the scanning machines so secondary screening requires a pat down which is counter to the program and time consuming for myself and TSA.

As a "trusted traveller", I should not be subjected to additional screening. At a minimum, your system should identify true "Pre-Check" participants and let those who paid for the privilege use the line.

I'm sure you feel this random screening is part of your security system. As I said, your system is broken. You should either honor the commitment made to use pre-check when it is paid for or refund the money.

(b)(6)

9/10/2014
6:06:00
PM

(b)(6)
Henderson, NV 89044

(b)(6)

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Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 9/10/2014 7:43:37 PM Airport : DEN - Denver International Date/Time of Travel : 09/10/2014 5:15 PM Airline & Flight Number :

Checkpoint/Area of Airport : West - pre-check TSA Employee: (If Known) (b)(6) comment : I was traveling with my children and upon walking through the metal detector the TSA agent yells "random" with no further explanation or instruction. I start to walk towards my children when I am told to wait "there", presumably, where I was standing blocking the exit to the metal detector. I ask the female agent if she can complete the pat-down because I don't want to leave my children unattended. I'm told she can't abandon her post. I see a male TSA and ask him if he can do the pat-down. He says "I'm right here". Mind you he is on one side of the machinery and I'm on the other. I'm confused to say the least. That is when he commands me to put my hands on the machine. (I now understand is not a pat-down). I comply and he rubs my hands and walks away without saying a word. I start to walk towards the end of the machine in the same direction as the TSA guy. He barks back that I'm to stay there. I comply. He walks back and waves a hand at me; not looking at me directly nor speaking, but waving a hand at me. I ask am I dismissed. He replies you certainly are. As I retrieve my bags and children I replied to him that he didn't have to be a jerk about it. His response was that I had an attitude since I started.

9/10/2014
8:02:56
PM

The male TSA "officer" was (b)(6) He should be reprimanded for his professionalism or lack thereof and reassigned away from people interactions.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/11/2014 7:08:40 AM

9/11/2014 Name: (b)(6)

8:32:26 Email: (b)(6)

AM Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: 7 May 2014 / I can understand when your screeners may have had a long shift at LAS and at LAX. However, they are screeners and not there to judge people who are going back home or going to a foreign country on a business trip. I left LAS 9:40 am but went through screen early so that I can be on time. At random, I was checked and asked why I was going to the Philippines. When I advised the agent it was to get married, I was given a dirty look. I dismissed this and took this as racist. I got the same attitude at LAX before my flight left 12:30 pm that same day.

11 June 2014 / As a service member, I ask for a pat down when in uniform and it appears that on this date, your staff was able to do this since this was a World Cup even with many going to Brazil. Your TSA staff in LAS and in LAX appear to be unwilling to do pat downs when they see any service member in uniform.

Just went through pre check screening at the BDL A gates. Also have an artificial hip. Pre check lanes are configured at this gate so there is no access to a full body scanner,....so when my hip triggers the metal detector,.... I once again ended up standing in my socks with my pants around my ankles getting a full body frisk

Mind you there are 4 full body scanners at this checkpoint but only one of them appeared manned way over on the non pre check side. Didn't matter as the pre check lanes run you all the way over to one side and the staff won't let you go across the 10 feet to the closest scanner. Although it wasn't manned, there were 5 folks milling around in the supervisor booth.

I complained to them and they reported they get the same complaint several times a day, have communicated it to Management but get no response

9/11/2014 It would cost nothing to reconfigure the lanes but they apparently can't get permission. How about at least a wand at pre check instead of the full hands on pat down

12:11:12 PM

I guess what really frosts my oats is that I paid \$85 for my pre check and its a complete waste as I frequently fly this airport.

So....can you get this fixed or alternately can you send me back my wasted \$85?

I've talked to the staff here the last 3 times through and they just shrug it off as being beyond their control to address. I'd like a response please. Either reply to this email or ring me up at (b)(6)

Thanks for listening

(b)(6)

Sent from my Verizon Wireless BlackBerry

Feedback Type : Compliment

Categories : Screening; TSA Pre?™

Current Date/Time : 9/11/2014 10:01:56 AM Airport : ANC - Anchorage International Date/Time of Travel : 9/11/2014 6:00 AM Airline & Flight Number : Alaska. #86 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : Do you really want me to name this jerk ?

9/11/2014

12:12:13 PM

Comment : I travel about 35 flights a year. I have a replacement knee. At EVERY other airport across the country I will be escorted over to the scanner rather than the normal pat down. For the 3rd time in the last trips through Anchorage I am told that I must remove my belt, shoes, watch, etc. Rather than complain and then cause more issues I simply comply. Asking for a supervisor gets the smart ass answer "none available right now". I told this jerk "I'll just go back over to the Pre Check and get a pat down, he stated "that isn't going to happen". Lets clue Anchorage in, what do you say ?

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Naperville il
Zipcode: 60564

9/11/2014

4:13:47

PM

Are you 18 or over? no

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

George Bush Intercontinental Airport

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 9/11/2014 10:37:38 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/30/2014 7:00 AM Airline & Flight Number : UAL656 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : September 11, 2014

To TSA

My name is (b)(6) Age 77

On Mon. Aug. 25, 2014, I did fly on United Airlines UA5948, 5:50AM, from AVP airport, via ORD, to PHX airport. The TSA lady did scan my passport as my ID. At the direction of the TSA lady I went thru the person metal detector without any metal detection alarm. I did not remove my shoes. In my hand bag I had a can of shaving cream. Also, the hand bag and some change, glasses in a case, and a pen in a container, went through the baggage metal detector without any metal detection alarm.

9/12/2014
8:46:56
AM

On Sat. August 30, 2014 I, did fly on United Airlines UA656, 7:00AM, from PHX airport, via ORD, to AVP airport. The TSA lady did scan my passport as my ID. I started to place my hand bag and metal items in a container in the baggage metal detector and the TSA man said to wait as he was going to recalibrate the metal detector.

At the direction of the TSA lady I went through the person metal detector and I set off the alarm. I said I had a rod in my left hip due to a fall. I did remove my shoes. I went through the person metal detector three times and the alarm continued to sound three times so then I was checked by the TSA man with gloves. Although they were not metal he became concerned I did not put my ID, credit and membership cards in the container.

The TSA lady took the same can of shaving cream from my bag and which was fine on Aug. 25 at AVP and also took my 2 yogurts with tin foil covers. She did not take 2 bananas. I said that's food. She mentioned it had tin foil. She said she would escort me over on the side so I could eat the 2 yogurts and then I would be required to again go through security.

Usually there is large trash container for items taken. I did not see a container and my departure time was early so I did not have time to go on the side so I could eat the 2 yogurts and again go through a long security line.

As I began to put on my shoes I noticed she placed the 2 yogurts on a lower counter near the area where I was checked by the TSA man. They were not placed in a large trash container. I would say the TSA people ate my yogurts. I did not see where the shaving cream was placed.

In February 2014 on United from AVP I traveled to Miami and back. In late May 2014 through early June 2014 on US Airways from AVP I traveled to Seattle and back. For the 4 airport security checks no alarms went off and none of my food was taken. I believe your metal detectors were recalibrated to be too sensitive at PHX airport. Also, I am profiled.

Would you like a response? : True

Caller is a rectal cancer survivor and has printed out a Notification Card. She flew in February and has a pH balanced cleansing cream that comes in an 8 oz tube. When she got to the screening checkpoint the officer told her that the tube tested positive for explosives and she had to go through a patdown screening and requested a private screening room and was not happy about going through this process. She is flying again out of Great Falls MT again and does not want to have the same experience. She has flown out of several airports and has never had an issue at the other airports its just at Great Falls that she has problems.

9/12/2014
9:58:59
AM

I advised her that we can forward a request for assistance for her to the CSM at Great Falls so they will be aware of her condition and that she is wanting to request assistance at the checkpoint so her screening will go smoothly. She will need to call us back when she gets her flight itinerary within 72 hours of her flight and we will be able to forward her request for assistance. When she gets to the checkpoint she will need to request a PSS and they will make sure her screening goes as smoothly as possible.

your saying might have to open the medicine is crap

once you open vials of liquid nebulizer medicine it is wasted

if you want to open and force me to waste my medicines since opened vials is not able to be saved and used later then you pay for new stuff

again -- opening albuterol nebulizer vials so you can test actual liquid wastes medicine and once opened must be used or go in trash

you want me to waste medicine need for asthma attacks then you pay for new stuff

albuterol nebulizer not even close to having bottle like cough syrup where just put the cap on and be ok

no way with nebulizer medicines --- albuterol not work like that

9/12/2014 once opened must use or put in trash

12:13:43 PM there is no bottle cap for albuterol

here is actual picture of what nebulizer drug look like -- see no cap can take off and on at will

after you open the vial -- even to test liquid -- that is it -- not able to save it and use it later

again this is not like cough syrup where can open a bottle take some out and save the rest --- does not work like that

you waste my medicine you pay for new ones -- insurance says too bad for a full month even because you forced me to waste it

people need to get off the scripted crap and give real answers -- not send me copies of your web site

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/12/2014 11:10:42 AM Airport : MCO - Orlando International Date/Time of Travel : 09/03/2014 7:30 AM Airline & Flight Number : AA 275 Checkpoint/Area of Airport : closest to AA gates TSA Employee: (If Known) : All got into the action Comment : Hello,

I am unfortunately writing about a terrible experience at Orlando International Airport.

Even though my boarding pass did not reflect that extra screening was needed, I was asked to do the patdown. I happen to be travelling with a Saudi national and believe I was targeted for that reason and being racially profiled as I received a well rehearsed speech about how things in America work and how in the TSA agent's home country (USA) worked differently than others. Needless to say, I was shocked at this as I was born and grew up in America. When I expressed that fact, he immediately got embarrassed as he had not checked my passport and defensive. That's when it all started to become even worse.

I offered no objection to going through the scanning device as I had already done that once. I was being intimidated and coerced into a patdown. After I expressed concern about the situation, they were grasping at straws thinking/consulting among themselves as to what rule or rules I may have broken. They even called local police who backed down after I pointed out that they were trying to intimidate me and scare me into an unreasonable search.

9/12/2014 12:15:32 PM After initially being swabbed and results being negative, the results miraculously became positive as an excuse for more screening. Even the initial TSA supervisor was expressing her displeasure and was asking for the process to be finished quickly as understandably, I was becoming more annoyed by the minute and was asking for name and badge numbers, which they refused to provide me.

I do understand that security is the utmost concern of these officers. However, I do mind being singled out because of my appearance (I happen to be wearing casual clothes and not clean shaven) when I had never before been screened in the last 10 years or so when wearing my suit and being clean shaven. Imagine that, low and behold, I was scheduled for a pat down for every single flight I took after that day.

I would appreciate a response and an apology for the situation. Not only I was being unfairly (perhaps illegally) detained, I was also being racially profiled. To make matters worse another foreign national received sub-standard customer service from your department and will carry with him a negative impression of the TSA and the United States of America and will for sure relate this negative experience to his fellow country men.

It is a shame that these events are becoming quite common at airports with videos popping all over the internet about unreasonable searches and requests.

I hope that more sensitivity and job training is offered to the staff at the MCO airport to avoid situations like this to happen in the future.

Respectfully yours,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 9/12/2014 12:22:25 PM Airport : RIC - Richmond International Date/Time of Travel : 09/12/2014 6:00 AM Airline & Flight Number : United 6119 Checkpoint/Area of Airport : B Terminal TSA Employee: (If Known) : NA Comment : I have a knee replacement and was TSA-Precheck. You have removed the machine where you put your hands over your head from the Precheck Line so it completely defeats the purpose of Precheck since I have to go through a full patdown, etc. Why?? Thank you. BTW - when I asked the TSA officers manning the checkpoint why, they said they had no idea and that they did not like it either.

9/12/2014 2:07:56 PM Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

9/12/2014

6:13:22

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Miami International Airport

Dear Sir or Madam:

I was surprised tonight as I passed through security (approximately 8:30 PM on 12 September at Dulles International) to observe the sparse number of women working. I opted out of the body scan due to pregnancy, and had to wait with 4 other women while the only woman on post explained she could not leave her post because it was a set position. No other women were available and one had to be called from another area. I observed approximately 10 other TSA agents, all male. Not only is this an inconvenience for the number of women opting out and waiting for pat downs, it also shows a gender disparity in the number of men and women working for TSA at the airport. I am sure there are many reasons for why this number is so disparate, but perhaps they are not good reasons. I would encourage TSA first to have enough women on staff to sufficiently pat down women who opt out of the body scan (in this instance, there was not a single female agent available in this area of the airport). Second, I would encourage TSA to scrutinize its hiring and recruiting methods to ensure that women are being both encouraged to apply and fairly considered for positions with airport security.

9/12/2014

10:00:07

PM

Thank you and regards,

(b)(6)

--

(b)(6)

HYPERLINK (b)(6)

-----Original Message-----

From: (b)(6)
Sent: Friday, September 12, 2014 9:14 PM
To: TSAExternalCompliance
Subject: Complaint

I will be sending this letter certified mail as well to ensure delivery. I expect confirmation that this complaint was received and expect to speak with someone regarding follow-up and next steps.

(b)(6)

Attachment

9/12/2014
10:00:13
PM

Complaint Information

If you don't speak write English, CRL OTE has access to interpreters and can talk to you in any language.

1. Information about the person who experienced the civil rights civil liberties violation (fill in what you can)

Name: (b)(6)

Phone: (b)(6)

Work: (b)(6)

Email: (b)(6)

2. Are you filing in this complaint form on behalf of another individual 3. What happened?

I am a US federal government employee and was traveling on official government business on Monday, September 8. While proceeding through the TSA security screening. I opted out of the body scan and requested the pat-down option. The coordinating TSA screener requested a male TSA employee come forward to complete the pat-down. The woman requested someone come forward several times. It was evident that none of the male TSA employees on duty were interested in completing this task. After waiting about 10 minutes, a male TSA employee approached me (I was later told his name is (b)(6)). He appeared visibly angry and irritated, as evidenced by his physical demeanor and initial verbal responses to me. He mumbled instructions to me to begin the screening and I had difficulty understanding him. (Continued at #7)

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/13/2014 1:25:48 AM

9/13/2014
9:25:56
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight 6448, LAX, Terminal 5, Gate 50. .

Comments: I asked the TSA agent about being honored the Pre-check process as they closed the checkpoint. The agent who took my ID was ABSOLUTELY inappropriate to interrupt me to tell me to be quiet and listen to her since SHE wasn't finished, and then proceeded to lecture me on the closure process. Obviously trying to make a flight, she pulled me aside when I tried to get in line and gave me a yellow 8x11.5 paper which she stated would facilitate my TSA pre-check, though it turned out to be a flag for additional screening. Wish I wasn't so distracted I didn't put 2 and 2 together fast enough. Thanks to this retribution, I spent the next 20 minutes while your team took their leisurely time in checking everything I owned and eventually doing a thorough pat down. I am APPALLED that TSA employees are apparently give the authority to retaliate against the general public whenever they feel they have a perceived slight. I have never been treated so discourteously by any organization; it is no wonder your agency gets such obviously well-deserved bad press. I cannot believe you allow such attitude with your employees and then permit them to act out on their customers. You should be ashamed of yourselves. And I should get my money for being "pre-checked" back. Call Amazon and learn what customer service really is, since you all don't seem to have a clue.

Feedback Type : Compliment
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/13/2014 1:21:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/12/2014 8:00 PM Airline & Flight Number :
Checkpoint/Area of Airport : Delta Terminal TSA Employee: (If Known) : TBD Comment : I asked the TSA agent about being honored the Pre-check process as they closed the checkpoint. The agent who took my ID was ABSOLUTELY inappropriate to interrupt me to tell me to be quiet and listen to her, and then proceeded to lecture me on the closure process. Obviously trying to make a flight, she pulled me aside when I tried to get in line and gave me a yellow 8x11.5 paper which she stated would facilitate my TSA pre-check, though it turned out to be a flag for additional screening. Wish I wasn't so distracted I didn't put 2 and 2 together fast enough. Thanks to this retribution, I spent the next 20 minutes while your team took their leisurely time in checking everything I owned and eventually doing a thorough pat down. I am APPALLED that TSA employees are apparently give the authority to retaliate against the general public whenever they feel they have a perceived slight. I have never been treated so discourteously by any organization; it is no wonder your agency gets such obviously well-deserved bad press. I cannot believe you allow such attitude with your employees and then permit them to act out on their customers. You should be ashamed of yourselves. And I should get my money for being "pre-checked" back. Call Amazon and learn what customer service really is, since you all don't seem to have a clue.

9/13/2014 9:26:20 AM

Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2014 3:50:21 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/13/2014 12:00 PM Airline & Flight Number : West jet WS1423 Checkpoint/Area of Airport : International, terminal 2 (I think 2, flight was out of gate 21 for sure) TSA Employee: (If Known) :
Comment : I requested a pat down instead of going through the body scanner like everyone else. I was told by the woman standing behind the metal detector directing everybody through the body scanner to wait to the side so I did. It took 15 minutes for me to be called over for the pat down. I felt as if they were trying to force me to use the scanner by making me wait so long I would change my mind. It is worth noting that the security area was not busy at the time, we waited behind only 2 people in line before placing stuff in bins. Of course I'd put all my stuff in the bins for scanning quite a while (and a number of people) ago. If I hadn't been travelling with my husband who collected my stuff for me, it would have been left unattended the entire time. Not only is that increasing my risk of theft, it is in direct opposition to all the announcements that play once you've cleared security about not leaving your belongings unattended and to keep them in a direct line of sight at all times. While I was waiting, the female officer mentioned before behind the metal detector would not even look at or acknowledge me, much less tell me how much longer I might be waiting or if someone was on the way, again leading me to believe this wait was to "encourage" me to just go through the body scanner. I'm not sure if it is required or not, but the officer performing my pat down never asked to see my boarding pass or passport (which I didn't have on me anyway because it went through the scanner 15 minutes before). Additionally, my husband has informed me that bags were being pushed through the scanner even though the track past it was full. So much so that bags were starting to fall off the end and another female passenger even commented on it to him too. My husband debated requesting a pat down instead of the body scanner as well, and had he opted to go with the pat down, all of both of our belongings would have sat completely unattended, out of our sight for the 15 minutes it took, likely after falling to the ground. I have never had any issues with/complaints about security screening before and I understand it's importance, however I feel that this entire experience is unacceptable and avoidable.

9/14/2014 9:34:01 AM

Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/14/2014 10:39:45 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spirit Flight 126 FLL to MYR 8:10 PM

9/14/2014 11:13:56 AM
Comments: Inconsistent screenings within the same airport: I fly often. I don't go through the scanner because I can not verify its safety. I always opt out. Often TSA agents show their displeasure for my choice. I have complained at least once when an agent took "meets resistance to mean "go up until first finer is in middle of travelers external labia over clothing." Nothing was done about it. Still I need to travel, after seeing a news video where a woman went through with no problems in a bikini, and to make things easier on me and faster for TSA I began wearing a bikini under my clothes when I travel. A couple of weeks ago I flew from MYR to FLL and back on the same day. On the MYR portion I was only asked to have my hands swabbed and put thru a metal detector. At FLL I waited until it was time to take off my shoes and I removed all clothing except the bikini. The agent looked me over (Everything that is usually supposed to be touched in a pat down was visible) and told me to take my things and have a nice day. This happened again on Fri 9/12/14 from Myrtle to FLL, I went through in the bikini with no incident no pat down and had a pleasant flight. I was relieved to have a solution that did not involve me feeling violated and still allowed TSA to do what they needed to. Last Night 9/13/14 on the Spirit flight from FLL to MYR I again waited until the last possible moment, removed my jogging suit and asked an agent for an opt out. I was told "You know she's going to run her hands up your thighs. right?" I said "why? there's nothing covering my thighs" He smugly told me "I just have to inform you. I shrugged it off thinking perhaps he was new. Sure enough when I got to the other side I was told I was going to be pat down. The agent proceeded to run the back of her hand over my bikini on my breasts, buttocks and the back of both hand over my bikini down the front of my pubic bone. I was literally touched in places I've never had touched during a pat down.. When she told me she was done and I could get dressed and older woman with grey hair came over and snapped "No she's not! Don't let her put her clothes on! Take her ID and boarding pass!" She confiscated my ID and boarding pass and had several male agents stand with their backs to me causing a scene. A younger male agent came over and expressed his annoyance that "I" was causing a scene by coming through in a bikini. I explained it was "his" co worker who insisted I stand there longer than necessary in a bikini. With about a half dozen male and female agents glaring at me in disgust, I asked the woman who pat me down if I was being detained. she said "no." I said "If I'm free to go may I please have my things?" again she said "No." I said "So I'm being detained?....." They eventually came out and gave me back my ID and boarding pass. Clearly I am upset by the way I was treated. What Homeland security should be concerned with is the hiring process. You had several adults who were so rattled by a middle aged woman in a bikini they focussed all their attention on it. That's not "me" causing a scene. Other agents were able to get me through no problem. What I encountered last night seemed to be a group of emotionally immature and unstable adults who should not be in charge of the safety of other human beings. More than a half dozen agents got involved in something and were clearly showing emotion... not over a safety issue but because despite looking at scanners and touching people in pat downs, they have some problem with me in a bikini. (I guess none have them have ever been to a public beach in the US?) I strongly suggest you look at the tape and perhaps point out to the agents who stopped doing their job elsewhere to get involved in a "bikini incident" how they left holes in TSA security to vent their personal disgust rather than just do their job. In addition, I'd like to know exactly what the protocol "is" for a pat down, there seems to be an awful lot left to the discretion of a TSA agent to go on "gut feeling." I feel like I was singled out and hazed by a bunch of junior high kids.

Dear Sir or Madam: I wish to share an incident that happened at Dulles on the afternoon of April 10th as I was leaving for Buenos Aires. When I got up to the security checkpoint, I indicated to the TSA worker at gate 52 by telling and pointing to my side, that I had a metal hip and I wanted a pat down. The TSA individual at first ignored me so I thought he did not hear me above the din. When I repeated my comment, he angrily turned toward me and said, "Don't yell at me!" I was somewhat startled as I did not consider myself yelling as it was quite noisy and I thought he did not hear me the first time. I was trying to be cooperative and helpful to him.

9/14/2014 11:14:09 AM
In my opinion, this is not the type of individual who can handle this sort of job. He might have said to me, "Madam, I will get to you in a moment. I did hear you the first time." He would have looked a lot more reasonable and professional.

I did share this with those who represented themselves as his superiors and they apologized to me. Can I make a suggestion? Instead of TSA workers wearing an invisible name tag flipped over where names are not visible, why not have them wear a visible number tag on their shirt pockets? This way the numbers can be used to commend or complain about behaviors.

You won't know who is doing a good job or a poor one if you don't receive or solicit passenger comments. Hope you will consider a better way to have those who regularly interact with your employees give you this necessary feedback. Many thanks,

(b)(6)

Caller said his wife has an insulin pump and diabetes and that he called the care line on Wed. before their flight on Sat., Sept. 13th at Newark Airport for a pss. He said there was no pss at the airport and he said he asked for a pss at the checkpoint and there was none provided. He said he told them not to put her insulin pump through the machine and he said he told 3 TSA agents she can not go through the machine. He said his wife was behind him. He said the manufacturer does not want the pump to go through the machine. He said the supervisor could not find a complaint form right away and it took awhile for the supervisor to get there and to find the form. He said he wants a pss when they return on United flight # 5879 from Cincinnati on Sept. 20 at 4:17 pm. He said he was concerned they would miss their plane. He said he did not get that agent's name and he said 1 nice agent said she can have a patdown. He said he does not want to fly out of Newark Airport again due to this incident and he said he called 3 days early for the pss and asked for the pss at the checkpoint. He said the Supervisor made a copy of their boarding passes and driver licenses when he said he wanted to file a complaint.

Complaint:CSM
Claims Complaint

Airport:Newark
Airline: United
Flight Number:4148
Departure Time: 09-13-14 at 12:35 pm at checkpoint
Arrival Airport and Time:Cincinnati at 3:30 pm
Location: checkpoint
Terminal:unknown
Gate:A 23
Contact Information:(b)(6)

9/14/2014
1:50:50
PM

I advised him that I will refer this to the CSM at the airport.

Response:I gave him the CSM info for the return flight:Cincinnati Northern Kentucky International

Name:(b)(6) - CSM - Cincinnati
Phone:(b)(6)

I advised him that the flight info for both the departure and return were set up and I confirmed this from record (b)(6) I advised him that we send the info to the airports for the pss assistance.

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Remote Client IP:(b)(6)
Date Time: 9/14/2014 1:15:02 PM

9/14/2014
3:24:36
PM

Name:(b)(6)
Email:(b)(6)
Complaints:Discourteous/Rude Employee.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):September 8, 2014
SEA TAC, AROUND 6:30 AM.
In route to SNA via San Jose. Southwest Airlines departing at 7:30 am
Comments:I was directed by the TSA officer to the line that had the smaller screening machine since 75 y/o. I also had my military ID. An Air Force widow. The TSA officer at the machine harassed me with questions and I explained not going through the large screener. When told you that, Why shouldn't you etc etc. A short blondish young man with the coldest eyes. A very nice tall screener came over and he said to her She opt (opted) out. I said I don't know what that means I was told to come in this line. She just opened the side door and kindly said come this way I'll give you a pat down. I couldn't read the name of the rude guy but it's a short two syllable name. Incredible! My son had gone through since he's TSA approved. Otherwise, generally they are very nice; this fellow acted like a Nazi soldier.

Submitted on Monday, September 15, 2014 - 01:49 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Woman traveling alone with an infant child Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: San Diego

State: California

Zip Code (Post Code): 92130

Other: United States

Email: (b)(6)

9/15/2014
8:32:01
AM

==Incident Information==

When did this happen? 08/19/2014

Where did this happen? NEW YORK - BGM - Binghamton Regional

What happened?

I recently traveled from San Diego, CA to Binghamton, NY via Delta airlines. My TSA experience in San Diego was relatively pleasant. I had some baby food as I was travelling with my then 10 month old daughter (along with my husband and son) and I declared the baby food. I was allowed through security without a problem.

When leaving Binghamton, NY for my return trip to San Diego on August 19th, 2014 (Delta flight 3757 to Detroit) I declared the baby food that I had with me. I was traveling alone with my infant daughter as my husband and son were taking a train home. I

Ext. 209. Caller is troubled and would like an explanation. She flew from DCA to BOS today. In the checkpoint, a woman waved a wand on her hand and an alarm was set. They took her to a room and performed a patdown. They also looked through her bags. Nothing was explained. She has an anxiety disorder so she was very uncomfortable and nervous. She never did understand why she went through those procedures because no one ever explained them.

Airport: DCA

Airline: JetBlue

Flight Number: 1190

Departure Time: 7:25 am

Arrival Time: Around 8:30-8:35 was originally supposed to arrive at 8:55

Specific Location (Terminal-Gate): Gate 30, they went through a different terminal than they were supposed to.

Individuals Contact Information (phone number-email): (b)(6)

Persons involved (if calling on behalf of someone): Two women, one was African American and the other Caucasian

9/15/2014
9:39:15
AM

The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

TSA seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller mentioned that on Sept-11th she had a very negative experience at IAD. She is a parapalegic with leg braces and a walking cane, however she can walk some but very slowly. It appeared that the caller went through an extremely long and invasive screening experience, several TSO s spoke to her in a rude fashion, "treating her like a child". She explained to me that she felt that the entire experience was rude and insensitive. She said that three TSO gentlemen just stood there and gawked at her while she was waiting for her patdown making various comments to her. She inquired about her purse and walking cane while she was waiting for a female TSO to give her a patdown (30 minutes). The three TSO s made insensitive comments such as "stop worrying about your things, just sit there and wait". She explained that when going through the WTMD, no TSO s offered to help her walk, so her husband assisted her. When he was finished, they made him go through the entire process all over again, I explained that it is SOP for him to be rescreened, she didn't like that at all. She explained that in the end, the whole screening process took its toll on her that day and she began to cry. The TSO s left the area at that point and an STSO came over to her. She said that the he was very nice and immediately had a female officer in the near area conduct her patdown. She nearly missed her flight due to the screening. On her return flight from another airport she said that the TSA officers were much more pleasant and organized, treating her respectfully. She wanted to know why IAD was so chaotic and rude.

I apologized for the way that she felt and explained to her that I would send her concerns and complaints to the CSM at IAD.

Date Time-- 9-11-14 at 8am.

Gate or Terminal--1st Terminal when you drive in. She was sure that it was Terminal #1.

Airline--Virgin America

Flight #--VX89

9/15/2014

10:04:05

AM

Advised:

(TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. (She did ask for a STSO)

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

In addition, I gave her the information for TSA Cares on future flights:

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. to 11 p.m. EST and weekends and holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/15/2014 2:32:58 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 09/14/2014 10:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

9/15/2014
4:06:05
PM
Comment : I have an artificial knee, and carry a card to prove it. No matter where I fly from , or what method of screening machine is used, including the full body screen, I am forced to obtain a full body pat down. I am made to wait in a glass cage like a prisoner. I understand the precautions, but, every single time is absurd. You must find a better method. Yesterday, I had to wait 10 minutes in that glass cage for someone to come over and pat me down completely. This is humiliating . Every single time. There must be a better way. The same issue applies to Newark.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Callers wife is getting PreCheck. She has disabilities, he was allow to get PreCheck on the last flight because his wife has a hearing disability. He will be traveling again with his wife and an elderly lady in a wheelchair, he wants to know if she can get precheck along with him and his wife? He says he had traveled before on Southwest out of Boise and when going through screening there was young women that had pony tails that had devices in the hair with base ball caps on and was not ask to remove the hat or devices. He says his wife has thick hair and on the other side of the machine the agent ran her hand through her hair and she ask the officer what she was doing with her hair. The agent just said she had to check her hair. He says his wife had just paid \$85.00 to have her hair done and he wants to make sure this never happens again.

Told caller

I explained to him if his wife was chosen at ramdon for PreCheck on a flight did not mean he or she would be selected again. It just means the information they provided met the criteria and they were selected on a per flight bases only. To be eligible for PreCheck on every flight they can apply for one of the programs to get a number to use but it still is ramdon selection so they wont be guaranteed every time.

There are two ways to be eligible to participate in PreCheck, you can be a member of one of CBP's trusted travel programs such as Global Entry, SENTRI, and NEXUS or you can do the application process on tsa.gov.

9/15/2014
5:18:12

PM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

I explained to him if there was an alarm during screening they will have to give a patdown to clear the alarm, I too have had my hair patdown and it was to clear an alarm.

I could not tell him they would never have to do this again.

I did not send his complaint to the CSM because it has been sent already.

I only listed the airport and airline for the complaint for the previous flight, he did not say what airline or airport he was traveling out of again.

Caller states that he has a complaint about his screening at SJC. Caller is a Precheck participant and was told that the WTMD alarmed. Caller was sent to go through the AIT. He asked the TSO why that was happening, and she was rude to him about the answer. She said, sorry buddy, this isn't a restaurant! The TSO named (b)(6) answered his questions and was polite. Caller was told that since some people are sent through the Precheck lane that they have to randomly send some people through AIT. Caller is not comfortable with AIT because he is concerned about radiation for health issues.

Airport SJC

Airline Southwest

Flight # 4729

Date Time 09/15/2014 3:20PM

Location Gate 21 Southwest Terminal

9/15/2014
5:54:27

PM

Advised caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

You are not guaranteed expedited screening for every flight. You can opt out of the AIT screening and request a patdown.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 9/15/2014 4:05:46 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/11/2014 12:30 PM Airline & Flight Number : Jetblue #1783 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

Comment : Waiting my turn to go thru security after removing all items, etc., I noticed two lines, one for the walk thru and one for the x-ray type booth. I didn't wish to use the x-ray, so I waited for the walk thru. When it was my turn, the TSA agent pointed to the x-ray. I said "I would like to use the walk thru." He said and I quote "YOU WANT A PAT DOWN?" I said excuse me and he said "ILL GIVE YOU A PAT DOWN RIGHT NOW, GET ON THAT LINE" I reiterated that I didn't want to use the x-ray and he yelled again at me that I was going to get a pat down. My husband stepped in and told the agent to calm down, that it had been a rough week. This flight was a return flight for my family after having buried my mother the day before. Not everyone is traveling for happy times and I truly feel his outburst was unnecessary and uncalled for. I proceeded in the x-ray booth and when I exited a female TSA agent told me she was sorry for my loss. I wanted you to be aware of this. I thought you had a choice where you wanted to go thru. Apparently, I was mistaken, but I should not have been treated that way.

9/15/2014
6:35:16

PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Monday, September 15, 2014 2:30 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/15/2014 2:30:02 PM

9/15/2014
6:35:36
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Verbal Abuse and Disability Discrimination

Comments:

Incident occurred 9/14/2014 at Sky Harbor International Airport, Delta Terminal 3, between 2:30-3:00 PM. TSA was an African American male, age 50's-60's. Did not see a name badge on him.
Hi,

Quick question:

I have a Global Entry pass and am awarded the TSA Pre-V whenever I fly. I carry a bottle of liquid homeopathic medicine that cannot go through the scanners nor xray machine.

9/15/2014
8:26:03
PM

I certainly understand the need to "sniff" the bottle but am wondering why, as a Trusted Traveler, I must always get a pat down and almost always go through a lengthy, detailed check of my carryon items even though the liquid passes the test.

Thanks. Enjoy your weekly blogs.

(b)(6)

HYPERLINK (b)(6)

From: (b)(6)
Sent: Monday, September 15, 2014 6:42 PM
To: TSAExternalCompliance
Subject: TSA complain

ATTACHMENT:
CIVIL RIGHTS CIVIL LIBERTIES COMPLAINT

Name: (b)(6)
cell Phone: (b)(6) Home Phone: (b)(6)
Mailing Address: (b)(6) Staten Island N.Y. 10314
Email: (b)(6)

9/15/2014
8:27:20
PM

What happened?

On 9-3-2014 my husband and I arrived at Sky Harbor Airport in Phoenix Arizona at 9PM. We were returning to JFK International Airport in N.Y. My flight was 136 Jet Blue to depart at 11:45. After getting our boarding passes I was escorted by wheelchair to screening. I informed the agent that I had metal in my left knee from a knee replacement and that I had documents from my Doctor I was advised that because I had metal I needed a pat down. I agreed. I was led away to a area several feet from the screening area in-full view of all other passengers that were entering the airport. I was advised to remove my shoes. I explained to the agent that I had one leg shorter than the other and that I wear a custom orthodontic in my shoe and that it was hard for me to stand without my shoes due to the length difference. The agent proceeded to do her pat down. She started from my head down. As she got to my groin area she was insisted on placing her hands directly into my crotch area. I am not use to some body touching that area and flinched. The agent attempted to repeat this processes a number of times. Every time I flinched. The agent got angry with me and called her supervisor over. His name was (b)(6) Badge number (b)(6). He informed me that I was incorporated with the pat down and would not be permitted to board my flight. I attempted to explain to him that it is a normal reflex.

When did this happen? Please provide the approximate time of the experience
This incident happened at 915PM after my entrance through security

Where did this happen?
Sky Harbor Airport

Good morning,

9/16/2014
8:43:37
AM

I am traveling out of John F Kennedy airport this morning. I arrived at JFK T5 and went to lane 7 for security screening. I opted to go through regular screening due to my pregnancy. The officer (b)(6) abruptly put his hand up and told me I had to use the scanning machine due to me being a Jetblue employee. He said "your not working go on that side" I told him I would like to go through regular screening I don't mind being pat down. As he called for female assist. he told a coworker "they think when their traveling they can go through regular screening" and shook his head. That is very unprofessional. He never acknowledged me as an individual he labeled me as a jetblue employee trying to get over. When I was just protecting my unborn child.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 92626

9/16/2014

8:45:03

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Oakland International Airport

The caller asked what the process is for a patdown. She stated that she always opts out of the technology and gets a patdown. She explained that she flies a lot and she normally wears a bikini through the checkpoint to help with the screening process. She stated that normally she is visually inspected and told to go on through at the checkpoint, as was done at FLL recently. However, during the recent event at FLL she was subjected to a patdown in the bikini. She stated that there was a TSO that stopped her and told her not to go through yet. She stated that she told the other agent to take her boarding pass and her ID again. She asked them if she was being detained and then she asked for her belongings back. She explained that the agent responded by telling her that she was not being detained, however she needed to wait. She stated that a male officer told her that the female was going to go up her thighs, and she asked what the point was, when it is bare flesh. She stated that they proceeded to also run the backs of their hands over her breasts, and her pelvic bone. She stated that normally the TSOs would run the hands under the breasts and between, however they actually touched her breasts and her pelvic bone during this screening event. She asked why this happened. She stated that they made a scene of her at the checkpoint, and there were men standing all around while she waited to get her boarding pass and ID back.

She stated that she has spoken with the FBI, senators, and congressmen regarding TSA regulations. She stated that she was not able to find anyone that regulates TSA. She asked what the standard patdown in tells.

I explained that a patdown would include patting down the passengers entire body for screening purposes and using the back of the hands in sensitive areas, including breast, as she experienced. I explained that she can speak with the CSM at the airport in regards to why she was subjected to the additional screening and why she was pulled aside. I explained that we do not have any further information to provide. I explained that all passengers have to be screened.

I advised the caller that she can speak with a member of floor support regarding her concern.

9/16/2014

12:04:57

PM

Escalation Notes: (b)(6)

The caller has a complaint about an experience she had at FLL. She had emailed in on the 14th of September 2014 see EID in the notes section below. She retold her story and wanted clarification on what a sensitive body area. She also wants clarification on what she needs to do to make things easier for all concerned going through the checkpoint. She says she has already contacted her congressman concerning this incident and wanting to know who holds TSA accountable. I provided the below information to the caller and apologized for the experience she had at FLL.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

I advised the caller that I would forward this to the CSM for review

Caller says he just talked to (b)(6) at DFW. Caller says that she is a manager there. He says he was relaying the experience his wife went through this morning.

He says he is calling to complain about how TSA handles passengers with joint replacements.

His wife went to the TSA today and identified she had joint replacements.

The agent directed her to Precheck.

She went through the metal detector and it alarms.

She had to take her shoes off and she went through the scanner again and it alarms again.

9/16/2014 They did a full patdown on her.

12:30:31

PM

His wife called her at a later time crying. His wife is 72 years old. She is familiar of the patdown procedures.

He says TSA must come up with a better way to handle passengers with metal implants. He suggests possibly utilizing the hand held metal detectors again.

He states that TSA needs to find a better process and something has to be done.

Name: (b)(6)

Phone: (b)(6)

BTTC: During the day, between about 8AM to 5PM

Provided with record number, which is (b)(6)

Caller was on speaker phone, (b)(6) was also listening in.
Caller says she had incident with TSA officer in Gainesville, FL. Calling to find out how to initiate problems she had.
She says her son and she were both verbally and physically assaulted. He was belligerent into provoking her son.

They called airport and was given 1-800 number in Jacksonville, FL.
Airport says there is nothing they can do, it is out of their hands.

The officer's name is Frank Stagl, He is the airport Federal Security Director. They are filing a claim with representative in Florida. They are in process of filling out paperwork now. They have been advised to call us to start investigation on this side so that we can have records. Sheriff department says it must come from TSA top people.

9/16/2014
1:50:22
PM

(b)(6)
Sent to both emails.

Advised callers that I would send to CSM and they said no that wouldn't work since airport says not on their hands. I told them I would check with supervisor as to where this record needs to go and I had all the information they provided to look into this.

Called the caller back to gather more information:

Airport: Gainesville, flew in from Dallas

Airline: US Airways

Flight #: Not sure

Date: 09/15/14

Time: 2:08 pm

Location (Terminal or gate): In front of the security lanes in main area after retrieving baggage.

Contact information: (b)(6) Both want to be emailed at (b)(6) and (b)(6)

(b)(6) said she did not see the whole incident, but did hear it as she was walking in front. Apparently, when they landed (b)(6) went to the ticket counter where you claim baggage like when you have a weapon. While she was talking to lady at

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 9/16/2014 12:29:32 PM Airport : DAL - Dallas Love Field Date/Time of Travel : 09/16/2014 12:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My mother was traveling alone and went through security today on her way home to California. She apparently set off the "chemical" test causing them to pull her aside and conduct an invasive pat-down, under her clothing, in a secluded room.

9/16/2014
2:13:12
PM

This may be your standard procedure, but to what avail? Did they find anything? Do they ever? This screening process is unacceptable. If some sort of alarm goes off, then it needs to be validated. Police use K-9's that are tested, a drug dog can't hit on a car and have the 4th amendment rights of the passengers violated unless the dog is certified and has so many cases where it's proven right. I fail to see any cases where the TSA was accurate in their invasive searches. This leads me to believe TSA simply violates anyone's rights based on the discretion (or sexual preference) of the agent working that day.

If you are going to send me a "this is how we do it, unfortunately..." e-mail don't bother. If you are actually going to look into the matter, or care beyond checking a box, feel free to contact me.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has been working with Melinda Courtney in Little Rock and she said she is a CSQIM.
He flew 8-15-14 from Little Rock on Delta and at screening placed his Blue web belt in the tray and by the time his Patdown was done his belt had disappeared.
He stated he is 82 and did not see the point of all the screening. He said nothing alarmed and he did not opt out but he sidestepped the issue when asked if he knew why.

He said Melinda Courtney told him that she looked at the tapes could not help him because she was not able to pick out a passenger on the tapes that fit the description he gave of himself, so she could not determine what happened to his belt. He said he told her to look at the tapes for a guy who looked like Arnold Palmer and that is him.
He stated the belt was from his military days and sentimental and he wants it replaced.

9/16/2014 RESPONSE:

4:23:52 PM Told I am sorry about his belt no matter what happened to it.

I asked since Melinda Courtney the CSM at Little Rock could not help him what he wants to see happen.
(He wanted reimbursed for the sentimental belt).

Told him I will order a claim form via email but the CMB makes the decisions about claim payment.

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 9/16/2014 5:04:36 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 09/15/2014 7:00 PM Airline & Flight Number : UAL 669 Checkpoint/Area of Airport : Terminal E TSA Employee: (If Known) :

Comment : The agent collected my items while I was waiting for a 'pat down'. She took my laptop out of the tray and placed it precariously on top of the pile at the end of the conveyor system (rolling rods). Then my items all rolled off and the laptop bounced off the floor. The laptop case is permanently damaged and the computer does not function normally (fails to wake up properly after in sleep mode).

9/16/2014 6:06:36 PM This a laptop provided to me by my work so filing a claims seems complicated. My work does not have the budget to replace the item which is damaged but still functions if I cycle it many times to wake after sleeping. I am not sure what to do but in the meantime please instruct your agents not to take valuable items out of the trays.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/16/2014 8:45:20 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

9/16/2014 9:04:18 PM Comment : Please inform me of how I file a formal complaint against TSA screening processes. I am sick and tired of being HUMILIATED AND DISCRIMINATED AGAINST by the TSA for being overweight. If your millimeter wave scanners are as good as advertised you should NOT have to publicly pat down my stomach everytime I fly due to wearing a loose shirt. Either your equipment is NOT as good as advertised, your employees are getting a good laugh at the expense of the traveling public, or it is a thinly veiled way of selling your paid screening service. I do not wish to let this drop. I also do NOT believe the option of a full patdown is an acceptable alternative. This has happened recently in Minneapolis and Phoenix.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Zipcode:

9/16/2014

9:04:24

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Hartsfield-Jackson Atlanta International Airport

My name is (b)(6) and I am a pilot with Allegiant Air. This morning while commuting to my home by way of DTW airport I had to pass through security at the McNamara terminal. I was in my full uniform. I was questioned at security by the TSA officer if I was working the flight today. I answered "No" that I was jumpseating and would get a boarding pass at the gate. I was directed into line where I was asked 3 more times if I was working today and then told if I was not that I needed to go through the Millimeter Wave Scanner. I was told several years ago now that crew members were exempt from ever having to use this machine. Let me remind you I am in full pilot uniform. He said if I did not go through the scanner than I would have a full body pat down screening. I allowed him to do the pat down and even though he was very kind it is upsetting that a crew member in full uniform, in front of passengers is being screened in this manner.

I do a lot travel to get back and forth from Las Vegas to my home in Wisconsin and I have never experienced this type of treatment. Usually I am put in an employee only line, or told to use Pre check line. My company has yet to join Known Crewmember, but that shouldn't put me in line with regular screened passengers. I have an airline badge and that should stand for something.

9/17/2014 I would like to know what the TSA policy is with regards to crew members.

8:47:29

AM

Thank you for your time.

(b)(6)

She asked why did they take her 70 yr. old wheelchair bound Mom and do 3 security checks on her because she asked to go to the bathroom. She said her mom has metal implants in her back and knee and that she was at CVG on Frontier going to Denver. She said she does not have any Officer's name and that they searched her 3 times and did the patdown. She said her Mom did not go through any machine as far as she knows. She said she did not have any problem at Denver Airport and why did this happen at CVG. She said she is frustrated and that we should use the wand not do the patdown. She declined her name.

Complaint:CSM
Claims Complaint

Airport:CVG
Airline: Frontier
Flight Number:739

9/17/2014 7:48:24 PM Departure Time: 09-17-14 at 3:20 pm
Arrival Airport and Time:Denver at 4:54 pm
Location: security checkpoint
Terminal: unknown
Gate:A 8
Contact Information:(b)(6)

I advised her that I will refer this to the CSM at the airport.

Response:I advised her that if she went through a machine and the alarm triggered then she would have to go through a patdown. I advised her that if an anomaly is detected on her body then she would have to go through a patdown. I advised her that we don't have the wands anymore.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 9/18/2014 5:00:53 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/16/2014 6:55 PM Airline & Flight Number : United Express Checkpoint/Area of Airport : Terminal 1, Gate B7 TSA Employee: (If Known) : Officer (b)(6) and three others she was working with Comment : I write to register a formal complaint against four TSA agents with whom I came in contact during my walk through O'Hare Airport Security between 6:55 pm and 7:00 pm Central time on Tuesday, September 16, 2014. I request that you take action to reprimand and to correct the unacceptable, rude, and harassing, retaliatory behavior and actions of the TSA agents on duty at that time, at that checkpoint, because these four TSA agents:

- Tried to prevent me from observing my property – which I had placed in three plastic bins on the tables and belt entering the x-ray scanner – enter the x-ray scanner before I stepped into the line for the body scan
- Singled me out for search and pat-down in retaliation for my speaking up to defend my right to ensure my things entered the x-ray scanner without being touched or stolen, and
- Verbally abused and mocked me during the entire security scanning, search and property-pick-up process, in retaliation for my speaking up to defend my right to observe my property while it entered the x-ray scanner, and after it exited the scanner.

I have only one name to report to you and must therefore describe the three other agents, simply because I was unable to see and record their names on their nametags. I describe my experience and the agents below.

9/18/2014 8:19:10 AM 1.Per TSA guidelines, at about 6:55 pm on Sept. 16, I had placed on the tables leading up to the conveyor belt that enters the x-ray scanner my:

- a.Wheeled computer bag
- b.Laptop computer in the next plastic bin
- c.Shoes, jacket and sweater in the next plastic bin

d.Shoulder carry-on bag, which had no zipper and was open at the top (which is why I placed it in a bin) in the last plastic bin

2.Per my usual routine, I pushed the items forward as far as I could so that the last bin was nearly on the conveyor belt. Before the last bin with my open shoulder bag could enter the belt from the table surface, and then the scanner, a tall, male, African-American TSA agent ordered me in a rude voice to step away from the conveyor belt to the body scanner. I responded that I always watch my property enter the scanner to ensure it was not stolen. He became angry and in a louder voice told me to step away. By this time, my property had all entered the scanner, so I did so.

3. The next agent, standing at the side of the body scanner, was a Caucasian male with goatee beard and darkish, very close-cropped hair. He told me sarcastically that I watch too much CNN. When I replied that I had had property stolen in a security line previously, he more loudly told me (so those in line behind me could hear) to stop watching CNN and that the agent at the belt valued his job too much to steal my things. I said that it was my right to keep tabs on my property and I violated no policy by doing simply watching it enter the scanner. He spoke over my words, presumably to prevent those behind me from hearing them, telling me AGAIN to stop listening to CNN.

4. After about a minute where it was completely empty and with no reason to delay my entering it, I was finally allowed in the body scanner and instead of being able to keep my head turned left to view my property, now situated on the other side of the x-ray scanner, the female agent named Officer (b)(6) told me to look straight ahead. I did, stepped out, and she halted me. She told me to lift my necklace of pearls, patted me down in the front, barked at me to lift my arms and hold my hands out, and then ordered me back to the machine, adjacent to the body scanner, so she could wipe my hands with the material that checked for some sort of residue. I almost laughed out loud, because I have NEVER been checked for residue and there was NO REASON for her to pat me down or to check my hands other than RETALIATION in order to delay my getting through security quickly, since I had apparently offended her colleague by simply insisting on watching my property. In other words, I had no metal on my person that would have triggered a pat-down, and nothing on my hands. But I sure was delayed getting INTO the scanner by the agent who told me to stop watching CNN, and AFTER exiting the scanner.

5. I stepped to the conveyor belt and was met by a fourth TSA agent on the other side of it -- a stocky white male with bald head, who looked at a colleague standing next to him and said sarcastically. "Don't stand near her property - keep away from it" and then started singing "Don't stand so close to me," lyrics from the song by the rock group, The Police. I deliberately checked my bags to make sure they were unopened and nothing had been removed, put on my shoes and sweater, and walked away with my property.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/18/2014 8:43:56 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 09/18/2014 7:15 AM Airline & Flight Number : 709 Checkpoint/Area of Airport :
Precheck in T1 near gate 7 TSA Employee: (If Known) : (b)(6) (female African American) Comment : Around 7:15am today as part of a random screening in the precheck lane @ T1 near gate 7, TSA personnel (b)(6) had way too much attitude during my requested pat-down (I didn't want to go through the magnetometer & never have - always requesting a pat-down instead). It was all in her voice when she asked me to repeat my request to make it as quickly as possible since my flight was boarding & I was experienced in the pat-down process, yet understood she had to say everything & ask the usual questions of any sensitive areas & whether I wanted a private screening. She eased up when I repeated my request, mirroring her attitude while stating her name. Similarly expressed requests with multiple other TSA agents on other occasions have been met with cooperation so I'm confident her attitude of rudeness & disrespect is an isolated incident.
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

9/18/2014 10:04:28 AM
Feedback Type : Complaint
Categories : Screening
Current Date/Time : 9/18/2014 10:57:54 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/18/2014 10:45 AM Airline & Flight Number : Sun country 266 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : In general I have great experiences as I travel, but I think TSA agent sneed to know the difference between a sweater and a jacket. I understand the need to remove an outer jacket, but I was wearing a sweater today and was asked to disrobe down to a camisole. It is not an issue of modesty, but of dignity. I am a professional woman in my 40s, and I felt like the demand was not warranted. If there was concern, I think any hidden object would be apparent with screening, or even a pat down. I would prefer that to being asked to basically take off my shirt.
Would you like a response? : False
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Thursday, September 18, 2014 10:46 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

9/18/2014 12:52:27 PM
Remote Client IP: (b)(6)
Date Time: 9/18/2014 10:46:08 AM
Name:
(b)(6)
Email:
HYPERLINK (b)(6)
Brief Description of Inquiry:
Why pat down 100% time, when I have cards detailing my 2 metal implants?
Comments:
I am SO sick of flying. I always am stopped patted own, made to stand on a filthy mat. just because I have 2 artificial hip joints. For the most part your staff are officious and unpleasant. WHY can I not get a pass having showed the reason for setting off

From: (b)(6)
Sent: Thursday, September 18, 2014 12:27 PM
To: TSA-ContactCenter
Subject: Why was I searched? Redress (b)(6)

Hello,

On my recent trip from Oakland CA to San Diego CA I was selected twice for special screening, pat down and luggage search even though I have a redress # (b)(6) which was in the system. As you can imagine it is quite embarrassing and inconvenient to be selected both ways. I'm pasting a copy of the itinerary. Thank you for looking into this matter.

Sincerely,

(b)(6)
Mobile: (b)(6)

9/18/2014 4:07:32 PM (b)(6)
AIR Itinerary

AIR Confirmation (b)(6)
Confirmation Date: 08/6/2014

U

Passenger(s)
Rapid Rewards #
Ticket #
Expiration
Est. Points Earned

9/18/2014 4:09:35 PM The caller wanted to file a complaint with the manager at Sacramento. The caller stated that the option on the IVR was not working and he was unable to reach the CSM. I asked the caller what his issue was and he advised me that he had an issue at the security checkpoint. The caller stated that his wife had just completed surgery and was going through the security checkpoint. He stated that she had to undergo a patdown and that the officers at the security checkpoint were very rough with her and caused her stitches to bleed. I apologized to the caller for the incident and advised him that I could take this information and make a report. The caller advised me that he would rather deal with CSM directly. I got permission from floor support G Henline to provide the caller with the number to the CSM at Sacramento.

Name: (b)(6)
Phone:

Caller is wanting to file a complaint on TSA at DFW. Caller feels he was treated unfairly because he has a disability. Caller stated that is was not discriminatory it was just flat out poor customer service. Caller stated that they embarrassed him and made a huge scene at the checkpoint, they humiliated his partner and now she refuses to travel with him. Caller stated that on the morning of 7-8-2014 he was going through the checkpoint and he is not able to raise his arms to go through the AIT so he requested a patdown in a private screening area. Caller stated that he had 5 plus TSO s yelling at him from every angle and finally he had to yell and ask who am I supposed to be listening to. Caller stated that he requested a supervisor when they tried to force him to go through the AIT and then they got all bent out of shape and he had 3 other officers come up to him before getting the supervisor. Caller stated that he had a similar incident happen at DFW in April 2014 and he plans to fly in December 2014 and wants something done before he tries to do so because this is unacceptable. Caller stated that he requested ODPO assistance on both flights and he was treated awful. Caller stated that this is the only airport that he has trouble flying from.

Advised caller:

9/18/2014 4:50:33 PM The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: DFW
Airline: American airlines
Date and time of incident: 07 08 2014 05:30 - 6:00 am
Gate or terminal of incident: American Airline

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/18/2014 6:22:41 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 09/18/2014 4:50 PM Airline & Flight Number : American 1017 Checkpoint/Area of Airport : Terminal A, Gates 1 - 17 TSA Employee: (If Known) (b)(6) and (b)(6) Comment : September 18, 2014

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint. I am also lodging a formal complaint against TSA Screener (b)(6) who witnessed the inappropriate search and failed to stop it, as he should have.

9/18/2014 8:04:12 PM At approximately 4:50 pm CDT on September 18, 2014, I entered the security checkpoint for Terminal A, Gates 1 - 17 at Dallas-Fort Worth Airport (DFW) on the way to my flight, American 1017 to Seattle. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file and also to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Thursday, September 18, 2014 6:13 PM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 9/18/2014 6:13:12 PM

9/18/2014 Attachment

8:04:18

PM

1) Information about the person who experienced the civil rights civil liberties violation (fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

Disability Description: Caller has heart and lung conditions. She is also in a wheelchair.

Incident Details: Caller flew from MDW and she was in a wheelchair and disabled. Caller stated that she went through the AIT and then she was required to undergo a patdown. The officer told her that it would be on the shoulders and she ended up patting down her breast area which is sore and numb due to her heart surgery she had. Caller stated that after patting down her breast area the Agent started laughing at her she thinks that it was because she has a small chest. Caller stated that she feels discriminated against because she is 70 years old, female, and disabled. Caller stated that in all of her years of traveling that is the first time she has ever had a patdown and she feels like the agent was unprofessional and rude. She also feels like the agent did it to humiliate her because there was no alarm of the AIT. Caller thinks that the agent also violated her because she patted down her chest and she was supposed to do her shoulders. Caller did not know the agents name but described her as a young, female, tall, skinny, who had dark hair put up in a bun and she thinks she should be reprimanded because of what she done to her.

Advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. The passenger should inform TSOs of any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I will get you to a MB agent to deal with your discrimination complaint. I am going to make sure that this gets sent to the CSM to address the unprofessional treatment you experienced at the checkpoint.

9/18/2014

9:31:22

PM

Airport: Chicago Midway

Airline: Southwest

Flight number: 1444

Departing time: 7:25 pm

Date and time of incident: 09/03/2014 06:30-6:45 pm

Gate or terminal of incident: B23

(b)(6) notes:

Caller said that she wants to let us know she has been flying for 20 years with Southwest out of Chicago. She is disabled and was in a wheelchair and the person she is complaining about saw her get out of the wheelchair and she went through the screening machines. She told her she had to be patted down on her shoulders, but went down farther and didn't have on a bra because she can't wear one due to her surgery. She stated that she turned around after the patdown and the TSO was laughing to her two male co-workers about her. She felt like she was being discriminated against because of her disability. She thinks it occurred closer to 6:45 pm.

Advised Caller:

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

I went through screening at MSY on Tuesday, Sept. 17 at 5 am on the D concourse. My husband is a retired Flight Surgeon for United Airlines, and we fly very frequently. I have a pre-check status, but I have an artificial knee, and I require a pat down.

This agent was nasty, belligerent, and went out of her way to abuse me. She made me late knowing that my flight was boarding. Her exam was extremely rough, not like a normal exam. When I questioned her, she stopped and started her exam all over stating "you are not allowed to open your mouth". She is a poor representation of what TSA is supposed to be, and she is a danger to the public. I hope you have surveillance and her behavior can be reviewed.

9/19/2014

12:05:19

PM

(b)(6)

Sent from my iPad

Ma'am Sir,

I was traveling with a group of 6 uniformed military members on official orders (deployment to a combat area) through San Antonio airport (SAT) on the morning of 19 Sep. When checking through the security checkpoint I recalled the information I've seen about pre-check at the website below:

<http://www.tsa.gov/tsa-precheck/military-members>

At the checkpoint I asked if there was a screening program available to military (as it indicates on the website). I was adamantly told NO and guided to the general boarding line. Further, I was required to remove articles of my uniform. When I asked if there was another option, even a pat-down, I was confronted by additional TSA personnel including someone claiming to be a supervisor who gave me no other options and told me I was risking being non-compliant (for my calm and professional questions).

9/19/2014 12:05:56 PM Obviously, what I experienced doesn't align with the pre-check policy for military members from the above website. The airport in San Antonio must handle an above average amount of military passengers due to its proximity to the USAF's basic training center at Lackland AFB in San Antonio, making it even more unfortunate that the TSA members there don't understand TSA's policies.

I'm asking, at least, that the TSA members on shift at that time be better trained on the intelligence-driven, risk-based approach to security offered to military members via the pre-check program. Even better, if all TSA members at SAT (or anywhere offering pre-check) were reminded.

Thank you for your assistance, and if you have any questions please contact me by email or at (b)(6)

Respectfully,

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 9/19/2014 12:58:52 PM Airport : MDT - Harrisburg International Date/Time of Travel : 09/15/2014 8:00 PM Airline & Flight Number : UNITED UA3334 Checkpoint/Area of Airport : SCREENING TSA Employee: (If Known) :

9/19/2014 2:09:59 PM Comment : Showed screening agent medical card for pacemaker/defibrillator. Agent called me aside, asked me why I showed her that card. She proceeded to ask what I expected by showing her the card. I told her that it was to avoid any magnetic devices. She instructed me on the pat down procedure & I said no problem. After the other agent completed the pat down, he stated that there is a machine that is pacemaker friendly. Complaint is the way the female agent posed the 2 questions as if assuming I wanted special treatment or was trying to avoid screening. Other agents at that airport & other airports on this trip encouraged me to file this complaint stating that "this is not the way TSA operates & that they don't want coworkers treating people like that.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller is a social worker calling from Chadron Hospital in NE in regard to a patient that requires oxygen during flight.

Information Request: She would like to send information in regard to use of oxygen during travel and paperwork that would be required for that. The passenger must be connected to the oxygen at all times.

Response Details: I advised that TSA doesn't require documentation. I advised that she contact the airline in regard to their policy as well.

The Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airlines in carry-on or checked baggage because oxygen is considered a hazardous material. This includes cans of recreational flavored oxygen.

However, the FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. If a POC is not approved by the FAA for inflight use, the passenger will not be permitted to bring it onboard the aircraft. Please visit www.faa.gov to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

9/19/2014
2:30:22
PM

. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms and anomalies.

The patdown will be conducted by a TSO of the same gender.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

The POC will either undergo x-ray screening or a physical and visual inspection. If the POC cannot be x-rayed and a physical and visual inspection is done, the equipment also will be tested for traces of explosives.

I offered to and emailed the information to the caller.

TSA Cares is a program that can provide assistance through screening for those who have disabilities, medical conditions, or devices. Such assistance can help facilitate the screening process. I advised that I would (and did) email information in regard to TSA Cares as well as a number that the passenger can call to request assistance. We recommend that requests assistance be made at least 72 hours prior to travel.

Disability Description: Has several disabilities and medical conditions.

She has had two hip replacements, a wreck which caused her to have severe arthritis where she cannot lift up her arms or have her shoes removed for long periods of time.

(b)(6) also has PTSD from being molested as a child. So she is sensitive to patdowns and inappropriate touching.

Response Details: We can send the complaint to our disability specialist and to the CSM at AUS as well.

You do have to submit the complaint in writing.

Hopefully this issue will not happen again at this airport.

Incident Details: She stated she had a really horrible experience at AUS.

She qualified for PreCheck and saw the AIT.

She has a hip replacement, and was abused when she was younger.

She was almost in tears when she got through the gate.

She is 60 with two hip replacements.

She did inform them beforehand.

Her suitcase had already been gone through.

Has arthritis in her feet and was made to take her shoes off and not allowed put her shoes back on.

The TSO took as long as she could and was really rude.

She kept her standing there, and told her exactly what she was going to do.

Finally she had to sit down after she could stand no longer.

She went through this many times, and talked as long and slow as she could.

The incident retriggered her past abuses.

She was made to hold her arms out to the side and the TSO twisted her arm up.

She has shoulder issues and cannot hold her arms out.

The incident happened at AUS

09.16.2014 340pm

Caller flew from Denver to SFO and he is an airline pilot. Caller stated when he went through the checkpoint his wallet was in his pocket and he had to have a patdown because the alarm went off. The caller stated he asked to speak to a manager and he spoke to (b)(6) Caller stated the manager was rude and the caller wants to make a customer service complaint. The caller stated he understands the procedures and the caller stated the manager accused him of other things but the passenger

didn't go into detail. Caller stated the manager was trying to bully him while he was only asking some questions and the caller stated he went through Terminal A. Caller wants someone to follow up with him either through his email address or phone number

Advised caller I took his complaint and I will forward his complaint to the CSM at the airport to make them aware of the issue.

9/19/2014
2:41:00
PM

9/19/2014
2:59:59
PM

Caller works for CEO of international company. The CEO has a GOES number and she travels frequently domestically and internationally. Caller says there are issues popping up periodically where she is not getting Precheck. She states it has happened five or six times in the last six months and her CEO travels very frequently. Caller stated she gets pulled aside some times and receives patdowns.

Advised caller : When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate.

It is important to keep in mind that even if you are eligible for TSA Preu2713™ as a member of a CBP trusted traveler program, TSA Preu2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

1. What is your citizenship?

US

2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline?

Yes

3. Do you have a valid unexpired CBP membership?

Yes

4. Have you received TSA Pre?™ in the past?

Yes

5. Do know your CBP Trusted Traveler PASS ID?

(b)(6)

6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account?

Yes

7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system?

Yes

8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?

No

9. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft?

No

Caller flew from CAK on 9-14-14 at 6:25am and was on a wheelchair. She said she is very upset and feels violated she says that the TSO conducting the pat down went under her shirt to perform her pat down and touched her private area and her breast and feels sexually assaulted and raped. Caller says she requested the TSO to use new gloves and the TSO was rude and refused. Caller says her boyfriend was denied being able to be her companion while the search was done. Caller says her boyfriend called Delta airlines to let them be aware of her situation.

Caller says her cousin is the TSA president.

Caller says she knows her rights and she had the option to get screened with a wand.

Caller says at the New Orleans airport she also had a patdown and it was done with proper protocol.

Caller says money,her inhaler and sanitizer were stolen at the screening are at New Orleans.

Told caller the TSO had to conduct a patdown because she could not stand and that they could not use the wand and a patdown would be conducted and in sensitive areas the back of the TSO would be used.

9/19/2014

4:19:28

PM

Told caller I m sorry you feel you had a bad experience with TSA.

Told caller that we are TSA not Delta airlines and we had no knowledge of her condition and next time she has a flight she can request a PSS or Supervisor to help her get through the screening are.

Told caller she can file a claim fro her items missing in her carry-on.

Told caller she can call the CSM and let them be aware of the situation she had and her concerns. Gave her the CSM number Edward Hertelendy Phone: 216-362-(b)(6)

Caller said she saw on the news a 12 year old girl also on a wheelchair was conducted a patdown and they filed a law suit for sexual assault.

Disability Description: Caller has type 1 diabetes and uses an insulin pump.

Information Request: Caller would like to know how screening will go for him because of his medical device and his diabetic supplies. Caller is a first time flyer.

Response Details: Diabetes-related supplies, medications and equipment such as , lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Medically necessary items are not subject to the 3-1-1 liquids, gels and aerosol limitation rule and are allowed through the checkpoint in any amount once they have been screened.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening.

9/19/2014
6:54:03
PM

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own. However, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If you are screened using a patdown, it is important to know the following:

Patdowns will be conducted by a TSO of the same gender.

You may ask for private screening at any time.

A private screening will be offered if the patdown involves sensitive areas.

A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.

You may request a chair if you need to sit.

You should not be asked to or be required to remove or lift any article of clothing to reveal a sensitive body area.

To help discreetly notify the TSO of specific disabilities, medical conditions, or medical devices that could affect screening, TSA has created a Notification Card. Passengers may choose to let the TSO know they have a disability or medical condition by showing the TSA Notification Card. Remember, however, this card does not exempt passengers from screening.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 61175

9/20/2014

9:27:35

AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 9/20/2014 11:28:06 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 09/20/2014 1:20 PM Airline & Flight Number : US Air 639 Checkpoint/Area of Airport : B

TSA Employee: (If Known) (b)(6) Comment : Officer (b)(6) never greeted me. She was abrupt during the entire patdown process, making it seem punitive since I elected not to go through the scanner. I travel frequently and am making a point of pointing out to the TSA each time I am treated rudely for causing more work for TSA screeners. Officer (b)(6) is a supervisor, if I read her nametag correctly, and should actually be teaching her people to be both professional AND courteous to the general public, and in now way indicate that it is a pain to do an patdown when someone wants one in lieu of going through the scanner.

9/20/2014

1:03:50

PM

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode:

9/20/2014

3:14:52
PM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Tap to choose

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/20/2014 9:13:25 PM

9/21/2014

9:30:01
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 531, Southwest, Terminal 1, San Diego, 9/18/14, 9:40 am.

Comments: My 80 year old Mother was transported by an airport employee using a wheelchair. When she got to the screening area TSA made her get out of her wheelchair and walk to an area to be patted down. She told them that she can't walk but a few steps and cannot stand without a walker. She was made to walk and stand to the point of almost collapsing. They did not bring her wheelchair with her to the pat down area. She has traveled from San Diego before and has never been made to leave her wheelchair when at the screening area. Because it took so long at the screening area, when she arrived at the gate the plane was already boarding. She had great difficulty boarding due to her disabilities. I am very concerned about the insensitive way my 80 year old disabled Mother was treated by the TSA employees.

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 9/20/2014 11:48:53 PM Airport : SAN - San Diego International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

9/21/2014 9:30:45 AM Comment : I haven't been receiving my pre-check option which I am granted as an armed forces member. I travel a lot so I don't go through the full body scanners. I keep having to opt out and it's so time consuming and difficult with my service-connected disability. I always use my department of defense ID number when I book my flights but the pre-check isn't showing up on my boarding passes. The airline said it's not an issue with them, it's a TSA thing. I understand that TSA will randomly not put it on your boarding pass, but it's all the time now. I don't see why I might be considered a security risk since I am military. Why is it not showing up on my pass and what can I do to fix the problem?

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address:

Zipcode:

9/21/2014

9:31:09

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Tap to choose

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/21/2014 7:51:55 PM Airport : OAK - Oakland International Date/Time of Travel : 09/21/2014 5:30 AM Airline & Flight Number : alligiant 1001 Checkpoint/Area of Airport : security check point by gate 5 TSA Employee: (If Known) :

9/22/2014 8:21:53 AM Comment : After passing through the body scanner I was stopped so they could pat down my back this was a big deal, but I have had to put up with this every time I've gone through the check points for my last 3 flights, but I've never had an issue before. My real problem however starts when they came across my keys. I have had a small keychain utility tool attached to my keychain for years. On the tool there is a small letter opener that a TSA agent considered a knife. I have put this very same keychain on several flights both domestic and international, no one had ever said anything about it till today. I am a marine corps combat veteran, and I felt very disrespected during this entire event because not only did he confiscate a fairly expensive tool that I use everyday, but he was rude about it the entire time. He was very unprofessional and decided he had to hold me up further by running my bag through again after he had removed my keychain from my keys which took him about 5 minutes to do in the first place. Thank you for your time and I hope no one else has to have an experience as disrespectful as this in the future.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

9/22/2014 8:39:23 AM The caller wants to know what the basis for receiving a patdown and wants to know TSA policy in regards to this.

Advised the caller that the officers at the check have the option to subject any traveler to a secondary screening to clear an alarm. He stated that he would like to speak to a supervisor.

Disability Description: Callers wife is a diabetic and has an internal insulin pump. Her name is (b)(6)

Response Details: Advise caller For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

9/22/2014 2:44:20 PM TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail,

Advised caller I will send him an email with this information in it.

Advised caller I will also send this information to the CSM at PHL as well as our office of disabilities.

Advised caller that if his wife as the name of the TSO she can include it on the complaint.

Incident Details: Calling in because his wife is at PHL and the TSO told her she could not request an alternate screening. The caller states that she is now speaking to the Supervising TSO. The caller states she has internal insulin pump and can't be screened by screening technologies because it will affect the calibration. The caller states that the TSO at PHL kept telling his wife that it would be fine to go through the screening technology and they could not do a pat down. The caller states his wife is in tears because the TSO is trying to make her go through the screening technologies. The caller states she called back after speaking with the supervising TSO and she was able to undergo a patdown and board her flight.

The caller states this is not the first time this has happened. The caller states they have already had to file a discriminatory complaint because the same incident happened at ATL. The caller feels that something needs to be done. The caller states it is no coincidence that this has happened 2 times. The caller states something needs to happen to ensure the TSOs that are hired in are aware of passengers rights to request a patdown and honor it.

Flight Itinerary

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 9/22/2014 4:15:05 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 09/20/2014 7:30 AM

Airline & Flight Number : jet blue 1168

Checkpoint/Area of Airport : security screening TSA Employee: (If Known) :

Comment : I am 77 yrs. old, 100 lbs. Came through in wheelchair and went through 2 screenings plus modified pat down.(Had artificial implant).

9/22/2014

6:06:05

PM

Did not see my handbag during that time.

Upon arrival at destination in NJ I discovered my 2 credit cards, which were in my wallet, missing. I called a friend who had a key to my house in Fla., who checked that I had not left the cards on my dresser. Had to call cc companies to close the accounts.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 9/22/2014 3:58:25 PM Airport : HNL - Honolulu International Date/Time of Travel : 09/21/2014 3:45 PM Airline & Flight Number : American Airlines #8 Checkpoint/Area of Airport : TSA security check-point.

TSA Employee: (If Known) :

9/22/2014

6:06:13

PM

Comment : At the Honolulu airport yesterday, even though I have TSA Pre, I was subjected to a full body scan, patdown, and all of my possessions were searched. Later when I was sitting on the plane and I took my phone out, I noticed that the screen was broken (popped out). I assume this happend when the TSA agent jammed my belongings back in my bag. How can I get reimebursemnent for my dammaged phone? Thaks.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Monday, September 22, 2014 - 18:03 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

Best Time to Contact :

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Durham

State: North Carolina

Zip Code (Post Code): 27713

Other:

Email:

9/22/2014
8:07:57
PM

==Incident Information==

When did this happen? 09 16 2014

Where did this happen? TEXAS - AUS - Austin-Bergstrom

International

What happened?

Caller wants to file a complaint about the TSO and his supervisor at West Palm Beach. He traveled to Atlanta on Delta. He requested a hand inspection for the Camera and film as he normally does. He always asks for a hand inspection and the TSO stated he would have to submit to a pat down with a hand and xray inspection of his carry on baggage unless he allowed them screen it by Xray. His supervisor backed him up. He is a professional photographer and is quite irritated with this treatment. In 30 years he has never been subjected to this type of procedure. He has never been put through this.

He was at the checkpoint at 6:10 PM today. The flight departed at 7:07.

The TSO s name is (b)(6) and his badge stated he was a lead officer. He asked for his supervisor who was (b)(6) Concourse C TSA Checkpoint.

9/22/2014
9:12:59
PM

Will he have some type of contact about this incident?

Advised:

I stated I would forward this information to the CSM for review. I thanked him for calling TSA to notify us. I explained the CSM may or may not contact him.

Airport--West Palm Beach

Date Time-09 22 2014 07:07 pm-

Bag Description--Blue bag Tamrac brand Camera Bag.

Airline--Delta

Flight #--1053

From: (b)(6)
Sent: Tuesday, September 23, 2014 1:28 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/23/2014 1:27:30 AM

9/23/2014
10:09:20
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Child Pat Down

Comments:

Dear Ombudsman,
Wanted to get a copy of the opt out policy.
Does not want to go through AIT and wanted documentation to prove it.
He wanted the information mailed to him, rather than emailed.
Then on to TSA.gov website he wanted me to walk him through step by step.
Rambled on about policies and procedures well after he had been given the information requested.

9/24/2014
10:03:07
AM

Advised caller:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

<http://www.tsa.gov/ait-privacy>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/24/2014 7:42:20 AM Airport : PIT - Pittsburgh International Date/Time of Travel : 09/24/2014 7:15 AM Airline & Flight Number : UA3497 Checkpoint/Area of Airport : TSA Pre check lane TSA Employee: (If Known) (b)(6) Comment : I just went thru airport security. I opted out of the screening because I am 8 1/2 months pregnant and I have yet to see any studies showing that my baby will be unaffected by going thru the screening. When I asked to opt out to one of the agents he told (b)(6) who rolled her eyes at me and became very agitated. She then proceeded to try and talk me out of it saying it is just magnetic. She was very rude and made me feel uncomfortable because I simply want to take every precaution to ensure my unborn child's safety. Luckily she was not the one who performed the pat down, that lady was very nice!

9/24/2014
10:10:49
AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Screening

Current Date/Time : 9/24/2014 5:50:07 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

9/24/2014 8:02:58 PM Comment : Follow up on first email. Policy on travelers over 75 (I'm within a few months of 80). At DIA I passed through security without taking off shoes or jacket. At Atlanta I was required to take off the above although the agent knew my age. I received this reply from TSA: "TSA anticipates these changes will further reduce--though not completely eliminate--the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means". There were no "anomalies" in Atlanta. I'm a retired Army Colonel and showed my ID through the security gate. I don't look dangerous or mysterious. Strange. I don't understand. Thanks for your service to keep us safe in the air.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

9/24/2014 10:04:15 PM Categories : Professionalism/Customer Service Current Date/Time : 9/24/2014 9:13:11 PM Airport : DEN - Denver International Date/Time of Travel : 09/24/2014 7:00 PM Airline & Flight Number : SW 3131 Checkpoint/Area of Airport : Main Security checkpoint for gate C TSA Employee: (If Known) : All of them Comment : Of the 4 employees I interacted with during my security check, none acted with even a semblance of politeness or professionalism. One lady gave repeatedly conflicted instructions, then was rude and aggressive when people were confused as to which instruction she wanted followed first, such as stay back/move forward, stay with your bags make a single file line. She actually clapped at people as though they're animals instead of simply getting their attention like a normal person. And was rude in telling people "you're not 75, take off your shoes" in nasty tones. The man instructing people through th X-ray machine was similarly rude and unclear, but made sure passengers bore the brunt of his inability to be polite or able yo articulate what he wanted people to do. Finally, your person who patted me down because I the pants I wore had zippers (incidentally i wore these same pants on the flight from PDX to DEN and had no issues at PDX) didn't bother to warn me of her intent to pat me down, just grabbed be from behind. There's no reason for you staff to not be trained in how to search items without surprising passengers with a groping. Additionally there is no reason why your staff is trained inconsistently. If my pants are ok in Portland, they should be ok in Denver. There is no excuse for your staff to be rude, sarcastic and demeaning. Their personal issues and impotent power trips do not belong in the workplace.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had an unpleasant experience. She is 80. Her husband was in the military and another relative with the UN. At Allentown-Easton, PA, last date she received the pat-down and nearly had a heart attack. They left on the 27th of August from Sanford and they had no problems. The same conditions and items were present at both locations, but one allowed her to go through the checkpoint while the other required the pat-down. She has had open-heart surgery and has an artificial knee.

Is the issue that you had the pat-down at all or with how it was performed?

With receiving the pat-down. Should she call Allentown herself...why is it done differently between them?

I can take your information and send it to the CSM at Allentown and ask them to look into the matter. Did the screener do anything wrong?

9/25/2014 2:34:23 PM No, the screener did the job correctly. She explained what she was doing and even offered to allow caller to have a private screening performed. Caller advised that because she already felt violated, she declined the offer of a private screening and told the screener to proceed. Why was it necessary?

I cannot advise why you were patted-down. The screeners are obliged by law to clear any alarms via a pat-down.

Even if she is 80 years old?

If you are objecting to receiving the pat-down at all, I cannot advise that you won't ever be patted down.

Caller thanked me abruptly and disconnected.

Caller has a KTN she obtained and April or May. Caller stated that on her last two flights she has been randomly selected for additional screening which was a patdown when going through the PreCheck lane. Caller stated that this time she is not being selected for PreCheck at all and she is wanting to know why she is being selected randomly all the time and not getting her PreCheck benefits.

Advised caller:

1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? Yes- US Citizen
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? Yes- Southwest-PHX
3. Have you received TSA Pre?™ in the past? Yes- She has just had issues on the last three flights.
- a. If you have received TSA Pre?™ before, has anything changed? no

9/25/2014 2:43:21 PM

4. Do know your Known Traveler Number (KTN)? (b)(6)
5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use? Yes- Verified everything is correct and matching.
6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Yes- airline website.
8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

If you are randomly selected not to receive PreCheck then it will not print on your boarding pass at all. Generally if you got through the AIT and there is an alarm then you would have to receive additional screening. I am not sure how you were randomly selected to receive the additional screening two times in a row. It sounds like there was an anomalies indicated by the screening technology. If you have the issue were TSA precheck does not print on your boarding pass at all several time in a row then that would be something that we could escalate and try to find out why but you were selected for PreCheck on the last two flights. I would recommend asking why you are getting the additional screening if it happens again.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 9/25/2014 1:38:10 PM

Name: (b)(6)

Email: (b)(6)

9/25/2014 2:59:41 PM
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Arrived Los Angeles Int Airport on Flight # UA 935 from Heathrow London on 9/23
With contacting Flight UA6338 to San Diego on 9/23

Comments: On going thru security for flight UA 6338 to San Diego I requested pat down as feel the body scanners are suspect in the amount of radiation used. My luggage had gone thru screening with NO problems. At conclusion of pat down during which agent was only concerned about why she had not had a break, apparently the machine she used to detect anything showed positive. Supervisor came, Questioning why the first agent had not re checked my luggage before calling her. She checked mu luggage and asked the first agent to look thru my bags. She did this with NO respect at all for my belongings, throwing the contents out and even dropping my cell phone on the floor. Then supervisor told me I needed another pat down - all this happening within 10 mins of the first pat down and me standing in the same place. I started to ask questions at that time the Supervisor threatened me with the Police if I didn't shut up. I was treated like a kindergarten child. I am a 65 year old women and permanent resident of the USA and did not expect to be treated as a "suspect criminal". Even the 2nd machine they used to see if anything would be detected didn't work and the supervisor went across the screening area to find one that did. After nothing was then detected they just left me standing. NO OK to go or anything. So I packed everything up and went on to my flight.

I AGREE WITH DETAILED SCREENING AND HOPE IT WILL SHOW UP A SUSPECT CRIMINAL AS IT IS SURELY NEEDED IN THIS DAY AND AGE. BUT YOU NEED TO TRAIN YOUR STAFF AT LOS ANGELES TO AT LEAST TREAT PASSENGERS WITH SOME RESPECT AND DIGNITY, WE ARE ALL ENTILED TO THAT.

Dear Sir/Madam:

I'm writing this to express my disappointment with the way Korean air staff, wheelchair assistance personnel, and TSA agents at the security check point treated my father. He is 72 years old and has a diagnosis of Alzheimer's. He is in a stage where his brain has difficulty understanding and following simple instructions, and any minor change in his environment is stressful for him. In general, an Alzheimer's brain is incapable of processing language, communicating concerns and needs, and complying with the complex security screening procedures mandated by the TSA. Keeping this in mind, we had requested Wheelchair assistance with Korean air well in advance hoping that his travel experience would be comfortable and less stressful.

When we reached the airport we waited for 30 minutes to be assigned wheelchairs and an additional hour to be taken through security. I had instructed the wheelchair assistance personnel that my father has Alzheimer's, has difficulty understanding English, and that he would need assistance through the security process. Despite my instructions the personnel decided to take my father through the regular screening process. As a result, he was asked to remove his shoes, get up from wheelchair and forced to walk through the X-ray body scanner. There were multiple TSA agents instructing him to comply with the security screening process, which understandably my father couldn't comprehend. My mother, who was traveling with him, informed the TSA agents about his disability and difficulty understanding the English language due to his mental degeneration. Despite of this information, they continued to instruct him repeatedly and made him go through the scanner not once but twice. This experience overwhelmed him and made it even worse for my mother who was traveling with him all the way to India.

9/26/2014
8:37:53
AM

I fail to understand why TSA cannot accommodate the needs of travelers with Alzheimer's and other related dementia. I'm appalled at the insensitivity of the TSA agents and their lack of problem solving under such circumstances. I'd like to know, (1) why travelers on a wheelchair are made to get up from their wheelchair and go through the X-ray scanner, (2) In spite of knowing his condition why was he forced to go through the scanner twice, and (3) why other alternative security screening options were not explored for my father (e.g. manual pat down and/or other screening)? The bigger question I've is why is there no separate provision or accommodation for people with disabilities traveling through airport security check-in processes? And if exists, why was it used with my father?

Thanks,

(b)(6)

--

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 9/26/2014 12:35:11 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/25/2014 2:15 PM Airline & Flight Number : Korean Air KE 020 Checkpoint/Area of Airport : Security checkpoint close to A gates - South End TSA Employee: (If Known) : Multiple Agents Comment : I'm writing this to express my disappointment with the way Korean air staff, wheelchair assistance personnel, and TSA agents at the security check point treated my father. He is 72 years old and has a diagnosis of Alzheimer's. He is in a stage where his brain has difficulty understanding and following simple instructions, and any minor change in his environment is stressful for him. In general, an Alzheimer's brain is incapable of processing language, communicating concerns and needs, and complying with the complex security screening procedures mandated by the TSA. Keeping this in mind, we had requested Wheelchair assistance with Korean air well in advance hoping that his travel experience would be comfortable and less stressful.

When we reached the airport we waited for 30 minutes to be assigned wheelchairs and an additional hour to be taken through security. I had instructed the wheelchair assistance personnel that my father has Alzheimer's, has difficulty understanding English, and that he would need assistance through the security process. Despite my instructions the personnel decided to take my father through the regular screening process. As a result, he was asked to remove his shoes, get up from wheelchair and forced to walk through the X-ray body scanner. There were multiple TSA agents instructing him to comply with the security screening process, which understandably my father couldn't comprehend. My mother, who was traveling with him, informed the TSA agents about his disability and difficulty understanding the English language due to his mental degeneration. Despite of this information, they continued to instruct him repeatedly and made him go through the scanner not once but twice. This experience overwhelmed him and made it even worse for my mother who was traveling with him all the way to India.

9/26/2014
8:40:05
AM

I fail to understand why TSA cannot accommodate the needs of travelers with Alzheimer's and other related dementia. I'm appalled at the insensitivity of the TSA agents and their lack of problem solving under such circumstances. I'd like to know, (1) why travelers on a wheelchair are made to get up from their wheelchair and go through the X-ray scanner, (2) In spite of knowing his condition why was he forced to go through the scanner twice, and (3) why other alternative security screening options were not explored for my father (e.g. manual pat down and/or other screening)? The bigger question I've is why is there no separate provision or accommodation for people with disabilities traveling through airport security check-in processes? And if exists, why was it used with my father?

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, September 26, 2014 12:38 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/26/2014 12:37:30 AM

9/26/2014
8:40:23 AM Yes
First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Bellevue

State:

WA

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/26/2014 3:20:11 PM

9/26/2014
4:10:42 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US CONTINENTAL AIRLINES FLIGHT 455

DECEMBER 29 2013 TAMPA FLA 10.40 AM

Comments: I WAS SEXUALLY HARRASSED

Caller has the Global Entry card. A couple of months ago she went on a trip to Chicago and she got precheck going out but she didn't get it coming back. She stated she doesn't like going through the radiation so she has to get a patdown. She has to wait because it takes so long for a female to come and pat her down. Her complaint was that her things were out of her sight while she waited for the patdown. There were no officers standing by the conveyor belt watching her things. She asked for someone to watch her things and this lady started barking at her. She didn't have a description of her. She feels like her things are being put in jeopardy because it takes someone so long to come and screen her.

Advised:

No one gets TSA precheck 100 percent of the time. They will always do random screenings throughout the airport.

9/26/2014
7:59:37
PM

(TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Airport where the incident occurred: O'hare

Airline: American

Flight numbers: 1006

Date and time of incident: September 23 2014, 0745 am

What terminal or gate? Terminal 3

Individual's contact information email

None

Caller said she spoke to Delta airlines of some issues that happened to her and they referred her to TSA over one incident. Caller said that on 8-25-14 while going through the screening checkpoint at PIT a TSO performed a patdown on her and her shirt was lifted up and her legs were spread and she was humiliated and embarrassed. Caller was not alone but with a church group that included a male and felt that was uncalled for after she alarmed the WTMD she was asked if she had a metal implant and responded yes. Caller then was guided to the side to wait for a TSO and she requested if she could go through the AIT and the denied her request. Caller has never been denied and wants to file a complaint of the incident that occurred.

Told caller I do apologize she had a bad experience with TSA and asked her if she had informed the TSO of the knee replacement before the screening process began.

9/27/2014
1:57:57
PM

Caller said she was not aware she had to inform a officer.

Told caller we recommend passengers with metal implants should inform a Transportation Security Officer (TSO) before screening begins and if she knows she will alarm the WTMD to request to go through the AIT.

Told caller I would forward her complaint to the CSM off the airport to let them be aware of the incident and she could also notify them and I would give her the CSM number.

Gave caller (b)(6) and once again apologized.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 9/27/2014 3:10:24 PM Airport : BOS - Logan International Date/Time of Travel : 07/22/2014 7:15 PM Airline & Flight Number : JetBlue #687 Checkpoint/Area of Airport :

TSA Employee: (If Known) : STSO (b)(6) Comment : Dear TSA Customer Support and Quality Improvement Manager,

I am writing to object to the actions of a TSA supervisor (b)(6) in a recent encounter in Boston Logan Airport. This individual acted in an arbitrary, unfair fashion that left me feeling humiliated and frustrated. All of which served no apparent purpose towards the TSA's mission of ensuring passenger safety.

The encounter began when a TSA employee removed three containers of cheese from my carry-on luggage. The cheese was neither liquid nor a paste, and thus should not have triggered any further inspection. The cheese was made for me by my mother and thus possessed significant sentimental value.

When the original TSA employee told me that I could not bring the cheese with me, I asked to speak to a supervisor and was handed off to STSO (b)(6). STSO (b)(6) told me that the problem with the cheese was, in fact, not the cheese but the containers it was in (which were standard, tamper-evident plastic commercial containers). This made no sense -- TSA has no rules limiting containers that contain solids. I offered to open the cheese containers so that she could that it was solid, but STSO (b)(6) refused.

9/27/2014
5:06:34
PM

Since I am a vegetarian, I frequently travel with food because the options in the airport or on the plane are extremely limited. I have traveled with peanut butter, hummus, soft lentils, tahini sauce -- all of which are considerably more liquid than cheese and yet I've never had a problem.

STSO (b)(6) told me that my only options were to throw out the cheese or to check it in my baggage. She then gave the time as being a half hour later than it actually was, making me believe that I was in danger of missing my flight and did not have time to check the cheese.

When I asked if I could take the cheese out of the containers and put it in different packaging or place it on a sandwich, STSO (b)(6) told me, "Not now that we've talked about it." A comment that was confusing and indicated that she was not making decisions based on a clear set of rules.

I then said that I wanted to file a complaint, and STSO (b)(6) told me, inaccurately, that there was no complaint process. When I pointed out that this could not possibly be true, she threatened me, saying, "If you want to file a complaint, I am going to make a copy of your boarding pass." She then said, "I am going to keep one of these containers of cheese and I will send it to the office so they can see that it is more than 3oz."

Finally, upset by the encounter, I withdrew to regain my composure. When I returned, STSO (b)(6) was gossiping with another TSA employee about our encounter and my desire to file a complaint. I asked her to reconsider the cheese and she told me, "I'll make you a deal -- I'll let you bring one of the containers on the plane," and she would keep the other two. Again demonstrating that her actions were entirely arbitrary -- if one container posed no threat, then neither would three individual containers.

The entire experience left me upset and humiliated. Seeing this, two different passengers came up to me to sympathize with me, complimented me on trying to reason with the supervisor, and sharing their own frustrating experiences with the TSA.

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 9/28/2014 6:19:34 AM Airport : EWR - Newark International Date/Time of Travel : 09/28/2014 5:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Terminal A, 10-18 TSA Employee: (If Known) :

Comment : This terminal is equipped with TSA PreCheck, but there was no lane available despite the morning rush hour. When I asked the TSA Agent by the line, I was informed that they had no lane open, but if I told them by the security screening station, that I would be treated as a PreCheck person.

9/28/2014
9:20:09
AM

When I got to the screening checkpoint, I advised that I was PreCheck, and I was told it didn't matter, everyone was going through the same screening. I was informed that I would have to remove my 'shoes' (Vibram footwear), and this meant walking through security barefoot. They were directing everyone through the backscatter machine, and I chose to opt out (one reason why I signed up for PreCheck). It took 5 minutes to be escorted back after choosing opt-out. When they came to escort me for pat down, I advised again that I was PreCheck, and I was informed that it did not matter.

The slow service and lack of a PreCheck lane made for an extremely frustrating morning.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/28/2014 1:13:13 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 9/23/2014 6:45 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Southwest Ticket Counter checkpoint TSA Employee: (If Known) :

Comment : Re: Sept 23, 2014 passenger Complaint at Baltimore Washington International Airport (BWI) about the Transportation Security Administration (TSA) - Inappropriate Actions by TSA agents near the Southwest Ticket Counter Security Station at Approximately 06:45 (AM).

On Sept 23, 2014 I was subjected to abusive treatment and potentially denied boarding for questioning TSA agents. The specifics are detailed below. However, first are some questions/issues for upper level management.

☐

General Administrative Shortcomings:

- Insufficient number of screening lines. Enough data and technology exists to optimally appropriate a sufficient number of screening lines based on passenger loads as a function of time of day at every airport. Why is this not happening? (I Observed 1 screening line in Baltimore for 25 passengers but 3 screening lines in Hartford for 5 passengers on 9/23/14.)

9/28/2014
9:20:15
AM

- Lack of the use of current technology to minimize wait times. No signage or maps showing locations, distances, walking times or directions to available security stations. No signage as to the number of screening lines available at such stations or the wait times at these stations. An example of such a technology are the parking lots that guide customers to empty spaces with illuminated signs showing directions to and number of empty spaces. Why not adopt this?

- No amplified sound system to make announcements. Why not?

- Faulty Pre TSA Screening philosophy. Pre TSA Screening should be for entire groups (i.e. all those on a single confirmation) of travelers or for none of them. Travelers do not like to be split especially families, with young and old parties. This preference of not being split negates the attempted benefits.

- Not using DOD ID numbers for contractors to allow for TSA prescreening. These individuals are subjected to the same screening DOD service members receive for active clearances. This includes personal and character reference interviews along with detailed application information with periodic reviews. The risk is much lower for these individuals then for randomly selected typical passengers. Why ignore this group?

- Equipment that does not function properly. Everyone gets patted down, and wanded. What good is the scanning equipment if it cannot be counted on to operate correctly a high percentage of the time?

- Poor training of staff who are, rude, overzealous, discourteous, not helpful, inconsistent in their screaming of information, and abusive of their authority (especially to delay or deny passenger boarding).

- Lack of proper training for agents to understand their stated purpose of SECURITY i.e. prevent terrorism not hassle travelers. They do not seem to understand that passengers resent being stripped, groped and delayed even for the intended purpose when done in an antagonistic manner. Agents think travelers owe them something and use the threat of denying boarding inappropriately for very minor issues (such as answering a question with a loud or sarcastic voice). Respect is earned and if they show respect to the passengers they might get it in return.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/27/2014 9:30:21 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 09/27/2014 9:00 PM Airline & Flight Number : LO 27 Checkpoint/Area of Airport : Terminal 1 lane 5/6 TSA Employee: (If Known) :

Comment : This complaint relates to an employee of Allstate, an African American man in a light-blue shirt working in lane 5/6 at JFK Terminal 1 at 9:00 p.m. on Sept. 27 2014.

This man was standing at the end of the conveyor belt, near the explosive trace detection machine. He watched me intently as I received a pat-down. He made several comments to the TSA agent conducting the pat-down regarding a medical condition in my left elbow, comparing the appearance of my two arms as I had them extended. His comments were inappropriate and highly unprofessional.

9/28/2014
9:20:37
AM

I raised my concern with the checkpoint operator (b)(6) who said she would convey my concerns to his manager. While I understand this man is not a TSA employee, TSA is responsible for the checkpoint and should not tolerate disrespectful behavior from anyone towards a passenger with a medical condition.

All of the TSA officers I encountered were courteous and professional, particularly (b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Complaining about receiving a patdown after he has told them he has an artificial hip.

9/28/2014
10:08:56
AM

Tried to explain that all alarms must be cleared.

Caller still did not like the answer.

Provided caller with the e-mail address for Seattle-Tacoma CSM. (b)(6)

Caller says that his fiancée was given a pat down by a male TSO at IAD who claimed that there was no female TSO available. He states that his fiancée was not given the option of a public screening and that she felt violated and that he is going to get a lawyer.

Advised caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Flight information:

9/28/2014 From to: IAD to SAN

5:19:34 PM Flight date time: 9/28/2014 5:15 pm

Flight number: (not provided)

Airline: United

Airport: IAD

Gate: (not provided)

TSO: male

Email: (b)(6)

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 9/29/2014 7:15:40 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 09/29/2014 6:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : McNamara Terminal lower level TSA Employee: (If Known) : Female (X2) Comment : I tested positive on the hand swab test. After further inspection of my bag/shoes I was told I would need to go to a private room for a "pat down." I asked if I may put my (already off and scanned) shoes back on to walk across the floor. They said no. I asked why and they could not provide a rationale. I noted that people walk off a farm and into this area, that I wear shoes that I know will clear the PreCheck scanner. The TSA worker argued with me that that isn't possible because I don't know if I'm going to get PreCheck until I get here. This is a clear indication that this person doesn't understand the context in which she works. This was backed up by not being able to provide a reason (law, rule) for needing to walk barefoot across a dirty floor. The entire interaction seemed very disorganized and unprofessional. Upon getting to the "back room" we had to wait for at least 3 TSA workers to vacate. This seemed quite non-standard and haphazard. I was anxious because of this. Passengers who require this level of extra check should receive preprinted material about what to expect and the rules that back up the "procedures" in place. This lasted more than 10 minutes which seemed excessive considering what was actually conducted. Based upon this experience, I have distrust and low confidence in TSA.

9/29/2014

8:21:49

AM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew yesterday from San Diego and her plane was delayed so she went from San Diego to San Jose to Colorado. TSA went through her checked bag which she does not understand. She cannot find her insulin.

Airport: San Diego

Airline: Southwest

Flight Number: Not Sure

Date and Time: September 28th at 2 pm

NOI: Yes

Baggage Claim Number: (b)(6)

Description of Bag: It is red Chemical Reaction suitcase with black stripe on it. Kenneth Cole bag.

9/29/2014 Name of Person involved: It was in her name.

11:57:23

AM

I apologized to the caller and told her that the Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I did tell her that we recommend carrying medication with you in carry on.

She asked if after you go through the AIT why you have to be screened again.

I told her that if there are any anomalies of AIT screening then you do have to receive a patdown to clear the anomaly.

She had to go through a patdown procedure last night when she flew from Omaha NE back home to Seattle. She had precheck and came to the check point in a wheel chair and she still had to have a patdown. She does not fly much but she had a similar situation occur in 2009 where they took her ID behind closed door on both legs of travel. On the flight from SEA to Omaha there were no problems or occurrences. She states that she feels violated. Later in the conversation she stated that it was a female who did the patdown and they were courteous and explained everything they were doing. But she still feels that the patdown was over the top and she has never been touched like that in certain places. She is a widow on social security but she states that she felt like a drug mule going through screening.

AIRPORT: Omaha NE
DATE OF TRAVEL: 09-28-14
DEPARTURE TIME: 1605
CHECKED BAGGAGE TIME: 1530
AIRLINE: Alaska Airlines
FLIGHT NUMBER: 3469B
TERMINAL OR GATE: Gate A1
CONTACT: Caller does not own a computer

9/29/2014 1:36:20 PM I advised the caller that our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline designed to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying. I told the caller that this will not eliminate any screening procedures but may be of assistance with communication in advance of travel.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/29/2014 1:49:59 PM

9/29/2014 2:34:46 PM Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Airline flight 605, McCarron, Las Vegas, gate e15 on 9-25-14 @ 1:15pm, flight to Seattle

Comments: My husband is 62 years old, dying of stage 4 lung cancer, was in a wheelchair when boarding and was patted down merely because he could not walk fast enough thru the metal detector? He is frail & looks it, he has only about 4 months to live. I did not get the TSA agent name or number, but my husband is 6'2" and this guy towered over him. We followed all the rules, his keys & phone etc were in his bag, which gets pulled because of his cough medicine anyway & we are okay with that, and when tested in both Seattle & Vegas, was allowed thru. We do not appreciate bullying. We thought you people were all past that, but apparently not. My husband can hardly stand up, yet was made to stand up while he was patted down. His legs & feet are tremendously swollen, due to the 10lb sarcoma that was removed from his buttock a year ago. His knees are weak & painful when standing, ergo the wheelchair. It is also obvious he is just getting his hair back after chemotherapy. We understand rules & regulations, we do not appreciate someone purposely bullying the elderly & obviously frail. This agent should be ashamed of himself, but probably does not have any feelings for anyone or anything. We are glad this will be our final flight ever, mostly due to the treatment, knowing no one is actually safer anyway, it is all bells & whistles & illusions. The person from Alaska airlines, helping with the wheelchair can confirm the pat down & possibly identify the TSA agent. I am truly disgusted by his actions.

Submitted on Monday, September 29, 2014 - 16:02 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact :

- 09:00 am - 11:00 am

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Boston

State: Massachusetts

Zip Code (Post Code): 02114

Other:

Email: (b)(6)

9/29/2014
4:25:49
PM

==Incident Information==

When did this happen? 09/29/2014

Where did this happen? SOUTH CAROLINA - CHS - Charleston
International Airport

Disability Description: Caller has a knee implant.

Information Request: He wanted to know if he could go through PreCheck if he had the metal implant.

Response Details: I told him he would still be able to benefit from the program by not having to remove his 311 bag, computer, light outer jacket, belt and shoes. I told him that if there was an alarm or an anomaly, then he would have to have a patdown.

9/29/2014
5:17:12
PM

He stated that the patdown negated having PreCheck.

There is no reason TSA cannot find a way to put something in the system that states he has a metal implant. Caller said it makes no sense.

I said that technology has not been developed so that we can use it. He said that he did not believe that because he was asked from another organization if he had metal implants, he said yes, the person said he would enter it into the system and they did.

I told him I did not have an answer for him. He asked if anyone else had called in about this issue. I told him they do but then make a decision about whether or not they want PreCheck.

Caller ranted about not being able to get an answer for his questions, that no one had emailed him back, if he needs to call his Congressman or the president to get this ball rolling. He said someone needs to fix this issue.

From: (b)(6)
Sent: Monday, September 29, 2014 4:24 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/29/2014 4:24:04 PM

9/29/2014
6:28:21
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Humiliating Experience by TSA officer Sept. 27/14

Comments:

September 29, 2014

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 9/29/2014 6:55:20 PM Airport : SFO - San Francisco International Date/Time of Travel : 09/29/2014 3:15 PM Airline & Flight Number : VX746 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) : middle-aged black female Comment : Every time I fly, it's the same drill, put my stuff in the x-ray, and opt out when I am asked to go through the body scanner. But this time, I started to put my stuff in the scanner, and while I was pushing it in, asked the TSA agent if I would be asked to go through the body scanner. She answered yes, and I asked to opt out. She then yelled at me, "don't put your stuff through there! Take it out!" I replied "Okay, but one of my bins has already gone through." "I can't help you with that! Put your stuff under there and sit down back there."

I did so, trying to comply with what I thought was a very confusing situation, different from every other TSA checkpoint that I have ever been through. After a minute I realized I couldn't see my possessions that had made it through the scanner, and I stood up, so I could see them. Growing wary that my bin with my wallet, my phone and all of my money was out of my possession for so long, I asked if my bin might be returned to my possession, so I could keep an eye on them. She said that she couldn't do that and I expressed my objection that my items were supposed to remain within view at all times during the opt out process.

9/29/2014
8:08:04
PM She said "you shouldn't have put them through, then!" I said, "how was I supposed to know that I wasn't supposed to put them through? Every other airport I've been to does the opt out that way--" and she cut me off with "I don't know how other airports work, I only work at this one." I asked "So where was the sign that said 'If you're going to opt out, don't put your items through the scanner until instructed'?" And from that point she simply ignored me.

I eventually did get instructed to put my items through, and was given a pat down by a relatively professional male agent, and I did get my items returned, but my items had been far out of reach and out of view for several minutes behind other bags that had piled up at the end of the belt. There was no signage to indicate the procedure was different here from literally every other TSA-run checkpoint that I have been through since the introduction of the body scanners, and I feel that it was very unprofessional for her to essentially berate me for not "reading her mind" and knowing these unwritten rules.

Additionally, if the TSA screening experience is not going to be consistent from airport to airport, there need to be clear signs that indicate what the special circumstances are so travelers such as myself don't get caught up in not following special unwritten rules.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number:

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she has traveled 2 times in the last month and she had items confiscated out of her bag but she was not told they were going to take it out. She said both times she had a patdown search and she does not see her bag each time. She said for a brief moment while she is waiting for a female TSO, her bag was out of her sight. She said both times she was missing a facial moisturizer. She said this was at the checkpoint. She said both times it was in the clear quart bag. The container of moisturizer was in a 1.7 ounce container. She said it was not in her bag and TSA took it out but they did not tell her. She said she did not want to file a claim but report this. She said when she had the patdown, that was when the item went missing. ALSO: Caller said she thinks she is on a watch list and asked if we could tell her. She said the first time this happened, on her other flight, she flew from DFW to Harrisburg and it was fine. When she came back on flight #1908 from Harrisburg to DTW, that is when her item was missing. She said she did not have all her flight information for that flight. She said she is just reporting the flight on Sept 29th from ORD, not the other flight. ALSO: She said she used to get pulled out all the time for extra screening. She said she does not want to go through the AIT machine. She said she is afraid she will damage her eyesight. She said they tell her if she does not want to go through the AIT, she will need to get a patdown. She said they will not let her go through the WTMD. ALSO: She said she was taken off a plane once and they told her there was something wrong with her ticket. She said the plane left without her and they told her there was nothing wrong with her ticket after it left. She said she may get a doctors note. She said she tells them she has an implant in her eye. She said before when she went through the AIT it did something to her eye and she could not see out of the eye for a little while. She said she had to get help getting to her plane.

9/30/2014 12:32:14 PM RESPONSE: Advised caller TSA is to tell you if an item is not allowed. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing item and that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident. You can have a note from your doctor but it is not necessary. Tell them you have an implant in your eye. ALSO: TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. ALSO: When you go through screening and you do not want the AIT machine, you cannot request the WTMD. You would have to have the patdown procedure instead.

Date and Time of Flight: Sept 29th, 2014. Departed at 2:00 p.m. Went through security between 12:15 and 12:30 p.m.

Gate or Terminal: Delta Terminal Gate E 9

Bag Description: White and Black. Kipling Bag, regular carry on size, canvas bag duffel shaped, no wheels. 2 straps larger strap. She was wearing black pants, peach and beige blouse with a gray sweater over it and a plaid scarf, sunglasses on her head

Airline: Delta

Flight Number: 1908

Airport: Ohare

Email: (b)(6)

Caller stated he flew from Denver to SFO and the caller is an airline pilot. Caller stated he went through the checkpoint and he had to have a patdown and the caller stated the screener touched his private parts and the caller stated he hasnt heard anything about his complaint. Caller wants to know where he can go on our website to fill out a formal complaint.

9/30/2014 3:44:51 PM Advised caller we forward his issue to the CSM manager at Denver airport on 09-19-2014. Caller stated he hasnt heard anything and the caller wanted the name and number of the CSM at Denver airport.

Name: (b)(6)

Phone: (b)(6)

Advised caller a formal complaint would have to be made in writing and sent to headquarters. Caller didnt want that information. Caller wanted to know where he can go to send a formal complaint on our website.

Email: TSA-ContactCenter@tsa.dhs.gov

http: www.tsa.gov contact-us

From: (b)(6)

Sent: Tuesday, September 30, 2014 11:25 AM

To: TSA Contact Center

Cc: (b)(6)

Subject: (b)(6)

Hello,

The attached complaint regards TSA issues.

Thanks,

Donna

Case Number: (b)(6)

Consumer Information

Inquirer Type

Name

Address

E-mail Address

Office Phone

Home Phone

RR

(b)(6)

(b)(6) BELLEVUE WA 98006

HYPERLINK (b)(6)

(b)(6)

AA

(b)(6)

(b)(6) BELLEVUE WA 98006

HYPERLINK (b)(6)

(b)(6)

9/30/2014
4:08:46
PM

Submitted on Tuesday, September 30, 2014 - 14:11 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Profiling
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed: Separation of a minor from parents without notification or consent.

Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address (b)(6)

City: Olive Branch

State: Mississippi

Zip Code (Post Code): 38654

Other:

Email (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Father

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant (b)(6)

City: Olive Branch

State: Mississippi

Zip Code (Post Code): 38654

Other:

Phone No: (b)(6)

9/30/2014
4:10:29
PM

Caller said she filed a complaint on Sept. 7 at the TSA checkpoint at Houston Intercontinental with the supervisor and wants to follow up on it. She said she also gave a copy of her complaint to United Airlines and wants to know if we did anything about it. She said the Officer she had the complaint on was Supervisor (b)(6) and his ID # is (b)(6) and that she was at terminal C 31. She said she is going to put this complaint on Facebook and Twitter and that she left her cell phone # and email address at the checkpoint and never heard from anyone. She said she will go to the media if she has to and said Officer (b)(6) was rude and disrespectful and that she was in tears. She said he ruined her hairdo and she said the other workers told her to report this but she did not get their names. She said her zipper bag was ripped but she is more concerned about the humiliation. She said the Officer was screaming at her and that there was an issue with her suitcase. She said he ruined her \$150.00 hairdo and that she had pins in her hair. She requested that we email the claim form to her. She said she has pictures of herself and her Daughter crying from this incident and she said the Officer would not let her have a patdown and she said she had 2 bottles of juice in her bag that the children did not finish and she forgot to throw them away. She said this did not happen in NY and she said that Officer (b)(6) was unapologetic.

Complaint:CSM

Claims Complaint

Airport:Houston Intercontinental

Airline:United

Flight Number:1530

Departure Time: 09-07-14 at 3:35 pm

Arrival Airport and Time:LaGuardia at after 10 pm

Location: security checkpoint

Terminal: C 31

Gate:unknown

Contact (b)(6)

9/30/2014
6:07:35
PM

Response:I advised her that I will refer this to the CSM at the airport.

To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

From: (b)(6)
Sent: Tuesday, September 30, 2014 8:32 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/30/2014 8:32:26 PM

9/30/2014
10:00:09
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint response

Comments:

This is the response I received from my complaint...

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/30/2014 11:20:01 PM

10/1/2014
9:11:29
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Arrived Miami on at 0545 on 30 September flight LAN XL 516, to connect with AA 61 to DFW. Went through security in Miami to get to Gate 26 Before I went through the scanner, I informed the officer "controlling the flow" that I had a metal prosthesis in my arm and leg from service and would (and did) set the alarm off. She was very pleasant and asked that I wait for an officer to do a pat down. That's when I encountered Officer (b)(6) who "yelled" something I couldn't understand and when asked him to repeat it, he became very belligerent. Then, when the first officer had me go through the scanner again, (b)(6) snapped "don't you move from here". Another officer finally came over and conducted the pat down and thanked me for my cooperation.

Comments: Because I know I'll set off the alarm, I always cooperate with the officers as I did this time. (b)(6) attitude/conduct was clearly out of line. I don't know what screenings are given TSA candidates nor classes dealing with the public and common courtesy, but (b)(6) must have either missed them or is in dire need of remedial training. I looked for a supervisor-none was available to report this situation.

Feedback Type : Complaint

Categories : Missing or Damaged Items; Lost and Found Current Date/Time : 10/1/2014 12:34:13 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 09/28/2014 3:00 PM Airline & Flight Number : Southwest
Checkpoint/Area of Airport : South Security Checkpoint TSA Employee: (If Known) : Two very nice African American males Comment : While passing through the Checkpoint, my laptop was routinely swabbed for explosives and an
"ALARM" was triggered by your screening computer.

I received a full luggage inspection and rear-of-the-hand pat down. I did not request a private screening because I didn't care. However, after the initial pat down, I was told by a Supervisor that I needed to be taken a private screening area for a full front-of-the-hand pat down. Again, fine with me.

10/1/2014 The problem is, I was so flustered by the unusual experience that I got home to Los Angeles and realized that some of my belongings were not put back in the suitcase after inspection.
9:13:15 There was a plastic black bag that contained several personal items, including my \$200 Gillette Electric razor, approximately \$80 Electric toothbrush, two prescription medications, a retainer, and a number of other personal care items. This was noticed
AM immediately upon opening the suitcase at LAX.

Thinking back on it, I do remember seeing the TSA officer who searched my bag on the luggage table remove the plastic bag and place it in a waist-high metal cabinet that was located immediately below the area where luggage is opened. I'm sure if you go to that metal cabinet or review the cameras you will see it.

I am not angry at all. The Officers were cordial and polite and I am more than happy to cooperate. However, I do need to receive my items back. I believe it was a 100% honest mistake that occurred after I was taken to the private screening area. I am happy to take delivery of the items at my home or office if you could please ship them to me in Los Angeles. Please contact me for address, etc. Thank you for what you do to keep us safe while travelling Would you like a response? : True Passenger's
Name : (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/1/2014 12:13:42 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/30/2014 7:45 PM Airline & Flight Number : Delta Checkpoint/Area of Airport :
Terminal 5 TSA Employee: (If Known) (b)(6) & others Comment : Complaint originates from missing a flight when TSA had the power to prevent me from doing so. Alas, the complaint follows as my attempt to submit feedback was resented.

First half - missing the flight:

Was business class, regular flyer, and everyone was aware of the urgency. They failed to take any of many steps what would have prevented issues.

* No acceleration in line for baggage screening.

* No offer of using the empty pre-check line.

(Have been through pre-check half a dozen times in the past, nothing new or threatening.)

* Took a long time to get a pat down.

* Person to pat down (b)(6) seemed to be annoyed by my anxiety and went slowly. She also seemed to jeer at the fact that I was opting out.

10/1/2014 * Asked and no one was willing to go the ten feet to the gate to inform them of my presence. (Literally the gate next to the TSA.)
9:13:23

* Told repeatedly "You will make it" as they did little of what was in their power to help.

AM Thus, we end with a vastly avoidable missing of flight.

Second half - unnecessary aggression, rudeness, and unwillingness to give means of submitting feedback:

(b)(6) was the supervisor at the time. Number on the shiny badge was (b)(6). She was blatantly insulted that I had come back for feedback. Seriously took things personally although I had placed no accusations.

* Attempted to calm her, saying it wasn't against her but the response was a whole lot of attitude and aggression from her.

* She tried to initiate an argument with me in zealous and demeaning logic to pressure me from filing feedback. There were no disputed facts and no reason to discuss, never the less argue, and had to repeatedly disengage her back to my actual request of merely a feedback form. She really, really wanted to verbally fight.

* Asked for a feedback form. Was told it was only online. (Delta help desk said that wasn't the truth.)

* She really

* Asked for a supervisor. She said she was supervisor and would not provide me with her boss nor another to speak to.

* Answered a phone while I was actively talking to her and trying to get her name. (Was told by another, nicer officer that her boss is likely (b)(6) or (b)(6).) Was absolutely stunned at the unprofessional conduct. Have never found anything this bad in my travels. (Complete 180 from the wonderful people and actions I see at Sea-Tac when I fly there for work. They all deserve serious awesome props.) Thank you for your time (b)(6) Would you like a response? : True Passenger's Name (b)(6)

Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

You didn't answer my question – you just sent a canned response.

YOU DO KNOW I HAVE THE SAME – OR HIGHER – SECURITY CLEARANCE THAT YOU HAVE???

You do understand that – right??

Evidently not....

10/1/2014
12:14:52 PM Blah Blah Blah

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. As I was trying to catch a plane from Flint Michigan American Airlines as I was going the airport I had to go thru the tsa checkpoint. From DPS so I show the tsa agent my temporary license that I have in my pocket he says he doesn't even know that the state of Texas will give something to individual in the state of Texas my license had all of the information. There is a 1800 number on the license and when it springs I asked the supervisor was there a problem he I never seen a temporary license. I said that's what the Texas give you when changing your address. This said to me I'm going to make you go thru additional pat-downs. To make sure that you don't have illegal stuff in your bags this supervisor needs to and the TSA agent needs to be trained on the proper way to identify diverse licenses from different states this license was only temporary licenses and it said that this supervisor was rushing over stepping over and beyond his means there was nothing in my bags that would indicate that there was an explosive in my bags. The rules supervisor & TSA agent need to know about licenses from different states.

10/1/2014
2:12:24 PM

~~CONFIDENTIALITY NOTICE: The documents accompanying this email transmission contain confidential information belonging to the sender that is legally privileged. This information is intended only for the use of the individual or entity named above. The authorized recipient of this information is prohibited from disclosing this information to any other party and is required to destroy the information after its stated need has been fulfilled. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this email in error, please notify the sender immediately to arrange for return of these documents.~~

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 10/1/2014 12:06:02 PM Airport : EWR - Newark International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

10/1/2014
2:13:54 PM

Comment : I am a seventy-one year old woman with a replacement hip. While I understand the need to check this out, I would like to suggest that carryon luggage, which has already been checked be brought by the agent patting down the "suspect" to the checkout area.

I had the experience in August of a wonderful agent, who brought my handbag and carryon bag with us. At all other pat downs I was forced to leave my bags unattended where anyone could have stolen money and or documents.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/1/2014 2:29:20 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/01/2014 12:45 PM Airline & Flight Number : CX807 Checkpoint/Area of Airport : Terminal 5 TSA Employee: (If Known) : Center Scanner-Male in charge Comment : Large male looked to be in charge of scanner area verbally abused myself, my wife and 13 year old daughter when requesting an opt out. All three of us are Global Entry, but we understand that international flights are not included.

10/1/2014
4:15:36
PM

Could you please retrain your staff to be pleasant when someone requests an opt-out. We should not be treated as terrorists. The assists that performed the pat downs were professional-this complaint is specifically for the male in charge at the scanner.

Also, have you thought about offering a lower level of screening to Global Entry participants on international flights?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/1/2014 2:10:11 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am a frequent traveler and over the past 4 years I have encountered some of the worst customer service from TSA agents at many airports. There have been some very friendly and professional agents, but sadly the majority are rude and unprofessional. If the employees at a private company acted in this manner they would no longer be employed, and I am baffled why the TSA culture allows for this rudeness.

10/1/2014
4:15:42
PM

I am trying to get pregnant so a number of times I have asked to be pay down instead of using the machines. Usually I am met with hostility and have to wait a long time for someone to come do the pat down. My personal items are almost always sitting out of sight, and I don't know why this is acceptable when we are not supposed to be away from our personal belongings.

All too often the agents checking the boarding passes will not say hello when you greet them, won't smile, and generally treat travelers like a nuisance. If the TSA training could incorporate friendliness into their job duties, travelers would have a much different opinion of TSA. I understand their job is to keep us safe while traveling, but they could do so with a modicum of interpersonalness.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller: She is a frequent flyer and have metal implants on her legs and also use a service animal. Wanted to know how she can skip a patdown since she cant go through a metal detector.

Advised: Since she can go through the metal detector the last option for a TSO is patdown.

(b)(6) Notes:

Caller flies with a service animal and has metal implants. Caller states that every time she goes through the screening process she is required to go through a patdown. Caller is wanting to know how to alleviate the need for a patdown. Caller is wanting to know if PreCheck will allow her the option to not receive a patdown. Caller is wanting to know if there is a way that she can bypass the lines because she has difficulty standing.

10/1/2014
5:03:20
PM

Advised Caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713™. Even if you are a PreCheck participant, you will still be subject to a patdown if there is an alarm using the AIT.

Travelers who are directed to the TSA Preu2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line.

From: (b)(6)
Sent: Thursday, October 02, 2014 1:12 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: TSA Privacy Infringement

RESENT

Per the instructions given, please find my complaint regarding TSA touching me in public without my permission and not using sterile protective gloves.

Thanks

Attachment:
Complaint Information
Information about the person who experienced the civil rights civil liberties violation

10/2/2014
10:12:51
AM

Name: (b)(6)
Phone#: Cell: (b)(6)
Mailing Address: (b)(6) Pleasant Hill MO 64080
Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I was told by the first screening agent that it was not necessary to remove my belt. I proceeded through the full body scanner. Once pass the scanner the second agent without my permission or discussion reached up and grabbed my midsection at my belt line. I immediately told him not to touch me! I don't know TSA policy, but it is my personal private area and he does NOT have my permission to touch me in public without my permission. He said the scanner showed metal object that was clearly my belt buckle. He refused my request to remove the buckle and return back through the scanner. Also identified were the rivet of my blue jeans. It was quite clear that this was an excuse for denying my request and taking liberty of essentially a public pat down

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/2/2014 3:26:40 AM Airport : LAX - Los Angeles International Date/Time of Travel : 10/01/2014 11:40 PM Airline & Flight Number : Aeromexico 758 Checkpoint/Area of Airport :
Tsa check point to gate 24 TSA Employee: (If Known) (b)(6) Comment : A quien corresponda:

10/2/2014
10:40:53
AM

(b)(6)

10/1/2014

This incident happened at the Peoria, Ill. Airport on 9/24/14, approx. 7:00 a.m. while checking in for United Flight 5590 departure time 8:50, and was one of the most insulting, embarrassing incidents that I have experienced. I am a small 81 year old woman, had a hip injury a few days before my trip. It was very painful to walk and I had been having to use a wheelchair in the other airports. We did not see a wheelchair when we came into the airport. The airport was virtually empty, so I did make my way slowly to the checkpoint area.

We saw a special wheelchair check in and told the man that I needed a wheelchair for the rest of the way. He brought one. I got in and then instead of going through the wheelchair checkin, I was taken over to the regular checkin, told to take my shoes and jacket off, even though I tried to tell them I was not required to because of my age, was told I didn't look it, and was instructed to go through the scanner. Was then told that I would have to have a pat down. I thought that it was some kind of joke and started laughing. My friend had brought the wheel chair around for me, I got in, but was told I would have get out and stand. By now I couldn't believe it, and was starting to get angry by the stupidity of it all. My friend is a big healthy man and they ignored him, but had to check the little old wheelchair lady. I asked "Why are you doing this, and one replied that I had set everything off. I had several silver bracelets on and said that was probably what did it, and could I just remove them and go through the scanner again and dispense with this. They ignored me.

10/2/2014

2:05:49 PM

I was asked if I wanted to be checked in in private, but I thought it was just a little pat down, and I replied angrily, "Just go ahead and get it over". I was told to hold my arms straight out. The TSA began feeling every inch of my body. She said something about it would take 4 minutes. It was early in the morning, and we were the only travelers in the area, so all of the TSA employees (I believe there were three men and two women were all standing around watching the show.) I asked to see the person in charge. He came out and when I said "This is ridiculous why are you doing this? he just stood there with a dumb look on his face and started watching the show too. When the woman checking me got to the point where she was feeling my breasts and asked me to pull up my blouse. I was so angry and embarrassed that I was almost crying, and looked at the men, and said they could at least have the decency to turn there backs. A couple of them did. She then felt up and down my legs up to my crotch. It was a very embarrassing, frustrating experience, and I thought what is this country becoming? Nazi Germany? When we entered the boarding area, we saw signs for special wheel chair restrooms. Ask if you need help---what a joke! What was the point of it, in this little out of the way town in the midwest? Are they on a little power trip? Are they so bored that they do this for amusement, or is it that they have let the rules overcome their their common sense???

(b)(6)

The caller flew from MCO to SLC with Delta DL303 departing at 6:25am this morning from Gate 78. He checked a bag with a TSA Approved Lock. NOI was present. He indicated that the lock is missing and the zipper were damaged.

He asked what his options are in regard to requesting reimbursement and what is the process.

The caller opted out of AIT. The TSO at the checkpoint stated at the checkpoint that TSA spent millions on the AIT machine. Why don't you use it? He feels like the TSO was rude and aggressive during the patdown, making the caller feel very uncomfortable. The TSO has a shaved head, accent, older gentleman 5'6", outspoken, more badges than a standard TSO, bad teeth. The caller indicated that he was a bully. He was at the checkpoint between 5:30am and 6am.

10/2/2014

2:50:34 PM

I explained that TSA Recognized Locks are manufactured by Travel Sentry and Safe Skies. These entities provide pass key sets to TSOs that allow them to unlock and relock the lock. If the lock is made by another entity, TSA may not have a passkey set. He is at liberty to file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. I advised that he can have the bag repaired and then request reimbursement for the cost of repair. I advised that he submit supporting documentation such as receipts.

I advised that he complete the claim form and submit it to the CMB. Once received, they will send a letter of acknowledgement along with a claim number. The CMB will review the claim and make a further investigation of the facts if necessary. They will determine to reimburse, settle, or deny the claim.

I have documented that complaint. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that I would refer the information to the CSM at MCO to make them aware. They would have the means to look into and address this issue. I apologized and explained that TSOs are required to treat passengers with dignity, respect, and courtesy.

Caller is sharing an experience about flying with a disabled son. On Sept 11th from ONT in CA and works as a traveling aid. Son is mentally disabled and first thing that happened was son had expired ID which upset him before the screening began. Caller is upset because TSO's chose to patdown her son and it really upset him mentally. Terminal 2 was where the situation happened. Caller stated she called the manager at ONT and a lady says the gentleman was unprofessional and seemed to not care about the situation and the caller told the manager to look on the cameras and the manager told her the cameras do not work half the time and at terminal 2 the cameras never work which is a security issue.

Airport - ONT

Date/Time - Sep 11th 2014 at 6:40am

Airline - United Airlines

Flight heading to Houston

10/2/2014

6:40:05 PM

Email (b)(6)

Response:

Specifically, you were concerned about screening of passengers with mental disabilities such as dementia or Alzheimer's or mental illness such as schizophrenia. Passengers with mental disabilities or mental illness can be screened without being separated from their traveling companions. Traveling companions should inform the Transportation Security Officer (TSO) conducting the screening of the passenger's needs before screening begins. Traveling companions may offer suggestions on the best way to approach and screen the passenger, especially if it is necessary to touch him or her during screening.

Advised caller I would forward the information to the CSM

Feedback Type : Security Issue

Categories : Other

Current Date/Time : 10/2/2014 11:57:34 PM Airport : SAN - San Diego International Date/Time of Travel : 09/30/2014 6:30 AM Airline & Flight Number : Delta Flt. 1592 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

Comment : I am a Delta Airlines frequent flier (platinum) and through this status have had TSA precheck status for approximately two years. However, the last two flights I have been on I was not able to check in on-line and had the SSSS code on my boarding pass and had to go through full bag search and pat-down. I'm flying again on 10/3/2014 and tried to check in on-line and again I am not able to check-in on-line due to "security reasons" per the Alaska Airlines website. Can you please tell me why I have gone from TSA precheck status to being flagged for special security screenings everytime I fly? This will be my third flight in less than two weeks where I have been tagged for a special security screening.

10/3/2014 8:22:21 AM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

He has TSA Pre business and has a knee replacement.

When he flew the last time, he was made to go through the other line.

This was at RSW, and he was wondering if this was procedure.

At the end of the call he was a little disgruntled and said the program was worthless.

10/3/2014 9:54:53 AM

Advised caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713™.

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Preu2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

The caller wants to know if the officers change their gloves between checking peoples luggage. The callers daughter had a NOI and the caller states that if they are not changing gloves they are spreading germs. The callers daughter from LAS and she took all her clothes to be dry cleaned just to be safe. The caller called and complained and someone was supposed to call him back but he never received a call back. The caller states that this is terrible and he thinks the government does not give a darn and they are spreading germs. The caller states that you cannot request that TSA changes their gloves. The caller states a point is that a person came from Liberia and who knows who inspected his luggage and how many other bags they touched with the same pair of gloves. The caller thinks the CDC should know this. The caller thinks the people in charge are not paying attention.

10/3/2014 4:03:13 PM

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so.

Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

I gave the caller the number to the Center for Disease Control Prevention (CDC) 800-232-4636.

I advised the caller that I did not know who was supposed to call him back and apologized that no one returned his call.

10/3/2014 8:18:07 PM

i just want all you guys to know my wife and i will never fly again. we are not going to permit you either to pat us down and grope us, or subject us to the radiation which will be needlessly inflicted on us by one of your scanners. eventually, you guys, and the people who "control" you will "get it," but until they and you do, "so-long," and "so long" to any airline who would make any profit from our purchase of airline tickets. sincerely, really, sincerely.

Submitted on Friday, October 3, 2014 - 19:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Gender Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Seattle

State: Washington

Zip Code (Post Code): 98106

Other: United States

Email: (b)(6)

10/3/2014
8:18:54
PM

==Incident Information==

When did this happen? 09/30/2014

Where did this happen? NEW YORK - JFK - John F. Kennedy International

What happened?

After going through the Millimeter wave security I was asked if I had any kind of brace, I said I was wearing a binder type brace. I was asked if I would consent to a pat down I said yes. I was then taken to private room and given a full pat down of my torso and arms and explained the type of binder I was wearing. I was then told I would need to remove my shirt. At that point I told them I would not remove my clothing and I that I am transgender female to male and I wearing a chest binder which is the equivalent of spandex sports bra. I supervisor was called and told again I would need to remove my shirt and I told them I

Caller was at security at the airport and she did not want to go through the AIT machine and is concerned about the exposure to the radiation. The TSO didn't give her the option of opting out and she told him she was concerned about and he blew her off and said that it was safe. She does not remember what the TSO looked like or know his name.

Advised:

AIT screening is safe for all passengers and the technology meets national health and safety standards. AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as Transportation Security Officers who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening.

10/3/2014
8:44:39
PM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

Let me get some information from you and I can forward this to the CSM at Sacramento.

Airport where the incident occurred: Sacramento

Airline: United

Flight numbers: Unknown

Date and time of incident: September 23, 2014, 0400 am

What terminal or gate? Unknown

Individual's contact information email

Caller said he just had a bad experience at ATL when he tried to fly this morning at 8:00 to DEN. He was to go to a secure location to evaluate some top basketball players. He said he went through security around 7:59 a.m. He said he was told one of his bags alarmed and they had to recheck his bag and he had a full patdown. He said it only took about 2 minutes. He said they checked his 2nd bag and it also alarmed. They had a security specialist come down then to check his bags again. It took 25 minutes for him to get there. He came there and put the bags back through the xray machine and they did not alarm at that time. That is all he did, just put his bag back through the scanner again and said the specialist said they are ok and he let caller go. Caller said he missed his flight because of this. He said now he will have to fly home with the next available flight with Delta. He said he missed the event completely because you cannot get in unless you are with the whole group. He said he will also be charged for a hotel room he cannot use. He said this trip was work for him. He said he was not satisfied with the TSO he dealt with and the way she spoke to him. He asked if he could go through the priority line but they would not let him. This was when he was in line to get screened. He said there was only 1 person in that line. He was told no you cannot go through that line because it is for those in wheelchairs or that are disabled. He said later the green coat, who works with TSA, took someone else out of another line, women and children, and let them go through the priority line. He said he spoke to the Security Director and they had him fill out a comment card. He said he is very disappointed with that process. He said this is the 2nd time, in 2 weeks, he has had this problem at ATL. He said the security people in ATL don't care if you are going to miss your flight. He said at other Airports they try to help you make your flight, if you tell them you are running late or may miss your flight, they will try to help you. He said at ATL they don't do that. He said other Airports let you use the priority line if there is not many persons in the line.

10/4/2014
9:04:03
AM

RESONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.

Date and Time of Flight: Oct 4, 2014 Was at security 7:40 a.m. Flight was supposed to depart at: 8:20 a.m. Plane took off at 8:31 a.m.

Gate or Terminal: B 4

Airline: Delta

Flight Number: 1578

Airport: ATL harts

Email: (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/4/2014 6:38:26 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 09/20/2014 Airline & Flight Number : AA Checkpoint/Area of Airport : American

Airline Terminal (only one checkpoint) TSA Employee: (If Known) :

Comment : TSA,

The TSA screening line was extremely large at the ONT airport in the morning, almost reaching the outside doors at the END of the terminal. While people were frustrated and concerned with the enormous line, there were several visible TSA personnel that appeared to be doing nothing, "standing around", where they could have made efforts to alleviate the situation. I am sure it took many travelers 45 minutes to an hour just to get through the TSA process, plus several people MISSED their flights due to the TSA delays.

Once I finally arrived to the "checking of bags" process, I declined the AIT machine, and knew it will involve a patdown, which is expected. I know there is sometimes a slight delay due to inefficiencies, so I informed a TSA personnel (helping with plastic containers), IMMEDIATELY after my ID was checked, so that they could notify the appropriate person. After placing my shoes and items on the belt to be screened, I notified them that I declined the AIT machine. They asked me to wait in a certain spot, which again, is expected. After waiting for a while, and even longer, and seeing many travelers go by, the TSA person standing next to me for SEVERAL minutes finally said the he will do the patdown.

10/4/2014
7:18:49
PM

- It didn't appear that he was doing anything significant, or at all, that would warrant the time waiting, especially when I notified them in advance.
- Why couldn't he acknowledge that he would be doing the screening, such as, "I'll be with you in a moment" or something like that.
- I encourage TSA to implement a better more efficient process for those individuals who decline the AIT process.

On a positive note, the TSA person doing the patdown did put on a new set of gloves. When a TSA person puts on new gloves when they look through baggage (touching and handling items) or do a patdown, that is always appreciated.

In summary, please improve the screening process at the airport so that people don't continue to miss flights due to TSA inefficiencies in personnel and/or processes. It is very apparent and clear that TSA is inefficient at that airport when EVEN the airline agents complain and tell their customers/travelers that missed flights are usually due to the TSA delays and that they frequently see TSA personnel "standing around" at certain times. Also, it would be very appreciated if it was mandated for TSA personnel to put on a new set of gloves whenever baggage is opened and items handled and touched, especially in the patdown process.

Regards,

(b)(6)

Would you like a response? : False

Passenger's Name :

Caller said he is angry at TSA at the IND Airport and had an unpleasant experience yesterday at the security checkpoint with the TSA Officers but he does not have their names. He said he is 62 years old and was with his wife and poses no threat to anyone. He said he and his wife flew from IND to Denver to Santa Fe, NM and his wife got precheck but he did not. He said he went through AIT and had put his items on the conveyor belt with other people's items and he said he was told to push his items on the conveyor belt and he said the female Officer should have done that not him. He asked about his pocket comb and they told him to hold it up over his head in the AIT. He said a young male Officer came over and took his wallet and comb and laid them down and then started the patdown without asking him. He said then the Officer started going through his wallet without asking him and wanted to xray the comb again. He said he had a camera bag and forgot he had a leatherman inside it and he said that was his mistake. He said he told the female Officer that he forgot he had it and she told him to put it in check bag, mail it or surrender it. He said he needed to get on the plane and it was Sat. and no way to mail it and he said his Daughter gave it to him and he said he talked to an Officer and he asked if there was some way he could get it back. He said he did surrender it and got on the plane. He said there has to be a better way and asked if he could get it when he gets back. He said he is upset about having to get out of line to push his items up the conveyor belt when he said the female Officer did it for other people. He said they swabbed his hands and he should not have had to go through that. He said we still have the wand at that airport and they used it on other people but patted him down. He asked if the CSM will call him back and he said he will get a Congressman involved if they do not call him back. He said he does want the CSM to call him back.

Complaint

Airport: IND
Airline: United
Flight Number: 4112
Departure Time: 10-04-14 at 3pm at the checkpoint and the flight time was 5:10 pm
Arrival Airport and Time: Santa Fe at 8 pm
Location: security checkpoint
Terminal: unknown
Gate: A 25
Contact Information: (b)(6)

I advised him that I will refer this to the CSM and that I do not know if he will be called back by the CSM. .

Response: I advised him that precheck is random for security reasons and based on an individual basis. I advised him that he can not get the leatherman back.

Search Results For:

I gave info from [\(b\)\(6\)](http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?search=(b)(6))

Check Only

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 10/5/2014 12:37:44 PM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 08/12/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Security Screening TSA Employee: (If Known) :

Comment : My daughter was traveling on her own yet she is under 18. She has a Global Entry card and is a Trusted Traveler. She was told she had to get "extra" screening and go through the X-ray machine. She was never told why. As a still growing child she refused the X-ray machine and was told she had to get a pat-down. No parent with any common sense would let their kids go through an unnecessary X-ray. Don't even respond with a comment that it is safe. It wasn't until the moment before the pat-down that the employee asked "You're over 18, right?" That is completely unacceptable. She finally called someone over to observe but give me a break. Patting kids down like they are criminals?

If I am not allowed to accompany my child through security then employees should damn well know how to treat them. The reason I paid for the Global Entry for my kids, had them go through the application and interview process, and make sure I enter their numbers on all airline ticket purchases is so they can avoid this treatment. It is unacceptable that we go through these measures and still have to be detained. I expect that all my family go through the expedited screening because Homeland security has all our information and history. How can you justify this? Can you also please tell me why this program is in place if you can randomly ignore it?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/5/2014 11:36:24 AM Airport : BTV - Burlington International Date/Time of Travel : 09/12/2014 Airline & Flight Number : JetBLUE Checkpoint/Area of Airport : security TSA Employee: (If Known) :

Comment : I have double knee replacements so of course I set off the alarm. I was told I should have gone through the X-Ray. Not allowed to go back and through it. Subjected to full pat down at every step of my three-year trip. I asked about wanting my knees, was told, "no longer done". Hands in my hair, stabbed for drugs, etc. at every airport. I am 73 years old, had a TSA recheck for part of the trip which didn't matter. On my trip I saw other women in the same situation. A waste of my time and that of the TSA agent when a little common sense could streamline the process. Space doesn't allow me to elaborate but would like to share my whole experience with you. May I just say all agents are not the same. Hoping to hear from you. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link :

<http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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Remote Client IP: (b)(6)
Date Time: 10/5/2014 1:44:17 PM

10/5/2014
3:04:33
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 5688/USAir/LM/6/Only Security Line at 1315 on Oct 5, 2015

Comments: I'm 7.5 months pregnant and politely requested a pat down. (I travel at least Biweekly and this has been my routine since advised by my Dr 3 months ago) TSA Agent (b)(6) proceeded to go through his standard communications in not only a condescending tone but when I answered yes "I understand and I would still like a pat down" he proceeded to attempt to argue the safety of the radio waves with my condition. I informed him "I travel at least biweekly and would like a pat down", he sighed and radioed very loudly that "the lady in the red short would like a pat down". I have never ran into a more rude and opinionated TSA agent in all my travel miles and various airports. CDG was even more appropriate and accommodating than tiny LM's TSA Agent (b)(6). It's difficult enough traveling pregnant for work yet alone to have to deal with rude, condensing, knowing more than educated MD's, TSA Agents that conduct themselves as did Agent (b)(6).

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/6/2014 7:30:25 AM

10/6/2014
8:27:14
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CMH - C concourse

TPA - E concourse

Comments: In both airports (10/2 for CMH around 10 a.m., TPA on 10/5 around 9:20 a.m.) my wet armpits apparently flagged the MMV machine, which apparently requires a patdown of the impacted area. But on both occasions, both employees touched me without warning or consent. You cannot expect me to hear an instruction when I am 7 feet away with my back to the employee or if multiple employees are barking orders. The employee who needs to touch me needs to face me, state her intent, and obtain consent before touching me or anyone. Otherwise, it's battery (or similar charge) under the color of law in all states. I find it hard to believe that your SOP does not require this, and if it doesn't, it probably needs to - no touching without affirmative consent - and approaching the passenger from the front (or wherever they can see AND hear the employee) and verifying they heard you - not from behind - would correct this deficiency and perceived and actual violation of person. The violations of the 4th amendment are bad enough, but being touched without warning and permission is unacceptable. Thank you.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/5/2014 8:38:39 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/05/2014 5:00 PM Airline & Flight Number : Southwest Airlines, Flt. 3216

Checkpoint/Area of Airport : Southwest Airlines TSA screening area Terminal 1 TSA Employee: (If Known) : Unknown and not relevant Comment : I am approved for TSA Pre-Check (in addition to Global Entry) and constantly experience issues in the TSA Pre-Check lanes because of my hip replacement. The experience at LAX which is the subject of this complaint is the most recent instance, but by no means an isolated one.

The TSA Pre-Check lane at the Southwest concourse is not equipped with a new technology scanner; they use the standard metal detector, which anyone with a prosthetic hip will activate. By now I am accustomed to proceeding through the TSA Pre-Check lanes with metal detectors because that seems to be generally standard at most US airports. When my hip sets off the metal detector I am subjected to a pat-down, which then requires that I remove my shoes and belt for scanning. Today at LAX I was also then subjected to the hand swabbing process, which I assume was part of the pat-down process. It should be noted at this point that A FEW US airports, among them - Denver and Albuquerque, have the process designed in a manner where passengers like myself can have their boarding passes checked at the Pre-Check entry point and then walk through a scanner in the regular screening lines. That is not the case in the Southwest concourse screening point, nor in our home airport in Phoenix, terminal 4, concourse D.

10/6/2014
8:30:26
AM

If the scanners are not going to be installed at all Pre-Check entry points the process should at least be able to comprehend passengers like myself without subjecting us to the pat-down and swabbing processes. It is unnecessarily frustrating and time consuming to be out through those additional steps, especially in light of the fact that Pre-Check passengers and those of us with Global Entry status have, in theory, already been through the requisite background checks that qualified us for the TSA Pre-Check program in the first place. In essence, the manner in which passengers like myself are being handled, it nearly negates any advantage gained by being approved for Pre-Check.

It is clear that the TSA Pre-Check process needs to be updated to take these situations into account, otherwise all that's being accomplished is additional unnecessary screening, steps that should have been eliminated with the advent of the Pre-Check program.

I have brought this issue where the Phoenix airport is concerned to the attention of the airport management in Phoenix. Interestingly enough, since the time I made my complaint to those authorities, the TSA Pre-Check lane in terminal 4, concourse D, has been closed. TSA Pre-Check passengers at that concourse are now screened through the regular screening lanes.

TSA needs to take a hard look at how a process that was supposed to improve the screening experience now adds additional frustrations for those of us with certain medical conditions.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/6/2014 11:11:59 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 10/06/2014 11:15 AM Airline & Flight Number : 185532916054

Checkpoint/Area of Airport : d checkpoint TSA Employee: (If Known) :

10/6/2014 12:12:34 PM Comment : My wife and I were detained for more than 20 minutes. Put through full body pat downs, had our luggage pulled apart. My 9month son was taken from his mother and was screaming his head off. We were told no details about why we were going through this or what we did. They would not let me touch and comfort my wife who was very scared and upset. The TSA employee who pat my wife down was rude, heartless and would not tell us any details about what was going on. We were treated like criminals for bringing a baby to the airport.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller indicated that she flew yesterday on American from ALO to Kalamazoo MI via ORD. She indicated that her checked baggage was physically inspected. Items in her toiletry bag were not repacked as she had them. Items spilled out into her toiletry bag. The bag was very wet on the bottom. Pantyliners were spilled out into the toiletry bag.

The other contents of her bag was disarrayed as well. Her laundry bag was opened and spilled out.

She indicated that she will have to replace everything in the bag.

TSA should put things back as they were. She is very upset in regard to this and something needs to be done about this.

She asked who will be contacting her.

She has metal implants in knee. She meets the AIT guidelines. She doesn't use a mobility device or a wheelchair. She indicated that she normally receives a patdown. She asked if there is something that she can do so that she doesn't require a patdown. She asked if she requests at check in to be screened. She feels that there should be something to accommodate passengers who have metal implants to limit the requirement of a patdown.

10/6/2014 12:37:37 PM 10 5 American 3423 from ALO to ORD departing 3:20pm from Gate 1.

Baggage Claim # (b)(6)

Her suitcase is a bright turquoise with a thin black trim. It has 2 front outside pockets (smaller one and a larger one)

I apologized and advised that I would refer the information to the CSM at ALO to make them aware. They would have the means to look into and address this. I advised that I would include an indication that she would like to be contacted. Once we refer information to the CSM we cannot guarantee what action they will take.

The passenger can file a claim for reimbursement by completing a claim form. I ordered the claim form to be emailed. The information that she needs to complete the claim form and submit it to the CMB will be included in what I am sending.

TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that I have documented her suggestion and TSA does review this information. I advised that she should advise of her metal implant, where it is located, and her level of ability before screening begins which can facilitate screening. In no capacity can we guarantee that a patdown will not be required as they are required to clear alarms and anomalies. She can request the AIT if available and as long as she can stand still with her arms above her head for five to seven seconds without the support of a person or device.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. They can address these and provide assistance through screening.

TSA Cares can provide assistance through screening for those with disabilities or medical conditions. This assistance will not eliminate the need for a patdown but may help facilitate screening. If she would like to request assistance, she can call with **THIS GENERATED EMAIL HAS BEEN SENT FROM** <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 10/6/2014 1:46:57 PM

10/6/2014 4:24:10 PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable: Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Ua1469 Denver to Ord

Comments (b)(6) was very unprofessional during a recent screening. He decided he needed to lecture me on pat down procedures long after I had complied with the request to remove my belt, shoes, and items in my pockets. He continued to deride me for several minutes after I had passed the metal detector and was waiting for a pat down.

I have been in the pre-check program for 1.5 years and fly weekly.

Most TSA officers are fine examples of dedicated employees working to keep the traveling public safe. (b)(6) at DIA is not among that group.

Hello,

I'd like to speak with a direct supervisor about my experience this afternoon, going through security screening at about 1pm PST at LAX on Monday, October 6, 2014, Terminal 4, to gates 40-49.

After standing in the body scanner for the required time frame, the TSA employee asked me to wait outside of the scanner. My back was to this woman. I was facing a male TSA agent who had both palms facing me in the "stop" position.

After a few seconds, the woman who was overseeing the body scanner approached me from behind. While standing behind me, she said "I need to check your hair. If I don't you can't go anywhere today. I promise I won't mess you up."

Without any time for me to react she placed her gloved hands on my head and started patting down my head. Then she dismissed me.

I have several problems with what happened here:

1/ Being addressed from behind while another TSA agent is holding my attention denies me of an opportunity to engage directly with the person who was about to touch my body. I found this surprising, given the male TSA agent standing in front of me was the one holding my gaze, and I felt like I had been violated and embarrassed after the female TSA agent patted my head down from behind with no direct consent from me.

10/6/2014
6:09:39
PM

I also take issue with her comment that if she didn't proceed, I wouldn't be able to travel. There are alternatives to public pat-downs and none of those were offered to me--I had no time to react before her hands were on my body.

2/ I did not observe any TSA agents in the area patting down the heads of any other person walking through the screening zone. As an African American woman with short, kinky hair, I find this concerning and biased. There were multiple individuals nearby with hair longer and "bigger" than mine, and none of those individuals had their heads patted down. Is it the TSA's position that only short and kinky hair can conceal illegal items?

In addition to speaking with a supervisor about my experience, I would like to know the precise guidelines or legal code that states my type of hair and/or hair style (as opposed to someone else's) could pose a threat that warrants a hands-on search. I request this documentation in writing.

3/ The TSA agent patted down my hair with gloves on, however I question the practice of touching a person's body with gloves that may have touched hundreds of people and/or objects of various origin and health status during the course of her shift. While I appreciate the exposure TSA agents have in dealing with a large population, I reject the notion that only agents have the right to be kept safe throughout the screening process. If it was truly necessary for my hair (and no one else's) to be patted down after going through the body scanner, I would have expected the employee to use fresh gloves out of a labeled box that had not been digging around in other people's belongings, touching equipment or people. Again, I was not given the time to react and could not make a request before her hands were in my hair. I entered my flight wondering what kind of disgusting bacteria had been transferred from her gloves to my hair, with seemingly no concern for me. It's insulting.

Normally I experience organized and respectful treatment when traveling by air, so this incident was not only discomforting, it came as a shock that a TSA representative could be so dismissive and careless. I would like to be contacted by a direct supervisor about this incident. I do not wish to ever leave a TSA screening feeling so gross and dismissively treated ever again.

I have been traveling regularly for over 30 years and since my hip replacement last year, I have been subject to full body pat downs every time I fly. This is time consuming and humiliating.

I read the TSA procedure for requesting an imaging scan but found this in realistic. They are not available in most cases where I fly.

Surely there must be a better alternative than making a person wait and then get a full body search and often a search of my personal belongings.

What I find unbelievable is that there are millions of people with metal joint implants and this is the best TSA can do?

If appreciate the a TSA figuring out better approach.

Thank you.

10/6/2014
6:09:51
PM

Submitted on Monday, October 6, 2014 - 21:16 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Home Phone

Phone Number (b)(6)

Best Time to Contact : 11:00 am - 1:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

PO Box or Street Address (b)(6)

City: Palmer

State: Alaska

Zip Code (Post Code): 99645

Other:

Email: (b)(6)

10/6/2014
10:09:58
PM

==Incident Information==

When did this happen? 10 03 2014

Where did this happen? ARIZONA - PHX - Phoenix Sky Harbor International

What happened? I set alarm off as I walked into the security area. I immediately said I have an artificial knee. The TSA male yelled out some 3 letters then a female came over and pulled me away from 3 year old daughter as my husband was detained pulling his shoes, wallet, belt and anything in his pockets. Our daughter

Are you guys the same as CSSI firstline, ?

are they your subcontractors?

thanks

(b)(6)

From: HYPERLINK (b)(6)

Sent: Tuesday, October 07, 2014 1:05 PM

To: HYPERLINK (b)(6)

Subject: bag inspection complaint

Re trip to USA bag searches:

On arrival in Las Vegas last month, I discovered you had opened my bag and left a NOI card.

10/7/2014
10:04:41
AM

(flying Virgin VS43 from LGW (UK) on 2nd Sept)

I had a TSA compliant combination lock.

Regrettably your agent (ID badge (b)(6) according to the card) failed to replace the padlock on the zip fastener (he put it on the small side pocket instead).

This means my bag was open both for thieves and to anyone wishing to plant contraband.

Fortunately it still arrived safely and intact on this occasion.

Given I seem to have my bag searched every trip to US , and it was searched AGAIN by TSA on the homeward leg on 16th Sept, AND we were both subject to TSA instigated "random" full body pat down and cabin baggage search at the gate on departure from LGW on 2nd , you'll understand I feel a little concerned and apprehensive.. (only a dozen or so of the 400 passengers were nominated apparently). Is this really just "bad luck"?

(b)(6)

London UK

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Remote Client IP: (b)(6)
Date Time: 10/7/2014 10:11:02 AM

10/7/2014
12:32:23
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United flight 22 Dublin to Newark, United flight 1521 Newark to Denver Tuesday 30 September 2014 - flight at 9 AM, bags checked by 6:30AM

Comments: Checked 2 bags at counter & one oversize bag with two hurley sticks (sporting equipment) in clear plastic bag. Cleared Customs just fine (CBP gentleman knew what hurleys are and said they were fine to bring home), took two flights, no baggage on arrival. All three of our bags were held by TSA, but only the sports equipment was actually inspected. They were in clear plastic, well marked as sporting equipment on the sticks, which could be seen right through the plastic. Our flight got in at 3 PM in Denver on Tuesday, bags were not delivered until 8 PM on Wednesday, more than 24 hours later! Why would you hold all our bags for something so clearly obvious as sporting equipment? Not happy at all. TSA has been fine on all other trips, inspected bags have always arrived on same flight. But this time, there were over two hours for TSA inspection and you delayed our luggage by 29 hours. Unacceptable; would like an explanation.

To Whom this Concerns,

So, the Known Traveler program is a US Government program designed to help with airport screening processes. It's available to all US citizens who go through an interview process, or all military service members (who are already well screened). I am a Known Traveler thanks to my military service, and my military ID is tied to my airline accounts. However, today, I got the special extra loving screening indicator on my ticket, something Known Travelers don't (or shouldn't) get. I even checked in with my military ID. Then I got the extra pat down, touching, search and all. The one consolation was the screeners were professional, and every agent along the process looked pissed that they had to do this to a military guy. They apologized a lot. When I mentioned my official duty in Yemen, they smirked and mocked the system (again, in a professional manner.

So, with that, why did I get the screening? Because I reside in Yemen and just traveled from there a week ago on R&R (vacation). Why am I in Yemen? Because I'm a service member and credentialed diplomat serving my country at the US mission (embassy) in Sana'a. I understand screening for Yemen tourist travelers or Yemenis (and several other countries), but... a Known Traveler and military/government official who is there on official assignment orders? That trumps Known Traveler?

10/7/2014
2:10:27
PM

I love my service, and my job. I don't care to be contacted about this, and I am not mad at the agents who did the search; they followed orders, and were professional and apologetic about this. And I don't normally expect special treatment as a soldier, I hate when service members feel over entitled. Everyone is open for _random_ screenings. But those serving our government (military and civilian) in harsh areas, especially in those countries who need us... I doubt we are the threats y'all are seeking. And many (if not most) of my embassy colleagues get the extra screening, so it seems way more than just random.

Thanks for your time. In the end, I'd just say the system is what needs adjusting. I know the Known Traveler program is relatively new, so it's a work in progress. It needs to be taken into consideration that those in a place like Yemen on official assignment/duty shouldn't be selected for deep screening due to that assignment.

Have a good day,

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 10/7/2014 12:55:27 PM Airport : LAS - McCarran International Date/Time of Travel : 10/06/14 2:00 PM Airline & Flight Number : United 364 Checkpoint/Area of Airport : Terminal 3

Precheck lane TSA Employee: (If Known) :

10/7/2014
2:10:40
PM
Comment : Bad experience with several TSA employees. Agent weighing bags chided me to hurry up when I stumbled on my crutches. I was denied the option to do a pat-down instead of body scan, so I was forced to stand without my crutches. I told the agent I would need the crutches back right away, but the agent held one of my crutches for several minutes before running it through the X-ray machine while I stood in tears and pain waiting for the crutch. I asked for a chair and was told there wasn't one.

Would you like a response? : False

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsa.web.tsa.dhs.gov/EDB2/ApplicationManager>

The caller recently flew from DC to HI. She has a knee implant and she has a card. She stated that she did inform them at the checkpoint. She stated that she goes through the AIT and she is still subjected to additional screening, in the form a patdown. She stated that one lady was very thorough over her breasts and other areas of her body, just because of the knee implant. She stated that the patdowns have to be a violation of the ADA. She stated that she does not want to go through a patdown when she flies, just because she has a metal implant in her knee and she shows the card from her doctor stating such. She stated that she has read on the Internet the generally one or the other is used, and not both. She stated that she has read that she can get a patdown if the AIT is declined or not available, however in her case she normally has to go through both. She asked if TSA has a Prescreening program to say that an individual has such issues to avoid a patdown in the future. She asked why she was not wanted to clear the alarm. She stated that the patdowns are obnoxious and they are a waste of time in her case. She stated that it just delays her and wastes Unnecessary time of the agents as well. She stated that a private screening would just delay her further. She stated that she will contact the ADA to see if there is anything that they can do. She asked if the AIT alarms are generally audible.

10/7/2014 3:28:05 PM I explained that any time a passengers goes through the screening process they have to be screened. She can request a patdown first, rather than going through both process. TSA PreCheck, or any other program will not help her avoid a patdown for screening. I explained that there is no way for her to avoid a patdown. We do not use wands for screening. I explained that she can request a private screening if a patdown is required, which may make her more comfortable with the process. I explained that we use the WTMD, AIT, and patdowns to screen passengers, and sometime additional screening methods that may include testing for ETD. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process. I explained that generally depending on the machine setup, the AIT would highlight any alarming areas. The AIT does not penetrate the skin, therefore it would not show the metal implants in her knee.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Hi
your response included<<
Thank you for your e-mail regarding your recent travel experience.
Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.
>>

Departure airport was LGW as stated in the original email. Surely you do not have TSA staff based in UK? As the note inside the bag explicitly said CSSI I can only assume it was searched on arrival at Las Vegas McCarran (direct flight ex UK). We departed same airport back to UK.

You didnt clarify who CSSI were..

(b)(6)

10/7/2014 4:01:30 PM From: HYPERLINK (b)(6)
Sent: Tuesday, October 07, 2014 1:07 PM
To: HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov
Subject: Fw: bag inspection complaint

Are you guys the same as CSSI firstline, ?
are they your subcontractors?
thanks

(b)(6)

From: HYPERLINK (b)(6)
Sent: Tuesday, October 07, 2014 1:05 PM
To: HYPERLINK (b)(6)
Subject: bag inspection complaint

Re trip to USA bag searches:
On arrival in Las Vegas last month, I discovered you had opened my bag and left a NOI card.

Caller wants to file a formal complaint against TSA. Yesterday she was flying from Colorado Springs with her daughter. The daughter tested positive for an explosive test and they were then taken aside full pat down which included her private parts. Caller said her daughter was traumatized. They were told that if they refused that they could be arrested. Caller want to file complaint, get some information, and she requests we update our website to make it clear what happens to a child between the age of 13 and 18 and that they can receive the same pat down as an adult.

RESPONSE:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

10/7/2014
5:26:37
PM

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search. Also, a patdown of specific areas of a child's body may be conducted if the child is wearing bulky clothing.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult. The accompanying adult may observe the entire patdown process and may assist by holding the child's hand. Twos are trained to conduct these procedures professionally and respectfully.

Children over 12 receives the same general pat down as adults.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: Colorado Springs

Airline: Delta

Flight Number: 4630

Date: October 6, 2014 6:30 and 6:45 a.m. incident

Individual Contact: (b)(6)

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Remote Client IP: (b)(6)

Date Time: 10/7/2014 11:31:57 PM

10/8/2014
8:44:07
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Friday 05 Sept 14 at or about 1745hr ...Long Island/Isip, NY (ISP)TSA Gate...

Comments: The supervisor and plain cloths agent were very rude, refused to provided me with their name or ID# and threaten to call the county police to have me removed from the airport. The screening process is very inconsistent at ISP where everyone must go through the scanner. The supervisor refused to allow me to record the pat down by holding my cell phone stating cell phone/cameras can not be used in the screening area. I advised him I just can not recorded the screening equipment. I do have the encounter on video with the supervisor and other TSA employees refusing to ID and being very rude and disrespectful stating I am wasting his time for opting out and taking manpower away.

Caller called about 3 and a half years ago about this. Caller wears a defibrillator with three wire leads going to the heart and she flies once a month and TSA never detects the device. She goes through the WTMD and beeps but it doesn't seem to be a big deal. She is worried that someone could bring a bomb in their body and be able to get through security. She is not happy about that.

10/8/2014
2:36:54
PM

Advised:

Asked the caller if she ever gets a patdown and she says only if she is wearing her watch on her arm. Asked the caller how she knows they don't detect the device and she says she doesn't get a patdown.

Advised the caller that TSA has many layers of security to detect bomb threats including the AIT, WTMD and the ETD testing.

Advised the caller that she should notify the TSO of the device because the screening technology might affect the calibration of the device. The caller says it is safe to be screened that way.

This weekend I travelled by air for the first time in many years.

The screening process out of SEA (Seattle Tacoma International) was very smooth and easy.

I am a type 1 diabetic that has an insulin pump attached.

Did not have to take off my shoes, unpack my laptop, take off my belt,(Just my buckle) and they had me go thru the body scanner. Then they did the hand wipe check for explosives before and after the body scan.

When I went to fly home from SMF (Sacramento International) I was asked to have a full pat down, Unpack all my electronics and remove my belt. Take off my shoes and fill four bins instead of three in SEA.

10/8/2014

3:26:46

PM

My Question is why does the TSA not have a standard process for the entire security system that is the same everywhere?

The process out of SEA was efficient and I felt safe and completed the required steps. SMF was the system of 10 years ago and they had all the same equipment. As a person who flies and has a required medical devise, it would be a major plus for the TSA if the process was standard at all check point with the same to follow the same process. I would help the consumer to know what to expect instead of how I felt,

"What does this team Do different?"

Regards,

(b)(6)

Quality Engineer

Disability Description: He has a defibrillator.

Information Request: He said he will be traveling again this year but he declined the pss.

Response Details: Response: I advised him that he needs to have his hands free for the screening process and to put the wallet in the plastic bin and to talk to the Officer before screening starts about the concern he has about his wallet. I advised him that he can put it in his carry on bag before he comes into the checkpoint.

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I advised him that he needs to declare the defibrillator and advise the Officer that he does not want the x-ray screening.

I offered to send this to the CSM at the airport but he declined.

I asked if he needs a pss at the checkpoint and that he can ask for a pss or supervisor and offered an email.

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

His or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

10/8/2014
9:46:22
PM

Disability Description: The caller wears an insulin pump.

Information Request: She indicated that she has observed passengers with medical devices being escorted to the WTMD for screening. She indicated that she has seen the chain being removed from the WTMD and a TSO escorting a passenger through. She asked why she can't do that.

Response Details: I advised that passengers can request to be screened via a patdown rather than to pass through the AIT or WTMD.

I advised that in regard to the specific incident with the TSO, I will refer the information to the CSM at PIT to make them aware. They would have the means to look into and address this.

I advised that I would refer her feedback to our disability department. I opted to do this as the caller challenged the information on our site and feels that it is misleading.

I explained that passengers cannot request to be screened by the WTMD instead of AIT or a patdown screening, however TSOs can approve alternate screening for passengers with disabilities, medical conditions, or devices. I advised that she can request the assistance of the PSS or STSO at the checkpoint with questions or concerns. They can address these and provide assistance through screening. TSA Cares can provide assistance through screening for those with disabilities, medical conditions, or devices. Such assistance can facilitate the screening process for the passenger.

10/9/2014

9:18:12
AM

Incident Details: The caller indicated that she had a negative experience on 5/22 at PIT. The TSO swore that insulin pumps were okay to go through the AIT. The TSO threatened her with a full body patdown if she didn't go through AIT. She felt that he was forcing her to go through AIT, which she did. She feels that this is due to lack of education of our TSOs and TSA's policy.

United flight 3541 PIT to Chicago departing at 6:35am

The TSO was male, dark brown hair, glasses, average-short build. She went through the scanner in the far right lane.

She has researched and has been advised by the manufacturer of her insulin pump and other manufacturers of insulin pumps that they should not be subjected to AIT. This applies to glucose monitors as well.

She is in the process of replacing her insulin pump. It is covered under warranty and she is not incurring an out of pocket. She indicated that she went through screening a few days ago.

She would like for someone to follow up in regard to insulin pumps going through the xray machine. She stated that the verbiage on the website indicates that passengers can go through AIT or the WTMD with the insulin pump. She feels this is misleading.

She indicated that she is happy to provide documentation to website that she has used for her research in regard to the screening of insulin pumps.

Feedback Type : Request for Information

Categories : Other; Screening

Current Date/Time : 10/9/2014 8:37:46 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : When I arrived the airport close to midnight, the TSA gate closed to Japan Airlines was closed and I was going to ask the security where the closest one is still open, the Filipino security was very rude by beckoning me to the other side and yelling at me just like bossing around his dog.

I did not appreciate being treated with that kind of attitude and it was very inappropriate.

Second, when I arrived the gate next to the one that is closed, the staff (white gray hair old man wore eye glasses) kept giving me hard time when doing pat down. I was already screened and it has proven I have had nothing inside my clothes, he still kept touching and searching through my clothes.

10/9/2014

10:06:15
AM

I do not understand what is the problem with your staff and machine? I cooperated and he said there were some spots needed to be searched, it was only space created by the gap between skin and clothes. Maybe I did not iron or flat my clothes, but it was ridiculous to search just according to what your machine says.

Your staff will need to learn to respect the passenger, if there is no alarm or nothing unusual, then please let the passenger go

Pat down is necessary only if you find something suspicious, if you are going to keep giving passenger hard time every single time like that, then nobody is coming back to Hawaii again.

It is not good for the economy and also the image and reputation of Honolulu airport, the Aloha is no longer aloha if passenger is being treated like that all the time.

I have been to other airports and I have no problem with their security screening, I hope you can really work on communication with your staff to make Honolulu airport a safe, comfortable, and nice place for everybody traveling. Thank you!

Would you like a response? : False

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller is Blind and needs to file a complaint

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

10/9/2014
11:35:04
AM

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail.

Your complaint will be handle by the OCRL and I don t have information as how soon you will get a resolution.

Called the caller back to obtain her e-mail address and flight time.

Incident Details: Caller said she needs to file a complaint about an incident on 10 02 14 that happened at ATL she was traveling with US flight# 461 departing at 7:00am. Her husband is partially blind and she is blind they were selected for precheck she was on the wheelchair was told she could kept her shoes on she heard when her items were screened by tsa and the her dog alarmed the metal detector she said normally the dogs gets check because the harness sets the alarm off but in this day her and her husband were selected for additional screening they both received patdowns in public and feel like they were targeted because of their disability and need to be compensated.

Caller lives in the US and has friends who arrived in the US and dont speak good English, everytime they board a flight in the US they have excess screening. What is the problem? Flying from BUF to Chicago and also mentioned at JFK they had to go through excess screening. Caller wasn t sure of the screening they were referring to, such as a patdown, being delayed by CBP, etc. Caller said at BUF they had to be double checked and they are traveling with small children. Asked why they are having to have the additional screening? Caller disconnected the call at 11:47 AM.

10/9/2014
11:35:48
AM

Response: TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security.

Caller has a friend who is traveling with another friend from Russia and they are traveling in the US and have been put on a list at each airport. Why have they put them on this list and they are tired because they have been checked again and again? Thinks it is TSA that is doing the checking because they gave a friend in Omaha, NE the TCC # and were told to contact the TCC for information. (b)(6) and (b)(6) is the name of the passengers and caller asked for specific information regarding the two individuals? No specifics regarding the type of screening, just that they are being checked precisely at each and every airport before allowed to board their flights.

Response:

10/9/2014
12:06:07
PM

(TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

No specific information for any passenger, just standard process and procedures information, offered to provide via email, none provided.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 10/9/2014 11:24:47 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.

10/9/2014
12:08:17
PM

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK, going from DL477 from Barcelona to DL2577 (JFK to MSP) on Tuesday, Oct. 7, 2014. About 3:30 pm. I believe this was a security line on the first floor (not the 4th floor precheck) that is for incoming international travelers who are catching a domestic connection. There was one metal scanner at this checkpoint.
Comments: My wife needed a patdown because her artificial knee set off the metal detector, as it always does. No female TSA employee was available. When one showed up, she was very rude to my wife, stating that she had been in the restroom and was entitled to do so. My wife just said we were concerned about making our flight. I was present, and my wife did not speak in a rude or angry fashion. The TSA employee (Agent (b)(6) a female) then told us to talk to her supervisor and walked away! She then went on to stack up bins and then did a patdown on another woman, leaving us just standing there. The supposed supervisor, a male agent named (b)(6) pretty much just laughed at us. It was very clear that the intent was to make us wait or miss our plane. I asked agent (b)(6) for her badge or employee number and she refused to give it to me. She then accused me of trying to interfere with her job duties (of patting down the other woman) because I was asking her for that information. She told me to talk with her supervisor. I asked agent (b)(6) whom I could speak with about this problem and he told me to go upstairs somewhere and find the TSA office. Obviously, this was impossible as my wife had not yet been cleared and we were trying to catch a flight. After about 10 minutes of just standing there, being ignored by all of the TSA agents in the area (clearly intentionally), I told Agent (b)(6) "OK, we give up, we apologize for anything, please just let us get out of here." We got the patdown and we did make our flight.

I have never filed a complaint before and feel that the TSA does a great job and is very professional. This incident amazed me. Agents (b)(6) and (b)(6) should not be doing such a difficult and sensitive job.

To make matters worse, my wife reported that she overheard Agent (b)(6) being rude to another passenger while we were standing there waiting. I did not overhear this, so I can't comment further. Caller says TSA is doing a great job, but is concerned about Ebola and noticed on the news that certain airports are on a list requiring additional screening such as taking passenger's temp. and other additional screening when they are coming into the US from West Africa. She knows that PHL isn't on the list and asks why when they have one of the highest populations of W. African Immigrants in the US, why are they eliminating PHL from the additional screening for safety reasons? Caller mentioned airports such as EWR, JFK, and others that have been selected for the additional screenings. Should be looked into for everyone's safety and states she is a socially conscious person and concerned for everyone's safety.

She may be flying soon because they are moving down south for health reasons and she has a pet cat which will be in a carrier, is she allowed to travel with the cat? She has a neuro muscular disease, which requires her to be on Oxygen 24/7 and she will be traveling with a POC, will she be allowed to take the cat and the POC or is that an airline issue?

10/9/2014
12:26:21
PM

Response:
Advised caller no information regarding the additional screenings planned for select airports in the US.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

The FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. Please visit www.faa.gov about initiatives cabin_safety_portable_oxygen to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

To Whom It May Concern:

My name is (b)(6) and my husband (b)(6) and I flew US Airways on Thursday, October 2nd from Atlanta Airport to Charlotte NC and then on to Tampa. The flight left at 7 a.m. (All information concerning the flight is at the bottom of this email for reference.

The flight number was 461.

When we were brought to security, we were told by an attendant there that we were on what was called precheck. I asked what this was all about. I was informed this meant that I did not have to remove shoes, things from bags, etc. I had chosen to take a wheelchair this time, (I usually do not but was having some breathing issues and thought it best).

10/9/2014 2:10:13 PM
I could hear the scanner as the attendant scanned first my purse and then my computer bag multiple times. I didn't know why because I did not have anything that should not have been taken onto the plane.

Suddenly, I was told to remove my shoes and take everything out of my bags. I did as I was asked and I also asked if I needed to remove my sweater which had no pockets at all. I then got out of the wheelchair and sat my Seeing Eye dog at the beginning of the place where you walk through security as I have always done. I put him on long leash and I went through as usual. I did not alarm the system, but of course my dog did. Usually when this happens the dog is just patted down and let go through. Instead, they called for male and female assistance and we were unaware of what was going to happen. A female came and said how she would give a pat down, did I object. I said that I guessed I did not, what else could I have done? She also asked me if I wanted a private screening of which I did not agree because I know about those things. After the first pat down, she told me I needed to remove my sweater. She went to pat down again, and did some of the places more than once which I did not appreciate.

It was horrific!!!! I felt very invaded upon, and when the screening was finished and we were boarding the plane the girl who had been helping us was also horrified because we didn't have anything that should have caused this show of what we felt was discrimination. My husband who has partial sight said no one else in the precheck got that, and my friend told me he always goes that way and has never been treated that way.

We feel that we should receive a refund of our airline tickets. We do not want a credit, because we do not ever plan to fly US Airways again.
Disability Description: Caller has panic attacks.

Information Request: Caller says last week she was boarding a in Detroit, as she went through the checkpoint. She was pulled aside by an agent because she had left a credit card in her back pocket. She said the agent felt of her back pocket and then screamed fingers and they swabbed her hands. She has a disability it caused her to have a panic attack. She says because this wasn't normal screening it caused her to have a panic attack. She was given a card to call for help.

Response Details: I explained to her that the credit card had caused an alarm and when there is an alarm they will have to give a patdown to clear the alarm. That is why the agent felt of her back pocket. In addition to a patdown they can test for explosive trace detection, that is the swab they used. They were not putting anything on her but trying to pick up explosives.

If she wanted to make a formal complaint she would have to put it in writing. She did not want the address.

10/9/2014 4:39:04 PM
I told her I could offer them the CSM number and I did and she can ask for a PSS for today's flights for assistance. We need 72 hours in advance to the flight to make the arrangements. She said she was at the airport already but then said in 15 she was leaving for the airport.
Name: (b)(6)
Phone: (b)(6)

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

She was upset and I ask her again if she wanted to request the assistance for her returned flight and she said she would call back and hoped to speak to someone with more empathy. I tried to offer her a supervisor but she disconnected the call.

Email not sent

10/10/2014 4:11:53 AM
Caller is at JFK nght and she is wanting to speak to someone as to why she was singled out since she is a Female Asian. Caller is wanting to know the standard time they are allowed for a patdown procedure. Caller stated that she missed her flight and she is wanting to know why she was singled out.
Advised caller:
You can ask for a supervisor at the checkpoint. I can forward you to the MB branch for more information regarding a discrimination complaint. I don't work at the airport so I can not determine why you got the patdown. There is not a standard time they have allotted to complete the procedure.

Information from Transferring Agent: The caller is at JFK and would like to speak with someone at the airport. She believes that she was singled out because she is a female Asian and asked why.. She asked how much time was allotted for a patdown as she missed her flight. EID (b)(6)

(b)(6)
The caller was supposed to fly from JFK at 9am this morning. She was selected for a patdown. The TSO ignored her when she mentioned that she was rushing to make her flight and proceed with the patdown. Her flight was to depart in 30 minutes from that time. She is at the TSA podium currently. She indicated that she would speak with the person there and call back when I asked if she had requested to speak with a supervisor at the checkpoint. She ended the call.

10/10/2014 4:12:00 PM
Upon, speaking with the caller she was most upset that she missed her flight due to the patdown. She did not indicate that she felt discriminated against because of her sex and ethnicity (race) when I asked specifically if she felt that she had been.

10/10/2014 4:11:36 PM
Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/10/2014 3:16:57 PM Airport : SAN - San Diego International Date/Time of Travel : 10/10/2014 10:30 AM Airline & Flight Number : Delta 4503 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) (b)(6) Comment : My roundtrip to San Diego from ATL for me and my husband was covered by my frequent flyer miles with Delta; therefore, I travel alot. I was going through the check point when the the hispanic girl attendant said to me "wait here"; She stated she needed to check me, I stated "change your gloves"; she gave me a look and said "please, thank you"; I said what, she said you should say please change your gloves, and thank you. I stated that when she asked me to wait here she didn't say please, courtesy happens both ways. She then proceeded very slowly to change her gloves, first she asked the guy attendant working with her for a small pair, then she slowly put them on and said they did not fit. She asked for a medium pair. Because I travel alot I allow for plenty of time to check in and get to the gate; thank goodness I was not in a hurry for a flight. She said hold out your arms and proceeded to give me a full upper body pat down, starring at me(?) and waved a wand over my hands. I knew that the pat down was unnecessary and she over extended her "power". I know this because the certain bra I was wearing always get "dinged" for a front search, NEVER did I receive a full pat down and my hands checked. She said you can go, then stated if you are going to travel you should not be rude. I stated are you allowed to say anything you want because you are wearing a TSA blue shirt? She ignored me and motioned to the next person to come forward. I asked another person how to file a complaint and she gave me a blue card. The girl attendant came up to the women(I assumed at that time the women was a supervisor) that handed me a blue card and stated to the women that I was rude to her. I stated to the women do you get to hear both sides or just your co-worker? The women stated that I should fill out the blue card to state my complaint. I asked the women for the girl attendant badge number. No apology was given from this women at all. Because I saw the women and girl talking, I handed the blue card to another TSA agent that was not in the checkout area. As stated previously, I travel alot and always ask the TSA agent to change their gloves before I am checked. NEVER have any TSA agent been rude or abused thier "power"; as this security girl did. They change thier gloves and proceed with the check. Other TSA agents don't always say "wait here please"; I don't mind that, I know they need to move people through the security check point in a fast and safe manner. But when this agent stated that I was rude by not saying please, I was a little baffled. If she wanted courtesy, she should have extended courtesy. Also she should not tried to engage in an arguement with me after i moved through the check point and started to complete the blue TSA complaint card. Her behavior was unacceptable and unprofessional.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

10/10/2014 4:11:49 PM
Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening Current Date/Time : 10/10/2014 2:20:17 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/10/2014 Airline & Flight Number : us airways Checkpoint/Area of Airport : security screening TSA Employee: (If Known) :
Comment : I have a TSA pre check and Global entry ID but I was subjected to a full body screen and then a pat down. My age is 80 so I do not understand why this is happening. I experienced the same screen in Austin when I left the previous week. Do I need to contact someone to clarify this issue Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a medication that is an injectable liquid and it is in a small vial. The last time he was flying he asked them to check it by hand and they did but then went through his other luggage and gave him a full patdown because he asked them to do that. Is that part of the procedure?

10/10/201

4 6:05:03
PM

If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his property may be required, which may include a patdown.

I wish to file a formal complaint about the screening to which I and my luggage was subjected at the Bellingham, WA airport on 28 September at 3:30 am prior to a Horizon Air flight to Seattle.

I am Pre-check and have been almost since the beginning of the program so I was greatly surprised to be pulled aside for what turned into a 20-minute pat-down (including having my waist band pulled out in several places) and full inspection of every item in my carry-on. The agent kept saying the machine was detecting chemicals from her gloves after the pat down and that I must have been near fertilizer or hand lotion--neither of which was true. Indeed I had seen this same agent using cleaning solvent and a sponge to wipe down the counters just prior to the check-point opening in gloves. She also said the same was true of my CPAP machine, although another agent checked the machine and did not detect anything. The second agent also tried to remind the inspecting agent that I was Pre-check but she chose to ignore this. After the second checking of my machine it was placed in the plastic tub precariously on top of my backpack and nearly fell. The only thing that saved it was I noticed the situation and told them to take it off. Had that CPAP machine fallen and been damaged I would not have been able to make my trip and would have been medically disadvantaged until it was replaced which could have taken days.

10/10/201

4 6:22:36

PM

The second complaint regards the screening of my checked bag. Upon arrival at my destination in New Mexico I found in my bathroom kit a screening notice. Inside the kit I discovered that a bottle of Ibuprofen had had the cap removed and not replaced so that most of the pills had spilled all through my kit (and therefore were ruined). I also discovered that the cap on a tube of antiseptic cream had not been replaced completely and this had leaked--fortunately only into one compartment.

To say I am upset by all this is an understatement. It's bad enough being Pre-check seems to mean nothing but the carelessness and absolute disregard for a passenger's belonging is intolerable.

(b)(6)
Trusted Traveler (b)(6)

Caller left GJT and in her carry on she had a humidifier which had her hearing aids in it and caller did not get them back. Caller was receiving a patdown and did not know if they went through the bag and did not place it back in or if it was just left at the airport. Caller stated she contacted the lost and found. Caller also has pacemaker which was why she had to receive a patdown.

Airport - GJT
Airline - Allegiant Air
Flight# - 413

10/10/201

4 6:24:16

PM

Date and time - 10-9-14 at 2:45 pm
Description of item - white plastic container, 2 inches in diameter and has a plastic foam which sits on beads in which her hearing aids go in.

Response:

I advised caller that I would send her a claims form and she would receive it in the next 24 hours and it would have the instructions on what to do. I also advised caller that I would forward the information to the CSM and also provided the caller with the CSM number at GJT.

(b)(6)
Phone (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/11/2014 2:35:06 PM

10/11/201

4 3:16:23

PM

Name (b)(6)
Email (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest 2414 Atlanta to Laguardia 10/10/14

Comments: my family was screened for bomb residue. My wife tested positive. Was asked if she used hand lotion. She told them yes. TSA agent said that is why it tested positive. More residue tests were conducted and a private pat down. If you know that this test has issues why are you using that equipment that can't detect the difference between hand lotion and explosive residue and why continue screening same person for such when you know why the Person tested positive using this inferior equipment.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/11/2014 1:44:03 PM Airport : BOS - Logan International Date/Time of Travel : 10/11/2014 1:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : terminal 3 security TSA Employee: (If Known) :

10/11/2014 3:17:20 PM Comment : i waited nearly 45 minutes to have a pat down completed when I asked to opt out at security. I nearly missed my flight as a result of the slow process and lack of attention to the fact that I was still waiting. No attempt was made to find someone to complete the screening. I kept being told it would only be a minute and yet I was waiting for 45 minutes. I've never had to wait so long at another airport. If it weren't for my travel companion my belongings would have sat unattended the entire time as well.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 10/11/2014 3:34:24 PM

10/11/2014 5:06:01 PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight 437 out of JFK

Comments: I fly often and have never had a problem with an inappropriate pat down. Officer (b)(6) at JFK grabbed my breasts and then grabbed my abdomen aggressively. I said ow ow and she nastily said she was doing her job and grabbed harder. I said ow ow louder she pushed me to the side and said good. I am not one to complain but this behavior was grossly inappropriate. I understand why the TSA can get bad media as this was unacceptable. I have a light yellow cardigan on. Nothing bulky. I watched her screen the next person and she was much less aggressive. I would have reported to a manager on site but needed to head to my flight. Thank you in advance for investigating the issue

I traveled to SFO from MKE last weekend. I had broken my Femur almost 4 weeks ago and had to travel with a wheelchair. When I left Milwaukee I had a TSA member squat down to me to ask a few questions and to explain to me what we needed to do. I was able to Crutch up to the scanner, so the TSA member told me he was going to send my Crutches through the x ray and have a member bring me my crutches. I was able to crutch up to the scanner and hand my crutches back to the member and was able to stand and get scanned. Everything went smoothly and we were on my way.

10/11/2014 7:02:24 PM When I was on my way home in SFO. First the TSA members tried to have me walk through the metal detector while holding a TSA's members hand. I had to explain that I had a metal rod running from my knee to my hip and it wouldn't work. I tried to explain to two members how things were done in Milwaukee and how I was in and out in 5 min. They both said it wasn't in their policies and they couldn't do it. I was sent through to a supervisor to get a pat down. Getting told that each city sets their own policies. How can I feel safe if each city can make up policies? Shouldn't each and every city follow the same rules? Which city was and is right?

I'm free to talk about this and don't feel like I was treated right. You can reach me at (b)(6)

Thanks,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ : Professionalism/Customer Service Current Date/Time : 10/11/2014 8:58:02 PM Airport : EWR - Newark International Date/Time of Travel : 10/11/2014 8:30 PM Airline & Flight Number : united 940 Checkpoint/Area of

Airport : C TSA Employee: (If Known) (b)(6)

10/12/2014 9:26:30 AM Comment : I am a TSA Pre passenger and have had no incidents with TSA in the past. I travel every week and very much have enjoyed the professionalism and respect by which I have been treated by the TSA officers. This change on my last trip on 10/11/2014 as I was proceeding through security. There was one lane open and I was not informed by the officer checking my boarding pass that it was not TSA pre. I left my computer on its bad and was quickly approached by an officer, lets call Officer X (whose name or badge was refused to be disclosed by Officer (b)(6). (b)(6) Badge # (b)(6) and ID on card: (b)(6) to tell me that I had to take my computer out. When I asked to understand why since I was TSA pre, officer X just turned his back and walked away. I asked again, not understanding why and in a condescending tone he told me it was not a TSA pre-lane. Confused as the officer that checked my boarding pass had not mentioned anything about the lane not being TSA-pre, I asked officer X again "not sure I understand". The officer now turned his back to me and proceeded to ignore my requests, when I asked again, he ignored again. That that point I approach him and in a very aggressive tone he jump into my face and proceeded to tell me to shut up. At that point, I asked for his supervisor. A second officer came and start to smile - not very helpful here. I asked if he was his supervisor and he said yes. I was then pulled aside by yet a third officer, this time officer (b)(6) who told me he was the supervisor and asked that I explained the situation. I did and mentioned to Officer (b)(6) I did not want to go through the security late with the officer I had the original exchange - I feared for my safety at this point as that officer was quite upset and was over 100 lbs my weight. As I went through security I told officer (b)(6) I did not want that original officer X to touch me if we had to do a pat down. At that point, Officer X started again to yell at me say "I dont want to touch you, you are not that important". After this, I requested officer (b)(6) a report be filed as Ot would be filing a complain. Officer (b)(6) proceeded to make a copy of my passport and my global entry card. Officer (b)(6) refused to disclose Officer X's name or badge and said to only use (b)(6) name in this complain. Throughout this ordeal, Officer (b)(6) was courteous and respectful, exemplary of

the reason why I am filing this report is because I truly believe in the excellence service from TSA. I joined TSA-Pre in part to support the organizations efforts, which is critical for the security of our country its travelers. It is quite disappointing when a TSA officer behaves in an exemplary way, at the end both officers and passengers are on the same team: to make our skies safer.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Date: 10-11-2014 Time: 1100 EST Airport: Dulles IAP, VA

Date/Time of Travel: 10-11-2014 1340 EST Airline & Flight Number: US Airways 5007

Checkpoint/Area of Airport: TSA Pre-Checkpoint 52

Compliment/Complaint (Summarize: The initial agent contact prior to going through the magnetometer was polite and instructed/reminded us that, since we were going through pre-check, it was not necessary to remove belts, shoes or laptops from cases. However, upon going through the sensor, the second agent upon seeing the alarm for , immediately made everyone go back and remove belts. She was not very polite. In fact, she was rather curt and a definite difference from the initial agent.

10/12/201

4 1:16:24

PM

The direction to remove the belt, go back through the magnetometer, and send the belt through x-ray is at odds with all previous experiences going through pre-check. Previously, agents have requested that I loosen or unbuckle the belt and a quick pat down resolved the question.

Which is it - belt off and send through x-ray (seems silly as belts large enough to conceal anything are pretty obvious) or not?

Sincerely,

(b)(6)

To Whom It May Concern:

What was a totally exciting vacation for my husband, myself and 40 other travelers in our group was a nightmare when changing planes at JFK airport on October 6, 2014 approximately 3:00 pm. Our plane, Delta 477, and four other planes arriving at the same time to go through customs. We had approximately 55 minutes to get through Customs, re-check bag and go through TSA security checks.

First we were told we didn't need to fill out the Declaration Forms papers, standing in long lines we get to the Customs Kiosks only to find they are down, now we start filling out the paper documents. Kiosks are up, we proceed to enter information for my husband get receipt 1, answer question not traveling alone, enter necessary information for myself. Kiosks goes down, before we get the second receipt, please fill out paper document. There were not enough custom helpers for the volume of people trying to accomplish this task. Kiosks are up again, we clear, our travel agent has all out bags pulled off carousel, collect bags head to re-check. We have 30 minutes to catch flight.

TSA security check, since there were so many of us with a short time to make our connection, we were directed to a line by a JFK employee hoping to help us quickly. To our surprise there were about 200 to 300 hundred passengers trying to do the same thing. There was only ONE TSA agent checking tickets and passports. He told us to get into the other lines, when we told him our plane was leaving in 15 minutes, he showed no emotion or even cared. Some of the other passengers let us go ahead in order for us to make our flight. It seemed the more we protested the slower he worked.

Three or four other agents came over and just stood chatting making jokes with him, nobody opened another line, A TSA Head Officer last name of (b)(6) even came over to talk with him and then calmly walked away. No other agents were called to help out. As a supervisor the situation should have been a priority getting all the passengers accommodated.

10/12/2014 6:08:18 PM

Next, my husband and myself have knee replacements and so did about 10 other people in our group, so we all had to have someone do the Pat Down all over. I had to wait 5 minute for someone to Pat Down, meanwhile time is ticking and the plane is waiting. The gate as it turned out was B 38 that was clear at the other end of the terminal. I went walking as fast as I could in stocking feet because I didn't have time to put shoes on, I got to gate B 23 and finally found a cart to take me to the gate.

My main concerns are:

1. The lack of employees to help in the customs area;
2. The ineptness of the employee at the TSA check desk;
3. The bantering and joking of employees in the whole area of the TSA check in area;
4. A supervisors who should have immediately recognized the problem and tried to resolve the issue;
5. Having to wait for the FRISK when they clearly knew we were on a time crunch.
6. I AM APPALLED THAT GIVEN THE AREA OF THE JFK AIRPORT AND THE PASSENGERS THAT COME THROUGH FROM ALL COUNTRIES, INCLUDING OUR OWN, DOES NOT HAVE A BODY SCANNER SO THAT THEY CAN SEE THE METAL IMPLANTS AND WOULDN'T HAVE TO SLOW DOWN PASSENGERS WITH A FRISK.
7. Why can't they have wands to verify where the metal implants are located, do they get a perverse kick out of having to pat down everyone?

I told the agents I had a knee replacement, when the machine buzzed why didn't they have wands to go over the area to verify it was metal in the knee. I did not have anyone ask me if I wanted to go to another room, they did the pat down in front of all

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/12/2014 4:40:10 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 10/08/2014 11:30 AM Airline & Flight Number : Delta 1570 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My TSA # is (b)(6)

10/12/2014 6:08:48 PM

On Oct. 4th 2014 from New Bern NC airport EWN I had to take off my shoes and also had a complete pat down. Returning from STL on Oct. 8 2014 I had to go thru the same thing NO regard that my boarding pass had PSA Check on it in both places. Whats going on !!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller:

10/12/2014 6:42:14 PM

Flying SEA to Kahului and has some underwater cameras. Can he request a hand inspection?

Advised Caller:

He can request a patdown at the checkpoint.

To Whom It May Concern:

What was a totally exciting vacation for my husband, myself and 40 other travelers in our group was a nightmare when changing planes at JFK airport on October 6, 2014 approximately 3:00 pm. Our plane, Delta 477, and four other planes arriving at the same time to go through customs. We had approximately 55 minutes to get through Customs, re-check bag and go through TSA security checks.

First we were told we didn't need to fill out the Declaration Forms papers, standing in long lines we get to the Customs Kiosks only to find they are down, now we start filling out the paper documents. Kiosks are up, we proceed to enter information for my husband get receipt 1, answer question not traveling alone, enter necessary information for myself. Kiosks goes down, before we get the second receipt, please fill out paper document. There were not enough custom helpers for the volume of people trying to accomplish this task. Kiosks are up again, we clear, our travel agent has all out bags pulled off carousel, collect bags head to re-check. We have 30 minutes to catch flight.

TSA security check, since there were so many of us with a short time to make our connection, we were directed to a line by a JFK employee hoping to help us quickly. To our surprise there were about 200 to 300 hundred passengers trying to do the same thing. There was only ONE TSA agent checking tickets and passports. He told us to get into the other lines, when we told him our plane was leaving in 15 minutes, he showed no emotion or even cared. Some of the other passengers let us go ahead in order for us to make our flight. It seemed the more we protested the slower he worked.

Three or four other agents came over and just stood chatting making jokes with him, nobody opened another line, A TSA Head Officer last name of (b)(6) even came over to talk with him and then calmly walked away. No other agents were called to help out. As a supervisor the situation should have been a priority getting all the passengers accommodated.

10/12/2014 7:03:08 PM

Next, my husband and myself have knee replacements and so did about 10 other people in our group, so we all had to have someone do the Pat Down all over. I had to wait 5 minute for someone to Pat Down, meanwhile time is ticking and the plane is waiting. The gate as it turned out was B 38 that was clear at the other end of the terminal. I went walking as fast as I could in stocking feet because I didn't have time to put shoes on, I got to gate B 23 and finally found a cart to take me to the gate.

My main concerns are:

1. The lack of employees to help in the customs area;
2. The ineptness of the employee at the TSA check desk;
3. The bantering and joking of employees in the whole area of the TSA check in area;
4. A supervisors who should have immediately recognized the problem and tried to resolve the issue;
5. Having to wait for the FRISK when they clearly knew we were on a time crunch.
6. I AM APPALLED THAT GIVEN THE AREA OF THE JFK AIRPORT AND THE PASSENGERS THAT COME THROUGH FROM ALL COUNTRIES, INCLUDING OUR OWN, DOES NOT HAVE A BODY SCANNER SO THAT THEY CAN SEE THE METAL IMPLANTS AND WOULDN'T HAVE TO SLOW DOWN PASSENGERS WITH A FRISK.
7. Why can't they have wands to verify where the metal implants are located, do they get a perverse kick out of having to pat down everyone?

I told the agents I had a knee replacement, when the machine buzzed why didn't they have wands to go over the area to verify it was metal in the knee. I did not have anyone ask me if I wanted to go to another room, they did the pat down in front of all. Caller asked if she was speaking to a TSA agent in JAX. Caller stated that yesterday traveling from JAX on JetBlue airlines she was put through the AIT and the bracelet on her wrist gave a problem and would not come off. Caller stated that the machine alarmed and she received a patdown by the same gender TSO there. Caller said the machine does not work properly and she is highly upset that she received a patdown because her privacy was invaded and she does not want to be touched. Caller stated she wanted an apology from JAX. Caller asked if she should contact them directly. Caller asked for my name with spelling and stated she would not stop escalating this until she received an apology from JAX.

Airport: JAX
Airline: JetBlue
Flight Number: B6 610
Date Time: 10 12 14 departing at 12:00pm
Terminal Gate: A1
Contact Information: (b)(6)

10/13/2014 9:01:55 AM

Resolution:

I advised the caller that I am from the TCC that is for all the airports and not just JAX.

Because your complaint concerns the conduct of TSOs at JAX, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

I advised the caller that if the AIT alarms a patdown is required to clear the alarm on all passengers. TSA PreCheck and age does not have a factor in the patdown procedure.

I advised the caller that my name is Skyler and to go right ahead.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/12/2014 9:06:09 PM Airport : TPA - Tampa International Date/Time of Travel : 10/12/2014 Airline & Flight Number : United Checkpoint/Area of Airport : TSA Security
TSA Employee: (If Known) :

10/13/2014
4
10:10:34 AM
Comment : My husband and I were on our return flight home. I had a first class ticket with Premier Access and had preprinted our boarding passes. My husbands ticket was TSA Pre approved and evidently mine was not?? We went to the Premier Access line - My husband went right through. My ticket would not scan - so the TSA agent sent me to the other security line. I had to wait behind all the other travelers, remove my shoes, scanned twice and was asked to pat down??? I would appreciate an explanation?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ : Professionalism/Customer Service Current Date/Time : 10/12/2014 7:25:33 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 10/12/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

10/13/2014
4
10:10:56 AM
Comment : I had a pre check boarding pass but was not allowed through the pre check lane because I asked for a female assist to conduct a pat down. My two co workers did not have pre check boarding passes but we're put through that lane anyway. I fly twice a week for work and request a pat down each time because of an implanted medical device. I am quite used to the pat down process and in most cases it goes very smoothly. In this case the young lady who did the pat down did fine. Her supervisor was the problem. (b)(6) was rude and close to combative. She yelled at me for asking questions. Then demanded to see my boarding pass to prove to me I wasn't pre check. But I was. So she got mad and crumpled it up. I was still trying to talk to her when she stomped off yelling at me from across the security area. She has no business in this position.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I recently received the following response to my TSA complaint. Though I appreciate the quick response, it appears my concerns regarding my personal safety and rights does not resolved any of the issued raised in my complaint. I would appreciate a personal response to the issue raise touching me with contaminated gloves and primarily without my permission.

What corrective action is the TSA intend to make? How can Ebola be controlled when the TSA does not practice protective care to avoid contamination passengers by the TSA agent himself?

Has a Case file been opened regarding this event or open a case file for this complaint

---Original Message---

From: tsatcc_do_not_reply@scenture.com [mailto:tsatcc_do_not_reply@scenture.com]

Sent: Thursday, October 02, 2014 12:56 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding your screening experience.

10/13/2014
4
10:10:59 AM
The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot

Caller asked the patdown process and said a friend's Mom got a patdown at Amarillo, TX today and that they put their hands underneath her shirt and touched her breasts. She stated she was shocked and she asked if this is normal procedure. She said she did not want to make a complaint for her but that she is traveling soon and wants to know the process. She requested an email. She declined her name.

10/13/2014

4
12:10:46 PM Response: A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening. TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

I advised her that if her friend's Mom wants to make a complaint that she can call us as well and we can send it to the CSM for her.
Submitted on Monday, October 13, 2014 - 13:00 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Fifth Amendment - Due Process
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: LARKSPUR

State: Colorado

Zip Code (Post Code): 80118

Other:

Email:

10/13/2014

4 1:21:56

PM

==Incident Information==

When did this happen? 09/30/2014

Where did this happen? COLORADO - DEN - Denver

International

What happened? At approximately 9:30 am on September 30th, 2014

TSA Agent (b)(6) refused my right to a private screening

room for a pat down. After passing through the full body scanner

Kristin Dedeaux asked what I had in my back pockets. I told her

I didn't have any pockets anywhere on my clothing. She stated,

I have to touch your buttocks and I asked her what for and

Caller flew from Austin Bergstrom to Portland Oregon. Caller stated he was headed to the precheck line and the screeners asked to screen his hands. Caller stated the screener swabbed his hands and the alarm and the caller stated the screeners couldn't explain what was the screening process. Caller stated he was taken to a room to have a patdown. Caller stated the next screener told him he tested positive for explosives. Caller is upset because the screeners wouldn't tell him what his hands tested for and the caller wants to make changes to that process.

10/13/2014

4 4:36:50

PM

Advised caller if his hands tested positive for explosive material or if the alarm goes off the passenger could be subject to a patdown to make sure there is nothing going through the checkpoint.

Advised caller if he wants to change the screening procedure he can make that suggestion on our website.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/13/2014 5:06:05 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 10/13/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I'm filing this complaint about the current screening process. On October 13th I was flying out of Austin Bergstrom airport and asked to have my hands scanned by a machine that detects explosive chemicals. I was told an alarm went off on my scan, but I was not told what substance caused the alarm. At that point I was told that I had to have all my property searched and agree to a pat down. If I refused the pat down I would be given to Austin Police and then have a "bad day". All this for a false positive test. I understand the importance of TSA, and I respect and appreciate the reason why this organization exists. However that doesn't mean I have to agree with everything it does. I'm filing this complaint because I would like

10/13/2014 6:11:32 PM to see a better process put in place. Invest in technology to give better results of the hand scan. Isolate the "substance" that is causing a positive test. Compare that to known concentrations of that substance in explosive chemicals. Continue to scan the property for those traces. If the customer is not willing to receive a pulldown scan the outside of the clothes for traces of the same substance. We should not be in a place where American citizens are treated as criminals, or blatantly have their rights removed. I realize it is a tough and thankless job, and many individuals have put in numerous hours to stand up and run this organization. I just want to see it succeed and still give Americans a sense of privacy.

Thank you

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a complaint.

Response Details: Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:

Have an insulin pump

Need assistance

Have difficulty raising your arms

Have difficulty walking or standing alone.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. Any passenger can request a patdown rather than using the technology.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act, it must:

10/13/2014 6:44:55 PM

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Email sent.

Incident Details: The callers daughter flew to England. She stated that she was told that she can remove her insulin pump for screening and they will visually inspect the machine. She stated that she told the officers that the pump cannot go through the

Caller wants to file a complaint because she flew from JFK to MCO on 9-2 and during screening process the TSO was very rude and told her to keep moving in a nasty way, told her they didn't need anything from her. She was trying to watch her bag because it had a lot of money in it and the bag went through the machine and she didn't see her items because she was having a patdown. She went through the WTMD and had a patdown in the general area. The money was in her purse, she didn't see anyone hand inspect her bag, but, there is \$100 missing from her purse. She contacted Jetblue who said they didn't have anything to do with it. Thinks she went through security at approx. 8AM. Caller was wearing a scarf and a long dress, solid black dress and she thinks the scarf was pink.

10/14/201
4 8:25:29
AM

1. Date and Time of the flight---9-2-14, departed at approx. 9:00 AM going through security, departed at approx.
2. Gate or Terminal---Doesn't remember, thinks terminal 5
3. Baggage description---The purse was a black leather look purse, had zippers and a snap close in the middle, it was closed when she placed in the bin, when she retrieved it was still closed but turned over in the bin.
4. Bag Tag # (10 digit)---Preferred for phone calls.
5. Flight #---Doesn't know, can't remember
6. Airline---Jetblue

Response:

Advised caller information will be provided to the CSM at JFK for review. If additional information is required may be contacted by email.

I have a complaint about going thru Security at Midway Airport this morning, October 13th with my 92years old mother who has Parkinson's disease and was in her own wheelchair.

When I got up to the screening I told the TSA agent that my mother could not get out of wheelchair to walk thru the security. She told me I would have to take her shoes and lightweight jacket off of her so they could pat down her own wheelchair.

It says in your own instructions that

TSA has implemented a program that revised screening procedures for passengers who appear to be age 75 and older. Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

10/14/201
4 8:47:38
AM

So why did this TSA agent in who called for someone to take her back and pat her down that I had to take her shoes off and lightweight coat off?

When I flew from Columbus Ohio to Midway, Chicago airport last Friday morning 10/10/14 – they let her keep her shoes and coat on. Now this morning when she was sleeping in her chair as I had gotten her up too early this agent made me take her shoes off.

Then afterwards when I had gone thru security I noticed another agent had an elderly gentleman who was able to keep his shoes on when he brought him thru security to pat him down.

I think you need to train some TSA agents about this program so it doesn't happen again when I fly with my elderly mother.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/13/2014 7:07:42 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #56 from Barrow, AK (BRW) to Anchorage, AK (ANC) on 10/9/2014.

Comments: Before I begin, let me say that the reason that I am filing this complaint is because I believe and know to be true that any person given the authority to physically invade the space of non-criminalized citizens through physical touch in a public civilian space should be following policy to the letter and should be held accountable for not following such policy to the letter in order for this to be a truly "free" state. TSA does everything outwardly in the name of "safety" and "freedom" but when those persons in positions of authorities act out of line or inconsistently (and dare I say carelessly), TSA places people in an unsafe and particularly un-free situation.

10/14/2014 8:48:21 AM

On October 9, 2014, I was traveling home to Anchorage from Barrow, AK, where I had been covering a story for four days that week. I had traveled from Anchorage to Barrow on Monday, 10/6, and when I had done so, I had presented a paper driver's license issued from the DMV that previous Friday 10/3--my birthday. (It should be noted that this driver's license, I was told by the DMV personnel, would not "flag" TSA or cause any additional screenings when flying--something I asked about as I knew I would be flying sooner or later and likely that next week, as I am a journalist.) I went through security entirely as usual. No additional identification was required, no additional screenings, no pat-down--nothing. I am a non-suspicious citizen traveling on a work assignment, and I was treated with every respect.

On October 9, 2014, however, at the security podium upon entering the security screening area, the TSA agent checking ID's and boarding passes asked to see my credit card. When I asked why, she said that it was because of this DMV-issued (and perfectly legal) paper license. I showed it to her while stating that in Anchorage, this had not been required just a few days before and that she might want to check in with Anchorage as, as she stated herself, Barrow's policies come directly from Anchorage. She handed me my license, credit card, and boarding pass and entirely dismissed what I had said, speaking over me to a TSA supervisory officer who turned out to be incredibly rude, (b)(6) and informing him that I needed the pat-down search.

I objected to this immediately. I am a third-trimester pregnant woman, and thus my personal body is particularly sacrosanct, and, as this had not happened just days earlier in a bigger and more credible airport, I felt that it was an unnecessary violation of my person and the sacred home of my growing baby. (b)(6) spoke loudly over me at every chance he had instead of looking into the claim I had made that this was not necessary and had not been necessary just days earlier in Anchorage.

The pat-down began, and my bags and belongings were all set at my feet. As a journalist, I announced to (b)(6) and to the female TSA agent performing the pat-down that I was going to grab my camera and document this incident. I announced this several times and moved slowly as they were already treating me like a criminal and as (b)(6) had already threatened to call the cops (really?!) and repeatedly told me that I was not going to make my flight unless I complied. When I pulled my camera out of the bag, however, he yelled "back away, back away!" to the female agent performing the pat-down, and told me that I needed to put the camera back in my bag so that all of my already scanned items could be re-scanned again.

Feedback Type : Request for Information

Categories : Other; Screening

Current Date/Time : 10/9/2014 8:37:46 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : When I arrived the airport close to midnight, the TSA gate closed to Japan Airlines was closed and I was going to ask the security where the closest one is still open, the Filipino security was very rude by beckoning me to the other side and yelling at me just like bossing around his dog.

I did not appreciate being treated with that kind of attitude and it was very inappropriate.

Second, when I arrived the gate next to the one that is closed, the staff (white gray hair old man wore eye glasses) kept giving me hard time when doing pat down. I was already screened and it has proven I have had nothing inside my clothes, he still kept touching and searching through my clothes.

10/14/2014 10:04:16 AM

I do not understand what is the problem with your staff and machine? I cooperated and he said there were some spots needed to be searched, it was only space created by the gap between skin and clothes. Maybe I did not iron or flat my clothes, but it was ridiculous to search just according to what your machine says.

Your staff will need to learn to respect the passenger, if there is no alarm or nothing unusual, then please let the passenger go

Pat down is necessary only if you find something suspicious, if you are going to keep giving passenger hard time every single time like that, then nobody is coming back to Hawaii again. It is not good for the economy and also the image and reputation of Honolulu airport, the Aloha is no longer aloha if passenger is being treated like that all the time.

I have been to other airports and I have no problem with their security screening, I hope you can really work on communication with your staff to make Honolulu airport a safe, comfortable, and nice place for everybody traveling. Thank you!

Would you like a response? : False

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller went to the happiest place on earth. She went on flight 1095 with SW at 8:30 p.m. to Buffalo from Orlando at 6 approximately. Her bag was emptied and she went through a patdown including ETD. She drove to Toronto from Buffalo. Her daughters earrings were missing. She called the lost and found and they were not found.

Response:
Airport: MCO
Airline: SW

10/14/2014 Flight Number: 1095 or 1085

Departure Time: 8:30 pm

11:57:42 AM Arrival Time: 11:00 p.m.

AM Specific Location (Terminal-Gate): Gate 126

Individuals Contact Information (phone number-email): Blue mickey mouse earrings

Persons involved (if calling on behalf of someone): 2 women, spanish background about 50, real nice ladies

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller that being that he had an NOI, we will send him a claim form. It will have instructions as to what to fill out and where to send it to. It can take up to 24 hours to receive.

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 10/14/2014 2:37:02 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 10/13/2014 8:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Near US Airways E concourse TSA Employee: (If Known) :

10/14/2014 4:10:50 PM Comment : After going through the TSA line I was asked to wait for a more extensive check of my carry on. In question was a bottle of olive oil which was opaque on the screen. It had been purchased at a duty free shop in the Rome airport in Italy right before take off. The oil was in the labeled duty free bag with a dated receipt and description of purchase. What happened next is what I am questioning. I was taken out of line given a full body pat down including my groin area and under my shirt in the chest area. My purse, carry on, shoes, jacket and coat were again screened and physically examined. I am 65 years old with balance issues and a hearing deficit so some of the physical exam and requests were hard for me to do or understand. I was allowed to hold on to a table after they asked me spread my legs. to facilitate the leg and then groin search. Admittedly, after 22 hours of no sleep and a transatlantic flight, I was not at my best. I started to cry. My husband had already gone ahead to try and hold our flight. At one point, the open carry on was up ended, my hearing aid and battery case fell out on the examiners table. When finally finished, I was asked if I still wanted my olive oil, I replied in the affirmative. I was told, to keep the oil, I needed to get back into, what was now, a long security line. I had only minutes to reach my flight to Milwaukee so I left the oil with the agents.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (h)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller indicated that she is flying next week on 10 22 to Dallas TX and on 1 17 to RSW. She has a pacemaker and hip replacement. She is advised at the airport that AIT is safe for her pacemaker and goes through AIT. She indicated that it is uncomfortable for her spread her legs for the patdown. She is 88. She doesn't understand why she always has to receive a patdown after passing through AIT even after she advises of the pacemaker and hip replacement She resents this and doesn't like being touched between her legs.

She indicated that she is in a wheelchair. She passed through screening once at either DTW or RSW and did not require a patdown. She stated that she did not go through screening. She stated that she doesn't recall if she passed through any machines. She doesn't recall when this occurred or at which airport.

She expressed concern in regard to being separated from her purse.

She asked if there is something that she can do not to be screened.

10/15/2014

She asked what happens if she doesn't advise of her pacemaker and hip replacements.

11:40:15 AM

We cannot guarantee that she won't receive a patdown. Also, there is nothing that can be done so that she won't be screened. She has to be screened by TSA before she can board her flight. Patdowns are required to clear anomalies of AIT. I advised that she should advise of the hip replacement and pacemaker before screening begins. She should advise if she has difficulty in raising her arms or remaining the position required for a patdown and if any area of her body is sensitive or painful when touched.

TSA Cares can provide assistance through screening for those with disabilities or medical conditions to facilitate screening. Such assistance does not guarantee that she won't receive a patdown. I advised that she should call at least 72 hours prior to travel to request assistance. She declined.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

From: (b)(6)
Sent: Wednesday, October 15, 2014 11:31 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

10/15/2014 12:18:50 PM Remote Client IP: (b)(6)
Date Time: 10/15/2014 11:31:04 AM
Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Inconsistent Enforcement of Rules Regarding Expressed Breastmilk

Comments:

10/15/2014 2:20:19 PM Last Friday, October 10, 2014, I had a very distressing interacting with TSA agents at the Denver International Airport. I was traveling for business with my 1 year old son. Because I had him with a sitter at various points throughout the trip and because I work for Piedmont and was going through security, because my crew was deadheading to CLT. I was pat down for no reason. My bag didn't go off, my shoes didn't go off either. I have a known crewmember ID with picture, so could someone please tell me why I was made to be treated like a terrorist? I went through security today, without my uniform on and wasn't pat down. I told one of the regular tsa agents what hapoened and she doesn't know why either. I felt violated, it was borderline criminal. I didn't get patted down during 9/11 this bad.

HYPERLINK (b)(6)

Disability Description: Caller is in a wheelchair.

Response Details: Advised caller I will send to the CSM about the patdown complaint. Advised caller to make a formal complaint she will have to send it in writing.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

10/16/2014
10:30:12 AM

Caller stated she seen the information on the website and she will fill the information out.

Incident Details: Caller is confused about the screening process. Caller stated she is in a wheelchair and wants to know the process to get through the checkpoint. Caller stated she was subject to a patdown and her wheelchair alarmed and the caller stated she was taken to a private room because she had to have evasive screening and the caller stated she was filming the conversation before she went to the room and the screeners said she could record the conversation. Caller feels that she only was taken to a private area because she was in a wheelchair. Caller stated she was speaking to a supervisor by the name of TSM Debbie Gonzales and TSO (b)(6) and they both told her she had to go to a private screening. Caller stated she flew from Albuquerque to Atlanta to DCA on Delta Airlines. Caller wants to know if the evasive patdown in a private screening area is policies and procedures because the passenger asked for the patdown be done in the public. Caller stated her husband went to the private screening area and her children stayed in the airport. Caller wants someone to contact her about the evasive patdown in a private screening area. Caller stated she is a victim of rape and the evasive patdown was difficult for the passenger. Caller wants to know how to make a formal complaint.

Advised caller the following information:

Incident happened 10-12-2014@08:00am

Airport:ABQ

Airline:Delta

Gate Terminal: Terminal AB

Dear Sirs:

I just recently completed travel through Pensacola Airport and had a very bad TSA experience.

NOTE: I am a frequent flier and have a Pre Check authorization as a retire military officer.

I approached the initial TSA Official, using the Pre Check lane, presented my ticket and DoD ID card and was then directed to the full scan line. Thinking this was a random check, I had no concerns. Following my placing my belongings in the various baskets, I informed the official that I did not want to pass through the Body Scanner and had opted to go through the metal detector instead. When I informed the official, I was told that I did not have the option to pass through the metal scanner, though it was in operation at the time, but would have to go through the Body Scanner or receive a complete "pat-down". When I questioned the removal of the metal detector option, I was given no answer. Not seeing an option I stated that I would rather have the "pat-down" rather than go through the Scanner. I was then asked again if "I really didn't want to go through the Body Scanner"; that it was completely safe and that if I didn't, I would have to go through the "pat-down". I again stated that I was aware of what she was saying and would not go through the Body Scanner. At that time, in a loud voice, the official announced that "We have an opt out" and that I should stand next to the entrance gate. By now all of my scanned items have passed through the scanner, and been on the other side out of my sight, for 2 minutes. After another minute to minute and a half a second official (male) came to the gate and escorted me to the inspection area. I stated that I wanted my belongings at the table and he indicated that he would take care of it, as everything was going to be "thoroughly inspected". At that time, all of my belongings were inspected and checked for residue by 4 individuals. Comments like, "Let's see what we can find" and "I'll show you what to do", were heard. This was in concert with a poorly executed "pat-down" which took 6 minutes. I have now been in this process for approximately 10 minutes; was treated poorly and generally felt like I was used as an example for anyone else to NOT opt out of the body scan.

10/16/2014
12:08:07 PM

To the best of my belief, I was not singled out as a RANDOM inspection, but rather was made an example of or used as a training source for new officers. I did not appreciate the treatment and question the mandatory "pat-down" when other options were available. While this may be within the purview of the TSA officials, it shows poor support of the public. The inspection was excessive and not in concert with the established standards of the TSA for a "random" or "routine" inspection. I believe a retraining session is warranted and that a verbal counseling should be made.

The supervisor on duty was (b)(6) who though cordial, did not control the process of the inspection at all.

(b)(6)

(b)(6)

Feedback Type : Security Issue

Categories : Other

Current Date/Time : 10/16/2014 1:25:19 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/16/2014 9:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : terminal 7, united TSA Employee: (If Known) :

Comment : Potential infection control issue.

Agent took my belongings out of a bin and screamed "you can't have your shoes in here" and threw them on the cart. I told her that she could have told me and I would have moved them, there was no need for her to touch my belongings given that she has touched everything with her gloves.

10/16/2014 2:18:03 PM

TSA agent (African American female with braids in 20s-30s in terminal 7) snaps back at me cursing about my "nasty a** shoes";... the lady screening joins in the screaming that i "better think about what I'm saying"; and the other agents just say "we can touch whatever we want";

I'm trying to point out that they are in contact with everyone's germs and are very effective at spreading all those germs by contacting everyone's belongings and never changing their gloves. I hope you can see how this is an issue and change policy to require gloves be disposed regularly and especially if they are going to pat down an individual or go through their belongings as to prevent the spread of contaminants from other people's belongings or the environment.

thank you

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 10/16/2014 12:34:14 PM Airport : MCO - Orlando International Date/Time of Travel : 10/10/2014 12:00 PM Airline & Flight Number : DL18 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was traveling through the airport with a cooler of breastmilk. I declared that I had it with me and put it through the x-ray machine. It was then scanned. I had three bags of milk with me. The guy said that because he could not put the bags in the machine and "Because I want to take it with me"; I had to have a search of all of my bags AND a pat-down. I did not want a pat down and offered him several alternatives including me transferring the milk that he had already scanned into a separate container and putting the milk that had not yet been scanned into a bottle so that he could scan it more easily. This was not an option to him. I was then treated to him going through all of my belongings - he was trying to remove the physical pump from the bag which I told him was not possible. He tried to get at it from part of the bag where it is not connected but would not listen to me that if he wanted to see the pump, he had to open a different part of the bag. A person did not come over to give me a pat down for a VERY long period of time; luckily I had plenty of time before my flight. I also asked to speak to a supervisor before this all started and they said that he was correct in the procedure. When I look at the guidelines online, they do NOT align with what I was subjected to. Because my milk did go through the x-ray machine AND I offered to move it to a container that he could scan it in. This note may not sound as extreme as it is to you. I felt very harassed and feel sick to my stomach thinking about this experience 1 week later. My mom was with me and she said that she felt like she should call 911 because of how they were treating me and making me feel. I do understand that precautions need to be taken to make sure we are safe and I am very supportive of the work that you guys do. I just feel like your employees including the supervisor could have made this a better experience. I expect that when I travel I will not feel harassed and that TSA will be trained on the rules - it is clear that the group in Orlando are not and I would like to know what you are doing to fix that.

10/16/2014 2:18:06 PM

See rule from website here:

If the formula, breast milk and juice cannot be X-rayed or opened, officers may be required to take additional steps to clear the liquid as well as conduct additional screening, which may include a pat-down of the traveler and screening of the remainder of the traveler's accessible property.

NOTE: My milk was x-rayed, offered to open therefore pat down and full search should NOT have been required.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he went through TSA in Chicago and went through the WTMD. They then told him that he would need to go through the AIT machine. He said he went through the machine and for some reason they were only interested in his shoulder. He said they patted down his shoulder. He said they wanted to look through his wallet. He said he was told by a police officer in EWR to never let TSA have your wallet. TSA told him this was a lie and give me your wallet or walk out. He said 4 or 5 TSA officers were in front of him telling him this. He said he did give them his wallet to look through. He asked is this procedure. He asked what is right, is TSA allowed to look through your wallet or not. ALSO: He said that he had some theft of money at the TSA screening in EWR before. He said he was out cash there in EWR. He said he talked to the police at the Airport and they did an investigation but he never got anything out of it. He said he had no money missing from his wallet this time. ALSO: He asked how can he ensure that TSA would not take any of his money. He asked if he can ask for a police officer the next time at the screening when they want his wallet.

RESPONSE: The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

10/16/2014 7:10:53 PM

RESPONSE: You can request a private screening of you and your belongings but that private screening would include a patdown. You can ask that another TSA employee be present during the private screening. You can also ask another TSO be present during a public screening. You can ask for 2 TSA employees to look at your wallet at the same time. They will try to accommodate you.

RESPONSE: TSA policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You can ask them to watch your property during your screening. They will try to accommodate you.

RESPONSE: You have up to 2 years to file a claim on missing items.

RESPONSE: up to 2 years to file a claim.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/16/2014 8:46:54 PM Airport : SAN - San Diego International Date/Time of Travel : 10/12/2014 12:00 PM Airline & Flight Number : SW 446 Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : My wife, age 75, had knee replacements some years ago. Of course this triggers the sensors. In the latest adverse incident she was kept in a glass enclosure for 5 minutes - totally visible to anyone in the area - like a criminal on display - before anyone came to follow up.

10/16/2014

4 8:59:53

PM

I do not understand why a hand scanner cannot be used to check for this kind of thing. Full body patdowns seem very excessive to me; the 5 minutes on display was especially outrageous.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller had a negative experience at LGA on the Sept-30th. It appears that she was selected for random screening and had an invasive patdown of her arms and back that angered her. She was very angry and would not stop interrupting me as I was asking for additional information. I was finally able to get her to calm down enough to explain the incident, which did not reveal to me any wrong doing on the part of TSA. She said that her rights were violated but made not mention of discrimination. She told me that the TSO actually said that she was selected for random screening. She wanted to know what procedures that TSA follows during the selection of passengers for random screening.

Advised:

I explained to the caller that some information is SSI and that I can only share a small portion of what occurs afterwards but not about the selection process.

(TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

10/17/2014
4
10:39:44
AM
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. (same sex officer patdown and a private screening if asked)

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I gave her the number to the CSM at LGA.

Name: (b)(6)
Phone: (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/17/2014 2:43:54 PM Airport : DEN - Denver International Date/Time of Travel : 10/16/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Being singled out for having a medical implant for a pat down.

10/17/2014
4 4:22:34
PM
I'm a retired military member and law enforcement officer and I think that a pat down in the pre check line is uncalled for when the officers were told I'd had a full knee replacement earlier this year.

Wandering would have a much quicker and easier process and much less intrusive and embarrassing.

I believe there should be an immediate change in the policy.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to place a complaint for her daughter. Her daughter is disabled and they are at Logan right now. She said before going through screening, an agent asked her daughter if she can raise her arms to go through the AIT machine. Her daughter did raise her arms to show him that she could. Her daughters name is (b)(6). She said at the machine, the TSOs name was (b)(6), when her daughter rose from the chair to go through the machine, as soon as the officer saw her limping, he told her to step back from the AIT. He did not ask her if she was able to raise her arms or go through the machine. He saw her limping and told her not to go in. Then her daughter got back in her chair and they called a lady officer over to assist her. (b)(6) GOT ON THE PHONE AND GAVE SOME MORE INFORMATION: She said they did not tell her what they were going to do. The lady took her in a separate area behind the machine and told her she was going to do a patdown. She said the lady officer was kind and told (b)(6) how she was going to do the patdown. (b)(6) said she was upset and started crying. She said her mom came over and told the lady that she could go through the machine but was not allowed. The first officer said she can go through but the second officer said she cannot. She said then the manager, she thinks, came and he tried to fix things. She said then she was allowed to go through the AIT machine. She said the manager told her how she could file a complaint. She said the manager, (b)(6), was nice. (b)(6) said she would like to file a complaint.

10/18/2014

4 9:12:24 AM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.

Date and Time of Flight: Oct 18, 2014 Incident Occured between 8:45 a.m. and 9:00 a.m.

Gate or Terminal: Terminal B

Airline: American

Flight Number: 84

Airport: Logan

Email: (b)(6)

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Remote Client IP: (b)(6)

Date Time: 10/18/2014 9:09:21 AM

10/18/2014

4

Name: (b)(6)

11:08:23

AM

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LGA

Delta flight DL3409 terminal C gate 28C

operated by endeavor air

Comments: I went through security and (b)(6) said he was going to touch me. I asked him not to and he touched me anyway. I showed him the chap stick in my pocket and asked if I could take it out and go back into the screener. He said no and had me pull out all my pockets. He continued to touch me in my private area and abdomen even though the screener showed the chap stick on my side nowhere near where he was touching. I feel I was sexually victimized and (b)(6) should be reviewed.

Date of Travel: 10-18-14
Flight Time: 1:33pm
Arrival: 11:00 am
Flight: Delta DL3304

Passenger: (b)(6)

TSA Employee (b)(6) and (b)(6) unknown male TSA agent at start of security.

10/18/2014

4 1:22:12 PM

I am going to try to keep this short because TSA has taken enough of my time that I can not get back.

I travel for work all the time, with that being said I appreciate the security that goes into keeping us safe. I am however greatly disgusted with how you handle people with medical issue's through security. I am 32 yrs old, without getting into too much detail I recently had a mastectomy and undergoing reconstruction and other medical surgeries.

When I arrived at the security check point I let the TSA agent (Unknown Male agent) know I needed to opt out and do the pat down due to medical reasons.

He immediately replied back with multiple reasons why I SHOULD be able to go through the scanner in a rude condescending tone. I may not look sick, but I am a human being and a little respect would be nice. He made it very clear all the steps that would be in place for the pat down and immediately I was being treated as if I was if I was a terrorist taking over the airport. I have never felt more uncomfortable. I was being treated as if I was asking for something completely ridiculous and now I was going to have to pay for it because I have medical ports and devices in me that set off the scanner. But I look healthy, so I guess it is completely OK to be treated this way according to TSA.

I then was sent over to the area to be pat down with TSA agent (b)(6), she was completely calm and nice. However everyone is trying so hard to stick to guidelines that don't fit everyone. I explained to her my situation and where she could not touch due to my most recent surgery. I then patiently waited while she explained again what she was going to do and again...I felt like I was being treated like a criminal. As much as I fly and as many time as I have had to do this I have never been made to feel this way. I do get patted down but to the extent that (b)(6) was "required" to go was excessive for my situation.

We were almost complete with the serious invasion of privacy on display for the entire airport to see. By this point I was furious and having to keep my arms up for her was causing extreme pain so the situation was just getting better. I was then told she would need to feel around my chest area.(again never had to have this extensive of a "pat down" before) I informed her that she could not do this because of the very recent surgery I had and how it would cause me more pain that she already has. She then called over her supervisor TSA agent (b)(6), (b)(6) then explained to her the situation, she suggested a private room to continue the "pat down". This was about the 4th time this option was offered and due the criminal treatment pat down I was getting and the rude, judgemental and condescending treatment from your wonderful Male TSA agent that I had just dealt with I just lost it.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/18/2014 5:29:42 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 10/17/2014 7:30 AM Airline & Flight Number : UAL 6479

Checkpoint/Area of Airport : MSP main checkpoint.

TSA Employee: (If Known) :

Comment : My wife and I are both TSA Pre-Check registered (we both carry Global Entry cards from Customs)-- I understand that sometimes the pre-check does not come up because it is random. But I fail to understand why you would do this (allow one and not the other) to an elderly couple, in essence separating them in a busy airport. That's what happened to us in MN yesterday -- my wife was pre-checked approved and I was not. So to avoid being separated in the wild chaos of MSP at 6 am yesterday, we stayed together in the regular line. The agent who checked my wife's credentials said, very kindly, that she did not have to take off her shoes and jacket. We go forward to the screening area and the gal demanded that my wife take off her shoes. We said we were told she didn't have to -- my wife is 73 and has parkinsons and it's not easy for her to comply with this requirement. The gal said where is your boarding pass -- it was in the stuff that went through the scanner so it was already on the other side. Rather than get it and check it (or check with the documents' screening agent, or allow me to go through ahead of my wife and get it), she demanded again that my wife take off her shoes. When my wife got through the scanner, the gal on the other side then demanded that she take everything out of her jacket pockets, even though it was obvious my wife had nothing of consequence in her pockets -- kleexes, some cough drops, ID cards, etc. It was ridiculous, and it was mean. My wife struggled with her shakiness to try and get things out of her pocket, and the gal just kept demanding that she take everything out. I was angry for my wife -- I wanted to tell the lady to back off and leave her alone -- but I kept my cool, even though it was clear that the TSA gal involved was ticked because it was taking my wife so long to comply. It must have taken my wife several minutes to finally please this lady, while common sense and a quick pat down of the pockets could have told her all she needed to know.

10/18/2014

4 6:18:20 PM

So two things -- why in God's name does your pre-check system separate elderly couples in a busy airport? In fact, why do you pick on elderly couples at all? And where does common sense and human decency come in when dealing with elderly people in the process of screening?

Common sense could have told this TSA gal that my wife was frail and shaky and unsteady on her feet, but instead what I saw was excessive and downright mean treatment. We travel often, and have been in many overcrowded airports, including MSP. We have never been treated like this before, and likely will curtail our future travel because of it. And it was so unnecessary -- we are old people, and we carry Customs Clearance cards to show our "cleanliness" -- why does this happen? Why are we even subjected to this nonsense?

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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Remote Client IP: (b)(6)
Date Time: 10/18/2014 8:40:48 PM

10/19/201 Name (b)(6)

4 9:37:11 Email (b)(6)

AM Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 3542 American Eagle destination Pittsburgh Pa. arriving from Curacao

Comments: I was coming in from Curacao, had to connect at the Miami airport to catch a flight home to Pittsburgh, going through the line my belt rang off an alarm, which then at that point I needed to get a pat down I had to first go through the scanner, as I was in the scanner, I heard the younger African female employee that was getting ready to check me her and her co-worker laughing at the people going through the line, as I was in the scanner I heard her co-worker the young black headed Hispanic guy say to her check the face, they were just having a heck of a time making fun of people and thinking that because they work for TSA they are above the law. this is why we have the problems we have at our airports because of people that don't take their jobs seriously, I have to respect everything they say and do to me on that line and have to take their attitudes, and horse playing around on the job, but I have to keep my mouth shut, thought I'd let you know to have your employees trained more if these are the people you are training to have our skies safer, then I must say we are in trouble with our airport security, there is no need for TSA if you are going to hire people like them.....concerned passenger

Caller: Caller states she flew from Minneapolis and respects we have to open baggage. Caller states her baggage was opened and her husband had a glass case that is now broken and they had lotion spilled all over their belongings. Caller states officers need to be respectful of peoples belongings. Caller states she has a hip replacement and when she went through Portland it was fine but in Phoenix she would have been embarrassed because of the patdown if she was a person that gets embarrassed. Caller states they need to install AIT like they have in Phoenix. Caller states she does not want to file a claim just wanted tsa to be aware it occurred. Caller asked why is her baggage inspected sometimes and sometimes it is not.

10/19/201

4 2:32:57

PM

Response: Informed caller that it was the Airport that decides what screening methods are available at airports not tsa. Informed caller that there are numerous reasons why her bag would have been inspected ranging from random selection to her bag triggering an alarm and I did not have any information as to why her bag would have been inspected.

Submitted on Sunday, October 19, 2014 - 22:09 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: Lori

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Thornton

State: Colorado

Zip Code (Post Code): 80233

Other:

Email: (b)(6)

10/20/201

4 8:26:03 (b)(6)

AM

==Incident Information==

When did this happen? 10/19/2014

Where did this happen? COLORADO - DEN - Denver

International

What happened? My office booked my ticket under my married name and I have not changed my drivers license yet so my license and my ticket did not match. My travel dept called and the airline said if I brought my marriage cert. with me and my license it would be enough to get through security. The TSA employee stated that my paperwork was fine and he believed that I was who I was saying I was. He asked me when I got married and I responded 2006. He said that was unacceptable. He also said that his coworker said it was unacceptable. He told me Get off the phone very rudely when He came back from speaking to someone else about my paperwork. He proceeded to walk me thru the

Caller wants to file a complaint for the events that occurred this morning on her commute to DFW from Houston Hobby. She arrived at the checkpoint around 5:30am. On a previous departure a (b)(6) she was not sure if it was a P or a D) to request him upon arrival, since he was familiar with her and the American Airlines ID that she was issued. After waiting for an extended period for him to arrive she was waived through into the screening area. She alarmed the AIT, as expected since her clothing had some sequins and other decorative embellishments. She was subjected to a thorough full body pat down (during which she was treated rudely). Her luggage and purse were also subjected excessive secondary screening. Her purse, laptop and other belongings were all subjected to ETD, and did not alarm. She was very disturbed that her passport was taken from her purse along with her social security card and Xerox copied. Her belongings were returned to her luggage and her purse, but some loose papers were left out. The TSO made her return to the checkpoint in order to sweep these into the trash, and when some of the papers did not make it into the can they made her walk around to pick them up. All of this appeared to be an intentional delay tactic that did cause her to miss her flight. She requested to talk to a supervisor TSO, and when the first one she encountered came over, she requested a second since he was part of the offending group of TSOs. The supervisor acknowledged that this treatment was not SOP, and the secondary screening she experienced, including the copying of her ID was only reserved for those identified as being a security threat. He did return the original copy to her with her social security card on it and made a second copy of her passport to retain in the file. She did not get the names of the 2 women TSOs involved and the only other name was a (b)(6) (or (b)(6) who was present the previous trip where (b)(6) had offered assistance. She was very distressed by such rude behavior, especially since she travels from Hobby every Monday morning for the 6am flight to DFW.

10/20/2014 5:32:16 PM

Advised caller

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/20/2014 6:05:03 PM

10/20/2014 6:23:03 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inconsistent Screening (Different Practices between Airports):
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: I traveled SEA-GEG on 10/16, and returned GEG-SEA on 10/19. I was traveling with my oldest son, who recently turned 18. He doesn't have a drivers license, only carries a student ID. If we travel internationally he has a passport, which he doesn't carry with him when we travel domestically. When we flew SEA-GEG we were warned by TSA at SEA that he should be carrying some form of ID other than a student ID, but weren't otherwise questioned or stopped. When we returned GEG-SEA, the TSA agents in GEG grilled him for over 1/2 an hour, gave him a full pat down search, and made his mother fill out a lengthy form, saying they were "following protocol" for an adult traveling without a government issued ID. We were unused to this, as until last month my son was under 18, a minor, and his student ID had sufficed at various airports (LAX, SFO, SLC, LAS). In the future he will travel with his passport but my comment is, the inconsistency between SEA and GEG makes TSA look incompetent at one or the other port. If SEA was correct to issue a warning about the ID and let my son pass, it seems overbearing for GEG to treat him as a potential risk and subject him to a lengthy screen. Or if GEG correctly treated him as a potential risk, it makes SEA look a little lax for letting him pass. I hope you see my point.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/20/2014 4:30:28 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/20/2014 5:15 AM Airline & Flight Number : Frontier 756 to Denver

Checkpoint/Area of Airport : Terminal 3 TSA Employee: (If Known) :

Comment : The TSA personnel at Phoenix are consistently rude and unprofessional. Every time I fly out of Phoenix, about twice a year, I have an unpleasant experience with TSA staff. While going through security today, my 75 year old mother inadvertently had a tube of toothpaste in her carry on. The agent lectured my mother in an unprofessional way about liquids in carry on bags, then proceeded to touch her buttocks and groin in public during a patdown. Please address the consistent incompetence and unprofessionalism at Sky Harbor.

10/20/2014 6:24:44 PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated on Oct. 2nd she went from LAX to Amsterdam and her carry-on bag was taken by a TSO who searched the bag and stole items from her. Caller stated that her money and items were stolen. Caller stated there were 3-1-1 items inside that were 3.4 ounces or less. Caller stated she went to a desk at LAX and was given this number and told that there are cameras to see. Caller asked if your items are supposed to stay in front of you. Caller stated that the TSO took the items out of her sight when she was putting her shoes on.

Airport: LAX
Airline: KLM
Flight Number: 0602
Date Time: 10/2/14 departing 12:50pm
TSO: A woman
Missing Items: \$400-\$450 there was money and 3-1-1 items in containers less than 3.4 ounces
Terminal Gate: Caller doesn't have
Email Address: (b)(6)

10/20/2014 6:30:08 PM

Resolution:

You may wish to file a claim for the missing items by completing a Standard Form 95 (claim form). A claim form and cover letter will be sent to you within 24 hours. The cover letter will provide instructions on how to file the claim.

Because the complaint concerns security screening at LAX, I will forward this information to the Customer Support Manager (CSM) at that location for review.

To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I advised the caller that she should maintain line-of-sight with her property.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/20/2014 9:37:30 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/20/2014 9:30 AM Airline & Flight Number : United 1120 Checkpoint/Area of Airport : Hand swabbing station TSA Employee: (If Known) :

Comment : Today while entering the security checkpoint area I was asked to step out of line and have my palms swabbed. The machine showed a bright red light, which said something like, "Explosives Identified." There were two young TSA employees at the station. I asked what happens next and initially got no reply from them. I asked the woman who had performed the swabbing, again, what happened next. She informed me that she would have to call a supervisor. I asked her how long this process would take, since I had a flight to catch. The other employee, a young male, responded and said, "We don't work on your schedule, you follow ours." He then proceeded to lecture me on how they were doing their job to keep me safe and that I was inappropriate to ask how long this was going to take. I informed him that unless he was her supervisor, this did not involve him, and that I would prefer that he remain silent until the supervisor came. He continued to lecture me. I asked his name, at which point he shoved his ID badge in my face and said, "Here." The supervisor arrived several minutes later. She took my boarding pass and walked away but did not say anything. I asked her if I was supposed to come with her, and she indicated yes. I was then taken past the ID check and to the X-ray machine. At no point was I given any instruction as to what I should do. I put my coat, shoes, laptop, etc. through the metal detector. Still, the process was not explained to me, and only when I began to retrieve my belongings was I told that additional screening would be done. The supervisor was extremely courteous and pleasant, but I must say that she did not make it clear what I was to do. When everything had been taken from my carry on and swabbed, and my shoes, belt, jacket, phone, etc had all been swabbed, I then went to retrieve my belongings. Two men then came up and informed me that I was to have a pat down. I was not told or indicated where to go and had to ask. When I went to collect my belongings, they were placed in plastic tubs and carried by the two TSA agents. The older one said, in a very loud voice to the younger one, "Keep him between us." I must admit, I felt like a criminal as I was paraded to the pat down room. Many people were staring, and it was humiliating. I was led into a room and the door closed. The older of the two agents described the pat down procedure, and he spoke extremely fast and was very difficult to understand. I remember hearing the words "beltline, buttocks, sensitive, and medical implants." He then patted me down and was quite thorough but never inappropriate, and I did not feel as though I was ever touched improperly. When he was finished, he stood there looking at me, and I had to ask what next. He then told me I was free to gather my things and go. I asked again what had been detected. He said that he did not know, but that frequently lotions with glycerin will give a positive test.

10/20/2014 10:09:16 PM

This was a horrible experience. I am a 55 year old physician, a 10-year Army veteran, and I have seen and been through a lot in my life. I realize that these people have an important job to do, but there must be a way to do it without making people feel so abused. Frankly, the communication was horrible. I was left to guess what was going to happen and when. When I expressed my concern about the time factor and missing my flight, I was told that my schedule meant nothing to TSA. When I asked what compounds were detected, I received no answer. I asked to see the printout and was refused. In the interest of continuous improvement, I wish to make a recommendation. At the hand swab station, a sign explaining the process would be very helpful. If a passenger does test positive for compounds being screened, he should receive a printed information sheet describing the rest of the screening procedure, so that the plan is clear. There are plenty of people who may be exposed to compounds which yield a positive test but who are completely innocent of any wrongdoing. They should have their rights honored. I cannot imagine what it would be like to be a young woman traveling with her children and be put through this ordeal. I suppose that the young man who was so rude to me was tired of people complaining about being screened. I understand that. But he should be better trained. Telling me that I will adhere to his schedule and that TSA doesn't care about mine does little to promote cooperation. If that young man were my employee, today would have been his last day on the job. Thank you for your consideration. I sincerely hope that my future experiences with TSA will be less traumatic.

(b)(6)
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number : (b)(6)
Email : (b)(6)

Feedback Type : Security Issue

Categories : Pat-down

Current Date/Time : 10/20/2014 9:11:05 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/20/2014 8:45 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

10/20/2014 4:10:09:18 PM Comment : Two security officers, (b)(6) and (b)(6) believed that my husband and I looked suspicious. They took us aside to check us because I had a wrap on my head. They believed we were terrorists and checked through all of my bags and purses. Going through each paper and under garment. I felt harassed and violated. How dare these two women accuse me and pull me aside to get patted down and check everything because of my religion. There were plenty of WHITE suspicious people that they allowed to move on but US AMERICANS were not accepted. These two ladies were inappropriate, rude and ignorant. One month ago I was there with the same two ladies and wore a hat, not a wrap, and they let us both go. RACISM??? I think so !!!!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/21/2014 7:50:48 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/21/2014 8:00 AM Airline & Flight Number : Delta 2165 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

10/21/2014 10:02:36 AM Comment : I travel very frequently and always opt-out of the machine screening, so I am used to the pat down procedure. This occasion I was a little taken aback and uncomfortable when the TSA official asked me how often I workout in the middle of the pat down procedure...he then continued to tell me I look like I'm in good shape. It may have been innocent conversation, but inappropriate during a pat down. I'll add that it sometimes seems like TSA goes out of there way to make the "opt out" option inconvenient and uncomfortable as to dissuade passengers from using that option.

Would you like a response? : False

Passenger's Name : (b)(6) on Twitter Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has experienced inconsistency with taking formula for her child. She has had a wide range of issues. On the recent trip out of AUS, the screeners would not touch the container of Pediasure and she was forced to open all containers of Pediasure. The liquid bottles screeners are not always offered as an option either. At times the officers seem that they simply do not know how to put the bottle up to the scanner the proper way. Caller wants to know why there isn't a consistent policy regarding the screening of formula or Pediasure. As a result of the most recent trip out of AUS, at least one of the bottles of Pediasure will be ruined. Her child has a deficiency in which the liquid is medically necessary. She was offered a patdown in order not to open the containers but refused because she just did not want a patdown.

Advised Caller:

When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a liquid, or frozen state); milk products; juice; gel or liquid-filled teething tablets; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications. These items also must be declared to a TSO prior to entering the screening area, and the items must be separated from other property. These items will be subject to additional screening, and passengers may be asked to open a container if required by a TSO.

10/21/2014 11:17:03 AM While passengers may be requested to open a container, they will never be asked to test or taste any of these items. If a container cannot be opened, the containers may be allowed into the sterile area only after it and the passenger undergoes additional screening, which may include a patdown. I am sorry she did not want a patdown but she was technically offered an option in order to not have the bottles opened.

I explained to the caller that I understood her concerns completely, I have a child myself. With that, it is very important to understand that not each checkpoint throughout the country has the exact same screening equipment. Additionally, TSA will always incorporate random and unpredictable screening measures. The liquid is exempt but the screeners have the final say.

I will be sending this complaint to the CSM for AUS. Email request was denied.

Airport: AUS

Airline: JetBlue

Flight #: 512

Date and Time: 10 21 14 @ 10:00 a.m. local time

Location: Gate 25

Contact Information: (b)(6)

She traveled from Miami to Dominican republic. When she went through the checkpoint tsa gave her a patdown. She had some diamond earrings in her pockets and the officer removed them. When she tried to comeback through the checkpoint the officer didnt let her come through to get them back. Wanted to place a claim. She said she called us before but i couldn t find a record by last name nor phone number.

Airport: Miami international

Airline: American airline

10/21/201

4

Gate: D4

11:51:58

Flight number: AA 1306

AM

Advised: TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were not satisfied with the manner in which luggage was handled.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. You can also access claim forms online at TSA's Claims Management Branch Web site at <http://www.tsa.gov>. You may scan and e-mail your signed claim form to tsaclaimsoffice@tsa.dhs.gov. If you submit your claim via e-mail or fax it to (571) 227-1904, it may help expedite the claims process. Also I will send this complaint to the csm at that airport.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/21/2014 10:55:35 AM

10/21/201

4

12:06:33

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CAE airport.

Comments: TSA screening is very inconsistent airport to Airport. I recently experienced discrimination to the handicapped. I have two knee replacements and two hip replacements. I had a precheck ticket, i asked to opt over to scanner and The TSA representative said no. I said all due respect but I have knees and hips. She just shrugs and said I am the manager. Knowing I will set off metal detector. I did as I was instructed and the alarm sounded. I then had to remove shoes and belt and get the full pat down. this is noway precheck.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Fg

Zipcode:

10/21/201

4 4:21:39

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? Yes

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

The caller flew from Canton OH to DC and was TSA precheck and he had a random checked where they swiped his hands for explosives. He states that at the first swab it came up positive for explosives so he had to go over to the side and have a patdown. He states that after the patdown he had a second swab and it came back negative. He is asking why one machine would have a positive and the next machine only a few minutes later would not have a detection. He is military and he states that he has used these types of machines in his military experience.

I advised the caller that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

I advised the caller that I do not have information on why one machine would give a positive and another would not but I will forward a copy of this record to the CSM at CAK for his review and input.

10/21/201
4 5:07:46
PM

AIRPORT: Canton
DATE OF TRAVEL: 10-21-14
DEPARTURE TIME: 0630
CHECKED BAGGAGE TIME: 0530
AIRLINE: US Airways
FLIGHT NUMBER: 5096
TERMINAL OR GATE: Gate 3
CONTACT: (b)(6)

On Oct. 21, 2014, at approximately 11:40AM I landed at SEA Terminal S. I was on Delta 198 arriving from ICN. I was transiting through SEA to my final destination. After I cleared Immigration and Customs I went through the security line. At this point I had a terrible interaction with your TSA agent (b)(6). I do not have her badge number as she shoved it in my face and then stormed away so I couldn't write it down.

I spoke with her manager, (b)(6) badge number (b)(6) and with the supervisor, (b)(6) badge number (b)(6).

These are the details:

I have a metal hip and also metal hardware in my lumbar spine. I often have to have the pat down when going through security, so I am well-aware of the procedure. When the agent asks if there are any sensitive areas on my body I always make them aware of my hip and tell them that I am tender to touch everywhere on my body due to my hip and back. Usually the agent is respectful and kind.

The experience today with (b)(6) was the complete opposite. While she was touching me on my body she asked if it was OK. I told her it hurt. Then she made a point of patting me harder and painfully. She asked me to widen my stance and shoved her hands into my vagina. I let her know again that it hurt and that I was a person with feelings.

When she was finished I asked her for her name and badge number. I asked my husband to take a picture of it since I had nothing to write with. (b)(6) at first did not want me to see her name or badge. Then she grabbed it off her shirt and shoved it in my face, within 1 inch of my eyes and nose. She then stormed off saying she was taking a break! Her manager (b)(6) referenced above, witnessed the end of this procedure where (b)(6) shoved the badge rudely in my face, as if she wanted to hit me. I was actually afraid of her at this point.

10/21/201
4 6:01:33
PM

(b)(6) spoke with me and told me she could not give me (b)(6) badge number, that (b)(6) would have to do that herself. (b)(6) did not go take a break but was working the other side of the security line at that point and I tried to approach her to get her badge number. So apparently she did not go on break.

(b)(6) then called a supervisor for me. (b)(6) was calm and polite to me while I waited. I waited over 20 minutes for the supervisor, (b)(6) referenced above. When (b)(6) arrived she was very polite and professional.

(b)(6) and (b)(6) spoke with (b)(6). I gave my email to (b)(6) and she promised that she would look into this situation, write something in (b)(6) file, and let me know the outcome.

I would like to compliment (b)(6) for being kind to me as I was near tears at this point.

I need an apology from (b)(6) for her treating me less than human and acting as a prison guard to me, not someone who is paid to protect the public. I also want to make sure this goes into her permanent file as a government employee working for the TSA.

Let me know if you need any more information.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/21/2014 5:53:08 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2014 1:00 PM Airline & Flight Number : Southwest 1701 Checkpoint/Area of Airport : Security TSA Employee: (If Known) : 30-40 year old caucasian male with missing lower teeth Comment : I just wanted to report the rude and unprofessional service I received while going through security at Port Columbus. I am 7 months pregnant and was instructed by my physician to avoid the X-Ray screening and opt for a "pat-down". I know this slows the security process down, however I was following the orders of the my doctor and trying to do what is best for my unborn child. As soon as I informed this particular TSA with missing lower teeth that I needed a pat-down he rudely asked me to stand aside and gave me no further instructions as to what I was supposed to do. After waiting for a few minutes with no further instruction from this agent I took it upon myself to find someone else to help me. I told another TSA agent that I needed a pat-down and was immediately helped by him along with a female agent. The original TSA agent with no teeth proceeded to bark at me and tell me that I was instructed to stand "over there"; for a reason and that someone would be with me shortly. How long is shortly? How long do I have to stand "over there"; with no shoes on? I never once saw or heard this agent radio someone explaining that I needed a pat-down. I know this complaint seems trivial, but this agent was one of the first people I encountered while at Port Columbus. Flying is a stressful and uncomfortable event for some people and having to interact with a grumpy, unprofessional, rude TSA agent only makes it worse. Kindness and professionalism goes a long way in my book. Maybe this agent should be reminded of that.

10/21/2014 8:09:35 PM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 10/22/2014 11:19:45 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/22/2014 8:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) : (b)(6)

Comment : I am a frequent traveler out of BWI airport, flying predominantly to Detroit and usually out of D Gates. Additionally, I often take a morning flight. But regardless of time, the TSA at BWI is failingly understaffed and discourteous. Today, there were screening lines open. One for pre-screened, the other for the over 100 other passengers in an increasing line. The second shift was not scheduled until 9. They arrived and took a long time, until 9:30, to open the second line. I observed them standing around, talking, chitchating. At 9:20 I informed the person checking IDs that I had already been in line for 40 minutes and that at this rate, I would miss my 9:50 flight. I asked if he could either allow me to go into the other line or help open another line or move me to the top of the line if other passengers were okay with that. He was incredibly rude, did not even make eye contact and told me there is nothing he could do and next time I should come two hours in advance. I asked to speak to his supervisor, a (b)(6) who was increasingly rude. And then his supervisor, a (b)(6) I believe. Additionally, I am pregnant and asked for a female pat down and told (b)(6) ahead of time since it was taking a long time to get up to the front of the line, could he at least have a female assist waiting for me. He rolled his eyes and said a female assist would get there when they got there. Once there, the female assist moved quite slowly and mocked me for being nervous about missing my flight. I understand issues of safety come first. However, I expect TSA, BWI and the government to also address staffing needs professionally. I am not the only passenger who missed her flight today. Another gentleman on my flight to Detroit also had the same experience as did other passengers. And as I mentioned, this is an ongoing problem at BWI - short-staffed TSA stations regardless of time of day AND ill-tempered, unfriendly staff to boot. I would like to know what TSA and the private companies using taxpayer money are going to do to provide their services in a courteous, efficient and respectful manner at BWI.

10/22/2014 12:24:45 PM

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/22/2014 12:04:09 PM Airport : MEM - Memphis International Date/Time of Travel : 10/22/2014 10:30 AM Airline & Flight Number : Southwest 1113 Checkpoint/Area of Airport : B TSA Employee: (If Known) : Officer (b)(6) Comment : We were treated very rudely in the TSA pre-check security point by officer (b)(6). She did not provide a trash receptacle for my coffee cup and split up my family of four (children 10 and 4) as we went through screening. She separated my wife and made her go throughout the body scanner or have a pat down when the children and I all had gone through the metal detector. She was verbally rude to my children as well. What is the point of body scanning a pre-check passenger separating them from the family? We have had our background checks and fly frequently. This was obviously racist harassment. When I asked to speak to the supervisor officer (b)(6) ran over to the desk yelling in her defense. I have never been treated like this before and I fly 2 times per month.

10/22/2014 2:17:44 PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

While taking time from our vacation in Maui this past weekend, my father-in-law, (b)(6) and I flew from Maui to Honolulu to help a young pastor. We departed Maui @ 4:35 pm on flight 295 Hawaiian Airlines and had return tickets on the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm. with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other, I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I heard over the speaker system (b)(6) the door will close in 1 minute" I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law, the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone. (b)(6) said to the TSA employees holding him "I told all of you right up front, I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave".

I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wandng a 79 year old man is GROSS INCOMPETENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui. but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead, I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either. I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor, I said yes. A few minutes later the supervisor (I did not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!

10/22/2014 4:15:43 PM

My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

My cell phone # is (b)(6) and we are on vacation until this Saturday.

(b)(6)

(b)(6)

The information contained in this transmission is intended for the personal and confidential use of the individual or entity named above. This information may be an attorney-client communication and, as such, is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. If you receive this transmission in error, please notify the sender and delete this e-mail. No employee or agent is authorized to conclude any binding agreement on behalf of another party by e-mail.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/22/2014 2:40:59 PM Airport : DEN - Denver International Date/Time of Travel : 09/02/2014 2:00 PM Airline & Flight Number : FR 635 Checkpoint/Area of Airport : Frontier Airlines Area, upper level TSA Employee: (If Known) : Slender middle age br/rdish bob styl hair w/glasses Comment : I'm a seasoned traveler for over 35years. I understand the security process however I prefer a pat down vs the body scanner. I have ONLY had problems at DIA. My last experience the female agent was called four times. I watched as I saw this agent talking, laughing. She was available but ignored the request. During the pat, I tried friendly small talk as I always do. She was unresponsive and rude. She took her time and made comments basically saying I was ridiculous for my independent choice of the pat down and she only understands the pat for women who are pregnant.

10/22/2014 4:17:45 PM
Two years ago I picked up an unaccompanied minor on a red eye flight. I-70 had construction and I was late. I was the only one at security. The female agent was extremely rude when I told her I knew the procedure so she didn't have to explain. She literally raised her voice and talked down to me. I tried to inform her of the child. She said that she was going to take her time, was now going to start over. She said that she didn't have to let me through. Yes, I should have got her name but I was more concerned for the afraid minor. This was a nervous abused child, flying for the first time and I wasn't there. The Agent was clear that she did not care and enjoyed her abused her Authority.

DIA TSA Agents need to be retrained and stop trying to take "Their Authority" to another level. I will be flying soon and from now on get ID info.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hi (b)(6)

It was nice meeting you today, and I appreciate you taking the time to discuss my glasses that were not returned to me after my pat down at San Jose Airport. As I told you, my glasses disappeared while going through security at SJC Terminal B at 9:45AM while I was being patted down by security. As I explained, my Doctor recommends foregoing electronic scanning due to my Thyroid condition.

I appreciate you expending the effort to look for them, but I am utterly dismayed how these glasses have simply vanished. They were expensive. French frame progressive-lense rimless glasses with Varilux lenses that darken in sunlight, and they cost me over \$500. They weren't even a year old, and I liked them very much. I simply would not expect them to go in to the X Ray machine and then not be returned to me with my other belongings after my pat down, and I am gravely concerned about the security procedures, inspection machines, and conduct of TSA staff at SJC as a result.

Either someone at TSA must have thrown them away, the XRAY machine must have destroyed them, or someone, either an agent or another passenger must have stolen them. I don't know how there would be any other explanation.

The real problem I see here is that passengers have no option but to trust TSA agents with their belongings when they go through security. The fact is, while under TSA control, I was unable to keep an eye on my possessions, since I was lead away from the Xray area for a pat down and was forbidden to retrieve my items as a result of TSA screening policies. I believe these security procedures are the reason why I am now facing a significant financial loss and I think that the procedures need to be reviewed as a result. No passenger should have to suffer financial loss as a result of TSA screening, ever. Just to explain fully, the loss of my glasses also provided significant difficult in conducting the meeting I had to fly to in L.A. since I need my glasses to be able to see clearly past the end of my fingertips.

10/22/201
4 9:05:39
PM

Somehow, somehow my glasses were taken or destroyed while in the possession of TSA, and this is simply not acceptable. Passengers need to be able to trust TSA to look after their possessions while under TSA control, and in this case, I am out a very expensive pair of glasses that I have to replace. I did not lose my glasses. I placed them on my jacket, in the plastic bin that had my jacket and shoes, and that bin was placed on the conveyer belt. I was lead away from my possessions and my glasses were not returned to me after my pat down. As a result, I am holding TSA at SJC responsible, and I do expect to have them replaced or the purchase amount refunded by TSA.

As far as filling out a claim form, would it be possible to get this form on line or have one mailed to me? I've already spent \$8 on parking at SJC today, and I wasted my entire lunch hour visiting the very unhelpful lost and found department as well as meeting with you.

Again, I appreciate you looking for the glasses, but I really need these glasses replaced for me to consider this matter closed. I cannot tell you how disappointed and frustrated I am with TSA at SJC, and will not fly out of SJC for any reason until this matter is resolved to my satisfaction. I know you were not personally responsible, but it is absolutely essential that TSA perform their duties properly with no loss of property for passengers to want to fly SJC.

I'll be contacting SJC airport operations about this as well to see what can be done, but I think I am finding out the reasons why so many Silicon Valley executives avoid SJC if at all possible... unless of course they fly out of SJ Jet Center, but sadly, that's not in my league!!

Cordially

(b)(6)

To Whom It May Concern:

While I am not holding out hope that my concerns regarding the lack of professionalism I was subjected to at Colorado Springs airport on the morning of October 18th will generate any investigation, much less any resolution, I am nevertheless compelled to bring to light this horrific experience in the hopes that someone might pay attention and actually take proactive measures to prevent such an occurrence in the future.

I was travelling on a combination business/personal trip with my 11 year old daughter. Both of us being experienced travellers, we are well aware of the various air travel requirements and expectations and had even reviewed the TSA information site to ensure we were up-to-date on expectations. We arrived at the airport with plenty of time before our flight and breezed through the security checkpoint line in a very timely fashion.

10/23/201
4 8:36:29
AM

My concerns did not crop up until I went through the AIT station. My child had entered before me and was cleared to proceed; considering I have done this screening several times before and had removed all necessary/required items prior to entry, I expected to breeze through myself. Upon exiting, a rather large and rude female TSA agent barked at me, 'What's in your back pockets?' I responded nothing, which was both true and accurate. She then felt it was necessary to pat down my rear pockets, no warning, and in front of the entire screening area (and as a sexual assault survivor, her actions were nothing sort of assault; she managed to make my stomach churn and brought back some intense overwhelming negative feelings and memories that I have spend many years trying to put behind me). I was shocked and somewhat horrified. Not finding whatever she felt she should have, she then commanded I hold my hands out for residue screening. I attempted to ask for what and she simply continued to bark commands at me as if I was sub-human, ordering me to hold my hands in front of me. It was not until after she wiped my hands she even advised me what she was doing. She seemed rather smug when she announced that I was then in need of a more thorough pat-down and had to wait for another female agent to come over. I was shocked and horrified...she had essentially assaulted me in public and then proceeded to take great pleasure in ordering me around as if I was beneath her. Meanwhile, my minor child was off to the side, frightened by what was happening, and not only could I not hold her hand and reassure her, this awful example of mankind would not allow me to even talk to her! No one explained anything to my child and I was not allowed to...the horror I felt at my own situation intensified into anger at how thoughtlessly and rudely my child was being treated!

After several minutes of unsuccessfully attempting to grab another female agent's attention (no kidding, two agents looked this nasty woman in the eye and then pointedly turned away when she asked for them to 'take my away' for a further screening). Meanwhile, other passengers were pushing against me to move past because I was not allowed to move out of the area I was in yet I continued to be unable to reassure my child. I tried at least twice to explain to the agent I was a military member and to show her my ID card (which I was not allowed to take from my child who was trying vainly to help me) and her only response was that she did not care who I was, I showed positive on the hand screening and that meant a more in-depth examination.

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10/23/2014 8:36:29 AM

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Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 10/23/2014 7:59:10 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 10/22/2014 4:00 PM Airline & Flight Number : Southwest flight 613 Checkpoint/Area of Airport : Connecting from Mexico to Pitt via atl. Thru xray TSA Employee: (If Known) : Lane 5 Comment : We have been traveling with our daughter with type 1 diabetes for over 3 years since her diagnoses and have never had a problem. Even in other countries, we always have her letter from her doctor and she has always been patted down and hands checked. Once they even checked our hands which I'm fine with! But the man putting the carry ons thru X-ray was so rude and bullied my daughter trying to get her to go thru metal detector with her insulin pump on. We explained we did not want to take a chance and she always gets patted down. He then tried to intimidate my husband saying she doesn't need to she can go thru. I realize some places think it's ok to use metal detector on with pump but this is what my daughter lives on and I will not take any chance that her devise May malfunction afterwards. It clearly states in your rules -Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.

10/23/2014 8:37:08 AM

So it is our right to only do the pat down!! Thankfully the lady working the person screen line was very helpful and after arguing with the guy she took my 9 year old aside and patted down and checked hands. My daughter was upset and we would have stayed to complain then except we almost missed our connecting flight since it took so long thru X-ray and southwest lost one of our bags, but that'll a whole different problem. Needless to say, we will never be connecting thru Atl again. I don't know maybe he just likes to bully kids but my daughter goes thru enough everyday just living with her disease and she shouldn't have to be treated poorly. It was very unprofessional to say the least!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Thursday, October 23, 2014 6:51 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

10/23/2014 10:06:45 AM
Remote Client IP: (b)(6)
Date Time: 10/23/2014 6:50:33 AM
Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Security - Bad Experience

Comments:

October 22nd, 2014

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/23/2014 1:14:45 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/14/2014 5:15 AM Airline & Flight Number : UA 3537 (United) Checkpoint/Area of Airport : Body scanner TSA Employee: (If Known) :

10/23/2014 4 2:26:59 PM (b)(6) (first name) Comment : TSA Officer (b)(6) (last name unknown) gave me an unnecessarily hard time when I requested a pat down instead of the body scanner because I am pregnant. He continued to lecture me, in front of everyone present, and told me my "doctor needs to be more informed." He embarrassed me and degraded me. I had to repeat my request numerous times before he allowed me to proceed with the pat down. On the other hand, Officer (b)(6) was courteous and respectful.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am writing because I am 5 months pregnant and travel weekly for work. Your policy is that I have to opt out of going through the x-ray machine to avoid permanent damage to my baby. The problem and complaint that I have is regarding how we (pregnant women) are made to feel like criminals when requesting this option. Not only do we have to wait usually over 10 minutes for someone to have time to come pat us down despite the overwhelming amount of staff present but it is also how our things are treated in the process. Secondly, I was recently in Dallas Love Field when I watched them let a woman with a dog and a man with a baby go through the metal detectors when I as a pregnant woman have to get discriminated against and wait for my pat down.

10/23/2014 4 Metal detectors are fine for pregnant women, why can we not use these instead if dog and baby owners are allowed to?

10/02:16 PM It is really frustrating for anyone to be made to feel that way and especially when you have to travel weekly like myself.

Thank you,

(b)(6)

Feedback Type : Civil Rights/Liberties

Categories : Sex

Current Date/Time : 10/24/2014 5:56:29 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 10/24/2014 5:30 AM Airline & Flight Number : AA221 Checkpoint/Area of Airport : Gate 27 checkpoint TSA Employee: (If Known) : Lead Supervisor (b)(6) Comment : I asked for a female opt out and was made to wait more than 10 minutes, in a spot where I could not see my property. When I asked about my property, I was told "it's still there." The two TSA agents who called multiple times for a female assist talked to each other, and said that the female supervisor could do it, but she "wouldn't." After they called for the fifth time, one of those agents took me back, got my property and took me to the area for the pat down. The Lead Supervisor (b)(6) just stood and watched. I am wearing a dress and tights, and when the agent got to my waist, (b)(6) said to raise my dress to check my waistband. I have traveled several times in this type of pat down and I am asked to step one leg forward, and then the other, because I'm wearing a dress. When I said this (b)(6) said to life it or do a private screening. Being in a private screening would make me even more uncomfortable with her, and I was going to miss my flight, so I did. I am a sexual abuse survivor and the way I was treated -- for being a woman and wearing a dress and where someone exerted control because she could -- is shameful. I have never been treated this way by TSA.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller is diabetic, and uses an insulin pump. The pump cannot undergo the AIT or WTMD screening. The caller wanted to know if a patdown of the insulin pump was required each time she was screened. Also, she wanted to know why an insulin pump had to be screened by ETD when a laptop screened by x-ray did not. Additionally, she wanted to know if enrolling in TSA Precheck would negate the need for additional screening of the medical device.

The caller recently flew from LAS, and had a negative experience with young, male TSO. He was rude and inattentive, especially when she was attempting to inform him about her insulin pump. He kept yelling at her to remove her IPOD, but she tried to tell him that the device was an insulin pump. She also indicated that passengers must wait much too long for a female TSO, and was informed by another TSO that the TSA did not have enough female staff. While she did not feel that this was discriminatory, the caller believes that better training should be necessary at LAS. She could not provide flight information.

Also, she indicated that the training should also be enforced at FAT, as the officers there are also seemingly unaware of the proper procedures.

Advised Caller:

Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:

- Have an insulin pump
- Need assistance

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may ask to speak to a Passenger Support Specialist or a Supervisory TSO while at the checkpoint for assistance in understanding what to expect during the screening process.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

TSA Precheck will not negate the necessity of additional screening.

I offered to e-mail this information to the caller, and she declined.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 10/24/2014 2:47:56 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/19/2014 10:00 AM Airline & Flight Number : American Airlines #263

Checkpoint/Area of Airport : Domestic TSA Employee: (If Known) : Name unknown. Tall, slim, black female. Dark brown hair in a ponytail.

Comment : I have tried contacting the TSA Manager at IAD and have left two voice messages this week asking for a call back to my phone number. They have not contacted me.

I had a really unpleasant experience with two IAD TSA agents on 10/19/14. As I am pregnant, I opted out of the X-Ray screening and was given a pat-down instead by a female agent. During my pat-down, while patting down my chest, the female agent asked if I was wearing a sports bra as she had some sort of difficulty in the bust area. I answered no and was surprised by her question. She told me she would need to pat down that area again or get a second opinion.

She proceeded to call out to a male agent standing nearby us that she needed a second opinion from a female agent. He asked her what she needed a 2nd opinion on and she didn't tell him. He asked her again and she responded "I need a second opinion on a bra." They both started chuckling and the male agent joked "Bras are not my area of expertise - unfortunately... I can guess a size from looking at it, but I don't know much else about bras..." They continued to laugh and joke while I was still standing there. Finally another female agent came over and asked what the 2nd opinion needed was. The agent explained she had a question about my bust area. The 2nd female agent did a pat-down in my bust area and concluded that everything was fine and I was safe to continue to my gate.

10/24/2014
4 4:10:51
PM

I was highly offended and felt violated by the discussion and laughter of the IAD TSA agents. I was appalled by their lack of professionalism and would like to speak with their manager.

I understand that the TSA takes homeland security and professionalism very seriously - and the performance of the IAD TSA agents does not meet that standard and is really unacceptable.

I would like to be contacted asap by the IAD TSA manager or the superior to the IAD TSA manager.

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 10/24/2014 2:00:42 PM Airport : IAG - Niagara Falls International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : This situation has been bothering me for a few days now. I was a passenger on a recent flight however do not want to divulge information as I am a frequent person in the airport. I witnessed unnecessary borderline abusive behavior coming from what seemed to be the Manager on Duty. I was able to determine this from the additional bars on her shoulder. I was behind a father and a daughter who clearly went through the detectors with no alarms or problems. She was 12 (I heard them ask which seemed strange) since she went through with out alarms, buzzers, etc. At this time they pulled both her father and daughter aside for what I hear them (TSA) refer to as a "pat down" from direction of this supervisor. The father was fine as he is an adult and could comprehend what was going on. This abrupt supervisor who stood larger in stature, intimidated the young traveler to the point as seemingly visibly upset and shaken. The father had to keep assuring her it was ok.

10/24/2014
4 4:11:02
PM

As he continued to get more furious and the "groping" continued he finally said audibly for all to hear that he is lodging a complaint as his family are frequent flyers and has never encountered this. I concur with him. I have young children and this was appalling. I do know there are safety standards however I also know from researching policy, since this has disturbed me, it is not policy to search someone 12 and under unless given multiple opportunities to go through detectors because of alarm. this wasn't the case on either accord.

I feel like this was a blatant authoritative move taken to the extreme. This women wasn't even calming to the girl or compassionate to the age. I, as an adult would have felt awkward being touched in the abrupt manner that she was.

I also feel like this behavior could at least be justified if a new trainee didn't know better but for a supervisor to be the initiator, what kind of example is this showing; that they don't know their own rules and that they feel "above the law". This is a horrible reflection on the representation of the Federal Government. The other TSA agents stood their in disbelief, it was written all over their face; that's how I knew this was wrong.

I advise that something be said as this airport has minimal travel to begin with, a public display of unprofessionalism would absolutely be cause to drive 45 minutes to the Buffalo Airport, where I visually watch professionalism and respect.

I can't stop thinking about this little girl and her face, and also worry that this fearful treatment will linger with her as she has many travel years ahead of her Would you like a response? : True Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 10/24/2014 2:00:42 PM Airport : IAG - Niagara Falls International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : This situation has been bothering me for a few days now. I was a passenger on a recent flight however do not want to divulge information as I am a frequent person in the airport. I witnessed unnecessary borderline abusive behavior coming from what seemed to be the Manager on Duty. I was able to determine this from the additional bars on her shoulder. I was behind a father and a daughter who clearly went through the detectors with no alarms or problems. She was 12 (I heard them ask which seemed strange) since she went through with out alarms, buzzers, etc. At this time they pulled both her father and daughter aside for what I hear them (TSA) refer to as a "pat down" from direction of this supervisor. The father was fine as he is an adult and could comprehend what was going on. This abrupt supervisor who stood larger in stature, intimidated the young traveler to the point as seemingly visibly upset and shaken. The father had to keep assuring her it was ok.

10/24/2014 4:11:02 PM

As he continued to get more furious and the "groping" continued he finally said audibly for all to hear that he is lodging a complaint as his family are frequent flyers and has never encountered this. I concur with him. I have young children and this was appalling. I do know there are safety standards however I also know from researching policy, since this has disturbed me, it is not policy to search someone 12 and under unless given multiple opportunities to go through detectors because of alarm, this wasn't the case on either accord.

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I can't stop thinking about this little girl and her face, and also worry that this fearful treatment will linger with her as she has many travel years ahead of her Would you like a response? : True Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that when he came through DFW he was told that they could care less that he was on the GE list. Caller stated that he told them that he had metal knee replacement and a incontinence pad several times and he even ended up having to say it loud enough for everyone at the checkpoint to hear. Caller stated that they embarrassed him and their actions were totally uncalled for. Caller stated that he went through 3 different screenings AIT, limited patdown and a full patdown. Caller stated that the officers were verbally abusive from the time he entered the checkpoint and he was treated like a criminal. Caller stated that the individuals there are a disgrace and they do not represent the government or TSA well. Caller stated that he is a boss of 33 employees and he would fire everyone one of them if they ever treated a client like they did him today. Caller was not really upset with the screening process he was upset due to the customer service at the airport. He did not feel this had to due with his medical conditions.

Advised caller:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

10/24/2014 7:38:49 PM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Airport: DFW

Airline: Qantas

Flight number: 8

Departing time: 8:45 pm

Date and time of incident: 10/24/2014 06:15 pm

Gate or terminal of incident: Checkpoint close to 12-15

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/24/2014 6:53:59 PM

10/24/2014 8:07:13 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA1503/SFO/Terminal 3.

Comments: I was flagged by your "Explosive Detector" going through security and I noticed that several other people going through after me also showed up positive. That looks like a high false positive rate to me. But the weird thing was the follow up search and screen, which came up negative (big surprise) and the unnecessary second pat-down in a private room for no obvious reason. In all that time, no one asked me such obvious questions as, "Have you recently fired a gun?" or "Have you been in a laboratory?" You know, things that might be relevant. And I suspect that the answer is that you guys know that the "Explosive Detector" is wildly inaccurate. If the false positive rate I saw is pretty standard, then I have grave doubts as to whether this TSA toy is worth your time or mine.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/24/2014 9:29:17 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 10/24/2014 8:20 PM Airline & Flight Number : American 1105 Checkpoint/Area of Airport : Terminal c TSA Employee: (If Known) : Woman, African American, doing pat down Comment : I just had the rudest woman pat me down. I told her I knew she was going to use the backs of her hands for the sensitive areas, since I've done this a million times, and she said so rudely, "you done? Because I STILL have to tell you everything". You guys need to train your agents better- you think I want to be pat down every time I go to the airport?!? Then I have to deal with surly, rude agents who hate life? What terrible customer service.

10/24/2014

10:04:07 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

Firstly, I expect the courtesy of a reply immediately.

I will outline the problems I had with a TSA agent last night (24 October 2014) at Las Vegas airport at approximately 7-7.30 p.m.

I will not go through the milliwave scanners so I requested a patdown.

The agent that provided the patdown was obnoxious, obscene, rude, belligerent and SHE THREATENED ME. She was an overweight black woman

And nobody will get away with threatening ME.

I suggest that this person is terminated immediately and when I requested her name her exact words were * It's OFFICER to you*

10/25/2014

9:17:12 AM

She would not provide me her name but I requested it from another agent and he told me it began with (b)

I am sending a copy of this letter to EVERY major newspaper in the United States of America as well as here in Canada.

No bloody wonder your country is despised the world over. I am also going to complain to the highest levels of your government until this mentally impaired, authoritative cow is removed from her job.

Kind Regards,

(b)(6)

Dear TSA,

I had read about TSA Cares on a few Type I diabetes blogs, and decided to try to use it this past summer, as I knew I would be traveling from Newark, NJ to Denver, CO and back. My concern was that I always need to request a pat-down, since my insulin pump manufacturer will void the warranty on its pump if the wearer subjects this \$6,000 pump to any radiation. Usually the TSA agents say that body scanners do not emit radiation, but Medtronic swears that they do, from their own testing of these devices.

Despite my having called TSA Cares in advance of both flights, the TSA personnel had no idea to expect me. It was as though no record had been made of my calls to them. (Or, perhaps, that they made a written record, but no one acted on it.)

Because I am single and usually travel alone, I worry very much when I must put my bag on the conveyor belt so it can go through the X-Ray machine, and then I lose sight of that bag while they are trying to find a female TSA agent to do the pat-down. This past summer, at BOTH Newark and Denver airports, the wait for a female agent was much too long (at least 10 minutes) and I was rightfully scared that someone would grab my bag, containing not only money and credit cards, but all the insulin and medical supplies that I need in order to stay alive and live healthfully with Type I diabetes. I was not pleased with the attitudes of the TSA agents at either airport, but especially at Newark, when I told them I was worried about losing my bag. In Denver, at least, the nice man standing by the X-Ray machine overheard me, and said "I will put your bag right here ON TOP of the X-Ray machine, so you can see it!" I truly appreciated that!

10/25/2014

4

11:12:16

AM

I will be flying from Newark to Denver again, next month, and will again place a call to TSA Cares in advance. I hope that, this time, it will seem as though TSA does truly care. I really got the impression that they didn't, last summer.

Sincerely,

(b)(6)

Montvale, NJ

Caller wants to speak with a person about a serious complaint. She is a Canadian and British citizen, that will never step foot back in to the US because of the way she was treated at Mccaran Airport. She then requested a Supervisor.

(b)(6) Notes

Caller flew from LAS and she states that she was treated like dirt. Caller states that the female that screened her refused to go through the AIT. Caller states that she requested a patdown and the female TSO made it as difficult as she possibly could. Caller states that the TSO was verbally abusive to her. Caller states that she requested the officers name and the officer refused. Caller states that she wants the femnale TSO fired. Caller descnbes the female as black, over weight and short. Caller states that her hair was above her shoulders. Caller states that she spoke to another TSO and they advised that the female TSOs name began with an (b)(6). Caller states that the female asked her if she was listening and the caller states that she was. Caller states that the female told her that she would send her to the beginning of the line. Caller states that the officer was requesting her in a ridiculous manner to enter and maintain the stance for a patdown.

Airline: West Jet

Flight #: 1489

Date Time: 10/24/2014 at or around 1630-1930

Gate Terminal: Gate E8 Terminal 3

10/25/2014

4 4:21:25

PM

Advised Caller:

I am going to send a copy of the compalint to the CSM at LAS for their review.

Transportation Security Administration

601 South 12th Street

Arlington, VA 20598

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/25/2014 4:47:15 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 09/18/2014 9:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2

TSA Employee: (If Known) :

Comment : First, you should know that I'm frustrated by being treated like a terrorist every time I want to travel by air (a few times a year). TSA seems to take the approach that you are a terrorist until you've proven yourself innocent. Not nice.

Specifically, on the date in question, I was given a pat-down (frequent occurrence, even though I'm very thin and take off all outer clothing). On this occasion I forgot to remove my belt, so that may have made me "suspect"...but no one had reminded me about that, either. Anyway, after the pat-down, I then had my hands checked for explosives.

10/25/2014 5:02:40 PM

Here's the problem: When I asked to remove my possessions from the belt before the explosives check, that request was refused. I was told I could turn around and look at them. Since I carry anything of value with me on the plane, what kind of help would that be if someone snatched my possessions and fled? We all know that theft happens at airports. Fortunately, my husband was with me, so it wasn't a problem that time.

BTW: I am female, over 75, and always remove my shoes and outerwear, to avoid the hassle of arguing with TSA personnel about this (which happened once). It would make me look suspect to them, wouldn't it!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/25/2014 4:41:05 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/25/2014 3:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : United Security Check TSA Employee: (If Known) : (b)(6)

Comment : It is my custom to ask for a pat-down when I go through the screening process. As a seasoned traveler, I am aware of this procedure. My husband was going through a different line so that we could meet on the other side. As is also customary, I do not push my carry-on items through the screening machine until my 'female assist' has arrived and my husband is on the other side. My complaint is that the TSA lady (quite tersely) told me that she would not even begin to call for my female assist until AFTER I had pushed my items through for screening. As it is my right to have another person watch my pat down - per your website FAQ "All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice." I needed to wait for him to be on the other side. There was also no one behind me at the time as we arrived early as usual. When I would not push my items through, she walked away saying she would not call for my assist and I could leave. Once my husband was on the other side to witness the pat-down, I pushed my items through. (There was still no one behind me). I asked my pat-down lady for the name of the lady who called for her. She told me it was (b)(6). No passenger should be told they must allow their personal belongings to go to the other side of security until their own body is also ready for transfer to the other side.

10/25/2014 5:02:42 PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Honolulu, HI

10/26/201
4 9:34:51
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Lihue Airport

What was the date and approximate time of the incident?

Submitted on Saturday, October 25, 2014 - 19:37 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Profiling
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:

Right to breastfeed pump - i was refused the right to use my breast pump when I needed to - not pumping within a reasonable amount of time can lead to discomfort or even mastitis

Infant child right to be supplied with adequate nutrition- the TSA agents would not allow me to use the breast milk in question to feed my 3 month old infant when she was crying for food and that was the only food I had with me to feed her

Profiling (was singled out because had breast milk even though containers were less than 3.4 ounces) Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Omaha

State: Nebraska

Zip Code (Post Code): 68114

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 10/19/2014

Where did this happen? VIRGINIA - DCA - Washington Reagan National

What happened? This past weekend I flew from Reagan Airport in Washington D.C. back to Omaha, Nebraska with my 3 month old

Listen folks,

EVERY SINGLE TIME my bags get inspected by airport TSA a zipper handle gets broken. I am SICK AND TIRED of TSA and your complete disrespect for citizens luggage! It's bad enough that we citizens of the U.S.A have to endure your never-ending groping and invasion of our privacy, now it is a common occurrence that your "agents" are not only costing me more money to travel, but BREAKING MY LUGGAGE! Photo attached of my last piece broken. This occurred inside checked baggage at ORD. Oh, and my luggage did not arrive at my destination due to this inspection as well. So not only do I have to deal with uniformed TSA with bad attitudes at the personnel inspection point, but also slow inspections which results in my luggage not being on the same freaking plane as me! I am retired U.S. Army Special Forces, and We the People do not want your agency's help with our security. Let me remind you that the number of terrorists TSA has caught = ZERO! I will be contacting my congressmen about this habitual lack of respect by TSA of travelers luggage. This insanity must stop! Your agency's existence is not worth the cost and hassle to citizens that your amateur agents revel in.

10/26/201

4 1:05:55 If you'd like to talk to me about this feel free to call me at (b)(6)

PM

Feeling like a citizen of Nazi Germany,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/26/2014 4:08:24 PM Airport : OKC - Will Rogers World Airport Date/Time of Travel : 10/24/2014 3:00 PM Airline & Flight Number : AA 382 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

10/26/2014 5:09:05 PM Comment : I am TSA pre check but have a prothesis that goes to the hip so I get a yellow card and go through the scanner which is easier for everyone rather than going through a metal detector and getting a full pat down etc. Everyplace but OKC checks my hands and prothesis for chemicals. In OKC they do my shoes as well which one time picked up traces of something (previous complaint in which I believe it was a failure of your machine since it did not work after that). I was told emphatically shoes had to be checked however I travel every week and last week was through DFW and ORD and they never swabbed my shoes. In the last month I was in LGA, DCA, IAH along with DFW and ORD and the only place that ever swabbed shoes was OKC. Is this required? If so you better inform all the major airports they are doing it wrong. If not please inform OKC of that fact. I'm sure the nice agent who just checked my hands and prothesis got yelled at because she did not check my shoes. I was ordered to halt and have my shoes done. I respect the job TSA does and 95% of my interactions are very positive. This is my third complaint to OKC in 4 weeks. I've probably made 4 in the last 4 years for other issues. Thank You!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that yesterday she was in LGA to travel to Cleveland. Caller stated that she has a new knee and hip. Caller stated that she set off an alarm and a patdown procedure and ETD followed. Caller is very upset because of the secondary screening and because the gloves were not changed per her request. Caller stated she then had a snow globe that was not permitted and she had to go through the screening process again and the same thing happened. Caller is very upset over the screening process. Caller stated that if she provides information that I will place her on a watch list.

Airport: LGA

Airline: Southwest

Flight Number: Caller does not have

Date Time: 10 26 14 departing 3:30pm

Terminal Gate: B8

10/27/2014 9:58:08 AM Email Address: Caller did not want to provide

In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas. It is a secondary screening method for all passengers.

A patdown is required to clear every alarm. You were re-screened because you had to leave the checkpoint. I advised the caller that I will forward the information to the CSM at LGA for review. I advised the caller that I could not place someone on a watch list from the TCC.

Feedback Type : Security Issue

Categories : Duration of Screening Process; Other Current Date/Time : 10/27/2014 8:05:57 AM Airport : MDW - Chicago Midway Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

10/27/2014 4 TSA Employee: (If Known) :

10:13:47 AM Comment : Why does Midway allow non-precheck passengers through the precheck security lines? I'm precheck and end up getting a pat down everytime at that airport.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he was on a Southwest flight from BWI on Saturday. He went through the AIT machine and he had over 3000.00 cash in his pocket. Caller stated that the machine went off and the officer asked what he had in his pocket. The caller advised him the he had money in bill form. The officer then told the caller to let him see it. The caller said when he took the money from his pocket that the agent jerked it out of his hand and started shaking and fanning it. The caller said that he did not at any point ask him if he could handle his money, and if he was not watching him he could have easily stole some. He is livid over the way the screening was conducted. He is thinking about calling his senator and getting a lawyer. Advised caller if the officer asked to see the money that is an indication that he would have to screen it. The caller said that he showed the officer the money when he was ask to see it however he had to right to handle his money nor jerk it out of his hand.

Date and Time: 10 25 14 11:05

Airport: BWI

Airline: Southwest 4407

Gate or Terminal: D 13

Officers Name: He did not get it

10/27/201
4
10:16:45
AM

Resolution:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Caller wants to know why TSA screeners at MSP are not educated better on insulin pumps and AIT machines as the caller states her manufacturer advised her not to go through the AIT machine as it could damage her insulin pump. Caller states on a recent screening experience the TSO on duty advised her AIT will not harm her pump.

Resolution:

Advised caller we encourage callers to contact the manufacturer of their insulin pump to determine if it can safely undergo x-ray screening. Screening via AIT is optional and you may request a thorough pat-down rather than using any screening technology. Advised caller if she wants to know why the TSO s are not better educated on insulin pumps she can contact TSA Headquarters at:

10/27/201
4
11:24:14
AM

Transportation Security Administration

601 South 12th Street

Arlington, VA 20598

Also provided caller information on how to contact the MSP CSM by selecting option 5 through our IVR.

Disability Description: Caller uses a cane and has a metal implant.

Response Details: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

He can request a private screening of the money if he has concerns.

The most familiar of TSA's risk-based initiatives, TSA Pre u2713 , allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

10/27/201
4 2:49:27
PM

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;

- Be in writing;

- Include the name and address of the complainant;

- Include the date of the alleged act of discrimination;

- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Advised caller that we would also forward this complaint to ODPO.

Incident Details: Caller has a complaint. He flew from IAD. When he originally departed Hartford Bradley he did not have any issues. Bradley was wonderful. He has a cane and an artificial hip. He received Precheck in Bradley and on the way back. In IAD he put his stuff on the belt and he set off an alarm. The TSA agent was rude. They gave him a patdown. The TSO got in his face. He had an accent so he, the PX, could not understand him. He told him he was having trouble understanding him. The TSO said he would have been better off saying he could not hear him over he could not understand him. He took that as a threat. He had to take off his shoes. He is sure he was doing his job and the procedures do not upset him. It was the attitude of the TSO that bothers him. He told the woman by the conveyor belt of his metal implant. She put the cane through. He had money in cash and the rude TSO told him to put it in a bin. It was hundreds of dollars so the Px did not want to. The TSO

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Boise ID
Zipcode: 83706

10/27/2014

4 4:23:39

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Westchester County Airport

tsa,

i was traveling via las vegas airport on sunday, oct 26 and was screened at approximately 7:00am at the concourse c agents (southwest).

i am recovering from a hernia operation. after noticing there is no where to sit to remove my shoes to comply with regulations, i approached the agent and asked either for a pat down or a chair. he was extremely insensitive and said that i could just lean against a conveyer that was not in use. i told him that was inappropriate. i asked for a supervisor that went and got a chair, let me take off my shoes, and put it back. on the exit side of security, there was no chair to put on shoes so i had to exit security area and find a place to sit.

10/27/2014

4 6:31:19

PM

i am just informing you that 1) the agent was extremely insensitive when told me to just lean against the conveyor even when described my problem. 2) there is no seating and 3) refusing a pat down rather than the scanner on request. all three are things that should have not occurred.

good luck. all my best.

(b)(6)

Feedback Type : Security Issue

Categories : Other

Current Date/Time : 10/27/2014 4:05:55 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 10/27/2014 Airline & Flight Number : delta 2269 Checkpoint/Area of Airport : initial check in TSA Employee: (If Known) : dk

10/27/2014
4 6:32:07
PM
Comment : My hands were swabbed when I reached the agent to show my boarding pass and ID and she never looked at my ID or boarding pass. I had just washed my hands at the airport with airport soap. I went through the screening machine and the pat down. Nothing was detected. They looked at everything in my computer bag and wiped it down. However, they never looked at anything in my purse and no one ever asked to see my ID and Boarding pass. I am not objecting to the fact that the soap must have had something in it, but am concerned that no one asked to see my ID and boarding pass.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am a 65 year old Disabled American Veteran. I also suffered the loss of mobility for almost 7 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

On October 15 of this year, I traveled to Ireland on the first overseas vacation I've taken in over a decade. We departed through Newark Airport. My wife went through the standard departure gate while I went to the pre-checked line, where I was required to remove my shoes, belt, coat, and physically assaulted (being groped in public is my definition of being assaulted) because my medically issued joint replacement identification card was deemed as being insufficient identification of what set off the metal detector.

The individual that was REQUIRED to pat me down apologized and indicated that the person in charge of the trusted traveler line considered it to be maximum security instead of trusted travelers, and that the line was taking 4 times as long as the standard checkpoint where a dog was screening everyone.

10/27/2014 10:05:32 PM
Believe me when I say I understand security, but I also understand abuse of power and a violation of the Fourth Amendment of the Constitution of this great country.

All of this stated, what would it take to obtain a REAL trusted traveler registration. Something that recognizes that people like myself have served their country for decades and should be able to pass through check points like they did BEFORE the terrorists won. Yes, the very actions taken in the name of our safety indicates that they have accomplished what they intended from the beginning. They have changed our way of life in a negative manner.

Sincerely,

(b)(6)

I am a 65 year old Disabled American Veteran. I also suffered the loss of mobility for almost 7 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

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Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/27/2014 9:15:30 PM Airport : CMH - Port Columbus International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : Screening

TSA Employee: (If Known) :

10/27/2014

4

10:05:36

PM

Comment : I went through the scanner because I did not want to be patted down. I have Crohns Disease and wear undergarments in case of accidents during travel. They announced to everyone in line that I was wearing a diaper then sent me to also be patted down. The lady groped my genital area. This was far and beyond anything I have ever experienced. It was a horrible experience. Also, when I finally got to the luggage area to pick up my items the computer I was traveling with was sent through the machine outside of the bin I had placed it in and the hinge was broken. I just got it back from Micro Center and the bill was 200.00 to fix the hinge and replace the cable that gives signal and power to my screen. I HATE TSA! I feel like I was raped and made fun of for having an illness. One of the men asked if I needed a bottle to go with my diapy!!! FUCK YOUR EMPLOYESS! I hope they all rot and die slow painful deaths of ebola! FUCK YOU ALL!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/27/2014 9:15:30 PM Airport : CMH - Port Columbus International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : Screening

TSA Employee: (If Known) :

10/27/2014

4

10:05:36

PM

Comment : I went through the scanner because I did not want to be patted down. I have Crohns Disease and wear undergarments in case of accidents during travel. They announced to everyone in line that I was wearing a diaper then sent me to also be patted down. The lady groped my genital area. This was far and beyond anything I have ever experienced. It was a horrible experience. Also, when I finally got to the luggage area to pick up my items the computer I was traveling with was sent through the machine outside of the bin I had placed it in and the hinge was broken. I just got it back from Micro Center and the bill was 200.00 to fix the hinge and replace the cable that gives signal and power to my screen. I HATE TSA! I feel like I was raped and made fun of for having an illness. One of the men asked if I needed a bottle to go with my diapy!!! FUCK YOUR EMPLOYESS! I hope they all rot and die slow painful deaths of ebola! FUCK YOU ALL!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

(b)(6)

Houston, Texas 77207-2267

(b)(6)

On 10/27/2014, I Opted-out from the Scanner from BWI at approximately 5p.m. (B Pier). It was apparent that Lead Officer (b)(6) didn't agree with my decision.

My encounter this evening with TSA and/or Officer (b)(6) was not only embarrassing in the view of other passengers, TSA employees' but in the the presences of my parents!

His demeanor was confrontational, Unprofessional, and Antagonizing!!!

10/28/2014

8:22:07

AM

I informed Officer (b)(6) that I was uncomfortable with him giving me a pat down and I wanted to speak to a Supervisor; His response was "I am a Supervisor and I will be doing the pat down"

I was able to speak to Supervisor (b)(6) (not by officer (b)(6) choice). I informed him of the situation and I was declined my request to have a pat down by another officer. We agreed that since I was uncomfortable with Officer (b)(6) I would exit that Security and and re-enter through a different Security Check-point.

After re-entering Security I informed the TSA manager on duty of the incident and that I will make a formal complaint. I request for to investigate this matter as I am very well aware that the camera footage can be viewed.

For the record, I would like to thank Supervisor (b)(6) for his professionalism. :-)

Thank you for your time and look forward to your response,

(b)(6)

10/28/2014 10:03:44 AM
Caller:
For Richmond, they have moved the AIT machine. She is a member of GE and has a pacemaker, which means she can only go through AIT and a patdown. When going through PreCheck, she has actually had to go to the regular line which has resulted in not being able to take advantage of PreCheck benefits.
For Hartford, she was individually taken to the AIT machine and screened. This, she states made more sense than having two employees do a private patdown.

Advised Caller:
That I am documenting this information for her. Thanked her for taking the time to call in; we are always looking for ways to improve processes.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/28/2014 8:52:03 AM

10/28/2014 10:10:38 AM
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening..
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Air Canada 7735 scheduled to depart at 20:25. Wednesday, October 22nd
Terminal B, Concourse A
Comments: To Whom It Should Concern,
On Wednesday October 22nd, 2014 my husband and I began our return trip from a wonderful three days in NYC to Ottawa, Ontario, Canada via LaGuardia. Our flight on Air Canada 7733 departing 16:25 was cancelled and we were rebooked on Air Canada 7735 scheduled to depart at 20:25. We were at the airport in plenty of time for the scheduled time of departure but the flight was delayed many times over due to and you can take your pick here: mechanical difficulties with the inbound aircraft, weather conditions at LaGuardia, etc., etc. In order to establish contact with Air Canada staff who'd deserted the secure area we were forced to leave the secure area and return to the concourse and at the time I wasn't worried about clearing security again as there is a scanner which I'd already gone through once that day. As a sexual assault survivor and owner of an artificial hip due to serious injury I prefer the scanner and as a matter of course I only fly into and out of airports that have scanners. This limits my travel options but I'll live with it.
When we finally returned to security to wait for our flight I was informed by the young man manning the security area that the scanner had been shut off at 8:30 p.m. and I would have to submit to a pat down. He called for a female TSO as he was the only person past the metal detector at the time and after some minutes she showed up.
She asked all the correct questions about privacy (I would never volunteer to go to an enclosed space with a complete stranger regardless of whether my husband was present or not in order for that stranger to touch me) and about sensitive areas (my hip was extremely painful by this time from walking all over NYC as well as the airport). I told her my hip was very sensitive. She asked me if I'd ever had a pat down as well, she didn't say 'enhanced pat down' just pat down which I have had before many years ago and it didn't involve touching my genitals or mauling my breasts so I had no idea what she was going to do. Had she used the term 'enhanced pat down' I would have asked some questions. She didn't explain anything as far as I remember except when she was sticking her fingers in my pants. What followed was a sexual assault.
Feet shoulder width apart, arms up with palms facing the ceiling as she ran her latex encased fingers through my hair, over my shoulders and over my face. Her fingers then delved roughly between my breasts running under all the edges of my bra through my sweater with a firm squeeze here and there then I was allowed to lower my arms. She lifted my sweater and ran her fingers next to my skin under the waistband of my pants front and back and then she went lower, hands roaming aggressively and roughly up both legs front and back, actually they went everywhere eventually banging hard against my genitals and I do mean hard. It hurt all the way up to my very painful hip.
The final indignity of course was when she tested her gloves as I stood there waiting while nightmarish memories resurfaced and my husband was forced to stand by unable to help me. I'm very proud she didn't reduce me to tears while I stood there; they came as soon as we started walking towards our gate.
I am a slim, fit fifty five year old woman who has never had more than a speeding ticket and that was when I was seventeen. As a matter of fact the reason for our trip to NYC was to celebrate my 55th.
I fully understand the need for security measures and am happy to pass through the scanner but what I don't understand is why I was sexually assaulted (and that's what it was no matter how you cut it) by a sullen young woman when a perfectly functional scanner is right there within reach. Perhaps it can't be turned on easily, I have no idea but would have been willing to wait had the option been given to me. At no time was I rude to her, at no time did I raise my voice to her; I cooperated fully

Transgender Travelers verses disabled travelers. Why are there different rules for a Transgender traveler and a disabled traveler? I have to be degraded and lift my pant leg to show my prosthetic leg but per your web site a Transgender traveler does not have too???? Per your website under Transgender traveler.

10/28/2014 4:07:22 PM
Prosthetics: Travelers should neither be asked to nor agree to lift, remove, or raise any article of clothing to reveal a prosthetic and should not be asked to remove it.
Then under, Passengers with Prosthetics
Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. If a passenger voluntarily removes his or her prosthetic during screening, it will be screened by X-ray.

Can you please explain why there are to different standards?

Caller said she is in Austin right now. She said TSA would not accept her temporary license. She said on the website it says that a license would be acceptable. She said they did not ask for a second ID from her and did not ask her to complete the Certification of Identity form. She said she thought the lady officer just wanted to touch her. She said they just went straight to padding her down and opening her bag. The officers name was (b)(6). She said the officer just looked at her temporary ID and told her to wait in the corner. After the patdown, the caller said she talked to the Supervisor and told him she did not appreciate the officer feeling her up. She said she is not sure what his name was as he did not speak clear and did not show his badge. Caller said she is a 27 year old white female traveling alone.

10/28/2014 7:09:18 PM RESPONSE: Advised caller that the temporary license may not have been accepted as a valid form of ID. It is that final decision of the TSO to allow anyone to get on the plane. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.

Date and Time of Flight: Oct 28th, 2014 Was at security around 5:30 p.m. Her flight was schedule to leave at 7:30 p.m.

Gate or Terminal: Gate 3

Airline: Frontier

Flight Number: 221

Airport: Austin to DEN

Email: (b)(6)

Hi,

We travel through various airports and find the rules on baby food to be inconsistent. Recently, Saturday October 25, we traveled from Ft. Myers, FL to Denver, CO. We had a few pouches of baby food for our 11 month old daughter. When TSA scanned the items they said anything over 3.4 oz was prohibited. Information on the TSA website states contrary to what we were told. They only allowed us to carry the items on board after I agreed to receive a "pat down".

Agents reacted with comments such as, "are you asking for special treatment?" when my wife asked why the rules seem to be enforced differently at various airports.

Several agents were involved (nine by the time it was over) and all seemed to be unaware that your website states that baby food is allowed as a general rule.

10/28/2014 8:07:06 PM Ft Myers TSA supervisors should be made aware of this incident.

Thank you,

(b)(6)

Sent from my iPad

Feedback Type : Request for Information

Categories : Other; Screening

Current Date/Time : 10/28/2014 6:42:16 PM Airport : DCA - Washington Reagan National Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello, I was flying from Reagan National Airport in Arlington County, Virginia. I was heading to Houston International Airport in Houston, TX on that same day. During the security screening, I opted out of the Full body scanner machine that is in place at the airport. I was given a pat down by a black male TSA agent, name I cannot recall. After the patdown, the supervisor of the section, TSA agent officer (b)(6) said I needed to go to the back room of the security screening for a more thorough screening of me and my luggage. This was because their alarm in the security screening went off and they were suspicious that I might have touched something that could have a detection of explosives on it, at least according to Officer (b)(6).

10/28/2014 8:07:38 PM (b)(6) All of my luggage was taken, they made a copy of my boarding pass and then took me and my luggage to the backroom where they shut the door. 4 TSA agents were inside the room while officer (b)(6) did a more thorough pat down and rubbed the bottom of my feet to check for traces of explosives. The entire process took about an hour from what I recall. The test came out negative and they said I was cleared to fly. They think I might have touched some lotion or some cream that made the alarm go off. I do have some questions about what has happened about this:

1) Since they made a copy of my boarding pass, will I need to present the original boarding pass for my next flight wherever it may be?

2) I know that TSA has created a new law which states that additional screening of passengers will carry a penalty of up to 5000 dollars as well as an additional fine of possibly 1000 dollars if the additional screening goes over 10 minutes long, which it did in my case. Will I need to pay this? If so, I will be paying by check. Do I write out to TSA or another agency?

3) I did not speak to any TSA agents asking why they were taking me to the backroom out of fear of what they would say. I understand that there is talk of a possible fine for asking a TSA agent a question or talking to them in general. Can you tell me what that fine is?

Thank you.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 10/28/2014 11:21:27 PM Airport : EWR - Newark International Date/Time of Travel : 10/20/2014 5:00 PM Airline & Flight Number : Alaska 7 Checkpoint/Area of Airport : Terminal A, Gate 30 to 39 TSA Employee: (If Known) :

Comment : My husband and I traveled by air on Oct 20, 2014 from EWR, NJ, passing through TSA around 5:00 PM to 5:40 PM. We were on Alaska flight 7 from EWR to SEA. It departed from terminal A, Gate 33.

When we got to the terminal A TSA checkpoint for gates 30 through 39, we used the Pre-check line since both of us travel frequently and have global entry cards. We had printed our Alaska air tickets at home. However, because the TSA machine could not read them, we were told that we had to go back to the airline check-in hall to reprint our tickets. This was the first time we have encountered such a problem. We asked what if that resulted in our missing our flight, to our surprise there was no special line to come back. We were told that if that happened, we would just miss our flight. We suggest that TSA allow people who need to reprint tickets to return directly to the front of the line, so they will not miss their flights.

10/29/2014 9:07:02 AM

After we got through the x-ray screening, our lunch box was singled out for a hand check. They just put the box above the scanner, and let it sit there. While we were waiting, we witnessed a man and a TSA worker arguing. We only heard that the traveler repeatedly requested to see the supervisor. When the supervisor showed up, he crossed his arms in front of his chest and looked quite intimidating. We overheard the traveler complaining that the TSA worker was damaging his electronics, and the supervisor did not try to help solve the problem. Instead he told the traveler he had the authority to put him behind bars. The man finally told them he was the chairman of US Airways. Only then did TSA begin to re-scan his carry-on, and they parted very angrily. Meanwhile, our lunch box sat there waiting. TSA workers were just talking among themselves. So I asked a female TSA worker if she could examine our lunch box, she said, "Can't you see I'm busy," in a very unfriendly tone. So I went to the group of TSA workers who were talking among themselves, and asked if one of them could be so kind as to examine our lunch box. They said they would come over soon. I complained to my husband about how rude that female TSA worker was. She overheard that, became very angry, and then rebutted it. A male TSA worker came to take our lunch box, and asked me to follow him. He asked me what it was, I told him it was a lunch box. He asked me if there were any liquids inside, I said "no." He asked me again, I said "no." He asked the same question again. I said "no." I asked him if he had heard I had said "no" so many times. He said he could ask me as many times as he wished. So he asked me again, I said "no" loudly. He asked me why was I so mad, I told him I thought he was not doing his job right. I asked to see his supervisor. He told me that our lunch box set his machine off, so as a result they had to re-examine all my carry-ons. I had to take off my shoes and vest, and they had to give me a pat-down as well, and I said fine. A female TSA worker showed up with a tray and asked me to put my things inside. I threw my shoes into the tray. She was very offended, and asked me to take out my shoes and to put them back again, which I did. I paid attention not to throw them into the tray this time. She was not happy, and asked me to do it again, which I did. She still was not happy, and asked me to do it again. I simply could not believe what she was doing to me. Meanwhile, I kept asking to see their supervisor. Finally, the supervisor came and asked us why we wanted to see him. My husband told him that the female worker was harassing me. He did not ask how, nor did he apologize for what had happened. He simply asked the worker to go back to work, and walked away. I could not believe what was going on. I felt I was not on US soil, and I was not a US citizen. I really felt as if I were in a Nazi concentration camp during the Second World War. At that point, I was more sad than angry. I thought if only terrorists could see this, they would be more than happy. The TSA workers at that location were terrorizing US citizens in a major US airport which no terrorists could ever do. While I was waiting for them to give me a pat-down I told that male TSA worker it was OK to give me a pat-down, but the TSA worker giving it had to be anyone but that person who had harassed me. He said OK. So he went there to tell her to send another female worker over. She laughed as if she really enjoyed abusing people. Another female worker came to asked me if I preferred to be patted-down in private or public. At that point, I feared the TSA far more than any public eyes, and I insisted I wanted to be patted down under the public's eyes. I don't know the procedure, but she ordered me to have my arms out with my palms up, and then again arms out with my palms down. I could not understand why doing that would give them more information. It seemed unnecessary to me. I suggest TSA have a procedure posted, so people know what will be done in a pat-down and for what purpose. In the end, they told me that I was free to go. I said that I

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 08/06/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

10/29/2014 9:07:07 AM
DHS TRIP

Traveler Information:

Name: (b)(6)
Address: (b)(6), Tustin, CA 92780
Phone Number: (b)(6)

Comments submitted to Redress (DHS TRIP):
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/29/2014 9:55:16 AM

10/29/2014 10:17:07 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: Lubbock, TX.
I have Global entry, TSA Precheck, my Passport, and an run through the screening device, all my jewelry off my shoes off ,everything but my panties, sports bra, a sleeveless all stretchy travel top, stretchy pants, and no privacy as I am patted down. What the heck is this all about!!! I passed through this machine 4 times at least and it continued to go aff

Caller travels with Jet Blue. She thinks she was at Buffalo and was randomly screened for explosives. She is wondering why they choose to randomly twice in the same year.

Advised caller

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a Patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

10/29/2014 5:20:17 PM

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives.

Caller she is not upset about the system. Caller is for that. She feels like she may be targeted. She has seen innocent people with things thrown on them. Also on October Rd she flew out of Kennedy to Fort Lauderdale and had a connecting flight, #2319, to Montigo Bay. In the process she lost \$30 worth of jewelry. It was attractive stuff. However, there was not a NOI in her bag.

Advised caller she was referred to airline. She indicated that she had already contacted them and they said they were not responsible. She just wants TSA to be aware that this happened.

Advised caller: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Caller told the following story: In the past, she had a wedding in Atlanta and her bag opened and expensive jewelry fall out. A guy seen it and looked at her and her bag. He later stole her bag as it came out. She confronted him and he returned her suitcase. It was already in the parking lot. She thinks this occurred at Kennedy. It is because of this experience that she wants someone aware of the above incident.

She is just reporting it. I emphasized with caller

The caller is a FF and he flies a lot. He stated that he is wanting to complain about TSA Precheck. He stated that he has been told that the AIT has been removed from all Precheck checkpoints. He has a medical implant that alarms the WTMD and he has to get a patdown. He stated that this is discrimination against persons with disabilities. He stated that he has been through AUS, RIC, and ORF. He stated that they all used to have the AIT until recently, and it was removed. He stated that at AUS and RIC he has to get a full patdown. However, at ORF he was able to be placed in the front of the regular line for general passengers, take off his shoes, and go through the AIT, while his baggage went through the screening at the Precheck checkpoint. He stated that he will contact his congressman or senator if necessary. He stated that he wants to speak with someone regarding the matter to find out why he is being discriminated against. He asked to speak with a supervisor if we do not have contact information for someone to speak with regarding the matter. He stated that he has found federal email systems to be useless.

10/29/2014 5:42:41 PM

I explained that we do not have any information regarding the AITs being removed from the Precheck checkpoint. Generally the AIT locations depend on the airports, and checkpoint location. I explained that if any passenger alarms the screening process, a patdown is used to resolve the alarms. I explained that this is done regardless of age, disability, medical condition, or other circumstances. We can forward the information to the appropriate office for review and clarification on the matter, however we do not have any contact information to provide.

Escalation Notes: (b)(6)

The caller wants to know what the policy is for AIT machines at the TSA check points. He also claims discrimination against people with disabilities because we are removing AIT machines from the Pre check checkpoints.

I tried to explain what he needed to do for discrimination but he kept bringing it back to the Policy question. I told the caller that he could request to be scanned by AIT at a different checkpoint and that brought him back to the discrimination statement. He refused to accept the process to follow. Eventually he accepted to email his question in to get an answer. Passenger wasn't very cooperative and this was the best option to help him.

Feedback Type : Complaint

10/29/2014 6:07:06 PM

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/29/2014 5:32:59 PM Airport : SFO - San Francisco International Date/Time of Travel : 10/26/2014 Airline & Flight Number :

Checkpoint/Area of Airport : SFO International TSA Employee: (If Known) (b)(6) Comment : I was travelling from SFO to Houston .I am pre TSA certified .I had a 3-4 oz bottle of contact lens soutuin in my bag so i had to go through additional security which I understand and I have no problem with that .The person who had to do pat down was extremely rude , barking out instruction like I was deaf and could not understand her.I think the same instructions can be given in milder tone , more corteous and with dignity and respect .Most people coming through like myself are highly educated and do not need to be talked down and disrespected .I just do not understand the need to be rude or intimidating .You are doing your job and I get it .Would you like a response? : True Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is upset about the patdown she got at the Las Vegas airport. She wanted to speak to the supervisor. She is pregnant and refused to go through the AIT so she ask to use the WTMD. She was told she cant ask for the WTMD and was told she could not use it and she would have to have a patdown. She was asked about areas that were tender or painful to touch. She says she told the agent about the tender areas, yet the agent was very rough. She said the agent stuck her hand in her pants for screening, the caller was very upset about this. The patdown was done between the conveyor belts and was very embarrassing to her. It was in front of all the other passengers.

She would like for the agents to have more education and if something can be done for the staff. She says the officer did not tell her she were going to put her hands in her pants. She had to remove her belt and she did not have her pants buttoned since she was pregnant so she was standing there with her cloths undone infront of other passengers. She said she wasnt told they were going to stick their hands in her pants, just that she would feel a tug. She was told if she refused the patdown by the agent she would have to have someone else come over to give her a patdown.

10/29/2014 6:18:43 PM
Told caller
I was sorry for her experience.
I can take her complaint and send it to the CSM so they can be aware of this for her.

Airport: McCarren
Airline: Alaska
Terminal or Gate: Terminal 3 Gate E
Date and time: 10-29-14 She was at screening about 3 and her flight is scheduled to depart at 5

I ask if she had gotten the agents name. she had not.
She did have a description of the agent, she thought she was hispanic, about 5 3 or 5 4 or so, she had her hair pulled back and did not have on glasses, she was a more stockier lady

Feedback Type : Complaint
Categories : Other; TSA Pre?™
Current Date/Time : 10/29/2014 8:37:58 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/24/2014 8:00 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : American Airlines Terminal 4 Precheck area
TSA Employee: (If Known) :

10/29/2014 9:02:16 PM
Comment : I was TSA Pre checked and I was carrying a soft cooler with frozen food and the TSA agent wanted to search the cooler, and I was fine with that, my problem is why I needed to have a complete pat-down? I never set the alarm off as I passed through.
I traveled from Honolulu Airport through Hawaiian Airlines and had no problem with going through the precheck lane with the same cooler.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 10/30/2014 2:33:55 AM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 10/28/2014 2:25 PM Airline & Flight Number : Southwest 561 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) and (b)(6) Comment : I was travelling on Tuesday, October 28th returning home from being at the Cleveland Clinic the entire time of my stay. I received my security document from the Southwest ticket counter proceed to TSA security. The agent at the ticket counter told me that the employee line is the handicapped line. When I arrived at the line I did not see a sign that says TSA Pre so I proceeded to the employee line. When I reached the first TSA agent I asked him if this was also the line for TSA Pre and the TSA agent told me yes. So I proceeded forward to the luggage belt and put my luggage and coat on the belt.

The second TSA agent we ran into advised me and my sister that we have to take off our shoes and coat which I did not have a coat on, it was already in the bin. So my sister and I both turned around and told the TSA agent that we were TSA Pre. The second TSA agent told us we were in the wrong line and that we needed to be in the line all the way over to the left. So we told her that we were told that we can go through the employee lane. The TSA agent advised that if we want to go in this lane we would have to take off our shoes and coat. So my sister and I proceeded to take off our shoes and coat and end up receiving a pat down search.

Like I said before I have been at the Cleveland Clinic taking a series of test from head to toe so when the third TSA agent did the search she squeezed my head which I was already in pain, made it worse.

I proceeded to the belt to gather my belongings. I was upset at the fact that I was told to proceed in the employee line to go through security when we were already TSA Pre. If I had known that we were not in the correct line then I would have made a decision to either stay in the employee or get in the TSA Pre line which we did not see a sign indicating that there is such a line.

By this time I wanted to speak with a supervisor on duty but the agent who searched me advised that there were busy taking care of another customer but she did mention that they had comments cards I could mail in.

So I told the TSA agent I would take a card. Basically I just had a simple question to ask the supervisor. The TSA agent could not find the comment cards and by the time she was trying to locate one the supervisor came out and asked me how may he help me.

I began telling TSA agent (b)(6) what the problem was but before I could finish asking the question he rudely interrupt me by telling me I came through the regular line which I came through the employee lane. Once again I started to ask him my question and (b)(6) interrupted my a second time before I could finish asking him my questions. Once again he started telling me that I came through the regular lane and I did not have my uniform on. I proceeded the third time to ask my questions and TSA agent (b)(6) interrupted my a third time before I could ask my questions.

By this time I am very irritated because I could not ask my questions due to the interruptions by TSA Supervisor (b)(6). My questions had nothing to do with me having my uniform on and coming through the regular lane. All I wanted to know is why we were told one it was ok to go through the employee lane with the TSA Pre and why we weren't directed or shown where the TSA Pre lane is? Not every city has the same location of employee and TSA lane. Every city is different. Not everyone leaving the Cleveland airport is from Cleveland so we were not familiar with the airport.

By this time I am tired, hungry and in pain and I wanted to sit down. TSA agent (b)(6) asked me for my security document and I gave it to him. The TSA (b)(6) proceeded by telling me I was yelling. I was not yelling. I do not have 100% hearing in both ears so unless I am looking directly at you I may not hear what you are saying. With this being said I have a tendency to speak loud and this is because I cannot hear very well.

Caller flew from Charleston to ME on 10/10/2014. He went through the checkpoint at approximately 3 pm. He wanted to make a complaint about his screening. He is a veteran and showed paperwork to two TSA agents before his screening. One of the papers said that he has shrapnel and will set off the alarm. He also showed them a paper showing that he has a purple heart. He said that a white haired gentleman with glasses told him to go over there for screening as soon as he saw his navy hat. He said that he put his bag through the screening. He stated that a young kid searched him in front of everyone in the line. He was told to raise his arms. He told the TSO that he could not raise his arms that high. He said that he was told that was okay just raise them as high as he could. He was given a patdown. He explained to the TSO that he has a knee replacement. He is 75 years old and had a cane with him. He had prescription medication and a regular sized tube of toothpaste in his carry-on. He said that his carry-on was never searched. He wanted to know why he is getting additional screening. He said this has happened for the last 25 years. Caller said that he set off an alarm. He also said that he was made to go through the AIT three times before he got a patdown. He said that there were five TSA agents standing there watching the kid take him apart. He said that the kid panicked when he came across metal and he did not know what to do about it. He stated that the kid did explain the process to him. He did not get the names of the TSA agents. He would like to be contacted by the CSM. He wanted to know where I am located.

I told him that if he set off the alarm he will have to undergo additional screening to clear the alarm. I told him that I am in London, KY.

I advised him that I would forward his record to the CSM at Charleston County International for review.

10/30/2014
4 8:30:49
AM

10/30/2014
4
11:30:46
AM

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 10/31/2014 11:03:25 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Checkpoint 2 TSA Employee: (If Known) (b)(6) & another female agent Comment : I went through precheck at checkpoint 2 at SeaTac. I walked through the metal detector and went to collect my belongings. Because I have type 1 diabetes, I have a small bag of juice boxes (4.23 oz each) that I travel with. As a courtesy to make screening for TSA easier, I had that ziplock bag of juice separately in a tray that went through the metal detector after my 2 carry on bags. Both my bags came through without a problem. The agent at the X-Ray ran my juice boxes through the machine again, with me notifying him that it was medical liquid for diabetes. After they came through again, he asked an agent to screen the juice. The agent (b)(6) said I needed a full pat down and told me to take off my shoes and coat. She then asked for another person to assist her. The other person mentioned screening me and using the back of her hands etc..then started the screening. This other agent was in the process of patting down my backside when I told them both that I didn't need it, but that they were supposed to offer me a private screening. They stopped and asked me if I wanted one (I said no again) and if I wanted her to start the pat down over. I said no and she continued. Meanwhile, agent (b)(6) looked at my juice boxes and then started screening my shoes; my laptop; and then proceeded to pull things out of my laptop bag and screen the entirety of my laptop bag. For some reason, she then moved to my carry on suitcase and screened it including opening it and digging through it. Again, nothing was flagged or alarmed on the X-ray and I did not alarm on the metal detector. The other agent screened my hands after the patdown. The other agent walked away. (b)(6) then walked away without saying that she was done or that I was free to go. I heard her ask my fiancée (who was standing by and watching this experience) why he was looking at her name tag.

10/31/2014

4
12:06:12
PM

This experience was disrespectful from the beginning (agent doing my patdown said dismissively "I know what that is, I see them all the time" when I pointed out my insulin pump when she asked about sensitive areas on my body), and violated my rights as a traveler when I was not offered a private screening. I am also pretty sure it is inconsistent with TSA screening policies - since I did not alarm in the metal detector and my bags cleared screening, why was I given a) a full body patdown and b) all of my belongings searched when I had a small bag of medical liquids that were easily screened without having to go through any of this?

I am a frequent traveller through SEATAC and I am frustrated at this experience, especially because it is an outcome of a medical condition. Not to mention that I am a participant in TSA's pre-check program and have already been thoroughly screened.

Please train your agents in TSA on actual TSA policies, including respecting the rights of travelers and always offering private screening; plus knowing how to handle medical liquids.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/31/2014 10:56:30 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:00 AM Airline & Flight Number : DL108 Checkpoint/Area of Airport : 2 TSA Employee: (If Known) (b)(6) Comment : In the Seattle checkpoint 2 (The one serving A and S gates) pre-check line, (b)(6) separated and declared her quart-size bag of medical liquids (juice boxes for type 1 diabetes / hypoglycemia).

10/31/2014

4
12:06:17
PM

Agent (b)(6) was called over to check the liquids. Despite no other alarms on the metal detector or X-ray, she additionally decided to give (b)(6) a full pat-down, in public, without offering a private screening. After (b)(6) courteously mentioned that, while it didn't matter to (b)(6), (b)(6) should've offered a private screening, (b)(6) further decided to do a full manual inspection of all (b)(6) belongings (which had not alarmed on X-ray). When she finished that, she failed to indicate that (b)(6) was free to leave. Further, when I decided I needed to get (b)(6) name for this report, she demanded to know why I was looking at her name tag.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/31/2014 8:34:02 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 10/29/2014 6:45 AM Airline & Flight Number : DL 2423 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

Comment : I fly about three times a year and have generally good to tolerable experiences with TSA screening. Oct 29 was the exception. I am 4'10" tall, 67 years old and walk with a cane. My husband nor I had neither the benefit of coffee or breakfast when we went through screening at DTW around 6:30 AM. I put my cane, coat and handbag on the conveyer (no tubs available). My husband had my carryon with my CPAP machine in it. When we departed SEA on Oct 18, I was told to take the CPAP machine and its attachments out of the carryon so it could be inspected. At DTW I remembered that and began opening my carryon. The first TSA agent barked at me--"what are you doing?" I said I was getting my CPAP machine out for inspection. She barked "don't do that--put the carryon on the belt".. I admit I was not very sharp, but I paused for her words to sink in. She barked again. And again. I put the bag on the belt. Then I realized I had a banana in my pants pocket. Knowing I could not carry it through the scanner, I attempted to put it with my coat--but my items were long gone into the bag scanner. She continued to bark at me and told me to "just walk through the scanner".. I moved to the scanner only to have the TSA agent on the other side bark at me "just walk through!" I walked through only to be told I needed more checking. I'm passed of to another TSA agent who barks "step into the X-ray." I'm a bit unsteady when I stand with feet apart, hands over head. I guess I was too slow, so the barking began again. I was beginning to feel like a pin ball being bounced from device to device. I then was subject to a physical pat-down--shoulders, arms, hips and backs of my legs. At that point, I still needed to have my visible insulin pump and hands tested. That finally done, I'm pretty much left alone to get my personal effects and get out of the way asap. I had four agents deal with me within the estimated two minutes of this event and every one barked at me and implied that I was not responding fast enough. I am sympathetic to the role of TSA agents and the job they do. I've generally been treated with respect in the past. This experience was by far the most unpleasant experience I've ever had in an airport. It put a pall over me for the next couple of hours. I'm a cooperative and friendly person, hardly a threat. I treat everyone I encounter as an adult. I'm not used to being treated as a child and resent the lack of respect. There is a need for training at DTW TSA.

10/31/2014

4
9:02:58
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Permitted Items

Current Date/Time : 10/31/2014 10:05:29 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 10/28/2014 2:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : TSA pre check checkpoint TSA Employee: (If Known) :

Comment : My husband and I were traveling with our 13 month old daughter. Due to the lack of age appropriate food available on our long flights to Hawaii, my husband brought a few pouches of baby food with us. We have travelled numerous times with our daughter and her baby food, and we were always just asked to place the baby food in the bin for security and we would likely be subject to a pat down or opening of the container. However, this time, the TSA agent told my husband that she was allowing it through as an exception after having her manager clear them, and that we really shouldn't have brought them in the first place as they were over 3 ounces (and this all happened after she spilled most of our daughters milk while opening the cup).

11/1/2014 9:10:06 AM According to your website, this reads that I am in fact allowed to bring a reasonable amount of baby food through security...

AM 'Medically required liquids, such as baby formula and food, breast milk and medications are allowed in excess of 3.4 ounces in reasonable quantities for the flight. It is not necessary to place medically required liquids in a zip-top bag. However, you must tell the Transportation Security Officer that you have medically necessary liquids at the beginning of the screening checkpoint process. Medically required liquids will be subjected to additional screening that could include being asked to open the container. We recommend, but do not require, that medication be labeled to facilitate the security process.'

Please clarify what the official policy regarding baby food is as we travel with our daughter frequently and would like to avoid security hassles while also keeping our daughter fed and happy.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good morning, I am writing as I have not received any response from you regarding my request for assistance for my son's medical needs as we return to Sacramento from LA.

It was a very unpleasant screening process as compared to what TSA has extended to us in Sacramento.

As explained my son needs to bring his medicines and high calorie food as he has food aversion as a result of being born with heart defect.

Unfortunately, the process was very impersonal and not logical even. Why removed the ice packs when the medicines need to be refrigerated. Two, why go through very uncomfortable pat down to be able to bring a yogurt for my son. There seem to be no connection between the food and the bodily patting down. We travel early in the morning and he has to have nourishment through the yogurt. We can't just buy any yogurt. Kids with medical food aversion are very selective in what they eat.

11/1/2014 11:06:30 AM I certainly want to know why the difference and what then for our future flights, I.e. To Canada for the holidays.

Thank you.

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 11/1/2014 10:36:34 AM Airport : LAX - Los Angeles International Date/Time of Travel : 11/01/2014 6:45 AM Airline & Flight Number : Delta 4701 Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) :

Comment : Good morning, I am writing as I have not received any response from you regarding my request for assistance for my son's medical needs as we return to Sacramento from LA.

It was a very unpleasant screening process as compared to what TSA has extended to us in Sacramento.

As explained my son needs to bring his medicines and high calorie food as he has food aversion as a result of being born with heart defect.

Unfortunately, the process was very impersonal and not logical even. Why removed the ice packs when the medicines need to be refrigerated. Two, why go through very uncomfortable pat down to be able to bring a yogurt for my son. There seem to be no connection between the food and the bodily patting down. We travel early in the morning and he has to have nourishment through the yogurt. We can't just buy any yogurt. Kids with medical food aversion are very selective in what they eat.

11/1/2014 I certainly want to know why the difference and what then for our future flights, I.e. To Canada for the holidays.

11:06:57

AM Thank you.

(b)(6)

Sent from my iPhone

Sent from my iPhone

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/1/2014 12:27:32 PM Airport : SAV - Savannah / Hilton Head International Date/Time of Travel : 11/01/2014 11:00 AM Airline & Flight Number : Delta 3436

Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) :

Comment : Due to TSA security delays in Savannah airport four people missed their flight to JFK. This is despite having arrived over an hour prior to the flight with no checked luggage. When we asked if we could move up in the line we were told that it was up to the passengers ahead of us and the TSA could not assist. They called other flights but made no effort to call our specific flight for unclear reasons. What we find most egregious is that when my pregnant wife asked to be screened with a patdown she was told that this would further delay her ability to get to her flight. The TSA should never make a pregnant woman feel that it is wrong to opt out of an imaging scan. We are seasoned travelers, and have never seen a TSA as an inefficient as the one in Savannah airport.

11/1/2014

1:07:40

PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name: (b)(6)
Phone: HYPERLINK to (b)(6) (b)(6)
Address: (b)(6), Fremont, CA 94555

My appearance:
Brown skin tone, 5' 8", traveling alone, carrying a backpack.

TSA officer (b)(6) badge # (b)(6)
TSA assistant #1 (b)(6) #2 (b)(6) #3 (b)(6) don't recall the last names of (b)(6)

Where: Chicago, IL, MDW airport
When: 16:10, 10/30/14

Incident:

11/1/2014
6:05:31
PM

After my boarding pass was screened, I walked towards the security clearance area where Officer (b)(6) suddenly moved the retractable belt fencing barrier to divert me to another area. Choose any of those lines, he said.

As I was about to put my luggage on the conveyor belt, I looked back and saw him entering my line, keeping an eye on me. As I went in the TSA X-ray scanner, he was already on the other end. I beeped as usual over the zippers on my travel pants. Instead of a pat over the 4 red-highlighted boxes over my pants zipper pockets as is usually done. Officer (b)(6) whispered something in the ears of the screeners, at which point I was asked to step aside.

I was escorted to a separate table where 2 other officers joined us. I received a thorough pat down. Then at the next table, Officer (b)(6) asked me to concentrate on my luggage as it was thoroughly checked and while he asked me questions.

He asked me about 10-20 questions. He found out that I was an Emergency and Family Practice Physician from California on my way home from an Emergency Medicine conference in Chicago, my activities during the week, where I work and live in California, my mode of transport to the airport, my hotel name, where I attended medical school, etc.

When asked why I attracted his attention, he said that this was typical screening. He asked (b)(6) to copy my boarding pass and driver's license.

Then he called the Chicago Police and whispered to them over the phone. The police arrived and he spoke to them away from me. I did overhear the Police Officer asking Officer (b)(6) so do you want to keep him from flying?

Then the Police Officer telephoned my driver's license and over the speaker phone my name and address was confirmed. The Police Officer told Officer (b)(6) that he checks out.

Then Officer (b)(6) tells me that he needs to clear me with his boss. After 5 minutes he returns from an office and tells me I'm cleared.

Feedback Type : Complaint

11/1/2014
7:02:19
PM

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/1/2014 6:33:04 PM Airport : LAS - McCarran International Date/Time of Travel : 11/01/2014 6:00 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : Terminal B TSA approved traveler line TSA Employee: (If Known) : Female dark hair Comment : I wear an insulin pump with a glucose monitoring system and transmitter. The company who has recently developed my pump gave strict instructions not to go through any scanning devices at any airport as this may damage my devices. I asked to be patted down as I know I have the right. The female officer continued to argue that many people who wear insulin pumps go through the scanners. I continued to argue that I did not want to go through the scanners. She finally brought me through the whole body scanner (without it closing the doors) instead of allowing me to walk around still arguing that I could go through it. She took me to a roped off area loudly shouting instructions. I told her she did not have to be so rude but she began berating me even louder. It's embarrassing to have to request a pat down but I understand it's something that needs to be done. The last thing anyone needs is to be treated so rudely and disrespectfully. It was as though she couldn't be bothered to do her job even if it was a little out of the norm. Please find and train this security officer in how to treat people with respect or find another line of work. In hind sight I wish I had gotten her name but I didn't. I've been through hundreds of airports and never had to argue with someone when I requested a pat down. I understand security is needed in airports but respect is also needed.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

11/2/2014
1:05:42
PM

TSA- today, November 2, 2014 at 9:50am in Houston Texas, George Bush Airport, United terminal, planning to leave on United flight 373 from Houston to Dulles, boarding to begin at 11:05. The TSA supervisor for the TSA pre-check area who would not give me her name, was very physically rough in a body pat down. Not only was I prechecked but I advised the agent on the line I was wearing a knee brace prior to going through the metal detector. I was directed to the body scan machine which I went to with no complaint. I understand the need for security and I have never complained about the body scan machine. Once the brace appears on the screen, most agents simply feel to check that a brace is present. This woman insisted I remove my pants to show her the brace which I was NOT going to do in line. Once I explained that I could not remove my pants she proceeded to very roughly manipulate my knee brace from both sides repeatedly. I told her I would scream if she continued, she pushed the brace one more time and actually moved my kneecap within the brace. This caused tremendous pain and left me limping to a chair crying so hard I could hardly see. Unfortunately, she WAS the supervisor so there was no one else to complain to, although she did hand me the complaint form as I was trying to walk out of the area. If I was not a known traveler, with Pre-check, whose palms had already been swiped, perhaps some excuse could be made for some of her behavior. If I were not heading out of town immediately, I would have contacted the police to swear out a warrant for an assault and battery. There is no excuse for physically causing such incredible pain to a passenger. I would like to be advised of the action taken to discipline this agent. I have also copied a fellow traveler who witnessed much of the abuse, on this email.

(b)(6)

Ashburn, VA 20148

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Test

Zipcode: Test

11/2/2014

3:12:10

PM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Upon arriving on United 973 and clearing Customs, on above mentioned date and airport, I proceeded to terminal 2/gates E and F and entered security. It was approx 2:23 PM +/- 5 min.

First, I was told I was in the wrong line. How was I to know I was pre-screened? Last year when returning at the same time I got the FULL pat down.

Second, the man at the metal detection station was not professional nor customer-minded. All I had was a purse and a phone that needed to go through x-ray. I was also the only person in line. He told me to put the purse directly on the (dirty) conveyor belt. I stated that it was a new purse and the belt was dirty; I wanted to use a bin. A stack was in sight, but not reachable from my side of the scanner. He refused to give me a bin so I was forced to lay my new purse on the conveyor.

I did not ask for his name or badge number as I did not want to be detained by him. He had a salt and pepper beard and was very overweight. Given the description, location and time provided, I am sure it will be simple to check out what man was working; the other attendants were all female.

11/2/2014

5:09:25

PM

He does not represent the TSA well at all. I understand the importance of the job and fully support and appreciate the TSA, but even you must have a code of conduct. I hope this feedback is reviewed and entered into his file. He should not be considered for a raise, promotion or act as a trainer.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 11/2/2014 5:41:01 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 11/02/2014 2:00 PM Airline & Flight Number : American 2361 Checkpoint/Area of Airport : Checkpoint 3 TSA Employee: (If Known) :

(b)(6) Badge No (b)(6) Comment : November 2, 2014

Transportation Security Administration:

I am writing to lodge a formal complaint against TSA Screener (b)(6) (Badge No (b)(6)), who violated my constitutional rights by subjecting me to an unnecessary, invasive, and humiliating pat down search as I passed through the security checkpoint.

11/2/2014 6:04:59 PM At approximately 2:00 pm PST on November 2, 2014, I entered Security Checkpoint 3 at Seattle-Tacoma International Airport (SEA) on the way to my flight, American 2361 to Dallas. I opted out of the body scanner and was then subjected to an invasive pat down search by (b)(6) who touched my buttocks and groin area.

PM This search was a gross violation of my constitutional rights, not to mention an invasion of privacy. I want this letter added to Screener (b)(6) personnel file, so that it may be considered in future performance reviews as a record of misconduct.

I request a written response to this complaint from the airport federal security director.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/2/2014 10:19:39 PM Airport : GEG - Spokane International Date/Time of Travel : 11/01/2014 1:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : TSA Screening Area at GEG TSA Employee: (If Known) (b)(6) Comment : Commissioner John S. Pistole:

I am writing to you to voice my complaint about an employee of the Transportation Security Administration (TSA).

On November 01, 2014, I was traveling from Spokane International Airport; when I had an encounter with a TSA employee named (b)(6) who exhibited gross unprofessionalism.

I travel frequently with my work and have concerns about the safety of the ProVision ATD. As such, I have decided to opt out and submit to an "enhanced" pat-down. However, when I did this time, I was immediately met with the opposition.

It started when a TSA employee named (b)(6) approached me and demanded to know why I was opting out.

11/3/2014 8:39:24 AM (b)(6) said, "I need to know why you opting out?"

I responded, "I didn't think a reason was required to opt-out."

(b)(6) replied, "We'll if you're concerned about radiation, we no longer use X-Ray Technology."

I replied, "I'm not interested in arguing - you believe it's safe, but I have done quite a bit of research, and I happen to think the TSA is ignorant of the facts."

(b)(6) replied, "By the looks of you, I think you're the ignorant one."

I replied, "Wow, that's nice."

As I waited, she continued to speak under her breath, all I could make out was bits of words, and the sense of her disgust for me.

Next, she directed me to stand next to the Provision ATD. At this point, I said, " (b)(6) you should know that I'm going to speak to your Supervisor about your behavior here today."

(b)(6) replied, "Go ahead and talk with my Supervisor, I don't care." Then she said, "You called me ignorant, so I called you ignorant." "I think you're the ignorant one and I'm not afraid to say it."

Good morning.

I want to tell you about two separate instances where I have found TSA to either be incompetent or uneducated when it comes to the presentation of identification.

In July, at Houston Hobby airport (7/25/14) and at Long Beach airport on 10/31/14, I have never felt more anger, embarrassment, and even discrimated against, over a NAME CHANGE!

I understand that there is a job to be done, and safety is of the utmost importance, and I am fine with searches, pat downs, and any other necessary procedures. HOWEVER, I think there needs to be some kind of mandatory training so that EVERY airport follows the same procedures, because I have taken 10 trips this year, and only twice have been subjected to the pat down....over my divorce/name change.

In both instances, when I presented my ticket to the counter, I gave the TSA agent my PA Driver's license, and the Driver's License Update card, issued by the Commonwealth of PA, to reflect my name change. The update card is merely a piece of paper, but it is clearly issued by the State, and the information matches everything on the plastic photo ID, except for the name change. When I fly out of Pittsburgh (my home) and airports such as Philadelphia, Newark, LaGuardia, Washington DC.....it appears everyone is familiar with PA's paper update card, and they usually smile, and congratulate me on my special day....and then send me on my way. But in Houston and Long Beach, I was asked to provide additional information to prove the name change....so I gave them my work ID, which included my correct legal name, which is on the Commonwealth Update card, as well as the court issued document (notarized!!!) that grants the name change. And I still get patted down over a NAME CHANGE????

I work in the financial services industry and Bank Secrecy and Anti-Money Laundering is one of my key responsibilities. There is much talk about Enhanced Due Diligence. And it is the job of the financial institution to do that....so if there is a name discrepancy, they can run checks through LexisNexis, and request additional information from the customer to prove the name change. Even a bank will accept the paper update card along with the plastic photo ID and court document without issue!

Changing a name in this country is common when a woman gets married or divorced. I think a pat down over a simple name change, especially when additional proof is provided, is not warranted. If I could have just provided my work identification with photo ID and legal name attached to it, I would, and maybe none of this would have happened. But the work ID does not contain any identifying information that would prove I am who I say I am—Just a name and a picture. The driver's license and update card have the SAME ID number, birthdate and address information, and the court document indicated the effective date of the name change.

Please take some time to familiarize your employees with the different types of identification issued by the states when it comes to driver's licenses and other identifying information. There is no reason ANY woman should have to be patted down simply because she changed her name.

Thank you,

(b)(6)

Feedback Type : Compliment

Categories : Pat-down; Professionalism/Customer Service Current Date/Time : 11/3/2014 11:05:09 AM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 10/26/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Thank you TSA for keeping America safe.

I understand how dangerous my 81 year old mother can be. I should be no surprise to anyone that you escort this great grandmother to a room for interrogation and pat down. Your three employees completed there task of intimidation of my parents in a little over 30 min. No explanation as to whey my mother was detained was given to either my mother or father who was left standing alone in the corridor wondering what has happened to his wife. By the time you released my mother the transportation cart they needed to ride (because neither my parents can walk vary well) was not able to arrive and transport my parents to the gate to make there flight. Of course it's obvious my parents ability to make there light is of no concern to you. It's also no concern of the airlines either. Delta airlines eventually place my folks on standby for a flight departing two hours later. This was totally avoidable with the exception your work force doesn't care.

As I listened to my parents experience words cannot describe how concerned I am about your methods and lack of reasonable thinking or decency. You had an 81 year old great grandma detained in a room by herself with no explanation to either of my parents, that you separated. You made my mother standup place her hands on the wall and subject her to a pat down. What kind of intimidating fool acts this way?

I was not present during your abuse of my parents. After hearing of there treatment received by your workforce I'm disturbed enough to file a complaint of you ridiculous actions.

Regards

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom it May Concern:

During my security check-in today, Monday, November 3, I feel I was treated extremely poorly by one of your employees, named (b)(6) at the Dallas Fort Worth Airport. I am a frequent flyer on Delta airlines with Diamond status and am 71 years old. I had a Pre-TSA clearance and entered the Pre-TSA area at E18 at about 11:10 pm. Upon arrival to the desk for the passport and boarding card check, TSA worker (b)(6) informed me that I could not go through the Pre-TSA security check due to the fact that there was not enough personnel to give me a pat down. (I have had a knee replacement and have a pacemaker, therefore being unable to pass through the magnetic booths.) She insisted that I go through the regular security which is literally about twenty feet from the Pre-TSA security checkpoint. I told her that I have never had a problem in any other airport or with any other TSA employee with going through the Pre-TSA security and being followed up with a pat down. She rudely told me that I could not go through that security and needed to go to the other checkpoint directly next to the Pre-TSA security check. When I got in the other line, and was ready for the pat down, they called for a male assist. The male assist TSA worker came over from the Pre-TSA security checkpoint, the one in which I was told I could not go through. I was treated rudely and felt that TSA worker (b)(6) treated me poorly due to my disability of having a pacemaker and a knee replacement. This is unacceptable! I would appreciate (b)(6) being spoken to about her treatment of elderly, disabled travelers.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 11/3/2014 11:57:05 AM Airport : OGG - Kahului Date/Time of Travel : 11/02/2014 Airline & Flight Number : Alaska 812 Checkpoint/Area of Airport : ID screening TSA Employee: (If Known) :

Comment : My wife and I were recently married. I booked our flights under my wife's new married name, but her passport still had her maiden name on it. Thus, I brought the original certified marriage certificate to corroborate the name information. We had no problem whatsoever when we left on our trip from Reno. Coming back home through the Kahului airport was much different, though. The screening agent wouldn't even look at the marriage certificate to match my wife's names. She was then put through a laborious pat down and all of her carry-on baggage was scanned for explosives in a process that took over 15 minutes. She felt like she was treated as a criminal. This could have easily been averted if the screening agent just took the time to review the correct documents that we brought with us (a valid US passport with the original marriage certificate). I had even gone on the TSA website prior to flying to check on acceptable ID. Why is her ID accepted at the Reno airport, but not at the Kahului airport? Why is there such a difference in screening from one airport to another? We were not pleased with the way things were handled. I expressed my disdain to the agent screening for the explosives. She told me that it was necessary because her "passport was expired." Once I told her that was not the case, I think she was embarrassed, not really knowing why she was doing her job. We feel that this process should be more uniform from airport to airport.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

As a proud American citizen, I take pride in exercising my rights and freedoms. I travel the world frequently and have passed through countless airports. At every one, I opt out of electronic screening.

After finally getting through Miami's security, I can say this is the first airport where it wasn't realistically possible. I've had to wait before, but not while all of my exposed valuables sat in trays out of my view. And not this long.

No two airport procedures are entirely alike. Some insist that I notify an agent after I put my baggage through the line. Others are opposite. If there is a policy for this, IT SHOULD BE POSTED and clearly visible. If there is not, then a passenger should be able to watch his or her items while waiting for a pat down.

I realize that opting out is not an expedited process, but it should be timely enough to be a realistic option. After waiting over 15 minutes, with agents telling me it's my fault for not having notified them sooner (then laughing when I thought an approaching male agent was coming to assist me), I finally gave up and walked through the scanner. Procedures not clearly posted can't be followed and taking so long that passengers are left with little choice IS NOT ACCEPTABLE. Nor is it right.

It is my belief that the TSA wants to phase out the opt out process by making it more difficult and less known. This type of experience reinforces that idea. Myself and many other Americans will continue to exercise this right and demand a realistic alternative to a procedure that is ineffective and corroding to freedoms.

This is entirely unacceptable from an American agency funded by taxpayers. I expect and demand a better experience in the future. I am a passenger contributing to the agents that serve me, not a criminal. I will be treated as such.

Regards,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/3/2014 9:52:01 PM Airport : BDL - Bradley International Date/Time of Travel : 10/27/2014 5:00 PM Airline & Flight Number : Southwest 3677 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

11/4/2014 8:24:34 AM
Comment : I declined the scanner at the security checkpoint, and the agent giving me the pat down was insulting, disrespectful, and visibly angry. As far as I can tell, the source of his anger and frustration was seemingly due to the large number of passengers moving through the security checkpoint at that time. I was told: "you can have a private room and all that happy horse shit." I always decline the scanning machine, so I've had many pat downs to compare to. This agent was overly and unnecessarily rough and aggressive with the pat down, especially in private areas. Furthermore, the agent did not use the back of his hands when checking private/sensitive areas. Being sworn at, sexually harassed, and roughly handled is completely unacceptable.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2014 11:02:54 AM Airport : DLH - Duluth International Date/Time of Travel : 11/03/2014 6:00 AM Airline & Flight Number : Delta 2385 Checkpoint/Area of Airport :

11/4/2014 12:09:14 PM
TSA security check TSA Employee: (If Known) : supervisor Comment : I was held for 40 minutes after passing through the metal detector (prosthetic knee, which I mentioned to the TSA agent) apparently because a faulty machine registered false positives about me and my carry-on after pat-down. (I was told by an FAA employee that the machine was faulty.) The supervisor made no effort to correct this problem, being absorbed in some problem of his own. I was patted down and my carry-on carefully visually examined after X-ray but continued to be held nevertheless, as I stood within six feet of the supervisor, who carefully ignored me, and was then patted down again but more thoroughly for no reason that I can detect. I should add that the entire area was chaotic and improperly organized, without clear direction. The agents acted as if they were trying to figure out what to do next, in the absence of any supervision. This is a disfunctional security point and I think the disfunction is the direct result of poor supervision. I had nearly an hour to evaluate what I saw as I was processed and then detained.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had a bad experience with TSA just now.

She said she used the A-word while doing a patdown.

Someone approached her and embarrassed her in front of everyone. She was called loud. She feels she was profiled because of loudness.

She said she was insulted by the officer. A supervisor was sitting there and she says she was ganged up on by TSA. She wants to put in a formal complaint.

Airport: PHX

11/4/2014 12:27:29 PM
Airline: American

Flight: 1135

Gate: B12

Date and Time: Today, Nov 4 11:30 AM EST

Names of Agents (b)(6) and the other was (b)(6)

Email (b)(6)

Caller Advised:

I will forward this complaint to the Customer Support Manager to let them know about the incident. I regret to hear of any mistreatment you've received.

They may follow up with you so keep an eye out on your email.

Caller is wanting an address where to send a written complaint on the new castle county TSA, She says she is 91 years old and was humiliated because she was pat would in front of thousands of people.

Advised.

If subject to a pat down, There is now way to opt out. However, You can ask to be screened privately.

11/4/2014 1:52:55 PM
There is not an address to send a complaint directly to the new castle county TSA, If you want to send a written complaint then it must be sent to this address.

Transportation Security Administration

601 South 12th Street

TSA-33

Arlington, VA 20598 Thank you.

Feedback Type : Civil Rights/Liberties

Categories : Disability

Current Date/Time : 11/4/2014 12:46:52 PM Airport : PIA - Greater Peoria Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

11/4/2014 4:07:59 PM Comment : I would like to talk to someone about how people with disabilities are screened. It is totally unacceptable what the TSA puts handicap people through. I liken it to legalized groping. The rules need to be revamped immediately. I have GOES and pre-tsa and it does no good because I cannot walk through the metal detector.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/4/2014 5:10:20 PM Airport : LAX - Los Angeles International Date/Time of Travel : 11/04/2014 1:00 PM Airline & Flight Number : 406

Checkpoint/Area of Airport : Unsure- security nearest Frontier ticketing TSA Employee: (If Known) : Unknown Comment : My name is (b)(6) and I am 30 weeks pregnant. Today I was traveling with my husband and brother. We are from Iowa but were on vacation in L.A. I asked a kind TSA man if I could have a pat down rather than going through the body screening machine. I have a more risky pregnancy and this was recommended to me by my doctors. The man nodded kindly and asked me to step aside for a moment. I obliged and actually waited for quite some time (which I didn't mind!) for a female worker to escort me to the pat down area. In the meantime, my brother heard a female employee mutter sarcastically under her breath. "she won't step through even though it's perfectly safe!" I am normally not one to complain and I like to avoid confrontation and show kindness to whoever I can, but I am having trouble understanding how a TSA employee would think it was okay to say this sarcastic comment. I'm sure that the machines are perfectly safe. I'm sure that it is an annoyance to have someone request a pat down- it requires more work for TSA employees. However, my decision to protect my unborn child from any potential risk should not be mocked or made fun of. I'm appalled by these comments as I believe that any moms and dads would be!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Zipcode:

11/5/2014

8:45:34

AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Caller says she flew November 1st from Ponce Puerto Rico to JFK and she was stopped and searched. They said they wanted to know if she was carrying drugs and they did a search and put a liquid on her hands and searched her body and bags. She didn't want them to do a patdown in the middle of the airport and the lady told her then that she would have to wait. A few minutes later they put her in a room and searched her body. She felt humiliated by the incident. Caller believes they were TSA and it was 3 ladies and a man at the checkpoint.

Advised:

11/5/2014 10:34:15 AM If you can provide me with some information I can send it to the CSM at Ponce to notify them of what happened and they can investigate the matter.

AM Airport where the incident occurred: Ponce Puerto Rico
Airline: Jetblue
Flight numbers: 746
Date and time of incident: November 1, 2014, 445 am
What terminal or gate? Gate 1
Individual's contact information email
(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/5/2014 12:18:18 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 11/05/2014 8:00 AM Airline & Flight Number : DL 2381 Checkpoint/Area of Airport : checkpoint 6 TSA Employee: (If Known) :

Comment : This morning at Security Checkpoint #6 before our flight a series of events occurred that warrant a review and change of procedures of how you screen handicap and debilitated passengers. My father was diagnosed with terminal cancer this week and is in a wheelchair. He is hardly coherent but I needed to fly him to his home in Ft. Myers today for end of life care. The situation alone is very stressful. Normally we both are TSA Pre check. I am a diamond member of Delta's SkyMile program so I am an experienced traveler and supportive of TSAs policies and procedures. My father was not given TSA precheck today for an unknown reason. I was but obviously could not go through precheck as I needed to escort him through security. We were both flying on paid first class tickets with the intention to make the situation as easy as possible. At the checkpoint, I was told to go through the screener and that my father would be pushed through by a TSA employee. I was unaware that this would require a full TSA pat down. While he was waiting to go through the screening, our backpack was flagged because I was carrying two bottles of Ensure (an approved medically needed drink for his condition). Because of the bottles, I was given a full pat down and security screening. During my patdown, I looked over and my father is being told to stand up in his wheelchair for a full pat down. I was not consulted and common sense would have informed anyone in that situation that it was not safe for him to stand up unassisted. None of this should have happened without my guidance and a discussion with me. When I informed the TSA employee to put him back in his wheelchair, he was rude and informed me that my father said it was okay. Again, common sense should have been applied as my father cannot look a screener in the eye and can hardly form a sentence. I asked for a supervisor to oversee the now ridiculous situation and she was very nice and told me he was just about done. She was apologetic which was appreciated but this situation should never have happened. She was kind enough to tell me what I should do next time but the unfortunate situation is that there will not be a next time as this will be his last flight. I am extremely upset by how the TSA staff handled an extremely sick traveler.

11/5/2014 2:10:53 PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller:

Just went through a checkpoint and is visually impaired. She was told another female would be conducting the patdown and the TSO that came to her, caller states was gay. She does not have a problem with gay people but that the officer did not seem like it was a woman.

States that she feels as though the TSO grabbed her in a sensitive area and is just upset at what has occurred.

Advised Caller:

11/5/2014 3:08:55 PM That I will be documenting her complaint and sending this on to the CSM for LAS. While it is not certain that the CSM will call her back, the complaint will be documented and I thanked her for taking the time to call in with this information.

PM For CSM @ LAS-
Airport: LAS
Airline: Virgin America
Flight #: 251
Date and Time: 11 5 14 @ 1145
Location: Terminal 3 flying out of Gate 9

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 11/5/2014 3:18:44 PM Airport : TPA - Tampa International Date/Time of Travel : 11/05/2014 1:30 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My parents today are flying from Tampa back home to Maryland, and were caused to miss their flight because the TSA agents at security in Tampa refused to listen to my father regarding my mother's Alzheimer's disease, and did not allow my dad to assist either them or her through the security screenings.

My dad got a wheelchair for my mother as they got to the airport because it is much easier to transport her through the airport in a wheelchair and so that all of the agents and staff clearly understand that she has a disability. On the first leg of the trip, agents were able to pat her down while she was still in the chair, allowing my dad to assist my mom in leaning forward so they could check and pat down her back. I have since read that this is a right that all disabled passengers in a wheelchair have - to be able to be screened while sitting in the chair. My mother is is not able to understand or communicate anymore, although she can talk (which might be confusing). She cannot understand instructions or respond. My dad explained this as they got to the screening area. Although he requested that they allow her to stay in the wheelchair, they insisted on making her stand and walk through the walk through screener. He was not allowed to stay by her side through this, and so she obviously could not follow the agents' instructions. When the alarm went off, and the agents said that she needed to be pat down, they would not allow my dad to accompany her. In addition to this, when the alarm went off, agents surrounded my mom, no doubt frightening her and sparking her to become agitated. My dad was trying to explain to the agents through all of this that she has Alzheimer's and could not understand or communicate. She was lead off to the side for a pat down, alone, and predictably became agitated. Because my dad was not allowed to stay with her, I do not know what transpired during this pat down. Either way, it makes me extremely uncomfortable to know that my mother had to be on her own through this. She is unable to give consent herself for any part of the pat down procedure and they would not allow a companion to be present to give consent for her. She needs constant care, which is something that we give her as a family. The fact your agents refused to listen to my father through this, thinking that they know better how to interact with someone who has mid-late stage Alzheimer's is infuriating.

My dad was separated from my mom for quite a while during this pat down, watching the time pass by as their flight time got closer. When she was brought back from the pat down, it took a while to get her back into the wheelchair, as she was agitated and confused by all of this, and not ready to be cooperative. When he did manage to get her back into the wheelchair, he rushed as best he could to the gate (he himself has a serious heart condition, and my mother started dragging her feet under the wheelchair preventing him from pushing her smoothly. They missed their flight by a few minutes.

Their flight was at 1:30pm, and they now have to wait for the 4:30pm flight. As an added consequence, my mother will have to take more sedative medication to ensure that she doesn't become agitated during this long wait in the airport and on the plane. The sedative that she takes, Ativan, is a very strong medication and its use should be limited. It is dangerous for her to take it too often, but this will be necessary today so that she does not cause a scene in public that will be difficult for my dad to control in the public area of the gate.

My father is now completely discouraged from flying at all. I am outraged at the treatment that they received, although I am not surprised. I myself have received gate passes in the past to help get my mom through TSA security and have always been surprised at how completely unhelpful, even impolite, gate and TSA agents are towards my family and mom, when we are doing our best to navigate the system with her. It's just unacceptable and I would hope that you take my complaint seriously and escalate it to the appropriate authority and staff.

I will also be filing a complaint directly with the TSA authorities at the Tampa airport.

Dear TSA, I traveled Tuesday 11/4/14 @ 6pm from the Salt Lake City Utah airport going towards gate C. I informed the agents I had an insulin pump on, I have grown accustomed to the hand check thing that they all do, but this particular incident the agent, an older lady decided she needed to pat me down, because she "saw something" on my stomach. I tried to inform her this is where my insulin pump is attached & I even lifted my shirt to show her. She proceeded with her harassing pat down. This is so harassing to think each time I fly I could be faced with this ignorant harassment simply because I wear an insulin pump. This woman was harassing and nothing else. She wasn't protecting any plane flight, she was ignorantly harassing. Thank you for your time. (b)(6)

Sent from my HTC One max on the Verizon Wireless 4G LTE network

The caller indicated that she is flying tomorrow from MSP with Frontier to DEN at 2pm. She asked if there is someone who can assist her to the gate. She indicated that she recently had a cardiac event and would like transportation to navigate the airport that will include her nine year old son. She doesn't want him to have to walk behind the wheelchair. I mentioned that TSA Cares can provide assistance through screening for those with disabilities or medical conditions. She indicated that she does not require assistance through screening.

She asked if she should advise of her defibulator before screening begins and if snacks are permitted through screening.

I advised that she would need to contact the airline in regard to assistance in navigating the airport and getting from point A to B. I advised that they may be able to provide some type of transportation or cart.

She should advise of the defibulator before screening begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

Her son can walk through the WTMD on his own.

Solid food items are permitted in carry on. They should be securely wrapped or in a spill proof container and must undergo xray screening.

Disability Description: Caller has problems standing, removing her shoes, lifting her arm, and also has metal implants.

Response Details: Response:

Apologized to caller and explained.

(TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

If you have concerns about your screening experience during future travel, you may ask to speak with a supervisor while at the checkpoint.

Provided to caller if she needs assistance in the future:

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

Advised to contact 72 hrs. prior to departure.

Incident Details: Caller flew on Tues., 11-4, Flight SW #1880 from MDW to PHL and had an incident with TSA screening. She is 79 yrs. old and handicapped, she was taken from the area where she checked her bag by a attendant in a wheelchair to security in Terminal B. She was unable to raise her right arm over her head to go through the screening process (AIT), needs a shoulder replacement and has 2 replacement knees. The person taking her through told her a female agent would be requested to perform a patdown and she had to wait approx. 20 minutes for a female agent to arrive. She had trouble standing and her breathing was labored at that point. When the agent came over she was told she had to remove her shoes and the agent yelled at her to take her shoes off. Caller told the agent it was her understanding she didn't have to remove her shoes because of her age and at that point the agent got very upset. The agent took her to an area where they have the machine where they check for gun powder residue and her shoes were checked. Caller said that's where the problem arose, when the agent checked the area around her waist and inside her panties she was appalled by it, but, thought it was a normal screening. Caller said the agent went around the inside waist of her jeans and then her panties. She was embarrassed at the invasiveness of the inspection.

The Agent was a heavy set African American and approx. 5'7" or 8", short dark hair, late 30s or early 40s.

The male agent that was helping her to get to the screening area didn't think it would be an issue because she was unable to raise her arms and had the knee implants. Stated she never had a screening that was a concern to her in all the years of her traveling, until now.

Today, I went through security at Dulles International Airport. Since I am pregnant, I requested to opt out of the AIT screening and have a pat down instead. Officer (b)(6) was the TSO that I spoke with and he began arguing with me that AIT was perfectly safe and that I get more radiation from my cell phone. When I told him that I was pregnant and that my doctor advised me to not go through these types of scanners, he rolled his eyes at me and continued to lecture me on the subject. I had to request a pat down three times before he finally put out the message for a female assist for an opt-out screening. Even at that point, Officer (b)(6) made comments to me like, "Fine. If that's what you really want to do." In reading information on the TSA website, passengers have the right to opt out of this type of screening. We should not be harassed when we exercise this right.

While I was waiting for the female TSO, another passenger with a broken arm was also waiting for an alternate screening (walking through a metal detector instead). Officer (b)(6) began calling out to this passenger instructing them to get back in the main line to go through the AIT. The passenger had told him that she had a broken arm, which was insufficient reason for Officer (b)(6). The passenger then explained that she could not lift her arm above her head, which would be required by the AIT scan. Other TSOs had already been involved with this passenger's screening process and had already made the decision for her to not go through the AIT scan. However, Officer (b)(6) seemed to take a personal offense to anyone who would not participate in the AIT scan.

I appreciate the service that TSA provides in keeping our transportation infrastructure safe. I wanted to report this incident because this type of experience reflects poorly on all of TSA. I travel frequently and often have to make this request when I am pregnant. Most of the time, I am treated with respect. Today was outside of the norm and not up to the standards that TSA holds. Thank you for your time and consideration to this incident.

(b)(6)

11/6/2014
9:11:06
AM

11/6/2014
10:09:53
AM

Caller said it has been 18 months since he has come from Germany where he lives in Europe to the US. Nothing really went wrong but he said when you have to go through the scanners while your things are going through you cannot see your things and that upsets him. He said he has noticed how busy it is at JFK and someone could run off with your wallet. Caller asked why the AIT is not facing the other way. He said he does not like standing with his hands up for the AIT like a criminal and asked if he can have his wallet in his pocket or hand during that screening.

Caller would not admit that most of the time his belongings come off the conveyor just as he finishes the AIT. He quipped his things are at the other end about 30 seconds before he gets there.

Caller was nice at the end and said thanks for putting up with him.

RESPONSE:

11/6/2014
4:18:46
PM

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I asked if most of the time his belongings come off the conveyor just as he comes through the other side of the AIT. Told him I want him to answer my question because unless you are taken aside for additional screening you are usually going to arrive at the end about the same time as your belongings.

I cannot tell you why the AIT faces the way the do.

You cannot walk through the AIT with your wallet in your hand.

Told he could ask for a private screening of his belongings and if the Supervisor on duty feels a manual screening is sufficient that may be allowed. You will receive a Patdown of course.

Caller just had a harassing experience at IAH during the screening at the checkpoint. He presented his AL temporary paper drivers license that has his photo on it. He has used this ID when flying for the last three weeks. He was told that he would not be permitted to access the screening checkpoint with this document and he ask the officer why this ID was not accepted at this airport since it was accepted at all of the other airports. He requested to speak with a supervisor and the other officer said that they dont need to get a supervisor he just wont be flying today. He stated that another officer went and got a supervisor and was told that he could use the license with another form of ID but the caller did not want to show his second form of ID. A second supervisor came and checked his license and stated that he would be able to access the screening checkpoint but he would have to go through a patdown screening if he does not want to present a second form of ID. He stated that the officers then conducted an inspection on his carry on bag and found another ID and was able to allow him through since they found his second form of ID at the checkpoint during the screening of his items and he was permitted through due to the second form of ID. The officer that was being rude at the checkpoint and went through his bag and found his other ID was Badge # (b)(6) 4:40pm STSO (b)(6) Terminal B.

11/6/2014
5:59:01
PM

He is also needing to know if an officer is permitted to go through is bag and use an ID that he did not present to the officers as an ID at the checkpoint without the passenger confirming that it is his ID.

He stated that he flew out of the following airports and was able to use his paper ID without being ask to present a second form of ID Charlotte, Fayetteville, Wilmington, Huntsville, ORD and LAX.

He is wanting his complaint sent to the CSM and he also wants the contact number for the CSM so he can speak with them directly.

Name: (b)(6)

Phone: (b)(6)

I advised him that he can use the temporary ID as an alternative ID at the screening checkpoint but will need to present another form of ID. If our officers have any questions about the ID that he presents they will ask him to complete a certification of identity form which will ask for his name current address and a few additional questions so we will be able to confirm his identity. Once this is complete he will be permitted to enter the screening checkpoint. However he may have to go through additional screening which would include a patdown so we do recommend arriving at the airport 2 hours early so he will have enough time to get through the screening and to board his flight.

Good afternoon.

This email is being forwarded to TCC-referrals for appropriate action. Thank you.

Evelyn Webb

11/6/2014
6:01:10 PM
Program Assistant
Civil Rights Division, TSA-6

From: (b)(6)
Sent: Thursday, November 06, 2014 3:56 PM
To: TSA.CivilRights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/6/2014 3:55:46 PM

Caller and husband will travel on Monday. He has a pain stimulator implant. She said the last 2 times he has flown, they made him go through the AIT. She said this has happened at Boise and the San Diego Airport. She said he told them he cannot go through the AIT and wanted the hand wand. They told him too bad, we don't do that and he was made to go through the machine. She said he has a card from his doctor. She asked what can she do to make sure this will not happen again. Caller said she would like some information about the screening emailed to: (b)(6) She said she did not know if it was damaged at this time. She said he had it turned off at the checkpoint.

11/6/2014
6:06:33 PM
RESPONSE: If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. ALSO: Advised that information about the patdown will be included in the email. Offered the PSS or Supervisor for assistance at the checkpoint.

Hello my name is (b)(6) the incident below that you are about to read transpired Tuesday November 4, 2014 between 4:00-4:40pm. I would like for someone to contact me pertaining my horrific experience at ATL airport by a female TSA agent. I was patted down in front of my children for a unknown reason cause no one explained to me why? While having my VAGINA grabbed by the lady who did it! When I asked her is grabbing my VAGINA a part of this pat down she did not reaponnd! When she got to my left leg she didnt go up my leg to grop me again. I asked for her name an ID number an all she was able to tell me was fill out a complaint card. I believe her name was (b)(6) early forties african american female at Southwest check point. I asked for her supervisor name she did not give it to me but responded her comes ones now. At this point tears are forming in my eyes from my anger of being sexually assaulted. She tells her supervisor in a unprofessional way I want to talk to him I just yelled at him saying having my vaginia grabbed is not a part of being checked so why she do it. Her explanation to her supervisor was oh it must have happened when I was checking around her thighs.. thats unacceptable I was running late to my flight thats whyi wasnt able to talk to the supervisor and why im reaching out now befor this becomes a big deal llease contact me

11/7/2014
8:35:05 AM
(b)(6)

Sent from my Samsung Epic™ 4G Touch

Disability Description: Caller is a disabled vet who was sexually assaulted so she has PTSD. She had a bad experience at SAN.

Response Details: I advised the caller that you cannot request the WTMD in lieu of the AIT, or patdown.

I advised the caller that I will send her the information and I could forward this to the appropriate office to the CSM at the airport.

I empathized with the caller and explained that it is standard operating policy and procedure that passenger s even with disabilities may not request the WTMD in lieu of the AIT, or patdown.

Incident Details: Airport: SAN to Bull Head City, AZ

Airline: Republic

11/7/2014 Flight Number: Caller does not know

10:10:20 Date Time: 11 3 14 departing 4:30pm

AM

Terminal Gate: 34

Email Address: (b)(6)

Person Involved: STSO (b)(6)

Caller went through the checkpoint and was forced to either go through the AIT, or a patdown procedure. Caller stated that she is a disabled veteran who was sexually assaulted and has PTSD. Caller stated that going through the AIT, or patdown causes symptoms of the PTSD. Caller stated that she presented her card and explained the situation and was not permitted the option to go through the WTMD. Caller stated that she frequently has TSA PreCheck and goes through the WTMD with no problems. Caller stated that she was told by the STSO (b)(6) at the checkpoint that she must either go through the AIT, patdown procedure, or leave the checkpoint. Caller stated that at other airports she has went to the WTMD just fine and they have offered that to her. Caller stated that when she gave her disability information and showed her card she should have been presented with other options that did not cause her stress.

Caller is disabled and she has arthritis and a lot of other medical complications. She uses a walker. She cant walk long distances. She requested a wheelchair with the airline. She flew from FLL to AZ with US Air. She paid a gentleman to take her bag to the check in desk. He gave her her tickets and one had her name while the other had a different name. She was told to go to the airline ticket counter to have that changed. She did. They told her they couldn t give her a ticket but they gave her a paper so that she wouldn t have issues. TSA did a patdown at the security screening due to her disability. She mentioned her ability and they did a patdown. It took about 15 minutes. She could not see her bag during that time. The money was not in her bag when she tried to tip the girl assisting her. She does not know where her money is. When she arrived to her destination, her bag was missing. They brought her a similar bag, baggage claim did, but it was not hers. Her son said it was hers because it had her name on it. She found out her bag was in Reno and they were going to send it to her the next morning. All her medication was in it. She checked the medication because she wanted to avoid hassle with security. She went all night without her medication. It was noon when she was going to receive it. She ended in the ER. Now she has a hospital bill, she is missing money and her medication was missing. She wants to know if there is anything we can do to help her like check footage to see who might have taken the money or have someone compensate her. She had 6 bottles of medications.

Response:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Airport: FLL

Airline: US Air

11/7/2014 Flight Number: 627

2:09:11 Departure Time: 4:45 p.m.

PM

Arrival Time: 7:00 p.m.

Individuals Contact Information (phone number-email): Jamaican TSO that had a bigger built complexion and was about 5 8. The girl with the airline was holding her purse before and after screening. She was about 5 2, African American and had medium complexion, curly hair and was pretty.

For the lost bag and in case the missing money had to do with something out of TSA, she may want to call the airline.

If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour Hotline at (202) 366-2220.

Passengers are allowed to bring medications in pill, powder or any other solid form through security screening checkpoints in unlimited amounts, as long as they are screened. Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

She can also call TSA Cares for assistance on a future flight to hopefully avoid problems at security.

She said she is about to board the plane now at Charlotte and at the checkpoint they said her things had explosive residue on them and she had extra screening and was in a rush and it caused her to drop her computer. She wants to know what can be done about her computer. She was put a really long screening and does not know what caused the ETD reading but after a partial screening in the public area they forced her to go to a private area and completed it and finally cleared her. She also asked how to avoid having that happen or what caused the ETD reading.

11/7/2014

4:43:22

PM

RESPONSE:

Told her I am sorry her computer is broken but nothing will be done about her computer because she dropped it herself and I cannot offer her any hope TSA would reimburse her on a claim or offer her a form.

Many things could have caused the ETD to pick up something on your things--perhaps dry cleaning chemicals or household chemicals but I really cannot really say what caused it.

When that happens the TSO must do the Patdown to be sure you do not have anything concealed.

The caller's teenager is 17 and she was flying from Reno to LAS alone and the plane is departing during this call. At 1840 the daughter was stopped at a check point and the machine beeped so she passed through again and she beeped again and she was patted down. After she was patted down she wanted to call her mother and she was told that she would have to go into a private room and get undressed and she would not be allowed to call her mother. The caller states that the daughter was hysterical when she called her mother. The TSO was a white lady with brown hair medium build about 5 feet 4 and 5 feet 7. The main issue is that this child had anxiety issues and asked to call her mother during the screening process and she was not allowed to.

AIRPORT: Reno

DATE OF TRAVEL: 11-07-14

DEPARTURE TIME: 1915

CHECKED BAGGAGE TIME: 1840

AIRLINE: SWA

TERMINAL OR GATE: B3

CONTACT: (b)(6)

11/7/2014

10:15:26

PM

I advised the caller that it is common procedure for a passenger that sets off an alarm during screening to have to have a patdown to clear the alarm because the TSOs cannot allow a passenger into the sterile area of the airport without resolving the alarms. As for the reason that they would not allow her to make a phone call to her mom and the statement regarding she would have to go to a room and take her clothes off I cannot answer to these since I was not at the airport. I provided the caller with the CSM name and contact because she wants answers to these questions.

Name: (b)(6)

Phone: (b)(6)

I advised the caller that I will forward a copy of this record to the CSM at Reno for their review.

11/8/2014

9:19:34

AM

The last time I flew I was completely humiliated because I was told I had to receive a pat down after going through the imaging device. I felt completely violated and disgusted by the entire experience. I am a very private person and I do not like being touched like that. I was never given a reason for having to undergo both screenings. I was wondering is there anyway to just go through a metal detector? I am being forced to fly this December and I am dreading it. I had an appointment with T S A pre check but it wasn't 45 days before my flight. Will I be forced to through the imaging scanner? Some people didn't the last time I flew. Will I have to have a pat down? Will someone explain why I have to have both? I absolutely hate that because of the incidents of the past I must be treated like garbage. Please answer my questions. Thank you.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 11/8/2014 2:09:33 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) : (b)(6)

Comment : An incredibly racist TSA employee singled out my niece when she refused to have a male employee pat her down. She was led down a long hall into a small windowless room and told she would be arrested if she didn't consent. She was roughly groped, mocked and even robbed of the \$200 she was carrying by the TSA employee. She was told if she tried to be an "uppy bitch" and complain about it she would find herself and her whole "raghead family" on the suspected terrorists list

11/8/2014

9:20:32

AM

At this point, if I ever get the opportunity I will murder every TSA agent I can.

Would you like a response? : False

Passenger's Name : Refuse to Provide

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 11/8/2014 2:09:33 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

11/8/2014 9:20:32 AM Comment : An incredibly racist TSA employee singled out my niece when she refused to have a male employee pat her down. She was led down a long hall into a small windowless room and told she would be arrested if she didn't consent. She was roughly groped, mocked and even robbed of the \$200 she was carrying by the TSA employee. She was told if she tried to be an "uppity bitch" and complain about it she would find herself and her whole "raghead family" on the suspected terrorists list

At this point, if I ever get the opportunity I will murder every TSA agent I can.

Would you like a response? : False

Passenger's Name : Refuse to Provide

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/8/2014 3:57:59 PM Airport : EWR - Newark International Date/Time of Travel : 11/08/2014 5:06 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A (checkpoint to go to gate A23) TSA Employee: (If Known) :

Comment : When exercising my right to opt out of the full body scan the TSA officer who was directing people through the scanner rolled his eyes and shouted very loudly 'FEMALE OPT OUT HERE! WE GOT A FEMALE OPT OUT.'

I think the shouting and eye roll was unprofessional, embarrassing, intimidating and used as a way to take his frustrations out about my decision to opt out. People who choose to opt out should not be subjected to what in my eyes amounts to public shaming. Many people stared at me during my pat down as a result of the agent drawing attention to my choice.

11/8/2014 5:05:14 PM I will say that the woman performing my pat down was polite and professional. I have absolutely no complaint relating to her handling of the situation.

I thank you for continuing to hear people's complaints and trying to create a safe, comfortable environment for people traveling through airports. I just think that as many people who opt out do so due to privacy, shouting for everyone within a 20 foot radius to hear is offensive and unprofessional. All passengers should be treated with dignity and respect by employees just as I treat all employees with the respect that they are due.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 11/8/2014 5:55:39 PM Airport : SJC - San Jose International Date/Time of Travel : 11/07/2014 12:45 PM Airline & Flight Number : DL 2175 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

11/8/2014 6:09:28 PM Comment : The security checkpoint at SJC was incredibly disorganized. There was no explanation as to what the PreCheck line was, or who could be in it. As a result, the line was very long, and most people in it were told they had to wait in the "regular line". Furthermore, after the ID/ticket verification, the Precheck line merged with a regular line, and the screeners seemed very unaware, or willing to adjust. Some people were taking belts and shoes (etc) off, while others were leaving them on, and the screeners seemed confused as to why people were doing one or the other. In reality, the travelers were generally doing what they thought they were supposed to...Precheck travelers left laptops in their bags, and others did not. The screeners did not seem to be able to explain what anyone in the line was supposed to do. They couldn't agree on which "protocol" to follow (precheck/regular). I have an insulin pump that I always declare, and expect to be checked for explosives (nearly 100% of the time). The screener seemed to have no idea what this was, nor did she care to test it.

Additionally, my wife was traveling with our 9 month old (not through precheck), and the screener wanted her to open every single sealed bottle/formula/food container in her carry-on. This would have negated any sterilization process the food had been through. After talking to the screener for several minutes, it was determined that an external explosives test (of each individual item), and a patdown would be sufficient.

All-in-all, there were no significant issues, but the environment seemed to be one of the most disorganized I have seen at a security checkpoint. The purpose of this is not to get anyone in trouble, but merely to suggest that some additional training is necessary.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/8/2014 11:28:25 PM Airport : LWS - Lewiston - Nez Perce County Date/Time of Travel : 11/08/2014 Airline & Flight Number : Alaska 2218 Checkpoint/Area of Airport : tsa checkpoint TSA Employee: (If Known) : supervisor (b)(6) female Comment : this officer separated me from my child for 20 plus minutes while performing a pat down. Was extremely invasive placing her hands inside my pants and underwear. She could clearly see I didn't have anything on me but still insisted on touching me on my bare skin inside of my clothing around my waist over and over again. I told her I had to assist my elderly ill husband with my 10 month old baby but would not let me help them. I even took off my clothes so she didn't have to touch me but she insisted it was necessary and detained me for well over 20 minutes away from my child.

11/9/2014

9:34:30

AM

The girl that watched the private screening knew how distressed I was from being away from my son. Her name was (b)(6) She saw it was excessive and that her supervisor was treating me harshly and felt like it was wrong but was clearly afraid to say anything against her supervisor.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/9/2014 10:42:29 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/08/2014 3:30 PM Airline & Flight Number : VS046 Checkpoint/Area of Airport : SECURITY CHECK TERMINAL 4 TSA Employee: (If Known) :

Comment : ON 8 NOVEMBER I ENTERED THE TSA PRECHECK AREA FOR SCREENING IN TERMINAL 4. I HAVE A PLATE IN MY WRIST AND THE FEMALE EMPLOYEE WHO SWAB TESTED MY WRIST SPLINT WAS THE MOST MISERABLE AND UNPLEASANT TSA EMPLOYEE I HAVE EVER MET. THE WOMAN IN FRONT OF ME IN THE LINE COMMENTED ON HER MISERABLE ATTITUDE, AND SHE REPLIED 'I DONT HAVE TO SMILE, I'M DOING MY

JOB' SO I SAID IT WAS NOT A VERY PLEASANT EXPERIENCE FOR US TRAVELLERS FOR HER TO HAVE AN ATTITUDE LIKE THAT. SHE THEN PROCEEDED TO GO INTO A RANT ABOUT HOW GOOD SHE WAS AT HER JOB, AND UNBELIEVABLY ACTUALLY SHOUTED AT ME FROM ABOUT 20 FEET AWAY AS I WALKED OVER TO HAVE A PAT DOWN, WHICH OF COURSE WAS FINE.

11/9/2014

1:08:50

PM

I AM A 68 YEAR OLD WOMAN AND I HAVE TRAVELLED INTERNATIONALLY FOR 50 YEARS BUT HAVE NEVER MET SUCH A RUDE AND AGGRESSIVE EMPLOYEE IN THE SECURITY AREA IN ANY AIRPORT WORLDWIDE.

SHE IS NOT A CREDIT TO TSA, AND I WOULD SUGGEST THIS IS EITHER A RETRAINING ISSUE. OR SHE SHOULD BE MOVED TO A LOCATION WHERE SHE DOES NOT COME INTO DIRECT CONTACT WITH TRAVELLERS.

I DID NOT SEE HER NAME BUT I WILL DESCRIBE HER AS A YOUNG BLACK WOMAN, QUITE TALL WITH STRAIGHTISH HAIR. IT WAS QUITE A SPECTACLE SO I'M SURE THE GIRL WHO TOOK ME FOR A PAT DOWN WILL BE ABLE TO IDENTIFY HER.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear (b)(6)

I would like to share an experience that occurred while passing through security screening at John Wayne Airport (Orange County/Santa Ana) in California on Friday, November 7, 2014 at 12:15 pm. I was scheduled to depart John Wayne Airport at 1:45 pm on Southwest flight number 2591. I appreciate the work TSA does every day to maintain safety in air travel, and safety is of the utmost importance.

During my experience at John Wayne Airport, I was returning from vacation with my husband and young son. While having our boarding passes and IDs checked, the TSA agent informed me that I was "pre-screened" and that I did not need to remove my shoes at the next step in security screening. After placing my carry on items on the x-ray conveyer belt, I proceeded to walk towards the metal detector with my son. I encountered TSA agent (b)(6) who informed me that I needed to remove my sandals. I communicated that I was prescreened and informed by the prior agent that I did not need to remove my shoes. He insisted that without my boarding pass, I must remove my sandals. I was unaware that I needed to present my boarding pass. I asked him if he could reach my bag that contained my boarding pass before it went into the x-ray machine so that I could obtain my boarding pass. He stated that he would not. He informed me that my only option was to remove my sandals to proceed through security. I told (b)(6) that I did not want to expose my bare feet on the floor due to health risks of walking barefoot in public settings. I again asked to have my bag. He was adamant that this was against the rules and said that under no circumstance could he retrieve my bag, which was now on the other side of the x-ray machine. I asked a third time and he again said that he would not assist. At that point, I was very upset. I informed (b)(6) that passengers need to be told to hold onto their boarding passes when "pre-screened" and I wanted to communicate this feedback. (b)(6) response was condescending, rude and he simply smirked at me. Ultimately, (b)(6) stated that I had to walk through security barefoot or I would not be permitted through security. I felt bullied and humiliated.

11/10/2014 8:42:41 AM

After proceeding through security barefoot, I was so upset by this experience that I asked to speak with a TSA supervisor. I met with a supervisor who was calm, respectful and he apologized on behalf of TSA agent (b)(6) noting that my request was reasonable and should have been accommodated. I am sorry that I do not have this supervisor's name and would like to thank him for his professionalism, sense of reason and kindness.

I am a physician. I am very aware of the health dangers of walking barefoot in public settings. I take precautions to NEVER walk through security barefoot by carrying a pair of socks with me (which were also in my bag, along with my boarding pass). I am now at risk for developing infections (athlete's foot, common plantar warts, etc.) as a result of walking through security barefoot.

I have several concerns about this experience and how I was treated, which highlight systems failures:

The caller indicated that he flew yesterday and received expedited screening. The TSOs advised that he remove his jacket. The caller requested a bin to place his jacket in so that it wouldn't get dirty. The TSOs would not provide a bin for him to put his coat in. The TSO stated that if he wanted a bin he should go through the standard screening. This occurred at MSY yesterday at 4:30am. He was traveling on a Delta flight departing at 6am to ALT. He indicated that he was at the checkpoint to the far right. The TSO was female, African American. He indicated that she had 3 stripes on her collar which he took to mean the person in charge at the checkpoint. He indicated that the TSO was very rude.

He flew from ATL yesterday as well. He normally passes through screening with his wallet in his back pocket, however his wallet was in his hand prior to passing through AIT. He was advised that his wallet was too big and that he would have to go through x ray. The caller explained that he always passes through screening with his wallet in his pocket. The TSO asked if he did not speak English and took his wallet and placed on the belt to the opposite side (right) of where the passenger was. After exiting the AIT and undergoing a patdown, he cut in front of someone to get to his wallet so that he could return to the other belt and collect his other belongings. A group of TSOs advised that it was rude of him to cut in front of the passenger. This occurred at the checkpoint at 5:30pm. He indicated that he went through the Delta Sky Priority Lane. The Precheck lane was on the other side of him. The flight from ATL to MSY was on Delta departing at 7:19 PM. The TSO that took the wallet and made the comment is male, caucasian. The group of TSOs consisted of 2 African American male TSOs (one stripe), and a female. He indicated that a TSO with 3 stripes did come over but didn't say anything.

11/10/2014 9:18:53 AM

His complaint is that the TSOs were rude and has always been able to pass through screening with his wallet in his back pocket but was unable to this time.

TSOs are trained to treat each passenger with dignity respect and courtesy and apologized if that was not his experience. TSA screening procedures are the same at all airports, however interpretation of the procedure may vary from airport to airport and from situation to situation.

I advised that I would refer the information to CSM of the respective airports to make them aware. They would have the means to look into and address this. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

The caller and his wife, who is pregnant, flew from LAS. His wife requested a patdown, as she did not feel comfortable undergoing screening by the AIT or WTMD. The TSO was very rude and argumentative, indicating that the service was not available due to federal budget cuts. The caller's wife asked again for a patdown, and the TSO rudely told her to stand over there and wait because there were no female TSOs present. The caller did not understand why she, as a female, could not conduct the patdown for his wife. The couple waited for over 15 minutes, and asked a supervisor if there were any female TSOs available, and were told that they still had to wait. During that time, over two dozen people were screened, and exited the checkpoint. Finally, the caller's wife gave up, and went through the electronic screening. He was given a slip of paper by a supervisor, and was told to contact the TCC to file a complaint. The caller indicated that the supervisor hinted to him that this was common behavior from the female TSO.

Flight Information:

Date and Time of Flight: November 9, 2014; 5:45 PM

Departure Airport: LAS

Airline: American Airlines

Flight Number: Not Provided.

11/10/2014 Terminal and Gate Number: D11

4 9:31:16 AM Name of TSO: Philece Early or Farly

Time of Incident: Around 3:00 or 3:15 PM

Advised Caller:

Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller had an incident at JFK yesterday at about 12:30 pm. She was in the Precheck line. Her three friends were not. As she got up to the agent she handed her the South Carolina ID she had. The TSO did not like the way it looked. She called her supervisor and asked several questions. It is a floppy license. It is open at one end. Several supervisors were looking at it. Then they made her have a patdown. She was there 30 to 45 minutes. Her friends had no idea where she was. She is 70 and travels with this ID all the time. The TSO asked if she had other ID. She had her Hilton Head ID on her. After 30 minutes of being patted down she finally got through. There were 5 TSOs involved. They took her license apart. It is unexpired but now it is in three parts. Her boarding pass has all sorts of things written on it. It has NAD on it and a number on it 880 and 29 possibly. She was concerned about boarding but JetBlue allowed her to board. She said the TSO told her she was new on the job.

11/10/2014

4

10:02:26

AM

I apologized to the caller for her experience. I told her that a valid id has to be State or Federal government issued and have a tamper proof feature. If the TSA questions your id they can ask for a second id and you and your belongings are subject to additional screening. This could include a patdown. You may ask for a private screening at any time.

I told the caller that I would forward her complaint to the CSM at JFK for review.

Follows is a copy of a letter which was mailed to my Senators and my representative today regarding our most recent experience at a security checkpoint:

(b)(6)

(b)(6)

Chester Springs, PA 19425

(b)(6)

HYPERLINK (b)(6)

November 9, 2014

11/10/2014

4 Sen. Bob Casey, Jr.

10:13:27 393 Russell Senate Office Building

AM Washington, D.C. 20510

Sen. Pat Toomey

248 Russell Senate Office Building

Washington, D.C. 20510

Rep. Jim Gerlach

2442 Rayburn House Office Building

Washington, DC 20515

Dear Sens. Casey and Toomey and Rep. Gerlach:

My name is (b)(6) and I am an American citizen.

The caller indicated that his daughter (b)(6) traveled to DC with a school group on 11/5. The sponsoring teacher made the reservations. His daughter received additional screening (patdown) on both her departure on 11/5 and return on 11/9 which embarrassed her. The TSO conducting the patdown put their hands inside her pants at DCA. She traveled with United flight 1662 departing from Gate 12 at 7:40am. The female TSO was African American, average build, 5'3"-5'-5". Her hair was up. This occurred between 6:30am-7am. Her boarding passes included the "S" indication. He asked why and how to resolve this. An agent advised another girl in the group that it may have something to do with her name. He asked if the whole family is on some type of list and would like to know what action to take so that this doesn't happen again. He indicated that he felt that it was not random selection as random selection would be to be selected at the checkpoint for a patdown and not predetermined. He asked if he should apply to redress with his daughter's name and asked that the form be mailed. He asked if the information was included in regard to submitting the form.

I advised that I would refer the complaint in regard to the patdown to the CSM at DCA to make them aware. They would have the means to look into and address this.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation. I advised that selection could be random.

11/10/2014 Passengers can be chosen at random at the checkpoint for a patdown screening.

4

10:51:31 AM We cannot say as to why the indication was on her boarding pass and cannot guarantee that it will not occur again. The avenue that he would have to address this and to minimize reoccurrence would be to apply for her Redress on his daughter's behalf. I adv

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it. He requested that the form be emailed. I ordered the TIF to be mailed. I did not provide the address and indicated that the information will be included on the form.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days.

Caller stated he applied for TSA PreCheck and his wife did also. Caller stated she got her letter 10 days ago and he has not received his. Caller asked the screening procedures for a hip metal implant. Caller asked about the notification card.

Resolution:

Known Traveler Number (KTN): (b)(6) Status as of 10/28/2014
ELIGIBILITY DETERMINED

TSA mailed you a letter with information regarding your eligibility determination. If you do not receive this letter within 10 days of receiving this status, please contact the UES Call Center at 1-855-DHS-UES1. I advised the caller that the number for UES is 855-347-8371.

11/10/2014 <https://universalenroll.dhs.gov/workflows?workflow=service-status>

4 2:00:47

PM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. I offered to give the caller the URL for the card.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 11/10/2014 3:19:09 PM Airport : BZN - Gallatin Field Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

11/10/2014 4:11:51 PM

Comment : I am TSA Precheck and travel every week. The TSA at Bozeman said they did not have the staff to run Precheck, and as I had not removed the liquids from my bag or the laptop from my computer bag they were screened. For some reason the screen test returned a positive hit on my suitcase, requiring further screening. Six TSA agents gathered around to watch the agent go through my bag, and watch another agent do a pat down and run everything through the x-ray again. If they have six people to engage in these activities they have enough people to operate a Precheck line. I made a comment about the number of agents involved and he said one of them was a supervisor who came over because I was showing signs of aggravation, but believe you me, if there hadn't been so many agents clustered around there wouldn't have been any aggravation. Why does the TSA have to blow everything out of proportion? It is not uncommon for the blue shirts to outnumber the passengers in smaller airports, and they still manage to make it inefficient.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

To: TSA-ContactCenter@tsa.dhs.gov

I was in a wheelchair on 20 Oct 2014 at about 17:15 at the JFK security checkpoint. I was given a very rough pat down requiring me to lift out of the wheelchair several times. The wand was placed on everything two or three times. This whole security procedure lasted about 20 minutes. I thought the TSA person did not act professionally. He was much too rough and did not seem to consider that I was in the wheel chair for a reason having recently had surgery on several parts of my leg and foot. My wife asked him several times not to be so rough as I just had stitches removed on the body parts he was roughly handling. He reprimanded her harshly. His name was (b)(6). My wife asked for his name which he refused to give her. Instead, he called a supervisor with whom my wife talked. The supervisor said he would talk with (b)(6). I expect to be treated with respect. I am a retired Army LTC. I believe his behavior should not be tolerated.

11/10/2014 4:13:01 PM

I understand that the TSA has a vital job to do in view of terrorism. However, common sense and respect are also a right that are deserved by the individual traveler. After all of this unacceptable behavior and bullying, I had to wait a long time to get my crutches. All of this held up around 4 or 5 passengers. One worried that he was going to miss his plane. Serious education is needed with your TSA employees. They are using their uniform to intimidate the taxpayers who pay their wages. It is real disgrace to domestic travelers but especially foreign travelers who are exposed to this abuse. (b)(6) tone and attitude was a disgrace to the TSA which already has a negative image.

I would appreciate a reply to this email.

Sincerely,

(b)(6)

So if you want belts removed please change your signs to say so. The signs at ohare security checkpoint terminal 3 next to section C/D only says shoes, empty pockets, and laptops. After the scan, I was asked to remove my belt. An agent then reached into my pants (no joke) without asking permission or informing me he was doing a "pat down". After reaching into my pants, he then said "I just need to pat this area down."

11/10/2014 4:13:22 PM

This occurred approximately at 1442 today. I was horrified. It is my understanding I can request a more confidential pat down if that's required, but that can't happen if I'm not first informed by the agent. Also, do pat downs really require an agent to place his hands in my pants, not just a finger in a waistband but literally past the knuckles in the front of my pants? This seems inappropriate and unprofessional.

R/

(b)(6)

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Norzagaray Bulacan
Zipcode: 3013

11/10/2014
4:10:55 PM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/11/2014 7:59:08 AM

11/11/2014
4:11:09:29 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): National Policy..

Comments: Unsure which category to select. I am a Global Services flier with United.. top 10 percent of their customers. I am Exec Platinum with American, etc. I fly almost daily.

IT IS WINTER! ALLOW BINS at Precheck for COATS!

From: (b)(6)
Sent: Tuesday, November 11, 2014 3:23 PM
To: TSAExternalCompliance
Subject: TSA Complaint (b)(6)

Please see attached PDF document. I look forward to hearing from someone as soon as possible.

From: HYPERLINK mailto:mailroom-copier@svmic.com mailroom-copier@svmic.com [mailto:mailroom-copier@svmic.com]
Sent: Tuesday, November 11, 2014 2:04 PM
To: (b)(6)
Subject: Message from (b)(6)

Attachment:
Civil Rights Civil Liberties Complaint

11/11/2014
4:58:29 PM

Complaint Information

Information about the person who experienced the civil rights civil liberties violation

Name: (b)(6)
Phone #: Cell: (b)(6) Home: (b)(6) Work: (b)(6)
Mailing Address: (b)(6) Columbia, TN 38401
Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I arrived at DTW, Delta Terminal Security Check point approximately 10:15 a.m. on Sunday, November 9th, 2014. I have an ileostomy. I had my Blue TSA approved medical card in my possession for security officers to see. Unfortunately, my pouch filled up on the way to the airport. I did not see any restrooms to use before going through Security. I had no choice but to get in line and pray that I made it through without an embarrassing accident. I was getting concerned about my pouch being full, and the very likely possibility it could leak under my wafer

Feedback Type : Security Issue

Categories : Other; Miscellaneous/Other

Current Date/Time : 11/11/2014 6:51:26 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was at Ohare International Airport recently and was going through security for a domestic flight. My flight was to leave in 45 minutes. I put all my luggage through the x ray and took everything out of my pockets. Though when it came to the full body scanner I request to opt out. I waited about 10 minutes until a black male TSA agent, took me to the side to do the pat down. He asked which of the bags in the x ray is mine and I said "Those 3 right there". I pointed to the three. He then conducted me for a patdown. The patdown was fine but then he said to me "Listen, brother, I'm going to tell you right know that because you said 4 words to me, you are being fined by TSA." I said "What?" He said that TSA has a new law that you cannot speak to security personnel otherwise it is a \$50,000 fine per word. I said "That's ridiculous" He said "You're up to to \$300,000". I said where is the supervisor? He said "You owe a lot

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4:07:04:15 PM

of money. Make your check out to the TSA. You also owe some fees, its being charged to your credit card. I'm not joking" I was too rushed to talk with anyone because I had to catch a flight, but he said that it has been charged to my account and I couldn't talk with anyone. He also said that because the patdown took more than 5 minutes, there would be a fine for that, a fine of what he said was about \$1000 and that I had to pay it by the end of the year.

I don't remember what his name was, but he was a male black man, salt and pepper hair, with glasses, stood about 5'8" or so. I also saw a TSA agent take a picture of me with their smartphone and record a video.

My question is is there a fine for speaking with a TSA agent? If so, I would like to know the fine and if I need to write a check, who do I make it out to and for how much given the incident?

Also, because there was a TSA agent who took a picture as well as recorded me in the security check point. do I need to pay a fine for that? I know that TSA needs to be paid if someone is required to take a picture and record it.

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/11/2014 11:00:09 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/06/2014 8:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Delta TSA Employee: (If Known) (b)(6) Comment : As a frequent traveler this was by far one of the worst experiences I have ever had with TSA. First off, as I entered the checkpoint line, when asked to show my identification I handed my active duty military ID to the individual, who handed it back and said "nice try, you are not in the military." I asked what that was supposed to mean and he responded that "the ID is expired and I should go to the back of the line." I was very concerned as to how my ID was expired and saw that it did not expire for another ten months and that the TSA employee did not know what year we were in. I had to prove to him with my cell phone and help from other passengers that it was in fact 2014! I was in shock of the lack of basic knowledge this individual had. Sadly I was not able to get his name before moving on in the process.

The next step involved placing my belongings into the conveyor to be scanned. After I did this I proceeded to the next line when a female TSA agent from behind the conveyor belt yelled out to me in a demeaning and aggressive and extremely rude and embarrassing manner for me to remove my shirt and hat. When I walked up to her, as I was removing these items I said "please?" as I could not understand her very rude and aggressive manner. From her tone and loud voice she used to belittle me, other passengers around were all staring at me and I was publicly embarrassed in front of everyone. Her response to me asking for a "please?" was, "ok, we will see what happens to you now!" I was not able to get her name either as she left quickly when I asked for her name. She was a heavy set black woman who has a serious attitude problem and has no idea of what respect for other people means. Finally on to the last and most severe incident.

I informed the TSA agent that was waving people through the body scanning machine that I can not pass through due to a medical condition and advice from my physician. When I explained that my physician recommended I do not go through this machine she rolled her eyes and made no acknowledgement of what I said to her. She stood there for roughly 4-5 minutes before she called for male assistance to bring me through for a "pat down." Why she had to wait all this time before calling for assistance I do not know.

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4 8:27:24
AM

Anyways, on to the pat down with 'officer' (b)(6)

I explained to (b)(6) that I was in a hurry to catch my flight as it was boarding now. He went through about 4 pairs of gloves before he found the perfect one. He would put a glove on, rip it a tiny bit and then take it off. He repeated this multiple times while staring at me in a very demeaning and disrespectful way. This seemed to be a pattern with the TSA workers at JFK this day.

A (b)(6) was caressing my legs for the pat down he would stop at my knees, and shoot his hands up very quickly into my groin. After the first leg I asked him not to grope my genitals in such a violent and sexual manner. His response to this was a very weird chuckle. It was as if he was enjoying this process and intentionally going out of his way to put me in physical and emotional pain. From his response I did not believe that he was going to refrain from this weird and sexual way for my other leg and I informed him that this was crossing the line from security to sexual assault and molestation. He did not like this response and responded with "I am allowed to sexually violate you any way I want, I am TSA." I was in complete shock! I could not believe I was being molested by this man under the cover of "security." As you can imagine when he reached my second leg, the process was repeated in a more violent and sexual manner. He would slowly caress the bottom half of my legs and stop at the knee, then shoot his hands up very quickly while squeezing together harder for the top part of the thighs. He managed to bash my testicles and penis into my pelvis causing extreme physical pain. The emotional state he brought me into is beyond description and I am seeking professional care to address the issues that have arisen from this sexual abuse.

The next step involved him going through and looking down my waist. This was a first for me. Remember I am a regular flyer and always opt out of the scanner and go through this pat down. Never have I ever had the TSA agent look down INTO my pants! This process is supposed to be checking the waistband not looking into my pants. While going through the waistband he came across my religious undershirt that contains strings. It is called tzisis and is worn by orthodox Jewish men. He reached into my pants and pulled them out into the open, also a first time a TSA agent has done that. His response to seeing these was "oh, you got these things on." It was said in a demeaning and unapproving way. His job is very simple, it is a security pat down, not for him to weigh judgement on my ethnic and religious background or for him to turn this into his weird sexual fantasies of smashing my genitals while groping me in a very strange way that is not the normal way TSA agents have screened me in the past. If it wasn't for my flight leaving right then, I would have refused to let him continue this process but I needed to catch this flight as I was with a group.

From the heavy set black TSA women telling me "ok, we will see what happens to you now!" to (b)(6) extremely violent and sexual pat down I am not sure if they are connected or a coincidence that these particular agents way of retribution for me asking her for a "please." Either way, not one TSA agent I came in contact with that day showed the least bit of professionalism, respect, basic knowledge or courtesy. I hope that this experience is one for the record books and I am never put through this terrible ordeal again. The lasting emotion effects are beyond explanation! These TSA agents call themselves "officers" but they were not acting in any way close to a professional and I have no confidence in the. The caller indicated that he would file to file a claim due to TSA negligence. He flew on 9 2 from MCO to MIA to Hiati. He arrived to the airport three hours prior to travel. He was at the checkpoint at 4:30pm. He was advised that there was an alarm of his carry on. He received additional screening (ETD, patdown). This was conducted by a female TSO. She advised that she would have to contact her boss. He boss came to him and conducted the screening again. They bags was physically inspected. TSOs could not locate the alarm in his carry on. He was advised that he had to check his carry on baggage. He returned to the airlines and checked the carry on. He returned to TSA and was advised that he had to check the second carry on bag that he had. He returned to the airline and checked that carry on bag. He paid to \$40 for each of the two bags that he checked. He was screened additionally when he went through the checkpoint the last time and missed his flight. He indicted that all of the supervisors were present during his screening. He believes that it was the bottle of medication that caused the alarm. 5:20pm but he did not leave the checkpoint between 6:30-7pm.

3 checked bags

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He indicated that his baggage did not arrive to Hiati with him. He could not make his connecting flight in Hiati as he had to wait on his checked baggage. The handle was broken on his checked baggage when he received it and all of his electronic item was damaged in his checked baggage. The electronic items were power back ups and inverters. He indicated that it appears that screwdrivers were used to break open the item. NOI was present in all of his checked baggage with nothing indicated.

He couldn't go to his destination as he didn't have power.

MCO to MIA with American Airlines flight 1323 departing at 5:12am from Gate 1259.

Baggage Claim # He doesn't have them.

He had a large black duffel bag, A green and black carry on size suitcase. The other was a black and gray carry on suitcase.

He filed a claim with the airline in Hiati. The airline advised that they would replace his damaged bag and have already done so. They advised that they are not responsible for the contents of the bag if TSA opened the bag.

I apologized and advised that I would refer the information to the CSM at MCO to make them aware. They would have the means to look into and address this. I advised that he can file a claim for reimbursement by completing a claim form. He indicated that he already has a claim form.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 93101

11/12/2014

4 6:04:26

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

George Bush Intercontinental Airport

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 11/12/2014 5:31:49 PM Airport : BUR - Burbank Bob Hope Airport Date/Time of Travel : 11/12/2014 2:15 PM Airline & Flight Number : Southwest 1546 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

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4 8:06:25

PM

Comment : Due to sequins on my blouse I was told the female attendant needed to "pat down my chest area" and then she immediately proceeded to run her hands across the top and undersides of my breasts. This happened so quickly I couldn't even think to answer or request use of a wand instead. While I understand the intent of the security check I still felt very personally violated and physically uncomfortable. I would request that agents ask whether a wand would be preferred before touching me in a private area of my body. Additionally, if at all possible this should be done in private and not where other patrons could see her touching my breasts.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he went through a TSA experience last week at JFK at the Southwest terminal on Nov. 6 and he said he sent us an email complaint and that he got a generic response and that we did not answer any of his questions. He said he wants to be reassured it will not happen again and he asked what actions will be taken against the TSA agents and that they should be reprimanded and retrained. He said he only has Officer (b)(6) name and the other Officer ran away when he asked for her name. He said it went into a sexual nature when he was patted down and he said it was Officer (b)(6) who did the patdown. He said he was told by a female Officer to take off his outer shirt and she said to him see what happens now. He said that Officer (b)(6) 4-5 times kept putting gloves on and taking them off and he told the Officer he was in a rush for his flight. He said the Officer did the patdown and the Officer would squeeze his thighs and shoot his hands up his thigh quick and he said he thinks it was intentional. He said it was a sexual orientation and he has a medical issue and he said the Officer chuckled and he was in shock. He said he told the Officer to stop and the Officer told him this was normal practice.

11/12/2014

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PM

Response: I advised him that we sent this info to the CSM at JFK today. I advised him that I will transfer him to another dept. here in the office for further assistance.

Callers husband is on an Alaska flight. They fly back and forth to Cabo St Lucas. Tonight he was pulled aside and searched thoroughly in Mexico. Then in LAX he was pulled aside for the same thing. He asked why this was done and the airline. She called the airline and they told her no, this is done by TSA. She said that this was embarrassing for her husband. They searched him head to toe and his baggage. She wants to know why. She said he has metal implants so he does usually get ptdowns.

I told her that if he had set off an alarm or anomaly of AIT then he would have to be patted down to clear them.

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4 9:25:22

PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe. TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI).

I told her that having this on his boarding pass does not mean that he has done anything wrong or that it will happen again. I told her that if he does see this again to allow extra time for screening. If it continues to happen you may consider looking at the Traveler Redress Inquiry Program at DHS.gov.

Disability Description: Caller is blind and has a service dog.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Airport: LGA - Charlotte

Airline: US Airways

Time of Incident: ~3:00pm

Date: 11 11 14

Terminal Gate: C37

Email Address: (b)(6)

11/13/201

4 1:19:17

PM

TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

I advised the caller that I would forward this information to the Customer Support Manager (CSM) at LGA for review.

Incident Details: Caller is blind and has a service animal that is a dog. Caller stated he flies frequently from LGA. Caller stated that Tuesday flying from there was a horrible time. Caller stated that they did not assist him with being blind, or having a service animal. Caller stated that there were no wands. Caller stated that he was separated from his service animal. Caller stated that they did not receive the proper security screening from LGA. Caller stated that his items went through the machine and him and his wife did not have line-of-sight of the items. Caller stated that the first lady taking ID s was upset because he did not have his ID out and his wife stated that he was blind. Caller stated that the woman rudely stated that she guesses that is a good excuse. Caller is very upset over the issue. Caller stated that it is not so much of a complaint as a resolution process. Caller stated that he must travel from there often and would like for the issue to be corrected. Caller stated that the agents were not aware that hand detectors were not being used anymore.

I recently returned from a trip from Turks & Caicos. While checking in at the airport leaving, I was randomly picked to have my checked luggage looked through. No issues were found.

Going through security, I was told that I would not be able to get my passport back unless I allowed security to go through my carryon bag. I am on a wheel chair and received a pat down as well.

After giving the airline ticket agent my boarding pass and heading towards the exit door, I was told that they needed to go through my carry on and was given another pat down. Both were already done going through security.

By this point, I was getting a little irritated.

11/13/201

4 2:08:31

PM

After going through customs in Charlotte, NC. We went through security. This time I was given the thorough pat down. He even ran his fingers around the inside of my pants.

After getting home, I unpacked my luggage and found two different Notices of Baggage Inspection.

Is it normal to have that kind of inspection? This was all the same day, including two flights. Was it because I am in a wheelchair?

(b)(6)

I was departing from Newark airport yesterday afternoon around 2pm at Terminal A and the signage for TSA Pre Chk was not shown or available. There were several agents clustered at the entranceway and only one agent available to inspect all passengers for their id's and boarding passes, but only one line for all passengers. I asked for the Pre Chk line or Preferred Traveler and was told "there is not one here"? I identified myself as Pre Chk and then was given a green card and upon asking what it was for, was told "I didn't have to take my shoes off" but had to remove all my metal and computer items like all other passengers. I waited in the line and followed instructions and showed my green card, but was pulled out of line after I went thru the scanner with no alarms going off and told I had to have a "pat down". The woman who told me to stand in a glassed in area, was abrupt and rude, when I simply asked why, she ignored me. I waited several minutes and tried to ask her again, and she ignored me. Finally I moved back towards her and asked her to please call an agent, which finally came. My belongings were on the belt unattended for several minutes and I then had to retrieve them to follow the other agent. The agent swabbed my hands and I stood there until I asked again if I could proceed, she didn't answer, I waited longer and asked again.

I asked for the Supervisor in charge and waited to speak to him. I met Agent (b)(6) and asked him about why there was no Pre Chk and following the approved system for known travelers (which other airports do) also about the rudeness and unprofessionalism of his co-workers, he shrugged his shoulders and walked away. I travel like many others, but don't think it takes an effort to be polite, especially when someone speaks in a correct tone and is just looking for safe passage. I suggest you might want to review your procedures on attitude and professional etiquette, the Newark TSA Team needs to understand to be courteous and polite, doesn't cost more!

11/13/201

4 4:07:21

PM

(b)(6)

(b)(6)

Las Vegas, NV - Scottsdale, AZ - New York, NY

(b)(6)

f. 480.488.5666

(b)(6)

Caller flew from Seattle to Alaska on Nov. 11 and the lady patted her down and she put something on the palms of her hand. The caller asked what was it. She asked if every passenger have that done. She said they took her toothpaste and she stood in the AIT and asked if that is an xray. She said she has had too many xrays and she asked why did they pick on her. She asked does each passenger have to go through screening and she said they did not tell her that she could refuse it and she said it was not necessary. She asked why dont they pick on the Arabs and she had nothing to do with 9-11. She said she is not going to fly anymore and she said she did not see the ait sign that said she could opt out of it. She said she may get cancer now because of this xray screening and she said she should not be harassed like this. She declined her phone # and her last name. She said she does not have the Officer s name and she did not talk to a Supervisor at the checkpoint. She said she was not given the choice to decline the xray screening. She asked how much radiation was it from the AIT. She asked does her 5 yr. old grandchild have to go through the ait machine. She asked why did she have to go through the ait, the patdown and the hand swabbing.

COMPLAINT:CSM
Claims Complaint

Airport:Seattle
Airline:Alaska Air
Flight Number:67
Departure Time: 11-11-14 at 1:40 pm
Arrival Airport and Time:Ketchikan at 4 pm
Location:Security Checkpoint
Terminal: unknown
Gate:N 6
Contact Information:she declined her phone #.

11/13/2014 8:27:34 PM

I advised her that I will refer this to the CSM at the airport.

Response:The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas.

TSA has used this technology to screen passengers' hands since 2008. ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

I advised her that the AIT is xray screening and before she goes into the security checkpoint she can tell the Officer if she does not want to have any xray screening. I advised her that if she does not want the wtmd or ait machine she can opt out of it and have the patdown process instead. I advised her that there is a sign in front of the ait machine that she can opt out. I advised her that if the alarms were triggered or an anomaly detected then she would have to go through additional screening.

From: (b)(6)
Sent: Thursday, November 13, 2014 7:55 PM
To: TSA-ContactCenter
Subject: LAX Bradley Terminal

Attached you will find my complaint regarding recent travel

Attachment

11/13/2014 9:00:23 PM
To: John S. Pistole, Administrator TSA
From: (b)(6)
Date: November 11, 2014

Dear Mr. Pistole,

I am writing to you regarding a recent trip to Europe. My husband and I departed LAX on October 13, 2014 at 3:45 PM on British Airways flight 282 bound for Prague, Czech Republic via London Heathrow.

We arrived at LAX at approximately 1:00 PM to ensure ample time to check our luggage and go through airport security. Upon checking our luggage, we were charged \$45.00 per checked bag, a total of \$90.00. As frequent travelers, we often pack our liquids in our checked bags instead of our carry-on bags and that was indeed the case for this trip. Said liquids are triple zip-locked to guard against leakage in transit. Our flight was uneventful and we arrived at our final destination on time. I, however, suffered the traveler's worst nightmare and found that my luggage had not arrived in Prague. It was tracked down at London Heathrow and I was promised it would be on the next flight and that I should have it later that evening. It did, indeed arrive at our hotel at 11:30 PM.

Upon opening my luggage, I discovered there is now a new worst nightmare for travelers and that would be the "random baggage inspection". What left my possession at LAX as neatly folded clothing arrived in Prague looking like a dirty laundry pile. My clothing had not only been returned to my suitcase haphazardly; it was also wet because the Ziploc bags that I had triple bagged had all been opened and the small travel bottles were scattered throughout my clothing. As expected, most had opened in transit and had leaked all over my clothing instead of inside the Ziploc bags.

Submitted on Friday, November 14, 2014 - 10:50 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Speech Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Atlanta

State: Georgia

Zip Code (Post Code): 30327

Other:

Email: (b)(6)

11/14/2014
12:13:54 PM

==Incident Information==

When did this happen? 11 14 2014

Where did this happen? NEVADA - LAS - McCarran International

What happened? I was harassed and unreasonably searched for purportedly having my middle finger extended more than my other fingers while going through a body scan on a machine that should no longer be used by Tsa (these intrusive types of scans have been replaced by better machines). I was forced to do the body scan against my wishes instead of a pat down. During the scan the agent claimed I was giving the middle finger while holding my arms up for the scan. He was harassing and abusive. Even if I was using a middle finger it is protected under free speech by the Constitution. This has been determined in the courts many times. He then searched me despite my objection to have someone else search me. He continued talking to me in an argumentative and

Caller is in a wheelchair and travels a lot. Caller got PreCheck through random selection. Caller always has a companion and the companion does not get the random PreCheck. Caller was annoyed that she was told by a TSO she had to go through the regular line with her companion and that she had a patdown. Caller wanted to know why she had to go through the regular line instead of going through the PreCheck line. Caller is interested in Trusted Traveler.

Response:

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode or the TSA PreCheck logo may appear on his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a TSA PreCheck lane.

11/14/2014
1:14:07 PM

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Service Manager (CSM) at that location.

Airport: DCA

Airline: Delta

Flight: N A

Date and Time: 11 13 2014 at 2:00. flight was at 3:45

gate and terminal: N A

Contact information: (b)(6)

Submitted on Friday, November 14, 2014 - 13:16 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Gender Sex
- Profiling
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Jeffersonville

State: Indiana

Zip Code (Post Code): 47130

Other:

Email: (b)(6)

11/14/2014
4:04:56 PM

==Incident Information==

When did this happen? 11/04/2014

Where did this happen? KENTUCKY - SDF - Louisville

International

What happened?

My family and I (2 children and 2 parents) were traveling to Florida for vacation a couple weeks ago. We've flown with baby food, formula, milk, etc tons of times and never had the TSA give us a hard time. Actually, they have always been pleasant and helpful when I've traveled with my family. This time, they decided that I had more food than my baby needed and wanted to

The caller flew from DEN to GRR, and she had a terrible experience during the screening procedures. She asked to opt out of the AIT, and the TSO (a male officer in his late forties or fifties with grey hair) sent her belongings and duffel bag through the x-ray machine. After waiting for a lengthy period of time, she asked the TSO if there was a problem. He replied that if she was going to act like a criminal then she would be treated like a criminal. He also told her that she was not allowed to see her belongings. She informed him that the situation made her feel uncomfortable, as her items were out of her view. He told her that she was acting like a criminal, and that she had no rights. She persisted in asking him to ensure that her belongings were safe from theft, and he finally radioed another male TSO.

The second officer (a young, African American male) brought her luggage to her, and apologized regarding the behavior of the previous agent. However, the first TSO said that since the items were moved, they had to be rescreened. After receiving the ptdown, she requested a supervisor. A male supervisory TSO (a male in his mid thirties) walked over to the area, and informed her that he would talk to the rude TSO. However, he said that it was pointless to file a complaint, and it may result in her being flagged by TSA during future travel. After speaking with her husband, she decided to contact the TCC to file the complaint. However, she was worried that the TSA would flag her for complaining. The caller wanted to reiterate that only the first TSO and the supervisor were rude or disrespectful, and the other officers involved were very polite and professional.

After arriving to her home, the caller found that her leather luggage strap had been cut in three different areas, and she wanted to file a claim form.

Flight Information:

11/14/2014 3:37:55 PM
Date and Time of Flight: October 9, 2014; Around 10:30 AM.
Departure Airport: DEN
Airline: United Airlines
Flight Number: Not Provided.
Terminal and Gate Number: Bridge A
Time of Incident: Between 8:30 and 9:30 AM.

Advised Caller:

TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so

She indicated that she had a negative experience at a checkpoint at EWR in November. She was treated like a criminal due to a machine that malfunctioned. She would like to speak with someone to ensure that this doesn't happen again. She refused to provide her personal information as she is concerned about retaliation.

She opted for a patdown rather than pass through AIT to avoid radiation. After the patdown, she was advised that a supervisor would have to conduct a patdown. The caller indicated that there was an anomaly. She had to wait for thirty minutes for the supervisor. She offered to go into a private room to remove her clothes to be screened. TSOs advised that they could not accommodate that. She offered to go through AIT but was advised by a TSO that she could not as she had already opted out of screening.

Her husband tried to approach her to speak with her while she was in a separate room. The TSO would not allow her husband to come near her as if he touched her if he would have to receive a patdown. She explained that her husband wears a hearing aid and is deaf and would need to move closer to her.

She indicated to a female TSO that she believes that the machine that TSOs use to test their gloves was broken and asked questions about the machine. The TSO stated rudely that she was asking too many questions.

The caller feels that she was treated rudely and like a common criminal. She stated that the TSOs were abusive although would not elaborate.

11/15/2014 9:47:53 AM

She asked if being a Global Entry would effect screening in the US. She asked what is the AIT screening.

She asked what type of follow up would occur, the name of the CSM, who was the head of TSA and for a contact number or address for them, if Mr. Pistole has a secretary under him that handles customer service complaints, and who to call with such complaints.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent Flyers who undergo repeated screening.

I advised that once a passenger opts out of a screening technology to receive a patdown, they cannot opt to go through screening at a later time. That is a standard screening procedure.

I apologized in regard to the fact that she felt that she was treated disrespectfully and inappropriately.

I advised that I can refer the information to the CSM at EWR to make them aware. They would have the means to look into and address this, however without her contact information she would not be able to receive any type of follow up. The CSM acts as a liaison between passengers and TSA. I advised that she would not be retaliated against for making a complaint.

I advised that John Pistole is the administrator and provided his mailing address. I advised that the address is the only referral that we have. I advised that I am sure that Mr. Pistole has secretaries and Administrative Assistants, however we don't have to whom it may concern.

I have traveled my entire life and never had issues with security checkpoints. I am 20 weeks pregnant and have chosen when I travel to opt out.

I have experience the pat down at least a dozen times since becoming pregnant and understand it is my legal and personal right to choose to do so. Never have I had an issue until today.

Traveling through Austin, TX airport CP2 the TSA agent (b)(6) was the rudest person I have ever encountered. I informed him as I stood in line that I was a female opt out, he said ok in a very sarcastic tone.

11/15/2014 5:13:14 PM

I was not bothered until I had my items on the belt, he told me to stop aside and informed me of my rights and asked me if I still chose to opt out, I proceeded to answer yes, he in turn said to me, "ma'am that is your choice but if your doctor is telling you to stay away from that (signaling towards body scanner) then you should double think those precious ultra sounds of your baby you get." Told me to stand aside and wait in a very harsh and rude tone.

I know that pregnancy has made me hormonal but never have I had someone be so rude and make me feel so violated. I have read up and understand the body scanners are FDA approved but this is my first baby and I want to be extra cautious and it is my legal right to have an opt out, from my understanding your agents are not supposed to try and sway my opinion and certainly not in such a manner.

Maybe nothing will come of this email but I cried for 20 minutes after experiencing that, traveling while pregnant is hard enough physically and I did not need that emotional aspect to ruin my flight.

Thank you in advance for your time.

(b)(6)

Please excuse any typos as this was sent from my iPhone.

Caller said she was repeatedly screened and told she was on a watch list in Denver and that she had a terrible experience at Cancun, Mexico and Denver, CO. She asked why is she on a watch list and said she had a full patdown done. She asked if she can send them a copy of her ID instead of the original. She said it was awful and violating and she served in the Military and does not want to fly because of this. She said she will apply online and send an email to them to see if she can send a copy not an original ID.

Response: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

11/16/2014
4:29:15 PM

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I advised her to send in supporting docs and I advised her that TSA does not have a watch list.

I just came through seatac airport, at the north security check on Sunday, November 16, 2014 at 10:00. I opted out of the automated screening. Shockingly, I was at the airport because I had a flight to catch, so I was a little annoyed that it took an excruciatingly long time to find a female to "assist".

The woman who eventually made her way over took me to the side to pat down. As she began going through the script, I asked that she speed up because I have heard it hundreds of times and I was in a hurry. She stopped and started over. I was amazed. Yes, I know could you please hurry up. She stopped and started telling me why she had to start over. Again. Three times. Four times. I was delighted when she called over a supervisor because I was growing increasingly concerned that our nation's safety was in the hands of people who apparently don't understand English.

11/16/2014
4:52:08 PM

The supervisor's quote to me: "When you say speed up, we slow down."

Is this your official policy? As though we are made safer by speaking more slowly when your tax paying American public is just trying to catch a flight?

I look forward to your response.

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Chicago, IL, USA
Zipcode:

11/17/201

4 8:27:03

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Chicago O

Caller said she wants to file a complaint because she was discriminated against as a Transgender Woman.

She was taken aside for additional screening and she thought the screening was complete so she she started to collect her things someone touched her which she felt was inappropriate without warning.

She was not given the choice of TSO Gender to pat her down and a male TSO performed her Patdown and she feels violated because she has breasts and was touched by a man.

Caller said she has breasts and the body of a female and was dressed as such but she did confirm her drivers license says male.

Caller flew 11-16-14 from LaGuardia around 5:30 PM on American Airline.

Caller said if something is not done about it there will be a lawsuit.

11/17/201 RESPONSE:

4

10:42:55

AM

Asked probing questions on what does her drivers license state. (Caller confirmed Male)

I asked if she was dressed as female. (Caller confirmed she was and that she has breasts.

Told I needed to ask those questions to help determine if it could be TSO Rudeness and assist with that.

Discrimination complaints are required to be in writing.

You will receive a packet about how to move forward.

Disability Description: Caller has metal implants.

Response Details: Caller states she has 2 purple advent church candles and would like to know if she can carry them in carry on for GSO airport on her way back.

Advised caller:

Apologized for the inconvenience.

Will forward to CSM

Airport: Orlando Sanford

Airline: Allegiant Airline

Flight Number: 706

Date Time of Incident: November 14, 2014

Departure Time: 1:17pm

Arrival Time: 2:52pm

Specific Location (Terminal-Gate): gate 6

11/17/2014
4
11:31:14 AM
Individuals Contact Information (phone number-email): (b)(6)

Advised caller:

Search Results For:

candles

Check or Carry-on

http: apps.tsa.dhs.gov mytsa cib_results.aspx?src=tsawebsite

Incident Details: Caller went through checkpoint on November 14th from SFB to GSO and at SFB she told (b)(6) (TSO) at the screening checkpoint that she had metal implants and wanted to go through the metal detector but she was told by (b)(6) that she didn't get to choose and waited 15 minutes for a supervisor and then was told to go to the AIT and was subject to a patdown. Caller states (b)(6) has a very long last name. Caller would like to know how to avoid this happening again.

Disability Description: Caller is a cancer patient and has had a double mastectomy. She says that she has broken her foot in the past and is currently learning how to walk on it again, so she has to use a cane.

Response Details: I probed her asking her multiple questions to find out if there was something that caused the additional screening or if it truly was random selection. I did explain during this process that sometimes mastectomy scars can be detected with AIT; however, if she went through a WTMD this wouldn't have done it.

TSOs can choose passengers at random to receive additional screening, so it may just be unfortunate that she has been the one selected on these last few flights. I will forward this over to the CSM for their review since it has happened three times in a row and she has the other related complaints.

For her failure to accommodate complaint, I will forward that to our disability and multicultural department to let them know about this. Also, I will forward her some instructions on filing a formal written complaint regarding the failure to accommodate.

Sent email.

11/17/2014
4
12:19:01 PM
Incident Details: Caller has PreCheck and it is showing up consistently, but she is also getting chosen for random screening while in the PreCheck line. She says that today made the third time, but today it took much longer. She says that today they detained her for a half an hour. She says that she has never been put through so much screening. They kept telling her that she wasn't doing anything wrong. Each time this happens they tell her that she was just randomly selected. She had a patdown ETD and her shoes were swabbed. She says that they just continued to do it over and over, which is why it took so long. They didn't do any additional screening on her bags though. She says that she is a cancer patient and has had a double mastectomy. She says that she has no internal implants, does not wear any prosthesis, or bring any liquid medications or anything. She says there was no alarm with the machine or anything. She says that she broke her foot in the past and is currently learning how to walk on it again.

She says that she told them she needed her cane and they wouldn't let her have it. She had to stand the entire time on the previously broken foot that she is still trying to relearn to use. She says that this was a failure to accommodate. She says that they were also training someone on her, so that caused it to take longer. She says that she doesn't mind someone training on her; however, it caused her to almost miss her flight today because once finished, she still had to get to her gate. Since she uses a cane and has a bad foot she walks slowly.

Airport: DAL

Airline: Southwest

Flight Number: 2768

Date and Time: 11/17/14 6:20 a.m.

Time through screening: 4:30 a.m.

Caller wanted to file a complaint about her screening in LAX. She went through the checkpoint on 11/16/2014 at 1:30 pm. She has a pacemaker. She was given a patdown. She said that it was not like other patdowns that she has received. She said that she was touched so much that people walking by stopped and covered their children's faces. She said that it was degrading. She said that her private areas were touched. She stated that a black woman gave her the patdown. She did not get the name of the TSO.

11/17/2014 12:56:48 PM I gave the following information: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. At any time during the screening process, passengers may request a private screening. TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

I advised her that I would forward her complaint to the CSM at LAX for review.

Caller wants to speak to the head of TSA in JFK. He has been leaving messages to them and he has not heard back. He states his wife was groped and assaulted during screening. He requested to speak to a supervisor.

Advised caller that we could give him the number to the CSM and the email. We could forward his complaint to the CSM as well.

11/17/2014 2:15:56 PM (b)(6) took the call. The caller stated he was sexually groped in a violent manner at JFK by TSO (b)(6) but he did not get the officer's first name. He stated he has been trying to contact the CSM at JFK for days now, but no one will answer or return his calls. He stated he was going to file a police report and have TSO (b)(6) arrested for molesting him. He stated he wanted the full name of the officer so he could file the report. He stated he would perform a citizen's arrest on the TSO if no one responds. Advised caller since he has not been able to speak to the CSM, I could forward his complaint to another department so they could get back in touch with him.

Date and time: November 6 around 8:20-8:40 a.m.

The officer's last name was (b)(6) but he did not get the first name.

Caller wants to speak to the head of TSA in JFK. He has been leaving messages to them and he has not heard back. He states his wife was groped and assaulted during screening. He requested to speak to a supervisor.

Advised caller that we could give him the number to the CSM and the email. We could forward his complaint to the CSM as well.

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Date and time: November 6 around 8:20-8:40 a.m.

The officer's last name was (b)(6) but he did not get the first name.

Aloha (b)(6)

I am so sorry for the treatment you received when going through one of the federal TSA check points. I'm going to forward your email to the members of Hawaii's Congressional delegation to ask for their assistance in rectifying this lack of compassion so that it doesn't happen again.

Best wishes to you and your family.

(b)(6)

Senator Rosalyn H. Baker

Chair, Senate Committee on Commerce and Consumer Protection

11/17/2014 4:20:09 PM 6th District -- South and West Maui

(b)(6) (voice)

808-586-6071 (fax)

(b)(6)

www.capitol.hawaii.gov

From: (b)(6)

Sent: Monday, November 17, 2014 6:26 AM

To: (b)(6) Rep. Kaniela Ing; Sen. Roz Baker (b)(6) DLIR.HCRC.INFOR@hawaii.gov; TSA-ContactCenter@tsa.dhs.gov

Subject: How better to help a disabled child through the TSA airport check point

November 17, 2014

To Whom It May Concern:

I am putting into writing a formal complaint about a TSA Agent I encountered when passing through the Seattle Tacoma Airport, ready for a flight back to Denver, CO. I am a disabled passenger, wheelchair bound, which means that they do not let me pass through the x-ray machine. Instead, I am afforded the lucky opportunity of a 'female pat down'. Unfortunately was so upset after this encounter that I failed to get the TSA Agent's name. But regardless, I am filing this complaint because your procedures are walking the thin line of discrimination against the disabled.

I questioned a comment made to me by the TSA Agent that I would need to lift my shirt in order for her to feel around the top of my pants. I indicated that I have never been asked to do this before and not in any other airport I have been in. I did however allow her to proceed with the process. When she started lifting my shirt, I indicated to her that I felt this was quite intrusive and very uncomfortable. She then asked a Supervisor to come over. I did not ask for a supervisor nor did I indicate to her that she should stop the process. I simply indicated that it was intrusive and uncomfortable. When the Supervisor came over, I was crying. She put one hand on her hip and the other on the desk nearby and said to me 'What is the problem?' I said the same thing to her, that this was extremely intrusive and uncomfortable and I wondered how she would feel if it were being done to her, each and every time. She then informed me that if I continued to be verbally abusive and aggressive, and that if I continued to escalate the situation, she would simply stop the screening and now allow me to board. Now I would like to know how making a statement that the process is intrusive and uncomfortable borders on aggressive and verbally abusive? I would also like to know if this particular TSA Agent knows the true meaning of those words. It does not appear so. It was threatening and uncalled for. NOTHING I said, nor any behavior that I displayed rise to that level of escalation AT ALL. I urge you to play back your airport video because nothing on that tape will show any crazy or escalated behavior. I did not raise my voice or making any urgings to escalate the situation. I did not ask the Supervisor to come over at all. The 'charge' words used by this Supervisor were completely uncalled for and completely inappropriate, given the circumstances. I believe she is used to dealing with thugs and thought it would be OK to put me in the same category, because I challenged her on an issue. I have a right to make a statement and have an emotion, regardless of the airport.

11/17/2014
4 6:13:49
PM

I asked the other TSA Agent to continue the process so that I could indeed get out of this airport and board the plane I needed to board. Before I left that area however, I asked to speak to another Supervisor (a male Supervisor). This Supervisor was very nice and very professional, very unlike the first one I dealt with. I explained the situation to him and he apologized.

Here is my point:

I understand the point of checking people before they board a plane. I don't need it explained to me as they commonly like to do – I get it.

I understand the importance of ensuring safety for everyone's sake. I don't need it explained to me as they commonly like to do – I get it.

I routinely travel and am aware of what the 'general' protocols around safety – I get it.

I KNOW the protocols for the physical pat down are not the same in every airport and with all TSA affiliates.

I DO NOT understand how in this day and age, we cannot come up with a better method for checking those who cannot go through the x-ray machine, other than placing one's hands on another's physical person.

I DO NOT understand why you all think you are treating everyone fairly. 99% of the people who walk through any given airport on any given day are not subjected to having a stranger physically touch them. This is done each and every time I fly.

That is not treating everyone the same way. The only consistency here is that it is done to me each and every time.

I DO NOT understand why you all think that as a disabled person, you are not violating my constitutional rights.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/17/2014 11:30:57 PM

Name: (b)(6)

Email: (b)(6)

11/18/2014
4 8:20:56
AM

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX United terminal T7 checkpoint. .

Comments: I am a commercial Flight Escort Nurse and I carry a multitude of medical equipment, medications, including one 250 ml bag of IV fluids Double wrapped at factory. I also have a letter from our medical director to TSA authorizing me to carry these items. I usually go thru TSA security at least 6-8 times weekly, and I possess a TSA pre check number. I must say the screeners pick up this bag about 1 out of 10 times, and each time it is found they swab it and allow me to continue. Today 11/17/2014 at approximately 0730 AM at United terminal in LAX the screener was able to detect it, and what followed is what I am complaining about. After the screener removed it I explained what it was and offered my medical directors letter, But he said I needed to be searched. I objected and I asked for a supervisor. The supervisor STSO (b)(6) came into the picture I pleaded my case offered my letter, explained how it was managed in the past; however, he said I was carrying contraband and I needed a pat down or I would suffer the consequences. Needless to say I permitted a pat down, it was a humiliating experience having to take my belt and jacket off and undergo this pat down in front of other passengers. (I really don't appreciate anyone touching my buttocks and crotch, especially in public) Why the pat down? if this was a dangerous liquid what does it have to do with a pat down, and allow me to keep a dangerous liquid, why not search the rest of my luggage? There is no consistency, in the past I have even went thru security with a portable oxygen concentrator with 5 lithium batteries and chargers, and the unit was not even swabbed. I believe (b)(6) was intimidating to me and went out of his way to make this as unpleasant as possible. I noticed there were many cameras and I ask you to review the video. I await your reply.

Caller would like to get in touch with TSA at SMF. Her step daughter is 15 and is traveling alone today. There was a discrepancy between the name on her boarding pass and the name on her ID. TSOs pulled her to the side for a patdown. The caller explained that only male TSOs were present. Her step daughter refused the patdown screening indicating that if she was going to receive a patdown it would have to be by a female TSO. The male TSOs began to harass her by asking if she thought that they were going to touch her inappropriately. A supervisor was called.

11/18/2014 8:34:45 AM She was traveling on non rev ticket to PHX. Her mother is a flight attendant.

The caller believes that the situation could have been handled differently and that as she was traveling alone, TSA should have asked if there was a parent that they could call. She wants to ensure that her step daughter boards the flight with no more issue. The caller did not know for certain if her step daughter had cleared screening.

I advised that I could take the complaint and that she would need to contact the airline to ensure that she boarded the flight. The caller continued her request to ensure that there would be no more issue.

I provided the contact number for the CSM at SMF at 916-830-6166

Caller: Caller states he flew Delta last Friday out of LAX and was in precheck and was pulled out and screened. Caller states he wears an external insulin pump and has went through the process numerous times. This time he had a really bad experience. Caller states he also had something taken and not returned. Caller states normally, because he wears the pump, he goes through the screener they swab his hands but this time he noticed the guy did something he has never saw before. Caller states the officer put the swab in the machine first then swabbed his hands and it triggered an alarm. Caller states a guy came over to search him and his wife did not get an answer when she asked why were they searching him. Caller states they took him into a room and they explained what they were going to do. Caller states he did not receive an answer when he asked the officer why they were doing the search. Caller states they asked when was his flight and informed him that he would not miss his flight but took 30 minutes from being very slow and methodical and explaining every thing the officer was going to do. Caller states there was also another man in the room that was checking his belongings. Caller states he asked again why they were doing this and they did not respond. Caller states his wife was outside and they would not let her come in the room with him. Caller states he was informed to take off his shoes so he could patdown the bottom of his feet and had to screen the shoes. Caller asked him to remove his wallet to be screened and he went with the officer to watch this because he did not trust him. Caller states the only thing they did not put in his bag was his computer and they allowed him to place it back into the bag himself to prevent it from being damaged. Caller states he is now missing his bag with his insulin pump and insulin dispenser along with nasonex spray and metamucel inside. Caller states when he got to the motel he discovered it was missing. Caller states that when they first informed him he needed to be searched a supervisor came over to make sure their was no threat and informed his wife that their was no threat and then he took off. Caller states he was informed that his wife could have went into the room with him but they would not allow her to enter the room. Caller states he feels they did not do what they were supposed to do and did not give him back something that was very important to him and their attitudes were very condescending. Caller states he informed officers of the presence of the pump when he was going through the machine. Caller states he did not feel that this was because of his medical condition. Caller states he felt they were overzealous and intentionally took as much time as they possibly could. Caller feels that they did not place his medical items back into the baggage intentionally. Caller asked why can't officers look at a person and see that they are not a threat as he is a 60 year old man that can not do very much harm. Caller asked if their was anything he can do to prevent this from happening again. Caller states that every airport has its own methods of things and asking why.

11/18/2014 7:29:53 PM Response: Informed caller that we can not assume that someone is a terrorist. Informed caller that terrorism does not have a face and we can not profile. Informed caller that I would email him a claim form and cover sheet and forward this information to the CSM at LAX. Informed caller the swab test is actually ETD sampling and if you test positive for this test you will have to go through secondary screening in order to resolve it. Informed caller that this test is so sensitive that its possible he could have touched a door knob or a faucet that had residue and caused him to test positive. Informed caller that all items are at the officers discretion and if they feel the item can endanger the flight they will not allow it to board the flight. Informed caller that TSA strives to obtain consistency with screening procedures at airports but their are so many variables that it is very difficult and officers have to modify procedures to accomodate. Informed caller to contact lost and found at LAX to ensure his items were not in lost and found and provided caller with the number:

Los Angeles International Airport
310-242-9073

Airport- LAX
Airline- Delta
Flight number- 307
Date and time of incident- 11-14-2014 5:30 am
Baggage and tag numbers- Not Provided Carry on
Description of baggage- Glucose dispensers and insulin pump in a clear gallon plastic bag along with some other medications
Was there and NOI- Not provided (Carry on)
Anything on NOI- Not provided

Caller was flying from NC to SAN recently and had to go through additional screening again. Caller is constantly needing to go through secondary screening and thinks he is on a government watch list. Caller is also seeing SSSS constantly on his boarding pass and is wanting to know if there is a way it can be fixed.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring. Caller submitted a concern for her flight over the weekend from DEN. She said it was about traveling with ice packs for a breast feeding mother. She said her ice packs were not frozen and they made her throw them away at the checkpoint. She said she did declare them to the female TSO. She said the TSO told her that if they are not frozen they must be thrown away. She said she went through the screening and was cleared. She said she asked for the Supervisor and the Supervisor told her that she would have to have some additional screening and she would have to have a patdown but still would not be allowed to take the ice packs since they were not frozen. ALSO: She asked if she could get reimbursed for those items. She said she filed a complaint already but no one has contacted her. She requests that someone contact her. Caller gave her email as: (b)(6)

RESPONSE: TSA has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks. TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

ALSO: Advised caller I will be sending your information as a complaint to the CSM at the Airport and request you be contacted. Thank you for calling to let us know about the incident. You can file a claim to seek reimbursement for the gel packs. You can find the claim form on our website at tsa.gov. Search Claims Process or Claim Form.

Date and Time of Flight: Nov 15th, 2014 At Security around 9:00 a.m.

Gate or Terminal: Main Security Checkpoint

Airline: Southwest

Flight Number: 2211

Airport: DEN to RDU

Email: (b)(6)

(b)(6) traveler number is (b)(6) Tsa pre check not on boarding pass today. Alaska airlines flight 120 630 anchorage to Phoenix. Had to have a full pat down. What is advantage of tsa pre check? Why does it not say pre check on my ticket? I purchased it for medical reasons and convenience.

My email is (b)(6)

(b)(6)

Sent from my iPhone

The caller stated she was former law enforcement. She stated she was pulled to the side for a patdown. She flew from MCO to PHL. Had a bag full of Disney stuff, that had zip ties on it. She said it had been tampered with, the bag was half full and she had missing items. She said she had picture frames, autographs, and non replaceable things missing. She wanted to know an exact reason as to why her bag was gone through. She didn't want to escalate nothing she wanted me to provide her with an answer then

I advised

I told her that is not the only people who handle her bag. The airlines have baggage handlers as well.

I told the caller I could collect her information and escalate it to the CSM at the airport or she could try to contact them herself. She was very upset, raising her voice. I couldn't get a word in at this point so I called a supervisor over.

Escalation Notes: (b)(6)

The caller flew from MCO to PHL and her bag was searched and a NOI was placed in the bag. The caller is upset because the luggage is half full and not locked. She is missing random items out of her bag. She states as an American citizen she has the right to know why her bag was searched and why items were missing. The Passenger wants the CSM to call her by phone. She says that someone is going to be held accountable three times during the call.

11/20/201
4 9:48:49
AM

Bag Tag (b)(6)

US Airways: flight 2008 7:35am

NOI: nothing written on the NOI.

bag: royal blue bag gold accents around the zippers and sides. small black label on the front with name lucas on it.

Missing items

soap

childrens cloths

daughters hair things.

other things she has figured out yet

I provided claim forms and advised caller that if the CSM needs further information they usually communicate through email. I provided claim forms to the caller and apologized to the caller.

Submitted on Thursday, November 20, 2014 - 10:56 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact : 11:00 am - 1:00 pm

Day of the week: Thursday

PO Box or Street Address: (b)(6)

City: capitola

State: California

Zip Code (Post Code): 95010

Other:

Email: (b)(6)

11/20/201

4

12:08:38

PM

==Incident Information==

When did this happen? 11 20 2014

Where did this happen? CALIFORNIA - BUR - Burbank Bob Hope Airport

What happened? I travel often ALWAYS getting a pat down instead of going thru detectors. When I asked for a pat down in the pre check TSA line this TSA agent said You won t go thru a metal detector? in a patronizing tone. I said no, I would like a pat down. Another female TSA agent said I will take her (b)(6) said No, I will . She explained the pat down, as they all do, and asked if I had any sensitive areas. I told her me knee, the one in the brace. She said well I won t touch under the brace then I said just don t touch my knee. I declined the private screening

IS TSA TO ASSURE SECURITY OR CRIMINALIZE AND OR DISCRIMINATE INNOCENT PASSENGERS?

TSA was created to strengthen the security ... and ensure the freedom of movement for people and commerce. Its vision is to provide the most effective transportation security in the most efficient way as a high performing counterterrorism organization with core values to include Integrity, Innovation, and Team spirit.

Wow- how commendable are TSA's vision, mission and core values unless one realizes their actions on the ground. I fly fairly frequently and have no choice but to navigate the security steps overseen by TSA. It is hardly ever a pleasant experience to speak with these a TSA officer- they are generally rude and their demeanor is very authoritarian as if they running the country. Rarely do you come across a more civil TSA person who smiles, and treat you with respect and humility which every passenger deserves. My most recent experience tops everything; it was most humiliating and I was treated as if I am a criminal.

Who am I? I am a naturalized senior citizen of Indian descent with 35 years of residency in this great nation of FREEDOM lovers. I also acquired DHS approved Global Entry which offers TSA pre-check security clearance to minimize hassles with TSA. At one point I also served in the White House Office of Science and Technology requiring a high level of security clearance. All in all I firmly believe that I am a responsible citizen and adhere to lawful policies and practices in my daily activities. However, my skin color and my heritage are beyond my control and it appears that more often than not, TSA treats people of color like me as if I am a "criminal" and create undue harassment and greater scrutiny.

11/20/201
4 4:09:15
PM

During my recent travel from Orlando to MSP on November 18 I had a very unfortunate experience as follows:

1. I realized at the Delta counter that my driver's license was not in my purse and the best I could think that I left it in the hotel. Delta allowed me to check in with my Social Security and Medicare cards which, according to Delta, were the next best option in lieu of the photo ID.
2. When I got to the TSA pre-check counter with my wife and explained the unfortunate situation I was disallowed to get through that line and sent to regular security check. The issue for me was not going to another security check but the attitude of the TSA officer was absolutely horrifying and the beginning of making a "criminal" out of me as if I have committed something which has never happened before- misplacing the ID. I am even more horrified when I read the following on TSA website:

"We understand passengers occasionally arrive at the airport without an ID, because of losing it or inadvertently leaving it at home. If this happens to you, it does not necessarily mean you won't be allowed to fly. If you are willing to provide additional information, we have other ways to confirm your identity, like using publicly available databases, so you can reach your flight."

In addition I had my DHS authorized Global Entry card but it was never mentioned as a proof of identification. TSA could use publicly available database; they could see that my wife is travelling with me with all the documents. They could do all that to mitigate the unfortunate situation but they did not. Why- just to discriminate and humiliate me.

3. I am handed over to someone with a phrase 1+1 with no clear explanation. I was told that I had no option but go through the body scanner which I generally don't care about. However, I went through it. Then I was patted down by SEGUI (perhaps his first name) who was extremely insensitive in conducting the pat down search and I felt awful when he touched my genital area. I asked him to have a supervisor meet with me. It has been my understanding that the TSA has begun using an Caller has a complaint regarding a TSO (male) employee at JFK. Caller states he went through the AIT and was waved out by the TSO on the secure side of the checkpoint. Then the TSO began a patdown without any verbal communication with the passenger. Caller states he was not asked if he would consent to a patdown or if he would like a private screening. He asked for the TSO name and ID Number but he says it was busy and the TSO just waved him off. The incident occurred: at JFK between 4:15 to 4:30 EST on 11-19-14 at Terminal 7. Passenger also stated that if a patdown is going to be conducted it should be by the same gender and since the TSO did not communicate with him the TSO just assumed he was a male (which he is but what if he was not?). Passenger thinks this should be reported.

11/20/201
4 5:10:57
PM

Advised Caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

Good Morning,

I have just had the experience of being patted down and had all of my belongings rifled through at the airport because your hand swabbing technology returned a false positive. I am writing to express how humiliating and infuriating that experience was. While your agent was very professional, it was an extremely awkward and uncomfortable experience and 100% uncalled for. I've read a little bit about false positives on this test this morning, and it looks like where I went wrong was to simply wash my hands and use hand lotion. I understand that you have a job to do, but if this technology is so imprecise that people who use common bath products set it off, I feel it's use should be reviewed. You are subjecting travelers to an unnecessary level of scrutiny and I can only imagine how many other folks have been subjected to this pat down simply for washing their hands prior to arriving at the airport.

11/21/201
4
10:13:55
AM

Thanks,

(b)(6)

Sent from my iPhone

The caller is a disabled Veteran and also a government employee with a CAC card. This morning she was screened at BOS and patted down several times by TSA officers for some type of liquid medication that she was carrying (The BLS machine was used on it). After the 1st initial pat down the caller was then subjected to another pat down by a different TSO who claimed that the 1st TSO did it improperly. At this stage the caller complained and asked why she was being subjected to further screening, including her carry on bags. The TSO responded with a threat of calling the police and have her removed from the airport if she didn't cooperate.

She was extremely upset after the ordeal, claiming that she was being harassed and asked me during the call to send this to the highest ranking official that I possibly could. I offered to forward this to the complaint to the CSM, however she refused and stated that as soon as she got back to Washington DC then she would visit the TSA building and make her complaint in person. I apologized for the way that she felt and was in the process of explaining that I would be happy to send this to the CSM when she hung up.

11/21/201
4
11:28:56
AM

Note:--When she explained the patdown process from the female TSO s, it did not appear that TSA did anything out of the ordinary, such as rudeness. She simply did not like the fact that she was wearing a skirt and that the officer patted her down in her crotch area inside the skirt and around her waist twice. She said that she felt harassed and that her clothes were disheveled after the experience. I will say that though the caller was upset, she did not yell or become unprofessional at any time during the conversation. She simply hung up when I did not give her the response that she wanted here. (Escalate to Sr TSA Management in Washington)

I was not able to gather her flight details but she said that it had just occurred. I recommend sending this to the CSM at BOS.

All seemed ok, this morning, when I hit the airport with 70 minutes to get to my gate, knowing that I was a precheck customer so that I could bypass the long lines, harassing, groping, molesting, and the (always fun) bodyscanner security check and get to my flight. After spending a long time with my airline for my boarding pass I get to security. I happily walk past the long security line to precheck. The TSA agent at the Boise airport did not allow me to go through since he said the ticket was not a precheck ticket. He then directed me to go back to my airlines customer service in order to get my KTN added to my boarding pass so that I could bypass the huge security line. I do so. The airline, after waiting on them for some 20+ minutes, told me that it is a TSA thing to not allow precheck people to use the precheck service. She said TSA is allowed to do somehow and that there is nothing that they can do about it. I proceed back to the security checkpoint. The main security line somehow is even longer now than it was before. I go back up to the TSA precheck screener (since his line is vacant) and told him the airline couldn't help (they blamed you - TSA). I'm out of time and showed him my KTN. He said I had to wait in the regular line and there's nothing he can do. So I waited... And waited... By the time I got through the initial checkpoint where they autograph the boarding pass I was down to 5 minutes left, so I left the airport knowing that I was not going to get through your security and on to my flight.

11/21/201
4
12:14:44
PM

I know that I am going to get a boiler plate response that tells me to be at the airport early by 2 hours domestic and 4 hours international; so basically deal with it and go away. I just want to let you know that I am disappointed in the service that TSA continues to provide at the airports. Now I know that you have an hugely important job in keeping the airways safe and I do not discount that at all. I do believe that there is dramatic room for improvement in your screening operations however and precheck was a good improvement. But the random push back through to the inefficient checks when people expect the precheck seems wrong to me. Especially, when there is no emphasis on the selling of the precheck service that it may not always apply. In fact, for me I'm still yet to go through precheck. I'm 100% (3 for 3) so far on being randomly denied to use the precheck service that I have paid for. Also, the human element of customer service would be nice for a change. You're not robots so no need to act like them.

Thanks,

h1r6i

PS. This email is out of frustration. I know nothing can be done to resolve matters however voicing frustration let's the opinion be heard and gives opportunity for solutions. Thanks again for your time.

Caller got his KTN but his wife, who applied at the same time, on Oct 8. UES said there was trouble with her fingerprints. They are flying on monday and she still doesn't have a KTN. Caller wants to know what she can do. She also has metal in her body, and he would like to know the easiest way to get through screening.

Advised,

I advised that he would want to speak with UES about the TPAP process. 855-347-8371

11/21/201
4 1:26:34
PM

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Have metal implants that may alarm the walk-through metal detector;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.

Caller applied for PreCheck and this flight does not have PreCheck on his boarding pass for this next flight. Caller did contact Delta to see why he did not have PreCheck on this flight. Caller does not remember how he got PreCheck. Caller also has metal implants and they set off the alarms and cause him to get a patdown most of the time.

Response:

11/21/201
4 1:41:55
PM

Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Have metal implants that may alarm the walk-through metal detector

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/21/2014 1:50:04 PM

11/21/201

4 2:33:36

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Jose (SJC) terminal A security checkpoint

Comments: SJC makes disproportionately high use of advanced screening devices, which I always opt out of in the many times I have flown through here. Today, the screener who "patted" me down, (b)(6) battered me. The amount of force he used was excessive: pulling my hair (I'm male with shoulder length hair), pressing on my legs hard enough to cause me to have trouble balancing, and while checking my thighs he hit my genitals forcefully enough that I exclaimed "ow!" and now, 20 minutes later, I'm still sore. I have served as a civilian consultant or employee in local, county, state, and federal law enforcement, so I do not take such action lightly. I sincerely hope that this screener will receive additional training in appropriate techniques and that SJC's security will operate at a more reasonable level relative to threat risks. Thank you.

I forgot to let you know that prior to LTSC (b)(6) walkie talked the police, one of the officers said @ she is calling tsa" meaning you (b)(6) number.

I did call the number; however. The person taking the complaint said that they were sending it to this airport. I believe that someone outside of the airport that has harassed and threatened a person should look into the complaint.

I am still very upset and my anxiety very high. I cant believe they asked did i have any pain spots and i told them that i was a disabled veteran with back, knee and foot disabilities and pain a d they were not gentle at all.

I was literally in tears when i called your number but hung up after being told that it was coming back to Boston as i feel threatened

(b)(6)

> On Nov 21, 2014, at 12:19 PM, (b)(6) wrote:

>

> I am a very upset disabled Veteran and federal employee who has been harassed and threatened by your agents.

>

> I am filing this complaint, as I hope that others or myself is not harassed the same way in the future.

>

> While I am supportive of the screening process, excessive screening and harassment should not be tolerated.

>

> I was assaulted in the military and having your agents pat me down twice for no reason is not acceptable.

>

> I brought with me my liquid iron which is clearly labeled; however, I never send my liquid medicine through the xray.

> I unscrewed the cap and allowed officer (b)(6) to wave the paper and test the vapor.

>

> She said it was cleared as it should be. She then asked her supervisor LTSC (b)(6) if she needed to do a pat down. The officer said yes. She took me over and did a thorough pat down having me extend my leg forward so that she could do the in between legs pat down. While this is very uncomfortable for me due to my military assault, i cooperated.

> She then asked the supervisor did she need to check my bags.

> The supervisor told her to go through all my bags which they removed everything running the wand around my food all everything. Everything cleared.

>

> Officer (b)(6) said " you should have put your cag card number on line and would have had a tsa precheck. He then went and talked to LTSC (b)(6) who came over to me and said, we need to pat you down again because it was not done right.

>

> My anxiety already high due to the first pat down brought the military assault back to the forefront. Now theyvare going to touch all over me again.

>

> LTSC (b)(6) says to me " if you don't cooperate, i will call the police and you will not be not be flying.

>

11/21/201

4 2:33:50

PM

I am a very upset disabled Veteran and federal employee who has been harassed and threatened by your agents.

I am filing this complaint, as I hope that others or myself is not harassed the same way in the future.

While I am supportive of the screening process, excessive screening and harassment should not be tolerated.

I was assaulted in the military and having your agents pat me down twice for no reason is not acceptable.

I brought with me my liquid iron which is clearly labeled; however, I never send my liquid medicine through the xray. I unscrewed the cap and allowed officer (b)(6) to wave the paper and test the vapor.

She said it was cleared as it should be. She then asked her supervisor LTSC (b)(6) if she needed to do a pat down. The officer said yes. She took me over and did a thorough pat down having me extend my leg forward so that she could do the in between legs pat down. While this is very uncomfortable for me due to my military assault, I cooperated.

She then asked the supervisor did she need to check my bags.

The supervisor told her to go through all my bags which they removed everything running the way around my food all everything. Everything cleared.

11/21/201

4 2:34:06

PM

Officer (b)(6) said " you should have put your cag card number on line and would have had a tsa precheck. He then went and talked to LTSC (b)(6) who came over to me and said, we need to pat you down again because it was not done right. My anxiety already high due to the first pat down brought the military assault back to the forefront. Now they are going to touch all over me again.

LTSC (b)(6) says to me " if you don't cooperate, I will call the police and you will not be not be flying.

Officer (b)(6) performed the pat down. She started telling me what she was going to do, I told her that I just got this perform and did not need to here this. At this point I am literally upset and feeling quite vulnerable.

I have three officer all over my personal property and a supervisor speaking to me in a nasty way. Why?

I asked for the names and LTSC (b)(6) says to me, just take mine you don't need there's. I wrote them down anyway.

She then tell Officer (b)(6) go write down how she talked to you and send to me so I can send it up the chain.

Because I got the names, she got on her walkie talkie And called the police.

Submitted on Friday, November 21, 2014 - 14:00 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact :

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Lubbock

State: Texas

Zip Code (Post Code): 79410

Other:

Email: (b)(6)

11/21/2014 2:34:31 PM

==Incident Information==

When did this happen? 11 13 2014

Where did this happen? NEVADA - LAS - McCarran International

What happened?

While walking thru screening, the full body scanner generated an alarm around my belly area. I was asked for my consent to be

Caller will be flying to Portland, OR with his wife to visit his son.. He will be bringing a portable oxygen tank as a carry on. He will Des-connect. He is wondering if this will cause problem because it is not clear from website.

Advised: The Federal Aviation Administration (FAA) does not allow portable compressed oxygen tanks

Caller stated it would not be a metal tank.

Advised: The FAA does allow for certain portable oxygen concentrators to be used inflight for medical purposes. If a portable oxygen concentrator is not approved by the FAA for inflight use, it will not be permitted onboard the aircraft. To find a list of portable oxygen concentrators approved for inflight use by the FAA, please visit www.faa.gov about initiatives cabin safety portable oxygen

Offered to email this information.

Caller asked if he could just carry it on

11/22/2014

4

12:53:04 PM A passenger may also check with their airline before purchasing a ticket to ask if their portable oxygen concentrator is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

Before the security screening begins, it is important for passengers to tell the Transportation Security Officer (TSO) if they:

- Can safely disconnect from their oxygen (passengers should check with their doctor to determine whether they are able to safely disconnect during screening);
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

If a passenger can disconnect from a portable oxygen concentrator, we recommend that the passenger check the equipment with checked baggage, if possible. Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.

Caller stated he can disconnect from it so he will check with airline.

11/23/2011 4 9:06:00 AM
Caller said they are about to leave for the airport. They are flying from SEA to Dallas and her boarding pass does not have PreCheck. They both have NEXXUS and GE and are both over 75. Her PASS ID is (b)(6) (she read it off of her card). She said she has been randomly selected for a patdown on a couple of recent flights but this is the first time she has not received PreCheck.

Advised caller that there is a random aspect to the PreCheck program and this is likely why she did not receive PreCheck. Advised if she has at least another consecutive flight without PreCheck to call back and we could do further troubleshooting. Advised caller to make sure her name and other personal information matches her NEXXUS GE profile. Gave caller the number for CBP GE customer support at (855) 873-4637. Caller flew from RSW on Wednesday Nov 19th and went through the screening process around 8:00am and has a non drivers license that was good till 2017 and also has an old card that expired in 2013. She accidentally took the expired card with her to the checkpoint and had to go through additional screening. She is needing to know the screening process for passengers who have an expired ID. She is very upset about having to go through a patdown screening since she was sexually abused when she was younger and her stomach is sensitive due to gall bladder surgery. The lady that was conducting the screening smarted off to her before the screening because she ask for a private screening. The officer hurt her stomach and also made her lift her top during the screening. She has been crying since the incident occurred and is wanting something to be done about this.

11/24/2011 4 8:29:41 AM
I advised her that when a passenger does not have a valid photo ID at the screening checkpoint they will be ask for additional ID documents. If our officers have any questions about the ID presented they will ask the passenger to complete a Certification of Identity form. This is a form that will ask for her name current address and a few additional questions so we will be able to confirm her identity and once this is complete she may have to go through additional screening which would include a patdown.

I apologized that she had this experience at the checkpoint and advised her that I will forward her complaint to the CSM at RSW so they will be aware of this issue. When she travels again if she has to go through a patdown screening she will need to inform our officers of her condition and that her stomach is sensitive to touch due to gallbladder surgery.

Complainant: (b)(6) Female 82 years

Email: (b)(6) Telephone: (b)(6)

Location: Dane County, Wisconsin Airport TSA Security Screening Area

Date Time Flight Info: November 20, 2014 Approx. 10:00 am Delta Flight 4125

Complaint Information: Unnecessarily Intrusive Enhanced Body Pat-Down.

11/24/2011 4 8:35:07 AM
Due to back leg disabilities (I do not have metal implants), I had wheel chair assistance to airport security screening area where I walked thru the electronic whole body screening unit without incident or alarm from scan. Before the man with wheel chair reached me, I was approached by white female, uniformed TSA Agent; medium build, brunette hair. She said, I have to pat you down. I calmly responded, please tell me why. At which time she told me: to look at screen behind me because it showed spots; and look at material on front of my sweater. Then, in public view, she ran her hands, palms down, over my breasts and upper body. Following that, she ran a hand held device over my legs and body followed by device with small, white cloth to check my hands and clothing. (My husband, also a passenger, had not yet passed through the scanner-he told me latter device was to check for explosive elements). There was no reasonable security indicator or probable cause for the TSA Agent to consider me a security risk and conduct this intrusive, unconstitutional public search and physical pressing of my breasts (more than a pat-down) when I had no metal on my person or in my clothing.

I felt and still feel violated, sickened, angry and humiliated by what I consider the TSA Agent s abuse of her authority. Is this the search protocol used by TSA in training its employees?

My husband retired from US State Dept. Foreign Service and I have traveled with him domestically and internationally for many years. He is a professional counter-terrorism and security expert and we both feel a responsibility to be law abiding citizens. Nevertheless, we believe, even in the best light, this TSA employee needs retraining in policy and procedures including closer supervision. Please advise me of action taken on this matter. Thank you. (b)(6)

From: (b)(6)
Sent: Monday, November 24, 2014 4:06 AM
To: crcl@dhs.gov; TSAExternalCompliance
Subject: *Confidential: Complaint against TSA

Dear Sir Madam,

Kindly find attached the form and a separate sheet for your kind information please.
Meanwhile, I remain at your entire disposal for any further additional information on this issue.
Much obliged:

11/24/2014 8:35:12 AM
Best regards:
(b)(6)

(b)(6)
Board of Inquiry Officer Super Camp, D-24-El Fasher-HQ, Division of Mission Support, AU UN Hybrid Operation in Darfur , Cell- LL: (b)(6) Cell- US: +(b)(6) Inter Mission: (b)(6) Email: HYPERLINK
(b)(6)

Notice of confidentiality:

This email transmission contains United Nations proprietary information that is strictly confidential and or legally privileged, and is intended strictly for use by the official of the United Nations and or named recipient hereof. If you have erroneously received this email, please do not read, copy, Also please notify the sender by replying to this message and then delete it from your system.

Complaint Grievances against the TSA

There are so many beautiful modern and rich countries around the world but our country, the United States of America, is by far the most beautiful and peaceful country in the world. Along with that, we are one of the global super powers because we have a rule of law, which dictates equality and justice for all.

Caller states her tablet screen cracked through the security checkpoint. She filed a claim on the 14th of november and was given a paper with the TSA number for a follow up. Caller did not receive a claim number. Caller states she was stopped at every checkpoint for secondary screening from Jamaica back into the US including EWR and wants to know why. She was told it was just random by every TSO at every airport.

I advised caller:

If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

11/24/2014 4

I advised caller:

10:51:46 AM

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Disability Description: The caller is diabetic, and must use an insulin pump. Additionally, she is on a liver transplant waiting list, and experiences extreme fatigue. Also, she has knee replacements.

Response Details: Advised Caller:

I apologized to (b)(6) and informed her that I would record her complaint over the phone.

Also, I informed her that the complaint for the TSOs at ABQ would also be forwarded to the appropriate office.

Travelers may call TSA Cares toll free at (855) 787-2227 no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

We have forwarded a copy of your email to the Customer Service Manager at that airport.

Please accept our appreciation for you taking the time to share this information with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation security.

11/24/2014 11:23:29 AM Incident Details: The caller's disabilities prevent her from filing a formal written complaint. Instead, she requested that the process be completed over the phone.

The caller and her husband flew from TYS to ABQ for a CALEA (Commission on Accreditation for Law Enforcement Agencies) conference, and was advised by her physician that the insulin pump could not undergo any type of electronic screening. While at the checkpoint, (b)(6) disconnected from the pump, and asked the TSO to wear a clean pair of gloves when conducting the physical inspection of the device due to the potential risk of infection. He informed her that he was unable to do so; therefore, she requested a patdown while wearing the device. A second TSO started yelling at her, and said that they were not allowed to touch her insulin pump. He insisted that she walk into the AIT machine with the insulin pump, but (b)(6) informed him again that the device could not be screened in that manner. Once again, the TSO screamed at her, and said take off the device, put it in a container, and put it on the x-ray conveyor belt. He then made her go through the AIT while the device was screened by x-ray. She was afraid to argue with the second TSO, and thought he would deny her boarding over the incident.

Upon arriving to ABQ, the passenger contacted Medtronic, and was informed that the screening did not affect her readings. However, they informed her that the device should never be screened in that manner again. (b)(6) wanted to file a complaint, and felt that the TSOs failed to accommodate her disability. Also, she indicated that the second TSO was extremely rude, and should be reprimanded for his attitude and treatment of passengers with medical conditions. She plans on contacting her Congressman, John H. Duncan, regarding the incident.

Flight Information:

Date and Time of Flight: November 18, 2014; 7:36 AM

Departure Airport: TYS

Airline: United Airlines

Caller is calling because she had her jewelry box removed from her checked bag and she is very angry they did not place it back. Caller says she has already been degraded with the screening patdown she received and now she has had her jailer box removed. Caller said she has been violated and is a handicapped woman.

Told caller I apologized and what we could do is file a claim and I could send her the forms via email, postal, or fax.

Caller said she would like to recover her jailer box because there was a lot of sentimental meaning behind it but she would like the forms via postal.

11/24/2014 12:29:37 PM Told caller since the item removed was a jailer box I would send the incident to the CSM at the airport but would need some information.

Airport: FLL

Airline: Southwest

Flight number: 3928

Date and time: 11-22-14 11:00am

Terminal: B4

Bag tag number: (b)(6)

NOI: yes

Description of bag: Large beige bag with brown trim that has a pull handle and wheels at the bottom.

Caller is calling and has two complaints on two female officers at DFW. Caller stated she connected at DFW via American Airlines from Korea and one officer dropped her laptop and cracked it and didn't say anything and just stuck it back in her bag.

Caller stated the other officer was giving her a patdown and told her to be quiet and was very rude. Caller stated she is very upset and wants corrective action taken place.

Advised Caller:

11/24/2014 1:45:37 PM Told caller we will forward her complaints to the CSM at DFW for review and also send her a claim for via email so she can seek reimbursement for the damaged laptop.

Date: 11.20.14

Time: 3:00 PM

Terminal: American Airlines terminal

Gate: 22

Officers names: Not Provided

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/24/2014 12:52:38 PM

11/24/2014
4 2:16:54
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines #3641 Charleston SC to Chicago O'Hare 11:31 a.m. Gate A5 November 23, 2014

Comments: I was traveling alone with three of my children ages 13, 4 and 1. When we entered the security checkpoint a TSA employee moved all of us to the TSA-Pre line (I thought then that we might have an o.k. experience). Another TSA agent then swabbed my palms without explanation. There was some problem with my 4 year old son, he may have brushed the gate with his hand when he walked through (he was not given any instruction). The TSA personnel then pulled us aside and said we would have additional screening. I protested, I am travelling alone with 3 children. I was hoping to get something to eat before our flight. I was then separated from my children and led behind a screen for a full pat down and more palm screening. I travel enough to know that I never have trouble with TSA when traveling by myself, but add my kids to the mix and we can be in for a rough experience. Does this make sense? Anyway, the TSA employees there were not empathetic and were rude, one of them saying "You can be as mad as you want, but you still [have to be screened.]"
Hello,

I am writing to complain about the screening process at the Ronald Reagan airport in Washington, D.C.

Today, November 24th at 9:45 am, I prepared to go through the security screening. I was asked to go through the scanner but asked to have a pat down because I am pregnant with a history of miscarriage. I was told by the TSA agent that there was no one available to perform the pat down and that she had no idea how long it would be. I was not allowed to go through the metal detector either. While I made it to the airport early in order to make sure I had time to receive a pat down, I was denied this right, which your website says I am allowed.

11/24/2014
4 2:17:04
PM

I understand you believe this scanner to be safe for pregnant women. However, the studies you cite are sponsored by you. I have not found any 3rd party studies that have been large, or positive, enough for me to feel comfortable with what I was forced to do today (unless I wanted to forfeit my flight).

This type of behavior is unacceptable. You claim to have the safety of passengers as your priority, but yet we are not allowed to look out for our own, and our unborn children's safety.

If pat downs are an option, and are told they are, then they should truly be an option. Lies about this makes me further doubt what you say about the safety of the scanners.

(b)(6)

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/24/2014 3:41:22 PM

11/24/2014
4 4:12:37
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Fresno to San Francisco October 29, 2014, about 12 p.m. to 9:30 p.m.

Comments: TSA does not have federal criminal jurisdiction because Public Law 80-772 is invalid and does not have enacting clauses that are mandatory by the U.S. Constitution. TSA Staff Male about Hispanic touched my Buttocks while Rubbing not Patting Down Searching after I said prior to the unpat search to my Body do not touch my private parts and a Police Officer was present with a Name Fresno on his Uniform who escorted me all day and the Manager was present also and allowed it in violation of the Tenth and Fourth Amendments.

To whom it may concern:

I just wanted to let you guys know of a horrible incident that happened today at 10:30am on November 24th 2014, in sea-tac international airport.

My wife and I frequently travel and we have a newborn baby. She apparently was wearing a lotion that triggered the machines (hand wipe machine). After this was conducted, she was required to get a pat down, which is perfectly fine. Then however, they demanded that she be separated from our baby, which is absolutely not okay. I told them that we travel all of the time and know that she does not need to be separated from our baby, and despite the fact that I was there and could handle the baby, my wife also travels alone with the baby. What if she was alone travelling, would she need to be separated from the baby? No. And the fact that the gentleman, named (b)(6) (short, Middle Aged man with glasses and longer hair), told me that I needed to "come back to reality and take the baby" is absolutely absurd!

11/24/2014 4:13:31 PM Worst experience I have had, and have nothing but negative to report. So I apologize for that, but I just needed to let someone know so this doesn't happen to someone else.

I ended up taking the baby to avoid confrontation, they closed the door where my wife was, and my baby is wondering where her mom went? This can be traumatizing to a child.

Super disappointed and upset.

Thanks,

(b)(6)

Sent from my iPhone

The caller flew from SAT. She is a Global Entry member. She went through the Precheck line and received a random patdown per the TSO. The TSO called 8 times for a female TSO to conduct the patdown. She had to wait 20 minutes. The female TSO advised that she would have to swab her hands. The TSO ran the swab at least ten times. She overheard other TSOs stating that they didn't like the machines and that the machines didn't work half the time.

She asked the female TSO if she could use another machine. The female TSO did not respond. She ran the swab through the machine a few more times. The female TSO then indicated to the caller that they would move her items to another machine.

Her purse was swabbed and it alarmed for traces of explosives or chemicals. She asked what was found and what the TSOs were looking for and the TSO advised that she could not tell her. The caller indicated that the process took 45 minutes and she arrived to the gate just as the flight was boarding.

11/24/2014 4:32:30 PM The caller asked if certain hand creams may alarm ETD. She asked for a list of items that may potentially alarm ETD so that she can avoid these items to avoid delays. She expressed concern in regard to not knowing what chemicals may cause the alarm so that she won't be stopped again.

Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

I advised that providing a listing of items that may cause ETD sampling to alarm may be considered SSI which is not made available to the public as it could compromise the threat of aviation security.

The caller did not seem pleased with this information and indicated that she would ask about this to Congress when she visited Washington DC.

The caller seemed most intent not in complaining about the situation but wanting to know the cause of the alarm and what items she can avoid so that it doesn't happen again. My intent was to collect additional information in regard to the situation, however the caller did not seem that she wanted to continue the conversation.

11/25/2014 8:28:20 AM On a recent trip to RSW airport my wife was asked to pull her top up my wife asked form a private pat-down@ that point another agent came over & said layettes dal you need a private screening @ that point they proceeded to feel around the bottom & top of her breasts. My was tramatzed by this proceedure & would like justice for these actions. Contact Name (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/25/2014 1:06:48 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening :
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Las Vegas, NV (LAS) to Los Angeles, CA (LAX)

Departing
McCarran Intl Airport
Sat, Nov. 15, 2014 at 1:39 PM

11/25/2014 8:29:38 AM

Arriving
Los Angeles Intl Airport
Sat, Nov. 15, 2014 at 2:48 PM

Flight / Class
Delta Air Lines 4855
Economy Class

This flight is operated by Delta Connection/SkyWest

Layover Time: 2h and 22min

Los Angeles, CA (LAX) to Portland, OR (PDX)

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Remote Client IP: (b)(6)
Date Time: 11/25/2014 12:05:15 AM

11/25/2014 8:29:54 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Air 620 - Terminal C at Portland Airport - PDX - Gate C5..

Comments: Pat Down went to far. Touching my privates, hand went down my pants and up my boxer shorts. Attitude by supervisor was frustrating. Took over 30 minutes To screen my bag.

I recently took a flight from Chicago's O'hare to Boston's Logan air field. I requested to opt out of the AIT machine. The TSA agent assured me it was safe. I again requested a pat down in very clear language. He told me to "go through the machine." I complied. When I told the agent on the other side of the machine that I felt my rights were being violated, he just narrowed his eyes and walked away.

11/25/2014 8:30:25 AM Please tell me what language or action is required to not be irradiated while also not ending up on a no fly list.

Thank You.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address:

Zipcode: 188948

11/25/201

4 8:31:07

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? Yes

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Submitted on Tuesday, November 25, 2014 - 01:58 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Race Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: San Jose

State: California

Zip Code (Post Code): 95127

Other: United States

Email: (b)(6)

11/25/2014 8:31:09 AM

==Incident Information==

When did this happen? 11 23 2014

Where did this happen? ALABAMA - HSV - Huntsville International

What happened? I was traveling with my wife and infant and a child under 12. My wife and kids went through the metal detector while I put the last of our bags onto the conveyor belt. Then I was held back and the agent told me that they were going through a shift change. I don't know why a shift change warrants me being separated from my children. I was then told to go through the imaging detection instead of through the metal detector as described on your website, traveling with children. I opted out of the imaging because I did not want to be separated from my family. I was never given the option to go through the metal detector. Instead, another agent that did the pat down search

Caller said his son was detained for a strip search at BTY yesterday and missed his flight. He was stripped down to his underwear and during the search he was told that he would make his flight but he didn't. He wanted to know if TSA could compensate him for the money lost when he had to rebook his flight. He wanted to know if this was protocol that TSA could cause someone to miss a flight.

11/25/2014 11:29:56 AM I apologized for the inconvenience and advised him:

TSA's role is to ensure aviation security and no passenger will be permitted to pass through the checkpoint until they have been cleared. There is no policy for reimbursing someone the cost of their airline ticket.

However, the pat down procedures do not involve lifting, removing or displacing any clothing to reveal a sensitive area of his body so if his son would like to provide some more details on the incident I can forward the complaint to the CSM for review.

He said his son was present with him but they are fine with doing whatever it takes to ensure security for the traveling public so it's no big deal.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 11/25/2014 12:00:48 PM

11/25/2014 2:09:40 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Air 620 Sunday evening at 5pm, went through security about 90 minutes before the flight. Terminal C at PDX in Portland through Gate C5...

Comments: This is an add on to my complaint from yesterday. I felt that the unnecessary pat down where my privates were touched and left me uncomfortable. I asked to speak with a supervisor and was disappointed with how rude the supervisor was to me. You sent me an email telling me to see a supervisor on site, I did that and was treated like a criminal. I feel less safe to fly if TSA agents are going to act in that matter. This was a horrible experience.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/26/2014 6:52:36 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/26/2014 6:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My girlfriend and I are both uncomfortable with the body scanner in light of the exposés regarding its ineffectiveness and the viewing of private images/abuse by TSA employees. She additionally has problems with anxiety and emotional distressors.

11/26/2014 8:37:48 AM

We were scoffed at and held for 10 minutes to get a male assist. Employee was rude, no empathy regarding my concern for my valuables while waiting. Pat down conducted professionally, verbal interrogation and tone unnecessary. Made to feel that this was an inconvenience to the employee. Asked several times to ask for a private screening, after I refused.

My girlfriend had not advanced for a screening by time mine was complete and all 3 item bins sorted. 4 calls for service ignored, she was asked repeatedly to opt back into the body scanner, she felt pressured and I was unable to assist with her anxiety and distress. I caught a female employee tagged to conduct a screening swearing under her breath; incredibly unprofessional. Girlfriend received private screening, no complaints.

I understand that it is early before a holiday with a large volume of traffic. This does not explain nor excuse the conduct of the employees, the coercion to 'go along, get along' to get service or the wait time. This behavior would not fly with military or police staff. Why here?

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

She traveled from BHM on 11/19 departing at 6:20am on Southwest flight 3919. She was at the checkpoint at around 5:30am. She indicated that her Bluetooth headphones (LG Headphones that goes on the neck) became missing from the bin when she was taken aside for a patdown. TSA contacted her and advised that they would have her item at security at BHM, however when she went to security to obtain the items, a TSA agent advised that the headphones were not brought to her.

She indicated that she cannot drive to the airport to pick up the device as she doesn't drive and is disabled. She stated that she needs to get the item back.

I first advised that items found at the checkpoint are turned into the TSA Lost and Found. I advised that she contact them and they can assist her in obtaining the item. They may be able to send it to her.

11/27/2014 1:06:26 PM

The caller was displeased with the information. I advised that other than to advise that she contact the TSA Lost and Found, I will refer the information to the CSM at BHM to make them aware of the situation. They would have the means to look into and address this.

The caller lastly took the number for the TSA Lost and Found.

Birmingham International Airport

205-510-1703

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#50>

The passenger can file a claim for reimbursement in regard to any cost incurred by completing a claim form. I ordered the claim form to be emailed.

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

11/28/2014 8:25:37 AM
Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

My bag needed to be checked. The attending agent was (b)(6). I am type 1 diabetic and have to travel with all my insulin apparatus. (b)(6) insisted on opening every item in the insulin bag including the box of Omnipod pods. She was annoyed because I tried to tell her what the items are. She then deliberately opened every item, telling me her gloves were sterile. Indeed, I watched her walk out of a pat down and start with my items.

11/28/2014 10:28:57 AM
Why are the security staff not better trained to recognize the needs of diabetics. There are millions of diabetics in this country. There is no excuse for the treatment I just received. I am reporting this incident to the American diabetic association. Please acknowledge this email and what you can do to prevent this happening to others with special medical needs. The security personnel need to be shown how to think out of the box w/o compromising safety. Thank you.

Sent from my iPhone

Caller flew from PDX and is now missing her wallet that went through the checkpoint. Caller thought that when a TSO went through carry-on luggage, they had to have the passenger present. Caller wanted to make sure someone knew of the issue, because the wallet was in a zipped portion of her luggage.

Response:

Portland
Portland International Airport
503-460-4272

11/28/2014 12:55:50 PM
http: www.tsa.gov/traveler-information/airport-lost-found-contacts#content

To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening,

CSQIMs can be contacted by calling (866) 289-9873 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSQIM at that airport.

This complaint is to both express my disbelief at the treatment of handicap and also to provide a suggestion that would bring dignity to at least a few handicap people.

My husband is newly disabled and so we are seeing the handicapped through very personal eyes! Before the Event that broke nearly every bone in my husband's body from the waist down we traveled through impersonal (or very personal) cattle lines called TSA screening lines as a easy necessary evil.

We have been through the following screenings in the short time that he has become handicapped:

PDX – 5/2013

John Wayne orange county – 5/2013

PDX - 11/10/2014

11/28/2014 9:04:31 PM
Kauai – Lihue – 11/18/2014

Those screenings although more in-depth than ladies in wheelchairs and especially more intrusive than what a non handicapped persons goes through went as smoothly as possible which made the following incident a glaring and very upsetting end to a long awaited vacation.

Complaint:

On 11/26/2014

Maui – Kahului (OGG)

flight HA 157

11/29/2014 11:03:35 AM
Traveling through Orlando is never pleasant. Today was particularly difficult. I was in line to pass through the scanner and I asked the TSA person (b)(6) or similar if I could pass through the old x Ray machine. He said it doesn't work like that I decide whatever I want. Every single person behind me went through the x Ray machine. I had to wait for a female pat down which I don't think he even called for. It was at least 5 minutes. You really should employ more professionalism.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/29/2014 6:11:00 PM

11/29/2014 7:04:02 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines, Flight 212, Friday, Nov. 28th at 1:45Pm Gate 3.

Comments: I am a 76 year old woman and have a hip implant. We fly in and out of TUS international often to visit family. TUS does not have an imaging machine and caused me to have a very groping and invasive pat-down which was extremely uncomfortable and humiliating. I feel this was a severe safety check as I had worn light weight cotton slacks with no buttons or zippers. The agent searched reached under my waist band and touched my bare skin deeper then she needed to do. I feel she could have felt any dangerous item from the outside of my very thin cotton waist band. I also felt she was intrusive when running her hands up the inside of my legs and touching my private area. I understand that TSA has a difficult and complicated duty to keep us all safe, BUT, can you find another way to screen old ladies??? Thank you for reviewing my email.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/29/2014 6:09:38 PM

11/29/2014 7:04:04 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

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(b)(6)

To Whom It May Concern,

I departed Bradley International Airport (Hartford/Springfield) today with my husband and 21-month old twins. I have read the TSA guidelines regarding food for infants. I brought 2 prepackaged containers of YoBaby yogurt to feed my babies on the plane and had separated that food out with their milk for screening.

When we got to security, we were told that we could not bring the yogurt with us because the containers exceeded 3.4 ounces. When I pointed out that the guidelines for infant foods are different, I was told that we could keep the yogurt with us if we agreed to a pat-down. This seemed totally unreasonable and not in accordance with the guidelines you have on your website that state: "When traveling with an infant or toddler, passengers are also allowed to bring into the screening checkpoint more than 3.4 ounces of pre-mixed baby formula (in a powder, liquid, or frozen state); milk products; juice; gel or liquid-filled teething; bottled water; and canned, jarred, processed baby food and essential non-prescription liquid medications".

11/30/2014 9:17:47 AM

My babies have infant boarding passes and are still lap-children. They clearly fit your guidelines for "infants or young children". I need to provide them with food during the flight, and I have never had a problem bringing this same yogurt at any other time that we've traveled, and we've flown with them frequently, many times through this same airport.

I asked to speak with a TSA supervisor regarding this issue and was given the same answer, and then spoke with another TSA supervisor (b)(6) (I think that was his last name), who told me the same thing. In the end I told them to throw out the yogurt because I don't think that patting me down over a prepackaged container of baby yogurt makes anyone safer, and that policy seems absurd. It certainly left me in a bind regarding feeding my babies during a long day of travel.

I would like a response from TSA regarding this issue, as I do not want to run into this problem again during future travel. I can be reached by email or by phone at (b)(6)

Thank you,

(b)(6)

I travel several times a year from Chicago (MDW) to Tampa (TPA) and never ever had problems had problems with the TSA being rude. 11-29-14 about 715-800am I opt out of going through the machine AIT machine which I always do. From you website it states it is my RIGHT to opt out. "Q. Can I choose the way I would like to be screened?
A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right."

Which the TSA makes me feel that it is an inconvenience to them-but that is why they have jobs. I have no problem with the pat downs but the rudeness of (b)(6) and her supervisor (b)(6) at Tampa Airport yesterday was uncalled for this was terminal C for Southwest airlines. There was another young lady who almost missed her plane because her baggage need to be check besides what happen to me. I saw the complaint cards but did not feel comfortable in leaving them with airport because I thought it would just come up missing. The supervisor (b)(6) made a comment it was the busiest day of the year but they should also be prepared to handed that. I was almost in tears yesterday after (b)(6) yelled at me and made a scene. When I started looking at her name tag she called over her supervisor in which he made the comment about being busy. I do appreciate all the security at the airports that is not my problem. I do not appreciate the rudeness of TSA officers that feels like I am an inconvenience to make them do their job.

11/30/2014 1:09:35 PM
Travel time was 845-SW flight 4128.

I also had my computer and money in my purse waiting for me in which (b)(6) was looking for the owner of them because I had a bag of coins in my purse that I forgot to take out.

(b)(6)

I hope this was video taped and I guess if I was in a wheelchair I would have no problem to opt out of the AIT machine (Just an observation from the yesterday).

Why is there no link on your website to file a formal complaint about rude employees?
Submitted on Sunday, November 30, 2014 - 12:52 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Gender Sex
- Race Ethnicity
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Spring

State: Texas

Zip Code (Post Code): 77383

Other:

Email: (b)(6)

11/30/2014 1:10:13 PM

==Incident Information==

When did this happen? 11 30 2014

Where did this happen? TEXAS - DAL - Dallas Love Field

What happened? I was molested by TSA during a pat down. A female touched my virgina, buttocks, and breast. I was violated in front of other passengers and officers. I was not allowed access to my property until I agreed to the molestation. I was told if I did not allow the officer to touch my buttox, I would not be allowed to fly. I was singled out among many other passengers. My

Disability Description: The caller is calling regarding his wife. She had back surgery about a month ago.

Passengers Name: (b)(6)

Response Details: I explained that we do recommend that passengers inform the TSOs have of any difficulty raising their arms, remaining in the position required for a patdown, or if any areas of the body are painful when touched. This can help make screening easier for everyone.

I advised the caller that any passenger that is not able to or refuses to use the AIT or WTMD will be screened using a patdown. Passengers that are not able to raise their arms above their heads for 5-7 seconds for the AIT must under go a patdown for screening. We do not use wands for screening. All passengers have to be screened regardless of clothing, disability, or other circumstances. However, the TSOs are trained to be careful with areas that are injured or painful when touched.

I apologized to the caller several times. I explained that during a patdown the agents are required to patdown the entire body, and they go upward until they meet resistance.

I told her that I would send her information on how to fill out a complaint since she feels that she was not accommodated, and went over some of the information for the requirements for filing this complaint. I also told her that this would go to the CSM at DEN so that they would be aware of what took place.

11/30/201
4 1:45:14
PM

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

Incident Details: She requested a wheelchair at DEN. She was put off the side, and she had a patdown for screening. She stated that she told her that she was not able to raise her arm. She stated that she told her that it was hurting her, and the damage was already done. She is now taking two pills a day, rather than the one that was necessary before. She stated that she is a retired federal agent. She was told by the agent that she did not need a wheelchair. She stated that she was wearing a top with no bra and jeggings, therefore everything could have been seen. She stated that it was not necessary to raise her arm or pat her down. She was flying on Frontier. She stated that she could have been wanded or have gone through the machine with only one arm up. She stated that this was not necessary. She asked if every person with a shoulder injury has to be battered.

(b)(6) notes:

Caller stated that she went through major shoulder surgery, and she and her husband are upset. She was in a wheelchair, and was told that she could not go through screening since she could not raise her arms. She stated that the TSO that did the screening was unnecessarily rough. She also said that she was told that she shouldn't have taken a wheelchair if she could not do this. She told the agent she needs to be careful with her shoulder, and offered to show her the prescription. She said she Caller is flying from SDF to FL and her husband was selected for PreCheck and she did not get selected. Caller has GE. Caller spoke to the airline and all the information was correct. They said it was not the airlines fault. Caller was just approved and this was the first time they tried to use it. (b)(6) is on the GE card, which is the same on the ticket. KTN (b)(6) This number was included and the airline confirm its in the record. Caller has two artificial knees and has to get a patdown every time.

11/30/201
4 4:54:49
PM

Advised Caller:

While some airports may allow individuals who are traveling with a TSA Pre^u2713™ eligible passenger to access the TSA Pre^u2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre^u2713™-eligible passenger should not expect to be directed to the TSA Pre^u2713™ lane each time they fly. TSA PreCheck is random and not a 100% guarantee. To receive TSA Pre^u2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, and gender included in your reservation are an exact match to the information on file with CBP. Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device.

TSA Cares,

I am writing to provide feedback from our recent traveling experience. To start off, immediately below is what I submitted, as I always do, prior to my wife, (b)(6) flying anywhere.

From: (b)(6)
Sent: Saturday, November 08, 2014 1:40 PM
To: tsa-contactcenter@dhs.gov
Subject: Pre-Flight Notification, (b)(6) 22-28 Nov
TSA Cares,

11/30/2014 4:50:56 PM

I am writing this as a pre-flight notification for an upcoming flight from Norfolk, VA (ORF), to Orlando, FL (MCO). My wife, (b)(6) suffers from Reflex Sympathetic Dystrophy (RSD), a debilitating neurological disorder. I typically call the TSA Cares line and provide this information over the phone, but have found that for one reason or another TSA Cares Notifications of our itineraries or requests for a Passenger Support Specialist (PSS) have not always been established. I will follow this up with a phone call with the respective sites the day prior to each flight.

RSD is a condition where the skin is super sensitive to touch, even clothing, and the nerves cause the muscles to constantly contract without relaxing. My wife does not have the ability to raise her arms and hold them over her head and she has a metal device implanted which prevents walking through the metal detector. Due to these conditions, she requires the pat down. She will be in a wheel chair as she cannot walk distances. She can stand but is unable to stand on the designated footprints. The PSS' we have dealt with on each occasion have taken all of this into account and handled her accordingly. We have been very pleased with the service we have received from TSA Cares and the PSS program.

Itinerary

Southwest Airlines Flight 4346 Nov 22 7:05 AM Norfolk International Airport (ORF)

11/30/2014 4:04:48 PM

On 11/28 I flew from FLL to Newark on united fly 415, I am a type 1 diabetic and have to fly with needles vials of insulin and other vital supplies. I keep them together in one bag in my carry on baggage. At the security checkpoint in FLL my luggage was subject to a search. The TSA security officer was (b)(6) She was arrogant, insensitive, empowered, unreasonable. She deliberately went thro all my sterile items. She claimed her gloves were sterile despite the fact that I saw her come from a pat down right to my possessions without changing her gloves.

I am about to leave for Europe now. I sent a complaint right after the incident which left me very shaken and my blood glucose levels high.

I received a return no reply email. I am not letting this matter stand. I am contacting the American diabetes association and will take this further. There are millions of diabetics in this country. Your TSA personnel need to be trained in dealing with diabetics and not cause them unnecessary stress before a flight which is stressful enough. Please let me know how this will be handled. Thank you (b)(6)
Sent from my iPhone

My son was issued his new Alaska drivers license and it is a Temporary Paper card in a small ziplock bag. Several employees at the State of Alaska DMV told us that this form of ID is accepted and we would not have a problem using it for travel. On monday 11/24 we were told by TSA agents at the Anchorage Airport that this form of ID is no longer accepted. After an embarrassing hold up of the line, a thorough body pat down and search of his belonging we were granted entry.

12/1/2014 8:37:17 AM

Can you tell me if a paper temporary Alaska drivers license is an acceptable for of ID for checkpoint entry?

Thank you very much,
(b)(6)
Anchorage Alaska
(b)(6)

12/1/2014 9:28:14 AM

The caller flew from DFW on Saturday and went through the AIT, then they swabbed her hands and it came back positive. She stated she has received a patdown the past few times she has flown. Her husband gets PreCheck, but she does not, and neither of them have applied through any of the programs.

Advised:
Some household items could cause the ETD to alarm. Any time there is an alarm when going through the AIT, they will need to resolve it by using a patdown. Sometimes, passengers will be randomly selected for additional screening. You can always request a supervisor at the checkpoint. There is no way for me to tell you exactly what caused the alarm or if you were randomly selected.

Good day!

I frequently fly Jet Blue from terminal C at Boston's Logan Airport.
I am not physically able to bend down to remove my shoes as required by TSA.
I have been to other airports where a chair is provided at security checkpoints for passengers who need to sit down in order to remove their shoes.
There has never been one at Logan. I find this incredibly frustrating, and this must be a common problem for many customers.

12/1/2014
10:13:41
AM

Please have a chair available at all security lines. Many passengers cannot bend over to remove shoes from a standing position. This would be very much appreciated by customers, and would free up your employees from performing pat downs on people who otherwise wouldn't need them.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 12/1/2014 12:22:45 PM Airport : MSN - Dane County Regional Date/Time of Travel : 11/30/2014 2:15 PM Airline & Flight Number : Delta 788 Checkpoint/Area of Airport : TSA checkpoint TSA Employee: (If Known) :

12/1/2014
2:22:15
PM

Comment : I was traveling from Madison to MSP with my 90 year old mother and several of the tsa staff were very disrespectful to my mothers mobility issues. She must use a walker or she will fall and on several occasions she was told to use a cane to go thru the metal detector (which would have resulted in a fall) and then when she was pat down she was told to stand with out using her walker, I intervened and was told to stand back. they then again told her to stand without aid, this went on 3 times. Finally they got it. then she was subjected to a 10 minute pat down by a new female tsa agent. Come on really a 10 minute pat down of a 90 year old woman in Madison WI. Hardly a terrorist threat. I am very disappointed in the care given to my mothers safety and fall prevention care.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 12/1/2014 2:25:34 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 12/01/2014 Airline & Flight Number : Delta 4617 Checkpoint/Area of Airport : TSA SECURITY CHECK POINT TSA Employee: (If Known) : will explain Comment : My husband has ALS. We had a small bag with 3 ENSURE PLUS for his lunch and dinner today. The bag had a cold pack in it as well. The man who was at the end of the check point (large guy) said what was in the bag of bottles. I said ENSURE PLUS, he said he could see that but why were we taking it? I said it was medically necessary. He asked why it was medically necessary. I said it was 50% or more of his daily nutrition. He said we had several options: 1) open all the bottles; 2) have a full pat down and scan the bottles. My husband told him a previous TSA agent already patted him down. He could SCAN the bottles and cold pack, no problem for us at all. The TSA guy said you know you can buy these at the store (no kidding, where did he think we bought them to start with?). TSA would NOT agree to scan the bottles of ENSURE PLUS unless there was a full body pat down. My husband got angry and told him to throw the bottles away.

By the way he was smirking and very arrogant. The lady TSA with him looked very surprised at his behavior.

Now, the result of this TSA agents behavior and attitude, my husband had to go without lunch as there was nothing he could eat in the airport. Instead of 700 calories of ENSURE PLUS, he only got 150 calories of Sprite.

12/1/2014
4:08:02
PM

I find this TSA agent's behavior towards a senior citizen with ALS absolutely apaling to say the least. We were NOT treated like this in the Kansas City airport MCI.

It is my understanding that when a passenger tells TSA something is medically necessary, they should be allowed to take it on the plane. SCAN it all you wish, but let us take it on the plane. Actually (b)(6) would have drank 2 of them ENSURE PLUS before the plane left the gate.

Please call me and get back with me. I am going to report this to the President of the United States.... our TSA is NOT working to support people with special needs.

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Monday, December 01, 2014 2:52 PM
To: TSAExternalCompliance
Subject: Formal Complaint Submission
Importance: High

Dear Sirs

Please find attached the complaint form and a detailed description of the events that surround the complaint. Please acknowledge receipt of the complaint. I am available at (b)(6) to discuss the complaint at your convenience.

Yours sincerely

12/1/2014
4:08:13
PM

COMPLAINTS AGAINST TSA LOGAN BOSTON AIRPORT

I am filing this civil rights and civil liberties complaint about a dreadful experience that I had at Boston Logan Airport on the 22nd November 2014 at about 5:15 am EST. I'd left the hotel in the downtown area of Boston at exactly 5 am EST and it takes about 10 minutes to arrive at the Airport, so it could not have been more than 5:15 am EST by time that I arrived at the security area to clear security. I went through the security area and entered the screening area. I explained to the agent that I would not be going through the body scanning machine, and asked to speak to the supervisor. TSA Cares had been contacted prior to this trip because of past problems at Logan Airport clearing security, and had advised me to ask for the Supervisor of the security area and request a female assist. The agent said that she would get the supervisor. When the supervisor by name of (b)(6) came, I advised him that TSA Cares had told me to ask for a supervisor for the purposes of clearing security because I would not be going through the body scanner. He told me to put my things through the X Ray, and then he would call the Female Assist. I told him that I did not want to be separated from my two laptops, an iPad, and a bag with credit cards and cash after they had gone through the X Ray machine. He told me that that is what I would have to do. I asked him how long it would take before the Female Assist would arrive. He said that he did not know. I said again that I could not put them through due to risks of them being unsupervised. He told me that that is what I would have to do at that airport. By now others that I had entered the screening area with had already cleared the area because they had gone through the body scanner. The discussion took about 2 to 3 minutes. I had had to wait for him to arrive and so by now it was about 5:30 am EST. He then appeared to change his mind and told me to put my things through and the Female Assist would be waiting. I did put my things through and the TSA Agent called (b)(6) was waiting for me. She told me not to touch my personal items. She appeared to be about to pick up my personal items consisting of two laptops, an iPad, a purse, my coat, a laptop bag, a sports jacket, my boots, all spread out in about six bins. I told her that I did not want my laptops to be dropped. She then called for help. A female TSA agent came to assist her with carrying the items. By that time they were giving each other knowing looks and developing a bad attitude towards me. They placed the items still in the bins in a small area near the X Ray machine conveyor belt. She asked me if it was ok if she combined the bins. She indicated that she intended to place the bins on top of each other, including covering my laptops with the bins. I told her that I did not want anything placed on top of my laptops. I said 'You will not take responsibility if you break them.' She said in a loud nonchalant voice, 'I won't take responsibility for breaking them, but the US government will.' I responded, 'Wouldn't it be better not to break them in the first place?' By now, other travelers were observing and listening to the discussion. In fact, one female business traveler was looking at (b)(6) quite bemused at her attitude. This should be evident on the tape recording from the area. I then told her that I wanted to see her change her gloves. She changed the gloves, making a snide comment as she did so, the gist of which was 'Yes, I will change my gloves.' She then asked me if she could place my heavy coat on top of my laptop. I again told her that I did not want anything on top of my laptops. By now, it must have been about 5:40 am EST. She had still not taken me to the private screening area although she was aware that I wanted a private pat down. She began to swab everything, testing them for explosives. All this was being done at a The caller asked how she can place a complaint. She stated that she was escorting her son at TPA from security. She stated that she thought it was unprofessional. She stated that she was wearing a wig, and they searched her head. She stated that her gloves were dirty and she was nasty about her asking her to change her gloves. She stated that her sons phone was cracked when it came out of the conveyor belt. She stated that she went back to the desk at the airport and reported the matter. She stated that they reviewed video footage, and indicated that she was not lying about the damage. She stated that she looked at the phone at the belt, and they walked to C35 and then decided to report the damage. She stated that the screen on the phone is shattered. She stated that the men at the counter, mentioned it is a federal offense, and she interrupted them. She stated that she wants this to be reported. She stated that she is a GS 13 step 2 federal employee. She stated that she feels that if it was a caucasian person complaining it would have been taken more serious. She stated that they were interrogating her and questioned her trying to catch her in a lie. She stated that she would be assuming that it was based on her race if she stated that they were discriminating against her. She stated that she is not sure why they questioned her.

I apologized to the caller for the manner in which her screening was conducted, and explained that passengers can request that the TSOs replace their gloves for screening with clean ones.

I explained that our standard process for any passenger wearing a wig or head covering of any kind, generally requires a patdown of the head area. They would offer private screening if the removal of the head covering is needed. However, a passenger can request private screening at any point in the screening process.

12/1/2014
7:18:43
PM

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you via email within 24 hours of this response. Complete and return the form in accordance with the instructions.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location for review.

Departing Airport: TPA
Destination: BWI
Airline: Southwest
Flight Number and Time: Unknown @ 7:10 pm
Gate: C35
Date and Time: 12-01-2014 @ 6:40 pm
Agent: Hispanic female

Submitted on Monday, December 1, 2014 - 20:31 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? No, I'm filling this form out for someone else

==Representative Information==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact: 11:00 am - 1:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Miami

State: Florida

Zip Code (Post Code): 33185

Other:

Email: (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Father

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant: (b)(6)

City: Miami

State: Florida

Zip Code (Post Code): 33185

12/1/2014
9:05:10
PM

Michelle Cartagena
TSA Contact Center

P: 571 227 (b)(6)

E-mail (b)(6)

-----Original Message-----

From: (b)(6)

Sent: Monday, December 01, 2014 6:28 PM

To: Cartagena, Michelle

Subject: FW: Complaint for Tampa TSA

12/2/2014
10:09:48
AM

Over to you...

-----Original Message-----

From: (b)(6)

Sent: Sunday, November 30, 2014 5:09 PM

To: TSAMedia

Subject: Complaint for Tampa TSA

Please send this to the complaint department. I was unable to find it on the mobile site. First off I am always am opt out and will continue to be an opt out. I was "randomly" selected to go through the scanner. Once again I am a opt out and have always been an opt out.

Your team should not have made me feel pressured to go through a scanner. I told the man at the who is a larger white Male who I believe has glasses (could be wrong) that he needed to get a female assist for the pat down because I was not going through the scanner. He told me if I do not follow the rules I could fly. I told him I was a opt out again and needed a female assist and I called him stupid. He then called a supervisor who got a sweet old lady to molest me. She actually touched my private parts multiple times, not just one sweep. She's old so I forgive her for her mistakes, but the guy who was before her should have a talking to.

I will never support the TSA but I will tolerate it. My passport was not signed and has never been signed and I have used it for flying multiple times and today I was told it was a mater of national security to have it signed. That is so retarded and part of the reason I will do my best to vote for congress men who will defund TSA.

Submitted on Tuesday, December 2, 2014 - 08:51 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Race Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address: (b)(6)

City: Lakeside

State: California

Zip Code (Post Code): 92040-1616

Other:

Email: (b)(6)

12/2/2014
10:09:50
AM

==Incident Information==

When did this happen? 12 01 2014

Where did this happen? CALIFORNIA - SAN - San Diego
International

What happened? After going through advanced imaging at
approximately 0715 hours, the TSA agent commenced to pat down my
3 African American individual braided hair style. Other
passengers, mainly Caucasian with larger and longer , fuller
hairstyles weren t patted down. I wasn t asked. The agent
proceeded with unclear gloves. I didn t have anything in my hair,
but hair. I singled out and was racially profiled.

Who treated you unfairly? A white TSA agent.

List anyone else who may have seen or heard what happened?

Is there any other information you want us to know about or
consider? Yes, I took photos of my hair style.

From: (b)(6)
Sent: Tuesday, December 02, 2014 9:26 PM
To: TSA-ContactCenter
Subject: Racial Profiling

These are my thoughts on racial profiling.
Thank you for your time.

Attachment

12/2/2014 10:01:04 PM
Date: November 24, 2014
Transportation Safety Association
HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov
Dear TSA:

I would like to bring up the issue of racial profiling. This is an issue that affects a myriad of people all over the world. Racial profiling is when race or ethnicity is targeted when looking for suspicious activity. Usually, this means that foreigners are singled out because of their appearance, something they have no control over. I am tired of going to an airport and watching minorities being given "random" searches. There numerous other factors security can look at, such as luggage size, strange body language, and questionable clothes, like thick coats in the summer. Suspicion should not be based on appearance alone. Ever since 9/11, Muslims especially have been looked as terrorists. In reality, they are just regular people like you and me. There have been so many incidents that I have seen at the airport when a Muslim person is given further checking than the regular person. There would be no alarm set off by any sensor; they would simply be further checked because they look different. I am Sikh, and so I am a minority. My father wears a turban, which causes security to always spend more time checking him than they would a white person, for example. This is not just for my father, but for all Sikhs around the world. Most people assume that only Hispanics, African American, and Muslims face racial profiling, but it is not just them. It is something that affects all minorities. I have witnessed it in my own life. I understand that it is for safety, but we can no longer call these "random searches."

In my research, I have encountered various racial profiling claims and their results. It is said that "where the profiling is said to have occurred... managers of similar programs nationwide must attend a four-hour class on why racial profiling is not acceptable and why it is not an effective way to spot terrorists" (b)(6) Online). Your association is trying to change the way terrorists are found, but are these courses working if there are still so many racial profiling issues? The TSA uses many other measures to increase safety. You have travelers take their shoes off to prevent shoe bombs, and you do not allow liquids on the plane in order to prevent liquid explosives. There are body scanners to check through clothes to the skin, but there have still been cases where weapons are carried in body cavities. Even the highest quality machine cannot detect into the body just yet (b)(6) online). Racial profiling is not the only issue that your organization is trying to address, but that does not mean that it is any less important than the others.

Racism is something that this nation has been fighting for hundreds of years now, and racial profiling needs to be fought as well. It is cutting into privacy. On your website it says, "Pat-downs are used to resolve alarms at the checkpoint, including those triggered by metal detectors and AIT units. Pat-downs are also used when a person opts out of AIT screening in order to detect potentially dangerous and prohibited items," (TSA, Online). Often this is not the case. From personal experience, I have

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/3/2014 6:02:13 AM

12/3/2014 10:11:57 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight out of Jacksonville (OAJ) on 12/3/14
Comments: I found the pat down by (b)(6) excessive. I notified TSA officials that I have a knee brace and would need additional screening (as I do at many airports). (b)(6) then made me take off my shoes and my outer garments (disputed my TSA pre check) and proceeded to pat me down (hair to feet, in the crotch and under my breasts) and then did the wipe of my brace underneath my clothing. I waited complicity through the process, feeling quite exposed and appearing like a detained criminal in front of the other passengers. Again, this is NOT the same treatment I received at other airports by multiple other TSA officials. I feel that (b)(6) search of me was unreasonable and violated my rights against unreasonable search beyond the scope of my consent and applicable TSA security regulations. I fully expect and appreciate your time for a response. Thank you.

To Whom it May Concern,

I am writing to share about a recent experience I had, traveling over the holiday. I departed from Dallas Love Field, and arrived in Orlando, FL (and then returned through the same airports).

When I was in the security checkpoint, approaching my turn to enter the x ray scan, I discreetly informed the attendant near me that I am transgendered (born female, legally and physically presenting as male). I ask for them to just let the person running the x ray know of my situation, and that I had a medical wrap around my chest covering my breast area, so there was not any confusion, surprises, or embarrassing moments for either of us. Both instances, Dallas and Orlando, they said no problem.

The problem came, when I got out of the x ray booth, and had to be patted down. I've had this happen before, so was not surprised. What was surprising, was the fact that knowing the information I gave them, both airport attendants patted me down with the palm-side of their hand, all around, across, and even cupping my breast and nipple area.

12/3/2014 I flew before, about 2 years ago, out of Oakland, CA. I had explained this to the attendant and there was no problem. The male who had to do a pat-down, used a wand on me first, and then did a quick back-hand run across my chest area. During my
12:17:19 time this week, out of Orlando, I had even asked the man if he could use the backside of his hands. He asked if I wanted him to change his gloves. I said "no, I'm not concerned about germs, I just don't think it's very professional to be touching with the
PM palms of your hands like that"... he replied, "well thats just the way I have to check".

All I can see is that one of two things is going on: The gentleman in Oakland instinctively knew to use his backhand, as to increase my comfort level (and probably his own) and there is absolutely no sensitivity education going on to other TSA members. or, the method the gentleman in Oakland used is the expected protocol, and the men in Dallas and Orlando were not taught it, or ignored it. Either way, I felt completely embarrassed, violated, and vulnerable. It honestly makes me never want to fly again.

I know I am certainly not the first, and only, transgendered person to go through security at the airport. With the increasing attention and legal changes going on in the media lately, you'd think there would be more sensitivity to the patrons going through the airports, who come in all shapes and sizes.

I look forward to your prompt attention to this matter.

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]

Sent: Thursday, December 04, 2014 11:53 AM

To: TSAExternalCompliance

Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 12 4 2014 11:52:42 AM

Attachment:

1)Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Yes

12/4/2014
2:23:37
PM

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Inglewood

State:

California

Zip:

Disability Description: Caller has a pacemaker

Response Details: Response: Informed caller that TSA does not have any evidence that the AIT will damage her pacemaker but she should not have went through the WTMD. Informed caller that she can request a patdown instead of the WTMD or AIT if she feels the screening will damage her pacemaker. Informed caller please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this information to the appropriate Customer Service Manager. Informed caller to monitor her email over the next few days in case the CSM needs to contact her.

Incident Details: Caller: Caller states she went to the airport and when she went through security she was informed to take her shoes off. Caller states the TSA agent informed the caller that she had to take off her shoes and caller informed the TSO that she was over 75 and did not have to take off her shoes. Caller states she informed the TSO that she also had a pacemaker and can not go through the screening and the officer informed her that it wont hurt her and informed her that she is holding up the line. Caller states the TSO informed her to just go through the screening. Caller states that she reluctantly went through the WTMD as the officer would not give her any other option. Caller states that she regrets going through the WTMD now as she is concerned that it has damaged her pacemaker. Caller states she usually receives a pat down when she goes through screening due to her pacemaker. Caller states the lady that patted her down was very nice and stated she would report this incident to her supervisor also.

12/4/2014
5:07:04

PM

Airport- MCI in Kansas City
Airline- US Air
Flight number- 599
Date and time of incident- 12-02-2014 3:00 pm
Baggage and tag numbers- Not provided
Description of baggage- Not provided
Was there and NOI- Not provided
Anything on NOI- Not provided
Specific location of incident- Gate 83
Contact information (phone number or email)- (b)(6)

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 12/4/2014 5:48:06 PM Airport : MIA - Miami International Date/Time of Travel :

Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : Male Comment : When the scanning of the advanced imaging started, I was asked to use the technology. I was later asked to go to a private room and get a "pat down," later the male agent felt my penis. I didn't say anything, because I really wanted to get to my flight. But my question is -- is it normal TSA pat down protocol to touch crotch area?

Would you like a response? : True

12/4/2014
6:03:18

PM

Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/4/2014 8:09:11 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Miami, Florida airport (terminal D, gate 32/ by American Airlines) Direction: St. Louis, MO.

November 16, 2014 at 4:05 p.m.

Comments: Dear Sirs,

12/4/2014 I would like to file a complaint with the TSA team at Miami, Florida airport (terminal D)

9:04:36

PM

On November 16, 2014 at 4:05 p.m. my husband and I were going through a security check point at the above mentioned airport, and I, as a woman who is about to start a family, decided not to go through the full body scanner and told the TSA officer, (b)(6) that I preferred a pat down.

I was waiting for a pat down for about 15-20 minutes, which is a totally unacceptable waiting time frame for an airport. During this time, nobody came up to me to explain what was going on and why it was taking so much time. Meanwhile, there were 3-4 women working on the floor plus some men. After waiting for 15 minutes, I asked the officer again to find somebody who could pat me down, and he responded very rudely, saying that I had to wait or to go through the full body scanner, which I eventually HAD to do.

After I went through the full body scanner, I decided to get the names of the supervisors who were in charge, in case I would have decided to take legal actions against the employees if there were any damage done to the fetus of a baby.

The supervisor who was working on the floor refused to give me her name, covering her name tag with a clip board that she was holding in her hand, and instead of apologizing she asked me if I was a USA citizen. Afterwards, she suggested that I should talk to her other supervisor in the office.

The supervisor who was sitting in the office, of an Asian look/origin, refused to give me their names as well. I explained the situation and again the only reaction I witnessed was indifference. In fact, she and her male assistant, who was in the office said that it was my voluntary decision to go through the full body scanner. I wanted to write down her name, but she leaned forward positioning her arm in such a way that I couldn't see the name on her name tag. I had to leave the office in utter frustration feeling hopeless.

From: (b)(6)
Sent: Friday, December 05, 2014 6:35 AM
To: CRCL; TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: *Confidential: RE: Complaint against TSA

Dear Sir/Madam,

As advised, kindly see attached my complaint , submitted for your further review.

Best regards:

12/5/2014
8:29:38
AM

(b)(6)
(b)(6)
(b)(6)

Notice of confidentiality:

This email transmission contains United Nations proprietary information that is strictly confidential and/or legally privileged, and is intended solely for use by the official of the United Nations and/or named recipient(s) only. If you have not already received this email, please do not read, copy, Also please notify the sender by replying to this message and then delete it from your system.

From:
CRCL <HYPERLINK "mailto:CRCL@HQ.DHS.GOV"CRCL@HQ.DHS.GOV>

To:
"HYPERLINK (b)(6)

Date:
12/05/2014 02:26 AM
Subject:

Caller is just using her PreCheck for the first time. Caller has GE. Today was put in the PreCheck line, but still had to remove her shoes and do regular screening. She had to remove her coat and then when an alarm went off she had to remove her shoes. She felt embarrassed by the experience because she was holding up the line and other passengers were looking at her like she was in the wrong line. Caller would like to know if she should have shown her GE card at the checkpoint. Caller would like to know if there is a certain type of shoes that are recommended so that she does not have an alarm going through the checkpoint.

Advised caller:

Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

12/5/2014
9:26:40
AM

It is important to remember that TSA PreCheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

You can request a patdown if secondary screening is needed instead of going back and forth taking off items. Secondary screening can be required if alarms must be resolved.

Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. If you have metal in your shoes, it is likely that it would cause an alarm in the WTMD.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

If you have concerns about your screening at the checkpoint, feel free to ask for an STSO to address those. Call us at the TCC if you are consistently having issues with getting expedited screening benefits in the PreCheck lane.

Caller and her husband will be flying to tomorrow. He does not have a PreCheck notification and she does. She said that he is 82 years old and can not go through the checkpoint alone. She wanted to know if she can get PreCheck put back on his ticket or if he can go through the PreCheck line with her. She called United Airlines and was told that PreCheck is random. She said that they both enrolled in PreCheck.

I gave the following information: TSA PreCheck, identifies low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening. If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass.

While some airports may allow individuals who are traveling with a TSA PreCheck eligible passenger to access the TSA PreCheck lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA PreCheck-eligible passenger should not expect to be directed to the TSA PreCheck lane each time they fly. In addition, please remember that TSA PreCheck does not guarantee that an individual will receive expedited screening.

12/5/2014
1:28:00
PM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

I gave information per: <http://blog.tsa.gov/2014/06/tsa-travel-tips-frequent-flyer-profile.html>

If you check-in online before your flight and don't see a TSA PreCheck indicator on your boarding pass, contact your air carrier. They can update your Secure Flight information right away. If everything matches, you will be able to re-print your boarding pass again, hopefully with TSA PreCheck this time!

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 12/5/2014 12:20:23 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening..
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight No. UA6143
United Express
Central Wisconsin Airport - Wausau, WI
Gate 8D..

12/5/2014
2:33:42
PM

Comments: I was made to have a pat down which is a very intrusive, insidious and un-necessary. I had a picture driver license, numerous credit cards, medicare, health insurance and blood donation cards all in my name. Because my drivers license was a paper copy of the exact NH driver's license including a clear picture of me which the TSA agent even admitted that. Because I have moved from NJ to NH and NH has 60 days to provide a plastic copy, I do not think a pat down was necessary for a 72 year man traveling with his wife. My luggage was also ransacked even though it went through the scanner as I did. Also, they did not have a body scanner which I do not mind but someone touching my private area is uncalled for.

Either you need to make a consistent policy across all states to require them to provide the hard plastic driver's licenses immediately as NJ does or accept the paper copy!!!! Another option is to make a body scanner mandatory at all airports. You also need the policy to be consistent because I went through the Boston Logan airport on my way to WI on 12/14 without an issue but the TSA agent did ask for another card which was very reasonable.

One of the TSA officers even threaten me that he would make me miss my flight because I was complaining that I had all the information needed. They would not even allow me to show them all the information that proved who I was.

I will never let your people touch my private areas ever again. I will place my hands over them rather than let your people touch them. It is totally uncalled for. Make a body scanner mandatory for an airport operate.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/5/2014 3:22:59 PM

12/5/2014

4:08:05

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Gate/Etc): GSP airport at 3 pm - terminal B for Delta

Comments: TSA agent asked me to unhook my belt and then wanted to put his hands inside my waistband. I said, "yes, you can put your hand in my pants" - because going IN my waistband is going IN my pants. After saying this they got hostile and asked if I wanted to do a strip search screening like it was some type of punishment. They need training in English, sentence and word meaning, and to accept compliance without getting all weird. With all the poor police training evidenced in Ferguson and NYC - you should better train what are hostile people.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Cambridge, MA 02139

Zipcode:

12/5/2014

6:03:22

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Gen. Edward Lawrence Logan International Airport

From: (b)(6)
Sent: Friday, December 05, 2014 8:48 PM
To: TSA-ContactCenter
Subject: TSA Examination Follow Up

Hello,
When flying from Denver to Detroit today, Fri. Dec. 4th, my husband and I was directed to the Pre-TSA approved checkpoint.

Upon getting my hands tested, a chemical was detected. I was then examined and brought to a private room for a pat down. While the TSA staff were handling and examining all of my belongings, including my jacket, a stain was left on my brand new jacket.

This jacket, was \$200 and brand new for this business trip back to Michigan to meet with potential clients.

12/5/2014 9:02:48 PM I truly appreciate the safety precautions that have been put into place to keep us travelers safe. However, the mishandling of a passenger's belongings is disappointing and frustrating, to say the least. Especially, when I was so cooperative with the staff.

The moment I was approved to be released, my belongings were left in disarray for me to put back together, as they quickly escorted me out so they could examine another passenger.

Attached is the photo of my brand new jacket, and unfortunately, I did not notice the stain until we were already beyond the safety check. There is no other way this stain would have been added.

If you need further information, please let me know, I would be more than happy to provide it.

I would appreciate a reimbursement for the new jacket, as I do not know if it is a stain that will be able to be removed by a dry cleaner.

Thank you so much.

Looking forward to your prompt response,

(b)(6)

TSA Cares,

I am (b)(6) the person with CRPS/RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should have had a warning when twice, Officer (b)(6) asked me to hold my arms out to my sides, and twice I said I could not. Finally my PSS Officer said that I could not and Officer (b)(6) started the pat down stating that if anything she did hurt to tell her so. The problem with CRPS/RSD is that the slightest wrong touch can cause a flare and at that time it doesn't matter if I tell her if it hurt or not because I am flared instantly at that point. That is why I need specially trained people to do the pat down. That is why we go through TSA Cares. That is why we e-mail TSA Cares before my travels. That is why we follow up with supervisors the day before we travel and are assigned a PSS. That is why we stop at our departing city and talk to the TSA supervisor at the desk when we land and let them know when we be departing. That is why we explain my disease. That is why we handed the CRPS/RSD handout to PSS Officer (b)(6) and PSS Officer (b)(6) at Norfolk (no problems at all there). WE do not just show up at the gate and expect to be handled with care. We prepare, and prepare, knowing how the slightest wrong touch can set me off.

12/6/2014 9:16:10 AM We have waited a week hoping to hear from (b)(6) in Orlando or (b)(6) before going up the chain but have not heard anything back, so I am filing a complaint. A flare can set back my Physical Therapy 3 weeks or more and the pain is excruciating. If you look at the literature you will see that CRPS/RSD pain is the highest pain on the McGill Pain Scale even beating that of Cancer. Having to sit here and write this complaint to accommodate TSA's request has increased my stress, which as exasperated my symptoms (note second sentence in this note). Thank you very much, TSA.

(b)(6)

-----Original Message-----

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Sunday, November 30, 2014 6:56 PM

To: HYPERLINK (b)(6)

Subject: In Response to your inquiry.

Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Missouri City, TX
Zipcode: 77459

12/7/2014

9:14:59

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

San Antonio International Airport

Disability Description: Caller traveled on 12 05 out of PBI on SW terminal B. He had all his diabetic supplies and insulin with him and he also had a freezer pack that was not solid and he was subject to a Patdown an secondary screening of all his property. He then realized a diabetic kit was missing from his carry on and needs to be compensated. He travels a lot and this has never happened to him.

Information Request: Caller left out 12 05 of SW terminal B Florida with insulin and a partially melted ice pack. he said the supervisor told him he could have the hard ice packs

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or via postal mail to:

12/7/2014
11:15:55
AM

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

On two consecutive occasions, I have been pulled aside at the Jackson-Evers International Airport in Jackson, Mississippi, for a pat-down. On the first occasion (November 17, 2014), I was traveling to New Hampshire on business via Atlanta and Boston. On the second occasion, I was traveling to Oklahoma City (December 1, 2014) on business via Dallas/Fort Worth. On both outbound occasions in Jackson MS, I "alarmed" in the lower body going through the detector and was subsequently patted down. However, upon going through security screening at Boston Logan International Airport and the airport at Oklahoma City, I had no problem. I did not "alarm" going through the detector.

I make it a point to inform the security agent of my two partial knee replacements prior to any security screening. When I told the agents in both Boston and Oklahoma City that I "alarmed" in Jackson MS, each person at the respective airports stated that the sensitivity is probably set too high.

Prior to approximately three weeks ago I did not have this problem at the Jackson-Evers International Airport in Jackson MS.

12/7/2014
1:10:23
PM

I do not wear ankle bracelets or other types of jewelry, and I have never had any type of foot, ankle, or leg surgery other than the two partial knee replacements (the medial right knee and the medial left knee).

I request your assistance in looking into this issue. I look forward to your response prior to February 23, 2015, the date of my next out-of-state business trip.

(b)(6)

Jackson, MS 39211

(b)(6)

Sent from my iPad

(b)(6)

Yorktown, VA 23693

(b)(6)

On Dec 6, 2014, at 1:30 PM (b)(6) wrote:

Begin forwarded message:

From: (b)(6)

12/7/2014
1:10:47
PM

Date: December 6, 2014 8:47:34 AM EST

To: HYPERLINK mailto:tsa-contactcenter@dhs.gov tsa-contactcenter@dhs.gov

Bcc: (b)(6)

Subject: Letter from Complainant

TSA Cares,

I am (b)(6) the person with CRPS RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should have known better. My boyfriend flew from MKE and had to get a patdown because his shirt set off an alarm. The TSO that was giving the patdown made a comment that the passenger's man boobs had set it off. The passenger is a 6 foot 6 inches and about 280. Caller believes this is not good customer service.

Response:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

12/7/2014
6:13:32
PM

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: MKE

Airline: AirTran Airways

Date and Time: 11-07-14 4:30

Location: Terminal C at the checkpoint.

Contact Information: (b)(6)

Feedback Type : Security Issue

Categories : Secure Flight; Pat-down

Current Date/Time : 12/7/2014 4:39:07 PM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear Sir/Madam:

I have heard that in addition to the Pre-Check Program, of which I am not in favor, at Los Angeles INTERNATIONAL Airport, there is now a policy in action of choosing, at random, certain passengers who may also be treated as official Pre-Check passengers. I understand that the Department of Homeland Security owns and instigated this policy in order to relieve pressure associated with too much traffic for their resources.

12/7/2014
6:20:17
PM

The military are also automatically exempted from absolutely any security check whatsoever. So a person completely unknown to anyone can literally just walk onto any plane flying anywhere at any time from one of the world's busiest international airports which is demonstrably the target of terrorists.

I demand that this policy be rescinded and so does everybody I have spoken to. You have a clear responsibility to protect the people and we the people feel very, very vulnerable.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir or Madam,

Per your email on December 2, 2014 at 1:38 PM titled "Feedback regarding your recent inquiry with the TSA Contact Center"

I am re sending the message that I sent to "TSA-ContactCenter@tsa.dhs.gov as outlined below...

On Nov 21, 2014, at 12:19 PM, (b)(6)

12/8/2014
8:48:34
AM

I am a very upset disabled Veteran and federal employee who has been harassed and threatened by your agents.

I am filing this complaint, as I hope that others or I is not harassed the same way in the future.

While I am supportive of the screening process, excessive screening and harassment should not be tolerated.

I was assaulted in the military and having your agents pat me down twice for no reason is not acceptable.

I brought with me my liquid iron which is clearly labeled; however, I never send my liquid medicine through the xray.

Caller flew from Nashville to Tampa. The screening by TSO (b)(6) was unprofessional. He was going through PreCheck line. Caller was wearing a pair of slacks and a light weight jacket. He had suspenders on and this, caller believes, set the TSO off. When he spoke with a supervisor, they gave him a card with the TCC number on it. He stated he finally gave in and endured a pat down. All the other people were very respectful. Caller flies a lot and this is his first complaint.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

12/8/2014 7:01:17 PM
Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.
Airport: Nashville
Airline: Southwest
Flight Number: 514
Date: December 8, 2014 3:55 p.m. departing
Specific Location: Going through PreCheck line
Individual Contact: (b)(6)

Callers daughter has flown recently and received an invasive patdown on both her departing and return trips. She has an anxiety disorder. She is trying to help her daughter avoid this type of screening again. The airports were Mesa and Pasco, WA. She was married in June and does not have a married ID on her license. She is taking a trip and does not want this to happen again. The ticket is placed in her married name. She provided the marriage certificate the last time she traveled. Her ID is in the single name. Is there anyway to avoid the patdown? Caller wanted the CSM contact information for Mesa?

Advised:

12/8/2014 7:09:43 PM
I stated the marriage certificate is an acceptable alt ID. I instructed the caller from the template below about what ID's are acceptable as alternatives to a valid one, such as SS card, birth certificate, marriage license, credit cards, checkbook, work ID, student ID or any valid document that would have their name as it appears on their boarding pass and also you may be asked to complete the Certification of Identity form if needed. The TSO will ask for at least two forms of alternative ID at the security screening checkpoint. I advised them to get there at least 2 hrs before the flight departed. She could ask to speak with a supervisor or a PSS if they want to conduct another PatDown at the checkpoint.

Name: Lisa Christenson
Phone: 480-375 (b)(6)
Email: PHX-customersupport@tsa.dhs.gov

To whom it may concern,

This morning, my mother arrived at the Lubbock International Airport to travel to Dallas to visit her grandchildren. She has traveled numerous times and is always cooperative. She also had her right knee replaced last year, the material in her artificial knee often makes the metal detector "go off". This morning the metal detector went off and she was asked to take off her boots. She communicated to the agents about her knee and suggested that she would rather just have the pat down. The agent that would need to do the pat down seemed irritated....either that my mother suggested how she do her job or the fact that she had to do a pat down....I don't know why, she seemed irritated and she started to do the pat down. As she did the pat down she ended up squeezing my mothers left knee 3 times, which needs replacement and is in poor condition. My mother let out a yelp and nearly lost her balance due to the pressure applied by the agent. No assistance was offered to my mother after she expressed obvious pain. This situation needs to be avoided.

12/8/2014 8:06:46 PM
Why were the agents impatience or upset? Why did the agents not listen to the customer who is explaining the reasons surrounding the situation and just abide and go with a pat down? Why did this particular agent take issue with the situation, I doubt it is uncommon for elderly to have replacement joints and go through security? What other factors played a role? Was my 68 year old mother a risk to security? Was the line so large at Lubbock on a Monday morning before 8am that there was a lack of time to do the job correctly?

I demand answers to this neglect.

(b)(6)

--

(b)(6)

Disability Description: Caller wears an insulin pump.

Response Details: Advised:

Asked the caller if she would like information on filing a written complaint and she said yes.

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

12/8/2014
8:40:39
PM

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your reason in your complaint.

To file a complaint via e-mail, please send it to TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling. To file a complaint online, please visit www.tsa.gov/traveler-information/travelers-filing-complaint.

Asked the caller for information to forward to the CSM for them to investigate the matter.

Airport where the incident occurred: Flint Michigan

Airline: Southwest

Flight numbers: 2026

Date and time of incident: November 28 2014, 200 pm

What terminal or gate? Unknown, Checkpoint 2

Individual's contact information email

On Friday, December 5, 2014 1:00 PM, (b)(6) wrote:

Hello Program Specialist CTS# (b)(6)

I am requesting an update on this complaint filed in July. Your response is greatly appreciated.

(b)(6)

12/8/2014
10:12:41
PM

On Monday, September 15, 2014 3:05 PM, ComplaintAdmin, ADA (CRT) (b)(6) wrote:

We received your correspondence dated June 26, 2014, in the Civil Rights Division, Disability Rights Section Complaint Admin mailbox. Your complaint is under review with one of our program specialist, CTS# (b)(6)

Thank you for your cooperation in this matter.

Complaint Intake Adjudication
Disability Rights Section

From: (b)(6)
Sent: Monday, September 15, 2014 2:48 PM
To: ComplaintAdmin, ADA (CRT)

Caller is at an airport now, she was screened by a lady, and was made extremely uncomfortable. She wanted to know if it was against policy to give out the names of the agents? She had tried and had ask for the name of the agent and was denied, she said the agent turned her name tag around so she could not see it. She says she has been given a patdown before and has been fine with it but she has never been given one like this. She is very upset. She says she normally is giving TSA compliments. She says she went over to a desk and spoke to someone about this agent and that person called the agent over there and as the agent approached she ask the caller if this was a compliment or complaint as she turned her name badge around backwards. She again was put in another uncomfortable position. She said she was told by both women she can ask for a private screening. She traveled out of LAX.

12/9/2014
2:52:44
PM

Told caller
I explained to her that I thought it was fine to give out names, the agents wears name tags so she can ask for the names.
I was sorry this happened to her. I could take her complaint and forward it to the CSM for her, that is the person that has to handle complaints at each airport.
I ask her if she would like to call her herself or let me take her complaint and email it to her? She wanted to call her herself.

Name: (b)(6)
Phone:

She had concerns calling and thinking she may have spoke to the CSM already, she wondered if it was the lady at the desk. I told her I did not think it was but at anytime on her call she felt it was she can call us back and let us know and we will take this a step farther for her.
I was sorry this happened.

The caller indicated that his wife has a knee replacement. He and his wife traveled from PHL to DEN and back. The both received expedited screening during their departure and return flight. At PHL, she passed through the WTMD. He stated that the TSO reprimanded her for not advising of the metal implant. She then underwent a patdown screening.

When departing from DEN, a very nice TSO asked his wife if she wanted to be screened via a patdown or AIT after his wife advised of the knee replacement. His wife opted for AIT and the TSO escorted her to an AIT machine a few lanes over. After she passed through AIT, the TSO reprimanded her having her shoes on. She received a limited patdown of her leg area.

He asked if she could not have went back through xray screening.

12/9/2014
3:01:11
PM

He asked how they received Precheck prior to completing the enrollment process.
He asked how they received Precheck prior to enrolling

I advised that passengers with metal implants should advise TSOs of the metal implants before screening begins. Regardless of whether a passenger receives expedited screening or standard screening. TSOs must resolve alarms and anomalies via additional screening.

In regard to the incident in DEN, she would not have been permitted to go back through xray. If the AIT was in a standard screening lane, passengers are to remove their shoes during standard screening.

You may still be able to experience TSA Pre?® screening on a flight by flight basis.*

1. TSA Risk Assessments uses Secure Flight Data already supplied to TSA, which allows passengers to access the TSA Pre?® screening lane on a random basis
<http://www.tsa.gov/tsa-precheck-participation-tsa-precheck%C2%AE>
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/10/2014 1:09:45 PM

12/10/201
4 3:19:52
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): US AIR FLIGHT NUMBER 5522 DECEMBER 5th 2014 7:10 Am Departure Oklahoma City to Charlotte, NC
Comments: I have gone through normal screening process without an incident. But I was still pulled by an officer because I was wearing Turban being SIKH.
Don't you think it wrong to treat US citizen as third class citizen at the airports.

To whom it may concern,

On December 1, 2014, at approximately 1100 hours, I was at the San Diego Airport, Terminal 2. I was there with my 9 year old daughter travelling home to Hawaii. While being processed through the TSA screening we encountered a very unprofessional and rude agent (b)(6)

12/11/2014
4 8:25:26
AM

As we proceeded through the line, a TSA agent was using a wand to swab people's hands. As I approached he provided no instruction and just looked at me. Because I saw the passengers before me, I held my hands out palm up. He swabbed my hand and the machine provided an alert. I asked the agent "what does that mean?" He did not explain or respond to the question and instead asked if I was travelling alone even though my daughter was with me. I answered that I was with my daughter at which time he ordered me to take my daughter and "wait over there" (pointing to the side of the line). I started to move over with my daughter and asked "what does this mean" referring to the alert and the situation. He ignored my question and began looking through and over the crowd as if he was trying to find another agent. In the mean time my daughter asked me what was happening. I told her I wasn't sure but the machine must be getting a false reading for something. The agent was using his portable radio when I was talking to my daughter. I asked the agent about how long this would take as I was concerned about getting to my flight on time. Again no response was given. The agent again used his radio to request additional personnel. When he stopped talking I asked again about how long will this take. The agent still did not respond. My daughter asked if we would miss our flight. I replied to her that I wasn't sure because the agent was ignoring me and not answering my questions. Miraculously he heard that comment and snapped back that he is not ignoring me. In a rude tone he said "you are talking to me while I am busy." I tried to explain that every time I asked a question he wasn't doing anything. Now the agent told me "You are just trying to distract me and it will not work." At this point I became agitated and told the agent that it was ridiculous that he has ignored my questions and still has not explained why my daughter and I are being detained. I told the agent he was being rude and unprofessional. Again his reply was that my distractions would not work on him. About a minute passed in silence and without anything else occurring since the last words exchanged, the agent responded. The agent told me that if I had any questions that now I would be permitted to ask. I informed him that I would like to speak to a supervisor as he has already proven himself unprofessional and unwilling to help.

I was then escorted by another agent to yet another line. I asked if he was a supervisor and he related that he was not. I again asked for a supervisor and I was told that I would need to wait. We waited again for some time still without an explanation. Other agents asked me several questions about our property and we were then told I would need to be patted down in another room. Mind you we were still not informed of why we were being detained nor were we provided any details about what was happening or going to take place. As a father it was also disheartening to see my daughter scared and unsure of what was happening. The supervisor was now present and explained that we would need to relocate to another room where he could answer any questions I had while I was "patted down".

On a side note the pat down was very unsafe. The sliding of hands, only protected by latex gloves, up and down a persons clothing is unsafe for the agent and is not very effective for finding devices, objects, etc...

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/11/2014 11:49:18 AM

12/11/2014
4
12:10:26
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Went thru LAX no problem to Hawaii is its own Country...
Comments: I know you need a job creation in Hawaii so you hire a hordes of agents. But is Hawaii not part of the USA? Why do we get treated different in Hawaii then in Chicago Fort Lauderdale Florida and LAX. The best treatment we have ever had was in Fort Lauderdale The worst has been in Maui Kauai o I forgot you can profile. I have a metal in my arm I have a hip replacement so I expect to be groped, but adding insult to injury of being groped a 74 year old I was told to wait so they could swap my hands for bomb making material. Have the same rules at all airports but you people don't know what's going on.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/11/2014 11:49:18 AM

12/11/2014
4
12:10:26
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inconsistent Screening (Different Practices between Airports)
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Went thru LAX no problem to Hawaii is its own Country.
Comments: I know you need a job creation in Hawaii so you hire a hordes of agents. But is Hawaii not part of the USA? Why do we get treated different in Hawaii then in Chicago Fort Lauderdale Florida and LAX. The best treatment we have ever had was in Fort Lauderdale The worst has been in Maui Kauai o I forgot you can profile. I have a metal in my arm I have a hip replacement so I expect to be groped, but adding insult to injury of being groped a 74 year old I was told to wait so they could swap my hands for bomb making material. Have the same rules at all airports but you people don't know what's going on.

12/11/2014 2:09:42 PM I am contacting the TSA with a question. Quite a few years ago, my husband unknowingly had a knife in his carry on bag. Of course, it was detected. We went through all of the required procedures, without a question. We had to go through the process of hiring a lawyer and the cost of that and travel to our nearest large city only to have the situation dropped in court. This was a mistake on his part, for not checking his bag before traveling. The bag had been previously used months earlier on a road trip. We totally agree with TSA and Homeland Security procedures. My question is.....Will my husband always be subject for screening and pat downs? Or is there a time limit on this? We were wondering, as he is consistently pulled for screening. Mind you, we understand and have no problem with this, since we understand the importance of this protection. Thank you for a reply.

Regards,

(b)(6)

Caller wants to know if there is a supervisor high in the complaint department. Caller has a huge issue at the with a TSO at SAT.

escalation notes: GAH

12/11/2014 6:22:31 PM The caller is very upset about the patdown she got at San Antonio on 12-10-14 between 1:00 and 2:00 pm. When she went through screening she had leggings with a tight top on with an oversized top on over it. She is a type 2 diabetic and was carrying her medications and a bottle of water for the medications in her purse. She was asked by one of the TSO s during the screening, if she wanted to keep her bottle of water or keep her arbon glasses. She went through the X-ray and the TSO sitting there says he see s a knife. Her stuff was went through several times. The passenger believes that the TSO that gave her the patdown was having a bad day and was excessive and rude during the screening.

What I can tell from the passengers description of events it appears that an anomaly was detected in her bag and this caused secondary screening. The passenger stated that the TSO officer (b)(6) describe to her what she was going to do during the patdown and asked her if she wanted a private screening. She affirmed that she would want the patdown in private and that she did not want officer (b)(6) touching her. Apparently the passenger feels that officer (b)(6) was having a bad day and taking it out on her. The passenger feels violated. Her flight was AA200 boarding at gate B4

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 12/11/2014 7:33:15 PM

12/11/2014 8:00:36 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SWA 4190 from STL, security checkpoints

Comments: This is the 4th time I've been criticized for using the TSA Pre-check line because I have an artificial knee so require a pat down. Each time I'm told the patdown is too much trouble and asked or required to use the scanner. I much prefer the precheck line so I don't have to remove my laptop and liquids and ABSOLUTELY don't mind the patdown.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

12/12/2014 8:27:59 AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller would like to know why every time his daughter flies she gets stopped and gets secondary screening. Caller states she's gotten stopped twice and missed her flight one of those 2 times.

I advised:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

12/12/2014 7:41:24 PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I advised caller:

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

-Secondary screening

-Delayed or denied airport boarding

Advised he could apply at trip.dhs.gov.

12/13/2014 9:08:16 AM

My family and I were traveling at Fort Lauderdale International airport on December 13, 2014. We went thru the checkpoint at Terminal 4 Gate H at approximately 07:30 am. We went thru the checkpoint and they had to check two year old daughters bag. They checked her bag which had yogurt and other kids items. All of a sudden they decided to patdown my girlfriend for no reason. The supervisor reprimanded them for patting down the wrong person. So of course the person that alerted walked away and who knows what reason they alerted. What kind of security is that.

Sent from my iPod

From: (b)(6)
Sent: Friday, December 12, 2014 10:53 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/12/2014 10:53:22 PM

12/13/2014
4 9:09:36
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Screening at SAT versus PHX, a humiliating experience.

Comments:

As an 82y/o disabled Vietnam vet, security screening at SAT consisted of presenting acceptable ID and walking through the metal detector arch, period. Security screening at PHX rejected all forms of ID, then the metal detector arch, body scanner, Caller went through screening and he put his laptop on his clothes in the bin, his laptop got pulled and he had to have a patdown, then he states tsa put the laptop back through screening and then she dropped it. He said I do not know if anything is wrong with it yet, but what can i do if it is torn up?

12/13/2014
4 1:12:46
PM

We regret that you found your experience to be less than satisfactory. What I can do for you is send you a claim form so you may file for reimbursement, would you like me to do that? I can have your claim forms to you in 24 hrs with your email address.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/13/2014 11:41:06 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/13/2014 10:30 PM Airline & Flight Number : KE 86 Checkpoint/Area of Airport : Terminal 1, Preferred/First Class Security Lane, International Terminal TSA Employee: (If Known) : Light Haired white male, approximately 30-35 years old, medium build, slighter framed than colleague Comment : Agent was tasked with pat-downs after the scanning checkpoint and was complaining that the passengers going through were male instead of female. He said things like "What a sausage fest" and "Where are the girls?" Many passengers, including myself, were given the impression that he was seeking to grope female passengers instead of males.

12/14/2014
4 9:30:19
AM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/13/2014 11:41:06 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/13/2014 10:30 PM Airline & Flight Number : KE 86 Checkpoint/Area of Airport : Terminal 1, Preferred/First Class Security Lane, International Terminal TSA Employee: (If Known) : Light Haired white male, approximately 30-35 years old, medium build, slighter framed than colleague Comment : Agent was tasked with pat-downs after the scanning checkpoint and was complaining that the passengers going through were male instead of female. He said things like "What a sausage fest!" and "Where are the girls!" Many passengers, including myself, were given the impression that he was seeking to grope female passengers instead of males.

12/14/2014
4 9:30:19
AM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is wanting to file a complaint. The caller stated she was appalled by the way she was treated at the screening area in Indianapolis. The caller stated she is on a round trip from El Paso to Indianapolis for a conference. The caller stated when she left El Paso, TX they let her go through the PreCheck line and keep her shoes on. The caller stated she had recently injured her knee and was wearing a knee brace. The screeners helped her go through the machine and treated her with respect. She can not say the same for the screeners in Indianapolis. When she was leaving Indianapolis today she was not allowed to go through the PreCheck line. She stated she was force to hobble through the machine. They swabbed her shoes and then told her that there was a problem with them and put her shoes through the x-ray. The caller stated she was swabbed from head to toe. She was then pulled aside for a pat down and escorted into a private room like a criminal with two TSA females. The caller stated she was shaking and felt bullied, threatened, and violated. She stated she had to remove her knee brace during the private screening and told if she did not go through with it then she would not be allowed to fly. The caller stated she does not like to be touched because she has post traumatic stress. The caller stated she asked to speak to a supervisor who was condescending towards her and did not want to cooperate when she asked for his name.. The caller stated she felt emotionally raped and that her privacy was violated. The caller stated she is not going to put up with this kind of behavior.

She stated she thought it was just poor customer service, not a failure to accomodate.

12/14/2014
4 1:48:46
PM

The caller stated one of the TSO females name was either (b)(6) or (b)(6). The caller described one of the females as being white and medium size with short hair in either her 30s or 40s. The caller described the second female as being black with nappy hair. The caller described the supervisor she spoke with as being tall and slender and white.

I advised the caller that I would sent her complaint to the Customer Support Manager in Indianapolis for review.

The caller mentioned that the phone number she provided only messages can be left at that number because she travels so much. And if contacted at that number to please leave a call back number.

Airport - Indianapolis

Airline - Southwest

Flight Number - 4726 from Indy to Hou

Date Time of incident - 12 14 2014 10:00 am

Contact Information (including e-mail) for the passenger (b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

What was the date and approximate time of the incident?

12-14-2014 13:16

I am a Global Entry member, KTN # (b)(6) TSA PreCheck was printed on my boarding pass for DL 1448 departing at 9:55pm on 12/12/14. I reached the checkpoint shortly after 9:00pm. TSA staff said that "because PreCheck closes at 9pm, I MUST receive a regular screening (shoes off, laptop out, belt off, liquids out, full pat down)." At all other US airports to date, my experience has been that PreCheck screening is available in the regular lanes (not only in the PreCheck lanes). As a paid Global Entry participant with PreCheck on my boarding pass, why was I denied PreCheck benefits in this case?? Response required.

12/15/201

4 8:45:46

AM

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My names is (b)(6) and I live in Sedona Arizona. I am a Certified Residential Real Estate appraiser who works for the largest private lender in the country on contract as a Loss Mitigation Appraisal Analyst.

Approximately 14 months ago, after 4 years of ongoing illness and trials and tribulation, I was diagnosed with Relapsing Remitting Multiple Sclerosis (RRMS) to go with my Chronic Daily Migraine Headaches that I have had fore over 14 years. My illness entails running random high fevers for weeks, extreme fatigue and weakness, tremors in my hands and arms, I am unable most of the time to lift my left arm and when I do it is extremely painful, spasticity, loss of balance, loss of coordination in both hands so at times I am unable to write, urinary incontinence, pins and needles and limited feeling in my left arm, hand and left foot, loss of hearing, among many other things. I spent over \$1200 on my air ticket to make sure that if I was unable to fly due to being too sick last Tuesday, it would be refundable or changeable without a problem. Fortunately, my fever broke two days earlier and my boyfriend helped my get everything ready for my trip to Arizona last Tuesday.

Part of my illness is giving myself injections of a drug called Copaxone. It costs over \$8,000 a month and what the insurance company does not pay, the manufacturer gives me some financial assistance for because I have slowly been working less and less. It comes in prepared glass syringes and cannot go through the security x-ray machines, so whenever I travel, I hold it up and politely request a hand check for it. I have been doing this now every time I travel, which is more than once a month since last March, 2014. Each time a TSA Agent takes the box around and waits for me to go through the scanning machine. My belongings go through the x-ray machine and then I gather up my belongings and follow them over to an area where they swab the inside and outside of the medication box and needles for explosives (I assume) and swab my hands also with the wand and test them and then I am free to go. Although I could use a wheelchair, I am not yet ready to do so. I can walk and am still strong enough most days to do so, so I refuse to not do so, even if it takes me a little longer.

On Tuesday, 12/10/2014 I was scheduled to take Southwest flight 2422 confirmation #FMCUQ7 at 6:15am changing planes in Atlanta and going on to Phoenix AZ. At 5:00am I was going through the security line and requested a hand check and held up the box. A short medium size black haired woman looked at me and rudely said, "If we hand check that we will have to search of all your things and a full pat down."

I responded politely by saying, "That's not necessary and I came through here two weeks ago heading to New York and you did not do that and there were hundreds of people and now there is no one., Typically the box is scanned."

She literally seethed and barked back at me, "Don't tell me how to do my job! If you won't let us scan that box, that is what must happen."

So I said, "But I can't let you scan this box. It's my medicine and it will be destroyed. " I hand the box to her and went through the full body scanner and am cleared. All my belongings are x-rayed and cleared through the x-ray machine as well. As I come through to retrieve my things the woman barks something at a TSA male person and he literally jumps in front of me and PUSHES me out of the way shouting at me, "Don't touch those things!" He looks at me like I have done something terribly wrong and yells at me to back away and which are my things, so I point to my coat, handback, boots and backpack. I actually left the computer there and they had to get it later.

Then another woman with lighter frizzy hair, heavier, pulls me harshly over (so yes, 4 people) to an area in the middle of security and tells me she is going to do a full pat down and I can do it there or in private. Never did she ask me if I had any medical conditions or if anything hurt or needed to be watched out for anything. I said no to the private room and she started slowly giving me a speech about the touching in the pat down. While she is doing this the same man and woman and are not swabbing my bags for explosives, they have their hands inside of my belongs and they are taking things out and looking at my private things and reading medicine bottles and opening zippers and dumping things and turning things over etc. I unfortunately have to use catheters and these were out there for all the world to see. The lady doing the pat down has me holding an arm out that is not physically able to, and when I try to tell her I cannot do it she tells me she may have to start over again if I cannot cooperate. And then, with all their violating of my civil rights and searching through my private things without cause, they open a medicine prescription bottle and find medical marijuana. So she looks up at me with her hands on the literally microscopic amount of medical marijuana that I have a prescription for and was in its prescription bottle and she should have NEVER had access to and then commits a felony and detains me as if she is a law enforcement officer, which she is not. At this point I can no longer stand just because I have been standing longer than I have in months, and I ask for a chair because she told me I could not take my things (not true) and could not go to the plane (not true but I didn't know.)

I am a Global Entry member, KTN # (b)(6) TSA PreCheck was printed on my boarding pass for DL 1448 departing FROM DETROIT, MICHIGAN (DTW) at 9:55pm on 12/12/14. I reached the checkpoint shortly after 9:00pm. TSA staff said that "because PreCheck closes at 9pm, I MUST receive a regular screening (shoes off, laptop out, belt off, liquids out, full pat down)." At all other US airports to date, my experience has been that PreCheck screening is available in the regular lanes (not only in the PreCheck lanes). As a paid Global Entry participant with PreCheck on my boarding pass, why was I denied PreCheck benefits in this case?? Response required.

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The caller would like to speak with someone in regard to how his wife was treated.

He stated his wife was made to take her clothes off and and was screened via a patdown screening. He indicated that she was so upset that was the only information that she was able to provide and he could barely understand her. This occurred at MLB in FL today.

He indicated that he tried to contact the CSM via option 5 on the IVR and was routed to me. He stated that he was not asked for an airport code.

She flew with Delta and departed around 2:30pm. She went through screening between 1pm and 1:30. She was traveling to Jackson MS with a layover in ATL.

He stated that he hopes that the CSM contacts him to explain what happened.

I advised that I have documented the information that he has shared and will refer the information to the CSM at MLB to make them aware. They would have the means to look into and address this. I advised that the CSM may contact him if they require additional information.

I attempted to ask probing questions of the caller to obtain additional information in regard to exactly what happened and why, but the above is the only information that the caller could provide.

Caller traveled to Mexico and on their return they went into a Duty Free store and bought a bottle of liquor that was packed in a Duty Free bag. They were told that if they didnt mess with the item and left it in their bag they could leave it in their baggage on their connecting flight from Chicago to Detroit. They went through the screening with the bottle and the TSOs said they would have to inspect the bottle. Caller said they then decided the bottle was an explosive device after attempting the bottled liquid scanner. They could not get the bottle to sit right and could not complete the bottle liquid scanning. They were told the bottle didnt pass inspection and they took his bottle of liquor and they gave him a patdown. Caller said they were very rude and wants to make a formal complaint about it. Caller stated that they did tell him he could take the bottle out and place it in checked baggage. Caller said they have spoken with their attorney. Caller says he thinks his rights were taken and he will go higher if he needs to. Caller continually stated they did nothing wrong and wants to know why they did additional screening. Caller states that someone should look at the sign because it doesnt say that their items might not be allowed through.

Advised caller : Liquids, aerosols, and gels in sealed STEBs will be screened at the TSA checkpoint with bottled liquid scanner technology used to inspect bottles and their contents for the possible presence of liquid, aerosol, or gel threat materials. As always, items that cannot be screened will not be allowed through the security checkpoint. TSA recommends that passengers continue to place duty-free liquids, aerosols, and gels in checked baggage if they are concerned the items will not be cleared through the checkpoint.

Advised caller : Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

12/15/2014 3:03:17 PM Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Provided CSM name number

Name: (b)(6)

Phone: (b)(6)

Flight Information

Airport ORD

Airline United

Location Terminal 1 BC area

Date Time 12.13.14 8:15pm

TSO Name (b)(6) - Female supervisor. She thought it was funny that he received additional screening.

Connecting flight from Mexico to DTW.

Hi.

My name is (b)(6)

At 13/12/2014, when i was in Austin airport, to go to Munich via Houston, the security guards made me a pat-down.

I'm Turkish Navy Officer, was traveling with Nato Travel Order. I have no valid passports on my own.

NATO says: NATO Status of Forces Agreement (SOFA) orders are not required to show a passport or visa for entry into nor exit from United States under international law and domestic regulations. So NATO members shall be exempt from passport and visa regulations and immigration inspection on entering or leaving the territory of a receiving State.

I tried to explain this rule and shown them an explanation writing from (b)(6) but they didnt understand me, they said that because of no passport on me, they had to do pat-down.

was about to miss my plane, i unwillingly accepted pat-down.

12/16/2014 10:06:00 AM i looked to your web site writes : "If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by imaging technology."

So im complaining for this situation. and the staff that made pat-down to me.

Their names are:

(b)(6) Security Manager (b)(6) - Stakeholder Manager (b)(6)

(b)(6)

Lieutenant

Turkish Navy

(b)(6)

(b)(6)

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To whom it may concern,

I urge you to read the following narrative, a flight attendant's perspective of a diverted flight, very closely. It is an illustration of a blatant violation of FAR 108.201 and a potential violation of FAR 108.225. Please confirm receipt of this email and advise of any further instructions. I would like remain anonymous in my submission.

On Friday, March 14, 2014, United Airlines flight 1425 from Chicago O'Hare International Airport (ORD) to Ted Stevens International Airport (ANC) was diverted to Kenai Municipal Airport (ENA) in Kenai, Alaska. The reason for the diversion was severe, unexpected winter weather at Ted Stevens International Airport in Anchorage, Alaska. Upon arrival in Kenai, we were advised that we would be getting more fuel and taking off for Anchorage as soon as weather conditions permitted.

While we were on the ground in Kenai, several problems began happening. We began to run out of food and water. There were several heavy drinkers onboard, many of them upset that we wouldn't continue serving them alcohol throughout the tarmac delay. Our lavatory waste system became extremely full. The waste level indicator was fully in the red. On top of that, we were unable to let passengers off of the aircraft to use the lavatory because there was no Transportation Security Administration (TSA) to re-screen them before they come back onboard.

12/16/2014

4

12:13:31 After several hours into our tarmac delay, the captain had Pizza Hut pizza and bottled water from a local Safeway grocery store delivered to the aircraft. None of the food or water was ever screened for dangerous articles. Everything was simply driven

PM

Meanwhile, while weather conditions in Anchorage were not showing any signs of improvement, our captain was about to exceed his maximum duty limitation per Federal Airline Regulation (FAR) 117.

Once the fuelers in Kenai finally arrived, they improperly fueled the aircraft, eliminating any chance of us making it to Anchorage [HYPERLINK "x-apple-data-detectors://2"](#) on Friday evening. It was at this point that the passengers were directed to deplane the aircraft and wait inside the terminal building for further instructions.

After securing the aircraft, the pilot and flight attendant crews also deplaned and left the airport for our hotel.

On the morning of Saturday, March 15, 2014, at approximately [HYPERLINK "x-apple-data-detectors://4"](#) 8:45AM Alaska time, I called the ORD duty desk and spoke to supervisor (b)(6) about the situation. She told me that all of the passengers had been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. She then corrected herself and informed me that our flight would be a revenue flight. She assured me, however, that everyone would be re-screened before boarding the aircraft.

When we arrived at the airport, we quickly learned from airport operations employees that none of the passengers were going to be re-screened. No body scanners. No X-ray machines. No metal detectors. No wands. No pat downs. Nothing. As long as they provided a government-issued ID matching their name on the passenger manifest, they were authorized to board the aircraft.

Caller said he is calling to report an issue that occurred at Detroit Metro his home airport on 12-12-14.

He is Global Entry and had Precheck printed on his Delta boarding pass for Flight 11148 but he was denied Precheck and he was given a Patdown.

The excuse given to him was that PreCheck lane is not open after 9 PM but at other airports when the PreCheck is closed he gets it in the regular line.

He said the TSO directed him to the regular line before even scanning his boarding pass because the Precheck Line was not open.

RESPONSE:

12/16/2014 We do not guarantee ever that you will get the PreCheck.

4 1:12:25

PM

After careful review, we have determined that this issue does not fall within the purview of TSA. We encourage travelers to contact the local airport authority, which is responsible for the operation and oversight of the airport.

All airports are not required to accommodate you and allow you to get PreCheck benefits in the regular line.

Normally we scan the boarding pass but if the PreCheck line was not open you would have been referred to the regular line anyway.

You can complain to your airline that the PreCheck lane was not opened.

Again we are not obligated to give you PreCheck and it is not a guarantee and I cannot tell you different.

12/16/201
4 4:10:46
PM

THIS IS A CONTINUATION FROM THE PRIOR EMAIL BECAUSE I FLEW BACK FROM PHOENIX 12/15/2014. THE CORRECT DATE OF THE OCCURRENCE IN WPB WAS 12/11/2014. Here is some clarification and I have done research and my civil rights HAVE been violated regardless of the Florida Marijuana laws and the fact that the AZ Department of Health (AZDH) deems the medication I was carrying in my pill bottle medically necessary and I under-went extensive medical screen prior to being prescribed it.

The medication I asked to be handchecked is Copaxone and it is carried in its prescription box. It costs \$8,000 per month and arrives in pre-filled glass syringes that are SEALED and in individual unopened 40mg packages, along with drug interactions materials and the manufacturer labeling, etc. Until it is ready for use each syringe is not unsealed out of its package and the estimated cost of each syringe is \$720.m The x-ray machine will destroy the medication and the medication slows the progression of my illness and extends not only my life but my ability to walk, see, hear, talk, feel, breathe and function at all. It stops or slows the damage the disease is doing to my brain. So when a TSA officer looks at me and rudely says, "If you

Submitted on Tuesday, December 16, 2014 - 14:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Seattle

State: Washington

Zip Code (Post Code): 98103

Other:

Email: (b)(6)

12/16/201

4 4:11:20

PM

==Incident Information==

When did this happen? 12 15 2014

Where did this happen? ALASKA - ANC - Anchorage

International

What happened?

On December 15th, at approximately 12:03am I proceeded through the TSA Precheck line on my way to Flight 108 Alaska Airlines leaving gate C4. I was traveling alone, wearing blue jeans and a

heige Columbia fleece. For reference, I have a global entry pass (b)(6).

Your video tapes should by time-stamped as to when my QR code for my flight was scanned. The TSA agent asked me to proceed through the metal detector as normal, no problems.

However, after I was 15-20ft away heading to grab my bags from the X-Ray machine, she stopped me saying I had been randomly selected for additional security. I asked why, and she said the

Disability Description: Caller has a knee replacement and her son has Downs Syndrome.

Information Request: Caller is a United retiree and she usually has to fly on standby and she can't call the 72 hours prior to the flight to setup assistance. She was wondering if she could ask for a supervisor when she gets to the checkpoint to help her get through the screening. She would probably know about 24 hours before the flight what her itinerary will be.

Response Details: Asked the caller if she felt like the incident back in April was discrimination because her son is disabled and she said yes. Asked the caller if she would like me to give her information on how to file a complaint in writing and she said she would like the information sent to her but she doesn't want to file a complaint. She would like the information in case it happens again she will know what to do.

Advised the caller we recommend that she call 72 hours prior to the flight but that we can still send it if the lead time is less. Also informed her she could ask for a PSS at the checkpoint to help her through the screening. Caller says she was given the number to the manager at the Honolulu airport to call ahead when she gets there and she wanted to know if that was the same for Las Vegas. Gave her the number to the CSM at McCarran which is (b)(6)

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Have metal implants that may alarm the walk-through metal detector;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

12/17/201
4 1:10:12
PM

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a walk-through metal detector or anomalies identified by AIT. If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- Passengers should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they or their traveling companions or family members:

- Have an intellectual or developmental disability;

Caller wants to speak to someone in customer service; she had some jewelry stolen. She was on Flt 1013 from JFK to Long Beach on Dec. 12th. She didn't open her bags until now because she has been sick. She reported it to JetBlue. The number they provided to pursue a claim was not a good number. When she called back, she was given the TSA number.

Was there an NOI?

The jewelry was stolen out of her carry-on bag. She was delayed due to a patdown. She had POC and batteries and was challenged to get her property through the airport.

1. Airport: JFK
2. Airline: JetBlue
3. Flight number: 1013
4. Departure date and time: 12-12, 1745 hrs.
5. Approximate time of incident: caller does not recall when she went through, possibly about 1630.
6. Location (terminal or gate number): Gate 26 - JetBlue
7. Description of baggage: black 21 inch suitcase with wheels and an extendable handle. The jewelry was in a flannel draw-string jewelry bag inside her black carry-on bag.
8. Baggage claim numbers: NA
9. Notations on the NOI: NA
10. On behalf of: NA
11. Contact information: (b)(6)

12/17/201
4 4:16:53
PM

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

Caller request the claim form be surface mailed to her. I confirmed her address.

Caller stated her experience at Chicago O hare was so severe she almost had to go to the hospital. The caller stated she was flying from Chicago O hare to Philadelphia last Monday. The caller stated she does not go through the scanners so she gets a pat down. She was held 15 minutes in a corner and could not see her baggage. When she tried to leave the corner to check on her belongings she was told to get back in the corner. She was yelled at by a TSA agent who stated you chose this. The caller stated that women TSA agents were doing nothing but standing around and laughing at her. She stated she saw woman TSA agents picking there fingernails with a pen and doing nothing. She stated when a female agent finally came over to her the TSA agent was yelling at her to find out if she had any pockets. So she pulled up her shirt to show she was wearing leggings. The lady then yelled at her asking why she pulled up her shirt. The caller stated the screener kept yelling at her to find out if she had any metal or sharp objects in her pockets. The caller stated she would have walked through the metal detector and gone through a pat down to show she did not have anything in her pockets. The caller stated she requested a supervisor and asked for a chair. She was going to collapse because she hadn't had her medication. She felt terrorized. She believes that the incident was racially motivated. She referenced Ferguson, MO. The caller stated the intimidation was horrifying. The caller stated there were 3 huge black woman standing over. The caller stated she saw the screener who was suppose to be watching the x-ray monitor was laughing so hard he wasn't even watching the monitor. The caller stated she would have had a heart attack if she had not received her medication. The caller stated she is 60 year old woman. When the supervisor got over there, she ran the other woman off. The names of the people who were treating her like this are - (b)(6) - (b)(6) - Ian was the scanner who was laughing. This happened last Monday, her flight was scheduled for 1:40. The caller stated the incident happened around 11:45. The caller stated the supervisor did not give her name. The caller stated she spoke to another supervisor who was a white male who was very nice to her. She stated he would not give her his name. Caller kept stating to look at the video to see what happened. She kept asking if this is how someone is treated when they ask for a pat down instead of going through the scanner. The caller stated that while she was waiting for her pat down an older lady with blond hair and brown roots approached her and stated she was harassed at O hare the night before. She stated she was given the name (b)(6) with TSA. The caller did not have an email address to provide me. The caller also stated she had taken some pictures of the TSA agents who were harassing her on her phone.

I provided the caller with the address for sending in a complaint via postal mail and provided her with all the instructions as to what she should include in her letter.

12/17/2014 5:47:38 PM

The address I provided to (b)(6) is:

Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Airport - O hare
Airline - United
Flight Number - 797
Date and Time - 12 15 2014 1:40 pm

12/17/2014 9:50:42 PM

Caller went Saturday to New York Kennedy airport and had a flight to Israel. He wants to know if the way he was treated is normal procedure. He was asked to remove his shoes and jacket. He went through the AIT and was subject to patdown to clear anomalies. He advised he took his hand and ran it around the his waistline and belt. He wants to know if this is normal procedure.

Advised.
You are required to remove your shoes and jacket for screening. If the AIT machine which is the machine you were screened by see any anomalies on the body you will be subject to a patdown to clear the anomalies. The patdown procedure is what you experienced.
I went through airport security check at the Virgin America terminal at Newark Liberty International Airport between the time of 10:00am to 10:30am on December 15. I don't remember the exact time I arrived at the security check point. I was made to go through a body scanner and when I was inside, I felt the TSA male agent made me stay there too long. He told me I wasn't posing right or holding my arms up right and he wasn't getting the image. So he made me stay and so he could re-image until he was satisfied.

Why was a male agent assigned to scan me? I'm a slim young Chinese woman who was wearing no shoe, no belt, but just a thin body tight sweater and a pair of body hugging jeans with nothing inside the pocket. There was absolutely no space between my clothing and my slim body that I could hide anything without creating a visible bulge. Yet, I felt I was held inside the body scanner for too long by a male agent.

Besides, I saw that not everybody was made to go through the scanner. It seemed certain people were exempted from it. Throughout the entire history of aviation or even the entire existence of the USA as a country, was there ever a bomber who was a young Chinese woman? If not, why was that I was selected to go through the body scan while others weren't, and why was I being assigned to a male agent to scan my body???

12/18/2014 8:37:03 AM

I wasn't notified by any agent there that I could have a pat down option. I only found out until just now. Nobody offered me any option in lieu of a body scan. Nobody asked if I was pregnant. I totally didn't know I could refuse body scanning in order to avoid the radiation. The male agent there just authoritatively told me to go into the scanner, and I obeyed thinking it would take one snap. But I felt I was made to remain there because he had to re-do the imaging. I wasn't offered the option of having a female agent either. Is it because I have the right to request a female agent to scan me?

I am not happy with the traveling experience at the Newark Airport at all. I wasn't made to go through a body scan when I left LAX, they gave me expedited screening. I don't understand why I wasn't given this option at Newark and I am not happy that I was assigned to a male agent to scan me.

Please investigate.

Regards,

(b)(6)

Caller flew on a travel junket for the casino and traveled from RDU to Tunica Mississippi and the Friday after Thanksgiving November 30th she was coming and went through the WTMD and the lady working it looked at her and called her the random female check and they gave her a patdown. This particular woman was in her face yelling at her and loudly and rudely explained to her what to do. She treated her like a criminal and was right in her face and told her to keep her eyes on her basket. She said do you want to go to some private screening are and the caller said she said she wanted everyone to see what she was doing. She was having a great day and weekend until this happened. She was 5'5, dark black, big chest, stocky build and 200 pounds. After it was over she started glaring at her. The caller is 5'6, 185, blondish short hair, white with freckles, golden cargo pants and a white pullover.

Advised:

I will forward this information to the CSM at Tunica for review and investigation.

12/18/2014 2:21:43 PM

Airport where the incident occurred: Tunica
Airline: Mike's Travel Junket
Flight numbers: Unknown
Date and time of incident: November 30 2014, 1130 am
What terminal or gate? only one
Individual's contact information email

PHYSICAL

Caller has traveled twice and has to have additional screening. Caller wants to know why she has GE and PreCheck and has to go for this additional screening and how it can be fixed.

Response:

TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

12/19/2014 1:39:05 PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.

The caller started the conversation by asking if I was familiar with GOES and Global Entry. I advised that I was.

He is traveling from ELP to DC. The Precheck indication was on his boarding pass. He didn't have to remove his shoes, however received additional screening after passing through the screening technology. He stated that there was an alarm and he received a patdown. He stated that the additional screening had to be done because there were items on his person that didn't match his image. He had items (Kleenex and brush) in his pocket. The TSO advised that he asked in regard to metal items in his pocket.

He indicated that he spoke with a supervisor who indicated that he didn't know that there was a CBP enrollment center in EI Pass.

The caller stated that he presented his Global Entry card and it seemed that TSOs didn't know what it was.

12/19/2014 3:09:44 PM The caller stated that he hasn't had to go through such screening at other airports. He stated that he presents his military ID and is taken through a separate line where he walks through the WTMD and then clears screening.

PM The caller was primarily upset because he received the additional screening.

I explained that he is eligible for expedited screening (Precheck) as a Global Entry member which allows him to leave on his shoes and light outerwear as well as his laptop and 311 bag in his carry-on. Even if the passenger receives expedited screening, TSOs are required to clear alarms via additional screening. Passengers have to be screened by TSA before they can fly.

TSA will always incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening in order to retain a certain element of randomness.
<http://www.tsa.gov/tsa-precheck-participation-tsa-precheck%C2%AE>

TSA recommends that passengers remove items from their pocket to reduce the chances of an alarm.

Caller's mother flew this morning from TLH-MIA and had wheelchair assistance and uses a walker due to mobility issues. Caller is upset because her 87-year-old mother received a pat-down.

Resolution:

12/19/201

4 3:31:19 PM Advised caller that no passengers are exempt from receiving a pat-down. Advised caller that in order to be screened using the WTMD passengers must be able to walk through on their own. Similarly screening by AIT requires a passenger to stand still with their arms above their head for 5-7 seconds. If your mother was unable to be screened via either method a pat-down must be conducted. Also advised caller that pat-downs are used to resolve alarms of the WTMD or anomalies identified by AIT. Apologized to caller for her being upset, but given the nature of the attacks during 9-11 all passengers have to be thoroughly screened before boarding a flight.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/19/2014 1:57:32 PM Airport : MCO - Orlando International Date/Time of Travel : 11/18/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport :

TSA Employee: (If Known) : (b)(6) and (b)(6) Comment : IS TSA TO ASSURE SECURITY OR CRIMINALIZE INNOCENT PASSENGERS?

TSA was created to strengthen the security ... and ensure the freedom of movement for people and commerce. Its vision is to provide the most effective transportation security in the most efficient way as a high performing counterterrorism organization with core values to include Integrity, Innovation, and Team spirit.

Wow- how commendable are TSA's vision, mission and core values unless one realizes their actions on the ground. I fly fairly frequently and have no choice but to navigate the security steps overseen by TSA. It is hardly ever a pleasant experience to speak with these a TSA officer- they are generally rude and their demeanor is very authoritarian as if they running the country. Rarely do you come across a more civil TSA person who smiles, and treat you with respect and humility which every passenger deserves. My most recent experience tops everything; it was most humiliating and I was treated as if I am a criminal.

Who am I? I am a naturalized senior citizen of Indian descent with 35 years of residency in this great nation of FREEDOM lovers. I also acquired DHS approved Global Entry which offers TSA pre-check security clearance to minimize hassles with TSA. At one point I also served in the White House Office of Science and Technology requiring a high level of security clearance. All in all I firmly believe that I am a responsible citizen and adhere to lawful policies and practices in my daily activities. However, my skin color and my heritage are beyond my control and it appears that more often than not, TSA treats people of color like me as if I am a "criminal" and create undue harassment and greater scrutiny.

During my recent travel from Orlando to MSP on November 18 I had a very unfortunate experience as follows:

1.I realized at the Delta counter that my driver's license was not in my purse and the best I could think that I left it in the hotel. Delta allowed me to check in with my Social Security and Medicare cards which, according to Delta, were the next best option in lieu of the photo ID.

2.When I got to the TSA pre-check counter with my wife and explained the unfortunate situation I was disallowed to get through that line and sent to regular security check. The issue for me was not going to another security check but the attitude of the TSA officer was absolutely horrifying and the beginning of making a "criminal" out of me as if I have committed something which has never happened before- misplacing the ID. I am even more horrified when I read the following on TSA website: "We understand passengers occasionally arrive at the airport without an ID, because of losing it or inadvertently leaving it at home. If this happens to you, it does not necessarily mean you won't be allowed to fly. If you are willing to provide additional information, we have other ways to confirm your identity, like using publicly available databases, so you can reach your flight."

In addition I had my DHS authorized Global Entry card but it was never mentioned as a proof of identification. TSA could use publicly available database; they could see that my wife is travelling with me with all the documents. They could do all that to mitigate the unfortunate situation but they did not. Why- just to discriminate and humiliate me.

3.I am handed over to someone with a phrase 1+1 with no clear explanation. I was told that I had no option but go through the body scanner which I generally don't care about. However, I went through it. Then I was patted down by SEGUI (perhaps his first name) who was extremely insensitive in conducting the pat down search and I felt awful when he touched my genital area. I asked him to have a supervisor meet with me. It has been my understanding that the TSA has begun using an "enhanced" pat-down procedure for those who would rather not subject themselves to a full-body scan. Why both the body scan and pat down in my case except that TSA was determined to discriminate and dehumanize?

4.In the meantime my hand carrying baggage was fully searched in part because I had a vegetable curry container from my leftovers in a restaurant and I had no issues with it. However, they also removed a SOLID FROZEN butter container citing it to be a disallowed item and let me repeat it was SOLID FROZEN in a commercially marked container. All of this was happening step by step which was nothing but discriminatory, demoralizing, disrespectful and criminalization of an innocent senior citizen at the hands of TSA personnel who are supposed to make you feel safe, secure and protected.

5.I had to wait more than 10 minutes to finally meet the officer (b)(6) a Supervisory Officer. He essentially topped the list with his very authoritarian body language, total lack of respect for me, and simply telling me to write if I had any issues. It was not possible for me even to inform him of about the lack of sensitivity in the pat down search by (b)(6) I asked him about the removal of butter container and he refused to show me the policy which states that FROZEN items are not permissible. He made every effort to dehumanize another human being.

I totally understand that I misplaced my DL but by no means was I the first person doing so. TSA has access to my pre-clearance data; they saw two of my permissible IDs; I was accompanied by my wife; I am a senior citizen and yet all that did not matter. Does not TSA know how to treat other human beings with due respect, humility, and care? Is the letter "T" for "terrorizing" the innocent passengers- it truly felt like that the way I was treated. What a horrific experience when I was patted down. This pains me to send this message as I am a frequent traveller who has consistently complimented the TSA at various airports for their outstanding service.

I had a 6am flight on 18 Dec 2014 at the LAS airport.

I was at the airport before 5am and was expecting a smooth an easy transit through security as this was so early in the morning.

Ok so here we go I place my belonging in the belt explain to TSA officer I am opting out of scanner here is my description of the TSA officer that was going to screen me about 6 ft 3 bald and well over 200 lbs at D gate between 0500 -0530. Please review tape if possible.

I am a 20 year Veteran over 50 years old and 140 lbs.

This officer explains to me in a rough manner this is safe it's only a scanner I explained I understand not taking any chances as I have had some pretty serious ailments in my life and also explained I always opt out.

With that I go through completely ready for pat down.

The TSA officer seemed to be agitated by the request of this opt out.

He explains what the procedure is I explain to him I have been through this numerous times no problem.

He says any sensitive areas I say I have neck issues and a nearly 14 inch Titanium rod and screws in my lower back.

He precedes to search me then goes up one side of my leg into the crotch area I have no problem with him going into this region and not even thinking anything and his guy nails me right in the testicle and it really hurt then goes up the other side in a rough way and really felt like someone kicking me directly in my testicles and today is Saturday and it still hurts to say I am steamed and livid about this is an understatement.

I spoke with another TSA officer afterwards and he apologized he was also a bald Caucasian male believe his name badge was (b)(6). Please review the tape at this time.

I am not accepting this and am far from happy about this incident knowing it is most likely an isolated incident by an overzealous angry employee.

If there is a form for a formal complaint please send it to me.

I'm not done plan to follow up and clearly not accepting a simple apology.

Sincerely,

I will add my name at a later time once I am in contact with a representative directly.

Once again I know most TSA officers and outstanding employees doing their jobs responsibly.

12/19/2014 4:09:21 PM

12/20/2014 4:16:48 AM

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 12/20/2014 7:24:29 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 12/20/2014 7:00 AM Airline & Flight Number : DL 1591 Checkpoint/Area of Airport : tsa pre middle of airport TSA Employee: (If Known) :

12/20/201

4 9:17:31

AM

Comment : every time I come through Charlotte I am subjected to either a thorough pat down or a full bag search simply because I choose to opt out of the magnetic screening This time I was almost subjected to a second pat down until they cleared up that I was TSA pre-check I am TSA pre-check and I have hip implants I choose not to go through the machine since I am always patted down again anyway.

But Charlotte is extreme and this last experience took 30 minutes Why is this such an issue here in Charlotte?

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller said she has a sprained ankle and injured knee and called Delta for a wheelchair.

Response Details: Claims Complaint

Airport:LAX

Airline: Delta

Flight Number:5786

Departure Time:12-20-14 at 9:20 am

Arrival Airport and Time:Missoula, MT at 1 pm

Location: checkpoint

Terminal: 5

Gate:B 50

Contact Information:(b)(6) or (b)(6)

12/20/201 I advised her that I will refer this to the CSM at the airport.

4

11:53:02

AM

Response:Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

Have medically necessary liquids or gels;

Need assistance;

Have difficulty raising their arms; or

Have difficulty walking or standing alone.

Passengers should also separate medically necessary liquids and gels from other belongings before screening begins. Whether passengers are traveling with these items for themselves or for others, medically necessary items are not subject to the limitations for other liquids, gels, and aerosols, and are allowed through a checkpoint in excess of 3.4 ounces once they have been screened and cleared. However, passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels they will reasonably need for the duration of their itinerary, allowing for delays, and pack the rest in checked baggage.

Medically necessary liquids and other items permitted in carry-on bags include the following:

Gels or frozen liquids needed to cool disability or medically related items used by persons with disabilities or medical conditions. These items may be presented at the screening checkpoint in a frozen or partially frozen state.

Caller is wanting to file a complaint. Caller stated that he and other co-workers were given a jar of hot chocolate mix that is powder. Caller stated that he had this in his carry-on along with other co-workers and only he was subject to additional screening. Caller stated that they had to do a hand inspection to ensure that it was only the hot chocolate mix. Caller stated that he then received a pat down procedure in front of his co-workers. Caller stated that he was singled out because of the hot chocolate. Caller stated that it was embarrassing and way overdone. Caller is upset.

Airport: RNO

Airline: SW

Flight Number: 1497

Date Time: 12 20 14 went through screening around 9:00am

Terminal Gate: B3

Email Address:(b)(6)

12/20/201

4

12:09:28

PM

Resolution:

I advised the caller that the patdown procedure is a form of secondary screening for any alarms and there is always the random selection that can occur. I advised the caller that I would forward this information to the CSM at the airport for review.

Dear TSA:

Prior to PreCheck, I sent letters and emails to TSA and my airline (Delta) suggesting a policy of "reverse profiling" by passenger data (name, age, address, ticket data, frequent flyer miles, etc.) to determine which passengers are unknown and therefore should get full attention and which should not because they are known (by passenger data) to be non-threats.

The current PreCheck program essentially does exactly that, for which I am truly grateful. I usually no longer have to take every scrap of paper out of my pocket, etc., etc. and submit to a pat-down (I refuse scans because I have had too many X-rays in my life and don't believe that TSA scanners are totally harmless), which is what originally pushed me over the anger line.

When I learned of PreCheck, and Delta was slow to enroll me in it, I invested \$100 and a lot of time to acquire Global Entry "Trusted Traveler" status, which (as you know) requires a full load of information on myself and a personal interview. So I am now a card-carrying, government certified non-threat, which usually gets me PreCheck status. thank God!

However, at the same time when TSA appears to be inviting virtually everyone into PreCheck, many even without any knowledge of it ("Really? I don't have to take my shoes off?"), I have been "randomly selected" several times in the last few months for the full TSA treatment, which has wasted my time and TSA's and has made me extremely angry.

12/20/2014 1:08:24 PM Why is this happening? Probably because of the large numbers of lesser-known travelers now taking advantage of PreCheck (based on what level of passenger data, by the way?), at times at some airports making the PreCheck line longer and slower than the "unknown passenger" line.

Why does it make me angry? Because my status as a proven, card-carrying, government-certified "Trusted Traveler" non-threat has not changed. I remain a non-threat every day, every time, everywhere. Yet, despite that, I have at times been treated by TSA as a completely untrusted unknown flyer needing full TSA scrutiny.

This is not only extremely annoying, it is a complete waste of time – TSA's and mine – and makes no sense whatsoever. Even if TSA thinks it's a good idea to admit more and more people to what should be the hard-earned, well-deserved privilege of PreCheck (because their fees help your budget, or to eventually downsize TSA's agent force?), there is no reason whatsoever to treat those of us who have truly earned that privilege any differently one day than any other.

FYI, I am a 125,000-plus-mile/year Delta Skymiles customer traveling all over the country, usually out of DTW (Detroit), and have encountered this unfair, infuriating "random selection" at DTW several times and occasionally at LAX and other airports.

All that said, I want it to stop. Or (at the very least) I deserve a logical explanation of why it is being done.

(b)(6)

Office: (b)(6)

Cell: (b)(6)

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited. I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6) as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should never be touched by anyone unless one consents I would miss my flight. TSA personnel are now considered rapists in my mind. There was no reason they needed to subject me to such a search in the first place and the pat down only proved I was safe - I was not a danger in any way. When some one has been sexually assaulted and is told they must allow people to touch them in private areas it triggers panic. Unless TSA is prepared to reimburse people for counseling then there needs to be different procedures for people who have diagnosable PTSD from a sexual assault. After being touched, I was lucky to be able to make it to my flight as I could barely walk I was shaking so bad. The personnel offered to help me to my flight but after that, the last thing I wanted was to allow people who "assaulted" me to help me.

12/20/2014 7:05:10 PM

(b)(6)

Name: (b)(6)
Tel: (b)(6)
Email: HYPERLINK (b)(6)
Date: approximate time of the experience: Dec 15, 2014, 10am to 10:30am
Place: Virgin America, security checkpoint for Gate 31 to Gate 39

Description of the experience:

I went through the airport security check at the Virgin America terminal at Newark Liberty International Airport between the time of 10:00am to 10:30am on December 15, 2014. I don't remember the exact time I arrived at the security check point. I was made to go through a body scanner and when I was inside, I felt the TSA male agent made me stay there too long. He told me I wasn't posing right or holding my arms up right and he wasn't getting the image. So he made me to re-image multiple times until he was satisfied.

I felt I was discriminated and singled out for the scanning because:

12/21/2014 9:29:17 AM Why was a male agent assigned to scan me? I'm a slim young Chinese woman who was wearing no shoe, no belt, but just a thin body tight sweater and a pair of body hugging jeans with nothing inside the pockets. There was absolutely no space between my clothing and my slim body that I could hide anything without creating a visible bulge. Yet, I felt I was held inside the body scanner for two long by a male agent.

Besides, I saw that not everybody was made to go through the scanner. It seemed certain people who wore looser clothing and who looked more fitting to the risky profiles were exempted from it. Throughout the entire history of aviation or even the entire existence of the USA as a country, was there ever a bomber who was a young and slim Chinese woman? If not, why was that I was selected to go through the body scan while others weren't, and why was I being assigned to a male agent to scan my body??? I feel that the appropriate security risk assessment was grossly neglected when I was sent into the scanner.

I felt my right was violated because:

I wasn't notified by any agent there that I could have a pat down option. I only found out after my husband told me when I complained about the incident to him. Nobody offered me any option in lieu of a body scan. Nobody asked if I was pregnant. I totally didn't know I could refuse body scanning in order to avoid the radiation. The male agent there just authoritatively told me to go into the scanner, and I obeyed thinking it would take one snap. But I felt I was made to remain there because he needed to re-do the imaging unnecessarily. I wasn't offered the option of having a female agent to scan me either. I honestly feel it was my right to be offered a female agent to scan me, and it was my right to be notified that I could refuse the body scan and opt for a pat down right there. It made me feel very disturbed to know that some male TSA agents could be scrutinizing my body scan.

I am not happy with the traveling experience at the Newark Airport at all. I wasn't made to go through a body scan when I left LAX, they gave me expedited screening. I don't understand why I wasn't given this option at Newark and I am not happy that I was assigned to a male agent to scan me.

I forgot to take note of the name of the male agent who selected me and scanned my body on that day because I felt so traumatized by the embarrassment that I wasn't thinking straight to ask for the name. I was never made to do body scan at any airport before so I was too shocked but just obeyed the authority. But the more I think about it, the more I feel upset and my husband advised me to file a complaint after I returned home.

Caller stated that she has oxygen and a pacemaker and is screened separately. Caller stated that the luggage goes through the conveyor and it sits there by itself while she is being screened and someone could steal it. Caller asked what we do in that situation.

Resolution:

12/21/2014 4:59:02 AM TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Caller flew on 12-17-2014 from Palm Beach to LGA she said her name was placed on the boarding pass under her maiden name. She had a copy of her marriage license.

She was screamed at that she was not the person on the boarding pass. The officer took her marriage license and did not give it back. She had a patdown. She is ok with the Patdown. She says her marriage license was marked with red ink. She was told by the Officer

The officer's name was (b)(6). She was the officer that was checking IDs. She says the officer was rude and screamed at her. She said everyone else at the check point was very nice.

12/21/2014 4:12:43:09 PM I advised The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

12:43:09 PM Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

West Palm Beach International
Airline - Jetblue
Flight number - 6362
Date and Time - 12-17-2014 at 11:30 AM
Gate and terminal - Section C

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 12/21/2014 11:12:58 AM Airport : PHL - Philadelphia International Date/Time of Travel : 12/21/2014 11:45 AM Airline & Flight Number : US 5772 Checkpoint/Area of Airport : C TSA Employee: (If Known) (b)(6) Comment : Don't know why I went through any additional screening since I am TSA Pre-check, besides the hand screening it was shoes and belt off with a pat down. I can put up with that but there was no "thank you", "sorry", "have a nice day" or anything from Officer (b)(6) or the female officer!

12/21/2014
4 1:17:54
PM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew From New Orleans International to DEN on 12-1-2014 on united on 1414 Caller is 78 years old. She says she came through TSA

She has braces on and she has to get a patdown everytime she flies. TSO is (b)(6) told her to take off her scarf and her jacket. She was rude to the caller. She says that the TSO told her to learn to follow orders. Caller is an african american but she says she couldn't say that the incident happened because of discrimination. Caller feels as if the TSO was just very rude.

I advised that the Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

12/21/2014
4 6:41:30
PM

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. We hope this information is helpful.

I advised that TSA does keep track of all complaints that we receive.

Airport- MSY

Airline - United

Date and Time - 12-01-2014 during mid afternoon

Gate and Terminal - Does not remember.

Dear Sir/Madam:

I was traveling from PBI 12/21/14 on DL 1262 PBI/LGA 6PM/830PM. E-Ticket (b)(6)

When I went through security at PBI, I opted for a pat down. I realized that I had my I-phone headphones in my pocket and handed them to a TSA agent prior to the pat down. I watched the TSA agent place my headphones in a bowl. She then placed the bowl next to my other items going through the x-ray machines. When my pat down was complete and I was told it was okay to retrieve my items, I noticed the bowl was empty and my headphones were missing. I immediately advised TSA agents including supervisor, STSO (b)(6) @ Concourse C PBI - Lane 4. The TSA made several announcements throughout the airport, but nobody came forward with my property. I was offered the opportunity to file a report with police, but was fearful of missing my flight. I was very disappointed with the lack of training the TSA had in this situation. I was given a phone number to call but it was completely automated even though the "Contact TSA Information Page" I was given said representatives were available. I'm not sure if my property was accidentally taken or stolen, but I want to know what liability the TSA has in this very unfortunate situation as I want my item replaced.

Thank you for your kind attention.

12/22/2014
12:12:53
PM

Sincerely,

(b)(6)

New York, NY 10023

(b)(6) home
(b)(6) mobile

(b)(6)

Caller said on Saturday night he and his wife dropped off their son (b)(6) age 12, at DFW to fly as an unaccompanied minor to Fresno CA on American Airline. Callers wife went through screening with their son while caller waited outside for her. She was called over to the side of the checkpoint for secondary screening and they asked her to remove her jacket. They lifted up her sweater and exposed her buttocks. She was wearing leggings. The TSO also reached her hand into his wifes pants in front of everyone at the checkpoint. After liquids were discovered for their son, a TSO, (b)(6) then took his wife to a side room to complete the screening in private. In front of their son, the TSO pulled his wifes sweater down and exposed her breasts. (He said he had badge number at home and call back if needed). He said the TSO did not explain what she was going to do or anything. He is sure their son will be affected at seeing his mothers bare breasts. They came back to talk with a supervisor and then the TSA Manager, (b)(6) or (b)(6) around 9:50 that night 12-20-14. TSO (b)(6) who searched his wife was coming up near them and laughing and talking with other TSO s and he felt she was making fun of his wife right in front of them and his other son. He did not feel the Officers resolved any of their concerns.

They must pick his son up on 01-05-14 and he wants to know what issues they will encounter on the next trip. His wife is a prior sexual assault victim and she was in tears after the incident. Caller demanded to know the outcome of their complaint. Caller said she has flown before and they know what a Patdown should be and and he does not want an email and it has nothing to do with with her being a sexual assault victim and has to do with someone taking her dignity and he plans to consult an attorney. He does not feel like she was discriminated against nor did TSA fail to accomodate her.

RESPONSE:

12/22/201 4 Told him it may be if she did not have proper ID she was subject to additional screening but I cannot say.
To enter the secure area everyone must be screened.

12:48:11 I can take the information for a complaint and send to the CSM.

PM I cannot promise you will know the outcome of the complaint but the CSM will handle as felt appropriate.

I will note it is TSO (b)(6) and we do not have to have the badge # since you did not bring it with you because I need to finish the complaint now.

To pick your son up, if you are not available to do it on her behalf she can let the TSO know she is the victim of sexual assault or has a touch aversion.

We do want her to be comfortable and we have notification cards on the website she can prepare.

(Caller became upset and did not want info on it).

Told him I just offered and that is fine.

Offered email but caller declined.

If you have any concerns or need assistance at the checkpoint you may ask to speak with a Passenger Support Specialist.

(He said they are going to hire an attorney.)

Told him that he can contact whomever he feels is appropriate.

From: [REDACTED]
Sent: Monday, December 22, 2014 10:29 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Customer Comment Card - Complaint

Attached is my complaint and followed in a separate email, you will find the password for this password protected document.

Attachment:

Date: December 22, 2014
Time: 2118
Airport: STT (St. Thomas, USVI)

12/23/2014 Date/Time of Travel: December 20, 2014/Approx. 13:35

4 Airline/Flight Number: Amer. Airlines/0986

12:14:07

PM

On December 20, 2014 at or about 1335 (1:35PM), I was travelling on American Airlines Flight 0986, scheduled to depart at 1600 but was delayed for about 1.5 hours that day. As I was going through the security checkpoint located at Gate 2 or where Gate 2 used to be on St. Thomas, VI airport, adjacent Gate 3 where Sun Country airline and Spirit airline counter is located, my experience with the TSA staff there was horrible. Firstly, some of the TSA staff (not all) are very rude people and their behavior sheds a poor light on TSA. As I entered the checkpoint from the Travel Document Checker (TDC), there were no trays on the lane what was closest to the door where passengers entered the checkpoint and just barely a few left on the second lane. There was a female TSO who was apparently doing two functions, DO [REDACTED] Officer) and WTMD. I stated to the female TSO, "bin run". The slim/slender built female TSO who wore either braids or dread locks just stood there quietly and did nothing like call for a bin run because the one lane had no bins and the second lane was almost out as it was down to about probably 9 bins. I went over to the second lane to grab a bin of which the female TSO stated that I did not need a bin for my shoes. All I did was set my bags on the table that was closest to TDC of the x-ray 1 (I suppose) and headed to the other side (x-ray 2) for a bin and she was telling me that I did not need a bin for my shoes. Well, unless she is psychic as my flip flops were on my feet and although St. Thomas, VI does not have pre-check, they accommodate passengers with expedited screening, then how would she know why I needed the bin? I said, bin run and that should have been your focus. Even though you could not move and the two officers at the back that were doing bag checks, you could have said bin run so that when they were done, they could grab the bins and run them to the front for the passengers that are coming through the security checkpoint. It was a Saturday and it was busy and I suppose they shifted some of the passengers that were not checking their bags over to the Gate 2 security checkpoint and I say Gate 2 because that is where Gate 2 was now converted into a security checkpoint.

With that being said, I set the bin on the table, took my laptop out of my bag and I set them on the conveyor belt for x-ray screening.

I proceeded to the WTMD (walkthrough metal detector) where I showed the same female TSO my boarding pass that reflected a red stamped TSA precheck, waited for her to go from the DO position to the WTMD position to let me through.

As I went to collect my things, they had not come through the tunnel as yet. Finally, my carryon bag came out and then the female STSO stopped the belt and removed my purse from the x-ray and set it on the MDR. As she set my bag on the MDR, she

(b)(6)

This is still the United States last I checked and we still have the document call the Constitution that governs this country. Furthermore I served my country and I'm was a Anti-Terrorism/Force Protection Officer in the Air Force and the security at the TSA checkpoints are a joke with no consistency. When traveling from Houston I had the same clothes on and walk through the Cancer Machines and I did not get felt up there. The only thing they looked at was my watch.

These O'Hare TSO gentlemen could clearly see my jeans where flat and I had nothing in my pockets. Moreover, your zapping us with those huge radiation machines to avoid being felt up by your agents. You need to tell Congress the machines obviously don't work and you still have to assault passengers trying to travel.

You throwing Congress into your statement to me doesn't make it any better. Sure you can see how they are acting these days so it a bit alarming that they are allowing TSA to assault people by putting theirs hands on them. Why not allow the passengers to open their own pockets while the agent observe. We are not criminals going to jail, we purchased tickets to travel.

Now I can see why people are making a big deal about these agents (people) putting their hands on other people. Then your trying justifying our civil liberties being violated by using the elected morons in Congress who can't pass bill because they are being childish.

12/23/2014
4 2:00:43 PM

Its unbelievable that you are trying to justify these people unnecessarily feeling on people, but I guess our brilliant Congress People said it was ok.

Extremely Disappointed,
Concerned Tax Paying Citizen

(b)(6)

> On Dec 23, 2014, at 10:00 AM, (b)(6)

> (b)(6)

> Thank you for voicing your concerns about the screening you received at O'Hare Airport recently. The procedures you describe are all according to prescribed security protocols and are mandated by Congress under the authority of the Aviation and Transportation Security Act, signed into law November 19, 2001.

>

> If you ever question what is happening during the screening process, feel free to ask to speak with a supervisor. They may be able to explain the necessity of the different steps taken during the process. Of course, TSA officers need to resolve any threats identified by technology employed at the checkpoint and there are some procedures put in place in an unpredictable manner to keep adversaries from gaming the system. Those additional steps can be confusing, but please ask if you have any. The caller stated that when she went through security screening at PHX today she had a very unprofessional experience. She stated that the agents were terrible and yelling during the screening. She explained that when she got to the checkpoint there was a lady sitting at a desk that looked at her boarding pass, and she informed her that she had TSA PreCheck. She stated that the agent responded by telling her that they do not have TSA PreCheck at that location. She then explained that she was going through the normal line, and requested a patdown rather than the x-ray. She was waiting for the patdown officer and noticed that there were persons being routed to a lane for PreCheck. She explained to the Supervisor that approached her to perform the patdown that she has TSA PreCheck and wants to go through that line. She stated that the agent asked her for her boarding pass as proof, and she explained that her boarding pass is on the conveyor belt as she was not able to use PreCheck at that location. She stated that the ladies name was (b)(6) and she told her that she was not able to find her boarding pass on the conveyor belt. The agent then proceeded to state that she was doing her a favor and asked her to change her attitude. She then threatened her by saying that she has to do this to let her through and on the plane. She stated that she was very rude. She stated that while she was waiting for her baggage to come through the other side she asked for the person over the checkpoint. She stated that she was pointed to a man named (b)(6) or something to that effect. She saw the (b)(6) woman walking away from the gentleman as she approached. She stated that she had given the man a heads up about the situation. She explained her experience to him and he simply handed her a card, telling her to have a good day. She stated that she was dismissed. She informed him that she is going to her state senators and AZ state senators regarding this issue. She stated that they should be more professional and have more knowledge. She stated that it all could have been handled different from the beginning. She asked if she will be contacted.

I apologized to the caller and explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. We will forward the information to the CSM at PHX over TSA for re

12/23/2014
4 3:08:37 PM

Airport: PHX

Destination: STL

Date and Time of incident: 12-23-2014 @ 12:45 pm

Airline: Southwest

Gate: D3

Terminal: Unknown

Flight Number and Time: 3844 @ 2:55 pm

TSOs involved: Lady sitting at a desk before the checkpoint, that was white with glasses, medium brown hair color, and she did not get her name.

(b)(6) Supervisor

(b)(6) or something similar- Gentleman in charge at the checkpoint. She was informed that he was over everyone at the checkpoint.

Caller wants to speak with a manager to ask if they put him a watchlist? He was at the checkpoint this morning and refused to go through the AIT or Patdown. He was not permitted to go through the WTMD at his request.

What can he do to avoid the AIT or patdown? He wants to go through the WTMD with the Hand held wands.

He wants to ask what his options are for screening. The police were called at the checkpoint.

He was at the Billings Logan, Montana airport today.

Is (b)(6) the person he would need to speak with about his name added to a watch list? He did not proceed through screening.

(b)(6)

12/23/2014
4 7:04:57
PM

Advised:

I offered to provide safety and research information about the AIT. Caller declined.

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

He would have to undergo the screening the TSO directs him to.

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

(b)(6)

Phone: (b)(6)

Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/24/2014 12:31:44 PM

12/24/2014
4 2:12:24
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc.): Delta flight 5451 on 12/24 at 1:12pm. Departed from ROC.:

Comments: I am 7 months pregnant, so I can't go through the full body scanner. I requested to be screened through the metal detector and was told no, that I had to have a pat down. This has never happened before since I've been pregnant; I've always been permitted to walk through the metal detector, and frequently I am not required to remove my shoes, which is helpful as I have increasingly limited mobility. The female security agent who patted me down was rude and invasive. She used far too much force, insisted I lift my shirt above my maternity pants, which revealed the bottom of my bra, and then she squeezed my stomach around my uterus so hard it caused me discomfort and triggered a Braxton Hicks contraction. I felt this was unnecessarily invasive. The TSA needs a consistent and respectful policy with respect to screening pregnant women.

Caller flew from Cabo, Mexico to Kansas City on Sunday night. Caller said she had a patdown in Cabo and a patdown in Denver when she arrived in the United States. Caller said she was not taken into a different room and asked questions she just had a patdown at both locations. Caller asked customs why she had a patdown at both locations and they advised her to contact us for assistance. Caller said she was not held any additional time she was just given a patdown.

12/24/2014
4 3:55:01
PM

I advised:

DHS TRIP is for individuals who are held for multiple hours and asked multiple questions. I advised that what she is describing sounds like a coincidence of having a patdown at both locations.

Hello:

My name is (b)(6) I flew from Vegas to Texas Fort Worth on Monday morning shortly after 8 AM. My flight number was 1680, and I flew on American airlines. When I went through security, my bag was searched by TSA. While my bag was being searched, I was patted down.

During the pat down process, I lost sight of my bag. I had a bottle of liquor in my bag that I got as an xmas present, and I honestly did not think about the fact I couldn't bring it with me. I was told I had to check my bag. Not recalling anything about my searched bag, I hurriedly returned to the check in and checked my bag.

My bag made it to Kansas City, but when I unpacked the vet next morning my laptop was not there. It was in the large outside pocket. It was an Apple Mac book pro.

I have called lost and found at both mci and mccarren with nothing having been turned in. I know my laptop was in my bag when I left the hotel because I checked. I also know I had it in security. So either security at tsa pulled it out and didn't put it back in or someone stole it from my bag while it was checked.

I want to see the video from the gate I was at. I'm an attorney and intend to see that a full investigation is completed. I would like an investigation opened by tsa.

12/25/2014
11:11:15 AM

Please contact me ASAP with regard to this matter (b)(6)

Thank you

Sent from my iPhone

** NOTE: The information contained in this e-mail message, including any attachments, may be privileged or confidential. Recipients should ensure that proper security measures are taken. If you are not the intended recipient, please notify the sender or anyone a (b)(6) immediately and delete or destroy the message and all printed copies. All recipients are hereby notified that (1) electronic mail is not secure, (2) any electronic mail sent to or received by you may be exposed to multiple computers and/or users in transit, and (3) interception during transit by improper means may occur. Although our computer system has scanned this e-mail and any attachments for viruses or other defects that might harm computer systems (b)(6) disclaims any responsibility for any resulting loss or damage. IRS Circular 230 Disclosure: To ensure compliance with requirements imposed by the IRS, we inform you that any U.S. federal tax advice contained in this communication (including any attachments) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any transaction or matter addressed herein.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 12/25/2014 9:41:00 AM

12/25/2014
11:11:22 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Austin airport, TX

Comments: My wife and my daughter-in-law frequently travel out of Austin. They opt out of body scanner. Additionally my wife has medical condition. Invariably they are kept waiting while people are staring as if these ladies are some sort of criminal. They are kept waiting. While during the same trip TSA services at Baton Rouge, or Houston or Atlanta were quite respectful and professional. Apparently it gives us impression that either TSA does not want people to opt out or may be this treatment is due to the fact that being Muslim they wear headscarves and dress differently. Can this situation be remedied or being at receiving end we have to accept this unprofessional and discourteous attitude of TSA at Austin Airport?

Disability Description: Husband is 100 percent disabled Veteran.

Response Details: CCR informed her;

Any alarm generated by the ETD screening process requires the passenger to undergo additional screening. Please note that there are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. However, TSOs are trained to resolve these alarms using a variety of resolution techniques.

12/26/201
4
10:53:13
AM

She can file if she would like (did not want to proceed) but for future flights, she can call into the TSA cares line and request assistance through the PSS directly at that airport. This will inform them that they are coming before the flight and assistance can possibly be made there at the checkpoint.

Incident Details: Caller stated that when they went through screening, her and her husband had the worst screening experience due to an ETD alarm.

Her husband is a disabled veteran with 100% and one of his main conditions is PTSD. Since he tends to go shooting alot, when they did additional screening on his leg brace, the ETD alarmed positive which required him to go through additional screening (full patdown).

She feels that this was not something that should have been done since he has a CCDW and a military ID showing that he is not someone that is a threat.

Caller scheduled awhile back to have a PSS today through screening at Newark. She stated this is the 3rd time she has been told by the officers that they do not know what a PSS is and this is only at Newark that it always occurs. She requested a Supervisor this time, and the Supervisor told her that he knew what a PSS was, he walked away and came back and said he had none available and said he would help a little. So the Supervisor walked to a female officer and had the female officer assist the caller and that female officer ended up doing the patdown. The guy from the airline that was helping her with a wheelchair, she told him not to put her belongings up on the conveyor until she goes for her patdown and he did that, while she was being patted down another passenger took her boots and put them on her feet. She said isnt that disgusting. The caller stated that every airport she goes to has the PSS and always assist her and are great, but Newark doesnt care and they are an entire different ballgame. None of the officers even know what a PSS even is. She says alot of the passengers dont even know about assistance and most of them confuse it with wheelchair assistance. She just cant believe this keeps happening and they are not fixing it.

12/26/201
4 3:45:14
PM
Airport: Newark
Airline: Delta
Flight number: DL3759
Date and time: 12 16 14 at 4:30 departing late
Terminal or gate: Gate 46B
email: (b)(6)

Apologized to the caller that this keeps occurring with the same exact airport. Informed her that if there isnt a PSS available the Supervisors are to assist the passenger, our information states they can request a PSS or Supervisor for assistance. Apologized that the Supervisor did not really help her much. Told the caller this complaint would be sent again to the CSM of Newark and hopefully they will look in to this issue, resolve it and inform each TSA officer that they do have a PSS and what they are.

Caller flew from LAS to CA. Caller had SSSS on his boarding pass and got a secondary screening. Caller wanted to know what was wrong.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

12/26/2014 4:52:22 PM
The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:
• Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring

From: (b)(6)
Sent: Friday, December 26, 2014 7:47 PM
To: TSA-ContactCenter@dhs.gov
Subject: ...

So, I got some short execution moving papers from my boss, I had to get from Japan to Virginia in seven days, get the house packed up, carry everything that I needed for at least a few months until my stuff arrived, and then travel half way around the world (counter-clockwise). Getting through the Japanese airports where no problems whatsoever.

12/27/2014 9:16:17 AM
Holy freakin' hell, San Francisco TSA, oh my freakin' god! First, we are tired, but hey, that is travel. I have a cane (partially metal) and they want me to walk through the x-ray thingy without it (I had to hop on one foot), then they want me to lift my arms up above my head (pending shoulder surgery, sure, lets aggravate that sucker, I can't lift it above my head). Wearing hearing aids which don't work quiet well in a nosy environment. I have one TSA woman make a snide remark about me taking too long to get my pass and ID ready (I apologize, bad left knee, means cane in right hand, and bad left shoulder, means left hand in pocket, takes a bit of juggling). Then the x-ray thingy (already mentioned, but worth a second word). Finally, since I am caring all of my small valuables, and a laptop and associated peripherals, they decide to check it, and check me with a pat down and a ransack. After the guy dumps everything out of my bag, meds, wires, hearing aid batteries, headphones, socks, shirts, laptops, the usual, the guy tells me that I should not pack so much stuff and should ship it next time and not take so much of his time.

At that moment, I pull out my military ID and apologize for the military moving my family across the world on short execution PCS orders (so short they denied my request for leave in transit) and that I was carrying everything I needed for the next two to three months for myself, my daughter and my wife.

He walks away without saying a thing. I finish packing my bag.

Thanks guys for providing a wonderful entry experience back into the United States.

Disability Description: Callers brother has Cerebral Palsy.

Response Details: We recommend arriving 2 hours in advance to the flight time.

If an man officer isnt available for a patdown, they would have to wait on one to become available.

They staff the checkpoints according to the airlines and the number of flights going out.

I can take her complaint for her but to make it a formal complaint due to her brothers disability she would need to put it in writing. Did she want to do that? Yes

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach

601 South 12th Street TSA-33

Arlington, VA 20598-6033

12/27/2014 4:12:33 PM

I called her back at 12:33 PM. I spoke to her and told her I needed to get the flight information and would forward this to the CSM so they too could be aware this happened to her brother.

12:07:18 PM

Airport: Sky Harbor

Airline: Southwest

Flight number: 1027

Date and time: 12-27 departed at 8:40 am but says they were checking in at the airline ticket counter at 7:30 am

Terminal or gate: C11

To make this a formal complaint she should put it in writing and send to the email or mailing address I had provided her earlier.

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

Passengers in a wheelchair can get a patdown if they can't walk through on their own, an officer of the same gender will have to give a patdown, you sometimes do have to wait on someone to become available to do a patdown as well as the ETD

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/27/2014 11:39:11 AM

12/27/2014 4:10:56 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX, approximately 820am, terminal 3. Employee was named (b)(6)

Comments: I was unimpressed with the TSA staff's knowledge of service dog policy. We had a wonderful experience at MSP but at LAX a very rude employee told me I had to remove my dog's equipment. When I informed her I could not be asked to do that and instead requested a pat down, she sarcastically informed another staff member (using "air quotes") that I wanted a pat down. The employee doing my pat down was very kind but she did not screen my dog or his equipment. This was concerning to me.

Caller is flying from MSY to ATL to West Palm tomorrow. Her husband has a pacemaker and cannot go through certain screenings. When they went through from West Palm, he was rushed into the AIT and she wants to know if someone did the wrong thing. She said that they were told that people who have a pacemaker can go through the AIT. She just wants to make sure that it is safe and will not harm him. She also wants to know if she will have to take her laptop from her bag when she gets to the checkpoint.

12/27/2014 4:11:33 PM

Advised caller:

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller that she will have to take the laptop out of the carry-on bag. They may ask her to power it up as well. She should not place the laptop in checked baggage.

Disability Description: He traveled with a dislocated knee and broken ankle.

Response Details: Advised the caller this complaint and flight information would be sent to the CSM at Glendive. We track trends of complaints to address areas of concern, so hopefully this will help them to resolve the issues.

Incident Details: Caller was traveling yesterday, he has some issues with TSA. He wants to file a complaint, caller traveled through Glendive Montana and the TSA there are terrible. He traveled with a dislocated knee and broken ankle, TSA was a very bad experience for him. Everyone he has spoken with so far says it was terrible for them too. He stated he went through another screening at Billings Airport with a breeze and it was a much larger airport. Right before screening started, a lady TSA officer came out and she thought she was a Superior woman. She shouldnt have been telling passengers, that if women had to go through additional screening, a male had to do it. He said there should not be the opposite sex in the room when a passenger gets a patdown. The officer said that was all the employees that they had so woman had to be patted down by men, which meant they were understaffed. When he went through screening, they decided to do a full body search on him. He doesnt understand why that would happen to him. Out of 7 people 5 of them got randomly selected for additional screening. He said it doesnt seem very random, they tried searching a minor before the adult showed up and he believes that was really weird shouldnt have happened, because they could have been molested and nobody would have known. He stated that every single bag he had got searched and went through. The Lady officer was really rude to the other TSA officers. When they started swabbing his things, and it alarmed and the officer said the machine may be acting up. If the machine is acting up they should not use it or they should update it. That made him very uncomfortable. He stated never did TSA in Billings put the back of their hands on his privates but in Glendive they actually fully touched his genitals. They should never be touching his genitals at all, thats an invasion of privacy. They did a swab on his calves, which alarmed and they made him take the bandages off. They never made him take his bandages off at Billings, so he doesnt understand why they would at Glendive. He doesnt think he should have been required to remove his bandage to go through this screening. The officers could physically see there was nothing was under the bandage. He spoke to the airport Manager, she said that she has had several complaints about the security. He doesnt want to fly back in to Glendive anymore because of this.

12/27/201
4 1:52:50
PM

Airport: Glendive
Airline: Cape Air
Flight number: Does not know
Date and time: 12 26 14 at 2:35pm
Terminal or gate: There is only one terminal and gate
email: (b)(6)

Caller had a major screening concern in Minneapolis. She has allergies and needs eye drops. She asked if it was possible to screen it without going through the radiation. They took the eye drops and went she had gone through the body screening, AIT. Her purse went through the conveyor belt and was told that she would get a patdown. They took everything out of her purse. They did ETD testing. The eye drops were not tested. She asked what were the procedures when someone requested a visual inspection of medication. The TSO was rude. A supervisor had to tell her to stop.

12/27/201
4 7:40:20
PM

Response:
Advised caller that we can forward her complaint to the CSM at MSP

She can email her complaint in writing to
TSA-ContactCenter@dhs.gov

Caller flew from CMH and had to undergo additional screening and present his passport. Caller is having to undergo additional screening when he goes through the checkpoint quite often and wants to know why.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors, to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

12/28/201

4

10:25:33

AM

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

Thank you for contacting me (b)(6) and sorry for my delayed response! Commuting from Jackson Hole to Denver once a week for the first three weeks of December, my daughter's two surgeries and the holidays have delayed me.

Once this report has been completed, I'll forward it to TSA as per their email to me and likely you for a formal complaint. My original concern was who to contact regarding poor, abusive, unnecessary, and rude treatment. According to TSA guidelines, I DO NOT feel my minor daughter's and my experience was in violation of anyone's Civil Rights. TSA officials who are rude and have poor attitudes and neglect performing their duties fall under a category that doesn't currently exist within the TSA (hopefully that will be changed SOON)! My minor daughter just happened to have been handicapped, but that didn't qualify this experience as a Civil Rights issue.

On 12/6/14, my handicapped minor daughter and I were going through Security at DIA- both of us were TSA Pre.

- at first check point, ID checker told us we couldn't come through her check point w/ a wheel chair- we explained we had done it previously, not that day, no further instructions/directions were offered
- never did she volunteer the side of the airport WITH the Colorado flag (if not that end, the end w/ the American flag, I may have changed the locations, sorry) always has a wheel chair accessible lane
- she let us go though, someone came to help
- all of our belongings CRUTCHES included went through screening
- as did I
- agent (b)(6) entered in to the situation to take my daughter for a pat down, test her brace and airport wheelchair
- I authorized she could take my daughter and I would meet them (as we have done numerous times before at DIA and other airports) while I waited to collect our belongings

12/28/2014 5:22:06 PM

Now let me say this: My daughter is 15, looks 20+, and is 5'10" - not a small child! (b)(6) informed me they would wait for me and after my authorization, again, said that was procedure- really? Where have I been and what about all the agents who have accepted my authorization, violating procedure and (b)(6) is the only rule-follower? I think not!

My daughter had had knee surgery the day prior to traveling and we were came directly to DIA from University Hospital as we had done 8/31/14 and were scheduled to again 12/19/14. Needless to say, we are not novices traveling, going through Security, being handicapped, or unaccompanied minors (I also have 12+ year old twin boys, we're all savvy and informed travelers). What I think TSA would appreciate, maybe not.

- once through the Security gate, and I had single handedly collected our belongings (crutches included) (b)(6) took my daughter to search and swipe the airport wheelchair
- NEVER did she tell my daughter she could remain seated
- made her stand one-legged while she patted her, the wheelchair (see next bullet item), AND waited for the results
- I offered my daughter my forearm in the event she lost balance. (b)(6) REPRIMANDED me, told me I couldn't touch her (I knew that). I offered my daughter her crutches (which remember, had passed through screening). (b)(6) REPRIMANDED me a second time. Saying to us, something on the line of "if she needs to hold something for balance, she can hold onto me". REALLY? In order for my daughter to have done that, while (b)(6) was swabbing the wheelchair, she would have had to turn around and reached 3-4 feet away!!!! At this point (!), I care about my daughter's safety, the knee that was just operated on and not feeling comfortable w/ (b)(6)'s experience and qualifications!!!! I'm well aware of not being able to touch anything while it's being searched, but when the TSA agent leaves someone who is physically challenged in a precarious state, the mother-of-all-mothers comes out in me (especially because of the way we were being treated, knowing we weren't a security risk, although (b)(6) may have thought we were, but (b)(6) certainly wasn't taking the necessary safety requirements and was dismissing my attempts and requests)!!

Post passing inspection, Agent (b)(6) Something or Other heard me grousing and asked if he could help. I lit into him about the two agents #1 at first checkpoint for IDs and our less than ideal experience with (b)(6). I then went to the line where (b)(6) was working to get her name. Agent (b)(6).... took the time to explain about a handicap lane always being available at whichever end of the airport we weren't at, someone in a wheelchair DOES NOT have to vacate wheelchair To Whom It May Concern:

On Saturday, December 27, 2014, I went through a security check that started between 11:30-11:45 a.m. At the St. Paul/Minneapolis Airport. Because of allergies and concern for my eyes, I asked a TSA agent to visually inspect the eyedrops-Systane or test separately without sending it through an x-ray machine. He took the eyedrops, walked over to Agent (b)(6) (I pray the spelling is correct), and gave her the box that contained the eyedrops.

I was instructed to walk through the body scanner, and I placed my belongings on the security belt. Everything cleared without a sound of an alarm. However, I was instructed by Agent (b)(6) to identify my belongings without touching it; I complied. She lead me to a table, and stated she was going to search me! At this point, I asked why am I being searched? Agent (b)(6) responded, "That's what you get for asking." she proceeded to call her supervisor over to explain to me what happens when I make a special request. At this point, I realized the supervisor was going to support the agent, so I did not dare continue to question when she apologized for the agent's actions. Agent (b)(6) patted me down, pulled my pants where she could look inside of my clothes, and scattered items from my purse all over the table. Again, I asked why she was doing this. She stated, "I'm going to test everything that belongs to you!" So, she tested the following items for the second time:

1. My shoes
2. My wallet
3. My phone charger
4. My my comb
5. My cell phone
6. The lining of my purse

12/29/2014 8:23:22 AM

After all of those things cleared, Agent (b)(6) refused to let me go. Her supervisor, walked over, told her that I had been through security, pat down, items tested, and everything cleared. She further stated, "Let her go." Agent (b)(6) turned and walked away, leaving my things scattered all over the table.

Inasmuch as Agent (b)(6) never tested the eyedrops, or the other medicine or lotion in my purse. I was totally distraught that I was humiliated and spoken to in such a condescending way by Agent (b)(6) because of my concern about a medical condition. Please advise.

Sincerely,

(b)(6)

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode:

12/29/201

4 8:24:54

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

To Whom It May Concern:

I am (b)(6) and I am filing a complaint about an incident occurring in DTW airport on Sunday, December 28, 2014. I will detail the incident, then pose two questions.

I did not have proof of government ID upon entering DTW airport for a flight, so I was instructed to wait for a TSA employee for further instruction. I provided the employee with my college ID, where he then asked if I possessed any government issued identification that showed proof of address. In my attempt to look, the employee caught glance of my insurance card, asked to look at it and asked various questions pertaining to the information on it. The employee returned my documents and assisted me to the pat down process.

In the moment of the incident, I was only concerned in providing the necessary information to board the flight. Once arriving to my destination I recounted the events. I now feel harassed and manipulated in the situation. I do not believe that the documents and questions asked of me were appropriate for the screening process. As procedure for travelers without government ID, what information suffices to verify identification and or what is the precedent to board flights? What documents and or questions are in the realm for such employees to ask?

12/29/201

4 8:25:04

AM

This incident could possibly compromise my safety as a citizen, I would like to hear back from your Human Resources department as soon as possible.

Thank you,

(b)(6)

(b)(6)

Caller stated that she traveled out of Dulles to CVG and didnt realize that TSA can open luggage for screening. Her checked bag contents were not packed back the way that she had it first and wanted to see if gloves were worn during inspection and if they are changed everytime. There was a NOI inside and her lock was cut off, which she was upset about as well.

Also when she went through the checkpoint, the officer was wearing gloves and when she was doing the patdown, the screeners hand along with the glove went right into her mouth and she was disgusted and wanted to make a complaint about the careless experience she went through.

She feels that the officers should change the gloves everytime they inspect a new persons baggage in carry on or checked.

FLIGHT INFORMATION:

12/29/201 26 DEC 2014 @ 615am

4 9:36:08 Frontier

AM Bag Description: Lime Green, heavy duty bag

NOI: Yes; no writing or stamp

CCR informed her:

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so.

For the locks on the luggage, she can use Travel Sentry and Safe Skies which the screening officers have master keys for.

This information will be sent to the airport to make them aware of the situation.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/29/2014 8:38:24 AM

12/29/201

4

Name (b)(6)

10:12:35

Email (b)(6)

AM

Complaints: Inappropriate Screening Pat Down Screening

Flight Info (if applicable, Enter Flight# Airline Terminal Airport Gate Etc): My complaint is for an inappropriate pat down at the Dallas Fort Worth Airport. The tsa agent (b)(6) who was patting down a teen ager or young adult next to me was being extremely aggressive and verbally abusive towards the passenger. The passenger was visibly uncomfortable and scared. (b)(6) raised his voice and told the passenger You must like pat downs because you re here so be quiet. He also said a few other things that made the passenger upset but I could not hear. His conduct was unprofessional and when I told him he was acting in an inappropriate manner he yelled at me to mind my business several times. When I told him Id be filing a complaint he said that it would never go anywhere and Id be wasting my time. He then put his name card in my face when I asked for his name.

Comments: My taxes contribute towards the tsa and though I think the agency is inefficient and unnessessary I, expect a high level of courtesy and professionalism of tsa employees. No one likes pat downs and the passenger was clearly uncomfortable (b)(6) acting the way he did made the experience worse for the passenger and me as well as an observer.

I traveled through the Denver airport on Friday, December 26th.

I have TSA Pre on my boarding pass.

I have a total knee replacement.

I have a card from my Orthopedic Surgeon stating that I have an implant in my knee.

The card was presented to the TSA agent at Security.

I was walking with the assistance of a wheeled walker.

I am an employee of the Federal Government, with a higher security clearance than the TSA gate agents performing checks.

12/29/2014 I have my Federal Employee ID visible at all times while going through security.

4
10:12:45 AM I am a 61 year old white female.

In spite of everything I just detailed, I was pulled aside and subjected to a thorough 10 minute pat down – and told "DON'T TOUCH ANYTHING" more than once.

Folks – is this really necessary? This is how you intend to prevent acts of terrorism.....by making a passenger as described above lift their shirt above their waist not once, but twice?

The agent at the gate was (b)(6) She was uniformly rude and discourteous throughout the process.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/29/2014 8:31:15 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 12/29/2014 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal E Security Checkpoint TSA Employee: (If Known) : (b)(6) Comment : (b)(6) (an African American) was assigned to search me because I asked to go through the metal detector instead of the full body scanner.

12/29/2014 When patting me down he flattened his hand in a vertical orientation and forced between my buttocks. I said I don't think that's part of a professional pat down, to which he replied "you probably like it." To which I replied no I did not like it, or his lack of professionalism. He accused me of lying saying "you're probably gay"; I said that I was not. Then he proceeded to palpate my genitals 4 times making the comment "You have a little dick." Furthermore he made many racially directed comments pointing out my European heritage multiple times. This I believe was discrimination on his part against my European ethnicity.

10:13:13 AM In the interest of helping you identify this discriminatory employee with an utter lack of professionalism here is a description, African American, appx. 5'10, black frame glasses, average build.

I am very disgusted by his utter contempt for me as a human being and feel that I was racially targeted. I want a report of the disciplinary action that is taken.

I am considering calling my attorney and/or a major media outlet if this appalling behavior is not addressed in an appropriate manner.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a son (b)(6) with cerebral palsy.

Response Details: Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition. For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

12/29/201

4

Flight information:

10:55:40 From to: DFW to EWR

AM Flight date time: 12 29 11:34 am

Flight number: 3572

Airline: United

Airport: DFW

Gate Terminal: E9

On Behalf of: (b)(6)

TSO: female TSO (b)(6)

Email: (b)(6)

Incident Details: Caller and her son are flying from DFW. She states that they had a terrible experience in terminal E. She says that she had requested a PSS previously but never got one. Caller states that she was told that the TSO had to open every single one of her son's formula bottles. She says that she explained that they were medically necessary and had prescription labels and would go bad if opened, but the TSO did not get the concept. She states that the TSO did a ETD but then pulled her cleared bags back and retested them again, pulled out all of stuff, did a patdown on her after she had been previously cleared, and was combative. Caller says that the TSO said she was crazy and was acting ridiculous. She estimates that it took about 45 minutes to get through the checkpoint, and states that a STSO told her that a PSS would not have made any difference.

Caller stated that her checked luggage was searched and needed to know if she should wash her clothing again if the officer used dirty gloves. She feels that this process is disgusting and they shouldn't use the same gloves for all luggage.

12/29/201

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CCR Informed her:

11:43:45 Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing

AM

screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

Good Afternoon --

12/29/2014 2:11:25 PM I am writing because I am disturbed and unhappy regarding a pat down I received at the New Orleans airport yesterday, December 28, 2014 at approximately 12 noon. I regularly decline to go through the new x-ray screening technology and have been "patted down" at airports across the country. I have NEVER been treated in the manner I was treated in New Orleans. As a precursor, I will say that the TSA agent -- Officer (b)(6) -- was rude from our first interaction. Rather than answer my simple question of "Are you ready for me? I don't want to put my stuff through (the belt) until you're ready," her response was to bark at me "Put Your Stuff On The Belt!" (What would be wrong with "Yes, I'm ready..."?) After we walked to the pat down area and she did her preliminary speech, she barked at me "WIDER" with my legs and then proceeded to absolutely MAUL me. I thought you guys had given up molesting people's crotches?! As I looked over at the benches for people who had already gone through security, a woman who I have never met before was gesturing wildly at me wondering what the hell was going on. She commented to me later -- repeatedly -- that she thought the pat down was completely inappropriate, hostile and overly intrusive. This was not a properly performed airport pat down. The closest I could describe it is that it was more akin to a pat down for a PRISON INTAKE than any pat down I have ever received at any airport I have ever been to. People who decline the x-ray screenings are not criminals. A pat down is one thing but this was just beyond reasonable. I reported the incident and my upset to the TSA supervisor on duty, (b)(6) who said that she would "look into it," but that whatever she determined and whatever she did about it was none of my business and that I would not be receiving any communication or information regarding the outcome. She advised that if I wished to leave a comment regarding the incident, I should do so through the information on the "contact TSA" business card. Hence, my email to you today. I am not happy -- at all -- about how I was treated yesterday, but my wider concern is that this is the way travelers are regularly screened at MSY and if that is the case there should definitely be some retraining of the TSA agents there.

Thank you for your time,

(b)(6)

The caller's mother flew from JFK to CLT on Jetblue today departing at 8 AM. She went through screening around 7 AM. She stated that she has a complaint about screening. She stated that she has locked hair and that is her natural state. She stated that she believes that this is a racial issue and that she was chosen for additional screening based on her race because nobody else during screening gets their hair patted down. She stated that it was her son, her mother, and herself. She stated that her mother was also complaining that her son's genital parts were being touched too much. She stated that she feels that this is all racial discrimination.. She stated that they have no reason to touch her hair when she flies. She stated that they should be able to wear their hair anyway that they would like and not be subjected to that. She stated that there were no hairpieces or hair pins involved.

I explained that if she goes through the screening process and her hair anomalies the AIT or we can not clearly see the hair, a patdown would be required to clear the alarm. Even, hairpins and hair pieces can alarm the screening process, which would result. the passenger's head area must be searched with a limited patdown.

12/29/2014 3:07:28 PM For a civil rights complaint to be official the following has to be completed in writing:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

TSA accepts e-mails as being signed or she can mail it in. We will email her the information for filing the complaint also.

Disability Description: The callers 17 year old son (b)(6) is undergoing cancer treatment, which requires a TPN IV line and liquid nutrition. Also, he takes liquid and pill form medications daily.

Information Request: The caller and her son will be flying from DEN within the next week, and she wanted to ensure that the screening procedures were conducted appropriately. However, she does not have the flight information at this time.

Response Details: Advised Caller:

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

12/29/201
4 7:18:42
PM

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to e-mail this information to the caller, and she accepted.

I provided the contact information for the CSM:

Name: Robert Kapp

Phone: 303-342-7576

Email: (b)(6)

I provided the EID to the caller, so that she can reference this record when requesting assistance.

To Whom It May Concern:

During this holiday season, I took a roundtrip flight from DFW (Dallas/Fort Worth International Airport) to MEI (Meridian Municipal Airport) with American Airlines. On December 24th, I took AA Flight 2571 and on December 27th, AA Flight 2572. On both legs of the trip, the Transportation Security Administration inspected my checked bag. While the inspection on Christmas Eve was inconvenient (my wrapped gifts were unwrapped and the wrapping paper balled), it was understandable given that the inspection targeted the gifts containing electronics. However, the inspection of my bag at MEI gravely concerns me. I had an empty Zales box in my luggage. When I returned home and unpacked, I opened the box discovered to my extreme disappointment that it had been opened, clearly rifled through, as if the inspector was, at worst planning to steal my brand new diamond earrings, or at best, hoping to admire the thoughtful gift I received. Nothing else was out of place in my luggage.

12/29/201
4 8:05:58
PM

I fly frequently, both domestically and internationally, and this is the first time I've felt violated by TSA regulations. Since 9/11, the world and my fellow Americans have accepted the byzantine TSA regulations, grudgingly if not placidly, as an acceptable part of our continuing safety. I have tolerated shoe removal, restrictions on liquids, pat downs, body screening, luggage inspections, questioning of my carry-on bag by TSA personnel, and much more. But I cannot and will not accept fear that my personal belongings could be potentially stolen by the people and the institution meant to protect me. Please look into this matter and please let me know if the person responsible will be held accountable. I look forward to your response.

Sincerely,

(b)(6)

I just faced gender inequality and profiling at its highest height. I'm really infuriated! I had gone to the Sacramento airport yesterday night. At the Burbank airport, I had not encountered any issues, so I didn't foresee any problems. I went to load my luggage with my father and twin sister. (we are identical twins). When we got to the area where the TSA checks you and you are forced to walk through the metal detectors, my sister went though first. I went directly after her, showing them my passport, college ID, and a copy of my birth certificate. I had shown the men at the other airport in Burbank my ID and passport with no issues whatsoever. Now, mind you that I have an identical twin. I called my twin sister over, and they could see that we are identical. Everyone can see that we are identical! I was so angry, and rightfully so. She still didn't believe me. She then proceeded to boss me around by telling me that I should have my state ID. I am 19, but I had a college ID and don't drive yet. I plan to get it, but she was so condescending. She gave me such hard time. She and the other woman next to her laughed as she said, "And what did I tell you to do?" I was nervous and answered her, saying, Get my state ID?" She had the audacity to pull me aside and ask me to go into the line with the metal detectors, forewarning me that I would be patted down and checked for anything "suspicious." I don't even fit any profile of a mistrustful human being. I walked into the line, went through the metal detector without even a problem, and then came out and put on my shoes. She got ready to pat me down, but prior to doing so, asked, "Do you have any sharp objects in your purse that can poke her?" I said "no. Just earrings." She asked again as if, I, this sweet young woman, would be carrying a pocket knife or a bloody axe in my purse. Finally she patted me down after asking if I wanted to "do this in private, as some People are too embarrassed to be publicly patted down." I told her to just get it over with, because this was really out of hand. I mean, I had my twin with me and all of my info. What more did she need? If that wasn't enough, she groped me really hard and felt everything very roughly. I'm pretty sure she felt my vaginal area. I felt assaulted, prodded, abused, and taken advantage of. I am very disturbed by the way that I was treated by the TSA workers at the Sacramento airport, and feel you are obligated to do something about this! You can't ignore this, and for other women out there who have clearly had to deal with this, confront it now.

Article 1,3,5, and 7, of the universal declaration of human rights:

12/29/201

4

10:05:04

PM

1. All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

3. Everyone has the right to life, liberty and security of person.

5.No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

7.All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

The Fourth Amendment:

This amendment prohibits unreasonable searches and seizures and requires any warrant to be judicially sanctioned and supported by probable cause.

HYPERLINK "http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=video&cd=1&ved=0CB8QtwlwAA&url=http://www.youtube.com/watch?v=X6hvUWv2CsY&ei=_QmiVJOsBImwogSuioHwBQ&usg=AFQjCNHEWt2b0t02zLZz-

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12/29/201

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Caller said she went through security and that she is on oxygen 24-7 at Denver Airport last summer and she did not make it to her niece's house because her battery drained and she said she had to go get a backup. She departed from Fayetteville, NC to Charlotte to Philadelphia on Dec. 20 and it drained her battery again. She said she does not want to file a claim. She said that people on oxygen can't go through xray screening.

Response:To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

12/30/201

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To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

I offered to email the claim form to her but she declined.

I advised her to tell the Officer at the checkpoint that she does not want xray screening and that she can have a patdown done instead.

Feedback Type : Complaint

Categories : TSA Pre?"

Current Date/Time : 12/30/2014 12:50:22 PM Airport : DAL - Dallas Love Field Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : We have global entry and tsa precheck but were told "you are selected for a random check" and pat down Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/ED/B2/ApplicationManager>

12/30/201

4 2:09:25

PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/30/2014 2:46:29 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee

12/30/2014 4:09:27 PM

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DELTA 1818, Dec. 23, Orlando to Atlanta 11:02 a.m.
Comments: On Dec. 23, I was "randomly selected" from a TSA Precheck line to have my hands swabbed.

After my hands were swabbed I was, without explanation, told that I was going to be subjected a full-body pat-down by a TSA employee. I was offered the option of a "private screening" and declined because I could not be separated from my young children, a 4-year-old and toddler, while traveling.

I was visibly upset to be subjected to having my private parts and my entire body touched in public by a stranger and I started shaking and crying.

Instead of being sympathetic or trying to make the situation more tolerable, the TSA Agent (a woman whose last name included the word "weather," and who had a dark moustache), made a rude comment: "What, didn't you KNOW you were coming to the airport today?" as if people buying airline tickets should expect to forfeit all Fourth Amendment rights to unreasonable search, and be held in custody if they refuse.

This agent needs a refresher course in sensitivity training, or a new job.

Submitted on Tuesday, December 30, 2014 - 16:49 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Gender Sex
- Profiling
- Unreasonable Search Seizure

Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==

First Name: (b)(6)
Last Name: (b)(6)
Primary Phone: Cell Phone
Phone Number: (b)(6)
PO Box or Street Address: (b)(6)
City: Gilbert
State: Arizona
Zip Code (Post Code): 85298
Other:
Email: (b)(6)

12/30/2014 6:03:57 PM

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Husband
Full Name of Complainant: (b)(6)
PO Box or Street Address of Complainant: (b)(6)
City: Gilbert
State: Arizona
Zip Code (Post Code): 85298
Other:
Phone No: (b)(6)
Email: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/30/2014 7:47:45 PM

12/30/2014
4 8:04:37
PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): My husband, son, his girlfriend and I all missed our flight home to LAX from Omaha NE exclusively due to the slow, seemingly inept performance of the TSA reps. We were all booked on UA flights 3618 & 1274. We all checked in 24 hrs in advance, arrived at the airport more than 75 mins before our flight. In my experience, we never should have missed that plane. The 3 screening lines - 2 reg and 1 pre - were not serviced fairly or properly. The far left serviced 4 travelers to every 1 in our line. Adding insult to injury, multiple non pre passengers were pulled from the fast line and processed through pre instead. Finally, the singular agent servicing our line was taking every other pre passenger as well. Once I finally got into security, I was advised that due to my laptop needing to be screened, ALL of my cleared possessions had to be given back and every single item of mine was reexamined and my person subjected to pat down search. Unfortunately, they failed to have enough staff to start for 10 minutes. They could have given a rats ass about my flight. The screening:

Comments: agent that checked my family and I wasted so much time chit chatting with every passenger it was astonishing. Please note that I was in line at 5:30, pulled at 6:08 am and my flight was at 6:30. I was not released until 6:38. My family should not have missed our flight in such a small airport - period. In addition to the agents actually working, I noticed another 6 literally just standing around socializing. Unacceptable. They work for the people - we collectively pay their salaries. If we have to be subjected to this, they should get their act together, be efficient, pay attention and stop socializing while a sea of people are struggling to get home.

Attn: Customer Support Manager

Date: 12/21/14

Time: Approximately 7am

Airport: IAH Terminal A

Date/Time of Travel: 12/21/14 8am

Airline and Flt Number: Delta 5683

Checkpoint/area of airport: IAH Terminal A

TSA Employee: Officer (b)(6)

Complaint:

I was traveling with my husband and two children on 12/21/14 to Honolulu, Hawaii via Salt Lake city, Utah. My total travel time that day was approximately 10-12 hours. I had packed four 8 oz. size organic milks for my daughter who just turned 3 on Nov. 30, 2014. I was told by the first officer I encountered that because my daughter could walk, she was not considered an infant or toddler anymore and I could not bring the 4 milks through security. I disagree with her reasoning for being allowed to bring through my milk (which by the way is not sold in any airports that I have traveled through in the recent past and milk is not offered as a drink on many flights either) and I stated that I had never had this issue before and when I asked for clarification or written policy, she shook her head at me and said I was not allowed to bring in the milk. I offered to be pat down and for my milk to be swiped with the wipes, which has always been an option for me to bring milk in for my children. She again shook her head at me and refused. I asked if she was a supervisor. She responded, "Close enough." Another officer came over and inspected and also shook her head at me. I then went through security and waited to find out if they would allow me to have my milk since I was offering to be pat down and for my milks to be tested with the wipes. While waiting, the second officer who had given my situation a once-over asked the first officer if she would be patting me down. She responded no and mouthed something about me, which I can only assume was rude and derogatory. I asked her what she said about me and she refused to repeat it. I then asked for her name. She turned her body so as to not allow me to see her name badge. She then told me that she could escort me out of the airport and asked if I really wanted to travel that day. A senior officer finally came and assisted me. She patted me down and allowed me to have the milks. I was deeply upset and insulted by the first officer and I explained the situation to her. She gave me a comment card and told me the name of the officer was (b)(6). That is the only reason I have a name on this complaint.

12/30/2014
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It is absolutely unacceptable for this officer to threaten to escort me from the airport, especially when she would not even give me her name or any other identifying information and especially not when the reason for the additional screening is milk for a child. I believe this officer (b)(6) should be reprimanded. I am sure it is not protocol for TSA officers to refuse to show their name badge to travelers and that action alone is completely unacceptable. The other things she said and did require her to have some additional training at the very least and generally she needs to be taught some manners and learn to be respectful of others. If TSA wants its position and its work to be valued and respected, it should have officers working for the organization who take pride and responsibility for their role and do not abuse their authority or their positions. I am deeply disappointed by this entire encounter and still upset by it over a week later. I have had issues with TSA employees before at various airports, especially because policies and protocol are not standardized at all airports for what is allowed to be brought through security for children, but this is the first time I have ever issued a complaint.

I would appreciate a response to my complaint. I have included my contact information below for follow up, but I request that my contact information not be shared with this officer (b)(6). Given her attitude toward me, I have concerns about what she might do with my personal information. Thank you for your prompt attention to my complaint.

Regards.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Raghogarh Guna M.p.
Zipcode:

12/31/201

4 8:20:43

AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? Yes

Gender? Yes

Disability? No

Which U.S. airport were you traveling through?

Indianapolis International Airport

Disability Description: Caller doesn't need assistance, she says the PSS and supervisors forget about making the request. She says she fell. The supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startle her and make her fall. She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them "I told you to wait". She fell because the movement of the AIT startled her and she has now fractured her tail bone.

Response Details: Response Details:

I spoke to floor support, [REDACTED] and then spoke back to the caller. I told her she may need to opt out and ask for a patdown so she would not be startled by the movement of the AIT. She stated this too can startle her if they hit a point in her back. I said to her she can be face to face with the agent and give them the instructions on her needs as well as request the assistance so we can help her as well. She felt they did not want her to ask for patdown. I told her it was her choice and she can ask for a patdown anytime for her screening. I was so sorry they couldn't coordinate this for her.

I explained to her to make this a formal complaint she would need to put the complaint in writing and we have contact information to send it but she did not want it, she said she knew about it already and knew where to send it if she decided to send it.

She can file a claim.

12/31/2014 3:48:00 PM She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well. She wanted one mailed to her.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I was so sorry this was happening to her.

I am forwarding her complaint to the CSM as well

969 Return 12/28/2014 2:55:00 PM Southwest Airlines MDW

Incident Details: Disability Description: Caller doesn't need assistance, she says the PSS and supervisors forget about making the request. She says she fell. The supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startle her and make her fall. She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them "I told you to wait". She fell because the movement of the AIT startled her and she has now fractured her tail bone.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: [REDACTED]

Date Time: 12/31/2014 3:59:05 PM

Name: [REDACTED]

12/31/2014 6:02:43 PM Email: [REDACTED]

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Hilo to Los Angeles

UA 1706 Hilo Airport

Gate 4

Dec. 30, 2014

Comments: I fly frequently and choose to opt out to avoid radiation. I have been patted down multiple times, and I am familiar with standard procedure. Yesterday, both me and my brother were sexually harassed by a TSA agent. First he pushed for a private screening even after I chose to remain in public view. Secondly he used the back of his hand to go all the way up to my genitals and squeezed on my genitals with the open side of his hand. Not only did he do that on both sides, but he also repeated this obscene maneuver. This was an invasion of my 3rd amendment rights against an unreasonable search. A standard pat down was necessary because I chose to opt out, but there was nothing that would lead the agent to believe a further search or groping my private areas was necessary. I demand that this agent is reprimanded or removed to prevent a future occurrence. My brother has a similar story, and my father, mother, and youngest brother are witnesses. Both my father and mother are aware that this is not standard procedure, and viewed the agent abusing his power. My phone number is [REDACTED]. Contact me for more details.

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Date Time: 12/31/2014 3:59:05 PM

12/31/2014 4:02:43 PM Name: (b)(6)
Email: (b)(6)
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Gate 4
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Caller is in Charlotte Douglas NC and she had a poor experience with TSA today because of her drivers license. She recently relocated from CT to TX and in Texas they give you a paper temporary at first and keep your old license and Texas DMV told her it would be sufficient to use as ID. She had no issues when she flew 2 other times during the Holiday and did not have an issue with the same paper license and was not asked for any other forms of ID. The paper license had been fine as ID at DAL and BDL. This morning at CLT a female TSO at the checkpoint had an attitude and would not take the paper license. She said she told the TSO that paper license has the same information on it and other airports did not have a problem with it. She showed the TSO her Student ID but that was not sufficient either. A TSA Supervisor came to look at the paper license and she finally approved her to come into the screening checkpoint. The same Supervisor said to the TSO to be sure to check the red bin which belonged to the caller. The TSO winked at the Supervisor and said I got you and that made the caller uncomfortable. The TSO also put markers in between the bins to mark the callers particular bin. Caller wasn't sure what they were trying to do. Caller said she felt like a criminal when another TSA Agent patted her head and then had a Trainee TSO to give her a Patdown in which she felt up to her private area.

Caller became argumentative and demanded to file a complaint. I explained to the caller that CLT had the option of requesting additional ID or conducting additional screening due to lack of ID. Caller insists on filing a complaint against the two airports who permitted her to fly with the paper license. She claims it is their fault she was caught off guard today.

Airport: Dallas Love 12-23-14 on Southwest Flight #1692 at 9:15 AM (bound for Chicago).

Airport: CT- Bradley she flew 12-30-14 on Southwest Flight (does not have) departing at 6:05 AM.

1/1/2015 9:36:54 AM

RESPONSE:

Told her I am sorry she is upset but the paper license is only considered one form of alternative ID so we normally ask for other forms. That is why the TSO had a Supervisor to approve the ID. We also give extra screening to travelers with an ID issue. Advised I will send an email that outlines that and that may help. Told her I do not argue with my callers but Charlotte followed procedure and it could be heavy holiday travel was why the others were lenient but I cannot say. We try to be consistent with procedures but sometimes it can vary.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/1/2015 1:37:13 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark International Airport, Newark NJ.

Terminal B/ Gates 40-47 Area

3:50pm, December 31, 2014.

Delta Flight- EWR to ATL

Comments: I was screened through the walk-through machine, and was re-checked, based on something the machine 'saw'. The female TSA employee spoke quickly, as she mentioned she was going to pat me down. She needed me to 'put your arms out like this' as she extended her arms to show me what I needed to do. I proceeded with the request. The female employee then, unexpectedly, used both hands (pressed her hands together) and attempted to spread my breasts. She used a up and down/side to side motion while she was inspecting between my breasts. She then groped underneath my breasts, and finally examined underneath my armpits. I was extremely uncomfortable, embarrassed, and upset.

Meanwhile, there were several (male and female) employees and customers walking around the area, where I was being 'checked'. This, on top of the already uncomfortable check, was utterly embarrassing. I started into tears while she was finishing up her 'check'. She could clearly see how disturbed I was, and did not stop.

After she was finally finished with this 'pat down' she asked me to put my hands out in front, and swiped my hands with her wipe. She handed it a nearby male TSA employee, and he checked to make sure nothing was detected. Nothing was detected, and I was finally allowed to move, from the screening line, where I was allowed to take my screened bags.

I was so distraught about being physically abused, that I could barely put my shoes on, and as soon as I could- I needed to sit down and compose myself. I was uncontrollably crying- to my husband, who was luckily there by my side.

I have been traveling for many years, through Newark International Airport, and many other airports. I have never been treated in such a disrespectful manner.

This is by far, the most upsetting and unsettling TSA search I have ever received.

I expect this inappropriate pat down will be investigated, and handled properly. Please contact me for further information or questions.

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I expect this inappropriate pat down will be investigated, and handled properly. Please contact me for further information or questions.

1/1/2015
3:08:44
PM

1/1/2015
3:08:44
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/1/2015 1:37:13 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark International Airport, Newark NJ.

Terminal B/ Gates 40-47 Area

3:50pm, December 31, 2014.

Delta Flight- EWR to ATL

Comments: I was screened through the walk-through machine, and was re-checked, based on something the machine 'saw'. The female TSA employee spoke quickly, as she mentioned she was going to pat me down. She needed me to 'put your arms out like this' as she extended her arms to show me what I needed to do. I proceeded with the request. The female employee then, unexpectedly, used both hands (pressed her hands together) and attempted to spread my breasts. She used a up and down/side to side motion while she was inspecting between my breasts. She then groped underneath my breasts, and finally examined underneath my armpits. I was extremely uncomfortable, embarrassed, and upset.

Meanwhile, there were several (male and female) employees and customers walking around the area, where I was being 'checked'. This, on top of the already uncomfortable check, was utterly embarrassing. I started into tears while she was finishing up her 'check'. She could clearly see how disturbed I was, and did not stop.

After she was finally finished with this 'pat down' she asked me to put my hands out in front, and swiped my hands with her wipe. She handed it a nearby male TSA employee, and he checked to make sure nothing was detected. Nothing was detected, and I was finally allowed to move, from the screening line, where I was allowed to take my screened bags.

I was so distraught about being physically abused, that I could barely put my shoes on, and as soon as I could- I needed to sit down and compose myself. I was uncontrollably crying- to my husband, who was luckily there by my side.

I have been traveling for many years, through Newark International Airport, and many other airports. I have never been treated in such a disrespectful manner.

This is by far, the most upsetting and unsettling TSA search I have ever received.

I expect this inappropriate pat down will be investigated, and handled properly. Please contact me for further information or questions.

NOTICE:

You are receiving this email from the mobile phone application **FlyRights**. **FlyRights** is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 77377

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

William P. Hobby Airport

1/1/2015
3:08:44
PM

1/1/2015
7:06:03
PM

Caller is upset because she bought a TSA approved lock and when she arrived at her destination the lock was missing. She flew from McGhee Tyson Airport and when she came back from her trip on December 31st she went to talk to TSA about her missing lock. It was around 11:15 am and 4 TSA agents were standing there and one agent gave her a card and said call this number and they will send you a new lock. She is upset because of the way she was spoken to. She is 75 years old and felt she was being spoken to very dismissive. She bought a TSA lock so it would be easier but since her lock was missing all her items were left for someone to take. There was not a NOI in her bag but caller stated that at McGhee Tyson they open checked baggage there at the check point and normally she watches but this time she did not because she had the approved TSA Lock.

Advised Caller:

Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes.

1/2/2015
9:42:00
AM

In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks can be opened and relocked by TSOs without force and with little delay. TSA cannot, guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems, which may also cause damage to checked baggage.

Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager

while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Caller did not want to file a claim for the missing lock she just wanted to let TSA know she did not like the way she was spoken to.

1/2/2015
9:43:42
AM

Hello, I have and 89 year old aunt Sister (b)(6) held up by TSA at DLH for an identification issue. Her identification was issued by the Winchester NY, County Clerk, ID No (b)(6) with a photo and is current. She missed her scheduled flight for a pat down and searches. Her luggage traveled WITHOUT her with ALL her medication. My aunt traveled last week from White Plains NY to DLH via Chicago, without issue with the same identification. Today they are saying her identification is invalid. She just traveled internationally in the last six months so there should be a record of her travel (unfortunately her passport is in NY at Maryknoll). Our concern is her extensive heart medication that she is now without. I need not going into all the TSA contradictions of having seniors travel with additional ease. The hypocrisy of this situation is beyond logic. Sister (b)(6) is a retired nun, traveling in a wheelchair. Please help, any assistance to right this would be greatly appreciated. (b)(6)

(b)(6)

Dear TSA:

The U.S. DOT received the below complaint from (b)(6). Please address the issues (b)(6) raises in her complaint about TSA service at the Denver airport and reply to her.

Thank you,

(b)(6)

1/2/2015
2:05:04
PM

Case Number (b)(6)

Consumer Information

Inquirer Type Name Address E-mail Address Office Phone Home Phone

(b)(6) (b)(6) ORLANDO FL 32827 (b)(6)

Complaints Information .

Complaint Code Carrier Name Flight Date Flight Itinerary

GG1921 TSA 12/26/2014 270

Description of Problem/Inquiry

I traveled through the Denver airport on Friday, December 26th. I have TSA Pre on my boarding pass. I have a total knee replacement. I have a card from my Orthopedic Surgeon stating that I have an implant in my knee. The card was presented to the TSA agent at Security. I was walking with the assistance of a wheeled walker. I am an employee of the Federal Government, with a higher security clearance than the TSA gate agents performing checks. I have my Federal Employee ID visible at all times while going through security. I am a 61 year old white female. In spite of everything I just detailed, I was pulled aside and subjected to a thorough 10 minute pat down – and told "DON'T TOUCH ANYTHING" more than once. Folks – is this really necessary? This is how you intend to prevent acts of terrorism.....by making a passenger as described above lift their shirt above their waist not once, but twice? The agent at the gate was (b)(6). She was uniformly rude and discourteous throughout the process. This is an agency that has clearly lost its way. The actions listed above do absolutely nothing to prevent terrorism, and just utilize limited resources in the stupidest way possible.

Caller flew from CVG via Delta but when she reached her destination she realized her luggage was cut and she wants to know the issue with it. Caller also had a NOI. Caller also stated there was a female officer at the checkpoint that was very rude and told her she didn't have to undergo the patdown with diabetes equipment even though she had a doctors note stating she did.

Advised Caller:

1/2/2015
3:00:14
PM

Told caller we regret you are not satisfied with the way your luggage was handled so since you had a NOI I will forward your complaint to the CSM for further investigation. Also sent caller a claim form via email.

Date: 12.30.14

Time: 3:00pm

Terminal: B

Gate: 9

Airline: Delta flight 2455

Baggage tag number: Not Provided

Description of luggage: Medium sized Dark Green Samsonite bag with yellow tag on handle

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 1/2/2015 3:31:41 PM Airport : TPA - Tampa International Date/Time of Travel : 1/2/2015 6:45 AM Airline & Flight Number : US Airways 1960 Checkpoint/Area of Airport :

Security by gate 85 TSA Employee: (If Known) :

1/2/2015
4:10:41
PM

Comment : The requirement is a flat hand touch. She gathered and twisted my hair to one side. Closed her hands over my arms. Lifted my right ass cheek. And when she felt between my legs until she reached a impass she didn't pull her hands out she ran her hand up the front right of my crotch then Groped under my breasts.

When I said this was ridiculous she said no it was not. She asked if I travel often I said I won't any more Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 1/2/2015 3:31:41 PM Airport : TPA - Tampa International Date/Time of Travel : 1/2/2015 6:45 AM Airline & Flight Number : US Airways 1960 Checkpoint/Area of Airport :

Security by gate 85 TSA Employee: (If Known) :

1/2/2015
4:10:41
PM

Comment : The requirement is a flat hand touch. She gathered and twisted my hair to one side. Closed her hands over my arms. Lifted my right ass cheek. And when she felt between my legs until she reached a impass she didn't pull her hands out she ran her hand up the front right of my crotch then Groped under my breasts.

When I said this was ridiculous she said no it was not. She asked if I travel often I said I won't any more Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Friday, January 2, 2015 - 14:25 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact :

- 09:00 am - 11:00 am

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Valrico

State: Florida

Zip Code (Post Code): 33596

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 01/02/2015

Where did this happen? FLORIDA - TPA - Tampa International

What happened?

1/2/2015
4:10:49
PM

-----Original Message-----

From: (b)(6)
Sent: Friday, January 02, 2015 4:34 PM
To: TSA-ContactCenter
Subject: TSA Manual Patdown/CarryOn Luggage Complaint

Columbia, Mo January 2, 2015

Hello:

I am sending you an e/mail with an attached letter of complaint regarding the TSA manual patdown and security check that TSA agents conducted at approximately 1 p.m. at O'Hare International Airport. Specifically at issue is cursing that the TSA agent exclaimed against me after the entire patdown and manual security check was conducted.

The TSA security agent offered no explanation as to why he cursed at me after the manual security check.

1/2/2015
6:13:40
PM

Regards,

(b)(6)

Attachment:
Columbia, MO January 1, 2015

(b)(6)

Columbia, MO 65203

Re: January 1, 2014 - TSA pre-flight security check at Chicago O'Hare Airport

Hello:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/2/2015 4:13:53 PM

1/2/2015
6:14:24
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 12/31/14 Left London Heathrow Delta, arrived Detroit Wayne 1:30-2:00. Flight #'s 0019 and 1371.

Comments: At arrival to TSA security loudly were told to not take off shoes and belts. Put my belongings in trays and walked through security device. It alarmed-removed watch, shoes, and belt. Alarm sounded 5 more times. Attendant stated "eventually you'll listen to me and you might get through". He asked "what's in your back pocket?" I responded a London tube map. He-"I don't know what that is? Maybe it's that thing around your neck?" I had forgotten to take ear buds from plane off my person. I was upset from surly attitude of TSA employees before him. I had to walk away after his behavior or I would have his badge # and name. He was about 60 with thin gray hair, morbidly obese, about 5'9-10" no glasses. He held onto a railing with his foot on a lower railing in profile as I continued to watch his behavior. As a family doctor with 40 years experience I determined this man was lazy, not very smart, and probably has chronic back pain. He may be on chronic narcotic analgesics for his back pain. I realize this is a minor complaint; I am hoping he is on probation or if he gets 1 more complaint in his file he will be terminated. While I'm at it, I observed my 92 yo blind mother in a wheelchair get patdown in St. Louis. She visibly jumped when the female attendant touched her breasts.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/2/2015 6:29:30 PM

Name: (b)(6)

Email Address: (b)(6)

1/2/2015
8:09:28
PM

Comments: On 12-22-14 I flew on Southwest #578 out of Spokane WA. I have an artificial hip and inform the agents before going through the line. However, on this day I was directed through the Pre-check and then because I set off the alarm with my hip I had to go through a pat down instead of going through the scan. It has always been so simple to go through the scan and not to have to wait and go through the pat down which is uncomfortable for me. Why was this changed? In November when I flew it was so simple to use the pre-check line and then go through the scan. The change to a pat down was more time consuming and as mentioned uncomfortable. I hope that you will return to the use of the scan even with the pre-check line.

Secondly, I flew to Houston Hobby Airport in TX and on the return had my luggage searched which of course is not a problem except that one of the TSA locks that I have on my luggage was left open.....fortunately it was not lost and no items were missing. The zipper on the main compartment was jammed as well. I understand that Christmas is a very hectic time but there still has to be some care when going through the luggage.

I hope things will change for the better. Locks not relocked are a real problem and this is not the first incident. Please see if this can be addressed.

Thank you.

Submitted on Friday, January 2, 2015 - 19:01 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact :

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Aurora

State: Colorado

Zip Code (Post Code): 80013

Other:

Email: (b)(6)

1/2/2015
8:09:35
PM

==Incident Information==

When did this happen? 12 30 2014

Where did this happen? MICHIGAN - DTW - Detroit Metropolitan

Wayne County

What happened?

At approximately 8am (Michigan time), I went through security at

DTW at the security checkpoint nearest the Southwest check-in

Caller stated that she was sexually assaulted at Hayden Airport in CO. Caller stated she was grabbed inappropriately in a closet.

Airline- American

Flight number - Doesnt remember the flight number

Date 1-2-15

Time : 10:30 am

Response:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

1/2/2015
9:35:07
PM

Caller states that she is requesting the CSMs name and contact information at the airport in Hayden CO. Caller states that she was selected for random inspection and so to was her daughter. Caller states that her child received the etd swab and tested fine. Caller states that she received the same treatment. Caller states that the TSO advised her that she needed to be patted down. Caller states that the patdown began in front of everyone at the checkpoint. Caller states that she requested a private screening. Caller states that the private screening was allowed. Caller states that when the the private screening was conducted the female officer used the front of their hand to pat down the front of her vagina. Caller states that the screening officers name was (b)(6) and the supervisor was (b)(6). Caller states that outside of the vaginal rub with the palm the rest of the patdown was as explained. Caller states that she went through screening on the 02 January 2015 at or around 1030.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Feedback Type : Complaint

1/3/2015 Categories : Disability or Medical Condition Current Date/Time : 1/3/2015 6:26:11 AM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 01/03/2015 Airline & Flight Number : American 4304 Checkpoint/Area of Airport : checkpoint

9:25:06 TSA Employee: (If Known) :

AM Comment : With an artificial knee I had to go through the entire patdown process which took a lot more time than I had initially anticipated Would you like a response? : True Passenger's Name (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello, I sent this last night from my phone, and in viewing it morning saw several typos, and am sending you the updated version. I look forward to your feedback.

Today, at around 6:40 pm at the Denver international airport south checkpoint, the lead officer was rude, threatening and abusive to my minor son and me. My son is 16. Due to directions from the person sorting into lines, he was sent to a different security checkline from me. I got through but he was stopped by the lead officer. I gave my parent accompany pass to the tsa security officer near me and they contacted the lead officer. He refused to release My son, who by this time was already scared.

Another tsa officer took over my pass, then told me I would have to go over and try, as he would not listen to them. The lead officer said I would have to move back and be quiet. I explained that this was my minor son. He said to be quiet. He continued to ask my son the same questions over and over. The other officers there had said he should let my son go. He refused. This was unnecessary frightening for both of us. The lead officer continued being unnecessarily rude. My son is a minor, I had a parent pass-. My son attempted to show the officer his name on his high school honor roll-the officer refused to listen. He asked questions and then refused to listen to the answers. He was very threatening to my child.

He then said he knew a way that might work and headed toward the scanning area, giving my son no time to pick up his bags. As we followed, the officer turned to me and said, "not You, You go to the end of the line." First is all, it was extremely inappropriate to separate me from my minor son (again), second I had already been screened and this was more bullying. By the time I arrived, they were giving my son a full pat down in public, of everything including his genitals. His luggage was thoroughly manually inspected too and the questions they asked were way beyond anything a minor should be asked. The officer doing the pat down did ask the lead officer if this was really necessary, and he was told yes.

1/3/2015
1:09:22
PM

The lead officer also indicated that he wasn't interested in whether or not my son missed his flight. When I asked how to file a complaint, I was told I would have to go through security again to get to "the podium."

I cannot believe that scaring a minor is a part of tsa's job. Bullies should not be tolerated. Minors should not be separated from their parents. This is incredibly frightening and intimidating and serves no purpose. Minors do not have to have IDs and I had a pass to accompany my minor son. Please respond.

Thank you,

(b)(6)

On Friday, January 2, 2015 11:20 PM (b)(6)

Today, at around 6:40 pm at the Denver international airport south checkpoint, the lead officer was rude, threatening and abusive to my minor son and me. My son is 16. Due to directions from the person sorting into lines, he was sent to a different security checkline from me. I got through but he was stopped by the lead officer. I gave my parent accompany pass to the tea security officer near me and they TSA Contact Center

People aren't born hating their government, but they start on the journey after experiencing the many minor insults and indignities that the government – local, state or federal – can heap upon decent law abiding citizens who mind their business, pay their taxes and go about their life in an attempt to achieve life, liberty and the pursuit of happiness.

I consider 911 to be the biggest failure of government in the history of this nation. The Federal government failed to protect the people it supposedly serves, resulting in a massive loss of life. Government then compounded the insult by restricting liberties and instituting "Security Theater" in an attempt to fool the citizenry about the incompetence of the federal government.

I cite by way of example of the minor insults experienced almost daily, my most recent experience in flying from IAD to LAX. I packed a large cocktail-table book in my luggage that had a dust wrapper about that was provided by the bookstore. TSA entered my luggage after it was checked with VirginAmerica, destroyed the dust wrapper and then went on to wrap it up with government tape (literally!) such that it was impossible to subsequently open the package without damaging the book cover. See enclosed photo.

1/3/2015
1:09:27
PM Naturally nobody at TSA will be held responsible for the lack of judgment or the destruction of property. Good citizens continue to be harassed by these low level functionaries and I have no respect for this agency. It angers me every time I fly, when I watch them harass families with little kids, grope grandmothers and otherwise insult the people who pay their salaries.

TSA has started me on my journey to hating my government.

(b)(6)

cc: Rep. Chris VanHollen, 8th District, Maryland

(b)(6)

(b)(6)

Bethesda, Maryland 20817

(b)(6)

HYPERLINK (b)(6)

From: (b)(6)
Sent: Saturday, January 03, 2015 11:54 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/3/2015 11:54:14 AM

1/3/2015
1:09:43
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

DHS TRIP

Comments:

As an individual who has inquiries and seeking resolution regarding TSA travel screening at transportation airports and seek The Department of Homeland Security's Travel Redress Inquiry. Traveler treated unequally and with out dignity, respect, and Caller said he has a TSA complaint and that his carry on bag got swabbed 8 times with negative results. He said the last Officer he talked to was TSA Officer (b)(6) but he does not know the other Officer's name at Denver Airport today at the security checkpoint. He said they wasted 30 minutes of his time in a separate room due to a false reading by the machine. He was told they got a positive response by the machine and needed to do additional screening and he said they did not need to take him to a little room and give him a patdown. He said his laptop was not in his carry on bag when they swabbed it. He said he did not ask for a Supervisor and that the airport was busy today and that he will be at the terminal until 5:30 pm and he said he can talk to the CSM if they want to contact him.

COMPLAINT:CSM

Claims:Complaint

1/3/2015
2:06:36
PM

Airport:Denver
Airline: Delta
Flight Number:4526
Departure Time:01-03-15 at 11:20 am at the checkpoint
Arrival Airport and Time:Des Moines at 11:45 pm due to delay
Description of Bag:Black and Blue Backpack that they swabbed 8 times
Location:Security checkpoint
Terminal: unknown
Gate:unknown
Contact Information:(b)(6)

Response:I advised him that I will refer this to the CSM at the airport.

I'd like to give a mild complaint about an incident at Tampa Airport security screening this morning, between 5:10 and 5:45 am. My daughters (ages 16 and 18) and I were catching united flight 1507 to Newark leaving at 5:57 am on January 3, 2014.

I asked the screening agents to allow my daughters to skip going through the AIT machine. The agents set my daughters aside for a pat down while I went through the AIT and waited for them on the other side. It was very busy, so I knew it would take extra time. But after 20 minutes, I started to suspect that the agents were actually extremely annoyed and were trying to teach me a lesson—show me that I'm an idiot, and that they have the power to make us miss our plane (though we arrived nearly an hour ahead of take-off). After my first daughter finally got a pat down, and I saw the hostility directed toward us, I gave up on the second daughter and sent her through the AIT machine. I had no choice really, as our plane was so close to take off.

After we ran for our plane, my daughters told me they were very upset. They said that when they were waiting, the agents were radioing loudly and complaining about "the mother" insisting on a pat down, and basically making a scene to embarrass them. They felt so humiliated. Honestly, I really thought it was our option, so I had been very polite and patient about it.

1/4/2015
9:32:43
AM

I do not blame the agents, but you do have the system set up so that it is impossible for a passenger to decline the AIT. I think you need to be honest about that. The security agents are human and "special orders" are going to annoy them when they are busy. Some agents will lose their professionalism and engage in petty power struggles, which they will obviously win at 5 minutes to take off.

Your web site says the following:

Q. Can I choose the way I would like to be screened?

A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

But please, be honest! Given my experience I would add a few lines to this:
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/4/2015 12:37:12 PM

1/4/2015
3:08:28
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: I recently traveled from Denver to Tucson. TSA in Denver was EXCEEDINGLY RUDE! You say not to leave bags unattended. I had my bags on the belt to go into the screening machine. However, since TSA was taking their time sending actual passengers through the detectors, I held up sending my bags through x-ray. I was then ordered by TSA to send my bags through. I explained this would leave my bags unattended on the other side. They did not care. I was again ordered to send my bags through. I again said not until I was allowed to go through the screening x-ray. I was again ordered to send them through or take them off the belt. At this time one TSA agent motioned to the other three standing around him. I did not think much of that at first. I told this agent that I would send my bags through (At this point I just wanted to go home) but if ANYTHING was missing I WOULD hold TSA ACCOUNTABLE! Upon exiting the screening machine, I was then given a full pat down by TSA. I believe this was done due to my initial refusal to send my bags through until I went through. When finally allowed to collect my belongings, I had no less than THREE TSA agents standing around me in a half circle, hands clasped behind their backs as I went through my belongings as they had been sent through before me. This in turn upset TSA that I was going through my stuff to make sure I had it all and I was ordered to move. I reiterated not until I was sure I had EVERYTHING and that nothing was missing. This is the WORST experience I have ever had flying!

Submitted on Sunday, January 4, 2015 - 13:57 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Gender Sex
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Walnut Creek

State: California

Zip Code (Post Code): 94595

Other:

Email: (b)(6)

1/4/2015
3:08:50
PM

==Incident Information==

When did this happen? 01/02/2015

Where did this happen? WASHINGTON - SEA - Seattle-Tacoma

International

What happened?

Travelers: Myself, Mother, Father

Flight info: CDG SEA (delta flight 33), connection SEA SFO (delta flight 5738)

What I was wearing: Black leggings, tank top underneath beige cashmere turtle neck

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, January 04, 2015 7:10 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/4/2015 7:10:15 PM

1/5/2015
8:28:26
AM

1) Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Albuquerque

State:

Caller is 83 and handicapped. He had an experience on January. He was bullied and pushed around. This was at FLL. They were yelling that that all people had to take off their shoes. He said he knew that 75 and older were allowed to leave on shoes. He asked for a supervisor and this made it worse. He felt like this was a drill sergeant. He has metal in his body from the Korea War. He said that he always alarms and they made him endure a 20 minute patdown. He said he always gets along with everyone but it was not possible with this male supervisor. The supervisor was (b)(6). He is a male. The caller said that he felt like he had interrupted (b)(6) from something. His flight was at 2:15 pm December 13th on Southwest airlines. He had issues with his liquids. Caller is upset about the lack of customer service at the checkpoint.

1/5/2015
11:31:31
AM

I apologized to the caller and told him our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I also told him that any time he travels he may call TSA cares and we can request some assistance for him. I offered the number but he did not take it.

She is an African American women and experiences issues at PHL and other airports every time that she travels. She will be flying on Thursday and would like to alleviate the issue. She is an African American woman with her hair in microbraids that she wears long. Other women boarded with the same hairstyle only in a ball and they did not receive additional screening. Someone physically inspects or touches her hair. She doesn't like this as they have touched other things at the checkpoint. She sees nothing nowhere that indicates that this must be done.

She asked a TSA agent in regard to this and they advised that they do not know that her hair is human.

She asked another African American woman who indicated that they do not check her hair. She asked why is her hair being checked.

She doesn't use any type of hair pin or clip and there is not an alarm. She asked if this is part of their procedure as she was advised by a TSO that it was.

Her son is attorney and they intend to take steps. She feels that her civil rights have been violated.

She feels embarrassed by the additional screening.

She doesn't want this to occur when she travels on Thursday.

1/5/2015
4:48:56
PM

Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the individual will be offered the opportunity to have her hair down in a private screening area. She can request a private screening in a private room or area out of view of other passengers. TSOs have to conduct additional screening to clear alarms.

TSA Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing. I can email information on how to do so.

She asked for a supervisor.

(b)(6) took the call. The caller stated that she gets pulled aside at PHL every time she flies because she has microbraids. She stated that other African-American women did not get checked like she did. She stated that she was in tears last time she flew because she was so embarrassed. She stated that she is feeling very singled out because of her hair and because her husband is white and she is black.

Airport: PHL

Date and time: 12-30-14 and the flight was around 5:50 p.m.

US Air to Dayton

She does not know the flight number

Caller travelled Last Friday from the Dominican Republic. She had travelled there on Dec 21, and on both legs she had 4s on her boarding passes. She was subjected to additional security. Her call was to express concern, and see if she should expect this on future flights

Advised caller

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

1/5/2015
5:46:42
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

Date of Travel: 10-18-14
Flight Time: 1:33pm
Arrival: 11:00 am
Flight: Delta DL3304

Passenger: (b)(6)

TSA Employee (b)(6) and (b)(6) unknown male TSA agent at start of security.

1/5/2015
6:26:46
PM

I am going to try to keep this short because TSA has taken enough of my time that I can not get back.

I travel for work all the time, with that being said I appreciate the security that goes into keeping us safe. I am however greatly disgusted with how you handle people with medical issues through security. I am 32 yrs old, without getting into too much detail I recently had a mastectomy and undergoing reconstruction and other medical surgeries.

When I arrived at the security check point I let the TSA agent (Unknown Male agent) know I needed to opt out and do the pat down due to medical reasons.

He immediately replied back with multiple reasons why I SHOULD be able to go through the scanner in a rude condescending tone. I may not look sick, but I am a human being and a little respect would be nice. He made it very clear all the steps that would be in place for the pat down and immediately I was being treated as if I was if I was a terrorist taking over the airport. I have never felt more uncomfortable. I was being treated as if I was asking for something completely ridiculous and now I was going to have to pay for it because I have medical ports and devices in me that set off the scanner. But I look healthy, so I guess it is completely OK to be treated this way according to TSA.

I then was sent over to the area to be pat down with TSA agent (b)(6) she was completely calm and nice. However everyone is trying so hard to stick to guidelines that don't fit everyone. I explained to her my situation and where she could not touch due to my most recent surgery. I then patiently waited while she explained again what she was going to do and again...I felt like I was being treated like a criminal. As much as I fly and as many times as I have had to do this I have never been made to feel this way. I do get patted down but to the extent that (b)(6) was required to go was excessive for my situation. We were almost complete with the serious invasion of privacy on display for the entire airport to see. By this point I was furious and having to keep my arms up for her was causing extreme pain so the situation was just getting better. I was then told

Hello and happy New Year,

I am writing this email in hopes that my travel experiences with TSA Precheck have been resolved and I do not continue to experience 100% denial over the past three months. I have contacted both TSA and American Airlines and they recently sent me back a message that my information being sent to TSA is 100% accurate and with 100 segments in 2015 and over 300 in the past 3 years I sit in the qualification of the top 5 most frequent travelers in all of America. I was surprised by the response below that stated I was determined that "I may not meet TSA's eligibility requirements...". Oddly enough I have received over 90% acceptance on my flights since I was selected in the very initial pilot stages of the program. What makes it even more frustrating is that I am a Type 1 Diabetic with an Insulin pump so I automatically receive a full pat down from the full body scanners not to mention the additional line times. American said they reached out to their liaison with the TSA to clarify this but have not received a response in several weeks. The agent I talked to thinks that my name may be mistaken for someone that is potentially on the watch list and suggested I contact the TSA to receive a Redress number and a known traveler # as a potential solution. I begin traveling again next week to (to the busy DFW and O'Hare Airports) and want to do anything in my power to get my status back. Please advise and thank you for your attention to this matter.

Regards,

1/5/2015
8:09:22
PM

(b)(6)

American#-(b)(6)

TX DL (b)(6)

American Passport (b)(6)

(b)(6)

Phone (b)(6)

Thank you for contacting the Transportation Security Administration's (TSA) Contact Center regarding your experience with TSA Pre?TM.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 1/5/2015 6:13:27 PM

Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 01/05/2015 3:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Security B Checkpoint Terminal 4 TSA Employee: (If Known) : All Comment : I work for Prospect Airport Services and when we bring empty wheelchairs to be screen, the agents seem like the wheelchairs are not even there and we all know it's there. I know they call it out on the radio because I can hear the announcement, but no ones acknowledges it and actually do the screening. Today I brought two empty chairs that need to be screen. One that is the older one that just needs a simply "pat down" and the other one that new and need to be "swabbed check". The TSA Agent saw both but only did the old chair because it was quicker and then left. I waited for 10 mins, which is considered quick. sometimes I waited for 20 mins but that because it get busy, but I seen an opening to check the wheelchairs and still do other tasks. Then finally an agent checked the second chair and he was working the pre check lane all the way on the other side. I

1/5/2015
8:09:42
PM

mean if you think checking a chair is that hard why don't you train us employees to do it.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states that when she became disabled she got PreCheck. She has been getting Precheck for a couple of years. She was not chosen for PreCheck for her upcoming flight. Caller would like to know why. Caller has a broken arm and will not be able to remove her shoes or lift her arm. Caller states that she has a replaced hip so she usually goes through AIT, but will not be able to do that this time. Caller is upset that she won't get PreCheck.

Advised caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data using the same Secure Flight data that passengers have provided for years. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening. These passengers should not expect to be directed to the TSA Precheck lane each time they fly.

No status found.

Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

1/5/2015
9:39:30
PM

- Cannot remove their shoes;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers are not required to remove their shoes if they cannot remove them because of medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic. However, passengers' shoes must undergo additional screening, which may require that passengers lift the bottom hem of their pants. Passengers can request to be seated during this portion of the screening. TSA also may use technology to test shoes for traces of explosive material. If explosive material is detected, passengers will have to undergo additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- A private screening will be offered if the patdown involves sensitive areas.

Submitted on Monday, January 5, 2015 - 23:38 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Speech Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address: (b)(6)

City: Chicago

State: Illinois

Zip Code (Post Code): 60611

Other:

Email (b)(6)

1/6/2015
8:21:57
AM

==Incident Information==

When did this happen? 01/05/2015

Where did this happen? NEVADA - LAS - McCarran International

What happened?

The incident took place on January 5, 2015 around 7:15 pm. The checkpoint was the one leading to Gate C. I was traveling with my husband to Burbank, CA on Southwest Airlines flight 1968.

I was wearing a top that was flagged on x-Ray that prompted a pat-down procedure. While waiting in the TSA line, my husband and I were conversing about showering when we make it home and we decided not to. After I Learned about the pat-down, I turned to my husband and told him that I will need to take a shower when we get home.

Officer (b)(6) overheard the conversation and acted in a very unprofessional manner. She said that she is the one that will

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 1/6/2015 8:10:52 AM

Airport : CMH - Port Columbus International Date/Time of Travel : 01/06/2015 7:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : DL2419 Comment : My privacy was violated by a TSA agent. I went into the body scanner like I usually do. I did not wear any jewelry, I had on a sports bra and tight skinny jeans. Therefore, I had no metal on me and nothing in my pockets. I do not understand the pat-down, but allowed it because I have received them many times before. This time the agent told me she needed to pat me down. After a long pat down on my waist I was clearly uncomfortable and told the woman I would like a private room. She said okay and just stood there for awhile. The security line was very long and my flight was boarding. I asked her to do the pat down again in public as my husband was now through the scanner and standing next to me. She then proceeded to pat me down and then told me she was going inside my waist band and ran her fingers along it, putting her hands inside my pants. This is a clear violation of my 4th amendments rights as a United States of America citizen and I do not believe this was necessary, considering I did not wear a belt and my pants are not baggy at all. She also did not give me the option to not allow her to go into my pants. This is a clear violation of my privacy. My husband saw all of it happen and is a witness to this violation of my 4th Amendment rights.

1/6/2015
10:01:41
AM

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's son just went through TSA screening at DCA and wishes to file a complaint with someone directly at the airport. Caller indicates his son is handicapped and has one arm and a catheter. Caller states that during the course of his son's patdown a cap was knocked off his son's catheter. Caller also states the officer's replaced the cap and assured the passenger it was sterilized before it was replaced. Caller does not believe the cap was sterilized and states he highly doubts there is a sterilization area available at the checkpoints for such instances. Caller is extremely upset and wants someone to handle his complaint immediately.

1/6/2015
12:10:03
PM

Resolution:

Advised caller he may contact DCA CSM Daryush Mazhari at 703-603-(b)(6) to address his complaint with someone specifically at the airport.

The caller flew from EWR to PBI on 12-30. She asked what the rights are for the patdown. She stated that her 83 year old husband had to remove his shoes, belt, and undergo a patdown. She thought that it was very uncomfortable for him. She stated that she thought all of that stopped once a passenger turns 80. She stated that this has never happened before, and the persons in front of him got to go on through. She stated that the luggage did not alarm and it was fine. She explained that there was an officer available and they did the patdown.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. We are not able to tell her exactly why he received a patdown, however his age does not exempt him from the process.

1/6/2015
12:29:15
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. There is no way for a passenger to completely avoid a patdown for screening.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Hello, I asked for the the yellow card after (what I felt) was over-the-top, unnecessary pat-downs (2) and detainment at ORD on Friday, Dec. 12, 2014.

I am a 72 year old healthy female, grandmother of 10, with a prosthetic metal and plastic left knee. I have also had RT rotator cuff surgery and have issues with LFT rotator cuff. I was in OHare and traveling to Ironwood, MI on AirChoiceOne. Of course, I told them my knee would trip the buzzer - which it did - and then was pulled aside and given the routine patdown. I told them I was headed to my step-daughter's wedding and a family visit with my other 3 children.

In Grand Rapids, MI and NY (I go every year) they have the revolving door full body scanners that show every bit of metal on your body - and my tickets are usually marked TSA approved so I go to the head of the line and zip into the scanner and am released WITHOUT A PAT DOWN EVER. Why does OHare not have this full-body scanner?

1/6/2015
2:21:34
PM

I didn't mind ONE routine patdown - especially if it would generate a TSA approval for future flights. Instead the handler used what looked like a bandaid to touch my body and then put it into a machine which said I HAD BOMB MAKING CHEMICALS ON MY BODY. So she called a second handler - they took me to a private room and repeated the patdown. Failed again - this time she explained perhaps GLYCERINE (in many female lotions, body creams) triggered the FAIL. I had just put handcream (with glycerine) on - on the way to the airport. What they should have done is look carefully into my luggage and see that I had the usual femal clothing, lotions etc. in plastic bags. They did not - my body was not a threat.

Then, while I was extremely worried and ANGRY I would miss my plane - they called a supervisor. He arrived a HALF HOUR LATER -- and only gave their paperwork a cursory look and released me. He did not apologize for HIS cocky delay or give any explanation. I feel the women were using me as a test case for their patdown and tester - and generally were WAY OVER THE TOP in their judgment of the situation.

Meanwhile -- these women were detained with this unnecessary work - while perhaps more suspicious people were allowed a pass. I now do NOT HAVE A HIGH OPINION OF ORD and will avoid it except when necessary.

I plan to take Air Choice One from ORD in the future to see my children and grandchildren -- how can I get TSA clearance or notice of my knee on my ticket profile -- and AVOID the fiasco I endured and will not forget. Thank you in advance for answering this letter. You may choose to call me at (b)(6) Or email.

(b)(6)

Good morning.

I have just gone through TSA security at Chicago O Hare flying on United. I travel a lot and always opt out of the full body scanner. In the last 18 months that is approximately 30 opt outs with physical pat downs.

Today I had officer (b)(6) (female african american late 30 s) who was by far the most aggressive physical search I have ever had. She was clear and concise in telling me what about what she was about to do. My complaint is that she slammed her hand upwards in between my legs physically hitting me so hard in the vagina I jerked. I am not mistaken in my experience. This was not once accidentally -- but all 4 times on the back and front side. I have been told that the object of the search on the inside of the leg is to ensure that nothing is hidden in the inside of the leg. This officer did not feel the inside of my leg but jerk her hand straight up and hit me very hard.

1/6/2015 2:22:44 PM I walked away feeling very violated and compelled to write this complaint immediately.

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Chicago O Hare

January 6, 2015

10:45am

Caller wants to talk to someone in charge of implementing screening procedures in Frankfurt, Germany. He was told that they were just following what the TSA requires them to do. He felt harassed. They were blaming the US. He states he will take his complaint to congress. His BP and his families had 4 S s and they received an extensive patdown. They almost missed their flights. The screeners had 0 compassion. They said they were following TSA mandates. He wants to talk to someone in charge of TSA. He asked for my last name and where we are located. He will talk to his congressman and senator.

Response:

Advised caller that TSA continuously works with foreign governments to balance local and legal jurisdiction issues with international aviation security. TSA does not implement procedures at foreign airports. They are implemented by the person there at the airport.

1/7/2015 8:33:45 AM When a traveler gets the 4S s usually they get them on the rest of the trip.

When a similar complaint occurs within the US we forward the complaint to the appropriate person or are able to provide contact information for such person.

If he wants to contact someone in charge we can provide their mailing address. We don't have a phone number.

John S. Pistole

Administrator

Transportation Security Administration

601 South 12th Street, TSA-1

Arlington, VA 20598

Caller was at the checkpoint on Jan 5th. at MCO. She was in a wheelchair and had PreCheck on her boarding pass. A gentleman who was helping, (b)(6) helped her through the checkpoint. Prospect was on his card. She had to go through the regular screening. He did not take her through the proper channels. She had to go through the AIT. She had to take her shoes off. She was trusting this (b)(6) guy. He took her to the wrong spot at the checkpoint and to the wrong gate. TSA PreCheck was on the boarding pass and he took her to the wrong lane at the checkpoint.

They asked her to take the laptop out and place it on the Xray machine. Items on the Xray belt pushed her computer off onto the floor and it broke. They threw away her hand lotion. She was directed to the Supervisor. The supervisor told her that she wanted him to provide the information and not to use the video. She did not need to view the video. She was at the checkpoint between 4-600PM. He did not take her through the proper channels.

She had requested wheelchair assistance with the airline.

Advised:

1/7/2015 10:50:34 AM I stated I would forward this information to the CSM for review. I offered a claim form which would be sent within 24 hours to her email address for possible reimbursement.

Airport--MCO
Date Time--1 5 2015 6:15:00 PM
Gate or Terminal--75
Bag Description--Laptop was out of the case and is grey colored. Toshiba
Airline--Delta
Flight #-- 1905

I explained since she had not requested assistance with TSA the gentleman would have possibly worked with the airlines. She should contact the airline about the gentlemen's assistance.

Call Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling to request assistance for the screening process. Try to call at least 72 hours in advance.
She could request a patdown and remain in the wheelchair for future screenings.
Form sent via email.

Caller advised that she had a flight at LAX on 12-24. Caller has an artificial knee and set off an alarm. Caller advised that the TSO had her step to the side and wait for another TSO to be available for a patdown. Caller advised while having the patdown the security officer took her pedometer and after taking it she took it and placed it in a bin. After the patdown was complete the TSO couldn't find where she had placed the pedometer. Caller was given a form by the security officer to complete so that she could be contacted if the item was found. Caller has contacted lost and found at LAX and hasn't received a response from them. Caller asked what she could do to get reimbursed or get her pedometer back.

Airport:LAX
Airline:United
Flight number:1498
1/7/2015 11:35:54 AM Date and time:12-24-14@7:15am
Baggage claim number:NA
Terminal or gate:Unknown
Items Missing:1 pedometer

Advised Caller:

TSA regrets that you found items missing. You can file a claim with TSA by completing a SF-95 claim form. You will receive your claim form within 24 hours. Since the complaint concerns security screening at a specific airport, we have forwarded this information to the Customer Service Manager at that location.

Disability Description: Callers son had surgery on his abdomen and was connected to a Ostomy bag and had stitches.

Information Request: Callers son was flying from SAT via Southwest and had a incident with one of the officers there and she wants to file a complaint.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition. For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations,

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

1/7/2015

1:09:39
PM

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your reason in your complaint.

Told caller I would email her the information on how to file the complaint and it would include the email address and postal mailing address.

Incident Details: Caller stated the officer that was conducting the patdown was really rough to her son and when she tried to explain to him that he had stitches and could not be touched in his abdomen area he told her to get back and that he would handle it.

Caller stated the officer torn his stitches and a ambulance had to come to the airport.

Caller flew from JFK on 12-20. He is concerned because he seen passengers going through screening wearing head coverings. She is concerned because this could cause an issue with misidentification.

1/7/2015

3:55:32
PM

Advised.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

To Whom it May Concern:

My husband and I recently traveled abroad to Belgium for the winter holidays. On our way back, we received horrible treatment from the security guards at the boarding gate. I wouldn't normally contact you about this except that they told us that you (the TSA) had ordered this treatment. We had already been through security. We walked through the metal detector and had our bags screened and then hand checked. We thought that was normal but when we arrived at the gate, we were singled out, in front of everyone getting on the plane to be frisked. They made us strip off our shoes and socks and jackets and they opened up our carry on bags. They put their hands all over me, inside my pants, touched my breasts, went up my pants legs, etc. Whilst this was occurring, I asked of all of this was necessary to do in front of the other passengers. I mean, we were giving them a BIRD'S EYE view/show. The woman groping me shouted, "WHAT? If you don't allow us to do our job, you won't be allowed to get on the plane. YOUR government has required us to search you." They were like NAZI guards, seriously!

1/7/2015

4:09:33
PM

We have NEVER done anything wrong. We are employed, hard working citizens of the US. We don't steal, we don't harm anyone, we pay our taxes, we do everything we are supposed to be doing. Why are we being subjected to these harassment tactics?

I'd like to know what it is that we did to make it onto your hit list and how we can get off of it. Please either provide me with the information needed to avoid this kind of treatment again, or direct me to someone who can help us.

Sincerely

(b)(6)

TSA Complaint

Name: (b)(6)

Address: (b)(6) San Jose, CA 95125

Email: HYPERLINK (b)(6)

Phone: (b)(6)

Date of Travel: December 17, 2014 (corrected)

Location: LAX Southwest terminal

Flight #: 331 LAX – SJC departing 4:10pm

1/7/2015
8:07:45
PM

Complaint for:

- (a) Failure to Follow Established TSA Guidelines,
- (b) Unreasonable search and seizure,
- (c) Gender discrimination,
- (d) Discrimination based upon medical condition

TSA Complaint

Name: (b)(6)
Address: (b)(6), San Jose, CA 95125
Email: HYPERLINK (b)(6)
Phone: (b)(6)
Date of Travel: December 12, 2014

1/7/2015
8:07:48
PM

Location: LAX Southwest terminal

Complaint for:

- (a)(a) Failure to Follow Established TSA Guidelines,
- (b)(b) Unreasonable search and seizure,
- (c)(c) Gender discrimination,
- (d)(d) Discrimination based upon medical condition
- (e)(e) Harassment

Caller flew from BWI to FLL. She says that TSA was great at BWI. They flew back on 12/17 from FLL. Her husband has a pacemaker. Caller states that he had a terrible patdown and that she had to get up to pull his pants up because the TSO pulled them down and that the patdown lasted at least 5 minutes. She says that having his pants down was embarrassing for him because he is 75 and wears Depends.

Advised caller:

We regret that you were not satisfied with the service you received.

(NOTE: Caller states that she will call back with more information. Please send this to the CSM when she calls back.).

1/8/2015
10:23:23
AM

Flight information:
From to: FLL to BWI
Flight date time: 12/17 10:40 am(?)
Flight number: (does not have)
Airline: Southwest
Airport: FLL
Gate Terminal: (does not have)
On Behalf of: (b)(6)

Caller said that her and her husband (b)(6) traveled from FLL on 12-17-14 at 10:25 am. Caller said that her husband has a pacemaker and has to get a patdown when going through screening. Caller stated that the way the patdown was conducted was very poor. She stated that her husband is 75 and he was in a wheelchair due to the recent pacemaker surgery. She stated that she is in a wheelchair as well because she has bad knees. She said that they made him get out of the wheelchair and left him standing for about 5 minutes. Caller said that he wears Depends now and his pants had fallen down during the patdown. The officer continued doing the patdown and ignored the fact that his Depends were showing. At this point she said that she got out of her wheelchair and told the officer to wait and she assisted her husband in pulling up his pants. She stated that the whole ordeal was very embarrassing and she thinks that the officers need to be more considerate of these situations. She had no complaint toward the officers personally and she does not think he was discriminated or treated unfairly due to his medical condition. She does not want to file any type of formal complaint, and doesn't want to get anyone in trouble. She just thinks the officers need to be made aware of these situations so they can be more considerate. She stated that their next flight was from BWI and was handled completely different and was a very smooth screening experience.

Airport- FLL

Airline- Southwest she does not have the flight number

Date and Time - 12-17-14 10:25 am

Gate or terminal- Does not have

Names of Officers- She did not get any names

Resolution:

Apologized to the caller for the experience.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

Caller stressed that she does not want to get anyone in trouble.

From: (b)(6)

Sent: Thursday, January 08, 2015 10:57 AM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/8/2015 10:56:40 AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Complaint regarding TSA employee

Comments:

New Orleans Airport 12/28/14

1/8/2015
10:36:35
AM

1/8/2015
12:09:34
PM

Disability Description: Her 11 year old daughter is in a wheelchair.

Response Details: Response:Response:I advised her to ask for a Supervisor and that her child can have a modified patdown. I advised her that everyone and everything has to be screened at the checkpoint. I advised her that she can ask for a PSS.

I gave her the CSM info:Name: Juan Ovalle

Phone: 469-948-(b)(6)

Per Supervisor (b)(6), call her back and go over D-RFI (PHONE) and need her email address.

I called and left a message on her machine to call me back.

I called her back per Supervisor (b)(6) and she gave me her email address and I advised her that the disability related complaint needs to be in writing and that I will send her the email info to do this.

1/8/2015
12:29:23
PM

Incident Details: Caller said she just went through security at DFW and her 11 year old daughter is in a wheelchair and she said they told her they could not patdown her daughter. She said they went through all of their stuff and she said her daughter is in her wheelchair at the checkpoint and that she called us yesterday. She said she was told by the Officer that they can not pat her down because she is a child and that the Supervisor was standing there when the Officer told her this. She said she is frustrated and she said they told her that her daughter can not have a patdown due to her age. She said she called yesterday to avoid all of this and that they are still at the checkpoint. She said she did not get the name of the Officer or the Supervisor.

I called her back at 5:33 pm today and she told me after she got off the phone with me they told her that it would have been a 45 minute to 1 hour wait to have someone come down there.

COMPLAINT:CSM

Claims:Complaint

Airport:DFW

Airline: Spirit

Flight Number:202

Departure Time: 01-8-15 at 1:46 pm

Arrival Airport and Time:BWI at 5:28 pm

Location:Security check point

Terminal: E

(b)(6)

Brooklyn, NY 11201

(b)(6)

January 8, 2015

Dear TSA-

I am writing this letter to inform you of an incident that happened on Dec 29th at DFW airport. We have flown internationally and domestically before with my 11 year old son who has severe cerebral palsy. We are used to additional screening procedures that occur when taking medications and prescription formula through the security check-points and have found the TSA agents, in the past, to be very professional. This was not the case at DFW on Dec 29th.

I informed an agent (upon entering the check-point) that we had called TSA Cares, because we were carrying-on medications and prescription enteral formula. The officer asked if we had a prescription for the formula. I indicated that we did. She said it would be no problem going through security. We then x-rayed our belongings: 2 backpacks, stroller, bag of pill-based medication (transparent so one can see through), laptop, 1/2 case of enteral formula medication with script taped to the outside. My husband carried my son through the metal detector, and I walked through the x-ray machine. When TSA agent (b)(6) saw the prescription formula the following occurred:

1/8/2015
9:03:16
PM

The TSA agent insisted that she open ALL the cartons of enteral formula medication (there was approximately 7 small cartons). I explained to her it was a prescription formula medicine that was used to G-tube feed my son, and we had ordered it from a medical supply vendor (it could not just be picked up from a pharmacy). I stated that if she opened all of food cartons that we would have no way of feeding my son because once opened it begins to go bad. I showed her the script that was taped to the outside of the box. She insisted on opening them, so I said she could open one and screen the outside of the rest of the containers.

She said because we refused to open ALL of the containers that they would have to pull ALL of our carry-on items and do a more intensive search of each of them. They then took all of the items that had just been x-rayed (including our shoes) and very thoroughly tested them inside and out.

She also said because we refused to open ALL of the containers one person in our party would need to undergo a formal pat-down.

Here are the problems that I have with what happened:

I would like to file a formal complaint against the TSA agents at the Des Moines international airport. After proceeding through the AIT machine it said I had something between my breast, which I didn't. I felt that the agent inappropriately felt my breasts in front of everyone in line. I feel violated and disgusted that she didn't take me to a more private location to do such a pat down. The fact that she made the line wait and everyone was watching me get my breasts felt up made me feel uncomfortable and violated. I hope your team addresses this issue so that other women won't have to feel the awful way I did.

1/9/2015
8:34:17
AM

(b)(6)

Regarding my recent experience at Austin airport on 1/9/2015 at approximately 9:45AM

TSA agent in line requested a pat down no less than 3 times – no response. I requested a supervisor, no response. Meanwhile my laptop, prescription glass and other assets are sitting unattended on the conveyer after scanning for about 15 minutes. Finally the original agent did the pat down – no supervisor ever appeared. They seemed disinterested in my complaint.

This is TOTALLY UNACCEPTABLE and definitely retribution for not going through your scanning machines. There were no less than 3 TSA agents standing around the supervisor desk while I was put on ice.

1/9/2015
12:05:17
PM

I would like a response on how this treatment will be addressed – training may be needed here as well as a reprimand.

Regards,

(b)(6)

Caller states that she and her son are trying to contact TSA in Long Beach. Caller needs to know if there is a secondary screening room to screen the cat because it cannot be removed from the carrier. The caller contacted the TCC previously and was told that there is no enclosed room for private screening. Caller needs to know if the private screening is a private enclosed room so that they know if it will work to screen the cat. Caller has tried to contact the CSM at the airport several times and they have heard nothing back. Caller is very upset that they have not been able to contact anyone about this issue because they will not book the flight until they find out that they can bring the cat through screening.

Advised caller:

If traveling with a pet in the aircraft cabin, present the pet to a Transportation Security Officer (TSO) at the checkpoint. The owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. TSOs are required to resolve any alarms associated with the pet using visual observation and patdown inspections. All accessible property associated with the pet, such as cabin kennels, must be separately screened.

If a passenger believes that the removal of their pet could result in escape, a Supervisory TSO can authorize an alternative screening measure. If the passenger is permitted to carry their pet through the WTMD in the carrier, the passenger, pet, and carrier must all undergo additional screening. Additional screening of the animal may still require its removal from the carrier. Passengers may request to go to a private screening area to help maintain better control of the pet.

1/9/2015
2:21:33
PM

Name: James Laux

Phone: 949-862-(b)(6)

Email: (b)(6)

I received a call from (b)(6) from Charlotte TSA this morning. He stated that he received guidance from TSA in Washington DC. He informed me that if I were to fly through Charlotte again with my service animal, that there would be NO accommodation for the excessive scarring on my hands in regards to the ETD. He insisted that I would have to have the explosive testings done on my hands and there was no accommodation available to have it done anywhere else.

Basically, as a disabled veteran with excessive scarring on my hands due to a service connected injury, I would not be allowed to pass through TSA security without this testing done specifically on my hands. This is a severe violation of the ADA. If I were to not have a service animal this would not be an issue.

As you can see in the email from TSA, ETDs can be done on the hands OR ACCESSIBLE PROPERTY.

Please advise how I'm supposed to fly with my disability that requires the use of a service animal and with excessive scarring on my hands. Other airports have been able to accommodate me since my injury.

I am more than willing to apply for TSA Pre-Check if you would waive the fee.

----- Forwarded message -----

From: (b)(6)

Date: Fri, Jan 9, 2015 at 1:59 PM

Subject: Fwd: In Response to your inquiry

To: HYPERLINK "mailto:(b)(6)"

1/9/2015
4:10:46
PM

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc_do_not_reply@scenture.com" tsatcc_do_not_reply@scenture.com>

Date: Wed, Jul 23, 2014 at 4:22 PM

Subject: In Response to your inquiry.

To: HYPERLINK (b)(6)

Thank you for contacting the Transportation Security Administration (TSA) with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions.

Specifically, you would like to know what to expect for passengers traveling with service animals. TSA personnel should never separate passengers from their service animal. If a passenger has a service animal due to a disability or medical condition, Caller says that he is 73.

He travels often. He flies Colonel on Delta. He said he gets Precheck on his boarding pass. He says it doesn't help since he has an artificial hip. They tell him to go through a patdown. Is there any way around that.

1/9/2015
5:29:15
PM

Caller Advised:

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

He said to add this information to the website. I told him I would note this in my record.

How long does it take to get a response? My enquiry (see below) was sent some time ago.

Regards,

(b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 10/28/2014 at 8:52 AM. We have forwarded your email to the appropriate group for response.

Name:

(b)(6)

1/9/2015
6:13:07
PM

Email:

HYPERLINK (b)(6)

Complaints:

Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Air Canada 7735 scheduled to depart at 20:25, Wednesday, October 22nd
Terminal B, Concourse A

Comments:

To Whom It Should Concern,

Disability Description: Caller is in a wheelchair.

Response Details: Airline: Delta

Airport: SAN

Flight Number: 1687

Date and Time: Jan 7, departure 12:30pm, coming through checkpoint around 10:45 AM or 11:00 AM

Baggage Tag Number: NA

Description: she was in a wheelchair (b)(6) was African American

NOI: NA

Anything on NOI: NA

Location: she isnt sure

Email: (b)(6)

I advised I would send this complaint to the airport and disability specialist.

1/9/2015
10:05:34
PM

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR 15.3(b) and 15.70(d)(3)), it must meet the following requirements:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

TSA accepts e-mails as being signed.

To file a complaint via e-mail, please send it to TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

Incident Details: Caller flew on Jan 7 from SAN to EWR at 12:30 PM with Delta. She was traveling with her mother. She travels in a wheelchair, and cannot get out of it. She knows the procedures, and usually gets a patdown. She had a wheelchair attendant push her through. Her mother can walk and had already went through screening. Officer (b)(6) conducted her patdown, she pushed her through the checkpoint, and asked who s is this where does this go , but never spoke directly to her. She was essentially treating her like cargo. She told the officer she was able to speak, and the officer got offended and just left her sitting. When her mother approached, the officer came back, she yelled at her mother and made her mother get a patdown because she touched the wheelchair. THEN Officer (b)(6) conducted her patdown. Then officer (b)(6) started sticking her tongue out at her, and mocking her, while patting down her mother. (b)(6) was the supervisor at the checkpoint.

REASON for the call: Caller received a patdown after an ETD scan. The TSOs explained the procedures that they were doing but did not explain why

Date Time: 01 09 around 2pm

Gate Terminal: Gate A24

Airport: PHL

Airline: American

Flight #: 743

1/10/2015
12:46:21
PM

RESOLUTION to the caller's issue: Advised caller I will forward the information to the CSM at the airport provided. Advised caller the ETD swabbing is very sensitive and can pick up traces of items that could be found in perfume, soap, or even laundry detergent.

Special Notes: The airport was empty and quiet. The caller was on a business trip. She travels several times a year. On her flight home she was stopped and searched. No one explained to her why a search was conducted. Her luggage went through with no alarms, but she was still screened. She went through he WTMD and nothing went off. The caller states her hands were swabbed and after she got extensive screening.

Caller does not wish to provide an email.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/10/2015 12:31:54 PM

1/10/2015
1:02:20
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK airport in NY, entering Terminal 4 shortly before 8:00 PM on January 8, 2015.
Comments: After walking through the scan machine, Agent (b)(6) gave me a secondary screening. Without advising me what she would be doing, she stuck her fingers into the front waistband of my pants and started poking my bare abdomen with her fingertips. The lack of advising me as to what she was going to do and the repeated poking with her fingertips was extremely inappropriate, and I consider her behavior to be assault. She then asked repeatedly what was in my back pocket while patting around. When I explained that there was nothing in my back pocket, and that in fact was sewn shut, she asked repeatedly if it was flat, which is a useless and inappropriate question, particularly considering that she was talking about my buttocks.

She was extremely rude after the pat down, as well. She saw me looking at her name tag, complained loudly that I was getting her name, and claimed that she had a witness. Her comment indicates to me that she was well aware that her behavior was inappropriate.

Hello there, my name is (b)(6) and I would like to give you feedback of a recent screening:

1/11/2015
9:18:22
AM

TSA 'officers' who abuse their position are THE filth of the earth. SCREW THEM ALL. I hope they end up PACKING COAL IN HELL. If you can see everything through X-RAYS why the hell are you trying to pat-down individuals? PACK COAL IN HELL you pieces of garbage. The homosexual queer-faggots who enjoy molesting men can burn in hell.

(b)(6)

Submitted on Saturday, January 10, 2015 - 21:53 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Profiling
- Race Ethnicity

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Edmonton

State: Washington

Zip Code (Post Code): T6R 0J6

Other: Canada

Email: (b)(6)

1/11/2015
9:19:18
AM

==Incident Information==

When did this happen? 01 09 2015

Where did this happen? WASHINGTON - SEA - Seattle-Tacoma International

What happened?

I was returning home to Canada from Christmas Vacation with my wife and two young children via SEA-TAC. We just got off a 13 hour international flight and had 2 hours and 40 minutes in Seattle to connect to our flight to Edmonton on Alaskan Airlines 2584 at 14:40. After getting off the flight we proceeded to US CUSTOMS AND IMMIGRATION. We all have nexus cards so we used the global entry kiosks and handed our receipts to the CBP officer.

Submitted on Saturday, January 10, 2015 - 20:06 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact : 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Blacklick

State: Ohio

Zip Code (Post Code): 43004

Other:

Email: (b)(6)

1/11/2015
9:19:22
AM

==Incident Information==

When did this happen? 01/09/2015

Where did this happen? FLORIDA - RSW - Southwest Florida
International

What happened? I disconnected my insulin pump so it could be hand
checked, then was directed to walk through the medical detector.

Once on the other side, I asked for my insulin pump back. The
short hispanic female agent in charge yelled hand check, pat

Caller went through Security in Phoenix Airport it was a complete zoo. She was 2 and a half hours early for her flight, and with all of the confusion she left her bangles from India in the tray that was left to go through after her. She travels a lot and she knows TSA gets a lot of complaints. Every single time she goes through in checked luggage, it is ransacked. She has friends that travel and never get theirs inspected. She doesn't bother to lock her suitcase that always gets cut off. She just was really upset about the way that TSA works sometimes, some of the people there are okay. TSA has no sense of compassion for travelers, she had a bottle of vodka once and all she wanted was the bottle she did not care about the actual vodka, she just wanted the bottle. But they made her throw the entire thing away. She has had breast cancer and used to request a patdown but she doesn't anymore, she is wondering how the TSOs screen people without a licensing to do. She thinks that all airports should have a lane set aside for first time fliers and passengers with families because Sky Harbor was a complete mess because of a family with small children that had not gone through screening before.

1/11/2015
11:59:48
AM
Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Explained to the caller that we do not actually send passengers through an X-ray machine. Explained that we have the WTMD which is just a large walk through metal detector. We have the AIT which does not penetrate the body, it just looks for anomalies on the outside of the body. The only things that actually go through an X-ray machine are passengers' belongings, that would probably be why TSOs do not have to have a license to do the screening and have passengers around the X-ray. As far as radiation, we have information about the AIT that 2 minutes on board an aircraft exposes passengers to more radiation than going through the AIT.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/11/2015 12:38:03 PM

1/11/2015
1:13:26
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Denver International Airport DIA. 1/10/14 5am.

Comments: Pat-down screening was done with training TSA agents. The pat-down took over 10 minutes because the trainee couldn't remember his schpeel and he didn't know how or where to pat down. This is very unprofessional and not very safe practice. This caused me to lose my flight. Is this normal to train security agents and their practices on the general public?

Caller is frustrated that this is the 4th time liquids have been left open and spilled inside her checked bag when travelling from BWI. She previously had an incident at the checkpoint relating to her request to be screened with a patdown, and not by the screening technologies. This began after that incident. She is upset that she has called before, and no action appears to have been taken, since this continues to happen when she travels from BWI. It does not happen when she travels from other airports. She had taped the tops of the bottles closed to prevent leakage, but the tape seal has been broken and not replaced each time.

Southwest flight #2585

BWI gate C12

NOI no writing or stamp

Bag Tag (b)(6)

Black wheeled case with red band with a pink Mickey Mouse tag on handle.

Advised caller

1/11/2015

5:41:48

PM

We regret that you were unsatisfied with the manner in which your checked baggage was handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I'm in a wheelchair bc I have Multiple Sclerosis and Scoliosis I am taking JetBlue from JFK to RaleighDurham Sunday January 11, 2015 My husband went through and I had to wait 20 minutes before getting a pat down Give me a break!

Change your policy for disabled people

We need to stay with the person we are traveling with (b)(6)

1/11/2015

6:02:25

PM

Sent from my purple iPhone

??

(b)(6)

Caller is questioning why she was flagged on a trip to the Dominican Republic and back. Caller stated that she was patted down and her hands were swabbed. Caller stated that she has a KTN and received TSA PreCheck for the departure and still encountered this. Caller stated that in the Dominican Republic she was only switching planes and never left the airport there and went through their additional screening. I advised the caller stated that when returning going through Dulles she was patted down and went through additional screening. Caller asked why she should have TSA PreCheck if it does not help her. Caller asked if she was flagged for it.

Resolution:

1/12/2015
11:59:06
AM
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

I advised the caller that I can't speak for the security screening she endured internationally, but only for TSA.

I advised the caller that it may just be the random selection and she may not encounter this again as it was only for this one trip. I advised the caller that with TSA PreCheck she will still receive the expedited screening, but TSA will always incorporate random and unpredictable security measures.

I advised the caller that I would not be able to confirm or deny if she is on a watch list. I advised the caller that I could give her information about what she could possibly do if she believes she is on a watch list, or if the additional screening is an ongoing issue. I advised the caller that with the one trip it may be random selection for additional screening and she may not encounter it again.

REASON for the call: Caller had a bottle of water in his backpack. Caller said he went through screening right before he went through the x-ray machine. Caller said his hand was swabbed and was told he didn't have to take his shoes off. Caller said he put his suitcase, backpack, and belt in the bin to be x-rayed. Caller said he had no illegal substances. Caller said he is a teacher and has no criminal record. Caller said his backpack never came out of the conveyor belt. Caller said his backpack went down another conveyor belt that was behind a plastic shield. Caller said he went and got his backpack off the other conveyor belt. Caller said he then walked to his gate. Caller said a big man then yelled at him: "Stop right there you are in big trouble!" Caller said he was then escorted back to the screening area. Caller said he then received a patdown while many other TSO agents watched. Caller said he had a packet with his passport and boarding pass and it was taken out of his hand. Caller said he was asked provoking questions such as, "Where do you work? Is this your real address?". Caller said an agent then went through his backpack and found the bottle of water. Caller said he was given the option to drink the water or throw it away. Caller said he told them to keep the water. Caller said the supervisor then told him it was a honest mistake for him to grab his bag. Caller said the agent that was asking provoking questions never apologized. Caller said he is traumatized now and he can not look at a bottle of water without getting excited and sweating. Caller said he is now going to see a therapist. Caller said the individual that yelled at him will be in big trouble and should of never yelled at him. Caller said he already contacted his lawyer and the newspaper. Caller said that the name of the TSO is (b)(6) that he feels he was mistreated by. Caller said the name of the supervisor is (b)(6) his title was Transportation Security Manager. Caller said he knows the TSO is very well trained and he knew that they can tell by his face that he would not be a problem. Caller said he was terrorized by (b)(6) because he screamed at him, took his passport from his hand, and asked him provoking questions. Caller said when all of it was over he felt that he was raped. Caller said he was violated on multiple levels. Caller said he wants to make sure (b)(6) does not do that to another passenger and he thinks he should be working in a jail with inmates and not passports. Caller thinks he was discriminated by the way he was treated because they wouldn't let him open his mouth and he is Latino.

Date Time: 1/8/2015 at 10:30pm

Airport: Kahului Airport

Airline: Delta

Flight #: 2116

1/12/2015
1:12:15
PM
Location: Caller said he was yelled at when he was upstairs by Starbucks. Caller said he does not know the gate or terminal he went through for screening.

RESOLUTION to the caller's issue: I am sorry you feel that you were mistreated. Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your reason in your complaint.

Disability Description: Caller just had heart surgery.

Response Details: Date Time: 1-08

Gate Terminal: Unknown

Airport: Houston

Airline: Southwest

Flight #: Unknown

1/12/2015
3:22:32
PM

Email: (b)(6)

I apologize for any inconvenience. Screening at the checkpoint depends on the level of ability of the passenger. I will send this complaint to the CSM at the airport. I advised they would contact him by email if additional information was needed.

Incident Details: Caller and her daughter has been flying from Amarillo to Houston frequently. Due to a heart surgery. He was advised to stand up to get a patdown. He advised he thinks that was a little overboard because he had just had heart surgery and the wound could have busted open. He advised that he was able to remain seated on other flight. He stated he advised the TSO that he had just had surgery. But the TSO still made him stand up.

REASON for the call:She wants to make a complaint.

Caller has been going to Orlando airport and is strip patted every time. She flies a lot and even to Mexico and this does not happen anywhere but at this airport. She said this last time she took off all her jewelry and put it in her purse. She was still pulled aside after AIT screening and patted down. She said it was a man who patted her down and fingerprinted her. She is flying Southwest from Orlando International. She is nervous that it will happen again.

Date and Time:January 5th at about 7:40 am

Gate and Terminal:Not Sure

Airport:Orlando International

Airline:Southwest

Flight Number:Not sure

Description of caller. She was wearing jeans and had taken off her shoes so she had on black socks. She had a hot pink three quarter length sleeves.

Resolution: I apologized to the caller and told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. I told her that patdowns are conducted by same gender officers. TSA does not fingerprint people but we do use technology to test for traces of explosive materials. You may always ask for a supervisor at any time.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location

Caller has had a very bad experience with TSA in Houston. He flew with Delta. Delta assured him he would have PreCheck. When he printed the boarding pass at the airport he did not have PreCheck. They told him to go talk to the TSA. Then TSA stated he could go back to the airline they could print the boarding pass. He spoke with the airline again. He went back and spoke to the TSA supervisor. He then received a very thorough Patdown which was more thorough than ever before. He did not pay \$85 for Precheck to not receive it.

The TSO s did not want to accomodate him in any way. The older African American Supervisor was nice. The older African American TSO who conducted the patdown was not nice.

He was told that Kalispell, Montana did not participate in the Precheck program. He would like for TSA or the airlines to decide who is going to control the computers. The TSO denied responsibility and the airline denied responsibility for the selection of PreCheck. Why would Denver, Atlanta, and Houston not have PreCheck?

A travel Agent booked his flight.

1/13/2015

12:03:19

PM

Advised:

I explained that PreCheck is not guranteed with each flight or with any of the programs.

Approved travelers should remember to enter their KTN in the "known traveler field" of their reservation to receive TSA Preu2713® consideration. In addition, ensure that your name, date of birth, and gender as submitted on your reservation are an exact match to the information you provided TSA at the time of enrollment. If you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel website, please confirm that this information is up to date.

I apologized the TSO was rude.

I stated that some airports do not participate in the PreCheck program. I explained that Houston, Atlanat, and Denver do. He could go online to our website to find out what airports participate.

Hello,

I was told to contact TSA customer care by a rep that I spoke with on the phone at Houston Hobby Airport.

I had a pat down and had four trays of items that were pointed out to the TSA rep performing the procedure. This rep took all four trays and in particular took one tray which contained my laptop to another area.

After the procedure was completed, the rep gave me three trays. The laptop had not yet returned. At that moment, when I checked I cleaned out the three trays that were given back to me. I later realized the fourth tray was never placed in front of me until I got back into Nashville.

1/13/2015

12:07:02

PM

I called TSA lost and found and they were able to recover it immediately. However, they were saying that I would be charged for the shipping since I left it. I disagreed saying the rep had taken it in his hand, thus the onus should now be on TSA. If I had left it on the conveyor belt and had forgotten about it, I would completely understand and the onus to pay should be on me.

It's not a huge amount for shipping, but it's the principle which I believe is incorrect. The rep was kind and told me to contact customer service which is why I am emailing now.

Thank you for reading,

(b)(6)

From: (b)(6)
Sent: Tuesday, January 13, 2015 1:23 PM
To: TSA-ContactCenter
Subject: Re: Complaint at Melbourne International Airport

I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude. I have enclosed a copy of my complaint below which I submitted last month.

(b)(6)
HYPERLINK (b)(6)

1/13/2015
4:22:38
PM

On Tuesday, January 13, 2015 9:26 AM, (b)(6)

I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude.

(b)(6)
HYPERLINK (b)(6)

On Monday, December 15, 2014 6:40 PM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov> wrote:

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer. The Contact Center's frequently asked questions<<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public. If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov<HYPERLINK "http://www.tsa.gov" \n<http://www.tsa.gov>> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags. The Travelers<<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly. You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing

Dear TSA Contact Center,

I am writing to you about an incident that occurred at security check on Wednesday, January 7th at San Diego Airport. I was traveling from San Diego to Newark with my mother when we entered security check. I travel with a wheelchair and due to my medical condition (Muscular Dystrophy) I am unable to get up out of the wheelchair to pass through security monitors. I was told I would get patted down and I agreed, as I travel often and know that is standard procedure for disabled passengers.

I understand fully that the TSA is only protecting and monitoring our safety and need to fully ensure all passengers are cleared to board an aircraft. My complaint isn't in reference to an invasion of privacy, but to an officer's inhumane and intentional treatment of a person in a wheelchair.

1/13/2015

4:25:06

PM

At San Diego Airport, a female attendant (Officer (b)(6)) was called over to perform the pat down. Officer (b)(6) came over, grabbing my wheelchair and drove it around asking, "Whose is this? What, she can't out of a wheelchair?" She conversed with her colleagues and again referenced me as "this", to which I asked her to not do. I told her she could ask me any questions she had about my condition and speak to me rather than about me and I would be more than happy to answer her queries. Officer (b)(6) immediately stopped the wheelchair, looked at me and said, "Excuse me? What did you say?" Her attitude was appalling and I told her so. She pushed my wheelchair away and she, "Okay, someone else take this, I can't and walked away. She left my wheelchair in the middle of security check and my mother saw I was alone. She asked what happened and Officer (b)(6) immediately re-entered the scene, yelling at my mother that she had to back away from me. Now, Officer (b)(6) DID NOT isolate me in an area for screening, she left me in the middle of security check. Even though my mother and I didn't have any physical contact, Officer (b)(6) forced my mother to undergo another security check, despite her already being cleared through normal security check. Officer (b)(6) took over my pat down without any problems and I was cleared.

Officer (b)(6) was snickering at me while she patted down my mother in front of me, sticking her tongue out and basically making a mockery out of the whole situation. It was absolutely disgusting, not to mention grossly unprofessional. My mother and I cleared security.

Caller feels like she has been harassed at the airport today by TSO [REDACTED]. Caller stated that she opted out of the AIT as she always does. They advised her to stand on a mat at the checkpoint and the location of the mat prevented her from maintaining line of sight with her belongings. She took two steps off of the mat so she could see her belongings and the officer at the checkpoint threatened to contact law enforcement and have her arrested for doing so. He also threatened to manhandle her if she did not listen to his commands. Caller is very upset and wanting to know what can be done about this. Caller stated that she was not given the option of going through the WTMD which she feels like it a violation of TSA protocol. Caller stated that she has problems every time she flies from RDU and is wanting to know if there is anything that she can do to prevent this from happening as she does not want to pay \$85 for TSA PreCheck.

Advised caller:

REASON for the call: Screener rudeness
Date Time: 01/14/2015 12:00 pm
Gate Terminal: Terminal 2 to gates C and D
Airport: RDU
Airline: American airlines
Flight #: 1620
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

1/14/2015
12:32:18
PM

RESOLUTION to the caller's issue: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA regrets any unprofessional treatment you experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this to the appropriate Customer Service Manager. I am not sure where you go the information that you can go through the WTMD if you opt out of the AIT but that is not the policy. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Please note, passengers cannot request to be screened by the walk-through metal detector instead of an AIT or a patdown. Even if you apply for TSA PreCheck that is not going to exempt you from screening if you opt out of the AIT with TSA PreCheck you will still have to have a patdown. Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures. There is really nothing else you can do to prevent this from happening. I will include the information that you always have this problem at RDU. TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification.

Special Notes:

Caller flew from LGA via WestJet but when she went through screening she did not like the way she was screened. Caller did not want to undergo the AIT or Patdown because she is OCD and a Germaphobic. Caller also stated she did not like the way they patted her down and searched her bag. Caller then stated the officers were very rude to her.

Advised Caller:

Told caller we would forward the issue to the CSM for review since the screeners were rude to her.

CSM RFI
REASON for the call: Caller stated the screeners were rude to her.
Date Time: 01/12/15 - 6:00pm
Gate Terminal: D
Airport: LGA
Airline: West Jet
Flight #: 1219
Bag tag # (10digit):
Bag Description:
Missing Damaged item description:
NOI:
RESOLUTION to the caller's issue:
Special Notes: Caller had no information on the officers.

1/14/2015
3:38:31
PM

Caller does not have a email and stated if the CSM needs to contact her she needs to call.

Dear Sir/Madam:

Please consider this a formal complaint for our client (b)(6) claiming that TSA employees inappropriately "frisking" him during his trip December 28, 2014. (b)(6) says that a TSA employee improperly groped his private parts when he was being searched. According to (b)(6), when he complained to the TSA agent about him touching his "private parts", the agent rudely retorted "I'm doing my job". Additionally (b)(6) has complained that on several trips, specifically on December 23, 2014 he is being stopped and questions for several hours. During his trip on December 23 he was already in the process of getting on the plane and was detained by TSA from 1:28pm until 4:00pm. Please feel free to contact me when you received this email. Your cooperation is greatly appreciated. Thank you.

Sincerely

1/14/2015
4:35:38
PM

(b)(6)
Houston, TX 77004
Telephone: (b)(6)
Fax: (713) 838-2250
Cell: (b)(6)
Web: (b)(6)

Dear Sir/Madam:

Please consider this a formal complaint for our client (b)(6) claiming that TSA employees inappropriately "frisking" him during his trip December 28, 2014. (b)(6) says that a TSA employee improperly groped his private parts when he was being searched. According to (b)(6), when he complained to the TSA agent about him touching his "private parts", the agent rudely retorted "I'm doing my job". Additionally (b)(6) has complained that on several trips, specifically on December 23, 2014 he is being stopped and questions for several hours. During his trip on December 23 he was already in the process of getting on the plane and was detained by TSA from 1:28pm until 4:00pm. Please feel free to contact me when you received this email. Your cooperation is greatly appreciated. Thank you.

Sincerely

1/14/2015
4:35:38
PM

(b)(6)
Houston, TX 77004
Telephone: (b)(6)
Fax: (713) 838-2250
Cell: (b)(6)
Web: (b)(6)

Dear Sir or Madam,

I am writing to inform you of the experience I had with your officers at San Francisco International Airport on Monday, January 12th around 12pm PST. This occurred at Lane 4 at the "F2" screening checkpoint which is adjacent to gates 72 and 73.

I have walked with an above-the-knee prosthesis for over 20 years and have never been treated the way I was the other day. When I approached the officer checking IDs, I informed him that I had an artificial leg and requested to go to the scanning machine rather than the metal detector. He stated that I should continue to proceed to the metal detector and there would be no problem. After I went through the metal detector and set it off, the officer there told me that next time I should ask to go through the scanner. When I informed him that I did, he simply repeated himself again. I asked if I could go through the scanner at that time, and another officer stated that I could not.

I was then taken to the secondary screening area where I was patted-down by Officer (b)(6). This was the most aggressive pat-down I have ever received. During this, without asking, he put his hands down the front of my jeans, and was touching a part of my artificial leg that extended to my other hip. He put his hands on the inner part of this, against my underwear, and in the process, touched my genitals with his fingers. I was never offered a private screening. Afterwards, he did not know he was supposed to swab a portion of my leg; I had to tell him how to do it. When one of his fellow officers confirmed, he finally did this. The entire process took around 15 minutes.

I was so shocked initially, that I did not say anything. But after I went to lunch and had a horrible feeling from my experience, I went back and spoke with the supervisor, Officer (b)(6). He seemed annoyed that he had to go back to the tape and get a complaint form (which is a comment card to the contracting company that requires a stamp) and said "next time" I shouldn't wait.

1/14/2015
6:05:13
PM

The TSA officer had no right to touch my genitals the way he did which I believe qualifies as sexual assault under California penal code. I see no provisions in your organizations materials that either grant officers an exemption or give them the authority to do this. I wrote an email to Covenant Aviation Security, LLC, your contracting company describing the incident; I respectfully request a response from the TSA. I hope that you will take precautions so that no other traveler, disabled or otherwise, will have to experience the intrusiveness and humiliation that I did the other day.

Sincerely,

(b)(6)

Good morning,

I'm a regular business traveler who travels through Sacramento (SMF) just about every week. I opt out of the body scanner as often as possible, so most weeks I get a pat-down in Madison and Sacramento.

This morning I accidentally left some coffee in my travel thermos. I was in a bit of a rush, but I was told by (b)(6) about the requirement that if I wanted to keep it I'd have to get my pat-down, then go back through the security line and do the whole thing again.

1/15/2015
10:10:59
AM

I've had almost entirely positive interactions with the TSA staff at both SMF and MSN, but (b)(6) was an exception. Her words, her condescending tone of voice, everything about the way she treated me went beyond rude. Most of the time I'm treated the same as the people who don't opt out, but (b)(6) acted like I was a criminal for choosing to opt out.

I know you're a government agency, but the TSA is still a part of the service industry. I hope this can be communicated to (b)(6) superior at SMF, because nobody deserves to be treated like that - even when they elect to opt out.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/15/2015 11:14:54 AM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Over the holidays

Comments: Nature of complaint: Theft of personal property.

1/15/2015
12:13:39
PM
My uncle was traveling over the holidays. On the way to see us he was pulled out for a pat down while his personal affects sat attended only by TSA screeners. When he returned to pick up his personal property a solid silver belt buckle had been stolen. He tried, but in usual TSA manner the implied threat was that if he made a big fuss he would miss his flight or worse. The fact is either a TSA employee stole his personal property or allowed his personal property to be stolen. Since only the belt buckle was stolen obviously the person who took it picked only the item of value so it would be obvious to a trained observer that the person was a thief. TSA screeners are certainly trained observers.

He chose to let it go in favor of not missing his flight.

I have not touched on why he was pulled over for a pat down. Other than as a setup for theft I can't imagine why a 70 year old man with Parkinsons disease was pulled out of line, but I'll assume there was some legitimate reason. The thing is at best TSA employees through incompetence allowed somebody's property to be stolen, or at worst were involved directly in petty theft.

After hearing my Uncle's story I did some research and found that while this was not extremely common, this type of occurrence is not as uncommon as it should be. Here is the fact. While his property is in your possession and until it is returned to him it is your responsibility. Maybe legally (certainly for any other government enforcement employee it would be), but certainly ethically and morally.

I mention the cause of him being pulled out of line. Not because it was part of my complaint, but because of what happened on his return flight. My wife and I gave him a solid silver belt buckle for Christmas along with a cheap buckle to wear on his flight. We told him to pack his buckle in his suitcase so TSA screeners could not set him up to have it stolen again. When I called after he returned home to see how things went he said there was no issue with boarding, but he found a note indicating his bags had been searched. Its seems really odd that an American born Vietnam Veteran with a lifetime as a productive member of society was targeted not once, but twice.

I do not expect a response. I expect TSA mistakes to be fixed when they are pointed out. I already choose not to fly if it can at all be avoided because of the way Americans are treated like property without rights from the moment they pass thru those doors until they are released back into society at their destination.

TSA.

I am writing this on behalf of my cousin (b)(6) who had contacted you on Dec 20th, 2014. I am very disgusted that a passenger who had stated to several personnel that she had PTSD & travels with a support dog because of this, was treated in the manner that she was. We do realize that security is top priority & that these policies are in place for a reason. The problem I have is with how the situation was handled. You stated in a response email to her that your employees go through training to increase their sensitivity to victims of sexual violence & abuse. This is awesome, but apparently not working. You also stated that "All TSOs are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process". Well I am pretty sure that being snotty and asking a passenger "Isnt there a pill you can take for that" is not being courteous & respectful. And the lady who said that was suppose to be a supervisor. So even worse, since she should be setting an example to those under her supervision.

The main problem came in when the rude female supervisor left & sent out a male supervisor who also apparently forgot that they are required to be courteous & respectful. He also was rude & used a tone of voice & words that were very threatening. His name is (b)(6) & we know this because he tramitized (b)(6) so much that she cannot forget his name. A suggestion to you for future use would be to NOT send out a male to intimidate a female passanger who has PTSD from a sexual assault. Stick with the female & just simply state there is no other option rather than threatening "if you don't you don't fly". Patience & kindness go along way while working with everybody but especially those with PTSD. Please also have extra training sessions to teach & refresh your employees on how to handle these situations. I think some have forgotten.

(b)(6) suffered a full blown panic attack because of these actions & if it wasnt for the fact that she was going to her parents house for Christmas she would not have flown. She is still having nightmares from this ordeal & has gone backwards in her recovery. A recovery that she was finally doing very well with and getting back to living her life. The after affects of something like this last a long time which, if you communicate with organizations that represent victims of sexual assault & violence like you stated you do, you should already know this. Please be more curious to all costumers, but especially those with disorders. After all if people don't fly, many airport employees would be without jobs.

1/15/2015
6:06:34
PM

I have included a copy of her letter so that you can better know which case I am talking about because I have a feeling that this has not been the only complaint against these supervisors. Thank you

(b)(6) email:
Subject: Concern
Date: Sat, 20 Dec 2014 16:21:40 -0700

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited. I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6) as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should CSM RFI

REASON for the call:

Caller was on flight 774 from RDU to Orlando. Caller went through security and was in line to board a plane. Caller said an agent approached her and asked if she can look in her purse. She was offended and the officer did not explain what they were doing. Caller did not understand why. Caller said the agent was not rude, but caller was confused and did not know she may be screened again at the gate. Caller wanted me to send the complaint to the CSM.

Date Time: 1-16-15 7AM
Gate Terminal: A8
Airport: RDU to MCO
Airline: Southwest
Flight #: 774
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
RESOLUTION to the caller's issue:

1/16/2015
9:42:52
AM

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates. TSOs should explain the procedure and offer passengers a private screening before beginning any additional screening, including a patdown. Your complaint will be sent to the CSM.

Special Notes: Caller suggested signage about additional screening at gates.

From: (b)(6)
Sent: Friday, January 16, 2015 9:26 AM
To: TSAExternalCompliance
Subject: Opportunity for learning

TSA,

My family I traveled through Denver International Airport last Sunday evening (1/11/2015) on our way home. We were on Southwest Airline's Flight 1717 departing at 20:30. All three of us have TSA pre-check. We do a fair bit of traveling and I have to say that without a doubt the most difficulty my son encounters traveling with his insulin pump (Animas) is at DIA. We have been instructed by his Endocrinologist as well as by the manufacturer of his insulin pump to always alert the agent to his disability, not go through the scanner or X-ray machine, and instead have a pat-down and visual inspection of the device. Last night, after alerting the agent, he was met with comments such as "it's OK, go through the scanner" my personal favorite "well, maybe you shouldn't be flying". Now unless you are suddenly hiring biomedical engineering students who are moonlighting as TSA agents I do not believe the TSA agents are qualified to make these comments.

1/16/2015 I have attached an article about insulin pumps which includes an area I underlined regarding TSA's own guidelines regarding insulin pumps.

10:15:07 AM As TSA agents, you folks have the ability to determine whether or not we fly. As a result of that power, we are quite hesitant to argue and unfortunately, in this case, crossed our fingers and watched our son go through the X-ray machine hoping nothing would go wrong with his pump.

Sincerely,

(b)(6)

TSA,

My family I traveled through Denver International Airport last Sunday evening (1/11/2015) on our way home. We were on Southwest Airline's Flight 1717 departing at 20:30. All three of us have TSA pre-check. We do a fair bit of traveling and I have to say that without a doubt the most difficulty my son encounters traveling with his insulin pump (Animas) is at DIA. We have been instructed by his Endocrinologist as well as by the manufacturer of his insulin pump to always alert the agent to his disability, not go through the scanner or X-ray machine, and instead have a pat-down and visual inspection of the device. Last night, after alerting the agent, he was met with comments such as "It's OK, go through the scanner" my personal favorite "well, maybe you shouldn't be flying". Now unless you are suddenly hiring biomedical engineering students who are moonlighting as TSA agents I do not believe the TSA agents are qualified to make these comments.

Discriminatory action: denied a pat-down, instructed to pass through the X-ray machine with insulin pump.

Name of parent: (b)(6) on behalf of (b)(6) (same address)

1/16/2015
2:23:18
PM

(b)(6)
Redlands, CA 92373

Signature: "Please note that TSA accepts e-mails as being signed"

I have attached an article about insulin pumps which includes an area I underlined regarding TSA's own guidelines regarding insulin pumps.

As TSA agents, you folks have the ability to determine whether or not we fly. As a result of that power, we are quite hesitant to argue and unfortunately, in this case, crossed our fingers and watched our son go through the X-ray machine hoping nothing would go wrong with his pump.

Caller said her check bag was opened and she got the noi. She said she traveled from Philadelphia and that she had her laptop, GPS and large shampoo in the bag. She said nothing is missing or damaged but she said the lock was broken. She said she also had to have a patdown and she had a money pouch and metal chain around her neck at the checkpoint. She asked if she can have the items in her check bag on her return trip and that the airline told her they were allowed in check bag.

1/16/2015
2:55:23
PM
Response: We electronically screen the check bags but if a bag triggers an alarm it has to be hand inspected and we put the noi inside the bag. I advised her that it could have been a random selection. I advised her that a laptop, GPS and shampoo are allowed in check bag. I advised her that it can also be a random selection for the patdown or if she triggered an alarm at the checkpoint she would have to have the patdown. I offered to go over how to file a claim but she declined.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/17/2015 7:45:57 AM

1/17/2015
9:20:20
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal B Reagan National

Comments: Left the scanner. Screener touched me without barely saying anything about doing so. She mumbled something about patting down my legs and back and started touching me immediately without giving me time to think or say anything. The first place she touched happened to be a knee injury I sustained yesterday. It hurt when she touched me. Had she announced more slowly and clearly what she was doing I could have told her about my injury. Also it was rude. I'm okay with your folks touching me because it's a condition of travel but they need to be trained to be considerate and communicative.

Caller needs to fly from LAX to Seoul South Korean, but lost his passport. Can he fly with a Korean photo ID and a Korean license?

Advised caller:

I can never guarantee that someone without proper ID will be able to fly.

1/17/2015 6:07:55 PM If international travelers are willing to provide additional information, TSA has other means of substantiating a passenger's identity, such as using publicly available databases.

Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening to include a thorough patdown. We recommend that travelers arrive at least 3 hours in advance of their international flight time to allow ample time for security screening and boarding of aircraft.

Disability Description: Caller has diabetes.

Response Details: Response:

Diabetes-related supplies, medications and equipment such as insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels needed for the duration of their flight itinerary, allowing for delays, and to pack the rest in checked baggage.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

1/18/2015 9:02:16 AM Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening which could include bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. The TSO will not touch the liquid or gel during this process. If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown. If a patdown is needed to complete screening:

The TSO conducting the patdown will be the same gender as the passenger.
The passenger can request a private screening at any time.

Incident Details: REASON for the call: Since the caller has diabetes, she needs water and snacks, and her syringes. Caller's bag was scanned and TSO (b)(6) started giving caller a hard time. Caller said she declared that she had diabetes, but felt no one was listening to her. Caller also had an issue with Supervisor (b)(6). Caller stated that they both yelled that caller did not declare her supplies, but she did. Caller stated that TSO (b)(6) was nasty and had embarrassed her. Caller was chastised by (b)(6). Caller has taken a nitro pill because caller is upset.

Date Time: 01-18-2015 at 8:38 AM

Gate Terminal: A17 Terminal A

Airport: TPA

Airline: Spirit Airlines

Flight #: 178

Submitted on Saturday, January 17, 2015 - 20:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: sexual violation Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Deltona

State: Florida

Zip Code (Post Code): 32738

Other:

Email: (b)(6)

1/18/2015
9:17:16
AM

==Incident Information==

When did this happen? 01 10 2015

Where did this happen? COLORADO - DEN - Denver

International

What happened?

1 17 2015

On January 10th 2015 I was traveling by plane from Denver Airport to MCO. I was going through the upper TSA security point when my bag was pulled because I had a container of salt in my carry-on.

The TSA worker named (b)(6) took my bag and began a search that would take almost 20 minutes completely going through my tote bag which also contained my purse which most of my personal items were laid all over a table along with most everything in my

Disability Description: Caller states she wears an insulin pump.

Response Details: Informed caller that the rules we have in place in regards to insulin pumps states she should inform officers before screening begins of the presence of the insulin pump and request a patdown. Informed caller that the methods screeners use to screen passengers is at their discretion. Informed caller that she can call the TCC at least 72 hours before a flight to arrange assistance if she wished. Informed caller that I would email her a claim form and forward this information to the CSM at Buffalo for her.

Incident Details: Caller states she flew out of Buffalo New York and wears an insulin pump. Caller states she asked if she can go through a patdown when she arrived at the checkpoint and every time she said something someone would but in and interrupt her. Caller states she informed them that she can not experience radiation. Caller states they made her go through the walk through screening and informed her that they are only cameras. Caller states when she arrived in Florida her sugar was really high so she called the manufacturer and was informed that the machine does in fact have radiation and informed her to use the loaner pump she always carries. Caller states she thinks they are going to charge her for the loaner pump that she is using now. Caller states on her return trip she did not have any trouble at all and asking why the trip back was different. Caller asked what can she do to avoid this on future flights.

1/18/2015

11:03:02

AM

Airport: Buffalo New York

Airline: Southwest

Flight #: 256

Date Time: 12-15-2014 7:15 am

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: Insulin Pump

NOI: NA

Gate Terminal: NA

REASON for the call: Caller states this morning she was being screened at LAS about 4:35 am and she had a sweater on and when she got in the body scan the officer informed her that she has to take off her sweater. Caller states she did not have anything on except a t shirt and her bra. Caller states she was exposed in the open and people were going through there. Caller states she felt this was not the right thing to do. Caller states the officers supervisor even came up and asked what was going on. Caller states she wants to file a complaint on this officer.

Airport: LAS
Airline: American
Flight #: 1088
Date Time: 01-18-2015 4:35 am
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged Item description: NA
NOI: NA
Gate Terminal: Gate D 10

1/18/2015
12:46:55
PM

RESOLUTION to the caller's issue: Informed caller that I did not have any information on this incident but it is at the discretion of the officer on what methods they use to screen passengers. Informed caller that it is possible that our screening methods could not penetrate the sweater that she was wearing which would have resulted in a thorough patdown or her having to remove the sweater. Informed caller that I would forward this information to the CSM at LAS for her and she needs to monitor her email over the next few days in case the CSM needs some additional information.

Special Notes: Caller first stated she was flying out of DFW but then toward end of call changed airport to LAS.

I am currently an active duty soldier traveling to my uncle who has very little left to live. Upon arriving at the gate I go through the TSA prechecked area with photo identification. I realized that the dod number has to be put on the ticket, but on the sign for the TSA pre-check it said that the CAC card was still accepted. So I was turned to the normal line. I wasn't really upset at this, but when I had empire all my pockets for the normal line the official there told me to put my cash back into my pocket. I complied with this. Upon going through the scan I got out and then was patted down because of the money in the back pocket. I feel as if the official there had set me up for a pat down. I am extremely disappointed in the treatment towards me. I hope I will get a reply as to why this has happened, and hopefully it will justify this problem.

1/19/2015
9:24:30
AM

Sincerely,
SGT (b)(6)
US ARMY

Disability Description: Caller is a diabetic and has a complaint regarding her screening experience.

Response Details: CSM RFI----Mishandling RFI

REASON for the call: Caller stated her blood sugar dropped during screening. She had asked the agent for some juice, either hers or any other kind because she needed it. They did not give her any juice at all, causing her blood sugar to drop. She is very upset that the could not help her with this and says she doesnt want this to happen to anyone else.

Date Time: 01-17-2014, about 1:40 pm, it was scheduled at 1:55 pm but they changed it to 1:40 pm
Gate Terminal: Gate 10 (320) she did not what this was but it was on the ticket

Airport: MCO
Airline: JetBlue
Flight #: 506

RESOLUTION to the caller's issue: I had first told her I would forward the complaint to the CSM so they can address the complaint but after I had to call her back, due to a dropped call she stated this was a discrimination due to her diabetes. I then provided her the contact information and told her to make this a formal complaint she would need to put it in writing and send it to the ODPO office. She stated she wanted someone to call her back from MCO and if no one called her back she would then handle it as a formal complaint.

1/19/2015
9:43:43
AM

Special Notes: This call did not come in on ODPO, but after I had to call her back she then stated this was a discrimination due to her disability so I handled as an ODPO complaint. She did not want to have to write in her complaint and said if someone would call her she would not but if no one does she has the contact information to do so.

TSA-CRL@tsa.dhs.gov
or via postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Incident Details: Caller flew via JetBlue, she has her confirmation number from Sat. She is diabetic. She always carries 3 bottles of juice. She went through screening and the bottles went off, but she was able to take them through with her. She says during the process she needed her juice for low blood sugar, so she ask for juice her or any other kind of juice and they told her they had to give her another patdown before she can get a juice. So she wasn't provided any juice until her screening was done. She was upset that her juice dropped during screening and no one would help her.

Caller has a flight in a few days from MSY to SEA and just talked to United. They had no record of his PreCheck. He is not sure why. The last few times he has flown he's had issues due to his artificial knee. He does not have a KTN, but has recently obtained his TWIC card.

Advised caller:

Why you may be getting PreCheck Now...

You may be getting PreCheck now based on the secure flight data you are submitting to the airline. TSA is now identifying low-risk passengers for PreCheck based on that fact.

If you are wanting PreCheck on a more consistent basis...You can go through one of Customs and Borders trusted traveler programs such as GE, SENTRI or NEXUS or through the TPAP.

To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. A non-refundable \$85 fee is required to cover an in-depth background check and other operational costs. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility.

1/19/2015
1:16:16
PM

Generally you receive a response 2-3 weeks after your visit at the enrollment center.

As far as the artificial knee...

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713@.

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Preu2713@ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Even if you have TWIC...

While some individuals may have completed a certain level of security vetting for employment or credentialing, typically, these security clearances are particular to an agency or job and have specific purposes.

So having a TWIC card, does not currently qualify you for PreCheck.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/19/2015 4:52:50 PM Airport : SNA - Orange County John Wayne Date/Time of Travel : 01/19/2015 10:00 AM Airline & Flight Number : AA 1090 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

1/19/2015
6:26:06
PM

Comment : TSA got my trip off to miserable start with delay and full patdown in pre-check line--apparently because I had 2 containers of orange juice--needed for unexpected low blood sugar attacks. You did not earn my goodwill today. The patdown was much too thorough--given the circumstances. I think you were trying to make a point. Point received!

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name is (b)(6) and at 2:30 pm on Sunday January 18 2014. I was traveling to Minneapolis Minnesota via Midway Airport in Chicago.

When I approached the security lines I was directed toward the hand swabbing station. When after my hands were swabbed I was singled out for additional screening.

I was walked to the far left x ray machine and put my carry ons on the conveyor belt, including my laptop computer. After going through the line I was not allowed to touch my carry ons.

1/20/2015
8:36:14
AM

I was brought to the station at the end of the security lines to have my carry ons swabbed, and then taken to a private room to be pat down, after which I was free to go.

At some point after my carry ons went through the x ray machine my laptop was separated from the rest of my belongings, and it never made it to the final room with the rest of my carry ons.

I need to know what happened to my laptop as soon as possible. I am a student at the University of Minnesota and my laptop is crucial to me, as I use it heavily for my day to day academic tasks.

Let me know what next steps need to be taken to resolve this problem as soon as possible.

(b)(6)

My name is (b)(6) I am 62 year old woman and a law abiding tax paying citizen of the United States. I have 2 children and 5 grandchildren, and have been married almost 42 years. I was born and raised in Pennsylvania and now live in Texas. I am a retired teacher but for the last 18 years have run a church library at Westlake Hills Presbyterian Church. I love my country, and I live by the laws. My husband and I travel quite a bit, so we know airports and their procedures. We appreciate safety and the job you do. We use precheck a lot but with a bilateral knee replacement, I always request the Pro Vision body scanner, because I will beep. And I have been checked often in different ways, but never ever like the pat down I received yesterday. It was horrible.

1/20/2015
8:38:19
AM

On Sunday January 18th, we arrived back into Fort Lauderdale after a jazz cruise, and were flying a nonstop Southwest flight home to Austin, where we have lived for 23 years. I asked to use the body scanner, because of my knees, but it did not work....so I never went in a scanner....instead I was sent over to a woman who did the most disgusting body pat down I have ever had....starting with my hair and touching every part of my body including my breasts top and bottom, between my legs, and inside the top of my pants. I was sooo revolted by this. My friend who was along with me, could not believe what this woman did to me!!!! It was out of line and totally embarrassing....one quick check of my knees and she would have known why I would have beeped, but the other TSA man never explained that to her. She was sassy, invasive, and unfriendly to me. My shoes were off as well as my jacket and scarf. I only had on a tight pair of black pants and a little black top, so she could see that I was without anything and clean. I told her about my knees, but she did not even care to see them...I have big scars. My bags went through fine, but I am still very upset about how I was treated. I truly deserve an apology, and I want to know how I can avoid this happening again when I fly through that airport. It is unfair that I am punished because I had to have knee replacements. I know you need to do your job, but not like this!!!! I hope you will send this on to the authorities in Fort Lauderdale. And by the way...the unsanitary cattle car that lines people up for their pat downs, its also a shame! Something needs to be done, so that good people are treated with respect and kindness and not like animals.

I did not get the woman's name....wish I had.
Thank you for reading this.

(b)(6)

Sent from my iPad

REASON for the call: The caller wants to know how to file a claim and try to get TSA policy s changed. He traveled from JFK to Porta Spain, Trinidad. The caller states that at security he put his personal items in his carry-on bag. The caller states that while waiting on a patdown the officers rummaged through his bag. The caller is missing a Louis Vuitton belt and a pair of sterling silver earrings. The caller wants to know if the footage can be retrieved to see who took his items. The caller has flown many years and he feel molested.

Date and Time: 1-7-15 departing at 11:00am and he went through screening around 10:00am.

Gate Terminal: JetBlue gate 4 or 5

Airport: JFK

Airline: JetBlue

Flight #: 1817

Bag Description: Dark navy blue 2 foot duffel bag with orange interior.

Missing Damaged item: Louis Vuitton belt brown in color valued at 600.00 and a pair of sterling silver cubic zirconium studs.

description

NOI: NA

1/20/2015
8:58:51
AM

RESOLUTION You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager at JFK.

Special Notes:

Reason for the call - Caller had a PreCheck notification on her boarding pass. She said that she went through the regular screening. She told the TSO that she had two artificial hips. The alarm went off. She was told to take off her necklace walk through again. The alarm went off again. She said that a woman TSO told her to go to another area. She said that the TSO told her that she did not have a choice. She said that the TSO gave her a series of directions that she could not understand because she was taking so fast. She said that the agent then spoke in an extremely slow manner. She said that the agent was mocking her and trying to embarrass her. She was given a patdown. The passenger told her that a little courtesy would go a long way. The TSO ignored her and walked away. She said that the TSO's last name was (b)(6). She said that she spoke with a supervisor who acknowledged that this was an issue. He said that she should have been told that she could have gone through the AIT. He wrote the TSO's name on a card and asked her to submit it. She did not have the time to submit the card so she called to make a complaint.

Airport - DCA

Airline - JetBlue

Flight Numbers - 249

Departure Times - 11 am

Arrival Times - She went through the checkpoint at approximately 10 am.

Date And Time of Incident - 1/19/2015

Baggage Tag Numbers - N/A

Description Of Luggage

Color - N/A

Style - N/A

Size - N/A

Brand - N/A

Was There An NOI - N/A

Was Anything On The NOI - N/A

Missing Damaged item description - N/A

Location Of Incident

Gate - 30

Terminal - Does not know

Phone Number - (b)(6)

Email - (b)(6)

Special Notes - Caller said that she wanted to report an extremely hostile agent that she had to deal with yesterday. She said that another TSO was uninformed.

Resolution to the caller's issue - I apologized to the caller and told her that I would forward her record to the CSM at DCA for review.

Once again met by woman TSA person who refused to be courteous or listen to what I was saying. Apparently, my bag set off alarm. Bag was cleared after but they I was told I had to be patted down because of the bag even though bag was cleared. The person began explained her pay down to me. She asked if I wanted private screening, I said yes but there is not time because of plane, so "go ahead and do it" she then (as usual got a male TSA agent to act as though I was not complying. They asked again and I repeated what I said. I then asked why if bag was cleared would I have to be patted down (TSA precheck already). They again accused me of not complying. I repeated I told her to go ahead, she argued, he argued. No one detailed why a bag setting alarm could be cleared but then I had to be patted down.

Finally she went ahead but while they threatened me with not flying.

And of course then passed me through because there was nothing wrong.

As always.

I am sick to death of being patted down. I am TSA cleared on most flights. TSA has lost my fathers WWII record during a pat down of me, have broke an air cast of mine, I have never ever down anything wrong on any flight and fly often. I have large breasts and have been called "bulky" as a result (in a loud TSA personnel voice" and all sorts o humiliating things.

1/20/2015
12:28:50
PM

When will TSA treat civilians as valued people versus potential criminals? Innocent until proven is standard rule of thumb.

As a rape victim and domestic violence victim, pat downs (by females with authority complex) are also humiliating.

Why can't the agents listen to a person versus changing what is stated and getting other agents to also humiliate. Why do the male agents have to watch the pat down, also arguing with customer and making accusations that are not real? Why, when nothing has ever been wrong with a passenger, despite years and years of pay downs, the same thing happens over and over again.

TSA, I am not doing anything but flying. Normal things in my bag. Nothing on me. Ever.

If a bag is cleared and bag set off alarm, why fully pat the woman passenger? This makes no sense and is humiliating, exhausting, and unnecessary.

(b)(6)

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/20/2015 6:17:46 PM

Name: (b)(6)

Email: (b)(6)

1/20/2015
8:01:51
PM

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX Terminal 8 TSA Precheck Line at approx 1420 for 1600 flight.

Comments: A female TSA employee monitoring passengers entering the TSA Precheck line forced me to put my purse in my carry-on bag prior to allowing me to enter the security line.

This action was inappropriate and not her job as a security officer.

Although she was attempting to enforce the airline rules for the number of carry-ons allowed on a flight, I told her I was waiting to combine my bags until just before boarding the flight. I told her I still needed access to my wallet and would need to remove my purse from the bag for the security scan anyway so there was no point in combining bags at that time. She insisted that I combine my bags right then and there...and of course I immediately had to unpack them in the security lane. I am now waiting at the gate and will properly store my purse just prior to boarding.

The packing/unpacking of my purse during the security process was an exercise in futility. Please have TSA agents practice some common sense when interacting with passengers.

(b)(6)

Caller has issues when traveling to and from the US. Caller is seeing SSSS on her boarding pass and is having to undergo additional screening when she goes through the checkpoint. Caller normally uses United Airlines and will be flying from HNL to the UK tomorrow.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation. The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS Traveler Redress Inquiry Program (TRIP)
601 South 12th Street, TSA-901
Arlington, VA 20598-6901

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

Caller stated he has a complaint about the rules and regulations at the San Jose airport. The caller stated he was PreChecked the other day and informed the TSO that he had two metal knees and metal in his shoulder and wanted to go through the AIT machine instead of the walk through metal detector. The caller stated he was denied because he luggage has already been screened and the lane he was in did not have an AIT machine. The caller would like to know why he was just not allowed to go to the other line to go through the AIT machine instead of going through the walk through metal detector then having a pat down.

REASON for the call: Caller went through the San Jose airport the other day and had PreCheck but was not allowed to go through the AIT machine because they did not have it on the lane he went through. The caller stated he has metal in his shoulder and two metal knees and had to go through the walk through metal detector and then had to have a pat down.

Date Time: 1/16/2015 9:05 am

Gate Terminal: N/A

Airport: San Jose

Airline: Southwest

Flight #: 301

RESOLUTION to the caller's issue: I advised the caller that I would gather his flight information and send his complaint to the CSM.

Special Notes:

1/21/2015
1:49:17
PM

1/21/2015
2:26:21
PM

(b)(6)

I hope this email finds you well.

I wanted to bring to your attention about your severely unprofessional staff.

I have never felt so disrespected and so low as I have after being searched MULTIPLE times by your staff. After checking the photos from the original screening there were spots that they had to check more in depth, so I agreed for them to pat me down. Knowing I had nothing to hide, I didn't see this as being a strenuous process, initially. However, TSO (b)(6) made it her life mission to not only waste my time, humiliate me, but most importantly she caused defamation of character.

After calling upon numerous other employees to "help" her, she made sure every one in the airport knew that I needed to be taken back to be screened privately because "she couldn't find anything".

Excuse me, but as far as I'm concerned if you can't find anything after a few pat downs, wiping my hands to make sure there is no "bomb"debris (and that coming back that in fact, there was NONE) I'm not really understanding what else there is to do.

She belittled me, and made me feel like a helpless individual standing there and being judged and screened by many spectators as if this is the main event in a circus act!

1/22/2015

4:06:37
PM

They then brought me into a private room where STSO (b)(6) did the exact same thing.

Guess what the results were....NOTHING. This may be because nothing was wrong with me. There is a huge difference between doing your job and using your power of authority to humiliate someone.

I can't help but think this was racial profiling because I am an African American female. After standing there for minutes I have seen multiple girls, that had yellow spots on the screen, just breeze through security. Blond hair, blue eyes, top knots and all-no pat downs, just a simple 'have a safe flight'.

This needs to be reprimanded and if this does not get settled by you, I will ensure it does by your superior.

Looking forward to your response.

Best,

(b)(6)

Callers son (b)(6) flew on either Jan 13 or 14 and was in a wheelchair. He had a patdown at DCA in a private room. When the pat down was being performed the tip of his Hickman Central line and a valve fell on to the floor. (b)(6) saw the tip which was green but the valve was clear and no one saw this. (b)(6) stated that the tip had to be sterilized but TSA explained they could wipe with alcohol. But no one was aware the valve was missing. He also had an insulated bag of antibiotics of infusions. The bag of antibiotics were not an issue. The issue is they touched the central line that went into his body. The traveler had a note from his doctor with information on it. Caller stated that (b)(6) had called and spoke with her husband (b)(6) and from her they learned about the Passenger Support Specialist.

1/22/2015 Advised Caller:

5:13:51

PM

Offered Information on the Passenger Support Specialist and verified the number that (b)(6) had provided to (b)(6). The number is (b)(6). Told caller to be sure and call the TSA CC to set up and PSS 72 hours before their next flight.

Offered to send her the information regarding the screening process for travelers in Wheelchairs and got her email address. She will also get the information on Ports. Please forward email to her.

Told caller I would forward this to the CSM at DCA so they are aware of her concerns.

Caller frequently travels from Ft. Lauderdale Intl and says the security there is abysmal. Caller stated that on 1/17 he and his wife went through the security checkpoint and was rushed through without having a patdown, or going through any of the screening technologies. Caller states that this happens every time they return from a cruise. Caller also stated that no one else was screened that day nor their carryon bags. Caller was told by a security officer this happens every time that a cruise ship returns and they get busy. Caller is afraid to travel through Ft. Lauderdale because of the lax security.

1/23/2015 Airport:Ft. Lauderdale

11:18:43

AM

Airline:Southwest

Flight number:4970

Date and time:1-17-15@3:10pm

Terminal or gate:Southwest terminal

Disability Description: Caller is an amputee.

Incident Details: Caller has been waiting on a call back from someone at RIC. Caller had a bad experience on Wednesday, October 22, 2014. Caller feels she was roughed up and discriminated against. Caller is in a wheelchair and has a prosthetic leg. Caller was told she had to walk through the screening technology and remove her shoes. Caller also was wanded and had a patdown that she felt was a bit much. Caller has metal mesh in her abdomen that the TSO kept pushing. Caller did have PreCheck show on her boarding pass. Caller feels that she was violated.

1/23/2015
2:41:02
PM
Date Time: 10-22-14 at 5:30 AM
Gate Terminal: Gate A5
Airport: RIC
Airline: US Airways
Flight #: 1732
Special Notes: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/24/2015 12:34:15 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

1/24/2015
12:55:08
PM
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 2235, Southwest Airlines. Phoenix Sky Harbor, traveling to MSP Airport on 01/20/15. Incident took place during prescreening.
Comments: While traveling with my wife and son (17 years old) from Phoenix to MSP Airport the TSA agent randomly swab my sons hand which alerted on their ION scan. The TSA agent asked my son if he had been in contact with any fertilizer. Both my wife and I were not exposed to the swab but were told to stand off to the side along with my son away from the general public line. The TSA agent alerted via radio for an additional supervisor/screener to where she had us stand. A male TSA agent then walked over to the three of us and requested that I grab my carry on bag and follow him. I asked for clarification if he wanted all of us to follow him and was told "no." I followed him over to a different prescreening table. He asked me to remove all items from my pockets, shoes, belt, etc and placed them in xray bin. He then escorted me back over to a manned TSA screening area where he assisted me placing all my items through xray machine. At this time I completed the full body xray. I then returned back to line and collected my property. At this time they searched my carry on bag. I was then escorted to a private area where I was subjected to a pat down search. During this time I repeatedly asked why all the focus is on me, when the ion scan alerted on my son and not me. I was never given an answer. When I was done with the final pat down search I was told that I could leave. My wife and son passed through security no differently then the general public. I cooperated during the entire incident knowing that it would speed up the process. I also advised the TSA agent that I have been a police officer for 20 years and understand how the swab/ion scan system works but was not sure why the focus was only on me. At this the second TSA agent seemed to try to distance himself from the process by telling me that he was only assisting and not sure what lead up to this point. If we are in the business of keeping the traveling public safe, I am not sure why all the focus was on me and not my son. If the swab tested positive for explosives as indicated by the TSA agent that person should be subjected to additional testing and probably to include the people they are traveling with. Also, during this time I began questioning whether or not someone had any amount of opportunity to tamper with my bags. I look forward to a response from TSA regarding this matter.

Thanks (b)(6)

Caller stated that she traveled through the security screening checkpoint at BHM today and has a complaint. Caller stated that she is disabled and has implanted medical devices. Caller stated that she alarmed the AIT and her hands were tested for residue and there was an issue. Caller stated that at the time she was not told what the issue was. Caller stated that her belongings were collected by a supervisor and boarding pass and passport were given to someone to scan. Caller stated that then her belongings were sent through the x-ray machine and then she went through the AIT and alarmed again. Caller stated that then a woman karate chopped her under her right breast and it was very painful. Caller stated that she believes the alarm was caused by the under wire of her bra. Caller stated that her belongings underwent the testing for residue and a supervisor came and told her that she tested positive for explosives on her hands. Caller stated that she told them it can't be. Caller stated that she was told they would have to take her to a private screening area. Caller stated that she did not want the screening in a private room and wanted it in the open. Caller stated that she was told she could not have it in the open because they would be checking in her groin area. Caller stated that she told them that she did not feel comfortable going to a private area. Caller stated that the supervisor said that if she did not go in the private room she could not go to the flight and she went into a room against her will and felt very uncomfortable. Caller stated that she should have the choice for a private screening or not. Caller stated that she had put on hand sanitizer and it was possible that is what tested positive. Caller stated that it was portrayed to her and only explosives. Caller stated that she told them she would probably alarm the AIT and she had cards from the manufacturer to avoid the machines and get a patdown. Caller stated that she still alarmed. Caller stated that what happened at BHM should not happen. Caller stated that she almost missed her flight due to this.

1/24/2015
2:39:41
PM
Caller stated that she believes that it had some disability discrimination involved to her, but the TSO's would not have known. Caller stated that she thinks it was poor customer service on their behalf only. Caller stated that they wouldn't think she is disabled.

Airport: BHM
Airline: US Air
Flight Number: 5304
Date Time: 1 24 15 departing 6:00am
Terminal Gate: B1
Email Address: (b)(6)
Supervisor: Tall man with a red beard

1/24/2015
5:12:06
PM
My name is (b)(6) and when I flew back from Puerto Vallarta this time I was stopped at security in Dallas because my boarding pass had 4 s's (SSSS) printed on it. What does that mean? I had a full pat down and carry on bag check (1st time in all my years flying) The TSA agent told me to go to the web site but I can't find out what this means and why I had it on my boarding pass. Could you please let me know what triggers this and if I should plan on the extra delay for future flights. My last five trips I had TSA Recheck so I'm a little confused as to this new (SSSS) designation Thanks You can e-mail or call (b)(6) CELL

I have never been more embarrassed than after my TSA experience yesterday. I traveled almost 200,000 sky miles last year 2014 worldwide and had NEVER been body searched like yesterday. I'm filing this formal complaint as after getting through Pre-Check security yesterday I asked to speak to a TSA Supervisor. She told me that the only way to file a complaint is to contact TSA directly so she handed me a Contact TSA card.

1. Went through security as I usually do with about 20 other business colleagues. I went through the Pre-Check line and did remove my boots as I know that they beep
2. I sent through my roller bag with computer/iPAD and a small luggage bag (purse) brand new on the belt
3. My small luggage bag beeped so they sent it through another time
4. Then the small bag set off an "alarm" so they pulled me aside
5. Told me that I had to answer questions, take my business jacket off, shoes off and spread my arms
6. I then experienced a FULL body "pat down" but it was more like a FEEL DOWN. Hands tight along my entire body, including my breasts as well as hands up and down my full crotch.
7. There were 3 TSA agents addressing my situation. One agent told me to sit down in a chair. One other agent told the other agent to "watch her"!
8. To make matters worse, a gentleman approached me just outside the TSA security area after my experience and said, "Miss, pardon me for asking, but I couldn't help but notice you getting searched quite inappropriately over there. What was going on that they had to treat you like that?"
9. And yes, I was asked if I wanted the search to happen in a private room but I declined. I declined because #1 there's NO WAY I'm going into a back room with a stranger and #2 I'm not leaving my wallet, personal items and ID behind.
10. Throughout this entire time not ONCE did either of the 3 agents explain to me what was going on and WHY I had to go through this. It wasn't until I spoke with the TSA supervisor that I found out my small bag set off an alarm that detects some kind of chemical.
11. I still don't know what set the alarm off. My bag contained everything that I normally carry on in my purse i.e. mouthwash, toothpaste, makeup, eye solution, fruit, cell phone, etc.

Being a world traveler for business I sincerely appreciate the lengths TSA Security goes to ensure our safety. But this search clearly went over the line.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/24/2015 10:53:29 PM

1/25/2015 9:16:50 AM
Name: (b)(6)
Email: (b)(6)
Complaints: inappropriate Screening/Pat Down Screening
Flight Info (if applicable): Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL1403/Delta/Washington - Dulles/B-74/Jan-22/Boarding - 6:30P/Departure - 7:10P
(b)(6)

Comments: I flew into the Washington-Dulles Airport on Monday, January 19th, 2015 and was to depart on January 22nd, 2015. Prior to my trip I called TSA to ask if there would be a problem flying back on the day my temporary license expired. The clerk told me that there would not be a problem but to make sure I had an extra ID with my picture on it. I told them that I had a copy of my Birth Certificate, my EY employee ID and my Social Security card. They told me that there would be no problem. I got to Security, and they walked me down to the Pre-Check Security area. I showed them my ID and she called for help to look at the ID because she did not see a hologram. She then looked in a book and said that I needed to go through more screening. I was asked if I wanted to stay outside or go in a private room for the screening. I told her this is humiliating I am not staying out here. I was touched by more than one person. I am going to make sure more complaints because your guidelines are not clear to your personnel and something needs to be done. I also feel like they may have been some levels of bias as well. In my opinion opening travelers luggages should be illegal without the owner being present. There should be a law against it. As a matter of fact I am going to look into that when I get back. I have no problem with you guys searching my bags which is why I do not lock my luggage. I even let the occasional pat down slide. I would however prefer to be present. During this particular search through my belongings whoever did the search let a brand new bottle of hair dye spill over my brand new pair of shoes. They forgot to close the bottle. They did not re tie the bag it was in either. Luckily it did not spill over my other items. Something sharp was used during the search as well because a couple of my cereal bags were sliced open. This could not have happened during flight because it is a hard shell suitcase. If it did there would be slices on the outside of my luggage as well. I have enclosed photos of the damage and I expect these items to be replaced due to the carelessness of TSA. I could be reached at (b)(6) I understand it's for the safety of all travelers but you guys need to have the traveler present when searching so that stuff like this does not happen again.

1/25/2015 3:04:53 PM
Sent
from my iPad

Caller went through DEN yesterday. He said that they always has his locks cut off his bag. He said that the agents don't really seem to care about the passengers there. He went through Precheck because he is DoD. He has a knee replacement and had to have a patdown. He said that he witnessed treatment of an older couple at the checkpoint that was awful. He said that they were all yelled at. He said that it seems like there is a lot of stress at DEN that isn't at the other airports. They went through the screening machine, a woman TSO was irate that passengers who alarmed had to have a secondary screening. The older man didn't know what was going on, they pulled his pants up and had him lifting his leg. His wife was very shaken from the screening procedure. He couldn't believe the way that they were treated.

1/26/2015 Airline- Southwest 4541

10:36:15 Gate- Main terminal
AM

Advised caller:

Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures.

Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Reason for the call: Caller has a complaint on the way he was screened and specifically that he was made to go through the AIT.

Date and Time (departure time and arrival time): 1-26-15 @ 10:53 p.m.

Gate Terminal: Gate 33B, Terminal 3

Airport: LAX

Airline: JetBlue

Flight Number: 100

1/26/2015 Baggage tag number (10 digits): N-A

10:44:35 Description of Baggage: N-A

AM Missing Damaged Item description: N-A

NOI: N-A

Anything on the NOI: N-A

Resolution to the caller's issue: Forward to the CSM

Special Notes: He went through the checkpoint at 8:45 p.m. The TSO had white hair, he was the oldest one there, around his 60s, bald on the top of his head, he had a white beard and he was American (later specified that he meant caucasian). He had an attitude and was pushing him around (not literally) but did consider the attitude abusive. He states he has never been treated that way. He was told to not take off his shoes, belt and jacket. He was told to go through the AIT twice because anomalies were detected all over his body. He states he was exposed to too much radiation and that upset him. He received a patdown due to that which he does not have a problem with. He feels he was forced to be screened that way.

Caller stated he went through the checkpoint and was advised not to go through any screening devices by his primary DR. He requested a patdown 24 JAN 2104 and the officer manning the screening area hassled him and made him take off everything (belts, shoes, etc) and put everything on the conveyor system along with his carry on luggage. It took several minutes for a male TSO to become available but during this waiting period, a female TSO kept hassling him about how the AIT is safe and that he had no reason to not want to go through the screening devices. He stated that she was very forceful like she was mad because they now actually had to work to conduct his screening.

When his luggage finally came through the scanner, it sat at the end of the conveyor system for a long time and he could barely see the bag from where he was standing. He mentioned this to another officer and finally a nice TSO that was standing near by offered to move his luggage to a conveyor system closer to him so he can have a line of sight. When the officer was moving this, he noticed that the front pocket of that bag was open. He completed his patdown and went straight to the carry on bag to find that 5 - 20\$ bills were missing from that pocket and his cigar case (that contained a pen inside) was open and not closed back.

He did not leave the screening area until the STSO on duty went back and looked through the footage to see what might have happen. The STSO reviewed the film and had him come in the back to look as well but there were to many people walking past to see anything (if it was a TSO or Passenger). The STSO didnt offer any other assistance but to have him fill out a card with information about what occurred.

Departing: ORD

Arriving: Maui

Airline: United

Flight #: 202

1/26/2015 Baggage #: Carry on

3:46:40 Bag Description: Black Leather carry on size With Police officer patch on the outside.

PM NOI: n.a

Time and Date: 24 JAN 2015 @ 10:30 (went through at 830)

Terminal: United Terminal 1

TSO: Female officer working the Priority and Business line.

---NEXT INCIDENT ---

His girlfriends checked luggage was opened and there was not a NOI inside. She had a TSA lock on the outside of the luggage, which was broke, but when she looked through her stuff, she noticed that her 2 perfume bottles were damaged and the spray caps were missing so now she can not use these. These were 2 - 2.5 fl oz perfume bottles of Victoria Secret perfume that had no liquid missing from the bottle itself.

Departing:ORD

Arriving: Maui

Airline: United

Flight #: 202

Terminal: United Terminal 1

REASON for the call: Caller told the screener in ATL she didn't want to go through the AIT. When she flies out of MSP you go through and gather your things and they do the patdown on the other side. In Atlanta they would not do that. She had to wait somewhere else with her belongings unattended. She asked them if she could get her things and they told her no. She told them if her belongings are gone that they were responsible for them. They suddenly became rude to her and told her not to talk back to her. She was coming in from Mexico City through ATL and back to MSP and no one was keeping an eye on her things. One TSO was a man about 6'4", 300 pounds and the other a woman 5'1", 150 pounds with glasses and short, cropped, black hair with gray. The woman was the one who told her not to talk back. What they did was a very punitive thing to tell her to go stand over there and not to talk to her. She finally had to go through the AIT because she was waiting so long and she is reporting this because they are probably doing it to other people.

1/26/2015 4:49:26 PM
Date Time: January 24, 2015, 3:30 pm
Gate Terminal: Gate B20
Airport: Atlanta Hartsfield
Airline: Delta
Flight #: 300
Bag tag # 10digit: N/A
Bag Description: N/A
Missing Damaged item description: N/A
NOI: N/A
RESOLUTION to the caller's issue: Told the caller I would forward this information to the CSM at the airport for investigation.
Special Notes: N/A

1/26/2015 7:05:39 PM
Caller wants to know which line he has reached. He said that he complained to a supervisor about something that happened at the airport and they told him that they couldn't do anything about it. He said that yesterday LHM 12:40 PM in the first lane on the left. There is only one terminal there. He put his luggage on the belt to be checked in and a TSO at the check point was very rude to him. He was told that it was the wrong time to start trouble with him. He said that he yelled at him and got in his face and asked what he said over and over again. He said that he walked through the gate and got a patdown and the TSO continued to yell at him and then he spoke to the supervisor who told him that the TSO should not be working here. He said that the whole thing should be on video. The TSO that had yelled at him was Officer (b)(6). He spoke to (b)(6) who was the supervisor.

Airport: LHM
Date Time: 1/25/2015 12:40pm
Only terminal, in the lane on the left

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/27/2015 11:01:04 AM Airport : MCO - Orlando International Date/Time of Travel : 01/26/2015 8:45 AM Airline & Flight Number : US Air Flight 1850 Checkpoint/Area of Airport : US Air Terminal Screening TSA Employee: (If Known) :

1/27/2015 12:10:36 PM
Comment : I am 6.5 months pregnant, and requested to be patted down instead of going through the machine (this was at the instruction of my doctor). I had 4 TSA agents separately SCOLD me for wanting a pat down, and telling me that I was "wrong" for thinking that the machines have radiation harmful to a fetus. They made me feel dumb and harassed, and this type of behavior is 100% unacceptable. The guidelines clearly state that I am able to choose a pat down - that choice shouldn't come with such belittling from TSA agents. I have never felt so disrespected in my life.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller goes to Las Vegas once per month. The caller had her grandchildren with her on one trip. The caller has been receiving precheck regularly via the application program. She did not receive precheck on her most recent trip. She stated that Southwest told her that the TT was not in front of her number. The caller asked if it needed to be on the number.

1/27/2015 1:52:46 PM
The caller also received rude treatment on the last trip as well. She stated that an officer who had grey hair and was short and plump referred to her as "granny". The caller stated that not even her grandchildren are allowed to address her as granny. The caller was upset and stated that she felt it was disrespectful. The caller then stated that she had to undergo a patdown. The woman who did the patdown was a tall lady and was quite rude. The caller stated that she had patdowns before but that this was rude. The flight details are as follows:

Airport: St. Louis
Time and date: 1/22/15 at 11:00AM
Airline and flight number: Southwest no flight number available
Terminal Gate: E9

Caller said he has a complaint and that he has precheck with American Airlines and has global entry. He said he had his hip replaced last month and that at LAX they do not have a body scanner at the checkpoint and he has to go through the wimd and then he has to have a patdown. He said that the TSA Officer will not walk him over to another line for the body scanner. He said the supervisor would not even help him and he said we are breaking the Disability Act. His complaint is not being able to use the body scanner at LAX at American Airlines for TSA precheck. He said he is traveling tomorrow on flight # 12 from LAX on American. He said he has already called the CSM today at the airport and she told him to call us. He said he is disabled and he said the ait machine is not available at the TSA precheck line and they wont walk him over. He said he does not want to file a disability related complaint and does not want to go over it. He declined the PSS and he said he does not want to confirm the CSM phone # and he ended the call.

REASON for the call: Complaint

1/27/2015 Date Time: 01-8-15 at 8 am

5:22:48 Gate Terminal: Terminal 4

PM Airport: LAX

Airline: American

Flight #: 2381

RESOLUTION to the caller's issue: I advised him that I will refer this to the CSM at the airport.

Special Notes: His complaint is not being able to use the body scanner at LAX at American Airlines for TSA precheck.

Caller went through the Application process for Global Entry and had membership.

1/27/2015 He noted that TSA provided him with a Precheck mark on his boarding pass.

6:39:07 He said that he called Global Entry and they told him they couldn't help him. He said his artificial hip sets off the metal detector.

PM He was taken aside and groped. He wonders if he can get documentation or notation that exempts him from this.

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1/27/2015 He noted that TSA provided him with a Precheck mark on his boarding pass.

6:39:07 He said that he called Global Entry and they told him they couldn't help him. He said his artificial hip sets off the metal detector.

PM He was taken aside and groped. He wonders if he can get documentation or notation that exempts him from this.

Submitted on Wednesday, January 28, 2015 - 15:24 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

1/28/2015 City: Columbia

4:23:59 State: South Carolina

PM Zip Code (Post Code): 29209

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 01/25/2015

Where did this happen? NEW JERSEY - EWR - Newark

International

What happened?

My name is (b)(6) I am 32 years old, and a United States

Citizen. I reside in Columbia, South Carolina. I am Chief of

Biomedical Engineering with the Department of Veteran's Affairs

in Columbia since September 2014. I travelled to the New York

area on January 24th to drop my father (b)(6) for a

Submitted on Wednesday, January 28, 2015 - 15:24 Submitted by anonymous user: 63.218.71.180 Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Columbia

State: South Carolina

Zip Code (Post Code): 29209

Other:

Email: (b)(6)

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(b)(6) with the Department of Veterans Affairs

in Columbia since September 2014. I travelled to the New York

area on January 24th to drop my father (b)(6) for a

1/28/2015
4:23:59
PM

Submitted on Wednesday, January 28, 2015 - 15:24 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

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- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

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Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Columbia

State: South Carolina

Zip Code (Post Code): 29209

Other:

Email: (b)(6)

1/28/2015
4:23:59
PM

==Incident Information==

When did this happen? 01 25 2015

Where did this happen? NEW JERSEY - EWR - Newark

International

What happened?

My name is (b)(6) I am 32 years old, and a United States

Citizen. I reside in Columbia, South Carolina. I am (b)(6)

(b)(6) with the Department of Veteran s Affairs

in Columbia since September 2014. I travelled to the New York

area on January 24th to drop my father, (b)(6) for a

I received my known person # (b)(6) on 1-15-15. I traveled from ABQ-LGA on 1-20 and had a very east time navigating the TSA-Pre security line. I told the agent I would set off the alarm because of my knee surgery, so she sent me through the x-ray machine and I was off. No problem.

Different story on the way home on 1-25 from LGA-ABQ. I was in the security line at Gate B at about 3PM. I again told the agent I would set off the alarm because of my knee surgery. This time a gruff agent told me I would have to take off my shoes because the ringing alarm preempted TSA-Pre. I asked her to send me to the x-ray machine while wearing my shoes. She refused and brought over two colleagues who informed me I would have to get patted down. I argued with them and again said I was a TSA-Pre member. I also said this treatment did not occur during the trip into NY. They were getting angrier and angrier and brought in another "supervisor, (b)(6) (who would not provide me with her badge number). She said I had to go through the pat down. The last name of the woman who conducted the pat-down was (b)(6) She said her badge number was (b)(6) She was loud voiced, rough and heavy-handed. I've had pat-downs before in other cities, but no one has ever touched my breasts or pubic area before. I think this woman was really going above and beyond her duty while patting me down. The approximate time was 3:15 PM.

1/29/2015
7:59:43
PM

I would like these two people to be interviewed by supervisory management and be instructed in procedures involving TSA-Pre members of the public. I would also like a reprimand placed in each one of their files concerning this incident.

I didn't spend \$85 to enroll in the TSA-Pre program, only to be harassed by TSA agents and subjected to a violative pat down..

I look forward to your reply.

(b)(6)

1/30/2015 9:20:52 AM Caller advised that every time he flies he is selected for secondary screening. Caller advised he just went through security at New Orleans and walked through the technology and the alarm went off. A security officer began patting him down without telling him on the inside of his thigh. After the patdown the security officer grabbed his hand and swabbed it. His carry on was then searched without being told. Caller stated that TSA doesn t protect the public from anything. Caller doesn t think TSA has the right to search him or his property that this violates his rights.

I have been through security at FLL 50 or more times. This was my first unsettling experience with a TSA agent. I passed through the AIT unit, and, as always, since I have an ostomy, I was told I would have a pat down. TSO (b)(6) asked me to remove my belt, which I did. He then proceeded to pat down the ostomy area with the front of his hand, grabbing at it (this grabbing had never happened before). I pushed his hand away and asked for a private area pat down. He said he has to do it, proceeded again and I pushed his hand away again. I told him I was entitled to a private pat down. He then called someone over, STSO (b)(6) (b)(6) arranged for two TSA men to take me to a private room where the pat down was performed in an acceptable manner.

1/30/2015
12:13:34
PM

I have never been treated roughly by any TSA agent before. I was alarmed that he was grabbing at an ostomy which I told him about. In the ostomy section of the TSA website, there is a statement that a passenger can have a self pat down of the ostomy. This was not offered. TSA (b)(6) should be a bit more sensitive to people with ostomies as embarrassing accidents can occur.

Thank you for reading this.

(b)(6)

Caller flew Sunday from JFK and on Wednesday from RSW and in both cases she went through the AIT and was waived out of it someone patted her hair.

She said she filed a complaint in mid summer 2014 and TSA investigated and sent her some information that the agent was in the wrong and they are reviewing policy but that is all it said. She stated she is 36 and she feels she is being racial profiled by the extra screening of her hair and she wants to file another discrimination complaint as well.

Caller wants a packet so she can file a complaint again for racial profiling and she wants to file a screening complaint on both airports and the hair screening rule itself.

COMPLAINT # 1:

At JFK someone patted her hair with no warning after waiving her out of the AIT.

DETAILS:

01-25-15 JFK at 10:45 to 10:50 AM at JetBlue Terminal 5 (Flight 1129)

She exited the AIT and the TSO waived her thorough and then she without warning patted down her hair.

She was a tall african american with cinnamon colored complexion and her long dark brown hair with orange roots was pulled pulled back in a pony tail

She was at the AIT to the immediate right of the Supervisors desk and she spoke to the Mgr. (b)(6)

1/30/2015
12:15:30
PM
Caller stated she wants to file a complaint because it was like being attacked by a stranger on the street to have someone pat her hair without warning.

COMPLAINT #2:

At RSW the agent did warn her that she needed to pat her hair down and initially she declined it and they refused to let her fly unless she allowed the patdown of her hair. She did have some bobby pins but could not remove them without messing up her hair but it was clear to see what the issue was. They called a supervisor and she just rolled her eyes around at her and they called a Manager who said they get into trouble if they do not do their jobs and the AIT showed as an anomaly. It was 5:30 AM and she ended up in tears before it was over.

DETAILS:

1-28-15 she flew from RSW on a 6 am flight from Terminal (did not know) on Jet Blue Flight 130. She was at the checkpoint around 5:10 AM to 5:20 AM.

Her complaint is that the Supervisor who came over to her was not empathetic to her situation at all. (Note: Initially she said the TSO rolled her eyes at her but when I repeated it back she would not agree to what she had said and changed to saying she was just not empathetic and was not a good representative to TSA).

The TSO was a white older lady with dark brown hair with a reddish hue.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/31/2015 12:01:22 AM

1/31/2015
9:10:23
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines/EI Paso Airport 1/29/2015 About 345pm to 400pm.

Comments: I put all my belongings on the belt and went through the body scanner. On the other side I got the majority of my belongings but saw one of my bags on the other side of the divider where the bags go that need closer examination. I gathered all the rest of my belongings and waited for the tsa agent to examine my one bag. I was only told the bag had set off an alarm. I then was told I needed to surrender all my belongings as well as my shoes and belt and was going to be subjected to a pat down. Again I was never told why this was happening. All I was told was I had set off an alarm. I was never even told what the alarm was for. As I was watching the TSA agent swab all my belongings I heard her say she couldn't find what had set the alarm off. Then I was subjected to an extremely embarrassing pat down. The TSA agent had me face the entire security area when she patted down sensitive areas. I also had to spread my hands out like I was a common criminal. Had I known it would have been done like that I would have requested a private screening. It was extremely embarrassing. At the end of all that the TSA agent didn't find anything. None of my belongings included anything that needed to be thrown away or was out of what TSA allows through security. It was absolutely ridiculous what I was subjected to and at the end of all of that I was just told okay you can collect your belongings now. No apology no explanation as to why I was subjected to all of that.

Good Morning,

I traveled though the Hilo International Airport (ITO). My husband and I are TSA pre check members. We have a 6 year old son named (b)(6). We travel to Hawaii from Las Vegas NV every year to visit grandparents. There is no problem at the Vegas airport but at Hilo it is a different story. Our son (b)(6) only likes to drink chocolate milk. We have attempted to bring chocolate milk for him in the form of Pediasure on the plane. When we go through security scanning we advise them of the single bottle of Pediasure and leave it in the tray. This bottle is 8oz which I understand is over sized and needs to be checked for explosive material with the patch test. This bottle is in original packaging label on and not opened. Sealed from the manufacturer. I have no issue whatsoever with the patch test. What I do have issue within that my husband and or I must go through a full on body pat down in order to bring this item through security. I might be able to understand the pat down if we had no child but our son is always traveling with us. What is the point of the full on body pat down? As I mentioned before my husband and I are also Tsa pre-check members meaning we have had more security checks on us than your regular passenger. I just think this procedure is flawed. If the bottle was not in original packaging or was opened I could understand the pat down. It just seems like for our circumstance that the pat down is excessively violating and not needed. I would like to see this procedure changed to needing the patch test but not the full body pat down.

1/31/2015 11:04:47 AM

I think you as a whole do an excellent job at what you do to keep us as safe as you can in the air. I understand it is hard to write policy with all the extenuating circumstances that arise but I think that this is one policy that needs to be changed for all of the parents out there who are traveling with children. Especially on a 6 hour flight it makes it easier if you have something that is a treat for the child.

(b)(6)

Caller stated that yesterday she flew from SNA to EWR and was humiliated because she was treated like a terrorist. Caller stated that she had her breast milk with her and told the officer that she did not want it to pass through x-ray screening and wanted an alternative screening measure. Caller stated that the woman took it out of her sight and used another machine. Caller stated that she did not know what the machine was and what it does. Caller stated that her items were all inspected and she went through a patdown. Caller is upset because she stated the officer was slow checking her items and giving her the patdown. Caller stated that this process took 30 minutes. Caller stated that this was not necessary and she was humiliated.

Airport: SNA

Airline: United

Flight Number: 1691

1/31/2015 Date Time: 1 30 15 departed 9:07pm

11:50:05 AM Baggage Tag Number: NA

AM Description of Baggage: NA

Missing Damaged Item: NA

NOI: NA

Anything Stamped or Written on NOI: NA

Terminal Gate: 9

Email Address: (b)(6)

Submitted on Saturday, January 31, 2015 - 22:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Gender Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Niagara Falls

State: New York

Zip Code (Post Code): (b)(6)

Other:

Email: (b)(6)

2/1/2015

9:12:05

AM

==Incident Information==

When did this happen? 12 27 2014

Where did this happen? NEW YORK - JFK - John F. Kennedy International

What happened?

I m sending this twice because I didn t get a response the first time I sent it.

I m not sure of the spelling of this man s name because he refused to let me look at his name tag.

I was in JFK for a flight to Dubai on Dec. 26 at around 9 a.m. in terminal 4. I had spent a lot of time in the security line and I knew that the airport was busy that day.

From: (b)(6)
Sent: Sunday, February 01, 2015 9:36 AM
To: TSAExternalCompliance
Subject: Selective Full cavity search incident summarized as attached
Importance: High

Please see the attached PDF account but form info is below.

Is your allegation based on: Civil rights liberties

Are you filling this form out for yourself? *: yes

Please use the following boxes to provide as much information as possible about the alleged incident.

When did this happen? *: 2-1-2015, 5:40 am

Where did this happen? *: Jackson, MS airport security line

What happened? *: See attached PDF

Who treated you unfairly?: See description of TSA person in question

List anyone else who may have seen or heard what happened?: The area was filled with other TSA personnel but doubt anyone would see as there was obvious averting of eyes as I left not a reaction as if business as usual.

2/1/2015
11:16:36
AM

Is there any other information you want us to know about or consider?: The nature of her pokes and pushes were of a very sexual nature whether it is by a female or male. I doubt that such a search reveals anything about what is present on a person's body and Jackson should get a machine if they don't want to risk personnel of perverted sexual orientations making advances on passengers.

How would you like for your concern(s) to be addressed? *: Observe Jackson airport's search methods anonymously and question the TSA personnel in question about her judgment and the inconsistent application of her own shared search rule and confirm if these full cavity searches are TSA new policy as I have had pat downs not feel ups by TSA. This was very unprofessionally applied and not like any previously performed.

Please read the following and check the corresponding box to signify your consent and authorization. You must check the box prior to submitting the form. *

() Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form.

I CONCUR WITH THE STATEMENT ABOVE AS I CANNOT PHYSICALLY CHECK THE BOX.

Caller stated he was traveling with his wife and kids through OAK and when he got to the screening checkpoint the TSO by the name of (b)(6) was rude to the caller. The caller stated he did not want his child going through the machine and wanted him to go through a patdown. The caller stated the TSO got mean with him and got all up in his face. The caller stated that a supervisor showed up and the TSO calmed down.

Mishandling RFI

REASON for the call: Caller stated a TSO got in his face over his sons screening

Date Time: 02.1.15 12:50pm

Gate Terminal: Was not given

2/1/2015
3:58:09
PM

Airport: OAK

Airline: Spirit

Flight #: None

Bag tag # (10 digit): None

Bag Description: None

Missing Damaged item description: None

NOI: No

RESOLUTION to the caller's issue: I advised the caller that I would forward the information to the CSM at OAK so they can take a look into the situation.

Special Notes: None

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/1/2015 10:40:36 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

2/2/2015 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest airlines

8:30:46 flight #60

AM 2/1/15

2130 departure time

Comments: Southwest flight #60 2/1/15.

Hello,

upon arriving at gate c security most of the security agents were pleasant and professional except for the one lady. She was extremely rude. She asked me to stand where the footprints were which was normal but did not move to let me stand there. She was very hostile and I did not want to get too close to her. When i didn't stand exactly on the footprints she became very frustrated with me and pretty much yelled at me to stand there. She then scolded me for not removing my cash from my pocket and demanded to know what was in my back pocket. (I did not have anything in there) There must be an inconsistency between airports because when I left phx I was told that I did not have to remove my cash. She then proceeded to give me a terrible pat down and told me to be on my way. (She barely checked my right pockets and didn't even check my left side at all) I am a very seasoned traveler as I used to be a flight attendant and have traveled the world in many different airports. It is my opinion that this lady was on a power trip because of her lack of thoroughness and professionalism. I do not wish to be contacted but wanted to let you know as she will be making contact with many passengers going through las. I hope that you resolve her attitude asap!

Caller has a complaint. He says every single time he goes through the screening machine, it gives a false alarm. He says 100 percent of the time he gets an alarm and he gets a patdown. He wants to know why they use this kind of stupid machine. He wants them to have a better machine for screening, he says it invades his privacy.

CSM RFI---Mishandling RFI

REASON for the call: Caller is upset his body has to be touched every week for screening

Date Time: NA

2/2/2015 Gate Terminal: NA

10:59:23 Airport: He says every single airport

AM Airline: Every single airport

Flight #: NA

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: Caller is upset about the AIT screening

NOI: NA

To whom it may concern:

I am writing to file a complaint with reference to an enhanced pat down I received recently.

I utilized the KCM screening checkpoint when reporting for duty in CVG recently. After the I.D. verification, the agent informed me that I had been selected for hand swab explosives detection screening. The screening returned a false positive, so I was immediately subjected to an invasive intrusive full body pat down – as well as an extensive search of my personal belongings. The pat down included touching of my buttocks and groin area, which I found severely intrusive. The agent asked if this had ever happened to me before – and I answered no. He then replied that "it happens all the time." This implies to me that this equipment is generating a large number of false positives, and thus a large number of unnecessary intrusive full body searches. (The agent also implied that the cold weather was causing the equipment to generate a larger than normal number of false positives, as well as saying numerous lotions, creams, and various other hygienic products would generate false positives.)

2/2/2015

12:04:27

PM

I understand the need for secondary screening in general, and random screening for KCM participants. I don't believe, however, that escalating to an invasive intrusive full body pat down on a flight crewmember is appropriate without substantial suspicion of wrong doing – particularly if the rationale for conducting the search is based on the outcome of a test that seems to generate a high number of false positives. It would seem to me that there are better ways to resolve a likely false positive without subjecting a crew member to invasive screening methods.

Thank you for your time.

(b)(6)

Caller has a valid TX drivers license.
He wanted to know what month and year the TSA required a security feature on the back of the license. He traveled from Charlotte, NC . He stated he was treated like a terrorist.
The features on the front of the license were accepted. They were not faded. A security feature was not on the back according to the TSO. A security symbol did not glow green and he was pulled aside for screening.
He had the concealed hand gun weapons license which he presented.
The FBI authorized TX to issue him a weapons license. They asked him if he had a credit card and he did.

2/2/2015
3:54:47
PM

He had to go through the additional screening.

He stated he was groped and touched inappropriately by two TSOs. He had 15 minutes of additional screening.
He complied with everything they wanted him to do

He stated all of this humiliation occurred in front of the public. His job includes testing the accuracy of E-911 calls. He stated he is appalled the way this screening was conducted.
Caller has a valid TX drivers license.

He wanted to know what month and year the TSA required a security feature on the back of the license. He traveled from Charlotte, NC . He stated he was treated like a terrorist.
The features on the front of the license were accepted. They were not faded. A security feature was not on the back according to the TSO. A security symbol did not glow green and he was pulled aside for screening.
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The FBI authorized TX to issue him a weapons license. They asked him if he had a credit card and he did.

2/2/2015
3:54:47
PM

He had to go through the additional screening.

He stated he was groped and touched inappropriately by two TSOs. He had 15 minutes of additional screening.
He complied with everything they wanted him to do

He stated all of this humiliation occurred in front of the public. His job includes testing the accuracy of E-911 calls. He stated he is appalled the way this screening was conducted.
Caller states that she was leaving LAS to go to Dallas Love. Caller was requested to put her bluetooth, coat, belt, and purse in a bin to be screened. An alarm went off, and she was given a chance to go through for a second pass. She had to get a patdown. Caller is upset because she was afraid that another passenger would take her belongings from the conveyor belt. She tried to grab her belongings before her screening was completed. The TSO got her items for her and placed them on a table for her during the patdown. Caller did not get her bluetooth back and did not realize it because she was in a hurry to get to the boarding gate area. When she went back to the checkpoint to ask if it had been found, she asked for the TSO who had done her patdown. She also spoke to the STSO and did not feel like he cared very much even though she was in a big hurry to get to the plane. She finally did get to speak to the TSO who did the patdown, but she did not remember her. Caller feels that her belongings were sitting there too long out of her reach and that someone probably took her bluetooth and that someone should have gotten her belongings immediately when she was taken aside for screening. Caller would like someone to review the security cameras to see who took her bluetooth. Caller states that she asked several TSOs to look for it in lost and found and they did not find it. Caller does not want the bluetooth back because she feels that it has probably been damaged and contaminated. Caller would like to contact the CSM directly and requested that she be given the CSMs number because she could not get it from the self service menu. She would also like the information to be sent to the CSM from the TCC.
Caller states that on her return flight from DFW with Spirit, a TSO asked her if some carry on items were hers that were left on the conveyor belt and apparently belonged to someone who was taken aside for additional screening. Caller would like security surveillance cameras to be reviewed to verify the incident. Caller feels that TSOs are not following policy at all the airports and that TSOs are not keeping a close watch on passengers belongings.

2/2/2015
4:14:14
PM

REASON for the call:
Date Time: 01 22 2015 1030AM
Airport: LAS to Dallas Love
Airline: Southwest
Flight #: 43
Bag tag # (10digit): NA
Bag Description: loose in the security bin
Missing Damaged item description: Bluetooth headset that goes around the neck
NOI present (writing on it): NA
RESOLUTION to the caller's issue: Claims. CSM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/2/2015 5:06:51 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JetBlue 801 Orlando to SLC Feb 2 2015 8:10p

A Terminal

2/2/2015 6:27:45 PM
Comments: I flew to Florida last week to see my new grandson and spend a week. I booked a flight on JetBlue. Also, because my birthday was near, I got a renewed driver's license. I had to produce a birth certificate, social security card and two forms of proof of legal residence to do so. They then issued me a temporary driver's license in paper form and told me the plastic card would arrive in two weeks. This was not in time for my trip so I specifically asked if this was legal as an ID and they said yes.

Fast forward, I depart the airport in SLC and was fortunate that my boarding pass showed TSA Precheck. No problem as they passed me right through. When it came time to return to Salt Lake City, I again was pleased that I had been selected for TSA Precheck again. However, when I presented myself to the TSA Precheck line for my flight, I was informed that this paper which had my picture on it was not valid ID for flying. The TSA agent was very kind, but informed me that each airport made their own rules and that their rule in Orlando was not to accept what I had. We waited nearly 30 minutes for a supervisor to evaluate my other IDs along with the paper and was told they would accept it, but not for precheck. They moved me to the regular line (which I would have been through 40 minutes ago had I not presented myself for TSA Precheck. She then informed the agents at the new station that I was to have additional screening. Apparently this meant, a detailed pat down, emptying everything from my carryon bag, wiping everything down for explosive residue and costing me still an additional 1/2 hour. When asked why they had to go to that extent, he said they had apparently seen something in the full body scan although he did not know what.

My comments are these:

How can he check the validity of the scan's discovery if they don't even know what or where the anomaly was?

Why was there no problem accepting my ID in SLC, or at Jet Blue in both SLC and Orlando, at Alamo Car Rental, at two of the stores in the airport??

Why was I pointed out as needing additional security when there was no anomalous information about my scan conveyed to subsequent agents?

I had two other picture IDs. Red cross donor card, 4 major credit cards, social security card, plus family pictures, etc. All ignored.

This does not make sense - I realize a need for security, but with the evidence I had, why was there such a problem at MCO and not SLC?

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Cambridge, MA-02139, USA
Zipcode:

2/3/2015
8:26:39
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Detroit Metropolitan Wayne County Airport

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/3/2015 2:02:45 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

2/3/2015 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Flight UA1142

3:04:19 PM Departure time 11:15 a.m.

Comments: This is the second time I have been quote "randomly" selected for additional TSA screening. I find it unacceptable to be subjected to searching by seven TSA employees when a brief re-check of my license would reveal I am 65, never had a ticket, lived in the same residence for 40 years, never traveled out of the country, and worked my entire medical career at the federal VAMC. I am petite, blonde and travel with a hot pink tiny purse and hot pink small 16 inch carry on. The individual who pulled me out of line mumbled. He did not even clearly say what I was to do. He swabed my hands. He then left his post and led me to other screeners. I have suffered a broken shoulder so I was unable to completely lift my left arm while in the scanner. That disturbed the routine for the screeners so after rechecking my items, the three TSA men carried my tray with pink items and my shoes across the screening area to the same small room I was placed in the previous time. Then two women began another much more invasive pat down which, due to my injury that I identified for them, actually hurt when she went under the arm. Both times, this unnecessary screening took more than one half hour. The previous time, I had to wait for a male wearing a black T-shirt that I believe said "Explosives Specialist". Ridiculous if a TSA employee would use common sense this stressful situation would not happen. It begins my trips with a great deal of stress that is totally unnecessary. I am certainly not willing to pay the fee to have the "Pre-Screening" so the TSA employees do their jobs correctly. The procedure used to quote "randomly" select travelers needs to be addressed. I feel I am profiled needlessly. During the entire process, I never say anything for fear I will be detained even longer. The TSA employees do not speak either. That is intimidation. Again, a simple check of the license ID would give them more than enough information, then the X-ray and quick look in the bags would certainly be more than enough to clear a 65 year old woman.

Am I permitted to ask for a supervisor?

Please identify for me a way for this never to happen again. Twice is enough.

Incident occurred Saturday January 24th 2015 at 9:45 a.m.

Denver International Airport

First incident that I referred to in this complaint was also at the Denver International Airport. This reaffirms that it is a problem in training and procedures for TSA at the Denver airport.

(b)(6)

Aurora CO 80014

(b)(6)

2/3/2015 Name: (b)(6)

9:02:53 PM Email: HYPERLINK mailto:(b)(6)

Complaints: Inappropriate Screening Pat Down Screening

Flight Info (If applicable, Enter Flight# Airline Terminal Airport Gate Etc): United Flight UA1142

Departure time 11:15 a.m.

Comments: This is the second time I have been quote "randomly" selected for additional TSA screening. I find it unacceptable to be subjected to searching by seven TSA employees when a brief re-check of my license would reveal I am 65, never had a ticket, lived in the same residence for 40 years, never traveled out of the country, and worked my entire medical career at the federal VAMC. I am petite, blonde and travel with a hot pink tiny purse and hot pink small 16 inch carry on. The individual who pulled me out of line mumbled. He did not even clearly say what I was to do. He swabed my hands. He then left his post and led me to other screeners. I have suffered a broken shoulder so I was unable to completely lift my left arm while in the scanner. That disturbed the routine for the screeners so after rechecking my items, the three TSA men carried my tray with pink items and my shoes across the screening area to the same small room I was placed in the previous time. Then two women began another much more invasive pat down which, due to my injury that I identified for them, actually hurt when she went under the arm. Both times, this unnecessary screening took more than one half hour. The previous time, I had to wait for a male wearing a black T-shirt that I believe said "Explosives Specialist". Ridiculous if a TSA employee would use common sense this stressful situation would not happen. It begins my trips with a great deal of stress that is totally unnecessary. I am certainly not willing to pay the fee to have the "Pre-Screening" so the TSA employees do their jobs correctly. The procedure used to quote "randomly" select travelers needs to be addressed. I feel I am profiled needlessly. During the entire process, I never say anything for fear I will be detained even longer. The TSA employees do not speak either. That is intimidation. Again, a simple check of the license ID would give them more than enough information, then the X-ray and quick look in the bags would certainly be more than enough to clear a 65 year old woman.

Am I permitted to ask for a supervisor?

Please identify for me a way for this never to happen again. Twice is enough.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/4/2015 9:31:03 AM

Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/04/2015 10:30 AM Airline & Flight Number : dl437 Checkpoint/Area of Airport : near the C gates in terminal 2 TSA Employee: (If Known) :

Comment : I told huge tall blond guy I wanted to opt out of the scanner and he said "it's going to be a long wait." I said, "okay" and he just stood there. After a minute or two he muttered "male opt-out" and a colleague across the room said "we only have one guy and he's doing two bag checks." Blond guy: "I know." Nobody moved to tell anyone else that I was waiting. Nobody volunteered to do the patdown themselves. After a couple of minutes I said, "I'll just go through the scanner."

2/4/2015
10:17:59

AM

I do not want to go through your scanners. Radiation exposure is cumulative over a lifetime and I don't want more than my share for the amusement of the illiterate scofflaws who dictate TSA policy. I resent being treated like I'm returning a broken television to KMaTim when I try to opt out of a body scan.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2/4/2015

2:01:45

PM

Caller is a frequent traveler in many airports. She has a medical device that can not go through the AIT. She has an insulin pump and a sensor. She was upset because she always gets a patdown. She wants to go through the metal detector. She stated that she does not opt out to the AIT. She said that she just can not go through the AIT. She said that she is frustrated with the process. She wanted to know where to make a complaint. She did not have a pen an paper to take down the email address. She asked that it be emailed to her along with the information that I provided on the screening of passengers with insulin pumps.

2/4/2015

7:06:28

PM

Caller states she is traveling from Cancun to Cleveland with a stop in DFW on American airlines. Caller states her flight leaves at 6:45 tonight and she had precheck. Caller states she went through the checkpoint and had purchased alcohol from the duty free shop that triggered an alarm and was informed she can not take this. Caller states she asked to speak with the person in charge as they went through many airports before that without any problem. Caller states the supervisors name was (b)(6) and she requested a patdown for the passengers after she arrived. Caller states she was informed she could leave the bottle at the checkpoint and place it into checked baggage which would have charged her a fee. Caller states the bottle was 750 ml.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 2/4/2015 8:04:20 PM

Name (b)(6)

Email (b)(6)

2/4/2015

8:59:03

PM

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #544 US Terminal 4 Gate A13

Comments: Screening procedures are illogical and completely devoid of actual security regarding the allowance of documented employees to use the metal detectors vs the back scatter scanning machines. I am an American Airline employee with a badge that allows me access behind security even if I am not traveling, yet that same badge somehow becomes randomly irrelevant according to some TSA agents at the metal detector. I repeatedly get the response that since I'm not in uniform, I cannot enter. I don't have a uniform since I work at corporate headquarters, and it's almost always because an agent looks me up and down deciding on the spot if I'm not dressed well enough. If that excuse doesn't work, TSA claims because I'm not working that day. Today and nearly twice a month for the last year have I been traveling for work. If both of those responses don't work they say it's because I don't have a SIDA badge - which I don't have. Well today and more often than not I am dressed professionally, I am working, traveling on business, and am refused a quick scan through the metal detector, clumsily wait for another agent to pat me down which I'm sure neither of us enjoy. While waiting for a male assist pat down, other travelers are congested in the screening area and to my surprise are simply let through the metal detector right in front of me. No badges, no kids, not elderly. Just randomly let through because the line was getting too long. How in the wide world of security does this make sense? Still I am refused to enter because I already "opted out". Why do some agents think they can proudly command and order passengers around as if they have almighty authority? There are specific lines for employees for specific reasons and yet agents with very little experience are picking and choosing randomly which employees to hold back and who to expedite. Some agents see I have a badge, am dressed appropriately, ask if I am working and use common sense to let me through without hassle. I'm all for proper security and common sense when protecting our country and our people from dangerous threats, however these specific "policies" are not effective. They're not stopping criminals, but slowing down badged employees, clogging the process and only frustrating everyday passengers.

Hello,

I wanted to tell you about the appalling experience I had traveling from the Richmond, VA airport yesterday. The TSA agent who handled my pat-down was both disrespectful and inappropriate, and I'd like something to be done about it.

I opted out of the full-body scanner check, as I always do. In all other airports I've traveled with, the person who conducts the pat-down asks if I'm traveling with anyone, (if so) asks that person, usually my husband, to get my bags off the conveyor belt. The woman assigned to conduct my pat-down in Virginia berated my husband for trying to do so. When I explained the reason he did this is because it's what we do at every other airport, she berated me, telling me that "every other airport is wrong."

When she began explaining to me how every airport "should" conduct this process, I admit I grew impatient, both with her power-trip attitude and with the fact that none of this mattered: Should I correct the TSA agents at every other airport, because Richmond told me they're wrong? I told her I understood the procedures and would like to get it over with - this was around 5:15 a.m. She again berated me, adding "Don't rush me. I'm security."

2/5/2015
2:08:16
PM

As I've said, I always opt-out of the full-body scanners. I think they're unnecessary, and quite frankly unlawful, but this is besides the point. I have never had a TSA agent pat me down in the manner she did. She was rough - pushing and prodding hard into and all over my body, sometimes more than once, taking extra care to prod especially roughly into my genital area.

I felt violated. I honestly believe she conducted her "search" in such a manner because I was short with her, and this was her way of retaliating, as if to say "serves you right, I'm security". It was incredibly inappropriate.

I don't believe someone who has this all-power "God-complex" mentality should be put into a position where they can do this to citizens - especially ones who have exercised their right to voluntarily opt out into this.

Unfortunately, I didn't get her name - the thin stencil on gold nameplates that glares in the lights don't make it easy to read (conveniently). If there's a way to figure out who she is, I'd like to see her redistributed - she should not be in this position. I doubt this will happen, so at very least I'd like this group to be observed, to make sure this doesn't happen again.

Thank you,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 2/5/2015 9:25:41 PM

2/5/2015
10:07:15
PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Kahului airport on Maui in Hawaii

Comments: For the 1st time ever, one parent was not allowed to go through the metal detectors with our children. We fly very frequently and have never had this issue. Female TSA personnel was rude and ignored the request at first to go through metal detector instead of the provision machine. We knew a pat down would be included with denying provision machine. Female tsa employee indicated she would get a male assist only to walk away, move to another station and completely ignore us. She left us with zero help, a line mounting and people late for flights. Unprofessional and rude behavior is never needed. Especially when this was a pretty insignificant issue that we inquired on and came to a solution on, but she did not like the outcome apparently and left. Holding up a line due to unprofessional behavior in not doing your job is unacceptable.

2/6/2015
2:39:56
PM

Caller flew yesterday and she says that yesterday the staff seemed professional and she was travelling with her 12 month old son and she said that she had to go through screening and her hand was swabbed for ETD and it was positive. She had several bags and the TSO went through everything that she had and she felt that it took a long time. She says that it took about 15 minutes and she had a patdown after that. She says that she feels that it took too long especially since she is not a threat in any way. She asked if there was anything she could do to prevent it in the future. She asked about TSA PreCheck.

The caller is a professional photographer, and requested that his film and camera be screened by hand. However, the TSO called over a supervisor, who indicated that this decision would result in a patdown inspection of the passenger. He believes that this is retaliation due to asking for a different type of screening which may slow down the line. Therefore, he wanted to file a complaint against the supervisor.

Flight Information:

2/6/2015
5:25:51
PM

Date and Time of Flight: February 6, 2015; 5:45 PM

Departure Airport: PHL

Airline: US Airways

Flight Number: 1935

Time of Incident: 4:27 PM

Description of TSO Supervisor: A short female with red hair.

2/6/2015
7:31:39
PM

Caller is currently at Newark International Airport, and had requested a thorough patdown, since she is 5 months pregnant. TSO (b)(6) would not do the patdown as requested, and forced her to go through metal detect while yelling at her. She continued to make disparaging comments about her even after completing the screening. She felt as though this was exceptionally rude and unprofessional behavior, and inappropriate.

Caller said she is at DFW airport and she asked why does she have to go through the extensive screening process. She said she lives in Istanbul and is traveling there and she already went through the TSA screening and she said the Supervisor checked her passport and she had a full patdown after she went through the ait machine. She said her lga s were screened as well. She said when the Officer looked at her passport before she was screened she called the Supervisor over and she asked does she have to go through this each time. She said she feels like she is being treated a differently because of her nationality and the fact that she had a one way ticket. She said she has a one way ticket to Istanbul and is this why this happened and she said after the screening they called the Supervisor back over. She said she does not want to go any further and she declined the CSM phone # and she declined giving me her flight info for the CSM. She did however, want hte email regarding the civil rights complaint. She said the Officer told her there was a reason why she went through this and to call TSA for that reason. She asked if this can be a random selection.

Mishandling RFI

2/7/2015

1:18:56

PM

REASON for the call: Civil Rights Complaint

Date Time: 02-7-15

Gate Terminal: declined

Airport: DFW

Airline: declined

Flight #: declined

RESOLUTION to the caller's issue: I offered to refer this to the CSM and emailed her the Civil Rights Complaint policy

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/7/2015 4:33:10 PM

2/7/2015

5:03:20

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DATE: 05FEB

FLIGHT: US 664

BOARD: 1100P

DEPART: KOA 1145P

Comments: After I passed through the detector I was asked by a female TSA agent what was in the pocket of my jacket. I pulled out my previous boarding pass that was folded up in that pocket.

I removed the pass and handed it to her. Without saying anything she grabbed my jacket on the inside and outside of the pocket. It was empty then.

Again without saying anything or giving me any kind of warning, she placed her hand onto my wrist, raised my arm, placed her other hand into my armpit then felt down my right breast. I was not given any advance notice my breast would be felt. I was not asked if I wanted to be directed out side the line of vision of the other passengers. I found this invasive action inappropriate and unnecessary.

For those of us who were "inappropriately touched" in our childhoods this is demeaning, dehumanizing and invasive.

What is your policy for this kind of treatment?

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Remote Client IP: (b)(6)

Date Time: 2/7/2015 4:18:40 PM

2/7/2015

5:03:24

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Flight Seattle to Denver.

Comments: Metal detector went off due to my corset with stainless boning. Attendant moved my long hair aside to pat and needed to comment on how luxurious my hair was that I obviously spent a fortune on (inappropriate). She then felt between my breasts and commented about what a great bra I was wearing (inappropriate). I am deeply offended but not even slightly surprised at your inability to train your employees to behave professionally.

Hello,

On Thursday, Feb. 5 I was returning from a business trip to Japan. When I passed through security at Chicago O'Hare airport, the scanner picked up some chips I have implanted in me. I told the TSA agent they were markers and that I have had cancer 2 times and these are implanted in women to indicate where a biopsy was conducted. I asked her to please be careful around my left breast area due to the cancer, she wanted to pat me down. When she did, she pressed on my breast so hard that it was painful and I jumped and gasped. She said she was sorry but I questioned why the pat down was so forceful and really necessary. I have been through enough pain with the cancer and now, every time I go through security at the airport, I must go through the pain again. Additionally, I should have privacy and should not need to tell my personal medical history.

2/8/2015 9:14:43 AM Please train the TSA agents how to spot cancer markers in patients. We are not criminals, just folks fighting cancer. All other countries that I enter see the markers on a scanner and do not force me to be patted down. Only the USA does this. Again, this was embarrassing and physically painful. Please look into this matter. I do not want to get the agent in trouble since she is not the only agent that has done this to me but feel it is lack of training on TSA behalf.

Thank you,

(b)(6)

Canton, MS 39046

(b)(6)

(b)(6)

Flying out of Logan this morning was a humiliating experience, and I think it is time to seriously consider how the TSA agents are trained. Giving simple directions, such as where to stand, seems to be an opportunity to speak with a sarcastic and disrespectful tone

After I forgot to put my wallet on the x-ray belt, I was pulled aside for additional screening. I found the way I was patted down completely intrusive, having my entire buttocks and genitals groped to some extent. In shock I repeatedly said, wow, and in response the agent spoke to me like a child, telling me to screen my wallet next time.

I understand the importance of our safety, but the way TSA agents treat Americans shows no concern for our personal wellbeing, and this should be cause for concern.

2/8/2015 11:02:17 AM I would very much appreciate a response, and I would like to suggest how this could have been handled better. The agent who took me aside should have verbally prepared me for how intimate he was going to get with his hands, and there needs to be a tone of concern for safety - because right now we are being treated like cattle.

(b)(6)

HYPERLINK (b)(6)

617.678.1207

Feb 8, 2015

Jetblue BOS to ORL flight 151

Flying out of Logan this morning was a humiliating experience, and I think it is time to seriously consider how the TSA agents are trained. Giving simple directions, such as where to stand, seems to be an opportunity to speak with a sarcastic and disrespectful tone

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(b)(6)

HYPERLINK (b)(6)

617.678.1207

Feb 8, 2015

Jetblue BOS to ORL flight 151

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/8/2015 11:07:53 AM

Name: (b)(6)

Email: (b)(6)

2/8/2015
1:12:38
PM

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DATE: 05FEB

FLIGHT: US 664

BOARD: 1100

DEPART: KOA 1145P

Comments: This is my response to the email you sent me. As a sexual assault victim I took great precautions to prevent what happened to me. I wore a non wired bra, my jacket had a plastic zipper and for the record, I did not set off any alarms.

Even without setting off the alarms, I was 'patted down' on my right breast.

So according to your regulations the rules that were broken were: No explanation of what she was doing, no explanation what was going to happen next, physically having my arm raised instead of being requested to do so, using the front of her hand and failure to offer a private screening.

Sexual assault victims struggle with the loss of control. First it was my high school coach and now it is my government. Considering the number of women, one in six, who have been victims of sexual assault, this needs to be addressed better. I need to know this specific incident has been addressed and not just added to 'the number of complaints' given to a specific airport.

Thank you

Caller uses the same carry bags all the time but it was checked because it triggered an alarm. He says the TSOs were unorganized. His bag had to undergo additional screening. HE says the bag had a laptop and other electronics and a salt sand scrub for his wife. His bag had a knife in his bag and a wrench one time and they gave him the option to ship but he had it thrown away. He says that this time they went through the bag and he got a patdown. He says that it was embarrassing. The jar of scrub was lost and he can't replace it because it is at key west. He is calling mostly to complain about the TSA employees between 10 AM and 11:30 Am this morning. He asked about the 3-1-1 rule. He said he was interested in getting the item back. He understands why TSA screens all passengers but is unhappy with the process that he went through today.

REASON for the call:

Date Time: 2-8-2015 at 10:30 AM

Gate Terminal: B9

Airport: Ft. Lauderdale to New Orleans

Airline: Southwest

Flight #: 121

Bag tag #: ?

Bag Description: The bag was was a Swiss back pack that fits a laptop and has three compartments. The bag is black and has red swiss crosses on it.

Missing Damaged item description:

NOI: ?

Special Notes: The hand scrub was more than 3.4 oz and not in compliance with the 3-1-1 rule. I explained the 3-1-1 rule to him but I don't know how effective it was.

2/9/2015
9:39:35
AM

Caller said he traveled on 12 30 14 out of JFK to Charlotte since he have a hip replacement the metal detector sounded off and he was directed for a patdown. While waiting for a patdown he saw that somebody was leaving with his carry on he tried to get the assistance from the tso near him and she told him that she could not help him. The tso admitted that there is a lot of theft at the checkpoint. He is concerned on what is tsa going to do to stop the problem and why the tso did not helped him. Passenger traveled on Jetblue but do not remember the gate.

REASON for the call: Caller was in Missoula International and she opted out of the AIT and got a patdown. She opted out of it again at the same airport on the same day and she had to remove her sweater. The first TSO that screened her did not ask her to remove the sweater and she wants to know why the second one made her take it off. She asked what her rights are during a patdown. She said the second TSO made her take off the sweater before she was allowed into the private screening area.

Date Time: 2-6-2015 2:30 PM

Gate Terminal: It was the horizon

Airport: Missoula International

Airline: Horizon

Flight #: ?

Special Notes: The TSO that made her remove the sweater was in her late 40s or early 50s. The first screener that allowed her to keep the sweater on was in her late 30s or early 40s and she was

2/9/2015
1:49:18
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/9/2015 12:54:13 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight Num : 9W - 227

Airline : Jet Airways

Travel Date : 01/16/2015

Terminal : B.:

Comments: Hi,

2/9/2015
2:08:27
PM

I was travelling from Newark Liberty International airport on 16th of Jan via Jet airways for India. I am working in USA on H1B visa which is Valid till Sep-2016.

I felt, I was harassed for more than hour for getting boarding pass. As per Airline authority, They could not get my boarding pass on 1st go as they did not get clearance from TSA on this. I still dnt know the reason for that.

Finally i had to wait for more than hour to have the clearance and had to answer multiple questions which i personally treat as harassment and Mental load.

Please let me know if you need any more details to investigate the issue. Request your attention on this.

Regards,

(b)(6)

(b)(6)

Caller wants to file a complaint for security at the airport. She was at Denver airport. She is in the military and had traveled this morning at 6 am. She was told by the first agent she would have to have a patdown and that something showed up on her hands. She had just fired a weapon and had been to the firing range but she had told them before screening started. The agent told all her stuff had to be taken off the conveyor belt and screened again and she could not touch anything. She says they did not offer her a private screening. She says the agent checked on the inside of her pants the waist line. She got a patdown from her head to her toes, on her breast area and private area. She says she just got off orders. She had ask the agent what they were looking for, no one offered her a private screening or why they did this to her. One of the agents that kept patting her down was white, she was in her mid 30 to 40 years old had a short hair, blondish in color. She says the agent was very ruff with her during the patdown. She ended up with a total of 5 patdowns. The first patdown was by a different lady, she swabbed her hands then the other agent did the other 4 patdowns. She was just coming off military orders and had just got promotion to fist lieutenant. She says it was a scary and she felt humiliating. She says she told them she was in the military and had her orders.

CSM RFI---Mishandling RFI

REASON for the call: Caller was upset at her screening

Date Time: 02-09-15 at 6 am

Gate Terminal: C42

Airport: Denver

Airline: Delta

Flight #: 1516

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

2/9/2015
3:02:42
PM

I am a 68 year old professional woman who is a frequent traveler and I would like to register a complaint about your TSA workers at Omaha's Eppley Field.

I am leaving for a conference in Las Vegas and was sent to Pre-check, although I have a replacement knee. Of course the alarms went off in the x-ray and I was subject to a pat-down by a "trainee". She was being overseen by another TSA woman.

The pat-down was the most personally invasive I have ever had- she touched every, and I mean every square inch of my body more than once. I am absolutely mortified at this unreasonable and personally insulting exam.

The girl also told me that this was her first pat-down. Do you not TRAIN these people prior to letting them loose on passengers?

I fully understand the need for security and TSA procedures, however, this was bordering on personal assault. I also realize there is little you can do, however, I want to register a formal complaint.

(b)(6)
(b)(6) cell
2/9/2015 4:25:42 PM
Sent from my iPhone

(b)(6)

Omaha, Nebraska 68154

(b)(6)

(b)(6) cell
Sent from my iPhone

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 2/9/2015 3:05:26 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 02/09/2015 9:00 AM Airline & Flight Number : US Air 1880 Checkpoint/Area of Airport : Going to US Air flight TSA Employee: (If Known) : I know, will say name at later time Comment : First of all, go back and check your video. I'm the female in the wheelchair who was humiliated.

My porter (who also remarked how I was treated, and apologized that I had to go through that) brought me through from the car to security. The gentleman (who I will name at a later time) became annoyed when he said I had to walk through the x ray machine and I said I can't. I'm in a wheelchair. He became more annoyed and said well you have to get searched, a pat down, and I said fine. I don't know why but in a gruff tone he said you can use a cane. I told him I don't have a cane to use but if he had one I would use it. I said I can't stand alone because I just had surgery on both feet. He called for a cane and I had to wait. Now the embarrassing part. I can't walk all that great because I just had surgery on both feet. It's embarrassing and I'm unable to stand straight on my own. So my porter rolls me up and helps me into the machine. I'm holding on to the cane and the machine. The TSA guy angrily has the chair moved through to the side I should exit. The woman says I can't do the x ray unless I can hold the stance. I told her what I told the gentleman and the gentleman told me to go through. So she's telling him I can't go through, I'm so embarrassed, I need my chair to sit and now it's on the other side. I have to now wait for the chair to be brought back. I'm holding everyone up. This is when the porter became upset too. after finally getting the chair, holding up lines, being embarrassed I look at the TSA guy and ask his name. His reply was "why, is that a good or a bad thing." I said no bueno. I then sat down in my chair. The TSA guy yells to get a female to do a pat down. We waited. The porter said to the TSA gentleman, she's going to miss her flight. He said it is not my fault that we are understaffed with females who can do pat downs, it is not my fault if she misses her flight. So we wait and I'm looking at him smiling because I am so mad and embarrassed that if I don't smile I will cry. (It's embarrassing enough having to be helped and not being able to walk properly because I just had surgery this past Friday, but to have a person be rude to someone who is temporarily disabled is uncalled for, is is uncalled for during any circumstance!) We keep waiting. So I smile at him and look at my watch, he then says really loud "Well if you would have come 2 hours early like you were supposed too you wouldn't have to worry about missing your flight. It's not my fault." The porter said "what does that matter, she still would have to wait and be treated like this." (I had no bags to check and I was told to come an hour before the flight so I would not have to sit in pain). We still waited and finally a female came to pat me down. She was very nice and professional. We made it just as the plane was opening the doors to be boarded.

2/9/2015 4:26:28 PM

My question is this, does TSA treat all disabled women like this, routinely?

Do disabled women in wheelchairs all get humiliated, degraded, and have to wait in embarrassment?

Is there not training regarding women who are disabled?

Please check your video tape. I'm sure you will see who the person is that I am talking about.

I do plan to call the ADA and explain how a woman with a disability was treated.

You can thank that gentleman for publicly humiliating me.

Oh, please send me a copy of the tape. When you respond I will give you me address.

Any more questions? Please ask.

Thank you for listening.

(b)(6)
Would you like a response? - True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller needs injectable medications.

2/9/2015 Incident Details: Caller said he has injectable medication that is required to be screened by hand. Caller said he has been having the medication screened that way for months and has not had a issue. Caller said when he was at the Detroit airport
4:35:30 when he advised the TSO his injectable medication had to be hand screened he was then given a patdown and all of his items were searched at the checkpoint. Caller said he feels he was discriminated against because of his disability. Caller
PM requested to speak to a supervisor.

Caller wants to know why he has to file his complaint in writing? He requested the information be e-mailed to him.

Caller and his wife have KTNs and she has a hip replacement. She tried to present her card about her implants. They do not even look at the card. This has become a harder situation for them because they always move her over to another line where there is an AIT. Sometimes they take her to the front and sometimes she has to wait in line and it defeats the purpose of paying a fee and getting a KTN. He has no issues when he travels by himself.

2/10/2015 Callers wife got on the phone. She does not mind the AIT or the wand but does not like to have peoples hands on her.
1:59:00 He asked if they should acknowledge the card. They have flown from FLL. He asked if the AIT is at FLL but his wife said the AIT is there but not at the precheck checkpoint.
PM

He asked if AIT is similar to MRI. He tries to get as little radiation as possible and will sometimes ask for a patdown.

Disability Description: Caller has a blood disorder and needs medications.

2/10/2015 Incident Details: Caller said she was departing Maui and she had medication. Caller said she has a blood disorder and her medication can not be screened by x-ray. Caller said she advised them she had medication that she would like to be hand
5:30:51 inspected. Caller said she went through the WTMD and there were no alarms. Caller then said the TSO advised her she was going to receive a full body patdown and all of her luggage needed to be hand inspected. Caller said the TSO advised her
PM she would be subject to a full body patdown because she has medication that needs to be hand inspected. Caller said she should not be subject to a patdown just because she has medication that needs to be hand inspected. Caller said she feels discriminated because of her medical condition. Caller said she should not be subject to a patdown after her and her luggage clear screening just because she has medication that needs to be inspected by hand.

Caller just got back from MCO. All of her items fell out of her bag at the checkpoint when the officer grabbed her bag. She had an expensive e-cigarette in her bag and it was shattered. It s worth \$75.00. The officer was frustrated. She had a shopping bag and her purse. There's an outside pocket on the purse. She had to wait 20 minutes for her to do the patdown. The officer grabbed the bag briskly. She walked over and explained how she couldn't be blamed for all of the items falling out of the bag. The caller said that she felt bad for her because she was clearly overwhelmed. She thinks the airport was very understaffed.

REASON for the call: damaged e-cigarette

Date Time: 2 9 15 at 4:30

2/11/2015 Gate Terminal: she doesn t know. it was the security gate leading towards Southwest
12:12:30 Airport: MCO

PM Airline: Southwest

Flight #: 442

Bag tag # (10digit): N/A

Bag Description: It was in her purse in the outside pocket.

Missing Damaged item description: e-cigarette that fell out of the outside pocket of the purse

NOI present (writing on it): N/A

Submitted on Thursday, February 12, 2015 - 03:16 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Assault and sexual abuse (hit testicles, hard, twice during a requested pat down) Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

P.O. Box or Street Address: (b)(6)

City: SAN JOSE

State: California

Zip Code (Post Code): (b)(6)

Other: United States

Email: (b)(6)

2/12/2015
8:28:13
AM

==Incident Information==

When did this happen? 02 11 2015

Where did this happen? CALIFORNIA - SAN - San Diego

International

What happened? At about 6:00pm PST, I requested a pat down at security on my way to Gate 10 at San Diego International Airport.

I had to wait about 10 minutes for someone to arrive. when he did, he asked twice if i wanted a private room for screening. which i twice declined, he proceeded to do the usual screening (i get pat downs EVERY time i fly). when it came to checking my inner thigh outer hip, he karate chopped my testicle after saying, now i m running up your thigh to your torso. OW. i said, you hit my testicles. he didn t say anything, he got to the other side, said the same thing, and chopped my other

THE RESPONSE BELOW WAS SENT TO YOU 10/19/2014 9:35 PM. YOUR LATEST EMAIL TO ME REFERS TO 48 HOURS...WELL IT IS JUST NOW SHORT OF 100 DAYS AND IT IS OBVIOUS TO ME EITHER NO ONE IS READING THE EMAILED COMPLAINTS OR YOU ARE HOPING I WILL GIVE UP AND GO AWAY. I CAN ASSURE YOU I WILL NOT GIVE UP OR GO AWAY UNTIL I GET A JUSTIFIABLE RESPONSE.

(b)(6)

While taking time from our vacation in Maui this past weekend, my father-in-law, Reverend (b)(6) and I flew from Maui to Honolulu to help a young pastor. We departed Maui @ 4:35 pm on flight 295 Hawaiian Airlines and had return tickets on the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm. with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other, I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I heard over the speaker system (b)(6) the door will close in 1 minute" I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law, the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone. (b)(6) said to the TSA employees holding him "I told all of you right up front, I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave". I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wandering a 79 year old man is GROSS INCOMPETENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui. but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead, I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either. I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor, I said yes. A few minutes later the supervisor (I did not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!

My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

2/12/2015
8:01:58
PM

My cell phone # is (b)(6) and we are on vacation until this Saturday.

(b)(6)

(b)(6)

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---Original Message---

From: TSA-ContactCenter [mailto:TSA-ContactCenter@tsa.dhs.gov]

Sent: Thursday, February 12, 2015 12:49 PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/13/2015 12:48:56 PM

2/13/2015
2:07:08
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Feb 9, 2015

SFO to HKG flight # UA869.

Comments: Employee took a Swiss Army utility tool out of my bag, flipped open the only knife, and thrust it directly at me before telling me that I can either check my bag or surrender the item. The thrusting was completely unnecessary and unsettling/ frightening.

Dear sir or madam:

When I left from AUS to BWI earlier this week, I did not have to take off my coat or shoes, take my laptop out of my bag, or enter a microwave naked scanner at the security checkpoint.

When flying back from BWI a few days later, I had to empty all my pockets, take off my coat and my shoes, take the laptop out of the bag, and either enjoy a naked scan or have a manual pat down.

2/13/2015
4:10:34
PM

Why do AUS and BWI have different procedures?

Is one or the other less secure?

Why can't BWI have the same simple and smooth procedures?

Why can't BWI TSA people treat me with the same friendliness as those in AUS?

(b)(6)

2/13/2015 4:10:49 PM I recently was on another trip to Denver and experienced a problem I wanted to make you aware of. I travel to that airport frequently but I was so surprised to find both my husband and I were both TSA approved for the first time. I have had a knee replacement and after putting all the items on the belt and getting in line I found there was no AIT machine for precheck. All of the other lines had one. I assumed the pre-approval was a reward for being a frequent flyer but here I found it was a punishment. I had to leave my husband(he then had the responsibility of all of our belongings) and go down to another lane to go thru the AIT machine. Otherwise I would have had to wait for an attendant and then go thru the "pat down" (which is not a quick procedure, and not pleasant to say the least).
I always look to see if there is a machine before I get in line and never imagined there would not be one in a pre approval line. I am hoping this makes you aware of the problem and are able to correct it. With the amount of flyers now I would think the money would be available.
Thank you,

(b)(6)

To whom it may concern,

I need to make a complaint about the service at Gunnison Colorado airport.

I am a TSAPrecheck subscriber and was told that TSAPre was observed in the Gunnison, Colorado.

Upon entering security check I was handed an Orange TSAPre card to show the agents. The first one at the first conveyor belt told me to remove my liquids, jacket and pockets. I questioned this, but she insisted and would not make eye contact with me. Going through, the X-ray the operator asked for a bag check on my bag due to a laptop which was actually a Microsoft surface, even though TSAPre is supposed to allow laptops to stay in their case. A woman checked my surface with a swab and an explosives alarm went off. I was then told to remove more of my clothes, shoes, belt, and that a full patdown of my person would be done. It comes to no surprise that I was found with no problem items or further explosives alarms when checked more thoroughly.

2/14/2015 3:09:31 PM I was not supposed to be checked like this in the first place due to a service that I had spent money and time acquiring. The ignorance of the 5 agents who took part in my security check were ALL completely and utterly ignorant of what TSAPre means and clearly do not know how to operate their equipment/tools.

Agents such as these wasted my time and added embarrassment to me (all of this was done out in the public). Whoever holds these agents accountable for their training and management needs to use this opportunity for further educating.

As a "customer" of TSA I should not know the rules of TSAPRECHECK better than agents who make money entirely on their knowledge of these rules. All of the information I have is found on the TSA website :

<http://www.tsa.gov/tsa-precheck/what-tsa-precheck%C2%AE>

Thank you and I hope to hear a follow up to this email,

(b)(6)

Caller said he is flying from Tampa and just went through the checkpoint and said he feels violated with the patdown. He said he talked to the supervisor (b)(6) at the checkpoint and he filled out a comment card that said it expires April 2014. He said the Supervisor told him he would review the tape. He said he does not have the name of the Officer who did the patdown but he said that the Officer explained it to him. He said he wants the CSM to call him back. He said he was brushed off by the Supervisor at the checkpoint and that he wants a call back.

Mishandling RFI

2/14/2015 7:14:44 PM REASON for the call:Patdown Complaint

Date Time: 02-14-15 at 8:20 pm and he was at the checkpoint at 7:30 pm or 7:45 pm

Gate Terminal:E 74

Airport:Tampa

Airline:Air Canada

Flight #:unknown

:RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport

Special Notes:He said he wants the CSM to call him back

Good Afternoon

I will rarely gather the nerve to complain about services. I seldom do. But this TSA at San Jose International brought me to do so.

I've flown through 4 different airports in the past month. I've had nothing but courteous professionalism from TSA officials. But my experience today at San Jose was bar none, the worst I've seen in years.

I was pre-checked due to my active duty service in the United States Navy. The pre-check line was closed off. No problem, I waited in the line with everyone else. I asked the first gentleman if pre-check standards were still in place and if I could keep my shoes and light jacket on. He quickly shooed me away and completely disregarded my question.

A woman behind me in line for the body scan made a comment that she needed to use the restroom. This older woman who was a TSA official then made an incredibly rude and uncalled for comment. She said "you can go to the bathroom right there," as she pointed to the carpet floor in front of the metal detector. I did not catch her name. I was and still am appalled at the behavior of your "professionals."

2/15/2015 9:10:42 AM I then noticed that some people were keeping their shoes and jackets on. Obviously they were pre-checked as well. I then told an officer (b)(6) that the man at the desk had ignored me when I asked if pre-check was still relevant. He apologized but seemed overwhelmed by the mass of people who were waiting to be screened.

Once I was done with getting pat down, I asked another woman if it was unusually busy. She also disregarded me completely.

I do not expect royal treatment nor do I want the people who are keeping us safe at airports to lose professionalism. But this, I'm sorry, is inexcusable.

I went through the TSA at SJC on February 14, 2015 at 15:45 local time.

Thank you for your time.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/16/2015 9:08:24 AM

2/16/2015
10:15:39
AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 2129 on US Airways in Terminal C at the Washington Reagan Airport Gate #43.

Comments: I fly two times every week from January till May and this is the first time it was necessary for me to get patted down AFTER going through a full body scanner. The TSA agent proceeded to grab BOTH of my inner upper thighs and slid his hands down to my knees. I find this action unacceptable, inappropriate and completely unnecessary. I also wear the same pants every time I do travel and never was an issue before. When I questioned why he needed to do this he simply told me to move along. That whole experience just was not acceptable.

RE: TSA overreach

Dear Congressional Representative McSally,

Today (2/15/2015) I was subjected to irregular TSA screening procedures that concern me, and I am concerned that as a consequence I will be unduly subjected to additional screening in the future. I would appreciate it if you would investigate further, for I was unable to obtain any information other than an email address at DHS to contact.

I am a frequent traveler, and have TSA prechk. I was outbound on US5442 to PHX from SLC. I went through the PreChk lane with a laptop bag, a jacket on, and my wallet in my pocket. My laptop passed through the tunnel, and I was directed through the metal detector. I alarmed; I was instructed to remove the contents from my pocket (wallet) and pass them through the xray tunnel, but not instructed to remove my jacket. I complied, and attempted to pass through the metal detector again. After passing through I was instructed to go back out and go through the millimeter wave scanner. I agreed but insisted that an agent retrieve my wallet from the small round bowl and keep it my sight. A agent was found and retrieved the wallet and kept it visible. I passed through the millimeter wave scanner. I passed through and was stopped for a patdown. I was shown a computer display that showed multiple ATR outlines on my upper torso from my jacket, which had several zippered pockets.

At this time a male TSA agent approached and instructed me that he was going to pat me down, including my groin. As no ATR signal was present that I could see, I objected. At this point the supervisor said I needed to be patted down.

2/16/2015 10:16:35 AM I offered to remove my jacket and pass it through XRay independently, as my understanding of TSA policy is that Millimeter Wave Technology is offered as an alternative to a patdown, and that I would pass through the body scanner again. That was again refused by the supervisor in uniform.

I asked to be told by someone that my choices were a) an intrusive patdown or b) miss my flight. A uniformed police officer then presented himself and confirmed those were my choices. By this time (b)(6) Security Manager was present, a discussion followed, with the result being that my jacket - but not my groin area - was patted down. I asked that the police officer remain and observe the patdown, and he complied.

Before being allowed to proceed, a form was filled out by the uniformed supervisor. He asked for my driver's license. I asked why he wanted my driver's license, as I was prepared to give him my Armed Forces ID, a green one showing me to be an IRR 05 in the naval medical corps. He said something to the effect of "give me the ID that was checked on the way in" so I gave him my Drivers License.

Why? Because the police had to be called. Why? because I requested their presence.

Something went wrong here but the entire story being told by TSA is that you don't need a patdown if you agree to the body scanner. I would like a clarification of their policies, an explanation as to why there is no one in the TSA that is authorized to say "your choices are to be patted down or not to fly" (apparently by the actions today, only the police can convey that message), and if I am now on some form of continued surveillance.

Thank you.

(b)(6)
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/16/2015 11:36:01 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inconsistent Screening (Different Practices between Airports)

2/16/2015 12:02:58 PM Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): El Paso (ELP) February 14..

Comments: Disabled passenger (b)(6) has been in a wheel chair for less than a year. (b)(6) is weak on one side and has some cognitive impairment as the result of a stroke. He was carrying coats and a wooden cane but no carryon items. (b)(6) and (b)(7) travelled from PDX to ELP with no delay and had a great first air travel experience. (b)(6) no longer drives and used an expired license as a form of ID. He was treated well in Portland, Oregon. Returning from El Paso, Texas, after checking baggage and wheel chair, TSA staff separated the travelers to perform an in-depth pat down search of (b)(7). (b)(7) went through her own screening. When completed (b)(7) could not see (b)(6) and assumed that airport staff had already moved him to the departure Gate. When (b)(7) got to the Gate, an unheardable announcement went over the intercom for her to return to security. (b)(7) travelled back to Security (a long distance). (b)(7) needed more ID, and was setting off an alarm. He did not know there was a cell phone in one of the coats. On arriving at security, (b)(7) gave more ID of prescriptions, employee ID, etc. by emptying her bag. Security okayed his ID. Again, (b)(7) travelled back to the Gate rushing now with the assumption that staff would get (b)(7) to the gate on time. For some reason, security radioed the Gate that it would be another 10 minutes. Southwest Airlines said they would wait for him. The gate staff requested that he be brought to the plane as quickly as possible. (b)(7) boarded the plane and took a seat. A few moments later, she was told that the plane had been ordered to push off. There was a question of whether she wanted to leave without (b)(7). (b)(7) departed the plane to find that (b)(7) was at the end of the ramp. Neither were allowed to board the last departing plane that would connect to Portland on the same day. Southwest paid for lodging for a disabled person as well as meals. It is not fair that it cost Southwest for the TSA-caused issues. We understand that traveling with a disability requires more time, believe me. The process time and incompetence of separating a disabled person from their escort caused difficulties for TSA staff, Southwest staff and irreparable bitterness against El Paso airport security. The next day PTSD set in. (b)(7) knows that the work that TSA does is important but could not help but be shaken by the prior day's experience. She could not be even slightly courteous to staff that does thankless work. Do not separate disabled people from their escorts. (b)(7) was put in danger by TSA.

To Whom It May Concern:

I am writing to file a complaint regarding discrimination due to a disability or medical condition.

I have used your passenger support program several times now and it is very helpful. The passenger support specialists and supervisors with whom I have interacted are willing to listen and make an accommodation for my disability. However, the employees actually implementing the screening procedures do not make these accommodations, even when instructed by the supervisors passenger support specialists. I recently sustained a fracture due to this. However, I have fallen multiple times going through TSA due to employees not making the requested accommodation.

I have a rare movement disorder, hyperekplexia, which causes me to startle easily and to stiffen and fall to the ground when startled. The imaging scanner you use for screening makes a noise and has a movement (as the mechanism swings around in a circle). This startles me if I am not warned. However, if I am given a warning (e.g. I m pressing the button now or I m going to press on the count of 3. 1, 2, 3, etc.), I have no problem with this. This appears to me to be a very simple, reasonable accommodation that requires only a few extra seconds of time. I call ahead and request this accommodation. I explain what will happen if the accommodation is made and what will happen if it is not. I provide any information requested. I explain it to the supervisor or passenger support specialist when I arrive at the screening location. I explain that if the accommodation is not made I will fall to the ground. In my home airport, Jacksonville International Airport, I have not had a problem with the scanner. However, on three different occasions in three separate airports, I have had a problem.

2/16/2015
12:03:48
PM

In the Minneapolis St. Paul airport (not sure of date) I fell to the ground landing in a sitting position when the passenger support specialist called to the person operating the machine what accommodation I needed and the person operating the machine did not give me a warning and pressed the button immediately upon my entering the machine.

In the Washington Reagan airport (9 1 14 at approximately 10 a.m.) I fell to the ground again when the supervisor stood directly next to the person operating the machine, told her in my presence that she should press the button only after the count of 3, told me to enter the machine and raise my hands, and the operator pressed the button without warning. The supervisor even turned to the employee and said Didn t you listen to what I just said?

In the Chicago Midway airport (12 28 14 at approximately 1:30 p.m.) I fell to the ground the 3rd time when the supervisor stood directly next to the person operating the machine, said in my presence that they were going to do something different to provide an accommodation to me, that I needed a warning before pressing the button, and that he (the supervisor) was going to operate the machine, told me to step into the machine and put my hands above my head, and as soon as I put my hands up the operator pressed the button. I felt sore but I did not at first think anything was wrong since it always feels sore when I have fallen onto my bottom onto the hard floor when going through screening. However, when the pain continued I went to my PCP, had x-rays, and was diagnosed with a fractured coccyx.

I understand that the machine operators are trained to be efficient and to press the button as soon as a passenger s hands go up. I am sure they do this so many times that they are on automatic pilot especially in busier airports. However, this does not help me as I have now fallen to the ground three times. I sustained minor injuries (bruising) the first two times. I sustained a fracture the third time. I could have sustained a much more serious fracture, such as a broken hip, that might have required surgery, a prolonged recovery, and might have left me even more permanently disabled.

While your program to train designated staff and supervisors is a good one and they do appear to listen and understand the accommodation that is needed, if they are not actually the ones who operate the machines or implement the procedures, it does not matter how well trained they are. This appears to be a weak link in your system. It was suggested to me when I called after learning of my fracture that I ask for a pat down from now on. However, I can fall even from a seated position in a
El Paso International Airport
6701 Convair Road
El Paso TX 79925

Experience on Valentine's Day, 2015.

Disabled passenger (b)(6) has been in a wheel chair for less than a year. (b)(7) is weak on his left side, can not use his left arm and has some cognitive impairment as the result of a stroke. He was carrying coats but no carryon items. (b)(7) and (b)(7) travelled from PDX to ELP with no delay and had a great first air travel experience. (b)(7) no longer drives and used an expired license as a form of ID. He was treated well in Portland, Oregon. Returning from El Paso, Texas, after checking baggage and wheel chair, TSA staff separated the travelers to perform an in-depth pat down search of (b)(7). (b)(7) went through her own screening. When completed, (b)(7) could not see (b)(7) and assumed that airport staff had already moved him to the departure Gate. When (b)(7) got to the Gate, an unheardable announcement went over the intercom for her to return to security. (b)(7) travelled back to Security (a long distance). (b)(6) needed more ID, and was setting off an alarm. He did not know there was a cell phone in one of the coats. On arriving at security (b)(7) gave more ID of prescriptions, employee ID, etc. by emptying her bag. Security okayed his ID. Again, (b)(7) travelled back to the Gate rushing now with the assumption that staff would get (b)(7) to the gate on time. For some reason, security radioed the Gate that it would be another 10 minutes. Southwest Airlines said they would wait for him. The gate staff requested that he be brought to the plane as quickly as possible. (b)(7) boarded the plane and took a seat. A few moments later, she was told that the plane had been ordered to push off. There was a question of whether she wanted to leave without (b)(7). (b)(7) departed the plane to find that (b)(7) was at the end of the ramp. Neither were allowed to board the last departing plane that would connect to Portland on the same day. Southwest paid for lodging for a disabled person as well as meals. It is not fair that it cost Southwest for the TSA-caused issues. We understand that traveling with a disability requires more time, believe me. The process time and incompetence of separating a disabled person from their escort caused difficulties for TSA staff, Southwest staff and irreparable bitterness against El Paso airport security. The next day PTSD set in. (b)(7) knows that the work that TSA does is important but could not help but be shaken by the prior day's experience, and could not be even slightly courteous to staff that does thankless work. Do not separate disabled people from their escorts. (b)(7) was put in danger by TSA. He had checked his wheel chair, and was at the limit of some of his medications. Staying an extra night in El Paso could have been disastrous.

2/17/2015
9:07:42
AM

This is not the first time that I have heard about staff at the El Paso airport being less than helpful but it is the first time that I, myself, have experienced it.

Sincerely,

(b)(6)

(b)(6)

Amity, OR 97101 (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/16/2015 5:21:03 PM Airport : MCO - Orlando International Date/Time of Travel : 02/09/2015 7:30 AM Airline & Flight Number : Southwest Airlines Flight 4809 Checkpoint/Area of Airport : Security checkpoint TSA Employee: (If Known) :

2/17/2015 9:07:56 AM Comment : When I was traveling through MCO on 2/9/15 I hit the security checkpoint at approximately 7:30 AM. After going through the screening machine I was told I was being pulled for additional screening. I was taken off to the side and my purse and backpack were placed on a counter in front of me where I was told to make sure I could always keep my eyes on them. There were three female TSA agents in total present. One of them gave me a thorough pat down. She was very professional and explained everything that she was going to do prior to doing it. After I was cleared through her pat down, I was told to step up to the counter to have my bags inspected. As the two remaining agents began going through my belongings, they began asking me many questions about my trip. It seemed a little intrusive, but I answered them. But then, my prescription medications were removed from my purse. The TSA agents asked me to name every medication I had in there and state why I am taking them. I would like to note that my name was on every prescription. They then followed up asking if I had taken my prescriptions yet that morning, when I stated I had not, they asked me if I was supposed to. I don't travel very often, and almost never by air, so I had never been subjected to any additional screening by the TSA. I felt very flustered by being asked to disclose my personal medical information in a screening process and did not know if this was the norm. I understand that security is of great importance with air travel, and I have no issue with being pulled for a pat down and a bag inspection and sacrificing some personal comfort if it means keeping our airplanes secure. But I cannot understand the need to explain my personal medical history to the TSA. Can you please clarify if this is standard protocol? I appreciate your reply.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA

7 23 14

Dates of travel 6 20 2014 to 6 24 2014

(b)(6) Belvidere, NJ, 07823.

To whom it may concern.

This letter is in response to paper work that was sent to me, in regards to a complaint I filed with TSA. Since your office and Homeland security say I need to follow all their procedures, so here are the facts and dates of everything that accord.

I had a trip planned to West Palm Beach with my wife for my best friends son's wedding. I called a few days in advance to find out the procedures for I am in heart failure and wear a life vest, plus I have steel rods in my back and replaced knee, also I have heart stents.

2/17/2015 11:57:22 AM I was informed of the procedure's I had to follow and was asked if I wanted help at the air ports, I said yes please. A letter was sent to Newark and West Palm Beach from your TSA office. I received documentation on what to do and tried to follow it. I arrived at Newark airport and started to follow the instructions and no one could either other stand what needed to be done or did not want to see the paper work from TSA. So needless to say it started I got to check point and was delayed for about 45 minutes.

I explained everything to them, I tried showing all my medical paper work, and they said it was useless I was separated from my wife for this amount of time. Then the real embarrassment comes. I went thru the scanner and of course it sets off the alarm, then my bags had to be searched in which I had documentation on the medical devices, while this was going on I was escorted to a private room which I was not to be done without a supervisor and my consent. I asked for a supervisor and it was ignored.

I had a pat down in private. this was No Good. a supervisor was not present, and if one was he did not notify me of this. They did a bomb residue test it came back positive so they did a different type of test which was negative. The one security officer said that the first test does this quite often. Now remind you you're doing this to a person in heart failure.

Now we go back 45 minutes only to witness a couple with two young children going thru a search as well. They had to break down their strollers' cloth to metal while tending to their children. Don't you think this is a TSA job if they suspect something? There was the embarrassment for the couple as well as a long delay on the lines. (PS this couple who got this treatment happened to be at the same wedding as my wife and I.)

I was treated like a criminal. This is said for I do more for the public for free verses your employees. I paid for a good flight out of some good airports and was treated like the bad guy from the minute I entered the building.

The first time was in Allentown Airport, where I showed all my medical papers which were totally ignored. I was screened patted down and sent into a private room for a strip search. (In which I was informed they performed the strip search illegally) all because no one paid attention to my documentation. This is no way to treat a person who is one hundred percent disabled. It is a disgrace.

Submitted on Tuesday, February 17, 2015 - 12:12 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Opt out rights Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Jacksonville

State: Florida

Zip Code (Post Code): 32209

Other:

Email:

2/17/2015
2:29:59
PM

==Incident Information==

When did this happen? 02/14/2015

Where did this happen? FLORIDA - TPA - Tampa International

What happened?

It is my right to opt out of the millimeter wave imaging based screening and since I am pregnant I have been exercising that right. Generally, I am met with rude attitudes and have to wait sometimes up to 20 minutes for a female officer to perform the pat down. I have most recently been made to miss my flight at the C gate for Southwest Airlines flight 4070 at Tampa International airport because of there not being a female officer available... This is especially unacceptable since I was informed of this unavailability by a female officer. I asked if it was possible for her to switch with Another officer and she

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/17/2015 5:44:25 PM

Name: (b)(6)

Email: (b)(6)

2/18/2015
8:43:23
AM

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Gate: 206

Flight: 3445

Airline: Alaska

Airport: Ontario, CA

Comments: To whom it may concern,

Yesterday Feb 16, 2015 @ 10:00 am I was going through security at Ontario airport. I have a medical condition that requires me to wear a mechanical knee brace. As I proceeded through the metal detector it obviously went off I explained to TSA officer (b)(6) I didn't catch his last name. As I explained what I had his reaction was " UGHHHH!! I need a male assisted pat down!" I've flown with my brace many times. I don't pack it in my suitcase cause it takes up too much room. I've never encountered any kind of reaction the way that I did in Ontario. I felt a complaint should be made cause this guy was very unprofessional.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 2/18/2015 8:17:29 AM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

2/18/2015 TSA Employee: (If Known) :

10:18:59 AM Comment : I have a precheck boarding pass. I also have a hip replacement. I was refused the opportunity to go through the scanner, something that I am offered at every other airport. So I was forced to remove shoes, etc. and undergo a manual pat down screening. Why, then, should I bother with TSA precheck?? What can I do to avoid this hassle in the future? Do you have some other credentials that I should carry?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Rachel Benga

TSA Contact Center

CCR

(b)(6)

2/18/2015 From: (b)(6)
10:19:01 AM Sent: Wednesday, February 18, 2015 4:20 AM
AM To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 2/18/2015 4:19:44 AM

Name:

(b)(6)

Email:

From: (b)(6)
Sent: Wednesday, February 18, 2015 9:50 AM
To: TSAExternalCompliance
Subject: D-RFI: Michael Starr

Attached please find a complaint regarding my recent treatment at the Detroit Airport which completely deviated from past treatment I have received when I asked to have my multiple sclerosis medication hand-screened so it did not go through the x-ray, as per my doctor's orders.

Please confirm that you have received the complaint and that I have filed it properly, per the note below.

Thank you,

2/18/2015
10:19:05
AM

(b)(6)

Hackensack, NJ 07601

(b)(6)

HYPERLINK (b)(6)

Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/18/2015 10:46:42 AM

2/18/2015
12:34:04
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Austin Bergstrom airport pre-check line. .

Comments: Every time I utilize this airport, I am singled out for a pat down. This does NOT occur in other airports that I travel from. One TSA employee told me that the situation is occurring because he declared, "you are in the Pre-check line". In other words, don't utilize pre-check! Why did I take the time and money to have my pre-check authorization?!

Greetings:

2/19/2015
8:47:52
AM

Whoever just screened me for United Airlines Concourse D needs a rest, a suspension or to be fired. She was too angry or passive aggressive to tell me to be still for the X-ray and scolded me in a very angry tone the whole time, from the x-ray through the pat down. After the pat down she was satisfied and quit scolding. I'm sure good minimum wage help isn't that hard to find that you can't eliminate hostile screeners. I'll never forget the New Orleans airport.

(b)(6)

Sent from my iPhone

I am very concerned about, what appears to be, a serious problem with the Pre-Check program. The first two times that my wife and I used the program it took us 30 minutes the first time and 20 minutes the second time to get through security checkpoints.

The reason? You have no plan for people who have joint replacements, pacemakers, or implanted defibrillators. Both my wife and I triggered the metal detector when trying to go through security. She has had a hip replacement and I have had a knee replacement.

You refer to this as a "trusted traveler" program but you don't trust us. The whole point of the program is to speed up the security checks but, what you have done, just slows the process down severely.

2/19/2015

8:49:27

AM

Both times we used the program we had to be "patted down" since you have, apparently, done away with the hand-held wands. In the first case, at DFW, there was no one available who was qualified to do the "pat down" and we had to wait a half hour for someone to arrive. The second time, at SDF, we had to wait because the only person qualified to do the "pat down" was busy.

This is ridiculous. The program does not work. It's worse than not having the program.

Why don't you "trust" the "trusted travelers" and keep a record of people who have implants that might trigger alarms so that the program works? All you would need to do is use a wand to check that the implant location matched the data on file for the particular passenger. This is so simple that it is almost inconceivable that you are not already doing it.

I would appreciate your letting me know what is being done to correct this deficiency.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/18/2015 7:01:44 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Juan Puerto Rico

Delta flight 0506 Feb 11, 2015 Checkpoint 2

Comments: Let me tell you about a recent experience I had with TSA in San Juan Puerto Rico. I was in Puerto Rico on business and was traveling back to Atlanta on Delta. I was selected for TSA Pre check and then selected for random extra screening. I stood where asked for 5-7 minutes and when no Man came over to do the extra screening, I asked the female agent if I could sit down about 5 feet away because my legs were bothering me. She told me to just stay where I was. After about 8 or 9 minutes I asked if they could please find someone to help me. The agent said something and a male agent came over and he was very abrupt. He asked me the usual questions about luggage, anything in my pockets (multiple times), told me to remove my belt and my shoes and then asked me if I had any sensitive areas from surgery etc. I told him I had recently had prostate cancer surgery, Radiation treatments and a quadruple bypass and pointed to the areas that were tender (BIG Mistake). He told me what to expect with the body search including that he would be searching "between my buttocks" and in my groin area. I told him that I wanted it done in private and asked to see a supervisor. A female supervisor came over and asked what I wanted. I told her that I am a frequent flyer and a pilot and had never been treated so rudely by TSA. He then repeated what he would be doing to me. I again asked for it to be done in private and looked to at the supervisor for some assurance. He told me that I was to look at him and was I ready for him to start his speech over again. He would not continue until I made eye contact with him. After restating the body search process again I said I would like their badge numbers or names. The supervisor told me I would be given the requested information. They took me to a room where we were joined by another man, and the original man told me to put my feet on the marks on the floor. I did but they told me to face the other way and I did. He went over my entire arms, back, legs, between my buttocks and then told me to face him. I turned and put my feet on the marks. He patted down my arms sides and when he got to the center of my chest (where I had told him I was tender) he pushed harder than anywhere else and I flinched. I started to unbutton my shirt to show him the incision, but he said he didn't want to see it. I put my feet back on the marks and he continued. When he got to my groin he told me to spread my legs farther so I placed them outside of the marks. I am 6 feet tall and 192 lbs so my legs are not fat and he clearly did this so that he could Grope me to show me he was boss. I have been patted down before but always with the back of the hands, he was using front of the hands and fingers. They told me I could put my belt and shoes back on and the agent that groped and violated me left. The second man and the supervisor escorted me out of the room and I asked for the names of the supervisor and the agent that left (groper). They then asked me what airline I worked for and said that I needed to show them my identification. I gave the man my drivers license and pilots license and he copied down my information. He asked me what flight I was on so I told him the airline and flight number. The supervisor said that she wanted to see my ticket to verify my information and I laid it on the counter and told her I didn't appreciate her insinuation that I was lying. She said I never said that you were lying. They would not give me the groper's information and when I reminded her that she said that she would provide it she denied it (a clear lie). The man wrote down his name and her name. When I looked at the names he had given me it didn't look like what I could see on her badge. I asked her to show me her whole badge, part of it was covered by her uniform, and she said so you are saying that we are lying. I told her that the name on the paper they gave me didn't match what I could see on her badge and again asked to see her name on the badge. She finally showed me the badge and it was clear that the male agent had written down a completely different last name. I have the paper and I would be happy to scan it and send it to you. So to recap, I was treated rudely, groped and violated, told I wasn't entitled to the identity of the groper and given a false name for the supervisor involved. I already know what the people involved will say. They will say that they all back each other up and all acted appropriately, that I was the only person that was wrong and that the name being wrong was an honest mistake. I hope that you will prove me wrong or at least put a note in their personnel files because if only 1 person in 100 that is mistreated complains, other people have probably already complained. People that act this way don't often change. By the way, the groper was a clean cut man in his twenties or early thirties. Also, when addressing the agents I never said groper I only stated it in

2/19/2015
8:49:48
AM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/18/2015 7:01:44 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Juan Puerto Rico

Delta flight 0506 Feb 11, 2015 Checkpoint 2

Comments: Let me tell you about a recent experience I had with TSA in San Juan Puerto Rico. I was in Puerto Rico on business and was traveling back to Atlanta on Delta. I was selected for TSA Pre check and then selected for random extra screening. I stood where asked for 5-7 minutes and when no Man came over to do the extra screening, I asked the female agent if I could sit down about 5 feet away because my legs were bothering me. She told me to just stay where I was. After about 8 or 9 minutes I asked if they could please find someone to help me. The agent said something and a male agent came over and he was very abrupt. He asked me the usual questions about luggage, anything in my pockets (multiple times), told me to remove my belt and my shoes and then asked me if I had any sensitive areas from surgery etc. I told him I had recently had prostate cancer surgery, Radiation treatments and a quadruple bypass and pointed to the areas that were tender (BIG Mistake). He told me what to expect with the body search including that he would be searching "between my buttocks" and in my groin area. I told him that I wanted it done in private and asked to see a supervisor. A female supervisor came over and asked what I wanted. I told her that I am a frequent flyer and a pilot and had never been treated so rudely by TSA. He then repeated what he would be doing to me. I again asked for it to be done in private and looked to at the supervisor for some assurance. He told me that I was to look at him and was I ready for him to start his speech over again. He would not continue until I made eye contact with him. After restating the body search process again I said I would like their badge numbers or names. The supervisor told me I would be given the requested information. They took me to a room where we were joined by another man, and the original man told me to put my feet on the marks on the floor. I did but they told me to face the other way and I did. He went over my entire arms, back, legs, between my buttocks and then told me to face him. I turned and put my feet on the marks. He patted down my arms sides and when he got to the center of my chest (where I had told him I was tender) he pushed harder than anywhere else and I flinched. I started to unbutton my shirt to show him the incision, but he said he didn't want to see it. I put my feet back on the marks and he continued. When he got to my groin he told me to spread my legs farther so I placed them outside of the marks. I am 6 feet tall and 192 lbs so my legs are not fat and he clearly did this so that he could Grope me to show me he was boss. I have been patted down before but always with the back of the hands, he was using front of the hands and fingers. They told me I could put my belt and shoes back on and the agent that groped and violated me left. The second man and the supervisor escorted me out of the room and I asked for the names of the supervisor and the agent that left (groper). They then asked me what airline I worked for and said that I needed to show them my identification. I gave the man my drivers license and pilots license and he copied down my information. He asked me what flight I was on so I told him the airline and flight number. The supervisor said that she wanted to see my ticket to verify my information and I laid it on the counter and told her I didn't appreciate her insinuation that I was lying. She said I never said that you were lying. They would not give me the groper's information and when I reminded her that she said that she would provide it she denied it (a clear lie). The man wrote down his name and her name. When I looked at the names he had given me it didn't look like what I could see on her badge. I asked her to show me her whole badge, part of it was cover by her uniform, and she said so you are saying that we are lying. I told her that the name on the paper they gave me didn't match what I could see on her badge and again asked to see her name on the badge. She finally showed me the badge and it was clear that the male agent had written down a completely different last name. I have the paper and I would be happy to scan it and send it to you. So to recap, I was treated rudely, groped and violated, told I wasn't entitled to the identity of the groper and given a false name for the supervisor involved. I already know what the people involved will say. They will say that they all back each other up and all acted appropriately, that I was the only person that was wrong and that the name being wrong was an honest mistake. I hope that you will prove me wrong or at least put a note in their personnel files because if only 1 person in 100 that is mistreated complains, other people have probably already complained. People that act this way don't often change. By the way, the groper was a clean cut man in his twenties or early thirties. Also, when addressing the agents I never said groper I only stated it in

2/19/2015
8:49:48
AM

Good Afternoon,

This claim involves a passenger (b)(6) whom I believe did file a Claim Form. The incident occurred at Nevada LAS McCarran International Airport on 12/18/2014 at approximately 5:00 am (b)(6) was proceeding through security and explained to the TSA employee that he could go through the scanner; thus, a screener was assigned to pat-down our client, whereupon the screener hit (b)(6) first in the left testicle and then, with even greater force, in the right testicle, which caused him extreme pain and required him to seek medical attention.

Please let me know if you need anything further in order to set up this claim.

Sincerely,

(b)(6)

2/19/2015 4:42:20 PM
From: "TSA-ContactCenter" <TSA-ContactCenter@tsa.dhs.gov>
To: (b)(6)
Sent: Thursday, February 19, 2015 11:04:44 AM
Subject: EID (b)(6)

Good Morning (b)(6)

We recently received a Letter of Representation from you concerning a personal injury claim for (b)(6). It is unclear from your letter if this individual is a passenger that experienced an injury at a TSA Checkpoint or a TSA employee that experienced an injury on the job. If an employee, please let us know. If this is a passenger, would you please advise:

· If a claim form has already been filed

2/19/2015 4:42:57 PM
Feedback Type : Complaint
Categories : Screening
Current Date Time : 2/19/2015 2:41:58 PM Airport : RDU - Raleigh-Durham International Date Time of Travel : 02/11/2015 3:00 PM Airline : Flight Number : American 3361 Checkpoint Area of Airport : Terminal 2 TSA Employee: (If Known) :
Comment : I requested to opt out of the Rapiscan body scan. The TSA officer in my line told me, "We don't do that here." I was upset and began objecting, and after a moment, she told me that it was a joke. She told me that she enjoys telling passengers this "joke" because she enjoys watching us freak out. This is unprofessional behavior, and I don't appreciate a TSA officer deliberately trying to upset passengers for her own enjoyment. I did receive the pat down as requested.
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

REASON for the call: Caller was asking how to file a complaint or sexual assault against a TSA person. Caller states during the patdown the officer went up her leg and hit her hoo haw area pretty hard and then repeated on the other side. Caller states they do not have to go that hard and this was not acceptable. Caller asked if the CSM had methods to view the incident.

2/19/2015 5:16:00 PM
Airport: LAS
Airline: Frontier
Flight #: 778
Date Time: 02-19-2015 2:00 pm
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
Anything on NOI: NA
Gate Terminal: NA
Email Address and phone: (b)(6)

Disability Description: The caller has a pelvic disorder that causes pain and mobility impairment. She cannot remove her shoes without assistance, but has to travel to Los Angeles often for medical procedures.

Information Request: The caller requested a PSS for upcoming travel, so that the incident would not occur again. Also, she wanted to ensure that she did not have to remove her shoes due to the medical condition.

Departure Flights for March 14, 2015: RSW to DFW to LAS

Departure Flight for March 16, 2015: LAS to LAX

Return Flights for March 18, 2015: LAX to DFW to RSW

2/20/2015 Incident Details: The caller and her son flew from LAX, but was forced to be separated during the screening. The TSO, an African American male, was informed by (b)(6) of her disability prior to the screening. He allowed her to be screened by the AIT with her shoes on, but indicated that additional screening was required. He asked a female TSO to conduct the patdown, but she refused. Then, he was required to ask a second female TSO to conduct the additional screening. She agreed, but told (b)(6) that her shoes had to be removed. (b)(6) informed her of the inability to remove her shoes without assistance, and then offered medical documentation from the Social Security Administration. The TSO refused to read the paperwork, and told (b)(6) that the documentation would have to clearly state that she could not remove her shoes. Again, (b)(6) was asked to sit in a chair, and complete the screening. However, she asked the TSO if her son, who was standing near the checkpoint, could assist. The TSO refused, and said that she could remove her shoes, as she had to have put them on herself that morning. (b)(6) explained, again, that her son had been responsible for putting the shoes on her feet. Finally, they allowed her son to come back into the checkpoint, and assist her in removing her shoes. She feels that she was discriminated against, as the TSOs neither acknowledged her disability nor her request for assistance.

Date and Time of Flight: December 17, 2014; Around 1:00 or 1:30 PM.

Departure Airport: LAX

Airline: American Airlines

Flight Number: Not Provided; however, she was in the priority line.

Terminal and Gate Numbers: Not Provided.

Time of Incident: Around 11:30 AM.

Description of TSOs: An African American male, and two African American females.

2/20/2015 Caller: They have Global entry and wanted to know if they have to apply for the application program. When they returned on a trip from Denver to St Louis his wife have to go through some extra screening. A TSO named (b)(6) touch her improperly through the patdown procedure and wanted to place a complain. Also he stated that the attitude of the TSo was improper. A supervisor named (b)(6) at that checkpoint told him to call the TCC and place a complaint.

2/21/2015 Calling in because she flew through TPA yesterday. She went through the AIT and had to get a patdown in the crotch area. The caller wants to know if that is procedure.

From: (b)(6)
Sent: Saturday, February 21, 2015 9:10 PM
To: TSA-ContactCenter@dhs.gov
Subject: Kona Airport incident - 02-20-15

Please see attached -

As noted, I was on official business travel, in uniform, clearance for TSA precheck and am NOT appreciative of the unprofessional behavior exhibited by 2 male TSA screening agents at the Kona Airport on the afternoon of Friday, February 20, 2015.

Clearly these two male individuals on the TSA staff need some sensitivity training and as well as some direction regarding "crucial conversations" and better guidance in the execution of their professional duties.

I am requesting a written response to my notification - and note that the original form with attachment went to the Kona Airport address as specified - I am following up with a copy to your offices.

2/22/2015
9:32:41
AM

(b)(6)

--
(b)(6)

Honolulu, Hawaii 96850

(b)(6)

Ua lehulehu manomano ka 'ikena a ka Hawai'i.
Great and numerous is the knowledge of the Hawaiians.

Confidentiality Notice: This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain confidential and/or privileged information. Any review, use, disclosure, or distribution by unintended recipients is prohibited. If you are not the intended recipient(s), please contact the sender by reply email and destroy all copies of the original message.

Caller is a current government employee who is also a disabled veteran with an artificial hip. She wants to know why they took out the AIT machine at RIC? She is a disabled veteran with a metal hip implant so each time she goes through the WTMD it sets it off and she has to have a full patdown. They also made remove her shoes which is very difficult for her. Caller was upset because she was separated from a government issued laptop for a short time during the process and it is not supposed to be out of her view. She said the regular screening line is too long and she does not want to have to go through it just so she can be screened via the AIT. The incidents occurred on 02 08 2015 and 02 22 2015

2/22/2015
11:10:01
AM

She requested the phone number for the CSM at RIC so she could personally ask her why the AIT was removed.

Caller is wanting to make a formal complaint about screening at BWI. Caller asked if it was illegal to take lunch meat on a plane. Caller stated that his bag went through the x-ray machine and alarmed as it normally does. Caller stated that he told the lady that it was lunch meat and she opened the bag to check it out and was using a wand device, but the wand device did not work. Caller stated that after it was cleared he was given all his items back such as belt, wallet, shoes, etc. Caller stated that then the agent came over to him after the screening was done and told him he had to get a full patdown. Caller stated that this has happened about 12 times and 11 times he did not get a patdown.

2/22/2015
3:58:44
PM

To whom it may concern:

Hello. I am writing to inform you of concerns over a recent security checkpoint experience at Denver International Airport (DIA). On February 13, 2015, at approximately 8:00 AM, my wife, our infant child, and I entered Security Checkpoint at Gate A for a flight scheduled to depart Denver at 8:34 AM. It was not very busy, and TSA had multiple security lines open. As we went through the line and placed our items on the belt to be run through the scanner, we declared that we had breast milk. A TSA employee gathered the milk, which was 3 bottles of approximately 2 ounces each in a small cooler, and took them over to the bottled liquids scanner screening system. We were instructed that one of us parents was to be present during the scan. Each bottle set off the scanner with a "red" indicator. We were instructed that the milk must be dumped or we would need to wait at least 15 to 20 minutes for a special inspector to come and further inspect the milk. Also as part of the scanner showing red, we were instructed that a pat-down of the traveler and screening of the remainder of the traveler's accessible property was going to be necessary. This came after a discussion among multiple TSA employees whom eventually received instructions from a manager what to do.

There are multiple issues here that need brought to your attention: One concern is general knowledge of TSA staff of breast milk inspection. Another is giving the travelers the option of choosing who to pat down. But the main concern of ours is that of a medically required liquid being dumped.

As soon as the red indicator was shown on the scanner, the employee scanning the milk inquired with another about what to do. After lengthy discussion among many employees it was determined that they would try another scanner. There should be standard protocol for what to do in this scenario. It was apparent that there was a deficiency in staff knowledge this day.

2/22/2015
6:02:02
PM

The second issue is something that just seemed awfully strange. When we were notified that we were to receive a pat-down and screening of our carry-on luggage, due to the scanner showing red, TSA let us choose which one of us was to receive this inspection. This seems like a poor process to allow us to choose. What if the other person would have been in possession of any security threats?

Lastly, it is absolutely unacceptable that we were told to wait for a special inspector and that it could take another 20 minutes, or else dump the milk. While we understand that we need to allow for plenty of time to get through security, much time had already passed getting a pat-down and baggage examined. We were cutting it close to missing our flight, and chose to dump the milk. It is understandable that for the safety for all passengers, TSA must perform strict measures to determine if there are security threats. Since breast milk is classified as a "Medically required liquid" we feel that any examination that needed to take place should have had the proper means to do so, in a timely matter, during appropriate business hours. There is no reason we should have been forced to wait for an extended period of time beyond a few minutes. Luckily, my wife was able to breast feed our infant on the plane, but if not, our child would have been left without food until many hours later. This is unsafe and cruel to a child. It is a concern of ours for other mothers who cannot so easily provide milk to their babies. The only other option for us would have been to miss our flight while waiting for the milk to be inspected. This could of course lead to many other unnecessary, avoidable problems. When following-back up on information provided on TSA's and DIA's websites for information regarding the security screening process and how long it could take, I found nothing on what happens if the red indicator is received. It would be helpful to know what further testing may need to take place, and how long we should expect to be delayed. If this information is available, I would appreciate you letting me know where I can find it. It was also disappointing to find that there was no designated breast feeding areas, considering DIA is an international airport and a major hub. It is recommended to use restrooms, which is disgusting.

To Whom It May Concern:

I am writing to share an experience I had with a TSA official recently.

A number of weeks ago, arrangements were made for my father who is 100 years old to fly to Portland, OR to visit family in that area. Because of his age, his driver's license had expired. I checked the TSA website to see what alternatives I had for identification for him. I also called TSA and spoke to a representative who told me that if he had his expired license in addition to another form of ID (social security card, for example), he would have no problem clearing security at the airport.

He departed Minneapolis on December 12 accompanied by my brother-in-law and had no issues whatsoever clearing security.

For his return from Portland February 9 (Delta Flight 2164), I accompanied him on his flight. When we arrived at the airport a wheelchair was waiting because of his age and inability to walk distances in the airport. He also travels with oxygen which he does not need continually but has in case he needs it. When we reached security, I gave the TSA officer his driver's license which of course she said was expired. I said I was aware of that and gave her his social security card as well. She said she would need to call someone else to clear him.

2/23/2015
8:27:50
AM

The female TSA officer who came at that point looked at his ID and said, "This expired three years ago." I said I was aware of that and had contacted TSA about it and followed their instructions about alternative forms of ID. She said that I should have made sure his ID was updated and because of my oversight we would probably miss our plane and now he would have to remove shoes, jackets, and be patted down by a TSA officer. After repeatedly trying to humiliate me for what she assumed was my irresponsibility, she got him into a position to pat down and told him, "I'm sorry, sir, that I have to do this to you, but you should make sure your family keeps your driver's license current." My father was then wheeled to an area where his shoes were removed, he had to stand to get his jacket off, and then he was patted down by a male TSA officer while the female TSA officer emptied his bags and pockets of their entire contents.

Once the pat down was over, without a word she walked away and left the entire contents of his bag strewn over the table. My father has been incontinent for 25 years after prostate cancer surgery. He is self-conscious about this, but the contents of his bag (incontinency protection) were left to be seen by other personnel and anyone else walking by the security area adding to the humiliation of the ordeal.

I would appreciate an explanation as to why, when I called TSA, I was told what ID to bring even if his license was expired if that information was incorrect. I would also like an explanation as to why a TSA official would find it necessary to humiliate and confuse a 100-year old man.

I have always tried to be supportive of TSA because I know that with the heightened need for security, TSA officials have a difficult job to keep our air travel safe. As I watched the female TSA officer go through my father's personal belongings and watched a male TSA officer pat him down, I began to actually feel sorry for both of them. It is difficult to respect a TSA officer who would so humiliate a man who was obviously unable to be a threat to anyone.

I was so disappointed by the lack of professionalism I witnessed in this particular TSA official. I would expect more from someone charged with keeping our air travel safe. I only wish I had written down the name of the female TSA officer involved. If a similar instance happens, I will be better prepared to provide better documentation.

(b)(6)

My daughter was traveling by herself on Sunday 2/22/2015 from Albany airport to Atlanta. She was dropped off at the Albany airport at about 4:50 pm. The flight left Albany at about 5:50 pm. She was treated disrespectfully by airport screeners and was subjected to an airport screener "putting a hand down inside her pants" for no apparent reason. This was not a basic pat down and was not like any routine security procedures that I have heard about before. I expect a full investigation into the TSA procedures at the Albany airport and would like to see the TSA employee disciplined. My daughter did not see a name badge on the TSA employee that was involved, and states that only one screening lane was open at that time of the day. The reason for this intrusive search was not explained or discussed. She was given no warning that a search of this type was to be conducted. She was not given an option to choose another method of screening. She is an excellent student, she cooperated fully with the screening staff, and has never been in any trouble with authorities.

2/23/2015
8:29:28
AM

I do not expect my daughter to be molested by airport TSA personnel. My daughter was quite upset, nearly in tears, and called me immediately afterwards to report the incident. She was afraid to complain to airport staff at the time due to the hostile demeanor of the airport security personnel.

I will encourage her to contact federal elected officials if anything like this happens again. She has never had such a disturbing experience with airport security on any of her (many) previous domestic or international trips. Please review all security cameras at Albany airport TSA screening lanes between 4:50 and 5:50 pm on Sunday 2/22/2015 in order to determine if any TSA employees violated existing screening policies, and if any policy changes are needed to protect the passengers from the feeling that they have been molested by corrupted, irresponsible or inadequately trained TSA screeners.

(b)(6)

Sent from my iPad

In no way does this address my original complaint of discrimination. Your response is also incorrect since families traveling with children never go through enhanced screen, and children and older adults leave their shoes on. Clearly you do not screen all equally.

But more specifically, it does not address how your algorithm for the millimeter detector was not trained on a sufficient number of body types leaving some of us more likely to be patted down than others. At this point (5+ years after it being introduced), this is unacceptable. If you have not plans to address it, those of us who are targeted for pat downs EVERY TIME we have to go through that scanner, which clearly fails to work properly, should be given another alternative. Therefore, please address my original complaint that your screening is discriminatory. Either we should be given the option of a metal detector OR we should be given the option of free TSA Pre-check (or whatever it is called), until you have addressed the problem.

(b)(6)

(b)(6) Baltimore, MD 21201

Phone (b)(6) Fax: 410-706-1482

E-mail (b)(6)

2/23/2015
8:29:43
AM

-----Original Message-----

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, February 19, 2015 6:43 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller was on Southwest flight 4817 on 2/18/15 at 1:30 pm from PHL and she had wheelchair assistance due to arthritis. Caller said that she is very use to the screening because she has artificial hips. She got out of her wheelchair and was x-rayed then she was told to sit back down while they examined her bags. Caller said that there was one black screener and one white one. While one was checking her luggage the other officer gave her pat down while she remained in the wheelchair.

2/23/2015 9:13:01 AM
Caller said the officer pulled her waist band out and felt around them. Caller said that she was embarrassed for her self and she thinks that she was harassed. Caller said she thinks that she was harassed because the officer felt her body. She stated that the officer was looking for something and must have thought she had a bomb in her bra. .

Caller said that she does not think she got despair treatment based on her medical condition. Her main complaint is the way the patdown was conducted and that the officers don't know how to spot out terrorist. Caller thinks that she was discriminated against. She does not know what basis she was discriminated on she is just upset about the patdown itself.

Caller said he flew from MSP to NY LaGuardia LA yesterday and was at the checkpoint at MSP around 11:40 AM to fly from Gate D on Delta Flight #2319.

He went through the AIT and it picked up something in his groin area and showed yellow and he was told he would have further screening.

He confirmed the TSO offered a private room and he refused it for the Patdown.

The TSO touched him in his groin area and he wants to know if the machine is torn up or if TSA hires perverted people who have a conspiracy to do Patdowns.

He felt the Patdown itself is inappropriate and that either the 2 million dollar machine is wrong or the TSO is a pervert.

He asked how soon someone will get back to him..

2/23/2015
1:16:42
PM

I have a question. Every time, and I do mean EVERY time, I go through my screening via the body scanner machines, it "lights" up BOTH of my thighs, hips, groin and buttocks. This is true for EVERY airport I go through regardless of the time of day or any other factor. After going through the scanner, before the image appears, I tell the screen EXACTLY what he/she will see. And I am right every single time. I get patted down and guess what they find..... ABSOLUTELY NOTHING. I doesn't matter what I am wearing (Jeans, shorts, dress pants). All I have on is underwear, paints, a belt and a shirt. My pockets are completely empty. And yes, I have tried taking my belt off - same exact result.

This has been going on for a while. So, what I would like to know is, why do your machines have a 100% false positive? And if you can have such a perfect false positive rate - how many false negatives are these machines letting through?? I understand the need for security, but quite frankly, I am getting tired of being groped. Yes, some of your screeners feel the need to actually press up against and rub my testicles as part of the screening procedure - and not always in a gentle fashion. Is there anything I or you can do to figure out why this happens to me and what possible steps can be taking to mitigate it in the future. I am flying a lot now and really don't want to feel like I am constantly being sexually molested by your agents (granted, some of them know exactly how to do the procedure without getting overly personal - others should have to buy me a drink).

2/23/2015
4:31:38
PM

Thank You,

(b)(6)

I have a question. Every time, and I do mean EVERY time, I go through my screening via the body scanner machines, it "lights" up BOTH of my thighs, hips, groin and buttocks. This is true for EVERY airport I go through regardless of the time of day or any other factor. After going through the scanner, before the image appears, I tell the screen EXACTLY what he/she will see. And I am right every single time. I get patted down and guess what they find..... ABSOLUTELY NOTHING. I doesn't matter what I am wearing (Jeans, shorts, dress pants). All I have on is underwear, paints, a belt and a shirt. My pockets are completely empty. And yes, I have tried taking my belt off - same exact result.

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2/23/2015
4:31:38
PM

Thank You,

(b)(6)

REASON for the call:

Caller is disabled and has a pace maker. Caller states he has never had an issue with TSA until recently at the MCO airport on Wednesday. Caller advised them he had a pacemaker and went through the machine and cleared through and was brought into a room with another agent and was being patted down. Caller asked why he was being patted down and the TSO told him that the pace maker had nitro glycerin and that s why he was getting a pat down. Caller explained that it wasn't nitro glycerin and even if there was a chance that the pace maker had nitro glycerin then he wouldn't have a way to remove it since it is implanted inside him. Caller felt humiliated stating that he is 60 years old and he felt like crying. Callers wife was also given grief for standing up to her husband. Caller states the door was left open so everyone could see what was going on. Caller states he doesn't mind being patted down and always thanks the TSO's for their service and is always nice but these TSO agents were really rude. Caller would like the manager to tell the TSO that there is no nitro glycerin in a pacemaker. Caller states he loves TSA and would like the CSM to know that.

Date Time: 2 18 15 5:00pm

Gate Terminal: N A maybe Gate 17

Airport: MCO

Airline: Spirit Airlines

Flight #: N A

Bag tag # (10digit): N A

Bag Description: N A

Missing Damaged item description: N A

NOI: N A

RESOLUTION to the caller's issue: Will send information to the CSM's.

Special Notes: Two TSO agents:

One is male 5 8 180-200 pounds, bald and is of Hispanic decent because he had a Spanish accent. Was pushing the other agent to do the patdown.

Second agent is 6 2-6 3 average build, male, dark hair. Was reluctant to do the patdown.

Callers resident number- (b)(6)

2/23/2015
6:58:43
PM

2/23/2015 10:11:45 PM Caller has Global Entry. He is not able to print a boarding pass at home and his boarding pass normally has SSS and he has to have a patdown. He has already applied for Redress multiple times and is using his RCN and it has not helped. He has tried emailing TRIP and has gotten no response.

Caller flies often and has a service dog. She got poor service at MKE last night. She went through the checkpoint there. As usual, her dog sat and stayed at her command, she then called the dog through. The agent told her that he would not pat down her dog because it was a pit bull, and he was afraid that it would bite him. He could have asked another screener to screen the dog rather than making that comment.

What time did it occur?

2/24/2015
12:40:54
PM

Yesterday, at about 1800 hrs. Her flight number was Southwest Flight 458. There is only one checkpoint there. Another agent screened the dog. Caller advised that the agent who refused to screen the dog shouldn't be able to talk to her that way. She was traveling because she was supposed to give a talk on service dogs. At Love Field, the agents are extraordinarily professional.

Caller didn't get the agent's name, but he was younger, a white gentleman, maybe in his thirties. He should be visible on the video tape. He approached her. He said that her dog would bite him. He backed away. That should be apparent on the video.

She felt that he was discriminating against the dog. Caller wants the screener to receive additional training in how to better handle her dog.

Thank you for your scripted response to my e-mail below. I was hoping someone would have actually read my complaint and have enough courage to check into the incident. I would like you to understand this is exact reason I could not speak out at the time these made up rules & policy creation took place, as I would have not been allowed to proceed. The stunned look on my face alone, if you took the time to review the video would tell you something is vastly wrong. Your statements below are in direct conflict with my inquiry, yet I am to accept your answer and forget it ever happened? I do not accept your answer and have no doubt that the majority of tax paying US Citizens would agree with me. Your own statement taken from your reply "For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed." , are exactly why I questioned the behavior. I went through the AIT screening and was given the OK to proceed (there was no alarm), picked up my property and put it all back on or in my possession, my bag was pulled out for secondary screening (I fully understand why). I question how you improved the security of the passengers by checking my body as a result of my bag found to have 5 pounds of lunch meat. The same lunch meat I told the only screener who followed policy, that the meat was the item picked up during the initial screening. Then I was told to take my property back off and out of my pockets for additional screening. Additional screening methods performed on people who fail all other respectful means of screening, which I clearly did not. I have been pulled to the side for additional screening when something shows up on the AIT and I understand that completely, but that is not what happened here. I have also never been searched in such a manner when I have been sent to secondary screening. I am not asking you to validate that I am right, I know I am but what I am telling you is people who fly regularly as I do are going to have a problem at this airport & with these agents. We know we actually do have rights. At best there is a total lack of training or at worse a total disregard for your policies and procedures. I would sincerely appreciate someone checking into this matter in an actual investigative manner because this incident could have been avoided by your employees following your policies.

(b)(6)

In Response to your inquiry.

2/24/2015
2:36:09
PM

HYPERLINK (b)(6)

tsatcc_do_not_reply@senture.com (tsatcc_do_not_reply@senture.com)

HYPERLINK (b)(6)

2/23/15

(b)(6)

HYPERLINK "https://a.gfx.ms/i/c/bluemanmxl.png"tsatcc_do_not_reply@senture.com

From:tsatcc do not reply@senture.com :

Sent:Mon 2/23/15 6:49 PM

To:(b)(6)

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons

I just went through a pat down in the Columbia SC airport. I understand that the machine flagged to check between my thighs & my butt. My concern is that the agent didn't offer me a private screening until after she had checked between my thighs. By then it didn't seem to matter if she patted my butt down in front of people. I would like to see a more concerted effort to ensure that people are given that opportunity from the beginning of their screening. Thank you.

2/25/2015
10:16:06
AM

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/25/2015 10:03:37 AM

2/25/2015

12:13:53

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Ft. Lauderdale, Terminal 2, Delta Airlines

Comments: Your TSA procedures need to be improved for those individuals who are TSA pre-cleared, have a Global Entry card, yet have an artificial replacement. I understand I have to enter the machine but what happened after I exited the machine was unacceptable. The female agent demanded that she pat down my arms, backs and legs in front of long lines of people when I was wearing a form fitting tee shirt and jeans. There was zero reason for that procedure. Your process and procedures must be improved! Agents must be courteous.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/25/2015 1:41:40 PM

2/25/2015

2:12:09

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA 5114 confirmation (b)(6)

Comments: UA 5114 confirmation m72m54

The 'random check' and pat down occurred today making this every single occasion I fly out from Austin, Tx. Please insure the machines are properly calibrated as the hand check picks up erroneously. I apply natural rose oil be Ren cosmetics which are labeled as 100% natural rose oil. This is frustrating as I am patted down every time I enter TSA precheck. Should I simply go to the regular security lines. I have omitted use of the rose oil on several occasions and still the hand sample alarms. Every piece of my purse, my backpack and jacket are sent back through the scanner and nothing shows up on the scanner. Please insure these machines are functioning properly.

To Whom It May Concern,

I am sending this email to follow-up on my experience through my Transportation Security Administration (TSA) experience at the security checkpoint.

My experience was not expedient nor customer-friendly.

Time: 2:00pm EST

Airport: Jackson, Mississippi

Airline: American Airline

Employee of concern: African American female last name (b)(6)

Background: I was traveling with my infant son and the employees through this terminal. I am a nursing mom with bottles. The employees went through my sons diaper bag and took out his jarred food and tested all jars; tested his teething cookie bars, and put my nursing milk, infant water, and juice through a machine to test it. I have traveled through 4 airports since he has been born - I have not had such an experience. There was an issue by TSA staff for me to see what was being done with my son's liquids. Furthermore to this experience, once I put my belongings on and packed my diaper bag back up after the staff took everything out my diaper bag - another TSA staff member who had spoke with TSA employee Last Name

2/25/2015

10:02:45

PM

(b)(6) came to me and said they need to do me a random pat down on me. The TSA employee by the last name (b)(6) snickered and rolled her eyes at me. Through this experience I missed by flight. Jackson, MS American Airlines supervisor (b)(6) was apologetic to the experience. Jackson Airport Security was highly apologetic as well because they saw what had happened. Shortly after this experience, IRONICALLY, the local news came in and spoke with me because flights were continuously being canceled in this area. I did not share my substandard experience on the local media outlet. However, the TSA supervisor went to the American Airline supervisor (b)(6) (shortly after my media interview) to find out if she had heard what I shared with the media. The fact the male supervisor had to follow up to see what I said - speak volumes on the experience they know that I experience at the TSA Jackson, Mississippi terminal. It is important to note that NOT ONCE did I get loud, irate, or rude during this experience. The young lady was highly rude.

I spoke with the TSA male supervisor (older African American) to my a complaint but he appeared uncaring. In fact, at the very least, he did NOT apologize for the experience. I felt it was best not to leave the complaint card with him. I complained about the young lady who was rude to me the entire process and the only information he provided was the following about the TSA employee: LTSC (b)(6) asked him for her badge number but stated he could not give that out. Due to the fact I was trying to make it to my flight, tend to my sick infant (who had/has a fever), and the TSA employee left: I could not capture her badge number.

I am rescheduled for a flight that leaves on Thursday 2/26/15. I really hope my experience will not be the same. In fact, I hope to hear from someone within your organization regarding this manner because my experience today was highly unacceptable..

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/25/2015 10:09:11 PM

2/26/2015
8:23:50
AM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): phx terminal 4 gate A, security screening

Comments: Can you PLEASE tell all the agents NOT to put WEIGHT ON MY LAPTOP when carrying my multiple bins off the rollers for a pat down. Twice this has happened where I have been given a patdown. No problem! BUT, as part of the process my bins are carried by the agent over to the table. Fine. But the agents seem to think it is ok to put one bin full of my heavy stuff inside (overlapping) my other bin containing my laptop. I can see clearly that there is weight on my laptop on both occasions. When I asked the agent not to put the top bin on my laptop, both times I was told "it's fine" Well I can tell you with certainty it is NOT "fine" to put weight onto my laptop screen. I have no issue with most of the behavior of the agents in such an intense job. They just think they are mini gods and don't have to be respectful of my belongings when i request they not mishandle my laptop. Can you PLEASE talk to them all about that? I would very much appreciate it. Thanks.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 08823

2/26/2015
2:12:20
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Newark Liberty International Airport

REASON for the call: The caller and her daughter go to Grand Cayman with a stop in CLT to DTW every year in February. She had an NOI in her baggage and her hand cream was not placed back in her zip lock bag. She found the broken shells in the baggage, and the top was broken of her tanning cream that was \$95.00. The cream is all in her baggage. She is not at all opposed to the security and she is grateful for everything, even patdown inspections. She was just concerned because it looks as if the top was sawed off the lotion, and her baggage was a mess. She placed the flight information in the trash, however she is planning to get it out later and she will include all the information with the claim.

Date Time: 02-14-2015 @ 7:19 pm

Gate Terminal: Unknown

Airport: CLT

2/26/2015 Airline: US Airways

5:10:21 Flight #: Unknown

PM Bag tag # (10digits): Unknown

Bag Description: Navy blue large roller bag with a red velvet ribbon tied around it.

Missing Damaged item description: Bronzing Tanning lotion in a gold and yellow bottle, and broken sea glass and shells.

NOI (Writing or Markings): JM 021415 1916 B1

Special Notes:

(b)(6)

HYPERLINK mailto:(b)(6)

(b)(6)

2 26 15

To whom it may concern:

I am writing to file a complaint against the TSA group at the Phoenix Sky Harbor Airport. I traveled through the Southwest Terminal C Security check point on 2 18 around 3:00pm. I believe the officer's name was (b)(6)

I sent my breast milk through the x-ray machine in its cooler bag. There was 1 ounce of breast milk divided in 2 containers (2 ounces total). The small cooler bag contained the standard blue freezer pack that is fully closed and contained.

2/26/2015 The TSA officer told me I would have to dispose of the freezer pack since it had partially melted during the day in Phoenix. I explained that it was breast milk and was medically necessary. He continued to persist that I had to throw the ice pack out
8:19:43 and commented that I really didn't need the ice pack since there was so little material in the container. I told him to bring a supervisor over. The supervisor told him I could bring it through but he had to screen the ice pack further.

PM The original TSA officer then subjected me to a full and thorough pat down. Every single item in my bag (which had already gone through the x-ray machine) was removed and swabbed, not just the freezer pack and cooler bag with milk. The TSA policy clearly says that I am allowed to bring through 3 oz containers of breast milk with an ice pack. My rights were violated and this is not in accordance to your documented policy.

I travel twice a month to various airports on the west coast. This is the third child I have breastfed and carried breast milk for. I continue to be shocked at the lack of training of some of these officers. In Denver I had a TSA officer ask me why I am carrying milk with me when the baby is at home. The officer in Phoenix obviously had no training on this if he is going to ask me to dispose of a freezer pack that is required to keep the milk from spoiling. He seemed to have no idea what breast milk is or that it is allowed through the screening process at these levels.

Please provide a response to my complaint.

Sincerely,

(b)(6)

Please see below.

Case Number: (b)(6)

Consumer Information .

Inquirer Type Name Address E-mail Address Office Phone Home Phone

(b)(6) SUSSEX WI 53089 (b)(6)

Complaints Information

Complaint Code Carrier Name Flight Date Flight Itinerary .

GG0021 TSA 02 14 2015 FT. LAUDERDALE

Description of Problem Inquiry

I have had bi-lateral knee replacement, and my husband had his hip replaced. When flying I carry a card from my doctor for my knee replacement, my husband also carries a card for his hip replacement. When we were in Ft. Lauderdale we had TSA Pre - the airport didn't have this available and we had to be in the regular line, which is a bother. I know that due to our replacements we always set off the alarms and get pulled to the side. This time that was no different but our treatment was and it was deplorable! My husband was pulled aside by a male agent who had him remove his shoes, swabbed his finger tips and he was done. Me on the other hand they pulled me to the side, gave me a full body pat down which I thought excessive but the worst part was they requested I lift my shirt so that they could make sure there was nothing around my waist. THIS WAS TOTALLY UNCALLED FOR AND EMBARRASSING AS THIS WAS IN FRONT OF ALL THE PEOPLE THERE. When I complained the agents comment you could have requested a private screening- no one told me that it would be this TOTALLY INVASIVE!!! Why if I am travelling with my husband did his agent solely swab his fingers and the agent I dealt with examine every inch and I do mean every inch of my body? Breasts, groin, crotch all examined by the agent running her hands over my entire body! I felt like I was enduring a sexual assault!

Disability Description: Caller just got out of the hospital after having knee surgery and went straight to HNL for her flight to Maui on Feb 15th.

Incident Details: Caller is wanting to file a complaint about the way she was treated at the screening checkpoint at HNL on Feb 15th. She went through the screening checkpoint at 12:30 pm for a 2:00pm flight. The officers were trying to get her to go through the AIT screener but she was in a wheelchair and was not able to stand and walk due to just having knee surgery. The agents were very rude trying to get her to bend her knee but she was not able to. She was crying and trying to tell the agents that she was in pain and could not stand or walk due to just having knee surgery and they were telling her to shut up or they would 86 her out of the airport. She stated that the only screening that she went through was an ETD swabbing of her hands. she did not go through the screening technology or a patdown screening.

She stated that she feels discriminated against due to her condition and also feels that she received poor customer service.

Callers fiancé flew from COS and while she was in the AIT machine it set off a alarm and she had to undergo a patdown. Caller is not upset over the patdown but he stated they told her it was because of the body lotion she was wearing and he stated that was a lie.

To whom it may concern,

Based on my recent travel experience I have decided to contact you. The behavior of the TSA agents has become quite unacceptable. There is a lot of eye rolling, lack of accommodation and inappropriate comments directed at travelers. I suspect that your agents have become quite complacent in their governmental jobs and believe themselves to be entitled to behavior otherwise unacceptable in any other profession.

To give you specific examples:

1. On 2/26, Seattle/Tacoma TSA significantly delayed my pregnant co-traveller after she requested a pat down instead of the X-ray. This was because their only female employee was operating another machine. At the same time, they sent a few other travelers through metal detector but did not offer this to her and denied it when she asked if she could go through this process instead as she realized that she was being delayed.
2. On 2/27, Boston Logan TSA employees at Air Canada gates B1-B3, who had no one else in the line were rolling their eyes and shaking their heads when I was about to enter the metal detector but went back to put my keys on the belt as the keys escaped my attention in the midst of placing a bunch of other items on the belt. Right after that, one of the agents could not keep himself from complaining about the fact that I forgot to dispose of a small bottle of water in my carry-on since "this has been the rule since 2006". With all due respect, people travel a lot and I've gone from Seattle through Boston within the last 12 hours and am continuing on to Europe. A small bottle of water simply occasionally gets missed despite the fact that this knowledge is widely available.

If your agents don't understand these simple things or cannot behave, please, retrain them or consider replacing them.

Regards,

(b)(6)

2/27/2015
8:24:59
AM

2/27/2015
12:43:28
PM

2/27/2015
2:50:57
PM

2/27/2015
4:24:23
PM

Caller said she did TSA precheck and that she is at the Long Beach Airport and she has boots on and when she went through the wtmnd it alarmed and she got the full patdown in front of everyone because she set the alarm off and she said she is frustrated. She asked why didn't she get the option of going through the ait machine instead of the patdown. She said she is still at the airport and that she is going to Phoenix and that she does not have the name of the TSA agent. She asked does she have to remove her shoes at the checkpoint. She said the Officer asked if she wanted a private screening and told her that she could have gone through the ait machine but she was already over there for the patdown. She said she is trying to understand the precheck process.

Mishandling RFI

2/27/2015

6:34:38

PM

REASON for the call:Complaint

Date Time: 02-27-15 at 4:30 pm

Gate Terminal:gate 2

Airport:Long Beach

Airline:US Air

Flight #:unknown

RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 2/28/2015 8:24:48 AM

Name: (b)(6)

Email: (b)(6)

Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):Flight: AA 1349 -delayed due to weather in Dallas

Gate C12

Comments:I was wearing jeans and a loose tunic-type shirt and was told by the female TSA agent that she would have to pat me down around the torso. She proceeded to round her hands touching the bottoms of my breasts. It made me flinch. I moved. I was uncomfortable because I did not know she would literally be touching my breasts.

To which she responded, "Don't move." Her tone was insensitive, rude, and unprofessional.

2/28/2015

9:20:14

AM

I said, "I'm sorry but I didn't know I was going to basically get felt up this morning."

She answered, "Well, you think I want to be doing this anyway?"

To which another TSA agent chimed in shaking her head, "Happens every day."

I stood there feeling absolutely violated. I did not get her name because she scared me. I felt intimidated by both employees.

She tested my hands and then told me to leave.

I then sat down on a bench in the security area and called the Louis Armstrong Airport emergency security to ask what to do as I felt I had no options, but was sexually violated.

I am seriously considering getting an attorney due to this experience. I can't stop crying. I was violated.

I request that the video of this interaction be pulled.

I was in the TSA security area between 6:45-6:58 approximately.

Hello,

This is the third time I have contacted TSA about screening at SMX. I have bilateral knee prostheses and travel several times per year between SMX and ORD. (Chicago O'Hare) SMX has no body scanner available (did previously but TSA personnel

at SMX told me that TSA sent it to Fresno). You told me it is the airport's decision and the airport district told me it is TSA's decision. I feel it is discriminatory to not provide a body scanner for persons with joint replacements. Your sign at the entrance to security at SMX states that persons over 75 years of age do not have to remove shoes (I am 77) but when my knees set off the alarm on the magnetometer I am forced to remove my shoes which are then difficult to put on (my wife helps me at home). Then I get patted down which I feel is unfair, at ORD and other airports with body scanners. I am screened like everyone else, not subjected to pat down, etc merely because I have the disability of having knee prostheses. I am not sure that this isn't a violation of the ADA law which states that disabled persons cannot be discriminated against!

Would you PLEASE use your influence to get a body scanner for SMX. Thank you very much

(b)(6)

Feedback Type : Complaint

Categories : Professionalism Customer Service; Screening Current Date Time : 3 1 2015 10:56:34 AM Airport : SFO - San Francisco International Date Time of Travel : 02 28 2015 11:45 PM Airline : Delta Checkpoint Area of Airport :

TSA Employee: (If Known) : Refused to give name but it was like crystal ball something Comment : I had an unwarned, disrespectful and rude experience. I was getting a pat down from a female TSA agent. Prior to the pat down she asked me if I had and sensitive or painful areas. I informed her that I have a c-section scar that is painful to touch. She looked at me with disgusts and replied with "why did you think I needed to know that"; I was taken aback and replied that I was answering the question she just asked me. She snapped at me that no I wasn't and she didn't want to know that. She continued to be aggressive and hostile in the way she spoke to me. During the pat down she did not avoid sweeping over the area I had just told her was painful. I asked her for her name and informed her that I would like to speak to a supervisor. She said she would not give me her name. After the pat down I did go speak to a supervisor but he seemed more annoyed that I was bothering him then taking down my complaint. I didn't see him type it or write it in any way. It was a mortifying and degrading experience.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 3/1/2015 3:05:29 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Airlines Flight 225R, Mexico City to LAX, Gate 6, 3/1/2015 9-10am

Comments: I came from Mexico City and TSA thought I was a mule. I was put into a line after some guy asked me what I did for work, and then where I was born. I understand to say that I was pissed off is not a legitimate complaint. I let them know that it's ridiculous that my passport is basically littered with stamps and a UK visa; and never have I had to go through an additional screening before. I might have been put on a TSA watch list, but this was not all.

The guy basically usurped a power position and said "now I'm going to take up your time." He decidedly used my bad attitude to lecture me about not knowing me and ask me questions after questions. After looking through my dirty clothes, laptop, pockets and not finding anything in my bag, he then decided to do a thorough patdown in another room next to the bags. I have flown to over ten different countries and never had a patdown to the extent that I was taken to a private room, told to hold my arms far upward and out against a wall, told to spread my legs wide enough that they were at 45 degree angles and have the perimeter of my anal wall cuffed with gloved hands. I am unsure if instead of not finding drugs but retribution for a bad attitude means they have agency to poke anus in a prone position. But that search wasn't good enough; he then had me take off my shoes, he looked between the credit cards in my wallet, searched my jacket and came up with nothing. Nobody else but me had to be taken to the other room.

3/1/2015
7:12:22
PM

What a joke. My wife and I signed up for and went through the screening process for the TSA Pre Check. We both passed and paid our money. Recently we flew from Seattle to Las Vegas and back. We are both disabled and use wheelchairs. I have my own and my wife uses one pushed by an airport attendant. We went through the pre check line and I was given the cursory check that you would get with the pre check. My wife, however, was given the full pat down, made to remove her shoes and take her iPad out of the bag. All the things that the pre check is supposed to avoid. When the gentleman taking care of me finished, he tried to tell the lady working on my wife she didn't need to do all that but was told to butt out. That because she was in a wheelchair and didn't go through the detector it was necessary (I didn't go through it either). In Las Vegas for the return flight we weren't even allowed to use the pre check line. Yes, our boarding passes both had the pre check designation. Their reason was that we could use it but the airport employee pushing my wife couldn't because their employee badge scanner was at the other end of the security area. Since my wife couldn't push herself we had to use the regular line. Obviously a very poor set up. Again the gentleman taking care of me knew the rules and gave me the cursory check. Once again the female handling my wife didn't. She again got the full 9 yards, although this time the gentleman guard got to the female before she made my wife remove her shoes. But it seems to me some more training in handling ADA people is needed. When signing up and paying our money we were never told this did not apply to people with disabilities.

(b)(6)

3/2/2015
8:58:42
AM

We have NEVER had a good experience at the Orlando airport. We are at... the point that we really don't ever want to return. Listen up TSA officers, YOU are NOT the authority on whether or not an insulin pump can go through the body scanner. If the manufacturer of the medical device says no, then it's no. Just because it takes more time for you to do a pat down on someone doesn't give you the right to try and tell them it's ok to go through the machine. I am SO SICK of their ignorance!!!!!! Unless those lazy and ignorant officers plan to pay for a new insulin pump for my son if the scanner runs it and the company refuses to replace it because we were told for our son to NOT go through the scanner, but we had listened to the all knowing TSA officer, then those officers need to get it straight!!! I am beyond fed up with this particular airport and the issues we have every time flying there.

Thank you,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 3/1/2015 8:32:00 PM

3/2/2015
9:01:05
AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening: :

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Austin (Texas Airport) Pre Screen

Comments: I'm a retired Federal Agent, and currently an Investigator for the State of Texas. I also paid for a passed a criminal background check to be assigned my KTN. On 2/22/2015, I had gone through the Pre-Screening. I was not armed. I had two pieces of luggage with me. My briefcase and a computer bag that contained my laptop and portable printer. I have traveled multiple times prior and after and retiring as a Federal Agent with these items. I also carry my Federal Retired Credentials and State Investigator's Identification. I have never been detained and treated as I was on this day. The TSA employees were unprofessional and refused to examine my credentials or entertain what I had to say. My briefcase and I cleared the x-ray and metal detector. They retained my computer case. They opened my computer case and examined my printer. They alleged it tested for explosives. They opened it up and could see that it was not an explosive device. They then had me remove my shoes, and belt and patted me down and re-searched my carry ons. They could have at least listen to me, and examined my credentials versus taking them and setting them aside. I have never been treated so bad. I will be notifying my U.S.

Representative and Homeland IG about this. My printer or any other carry on has never come into question.

To Whom It May concern:

My husband and I recently flew out of Sky Harbor, Phoenix airport and cannot understand why a busy airport such as this would not have more updated equipment such as body x-ray to easily identify someone who has knee replacements or other such conditions without making them feel so uncomfortable by being patted down. Our small airport in Dayton, Ohio allows passengers to swiftly walk through the x-ray and be on their way without the disturbing pat down.

We are grateful for security checks but there must be a more decent way to treat travelers.

3/2/2015
9:02:18
PM

We also had a note that our baggage was inspected. After unpacking I realized that a ceramic souvenir was broken into three pieces. I felt that I had packed it securely in between clothing to protect it from breakage. Is there any way to resolve this issue?

Thank you for your attention to this message.

Yours truly,

(b)(6)

REASON for the call:

The caller and her son, (b)(6), were flying from MCO on March 2, 2015, and the latter was chosen for additional screening. (b)(6) asked the female TSO why her son had been chosen, and the officer responded that her son had been chosen at random by the computer. The TSO was extremely rude throughout the entire process, and acted as if the callers son was transporting prohibited items. She asked him what was in the luggage, and was told that he had only packed clothing. She asked him if she could check the bag, and a male TSO indicated that they had to have a yes or no answer to the question. Her son gave his approval, and the female TSOs demeanor changed following the inspection when no prohibited items were found. A third male TSO conducted the patdown for (b)(6) but he was very kind and made an attempt to deescalate the situation. (b)(6) is a 6 foot tall African American male with dreadlocks, and his mother believes that his race was the reason for the incident. (b)(6) wanted to file a complaint due to the incident, and feels that her son was discriminated against. She also believes that the TSOs should have better explanations for the questions related to screening procedures. When asked why a passenger is receiving secondary screening, the answer should not be that a computer chose them.

3/3/2015

10:26:26 Date and Time of Flight: March 2, 2015; 8:45 AM

AM Departure Airport: MCO

Airline: US Airways

Flight Number: 833

Terminal and Gate Numbers: Gate 56

Time of Incident: Between 7:45 and 8:00 AM

Description of TSOs: A Caucasian female in her 40s with dark hair (perhaps brunette) around 5'11". The first male TSO was a Latino in his 30s, and the second was in his 50s.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/3/2015 11:19:50 AM

3/3/2015

2:09:57

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening: .

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 1213 / American Airlines / terminal A / Orlando .

Comments: My family flew back from Orlando to DFW on Saturday February 28th. We have 3 children one of whom is 10 years of age and in a wheelchair. While we were trying to get our one year old and three year old through the screening process our 10 year old was separated from us by a female TSA agent before we could even protest. I saw her legs and chair being wiped. I am not sure if she was patted down. The agent that took our daughter was very nice, but it was inappropriate to separate us. In addition, every other TSA agent we encountered in Orlando was either rude or even hostile. One male agent even threw the milk and juice for our 1 year old in the trash. Other agents were yelling at passengers about which line to be in and other trivial things. We have traveled several times through Orlando International Airport and we always have a bad experience with the TSA there. Something is systemically wrong with the TSA at that airport.

Caller would like to file a complaint against a TSA agent at Dulles.

Caller said he went through the scanner and when he came out (b)(6) insulted him and ask him if he had anything in his back pocket and he told him no, again (b)(6) ask him if he had anything in his back pocket and he told him no again. (b)(6) then ask him to turn around and told him that he would have to do a patdown on him and do an explosive trace detection on his hands. Caller said that after that was completed (b)(6) looked at him and told him next time he could brush his teeth. Caller feels like (b)(6) is a mean person and feels like he could have been racially profiled. Caller is really upset about this experience, caller said that the Supervisor (b)(6) gave him (b)(6) name to file a complaint on him.

3/3/2015

3:33:47

PM

TSA Agent: (b)(6) TSO

Airport: Dulles

Date and Time of Flight: 02 27 15 @ 5:00 am

Gate: East Lane 27

Airline: Frontier

Flight #: 93

To Whom It May Concern,

I received a pat down from TSA agent (b)(6)

This is standard for me, as I fly 4-6 times a month, and always opt out.

I was concerned to see (b)(6) leave all my items on the belt. I had three trays, including a \$1500 laptop computer, several other items that are expensive very important to me.

When I asked (b)(6) why she was not grabbing my trays to bring them to the screening area, she said because I was not cleared and I can not touch them. I explained to her every time I fly, the agent always brings my trays, and she brushed me off and said I could see them so it was fine.

3/4/2015
10:20:56
AM

This made me very un-easy, and I could not in fact see my items several times during the process when she was moving in front of me.

This is very frustrating and concerning when it comes to matters of security and customer service.

I urge you to address these issues with (b)(6)

Thank you.

Connie gate A 8:50 AM EST is the estimated time of occurrence.

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/4/2015 3:56:58 PM

Name: (b)(6)

Email: (b)(6)

3/4/2015
4:15:00
PM

Complaints: Inappropriate Screening/Pat Down Screening:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spokane International Airport TSA Gate C terminal

Comments: I was falsely accused of having explosives, and falsely accused of basically being a terrorist by Spokane TSA agents. Before going to my gate, I had to go through security. Well, the agent took my laptop and had it screened. The agent said it was laced with explosives. I was then taken aside and given a full body search where the elderly agent felt every part of my body including my "private" area. He then took off his latex gloves, and had that screened. With a yell, he then said my clothes and hands were laced with explosives. All my items were then confiscated, including my cellphone and crunched up receipts. All of it was examined. They took my carry-on suitcase and emptied the contents onto a table in front of everyone, including my underwear. They found that it was too laced with explosives, including my backpack. I declined the whole search in the beginning, but was then told that I would not be allowed to fly. Another agent excitedly came over and told them that "The room is ready". After the whole search, they took my to a secluded, private room, and crotch searched me three times. I had a total of 5 full body searches.

I was falsely accused, an innocent civilian. What you did was wrong, and unjust. I know for a fact that they do the same actions to women, and young children which I find unacceptable. You need to stop targeting innocent civilians, like myself. It took 30 minutes of my time, and was embarrassing. The actions they did on me would be considered illegal outside in public, and would have been sent to jail for inappropriate, pedophile actions. I was also informed that it is not my right to know why my body and items were traced with explosives. I was not allowed to know anything.

Hello,

I have some concerns about protocol at Flagstaff Pulliam Airport. First my mom told them she had a pacemaker and can't go through the X-ray machine. The TSA agent said she would get a pat down instead. When she approached the machine the lady told her to walk through. She was caught off guard and did walk through.

Next, when we boarded the plane I noticed she had her water bottle that she brought from home in her purse. This was all very disturbing. Please let me know what steps are taken to fix these problems.

3/4/2015
6:01:30
PM

Thank you

(b)(6)

Sent from my iPad

From: (b)(6)
Sent: Wednesday, March 04, 2015 4:59 PM
To: TSAExternalCompliance
Subject: TSA Civil Rights Civil Liberties Complaint

TSA Civil Rights Civil Liberties Complaint form attached. Please process immediately.

Thank you,

(b)(6)

3/4/2015
6:01:50
PM

Attachment

Complaint Information

Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Name: (b)(6)

Phone#: Cell: (b)(6)

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) Arlington VA 22209

Email: (b)(6)

Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's name and contact information:

2. Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

Organization (if any):

Phone#: Cell: _____ Home: _____ Work: _____

Mailing Address:-----

When I was traveling from Detroit Metro airport leaving for Atlanta, GA. I was put through a very rigorous screening including the X-ray machine and an intense pat down including my breasts, crotch, buttocks including between my butt cheeks. I had to lift my sweater so she could feel underneath each breast and my armpits. She did this in front of everyone. Then she reached into my pants and felt all the way around the waistband of my underwear. I had already done the X-ray screening with my arms up. She continued feeling up and down both legs and arms.

I think this was overdoing it and was quite embarrassed and humiliated in front of other passengers.

To top it off, on the way back from ATL I accidentally took my checked luggage through TSA screening and they took my bag aside and said they had to look inside but would not tell me why. Before they cut off my lock I was allowed to use my key to unlock it. I was so frazzled I didn't think about the fact that this was not my carry on bag. She started tearing apart my bag and then told me it was because I had too many liquids. I then realized this was the piece of luggage I was supposed to drop at the spirit drop-bag for checked luggage. Before I had a chance to explain, they pulled out my ziplock with all my shampoos, lotions perfumes etc.. and had them strewn all over the place. I asked to see a Supervisor and so she got one and this woman was so mean to me. She said I had to throw out more than half of my toiletries. I asked if I could just repack the bag and go back out and she said no I had to do what she said! I tried again to explain my mistake but she wouldn't listen and said she would just take whatever she wanted and throw it out unless I made up my mind, she didn't have all day. I begged her to let me repack and go back out but she started yelling at me to do what I was told. I finally said no, I want her Supervisor, and then she said fine and threw my stuff at me and said repack it as fast as you can and get out of here she had more important things to do than to spend all day arguing with me. My stuff was leaking and falling all over the floor, my clothes were a mess.

3/5/2015
8:37:22
AM

I couldn't get it repacked fast enough for her so she smashed my stuff and made me zip it up. I am handicapped and have an injury to my wrist where I cut it right through to the bone. My hand hurt so bad by this time.

I have mental illness, Manic depression, bi-polar disorder and anxiety. By the time she got through with me I was terrified and a complete basket case. I had to go back to the Spirit Airlines counter and repack my bags and check in my luggage with the "liquids" and repack my carry-on.

I burst into tears right there in front of everyone to see. My makeup was a mess and I had "raccoon eyes" from my mascara. I had to get on the flight looking like this. Then because she made such a mess of my carry-on, when I got on the plane it wouldn't fit in the overhead bin and I was forced once again to open my luggage and they gave me a garbage bag and told me to take some clothes out and put them in the bag until I could squish it down and fill it in the bin. I was at the end of my rope.

That TSA agent was a large black woman, I did not get her name but she is a Supervisor at ATL in charge of controlling how much liquids you are allowed to take onboard.

I wish I had gotten her name. She then started telling other passengers and co-workers about all the toiletries I had in my bag and was laughing at me for wanting to take home some of the complimentary hotel shampoos and lotions and how much perfume and skincare products I had in my bag and telling people very loudly about my personal items and necessities that I had in my bag! I was appalled and asked her "what the hell was wrong with her?" She then became irate with me and said "Did you just swear at me?" "Oh, no you didn't" and started threatening me. I was scared of her at this point and apologized profusely and begged her just to let me leave. She looked as though she might physically assault me.

She finally threw my luggage down on the ground and said "Fine, that your crap and get out of here, I am through with you!" "I have more important passengers I could be helping."

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/4/2015 10:57:57 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flights

1071 Portland,Or

360 Las Vegas

410 Orlando,FLA

250 Denver,Co.

Comments: supervisor in back of her said .Is there anything wrong?" I said, "it's ok." I could picture myself being carted off to a room for complaining. I should not feel that way. The TSA agent's voice, facial expression, and body language appeared to me that she was having a terrible day or is an angry person.

I know because I taught learning disabled students for 31 years. I was a school counselor for six years.

Twice I was pulled to the side and checked with a wand and once with wand and pat down. The second time the agent found a button at the bottom of a pocket.

Both times the agents put a black powder

substance on my finger tips. I don't want to excuse on the part of TSA. One of my bags

was searched and 3 of my hats stolen each given to me by my wife for special occasions. They cannot be replaced because they are no longer made. Why would an agent do that? I don't reasons or excuses. I hear that too much in America now,

everywhere. Very few want to take responsibility for their actions. One of my church members has a PHD in Math statistics. He teaches at Oregon State University. As soon as he completes a project he involved in he is going to figure the odds of me being searched two times.

3/5/2015
8:38:22
AM

Good afternoon,

I want to lodge a complaint about how I am treated every time I go through security lines in the United States. I have a spinal cord injury that requires the use of a walker. Fortunately, I am ambulatory enough to be able to walk through the x-ray machines while my walker is inspected. For the last two years, every time I have flown in the U.S. I have been given the thorough inspection, including a pat down. I am not exaggerating when I state that this happens every single time I fly and nobody will give me a reasonable explanation as to why I am targeted like this. The last time, which was two weeks ago I was admittedly angry and I asked the agent why I had to go through this every time and he merely stated that it was "procedure". As I stated, I can walk through the x-ray machine, but that process, plus the extensive pat down is not only annoying, but it is painful. Standing without a cane or walker requires great effort on my part and after five minutes or so I am in enough pain that it impacts my flight experience.

I am a 57 year old executive who is almost always dressed in a suit. Why am I treated this way? Two weeks ago I flew to Mexico City and on the way back their security personnel were very kind and thoughtful and they made my security clearance experience short and with obvious empathy. I can understand the occasional full blown inspection, but not every time. Is this the actual required of a handicapped person? If it is, then you need to address this issue because I am being adversely selected based upon my handicap and it is not just embarrassing, but painful. I think I am going to have my wife start videoing these pat downs and if you don't want to fix it then I will address it publicly because I am not being treated fairly.

3/5/2015
4:04:04
PM

(b)(6)

President

(b)(6)

Southlake, TX 76092

(b)(6) phone)

817-416-2326 (fax)

Dear Sir

REFERENCE: Dear Sir

REFERENCE: SECURITY CHECKS AT ORLANDO AIRPORT

I wish to bring to your attention the way I was treated by your staff on my return through Orland Airport to Manchester recently.

We were directed to a line that was using the X-Ray Body Scanner equipment. Because I use an Insulin Infusion Pump which should not go through an x-ray machine under any circumstances we contacted a Senior Security Officer attending the queue. She was not helpful and just stated that using the machine was not a problem. Further down the queue was another officer who we explained again the situation to. He directed us to the walk-through metal scanner. This officer in charge of this scanner indicated that I HAD TO USE THE X-RAY SCANNER. Unfortunately this caused me a very embarrassing scene with hundreds of other passengers watching what was happening.

At this point a more mature lady officer approached me who said she would perform a 'pat down' and would I prefer that was done privately or in a close by area. As I had nothing to hide happily accepted the latter option. This officer was very thorough and did what was necessary during the search and was very professional and understanding.

At the end of the pat-down I thanked her for her courtesy and professionalism and eventually was able to join my husband.

I do understand Homeland Security is extremely important in this day and age, as it is in the United Kingdom also. I feel there was a lack of understanding of staff to people with medical equipment which requires a different approach by Officers and also understanding of the sensitivity of the situation in which I was placed.

I trust you will accept the criticism above and accept that I am not trying to short cut the security system. I hope that next time I travel to America things will have improved for people travelling with an Insulin Infusion Pump.

Yours faithfully

(b)(6)

3/5/2015
6:15:52
PM

To

TSA-Contact Center@tsa.dhs.gov

REF "D-RFI"

Dear Sir
REFERENCE: Dear Sir
REFERENCE: SECURITY CHECKS AT ORLANDO AIRPORT

3/6/2015
8:38:50
AM

I wish to bring to your attention the way I was treated by your staff on my return through Orland Airport to Manchester on the 1st March 2015 approx 3.30 PM.
We were directed to a line that was using the X-Ray Body Scanner equipment. Because I use an Insulin Infusion Pump which should not go through an x-ray machine under any circumstances we contacted a Senior Security Officer attending the queue. She was not helpful and just stated that using the machine was not a problem. Further down the queue was another officer who we explained again the situation to. He directed us to the walk-through metal scanner. This officer in charge of this scanner indicated that I HAD TO USE THE X-RAY SCANNER. Unfortunately this caused me a very embarrassing scene with hundreds of other passengers watching what was happening.
At this point a more mature lady officer approached me who said she would perform a 'pat down' and would I prefer that was done privately or in a close by area. As I had nothing to hide happily accepted the latter option. This officer was very thorough and did what was necessary during the search and was very professional and understanding.
At the end of the pat-down I thanked her for her courtesy and professionalism and eventually was able to join my husband.

I do understand Homeland Security is extremely important in this day and age, as it is in the United Kingdom also. I feel there was a lack of understanding of staff to people with medical equipment which requires a different approach by Officers and also understanding of the sensitivity of the situation in which I was placed.
I trust you will accept the criticism above and accept that I am not trying to short cut the security system. I hope that next time I travel to America things will have improved for people travelling with an Insulin Infusion Pump.

Yours faithfully

(b)(6)

Rhyl
Denbighshire
Wales
LL184SA

3/6/2015
9:55:03
AM

Caller and her sister flew back from RSW and were chosen for PreCheck. They did not have a PreCheck lane at the checkpoint because they said they were understaffed. They were asked to remove laptops and 3-1-1. The bins jammed up and her computer fell on the floor. Caller is very angry because TSA was understaffed and there were people standing around talking. Caller says her computer is fine. Caller was given a card, but no one gave their name and a manager did not come to help either and just said move it on. She ended up getting a patdown, but she feels that it was a diversion so that she wouldn't pay attention to them picking up the computer. Caller feels that the TSOs were blaming her for the bins jamming up and the TSO told her that the computer fell on her jacket. Caller says it clearly did not and everyone saw it. Caller says that it is peak season for snow birds in FL and feels that the screening at the checkpoint was handled very poorly. She says there are a lot of older people who go through screening there and the process should be handled better.

Date Time 03 01 2015 1030-1045AM
Airport RSW
Airline American
Flight # 2317
Concourse C

3/6/2015
12:58:07
PM

Caller just printed her boarding passes but they do not have PreCheck on their boarding passes. She and her husband got it the last time they flew and only he has it this time. Neither of them have applied for a KTN. Caller would like to know if she was not chosen because of her age or because she had an anomaly detected and got a patdown the last time she flew.

Caller stated she had an horrible experience at SFO. She told them she would like to opt out of the AIT. She stated they sat her on a chair that was on an incline and left her there for half an hour because they did not have a woman available for a patdown. She could not sit in the seat that they provided and she needed to get up so she told them she would be happy to go through the metal detector like the other people. She said they told her that once she opted for the patdown that she could not go through the metal detector. She is 75 years old.
It was the men that treated her badly. The men were very rude to her. There was a man that grabbed her arm and tried to drag her into the other room, she stated she felt like she was going to be disappeared. She wanted to know how she could prevent this in the future.

3/6/2015
5:13:06
PM

CSM RFI
Airport: SFO
Airline: Southwest
Flight Numbers: 3991
Date and Time of Incident: Saturday, February 21st
Location of Incident (Terminal or Gate): Terminal 1.
Contact information (phone number or EMAIL):

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/6/2015 6:27:12 PM

3/6/2015

8:03:33

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Montrose/Telluride to Denver UA 3890

Comments: Traveling through winter area, I was wearing an undershirt and a vest. They called me for a pat down because I declined to take off my vest and be only in my undershirt. I waited 10 minutes for a female pat down, who then made me take off my vest in the midst of a public area for the pat down. Several other passengers went through with large, bulky sweaters in the span of time I was standing there. I felt very harassed and abused by the TSA agents at this airport.

I prefer to opt out of the TSA body scan when I fly but often I've noticed that the procedure in which it is done is flawed. When I tell a TSA agent I want to opt out, they ask me to step aside. The problem is that my luggage with many expensive items go through the rolling scanner and are sitting at the end of the roller waiting for me to pick them up. This is troubling because since I have to remove all valuables, they could easily be stolen while they are sitting there and I am waiting for my security pat down. This just happened today which is why I am contacting you now. Other times when I request that I not send my personal items through the rolling security scanner I have been told that I must put them through immediately. This is a big problem for me. The TSA needs to protect the personal items of air travelers. To do this the TSA needs to establish a procedure whereby they collect the personal items of someone that opts out immediately after they choose to opt out. I look forward to your response.

3/8/2015

6:07:42

PM

Thanks

Dear TSA, I just had my first pat down ever largely due to loose clothing which led to yellow squares appearing on the scanner.

All fine. However the pat down was done on areas other than those highlighted on the scanner.

The scanner revealed yellow squares below the breasts down to waist. The pat down extended above the breasts and to shoulders.

No one should touch my breasts unless I give them permission to do so. Had I known the pat down would go beyond the highlighted areas I would have requested a private room.

3/9/2015

8:20:35

AM

Is there a way TSA agents can advise people prior to the pat down if it's going to go beyond the specified area?

It left me feeling very uncomfortable

Thank you.

(b)(6)

San Francisco

Sent via the Samsung GALAXY S@ 5, an AT&T 4G LTE smartphone

Customer Service / Help

Today March 8, 2015 TSA Security did a full pat down (b)(6) while I had my 4 year old (b)(6) and 2 year old (b)(6)

During the full inspection they went through my Black luggage (Carryone), and my Silver Bag which had my wallet in the bag. The wallet is black leather with fabric. Designer name of the wallet is Coach.

During the inspection of my two bags, I wasn't able to see them go through it and put my items back. So that is why I didn't realize they forgot to put my wallet back into my silver carryon.

3/9/2015
8:20:57
AM

We were the last 3 individuals to board the Flight with US Airway Flight from Yuma to Phoenix. There was one man who they rushed to and gave him a bowl that had items in it. This man could possibly have My wallet if you don't have it. I am currently on Flight 604 and will land in Portland, OR at 4:49 pm to 4:51pm. The flight that I was on from

YUMA to Phoenix. Flight number US 2772, and our ticket was stamped in Blue saying TSA NYL, they said we were randomly chosen. The Man was on the same flight as me heading to Phoenix, I am not sure where he was headed but he was the last person to board the plane before us and again we were the last people to board Flight US 2772.

I didn't realize my wallet was gone until we were at gate A19, heading onto our flight US 604.

My Cell Phone (b)(6)

3/9/2015
9:59:06
AM

The caller stated that there was a security issue at PDX and he wanted to make a suggestion. He was going through security with his wife and has TSA PreCheck. His wife underwent a patdown and they left her carry-on bag sitting on the conveyor belt. He stated that her bag was out of her site even when she was still 20-30 feet on the other side of the metal detector. He stated the bag was out of her site for several minutes. He walked up to the bag and picked it up while she was still undergoing screening and he could have been another passenger looking to steal the bag. It took a couple of minutes before security officers came up to him and asked if that was his wife's bag.

Date and time: 3-7 around 12:00 or 1:00 p.m.
Airport: PDX

Caller said she understands that TSA has challenges but she had a bad experience at Bradley with a TSA agent. She said that she always opts out of the machines and requests a patdown. She had to wait about 10 minutes for a female agent but said she was ok with that. She said after her patdown, a male agent walked by her and said out loudly and rudely. Did you get your s ? She said she did not get a name and did not want to pursue it but would like to voice her opinion about this. She did not want to give any information about herself other than she is a caller named Gail. She stated that she felt this was uncalled for. Another time when she flew from Bradley on Southwest, she had a TSA approved lock on it and TSA broke off her lock.

3/9/2015
1:52:07
PM

Date and Time: March 3rd, 2015 around 4:00 p.m.
Gate or Terminal: Not Sure but it was a United Terminal

She asked if she every gets rude back to a TSO, can they prevent her from boarding. She does not want it to affect her PreCheck.
She asked if the agents take your bags off the belt, do they keep a check on them.

REASON for the call: Caller would like to report a TSO stealing his iPad. Caller said he went to Midway airport and advised the officer he lost his drivers license. Caller said the officer asked him for 3 other forms of ID. Caller said he presented the 3 items the TSO requested. Caller said he was then told he would have to undergo a patdown. Caller said he had two carry-on bags. Caller said the iPad was in his business bag. Caller said he was then told to sit down after the patdown and not move. Caller said the officer held up his iPad and asked the caller if it was a iPad. Caller said the officer continued to look through his bags. Caller said then the TSO handed him his belongings back. Caller said when he got on the plane he noticed his iPad is missing. Caller said he was flying with Southwest. Caller said the TSO was a Hispanic male with dark hair. Caller said he had stocky build and probably 5ft. 7in. tall.

Date Time: 3/8/2015 at 8pm

Airport: Midway

Airline: Southwest

3/9/2015 Gate Terminal: Gate B20

4:06:43 Flight #: 190

PM Bag tag #: n a

Bag Description: iPad was in a black cloth case

Missing Damaged item description: Black iPad Air that had a black magnetized cover

NOI: n a

Email: (b)(6)

RESOLUTION to the caller's issue: You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location. I also advised the caller to contact lost and found at 773-498-1308.

My last e-mail wasn't responded to by a real human - I received an auto response that was a generalized answer that didn't pertain to my question at all. Below is my question - could I please get a response from a human?

I prefer to opt out of the TSA body scan when I fly but often I've noticed that the procedure in which it is done is flawed. When I tell a TSA agent I want to opt out, they ask me to step aside. The problem is that my luggage with many expensive items go through the rolling scanner and are sitting at the end of the roller waiting for me to pick them up. This is troubling because since I have to remove all valuables, they could easily be stolen while they are sitting there and I am waiting for my security pat down. This just happened today which is why I am contacting you now. Other times when I request that I not send my personal items through the rolling security scanner I have been told that I must put them through immediately. This is a big problem for me. The TSA needs to protect the personal items of air travelers. To do this the TSA needs to establish a procedure whereby they collect the personal items of someone that opts out immediately after they choose to opt out. I look forward to your response.

3/9/2015

4:12:31

PM

Thanks

--

(b)(6)

HYPERLINK (b)(6)

phone: (b)(6)

Submitted on Monday, March 9, 2015 - 15:00 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact : 1:00 pm - 3:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Tarrytown

State: New York

Zip Code (Post Code): 10591

Other:

Email: (b)(6)

3/9/2015
4:13:03
PM

==Incident Information==

When did this happen? 03/06/2015

Where did this happen? CALIFORNIA - SAN - San Diego

International

What happened? I am a blind traveler who travels with a service animal. I was asked three times by two separate agents to remove all of my service animals gear; such as his leash harness and collar to go through the metal detector. I know my rights and I

Disability Description: Callers mother has a pacemaker.

Incident Details: Callers mother (b)(6), flew today she went through the checkpoint, Terminal B at EWR around 10:10 pm on 3/09/2015. She was in a wheelchair provided by the airline, she has a pacemaker and had documentation showing that. She said that her mother can not stand for long periods of time and has difficulty walking, she informed the officer of this information and requested to be screened using a patdown. The TSO forced her to stand up and go through the AIT and she almost fell. After being screened by the AIT they did a full patdown as well. She said that she is concerned about her mother's health because the physicians informed her not to go through any type of xrays.

3/10/2015
9:36:13
AM

Caller is wanting to know what can be done about the terrible experience her mother had yesterday when going through the checkpoint. She wanted to know what the policy is for going through screening with a pacemaker.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/10/2015 9:03:33 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/05/2015 7:30 AM Airline & Flight Number : AA 1539 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : I felt that I was very disrespected by two TSA employees while checking in. I am pregnant and opted out of the wave scanner. I notified the first agent that I was pregnant and was opting out. The female agent then asked me to stand in several different places while waiting for another female to perform the pat down. This agent proceeded to get nasty with me each time I did not stand exactly where her finger was pointing. I felt very uncomfortable as I was being asked to stand what I felt was too close to the scanner. A male agent then chastised my decision letting me know that I should just go through the scanner as it is only "radio waves" and that my cell phone is probably harming my child more than the scanner would. Agents should not be giving incorrect medical information or unsolicited advice, especially when the safety of these machines has not been sufficiently studied.

3/10/2015
10:15:36
AM

Would you like a response? - True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/10/2015
3:43:38
PM

Caller is currently at LAX. She keeps calling the number for their TSA department and is not getting an answer. She wants to talk to someone today before she leaves the airport. She is calling (b)(6). She says that she is flying via Southwest flight 4812 from LAX at 1:55 p.m. She says that she is currently at gate 7. The incident occurred between 1130 a.m. and 12 p.m. Caller is traveling in a group of 50 individuals. They have 43 students and 7 chaperons. Caller says they were traveling from IAH to LAX and back for a school trip. One of their students has turned 18, but has no driver's license or state ID. All she has is a student ID. They made it through security alright in IAH. However, in LAX the mail document checker said that she was 18, so she had to go to another line since she didn't have a state ID. She says that the officer just pointed in a general direction and didn't give any guidance as to where exactly she needed to go. The caller is not upset that she had to go through a different procedure based on her age. What she is upset about is that the officer was rude to the child and also the adults that tried to help her. The adults began asking him if someone could go with her because they were on a school trip and she had to keep a chaperon. He ignored them. Finally another officer came over and told them that someone could accompany her and showed them where to go. After this, they began splitting the line, sending some through PreCheck and some through normal screening. They sent a big group of the kids through one way and all of the chaperons were being sent another way. One of the chaperons followed the group of kids and an officer said, "What are you doing?" in what the caller describes as a rude tone. She says that the chaperon explained that this was a school trip and the kids had to have a chaperon. She says that at this point one officer looked at the caller and started saying to keep everything on that she was going through expedited screening, not to take anything off. The caller describes this officer as rude as well. She says that she went through the WTMD and it alarmed. She says that she told her that she had metal implants throughout her body. The officer ignored the comment and told her to take off her watch, bracelets, and engagement ring. The caller took all of this off except for her engagement ring. She was sent through a couple of other times. Another passenger told her that she still had her sunglasses on her head. She says that the officer didn't tell her to remove this, but tried to get her to take off her engagement ring. She says that she told her 5 or 6 times that even if she takes all of this stuff off, she will still have an alarm because she has implants in her back, collar bone, left leg, and a screw in her right knee. She was referred for a patdown. She tried to get them to let her use AIT instead and the request was denied. She says that the patdown was done and although she wasn't very satisfied with the fact of having it done, her main complaint was that the officer was once again rude. She says she wasn't rude until the end when she just said "Have a good day!" and walked off. She never apologized or anything. She says that all of that could have been avoided if she would have listened to her from the beginning, instead of sending her through and then take a few things off and then repeat. Also, she says that AIT would have helped avoid this as well. She says that she asked for a supervisor and the officer just pointed off in a general direction and said, "They are over there somewhere." She says that she finally found a supervisor, (b)(6) from terminal 1, who kept interpreting it that the caller was complaining about the rules. She says that the supervisor couldn't understand the concept that it was not because of the rules, but just because of the rudeness and ignoring the fact that she had told them she had the metal implants. She says that she wants to speak with the CSM before her flight departs; whether this be in person or via phone.

(b)(6)

(b)(6)

Cinnaminson, NJ 08077

(b)(6)

March 10, 2015

Sir/Madam at TSA:

3/10/2015
4:05:50
PM

On Sunday February 15, 2014 I was departing the Philadelphia International Airport (PHL) on US Airways flight 1826 heading to Phoenix Sky Harbor (PHX). I apparently had an issue with something I touched that made it mandatory for me to have a full body pat down and for the TSA officers to have to fully search my carry-on items. I understood the need for the process and complied with their request. In the process of going through my one carry on, one of the officers broke my handicapped hangtag from the State of New Jersey. While for someone else this might not be a big deal for me it was somewhat significant because I have a fused hip and it is at times difficult to walk long distances, and I was going to be in the Phoenix area for approximately 3 weeks making it more necessary than if it was a short time. While I do understand these things happen, what annoyed me the most was I was not told by the TSA officer who broke it. I know that it is possible that the officer did not even recognize that she did it, but I might have been able to temporarily fix it for the trip if I had been notified. To be honest this is a minor complaint as to the one I have from my return flight from PHX to PHL.

I was, again, flying US Airways (now American Airlines) flight 1803 from Phoenix to Philadelphia. As far as I knew I had packed everything appropriately for both my checked bag and my carry-on items. When I got home on Saturday night, I did not think to check my luggage as I did not need anything out of my checked bag. I honestly did not look into my checked bag until last night, Monday 9, 2015. When I looked closely at my luggage I noticed one of my locks had been broken and replaced by a zip strip. I understand that TSA has the right to look into the bags and break locks if they are not unlocking correctly, even though they were TSA compliant locks. As I could be annoyed at this I realize this can be part and parcel of flying. The only reason I am mentioning it is because I immediately knew TSA had searched my checked bag.

When I opened my bag the first thing I saw was that my medication bottles were touched and had been simply thrown back into my bag without placing them back into the clear zip lock bag they had been in. At this point I was flabbergasted. I checked those medications on my way back home because I had been told by a TSA officer that it was better to check medications that were non controlled substances because you took less of a chance of someone stealing them while you were in the airport. So, using the officer's advice, I checked all of my medications that were not controlled substances. As I previously stated, I placed the six medications in a clear zip lock bag so TSA could clearly see the labels and see the medications were prescribed to me. To find them out of the bag and just thrown into my suitcase made me furious. How am I to know at this point that nothing was taken out of the bottles or that something nefarious was added to the bottles? I do not have the money or ability to even get everything refilled to make sure it was fresh because my insurance will only allow them to be filled right before the refill date, and some of them are fairly expensive without insurance. To think that someone would be that

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/11/2015 10:56:03 AM Airport : MCO - Orlando International Date/Time of Travel : 03/10/2015 8:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : T50 - Terminal B TSA Employee: (If Known) : (b)(6) Comment : I am concerned about the screening process at MCO. At MSP and SFO (where I am more accustomed to flying), agents both change to new gloves and test the new gloves before conducting a patdown. This is an important safeguard to the passenger being searched, since without it we must assume that:

a.) The gloves were freshly changed

b.) The gloves are not contaminated simply by virtue of them being in an unattended box of gloves.

3/11/2015
12:07:42
PM

However, at MCO, agents do not test their gloves before conducting a patdown. My sister and I both received patdowns at MCO yesterday. Fortunately, mine went fine, but the agent who did my sister's patdown apparently did so with contaminated gloves, resulting in a false positive and an extremely intrusive, unnecessary search that of course yielded nothing. It also delayed us at least 30 minutes in getting to our gate.

The search was conducted by Officer (b)(6) However, the lack of glove testing seems to be common practice at MCO, as the officer who did my patdown did not test his gloves prior to the search, either.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Call Reason: Caller states that her daughter flew from MCO but has a complaint about her screening there. Caller says that her daughter felt violated. She states that her daughter got a patdown and that all of her luggage was opened and that she was treated rudely and she was detained at screening for over half an hour.

Date Time: 3 11 9:19 am

3/11/2015
12:20:14
PM

Gate Terminal: (does not have)

Airport: MCO to Wooster MA

Airline: JetBlue

Flight #: 1888

TSO: (Caller will call back with that information)

Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named Spry did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in from of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was and went to talk to a TSA Supervisor and found (b)(6) but was not given his last name. (b)(6) simply said that there was an anomaly and that a patdown had to be done. Caller understand this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a pat down should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015
3:05:13
PM

REASON for the call:

Patdown was way to invasive around his genital area and was conducted in the open.

Date Time:

March 10 12:30 1:00pm

Gate Terminal:

Gate 8 and switch then Gate 1

Airport:

Orlando International

Airline:

JetBlue

Flight #:

398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did

Special Notes:

I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.

Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named (b)(6) did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in front of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was and went to talk to a TSA Supervisor and found (b)(6) but was not given his last name. (b)(6) simply said that there was an anomaly and that a patdown had to be done. Caller understands this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a patdown should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015
3:05:13
PM
REASON for the call: Patdown was way too invasive around his genital area and was conducted in the open.
Date Time: March 10 12:30 1:00pm
Gate Terminal: Gate 8 and switch then Gate 1
Airport: Orlando International
Airline: JetBlue
Flight #: 398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did
Special Notes:

I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.

Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named (b)(6) did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in front of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was and went to talk to a TSA Supervisor and found (b)(6) but was not given his last name. (b)(6) simply said that there was an anomaly and that a patdown had to be done. Caller understands this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a patdown should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015
3:05:13
PM
REASON for the call: Patdown was way too invasive around his genital area and was conducted in the open.
Date Time: March 10 12:30 1:00pm
Gate Terminal: Gate 8 and switch then Gate 1
Airport: Orlando International
Airline: JetBlue
Flight #: 398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did
Special Notes:

I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.

Dear Sirs:

I visited Punta Cana 3/6-3/11. On 3/11 @ 11:00 a.m., I returned to the Punta Cana Airport for a United Airlines flight to Chicago (UA 1664). I went through the metal detector and was assaulted by a female security guard. She grabbed my breasts and my crotch without any warning whatsoever. I objected and advised that she should have warned me that she was going to touch me in that manner. She then selected me for "random screening" in retaliation for advising that her behavior was not ok. However, no one was able to explain that to me because they did not speak English. I requested that they get someone who spoke English so that I could understand what they were asking me to do. I was taken to a private room where I was forced to remove my dress. I was groped even more. Of course, no one spoke English. A supervisor came in the room and requested that I sign a paper which stated that I had been treated fairly and with dignity. I altered the document to state that I was not treated with dignity and that I was subjected to an unnecessary search in retaliation for rightfully complaining about being groped (in public) with no offer to be taken to a private room by their agents without warning. They also took down my checked bag number, so I am confident that they will do something to my checked bag.

3/11/2015
8:02:04
PM
This behavior is outrageous and should not be tolerated. No American citizen should ever be treated in that manner. I respectfully request your assistance with this matter.

Thank you,

(b)(6)

Sent from my iPad

Sent from my iPhone

Correction - metal detector:

Sent from my iPhone

> On Mar 11, 2015, at 4:08 PM, (b)(6)

>

> Dear Sirs:

>

3/12/2015
8:35:42
AM

> I visited Punta Cana 3/6-3/11. On 3/11 @ 11:00 a.m., I returned to the Punta Cana Airport for a United Airlines flight to Chicago (UA 1664). I went through the metal detector and was assaulted by a female security guard. She grabbed my breasts and my crotch without any warning whatsoever. I objected and advised that she should have warned me that she was going to touch me in that manner. She then selected me for "random screening" in retaliation for advising that her behavior was not ok. However, no one was able to explain that to me because she did not speak English. I requested that they get someone who spoke English so that I could understand what they were asking me to do. I was taken to a private room where I was forced to remove my dress. I was groped even more. Of course, no one spoke English. A supervisor came in the room and requested that I sign a paper which stated that I had been treated fairly and with dignity. I altered the document to state that I was not treated its dignity and that I was subjected to an unnecessary search in retaliation for rightfully complaining about being groped (in public) with no offer to be taken to a private room by their agents without warning. They also took down my checked bag number, so I am confident that they will do something to my checked bag.

>

> This behavior is outrageous and should not be tolerated. No American citizen should ever be treated in that manner. I respectfully request your assistance with this matter.

>

> Thank you,

(b)(6)

> Sent from my iPad

>

> Sent from my iPhone

Caller's daughter has an ostomy. She is 17 years old. They patdown her ostomy and she always has issues when she is traveling by herself. She went through screening today about an hour ago, and one of the officers at the beginning told her to leave her ostomy supplies inside of her bag. When she got to the other side, the male officer chewed her out because she didn't have the items out of her bag. He wanted her to explain what every item was when she went through screening. It is intimidating for her and it's a high level of frustration.

3/12/2015
2:55:10
PM

Airport- SMF

Airline- American

Flight#- 2306

Terminal- A4

Date- 3/12/15 at 10:20 am

Caller and her husband were flying out of Orlando International with their 9 year old daughter. The wife went through screening first then the daughter and then the father. The daughter had an aerosol can of sun screen which was thrown away. Then they all went through the AIT screening. Next thing the parents know is a TSO agent wanted to take the child to a private room for screening. The parents stated the daughter did not have any alarm in the AIT so why does she need to go to a private room for screening. The TSO did not explain any reason for the additional screening. The father would not let the TSO take the child out of their sight and the TSO did not offer for one of the parents to accompany her during the patdown in a private room. The parents are very uncomfortable about this. And would like an explanation of why the extra screening for a nine year old.

3/12/2015
6:07:05
PM

Airport: MCO

March 5 5:03 or 5:30 PM went through the screening

Southwest Airlines flight

Original she had a bottle of sunscreen 3.4oz. and that time she was told to go to a private room to AIT first and did not sound an alarm and then luggage first then all went through the AIT no suggestion and then they
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/13/2015 11:24:35 AM

3/13/2015
12:13:35
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 55 out of Love Field 8:00pm flight to Houston then on to HRL Center screening..

Comments: at approx. 6:05 March 12, 2015 my 14 year old nephew was screened after going through xray then was frisked. I protested that we had just went through xray, and that he was 14 without a parent present and he was rude creepy to the point I tried to take a picture of his badge and he turned and yelled at me (im 51 years old) I have his picture and kept my mouth shut at that point to not further anger him. (he frightened me) as we walked to the gate he surprised me, away from his station to tell me that the picture I took damaged his vision and impeded his job. (which I took as him threatening me if I complained)

REASON for the call: Caller's daughter (b)(6) flew from ORD to FLL and she had a cake with icing and she was patted down for it and the TSO refused to give her an option of a private screening. This happened at security point 7. The caller walked through the AIT and got her stuff and the a female TSO asked if the cake was hers and they pulled out the cake and got a test strip and put it in the machine. She came back and said she needed to test it again but another TSO told her she needed to pat her down because it tested positive for explosives. Is that a standard procedure have to do a patdown? The person doing the patdown was (b)(6) and the other one was (b)(6). Caller feels like she was treated like a criminal. She did not ask for a private screening because she didn't know but they should have given her that option.

Date Time: March 8 2015, 4:30 pm

Gate Terminal: Gate H11

Airport: ORD

Airline: American Airlines

Flight #: 1687

Bag tag # 10 digit: N/A

Bag Description: N/A

Missing Damaged item description: N/A

NOI: N/A

RESOLUTION to the caller's issue: Advised the caller I would forward her complaint to the CSM at ORD for review and that they would have her contact information.

Special Notes: N/A

3/13/2015
12:31:49
PM

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 3/13/2015 1:00:02 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 03/13/2015 11:50 AM Airline & Flight Number : Aa 1086 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : 1. Our son has global entry but tsa Precheck would not come up on his ticket. We paid for this and he passed the background check, and yet we now have to wait for him to go through a long line.

3/13/2015
2:22:19
PM

2. Our 13 yr old daughter was "randomly" selected for a pat-down search. She also has global entry status and went thru the pre check line.

This is ridiculous. I am a supporter of national security but targeting teenagers who have passed background checks is over the top.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he flew out of SFO to Palm Springs and was pulled aside and patted down several times. While getting the additional screening, they took 1 bag and screened it and gave it back, but on his second patdown, there was not a line of sight maintained. Arriving at his destination, he noticed that he was missing medical items (cold compression kit) and clothing (shorts and shirts)..

Departing: SFO

3/14/2015 Arriving: Palm Springs

12:30:00 Airline: Virgin America

PM Flight #: 318

Baggage #: Carry on

Bag Description: Black Samson Roller bag.

NOI: NO

Time and Date: 18 FEB 2015 @ 415

Hello.

In the fall of 2014, my wife and I applied and received GOES status and TSA pre check. On our first trip to Miami and back we had no issues. We both received our pre checks.

However, on our recent trip to St. Marin, there were issues. Going to St. Martin, we had no problems. We both received our pre check. When checking in for our return, I received no pre check on either leg. I also received an extra security check.

The ticket agents at the airport in St. Martin said there was nothing they could do. Other agents tried to add in my 98..... number, and failed.

I know there is no pre check line at SXM, but I should have had pre check printed on my boarding passes.

I was told by the USAirways agent in SXM that I could show my GOES card at the check point in CLT, and I could go through the pre check line. But I wasn't allowed. I had to go through the regular lines with the body pat down as well.

The Global Entry in CLT worked. Grateful for that. Saved time. But not the pre check.

3/14/2015 1:18:04 PM My wife and I paid \$100 each to avoid long security lines and pat downs. The ticket agents in SXM blamed USAirways. The telephone rep for USAirways blamed TSA. TSA blames USAirways.

Prior to leaving for SXM, I checked with USAirways to make certain my 98..... number was included on all my reservations. She said it was. It is in my USAirways profile.

I do not use a third party to book my flights. We do it ourselves on the airways website or by the airlines phone rep.

There was another couple on our flight who had the same issue. Extra security and no pre check.

Why did this happen? Will it happen again? Can we blame the agents in SXM? Who is to blame?

Thank you for investigating this issue. I can provide reservation and flight numbers if you require them.

Frustrated and upset.

(b)(6)

Sent from my iPad

-----Original Message-----

From: (b)(6)

Sent: Sunday, March 15, 2015 3:01 PM

To: TSA-ContactCenter; (b)(6)

Subject: Complaint letter

Attached is a letter regarding the security check that I experienced on January 24, 2015 at the Minneapolis/St. Paul International Airport. (b)(6)

Attachment :

March 14, 2015

3/15/2015

5:04:16

PM

To Whom It May Concern,

My name is (b)(6). On January 24, 2015, I was flying out of the Minneapolis, Minnesota airport on flight number DL1559 en route to Honolulu, Hawaii (my first flying experience). I was a little worried about going through security because I wear bilateral AFO's (leg braces) and I can't take my shoes off because the braces are plastic on the bottom and I would slip and fall plus I need both my braces and my shoes in order to walk without the aid of a walker or personal assistance. Furthermore, I had a letter from my doctor stating that I could not take off my shoes.

When I got to security, the first thing I did was let one of the TSA officers know I had a doctor's letter and I was told I had to go through the body scanner (NO ONE looked at my doctor's letter). After I was scanned, my hands were wiped with some sort of strip. Shortly thereafter, I was pulled aside away from the person I was traveling with and was informed to take a seat. Outside of being directed to take a seat, no one told me what was going on.

The TSA officers then began going through my carry-on and personal item and my fanny-pack. Still I was not told a thing – I had no clue WHAT was going on. Finally, I asked one officer what this was all about and he briefly told me that two alarms went off on you so we have to search you and your belongings. I'm not sure how many officers searched through my personal belongings but I think it was close to four or five people. They literally dumped all my belongings on a counter, digging through them. They wiped all my electronics, then grabbed my bags and re-scanned them. At one point, all the officers were walking away to re-scan my luggage. However, I actually called one officer back because I saw they left one item in the gray bin and I informed him of the missed item. The officers then again wiped my hands, my shoes and my braces.

After all of this, which took approx 20 minutes, two new officers informed me that I was going to be taken to a private room where I was going to be searched once again. I was escorted to a private room and the two new officers who were women informed me they were going to pat me down. This pat down would include under my breasts, buttocks and groin. The entire search, from the time I was first pulled out of line to when I was privately searched, involved approximately 6-8 different people. All but one officer was either rude or very brisk towards me and I felt very violated going through this process. I also started to feel very anxious - worried that I would miss my plane even though I arrived at the airport earlier than what was recommended.

After the very invasive and humiliating search and after my carry-on, personal item, and fanny-pack was returned to me and after I was finally released by the TSA officers, I started to go through my bags to see if there was anything missing. I had \$200 in cash in my personal item bag. Because of how my bags were just dumped out and pawed through, I was afraid the money would be gone. When I searched my personal item bag (where I had originally packed my money), the envelope holding my money was missing, so I looked in my fanny-pack and it was not in there either. I panicked – to be missing all my cash was very alarming to me! I didn't know what to do! Considering how my bags were just dumped out on a table, one REASON for the call; Callers husband flew by himself on March 14th from terminal 4. He realized that his wallet was missing when he boarded the flight. She said he has MSA and does not talk well and they could see this. He was pulled to the side for a patdown and made to place his wallet in a bin behind a bunch of other peoples bins. His personal property was in a separate bin and because he had forgot to take it out of his pocket it was placed in a separate bin. She wants to see film footage and will fly down if she has to. She has called the CSM and lost and found multiple times.

Date and Time: March 14th at about 6:30 to 7:30 pm.

Gate and Terminal: B

Airport: Sky Harbor

Airline: WestJet

3/16/2015

11:47:06

AM

Flight Number: 1495

Bag tag #: NA

Bag Description: NA

Missing Damaged item description: Brown wallet with credit cards and a few thousand dollars in Canadian cash and some American cash.

NOI present (writing on it): NA

Her husbands name is (b)(6)

She wants to be contacted at (b)(6)

Disability Description: Callers daughter has medical condition.

Information Request: Caller hasn't traveled in a long time due to the abuse from TSA. Her daughter is in a wheelchair and they get additional screening each time and her daughter gets groped because she is in a wheelchair. Her daughter is 13 years old and can't walk or stand. Her friend was telling her about PreCheck. Her daughter has had spine fusion surgery. She has a movement disorder. She has a rods in her neck. They have a lots of food with them for her daughter. They will have a note from her daughters doctor. She has to have liquids to drink and for eating as well as the liquid medications. She isn't able to raise her daughter from the wheelchair to help with the wheelchair screening. Her daughter wears special braces that are difficult to remove as well as her shoes. They use medication in the pill box. Her daughter will have 6 meals while on the plane.

She says the last time they traveled they open all the containers of liquids and swabbed them. Her daughter ended up in the hospital due to the screening of TSA. TSA spilled the liquids, the lids weren't put back on right.

3/16/2015

12:57:11

PM

Her daughter gets stressed out when she is given a patdown.

She says they groped her daughters breast the last time she was screened by TSA.

She will be traveling with her other child, that is 11 years old now and was two the last time they traveled. Will they allow him to stay with the other adult?

She doesn't want to use the AIT for herself.

She wants to know if someone can carry her daughter through the WTMD instead of a patdown? She says her daughter had to go through counseling due to the patdown her daughter got last time she traveled.

Her daughters name is (b)(6)

To whom it may concern.

It is with deep regret that I feel I must contact you with regards to the customer service I was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports I raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran I asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances I was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states.

3/16/2015

4:12:44

PM

On returning home I was distressed to find that there is an alternative option to the scanner and I am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and I will be visiting my

General Practitioner to assess as such. The key concern that I have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as I am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

(b)(6)

Sent from my iPhone

Caller stated she would like to give a complaint concerning two TSA agents during a patdown. The TSA agents are: Agent (b)(6) and Supervisor (b)(6). Caller is a flight attendant. She was recently visiting her brother who is terminally ill. She was dressed in plain clothes and she did not see the known crew member lane available. She did not want to go through the AIT and opted for the pat down instead. She asked TSO (b)(6) if she would wear clean gloves. (b)(6) complained about having to do so and proclaimed. This is the third time today with attitude (b)(6) asked the caller if she would like a private screening. If caller had known how the patdown would go then she would have requested a private screening but she did not. When the patdown began (b)(6) raised her shirt up in the back. Caller stated she went down one of her legs and when she came back up she touched her vagina (b)(6) came around the front of her shirt and caller felt her hand on her stomach around her navel. She made the comment aloud at the checkpoint that she felt she was being touched inappropriately and (b)(6) called the supervisor over. Supervisor (b)(6) came out and said. Ma'am, you are refusing a patdown. She said she felt intimidated by the TSO and Supervisor, so she called for a Denver police officer. Supervisor (b)(6) came back and took her ID.

When the police officer arrived, she asked the police officer how long it would take, and he said. A bit. Caller was embarrassed in front of all those people. Caller requested a screener other than (b)(6) to conduct her patdown but this request was denied by Supervisor (b)(6). According to the caller, the Supervisor forced her to go through a second patdown with (b)(6). She felt the TSOs were smirking, she felt as though she was held unlawfully, she felt like a common criminal. She said there were several members of management and no one spoke to her, she said they spoke at her.

3/16/2015

8:23:54

PM

CSM RFI

REASON for the call:

Date: Time: Saturday, March 14-8:00 (went through security at 6:15 am)

Airport: DEN

Airline: United

Flight #: 5224

Caller asked if she needed to fill out any forms in order to make this complaint.

Passenger name: (b)(6)

Airport: Washington Dulles int airport

Date and time of incident: landed Saturday March 7th 2015 at 15:30pm. Approx arrived at security about 15:45-16:00pm

Airline: United Airlines

Flight number: UA101

Gate Number: C5

3/17/2015

8:28:07

AM

Contact number: (b)(6) (uk telephone number)

To whom it may concern,

It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

Caller was given this number by the airport to file a complaint about the way she was treated at BUR TSA checkpoint. As she was going through security, she got to the agent that checks ID, and she only had a temporary ID card, and she was asked to go through additional screening. She went through AIT, and then she was told she was going to have a patdown. The TSA agent approached her and advised that she would be doing the patdown, and offered a private patdown. She accepted. When she went to the private screening, she felt like a criminal because she was being escorted, an agent in front of and behind her, and she wasn't even allowed to put her shoes back on. Once in the private room, the officer explained again the patdown procedures. Caller asked if there was any other way, because she didn't want the officers to touch her. The TSO went to get the Supervisor to see if there was anything else that could be done. The supervisor came, was kind, but there was no other way, because she did not have a valid government issued photo ID. Caller asked if she didn't get a patdown, if she is not going to be able to fly. This was her return flight. When flying through DEN, this was also all the documentation she had when coming through, and she did not get additional screening.

3/17/2015

1:09:53

PM

Airline: Southwest

Airport: BUR

Flight Number: 3054

Date and Time: March 16, coming through screening around 6:50 AM, departure at 7:50 AM

Baggage Tag Number: NA

Description of Luggage: she wearing a white shirt, khaki capris, hair pulled up on top of her head, and she is tall. She was coming through with her husband and her 2 year old.

NOI: NA

Anything on NOI: NA

Location: first line was line all the way to the left, when the agent seen her temporary ID, she sent her husband through checkpoint, and she was sent to the right where the AIT was. Terminal A

Email: (b)(6)

Caller has filed a complaint with the airline for personal injury that occurred at the TSA checkpoint. He stated that the officer's name was (b)(6) The incident occurred at LAX.

Reason for the Call: The caller had just gotten out of lung surgery and his husband was escorting him through the checkpoint. He was in a wheelchair and going through a private screening. He told the TSO that he was being rough with him and the TSO told him to shut up. He reached up to hand his luggage to his husband and the TSO slammed his hand down onto the wheelchair with enough force to cause bruising. He has photos of the bruising. He stated that he sent the photos previously in an email to TSA.

He stated that the patdown left bruises underneath the stitch wounds to the point that they were black and blue.

He stated the TSO made a very bigoted comment. He wanted to know who the gentleman was with the caller during the private screening. The caller informed him that he was his husband. The TSO said, Oh, your husband, with emphasis on husband and he had an attitude. The caller said the TSO told his husband to just stand in the corner and be quiet. The caller said the other TSA employee that was present during the screening said, Oh my God, I can't believe this is happening.

The caller felt that the TSO went out of his way to make him feel uncomfortable.

When he complained that the TSO was hurting him he was told to shut up.

He stated that when he boarded the plane, the airline attendant noticed that he was distraught and stated she understood that he had had an incident at the checkpoint. He showed her the bruising and she filed a complaint for him for personal injury.

3/17/2015
3:24:42
PM

CSM RFI

Airport: LAX

Airline: United

Flight Numbers: 731

Date and Time of Incident: 3/11/15 1:20

Terminal: 7

Location of Incident (Terminal or Gate):

Contact information (phone number or EMAIL): (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 3/17/2015 3:01:49 PM Airport : MIA - Miami International Date/Time of Travel : 03/16/2015 8:15 PM Airline & Flight Number : DL 23 Checkpoint/Area of Airport :

Terminal H TSA Employee: (If Known) :

Comment : When going through security, the Pre?™ line was closed. I went through the regular line, but they sent me down a shortened path. Once I got to the scanners, they were sending people who had a paper slips through the old metal detector.

Everyone else went through the full body scanner. I told the agent that I was Pre?™, but they didn't care because I didn't have the slip of paper. I prefer not to go through the full body scanner, so I opted out. I spoke to the agent doing the pat down and he was very dismissive and rude. When I was done with the pat down, I showed him my boarding pass and asked if he would help other people who should be getting their Pre?™ pass, and he swatted my phone away, didn't even want to see what I was showing him.

3/17/2015
4:21:48
PM

I would like a consistent process that works. Barring that, a little professionalism would go a long way. I'm a million miler, Global Entry member and travel frequently. There's no reason that security can't include customer service.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Tuesday, March 17, 2015 - 14:29 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Gender\Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Powder Springs

State: Georgia

Zip Code (Post Code): 30127

Other:

Email:

3/17/2015
4:21:55
PM

==Incident Information==

When did this happen? 02/27/2014

Where did this happen? ILLINOIS - MDW - Chicago Midway

What happened?

As a pregnant passenger who has to travel up to 6 times a month, my doctor advised me to not go through the machine and receive manual checks. At Midway, the agent spoke very harsh to me telling me the machine would not harm my baby. I insisted on being pat down and I had to wait almost 17 minutes to be checked. Meanwhile, my luggage was completely out of my sight at the end of the security belt. I did not appreciate the lack of concern or being punished for requesting a pat down.

Thank you.

Who treated you unfairly? the agent

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/17/2015 11:31:28 PM Airport : LAS - McCarran International Date/Time of Travel : 03/17/2015 8:00 PM Airline & Flight Number : Southwest 229 Checkpoint/Area of Airport :

Security checkpoint to gates c TSA Employee: (If Known) : (b)(6) Comment : To begin, there was one attendant on one check through side, and 5 on the other. I was in the line with one attendant. It was very slow because the bags were not getting pushed through and the boxes were not getting collected on the outgoing side, creating a buildup. When I mentioned the discrepancy in numbers and bottleneck of luggage to an attendant, he directed me to his supervisor. (b)(6) It seemed (b)(6) was busy complicating the situation more, though. Let me explain. He was directing attendants to take their breaks or relieve other people. He was training an attendant on how to pat down a woman, which brings me to my third and final complaint. My friend, who is orthodox jewish and very modest was told she needed to be patted down. She was told by (b)(6) to stand in front of the X-ray machine and (b)(6) then instructed an attendant on how to pat her down, top to bottom, as he, and everyone who was in the screening area, were allowed to watch. She was not offered a private room and was disgusted that she has to go through this in front of the general public. It violated her religious beliefs. All of this and the entire security section seemed to be in complete chaos.

3/18/2015
8:38:47
AM

Would you like a response? : True

Passenger's Name : (b)(6) Samp; chana bialo Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/18/2015
9:12:25
AM

The caller had an experience at a checkpoint where he was pulled aside for extra screening. He took exception to the screening because he had to go through additional screening. The caller states that an incident report was filled out but no one has told him what happens to his information. The caller is concerned that this will affect his precheck status. The caller was randomly stopped and his hands were swabbed and his carry-on was also swabbed. They told him he would have to have a patdown and the patdown would have to be done in private with additional elements to a patdown. The caller was upset at the fact that they would not tell him what the elements were. The caller objected to the way the screening was handled and the fact that they would not tell him what the elements were. The caller states the only element was the fact that the officers were screening his groin area. The caller went through the patdown and asked for a supervisor and the officers took his personal information and refused to tell him what the incident report was for and where his information was filed. The only thing the officer would tell the caller that the report was for his protection and the callers protection. The caller wants to know what happens to his personal information. The caller wants to know if there is a protocol that TSA follows when they gather peoples personal information. The caller does not want to give any of his personal information until he finds out what happens to the information the officer gathered.

The callers parents are at Fort Lauderdale FL and states his 80 year old father named (b)(6) was in a wheelchair provided by JetBlue. He went through screening and an alarm was set off. He was told to stand and walk and take off his jacket. During this process the wallet went missing at the screening check point. The travelers sons upset that his father was not given a patdown instead of having to get out of the wheelchair. His father should have been allowed to be screened in the wheelchair.

3/18/2015

1:01:14 PM Went through screening at: 12:30 for Flight 1002 for JetBlue

Father 80 wheelchair and they asked him to get up and jacket first time (b)(6) 30

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/18/2015 2:43:01 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/18/2015 1:30 PM Airline & Flight Number : Delta 4040 Checkpoint/Area of Airport : Terminal 4 Security Checkpoint TSA Employee: (If Known) :

Comment : Only one line was open for both PreCheck and regular passengers, causing backup and confusion.

3/18/2015

4:35:00 PM My husband is disabled and we both have PreCheck. The TSA Agent did not know how he was supposed to handle my husband's screening (he has one leg and walks on crutches) and when he did start he did the full pat down and made my husband remove his shoe instead of the modified pat down he should have received as a PreCheck passenger.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/18/2015 6:53:45 PM

3/18/2015

8:03:31 PM Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL409, JFK terminal 4, TSA screening.

Comments: After going through the xray, there were 4 TSA agents, two women and two men. One man told me to wait until the xray said I was cleared. Then, from behind one woman tapped the top of my head without asking my permission. When I ducked and turned toward her to find out what was going on, as it frightened me and freaked me out, the other woman patted my head as well. I told them to ask before touching me and the first woman apologized. They did thus as it turned out because I was wearing a clip in my hair. It is a common thing to be wearing and should not have provoked either woman to touch me without asking. Not only does this violate my civil rights, but it is extremely unhygienic as they have been using those same gloves to pat down innumerable other passengers and travel items. Also, as I had just passed through the xray with no issues, I fail to see the urgency with which these two women attacked me because that is what it felt like. They should have asked me to remove the clip on my own and I gladly would have done so. The TSA people claim all the power in these situations and it is not right. I am even uncomfortable submitting this complaint for fear of some type of backlash but I would like to know how you are going to handle this situation. It may seem minor to you, but in my view my rights and my person were violated and I am extremely uncomfortable with this situation.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/18/2015 9:42:54 PM

3/18/2015

10:03:24 PM Complaints: Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK- terminal 8 @845pm LAN flight xl 539

Comments: It started when I went through body scanner at the JFK Terminal. I had no problem doing the body scan more than 5 times. I don't know the exact reason. One of the female agents said to the another male TSA agent that he must be patted down. The TSA agent said that he did not know how to do a patdown and he was not going to do it because he's not gay. "I don't get down with that shit" At that point Supervisor (b)(6) walked over and I told him that his TSA officers needed to get it together. My frustration became to accumulate for the lack of professionalism. If I was a malicious person flying he was not going to pat me down because he's not gay?

At that point I expressed to (b)(6) that I am late for a flight and I have no problem complying with TSA regulations. But your officer is not doing professional and disgusting comments he made was not appropriate. (b)(6) Took offense to what I said and decided to put me aside and do further screening because I expressed my concern. At that point he took all my belongings out searched it which I had no problem. He took out my passport and wrote down my information and said the next time I come through the terminal that he was going to give me a hard time. He also expressed to me if he was at his other job that I would not be standing. Then I asked to speak to his superior which witness the whole event. He flat out defended his TSA agents, their comments and actions. At that point I realized me speaking about how I was treated and the discriminatory language that was used was pointless. I am also afraid of supervisor (b)(6) because he took down my information in his note pad. I do not know what he is going to do with it because he stated that earlier he has another job that I would not be stand at that point. I was happy to travel and never had any negative experiences before until this experience has changed my mind.

3/19/2015
9:34:59
AM

Caller's wife (b)(6) has an ostomy and flew from Ft. Myers to Atlanta this morning. Caller is upset because the TSO's there had her raise her shirt in front of people embarrassing her in front of everyone. She went through AIT raised her arms and was given a patdown. Tested her hands then took her to a private screening where there were 4 security officers. Caller advised that she felt violated because of the patdown. The secondary screening nearly caused her to miss her flight. She has no problems at other airports only Ft. Myers.
Airport: Ft. Myers RSW
Airline: Delta
Flight number: Unknown
Date and time: 3-19-15@ approx. 7am.

I was involved in a nightmare day of flying home from Fort Lauderdale, to Kansas City, on February 26. Unfortunately, neither Southwest Airlines, nor the airport personnel explained to the crowds of people the reason for long, long lines, and missed flights, misplaced baggage, etc. The TSA personnel were no help either. This was my experience, having waited in line more than one hour to get to screening:

Waited for security, and then was held aside, waiting "female assist" while a female TSA person was checking others through. Woman behind me told above TSA person that I might not be feeling well (I was sweating profusely), but got no acknowledgement. After about 5 minutes the above TSA was "relieved" to become the female assist. Her "pat down" of me (80 years old, with silver hair) included flat of hand down the abdomen, across my pubis and through my legs.

I fly quite a bit, and usually to the coasts, including several times a year to LAX. The TSA people I have encountered at LAX are friendly, accommodating, and "a pleasure to be around." (even sing Christmas carols!)

3/19/2015
10:15:05
AM

Whether the Fort Lauderdale TSA people were paranoid because of the issues that morning I do NOT know. I have written both to SW and to the airport management to voice my displeasure at their lack of communication regarding the situation. Seems that you should also know that I (and maybe others?) was treated with utter disrespect by the TSA female. Never before have I been so roughly and invasively handled. Shame on the Fort Lauderdale TSA people for their lack of empathy and courtesy.

(b)(6)

(b)(6)

(b)(6)

Disability Description: The caller has trouble walking and standing for periods of time due to severe arthritis and osteoporosis, her airline has issued her a wheelchair to use at the airport. She also has to bring liquid foods due to a GI disease.

Incident Details: The TSO at EWR told her that they did not participate in the PSS program.

Caller is 74 and in a wheelchair requested who requested a PSS for a flight to PHX flying out of EWR on 03 08 2015. She brought yogurt with her and other food items with her which needed to be kept cold.

She said that she has never received a PSS at EWR although she had requested one several times.

She weighs 80 pounds and 4 foot 11. She is on a total liquid diet.

Caller said she had to wait in line, in the sun for 30 minutes at EWR waiting for screening.

Caller also has a metal plate in her arm.

3/19/2015
11:47:55
AM

They did not make her take her boots off at first.

Caller said the blue ice began to melt while she was waiting in line and the TSO screened it they told her that the blue ice tested positive for explosives.

They did a partial patdown in the beginning and after the blue ice tested positive for explosives they did a full patdown and made her take her shoes off.

She asked them to throw the blue ice away and let her on her plane but they would not do it and told her that she had to wait on the TSO supervisor.

She said they kept swabbing her and her items until the TSO supervisor came.

She has at this point been in line for screening for over 1 hour and a half.

She said a TSA agent walked up to her while she was waiting to get on her plane after she finally cleared screening and told her that she should have gotten to the airport on time.

It took her a total well over an hour for her to get to the plane once she entered screening and she nearly missed her plane.

She said no one was mean to her at the screening checkpoint.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/19/2015 10:19:08 AM

3/19/2015
12:10:13
PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sarasota Bradenton Airport (SRQ); Jet Blue flight 164 departing at 11:32 AM from Sarasota to New York City (JFK); terminal B..

Comments: I was travelling with my 3 month old infant and breast milk. I declined to send my breast milk through the x-ray machine, instead opting for the TSA agent to test the milk. A man, who seemed to be in charge (he has or had a dark goatee), had a side discussion with the TSA agent working the x-ray machine and I overheard him say something to the effect of "not letting people avoid x-raying" and roll his eyes. He then directed the woman testing the milk to give me an enhanced pat down. Having reviewed TSA guidelines, I asked him why I was getting a pat down when I let my milk be opened and tested. He cut me off and, annoyed, said that because I (in an accusing tone "YOU") chose not to x-ray the milk I had to submit to the pat down. As you know, the pat-down is only required if a person rejects x-raying AND opening the liquid containers. He was dismissive, brusque, and I submitted to the pat down because, frankly, I got the impression that a civil conversation would not be had. As I am guessing is standard for the "enhanced" pat down, the TSA Agent touched my breasts and labia. Because I let my milk be tested, the pat down was not warranted. The agents at the Sarasota airport need better training. I had no trouble on my flight out of LaGuardia to Tampa.

REASON for the call: Caller is calling to lodge a formal complaint against 2 TSA officers at IAH. Her daughter (b)(6) looked up the regulations and procedures about traveling with breast milk and she was traveling with her infant son. She declined having to put it through the x-ray and the TSA made her do it anyhow. One of the TSOs was short in stature, male, pure gray white hair in his 60s. There was another TSO, a woman with cropped hair in her early 50s with dirty blond hair. They were extremely rude to her and the male TSO rolled his eyes when her daughter said she would prefer a patdown instead of going through the x-ray with the child. The female TSO said she should not decline because it would take too long. Her daughter is 27 year old she had on a black t-shirt and jeans, dark hair pulled up carrying a stroller with her infant son with her.

Date Time: March 19 2015, 1200 pm

Gate Terminal: Terminal B

3/19/2015 Airport: IAH

1:48:20 Airline: United

PM Flight #: 4732

Bag tag # 10 digit: N A

Bag Description: N A

Missing Damaged item description: N A

NOI: N A

RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at IAH for investigation and review.

Special Notes: N A

Submitted on Thursday, March 19, 2015 - 20:46 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- National Origin
- Profiling
- Race \ Ethnicity
- Religion
- Unreasonable Search \ Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Santa Clara

State: California

Zip Code (Post Code): 95050

Other:

Email: (b)(6)

3/19/2015

9:06:49

PM

==Incident Information==

When did this happen? 03/16/2015

Where did this happen? FLORIDA - FLL - Ft.

Lauderdale-Hollywood International

What happened?

Hi, I am writing to complain about (b)(6) who is a TSA employee at the Fort Lauderdale airport. After I was selected for additional screening he gave me a pat down five times without explaining why he was doing so. I have travelled and do travel

REASON for the call: Caller was at Newport News airport on Sunday 2-15-2015 and her and another passenger both had wheelchairs. She was flying to ATL. She and tow other people were flying together with her and she and she and a companion were both in wheelchairs. She says that the other persons ticket said bobby and his ID said (b)(6) She said that she did not like the patdown. She had a CPAP machine and it was opened. She says that later when she got to LAS they put the machine together and noticed it was making a noise. She says that they were sick for a week but she thinks that when the machine was taken apart the TSOs broke the chamber for the moisturizer. She wants to file a claim. She wants to know what age person stops having to be screened. The TSOs last name (b)(6) and she was African American America. Caller said that she also has a knee replacement. She was unhappy with several things during the screening process.

Date Time: 2-15-2015 3:50 PM

Gate Terminal: ?

Airport: Newport News

Airline: Delta

Flight #: 5057

Bag tag # : N A

Bag Description: It was a CPAP machine carrying case. It was a tote bag. It looks like a laptop bag. It was nylon and black.

Missing Damaged item description: A CPAP machine was damaged. The chamber was broken because it was taken apart.

NOI: N A

Special Notes:

3/20/2015
11:54:40
AM

REASON for the call: Caller was at the St Louis Lambert airport and one of the TSOs did a patdown on her and it was inappropriate . She travels frequently and she had never received a patdown like that and the way that she was touching her. She was touching her private areas and the caller backed away and the TSO said she was doing what she was supposed to do. The caller felt like she was looking down her pants. The TSO s name was (b)(6) The TSO asked her twice if she wanted her to get a supervisor and the caller said yes. The caller talked to the supervisor whose name was (b)(6) and she was helpful and considerate and did the patdown in the proper way. What had happened with the other TSO was extremely inappropriate.

Date Time: March 20 2015, 1215 pm

Gate Terminal: Gate C

3/20/2015 Airport: St Louis Lambert

1:43:15 Airline: American

PM

Flight #: Unknown

Bag tag # 10digit: N A

Bag Description: N A

Missing Damaged item description: N A

NOI: N A

RESOLUTION to the caller's issue: Advised the caller this complaint would be forwarded to the CSM at St Louis for investigation and review.

Special Notes: N A

Just went thru your checkpoint at Norfolk intl and was subject to a full pat down search because they could not read the expiration date on my nc drivers license. When the evening before the agent had no problem reading it and allowing me through. My flight last night was canceled so we had to return this morning to go through the process again at the same airport checkpoint and this is when I was fully searched because they could not read expiration date. The agents are equipped with a magnifying glass but it was not used. During last nights TSA check they alerted on my bag for two candles and pulled me aside tested them checked my bag and candles with a tool. This morning they did not even check my candles that were in the same bag. Where is your consistency?

3/21/2015
9:10:57
AM

As a midwest natural born US citizen of 50 years and former military service member of 10 years I have never felt more violated in my life than this morning. I feel ashamed to say this is the competence level of a government agency that protects us and that a portion of my taxes goes to support.

Regards

TSA,

I am emailing about a less-than-satisfying experience my family had with TSA staff members at the Denver International Airport on Thursday, March 19, 2015.

My wife, our four young sons (ages 8, 6, 5, and 1), and I arrived at the TSA security checkpoint around 3 p.m. (mountain). My airline ticket had a TSA pre-check tag on it; my wife's ticket did not. The TSA official standing in front of the security area told us that I could take our four sons with me through TSA pre-check, but that my wife had to go through regular security. We followed those instructions.

3/21/2015
1:04:59
PM

I went through the TSA pre-check without incident. I had a bottle of water for our 1-year-old in my carry-on bag. The TSA representative at pre-check asked me to remove the water bottle from my bag. TSA swabbed the outside of the bottle and performed a test. TSA returned the water bottle to me. My sons and I finished the screening. That was the good part.

My wife was not so lucky. She stayed in security for approximately 25 minutes. She emerged from security crying. She explained to me that TSA made her go through the security metal detector twice and then performed a full body pat down on her – and made her put her bag through the x-ray machine twice. A female TSA official then began using very stern, disrespectful, and condescending language with my wife about two small milk boxes and 2 small containers of baby food that she brought for our 1-year-old son. The female TSA official told my wife she would need to puncture the milk boxes and baby food to test them. My wife explained that if they opened these items, then they would be contaminated and we could not use them with the baby – the only way to open the milk boxes would be to puncture the sides (the boxes could not be closed after they were opened) and the same was true with the containers of baby food). The female TSA official continued to use a loud, intimidating voice that was wholly inappropriate under the circumstances. She turned to another another female TSA official and said, with a derogatory and tone: "I guess I need your help because she [my wife] wants a private screen." My wife responded that she didn't need to leave to be screened – she just wanted the security check to be over with. The rude female TSA official replied by barking to my wife: "You said you wanted a private screening." My wife responded that she didn't what a private screening means but she simply wanted to do whatever she has to do to leave security and rejoin her family – without contaminating our baby's milk or food. The other female TSA official then asked the rude female TSA official if she wanted her to take over. The rude female TSA official, again using an inappropriately loud and disrespectful tone, responded in a particularly dismissive way by saying "Yes, I think that's best. I AM DONE WITH HER," and then she stormed off. My wife started to cry, and this other female TSA official (the non rude one) tried to calm her down and finished the security process. None of the milk or baby food was tested.

When I saw my crying wife and she told me what happened, I walked with her and our sons to the TSA manager station. One man (who I presume to be the head manager) was wearing a blue TSA shirt and sitting atop a stand, and another man (I assume another TSA official) was wearing street clothes and standing beside him. My wife and I explained to them what happened. The man in the street clothes said that what happened to my wife should not have occurred. The man in the blue TSA

Caller stated that there was 2 issues and she ran into with the TSO at the checkpoint. The caller stated that the TSO stated she was trying to pick pocket another passenger and was back talking him when she said she wasn't and the TSO stated he would make the caller miss there flight. The caller stated that he went through the WTMD and stated that there was a problem with her genital area on the scan. The caller stated she has to step aside for a pat down every time he flies and ask questions. The caller stated she wanted to know the policy for transsexual screening. The caller then stated that she was being discriminated against because she is a transgender.

3/21/2015
1:55:54
PM
REASON for the call:
Date Time: 3.21.15 1:30pm
Gate Terminal: The caller C3
Airport: EWR
Airline: United
Flight #: UA1466

She said that all the TSA staff was professional except the one who said it looked like she was trying to pickpocket someone. Caller does not have issue with the way that she is generally treated, just the fact that she always has to go through additional screening and has to explain that she is transgender.

3/21/2015
6:53:33
PM
Passenger flew out of John Wayne airport in Orange Co. They got to the checkpoint a little late because her husband had issues with parking the car. When she went through the terminal for security they tested her hands and it came back positive and she had to get a patdown. When she got to her gate she had missed her flight and no additional flight leaving for Southwest. They waited for 4 hours on standby and then was told she would be better off buying a new ticket. She was told that since TSA caused her to miss her flight that they would reimburse her for the funds it took to schedule another flight.

(b)(6)

My date of travel was 3/18/15, I went through screening around 8:45pm, terminal 8 JFK, Flight Lan Ecuador #539

It started when I went through body scanner at the JFK Terminal. I had no problem doing the body scan more than 5 times. I don't know the exact reason. One of the female agents said to the another male TSA agent that he must be **patted down** (Mid 20's to late 20's black male with short hair). The male TSA agent said that he did not know how to do a patdown and he was not going to do it because he's not gay. He stated, I don't get down with that shit. At that point Supervisor (b)(6) (b)(6) walked over and I told him that his TSA officers needed to get it together. My frustration became to accumulate for the lack of professionalism that was displayed. If I was a malicious person flying he was not going to pat me down because he's not gay? How does my sexual orientation have anything with going through airport screening.

At that point I expressed to (b)(6) that I am late for a flight and I have no problem complying with TSA regulations. But your officer is not being professional and his disgusting comments he made was not appropriate. (b)(6) took offense to what I had to say and decided to put me aside and do further screening because I expressed my concern. He became boisterous and wanted to display his authority in front of his other officers. At that point he took all my belongings out searched it in which I had no problem. He took out my passport and wrote down my personal information and said the next time I come through the terminal that he was going to give me a hard time. I am fearful of (b)(6) or what he is capable of. He stated earlier that if he was at his other job, I would not be standing he has caused me mental anguish for the fear of physical and fear of traveling through JFK.

3/22/2015
9:13:08
AM

Then I asked to speak to his superior which witness the whole event. The person I spoke to was a black male, wearing a black suit with a small pin on the collar, about late 30's to 40's year old with no identifiable name tag or badge visible. But did state he was (b)(6) supervisor. He flat out defended his TSA agents, their comments and actions. He blatantly disregarded my concerns that his officers made lewd comments about my sexual orientation and did want to pat me down because he is not gay or I don't get down with that shit. When I tried to explain this to the supervisor he stated, you're not listening to me so take your stuff and keep it moving. At that point I realized me speaking about how I was treated and the discriminatory comments that was said was pointless.

I believe that I was discriminated against because of my sexual orientation and put through further distress because of it. No one should have to go through what I went through at the airport.

Sincerely,

(b)(6)

I went thru security on Saturday Mar. 21 at Newark Airport. I had a Jet Blue flight to West Palm Beach out of Terminal A. The agent I encountered did the patdown but as part of it he grabbed each of my legs and rested it on his knee to do the patdown. I have traveled many times and this is the first time I was subjected to this type of screening. I realize they must pat you down but the grabbing of the leg and holding it straight out seemed strange. Luckily I do not get spasms however because of disability my legs are not very limber and this certainly concerned me especially since the agent is not a physical therapist and could have done some damage to my leg.

3/22/2015
5:08:44
PM

I would like to know when this type of procedure was enacted. As I stated this was a first and I was not very comfortable with it. I also shy away from making a big deal because I don't want it to be viewed as aggressive behavior on my part. Your help with this is greatly appreciated.

(b)(6)

Sent from my iPad

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address:

Zipcode:

3/22/2015

6:04:07

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Honolulu International Airport

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/22/2015 10:08:06 PM

3/23/2015

8:32:59

AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines Flight 1 WAS 155.

Comments: I am a frequent traveler and was going through security. I am 7 1/2 months pregnant and was waiting patiently. The TSA agent at security was little people through the non x-ray machine, and I was in line to be one of those people. Others cut in the line, which the agent saw. And, then she would not let me through. She gave me the option of a "pat down" (her words) or the x-ray screening. She was incredibly rude when I said that I commented that I had been waiting and she let others cut the line in front of me. She essentially said that it wasn't her problem. I complained to the manager on duty and shared her name. I was shocked by the horrible treatment of a pregnant woman.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/23/2015 7:12:37 AM Airport : DAB - Daytona Beach International Date/Time of Travel : 03/23/2015 7:30 AM Airline & Flight Number : Delta 1146 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : I am in the process of getting a New York state drivers license so I currently have a temporary one. I flew from laguardia to orlando on March 12th. I had a birth certificate, social security card, photo ID, and temporary drivers license. No problem at all thru security in laguardia. They checked my documents and cleared me. On my return flight out of daytona beach, a supervisor was called at the security checkpoint. She checked my documents and then called addtl person to handle my carry on and go thru it. She then proceeded to do a hand pat down that was extremely inappropriate! I do not understand this kind of screening when I have appropriate documents and did not have this issue on my outbound from laguardia?

3/23/2015

8:34:11

AM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

REASON for the call: Caller stated that the screeners at the checkpoint were extremely rude and were idiots. He feels like they did not have any courtesy and they did not know any proper protocols about the screening procedures. After being treated extremely rudely at the checkpoint he found his checked bag in shambles everything thrown back in the bag and items that had been damaged. He is wanting to know what can be done about this. He was also upset because there was several agents texting at the checkpoint and not working and he took a picture to prove it.

He stated that he feels like he was discriminated against because of his race at the checkpoint. He said that he pulled out his ID showing he was a known crew member. He said that known crew members do not have to go through the AIT. The screener said well you are today in a very unprofessional manner. He refused to go through the AIT and had to have a patdown and they thoroughly checked his carry on as well. The TSO refused to let him go through the lane without the AIT because he was not in uniform. He said that they treated his wife poorly and there was another white guy behind him and they gave him a hard time as well. He said then two Puerto Rican ladies who had an unbelievably large amount of items were sent through the lane without the AIT and was not give any hassle in fact the TSO was joking and cutting up with them.

3/23/2015
9:24:20
AM

Date Time: 03/22/2015 01:00 pm

Gate Terminal: JetBlue Terminal A

Airport: SJU

Airline: JetBlue

Flight #: 1034

Bag tag # (10digit) (b)(6)

Bag Description: It is a crew member bag. There is a sticker on the bottom of a S with two pine leaves.

Missing Damaged item description: There was a bottle of hot sauce broken and spilled on his shirt. He had \$80 shirt that were just thrown back in the bag and under his shoes.

NOT: Yes- Nothing written or stamped on it. 937C

Disability Description: Caller has a disability that does not require him to be in a wheelchair but he does use a cane.

Information Request: He and wife only fly about twice a year and are flying to Vegas tomorrow.

They both got KTN s from TSA but his wife shows as PreCheck and he does not so they are split up and he wants to know what else they can do since it did not help to join PreCheck.

3/23/2015
2:46:42
PM

Lately he has been asking to leave his shoes on because it is difficult for him and unsafe to try to take them off.

He stated he gets a patdown anyway so it does not matter.

He said Vegas is better but they will fly from Albany NY and one time they took a long time to give his cane back to him.

Caller refused checkpoint assistance request.

3/24/2015
10:48:33
AM

Caller: She is 78 year old and have a hip and knee replacements. The last three times she went through San Antonio she got a patdown. Wanted to know why she is getting a patdown all the times.

Caller needs information for regulations for dealing with minors. Especially for a patdown. She says her 16 year old got a patdown and there was no adult with her. The child was uncomfortable with a patdown. She says she feels her 16 year old daughter was uncomfortable with a stranger touching her. She traveled out of Sky Harbor. She says they need other means to screen unescorted minors. She feels they should not have touched her breast.

CSM RFI---Mishandling RFI

REASON for the call: Patdown complaint

Date Time: 03-24-15

3/24/2015
12:22:54
PM

Gate Terminal: C 3

Airport: Sky Harbor

Airline: Southwest

Flight #: 4172

3/24/2015 12:28:09 PM Caller is 100 percent disabled and has applied for Precheck. He had surgery and is in bandages. He had a patdown and now he is in pain. Charlotte was okay and in Jackson. He did not get Precheck at West Palm Beach and feels that this is why he had to go through this. It did not work and he is upset. He is at the airport now.

Disability Description: Passenger is a wounded warrior.

3/24/2015 12:31:48 PM Incident Details: Passenger is very upset because he called in last month to set up assistance for getting through screening at PBI and Jackson. He received a phone call from the CSM at Jackson confirming the information and letting him know they got the request and will provide assistance but did not get anything from PBI. He just went through screening there and did not get any assistance. He recently had a liver transplant and when doing the patdown the TSO were very rough and now he is hurting and bleeding. He is very upset that he was treated this way and wants to know what the purpose is for requesting assistance and not getting it. He let them TSA know he had done this when he got there and they told him they didn't have any information that he would be flying or any request for assistance and that he was lied to by whoever told him it was being sent.

He was at the airport during the call and put another gentleman on the phone who claimed to be the manager, and the call was then disconnected.

3/24/2015 1:00:43 PM Caller: She traveled from Honolulu airport. She have to go through some extra screening because her artificial knee and dint like the way the TSO conducted a pat down. The officer conducting the pat down touched her improperly and wanted to place a complain.

Disability Description: Caller needs medications.

Incident Details: The caller travels quite a bit and has to take liquid medication that can't be open. She states she always gets a patdown at Oakland International and they always hand inspects all of her bags. At other airports they don't do this and she wanted to know why they do this at Oakland. She has read on the website that she may have to go through a patdown but it doesn't say must. She stated they always treat her disrespectfully because she takes medication and it makes her feel horrible. She also complained because she asked for someone to keep an eye out on her bags during her patdown and they were rude about it. She advised that she would file a complaint and TSO. (b)(6) stated that it wouldn't matter that complaints go into a file and no one looks at them. She also spoke to a supervisor at the checkpoint.

3/24/2015 1:49:43 PM Date Time: 3-24-2015 at 11:40 AM
Gate Terminal: Gate 30
Airport: Oakland
Airline: Southwest Airlines
Flight #: 481

Complaint description: Always received patdown because she carries liquid medication that can't be open.

3/24/2015 2:24:46 PM On 3-19-15, I was flying back from Rome, I got stopped by the TSA agents and they mauled and groped me like a wild animal. Open handed they pulled pushed and twisted my breast they are still bruised. I did not set off any alarms, I have such thin hair it won't even hold a bobby pin, but they still felt it necessary to pull my hair they could tell by looking I could not hide anything in my hair, yet they let people setting off alarms and women with tight buns in on the airplane, there was no reason what so ever to be violated, in such a way.. There was no reason to make me take off my shoes socks and make me to role up my pants legs. She rammed she hand in my shoes so hard I thought her hand was going through the toes, twisted my inserts so hard I thought she was going to break them she bent them. Delta owes me that much because I need to replace them. After being treated in such a disgusting manner I don't think I will ever fly again. Please make sure this complaint goes to the Rome airport.

Thank you from a very angry and disgusted passenger. The flight number was DL 241 flying straight through to Atlanta departing at 9:15am arriving in Atlanta at 3:38pm

3/24/2015 2:24:46 PM On 3-19-15, I was flying back from Rome, I got stopped by the TSA agents and they mauled and groped me like a wild animal. Open handed they pulled pushed and twisted my breast they are still bruised. I did not set off any alarms, I have such thin hair it won't even hold a bobby pin, but they still felt it necessary to pull my hair they could tell by looking I could not hide anything in my hair, yet they let people setting off alarms and women with tight buns in on the airplane, there was no reason what so ever to be violated, in such a way.. There was no reason to make me take off my shoes socks and make me to role up my pants legs. She rammed she hand in my shoes so hard I thought her hand was going through the toes, twisted my inserts so hard I thought she was going to break them she bent them. Delta owes me that much because I need to replace them. After being treated in such a disgusting manner I don't think I will ever fly again. Please make sure this complaint goes to the Rome airport.

Thank you from a very angry and disgusted passenger. The flight number was DL 241 flying straight through to Atlanta departing at 9:15am arriving in Atlanta at 3:38pm

3/24/2015 2:50:37 PM Caller said he just called and was talking to an agent and got disconnected. He said he was at Hilo airport today and in a wheelchair and that he gets profiled and goes through the patdown. He said he is a large man and dark skinned and he said they patted him down hard. He said that they called a Police Officer over and he said he is concerned about the Police Officer and he put a woman on the phone and then the line went dead.

3/24/2015 4:30:44 PM On Mar 6, 15, I went through the TSA screening system at the ELP airport about 6:30 am. Now, I am very careful to keep up on the "TSA requirements", and I comply with all. My goal is the walk through your screening system without any problems etc. In spite of that, I keep getting pulled aside for one reason or another.? That morning my boarding pass was the TSA Pre-screened type, so I went through that special line. After I went through the "metal detector" I was told that I had to undergo a physical "pat down." And it was the most thorough pat down I've ever experienced. The TSA employee(male, white, tall & large) actually touched my genitals twice: once from the front and once from the back. He did other things too--i.e. checked my shoes for bomb residue or something.? Naturally, as many times before, he found nothing. Now let me tell you about myself: I am a slightly overweight white male 64 years old grey hair. I am now retired from the military(I served 33 years-that not a typo=33 years). Since I in no way fit the profile of a terrorist, I ask you why I am singled out so often? I believe I know the answer: I help out evening out your search statistics. If you only searched persons that fit the terrorist profile, you'd get accused of profiling, so you pick me knowing you would not find anything but I'm good for the statistics because I'm a white male. Question: Am I right???? Please reply.

(b)(6)

(b)(6)

Submitted on Tuesday, March 24, 2015 - 17:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Gender\Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Sarasota

State: Florida

Zip Code (Post Code): 34243

Other:

Email: (b)(6)

3/24/2015
6:29:41
PM

==Incident Information==

When did this happen? 03/24/2015

Where did this happen? FLORIDA - SRQ - Sarasota-Bradenton

What happened?

The experience was very transphobic in nature. When I went through the system and they were about to pat me down they used she/her pronouns and I said that I was a guy. She looked at my chest and looked back up at my face. The agent then became confused and stumbled through asking me if I wanted a male tsa agent to pat me down. I said it was fine either way and she asked her supervisor what to do and he also was confused but had me go through the machine as male and it still was confusing for them and they called me it and were overall transphobic. I was then rushed through with a quick pat down by the female agent and sent on my way even though I could tell the agents were still very

Dear Sirs/Madame,

I recently traveled to Florida from Pennsylvania for a long weekend with family and friends. I was "randomly" selected for a hand swipe in Philadelphia. Ok, I get it. It was embarrassing to be pulled out of line, but...

On my way back, in Orlando, my husband and I were sent to a separate line of folks getting hand swipes, ok.. Then as I walked thru the security system, it beeped and I was told that I was "randomly" selected for a pat down. Really? I was not taken to a private area. Very embarrassing, mortified!

And in each instance, the TSA agents would not let me get my valuable belongings off the belt system/nor were they moved to a secure area. My purse, iPhone, etc, sat on the belt with other folks grabbing their things! In Orlando, my husband actually picked up my things and walked away-NO One questioned or stopped him.

3/25/2015
10:12:50
AM

Then at home I find a tag in my luggage, that it had been searched!

Why was I targeted? I want to know. I find it hard to believe that this was all "random".

Please ask your superiors to pass my experience along and improve/revise this process.

Thank you,

(b)(6)

Sent from my iPhone

Hi - I just had a horrible experience with (b)(6) at security checkpoint. She is the rudest most offensive security person I have encountered. March 25 around 1:00 pm in Houston Hobby outside southwest terminals.

I work for DFPS and was with a child and they treated us like criminals.

We went through security and got our bags and left. They then hunted us down at our gate and demanded we come back to security. There were 3 of them and all so rude and would not explain why. They then said we had liquids. They would not respond when I told them I did not, but had an empty Nalgene. They were very accusatory and rude. We get there and they realized it was the kids bag that had spray in it and it mine. They still proceeded to do a full pat down and treated us like criminals. One of the ladies kept apologizing for (b)(6) rudeness and attitude. I have never had such a horrible and demoralizing experience. She also would not explain why she took our boarding passes and made a copy of my ID.

3/25/2015
4:38:19
PM

(b)(6) is the rudest most offense person I have encountered at security checkpoints and I have seen some rude security people there.

Thanks for your attention,

(b)(6)

Sent from my iPhone

Disability Description: Passenger has Type-1 Diabetes and has recently had surgery

Incident Details: Caller is at ORD and they are flying back to Wisconsin. They had surgery two weeks ago and they are a type 1 diabetic. They had an issue yesterday with the agents at EAU and how they screened her insulin pump and herself.

3/25/2015
4:45:39
PM

Caller normally does a self patdown of the pump and they swab her hands with an ETD. When she went through EAU yesterday she submitted her pump and walked through the WTMD and no alarms were set off. When she got through the WTMD the screener told her that since she did not bring the pump with her through the WTMD she would require a full body pat down. The screener offered a private screening and the passenger chose the private screening. During the patdown, which the passenger stated was too invasive, the caller informed the screener that she had recently had surgery. The officer replied and said she would be gentle on the area and still touched the area. Afterwards the caller asked the screener why she wasn't informed that going through the WTMD without her pump would result in a patdown. The officer replied that she was correct and apologized for not doing so. Caller did not have the name of the screener.

When the caller spoke with screeners at ORD they informed her that they didn't believe that she was screened appropriately. Caller wants to report this so it doesn't happen to others.

REASON for the call:

Caller and her mother went through the normal screening line, even though her mother had PreCheck. Caller's bag was sent for additional screening because it set off an alarm (though the caller feels the bag was not properly checked). Caller does not feel safe with TSA because she was treated as if she was 12, instead of 20. Caller set off the screening technology because she has a metal belly ring and because of her metal studs on her jeans. Caller tried to explain why the alarms had sounded, but the TSA agent told her she did not know what she was talking about. Caller's age was questioned again, and the caller was told she needed to stay by her mother. The caller's mother did not sound off an alarm, but was also told she needed to undergo a patdown as well. The caller was worried about a wand that had been bought at Disney. Caller was afraid it was going to break because other luggage was piled on the bag it was in. When the caller and her mother tried to fix the issue, they got yelled at and told they were not allowed to touch their belongings. Caller asked the TSO if they would fix it, and they did not. That is when a STSO stepped in. The TSO that had been screening the caller stated that the caller and her mother needed a patdown, but that she would not administer the procedure. That TSO was yanked off the line by the STSO. The TSO was saying that the caller was not complying. The TSO's name is (b)(6) and the STSO's name was (b)(6). The STSO had other TSOs give the patdowns.

3/25/2015
6:08:11
PM
Date Time: 03-24-15 at 12:20 PM
Gate Terminal: D4, this incident occurred by the Hertz rental car area.
Airport: FLL
Airline: Southwest Airlines
Flight #: 339
Bag tag # (10digit):
Bag Description: NA
Missing Damaged item description: NA
NCI: NA
RESOLUTION to the caller's issue:

Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Special Notes: (b)(6)

3/26/2015
9:28:44
AM
Caller went through security and she got a patdown. She has bladder metal mesh and she is targeted for a patdown each time she travels. She was upset the agent could not provide her any information for why she has to have the patdown.

Reason for the call - He had an unpleasant experience with several screeners and a manager at DEN. He wanted to make a complaint. He flew from DEN to Dulles.

Airport - DEN
Airline - Southwest Airlines
Flight Numbers - 335
Departure Times - 10:30 am
Arrival Times - He went through the checkpoint between 8 and 8:30 am.
Date And Time of Incident - 3/25/2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA

3/26/2015
11:36:58
AM

Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged Item description - NA
Location Of Incident
Gate - C33
Terminal - Southwest Terminal
Phone Number - (b)(6)
Email - (b)(6)
Name Of Actual Person Involved - (b)(6)

Special Notes - He was switched from one line to another and he was given different information. He was selected for PreCheck. He had to go to another line because of a hip replacement. He was told that he had to take off his shoes. He told the TSO that he has a mobility problem and that taking off his shoes is difficult. He was told he has to take them off anyway. He asked for his cane and his items back. He told them that he would go back to the first line and get a patdown. He had to ask the agent for his cane 4 times before he got it back. He went back to the PreCheck line carrying all of his stuff. The same agent that sent him to the second line told him that he can go through the scanner with his shoes on. The TSO went back to the scanner with him and talked to the two agents at the scanner. He said that the first TSO was really nice. The two agents at the scanner that were not nice. They finally let him go through the scanner and then they swabbed his hands and shoes. When he went to get his belonging someone else had their items in with his. They did not take any of his stuff, however, he was disturbed that their items were in with his. He said that one of the agents took his laptop out of his bag. He got his belongings and asked to speak with a supervisor. The supervisor was apologetic. He told him that they do not have all of the training they need. The second agent who had told him to remove his shoes followed him when he went to speak with the supervisor. She told the supervisor that all he told her was that he did not want to remove his shoes. He does not recall the names of the agents he is making a complaint against. He stated that he was really angry and shaking. He thought that

REASON for the call:

Caller says that she wants to register a complaint.

On March 15th in Sky Harbor, she flew as a crewmember. She was redirected as a random search.

She was carrying breast milk and asked for it to be hand checked.

The agent came over, frustrated, insisting she put it through x ray.

She says this is the first time any officer has been difficult about this. Her name was TSO (b)(6), Badge (b)(6)

She put the milk into a dirty Tupperware bin, upset about this. The officer at the checkpoint even had her remove a vest and go through a patdown. She had to remove a jacket in the past, but never a vest.

She went through a metal detector, and the officer began to pat her down. She was very aggressive, rude, and she was putting a lot of pressure on her. She was told to pull her shirt up.

She says her hands went far up her skirt.

She felt the knuckle of her finger go in between her genitals.

She requested a different screener and a supervisor. The supervisor was very nice, he pulled the tape, looks at all angles of the footage. She says it was a violation of privacy.

The next agent was not rude, and courteous about the process. She complimented the supervisor and next agent who performed a patdown.

3/26/2015
12:18:36
PM

Date Time: March 15 at 8:00AM
Gate Terminal: Delta terminal
Airport: PHX
Airline: Delta Charter
Flight #: DL8943
Bag tag # {10digit}: NA
Bag Description: NA
Missing Damaged Item description: NA
NOI: NA

RESOLUTION to the caller's issue:

Special Notes: The name of the agent giving her a difficult time was TSO (b)(6) Badge (b)(6)

Caller flew from LAS via Alaska Airlines on March 23rd with two jars of peanut butter in her carry on. She says that she has taken peanut butter through LAS on many occasions. She says that yesterday she and her partner were returning from SEA. She says that her partner is in a wheelchair and he stood and walked through screening. He also underwent ETD. Her issue is with her screening. She says that her bag had to be searched and she was told that the peanut butter was not allowed. She admits her partner became argumentative with the female agent. He kept telling her to enjoy eating that at home later. A supervisor was called over, but she just came over and then left. She says that then she had to get a patdown and she complained that she had to lift her shirt up above her bra. She says it exposed her entire midsection in front of everyone. She says that this was done in retaliation to her partner's comments. After the pat-down the officer began searching her purse. She says that she kept putting the valuable items towards the back to where the caller couldn't see them and was putting the lower value items to the front closest to the caller. She says that the officer kept turning the bag during the inspection, but never removed all of the items out of the bottom of the bag. She says that the officer ripped open her envelope that was already partially opened. She did not do this outside the bag where the caller could see, but done it with her hands down in the bag. Then she took the phones off to be tested. She says that she asked her to give her the envelope and she did. The caller counted her money on the plane and is missing \$200. She has been trying to call a manager at 206-214-(b)(6). She asked me what the CSM's name was.

Date Time: 03.25.16 9:45 a.m.

Gate Terminal: C9

Airport: SEA

Airline: Alaska

Flight #: 851

Bag tag # (10digit): N/A

Bag Description: N/A

Missing Damaged item description: N/A

NOI: N/A

Date Time: 03.23.15 7:45 a.m.

Gate Terminal: She doesn't remember

Airport: LAS

Airline: Alaska

Flight #: 611

Bag tag # (10digit): N/A

Bag Description: N/A

Missing Damaged item description: N/A

NOI: N/A

3/26/2015

1:23:39

PM

3/26/2015

7:43:43

PM

The caller's family does not desire to use the AIT and prefers to have a patdown or to go through the WTMD. She has experienced some resistance from TSOs in the past concerning her family's request for patdowns, and there arose a situation in which a TSO caused an ruckus over her 3-1-1 bags that were in compliance. She is anxious about flying again and wanted assurance that the previous experiences should not have happened, and that the future experiences should be better. She asked about special screening procedures for passengers 75 years or older, and for children 12 years or younger.

To whom it may concern,

My name is (b)(6) and I would like to discuss an incident that I encountered during my last airport experience. Every person I have spoken to informs me that the pat-down was necessary because explosive material was detected. However, no alarms went off and I never got a clear confirmation from any agent that my item was positive for explosive material. Therefore, it is not clear whether or not explosive material was detected. I find it unsettling that my situation, as well as what the TSA agents involved did as standard protocol, was found justified. I have concerns about my situation and the TSA agents at O'Hare International Airport. I still fail to understand why a pat-down was needed when there was no confirmation on explosive material being detected on my bag of food, and I was cleared by the other TSA agents when I went through the X-ray machine.

I called the contact center once before, but I would like to take the time to explain my situation once again, this time in writing, since things can get lost in translation when said over the phone. I was traveling with my husband and a friend, leaving Chicago at O'Hare International Airport, arriving to Miami. We went through Security Point 7 for Gate 11A for American Airlines flight #1687, which was scheduled to depart at 4:50 PM Central time. We were going through the security check around 4:00 PM Central time. The following is the sequence of events:

- 3/27/2015 8:28:17 AM
1. I put my stuff down on conveyor belt of X-ray machine. My belongings included the following: a coat, scarf, sweater, pair of boots, purse, carry-on suitcase, and a bag of food. Inside the bag of food were two packages of popcorn, and a cake roll.
 2. Next, I proceeded to go to the imaging technology x-ray machine
 3. I did not set off any alarms, and was cleared by the TSA agents to continue on.
 4. I waited by the x-ray machine to get my belongings.
 5. I started to pick up stuff until TSA Agent (b)(6) approached me and asked me if the bag of food belonged to me, a bag of food that was handled by everyone in my travel party, but I went ahead and told the agent that the bag of food belonged to me. At this point, no alarms had gone off.
 6. (b)(6) starts to inspect bag, with no explanation as to why and what she was looking for.
 7. She inspects the two popcorn bags, then takes out cake.
 8. As she was looking at it, TSA Agent (b)(6) comes over and assists (b)(6) with cake.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/27/2015 9:48:02 AM

- 3/27/2015 10:09:01 AM
- Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: I am writing from Denver International Airport following a pat down from a TSA agent approximately 30 minutes ago that can only be described as sexual assault. The agent put his hands on the inside of my underwear, patted me down on the buttocks multiple times with the front side of his hands, as well as other sensitive parts of my body. I am so angry and upset that I can hardly speak. I expect that you will treat this with the seriousness it deserves and respond to my complaint immediately.
- 3/27/2015 1:50:38 PM
- Caller is retired military and has medical disabilities. Every time she screened she goes through the AIT and has to have a patdown. This is very embarrassing. She feels she is being singled out.
- 3/27/2015 4:43:53 PM
- Caller applied for the TSA precheck 2 and a half weeks ago and the UES is telling her it is with the TSA and it might take another 6-8 weeks because they had trouble taking her fingerprints. Is there any way she can get this expedited? She has metal, screws and plates in her body. The last time she flew she was wearing a leg brace and she had to remove it and she got a full body patdown after she went through the AIT and her bag went through twice. She wants to avoid having to get patdowns. She used to have a card from her doctor. Would that help? Charlotte Douglas has full body scanners in some areas and others have the older technology. Is there any advantage to going through one or the other?

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number:

Address:

Zipcode:

3/27/2015

6:17:17

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

LaGuardia Airport

Submitted on Saturday, March 28, 2015 - 11:06 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address (b)(6)

City: Brooklyn

State: New York

Zip Code (Post Code): 11202

Other:

Email: (b)(6)

3/28/2015
11:16:30
AM

==Incident Information==

When did this happen? 03/27/2015

Where did this happen? NEW YORK - LGA - LaGuardia

What happened?

Yesterday at approximately 1505 (3:05pm) to 1600 (4:00pm) at TSA Checkpoint area TB-CHK-C-2 at Laguardia Airport prior to boarding my UA689 flight to Chicago O Hare, I was innapropriately touched on my vaginal lips by TSO (b)(6) arrived to the airport with yoga pants and top on, which had no underwire or pockets, or metal or bells or any other material that would be a source of security concern. On top of that material, I had a on a professional red dress that just covered my private parts. It was not made clear to me why i was being searched given the facts stated above that I did not have any suspicious material on, only cotton clothing and underwear. Despite me lifting up my dress and

Caller said she was at Orlando airport today and she and her husband both had precheck on their boarding passes, She said at Concourse A and ECP there is no sign that Orlando has a precheck line and she said the male agent just gave hand signals to them. She said the female TSA Officer, (b)(6) was rude to her 74 year old husband and she said they were just following what the male Officer had instructed. She said they were not put in the precheck line and the female Officer told her to go to the precheck line. She said they had to take their jackets and shoes off and her husband had a patdown. She said she went to the female Supervisor with the last name of (b)(6) and she told her to call us and she said the Supervisor was very nice. She said the first Officer should have directed them better to the precheck line or we should have a PreCheck sign up.

Mishandling RFI

3/28/2015

1:11:46

PM

REASON for the call:Complaint

Date Time: 03-28-15 at 8 am and they were at the checkpoint at 6:10 am

Gate/Terminal:Concourse A

Airport:Orlando

Airline:Southwest

Flight #:2398

RESOLUTION to the caller's issue:I advised her that I will refer this to the CSM at the airport

Hello,

Yesterday I flew out of ITO. I am pregnant and asked not to go through the ATL. Instead of allowing me to go through the metal detector, which I was told was only for pre-check passengers, I was made to wait for several minutes and then had a pat down. While I understand that the pat down is one of the screening methods, I do not understand why it would be used in place of a metal detector that is already functioning but not in high demand. ITO is not a busy airport and it is not clear to me why TSA would choose to take a female from her post for a pat down instead of allowing me to simply walk through the metal detector. The pat down, and where it was located, made me feel like a criminal. I don't think it's a very kind way to treat pregnant women and would like to suggest that you reconsider your pat down policy in places where there are working metal detectors. Not only would it save TSA time, but it would also make pregnant women feel less ashamed about their condition.

3/28/2015

3:19:13

PM

Thank you for your consideration.

(b)(6)

To Whom This Concerns:

3/28/2015 5:07:44 PM I have a Global Entry Pass; consequently, I have TSA pre-check on every airline ticket. Wouldn't go without it, because of the TSA agent abuses in the non-pre-check queue. I have an artificial right hip: titanium implant. When the pre-check queue TSA agents ask about that, I am directed to the body-scanner, which upon my exiting the confinement, sets off the alarm. I am consequently patted down at unusual places on my body having nothing whatever to do with my hip implant (the most popular being left shoulder and chest - but, this last time (a few days ago) was patted down upon my left buttock). I find it curious, annoying and harassing that [Global Entry Pass] + [TSA agent knowledge of my R hip arthroplasty] = patdown! What's the point of my having passed the GOES background check if I receive the same treatment as though I didn't have the Pass? If you don't intend to honor my probity/integrity, then why issue the Pass and/or enquire about implants? Something's wrong with the agents you hire . . . they gleefully abuse their discretion. I would that TSA funding had not been recently renewed; did fine without it for 63 yrs. (pre-2011/DHS), don't need it now! /creveling/

Submitted on Saturday, March 28, 2015 - 18:03 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact :

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Bishops Stortford

State: Florida

Zip Code (Post Code): CM23 2AY

Other: United Kingdom (No other option for State)

Email: (b)(6)

==Incident Information==

When did this happen? 03/25/2015

Where did this happen? FLORIDA - MCO - Orlando International

What happened? I went through security around 3pm. I was with my partner who is in a wheelchair. When we got to the front of the cue, I was trying to get someones attention to let them know I

Thank you for your prompt response - which wonderfully skirted my question without answering it.

You responded in pertinent part: " TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre?® individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening." . . .

3/29/2015 9:27:42 AM Lovely bit of bureaucratic caviling to my enquiry, "What's the point of GOES background check (I have a Global Entry Pass) and telling the TSA agent that I have an implant if not to ease my passage through airport security?" Please respond directly to that question; succinctly, "What's the point of GOES . . . check . . . and telling agent that I have an implant . . . ? If you're going to ignore the meaning of the GOES Pass AND ignore my information re implants, why do you even have a separate queue for the Pass AND why do you enquire concerning bodily implants? When you know what sets off the alarm by a Trusted Traveler . . . patting him down rather reduces the federal background check to the absurd, wouldn't you say? TSA is clearly abusive of its authority. /creveling/

Caller has been flying with assistance and TSA has been good to her in the past. She says that her last flight and she spoke with Josh. She says she is calling as a follow up to the last call. She said that when she got into her safe her jewelry had been searched and she did find her piece of jewelry that she was missing. She flew yesterday. She called TSA in San Diego and she left a message saying that she called and left a message She got a patdown even though she did not trigger an alarm and she wants to know why. She had no pockets and was not wearing anything heavy.

3/29/2015 12:40:12 PM She is in a wheelchair. She says she walked through the WTMD. She says that TSA did not put things back in her bag the way that they were after they searched her bag. They were inspecting 8 cans of Prune juice and they swabbed them. She says that they took apart he Medical machine and inspected it. She says that they cut the labels and she is missing a receipt for medical expenses. It is in a sealed white envelope with her name in black marker on it. She also said they did not look at her medical items and they only looked at her prune juice. She appreciates TSA and will be flying again with Delta to CO springs to see her grand children. She then said she was flying form Philadelphia to DEN. She has several forms of medications. She talked a lot about her accident that happened 7 years ago and the surgeon who reconstructed her face.

Dear Sir:

On March 17, 2015, my husband and I landed in MIA around 5 AM EDT on AA #900 after an overnight flight from Buenos Aires, Argentina. We proceeded through Immigration and then collected our luggage for Customs, which we cleared without any problem. As soon as we went to retrieve our bags, we were forced to leave Security even though we were only going to recheck the bags for other flights to ORD and STL. Since we are both pre-screened, we proceeded to TSA-PRE. I was able to go right through without a hitch. My husband, however, who has two artificial knees, was not allowed to use the full body scanner because it was not working at that time. He set off the alarm on the usual scanner and was told to step aside for a pat down.

At that point, he waited and waited for someone to come over to do their job. When someone finally showed up ten or fifteen minutes later, my husband was getting slightly exasperated. He then had to take off his belt and shoes, which he did, although he did toss the belt on the floor. The next thing I knew the man's TSA supervisor was over hollering in my husband's face that he had a real attitude and that he might not be able to fly that day. If anyone had an attitude it was the TSA supervisor and not my husband, but the pat down proceeded and my husband was cleared to go. As a further annoyance, while my husband was waiting for the pat down, someone opened the full body scanner for use so others were able to go through it without waiting.

3/30/2015
2:17:15
PM

Here are my questions to you. What good does having TSA-PRE do when my husband has to go through the same routine as before? Why was he not allowed to go through the full body scanner once it was opened for use? Why must an international traveler go through security a second time in this country? Before we left Buenos Aires, our checked bags were x-rayed, our carry-on bags hand checked, we were photographed and our right thumb print taken. It would seem that would be sufficient.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Other

Current Date/Time : 3/30/2015 8:09:13 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 03/29/2015 6:30 AM Airline & Flight Number : Delta 201 Checkpoint/Area of Airport : the recheck area from International arrivals
TSA Employee: (If Known) (b)(6) Comment : On the date mentioned above I was going through the screening when I opted out of the machine. (b)(6) took my bins and put my clothes (hat, shoes, hoodie, etc) bin on top of my computers I told him that to make sure there was no weight on my equipment. He looked displeased with my comment. He then took me to the area for screening and decided to slowly go over with long pauses the common statement made by TSA agents before the pat down occurs. I told him I knew it and recited it from memory this upset him and he continued to recite it. Everything seemed to be going fine until the part where the TSA person is supposed to take both hands and go up the leg to the groin area till they meet resistance. (b)(6) did not do that he moved his hands up until he got to my groin area then made a sudden and forceful thrust into my testicles causing a sharp pain which I immediately mentioned to him! He ignored me and did it AGAIN on the other leg! After doing twice I told him he didn't have to hit me in my privates! His reply was to condescendingly say "I told you I was going to your torso!" sneering at me he walked away. I then looked back and saw him laughing and talking to a female coworker sharing the fun of being able to assault passengers with seemingly impunity! I was quite shaken up by the experience first of being assaulted and second being powerless to react to it! I told the supervisor I wanted his name and what occurred. He strolled over looked at me and said his name then casually walked away! By his demeanor during the assault and the practiced way he hid the fact he was hurting me by using unnecessary force. I could tell he has done this before and probably would do so again! So not being a defenseless tourist from another country or a harried passenger rushing to my next plane I did the responsible thing and contacted the Atlanta Police department to report the assault. The TSA has the duty to search and secure the airport but not to inflict harm on passengers they don't like!! Officer (b)(6) of the APD took my complaint case # (b)(6) I will be following up on this and I hope you will too! Please note I will not sue for money or seek compensation. I want (b)(6) to be relieved of duty or transferred where he can't harm others or serving jail time for this assault. If this would have occurred outside of your airport I would have been allowed to defend myself but knowing I was powerless to fight back (b)(6) abused his authority and willingly attacked me under the guise of doing his job. I will not let this fade away and I will not quietly let him get away with this.

3/30/2015
9:03:46
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 3/31/2015 6:34:43 AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sky Harbor Airport, 3/30/2015, evening, gate D. Had escort passes to pick up some minor relatives. Not EVEN flying.

Comments: I went to the Sky Harbor airport in the evening of March 30, 2015, to pick up some relatives that were minors, and I had my daughters with me. We all had escort passes, and when we went through security at Gate D, the agent decided that my youngest daughter had to be patted down because of the machine, she had on a dress with sequins to the side that had obviously set the machine off. My daughter is only 13, and I asked that they not pat her down unless it was medically necessary. One TSA worker, a short, white lady in her 60s with cropped hair became very rude, and started talking to me in an unnecessarily rude manner. I told them we could leave. They said I couldn't. I told them I could let my daughters just leave, and they wouldn't let me do that either. They then got a supervisor, who went and got a black woman to speak to me. When I finally agreed to let them pat my daughter down provided it was a mother and someone who was married, and that I would pray with them beforehand, they decided to do a full pat down on my child, even though it was apparent that it was the upper part of her pretty, sequined dress that had set off the machine. I could hardly hold back my tears as I watched that short woman, with her hands and speech, pretty much violate my child, who has never been touched that way in her life, or had anyone speak to her that way about her body. I am not convinced that that worker was not an insensitive lesbian or pedophile. I want to know for sure that the TSA is not hiring people who have perverted tendencies towards children, because what we experienced (and they told us we weren't allowed to film the pat down, understandably, it was worse than any medical exam my daughter or even myself have had, especially the way the woman had to go over certain sensitive areas twice, unnecessarily, and the language she was using). A doctor will never speak to you that way when you are being examined, even if you are having a child. Unfortunately, I do not have her name, although I cannot forget her face, a face devoid of maternal feeling or consideration of children. I was trying so hard not to cry, I have always tried to protect my children, and I feel like I have failed my child. I have not been able to keep her safe from someone who would hurt her, and hurt her innocence. I feel so terrible as a mother, that someone did this to my child in my presence, it seems like a perverted woman has had access to my child. I want an explanation, a justification of what has happened, and I want answers and justice for what this woman has done to my daughter, a studious homeschooled 13 year old who has won many competitions in violin, has played with several orchestras, plays the piano, won at the science fair, and has been raised in a christian home. I have a few questions:

-What can a parent reasonably expect, and what kind of behavior does the TSA qualify as "crossing the line" from doing your job to criminal behavior against a child?

-Surely the TSA has clear guidelines of how far an agent can go before it can be ascertained that the agent is actually violating a child: what are those guidelines, if any?

-What is the line between pat down and inappropriate, perverted behavior? How much physical pressure is an agent allowed to use on a child?

-Is the agent allowed to go over the child's sensitive areas more than once on the basis that "they didn't get it over here, or I need to go over this again" type of comment?

-What kind of language is the agent expected to use with a child?

-What are TSA guidelines for hiring people with questionable behavior towards children?

-What are TSA guidelines for dealing with agents that have been inappropriate with a child?

-What does the TSA define as inappropriate or criminal behavior towards a child? -Are there specific, respectful words that an agent is supposed to use to describe a child's body, and do they need to name every body part with their own choice of words while touching the child?

3/31/2015
8:35:19
AM

Good Evening,

It brings me with much displeasure to report to you my family's eventful day with TSA agents at the Orlando International Airport. My family and I have frequented the Orlando and Tampa areas for many years now and have put up with the rude hospitality that TSA displays at the Orlando International Airport. I am here to inform you that today was the last straw.

As always, the clearing at security was a cluster at Orlando International Airport. We started out normally by approaching the agent at the counter checking IDs and Boarding Passes prior to entering the lovely maze to the screening and X-ray machines. I was traveling today with my wife and three children. I politely handed all IDs and boarding passes to the TSA agent. He rudely responded to me that I needed to pass them out to each member of the family along with their IDs. I complied with the agent's request.

We were then herded like cattle into the security checkpoint where we were directed to a special line where we were told that we were not required to take our shoes off or anything else. All we were instructed to do was empty our pockets and send our baggage through the x-ray machine. In disbelief, we asked the TSA agent again and they repeated the same instructions back and assured us we would have no problems. My wife even informed the TSA agent that my three year old son's sippy cup had water in it and asked if we should dump it out. The TSA agent assured us the cup would not be an issue. We complied with all requests and put our baggage through the x-ray machine and walked through the metal detector.

3/31/2015
8:35:54
AM

I went through the metal detector first, followed by my daughter, oldest son and my wife with our three year old son. My daughter set off the metal detector and my wife and I were then separated from our children for additional screening. I protested, but I was assured it would not take long. My wife and I went through the machine that scans you with your hands raised above your head. We passed this screening process with no issues. Then much to our surprise we found that there was an issue with my wife's bag which had the sippy cup in it. The TSA agent asked our party to see whose bag it was. My wife complied and the TSA agent took her to the side with her bag. My wife asked the TSA agent what the issue was. The TSA agent explained that they had to test the sippy cup. My wife once again declared it contained water, that it was for my three year old son and that a previous TSA agent claimed that this would not be an issue. The current TSA agent denied my wife's request and scanned it any way. The TSA agent then patted down my wife from head to toe and swiped her hands to test for explosives. Before she was patted down from head to toe, I asked the TSA agent what the issue was. They reluctantly told me what the issues were while standing 10 feet away from me. I informed the TSA agent that I was having trouble understanding her and that she needed to come closer for me to hear. Her supervisor then came over and claimed my wife tested positive for explosive residue and told her to proceed with her for a private pat down. My wife complied reluctantly because she did not understand why another pat down was warranted when nothing was found from the previous one 2 minutes before. We finally made it through the screening process but were highly disappointed with the lack of respect and ill treatment.

I am an Aircraft Loadmaster for the United States Air Force. Screening and handling of passengers and their baggage is my bread and butter as well. I also know professionalism does not always have to be cheery, friendly, and welcoming but the effort must be there. I understand each and every TSA agent has a job to do. However, today's episode was uncalled for and unwarranted. My family and I complied with all instructions and directions from TSA agents. My wife was wearing yoga pants, flip flops, and a T-shirt. She was also traveling with her husband who proudly serves our military and understands fully the need for these security measures. I can tell you from my experiences the image my family portrayed today did not warrant a threat. We fully declared all items to the TSA agents multiple times that were in question and they continued to belittle us and demand two full head to toe pat downs. It is insulting and dehumanizing.

I am here to inform that the treatment of my family by the TSA agents at Orlando International will not go quietly. I will make sure everyone who needs to be is aware of this incident will know. TSA agents at Orlando International ruined a great vacation for us today. Other people will not put up with this and I am here to tell you until this dehumanizing screening process is fixed; neither I nor any member of my family will transit the Orlando International Airport. In light of recent aviation events families should not be scrutinized. Flight crews should be screened more thoroughly.

For the record I will be sending this letter to Orlando International Airport as well, the Better Business Bureau and whoever else I feel needs to be aware. If the hospitality of passengers for air travel is no longer a factor then I will no longer spend my

Reason for the call - Caller wanted to make a complaint about TSA in general. She went through the Humphrey Terminal at MSP. She was wearing an insulin pump and taking a spare pump with her. She had a surgical boot on her foot. She asked for a female agent to give her a patdown because her pump can not through through the screening technology. Medtronic told her that walking through the door is fine, however, a magnetic check can damage the pump. The TSO basically told her that he did not care and that he did not want to see her paperwork. She did not get his name. The female TSO who performed her patdown told her that other people with insulin pumps go through the screening technology all the time. She did not get her name either. She said that it makes it hard for people with medical conditions to travel because they don't know how they are going to be treated.

Airport - MSP
Airline - Sun Country
Flight Numbers - SY595
Departure Times - 3:15 pm
Arrival Times - She went through the checkpoint between 1 and 1:30 pm.
Date And Time of Incident - 2 07 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - She does not know. She thinks it was 4 or 6.
Terminal - 2
Phone Number - (b)(6)
Email - (b)(6)
Name Of Actual Person Involved - (b)(6)
Special Notes - NA

3/31/2015
9:47:51
AM

3/31/2015
2:11:53
PM

At SFO 9:30 am, 3/31/15.
Had to get a pat down because of the millimeter wave machine.
I guess my socks were too bunched up at the ankles for your sensibilities.
Definitely a flawed technology.
The caller is a nursing mother. She wanted to know if she could go through security with icepacks to keep her breast milk cool. She wanted to know what types were permitted through.

The caller wanted to file a complaint against TSO Supervisor (b)(6) at the Syracuse International Airport. She stated that she presented her icepacks along with her breast milk and was told she couldn't transport the items through the security checkpoint. She stated that the officer stated it didn't matter if she was allowed through with the items in Atlanta they would not be permitted through his airport. She said he also stated that she had plenty of time to get back to Atlanta and her milk would be fine. He would not listen to her when she tried to explain she had connecting flights and the breast milk would spoil. She said the matter was handled in an unprofessional and unfriendly manner. She was also told she would have to go through a patdown and then told she wouldn't.

4/1/2015
2:33:44
PM

Date Time: 4-1-2015 at 2:15 PM
Gate\Terminal: Terminal B
Airport: Syracuse
Airline: AA
Flight #: AA4340
Officer Name: (b)(6)

Caller has a discrimination complaint.

(Accepted complaint from Agent who said caller told him that she felt she was discriminated against because of her last name (b)(6))
Told caller I am sorry she was upset.

MB Complaint of Discrimination Referrals:

Full Name: (b)(6) (That is her full name) Caller said she is African American and was born and raised in the US. She said she was treated like a terrorist.

Phone #: (b)(6)

Phone #: (b)(6)

4/1/2015
4:00:35
PM

We lost contact and I tried the home # and it is not in service but reached her on her Cell.
She confirmed home again as correct.

Email: Does not Use computer. She was born in 1934 and is 80 years old.

Airport: Detroit Metro (Was flying to FLL on Delta).

Date and approximate time of the experience: 1-26-15 (The flight was departing at 7:20 AM) She was at the checkpoint between around 6 AM (She first tried to tell me after 8 AM)

A description of the experience:

She went through the metal detector and a second TSO went over her body again and by then her carry on bag had gone through the conveyor.
Caller said she was in a wheelchair except for the time she got out to walk through the metal detectors. She sat down in the wheelchair and 2 more people came up and searched her carry on bag and the TSO scanned her shoes and had her to remove them had her to stand up and get a Patdown. She insisted that nothing alarmed.
She commented that she thought when you are over 75 you do not have to take shoes off but they made her take them off.

She felt she was being discriminated against because her name is (b)(6) and they treated her like a terrorist.

On March 31, 2015, I received a TSA precheck boarding pass for American Airlines Flight 943 from St. Thomas, USVI to Miami. I was told to go to the speedy line where I need not take off my shoes. Then a TSA agent loudly asked my if I had any medical implants. I said that I had a metal plate in my ankle. Forget privacy.

She then told me to go to the longer line where I would have to take off my shoes. I then had to go through the AIT screening. The TSA agents were barking orders which I did not understand, about which poses they needed. When I emerged from the screening device, a female TSA agent told me to stand & she would wave a wand over my hands. She then told me to stand in front of her and spread my legs. I did. Then she yelled, "WIDER!" I complied, still barefoot, trying to make sure that my carry-on possessions were not carried away. Forget about any shreds of dignity.

4/1/2015
4:26:06
PM

I am a 67-year-old grandmother of 4, a retired school teacher. I believe that your policies need improvement. Or the TSA agents in St. Thomas need sensitivity training.

No TSA agent has ever asked if I had a medical implant. I told the truth. My reward for cooperating with honesty was to be treated with hostility and humiliation. Why exactly did have have to go through the AIT screening AND the public patdown? If I had requested a private patdown, would I have been able to bring my valuables with me? Would I have missed my flight?

Please explain why the TSA agent needed to pat me down intimately in public when I had already completed the AIT screening.

Are TSA agents discriminating on the basis of disabilities????

Sent from my iPad

4/1/2015
8:11:54
PM

Caller was transferred her she went through San Antonio TX yesterday. She was in a wheelchair and wearing a brace. She was traveling alone. She cant stand for screening so she got a patdown. She was told she would have to go into a separate room so she can undress by the lady agent. She ask the lady if this was because of her brace? Then the lady said never mind they would just do the patdown at the checkpoint. She says when the agent got to her private parts the agents hand came all the way up into her privates, splitting it. She has had a patdown about 3 or 4 times and it has never been like this.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/1/2015 11:52:59 PM

4/2/2015
8:33:21
AM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sante Fe, March 28, 2015, Flight 5944 at 12:56pm departure
Comments: My ticket was TSA pre-approved. Two rude young TSA agents who spoke badly to every passenger designated me for extra checks after I passed through security. I complained that it was unjustified and if they wanted to search me, then get on with it and don't keep me waiting.
An older, polite TSA agent told me later that I could 'go'.
This is unacceptable behavior from the two young TSA agents who I PAY with my taxes and they don't even know the limits of their petty authority.
I am a small blonde woman, and the I do not accept the imposition of being singled out to prove a point that there is no 'racial profiling'.
Do not impede my lawful passage through airports again, otherwise I will most certainly make it the business of my Senators to tell you this, again.
It is ridiculous that Denver Airport TSA agents who deal with much higher traffic are very polite and kind to travellers, yet two silly little girly TSA agents at Sante Fe are an intolerable nuisance to law abiding citizens.
I am not looking for an automated email. I am looking for a human answer. If you can't answer me then I'll have to get the media to seek answers on my behalf. I am very disgusted.

(b)(6)

On Apr 2, 2015, at 5:17 PM, tsatcc do not reply@senture.com tsatcc do not reply@senture.com wrote:

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening.

TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. TSA must screen all passengers and their property before they are permitted to enter the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that Transportation Security Officers (TSOs) treat all passengers with dignity, respect, and courtesy.

4/2/2015
6:15:47
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on bags, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, or children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

The primary purpose of passenger screening is to prevent the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. TSA's policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

Passengers are permitted to wear any type of clothing they wish through the security checkpoint, however, if the TSO cannot reasonably determine that the clothing is free of a prohibited item, the passenger will be referred for additional screening. This policy extends to all clothing items and is not directed to any particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers,

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Alexandria VA
Zipcode: 22312

4/2/2015
6:15:49
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

The caller went through screening today at 1:30PM. She was at FLL airport with her son who is 15. Her and her son went through screening, she was going with him to make sure he gets on the plane. It wasn't a busy day and the lane wasn't busy. She had a necklace on and a officer at the checkpoint told her to turn her necklace to the back or they will have to check her breasts. She started to walk forward, she was going to place her necklace in one of the bins on the conveyer belt. Another TSO told her to just put the necklace in her hand, because she has zippers on her pants and she will have to get frisked anyways. The caller walked through with her hands up and before the TSO gave her a patdown the TSO pushed her arm into the callers stomach. Her and her son was very startled. She stated that her son will be flying in to the airport on his return flight and she is unsure if she will have issues when he flies back.

4/2/2015
6:25:39
PM

She wasn't instructed at all. she just pushed her in the stomach

REASON for the call:

Caller has a hernia in his groin, and it shows up on the AIT. When his happened at BOS, the TSO was upset that there was an anomaly in BOS. The TSO yelled out that there was an issue. At CLT, the caller did not want to go through any of the screening technology to avoid the embarrassment of the issue being yelled through the checkpoint. The TSO that administered the patdown was unsatisfied with it due to that hernia. The caller was taken to a private screening area where the manager was also unsatisfied with just a patdown. Caller was told he had to expose himself to be cleared for screening. Caller does not want to fly if he is going to have to go through this humiliation every time he goes through screening. Caller was told that he could call this number to notify TSA about him coming to help alleviate the tension of screening.

Date Time: 03-31-15 at 10:15 AM
Gate Terminal: Gate E19
Airport: CLT
Airline: US Airways
Flight #: 5146
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA
RESOLUTION to the caller's issue:

4/3/2015
2:48:22
PM

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. The TSO will describe the procedures they are using as they conduct the screening. The passenger should inform TSOs if they have difficulty raising their arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening will not be permitted to enter the secured area.

Since your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

CSMs may be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.

Special Notes: (b)(6) Caller would prefer a phone call about what has happened.

Caller is in DEN currently. They have had PreCheck through Southwest for a while and they got a KTN recently since the changeover. When she came to the airport today she was funneled back to the regular line because they did not have a body scanner. She has metal implants. Caller does not believe she should have went through the regular line since she paid for PreCheck. They did not offer her a patdown. They told her they did not have proper staffing.

4/4/2015 Date Time: 4,4,15 1:20pm
4:18:51 Airport: DEN
PM Airline: Southwest
Flight #: 1352

The caller flew from Miami to LaGuardia yesterday. The caller opted out of going through the AIT and it took sometime for her to go through a patdown. Her bags had already gone through scanning and she was separated from them for sometime. When she got on the aircraft she discovered that her laptop was missing. She wanted to know what could be done about getting it back.

Date Time: 4-4-2015 at 2:28 PM
Gate Terminal:

4/5/2015 Airport: Miami International
3:54:16 Airline: Delta
PM Flight #: 5967

Bag Description: MacBook Air in a royal blue Incase, two stickers on it, one says illest in script in hot pink and the other one has a blue circular logo with a plus sign on it

The caller indicated her mother had contacted lost and found and they had her bag and disconnected.

From: (b)(6)
Sent: Sunday, April 05, 2015 1:17 PM
To: TSAMedia
Subject: Still wondering if the below the belt frontal pat down I received at the Houston hobby airport was called for nor is it appropriate..I am an Asian middle age woman who has serve 22 years as a dependent mil wife to my huband whoe served for 30 years. We ar

4/5/2015
5:08:21
PM

Sent from Windows Mail

I am a lifelong air traveler, have traveled all over the US and to Mexico, Bermuda and Jamaica. I have rarely had a piece of luggage lost or had a bad flying experience. I enjoy flying. I live in Oregon, am 66 years old, a retired paralegal. My recent trip to Fort Worth, Texas was to see my dying father in a nursing home. This was a stressful, sad trip, not a happy one.

I have flown out of DFW since the day it opened and have seen all the changes to this airport over the past 40 years. Not all the changes have been good for me as a traveler.

On April 4, 2015, I entered DFW Terminal C at about 3:00 p.m. to go through the security screening and check in at American Airlines flight 1698, bound for Portland, Oregon. I presented my boarding pass and driver's license to the first TSA agent and was then directed to the only conveyor belt in use. As it was a Saturday and the airport was not crowded, there was no waiting line. I thought I would breeze right through, as always. I was wrong.

Please note that I was dressed in nice slacks, tapestry jacket and turtleneck top. I wore two silver rings and no other jewelry. I had no belt, no pockets, no metal on me except for the zipper on my jacket. I have no metal plates or pins in my body.

I was ordered to remove my shoes and I asked about that because I did not have to that for my previous flights (all domestic US flights). I was asked my age and told I was too young at 66 to be allowed to keep my shoes on. I placed my purse, orthopedic shoes and carry-on bag on the conveyor and turned to proceed through the screening gate. To my surprise, I was told to stand inside the clear tube called a body scanner. The female TSA agent before me had quite an "attitude" which also surprised me.

4/6/2015
8:37:18
AM

I commented as she scanned me that this was a first for me. She snapped, "Not for me!" She proceeded to frisk me twice and scanned me twice but could find nothing except my jacket zipper on the scanner. She finally let me proceed through the check point. It took a tremendous force of will to say nothing further to her. Believe me, I wanted to! I felt invaded, humiliated, helpless, and at her mercy. She clearly enjoyed making me feel that way.

You may try to brush me off by responding that she was just doing her job. Well, she was doing more than that and I know the difference between a security agent doing a competent, businesslike job and someone who gets a kick out of tormenting people. This agent fell into the latter category. I was unable to learn her name or I would include it here.

My sense of shock remained throughout my flight home to Oregon. I did not see how treating ordinary travelers badly helped keep airports and airplanes safer. In fact, I felt less safe and frightened. I felt like I needed to have my US passport to prove I was a natural born US citizen and not a danger to anyone, not even potentially, not even in their imagination.

I would like you to evaluate the current procedures, body scanning, pat-down protocols, and other security measures used at DFW, and the TSA employees, and I would like you to do a better job of keeping travelers from suffering needless humiliation and distress, particularly when they are carefully following TSA's ever-changing rules and regulations (as I did when I packed my purse and carry-on).

I object to being treated as I was on April 4 at DFW Airport. I gave no cause for it. As an older woman, traveling alone, struggling to walk long distances from rental car shuttle to the correct airline gate (I am arthritic and have chronic back pain from a fractured vertebrae), I expect courtesy, assistance and a minimum of cranky, rude people to cope with. It is hard enough just to navigate the airports.

Generally TSA employees are courteous and businesslike and that is what I expect. This incident was the exception and it was a big one. If I had complained or refused to be frisked, I guessed I would then be whisked into the private strip search room

On April 4, 2015 at approximately 9am my husband and I went through security at Burbank Airport. I am not a frequent traveler but as the daughter of a woman who died of breast cancer I am very concerned about excessive radiation when going through airport security. As a result I always ask for a "pat down" and have always received one. On this morning, I noticed there weren't the usual walk through security check points and out of concern I asked what the apparatus was and for a "pat down", I was told by a TSA agent, not to worry that this was not an x-ray machine and that Burbank stopped using those. With no reason to doubt the TSA officer's insistence I walked into the apparatus there was a wand, and I then felt a hesitation and was about to get out and insist that I have a "pat down" before I could react it was too late. On the way to our terminal I had increased doubt as to whether or not I was told the truth and I went on to board my Las Vegas flight.

The very next day, at the airport in Las Vegas I saw the exact same apparatus being used I told the TSA agent there that I did not want to go inside of it, he quickly stated that if I did not mind waiting he would have a female TSA agent assist me with a "pat down". I am not at all certain why the TSA agent at the Burbank Airport would go out of his way to misinform me about the scanner and have me go through it when I was very clear that I DID NOT WANT to go through a radioactive scanner. This kind of negligence makes me very uncomfortable albeit now I understand I cannot/should not take a TSA's word as truth. Perhaps it is not a big deal to some people/TSA staffers, but to others, like myself there are concerns and those concerns should not be dismissed. ALL TSA agents should be informed, and when in doubt give the person the option of a "pat down". My right to decline was taken away when that TSA agent told me NOT TO WORRY that they, Burbank Airport do not use those kinds of machines anymore. When the fact is that THEY DO millimeter waves ARE radioactive (I googled it) [HYPERLINK \(b\)\(6\)](#)

4/6/2015
8:38:39
AM

2.2. Radiation safety

Although millimeter-wave scanners are becoming the primary full-body scanners used at airport security checks, there is still an alarmingly small amount of information about its potential health effects. The millimeter-wave safety standards are dose rate (power density) standards expressed in mW/m². The power density for a millimeter-wave scan is between 0.00001 and 0.0006 mW/cm² ([HYPERLINK \(b\)\(6\)](#)). These scanners are believed to be less harmful to passengers because they emit nonionizing radiation and presumably do not have the potential for cancer causing DNA damage. The established health effects associated with non-ionizing radiation are limited to thermal effects. The long term effects of this type of radiation are still uncertain but it was reported that these scanners operate at outputs well below those required to produce tissue heating [\(b\)\(6\)](#)

Caller was flying from DAL to Houston this morning. She has PreCheck, but was removed and had to undergo a very intrusive patdown. she has a bracelet that does not come off.

4/6/2015
9:24:41
AM

Today at DAL. 630am
PreCheck lane
Gate Terminal: Southwest Terminal
TSO was Hispanic

Pat-down was extremely offensive, she was in a dress and heels. She indicated that she was a professional and felt that she was singled out for some reason. I am writing this letter to voice my incredible disappointment and anger in the behavior of two TSA security agents at Baltimore Washington Airport on Saturday, April 4, 2015 around 1pm as I was entering the JetBlue terminal with my husband and two year old daughter. I am seven months pregnant, and as I care greatly about the health of my fetus, I asked to avoid any scanners in security and instead have a pat down. I researched this prior to my flights, and while traveling earlier in the week to Boston, I was given immediate assistance and positive attention. Not only is this allowed, but it is suggested for pregnant women to not go through security machines.

I am distraught in the way I was treated. My husband and daughter were sent through security with all of our luggage, and I was asked to step aside and wait. About ten minutes later, while still waiting and growing impatient as dozens of passengers passed through my line, I asked how much longer it would take for my screening to occur. I had a flight to catch and an impatient toddler who was already on the other side. I was told "it was my choice to do this, and I will wait as long as it takes for someone to become available." At that point, I told them it was unfair and the agent told me that I needed to calm down and wait. After about 15 minutes of waiting, I told them I was being treated unfairly and felt discriminated against for being pregnant. The agent then told me that they were understaffed with female workers and again, because this was my choice, I would need to wait until someone was available. At that point, I got extremely angry. I am not choosing to avoid the scan to be annoying or disruptive, but rather for the health of my unborn child.

4/6/2015
10:09:55
AM

I finally got through and the woman who was getting ready to scan me told me to put my arms in a T position. I lifted them over my head and very rudely she asked if I knew the difference between a T and above my head. I started yelling. I told her she was unprofessional and discriminating and I needed to get on my flight. At this point, she went and got her director, [\(b\)\(6\)](#) who tried to diffuse the situation by telling her to finish my scan and asked me to collect my belongings and go toward my gate. I was furious. When my scan was complete, I went over and asked for information on filing a complaint and [\(b\)\(6\)](#) sent me your information. When I asked him for the first and last name of the officers who were rude and discriminating towards me, he said he is not obligated to give their names out, and I should go ask them myself. When I walked up to the woman, she covered her name tag and refused to show me her name. I asked if it was allowed for a TSA guard to hide their identity, but because my flight was about to board, I didn't have time to argue it. So, the police officer who was nearby told me that with all the information provided (time, location, airline, etc) the agent's identity could be figured out.

I write this letter in disgust. I am pregnant, yet I am equally as capable of traveling as any other passenger. I feel that I was treated as a lesser person given being pregnant, and I feel horrified that I was treated differently. I bring this to your attention for a few reasons, but most importantly, I want to make sure that no one else is EVER treated the way I was treated today. People, with any need or disability, should NEVER feel as though they will be treated differently or worse given their situation. I would like to find out how this situation is being dealt with, and would like to know how we can work together to make sure this never happens again.

Thank you so much for taking the time to read this email, and I look forward to your response. Please be in touch.

Best,

[\(b\)\(6\)](#) passenger traveling from BWI to BOS)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/6/2015 1:08:54 PM

4/6/2015
2:24:32
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): f926bv/tsa prechk Ticket #: (b)(6) Flight DL1580

Comments: Your employee told me that he did not care about me being disabled and had prechk on my boarding pass and made me take of cloths. I am 62yrs old and very mad today, please find this person and have him fired.

Submitted on Monday, April 6, 2015 - 12:43 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Corpus Christi

State: Texas

Zip Code (Post Code): 78413

Other:

Email:

4/6/2015
2:25:49
PM

==Incident Information==

When did this happen? 04/06/2015

Where did this happen? TEXAS - DAL - Dallas Love Field

What happened? I am a TSA Pre-check XXXXXJ1NY enrollee. A small bracelet on my right arm set the alarm and by design the bracelet needs a small tool to be removed ...I thought it might not get through TSA so I packed it. Because of that I was subjected to a FULL pat-down. The female agent checked my breasts and genital area. I am a professional women and I was wearing a dress. She told me to spread my legs and she touched EVERY PART of me. The only thing she did not do was to put her hand up inside me. I came to the airport happy and full of life and left in tears and extremely shaken up by this incident and I am still very shaken up. Tell my why this happened to me! I obviously was singled out and I want to know why and what she was looking for up my skirt

Dear Sir or Madam:

I was travelling from Greenville, SC to London Heathrow on Wednesday, April 01 with flights DL 1341 (GSP-ATL 13:45) and VS 104 (ATL-LHR 17:45).

Upon arrival in London I found a TSA Notice of Baggage Inspection in my suitcase. This is not uncommon to me - in fact the same was the case on my inbound flight on March 28 via Detroit - and despite the disconcerting notion of a stranger groping through my belongings, I do recognize the need to inspect baggage to protect all travellers.

This time, however, I was completely shocked by the carelessness and disrespect that my suitcase has been handled apparently. In particular, I was thoroughly disturbed by the following obvious mishandling which is also illustrated in the attached pictures:

- Shoes were removed from the bag which I use to protect other items in the suitcase; one shoe was not returned properly to the bag but instead was jammed carelessly onto other items.

- Washbag was not returned to its original place in the suitcase, thus exposing the toiletries to external shock, putting them at risk of breaking and soiling other items.

- Handkerchief was removed from separate mesh pocket where it was protected. It was not returned to the mesh pocket but dumped carelessly between other items.

4/6/2015
4:30:23
PM

- Luggage strap to hold clothes in place has been opened during inspection and not closed properly afterwards, so items were not prevented from shifting any longer. Consequently a rather expensive bespoke suit needs a proper dry cleaning and ironing now. I can not even imagine if this had happened on my inbound flight when I had to give a professional presentation the next day. The dishevelled suit would have been a disaster.

You will agree with me that such careless and disrespectful handling is completely unacceptable. As a law-abiding citizen I expect better from the government agencies whose responsibility it is to protect me and my property from harm.

That being said, I am sure that you have protocols in place to review the inspection procedure, identify the disorderly employee, and take disciplinary action. I imagine there are many qualified applicants that can replace them. For your convenience, I attach a photocopy of the baggage tag which may help you to trace this case down.

I would further request that you send me a contact address where I can claim a reimbursement of the necessary cleaning costs for the suite.

This can be easily compensated by a reduction of the paycheck of the employee in question.

I appreciate your assistance in this matter.

Sincerely,

(b)(6)

--

(b)(6)

4/6/2015
5:53:23
PM

The caller is a member of the TSA Precheck program, but she has metal knee replacements. She always have to have a full patdown, and she wanted to know why. Also, the TSOs make her remove her shoes, as well as removing her laptop. However, she wants to note that all of the TSOs are friendly, but she thinks the process should be followed. She is a FF with American Airlines, and wanted to know if she would continue receiving TSA Precheck in 2015.

Disability Description: Caller has metal implants.

4/6/2015
6:28:01
PM

Information Request: Caller got an email from American airlines. He has TSA PreCheck and DOD clearance. He has metal implants. He says that he had to have a private screening before. He says PreCheck does him no good anyway because he has metal implants and he always gets a patdown because some of the PreCheck lanes do not have ATIs. He wants to know why this happens.

4/6/2015
6:58:05
PM

Caller has called three times today because she is having a difficult time with the way she was treated at the airport. She is TSA PreCheck and she wants to know how they can do this, someone from the federal government put their hands between her legs and on her breasts. She was wearing a dress during the patdown. She said she felt violated. She was very upset and was crying during the phone call. She said she was terrified that this would happen again. she said that she didn't know that she could get past this. She said she thought she may need therapy. She said she didn't do anything wrong, she stated she had a gold bracelet on that caused this.

To whom it may concern:

I am a long time Trusted Traveller with Nexus issued by the USA.

I recently had both total hip replacements and now I set off the metal detector at the air ports. In particular at DCA on March 29, 2015. I was subjected to a full body pat down which was embarrassing. I should have asked for the private room but did not realize what was going to occur.

4/6/2015
8:02:24
PM

As I have gone through extra screening, iris scanned, finger printing why am I treated so harshly when I set off the metal detector.

Sincerely,

(b)(6)

Burnaby, BC
Canada
V5G1X9

4/7/2015 8:21:56 AM
A wonderful thing has happened my wife is pregnant and our family is very happy. However due to this she doesn't desire to use the body scanner at airports. She opted out of only the body scanner for the first time two weeks ago for a flight out and back to CA. This was our first experience in opting out of the body scanner and it should be noted that several metal detectors where available. The first time the opt out "pat" search was conducted we did not realize how intrusive it was and a female TSA agent conducted the pat down in front of the entire airport. This pat down consisted of the lady physical groping every part of my wife's body to include running the back of her hand over the vaginal area multiple times with enough force that it could be felt in an uncomfortable way against her private area. It then include the agent sticking her fingers between my wife's underwear and waist line with a swiping motion around her entire waist front to back. The agent also pulled her blouse out and downward exposing her breasts to the airport. On the trip back we asked for a private screening rather then in front of everyone travelling. When we asked for this screening my wife was pulled out of line to the side. As she waited the line got busy and the metal detector line was opened to speed things up. My wife asked to use the metal detector and was yelled at that she had opted out of the body scanner and would be physically checked. After some more time we were led to a private storage closet were the search similar to the one I described above took place only this time the TSA lady ran the back of her hand over and around her vaginal area four times with so much pressure that I could see the pain in my wifes face. Now my wife and I travel a lot and fly a lot and for the next nine months she our 7 year old son and I will be opting out of this body scanner to protect our future child and to support her choice to opt out. I am an honorably discharged American Soilder of 5 years who served in Bosnia and I am in my 16th year of law enforcement. I have never searched anyone the way these people searched my wife and I have searched EPW's (Enemy Prisoners of War) and currently still search persons under legal arrest. My father is a 3 year honorably discharged American soilder who served in Vietnam and a 40 year retired police office. In my immediate family, father, uncles and cousins we have over 170 years of law enforcement for the state of New York alone. Our familys military service to America is even more extensive. We have to fly back to New York next week from Florida and it pains me to think that my wife, our 7 year old son and I will have to be sexually assaulted by the TSA in order to travel as free Americans. I realize safety is of the utmost importance but these are not pat down searches. If I put my hands on anyone the way these workers do I have no doubt I would be arrested. Enough is enough please do something about this issue for everyone, this treatment is unacceptable and down right wrong.Thank you for your time.

4/7/2015 8:21:56 AM
A wonderful thing has happened my wife is pregnant and our family is very happy. However due to this she doesn't desire to use the body scanner at airports. She opted out of only the body scanner for the first time two weeks ago for a flight out and back to CA. This was our first experience in opting out of the body scanner and it should be noted that several metal detectors where available. The first time the opt out "pat" search was conducted we did not realize how intrusive it was and a female TSA agent conducted the pat down in front of the entire airport. This pat down consisted of the lady physical groping every part of my wife's body to include running the back of her hand over the vaginal area multiple times with enough force that it could be felt in an uncomfortable way against her private area. It then include the agent sticking her fingers between my wife's underwear and waist line with a swiping motion around her entire waist front to back. The agent also pulled her blouse out and downward exposing her breasts to the airport. On the trip back we asked for a private screening rather then in front of everyone travelling. When we asked for this screening my wife was pulled out of line to the side. As she waited the line got busy and the metal detector line was opened to speed things up. My wife asked to use the metal detector and was yelled at that she had opted out of the body scanner and would be physically checked. After some more time we were led to a private storage closet were the search similar to the one I described above took place only this time the TSA lady ran the back of her hand over and around her vaginal area four times with so much pressure that I could see the pain in my wifes face. Now my wife and I travel a lot and fly a lot and for the next nine months she our 7 year old son and I will be opting out of this body scanner to protect our future child and to support her choice to opt out. I am an honorably discharged American Soilder of 5 years who served in Bosnia and I am in my 16th year of law enforcement. I have never searched anyone the way these people searched my wife and I have searched EPW's (Enemy Prisoners of War) and currently still search persons under legal arrest. My father is a 3 year honorably discharged American soilder who served in Vietnam and a 40 year retired police office. In my immediate family, father, uncles and cousins we have over 170 years of law enforcement for the state of New York alone. Our familys military service to America is even more extensive. We have to fly back to New York next week from Florida and it pains me to think that my wife, our 7 year old son and I will have to be sexually assaulted by the TSA in order to travel as free Americans. I realize safety is of the utmost importance but these are not pat down searches. If I put my hands on anyone the way these workers do I have no doubt I would be arrested. Enough is enough please do something about this issue for everyone, this treatment is unacceptable and down right wrong.Thank you for your time.

Caller said for the last 20 years he s had problems every time he flies by TSA, immigration, CBP and DHS. He has been denied boarding returning to the US, delayed getting his boarding pass, removed from the plane, etc. Last year he applied for Redress, received an RCN but when he shows the RCN when he flies he s still having problems. He didn t enter the RCN into the actual reservation because there was no spot for it. He actually had worse screening since getting the RCN. Most recently the TSO conducting the pat down on him patted down sensitive areas of his body multiple times. He believes something is seriously wrong.

Full name: (b)(6)

4/7/2015 11:48:33 AM
Address: (b)(6)
Harbor City, Ca
90710

(b)(6)

E-mail address: (b)(6)

Gender: Male

The caller and her husband are both very old and he is in a wheelchair. When they went through security in PHX, she was directed to go through the AIT twice. The female TSO informed the caller that she would have to go through a patdown and offered a private screening, which the passenger declined. The callers states that when the TSO began to pat down her body, she did it in a very rough manner. The TSO applied a lot pressure on the passenger s left breast, which caused a lot of pain for the passenger who jumped in alarm. The passenger informed the TSO of the pain and requested a private screening, but the TSO refused the screening and patted down her left breast a second time with force cause the pain again. The caller states that the TSO acted like an animal during the patdown. The passenger spoke with the Supervisor at the checkpoint who was very kind and polite and he said that he would take care of the incident. The caller declined my offer to assist in filing a Disability-related Civil Rights complaint because she was satisfied as long as the CSM is made aware and they deal with the TSO accordingly, reprimanding her and retraining her in the way to screen passengers.

4/7/2015 1:45:23 PM
Date-Time: 4-1-15 9:30am
Gate-Terminal: Not Provided
Airport: PHX
Airline: Southwest
Flight #: 1927
Name of TSO: (b)(6)

Disability Description: The caller has rheumatoid arthritis, was in a wheelchair, and uses a cane.

4/7/2015 5:26:29 PM Incident Details: The caller wanted to file a complaint concerning her screening experience. She has tried to contact the CSM at LBB for several days with no response. She claims that she was stopped several times by the TSOs at the screening checkpoint and was hassled even though it was clear that she was in bad shape due to her condition. She went through the screening technology twice and was submitted to a patdown afterwards. After her bag went through the screening technology, they made her empty its contents out. Her wheelchair was being screened and her cane had went through the x-ray machine and the TSOs were trying to make her walk through the checkpoint without either of her mobility aids. She accepted my offer to email her the information concerning the Disability complaint.

4/7/2015 10:12:37 PM Hello, I am always pulled out for additional screening ,pat down and security all the time when I travel I had contacted and applied and I was issued a redress number about a year and i was asked to give that number at the time of reservation.I have that letter, I see that no difference.Still I go through same additional security.Please advice me.
thanks and regards
(b)(6)
redress number (b)(6)
CSM RFI---Mishandling RFI

REASON for the call:

Caller flew from ATL yesterday and he had a boat load of medication in his carry on.

His bag alarmed and the TSO had to open and search it at the checkpoint.

He had a Patdown by a male TSO at the end of the belt and momentarily lost sight of his bag and could not see the Female TSO search his bag

This morning he discovered his 3 medications in pill form are missing. He confirmed none of the medications were narcotics.

He said he thinks change set off the alarm.

Caller also told me he is a Doctor but not an MD but he takes a boat load of medication.

He is visiting his mother for a month and wants the Form sent to her address.

4/8/2015 10:09:41 AM Date Time: ATL 4-7-15 Departing at 6:18 PM
Gate Terminal: C-20
Airport: ATL
Airline: Southwest
Flight #: 4366
Carry on Bag Description: A White Zippered bag
Missing Damaged item description: 3 bottles of pills in a Wal-Mart Bag.

RESOLUTION to the caller's issue:

Told caller I am sorry his medication is missing.

Told him we will send a form and I am sending a copy of his complaint to the CSM at ATL.

However I must tell you it is a travelers responsibility to collect their belongings and you items may be in lost and found so I would recommend that you check there as well.

Special Notes:

4/8/2015 10:18:06 AM Caller wanted to file a complaint against a TSA agent. She is a flight attendant with US Airways. She went through KCM checkpoint at LAS on 4/8/2015. Her screening was completed at 7:03 am. She showed her passport and her Id badge. She scanned the KCM badge what was provided to her. The TSO swiped her hands and told her that it alerted. He did not swipe the hands of the Southwest Airline attendant behind her. He told her that she had to wait for someone to come and check her bag. A senior citizen agent told her that she was going to take her and check her bag. She took her to another location and called another agent. The checked all of her bags. She had three bags. She was then told to go to another room for a patdown. Both agents went in the room with her. The senior citizen looking agent performed the patdown on her. She started with her hair. The caller told her that she was pulling her hair with her gloves. She went down her back and felt her buttocks. She touched her vagina. She felt extremely violated. She said that her vagina was touched on both sides. She asked if that was necessary. The agent did not say anything. The other agent gave her a dirty look. The name of the agent doing the patdown is (b)(6). She asked where a comment card was located. (b)(6) could not tell her were to get a comment card. The process took about 20 minutes. She was told by a TSA agent after the screening not to file a comment card because it would be thrown in the trash. He told her to call TSA. She said that she felt totally humiliated. She said that if her vagina is going to be probed every time she is screened she will be filing a lot of complaints. She wants to be contacted by the CSM.

Feedback Type : Complaint

Categories : Missing or Damaged Items; Screening Current Date/Time : 4/8/2015 11:57:16 AM Airport : DEN - Denver International Date/Time of Travel : 04/06/2015 4:15 PM Airline & Flight Number : Southwest 4754 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

Comment : I have two complaints. The first of which is that I asked to opt out of the xray and instead get a pat down due to the fact that I am 32 weeks pregnant. One of the TSA agents directed me to stand to the side and wait for a female agent. I patiently waited exactly where he had told me to stand for at least three minutes. At that point another agent told me to move away from where I was standing immediately due to the fact that I was right next to a different piece of xray equipment. In his words "we're not even supposed to stand that close to it"; because that level of exposure to xray is very harmful. I chose to opt out of the xray due to my pregnancy and the safety of my unborn child. Instead I was placed next to a machine that was significantly more risk for my unborn baby. This was absolutely unacceptable and put myself and my baby in a dangerous and unhealthy situation. My second complaint is that my clearly labeled Voodoo donuts were confiscated without my notice. It says on the TSA website that baked goods are acceptable to bring through security. Was my chocolate, peanut butter, Oreo donut a true security threat? At eight months pregnant the fact that my donut was taken brought me to tears. I was sobbing in my terminal waiting for my flight. I felt as though I was abused, harmed and taken advantage of. This was by far the most appalling experience I have ever encountered. My physical and emotional health were compromised and I am disgusted that these events were even allowed to occur. Shame on you for not only endangering the safety and well being of my baby but taking donuts from a (very) pregnant woman.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is calling about his minor daughter who is age 14. He would like to file a complaint about her screening procedure. She traveled on 4-2-15 from Lincoln, NE to Boston.

Her boarding pass had PreCheck. When she went through screening at Lincoln, they conducted a random patdown. She was traveling with United unaccompanied. The mother is upset and feels her daughter was violated due to the patdown

The father stated she was not touched in her private areas.

The mother has contacted a third party agency to file a complaint about the pat down procedure.

He wanted to know if the mother could call for additional information?

Hello,

I was flying to Phoenix, AZ from Seattle, WA last Thursday afternoon. I went through security in Seattle without any problems. Once I was through the body scanner, one of the TSA agents said she needed to pat down my left ankle. But instead of patting it down, she squeezed it incredibly hard, leaving an instant dark blue bruise. Her thumb left a bruise on my ankle that later drained into the bottom of my foot (picture attached). I travel about 2-3 times a year to visit family and have always had a pleasant experience going through TSA. I'm writing you today to let you know what happened last week so hopefully it will not happen again to someone else. I do not have the agent's name and other than the unnecessary roughness, she was very nice. But, the agents should not be this rough with anyone.

Thank you for your time,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/8/2015 3:37:22 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/08/2015 3:15 PM Airline & Flight Number : delta Checkpoint/Area of Airport : 5 TSA Employee: (If Known) (b)(6)

Comment : I went thru as a global entry member through the TSA pre-check. Going through the metal detector everything was fine, I was pulled over by (b)(6) because he said he needed to do extra screening. For no reason. He then proceeded to be really obnoxious and yell at me. When I complained as to why I was getting screened when there were no problems he told me if I do not shut up and listen to him he will take me back out through security and rip up my boarding pass. He then did the security pad down five times on each area of my body. When I asked him why he's doing the patdown over and over when all I was wearing a T-shirt and sweatpants he told me to shut up and he proceeded to do the entire pat down for sixth time.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I had sent an email to get info regarding my redress number. I have been issued redress number and I enter it at the time of booking also exact name as on my Govt issued ID but still I am being pulled for pat down. Its real embarrassment and inconvenience. I want to know why I am still being asked for additional screening. What do I need to do to solve this problem.

thanks

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/9/2015 2:52:51 AM

4/9/2015

8:31:18

AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. :

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): :

Comments: I am a TSA Pre check approved passenger and 71 years of age. Due to an injury and having my left knee replaced (metal) I go through more checking process than a normal person. Being disabled I find this disturbing. a lot of incidents I am separated from my check on items and other items of value due to increased check

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) New Fairfield, CT

Zipcode: 06812

4/9/2015

8:32:19

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Bradley International Airport

Submitted on Thursday, April 9, 2015 - 11:30 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Association
- Profiling
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: San Jose

State: California

Zip Code (Post Code): 95116

Other:

Email: (b)(6)

4/9/2015
12:25:04
PM

==Incident Information==

When did this happen? 04/07/2015

Where did this happen? CALIFORNIA - SJC - San Jose

International

What happened?

I was escorting my wife and two daughters (ages 3 and 1) through a TSA checkpoint. Every time in the past that we have gone through an airport, a TSA agent would take us all through a metal detector, and sometimes swab my hands, and in the case of my wife to pat down around her head-scarf and put the swab in a scanner.

She can be temporarily reached at the number above. She declined to provide an alternate number.

She is diabetic. Her doctor has written a note indicating that she requires a nutritional meal replacement drink. About a year and a half ago at the Eastern IA Airport, a male TSO was very clearly slowing down the process of examining the container. She indicated that it was taking his time. He indicated that it had to be opened. She indicated that it couldn't be opened. He then indicated that it had to be tested. She indicated that if it was additionally screened she would

On 3/25 at, ONT (flight 1412 departing at 8:30am). She was screened by AIT and a patdown. She declined that the medically necessary drink be opened.

She was advised that there is a PSS that she should speak with prior to her flight to ensure that she doesn't receive a patdown.

She wants me to do whatever needs to be done to change the policy so that a patdown is not required. She asked that I or my superior ensure that her call reaches the appropriate entity so that the policy can be changed.

She asked for a superior.

4/9/2015
3:16:04
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/9/2015 2:47:07 PM

4/9/2015
4:05:50
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Flight Number: 1103, Sunday, April 5

Comments: 2nd time to complete this complaint...rudeness, contradictory instructions, I have TSA pre check and a KTN...felt abused and violated after the process.

As a business traveler I am getting really tired of the incompetence of the TSA, especially at 5:30 in the morning! While going through the TSA PreCheck metal detector, I was "randomly" selected to have to go through the scanner. This is the third time I have flown out of Reno in the past 6 months and each time I get selected for "random" extra screening. Then I proceed to the scanner which I have to wait in line behind individuals that were behind me in line to be patted down. Then once I get in the scanner I still have on my jacket, because since I am PreCheck I can leave on my jacket, well then the agent calls female assist. I said what is going on? And the agent says your zipper probably set off the machine. Excuse me what is the purpose of Pre Check and not removing your items (which you are repeatedly lectured on by the agents) if you are then having to go through additional screening and pat down because you didn't remove them? This is ludicrous! While I wait to be patted down, my carryon luggage is just sitting unsupervised at the end of the screening belt and an airport employee that is doing a wheelchair assist starts to take my bag! I yelled out at her and fortunately she heard me that she was taking the wrong bag. I told the TSA agent that was holding me hostage that people were taking my shit and he said oh that's not good in a ho hum voice, not at all concerned that he should take responsibility! Then I get my left side and abdomen padded down all because of a zipper on the outside of a jacket. I mean seriously get your act together, if I hadn't caught the airport employee starting to take my luggage how would I have had any recourse locating my item? So much for expedited security privileges!

(b)(6)

(b)(6)

4/10/2015
10:15:11
AM

(b)(6)

(b)(6)

Littlestown, PA 17340

Fax: 717-359-9109

(b)(6)

(b)(6)

Submitted on Friday, April 10, 2015 - 11:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address (b)(6)

City: Spring

State: Texas

Zip Code (Post Code): 77373

Other:

Email: (b)(6)

4/10/2015
12:10:43
PM

==Incident Information==

When did this happen? 04\06\2015

Where did this happen? TEXAS - IAH - George Bush Houston

Intercontinental

What happened?

On Monday, April 6, 2015 I arrived at the George Bush Houston

Intercontinental between the hours of 5:30-5:45 am

(approximately) to catch a 7:10 am Delta Airlines flight #0810-

en route to Hartsfield-Jackson Intercontinental, with a final

destination of Washington, DC. I approached the checkpoint,

placed my bag on the scanner and successfully completed the full

body scan with no issues or concerns. The male TSA employee in

To Whom it may concern,

I have completed the process for global entry and have TSA pre check. I fly 4 times a week normally. I am disappointed with the TSA process at Denver International Airport because they do not have a body scanner available for people like me who have an artificial joint. I am told they have one but it is not open routinely. I have flown out of the Denver airport the last two weeks and it has not been available. The only two options they offer are fore go my TSA pre-check and wait in the long traditional lines or have a pat down. At most every other airport they will allow you to go through TSA and have an agent walk you over to a body scanner or they already have a scanner available.

I fail to understand why such a large international airport, which clearly has a lot of travelers would not be better prepared to address the need for people with TSA pre check to go through a scanner due to an artificial joint.

4/10/2015
2:14:35
PM

Can you please help address this issues

(b)(6)

Please consider the environment before printing.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 4/10/2015 8:29:38 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 04/09/2015 3:45 PM Airline & Flight Number : AA AIRLINES Checkpoint/Area of Airport : D CHECK POINT TSA Employee: (If Known) :

4/10/2015
9:09:52
PM

Comment : I AM AIRLINES EMPLOYEE, I WAS GOING THROUGH AIRLINES EMPLOYEE LINE, I WASN'T TRAVELLING, I AM WORKING THAT DAY.I HAVE MY PURSE AND LUNCH BAG, BUT TSA PUT AWAY MY BAGS AND THEY TO ME ,THEY WILL DO THE PAT DOWN. THEY SEARCH MY BAG UP SIDE DOWN, REGULARLY THEY TOUCH WITH LITTLE SAMPLE THING AND DONE, I USED TO SEE IT. THEY DONT EVEN EXPLAINE ME ANYTHING ,THEY OPEN MY LUNCH BOX . TOUCH WITH SAMPLE THINGS,LADY TSA PAT DOWN REALLY DEEP, TOUCH ME EVERYWHERE, TOUCH MY HAIRS,MADE ME SAD, I AM WORKING AND VALID ID , THEY DONT TELL ME WHY , TOUCHING WAY TOO MUCH ALL OVER MY BODY, I DID NOT FEEL RIGHT , I WAS PASSING THROUGH THAT WEEK, I DO NOT HAVE PROBLEM, ONLY THAT DAY, THEY WERE VERY RUDE IGNORE MY FEELING AND WITHOUT EXPLANATION, OPEN MY LUNCH AND TOUCHING TOO MUCH INCLUDING IS LITTLE BIT TOO MUCH FOR AIRLINES EMPLOYEE. I RREALY APPRECIATE TSA, THEY ARE PROTECT AIRPORT AND US. I REALLY APPRECIATE THEIR WORK , BUT SOME ARE REALLY RUDE , PLEASE LET THEM KNOW , I AM SEEING THEM EVERY SINGLE DAY, I KNOW THE FACES AND I REALLY WANT SOMEONE MAKE LITTLE BRIFING , THEY WERE NOT TREAT ME RIGHT, I WAS 15 MINUTES LATE FOR WORK, BECAUSE OF THAT. THANKS.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

This was at Memphis TN

4/11/2015
9:13:10
AM

On Apr 11, 2015 6:32 AM, (b)(6) <[HYPERLINK \(b\)\(6\)](#)>

I went through security screening at gate a at 6:15 am on 4/11/15. I requested a pat down because my Dr told me not to go through the scanner. The tsa agent argued that I had to go through the scanner. I reluctantly did and felt dizzy and my heart started racing. Why was I forced through the scanner?

Due to medical reasons I must opt out of going thru the electronic scanner and have a manual pat down- search instead-

At all times it has been a long wait to get an attendant to perform the search- this has been a great inconvenience at all times and so I would like to see some improvement with this service.

4/11/2015
1:00:15
PM

Response Required: Yes

Live each day as if it was your last day on the planet

Disability Description: Caller has diabetes, PTSD because she is a crime victim, and has fibromyalgia. She travels with needles, insulin, glucose meter, lancets, and food in the event her sugar drops. She traveled with her 91 year old father who also has diabetes.

Incident Details: Caller flew from LGA to PBI on Thursday and had set up assistance for her Delta flight number on 4/9/2015 at 2:30 PM- DL1512 which was originally flight number 1902 when she set up the RFA in October. She is a diabetic who was traveling with insulin, water bottles, sealed yogurt, sealed ginger ale, and has Precheck. Caller said she has PTSD because she is a crime victim.

She said she was given an inappropriate pat down by a female STSO with glasses. She stated that she told her she has fibromyalgia and she was pressing too hard during the patdown and she didn't change anything. She said she was treated as though she is a criminal and was told she would be arrested because of it and she was not rude or refusing the patdown. She was traveling with her father who is a 91 years old and a decorated disabled veteran. She said she had Insulin, needles, and glucose meter along with the food and since it was obvious she is a diabetic then she shouldn't have to undergo a patdown that was so invasive she was pushing on her privates just to bring food that she and her father both need for their blood sugar.

4/11/2015
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She stated it may be prejudice because she is from NY but she feels like she was discriminated against for her disability, singled out for things she had to have on her flight, and humiliated in front of the public. She wanted to have her father record it and the STSO said she would be arrested if she touched her belongings that had already been screened. She told them she cannot stand due to pain from fibromyalgia and they did not inform her that she could sit during the process even though she told the STSO she could not stand that it was painful. She said due to the stress she started feeling bad and she was denied access to her insulin and glucose meter and her doctor told her to always check her sugar immediately.

She said she told them she was supposed to have help at the checkpoint but they acted like they didn't know what she was talking about. She said that LGA was great and she would never be treated that way there but PBR is different.

She said she cannot fill out a complaint in writing or e-mail one due to her disability. Her father that was traveling with her is named (b)(6) She said it is ok to contact her.

Good Afternoon,

My name is (b)(6) a current student at Colgate Rochester Crozer Divinity School located in Rochester, New York. I am from Charlotte, North Carolina and graduated from North Carolina Central University in Durham, North Carolina, but currently reside in Rochester. I was in Charlotte and Durham this past week visiting family, and had a scheduled flight on Delta Airlines for 7:15 am first to Atlanta, Georgia, and then on to Rochester, NY. The flight number for the flight from Charlotte to Atlanta was DL944. I checked one bag at the check in and then proceeded to take with me two carry on bags. The contents of these two bags were mostly books, light clothes and small grooming products, as well a laptop.

When I went through the initial TSA (Transportation Security Administration) checkpoints, there was nothing out of the ordinary. Upon my completion of the body scanner and pat down, I was able to gather all of my belongings (shoes, laptop, etc.) except one of my checked bags. I was also very happy to discover that my hair would not be checked. I had objected to this when I have flown in the past because I viewed it as a discriminatory practice. I'm an African-American man with Locs (or dreadlocks as some would call them) and I observed how other styles of hair that were not Locs or Afros on Black people, were not checked. Nevertheless, I didn't see it come through, but I still put back everything else where it belonged. One of the TSA agents asked me was this my bag (referring to one of my carry on bags), and I confirmed that it was. Then she proceeded to this table, as I followed her, where she told me I would have to throw out this container of vaseline because of its size. I didn't have much protest, although I questioned why it had to be thrown out, which is how I discovered it was too large. None of this was odd.

I was waiting for her to hand me my bag when she said that now my bag was flagged. I was completely confused as to what she was talking about. She did not say that I was about to be a part of a random routine search. She asked me did I have any sharp or dangerous objects in the bag. I was then told by one of her colleagues that I would need to empty everything out of my pockets and bring my other bag to be searched. I asked why this was necessary and did not receive an adequate explanation, which caused me to enter into a very angry state of mind that was also very visible. The male TSA colleague asked me could I see my belongings and then began unpacking and checking my other items. He was, however, not checking the belongings that were in the flagged bag. Two other TSA agents came over and one of them asked me about sharp objects again. They began unpacking the contents of my flagged bag.

While this was happening, the man told me that I would have to be patted down with buttocks and groin included. I chose the option to have this done in the private room off to the side because I believed it was totally uncalled for to be searched, like I had committed a crime, in front of the many people in the area. That would have been even more humiliating than what was already taking place.

They took my belongings that they threw, without much care, with the exception of one of the three agents involved in this process, and ran them through the scanner again. This happened after they wiped my belongings down as well to test them for something that I was again not told. After they came back to be "clean," I was directed to the room. I was asked again, this time by the male TSA agent, whether or not I had an sharp or dangerous objects, along with a series of other questions pertaining to health. He called another male agent into the room, for what I assume would be a witness. I was then searched, and again nothing was found on me.

When it was over I was able to repack all of my belongings, put my shoes back on, and gather myself before my flight that had begun to board. I was incensed. It was a humiliating experience that caused me undue duress. I was never given an the adequate explanation that I deserved. It did not end there though. Upon my arrival in Rochester, I discovered that the checked bag I had checked well before going through the TSA checkpoints had been broken into and searched as well. A note with my broken lock duct taped to it was inside. It was then that I was furthered assured of the fact that I had indeed been targeted and harassed. I have no idea why this would be the case. This was not a routine random check, or even a question of a specific bag that was flagged. I was violated by this harassment obviously physically, but mentally as well. The latter is the more damaging aspect of this entire ordeal.

This has been traumatic in a way I have only experienced a few times before in different contexts. This was an injustice on the level of racial profiling by police officers and altercations that I have been involved with in my brief 22 years of existence. Never have I felt quite this powerless though. I certainly not only feel this way but know that my rights were violated. What transpired today was excessive and wrong. Wrong is wrong no matter what uniform or power someone exercises or abuses.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/11/2015 10:31:03 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Items Not Permitted Through the Security Checkpoint
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Flight 1494
Newark

Comments: My name is (b)(6) On March 21, 2015 I purchased two bottles of alcohol from the duty free store in Grand Cayman; a bottle of Appleton Estate Jamaican Rum and a bottle of Smirnoff Red Vodka. I was promised there would not be a problem bringing it home as long as I purchased the special bag used for passengers who do not have checked luggage or who prefer to carry it on the plane. Upon reaching the Newark, NJ-NY airport I was stopped in security to check my luggage as well as the bottles of alcohol. They opened the security bag and proceeded to put it into a machine said the rum was ok. However, the vodka did not pass the "test". It alarmed four different times. So it did not pass the security screening. I had to leave it there with them or check it with baggage, which would have cost me twice as much as the alcohol did in the first place. It also would have cost me our flight to Maine because by then there was not enough time to go back and check a bag. To top it all off, because it didn't pass security I had to be subjected to a thorough pat down as if I had done something wrong and my suitcase was searched a second time. This was not a pleasant experience. I stopped by the duty free shop in that airport and they had never heard of that happening before. One question keeps coming to mind. If the alcohol was not safe to put on the plane with me, what makes it safe to put under the plane and why is it put into a sealed bag in the duty free shop and then opened up by TSA so now it has been tampered with. What could possibly have set off the alarm when it came straight from the store onto the plane, not tampered with and then into the airport from the plane? I hope to hear back from someone on this matter. I was told the only proof alcohol not allowed because of it's flammability is the 151 proof. Mine was only 40%. Thank you for your time and response.

(b)(6)

TSA,

I recently traveled for the first time following total Hip Replacement Surgery. I departed BOI without incident. I went through the only line open in BOI and they passed me on without question. My Doctor had provided me with a card showing the joint replacement and that I would only have to show this at airport security; not so.

When I departed SEA the following day, the process was quite the opposite.

As a 2 million miller after a 31 year career, I've been through my share of airports; pre and post 9/11. As I entered the priority line, there were no signs or indications that joint replacement passengers would have to go through a specific line. It wasn't until my personal bags had gone through x-ray and that I had gone through the scanner, that I was told I would need a full body pat down.

I was traveling with my daughter and two children; 18 mo and 5 yr. I voiced my opinion of the pat down (to the supervisor doing the pat down) and that passengers should be informed that they would need to go through a specific line if a pat down were to be avoided. This process is offensive and unfair to joint replacement passengers. When I voiced my displeasure of the process, I was told, "If you don't calm down sir, I will have to call the police", only inflaming me as a passenger even more (we cannot even voice an opinion?) We are not cattle! If there are protocols, then we should be advised. I certainly could not have gone back to the appropriate line with my things already having gone through the x-ray.

4/12/2015
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Simple signage would help to alleviate the confusion the the need for some TSA agent to pat down joint replacement passengers which (depending on the agent) is about as offensive as I can take. I believe some get rough just to antagonize the passenger; my opinion on this is based on a range of examples of going through the process. It is discriminatory for joint replacement passengers to have to go through this process only because we are not informed prior to a point we cannot turn back.

I would appreciate a response to this email, and explanation of the policy in SEA and other airports and if there will be changes to this practice or not?

Thank you,

(b)(6)

Boise, ID 83702

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/12/2015 3:49:17 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SFO International airport. Flt number UA 930, gate 92 on April 11th from 6pm-7:15pm

Comments: I was selected for further screening through the TSA-pre line. I opt'd out from going through the x-ray since I've had cancer. I had a female assist pat down. Her glove tested positive so all my luggage was searched and wiped down.

Everything was ok so she told me to re-pack and take my bags (6:20pm). I'm ok with the need to double check. I went to the UA lounge and left the lounge at 7pm. Boarding started at 6:55 and was going to close at 7:20 (7:35pm flt to London). As I was walking down to my gate, an asian male TSA employee told me that I wasn't suppose to leave and that I need to come back and they would have to re do the whole search and pat down. I told him that I was cleared and I need to board. He told me I had to go back to security and re do everything. So he escorted me back to security and EVERYTHING in my bag was taken out including my tooth brush and my whole make up bag. I kept asking them to hold the plane but the asian man that had brought me back said not to worry that I won't miss my flight. This made me very upset since he didn't even know which flight I was on so how would he even know whether I was ok or not. by 7:10 they had taken out everything and started the pat down. Everything was ok and I was cleared to repack my bags. It was 7:15 now and at this point I was so stressed and had to run to my gate. I was the last to board my flight to London.

My complaints are:

1. Procedural break down at TSA

2. I am penalized for the error of the TSA agent

3. Being lied to that I would not miss my flight

4. overall incompetency. I was told that even though the bags had already been searched, they have to do it again since it left the security line for 40 minutes. During that time I was in the boarding area so were they implying that security is so bad in the boarding area that I could have acquired materials for a bomb in the boarding area?? This is crazy!

4/12/2015
6:02:56
PM

I just have a question about the consistency and dealing with the whole TSA check in process in Spokane. Not sure exactly where to start because this has been an ongoing question of mine for several of our flights in the last few years and especially an event that just happened today.

Many times my boarding pass with say TSA Precheck and when following the arrows at Spokane it will lead me into the regular line. Today, the same thing happen and was handed a blue ticket that then I didn't need to take off shoes or take out liquids.

Let me back up one step and say that in Nov. of 2013 I had a hip replacement and carry with me card dealing my replacement. In the past I have presented my card they acknowledge it at the original point of security and then say I can put it away.

Fast forward to today..... Being they never really acknowledged the card before and the machine had never alerted them, I really forgot to even to mention the card and proceeded through checkout, until I went through the machine and it beeped. They asked me if I had a belt, change, phone, etc... Told them no, but that I did have a hip replacement. That put a whole new spin on things. I had to then remove my shoes, my vest, my scarf.....mind you while my purse, laptop etc....had already gone through the X-ray machine and was at the end of the belt. I tried to tell them that my card for my hip was in my purse. But that didn't matter.

Went through the machine again, and then had to go to another area near the X-ray for back packs and go through a major pat down. Then they rub their gloves down with some type of wipe and put that through a machine.

4/13/2015
8:48:13
AM

Please don't get me wrong, I am all for security and making sure passengers are safe. What I am not understanding is the inconsistency with the screening process for TSA Pre check and the issue with my hip. Why this particular day the machine went off, and other previous times, no one paid attention to the fact when I told them I had a card and a hip replacement.

Just felt that the people at Spokane today were a little abrupt as I was trying to understand and ask questions, so that I would be more proactive for future flights.

My husband and I had actually talked about going through the actually TSA Pre-Screening process that they have been offering to get a permanent status with that. But after today, not sure that it would really benefit us with traveling.

Thanks for your clarification with this.

I have a son with the United States Marines. He came home on leave in April and leaves today. While checking in the personnel at Grand Junction Regional Airport in Grand Junction Colorado almost didn't allow his 18 year old sister come with us to see him off. A 20 minute ordeal ensued of photo ID's and verifications for her. If you were to pay attention to current society and trends you would see a distinct drop in young people who are choosing NOT to receive a drivers license and are using other modes of transportation. This leaves many of these individuals with only a school ID for verification. To refuse to let the siblings see their military sibling off is RIDICULOUS! I am furious! And on top of the 20 minute ordeal we were informed my daughter would be subject to a pat down at the second security check point. She isn't even getting on the plane and she is an 18 year old kid what do you think she is planning to do!? Then on top of this my sons bags were searched! He is a Marine serving our country! What a way to treat our military personnel! They get shot at, they are away from their family for months at a time, just so they can come back and be subjected to searches and suspicion. I am furious that my kids were treated this way! All we wanted was to say good bye and get his luggage checked in. It's hard enough to say good bye to your child not knowing if you will see them again! Congratulations for making a difficult day even worse for our family! Mission accomplished!

4/13/2015
8:49:08
AM

(b)(6)
Furious Marine Mom

Submitted on Monday, April 13, 2015 - 17:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: vwork Phone

Phone Number (b)(6)

PO Box or Street Address (b)(6)

City: Woodland Hills

State: California

Zip Code (Post Code): 91364

Other:

Email (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Father

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant: (b)(6)

(b)(6)

City: Calabasas

State: California

Zip Code (Post Code): 91302

Other:

Phone No: (b)(6)

Email: (b)(6)

4/13/2015
6:30:06
PM

To TSA

From: (b)(6)

Subject: Humiliating and unnecessary treatment by TSA

On April 12th 2015, I took Jet Blue Flight 466 from Fort Myers FL. To Boston

I checked in on line the night before and it had a TSA precheck on my boarding pass.

I have prosthetic right leg that extends from my hip down. I fly this route approximately 4 times a year. I understand the procedure for amputees. This is the TSA procedure from your website

"The passenger should inform the Transportation Security Officer (TSO) of the existence of a prosthetic, his or her ability, and of any need for assistance before screening begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary. Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown.

4/13/2015
6:30:10 PM
Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material.
I informed the TSA agent that I had prosthesis; he was very nice and directed me to the imaging machine so I wouldn't set off the metal detector. This is what happens every time I fly whether it is Boston or Fort Myers.
Unfortunately the Male assist officer I was handed off to either didn't understand the procedure or just decided he was making his own procedure. After I went through the imaging he proceeded to give me a complete pat down, tested my shoes, hands and the bottom of my prosthesis for explosives. At this point I am starting to feel a little uneasy with the search as usually after checking the bottom of the prosthesis and my hands I am sent on my way.
This guy tells me he needs to perform a further evaluation of my leg; I asked him if there was a problem? His response was no not yet. He took me into another room with another guy had me remove my pants so he could swab the entire prosthesis. THIS IS NOT IN your procedure!!!
I am now getting pretty aggravated. I asked him why, he said it is procedure. I tried to tell him nicely that was a frequent flyer and that it was not and that does not happen to me and never has. His response was a non-caring shrug.
Told me to take it up with his supervisor!
After I was cleared for the second time, I told him how BS he was I took my bag that he was holding and not willing to give to me and went to my flight that I just barely made it on. Thank god I did, cause had I missed it. I would have had an ugly conversation with him and his supervisor.
I am not a person to give anybody a hard time and I understand the need for safety but I should be humiliated and belittled by somebody just because he can.
Unfortunately I was so upset and short of time I didn't get his name.
He was a tall white bald (shaved head) man with a really lousy attitude. Hopefully this doesn't happen to me or any other person like me again going through RSW and that it was an isolated incident, I however suspect it wasn't. Just because people with artificial limbs are different doesn't mean that TSA person should be able to humiliate and discriminate and demean anybody things are hard enough

(b)(6) North Billerica MA 01862

Submitted on Monday, April 13, 2015 - 21:50 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Gender\Sex Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Los Angeles

State: California

Zip Code (Post Code): 90068

Other: United States

Email: (b)(6)

4/13/2015
10:06:50
PM

==Incident Information==

When did this happen? 04/04/2015

Where did this happen? CALIFORNIA - OAK - Oakland
International

What happened? At the screening checkpoint around 6:20 pm. I asked for an opt out from the body scanners due to my transgender status (I am FTM - female to male transgender person - post top surgery and post bottom surgery). I asked for a male assist. A male officer (b)(6) came over, but refused to pat me down because I presented as female. I explained that I do not present as female (I was wearing jeans and a t-shirt) and re-iterated my request and requested a supervisor. The MOD (b)(6) came by and also stated that I needed to have a female pat-down due to my name. My name is not part of my presentation - I explained that I have had both bottom and top surgery and that I identified as

4/14/2015
8:51:13
AM
Callers husband has been depressed because he was subject to additional screening. His kids kept saying he had high clearance and one child was afraid to get on the plane. Its only been two days. They have been traveling for a while and he has never been physically searched. She is recommending a TSA psychological counselor. She wants to know if we track statistics on passengers who experience depression after a patdown. She said he was not given a option of the screening technology, she thinks. She was not sure because he was behind her. She will need her husbands permission to send a complaint to the CSM. She asked about Pre - Screening.

Disability Description: Caller was in a wheelchair. She is disabled and had a torn rotator cuff. She is also a dwarf.

Information Request: She wants the name of the person she is reporting.

Incident Details: She is a dwarf or a little person. The TSO at DAL treated her differently because of this. She has never been treated like this before by a TSO.

Caller would like to speak to (b)(6) LTSO. She came over to the caller after the incident and calmed the caller down. She stated it would never happen to her as a passenger again. She asked the caller if she was ok? She was very nice and helpful and comforting. The LTSO s male boss was also helpful. She really came to her rescue.

4/14/2015
10:16:55
AM

Caller was humiliated.

The treatment from the agent was horrible and horrific. She was crying when she left. She was in a wheelchair. Everyone was staring at her. She grabbed every part of her very hard. She had a torn rotator cuff and told the TSO. She took her fist and shoved it up her groin. It was like an assault. She yelled at her. She got mad at her over the computer and other items. She had yogurt and declared it medically necessary as a diet item but she was forced to throw it away. She has had a patdown before and has no objection with it. This was not a patdown. It was an assault and the caller believes it was because she is a little person.

The female TSO was in her 40 s white with dark hair. She may have been Mexican. Bad complexion. She thinks the name was (b)(6)

4/14/2015
10:51:08
AM

Caller is a member of PreCheck. She and her friend just returned from an international flight to Amsterdam. On her flight from DEN to Dulles before leaving for Amsterdam she informed the TSO in DEN that she has a metal hip implant. She said the TSO pulled her from the PreCheck line and made her go through the regular screening line. She was upset that they made her take off her shoes and jacket and also made her have a patdown. She said that all the while her carry on was left in the PreCheck lane. She informed me that she is 74 years old. She said her friend was offered TSA precheck but when her boarding pass was scanned she was pulled and gave a patdown as well. She will be flying domestically this weekend and she wants to know how to prevent this kind of event from occurring in the future. She flew back from Zurich through Dulles. They are both former law enforcement and fly frequently.

4/14/2015 12:43:45 PM
Caller was at LAS yesterday for a Southwest flight and has an implanted device in his heart. He opts out of the screening technology and requests a patdown. His traveling companion went through the screening and was waiting for him. When he got to the checkpoint he requested a patdown and was ignored by the agents. He waited a few minutes and then ask again. A large black agent named (b)(6) was staring at him and making faces at him during this time. He ask the agent what his name was and the agent yelled at him saying yea come on over here and you can get my name acting like he was trying to intimidate him across the checkpoint or trying to start a fight. After about 20 minutes the passenger was starting to get upset because the agent was just sitting there staring at him instead of helping him with getting assistance for a patdown. He ask the agent if he was planning on helping him and the agent told him that he wanted special treatment so he will just have to wait. The caller picked up the sign that was there at the checkpoint and showed it to the agent and stated that the sign says that he has the option to request a patdown screening. He then requested a supervisor and got to speak with Agent (b)(6) about the issue.

4/14/2015 1:38:30 PM
He is very upset at the treatment he received by this agent at the checkpoint. He does not think this was due to his medical condition he thinks it was just due to screener rudeness. The caller is flying out of DEN and wanted to know if he would be groped when going through the screening. He was concerned because of an incident at DEN and wanted to know why the individuals didn't face criminal charges. The caller also wanted to know if he went through a patdown if he would know if the TSO groped him.

To whom it may concern,

I have a grievance and would like to file an official complaint. Please direct me on how to do so.

My complaint is as follows:

At 2:10pm on Saturday, April 11, 2015, I arrived at Chicago Midway airport and proceeded to security checkpoint for my daughter and I to go through security screening. As I approached the security screening, I alerted the security (TSA) agent behind the xray machine AND the security (TSA) agent next to the metal detector/xray screening that I was in possession of medically necessary blood product that I had a Dr. letter for, and that the blood product could not go through xray screening. The man by the xray machine called for a "hand check" and handed the bag off to another TSA agent.

4/14/2015 4:09:03 PM
I went through security and looked for the bag (the medication/blood product was in a box inside a SuperMan lunch box). When I saw the agent who had my bag (African American woman with blonde hair with the name tag "Carter" on it), I said, "please wait until I am present before going through the bag, it contains blood product AND it belongs to a minor child". She rolled her eyes at me, opened my bag (which I KNOW she is not suppose to do, she is suppose to ask ME or my child if she were traveling alone to remove the items or it she may open it) and CONTINUED swiping the SANITIZED box which contains my daughters PLASMA based product. She raised her voice and said to me (as two other TSA agent women surrounded me), "I DIDN'T OPEN YOUR BOX I OPENED THE BAG-IM CHECKIN' IT N YOU CAN SEE ME". To which I replied, "I know my rights and you are not allowed to open the bag of BLOOD PRODUCT without my permission, or without asking me to do so". She pushed my bag aside dropping it on the counter and said, "I'm done anyway" and walked away.

I cannot tell you the fury that fills me. I cannot tell you the insecurity that filled my daughter as she watched this occur. She travels often and has been THOROUGHLY briefed by TSA at McCarren Airport as to her rights when carrying her blood product through security. She travels often and as a member of the Bleeding/Hemophilia community, it is medically necessary to carry her blood supplies with her. For that reason, she was briefed two summers ago by TSA on her rights and how to approach carrying her product. To watch these rights be violated right in front of her was infuriating to say the least. Atop that, the TSA's mishandling of almost \$4000 of blood product rather than asking ME to pull it out of the container, TSA Agent (b)(6) should've changed her gloves before contaminating our product, is unbelievable. I am now in to position to where I was not in contact with the blood product and it was handled by someone else, with unclear hands/gloves and now it is unusable to me for risk of infection from contamination. Thank you for wasting almost \$4000 of medication, and for violating the rights of my daughter and I. We have lobbied long and hard to make certain my daughter gets her allotment of medication. The amount she gets is regulated and now your agents' violation and possible contamination of her blood product leaves her short of the appropriate supply.

I want an immediate response and resolution to this email. Should I not receive a response in a timely manner, I will escalate my formal complaint.

I have included in this email a link to your TSA rules and regulations.

(b)(6)

(b)(6)

Hello,

4/14/2015 6:28:55 PM
I read two of your agents were fired for groping passengers at a Denver airport. Will these two people also be facing criminal charges as well as having to register as sex offenders?

Thank you

(b)(6)

Our 8 year old son has a prosthetic leg and travels a lot - he goes through airport security 8-10 times a year. We live in Denver, and 90% of the time, the TSA agents are great. I tell an agent ahead of time, they send him through, he sets off the alarm, and they check his hands (and sometimes prosthetic) for residue. He passes, and we go on our way. On 4/12, however, we discovered the lack of training that some agents have regarding children with prosthetic limbs. I was so upset, that I failed to get the names of any of the agents, but the worst offender was a Caucasian female agent (#1). I informed her as soon as possible that my son has a prosthetic leg, and she let me put my bags through the conveyer belt. Then she said she needed to speak to her supervisor, and disappeared for at least 5 minutes. Since I was concerned about my purse sitting on the other side of the scanner, I approached another agent (#2) who sent my son through. At that point, a third agent got visibly upset at #2, because my son was under 12, so they could not pat him down after he set off the alarm. Agent #1 returned and scolded me for allowing #2 to put my son through security. I explained that my purse, containing my money, credit card and ID was sitting unattended, and I had no idea when she was going to return. She told me to hand carry my cash, credit cards, and id the next time we traveled. I told her that was not going to happen, but that maybe she should have people wait to put their stuff through security if she wasn't sure she could get them on the other side quickly.

My son felt horrible - #3 acted like it was a major security breach to allow a child through, since he couldn't be patted down. My son was going to set off an alarm. I'm not sure if #3 thought that we should just wait there until my son turned 12 or if there would suddenly be a new protocol handed down that would allow him to pat down an 8 year old. As an aside, agents in Miami and Kansas City have patted my son down before, under my supervision and using the backs of their hands. Miami had my son stand with me after going through security, and then informed me that since he had touched me, that I needed to be patted down, as well. One time in KC, I was told that three sets of supervisors would have to be spoken to before determining if my son would be allowed on the plane. Note the "allowed".

4/14/2015
6:28:58
PM

Obviously, agents 1 & 3 were not trained on how to handle people with disabilities, especially children. Our main concern is that if there is a set protocol for children with prosthetic legs, it is not conveyed to the agents and supervisors. It seems like each airport is allowed to come up with it's own protocol, and even then, agents are unaware of it. Kids with disabilities are not criminals. We don't expect special privileges, we just want some consistency. We are happy to comply with whatever protocol TSA has determined is appropriate - we are just asking that the agents be better trained to know that protocol. It is estimated that every year, over 5,000 children become undergo major amputation in the US, many of whom are fit with prosthetics. Multiply that by 12, and you have an estimated 65,000 children under 13 who wear prosthetics. Many of those children will attempt to travel via the airways. While it is a small percentage of the total number of annual passengers in the US, it is substantial enough that TSA agents should all be thoroughly trained on a consistent protocol. Parents - and children - should know what to expect at the airport, just as able-bodied passengers do.

Sincerely,

(b)(6)

Caller said that he called TSA in the past and then sent in a written complaint on December 7, 2013. He said that he got a letter from TSA stating that there was not a complaint attached to what he sent in.

He said that on November 5, 2013 he was flying from Denver to Stewart Airport, in NJ, and two male officers took him to a room for a pat down. He said that in this room they groped him. He said that he called a spoke to a TSA Officer and asked if TSA recorded phone calls. He said that he does not know the names of the officers, but would be able to identify them if he were to see them on camera. He said that the way this pat down was conducted has always bothered him, there was something odd about it. He said that he filed a Civil Rights complaint on November 12 and received a reply from TSA on November 20.

He said that he now lives in Denver and saw on the news tonight about the two officers that were dismissed for groping passengers. He feels that these were the officers that groped him. He said that one officer appeared to be Hispanic and the other officer was white and slender. He said that the white officer was laughing while looking at him on the screen of the AIT and after that is when they took him to the private room.

4/14/2015
7:42:01
PM

He asked the status of his original complaint since on one from TSA had been back in contact with him by either email or phone. He said that he was asked to email the complaint back and he did that over a year ago.

Mishandling RFI

REASON for the call: Complaint

Date Time: 11-05-13 at 1:30 pm

Gate/Terminal: unknown

Airport: Denver

Airline: Southwest

Flight #: unknown

RESOLUTION to the caller's issue: I advised him that I will refer this to the CSM at the airport

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Date Time: 11-05-13 at 1:30 pm
Gate/Terminal: unknown
Airport: Denver
Airline: Southwest
Flight #: unknown
RESOLUTION to the caller's issue: I advised him that I will refer this to the CSM at the airport

Sirs:

While going through airport security in San Antonio, TX with my family, we had a very unpleasant and unexpected encounter with the above named TSA officer. My wife is a cancer survivor and chooses to opt out of exposure to gamma radiation whenever possible. We also do not want to expose our teenage daughters to x-rays if at all possible. (b)(6) attempted to educate my wife, a registered nurse, about the effects of ionizing radiation and the relative effects of airport scanners versus cellular devices. Regardless, she had simply expressed her desire. But because he persisted in trying to explain his opinions about radiation instead of just waving her on, she began to explain her reasoning. Not only was his reply not patient, it was unacceptably and unbelievably rude. He told her, "Shut up and stop talking!" in a raise voice. She did so, and went ahead with the pat down screening, which is enough of an indignity, treating paying travelers like criminals.

I feel that this is unacceptable behavior. If (b)(6) was not in a position to delay our travel neither of us would have just stood by. Please be sure (b)(6) supervisors and someone higher up than a TSA employee receive a copy of this letter.

4/14/2015
10:04:45
PM

As a person he has failed. As a public servant he has failed. As a man, he fails. And in light of all the successful terrorist attacks on American soil are concerned, you are all complete and utter failures who think you can stop terrorism by making me and my family remove our shoes and scan us with radiation before getting on a plane. Ridiculous people!

(b)(6)
Los Osos, CA 93402
(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/15/2015 2:13:13 AM

Name: (b)(6)

Email: (b)(6)

Complaints: inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Outbound

Depart

6:15 AM

Thu, Apr 2

Wilkes-Barre, Pennsylvania

International (AVP)

Comments: My experience with TSA at the Scranton/Wilkes Barre International (AVP) was so humiliating and degrading for me.

4/15/2015
8:48:32
AM

As I approached the security area placing my items in the bins as well as removing my small traveler size clear bag with any liquids in it. With my ID in hand (PA Driving License). I proceeded through the Airport detector and no lights, bells or any other indicators went off, like the other people ahead of me didn't go off, and they continued on their way. But I was singled out by some TSA worker (a woman) who said "please step to the side", then she said "I must pat you down because of you oversize clothing". In my mind I thought, is she calling me fat or is she calling me out because of my religious covering. She began by patting the front of my left leg then the back of my left leg and same for the right leg, then she said I have to pat down your head as well. She found nothing. I stood as quiet as possible, while others watched as though I had done something wrong.

I was never offered the opportunity to be searched in private.

I Feel TSA should have a better way of handling passengers of different religious beliefs as well as the correct verbiage when addressing a passenger that needs to be searched.

I feel I was profiled because of my religious beliefs to be searched.

Do you search all Muslim women that come through check points? I ask myself this question!

I plan on seeking legal advice on this matter.

I was at the Airport yesterday and I was humiliated. I hurt my arm Mon evening and I could not raise my left arm, so the tsa rep said go stand over there and someone will manually scan you. Well I stood there and no one scanned me but said an alarm went off. And I was pulled to the side and the one person must have been in training and used me as a guinea pig. She took my personal bag and went through that and then she proceeded to put me in a closed room and another tsa groped me down. I am almost 70 years old and I was put through hell. I am so scared of flying and I had to go through that. I was talking with a friend who is an Atty. And he said how could an alarm go off when you were never scanned, and your luggage went through fine. he heard on the news that some of your tsa were groping people just for fun. I think since I didn't have the right protocol, they picked on me. I was shaking and almost had a heart attack over this situation. This will be investigated more. Sent from my iPad

4/15/2015
8:48:34
AM

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4/15/2015
8:48:34
AM

Good morning –

I saw the news blurb regarding the dismissal of two security agents for inappropriate fondling of male passengers this morning. I believe I was one of the impacted individuals and wish to formally lodge a complaint.

On March 25th, I went through security at DIA. My flight was at 5:55 so it was probably around 4 pm. I am TSA Precheck due to my Global Entry (which was noted on my ticket as well) but was selected and pulled out for a pat-down after being sent through the scanner (and not the metal detector). The agent told me he needed to pat me down thoroughly and proceeded to run his hands up and down my legs including touching my genitals and across my backside. I travel a LOT and I've been patted down before, but never like this. I was upset afterwards and told my girlfriend who was with me but in another line that I felt like I needed a cigarette after the pat-down (making an obvious reference to a joke).

4/15/2015 10:20:45 AM You should pull the video tapes and investigate this. I am willing to provide a verbal statement if required. I do live in Denver and fly in/out of DIA several times a month.

Thanks. You guys do a good job overall and you don't need a pervert giving you bad press.

Regards,

(b)(6)

4/15/2015 11:17:35 AM Caller saw the CVS-4 investigation on TSA employees that were recently fired. He flew on Southwest on Feb 26th @ 10:00 am out of DEN and he went through the Precheck line and has an artificial knee. He had to go through a patdown screening. The patdown was very intensive and all of his luggage went through additional screening. The officers conducting the patdown screening also patted down his groin area and lingered in this area. He has went through several patdowns before and this particular one made him feel very uncomfortable. The agent was a male and looked to be in his 50 s. Caller believes he may have also experienced these employees.

Hello,

I am inquiring about the timeline in which the two TSA employees that were released after it was revealed that they had been groping men's genitals. I was traveling with my family from DIA on April 4th via American Airlines and while I was going through the security screening I had a groin area pat down. I did have a military challenge coin in my pocket that I realized before going through the scanner, but I was told by the TSA employee to go ahead and put it back in my pocket. As would be expected, the detector registered the metal and I was told that I would need to be patted down. I didn't feel as though I was being accosted, but it did seem odd to me that the TSA employee would tell me to put the coin back in my pocket knowing fully well that it would flag a pat down. I don't know if this information is of any help to you, but after hearing the story I was curious if it was possible that the employees that were released could have been working while I was passing through DIA. Feel free to contact me if you have any questions.

Have a nice day,

4/15/2015

12:12:12

PM

(b)(6)

(b)(6)

Green River, WY 82935

Office: (b)(6)

(b)(6)

S

This happened to me last year at DIA and I was appalled. "Groin anomaly" was the exact term that was used. Right after the incident, I commented to my wife about what had happened. It's good to know you've finally done something about it.

(b)(6)

(b)(6)

4/15/2015

12:12:35

PM

(b)(6)

Greenwood Village, CO 80111

Office (b)(6)

Direct: (b)(6)

(b)(6)

On April 11 I had the unfortunate opportunity to meet the most rude TSA member in my years of travel in the international terminal of the Seattle-Tacoma airport. I had just arrived on Delta Flight 166 from Narita at about 9:29 Saturday morning and headed to a connection flight at terminal C. After clearing Customs, we were shuffled to the TSA area, where an officer was barking to form three lines from what was originally two. The length was so long that one could not determine what type of scanner was at the end. That matters as I am a dual knee joint replacement recipient and choose the scanner as to accelerate the process for all and to eliminate the pat down. By the time I could see the metal detector, I elected not to change lines as the lost time would have been significant--- things were not moving fast. As expected, the scanner announced the presence of metal and I informed the TSA officer of the metal joints. He politely asked me to step to the side, which I did and he shouted for assistance (pat down).

The assistance did not arrive after approximately a minute and the officer elected to continue screening while waiting--- not a bad idea as passengers were stacking up. He requested once again for a pat down and continued screening. I waited, while other passengers' scanned items piled up on mine. Not a real good thing for delicate laptops. After yet another couple minute delay without assistance for the pat down, the officer once again announced the need for a pat down. And the stuff continued to pile up on mine. After the officer's fourth plea for help, an officer seemingly put out that he would have to perform a pat down (the same one that was barking to form three lines) showed up. He asked if the stuff being dumped on at the end of the scanner was mine, to which I replied with a "Yes" and made a move towards it. He quickly snapped that I was not to touch it and to move over to carpet that had the foot locations marked on it. I suggested to this officer that they needed to have some means of letting passengers know which line to get into for the scanner. He proceeded to inform me it was MY RESPONSIBILITY TO SELECT THE PROPER LINE, not theirs to tell me. I proceeded to tell him that the entry point of the line did not allow one to see the scanners. I once again suggested that maybe signs, he once again told me it was my responsibility. What a rude interface with the public. Not in the best of moods myself after being up for almost 24 hours, I asked for his name. He informed me he would not give me his name, but would provide a card and his supervisor. Little did I know things were about to really go to HELL.

As I gathered all my stuff, over wandered this blob of a person with a title of TSA Supervisor. Apparently he got this job to fill an EEO requirement as it sure wasn't for his ability to interface with the public. He proceeded to tell me he did not have time to put up with piddly assed minuscule things like me and my fake knees. He would stand up for his officers no matter what. They had been there all morning and not even had lunch. Personally, he could go without many lunches as fat as he is! He proceeded to tell me once again he did not have time for my little problem I could take my problem "all the way to the President of these United States" and turned away. WHAT A FAT, RUDE, in-his-position-only-to-fulfill-EEO-quotas. I sure hope I never, ever have to incur this fat excuse of a TSA officer again. In all my travels around this great nation, I have never seen a TSA representative act half as unprofessional as this worm. Maybe he is related to the sleeping baggage handler for Alaska Air.

4/15/2015

2:27:31

PM

In reaction to the present TSA groping news, I went through DIA/TSA on April 4, 2015. As always since I have a knee replacement, I was patted down. I have been patted down every time I go through DIA since I had the knee replaced in 2011. I have flown to New Orleans, Chicago, Minneapolis, Detroit, Paris, Nairobi, Laguna Beach, etc. since the knee replacement. On April 4, 2015, I was held up for the pat down until the TSA agents found someone to pat me down. As the the man who patted me down finally approached me, he blew air out of his mouth like he was preparing for doing something he was worried about doing, I'm not sure. Anyway, he did pat me down. For the first time since TSA came into existence and since I have been patted down, this TSA agent grabbed my genitals. However brief it was, it surprised me and I jumped. He apologized to me without making eye contact. Since the story has broken about the TSA agent groping a man, or men, I would like you to publish the photo of this man so that I can see if it was the man who groped me. It would give me great relief to know that the man has been apprehended.

4/15/2015
2:27:58

PM In Memoriam - Sweet (b) - 2000-2015

-"Unconditional love is universally paramount!"

(b)(6)

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4/15/2015
2:27:58

PM In Memoriam - Sweet (b) 2000-2015

-"Unconditional love is universally paramount!"

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: Fontt 512
Zipcode:

4/15/2015
2:28:26
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

4/15/2015
4:20:50
PM

I was right, first you steal from my husband who is a 9/11/01 first responder, you cut his suitcase open while he was in a wheelchair, you stole his pump for his back brace and his NYC police hat and then you say you are doing your job. Where were you idiots on that day. HIDING, now men groping men, women who are not really women groping other women. WE THE PEOPLE WANT MILITARY IN THE TSA, YOU let terrorists through and yet steal from the American little people, YOU ARE ALL A DISGRACE TO THIS COUNTRY. How much more is going to come out. THIEVES, to steal from a ill 9/11/01 first responder is disgusting, the people on the computer agree with me just like several other millions. again, where were you on that fateful horrific day. If you can steal from a hero and from military, you should all go to hell. There are no excuses for what you did to my husband. If you ever touched me, JUST DO NOT TRY.

Caller has a complaint from DCA on 03.21 at 5am going to TPA on Delta to handle an estate.

He believes he may have been assaulted at the checkin process.

4/15/2015
5:12:14
PM

He was taken out of the line and designated to go to another spot (AIT). He was stopped by the male attendant who asked what was in his pocket. He was told to stop, and an agent patted down his behind. And then the agent said to him Sir, exit the booth. The lady who was 8 ft behind the AIT suppressed her chuckle. When he was done, he said ok you can go.

He feels as though this was done for entertainment purposes. He was concerned that someone could have been patted down that actually needed it. And at the very least the agents need to be retrained.

The catalyst for the call was hearing about the recent pat down incident in DEN; although he thought it was PHX.

4/15/2015
6:03:51
PM

He also wanted to speak with a CSM directly at DCA.

Caller said he and his family are traveling on Southwest to W Palm Beach and his wife did not get TSA PreCheck. He said she is degraded by the patdown search they did. He asked for her KTN # for the airline and he said Southwest told him they did not have her #. He said she does not want to make a complaint on the patdown search and he said we are doing our job. He said he just wants her KTN # and asked if UES is open right now.

To Whom It May Concern:

After hearing today (on CNN) about the alleged groping of passengers at the Denver airport, I was reminded of what happened to me at the Orange County airport in the early 2000s (post 9/11).

I reported the incident to TSA and the airport police after it happened, but I don't think anything came of it. I'm letting you know again, because I think it speaks to a pattern of abuse that has gone on for at least a decade at TSA.

I was returning to Arizona from a pharmaceutical sales meeting in California, with my boss and several colleagues. I was singled out at the gate for a pat-down search. Most people would say I am above average in attractiveness, if that was a factor, I don't know.

The male TSA screener used a wand. however, he ran that wand repeatedly on/over my breasts and between my legs up to the groin. He might as well have been using his hands, because I don't think it would have felt differently.

I started shaking and was on the verge of tears as the incident went on. I felt utterly powerless. I knew this guy had the power to detain me and I just wanted to get home.

By the time I got on the plane, I was crying and shaking. I felt so violated. My male supervisor asked what was wrong and then I had to explain to him what just happened, which made it even worse. I felt embarrassed and humiliated. My boss and colleagues and I were all sitting together, so everyone knew what had happened to me. It was just awful.

It takes someone with real cunning to figure out how to assault a female passenger with a wand. I'm sure he had done it before, but since he didn't use his hands, it made it much more difficult to prove his intention. Believe me, I felt this guy's intention, I could see it in his eyes, and it was absolutely an assault.

I can't believe that just thinking about this incident so many years later still brings me to tears.

Later, there was a TSA policy change so females are only pat-down searched by females, and that is a good thing.

In closing, I would say that TSA needs to do more to combat passenger abuse by its agents. The first step is to ensure each TSA employee has--at a minimum--their last name clearly and prominently displayed on the uniform. Just like they are on military uniforms. Having the name on a removable badge is not good enough. Passengers must be able to identify screeners in the event that an issue takes place.

Beyond that, it will take a culture shift to stop these types of incidents.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/15/2015 6:32:43 PM

4/15/2015

7:20:52

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Bethel AK to Anchorage AK on Alaska Airlines, Monday, April 13, 2015 boarding 8:30 p.m. for 9:10 p.m. flight 46L.

Comments: My wife (b)(6) and I had TSA pre-checked boarding passes and were told we did not need to remove our coat or shoes. The older agent (late 50s?) told me to take my jacket off and said he was going to search me. He asked if I wanted to go behind the screen and I told him that was not necessary. He proceeded to run his hand up one leg and very hard into my testicle and then did the exact thing on my other leg and smashed into my other testicle! My testicles were (and continue to be) so sore and throbbing that on Tuesday morning, after I got home, I made an appointment with my physician who told me that both of my testicles were bruised! I understand these people are doing their job but I would like to make sure that this type of roughness when patting down a man's genitals does not happen to another passenger.

Disability Description: Caller has brain cancer.

Incident Details: Caller had a horrible experience for screening. She has a medical condition and could not go through the machines for her screening. She asked for a patdown instead for her screening. They would not allow her to use the WTMD. She says she understands the job TSA does and knows it is very difficult.

She never gets upset at her screening. But this time was so bad it has made her cry. She has never filed a complaint before. She says the agent that gave her the patdown was so mean to her. She said if she spoke the agent told her to not speak then when she did speak, the agent responded to her by saying for her not to get upset at her. She was only going to ask if she could put on her shoes.

4/15/2015 She has brain cancer and says this isn't the way screening should be for someone going through something so bad. She wants to file a disability complaint.

7:27:55
PM

She says the managers name may have been Baccllet and he was kind. She says the entire staff was terrible.

Date Time: 04-15-15 at 5:05 pm
Gate Terminal: Terminal C and she was there about 4 pm
Airport: McCarran
Airline: Southwest
Flight #: 564

Caller was at Reno airport trying to get through security. She told me that while she was in line for screening a TSA worker came down and warmly greeted everyone. She asked the TSO who she could talk to let them know that she could not go through the scanner. He told her that she could opt out of the AIT if she wanted to. She gave the TSO a letter from the doctor saying her and her items could not be scanned due to medical issues. She said some of the workers are ignorant and needed to be retrained because they did not know how to screen a passenger with special needs. She said that the TSO on duty, that she spoke to first, had blond hair with pony tail told her that her items would have to go through the scanner. She said she did not get the blond TSOs name. She said the TSO did not even open the letter saying that everyone had to be screened and that all her items had to be put on the belt. She said the TSO was rigid and did not care about the passengers needs.

4/16/2015 She said after she opted out of screening and after the bad experience with the blond TSO, a TSO came up to her and screened her the way she needed to be screened. She the TSOs name was (b)(6). She said she was a gem and was very helpful. She went on to say that she gave her triple 10 service. She said it was about 5:30 in the morning and not very busy at the screening area. TSO (b)(6) told (b)(6) to put all of her items in the tray. She took the tray around the door she just opened. She said she gave her a private patdown carefully and gently. She tested her medicine and food like she had hoped she would. She said TSO (b)(6) was competent and concerned. Caller said she told her that since she was in a uniform she did not guess that she could hug her but TSO (b)(6) told her that of course she could hug her. The passenger was crying on the phone at this point. It seemed to be a very traumatic experience for her.

10:39:11
AM

She asked if there was a way that she could acknowledge TSO (b)(6) was so good to her and TSO (b)(6) have her a card with our phone number on it.

She said she would be flying again in December and would definitely call for a PSS.

Caller has been having a bad experience at one airport she uses and the TSA staff at another location suggested she call the TCC.
She lives in ATL and flies from there often and sometimes uses the PreCheck line there and she grew up in Ohio so she goes at least once a month to visit her sick parents and flies into Columbus CMH.
On 100% of her return trips from CMH she has been receiving a Patdown and her bags are searched.

On a recent trip she asked why she is pulled out the Female TSO said she cannot say why she always gets pulled aside but today it is because you have a laptop computer.
(Caller confirmed she was not in the PreCheck line that day and did not remove her computer so she understands now).

4/16/2015 She said that does not explain the other times she has flown from CMH and nothing alarmed but she got a patdown and they go through all her things.
She also said she flew from Rhode Island recently and a metal bracket on her jacket set off the alarm but she only got a quick patdown compared to CMH where you feel they should buy you dinner afterward.
She also feels that the TSOs at CMH are rude in general and after visiting her sick parents she dreads coming. When she is getting the patdown nobody watches her purse and that makes her anxious and once a TSO said we have cameras.
She has noticed also that if she has anyone in line chatting with her they pull them out of the line as well.
12:18:44 Caller said it is not funny anymore and she felt a need to report it since it is confined to CMH.
PM She last flew from CMH on 3-15-15 flying Delta and was at the checkpoint sometime after noon for a 2 PM Flight.

4/16/2015 Caller keeps having problems with TSA and other passengers have spoken up that she is being mistreated. She had a radiation accident when she was a teenager. She has cancer and many surgeries. She is 80 years old. She has trouble walking.
She tells them that she cannot use the screening technology. She was going to a meeting she could not miss in DC. She was searched and almost missed her flight. She had to finally asked for a supervisor and asked him if she has to get on her knees
1:48:57 to be able to finally go. She tells them she can use the metal detector and they tell her no although they point others to the WTMD. The supervisor who came over apologized for the way she was treated.
PM She knows that there is a program that she can get prescreened and use lanes that you go right on through. She does not mind the patdown but she does not want to have to wait in line. She has had items taken from her and stolen. She does not even bring carry ons with her any more.
She liked the idea of getting assistance at the checkpoint and asked how far ahead she should call us.

Disability Description: The caller wants to know if she should call 1-855-787-2227 to get help through the checkpoint. She also wants to report that she was harassed going through the checkpoint at EWR.

4/16/2015 3:00:53 PM Incident Details: The caller says that her medications can't be X-rayed. She also doesn't want to go through the AIT but requested a Pat down. She presented her ID and told the agent that she couldn't go through the AIT. She said she had documentation about her medical condition but they didn't want to read it. The screeners took so long that she missed her flight. She had to argue with them about how she should be screened. One of the screeners told her she had to go through the AIT regardless. The passenger never stated to me if she was given a pat down. Just the unwillingness of the TSA staff to not X-ray her medications and missing her flight. Apparently the staff also was rude to her. The caller is 73 years old. She went on to say that she would sue if this was to happen to her again.

PM She flew on United flight 1736 on 8 April 2015 7:30am. Boarding at gate 74. Her original flight path was EWR to DEN to Reno. She missed her flight and her new flight path was EWR to SFO to Reno.

The caller had a better experience out of Reno. She got help from (b)(6) at Reno. The way the caller describes her (b)(6) is probably a PSS.

Caller needs to find out where she could file a complaint against the TSA screeners at PIE. (b)(6) had called TSA cares and requested a PSS but she was not provided one. She said the TSOs treated her horrible. She said travels with a service animal and they did not have anyplace for her animal to relieve itself. She was also upset that the TSO would not go with her to take her dog to the bathroom. She said TSOs had helped her with this at other airport screening checkpoints.

4/16/2015 7:29:01 PM She said she has an implant in her spine connected to electrodes and a battery and had to have a patdown. She said the TSO was very inconsiderate and did not even look at her medical ID. The TSO informed (b)(6) that she knew what she needed to do as a TSO and did not need to look at her documentation. She said the TSO performing the patdown patted down the battery area in her spine which caused her to have shock waves go through her back. She said they kept passing her from one TSO to another before they found someone to do her patdown. She also complained that the TSO was feeling up on her during the patdown. She said there were 10 people working the screening checkpoint and no one would help her get her items through screening. She also advised me that they did not offer her a private patdown.

She said that the TSOs at PIE need to be advised that persons with disabilities who have a service animal need to be treated with dignity.

She said she requested to speak to a supervisor but he was not helpful. She asked him if he had an area where the service dog could relieve itself. He just turned and told her that they did not provide that service at PIE.

The caller wanted to know if one of the DEN employees that was let go due to inappropriate behavior was an African American.

The caller stated his son did not want to go through the AIT and was taken through a patdown. The caller stated that he had been waiting for his son. After 10 minutes he approached where his son was going through the patdown. He approached the TSO that was performing the patdown to find out what was going on. When he asked what was going on the officer stated he was not being able to finish his sentence about the patdown procedure.

4/16/2015 9:59:02 PM The officer stated the caller's 21 year old son was not fully complying with the patdown. The question became if the TSO was going to touch a sensitive area of the body. The officer stated he may have to. Two Airport LOE's were called and they stated that the passenger's would have to comply with the TSO in order to clear screening. The caller asked for a supervisor and the officer stated he was the supervisor.

The caller stated the TSO was not professional and did not explain things to where they understood that was going on. He read about the incident at DEN in the news and wanted to know if touching a sensitive area was protocol when going through a patdown.

4/17/2015 10:23:42 AM The caller did indicate that his son stated he was not touched in a sensitive area once the patdown was completed. Caller was in West Palm Beach and she is 81, she went through the screening and came out and the TSO placed her back in. Once she came out again and she was told by the TSO that she would have to be patted down. Caller wants to know what the TSO was seeing to do a patdown on her, she is upset that she is 81 years old. Caller said that she does not have any metal in her body and there was not reason for her to have a patdown. Caller is wanting to speak to someone to know what was seen.

(b)(6)

My email comes to you today as a result of the recent TSA groping incident at DIA. In September, 2014 I was the victim of a sexual assault/groping by DIA TSA agent (b)(6). I immediately sought the assistance of a TSA supervisor (b)(6) who insisted that I could only file a complaint against (b)(6) online and that there was no police jurisdiction at DIA. It took several inquiries - and 4 months - with (b)(6) the DIA TSA investigator about the status of the investigation to my complaint. (b)(6) emailed me that my complaint didn't exist and that passenger security videos aren't kept after 30 days (I have this in writing). Basically he implied there was nothing he could do. When I found the names of the agents I had written down from September, I contacted (b)(6) again. Then my complaint suddenly appeared. He then told me that there is a police department at DIA. I went to AOB at DIA and was stonewalled by the dispatcher, sergeant and officer (b)(6) who stated that they were unable to file a complaint about the incident. Then I contacted the OIM and (b)(6) assisted by suggesting I contact Commander (b)(6) to file a report. Commander (b)(6) asked me to call him and speak with Detective (b)(6) to file the report, and I did. I have since filed a FOIA request for the files and tapes of this incident and await the response.

As a seasoned traveler I can attest to a very different TSA screening process and interaction from the DIA agents than any other airport checkpoint across the country (I've lived in 7 states coast to coast). For years I've been subjected to constant pat downs at DIA that make zero sense. The full body scanner always shows an X on my left buttocks. When I ask the agents why this happens, I'm told "...it's an anomaly....". Yet it never happens at another airport! First, I wear nearly the same outfit each time I go through security - no buckles, zippers, metal, pockets - nothing - black form-fitting leggings - tank top or sleeveless long shirt. Second, most of my travels have been independent. Third, I've used the main gate at DIA for years. Except for April 10, 2015 when I went through security at Gate A for a Frontier flight. I went through the full body scanner as I have for years, and nothing showed on the screen and I went through without a pat down. This never happened at the main gate. There is never an incident at any other airport - no anomalies ever. Then a few days later I see the report about the groping incident against the male passenger.

There is no doubt in my mind that what I have experienced on September 30, 2014 at DIA from TSA at the main security gate is an egregious attempt to harass me. Additionally, I've noticed both male and female TSA agents speaking about passengers in code. I've been referred to as a yellow and double yellow by several male agents. I've had female agents refuse to allow my husband or friend in the private screening room during a pat down. Both male female agents comment on my physical stature when going through the scanner. On my first trip through DIA security I was profiled by an agent who asked me "...how was the Cinco de Mayo Festival..." and then asked to see my boarding pass. I'm Italian, not Hispanic.

The last incident I experienced was so disturbing that I filed for a TSA security traveler number to avoid the body scanners as much as possible when traveling, and, I've avoided traveling 6 times already this year unless it was absolutely necessary. I trust that my account of the DIA TSA security screenings will provide additional validity to the fact that passengers are being harassed to many degrees. Please, (b)(6) put a stop to this behavior and restore the integrity of a security process to the national level of protection that it should be used. And, discipline those TSA agents to the highest degree that take advantage of vulnerable passengers.

Thank you for your time, and, please feel free to contact me if you require additional information (b)(6)

Sincerely,

(b)(6)

From: (b)(6)
Sent: Friday, April 17, 2015 11:47 AM
To: TSAExternalCompliance
Subject: Fwd: (b)(6)

Ms. Kimberly Walton:

Below is an email trail I am forwarding to you for further investigation of a complaint I filed in September, 2014 about a sexual harassment incident against a DIA TSA agent and a complaint against a supervisor for failure to provide accurate information. Hello,

I would like to request pictures of the TSA agents involved in the groping scandal at DIA. I feel I was a victim. I flew home in January to attend to my father's memorial service. To my horror, I was singled out by a female TSA agent for 'additional screening', and was then turned over to male agents.

The agent who took me into a private room and groped my private areas was slightly chubby, slightly curly hair, bad skin (acne), and eyes set wide apart. He was rude, aggressive, and very excited to feel me up in one of your private rooms. He was so awful, I went to the desk afterwards to complain to the woman there. She agreed that I was treated rudely.

please provide me pictures of the agents, so I can move forward accordingly.

thank you.

(b)(6)

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please provide me pictures of the agents, so I can move forward accordingly.

thank you.

(b)(6)

4/17/2015
12:14:18
PM

4/17/2015
2:04:51
PM

4/17/2015
2:04:51
PM

She has traveled four times since she became eligible for Precheck and has only received the benefit once. She asked why and would like to verify her number.

4/17/2015 2:10:47 PM She indicated that she was traveling with liquid medication and the TSO advised that voided Precheck. She received additional screening including a patdown and a physical inspection of her bag. She indicated that she had questions about international travel as well.

Reason for the call:

Caller wants to tell us about his experience going through security. He has had great experiences before. He spoke to us (at the airport before) and was told to call us when he had a complaint. Recently, he had a negative experience for the first time. He believes that perhaps we don't care. He opted out of the screening technology as he always does. The TSO, Thomas, at PHX, Gate A6 was a middle aged male. He had shiny shoes. He tried to be friendly to the TSO and said he had nice shoes. He states that the patdown is never pleasant. He gave him his BP and DL. He didn't know where he was supposed to go but was told to go to the very end. He walked ahead of him which was uncomfortable. When they got to the end he was given vague instructions. The TSO had an edgy attitude. He was told to put his DL and ticket -in there-. The TSO had his shoes in a bin and his 2 bags. He was taken to a cubicle area. He didn't know what he was talking about, what he was being instructed to do. The TSO seemed surprised that he didn't understand. The TSO asked what he does for a living. He asked why. He explained that he was a designer. He felt insulted by look on the TSOs face and mannerism. After screening-patdown-ETD testing ended, he told the TSO he didn't understand what he was told because he can't read his thoughts. what he was trying to communicate. He explained that he felt insulted and the TSO said he needed to work on the way he interpreted things. He said he didn't. That the TSO did because he works with the public. He states that being friendly can go a long way. This was the first time he had a complaint. He asked a STSO to give him the TSOs name to speak to someone to get his name. The STSO was not friendly either. The STSO was -walking away from him while listening to what he had to say instead of documenting it-. One TSO gave him a card. He was the friendliest of everyone. The STSO was heavy set, white, male and bald with slight hair. He had 3 stripes on shirts. Even his wife was amazed by the way it was handled.

4/17/2015 3:58:54 PM His wife wanted to say something too. She travels a lot and she hates TSA. She states that maybe there should be a box where travelers can submit a survey.

Date and Time (departure time and arrival time): 4-17-15 @ 2:45 p.m.
Gate Terminal: A6
Airport: PHX
Airline: US Airways
Flight Number: 562
Baggage tag number (10 digits): NA
Description of Baggage: NA
Missing Damaged item description: NA
NOI: NA
Anything on the NOI: NA
Special Notes: NA

I just wanted to thank the wonderful TSA agents at the Denver airport who did an extra security check on my checked bag on April 16th. There is nothing like getting to your destination after a long day of traveling and opening your neatly packed suitcase to find it in complete disarray! Wow! And my favorite part was opening up the large cosmetics case I carry all of my makeup in to find that it also was in a state of disorder. Nothing was where it was supposed to go. I suppose they just wanted to be consistent :). However, nothing bought a smile to my face like seeing three different powder and foundations without their lids properly replaced. Having all of my things covered in makeup was just the highlight of my day. I mean, I had planned on eventually replacing the 500 dollars worth of professional makeup they ruined, so I just wanted to say thank you for the head start! I had so much fun on my vacation running around trying to replace everything that was ruined. It was like a miniature scavenger hunt! Once again, just wanted to say thank you for the excellent services provided by your thorough and caring TSA agents. Maybe next time I will be one of the lucky passengers pulled aside for one of their special "hot passenger pat downs" I hear they are so fond of giving. I'm rather offended that it hasn't happened yet. Am I not pretty enough for your agents?! Oh well, maybe next time. Looking forward to the many more trips I will have to take through you'd wonderful establishment!

Toddles!

(b)(6)

Sent from my Verizon Wireless 4G LTE smartphone

From: (b)(6)
Sent: Friday, April 17, 2015 2:05 PM
To: TSAExternalCompliance
Subject: TSA - Denver Complaint

To whom it may concern,

I believe that I was unfairly pointed to secondary screening (pat down, full examination of my personal items, etc) at Denver Intl Airport TSA on 8 April 2015. I also believe that TSA agents behaved unprofessionally in handling my screening. I have attached a signed document describing the incident. I've also attached a picture of my boarding pass and my wife's boarding pass. You'll notice that my pass has no S row, although it has been punched 4 times by the gate agents.

In regards to the information request, please note that I am a 30 year old white male, and my wife is a 29 year old white female.

4/17/2015 Please respond at your earliest convenience.

4:03:12 PM Thank you,

(b)(6)

--

(b)(6)

(b)(6)

St Louis Park, MN, 55416

HYPERLINK (b)(6)

To whom it may concern:

4/17/2015 What are the names of the TSA officers fired for groping people. If you decide to protect them and not reveal their names, it will come back you in a very bad way. Tell us the names of the people fired.

6:02:05 PM

Good afternoon,

I was watching CNN today and they are talking about repeated incidents of groping at the Denver airport by TSA agents. I was coming through the airport on March 27th, 2015 and found the experience odd and uncomfortable to say the least. I was originally cast to the lower security line with "no shoes or belt off", right, or so I was told? Wrong? I was told to remove my belt after I walked through screening. Then I was pulled aside for a personal screening which ended up being a groping as I was patted down like I was carrying something. Why? I don't know. I did forget to take a bottled water out of my backpack and that was ok to give that up but the rest of the experience was very, well, disturbing! I don't know why I was sent through a line where they say no belt or shoes or taking computers out and then having to go through a head to toe pat down. What is that line for? I went through the same process in Houston on the way to Denver with no issues. Please let me know your protocol for this complaint.

4/17/2015 8:04:23 PM

(b)(6)

Sent from my iPhone

Good afternoon,

I was watching CNN today and they are talking about repeated incidents of groping at the Denver airport by TSA agents. I was coming through the airport on March 27th, 2015 and found the experience odd and uncomfortable to say the least. I was originally cast to the lower security line with "no shoes or belt off", right, or so I was told? Wrong? I was told to remove my belt after I walked through screening. Then I was pulled aside for a personal screening which ended up being a groping as I was patted down like I was carrying something. Why? I don't know. I did forget to take a bottled water out of my backpack and that was ok to give that up but the rest of the experience was very, well, disturbing! I don't know why I was sent through a line where they say no belt or shoes or taking computers out and then having to go through a head to toe pat down. What is that line for? I went through the same process in Houston on the way to Denver with no issues. Please let me know your protocol for this complaint.

4/17/2015 8:04:23 PM

(b)(6)

Sent from my iPhone

To whom it may concern,

I am very disgusted with your Las Vegas tsa agent (b)(6) lane 8, 4/15/15 at around 3pm. He was discourteous, and, more so than anything, he rammed his hand SO HARD up my leg during a routine pat down (of which I have had very many) my left testicle was bruised and I had to remove my underwear out of MY RECTUM. If I were not a gentleman, I would have decked him. I have never been treated so bad in my 40 years of travel. He has no Bussiness dealing with the public. This is my formal complaint. I have many friend that twitter in the multi millions...

4/17/2015
8:04:26
PM

I would hope, you will rectify this issue without further exposition...

Respectfully,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 4/17/2015 8:43:56 PM

4/17/2015
9:03:42
PM

Name (b)(6)

Email (b)(6)

Complaints:Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):SY 426/SUN COUNTRY/LAX/22

Comments:Worst flight experience i have ever had. A medical cream that is used for my babys eczema tested positive for explosives on my flight back to Minnesota. When in Minnesota on my flight to LAX travelling with the same cream i didn't have a single issue. My daughter needs her cream at least every two hours and now has to travel without getting cream for a total of eight hours due to flight delays. My daughter had a dirty diaper that spilled out to her clothes that i was trying to change this whole time in the span of about 20-30 minutes. TSA would not allow me or my wife to grab a diaper to change my baby. When they were done they told us that we had to back downstairs and check the cream in our baby bag that we planned on taking on the plane with us and that we would have to go through security a second time. As we went through security a second time my wife felt violated as she had to get touched by a TSA officer for a pat down after being told she had tested positive for explosives. This turned out to not be the case. While there were some pleasant officers most were rude and seemed angry with their jobs. One of the officers even stated in front of customers that she was actively looking for another job due to her unhappiness with TSA.

4/17/2015
9:03:45
PM

On February 2, 2015 I took a evening flight out of LAX. While being processed through the security screening area I was pulled out of line for a pat down . The TSA (GUY) conducted a pat down on me. All seemed normal until he got to my crotch area. The guy actually took hold of my penis (through my pants)and begin to palpate it with his hands and fingers . I immediately stated hey what are you doing? He looked at me and said what is that? I told him my penis, he response oh ok you can go. After it was over I noticed a female TSA agent working the computer area laughing. My wife witnessed the whole thing. My full name is (b)(6) please check your records on the above-mentioned date February 2nd 2015 and you'll see that I did take a flight out of there, if you have video footage of that day and the gate that I went through please review to confirm what I am Telling You.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 4/18/2015 2:09:51 PM

4/18/2015
3:07:56
PM

Name (b)(6)

Email (b)(6)

Complaints:Inappropriate Screening/Pat Down Screening:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):B6 466

JetBlue

RSW

18 Apr 15

Comments:Went through the electronic body scanner and was asked to step aside. The TSA agent then asked me to undue my belt and proceeded to place his hands inside my pant area, front and back. Hands were down a few inches. Pat down of buttocks and area from groin to lower leg.

-----Original Message-----

From: (b)(6)
Sent: Saturday, April 18, 2015 4:13 PM
To: TSAExternalCompliance
Subject: Sexual harassment

4/18/2015
5:20:42
PM

Today, while departing ORD, I was groped by two different TSA employees. The first rubbed my privates through my trousers. Due to a disability, I wear a brace on my leg. I m 64 and walk with a cane. After the initial groping, and having my shoes swabbed and cleared. I was told I needed to have my brace checked, and directed to a private room. When I said I wanted to have whatever was needed done in public, I was told I had to enter the private room or not fly. Faced with this, I was escorted into the room by a single TSA employee and told to drop my pants. While swabbing my brace, I was again groped. Afterwards, I insisted on having a direct answer to my question of whether I was within my rights for the screening to be completed in public, and the TSA employee refused to give me a yes or no answer. Attached is a photo of the employees badge.

ATTACHMENT

PHOTO OF TSA BADGE FOR (b)(6)

-----Original Message-----

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ATTACHMENT

PHOTO OF TSA BADGE FOR (b)(6)

I had a distressing experience on April 7, 2015 in Eugene, Oregon.

First of all you need to know that I am a 65-year old white woman who is in a wheelchair as an incomplete paraplegic, level T1 from a spinal cord tumor. My biggest problem is pain. The right half of my body feels like broken glass is pressing into my flesh, with any prolonged pressure. The left side feels like hot needles pricking me with any contact, especially with any brushing/rubbing motion. My legs need to be handled gently. Any abrupt movement causes painful spinal cord spasms.

So, I booked a 2-hour nonstop flight to Los Angeles (American 2885), figuring I could tolerate that. My worst case scenario happened. Our plane returned to Eugene, causing me to have to accept flights to Portland and then Los Angeles. My 2-hour trip turned into 11-hours of torture. Needless to say I was in excruciating pain, unrelieved by extra medication, by the end of the day. I knew this might happen when I heard the news of our plane turning around.

Therefore, when I found out I had to go through TSA again and have a complete pat down by the same person who had just done it previously, I was on the brink of tears. I had to submit to that additional pain and embarrassment again. I was in view of TSA, escorted by airport staff the whole time. It just seems ridiculous, to me. I am in tears again as I think about it. Can there be no sense of judgement with your employees? How many terrorists have presented themselves in my condition? I had presented the TSA blue card and explained my condition, too. While being respectful, she was relentless.

4/19/2015 5:05:48 PM Then, on my return flight, April 14, 2015 (American 2885), the TSA examiner was too busy chatting to be gentle with me, brushing my left side painfully and jerked my right leg up without warning, causing pain and spasms. A teaching word: any time someone moves another person's body part they need to inform them and wait for acknowledgement/permission. This happened too fast for me to respond. I didn't expect it.

I thought I was prepared to travel this time. I hadn't seen my 86-year old mother in 9 years, due to hers and my handicaps. I was not prepared for the tortuous trip I ended up with, though. I just wish there was some humanity in your system.

Sincerely,

(b)(6)

Springfield, OR 97477

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 4/20/2015 3:27:01 AM

Name: (b)(6)

4/20/2015 8:34:48 AM Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Yuma Airport. April 19th at about 8:00 A.M. U.S. Airways.:

Comments: On April 19th I caught an 8:45 flight from Yuma to Honolulu via Phoenix. There was only one female TSA agent on duty. This female TSA agent opted to do a "pat down" of me after I passed through the metal detector. No alarm was sounded but she said she had to do a pat down since I was wearing a dress. She had me stand in full view of everyone in front of the metal detector and she put her hands on either side of my leg reaching as far as my genitals which she touched quickly but hard. It was moderately painful, and also disquieting.

I've been an American my entire life, I'm a woman in my fifties and do not fit any common sense profile of a "terrorist". I found the so-called pat down to be a violation of my personal liberties and a disgusting display of ignorance. There is no need to debase citizens arbitrarily for the sake of a false sense of safety. There was no excuse for what would be seen as a sexual assault in any other circumstance.

The TSA continues to be a disgrace by rendering innocent Americans suspected criminals based on nothing more than their style of dress. If the TSA can't tell the difference between normal, innocent citizens and potential "terrorists" or criminals and is allowed to randomly touch people's genitals we are not a safer country, but a more dangerous place to live as the government gives others the right to sexually molest its citizens in the name of safety even when there is no danger.

to: Director TSA

PLS SEE ATTACHED OF LTR SENT TO A/P -- FT. MYERS, FLA.

MATTER NEEDS YOUR ATTENTION AS YOU WILL NOTE FROM THE BELOW.

AM PRESENTLY TRAVELLING IN ASIA -- SO TIMING IS NOT AS ACCURATE IN SENDING THIS AS I WOULD WANT -- BUT STILL A CURRENT ISSUE.

MANY THANKS AND REGARDS,

(b)(6)

9 APRIL 2015

4/20/2015 8:36:23 AM
TO: FT MYERS FLORIDA – TSA @ REGIONAL AIRPORT
ATTN: DIRECTOR OF TSA

WHILST I APPRECIATE THE NEED FOR SECURITY AT OUR AIRPORTS – THE STAFF DO NEED TO BE COURTEOUS TO THE TRAVELLERS!

EVEN THOUGH WITH THE FULL BODY SCAN--- ALL LOOSE POCKET ITEMS PLACED INTO THE XRAY BOUND CONVEYOR – -- EVEN SO THIS TSA EMPLOYEE NEEDED TO DO HIS BLUE GLOVE PAT DOWN AND A COMPLETE BODY SEARCH.

FINGERS BEHIND MY SHIRT COLOR (I TRAVEL IN SUIT AND TIE) – AND OTHER FEELY TOUCHY ACTIVITY!!

A FULL BODY SCAN AND THE EXPLORATORY FEEL-UP – FOUND HIM NOTHING ON THIS 78 YEAR OLD MAN!!

TO TOP OFF THE EXPERIENCE, HE WAS BOTH TACTLESS AND WITH A SOUR DISPOSITION.

(SADLY I DID NOT NOTE HIS NAME)

4/20/2015 9:12:04 AM
Caller is a GE member but on the past 11 flights he's had to have a pat down 10 times. He said he's had a sexual grope and the TSO at TYS has stuck in his finger in his anus the past 8 times he's flown. It's the same TSO at TYS but he doesn't want to go further into that complaint. He will include all of that on his Redress forms. His supervisor knows about it because he witnesses it. He said every time they see him coming they pull him aside for a pat down. He wanted to know what Redress was for and how to resolve his issues. He has experienced screening problems in Toronto at Customs and at IAD as well.

4/20/2015 9:12:04 AM
Caller is a GE member but on the past 11 flights he's had to have a pat down 10 times. He said he's had a sexual grope and the TSO at TYS has stuck in his finger in his anus the past 8 times he's flown. It's the same TSO at TYS but he doesn't want to go further into that complaint. He will include all of that on his Redress forms. His supervisor knows about it because he witnesses it. He said every time they see him coming they pull him aside for a pat down. He wanted to know what Redress was for and how to resolve his issues. He has experienced screening problems in Toronto at Customs and at IAD as well.

I frequently fly out of Jackson, MS and have received a TSA precheck known traveler number. With my knee implant, I'm required to receive a pat-down search and although expedited, it still takes a few minutes of my time and of your screener's time. Isn't there a better way?

4/20/2015 10:09:20 AM
For my work, I am screened by the FBI to maintain unescorted access to several commercial US nuclear facilities. The screening is more comprehensive and occurs at least on a 3-year frequency. I understand that TSA and the FBI are different agencies with different purposes and methods. Isn't there some way to take advantage of these other types of screening to minimize the impact on travelers?

Thanks for your time,

(b)(6)

TSA

I am writing regarding a preflight screening experience I had in Denver on Wednesday April 15th at about 5:05 pm. I entered on the north side in the main terminal through the TSA Pre Check lane. I placed my bags, one carryon suitcase and one handbag, on the screening conveyor and walked through the metal detector. An alarm sounded. The TSA screener told me I had been selected for "random". He did a swab of the outside of my suitcase and inserted it into the instrument and another alarm sounded. He told me they would have to do further screening. Another TSA person came, moved my belongings to the search area and began by swabbing outside my bags and then proceeded to swab every pair of shoes and then my hair iron. I was unfamiliar with this degree of scrutiny having never been subjected to nor observed it while going through security at airports. I asked what the alarm was and was told, "E1". That meant nothing to me. I was getting annoyed by then and sarcastically asked her if she was going to swab my toothbrush with the same swab after swabbing my shoes. The situation escalated quickly from that point.

I am a very experienced frequent traveler. I fly almost weekly for work. I have also completed the TSA Known Traveler screening including an interview and fingerprints. In my 15 years of frequent travel, I have had one very objectionable TSA screening experience and many small annoyances that were not memorable. I have been selected for random additional screening that amounted to a swab of hands and perhaps baggage that added no more than a minute or two to screening time. The experience I had at DIA on April 15th was an outrageous experience and took over an hour and caused me to miss my boarding position.

After becoming annoyed at the swabbing of every personal item in my suitcase and a visual check of everything in my possession, I asked for a supervisor. The supervisor arrived in a very aggressive manner toward me. She was outright militant and authoritarian. Having not committed a crime, I was not about to put up with this approach and treatment. She took everything I said and tried to twist it to elicit an inappropriate response from me. I was very indignant and angry by this time. She accused me of interfering or rather she used the term, "obstructing". I think I told her to do what she had to do. She alerted armed security and three uniformed and armed police officers moved in toward me along with a shady character who seemed to be a commander or some such thing. He looked like he was the leader of a SWAT team. He began whispering to other TSA screeners in the area. I counted and I was surrounded by 12 TSA/ security/military persons. This scene was so ridiculous to me. It irritated me further and I actually found the absurdity laughable. The rest of the process took place and I was finally cleared. Once cleared, the supervisor's provocation and ridiculing continued when she twice wished me "have a good rest of your day".

There are many things about this incident that trouble me deeply.

First is that screening is voluntary, and when an alarm sounded I seemed to become "Public Enemy Number One" in the blink of an eye and when I did not roll over and act contrite like a person might who was caught doing wrong, I was subjected to very harsh treatment. I was told in so many words by the supervisor that I had no choices or options and I was subject to her complete authority. In hindsight, given the mood of the situation, intensity of scrutiny and the manner in which I was being held in suspicion, I think I should have been read some rights. At least, I think, I should have been afforded the courtesy of an explanation and given notice of the procedure required to clear me for flight from the alarm.

I have done some looking into false alarms during TSA screening since my incident and understand better now that they occur with some frequency. This is all the more reason to expect the TSA screeners to do some explaining before launching into the assertion that I am a criminal carrying explosives with intent to do harm. I have to question, are all of the expertly trained TSA people that hungry to spring into action that they practice their skills in facing a potential threat on a fifty- seven year old grandmother from Broomfield, CO traveling for work? The same person who is afforded the trust to drive a car - which can be turned into a lethal weapon and the same person who participates in the civic process to elect our law makers and serve on a jury. What happened to me is JUST PLAIN WRONG.

Secondly, it disturbs me that I participated and paid for Known Traveler when none of the information was taken into account in how I was treated. I question what is the purpose of obtaining an Known Traveler Number and submitting to fingerprinting and an interview if it is not taken into consideration in a situation like this? I can only speculate it is a money-making enterprise for a government contractor and possibly a PR facade for frequent travelers.

4/20/2015
12:08:39
PM

Hello,

Traveling over the weekend I had the usual unpleasant experiences with TSA agents at Denver's airport (e.g. the scanner showed something "suspicious" on my abdomen, I pulled up my shirt to show the agent that there was nothing there, and despite that, or possibly because of it, received a very public, prolonged, sarcastic and I believe deliberately intrusive pat down that involved 2 agents, one of each sex, the female patting and the male leering and both visibly enjoying their power to do this); I travel through this airport often, expect this sort of petty abuse of power, and have learned to tolerate it without comment, so no surprises there. The surprise came in Baltimore yesterday at BWI, when I lost a sweater during the screening process, and one of your agents, Officer (b)(6) took the time to look for it, and did it--here's the weird thing--cheerfully.

4/20/2015
2:52:39
PM

I wanted to take the time to recognize Officer (b)(6) as both a wonderful ambassador of TSA to the public and as a kind and helpful individual. It is my hope that this compliment will reflect well on her, although I do have a concern that identifying her as a nice person may negatively impact her career. It is not always necessary to harshly bark orders at the public, and her approach was both appropriate and much appreciated, so please don't punish her for it. No doubt she's as good as anyone else at intimidating people, but she seems to also have a sense that it's not always necessary to be mean. I wish that you had many more agents like her.

Sincerely,

(b)(6)

To Whom it may concern,

I have been talking to TSA Customer Service, Supervisors, Police Detectives for the last 3 weeks. I am hoping you can help me? I am writing this letter to communicate what I have experienced as a violation at the Mpls./St. Paul Airport, CP4 on Sunday 3/29/15, apx. 1:10pm.

Below is the account of what happened to me, which I have told Police Detective (b)(6) (b)(6) TSA Customer Service Representative Claudia Aldermen, (612) 201-(b)(6) and Supervisor (b)(6) at the check point after the violation.

I was traveling with my Husband Sunday March 29th, 2015 on Delta Flight #914 Departing Mpls/St. Paul Airport at 3pm to LaGuardia. At apx. 1:10 pm we went through Check point 4 and I requested to hand check my therapeutic grade essential oils to avoid X-ray damaging their potency. Officer (b)(6) (did not get her 1st name on the complaint form only LTSO), explained I would need a pat down and a Male Officer(did not get his name), I was told would go through my personal effects I was traveling with.

4/20/2015

4:14:51

PM

They each asked me a question: He, if there was anything sharp or pointed in my purse, She, if I wanted to go into a private room for the pat down. I said no to both questions. I had just traveled through the Airport 2 weeks prior visiting my sick Mother and numerous times in the past with my Family living there and was quite familiar with the pat downs at MSP.

Officer (b)(6) asked me to step on the feet diagram, arms extended outward. Behind me she starts the exam. I knew she should be telling me when she touches the buttocks she was using the back of her hand. As she came in front of me, eye to eye, I mention this to her, and she says she did tell me and I didn't hear her, as she's touching the front of her hand moving upward on the inside of my leg. I say to her like this, referring to the front of her hand on me. " You are supposed to turn to the back of the hand on my private parts and you are not", she ignores me and hits me square in the opening of my vagina and external genitalia with her fingers on a vertical with enough force to feel it in my entire body! I am nauseous and stunned!

Again I reiterate, using the back of the hand on private parts, as she starts up the leg again using the front of her hand and is near my crotch, again hitting me square in the opening of my vagina, violating me! She said she needed to touch all the way up to my torso until she meets resistance...and I said but that is my crotch and you've touched me there twice! She said I kept stopping her doing her search and needed to do it again! But you've done it twice already, I said. At this point I look at the face of the male officer, shocked, hoping he'll stop this and he looks at me like a deer caught in head lights saying nothing to stop her! I tell her I am going to file a complaint!

She starts again up the leg, what I feel, was to purely humiliate and belittle me in a punitive nature with malicious intent. There was no need to do it a third time! I felt abused!

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); Color

Current Date/Time : 4/20/2015 4:45:49 PM Airport : ANC - Anchorage International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

4/20/2015

6:31:59

PM

TSA Employee: (If Known) :
Comment : 2 TSA Officers fired after plotting to grope attractive men. I filed a complaint on March 23rd, 2015 and I was called on April 3rd, 2015. (b)(6) I explained what happen, which was the third time I was searched in my private area. I was told it could be the type of clothing I was wearing. I wanted to know if TSA keep records of when passengers gets search and I was told no. Now after reading that report I believe I could have been targeted. I would like to discuss this issue. I am flying on Tuesday April 21, 2015 from Anchorage to Fairbanks, AS 2801Y operated by Horizon Air. The flight leaves at 0700 hours.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Monday, April 20, 2015 2:06 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

4/20/2015
6:32:06
PM

Remote Client IP: (b)(6)
Date Time: 4/20/2015 2:06:11 PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Sexual Assault charges against fired employees statement of status / policy

Comments:

Hello,

I was just reading an article about TSA pat downs that the palm of the hand is not used. Well, you need to tell the TSA screeners that in Miami. I was stopped and I was patted down several times, groin and buttocks included. I had a brace around my waist which is no more than a gold gyms brace. I offered to take it off and they would not allow me to do that. I had traveled for the last 10 years of my business career. I retired two years ago and this travel experience was the worse! I ask several time if I could take it off and they kept saying no, I have no idea why not. It ended up that they took me to a room patted me down again and that is when I told them I was taking it off and I did. You could feel that there was nothing under the brace, so I proved it! Simple as that. I was not pleased with the way I was treated or the ladies attitude. Let's hope that does not happen again because it makes it makes for an unpleasant trip. I went through that same airport on the way to my destination and had no issues and with the same brace. The regulations do not seem to follow from airport to airport.

Respectfully submitted,

4/21/2015
10:18:59
AM

(b)(6)

HYPERLINK (b)(6)

If you change the way you look at things, the things you look at change.

Please help me to better assist you - Please open a HEAT ticket

P Please consider the environment before printing this e-mail

Submitted on Tuesday, April 21, 2015 - 09:37 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Religion Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: West like Ng branch

State: New Jersey

Zip Code (Post Code): 07764

Other:

Email: (b)(6)

4/21/2015

10:19:38

AM

==Incident Information==

When did this happen? 04\21\2015

Where did this happen? FLORIDA - FLL - Ft.

Lauderdale-Hollywood International

What happened?

A alarm went off re carry on luggage TSA swabbed bag. I

explained it was my Jewish prayer boxes in silver boxes. They

show as 2 Black boxes as I have travelled the world for 25 years.

There was nothing from swab however the agent proceeded to empty

my bag, order a full pat down I believe because the agents name

was (b)(6) and I was Jewish. I have never been put through

that kind of treatment and didn t deserve the indignity.

I am. Global Entry ID. security pre approved.

Fort Lauderdale\Hollywood airport Jet Blue E entrance.

Who treated you unfairly? TSA afents

REASON for the call:

Caller said there was a situation at SLC when she tried to return home on Saturday morning on United. She was supposed to fly at 8:30 AM back to Albany. When she got to the Checkpoint at SLC the TSO pulled out some items that had been allowed on prior flights and was going to throw those out. (Caller said something about a gift for her sister and when asked for clarity she did not seem to recall saying that.) She said she is nervous and she is on a disability and they only had one Gate to fly out of and she complained to United about that before getting in line. She said all she asked TSO was why the cream that said 7 ounces on the outside and was clearly more than have empty not allowed. She said the TSO did not answer her and that made her (Quote) riled up (Unquote) so she told the TSO she wanted her to answer. Caller said the TSO brought over someone higher up and she was in her face so that upset her and the tears started. She said the TSO yelled at her so she began to cry loudly at that point. She told the TSO that she was Bi-Polar and that being yelled at was unacceptable and she was going to write their names down. She knows the one TSO was named (b)(6) but she thinks she stole the paper with her name on it. After that the TSO said she can go in a private area for additional screening because they needed her to lift her shirt. (Caller would not answer my questions about lifting her clothing or the Patdown and she was not making sense and her thoughts were random) Caller did say that she had already gone through XRay and a Patdown already at the end of the machine.

4/21/2015
10:24:25
AM

Caller said she (Quote) flipped out (Unquote) at some point because of her Bi-Polar disorder she ran over to a wall and started screaming and banging her head. She said she was screaming I will not hurt anyone but myself but she missed the flight because TSA called the police on her.

Caller said if she has to fly again she is going to bring a doctors note about her Bipolar disorder because if she asks a question the TSO needs to answer.

She said later her checked baggage had been inspected as well which was alright. When asked she stated what she is looking for today is to report (b)(6) so something goes in her file about being rude.

Date Time: 4-18-15 She was at the checkpoint approximately 7:45 AM (She was due to fly out at 8:30 AM but missed the flight after the Police came and flew out later but not sure of the time)
Gate Terminal: Does not know
Airport: SLC
Airline: United
Flight #: Does not recall. She came back later and left on another flight.

REASON for the call: Caller wants to complain about how her bag was searched. Her two suits that were on top were crumpled up. She had an ipad and she asked if they turn it on. She flew from BOS to PHL and back. The issue happened out of PHL.

4/21/2015
10:54:00
AM

Date and Time: April 10th at about 10:10 am but she checked in the bags about 7:30 am
Gate and Terminal: NA
Airport: PHL
Airline: JetBlue
Flight Number: 160
Bag tag #: (b)(6)
Bag Description: It is a royal blue bag American Tourister brand and medium in size with wheels.
Missing Damaged item description: two suits that are crumpled up
NOI present (writing on it): Yes with nothing written on it.

She asked if she can carry on the ipad.
She asked which screening device affects insulin pumps, AIT or WTMD. She said that she was bothered by the patdown because she was in a suit.
She has been hassled over juice so she started to bring raisins. She received Precheck. She had to walk around in her stockings on the dirty floor.

Dear TSA:

I am a member of TSA Pre. I paid the fee and spent the time to have myself approved for this knowing that I had to use the full-body scanner whenever I flew. Up until this month that had never been a problem. If the TSA Pre did not have a scanner or it was not manned, I was escorted to the operating scanner and allowed to proceed through with out the removal of all the necessary items usually required.

On April 9 at DIA and again on April 16 at DIA both times on the West side I was required to remove my shoes, my plastic bag of goodies, my jacket and wait in the usual line because the TAS Pre scanners were not operating and no one would escort me through the other side (I asked two different agents- one on the TSA Pre Side and one on the regular side).

I realize that there are times when the scanners are not working BUT accommodations need to be made when this occurs. Pat-downs for female flyers is not the option since it is always a wait for a female assist thereby defeating the purpose of enrolling in TSA Pre.

4/21/2015
2:19:13

PM Concerned

(b)(6)

I am at Tampa International Airport concourse "C" and ask if this makes sense.

I go through security and the metal detector alarms go off with the surgical titanium plate, cage, and screws in my neck so I get a pat down to see what concealed nonsense I might have. We all know I can't bring anything metal through security or in our bags. Now that I am past security I want a bite to eat so I find someplace that serves not fast food and the waiter puts these in front of me...

See photo below

4/21/2015
2:19:37
PM

(b)(6)

"Wine is sunlight, held together by water." (b)(6)

Sent from my iPad

Caller emailed a complaint. He also wanted to make a verbal complaint. His compliant number is (b)(6) He went through the checkpoint at JFK on 4/19/2015 at approximately 3 pm. He was flying on JetBlue. Upon entering the line he proceeded through the screening process. He was instructed by a TSA agent at the front to read the instructions prior to entering the screening location. The instructions indicated that there was no need to remove shoes or belts and that cell phones should be in carry-on bags. He followed the instructions and went to the metal detector. He entered and exited the metal detector. He did not hear it beep until the person behind him entered. The caller had on a metal belt that he had not removed per the

4/21/2015
3:35:49
PM

instructions. After it beeped he was sent through the AIT. After he exited the AIT he was told that there was an anomaly in his groin area. He was told that by a black female agent. He did not get an explanation as to what the anomaly was. He was told to go back through the AIT. After he came out the black agent showed him a picture with a yellow flashing square in the groin area. The TSO asked for a supervisor. The supervisor asked if he had anything. He told him he did not. The supervisor performed a patdown. He started at his ankles and he worked his way up into the groin area on both legs. He did not find anything when he got to the groin area. He said that the AIT was not accurate and if it gives a false on him why can't it give someone who has something a pass. He was not given an explanation.

Disability Description: Caller is in a wheelchair and uses a cane and has a metal knee.

Incident Details: REASON for the call: Caller had a really bad experience at the Denver airport. She is a senior citizen and she was flying out of Denver and she has been taking these trips for several years from Denver to Virginia and this trip was the worst experience she had ever had. She was in a wheelchair severe and has severe problems with her legs and the TSO made her stand and go through the AIT. The TSO told her there was something wrong with her skin and that she had something dangerous on her skin. She had just taken a bubble bath and she had moisturizer on her hands. The TSO took her over the side and harassed her for 30 minutes. The caller told her she was going to miss her flight. The TSO said it was too bad if she missed your flight. The TSO swabbed her fingers, purse and her carry on and told her her hands were toxic. The TSO took her to a private room for a checkup while some big black guard was watching and smiling through the whole thing. She waits for this amazon to show up to fondle her and grope her bottom and she almost missed her flight. She is appalled that an old woman gets pulled out of a wheelchair and the TSO had an attitude. She also has a metal knee and they made her stand there without her cane. There were hundreds of people there watching her and the TSO was nasty and treating her like she was a felon. The TSO was a short black lady and she wouldn't talk to her like a human being. The caller was wearing jeans and pink print top and short white hair and purple and black sketcher tennis shoes.

4/21/2015 5:12:58 PM Date Time: April 20 2015, 0630 am
Gate Terminal: Gate A38
Airport: Denver
Airline: Frontier
Flight #: F9 722
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at Denver for investigation. Also reviewed the information on how to file a discrimination complaint and advised her the information would be sent to her email address.
Special Notes: N A

4/21/2015 9:42:47 PM Caller lives in Denver, and was travelling from Austin on April 8. She was subjected to a patdown of her groin area by a woman TSO, and after she announced she was not wearing underwear, the TSO ended the patdown and rushed her along. She suggests that it was a false photo with a black patch over her crotch area. The TSO that brought the photo and took her aside was male officer. She is a prosecuting attorney, and accustomed to security screening. The incident was unusual in the way that it was carried out. The TSO involved had Long, brownish hair in a modified bun, was 5' 10 to 5' 11 and about 160-165. United flight UA3701 departed just after 8pm. She arrived around 6:30pm at the checkpoint. She specifically mentioned that she is not traumatized. She stated that when travelling from DIA she is accustomed to a more thorough screening experience, but AUS tends to be more lax.

4/22/2015 11:08:49 AM Caller would like to report a TSO at EWR because of discrimination. Caller was traveling with two friends from PR. She has two hip replacements and medication for her illnesses. Caller does not feel that they have sufficient machinery to do appropriate screening for passengers that have metal implants. Caller had to have a patdown and she felt like she was treated like a criminal. She requested to have a private screening and the TSO screamed at her. Caller is young and felt that the TSO was treating her badly because she had hip replacements and she is not older. Caller felt humiliated because started to give her a patdown in front of others. Caller feels that she was treated badly because she is a latina and the TSO was a black woman. Caller feels that many black people hate latinos. Caller feels that the TSO discriminates against everyone who appears to be foreign because she felt she was also treating some Indian people badly as well. Caller felt horrible because she had to yell to the TSO what her medical condition is and feels that it was a violation of HIPPA laws. Caller is crying on the phone because she is so upset. She does not have a lot of time because she has to go back to work and could not provide further information. Caller states that the incident was not during a customs inspection. Caller will call back with more information.

TSO (b)(6)
511AM
SJU - EWR - CVG
United

On 21 April 2015, on or about 8:15 A.M. I was patted down at San Diego Airport by a man not wearing TSA uniform. There were two men not in TSA uniform and two men wearing the TSA officers uniform watching the pat down. I was riding my electric power wheelchair. I informed the man that was not wearing the TSA uniform that I am 85 years old and I am paralyzed from my shoulders down to my feet. He patted me down, squeezing my whole body to include, my arms and my thighs from my crouch down to my legs and feet several times with his open hands; the TSA officer man wearing the uniform told him what to do. Then he kept telling me to bend forward, move my body to right and to the left, and lift my arms several times. I can only lift my right arm by holding it up with my left hand. Then he swabbed my shoes.

Is this the new procedure for patting down an 85 years old quadriplegic riding an electric power wheelchair?

I have been flying since 1984 riding my electric power wheelchair. This is the procedure that the TSA officers do. The TSA officers in uniform pats me with the back of their hands. Swabs my hands, wheel chair and shoes.

4/22/2015

10:00:48 PM Then when the patting of 75 years old and above was implemented, the TSA officers swabs my hands, shoes and wheelchair.

I will appreciate your response.

Thank you very much.

(b)(6)

US ARMY RETIRED

Phone number: (b)(6)

Reason for the call - The zipper was damaged on his luggage. He did not have a lock on his luggage. He was sent through the AIT and he was not asked if he wanted to do that.

Airport - Lewiston-Nez Perce County

Airline - Delta

Flight Numbers - DL4541

Departure Times - 5:25 am

Arrival Times - He arrived at the Lewiston Airport at 4:50 am.

Date And Time of Incident - 4/22/2015

Baggage Tag Numbers - (b)(6)

Description Of Luggage

Color - Red and black

Style - Soft-sided roller bag

Size - Large

Brand - American Tourister

Was There An NOI - Yes

Was Anything On The NOI - 47 was handwritten on the NOI. There was also a stamp on the NOI that he can not read. He thinks it is a date.

Missing Damaged Item description - The zipper on his luggage was damaged.

Location Of Incident

Gate - They only have on gate.

Terminal - They only have on terminal.

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

Special Notes - Caller said that it is going to cost him half the cost of the luggage to mail the claim form. He is in the Czech Republic. He said that TSA is pushing people through the AIT without asking them if they want to go through the AIT. He does not think he should have to tell TSA that he does not want to go through the AIT. He thinks that he should be asked. He said that he does not want to request a patdown. He also made a comment about having to wait to get a patdown. Caller already had a claim form.

Caller had two complaints:

She went through security at TPA and the customer service there was bad. She did not get a name or badge but the TSO was very rude. She said they spoke to her in a rude tone. They made her go back through the machine because her boots alarmed. The second time when her necklace alarmed, they would not let her go back through the same machine. The screen for the AIT machine is a generic outline of the passenger.

Date: April 21st, 2015 At checkpoint 9:15 to 9:30 a.m.

Gate Terminal: A 30

Airport: TPA

Flight # 833

Airline: Southwest

She stated that she has an aversion to the AIT machine and who wants the patdown. Her concern is that even though they say they don't have the naked machine anymore, how can that be true. She thinks the software did not get changed out and someone in a room somewhere is looking at your naked body. She would like to be contacted with information how they changed out that software. She stated that she believes TSA and the public have been lied to. ADD: Caller stated that she had no email.

He asked what happened to his TSA status. He hasn't received PreCheck for the last two flights. He didn't receive it once in January. Delta advised that his information matches in their system and referred him to TSA. He is eligible via the Application Program.

He indicated that he was selected for a patdown screening four times consecutively. He stated if that hadn't occurred, he would not believe that there was something wrong with his account.

He did not receive PreCheck Sunday morning. He is flying from Chicago in the morning. The PreCheck indication is not on his boarding pass.

1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? US
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? Yes
3. Have you received TSA Pre?™ in the past? Yes
4. Do know your Known Traveler Number (KTN)? (b)(6)
5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use and the information provided during enrollment? Yes
6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Delta's website
8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

He doesn't believe that this is random.

REASON for the call:

Caller flew from CLE to ATL to SFO.

She flew to SFO on Sunday and didn't want to go through radiation.

She opted for a patdown.

She says that the officer didn't even do a patdown on her body, she used explosive trace detection. She said the officer went through her luggage extensively.

The officer said this was the routine. She never performed a patdown, only performed explosive trace detection.

She says when she got to SFO, all of her supplements are missing from her checked bag. She originally carried it on at CLE, had to check it in at ATL. There was no NOI in the bag, so I assume the medications went missing at CLE during secondary screening on the carry on. She lost this whole container of supplements.

Date Time: April 19th at 2:54PM was the scheduled flight. She went through screening earlier.

Gate Terminal: B2

Airport: CLE to ATL

Airline: Delta

Flight #: 2528

Bag tag # (10digit) (b)(6)

Bag Description: N/A

Missing Damaged item description: Supplements were missing from the checked bag after she's went through security screening.

NOI: No NOI in the bag missing the medications

-----Original Message-----

From: (b)(6)
Sent: Thursday, April 23, 2015 8:50 PM
To: TSAExternalCompliance
Subject: Complaint

Please see attached complaint.

Thanks

(b)(6)

Attachment

4/23/2015
9:01:12
PM

April 23, 2015

(b)(6)

Las Vegas, NV 89123
Multicultural Branch
Office of Civil Rights Liberties, Ombudsman and Traveler Engagement Transportation Security Administration
701 South 12th Street
Arlington, VA 20598-6006
To whom it may concern;

On April 14, 2015, I had a flight booked with United Airline Flight number 1152 departing Las Vegas, NV at 10:36am arriving at Chicago-O Hare airport at 4:20pm. When I arrived at the Las Vegas airport around 9am, I greeted by a super sweet gentleman who checked my bag for me at the curbside assistant desk for United Airlines. After my bags were checked, I walked to the TSA checkpoint line which was roughly halfway filled with other travelers (about 3 rows of people). As I was standing in line, I kept to myself and thought about my upcoming meeting in Chicago. This trip was a very important business trip for me. I work as a Federal employee for the Environmental Protection Agency (EPA) as one of their national experts on radiation and nuclear terrorism. The meeting that I had less than 24 hours away was to meet with various national experts to discuss EPA's plans, preparedness, and resources to respond to national incidents involving radiation and nuclear material. As I was thinking about my meeting, I noticed the line behind me was getting very long. It was roughly now 6 lines of people. The line was so long that it went past the designated ropes and began to wrap around the wall. A few minutes later, I noticed a TSA Agent staring at me. I was almost to the front and had maybe 7 people ahead of me to get our IDs and plane tickets checked. The TSA Agent that had been staring at me began to walk towards me. He went through the line of people. The TSA Agent was a very large, African American male and many people had to move to the right side of the rope to let him pass by. His name was (b)(6). I followed the people and moved my belongings to the right side of the ropes (still staying in Disability Description: Caller has been traveling a lot over the last month and she always has her medical items which she is allowed to have. Caller said that she just went through TSA in SEA and the TSA agent made her go through her entire bag and made her throw away some of medically necessary items. Caller said that she gave her a very aggressive patdown as well. Caller said that she made her prove to her that it was for medical purposes and then made the decisions to not let her take it regardless. Caller ask for a supervisor several times and she told her that she was the supervisor so she was out of luck. Caller said she told her that her items did not look medical and she had to prove that to her. Caller said that she feels like she was being discriminated against and she would not allow her access to a supervisor, she would also like for someone to call her and she also wants the video to be reviewed. Caller said she was also told by the TSA agent that she was only allowed to have one quart bag with all her liquids and medical items in it.

Date and Time of Flight: 04 24 15 @ 4:15 AM

4/24/2015
8:15:31
AM

Departure Airport: SEA

Airline: Delta

Flight #: 861

Gate Terminal: Middle Line

TSA Agent: (b)(6) Badge #: (b)(6)

TSA Agent: (b)(6) Lead Officer

Caller wants this information also sent to the CSM at SEA.

Caller just now completed his Checkpoint screening at San Juan Puerto Rico.

He never goes through the AIT and always gets secondary screening.

He said they gave him a Patdown as usual and then gave him the ETD Swabbing as usual and nothing beeped on the machine.

At that point one TSO said to the other, that machine is not working right today.

They took him to a private room saying he needed to have a second Patdown in private and 2 TSO s were there and they did not inform him that he had a right to have a companion present.

4/24/2015

8:30:26 The TSO did tell him before he began that he needed to perform the patdown with the front Side of his hands in his groin area.

AM When the TSO got to his private parts he was rubbing his hand acrossed his genitalia and continued to rub him through his pants.

He wanted to know if that is considered proper procedure for TSA.

He said he does not want to lodge a complaint with the CSM because he flies from there every week and does not want to start having issues over it.

He thanked me for my time and would not give any additional information.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 4/22/2015 6:30:47 PM

Name (b)(6)

Email (b)(6)

Comments: I don't know if this is where I can get information but I would like to know something based on an experience I encountered while going into the USA from Canada on April 7, 2015.

When I arrived at the security check I accidently had 3 lighters on me and hadn't realized I had that many in my carry on bag. They then gave me the option of pat down or through x-ray machine. I chose the machine. I arrived at the TSA booth and the first thing the man asked me was if I was carrying \$200,000.00 cash on me, I did not. He then asked me how much money I had in my bank account and I said about \$800.00. I do have rrsp's but he didn't ask me about that. He then said he wanted to make sure that I was coming back to Canada. With all the other questions (which I can't remember), I almost missed my plane and was crying so hard by the time I boarded the plane. I've been to the USA before and never experienced this before. This was a very stressful situation as I am on disability due to failed back surgery and this situation shot my pain level up so high that along with the long trip, I was in so much pain, I could barely walk when I arrived in Las Vegas, Nevada.

4/24/2015

10:05:44 I am asking if there is another woman with the same name as mine that could be the reason why I felt I was being treated like a criminal. If that's the case, I would like to know as could she have taken my identity or why? This is very concerning to me.

AM

Please let me know if this is the correct place to get this info and also would like to report my experience on April 7, 2014.

If not, please forward the above to the appropriate people.

Thank you for your time.

(b)(6)

Gatineau, Quebec

Canada

J8X 3C7

(b)(6)

To whom it may concern:

I have a complaint regarding the behavior of (b)(6) STSO, during my recent security check at O'Hare Airport, Terminal 2, Checkpoint 5.

The incident occurred just before 1PM on Tuesday, 21 April. I was scheduled to depart on Delta flight 5946 to LGA at 1:30PM.

I usually try to leave extra time for security check because I always opt out of the body scan. I have received a pat-down many times now, and the female agents performing the pat-down have always been polite, respectful, and communicate clearly before, during and after the pat-down what they are doing & how I can comply with procedure. In this case, the swab test after my pat-down set off an alert. The three female agents on the scene explained they had to swab my luggage as a result. While they were doing this & waiting for results of the swab strip tests, they began to look upset & kept going over to a neighboring area where other passengers were clearing security, picking up baggage, putting on shoes, etc. I was kept waiting, but I figured there was simply more to do. I did notify the agents that my flight would begin boarding in a few minutes.

The agents then told me that I was being kept waiting because they had completed the luggage swabs, the tests were clear, but that procedure required I now be patted down a 2nd time by a female supervisor. They said their supervisor was refusing to do it. They asked me if I wanted to file a complaint. I was more worried then about making my flight. I asked if a male could pat me down; they said no. It was a stand still. The three female agents said it would help them immensely if I complained about being made to wait.

4/24/2015
2:13:06
PM

Suddenly a woman rushed past me, grabbed my luggage, and walked away. I was surprised, and asked what was happening. The three women said that was the supervisor, I had to follow her. She disappeared in fact around a corner, and I could not see her. I said I was very upset by this behavior & asked, should I make a fuss. The agents said yes.

I yelled as loud as I could while rushing to catch up to (b)(6). I did not know her name, because she hadn't identified herself. I ran around a corner shouting as loud as I could, where are you going with my luggage. She did not respond. I followed her to a cubicle. I demanded that she identify herself, that she tell me what was happening, and that she tell me how to comply. She did not answer my questions, and would not look me in the eye. Another agent followed me and said this would be the 2nd pat down. The cubicle was for privacy. I had not asked for privacy, and (b)(6) had not asked me whether I wanted it. I told (b)(6) I would be happy to comply, but that she had not told me what to do. I told her I was extremely angry that in an airport, where I as a traveller am required to keep an eye on my luggage at all times, she would simply take it and walk away. At no time did she acknowledge my complaint, apologize for her rudeness or explain pat-down procedure (as agents always do). I complied as best I could, and was quickly cleared (b)(6) then left without a word.

The three female agents who had helped me before then strongly urged me to fill out this complaint and supplied me with (b)(6) name and title. Clearly she is not a good supervisor and makes their jobs difficult. I would like to make this complaint on their behalf as well as my own. Without them I would have no idea what was going on, or what to do in order to pass security.

I am disappointed and concerned that (b)(6) holds such a responsible position. In an airport, you don't take someone's luggage and just run off. In airport security, you have to communicate with customers in order to carry out security procedure. If (b)(6) can't even handle the basics, she should not be working for TSA, much less supervising anyone.

Sincerely,

(b)(6)

Case Number: (b)(6)

Consumer Information

Inquirer Type Name Address E-mail Address Office Phone Home Phone

(b)(6) BROOKLINE MA 02446 (b)(6)

Complaints Information :

Complaint Code Carrier Name Flight Date Flight Itinerary

GG0077 TSA 04/24/2015 EWR-MUC

4/24/2015 Description of Problem/Inquiry

4:16:44

PM

I noticed in the DoT's quarterly report that surprisingly few complaints had been received by DoT about security screening practices and just thought I would pass one along, just in case there is a pattern of problems. I was held up for an unusually long time (about 20-30 min) at EWR Terminal B in the area preceding gates B60-68, in what was either a legitimate series of mix-ups (understaffed check-in and false positive on a screening system), "or" was a punitive attempt by staff to discourage people from opting out of whole-body screeners. I can't tell the situations apart, so On 24 April 2015 at about 1:00pm, I opted out of the advanced screening at the TSA security line. It took about 5-10 minutes for a male screener to come to pat me down, which was a bit confusing as I thought I saw screeners standing at an X-ray machine line that was not in use. I received a public full-body patdown, which is a process I'm familiar with. Unusually, the screener's little cotton pad threw an angry red 'alert' when passed into the explosive detection system at the end of the scan. ("Oh man it alerted, it's my gloves" - he appeared to be unhappy). I was traveling with my wife, who had collected my things in the meantime and was waiting for me. The screener retrieved my suitcase and backpack from where my wife had collected them, then ran little cotton pads inside the backpack, inside my laptop, and inside the suitcase, in each case putting the little pad into the explosive detection system (which in each case beeped 'green' / no explosives). The screener then grabbed a supervisor and took me to a little private room, where the supervisor explained that because of the prior apparent false positive explosive detection system result, he would do another pat down, this time using the front of his hand. I then burned about 2-3 min chatting with the supervisor about the fact that it "appeared" that the long wait for a supervisor and false- positive explosive detection result (from an agent's used gloves) might "possibly" be punitive behavior designed to discourage opt- outs. I am sure that the TSA's behavior was by-the-book correct but I would question (1) the amount of time it took to get a male screener and (2) how the screener's gloves came to trigger an explosive- detection alarm. It would "appear" that both (1) and (2) might have been arranged punitively. I obviously can't tell whether that is the case, but will pass along my experience in case there is a visible pattern that should be acted on.

DEPARTMENT OF TSA:

I am 74 years old and I have a hip implant. I plan to have knee implants surgery this year. My implants cause a lot of trouble when I go through TSA scrutiny. I am subjected to the rudest, most insensitive people I have ever met in my life. They take ALL of the pleasure out of traveling by airplane. I fly first class but it makes no difference, I am always perceived as a threat and I am always targeted for extra pat-downs and abuse.

At least twice a year, I travel round-trip to Orange County, California from Bellingham, Washington. On March 16th of this year, I went through Bellingham check-in and was surprised to receive a laminated VIP slip and told I didn't need to remove my shoes. I was so relieved to think my nightmares were over. I walked toward the scanner and was startled to see a TSA employee rushing toward me with her hands out yelling NO, NO. I fell back onto the conveyor but was able to prevent myself from literally falling onto the ground. I shudder to think what could have happened had I fallen onto my hip and no way can I get onto my feet due to my arthritic knees. I was put through a sweep around scanner and patted down for weapons and bombs. I was extremely upset and remained so for the rest of my flight.

4/24/2015
4:16:48
PM

On my return trip to Bellingham from Orange County airport, again I was again put through the scanner, after that I was pulled to the side and thoroughly patted down and tested for bombs. When I asked why I was causing so much alarm, I was told I had a wrinkle in my jeans. I said that surely a wrinkle can't be the reason for such an embarrassingly thorough search. The TSA agent glared at me and said, Are you threatening me?

This happens EVERY time I fly. I used to enjoying flying/traveling with my husband but your terrible behavior has insulted my 83 year old husband so much that he refuses to get on an airplane any more.

I do not know why I am subjected to such cruel, mean, rude behavior. I do not have an attitude, I strive to kind and nice to other people. I obey the law. I have never even had a traffic ticket. My husband is afraid for me to write this letter because he believes I will be put on a list and it will be much worse. However, I am getting ready to fly to Alaska next month with my daughter and I am already scared and having nightmares. This isn't right and TSA shouldn't be entitled to do this to me.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 4/24/2015 4:18:07 PM

4/24/2015
6:10:25
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska 2251 on 4-24-15 Portland.:

Comments: For years my elderly mother was hassled every time she went through security even being strip searched once. This was dealt with at the time. She recently passed away. I carried her ashes from Las Vegas where TSA employees were very respectful. In Portland, even though I showed the permit, they took my mother's ashes to do tests on the box. This was totally insensitive and disrespectful. Again, TSA employees in Portland need to understand what is not right with their actions. Even in death my mother was hassled again by them!

Calling in because she wants to know how to go about filing a complaint. The TSOs were trying to not allow her to bring her medically necessary liquids. She has several food allergies and had to take her own food. She called TSA Cares before her flight who told her that she would not need medical documentation. She sent her cooler through the Xray and they went through it and they told her she could not have the items inside. She spoke with their supervisor who told her the same thing then she spoke with that persons supervisor who also told her it was not allowed. At this point, she was upset. The supervisor told her to stop yelling. He threatened to call the Chicago police and to have her undergo a patdown. He asked for documentation stating that she needed the items, and luckily she had something. After about 15 minutes of arguing with them the supervisor told the TSOs the just let her go and get her out of here.

In the cooler she had a half bottle of water, maple syrup, and mustard.

4/25/2015
9:07:30
AM

Date Time - 04/24 around 6 and 6:30 pm

Gate Terminal - Does not know

Airport - MDW

Airline - Southwest

Flight Number - 2790

Email: (b)(6)

TSA in Charlotte needs some MAJOR training.

We were returning from a company earned trip to Cancun, Mexico with Team Beachbody. We stayed at the Moon Palace Resort, 5 star all inclusive resort and it was AMAZING.

We flew into Charlotte from Cancun and I will NEVER do that again. Customs was organized and efficient. Security was not.

The line for security was long and things were moving slow. Once in security, we pulled out all items we needed to for proper scanning. This is not our first time traveling for pleasure or business. After all our items were on the belt, one TSA agent (at the belt) directed my husband, myself and our daughter to move toward 1 scanner because we had a child.

Then 2 different TSA Agents had different instructions for us. ONE wanted us to STOP and a THIRD was waiving us through. Needless to say, it was VERY confusing on who we were to listen to and ALL demanded we listen to them....ummmm how is that possible?

So we stood still now knowing WHO was in charge. We all went through one scanner and then I was directed to a second scanner.

4/26/2015

9:16:06
AM

I was through 2 different scanners and nothing found. My bag was through the scanner and no alarm. TSA did not take my bag aside.

After security cleared my bag, contents, shoes, etc. One TSA agent directed another to stop the belt so we could gather our things bc too much was coming through. We could not repack fast enough. We repacked our belongings and walked away from the belt at security. There was no red flags and I was permitted to walk away by security. Only to be told after all that, my bag alarmed....so why was it never pulled aside and why was I permitted to be repack it and get dressed?

So why would security clear a bag, contents and the person and then pull them back in? The only thing they would say is bc i had a battery? UMMM, all laptops have a battery...and I could not have been the ONLY one in security with one. This particular laptop has gone on MANY business trips with me before and NEVER was an issue. Why now? Shady.

I have no idea what they did with my laptop, bag or contents because they took it out of my site. I was then instructed to take off my Old Navy flip flops, again and my light jacket, again to be scanned...again. I let the TSA agent know I just put that all back on...he said i had to do it again and give him my bag. This felt really wrong...but i complied bc we had already been 2 hours in lines since our flight landed, went through customs and now trying to get through security to make our flight and we were cutting it close. HE also instructed me to take everything out of my pockets...umm i didn't have any. So WHO really alarmed...the person behind me? I think this is all shady or these TSA agents need someone to train them properly.

As they took my belongings somewhere, out of my site, a female TSA agent informed me i needed to have a pat down...for what? I was wearing yoga pant capris a workout tank, underwear, bra and old navy flip flops. I was in form fitting yoga capri

TSA management.

I'm writing this e-mail in regard to a recent trip I had this last week. I don't expect a specific response to my experience nor do I want one stating I'm sorry your experience wasn't more positive because let's be honest when are any of our experiences pleasant when it comes to the TSA and traveling.

What I would like from my e-mail are changes in the TSA system and how it's run but I know this won't happen either since it is a government run program and let's be honest the amount of time it take to purchase new technology or change a procedure when anything is government or state run, the changes are already outdated. It is disappointing that although we live in the United States of America, the greatest nation on earth, we are still light years behind other countries on technology and procedures with that said here is my story.

My first experience in where the TSA is lacking in technology is the AIT machines. I find it ridiculous that with all the money spent on these machines and the invasion of privacy they require that they are not sufficient for screening. By the way, your statistic that states 4 out of 5 people prefer them is completely inaccurate but when are surveys ever accurate?

On my flight out of John Wayne airport on 4/19 at 7:45 am to New Orleans I was screened at approximately 6:15 am. After proceeding through the AIT machine I still had to have a pat down because of my zipper on my sweater. I was told that the next time I should zip it in order to avoid the pat down. Really, with this highly advanced technology, which clearly it is not, I still have to endure a pat down.... In all my trips to Europe I have never, not once had a pat down. Clearly the technology the TSA purchased was made in haste. What type of research and which experts looked into to choosing the technology needed in order to make traveling safe?

4/26/2015
1:08:24
PM

My second pat down, in which I was taken to a private room, no explanation on why I was taken to a private room was on 4/25 at the Denver airport. I went through security at approximately 2:30-2:40 pm traveling from Denver to John Wayne airport. Now we had missed our connection the day before, not our fault of course, but because airlines are allowed to provide 45 minutes in between flights which is only enough time to make the next flight when they are on time and let's be honest when are flights ever on time anymore? I was traveling home with my family, which included my husband and 2 young children along with my parents. Clearly my traveling experience wasn't enjoyable to this point and I was upset at all we had to endure so far. I was carrying my one year old son through the metal detector and as usual The TSA needed to test my hands with their state of the art technology which detects chemicals... Well low and behold it tested positive for something and I was told I would need further screening.

So the TSA agent took my items and as she was standing there another female agent came and tested my purse and shoes. Even though these were passed whatever test you do with your state of the art technology I was told I would need a pat down in a private room. Excuse me, a private room? Well at this point I broke into tears. They told me I could bring in a family member including my 6 year old daughter. Well wouldn't that have been pleasant my 6 year old watching me cry as I was getting patted down and asking if they were hurting me. When I was brought into the "private room" I was reaching for a kleenex, located in view at the top of my purse, in order to dry my tears which were streaming down my face at this point, I was rudely asked what I was doing and I wasn't able to have anything in my hands. Once the TSA agent realized I was reaching for a kleenex she told me I could have it. Well, at this point why not let the tears flow. I'm traveling with my family, subjected to a needless pat down in a private room, and told nothing along the way. After the several minute more extensive pat down I was handed my items and told I was clear to go.

Not once was I given an explanation of what chemical was found, and why this ultra sophisticated machine decided to let me go after I was further tested. When my family and I asked for a further explanation on what chemical was detected we were told it was classified and they were only doing their job. Well maybe your TSA agents could do a better job if they were equipped with better technology. The only thing I had put on that day, since we had no baggage, was lotion and my dirty clothes. I'm curious how many false positives you get with your highly advanced chemical detection machines but this is probably classified as well because if the public knew what outdated testing was being done and what a waste of time it was we would all be furious.

REASON for the call:

Caller would like to know how he can make a complaint on two TSOs at FLL. Caller has metal implants in both of his hips and his shoulder and he uses a cane. Caller was there at 7:15, and his flight was at 7:45. Caller got a patdown 8 times, and was asked what was in his pants. Caller informed the TSO just his underwear.. Caller had a medical belt on for his lower back, and the caller was required to take of his back brace for the patdown. Caller ended up missing his flight. He was given a card by the STSO, and her name was (b)(6). She had a shaved head. The TSO that screened the caller was named (b)(6) had no consideration for the caller's medical condition and treated the caller like he was a criminal.

Date Time: 04-26-15 at 7:15
Gate and Terminal: Terminal 4
Airport: FLL

4/26/2015
4:09:24
PM

Airline: Spirit Airlines
Flight #: 138
RESOLUTION to the caller's issue:

TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Special Notes: (b)(6)

4/27/2015
8:17:07
AM

Caller went through the screening checkpoint at BWI on April 9th around 5:00 am and was totally embarrassed. She was told to stand to the side and the officer just started patting her down and did not say she was conducting a patdown. The officer that conducted the patdown was a small female with a dark complexion. Caller is upset that the officer got in her personal space without asking. Caller stated that it took her a couple days for her to get over this issue and is wanting to be compensated for what happened to her. She is wanting the CSM at BWI to contact her as soon as possible so she can let them know how much she wants compensated for. I am just writing in an effort to make my travels through security more effortless. I am stopped every time I go through security for a pat down. When I asked if there was something I was wearing that was the problem I was told they were just responding to alarms but didn't offer any specifics. I have no metal in my body and don't even wear jewelry or metal buckles to avoid any potential problems. I would love to make things easier for everyone. It happens 100% of the time and despite trying to wear different clothing each time I've had no luck. They also always swab my hands and tell me to pull my pants higher but not sure how that is effecting the machine. Can you please offer any information as to what I could be doing that is causing this problem?

4/27/2015
8:38:00
AM

Sincerely,

(b)(6)

4/27/2015 9:57:08 AM
Caller flew yesterday out of ATL through the South Terminal @ 9:42 am and was denied his right to get a private screening and was kicked out of the TSA line for asking for a private screening. The Agent refused to give his badge number and name. He refused to allow his friend to take a picture at the screening checkpoint. The officer that refused the private screening was (b)(6). The caller usually goes through the Precheck line but was not selected on this flight. When he got to the checkpoint he realized that he did not get Precheck and ask to go through a paldown screening. The officer that was conducting the paldown was an angry man. The caller was in a good mood that day and was laughing and giggling during the paldown and told his friend to take a picture during the screening because he thought that it would be cute to put on facebook. The officer conducting the paldown refused to pat the caller down due to him laughing and giggling. The officer then called (b)(6) over to conduct the paldown and was told by this officer that if he did not cooperate he would have to leave the checkpoint. Another agent came over and ask if the caller would like a private screening and he said yes. At that point (b)(6) said okay that s if you are just playing games so you are out and he kicked him out of the screening area. He then went to another screening checkpoint and went through the WTMD and spoke with supervisor (b)(6) badge # (b)(6) who was extremely nice and told the caller that he was permitted to take photos at the checkpoint and that the other agent was not allowed to escort him from the screening checkpoint a police officer should have been told to do this. The officer told him to go back to the first screening checkpoint and confront the officer and get his name and badge number. He told officer (b)(6) that he now knows that he did not have the right to escort him from the screening checkpoint and ask for officer (b)(6) badge number. The officer turned away and advised him that he did not have to give this information and said that he would have him arrested. He then ask to speak with a supervisor. He is wanting the CSM at ATL to contact him back. I recently enrolled in GOES and (thus)TSA Pre-check. As it happens I have previously been through the TSA Pre-check system a few times prior to my enrollment. I have noticed that each airport seems to handle us differently and would like some clarification.

4/27/2015 6:25:44 PM
At ORD in Chicago, everything went smoothly and as I had anticipated. At PHX in Phoenix, people were told to carry their boarding passes with them and then were passed through the system without taking off shoes, etc., again as expected. At DEN in Denver, however, it fell short of expectations. When I told the personnel there that I had an artificial hip and would automatically set off the metal detector, I was told that I had two choices: to go through the metal detector and then have a full pat down, or to carry my boarding pass and carry-ons along to one of the regular lines (directly). And so I did the latter. In spite of the Pre-check status and a lengthy and unsatisfying conversation with TSA staff, I was then required to go through the complete procedure of removing shoes, taking out laptop, etc. Thus I have a couple of questions and a comment: Why the discrepancies in approach among the different airports? What can be done to make the DEN experience less difficult/less onerous? My comment is that this is all being done through a US-wide management system, and it seems that a directive from the national headquarters is needed to get this all to be a helpful and consistent process in all the US airports. It would certainly help the traveler know what to expect at various airports and would enhance the image of TSA.

I look forward to your reply.....

(b)(6)
Today I was at the Charlotte Douglas International Airport traveling from Charlotte, North Carolina to New York, New York. While waiting to go through the security checkpoint, I watched a woman wearing yoga pants and a tank top endure an invasive pat down from a female employee. I was uncomfortable seeing the employee press firmly, circling the passenger's breasts and repeatedly coming into contact with her groin as she felt up the woman's legs front, then back and again.

I felt sorry for her. I hated watching the TSA agent manhandle her. It seemed highly inappropriate.

I had no idea that I would be selected for the same intrusive treatment. I have been lightly pat down before. This was no "light" pat down.

Although I went through the body scanner, I was selected for this "enhanced" pat down. They asked me if I wanted to endure it in a private room. But I was traveling alone and had no one to come with me. As an abuse survivor I was afraid to be alone with people I do not know or trust.

So I had no choice but to submit to this fondling. The employee pressed hard, encircling the entire frame of my bra underwire. The only person who touches me like that is my doctor for a breast exam!

4/27/2015 10:03:19 PM
She touched my pubic bone four times as she felt up each leg from the front and again from the back. I was wearing skinny jeans and a thin, long-sleeve t-shirt—rather close fitting clothes. So it was even more humiliating to feel her so acutely on my body, since there were no thick layers or bulky clothes to blunt her touch. I squeezed my eyes shut to keep from crying. Although the TSA employee was female, I did not know her sexual orientation. I didn't know if her touch was standard protocol or if she was being inappropriate with female passengers.

Then I watched as a male employee sorted through my undergarments in my carry on bag. I don't know what felt more violating, having a woman feel me up like a man does, or having this male employee squeeze my bras.

When I asked why I was being singled out for this horrible treatment, they said I set off an alarm for explosives.

The only thing I can think of is that I pumped gas for the rental car to return it at the airport. But I've done that many times before while traveling and never was singled out for this horrible treatment at the TSA checkpoint.

Will joining TSA Pre-Check mean that I will never again have to submit to such intrusive treatment? Every sexual abuse survivor should be told of ways that they can opt out of being felt up.

Please advise.

Thank you,

(b)(6)

New York, NY 10021

(b)(6)

REASON for the call: He flew from Belize to Birmingham AL via ATL on Saturday. TSA inspected his bag at ATL. 2 bottles of hot sauce were broken inside of his bag and created a mess. The caps of his three bottles of medication were not on the bottle. The medication was mixed together and crushed. He will have to purchase the medication.

The caps should have to be replaced. He is at risk for a blood clot as he doesn't have his medication.

Last August at ATL, he opted out of AIT screening to receive a patdown as he read that such screening often caused cancer. The TSO took fifteen minutes to conduct the patdown and the caller felt that this was punishment for opting out of AIT. He indicated that the patdown should have taken 30 seconds.

4/28/2015 He mentioned that he was seated in the same seat on his flight from Belize City and from ATL.

9:42:45

AM

Date Time: 4/25
Gate Terminal:
Airport: ATL
Airline:
Flight #:
Bag tag # (10digit):
Bag Description:
NOI: NOI was present with nothing indicated.

Call Reason: -

Caller has called before and she has filed a claim. She traveled from Nashville to Raleigh Durham. She needs a letter from TSA for the jewelry missing for insurance purposes.

When she arrived to RDU from that flight, she discovered that her camera was gone, along with a gold ring, gold hoop earrings, and a gold bracelet. This was in her carry-on and they disappeared during her pat-down in the wheelchair at the checkpoint.

4/28/2015

10:31:22

AM

Date Time of Incident: 02/28/2015 02:12 pm
Gate Terminal: Not Provided
Airport: Nashville
Airline: Southwest
Flight #: 2819
Bag tag #: NA
Bag description: Black Backpack with make up and jewelry.
NOI: NA

Caller would like to make a complaint.

Her daughter, 14 has a diabetic pump. They had negative screening experiences at Salt Lake and San Diego airports.

She cannot go through the WTMD. They separated her from them for the patdown.

She had to wait 10-15 minutes for the TSO. They were friendly but not helpful. When her bag of medical supplies needed to be xrayed. The TSO in charge of the Xray stated he was going to lunch. They had just take the Diabetic medication, supplies which could not be screened by Xray out of the bag. They had to wait for someone to come and supervise the Xray machine.

4/28/2015

4:17:23

PM

They traveled from San Diego on 4-11-15 Between 6-7PM.

At San Diego. They separated her daughter from her again. No one came to help after her for at least 15 minutes. When the TSO arrived for the pat down she stated, "You took my off my lunch break for this?"

These experiences scared her child. They look like police officers when they really are not. She is not trying to get anyone in trouble.

She would like more training or education provided about Diabetes to the TSOs. The screenings could have been much smoother.

She does not want follow up.

From: (b)(6)

Sent: Tuesday, April 28, 2015 7:44 PM

To: TSA-ContactCenter

Subject: TSA Groping Issue

On 4/26/2015, I was scheduled to depart Bellingham International Airport (BLI) at 06:40 on Alaska Airlines Flight 544 with service to Seattle (SEA) and continuing on to Missoula (MSO).

At approximately 05:45 I entered the TSA screening checkpoint in the airport. There is only one such checkpoint. As is my policy, I "opted" out of the scanner and requested a private screening.

The private screening went according to SOP until the TSA officer did the glove test, which triggered an alert. This is the first such alarm activated in over 50 such situations.

According to the TSA personnel, the alarm requires a 2nd pat down. The 2nd pat down was similar to the first, and what I am used to, except that the officer ran the back of his hands directly over my crotch area, making direct contact with genitals through clothes.

Regardless of if the officer was working under a TSA policy or not, this is considered sexual assault (groping) in nearly every jurisdiction of the United States.

First and foremost, I would like to know if it is TSA policy, during 2nd pat down after explosives test, is to run the back of hands over crotch area of passenger. If so, we have a serious institutional problems that need to be changed, immediately and without delay. I will be the agent of that change.

Regardless of your policy, the TSA agent is guilty of sexual assault and I will be pressing formal charges. Please advise me, and connect me to if necessary, the relevant Federal Law Enforcement that would take such a complaint. If this is under the purview of my local jurisdiction, then please advise and I will file formal charge as soon as I am able to identify the officer. I want an in-person interview with someone in authority who has powers of arrest and/or prosecution, not just a phone conversation.

This is not a joke, or an exaggeration, or a time for you to roll your eyes and write this off. I will not allow my fellow American Citizens to be groped by those representing the federal government, and it ends with me.

To assist you in identifying the officer, please see attached letter that has been sent via first class mail to TSA Headquarters, regarding the incompetence of the officers at this particular airport. I am not looking for a response to my concerns in this email from whomever reads this, as that is a separate issue. The screening process was fumbled from beginning to end by your officers, ranging from gross incompetence to outright illegal activity.

Thanks you for your time and assistance in this matter, and please feel free to ask any questions which will help further your investigation and/or assist you in connecting me with appropriate law enforcement authority.

Thanks

(b)(6)

April 26, 2015

US Department of Homeland Security

4/28/2015
8:05:13
PM

From: (b)(6)
Sent: Tuesday, April 28, 2015 7:44 PM
To: TSA-ContactCenter
Subject: TSA Groping Issue

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4/28/2015 8:05:13 PM Regardless of if the officer was working under a TSA policy or not, this is considered sexual assault (groping) in nearly every jurisdiction of the United States.

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Thanks you for your time and assistance in this matter, and please feel free to ask any questions which will help further your investigation and/or assist you in connecting me with appropriate law enforcement authority.

Thanks

(b)(6)

April 26, 2015

US Department of Homeland Security

REASON for the call: Caller said she is disabled and she said the airport does not supply wheelchairs. Caller said the TSO stuck her thumb up her butt during a patdown. Caller said a supervisor then yelled at her and told her to hush. Caller said the officer then told her to stop and be quiet. Caller said the supervisor was a small Asian man. Caller said the supervisor would not give him his name. Caller said the name of the TSO was (b)(6) Caller said the supervisor was acting like this was a police state and acting like he had a gun around his shoulders.

Date Time: 4 28 2015 at 4:20pm

Airport: Honolulu International Airport Inner island terminal

Airline: Island Air

Gate Terminal: Inner Island Terminal

4/28/2015 10:31:39 PM

Flight #: 454

Bag tag #: n a

Bag Description: n a

Missing Damaged item description: n a

NOI: n a

Email: (b)(6)

RESOLUTION to the caller's issue: TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints and regrets any unprofessional treatment you experienced. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/29/2015 1:26:52 PM

4/29/2015
2:05:32
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jetblue 416 JFK-->SFO April 28, 2015 Screen location 9/10

Comments: I was traveling alone with my 5mo daughter and attempting to bring a 4oz bottle of breastmilk through the screener. I requested a hand check of my breastmilk as I did not want it to tip over and spill on the conveyer belt. The agent took my milk from me and took it away to screen it out of my view. She did not ask permission to open it, nor did she verify that she was using fresh gloves. When she returned it to me, she had spilled over half of the milk.

It is my understanding that agents are to ask the passenger to open the milk, at the very least ask permission. In her failure to follow protocol, she had wasted breastmilk that is very difficult for me to collect. I have notified the supervisor on duty.

To Whom It May Concern:

Yesterday, April 28th, 2015, I flew from Cancun, MX to Chicago Midway. At Chicago Midway, I was required to go through the screening process again after clearing customs, along with all others who were transferring to another flight. During the screening process, I asked to not go through the full body scanner as I'm pregnant and I am very careful to avoid any harmful substances that can be avoided. I was willing to go through the metal detector, but was told it was not an option although there were three women that were allowed to avoid the scanner right before me and go through the metal detector. So my choice was either the full body scanner or be patted down. The pat down was embarrassing and quite frankly unnecessary since I was willing to go through a metal detector. I was clearly pregnant as I'm 25 weeks. I understand the need for security, but where is the common sense? Since passengers are able to be randomly selected to go through a metal detector and that's acceptable, why wouldn't it be acceptable for a pregnant woman to walk through a metal detector? I flew two times when I was last pregnant in 2012, and I was checked with a hand scanner and not physically patted down.

4/29/2015
6:12:54

PM

I understand the need for security procedures, and maybe these procedures are more effective than I give them credit for. However, I flew on a plane into the U.S. with a screening process that was very easy for everybody and not intrusive at all, into a U.S. City to only be screened yet again but intrusively. It seems ridiculous to me and that there can be a better process put in place that is reasonable and effective.

Sincerely,

(b)(6)

Caller stated she had flown from Paris to Charlotte on Monday 4/27/2015. She then flew on a connector to Mobile, and her issue is she has lost her camera. She came through screening and they told her she had to have a pat down. She requested a private screening. It was there she said she last saw her camera. She also stated she has been in contact with Charlotte's lost and found department, and they told her they did not have her camera there. She said she had spoken with (b)(6) with TSA, who told her he had seen her camera there, and she feels that someone from TSA might still have her camera.

4/29/2015
6:47:11
PM

Airline: US Air

Airport: Charlotte

Date Time April 27, 2015 5:47pm

Terminal: Not provided

Flight # : 4986

Gate: E37

Email: (b)(6)

TSA Officer: (b)(6)

Description: Panasonic Lumix DMZS19 Digital Camera in a black soft case,

Dear TSA:

This is just to let you know about two travel problems I had today, both apparently TSA-related.

I was just down in Louisiana on a contract job working as a trainer for the U.S. Army at Fort Polk. Coming home today after a three-week assignment, I checked in two bags for a Delta flight in Alexandria, Louisiana. Small planes, small town, military bases all around. I was early - 2 bags checked in shortly after 9:00 am for a 10:50 am departure, AEX thru Atlanta to Washington DCA. I am also registered with Global Entry/Pre-Check, but getting me thru security today was easy. The folks doing the physical checks were friendly - although I was the only person I saw to get selected for a pat down - it was my bags that had the problems.

1. One of my two bags (the one with most of my clothes) did not arrive at DCA. Delta advised that TSA had held up the bag and it had missed the flight - in fact, it was still at AEX when I made the report to Delta in DCA about 4:00 pm. There are not that many flights out of AEX per day, and although Delta found the bag I may not get it until tomorrow. TSA in that tiny airport had over 90 minutes to check my two bags - and there was nothing strange in that suitcase at all - just clothes and toiletries...an excess of zeal? If they were short-staffed down there this morning, wouldn't an X-Ray have been the prudent thing to do? My other bag, containing some medical equipment and a musical instrument, was also opened, but it made the flight. Was it necessary to physically open every bag - and then miss getting one (or was there more than one?) on the flight?

4/30/2015 8:48:12 AM 2. Then, when I got home with the other bag - I discovered that my TSA-approved padlock was missing. I bought TSA-approved pad locks especially so that I could lock my bags and still have them available for TSA inspections. I have used those locks for years. Did the TSA guys in AEX lose their master keys? or did they just lose my padlock?

I am not requesting any damages or compensation - I just want to let you know about this. I should get my other suitcase eventually, and I can buy more padlocks - but this was probably not really necessary either. This wasn't JFK on a Friday night - it was mid-day at a sleepy little airport with fewer than a dozen short-haul flights per day - and I got there early.

I am a retired federal employee with over 30 years service - and proud of it. Whatever happened at AEX this morning doesn't reflect well on all of us in the USG; and I just wanted to let you know so that you might do better next time. Thanks for hearing me out.

(b)(6)
Washington, DC

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/30/2015 1:03:00 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 04/29/2015 6:15 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A

TSA Employee: (If Known) : White Male, in his 50's or 60's Comment : I'm sure there are many reasons for why people would rather not go through the x-ray full-body scanner at the airport. For me, I'm 12 weeks pregnant with my second pregnancy. I was first pregnant last year but miscarried in my 11th week. So I am a bit concerned about the health of my future child. I told the TSA employee that I was pregnant and that I didn't want to go through the x-ray scanner and would rather have "the other screening option." He immediately said "Ma'am, the scanner is standard airport security procedure and everyone goes through it." He said "I can assure you that these are completely safe even for pregnant women." I said, still, I'd rather not go through it and take the other option. But he tried to change my mind. He said again raising his voice and annoyed that "the scanner is your best option, I'm telling you it's safe for pregnant women." I told him I wasn't so sure and really would rather not go through it. He said well if that's the case "you'll have to sit down and wait here a long time and get a pat down" and that's why it was "better to go through the scanner and I can assure you it's fine for pregnant women." He was adamant and actually pointed me towards the scanner, to the point that I almost walked through it and then my husband reminded me that if I really didn't want to go through the x-ray scanner, then that really was my choice. At which time, the TSA guy seemed very annoyed and told me to "sit down".

4/30/2015 8:48:34 AM

Last year when I was first pregnant, I requested "an alternative to x-ray fullbody scanners" at two different airports. They didn't act annoyed, didn't make me feel guilty for not wanting to go through the scanner, didn't argue or try to persuade me to change my mind, just said "okay" and explained to me that a female TSA employee would be here to assist me shortly with a pat-down and then immediately requested a co-worker for assistance, who explained to me the procedure. Instead, this guy basically argued with me, made me feel guilty, kept pushing me to go through an x-ray scanner I didn't want to go through, and made me feel like I'd lose out if I didn't go through the body scanner. Now that I've read TSA's website which states that anyone can request an alternative to the x-ray full-body scanner, not just disabled or pregnant women, I feel even more annoyed and wished I could have gotten his name. If he's going to be like this to a pregnant person, then how much more pushy will he be to someone who's not pregnant at all. It seems to go against TSA policy. It was very unprofessional and a humiliating experience for me. If someone is willing to get a pat down, then they should be allowed to get it without questioning, harassment, or intimidation beforehand.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/30/2015 11:17:55 AM

Name: (b)(6)

Email: (b)(6)

4/30/2015 Complaints: Discourteous/Rude Employee

12:16:48 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Airport

PM

Comments: On April 5 we were returning from Ghana to Rochester via JFK. The security line in JFK was extremely long. The gentleman behind us in line asked several employees if he could move to the front of the line since his plane left in 20 minutes, and the security line was clearly much longer than that. None of them would let him do so even though he was very polite. He posed the same question to the man at the podium checking boarding passes when he finally got to that point. The man kept staring straight ahead and totally ignored him. I know he heard him because when the gentleman asked, "Does that mean no?" the employee answered his question without him having to repeat it. When I asked on his behalf why he couldn't go to the front, I was told, "Because then I'd have to let everybody go to the front." This is of course, completely ridiculous. Only those with imminent flights would need to be let to the front - this is common practice. Ignoring someone is totally unacceptable. I've traveled extensively throughout the world, and airport employees in other countries are almost always more pleasant and polite than the ones in the US. Upon returning to the US, one is commonly greeted with barked orders and surly attitudes. The man was finally let to the front of the line by another employee near the x-ray machine. Of course, at this point, it was far too late, and he ended up missing his flight. A little courteous service could have avoided inconvenience, frustration, and expense.

Also, the length of the security line would be more reasonable if international passengers did not have to go through security again upon arriving in the US. The security check in Ghana was more extensive - involving multiple x-rays, pat-downs, and physical bag searches - than the one in the US. The US should work with other countries to arrive at mutually acceptable security protocols.

The caller indicated that he called to file a complaint in regard to his son being touched inappropriately in the groin area during a patdown at LAX on 4/19. The caller stated that the TSO touched his son's private area repeatedly.

4/30/2015 He was provided a contact number for the CSM at LAX twice but has not been able to reach the CSM. He indicated that there is not an option leave a message and encounters an automated system that routes him to the TCC.

1:36:11

PM

He completed a form via Talk to TSA. early today. He would like to get in touch with supervisory management with TSA at LAX to address this.

Caller said she flew from New Orleans to Dallas on Southwest and she asked why did the agents have to feel her stomach and squeeze it and why did she have to have the patdown done. She asked why was a male agent laughing at her and that she felt humiliated. She said she was not told that she would get the patdown done. She said she does not know why she was picked and she does not have any of the Officer's names and she did not ask to speak to a Supervisor. She said she had a belt on and they told her it was okay and she said she would have taken it off if she knew it was going to make it alarm. She said they should tell her she is going to have a patdown and they should not laugh at people and it is humiliating to take off her shoes and belt. She said we should be more professional at the checkpoint.

Mishandling RFI

5/1/2015

5:31:34 REASON for the call: Complaint

PM

Date Time: 04-30-15 at 12 noon

Gate/Terminal: B 7

Airport: New Orleans

Airline: Southwest

Flight #: 31

RESOLUTION to the caller's issue: I advised her that I will refer this to the CSM at the airport

I was at the San Diego airport SWA checkin this afternoon. There is a body scanner on the Pre?? side but not the standard lane. I have a pacemaker. When I notified TSA officer, I got pulled for body pat down rather than be taken a few feet to body scan. I was told procedure didn't allow it. This seemed ridiculous given it would. Or have taken any more staff or time. I don't want body pat downs. The solution is simple. Pls change your procedure so that we folks with medical devices don't have to be subjected to a personally intrusive pat down.

5/1/2015

8:19:08 I travel fairly often as I am an employee of the State of California. This is the first time I've encountered this hassle.

PM

I look forward to your response.

(b)(6)

Today I had the displeasure of being selected for a random extended pat down. I was TSA Precheck and singled out for additional screening. I have never been so humiliated in my life. First they wanted to touch my breasts, buttocks and groin area in the middle of the airport. I refused and asked for privacy. Well, shame on me. This resulted in having a hand forcefully split my breasts followed by a full cupping of each breast and NOT with the back of the hands as I was told would happen. I was then asked to spread my legs at which point she slid her hands all the way up to my vagina applying unnecessary pressure and then tight pressure all the way down my legs.

5/3/2015
1:09:06
PM

This type of pat down conducted anywhere else would be unwanted sexual advancement. I am appalled and do not understand how this type of search is in the interest of public safety.

I flew out of terminal C and entered the pre-check lane at approximately 10:35 am today.

What are the actual expectations of an extended search? This is way over the line!

Sent from my iPhone

5/3/2015
7:29:14
PM

Caller stated that she feels as though she was discriminated against for Race at the Sacramento Airport today during screening. She was pulled aside and tested for ETD and tested positive so they tested the other woman who also tested positive. She stated that after that she went and adjusted the machine and came back and swabbed the other passengers hands again and she then tested negative but they did not retest her hands. She said she had to undergo a very invasive pat down in which they touched her genitals while the other passenger was given an additional test because it was obviously a false positive and when she asked about it they laughed about it and made a comment about her using lotion that set it off. She said that all of her things were removed for hand inspections. She stated that it was a very terrifying experience and that the officers have lost sensitivity and the only difference between her and the other passenger whom they tested again was her race. She said she was very upset and due to that she did not think to catch their names and only had a time and their descriptions. She said she went through screening at about 1:25PM today at Terminal B.

Good Evening,

5/4/2015
8:32:12
AM

I wanted to bring to your attention an issue I experienced this morning at the IAH Terminal E security checkpoint traveling as a pregnant passenger. I was a TSA pre-screen passenger transiting the checkpoint at approximately 0730 hours. When I walked through the metal detector I was randomly selected to receive additional screening through the backscatter machine, however, I am currently six months pregnant and my doctor advised me against walking through this machine. I informed the TSA representatives of this issue and requested a patdown in lieu of walking through the backscatter machine. I was informed that they needed to find an agent, but was instead left waiting indefinitely. After five minutes I requested an update on an agent and was pressured to walk through the machine. When I refused, I was again left waiting. I also asked that my belongings be removed from the conveyor belt so that they could not be accessed by other passengers, but was initially told to just stand and watch them from the other side of the security screening. After discussing my belongings again, they were moved to the side so that others could not access them. After having waited for almost 15 minutes and after having been pressured again to use the backscatter machine, I requested to speak with a supervisor. When he arrived, he resolved the issue, however, when I tried to discuss with him the treatment I had just received he did not verbally respond and instead ignored my feedback entirely and walked away.

I understand that the airport is busy and that the agents are dealing with many situations at once, however, this situation seemed borderline discriminatory and does not appear to be in line with TSA guidelines. I appreciate your looking into and resolving this matter so that future passengers do not encounter the same type of inappropriate behavior from your agents.

Regards

(b)(6)

Sent from my iPhone

To whom it may concern:

My trusted traveler number is (b)(6)

I received precheck for my flight in Seattle today, May 3. I went through the tsa security at 5:30 PM and was informed that I was randomly selected for a pat down. (I cannot raise my arms above my head due to a severe illness). I cannot think that this is necessary.

I was very upset as I enrolled in the Trusted Traveler program to avoid drawing attention to my disability.

5/4/2015
8:32:42
AM

I am not sure why anyone thinks that airports are safer when a 59-year old woman with a terminal illness who is in severe pain and who can show a trusted traveler card is subjected to this type of humiliation.

Sincerely,

(b)(6)

Here is a test to find whether your mission on Earth is finished: If you're alive, it isn't.

(b)(6)

TSA:

I am writing to inform you that upon passing through security screening at Jacksonville International Airport this afternoon (5/3/2015) between 1 and 2 PM, I was inappropriately subjected to a pat down of my natural hair. I requested the separate but not private pat down, and as a part of that screening, the TSA agent informed me that she would start with my hair, something to which I do not recall ever being subjected before (and I always request the public but separate screening). My travelling companion, who entered the gate area through the TSA Precheck, observed this screening and pat down of my natural hair. She was horrified, and informed me that TSA had recently agreed to cease this inappropriate and unfair search of the natural hair of women of African descent (I am of Asian and African heritage). I expect that your organization is committed to keeping its agreement to stop such searches, and will educate its Jacksonville International Airport agents to be in compliance with such decisions.

5/4/2015
8:32:53
AM

Thank you for your prompt attention to this matter.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/3/2015 7:12:59 PM Airport : SAN - San Diego International Date/Time of Travel : 05/03/2015 4:00 PM Airline & Flight Number : as233 Checkpoint/Area of Airport : terminal 1 TSA Employee: (If Known) :

Comment : Very bad customer service - I have tsa precheck as does my wife but we were treated very poorly by the staff. I was told to leave my shoes on and laptop in my bag. My bag was flagged to check and then sat for several minutes while the tsa agents ignored it. When I finally asked about my bag an agent begrudgingly checked it and told me I should have removed my laptop.

5/4/2015
8:33:25
AM

My wife was subjected to a full pat down search as well as an overly thorough bag check despite having a known traveller number. They unwrapped a delicate piece of artwork that was in our carry on baggage But had no resources (tape bubble wrap) to rewrap it. We nearly missed our connecting flight.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has PreCheck and her number is (b)(6). She took 2 flights and got PreCheck but for her flight tomorrow, she is not getting it. She called the Airline, Southwest, and verified all her information matches and she verified her information matches with TSA. There was an issue with her middle name not matching but that was corrected. The Airline updated her profile but she is still not getting PreCheck.

ADD: She asked what about this flight.

ADD: She asked would requesting a patdown keep you from getting PreCheck.

TSA Pre?™ Application Program

1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? US CITIZEN

a. Eligibility for TSA Pre?™ through the TSA application program is currently only available to U.S. citizens, U.S. nationals and U.S. lawful permanent residents.

2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? PHL AND SOUTHWEST

a. TSA Pre?™ is currently at more than 100 airports.

b. The following airlines are participating:

Air Canada, Alaska Airlines, American Airlines, Delta Air Lines, Hawaiian Airlines, JetBlue Airways, Southwest Airlines, Sun Country, United Airlines, US Airways, and Virgin America.

5/4/2015
12:14:40
PM

3. Have you received TSA Pre?™ in the past? YES

a. If you have received TSA Pre?™ before, has anything changed?

For example: if you always receive it on your business trip, how are your personal flights booked?

4. Do know your Known Traveler Number (KTN)? (b)(6)

a. Your KTN is 9-digits and starts with TT followed by 7 characters.

5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use? YES BUT FOR THIS FLIGHT

a. Your Name, Date of Birth (DOB), and gender must match the information that was submitted at the time of application or (if updated) what is on file in your online TSA Pre?™ application program account

b. If any of this information is not an exact match, you may be precluded from TSA Pre?™ consideration.

6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? SOMETIMES

a. If your Name, Date of Birth (DOB), and gender is stored in one of these systems, it must be an exact match to the information submitted or on file with TSA.

b. You should contact whoever makes your reservations and ensure that your 9-digit KTN Name, DOB, etc. are correct and an exact match to your airline or travel agent profile.

7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? SOMETIMES

a. If you use one of these sites, you should confirm that at the time of reservation you are entering your 9-digit PASS ID, Name, Date of Birth (DOB), gender exactly as it appears in your TSA profile.

5/4/2015 2:48:09 PM The caller flew last Saturday from DFW to JFK. She found a NOI in her luggage around her nightgown. She received a patdown and was also upset with that, she didn't understand why she received it. She is in a wheelchair. She is a senior citizen and said the way she was treated was appalling. The patdown was at DFW, she said she was treated much nicer at JFK.

5/4/2015 5:10:16 PM Caller has a concern that needs to be addressed. She booked on Southwest airlines for a vacation package from Punta Cana, the Dominican Republic. She came home last night into the US to Chicago, Midway then Pittsburgh. She understood she can travel internationally with liquids in a Stebbins bag. She had concerns for screening for the alcohol. She had SSSS on their boarding pass. In Midway they were given another boarding pass and she did not know why. Her husband has several disabilities as well as a pacemaker. They were taken in a private screening the agent gave them a patdown. Then the lady took out the Stebbins bag out and found the seal was torn. The agent then started swabbing her camera and personal items for explosives. A TSA man told her she would have to check in the bag with the alcohol or throw it away. The agent told her she would need to go check in the bag and that her husband would have to stay there. She says her husband has short term memory loss and she stated her husband needed to come with her. She then spoke to a lady at Southwest told her she would have to check it in and she was told this on the plane. She and her husband had to be screened again and a second patdown. She is upset the agent that was doing the Swabbing test did not explain this to her but the second time the lady told her about it.

Why did they have to have a second patdown for their screening?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/4/2015 6:02:01 PM

5/4/2015 8:06:21 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1998/usair/Miami/ E4..

Comments: The TSA agent said she had to pat down my breast. She put her hand between my breast then patted an outline underneath them. I explained that I am a breastfeeding Mom who had not pumped all day. Then she said she had to test my hands. I told her I was uncomfortable and she was pressing hard enough that it hurt. She told me to lean forward so it could go quicker.

On April 15th caller and her husband flew from Victoria Canada to SEA on the way to JFK and her husband was selected for additional screening and she stated that they checked everything he had from him to his bags. She said it was very thorough inspection and they spent a very long time checking every single thing even the gloves they were wearing during the inspection. She said she wasn't disputing the need for the inspection but while he was in the room he had to remove everything and due to all of the screening his wedding ring was left in the room. She said she located it and spoke to Alma in Lost and Found and she had it sent to them via Fed Ex. In order to have it sent she had to pay \$30 and that is what she is disputing because it was not their fault that it was left behind. She described one of the employees as a tall African American male that was possibly about 6 foot 3 inches and bald and the other was Caucasian with Brown hair and average weight. She said his boarding pass did not contain SSSS on it and it has never happened on their multiple trips from Canada but he sometimes does have to have a Pat Down due to 2 hip replacements but never anything like this.

5/5/2015 11:11:55 AM

RFI-

Airport- SEA

Airline- Delta

Flight Numbers- DL1473

Date and Time- 04/15/2015 11:00AM

What Terminal or Gate (Carry On Only)- Gate S10

Contact Information- (b)(6)

Hi

5/5/2015 12:14:31 PM I recently flew through Denver airport and I was pre-check and flying on United airlines out of terminal B on Thursday, April 30, 2015. However, the pre-check area for the United Terminal B does not have a "raise your hands" scanner, and I have a hip-replacement which usually is detected. As I typically do, I asked the agent to go through the "raise your hands" scanner, so that I would not have to go through a pat down. I was escorted by a TSA Agent and I also asked the person if I needed to remove my laptop and personal hygiene liquids. I was told no. However, I was approached by several agents and was reproached for not following rules, when indeed I have.

Please address the inconsistency at this airport. It is very frustrating to me and I almost missed my flight due to the number of questions.

(b)(6)

Chicago IL

Submitted on Tuesday, May 5, 2015 - 10:18 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender\Sex
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Seattle

State: Washington

Zip Code (Post Code): 98121

Other: Please contact me in writing

Email: (b)(6)

5/5/2015
12:16:26
PM

==Incident Information==

When did this happen? 05\04\2015

Where did this happen? CALIFORNIA - LAX - Los Angeles

International

What happened?

At approximately 9:40 am PDT on May 4, 2015, I entered the security checkpoint for Terminal 3 at Los Angeles International Airport (LAX), on the way to my flight, Virgin America 232 to Chicago. I was in the pre-check lane.

After having my boarding pass checked, while I was placing my

Dear Mr. Pistola:

I am an 88 year old WWII veteran who is partially deaf resulting from my military service and, my wife is 83 years old, who has an artificial knee, a plate in her skull and a stoma. We have each qualified for PRE as shown on our boarding passes.

We have recently traveled from Burlington, Vermont to San Diego and returned to Vermont.

At each security check my wife has been pulled from the inspection line and subject to the scanner, a body pat down search, and hand scan. This has now happened at each airport even though it has been brought to the attention of the inspectors of her medical conditions.

It is inconceivable that a person of her age with such disabilities to be a security risk. It has caused my wife anxiety and is demeaning to both her and me and requires us to be separately screened. Because of my impaired hearing my wife must relay to me whatever the inspectors ask of me. I cannot tell you how embarrassing this to us.

5/5/2015
4:21:14
PM

I am aware that it is the policy of the TSA to be respectful of those who are disabled and they should be treated with consideration. I do not think that has happened to us, and it should be corrected.

I would appreciate your response and advice as to how this can be avoided in the future.

Very truly yours,

Caller wants to know when congress threatened the government shutdown. She believes it was around the end of February. She says that since then she has been receiving additional screening at BWI only. She says that she believes the officers are doing this to passengers because they are upset with the government. She first told me that no alarms sound. Then she tells me that they do. She says that she will get PreCheck on her ticket, but the line is rarely open, so she has to go to through normal screening. She says that last Saturday there was an alarm with the WTMD and they tried to get her to go through AIT. She opted to receive the patdown instead of going through the AIT. Therefore, the equipment does alarm and she opts for the patdown. She says that the officer told her it was a random alarm. She believes the officers are manipulating the WTMD to alarm just like the officers done in DEN. She says that it is a waste of TSA's time to do additional screening on a Medicare aged woman. The caller is very insistent on a response. She says they are targeting her. She says that this past Saturday made the 7th time this has happened. The only time it didn't is because she let a man go in front of her and he got the alarm instead of her. That is how she knows they are targeting her because she was supposed to be the one to go through that particular machine at that particular time. The flight was Saturday, May 2, 2015 and she went through security around 3 p.m. She says she was flying United, so it was at the United terminal B. She says she has another flight from there this Saturday and wants to know what to do if it happens again. She will be at the 703 area code phone number on Friday and then on Saturday will be back at the 408 area code number. She does not have an email address.

5/5/2015
5:13:40
PM

Caller said he flew from W Palm Beach to Gulfport today and that he went through screening and he was asked to remove his computer from the carrying case. He said he has a pacemaker and he told the Officer that he needed to have a patdown and that the Officer told him not to touch the conveyor system and the Officer took the tray and covered up his computer with the second tray with the case and he said the computer is missing and that it is in the first tray. He said he did not know that the computer was not in the carrying case when he left the checkpoint. He requested that we email the claim form to him. He said he does not have the Officer's name at the checkpoint.

Mishandling RFI

REASON for the call:Missing Computer

5/5/2015
6:03:30
PM

Date Time:05-05-15 at 9:30 am

Gate\Terminal:unknown

Airport:W Palm Beach

Airline:Delta

Flight #:2271

Bag Description:black carrying case like a backpack with his name tag on it

Missing/Damaged item description:missing turquoise Microsoft Surface Pro 3 computer and he said he was at the checkpoint at 7:30 am

RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport and I requested that we email the claim form to him

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 5/6/2015 8:34:17 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/06/2015 7:30 AM Airline & Flight Number : aa 1207 Checkpoint/Area of Airport : terminal c TSA Employee: (If Known) :

5/6/2015
10:16:28
AM

Comment : Wife was told to go one direction at emtry to scsn then another agent reversed it and then since she had gone thru magnetic one the alarm went off due to knee replacement. Then had to reverse her direction the agents were not in sync on procedure and ended up with a pat down.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good day,

I (b)(6) a traveling passenger leaving through Las Vegas International airport today May 6th, will like to file a formal complaint against TSA agents and supervisor (b)(6)

I decided to opt-out the screening for process for a physical pat down. As my personal items and valuables went through the x-ray I was told to stand aside for a male assist.

Any other day this is a normal occurence but absurdly today I was separated from ALL my belongings for over 20minutes. Highly uncalled for and grossly out of protocol.

Please look into this matter for my items, id, money and valuables were at risk of being easily stolen.

After alerting the superviosr (b)(6) who was Very Rude, Nasty, Unremorseful, and very Sarcastic to this concern; regrettably I am writing this to notify her higher ups and TSA Corporate to look in to giving her and staff additional training and performance consequences.

5/6/2015
6:17:08
PM

Thank You

Please feel free to contact me.

(b)(6)

T 4G LTE Device

Sent from my T-Mobile 4G LTE Device

This complaint is regarding my experience with an agent and supervisor at Washington Reagan airport on Wednesday May 6th at about 3:30 pm. I was flying Delta flight 1275 scheduled to depart at 4:55.

Nature of complaint: unnecessarily rough pat-down. I was treated roughly and unpleasantly by an agent to the point of loosing my balance while she conducted a full body pat down.

I asked the agent's name she told me it was (b)(6) I then asked to speak to the supervisor. The supervisor ignored me initially until I followed her to the office area where I asked for a complaint form. I do not recall the supervisor's name, but indicated to her there was no reason for the agent to be rough during a pat down.

Situation: I was coded for TSA precheck but accompanied my travel companion in the line for normal check. My shoes set off an alarm, so they pulled me out of line and told me I needed to have a full pat down. I requested to run my shoes through since I has already PreCheck and they told me I could not do so.

They also indicated that since my shoes alarmed that they needed to inspect all of my bags.

I have traveled alot and usually find the TSA agents to be professional--friendly, but serious about their job. I felt a sense of being violated by the way in which the agent treated me. There is no reason for a 57 year old woman, or any honest, tax paying US citizen to be treated the way I was.

5/6/2015
6:18:05
PM

Sent from my iPad

(b)(6)

La Crosse, WI 54602

(b)(6)

This email may contain confidential or proprietary information. If you believe you have received this message in error, please notify the sender by reply and delete the message. (b)(6) is an equal opportunity provider and Hello,

Today my wife, who is pregnant, flew out of Milwaukee. Our doctor recommended that she request a pat-down instead of using the imaging machine. I understand that the TSA tells us that the imaging is safe for pregnant women, but we prefer to follow our doctor's recommendation. The agent who was assigned to check her was rude, condescending and made comments like, "You'll get a lot more radiation on the plane than through that machine" and "Your doctor doesn't know what he is talking about." If imaging is optional, why all the drama when a pat-down is requested?

5/6/2015
8:03:30
PM

With all the bad press that the TSA gets, I wanted to pass along that the agents in Milwaukee may need additional training on tact. My wife didn't get the agents name, nor did she want to call out someone in particular. Just hoping that someone with the power to correct these behaviors is informed.

Thank you for your time,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/6/2015 8:14:50 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 841 on Southwest Airlines, gate A, leaving Charlotte Douglas International Airport on Sunday May 3, 2015

5/6/2015 9:03:34 PM Comments: I have never in my life have been so violated by a person as I was when we went through security check point to catch our flight From Charlotte to Baltimore around 6:30 pm. I went through the the full body scan after I was asked to step out the female who was a young black security woman rudely told me to come over to the side. She asked me what I had in the pockets of my hoodie I had on. I pulled out my boarding pass and license and showed her then the black security gentleman turned to the female security woman and asked check her pockets I turned to him and showed him it was my license and boarding pass. the female security woman again rudely says I said come here. Next thing I know she squats down pats my pockets of my hoodie then goes further down and is tapping on my stomach asks me well what is this. I could not see because of my hoodie and asked the female security what was what, she then again pats my stomach area so I pull up my hoodie to look and I tell the female security that is my fat, she smirks at me grabs my hoodie and rudely says well dont show it. Now I must tell you I had gastric bypass surgery in May of 2010. I was nearly 300 lbs. now I am @ 140 lbs and have a huge flap of belly skin that hangs down over my legs. So as if that was not bad enough the female security woman puts her hands together goes between my legs runs her hands up to my private area goes down a little ways then back up. Then runs her hands on the outside down my legs. Checks my hair touches up top near my breast area then tells me you can go. As I go to walk away I feel her grab the hood of my hoodie nearly choking me and starts to check the hood and down the back of my hoodie. Now I have had neck surgery and have a metal plate in my neck. I have lots of problems with my neck and I told the female security this even before I went into the full body scanner. The black security officer never told me what she was going to do to me, was inappropriately touching me with out my consent, then grabs my hoodie after she said I could go, causing my neck to hurt severley for days after wards. To me I feel that I was assaulted. Is this the new practice of security ?? At least on the return flight back back from Pittsburgh Airport to Baltimore when I went through security the female white security advised me she had to pat down me in my pocket area and asked if that was ok. She patted it down in the same area that the female security woman did when leaving out of Charlotte, N.C. Airport and said I was fine and could go. I understand that security has to be strict but there was no cause for what I was put through and humiliated, disrespected, choked, and violated and assaulted me like I was. I do not feel I was treated fairly and am considering calling a lawyer there was no reason for how I was treated by the female black security checker. I hope she will be talked to and retaught how she needs to do her job the correct way. Thank you for you time.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Kemah, TX
Zipcode:

5/7/2015
8:21:26
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

William P. Hobby Airport

The caller recently flew from Chicago Mid-Way, had 8 ounce sealed bottles of baby formula that the TSO made her throw away in the trash without an explanation. The caller knew that baby formula was allowed thru the checkpoint. She was very upset because her baby was without food on the flight.

5/7/2015

12:45:30

PM

On the returning flight back to Mid-way the TSO at Tampa said that her diaper bag had tested positive for explosive residue, The TSO also stated that it could be equipment failure. The caller was confused to why they would tell someone it was equipment error then give a person a thorough pat down. They didn't offer a private screening, and this made her feel very embarrassed that she got screened in front of her children, and everyone else at the checkpoint. (b)(6) also stated that the TSO stated she was the only female officer there, and that if she didn't like that, that she didn't have to fly. The caller stated that she didn't want to cause a problem and she was embarrassed enough already, and that the only option she knew she had, was to call the TSA TCC.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/8/2015 6:23:40 AM

Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline : Flight Number :

5/8/2015

Checkpoint/Area of Airport :

8:39:23

TSA Employee: (If Known) :

AM

Comment : The screening process takes longer than the normal lines. I was flagged for pat down even though I did not have anything in my pockets.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 5/8/2015 12:57:37 PM Airport : MKK - Molokai Date/Time of Travel : 05/07/2015 Airline & Flight Number :

Checkpoint/Area of Airport :

5/8/2015

TSA Employee: (If Known) :

2:09:56

Comment : Both on May 7 and 8 I was subjected to a random screen of my carry on bag and on May 7 2015 at 630am I was subjected to a pat down for no valid reason. I would like to talk with a supervisor about this, thank you.

PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

I'm writing to complain about a male TSA screener at the JFK airport regarding a pat down of my husband. The screening occurred the afternoon of May 6, 2015 after we had already cleared Customs and were proceeding to a Delta Airlines flight connection to Denver. Our connecting airline ticket was marked TSA Prescreen however, because my husband has had a full knee replacement and a shoulder replacement the TSA Prescreen was in fact even more inconvenient and caused us further delay in getting to our connecting flight.

My husband was scanned by the rapid, rotating machine scan a total of THREE times because of internal metal replacement body parts, small change in his front pocket, and his hat. Please note that because I processed through the screening before my husband I was able to observe the body imaging monitor from the scanner. Predictably, the imaging was yellow at both the replaced knee and shoulder areas. Additionally, my husband was frisked multiple times by this TSA Officer, and in my opinion, much more than what was absolutely necessary. His arms and legs were patted down, he was patted down with both his arms extended to the side, and more specifically his replaced knee area and shoulder were patted down. THEN THIS TSA OFFICER PATTED DOWN MY HUSBAND'S GROIN/CROTCH AREA** AND WAS TOLD IT WAS BECAUSE HIS ...PANTS WERE HANGING DOWN TO LOW.

**The pat down of my husband's groin area offended him and he stated to the TSA Officer during this pat down I know I have no metal there.

5/8/2015
4:09:10
PM

My husband and I are frequent enough flyers and have been processed through enough previous TSA screenings to complain that the groin pat down was inappropriate and offensive! Particularly in this circumstance where my husband had already been through the rotating scanner THREE times and there was no yellow imaging from the scanner's monitor in his groin area.

It would be our opinion that TSA screening procedures should be modified and improved for such factors as body replacement parts that is sufficient for public safety and still maintains the body integrity of the passenger. Please contact us if you require further information.

(b)(6)

(b)(6)

(b)(6)

To whom it may concern,

The article in the news that appeared on April 14th regarding TSA employees groping male passengers at Denver International airport happened to me on April 1st at the West Palm Beach airport at ~3:30pm going through security prior to boarding SouthWest flight 4814 for Baltimore.

5/8/2015
6:16:18
PM

I filed a complaint through your web site approximately a week after the article appeared in the news and asked to have someone contact me. This offense is obviously not isolated to the November 2014 time frame in Denver to which the article refers. To date, no one from TSA has contacted me regarding my inquiry. Please contact me as soon as possible to discuss this matter.

(b)(6)

New London, Twp
PA 19352

(b)(6)

5/8/2015
7:36:00
PM

Caller has PreCheck and she has a knee replacement that causes an alarm. She gets a patdown and wants to know if there is anything she can do to bypass this. She also has a pacemaker and wanted to know if she would have to have a patdown because her doctor suggests that she doesn't go through the WTMD.

She said she would like to make a complaint regarding the screeners at LAX. She said they were extremely rude when giving directions, often barking orders at the passengers.

To whom it may concern,

I have to report an extremely disturbing incident that just occurred at Ronald Reagan National Airport in Washington, D.C. I would first like to note that I'm a frequent traveler and respect the jobs and duties of TSA agents. However, what occurred today was unacceptable and should not be permitted to continue.

I walked through the machine and I needed a pat down afterwards, which happens to me almost every time I fly. I don't mind the pat down and I'm not sensitive about being touched but today was different and it went too far. The agent, Agent (b)(6) told me she had to touch my hip area then as she did that she told me to spread my legs and she rubbed my vagina twice for each leg. I said "whoa that was inappropriate" and she snapped back that she told me beforehand that I had a problem with my groin area - which I never heard. Even if she did say this, after I expressed my discomfort she then made fun of me with travelers behind me in line. The next woman in line needed her arm patted down and she said in a sarcastic tone "ma'am IS THIS OK?"

I asked to speak to a supervisor and Officer (b)(6) yelled across the security area "Sorry for doing my job."

5/9/2015
3:08:45
PM

The principal issue with this interaction was that she groped my vagina with no warning. If in fact she was not making fun of me with the next traveler (which she was) she gave more respect to that following traveler's arm than my private groin area. The second issue is mocking travelers who express concerns over their privacy and making light of a serious situation.

TSA has a hard job and I appreciate everything they do to keep our nation secure but the behavior I experienced today was appalling and is not the proper way to treat travelers or to keep our community safe.

Your attention to this matter is very much appreciated.

Sincerely,

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Sincerely,

(b)(6)

Caller has been receiving PreCheck for the last 2 years and did not receive it for her current flight. Caller said she had never had a patdown but received one on her last flight from RNO. She was incensed because the TSO touched the inside of her thighs.

1. Did you receive an invitation from your airline? Yes

2. Are you traveling on the airline that invited you? Yes, Southwest

3. Are you traveling from an airport participating in TSA Pre?™? Yes

4. Have you correctly opted-in? Yes

5. When making a reservation, have you confirmed that your personal information is correct and up to date? No

6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No

7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Southwest Web site

8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

5/9/2015
4:13:40
PM

Caller just enrolled in PreCheck through the DOD. Their DoD ID was placed on their reservation but they did not get PreCheck on this flight. They want to know what they need to do to ensure they get PreCheck next time.

1. Are you a DoD active duty service member or direct hire full-time DOD civilian employee?

DoD Civilian

2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline?

Yes

3. Do you know your Known Traveler Number?

5/10/2015 (b)(6)

2:51:52 4. Have you opted in to TSA Pre?™?

PM

Yes

5. Is your Known Traveler Number part of all travel profiles?

Yes

6. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft?

No

Caller also wanted to know what she could do about wait times for a female assistant when she voluntarily opts out for a patdown. Caller is about to get on her plane and wanted a contact number for someone at Baltimore.

5/10/2015 Caller said he traveled today 05 10 15 at 11:00 am with Alaska Air he went through the only check point at the airport at Anchorage he was subjected to secondary screening before the pat down he asked for witness to be present. The TSO called a supervisor named (b)(6) caller said the supervisor was not paying attention to the screening so he asked him to watch the screening since he was the witness and he treated him rudely.

3:13:27

PM

He then asked for a comment card and was told to call TSA. Do they have complaint cards at the check points?

I flew today from DEN to CLT, then on to ILM. I am a TSA Precheck person. I did this b/c I have an implanted defibrillator and am weary of pat-downs, etc.

I don't know why so often you have the old fashioned metal detectors as the only choice in the precheck line – we can't go through those – we need to go through the new ones.

In most airports, the TSA precheck person checks me through then calls over another TSA agent who shepherds me to the new scanner and it's fine.

BUT in DEN, noooo. The precheck person checked me in and just waved me over to the other lines (the only detector for precheck was the old type).

I got there and was told that precheck or not – I had to pull out my laptop, put it in a separate bin, etc. etc.

5/10/2015 And when I tried to explain I was already checked through and tried to show the boarding pass – I was snapped at. AS IF I DID SOMETHING WRONG.

5:20:02

PM

Please get the new scanners available for precheck people – or at minimum, have your staff at least be polite.

(b)(6)

Wilmington, NC 28405

(b)(6)

Dear TSA representative,

I accidentally left a bottle of water in my bag during X-ray. I was taken aside, with the bag, and subjected to a pat-down.

This is an abuse of TSA authority.

Why wasn't the bottle removed and the bag re-x-rayed? There were very few people at the terminal, and only one person behind me in line, so it would have been very easy to simply scan the bag again.

5/11/2015
8:47:27
AM

I believe your agent gave me a pat down to punish me when I stated that taking me aside, rather than re-scanning the bag was a waste of time. I complied with the agent, but I am not required to be happy about needless procedures, and I am not required to be silent about my displeasure. Requiring a full body pat-down, with minimal investigation of the bag, was very clearly an act of retribution and abuse of power, rather than a necessary safety check.

Please explain why having a bottle of water in my bag requires a pat-down.

Please send me a written apology, as well as details specifying how you plan to train your San Diego agents so that this does not happen again.

Sincerely,

(b)(6)

Sent from my iPhone

Caller enrolled in October 2014 for Precheck. He has only got Precheck once or twice and flies about twice a week. He has his KTN: (b)(6) His wife also has precheck. Her name is (b)(6) They fly on Southwest. He is trying to find out what is wrong.

5/11/2015
9:38:50
AM

He filed a police report at Boston. He had just had surgery and had liquid protein in his bag because this is all he could eat. He had some issues with the AIT because he had trouble raising his arms. They found his protein drink and wanted to open it and he told them no. He was told he had to be searched. He was taken back in the back and thoroughly searched and was hit in his crotch. They could not tell him why this was being done. The police were called and when the TSO explained that they only go to the point of resistance in the private areas of the body and described what we do to the police they told the TSO this is not how patdowns are conducted. He was very upset by this incident and does not want this to happen again. The flight was April 12th at about 6 pm on Southwest He was wearing a blue or gray suit and tie. He had on a black coat and black cap. He does not have a name and description of the TSO but he was training someone new.

Caller wants to complain about his experience at LAX at 1800 hrs. on Friday. He is very upset and wants to make certain that his issue will be addressed before he provides any contact information.

5/11/2015
12:31:14
PM

Caller travels quite often. He went through security like everyone else. He got the pat down because he opted out. The guy did the pat-down. He was then told that a sensor went off, and he was advised that it was picking up a substance. He searched the callers bag and then screened him again. He was asked to follow the screener to a small room. Caller disagreed. The screener told him that this is where it had to occur. Caller objected. Caller wanted the screener to contact his supervisor, and they came to the screening location. He advised that he wanted to have the screening done in public. He told them that he wanted to leave. The agents told him that he couldn't leave...he was refused. Caller said that, if this is a detainment, he wanted his rights read to him and he demanded his attorney. He was refused. He advised that he wanted a video camera turned on because he refused his rights and attorney. He was refused that. What were his options? Another TSA rep came down. Caller advised that this was the last flight that day and didn't want to miss it. He was already searched twice and did not consent to a search in a closed room. He reiterated the above information. The screeners left again and consulted with one another. He was advised that he was allowed to bring a witness. He got a stranger from the checkpoint. The stranger came in with him. The TSA agent, (b)(6) told him as he was searching that he would use the front of his hand on his groin. When the agent touched his penis, caller disputed the issue because there is a difference between the penis and groin. Caller screamed that they touched his penis. LAX PD was called. They refused to do the search for the screeners. The police asked if TSA was done. How many more times must they touch his penis? They searched the bottom of his shoes. The police told him to go on to his flight.

Caller wants to know why we would ask for his name, phone number, and e-mail address. What will we do with it?

Caller will provide an assumed name until he is assured that he will not suffer repercussions for calling in and complaining.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/11/2015 3:01:03 PM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): IAD

Flight UA1090 12:31

30-APR-2015.

5/11/2015 4:17:40 PM
Comments: I opted for a patdown at the Dulles International Airport. Several things went wrong including:

- * the officer didn't put on new gloves, he already had his gloves when he came to the gate to get me and used those gloves for the patdown
- * my belongings were removed from the X-ray conveyer belt without me being present, which caused my laptop to go missing
- * I wasn't provided the verbiage about the patdown, including the verbiage about "sensitive areas or medical devices"

When I questioned the officer about not using new gloves, he yelled at me. Literally yelled at me.

Not putting on new gloves caused me to fail the patdown so I had to have additional screening. Everyone else throughout this process was very nice, my complaint is about the original officer -- not following protocol, yelling, incompetent, very rude, his attitude made it worse than it had to be.

Because my belongings were moved from the conveyor belt without me knowing or being present, my laptop went missing. I didn't notice right away, it was only during the additional screening that I noticed. They had to review security footage to see what happened to it. Apparently someone else in line stuck another tray on top of it and it got put back into the mix with the other trays. Luckily once this was discovered I got my laptop back.

I passed the additional screening. But none of this would have happened if the original officer followed procedure.

Caller flew this morning through the St. Louise airport. She is a frequent flyer and is very familiar with the TSA security process. She stated while she was in the AIT the machine the machine never scanned her. Then the TSO said she was clear and they never did a pat down. She stated she had items in her pocket and still had her shoes on. She also stated she has a metal knee and always gets a pat down, but did not this time. She stated that she tried to tell the TSO that they missed her but they acted like they didn't care. She said they acted distracted.

5/11/2015 5:47:43 PM

5-11-15 8:45am
American Airline flight#4377
Gate and Terminal: C10
The caller would like to talk to a supervisor about a complaint.

(b)(6) took the call.

She flew from PHL to SEA yesterday at 6 p.m.

She stated she was randomly selected to go through the AIT and she did not want to do this, so she got a patdown. She was in a wheelchair and could not stand very well. She stated that the TSO did not treat her well and was rough with the patdown. She stated she was very rude. The caller could not raise her arms up due to pain and the TSO pushed her to the side. She has a lot of pain when she is touched and the TSO was very rough with her, even though she requested her not to.

5/12/2015 3:45:21 PM
***When I asked her if she thought the incident was disability-related or poor customer service, she said she just thinks the officer is rude.

Airport: PHL
Date and time: 5-11 around 4:30 p.m.
Airline: Alaska
Flight number: 31D
Gate and terminal: Gate D6

Description of officer: Very large woman but she does not remember other details.

I flew from SFO to SDJ yesterday. Went through security around 9:30 am. I refused the AIT because of radiation concerns. I asked to go through the metal detector instead and they said no despite the fact that others were allowed to use it. My two traveling companions also refused the AIT and were allowed through the metal detector.

Instead, I had to wait 10 minutes for a female screener. She pat me down in public - the most thorough pat down I've ever had which included contact with my vagina 3 times. Then I was brought into a private room where I was pat down again by another agent.

When asking questions, I was told that "I must not fly very much," "that I don't know procedure" and that this is standard operating procedure. I would like to mention again that my friends did not have to go through this and neither did the couple behind me who also opted out of the AIT.

5/12/2015
4:13:13
PM

Reading your regulations regarding opting out as posted on your website, I should have been offered the option of the metal detector and was blankety refused. Instead I had a strange woman in contact with my vagina 3 times. This is a violation of my rights as a passenger and a human being.

I would like to know your response and the action that will be taken to ensure that this NEVER happens again to traveler.

I am sure that this is all on camera somewhere, and I would be more than happy to sort through footage so that these two women can be identified and you can see how I was violated.

UNACCEPTABLE!

(b)(6)

On May 3, 2015, at 23:15 at SLC airport I was going through the screening process as I have done MANY times before. I have both hip and knee replacements and so I always let them know I will set off the alarm and then submit to a pat down. On this night, I was waiting to enter the x-Ray booth, and a TSA worker named (b)(6) at checkpoint 1 waved me over to her to go through a "swinging door" type thing and I started to tell (b)(6) that I knew I would be setting off the alarm as I walked through, but before the words came out the alarm went off, and (b)(6) began scolding me in front of everybody that I was supposed to tell her BEFORE entering that I would set off the alarm and would therefore be subjected to a patdown. She continued to scold me for at least 3 minutes, holding up the line behind me to my embarrassment. I told her I was trying to tell her that I knew I would be setting off the alarm but that she didn't give me a chance. She was so rude it was like she was on some kind of power trip and the lady behind me was embarrassed for me. Her face was red! Another TSA worker tried to have me go through the x-Ray machine and (b)(6) told me "no, you're going to have to wait now" which caused a further backup behind me. As she continued to scold me, I told her I am 63 years old, have flown for many years, have gone through checkpoints many times and have NEVER encountered anyone that treated me the way she was treating me. I told her I thought she was power hungry. After 4-5 minutes another TSA worker took me aside to pat me down and she apologized to me for the way (b)(6) treated me and she told me there have been others who have had problems with her and I was asked if I wanted to speak to a supervisor, to which I said yes. After explaining to the supervisor what had happened, he asked if I wanted to file a formal complaint and I said yes so I started to fill out the TSA Customer Comment card right there, but due to time restraints I told him I'd finish it later and send it in. I got the impression he was begging me to get it in because he told me that they've had problems with that particular worker in the past, and he said it's one thing for him to complain, and quite another when a passenger makes the complaint. I assured him I would send it in, so this is my formal complaint. That night I was flying on US Airways, flight #448. I would really appreciate a response to my complaint. My name is (b)(6) (b)(6) Address: (b)(6) Layton, Utah 84084. Cell (b)(6) Email address: (b)(6) Thank you.

5/12/2015
4:14:06
PM

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/12/2015 2:01:11 PM Airport : CLE - Cleveland Hopkins International Date/Time of Travel : 05/11/2015 3:30 PM Airline & Flight Number : Frontier 1401 Checkpoint/Area of Airport : United Airlines Security checkpoint TSA Employee: (If Known) : Female--unsure name Comment : I always opt out of the scanner in favor of a pat-down. Before the pat-down I was given the standard spiel: using the back of my hands, asking about sore/sensitive areas, internal devices. While she was patting my torso, she exclaimed, "Oh! Are you pregnant?" I am not. Nor am I obese. I am medically considered "marginally overweight." 10 lbs overweight. Not nearly overweight enough to merit a pregnancy inquiry, but just overweight enough to hurt my feelings. Badly. I have suffered eating disorders in the past and came close to dying; my weight is a very sensitive topic for me, as it is with many women. If it is necessary to know why I am opting out (is this information I am required to share? I would think the pat down shouldn't be so aggressive as to be dangerous to pregnant women...), the pregnancy question should be included when asking about sensitivity or implants, not while touching my torso. Outrageous. Is sensitivity training not provided for people who are touching others?

5/12/2015
4:14:17
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Tuesday, May 12, 2015 - 20:47 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed: cruel and unusual punishment Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address: (b)(6)

City: Tucson

State: Arizona

Zip Code (Post Code): 85718

Other: United States

Email (b)(6)

5/12/2015
9:01:12
PM

==Incident Information==

When did this happen? 05/09/2015

Where did this happen? CALIFORNIA - SBA - Santa Barbara

Municipal

What happened? 4:30 PM at security in airport after attending a conference at the university. After asking for a pat-down as an opt-out and waiting an extended time (and having the attendant demand as to why the women behind me wanted an opt out), a young, thin, dark haired woman was assigned to pat me down. When I asked about my stuff and indicated my computer she dropped it on the counter. She was rude and aggressive from the beginning of the questioning. I was wearing skin-tight spandex style skinny

Submitted on Tuesday, May 12, 2015 - 20:03 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Race \ Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address (b)(6)

City: St. Louis

State: Missouri

Zip Code (Post Code): 63110

Other:

Email (b)(6)

5/12/2015
9:01:15
PM

==Incident Information==

When did this happen? 05/10/2015

Where did this happen? MISSOURI - STL - Lambert St. Louis
International

What happened?

I am an African-American corporate attorney and I travel frequently. I wear my hair in locks that fall to my shoulder blades. Often my hair is tied together by a rubber band at the back of my head. Every time I travel I am subjected to unnecessary, unreasonable, and discriminatory putdowns of my hair by TSA employees after passing through the full body scanner screening. This has happened to me several times most recently I traveled to and from Saint Louis and Philly and on each trip the following occurred:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 5/13/2015 8:51:16 AM

5/13/2015
10:02:16
AM

Name (b)(6)

Email (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines - Newark Airport - Terminal C - checkpoint gates 70-88 @8:10am EST

My flight UA 1272 from Newark to West Palm Beach departing at 9:15am - seat 2A

Precheck

Comments: I spent close to 20 minutes in the pre check line waiting for a pat down while my open hand bag was left unattended on the belt all this time. The wait had nothing to do with a crowded line, but instead a complete lack of organization of the TSA checkpoint. I was "randomly selected" to go through the larger screening machine which I refused because I am pregnant. A female assist was not able to show up to pat me down - guess it was too early at 8:15am in the morning. The supervisor of the checkpoint clearly has no clue about managing people not to mention that he was not particularly helpful at allowing me to file this complaint.

To Whom it May Concern:

I'd like to report an incident yesterday at Denver International Airport. I was going through pre-check, pulled aside for random pat-down, and was touched in a way I feel was very inappropriate. I would like this to be investigated.

I went through the security sensor, and nothing beeped. The woman at post asked me to go through again, advising that she was distracted. This time it beeped and I was told I was randomly selected for a pat-down. A male officer on post, said "I will pat you down from hip to thigh, your groin and the back of your legs." And before I could object, his hands were already on me.

He ran both hands top to bottom with knuckles on my groin and fingers on my private area, and then the inside of my legs, with his fingers again touching my private area and moving down. These are the only two areas that he patted me down.

5/13/2015
12:19:43
PM

I travel frequently, and have never had this happen before. Pat-downs are usually arms, and lower leg. Maybe back or chest. Should a TSA agent have to pat-down an area closer to a potential sensitive area, I would not expect the agent's hands to actually touch private areas, and I would assume that the agent would give the traveler time to object the pat-down.

I typically do not file complaints, but feel this is completely unacceptable, and would like this incident to be investigated.

I was flying out on United 1483. I would have passed through the pre-check security area between 4:00 and 4:30PM MST. The man was african american and the woman attending was caucasian. Perhaps cameras would have caught this?

Please respond to confirm you have received this email and are investigating. You may also reach me at HYPERLINK tel:(b)(6) to discuss further.

Caller traveled on May 2nd and after she went through the WTMD, she thinks she heard an alarm go off but she is not sure. A female TSO, pulled her aside and did the patdown, she thinks in a private room but it may have been in the open. She felt very insulted by the way she was treated as she stated she is older and has Parkinson's disease. The TSO did not explain what was happening, why she needed the patdown and did not explain the patdown while she was doing it. Caller stated that she was standing there and got her breast checked with men standing all around. This has happened before at other Airports. She went to the TSA office once in DCA and they only wanted to write down her name which she did not give them. She conveyed to them her concerns and just left the TSA office. This is her first call to TSA to report this, but it has happened 3 different times in the past 2 years. The treatment she received was not professional. She asked if her name can be taken off the list so she would not get a patdown again. Caller said they should put the patdown information on a board so it will be clear to all the passengers about that procedure.

5/13/2015
1:31:36
PM

Date Time of Incident: 05.02.15 At security after 12:00 p.m. Flight Time: Around 2:00 p.m.
Gate Terminal: B 14
Airport: ORD
Airline: United
Flight #: Not Available

Good afternoon

I'm writing to inquire about screening procedures.

I have a Known-Traveler-Number and always receive the TSA pre-check with whichever airline I fly with.

I also have a prosthetic left leg from my military service.

Having served 22 years in the US Army and now serving with the Dept of Justice, I am a big advocate for security. I never give the TSA screeners any issues when travelling and appreciate their job and mission.

5/13/2015 6:31:12 PM My question is regarding the inconsistency I experience every time I fly. Sometimes I'm scanned in the device where I stand with my hands up and the device circles me, and sometimes I'm scanned by walking thru the metal detector. But every time I also receive a thorough pat down.

Your web-site says "Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown."

Why do I always receive a thorough pat down even though I show that I have a prostheses and I go through the imaging technology or metal detector? Usually, even though I'm TSA Pre-checked, I have to remove my belt too.

Just curious.

Thank you

(b)(6)

Caller said every time he flies from JAX he has issues at that airport.
Last time he flew from JAX to ATL to New Orleans he had a Patdown once again.
Also when they got to their destination the bike box was held together with TSA tape.
He kept saying the bike box was destroyed and the only thing holding it together was TSA Tape. He confirmed nothing was damaged but his Son would have a fit if his bike were to get damaged.
Caller said he taped the box well because he knew TSA might need to open it but he was first of all not satisfied with the way it was taped because it looked like someone just took a roll of tape and started rolling it around the box.

The prior month (March) the same thing happened at JAX but he has flown from Daytona and other locations without issues.

5/14/2015
10:59:12
AM

Caller said he has many friends who work for TSA and he is not just trying to get someone in trouble.

REASON for the call:
 Their checked bike box was held together with TSA tape when it arrived in New Orleans.
 He kept saying the bike box was destroyed and the only thing holding it together was TSA Tape. He confirmed nothing was damaged but his Son would have a fit if his bike were to get damaged.
 Caller said he taped the box well because he knew TSA might need to open it but he was first of all not satisfied with the way it was taped because it looked like someone just took a roll of tape and started rolling it around the box. He also complained that he put a role of his tape inside the box but TSA did not use it.

11:44:12
AM

The caller stated that the TSO mumbled, his English was broken, and he could barely hear due to the noise level.

5/11/2015 He asked if he should make a case with Law enforcement or how to file a complaint with TSA to have this investigated. He asked if he would receive a follow up phone call in regard to this to know what has been done to address this.

Date Time: 5 14 15 7:30am and 8am
Gate Terminal: A Gate 35
Airport: EWR to DFL
Airline: American
Flight #: 971
Bag tag # (10digit): NA
Bag Description: NA
NOI: NA

Caller flew from PHL to BNA and didn't get PreCheck. He says that his company booked the flight. Instead of getting PreCheck he was pulled to the side and got a patdown. His bags received additional screening as well. He was unable to check in for that flight at home and his boarding pass that he got at the airport had SSSS on it. The officers at the airport told him something bad must be wrong to call and find out what caused the SSSS notation. Southwest provided his KTN to him as

3:44:16 (b)(6) He has it saved in his phone as (b)(6)

PM

Name on TPAP and airline reservation (b)(6)

Caller has been trying to get ahold of the CSM at LaGuardia but can not get an answer. She advised she has not left a message because she is afraid of retaliation. She advised that she has submitted a email complaint and she really wants to talk to someone about what happened to her today at the checkpoint. She advised she was wearing a fit bit and was waved to the side for a pat down. She advised that she gave the TSO the Fit bit and the TSO continued to pat down her bra continually asking what it was. When she advised it was her bra the TSO became very angry. She advised that the TSO asked her to pull down her shirt in front of everyone so she could see her bra with out offering a private screening. She advised that the agent was very unprofessional. She asked the agent going through her bag and other 2 agents what the agents name was and they advised they didn't know. So she requested a supervisor. She Advised that no one every got her a supervisor and when she went to the desk and advised she wanted to file a complaint. They advised that they needed her information first. But she did not provided again because she feared retaliation when going back through LaGuardia. She advised that this is unacceptable and wants someone to contact her back by phone an let her know what the recourse for this is. Caller kept asking if sending the complaint to the CSM was all I could do.

5/14/2015 Date Time: 05-14 12:10pm

4:08:28 Gate Terminal: United Terminal C Gates

PM Airport: Lagaardia

Airline: United

Flight: 1218

Caller traveled from FLL to the Bahamas. Caller is a disabled person. She had to get a patdown and felt that the TSO did it in a way that was lesbian like. Caller felt that the patdown was too invasive. Caller says that she has had patdowns before and travels extensively, but this patdown was too much. Caller was very very angry about it because she felt like she was being defiled in public.

5/14/2015 Date Time: 04 14 2015 or 04 13 2015 1230PM

4:23:53 Airport: FLL to Freeport, Bahamas

PM

Airline: Bahamasair

TSO (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 5/15/2015 1:23:12 PM

5/15/2015 Name (b)(6)

2:24:46 Email (b)(6)

PM

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines Flight #1716, arriving in Charlotte, SC at 16:24 on 5/14/15 from Dominican Republic, Gate D1. Connection to Orlando US Airways #1733

Comments: My elderly parents returned from a family reunion at the DR on flight/date above. While at DR, my mother who is 75 suffered an accident dislocating her shoulder. She was seen in the ER in DR and given a shoulder immobilizer to wear. Upon arriving at Charlotte, she was screened since she could not go through the x-ray machine (unable to lift her right arm). After the initial screening, pat down by two rude female agents, she was taken to a room. The agent proceeded to remove her immobilizer, this was very painful for my mother. Not only that, they opened up all her luggage, took everything out. My dad who is 78 was frantic worrying about missing the connecting flight. He asked the agents if they could please notify the airline about their delay. This request was ignored. My mother with only the use of one arm, with the help of my father had to repack their bags. They both rushed through the airport for quite a long distance only to arrive at their gate and miss the flight! They had to wait until 9pm for their next flight that was delayed. We completely understand the need for security especially during these scary times. However, my elderly parents did not have to be submitted to this ordeal once the initial screening showed no reason for further examination and delay by your two very rude and uncaring agents. I expect that my parents receive a letter of apology for what your TSA agents put them through. I am a nurse and I can't begin to express how angry I am with the horrible treatment my parents received in Charlotte by your unprofessional TSA agents.

I am a 66 year old Disabled American Veteran. I also suffered the loss of mobility for almost 8 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

On October 15 of last year, I traveled to Ireland on the first overseas vacation I've taken in over a decade. We departed through Newark Airport. My wife went through the standard departure gate while I went to the pre-checked line, where I was required to remove my shoes, belt, coat, and physically assaulted (being groped in public is my definition of being assaulted) because my employer (the U.S. Government) issued joint replacement identification card was deemed as being insufficient identification of what set off the metal detector.

The individual that was REQUIRED to pat me down apologized and indicated that the person in charge of the trusted traveler line considered it to be maximum security instead of trusted travelers, and that the line was taking 4 times as long as the standard checkpoint where a dog was screening everyone.

5/15/2015 2:25:33 PM Believe me when I say I understand security, but I also understand abuse of power and whoever was in charge of the Newark Airport screening process when I departed for Ireland had no idea what their job was.

Beyond the Trusted Traveler list, is there any way to expedite passage through security?

Sincerely,

(b)(6)

Woodbridge, VA 22193

As I went through the TSA checkpoint today at about noon at LAX, I was a victim of a pat-down scam similar to those reported in the media as occurring in Denver. The first two African American female TSA employees that I encountered checked my boarding pass and after I proceeded to the line for screening, I turned to find one of the two TSA agents blowing air kisses in my direction. Given what I was subjected to afterwards, it is clear this was a signal to her fellow TSA agents. After I proceeded through the body scanner without incident, I was told that my laptop failed the test and I would need to be patted down. This is the same laptop that went through the same screening in JFK without any issues. Also if the laptop has an issue and I already passed through the body scanner without issue, why would I need to be pat down again. The only reason was clear when a short Hispanic male who appeared to be gay showed up as the person to pat me down. Then they run my laptop again and say its fine. This whole incident can be viewed by reviewing video of the security line leading to Jetblue gate 33B around noon on 5/15/15. I can be reached at (b)(6). This kind of harassment needs to stop and if it has already been reported at Denver, then the TSA should be on the lookout for this. I will be sending a letter to the head of the TSA to follow up and will file the claim forms online as needed. However in the essence of time, I wanted to point this out right away.

5/15/2015 6:04:38 PM

(b)(6)

Note: This complaint relates to Contact: (b)(6)

Greetings:

On May 15th traveling from St. Louis Lambert Airport to Chicago on United Flight 3412 at approximately 4:15am, I was again subjected to a unnecessary, unreasonable, and discriminatory pat down search. I was traveling alone, wearing a brown long sleeve t-shirt, gray pants, and boots. My hair - which is shoulder length - was down. After I passed through the body scanner I was told by a female TSA agent that she needed to pat down by right leg. After she patted down my leg she asked me to turn around and said she needed to pat down behind my hair. She then grabbed a handful of my loose hanging hair and moved it to the side to reveal the back of my neck and t-shirt. She then padded down my neck and upper back.

5/15/2015
6:04:47
PM

This is 5 out of the 5 times that I have traveled within the past few months where I have been subjected to these discriminatory searches. I am going to continue to document every incidence of these searches until this issue is resolved.

Thank you,

(b)(6)

From: CRL@tsa.dhs.gov

To: (b)(6)

Subject: RE: (Complaint) Civil Rights and/or Civil Liberties Complaint Form

Date: Wed, 13 May 2015 14:56:08 +0000

Dear (b)(6)

Call Reason: Caller states that she flew from BOS and got a patdown from three different TSO at 3 different stations and had items in baggies that she was bringing that were cleared but they never got handed back to her. She says that one baggie had contact lens solution and eye medication and the other had feminine hygiene products and expensive make up.

Date Time: 5 15 2:40 pm (delayed)

5/15/2015 Gate Terminal: A4(?)

7:40:47 Airport: BOS to MCO

PM Airline: Delta

Flight #: 2611

Missing Damaged item description: see above.

Caller's old suitcase has a NOI in it with his locked taped to it. He wants to know why TSA cuts locked. He flew from BNA. The TSS that screening him was a jerk. He accidentally left a napkin in his back pocket. The AIT picked it up. He was asked what was in his pocket. The TSS then informed him that since he alarmed that he would have to conduct a patdown. He refused a patdown from a male, and demanded a female TSO pat him down. He was denied entry. He hung around at the airport, until the TSO's switched shifts. He has already filed a complaint and hasn't heard anything back from the complaint. Caller would like to follow up on the incident, and find out what was done about the rude TSS.

Airline: Delta

Airport: BNA

Flight Number: DL9263-047632

5/15/2015 Date and Time: Feb 4 or 5 of 2014, he doesn't recall the time, guessing it was around 3PM

10:18:29 Baggage Tag Number: he no longer has it

PM Description of Luggage: white, larger sized, mid-50's, was the Supervisor over the Delta Terminal

NOI: In his checked bags, yes.

Anything on NOI: NOI Stamped 2-5-2014 up top by the taped lock, also stamped 2-4-14 at the bottom

Location: Delta terminal

Email: he doesn't use email

Caller is requesting feedback from the BNA CSM in regard to the incident, via telephone.

Submitted on Saturday, May 16, 2015 - 09:15 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: East Lansing

State: Michigan

Zip Code (Post Code): 48823

Other: United States

Email: (b)(6)

5/16/2015
11:18:05
AM

==Incident Information==

When did this happen? 05/16/2015

Where did this happen? MICHIGAN - DTW - Detroit Metropolitan
Wayne County

What happened? Today at approximately 8:30 am at the DTW Delta
Airways A terminal security gate, I was traveling alone, wearing
a red cardigan, white shirt, black leggings, and leopard print
flat shoes. I went through the body scan. There were two
attendants: a white woman and a white male. As I was going
through the body scan, I asked the white woman attendant if I
should remove my scarf, she stated no. I walked through the
scanning process and was told by the white male attendant that my

The caller flew from MSP to MSY on April 15, 2015, and she was in a wheelchair. The TSO allowed her to remain in the wheelchair during the initial screening; however, after being screened a male passenger ran past her. Immediately, the TSO informed her that her luggage alarmed the system. Therefore, they asked for her purse and carry-on bag and opened both. They did not return her eye drops, and did not repack her paperwork properly. She was then taken into another room, and subjected to a patdown. She wanted to file a complaint, as she felt that the TSOs are not even screening all of the passengers. She flies from MSP often, and has never received such treatment.

Date and Time of Flight: April 15, 2015; 11:15 PM

Gate and Terminal: Terminal 2

Departure Airport: MSP

Airline: Southwest Airlines

Flight Number: 2237

Description of Luggage: A medium black purse.

Description of Missing Item: A small bottle of eye drops and five prescription pills (high blood pressure, cholesterol, and depression) were missing.

Time of Incident: Around 10:00 AM

Description of TSO: Two TSOs (one male- African American, one female- Caucasian).

5/16/2015
1:45:12
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/17/2015 5:37:52 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening. :

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Emirates Airlines flying out of IAD (DC)

Flight number 232 at 10:55 from DC to Dubai.

6 May 2015. .

Comments: When I went through the screening machine I had all my pockets emptied as per instructions.

5/17/2015 9:14:41 AM The screener mentioned the computer showed that I had something along my back waist area and asked to pat me down... I agreed. And nothing was found.

He then asked if he could swab my hands... I agreed.

He however did not change

his gloves and I've watched him pat down numerous other people prior to swabbing my hands.

I asked him about this and he didn't answer my question.

For some reason my hands sent a signal to your machine. The screener refused to test me again with new gloves or test me again for old gloves or tell me what the problem was.

I asked for a manager and (b)(6) also refused my questions.

I had to wait 15 minutes to be privately screened by two individuals whom also found nothing and then they screened me with again FRESH gloves.... they found nothing.

Please find out why the manager and screener refused to put on fresh gloves when I asked.

What is your procedure for this?

-----Original Message-----

From: (b)(6)

Sent: Sunday, May 17, 2015 7:02 AM

To: tsa-contactcenter@dhs.gov

Subject: Buffalo NY

I am contacting you regarding my pat down at the Buffalo airport this morning. I want it on record that the supervisor after the pat down took my ID and boarding passing and photocopied it. To what end was this done? And when I asked for her name and badge number she refused to provide that information as directed on card attached here. I also asked the police officers to request that information and she refused to provide that to the officers as well. I was polite and courtesy and did not object to the Pat Down and I have done numerous times while flying.

Please provide me with what my ID and information are now going to be used for. I now fear every time I travel through the Buffalo airport I will be subjected to harassment.

My contact information is herein below.

5/17/2015

9:16:04

AM

ATTACHMENTS

PHOTO OF A COMPLAINT CARD

MESSAGE

I am unable to provide you any further information as your supervisor refused to provide it to myself or the officers on duty.

I was traveling to Las Vegas on Southwest flight 361 departing at 7:25am

Thank you for your consideration.

(b)(6)

Feedback Type : Civil Rights/Liberties

Categories : Religion; Disability

Current Date/Time : 5/17/2015 11:09:36 AM Airport : SDF - Louisville International Date/Time of Travel : 05/16/2015 5:30 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Main TSA checkpoint departing passengers TSA Employee: (If Known) :

Comment : Generally I have only accolades to give to the TSA agents at SDF airport. Yesterday I observed two incidents of civil rights/liberties mistreatment.

My son and I were passengers. I prefer to fly with him because he has a Traumatic Brain Injury. While placing his wallet, shoes, and phone on the belt he was abruptly told by the TSA agent "Stop holding up the line!" There were a few passengers standing behind my son waiting patiently.

Instead of offering to assist passengers with common words of instruction, the agent chose raise his voice speaking directly to my son. I was still placing my items on the belt near the scanner when I observed him go to my son. I explained to the TSA agent that my son has a traumatic brain injury and needs extra time.

The agent came back to me a few minutes later. He showed some visual signs of remorse and asked if he could get the electric cart to assist us. He did not apologize for his inappropriate behavior.

5/17/2015
1:10:38
PM

A second incident occurred with another TSA agent while I was getting my son to a safe place to put his shoes back on.

I saw a woman carrying a US passport with a head covering in a wheel chair. She was crying loudly with tears streaming down her face. She was afraid because she had to go through a pat down screening. The TSA agent was not able to console her. I stepped over to the passenger and greeted in her Muslim greeting, "Sah-al-a-malee-kum". She looked at me in desperation and responded. I was able to calm her some by letting her know in English it would be ok. She responded back in English and the TSA agent was then able to begin the pat down.

The female TSA agent asked if I was a relative. I told her I was not but understood the culture of this woman. The passenger gave me her first name and told me where she was from. I continued my conversation with her in English to help her remain calm.

I quietly asked the agent if there was a screening area for such pat-downs because this woman was embarrassed by this type of "pat down" touching in public. The TSA agent affirmed that there was a screening area. She told me that she would have to get another female agent to assist as she continued her pat-down.

She continued to place (b)(6) the woman in the poses required to complete the screening. (b)(6) cried again and I stood by to assure her this was ok and that she was not in trouble. The Airport wheel chair assistant was with the passenger's personal effects.

In my opinion there were two distinct violations from TSA agents. It is our right as citizens with disabilities and cultural religious preferences to have privacy respected appropriately during TSA screenings.

On May 12, 2015 at 12 : 45 PM I was going through check point on a walker and as I ve always done told the TSA agent that I can t go through the x Ray machine because I can t be without my walker or a wheelchair. So I always ask for a pat down . This time I was treated very roughly by the agents. I have cerebral palsy, epilepsy, weakness all over my body severe middle to upper neck pain that could paralyze if not very careful. I also have a balance and can t stand in one place at all with out falling down. I also have a medical device implant and chronic pain from head to toe! I take over 25 medications pain killers, muscle relaxers, hypertension, anxiety, bipolar, depression, and ptsd, and epilepsy meds. Like I said the pat down was very after explaining my problems and disabilities he continued to take his hands place such hard pressure that it felt like he squeezing my legs and arms and the rest of my body he was so rough that he didn t realize he groped me not once but twice! I fly to and from Dallas Love Field on a two week or monthly trips for treatment for pain, cerebral palsy, spasticity, and seizures. On all my trips go by myself with no family because I don t have any that can help or escorts that can go with me. Since the trip I have very traumatized and violated personally and I have to go again this Friday for another appointment same time. I ve always had problems in Dallas love field! I have from Midland International airport to Dallas Love Field.

5/17/2015
3:04:52
PM

Thank You,

(b)(6)

On May 12, 2015 at 12 : 45 PM I was going through check point on a walker and as I ve always done told the TSA agent that I can t go through the x Ray machine because I can t be without my walker or a wheelchair. So I always ask for a pat down . This time I was treated very roughly by the agents. I have cerebral palsy, epilepsy, weakness all over my body severe middle to upper neck pain that could paralyze if not very careful. I also have a balance and can t stand in one place at all with out falling down. I also have a medical device implant and chronic pain from head to toe! I take over 25 medications pain killers, muscle relaxers, hypertension, anxiety, bipolar, depression, and ptsd, and epilepsy meds. Like I said the pat down was very after explaining my problems and disabilities he continued to take his hands place such hard pressure that it felt like he squeezing my legs and arms and the rest of my body he was so rough that he didn t realize he groped me not once but twice! I fly to and from Dallas Love Field on a two week or monthly trips for treatment for pain, cerebral palsy, spasticity, and seizures. On all my trips go by myself with no family because I don t have any that can help or escorts that can go with me. Since the trip I have very traumatized and violated personally and I have to go again this Friday for another appointment same time. I ve always had problems in Dallas love field! I have from Midland International airport to Dallas Love Field.

5/17/2015
3:04:52
PM

Thank You,

(b)(6)

5/17/2015
3:04:52
PM

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(b)(6)

Good morning,,

I have the highest respect for TSA as the agents have a horrific job dealing with the unpredictable public. The TSA team at LAX (international) and Buffalo, NY are my favorites by far. Regularly I receive your emails noting rule changes and alerts which I enjoy reading.

5/17/2015
6:59:44
PM

A few days ago we had a short business trip to Atlanta and upon our return I was surprised by one of your agents in the Pre-TSA line. I had a "clean scanner walk through" as all pockets were empty. The agent guiding me through the scanner told me; "Sir You Have Been Randomly Selected for a Pat-Down". I had the pat-down and was free to go. First of all I do not believe the Randomly Selected comment. I was angry as I am 74 years old, bald, clean cut and without any suspicious clothing or bags. This was a first.....

I was the only individual in a large group to get this pat-down. I will admit the TSA agents (Atlanta) do not seem to enjoy their job compared to the agents at LAX and Buffalo.

I have never located any document stating this procedure was standard or allowed.

Thank you,

(b)(6)

5/18/2015
8:44:54
AM

Yesterday we flew from San Jose, Costa Rica to Los Angeles, with a change of planes in San Salvador. After we had cleared security in San Jose we bought a small bottle of salsa that we had really liked while there. The bottle was only 8 to 10 ounces so it wasn't a large investment, but when we got to San Salvador we found we were screened again, including having everything taken out of our hand baggage and a physical pat down. And, of course, we lost our salsa. As I read the regulations I think we should have been entitled to keep it, but there was no arguing with them about it. Since there was no opportunity for contact with anyone between the time we got on the plane in SJ and got in line for the plane in San Salvador, there seemed to us to be no reason for an additional screening. If, somehow, it is necessary, then the duty free shops in San Jose should make customers aware that connecting flights will not accept anything over 3.4 ounces. I would appreciate your comments.

Thank you (b)(6)
Visalia, CA

Hi, I have a huge complaint & would like to get an explanation for the policy concerning having to get a pat down just because a traveler carries homeopathic medicines. I recently acquired my tsa pre-check approval & it seems it's been a waste of my time & money, which makes me furious about this policy. Having pre-check saves me nothing, only because I'm careful about my health...I'm still treated with the maximum screening possible? People who use homeopathics are super conscientious about health & it feels like tsa is subjecting those to unreasonable policy for no legitimate reason as there is no potential for danger once the medicines themselves have been hand-checked.

I am a frequent traveler for work & have had physical issues for almost 20 years. I see a nutritionist & alternative medicine physician for most of my health care. I've opted out of the scanner for this reason & have had to endure the pat down hence my reason for finally investing in going through the pre-check process to speed up the security check. I've been caught in situations with clients where I needed to change flights/terminals quickly with the amazing amount of cancellations & changes happening with travel.

The policy of a pat down/bag check after going through screening just because of a traveler carrying homeopathics has no logic & makes no sense. If a person was trying to get something by security, they certainly wouldn't bring attention to themselves by asking for their medicine to be hand-checked. Can someone please explain to me the reason behind this policy? Why would someone have an illegal substance their trying to pass through security because they carry homeopathics? I believe someone who doesn't understand homeopathy created this policy. I was using homeopathics before the regulations changed after 9/11 & realized immediately that tsa doesn't understand it. Was a homeopathic doctor consulted in the making of the policy? If one was, tsa would understand the potency & strength of the medicines is greatly decreased each pass by X-ray/radiation. The methods of hand-checking homeopathics should be sufficient to not have to subject a traveler to a pat down/bag check after it's already been screened & most importantly, after one has been cleared with a background check for pre-check status. To my knowledge, not one terrorist or person meaning harm has ever been discovered because they use homeopathic medicine.

I would like a response with a legitimate explanation for this policy that has logic please. I would like to see this policy changed as there is no further potential of danger after homeopathics have been hand-checked themselves, everything has gone through screening & I've been cleared & approved for tsa pre-check. I am happy to help in the process. Thank you.

Sincerely,

(b)(6)

Sent from my iPad

From: (b)(6)
Sent: Monday, May 18, 2015 1:36 PM
To: (b)(6) TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov
Cc: Bandy, Kimberly J.; Singh, Harleen; legal
Subject: Civil Rights Complaint at Newark Liberty of/blo Sikh Traveler (b)(6)

Dear Colleagues,

Please find attached a civil rights complaint, which we are filing on behalf of (b)(6) a member of the TSA Pre?™ program, in connection with a screening incident at Newark Liberty International Airport on Tuesday, May 12, 2015. Please let me know if you require additional information.

Sincerely,

5/18/2015 2:29:15 PM
Rajdeep Singh
Director of Law and Policy
The Sikh Coalition
Phone: (202) 747-4944
Email: HYPERLINK (b)(6)
Website: HYPERLINK (b)(6)

Dear Colleagues:

By way of this letter, the Sikh Coalition is filing a formal civil rights complaint on behalf of (b)(6) a U.S. citizen whose civil rights were violated by the Transportation Security Administration (?TSA?) on Tuesday May 12, 2015 at Newark Liberty International Airport in New Jersey. (b)(6) is enrolled in the TSA Precheck program, as well as the CBP Global Entry program, and is a frequent business class traveler. In addition, he is visibly identifiable as a Sikh by his articles of faith, including his turban and unshorn beard.

Incident Description

On May 12, 2015, (b)(6)—a resident of Alexandria, Virginia—returned to the United States from a business trip in India. He traveled from New Delhi to Newark on United Airlines Flight 82 and arrived around 4:50 a.m. After clearing customs, (b)(6) rechecked his baggage for a flight to Reagan National Airport on United Airlines Flight 5833, which departed from Gate A26.

5/18/2015 2:50:23 PM
Caller went through the screening checkpoint yesterday at 2:00 pm at El Paso and is wanting to file a complaint since he was touched repeatedly during the patdown screening. His hands were swabbed and they tested positive for explosives so he had to go through a patdown screening. The officer proceeded to patdown his back and buttocks and then was told to go to a private screening room where the officer proceeded to patdown his back and buttocks again and then patted down his chest and touched his penis. He has already spoken with the CSM at El Paso (b)(6) and was told to contact the TSA Contact Center to file a complaint. He also filed a report with the El Paso police department. The officer that conducted the patdown was a black gentleman with a visible tattoo. The officer left the area immediately after he completed the patdown. Supervisor (b)(6) was called over to take the complaint and said that officer that conducted the screening (b)(6)

(b)(6)

5/18/2015
4:24:54
PM

Disability Description: Caller had a knee replacement. She gets a patdown every time she flies. She finds that insulting and unfair. She has a card from the surgeon. She thinks that there should be another method of screening for a person like her with a metal implant and a card from the surgeon. She said that they could be pre screened or have some kind of paperwork that would allow them to bypass the patdown. She stated that the patdown is not really necessary in terms of safety. She is being singled out because she is a person with a disability. TSA is wasting time with unnecessary patdowns. It is unjustified and she feels that she is being punished for having a metal implant. She asked if Trusted Traveler would help her avoid getting a patdown.

Information Request: Caller was not seeking any information in order to prepare for the screening. She did not want any information emailed to her.

5/18/2015
5:17:35
PM

The caller wants the CSM number for Colorado Springs. She was just there and went through the security checkpoint. The caller had on a beaded shirt and it showed anomalies on the AIT. She was very displeased with the way the woman was touching her during the pat down. She looked on the monitor herself and seen where the anomalies on her shirt were. She said the screener was in her pants, in between her legs, and close to her genitals. She did not provide a terminal, description of the screener, flight or airline. She just wanted the CSM contact information. She did not provide any information other than the way she felt about the patdown.

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 05/11/2015. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

5/19/2015
12:13:40
PM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Disability Description: Caller states his wife had metal implants in her shoulder.

Incident Details: Caller states his wife traveled this morning and they have a KTN. Caller states she has had shoulder replacement and no one offered to let her go through the AIT and forced her to raise her arm and asking why would she be subjected to a patdown. Caller asked how can he file a complaint. Caller states this occurred at Denver International airport. Caller states she informed them that she can not raise her arms and they forced her to raise them anyway. Caller states that there is no reason for a 70 year old woman to be subjected to this kind of treatment.

Caller states he feels TSA failed to accommodate her due to a medical condition.

Airport: Denver International

5/19/2015 Airline: United

2:15:06 Flight #: NA

PM Date Time: 05-19-2015 8:45 am

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

Anything on NOI: NA

Gate Terminal: Gate B 15

Email Address and phone: (b)(6)

5/19/2015 Callers wife and he are registered with TSA PreCheck. He said his wife has a knee replacement and he said the last time they went through screening that she had to have a patdown and it took almost 15 minutes due to the fact that they had to wait on
2:52:14 a female TSO to become available. He wanted to know if there was a way to speed up the screening process since they were PreCheck members. He wanted to know if we no longer had the Notification Cards. He said every time he clicked on the
PM Notification link that it gave him an error.

This email is to suggest you teach a little sensitivity training to your screeners. I was flying out of Charlotte Douglas airport in Charlotte which has the big round x-Ray machines that you stand in. When I came out I was told I needed a pat down and the screener began to pat my breasts. I was completely and totally humiliated. I have never been touched there for a pat down and was shocked and not expecting this. I was diagnosed with breast, have had a double mastectomy and have expanders with metal in them which is what showed up. It's bad enough I've had to go through that but to be groped is unacceptable. As soon as I told the screener I had implants and had a card she let go. However this whole thing could have been avoided had I known what was coming. I did not ask for any of this and what happened to me today just prolongs those feelings of feeling like a piece of meat instead of a human being.

5/19/2015
4:16:16

PM (b)(6)

Sent from my iPad

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5/19/2015
4:16:16

PM (b)(6)

Sent from my iPad

To the policy makers within the TSA.

I question the necessity of pat-down searches and hair searches of the elderly who have had joint replacement surgery. Recently my wife (70 years old) who carries a Known Traveler (Pre-Check) identification had a Reverse Shoulder Replacement. On her first trip since the surgery (5/19/2015) felt she was abused and embarrassed by the search she was subjected to.

While pat down searches in some cases may be necessary, I feel there should be a way that elderly Americans who have gone thru the Pre-Check process could be treated with respect and dignity.

5/19/2015
4:16:49
PM

My generation didn't go thru 70 years of building this country to be treated so poorly.

I hope you will take this letter to heart and review you policy's for Americans who by necessity have had joint replacement surgery.

Sincerely,

(b)(6)

To whomever concerned(at a level above supervisor pls).

Date : 19 may 2015

Time : 9:00 to 9:25 am

Flight : AA 2379

Terminal : A ,

Airport: SJC

5/19/2015
4:17:11
PM

Today i thought its going to be a another smooth check in at sjc as it has been for the last 15 months of my weekly business trip . Yesterday when i checked in using american airlines mobile app , it was asking me to print the boarding pass at the airport instead of mobile boarding pass..i was thinking its a tech glitch.i printed the boarding pass at the airport.. i arrived at the check in counter where i showed my boarding pass and id. This tsa officer was not in uniform instead in white shirt. The moment i showed my boarding pass he called someone over wireless..i was made to wait for 2 to 3 mins with no information on whats happening..i asked the officer , is there a prob with my boarding pass.. he said nothing..its internal..then came the supervisor who rushed me in to the line jumping ahead of people who checked in earlier..so far no one informed me on whats happening..i am bewildered and clueless on whats happening..i placed my items on the belt and was waiting for the screening...i realised that the supervisor was passing some information about my screening to happen in the millimeter wave detection, to the officer in that area..that officer was asking who is this person, they were pointing towards me..still no one told me whats happening..MWD scan was done..i was waitin near the other side of the belt to collect my items..when i was abt to take my bag from the belt..the other officer who was screening the items in front of the monitor is yelling at me not to touch..with the loud voice"HEY HEY DONT TOUCH anything". I thought this country treats people like humans and not like treating an animal..with disrespect and humiliation..i am not a criminal or an undertrial for that matter...now the supervisor takes all my items from the belt..n he was frisking me towards the place where normally complete pat down happens..still no one has informed on what they are doing..i realised that this is getting over the board ..i stopped and asked the supervisor whats happening here. he said i was selected for special screening..i asked him why i wasnt informed about this..i showed my displeasure and asked him dont i hav the right to be informed on whats happening..the supervisor was very arrogant in sayin that he forgot to inform me ..he apologised but not really apologetic and not even courteous to a wee bit.his treatment was like , how an officer would warn criminal.i asked again why i was not informed...he now says that i am repeating the complaint and i CANT do that..really ?? what the heck is this ?? ..again he warns me for raising my concern and he keeps count of it saying that i am repeating my complaint the third time and fourth time..ill repeat this any number of times cos i am the one who suffered...humiliated in front of other passengers..not him..finally he says the more i talk the more its gonna get delayed..ok i said and do whatever you hav to do..cos i had only 5 mins for my boarding to start..

They did complete pat down..checkin each and every item in my bag..thats fine...it was taking about 8 - 10 mins....i could see that the supervisor training the lady supervisor on how to do special checks..to login or not login in to the laptop ..when they were doing the checks ..i realised how much of humiliation and disrespect i have been put through in the last 15 minutes from the time i showed my boarding pass..two things came to my mind. Supervisors arrogant n unreceptive behaviour and the gentleman chking the monitor who yelled at me ..finally the supervisor comes back to me and says sorry for not informin and again it was like a warning to me..i said this experience is completely ridiculous..i want the feedback to be given..he gave me the feedback card..and then i asked for the gentlemen's name at the monitor ..supervisor refuse to divulge the name..instead he gave his name and he says he is the supervisor ..its only 45 mins since this happened and the time i hav taken to compose this mail so far.. m not able to recollect the supervisors name..he said kevin or edwin.i m not sure about it..pls cross chk. This is the reason i would request this to be taken at a higher level than a supervisor.

The caller was leaving Spokane airport this morning in Washington. They did a hand test on her, she had a patdown in another room. Her bag was opened by an officer at the checkpoint and he broke her zipper. She can't get into her bag. The zipper and the bag is separated, the zipper is partially torn off. She didn't give any information about the screener who tore her bag.

5/19/2015 5:43:27 PM
Date Time: 05/19/15 6:55 AM
Gate Terminal: Terminal 1
Airport: Spokane
Airline: Southwest
Flight #: 2852
Bag Description: Grey and black bag, Brand: Ricardo Beverly Hills
Missing Damaged item description: The zipper on the bag is torn and broken on both ends.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/19/2015 5:20:54 PM

5/19/2015 6:10:58 PM
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CAK airport on 5/19/2015 at approximately 4:45pm. .
Comments: The TSA screening process at CAK is like watching the Three Stooges. There were two lines open but one was exclusively Precheck. There were over forty people at one point slowly being screened and I don't recall seeing any person successfully pass through the body scanner without needing some sort of pat down. I've flown through CAK twice now and both times the screeners appear to have nothing better to do than pat down every single senior citizen that is going on an airplane.

I am very disappointed that whom ever was the acting supervisor didn't take appropriate action to investigate and correct what was going on. I counted six (6) TSA employees standing around the Precheck lane doing nothing while the non Precheck lane continued to muddle along.

I'm disappointed with the incompetence and ineptitude I've experienced with the TSA at the CAK airport.

Mishandling RFI
REASON for the call: The caller stated that when her husband received his bag it contained a NOI and he was also missing one shoe out of the bag.
Date Time: 4.18.15 1:43pm
Gate Terminal: Terminal 2
5/19/2015 8:29:09 PM
Airport: TVC
Airline: Delta
Flight #: 4765
Bag tag # (10digit) (b)(6)
Bag Description: Blue roller duffie bag
Missing Damaged item description: One shoe from the bag was missing
NOI: Yes but nothing was wrote on it.
Special Notes: The caller stated that she was mad because her child was patdown and she had her hands full with a screaming baby.

Caller flew from Orlando to Pittsburgh and back and she had issues at both airports. Caller said that she has a pacemaker and requested to have a patdown because she knows she is not able to go through any of the machines. Caller said that the male agent at MCO was being persistent for her to go through the machines and finally gave up and requested a patdown for her. However the TSA agent at PIT was rude and demanding for her to go through the machines and she was screaming at him telling her that she was able to go through the machines. Caller said that she was the worse agent and needs to be trained on how to handle someone that is requesting to have a patdown.

5/20/2015
8:43:35
AM
Date and Time of Flight: 05 15 15 @ 8:55 AM
Departure Airport: MCO
Airline: Southwest
Flight #: N A
Terminal or Gate:
TSA Black Male Agent

Date and Time of Flight: 05 18 15 @ 5:05 PM
Departure Airport: PIT
Airline: Southwest
Flight #: N A
Gate Terminal: N A
TSA Agent: Lady with Black Hair tall and thin

5/20/2015
10:36:19
AM

Caller stated that on May 6, 2015 at approximately 4:45PM, he had reported that he was clearly groped by a TSA screener in lane number 8 at LAS. He went on to state that (b)(6) was the supervisor and he was called in and alerted of the alleged situation. He said (b)(6) handled himself and the entire situation in a professional manner. (b)(6) went on to state that he had arrived approximately 2 1 2 hours prior to his flight time. During the TSA screening process he was asked to step aside for a pat down. He then went on to state that the pat down was in one place and one place only: the groin area. He said he went to the police about the matter at first and they indicated that he should go to the TSA Headquarters Office there at LAS. (b)(6) then went on to say that this process (going to the TSA HQ office at LAS) took a lot of time and there was a young supervisor there who treated him like a cow because he had a temporary license. He was also upset because he felt that the supervisor defended the guy who patted him down. He said they took pictures. He also says that at approximately 5:20PM he witnessed at least another patdown of a female that was also done in the groin area. Caller states that after her screening, he spoke to the other passenger who received a groin patdown and she told him that she was indeed groped as well. He went on to state that our TSA officer on scene lifted the lady s dress. He stated that (b)(6) told him they would check the surveillance video and get back in contact with him after having taken his cell number. He says he still has not heard from anyone on this. He thinks its a case of discrimination. Caller then stated he is transgender. He said he was wearing platform flip flops in bright pink. He is 62 and he thinks he is fairly attractive. He again says he thinks he was discriminated against. He stated the video of both incidents should be seen by TSA Superiors. He went on to state he did not want to get an attorney involved in this. He went on to state he wants to be proactive and he had expected to be contacted by now.

5/20/2015
10:36:19
AM

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5/20/2015
10:36:19
AM

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/20/2015 10:51:10 AM

5/20/2015

12:24:10

PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): (b)(6)

Comments: This employee of yours after groping me says he's not like that and to catch the bus if I don't like it. Then tells other passengers he doesn't want to deal with people like me. Stop hiring these thugs. I've done enough for this country to not have people like that tell other Americans. Things like that about me. If he's that interested in my penis he should have put me in a private screening room to take a look. This is why people don't like TSA. The employees are extremely unprofessional.

REASON for the call:

Caller says she just went through the checkpoint in St Thomas.

She felt like a criminal in front of her 5 year old daughter. She had her bag checked because the laptop was still in her bag.

She says she forgot to take it out. They told her they had to do a hand check. When he checked the laptop with explosive trace detection.

Then he checked inside and he said there was an alarm.

They told her to go through a patdown. She says she doesn't want any one to have to go through a patdown in front of her child.

She was given a paper form to complain and she turned it in to.

5/20/2015

3:47:22

PM

Date Time: May 20 at 4:05PM

Gate Terminal: They only have one central checkpoint.

Airport: STT

Airline: American Airlines

Flight #: 2421

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

Feedback Type : Compliment

Categories : Pat-down; Professionalism/Customer Service Current Date/Time : 5/20/2015 3:23:27 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 05/20/2015 Airline & Flight Number : AirCanada 7933 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The Pat down was done well, and I appreciate that we (passengers) still have this option. However, I would like to see signs with directions on how to request it, and rather or not the passenger should wait until someone comes before send personal items through the scanner. As it is right now, there is a lot of confusion about it and some TSA employees standing in security are not very friendly or kind when a passenger expresses concern about personal items being on the other side of security without supervision.

5/20/2015

4:21:47

PM

I would like to talk to someone from TSA about this matter and find a solution to this problem.

Thank you for your attention!

Best,

(b)(6)

Would you like a response? : True

Passenger's Name: (b)(6) Phone Number: (b)(6) Email: (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Wednesday, May 20, 2015 - 20:11 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender\Sex
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address (b)(6)

City: Tulsa

State: Oklahoma

Zip Code (Post Code): 74133

Other:

Email: (b)(6)

5/20/2015
9:04:07
PM

==Incident Information==

When did this happen? 05\16\2015

Where did this happen? TEXAS - DFW - Dallas\Fort Worth
International

What happened?

My connection was missed due to AA mechanical problem. AA gave me a meal voucher, and a pass to go back through security to purchase food for my husband and I. Only I was given a pass, not my husband, so I went through security alone. I believe this was some time around 10:00 pm but I am not sure. This was in concourse D at the security checkpoint near American Airlines. I had arrived from flight AA1032. The airport was nearly empty.

Good morning.

The email is being forwarded to TCC-referrals for appropriate action. (b)(6) who is a Delta flight attendant, requests a letter from TSA explaining why during the required pat down she was also given a vaginal search which she believes was inappropriate.

Evelyn Webb

Program Assistant

5/21/2015
12:25:21
PM
Civil Rights, Diversity & Inclusion Division, TSA-6

From: (b)(6)
Sent: Thursday, May 21, 2015 4:28 AM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/21/2015 4:28:21 AM

REASON for the call: He traveled this morning from XNA to Chicago to Washington DC. He received a patdown screening because of an alarm on the front of his body. The TSO sent him back through the WTMD a second time where there was an alarm on the back of his body. He received two patdown screenings in which he was touched in the groin. The TSO used his fingers to conduct a patdown of his groin area. He was screened with ETD of himself and his belongings. He indicated that the alarms were associated to his tie and groin but ETD was not conducted in the area. He believes that the alarm was a false positive and that screening was extreme. He believes that the ETD sampling should not have been conducted if he received a patdown screening.

He believes that he would have received a private screening if he was not African American.

He spoke with a supervisor (b)(6) who referred him to the CSM at XNA who advised that he should have been taken to a private patdown and referred him to the TCC and that TSOs should use the back of their hand when conducting a patdown.

5/21/2015
3:54:13
PM
Date Time: 5/21 He was at the checkpoint between 7:15am and 7:30am. his flight was scheduled to depart at 8:20am.
Gate Terminal: A4
Airport: XNA
Airline: American
Flight #: 3612
Bag tag # (10 digit): NA
Bag Description: NA
NOI: NA

5/21/2015
8:34:43
PM
Caller has a family member who traveled today from Atlantic City to FLL. She was extensively searched in a room by herself. She said that the patdown was a horrible experience. She does not speak English so she wants to know why she was selected for a patdown and asked if it can be random.

She was traveling with Spirit Air flight 259 through gate 8.
Her name is (b)(6)
She is very short less than 5 feet. She has hip dysplasia and rocks from side to side when she walks and is Hispanic with curly hair with jeans and dark gray jacket.

To whom this may concern,

On Thursday May 22, I went to the Ft. Lauderdale International Airport to drop my mother and six year old daughter off for a flight to New York. My mother is disabled so I got a pass to make sure she and my daughter arrive safely to the gate. I was at check point F, terminal 3, lane 3 for passing. I forgot I had a bottle water (which was unopened) in my purse so I was pulled to the side. This is where things went horribly wrong.

The person who came to inspect my bag (her name tag said (b)(6)) did more than check my bag. She said she had to do a pat down so I said okay. She began to pat me down and I felt it was more than a pat down. my feeling were confirmed when she touch my vagina. I was wearing workout attire (tight fitting), so it was very obvious that I had nothing between my thighs.

I have travelled the world and I have never had someone feel my breast and touch my vagina not once but she touched my vagina twice. I am very upset and felt violated. The thought of someone freely 'feeling' my body up for whatever reasons is disturbing and very upsetting to me.

Once I dropped my mother and daughter off, I asked to speak with a supervisor and spoke with (b)(6). He was apologetic and gave me a card and told me to write or call to file a formal complaint. That is what I would like to do. I have a feeling this is not the first time this person has done something like this. No one in a position like that should use their position to act inappropriately with passengers or guests.

5/22/2015

10:10:06

AM

Fortunately, I live in Florida so I was able to take the time to make a complaint. I'm sure there are a lot of other people who haven't been so lucky.

I am asking for video to be reviewed and an investigation performed.

Please contact me with any questions.

Thank you,

(b)(6)

Boynton Beach, FL 33474

(b)(6)

Hello,

I have a rather large varicose vein in my left thigh. Every time I go through a TSA checkpoint I'm asked if I have something in my pocket. I explain its a vein, and the officer usually asks if he/she can do a pat down. I have no problem with a pat down. However, yesterday, while traveling from Fresno, CA to Portland, OR, the officer, who had already done a pat down, said she needed to have visual confirmation and would be willing to show it. I said I'd have to pull down my pants. She then said she would take me to a private screening room. So, we waited for another female officer and went to the screening room where I pulled my pants down and she was able to visually confirm a large vein sticking out. Now, I understand the need for safety, but seriously, Am I going to have to do this every time I fly now? Please tell me what you suggest....

5/22/2015

12:20:39

PM

Thank you, (b)(6)

Sent from my iPad

Caller wanted to file a major complaint against (b)(6) who works at OKC. She has flown every week for almost five years. She works for a company that makes the software for the TSA scanners. She is a cancer patient. She always opts out of the AIT. She was flying standby today at 12:06 pm on American Airlines. She went through the checkpoint at approximately 11 am. She opted out of the AIT. The guy standing next to the scanner asked her to stand next to the scanner. She refused to stand next to the scanner. He made a smart comment to her. He told her that if she has been there for five weeks she should know to stand over there. He told her that if she works around the equipment he does not understand why she did not want to stand next to the scanner. The TSO came to do her patdown. She patted down her private area twice and then she called another agent to give her another patdown. She was taken into a room for a private screening. She had to pull her sanitary napkin out in front of them. It was thrown in the garbage. She stated that both TSO's rammed their hands up her crotch. They told her that she still did not pass and there was still something there. A supervisor was called. The supervisor was very nice. The supervisor did a patdown and told the TSO that she did not feel anything. (b)(6) told the supervisor that there was something there. The supervisor rammed her hands into her crotch and told them that there was nothing there. She said that they were so mean and rude to her. (b)(6) asked her if she does not want her things. She told her no. She said that she walked over and got her items. The TSO then swabbed her hands. They were clear. (b)(6) saw her looking at her name tag. She put her name tag in the callers face and told her that her name was (b)(6) if she wants to file a complaint. She said that the rammed their hands into her crotch a total of 8 times. Caller was very upset.

5/22/2015

1:24:08

PM

CSM RFI---Mishandling RFI

REASON for the call: The caller always opts out of the AIT screening, but has two negative experiences recently with the TSOs. She feels that the TSOs punish her when she opts out by making her wait a long time for a patdown. Additionally, her items have already went through the screening, and were on the other side of the screening area. She indicated that no one was watching these items, and anyone could have taken them. After waiting for a long time at OAK, she started to ask a male TSO if he could make sure her personal property was safe. He cut her off before she could finish the question, and told her that this was her fault for opting out. He then started asking her why she opted out, as it does not use x-ray technology. She did not want to argue with him, so she just said that it was her decision. She was told again that the lengthy wait time was her fault for opting out, and she feels that the TSOs at these two airports punish someone who opts out. She also believes that there should be a better system for watching a passengers personal property.

5/23/2015

9:49:24
AM

Date Time: May 23, 2015: 7:30 AM
Gate Terminal: Terminal 2
Airport: OAK
Airline: Southwest Airlines
Flight #: Not Provided.
Time of Incident: Around 7:00 AM

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 5/23/2015 1:26:17 PM Airport : JAC - Jackson Hole Date/Time of Travel : 05/23/2015 1:15 PM Airline & Flight Number : DL 4546 Checkpoint/Area of Airport : Security Screening to get to gate TSA Employee: (If Known) :

5/23/2015

3:06:02
PM

Comment : I just had surgery to place a pacemaker and was told not to go through airport security for six weeks after getting the pacemaker. I have had the pacemaker for one week and was selected for TSA precheck. The TSA agent at precheck sent me over to the regular line for a patdown but when I showed the people at the scanner my medical card they sent me through the full body scanner anyways and did not offer a patdown.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/23/2015

5:28:16
PM

Caller stated he had a less than pleasant experience, getting a full work over screening yesterday. He stated that he did not appreciate his crotch getting touched and his butt getting touched. He does not know why he was chosen for a patdown. He said it was in front of everyone and he was not offered a private screening. He said that as soon as he presented his ID, the female TSA Officer who was checking him looked at his ID and boarding pass and told him to wait one moment but she was going to have to have her manager come over and they chose him for extra screening. He said something on his boarding pass may have triggered this. He went on to state he was at the Bozeman Montana Airport. He said the TSA agents weren't necessarily rude, however he is an Optometrist, and he feels he is a public figure and he cannot understand why he was subjected to this in public. He says if they had to do this extra screening on him, they should have taken him to a back room. He went on to state that his twin brother came through about an hour later and had the same thing happen to him, except for the patdown. He says he flew on Alaska and his brother flew on United. He said his brother told him that the female agent said to him, when he came through, didn't you just come through here? Then she told him they were going to have to give him extra screening too.

Complaint about Delta Security in Paris on flight DL0083 on 23 May
@08:30.

I was randomly selected for a search as I was boarding the flight from Paris to Atlanta.
I noticed as we were lined up like cattle to go through the shoot at the boarding line, that the security team was selecting only Americans whom were white. They only selected Americans whom did not look foreign.

The Security team was very anti-American with their verbal commands and actions.
I asked why I was selected and they told me it was random. I mentioned that the 8-10 other people that was being screened were random as well and they said yes.
I mentioned that their random search only selected white Americans. I complained that I did not want to be patted down by security and if they could use a wand. They told me I could not board the plane without the pat down and that this procedure was required by My American Government and they were only following directions from the TSA in America.
I of course had to submit to the pat down to leave.
The security manager said he knew that threatening me with not being able to board would resolve my complaint.

5/24/2015
9:16:46
AM

I told him they should select not only typical American looking folks but Arabs, Muslims etc. like the ones whom attacked America on September 11. He said those people had American passports as if it was Americas fault the hijackers got into our Country. They said they did not want to offend them? Yet they revel in offending American Citizens?
I do not care about politically correct or offending anyone in the Security Team in Paris, as they have no problem offending me and going overboard with their prejudice to offend me.
A typical white American.

(b)(6)

HYPERLINK (b)(6)

Thank you.

Good Evening.

I am writing to file a complaint against VMD-MT Security and the two agents who improperly and unprofessionally handled me on Friday, May 15, 2015 .

After passing through the scanner the airport in Rochester, NY TSO (b)(6) , asked to pat down my head. I asked, I thought TSA Agents were no longer allowed to pat African American womens head? She rudely and abruptly said, We re not TSA. If you don t want to cooperate, I will have to take you to another area and pat you down.

Because I was traveling with colleagues - white, male colleagues - and didn t want to cause a scene, I conceded and allowed her to pat my head.

Immediately after, I noticed the concern/shock on their faces. I felt violated and portrayed as a criminal. I stopped and asked to speak with a supervisor.

A gentleman approached (STSO (b)(6)) and offered to assist. I gave the same explanation, he replied, well, anybody can read anything on the internet. Again, more rude, abrupt, insulting behavior. He continued assert his knowledge by mentioning that he is a supervisor and trainer and knows all of the laws and regulations.

5/24/2015 9:16:49 AM When I referenced a lawsuit from the ACLU (b)(6) told him that I was in town visiting my employer s corporate office (also one of the largest employers in the city); and, cited my education and background - he then began to soften his tone and promise to do research on the matter.

I asked for a comment form, which he provided and included his name and the name of the female agent who patted my head.

Policies and procedures should be consistent across all agencies responsible for airport security. Every passenger should be treated with the utmost dignity and respect. And, agents who fail to do so should be reprimanded and removed from their posts immediately.

This is a very serious and sensitive matter at should be handled with urgency. I will forward this to the ACLU and to the attorney (b)(6) who brought forth this complaint. If you would like to discuss further, I can be reached at: (b)(6)

--

(b)(6)
(b)(6)

HYPERLINK (b)(6)

Caller stated that he is traveling now and there has been inconsistencies between airports that he would like to report. He stated that he flew from CLT on Friday and he had a workout bag with red bull drinks and lotions inside. He stated that he received a patdown and an explosives agent did testing on the items also. He stated that then the agent gave them back to him and told him that they are fine. He stated that this process made him miss his original flight. He stated that today he is flying from SWF and all the items were taken for being over the limit for the 3-1-1 rule.

Airport: CLT

Airline: US Air

Flight Number: 559

Date Time: 5 22 15 departed 4:00PM - original flight

5/24/2015 12:00:13 PM Terminal Gate: Caller does not know, but he thinks Delta terminal

Email Address: (b)(6)

Airport: SWF

Airline: US Air

Flight Number: 4799

Date Time: 5 24 15 departing 12:58PM

Terminal Gate: 8

Email Address: (b)(6)

Feedback Type : Complaint

Categories : Screening

5/24/2015 3:27:07 PM Current Date/Time : 5/24/2015 1:07:28 PM Airport : DEN - Denver International Date/Time of Travel : 05/24/2015 12:00 AM Airline & Flight Number : UA6475 Checkpoint/Area of Airport : Main terminal TSA Employee: (If Known) :

Comment : I used full body scan. On exiting the scanner, agent said he needed to pat down my abdomen. Why would he need to do that - i just got scanned. Then sell the machines if they work that poorly Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sir/Ma'am,

I write to alert you of a frustrating situation today at Logan Airport at 0530. While undergoing standard security precautions, my wife requested to opt-out of the millimeter scanner. She is pregnant with our first child, and we prefer to avoid the scanner.

We are both physicians, and are familiar with the ACR concerns with the technology. More saliently, my wife is an Obstetrician, and a literal expert in prenatal care and precautions. Finally, even if all of the above were not true, she chose to exercise her choice to avoid the millimeter scanner.

It was a decision she was forced to regret. She was immediately mocked and derided by the TSO on duty, Officer (b)(6). TSO (b)(6) began to childishly mimic my wife in a high pitched tone "ohhh, I'm a doctor, I know better." She tried repeatedly to force my wife through the millimeter scanner, stating "you're wasting our time," and sneering at my wife's polite insistence on the alternate pat-down procedure.

5/25/2015

9:42:34

AM

We alerted the STSO on duty, Officer (b)(6) who at first indicated that "there was nothing [he could] do." I asked for identifying information of the TSO in question, and was originally refused. When I asked to speak with the TSM on duty, STSO (b)(6) told me "there isn't one, I'm in charge here," and told me I could wait (until after my flight departed) to speak with the TSM. After a few minutes of persistence, I was able to obtain TSO (b)(6) name from the STSO.

I am extremely disappointed with my wife's treatment by the TSA this morning at Logan Airport. As a veteran naval officer, a medical director and advisor for many local and regional law enforcement agencies, and an active local politician, I have always supported and defended the TSA and its mission. It is inexcusable that my wife—a celebrated obstetric physician in her own right—was belittled and embarrassed for exercising her rights and expertise in defense of our unborn child.

I eagerly await a response and plan of action for Officer (b)(6) remediation.

S/

(b)(6)

I flew back from San Francisco to St Louis on the 2:35 flight through United on 6/23/2015. My experience with anything but pleasant. The first agent that I encountered and everyone there after, that was a agent, I informed them that I had a knee replacement. If at all possible I would like to go through the walk-through that will show that I've had a knee replacement and avoid the pat down. All agents were very busy socializing with each other and pretty much told me to tell the agent at the screening. In total I ask four agents to be able to walk through the Aircraft Embraer 175 (twin-jet) (b)(6)

5/25/2015

3:04:35

PM

screening device that would avoid the pat down. When I approached the walk-through, I informed the agent I did have a knee replacement. she said just come on through and stand over there. For the next 10 minutes she would intermittently announce "female assist". It appeared that there were three of the x-ray machines there but they were not open so because of that I got to be patted down by a very unpleasant woman.

I told her didn't he'll I should be treated as a criminal because I had my knee replaced. she then said, in a very condescending tone if you didn't want to be patted down, you should've told somebody before you got up here. I told her that I had told several of the agents before I got to that point and nothing was done. I did talk a little sternly because I was upset. These agents were very unprofessional and rude. Is there anything in the future I should try to avoid the pat down. I did everything I could think of and it did nothing to help. please look into this and respond to this email I would like to know if this is protocol for the agents to be more interested in conversing with each other, than dealing with the passengers and if the female women that pat you down are allowed to treat you like you have no rights. Why did this happen why was I not able to go through the other device?

Sent from my iPad

Dear TSA,

I am requesting an immediate explanation of why my 16 year old daughter was detained and forced to undergo a very disturbing "pat down" and deep challenge while going through security at MidWay airport in Chicago today. My daughter (b)(6) was flying from Chicago to Boston alone on:

Mon May 25
3794

5/26/2015

8:42:37

AM

Depart Chicago (Midway) (MDW) on Southwest Airlines at 07:20 AM
Arrive in Boston Logan (BOS) at 10:30 AM

We had checked with the airline and they had confirmed due to her age (16) she would only need her birth certificate and a picture I.D. to pass through security. However, when she arrived there your agent pulled her aside and brought her to bowels of the airport for questioning and physical pat down. Only after one of your agents realized her age did they stop and let her go. In fact, my daughter commented that your agent stated that "we are not even allowed to do this to a 16" year old. They didn't even have the courtesy to direct her back to the gate!

I would like to know why she was put through this ordeal, what action will be taken on the agent and the manager on duty. I am very concerned that none of your agents checked the age on her birth certificate and don't even seem to know the rules and law. I question what other mistakes are they making?

I request a clear response and written apology to this inquiry by the end of this week. I will follow up with a phone call if I do not hear back as requested and take whatever action I am allowed within the law.

The actions of the agents on duty were inappropriate and very concerning.

Regards, (b)(6)

To whom it may concern I am offices itly filing a complaint against the TSA agents and supervisors that handled my case at approximately 4:00pm in the terminal wing that goes to Southwest Airlines gates 1-40. I have documented the supervisors name that let all this harassment and lack of common sense transpire during a medical condition of a patient being transported from the mayo clinic to San Antonio texas for surgery. I am the individual who was harassed and fondled by at new TSA agent in training. I am going to make this brief because I am still in the hospital; it was so upsetting it took my blood pressure to 215\111; the Phoenix airport ems was begging the TSA agents to let me go because I was a stroke risk. Here are the facts:

1. I was in a wheel chair just been released for medical transport to San Antonio
2. Informed greeting officer of medical condition provided all medical documentation
3. Had notified Phoenix airport ems of my stroke like conditions and they had already set up triage area at edge of TSA to screen me
4. Was called over to get pat down from screener in training that was practicing on me and taking directions from supervisor
5. Trainee proceeded to stick her hands down my pants telling me my pants were too tight. I had a bowel blockage and she attempted to punch my stomach and lift up my clothes. She tried to get her hands under my bra and when she did it incorrectly her supervisor would say let s do it again!
6. I began to cry, shake and turn red. The ems told the TSA agents she is going down and the proceeded to fondle my body over and over because the trainee could not get it right.
7. I was having to sit back down to weakness and being threatened by the supervisor if I did not stand and cooperate I would be detained.

5/26/2015 8:42:54 AM
8. After a chemical check and letting this trainee stick her hands all over my body inappropriately I was released into ems triage area that showed I had an irregular heart beat by an EKG and 215\111 blood pressure. The Phoenix ems was very upset with the lack of common sense and putting someone s health at such risk with all the signs of danger, medical transport paperwork etc..
I have heard of cases like this but never dreamed that a ignorant trainee, trainee supervisor and the head of the TSA area would jeopardize someone s health. I would kindly request a confirmation of my complaint and I do have the name the supervisor. I am repulsed on how I was treated and want to make sure this never happens again.

Sincerely,

(b)(6)

Sent from my iPhone

Caller flew from Tunica MS yesterday and she had a pacemaker and could not go through the WTMD. She said that she was taken to the side and received a patdown. She said that she was told to wait that they needed to check her hands. She said that she waited for some time and then a TSO yelled at her get over there. She said that she told her you don t have to talk to me in that manor and said that the TSO then yelled I said get over there two more times. She said that the officer was one of the most rudest individuals she has every encountered in all of her years of flying. She said that they also took picture of her ID and board pass and she wants to know why. She is also requesting a call from the CSM letting her know what steps are taken to reprimand the TSO. She said that the TSO wrote her name down but it is hard to read she thinks it says (b)(6)

Departing: 11:00 am

5/26/2015 Airline: It was a charter flight with the Seasons

9:58:52 AM Flight #: NA

Time and Date:05\25\2015 She thinks it was 10:00 am or a little after when this occurred.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 5/26/2015 7:50:35 AM

5/26/2015 Name: (b)(6)

10:33:21 AM Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): J6 677, JFK Terminal 5, screening line 5, saturday 23 may 2015 around 7am.

Comments: I opted out of imaging screening and the employee (a short african-american man) directing people though the machine, didn't call for anybody to do pat-down for a long time. He was rude, mocking and at times threatening.

Later asking the (supposed) supervisor (b)(6) for a feedback/complaints form, she refused to hand one out without seeing IDs and boarding passes. She was also incredible rude.

You claim that opting out is our valid choice, so please stop this underhanded punishment of people who makes that choice, it's very dishonest.

Caller was at Phoenix airport at Southwest terminal 4 gate d security. Her son walks with four arms crutches and has leg braces as well and has to have a patdown. A TSA agent took his tray of belongings with her son that was 2 lanes over to have a patdown. He had all of his stuff in the tray and she told him to gather his stuff up after the screening was completed. Caller said her son was picking up her stuff and was meeting her and found at their flight was late. Caller said that they were eating at a restaurant in the airport when her son realized he did not have his watch. Caller said that she went back to the screening lane he was in and ask for some help find his watch. Caller said that one of the TSA agent was not helpful at all and the other male TSA agent searched for the watch. Caller said that the watch was not found and she finds it hard to believe that someone did not see this watch in the bin. Caller said that it is an expensive watch and she was told that there are cameras that can tell her what happened.

5/26/2015 Date and Time of Flight: 05 25 15 @ 7:10 pm
12:18:28 Departure Airport: PHX
PM Airline: Southwest
Gate: D
Terminal: 4
Flight #: 4460

Item: Inzieta with a black band and the face was chrome and it was a men s watch that is very heavy.

Reason for the call - She wanted to make a complaint about her patdown experience.

Airport - AEX
Airline - Delta
Flight Numbers - Does not know
Departure Times - 5:45 am
Arrival Times - She went through the checkpoint at approximately 5:20 am.
Date And Time of Incident - 5 24 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA

5/26/2015
3:32:30
PM
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged Item description - NA
Location Of Incident
Gate - She thinks she went through gate 2.
Terminal - Does not know
Phone Number - (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)

Special Notes - Caller flew from AEX to ATL. She lives in Springfield, VA. She is 83 years old. The checkpoint was moving very slowly. She had to take her shoes off at the checkpoint. She did not have to take her 3-1-1 bag out of the carry-on. She has an artificial knee and a plate and screws in her ankle. She set off an alarm and had to have a patdown. She set off an alarm in DCA on her previous flight. She said that they just used a wand on her knee. The TSO told her that she did not like doing the patdown any more than she liked getting the patdown and that she would prefer to patdown a good looking man. The TSO asked if she wanted to get a private patdown. The caller told her that she would prefer to do that. The TSO told her that she would have to get another female to assist her. The TSO told her that she may get a patdown and she may not. She was told that if she can not find anyone to assist she may miss her plane. The TSO told her that she did not arrive early enough. She said that she did arrive early enough. She agreed to allow the TSO to do the patdown in the public area. She wanted to make a complaint because she got a patdown in public view because they did not have anyone to assist the TSO. She stated that the TSO asked two men to leave and there was no one else at the gate. She was very upset. She did not get the name of the TSO. She said that she did not see a name tag on any of the agents.

Disability Description: Callers father, (b)(6), 92 is legally blind and was in a wheelchair.

Caller felt her father was treated very poorly by the TSO at the checkpoint.

A TSA male agent who was average build with white-grayish hair conducted the screening and was rude. He used a firm or rude tone with her elderly father.

5/26/2015

4:32:27

PM

He is 92 and legally blind. She had requested wheelchair assistance.

She went through security fine with the gate pass.

He was provided a wheelchair. Her dad was made to get out of the wheelchair. He was asked to get up and go through the AIT. The alarm was triggered by the contents in his pocket.

He was not told to empty his pockets. He was fussed at by the TSO for not emptying his pockets.

He then had a pat down. He was then fussed at again by the TSO for putting his money back into the pocket. He was permitted to go into the secured area after the pat down and after his hands were checked for gun powder residue.

IF he is over the age of 75, will she need to notify anyone?

Caller is a flight attendant for American airlines. She was going through DFW today and when she went through the screening process her hands tested positive for ETD. She was pulled aside for additional screening by a black male TSA agent. She told the TSO that she did not want to go through the AIT machine and opted for a pat down. The TSO pulled her aside and told her to wait for a female agent. She had to wait a very long time for the female agent to give her a pat down. She said that both female agents were very pleasant and respectful. While getting the pat down she said that the black male TSO yelled at her that you get a hundred thousand more radiation from flying on the plane then by going through the AIT machine. After her pat down she asked for the name of the black male TSO and found out that he was a supervisor and she believes his name is (b)(6). The supervisor over heard her asking for his name and became very aggressive towards her. He yelled as she was walking away asking for her name. He also made threats that he was going to file a report against her since she was going to file a complaint against him. She felt harassed and threatened by this TSA supervisor. She would like some assurance that the TSA supervisor will not be able to put her name on a list to where she would be pulled aside for additional screening every time she flies.

5/26/2015

4:35:06

PM

Date Time: 05/26/2015 2:30 pm

Gate Terminal: D22 Gate

Airport: DFW

Airline: American Airlines

Caller is wanting to file a complaint on a TSA employee, she wears a hearing aid and life alert and she was trying to explain to the TSA agent that she would not be able to go through the screening with her hearing aid in and she would need to place them in the bowl. Caller said the TSA agent starting yelling at her in front of every one and told her that she was able to keep them in for the screening. Caller said that once she went through the metal detector she ended up having to have a patdown and she was touching her in places that was uncomfortable for her and she was rude while doing that as well. Caller said that once she was screening and she place her hearing aids back in the TSA agent told her to never take them out again for the screening.

5/27/2015

9:02:23

AM

TSA Female Agent (b)(6)

Date and Time of Flight: 05/13/15 @ 6:05 PM

Departure Airport: TPA

Airline: Southwest

Flight #: 506

Gate Terminal: 31

REASON for the call: She flew from LAX and missed her flight because of additional screening that she received at the TSA checkpoint. Her baggage was physically inspected and she received a patdown. screening. She feels that TSOs were not mindful of the time frame and took longer than necessary to complete the additional screening. She arrived to the airport two hours prior to travel.

The female TSO (5'2", shorter hair, Caucasian) that conducted the patdown was very rude to her. She snapped at her to not touch her belongings on the conveyor belt.

She felt that she was put at risk as other passengers saw the electronics and other items that she was traveling with. She missed three days of work in regard to the incident (two days of travel and one day of recovery once she arrived to her destination). She indicated that she had to spend 14 hours at the airport and had to spend money to feed herself.

5/27/2015 She indicated that she will call back with additional itinerary information.

12:04:18

PM Date Time: 5/6/15 She doesn't recall the time that she was at the checkpoint. Her flight was scheduled to depart at approximately 1pm. She doesn't have the exact time.
Gate Terminal: Gate B43
Airport: LAX
Airline: American
Flight #: NA
Bag tag # (10 digit): NA
Bag Description: NA
NOI: NA

Caller is at an airport and she feels she was mistreated by an agent during screening. She is traveling with an infant and had her infant in a sling. She wanted to wear the sling with the infant in it for screening. She knew she would have a patdown due to the infant sling. Her complaint is on Supervisor (b)(6). He told her she would get a patdown and would have to remove the child from the sling. She was made to take the child out of the sling and he was rude and loud about it. She asked why she had to remove the child from the sling and he was very loud as he told her this was the policy. She asked why because she was allowed to leave the infant in the sling for her departing flight. She then started asking another agent about who to report the supervisor too. The supervisor told her she did not need to speak to anyone else. Once screening was done he followed her and kept answering for anyone else she spoke too. She says she felt he was harassing her. He was a larger man.

I ask her if she wanted me to provide her general information for screening of a baby sling? Yes

CSM RFI--- Mishandling RFI
REASON for the call: Screener rudeness

5/27/2015 Date Time: 05-27-15 at 3:41 pm

3:35:29 Gate Terminal: C

PM Airport: BWI
Airline: Spirit
Flight #: 113

Special Notes:

Reason for the call: Caller was in LGA on Monday. He has a medical condition where he can't be exposed to radiation. He told someone that he preferred a patdown. It was not busy. He was told he needed to wait. He waited 35 minutes. He was told it would take another hour at that point. A pregnant woman also did not want to go through the AIT. She was also told she would have to wait an hour. In order to not miss their flight, they went through the AIT after all.

Date and Time (departure time and arrival time): 5-25-15 @ 2:29 p.m.

Gate Terminal: Terminal C

Airport: LGA

Airline: Delta

5/28/2015 Flight Number: DL3659

3:16:29 Baggage tag number (10 digits): NA

PM Description of Baggage: NA
Missing/Damaged item description: NA
NOI: NA

Anything on the NOI: NA

Special Notes: TSO conducting the screening was about 25, possibly Puerto Rican, 5'8" and he had a thin beard at the jaw. The supervisor was a short woman and she had just returned from vacation and that was the reason she could not provide her name. The team leader was black. He covered his badge and was covering for the TSO. He said he had just came in. He was about 60. He took pictures and will email those to us.

Reason for the call: Caller wanted to make a complaint on a TSO in DAL. She states the TSO was atrocious. She travels every week and has never gone through anything like that. She asked the TSO if she could step in to the AIT. The TSO called an STSO and asked her if she could give her a patdown. She explained to the STSO that she has blisters. The STSO told her to call in the complaint. The TSO said that she needed to wait since the AIT was stinky and needed to be cleaned.

Date and Time (departure time and arrival time): The original departure time was 7:35 p.m., but it was delayed to 8:25 p.m. She went through security at 6:05 p.m.

Gate Terminal: Terminal only one, Gate 19

Airport: DAL

Airline: SW

Flight Number: 3834

Baggage tag number (10 digits): NA

Description of Baggage: NA

Missing Damaged item description: NA

NOI: NA

Anything on the NOI: NA

Special Notes: TSO's description: Female, about 5'1", had her hair pulled up in a pony tail with a clip, Hispanic and in her late 40s. She could barely speak English but she understood. Supervisor knew and asked her to follow her.

To Whom It May Concern:

On Monday, May 25, 2015 at approximately 5:00 a.m. EDT at the Richmond International Airport, I experienced an uncomfortable and inappropriate pat-down. After going through the metal detector, there was an alarm on private areas of my body. I had on a loose fitting dress. The female attendant told me to lift my arm and spread my legs in front of about 10 men. She proceeded to pat my leg up to my groin area, then she cuffed my private body part there in front of the group of male employees. I was so startled that I slightly jumped. She then went up the back of my leg and cuffed the backside of my behind. This process was truly uncalled for because the metal detector only showed an alarm on my front side.

The female attendee never informed me of my right to go to a private area for the pat-down. It was truly a humiliating experience, and I would like TSA to rectify this problem.

Please feel free to contact me at (b)(6) or return my email message.

Thank you,

(b)(6)

My family and I were flying out of SMF on May 30th 2015 and we went through a few hours early just to avoid issues. We were all listed as TSA Pre except my daughter. So we went through TSA Pre my daughter, who is a minor age 15, was told she could not go through with the rest of the family because she was not a minor, over the age of 14. Is this procedure true? When does TSA get to flex the age and divide the child from their parent. Thankfully my wife went with her but then my wife was pulled aside and had a pat down inspection because she helped educate our daughter on what was going to happen. It wasn't a horrible experience but it was my daughter's second time flying and a bad one for her. We spent the night before educating our children on how TSA works so they would understand and this happened. My only question is if the law says 18 and younger is a minor, and that's on the TSA website where I got this email. Why was it changed? Why separate a minor from their parents? It just did not seem professional in any manner. Anyways thanks for reading this. Hopefully either an employee will get trained better or the public will get information about TSA's own age laws.

I was leaving Waco this afternoon 5/30 and had a very negative experience and also witnessed a poor 80+ woman left standing waiting for a pat down simply because she has artificial hips. She stood over 5 minutes just waiting. My personal experience was due to something reportedly showing up on my hands, quite ridiculous in itself. All my baggage checked and I was subjected to a very rude and invasive pat down. None of this is helping airline security.

(b)(6)

Submitted on Sunday, May 31, 2015 - 00:37 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Association
- Profiling
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Fort Worth

State: Texas

Zip Code (Post Code): 76155

Other:

Email: (b)(6)

5/31/2015
9:13:37
AM

==Incident Information==

When did this happen? 05\30\2015

Where did this happen? TEXAS - DFW - Dallas/Fort Worth

International

What happened? Touching Flights Attendants in places they shouldn't. I came through the Known Crew member today at D22 and the tsa female agent swiped my hands and on the machine came up Explosive Residue detected so I went through the full body scan machine and my bags went through the ex-ray machine, then the same lady at the known crew member desk came over to me while a male tsa agent searched my bags. While this lady was asking me to

5/31/2015 11:05:37 AM Caller said the last 2 times she has flown she has been patted down and has had her hands checked for explosives and her luggage was inspected on her last flight. Caller wanted to know if it was normal for a person to be patted down twice in a row. She wanted to know if the baggage inspection was related to the patdown.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

5/31/2015

5:11:07

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Portland International Airport

What was the date and approximate time of the incident?

Caller and his wife through security at Atlantic City Jersey NJ and she was taken into the back room and was groped. Caller said that they made every one wait in lines and pulled her aside with 2 females in a private screening. Caller is wanting to know why they did not follow the procedures and made every one wait, caller said that they would not let any one go through the metal detector and made everyone go through the xray machine. Caller said that his wife feels like she was raped and she is very upset by the screening. and he is going to contact his congressman and she feels like she was raped. They did not let them go through the metal detector and made them go through the AIT. once she went through the AIT they pulled her aside and did additional screening and it was in a private screening and then groped her. Caller said that he is going to contact his congressman and the President, he is wanting to make sure this is resolved and he is not letting this go until someone is fired. Caller said that his wife will not even speak and is very upset by the groping.

6/1/2015

11:05:17

AM

Date and Time: 06/01/15 @ 11:00 AM

Airport: Atlantic City NJ

Airline: Spirit

Flight #: N/A

Terminal Gate: 5

TSA Agent: Female Black Supervisor

TSA Agent: Did not get name (Female)

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6/1/2015 11:05:17 AM
Date and Time: 06/01/15 @ 11:00 AM
Airport: Atlantic City NJ
Airline: Spirit
Flight #: N/A
Terminal Gate: 5

TSA Agent: Female Black Supervisor
TSA Agent: Did not get name (Female)

Hello -

I've just passed through the TSA Pre-check and SFO Terminal 3 at approximately 7:20 AM PDT. For some reason, I set off an alarm, and my hands tested positive for explosives on the hand swipe. I had gone about my daily routine this morning, and had not knowingly been in contact with anything explosive. After a thorough check of my hand carry articles and a private full body pat down. I was deemed cleared to fly. I'm writing because the female agent doing the pat down was simply cold, offering no apology for my inconvenience, and I think that should be part of the "all clear" procedure.

6/1/2015 12:14:42 PM
Sincerely,

(b)(6)
(b)(6)
Kailua-Kona, HI 96740

I was being pat down at rdu today by a tsa officer. His last name starts with an f -- (b)(6) or something like that. He had square frame black glasses.

During his screen of my front belt loop, he reached his hand down my pants much further than was appropriate, and much further than in any of the dozens of other tsa screens. His hand was against my public hair and very near to my penis. I felt extremely violated, and that this incident was borderline sexual assault.

6/1/2015 12:15:15 PM
I raised the issue with his supervisor and manager. They said that they would watch him but said there was nothing else they could do. The manager also admitted that the office in question was new. Why the was he not being supervised during his searches? The supervisor was on the other side of security out of sight and I had Togo look for her.

I find it frightening that if a tsa officer goes beyond there limits and gropes someone, that there is nothing a supervisor can do about it. They didn t every record my complaint beyond a verbal acknowledgement.

There should be someone overseeing all pay downs so this doesn t continue. There should be proper training so this doesn t happen at all. My complaint should have been taken more seriously and recorded in writing by the tsa officer in charge.

(b)(6)

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(b)(6)

6/1/2015 12:16:45 PM Caller said on 05/20/15 she had an issue at the St Thomas airport she received a patdown and her bag was searched. She felt like a criminal in front of her 5 year old daughter. She had her bag checked because the laptop was still in her bag. She says she forgot to take it out. They told her they had to do a hand check. When he checked the laptop with explosive trace detection. Then he checked inside and he said there was an alarm. They told her to go through a patdown. She don't think all the search was needed. She was told that she received the secondary screening because she left her laptop inside the bag and needs to know why she received a secondary screening.

Disability Description: Caller wants to file a complaint regarding his CPAP.

Incident Details: The caller traveled last Friday from Phoenix to Dallas. His CPAP machine was confiscated at the PHX airport. They told him there is a dark area that could not be resolved on the x ray. They were going to permit him to check the CPAP but he did not have time to go back and do this. Caller felt that this was a failure to accommodate his disability because he needed the CPAP in carry on. He did not have time to check it. Caller feels the TSO who did the pat down did not follow proper procedure because he didn't change his gloves after the first pat down. He told him when he done the patdown that he had to bring someone else to inspect the machine. Caller wants to retrieve his CPAP and file a complaint.

6/1/2015 2:16:14 PM Date Time: 05/29/15
Gate Terminal: Terminal 4, Gate C4
Airport: PHX
Airline: Southwest
Flight #: 949

To Whom It May Concern:

I frequently fly from LAX to SFO and back. I usually get "pre" at LAX but often don't when flying out of SFO. I always opt for the pat down rather than go through the machine. However, at the Southwest Terminal at SFO the wait is almost always at least 20 minutes or so for a female assist. I don't care if it's a male assist but they say that is not allowed.

I believe they should have more females available for the pat downs since the males never seem to have trouble getting through. (By the way, the times I've opted for a pat down at LAX the wait time was not excessive – just at SFO.)

6/1/2015 4:24:02 PM I welcome your response.

Thank you for your assistance.

Sincerely,

(b)(6)

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/1/2015 3:07:55 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 05/31/2015 10:30 AM Airline & Flight Number : Delta to Atlanta Checkpoint/Area of Airport : TSA check point TSA Employee: (If Known) :

6/1/2015 4:24:14 PM Comment : You should know that both my husband and I were randomly selected for the imaging machine (preTSA check) and for both of us false readings were registered. Seems to us that your machines may require adjustment since post pat downs nothing was found. Seems like a waste of your valuable resources to be patting down a retired federal law enforcement agent and his spouse. We appreciate all that you do and providing feedback to assist in your continuous improvement program.

Would you like a response? : True

Passenger's Name (b)(6) and (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have flown twice with my one-year-old daughter since her operation to implant her with a pacemaker. Each time, my daughter passes through without incident and *I* (her mother) am subjected to an intense pat-down while both my children watch and while all of our earthly belongings sit unattended at the end of a conveyor belt.

After being humiliated the first time in the Las Vegas airport and being late for our flight while waiting for a female officer and a conference between several officers that didn't seem to know how to handle our situation, I took my mother along for the second flight. We requested that my mother be screened, and then take possession of the infant so that I could go through the scanner. This request was denied without further explanation. I find the whole process of being personally screened in this manner degrading, humiliating, upsetting and just down-right discriminatory. My daughter has a medical device. We have a card proving it. Why should other members of her family be subject to this extra screening? There has to be a better way to handle this and I hope that you can help me to determine what that is before our next flight.

6/1/2015
6:46:31
PM

Thank you,

(b)(6)

Folks,

My god daughter (b)(6) had two bottles of Victoria Secret perfume confiscated in her checked bags by an agent Wood at the Orlando airport tonight. Southwest Flight 1800. Agent (b)(6) brought (b)(6) bag past security, treated her in an unprofessional manner, even physically patting her down physically after she had already cleared security. (b)(6) then took the bottles worth \$50 USD with her.

OK I am a frequent flyer and I have never heard of such a thing. I just went to Jamaica last week with a bottle of cologne in my checked bag and no one on either side questioned or confiscated my goods. The additional pat down and the confiscation of woman's perfume by a female agent seems highly inappropriate, and I would like evidence of the perfume's destruction if it is deemed to pose a security risk.

My family has served law enforcement in the Philadelphia Police, the FBI and the IRS and I have never heard of such a thing. All of my uncle's have served in the military, my father in special forces. I have a call into my cousin who still serves this country to find out if checked on perfume has been added on to our country's list of banned goods. Walk in my shoes and tell me if this seems right to you. I honor what you do, I depend on you for my security. . But this incident crossed the line. If Agent (b)(6) is sporting Victoria Secret perfume, I will be very upset. It is definitely news worthy since (b)(6) is a disabled Latina. Please respond as soon as you are able.

Respectfully,

(b)(6)

6/1/2015
9:09:21
PM

(b)(6)

(b)(6)

DISCLAIMER:

This message is intended only for the use of the individual or entity to which it is directed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately by reply e-mail and delete the message and any attachment.

Disability Description: Caller said she wanted to report an incident.

Incident Details: Caller flew from Richmond, VA on 5-27-15 and was at the checkpoint about 5:30 -5:45 PM. She works for US Air American and comes through all the time and she has an ostomy.

She said about 6 years ago she gave the assistant manager to (b)(6) a slip from her doctor about it.

6/2/2015
8:03:51
AM

When she came through on 5-27-15 the first TSO, a female (name unknown but she is about 5 ft 6 inches Caucasian) asked if she had something on her body. Caller told the TSO she did and the TSO asked that she remove it. When she refused to remove it the TSO said she was not comfortable to let her through and she called a male supervisor over and then he called a Male Manager over. One was about 5 ft. 4 inches older man with salt and pepper hair about 60 and one the second male was about 5ft 5 and wearing a suit with closely shaven hair -mid 50 s

Next a female Supervisor was called over (did not know name but she was a light skinned black female) and that TSO took her to a private area and she had her to conduct a self pat down of the area and she swabbed her hands.

About a year ago she spoke with Manager (b)(6) about a similar situation and the caller feels since then they singled her out this time because of that previous incident.

She said she knows all about CR-49 and she is prepared to file a written complaint about disability discrimination and she will call Richmond Channel 12 so TSA will be in the news if she does not get satisfaction.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/2/2015 11:03:39 AM

6/2/2015
12:45:30
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight United airlines 117 to Hong Kong terminal C gate 102 Newark liberty.:

Comments: I was subjected to a hair pat down that was uncomfortable and felt very much like a violation of my person. My hair is not a storage compartment. The TSA guard was touching and patting my hair and I felt very embarrassed and uncomfortable. This occurred at Newark liberty international. This is very rude. My hair is not a hazard nor disruptive. I'm fairly certain this is an illegal action.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/2/2015 12:14:05 PM

6/2/2015
2:19:37
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UAL #1644(10:28am departure) United Hartford/Bradley (BDL) May 20, 2015...

Comments: I have 2 new artificial hips plus an unstable SI joint. The screener that did the pat down had a RAMBO attitude. He is the first TSA agent that forced me to remove the fabric belt that stabilizes my SI-joint and helps keep my back from going out. I have had a lot of pat downs, but this agent is the first agent that squeezed my skin so hard that it hurt. When I asked that he take it easy, he just said "this is my job". If it is the this person's job to remove my bones through my skin then the TSA needs to find him a different job. I did not get a name but he was 35-40 with a completely shaven head, and a RAMBO attitude. The screening occurred at 8:00AM May 20, 2015.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/2/2015 12:38:50 PM Airport : PHL - Philadelphia International Date/Time of Travel : 06/02/2015 Airline & Flight Number : Philadelphia Checkpoint/Area of Airport : US Air TSA Employee: (If Known) : (b)(6) Comment : Are you people mentally retarded. I went through the paperwork for pre screen. I took 3 birth certificates, 2 expired passports my driver's license and my concealed carry permit as well as a half dozen credit cards. Drove all the way to Fort Washington and you turds have a problem that my birth certificate has a middle initial and all of my other information does not have the middle initial. Now you understand why we have no trust in our government. Now you know why we call you Too Stupid for America. I always arrive early so your pat downs don't bother me. Every time they touch my leg I start moaning. I can't wait for the next time I go through and some retard pulls me aside. I have plenty of time. I'm going to pretend I only speak spanish and pretend I'm illegal. I will probably get better treatment.

6/2/2015
2:20:28
PM

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

This is the 2nd time filing this complaint. I have yet to receive a response from the first complaint.

Flying back from Las Vegas on April 28, 2015 I asked to have a pat down instead of going through the body scanner. I have a long history of cancer in my family and I am not going to take any chances with it. A blonde woman in her 50's in TSA uniform got visibly upset when I asked for a pat down instead and moved me to the side out of line. She told me "this might take a while" with a really nasty tone in her voice. She then proceeded to yell at other travelers going through the line. After about 20 minutes of waiting she turned around to another TSA agent who had been sitting there the whole time and said "body check". He then came over and we did the body check and I proceeded to my flight.

6/2/2015
6:27:58
PM

The fact that she kept me waiting intentionally for 20 minutes in retribution over me slightly inconveniencing her routine is unacceptable. The TSA agent who was doing the pat downs was sitting there the whole time. It was obvious that she has a problem with people with disabilities. I am a veteran, and I didn't serve my country to have someone disrespect me for asking a simple and legal request.

I expect a response this time to this complaint.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/2/2015 7:35:17 PM

6/2/2015
8:04:25
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Flight 2251k, Sunday May 31, 2015

Comments: On Sunday we checked in, received our boarding passes, and went through security as instructed for our Alaska Airlines flight from Portland, Oregon to Reno, Nevada. Following that, we ate lunch in the airport, and then began to board our flight. It was at this point that (b)(6) was pulled out of line and told that the TSA had made a mistake, and that he required additional screening. Eventually (b)(6) was also forced to get off of the plane to facilitate this. The lengthy, secondary screening process caused us to miss our flight, which was the only direct flight of the day. We arrived to the airport with plenty of time for this screening. Had TSA not made an error. Due to this error, we had to connect through another city, making our hour and fifteen minute flight into a 9 hour ordeal. The TSA had no reason to search us, and if additional screening was necessary, it was the responsibility of your agents to do so prior to allowing us to pass through security. We were incredibly inconvenienced by having to miss our flight, humiliated by the way we were treated, and suffered a significant cost as a result of this. Furthermore, the TSA officers we dealt with were rude, refused to offer us any explanations, and made threatening comments when we asked for an explanation as to why we were being forced to miss our flight. We were threatened with arrest for asking for an explanation. This entire situation is unacceptable, and we would like to be contacted by TSA regarding this practice.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/3/2015 6:20:07 AM

6/3/2015
8:37:30
AM

Name: bs

Email: (b)(6)

Complaints: My Complaint is Not Listed Here.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): tsa - worthless - why isnt that a category??

i was on 0988 united from iad(wash dc) to led(seattle) tuesday 02 june 15 in iad(wash dc) before boarding flight.

Comments: just absolutely worthless and nothing but harassment, we migrate through this disgusting long line, only to get to the 'breakdown' point and find that they change the ropes so that people that never had to do 'migrate' for 20 minutes are put ahead of people that did. we 'tray up' taking off belts/shoes, but tsa that is supposed to be there monitoring line, is over having 'rap' session with another, so nobody pushes their trays through, there are at least ten trays there stopped, this black tsa woman comes over and shouts you have to push tray through, but of course where had she been and where was help, so go thru the pat down check point, they harass and then we wait another 18 minutes for junk to come through trays in another worthless line. who wasnt working the black person came over and didnt push anything, the black person sitting at the tray machine, the idiot that went off for rap session with another non-working idiot?? 4 people there doing nothing and it takes over 30 minutes just to get through this garbage??!! fire everyone, start over and hire people that speak english and made it thru highschool, maybe!!!! i believe we should cooperate with law enforcement for safety and crime prevention but this is pure dysfunctional harassment!!!!

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/3/2015 2:21:30 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight UA525/united/ San Francisco/ Gate 65/

Comments: I am very disappointed and troubled by the treatment I received from two TSA agents from my flight back from San Francisco to Los Angeles on May 25th around 5:15pm. My crutches were placed through the metal detector so I opted to go through the pat down again as to avoid further injury to my ankle. The female agent that did my pat down at the San Francisco airport was rude and unprofessional. First she rushed my friend and the staff member assisting me with the wheelchair I requested, because she said she could not start the pat down without my things being brought over. I told the TSA agent that it was ok with me if she started but she complained that people tend to be too worried about their things, which I found the revelation and her demeanor uncalled for. Also this was a protocol inconsistency in comparison with my experience at LAX airport a few days prior, where the agent did the pat down/screening first and allowed my friend time to gather our things. After my things were brought over, the TSA agent went ahead and explained the pat down procedure, I also informed her about my injured ankle before she started. The female agent proceeded to swiftly graze her fingers over my head and squeeze my hair bun, which took me off guard because she did not tell me she was going to do that so I was not expecting it. I simply asked her about it, but the TSA agent became agitated and responded with "Yes we do this, do you want to speak to a supervisor." I told her there was no need that is was ok for her to continue with the screening. The professional thing for the agent to have done was to keep her composure and provide me with some clarity but instead she very rudely said to me "well for my safety I need to call a supervisor over." I started to feel uncomfortable with the situation. Then right behind me the agent flagged a supervisor (b)(6) down and told her "they are asking questions about procedures and I do not feel comfortable any more can you observe the screening." I felt confused as to how a simple question was escalating to such a degree. Supervisor (b)(6) came over and did not introduce herself, I just went ahead and explained my question to which she responded in a condescending tone "Well in San Francisco we do check everyone's hair." I just shared that I noticed a difference in protocols between the two airports and ask for the pat down/screening to proceed. I was really uncomfortable having another TSA agent just standing right next to me watching. The first female agent continued with the pat down screening, but did so roughly between my breasts and up my thighs twice. She used the palm of her hand when she said she would use the back of her hand up my legs and thighs, her hands were mere inches away from my crotch area too. She put a lot of pressure on my legs as she inspected them. The female agent also grabbed the ankle I had told her was injured and she caused me to wince in pain. She did not apologize, she simply got up and brought over what looked like paper squares to test my shoes (another protocol inconsistency: at LAX the agent explained everything professionally and in detail, which made me feel safe and comfortable. The agent at LAX did not touch my injured ankle, simply used those paper squares and she did not go as high up my thigh or put so much pressure on my body) While the San Francisco TSA agent went to check the results from my shoe test, I asked my friend who was traveling with me to please grab my sun glasses for me so that I would not forget them. Supervisor (b)(6) then yelled at my friend "she is not cleared she can't touch them." At no point was it explained to me that I could not grab my sunglasses, the agent at the start simply said she was putting them on the side for me. I did not ask for my glasses to be given to me, but simply kept for me. After I reiterated this to Supervisor (b)(6) she allowed my friend to grab my sunglasses. The female agent then came back and asked me to lift up my shirt high so that she can check my waistband, another thing she did not tell me before hand. I said no because I felt uncomfortable exposing my stomach in a public place, to which the female agent condescendingly replied with "That's why I asked you if you wanted a private room" then supervisor (b)(6) told me I could just left up my shirt a bit, to which I did. The female agent seemed bothered as she tugged roughly around my waistband. The agent then asked me to move around in the wheel chair left, right, forward and back because she needed to inspect the wheel chair. This was another protocol inconsistency because she did not initially inform me that she was going to check the wheel chair. I honestly do not understand why she would need to if the wheelchair belonged to the airport and an airport staff member was assisting me. If TSA agents distrust airport staff, then there's a whole other security issue that needs to be dealt with internally. I did not experience a wheelchair check at LAX either besides the moving from left to right in the chair. I decided to then just stand without my crutches, tolerating pain and further injury so that the

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/3/2015 8:35:11 AM Airport : SLC - Salt Lake City International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Please don't say 'you're good' after a pat down or other scan. It's like you are passing judgement. Like we are guilty till you've proven us innocent. Please just say thank you. This guy just kept saying you're good to everyone like they had passed his test. Very annoying.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is very upset about the screening at the Columbus airport this morning.

He would like to speak with manager. He has 4 S's on the boarding pass.

He was pulled out of line after he had gone through the AIT and had a patdown. The TSO stated he was randomly selected.

His genitals were rubbed.

Why is the policy a procedure? Does he have the option to opt out of it if he did not want to be subjected to it?

He has flown 100 times in the past 3 years and this has never occurred before.

The physical patdown and rubdown was very unwanted and he was very unhappy with the experience.

The hand was rubbed down his leg and on the genitals and it was very uncomfortable.

Submitted on Wednesday, June 3, 2015 - 11:45 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- National Origin
- Race \ Ethnicity
- Unreasonable Search \ Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:

Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Dallas

State: Texas

Zip Code (Post Code): 75206

Other:

Email:

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Daughter

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant: (b)(6)

City: Dallas

State: Texas

Zip Code (Post Code): 75206

Other:

6/3/2015
12:18:41
PM

6/3/2015
4:46:41
PM

Caller states that she just LAS and when she arrived to the TSA checkpoint her purse was dumped out and so too was her make up bag. Caller states that the officer, a short, black woman that wore glasses with the disposition of a venomous snake was extremely rude to her and the caller feels that she was treated very poorly. Caller, after having explained to her, understand that her LGA s needed to be in a quart sized bag. Caller states that she left Hobby she had the exact same belongings packed the exact same way and there was no issues when she left Hobby. Caller is completely appalled at the way she was treated in LAS. Caller states that contained in her makeup bag was MAC makeup including powders and brushes. Caller states that she had to undergo a pat down which she feels was not needed.

From: (b)(6)
Sent: Wednesday, June 03, 2015 8:55 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/3/2015 8:54:39 PM

6/3/2015
9:00:10
PM

Name: (b)(6)
Email: (b)(6)
HYPERLINK (b)(6)
Complaints:
Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Gulfport Airport on June 2 at 10am. Flying to Clearwater FL.
Comments:

Lines were long and only one agent checking passenger I'd. A lady about 90 (at least) in a wheel chair was in front of me. She had a prescreened card in her hand. Rather than wand her down they made her get out of her chair and walk through the scanner this woman was very unsteady on her feet yet they still asked her to put her arms up over her head! (She still had her prescreened card in her hand!) they took forever to get her wheel chair to her on the other side. Because she was taking so long and the lines were backing up they started letting the younger more physically fit passengers behind me just walk through the metal detector! These agents are in real need of some serious training! I felt they jeopardized this woman's health and were lax in screening those behind me! Even the younger woman with a dog just lifted the ropes and moved over and walked through the metal detector and no one questioned her or seem to notice! I have flown often and I will say this is probably the first time I have felt uncomfortable about safety issues.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/4/2015 12:52:21 PM

6/4/2015
3:21:01
PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American flight 340 6/4/15
Security check point near gate C20r

Comments: I do not use the scanner, always request a pat down. Always had highly professional TSA agents. Until today. I had the displeasure of being received by (b)(6). He began by saying that it was time for my free massage. Then yelled at me when I walked too far ahead of him. Asked me to get my stuff, then told me to put it down because he hadn't given me permission to touch it. I asked for his supervisor. He said he WAS the supervisor. I asked for his superior, he said that he "was in charge of this." He had a different agent do the actual pat down. When that was over I asked for his name. THEN he said that he could call a manager. I waited 5 minutes. No action on his part. I asked someone else. The manager's name is (b)(6). Never showed up. (b)(6) returned and said he was "just having fun" and that he didn't call (b)(6) because I didn't specifically ask for a "manager." I expressed dissatisfaction and the agent who was with him asked if he wanted DPS to be called. When TSA has egg on its face in the national media, this is the time for seriousness and courtesy at security check points, not humor and rudeness.

Hello. I recently received my TSA Pre number (b)(6), which would be great IF body scanners were placed in areas where TSA Pre entered security. I travel frequently between Denver and Kansas City and neither airport has a body scanner in the TSA pre line. This is very frustrating and also time consuming. Paying the money to become TSA pre should come with some benefits; however, I have a replaced knee and do not want to go through the pat down process (I am sure you can understand why). However, even though I have TSA pre, I end up having to go through the regular and often long line in order to go through a body scanner.

Given that more and more people are going through the TSA pre process, I am hopeful you will start putting body scanners in TSA pre lines.

6/4/2015
6:15:39
PM

Thank you,

(b)(6)

I am sitting at gate E5 waiting for a flight to MSP at 7pm. I just went through your check point to get to this point. I opted out of the scan machine. I dont like the options of a pat down and understand the existing procedures dictate a pat down. I accepted this unpleasant experience. I waited for a male assist. A tsa man greeted me and asked me to follow him. I got a feeling in my stomach that the man who was the chosen one to do the pat down was a homosexual man. I am aware of my surroundings. I listened to his voice and herd the hints of what I became very uncomfortable about and decided then and there if I felt the man was a homosexual I didn't want him touching me so I asked for another tsa agent to do the pat down. The man I didn't feel comfortable with did his job at that moment perfect and gave me an option I did feel more comfortable with. I waited for instruction to proceed to where ever I needed to go to complete the pat down and herd the same tsa man I didn't want patting me down say something to the effect of "sir I would have enjoyed it as much as you". That statement at that moment was so unprofessional words don't do justice to the levels of upset I am as I sit here writing this complaint. I asked to speak with a supervisor and one appeared within a minute. The tsa agent (b)(6) at Echo check point handled the situation after I requested it. He was professional and dealt with my complaint with dignity. I am a heterosexual male who is not here to make a big deal about a man being gay or not. I could care less what someone does in the privacy of their own home. I do care about someone who I feel may be a homosexual touching me in ways I feel would NEVER allow in ANY other situation. I was violated by opting out of the procedure in place. I am anxious enough about having to allow a male touch me in areas any other place on the planet besides a Dr office would be a sexual assault. I feel very violated and concerned that the dog and pony show the tsa became a complete waste of tax payers money on the facade of 19 men from the middle east hijacked 4 airplanes and took down 3 buildings. 2 out of the 4 planes hitting only 2 buildings..what hit building 7? The tsa is a joke. The state department already admitted that the underwear bomber was placed on the plane by another agency...(cia) and the experience I just had is a prime example of the complete invasion of privacy your organization is completely OK with all while not understanding your oath to protect and serve the constitution of the united states from all enemies foreign and domestic. Ill spell it out for anyone who reads this. You are all oath breakers by asking anyone to be subject to the appalling procedure you call enhanced security screening. The leader who run this country are sold out and wipe their ass with the United States Constitution on a daily occurrence and you take your orders from them...so choose to keep the paycheck coming in and violate the next chump who speaks up against the dog and pony show we have the very unpleasant requirement to go through to travel. If I were in ANY of your shoes I would have long ago been fired because as soon as my supervisor came into the meeting and said I would have to place my hands on other mens private parts to see if they are a terrorist is a outside of my willingness to make a paycheck or decent retirement. I would refuse until i was fired and then i would sue for changing the rules after I was hired because I sure as heck would never apply for a job where I have to violate another man i would never want touching me the way I was required to touch him. Absolutely PATHETIC!

6/4/2015
8:05:37
PM

(b)(6)

(b)(6)

Honorable discharge

I am an Oath Keeper and hope anyone reading this letter would look up that non profit organization and join them, quit the tsa and protect the US constitution rather than your financial comfort.

REASON for the call: Caller had an incident at Newark and she had on a money belt and one of the agents blurted out she had on a money belt several times and she needed a female to pat her down. The TSO announced it in front of the whole world with a hundred people around her. She doesn't mind the patdown but that wasn't necessary to be saying that in front of everyone and it was extremely unprofessional. Announcing she was wearing a money belt is not the brightest thing to do. There was a TSA agent named (b)(6) and she called over her friend and she was a thin black woman who told her some spots had showed up on the x-ray and that she had glitter on but she didn't have any glitter on her skirt. The TSO said they needed to check it and at that point the caller told her she was wearing a money belt. At that point she blurted out in front of everyone she was wearing a money belt and they took it off and they counted her money. It was very disrespectful the way she was treated. They did a private screening but the way she blurted out about the money belt there was no decorum involved. The caller is short, gray hair, 72 years old and wearing a black top and black skirt crocheted with flowers and leaves. She was carrying under 200 dollars. These people need to use more discretion because the incident was out of context to be making a public announcement.

6/5/2015
8:12:30
AM

Date Time: June 3 2015, 0745 am
Gate Terminal: Gate 16
Airport: Newark
Airline: JetBlue
Flight #: 1519
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged Item description: N A
NOI: N A
Special Notes: N A

Feedback Type : Civil Rights/Liberties
Categories : 4th Amendment
Current Date/Time : 6/5/2015 1:01:22 AM

Airport : FAT - Fresno Yosemite International Date/Time of Travel : 06/04/2015 1:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Security Checkpoint TSA Employee: (If Known) :

Comment : I was pat down while going through security by a TSA employee. my shirt was tucked in, and he claimed I had something hidden by my back. I untucked my shirt to show nothing was there, and the employee claimed that I had removed whatever I had hidden (in front of everyone, without anyone noticing) and that I had to be thoroughly checked in a private room.

In the private room, this man began to extremely thoroughly pat my ENTIRE body down multiple times over the course of several minutes while another coworker watched. The entire time I kept saying there was nothing on me. He left the room to briefly, came back to question me about what I was hiding and that he felt I had something hidden in my groin area. This is where I got extremely frustrated.

6/5/2015
8:22:27
AM

The only reason I was brought aside was because he felt something (nothing) on my back. Now I was supposedly was able to magician the object from behind my back to my groin area, in front of all of the tsa employees at the security checkpoint without anyone noticing. I explained the ridiculousness of this to the employee, but he was adamant in his search. He then had a police officer enter the room and I was forced to remove my pants.

At this point, it should have been clearly obvious I was not hiding anything, but to not be swayed, he proceeded to thoroughly pat down my rear and groin areas AGAIN, as well as thoroughly search my pants. His entire story was ridiculous. I felt extremely violated throughout this entire process.

After I was able to dress, I just wanted to get out of the room, so I didn't get his name or badge number. The TSA worker is an older Caucasian male, light hair, balding, and overweight. His logic for searching me was flawed, and I was extremely violated.

Would you like a response? - True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address: Brooklyn ny

6/5/2015
8:22:43
AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

LaGuardia Airport

What was the date and approximate time of the incident?

The caller was traveling last night on a red eye flight. The caller went through screening at LAX and was randomly selected for a patdown and the TSA agent stuck her thumbs in her vagina. The caller was wearing stretch pants that were tight and the caller states that going in her vagina is inappropriate and the caller is not ok with that. The caller states the incident was traumatic. The caller wants to know if there are cameras at the airport. The caller wants to be contacted by the CSM at LAX. The caller wants to know if it is normal for TSA to stick their fingers in someone's vagina.

6/5/2015
1:32:40
PM
Date and Time: 6-4-15 and went through security around 11:30pm.
Gate Terminal: United Airlines terminal gate 76 terminal 7.
Airport: LAX
Airline: United
Flight #: UA910.

The officer in question was African American, around mid age, hair was in a pony tail, medium build, and around 5ft 5in or less. The caller was wearing black stretch pants and an olive colored shirt. On a recent trip from Ontario airport in California to Seattle, Washington I was shocked at the lack of security. You can walk right up to any ticket counter, after checking in there is no agent at the bottom of the stairway leading to security checkin and gates. Just one girl checking ID's and boarding passes. I did not have to take off shoes or jacket. They did pat me down, but my sister, right behind me just breezed through no pat down no nothing.

6/5/2015
4:09:51
PM
Upon returning through SeaTac – again a total lack of security. I went through security in a wheelchair – my sister again no pat down no shoes off and no jacket off.

What is going on? Have we gotten so lax that we have forgotten 911? Even going through to the plane there used to be agents there looking to pull you out of line and pat you down again. All in all, very disappointing and actually scary at the total lack of security. So what is going on? Please don't say lack of funds -

Location: MKE

Time: Approximately 1335

Date: 24May2015

Agent: (b)(6)

6/5/2015
6:07:30
PM
Badge Number: (b)(6)

Agent performed pat-down not in compliance with TSA pat-down procedures. Agent's hands were approximately one half of an inch from zipper during groin area pat-down and directly on the space between the buttocks during buttock pat-down. When asked if the agent's hands should be at least two inches from the zipper, the agent admitted that he did not know the pat-down protocol. When asked for name and badge number, agent attempted to conceal that information. Agent refused to allow a photograph of his badge.

Online submission of this complaint resulted in a webpage error. Please acknowledge receipt of this complaint.

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/6/2015 8:29:35 PM Airport : DEN - Denver International Date/Time of Travel : 06/06/2015 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6) Comment : I asked to opt out. Officer westerfield told me to push my things through as opposed to wait until the female assist officer came. I asked explicitly because I have always been told to hold into my things in other airports. He insisted.

6/7/2015
9:12:46
AM
My things went through but no officer was ready to do the pat down until 8 minutes later (I watched clock). I asked officer (b)(6) no less than four times to see if someone would check on my things bc I couldn't see them. I asked her to put them aside. She reluctantly asked another officer to look. He walked over there and got distracted!! He didn't look or make eye contact w me or (b)(6). He just moved on. I pointed that out to (b)(6). She honestly did not care an ounce. Fine that she's busy but I found her rude and the system was inefficient and ineffective.

I'm very disappointed by the professionalism and organization.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Other; Carry-on Property Out of View During Screening Current Date/Time : 6/7/2015 12:41:52 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/01/2015 11:45 AM Airline & Flight Number : vx 0406 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My laptop was mistakenly picked up by another passenger with the same make/model. I had requested a pat-down and, apparently, you have a new screening for laptops - they are removed from the main belt for further testing? The other passenger grabbed the first macbook air that came back to the main belt. It was fellow passenger error.

What I find ridiculous is that - after the very helpful Airport Police went off to find a culprit wrongly identified by TSA on the security footage - I suggested the TSA employees open the computer and look for his/her email address information. We found the guy's name and they made an over-head announcement in the terminal to no avail. The ridiculous/worrying part of this, the part I think needs to be noted, is that even with a name the TSA cannot tell which flight a person is leaving on?! You have to be kidding me. Given the stringent security precautions we, as flying passengers, happily agree to for our public safety, this seems to be a very serious lapse in information sharing and accountability. I can hardly even believe it, to be perfectly honest. Makes me wonder how you're on top of anything outside of the menially performed x-ray screening of hand luggage that I witness when I travel.

6/7/2015
3:07:08
PM

I would certainly like to hear your point of view.

Faithfully,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

I am a 62-year-old American citizen who has never had any trouble with the law. I truly feel that I am being punished by the TSA for having a breast cancer scare and not wanting any more radiation on my body.

The last time I went through the TSA line I was made to stand in front of the machine throwing out radiation for about four minutes until a TSA agent was available to do an embarrassing patdown on my body.

6/8/2015
8:29:58
AM

The TSA agent who did the pat down on my body suggested I seemed nervous, as if any decent person would like a stranger touching their body without their true consent. I found this comment insulting and degrading.

This is truly unacceptable behavior to any person especially a decent American citizen and the TSA needs a better solution for this problem.

This punishment needs to stop.

(b)(6)

Portland, Oregon

Feedback Type : Complaint

Categories : Lost and Found

Current Date/Time : 6/8/2015 12:45:57 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/02/2015 11:45 AM Airline & Flight Number : AC798 Checkpoint/Area of Airport : TSA terminal 2 TSA Employee: (If Known) :

Comment : I am a senior and have a pacemaker. I had to wait for a very long time for a pat down. I had to leave my credit card holder in the bucket with my purse, shoes, etc. When I retrieved everything I did not see my credit card holder there but didn't notice the absence until after I arrived in Montreal YUL. I did email on 6-3-15 and received a control # (b)(6) with a promise of a reply. I offered email (b)(6) and phone (b)(6) I will also offer you another email address today.

6/8/2015
2:33:47
PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To the Department of Homeland Security and Transportation Security Administration,

As of Monday, June 8th, I will no longer be flying in the United States after the mistreatment I had to deal with by TSA on two different occasions this past weekend.

In one instance, I was forced to stand and wait, without shoes or a belt, for several minutes while waiting for a pat-down at Chicago Midway due to a "shift change," when in fact, three males were standing around talking on the other side of the checkpoint, doing absolutely nothing. During this time, my personal belongings were out of my sight (a violation of your own protocols) for an extended period. Included in these belongings were my ID, credit and debit cards, cash, and electronic devices, including a personal laptop and cell phone, all of which could have easily been taken at any point by an agent or another passenger.

6/8/2015
9:09:10
PM

In the second instance, my checked bag was broken into at Orlando International by TSA personnel. Contrary to what TSA and the federal government believe, the Fourth Amendment of the Constitution of the United States prohibits, without probable cause, agents going through my personal belonging without a warrant or without notifying me in advance of the invasion of my privacy. Nothing illegal was found and I was given no reason for my LOCKED bag to be broken into and searched. Just circling the word "law" is not probable cause. As we all learned in Social Studies class, no law supersedes the Constitution.

After this weekend's events, it is little wonder why the agency has a 96% failure rate when it comes to finding security issues. Not only are my belongings not safe from TSA agents (and a waste of time when they know there is nothing in my bags), but clearly my safety is of little concern when it comes to the rest of the process. For that reason, I will no longer fly in the United States, which I know means nothing to the people pretending to read this letter. If the purpose of the agency is to eventually destroy the airline industry, you all are doing a fantastic job.

I'm glad to know this country now prides itself on following the same principles as those in 1930s-40s Germany, a period that ended in failure for those people. Using that benchmark, I guess a 96% failure rate is actually a success.

(b)(6) former customer of the U.S. airline industry

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/8/2015 10:52:39 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 06/08/2015 9:00 PM Airline & Flight Number : DL1264 Checkpoint/Area of Airport : terminal 2 TSA Employee: (If Known) :

Comment : I was with my three year old daughter and we all are TSA prechecked. I was carrying less than 200 ml of drinking water in a clear bottle and a tetrapack of milk. I was asked to throw away the water and the milk was opened for testing. How am i expected to carry the milk if it is opened.

I have traveled extensively in the US and have never faced any issues. Even in JFK I had a smooth checkin with almost 10 tetrapack of milk.

6/9/2015
9:00:50
AM

This time not only was the milk opened but all my bags were pat down along with myself. Also i had to take out my laptop which shouldn't be required.

Absolute unprofessionalism and unnecessary specially when you are traveling with a three year old.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

REASON for the call: Caller flew out of Richmond and she was treated badly at the check point. At 10:15 a Pakistani lady TSO was rude to the passenger in front of her. She said that she treated roughly during the patdown. She thinks that TSA generally treats people well but this lady did not. She is about 5'6" with black hair and dark skin. About 180 pounds

Date Time: 11:31 AM on 6-8-2015 This happened around 10:15 AM

6/9/2015
2:16:57
PM

Gate Terminal: ?

Airport: RIC

Airline: American airline

Flight #: ?

Special Notes:

Disability Description: The caller has an atrophied leg which is paralyzed. The caller has crutches that she utilizes too.

Incident Details: The caller was traveling through LAX from an international trip. The caller went to security and her crutches were taken from her and not returned until after the screening process was completed. She was left standing alone. The caller stated that her belongings including her money belt were removed.

The caller was then told to take off her shoes and to go stand in the AIT unit. She stated that it was very humiliating as she was having a great amount of difficulty trying to stand. She stated that she has never had to have a patdown after going through AIT.

She stated that after standing in the AIT unit, she was told that she had to get a patdown. Her hands were swabbed as well. The caller stated that she was treated very nasty during this process and that not one time did anyone offer to help her stand or even offer her a cane or a chair.

6/9/2015 2:38:07 PM She stated that the woman who performed the patdown turned her back to her while she was going through her belongings.

PM The details of the flight is listed below:

Date Time: 6 8 15 5:00PM

Gate Terminal: T4

Airport: LAX

Airline: American Eagle

Flight #: 2855

The caller feels as though she was discriminated against due to her disability. She also feels that she was treated very ugly.

From: (b)(6)
Sent: Tuesday, June 09, 2015 3:23 PM
To: TSA-ContactCenter@dhs.gov
Subject: Requesting Assistance in a Case.

Dear TSA officer,

I would like TSA help in the resolution of this case.

I served as the vice president of (b)(6) up till a few months ago. I have experienced significant troubles even with local flights inside the states since they returned from medical mission and medical conference in Turkey last year.

6/9/2015 6:43:43 PM I have not been able to check in online and print my ticket unless I go to the airline desk in the airport and wait for 1 hour on average with one airline agent to be able to print the ticket since I came back from Turkey where I attended SAMS international conference in June 2014. After that, my ticket has been always flagged with SSSS sign and a comprehensive search including pat down has been always performed.

This has made travel as a nightmare that I started to avoid as much as possible even though I served as the vice president of the organization that receive USAID grant money to do such humanitarian work and medical mission overseas. I already missed a meeting with CBP deputy Commissioner (b)(6) in DC due to being unable to print my ticket in time before the flight left a few months ago. I was about to miss my flight to DC this past Fri to meet with USCIS (b)(6) for the same reason and they had to delay the flight 10 minutes to solve the problem even though I was in the airport 3 hours before the time of the flight.

I sent redress request and I received a response ~ 2 months ago that I attached to this email. It basically said that if I use the redress number I was provided with (b)(6) it should help. Unfortunately, I tried it during this recent trip to DC to meet with USCIS leadership and it still didn't work and I had to go through the same hassle which is also causing delays to the airline as they have to designate an agent to work for me for almost an hour every time.

I hope you can help in resolving this issue. Thank you very much for your assistance.

(b)(6)

(b)(6)

From: (b)(6)
Sent: Tuesday, June 09, 2015 4:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/9/2015 4:46:49 PM

6/9/2015
8:02:13
PM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Sexual contact during TSA pat down

Comments:

I have been traumatized today when a female agent touched my genital area multiple times during a pat down at the precheck line today at the American Airlines terminal of DFW Airport. I did not set off the alarm. She said it was a random check. I
6/9/2015 Caller just went through Chicago O Hare checkpoint screening. She described a humiliating experience. Fell like she like it was a nasty patdown twice, and then in a room again in front of her 4 year old. The 2 Female officers, one black about 5ft 2 with
10:37:34 reddish brown, short barbered hair cut was approximately 180 pounds and the other was possibly 5ft 7- 5ft 8, maybe mixed or Hispanic. She felt the patdown was not normal, as it was aggressive especially on her sensitive areas. This took place at
PM Terminal 3 at the checkpoint at 9:06 pm on 06 09 2015. She went back to the checkpoint to get the names of the officers.

From: (b)(6)
Sent: Tuesday, June 09, 2015 11:42 PM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Disabled passenger 6/9/15 - Letter to K. Walton

June 9, 2015

(b)(6)
Columbia, MD 21044

6/10/2015 8:34:43 AM (b)(6)
(b)(6)
United Airlines
PO Box 66100
Chicago, IL 60666

Ms. Kimberly Walton
Assistant Administrator For the Office of Civil Rights and Liberties, Ombudsman, and Travel Engagement
Transportation Security Administration
601 12th Street South
Arlington, VA 22202

RE: CHICAGO O'HARE AIRPORT, JUNE 8, 2015 - DISABLED PASSENGER

Dear (b)(6) and Ms. Walton:

I am writing to relate to you my experience at Chicago's O'Hare Airport last night. I was returning home from a last minute, one-week trip to visit my elderly mother and get medical treatment. I am physically disabled; I have a severe and rare chronic Caller requested to speak with a supervisor immediately.

6/10/2015 12:50:47 PM (b)(6) notes:
She is upset because she has to be patted down every time she goes through the scanner. She feels as though the agents are trained well when it comes to a breast prosthesis. She doesn't inform them before she goes through because it's usually a man and they call a woman over to the checkpoint to do her patdown. She asked if PreCheck would help her screening and not have to go through that. She has heard that at PHX, which is her home airport, that women have been made to remove their prosthesis before screening and she doesn't want to do that.

I am in a wheelchair flying from SFO, Wednesday June 10, 2015 to gate 52. I require a pat down to clear security due to mobility constraints.

The TSA agent patting me down asked me to move so she could feel the back of my thighs. I felt she had already done so and repeating was physically difficult. She said a supervisor was necessary. (b)(6) had to restart the pat down. I explained I was going to miss my flight and would have been happy to have my original pat down continue.

She explained

- I had to arrive 3 hours early if I want to be on time for my flight and make it through security.
- I have to be treated like everyone else
- her grandfather is in a chair and does not act this way

I explained that I am always delayed initially because I have to be patted down. I also felt her actions toward me were inappropriate. That my civil rights are protected under the ACAA.

She said

- I don't care what civil rights group you're part of. You have to be treated like everyone else.

6/11/2015
8:55:24
AM

She then asked for my name so she could file a complaint against me.

During this interaction, her coworker asked her to calm down several times.

I, in fact, don't have to be treated like everyone else and do not have to arrive at the airport 3 hours early to clear through security. I am part of a protected group. The standard of care for most passengers does not work for me so I have to be patted down using a different standard of care. I arrived in plenty of time to make my flight if the pat down had gone normally.

(b)(6) was discriminating against me and does not know the law. Yelling at someone and telling them false information based related to their disability, telling me I am essentially a bad and angry disabled person because I wanted to make my flight is harassment based on my disability.

Sincerely

(b)(6)

Sent from my iPhone

The caller was injured at the airport going through the checkpoint. She has a fractured shoulder, and sprang her left foot. She said she filed a claim but, they told her they forwarded it to TCC for review and response. She tripped over the mat at TSA. She said a screener was rude to her after she fell. The screener told her that she was fine. The caller was subjected to additional screening including a patdown.

6/11/2015
2:50:33
PM

Date Time: 04 30 15 6:15 AM Departure

Gate Terminal: Terminal 6

Airport: Memphis

Airline: United Airlines

I have flown at least 6 times this year and the wave detector at tula is 100% wrong. requiring a pat down. quite frankly I am getting tired of getting mugged everytime I fly. the other airports dont seem to have that issue.

today the line to go through the wave detector is longer than the line to unpack your bags.

tulsa tsa is the least efficient of all of the other destinations that I go through. at least 5 supervisors standing around. long lines and only two lines open with only one wave detector in use.

6/11/2015
6:13:19
PM

honestly put automatic weapons in their hands it is exactly like going through a third world countries security. or when I use to travel into the former soviet union.

all of this mess and then to read how ineffective the organization is.

(b)(6)

HYPERLINK (b)(6)

Submitted on Friday, June 12, 2015 - 08:44 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Washington

Airport: WASHINGTON - SEA - Seattle-Tacoma International

Date of Travel: 06/10/2015

Time of Travel: 4:05 pm

Airline & Flight Number: Arrival on Delta from Amsterdam Checkpoint / Area of Airport: Security down stairs by C Train Station TSA Employee: (b)(6)

==Complaints==

Complaint Feedback: Other

Complaint:

My wife and I have traveled all over the world. (b)(6) was the most intelligent, rude and unpleasant member of TSA that we have ever met. My wife left her boarding passes in her purse. She went through the detector as she has two metal knees and it went off. (b)(6) asked for her boarding pass and she said it was in her purse and turns to get it off the belt. It had not gone through.

(b)(6) grabbed her by her sweater and roughly pulled her back. We could see her purse on the belt. Her voice was loud, "You have alarmed, stay put!" She pulled her off to the side and made her wait for almost 10 minutes while she did other passengers. The purse came through and I tried to get the boarding pass for my wife. (b)(6) said "if that is not your purse don't touch it!" I told her it was my wife's and it had my boarding pass in it. She yelled, "move on" and just glared at me. Finally my wife was taken to a pat down area and searched. After a few minutes of watching the purse on the belt (after it went through) I got both our boarding passes out and took them to the other agent and showed them to him. He was most pleasant. I also complained on the spot to the supervisor.

It was heart stopping that this is the reception US citizens receive after coming home and even worse, was foreign tourists

6/12/2015
10:09:18
AM

6/12/2015 (b)(6) called to inform that the Tulsa Oklahoma Air Port always gives him a difficult time when it comes to screening. They screeners always give him smart remarks towards his medical card. His doctor states that he can not go through the machines. (b)(6) knows about the screening process and always gets pat downs. He simply does not like how the TSO gave him negative remarks, saying "We are doctors."

11:42:37
AM

Submitted on Friday, June 12, 2015 - 10:31 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Request for Information

Date of Travel: 06/09/2015

Time of Travel: 8:45 am

Airline & Flight Number: US airways Flight 1735 Checkpoint / Area of Airport: Airport screening area TSA Employee:

==Request for Information==

Information Feedback:

- Other

- Civil Rights / Civil Liberties

Request for Information: My daughter is in college in North Carolina and on her flight back to school from Orlando, the TSA officers performed a pat down after she went through the body scan. The pat down included lifting and searching through her hair. I have heard that this is a routine practice of TSA but have never witnessed it or had it happen to me or anyone I personally know. I don't understand this practice, when there are people with more hair and longer hair that are not inspected. There are women with large chignons (buns), women with wigs, women with long hair, etc that don't have this problem. A bun can hold the same thing braids hold. My daughter's braids are loose, like a free-flowing hairstyle. She couldn't have anything in her hair, just like someone that wears their hair down and free cannot hold or hide anything under their hair. I'm concerned that this practice unjustly targets a group based on an ignorance about hair and braids.

6/12/2015
12:17:50
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6) passenger: (b)(6) mother

Phone Number:

Submitted on Saturday, June 13, 2015 - 05:01 Submitted by anonymous user (b)(6) submitted values are:

Feedback Type: Compliment

State: New Mexico

Airport: TEXAS - DAL - Dallas Love Field

Date of Travel: 06/12/2015

Time of Travel: 3:30 pm

Airline Flight Number: WN 36

Checkpoint \ Area of Airport: Lane 9

TSA Employee:

==Compliments==

Compliment Feedback:

- Pat-down

- Professionalism\Customer Service

Compliment: Unnecessary and Excessive force was used during the pat down by (b)(6), a TSA agent on lane #9. I cautioned him regarding my body's response to his excessive force during the pat down. As a paraplegic my lower body, including my limbs, has significant involuntary contractions (Spasticity) when too much force is applied and was applied by (b)(6). He continued his repeated aggressive pat down causing my body great pain. After checking my legs several times he attempted to recheck my legs again and I refused. I requested a manager and explained the problem. I filed a Dallas Police complaint following the episode. (b)(6)

6/13/2015
9:17:02
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

Hello,

I returned home to Seattle on a flight from SFO on June 11, 2015. I flew on Alaska Airlines flight 303.

My wife and I joined CLEAR a couple of months ago. Their CLEAR system failed to verify my fingerprints a month ago when I flew from SJC to SEA.

Yesterday when I went through the CLEAR line their system again failed to verify my fingerprints. That was merely an inconvenience. What was extremely disturbing was the following.

6/13/2015
9:17:47
AM

1. After the CLEAR system failed to verify my fingerprints, the CLEAR employee said "Never mind" and took me to the head of the TSA Security Screening line.
2. I was never asked for a photo ID. All I had ever shown was my boarding pass.
3. When I spoke to the TSA agent (Covenant Aviation Security?) and tried to show my photo ID I was told that the CLEAR agent had already cleared me. So without ever seeing a photo ID, having the system REJECT my fingerprint as a match to my CLEAR profile and showing nothing more than a boarding pass, the CLEAR agent told the TSA agent that I was "cleared to fly".
4. This is an absolute insult to the citizens that have been duped into thinking that the security procedures are keeping us safe when flying.
5. CLEAR is a worthless scam and the CLEAR employees are risking the lives of every person flying. The CLEAR program should be immediately suspended and not allowed to operate unless and until there is independent and competent verification that the system works and the CLEAR employees are properly trained and follow all proper procedures.
6. When I got through the security screening I reported this problem to the TSA Supervisor. He gave me a form that had the email address of Covenant Aviation Security. I have decided to send this complaint to TSA instead, as I suspect that Covenant Aviation Security would just bury the complaint.
7. This is the second time that I have had a problem with the security screening at SFO. Last year when I flew from SFO to SEA I was selected for "additional screening" even though I did not set off any scanner alarms. I thought that this was a bit unusual but occasional random pat-downs definitely make sense. But the overtly gay security screener pushed his hands up into my genitals and started moving them back and forth. I told him that I would punch him if he ever did that again. He just got a wispy little smile on his face and let me go. So please explain to me how having a gay man patting down a male passenger is any different from a heterosexual man patting down a female passenger. Why should gay security agents be allowed to

Submitted on Friday, June 12, 2015 - 22:05 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Wisconsin

Airport: WISCONSIN - MSN - Dane County Regional

Date of Travel: 06/11/2015

Time of Travel: 1:45 pm

Airline Flight Number:

Checkpoint \ Area of Airport: TSA PRE check TSA Employee:

==Complaints==

Complaint Feedback:

- Civil Rights \ Civil Liberties
- Screening

Complaint:

6/13/2015

9:17:55

AM

12 June 2015

From (b)(6)

To: Richard Spencer, AFSD, TSA, Dane County Airport, Madison, WI.

Cc: TSA.GOV

Subj: Security check point incident; complaint about

Date: 11 June 2015

Time: approximately 1330 to 1430

Location: TSA PRE check station, Dane County Airport, Madison, WI.

Submitted on Friday, June 12, 2015 - 21:57 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: New Jersey

Airport: NEW JERSEY - EWR - Newark International

Date of Travel: 06/01/2015

Time of Travel: 9:30 am

Airline Flight Number: American 4343

Checkpoint \ Area of Airport: Terminal A TSA Employee:

==Complaints==

Complaint Feedback: Professionalism\Customer Service

Complaint: I went through the metal detector checkpoint for screening on 6/1 for my flight (4343) and was randomly selected for additional screening a quick pat down fine. But I was concerned as I always am about my personal items sitting on the roller shelf after the x-ray with strangers all around and I am not able to visually see my property. This is usually not a big issue since the screening is normally very quick and I am at the other end of the x-ray machine to get my property when it comes out. This time; however, because I was asked to stand in a glass box and wait for someone to do the additional screening, my property was left unattended. When I tried to ask the Black female TSA officer who asked me to step into the box, what was the process and express concerns about my property she did not respond. She was trying to communicate with someone who didn't speak English well but she should not have attempted to deal with that passenger until she had addressed me. Not knowing if she heard me or not I tapped her on the shoulder to get her attention and speak with her about my property. She then said I heard you and said don't do that. I don't know what she meant by that. About a minute later a male TSA officer came over to pat me down and I went to retrieve my property. The event of flight travel is

6/13/2015
9:17:58
AM

Submitted on Saturday, June 13, 2015 - 16:26 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Texas

Airport: TEXAS - AUS - Austin-Bergstrom International

Date of Travel: 06/13/2015

Time of Travel: 5:00 pm

Airline & Flight Number: Jet Blue 1417

Checkpoint / Area of Airport: Station for gates 14-25 TSA Employee: Unknown and unwilling to give name

==Complaints==

Complaint Feedback: Disability or Medical Condition

Complaint:

Traveling with mother who has a metal clip in her head due to brain surgery. She requested a pat down and after 15 minutes of her standing and waiting the TSA agents with their vast medical background determined and I quote, " she is crazy that isn't an issue, there is no medical condition that the scanner is would impact." The point is her doctor advised her to request the pat down. She was doing as advised. Why should she be berated and treated like she is a nuisance when she is simply requesting the TSA agent to do a function of their job??? Understand they must adjust but to be totally rude and speak unintelligently about something they have no medical background knowledge for is crazy. Unfortunately this is typical of the Austin TSA. What can be done so that they can stop humiliating my mother?

6/13/2015
5:19:42
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Submitted on Saturday, June 13, 2015 - 16:16 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Massachusetts

Airport: MASSACHUSETTS - BOS - Logan International

Date of Travel: 06/13/2015

Time of Travel: 4:10 pm

Airline & Flight Number: Us 2127

Checkpoint / Area of Airport: Terminal b, main TSA Employee: Blonde woman

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: My wife is pregnant and did not want to go through the metal detector and she found a lot if resistance from a blond female TSA agent. When she refused to do it and asked for a pat down instead, the agent became aggressive, clearly upset, and did a very rough pat down inspection.

6/13/2015
5:19:47
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/24090>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/14/2015 1:46:10 AM

Name: (b)(6)

6/14/2015 Email: (b)(6)

9:20:43 AM Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spirit Airline
Flight #813 to DFW 5.29.2015

Comments: I would like to make a formal complaint regarding a TSA employee that I encountered at Tampa International Airport. On Friday, May 29, 2015, I approached the security check in at approximately 11:30 A.M. The agent who conducted my pat down was a fellow named (b)(6). I asked (b)(6) how his day was going. His response was, "Why do people ask that?" Unshaken, I responded that it was to show people I care. He further responded by saying, "No! That's the most annoying question to ask. It's 'Hi.' Get your shit and leave." He conducted his security pat down and told me to wait. He then walked off and stood joking with a coworker for about five minutes. When he came back, he said, "Oh, you're done." And then in an incredibly condescending tone, he asked, "How is your day going?"

I was appalled at this incredibly unprofessional and rude behavior. (b)(6) is obviously a person who does not like or deserve his job. There must be other qualified candidates who would love the opportunity to have gainful employment with a government agency. This sort of treatment to travelers at a busy airport is unacceptable.

Submitted on Sunday, June 14, 2015 - 11:39 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Kentucky

Airport: KENTUCKY - CVG - Cincinnati/Northern Kentucky International

Date of Travel: 06/13/2015

Time of Travel: 1:00 pm

Airline & Flight Number:

Checkpoint / Area of Airport: security checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

6/14/2015
1:13:10
PM

Complaint: During our flight yesterday my wife stated she did not wish to take the body scan portion of the security screening. My wife is pregnant with our first child and since it is a high risk pregnancy our Dr asked her to skip the body scan and just do the metal detector or pat down portion. The agent seemed annoyed and explained to her to tell the next agent she requested to "opt out". She was passed through quit quickly and I met her on the other side while collecting my things. While retrieving our items, a male TSA employee approached us and stated there was a service to become a preferred member and skip some security measures. He tried explain about radiation and how the scanners were perfectly safe. (which I agree with). My wife and I explained we would not be traveling anymore through the pregnancy and once the baby was born she would return to her normal routine of taking the scanner. HE appeared to get very annoyed at me and began telling my wife how our doctor was a "quack" who had no information training to back up her claim and should have not had my wife get such an evasive pat down. I as watch my wife get noticeably uncomfortable I tried to make her laugh by explaining

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/14/2015 4:21:46 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 06/14/2015 1:45 PM Airline & Flight Number : AA2328 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/14/2015 5:04:43 PM Comment : Literally hundreds of people lined up and there are only two screening gates open and off a very long time, only one TSA agent processing IDs and boarding passes. Multiple agents just standing around, some blond-haired guy (who I assume was the one in charge) just standing there barking at people in a fairly sarcastic manner. Then, after passing through the scanner a couple of agents arbitrarily frisked people...even though I had passed through the scanner without any issue, one agent had me extend my arms so he could pat down my rolled-up right sleeve (though apparently my similarly rolled-up left sleeve didn't pose a threat).

While I recognize the need for security, the TSA almost makes me ashamed to be an American. The rudeness and unprofessionalism I witnessed was unacceptable. Based on my experiences, TSA deserves all the criticism it gets. The TSA has been around for 14-15 years and still seems arbitrary, disorganized, unpleasant and thoroughly unacceptable.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have a short story to share about the way I was treated today at Tampa International Airport by a TSA Agent. I am a frequent traveler and rarely do I have issues with security or getting through there in a timely manner. I have traveled overseas to countries in Europe, Canada, and Mexico as well as been to the West Coast several times. Each year I go to Florida for a week and spend time with family friends. This year was no different until I tried to come home this morning. There was only one security line open, but it seemed to be moving rather well. I had arrived in plenty of time to get some breakfast and coffee since I had a 7:00 am flight. When I was second in line to have my boarding pass and ID checked, they decided to open a second line. On my way there, a TSA agent named (b)(6) asked me to hold out my hands so she could swipe them. Since I go to FL every year, this did not surprise me. What did surprise me, was when I proceeded to put my stuff on the belt, she yelled out that she had a HANDS ALARM and to PULL THAT LADY FROM THE LINE. First, that is embarrassing and second, her swab was obviously done incorrectly. At no time in my life have I dealt with explosives, much less at 6:00 am on my way to the airport. She pulls me aside and proceeds to tell me that she needs to do further scans and will need to do a full body pat down. WHAT? This is ridiculous. I went in to the x-ray machine and there was nothing there. All of my bags went through without any concerns and she rummaged through all of my stuff out in the open for everyone to see. The whole time she is on this POWER TRIP and taking her time knowing I wanted to go get something to eat. (b)(6) the supervisor, was not available to accompany her and so I had to wait even longer. Finally, another female came over to escort us to the "pat down" room. It was most uncomfortable and (b)(6) was staring at me the whole time, obviously enjoying putting me through this. I was physically upset and by the time they finished with me, I had just enough time to get to my gate and board the plane..... without breakfast or coffee.

How is it that a single, 45 year old, frequent traveler has to endure such an ordeal when a guy on the plane behind me was telling about how he had a magazine (ammunition) in his pocket that they took from him, but he didn't have to go through all I did??? How does that happen? It was humiliating to have her continue to tell everyone she could not help them because she had a hands alarm she was dealing with..... as if, at any moment she expected me to blow the place up. I did NOT like her attitude, tone, or power trip she was on.

6/15/2015 8:49:21 AM I looked for her badge number, of course, it was upside down.... But I believe it was: (b)(6) or (b)(6). Not really sure about the last 2 digits order. Something needs to be done about this. I did NOT touch anything that was NEAR explosive related so there is obviously a FLAW in the hand swiping system. She swiped or swabbed everything I owned pretty much and NOTHING was found. I would like to know what the statistics are on the number of people who actually are found to have explosives on them after having their hands swabbed? Is this a relevant thing to do? I am your everyday average run of the mill school teacher wearing a polo shirt and long jean shorts carrying my school bag with my souvenirs in it to bring home when in ONE instant EVERYTHING changed. My whole day was upsetting due to what I had endured. I hate the thought of other innocent people having to go through that.

I would really like to bring charges against this woman because no one else verified that my swab or swipe was positive for explosives. Why didn't someone else swipe me to see if they got the same results? Why not ask me what some things were that I had been in contact with in the last 24 hours? She picked me out of the crowd, and took off on a power trip. It was obvious she was targeting me since she had not swabbed anyone else until I got up there. She even made the comment, "OH, got a positive hands alarm on my first one of the day". I am still very upset about the pat down when I had done everything else they had asked of me and there was NOTHING to indicate I had explosives.

Please, help me understand why I had to go through with this and how I can file a complaint to the correct people about this woman. Thank you very much.

(b)(6)

HYPERLINK (b)(6)

3rd grade teacher

1st Incident:

REASON for the call: Upon departure of TPA to Midland the caller was subjected to an invasive paldown of her breasts after a possible ETD alarm of a brace on her right arm. The female TSO appeared to have done nothing outside of SOP, even offering a private screening, which was declined by the caller.

Date Time: June 2 2015 at 9am
Gate Terminal: Does not remember
Airport: TPA
Airline: SW
Flight #: Threw it away

6/15/2015 2nd Incident:

8:53:44

AM REASON for the call: The caller arrived from Midland to TPA and found her make up and hygiene liquids destroyed inside her checked bag. An NOI was not present.

Date Time: 6-14-15- 12:45 pm
Gate Terminal: Gate 4
Airport: Midland
Airline: SW
Flight #: 987
Bag tag # (10digit): (b)(6)
Bag Description: Blue
Missing Damaged Item description: All of her make up was destroyed.
NOI: No.....

Hello.

I picked up a TSA customer comment card at Dulles airport on Sunday 14th June following our experience there. I am emailing my comments as I did not have time to drop the card off as we had to make a connecting flight.

I was travelling back to the USA with my wife (US citizen) and 16-month old son after a 7-8 hour flight from London, England. The flight # was UA 919 and we arrived at around 3pm on Sunday afternoon.

I myself am a permanent U.S. resident (green card) and have been for a number of years.

On arrival, we were directed to join the U.S. citizen and green card holder lane. This was the first time we have used the electronic entry system. After waiting for 30 minutes or so in line, I found it very frustrating to complete the electronic immigration process. The machine was having problems reading my fingerprints for some reason. I did eventually get a receipt for myself and one for my wife and son, but this took some time. Try taking a pictures of a 16 month old who has been on a long flight and you will see what I mean.

We were then directed in any case to a manned immigration point in any case, like we would have experienced before the electronic system. We then had to go through the whole process (fingerprinting) again.

So my 1st feedback is - why not just direct green card holders (or family groups) directly to manned checkpoints on entry to the USA? This would have made the entire process much faster and easier for a family group such as mine.

We then spent about 30-45 minutes waiting in line again after collecting and dropping off our checked bags in order to go through another security checkpoint. By this time, other inbound flights were building up a long line of people. The temperature in the waiting area was oppressive (it was 90F outside, but the HVAC system did not appear to be able to cope with the number of people waiting).

There were only 2 body scanners operational, even though other walk-through scanners were available, and it was taking a long time to get people through. I understand that this security screening is a necessary part of aviation safety.

However, when I eventually got to the front of the line (carrying my 16-month old), we were directed to one of the walk through metal detectors. I then had to have a hand screening, and for some reason the machine registered a positive test. So it was then on with a bag search and a body pat down which took about another 15 minutes to complete. During this time my son was becoming increasingly anxious and distressed.

Although the TSA staff were only doing their job and acted very professionally, this sort of invasive screening seems excessive. If it is deemed necessary to check the hands of someone carrying a young child through security for residues of explosives or other chemicals, then why not at least do a second test with the analyzer before implementing further checks?

And please do something about the HVAC system at Dulles airport in the TSA areas.

We have flown through Dulles airport on international flights as well as other U.S. international airports before and I have not experienced these sorts of problems.

While the TSA staff do a good and necessary job, the use of electronic systems for immigration checks does not seem like positive progress to me.

Yours sincerely,

(b)(6)

6/15/2015
10:25:33
AM

Recently I have received a question about TSA's policy on medication. I had a patient recently ask about radioactive medication that was used during a stress test and TSA. The patient had the stress test done earlier in the morning and during that test received a radioactive medication. Later that day the patient went to the airport to board their flight. The patient was stopped by TSA and was not allowed to proceed because they did not have their physician's orders that the stress test was performed and had to have the flight moved until they could bring the documentation in. I have tried searching your website about this policy to passengers. This is the link I could find: <http://www.tsa.gov/traveler-information/passengers-who-have-undergone-medical-treatment-radioactive-materials-and-those-which-does-not-mention-anything-about-having-the-documentation-only-that-the-patient-can-be-either-pat-down-or-go-through-the-electronic-screening>. Can you shed light on this? Are there any other medication/procedures that a patient must show orders for?

Thanks,

6/15/2015
10:25:37
AM

(b)(6)

Henderson, KY 42420

(b)(6)

Caller traveled through Nashville TN. Caller proceeded through the AIT and the TSO separated her from the other travelers in the corner and said "Stay right there. Don't move." The TSO then grabbed her pants leg and shook it. The caller stated it startled her and upset her. She was then directed to a separate area and a pat down was conducted. The Officer conducting the pat down stated "Officers need more training. There is no reason for this pat down." The Officer conducting the pat down was extremely nice.

6/15/2015
11:48:54
AM

Date Time: June 9-2015, 4:00PM
Airport: Nashville TN
Terminal Gate: Not Provided
Airline: South West
Flight: Not Provided
Cell phone: (b)(6)

I flew out of the International Terminal at the Newark (New York) airport on May 31 on an SAS flight to Oslo at 7:00 p.m. I went through security with my husband about 4:30 or so. I had one carry-on, an LLBean-type canvas tote that zips. In it, I had my billfold, binoculars, iPad and Kindle along with my medicines and other things we are told to carry with us. I had a fabric jewelry case with about half a dozen items in it. When I got to our hotel in Oslo, the jewelry case was not in the bag. I assumed I had left it at home, forgotten to pack it. However, when I got home this weekend, it was not at home either.

On thinking back, I realized that the only time the bag was out of my possession before reaching the hotel was going through security.

I have an artificial knee and so ask to go through the line with the hands-over-the-head type detector. I did that, and then I had a very long patdown, having to turn around several times. I had to take my shoes off even though I am over 75, and they were sent through x-ray twice. When we couldn't find my bag after that, we asked about it. Pretty soon, someone appeared from where I don't know, saying they had to "test" it. All this took much, much longer than usual. I didn't think anything about it at the time, but on retrospect, it seemed fishy.

6/15/2015
12:27:04
PM

The missing jewelry did not have a great deal of intrinsic value; it was all costume. I would guess the value was no more than \$250, although there were some irreplaceable items such as earrings I had gotten when traveling, and the case was a gift from a recently deceased friend. I never travel with valuable jewelry except what I wear at all times, rings and a watch. One ring I wear when traveling has a large cubic zircon, and my watch is one of the more expensive ones, so someone could have thought the jewelry in my carry-on was expensive. I do not think any cash was taken, and everything else was still there.

I very much doubt there is any way I will ever get it back, but I think this is something you all should be aware of. I would not make this accusation if I were not 99.9% sure that it disappeared during the security procedure. Mainly, this makes me sad. These are people we put our trust in, and they have total control over us and could keep us off a flight if they so choose.

Please respond to my letter.

Thank you.

(b)(6)

Wilmington, DE 19807

HYPERLINK (b)(6)

(b)(6)

Submitted on Monday, June 15, 2015 - 10:07 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Georgia

Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International

Date of Travel: 05/23/2015

Time of Travel:

Airline & Flight Number: Delta DL83

Checkpoint / Area of Airport: Connecting flight Overseas to Domestic; Security re-check TSA Employee: multiples

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Professionalism/Customer Service

Complaint: I cannot walk barefoot, even with socks. I have no arches and it is extremely painful. I have no issue with full scans, pat downs, or just about anything else. I travel infrequently, and when I tell most TSA agents that I cannot take my shoes off and walk thru the process, they generally allow me to walk thru, sit down and remove my shoes, while the agent sends them back thru the xray machines. For this connecting flight, having NEVER left any secure area in the ATL airport, at least 5 TSA agents refused to accommodate my request to walk thru, sit down, and have my shoes separately x-rayed. I do not fit the "75 year" rule, but that doesn't mean that I do not have a valid reason for not walking barefoot. None of the agents would listen, and humiliated me by interrupting my explanation multiple times. According to your QWN rules, I am allowed to walk thru and sit down to remove my shoes. All the agents ignored your own rules and as a result, weeks later, I'm still in pain for walking barefoot on a hard concrete floor. Perhaps, just for the scan, you can give a small sticker to those of us who cannot walk without our shoes (I don't even walk barefoot in my own house)

6/15/2015
12:29:17
PM

Reason for the call - A supervisor was abusive to her mother.

Airport - SAN

Airline - Southwest Airlines

Flight Numbers - 663

Departure Times - It was scheduled to depart at 4:25 pm.

Arrival Times - She went through the checkpoint between 2:15 and 3 pm.

Date And Time of Incident - 6 14 2015

Baggage Tag Numbers - NA

Description Of Luggage

Color - NA

Style - NA

Size - NA

Brand - NA

Was There An NOI - NA

Was Anything On The NOI - NA

Missing Damaged Item description - NA

Location Of Incident

Gate - 3

Terminal - Southwest Terminal

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

Special Notes - Callers mother was flying from SAN to IND. She has a pacemaker. She got a patdown. She asked the TSO if the procedure has changed. The TSO called a supervisor who told her that if she did not like it she could go home. She asked for his name. He would not give his name and took off his badge so she could not see the name. He told the TSO to start the patdown over since she started talking. The caller said that this is borderline abusive. Her mother started having heart palpitations and she was crying. She wanted to make a complaint.

The caller has TSA Pre Check. He was approved in May. He flew out of LaGuardia and has Pre Check on his boarding pass from JetBlue. When he got to screening he told the officer he had metal in his knees. He was directed to go through the metal detector even after he told the officer her had metal implants. He received a patdown because he set off the WTMD alarm. He is complaining about the screener not doing his job right and put him through the wrong machine and didn t permit him to go through AIT. He wants to know why there is only a Pre Check lane at certain times. (b)(6)

He felt discriminated against because he is Caucasian and all of the screeners there were African American. He said no African American s were treated this way or received any additional screening like he did.

He asked if the Pre Check lane in FLL is open 24 7.

Hello,

I flew on a Horizon flight from SeaTac Airport to Spokane (GEG) on Friday, June 12, 2015, at 5pm. It was the first time I have flown with my 90-pound German Shepherd service dog so I was unaware of what to expect going through security. Before I go any further, I want you to know that everyone from the ticket counter, TSA, and flight crew were respectful, professional and supportive.

What I see as a problem was when I went through screening. When it was our turn to go through the machines the TSA agents told me to take off his harness and collars and leash, make him stay, and I had to leave him and go through the machine. Then I was to call him to me so he could go through the machine. Not once, but twice. I made the mistake of walking back into the machine to grab him, which made it beep. Fortunately, we've had enough training that he did what I asked, even with a tiny dog 2 lines over that he was showing interest in visiting. I'm really, really, worried if that's TSA's policy and that a 90-pound German Shepherd was left without any controls, except verbal. Does it make sense that I'm concerned that some dogs may not be as obedient as (b)(6)? That he could have taken off to check out the small dog a few lines over? And what kind of panic would that have caused? A lot of people are nervous around, and afraid of, large dogs. I shudder to think of the possible catastrophe that could have been avoided had he been left with his gear on.

6/15/2015
2:13:00
PM

I just finished looking at your web site and I see some ways this could have been handled differently. Am I within my rights, and without causing problems to myself, to ask for a pat-down for me and my dog? I have no problem taking off the collars and leaving the harness on, then taking off the harness and putting the collars back on. I just need to have physical control of him.

Thank you for your time and I look forward to hearing from you.

Sincerely,

(b)(6)

Submitted on Monday, June 15, 2015 - 12:42 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Washington

Airport: WASHINGTON - SEA - Seattle-Tacoma International

Date of Travel: 06/15/2015

Time of Travel: 9:00 am

Airline & Flight Number: alaska 728

Checkpoint / Area of Airport: Checkpoint D TSA Employee: woman working belt scanner

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: Rude and disrespectful. I was already late for a flight due to traffic and insanely long TSA lines, I put my knee brace in my bag so I would not have to go through a pat down as usual, she scanned it, called others over to look at it and I explained it was my knee brace. I continued to explain what it was and she said she needed to scan it again. I asked why they couldn't just open the bag and see it and she started to just ignore me. Then I continued to question and she started bantering back disrespectfully despite my plea for being late for my flight. Finally another gentleman came over and apologized and handed me my bag, I had to run to D10 on a bad knee because of these excessive delays, as often as I fly out of this airport I have never received such poor service from you.

6/15/2015
2:13:40
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

6/15/2015 2:28:03 PM
Caller wishes to file a complaint in regards to her screening experience yesterday at PIT at approximately 12:30PM. She was flying PIT-TPA yesterday aboard Southwest Airlines #608 which departed at 1:50PM. Caller was in a wheelchair and had a wheelchair attendant. Upon entering the checkpoint she informed the officers she could stand and walk and the officers directed her to the WTMD. After the metal detector, her hands were subjected to ETD sampling. The female officer asked her if she had on lotion or sanitizer and she informed them she was wearing sanitizer. The test came back positive and she was led to what she stated appeared to be a storage closet and received a full body pat-down along with a hand inspection of her carry-on luggage. Caller states she was humiliated by her experience.

Caller had a very emotionally negative day yesterday at ATL. She had asked not to do the AIT and was asked to step aside and wait for a female TSO so she can go through a pat down. After waiting for 45 minutes for a female screener she was told by a female TSO that she can either go through the AIT machine or remain where she was at. The caller was worried she was going to miss her flight if she did not go through the AIT machine. She asked to speak with the TSOs supervisor and the female supervisor told the caller that you do not know the reasons why you were not put through. That was the only thing the supervisor said to the caller. The TSO who was rude to her was African American and around 5'8" in height. She said that the supervisor was either Asian or African American. She did not get a name from either the TSO or supervisor. The caller also mentioned that her husband flies for American and he will also be reporting this incident.

6/15/2015 2:32:57 PM

Date Time: 06/14/2015 5:00 PM
Gate Terminal: Domestic Terminal, closest to the American airlines ticket counter.
Airport: ATL
Airline: American airlines

6/15/2015 3:16:46 PM
Caller has a couple issues with TSA. He is trying to file a complaint. He spoke with a (b)(6) regarding a complaint he had filed in March regarding a pat down complaint. While on the phone with (b)(6) he was also telling him about another issue where he had flown from Fairbanks, AK to Seattle on Alaska airlines and his backpack and got damaged. While talking to (b)(6) about that issue (b)(6) started laughing at him and deflected the complaint to the airline. That is when (b)(6) asked for a supervisor and was told by (b)(6) that he did not have a supervisor. (b)(6) told the caller that he was the TSA program analyst in Anchorage, Alaska. (b)(6) is the CSM for the Fairbanks and Anchorage airports in Alaska. (b)(6) stated that he would like someone to contact him back regarding this incident with (b)(6) so he can make a formal complaint against him.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/15/2015 3:53:12 PM

6/15/2015 6:13:41 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 169/southwest/RDU/A8
Comments: I asked to opt out of the scanner and the agent stared at me a little bit crazy. He then took one of the Rubbermaid type containers and threw it on the floor. Then started staring at me again. I apologized and asked him if I had offended him and he screamed "what?!" I asked him if I could opt out again and he screamed that my other option was a pat down. I was aware of this and didn't feel the screaming or intimidation was necessary. While we waited for a female agent he was constantly trying to meet my stare and the look in his eyes was really scary. Not quite what I expected. Another pregnant passenger asked to opt out as well and we waited together for the female agent. She was startled by his behavior as well.

Today at 1:40 pm, I arrived at Premier Access TSA pre-check prior to my 3 pm flight to Austin, Texas. An elderly frail woman walked through and was stopped when a screening alarm was set off. I followed and I too was told to wait in a scanning and pat down lane, behind the elderly woman. A even more elderly Chinese monolingual woman was similarly stopped. Two male passengers also alarmed and were told to check their pockets and clothes and return through the same area. The 3 of us over 65 year old female passengers were not allowed that option and forced to stand well over 15 minutes for a female TSA agent. Two men set off alarms and were told to wait in the line behind the women but were signalled to go ahead of the women who had already waited 15 minutes and be scanned by a male TSA agent. I questioned the young male TSA person who had directed the now 5 passengers to be scanned that I wished to be scanned by any TSA agent no matter their Gender. This agent retorted that it was not permitted by TSA for male TSA agents to pat down females and I would have to wait. The 3 of us women continued to stand in the line. Then an airport employee came through the same line, the alarm sounded and she was waved through without further scrutiny. I asked the young TSA agent to call for a supervisor as this kind of behavior is suspect for profiling and discriminating against senior female citizens. No supervisor arrived but finally a female TSA agent came over to scan the woman in front of me and myself, leaving the frail Chinese woman passenger to continue to wait.

6/16/2015 9:25:11 AM

I am quite certain that this behavior by the TSA agent is not only unorthodox but illegal discrimination and official abuse.

I request an investigation of this Terminal 3 TSA employee and his supervisor and trainers. Homeland Security and the reputation of TSA must not be allowed to be so severely tarnished by such individuals who abuse the power they are granted.

(b)(6)

Submitted on Tuesday, June 16, 2015 - 07:21 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Colorado Springs

State: Colorado

Zip Code (Post Code): 80918

Other:

Email: (b)(6)

6/16/2015

9:26:17

AM

==Incident Information==

When did this happen? 06\10\2015

Where did this happen? COLORADO - DEN - Denver

International

What happened? As I went through the screening scanner. the female TSA agent asked me if I had anything in my pockets. I answered Yes , as I still had my billfold and some other items. She proceeded to run the scan anyway, which obviously detected my wallet and other items. She later claimed she did not hear me say Yes, I had other items, and when I protested that I had informed her I did, I was directed to a separate room for a pat down search. Although I was informed that they would be Patting me down , no one, especially a male unknown to me, should be running his hands over my male organ. It was totally humiliating and unnecessary. How is it that as a DOD GS-13, I currently hold a

Submitted on Tuesday, June 16, 2015 - 10:17 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender/Sex
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Work Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Knightdale

State: North Carolina

Zip Code (Post Code): 27545

Other:

Email: (b)(6)

6/16/2015
11:10:32
AM

==Incident Information==

When did this happen? 06/14/2015

Where did this happen? MASSACHUSETTS - BOS - Logan International

What happened? On June 14, 2015, I enter Logan International airport with intentions to board a flight to Raleigh Durham International airport on Delta airlines, terminal A (I believe).

It was approximately 0745 hrs. when I arrived. My first attempt to go through security was unsuccessful due to my boarding pass having just my maiden name and my license having my full

hyphenated name of (b)(6). This was understandable. I went back to the ticket counter and had that issue correct. I

The caller is calling to report an incident that happened with a TSO officer at the Oakland International Airport. He states that he has already filed a complaint with the White House and will also be notifying his brother, who is a Sacramento police officer with a gold shield. When he went through the screening checkpoint he had 3 jars of jam in his carry on bag that was not in a plastic zip top 3-1-1 bag. The bag went through the x-ray machine and the TSO pointed at the machine and yelled, What is that? By doing this he alerted other TSO s in the area who came running over. The TSO pulled the bag off to the side and yelled at the caller, Stay there don t move! . They took his carry on bag and ripped open and tossed his belongings out and found the 3 jars of jam. The TSO came over to the caller and told him that he cannot have these items in his carry on bag, he would either need to throw them out or check the bag. The TSO threw his belongings back in his carry- on and told him to go back to the Southwest ticket counter and check the bag. A different TSO escorted him to the ticket counter and told him when he was finished he would need to come back through the checkpoint at a different entrance. When the caller came back and attempted to go through the entrance the other TSO had directed him to, the original TSO started yelling at him and told him that no one could enter here and he would have to go back through the line and be rescreened. When he got back through the line the walk through metal detector that he had went through was closed and they directed him to the AIT machine. The caller told the TSO that he did not want to go through the AIT because of the radiation. The TSO pulled him over to the side again and started yelling, telling him to not move. The TSO came back a few minutes later and told the caller that he would have to have a patdown. The caller told the TSO that he was not going to touch him, he wanted someone else to do it. The second TSO came over and asked why he was being screened again and agreed to perform the patdown. When the caller was cleared the original TSO yelled at him, telling him to get his coat and leave. The caller went over to the TSO counter to ask for the TSO s name and badge number. The TSO manager told him that they do not have badge numbers and gave him a hard time about giving him the TSO s name. The TSO manager asked the caller to explain to him what happened, the caller said a few cuss words to the TSO manager and the manager told him that if he had treated his employees that way that he understood why they treated him the way the caller was saying that they did. He finally got the manager to write down a name on a piece of paper.

6/16/2015
12:57:54
PM

Date Time of Travel: 6 15 2015 4:00 PM

Gate Terminal: Gate 22 Terminal A

Airport: Oakland International Airport

Airline: Southwest

Flight #: 880

TSO Name: STSO (b)(6) No

TSO Badge #: Was told that the TSO s did not have badge numbers.

Hi

I was going through security for my flight this morning to Orange County. Flight UA529, and I asked for a pat down instead of the X-ray machine. The X-ray machine makes me nervous in terms of the yet to be known long term effects.

The young man on the staff helping me named (b)(6) said it might be a minute which I did not mind. I understand safety comes first. Then he said very nonchalantly "male assist." He did not communicate the command for "male assist" to any one in particular, nor did he say it loudly. It was clear to me that nobody heard him. But I waited and looked around to notice 4-5 employees including one who had just finished patting some one down who were just looking around/ standing around. After at least 5 minutes (b)(6) said again "male assist" and again it was done non chalantly and "nobody" heard him. After this I finally changed my mind and went through the X-ray. I complained to (b)(6) and he said very non chalantly "I told you it would take a while."

6/16/2015
2:13:02
PM

It is unusual for me to complain, but I feel that (b)(6) was deliberately not helping me And it is unacceptable behavior.

Thank you reading my complaint,

(b)(6)

Sent from my iPhone

Good afternoon:

On June 10 I flew back to Puerto Rico from Asheville Regional Airport (AVL). The TSA personnel didn't want to accept my PR Drivers License. My air tickets were issued using (b)(6) and my license shows fathers last name and mother's maiden name as (b)(6). They insisted that my ID was not valid because my last name was (b)(6) and not (b)(6).

I explained the lady that I flew to USA on April, May, and June with the same ID without any problem. On top of that, my hometown is PR, and I flew from PR to AVL with ID provided and no one at TSA had an issue. They told me that I need to change my ID's to have only Torres as last name. I showed additional government issued ID's but were not accepted, ID's in compliance with TSA requirements as per your website. On top of that, based on the argument that I didn't showed a valid ID, they registered my luggage and screened me using patdown in front of everybody. I explained the guy who screened me that I was complying with the law with a valid ID but they didn't want to accept it. Previously to let me get thru the checkpoint, they called State Department to verify my identity which was clarified but I was screened and patdown anyway.

6/16/2015
4:41:10
PM

I think that based on the fact that most airlines doesn't allow you to use fathers last name with mother's maiden name and PR drivers licenses are issued that way, TSA must instruct security personnel to deal with passengers from PR.

Regards,

(b)(6)

HYPERLINK (b)(6)

First I am listing your rules on pat downs for disabilities

If a patdown is required in order to complete screening:

The patdown should be conducted by an officer of the same gender. Sometimes, passengers must wait for an officer of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the officer must patdown sensitive areas. During a private screening, another officer will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

A passenger should inform an officer before the patdown begins of any difficulty raising his or her arms, remaining in the position required for a pat-down, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

My fiancée (b)(6) was inappropriately screened and patted down by a TSA agent, Thursday, June 4 in the Albuquerque airport. She was on Southwest Flight 816 to Dallas which departed at 7:36 pm.

(b)(6) suffered a stroke, on October 29, 2014. She is still basically confined to a wheel chair, because she is paralyzed on her left side. She can not walk without the aid of a brace, cane and with someone else's support and for only about 150 feet with all 3, cane, brace, and support of another person.

She had very limited motion of her left arm and can not raise it without assistance. She had neither her cane nor her brace with her. (b)(6) was in her wheelchair.

-1st, the officer did not offer private screening nor did they wait for her daughter (b)(6) who was accompanying her on the flight.

Secondly, the officer insisted that (b)(6) raise her arm even though she informed the officer that she had a stroke and was not capable of raising her arm. When her daughter arrived, she informed the officer again that (b)(6) had a stroke and was incapable of raising her arm. The officer kept insisting that she raise her arm and (b)(6) used her other hand to help lift her arm. The officer grabbed her quite hard causing her pain. (b)(6) also informed her that it was painful to be touched on her left side. Yet the officer insisted on patting and grabbing under her left arm.

Next the officer insisted that (b)(6) take her left shoe off. By this time (b)(6) was quite distraught which makes it more difficult to perform movement on her paralyzed side due to stress. It takes every bit of her brain power to move her left at all. (b)(6) refused to lift her left leg because she was so stressed that she couldn't and it is difficult for her to begin with. She also had edema which is swelling in her left extremities and she was afraid that she would not be able to get her shoe back on. The officer finally relented but was quite rude and groped (b)(6) crotch area, roughly. (b)(6) felt the officer was mean and rude. All this after (b)(6) complained over and over about her stroke.

I had dropped off (b)(6) at the airport and she was excited because she was going to see her two sisters, with her daughter and some nieces for 3 days in Dallas. I called her just before the plane left and I could tell she was distraught. I had to really pry to get her to tell me what was going on and she was practically crying. This experience was depressing for her and also violates the 2nd, 4th and 5th item copied directly from the TSA online site, which I will rewrite again here

The passenger can request a private screening at any time and a private screening should be offered when the officer must patdown sensitive areas. During a private screening, another officer will also be present and the passenger may be accompanied by a companion of his or her choosing.

6/16/2015
4:42:10
PM

-----Original Message-----

From: (b)(6)
Sent: Tuesday, June 16, 2015 3:39 PM
To: TSAExternalCompliance
Subject: Fw: Molestation atPhoenix Airport by TSA Agent

-- On Tue, 6/16/15, (b)(6) wrote:

From: (b)(6)
Subject: Molestation atPhoenix Airport by TSA Agent
To:
Date: Tuesday, June 16, 2015, 11:18 AM Attached is TSA complaint form
re my molestation by TSA agent with a photo showing the agent and
myself. Please give this your attention. (b)(6)

6/16/2015
4:42:13
PM

Attachment:
Civil Rights \ Civil
Liberties Complaint

Complaint Information

1. Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6) (b)(6)
Phone #: Cell: (b)(6)
Mailing Address: (b)(6) Oregon City OR 97045
Email: (b)(6)

2. What happened? Describe your complaint. Give as much detail about your experience as possible,
including the name of the air carrier, if this occurred at an airport.

The caller flew to Dallas from Phoenix Sky Harbor Intl. airport on Spirit Airlines. Spirit Airlines made her check the bag she was planning on bringing as a carry on and she thought that was strange. She arrived at her destination but the bag she had to check did not arrive. When she asked about it the woman at the airport looked it up in the computer and told her it was delayed because TSA had to do a hand inspection. When she finally got her bag she was missing her mini iPad and her jewelry but there wasn't an NOI in her bag.

Also when she went through the screening checkpoint in Ohio on a separate trip, the TSO's were very rude to her. She had just taken a blood pressure pill before going through and when they swabbed her hands for explosives it had traces of drugs which she said were her blood pressure pills. She was then subject to a private patdown which she said was very rough. She asked if she could bring her husband with her and the TSO's told her no.

Date and time: 12:55am 06/05/2015
Airline: Spirit Airlines
Airport: Phoenix Sky Harbor Intl. Airport
Gate and terminal: Gate: Not Provided Terminal: 2
Flight #: Not Provided
Bag Description: Small brown carry on suitcase with pink trim
Missing items: Tiffany mesh ring and two Tiffany bracelets and her mini iPad

6/16/2015
6:15:59
PM

The screener rudeness incident happened in Ohio and the caller has less information about that flight.

Date: 06/02/2015 6:55pm
Airport: Columbus Ohio airport
Airline: United Airlines
The TSO's were two African American females and she heard a man say one of the females were a supervisor.
TSO name: Not Provided
TSO badge #: Not Provided

I told the caller for both of these issues I was going to forward this to the Customer Service Manager at the both airports.

Caller was going through the airport at MDW traveling to AUS and had a layover at MSP. He said he was flying with Delta airlines. He told me that his flight number changed but the plane and the gate did not so he does not believe his baggage changed planes at MSP. He said one of the screeners was a training a new screener and the other TSO asked what one of his items were that he had in his carry on. He said he had been traveling with these items in his carry on for two years and he had never been questioned about them. He said the TSO wanted to know what the mil gage was how to turn it. He said the TSO told him that his mil meter was not allowed in carry on and they made him check it. His meter was missing when he reached his destination. He said it the mil gage was a \$2500 tester and he had only had it for about 8 months. He did not have a NOI in his bag. He said the TSO told him that he would give him the bag and the instruments at the starting end of the TSA checkpoint since he had deemed it a prohibited item and that he would have to check the item or he would not be allowed to board his flight. He said he did not check to make sure that all of the items were in the bag because it had taken so long for screening and he knew he was going to have to go back through after he checked his bag. He said he went to Delta and checked the item along with the rest of the contents of his carry on bag.

He said they were having a problem with the AIT and the TSO were having to ask everyone to go through the AIT about 5 times and they were giving all of the men a patdown. He said he was at the screening checkpoint for about 45 minutes and that the screening was process was very chaotic for him and other passengers.

6/16/2015

7:15:37

PM

Airport MDW

Airline Delta

Flight number 5799

Date and time 06 15 2015 at 10:24 am

Baggage tag number (b)(6)

Description - Small Black bag 6x5x2 1 2 and there was a little mesh pouch on the front of it which contained a small piece of steel in a pocket on the front and a Positector 6000 mil tester with a value of \$2500. The small bag was inside of a bigger black bag that is 13 inches x 8 inches wide.

NOI - was not included in his bag.

Gate or terminal - 7

Submitted on Tuesday, June 16, 2015 - 19:16 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: 06/16/2015

Time of Travel: 5:15 pm

Airline & Flight Number: United

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

6/16/2015

8:06:30

PM

Complaint Feedback: TSA Pre?™

Complaint: How is it that people with implants with metal get access to pre check. If they have to get a pat down, then don't send them through pre check.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/24497>

Caller is calling on behalf of her mother who is 80 years old and went through a difficult screening. Her mothers name (b)(6)

She traveled from Charlotte to New Hampshire. Flight number is 5257 on US airways which departed at 11: 40 AM.

6/16/2015

8:25:50

PM

Her mother can barely walk. The lady stated something was on her hands. She dragged her over and was very rude. The man called to help with the additional screening was kind and considerate. The woman stated something was in her shoes. The TSO groped her in the bra and in the groin. She made her lift her shirt up. The screening was in front of everyone.

The TSO was black, short, heavyset, short hair. Age 30-40. Her mother was very upset. Caller is very upset.

This was not disability related.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/16/2015 11:59:16 PM

6/17/2015
8:53:41
AM

Name: (b)(6)
Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 51 on June 15th at 8:20pm

Flight 55 on June 16th at 11:05am

WileyPost/Will Rodgers (BRW) for both flights.

Comments: Upon return from a 1 night, round trip ANC to BRW trip the supervising TSA agent refused to allow me to board flight 51, stating that my ticket name (b)(6) is not a common nickname for Charlotte. I have gone by that nickname all my life & allowed to fly up & down the west coast as well as to BRW without this being a problem until this trip. The agent did not explain why this put me at a higher security risk & called for a complete search and full pat down. I was pointed out in line by the agents as "that lady", "that lady from the night before" & surrounded by agents. The company I work for owns the land in Barrow & I was there on business and was recognized by local coworkers in line, I had a prescription on me with both names, my drivers license has my picture and signed name (b)(6). Not allowing me to return home to Anchorage was completely uncalled for and lacked common sense & good judgment. I should have been alerted to the concern by TSA before leaving my home city rather than not allowed to return to it. Am on a higher security risk list now? Nothing was explained to me.

Submitted on Wednesday, June 17, 2015 - 07:50 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Illinois

Airport: ILLINOIS - ORD - Chicago-O'Hare International

Date of Travel: 06/16/2015

Time of Travel: 3:30 pm

Airline & Flight Number: AA2323

Checkpoint / Area of Airport: American Airlines TSA Checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

Hello,

6/17/2015
10:18:45
AM

I hope this message finds you well. At approximately 3:30 PM yesterday (6/16) I proceeded through the TSA pre-check checkpoint at the American Airlines terminal at O'Hare. I noticed that my bag did not come out of the scanner. I had to alert an employee (who was wandering around the checkpoint) and asked for assistance. She proceeded to search and thoroughly swab my bag, all while not communicating what was going on. This employee was very curt and did not appear to enjoy her employment with the TSA. She then told me I would be subjected to a thorough pat down, and began shouting "MALE ASSIST MALE ASSIST MALE ASSIST." It took about 7 tries for a male officer to come and give me a thoroughly invasive pat down. I then waited for another 10 minutes or so for another officer to wander over and inform me that my bags would have to be examined by an explosives expert. At one point, they decide that I have to take my shoes off for those to be swabbed. Another 10 minutes pass, and the

This email is to document an incident which occurred at tricities airport this am June 17th. 15 people were in the airport and had checked their bags.. They were held up from boarding by the TSA personel. The time was a busy morning and only one of the two check through lines was in utilization. Only one personal was helping people going through the metal detector. The personel was very slow in his job and kept us from going through while he did a pat down on two elderly men that had hip and knee replacements. The TSA personel showed no concern for getting us through to our plane which was boarding. We were informed by the delta staff that this was a common occurrence. Given the recent report about the ineffectiveness of the TSA overall and reports that travelers are being held up by this same ineffective process I plan to contact my elected representatives to consider doing away with the program of Government waste. If you would like to discuss this situation which occurred today I can be reached at (b)(6)

6/17/2015
10:19:01
AM
Bristol VA 24202

Sent from my Verizon Wireless 4G LTE smartphone

Caller has had a terrible screening incident at Denver airport on the 11th.

Caller stated she is older. She had precheck. The TSO was nice and she went on to the other side. Her baggage had gone through. She was with her companion or boyfriend. He has white hair an they are almost 80 years old. She had precheck and he did not.

A female black TSO came over and started swiping her hand. She checked all of her luggage. She was ok. She took her into the other room.

A TSO white big woman middle aged gray hair TSO came into the room. She has a complaint with this TSO. She started conducting a pat down. The TSO stated if she did not stop asking questions, she would send her to the manager and she would miss her plane.

She went into her pants and around the breast. She searched her all over.

She made her bend over and take her shoes off. She cannot bend over easily. The caller stated this does not make any sense. The TSO stated they were all terrorists. The caller stated she was not a terrorist. She does not know why she was going through this.

She requested for her to go get her companion and the TSO refused to do so. The companion had left and gone on to the plane because he could find her. It was hard for both of them.

This was inappropriate, uncalled for and unnecessary. She was infatuated with her own power.

6/17/2015
1:47:37
PM
She told the airlines who stated she must report this.

United Flight number was 1138 to San Francisco.

Date Time of Incident: 6 11 2015 2:00:00 PM

Gate Terminal: Not PRovided

Airport:Denver

Airline:United

Flight #: 1138

Bag tag #: NA

Bag description: NA

NOI: NA

Your agents are power tripping and out of control. Security checkpoints should not be a place that increases the stress levels of passengers. It's a necessary evil that is unnecessary, in my opinion. TSA makes the news more often because they've committed theft. I've never heard of tsa stopping a threat to national or local security.

Your employee (b)(6) recently accosted me approximately an hour ago while I was trying to catch my flight at LaGuardia airport. Since when does a normal bra trigger an extra pat down? There is nothing special about it. but I was detained anyway. She separated my from my children during this time, further increasing my stress. And as my agitation and stress levels increases, her speed in doing this unnecessary pat down decreased exponentially.

6/17/2015
2:13:05
PM
This practice ands behavior has got to stop. Stop pulling my pants down doing your extra pat downs. Stop detaining me. I am not a threat to this nation. But I will be very verbal about the harassment I receive from your employees virtually every time I fly. I'm tired of it. I'm tired of witnessing the power tnps. Tired of being subject to needless searches. Tired of the fabricated reasons (you tested positive for gunpowder residue....really? Like the nearest male could have tested positive for pregnancy. That's how probable it is for me to test positive for gunpowder flying home from vacation).

Your millimeter wave machines are not necessary. Yet, you allow them in select airports so those opting out can be further harassed by your employees. I will continue to talk to others, use social media and contact you every time I feel harassed by a tsa employee until the harassment stops.

Regards,

(b)(6)

- sent from (b)(6) phone

Disability Description: Callers wife has a medical implant in her brain.
(b)(6) She has Dystonia- neurological disease.

Incident Details: They are currently at LAS.

6/17/2015 2:34:29 PM
His wife had a medical device implanted her brain Las Vegas.
(b)(6) supervisor was very rude and not helpful.
They need to do a patdown. They have waited for 10 =15 min.
They are waiting for a female TSO.
They are going to miss her flight.
We need to get rid of the guy (b)(6)
Several TSO s female are standing at the gate and they are still not screening her.

Caller wanted to know how to file a ADA complaint.

Submitted on Wednesday, June 17, 2015 - 14:25 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Michigan

Airport: MICHIGAN - DTW - Detroit Metropolitan Wayne County

Date of Travel: 06/16/2015

Time of Travel: 12:05 am

Airline & Flight Number: Delta 1715

Checkpoint / Area of Airport: General

TSA Employee: employee walked away when I questioned

==Complaints==

Complaint Feedback:

- Civil Rights / Civil Liberties
- Missing or Damaged Items
- Permitted Items
- Professionalism/Customer Service
- Screening

6/17/2015 4:21:37 PM
Complaint: Had a cancelled flight and was left in Detroit overnight. Walked outside to smoke a cigarette, when going back through screening had a VERY overzealous individual who made me go through a humiliating patdown, emptied all of my belongings out, carelessly and made me throw away a multitool that was a gift from a dead relative. The supervisor was very rude, the "underling" was inept and kept talking about videogames to me (when I had no desire to communicate with the person that was treating me like a terrorist). The supervisor almost smashed my laptop and submitted me through three xrays. (Even though my carry on/laptop bag is also TSA compliant) This multitool was ok'd by Greenville/Spartanburg TSA and Houston GW Bush TSA. THEN...wasnt going to allow me back in because there was a one letter discrepancy on the boarding pass due to a misspelling of my middle name (b)(6) ((b)(6) on ticket). Completely

Disability Description: Callers son has an insulin pump.

6/17/2015 4:45:59 PM
Incident Details: (b)(6) is calling because she is wanting to file a complaint about a TSO at the TSA Security Checkpoint at MDW who disregarded information concerning her 16 year old sons insulin pump and a letter from a physician stating that he could not go through the AIT machine. She requested a pat down instead but the officer insisted he go through the AIT machine.

Hello,

For medical reasons, I request pat downs when going through security. As a female who travels 2x a month I've been impressed by the professionalism of the TSA agents.

After having going through the process >20 times, I was disappointed today by an incident at terminal 2 JFK at 1612 where I was intentionally marginalized and ignored.

After telling the first TSA agent I saw that I was requesting a pat down, he answered "Ok, but the machine is no longer X-ray." Then walked away with no instructions.

I walked to another agent and repeated my request. She casually said "pat down" and told me to wait and read the information regarding the machine. After waiting some time and feeling very punished, I noticed 4 female TSA agents not doing anything, so I repeated to the woman my request and she said "you just wait. I cannot tell you how long."

Here's where I have kudos. I turned to the agent at the station behind me, (b)(6) and said "I feel like they are purposely not helping me." (b)(6) immediately walked back to the group of women to notify them I was waiting.

6/17/2015
6:16:45
PM

One of the women immediately came out and helped and stated "sorry, we had no idea you were waiting."

I'm appalled, that my requests were blatantly ignored, and when given the opportunity to rectify the situation, I was again ignored.

I reported the incident to the supervising officer (b)(6) who blew the situation off and said "you didn't have to wait more than ten minutes, so nothing is wrong."

I pointed out that no one in the back knew I was there, and no one up front was helping me until (b)(6) took initiative.

As a veteran, I know what it is to serve my country and the people in it. TSA has been trying to fix their reputation for many years, but putting your customers into "shaming" situations is unacceptable.

I want to know that (b)(6) gets the recognition he deserves, and that TSA "shaming" will not continue.

Thank you

(b)(6)

6/17/2015
6:47:25
PM

When the caller was in the Minneapolis checkpoint. She misplaced her DL and gave them the old license and additional information. She went thru a patdown and additional screening. She wanted us to know that was a bit overboard. She is glad that people are checked, but for her she thought that this was a bit much. She is an elderly woman with nothing on her record, not even a traffic violation.

TO WHOM IT MAY CONCERN:

I am a 72 year old female. I flew on Southwest Airline, Confirmation (b)(6) on Tuesday, June 9, 2015 from LAX with a layover in Las Vegas. I was unable to retrieve the flight numbers.

I returned to LAX via Flight # 4299 from Columbus, OH to Phoenix, AZ and Flight # 571 to LAX on Sunday, June 14, 2015.

6/17/2015
9:06:34
PM

At the TSA security checks at LAX and CMH I was pulled aside for a pat-down because the screen was showing something in my groin area. My hands were also brushed with a substance. My first flight back to LAX had to be changed due to a storm so my flight was changed. I knew I had a problem at security in LAX so I used no lotion or deodorant or hand sanitizer when coming back to LA. I still ended up with the humiliation of the pat-down. My question is there anyway for me to know what I should avoid wearing or using so I don't have to be patted-down. I don't travel often but would like to know what to do. I have never had to be patted down 3 times.

THANK YOU,

(b)(6)

Submitted on Thursday, June 18, 2015 - 09:28 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: District of Columbia

Airport: Other

Date of Travel: 06/14/2015

Time of Travel:

Airline & Flight Number:

Checkpoint / Area of Airport: Bag x ray/radiation walk through TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service

- Screening

Complaint:

6/18/2015
10:08:51
AM
Black female TSA person was very rude & unresponsive to my request. While waiting for a pat down agent in the roped off area before picking up my screened 8 inch x 5 inch belt bag & shoes, I was standing as requested at the outside roped area 5 feet away from the TSA agent. I requested that since my small bag was already screened and waiting for pickup that she please bring it near us because anyone could easily pick it up and walk away with it. She was unreceptive to my simple request and moved closer, NOT IN HER FACE and HADN'T LOST MY COOL and stepped a foot away from the roped area to speak to her more closely and she just shouted at me several times to step away as though I was hostile. She ignored my request and just said that it (my bag) is in the airport (meaning it was safe when no TSA agent checks ID to for pick ups. How coldly indifferent) She ignored me and started to handle the person behind me in line. I very upset that that she was unresponsive to a simple request of walking back 2 yards to reach for my small 8 inch x 5 inch belt bag. I asked another TSA employee next to the moving 'already screened bags'

6/18/2015
2:02:01
PM
The caller is flying out of San Diego. The last three times she has gone through she has TSA Pre Check. The last time she went through the Pre Check lane was closed. The screener machine alarms every time she goes through because of her shoes. The caller is upset because she has to have a patdown every time she triggers an alarm.

6/18/2015
2:07:21
PM
My wife and I were traveling on first class tickets from Austin and I am pre check.. She lost her license so had a temporary paper with picture and ss card. They subjected her to pat down chemical tests on luggage etc. this delayed us for 30 minutes for no reason as there is no profile that we would fit to warrant this. I find this to be unacceptable as there were plenty of sketchy people you put through the accelerated line with no concern

Sent from my iPhone

Caller has purchased her parents airline tickets online. She stated her father had a bad experience when coming through the TSA check point. Caller stated her father felt like his pat down was inappropriate and that his genitals and buttocks were touched and made him feel uncomfortable.

6/18/2015
8:06:36
PM
6-17-15 6:46pm
JFK
JetBlue
883
Gate 2

6/18/2015
8:17:16
PM
She is a detective and she said a complainant said he had a patdown done at LGA and that he was not satisfied with it. She asked for a phone # for the CSM. She declined her first name and she did not give the name of the complainant.

Hello,

I am writing on behalf of my mother who just left Bush Intercontinental this morning June 18, 2015, at 10 am, her boarding was at 9:20 am on United. We arrived at Bush around 7:40 am, I had made sure that my mother had enough time to check herself in with enough time to pass through security and get her something to eat. Well as she was checking into security, TSA denied her to pass with two jars of cookie peanut butter. Then they had her wait on the side for 10 minutes until someone shows up to check her bags because they claim that her bag set off the bag alarm. They had wiped her bags down in search of drugs or other substance or whatever they claimed she had in her bag, wiping it down numerous times and sending it through the machine numerous times that all could have been avoided if the machine had done its job the first time!

Already agitated and embarrassed they had a pat down search or cavity search her in front of everyone at the airport. Two African American women were involved in this, they were a-holes telling her that she can't touch anything in her bag, touch her phone to check the time to make sure she still has time for her flight, basically talking down to her. They treated her like a second class citizen or someone who was guilty of something. They were unlawfully searching her which led to the embarrassment of the pat down search due to the fault of their equipment! Once they had used another machine, all results came back negative thus showing the results of the first machine were incorrect and that the fault was with your equipment and not what was in my mother's bag!

While all of this was taking place, she very easily could have missed her plane. Incurring substantial costs and penalties if she missed her flight.

I understand that these officers' jobs are to maintain the safety and security of the airport, but it should not be at the cost of the rights and freedom of the people they claim to defend and protect. After all the nonsense that the TSA security has caused she had no time to get her food.

6/19/2015
8:32:00
AM

My mother is a prideful and hard working American and that's why I feel that I need to write a letter to you informing you of this situation on her behalf.

If you would like to hear the first person account from the party yourself she can be reached at (b)(6) or via email at (b)(6). Her name is (b)(6). Can someone please get back to my mother or me about the issue that happened with TSA security, her unnecessary embarrassment, and the faulty equipment.

Thank you for your time,

On behalf of my mother, (b)(6)

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/19/2015 9:16:42 AM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 06/18/2015 10:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

Comment : Around 10:45 AM I went through the security screening with a pregnant colleague who was in line ahead of me. In front of my colleague was a woman with five bins. As I waited for my bins, and for the woman with five to collect her belongings, I began gathering my colleague's items as she received a pat-down. I informed the x-ray reviewer that there was a back up and she yelled at me to take my bins and move. I explained I was waiting for my bins. Again she yelled at me to take my bins and move. I explained that they were not my bins. She continued to yell at me, which meant that she was not diligently watching the x-ray machine.

6/19/2015
10:18:20
AM

Upon gathering my bins and moving to another area to assemble my items I overheard several TSA employees speaking tersely to a man about where he was standing and then made snide comments about him as he walked away. Additionally, my colleague will be submitting her own feedback for the negative way in which she was handled during her pat-down.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/19/2015 Caller is traveling and is continually receiving a pat down. What can she do?

12:35:19
PM

(b)(6) was on an United Airlines flight out of SBN today at 2:15pm, he requested a pat down instead of the AIT machine and said TSO (b)(6) grabbed his backpack in the wrong orientation causing his Thermos to fall out of the side pocket breaking on the ground.

6/19/2015
3:31:09
PM

Date Time:06 19 15 2:15pm
Gate Terminal: A
Airport: SBN
Airline: United Airlines
Flight #:5597
Bag tag # (10digit): Unknown
Bag Description: Red Hysierra backpack
Missing Damaged item description: Clear plastic double walled Thermos custom logo. Screw on lid.
NOI: Carry-on (Requested pat down, officer caused thermos to fall out of bag causing it to break)

Submitted on Friday, June 19, 2015 - 15:44 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Alaska
Airport: ALASKA - ANC - Anchorage International
Date of Travel: 06/19/2015
Time of Travel: 10:50 am
Airline & Flight Number: Alaska FLT 140
Checkpoint / Area of Airport: C Gate
TSA Employee: Officer (b)(6) and Officer (b)(6)

==Complaints==

Complaint Feedback: Screening

Complaint:

While going through AIT screening machine 1 spot on chest showed, where my shirt has sparked on it.

6/19/2015
4:13:34
PM

Officer (b)(6) had female Officer (b)(6) do a full body pat down running her hands between my legs 4 times, raise my shirt twice run her hands over and around my breast fully...twice! He wanted me to take my pantyhose off but I was very upset and embarrassed, almost in tears! I travel all over the world and have NEVER been treated so rudely or inappropriately! It was totally uncalled for! I had on a knee length skirt and shirt with glitter on the front and pantyhose. I want him reprimanded for his unacceptable demands when only 1 small spot showed up on your AIT machine. Also, Officer (b)(6) was just as rude and over did her search!

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name (b)(6)

Phone Number (b)(6)

Email Address (b)(6)

Dear Sir or M'am,

I am writing about a VERY concerning situation that occurred to me at LaGuardia Airport, N.Y., Terminal D, on Tues., 6/16/15, from 7:50 - 8:40. If I had indeed been a terrorist carrying a bomb, then the airport would have been blown up during the time it took for the TSA supervisor to come frisk me for their 'alert' on me at the body scan machine. There are two reasons for this:

1) Only a female TSA officer "with at least 3 stripes on her sleeve" was allowed to give me a pat-down because I'm female. However, it was this woman's "day off", and no one was available in her absence. Another woman had to be called from another terminal or section of the airport. This took approximately 45 - 50 minutes and required multiple requests from various people for her to come. This delayed my departing, but thank God I arrived early so I was ok with my departure. However, if I had missed my flight because of the LaGuardia TSA's incompetence would I have been compensated for it?? I did everything I was supposed to do; their inability to do their job, which affects the safety of THOUSANDS, is inexcusable. As I said, if indeed I had explosives on my person, the terminal would have been long gone by the time the TSA lady arrived.

2) Once the female TSA officer arrived to pat me down, it took a minute or less, and was all done by hand. The area of concern highlighted from the body scan machine was my abdomen/crotch area, which was never even searched or re-scanned at all with a wand or other device. What if I had something inserted in my crotch?? I assumed I would have to take my panties off to be scanned/checked, and/or have the wand waved around the area in question. But no. Again, this is a very inexcusable procedure, and could have resulted in a catastrophe.

6/19/2015 6:06:32 PM Just so you know what I'm guessing the concern in the body scanning machine was, I think it was perhaps heat and moisture built up due to the high June temperatures/sweat, and the fact that I had to hand-wash my panties the night before since my flight was cancelled and they weren't completely dry.

All in all, compared to the various airport screenings I have been through, LaGuardia's TSA department was the most inefficient, slack, unsafe excuse for 'security' that I have ever witnessed. In addition to this, isn't the TSA a federally-run department? Shouldn't there be a uniform procedure for security checks that are standard at all airports? Each airport I went to required different things, the least security at LaGuardia as I said. At all other airports, I was told to remove the liquid items - my from carry-ons; in LaG, I was rushed through with little/no concern. I also went through all security checks with a lighter; I thought that wasn't allowed? (I didn't realize it was even in my purse until unpacking yesterday). At LaG we were told to remove our tablet from our bags, but this wasn't the case at any other airport, which was fine, but yet another discrepancy when it should all be a uniform procedure. The security that had the best performance was in Charleston, SC. They were serious, not chatty, and very thorough in their job.

Thank you for your serious attention to these concerns. I want to know when I fly, that I am safe and the security in place is thorough and efficient, not causing delays and having slack security procedures and personnel in place. I look forward to hearing back from you.

Thank you,

(b)(6)

Learning Center Teacher

Submitted on Friday, June 19, 2015 - 16:23 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Missouri

Airport: MISSOURI - MCI - Kansas City International

Date of Travel:

Time of Travel:

Airline & Flight Number:

Checkpoint / Area of Airport: all checkpoints TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint: I'm a TSO at MCI in Kansas City. We are currently being made to prior to starting are shift to pat down the groin and buttocks area of another officer everyday. I fully understand where on a random time we should do in house checks but this workplace feels like sexual harassment. To know fellow TSO's will be on your breast and on your buttocks is simple unacceptable. If this continues there will be sexual harassment charges leveled against AKAL who is the contract company and TSA for these conditions to exist.

6/19/2015 6:07:00 PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
<http://www.tsa.gov/node/2289/submission/24777>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/20/2015 10:57:30 AM Airport : DEN - Denver International Date/Time of Travel : 06/19/2015 11:00 AM Airline & Flight Number : Delta 98 Checkpoint/Area of Airport :

Terminal TSA Employee: (If Known) : ?

6/20/2015 Comment : I have an artificial hip, and the TSA Pre line only had a metal detector. I asked to be escorted to a body scanner so I wouldn't need a pat down, but the TSA agent said there was no one available to escort me so I'd have to wait for a person to pat me down. He made me wait ten minutes before he himself gave me the pat down, and I almost missed my flight. 1. Please put body scanners in the TSA Pre lines. 2. If not, provide escorts to nearby body scanners.

11:05:20 Would you like a response? : True

AM Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/20/2015 9:26:03 AM Airport : MDW - Chicago Midway Date/Time of Travel : 06/19/2015 4:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/20/2015 Comment : The tsa employee asked me to lift my shirt to expose my belt. I felt very uncomfortable doing this out In the open. I am an adult and was treated like a child when I asked if "are we done here". I feel Violated and uncomfortable
11:05:38 when I had the pat down and skin tests and felt If I complained or spoke to a supervisor I would be treated worse. I understand we need security on planes but the TSA seems to have inconsistent policies regarding the pat downs, shoes on or off and
AM traveler comfort. The female employee at midway really ruined my travel day.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller had a bad experience with TSA. She was going through the checkpoint for American airlines. She is on a knee scooter because she has a broken foot. She had to get a patdown and feels like she was punished. She said they left her at the checkpoint and laughed at her for 15 minutes. They didn t communicate with her.

6/20/2015 Date Time: 06 20 15 4:20PM
4:38:46 Gate Terminal: Gate 25
PM Airport: DCA
Airline: American Airlines
Flight #: 1602

Submitted on Sunday, June 21, 2015 - 08:41 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Florida

Airport: FLORIDA - FLL - Ft. Lauderdale-Hollywood International

Date of Travel: 06/20/2015

Time of Travel: 10:20 am

Airline & Flight Number: Ua1290

Checkpoint / Area of Airport: Security checkpoint domestic united TSA Employee:

==Complaints==

Complaint Feedback: Missing or Damaged Items

Complaint: While a tsa agent was searching my bag i was distracted by the uncomfortable public pat-down of my self by another agent. When i checked my bag next my jewlery box was damaged- broken zipper and top, and my prescription medication was gone. Not much i can do about recourse however doing a patdown on a person while they are supposed to be watching their possessions be rifled through is not copacetic. Plus you might want to find out if someone is pocketing prescription meds since thats just plain illegal.

6/21/2015
9:25:04
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

The results of this submission may be viewed at:

Submitted on Sunday, June 21, 2015 - 11:10 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Nevada

Airport: NEVADA - LAS - McCarran International

Date of Travel: 06/16/2015

Time of Travel: 5:55 pm

Airline & Flight Number: Southwest 847

Checkpoint / Area of Airport: C Gates

TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

I'm writing today to complain about a particularly bewildering experience at a TSA checkpoint in Las Vegas McCarran airport on 6/16/2015. I opted out of the body scanner to receive a patdown as I usually do when travelling - a personal protest against what I perceive as needless invasion of people's privacy posed by the body scanners. When I was escorted to the patdown area, I was also notified that my carry-on bag would need to be inspected. I knew immediately what in my bag triggered the inspection, two small cans of apple and orange juice that I'd intended to drink before getting to the airport. These were indeed the problem items and I asked if I could drink them on the spot rather than throw them out since I was quite thirsty. I was told that no, I couldn't, unless I wanted to go back outside, drink them there, and then come back in and repeat the security process. I was also told that if I did opt to drink them I would have to go through the patdown procedure twice, right there and then also upon reentering security.

6/21/2015
1:06:57
PM

Submitted on Sunday, June 21, 2015 - 16:58 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Maryland

Airport: MINNESOTA - MSP - Minneapolis-St. Paul International

Date of Travel: 06/21/2015

Time of Travel: 2:10 pm

Airline & Flight Number: DL 1361

Checkpoint / Area of Airport: MSP Terminal 1, Lindberg Terminal, Checkpoint 4, Near the F Concourse.

TSA Employee: Female "Supervisor", and all agents that denied me access to a body scanner.

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Civil Rights / Civil Liberties
- Professionalism/Customer Service
- Screening

Complaint:

I was forced to go through an x-ray machine as an amputee that requested a body scanner. There was a body scanner at this security checkpoint less than 50 feet away from me that could have easily been used but I was told that I had to go through the x-ray machine because I didn't have TSA precheck.

I have flown out of airports all over the US and I have always been allowed to request a body scanner with or without precheck on my boarding pass as long as the machine was present.

The agent had already inspected my ID and saw that I was still an ACTIVE DUTY Army officer. I am a Special Forces Officer (Green Beret), and United States Military Academy (West Point Graduate). I lost my leg in service of our nation in Afghanistan. I am still an Active Duty officer because the Army has found me Fit for

6/21/2015
6:04:00
PM

Submitted on Sunday, June 21, 2015 - 16:51 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Florida

Airport: FLORIDA - TPA - Tampa International

Date of Travel: 06/21/2015

Time of Travel: 4:30 pm

Airline & Flight Number: Southwest 510

Checkpoint / Area of Airport: Security

TSA Employee:

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: I was opting out of the metal detector and body scanner because i'm pregnant and flying a lot. While i waited 10 minutes for my pat down, the TSA agent at the machine ridiculed my constantly about how ridiculous my decision was and how stupid my concerns were. I do not believe TSA agents have medical degrees. I have a right to request a pat down and he should mind his own business. I have never been treated with so much disrespect. I wasn't hurting anyone or doing anything wrong. Unfortunately, i couldn't see his badge. Please train your people better.

6/21/2015
6:04:04
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

Submitted on Sunday, June 21, 2015 - 16:51 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: 06/20/2015

Time of Travel:

Airline & Flight Number: UA 453

Checkpoint / Area of Airport: Checkpoint TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint: At DIA, the PreCheck line only has a magnetic detector and with an artificial knee, I had to get a pat down. The whole purpose of PreCheck is to expedite screening and not to have an imager in the PreCheck line totally defeats the purpose of the program.

6/21/2015
6:04:07
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:
<http://www.tsa.gov/node/2289/submission/24905>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/22/2015 7:08:11 AM

6/22/2015 Name: (b)(6)

10:24:20 Email: (b)(6)

AM

Complaints: inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal three o'Hare international Airport

TSA check in near jet blue

5:45 AM June 22.

Comments: I am 65 years old and wear an orthopedic boot. I was sent to a special area with a detector that would work with my boot. I asked the TSA screener (b)(6) if I should remove my boot. He said not necessary. Instead of sending me to the correct machine, he sent me through one about a foot away from it. When I set off the alarm, he said he knew I would and I would need a full body patdown. I asked him why he didn't send me to the other one and he just shrugged. I was offered a private room for my full body patdown but the woman had no idea where it was. When she checked it was in another terminal. So I had to undergo an inside of my clothes Full body pat down in front of everyone. Just because (b)(6) couldn't bother to send me through the correct scanner.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/22/2015 7:08:11 AM

6/22/2015 Name: (b)(6)

10:24:20 Email: (b)(6)

AM

Complaints: inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal three o'Hare international Airport

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5:45 AM June 22.

Comments: I am 65 years old and wear an orthopedic boot. I was sent to a special area with a detector that would work with my boot. I asked the TSA screener (b)(6) if I should remove my boot. He said not necessary. Instead of sending me to the correct machine, he sent me through one about a foot away from it. When I set off the alarm, he said he knew I would and I would need a full body patdown. I asked him why he didn't send me to the other one and he just shrugged. I was offered a private room for my full body patdown but the woman had no idea where it was. When she checked it was in another terminal. So I had to undergo an inside of my clothes Full body pat down in front of everyone. Just because (b)(6) couldn't bother to send me through the correct scanner.

Submitted on Sunday, June 21, 2015 - 23:57 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Illinois

Airport: ILLINOIS - ORD - Chicago-O'Hare International

Date of Travel: 06/15/2015

Time of Travel: 6:00 pm

Airline & Flight Number: Frontier

Checkpoint / Area of Airport: CP-9

TSA Employee: Renee

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint:

(b)(6) was working at the metal-detector. I declared that I would like to opt out of the body scanner. As I opt out every time that I travel, I know the routine quite well. At every airport, I am told that there may be a small wait and that I should hold on to my items until they are ready for me. (b)(6) declared, rudely I add, that she would not call out for a pat-down until after I have sent all my items through the x-ray. After that, she refused to address me or respond to my questions. I asked if this was a recent change of policy, but received no response. She refused to acknowledge me at all. Shortly thereafter, other TSA agents came to my rescue and called out for the pat-down. I think her behavior was rude, and it is not representative of the professionalism that I believe the TSA almost always maintains.

I understand that it was a day where there were many delays and cancelations of flights in the airport and perhaps this added to the stress-level for TSA agents on that day, but all the other agents maintained their professionalism, as I think we should expect.

6/22/2015
10:27:27
AM

Submitted on Sunday, June 21, 2015 - 19:04 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Massachusetts

Airport: MASSACHUSETTS - BOS - Logan International

Date of Travel: 06/21/2015

Time of Travel: 6:00 am

Airline & Flight Number: AA 205

Checkpoint / Area of Airport: Security

TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint: I chose to opt out of the millimeter wave scanner and to have a manual pat down screening instead. I was the only male in line for a manual pat down and it took in excess of 15 minutes to get a agent to conduct the pat down. The airport was NOT unusually busy. I fly 30k miles a year and this was the longest wait time I've experienced. It was only after I made a stink about it and requested that a supervisor be called that the screening occurred. It seems to me TSA agents want to avoid conducting pat downs or are annoyed by it. This was an unacceptable wait time and could have caused me to miss my flight. I could see the TSA milling around in the back of the scanners, so it's not very difficult to see who is busy and who is not based on my extensive experience flying and dealing with the TSA agents in the past. Again, I was the first and only person waiting for a pat down and it took an unacceptable time.

6/22/2015
10:28:18
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

To: TSA Administrator

From: [b](6)

Complaint: TSA Employee Profiling Incident Report.

On June 13, 2015, I had a flight from Charlotte (CLT) to St. Louis (STL) for which I had a TSA Pre-Check status designated on my boarding pass for US Airways flight 4606. At approximately 2:00 PM EST, I went through the Pre-Check line and put my hand carry luggage on the conveyer belt. I had my driver's license and boarding pass in my hand as I approached body scanner. The female TSA officer standing before the scanner stopped me before I entered the scanner and asked me to stand on the side and wait. She used the PA system and announced that she needed a female security officer for checking at the Pre-Check gate.

6/22/2015
10:28:23
AM

A male TSA officer approached her and asked: "Why are you asking for security? Did the scanner beep?" The female officer replied "No, I did not allow her to enter because I wanted someone to come and pat her down." The male TSA officer said "Why? She hasn't gone through the scanner."

The lady TSA officer (her name badge was not visible) replied "I want this to be done because of her outfit – look what she is wearing – long clothes"

The male TSA officer again said "You cannot do this, let her go through the scanner first."

The female officer insisted "I will not allow her [to go through] because I am not comfortable. Can I just go ahead and pat her [down] myself?"

He replied "No you cannot."

She said "Then I want you to go and check into this matter."

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

6/22/2015
10:28:27
AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

To whom it may concern,

My name is (b)(6) and I am a Ph.D student in the Department of History at the University of California, Los Angeles. On April 1st, 2015, I returned to Los Angeles from a seven (7) month stay in Ankara, Turkey, where I was studying Turkish and conducting research as a Boren National Security Fellow, funded by the National Security Education Program (NSEP). Since my return, I have taken three flights, one international and two domestic. On all three flights, I was a selectee for additional screening by the Transportation Security Administration. On all three flights, I was not allowed to check-in online up to 24-hours prior to my scheduled departure time. The travel documents I've received in addition to the luggage tags were marked "SSSS", labeling me as the selectee for additional screening (see attached images). In one case, I was not issued a boarding pass at the check-in counter, but a security document that instructed me to proceed for further screening.

I have been the recipient of three (3) Foreign Language and Area Studies Fellowships, funded by the U.S. Department of Education; (2) Critical Language Scholarships, funded by the U.S. Department of State; and most recently, a (1) Boren Fellowship, funded by the National Security Education Program, most of which have required extensive travel and extended stays abroad. Prior to returning to Los Angeles from being in Turkey on the Boren Fellowship, my previous extended travel and stay abroad resulted in no palpable outcome on behalf of the TSA.

6/22/2015
2:19:23
PM

I am deeply appalled that I have been placed on a list that subjects people to additional screening by the TSA every time they fly, especially since my line of research and work necessitates extensive travel. The TSA agent that conducted my pat-down on the last flight confirmed that this was not a random occurrence and that I was indeed on a list. It is extremely degrading to have all my possessions, including the clothes I wear and the gloves the TSA agent puts on each time he conducts a pat-down swiped and then placed into a machine for analysis.

I am writing to ask for an explanation for why I've been placed on a list that subjects me to additional screening by the TSA every time I fly and urge you to remove me from said list.

Thank you.

Sincerely,

(b)(6)

(b)(6)

Ph.D. Student

Department of History

University of California, Los Angeles

Submitted on Monday, June 22, 2015 - 14:00 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: h/r

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Apollo Beach

State: Florida

Zip Code (Post Code): 33572

Other: n/a

Email: (b)(6)

6/22/2015
2:20:24
PM

==Incident Information==

When did this happen? 06/16/2015

Where did this happen? MARYLAND - BWI - Baltimore-Washington

International

What happened?

(b)(6) entered BWI airport at or about 1645hr on 16 June 2015. Upon going through the checkpoint at concourse B I notified TSO agents that I do not remove my shoes do to my religious beliefs and I am requesting a male assist. After a wait of approximately 15 to 30 minutes I was approached by TSA Manager John Chandler and told that I can remove my shoes in a

6/22/2015 7:09:06 PM The caller and her husband have recently been experience off abnormalities when going through the AIT and always receive a patdown. This has not always been so and she wanted to know what could be causing this. She also asked about PreCheck and where the closest enrollment center is to PDX.

As an airline employee of over 22 years, I am appalled at your most recent tactic of randomly patting down airline employees at the employee portal entrances. On SO many levels this is WRONG and a complete violation of human rights!!!! Your approved pat downs are intrusive and, in my opinion, a mild form of rape, and just as a customer does, I should have the CHOICE of getting screened by x-ray or the ridiculous pat-down!!!!!! I AM NOT A CRIMINAL!!!!!! You can blame the airlines for bringing in shady employees who may do corrupt things, such as the man in Atlanta that smuggled in the guns, but companies are going to get what they pay for!! If they are not willing to pay a decent wage, then the quality of worker will be compromised. I don't understand how ANYONE can think that touching someone's private parts is ok!!!!!! This is something that should not be acceptable and I should not be subjected to being uncomfortable in my job. This is offensive behavior on your part and for you to NOT give us a choice in how we want to be screened is beyond infuriating!!!!!! I love my job and do it very well but now your most recent stunt forces me to not even want to come to work!!!!!! This boils down once again to

6/22/2015 10:04:54 PM money!!!!!! The airports don't want to put in metal detectors to screen employees so you have decided to FORCE us to subject ourselves to random searches. AGAIN.....WE SHOULD HAVE A CHOICE OF GOING THROUGH AN X-RAY MACHINE IF YOU ARE GOING TO TREAT US LIKE CRIMINALS!!!!!! Something better needs to be done!!!!!!

Sent from my iPad

I am writing to complete the complaint I registered with the TSA on April 9, 2015 my experience and my wife's experience at LaGuardia Airport on March 29, 2015. My wife is currently undergoing chemotherapy and has lost her hair. The treatment has left her extremely weak and unsteady on her feet. She was therefore in a wheel chair. We had arrived from Cincinnati for a medical consultation in New York. Our experience with the TSA agents in Cincinnati on the trip to New York had been pleasant. They were thorough including patting her head to make sure nothing was hidden under her head scarf. The same can not be said for our experience with the agents at LaGuardia. I was told to go through the normal line, while she was sent alone around the X-ray machine. The agent was rude and abrupt with me, for example demanding to know what was in my (empty) pocket. I considered his behavior unprofessional, but was not overly concerned about it. However, after I came through the security line I saw my wife in tears and with her head scarf off. I complained to the supervising agent who declined to intervene, simply telling me that this is the procedure. As the discussion proceeded he objected to my tone of voice and threatened to call the police. I invited him to do so.

When my wife finally made it through security she informed me that she had been treated rudely and abruptly. She had asked to leave the head scarf on, but was told that she would be treated like everyone else. She was not offered a private setting, nor was her head scarf returned to her for seven minutes (per the local TSA investigation).

6/23/2015
4:36:19
PM

My time is very limited as I attempt to continue my work and care for my wife. However, I am horrified at the insensitivity shown my wife, and at the failure of the agents to follow regulations, by not using a pat down, by not offering a private setting, by not permitting me to stay with my wife, and by keeping the head scarf off for considerably longer than it would have taken to run it through the X-ray. I am concerned that other people at LaGuardia are being treated in a similar manner. The matter was investigated locally. They viewed a videotape of the incident, but lacking audio they simply took the word of the agents being investigated. They reported (inaccurately) that she had been offered a private room. Furthermore, I would have been with her had I been permitted to do so.

I have great respect for TSA agents and the work they do. It is demanding and potentially dangerous. I feel safer flying because of them. However, a failure to follow regulations and the lack of courtesy and respect shown me and my wife are inexcusable, as is the mockery of an investigation carried out at LaGuardia.

Thank you for your consideration.

Sincerely,

(b)(6)

Submitted on Tuesday, June 23, 2015 - 17:10 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Pennsylvania

Airport: PENNSYLVANIA - PHL - Philadelphia International

Date of Travel: 06/22/2015

Time of Travel: 1:30 pm

Airline & Flight Number: United Airlines 271 Checkpoint / Area of Airport: TSA precheck security at the metal detector TSA Employee:

==Complaints==

Complaint Feedback:

- Civil Rights / Civil Liberties
- Other
- Professionalism/Customer Service
- TSA Pre?™

6/23/2015
6:26:27
PM

Complaint: I am not sure this classifies as a civil rights violation but quite frankly I don't know of any stronger personal right than the right of a parent to protect and care for their child. Two events occurred on this day for both myself and my sister in law as we were traveling with our two small children. My boyfriend and I were going through security with our 6 month old daughter. He carried her through security and the beeper went off. After I went through I went to get her since he required additional screening. The female TSA agent there verbatim said to me, "Uh you need to go over there" and pointed away to which I responded, "I know, but you have additional screening for him so I am just taking my daughter." She responded with, "No you can't have her you need to go over there." I attempted to wait in order to stay with my now scared child and she again refuses to let me stay near my child for which I became upset and said, "I get you have to screen him but you don't get to keep me away from my child, standing over there is not ok." She continued with her attitude and then proceeded for my

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Alexandria VA
Zipcode: 22312

6/23/2015
6:26:47
PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes
Nationality? yes
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Washington Dulles International Airport

The caller flew out of DCA on 6/3/2015. She was in a wheelchair and had a walker. She said that the TSO accidentally touched her breast 3 times during the patdown. She said the TSO apologized the first time and then did it again two more times. She says the TSO then asked her to stand up and spread her legs wider and the caller nearly fell over. She filed a complaint with the STSO at the airport and says that the complaint was thrown away because they have not contacted her. She would like to file another complaint.

6/23/2015
7:47:58
PM
Date Time of Travel: 6/2/2015 6:00 PM
Gate Terminal: Terminal at Delta gate
Airport: DCA
Airline: Delta
Flight #: Does not remember.
TSO Name: Didn't get name.
TSO Badge #: Didn't get badge.

Submitted on Tuesday, June 23, 2015 - 22:18 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Illinois

Airport: ILLINOIS - ORD - Chicago-O'Hare International

Date of Travel: 06/23/2015

Time of Travel: 7:20 pm

Airline & Flight Number: Spirit

Checkpoint / Area of Airport: Cp-9

TSA Employee: Wady

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint:

My wife is 8 months pregnant so she decided to have "pat down" screening instead walking through the magnetometer. The female TSA employee had bad attitude right from the start like she did not want to be there. It was like everything is a hassle to her.

She offered a private screening but would not explain exactly what she meant by that. She was rude and acting like we were dumb not knowing what private screening is. My wife have asked her to please be nice and patient, but after that her attitude has changed for even worse. She was shouting around commands and very rude like she was on some kind of power trip. I have tried to walk over to see what was going on but she commanded me to walk away and to get my stuff. After the screening my wife asked her for her name. The TSA officer told her a different name than on her badge, and with an attitude asked what my wife's name was.

My wife told her her name, and asked why the TSA officer is saying a different name than on her badge. She did not reply and walked away. She started stacking plastic tots and moving around so my wife cannot read her name on her badge. When she walked around me I said: "Excuse me Madam, what is your name?" She did

(b)(6) is a 73 year old passenger who wanted to report that one of the TSOs at ONT airport was very rude to her. She said this is the second time she had experienced a rough patdown and rude screening by the Female TSO at the screening station. She said it started out because the last couple of times she did not have to take her shoes off and this time they made her remove her shoes. She said her shoes went through and then other passengers put their items on the belt and then they made her take her sweater off and send it through the xray and then other people put their items on the belt. She said her items were getting separated as they went through screening and she was afraid she would not be able to find them all after her patdown was done.

She also said she had some VCR tapes and the tape had gotten damaged on a previous flight, she said they had sound but no picture. The airline told her that she could ask for the VCR tapes to be hand screened but The TSO told her that she could not do a hand screening on the VCR tapes. She said she put the tapes on the belt so now she has items in three different bins.

She said when she opted for a patdown rather than going through the AIT she was told by the male TSO at the screening checkpoint to go wait in a certain spot for a patdown. She said the female TSO blamed her for not letting anybody know that she needed a patdown but she said she did let the male TSOs know and kept waving at the female TSO to let her know that she was waiting for her to come over. She said the TSO opened the gate and retrieved her items but she was concerned that all of her items were not in just the one bin. She asked her to get the other bins with her other items in it and the TSO told her that she could only get one bin at a time.

She said her patdown was very rough and when she was finished she looked over at another lady that was getting a patdown by the same TSO and she was being very gently with her. She said the TSO was unnecessarily rough with her when she had her patdown. She said she went through about 9:30 am and the TSO had short brown hair, not too tall.

Airport ONT

Airline Alaska

Flight number 537

Date and time 06 14 2015 at 9:30 am

Baggage tag number NA

Description NA

NOI NA

Gate or terminal NA

6/24/2015
8:43:48
AM

6/24/2015
10:37:33
AM

Hello, I wanted to just make some comments to the response I received.

First of all, thank you for getting back to me in a timely manner. I honestly didn't expect any type of response from an organization the size of the TSA. Secondly, I appreciate the response you gave but just wanted to inform you that it didn't solve my problem, or really address it for that matter. My problem was A) the fact that TSA feels that its prosthetic protocol applies to a two year old, B) and this my main point, the level of training the TSA members had that handled the situation, and C) the fact that they wiped my two year old down for gun powder residue. I didn't even know about the gun powder wipe at the time because I was trying to handle our luggage that the TSA agent was rudely pushing me to take care of. My wife had to tell me about it last night. The agents who handled my daughter first didn't know what to do with the prosthetic and made her walk through the metal detector multiple times. One of them was about to remove my daughter prosthetic until another one came over and said that just a visual inspection needed to be done. After "inspecting" my daughters leg, (though she was wearing shorts already, so I don't know what more they needed to see) they then proceeded to wipe her down for gun powder! I truly do not understand this. Why was my daughter wiped for gun powder? Why not my wife and I? Do you really think my daughter is shooting guns? Do you think my two year old is that close to a gun being shot by anyone? I would please appreciate a valid reason to why the TSA agent did this because there is no rhyme or reason for it. And it is do to this poor training and judgement call from the TSA that has put us in this terrible situation. I really doubt anyone there really cares to do anything about it. But I hope this letter is in conjunction with many others that I'm sure are being received but other dissatisfied subjects, and I hope that is enough to have the TSA reconsider it's goals and training. You are meant to keep us safe. This experience made us in fact LOSE trust with the TSA. Please do something about this because you are costing people dearly.

Thank you

6/24/2015
12:12:33

(b)(6)

PM

> From: tsatcc do not reply@senture.com

> To: (b)(6)

> Date: Tue, 23 Jun 2015 19:57:33 -0400

> Subject: In Response to your inquiry.

>

> Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding concerns that you were delayed by security screening.

>

> TSA regrets any inconvenience you experienced as a result of security screening processes. One of TSA's priorities is to minimize passenger wait times at our Nation's airports without adversely affecting the high level of security required in today's aviation environment. TSA works with airports and air carriers to determine changes in flight schedules and passenger volume so that we can provide the workforce, processes, and procedures to ensure high levels of security and customer service.

>

> TSA uses a Screening Allocation Model to ensure that an appropriate number of Transportation Security Officers (TSOs) are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods. Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient.

>

> Please keep in mind that passengers should allow the recommended standard 2 hour domestic and 3 hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going

6/24/2015
12:25:50

PM

The caller has an underwire bra and after she went through the machine she had to have a patdown in that area because of it. She was very embarrassed and wants to know if there is an exception to that rule since it is her bra and that is common. Caller flew on Saturday from DAL. She was flying to her brothers funeral. She was wearing a bra with metal in it. She triggered an alarm going through the metal detector. One of the officers came over and insisted that she strip in front of people, and that she was going to do a patdown. She offered her a private screening. In the private room she was made to remove her bra and the officer patted down the bra. Caller would like to file a complaint.

Airline: Southwest

Airport: DAL

6/24/2015
12:39:20

Flight Number: 2294

Date and Time: June 20, coming through the checkpoint around 8AM, departure at 11:25 AM

PM

Baggage Tag Number: NA

Description of Luggage: (b)(6) was the name of the officer, she was very cocky, pushes her weight, an older woman; px was wearing a multicolored spring shirt, black Bermuda shorts

NOI: NA

Anything on NOI: NA

Location: she isn't sure

Email: (b)(6)

6/24/2015
2:05:23

PM

Caller has a complaint regarding a pat-down she recently received at SYR. Caller wants to file a complaint because she feels it was excessive and rough. Caller also wants specific pat-down procedure and requests contact information for TSA personnel at SYR.

Caller wants to know how a patdown is suppose to be done, She advised that she was poke and prodded at the checkpoint by a TSO. She advised she was wearing a diaper and patted her down around the diaper and between her breast because the bra hooked in the front. She advised she asked the TSO what she was doing and told the TSO that she had not have hands on her like that is 20 years and the TSO told her that she was being very inappropriate. She wants to file a complaint and wants to let TSA know if we are going to touch people like this then we need to be courteous about it. She advised that she was in a wheelchair and opted for a patdown. She wants to know how she can tell if the wands are used at future airports so she don t have to have a patdown.

6/24/2015

2:15:03 Date/Time: 6-20 10:38am

PM Airport: Syracuse

Airline: JetBlue

Flight: 315

Last night at about 7:30-7:45 at PHL traveling to SFO via UsAirways flight 490 departing at 8:50pm at Gate A-East I was treated with absolute disdain. I was discriminated because I am disabled and because I can not walk through the machines without assistive device (my cane and Walker are aluminum). I was pat down- which I have always had to subject my self too. Even though I have total nerve damage in my left leg with a condition called CRPS, which causes unbearable, chronic pain 24/7. When I have to be touched I suffer with more unrelenting spasms. That being said, I comply because TSA makes NO ACCOMODATION with other devices at security check-points for the disabled that can't walk through on their own accord. A male security guard pulled my \$1,500 dollar purse containing all my medication to the side after it was X-ray scanned. I couldn't see what he was doing(no idea if he was able to swipe thousands of dollars worth of medication, my wallet, etc. Yet, I complied. It cleared the swab test. Then another black woman came over and wanted to swab it again. I said it was cleared and she began to argue with me. For some reason, she wanted additional access to this expensive bag with medications in it. The white male security came by and told them it was clear. I said I am going to miss my flight (I always leave extra time but due to the severe storms my family had to wait until it subsided to get on the road). The other black woman doing the original pat down was told about my leg and was incredibly rough. I told her twice to be more gentle. I don't think she meant harm but she certainly didn't make an attempt to go lighter on my left leg. When she came back she claimed my shoes (Adidas slip on open toe) went off with swab, then 5 minutes later she claimed it was my skin. So then the two black female TSA workers claimed they needed to inspect my Louis Vuitton bag again. I said he just told you it was swabbed, scanned and cleared. I am going to be late (I had the escort service getting me to my gate, waiting). I said I would like to speak to a supervisor. The white female supervisor with a hornble attitude came over and said I failed the screening and they needed to screen me further in a private room. I said just do it out here. I am going to miss my flight. I have to check my Walker in and they need to board me first. She took this as argumentative and said, "if you keep it up I will make sure you miss your flight." She threatened me to make me late. I explained I was just out of the hospital and need to get back home for medical care. I can't miss my flight. They pulled me into a private room, the original TSA pat downer. I took off my sweatshirt for her. She then asked me to remove my watch. I said, "how about I take all of this off so we can make it quick". I began taking off my bracelet, wedding band, t-shirt (still had a tank top on) and I in buttoned my pants. She SCREAMED for the supervisor. Who began screaming at me in my face hunched over while I was sitting on my Walker. She said, "if you don't comply I will call the PPD on you and you will really miss your flight". I said I am complying I am taking everything off that she is going to ask me too. I'm not naked I still have a tank top on and I unbuttoned my pants and removed my jewelry." I also informed her that I am legally disabled as defined by the social security administration. I just got out of the hospital 24 hours prior and I needed to get home for medical treatment".

6/24/2015

2:31:39

PM

She then said, "I was being loud". I said, "you are the one screaming in my face". I said, "why don't you go find the real terrorists". She said, "how do we know what a terrorist looks like, you could be the terrorist." I said, "actually, you are the terrorist with this treatment". I also informed them I was being discriminated against because I was disabled. I had to be pat down TWICE and ALL of my bags were triple checked. It that's not discrimination, harassment and abuse of power, I don't know what is. The TSA made NO accomadtion for me and I was reduced to crying while they were "finishing up". I am humiliated and suffer enough with my disability. To further, I was treated like a criminal. They had ZERO respect for my situation and knew full well that I aw no harm considering I can't even walk without my Walker. The first time the supervisor said she was going to make sure I miss my flight, she said it in front of EVERYONE going through security. The two men taking me to my gate were HORRIFIED by how I was treated.

Please accept this as a formal complaint. I am also going to speak to my attorney about the discrimination I faced for being disabled and the threats and harassment I was subjected to yesterday.

I expect someone from TSA will have the courtesy to contact me and provide me with measurements being taken to avoid this from EVER occurring again to someone with a disability. And, I also want to know what repercussions the supervisor will face. I also ask that you question why the two other TSA woman wanted access to my expensive bag with a litany of expensive medications so badly.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

6/24/2015
2:33:19
PM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

The caller is currently at the SEA airport. He had a bad experience with two of the TSOs working there. The caller asked TSO (b)(6) to have a patdown instead of going through the AIT machine, the TSO said that he was not allowed to receive any other method of screening. While they were waiting for their bags (b)(6) -TSO yelled at the callers son to move out of the area very rudely. He would like to file complaint.

Date Time of Travel: 6/24/2015 11:45 AM

Gate Terminal: International concourse

6/24/2015
4:12:33
PM

Airport: SEA

Airline: Delta

Flight #: 198

TSO Name: (b)(6) and (b)(6)

TSO Badge #:

6/24/2015
8:00:32
PM

I had a piece of paper in my back pocket when I went through the micros canner this seemed to be reason to give me a full pat down this is totally absurd if this shows one piece of paper in the pocket why not just check the pocket please do something about privacy and treating people like human being, would you allow your mother to be treated in that manner, or your son or daughter? Do you really like doing this as a job for people maybe you could do something better for yourself and the world. All of you. You're not fooling anyone only ourselves and living a life that it's not worth living.

HYPERLINK "https://overview.mail.yahoo.com/mobile/?src=Android"Sent from Yahoo Mail on Android

The online form says that I'm forbidden to submit.

Name: (b)(6)

Primary Phone: Cell Phone (b)(6)

Best Time to Contact: 3:00pm - 5:00pm

Days of the week: Wednesday, Friday

Address: (b)(6)

Coto de Caza, CA 92679

Email: HYPERLINK (b)(6)

6/24/2015
8:01:16
PM

Preferred Language: English

Is your allegation based on: Civil Rights\Liberties

What is the basis of your allegation? Profiling, Race\Ethnicity

When did this happen? June 11, 2015

Where did this happen? California - SNA - Orange County John Wayne

What happened?

I was being pat down because I was wearing a medical boot, which is fine. I've been pat down for it before and for having a cast. This time was different because my hair was pat down. I checked the scanner and there was no anomaly on my head. I have short afro curly hair and the TSA officer said and now the head and proceeded to pat down and scrunched my hair. She was using the same gloves that she had used to check people's luggage. It was at the C checkpoint around 4:45 - 5:00pm. I was in the TSA precheck line, traveling alone. My outfit was a blue pink/purple plaid shirt with a turquoise A shirt and a fuchsia camisole. I wore black leggings and medium blue jean shorts. I had on one coach tennis shoe and a black medical boot.

Who treated you unfairly? I don't know her name, but she had brown/black hair about 5'5 - 5'6. Her hair was pulled back in a ponytail, brown eyes

Submitted on Wednesday, June 24, 2015 - 20:07 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: New York

Airport: NEW YORK - LGA - LaGuardia

Date of Travel: 06/24/2015

Time of Travel: 7:00 pm

Airline & Flight Number: AC7463

Checkpoint / Area of Airport: Security checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Civil Rights / Civil Liberties
- Professionalism/Customer Service
- Screening

Complaint: I, as well as other passengers, were denied the right to opt out of the screening machine as is our right. We waited over 30 minutes for an agent to come for a pat down and ultimately had no choice but to go through the machine or miss our flight. When we asked officer about it, he was rude.

6/24/2015
9:01:04
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25293>

To Whom it May Concern:

Very bad, horrible experience. Felt disrespected as well as violated. I feel TSA does what they want just because of how they are feeling at that moment! I was traveling though Miami airport at noon today with my family of 8 plus my 15 month old daughter, I went through the metal detector without the items that are protocol. I get to the other side of course I know that I will get extra screening because my 15 month old was traveling with me and required some drinking pediasure, it was requested by her doctor and as well as giving to her through her WIC to drink for when she doesn't want to eat which happens when I travel because it's not easy to have access to all the food she eats. I brought in my bag 4 bottles of pediasure (yes it sound a lot for a trip from Miami to Indianapolis,IN) BUT! The only reason I brought that much with me was because of the horrible delay(it was raining which no one has control of Mother Nature) we had on our way down to Miami from Indianapolis. we were scheduled to arrive at 5pm at Miami but didn't get there until 9:45pm AND I only took 2 bottles of pediasure and it was not enough! So by the end of the trip my daughter was crying her head off because she didn't want to snack on nothing. but wanted pediasure which I was out of. So for that reason this time around I brought 4 bottles instead. She was comparing my daughter's pediasure with guns & knives. Verbatim: "do you bring knives & guns though here then you don't bring this much milk & juice through here." I don't know what her issue was she need a break, was she having a bad day?! I don't care not my business but that doesn't give her any right to talk, and treat people like that! My theory is "respect is not given its earned!" I could careless, how old you are you are going to get what you are giving me. I could of easily cussed her out but, I'm better than that and I had my daughter as well as my family with me. She then proceed to ask me how many milks she drinks per hour (once again none of her business) but I politely answered. I even explained to her my past experience on my way down to Miami. She proceeded to call someone I guess some type of manager, to tell them that my daughter's juice in her bottle kept setting the alarm off and that it needed to be checked better. I told her that it was the same juice that's in the bottle that you have in your hand (Gerber strawberry/kiwi splasher). She then proceeded to tell me that I need to step to the side a get patted down IF I wanted to take my daughter's milk with me. So I did; I don't know what the protocol is but I believe she did it out of spite! She needs to work somewhere else where she is not dealing with people because obviously she doesn't know how to treat other people. Well she patted me down hit me like 4 times in my private area for whatever reason, she was forcefully hitting me in my privates. It was in Concourse D, older white lady with salt/pepper hair; I'm 5'-5" I would say she was maybe 5'-4" or 6" I can't even remember straight because I'm still livid. I had no time to waste because she made me waste the little bit of time I had to even complain on her. My parents, brothers and family believed that that patting (extra screening) was unnecessary. Then she started to talk nice to me after everything was said and done. I consented to the extra pat down because I had nothing to hide and needed my daughter's milk. Which to tell you how the truth, we did end up having a 2 and half hour delay. I don't know what you guys do in a situation like this but I believe she needs to be talked about her attitude towards people, we don't want to stop to deal with her just as much as she don't want to stop and deal with us. I think she was mad because I was telling her that if I packed it's because needed it. She kept telling me that I didn't need that much. She felt like I needed to keep my mouth shut and agree with her. But, that's not correct I needed I packed that much because I know what experience I had encountered before hand.

6/25/2015
8:37:47
AM

Regards,

(b)(6)

Sent from my iPhone

Submitted on Wednesday, June 24, 2015 - 22:57 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SFO - San Francisco International

Date of Travel: 06/17/2015

Time of Travel: 6:00 am

Airline & Flight Number: American Airlines Flight Number 208 Checkpoint / Area of Airport: Terminal B, Gate 57 TSA Employee:

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

On 6/17/15, I was traveling with my wife (b)(6) from

San Francisco to Miami by American Airlines Flight # 208

departing at 7:00 AM (Our Record Locator: (b)(6)) Both of us are old, infirm, past 75 years in age and disabled. We both had requested wheelchairs. Both our Boarding Passes had Pre?™ printed along with our names. I had a very bitter experience at the Security Check at San Francisco Airport, before boarding the aircraft.

I suffered distress due to the prolonged and unjustified Security Check. I had informed the Security Officer before the screening about metal implants in my mouth and both the knees. Still, the Security Check lasted more than 30 minutes; it included walk-through metal detector, an AIT check, and thereafter a thorough patdown of whole body — including removal of belt and patdown around my midriff and waist. In this process, I had to wait for my turn with each of the four officers who performed the checks one after the other. During the security check, I was moved away from my first screening area for subsequent checks, leaving my carryon bags and cellphone on the belt of the luggage

6/25/2015
8:39:07
AM

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 06/16/2015. Please refer to the traveler's comments listed below.

Thank You for your time and assistance.

Sincerely,

DHS TRIP

6/25/2015
8:39:20
AM

Traveler Information:

Name: (b)(6)

Address: (b)(6) Elbert Colorado 80106

Email Address: (b)(6)

Phone Number: (b)(6)

Comments submitted to Redress (DHS TRIP):

Monday, June 15, 2015

I am a white male, age 63, 5'10" tall and 185 pounds. I have a TSA Precheck (b)(6). I am a mostly gray short haired, clean shaven, average looking and average sized man. I was wearing what I often wear when I travel: decent looking jeans, long sleeved cotton button down shirt, cotton v neck undershirt, socks, casual loafers with no metal, and underwear. There is NOTHING about me that would cause a concern to anyone.

I am writing with a complaint for inappropriate touching by a TSA agent at the Nashville, TN airport.

Date: 6/25/2015. Time: approx 11:15 AM. Flight: Southwest 360, non stop to Boston. TSA agents I interacted with: Officer (b)(6) checked my credentials in the Precheck line. Very nice lady. Officer (b)(6) screened me, I am complaining about him, Supervisor (b)(6) took my complaint and gave me the contact info. Very professional.

I put my laptop case and belt (another agent suggested my LL Bean leather belt that has never set off an alarm might alarm) I gladly complied. I went through the first machine with no problem, but I was randomly selected for additional screening. I gladly complied and went through the second machine where you hold up your arms. Officer (b)(6) said my back alarmed and he needed to pat me down. Again, I gladly complied and Officer (b)(6) patted me down and felt around my shirt, no problem. What happened next was a problem. Officer (b)(6) began to press into my back with his hands. He pressed into my muscles (I'm averaged size, no bulging muscles) almost like he was massaging me. It was inappropriate and invasive. After Officer (b)(6) cleared me, I immediately told him he was inappropriate and shouldn't be touching me like that. I told him I wanted a supervisor. I said it kind of loud because I wanted the other agents to know. so I wouldn't be ignored or forced to wait a long time. Supervisor (b)(6) came within a minute and heard my complaint and gave me the feedback form. He was very professional. He agreed with me that an officer shouldn't "massage" people. My problem was not with any of the regular security procedures. I've been through a hundred times. My problem was with Officer (b)(6) giving me additional touching that was not on the surface of my body. I would have gladly had additional inspection in a private area. I would have taken off my shirt if the officer couldn't clear me with a wand an a pat down.

6/25/2015
2:13:11
PM

What I would like is for Officer (b)(6) receive additional training about what touching is allowed and how to escalate if there are concerns. I have read about TSA agents stealing, falsely claiming a traveler needing a pat down so the agent could grope them, and other invasive behavior. Travelers are at their mercy if the agent wants to act inappropriately. They know we have a plane to catch and are hesitant to make a report.

I would also like an apology.

(b)(6)

Nashville, TN 37220

Sent from my iPhone

I am writing to you regarding my unusual experience on US Air flights #743 from Barcelona to Philadelphia, and then Philadelphia to Chicago on June 17, 2015. Although I am a Global Entry approved traveler, and had gone through security at the Barcelona airport, I was pulled from the boarding line and taken to another area for a full body pat down. I was told I was simply a random selection. Eight hours later, at the Philadelphia airport (to the best of my recollection I had not left the secured area), I was again subjected to a full body pat down, and again told it was another random selection. Obviously, these two pat downs were not "random." While I am in favor of any procedures that improve flight safety, I have absolutely no idea what caused a Global Entry approved 73-year-old Jewish man traveling with his wife of 51 years and his teenage granddaughter to be identified for such scrutiny.

6/25/2015
2:13:14
PM

(b)(6)

Highland Park, IL 60035

(b)(6) (Phone)

847-432-2251(FAX)

Submitted on Thursday, June 25, 2015 - 13:01 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - LAX - Los Angeles International

Date of Travel: 06/24/2015

Time of Travel: 6:30 pm

Airline & Flight Number: Alaska 469

Checkpoint / Area of Airport: Near Alaska ticket desks TSA Employee:

==Complaints==

Complaint Feedback:

- Other
- Professionalism/Customer Service

Complaint: While I was waiting in line, they did a swab of my hands and said it came back positive for explosives. From that point on, I was treated like a criminal. The female TSA agent was rude, abrupt and basically very abrasive. She didn't explain to me what would be happening; she just grabbed my things, told me not to touch anything and rushed me over to the xray machines.

She was very disorganized and, again, treated me like I was a criminal. It was embarrassing and humiliating. When she detected my "attitude" (i.e., that I was getting mad about her treatment of me) she chastised me by saying that "this would go easier if you didn't have an attitude" to which I replied that I was not a criminal and didn't appreciate her rudeness and abruptness. At that point another woman took over and explained the pat down process which, as it turned out was very humiliating. And, while that woman was not abrasive or rude (she came across as "neutral"), after she did the physically offensive "pat down" and ran the results through their machine, called over to me from about 20 feet away that it was okay, I could go and then she turned away before I had the chance to say anything or

6/25/2015
2:14:43
PM

6/25/2015 4:07:15 PM Caller states he has his KTN and has a knee replacement and was informed that he still has to be patdown. Caller asked if he can get his money back for precheck.

4:07:15
PM

Submitted on Thursday, June 25, 2015 - 15:04 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - LAX - Los Angeles International

Date of Travel: 06/23/2015

Time of Travel: 11:00 pm

Airline & Flight Number: U A 1749

Checkpoint / Area of Airport: Los angeles airport TSA Employee: A female. I don't know her name.she was a older person mid 50 to 60.

==Complaints==

Complaint Feedback: Lost and Found

Complaint: I was held in a room waiting for the an agent to check and do a pat down,as i wear a brace to support my leg to help me walk.In the meantime my items and lugagae were in the trays going through the machine to be scanned. My tablet was in a separate tray as stipulated by law.after waiting for long time. My tablet was no longer there. I realised this only after I had boarded the plane.it is a digiland tablet with a purple case.it was brand new. T S A Terminal 7.if not found may i please be compensated for this

6/25/2015
4:09:43
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name (b)(6)

Phone Number (b)(6)

Email Address (b)(6)

Caller is flying tomorrow with his family. He received his precheck number and had entered it already with his airline. He received it twice. He has artificial legs and he is and he got precheck because he does not like getting groped. He printed his boarding pass and he did not have precheck but his wife and two daughters who have not joined any program have precheck.

6/25/2015
5:09:31
PM

He booked under (b)(6) He is upset because he paid the 85 dollars to get precheck and they did not but yet they have it and he does not.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/25/2015 5:38:02 PM Airport : SMF - Sacramento International Date/Time of Travel : 06/25/2015 2:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : A terminal

TSA Employee: (If Known) :

Comment : Tea precheck line closed because "they didn't have enough staff", and we were told to keep shoes on, no mention of liquids, laptops, anything, until we were already in the body scanner. Forced to have pat down because of non-metal items in pockets (because I am pre-check and this isn't an issue any other time), and baggage scanned again. Complete waste of traveler time, complete waste of tea employee time, and easily avoidable by two things: 1. Proper manpower scheduling. 2. Making it clear that even pre-check travelers need to remove liquids, any non-metallic items in pockets, laptops, etc. most annoying if all, WHY am I paying for pre check if it isn't being provided at this airport, while random non-pre-check travelers are being allowed thru pre-check lines at other airports? Where is the security/value?

6/25/2015
6:10:47
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Thursday, June 25, 2015 - 16:36 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Texas

Airport: TEXAS - DFW - Dallas/Fort Worth International

Date of Travel: 06/12/2015

Time of Travel: 12:40 pm

Airline & Flight Number:

Checkpoint / Area of Airport: Terminal E (Delta Airlines) TSA Employee:

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- TSA Pre?™

Complaint: I went through the TSA PreCheck line and because I have a knee implant, I was detained for a pat-down, made to remove my shoes and belt, and wait for the analysis of the material off the agent's gloves to be analyzed before I could continue to my gate. This is no different from the treatment that I go through when I am processed through the regular security lines. Therefore, there is no advantage for me to have the Known Traveler ID at a cost of \$85. I would like for my Known Traveler ID to be returned and my \$85 to be refunded.

6/25/2015
6:10:55
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/25/2015 8:18:21 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Little Rock.

Comments: Earlier today I asked to opt out of the scanner and to go through the metal detector and have a pat down. I am in the first trimester of pregnancy and my doctor has advised me to avoid these scanners as I typically fly twice a week for work.

6/25/2015
8:55:16
PM

When I asked to opt out, the woman on the other side of the scanner told me, "no, you have to come through."

I told her I was pregnant and preferred the metal detector. She told me no once more and said it was broken, even though I had just witnessed her allow a mother and her toddler to walk through right before me. She then told me it didn't matter to my baby and I needed to walk through.

I responded to her that my doctor told me no scanners. She rolled her eyes at me as a line started to form behind me. People were congratulating me and asking why they weren't letting me get the pat down. Finally a nice man came and had me sit to wait for the pat down.

When it was time for my pat down, the agent was extremely rough. As you know pregnancy leaves alot of the body quite sensitive and she was not careful. She actually slammed her hands into my crotch so hard that another female passenger actually stopped to watch to make sure I was ok, and flinched when the agent checked me. I've never felt so humiliated in general and would have expected far more understanding and sensitivity from a female agent in the case of pregnancy.

I just thought TSA should know about my experience. Traveling while pregnant is hard enough. We're already starving and thirsty all the time and can't bring food or drinks through, and when we are instructed to opt out of a scanner by our doctor, we are met with indignance and rough behavior. I'd really love to see a little more sensitivity from TSA on the matter. I understand they deal with tons of issues every day, but I really felt like I was being punished for asking to exercise my right to opt out.

I just went through security at Orlando International Airport and I want to report what I believe was inappropriate action by your screener.

I did the body scan and was then moved off to the side where a woman did a pat down of my backside. She touched my butt and my crotch and it was completely inappropriate. Seriously, my "lady parts" we're touched. This is NOT okay.

I am a frequent traveler, vetted by Fly Clear to bypass parts of security and in no way a threat to safe travel. I have been traveling since I was a toddler.

6/26/2015
8:32:16

AM

What do you have to say about the actions of your worker?

(b)(6)

Sent from my iPad

Submitted on Friday, June 26, 2015 - 07:17 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: 06/26/2015

Time of Travel: 4:55 am

Airline & Flight Number:

Checkpoint / Area of Airport: North

TSA Employee:

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Professionalism/Customer Service
- Screening

6/26/2015
8:34:29

AM

Complaint: My husband has a broken foot and is in a walking boot. He is able to take the boot off but cannot walk on it without the boot on. He asked prior to going through if he was ok to just go through the regular machine and they confirmed but once he was through no one had any idea what they were supposed to do to screen the boot. He offered to take it off so they could send it through in the beginning but no one could determine what the procedure they should be following was. A manager was called over but didn't seem to know any better than the agents. They wiped his hands and finally had him take the boot off and ran it through the machine. They then said they had to pat down his foot at which point they proceeded to SQUEEZE his broken foot until I said, "it's broken!" Unfortunately by that point they had already caused pain that required him to take pain medication. It's bad enough to have agents who have no idea what to do but to squeeze a broken foot when it by no means requires to determine there is nothing there is ridiculous. Unfortunately I was not able to get

Submitted on Friday, June 26, 2015 - 10:39 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Virgin Islands

Airport: VIRGIN ISLANDS - STT - Cyril E. King International

Date of Travel: 06/26/2015

Time of Travel: 11:30 am

Airline & Flight Number: Delta 2:05 pm flight Checkpoint / Area of Airport: TSA security (beyond ticket and passport check) TSA Employee: Supervisor (b)(6) and Officer (b)(6)

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: I was traveling back to the US (Home) from a vacation in the BVIs - was injured and on crutches. TSA agent sent my crutches through the xray machine then asked if I could hop through metal detector (I was pre-check). I said yes, but needed my crutches. She would not allow me to touch the crutches because they had already been screened and I had not. Made me submit to a pat down - pulled up my shirt and skirt in full view of all passengers. Made me stand without with crutches. Attempted to touch my partial cast (with 4 broken unset bones). Supervisor (b)(6) was not helpful and lectured me. This was humiliating and downright unprofessional.

6/26/2015
12:18:57
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 6/26/2015 10:15:37 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 06/18/2015 Airline & Flight Number : 1837 Checkpoint/Area of Airport : TSA Bag Check TSA Employee: (If Known) : JDF listed on baggage inspection Comment : TSA bag inspection. (b)(6) was on the bag insert. I know a lot of bags are inspected. I always get a pat down due to replacement joints and TSA does a good job, but my bags are always inspected and items are always missing. This time it was a baggage scale and a bag strap. I almost did not find my bag because the strap was missing. I dont think it should cost me additional \$ to replace these items every time I fly,which is not that often.

6/26/2015
12:19:05
PM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Friday, June 26, 2015 - 10:13 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Massachusetts

Airport: MASSACHUSETTS - BOS - Logan International

Date of Travel: 06/26/2015

Time of Travel: 10:30 am

Airline & Flight Number: Jetblue Airways, #717 Checkpoint / Area of Airport: Checkpoint TSA Employee: (b)(6)

==Complaints==

Complaint Feedback: Screening

Complaint: I would like someone to explain to me why your agent (last name (b)(6) young hispanic female) did not offer me a private screening. After I went thru the scanner, I noticed that in between my genital area was highlighted, a woman came over and said I just need to pat down your buttox, open you stance for me.

She then began rubbing down on my buttox which was very uncomfortable, especially in public. I asked the gentlemen standing in front of me (I couldn't remember his name, I believe it was (h)(6) young black male), aren't you all supposed to do this is in private, he then offered me a private screening. I told him well its too late now she's already almost finished and did not offer a private screening to me. He then said apologized.

I would like someone to share with me as well as your agent (b)(6) the protocol when doing secondary screening on someone's genitals and private parts please. Thank you.

6/26/2015
12:19:07
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (h)(6)

Phone Number:

Email Address: (b)(6)

Submitted on Friday, June 26, 2015 - 12:27 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Wisconsin

Airport: WISCONSIN - MKE - General Mitchell International

Date of Travel:

Time of Travel:

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint:

It makes no sense. I'm a trusted traveler with TSA pre check and Global Entry. I also have an artificial knee. I obviously will trigger the metal detector. That causes a choice of either a pat down or trip through the back scatter machine. I travel a lot and don't want to use the back scatter machine. Since I qualified for only a metal detector and don't have to take off my shoes and everything out of my pocket, why can't they just use a hand wand to confirm I have no other metal on me other than my knee?

Today the pat down was much more comprehensive. I asked the officer about it and he said a new policy was just released. Since he could not feel my artificial knee with a wand he asked me to go in the private room and take my pants down to confirm the metal was inside me.

What a waste of his time and mine.

If I travel to Europe on the return flight is accepted by U.S. Security. Time for this policy to be re-examined.

Would you like a response? Yes, I would like a response.

Caller traveled to Cancun in May. She had a problem with Southwest Airlines at the gate on her return trip from Cancun. She wrote a letter to Southwest Airlines. They told her that the people at the gate are contracted and that the people at the gate are employed by TILC. She wanted to know if I know what that is. Southwest Airlines has not satisfied her complaint. They said that they are not responsible for what happened at the gate. She does not agree. They stated in their letter that TSA required them to do that to her at the gate. She asked if TSA requires screening in foreign countries. Caller and her husband were almost the last people to board. She was told to step to a table and they went through her bags. They told her to turn around. They came around the other side of the table and begin to touch her. They used the palm of their hand to touch her waist, shoulder, and breast and went back up again. She said that it was not a normal patdown. She stated that they are not allowed to use the palm of their hand and they should have gone all the way down and not returned to her breast. She had already been through the main airport security check and they had no reason to do that to her.

6/26/2015
2:23:46
PM

6/26/2015
2:36:51
PM

Submitted on Friday, June 26, 2015 - 15:09 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Massachusetts

Airport: MASSACHUSETTS - BOS - Logan International

Date of Travel: 06/17/2015

Time of Travel: 6:10 am

Airline & Flight Number:

Checkpoint / Area of Airport: Alaska flight check point TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint: Despite the fact that I usually get the TSA pre-check status on outgoing boarding pass, I was selected for the full screening at the Logan check point and thus had to go through the newer 'hands in the air' scanner. Then because I was wearing cargo style pants I was subjected to a pat down as well, which would seem to make the scanner part unnecessary in my mind. However, my issue concerns the fact that I was ordered, military style, to turn around to get patted down on the back side - which meant my belongings, which were sitting on the conveyor, were no longer within my view. When I turned my head to keep an eye on my things, I was ordered to turn my head around by two of your cops, as if I had just pulled out a weapon or done something entirely threatening. All things considered, I know you need to do your job, but it seems only natural that I would want to keep an eye on my things - and it seems that with all the personnel you have up there, you could have someone that watches the belongings of those whose pockets you want to examine more closely - or have some place where they are put aside safely and in view. Your failure to do so makes an already tense situation far more so and for no good reason. It would also help if the rules and procedures were similar from airport to airport - one

6/26/2015
4:45:52
PM

Submitted on Friday, June 26, 2015 - 13:10 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Work Phone

Phone Number: (b)(6)

Best Time to Contact :

- 09:00 am - 11:00 am

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Philadelphia

State: Pennsylvania

Zip Code (Post Code): 19107

Other: United States

Email: (b)(6)

==Incident Information==

When did this happen? 06\14\2015

Where did this happen? GEORGIA - ATL - Hartsfield-Jackson

Atlanta International

Caller claims she was molested by a TSA agent during the patdown. Caller is very upset.

Date Time: 06 26 2015 1:45

Gate Terminal: Gate 22

Airport: Oakland

Airline: Southwest Airlines

Flight #: 3228

Name of Officer: No

Badge Number of Officer: No

Incident Description: She was screened by the AIT and there was an anomaly. She was then given a patdown at the checkpoint and felt that she was molested.

Supervisor Name and badge number: No

Special Notes: officer s laughed at her as she walked away

6/26/2015
4:46:17
PM

6/26/2015
5:35:54
PM

Dear Sir or Madam,

I am very upset about the treatment I received Wednesday, June 24 at Denver International Airport.

I usually go through security very fast and am not even asked to take off my shoes. Wednesday, I had my two teenage grandchildren and with me. We have gone through security and number of times and know the routine. We were quick to get our possessions in the trays and on the conveyor. I asked the agent standing there if I needed to take off my shoes. He said, "Yes, unless I was 75 or over." I replied, "I was 70," and took off my shoes and put them in a tub. I joked saying, "I could have told him I was 75." He joked back, "that I was honest and wouldn't do that."

There was a scanner and a metal detector. I turned to see if I had to go through the scanner. The nod was "yes". I hate the scanner and feel it is an invasion of privacy. It also violates the constitution as people are searched without probable cause. I know the routine. I proceeded forward, feet on the marks, hands overhead. As I came out of the scanner, I was told to put my hands straight out and was checked with a wand. Next the female agent did a pat down. When she wanted to see what was in my pocket, I lost my patience. I said, "you want to see what is in my pocket, here" and pulled a Light Day and 2 Kleenex. She reprimanded me for having attitude and basically told me to comply so I could get through security. I began to wonder if I was going to have to take my clothes off. She then finished patting me down.

6/26/2015 6:15:40 PM Meanwhile I am concerned about the watch my mother gave me before she died. It has a handmade Indian band that is quite unique. The band is probably worth close to \$1000. I always take it off as it sets off the metal detectors.

PM I am livid. There was no excuse for putting me through a scan, doing the wand, and a pat down. If after all that you need to see 2 Kleenex and a Light Day, you have no business being in the security. I have no artificial parts, nothing that should have indicated a need for anything after the scan.

Meanwhile, numerous people had passed through the metal detector. All kinds of contraband could have passed through. There seemed to be so many holes in security it looked like a sieve.

I am going to write my congressman and senators and asked that the TSA be confined to only checking luggage unless there is probable cause. Personally, I would prefer no TSA and no check. The U.S. is the land of the Free, the home of the Brave. It is foolish of us to allow terrorists to take away our freedom.

If you have a reasonable explanation as to why I should have been put through such an ordeal, I would appreciate being told. I am open to seeing your side.

(b)(6)

I have a concern that I experienced unprofessional conduct at security checkpoint C2 at the Newark airport on June 22, 2015 about 9pm. A female caucasian TSA agent, approx. 5ft tall, with frizzy/curly blond hair, parted down the middle and about chin length, ignored my notification of a medical condition and request to use the metal detector several people directly in front of me had just used. While being directed instead to the body scanner, I said I did not want to use it due to a medical condition, but would be able to go through the metal detector. She insisted I be given a pat down and made me wait while several people directly behind me were ushered through the metal detector. The woman right behind me even set off the metal detector repeatedly and yet was not detained for a pat down, with the same agent letting her back through the metal detector again and again and again.

My flight was boarding, but the agent said I had to "wait for someone to come." After several minutes waiting, watching others go through the metal detector, I objected that I would miss my flight, but the agent said I had to wait because "someone had been called."

When no one came, the agent finally pulled me past the line to the area where passengers retrieve their belongings. She asked if I had implanted devices or areas that are sensitive or painful to touch, which I told her I had, but she painfully poked me in the breast anyway where my mastectomy was and said "what's this?" She also said "can't you lift your arms higher?", which I had told her was one of the reasons I couldn't use the body scanner in the first place.

At no time did I raise my voice or fail to cooperate, but I did complain that I was being treated insensitively. She said I was "making it worse" for myself and proceeded to purposely take longer.

Several times she kept cautioning me not to touch my things, even though she was done with the pat down and done checking her gloves for chemicals.

6/26/2015 8:06:07 PM I found her attitude and approach demeaning, bullying, insensitive and pointless. She was on a power trip and enjoyed pushing me (and others I saw her interact with) around. She has no business working for the TSA. She makes no one safer and breeds resentment by her inhumane and unprofessional actions.

I did miss the last flight out of Newark to MSP with no accommodations provided, but that TSA agent was the worst part of it, by far. Her misplaced enjoyment at the misery of people in her power was particularly disturbing and made me wonder what this nation is coming to. I think that agent should be dismissed. At very least please direct her towards some human relations education. If she could follow the example of other more empathetic agents, passengers would be less traumatized by the already stressful situation at Security points today.

(b)(6)

St. Paul, MN 55105

REASON for the call: The caller stated that she flew from Mexico connecting at LAX and going to SEA. The caller stated that she was required to go through a pat down due to the AIT alarming in the crotch area. The caller stated that the alarm was an ominous and that she was not told she could have a companion with her. The caller stated she asked for a private screening and that the screening was uncalled for not necessary. The caller wanted to file a complaint due to having to experience the procedure.

Date Time: 6/26/15 5:30pm

Gate Terminal: 69A

Airport: LAX

Airline: Alaska

Flight #: 281

Special Notes: Caller stated that she talked to Lead Transportation Security Manager: Yvette D Myers. Caller also stated she was traveling with her disabled child

6/26/2015
9:03:53
PM

Submitted on Friday, June 26, 2015 - 21:23 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SFO - San Francisco International

Date of Travel: 06/26/2015

Time of Travel: 7:05 pm

Airline & Flight Number: UA 1637

Checkpoint / Area of Airport: Security Checkpoint for Gate 69 TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: Requested pat-down screening instead of AIT scanning as I am voluntarily permitted. TSA personnel were unable to locate a male TSA employee for about 15 minutes. Most staff were rude. One stout female Asian TSA employee even mocked my requests for assistance with a degrading response. She couldn't look me in the eye later. Finally, after a prolonged wait with my shoes and belt removed, holding my property the entire time, someone with the literal testicles necessary for the male pat-down showed up. This staff member was courteous and polite, in stark contrast to most of the other staff members of "lane 5". Get your staff into shape. They are a disgrace. All this for 95% failure rate.

6/26/2015
10:00:10
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25595>

June 26th, 2015

To: TSA, Washington D.C., Reagan Airport, Flight DL1631, June 26th, 2015

Attn: STSO (b)(6)

From: (b)(6) Passenger, Delta Check Point

Re: TSA Formal Complaint for Improper Search/Patdown

This morning at approximately 10:30 a.m., today, June 26th, 2015, I entered, with my minor child, (b)(6) the TSA Security screening at Ronald Reagan Airport. We initially entered the main line and were stopped by a TSA agent that said we should move to pre-check. We followed direction and moved into the pre-check line only to be told at the next stop by the TSA agent checking ID and tickets that we were not to be pre-check and needed to use a gate to his left to enter the regular screening line. Again, we complied.

At that point, we entered the line in the middle of agents and I verbally told the security screener processing the luggage scanning that my daughter was wearing an insulin pump. I also pointed to the location of the insulin pump which was clearly shown with a clip onto her front pants pocket. The same TSA agent motioned for us to remove our shoes, place the bags onto the conveyor belt. The bags included a green back backpack, a teal backpacket, one pink carry-on and one red-carryon. For the shoes (two pair) and my daughter's cell phone, we used one plastic tub. The TSA agent told us to move to the left to the rectangle shaped body scanner (not the 3-d) and wait for assistance. Again, we complied.

6/27/2015

10:16:37

AM

At the location of the rectangle body scanner, we again told a different TSA agent, standing on the other side of the scanner that my daughter had an insulin pump. Again, we pointed to the pump. The TSA agent asked me what I wanted to do and I stated that I wanted a wand screening. The TSA agent said we had two choices, either to go through the 3-d scanner or to have a pat down. I explained that we could not use the 3-d scanner due to the possibility of the insulin pump malfunctioning as stated on the warranty from the pump manufacturing company. The TSA nodded her head in understanding but signaled two other TSA agents and asked what to do. Those TSA agents told her that we had to have a pat down. I agreed and said that I wanted to be present while my daughter received her pat down.

At that point, the TSA agent told me to go first through the rectangle shaped body scanner. I did. My daughter then followed behind. Several TSA agents ushered us to the middle near our conveyor belt and asked us which pieces of luggage were ours. I pointed out the two backpacks, the two suitcases and the clear box. A TSA agent said that our green bag, belonging to my daughter needed to be hand - searched. Two TSA agents removed our luggage and placed it on a table directly in front of the scanner.

A male TSA agent placed two blue gloves on his hands and asked us if we were carrying anything in the backpack that could hurt or poke him. I again explained that my daughter had Type 1 Diabetes and was carrying medical supplies but that they were in a contained pink bag. The male TSA agent began searching the bag. Later, I discovered that the pink medical bag wasn't even in the bag that had been flagged.

At the same time, another female TSA agent was talking to my daughter.

I positioned myself so that I could look directly at my daughter while keeping an eye on my daughter's backpack search. The female TSA explained the procedure of a pat down and was discreet and professional. She asked my daughter's hands and had to repeat her direction several times to have my daughter touch her insulin pump and then be swabbed by the TSA agent. Then, she started the pat down on my daughter.

Submitted on Saturday, June 27, 2015 - 09:12 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Request for Information

Date of Travel: 06/27/2015

Time of Travel: 7:00 am

Airline & Flight Number: Delta 5046

Checkpoint / Area of Airport: 1

TSA Employee:

==Request for Information==

Information Feedback: Screening

Request for Information: If I am TSA pre check and have to get a pat down(because Jacksonville,nc has not been allowed to get into this century with newer X-ray machines and because I have 2 new knees I am subjected to pat downs)why is it I still have to take my shoes off and with the precheck why can't that be added to the precheck process. It is so degrading to have to go through that every time. I feel I am being punished for something out of my control. Unless you have been through it before you do not know how badly it makes you feel. Thank you and I look forward to hearing from you

6/27/2015
10:17:10
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

The results of this submission may be viewed at:

Submitted on Saturday, June 27, 2015 - 12:46 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English, or French

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender/Sex
- Religion
- Unreasonable Search Seizure
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:

Colo. Rev. Stat. Ann. § 18-3-404(f) - Unwanted sexual contact while in the custody of law

Colo. Const. Art. II, Sec. 3, 4, and 7 - Enhanced right to privacy

US Const. Am. 1, 4, 5, and 14 - Right to privacy Are you filling this form out for yourself? Yes. I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Work Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Anchorage

State: Alaska

Zip Code (Post Code): 99508

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 06/27/2015

Where did this happen? COLORADO - DEN - Denver

International

What happened?

(b)(6) flew from JFK to Bermuda in march, she waited 50 plus minutes for the same gender agent for a pat down. The next flight was in may from Newark to LA and she also waited for the a TSA of the same gender for a patdown. She is now flying from JFL to ACK and wants a female TSA agent ready for her when she goes through screening.

6/27/2015
2:07:45
PM

Date Time: June.29.2015 , 10:58am

Gate Terminal: Gate Number not provided,Terminal 5

Airport: JFK

Airline: Jet blue

Flight #: 1191

Submitted on Saturday, June 27, 2015 - 18:58 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Texas

Airport: TEXAS - DFW - Dallas/Fort Worth International

Date of Travel: 06/27/2015

Time of Travel: 5:30 am

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

6/27/2015
7:07:01
PM

Complaint: I believe that this agency needs a major overhaul and need to actually hire competent employees. To have to send 5 police officers to find my wife who is traveling with a 2 month old child for a second pat down is ridiculous. Maybe if they did their jobs correctly the first time they would have had to waste resources like that and cause my wife confusion and terror. This is governmental ineptitude at its finest. Your agency should be ashamed at how they represent the people of the United States.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25676>

Submitted on Sunday, June 28, 2015 - 06:47 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Missouri

Airport: MISSOURI - STL - Lambert St. Louis International

Date of Travel: 06/28/2015

Time of Travel: 6:00 am

Airline & Flight Number: SW603

Checkpoint / Area of Airport: Main

TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

6/28/2015
9:29:54
AM

Complaint: I'm a pilot and travel for a living. I'm very patient with screening, as I fully understand it's necessity. In 14 years I have not experienced the rudeness I had today. On top of that, I was selected for additional screening (pat down). Again, I take no umbrage with the selection, however when the guy slams me in the testicles while patting me down, I take exception to this. Unbelievable behavior/professionalism.

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

I have read the policies on your website and would like to document a complaint. I am 4.5 months pregnant and went through the SeaTac TSA screening checkpoint this morning at approximately 6:20am. I requested to use the metal detector in lieu of the wave machine and was told that my only option would be a highly uncomfortable pat down screen due to "protocol". While I respect the mission to protect passengers, there is nothing on your website or passenger rights site that indicates that pat down is my only option. In fact your pat down site indicates that a pat down is only required if I refuse either wave machine OR the metal detector. I specifically requested to use the metal detector and was denied that right.

6/28/2015
11:06:33
AM

While I was forced to wait for a pat down I watched several other passengers - including a middle aged woman with her teenage daughter - be welcome through the metal detector. I am incredibly disappointed that I was not afforded the same rights and opportunity as this other woman and her child.

If you're going to force a "protocol" it should be clearly articulated on your pat down website and in you passenger bill of rights.

Submitted on Sunday, June 28, 2015 - 12:49 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Michigan

Airport: MICHIGAN - DTW - Detroit Metropolitan Wayne County

Date of Travel: 06/28/2015

Time of Travel: 12:30 pm

Airline & Flight Number: DL 1476

Checkpoint / Area of Airport: Level 3

TSA Employee:

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: I opted out and requested a pat down. The female officer who conducted the pat down was pleasant and professional. She insisted that her male supervisor needed to watch her conduct the pat down. Not only was having this male oversee her patting me down uncomfortable, but he also made inappropriate comments, such as "nice work, nice technique" to the female officer. It should be required that female officers are overseen by female supervisors during pat downs.

6/28/2015
1:08:20
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

The results of this submission may be viewed at:

Submitted on Sunday, June 28, 2015 - 11:12 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: 06/25/2015

Time of Travel: 10:30 am

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback:

- Disability or Medical Condition

- TSA Pre? TM

Complaint: Why, in a huge airport like DIA, is there no scan machine for PreCheck? I have a knee replacement, which forces me to either submit to a major pat-down or go thru the regular lines in order to be cleared by the scanner. This isn't a small regional airport. I understand it there, but not DIA.

6/28/2015
1:08:47
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25732>

6/28/2015 4:41:30 PM Incident Details: Caller was at Nashville airport and she did not receive assistance. Caller said she requested assistance and they just told her to go through the line as usually. Caller said she was requested to open a bottle of her liquid medication and when she said advised the officer that she could not do that she was advised she would have to have a patdown. Caller said she feels she was violated when she was patted down. Caller said the TSO that patted her down rubbed all around her private areas. Caller said it was a young black lady that gave her the patdown. Caller said there was also a older woman with red hair that was watching. The flight was on 6/28/2015 at 5:15:00 PM from BNA. Caller was flying with Southwest Airlines.

Submitted on Sunday, June 28, 2015 - 17:33 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Compliment

State: Nevada

Airport: NEVADA - LAS - McCarran International

Date of Travel: 06/25/2015

Time of Travel: 6:00 am

Airline & Flight Number: Southwest 4648

Checkpoint / Area of Airport: Checkpoint TSA Employee: Don't know . Very large man and about 300# .

==Compliments==

Compliment Feedback:

- Advanced Imaging Technology
- Pat-down

6/28/2015 6:03:25 PM

Compliment: I went through the x Ray and he asked me if I had a belt and said no and pulled up my t spirit. He sai leave your spirit down and started to rub the front of me pants. under ware my belt would have been and very hard which I was taken by supprise, I didn't understand it but I thought more about it and it was very unnecessary and violating. I have never had a problem like this before and have always been treated very restseptful. I try never to have anything on so I don't hold anyone up but this was out of place. I sorry but this guy should be watched he is very improper in touching a person, it really bothers me being molested by a person that is to perfect me. Thank you very much.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25764>

Hello,

I'm writing to file an official complaint for unprofessional behavior against TSA screening officer (b)(6) at Dallas Fort Worth airport.

I travel for work and have been on at least 2 flights per week for most of this year, passing through many major airports in the US and I understand and appreciate airport transportation safety rules and the good job that most TSA agents do in keeping this country safe. Generally, agents have been very respectful and professional in doing their job, but one instance a few weeks ago was so bad that I felt the need to go out of my way to report it.

On June 4th, at just before 12:00 noon, I went through TSA screening for my flight AA0976 to Houston at 12:55. I have TSA Pre-Check clearance, so I planned my time according to how long Pre-Check screening would usually take. When I arrived at the screening location, I was informed that Pre-Check was not available that day, so I would have to go through standard screening.

After removing my belt and shoes and putting my carry-on through the X-ray machine, I asked to opt-out of the full-body scanning machine. At this point, Officer (b)(6) who was manning the station, became visibly irritated and asked me to step to the side to wait for a pat-down. I spent almost half an hour waiting. During this time, I asked the officer if he could please find someone to assist me, because I was concerned about my flight boarding time coming up. At one point, he called over to one of his colleagues saying "this guy's starting to be a pain in the ass," which I felt was very disrespectful and unprofessional for someone in his role.

6/28/2015 7:02:12 PM Finally at around 12:40, Officer (b)(6) himself took me aside to do the pat-down himself. He was definitely annoyed at this point and this was reflected in the rough way he patted me down. I felt especially violated by how he roughly and firmly pressed his hands up my inner thighs and into my genitals.

By the time I finished with the screening, I had to run to my gate to board my plane on time and almost missed my flight.

I understand that I have a right to refuse to pass through a full-body scanning machine, and getting a pat-down as an alternative had never been an issue at any other screening at any other airport until that point. I don't understand why Officer (b)(6) would have been irritated by this, and I don't appreciate how he took out that irritation in his pat-down of me or how he almost made me miss my flight.

I am very disappointed by the whole experience and don't think that Officer (b)(6) acted in a way befitting a TSA agent, or anyone in a position of trust and authority, for that matter.

I hope that you will address this issue and please feel free to contact me if you would like any further information.

Best regards,

(b)(6)
Houston, Texas

Submitted on Monday, June 29, 2015 - 01:23 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Oregon

Airport: OREGON - PDX - Portland International

Date of Travel: 06/28/2015

Time of Travel: 1:30 pm

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback: Civil Rights / Civil Liberties

Complaint:

My Girlfriend asked not to go through the body scanner. She waited. There was a metal detector that several people went through while she was waiting. men, women, and children. every time after she asked to go through it. She asked the gate TSA attendant when she could go through and every time, she was told that she had to wait for a TSA agent to be present before she could go through. Surely, this would be within reason, except that she (on the outside of the gates), and me (on the inside of the gates) stood there for at least 10 minutes, twiddling our thumbs, on what would happen. Also, still within guidelines for TSA or airline standards, we were at the airport within reasoning right at about the 90 mark for domestic travel to get to the airport. Th long line at PDX, combined with the indignant TSA employee, the name we sadly didn't get), helped us to be there barely within time.

I would like to ask:

1. Have female TSA agents available within a minute or so, so they can pat down if at all necessary.

6/29/2015
8:34:00
AM

Submitted on Sunday, June 28, 2015 - 19:00 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Missouri

Airport: MISSOURI - MCI - Kansas City International

Date of Travel: 06/28/2015

Time of Travel: 5:30 pm

Airline & Flight Number: United

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: TSA employee outside of the AIT was notified that I needed to keep my shoes on. Rather than handle discretely, he call the TSA employee from the other side of the AIT, who came through and demanded to know about my condition and to see my documents. I was embarrassed and offended in front of other passengers. He did not relent until I asked for a supervisor. Her solution, rather than send me through the AIT then enhanced screen my shoes, was to order an enhanced pat-down. This type of harassment and intimidation, whether the result of poor training or malice, is unacceptable.

6/29/2015
8:35:15
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

Submitted on Monday, June 29, 2015 - 07:51 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Georgia

Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International

Date of Travel: 06/29/2015

Time of Travel: 6:45 am

Airline & Flight Number:

Checkpoint / Area of Airport: Min terminal TSA Employee:

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

I'm a holder of a TWIC card, global entry, and Nexus. So, I'm pretty sure that I'm in more government data bases than I would care care to know about. This morning I was "allowed" to enter the pre check line. AFTER going through the metal decter. I was selected to undergo additional screening. Not because I set off the machine, but because it was a random choice made by the machine. Thus, I was sent to the worthless full body scanner. I was not told to remove my belt and I may be able to go through with my wallet in hand. After going through the machine, my waist was boxed in yellow. hmmm..... Belt? The screener made me remove my belt and placed me back in the machine. They could not have checked that area. Then the belt was passed through the baggage scanner. Every item was removed from my wallet and then she bent it back and forth.

Remember, I passed through the metal decter without incident and if the selection process skipped me, I would have gotten on the plane with the wallet and belt just like I am now.

6/29/2015
8:35:22
AM

Submitted on Monday, June 29, 2015 - 06:28 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Marvel

State: Texas

Zip Code (Post Code): 77578

Other:

Email: (b)(6)

6/29/2015
8:35:46
AM

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Complainant is my father

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant: (b)(6)

City: Little Rock

State: Arkansas

Zip Code (Post Code): 72204

Other:

Phone No: (b)(6)

Email: (b)(6)

Caller had a bad experience at Atlanta. His wife was treated poorly. They claimed she had a substance on her hand then she got a paldown in a closed room. He says she did not have anything on her and they did not tell her what they were doing and even what was on her hand. He said she was so upset she could not sleep last night. He said they should have gave her an explanation as to what was going on and why they were doing what they did. Caller did not feel his wife wasnt treated with dignity or respect. He feels the agents could do a better job at explaining what they are doing and why they do it. His wife s name is (b)(6)

CSM RFI----Mishandling RFI

REASON for the call: Bad screening experience

Date Time: 06-28-15 at 9 pm

Gate Terminal: C

Airport: ATL

Airline: Southwest

Flight #: NA, ATL to Chicago flight

6/29/2015
9:30:05
AM

Caller has a complaint about how she was treated yesterday at BWI.

Airline: Delta
Flight: 3311
Date and Time of Flight: 06.29.2015 1240-100pm
Departing: BWI to RDU

She was chosen for PreCheck and an anomaly was found. So she had to be patted down.

6/29/2015
12:57:01
PM

She is a cancer survivor with a prosthesis.

She asked for her belongings to where she could see them. One of the officers said no, very sternly and was training another officer. One of the other officers said she was going to pat her down and take her some place private. The other officer who was training the other said she was being rude and could get a supervisor.

She began to cry, and felt very humiliated.

A supervisor was called over, and explained to her about getting PreCheck. He was very professional.

She thinks maybe the trainee was a little anxious.

She also wanted to offer some suggestions; sensitivity training, explanation procedures for pat down, also if someone is traveling alone they should be able to see their items.

Her main complaint was with the trainer, who treated her as a criminal.

Submitted on Monday, June 29, 2015 - 12:20 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Indiana

Airport: INDIANA - IND - Indianapolis International

Date of Travel: 06/27/2015

Time of Travel: 1:30 pm

Airline & Flight Number: Southwest Airlines Flight 4591 Checkpoint / Area of Airport: Concourse B TSA Employee: No name tag and no badge number!

==Complaints==

Complaint Feedback:

- Other
- Professionalism/Customer Service
- Screening

Complaint:

6/29/2015
2:18:42
PM

June 29, 2015

Director TSA,

This is to alert you to recent elder bias and abuse at the Indianapolis Airport by a subordinate of yours!

On June 27 at approximately 1:30 pm. I was the subject of the rudest, crudest and most abusive pat down by a TSA agent, because I forgot and left a business card in my trouser pocket. Not only was the agent rude and crude, he also tried to hurt me by jamming the knife edge of his hand into my crotch!

As a TSA pre-approved flyer, a career US Army officer of over twenty years and a Vietnam veteran, I find it difficult to imagine myself as a threat to air travel. Rather, I believe that the agent in question has a clear and demonstrated bias toward the elderly and a perverse need to display perceived power and authority to this 70-year old.

The action of your subordinate reinforces those who espouse that the greatest threat to America is government and the petty bureaucrats employed by the government.

REASON for the call; Someone at Reagan gave her card with our number on it. She has a three fold complaint.

She has traveled for the last month to ATL, DFW and Reagan. She had to renew her id. She had asked if there would be an issue traveling with her renewal documentation and her expired id and was told it is not an issue. She had no issues at ATL or DFW. She only had issues at Reagan. She has Redress certification. (Have no idea what she means). She said they contacted the supervisor. The supervisor looked at the documents and told her it was unacceptable. He asked for other ids. She had credit cards and other ids and showed it to him. He said okay and told her to come through the line. She went through the scanner with no issue. She then was told that she had to have a patdown. The lady who patted her down gave her a full body patdown. She was intimidated by her attitude. She told her she was going to have to thoroughly search her bags and items. Her attitude was very bad.

She said she had seen this lady laying on the counter and had a bad look on her face even before she patted her down.

She is upset that she got the full body patdown when on other flights they only pat down part of the body after she uses the AIT. She is upset because the supervisor did not inform her of what was going to happen. She is upset at the female TSO's attitude.

6/29/2015
3:46:49

PM

The supervisor on duty (b)(6)
The Female TSO is (b)(6)
Date and Time: June 29th at about 10:30 am
Airport: Reagan
Airline: American
Flight Number: 1602
The caller is a black American with black navy and cream one piece jumpsuit on.

REASON for the call; Someone at Reagan gave her card with our number on it. She has a three fold complaint.

She has traveled for the last month to ATL, DFW and Reagan. She had to renew her id. She had asked if there would be an issue traveling with her renewal documentation and her expired id and was told it is not an issue. She had no issues at ATL or DFW. She only had issues at Reagan. She has Redress certification. (Have no idea what she means). She said they contacted the supervisor. The supervisor looked at the documents and told her it was unacceptable. He asked for other ids. She had credit cards and other ids and showed it to him. He said okay and told her to come through the line. She went through the scanner with no issue. She then was told that she had to have a patdown. The lady who patted her down gave her a full body patdown. She was intimidated by her attitude. She told her she was going to have to thoroughly search her bags and items. Her attitude was very bad.

She said she had seen this lady laying on the counter and had a bad look on her face even before she patted her down.

She is upset that she got the full body patdown when on other flights they only pat down part of the body after she uses the AIT. She is upset because the supervisor did not inform her of what was going to happen. She is upset at the female TSO's attitude.

6/29/2015
3:46:49

PM

The supervisor on duty (b)(6)
The Female TSO is (b)(6)
Date and Time: June 29th at about 10:30 am
Airport: Reagan
Airline: American
Flight Number: 1602
The caller is a black American with black navy and cream one piece jumpsuit on.

The caller flew from Fairbanks to ATL and when he was going through security, the TSO noticed that his name was misspelled with an additional s on the end. The TSO then proceeded to empty out his Carry On bag and swabbed each item. The caller claims that in the process, his sunglasses case was broken. The caller also claimed that during the patdown, the TSO inappropriately touched and moved his genitals several times. He wanted to know why he had to go through the additional screening measures when it was only his name that was misspelled and why the TSO was so inappropriately thorough in the patdown process. He also wanted to file a claim for the broken item.

6/29/2015
4:50:59

PM

Date-Time: 6-28-15 8:30pm
Gate-Terminal: Not Provided
Airport: FAI
Airline: United
Flight #: 1209
Missing-Damaged item description: Sunglass case

REASON for the call: Caller flew with Delta. He was unhappy with the screening. He went through the AIT. He had everything in the bins. He got to the other side and he had to undergo additional screening and he could not longer see his things. He is concerned about this. The agents were not his issue but he thinks it is an ergonomics issue because the angle does not allow you to see your personal items. He also does not have an issue with the AIT or the pat down.

Date Time: 6-25-2015 at 10:30 PM

Gate Terminal: ?

6/29/2015
4:59:02

PM

Airport: SFO
Airline: Delta
Flight #: 551
Bag Description: It was a standard small black bag. He also had a computer bag.

Caller states that his wife was held up at the airport for an hour because her ID did not have her marriage name. The officer continued to hold everything up and searched her carry on and also gave her a pat down in front of everyone. Caller states that the officer told her that she should of read the rules online before trying to come without the correct ID. His wife also had a name change paper from the state that she showed the officer and he said that would not work.

6/29/2015
7:22:23

PM

Airport: Philadelphia
Airline: US airways
Flight #: 2001

6/29/2015 The 18 year old passenger went through additional screening including a private patdown and swab test, but she only had her permit as ID. She wanted to know why this happened.

9:31:00
PM

Feedback Type : Complaint

Categories : Disability or Medical Condition: Permitted Items Current Date/Time : 6/30/2015 8:55:54 AM Airport : DAL - Dallas Love Field Date/Time of Travel : 06/30/2015 6:30 AM Airline & Flight Number : 270 Checkpoint/Area of Airport :

TSA Employee: (If Known) : Preston

Comment : My husband travels a to Tulsa every two to four weeks.As is conditioned as worded he has been unable to go through the machine. So he has had to be patted down.This is the second time my husband has been treated with such of lack of disrespect .Today he was left standing while two TSA employees debated who was to conduct the male pat down.My husband can not stand long and I informed them of that and I was told an employee named (b)(6) was to take of him.Instead of doing that he cont to converse with the othe employee as to why he eas not going to do it. since they were having that debate my husband was left standing not allowed to sit in the wheel chair.So I handed my husband his cane he would have something to lean on.I was then told that since I touched hom I too had to be patted down.I told them I did not touch him but handed him the cane. I was approached by a female TSA employee who stated she was a supervisor and that she would be patting me down.Please not that my husband still had not been attended .I voiced my concerns and the female told me that was enough talking about it and to shut my mouth.I was so surprised as I was not raising my voice or acting out of order.This

6/30/2015 was witnessed by the wheel chair attendant that was waiting to assist my husband .I asked for another supervisor and three others came over and they had to talk about it,finally after eight minutes of waiting my husband was being screen.He has a back pack that contains his meds and his formula(he is on Tube Feeding which is a continuous feed) The TSA eye that was checking the bag told him that it was over the limit.Now we have been traveling and mo money has made such a comment before.In the past the formulas are simply checked. My husband is going to the Cancer a Treatment Centers of America in Tulsa.he has Stage4 Lung Cancer with Mets. He is usually in a lot of pain. The stress and the poor customer service he received is unacceptable .And to be told by that first female Supervisor -that is enough talking now shut your mouth is a beyond the pale.I did not get her name or the others as I was too concern with my husband and if we were going to make our flight.I am not sure what was going on with these employees .I not sure if they lack respect for people with a Disability or if (b)(6) had and issue touching a person of color .I do know that (b)(6) never did the pat down.We were finally cleared to go to the gate at 6:48. I have signed us up for the TSA Pre Boarding however even that status would not have prevented this poor customer service .I would like all involved to be retrained or trained on how to screen disabled passengers .

11:33:26
AM

Would you like a response? : True

Passenger's Name (b)(6) and (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Tuesday, June 30, 2015 - 12:11 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

Best Time to Contact :

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address (b)(6)

City: Raleigh

State: North Carolina

Zip Code (Post Code): 27617

Other:

Email (b)(6)

6/30/2015
12:47:03
PM

==Incident Information==

When did this happen? 06/30/2015

Where did this happen? CALIFORNIA - LAX - Los Angeles

International

What happened? I was at the American terminal 4 Security at around 8:20am. I am pregnant and requested to opt out of the scanner. The TSA agents proceeded to lazily call for a female

My name is (b)(6). I have a rare disability that affects the bone growth and circulation in my right leg. I have been discriminated against because of my disability repeatedly by TSA. I have always complied with all of your rules and regulations and yet I am still discriminated against. Most recently I went through security today at O'hare airport. Two of your TSA agents had me walk through the imaging screen. I informed them that I had a disability and that I was wearing a compression stocking on my right leg. I also informed them that my right leg is bigger than the left because of poor circulation and I have undergrowth and overgrowth of the bone.

They then wiped and tested my hands. And I stood there for quite a long time while several more people went through because they didn't want me to leave but in their words, they weren't sure what to do. I then had to go through a pat down on my leg and the metal detector wand on my leg. All while not being able to put on my shoes that have lifts inside of them so I can walk. It was very painful for me to stand there without the medical device I use in my shoes to help me stand and walk. I was still not allowed to put them on and they had me stand there for 10-15 mins while they figured out what to do. Has there been literally no training for your TSA agents on dealing with disabilities?

I was also asked personal questions about my disability over and over again, and in front of other strangers that were being screened. It was not done respectfully, it was not professional, and it clearly never would have happened had I not had a disability. The two TSA agents who were working were named (b)(6) (Male) and (b)(6) (female) and this was at 12:33pm at O'hare in Chicago on 06/30/15.

6/30/2015
4:29:35
PM

I have the right not to be humiliated or discriminated against because of my disability every time that I go through TSA. I have also paid for and been accepted as TSA Precheck, but the airport said that you blocked it from going on my boarding pass. This is not the first time this has happened. Why when United is one of the airlines that you say uses TSA Precheck and I am accepted into TSA Precheck, am I no able to use it? My KTN is (b)(6). Please explain to me why I have repeatedly not had the Precheck on my boarding pass and yet I have entered it in online when I purchase my tickets and everything says I am able to do Precheck until I arrive at the airport and they tell me otherwise but have no explanation.

I would like to submit a disability discrimination claim over this incident. I do not want to live my life in fear of going through TSA because I am humiliated over the way they treat me during the screening process and denied wearing my shoes which have a medical device in them that makes it possible for me to walk. I am not treated with respect and the TSA agents could not be described as professional or even trained on how to screen someone that has one leg that looks different than the other. I should have the same screening process as everyone else. No one else in line around me had an experience like I did, but none of them had a physical disability either.

I also want to inform you that I am contacting the ADA over this. I have the same disability as (b)(6). He is a professional golfer who took his case against the PGA to the Supreme Court over being discriminated against and he won. It is a very rare disability called Klippel-Trenaunay. Just to give you someone to reference so you have an idea of what it is like. I am also contacting United over this incident. Please let me know how to proceed with TSA about my claim of disability discrimination.

to whom this may concern

6/30/2015
4:29:48
PM

I would like to express my gratitude to the young man in Boise Idaho....I am 61 yrs old and don't hear very well (ask my wife).. when I went thru the xray machine (guess that is what it is called)....come out and this blonde headed kid starts rambling on very fastI told him he needed to slow down I am old and slow....then he copped an attitude like he was put out....then he asked me if I wanted to get pat down in private....at this point I wanted what ever took place to be in front of God and everyone....so he proceeded to do his thing with quite the attitude....then after it he was done . I thanked him for the gentleness....for I think he banged my balls with the attitude.....my first experience on plane in 20 years.....I realize they deal with alot of people. but leave the attitude at homedon't take it out on a person's privates.....
Hello:

On the morning of June 20, I flew out of the Ft. Walton Beach, FL (VPS) airport to my home in Charlotte, NC. I presented the TSA agent with my TSA pre-check boarding pass and NC Driver's license. Because my boarding pass contained only my maiden name (b)(6) and my driver's license contained my full married name, (b)(6) the agent insisted I go through a special screening process which included a full body pat down, heightened check of my carry on, and a review of other identification I had in my purse. Fortunately, I did not miss my flight, however, I did find all of this additional attention unnecessary as it is very evident that (b)(6) and (b)(6) are one in the same person. I'm a U.S. citizen with no criminal record whatsoever, I had TSA pre-check (and typically do have it when I travel), and explained that for the past 3 years (since my marriage) I've gone through nearly every major U.S. airport with no questions asked and no eyebrows raised (including through Customs with the same situation). In fact, I had just come off of Eglin AFB where I underwent an FBI background check utilizing the exact same identification with absolutely no issues.

6/30/2015
6:16:27
PM

While I am sure the TSA agent was trying to follow the rules to the letter, I think there should be some level of personal empowerment to make judgment calls based upon the situation. It seemed that the other TSA screeners also found her actions excessive in that they were barking corrections at her and sighing in frustration at the hold up that was being created for me and other passengers as a result of her actions. In the future, I plan to carry two forms of ID with me so that I can definitively prove that (b)(6) and (b)(6) are the same person as I do not wish to change my travel profile with the various airlines since I generally get TSA pre-check and greatly appreciate the convenience it affords and would not wish to jeopardize that.

I would be most interested to hear whether TSA agents do have some level of personal empowerment in situations like this and also whether I have the right to escalate my concerns at the security screening area if I'm ever faced with a similar situation.

In advance, thank you for your response.

(b)(6)

I tried to file a complaint through the online form but every time I tried to submit, it said that access was denied so here is the following information for my complaint.

This allegation is based on a Civil Rights\ gender profiling allegation.

My contact information is as follows:

(b)(6)

Mesquite, TX 75181

(b)(6)

HYPERLINK (b)(6)

This happened on June 29, 2015 at the San Diego International Airport.

6/30/2015 6:17:34 PM I was waiting in line at Security Checkpoint before the body scanner machine. I was flying from San Diego to DFW- AA1159. It was about 1:30 pm. I was wearing a long flowy dress with a light denim jacket over it. I was about to go into the machine when a TSA officer yelled at me and said, The buttons are going to be seen. You need to take the jacket off. I said, It's okay, I wore this last time at a checkpoint and yes the buttons showed up but I don't really feel comfortable taking the jacket off. The officer yelled, Just take it off! and proceeded to rub himself around the chest area to say that the buttons would be seen. Then another officer kept on yelling Just take it off! I didn't want to cause a commotion and I was already slightly annoyed. When I took the jacket off, one of the officers yelled, Whooo, thats right! Yea! The first TSA officer was the one guiding people to go through the scanner machine. He had dirty blonde hair. The second officer was off to the right side. He wasn't checking the bags that were going through but He walked over when the other man started yelling Take it off. He had dark brown hair and a mustache. The two men proceeded to laugh as I walked through the machine. I think they were trying to say that the pat down would be embarrassing but in all my life, I have never been humiliated and treated like a piece of meat like that. it is never okay to holler at a woman. Nonetheless when a woman is wearing a long modest dress and yell Whoo, that's right after she takes off a denim jacket at the security checkpoint. It is rude, sexist, completely inappropriate, and uncalled for. Do not treat me like a piece of meat and proceed to laugh at your completely insensitive remark. Sexual harassment and demeaning women is never hilarious. I will never travel through San Diego again.

I would like a response back from TSA because I am angry, humiliated and upset about what happened. TSA officers should be a little bit more sensitive to the remarks that are being made especially to the opposite of sex and especially in the way that they say things. I would also suggest having at least 1 woman TSA officer present as well.

Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and/or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form.

I will cooperate with Transportation Security Administration's (TSA) complaint resolution activities undertaken on my behalf. I understand that my failure to cooperate with TSA may result in the closure of my complaint. I understand that the TSA may share the information I have provided as needed to resolve this complaint.

I have tried repeatedly to submit a complaint on your website: <http://www.tsa.gov/content/talk-tsa>

I have attached the error message that says "The TSA web content platform is unavailable"

I have attached the complaint for you to route to the proper party.

Here is the text of my complaint which is not fully visible on the PDF attached:

I opted out of the AIT screening for several reasons that I will not cover here in my complaint. I do have two concerns about the treatment I received because I opted out:

6/30/2015
10:04:09
PM

1) I was repeatedly told by several TSA officers to move to an area where I would be completely out of view of my personal belongings (purse, wallet, laptop, and carry on bag). I have had items stolen previously and was extremely embarrassed and afraid of repercussion and retaliation from the officers who told me repeatedly to leave them on the conveyer belt and walk to an area at considerable distance where I would not be able to see them. I stayed next to my belongings until one of them finally moved them near to the area where the "pat down" would take place so I could keep an eye on them.

2) I then was waited and was given a "pat down" however there was no "patting". It was rubbing and stroking and pulling on my thin dress. I was wearing a thin cotton sleeveless short dress with no stockings. The female officer continually and repeatedly rubbed and stroked the small areas of my body that were covered. This felt aggressive and as though I had been assaulted. There was no plausible explanation for why she would repeatedly stroke the same area of my breasts and buttocks and thighs. This repeated motion of rubber gloves on the light cotton dress caused the dress to pull and stretch.

I am a 62 year old woman, traveling first class to visit my daughter. I have worked for a Washington State government agency in high level trust positions for 24 years. I have travelled all over the world independently for 45 years. Throughout those travels, I am accustomed to being treated with respect and dignity just as I treat others.

7/1/2015
10:16:57
AM

Caller is needing to know how many white haired old ladies in wheelchairs does TSA find as terrorists? Her 85 year old mother uses a wheelchair to get through the airport and a couple times in the last several years she has had to go through a patdown screening and is needing to know why?

To whom this may concern,

Greetings my name is (b)(6) the reason for me to contact you is because I feel that TSA attempted to violate my personal space by requesting to pat me down in order to allow me to have my baby's food granted access on to the plane I am travelling on from Worcester, MA going to Fort Lauderdale, FL. The agent's claim

7/1/2015
2:17:11
PM

Was that it was over the 3 oz. limit. He also stated that instead of opening to inspect the items what they do is pat down the parents. That really got me upset because they are patting down people that have been cleared by the detector machines to allow food containers into the planes. To me they are taking an easy way out of doing their jobs correctly. I contested their request and they insisted that it is part of the TSA protocol. I checked such protocol and in your site it clearly states that if baby food is larger TSA agent can allow it as long as it has been properly inspected by TSA. To me a pat down is not a proper inspection of the food. I am concern and upset at the handling of this matter by the crew at ORH. I did not ask for the name in fear of possible retaliation and instead filed this complaint. I hope to hear from you via email. I will counsel a legal advisor for recommendations on this matter and hope this does not happen to another parent nor person. I know that there has been such request by TSA agents from other states that were patting down people for pleasure. I feel my rights were violated and there was no probable cause for the pat down request. Thank you and have a wonderful and glorious day!

Sent on the new Sprint Network from my Samsung Galaxy S@4.

7/1/2015
7:47:37
PM

Caller had only a temporary drivers license when coming through the check point at the Houston hobby airport. When TSO s questioned his form of ID the passenger felt very upset. Also when doing the pat down he was very upset and didn't understand why that was necessary.

Feedback Type: Complaint
State: New York
Airport: NEW YORK - LGA - LaGuardia
Date of Travel: Jun 29 2015
Time of Travel: 1:40 pm
Airline & Flight Number: American Airlines, Flight Number 337, Gate D7
Checkpoint / Area of Airport: TC CHK C2
TSA Employee (If Known): (b)(6) (TSM)
Complaint Feedback: "Professionalism/Customer Service," "Other," "Screening"

Would you like a response? Yes, I would like a response.

Passanger Name: (b)(6)
Phone Number
Email Address

7/2/2015
12:05:18
PM

Complaint

On June 29th, I was traveling from New York City to San Francisco. My flight plan was to leave from New York's Laguardia Airport to Chicago and then eventually take a connecting flight to San Francisco. The plane's departure time was at 2:15pm from Gate D7 flying American Airlines Flight Number 337.

I arrived at the security checkpoint at about 1:40pm. When I arrived at the security area, the foot traffic was fairly light. With 35 minutes remaining to my flight's departure, while seemingly brief in scope, TSA was well positioned to address my security screening in the time allotted. The terminal checkpoint wasn't large and TSA was well staffed, so I'm confident in making this conceit.

When I arrived, an agent immediately swiped my palm, to which I made no objection. Unfortunately, since I used a hair-pomade product only hours earlier, which I quickly realized that some of the residue still resided on my palm, the test failed triggering TSA's security protocols. At this point, the countdown to my departure started from about 1:40pm – again, TSA's staff had 35 minutes to determine if I was a security threat. I was told that a male supervisor who is specially trained is the only person who can actually perform a pat down.

All of the TSA staff whom I met were both professional and polite. Seven agents always lingered nearby understanding and empathizing aloud with my dilemma, asking the same question 'why should it take so long for a supervisor to arrive?' The staff would walkie-talkie the request for a male supervisor but no one arrived. We sent out a message repeatedly every 5 to 7 minutes. In the end, the supervisor arrived only two minutes before my departure time. A female agent started my process, but the male supervisor was the one who actually completed the process. The male supervisor elected to have another male present in a private room, stating that this decision was proper TSA protocol. Needless to say, the actual pat down took 2 minutes but once I was finally cleared, I indeed missed my flight.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 33141

7/2/2015
12:06:17
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Baltimore/Washington International Thurgood Marshall Airport

Disability Description: Caller was in wheelchair and had a metal shoulder replacement.

Incident Details: Caller was traveling and upon arriving at the Nashville Tennessee Airport in the screening checkpoint she caused the explosive detection to alarm. She received secondary screening and is extremely upset. She received a pat down and states her rights as a passenger in a wheelchair have been violated.

7/2/2015
1:56:18
PM
6-29-15
6 AM

Caller does not have an email address to send the RFI to.

I was at check point 4 hotel 1340 AIT2. I very uncomfortable about an agent, a Black male. Pulling my pants down during a PAT down. He laughed about it. I feel I was violated and joked at. The time was approximately 130p. I want to file a FORMAL complaint.

7/2/2015
4:06:47
PM
(b)(6)

Sent from HYPERLINK "<http://www.typeapp.com/r>"TypeMail

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/2/2015 2:05:17 PM Airport : BNA - Nashville International Date/Time of Travel : 06/30/2015 2:00 PM Airline & Flight Number : Southwest 889 Checkpoint/Area of Airport :
Checkpoint TSA Employee: (If Known) (b)(6) Comment : Dear Sir,

My name is (b)(6). My son and I were passengers on Southwest Airline flight #889, which departed from Nashville International Airport on June 30, 2015. My son is seventeen years old. I was cleared through the body scanner at the security checkpoint at Nashville International Airport. However, TSA officer (h)(6) badge (b)(6) asked my son to step aside after he walked through the body scanner. I stood nearby and no one communicated to me the reason for my son being detained. My son asked officer (b)(6) why he was being detained. The officer responded that "the body scanner had detected a groin anomaly" when my son passed through. Officer (b)(6) called on his radio for male assistance. My son asked officer (h)(6) if he could perform the body pat down, since we were trying to get to the flight gate. The officer responded, "no, because of the groin anomaly, a different procedure had to be performed".

We waited for more than twenty minutes and no male assistance arrived. We observed several other male officers in close vicinity, but officer (h)(6) did not ask them for male assistance. Another male officer happened to walk by and officer (h)(6) asked him to perform the pat down. The second officer and my son stepped over to the side. The second officer performed the body pat down and asked my son to remove the contents from his pockets. The items in his pockets were paper currency and cough drops. The second officer swabbed my son's palms and placed the swab in a machine for analysis. The machine returned a negative result, and my son was released.

7/2/2015
4:07:06
PM

Please explain to me your policy and procedure regarding a "groin anomaly".

I would appreciate your attention and response to this matter.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/2/2015
4:47:48
PM

Caller has paid the \$85.00 for the TSA pre. She says she now want to do GE. She says she traveled this week and she wasn't selected for PreCheck and the last two times they checked her body.

Was this the first time she wasn't selected? Yes

When she says check her body did she mean a patdown? Yes

I am writing to file a general complaint about the TSA screening process in terminal 4. I have been reluctant to do so in the past as I can appreciate the need for passenger safety, but after today's experience I felt I had to say something. This operation at Fort Lauderdale Terminal 4 is the only TSA checkpoint at this airport, and in the U.S., where I have problems with the agents improperly touching me and with misidentification of items in my luggage. I have been an airline employee for over 20 years, so my background has been thoroughly checked to be employed in this industry and in addition to that I have TSA Pre check and Global Entry. However, at times when those options are not available, only at Terminal 4 do I receive a rather invasive pat down EVERY time I go through security there. Today they put their hand down the back of my pants without asking me anything and without warning. I'm outraged. I fly over 150 times a year, and often clear TSA at another airport or terminal wearing the exact same clothes the same day with no issue. It makes me wonder if they use the equipment properly at Fort Lauderdale T4? The purpose of this technology is supposed to be so they can see things and not have to touch you - so why is it the reverse here?

If that wasn't bad enough, then the agents only at this checkpoint argued with me that my Surface tablet is a laptop computer. It's not. It's a tablet so it stays in the bag. Always does everywhere else I fly. Only at Fort Lauderdale Terminal 4 does it become an issue. When I fly through other airports or other terminals here - no problem.

The incident above occurred on Thursday, July 2, 2015 at approximately 650pm local time. Three security lanes were open. I was in the one lane where I did not get randomly selected to participate in pre check.

7/2/2015
8:02:20
PM

What's wrong with TSA in Fort Lauderdale Terminal 4? Thank you in advance for your assistance in helping me understand why the passengers who use Terminal 4 at Fort Lauderdale should be subjected to substandard treatment.

Best regards,

(b)(6)

Miramar, FL 33025

(b)(6)

Sent from my iPhone

To: Disability and Multicultural Division
Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement
701 South 12th Street, TSA-6
Arlington, VA 20598-6033

Copy: TSA Contact Center

7/3/2015 1:07:45 PM
From: (b)(6)
Franklin, TN 37067

Re: Abuse by a Transportation Security Officer and obstruction of collection of data to report abuse

The following events occurred 28 June 2015, about 04:50, at Nashville International Airport (BNA).

I had checked in at the American Airlines ticket counter to fly standby on AAL 1264, BNA-DFW, departing at 06:00. My 13-year-old daughter was accompanying me. She had been issued a TSA Precheck standby pass, and I was issued a normal standby pass.

Caller said she called earlier and the person she spoke the lost and found is open today but it is not.

7/3/2015 2:46:53 PM
She flew in from Vancouver Canada to PHX and entered screening Terminal 4 Gate B to connect to MCO.
She does not use the machine so she always asks for the Patdown and this time she had to wait for a TSO and they had their items checked first so when she came back and collected her things she did not get her laptop.
She called Lost and Found 10 times already.

She asked me to go over and check on it for her or give her a PH# direct for the TSA checkpoint.

TSA Headquarters

TSA, WAS IT NECESSARY TO DO A FULL SEARCH ON A 75 YEAR OLD WOMAN OR ARE SOME AGENTS JUST PREYING ON THE ELDERLY?

I question if the extensive body search and pat down I received on Tuesday morning, June, 30th was necessary from the Cleveland Hopkins Airport female TSA agent.

I am a 75 year old petite woman weighting 94 pounds traveling with my 80 year old husband.

As a career military family, we both showed our military I D cards as identification to the first TSA agent.

First I was instructed to go through the walk-thru x-ray and then the commands started with the female TSA person telling me to go back out and "stand there" pointing to a very specific spot on the floor. I was then instructed to come into the full body scan. Then I was told that I had numerous spots on the scan and that I needed a full hand search of my body, my arms, wrists, legs and ankles. At one point, I started to lift my T-shirt out from my mid-drift to show her there was nothing there. She yelled "put your shirt down". After the full body search, I thought for certain I was finished.

7/3/2015
6:03:40
PM Then in a very demanding and intimidating voice, she told me to follow her over to another location to where I had to have the palms of my hands scanned.

With that done, I thought I must surely be finished. No, as I took a step to go back over to collect my bag, she said, "You stay right here until I tell you, you can leave".

With my husband and I both being over 75 and the airlines having our profiles, we are routinely placed in TSA Pre-Checked line. Flying to Cleveland, we were TSA Pre-Checked, but not leaving.

I hope that other elderly women such as my self are not picked out to go through such an ordeal. Or are we just easy prey?

With Regards,

(b)(6)

San Clemente, California 92673

(b)(6)

Madam or Sir,

Today, July 3, 2015, at approximately 3:30 pm, my 11-year old son and I went through TSA security screening near United Airlines checking in terminal C at EWR in New Jersey.

My son, who has a casted broken arm, stepped ahead of me through the metal scanner, without issue. He moved ahead to wait for me. I was then called through the scanner, which beeped, and I was told to step back through because I had been "randomly chosen by the machine" for a pat down and was pulled aside for further screening. My son stayed on the far side of the scanner. In an effort to stay with my son, I asked if my watch might have triggered the machine and asked if I could just remove it and send it through the scanner so we could stay together. I was told no, that was not an option and I would need to stay where I was on the other side from my child, and wait for a female agent to come and pat me down. I waited, and after a bit of time was then told by a different male agent to walk into a plastic tube/body scanner. I did as he asked and continued looking at him for instruction about proceeding for a pat down. He then told me to put my feet on the yellow foot outlines, which I promptly did. He asked if I had metal in my pockets, I assured him I did not and he stood, just looking at me, and I remained in place, looking at him, waiting for his next instruction. I then asked what I was to do. At that point he loudly yelled at me, asking why I couldn't "just read the instructions right in front of my face" instructing me to raise my arms. I stated that I had had not seen the instructions on the wall of the scanner because I been looking not at the wall, but at him--trying to listen to his instructions. He was clearly furious that I had not somehow realized that my required "pat down by a female agent" was actually a full body scan and then a pat-down. And certainly, no TSA agent shared my concern that I was being delayed and separated from my child. I was then also patted down by a (very polite) female agent, but during this process, I did not know what had happened to my son.

7/4/2015 9:38:28 AM My son (again, age 11), while separated from me, was then approached by a TSA agent and told to come (alone) for additional screening. I was not present and was unaware that this was occurring, and he was not asked where his parent was. He was then questioned, given a separate scan by wand and a pat down of the plaster cast on his broken arm. He stated that the agent was polite but that he was afraid because he did not know what had happened to me, and did not understand what was happening. He was confused because he had cleared the screening but then, while alone and trying to wait for me to reappear, was approached and required to submit to solo, separate questioning and pat-down. He understands the typical security screening process and knew that this had never occurred before and was justifiably alarmed.

My understanding is that both separating a parent and child, and also approaching, questioning and screening a child who has been separated from a parent is against policy and is clearly unacceptable on many levels.

I respectfully request an investigation into this alarming incident and thank you in advance for your reply.

Sincerely,

(b)(6)

Lynchburg, Va 24503

(b)(6)

My daughter is hearing impaired and has flown a number of times and never have we been treated as badly as we were today by a TSA agent named (b)(6) in Portland Oregon!

We have been told since my daughter was five, she is now almost 17, by doctors and the manufacturers of her cochlear equipment to NOT allow her or her cochlear equipment to go through security! (b)(6) very rudely and condescending told me that it was perfectly safe for her to go through security and even put her equipment through the X-ray machine before I approved it!! Telling me that the doctors and manufacturers of her equipment did not know what they were talking about!!! He spoke down to me and my daughter and was trying to make her go through the image machine even though we requested a pat down!! I have never in all my years of traveling been treated so rudely, my daughter was almost in tears and horribly embarrassed!

7/5/2015

9:21:21

AM

I will speak with my daughters doctors but I am amazed at how you allow your TSA agents treat people and especially someone with a disability! She was having a hard time understanding what was going on and (b)(6) was totally rude and spoke to her as if she were stupid!! When I asked for his info he told me that his name was (b)(6) and that's all I needed to know....really? Is this how you train your agents? Your website states that you will be accommodating of people with special needs?! Whenever we have traveled before they have searched her equipment bag and patted her down....this was a nightmare! I will hold TSA responsible if there are any problems with her equipment, especially since (b)(6) took it upon himself to put her equipment through the machine! Totally disappointed in this experience! Appalled in how you allow your agents treat a young disabled girl!

Would love to speak to someone in person but the number listed on website is not working! (b)(6)

Sincerely (b)(6)

From: (b)(6)
Sent: Sunday, July 05, 2015 8:17 PM
To: TSAExternalCompliance
Subject: Please make allowances for elderly persons

Dear TSA,

Attached is a recent issue that my elderly father encountered at the Sky Harbor Airport in Phoenix, AZ. It isn't really a complaint as much as it is a request that your staff understand the special needs of the elderly when dealing with them. Thank you so much for your consideration.

Sincerely,

7/6/2015
8:44:32
AM

(b)(6)
Glen Allen, VA 23060

(b)(6)
(b)(6) Glen Allen, VA 23060
HYPERLINK (b)(6)

Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

(b)(6)
Glen Allen, VA 23060
Departure: Dallas Love Field to BWI
6/27/15 11:50am
SWA 1189

Return: BWI to Dallas Love Field
7/5/15 8:35pm

I was traveling with my daughter last week. She's 15 and had to have a pat down and have her hands touched by a device. On the return flight she presented a passport in hopes of avoiding another pat-down. She was told she didn't need to take her shoes off to go through security because she was pre-screened. Her boarding pass was marked with a blue marker. She was patted down again.

7/6/2015
10:10:27
AM

This process is cryptic and confusing to us and makes me worry that my daughter is being inspected for some unstated purpose or that the lesbian officers want to touch her.

We're doing what we can to comply--not bringing forbidden items to the airport, presenting identification, bagging our contact cleaner and shampoo, taking off our shoes, emptying pockets, letting you xray our bags, and standing in the full body scanner.

It didn't seem normal to me that my daughter would require further screening as she presents no threat. She has autism and doesn't deal with surprises well.

Why did you pat her down and how do we prevent this screening in the future?

(b)(6)

As a passenger and veteran who has defended this county I would like to be able to without the harassment of your employees. I have no problem with security screens but I feel as though I am being harassed when I am asking for human compassion.

7/6/2015 2:25:37 PM On June 15, 2014 I was booked on a flight to fly out of Intercontinental Airport Houston Terminal D. I approached the TSA at approximately 7:25am. I was ordered to stand in the x-ray machine with my hands above my head by black/female employee (b)(6). I have back pain and not able to hold my arms above my head very easy as required with their body x-ray machines. I requested not to be scanned and was fine with a pat down. Officer (b)(6) then made derogatory remarks towards me and announced how I was being non cooperative. As a result TSA went in to full "teach a lesson" mode. I was barefoot and observed TSA was walking around the floor with dirty shoes on. I was told if I wanted a private screening I would have to walk long distance barefoot on the dirty floor exposing me to germs and bacteria. I had no choice but to not have private screening. I was then taken to one area and then another area there. I was ordered to hold my hands above my head again. I cited the back pain and I could not do that for long periods of time. That was when an "alarm" detected some substance on my luggage. The supervisor white/female named (b)(6) threatened to call Houston Police Department on me for not holding my hands above my head. Employee/supervisor (b)(6) then took my identification into a backroom out of my sight and without my consent. I questioned what the charge is. Officer (b)(6) said she is in charge and can do what ever she wants to. I was searched for an hour in perhaps in incentive for me to aggravate my pain in the future and allow x-rays of my body. I requested to speak with (b)(6) supervisor and she said no one will speak with me. I was told by another employee white/male unknown name that they walk with dirty shoes on and it is tough if you have to walk on dirty floor barefoot. I was finally release from detainment at 9:25am.

I have tried to submit this complaint through several web forms at the TSA website, but apparently none of them are working. Please respond to this complaint. I can be reached at (b)(6) or HYPERLINK (b)(6)
(b)(6)

I was assaulted by TSA Officer (b)(6)

7/6/2015 2:26:34 PM As I usually do, I opted out of the Rapiscan machines (they re just not safe, but that s a different complaint). I also pointed out that I could not see my bags, which had already gone through the x-ray machine. When I was finally allowed to see my bags, I was presented to Officer (b)(6) who started the usual pat-down. I noticed that he was using a bit more force than usual, but when he reached the inside of my legs, he jammed this hand up my crotch. He repeated this on the other leg. I complained to him, saying he was using much too much force, but he just chuckled. He then proceeded to do the same thing from the other side of each leg, jamming his hand in my crotch.

I ve been patted down plenty of times before, and while it is never pleasant, this was way out of line. I do not believe that opting out of the regular screening means that I should get punched in the nuts. Four times.

When I return to New York I will be making inquiring with the local police about filing assault charges against your employee. What he did was far beyond what his duties call for or what he is allowed to do as a TSA employee. Please contact me immediately about this case.

(b)(6)

My name is (b)(6)

My address is: (b)(6)

La Pine, OR 97739

(b)(6)

7/6/2015
4:12:26
PM

On July 5, 2015 I took my daughter, (b)(6) to PDX in Portland, Oregon to fly to Houston, Texas. My daughter is deaf and wears cochlear implants. She has had these cochlears since she was 5 years old, she is now 16. We have ALWAYS been instructed by (b)(6) doctor and the manufacturer of her cochlear implants to NOT allow (b)(6) for her equipment to go through scanners or x-ray machines. (b)(6) has flown MANY times and this has NEVER been an issue....The TSA agents take her bag of equipment check it, even swab it and they pat my daughter down...very easy!

On July 5, 2015 at approximately 5:15am she headed through security like normal and then we came across (b)(6) he was rude, condescending and very unprofessional and practically had my daughter in tears! (b)(6) was trying to explain to him that her equipment nor herself could go through the machines and he very rudely told her that yes it could. I then intervened and attempted to explain to him that no, the equipment nor (b)(6) could go through the machines and requested that he search the bag and send for a female TSA agent to pat (b)(6) down. I explained to him that we have been told by doctors and the manufacturers of (b)(6) equipment told us not to allow this. (b)(6) proceeded to tell me that (b)(6) doctors, manufacturers of her cochlears or myself knew what we were talking about and put (b)(6) equipment bag through the x-ray machine, WITHOUT my permission! He told me that the doctors nor the manufactures run test on security equipment so they know nothing about his equipment!! I told him he was wrong that we have been specifically ordered not to allow this to happen...again while rolling his eyes he told me that I didn't know what I was talking about and that my daughter was not the only person with cochlears! (b)(6) cannot even go down a kids slide because it can mess with the programming of her equipment!! I told him that I wanted his name and badge number and he told me his name was (b)(6) and that's all I needed to know...seriously? How is it that a TSA agent is more knowledgeable about my daughters medical devices than her doctors or the company that makes these cochlears!?????

Is this how you train your TSA agents to handle a person with a disability. There was thousands of dollars worth of equipment in that bag!! I DID NOT give him permission to put that bag through..(b)(6) continued to try to get my daughter to go through the scanner even though we had requested a pat down, even though I was telling him no. Every time I tried to explain stuff to him he just shook his head and rolled his eyes and spoke down to me like I was a child explaining that I didn't know what I was talking about. I asked more than once for his full name and badge number and all he would say is that (b)(6) was all I needed to know! (b)(6) was having a hard time hearing him and he spoke to her like she was an idiot and continued to shake his Caller was returning from Frankfurt Germany to Newark NJ and while in Newark, Passenger was in a wheelchair due to a previous accident and had a pat down where they took her cain from her not allowing her to go through the AIT machine. She said they removed her coat and it was never returned to her and she also said that they left her purse and other items unattended on the conveyor and anyone could have taken off with her items. She believes it was unnecessary for her to have to remove her outer coat given she was in a wheel chair. Caller is 85 years old

7/6/2015
4:17:38
PM

Date Time: 06 21 15 3:00pm
Gate Terminal: Not Available
Airport: EWR
Airline: United Airlines
Flight #: 1064
Missing Damaged item description: Fabric Coat 3 4 length sleeves, beige color. It had a Collar. There was a virgin Mary pin. Brown and Beige scarf that went with the coat.

Caller has a complaint. They were passing through Atlanta on July 4th at 1215. They got in line at the checkpoint. As they were reaching down to put an item into one of the bins, an employee came by and pushed a table that hit the caller in groin where they had hernia surgery 18 days ago. Caller stated they hadn't even seen that person before being hit with the table. The caller was screaming at the officer that they have to be careful as the officer ran back towards the AIT machine.

As he was yelling at the officer she turned and yelled at him to not point his finger at her. He told her that she had to be careful. When he went through the screening technology the same woman told another officer to pat him down. After the pat down the officer told him that he could not talk to her like a dog. Caller went to other officers and found out that the officer was the supervisor at the checkpoint. He was advised to call us by the other officers. Caller is surprised they are not in a hospital.

7/6/2015
5:28:02
PM

Date Time: 7.4.15 1215
Gate Terminal: MCP LN 13
Airport: ATL
Airline: Southwest
Flight #: NA
Officers Name: LTSG (b)(6)
She is a short black woman, roughly 5 feet tall and muscular.

Supervisor who suggested he called : STSG (b)(6)

Date: 7/6/15 Time: 5pm
Airport: EWR

Date/ Time of Travel 7/6/15, 5:54pm

Airline: United Airlines, UA240
Checkpoint Area: C2, security gate
TSA Employee: (b)(6)

7/6/2015
6:05:29
PM

Complaint: I used a Texas Dpt. Of Public Safety Temporary Permit/ driver's license (valid until 8/14/15) with photo as my form of ID for security (It is a paper given to me until my replacement driver's license is mailed to me). Supervisor (b)(6) asked for another form of ID so I showed her my bank debit card. I was allowed to enter security but (b)(6) flagged me for a pat-down even though neither me, nor my belongings, set off any any alarms when checked through scanners. I refused the pat-down for this reason but she told me if I did not agree to it, she was not going to let me through. She told me a pat-down was procedure because I did not have a second form of ID. I told her that I was looking at the TSA website at acceptable forms of ID and my form of ID was acceptable and a second form was not asked for. She told me I was looking at the wrong website, I told her it was TSA and she told me she had done this job for 28 years. She was loud, rude, disrespectful, condescending, and not concerned about reading the TSA website information about ID's. She was not setting a good example for her staff and abused the authority of her position.

(b)(6)

*You may follow-up with me at this email address.

Sent from my iPhone

Hello -

I am attempting to file a complaint with the TSA but your form isn't working. I am attempting to replicate it here.

Language : English

Is your allegation based on: Civil Rights\Other

What is the basis of your allegation? *

unreasonable Search Seizure
Other Right or Liberty not listed
Other Constitutional Right or Liberty not listed
Sexual Molestation
Unwarranted Aggressive Behavior

7/6/2015
9:12:40
PM

Yes I am filling it out myself

Primary Phone (b)(6)

Anytime is OK

Address
(b)(6)

Montreal, qc H3W2H5

Happened on July 4, 2015
At St. Louis International

What Happened

REASON for the call:

Caller went through TSA today at 7 AM at LAX and was selected for a hand check and her sunscreen set off the ETD and she was required to have a Patdown and all her belongings searched.

It was very embarrassing to her and she almost missed her flight.

She is angry that TSA has signs everywhere about LGAs and nothing about the Explosive trace.

She said take this as an FYI for our suggestion box and warn travel.

7/7/2015
11:23:17

AM

Date Time: 7-7-15 And was at the checkpoint at 7 AM

Gate Terminal: Unknown

Airport: LAX

Good Morning,

My family and I have travelled through the San Diego airport several time with our infant twin sons and each time it is difficult when it comes to the baby formula being looked at. Per the online instructions the items are required to be scanned and x-rayed. At no point is there specifications that the baby formula s have to be transparent, see through or have a viewing port. This is out of the parents control as this is a decision made by the vendor who makes the product. Every time we have gone through the San Diego airport the TSA agents make a large scene about the factory sealed bottles the formula comes in and the fact it does not allow the liquid to be seen or that we are lucky that the bottle does allow the liquid to be seen. At Christmas time we travelled and I was told I was lucky the liquid was viewable because if it wasn't she would have opened the bottles to check the liquid. Per TSA posted requirements online only when the items cannot be scanned will one of the bottles be opened for examination. Certainly not all them which would cause the entire supply to spoil after the 2 hour expiration after opening. My wife went through the airport yesterday and happened once again and this time the TSA agent gave her grief about the bottles. Her action was to give each member of the party a pat down. Pat downs happen but how is a pat down of the person related to or addressing the issue at hand which is their question with the formula?

7/7/2015
12:18:20

PM

I am a medically retired Marine and during that time I served 3 1/2 years on Embassy duty as a Marine Security Guard. We were tasked with maintaining internal security and monitoring the external security as well. I am very familiar with the process and need to scan people and their belongings while going through a security checkpoint. I am very familiar with the equipment used as well. This is why I am confused and interested in the reasoning behind this knee jerk reactions to written standards and personal interpretations of rules. Thank you for your time.

Semper Fi,

(b)(6)
SSgt USMC (ret)

Greetings –

On Friday, July 3, I entered BWI security around 9:15am for a Jet Blue flight to Logan Airport in Boston. The full body scanner registered a false positive around my groin area. This is not the first time this has happened at one of these scanners. The TSA rep saw it and spoke to me sharply. "Go back in there, blue" (I was wearing a blue shirt). Not exactly polite, but I know this is a difficult and monotonous job filled with unappreciative passengers, so I didn't think much of it. I rescanned and the same thing happened.

The last time this happened I was scanned and flagged 3x before the TSA rep elected to do a physical pat down, which was fine. In order to avoid going in yet again this time, I said to the rep "This has happened to me before. It's probably just faster to do a physical pat down."

7/7/2015
2:01:14

PM

The rep did a double take, as if he couldn't believe what I just said. "Are you telling me how to do my job?" he questioned aggressively, squaring up to me. I was startled by his response, as I was just trying to be helpful. "No sir," I said. I suspect he said something at this point, although I don't remember what. He didn't make me go into to be scanned a third time, but he did do a physical pat down which can only be described as extremely thorough. I've read online accounts that agents are supposed to scan up until they "meet resistance". I can assure you, resistance was no obstacle for this agent. I've had physicals that were less thorough than this.

He then said "Have you been working outside?"

"No"

"You into pottery?"

"No... I do sometimes cut up beets."

"It doesn't look like beets to me. Your palms are darker than your wrists."

The caller arrived home and his golf club bag is broken, there was an NOI.

Also he has darker skin and he gets pulled out of line every time and he gets a patdown and then put back into line afterwards. This has happened numerous times. He did not get pulled out of line for this particular flight but he did get pulled aside and waved with the metal detector wand.

Date Time of Travel: 06 30 2015 8:05am

Gate Terminal: Not Provided

Airport: RSW

Airline: Delta

Flight #: DL2245

Baggage Tag # (Checked only – 10 digits) (b)(6)

Bag Description: Bag Boy T-10 hard case, grey and black in color

Missing Damaged Item Description: The bag is the item that is damaged and the zipper is what is damaged. It had a lock on it and it looks like someone yanked the zipper down.

Was an NOI Present? (Checked only): Yes in both his bags

Was there a timestamp or written notice on the NOI? (Checked only): No

• Contact information (b)(6)

o Airport: RSW

o Date and approximate time of the experience 06 30 2015

o Description of the experience: He went through the AIT machine, he was pulled aside and waved with the metal detector wand. Normally he has to go through a patdown. He wanted to add that there was a police officer at RSW, the caller greeted him good morning and after that the officers eyes did not leave him. He said he directly stared at him the entire time, even when he was sitting at his gate.

o Names or description of the TSA personnel involved or witnesses, if available: The TSO was a younger black guy who initially pulled him out. The officer was tall, Caucasian, probably 35 or 40 years old.

o Explanation as to how you believe this experience was discriminatory: The caller is French but he looks middle eastern and he is subject to pat downs almost every time. Both his bags were searched and he believes this was not random. He believes the planes delayed departure was due to his bags being searched.

(b)(6)

Laguna Hills, CA 92654

(b)(6)

Dear Sir or Madam,

I originally submitted this letter on 5/28/15, but have yet to receive a response.

I am writing to let you know that I believe I was unreasonably detained, searched, unable to maintain physical contact with my child, and disallowed to communicate to my husband during a TSA screen at SFO airport on 5/27/15. My flight was Southwest #4186, SFO to SNA, departing from Gate 28. Scheduled departure was 12:55 PM.

I was wearing my child in a Tula carrier through the security screen. Since I was wearing my 3-year old in a carrier, as per normal and expected procedure, I walked through the metal detector and my hands were swabbed. As I expected, I passed both with no incident, and I proceeded to claim my purse and get my boots and put them back on.

I was still waiting for my laptop backpack to come through the x-ray machine, and since we were running late for our flight (it was 12:30 PM, and the flight was scheduled to depart at 12:55 PM), my husband went ahead to the gate to let them know I would be following shortly. I continued to wait for my bag and I was still wearing our 45 pound 3-year old in a carrier.

As it turns out, for the first time in all my years of traveling, I had forgotten to remove my netbook from my backpack. When I requested to know what was happening, I was abruptly informed that my laptop back pack was "concerning." As a result of that, I was informed that I needed to take my child off of me, remove the Tula carrier, and undergo a full body pat down. The moment my son's feet hit the ground, and before I could claim his hand, he wandered off across the aisle. I moved to retrieve him and was told that I couldn't. Fortunately, I was able to verbally coax him back to me. However, as you are undoubtedly aware, during a full pat down, holding someone's hand is not allowed. So I was physically unable to keep my son close, and so I was understandably very anxious about him wandering off again.

While I was being patted down in an area around the corner from my stuff (unable to clearly see what was happening) TSA agents proceeded to remove everything from both my laptop backpack and my purse, even though it was only my laptop backpack that had caused the concern. After inspecting every item from both bags, they then sent the items through the x-ray machine again.

My husband had no idea what was going on, as he had gone ahead to the gate before any of this happened, so I respectfully asked the TSA agent if I could text or call my husband using my cell phone (which was in my purse that they had dumped out), I was rudely and abruptly told, "No." (I learned later that he had been trying to call me non-stop, but I was not allowed to answer my phone.) When I asked if the same TSA agent could have someone call the gate to let them (and my husband know) what was going on, I was rudely told, "No." When I asked if I could put my boots back on (since they were done inspecting me), I was rudely and abruptly told, "No." When I asked if I could put my child back on me in the carrier to help keep him close and from wandering, I was rudely and abruptly told, "No." When I asked if they could assist me by getting a cart to take me to the gate, I was told they have no carts. When I asked a second agent about the cart, the first agent I had previously asked rudely interrupted, and said in an insulted tone, "I already TOLD you, we have no carts."

Fortunately, Southwest's flight crew were far kinder than your TSA agents that day and they held the plane for me and my son. They also reprinted the boarding passes for me and my son, because the way the TSA agent crammed all the items back

Caller feels as though her husbands (b)(6) screening was unnecessary.

7/8/2015 This occurred yesterday around 310pm, at LGA.

10:32:36 Her husband has knee replacements in both knees and is 85 years old.

AM They kept trying to tell the officer that they were in a hurry and about to miss their flight, but he did not care.

Her husband had to undergo a complete patdown even after letting the officer know about the knee replacements.

The caller wanted to file a complaint regarding screening at the Jackson, MS airport. She had PreCheck, went through the metal detector, then they patted her down. She stated they did not tell her why she got a patdown and only that it was random.

She stated that there were 3 women in a row chosen for a patdown and the men did not. She was upset because she was told it was random, but she thinks they only selected her because she is a female.

7/8/2015 Airport: Jackson, MS

11:33:36 Date and time: 7-7-15 around 12:00 p.m.

AM Gate: 19

Airline: Delta

Flight: 1228

She did not get a description of the officers.

Callers daughter is 14 and was traveling with her autistic brother as unaccompanied minors and she said she called and told her that the TSO s in CA scanned her hand and she would like to know why they fingerprinted her.

7/8/2015

5:07:42 She said she told her they swabbed her hand and then scanned her hand and made her undergo a patdown procedure.

PM

Caller was just at BOI and His 11 year old daughter use the AIT for her screening. Once she used the AIT they then gave her a patdown. He ask for them to allow her to use the WTMD after the AIT since there was an alarm and they wouldnt allow her to do it instead of getting a patdown. He says the rule states she doesn t have to use the AIT and should be allowed to use the WTMD.

CSM RFI---Mishandling RFI

REASON for the call: Children screening complaint

Date Time: 07-09-15 at 7:40 am

Gate Terminal: They only have one

7/9/2015 Airport: BOI

9:28:00 Airline: Southwest

AM Flight #: maybe 2862

Did he get anyones names? No but there was buff guy and his name maybe (b)(6)

7/9/2015 Reason for Call: Screeners were Rude and did not explain procedure. First screener held her bag back, when she leaned over to see if her items were coming down belt, and did not explain why. She asked for someone else, Second screener did not explain why her bag was held back...She asked for Supervisor,. Supervisor said that her bag was held back because she had a small jar of instant coffee in her purse, that had never been opened. She asked for a patdown. First young girl did patdown and examined her breasts too thoroughly. Asked for Private patdown and went well.

10:55:47 Date: July 8, 2015 at 11:30 am

AM Airport.....EWR

Gate: 15

Caller is not sure which precheck he wants to do. His wife is a citizen of the US but is from Columbia. She sometimes gets caught in the system. She had applied for redress. She gets offended when she gets selected for patdowns. He is trying find out which program is best for expedited screening. They miss flights sometimes because they are pulled aside for an hour and then talk to them for 30 seconds and let them go. Her Redress number does not seem to be helping.

He was going to have me look up her RCN to see if it is correct but he could not access it at the time.

7/9/2015

11:53:04 He was not sure if he should do GE, Nexus or Sentry.

AM

Caller was flying from DTW yesterday on flight # 5209 on US Airways. Caller was in a wheelchair, and she went through the PreCheck line for screening. Caller was using the AIT, and it alarmed. Caller did inform the TSO that she has metal implants, but the TSO was belligerent. The TSO told another man that they would need to get the hand cuffs twice during the caller's screening. The TSO did a patdown, and when patting down the chest area, the TSO placed her fingers under the caller's undergarments while still on the outside of the shirt. Caller's shirt was also lifted, and the TSO placed her fingers between the caller's body and the waist band. Caller feels humiliated. The TSO that conducted the screening was a Caucasian female with dark hair. The TSO also wore dark rimmed glasses.

7/9/2015
1:59:04
PM

Date and Time: 07-08-15 at 10:50 AM
Gate Terminal: D26
Airport: DTW
Airline: US Airways
Flight #: 5209
Special Notes: Caller asked that if she is contacted and does not answer, to please leave a message.

REASON for the call: There was an alarm of the screening technology. The TSO (male, 5'10", 215-220 pounds, mid 20s, short black hair that was combed back, appeared Italian) asked where he was traveling to in an authoritative tone (insinuating that he had no rights) and if he was flying home. The caller stated that the officer only asked him this because of his race and that the officer's questioning had racial overtones. He received ETD sampling of his and a patdown. The TSO squeezed his left testicle as hard as possible and it still hurts. He indicated that his insurance would cover his doctor's visit.

He asked where to make a proper complaint as state police advised that he contact TSA because they could not address this. He asked what law enforcement entity to contact and indicated that the TSO would hear from his attorney.

7/9/2015
2:29:30
PM

In a separate complaint, a TSO (white, male, 6 feet, 250 pound, balding) asked his the px before him his age. The px replied 14 and was directed to the WTMD. He asked the same of his son who is 14 as well. The TSO directed him to the AIT and asked if he had anything in his pockets. He feels that this was done because of how his son looks (his mother is Spanish and he, the father is Greek).

Date: 6/19/2015
Time: 12:30pm He was at the checkpoint between 10:15am -11am.
Gate Terminal: Gate 5, Zone 4
Airport: Atlantic City Int
Airline: Spirit
Flight #: NK235

7/9/2015
4:06:34
PM

(b)(1) and (b)(6) entered TSA Security check point at Little Rock Clinton Airport at about 5:30 p.m. on Sun. June 28, 2015. (b)(1) is 46 and Cognitively Disabled; he cannot read or write, he has aphasia, a speech impairment, OCD, and a nervous shaking of his hands. Nick set off alarms when he didn't check his bag that contained his favorite Crest Cool Mint Gel toothpaste and a bottle of shampoo. So after a TSA Team screened, scanned and patted him down, they escorted him to the Southwest counter to check in his bag. Then they escorted him back to the TSA check point where he had temporarily misplaced his drivers license and they began the entire process all over again; scanned, screened and patted down in public. Nick told me that, "They ran their hands up and down my legs and squeezed my balls." His brother, a business man carrying a back pack through TSA Pre-Approved, had tried to tell the TSA Officers that his brother had a disability and he was told to back away and they called two policemen. Southwest called their names and (b)(1) went to the gate to tell the airline that his brother was being detained by TSA Security. Southwest called their names 4 more times and instead of releasing (b)(1) the TSA Team made him stay for a third public pat down until their plane had left. They both missed SW Flight 4448 to Chicago Midway and a day of their two day vacation. Please check this out and respond. (b)(1) was traumatized by the hour long ordeal which violated a couple of TSA Regulations on treatment of travelers, his civil rights and the ADA ACT. Please respond to (b)(6) (b)(1) Mom at (b)(6)

Today I traveled from Ft. Myers to Newark. I am a 68 year old white woman who is profoundly hearing impaired. I wear two behind the ear aids which are quite large and I also read lips. My audiologist as well as the hearing aid manual warns that airport security x rays can be harmful to the workings of the aid. When I travel I always tell the TSA security that I can go through the metal detector and not the x-ray. It is always a problem and I have been extremely patient in waiting for a pat down as I have never been accommodated on my request.

Last year on my trip from Newark I had to wait over 20 minutes for a pat down when the metal detector was there and being used for wheel chair people, children and parents. I was not permitted to use it. When the pat down finally happened my things were far ahead of me including my purse. Fortunately I was with my husband that time and he could get them before they were stolen. The pat down completed and the glove test had a mal function and rang off. I didn't hear the ringing and began to walk away only to be arm escorted to a room for interrogation. After 20 minutes, the test was done again and it was fine. Everyone on my flight was looking with great interest wondering if they had to fear my boarding. It was just one of many of the horrors I have had because I am profoundly deaf.

7/9/2015
9:04:34
PM

Today, however, I requested the metal detector which was available and allowing the same groups to enter through at my check station. I was addressed rudely by an officer telling me I don't ask-they tell me what to do. A woman in front of me with a small dog and two grown daughters asked if she could use the metal detector and he promptly allowed her to pass. I had to wait again for a pat down when I can pass easily through a metal detector. I am not asking you for special privileges but I do expect as a tax paying American citizen with a severe handicap that I get at least the courtesy that a dog has been given. It is simply a matter of both machines being used and available at the same check point and allowing a person with a hearing aid to use the metal detector.

Your information stipulates that a pat down is necessary only if a person refuses both. I am only given one choice and then a pat down. It is more efficient and certainly less stressful for the passenger that they be permitted the metal detector when it is available and being used as well. In the many times I have traveled I can think of only a few times that both were not available.

(b)(6) My email address is [HYPERLINK \(b\)\(6\)](#)

From: (b)(6)
Sent: Friday, July 10, 2015 7:05 AM
To: Pryor, Richard <FLL>
Cc: TSAExternalCompliance; TSA-ContactCenter; TSAExternalCompliance
Subject: RE: Talk to TSA - Fort Lauderdale (FLL) (b)(6)

Unfortunately your interpretation of the facts are distorted.

I was asked to remove my belt before entering the scanning booth, at no time did I struggle with holding my shorts up. After exiting the booth, I still had no trouble with my shorts. Then your agent informed me he needed to do a PAT down. He was aggressive with the pat down, and pulled my shorts down. It was from that point forward that I was unable to keep my shorts up.

Also you failed to mention that the agent laughed at me, and immediately walked away to socialize with the other agents while I was struggling to keep my pants up, and maintain my composure.

7/10/2015 8:39:17 AM (Again) I feel I was illegally searched, and victimized by your agent. I am not an expert, but I feel that if a search was needed which involved the removal of my shorts, then I should have been informed, so I may be prepared, and given the opportunity to have the search completed in private instead of in front of all the other passengers.

Also, you did not make mention of ANY corrective action. Therefore I feel the agent will continue this behavior, and continue these illegal searches.

Please remember we are not cattle which are being herded through the check point. We are human, with real human emotions. Your agent disrespected me, embarrassed me, and showed no compassion or remorse.

I will await your response.

From: Pryor, Richard <FLL> [mailto:(b)(6)]
Sent: Wednesday, July 08, 2015 1:12 PM
To: (b)(6)
Cc: TSAExternalCompliance
Subject: RE: Talk to TSA - Fort Lauderdale (FLL) (b)(6)

Dear (b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (h)(6)

Phone Number (b)(6)

Address (h)(6)

Zipcode: 08902

7/10/2015

10:17:38

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

Dear Sir/Madam,

I recently traveled through the Denver, CO airport and my experience with a TSA screening agent was alarming to me. I am a type 1 Diabetic on pump therapy and was warned by the manufacturer of my insulin pump to NEVER allow the pump through any x-Ray or Body scanner as they could damage the pump. I explained this to the TSA agent at the Denver airport, yet he insisted that I walk through the body scanner with my pump on. To date, I am thankfully not experiencing issues with the workings of my insulin pump. However, it states on your official website that I am allowed to request a pat-down in lieu of the scanner due to the use of an insulin pump. This screener refused to accept my request for the pat-down and risked my life by forcing me through the body scanner. If my pump had failed, I could have ended up with life threatening conditions.

The whole point of the TSA is to save lives, not endanger them, is it not? I was given the impression that this agent did not want to take the time to process me differently than the rest of the travelers in line as a pat-down is extra work for the agents. My traveling companion was visually disabled and in a wheelchair – she became a bit upset as the agent argued with me and we were briefly separated. We had emphatically stated that we were not to be separated because she couldn't see well enough to find me either.

In comparison, I'd like to point out that the TSA staff at Charlotte/Douglas airport in North Carolina were extremely accommodating to us both – gave me my requested pat-down without any fuss and allowed my blind companion to remain with me the entire time I was being processed separately. The staff in Denver would learn a LOT from the professionals in Charlotte.

We were processed through the Denver airport on Sunday, June 28th around 10:30AM in the morning. We came through Charlotte on the 24th of June with no such complications.

I belong to a support group for Diabetics on pump therapy, and not surprisingly several other Diabetics have had similar experiences with the Denver airport – two had pump failures after being forced through the body scanner. This is a major concern for us Diabetics. The pumps cost around \$6,000.00 and basically keep us alive. It should be our choice to have a pat-down in lieu of the body scanner in order to preserve our medical device and our well being. Period. Please reinforce this fact with your TSA screeners at the Denver airport.

My device is by Medtronic and here are their instructions for screening: <http://www.medtronicdiabetes.com/customer-support/traveling-with-an-insulin-pump-or-device>

I notified the screener that I was wearing a pump, did not wish to remove it and wanted a pat-down. He insisted that I could go through the body scanner with my pump because 'he did this all of the time with no problems'. Well he's not a Diabetic on pump therapy, so how does he truly know?? He refused to allow me to have a pat-down. Being stressed already, my only fault in the encounter was not insisting on speaking to a supervisor – but I suspect that this fellow wouldn't have complied with that request either.

My mailing address is:

(b)(6)

Troutman, NC 28166

I hope that the Denver screeners can be better trained in dealing with Diabetics in future. I will not fly through this airport again myself as I am not willing to risk my life over the security screening process.

Caller has precheck. She had knee replacement surgery and has metal in her knee. She thinks she needs something in writing. She still has to receive patdowns. She would like to know if this is avoidable.

To-Whom-It-May-Concern,

I am emailing to inform you about an incident that occurred as I was traveling last week which caused me both physical and mental harm.

To preface this incident: I have been diagnosed with Complex Regional Pain Syndrome originating in my left foot/ankle and have an implanted spinal cord stimulator to manage my chronic pain. While traveling, I always carry a medical card that informs people about my medical implant and that it may set off security sensors.

7/10/2015 6:17:26 PM
On Thursday July 2, my companion and I traveled from the Philadelphia International Airport (PHL) to Las Vegas (LAS) on Southwest flight 118 with an eventual destination of Portland (PDX) on Southwest flight 1874. We passed through the Philadelphia Security checkpoint at approximately 5:30 AM.

As I passed through security, I took off my shoes and kept my ankle-length socks on. I placed my shoes, bags, and computer on the x-ray machine conveyor belt. I entered the AIT unit as instructed by a male TSA Agent located on the other side of the unit. After the scan completed, I stepped out of the unit and waited on the footprint icons in front of a female TSA Agent. As I waited, the female TSA agent said my foot triggered the AIT. I could see the screen to my left which highlighted my left foot/ankle. Then, without consent, asking permission, or informing me of his actions, the male TSA agent bent down diagonally behind me and grabbed my left ankle region. This caused immediate pain as any pressure, especially without warning, can trigger crippling nerve pain. I also immediately experienced great anxiety and panic due to that pain. There was no opportunity to tell him to be careful because he grabbed my ankle from behind, surprising me and did not ask if I consented to a pat-down.

I exited the screening area and walked to the conveyor belt to collect my belongings. I started to collect my things, still in pain and panic but wanting to remove myself from the area to collect myself and try to calm down. I told my companion what had just occurred and then went to both the female and then the male TSA agents to inform them that I have a serious medical condition and that they need to ask consent before touching anyone as they may have a medical condition like mine. Both agents acknowledged my complaint but with nothing more than a nod and a few words. Neither asked me if I needed medical attention.

Airport: Tampa

Date and time: July 10th 7:45 or 7:50pm

7/10/2015 8:23:05 PM
Experience: Caller is at the airport and said that two TSA supervisors. Caller is at the Tampa both STSO (b)(6) and STSO (b)(6) Caller went through the AIT, caller is african american and she has dreadlocks but it has no pins in it at all. She stated they all say there are anomalies. Caller stated she did not want them going through her hair, she stated white women had caps on and were never stopped at all. Caller believes they are racial profiling. She told them they were not allowed to go through her things without her permission and they weren't allowed to go through it until they were private.

The police officer that was called was (b)(6). She finally decided that she would go through it changed the entire thing and said they did not remember where the anomalies were so she had to go through the full body patdown. Caller stated she was not disruptive and she did not cuss or scream at anyone.

Names or description of people involved: STSO (b)(6) and STSO (b)(6) and (b)(6) at the Tampa Airport police Department

Explanation as to why it was discriminatory: Because she was seeing Caucasian males and females with ball hats on and they were never even stopped and they never were asked to go through the AIT they all just zoomed through the WTMD.

REASON for the call: Caller went through the check point and she experienced additional screening and she got a pat down. An older man came over and talked to her as well. They took everything out of her suit case and they asked her to turn on her phone and her ipad. She said that there were 5 armed TSA agents and she was very upset and someone and then after she got through the check point someone followed her. she said that it bothered her that they continued to watch her.

Date Time: 7-10-2015 at 4:45 PM(this incident happened around 3.)

7/10/2015 10:44:21 PM
Gate Terminal: There is only one terminal

Airport: Tucson to DEN

Airline:Southwest

Flight #: 824

-----Original Message-----

From: (b)(6)
Sent: Saturday, July 11, 2015 10:44 AM
To: tsa-contactcenter@dhs.gov
Subject: BWI 11 July 2015, B Terminal

The purpose of this email is to seek reimbursement for damage to my wallet. This damage occurred during screening for entry into BWI for my Southwest flight 2898 to Portland ME at 1115.

The damage was caused by an employee who excessively stretched the seams of my wallet. I originally did not notice the damage to my wallet but reported the poor and confrontational attitude of the TSA employee. I did not get the name of the employee but would describe him as a 25-30 year old African American male, 5'8", working on the TSA pre-check lane.

7/11/2015 10:57:43 AM After screening and my complaint I proceeded to purchase an item from the Jamba Juice immediately in front of the exit to the screening area. While paying for my item, I noticed the damage to my wallet and immediately notified a TSA supervisor. This supervisor provided me this email to process my claim.

The wallet was in my pocket as I processed screening. As I was going through the Pre check line, I was re routed through the body scanner system vice the metal detecting system. I forgot about the wallet and thereby triggered a pat down search. During the search, the above described individual found my wallet. He confronted me about why I had the wallet. When I tried to explain he cut me off and said that is should be clear that a wallet is not allowed.

He then proceeded to search through my wallet by inserting his thumb and forefinger into every compartment. My wallet is a billfold credit card holding wallet and is not designed to have much space. It is a slim design. When the individual started stretching the wallet, I asked him to take care to not damage it, as it was clear that his fingers wouldn't fit. He stated that he had to search the wallet and proceeded to make a point of reinserting his fingers into the tight compartments of the wallet.

The damage and design of the wallet are shown in the attached pictures.

The wallet retails for approximately \$600.

ATTACHMENTS

PHOTOS OF DAMAGED WALLET

Caller said she recently went through DEN with tanning cream on accident in her carry on and they wouldn't allow her to check it once she realized it although she had plenty of time and she said it is called fake bake and can only be bought by someone with a cosmetology license and it is very expensive and she did not want it thrown away. She said it was a brand new bottle and had not been opened and she wants it back. She said she arrived in a wheelchair and had to have a pat down and they used the front of her hand at DEN and at TPA. She said she asked for their names and they turned their badges over and she said the only info she got was the guy who assisted her through the checkpoint as a wheelchair attendant and he was worried because he also spoke up at the checkpoint as she had but he knew the employees. His name is (b)(6) with Airport Services. She said they had their hands on her breast and her vagina and she asked if they were supposed to use the back of their hands if they have to do that in front of everyone because it was humiliating. She was upset because her dad is in the hospital and he is 92 with an aneurism and she thought he was going to die and she said some of her medications were missing from multiple bottles but the bottles were there. She said the TSA's at DEN were power crazy and mistreated her and even the wheelchair attendant knew that. She said she also had a bottle of water and they took the tanning cream and didn't take the full bottled water even after she brought it up to them.

7/11/2015 12:44:38 PM Airport- DEN and Patdown complaint also at TPA
Airline- SW
Flight Numbers- DEN-777 1:35 TPA- 4279 4:05
Date and Time- 07 09 15 DEN-1:35 TPA 4:05
Gate or Terminal- DEN C33
Description of Baggage- Medication was gone from a bag she described as a brown tweed bag with purple flowers on it and the purse is Steve Madden brown tan and gold
Contact- (b)(6)

Hello,

I recently walked through TSA at my local San Antonio airport and was treated like a common thief. I am five months pregnant and obviously showing. While standing in line, I was "randomly chosen" to receive a hand swab out of all of the people in my line. As I proceeded through the line, I requested to go through the metal detector because I don't feel comfortable walking through the X-ray machine. I know everyone thinks there is no radiation, but I don't believe that and thought it was my right to request another form of screening. While TSA chose who could go through the metal detector, he told me my only option was a "pat-down." He then told me rudely that the ground I was standing on had more radiation than the X-ray machine, which is not true. He gave me such a hard time about kindly requesting to opt-out, making me feel as though I didn't even have a choice. As people walked by me went through the metal detector, I simply asked why I could not just walk through that. I was told by this rude TSA worker that the line next to me was only for "preferred flyers." Finally he shouted loudly for someone to do a manual pat-down on me. Again, making me feel like a thief for wanting to protect my unborn baby from any unnecessary radiation that X-rays contain. The X-rays used for screening have not been around enough to be properly tested in this area and I should have the right to opt-out without being treated as though I am a criminal.

7/11/2015
1:07:00
PM

When I traveled to South Korea, Singapore, and Indonesia recently, I was given incredible treatment as a pregnant woman. They believe that it is a special and difficult time in life for a woman. Because of this belief, they treat such women as they do persons over the age of seventy, those who have physical handicaps, etc. I am extremely disappointed in your system and how there is no preference shown to women who are pregnant in the same way.

I am requesting that pregnant women be added to the "preferred flyers" group. I cannot understand why we are not already on the list. I would also appreciate if you could pass this along to your workers as I was incredibly kind, but firm and was treated rudely and disrespectfully. If I have a choice, I should not be questioned thoroughly and told that I don't know what radiation is.

Thank you,

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application **FlyRights**. **FlyRights** is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Boise Idaho

Zipcode: 83706

7/11/2015
1:07:44
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

7/12/2015
12:07:51
PM

Caller just returned from FLL. His checked suitcase was inspected and there was an NOI present. His bag was locked. He wants to know why his bag was opened and how it was opened, since it was locked. He wanted to know if the inspection had anything to do with his screening at the checkpoint. He said the notice has JCS #1 FLL on it. He said they took 2 different airlines.

He said his wife was wearing a blouse with unusual eyelets and she had to have a patdown inspection and he wanted to know why. He said they wanted to do the patdown in public and she objected to it, she eventually had a private screening but it was not initially offered. He thinks it is not right for a woman to have her breast and groin area patted down in public and not be offered a private screening. This took place at FLL on 7.10.15. They were flying on Southwest.

He was placed to the side and was asked to do a private patdown, he received a semi pat down. He was okay with the pat down. The officer went out of the view to the other side of the regular xray machine and screened the bag. The was handed back and packed for him by the officer. There the TSO told the passenger that the tools were over the 7 inches and were not allowed on the carry on. He was asked to view the tools and the officer did not show the measurements of the tools. When he got on the plane to pull out tablet out from his carry on. It was not there. The item (the tablet) was gone. The only items left from the tablet were the headphones and charger for the tablet. The TSO officer was very unprofessional to the passenger, he made the passenger feel violated and verbally abused.

Officer Description: She was African American, with braids, light skinned, 150lbs, a TSA uniform, she was 5 5 or so in height. Very rude

7/12/2015 Date Time: July.10.2015 , 5:20pm
3:27:12 Gate Terminal: gate: none, Terminal: 3
PM Airport: FLL
Airline: US Airways
Flight #: 447
Bag tag # {10digit}: None was provided, it was just given back
Bag Description: Small carry on, Collector edition from Dale Hart JR, #8 a Budweiser bag, Red and Black.
Missing item description: Digiland (made by google) , black, in a grey carry on case. 10.1 inch screen worth \$300. Tools were taken as well, 7 tools were taken (Snap-on) worth \$100
NOI: None on the carry on

Lastly, the caller wanted to compliment that I was a very professional and I serviced him well.

I didn't have a problem with a pat down. I didn't have a issue with being pulled aside. I have never complained about TSA because it is your job to do that. Sweet. But this time it has gone WAY too far this time. I am thoroughly unamused with this. This is completely unacceptable. I brought back cookies from my grandpa and they are crushed and there are crumbs EVERYWHERE in my bag. All of my nicely packed items are EVERYWHERE. I have traveled at least once every month or two and this is insane. There is e-cig juice all over my clothes. Probably ruining some shirts and pants. Is this normal? I would like to talk to someone about this. I flew from Dickinson to Minneapolis on 7/12/2015 at 11:15 am. Airport DIK. ID (b)(6) My cell phone is

(b)(6)

7/12/2015
5:30:17 (b)(6)
PM

Please consider the environment before printing this e-mail.

I tried to use the online form, but when I clicked submit, I got a message saying that the site is not available, so I am emailing the information instead.

Preferred language: English

Allegation based on: disability/medical condition

Filling out the form for myself

(b)(6)
(b)(6) Portage MI 49024
Cell phone (b)(6)
Best time to contact: 11-1, any day

Date: July 11, 2015

Location: Colorado - DEN

7/13/2015
8:36:19
AM

What happened: My husband and I checked our bags at the Southwest counter (flight 4020), then went to the security checkpoint to the left of the counter. We went through the far left lane of the security checkpoint. I have autism, and have a fear of the new imaging technology, and therefore cannot go through those machines. I informed the man who was at the machine that I could not go through that machine. He called for a female agent to do a pat-down, which I have done twice before (once in Denver last May, and once in Detroit on this trip). I waited until they found somebody to do it, and she came and led me to the area with tables just past the main screening area. It was very loud, with large fans running. Apparently she asked me how I was doing, but I did not hear her. The first thing I heard her say to me was I SAID, how are you doing? in a very annoyed and rude tone. I told her that I have autism, and it was very loud and I was not doing well. She asked where my bags were, and I pointed to my husband, who had my bags, and told her that my husband had them. She did not offer to have him accompany me to be screened, but took me away from him to the area with the tables. She then started talking very fast, and between her thick accent and all of the noise, and her saying a lot of words at once, I could not process what she was saying. I told her that I could not understand her, that I had autism, and that it was very loud. She responded with a harsh tone, and said something about yelling at me. I was wearing jeans, socks, a belt, and a t-shirt. She had me take off my belt, and gave it to a younger white male who took it away. I told her several times that I could not understand her, and I finally told her to just go ahead and screen me, even though I could not understand what she was saying, because I was familiar with the process. But she did not do it like I have experienced before. She made me lift up my shirt, exposing part of my back and stomach, and then she felt around my waistband. She was very rough through the whole pat-down, and it hurt when she jerked my pant legs around my ankles. The younger man came back with my belt and handed it to me, and then she took it from me and yelled something (I don't know if she was yelling at me or the man). When she finally let me go, I was near tears, and just wanted to get away from her and all of the noise. I did not think to get her name or find a supervisor at that time, because I was overwhelmed. I am not sure if everything that I am describing is all in chronological order, because it was very upsetting and I was having trouble processing what was going on. My husband guided me to our gate, where I tried to recover, which took over an hour before I calmed down and stopped wanting to cry. We got to our gate a little after 6:00 pm. so we were probably in the security checkpoint sometime between 5:30 and 6:00, but I am not sure exactly when.

Who: The lady who did the pat-down. She was a larger black woman with a thick accent (maybe Caribbean?). She used the word blouse instead of t-shirt.

Witnesses: The younger male who took my belt. My husband was there, but was not close enough to hear what was said.

I would like a response.

Caller has a complaint about the way she was treated on July 4th at Bradley International. The TSO made her miss her flight due to the fact that they questioned her identification. They gave her the same gender pat down and she felt like it was too much. (b)(6) indicated that they touched her private area and breasts inappropriately. After they searched her, she was embarrassed.

Date and time of travel: July 4th, 8:00 A.M.

Gate or Terminal: N/A

Airport: Bradley International

Airline: Delta

Flight #: N/A

7/13/2015
12:52:23
PM

Full name: (b)(6)
Address: (b)(6) Spokane Valley, WA 99037
Telephone number: (b)(6) (home)
Email address: HYPERLINK (b)(6)
Best time to contact via phone: Anytime 9a - 5p EDT on Fridays. You may also try my cell phone at (b)(6)

Allegation based on: Civil Rights \ Liberties
Unreasonable Search and Seizure
Other: Privacy

Airport: DTW - Detroit Metro Airport, Detroit, MI
McNamara Terminal, Security screening to the right of the Delta Sky Priority counter (as you re facing the counter)

7/13/2015 2:09:58 PM
Date and approximate time of the experience: Thursday, July 9th, approx 2pm

Detailed description of the experience: I was flying from Detroit to Spokane, WA, via Seattle. Traveling alone, I was wearing a zip up t-shirt with a camisole, jeans, and flat canvas slip on shoes.

I completed the metal detector scan successfully, but was randomly selected for additional screening. After about a 5 minute wait, a TSA agent checked her paperwork and found that the random screening assigned for the day would be a manual examination from the waist down. The agent asked if I was OK have her pat me down with the back of her hands in public, and I said is there a choice? She did not answer, and asked me to step to the side, in clear view of others who were exiting the scanner. She pulled up my shirt and rubbed the backs of her hands down my front side from my belly button to my pubic bone. She then moved the palms of her hands down my backside and up under my buttocks. Finally, she asked me take a wider stance and wrapped both of her hands around the top of my left leg, with her fingers touching my vagina, and ran her hands down my leg. She repeated this on my right leg, again starting with her fingers touching my vagina.

This is the second similar incident at DTW. With the first incident, I was also selected for random screening, which on this date meant going through the scanner instead of the metal detector. I had metal sparkles on the pockets of my jeans and on the right front of my blouse, which triggered the machine to flag me for additional screening. I had a similar pat down (by a female TSA agent) of my rear end and legs, and the agent also put her hands on and around my right breast. While the male agent said that the machine had obviously flagged me for the decorations on my apparel, the female agent told me that it was necessary for her to touch these body parts.

REASON for the call: Caller's daughter (b)(6) was at LAX boarding the plane and went through security and two TSOs were looking her up and down and leering at her and said they should have patted her down. She said that was an inappropriate thing to say to her and the TSO said they pat them down all the time. That is sexual harrassment and she went to the manager and he smirked at her and said they have to do patdowns sometimes. They could have apologized to her but they continued to behave in a child like fashion. The TSO who made the comment was (b)(6) and the manager was (b)(6) This is poor behavior from federal workers and she is emotionally devastated by what happened. Her daughter's phone number to contact her is (b)(6)

7/13/2015 2:37:23 PM
Date Time: July 13 2015, 1110 am
Gate Terminal: Unknown
Airport: LAX
Airline: American
Flight #: Unknown
Bag tag # 10 digit: N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
Special Notes: N A

7/13/2015 3:46:54 PM
Caller has a complaint about the screening process. She is a diabetic and she has an insulin pump. She feels the fact that she cannot ask to go through the WTMD instead of the AIT is a violation of her rights. She also feels the patdown was too invasive. She felt the officer touched her inappropriately in her private area.

Wants to file a complaint regarding a TSA screening at Phoenix Sky Harbor. At the screening point her son was groped by the guy who patted him down. Son said there was nothing in his pockets and they said something tested on his hands, which was the reason for the pat down. Caller states that her son (24) told her that they inappropriately (groped) touched his private area.

Date Time: 07/01/2015 approximately 5:00 PM
Gate Terminal: Terminal 2 security check gate 1-7
7/13/2015 Airport: Phoenix Sky Harbor
4:44:13 Airline: United Airlines
PM Flight #: Not Provided
Son's name: (b)(6)
Supervisor's name: (b)(6)
TSO: Officer (b)(6)
(b)(6) Cell Phone best way to contact.

I am writing due to an event which occurred yesterday at the lax airport as I arrived from Australia and was headed for a domestic flight on AA1076.

I am in a wheelchair at times due to mitochondrial myopathy. Unfortunately it often renders me unable to walk through your scanners. As I was being patted down in the wheelchair I was harrassed into moving every part of my body and lifting myself with my arms off the bottom of the wheelchair. My feet were moved, my muscles were groped in a way that from the knees down rendered me completely unable to move them even after taking the maximum amount of medication allowed for my condition. American then had to go through the extra steps of trying to transport me onto and off of the plane in this deteriorated condition. As soon as the main flight attendant, (b)(6) saw me she knew there was an issue and something had happened. The flight crew did what they could for me during the flight with the limited resources they have to work with. It is your agent that has done this. I sit here the next day at 8:44am Boston time unable to move my legs from the knees down still. Your agent along with her boss were extremely aggressive and have left me in a position where I need to be seen by my doctor today for assistance with my condition.

7/14/2015 10:16:59 AM I went through 10 airports on this trip from Boston to Cairns, to Sydney to Brisbane and never came close to this level of aggression. I have traveled within the United States extensively since 9/11 and never had this level of aggression. I would like to know when you started treating wheelchair passengers like criminals? We are in wheelchairs for a reason and generally that has something to do with our mobility and in some cases neurological problems. When did this behavior become okay? I would just like to prepare myself for next time, I'd like your suggestion as to how to do this or what doctor you know of that treats mito patients who may have better suggestions for the spasms which will ensue and the pain and agony that go along with it and then the complete lack to carry myself anywhere. I'd really like an answer to this. Because, perhaps you know more about my condition than I do.

(b)(6)
Rosindale, MA 02131
(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/14/2015 9:02:40 AM Airport : BLI - Bellingham International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : As a weekly business traveller with BLI as my home airport, I go through a lot of security screenings. I'm sorry to say that the BLI airport consistently performs well below my experience with nearly every other airport I frequent in the US on a number of measures.

7/14/2015 1. Bag searches. This airport regularly searches my bags after X-ray- about 50% of the time. These searches are triggered by common items like speakers, power supplies, pens, small projectors, etc. which consistently make it through security at other airports. I think the enhanced bag search area at much larger airports like SFO, SAN, SEA are not as busy as at BLI.

7/14/2015 10:17:29 AM 2. Procedure/professionalism: is it procedure to empty out 50% of someone's personal belongings in their carry-in on a table in plain view of other travellers? Why are elderly disabled passengers with canes and can barely stand going through the body scanner, then standing unassisted for a pat-down without being offered a seat? Both these events occurred just this morning. I have also been singled out for a "random screening" after complaining of the slow line (over 20 minutes to get 15 passengers through Security).

3. No pre-check lane: many of not most airports this size and volume offer a pre-check lane.

I feel many these issues are related to inexperience and that more training may be helpful. Thank you!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

REASON for the call: He presented a temporary driver s license at the checkpoint and was pulled aside for additional screening by TSO (b)(6) who advised that he was subject to additional screening as his ID was not acceptable. The caller advised that the additional screening would not happen and requested a supervisor and the supervisor s superior. STSO (b)(6) responded and did not advise of her superior.

He asked if he can film the interaction between himself and a TSA employee. The supervisor and TSO advised that he couldn t take photos of them or their badges and that he could not take their badge number.

The caller presented other ID with his name (his VA Non Resident Conceal Carry Permit with his photo and a credit card with his name. He was advised that he had to undergo additional screening. He requested a private screening and that other TSOs conduct the screening. His female companion accompanied him during the private screening. He requested a police officer and was advised that he was not permitted to do so and that only TSA conducts screening.

He indicated that he was groped during the patdown.

He was cleared through screening.

He was advised by the STSO that the ID policy is confidential when he asked what the policy is in regard to acceptable ID. He indicated that a temporary license is a State issued ID as indicated on the list of acceptable ID on tsa.gov.

7/14/2015
10:39:34
AM

He asked if he would be contacted by the CSM and a contact number for follow up if he doesn t hear from them.

The caller was most upset that his temporary license wasn t acceptable and feels that it should be because it can be scanned and has security features. He has flown from NH and BOS with the temporary license. He is upset that he had to go through additional screening.

TSO (b)(6) conducted the patdown, TSO (b)(6) was training and ran the ETD swab to the machine during the patdown screening. He was advised that TSO (b)(6) was training.

Date Time: 7/13/15 8:30am

Gate Terminal: The flight was initially scheduled from Gate 38 but this was changed.

Airport: DCA

Airline: US Airways

Flight #: NA

Caller tested false positive for explosives, because he was carrying his dog which had urea on it, which caused a patdown and carry on items. He told the TSO he did not want to be touched. The TSO told him he has to conduct a patdown. He said no one touches him at home and he felt that they should not have been allowed to touch him there. He also touched his genitals. He said he rubbed the genitals and he feels that this violates his human rights.

He wants to write the new administrator and asked how to spell his name and he wanted to confirm the address.

7/14/2015
12:11:26
PM

He does not have his flight information to provide but it was at SFO.

He is going to have an attorney contact TSA.

officer proceed to rub my hand with what appeared to me to be a small piece of paper towel. He then rubbed my hands and fingers. Then is put this small item in a machine. He did this procedure again. Then he asked for a Supervisor. I then asked him what the problem was which he did not answer. After a short time a Female officer appeared and then another. One stated that there was only one Supervisor on duty, she then walk away, but she returned and asked what the problem was. The attending officer told her I had GUN POWER on my hand, but non on my purse or book bag. DURING THIS PROCESS MY PERSONAL ITEMS WERE STILL ON THE CONVEYER BELT, which was still moving with other customers items on it. I asked the officer to please remove my personal items, but he told me that no one would take them, but his back was to the belt. It would have been easy for someone to take my purse with all my money and ID off of that belt and not one of those officer would have been aware. This also happen at the Chicago Midway Airport upon my departure. Back to the security pat down in Orlando. The officer explained what she was about to do. I know this is a procedure to ensure our safety, I STILL DID NOT LIKE THIS. I have to give it to this officer she explained everything she was going to do and SHE WAS VERY GENTILE. I did not feel uneasy. I noticed that the officers do not change their gloves between customer when they are doing this task. THAT SHOULD BE A MUST. This officer could have transferred this gun power from a previous customer. So in the future when and if I have go thru this procedure again, I WILL ASK THE TSA OFFICER TO PUT ON A CLEAN PAIR OF GLOVES.

7/14/2015
12:13:20
PM

I have never in my 78 years, own a gun, held a gun, seen one in person or fired a gun. So, How could GUN POWER GET ON MY HANDS, unless the TSA officer had some on his glove and it was transferred from the gloves, DONT YOU THINK? It did not come from my hands because I HAVE NEVER HELD OR FIRED A GUN, EVER.

Sent from Windows Mail

From: (b)(6)
Sent: Tuesday, July 14, 2015 10:33 AM
To: TSAExternalCompliance
Subject: Violation of my Civil Rights \ Civil Liberties and Pat-Down

Please refer to the attachment. Thanks

Attachment:
Date: 7/14/15
Subject: Violation of my Civil Rights \ Civil Liberties and Pat-Down

Flight DL5767 Seat 13 B:

7/14/2015
12:14:29
PM

I arrived at DFW Tuesday 7/7/15 at approximately 4:03 AM per the ticket at the entrance of the airport. Parked at Gate 7 Level B, when I went in the airport I was advised I had to take the Terminal Link to the correct terminal. When I arrived at the correct terminal I checked my luggage and proceeded towards the line for security. I showed the TSA agent my boarding pass and my driver's license, I was advised because my boarding pass had (b)(6) but my driver's license just had (b)(6) a supervisor would need to be called to verify my ID. I stated the flight was booked through the travel agent my employer uses and they use my full name but I use my middle name. After waiting what seemed to be close to 10 minutes a TSA agent (maybe a TSA supervisor) approached me. I showed her my credit card had (b)(6) but my Medicare A card had (b)(6) I advised her I have always been called by my middle name (b)(6) but my employer uses my full name which is (b)(6) I was asked to step in the machine for them to view. "NOTHING was found"! The TSA agent told me that I would need to have a pat-down, at that time I told her "I really don't want to board the plane with all of this"! However, since it was my employer that paid for the flight I did agree to the pat-down only if it was done in a private area. I also stated as soon as I get my cell phone back I would call my employer to advise them of what I am going through because they use my full name. I was on the verge of crying! I was humiliated, horrified, violated and totally embarrassed by everything I had to go through. She even put her hands in the waist band of my jeans, in addition to feeling everything that I consider extremely private. All of the passengers were gawking at me before we went in a tiny room. I had to walk barefoot across the floor nothing was provided to me to protect my bare feet from the nasty floor that everyone walks on. I told everyone I came in contact with what TSA put me through total strangers, family, friends and co-workers. I got very little sleep Tuesday, Wednesday and Thursday night due to the horrific ordeal I was put through and the fear I would have to go through the same process again, as per the TSA agent at DSW! And I got very little work done due to what took place Tuesday morning and very little sleep.

Flight DL5724 Seat 12 C:

When I returned from CA and after I retrieved my luggage I was almost out of DFW airport "the same TSA agent followed me to strike up a conversation. She asked "how was your trip", I stated fine and all I had to do was show them my company picture ID with my full name. Of course I showed the TSA agent at LAX my divers license too. My boss suggested I see if the company picture ID with my full name would work and it did. I had the same ID in my purse on Tuesday but I did not think to show the TSA agent. However, when the TSA agent was checking the contents of my purse surely she saw it.

Why was the TSA agent so upset because I did not have a pat-down for the return flight? She asked what airport I flew out of for the return trip "and" who my employer is.

Why does the TSA agent need my employer information?

After my 2nd encounter with the same TSA agent (maybe a supervisor) I feel threatened by her!

Why did she chase me down to put salt in the open wounds from Tuesday?

REASON for the call: Caller has recently went through security screening and wants to know when you have global entry and are passing Tsa PreCheck and you go through the screening and everything is clear, what is the next procedure?

Caller states that the Seattle airport they completely cleared her through the WTMD and the AIT and then she had her carry-on go through, when she came out of AIT and she went to wait for her bag to come out of the machine and they told her they need to open it and they started looking and they did not find anything. She offered to help them look if they would tell her what she was looking for. Officer told her to let them do their job and they would not let her know why they were looking and what they were looking for. It was cleared, then they asked for her purse and they did not find anything and they called two other people to check her bags again. The supervisor put everything through the machine a third time.

Caller also states that she was subjected to additional screening such as a thorough pat down, where they started at her hips and they touched her hips forcefully and caused her to lose her balance. At that point the caller states that the TSO asked her could she not stand up straight and she told the TSO performing the pat down that she was 69 years old. The TSO said that she did not tell anyone that she had any issues.

She saw that a baseball hat was not there and neither was her sunglasses weren't there once she got her bags back.

7/14/2015
1:58:42
PM

Caller mentioned her nationality but did not indicate that this was why she was subjected to the additional screening.
Caller wants to know if she asks what they are looking for, do they have to tell her?

Date Time: 07 07 2015 7:45 AM
Gate Terminal: C 6
Airport: Seattle Tacoma Int.
Airline: Alaska
Flight #: 98 G

7/14/2015 4:48:26 PM The caller is calling with a complaint. He is traveling out of Las Vegas International airport on terminal 1 at the Egate yesterday at 1 p.m, and asked for a pat down instead of going through the AIT machine. The caller states that no one was watching their bags or the trays going through the screening machine. He stated that no one was paying attention to the luggage and he witnessed someone's Luggage be stolen.

7/14/2015 4:50:42 PM
Caller is an airport employee at MIA and she called to complain that they are randomly doing pat downs and during that they will touch a passengers butt. Sometimes they go through and ask for ID, sometimes they will send her through X-Ray, and she said that sometimes it is ETD or a Pat-Down. She said that it has gotten bad since TSA had 67 out of 70 tests they did not pass and it was aired on the news. She said the TSO (b)(6) patted her down out of random on 04 13 15 and she touched her butt. She said it is uncomfortable and that she was the only one to complain about the new procedures in place.

7/14/2015 5:04:00 PM
Callers Daughter and her 1 year old child is traveling on United Airways at Sand Diego. She was having to go through a pat down and she could not take her child off of the chest holder she had her baby connected to. The TSO then told her that she could not have her food back unless she released the baby. The TSO then took away every bit of the food she had for her 8 hour flight. He did not want a claims form. He wanted something that would quickly resolve this problem before her flight today.
Date Time of Travel: July 14th 5:00
Gate Terminal: Not Provided
Airport : San Diego.
Airline United
Flight #: Not Provided

My wife and I traveled from Milwaukee to Denver yesterday, on Frontier Flight 357, which departed from Gate D41 at approximately 12:35 pm. We travel quite frequently by air, averaging about 50 flights per year. Accordingly, we are very familiar with TSA's protocols, and have been through a variety of experiences with security at America's airports. My wife and I are both retired government attorneys.

Please be certain that we are very committed to flight safety, and appreciate the vast majority of the functions at our airports to make all of us safe. We have also traveled internationally, and have been able to compare the different levels of security in foreign airports.

I have never had the occasion to express concerns to TSA about security, but am compelled to do so now, with the expectation that these concerns will be considered in working to improve travelers' experiences.

When we arrived at the security checkpoint, we cleared the first phase promptly, where we provided our boarding pass and identification. As we moved towards the bag and personal check, the first thing we noticed that the table for placing our shoes, personal items and bags was very small, possibly only about 8 feet long. This promptly caused a backup, since only two or three passengers could place their items for scanning at one time. I have never seen tables so small, even at regional airports.

As I progressed towards the scanner, there was a pregnant passenger sitting on a chair by the scanner. I asked if she wanted to go before me, but told me she was "waiting to be patted down". I then noticed an elderly passenger ahead of the scanner being patted down. It took a few minutes before I noticed the pregnant passenger being patted down. She had been sitting there unattended, and I wondered why, if she was selected for enhanced screening, she was left alone and basically ignored. This inconvenienced her unnecessarily.

7/14/2015 6:15:54 PM
I then went into the scanner and informed the TSA staffer that my cargo pants would probably cause the scanner screen to display some "hot spots". I always use cargo pants to travel and realize that the extra pockets and Velcro fasteners trigger these hot spots. I never have any items in my pockets, and did not yesterday. The TSA person, whose name I did not see, is a middle aged male, approximately 5 feet 10 inches, about 60 years old, wearing glasses. He told me he needed to pat me down, and I acknowledged that my cargo pants pockets usually show the yellow highlights with red borders on the screen. He then told me that he would need to pat down my groin area, and would use the back of his hands. I told him I did not need a private screening, and assumed it would be a brief light pat down. Instead, he reached into my crotch area and firmly patted me down. During this process, his hands grazed my testicles. Of course, nothing was found.

I then was asked to have my hands swabbed, and had no choice but to do so. I have had my hands swabbed in the past, but these have been in situations where I was either "randomly" selected, or there was some other justification. I have never experienced a situation where a pat down has led to hand swabbing without any further justification.

Of course, I cleared the swabbing and as I was leaving the area, I noticed numerous other passengers being patted down. I also saw the pregnant passenger still being checked and inspected. Quite a wait for someone who I would consider a low risk. My wife all of a sudden saw a TSA person (I assume female) going over the breasts of another passenger right outside the scanner.

From this experience, I make the following observations:

1. TSA personnel at this security checkpoint were unnecessarily aggressive, and the settings on the scanner were too sensitive. This resulted in too many passengers being selected and subjected to unneeded security checks.
2. I question the necessity of TSA having to be so invasive in pat downs
3. I fail to see the correlation between having a pat down and requiring a hand swab
4. I am disappointed that the pregnant passenger was so inconvenienced

Caller said she went through DCA at the TSA checkpoint with 2 laptops. She said the TSO told her to put one laptop per bin through the x-ray machine. She then said when she was returning from STL she done the same thing and the TSO yelled at her that she was supposed to leave the laptops in her bag. She is unhappy the way the TSO yelled at her. She then proceeded to go through the screening process at which she told the TSO that she had a hip replacement and they subjected her to a pat-down, she said she doesn't feel like she was discriminated against because of a medical condition it was just rudeness. She said the TSO that conducted the pat-down touch her inner thigh very inappropriately and then touched her breast the same way. This made her feel uncomfortable and she wants to know what she can do in the future to avoid a pat-down.
patdown

7/14/2015 7:37:26 PM
Date Time: 07 12 15 3:50pm
Gate Terminal: C8
Airport: STL
Airline: American Eagle
Flight #: 4267

Southwest Airlines Representative is calling with (b)(6) who said he has been groped several times at LAS at the same time every time he flies. He said it is around 4:15-4:45pm each time he comes through. He says he has a picture of the pervert that groped him during a pat down.

He says that he believes he is being sexually discriminated against. He said he is transgender and said he was wearing some panties. He said the TSO showed him the anomalies on the machine causing the pat-down in the first place. He said he spoke to a STSO and she told him to ask for a PSS next time he comes through the checkpoint.

He said he already filed a civil claim and wasn't satisfied with their response. He also stated that this has happened after that claim. He got my name and employee ID number and said he is going to tell them that I didn't do anything if he ends up getting arrested because he gets groped again. He said the TSO's laugh at him when he comes through every time. He said he also applied to TSA Precheck and didn't get a card in the mail. He wants to know if he will get groped if he gets TSA Precheck.

7/14/2015
9:53:09
PM

second time this has happened. he has a picture of the pervert that did it, leaving going through the x-ray marching 4:15-4:45pm rang leaving out of Las Vegas. First time this happened said he got groped. He is transgender. He said a man did that to him. He said he was wearing panties. He said they showed him on the screen why they had to pat him down. groped him in one place he said he was rude to him. He feels sexually discriminated. Two police officers Caucasian and African American officer. Mann told her to ask for a PSS to avoid getting screened wrongly

Date Time: Not Available
Gate Terminal: Not Available
Airport: LAS
Airline: Not Provided

I tried to get further information about the flight, but the caller did not have it.
TO WHOM IT MAY CONCERN

On July 13, 2015 at approximate 2:15-2:20pm I entered the TSA Pre-check line AT DENVER INTERNATIONAL AIRPORT. If you have a TSA pre-check, and have disabilities of implants all PASSENGERS have rights to be cleared through security quickly and fairly.

Before putting my items on the belt I told a female and male agent that I had implants. They offered to walk me over to the regular passenger area. I declined as I only had a shirt on and sweat pants, that I would endure a pat down.

I have flown globally for over 38 years, and just returned from Europe travels with my family. This is my first time writing a letter with regard to a TSA Agent.

I was in Denver for the day attending an event.

7/14/2015
10:02:35
PM

After going through the metal detector (TSA PRE CHECK) it had gone off, and (b)(6) approached me. Are these your items? I responded yes. He then took me and the items to the end of the screen belt. I told (b)(6) that I was late for a flight and any help to get me through the pat down would be helpful. I also told him that I had implants in hip and knees, and that was why I had set off the metal detector.

His response was that he had to state everything legally, and the process would take four minutes or less. I agreed to proceed.

(b)(6) was very rude and demeaning to me from the start. He started by talking very slow. He also very deliberately kept repeating his actions. This went on for several minutes. When I asked why he was doing this, he would start over.

Video will show that I was screened at least three times. He was very rough and groped my genitals. He groped my genitals twice. This has NEVER happened to me in ALL 38 years of my travel. He also stated to me that for him to complete my screening I would have to hold my arms up for at least 4 minutes. Which I know is an out and out LIE. If you watch the video, he's making me put my hands in the air multiple times. In which, if I didn't comply, he would start over.

I stopped him and asked to direct me to his supervisor. If you watch the video he told me that a supervisor was busy.

CLASSIFICATION: UNCLASSIFIED

TSA,

I recently traveled from ORF to MHT and have a question about the passenger magnetometer.

I have two bolts and a rod in my right ankle and when I transited through both ORF and MHT airport security screening the magnetometer machine highlighted a yellow square over my left ankle. A women TSA agent was instructed to pat down my left ankle. I looked back at the picture and the left ankle had the yellow block.

7/15/2015 I am writing this because I am concerned that maybe the picture was reversed. If so this could be an issue. My right ankle has the hard ware in it.

10:21:08
AM

Thank you for looking into this issue.

(b)(6)

CLASSIFICATION: UNCLASSIFIED

The caller is 20 weeks pregnant and opted out of the AIT machine so she received a pat-down. The TSO was very rude and pressed down very hard on her stomach and her hips until she was brought to tears due to pain. The TSO also touched her private areas with the front of her hand. The caller asked to get her flip flops after everything was done and the TSO just started yelling at her. The caller tried to get her name but she just kept covering her badge with her hand. She talked to the TSO s supervisor and all he said was Sorry about that . The supervisor would not give the caller the TSO s name.

7/15/2015 Date Time: 7/13/2015 9:00am but delayed. Went through security at 8:00am

1:26:12 Gate Terminal: Not Provided

PM Airport: Oakland

Airline: Southwest

Flight #: 646

TSO: Short lady, she had short curly hair, she was Hispanic. She was very rude, she was average in weight, Middle age (Over the age of 30).

The caller: (b)(6) 31 years old and 20 weeks pregnant.

7/15/2015 The caller stated that her daughter received a pat down when she flew out of Cincinnati, Ohio at 9:30AM. She flew with Delta airlines. She stated that she is not happy about her daughter getting a pat down. Her daughter was flying with a group of
1:49:58 amputee children and her daughter stated that most of the other children did not get a pat down. The caller is asking why her daughter got a pat down and what the modified version of a pat down is for children.
PM

Talk to TSA

Welcome to the TSA Contact Center online inquiry form. Here you can submit your concerns online. Simply complete and submit the form below and someone will respond to your inquiry.

(* Indicates a required field)

Feedback Type *

State *

(State that airport where incident occurred is located)

Airport *

(Airport where incident occurred)

Date of Travel

Month

Day

Year

Time of Travel

Hour

:

On July 11, 2015, I was sexually accosted by a TSA agent during what should have been a routine pat down. The agent's name as it was told to me is [b] [redacted] an African American woman with her hair in a natural style. I was in lane 7 at approximately 11:08 a.m., at JFK airport. I asked for a badge number and a last name and was told I could not have any of that information.

During the pat down she violently put her open hand between my legs and roughly hit my vagina. I asked her did she have to touch my vagina to do a pat down (I used a more explicit word) and her response to me was "don't think this is the best part of my job". She then sent me to get my hands swabbed and I told both of the female agents that she touched my vagina. Neither really had a response. I asked the one swabbing my hand if she too would need to touch my vagina and she replied, "I will not touch you ma'am", I said thank you.

I went to the TSA desk that I saw and reported my issue. I was treated horribly. The male agent just told me not to curse and he could not have cared less about what I was saying. He took my (minor) daughter and my boarding pass and wrote our names down. I asked him why he needed to take my information down and he said because before I filed a complaint there would be an investigation. Which made no sense to me because he didn't write down anything I said only our names and asked me for a contact number. He gave me a "TSA Customer Comment Card" to fill out and I told him I would not leave it with him because I didn't believe it would be delivered to the proper authorities. I did not get his name because I was so upset.

I have been patted down at many airports but no one has ever touched my vagina. I felt humiliated and doubly victimized by the male TSA agent I spoke with at the desk because he entirely dismissed me. All he cared about was my choice of words.

Nothing else. I asked him if I could see the supervisor and again I was dismissed.

When I walked away from the desk to retrieve my items and put on my shoes I began to cry. I looked at my daughter whose eyes filled with water. I had to pull it together because I didn't want to ruin her trip. You see, I was not flying that day. My daughter was. I was just going to sit with her until her flight time.

Being sexually assaulted at the airport by a TSA agent should not be the norm.

It took me days to write this email because I have been absolutely upset. I am still extremely upset and outraged.

What will be done?

(b)(6)

I am writing this on behalf of my wife (b)(6)

This morning Wednesday, July 15, 2015 at approximately 10AM, I checked in my wife (b)(6) Curb Side at Southwest Airlines, Philadelphia International Airport for a Dallas Bound Flight (Flight Number 176) to visit her Grandchildren. My wife suffers from a Traumatic Brain Injury and is on Federal Disability, so when she travels, a pre Arraigned Wheel Chair is always ordered during the booking of the flight.

The wheel chair arrived curbside within minutes of her baggage check in and my wife was seated and taken by the female attendant. When I arrived home I had received a text from my wife that the TSA asked her to stand up out of the wheel, place her arms out and over her head for the wand. This immediately caused sever shaking as my wife has imbalance issues. My wife explained she had a medical issue that caused the shaking, she was told she had failed and had to be examined further. My wife was embarrassed about the shaking in front of everyone and requested the pat down be done in private. Her request was accommodated. During the private room pat down my wife continued to shake and asked them to stop and allow the shaking to subside, they continued anyway and allowed her to hold on to the wall and eventually released her.

7/15/2015

2:11:45
PM

I value airline safety and the tough Job the TSA is doing... however, I am confused why the TSA would make a person in a wheel chair stand in the first place as this is the first time she was made to do so, and what can we do with medical documentation to avoid any future events like this.

In addition: my Wife also has TSA Pre Check credentials.

Sincerely

(b)(6)

Moorestown, NJ 08057

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/15/2015 8:10:50 PM Airport : DEN - Denver International Date/Time of Travel : 07/08/2015 12:00 PM Airline & Flight Number : American flight 1242 to DFW
Checkpoint/Area of Airport : West terminal TSA Employee: (If Known) : First name was (b)(6) Comment: (b)(6) was extremely disrespectful towards me. I did not hear him tell me to wait after going through the body scanner so I kept walking. He grabbed my arm to pull me back so that I could wait to receive a pat down(none of which was explained to me) and he got close to my face and said" what part of continue to wait did you not understand?, Sometimes I think I must not be

7/15/2015

9:03:59
PM

speaking English" I found this threatening and scary to be honest. I just didn't hear him. Someone like this should not work with people. He needs to be counseled on his actions. I did speak to a supervisor in the airport to let her know about the incident.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/16/2015

10:01:33
AM

The caller flew from Baltimore MD to Miami on American airlines and got the SSSS on his boarding pass and wanted to know why. He said he was pulled aside for a Patdown in the public and was not happy about it. Said TSA did not explain why he needed an additional screening and did not offer him a private patdown.

Caller departed from Boise this morning and he informed the screeners he had two ostomy bags on him and thy conducted a very through lengthy pat down and he was held up for quite some time. He said he never has to spend that long for screening and he will not have time for that Monday and when he flies back through and he would like to pick his headphones up then that were left at the checkpoint. He said the TSO s should remember him because he asked the TSO (b)(6) if he would like to just see the ostomy bags instead of feeling the seams of his pants for so long. He did not wish to file a disability related complaint.

Mishandling RFI

7/16/2015

10:35:29
AM

REASON for the call:

Date Time: 07 16 15 Departed at 6:15AM

Gate Terminal: Gate 11

Airport: BOI

Airline:UA

Flight #:833

Missing Damaged Item description: Motorola hard plastic band that holds them on and the ear buds are retractable inserts. They are black in color and may have some silver. He said it was agent (b)(6) that conducted his screening and he had a trainee with him.

The caller flew out of EWR. The caller is very angry. The caller stated that the officer would not allow her to touch the laptop. The laptop was placed on top of the bins and the laptop fell off the top of the bins at the security checkpoint. The caller stated that the officer was rude and wouldn't allow her to secure her laptop. She stated that she attempted to advise the officer that her laptop was going to fall off the bins but the officer was very rude to her.

REASON for the call: Broken laptop rude screener inappropriate patdown

Date Time: 7/16/15 2:05PM

Gate Terminal: United terminal Line closest the

Airport: EWR

Airline: United

7/16/2015 Flight #: 607

2:06:25 PM Bag tag #: (b)(6)

Bag Description: N/A

Missing Damaged item description: The caller had a broken laptop.

NOI: N/A

Special Notes: The officer's name LTSG (b)(6) was the person who dropped her laptop. Supervisor is (b)(6)

The caller also stated that she had a very bad experience with the patdown. She stated that the patdown was very inappropriate. She opted out of the AIT and the person who stacked her computer on top of the bins performed the patdown.

She was also angry because the supervisor would not allow her to write down the name of the officer that screened her.

Disability Description: (b)(6) has cancer and a painful area around her abdominal area that can't be touched.

Incident Details: Caller said she was just subjected to the most horrific, embarrassing pat-down of her life at PHL. She said she noticeably has cancer and has a very sensitive area in her abdominal area that is very painful when touched. She said they screened her with the AIT machine and after 3 minutes she had to put her arms down and they subjected her to a pat-down. She said that they pulled her to a private room and screened her using a more extensive pat-down. She said the TSO used excessive force in a sensitive area on her abdomen after she told them to be gentle in her abdomen area causing her to scream out in pain.

7/16/2015 She said then the STSO ((b)(6) STSO) came over and told her she was an angry and bitter person and told her off. She said she tried to explain and the STSO kept cutting her off and told her how bitter and angry she was. She feels like this level of discrimination was due to her medical condition. She then said a Federal Agent came over and cleared her from screening and was very nice.

2:17:58

PM

Date Time: 07/16/15 1:45pm

Gate Terminal: Terminal F;

Airport: PHL

Airline: US Airways

Flight #: 4756

Call Reason: Caller says that she just went through LAX screening and did not beep the device or anything, but was still told to step in the back by a lady TSO and given a pat down. She states that she is wearing a long skirt and is 72 and the TSO had her spread eagle and then put her hands up to her panties. Call says that she felt violated.

Date Time: 7/16/15 3:15 pm

7/16/2015 Gate Terminal: 75B

4:44:43 PM Airport: LAX to Houston

PM Airline: United airlines

Flight #: 1143

TSO: female around 5'5" and around 150 pounds TSO (says that she does not remember what she looked like)

The caller had a flight on 7/16/15 and she is in a wheelchair. She had a PSS with her at the airport who carried her luggage and oxygen concentrator. She ended up having to have a pat down and when she turned around her oxygen tank was no longer behind her and when she asked for it the TSO said they had to finish screening her and then they would look for it. Upon finishing her pat down, the TSO looked for it and said he couldn't find it and didn't know where it went. She has already called the lost and found. She is very upset it is \$3000 and it is hard for her to breathe without it.

7/16/2015 Date Time of Travel: July 12th, 2015 7:05AM

5:26:54

PM

Gate Terminal: 4

Airport: Miami International

Airline: American Airlines

Flight #: 124

Missing Damaged Item Description: The case was dark green with orange on it. The Oxygen Concentrator itself was a dark grey with light blue (\$3350).

The caller is a global entry member, has obtained a RCN, receives PreCheck, and is a gold premium member with American Airline. On his previous flight, he had trouble printing his boarding pass at home, but he was able to do so at the airport.

7/16/2015 However, the boarding pass had "ssss" on it, because of this, the TSOs gave him additional screening. The caller stated that he received a very aggressive patdown. (b)(6) is concerned that this will continue to happen each time he flies.

5:29:24

PM

The caller stated that he booked his flight through his work website, and his information has been the exact same for years.

Caller recently traveled with her son and had a bad experience at several checkpoints.

7/16/2015 9:40:14 PM At Minneapolis St Paul on June 13-2015 6:30pm caller had gone through security and was told her son did not have to go through the AIT. He proceeded through the metal detector and retrieved his belongings. She proceeded through the AIT and received a pat down. Caller tried to ask a TSO named (b)(6) why she received a pat down. TSO (b)(6) refused to answer. A supervisor was called to the checkpoint to conduct the pat down. All other passengers were treated with respect by TSO (b)(6)

Caller was traveling through the George Bush International Airport June 27-2015 1200pm. As caller was proceeding through the checkpoint her son was directed to go through the AIT and the caller was directed through the metal detector. Her son was pulled out of line and a pat down was performed. A TSO named (b)(6) was present and when caller asked why her son was being patted down (b)(6) got in her face and stated "You will not yell at me today. Your son must receive a pat down or you will not fly today." (b)(6) then directed caller to gather her stuff and proceed through the checkpoint. Caller was upset and admits to yelling at the TSO (b)(6). Caller has a complaint. Every time she flies out of Tampa airport she gets a patdown. She stated that TPA is the only airport that this happens at. She would like to know why this happens.

7/17/2015 8:59:25 AM Date Time: 07 07 2015 1pm
Gate Terminal: 34
Airport: TPA
Airline: Southwest
Flight #: Not Known

She inquired about Redress.

Dear TSA,

First of all I tried to submit this concern via your response page only to receive a message that your site was unable to load or something like that.

My 16 year old son (b)(6) was traveling by himself for the first time to study aboard through the program titled Council on International Educational Exchange (CIEE) to Toulouse, France. When he returned through Chicago International and went through the domestic security procedure they told him he was on a "Security Watch List". They then proceeded to give him a thorough pat down.

He traveled back from France on July 11th. His flight from Chicago to San Francisco was United 633 leaving at 5:00 PM from Terminal 1. My son said his passport "beeped" or something when he started to go through domestic security to board his United flight in Chicago.

7/17/2015 12:27:19 PM I fail to understand how he could be on any "Security Watch List". I served as a Marine in Vietnam in 1967, my father served in the Navy in the Pacific Theater in WWII. I have nephew currently serving in the Air Force. I would like a response to this email to justify my son being on a "Security Watch List". He is named after Chief (b)(6) my grandmother is from the Wind River Reservation. His middle name is Japanese after his great grand father, his Japanese American grandfather served in the Army during WWII. I am enrolled in the White Earth Ojibwe Tribe of Minnesota. As you know American Indians serve this country at a rate far exceeding their population. Again, I expect a clear explanation of why my son was told he was on a "Security Watch List".

PM Respectfully,

(b)(6)

(b)(6)

Marina, CA 93933

(b)(6)

HYPERLINK (b)(6)

The caller stated her husband went through JFK. She said he was sexual assaulted. She told me there were four S on his boarding pass. The caller stated they touched his area in front of people. She said he was denied to go in a private area when he asked. The caller said they let him pass multiple times through the scanner. The TSO did not offer him a private patdown they stated. She wanted to know if the security was raised since the attack that happened. The caller wanted to know if there was a way to prevent this in the future.

7/17/2015 5:13:20 PM Date Time of Travel: 7 17 15 departed at 730 am happened about 715 am
Gate Terminal: Gate 32 Terminal 8 American Airlines
Airport: JFK
Airline: American Airlines
Flight # 4247

7/17/2015 6:09:25 PM I was traveling from San Diego to Seattle on Thursday, July 16, 2015 on Southwest Airlines and when through security screening at approximately 11:30am, I chose to have a pat-down rather than go through the xray machine. It took 18 minutes to get a woman security person to pat me down. I had to ask 4 times to request the pat-down so I could get to my plane. After 15 minutes I was very stressed and frustrated and said I would go through the xray machine because I needed to get to my gate. The screener said I could not since I had opted out. Finally I stopped a woman security person myself and asked her to pat me down so i could get to my gate. She agreed, completed it and I then told the supervisor on duty the issue and delay. It was totally unreasonable to have to wait that long.

(b)(6)

Disability Description: Caller wants to file a disability related complaint.

Incident Details: Caller is at Orlando International airport and they had an issue going through security. There are 2 people with them that have insulin pumps and they were not able to go through either of the machines because of it. There was a male officer his name is (b)(6) that forced her family member to go through the AIT. They had repeatedly asked him for a patdown because the doctor told her that she couldn't go through any screening machine. (b)(6) was the Supervisor at the checkpoint and did not assist at all, she actually told them that there was no complaint process for them to file. She stated if the insulin pump messes up because of this officer that will be a huge issue for them.

7/18/2015 9:31:02 AM Date Time: 7 18 15 departure time 10:35am to Baltimore. They were going through screening around 8:30 am-9:00am
Gate Terminal: Line 6 5 going to Gate A120
Airport: MCO
Airline: Southwest
Flight #: 2083

He said he has a complaint. He said he and his fiancée, (b)(6) flew on Thursday and she lost her ID earlier that day but she was able to fly. He said she feels like she was violated due to the patdown. He said they do not have the Officer's name and that they were trying to get on the flight. He said she did not ask for a supervisor but she was upset afterwards. He asked how to reach the CSM at the airport.

Mishandling RFI

7/18/2015 12:19:08 PM REASON for the call: Patdown Complaint
Date Time: 07-16-15 at 1:05 pm
Gate/Terminal: unknown
Airport: Burbank
Airline: Southwest
Flight #: 685

7/18/2015 1:09:19 PM I passed through security at MCO Jet Blue Airlines, flight 1294 to Westchester County, NY HPO at about 6:30 PM on July 17, 2015 in the expedited check-in line. I had a pet carrier with a 3 month old kitten in it. I flew to Florida to pick him up, and then flew right back to NY. My hands were swiped as I expected, but the absurdity is what followed. They claimed that I tested positive for residue of explosives, and repeatedly asked me who I was traveling with. I feel I was singled out because I had been flying alone on a round trip on the same day, and that in fact NO residue was found on my hands at all. I was not shown any evidence of a positive test, but I was then taken to a private room for a pat down. Oddly enough, this came a day after a terrorist was able to murder five American soldiers and he was not picked up as being a threat by any of our security agencies, but a law abiding citizen such as myself was. I want to file a complaint about this incident, and let you know how much I resented the way I was treated. With no proof of a positive test shown to me, I feel this search was capricious and deliberate.

(b)(6)

Yonkers, NY 10710

Disability Description: The caller has a colostomy and urostomy.

Incident Details: The caller was flying from MCI, and she went through the AIT machine which alarmed. She then received ETD sampling of her hands, and underwent a patdown. However, she was pulled out of line by the TSO, and informed that she had to expose the ostomy. (b)(6) informed the TSO that she did not have to do this according to TSA regulations. However, the TSO demanded that she go to a private screening area where she was to expose the ostomy. (b)(6) indicated that she was extremely embarrassed, as this has never happened before. She always complies with the orders of the screeners, and always undergoes the AIT, ETD testing, and a patdown; she has no issue with these practices. However, she does not want to expose her ostomy, and believes that she was discriminated against.

She requested that a copy of the screening procedures be sent to her e-mail address.

7/18/2015 4:07:12 PM Date and Time of Flight: July 18, 2015
Departure Airport: MCI
Gate Terminal: Terminal B; Gate 41
Airline: Southwest Airlines
Flight Number: 1109
Time of Incident: Around 3:00 PM
Description of TSO: A heavyset, Caucasian female TSO with darker hair and glasses; she was a little older than middle age.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

7/18/2015

6:57:55

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

Cape Girardeau Regional Airport

What was the date and approximate time of the incident?

Caller is 62 years of age and he flew out of Knoxville TN on Wednesday and while at the TSA checkpoint the screener swiped his hands for trace explosives. The machine set of an alarm and the officer yelled it loud enough for everyone to hear. Caller was then sent to the supervisor where he received a pat down and additional screening. This did not upset him he was just scared. The officer then returned and told him that it was the soap that set it off. He was told that both Lubriderm and Neutrogena soap would set it off, and to not wash his hands before going to the airport.

7/19/2015

2:00:47

PM

Date Time: 7/15/2015 11:30 AM

Gate Terminal: N A

Airport: Aligent

Airline: Knoxville

Flight #: 951

Dear TSA,

I would like to express my disregard with the TSA officers in San Juan, Puerto Rico airport. On Saturday, July 18, 2015 I was traveling with my family from San Juan to Houston (Hobby airport). Contrary to what is in the TSA website, the TSA officers in San Juan separated myself from my wife and 3 year old son for approximately 10 minutes. What follows is a brief synopsis of the situation: As ordered by TSA officers I stood behind the checkpoint line as my wife, son, and all our belongings crossed to the other end. This was a rather stressful situation because any of our belongings or even our son could have been lost on such a busy day at San Juan airport. Thanks to God nothing of the sort happened.

The TSA website clearly states that your AIT is completely voluntary. However, the TSA officer at San Juan repeatedly forced me to use the AIT, and I was only allowed to forgo it after I demanded the pat down three times. Eventually, after my insistence, they gave me the pat down, but this in turn caused me to wait for an over extended period of time; despite them knowing I was traveling with my family and my wife needed help with our belongings and Son.

?

7/20/2015

8:37:01

AM

Lastly, I want to say that of all the airports I have been to, and of those that use AIT, TSA officers have never mentioned that AIT is optional and there is a lack of signs stating AIT is optional. Were these signs available I believe misunderstandings like the kind I recently experienced could have been easily avoided or quickly expedited. As a frequent flyer I try my best to stay up to date with regulations and be as compliant as possible with your officers which is why, it is of great concern to me when I'm presented with situations contrary to information found on your official website. Traveling as it is can be hectic, stressful, and filled with unexpected circumstances therefore I would kindly appreciate it that ill-prepared employees not be added to the mix.

Thank you for your time and consideration,

(b)(6)

REASON for the call: Caller flew from DTW to Amsterdam on Delta airlines. He said that he was selected for TSA PreCheck and he has had a hip replacement. He said that he did not inform the officer until he was already being funneled to the WTMD about the hip. When he told the officer he said I wish you would have told me sooner. So he sends him back to be rescreened and he had to have a patdown as well. During the patdown the officer asked him if he had anything in his right back pocket and he told the officer no. He said that the officer did not patdown his back pocket area and he feels there was a lapse in security. He said that he could have lied and taken something like explosives through in his back pocket and since the officer did not check it. He said that he did not have anything but he was concerned because if that happens every time someone could get through with something prohibited. He said that he just wanted to report this because it was alarming to him and he hopes this does not put him on any list that would cause him issues when flying.

Date Time: 07 06 2015 01:00 pm

Gate Terminal: International terminal

7/20/2015

Airport: DTW

8:59:02

Airline: Delta

AM

Flight #: DL 132

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

Special Notes:

REASON for the call: His wife's name on the boarding pass indicated her married name and her license indicates her maiden name. She presented her marriage license, insurance card, and credit card that indicated that her married name. The document checker indicated that he had to obtain a supervisor. The supervisor made a comment that his lunch. His wife received a patdown by a female TSO along with four male TSOs. His wife's waist was tested for explosive material. The female TSO put her hand up on his wife's shirt and down her pants. This occurred in front of her daughter.

He indicated that they did not have issue associated with the discrepancy with the name when departing from LGA on 7/11 and from IAH 7/19/15 (The United flight boarding at 1:30 and departed at 2pm).

7/20/2015 10:08:15 AM He asked if I could call his wife to obtain a description of the supervisor and TSO.

Date Time: 7/19/15 6:45pm
Gate Terminal: Gate 43
Airport: DCA
Airline: US Airways
Flight #: 2155

The caller is wanting to file a complaint against TSA workers (b)(6) (b)(6) (b)(6). The caller is at O'Hare Airport and her bag was tagged because they thought she had a bottle of liquid in it but it was a tube of toothpaste. They took her to another room to do a patdown and she told them it was unnecessary. The caller said the patdown was very excessive over a tube of toothpaste and the screeners were very rude about it.

7/20/2015 12:02:53 PM Date Time: 7/20/15 12:00 pm
Gate Terminal: Terminal:1 Gate: C29
Airport: O'Hare Airport
Airline: United Airline
Flight #: 2008

I'm sending this to your email address because neither the on-line nor downloadable "talk to TSA" forms will let you submit information and keep saying they'll be on-line "soon." Well, it's been a week of trying, so I really hope you can take the time to read and respond to this.

On Saturday, July 11, 2015, my husband and I were traveling through O'Hare between a flight from Germany and a flight to Denver. We were late for a connection due to United baggage delays and when we arrived at Security #3 (where TSA told us to go for faster service) we were told that I had been selected for a special screening. This seemed odd to me given that I'm a paying member of the CLEAR program but TSA wasn't talking to us or concerned with our flight issues so they took my boarding pass and let my husband go to the gate to try to see if the plane might be delayed. I was groped in my pants (front and back), breasts, groin, etc. and all my belongings dumped out. The TSA personnel then "discovered" that the person they were supposed to screen was not me but was my husband. So, they accompanied me to the gate and proceeded to do the same in-depth groping and dumping out of belongings at the gate for United flight 459 in front of anyone and everyone walking by. Then they decided that somehow wasn't enough and marched him back to the original security line (2 terminals away) where they did the same search without the presence of any new personnel. Of course, we were not able to depart O'Hare and were left to work with United to try to get another flight out. We were treated very rudely and there was not even an apology for the repeated and public really thorough and needless searching of me and my husband. This was horribly offensive and showed that TSA couldn't even be bothered to figure out WHO they were supposed to be searching or to then figure out HOW to fix their mistake or to explain WHY it happened or help us or apologize to us for repeated public humiliation (TSA kept saying this was somehow our fault) and missing our flight. Really really shameful.

7/20/2015 12:17:31 PM

And YES I would like a response to know how this can happen and how there is no procedure to make sure that you know which person to screen (apparently holding a boarding pass and passport with photo is not enough) and what to do if you make a mistake.

I would very much appreciate knowing that the people on duty who did this have been disciplined or at least told that an apology when you humiliate people and unreasonably make them miss their plane could really go a long way. I am also concerned that they are so cavalier in setting people up for public groping and dumping out of their belongings that they don't even bother to check the name and ID for the person that has supposedly been randomly selected. Your system broke down horribly. I wouldn't want anyone else to experience what we did.

This is my email - HYPERLINK (b)(6) My name is (b)(6) - you can find me in the CLEAR program, too, of course.

REASON for the call: Caller had a negative experience at DEN and she arrived an hour early for screening. Her son is a type one diabetic, and she removed her son's medically necessary items from the bag. Her son got a pat down and other items were all screened as well. He normally gets screened by wand, he had insulin and needles and water and juice. She said that they were unable to screen him and she had to wait for someone else to screen him. She was told to wait for 10 to 15 minutes. His bag was left on the other side of the check point. They checked his for 30 to 35 minutes. She ended up missing his flight. She had to book another flight. She said that the line was long. She was told by a female TSO that she should have fed her child before she got in the line. She was working at the front of the line. She was an older lady with white hair. There was a male TSO that she kept telling that she was going to be late and he said she had arrived earlier. When she flies out of DFW this not an issue.

7/20/2015 1:29:13 PM

Date Time: 7-19-2015 at 3:20 PM
Gate Terminal: It was the second one to the left. A31
Airport: DEN
Airline: Spirit on the missed flight and she ended up flying with American later.
Flight #: 116

I was at LAX today around 12pm PST at United terminal 7 pre-check. I was randomly selected by the metal detector for additional screening - which I did the opt-out for the pat down as I've done many times before. Here were my observations:

- 7/20/2015 6:13:33 PM
1. There was a significant delay in waiting for the pat down of approx 10 mins.
 2. During that time I lost sight of my belongings on the conveyer belt. A random TSA agent moved my belongings to another area outside of view without asking - while I was waiting for someone to get me for the patdown. This was the most worrying aspect. How am I suppose to attest to the contents of my belongings if I cannot account for it for a period of time?
 3. The TSA person conducting the patdown was professional and actually did it exactly by the book - which is rare. He must have been new.

Sent from my iPhone

Feedback Type : Complaint

7/20/2015 6:13:48 PM

Categories : Other; Disability or Medical Condition Current Date/Time : 7/20/2015 4:01:09 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 07/20/2015 2:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Main Checkpoint far West side TSA Employee: (If Known) (b)(6) Comment : Im a pilot & travel nearly weekly. While traveling as a civilian I requested that my medicines not be radiated. In doing so I also opted out understanding I would be patted down. The TSA was quite unorganized, however after 10 min of waiting at the pre-screening point, the Supervisor (b)(6) asked (b)(6) to help me - as 10 min prior I indicated that my flight was leaving soon. Ms. (b)(6) did not follow her supervisors instructions & took another passenger (who had not been waiting) instead. I made (b)(6) aware of what happened & she corrected the situation. I again indicated that my flight was leaving soon. A gentleman screened my belongings & passed them. (b)(6) was treating me disrespectfully & with no courtesy. While patting me down she repetively touched my groin area & I stated that touching me on my vagina was not necessary. She stopped the pat down & refused to complete it, however she hung around to make sure that I would not be processed quickly. Another woman took over - who also touched my vagina area. (b)(6) was present & I indicated to him that it is not necessary for me to be touched there. He said, "Let her finish" & threatened me to be escorted out of the airport. While being patted down for the second time I again indicated I needed to get to my flight. The gentleman who cleared my items was not present, so they would not release them to me, & they insisted on processing them a second time. I stated to (b)(6) that if I miss my flight he will be responsible. They took their time to process my items for the second time & I indicated to (b)(6) that given that a TSA agent had already cleared my items and that they were continuing to delay me was unacceptable. (b)(6) further threatened me. When I finally completely the process, 30 min later, (b)(6) detained me & stated he would be filing a report. I indicated that I had been compliant to all of his instructions, so there was nothing to file. I ran the 100 feet to my gate & the plane had already been dispatched and the gate closed. I missed my flight & was connecting internationally. Not only did the TSA cost me monetarily, but they had no regard for human rights. I understand the US Constitution is no longer upheld by the current government, but I should never be harassed when compliant to the extreme confinements which the citizens of this country have been imprisoned to without consent.

Would you like a response? : False

Passenger's Name :

Phone Number : 000-000-0000

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said yesterday she was on a flight from EWR to Toronto. She said when she went through the scanner it detected an anomaly. She said she has a bladder Vagina mesh on her person. She said they then subjected her to a patdown of her private area.

7/20/2015 9:36:35 PM

Date Time: 07 19 15 7:55pm
Gate Terminal: Gate B51
Airport: EWR
Airline: Porter airlines
Flight #:142

The caller recently traveled and every time she travels she gets a patdown and she always gets an NOI in her bag along with issues with her checked baggage. This particular trip, one of her small travel bags was covered with a thick white liquid that reminded her of bodily fluids, however, she does not want a claims form. Her other issue is that when she was subject to a patdown during this same flight they had to patdown her breasts. She had a hip replacement and she thinks that is part of the reason she is always subject to patdowns. However, during this trip it was her breasts they patted down. The female TSO did it in front of everyone and she used the front of her hands which made her feel violated. She is upset because she is given a hard time every time she flies.

7/21/2015 11:49:35 AM

Also although it does not pertain to this incident, she flew a few years ago and they had to do a patdown of her hip. During this patdown the woman stuck her hands down her pants and went all the way around. Again this was in front of everyone. Again this incident did not happen during the trip I have recorded information for in this record, it was a few years ago.

Date Time of Travel: 07 15 2015 9:30am
Gate Terminal: Terminal: A
Airport: TPA
Airline: Frontier
Flight #: Not Provided

Caller said she had a paper copy of drivers license. She also said that she had other appropriate forms of ID but was never asked. She said that she has cancer and that maybe the medicine in her body caused for alarm. She was abruptly pulled to the side, her baggage completely searched and was given additional screenings. During her screenings her husband wasn't allowed to accompany her during this process. Husband was told to stand back from a distance during the patdown. She said that additional screenings lasted about 30 minutes and that she felt very uncomfortable during the whole process. She stated that she told that her ID didn't match and that was cause of this process.

7/21/2015 4:13:22 PM
Date Time: July 19th 10:00 PM
Gate Terminal: Gate 42 Terminal 1
Airport: San Francisco
Airline: Delta
Flight #: 806

Disability Description: The caller's mother has a mobility impairment.

Incident Details: Caller is calling on behalf of her mother. She sent in a description of the problem several days ago but she said TSA required more information. She said she tried a second time to send the information and lost it due to email complications.

Situation:

On 07/03/15 early in the morning at 5:30am at JFK to board a Delta 439 flight leaving to Seattle. It was at Terminal 4 Gate B26. Caller's mother was in a wheelchair, her mobility is short term she gets tired but can stand. When caller's mother got to the TSA checkpoint she said they asked her to stand in the AIT machine and then subjected her to a patdown. She said it was a very rough pat-down and the TSO slapped her on the back. When the caller's mother told her the patdown was painful the TSO began to laugh. Caller said this was extremely Outrageous. She said her mother is 85 years old and very frail. She said she believes she was discriminated against due to her disabilities.

7/21/2015 5:00:45 PM
Date Time: 07/03/15 5:30am
Gate Terminal: Terminal 4 Gate B26
Airport: JFK
Airline: Delta
Flight #: 439

She said that she wanted directions (via email) on how she could submit a complaint via postal mail.

Caller is calling on behalf of his wife, he stated that one of our agents took his wife's keys and never gave them back to her after a patdown.

7/21/2015 5:13:52 PM
Date and time of travel: July 20th, 6:00P.M.
Gate or Terminal: N/A
Airport: LAX
Airline: Delta
Flight #: N/A

(b)(6) took the call: The caller was upset because of missing keys. He was very rude.

He didn't want to provide any contact information.

From: (b)(6)
Sent: Tuesday, July 21, 2015 7:44 PM
To: TSAExternalCompliance
Subject: Letter of Complaint - TSA at SMF on April 11, 2015

Dear Mr. Hudson:

As per your request and based upon our telephone conversation today regarding my negative experience with TSA at the Sacramento International Airport (SMF) on Saturday, April 11, 2015, please find attached my letter of complaint to Kimberly Siro, who, as I stated, never responded to my correspondence.

Also, as stated, neither did the Customer Support Manager for TSA at SMF, James Smith, with whom I also had a negative telephone encounter on April 15, 2015 and who, upon request, promised to apprise me of the disposition of the matter.

In a subsequent correspondence, I will also forward my email to Tonya Sibley of TSA's Ombudsman's office regarding my more recent encounter with TSA on Sunday, July 12, 2015.

Should you have additional questions, please do not hesitate to contact me via email or at (b)(6)

Many thanks.

Sincerely,

7/21/2015
8:08:31
PM

(b)(6)

Attachment

Kimberly Siro
TSA Federal Security Director
4540 Duckhorn Drive., Suite 200
Sacramento, CA 95834-0255

Dear Ms. Siro:

Just this afternoon, I had a very disquieting telephone conversation with your Customer Support Manager, James Smith that has unfortunately provided me with all the more reasons why I should write to you about a recent encounter with the TSA agents at the Sacramento International Airport.

I am a Black Latina woman. This information is of relevance because at first glance the situation that I am about to describe has all the makings of racial profiling owing to the disproportionate number of problems that especially Black women have experienced with the TSA. And, while I travel frequently in my civilian capacity, this is only my second time going through the Sacramento International Airport. Both times, I have done so for the purpose of military duty as a reserve officer – first, while a TSA agent was seen withholding an American rights to film the pat down process. He denied a standard video capture clearly authorized by TSA listed on the TSA website. This is a violation of American civil rights. See here:

7/22/2015
10:17:16
AM

(b)(6)

(b)(6)

I still have not heard back.

I didn't have a problem with a pat down. I didn't have a issue with being pulled aside. I have never complained about TSA because it is your job to do that. Sweet. But this time it has gone WAY too far this time. I am thoroughly unamused with this. This is completely unacceptable. I brought back cookies from my grandpa and they are crushed and there are crumbs EVERYWHERE in my bag. All of my nicely packed items are EVERYWHERE. I have traveled at least once every month or two and this is insane. There is e-cig juice all over my clothes. Probably ruining some shirts and pants. Is this normal? I would like to talk to someone about this. I flew from Dickinson to Minneapolis on 7/12/2015 at 11:15 am. Airport DIK. ID (b)(6) My cell phone is

7/22/2015
12:04:01
PM

(b)(6)

(b)(6)

Information Technology

Good morning.

I tried to file this complaint via the web site, however, I've been receiving this error for days now each time I click submit:

The DHS web content platform is currently unavailable. Our systems should be back up shortly. Please come back and check again soon.

This occurred around 5:45 am on 20 July at FLL, at the security checkpoint nearest gate B6 as we attempted to get to Southwest flight 4107.

7/22/2015
12:04:48
PM

My daughter, age 12, was forced to go through the MMWR scanner and then given a pat-down when her necklace triggered the radar. I was under the impression that children weren't to be exposed to MMWR scans because they're not fully developed and more susceptible to damage from the radar. Furthermore, I was not consulted prior to the pat-down or notified that she failed screening. Specifically, on the TSA Web site, it says that children should be allowed multiple passes through the X-ray scanner to clear alarms, but she was given a pat-down instead.

Shortly thereafter when I approached the screeners to tell them that I thought someone stole my laptop, he told me I shouldn't have walked away with it, as though it was my fault. As it turned out, they had removed my laptop from the bin and taken it away without notifying me at all to run additional tests. It's my work laptop, so I'd panicked.

I travel several times yearly; I've never had issues before now. I understand this is the exception and not the rule. Thank you for taking the time to read this. If possible, I'd like some feedback on this.

Thanks!

(b)(6)

I refuse to take "it was shaken on the plane" as an excuse. I have packed the same thing TONS of times. This is the FIRST time they have opened my bag because I didn't zip tie it....This is horrendous.

I still have not heard back.

I didn't have a problem with a pat down. I didn't have an issue with being pulled aside. I have never complained about TSA because it is your job to do that. Sweet. But this time it has gone WAY too far this time. I am thoroughly unamused with this. This is completely unacceptable. I brought back cookies from my grandpa and they are crushed and there are crumbs EVERYWHERE in my bag. All of my nicely packed items are EVERYWHERE. I have traveled at least once every month or two and this is insane. There is e-cig juice all over my clothes. Probably ruining some shirts and pants. Is this normal? I would like to talk to someone about this. I flew from Dickinson to Minneapolis on 7/12/2015 at 11:15 am. Airport DIK. ID (b)(6) My cell phone is

(b)(6)

7/22/2015
2:10:19
PM

(b)(6)

(b)(6)

(b)(6)

Alexandria, VA 22314

HYPERLINK (b)(6)

(b)(6)

7/22/2015
4:16:28
PM

Caller stated that he received a pat down in Honolulu and the screeners were rude with him and they gave him an unoptional private pat down screening, in which they gave him a lot of difficulties. Caller was indicating this happened because of his decline of going through the AIT.

Hello,

On Wednesday, July 15th around 3:20 PM at Orlando International Airport, Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

Over the past year, your AIT scanners have been alarming/flagging my genital area - this has NEVER happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). UNACCEPTABLE. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down EVERY time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright DISCRIMINATION. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

7/22/2015 4:19:29 PM This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology"Advanced Imaging Technology).

HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology"Advanced Imaging Technology
TSA began testing state-of-the-art Advanced Imaging Technology (AIT) in 2007 and began deploying units to airports in 2008. This technology can detect a wide range of threats to transportation security in a matter of seconds to protect passengers and crews. Imaging technology is a...
HYPERLINK "https://www.tsa.gov/traveler-information/advanced-imaging-technology" View on www.tsa.gov
Preview by Yahoo

Disgusted,
Caller is wanting to know about the screening in Honolulu. He states the TSA just has private screenings to harass people.

7/22/2015 4:24:39 PM (b)(6) Notes:

Caller states that when he flies from HNL he opts out of the AIT and receives a pat down. The caller is wanting to know if he has a right to have a public pat down. The caller is wanting to know where the US Code or Regulation is that subjects him to a private patdown

She said she has a complaint. She said she is trying to fill it out online but she said it wont take her complaint online when she hits submit. She said she traveled on Sunday and she has a complaint on 2 Officers at Detroit Airport at 9:45 am at the checkpoint and that she had TSA PreCheck. She said she told the Officer she needed the body scan due to a hip metal implant and she did not want the patdown. She said they did not tell her that the body scanner was not working and they did not tell her that she could go upstairs to use the body scanner that was working or that she could just leave. She said the Officer yelled at her and they told her she had to get a patdown. She said the Officer was touching her butt, unbuttoning her jeans and putting her hands down her pants. She said she does not have the Officer's name that did the patdown but she did tell her that she could have a private screening. She said she talked to a rude Supervisor (b)(6) and he just walked away from her and he would not give her his last name or give the name of the Officer that did the patdown. She declined her email address.

7/22/2015 9:18:03 PM Mishandling RFI

REASON for the call: Complaint
Date Time: 07-19-15 at 2:11 pm
Gate/Terminal: B 55
Airport: Detroit
Airline: Delta
Flight #: 3683
:

7/22/2015
9:23:15
PM

Caller is a doctor and flies a lot. He always opts out of the screening technology and asks for a patdown. However, today when he flew from SFO he went through a very inappropriate patdown screening. He was patted down by the TSO (b)(6). This guy massaged his buttocks and his body and touched his genitals two times. He went down the front of his pants and actually touched the pubic hair in the genital area but not his private part. His hands were about an inch above the shaft. The Supervisor was (b)(6) but the caller did not have time to fill out the complaint card. He wanted to call in the complaint.

He is traveling with Swiss Air flight 39.
Terminal and gate: G100

7/23/2015
8:50:27
AM

I was at TSA center in Boston Logan airport today wed July 22 at approx. 11:35 going through checkout. My flight was American Airlines 1233 to Dallas. My prescription eyeglass case with my prescription glasses was removed from my belt at pat down and not returned to me. Please tell me if you have found a black zippered case with red paint stripe. My contact information was inside the case. I have called 2 times and left contact information. PLEASE let me know one way or another if you have located the case or not. I live in Arizona and my information is below, and how do you send them back to me?

(b)(6)

Dear TSA,

Please route my complaint to the appropriate TSA department or provide me with the contact information of the department where I can file a formal complaint reference an inappropriate screening (Pat-down) of my wife (b)(6) by two TSA employees at the Huntsville, AL, Airport on 22 July 15.

Details of Incident: On July 22, 2015, at approximately 05:25 AM, my Wife (b)(6) was inappropriately screened (Patted-down) by two Huntsville, AL, Airport TSA personnel during her attempt to board American Airlines Flight 5705 to Dallas, TX. My wife was too emotional to get the correct names of both agents involved; however, she was able to provide the following descriptions: Agent (b)(6) (name may be incorrectly spelled), white female with brownish hair that was pinned up. The other agent, whom appeared to be in training, was a light skinned African American female that was dressed in a white shirt with dark slacks.

7/23/2015
10:16:33
AM

As required, my wife entered the TSA checkpoint at the airport and moved to the screening area where she placed her purse and sandals in a bin, removed her laptop from its case and placed it in separate bin and placed both bins on the conveyor belt so that they could be processed by the scanner. While in the body scan booth, the African American female agent, mentioned above, told my wife that she required a pat-down upon exiting the X-ray, despite the fact that the alarm did not sound. When my wife exited the X-ray, the African American agent told my wife where to stand, and she began patting my wife down, under the supervision of Agent (b)(6). As the African American agent patted my wife down, Agent (b)(6) provided her directions on how to do the pat-down. Agent (b)(6) was very displeased at the way that the female agent was conducting the pat-down, and she proceeded to tell her that she needed to be more aggressive (rougher). Agent (b)(6) told the African American female agent that she needed to "get up under her breasts, she needs to spread her legs apart more..." After the pat-down was completed, and the agent released me wife to go retrieve her belongings, a male TSA agent told my wife that he need to check her laptop again. My wife consented and gave the laptop to the agent. In the meantime, while standing at the conveyor belt, my wife put her sandals back on and adjusted her clothing as necessary. As my wife waited for her laptop to be rescreened, Agent (b)(6) and the African American female agent told my wife that she needed to be patted down again. They asked my wife to remove her sandals, which she did, and the female agent began patting her down while they ran her sandals back through the scanner. As the African American female agent patted my wife down for the second time, Agent (b)(6) kept telling her she was doing it wrong. As a result, the agent had to repeat the pat-down over and over again which involved putting her hands under my wife's breast, running her hands inside her pants, running her hands around her waist and around her buttocks over and over again. At one point during the pat-down, Agent (b)(6) told the African American agent that "you need to get between her upper legs and around her thighs." This caused the agent to continuously poke around in my wife's private areas. During the process, portions of my wife's bare skin was exposed, to include her undergarments (bra and panties). All of this was being done in front of other passengers and for others to see.

Given the authoritative demeanor of Agent (b)(6), my wife was somewhat afraid to resist or say anything that may cause her to be arrested. However, she mustered up enough courage to tell them that they were embarrassing her and that she felt violated. In addition, she queried why the agents did not take her to a private screening area. Agent (b)(6) replied "you were asked at the beginning if you wanted to have privacy." My wife responded to her that she was not offered the option of doing the screening in private. Agent (b)(6) then turned to the African American agent that was doing the pat down, and the agent responded "no I did not ask her if she wanted to be screened privately." At that point, both agents began steering at each other. They did not tell my wife the reason she was being treated the way she was, nor did they offer an apology. As they continued staring at each other, my wife asked them if they were finished with her, and the African American female agent respond that they were finished. At that time, my wife proceed to catch her flight which was being held up for her. The screening process took an excess of 30 minutes.

My wife and I are very displeased with the aforementioned incident in which she was humiliated, violated, demeaned, publically exposed, and treated like a criminal. We would like for this matter to be reviewed thoroughly and the appropriate corrective actions taken.

Thank you very much in advance for your prompt attention to this matter.

Your canned response is unacceptable (pasted at the very bottom below my original email). Either my email below was not read or it was not understood. Your TSA staff and scanner (AIT) readers are DISCRIMINATING against those with legitimate medical devices (silicone implants - no metal). This is unacceptable. You are violating people and their rights.

----- Forwarded Message -----
From: (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Sent: Wednesday, July 22, 2015 2:21 PM
Subject: recent and becoming common TSA experience

Hello,

7/23/2015 10:16:38 AM
On Wednesday, July 15th around 3:20 PM at Orlando International Airport. Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

Over the past year, your AIT scanners have been alarming/flagging my genital area - this has NEVER happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). UNACCEPTABLE. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down EVERY time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright DISCRIMINATION. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "<https://www.tsa.gov/traveler-information/advanced-imaging-technology>") in Advanced Imaging Technology).

Caller traveled yesterday from San Diego. She is 25 weeks pregnant and opted out for a pat down. She says her personal items were waiting on her when she got down with her screening. She did not want her items sitting at the end of the belt waiting till she can get her pat down. She says the agent took her items to her, including her phone after they had been screened. She did not get the lady's name. She doesn't want to get anyone in trouble. She had questions for a car rental and her airline and the fee for the rental.

7/23/2015 2:37:54 PM
CSM RFI----- Mishandling RFI
REASON for the call: Damaged phone
Date Time: 07-22-15 at 8:30 pm
Gate Terminal: Gate 33 but screening she had to turn to the right
Airport: San Diego
Airline: Spirit
Flight #: 1104
Missing Damaged item description: Broken cell phone

7/23/2015 5:46:57 PM
Caller stated that she wants to file a complaint of molestation charges during a screening process at Minneapolis, Minnesota. Caller's luggage and personal property went through screening but caller said that she was pulled out for a patdown immediately. She said the officer stated that there was an alarm and they took her to a private screening area without telling her what was going on or giving her the option to have a companion to accompany her. She said the second pat-down procedure was done. According to the caller, her luggage was torn apart, everything removed from her purse and carry on without her even knowing why. She said that she was never screened for explosives or flammables. Caller felt that she was screened excessively without explanation.

7/23/2015 5:47:55 PM
Date Time: July 20, 2015 12:30PM
Gate Terminal: Security Checkpoint
Airport: Minneapolis St. Paul
Airline: Delta
Flight#: 1779

7/23/2015 5:47:55 PM
Caller flew from LAX yesterday. He does not go through the AIT and usually waits for the patdown. He was waiting for a TSO to come and while he was waiting, they kept piling stuff up on the bin with his computer at the end of the belt. He stated that he felt, because of this, he left his laptop at the checkpoint and it was TSA's fault. He has called the LandF at LAX at 310-242-9073, which referred him to an email. He has emailed them three times, but no one has gotten back in touch with him. He asked if there is someone we can call for him at LAX.

The caller has already put in a complaint with Jaine Hodel at the airport. She flew out of PWM and she went through the AIT machine. The TSO asked to do a patdown, she rotated her breasts, went down her torso. They swabbed her hands but that part was fine. The woman who patted her down was curt and rude and there were men on the other side who were laughing as she was being patted down. The caller was very embarrassed and felt molested.

7/24/2015 Date Time of Travel: 07 11 2015 5am

12:27:39 Airport: PWM

PM Airline: US Airways

Flight #: Not Provided

TSO Name (Rude screener): The TSO was female, dark black hair in a ponytail

TSO Badge # (Rude screener): Not Provided

7/24/2015 Caller came into BOS for training for her job and she was asked by a TSO if she could touch her head due to the fact she had her head covered for religious reasons, or the TSO offered (b)(6) the option to pat down her head herself. The TSO then took her to the side and fingerprinted her and she wanted to know if this is the procedure that everyone goes through. She said she wished they had explained the process better she would not have been so upset. She said she appreciated that extra screening was sometimes necessary for safety reasons. She said that she was pleased that the TSO allowed her to pat down her own head covering. She also told me that she thought she was getting the extra screening because her last name was (b)(6). She said she thought it was a fingerprint test but that they did not put anything on her hands other than the wand and then they took the wand and stuck it in some machine.

2:01:01 PM

Her main complaint is that the TSO did not explain the ETD procedure and that everyone else in line was watching the screening process.

Caller just had a flight and wanted to file a formal complaint. He flew from SAT to LAX on Monday and had no problems. He flew back from LAX this morning, with the exact same contents in his carry-on bag. He placed his carry-on bag in the bin and went through the AIT. He went to get his bag and they said they were having a problem with his bag and wanted to check the contents and also to give him a patdown. He felt the patdown was unnecessary since he had already gone through the AIT. He wanted to know why the bag cleared security in SAT but not in LAX. He went through screening at the Southwest Airlines terminal at approximately 6:30 AM. He said the female who did the screening of his bag was of Asian descent and the man was 6 2 or 6 3. He had dark hair and spoke with an accent. His departure gate was A-16. He was flying on Southwest flight 1959 departing at 7:30 AM.

7/24/2015 Date and time of screening: 7.24.15 6:30 AM

6:58:04 Flight date and time: 7.24.15 7:30 AM

PM Gate: A-16

Airline: Southwest

Flight #: 1959

Airport: LAX

Caller said he is an African-American male and was wearing shorts with horizontal turquoise and white stripes, a white t-shirt, and sandals.

Are frozen beaded pearl gel packs permitted? We had two frozen gel packs with our babies milk. TSA said they were not permitted because they were soft. My wife had to go through two full pat downs (one in a private room because they said her hands tested positive for something) and they had to inspect all her possessions, rummaging through the diaper bag and crumpling up our diapers and tickets)

This occurred at SBA at 5:50am July 25, 2015.

7/25/2015 11:07:35 AM I tried filling the online question form but it said there was an error with the online system.

Thanks.

(b)(6)

Sent from my iPhone

I had booked a trip in March from SPI to ATW, via ORD, Flight # 5329 and 4278 on United. The trip was to Oshkosh Airventure. I was only able to afford it because I won \$1000 in a local radio group drawing. I was excited about the trip, because I not only ENJOY flying commercial, I boast that I seldom have any problems with Security. I particularly favor flying out of SPI because the Security lines are short and the parking is free.

At check-in, I was informed that the flight was delayed at least 45 minutes due to mechanical difficulties. I am as a big of fan of safe planes as anyone you may never meet.

When my ID was requested with my Boarding Pass, I presented my passport. I carry one from the days when I was a Flight Attendant. I have presented it to Security as ID at DEN, ORD, HLN, SLC, and MSP. I have NEVER had a problem because of using this form of ID.

I was wearing a dress, as I often do when travelling commercial flight. Many of my friends bemoan the bygone days when passengers dressed up as if for a special trip when flying, so I still do.

Net result of the foregoing?

The dress meant I needed a waistdown pat down. I don't know what I might have been holding under that dress between my legs, but if it was dangerous, she didn't get close enough to touch it.

7/25/2015 5:08:49 PM I got tired of waiting. I wandered around the gate area, snapped a few photos of the various gate areas, tried to access wifi, which was very limited. I decided to go smoke one last cigarette before boarding.

When I re-entered the Security area, (b)(6) informed me that she couldn't accept my passport as ID because it was unsigned. I asked who was 'in charge here' and was told by other TSA employees that (b)(6) was.

While she assured me that "I want to let you through, but I need to see some other form of ID. Don't you have a Driver's License?" Of course I do. And also a FOID card. And a CAP photo ID. Not agreeing that your officer needed to see the entire contents of my wallet, I refused to show her my DL. I had already been passed through on my passport, less than one hour previously. I know Federal government doesn't move THAT fast. I also understand the difference between randomness and inconsistency.

I want an apology. I ended up driving to WI and arriving at 9:30 instead of the 5:00 I had reserved a rental car for. My checked baggage was already 'on the cart'. I also had to drive to ATW to pick that up at 10:30, so that I would have personal hygiene items for the next day. What started out as an exciting adventure and my ONLY personal vacation went quickly downhill from her actions.

I believe the requirement is for "a government-issued photo ID". Please send me the reference that requires it to be appropriately signed.

I don't fly often (another reason I am less than pleased about this), but I expect better from TSA. I have been in and out of airports since the timeframe when I could walk back to the gate past Security provided by the Airport Authority itself. I didn't have these problems until your agency was appropriated.

Have a GREAT day!

Call Reason: - Caller is calling to file a complaint about a TSO named (b)(6). She was completely rude. She ran the scanning machine. He opted out of the AIT screening. HE had to wait 10 minutes for someone to come to conduct pat down. 5-6 people or TSO's were standing around.

He complained to the female TSO and she said almost in a threatening manner, "Do you want me to get your stuff and run it again?" In addition when he opted out of the AIT she was rude. She stated we will deal with that when the time comes. He spoke with the supervisor who told him he had a couple complaints today on the same TSO.

7/26/2015 11:27:48 AM Date Time of Incident: 07/26/2015 11:00 am
Gate Terminal: A 5
Airport: Indianapolis

Airline: United
Flight #: 4127
Bag tag #: NA
Bag description: NA
NOI: NA

Caller is upset because she was running late at the airport in Texas, they claimed there was something in his pocket and there wasn't. The patting him down and

Mishandling RFI

7/26/2015 5:53:52 PM REASON for the call: Caller is upset because she and her son missed their flight because a TSO did not inform her that they were performing a pat down on her 17 year old son without telling her. The TSO stated that there was something in her son's pocket and she claims there was not. She asked the TSO what they were doing to him and was told they were taking a sample of his hands.

Date Time: 07 26 2015 3:05 PM
Gate Terminal: gate 6
Airport: Amarillo Int
Airline: Southwest
Flight #: 1546

Hello,

I'm writing to voice a complaint at the Las Vegas McCarran airport, security between gates e and d. I proceeded through the security line and the "random selection" alarm popped on. First of all, I went through the process of obtaining my precheck, therefore, I should be cleared given the metal detector does not go off. What kind of check are you doing with my fingerprints and life long history that you need to send me through the scanner?

Anyway, the TSA agents were extremely rude when I opted out. Actually yelling at me and telling me it's all computerized and only sound waves. I told (b)(6) the one female who patted me down in a very hostile way- I've had these before and never felt violated like today. She continued to speak loudly of my choice to take the pat down and was extremely rude. People who were patrons around me apologized!! My friend that I was with was embarrassed along with me! I work in a customer service field, travel quite frequently in my role, and cannot believe this horrible behavior is allowed. Smug, unhappy and rude. I understand you are a government agency. But we the people pay your salary. You owe me a response and an explanation of what will take place to prevent this from happening again and again.

7/26/2015

6:16:04 PM Please respond via email. If not, I will escalate the issue as needed.

Thank you.

(b)(6)
Known Traveler #
(b)(6)

Sent from my iPhone

Hi there! My name is (b)(6) and I wanted to tell you about my experience at Albany's airport this morning. I got married on May 23rd and have been changing all of my information - new address and of course new last name (used to be (b)(6) and is now (b)(6)) I travel at least every other week on business and sometimes more - in fact I was in three cities in one day two weeks ago and didn't have any problems at all with my new name change and temporary drivers license. I have been GOES and TSA pre check for years now so of course that means I've been extensively researched.

I have gone to the SNN office, got my new AZ drivers license and last week sent my marriage license and passport to the passport agency. I departed Denver International Airport on Wednesday, July 22, 2015 to Albany through Newark. I showed TSA at DIA my old drivers license from Denver and my new one from AZ that is temporary until August 13th when it expires. I haven't received my new AZ drivers license in the mail at this point. They thoroughly checked it out and let me through security with no problems. This morning in Albany which as you know is extremely small and not even close to the size of Phoenix Sky Harbor or DIA I had the WORST experience that I've had with TSA I think EVER! The lady that checked my license at the first checkpoint informed me that I would have to go back down to ticketing to have my name changed from (b)(6) on my boarding pass to (b)(6). I explained my situation and told her I had no problem GETTING to Albany on Wednesday and how in the world did she think I got there with (b)(6) on all of my documents. I also explained to her that my name is no longer (b)(6) and my Colorado drivers license which had (b)(6) was no longer valid and had a hole punched thru it. How in the world can your TSA agents in Albany let someone with an invalid license go change their boarding pass and come through? After a few minutes of going back and forth - I asked for her supervisor. She had also told me that Denver and Albany have different regulations. Funny - the last I knew TSA was a government agency and all have the same rules that apply within the organization. I think you have a huge problem on your hands with Albany. I am contemplating calling the media to explain my frustration and have them check out this airport. The supervisor came over and honestly - he was WEAK at best. I can honestly see why Homeland Security has been doing checks on the TSA. It's ridiculous that someone like me who is GOES and travels so much was treated this way when Homeland Security agents can sneak weapons and bombs through security to test the system and it's probably because they're harassing people like me! The supervisor said I could come through which completely contradicted what the other officer had already told me. However, here's the clincher - I had to be tripled check on a security check. Every inch of my belongings in my carry on luggage, purse and computer bag was ridiculously searched just because I had a temporary drivers license that was indeed valid. If you'd like I'm happy to send you my license so you can appreciate the ridiculousness of this whole situation. Then the pat down - the lady that did it was very nice and very apologetic and she did nothing odd or offensive it was the whole process and procedure that was offensive. I suggest you look quickly into this matter with Albany. I'm talking with some of my friends in the media to get their input and in the meantime - before I ask them to look into the Albany airport will you please clarify the rules/procedures for ALL airports in this situation since the Albany officer clearly thinks each airport has different rules.

Thank you and EXTREMELY concerned!

(b)(6)

7/27/2015
8:26:07 AM

From: (b)(6)
Sent: Monday, July 27, 2015 9:00 AM
To: TSA-ContactCenter
Subject: TSA agents in SEA TAC

Please read the attached letter regarding treatment of my sister (b)(6) while passing through the security point at SEA TAC airport.

Thank you

(b)(6)
HYPERLINK (b)(6)
(b)(6)
Lebanon, PA 17042

7/27/2015
10:17:13
AM

(b)(6) Home
Cell

To Whom it May Concern;

Please forgive the delay in this correspondence, I needed time to calm my temper and be sure to be respectful and professional, which is something not afforded to my disabled sister by your agents.

On July 14, 2015 we arrived at the SEA TAC airport in Seattle WA with reservations to fly Southwest to BWI. Upon arriving we proceeded to the security lines to check in.

Traveling with me were three sisters, my niece and a friend. My sister (b)(6) is disabled. (b)(6) of the North Cornwall Police Department in Lebanon County, PA. She is also a city council person in Lebanon City, Lebanon County, PA. (b)(6) of Parks and Recreation of the City of Lebanon. She understands and respects the need for law enforcement of any type and security.

She is disabled due to having an auto immune disease in April 2014. This disease is Poly Arteritis Nodosa. It is a disease that attacks the arteries and inflames them to the point that they swell and restrict blood flow. This disease caused her to lose use of her arms and legs from the elbows and knees down.

She spent one month in the University Hospital of Hershey Medical Center in Hershey, Pa. She was then placed in a rehab facility for two and one half months being released on July 22, 2014. At that time she was in a wheel chair but still had no use of her hands and legs.

In September 2014 she was able to return to her job on limited duty. In November she was allowed to return full-time.

Detailed below and attached is a complaint related to my experience with a TSA staff person on Wednesday, July 15th. If you need additional information, you may contact either me or my husband (b)(6) who witnessed most of this incident.

My name is (b)(6). On Wednesday, July 15th, I was traveling with my husband from Denver to a funeral in Fairfax, Virginia. I had knee replacement surgery 19 days before, so I was in a wheelchair provided by USAirways. We had TSA pre on our tickets and went through that security line with the wheelchair on the bridge to Concourse A at DIA at about 10:30AM.

After I walked through the screening device, I was told that there would need to be additional inspections. My hands were then swiped with the small test strips and apparently something on my hands made additional searches necessary without an explanation as to why. I was patted down and all my carry-on luggage was searched and tested using the small cloth wipes and the testing machine. This all took 5-10 minutes, during which time none of the TSA staff would explain why these additional tests were needed.

After all that, a different TSA staff person, a large woman named (b)(6) who had short black hair and black glasses, told me another pat down was needed and that it would need to be done in a room nearby. She pushed my wheelchair to the door.

Once inside, I was told I needed to stand up. I explained that I would need my shoes to do so and then stood up after they were given to me.

At that point (b)(6) showed me in very curt and insensitive way that she had to do a number of pat downs of me all over my body. As she began to pat down my private parts, I said, "Jesus". (b)(6) stopped, looked me in the eye, and told me "You will not take the name of my Lord in vain!" I told her I would say whatever I wanted to and she returned to roughly patting me down. It was an insulting and humiliating experience.

7/27/2015
12:20:42
PM I understand the need for searches and the other precautions that are used by the TSA. But I don't understand why the final, invasive pat down was necessary when the searches and tests of my belongings found nothing. My bigger complaint is with the insulting way I was treated during this experience. And then to have the TSA woman's religious beliefs shoved in my face was inexcusable.

After I got back to my husband and the wheel chair, I was shaking so badly I almost vomited. The trip to the gate was horrible, even though the man pushing the wheelchair could not have been nicer to me. The woman (b)(6) was an unbelievably poor representative for TSA and needs to be told to use more sensitive and appropriate behavior with travelers.

I have not reported this incident previously. Please contact me to update me on the actions that you will be taking to address this reprehensible situation.

(b)(6)
Conifer, CO 80433
HYPERLINK (b)(6)
(c) (b)(6)

Reason for the call - She wanted to report a rude screener.

Airport - PHX
Airline - U.S Airways
Flight Numbers - 465
Departure Times - 7:10 am
Arrival Times - She went through the checkpoint between 5 and 5:15 am.
Date And Time of Incident - 7 23 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA

7/27/2015
12:45:43
PM

Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged Item description - NA
Location Of Incident
Gate - A9
Terminal - Does not know

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

Special Notes - She told the TSO that she was 26 weeks pregnant and that she wanted to opt out of the AIT. He told her that the AIT was as safe as her cell phone and that she was stupid for not wanting to go through the AIT. He also told her that she had more radiation in her cell phone. He made her feel horrible. She went through the AIT. She was told that something was showing up in her stomach area. She had to have a patdown. She was told to lift her stomach and her shirt. She was also told to lower her pants. The TSO used a hand held metal detector. This was her first time flying and it was not a good experience. She said that she felt discriminated against because she was pregnant. She did not get the name of the TSO. She flew from PHX to ORD. She wanted to make a complaint.

REASON for the call: She wants to follow up on a complaint in regard to an incident that occurred at the checkpoint. Her son, (b)(6) 16, completed a complaint form at ORD in regard to the incident and they haven't heard anything. She spoke with the a supervisor, (b)(6) at the checkpoint. The supervisor provided a comment card that indicated her name and CP3, and 16:05

Her son went through the Premier Access Line at the checkpoint. He went through screening alone and was called for additional screening even though there was not an anomaly of the AIT. She indicated that the patdown of his groin area was conducted and the TSO used the front of his hand rather than the back. The TSO squeezed his private area. The caller pointed the TSO out to the supervisor that she spoke with.

She would like to receive a follow up.

7/27/2015
1:54:10
PM

A family member was detained and questioned a year ago in regard to their time in US in the 1960s when she was attending school in the US. She asked how to determine why and if the family member is on a watch list. She asked if her family member can apply for Redress as she is not a US citizen.

Date Time: 7 20 15 4pm-4:05pm
Gate Terminal: B12
Airport: ORD to DEN
Airline: United
Flight #: 1248

I fell subject to additional screening yesterday while trying to pick up my unaccompanied minor from a flight. The officer at the original scanning point was incredibly rude, unprofessional, disrespectful, and demeaning. By the time I got to the pat down part of the security process, I was already so enraged by the disrespectful and demeaning way I was being treated, I found it difficult to be cordial to the additional officers involved. While I understand the need for security, I would have been much less upset by the whole experience if your officer hadn't treated me like a criminal and a complete idiot. Your officers need some training on how to treat human being properly. I am a mother and an officer of a company. I have no criminal record -- I haven't even had a speeding ticket in over 20 years! I don't own fire arms. I am an very active volunteer in the community. The way I was treated yesterday was nothing short of disgraceful and your department should be completely ashamed of their deplorable performance!

7/27/2015
2:16:25
PM

I hope you will consider getting the officer at the original scanning point some sensitivity training, or excusing her from a post where she has to deal with the public! Employees like her are bringing the entire department down!

(b)(6)
HYPERLINK (b)(6)

I'd like to report an unnecessary (and abrupt) secondary screening and strongly suggest the Agent is reprimanded. I travelled from Des Moines International on 7/25/15. We went through the security checkpoint around 4:20 pm. The agent was a Caucasian woman, dark hair and very abrupt in nature. She was upset to have me request a hand check of my medical bag containing insulin in a small, vial in original labeled packaging and an insulin pump which is not be sent through X-ray per my physician. I have travelled several places and NEVER have I been subjected to such scrutiny and embarrassment for being diabetic. I was told to go thru the body scanner and put my other carry on thru the X-ray which all passed successfully.

This Agent loudly proclaimed if I wanted a hand checked bag, she would have to do a full pat down, inspect ALL my bags and purse personally and demanded "is that what you want?" I asked for an explanation since it's clearly labeled and in a very small vial- way smaller than the 2.5 oz limited as a matter of fact and my body, bag and purse were already scanned. Since I rely on this insulin to live, I was subjected to a full pat down and this Agent scouring through my bags for some unknown threat- assuring me she was following TSA policy and all other airports were not. Those other airports(IAD, DCA) swabbed the small box and pump and my hands after I went thru the body scanner and I was cleared to proceed.

7/27/2015 2:17:10 PM This Agent had no basis to subject me to a full pat down and secondary screen of all my possessions simply because I carry life sustaining insulin! I followed every detail on how to get my medicine thru security according to the TSA app and regs. I feel the Agent was clearly not following procedure, I was unfairly treated and she needs to be held accountable.

I look forward to your response.

(b)(6)

Caller advised she was hand checked at the airport and the TSOs told her it was at random. She advised that she went through the AIT and when she came out she was subject to a patdown. She advised that someone told her before if she had to have a hand check more than 2 times a year that she needs to call TSA. She advised that she does not have the SSSS notation on either one of her boarding passes where she received additional screening.

7/27/2015 3:24:14 PM
Date Time: 07-21 11:45am-12:00pm
Terminal: Limberg Terminal 1
Airport: Minneapolis
Airline: Delta
Flight: 2488
notes: She does not have an email.

Airport: Cincinnati/ Northern Kentucky Airport

Date of trip: 07/27/2015

Time of trip: encounter was at approximately HYPERLINK "x-apple-data-detectors://2" 11:30 am; my flight time is HYPERLINK "x-apple-data-detectors://3" 5:55 pm.

Airline: US Airways

Flight number: AA3594

Name and badge number of TSA I spoke with: The name of the Supervisory Officer is (b)(6); he merely provided the last name of the TSA officer, (b)(6)

7/27/2015 4:09:51 PM In Cincinnati/ Northern Kentucky, approximately HYPERLINK (b)(6) at 11:30 pm when going through Transportation Security Administration at US Airways. I presented my Differed Action for Childhood Arrival(DACA) card as a form of identification, something I've done numerous times without an issue. I gave officer (b)(6) my boarding pass with my DACA card. Officer (b)(6) humbled something under his breath, I asked him what he said. He replied "I have to worry about many groups". That is racial profiling. What did he mean? The undocumented community? Immediately after I passed through the pat-down security check. I asked where I can file a complaint. The woman referred me to the Supervisory Officer, I summarized the encounter to him. I added that I felt racially profiled because I look brown. He replied "you look Hispanic". For all he knows, I can be Native American. The Supervisory Officer asked for my DACA card(Which he took a copy of for his report), when the Supervisory Officer saw my DACA card, he immediately stated that I "shouldn't have had any issues since it clearly IS a government issued document". Exactly. The supervisory Officer added "maybe he wasn't familiar with the document that's why he asked for the passport since we don't really come across them". Haven't all TSA employees been trained on the various government issue identification documents? The Supervisory Officer DENIED to give the other officer's name or badge number(pertinent information for a complaint) because of "security purposes". He added "We don't give our officers' information out because officers have been shot and killed". I believe that information should be accessible to civilians since they do wear them for a reason. The Supervisory Officer merely provided the other officer's last name (b)(6) He gave me a card I can complete to file a complaint. The Supervisory Officer asked for my boarding pass(which he took a copy of), address and phone number which I provided for his report.

I do not want to see anyone go through this again. People of color are constantly targeted. I would greatly appreciate if all employees at the TSA undergo a training of the various government issued identification documents as well as work ethics. To conclude, it would be amazing if all the Transportation Security Administration(TSA) complete their work task as the pledge states "to ensure that [the] experience at the security checkpoint is expedient and customer-friendly."

Dear Ombudsman,

I am writing you from inside the security check point at IAH airport in Houston, TX. I traveled to Texas for a brief trip in which I needed to take a piece of electronics with me. This is called a Human Machine Interface (HMI). It is approximately the size of a tablet, with a 10" display screen.

Due to the density of the HMI (per supervisor (b)(6)), the X-ray machine could not properly identify it. Additional testing on it came back positive for explosive residue. The agent ran the HMI through the machine a second time and said it was clean.

I was informed as I was replacing my shoes that I needed to take them back off because I needed to be pat down. I was confused because I had not personally set off any type of alarm. I had already been through the X-ray scan which did not indicate there was any issue with my body. I was also told that I couldn't touch my items (even though I had brought them over to the extra check table and had already put my laptop into my bag).

When the female agent informed me of the type of pat down I was to receive, I requested to have it done privately. My concern was and is with the LEVEL of infringement that the Standard Operating Procedure requires in a situation such as this. I was happy to let any test be run on the HMI, in fact encouraged it. I have nothing to hide. I am, however, uncomfortable having a complete stranger touch my vagina and breasts. You can say, "between the thighs", but that is exactly where a woman is touched in this pat down. I was upset to the point of physically shaking.

This incident occurred on July 27, 2015 at approximately 12:30 PM. My flight is scheduled for 2:53 PM from IAH to DTW.

After the "all clear" from the pat down, I requested to speak with a supervisor. Supervisor (b)(6) was outside the door waiting as he had anticipated I would want to complain. He informed me that the officer had followed their SOP by giving me a pat down because the item I was carrying had set off an alarm. Again, I offered that they could test the HMI in any way they wanted. My person did not give any indication for concern. I felt like I was being treated like a criminal.

7/27/2015
4:10:08
PM

In retrospect, I feel sorry for the female officers who had to perform such a pat down. I am certain that they are not comfortable with such a situation either.

I want to point out again, that my body did not set off ANY alarm. I willingly told the TSA agents what the piece of equipment was. I offered that they could do any testing they wished on it.

I did not walk away from the check point feeling safer. I felt angry and violated.

By the way, I am not a stranger to travel. I fly often for both work and personal.

I would like an explanation as to why my situation should have required this level of personal invasion. I have also filled out a complaint card and will turn it in at IAH.

Thank you,

(b)(6)

Date: July 26th, 2015, Sunday

Time: around the noon hour

Airport: Denver International, West Terminal, where Southwest passengers check in

Date/Time of Travel: July 26, 2015 2:20 p.m.

Airline: Southwest Flight 363

7/27/2015
4:10:16
PM

Checkpoint/area of airport: Security clearance area that includes Southwest passengers

TSA employee (b)(6) (female) Badge # (b)(6)

Comment: My boarding pass stated TSA precheck. As I approached the screening device, I said to Officer (b)(6) that I would "beep" because I had hip replacements. Officer (b)(6) replied rather rudely "why didn't you tell me that before". I was puzzled as there were no TSA officers to speak to on my side of the screening machine. She told me to go back and put my shoes through the Xray. I suggested that possibly it could be added to signage that if passengers have medical devices they could tell a TSA agent prior to stepping through the screening device. This really irritated Officer (b)(6) who told me "everyone already knows that, haven't you ever flown before". I never would've gone through the TSA pre check line if I'd known that I could use the optional device that does not require a pat-down. Travel is difficult these days, everyone is stressed. It just takes a little common courtesy with each other. TSA agent (b)(6) lacks common courtesy. I sympathize with travelers who have to encounter her at DIA. Due to my medical history, I have pat-downs frequently when traveling. I know these are the rules and overall TSA screeners are kind and professional. My experience at DIA caught me so off guard that I felt the need to report my experience.

(b)(6)

From: (b)(6)
Sent: Monday, July 27, 2015 2:39 PM
To: TSAExternalCompliance@dhs.gov; tsa-contactcenter@dhs.gov
Subject: Complaint - SOP at IAH

Dear Ombudsman,

I am writing you from inside the security check point at IAH airport in Houston, TX. I traveled to Texas for a brief trip in which I needed to take a piece of electronics with me. This is called a Human Machine Interface (HMI). It is approximately the size of a tablet, with a 10" display screen.

Due to the density of the HMI (per supervisor (b)(6)) the X-ray machine could not properly identify it. Additional testing on it came back positive for explosive residue. The agent ran the HMI through the machine a second time and said it was clean.

I was informed as I was replacing my shoes that I needed to take them back off because I needed to be pat down. I was confused because I had not personally set off any type of alarm. I had already been through the X-ray scan which did not indicate there was any issue with my body. I was also told that I couldn't touch my items (even though I had brought them over to the extra check table and had already put my laptop into my bag).

7/27/2015 4:15:41 PM When the female agent informed me of the type of pat down I was to receive, I requested to have it done privately. My concern was and is with the LEVEL of infringement that the Standard Operating Procedure requires in a situation such as this. I was happy to let any test be run on the HMI, in fact encouraged it. I have nothing to hide. I am, however, uncomfortable having a complete stranger touch my vagina and breasts. You can say, between the thighs, but that is exactly where a woman is touched in this pat down. I was upset to the point of physically shaking.

This incident occurred on July 27, 2015 at approximately 12:30 PM. My flight is scheduled for 2:53 PM from IAH to DTW.

After the all clear from the pat down, I requested to speak with a supervisor. Supervisor (b)(6) was outside the door waiting as he had anticipated I would want to complain. He informed me that the officer had followed their SOP by giving me a pat down because the item I was carrying had set off an alarm. Again, I offered that they could test the HMI in any way they wanted. My person did not give any indication for concern. I felt like I was being treated like a criminal.

In retrospect, I feel sorry for the female officers who had to perform such a pat down. I am certain that they are not comfortable with such a situation either.

I want to point out again, that my body did not set off ANY alarm. I willingly told the TSA agents what the piece of equipment was. I offered that they could do any testing they wished on it.

I did not walk away from the check point feeling safer. I felt angry and violated.

By the way, I am not a stranger to travel. I fly often for both work and personal.

I would like an explanation as to why my situation should have required this level of personal invasion. I have also filled out a complaint card and will turn it in at IAH.

Thank you,

Call Reason: Caller has a son (b)(6) with special needs. She states that they were at MCO and her son stepped through the AIT and the TSO was sarcastic with her son and upset him and gave him a patdown and then when she said something about it, he said that she should have told him sooner that he had special needs.

Date Time: 7/27 1:20 pm

7/27/2015 Gate Terminal: 121

4:54:17 Airport: MCO to PIT

PM Airline: Southwest airlines

Flight #: 1795

TSO: a tall male large muscular Caucasian TSO with a crew cut and no glasses

REASON for the call: Caller went through Richmond and she is 78 years old and he has a metal implant and a bladder implant. She got a pat down. She went through the WTMD and she triggered an alarm. She has had pat downs before but never like the one she got yesterday. This pat down was more thorough than normal and the TSO told her that she would be going into and out of her cavities. The TSO was a Female and she was small and trim about 130 pounds with dark hair and wore glasses. (She may have been new) She insisted that she had to go back through TSA once she went through customs.

Date Time: 7-26-2015 at 7:30 to 7:45 PM

7/27/2015 Gate Terminal: ?

5:08:41 Airport: RIC (She was flying into the country from Mexico.)

PM Airline: Interjet

Flight #: 1910

Submitted on Monday, July 27, 2015 - 23:17 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Request for Information

Date of Travel: Sun, 07/26/2015

Time of Travel: 5:10 pm

Airline & Flight Number: Southwest Airlines 1523 Checkpoint / Area of Airport: Kansas City Missouri TSA Employee:

==Request for Information==

Information Feedback: Traveling with a Disability or Medical Condition

Request for Information: I would like to know what airports don't have private screening areas for pat downs or other post screening requirements. In Kansas City Missouri, I was required to show my colostomy bag in an open area beside the screening area. Initially the screener said that she had to touch the bag but she did not touch it she just viewed. It was quite embarrassing and distressing to have to show my bag in an open area. I had showed the screeners my card stating I had a colostomy prior to the x-ray screening. I don't mind showing it to a TSA official but don't like to do it in an open area. Therefore I want to know if there are other airports that don't have privacy areas. Would it be possible to get a list or can they just add portable screens to those locations? I thank you for any response and in the future I will ask for a special TSA assistant.

7/28/2015
8:39:45
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name (b)(6)

Phone Number (b)(6)

Email Address (b)(6)

Submitted on Tuesday, July 28, 2015 - 04:10 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender\Sex
- Unreasonable Search \ Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Seattle

State: Washington

Zip Code (Post Code): 98102

Other:

Email: (b)(6)

7/28/2015
8:39:58
AM

==Incident Information==

When did this happen? Fri, 07/17/2015

Where did this happen? WASHINGTON - SEA - Seattle-Tacoma International

What happened? I am a sexual assault survivor and need pat downs to be done without the verbal advisement. I need the pat downs to be done with no talking. I am facing discrimination and triggering of PTSD from my assault every time I fly because no one will do the pat down unless I describe in graphic detail why I need no talking. I have to explain this to the screener, who then gets the supervisor. I then have to explain everything in graphic detail to the supervisor. Then the supervisor says

Caller stated that she went through the checkpoint in DTW and they treated her differently because of the way she was dressed. She chose to opt out of the screening devices and go through a patdown. This took 30 minutes and her luggage already went through screening away from her. She noticed that her water was taken out of her luggage and she needed this to take her medication on the plane. She doesn't feel that she was discriminated against, but didn't like that she was set aside for 30 minutes without her luggage and things were taken out without her knowing.

7/28/2015 DTW
10:16:32 N Terminal
AM 28 JULY 2015 @ 9am
Royal Jordan 0268
TSO: Several
NOI: n.a

Caller Flew out of LAX and his Cancer Medication was not put back in his carry on bag. He is very upset and wants his medication sent to him over night. He said he was groped by the TSA agent and he had to lean on a table because they had his braces. He had his medications in his computer bag and the TSA agent crammed his computer back in the bag. He was put through an x-ray machine and did not like the pat down process. His main concern is getting his medications back ASAP.

7/28/2015
12:25:44 PM He was at Gate 14 at 7:20 PM going on flight 410

Dear sir or madam,

I had a bad experience with the TSA team at LAX from 5:00am - 5:30 am. I waited 25 minutes for a public pat down opt out screening and almost missed my flight. Other passengers offered to help by notifying the airline I was waiting to be screened because agents would not.

7/28/2015 2:27:39 PM The team was led by my (b)(6) - a supervisor. I believe his first name is (b)(6). The rudest person on his staff was (b)(6) - who informed me it was my fault I waited 25 minutes since I had opted for the pat down option.

If a 25 minute wait and 3 separate calls to the supervisor by 2 separate members of his team is appropriate please let me know.

The 2 team members who called for me were surprised by the wait. Several (3) female agents ignored me. One came and stood by me 3 times and shouted instructions to the passengers to take off their belts. I'm very disappointed in that team

Sincerely

(b)(6)

The caller had a flight Thursday night at 10:15pm with Frontier. She arrived ahead of time and she was told by Frontier that she did not need a boarding pass since she checked in online. At the TSA checkpoint the TSO sent her back to the ticket counter to get a hard copy boarding pass and would not except the pass on her phone. She had to run back and forth twice even though she has a medical condition. The airline ticket counter and the TSO were arguing back and forth about the boarding pass issue. After they got the boarding pass situation figured out she handed the same TSO a card for her defibulator but she told her she did not have time to pat her down, the TSO sent her away and said there is not anything else she could do for her. So she missed her flight because of all of this. She rescheduled and came back and this time they sent her through the machine instead of doing a patdown even though she has a defibulator.

7/28/2015 4:42:53 PM Date Time of Travel: 07/23/2015 10:15pm
Airport: AUS
Airline: Frontier
Flight #: She thinks it was 1137

TSO Name: There were only two TSO s at this time because it was late at night. She mainly dealt with the female.

He said he has TSA PreCheck and yesterday at Tampa and today at Raleigh he got patted down at the checkpoint and he was in the PreCheck line. He said he had to go through additional screening and that his bag was tested for bomb materials both days. He said he travels with the bag weekly and he said the Officer at Tampa said he may have inadvertently caused the alarm to go off because he was new to the process and that he still had to do the patdown. He said he does not have the Officer's name. He asked does he need to contact someone at TSA about this. He said yesterday it happened after the bag was screened and today it happened before he was screened when he handed his driver license to the Officer. He asked if someone will call him back. He asked if this happens a third time what can he do and that he did not speak to a Supervisor at either airport.

Mishandling RFI

7/28/2015 5:59:19 PM REASON for the call: Complaint on Additional Screening
Date Time: 07-27-15 at 6:55 pm
Gate\Terminal: C
Airport: Tampa
Airline: Southwest
Flight #: unknown
:

Mishandling RFI

REASON for the call: Complaint on Additional Screening
Date Time: 07-28-15 at 6:50 pm
Gate\Terminal: A 7
Airport: Raleigh Durham
Airline: Southwest
Flight #: 658

REASON for the call: She is a hospital chaplain and former prosecutor. She was dressed in her hospital chaplain uniform. She passed through AIT screening and a female TSO, middle aged, brown hair in a bun asked her to step to the side. She asked the caller if she was wearing pants. As it was obvious that she was wearing slacks, the caller was unsure of what the TSO was asking and replied that she was wearing underpants. The TSO, who was behind her, reached between her legs and hit her vagina twice with the side of her hand (index and thumb) in a crude manner while running her palms along the inside of her manner. The caller described this as not being sexual.

The TSO advised that she had to look at her waist band. The TSO began to pull at her waistband.

7/29/2015 8:57:43 AM A male TSO (she believes that he was a supervisor, over 6 feet tall) was present during the patdown and the caller believes that the female security officer was in training. He pointed to the screen to indicate an anomaly that they were looking for.

She felt that the TSO and STSO were abrupt, unapologetic, crude, and did not explain what was happening to her.

Date Time: 7/27/15 The incident occurred at approx. 7pm-7:15pm at the checkpoint furthest to the left.

Gate Terminal: Terminal A

Airport: BDL

Airline: United (She was initially scheduled on a US Airways flight)

Flight #: NA

Dear Sirs and Madams,

When my sons (b)(6) and (b)(6) and I flew home to Asheville NC starting our flight in Minneapolis on July 24 at 12:05 p.m., we had just discovered last minute the day before- having traveled by train to Michigan and car from Michigan to Minnesota- that my son (b)(6) had managed to forget to change his ID from the bag he usually uses as a carryon to the bag he had decided to bring on the trip. Not having needed to use ID for the train trip, the problem was noted late in the afternoon the day before our flight. My husband Clark called the TSA and spoke to one of your representatives who assured him that there was no cause for alarm, that (b)(6) would only need to fill out a form, answer some questions, and have a pat down. He just graduated from Wasatch Academy in Utah and so did not have a current student ID or even his old one with him. He has not been in a position to receive paper mail at our home or receive calls there. He has not needed a credit card or drivers licence. So when ask for these items and then our zip code and phone number he did not have the first or know the second. In addition he had no paper mail or credit card to show TSA staff. If he had had these items, as I understand it, he would not have been detained for questioning long enough to almost cause him and me to miss our flight but would have been sent through security for a final body check. That not being the case, he was asked questions he had no answer for: his father's age and birth date -we have not made a big deal of stressing ages of parents in our family or birth dates; the make of his father's car- he is not a car enthusiast and has no need of a drivers licence yet- he recognizes the car when he sees it, he just knows we own a station wagon, a van and a Volkswagen beetle.

7/29/2015 12:06:14 PM He is a vegetarian who hesitates to kill an insect. He is shy and under stress might not remember everything he knows. Including his father, who was not flying with us, we had 4 people in the airport with ID's who could identify him and could have suggested things (b)(6) would definitely know. He has flown often from NC to Utah in the last 5 years and to other places with family. He had electronic devices that he could have pulled up accounts with his name on them on and used his passwords. Yet, I understand that because he could not answer all questions the TSA staff thought he should know, they hesitated to approve his going through security and then when the red haired very polite and kind security officer/guard (unlike the rude, insensitive stout black man who seemed to be the manager in charge and who never even introduced himself), assured me he was finally on his way through. he was then delayed further by not only a pat down but extensive emptying and swabbing of his two bags.

It seems to me that any one who was pretending to be (b)(6) and intending serious harm would have had his families information down pat. Someone like (b)(6) who does not know all the tiny details about his family is more likely to be legitimately who he claims to be. It also seems ridiculous that 4 people with ID's who verify who he is, need not be adequate evidence of his identity. If they were lying the TSA would have had 5 people to bring up on charges. It also seems that a person with questionable intent would not be traveling so visibly with 5 people with ID's. The whole experience was farcical. I should have been looking around for Lucille Ball. Lot's of questionable people could have made it through security while tax payers money and TSA time was wasted on making my son and I uncomfortable. I have met a lot of kind helpful TSA staff in the difficult years since we have needed to have TSA security checks and I know the Minneapolis staff were only doing their jobs. I can say that most of them were kind and patient. I cannot say that the experience increased my confidence in the TSA's ability to protect us and make our lives safer and easier.

Thanks for allowing me time to air my thoughts and attempt to highlight flaws in TSA operations.

(b)(6)

Disability Description: She had surgery on her right knee and she was in a wheelchair.

Incident Details: She said on Sunday she flew from Jamaica to FLL to Philly and she was in a wheelchair and she had a yellow carry on bag. She said a young African American female Officer came to her and said there were canned tea beverages, bottled water and lotion in her yellow bag and she was going to have to have a patdown. She said she was not given the option for a private screening. She said the other Officer told her she had to have the patdown done and that she can go to another room. She said the Officer took her shoes and she said this is the second time she has had a patdown done. She asked for a Supervisor and they told her she would have to wait until after the patdown. She said her complaint is on both being disabled and the patdown. She said this happened on Sunday at FLL and that she does not have the Officers names. She said the other patdown was done in Jamaica in May. She said she did not like the patdown done between her legs at FLL and that she had already gone through the ait machine. She requested an email. She requested the postal mail address for her complaint.

7/29/2015 1:59:51 PM

Mishandling RFI

REASON for the call: Complaint

Date Time: 07-26-15 at 7:25 pm and at checkpoint 3:50 pm

Gate Terminal: E-3

Airport: FLL

Airline: US Air

Flight #: 2022

I want to let you know about your employee (b)(6) in the Phoenix Sky Harbor Airport terminal 4 TSA Security Check area.

On Monday, July 20th I encountered (b)(6) on my way through the security checkpoint. It was early (4:00 a.m.) and the TSA pre ?? line was not open. There was very little passenger traffic so I entered the ticketed passenger line. As I approached the body scanner I see it is also not manned and a gentlemen motioned me over and hurried me through the other walk-thru scanner.....before I could tell him I had a full knee replacement and needed the full body scanner tunnel that was not open. The alarm went off and he said to step to a designated area for a pat down. He then requested a female to complete the process. A woman named (b)(6) came over and asked me which belongings on the belt were mine. She was very stern in her voice, almost angry in tone, and I tried to tell her that I had a knee replacement (to which she never acknowledged my comment) she only said in a loud voice, " do not touch your bags!". I was only pointing out which ones were mine, which is what she had asked me! I then said, "I'm not touching them, I'm just showing you which ones are mine". She then said, "That's it, I'm not taking care of you". She got on her walkie and requested a supervisor. A nice gentleman came over and she said, " she refused a pat down". I NEVER REFUSED A PAT DOWN! She blatantly lied, I said to the gentleman, "I never refused a pat down, I am more than willing to be patted down. I was only trying to explain to her that I had had a total knee replacement that caused the alarm to sound. She never bothered to even listen." He then had a sweet young lady pat me down and gather my belongings. I was traveling with my husband who is a LEO and enters thru a different area. Why would the wife of a law enforcement officer be against a pat down? Seriously? Our life is all about safety and security. This woman (b)(6) either had a bad life, or a bad attitude, or both. She was rude from the first moment she approached me.

7/29/2015
2:02:59
PM

Completely Unacceptable Behavior (b)(6) Employees on power trips are what give TSA a bad reputation. Just a heads up TSA, check your people's attitudes because other people are.

(b)(6)

(b)(6)

Sent from my iPad

To Whom It May Concern,

I am writing to inform you of a very negative experience my family and I had as we went through the security checkpoint in Terminal 1 at SAN on 7/15/15 at 7AM , particularly regarding your supervisor, (b)(6) I've included the names that I was given, however I'm not sure about the spellings.

My husband and I were traveling with our 3 year old and 14 month old boys, and our youngest currently is developmentally behind, unable to walk, and has a feeding tube in his stomach. I was nervous about going through security with all of his medical equipment, supplies, and formula so as soon as I booked the flights months ago, I called TSA Cares to have them walk me through the process and offer advice on how to go through security. My son would be receiving a feeding at the time that we would be going through security, so the person I spoke with told me that if we could possibly disconnect the feeding at the time we walked through security, it would be easier for the agents to inspect the feeding equipment and we could walk through the metal detectors without any issue.

A couple of days before our flight, I called the TSA Cares line again to schedule a TSA representative to accompany us through security so that we would have assistance with everything. I received an email from Everett Lucio with further instructions. I called the phone number provided and (b)(6) met us at the Southwest ticket counter to walk our family through security. He was very friendly and instructed us on how and what to place through the X-ray machine in regards to our formula and medical supplies. He as well as the agent working at the metal detector instructed me to leave my son's feeding machine and bag attached to him as we walked through. I let them both know that the TSA Cares line had advised me to detach it to walk through and I was fine with doing so. I also let them know that the feeding machine would for sure set off the metal detectors. They both told me that we were fine to go through and to not disconnect the feeding, they would just inspect his feeding bag after we walked through.

7/29/2015
4:00:33
PM

Of course when I went through the metal detector carrying my son, we set off the detector. On the other side I was immediately confronted by the supervisor (b)(6) and told that I would need to come over to the side to be pat down. At this point I was frazzled because all of our things were still going through the machine and they were trying to inspect my son's feeding bag as I'm holding him. I also feel very uncomfortable with having to be pat down and was really trying to avoid being in that situation. I told her that I called the TSA Cares line ahead of time to avoid all of this, had a TSA agent walk through with us, and that followed the instructions I was given to walk through knowing the machine would set off the detector. We asked if there was anything else that we could do since we were told to go through knowing that they would go off. At that point she was trying to get ahold of her supervisor and she asked me if my son could walk through the detector. I let her know that he is unable to walk and even if he did go back through, the feeding machine would set off the detector again since it was still attached. I filled her in on his medical needs and she then told me that I would have had to have been pat down anyways. I started to get pretty upset because I started to feel that my son and I were being singled out because of his disabilities and medical needs. I didn't feel that we should be treated differently from anyone else because of his needs.

Another TSA agent that was there inspecting the feeding bag suggested that I hand my son to my husband and that I walk through the detector again rather than having a pat down. We also asked if we could do the body scan rather than having a pat down and were told no. Before (b)(6) received an answer from her supervisor, she instructed me to hand my son to my husband and walk back through the metal detector, so I did. She then spoke with her supervisor and told us that he was not happy that she made that decision, that I would still need to be pat down, and now that I had passed my son onto my husband, my husband would now have to be pat down. At this point, my husband and I are now livid! We felt that our experience was made worse and we were having to suffer because of her wrong call. We asked to speak with her supervisor, (b)(6) and were told that we couldn't speak with him and that he doesn't come out for anyone.

Once they were done inspecting all our bags and my son's feeding bag, we all were ushered over to the area where we would be pat down. There were two other agents that joined us, one male to pat down my husband and another female. At this point, we were receiving a lot of attention from the crowd so on top of already beginning extremely upset about the way things have been handled by (b)(6) and feeling unfairly treated because of my son's needs, I'm completely humiliated to be having my entire family pulled aside to be pat down when I followed the instructions I was given. I began to cry out of embarrassment and frustration while I received my pat down and my husband was expressing how angry he was that this was incorrectly handled by (b)(6). The TSA gentleman that was patting him down even agreed that we were being unfairly treated.

Greetings --

These events occurred on 20 July and then on 24 July 2015 at Patrick Henry Field, Newport News, VA.

On 20 July, I had to pick up/send off three unaccompanied minors on an American Airlines flight to/from Charlotte, NC/PHF. I had to obtain a gate pass to go beyond the security check point. I had to go to beyond the security check point since I could not process my grandchildren at the ticket area and there were no beverages, no snacks, nothing to keep the children occupied available in that area. I was not going to board an aircraft, only the 3 minors were flying.

7/29/2015
4:01:10
PM

As I approached the checkpoint, I informed the TSA employees that I had a knee replacement and had my medical card with me. They waived me through the metal detector which subsequently alarmed. My husband went through the full body screener -- he had no metal implants or devices. The TSA employees would not let me proceed through the full body screener -- I had already alarmed the metal detector. I showed them the medical card and showed them the scar on my knee. They didn't care. I had to endure a hands on body pat-down. I asked for a private screening but there was no other female available at the security checkpoint to take me to the private screening area. I had to endure the public humiliation of an individual rubbing their hands over my body, including intimate areas, lifting my blouse to reveal my stomach, being swabbed with an explosive detection cloth, having my bra searched, and feeling my right breast. I also had breast cancer and have had breast cancer surgery on my right breast. I told the TSA employees this all before the hands-on pat-down. They continued while others walked passed in full view.

On the second visit on Friday, 24 July, I insisted on a private screening. The same procedure happened as before. My husband who has no metal implants

From: (b)(6)
Sent: Wednesday, July 29, 2015 5:19 PM
To: TSAExternalCompliance
Subject: Fw: Retaliation

On Tuesday, July 28, 2015 9:08 AM (b)(6) wrote:

To whom it may concern,

I was discriminated against and retaliated against due to my wife s EEOC complaint against TSA LAS night shift, I was held up for 45m without explanation, treated like a criminal and had my disability questioned. In addition, officers insisted I get up and move when I told them I was a wounded veteran with sharpenal, metal and sore spots due to recent surgery.

I complained previously and contacted TSA civil office, who labeled the incident as a discourteous behavior rather than discrimination in retaliation. I want this behavior to stop and my complaints have been ignored by TSA management.

7/29/2015
6:15:46
PM

HYPERLINK (b)(6) \nimage removed by sender. image

HYPERLINK (b)(6)
(b)(6) shared from Dropbox

HYPERLINK (b)(6)
Preview by Yahoo

□

I have included a statement and will forward a recorded video
Hello,

I recently flew from Denver to New York City. I passed through the security line in the East terminal in the second or third line (I believe it was the third) at about 11:00p.m. on July 27, 2015. After going through the scanner, I was asked to step aside because there was "an anomaly in the groin area." I looked at the screen and indeed there was a large yellow rectangle over just the groin area. This has never happened to me before. The agent (female) came by and hastily changed the screen, then I was told that because I was wearing a skirt, a second scan would not help them solve this anomaly, so she would have to pat me down just on the upper thighs and crotch. This all seemed very strange and made me uncomfortable. Then the agent tested the palms of my hands and tried to strike up a conversation while waiting for the results. I found this entire interaction very troubling. As I googled the address for Denver TSA to make a complaint, a number of stories came up about the "scandal" where agents enter the wrong gender to trigger anomalies in the groin area for travelers who they find attractive, and then insist they have to do a manual pat-down. It appears the problem continues, and that it was not a matter of two bad apples. How will the TSA address this problem?

7/29/2015
8:04:35
PM

(b)(6)

(b)(6)

New York, NY

Submitted on Wednesday, July 29, 2015 - 18:55 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Idaho

Airport: WASHINGTON - GEG - Spokane International

Date of Travel: Mon, 07/27/2015

Time of Travel: 5:00 am

Airline & Flight Number: Delta

Checkpoint / Area of Airport: Main Checkpoint TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint: I am overweight and I am offended that every time I go through TSA check that because I carry a lot of my weight below the waist I am patted down and my palms checked. It seems strange to me that fat shows up the same as potentially harmful items. In Spokane the last time I flew the female TSA worker requested to pat my backside and upper thighs. She then asked me to spread my legs wider and patted up to my crotch. I felt that this was extreme and excessive. If the equipment is simply identifying bulk, I would think that it is not effective. Better screening practices need to be taken and hand pat downs need to be replaced with wand. It is really degrading. I would like a response please.

7/29/2015
8:05:25
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

Hello,

My name is (b)(6) and I recently travelled by plane to New York City. I am a gender non conforming individual, more specifically I am a very masculine woman. On my return flight from JFK to Pearson International Airport, I went through the security checkpoint, which included going through the body scanner. The TSA agent controlling the body scanner took one quick glance and assumed me to be male which later on caused an issue when the scan revealed female traits rather than male. At this point another male officer began a pat down without looking twice to check and make sure I was of his gender - this made me very uncomfortable (the reason why I know this, is because i was wearing a long hanging sleeveless shirt that clearly underlined my bra, which anyone that took a longer look would notice instantly and clearly identified me as female). What I am asking with this email is for a better solution for TSA officers when dealing with people who don't fit in the distinct categories of 'male' and 'female', rather than just assuming and causing tremendous stress on the individual. Perhaps the TSA agent asking for the passengers passport before conducting a scan or search, that clearly identifies their gender, would create a better and more professional experience for both the passenger and TSA agent. Something as simple as the previously mentioned scenario would cause a much easier and stress free security check for ALL passengers, without anyone having to feel uncomfortable or discriminated against.

7/30/2015
8:43:47
AM

Thank you for your time,

(b)(6)

Submitted on Thursday, July 30, 2015 - 13:25 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Texas

Airport: TEXAS - SAT - San Antonio International

Date of Travel: Thu, 07/30/2015

Time of Travel: 12:00 am

Airline & Flight Number: Southwest 1440

Checkpoint / Area of Airport: Terminal A TSA Employee:

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Other

Complaint: My mother and I picked up my grandmother from the airport. My grandmother is in a wheelchair so we got gate passes in order to meet her at the gate. When going thru the security checkpoint, I saw the machine that xrays and asked an agent if my mom could go thru the basic xray. I was told she could but would then go thru a complete Pat down. My mom is stage 4 Alzheimer's. We decided to try the big machine. It lit up because of the shirt she was wearing and she ended up getting a pat down and hand check. I kept telling the agents she didn't understand and was getting more anxious but they kept pushing her away from me. IAW your policy of risk assessment she was a very low risk. It was unreasonable to put her through that.

7/30/2015
2:12:42
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2289/submission/26278>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: Nanci (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Rosamond, Ca

7/30/2015 2:13:15 PM
Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller says that he was going through security. His 94 year old wife was in a wheelchair. He is 82 years old. Their skycap helped them. His wife was able to bypass the normal security line, but he had to go through the normal line. He went through the first set of machines and there was an alarm. He had his belt on and has multiple metal implants in his body. The agent there supposedly asked him why he didn't tell her before in a rude manner. He then went to the AIT where another agent supposedly rudely told him to remove his hat and then rudely told him he knew better than to leave money in his pocket. They made him take off his shoes even though he is over 75. His screening resulted in a patdown, but he has no complaints of the gentleman who done the patdown; only the two women who were supposedly rude to him. He didn't catch their names. The one at the WTMD was in 30s to 40s with short brown hair and maybe glasses. The other at the AIT was in her 40s to 50s with short hair.

7/30/2015 2:33:10 PM
Date Time: 07.28.15 11 a.m. Incident occurred at approximately 9 a.m.
Gate Terminal: C
Airport:
Airline: Southwest
Flight #: 758
Bag tag # (10digit): N A
Bag Description: N A
Missing Damaged item description: N A
NOI: N A
The caller is wanting to file a complaint about a patdown. Her mother, (b)(6), went through the checkpoint today at Washington Dulles Airport and she went through the WTMD. She set off an alarm so they did a patdown. When they did the patdown, they asked her to lift her skirt to her thighs and they touch her everywhere inappropriately. They also didn't offer her a private screening and she felt humiliated in front of everyone. This was her first time flying.

7/30/2015 3:10:57 PM
Date/Time: 7.30.15 12:14 pm
Gate/Terminal: Not Provided
Airport: Washington Dulles
Airline: United Airlines
Flight #: UA1107

Submitted on Thursday, July 30, 2015 - 17:33 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Davenport

State: Florida

Zip Code (Post Code): 33837

Other:

Email:

7/30/2015

6:11:59

PM

==Incident Information==

When did this happen? Mon, 07/20/2015

Where did this happen? SOUTH CAROLINA - HXD - Hilton Head

What happened?

Got to TSA checkpoint, showed them my crew ID, boarding pass. went through as if a normal passenger as I was business casual (no uniform, shoes off, laptop out etc..) and no issue. I forgot to take out my larger toothpaste and they said I will have to go through additional screening, which was fine. I walked over to the table and they opened every pocket, zipper, took everything out, swabbed both my bags inside and out for combustible residue – everything. Took the toothpaste and I thanked them and moved on.

I was sitting down in the gate area pulling the numbers for PHL

Submitted on Thursday, July 30, 2015 - 19:00 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Illinois

Airport: ILLINOIS - CMI - University Of Illinois-Willard

Date of Travel: Thu, 07/30/2015

Time of Travel: 9:30 am

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback:

- Civil Rights / Civil Liberties
- Professionalism/Customer Service
- Screening

Complaint:

One TSA agent was very rude and shouting. She was not at the gate checking people in, but standing in a wrong place and looking in the wrong direction. Then, she got mad at me for putting my things down to be scanned. After she checked me in, she got upset that I was pushing my belonging along the belt. Is she just a control freak? She should be trained to be more polite as a federal employee!!!

Then I got selected for a random body pat-down. And, a second TSA agent groped me in the private parts! This is crazy! Why should some old TSA guy be allowed to touch my testicles? It's sexual harassment.

Would you like a response? No, a response isn't required.

7/30/2015
8:13:38
PM

Submitted on Thursday, July 30, 2015 - 21:33 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: District of Columbia

Airport: VIRGINIA - IAD - Washington-Dulles International

Date of Travel: Wed, 07/29/2015

Time of Travel: 7:00 am

Airline & Flight Number:

Checkpoint / Area of Airport: The checkpoint near the Pre-Check lanes TSA Employee: (b)(6) and her male direct report

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

My brother and I were recently traveling on a flight from IAD to CMH. We are both Pre-Check, frequent fliers. For the first time, my brother was flagged as SSSS far in advance of arriving at the airport as he wasn't able to check in online. I understand that is a procedure, though I find it highly suspicious that designation was "random" or logical. We had booked our flight weeks ago and it was a round-trip ticket. I was allowed to go through Pre-Check and waited for my brother to go through the regular lane. He cleared the "hands-up" machine and his carry-on was also cleared. However, he was held for additional screening as is the result of the designation. What followed should be an embarrassment to you. He was subjected to an extreme and invasive patdown - short of groping him, the TSA employee ran his hands over every inch of my brother's body, sometimes twice. He put his hands inside the waist of his shorts and up the legs of the shorts. My brother withstood this humiliation with patience and calmness; I, on the other hand, was crying, watching the scene unfold. He was treated with the

7/30/2015
10:01:26
PM

Submitted on Thursday, July 30, 2015 - 23:26 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: Thu, 07/30/2015

Time of Travel: 9:15 pm

Airline & Flight Number: WN 442

Checkpoint / Area of Airport: Only checkpoint open, by new hotel and large American flag.

TSA Employee: Unknown. She had covered her name tag with other badges.

==Complaints==

Complaint Feedback: Screening

Complaint: I underwent a pat-down screening, and the screener (a young, obese black woman with chin-length straight hair) jammed her hands into my crotch during the pat-down. She hit me with the side of her hand so hard that it was painful. This was extremely inappropriate and unprofessional.

7/31/2015
9:07:53
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

The results of this submission may be viewed at:
<https://www.tsa.gov/node/2289/submission/26338>

Submitted on Friday, July 31, 2015 - 09:11 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Illinois

Airport: ILLINOIS - ORD - Chicago-O'Hare International

Date of Travel: Fri, 07/31/2015

Time of Travel: 8:00 am

Airline & Flight Number: AA 1456

Checkpoint / Area of Airport: Screening

TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint:

This applies to all TSA everywhere.

7/31/2015
10:10:26
AM

I am TSA Pre. I have metal in my leg and need to go through the scanner. The muscles in my right shoulder always (and sometimes in my left) give an indication for pat down in that area. I am very happy to have a female employee do this, but your policy won't allow that. That patdown of that non-sensitive region has to wait for a male.

More broadly, I think the rules on all patdowns should be revisited. If the worry is that you need to avoid a touch of someone who might have sexual thoughts while patting someone down, then you need to screen for sexual preference. Even so, while I am statistically confident that I have been patted down by gay men, I don't care.

I just want to get through security fast.

If the worry is that some subjects want to be screened by someone

From: (b)(6)
Sent: Friday, July 31, 2015 10:52 AM
To: TSA-ContactCenter
Subject: FW: Incoming Title VI Complaint

Please see message below.

I have been referred to Seena Foster, Manager, Disability Branch, Office of Civil Rights and Liberties

Best Regards,

(b)(6)
Office of Civil Rights
Federal Aviation Administration
800 Independence Avenue SW, Room 1030
Washington, DC 20591
Work: (b)(6)
Fax: (202) 267-8341

7/31/2015
12:20:23
PM

(b)(6) Please click the image to provide feedback
This e-mail message is intended solely for the recipient(s) above. The information may be privileged and confidential. If you are not the intended recipient of this message, notify the sender immediately and delete the original message. Thank you!

From: (b)(6)
Sent: Friday, July 31, 2015 10:40 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: Incoming Title VI Complaint

Good Morning,

Our office received this letter via FedEx July 17th. I have been struggling trying to find who is the POC/ who should I forward the letter to. If you could please advise as to where I can send this to or who I need to call, I would really appreciate it. Caller was scheduled leave Reno on the 23rd. Because of TSA Screening he missed his flight. He arrived at the checkpoint. He opted to get a patdown. It set off the AIT. He was taken into a back room and patted down. He missed his flight. He wants to know what the next step is. He filed a complaint with the CSM at the airport.

7/31/2015
1:24:33
PM

I was recently stopped by security after passing through a scanner in a Phoenix airport gate. According to the officer, I had an "anomaly" in my "crotch."

7/31/2015
4:10:37
PM

A thorough pat-down ensued, as did an officer overreacting to me expressing shock at the implication – as any normal human would do. There is no possible way there was anything suspicious between my legs, which means your scanners don't work properly. Or, your officers lied in order to cop a feel and humiliate me. Either way, the screw up was on your end. This was an unnerving experience, to say the least. And, I can't imagine how many other women have been put through it unnecessarily. Get it fixed and get your female officers out of aggressive mode when dealing with professional women who have been targeted for no reason. Callers wife is (b)(6) and she travels every week and she is pre approved for Precheck. She was at LAX today with her walker, when she went through TSA there was a rude officer named TSO (b)(6) in line one and two. Caller stated this officer stopped his wife and made her remove her belt, shoes and other items and did not care that she had precheck. He stated his wife cant even stand well and they still made her remove her shoes and everything. He later stated she got wheelchair assistance from the airline because they wouldnt even let her go through the checkpoint with her walker. She ended up getting a patdown procedure while in the wheelchair and they swabbed her hands as well. She stated the lady was grabbing her breast and put her hands under her crotch, the passenger felt that she was being groped. Caller stated what shes really mad about is that the lady was groping her and she had precheck on her boarding pass. Caller states that TSA either needs to retrain this employee or maybe she just wasnt meant for the job.

Mishandling RFI

7/31/2015
5:35:32
PM

CSM RFI—Mishandling RFI
REASON for the call:
Date Time: 7 31 15 departure at 8:20pm probably went through screening about 2:10pm
Gate and Terminal: Gate 71B
Airport: LAX
Airline: United
Flight #:281

I was just subjected to an overly aggressive pat down. I am contacting you to issue a complaint. Never have I been subjected to such an aggressive pat down. I always trigger the alarm due to two knees and hip replacements. You can see my scars. I am wearing a dress. There is no need to karate chop my crotch four times, I have only one.
The woman who conducted this procedure I'm certain was just doing her job, but clearly she needs to be retrained. She said it's all on camera so I'm sure it's available at the Humphrey Terminal in Minneapolis; approximately 5:15pm. She hid behind just doing her job and I witnessed her telling another tsa officer. I'm sure this is not how a pat down is supposed to be conducted and I'd appreciate a response.

7/31/2015
8:04:47 PM Thank you.
(b)(6)

Sent on a Sprint Samsung Galaxy S® III
Submitted on Friday, July 31, 2015 - 22:30 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English
Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact :

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Minneapolis

State: Minnesota

Zip Code (Post Code): 55405

Other:

Email: (b)(6)

8/1/2015
9:27:44 AM

==Incident Information==

When did this happen? Fri, 07/10/2015

Where did this happen? MISSOURI - STL - Lambert St. Louis

International

What happened? I am traveling with two small children, my two month old son and my two year old daughter, as well as my father.

Submitted on Saturday, August 1, 2015 - 11:10 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Puerto Rico

Airport: PUERTO RICO - SJU - Luis Munoz Marin International

Date of Travel: Fri, 07/24/2015

Time of Travel: 11:30 am

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback: TSA Pre?™

Complaint: There is no scanner in pre-check just a magnetometer.

As I have implants I set of the magnetometer. I was told I should get in the regular line as that has scanners. That is NOT what I paid for. I choose to stay in pre-check and waited well in excess of 30 minutes for a pat down. Again not acceptable. Agents had no radios, claimed they were understaffed, hard to believe when you see so many TSA shirts just wandering around. In any case a very lackadaisical, unprofessional, poorly led operation.

8/1/2015
1:18:08
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name (b)(6)

Phone Number (b)(6)

Email Address (b)(6)

The results of this submission may be viewed at:

Caller wanted to report an incident. She was violated at the screening checkpoint. The officer started laughing with her co-workers. After screening, she was asked to step her right foot forward, her feet were apart and the right leg was patted down. The passenger had shorts. The officer's hand touched her private area.

The passenger told her to stop and a new officer had to finish the pat down. The second officer did a better job.

8/1/2015
6:49:13
PM

Passenger asked for her badge number and was only given her last name (b)(6)

Flight #613

Date: 07.31.2015

Time: 9:35am

Airlines: Hawaiian

Airport: LNY

On July 29 2015 I returned from a trip to Munich Germany. In Munich I went through the X-ray machine without problems. 8 hours later had again go through x-ray in order to return to Phoenix AZ. I was told I had to be groped, no reason why. The woman proceeded to press my breast until they hurt and went down my body and stuck her finger into my vagina. I complained saying this was an assault. The arrogant supervisor, called (b)(6) appeared and said because I hadn't let the first woman finish I had to go through it again with another woman. I made quite a scene. I am 90 years old and have both hips replaced, so I have gone through many gropings during the last 40 years and only once before did a woman have the nerve to stick her finger into my vagina. But according to (b)(6) it is procedure and if I don't like it, he would walk me off the airport. Airport security is not there to sexually assault old (or any) women.

8/1/2015
7:07:09
PM

I hope you can do something to change these procedures

Sincerely, (b)(6)

Caller did not wish to give her information for this call. Caller stated she flew from Ft. Lauderdale Airport to BWI. Caller wants to complain about the service she was provided at Ft. Lauderdale. She stated she is an American citizen, and has TSA Pre Check. Caller was directed through the AIT machine at which point it alarmed on her. She stated she seen that it alarmed on her stomach area. She said that the TSO pulled her aside and informed her she would need to undergo a patdown. She stated that the officer checked her stomach area, but then proceeded to check her groin area. She stated the TSO informed her that the patdown would be conducted using the back of the hand. The caller wants to know how foreigners and other American citizens make it through the security screening with gun, knives, and other dangerous items. She hears about this happening all the time and would like to know why they can get through with all these items but a little grandma like herself has to be violated. Caller stated that she never has issues like this when she fly's through BWI, but it always seems like something when she goes through Ft. Lauderdale.

8/2/2015
9:05:48
AM

Caller gave her flight information:

Southwest 3713

8-1-15 8:45pm

Terminal 1

Submitted on Saturday, August 1, 2015 - 23:09 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Texas

Airport: TEXAS - AUS - Austin-Bergstrom International

Date of Travel: Sat. 08/01/2015

Time of Travel: 4:00 pm

Airline & Flight Number: Southwest Airlines Flight 2196 Checkpoint / Area of Airport: Checkpoint 2 TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: I was randomly selected for extra screening through the TSA Pre line. The officer told me my bag tested positive for explosive material. I was told to sit down and take off my shoes as they thoroughly searched ever inch of my bags and sent them through the metal detectors several times. A female officer patted me down in front of everyone. She didn't offer a private pat down. Shortly afterwards, a man who indicated he was in charge of explosives came and questioned me. I asked him how this it was possible my bag could test like this in light of the fact I've travelled through multiple airports in the past three weeks with the same exact bags without incident. He said the bags may have touched something during all those travels (which is disturbing) or that I may have touched someone. He asked if I'd touched someone recently. I told him our driver helped me out of the car so I'd touched his hand. "Did he look like a terrorist?" he asked me. I told him he's a white male. I explained that I'd worked on the Bush presidential campaign as a staff member and so it was ironic that I was going through all of this. He said there wasn't really a problem. They just needed to go through this process because that was the protocol once the alarm went

8/2/2015
9:44:10
AM

Submitted on Sunday, August 2, 2015 - 09:26 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact : 11:00 am - 1:00 pm

Day of the week: Monday

PO Box or Street Address: (b)(6)

City: Irving

State: Texas

Zip Code (Post Code): 75063

Other:

Email: (b)(6)

8/2/2015
9:44:34
AM

==Incident Information==

When did this happen? Sun, 08/02/2015

Where did this happen? OHIO - CLE - Cleveland Hopkins
International

What happened? As I approached the tsa scanner at approximately 8:15am on Aug 2 2015 an Asian (I assume) tsa agent with grey hair directed me to the x-ray scanner and I notified him at that time that I was three months pregnant and that I would like to opt out of the scanner. He said, ok but still directed me to get in the scanner so I told him again that I was pregnant and he got upset and irritate and told me that the x-ray and the metal scanner were the same thing and not to tell him the same thing twice. He then told me that the only way for me to get through tsa was

(b)(6) called in on 7/28/2015 and spoke with Andrew about alternative forms of ID. Her DL had expired and wanted to know what she could use to board her flight. When the caller went to the TSA Checkpoint in SAN, she presented her boarding pass along with her alternative forms of ID. The TSO checking her boarding pass then started yelling 'Plus One' and was telling everyone to go around her. She was then taken to a non private area, to the right of the escalators where everyone could see her. She received a thorough fully body patdown which involved raising her shirt up. She also had to take her hat off and a TSO felt her hair for any anomalies. (b)(6) stated that she was very embarrassed and mortified. She was trying to give the TSO the information Andrew had gave her but they said they didn't care. They also took 3 items away from her and threw them away. She stated that she has taken those 3 items on a lot of different flights without any problem.

8/2/2015 Date Time: 8 1 2015 2:00pm - 3:00pm
12:21:20 Airport: San Diego
PM Airline: Southwest
Flight #: 1426
Supervisor description: Female, Petite, fair skin, very short black hair.
Officer descnption: Plus sized, busty woman, curly sandy blonde hair, in her 50 s.

(b)(6) stated that his seventy-eight year old mother had a terrible experience at the Hartsfield Aiport in Atlanta. He stated that she has to stay in a wheel chair at all times. He wanted to report that his mother had gave them her TSA PreCheck card and then was unnecessarily taken to a private room without her permission to receive a pat down. He stated that they had inappropriately touched her private areas and they went through all of her bags. (b)(6) feels like all of this wasn t appropriate for his mother since she was elderly and takes anti-depressants.

8/2/2015 Date and time of travel: August 2nd at 1:00 P.M.
4:05:06 Gate or Terminal: Terminal 4
PM Airport: Hartsfield Atlanta International
Airline: Southwest
Flight #: 3856

Yesterday the caller and her husband were coming back from the Fort Lauderdale airport. She said that her husband was not treated correctly and she had an NOI, she wanted to know if this was related.

They told him that the Pre Check lane was closed, they both had a blue or green tag put on their boarding pass to signify they had Pre Check. When they got to the beginning of the belt he opened his laptop bag and was told to take every single thing out of his laptop bag and everything out of his pockets. As soon as he got to the other side of the metal detector after clearing, the first lady that initially told him that Pre Check lane was closed, told the other TSO s that his stuff needed to be checked again after already being cleared. She also suggested that he have a thorough patdown with which he had to undergo after already clearing screening.

8/2/2015
4:31:04
PM

Date Time: 08 01 2015 @ around 6-6:15 PM
Gate Terminal: B5
Airport: FLL
Airline: Southwest
Flight #: 3913

Description: She was an African American woman, she had short hair, they also think she wore glasses.

Dear Sir/madam:

As a frequent traveler, I am quite versed with the TSA and am thankful for the job that you do to keep us safe. Yesterday, August 1, I flew from Cabo San Lucas to Phoenix, AZ and had a connecting flight onto Denver, CO.

Going thru customs was an absolute breeze, however, my connection was a close one. As you know, you must go thru security again (even though you went thru security at your originating airport). As I arrived at the security checkpoint closest to the international terminal in Phoenix, the line was quite long. With only 20 minutes to make my connection, I entered the first class line.

Getting thru this first point was fine. Then, there was only one scanning machine working as well as the older machine for TSA prechecks. The line for the scanning machine was very long, so I got into the line for the older machine. Upon getting up for my turn, I was told I had to go thru the scanner since I was not a precheck. I explained to the TSA agent, (b)(6) that I had 15 minutes to catch my flight and since there was a long line at the scanner could I please go thru this line. She was quite rude and adamant that I could not. I then asked for a pat down, as I am not comfortable going thru the scanners. She then told me "well that is going to take longer". I asked again could I please go thru the shorter line as my flight was about to leave and was told no. She instructed me to wait where I could not see my items and I asked if I could stand where I could see them (which is what normally occurs during a pat down). She rudely told me where to stand. Then, because the line at the full body scanner was so long (which was my point in the first place), she began to move people thru the old fashioned machine. Now I asked her if I could go thru and she refused. I now have 10 minutes to get my flight and explained that to her again. She informed me that since I had already "opted out", she could not put me thru. The pat down officer arrived. At this point I was so stressed that I was shaking and in tears. This is not the way I planned to end my vacation.

8/2/2015
5:31:16
PM

This woman was the rudest agent I have ever encountered. Again, her name is (b)(6). We are all in this together and she made me feel like an absolute criminal. Perhaps her role would be better served watching the machines and not dealing with people. Those agents that work the front line should be those with people skills and (b)(6) was certainly lacking in this area.

My flight was USAir533 from Los Cabos to Phoenix on August 1. I do not have (b)(6) name and badge, but I did speak with the TSA agent on hand and he looked thru the video surveillance to help me find her. (This was all accomplished because my flight was delayed, which no one knew during this security line. I ran to my gate and found it was delayed and then went back to report this woman.)

One final suggestion....perhaps those of us traveling internationally could have an automatic pre-check if our flights continue after clearing immigration. We have already gone thru security and sometimes the connections are close.

Thank you again for your service. As a frequent traveler, I appreciate what you all do and feel safer because of your agency.

Sincerely

8/3/2015
8:26:24
AM

Caller went through the screening checkpoint at DTW yesterday between 7:00pm and 7:15pm and when she came out of the scanner and the officer advised her that she needed to check the cuffs on her shorts and proceeded with a patdown screening. The officer kept telling her to spread her legs further and proceeded to touch the inside of her thighs and grabbed her crotch really hard and squeezed and tried to penetrate her with her fingers through her jeans. She is very upset and feels that she has been sexually assaulted by the officer at the screening checkpoint and is requesting that the CSM at DTW contact her back to let her know what is being done about this so the officer does not do this to anyone else. The agent that conducted the screening was an African American female about 5'2" or 5'4" with a bob hair cut.

8/3/2015
9:24:46
AM

Caller is at Boston Logan and is concerned about the way a patdown was performed. A TSO performed a patdown without informing the passenger what area of his body the patdown would be performed on. Caller spoke with a supervisor about the patdown that took place. He asked the supervisor what the patdown policy and procedures are, and asked if they are able to do a patdown without informing the passenger of the process. He was informed by the supervisor that He is not a lawyer and doesn't know that information. Caller wants to send a complaint to the airport about the way they do their patdowns.

Disability Description: Caller wears a brace and would like to file a complaint regarding her screening experience.

Incident Details: Caller wears a brace. She went through the AIT. The TSO who handled her screening was well mannered and standard. She allowed her to sit during the patdown since an alarm was generated. A STSO came over and was rude. She rudely and raising her voiced asked her 'What's in your pockets?'. She yelled when she spoke to her the majority of the time. She was in a wheelchair when she arrived and transferred to a chair for a patdown and AIT screening. She had a bad experience obtaining a wheelchair due to a long wait but she recognizes that it is airline related. The brace was made of metal. The STSO said that if she buzzed, she wouldn't be allowed on a plane in a condescending way. She stated she felt discriminated against based on a disability, or like they failed to accommodate her.

8/3/2015 11:32:17 AM
Date and Time (departure time and arrival time): 8-2-15 @ 930 to 10 pm
Gate Terminal: Gate D60. She went in to the airport through Gate 1.
Airport: MIA to CLE
Airline: AA
Flight Number: 3072

Baggage tag number (10 digits): NA
Description of Baggage: NA
Missing Damaged item description: NA
NOI: NA

Anything on the NOI: NA

Special Notes: The STSO would not give a name. The STSO was about 5'7" or 5'8", black, very dark, about 165-175 lbs. and around 35. She went through Checkpoint 2, it was a Precheck lane and was between AA's domestic and priority line (somewhere in the middle). She suggested the TSA staff allow passengers to see their name on their badges.

According to the ACLU, TSA had agreed to conduct training and monitor practices to prevent and address racially discriminatory hair pat downs at airports, but unfortunately Friday July 31, 2015 I was profiled and asked to have my hair searched at Denver's Airport (DIA). This also happened to a friend who wasn't aware of the profiling issues.

8/3/2015 12:10:28 PM
Could you give me more information or who to contact about Denver's TSA is continuing this practice?

--
(b)(6)

Submitted on Monday, August 3, 2015 - 10:14 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Alabama

Airport: ALABAMA - BHM - Birmingham-Shuttlesworth International

Date of Travel: Sat. 07/11/2015

Time of Travel: 5:30 am

Airline & Flight Number: United

Checkpoint / Area of Airport: Security screening area TSA Employee: Unknown name

==Complaints==

Complaint Feedback: Screening

Complaint: Female employee doing the pat-down was agitated right from the start giving me a disgusted look because I opted for the pat-down. I am a senior citizen 62 years of age. The way she man-handled me is unacceptable for a person of my age. It started with my hair being pulled as her gloved hand went deep into my hair. She was extremely rough as she ran her hands up and down my legs. To the point that my pants were coming down. I told her she was pulling my pants down. And she said she would give me a minute to pull them back up. Then as she continued using the same force on the front of my legs she made a couple sarcastic comments asking "Are your pants falling down again?" As she got to my breast area, she again was way too rough. I could write down a more vivid description of what she did but it was uncalled for. I am sure you can see it on the tapes. As a person ages, our bodies become more sensitive to pain due to things like arthritis and other disabilities. We should not have to tell the employee that we are older and our bodies are prone to certain discomforts/pain. This employee needs some diversity training on how to effectively deal with senior citizens.

8/3/2015
12:12:05
PM

Disability Description: Caller's girlfriend was in a wheelchair and bandages on her legs from a recent surgical procedure.

Incident Details: REASON for the call: His girlfriend was in a wheelchair and was not supposed to stand up. She was made to stand up from the wheelchair even after she advised that she was not supposed to per doctor's orders. She was screened via a patdown that took 20-35 minutes which resulted in her missing her flight. He is upset that other px went through standard screening. She was advised by a TSO that elderly px were permitted through standard screening because they were old. The caller found this rude.

8/3/2015 He complained that he was unable to obtain a wheelchair attendant.

12:57:15
PM

Date Time: 8/3/15 10:55am. She was at the checkpoint before this.
Gate Terminal: NA
Airport: HOU
Airline: Southwest
Flight #:NA

Submitted on Monday, August 3, 2015 - 11:32 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? No, I'm filling this form out for someone else

==Representative Information==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact:

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Scottsdale

State: Arizona

Zip Code (Post Code): 85254

Other:

Email: (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Sister

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant: (b)(6)

City: Norfolk

8/3/2015
2:03:00
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

8/3/2015
2:03:04
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Ronald Reagan Washington National Airport

What was the date and approximate time of the incident?

8/3/2015
3:00:20
PM

Caller said when coming through the PDX security check point he opted out of the AIT and WTMD and the TSO that conducted his pat down seemed nervous and out of sort. When going up the callers right groin his hand was shoved up very forcefully and hurt the caller. He was near terminal E. He did not get a name or a badge number. The TSO had an accent and seemed to be around 50-55 years of age.

Reason for the call - Caller stated that the TSO that did his pat down was to rough.

Airport - PDX
Airline - United Airlines
Flight Numbers - UA549
Departure Times - The flight was scheduled to depart at 3:39 pm. It departed at approximately 6:15 pm.
Arrival Times - He went through the checkpoint at approximately 5:45 pm.
Date And Time of Incident - 8 02 2015
Baggage Tag Numbers - NA
Description Of Luggage

8/3/2015
4:03:51
PM

Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged Item description - NA
Location Of Incident
Gate - E1
Terminal - Does not know

Phone Number (b)(6)

Email (b)(6)

Name Of Actual Person Involved (b)(6)

Special Notes - He opted out of the AIT and requested a patdown. He stated that the TSO seemed uneasy and was fumbling with his gloves and stuff. He pushed on his chest very hard. He jammed his right hand into his crotch. He is still sore. He asked the TSO if they were checking genitalia now and was told yes. He did not get the name of the TSO. The TSO had reddish blonde hair and he was in his late 40 s or mid 50 s. He had a some type of accent. He was traveling alone. He wanted to know if a third person can be present when he gets a patdown. He wants to be contacted by the CSM. He asked for the name and the number for the CSM.
Submitted on Monday, August 3, 2015 - 14:56 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Montana

Airport: MONTANA - BZN - Gallatin Field

Date of Travel: Tue, 07/28/2015

Time of Travel: 5:00 am

Airline & Flight Number: DL1203

Checkpoint / Area of Airport: TSA Pre-Check TSA Employee: (b)(6)

==Complaints==

Complaint Feedback:

- Civil Rights / Civil Liberties
- TSA Pre?™

8/3/2015
4:04:16
PM

Complaint: I have traveled several times a month for the past 8 months with breast milk. I am a lactating mother who travels for work and have become very experienced at this. However, I have never felt more humiliated and treated like a criminal than my last trip. I went through security with my infant daughter. I expected extra screening as I had approximately 20 ounces of breast milk in storage bags with me. What came next was not only completely absurd, it was also completely uncalled for. There were two agents who were trying to use the machine to do the extra screening. One appeared to be a trainee. They saw that it was breast milk and asked (b)(6) to come over. He said that they couldn't test milk in plastic bags and that I would need to move the milk to a different container or they would have to open the bags up and test each one. He said the machine could test hard plastic but not soft plastic. This is completely false. Every other airport that I have been in for the last 8 months has been able to screen my milk without transferring it to another container and contaminating it. He said otherwise that I would need to get extra screening. I have had extra screening before

Submitted on Monday, August 3, 2015 - 17:55 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Georgia

Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International

Date of Travel: Mon, 08/03/2015

Time of Travel: 12:00 pm

Airline & Flight Number: Delta 1862

Checkpoint / Area of Airport: South Terminal TSA Employee: Black guy, heavyset

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

The gentleman is a heavyset black guy with a beard. He was working at the South terminal on this morning (Aug. 3rd). My flight was at 1:55 and I probably came through security around noon.

He was extremely UNPROFESSIONAL. He was yelling to customers to take off everything metal and I mean everything. He went on to say that contrary to popular belief the TSA here at the ATL airport do not wish to pat you down. He continued stating he would have to pat you down with his blue gloves and he would be as forceful with the pat down as he was as he was talking to us.

His behavior was beyond ridiculous !! Someone must have complained because a female supervisor did come out and address him. She did not have on a traditional uniform. She had on a nice professional outfit with pants.

This employee needs to be at minimum counseled for his behavior, possibly terminated. He is a poor reflection on your agency.

8/3/2015
7:07:08
PM

Submitted on Monday, August 3, 2015 - 16:38 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact : 1:00 pm - 3:00 pm

Day of the week:

- Monday

- Friday

PO Box or Street Address: (b)(6)

City: troy

State: Ohio

Zip Code (Post Code): 45373

Other: United States

Email: (b)(6)

8/3/2015
7:08:01
PM

==Incident Information==

When did this happen? Thu, 07/30/2015

Where did this happen? FLORIDA - FLL - Ft.

Lauderdale-Hollywood International

What happened?

During a recent visit to Fort Lauderdale I flew back on Southwest Airline on July 30, 2015. The flight departure was 3:40pm to Columbus,OH. I was travelling alone and entered the security check point at around 2:00pm. Due to being 8 months pregnant I chose to opt out of the detectors as I have many other times throughout my pregnancy while travelling. Every other time I had

On August 3rd, at 0711, while traveling through McCarran International Airport, Las Vegas, Nevada, inappropriate comments were made by a TSA Employee. I was approached/contacted in the TSA Security screening area I was waved into the electronic scanner. Upon exiting the scanner I stepped to the left and a TSA employee, later identified as (b)(6) looked me up and down, leaned in towards me and said, "I don't want to sound like you mama, but you need to pull up your damn pants! I was shocked to say the least. I was caught off guard and embarrassed by the comment. I responded by saying my shorts are up, I'm not a child or a thug and I don't appreciate being talked to that way. TSA Officer (b)(6) then said I need you to go back through the scanner. He motioned for me to return into the scanner, which I did. After being scanned a second time I exited the scanning area and (b)(6) said now I'm gonna have to pat down your upper left shoulder area. I was very upset and there was a female TSA Agent present.

My name is (b)(6) and I am a 42 year old African American male. The comments were baseless and were made as a direct result of me being African American. I was wearing black shorts custom "Air Jordan shorts, a white Banana Republic T-shirt and socks.

I then stepped aside and got my shoes back on and went directly to the supervisors booth behind the security screening area. I made contact with a male in a shirt, jacket and tie, later identified as (b)(6). I explained to him what happened and the man smiled as if it were funny. I demanded the TSA Officer's name and (b)(6) said, I'm not going to give you that. I asked him for his supervisors name and he said I can't give you that either, but he did give me his card and explained that I could fill out a complaint form their on scene. I explained to (b)(6) that the entire incident is on camera and that I would like for him to review it to see how I was rechecked/searched after the inappropriate comments were made to show me that the TSA officer who made the inappropriate comments was in control of me and my movements.

8/3/2015 8:41:47 PM It should be noted that I contacted a female supervisor on scene and she too refused to give me (b)(6) supervisors contact information. I had to go to the law enforcement stand on the back wall where I asked the police officer for a supervisor. The officer contacted (b)(6) who identified himself as the TSA Screening Manager and gave me a contact TSA card and explained in detail how to handle this issue. He was very professional and helpful. He did not attempt to discourage or discount my concerns.

I would like someone to review the video of the incident and respond to my concerns. I'm pretty sure the comments combined with the search were a violation of my civil rights. I look forward to working with you to resolve this issue.

Sent from my iPad

Complaint:

She had surgery on her ankle so she has to wear a boot.

She had to have a patdown on her departing flight because she could not go through the imaging technology.

On the flight back she decided that she did not want to be degraded by a patdown again so she forced herself to walk through the metal detector.

She had to have her scooter and boot tested for explosives and something came out positive and she had to receive another patdown.

She did not appreciate the way the patdown went and she felt that it was degrading, she received this from a supervisor who insisted she would do it.

8/3/2015 9:16:23 PM She gave me the name: STSO (b)(6) although he was not the one who conducted the patdown.

Date Time: 8/2/2015 @ 2:45 PM

Gate Terminal: Terminal 2 CP1

Airport: MSP

Airline: Southwest

Flight #: 4062

8/3/2015 9:32:25 PM I just went through security at Denver International Airport. I requested to opt out of advanced imaging and receive a pat down instead. The female agent refused and said I could not exercise that right since I was not 75 years old. I was certain this was incorrect but nevertheless chose not to argue with someone so certain of something so wrong. I surely hope this is not a pattern of behavior at DIA and beyond.

(b)(6)

Hi, I just wanted to share my experience that I had at PDX. I didn't know much about the AIT scanning that you guys now have through security and I was informed that if I didn't want to do it I could opt out and receive a metal detector and pat down.

When I approached the front of the line there was the AIT scanner and the metal detector to walk through.

Now when I tried to stay in the line to go through the metal detector I was asked to move to the AIT scanner.

8/4/2015 8:28:45 AM I asked the gentleman if I could choose to stay in the metal detector line to which he replied with "No you can't, but that's a great question." Now I wanted to make sure I was informed properly so I came to your website to see if, in fact, it is my right to opt out of it if I chose to.

So I guess my question is if that is something I am able to do why do you have employees blatantly tell me that I cannot? Not to mention talking down to me like I am a child when I am a 24 year old woman asking a simple question.

If you allow people to opt out of the AIT scanning you might want to let your employees know that. I don't appreciate being treated like an idiot when what I was doing was completely within my rights.

Caller had a bad experience at Seattle with TSA. Her hands were swabbed and she was okay with that. She was told to go to the area where she had to put her hands on top of her head and take off her sweat shirt, then put her eye glasses on. It was all fine till she stepped off and the women wanted to give her a pat down and told her to go to a private area. She was wearing a money belt under her shirt so the agent told her that she would have to come with her and get undressed. The caller told her no that she would remove the money belt at the checkpoint and did not want to go to a private area. The agent was about 5'4" tall, she was fair skinned, with blond hair and she was shaking from head to toe, maybe she had a medical condition. She did not get her name. The caller then told her no that she would take off the money belt. Caller stated she wasn't wearing a bra due to medical reasons. She then tried to remove the money bag and it was a struggle and the strap on the bag was broken during the process of taking it off. The agent swabbed her hands again and she swabbed her credit cards and other cards and money that was in the money bag. Due to the fact she did not have a bra on and she did not go to a private room her right breast was exposed for a moment. She had medications in a pill box that was in her pocket and the agent ask her what it was. The agent did not open the pill box but the caller did and the agent did not swab this and the caller said she should have. She says she feels the agent allowed many people to go through with dope on the plane as she was screening the caller. She says the men agents were fine. She feels the agent should not working at the airport as an agent.

The agent saying she would have to lift her shirt horrified her.

8/4/2015 9:07:42 AM CSM RFI----Mishandling RFI
REASON for the call: Bad screening experience
Date Time: 07-31-15 about 1:15 pm
Gate Terminal: Gate S
Airport:
Airline: Delta
Flight #: 1056
Bag tag # (10 digit):

Submitted on Tuesday, August 4, 2015 - 08:28 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Montana
Airport: MONTANA - BIL - Billings Logan
Date of Travel: Mon, 08/08/2016
Time of Travel: 6:00 am
Airline & Flight Number: UA4994
Checkpoint / Area of Airport: First checkpoint TSA Employee:
==Complaints==

Complaint Feedback:
- Other
- TSA Pre?™

Complaint: I have a pre check travelers known ID (b)(6). This is the second incident that I travel to billings MT and was selected for pat down, last time was last year. I checked in at United counter and informed the ticket agent that I have a travelers known address. She wasn't able to print pre check on my boarding pass for some stupid reason. Because of that I have to go to the regular line. I let the TSA employee know that I have a travelers known I'd and I should be in the pre check line. Of course they are drones, they don't know what to do so I have to go through the rigorous theatrics of taking my shoes laptop and getting past down. It down to me, what the hell did I paid for a pre check if I still have to go through all of this things. I travel a lot and TSA is not making it easy for me to go do my business without interruption. I had been traveling with my known travelers I'd for a while now and it's is very irritating that it becomes useless in small city. Fix this dam idiocracy!

8/4/2015 10:05:57 AM

Would you like a response? Yes, I would like a response.

Submitted on Tuesday, August 4, 2015 - 10:48 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Georgia

Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International

Date of Travel: Sun, 08/02/2015

Time of Travel: 7:25 pm

Airline & Flight Number: American Airlines #232 Checkpoint / Area of Airport: TSA security (x-ray) checkpoint nearest American Airlines ticket counters TSA Employee: not known; African American gentleman

==Complaints==

Complaint Feedback: Permitted Items

Complaint:

When passing through the x-ray machine, my baggage was flagged for needing a manual check - it included a diaper bag. I understand that there are items in my diaper bag not permitted for passengers without an infant/toddler, so expected this additional screening. However, upon inspection of my bag, the officer was a bit stern and confiscated an item I believe to be permissible.

8/4/2015
12:10:05
PM

At the beginning of the inspection, the officer sternly stated that during the inspection I am not permitted to reach across the table: I had not done so, and felt this was a bit inflammatory.

Upon investigation of three "squeeze pack" packages of food for my toddler, he said that the package was more than the allotted 3.4 ounces, so "you will have to have a full-body pat-down, okay?" It is my understanding that baby/toddler food is exempt from the 3.4-ounce rule. I refused the full-body pat-down (in my opinion, absolutely unnecessary and inappropriate response to a baby food package slightly over the 3.4-oz limit [4.23 oz]), and said that I would rather surrender the food package.

Submitted on Tuesday, August 4, 2015 - 11:31 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact : 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address (b)(6)

City: Valencia

State: California

Zip Code (Post Code): 91355

Other:

Email: (b)(6)

8/4/2015
12:10:27
PM

==Incident Information==

When did this happen? Sun, 08/02/2015

Where did this happen? ARIZONA - PHX - Phoenix Sky Harbor International

What happened? I was traveling with one other individual, going from Phoenix Sky Harbor back to Burbank, CA. We were on Southwest flight #4559, departing at 8:20pm PDT. We went through security at approximately 7:20pm at Terminal 4, C gates. After I went

8/4/2015 4:04:26 PM The caller is applying for TSA Pre Check. She has had a knee replacement in the past and would like to know if she can be exempt from screening when she gets TSA Pre Check so that she does not have to go through additional screening? She also would like to know why she is not able to collect her belongings while she is waiting on a patdown? She asked if there were any alternative screenings other than going through the AIT if you have a knee replacement?

Caller state that she went through screening at Fort Lauderdale and when she requested a pat down instead of going through the machine they refused. She was made to go through the AIT and she is pregnant. Her doctor told her not to go through this device for medical conditions. When she went to San Diego to come back home the officer allowed the pat down and let her know that she does have the right to opt out of the screening with machines. She just wants to let someone know this has happened and she is upset about it.

8/4/2015
5:53:35
PM

Date Time: 7/29/2015 5:00 AM

Gate Terminal: N A

Airport: Ft Lauderdale

Airline: Southwest

Flight #: 927

Submitted on Tuesday, August 4, 2015 - 17:32 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Arizona

Airport: ARIZONA - PHX - Phoenix Sky Harbor International

Date of Travel: Tue, 07/28/2015

Time of Travel: 11:00 am

Airline & Flight Number: Southwest

Checkpoint / Area of Airport: Gate D Terminal 4 TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

I declined to go through the x-ray machine and had a pat down.

During the screening I noticed that the female agent had an oozing/open cold sore/herpes. When I noticed it she had already screened my back side, having touched my hair, collar, bare arms, waist band, legs, socks, you name it.

Because herpes is so contagious, I don't believe that people having an active outbreak should be in contact with the public. So after the screening I stopped at the TSA desk to talk to a manager.

The manager wasn't very sympathetic to my concerns. He said that the infected agent was wearing gloves and that I was protected. But to that I said she could have easily touched her mouth after putting on the gloves and thereby spread the virus. (How many times throughout the day do we touch our face, mouth, nose, eyes, etc., without even thinking about it.) One of the men at the desk seemed to be responsive and nod in agreement with my concerns.

8/4/2015
6:14:38
PM

Submitted on Tuesday, August 4, 2015 - 17:06 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: Mon, 08/03/2015

Time of Travel: 6:55 am

Airline & Flight Number: N/A

Checkpoint / Area of Airport: Bridge Security TSA Employee: Unknown

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre?™

Complaint:

I am an employee of DIA. I have worked at DIA long enough to know the rules for security. I have always been treated well until yesterday on Monday Aug 3 at 6:55 am. I went thru screening as usual. They had to do a bag check on me. Fine, I understand. But what I do not (or anyone else) should have to put up with is abuse of power. I asked if I could call my store to let them know I would be late due to bag (purse) check. I was told, in a loud raised voice, that I needed to have a seat and wait and I could not call them. I stated that I am an employee. Didn't matter. This man, whose name and badge I did not get, was VERY VERY RUDE AND LOUD. So loud that caused people to look and stare. Yes, I am an employee of DIA but if I was treated this way how are the travelers being treated? With respect?! I sat for approx 3-4 min. No one came to me, talked to me. I got up and asked another TSA agent if anyone knows where my bag is or if it has been checked yet. They had to ask 3 people where my bag was at. .Apparently they "forgot" about my bag.
Two other incidents that occurred against two employees of mine

8/4/2015
6:14:43
PM

Submitted on Tuesday, August 4, 2015 - 19:08 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Louisiana

Airport: LOUISIANA - MSY - Louis Armstrong New Orleans International

Date of Travel: Tue, 08/04/2015

Time of Travel: 5:15 pm

Airline & Flight Number: DL811

Checkpoint / Area of Airport: Main

TSA Employee: Calliet

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

Allow me to preface this with the fact that I've had at least 50 round trips in the last 6 years.

I've always opted for a pat down. In nearly 100 such situations I've never felt compelled to complain.

After waiting for the agent to move me and my belongings for a pat down, I stated politely "please do not set the other bin on my laptop as it is very old." I was rudely told to "not tell me how to stack things." Fortunately he crossed one bin over the other.

I always make this request. If something cracks or goes wrong, that's bad. Coincidentally one time I did not make this request and the agent stacked the bin on my laptop. The thing is rather fragile and my replacement arrived after I left town.

Transportation Security Administration,

I'd like to file a complaint for what I believe was an abuse of authority by the TSA as supervised by (b)(6)

I asked to be let through the metal detector, which has always been an accepted option. I was told I only had two options: the scanner, which they assured me had safe radiation levels and no "images", or a pat down. I asked the reason I would need a pat down and no reason was ever given. I asked for a police officer to be present for any pat down. He refused my request several times. Soon a Delta official (who refused to give me his name) told me I was to go through the scanner or not travel (one option). This forced to go through the scanner which (of course) necessitated a pat down because of suspicious underwire in my bra. During the pat down the TSA agent told me she'd need to get her gloves (twice) for more intrusive checking. Somehow my refusal worked this time.

The war on terror has me terrified alright. I hope I can have some assurance that my civil rights will be respected when I visit my new granddaughter in New Jersey few weeks!

Thank you,

(b)(6)

(b)(6)

Delta flight DL1557, Salt Lake City airport, 8/2/15

8/4/2015
8:09:11
PM

8/4/2015
10:04:00
PM

Submitted on Wednesday, August 5, 2015 - 01:22 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Idaho

Airport: IDAHO - BOI - Boise Air Terminal/Gowen Field

Date of Travel: Tue, 08/04/2015

Time of Travel: 5:25 am

Airline & Flight Number: DELTA

Checkpoint / Area of Airport: Security

TSA Employee:

==Complaints==

Complaint Feedback: Other

Complaint:

Though I fly many times a year, today was the second time I've had a "thorough" pat down at an airport. The only other time was at the same airport: Boise.

My daughters (14 and 13) and I were the first passengers in line at 4:10 AM, and the gate didn't open until 4:26. The woman said to come forward and when my girls and I walked forward she rudely said "I said one PERSON!" I told her these are my kids and we're traveling together and she kept up her attitude saying "Are they under 12, well then..." This interaction at 4:26 in the morning made me frustrated, but that was just the beginning. My kids walked through the scanner and then I did. The woman said I needed to get my hands checked because they saw something on me. I was wearing no underwires in my bra, a pair of Spanx bike shorts under a tightly fitting cotton tank dress and a tight t-shirt -- it was clear there were no extra bulges or places I'd be hiding anything anywhere. I don't think anything cotton and lycra would have triggered the machine. She wiped my hands and said I was positive for some substance then another woman came up and began talking to me like I was a prisoner...guilty of

8/5/2015
9:05:45
AM

CSM RFI----Mishandling RFI

REASON for the call:

Caller flew yesterday from SLC to TPA and had a liquor in a box in his suitcase and TSA had opened the boxes and had put the bottles back inside but had not put the Styrofoam back inside.

He confirmed the bottles themselves were not opened and that nothing was damaged but could have been.

Date Time: 8-4-15 Departing at 8:40 AM He was at the checkpoint at 7:00 AM

Gate Terminal: Does not recall

Airport: SLC

Airline: Southwest

Flight #:2255

Bag tag # (10digit): Does not have.

Bag Description: Delsey large pink bag. He said that is Pepto Bismol Pink.

Missing Damaged item description: Nothing damaged but TSA had opened the boxes on his liquor and had put the bottles back inside but had not put the Styrofoam back inside

NOI: Yes Nothing written or stamped on it.

8/5/2015
9:07:55
AM

CSM RFI---Rude Screener

REASON for the call:

He has defibulator and from the time he asked for a Patdown to the time it was completed it was 22 minutes.

Caller stated 5-6 minutes should be standard to get a TSO to give you the Patdown.

He said he also did not like it that the TSO argued with him after he showed his Medtronics card and said anyone can go through the machines. The man was rude and said he did not know what that card was. He does not know his name but he was a large black man.

Caller also said that usually he is treated well when he asks for a Patdown except for this incident.

Date Time: 8-4-15 Departing at 8:40 AM He was at the checkpoint at 7:00 AM

Gate Terminal: Does not recall

Caller wants the address for TSA CEO (b)(6) Caller asked who is the head of the TSA? Caller is going to send a letter about an incident at the Buffalo International Airport. Caller stated he will be sending a 5 page letter and contacting his state senator (b)(6) as well as contacting the Civil Liberties Union. Caller stated that while he was on vacation he went through the TSA checkpoint at the Buffalo International Airport. When he went through the screening technology the TSO informed him there was an anomaly. Caller was directed over to undergo a patdown, which he was fine with. During the patdown the TSO began to pull (b)(6) pant legs over his socks. Then the TSO proceeded to pull (b)(6) pants down past his knees, as well as his underwear. (b)(6) stated he was at that point standing in the middle of the screening area with his genitals out for everyone to see. Caller stated that he immediately protested the treatment and asked for a supervisor. When the supervisor and other TSO's arrived he was already pulling his pants back up. He told them he wanted to file a complaint on the TSO. Before they would hear his complaint the other TSO's informed him he would have to finish being patted down. Caller stated that the supervisor went and reviewed the tape of the incident and told him that they would have a conference with the TSO involved and they would use the tape for training purposes so nothing like this would ever happen again. Caller informed them that he did not want them to use that tape for training purposes because he doesn't want his genitals on display for everyone to see. Caller stated he would be contacting Sixty Minutes or Bill O'Reilly if TSA does not do something about this incident. (b)(6) asked what my role in this would be? Caller once again stated that he should not have to stand in the middle of the Buffalo Airport with his genitals out. Caller asked, What is a TSO? Caller also asked if a TSO works for TSA? Caller was wanting to make sure he has all the facts straight and that the right persons are held responsible for the incident. Caller stated that the supervisor refused to follow up with him about the incident.

8/5/2015
10:26:39
AM

Date: 7-24-15

Time: 2:30pm

Airport: Buffalo International

Airline: American Airlines

Gate: 8 or 9 He can't remember for sure.

TSO: (b)(6)

Supervisor TSO: (b)(6)

Feedback Type : Security Issue
Categories : Pat-down; Miscellaneous/Other Current Date/Time : 8/5/2015 11:50:28 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/05/2015 11:30 AM Airline & Flight Number : delta flight 423 Checkpoint/Area of Airport :
Where they screen carry ons TSA Employee: (If Known) :
Comment : My bag was pulled for further testing. After they wiped it down and put the little white clothe through the machine a code came up that they didn't know how to read. He told me he didn't know what the code meant so he had to body search me. He said maybe the machine was dirty or something. He didn't know. This is bad security. The officers need to know how to read the codes and the machines need to be clean. What's the point of wiping stuff down if they don't know how to read the codes.
8/5/2015 12:17:19 PM Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Submitted on Wednesday, August 5, 2015 - 11:06 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: Mon, 08/03/2015
Time of Travel: 9:00 am
Airline & Flight Number: DL 1216
Checkpoint / Area of Airport: East Terminal checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?TM

8/5/2015 12:17:38 PM Complaint: I am a Department of Defense civilian who gets TSA Pre while traveling on orders. I asked to have a sensitive piece of electronics hand screened, as I have on many other occasions. I was then told that I would need additional screening due to this request. My backpack was emptied, all my equipment was swiped and required to be turned on, I was made to remove my belt and shoes, and given a complete pat-down screening. This despite going through the millimeter wave scanner as I was "randomly" selected in the TSA Pre line. I have NEVER had this treatment before despite flying with this equipment approximately 15 times this year alone. 2 agents wasted 10 minutes on this endeavor. Their supervisor claimed that this is required anytime a hand check is requested. Is this procedure, or just a method to discourage hand screening requests?

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name (b)(6)

Submitted on Wednesday, August 5, 2015 - 11:19 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Decatur

State: Arkansas

Zip Code (Post Code): 72722

Other:

Email: (b)(6)

8/5/2015

12:17:52

PM

==Incident Information==

When did this happen? Wed, 07/29/2015

Where did this happen? ARKANSAS - XNA - Northwest Arkansas

Regional

What happened?

7/29 @ 5:30 am - American Airlines. The female TSA agent groped my breasts and thighs. I weigh 120 pounds and had on shorts, a necklace and a tee shirt. For some reason when I passed through the x-ray machine I had red spots on my knees, and one on my stomach/under my breasts (duh - necklace?).

Like an octopus reminding me of my teenage years of dating, this agent was suddenly groping my thighs, and then she kept running her hands across my ribcage and lower breasts. Surely if I was hiding something under my lightweight summer clothes it would

Submitted on Wednesday, August 5, 2015 - 12:36 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint
State: Colorado
Airport: COLORADO - DEN - Denver International
Date of Travel: Thu, 07/23/2015
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Other
- Professionalism/Customer Service

Complaint:

I have been through TSA and on 8 flights during my pregnancy. It has been recommended that I not go through the scanners during my pregnancy. Without fail after I request to opt out and get a pat down, I am then forced to stand there while they yell for a female assist. I then stand there waiting and waiting for someone to show up and get me out of the tiny space I am shoved into to try and get out of the line. Meanwhile, all of my government documents, wallet, plane ticket and personal items are on the belt for anyone to help themselves. I continue to wait and wait while every women on staff(not many) scurries away while the person at the checkpoint yells "female assist" After a while, I then have to beg them to get someone and a manager has to show up and drag a woman out to pat me down.

While I am waiting woman after woman with an infant a few months older than the one I am carrying are ushered through the metal

The caller thinks that because she has scoliosis it alarms the imaging technology every single time causing her to have to have a patdown. She is a 66 year old rape victim and she feels that this is very traumatizing and wants to know how she will be able to keep this from happening.

Caller stated that she appreciates me reading from the script but she would rather speak to someone else.

8/5/2015
3:50:41
PM

(b)(6) Notes:

Caller states that she has been raped and she has scoliosis. Caller states that she goes through the screening and the screening mechanism alarms. Caller states that when the alarm takes place she is patted down. Caller states that the TSO insisted that she be patted down. Caller is wanting to know if there is any way that she can avoid the pat down. Caller also wanted to make us aware that we were all stupid and that we were unable to think for ourselves. Caller also stated that she is not disabled but she is going to call the Americans with Disabilities people.

The caller has an artificial hip and was going through the PreCheck lane at DEN. He let the female TSO at the beginning of the line know about the implant and then went through WTMD. The detector alarmed and the TSO at the detector told him to go back through again. The passenger told the TSO about the implant and the TSO got upset and started raising his voice at the passenger about being in that line. The TSO told him he would have to conduct a patdown and asked the passenger if he was sensitive to touch. The passenger told him that he did not know because he had never been touched by a man. The TSO repeated his question and the passenger repeated his answer. The passenger claims that the TSO took a very long time to do the patdown and additional screening, then finally let him through the checkpoint. This took place on 7-21-14 and the caller filled out a written complaint and turned into the TSA in San Diego on 8-7-14. He has still not heard anything and wanted to know why he had never been contacted about the rude treatment. He requested to be contacted.

8/5/2015
6:08:13
PM

Date: 7-21-14
Time: 9:30AM
Airport: DEN
Terminal: A
Airline: Frontier
Flight: F90551
TSO Description: Male, Middle Aged, 6 ft, with curly hair.

Hi,

I was at newark airport yesterday (4 aug 2015) evening taking my 13 year old nephew to the gate to go back home to oklahoma.

I have knee braces that I have to wear all the time.

Previously on July 14th in the morning I had asked to leave the braces on and submitted to the machine and extra patdown without incident at Newark airport.

But on August 4th, the TSA agent required me to remove braces and while I was trying to ask for the extra patdown so I could leave them on he interrupted me and would not even give me the chance for the extra patdown and called for port authority.

After he called for port authority I got so upset that I just wanted to get out of there to calm down and took them off.

I have a medical need for those braces prescribed to me by the Veterans Administration Orthopedic doctor and they are a big pain to get on and off.

I would like to know what to do to file a formal complain against the TSA agent.

Any help would be grateful.

8/5/2015
6:09:46
PM

Thanks,

(b)(6)

To whom it may concern:

The TSA process took over 45 minutes, requiring several pat downs, a bag check, and the confiscation of my keychain. The staff was both unfriendly and unhelpful. I flew into Denver with my keychain in my carry-on without incident, but it was somehow determined that it needed to be confiscated on my return trip. The keychain is expensive and I expect to be compensated for it. Due to the amount of time the security process took, I would have missed my flight if I had gone back out to attempt to mail the keychain or place it into my checked bag. I also did not see the keychain disposed of. What process do you have in place to ensure TSA employees do not keep confiscated items for themselves?

8/5/2015
6:09:54
PM

Thank you for your time and attention to this matter.

(b)(6)

Submitted on Thursday, August 6, 2015 - 06:13 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: District of Columbia

Airport: VIRGINIA - DCA - Washington Reagan National

Date of Travel: Wed, 08/05/2015

Time of Travel: 6:00 am

Airline & Flight Number:

Checkpoint / Area of Airport: Terminal A TSA Employee: Quarels

==Complaints==

Complaint Feedback: Screening

Complaint: I revived a pat down by (b)(6) which was an aggressive push down. I've received dozens of pat downs not one did I feel like someone was being physically aggressive with me.

(b)(6) was pressing so hard against my skin that I was unable to hold my balance to which she hostilely informed me to stand still to which I responded that I was trying to. She was rough and hostile and uncaring that she was running her hands all over another human being.

8/6/2015
8:26:45
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2289/submission/26743>

Submitted on Thursday, August 6, 2015 - 09:14 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: english

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address (b)(6)

City: Tamarac

State: Florida

Zip Code (Post Code): 33321

Other:

Email:

8/6/2015

10:08:34

AM

==Incident Information==

When did this happen? Wed, 08/05/2015

Where did this happen? FLORIDA - TPA - Tampa International

What happened?

My bag contained liquid face soap over 3oz. it was taken which I agreed that was the rule. He continued to search my bag and he saw a flat iron and two cell phone charges in examining my bag. He tested the bag and called out loud alarm alarm pat down pat down, without explaining to me what was happening. I waited for other security, to say you need a pat Down. I already went through a type scanner where you put your hands up etc. I past pat Down , and my bag was returned with no explanation as to what caused the alarm. After said and done I asked the supervisor to tell me so I know for my next flight. He said he doesn t know. All this stress , high blood pressure could have been avoided.

Case (b)(6)

Dear Customer Relations Official:

We received the attached complaint in our office. Because it involves a security issue, I have instructed (b)(6) to file with the TSA. However, as we do with all the complaints our office receives, I am forwarding to you for your review and response to the complainant with regards to the TSA staff in MDW.

Thank you for your assistance, and please contact me with any questions.

(b)(6)
US Department of Transportation

Case Number (b)(6)

Consumer Information

8/6/2015
12:05:23 PM
Inquirer Type Name Address E-mail Address Office Phone Home Phone
(b)(6) Chicago IL 60625 (b)(6)

Complaints Information

Complaint Code Carrier Name Flight Date Flight Itinerary
FB1920 SOUTHWEST AIRLINES 04/16/2015

Description of Problem/Inquiry

Please see the attached referral from The office of the AG - State of Illinois

Complaint Code Carrier Name Flight Date Flight Itinerary

GA1920 TSA 04/16/2015

Description of Problem/Inquiry

Please see the attached referral from The office of the AG - State of Illinois

Attachment:

(b)(6)

Federal Aviation Administration

The caller is flying out of DTW today and had to wait 30 mins to get a patdown. She is very upset about this incident.

8/6/2015
12:48:57 PM
Date and time of incident: 08/06/2015 12:10pm

Airport of incident: DTW

Airline name: Delta

Flight number: DL6233

People involved in incident: Supervisor (b)(6) and she spoke to a TSO named (b)(6) who was nice and trying to find someone to do the patdown.

Description of incident: She had to wait 30 minutes to receive a patdown

Submitted on Thursday, August 6, 2015 - 12:13 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Texas

Airport: TEXAS - AUS - Austin-Bergstrom International

Date of Travel: Tue, 08/06/2013

Time of Travel: 10:45 am

Airline & Flight Number: American Airlines 1561 Checkpoint / Area of Airport: Gates 1-12 TSA Employee: White Male, tall, large build, short light hair, maybe bald

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint:

After completing my full body scan, I went to grab my bags. The man standing and completing full body pat downs saw me, and told me that I should be smiling. Offended, I furrowed my brow and said excuse me? And he continued and said, look at your face, you should be smiling, you are traveling and should be happy. He then consulted other men who had been before or after me in line. Horrified I walked to the far end of the belt to gather and repack my items.

While this is minor, it exposes this individual's entitlement and misogyny. I doubt this is the first or last time he will exercise his false sense of power. He would not tell a man to smile, yet he believes that he has the right to tell a woman, who is minding her own business, that her face is not pleasing to him.

I hope that this issue is brought to his attention. While I doubt this comment came from a malicious place, this individual should be brought up to date with modern social conventions.

Would you like a response? Yes, I would like a response.

Reason for the call - The caller got a patdown after she had already been screened and she was on her way back to her wheelchair.

Airport - SHV

Airline - American Airlines

Flight Numbers - 2635

Departure Times - 6:30 am

Arrival Times - She went through the checkpoint at 6:30 am.

Date And Time of Incident - 7/27/2015

Baggage Tag Numbers - NA

Description Of Luggage

Color - NA

Style - NA

Size - NA

Brand - NA

Was There An NOI - NA

Was Anything On The NOI - NA

Missing Damaged item description - NA

Location Of Incident

Gate - Does not know

Terminal - Does not know

Phone Number - (b)(6)

Email - Not Provided

Name Of Actual Person Involved - (b)(6)

Special Notes - Caller was in a wheelchair. She went through the checkpoint and was cleared. She was on her way back to her wheelchair when she was told that they would need to do further testing on her. She said that a lady went through her purse. The TSO put on some gloves and performed a patdown. She said that she was traumatized and she feels like she was taken advantage of. She is 76 years old. She does not have an email address. Caller said that her flight was at 6:30 am and she went through the checkpoint at 6:30 am. She wants the CSM to contact her.

8/6/2015
2:03:40
PM

8/6/2015
3:11:09
PM

Initially I decided not to give any more time to this unpleasantness by writing you, but this morning, three days later, my cardiologist urged me to write. He thinks that if you know, you might try to reduce the chance of other patients undergoing the same abuse. I hope so.

My Uber driver got me to the Newark Airport (EWR) at 4:18a on Monday, August 3.

I had a full hour before my flight (UA771) which was scheduled to depart at 5:20a. Only one other passenger was at my security check in Terminal C (nearest the corridor for gates 100+; I had to use the next corridor south of that one to reach my departure).

I use a walker and explained that I also have a pace maker. I fly fairly frequently and thought I knew the routine. I am glad that the country asks us all to endure a bit of inconvenience to increase the safety of everyone.

When I entered the scanning machine a TSA employee ordered me to raise my arms. I dutifully did so as high as I am physically able. An injury in my right shoulder prevents my lifting the right arm high as I can lift the left. Here's a selfie I took just now to show you the best I can do with each arm:

8/6/2015
4:00:57
PM

The TSA employee ordered me to be patted down, which I had expected. I always comply willingly.

It took the next TSA official almost 5 minutes to arrive for the pat down. I was surprised when he said that I would have to remove my shoes. I pointed out that I am 78.

"Do you think 78 means you don't have to obey the law?!" he said angrily, not as someone trying to help an obviously disabled old man. I asked about TSA policy towards those 75 and older. He answered only by repeating, "Do you think 78 means you don't have to obey the law?!"

There was no visible place for me to sit down, nor did he suggest a place. I had double-knotted my shoes for my safety, to assure they would not come undone, but I cannot bend to reach them without sitting down. My hands are feeble and it takes several minutes to unknot them, especially when stared down by angry officials.

I am not able to show you photographs of the scene or what the TSA staff and I looked like at the time because my camera was in my small carry-on bag, which at that time sat vulnerable to hundreds passing through the same baggage check. Any one could easily have taken the bag without detection. It's only 14" long, 8" wide and 8" high:

Submitted on Thursday, August 6, 2015 - 15:04 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Florida

Airport: FLORIDA - TPA - Tampa International

Date of Travel: Thu, 08/06/2015

Time of Travel: 2:30 pm

Airline & Flight Number: Southwest 620

Checkpoint / Area of Airport: c terminal TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint: I have been "randomly selected" several times at this airport for additional screening. I have a appointment in the morning for a dermatologist to look at an atypical mark on my skin that I fear is melanoma caused by this treatment. No melanoma in my family. Online warns of groupers and delays for pat down requests. I went though TSA screening - and paid the fee - in an attempt to avoid delays and radiation. Why are you targeting me?

8/6/2015
4:01:31
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2289/submission/26779>

Caller is traveling with a breast pump and frozen breast milk and every time she flies out of Atlanta Hartsfield she goes thorough the AIT machine and then she is made to have a patdown. And she has had to do multiple patdowns just for one flight. She never gets consistent screening when traveling with Breast Milk and Breast pump.

8/6/2015
4:58:08
PM

Airline: Delta

Date : Aug. 3 5:30 PM

Terminal: South Terminal

Disability Description: The caller has breast cancer.

Cell phone number: (b)(6)

Incident Details: The caller flew from Oakland to Las Vegas and then from Vegas to Oakland on SW.

She says the TSOs in Las Vegas were horrible to her. She has breast cancer. She wants to know if it is possible to give her travel information and a picture of herself for someone to roll the tape and see of how horrid her experience with TSA was.

She went through the AIT machine and the machine showed the area that she needed a pat down which was her breasts and ribcage. Instead of being offered and receiving a private screening, the TSO gave her a pat down on her breasts in front of everyone, humiliating her. They asked her in front of everyone why she didn't have reconstruction surgery and what the bone that was sticking out of her chest was. They rescanned her over and over and over again. She was very embarrassed and she has prematurely aged so everyone was staring at her.

8/6/2015
6:02:57
PM

She also claims that the TSO hurt her. The caller is mortified over this. She was still in pain this morning when she woke up because they pressed so hard during the patdown. She feels discriminated against because she has breast cancer. She even thinks she may have a cracked rib.

The caller also says her checked bag had been inspected and everything was in disarray.

Date-Time of Travel: 8 5 15-6:30PM

Gate Terminal: C7

Airport: LAS

Airline: Southwest

Flight #: 3151

Submitted on Thursday, August 6, 2015 - 19:05 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Missouri

Airport: MISSOURI - STL - Lambert St. Louis International

Date of Travel: Thu, 08/06/2015

Time of Travel: 5:50 pm

Airline & Flight Number: Southwest 458

Checkpoint / Area of Airport: Terminal 2 TSA Employee (b)(6)

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: I passed through the millimeter wave scanner and was informed the inside of my leg would need a pat down. I don't have any issue with this (it's happened more than once with the shorts I was wearing), but when I casually remarked to the agent that it was likely the shorts that had resulted in the false positive, he responded by telling me (with a very condescending tone) that when someone's pants are sagging the machine tells them to pat that person down and that if I wanted to avoid the problem I should "pull my pants up around (my) waist." My pants at the time were very clearly positioned perfectly around my waist (I even lifted my shirt to show him that), and his only response was that they "look pretty saggy to (him)." I did not appreciate being talked down to by someone significantly older than me just because he evidently doesn't like the "sagging pants" trend (that I was clearly not displaying).

8/6/2015
8:08:42
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

Even though i know this letter will go no where at all. i still feel i must make a complaint. On the date of 8/5 at approx 1400. I was traveling through OGG to LAX on a return trip where i had just got engaged. I recently had surgery in my pelvic groin area. a procedure that i will not discuss. so i had the area bandaged and was wearing TSA approved, none metal belt on my waist which helped with some of the pain while walking and bending. The body scanner caught the belt and i was placed in a pat down area. I told the person patting me down i had surgery and where. I would not let them pat me down in that area. After the supervisor was called (b)(6) i explained to him what was going on. They still insisted on a pat down. Even after i yelled out in pain, they insisted in more pat downs. Only after myself saying i would not allow more pain being inflicted on my body, they let me go. The next day, i have more pain then i did due to the pat down performed by tsa. I feel that my own civil right and health were threatened because of these incompetent employees. I am a member of the CLEAN program and also have a twic card. So my background has been cleared several times.

8/7/2015
8:43:55
AM --

(b)(6)

HYPERLINK (b)(6)

Submitted on Friday, August 7, 2015 - 07:37 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Maryland

Airport: MARYLAND - BWI - Baltimore-Washington International

Date of Travel: Fri, 08/07/2015

Time of Travel: 8:30 am

Airline & Flight Number: Delta 1301

Checkpoint / Area of Airport: TSA Pre-Check TSA Employee: Unknown woman

==Complaints==

Complaint Feedback: TSA Pre?™

Complaint: I don't remember ever applying for pre-check service, but it was printed on my ticket so this was my first time. It was my understanding that the pre-check was for trusted travelers, so I was not expecting to be patted down. I was wearing a necklace which set off a sensor. I had no pockets on any of my clothing and was not even wearing a bra. I feel violated physically because I was never even offered the option to remove my necklace (in fact I was told not to take anything out of my bags or off my person before I went through the first time) and go through the scanner again, I was taken immediately for a pat down and it was unprofessional, rude, and I am very uncomfortable about how I was touched. If this is what normally happens in a pre-check, I will refuse to do it next time. I wore the exact same necklace on a return flight from Phoenix to Harrisburg, and it didn't set anything off and I wasn't subjected to a chest pat down going through the normal TSA check point. Again I feel absolutely violated, to the point where I have been crying since I got through the checkpoint. In a normal workplace that kind of touching would be considered sexual assault and wouldn't be tolerated, so why are you as the TSA tolerating it? I am a very compliant person to authority which is why I cooperated despite

8/7/2015
8:44:48
AM

Submitted on Friday, August 7, 2015 - 08:53 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: New York

Airport: NEW YORK - JFK - John F. Kennedy International

Date of Travel: Wed, 08/05/2015

Time of Travel: 7:40 pm

Airline & Flight Number: Swiss 15

Checkpoint / Area of Airport: Approx Row 13 TSA Employee: Two males, one letting through children younger than 12 and other doing male pat downs

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Civil Rights / Civil Liberties
- Missing or Damaged Items
- Other
- Professionalism/Customer Service
- Screening

Complaint:

Good morning,

8/7/2015
10:13:35
AM

My experience with your TSA agents makes flying an even worse experience than it already is and I expect an replay. While standing in line I, as I always do, let the TSA agents know early on that I will be requesting a pat down. The issue that usually arises is that my items (shoes, backpack, etc.) go through the machine before me and sit exposed on the other end of the machine, while I wait for a pat down. This particular time when I expressed my concern after waiting roughly ten minutes for a pat down, the officer dismissed me and gave me a hard time for not just going through the body scanner, "Why can't you just use the scanner?". Not only is this incredibly unprofessional as I cannot go through, but it didn't address the possibility of my wallet.

To Whom It May Concern:

Due to a recent experience with two TSA officers at the Asheville Regional Airport in North Carolina, I have a particular interest in the security screening procedure for breast milk. Currently, the existing guidelines for transporting breast milk through TSA check points is very vague and leaves it up to interpretation for the officers on duty. Typically, one of three things happen:

My hands are swabbed.
The bottles are placed on a density machine and passed.
The milk is simply glanced at and given back.

My recent experience included ALL of the following:

Hand swabbing.
A refused pH test, density test instead.
Two swabs of my stroller. Once before the breastmilk was considered, at least one swab (by my count, 2-3) after the breastmilk was considered.
Two screenings of my car seat.
My diaper bag being emptied and various items swabbed after it passed through the x-ray machine and was returned to me.
A pat down.

8/7/2015
12:37:54
PM

A usual five minutes process took three times as long for reasons unknown to me. No alternative process was explained. When I offered to dump my breast milk that seemingly did not pass the density test (one bottle did, one bottle did not), the officer refused and took back all items that had already passed through screening and proceeded to empty them, swab them, and pat me down. Thankfully my husband escorted me through security or what would I have done with my baby? During the process, I was threatened by the supervising TSA officer that the police would be called. She threatened me after I interrupted her canned speech for the pat down. I interrupted her to say that my baby was crying and if she could expedite the process by speaking and doing so that I could comfort my baby. Once the pat down was through, I watched all of my child's diapers being opened, toys taken out, items strewn on the TSA table.

I see several problems with this system:

A mother's breastmilk should not be required to be opened due to sanitary concerns. I donate my pumped milk to babies with health issues. If they are already immunocompromised and the breastmilk is contaminated by someone who is not trained to handle it, the results could be devastating. That is why I refused the pH test. If I am not mistaken, it requires the bottle to be opened. I cannot not speak to why one bottle failed and the other passed the density test. No standard system for checking baby items exists (from what I have observed after passing through five different TSA check points multiple times in the past 8 months (those include: PBI, FLL, AVL, CLE, Burlington, VT). Caretakers cannot possibly be charged to be prepared for a checkpoint if no uniformity exists. If a standard system was implemented, we could assist in security measures by coming to the airport prepared. A standardized system would ease frustration on both sides. I seemingly frustrated the TSA officers with whom I dealt by knowing my rights, which is why I was treated in such a threatening manner.

Submitted on Friday, August 7, 2015 - 11:45 Submitted by anonymous user: (b)(6) submitted values are:

Feedback Type: Complaint

State: Nevada

Airport: NEVADA - LAS - McCarran International

Date of Travel: Fri, 08/07/2015

Time of Travel: 7:00 am

Airline & Flight Number: DL2576

Checkpoint / Area of Airport: TSA Pre for D gates TSA Employee: Officer (b)(6) or perhaps (b)(6)

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre?™

Complaint:

When going through the magnetometer, I was selected for random screening, which I am familiar with, since I've been selected before. When asked to step to the scanner, I stated that I was electing to opt out.

At this point, the officer, irritated, said in a loud voice "Sir, WHY are you electing to opt out".

I was surprised, as I have never been asked this question before, and certainly not in such an intimidating voice. It was clear from the tone that his object was to convince me, and other passengers not to elect to opt out.

I stated, politely and directly "I am opting out because it is my right to do so".

A few minutes later, after my bags had been sitting out of my eyeshot for some time, the Officer loudly stated to me from the

The callers grandson (b)(6) is 15 and at the airline ticket counter they put an orange dot on his ticket. When he got to the checkpoint they did a full inspection. This is not a complaint he just wants to know why this happened.

Date and time of incident: 08/06/2015 9:05pm delayed till 9:30pm

Airport of incident: Boston Logan

Airline name: Aer Lingus

Flight number: Not Provided

People involved in incident: Not Provided

Description of incident: They went to the airline ticket counter and they put an orange dot on Adam's ticket. When he got to the TSA checkpoint they pulled him aside and went through his bag. They did a patdown and the caller phrased it as, they did a search of his body, including his clothes. At first they weren't going to let the mother come until she told them he is only 15.

Caller has Pre Check and GE. She recently traveled from DRO and would like to file a complaint about an agent at the checkpoint. Caller has a hip replacement and pins in her foot.

They only have the WTMD at DRO and not the AIT. She told the Supervisor about the metal implants and he said she could have multiple passes through the machine. When she did alarm,

the Supervisor went to tell a female agent that she had Pre Check and that she should receive a modified version of the patdown. The female agent that gave her the patdown, was rude and aggressive to her. The patdown she gave caller was not a modified version, but was very invasive. She went up high on her thigh, touched her breast and hips. Caller said she was so upset after the patdown that she was about to cry. She spoke to the Supervisor about it and he said he would talk to her.

Caller said this is not acceptable. She would like someone to contact her about this. She thinks the female agent's initials may have been S.P. The agent was very inappropriate.

ADD: Caller asked if you have Pre Check and GE is there a modified patdown for you.

Date Time of Incident: 07.31.15 At security Approximately 02:15 p.m. Flight Departed: Around 5:00 p.m.

Gate Terminal: One Gate and One checkpoint

Airport: DRO to PHX

Airline: American

Flight #: 5620

Email: (b)(6)

8/7/2015
12:38:24
PM

8/7/2015
1:41:49
PM

8/7/2015
4:58:21
PM

Submitted on Friday, August 7, 2015 - 20:27 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: New York

Airport: NEW YORK - JFK - John F. Kennedy International

Date of Travel: Tue, 07/07/2015

Time of Travel: 2:00 pm

Airline & Flight Number:

Checkpoint / Area of Airport: B gate

TSA Employee:

==Complaints==

Complaint Feedback: TSA Pre?™

Complaint: I have flown 4 times during the month of July. 3 of those times I have been "randomly" selected for "pat downs," had to remove my shoes (different ones) every time, had my "global entry card" refused! I was under the impression that paying the fees for "precheck" and for "global entry" would ease my trek through security. So far I feel that the documents were a colossal waste of money!

8/7/2015
9:03:12
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

The results of this submission may be viewed at:

<https://www.tsa.gov/node/2289/submission/26880>

Caller traveled to Atlanta from Barcelona and proceeded through customs. After proceeding through customs she was entering the security check point to catch a connecting flight she was pulled out of the screening line for a pat down. The people behind her in line picked up her laptop and continued through the airport. (b)(6) and (b)(6). Both TSOs at the airport verified that her lap top was stolen at the checkpoint. She filed a complaint form at the airport.

Date Time: 8-7-2015 1615

Airport: Hartsfield Atlanta International

Terminal Gate: Not provided

Airline: Delta

Flight: DL115 DL81

Bag Tag Number: N A

Description of bag: N A

Description of Damaged Missing Item: Laptop mac book pro in a black sleeve.

NOT: N A

8/8/2015
9:15:06
AM

The callers sister is flying from Chicago and she is pregnant. She called her sister and told her that she was assaulted by a TSO. She didn't want to go through the AIT machine and she wanted to go through the WTMD, so she had to have a patdown. She said she was taken to another room because she had traces of explosive material on her hands. She didn't tell her sister that she had to strip but her grandmother said that she told her she had to. The caller said that she was hysterical when she called.

The caller said that she is an attorney and would like to be contacted back about it.

8/8/2015
10:44:22
AM

Date\Time: 8.8.15

Gate\Terminal: Not Provided

Airport: Chicago O Hare

Airline: Southwest

Flight #: Not Provided

REASON for the call: She doesn't want to file a claim but would like to voice a complaint. A plastic bag of earplugs and a sweat band used with her hard hat for work are missing from her checked bag. Also, her safety glasses were not repacked as she had them therefore their safety was compromised.

She would like to compliment her screening experience. She received a patdown screening and stated that the female TSO was very pleasant and explained what she was doing. She doesn't have the name of the TSO.

8/8/2015 2:03:16 PM Date Time: 7/27/15 8:45am
Gate Terminal: Terminal 4
Airport: PHX to ABQ (direct)
Airline: Southwest
Flight #: 582
Bag tag # (10 digit) (b)(6) or (b)(6)
Bag Description: Her bag was a large green duffel bag. The brand is Eagle Creek.
NOI: Present with nothing indicated.

-- On Sat, 8/8/15 (b)(6) wrote:

From: (b)(6)
Subject: TSA
To: (b)(6)
Date: Saturday, August 8, 2015, 4:03 PM Transportation Security Administration
701 South 12th St
Arlington, VA 20598-6006

To Whom it May Concern:

8/8/2015 5:05:27 PM I am an attractive 68 year old retired school teacher. On Friday, July 31, 2015, Seattle-Tacoma Airport, Delta Terminal (Gate S TSA area), around 1:30 pm, I was horribly embarrassed by a female TSA agent. My husband and I were returning from an Alaskan pleasure cruise. We had more than enough time to catch our flight (Delta 1056 ten hours later). We entered the General Boarding area of TSA where the hand-swipe and arms-over-head are routine. Due to a recent biopsy I was wearing a plain thin tee-shirt with matching designer sweatshirt draped over my shoulders, concealing my no bra situation. I immediately obliged when the gentleman asked me to remove the sweatshirt. No problem.
He said everything was fine and motioned me forward. Without the draped sweatshirt, the no bra situation was very apparent. A pale, fair-haired, TSA female agent took me aside. Her eyes were focused on my chest, and her hands were shaking. She felt under my breasts, (money pouch on my abdomen) which I immediately identified to her. She told me I would have to come into a separate room and get undressed. I am a frequent traveler and have had the contents of my money pouch questioned many times...each time I immediately comply by removing the pouch and allowing the TSA agent to examine the contents.

Submitted on Saturday, August 8, 2015 - 23:13 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Security Issue

State: Virginia

Airport: VIRGINIA - DCA - Washington Reagan National

Date of Travel: Fri, 08/07/2015

Time of Travel: 6:00 am

Airline & Flight Number: United #689

Checkpoint / Area of Airport: United

TSA Employee: Young black woman with waist long braided extensions

==Security Issue==

Security Feedback: Pat-down

Security Issue: After passing the full body scanner, I had my vagina inappropriately fondled during an additional pat down. A female TSA agent (not the other agent reading the scanner results) after I had exited the machine came over and said put your hands out, she passed a wand over my hands then after I passed that test she said that I would be searched. In full public view, after patting down my backside, she put her hand between my legs and forcibly separated my labia with her index finger through my pants and then made an upward karate chop type motion with the rest of her hand striking my pubic bone very hard. I was not told how I would be searched or why I was subjected to additional inappropriate touching since I had already passed through the scanner with no incident. I will be filing a complaint.

8/9/2015
9:24:01
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Caller stated she came through a TSA checkpoint and they left out her cosmetics.

** Mishandling RFI

Reason for the call: Caller states the TSO placed it in the screening while she was receiving a pat down, and now the plastic bag containing her contents is not in her bag. Caller states that the TSO's name is (b)(6)

Date Time: 08/08/2015 11:00 AM

Gate Terminal: Not Present

Airport: Orlando International

Airline: American Airlines

Flight #: Not Present

Bag Tag #: N/A

Bag Description: Clear plastic bag with deodorant and perfumes in it.

Missing/Damaged Item:

My wife and I were confirmed to fly August 7th on a 10 pm flight out of BWI. My wife has had a hip replacement and needed a pat down. After several calls for a female officer, she arrived and roughly performed the pat down. My wife complained, but was met with mocking from the female agent. My wife is filing her own complaint.

8/9/2015
4:25:39
PM

I went to the desk to ask the supervisor for assistance. I was blocked from the supervisor by officer (b)(6). Then was repeatedly bullied and intimidated to move back. I insisted on speaking to the supervisor and (b)(6) called the police to have me arrested. I went back to my wife. Over a dozen officers showed up, they never spoke with me. Officer (b)(6) passed by several times and turned his badge over so I could not get his name.

My wife and I were not allowed to fly and could not book for the next day. I was not allowed to speak to the supervisor, we were not allowed to see the video that got us banned. Who is watching the watchers.

8/9/2015
5:03:08
PM

(b)(6)

The caller was going through security at LAS when the Supervisor, (b)(6) started threatening the caller and making him do extreme screening procedures. The caller explained the extra screening as the grope and tickle exercises and swabbing on every element on his body. The supervisor took everything out of his backpack and started doing a hand inspection on everything he had. The caller stated (b)(6) said things like "Do you want to fly today?" and "There are no limits on my power to prevent you to fly!". He wants to file a complaint on the TSO.

8/9/2015 Date Time: 8/9/2015 3:25pm

6:34:15 Airport: LAS

PM Airline: Southwest

Flight #: 2495

Officer Description: Supervisor (b)(6), about 6ft tall, chunky with light hair and mustache, Caucasian.

Date Added	Contact Details
	<p>Feedback Type : Security Issue</p> <p>Categories : Advanced Imaging Technology Current Date/Time : 1/1/2013 5:27:52 PM Airport : PHL - Philadelphia International Date/Time of Travel :</p> <p>Airline & Flight Number :</p> <p>Checkpoint/Area of Airport :</p> <p>1/1/2013 TSA Employee: (If Known) :</p>
6:05:13 PM	<p>Comment : some machines require passengers to stop watching their belongings. that could result in thieved or someone adding contraband to my bag. I will be wrting my senators and representatives as well.</p> <p>Would you like a response? : False</p> <p>Passenger's Name :</p> <p>Phone Number :</p> <p>Email :</p> <p>To leave a comment concerning this feedback, follow this link : http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager</p>
1/2/2013 8:06:58 AM	<p>Caller went through screening at PHX Gate D. on 12* 30*12 When going through the AIT the TSA agent motioned to the caller to step out of the scanner. When she did, the TSA agent told her she moved, now she had to get a patdown. The caller then requested a private patdown. The TSA agent then said Woohoo a private patdown embarssing the caller. The caller felt like this was very unprofessional behavior, and felt like it should be reported. Caller went through the check point at about 8:30am. The TSA agent was a tall blond.</p> <p>I told caller I would make not of the incident. I also told caller the agents are trained to be respectful. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.</p> <p>Caller came through a checkpoint at DFW to Ronald Reagan at 7:30 am today, January 2nd. He went through A35. He flew with American Airlines flight number 1600K.</p> <p>He opened up his money bag and other bags and placed them in a bin. While his belongings were being screened he went through the AIT machine. One bag came out and the other bag did not. He asked a female TSO to get his money bag from the male TSO who was on the opposite side of the belt. He was sitting down next to the rolling belt. He knows it was not the female because he watched her go get it and bring it to him. He did not check the money bag until he was on the plane because he was trying to catch his flight. Now he is missing 5500.00. He is not blaming anyone in particular but he wants to know what happened to his money.</p>
1/2/2013 4:48:45 PM	<p>I apologized to the caller and told him that TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.</p> <p>You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.</p> <p>Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.</p> <p>He wants a claim form via email and postal mail.</p>

I trust someone can help address with my huge concern over the use of a castscope on me at the Denver Airport.

While vacationing in Colorado, I fell while skiing and broke my wrist requiring surgery. When I went through security at the Denver Airport on Sunday, December 30, I was pulled aside and had my wrist swabbed, and then waited for a security person to take me into a private room where she wanted to xray my cast.

I told her I did not have a cast on, rather my wrist was wrapped with bandages from surgery, but she insisted on the castscope. I told her I was concerned about the xray radiation and wanted a chest cover. She said there wasn't any and told me that no radiation was emitted. I pointed right to the label on the machine where it said xray radiation is emitted – and she told me not to worry because I would get more radiation flying in the plane!

I am appalled at the lack of understanding and knowledge that the people using these machines have and again, have grave concerns about the radiation heaped upon me, with no chest cover.

This was done December 30, 2012 at 11:40 am.

I am extremely unhappy and feel my health was jeopardized with the lack of cover and horrible attitude provided. I understand the need for security and was fine with the need to check my arm, but not at the risk of my health!

Look forward to your response.

1/2/2013
6:09:30
PM

(b)(6)

(b)(6) Downingtown, PA

(b)(6)

Your below response was not helpful. I was not treated with dignity, respect, and courtesy. If the selection was RANDOM, I would not have had my baggage rifled through twice on the same trip. I deserve an acknowledgement of the wrongdoing, and not an automated reply. Clearly your employees are disgruntled so they pull stunts like this to feel better.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

1/3/2013
10:09:58
AM

We hope this information is helpful.

TSA Contact Center

On Thu, Jan 3, 2013 at 12:46 AM, (b)(6) <HYPERLINK (b)(6)>

I returned from a trip yesterday and my bag did not make it. I got it today and saw that my bag was selected for inspection. The same bag was also inspected last week. I now know that my bag did not make it because it was inspected yet again thus

Caller flew on 12/31/2012 from FLL to Minneapolis on Delta flight 769. She said that two years ago in March she was sexually assaulted by a TSA agent at FLL. She said the agent put her hands in her underwear and touched her privates. Her flight on 12/31/2012 was at 1:39 pm. She went through the checkpoint at 11:30 am. She is 76 years old and she said that she no longer has to go through a patdown because of her age. She gave the agent her passport. She said the passport shows her age. The agent disappeared with her passport and would not tell her why she took her passport. She told the TSO that she did not want to go through the AIT. She was told that she would go through the AIT or get a patdown. She went through the AIT and still got a patdown. She said that the patdown was just running her fingers under her watch and bracelet. She said that her daughter and granddaughter were pulled aside because they were part of her family. She said that her daughter told her that she was getting a patdown because she was wearing a Jewish Star. Caller asked to go through the metal detector and was told no. The agent's name is STFO (b)(6). She said that there was a gentleman named (b)(6) who was yelling at her that she was holding up his line of traffic. She wants to know what the agent did when she disappeared with her passport.

I gave the following information: The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

1/3/2013
3:32:14
PM

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

I connected her to MB.

ACCEPTED TRF to MB:

She stated this is the first time she flew out of FLL for years because she felt she was assaulted before. She was convinced it would be alright this time.

Told her I do not know why the Officer took her passport for a moment and she can contact the CSM by redialing our number and enter FLL for airport code to get the number. The CSM may be able to tell her why the Officer asked for her passport.

I asked if the equipment alarmed when she went through screening. She stated it did not.

She stated she did not want exposed to the machine so she told them she would not go through and they made her have a patdown.

Caller is a crewmember with an airline. She went through yesterday in LAX in the known crewmember line. She was pulled to the side and came up twice as explosives tested on her hands. She said that this didn't make her feel comfortable and it came up twice. She wants to know as an option to the patdown, if she could have requested the AIT. She does not want to file a complaint, she just stated that she was very uncomfortable.

1/4/2013
11:29:09
AM

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Caller wants to file a complaint. He is at AUS. He flies every week. The TSOs are horrible. Caller was in the line to go through the AIT. A handicapped person was in a wheelchair in front of him, but the TSO makes this passenger get up and walk through which locks up the line because his wheelchair was taken another way and he had to stand in the AIT 7 minutes. The TSOs open the WTMD line and send 20 people behind the caller through that line. The caller asked if he could go through the WTMD and the TSO told him that he could not change lines. All the caller's property is on the other side. He cannot see it and does not have access to it. He told the TSO this but the TSO kept waving people over to the other queue. Caller said the TSO would not look at him and had his back turned toward the caller at an angle. The caller does not believe he should be held in the queue when his property is away from him. He said it was like being held captive because he could not get to his property and could not get out of the line. He flew 160,000 miles last year so he flies very often and this was the worst. He said this kind of behavior is what gives TSA a bad reputation. Caller could not get the TSO's name because he would not face him so the caller could read his name tag.

1/4/2013
3:09:12
PM

Caller said that in Columbus the TSOs are friendly, helpful and efficient.

Airport: AUS

Date and Time: January 4, 2013 at 1:50pm (Time he was at the checkpoint)

Location: on North end of the airport (he is not sure). If you are facing the airport it is on the left side.

I apologized to the caller, thanked him for letting us know his experience and told him I would send this to the CSM for review.

Incident Details: The caller is diabetic and she has an insulin pump that she is not able to disconnect from for the screening. She stated on her previous trip the TSO agents argued with her about going thru the AIT. The caller is unable to disconnect from her pump, and she already had one insulin pump malfunction because the TSO insisted she go thru the AIT. The passenger stated on this most recent trip she tried to explain to the agents she would need to get a patdown because of the pump and they gave her grief and argued with her about the screening. The one agent which gave the passenger the most grief and extremely insistant that she go thru the AIT. The caller stated the TSO agent and was young, dark complexion female, with a thin frame, she is unsure of her ethnicity. There was another female agent that was also present and the passenger tried to explain to her the situation and she stated she was not receptive to her issue. The second female agent was tall, blond hair, caucasian, medium build. The caller said she went thru TSA checkpoint about 2pm.

I apologized to the caller and advised I would send her information to the CSM at DEN. I advised the caller the AIT is completely voluntary and she is permitted to opt out and have a patdown. I advised the caller she could request a TSO supervisor on her next flight if she requested a patdown and one was not provided. The caller provided her email in the event the CSM needed to contact her for additional info, she also provided her flight info below.

1/4/2013
6:05:13 PM
flight info
DEN
12-24-2012
gate A-24
flight # 1544
Frontair Airlines
departed @ 3:20pm

I have a complaint about the screening process during my last flight.

I recently flew from ABQ to IAD Jan 1. My flight was scheduled to leave at 8:17 but was delayed until 8:45. When I reached the scanning machines- I opted out and requested a pat down. I am 24 weeks pregnant. At that time, the agent requested a female assist with the walkie- talkie. For the next 15 minutes, I waited while he requested a female assist 4 more times. No one came to assist. He eventually asked for a male assist to relieve one of the female luggage x-ray scanners so she could come pat me down. There were only 3 women on the floor at the time- 2 women x-ray scanners and 1 woman supervisor.

1/5/2013
1:07:38 PM
If families and children are able to go through the metal detectors- then pregnant women should be able to as well. If that isn't the case, TSA needs to make sure that enough women are on the floor to assist when needed. The long wait time due to staffing was nothing but incompetent.

Yes, I realize this was a day after a holiday- however, this was inexcusable.
I hope this matter is resolved and doesn't occur again.

Please feel free to call me to discuss anything further. (b)(6)

(b)(6)

Original email date and time was 1-5-2013 at 3:15PM [DBW]

Information about the person who experienced the civil rights civil liberties violation

(b)(6)

Phone #: Cell (b)(6)

Email: HYPERLINK (b)(6)

What happened?

On my way through security at the Philadelphia airport (PHL) on 12/31/12 at approximately 2PM, I told a TSA agent that I was not comfortable being exposed to any radiation as a result of the full-body scanners, and that I preferred a pat down. He was rude in his reception of my request and then muttered something about there not being any radiation associated with the millimeter wave scanners. I clarified this statement with him and he said again that there was no radiation and that that had only been true of "the old ones," by which I assumed he meant the backscatter scanners. So, I went through only to have to receive a pat down anyway (which was suddenly no trouble on the other side of the scanner) because of the beeping on my shirt. After getting through security, I looked online (on my phone that had already been in the x-ray at the time of my request) and found that there is a small amount of radiation associated with the millimeter wave scanners. My problems with this are as follows: I was misinformed either deliberately or for lack of training by a government agent; there is no requirement to disclose that there is radiation associated with the millimeter wave scanner, nor that some respected authorities advise against its use because the long-term effects of the millimeter wave scanners have not been studied; in addition to the huge invasion of privacy, subjecting any young person who wants to have kids to radiation levels of any sort "without" probable cause is unnecessary and asks people like myself to take on unwarranted risk.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

The problem of not being accurately informed about the radiation levels of

full-body scanners or the pat down alternative is definitely an ongoing issue I've encountered since they began to be implemented. At PHL, however, there seem to be no options to avoid the scanners. Everyone seems to be expected to go through them and the TSA staff are not

Caller stated that he wants to know what the standard procedures are for a general patdown, and whether or not a passenger would have to go through a patdown if they go through the WTMD and it doesn't alarm. He wants to know if there is AIT at LAX. His daughter felt uncomfortable during a patdown procedure, and he wants to know if there is an issue with what happened at the checkpoint, and also if there is somewhere specific that he needs to contact if he does have a complaint. He also wants to know whether or not patdowns are still incorporated randomly, or if there is always a specific reason that they are conducted.

His 19 year-old daughter went through the Virgin America checkpoint, Gate 37 at LAX this morning around 8:40 a.m. She was on flight 781 going from LAX to SEA, scheduled to leave at 9. She went presented her ID at the checkpoint, and then on through the WTMD, which did not activate. Once she went through there, she received a patdown, and this is where she felt uncomfortable. He stated that the officer, whose name she did not get, used the palm of her hand to rub, not pat, the area of her abdomen and up to the border zone of her lower chest area. His daughter felt as though it could possibly be considered sexually threatening, and it made her feel uncomfortable.

A brief description of the officer is that she is an African-American woman, approximately 20-30 years of age, short and above the ideal body weight.

A brief description of his daughter, (b)(6) is approximately 5'6", 120 lbs. She has shoulder length black hair and was wearing an olive green leather jacket, dark blue jeans and dark brown military style boots.

Advised Caller:

Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

I told him that a passenger cannot choose to go through the WTMD only, but would have to either go through the AIT or a patdown. If the airport or checkpoint they go to doesn't have the AIT, then they would have to go through a patdown. I told him that LAX is on the list of airports that either has AIT or is scheduled to get it, but I could not give him definite information as to whether or not they definitely had it, or if the checkpoint she went through had the machine.

http: www.tsa.gov air-frequently-asked-questions

The TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

I told him that I could either take his complaint and send it to the CSM at the airport, or he could contact them directly. He chose to describe the incident to me, since I could not provide him with exact hours of the CSM at the airport. I did explain to him how to contact them by calling 866-289-9673, pressing option 5, and entering the airport code when prompted.

Since he chose to provide the information to me, I told him that I would get his information, take the complaint, and then send it to the CSM at the airport. They could look into the incident, and see if there was anything that was inappropriate during the screening, and could contact him further if they needed any more information from him.

1/6/2013
1:12:45
PM

1/6/2013
3:31:16
PM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/7/2013 1:10:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

1/7/2013
2:01:22
PM

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines flight 780; ORD (Chicago OHare) Terminal 3 First Class Checkpoint with TSA Pre Screen. Date Wed Jan 2 2013 approx 4:30 AM. Issue with Pre TSA ineligibility and a pat down alternative to imaging at this checkpoint.

Comments: I have just spoken to American Airlines Executive Platinum customer service and was directed to open a case number (not merely leaving comments) with the TSA. There are 2 separate cases that require your resolution via email. At the first class pre tsa checkpoint I was informed that for some reason for the first time in one year I was not eligible for the TSA pre select. I was then told that since I had an infant child I could not use this first class checkpoint especially setup for American to avoid the situation that then developed. I was told it was because of an imaging station can't be used by adults carrying infant children. I was not given the option of a pat down at the first class checkpoint. I want to ensure that this does not continue in the future and the American Airlines Executive Platinum and First Class passengers traveling with infants can opt for a pat down at this checkpoint.

I have contacted American Airlines that was appalled at the treatment of one of their best customers. They want ALL first class and executive platinum customers to use this checkpoint exclusively at ORD and no other.

I want to clarify that traveling with an infant and selecting a pat down in lieu of refusing imaging when with a child will be honored by the TSA and to further acknowledge that the TSA personnel who told us we cannot use this checkpoint, designed for us by American, was in error.

A second case involves (b)(6) a TSA supervisor at ORD in Terminal 3. At the main checkpoint (not first class) at ORD terminal 3 my laptop was stolen by another individual and eventually returned to the TSA. There was an after hours "lost and found" that had my laptop that (b)(6) said I could not retrieve it. (b)(6) informed me the next day that (b)(6) was incorrect and in error. A special trip had to be made to the airport to retrieve my stolen and then recovered laptop due to the actions of (b)(6) not being aware of the after hours TSA line.

I respectfully await your reply and will cut and paste this to American Airlines Executive Platinum desk for your response.

The caller is traveling on Thursday from MKE to IAH to Cost Rica. She has a titanium shoulder and is concerned about going through screening expeditiously because she only has one hour between flights. She has to get from one side of the airport to another.

She asked if there is a way to expedite this in any way.

She indicated that she would have to leave the secured area.

The caller stated that she knew the screening process.

I explained first, that she may not have to go through TSA screening as long as she remains in the secured area of the airport. Depending on the layout of the airport, she may have to leave the secured area to make her connection flight.

1/7/2013
2:18:14
PM

She asked where to request AIT screening.

I advised that she inform the TSO of the metal implant and perhaps where it is located before the screening process begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

I advised that the only way that to possible expedite the screening would be to required to receive a pat down. I cannot guarantee that she will not receive a pat down even if she goes through the AIT.

I explained that she would opt of the WTMD and request AIT screening when she presents her ID and boarding pass at the checkpoint. She can inform the TSO of the metal implant and request to be screened by the AIT if it is available.

Caller is a corporate pilot MEM B concourse. He was selected by a TSO to do an explosive trace detection. The TSO leaves the AIT and was told he had to be patted down on his torso then on his back pocket. He asked to speak to a supervisor. The TSO who did the last swab was Supervisor (b)(6). He believes this is overkill and felt that it was harrasment. He had used the comment cards before when the TSOs broke things in his luggage and never received a response from TSA so he placed a call this time.

1/7/2013
5:58:48
PM

Airport: Mem

Airline: Delta

Flight Number: 1853

Location: Concourse B he was going to Gate B7

Date and Time: January 7, 2013 at 4:50pm

I apologized to the caller and told him that I would send this to the CSM for review. I thanked him for calling to let us know his experience.

Dear TSA Contact Center:

Thank you for your 6Jan13 07:48 response via tsatcc_do_not_reply@senture.com.

Regrettably the information was NOT helpful.

I quote from your referenced "HYPERLINK "<http://www.tsa.gov/traveler-information>"www.tsa.gov/traveler-information":

"Modified screening measures allow passengers 75 and older to:

1/8/2013
2:08:24
PM

Leave on shoes and light jackets through security checkpoints.

Undergo an additional pass through Advanced Imaging Technology (AIT) to clear any anomalies detected during screening."

Therefore I rephrase my original question: If in Honolulu, Heathrow, Budapest, St. Petersburg (Russia) and other airports I could pass through the security checkpoint without removing my shoes, why did I have to remove them at Toronto's Pearson International Airport?

Mind it, I do not object to the shoe removal process, but the seeming inconsistency is bothersome.

Hoping for a clarification, I wish you the best.

(b)(6)

Dear TSA Contact Center:

Thank you for your 6Jan13 07:48 response via tsatcc_do_not_reply@senture.com.

Regrettably the information was NOT helpful.

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1/8/2013
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Mind it, I do not object to the shoe removal process, but the seeming inconsistency is bothersome.

Hoping for a clarification, I wish you the best.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date Time : 1/8/2013 4:08:56 PM

Airport : JFK - John F. Kennedy International Date Time of Travel : 01/08/2013 3:30 PM Airline : Flight Number : AA Flt #575 Checkpoint Area of Airport : Terminal 8 TSA Employee: (If Known) (b)(6)

Comment : At security, I opted for a pat-down because I refuse to go through the backscatter x-ray machines. The checkpoint TSA guy (b)(6) immediately passed a snide remark: "You don't want to go through the scanner? OK, let's go play." As another passenger asked for a pat down rather than go through the imaging machine the same employee loudly stated "great. Now we will have a pandemic and no one will make their flight this afternoon".

1/8/2013
6:05:56
PM

As I waited for an agent for a pat down I noticed my personal items and carry on luggage were at the end of the conveyor belt and being bounced around. I asked (b)(6) if I could attend to my possessions and his reply was "no you may not!" with a sarcastic expression.

I usually try to see the best in people and understand that TSA agents are just doing their job. However I feel that (b)(6) was extremely unprofessional, rude, and epitomized everything that airline travellers hate about passing through security and air travel. Would you like a response? : True Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

The caller went to the checkpoint on Dec 26th at Orlando. The caller stated that a big tall white man at the checkpoint were extremely rude because She, Her husband, and their daughter wanted to opt of ATI. She spoke with the manager at the checkpoint regarding the issue but wanted to file a complaint with the TCC as will. She stated that She and Her family was separated. She stated that they knew that they would receive a pat down by opting out but Her husband is a physician and had health concerns about ATI. She was upset in the way they were treated and stated that the TSO made the following statement to them:

18 year old daughter was ask 6 times to why She wanted to opt out

You don't know your science (to the daughter)

We do not have time

We do not like the staff

You are holding up the line

All of these comments were stated very mean, rude, and in a yelling voice. She stated that the patdown procedures they received were very professional but She wanted to complain on this particular TSO. He stated that She knew it was the day after Christmas but they have the right to opt out if they want.

1/9/2013
12:10:27
PM

Advised Caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Additionally, a passenger may register a concern or complaint with security through the TSA Customer Support Manager at each airport. The "Talk to TSA" section of the TSA Web site offers passengers the ability to send complaints directly to the Customer Support Manager by clicking on the map and selecting the correct airport. You may also get the CSM contact information by calling the TCC, pressing option 5, and entering the airport code.

Because your complaint concerns an incident that occurred at a specific airport I will forward a copy of your letter to the appropriate Customer Support Manager with your specific flight details.

Flight Information:

Airport: MCO

Airline: Delta Airlines

Flight Number: 1911

Date: 12-26-12

Checkpoint Time: Around 4pm

Caller stated that he flew out of phoenix and when going through the checkpoint, he was told by a TSO and that there are no options for him to either keep his shoes on or put foot coverings over his feet when going through so he doesnt have to worry about bacteria. He works for a enviormental agency that checks bacteria in public places and he is wanting to make a complaint because this is very unsanitary.

FLIGHT INFORMATION:

Departing Airport:: PHX
Arriving Airport:: Newark
Airline:: US Airways
Flight Number:: 685
Date:: 9 JAN 2013 @ 11:40am

1/9/2013
1:44:06
PM

TSO::(b)(6)

CCR informed him:

Passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines.
CCR inforemd him that this would be forwarded to the CSM for assistance.

The caller flew from TPA to ORD. She had an extremely bad experience in the TPA screening checkpoint. She stated she was in a wheelchair but was able to go through AIT screening just fine. The then began to go through baggage including her dirty laundry. She stated that He pulled out her dirty underwear in front of everyone. She stated that He was rubbing something all in her baggage. When she ask him what it was she quoted that following statement: This is like a drug dog and if it barks you will in trouble!

She stated that He made her feel like an idiot. She had \$36 in hair care products that He made her throw away. She stated that she has only flown three times in her life. She described the man as the following: extremely tall, mid to late 40s, wear glasses, 5 11 to 6 2, approximately 210, and dark brown hair. She had traveled to Florida from the memorial service of her father and had a lighter that was empty that belonged to Him. She stated that She begged Him please not to throw it out because it was her father s. The TSO went to the supervisor and 10 minutes later came back and told her that she could take the lighter but absolutely not the hair care products.

Advised Caller:

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resalable bag (3-1-1 rule). Your hair care products would have been prohibited regardless.

1/10/2013
9:32:30
AM

She was upset because she threw her items out and then when she got to the gate the airline informed the passengers the aircraft was completely full and she ask the passenger to send their carry on bags in check luggage free of charge. She stated if she had only known she could have kept her belonging.

Advised Caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Additionally, a passenger may register a concern or complaint with security through the TSA Customer Service Manager at each airport. The "Talk to TSA" section of the TSA Web site (<https://apps.tsa.dhs.gov/talktotsa>) offers passengers the ability to send complaints directly to the Customer Service Manager by clicking on the map and selecting the correct airport.

Because your complaint concerns an incident that occurred at a specific airport I can forward a copy of this record to the appropriate Customer Service Manager.

Flight Information:

Airport: TPA to ORD

Caller said she had a complaint about the pat down system going through the airport. Sunday at Chicago O Hare the caller went through the AIT and when she cleared the AIT she was pulled aside and her hair was patted down. The caller said that she is an African American female and there were no caucasian females exposed to having their hair patted down.

1/10/2013
9:54:01
PM

I asked the caller if she believes she was discriminated against on the basis of her race.

Caller said evidently.

I transferred the call to Redress as instructed.

Caller wants to file a complaint. He had traveled out of Louisville. They were using AIT as primary screening, he opted out. He was then groped by employee officer (b)(6). After officer (b)(6) groped him he was asked to remove his prescription glasses for the officer to look through his lens. Caller feels this was harassment and a violation of the Disability Act, the ADA because he was asked to remove his glasses to allow the officer to look through his glasses. Caller did not want to refer to the TSO as an officer only as an employee. He stated he was still complaining about the pat down because he opted out of the AIT.

Told caller

Anytime someone opts out of the AIT they would get a pat down for screening and that would be procedure. I explained to him everything that goes through the checkpoint would be screened. I explained to him I would take his complaint and forward it to the CSM so they could be aware this had happened to him.

1/11/2013
4:42:20
PM

Airport: Louisville Airport

Airline: American Airline

Flight number: 5062

Date and time: 1-11-12 at 155 PM

Baggage claim number: NA

Was there a NOI: NA

Terminal or gate: Gate A 15

Disability Description: Wheel chair bound, metal implants and mobility disability.

Incident Details: Caller states he had a complaint about the service in O'Hare. He wants to speak to a CSR for TSA at O'Hare. He had an address for O'Hare he wanted me to verify. He wants to know what I can do for his complaint.

Told caller

To speak to someone at O'Hare, he maybe able to speak to the CSM or maybe a TSO. He wanted me to tell him who he could talk to. I told him if he wanted to call the same number he had called me on he could listen to the IVR and chose option number 5 to get a number for a CSM. If someone did not answer he could leave a message and they could get back up with him. I told him I could take his complaint if he did not want to call. I would take the complaint and forward through an email to the CSM. He would not give me his complaint. I then let Jeff speak to him about his complaint.

Escalated to Supervisor (b)(6). I spoke with the caller who complained that today while going towards gates K and L at ORD in a wheelchair to be screened at the checkpoint, he had an altercation with a TSO named (b)(6). It appears that the TSO made him go through the AIT scanner after the caller asked not to do so, due to his inability to stand for long periods and an imbalance issue. He told them that he could not raise his hands in the AIT scanner because he would fall, he said that the officers completely ignored his requests and comments.

1/12/2013
10:55:45
AM

At this time the caller asked to rather go through the metal detector and the TSO told him no, at which time he allegedly was accused of yelling at the TSO escalating the issue to an STSO, who the caller accused of being extremely rude to him, berating him for his conduct.

The caller said that he was angry because everyone was being rude and insensitive to his disability, causing him to nearly fall because he was losing his balance and his legs were going weak.

In addition, he was administered a patdown because he has metal implants in his feet, legs and hips.

He made a statement to me that he felt like ORD TSA officers always discriminate against people with disabilities, so I asked the caller if he felt discriminated against due to his disability, he said yes, therefore I gave him the email address, TSA-CRL@tsa.dhs.gov where he could submit his complaint in writing. He said that he would send his complaint there and that he would notify the CSM as well about how he felt.

I gave him the CSM's number and email address due to the gravity of the complaint.

Dear TSA:

I would like to follow on our complain with your employees at O'Hare International Airport at Chicago.

The complaint is due to their refusal to opt-out our child from electromagnetic screening.

We were not allowed to pass through the Priority check point at Terminal 3 (as we did not want to use the AIT there - the only option offered to our child). She (11 years old) was refused pat-down either at that or the next point.

The basis of the refusal was a new rule, prohibiting them to pat-down children under the age of 12 years.

The reply below suggests that this is not the case.

And it was not when we traveled in August, when she was still 10.

Since we travel often, I would like to know what is the reply from the Customer Service Manager at O'Hare.

We have not received one to this point.

We understand, that for the majority of people the pat-down option is the one they have concerns with.

1/12/2013 For our family is the other way around - we do not mind human contact and the TSA employees have always been extremely professional.

3:04:22 PM However, as scientist working with radiation I am concerned about the effects of EMR (the FDA and NIST studies need to be disclosed and discussed before they can be broadly accepted).

PM Thank you for your concerns and the time found to address ours.

(b)(6)

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc_do_not_reply@scenture.com" 'tsatcc_do_not_reply@scenture.com">

Date: Mon, Dec 24, 2012 at 9:23 AM

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/14/2013 2:36:55 PM

Name: (b)(6)

Email: (b)(6)

1/14/2013

4:11:40

PM

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight AF028/ 26 December 2012

IAD Washington Dulles International Airport

Terminal A

Comments: Hello,

I am sending you this message concerning my experience through the security screening at the Washington Dulles Airport, as I was traveling on an international flight. I was asked from a TSA agent to go through one of the new x-ray scanners, but as I was concerned about my safety and the effects that the exposure to x-rays might have on my body, I asked the TSA agent if I could avoid going through it. The TSA agent told me that the machines were completely safe, and insisted that I go through the machine. There was no sign anywhere saying that I had the right to refuse and to choose another way to be screened. I was surprised about it, and looked for some more information. I found on the TSA website on the "Screening" category of the frequently asked questions, that "Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right." But as I wrote before, there was no sign anywhere letting me know about that information, which is wrong because it could have prevented me from going through these machines.

Best regards,

(b)(6)

Disability Description: Caller was flying thru MIA and did not like her patdown.

Information Request: Wants to know if a notification card could prevent her from needing two patdowns.

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

1/15/2013
1:01:08
PM

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

Offered the information by email but she was already on website.

Caller is a flight attendant for Southwest. She had an issue this morning. She was at the early morning check-in. She was told she couldn't go through security until 4:30. All of the workers in the airport went through screening while she waited. She had to check-in at 5:00. She wanted to allow 10-15 minutes to be at work. The supervisor didn't open at 4:30, she had them wait 20 minutes. She said that the supervisor who was working that checkpoint said it was because they had to change a few things but she still allowed the airport workers through. She wants to know why flight crew aren't treated fairly. She let regular customers go in when the flight crew did and she said it was like a mad rush of people everywhere. She said that she was humiliated because all of the passengers were watching them as they were denied screening at the checkpoint. She said that the flight attendants had to run to get to work. Caller wants to know if all of the flight crews everywhere get treated this way. She doesn't understand why people who work in the airport get to have priority over the flight crew members. She said that she has been a flight attendant for 33 years so she knows how screening is supposed to go. She said that the supervisor at the checkpoint did not need to work for TSA because she had no idea what she was doing.

1/15/2013
2:20:28
PM

Information
Airport- Dallas Love
Airline- Southwest
Location- There is no gate, it happened at the entrance of Love Field

Advised caller that I would send her information to a CSM. Told her that I cannot tell her how the officers prioritize who they screen at the checkpoints or when the screening begins.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security. Told the caller that this is all of the information that we have about crewmember screening.

1/15/2013
2:50:14
PM

Caller said she just had a awful experience with a rude screener at BOS. She said she was trying to get through the checkpoint at BOS on January 15, 2013 around 2:15pm she was trying to board a Jet Blue flight 1177 Gate 30 in route to EWR. She said she flies through this airport once a month and never has any problems but today was different. She said she had been in the airport since 12:00 pm. She said she was in line for 40 minutes before reaching the ID checker. She said as she was going through the WTMD her bangle bracelet alarmed and she was asked to step aside. She asks if she could go through the AIT and was told that is not procedure to step aside. She asks can I have a pat down because she could not get the bracelet off. She was told by the TSO yes she could have a pat own but he did not say anything to anyone about her pat down and to step aside. She stood there for 15 minutes and nothing happened no one was called. She said at that time she knew her plane was getting ready to leave. She said she broke the bracelet to get it off of her arm and ask the TSO if she could go through now. She was told by the TSO to go to the end of the line. She said another passenger told her she could put her bracelet in her bin for screening. She said she waited for her bracelet to come through and it never did. She said finally the person that cleans the bins asks her if the bracelet he picked up off the floor was hers and it was. She went onto the catch her plane and it was too late to board. She then went back and asks for a supervisor (b)(6) came over he called over what she called the manager (b)(6) and she told him what happened. His comment was he did not believe her. She said view the video and you will see and (b)(6) told her no. She said the screener that was so rude to her was (b)(6) She said she has flown through this airport a lot and always has the same bracelet on with no problems. She describes herself as in her 40s short with blond hair, black shirt, jacket and boots on. She is still in the airport and waiting for a 6:30 pm flight to EWR.

I apologized to her for her experience and told her we do track trends. I told her because your complaint concerns an incident that occurred at a specific airport we have forwarded a email to the Customer Service Manager for review.

1/16/2013
4:15:23
PM

The caller did not want to provide me with any contact information. She flew to NY from FL. She had a bad experience. She has urinary incontinence and wears adult diapers. She also had a bandage or dressing on her leg and arm. The caller stated that the officer at the security checkpoint attempted to remove her bandgages. The caller stated that she was treated rudely and that all of her items were screened and touched. She is angry because even her money was xrayed and touched. I advised the caller that I could not comment on what was going to happen at the security checkpoint. I also advised the caller numerous times that I could not comment on what occurred at the security checkpoint as I was not there during her screening. I advised the caller that she could file a complaint but she declined to do so. I also advised the caller that she could be screened with her bandages in place. The caller kept asking about her pads. I had to advise the caller repeatedly that I could not tell her what would happen at the security checkpoint. I advised her that if the AIT alarmed then she would have to undergo a patdown. I advised her that it was a generic outline of a body and that there would be an X where the alarm occurred. I advised her that the officers would not know if it was a pad only that it was an alarm. I advised the caller that she could bring grooming products that were 3.4 ounces or less and that were in a clear plastic resealable bag. I gave the caller a basic outline of TSA precheck as she asked me if there were going to be changes in the future. I advised the caller that she could also take a big pocketbook. She kept asking me if the same thing was going to happen to her the next time she flew. I had to repeatedly advise her that I could not comment on what would happen at the security checkpoint. I advised her that I could apologize for her screening procedure and that was all I basically could do. I also advised her that she could file a complaint but she declined. As the caller attempted to proceed through the TSA security checkpoint, he indicated to the TSO on duty, (b)(6) that he was unable to lift his left arm above his head for the AIT scan. After being cleared, the caller indicated that the TSO informed him that he did not believe that he was unable to raise his arm. The caller asked to speak with his supervisor, and told him that he knew this treatment was a violation of TSA policy. The supervisor informed the caller that he had illegally obtained that information, and led him to a police officer who requested his ID. The caller did not have the name of the supervisor, but wanted to file a formal complaint as he is afraid that the TSA will place him on a watch list. He also wanted to know who he could contact for a status update on the investigation into this matter.

Flight Information:

Date of Flight: January 17, 2013
Departure Airport: DEN
Airline: Delta Airlines
Flight Number: 1608
Terminal and Gate Numbers: C40

1/17/2013
10:20:29
AM

Advised Caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I gave the caller the contact information for the CSM at DEN:

Name: (b)(6)
Phone: (b)(6)

The caller is a frequent flyer. He is concerned with the fact that he has to remove his belt. He stated that he was not able to find the rule stating the passenger have to remove the belts. He stated that he read that TSA strongly suggests that recommends that passengers remove belts. He stated that his home airport has recently started to allow passenger to leave on the belts at MHT. He stated that he has a metal knee replacement so he has to undergo additional screening. He stated that the supervisor at BWI told him that he has to remove his belt before screening.

I advised the caller that the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

1/17/2013
11:02:54

I advised the caller that I can

AM

The caller flight details are as follow:

Departing Airport: BWI

Destination: MHT

Airline: Southwest

Terminal: First Terminal

Gate:5

Date and Time: December 28th, 2012 @ 6:00 pm

1/17/2013
3:13:42
PM
Caller went through multiple security screenings through AIT and then a patdown at the SFO airport. She wanted the number to the CSM at the SFO airport. Told caller that SFO has a private security firm that conducts the screening procedures and told caller how to contact the SFO airport.

1/18/2013
10:23:24
AM
Caller was flying out of the JFK airport on 01-18-2013 going through the checkpoint at 9:00 am flying on American Airlines flight number 1749. She opted out of the AIT screening and a TSO by the name of (b)(6) told her to wait to undergo a patdown procedure, caller said she was worried about missing her flight and voice her concern to the TSO who in return told her that they did not care if she missed her flight. Caller said that the TSO was very rude to her. Told her that I will forward her complaint to the CSM at the JFK airport to review the complaint. Caller did not provide her email address.
Caller took a flight from San Diego to Detroit to Cincinnati. While she was in line, 2 Delta agents cut in front of her, so she had to go thru the body scanner. She has had 6 sets of xray.

1/19/2013
10:28:19
AM
Advised caller:
In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.
Screenings using AIT are voluntary. Signs are posted in front of each AIT location advising passengers of this right.

Caller stated:

He has missed a flight due to TSA. Caller stated that according to the Air Tran website it advises passengers to arrive to the airport 1 and a half hours before their flight. Caller stated that he arrived to the TPA airport at 1:50pm for a 3:20pm flight. Caller stated that he went to the ticket counter and checked his luggage but was delayed there and got to the screening area about 30 minutes before his flight. Caller stated that he informed the officers that he was running late for his flight and requested a expedited line but they directed him to go through the normal line. Caller stated that he opted out of the AIT and went through a pat down. Caller stated that he got to the boarding gate at 3:18pm and his plane was already leaving. Caller stated that he is now going to lose his job because of missing his flight. Caller refused to provide a email and stated that he would prefer to be contacted by phone at (b)(6) Caller wanted to know if there was anything he could do to expedite screening in the future.

1/20/2013

5:01:22

PM

Advised caller:

Since his complaint involves screening at a particular airport I would forward his complaint to the CSM there.

Advised caller that TSA recommends that travelers arrive 2 hours in advance of their flight to provide time for screening and boarding.

Advised caller that the only way to expedite screening at this time is the PreCheck program. Advised caller that he could enroll into this either by opting in through an airline or by joining one of the CBP's Trusted Traveler programs. Advised caller that the TT programs are ran through the CBP and he could reach them at 877-227-5511.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/20/2013 8:38:38 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lincoln Nebraska Airport, afternoon Delta Flight to Minneapolis, Saturday, 1/19/2013.:

Comments: Dear TSA: I got a form response from you today which did not address the false positive explosives alert at this airport which resulted in a humiliating, frightening, and highly public experience for my daughter at the hands of staff who treated her like a criminal - guilty until proven innocent - when there was obviously another explanation - glycerin based hand cream. My original complaint is attached below, followed by the form response.

1/21/2013
9:24:27
AM

MY ORIGINAL COMPLAINT: "My daughter (b)(6) was subjected to a real ordeal today by TSA employees in Lincoln, Nebraska when her person and several items in her carrying luggage reportedly set off an "explosives alarm" (4 "alarms"- their term - in all, I was told by the employee, who called me over to watch her stuff while she was subjected to a thorough, repetitious pat down by female TSA staffers). The entire line came to a standstill while this happened. TSA staff did not appear to be in a problem-solving frame of mind even when it was obvious, after looking at every single item in my daughter's purse and on her person, that there were no explosives present. The "alarms" were related to my daughter's hands (here's a clue), clothing, and her cloth computer sleeve. I told the TSA gentleman that we had been in Nebraska visiting relatives for three days and she was never out of direct contact with family members. After she was reluctantly cleared to go, we looked at the ingredients in the hand cream she was using religiously in the dry air of wintry Nebraska, and sure enough, it was a glycerin-based product. A quick look online will provide ample indication that this is a frequent cause of false positive explosive alerts for TSA screenings. Live and learn, I suppose.

It is important to emphasize, I think, that such alerts - a better term than "alarms" - do NOT mean that explosives are PRESENT. Travelers are not guilty until proven innocent, and should not be treated as such, as she was. I am asking for Lincoln, Nebraska based staff to receive sufficient training so that they can distinguish, at some point, a false positive explosives alert caused by hand cream, WITHOUT treating a young woman like a potentially dangerous criminal for nearly 30 minutes in full view and hearing of dozens of other air travelers in a small city airport.

I know this is not an unusual occurrence. What was unusual was this staff's extended drama over this incident, and the humiliation my daughter and I were subjected to because of it. As a retired Washington State Administrator, I was shocked by the lack of consideration and privacy accorded my daughter, and the failure of staff to look for a reasonable explanation for a test result which is documented to have such common, and easily explained false positives.

Thanks for your assistance in this matter."

YOUR RESPONSE: Thank you for your e-mail in which you inquire about the reasons for secondary screening. The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a paldown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The following has been sent to TSA Seattle as well as Port of Seattle Police.

(b)(6)

JAN. 17, 2013

BRIER, WA 98036

PORT OF SEATTLE POLICE

2711 ALASKAN WAY

1/22/2013
8:19:55
AM

SEATTLE, WA 98121

HOMELAND SECURITY/TSA

17801 INTERNATIONAL BLVD S.

BOX 309 SEATTLE, WA 98158

Tsa-contactcenter@dhs.gov

COMPLAINT: SEATAC AIRPORT

DATE: JAN 4, 2013

Disability Description: Callers mother uses a walker. The last time she went through security screening at MCO on Feb 6th 2012 12:05pm on Delta Airlines she was asked to walk without her walker. She is getting ready to fly again from Detroit to MCO.

Information Request: She is needing to know the screening process for her mother since she is not able to walk without her walker. Will she be required to take her leg braces off during screening. Caller is needing to know if she will be permitted to go through the screening process with her mother if she is not flying.

Response Details: Her mother will need to inform our officers of her condition and of her ability once she gets to the screening checkpoint. Since she is not able to stand or walk without her walker she will not be able to go through the AIT screener and will have to go through a patdown screening. She is permitted to request a private screening room at anytime during the screening process and a friend or family member will be permitted to go in the room with her during screening.

1/22/2013
11:22:31
AM

She will not be required to take her braces off during screening if she is not able to.

If a non-traveling companion wants to accompany a passenger to and or from the boarding gate, he or she is required to go to the airline ticket counter and show identification and request a gate pass to gain access to the secured area. After receiving a pass, the companion will be required to show the gate pass and valid, Government-issued photo identification at the TSA screening checkpoint to undergo security screening and proceed to the boarding gate area.

Provided her with the contact number for the CSM at MCO since she did not want me to send the information to the CSM.

Email not sent.

Incident Details: Caller stated that she did not feel that her mother was discriminated against and that it was just poor customer service.

Caller left MCO on Sunday 20 Jan. 2013 at or around 1300 hours on American Airlines flight AA2291 departing at 1630. Caller states that he went through the handicapped line and he did the normal screening procedure. Caller went through AIT and an anomaly appeared around his waist band. Caller states that he recieved a patdown from an officer described as a white male approximately 5'10" and being approximately 40 YO. Caller indicates that the subject weighs between 150-160 lbs with short, light brown hair. Caller states that the officer noticed a pouch attached to his waist band and inside of the pouch was two fifty dollar bills and approximately 6-7 one dollar bills. The caller removed the pouch and handed the pouch to the screener. The caller states that the screener walked the pouch to the entrance of the X-Ray machine where the screener took an unusual amount of time to place the pouch onto the belt. Caller indicated that the length of time to put the item on the belt was at or around 2 minutes. The money was missing from the pouch when it was returned to him. Caller is concerned that this individual is taking advantage of senior citizens. Caller is wanting to file a claim for the items as well as give information about the subject.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

1/22/2013

2:57:55
PM

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for TSOs to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Contact Information:

Email: (b)(6)

Phone: (b)(6)

Caller flew out of Newark on Jan 18th had a 2:30PM flight on United out of Terminal C. Passenger went through screening at 1:15PM. He requested a patdown because he does not like the AIT machine. The TSA officer at the checkpoint was rude and made him put his wallet through the x-ray machine while getting the patdown. The passenger asked for his wallet not to leave his sight; he then asked for a Supervisor. She was also rude and he said this isn't a major complaint but he wanted to make TSA aware the agents at the check point was (b)(6) and the Sup was (b)(6) Badge# (b)(6). The Supervisor would not give their information until they seen all of the passenger ID once again even though he was in the secure area. He also requested that the CSM at Newark give him a call back that way he know the situation has been resolved.

1/22/2013

3:37:18
PM

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Dear TSA,

You just sent me an answer to my complaint saying "

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. "

The woman I was referring to didn't receive a patdown nor did her child. They simply had the body scanner waived, walked through the metal detector and had none of their liquids inspected. Upon my inquiry with a few friends, I've received numerous confirmations that apparently women with children are not subject to the same rules as everyone else and receive special treatment based on the sheer fact that they have a child with them. I find this utterly unacceptable.

Regards,

(b)(6)

Sent from my iPhone

On Jan 23, 2013, at 6:27 PM, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> wrote:

1/24/2013
8:51:54
AM

- > Thank you for contacting the Transportation Security Administration.
- > While many routine inquiries can be responded to in less than 48 hours,
- > some responses that require additional information may take longer.
- > The Contact Center's frequently asked questions
- > <<http://www.tsa.gov/contact-transportation-security-administration>>
- > page has answers to the most common inquiries we receive from the
- > public.
- > If you are writing to find out if you can pack a certain item in your
- > carry-on or checked bags, you can use our "Can I bring my _____
- > through the security checkpoint?" tool located on the www.tsa.gov
- > homepage. Just type in the item name into the box, hit the "submit"
- > button, and the tool will tell you if it's permitted or prohibited in
- > both carry-on and checked bags.
- > The Travelers <<http://www.tsa.gov/traveler-information>> page has a
- > great deal of information, including acceptable IDs, traveling with
- > liquids, special medical needs, tips for members of the military and
- > people with special medical needs, the prohibited items list, and tips

-----Original Message-----

From: (b)(6)
Sent: Sunday, January 20, 2013 2:50 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Christine Condry

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

1/24/2013
6:00:46
PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
The Eastern Iowa Airport

1/25/2013 Caller was flying out of MSY airport, she opted out of the ait screening and had to wait for a long time for a female tso to show up to conduct a patdown procedure. This occured on 01-21-2013 at 9:00 am, she is upset that it was time, she was flying on
10:01:35 AM US Airways. Told caller that I will document her complaint.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/27/2013 9:54:21 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening

1/28/2013 Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AC 8620 from Atlanta, GA leaving Jan 27th at 1140am
8:18:26 AM Comments: Today I was on a flight from Atlanta, GA back home to Toronto, Ontario and I have a complaint about the way my security screening was handled in Atlanta. I have a disability and arrived to the security check point in an airport wheelchair.
AM When I arrived they took the forearm crutch I use to put it through the x-ray as usual, and gave me a cane that they had on site that was not made of metal for me to use. However, rather than going through the metal detector, the security agents proceeded to attempt to make me go into the AIT body scanning machine. Well on your website it specifically says:

"Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device."

Well for me this is not the case so I wouldn't have been able to go in this machine. You would think that when someone arrives in a wheelchair that this would be obvious. However, the staff were extremely insensitive. I think that the staff at the Atlanta International airport should be more sensitive and knowledgeable about security screening for people with disabilities. I think additional training is required. Even the woman they made do my pat down told me that they should have never made me try to go through it. They seemed very annoyed that I wouldn't go through and it was a very uncomfortable situation. They also made a scene yelling really loudly "OPT OUT" like I was somehow causing a disturbance just because I wasn't going through the machine. Not only do I have medical issues that would not make it possible for me to go through it, but the radiation caused by exposure in these machines is not acceptable to be required to go through. If staff are unwilling or resistant to doing pat-downs if people don't want to or physically cannot go through these machines then they should not be working in such a position. Today I witnessed everyone in the line be made to go through this machine, which I find very ironic considering it was announced recently that these machines will shortly be removed from airports throughout the U.S. Disgraceful.

The caller was flying from CLT around 7:30 AM. He stated that he was subjected to additional screening and his apple phone charger was broken. He stated that the screener was very rude and he kept telling the passenger that he did not see any damage. He stated that he was flagged at CLT during screening because of his stridex wipes. He stated that when he went through PIT on his original flight, he was not flagged. He asked why he would have been selected for additional screening. He stated that he is 16 years of age.

His flight path was: PIT to CLT and then back from CLT to PIT. He was not flagged for additional screening at PIT on the first flight but was flagged at CLT on the way back.

I apologized to the caller that he had this occurrence. I explained that he can file a claim for the damaged charger by completing a standard claims form. They are available on our website, www.tsa.gov, or I can email the forms with in 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location.

I explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

1/28/2013
12:08:28

PM TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The callers flight details are as follow:

Departing Airport: CLT

Arrival Airport: PIT

Airline: US Airways

Flight Number: 1904

Terminal: Not Provided

Gate: B Line 2

Date and Time: January 28th, 2013 @ 7:30 am

He stated that the screener had white hair, Italian, and about 5 foot 6 inches. He stated that the supervisors name is (b)(6)

Caller said that she and her husband flew from Phoenix to Burbank and then back from Burbank. She went through the screening and then was told to put her left foot in front of the TSO and her leg was patted down. She said this happened in Burbank when she flew in October as well. She said there was no alarm. She wanted to know why her leg is being patted down. She asked if she should call someone at Burbank to ask why her leg is patted down. Caller said that the TSO did not act inappropriately. She is getting aggravated because her leg is being patted down.

1/28/2013

1:37:54

PM

I gave the following information: Additional screening may be triggered by a number of factors such as random selection, or alarm resolution. TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

I told the caller that TSA does not keep records of patdowns and I do not know what triggered the patdown. I told her that she can get the number for the CSM by choosing option 5 on the IVR and entering the airport code. I told her that the airport will not be able to tell her why she got the patdown either.

I am writing to let you know about my experience at the Sacramento airport this morning. I am a frequent business traveler and now as a pregnant traveler, I prefer not to go through the AIT scanner. Yes, I understand the TSA has said it is safe for pregnant women & their unborn children. However, many experts are unconvinced that this has been proven (there are no long term studies) & in Europe these scanners are not allowed to be used on a large scale without a medical reason. For these reasons, I choose to opt out.

This morning several travelers were waived through the alternative metal detector next to the scanner. I asked if I could use that instead of the body scanner but was informed by the TSA agent that I can't "ask" to go through it and would have to go through the scanner. I requested the pat down instead.

With regard to "asking" to go through the alternative metal detector, I object to this policy and to the TSA agent's handling of the situation. I am obviously pregnant and, given an alternative, I think all pregnant women should be able to opt for the metal detector if one is available and should not have to be subjected to an unpleasant and much longer "pat down."

1/28/2013

3:55:29

PM

I believe a change should be made to this policy when it comes to pregnant travelers.

Please advise, thank you.

(b)(6)

Caller stated that on 01 28 2013 they flew on American Airlines flight number 299. As they were going through the security checkpoint at MIA, the caller stated that he felt like they were being racially profiled by the TSA Agent (b)(6). Caller stated that Agent (b)(6) who is black, made his wife, who is white, go through the AIT machine at least 5 to 6 times. The caller went on to say that a TSA supervisor badge number (b)(6) was called to the scene and told them to go ahead and proceed through the check point. Caller stated that the TSA Agent (b)(6) was accusing the Turners of being confrontational, which they denied. Caller stated that he could sense that the supervisor may have been unable to control his agents. Caller stated that they wanted to be contacted to discuss the matter further.

1/29/2013

11:13:19

AM

Gave the caller the following info:

General complaint: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Every person and item must be screened before entering each secured area. We regret that you found your experience to be less than satisfactory. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Caller is an American Airline employee. He had been disconnected twice when transferred to MB.

Accepted TRF:

Apologized to caller for issues during transfer today.

I asked caller how he feels he was discriminated against.

Caller stated to say he was discriminated against that is a little harsh.

He stated he conveys 2 concerns.

He is an airline Captain with American Airlines and FFDO as well as global entry member so he has had extensive background checks.

When he chooses to travel out of uniform he still has those background checks and is a low level security threat.

He agrees with the security but where it falls apart for him is in the last 2 years he is selected every time he flies out of uniform.

This has happened at different locations: West Palm Beach, DFW, Ohare, JFK and Detroit Metro.

1/29/2013

1:40:28

PM

His personal opinion is because the agents have the authority to select and in his case for whatever reason they exercise that power.

None of the equipment alarmed, he was just chosen for extra screening.

He does think it could be petty jealousy and to test his theory a couple of times recently instead of displaying his airline credentials (as he normally does) he used his FL drivers license instead.

That takes him from airline personnel to general public and he was not chosen for extra screening.

He feels the TSA looks bad because of this.

What he is submitting is that he is being selected unfairly because of his airline background.

He flew 1-25-13 from West Palm Beach and was out of uniform and he displayed his airline credentials. When they chose him for extra screening he asked for a supervisor and they could not say why he would have been chosen. Next the woman who came was in street clothing and he assumed she was the CSM. She told him it is in the SOP and she cannot provide it to a traveler.

I explained the CSM could not give him the SOP information or give to any traveler because that is guarded information.

Told him I could possibly send something over to West Palm Beach.

1/29/2013

2:08:04

PM

Caller flew from greensboro airport and was bringing her sons diabetic medications, pump and kit. She declared to the Iso at the checkpoint that her son diabetic pump can not go through xray screening. During screening a Female TSO told caller son to go through AIT screening while he had his pump on his body. Caller told the TSO at the screening area to allow her son to disconnect his pump, the tso told caller that the pump will be ok and told her child to go through the AIT screening. The Incident occurred on 01-27-2013 at 11:40 am flying on Delta Airlines. Told caller that she can ask for her child to undergo a patdown procedure instead of going through the ait screening or etd screening to be cleared.

This is the same automatic reply as previously received.

I want to have a copy of the actual policy and procedure for this. There is nothing of sensitive nature to this, and does not require a FOIA request.

As noted below, the requirement is that the TSA officer use the back of the hand for sensitive areas, and your TSA officer used the inner palm of her hand to rub my perineum to the point where I felt it on my clitoris and labia.

If I would have had a dress, would she have put her hand up my skirt? Is the same procedure followed for those of the muslim faith that wear full length garb?

You have NOT responded to my question. You have had adequate time to review the film - was this done? I gave you the exact gate, time and screening post. There is not excuse for any of this, and I am not going away until I see that this is investigated.

(b)(6)

On Tue, Jan 29, 2013 at 3:03 PM, <[HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"](mailto:tsatcc_do_not_reply@senture.com) tsatcc_do_not_reply@senture.com> wrote:

1/29/2013 4:07:07 PM Thank you for your e-mail regarding patdown screening.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, but the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding patdown procedures, please visit TSA's Web site ([HYPERLINK "http://www.tsa.gov"](http://www.tsa.gov) www.tsa.gov).

Caller stated:

She went on a berevement trip on Thursday with her husband and son. Caller stated that they flew out of DFW and returned through LGA. Caller stated that she took a concealed carry course in July and has seen many people put their hands up in a submissive fasion. Caller stated that going through the AIT the stance with the hands in the air looks like someone for a line up in a police station. Caller thinks that the picture for the AIT needs to be more childlike.

1/29/2013 5:17:06 PM

Advised caller:

The image for the AIT is a standard picture for the machines across the country. Advised caller that this is SOP for TSA nationwide. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

Caller stated her friend flew from Orlando to Frankfurt Germany on Flutanza. Caller stated her friend had two hip replacement and TSA insisted that she went through the AIT. Caller stated she wants to complain about Customs and Border and broke the lock on her suitcase. Caller stated her friend wanted to know why she had to go through the AIT even if she has a doctors note.

1/30/2013 9:42:28 AM

Advised caller the following information:

Advised caller if a passenger has a doctors note about their disability that doesn't exempt the passenger from being screened. If the passenger set off any alarms of the WTMD or the AIT the passenger would be subject to a patdown to resolve the alarms.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/30/2013 1:19:35 PM

1/30/2013

2:05:09
PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight DL4786, SLC airport, terminal 2

Comments: I want to be clear that the TSA agents I encountered were professional and courteous. This is NOT a complaint about them.

After opting out of AIT screening, my enhanced patdown (which I knew going in that I would be receiving) alarmed after the glove check. I was extremely irritated to find that the second patdown could not take place where the public could see it. If you don't want the public to know that some patdowns require the front of the hands over sensitive areas, perhaps the TSA shouldn't be doing it.

It was my choice to opt out, and knew that all of this was a potential consequence of that choice, but the TSA often publicizes how few complaints they get, and I just wanted to go on record as saying that I am not okay with your screening methods.

Thanks.

Caller is worried about radiation and wants to opt out of the AIT machine and wants to know how much radiation they get from an airplane flight, told caller

1/30/2013

8:28:01
PM

She can opt out of the AIT machine and receive a pat down instead.

TSA has no jurisdiction over the planes themselves.

Caller wants to file a complaint because when he was flying out of LAS, he was going through Gate C and went through the AIT machine got his items back out of the bin. Went to the secure area he noticed that he was missing his \$300 pair of sunglasses. He went back to the checkpoint and was asking the lady that helped him through if she had seen his sun glasses, she assisted him to the lost and found and they did not have his glasses and as he was standing talking to the TSA agent he noticed his glasses were sitting under the counter on a shelf. He told the lady that those were his glasses and she ran quickly to them and puts her hands over them, then asked what kind of glasses he had and he told her the brand and she didn't want to give them back because he pronounced the brand differently so he said he got irate because he felt like she knew they were very expensive glasses and she was trying to steal them he asked to speak with a manager and he felt like the manager did not take it very serious because he did not want to write a complaint he said he would just have a talk with her because they never have complaints and he didn't want to issue one. He felt as if she was doing this to many other passengers and this issue should be resolved.

1/30/2013

9:12:23
PM

Airport-Las Vegas
Airline-Southwest
Gate-C

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller flew from Minneapolis via Sun Country to Fort Meyers and then back a week later. She was screened by one of the machines and wants to know what it was. It was not the walk through metal detector. She wants to know if it shows a detailed image of the body. She asked if she can request a patdown rather than use the machines. She also heard that they were removing these machines. She said that she was in a wheelchair and was made to rush through and it was not a good experience.

I told the caller that the machine she most likely used is the AIT. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body.

1/31/2013

1:05:30
PM

Automated Target Recognition (ATR) software upgrades further enhance passenger privacy by displaying a generic image of a person on an AIT monitor. Passengers are able to view the same outline that the TSA officer sees.

The FAA Modernization and Reform Act of 2012 (FAA Act) directed "the Transportation Security Administration (TSA) to ensure that AIT be equipped with ATR software on June 1, 2012. This Act also allowed the TSA Administrator to grant an extension, which he issued for one year, ending May 31, 2013. One vendor's solution (Rapiscan) did not meet that deadline. In order to meet the Congressional mandate, TSA plans to remove all of the Rapiscan AIT machines. Some will be replaced with other AIT units that are equipped with ATR. At the remaining locations, TSA will use multiple security layers to provide a comparable level of security. By June 1, 2013, only AIT units equipped with ATR software that provide enhanced privacy protection for travelers will be used by TSA at airport security checkpoints. As always, use of this technology is optional and she can request a patdown at any time.

Caller is at Ronald Reagan Washington National Airport. She went through the checkpoint on 2/01/2013 about 9 am. She has an artificial limb from the knee down. She said that she went through the AIT and then was sent to machine that took pictures. She said that she flies all the time and this is the first time this has been done. She said the lady who performed the screening did not know how to do the screening. She stated it was not done the right way. She was not offered a private screening. She said that it was very embarrassing. She asked to speak with a supervisor. She spoke with supervisor Howe. He told her that procedure was followed. She said her screening took 35 minutes. She did not get the names of the screeners. She said the first lady was a black lady and the second one was a foreign lady. Her ID and boarding pass was checked when she got to the checkpoint. She said it should have been checked again during the screening and it was not. She wanted to make a complaint.

2/1/2013

9:38:36

AM

I gave the following information: Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, a prosthetic is subject to additional screening. A TSO will need to see the prosthetic device, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a prosthesis.

I advised the caller that her ID and boarding pass are checked when she arrives at the checkpoint.

I apologized to the caller for her unpleasant experience and told her that I would forward her record to the CSM at Ronald Reagan Washington National for review.

Disability Description: Spinal Stimulator (husband) and aversion to touch (wife).

Response Details: Advised caller:

I apologize for your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

I offered:

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or via postal mail to:

2/2/2013

1:41:26

PM

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Flight information:

Flight Path: Austin to ATL

Flight date time: 2/1/2013 4:47pm

Flight #: 2066

Airline: Delta

Airport: Austin Bergstrom

Gate Terminal: 3

Email: (b)(6)

The caller wants to know the policy for spinal stimulator remotes.

Advised Caller:

I do not have an exact answer for the remote but for similar devices my information states:

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening.

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector, can be subjected to Advanced Imaging Technology (AIT) screening, or x-ray screening.

2/2/2013
3:30:55
PM

The caller stated that he thought this was the policy for reading on the web site. But his dad went through a screening checkpoint with medical documents regarding the issue be the screening of the remote has previously cause the stimulator to bring him to the ground. He requested that it not be x-rayed and was told that it had to be. He stated that they had spoken with law enforcement regarding the issue as well. He was given the CSM contact information at the airport for was told that they do not work weekends. I verified the contact information and advised he get in contact with the CSM to address this issue.

Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. If you had his flight details I would forward a copy of this record as well.

The caller stated he did not have the flight details at this time. I informed him I would still document his complaint and notify my supervisor. I apologized for the happening.

The caller flew to SFB. He has returned to JFK as of yesterday. He stated that when he took his shoes off for screening he stepped on something in the floor. He has a bump on his foot. He asked if there is anyway to keep from removing his shoes in a unsanitary environment. He has to go to the doctor. He asked how often the floors are cleaned and if they are sanitary.

I advised the caller that screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement. Travelers who wish to wear foot coverings during the screening process are responsible for bringing them to the security checkpoint.

2/2/2013
6:34:34
PM

I explained that I will forward his complaint to the CSM at SFB for review and provide them with his contact information in the event they need to contact him concerning the incident.

The callers flight details are follow:

Departing Airport: SFB
Arrival Airport: JFK
Airline: JetBlue
Flight Number: B6284 @ 7:55 pm
Gate: 3
Checkpoint: on the right side of the airport
Date and Time: 02-01-2013 @ 5:00 pm

-----Original Message-----

From: (b)(6)
Sent: Saturday, February 02, 2013 6:21 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), Portland OR 97217

2/3/2013
9:08:32
AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
McCarran International Airport

Caller stated:

He wanted to file a formal complaint stating that he feels sexually assaulted after going through the AIT machines and that it is very inappropriate for a female to see the image of him going through screening. Caller stated that it is also inappropriate for the officers to tell him to have a nice day after being going through the machines.

2/3/2013
11:29:38
AM

Advised caller:
The AIT machines show a blank image and do not actually show his physical person and it is also voluntary for passengers to be screened by the officers. Advised caller I would document his complaint for him and be sure to include that he feels it is inappropriate for the officers to tell him to have a nice day.

Caller requested a supervisor.

(b)(6) took over call: Caller states he feels that being told to have a nice day after he is screened in his words sexually assaulted is wrong. Advised caller his complaint will be noted. Caller stated he just needs to take a shower, I then disconnected call.
Caller flew from McAllen Texas. Caller said she saw the genitals of a person being screened by the AIT. Caller said the TSO was taking tickets and then she saw the TSO go over to the screen where the screener was looking at the image of a person being screened. Caller said the TSOs were laughing and caller said she thought TSA had stopped using those machines. Caller wanted to know what her rights are regarding a situation like this. Caller said it was clear to her that the TSOs did not care.

2/4/2013
12:02:24
PM

I told the caller that she can request a patdown instead of going through the AIT.
I told the caller she can ask for a supervisor, and there is always one at the checkpoint. I told her it is not advisable to get confrontational, but to point out to the supervisor what is being done wrong.

I told the caller I will forward her complaint to the CSM.

Caller stated:

She wants to know if there is a program that allows her to bypass the screening. Caller stated that she always opts out of the AIT and wants to know if there is a way she can go through a TSA background check that would allow her to bypass the patdown and go through the checkpoint. Caller stated that she will be flying out of DCA with US Air.

2/4/2013
3:16:24
PM

Advised caller:
There is no way to bypass the screening methods. Advised caller that all persons traveling through the checkpoints must be screened and there is not a program that would allow her to bypass these. Advised caller that if she opts out of the AIT then the normal procedure is that she would be screened by a patdown.

Caller wants to know about the security screening at the airport. Caller wants to know if it is an x-ray, because she is a cancer survivor. Caller went through the AIT machine and had informed the TSO that she cannot have any x-rays, because she is a cancer survivor. The TSO stated that these are not x-rays and proceeded that the passenger walk through the AIT machine. Caller wants to know if there are signs posted in the airport saying that each passenger has a choice for screening. Caller wants to know if TSA does not recommend the AIT for cancer patients. Caller is very upset that she had no way of knowing that TSA does not recommend cancer survivors to opt-out for a pat-down. Caller had no way of knowing that having a pat-down was an option.

Caller is 78 years old, does not have a computer, and would like to make a complaint and suggestion. Caller hopes her suggestion will help people like her who did not know, and had no way of knowing that there are options for screening. Caller states that there should be a sign saying so due to the severity of the health condition. Life or death as she stated. Caller wanted to know who she can speak to about this. Caller wants to know what action will be taken and how she will know that something was done. Caller wants someone to contact her as far as the results of this complaint. Caller wants to know how long it will take to review this documentation. Caller wants to know how she knows if an action or no action was taken. Caller asked what happened to the previous machines and why they were taken out.

Complaint: Caller was not offered a pat-down once she informed the officer she was a cancer survivor. There is not a sign saying that cancer patients are not recommended to go through AIT and may opt out for a patdown instead. The TSO should offer passengers to be screened via patdown or the machines. The burden of being informed should not be placed on the passenger, but rather on the government to inform the passengers of the process.

Suggestion: There should be signs stating that every passenger has the right to choose either a pat-down or to go through the AIT. For those who do not have internet, in order to become familiar with TSA travel tips and to be informed, there should be another way of informing them via signs or have the TSO better inform the passenger of the process, their options, etc. Caller states that this is not a simple request, but rather it is very important that other cancer patients, and all passengers are informed with this information.

2/5/2013
12:35:26
PM

Informed caller:

Apologized to caller. Thanked caller for the suggestion input.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

AIT machines are not x-rays. These machines are made to help find metallic and non-metallic threats under the passenger's clothings. The AIT machine does not catch the metal joints that people have inside of their body, because it is just bounced off the outside of the body.

Clarified with (b)(6) and (b)(7) that this machine is in fact not an x-ray. Informed caller that I am not a radiologist and do not know the complete make-up of what the machine is exactly, but can assure her that this has been tested to be safe for those

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 2/5/2013 3:01:01 PM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Denver International Airport, Main terminal, North end security checkpoint

Comments: Hello,

To give you some background before I state my complaint, I've been a frequent flyer for a number of years and consistently a United Premier status member for at least the last 4 years. Denver was my home airport for the last 6 years. For various personal reasons, I've never been a fan of the AIT screening but gave in to that option over the patdowns. I've never vocally complained or voiced my disagreement w/that level of screening however my experience yesterday still has me feeling upset and violated.

2/5/2013
6:56:55
PM

Anytime I've gone through the AIT screen, a TSA agent has directed me to step aside after the scan until they get the "all clear" signal to let me through. On Monday, February 4, 2013, at approximately 11:45am Mountain time, I went through the north end security checkpoint at Denver International Airport. I utilized the Premier status line and then the western most lane of the open lanes at the time. I stepped inside the scan, was told to step through and as I was waiting for the "all clear", the female officer - without saying a word - picked my arms up and then cupped both of my breasts. Still not saying a word to me, I put my arms down and said "Excuse me?!" and her response was, "I was talking to him", as she motioned to her co-worker on the other side of the conveyor and went to cup my breasts again. I then said, "But why are you touching me? I went through the scan." Her response, "Well, the scan shows something", finally turning my attention to the scan monitor that showed a blur near my right shoulder. I said, "You could've explained that before touching me." She didn't say anything else to me (perhaps the male agent who motioned me through the scanner was supposed to tell me that I triggered something, but he didn't, and I'm just guessing for some explanation here). I was so in shock that I forgot to get her name; and over 24 hours later, I'm still very upset at this complete lack of respect and lack of privacy. I was traveling w/a friend and she was also surprised by what happened and could tell I was upset. I gathered my things and went over to the TSA desk in the checkpoint and told what looked to be a supervisor (in a suit jacket and tie) what had happened. He apologized for my experience and said it would be addressed. Again, I regret I didn't get his name either but was still in shock from being violated. I'm assuming there are video cameras in the security checkpoint area and these interactions would've been recorded.

According to your website:

"What do I do during a pat-down?

All passengers have important rights during a pat-down. You have the right to request the pat-down be conducted in a private room and you have the right to have the pat-down witnessed by a person of your choice. All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down. If you have a medical device, please inform the officer."

Unfortunately, I wasn't given any of these rights, or explanation, before I was touched. I want to know how this has been/will be addressed and resolved going forward so other people do not have the same experience I had.

Caller had a bad experience with his wallet in his hand, he was told by TSO and supervisor he couldn't carry it in his hand during the AIT screening.

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

2/5/2013
9:43:53
PM

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks. TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. Caller was traveling thru Gate C Terminal 4.

Apologized for the rude screener and informed caller how to report the incident directly to the CSM thru option 5 on the IVR.

Caller flew on Jan. 26. She was taken to the security checkpoint and was told she would receive a patdown instead of AIT. Agent (b)(6) told the caller she may get a thrill out of it referring to a patdown procedure rather than going through the advanced imaging technology. Caller did receive a patdown from a female agent but the incident was very embarrassing for her.

Airport: PHX

Airline: Southwest Airlines

Flight number: 3225

Date and time: Jan. 26 9:30 am

Gate: B

2/6/2013
3:04:09
PM

Son placed a complaint that day to his boss, a Southwest employee.

I apologized and informed caller I would send this to the CSM.

Caller wanted to know more about the 4 amendment and TSAs ability to screen passenger, and if he can opt out, then to opt out of AITs, then if he can check a knife, told caller

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

2/6/2013 6:34:34 PM The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

In addition, Federal regulation prohibits interfering with, assaulting, threatening, or intimidating screening personnel as they perform their screening duties. While all passengers must submit to screening to gain access to the sterile area of the airport or an aircraft, TSA policy is to afford passengers professional and courteous treatment.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

Travelers can check knives.

Caller stated that when he went through the West Palm Beach Airport, he placed items in bin and pushed it through the xray machine. He forgot the AIT screening device was in use and started to make his way through the metal detector. The TSO did not correct him verbally and direct him in the correct direction, instead the TSO stood there with a mean glare like he was about to get into a bar fight. The passenger claims to have felt threatened because the TSO stood there and just glared at him and had a very rude attitude. He stated that the level of unprofessionalism was uncalled for and he would never want to visit this airport again if they will allow him to act like this towards passengers. He continued through screening and he apologized for the confusion he caused the TSO, and the TSO was rude and brushed it off and didnt say anything to him.

2/8/2013 10:11:31 AM TSO: Large Male (about 6ft3in), had Pony Tail with salt and pepper color hair color.

CCR informed him that this information will be sent to the CSM at the airport and he can also contact them directly through opt 5 and typing in PBI

The caller stated that yesterday she went through the scanner and she was told that this is completely safe. She is concerned because she is 31 weeks pregnant. She stated that the TSO told her that that the AIT was safe for her baby. She stated that TSA will have a lawsuit if anything is wrong with her child. She stated that she asked if the system was okay. She stated that she was not told that she can opt out of the AIT. She asked if she can get some information about AIT in writing. She asked if I had went through the AIT while with child or if I had used the AIT at all. She stated that the last time she flew she used the WTMD, and the AIT was not even there. She asked why we offer the option to opt out if the AIT if it is safe. She asked why anyone would want to opt out if there was no health concerns.

I advised the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam.

However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

2/8/2013 12:43:36 PM The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I explained that I can email the information to her and they TSOs are not required to tell her that the AIT is optional. I explained that I have used the AIT before, and I have went through screening while with child before. I explained that the AIT is not available at all airports at the time. I cannot say why a passenger would opt out of the AIT, I do not have that information.

I explained that I will forward the complaint to the CSM at SMF for review.

The callers flight details are as follow:

Departing Airport: SMF
Destination: Eriy PA
Airline: United Airlines
Flight Number: 6510
Terminal: A
Gate: 15

Caller's wife went to FL yesterday. Caller states that at the airport, she was forced to go thru the scanner, even though she is pregnant. Caller states that the TSO never told her that she could opt out and receive a patdown. Caller states that she is worried about radiation and no alternative was offered. He says that her doctor is also concerned. Caller states that when she requested a patdown, she was told not to worry, the device is just like a sonogram.

2/9/2013 9:18:24 AM
Advised caller:
Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I apologize for your experience.
(NOTE: Caller stated that he would call back when he had gathered all of his information, after I stated that I could take his information and send his complaint to a CSM.).

Caller recently flew with grandson from San Antonio. She told them she had three joint implants. They were told he would have to walk through the AIT and tried to separate him from his grandma. He is only 2 years old and he got very nervous and pleaded not to be separated from the guardian. They went ahead and searched him with her holding onto his hand. He doesn't want to fly ever again. People came up to her and told her how sorry they were that they were treated this way.

Airport: San Antonio

Airline: Southwest

Flight No: GL8647

2/10/2013 Date and Time: Thursday Nov 29th, around noon.

11:52:59 AM Terminal or Gate: Terminal 1

NOI: NA

Email: (b)(6)

Phone: (b)(6)

Caller Advised:

I will forward her information to the CSM for review and apologized for the inconvenience. If they need to contact her typically it will be done by email or phone.

Feedback Type : Complaint

Categories : Other

2/11/2013 2:29:05 PM
Current Date/Time : 2/11/2013 11:47:47 AM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 02/08/2013 11:15 AM Airline & Flight Number : wn 1097 Checkpoint/Area of Airport : screening TSA Employee: (If Known) (b)(6)
Comment : I work at the boi airport. Told craig when I went to the Screening line I didn't want to go thru the full body scan. He informed me he picked from both sides. Waited for the family in front of me to get ready for screening. The lane for the full body scanning was empty. after about 7 minutes she told me to go ahead of them. When I got to the screening craig informed me I needed to go thru the full body scanning. I said really and his response was yes. Didn't want to argue but clearly I feel my rights were violated. Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller is trying to submit a complaint online. Every time he writes it up and tries to submit it, he gets a did not wait 30 seconds. I advised the caller that the TSA contact center did not perform website maintenance but that I would be happy to hear about his complaint.

2/11/2013 2:54:27 PM
The caller was at West Palm Beach airport on 2/7/13. He was going through terminal B on his way to gate 14 for a USAir flight to DCA. Apparently when the caller went through the AIT machine, there was an alarm. No one informed the caller about an alarm. The caller stated that a TSO came over to him and started patting down his leg with no advance warning. The caller stated that he screamed at the officer because the officer did not tell him about the alarm or even ask his permission. The caller stated that it was like an assault. The caller also stated that he screamed at the supervisor at the checkpoint as well. Evidently the caller had to undergo more secondary screening due to his outburst. The caller stated that the officers at the airport were incompetent and that this issue did not occur at other airports. I apologized to the caller for his unpleasant screening experience and advised him that I would send his information to the CSM at PBI airport. I advised the caller that this was an official record and told him that if the CSM needed further information from him then they would generally communicate with him via email. I advised him that we did monitor the number and nature of complaint that we received at the TSA contact center.
Caller wants to make a complaint about the screening process at LAX. He stated that he has an insulin pump and after he went through the AIT machine he was pulled aside for a patdown, which he was used to, however, the officer was very rude to him. When the patdown was finished he tried to put his shoes back on and the officer told him he had to move somewhere else to put his shoes on. He is retired and has diabetes. It is not easy for him to put his shoes on. He also complained that while he was being patted down his belongings were left out in the open where anyone could run off with them, including his wallet containing \$4,000. He feels that the officers at LAX need to be better trained to be more respectful and there should be better procedures to ensure the safety of passenger's belongings during a patdown.

Apologized to caller and advised:

2/12/2013 8:15:47 AM
Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller wants to make a complaint about a TSO at DFW. She stated that when he was checking her DL he held it up to his mouth and coughed all over it. He appeared to be sick and she thought this was very unprofessional and disgusting. She asked for gloves to pick up her DL and another glove to wrap it in until she could disinfect it. She said he grabbed the DL and wiped it down with alcohol and then gave it back to her. This happened yesterday morning and she thinks the officer's name is (b)(6)

2/12/2013
10:07:35
AM

She also wants to make another complaint about something she witnessed in Ontario International. She stated that when she was going through security she witnessed a man coming downstairs leaving the sterile area to use the bathroom. He then proceeded to bypass the checkpoint and go back up the stairs. The officer at the checkpoint began yelling at him telling him that he could not go back up with getting screened again. When the caller got upstairs she saw the man again arguing with security about taking off his big winter coat. She witnessed that he was finally permitted to pass through the AIT machine with his coat on. She feels that this is a breach of security and that she would not have felt comfortable flying on the same plane with that man. This happened on Jan 29 2013 around 5:15am.

Apologized to caller and advised:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Transferred to security.

The caller stated that he had an issue with an agent at AUS when he opted out of the AIT for a patdown. The caller stated when they checked his legs, it was with two upward thrusts that were very aggressive. When they checked his belt, they lifted his pants probably 4 inches. He contacted the CSM and stated that he had to wait quite some time to get a response. He stated the CSM finally contacted him to address the situation. The caller stated that on a second conversation he asked the CSM for the badge numbers of the TSOs that were performing the patdown and was told that he will be contacted with this information. On the third conversation, he was told that they were not going to give the TSOs badge numbers or names. The caller stated that when speaking to the CSM, he was told that the TSO in question told the CSM that the passenger was very rude and made the following comment: Don't touch my nuts during screening.

He stated that this comment was never made and the TSO is lying about what actually happened. He was told that the CSM and their panel looked over the video and said it looked fine, but had no audio. The caller wants to know if its policy to not give out badge numbers when travelers want to file complaints.

2/13/2013
9:35:35
AM

He has spoken with a police officer he knows about the issue and was advised that badge numbers are considered public records. He stated that he does not want their names, nor does he want them to know his name. He stated that he will be filing a complaint with the Austin Police as well. He stated that during the patdown he told the TSO that he was being very aggressive. Caller is upset that the TSO was making up lies about what actually happened. He stated that he has spoken with DHS as well. The Chief of Staff sent a complaint form for him to fill out. He stated that it spoke of discrimination and he did not feel that this form is what he needed to fill out. The name he provided from DHS was: (b)(6) He also brought up some information about his last call to the TCC. I viewed the linked record and he had complained about how long you have to wait for a TSO of the same gender to become available.

Advised Caller:

I have spoken with my supervisor about your issue. There are limited things that we can do here at the TCC. With your contact information we will forward this record to the appropriate office to resolve your issue. They may be able to answer why the badge numbers were not provided. Hopefully when we forward this record you will be able to find a resolution.

Caller thinks she lost laptop going through security at BOS via Jetblue yesterday morning. She placed the entire bag in the bin, didn't remove the laptop and when she completed her screening process through the AIT she picked up her bag and didn't realize the laptop was missing until this morning when she needed it for work. Flight #1067, Gate #C30 and was moved to C26.

Flew BOS to FT. Myers.

Stated she contacted the L and F at BOS and was told the item wasn't there, took her name and phone # and said they would call her if found. The phone # she states was different from the lost and found # for BOS.

States the laptop is a work issued item and she needs to retrieve.

Response:

2/13/2013
10:22:41
AM

Apologized to caller and explained the TSO may have removed the laptop from the bag for screening.

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSA is required by law to screen all property, including carry-on baggage, that is brought onboard commercial passenger aircraft. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Provided claim form via email.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Confirmed phone # to caller and suggested she call for her item:

Boston
Logan International Airport
617-561-2047

Caller is asking about passengers that are allowed through the screening process - she is 80 years old - and she had a bad experience in the past in the security checkpoint. She flies on US Airways but is not a frequent flier. She had an issue at IAD when she felt she was treated in a manner that was upsetting to her.

Told the caller TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

2/13/2013 11:06:38 AM Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce-though not completely eliminate-the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Apologized to the caller for her unpleasant experience at IAD and suggested she inform the TSO at the beginning of the checkpoint regarding her age and to ask for the implemented screening process for passengers over 75.

Thank you for the timely response. While I appreciate your tutorial on the TSA policies, you failed to answer the two questions I raised.

1. When can we expect updated screening equipment at this site?
2. Will you initiate an investigation into the reliability of the explosive detection devices to insure they are properly functioning?

From: (b)(6)
Sent: Tuesday, February 12, 2013 11:25 AM
To: TSA-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Screening Procedures

2/13/2013 12:04:49 PM I am writing out of concern over two recent screening experiences. They both occurred at the American Airlines checkpoint at Phoenix Sky Harbor Airport:

1. January 22, flight AA 1014; approximately 10:00am
2. February 6; flight AA 862; Approximately 9 am

In each instance, I was subjected to additional screening for potential explosive material. Since this checkpoint does not have advanced screening machines, I am subjected to pat down due to a hip replacement. In both situations, apparent explosives materials were detected after the pat down and during a review of my travel articles.

I have traveled through this checkpoint numerous times during the last 5 years. I am eligible for precheck due to my status on American Airlines. I am the holder of a Global Entry Trusted Traveler identity. Your staff insists that the potential reason for apparent detection of nitrates and some other unnamed material (was not disclosed to me) is because I live on a golf course. I have lived on that golf course for years, carry the same suitcase for years, have my clothing cleaned at the same dry cleaners for years and live in one of the golf meccas of the country. I didn't notice other golfers subjected to the same process.

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date Time : 2/13/2013 12:45:46 PM Airport : DCA - Washington Reagan National Date Time of Travel :
Airline : Flight Number :
Checkpoint Area of Airport :

2/13/2013 2:06:58 PM TSA Employee: (If Known) :
Comment : Hello, I am writing to inquire about the state of screening at DCA. Is DCA still using 100% AIT "generic image" scanners? If not, what is the current procedure? Thanks!
Would you like a response? : True
Passenger's Name :
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

2/13/2013 2:22:18 PM The caller wants to know if a person who is over the age of 75 must remove their shoes. The caller is over the age of 75 and was required to remove his shoes because he declined AIT. He stated that it was somewhat difficult to remove his shoes as it was hard for him to bend over and remove them. I advised the caller that according to TSA policy he would not need to remove his shoes as he was over the age of 75. I advised him that he could let the officers at the security checkpoint know about his difficulties removing his shoes. The caller advised me that he had to remove his shoes the last time he traveled. The caller was not happy about having to remove his shoes and he wanted clarification of the rules. I did advise him that there was random screening policies incorporated. The call advised me that he was told that if he declined AIT then he would have to remove his shoes. I advised the caller that it was not a TSA rule. The caller stated that he screener was somewhat rude. I asked the caller if he would like for me to take his flight information and send his information to the customer support manager at his departure airport. The caller advised me that he did not want to get anyone into trouble. I also advised the caller that he could always ask to speak to a screener supervisor.

2/13/2013 3:10:34 PM The caller went through screening yesterday 2 12 13 in Detroit. The caller stated that according to an older screener, who was approximately 75 years of age or older, there were some alarms on the AIT unit. The caller stated that she was screened again and then there were no alarms. The caller seems to believe that the screener who was approximately 75 years of age incorrectly scanned her and was then rude whenever she told him that he was incorrect. The caller flew on Southwest airlines and has phoned them about her screening experience as well. I apologized to the caller for her bad screening experience and advised her that if she wished to provide me with her contact information, I would send her information to the CSM at Detroit. The caller declined to share her contact information with me and stated that she just wanted to let us know what happened. Caller had a knee replacement and kidney implant. Caller asked if TSA has an expedited screening program for persons who have had medical implants. Caller knows how the Precheck program works. Caller stated it is embarrassing for her to have to be patted down every time. Caller asked if there is a way to avoid the patdown.

2/13/2013 5:05:46 PM I told the caller there is no expedited screening for passengers with disabilities but there is a disability lane. I told the caller that with the expedited screening she would no longer remove her shoes, jacket, belt or remove her laptop but she would still have to be screened. I told her everyone has to be screened. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. I told the caller she can request a private screening and she has the right to have someone in the room with her when she is being screened by patdown.

I referred the caller to www.tsa.gov for information about the AIT screening because caller was concerned about privacy issues. <http://www.tsa.gov/ait-frequently-asked-questions> Caller said at Burbank he went through the AIT and he had a pack of cigarettes in his shirt. Caller was patted down. Caller said they removed his cigarettes from his pocket and he had to undergo additional screening. Caller was questioned about artifacts he brought back from Southeast Asia. Caller said he was not given his cigarettes back. Caller was flying on Southwest flight 999. Caller stated he does not have an email address. Caller requested a claim form, he said his cigarettes were \$8 per pack.

2/14/2013 2:22:30 PM I told the caller to contact Lost and Found Bob Hope Airport 818-840-8840

I told the caller I will mail him a claim form. Caller stated he does not have email. Caller said the inconsistencies when he flies is ridiculous. He has had one of the worst experiences of his life happened day before yesterday when he was departing from Norfolk, VA. He told the TSO that he had a defibrillator. The TSO wouldn't let him go through the WTMD. He asked if it is mandatory that he get a full body patdown. The TSO rubbed his private parts and never even touched his chest where the device is located. Caller states he is always the person to be checked for bomb residue and he is singled out each time. He wants to know what he is doing wrong. This happens practically each time he flies. In December, at Ft. Walton Beach, FL (DSI) a TSA agent said he wasn't allowed to take his toothpaste because it wasn't 3.4 ozs. or less. The TSA agent was performing a hand inspection of his bag when he found the toothpaste. Caller says it doesn't matter where he flies, he is asked to have his bag ETD test. His bag is always part of the random bag checks as well. He doesn't know what he needs to do to stop being profiled. He thinks he is being profiled because they are asking him to inspect his bag after it clears the x-ray machine each time. There is no metal in the bag and the TSOs are constantly checking his bag and hands for explosives. Most recently he flew with US Airways from Norfolk, VA. Caller states he is a white male and doesn't wear a turban so he doesn't understand why he is being racially profiled.

2/14/2013 6:19:29 PM Response: Advised caller the agent was following procedures with the 3-1-1 containers. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted. A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. Explained to caller TSA doesn't profile individuals.

Referred to MB and advised caller someone would contact him regarding his issue and complaint.

Caller flies back and forth alot between Rhode Island and Florida and she feels that a skycap person in Providence Rhode Island was very militant with her. She feels he flagged her because he had a attitude. She stated the skycap person was with Southwest Airlines.
Caller left Providence Rhode Island with frozen seafood (stonecrabs, bag of shrimp and a key lime pie) with gel packs and she stated she had taken the same items back and forth many times and had no problem and the skycap ask her what she had and why she was bringing stonecrabs, then they patted her down and when she got her seafood back it had been opened.
She is wanting to know how to what she could do to avoid aggravating someone so that this doesn't happen because he was very rude with her. Caller also stated that she always tips the skycap person because they are usually very nice and helpful to her except this person.
Caller said she probably needed to contact Southwest Airlines because that was who he was with.

Advised Caller:

2/15/2013 9:04:51 AM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I did apologize to the caller that this happened to her.

NO, this response is NOT to the issue.

A customer was miss-treated by a TSA employee by purposefully making them wait unnecessarily as many other passengers passed her by, while her belongings were sitting out of her reach and control. Please explain?

—Original Message—

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, February 14, 2013 7:54 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

2/15/2013 12:09:44 PM TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Caller had a hip replacement. She told the TSOs that she had it and that that was why the wand was going off. She has a card in her wallet, but it went through the xray. The TSO would not let her access it. She received a humiliating patdown in front of her friends and strangers. She wants to know how to avoid this in the future. This happened November 2012 in NJ.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.

2/15/2013

4:37:55

PM

- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

She is flying from CLT on to HNL and back. She is not worried about going through CLT, but does not know about HNL and if they have the AIT. I told her that because an airport has the AIT does not mean that they will be in use when she goes through the checkpoint. Any time there is an anomaly or an alarm she will have to have additional screening which would be a patdown. I told her there were three ways to be screened: AIT, WTMD, and a patdown. She would have to have at least one of these and, sometimes, two. If there is no anomaly and no alarm, she will not have to do the patdown.

I told her to always tell the screener before the screening begins that she has the implant. She can ask to speak to a supervisor any time she has an issue. She can also contact the CSM via the IVR -- I instructed her how to do this -- if she feels like she needs additional assistance at the checkpoint. She said she did not know if she would call or not.

I apologized for her experience. I told her that I do not know if the experience was bad because of the surprise of it. She said she thought that was part of it. I told her I do not know if the TSO did the patdown appropriately, but they do tell the passenger what they are doing during the patdown. She said the TSO did do that. I told her that now that she knows what to expect and that she can ask for a private screening knowing she can have a companion with her, it may not be as bad as the first one. She agreed, but also said that people should not be treated this way for no fault of their own. I told her sometimes some TSOs were rougher with the patdown but the procedure is consistent throughout the airports.

-----Original Message-----

From: (b)(6)
Sent: Saturday, February 16, 2013 11:21 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

2/16/2013

1:10:01

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? yes
Disability? no

Which U.S. airport were you traveling through?

Gulfport-Biloxi International Airport

Disability Description: The caller spouse Harold has knee braces. They had a bad experience in DEN several years ago and she is trying to forego the issues again. The caller said s he has requested a wheelchair and wheelchair attendant from Southwest for navigation assistance through the airport.

Information Request: The caller is trying to avoid the experience from happening again. The caller said the TSO took his cane and required her spouse to remove his knee braces; he was then made to try and walk thru the AIT. The caller said her spouse has balance difficulties and is not able to stand for with his arms above his head for the AIT screening. She is concerned her spouse will have problems going thru the checkpoint .The caller wanted to know if she can take her daily dose container of meds in her carry on bag. The called wanted to know if she can take her Chex mix to eat during the flight.

2-19-2013 MCI Southwest 8am flight #424
2-19-2013 Hobby Southwest 1:25pm flight # 413

Response Details: I apologized to the caller for the previous experience and advised I would be happy to assist her in helping to improve this trip.

I advised the caller her spouse could remain in the wheelchair for the screening. I advised the caller to make the TSO agents aware of his limitations and his abilities prior to the screening

2/16/2013

7:31:00
PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time

During a private screening, the passenger may be accompanied by a companion of his or her choosing.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I advised the caller to declare seperated her medications and food items prior to the screening .

I advised the claler she may check with the airline when she checked in regarding a disability access .

Caller regularly flies out of SAN with Southwest and is concerned that the Terminal 1 checkpoint doesn t have AIT installed, which causes her metal joint implant to consistently set off an alarm, resulting in a patdown each time. She wants to know if having a notification card would eliminate the need for a patdown. I told her that while the card may aid in the screening, it would not eliminate the patdown altogether.

2/18/2013

2:19:48
PM

Caller wanted to know if she could use PreCheck to avoid the patdown. I told her that she would first fly with a participating airline, which Southwest is not, but that apparently means utilizing a different checkpoint anyhow where there is AIT installed. Caller realizes that her easiest option would simply be switching airlines.

Caller flew RSW-PHL last Friday aboard Southwest Airlines. She is calling to file a complaint to which the manner she was screened. She approached the checkpoint in a wheelchair because of a bacterial infection in her ears and mobility concerns with her feet. She was able to transfer out of the wheelchair and was screening by AIT. Caller was advised at this checkpoint in either terminal D or E that the AIT machine picked up traces of TNT on her hands. Caller then underwent secondary screening which included a very aggressive patdown by very rude screeners and ETD testing on her hands, which came back positive. Caller was then shuttled to a private screening locations where she underwent an additional patdown, which once again she deemed excessively forceful. She claims her rotator cuff was reinjured by the screeners and she almost missed her flight due to all this additional screening. Caller states she uses a hand creme, which contains glycerin, that more than likely triggered the additional screening, but is of the understanding that should not have caused an anomaly on the AIT technology. She fears she is on some kind of watch list because of this additional screening and wants someone at RSW to address her complaint as soon as possible. Caller states this incident occurred at approximately 7:50 and her flight, which she does not recall the flight number, departed at 8:45. She also states she was sick on the day of the flight and was a tad on the rude side herself.

Resolution:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA regrets you did not have a satisfactory screening experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

2/19/2013
1:28:29
PM

Caller sent an email yesterday about a problem she encountered at SJU on February 13. She is wanting to know why we requested additional information and asked that she call the TCC. CCR reviewed the record and found that the caller forgot to include the airport in her previous contact; caller's inquiry is now sufficient for an escalation to the CSM at SJU.

The caller mostly reiterates what is said in the email. She does, however, go into greater detail about why she feels the TSOs were rude.

2/20/2013
9:47:44
AM

Caller says that never experienced such nasty treatment from a TSO. Multiple things that frustrated the caller were: the TSO calling for the patdown by screaming, instead of using walky-talkys; her feet having to be bare during the entire duration of patdown and wait time; and her items not being within her eyesight during screening.

Caller goes into a non sequitur about the AIT machines. Caller believes they are dangerously, and she thinks that some people are aware of their dangerous nature. Caller says she hears on the news about the machines, and sees with her very eyes how pregnant women, pilots, and flight attendants do not have to go through the AIT.

Caller is told that her SJU incident will be referred to the CSM at SJU for further review.

Caller flew from HNL to OGG on Hawaiian airlines flight number 130 on 02-19-2013 at 6:30 pm going through the checkpoint. Caller had lotions in her carry on luggage and was asked to throw her lotions away by the TSO at the checkpoint due to its size. caller then went to the airline counter to place the lotions in checked luggage and said when she came back to the checkpoint she said that the TSOs were making fun of her. She said that she went through AIT screening 3 times and then was given a patdown procedure. She felt very disrespected by the attitudes of the TSOs that was working at the checkpoint on that day. Caller did not remember the TSOs name and said she barely made her flight. Told caller that I will forward her complaint to the CSM at the HNL airport to review the case that occurred. Sent caller a claims form since she did not get her lotions that the airlines was suppose to send to her.

2/20/2013
4:50:48
PM

Caller had surgery and she has 2 nephrostomys. Caller said she has surgical implanted tube and bag that will catch the urine. Caller said the tube comes out of her back and drains into the bag. Caller was concerned about not having more than 3.4 ounces of liquid in the bag. Caller said she cannot control this. Caller is being treated for cancer. Caller said at O'Hare there was an incident where she was wearing a hat and she had to remove her hat. Caller said she tried to explain to the TSO she did not have any hair. Caller said the TSO started screaming at her and asking her if she was refusing to be screened. Caller said she was traveling alone and she was embarrassed and scared because she lost all of her hair due to chemotherapy. Caller said she did not file a complaint at that time but she should have. Caller wants information about the screening process she can expect with the ostomy. Caller was concerned about the radiation from the AIT.

I told the caller she has the right to opt out of the AIT because of her concern about the radiation.

It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at

http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and/or catheter so it can be screened appropriately.

I told the caller there is a supervisor available at the checkpoint if she has any problems.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or

Caller said that he has a TSA customer comment card in front of him, however he is going to send his complaint in an email and report it verbally.

He went through the checkpoint at MCO on 2/21/2013. He was flying from MCO to JFK on Delta Flight DL 2058. He went through the gate at 6:30 am. He asked Officer (b)(6) if he could opt out of the wave scanner and was told no. He did not get her badge number. He said that she was about 5 feet tall. He was encouraged to go through the scanner which he did. He said that he did not set off the alarm, however he still got a patdown. He said that Officer (b)(6) finally told him that he did not have to go through the wave scanner. She asked why he did not want to go through the wave scanner. He told her that was his right to be able to choose not to. He said that he was told that if he did not go through the AIT he would get a patdown. He said that was fine.

He wanted to know why he got a patdown after he went through the AIT. He said that there was no alarm. He wants to make a complaint on Officer (b)(6) because she told him that he could not opt out when he first asked. He said that he spoke with two managers at the airport and asked them if he has all the information that he needs to file a complaint against Officer Weightman. He said that they told him he does have all the information needed. He stated that it was implied that he would not have a very pleasant day if he did not go through the AIT and instead chose to opt out. He also wanted to make a complaint because of several miscommunications at the checkpoint. He said the person on the left told him to do something and the person on the right told him the exact opposite. He stated that he wants to be treated like a human being and when he is treated like a criminal he makes a complaint. He wanted to know if the CSM will contact him. He said that he wants any and all correspondence sent to his email at (b)(6).

I apologized to the caller for his unpleasant experience and told him that I would forward his record to the CSM at MCO for review.

Caller is at the PHL airport and she has an ostomy bag and she does not want to go to a private screening room to have additional screening conducted. Caller was really upset over this matter she stated that if they would have just let her go through the metal detector they would have never known she had it on. She also wanted to know if she requested the metal detector would the TSA officer have to honor that request?

2/21/2013 10:10:26 PM Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

Let the caller know even if an item is generally permitted, it may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns. The final decision rests with TSA on whether to allow any items on the plane.

Caller will be 86 in June. He has traveled on Jan.15th to Dallas. He stated during his screening he was treated like a criminal. He wants to know why don't they clean up their act? He stated he had stepped in the frying pan (AIT) for screening and he was searched. He was asked to remove his hat. Caller states he has saw something in the news about a little girl traveling in a wheelchair. He doesn't understand why all the harassment.

Told caller

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

He could always ask for a supervisor if the officer made him go through the AIT.

I handed the call over to a supervisor.

2/22/2013 (b)(6) notes:
11:05:16

AM Caller said he flew from BOS to Dallas on 01.15.13 departing on JetBlue Airways flight #255 at 1:00pm. He's not sure which airport he arrived at in Dallas but he returned home from Dallas on JetBlue Airways flight #254 on 01.29.13 and experienced the same thing. He said in Boston he was subject to the AIT twice and afterward he was given a pat down. He recently saw a news story of a young child at STL on her way to Disneyland and feels he was harassed. He's heard TSA is hiring people from prisons harassing passengers when they travel. He feels his rights have been violated.

I apologized and advised him:

TSA tracks trends and spot areas of concern that may require special attention. I don't have any information to provide to him at this time regarding the child traveling to Disneyland, however I can forward the details of his complaint to a CSM at BOS for review. I explained to him that the AIT is optional and in the future he does have the right to opt out for a pat down. If after going through the AIT an alarm sounds passengers will be subject to secondary screening, which often involves a pat down, to resolve the alarm. I asked him if he felt the harassment was due to his age and he said no it was just harassment in general.

Passenger did not have an e-mail address but due to the extent of his anger I'm forwarding to a CSM anyway. He said the government is violating passenger's constitutional rights and are the reason behind the 9/11 terrorist attacks. Caller was subject to pat down because she did not want to go through the AIT. Traveler was forced to go through the AIT and then was patted down regardless. Caller wanted to know if she would benefit with a doctor's note when traveling in the future. Caller described the Transportation Security Officer as a white man 5'9" approximately but no weight given.

Response: Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

2/22/2013 TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.
4:07:24

PM Informed caller that it is helpful to have a doctor's note when traveling with medical conditions.

Airport: Orlando International Airport.

Airline: AirTran

Flight Number: 55

Gate: 109

Date and Time: 2/20/2013 at 6:35pm

Disability Description: The caller has traveled 4x the last 2 weeks. He has an external glucometer which is attached to him.

Response Details: Provided the following info from the template:

Passengers who have medical devices attached to their bodies, should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

2/22/2013 5:55:26 PM
The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
The passenger can request a private screening at any time the passenger may be accompanied by a companion of his or her choosing.
A passenger may ask for a chair if he or she needs to sit down.
The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

The caller stated this was the exact procedure that is he normally experiences. However it was not yesterday.

I apologized to the caller that his experience was different yesterday and made him uncomfortable.

The caller stated he wanted to file a complaint regarding his screening yesterday of his medical device.

Caller is complaining about her sixteen year old daughter receiving additional screening at La Guardia on Saturday 02-16-2013 at approximately 1500 hrs in the terminal going to Gate C32 for a Delta flight to DFW. The passenger (b)(6) received a body scan, pat down, and ETD swab. The caller is claiming that her daughter was chosen and no one else received additional screening. The caller also said that the baggage of the daughter had been inspected and the lock had been cut off and the baggage was left in total disarray.

2/23/2013 9:27:27 AM
I told the caller the Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public. I also told the caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. I also told the caller enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

I also gave the caller the La Guardia Customer Support Manager Veda Simmons

Phone: (b)(6)

Email: (b)(6)

Disability Description: Callers wife has an Ostomy

Information Request: Caller stated that his wife went to Korea and she went through the checkpoint in LAX with an Ostomy. The TSO at the checkpoint could not identify the Ostomy through the body scanner so they made her go into a seperate room to get additional screening. He is wanting to know why becuae his wife was very upset.

2/23/2013

11:00:31 Response Details: CCR informed him:

AM It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

CCR emailed him information.

Hello,

I am inquiring about TSA's official policy on carrying wallets through the AIT or metal detectors.

During my recent travels I was allowed to hold my wallet (which holds my identification) in my hand while I was being scanned as long as I agreed to a hand inspection of it. On the return trip, I was informed that I could not hold my wallet and that it must be placed on the belt.

Your response is appreciated.

2/25/2013

6:06:27

PM

(b)(6)

Cleveland Clinic (b)(6) | Cleveland, OH 44112 |

(b)(6) FAX 216-448-5958

=====

Dear TSA,

After weighing the concern of being on some watch list for speaking out, I decided I am still a US citizen and have some free speech rights, for the time being anyway.

The incident of TSA goons harrasing the child in the wheelchair--video on YouTube--and telling her father it's "illegal to videotape the procedures" was just too much to take. You people are government employees. You work for the majority of the travellers that you encounter everyday in many of the airports. You should have no complaints about being photographed or videotaped by the people who pay your salaries. And they shouldn't lie that it's illegal to video them. If your minions at the AIT devices and xray scanners don't like it, they should return to jobs at fast food restaurants, where they are videotaped as a daily precaution in many establishments.

My family was subjected to ridiculous "random"screening procedures in Las Vegas as we were returning home from a short vacation. My children were wanded and groped, our luggage was run repeatedly through the scanners, and the whole process almost made us miss our plane. Meanwhile, hordes of middle eastern looking males, 18-30, were waitzing by on the other side of a plexiglass partition, not part of any detailed screening. In the group of random screens was a Texan going home to his cattle ranch, a pair of old ladies on their way back to the Midwest, and some skinny kid emulating a rap singer. All harmless travellers. It was a stupid waste of time that served no purpose, except to teach the screeners that their fellow citizens are just cattle to be prodded. I joked with the grand poobah running the charade that he simply run the kids through the x-ray machine--it would be quicker than wandng them over and over.

2/25/2013
8:12:27
PM

You waste our time and cost us more money and in the end you could do much less and we'd be safer, happier and less frustrated. One Israeli authority said the problem with American security is that it focused on the tools of a terrorist rather than the terrorist.

When is TSA and whoever needs to sign off on the idea simply develop a traveller's ID that will be available for qualified American citizens so we can sweep past this farce? Hamless American travellers are not the enemy here.

You people must have another agenda. Probably related to people who might be moving cash around the government wants to levy a tax on to pay for a more bloated system.

Sincerely,

(b)(6)

Arlington, Washington

"Truth has become a victim of political haggling." (b)(6)

TSA Administrators --

I am very disappointed with the decision to remove the body scanners from use in the Pre-Check lines. It has caused a decline in the service level at airports nationwide and has made my travel much tougher.

I travel nearly every week and have two replaced hips. I was so pleased when I could use the body scanner in the Pre Check lanes -- my weekly travel was easy, consistent and convenient. Now, I have to be patted down each time, adding the time to my pre-travel routine and it has eliminated most of the advantages of being qualified for Pre Check. I now have to wait for a female to pat me down -- and there isn't always a female available to do so in the Pre Check lines, so I have to wait for one to arrive.

2/26/2013
8:21:42
AM

What was the reasoning behind this decision? It seems to put those of us, like me, with artificial joints, at a disadvantage in the Pre Check lines.

Is there a way to influence this decision and advocate for the return of body scanners to the Pre Check lines? Please let me know.

(b)(6)

Disability Description: Caller said that he is flying with his 6 year old son and he does not want any TSA employees touching his son. Caller said that he talked to a (b)(6) and was told that his arms and torso would only be touched. Caller said he wanted to know if it was just arms and torso and the gentleman refused to answer anymore of his question.

Resolution:

As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

2/26/2013
11:27:18
AM

Caller stated that they still do not have any guidelines, caller was wanting to know the limits of the search.

Advised caller that TSA does not do strip searches and the patdown would depend upon the alarm and the anomalies.

Told caller that the patdown would depend where the alarm or the anomalies appeared. I cannot tell you exactly how the patdown would be conducted. It would be over the clothing and be a modified version of the adult patdown.

Told caller that TSA is reducing the need for patdowns in children by permitting multiple passes through the screening.

Caller was wanting to know if his child is subject to a patdown can they refuse and leave.

Told caller if he is referred for a patdown and it is not permissible that he would not be permitted to fly.

Caller requested that I email him the information.

Caller had a notice of inspection. He said that on the bottom of the NOI it says that smart security saves time. He stated that there was nothing smart about it and it does not save time. He said the time was wasted and it was completely bogus. He and his wife flew to Cancun for a work function. His wife is pregnant and opted out of the AIT. They flew from Cancun back to Phoenix. They had to walk down a hallway that goes to customs and from there they went through security. He stated that the screener found a trace of whatever on his wife and she had to have another pat down and her bag was inspected. He said that TSA admits that perfume, lotion, or soap could be what they found. After she was tested for explosives there was nothing found. They were both pulled aside in Mexico and had a patdown. He wanted to know what the purpose of going through screening again in Phoenix was. He asked how we are saving time and what we are checking for. He stated that when they left Ontario early in the morning his wife requested a patdown. He thinks that because she opted out of the AIT they may have been targeted. He was upset because his bag was opened and inspected. He wanted to know why his bag was inspected. He asked for a list of items that sets off the alarm. He said that you would think that his wife made a threat against TSA. There were four agents present during the inspection. He said they were there 20 minutes and his wife had an invasive patdown. He stated that TSA at the airport does not have an answer as to why his bag was inspected or why they said they found something on his wife and could not find anything after the inspection. He wanted to know the purpose of his bag being opened and inspected and he wanted to know why they got another patdown in Phoenix after getting one in Mexico.

I gave the following information. Upon arriving in the United States from a foreign country, passengers and their baggage are first cleared for entry into the United States by U.S. Customs and Border Protection (CBP) inspectors. CBP inspectors cover matters of customs, immigration, public health, food inspection, and plant and animal health. After clearing CBP procedures, travelers may exit an airport or connect to a U.S. flight. After completing the CBP entry process, passengers and baggage arriving on international flights are required to pass through TSA's security checkpoint.

2/26/2013
3:24:40
PM

I advised him that I do not know why his bag was inspected. I told him that if there was an alarm it would have been opened and inspected to clear the alarm. I also told him that I do not have a list of items that set off the alarm.

I advised him that TSA does not perform screening in foreign countries. I told him that the AIT is voluntary and if a passenger does not wish to use the AIT they can opt out and get a patdown. I also told him that passengers are not targeted because they opt out of the AIT.

I advised him that TSA performs screening to check for prohibited items. I also told him that we check the passengers ID.

(b)(6) took over call: Caller is upset with TSA's process in general. Caller just wanted to argue, he did not have any true questions. I disconnected call.
I told him

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/26/2013 3:10:46 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/20/2013 5:45 PM Airline & Flight Number : DL 2162 Checkpoint/Area of Airport : Terminal 2 - DL Frequent Flyer TSA Employee: (If Known) :

Comment : I would like to provide feedback about the continued practice of patting down a woman of color's hair. While I understand the intent, it is the process that is used that continues to concern me.

2/26/2013
6:04:06
PM

In my particular situation, I passed through the AIT scanning, stepped out of the machine, waited as instructed and then without further conversation, the female TSA agent (there was also a male present) started patting down my hair, which was in cornrow braids. I asked the agent if the gloves which she had on were clean and free of powder. Her snide response was I just put these on. What the agent did not realize was that I had been observing her from the time I stepped into the AIT scanner to when I stepped out. She did not put on new gloves. As a matter of fact she had patted down a passenger just prior to me. I also noticed that after she had finished her pat down of me, the next passenger through, a white female wearing a wide headband and ponytail, was not subject to the same actions. I mention this because I've been advised through prior TSA correspondence that a "headband" was the same as a hat and if it could not be removed is subject to hands on screening.

The bottomline out of my comments is the following: if agents are going to patdown a passenger's hair, the putting on of clean non powder gloves, needs to be performed in front of the passenger. Especially if the gloves were used to check the clothing of a prior passenger; as clothing can have dirt, other contaminants that can be transferred from one passenger to another.

Agents should not get indignant if asked by passenger if the gloves are a new clean pair. I am protecting my health and person.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller would like to lodge a complaint. He flew from OGG today 2/26/13 on Hawaiian Airlines flight 132, departing at 9:13am from Gate 15.

He is flying back this afternoon from Hilo at 4:44pm.

He indicated that what he experienced was classic bullying and TSO trying to assert power.

The caller indicated that he called twice in regard to traveling tools. The tools that he traveled with was under seven inches. He opted for a pat down, however the TSO explained that the radiation with less than what is encountered with cell phone use. The caller decided to go through AIT. He was then advised that his bag would have to be searched. He indicated that if his bag had to be searched he wanted to be patted down. The caller did not answer when asked if he was advised that he had to go back through the AIT.

2/26/2013
8:52:14
PM

He indicated that TSO (b)(6) became uptight because he requested the pat down. She requested for someone to conduct the pat down. The caller indicated that he waited for five or ten minutes for someone to come to conduct the pat down. He then advised that he would go through the AIT as he did not want to miss his flight. She advised that he would have to receive a pat down now that he had chosen to do that. He was not allowed to go back through the AIT. He indicated that he was all a sudden surrounded by TSOs. The Supervisor (b)(6) (b)(6) came over. The caller asked if he was going to conduct the pat down. TSO Supervisor advised that he was not going to conduct the pat down. He waited a few more moments. He was then taken into an enclosed booth and was patted down.

He indicated that he felt bullied, especially by (b)(6) and that it wasn't right.

He indicated that the TSOs knew he was from Maui and knew that he was going to work.

The public would like a kinder gentler TSA that only screens for guns and dynamite.

I advised that I would refer the information to the CSM at OGG. I have documented all of the information provided and TSA does monitor the number and nature of complaints received.

The caller did not answer if and who advised that he would have to go through the AIT again.

He did not answer who conducted the pat down when asked.

From: (b)(6)
Sent: Wednesday, February 27, 2013 12:17 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/27/2013 12:17:14 AM

2/27/2013
10:06:54
AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

pat down due to implanted medical device and sterile medical equipment problems

Comments:

Sir, I am disabled by a chronic illness and have a medically needed implanted device with a complex computer system in the implant. I can not go through X ray, my MD and medical device company have told me not to use the Advanced Imaging
Disability Description: The caller had total knee replacement surgery.

Information Request: The caller does not want to receive patdowns when airports do not have AIT, as he will alarm the WTMD. He wanted to know if there was anything else he could do, as he believes that the patdown violates the 4th Amendment.

Response Details: Advised Caller:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

2/27/2013
2:06:01
PM

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/27/2013 1:05:49 PM Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 02/27/2013 Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 1 & 2 TSA Employee: (If Known) :

Comment : I find it ridiculous that women of child bearing age be subjected to X-rays for screening and men too for that matter. As a health care provider I am well aware of the conditions that can result. I've seen these X-rays in other airports but there is always the option of walking through the metal detector. This experience I was rudely told I'd have to wait five minutes by some old man and made to feel like this was a major inconvenience. What if I were pregnant? As a government agency I would expect you to be more concerned with the well being of America's travelers. I'm disappointed.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's mother has had a knee replaced. The metal detector typically alarms when she goes through. She doesn't want to go through the AIT because she doesn't want the radiation. She doesn't like the pat-down. Are there any other options for her? Her husband was in the Air Force for thirty years and she is a low-risk passenger.

I advised that all passengers must be screened. The options are the WTMD, AIT, and the pat-down. If there is an alarm when the passenger goes through the equipment, then the passenger must be patted-down to resolve the alarm. She can opt out of the AIT, but the pat-down is the alternative.

Caller advised that her mother's concern with the AIT machine is with the amount of radiation and when they were last calibrated or checked. How can she get this information?

Advised that the specifics regarding the amount of radiation emitted by the machines is addressed on the TSA website. The information regarding when the machines are calibrated will not be posted as it would create a possible vulnerability. That information will not be made available.

Can she make suggestions about these issues?

I advised that TSA does review complaints, especially if it is for a particular airport.

Caller advised that the pat-down is not a pleasant process.

Caller never did specify that there was a particular issue at any specific airport.

2/27/2013
2:08:59
PM

2/27/2013
3:27:23
PM

Caller flew from PHL to LAS on 2/23/13 and when she was going through the AIT the nice lady told her to raise her arms a little bit more and when she did she screamed because her shoulder was hurt. She stated that the gentleman asked her if she had an injury and she said yes. She stated that he told her that all she needed to do was to tell the officer that she had a shoulder injury and she would be able to get a patdown and she told him okay and thanked him for telling her that because she didn't know.

Caller was going home this morning from LAS and she told the officer she had a bad shoulder injury and the lady said okay fine and that she would be patted down. She stated that when she went to be patted down the officer asked her if she was wearing lotion and she told her no but she had gotten a spray tan earlier. She stated then another lady came out and the lady wouldn't give her her name and the officer told her to get back here now and don't ask any questions.

The caller stated that she told her what the officer at the other airport had told her to just tell the officer she had a shoulder injury and they would do a patdown and she states that the lady told her to hush or she would go to jail. She then frisked her again and patted her down again and then told her she could go.

The caller started to leave and then she went back to where a woman was sitting behind glass and asked her what the other lady's name was and she told her no she wasn't getting her name so she asked what her name was and she finally gave her her name and her boss's name, but not the lady that was the rude screener.

She stated that she was abused in this situation and is in more pain and emotionally upset that she cried during the whole flight.

Her husband stated that they are looking for a reassignment of agent, reprimand or for TSO to be fired.

Advised Caller:

I apologized to the caller about this happening.

2/27/2013

5:18:28

PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Time: 11:30 PM

Date: 2/26/13

Flight Time: 12:23 AM

Airport Left From: LAS

Airline: United Airlines

Flight #: 1254

Email: (b)(6)

Terminal: 3 Domestic

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 2/27/2013 9:41:19 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hi,

2/27/2013

10:03:48

PM

While undergoing security screening at Charlotte int. (CLT) I was informed by TSA officer that passenger scanner (the thing where you hold hands above head) is using sound wave, ultrasound technology. My previous information from media was that the apparatus is using millimeter wave (microwave radiation) technology. Can you please provide more info about this subject to the security officer?

The security officer that made the statements is (b)(6) at checkpoint D, about 9:20pm on 2/27/2013.

Thanks

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom it may concern:

I just flew out of LAX the 24th of Feb. I had, by far, the worst experience going through security there and am very sorry I was not able to get names! I am a Marine wife, stationed in Okinawa, Japan, and I take great pride in our country. My husband is willing to lay down his life in order to protect the prestige of the US, and I have to live daily with the fear of his death for the same reason. My husband and I not only sacrifice our lives, but at times we sacrifice our rights (restrictions enforced by the Military) so this country can remain free.

These Security Officers come into contact with thousands of people each day, American Citizen or not. These Security Officers represent America to each person they come in contact with, just as my husband does as a Marine. Therefore I take it personally that these disrespectful people were given a job in this type of field demanding a very important role that they are not able to achieve. I feel that the Security Officers at LAX either do not understand the importance of their job or they just don't care. I am immensely disappointed at the poor representation of the United States the Security Officers at LAX gave, and I would appreciate it if there was a strict sifting of workers at LAX in order to promote a better face of the TSA and ultimately the US.

There were a few issues that bothered me, as I was going through security. First of all, there was a lady who was trying to get through security quickly because her flight was going to leave in approximately 30 minutes. She protested the AIT screening by requesting a pat down.

There was a female Security Officer standing in the vicinity, however the traveler was waiting for about 5 minutes before she asked if a female was coming to perform the pat down. What resulted was quite frankly unacceptable. The female Security Officer finally accepted her duty of performing the pat down with a roll of her eyes and a poor attitude. I am not a confrontational person, that is why I go along with the security measures, even if I do not agree with them. However it was that woman's right to request a pat down and the Security Officer's job to perform it in a timely and respectful manner. I feel like that woman was severely disrespected and I would not want that to happen to me.

2/28/2013
8:12:54
AM

The second thing that bothered me was the degrading attitude of most of the Security Officers in the security area. They were yelling their instructions out in an extremely ridiculing manner. I was intensely offended by this. As an American Citizen, if I am to be forced to go through these sometimes very ridiculous security measures, I do not think it is too much for me to expect to be at least treated with respect. I understand that these officers have to do their job to promote safety for all traveling through the airport and airspace, however if they can't even treat me and others around me like a human being then they need to find another job.

The third thing that irritated me was again the Security Officers' disrespectful attitude, but this time towards the international travelers. These people were not American Citizens, potentially couldn't understand much English and were obviously confused about the security measures. The security officers weren't much help. They lost their patience much too easily, and the tone of their voices giving instructions to put certain personal items in the bag was inexcusable. As I stated above, I am a Marine wife stationed overseas, so I understand the importance of public affairs with our international counterparts. These people were most definitely in the US on business or pleasure, so they were bringing money into our Nation's economy. Beyond that, I feel it is very important for these people to be treated just as respectfully as the next person for the sole reason of being Human. That is the essence of America, we treat people fairly, whether or not they are American Citizens. Let me clarify that I understand that they do not have the same rights as American Citizens, neither do I want security measures to be lowered for them, but they do have the right to be treated respectfully. The Security Officers have the duty to give them that respect.

Please, forward this to the appropriate authority at LAX as well as the heads of TSA. I feel very strongly that this is an issue that needs to be addressed asap. I hope that TSA believes in quality security and customer service. That is why I demand a more thorough screening of employees of TSA. Obviously background checks aren't enough, as the news has reported severe crimes carried out by TSA employees. I go further in reporting to you that it is not enough, because many of your employees are not fit for this job because of their poor, if you will, "customer service" skills. Please do not use the excuse that these men and women are Security Officers so that for some reason excludes them from having to be respectful. I have given my argument and examples of why I feel you need a change in your service, please do not ignore it! This is very important.

Caller says he has Global Entry and is a frequent flyer with Delta. He has been putting his PASS ID in for about 3 months and he never gets chosen. Caller says Delta sees the number. Caller says Saturday he flew from Tampa to ATL to Memphis and stayed a couple days. He then flew back from Memphis to ATL to Sarasota. He did not go back through TSA at ATL. His next flight is today from Sarasota to ATL to Amsterdam. Caller says he usually books his tickets himself, but sometimes books with Orbitz. Caller wants to know what to do to get Precheck to work. The space in his last name is not present on his boarding passes.

2/28/2013 8:12:54 AM
TSA. Caller says that when he was flying out of Memphis, there was an old man that was really scared of flying. There was an officer that helped the man use the AIT and through the checkpoint. The caller says that this was the nicest man he has seen with

Advised caller:

Usually the only two things that can cause problems would be that the number is not entered correctly or the name doesn't match exactly. Memphis is not a participating airport, so even if everything was working, he would not have received this here. Also, Sarasota is not participating airport, so he would not receive this here. If any leg of the itinerary is international, he would not receive Precheck. The next time he flies from a participating airport on a domestic flight and does not receive Precheck he should call us. We can escalate this to someone who can take a closer look into why it is not working for him. He should call us within 3 days of the flight.

I thanked the caller for the compliment.

The caller traveled from LAS to BLI with Allegiant and didn't want to go through AIT so he opted out for a patdown. He was directed to an area for a patdown and had to wait 10-15 minutes before a supervisor came over to explain why he was having to wait and then another 5-10 minutes before a male officer came over and did the patdown. He explained that the wait was because he had just came in for his shift.

I explained that they would have had to wait for a male officer to do his patdown.

2/28/2013 3:16:15 PM
The caller's main complaint was that he wasn't able to keep a line of sight on his property and I explained that:

When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I explained that I would note his complaint for review.

Caller had a horrible experience with TSA in DEN, wants to send letters to notify someone of her experience.

Flight #1808, Gate # C35, via Southwest from DEN to San Antonio.

Caller is pregnant and was treated so horribly, was forced to go through the AIT. The screener was very rude and caller was in tears before it was over.

States she spoke with a representative at the TCC before the flight and was given information about the process. The TSO at the airport told her she had to go through the AIT or if she didn't want to she could wait at a location and it may be an hour because she didn't have anyone to pat her down at that time.

Caller states she didn't ask to speak with a supervisor because she was running late for her flight. Caller said she wrote the name of the TSO down, but, didn't have with her.

2/28/2013

4:28:56

PM

Response:

Apologized to caller for her experience and advised information could be provided to the CSM from the TCC or she could contact directly. She wanted to contact and refused to provide an email address.

Provided following because she stated she wanted to write someone of her experience:

Transportation Security Administration 601 South 12th Street Arlington, VA 20598

Explained to caller the AIT is voluntary and signs should have been posted near the machine informing passengers of that right.

Caller has an insulin pump and travels extensively for work, goes through the process each week and his hands are swiped with a swab. Today it showed positive and he had to have a patdown. The most invasive patdown he has had. Agent said it could have been gasoline where he filled up the rental car or washed his hands in the restroom that caused the positive test. One of the agents swiped his private area 6 times, most of the time he has to have the same procedure, but, it felt really invasive today and he states there were 3 agents and they were very professional and explained each step of the process and the screening was performed in a private area. He asked if there is some way he could be screened without going through that process again and will be flying again next week?

Caller said even though the TSOs were very professional, he felt violated even though he understood why it was done.

Flew from GRB and went through the AIT for his screening, states he didn't ask to speak with a supervisor at GRB.

Asked if there is something that can be done to prevent him from having to go through that process again because he is a professional who travels extensively. Caller states he has had worse experiences in the past and doesn't know if the TSOs have received more training or seen more of the pumps to become familiar with them, but, the screening has gotten better over time.

3/1/2013

9:37:52

AM

Response:

Apologized to caller for his experience.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller stated that she contacted Southwest yesterday, and she was informed to call us. She's concerned because she wasn't planning to be on her period, and sure to this, she will have a pad and tampon on. She's read stories on the internet and doesn't think it's fair that she should have to undergo a patdown because of this. She wants to know if she would have to receive a patdown, and doesn't want to be strip searched just because of this fact. She will only be going on an hour flight from Tucson, and thinks that process is humiliating. She wants this to be recorded, because she thinks that additional screening due to her being on her period is ridiculous and humiliating for her, and she wants something done about it, because she is now probably going to have to reschedule her flight because of this.

3/2/2013

11:36:08

AM

Advised Caller:

Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

I told her that there's no way for me to be able to guarantee that she wouldn't receive a patdown to clear an anomaly if it did appear as one, and the patdown would be conducted by an officer of the same gender. We do not conduct strip searches, and they use the back of their hand to patdown sensitive areas of the body over the clothes.

(b)(6)
Seattle, WA 98103
(b)(6)

On Feb 28th i was returning from the RSA security conference on a buisness trip to san francisco through SFO airport at about 11am. during my ecurity screening i was treated horribly by TSA agents who falsified statements to the police as well as destroyed evidence.

First of all i opted out of the AIT screening machine which i understand to be my right, as a frequent flyer this is something i do quite frequently with very few incidences to date. however this time i was held in line rather than being taken to a holding area and my possessions which went through the xray machine were no longer some where i could see them clearly and i became concerned that someone would walk off with my laptop, and in fact one traveler did momentarily pick up my laptop likely mistaking it for his own before it put it back. after raising the issue repeatedly; a TSA agent eventually claimed my belonging and attempted to hand them back to me.. i informed the agent that giving me back my possessions this was not TSA policy and would likely lead to problems later in the screening; at this point they dropped my belongings back onto the xray conveyer on top of another persons belongings and left.

3/2/2013
12:06:41
PM

at this point i grew concerned and used the renewed access to my possessions to turn the recording function of my phone on, i have posted the video here: (b)(6)

at this point i was greeted with a supervisor whom i didn't request, and didn't have any questions but he aggressively badgered me about verbally agreeing to a putdown; which i did with the statement "i'm just opting out of the body scanner, i'm willing to do whatever i need to do to get through security", he demanded i use his wording which seemed to imply a verbal contract, i again stated that "i understand additional screening is necessary, and i'm willing to do whatever that is, i'm only opting out of the body scanner".. this continued for some time until he accepted my agreement and we moved on to the screening area where i was informed that even though my belongings have been through the X-ray twice now, because i had possession of them i would have to have my bag searched.. as my bag was being searched the same "supervisor" demanded i use the word "yes" when questioned about the completeness of my belongings even though they were outside of my vision for an extended period of time, has had multiple people rummaging through it and was not allowed to look through it to determine this.. i asserted that i could only make a rough assertion "it looks like everything is here though it was outside of my possession while you had it".. the supervisor again demanded i lie with the phrase "i need a yes", at this point they began screening my possessions with the chemical detector and one TSA agent deliberately turned off my camera recording function while wiping the phone down removing the only record i had of the situation (this is on the video i posted)

i patiently for what seemed like 15 more minutes for the chemical test to complete so that i could receive my putdown and go on my way until another man in a suit arrived and demanded my attention in an extremely rude way, i asked him if i was required to speak with him, he said "no" and i told him "go away" at this point the man in the suit proceeded to shut down two screening lanes for no reason i can understand and told me that i would be fined because of this delay.. at this point the police were called on me and they were told that i had refused a putdown.. which i had never done.. i was patiently waiting for one.. after much griping with the police and the unknown man, i was told the only way i could fly today would be to go back through the security line; i informed them that i would be opting out if that were the case and that it would probably just be easiest to do that now.. they disagreed and i just agreed to go back through security. once i agreed i was told that they weren't going to let me do that, they were going to ban me from flying for 24 hours because i was not complying, when i asked multiple times what it was that i had not complied with i received the answer "your doing it right now".. at this point i was escorted from security to claim my checked luggage..

Caller stated:

3/2/2013
6:08:23
PM

His wife flew out of Milwaukee today and was wearing a tank top with a zip up sweat shirt overtop of it zipped up to about 3 or 4 inches from her neck. Caller stated that as his wife was putting her items into the screening bins and before she started to go through the AIT machine, an agent told her that she needed to zip up her jacket. Caller stated that she was going through gate E64 and was flying with Delta. Caller was very upset that the agent spoke to his wife like this.

Advised caller:

I would forward a copy of his complaint to the CSM at MKE so they would be able to look into this incident. Advised caller that the agents are trained to treat travelers with respect and dignity during the screening process.

From: (b)(6)
Sent: Sunday, March 03, 2013 10:53 AM
To: tsatcc_do_not_reply@senture.com
Cc: TSAExternalCompliance
Subject: Re: In Response to your inquiry.

Thank you for your generic explanation. However, this does not come close to answering my specific questions!!! Will I get answers to those questions? or do I need to take this to the another level? I would like to have a response from a live person.
I can be reached at (b)(6)

3/3/2013
3:04:42
PM

Thank you,

(b)(6)

On Sat, Mar 2, 2013 at 11:58 AM, <[HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"](mailto:tsatcc_do_not_reply@senture.com)> wrote:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller stated:

She flew to West Palm Beach from Newark and got wheelchair assistance from United Airlines. Caller stated that the wheelchair attendant took her to the front of the security line where she told them that she has an artificial hip. Caller stated that the agents at that particular line directed her to another line where she could go through the AIT due to the hip implant. Caller stated that her items were left at the first screening line she went to. Caller stated that she removed her coat and her jacket and then the wheelchair attendant removed her wooden bead necklace and placed it in the screening bin. Caller stated that she did not get her necklace back out of the bin and did not realize that she did not have it until she got on the plane. Caller stated that she reported this to the flight attendant and then to the United counter at West Palm Beach but was directed to call TSA. Caller wants to know if there is a lost and found at EWR she can call to find out if the necklace is there. Caller wants to know who's responsibility this would be if the necklace isn't in lost and found.

3/3/2013
4:07:24
PM

Advised caller:
If the necklace was found where TSA does screening it would have been turned in to the lost and found there.

<http://www.tsa.gov/airport-lost-found-contacts#42>
Newark
Newark Liberty International Airport
908-787-0667

Advised caller that TSA does not provide wheelchair assistance so it would have been the organization that provided her the wheelchair assistance.

Caller went through her suitcase that she was giving to her niece. Caller looked through it to make sure that there was nothing inside of the suitcase that she was needing. While looking through her bag she noticed that she had an NOI inside of her baggage. Caller was furious wanting to know why TSA inspected her bag and was wanting to know why the NOI was placed in an outside pocket of the bag instead of right on top of her bag. Caller eventually ended the call.

Advised Caller:

3/3/2013 4:23:01 PM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

I can not tell you why the NOI was placed in an outside pocket of the bag instead of right on top. I also am not able to tell you why exactly your bag was searched

February 28, 2013
LFT to IAH (#UA5661W)
Screening Occurred: Approximately 5:00 PM

3/4/2013 11:32:20 AM Caller is wanting to complain about a patdown that he received in LFT. Caller says that his experience was a humiliating one. Caller says that he went through the AIT machine with no alarms going off, but after his screening he was stopped by a TSO. The TSO told him that he was randomly chosen to go through a patdown due to an anomaly that came up during screening. Caller says that the TSO took an extended amount of time to perform the patdown. Caller told the TSO that he would just take his clothes off so the alarm can be resolved. The TSO allegedly retorted with telling the caller to shut up or he'll be arrested. Caller says that he doesn't have to go through a patdown in other airports, and he is wanting information on what happened during his patdown to cause the alarm.

Caller mentions that he is black and the screening did happen in LA. Caller is asked at this point if he believes the patdown was done due to discrimination or if he believes it was racially-motivated; caller declines any belief that it was due to discrimination. Caller does mention that he was going to a funeral and he might have reacted in such a manner due to his emotional state. Caller is just wanting an explanation on what happened during his screening. Caller is a frequent traveler from ATL. He always opts out of the AIT and get a patdown. He recently had a patdown at ATL. The officer that done the patdown tested his gloves for explosives and they tested positive. The supervisor re-did the screening and his latex gloves tested negative for explosives. They made a resolution patdown report that had his name and information on it and the results of screening. Caller wants to know how this will affect him as a passenger in the future. Caller became upset because I could not provide him with an answer. He then said that he knew who to contact, said good bye, and disconnected the call.

3/4/2013 2:42:43 PM Advised caller:
The explosive testing tests for materials commonly used in bombs. A lot of materials are also used in other things as well.
We don't have any specific information regarding the resolution patdown report here in the contact center. This may just be procedure and may not even affect him in the future. If he has further concerns he can contact the CSM at that specific airport who may be able to provide him with more specific information about this. I told the caller that I could tell him how to get the phone number for the CSM.

3/4/2013 3:05:40 PM Caller and her husband flew out of SEA airport on 03-01-2013 at 11:30 am flying on Alaska Airlines going to Palm Springs Airport. They went through check point 4. Caller is upset that her husband had to undergo multiple screening procedures at the airport including going through the AIT 4 times. Told caller that I will document her complaint and gave her the number to the CSM at the SEA Airport to assist her.

Caller wanted to make a formal complaint about checked luggage and carryon luggage. Caller flew from San Diego to Seattle Washington on Alaskan Airlines. Caller stated at San Diego she went through the AIT and when she got out she had to have her hair searched and the TSO said her hair was thick and then 3 guys came over and said her luggage was searched and the caller doesn't know why she had to have additional screening.

3/4/2013 4:01:23 PM Advised caller the following information:
Advised caller anything outside of the security checkpoint TSA has not jurisdiction as to the additional screening. Apologized to the caller about the experience she had at San Diego Airport. Advised caller if she had hair extensions or a hair piece and she had pins or combs in her TSA the AIT showed up as an anomaly and additional screening had to be done to clear the anomaly.

Advised caller the airline and airport has their own policies and regulations. Advised caller the screening of checked luggage there would be a Notice Of Inspection in their luggage if TSA physically had inspected her luggage.

Caller is planning to take a trip and her daughter has leukemia and she has a port in her chest. Caller was wanting information for her going through screening.

Resolution:

Specifically, you were concerned about screening for passengers who have port and catheter devices. Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

3/5/2013
10:55:05

AM

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Advised caller if a patdown is required she would get a modified version of the patdown.

Caller was wanting to know if she needed any documentation from the doctors.

Advised caller that documentation is not a requirement however if she has it she can present it.

Caller stated she went through the checkpoint. Caller stated she didn't want to go through the radiation. Caller wanted to know about the AIT. Caller stated the lock on her checked luggage and she waited for her luggage for over an hour. Caller stated she had personal items and prescription in her checked luggage. Caller wanted to know about opting out of the AIT.

Advised caller the following information:

3/5/2013
11:35:00

AM

Advised caller she could opt out of the AIT before the screening start.

Advised caller I would send the claim forms via email address.

Advised caller she didn't need a doctor's note.

Advised caller

Caller thinks that she is on the Watch List, she remembers that she got the carry and concele and she states that she called TSA and asked if she can carry her gun and they said that in checked. So she took it in checked baggage and she states that since then she has been having problems with flying, they have been searching her more and her baggage are always searched or broken. She flew from Ft, Lauderdale to Tallahassee the last time. She states that in Tampa International, she was placed in a machine that she calls the Bomb Box, she states that someone told her that if she enters the machine and she has something that she is not suppose to have it will blow up, she states that it was a lot of pressure and air when inside of that box.

She states that about a month ago, she went through the Metal Detector and she got patted down and she states that the TSA officer told her that she had to have a patdown because she had residue on her gloves from her, and she states that another officer came in the room and performed another patdown and she states that there was no residue on the gloves of that TSA Officer.

Informed caller:

3/5/2013 12:08:18 PM
TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Caller states that he was in route from Puerto Vallarta to Phoenix to Spokane WA, with US Airways, he states that they got cleared and picked up their belongings to go through screening, he states that his wife has a pacemaker and she cant go through the AIT she had to wait for a female officer to give her a patdown, they asked her to take off her watch so she did and she states that when she got to her plane she realized that she had forgot it at the tsa checkpoint, he states that this is our fault because we had to search his wife.

3/5/2013 2:20:54 PM
Informed caller:
PHX
that he can contact the lost and found or he can call this number back and press option 5 enter the airport code, PHX and get the customer support managers number so maybe they can assist him.
<http://www.tsa.gov/airport-lost-found-contacts#48>
Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Disability Description: Caller stated she has metal implants due to hip and knee replacement surgery.

Information Request: Caller stated she flew from Charlotte NC to Jacksonville Flonda with a connecting flight to Tampa on Us Airways. Caller stated she has metal implants and she had to have a patdown and the caller stated the TSO was rough for the patdown and the TSO didnt offer a private screening and she had to lift her arms above her head.

Caller is complaining about the patdown she received.

3/5/2013 2:27:49 PM
Response Details: Advised caller the following information:

Advised caller where she has metal implants and she went through the AIT it showed up as an Anomaly. Advised caller to resolve the anomaly she had to have a patdown done. Advised caller the patdown is done to make sure to clear an alarm. Advised caller the TSO has been trained on how to do a patdown and the reason the screeners us the back of their hands is because the screeners has to get close to passengers private parts. Advised caller she could request to have a private screening for the patdown and she could opt out of the AIT machine but she would have to request this before any of the screening begins.

Apologized to the caller about the experience she had at the airport.

Disability Description: Caller said that they are traveling from Providence to MCO on 3-10-12. Caller said that they have a 2 year old that has autism. Caller said that has issue with being touched and also has a complex where he throws up.

Information Request: Caller was wanting information for getting him through screening.

Response Details: Specifically, you were concerned about screening of passengers with intellectual or developmental disabilities. Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

3/5/2013
3:56:33
PM

Caller was also concerned about him standing in line and being around noise.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. Use of these lanes is not limited to individuals who have physical disabilities. Passengers with cognitive and psychological disabilities who have difficulty waiting in lines also are allowed to use these lanes.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions.

Advised caller that I would email her additional information on traveling with children who have disabilities.

Emailed caller information.

Advised caller that once she goes over the information and if she thinks that she might need assistance that she can call us back 72 hours before the flight with the flight details.

Disability Description: Caller wears an insulin pump.

Information Request: Caller stated that she is flying out of PDX on Saturday, and she wears an insulin pump and will also be bringing a back up as well. She is required to request a hand inspection of the device according to the manufacturer, and the last time she did that, she had a horrible experience. She was told that requesting the patdown automatically subjected her to receive additional screening and she did an ETD on the device as well. She has heard inconsistent information from other passengers as well as a supervisor she spoke with the last time she called in and had the information sent up. She wants to know what to expect this coming Saturday, along with information about what the protocol is supposed to be for requesting a hand inspection.

3/5/2013
6:13:35
PM

Response Details: I told her that there is no way for me to be able to guarantee that she would not receive additional screening. Our information states that she can be screened either connected or disconnected from the device. She can go through screening as normal, whether it be through the AIT or the WTMD and receive a patdown. She can request a hand inspection of the device and it could subject that for an ETD test. Since I'm not at the airport, there is no way for me to be able to tell her why she was subjected to the additional screening, nor would I be able to tell her what to expect at the checkpoint Saturday.

I advised her to contact the CSM there, explain the previous situation to them and the inconsistency that she's experienced with her responses. She may be able to give her more information on what to expect.

Name: (b)(6)
Phone:
Email:

Feedback Type : Compliment
Categories : Pat-down; Professionalism
Current Date/Time : 3/6/2013 7:38:24 AM
Airport : BOS - Logan International
Date/Time of Travel : 03/03/2013 5:00 AM Airline & Flight Number :
Checkpoint/Area of Airport : c terminal
TSA Employee: (If Known) :
Comment : To Whom it May Concern at the Transportation Security Administration,

I am a female in my mid-twenties, and I have had quite a few pat downs (50 or so) over the past 3 years, as I always opt-out of the advanced imaging technology. I have never found the touch or the process of the pat down invasive, and I appreciate that I have this option to opt-out of the scan. I am always fine with having the screen in a public area, as it has not been a prying experience.

I regret that on Sunday, 3/3 at Logan International Airport I opted-out of advanced imaging and had a pat down. I feel the need to share with you my experience, because the technique the young woman (probably similar age to myself) was very different than any pat-down I have had at that airport security check points in the past. The pat-down differed in these ways:

Pressure with hands was much firmer – I would classify it as groping, not patting.

The gloved hand of the examiner spent much more time in bare contact with my skin, especially around my abdomen – had me lift shirt up to expose skin – have not been asked to do this before.

The time of the pat down was longer than past experiences, 2 other persons were patted down in the time that I was still being patted.

Hands lingered around inner-thigh as it was groped/patted (not sure what to call it now) When my pants waistband was pulled out, it was pulled 6" away from my body, exposing my underwear and her hand groped further down into my pants than anyone ever has, not just along the waistband.

...

Clearly, I am just a citizen, and not formally trained in pat-downs myself, but I can tell you with assurance that this pat down I had at Logan Airport on 3/3 was different than any other one that I have had in the past.

I took the time to share with you how the mechanics of this pat-down experience played out, because I know that is the information that you will use to make informed decisions to address the issue to best serve the safety of your citizens. Less important, or possibly meaningless to you, I did not feel as if safety, for me, or anyone else was being served when I had this pat-down on 3/3. What I felt was purely molested.

Thanks for taking the time to read,

Very concerned about the future

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : hy61

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew on 2 27 2013 from O Hare to Cancun on United Airlines flight 1198. She went through the checkpoint at about 8 am. She asked the TSO if she would be exposed to radiation if she goes through the AIT. He told her yes. She asked for a patdown. The TSO then asked her if she has a cell phone. She told him no. He asked if she has a laptop. She told him no. He then asked if she watches tv. She told him yes. He asked her if she knows that the tv gives off radiation. She said that he did not respect her decision when she requested a patdown. She works in radiology. She stated that the agent does not know her current state of health. He does not know enough about radiation to be giving her information about it. She told him that she is trying to minimize her exposure. She said that he just kept on and would not drop the subject. She did not get his name. She said that she was finally given a patdown after she asked what the delay was. She was told that she is always welcome to go through the machine. She requested to speak with a team lead who was rude to her. She did not remember his name. He told her that the AIT does not give off radiation and no one would have told her that it did. She said that she was completely disrespected as a customer and she does not appreciate it. She stated that her treatment was unprofessional, disgusting, and unacceptable. She wanted to make a complaint. She said that she hopes TSA takes her complaint and uses it to educate the staff, especially the higher level positions.

I gave the following information: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

I advised her that I would forward her record to the CSM at O Hare for review.

The caller's adult daughter was traveling from JFK to SYR and when going through screening she was selected for secondary screening. There was no prohibited item and nothing about the patdown itself that was problem but the caller wants to know why she was selected for secondary screening. I explained that:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

The caller wants to know how to contact someone with the TSA specifically at JFK to find out exactly why her daughter was chosen for secondary screening. I explained how she can contact the CSM.

Your answer to my previous e-mail was not the least bit helpful.

Your response deals with secondary screening.

My inquiry SPECIFICALLY questions AIT screening of people who are 75 years or older.

Your pre-printed "form answers" which you e-mailed to me do not address my question.

3/8/2013 8:13:41 AM As I stated in my previous two e-mails, at one airport I am not required to undergo an AIT screening since I am over 75 years old. I am only asked to go through the metal detector. At another airport, I am told that regardless of age, everyone must go through the AIT screening.

Can someone in authority give me a direct answer to my question?

Your truly,

(b)(6)
e-mail: [HYPERLINK \(b\)\(6\)](#)

Caller wants to file a complaint. The caller and her sister traveled through CLT en route to Montego Bay. She stated they did not appreciate the way that were screened in CLT. She believes that everyone does not get treated the way that she and her sister were treated. She believes that Caucasians do not have to under go the same treatment. She had opted out of AIT and had to undergo a patdown and ETD. She had touched her with something and was told by the gentleman she was clear to go. Then the female officer told her she was puffy down there. She and her sister were taken into a private screening room. Caller states that she asked the officer if she thought she had a penis. The caller was asked why she was traveling to Jamaica.

Transferred the caller to (b)(6)

(b)(6) Notes:

3/8/2013 2:47:55 PM The caller opted out AIT and went through the walk thru the metal detector. She had to undergo a patdown. She caller stated that the officer that patted her down stated that she was puffy down there. The caller stated that she was told that she was clear apparently by the person who did the ETD. She was questioned about going to Jamaica and was asked why she was traveling there. She stated that she was asked about the cash that she was carrying. The caller mentioned that she could be wearing a maxi pad. She was traveling on US Air and she stated that she was on a morning flight. She could not tell me what time her flight departed. She does not remember what security line she was in and she does not have the names of the officers involved. She only knows that they were all women. She also had some items taken from her baggage on her return trip back to the US. She stated one of them was a charge and a HDMI (Internet) cable that was worth a lot of money. She stated that she received ill treatment in Jamaica. The caller's sister, (b)(6) also received ill treatment as well.

I advised the caller that she would have to place her complaint in writing. I advised her that I would send her some information regarding how she would need to proceed and I obtained her email address. I told her that I was sorry for her unpleasant screening experience but that before anyone could look into the matter, her complaint would need to be in writing. The caller clearly feels that she was discriminated against due to her race. I also provided the caller with the number to the US Department of state and told her that she could phone them in order to get information on whom to contact in Jamaica due to her unpleasant screening experience there.

202 647 4000

Disability Description: Caller had a hip replacement five years ago. She has gone through the AIT before. She flew from JFK to SFO on Wednesday at 4:30pm on Virgin America. She went through the WTMD.

The woman was very inappropriate. She filed a complaint with Virgin America. She had her hand up her crotch and down her pants. The TSO was touching her private parts. She knew if she complained that more people would come and she might miss her flight.

She was never treated like this before. She was highly embarrassed. She

She does not mind being scanned. The TSO said. Do you want to do it privately or out in the open. Caller felt violated. She understands the procedures. Caller was very upset.

3/8/2013 2:58:09 PM Caller stated that she was by herself and so would never have done a private screening.

Caller will be filing a written complaint. She asked if the way the screener conducted herself was how she was trained. I told her that they should tell the passenger what they will be doing. The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

She asked how to avoid this in the future. I told her she could always ask for a supervisor. She could also call us back 72 hours prior to her flight, excluding weekends, and let us know that she needs assistance at the checkpoint. We will get her itinerary and we will send this to the disability experts who will take it from there.

The caller is a transgender male and he flew from SFO to IAH to Guatemala on February 21, 2013. However, while at SFO, the TSO conducted a patdown following an anomaly with the AIT and after feeling the callers left breast asked, are you ok, man? are you ok? . When the caller went through screening at IAH, the male TSO told him that he did not need to conduct the patdown and just go through the checkpoint. This occurred after the AIT alarmed once again. He wanted to report the incidents, but did not feel discriminated against but did find it odd that he did not receive this treatment in Guatemala. Instead, he wanted information regarding the screening procedures for transgender passengers.

Flight Information:

Date of Travel: February 21, 2013; 12:13 PM
Departure Airport: SFO
Airline: United Airlines
Flight Number: 0543
Terminal and Gate Numbers: Terminal 13

Date of Travel: February 21, 2013; 7:29 PM
Departure Airport: IAH
Airline: United Airlines
Flight Number: 2502
Terminal and Gate Numbers: Not Provided

3/8/2013
7:31:40
PM

Advised Caller:

TSA policies and procedures focus on ensuring that all passengers are treated with respect and courtesy and every Transportation Security Officer (TSO) receives training on professional conduct.

Passengers that alarm the metal detector or the AIT will be required to undergo additional screening. Passengers directed for additional screening will undergo patdown inspections. At anytime passengers may request that patdown screenings are performed in a private screening area, and TSOs are instructed to honor a passenger's request for private screening.

If additional screening is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

I apologized for the behavior of the TSOs.

Thank you again for your prompt reply to my last e-mail.

If only I could get a prompt and definitive reply to my question, I wouldn't have to keep writing these e-mails.

Your latest reply states that when there are problems, complaints, and concerns with security screening at an airport, that you forward the complaint to the CSM at that airport. You further state that you were unable to do that because I did not specify the exact airport.

3/8/2013
9:23:29
PM

The airport is GREENSBORO AIRPORT in North Carolina (GSO).

Again, my question to you is, since I am 75 years old, why do the people at GSO airport require me to undergo an AIT screening.

Who sets up the policies for screening? Does the TSA person in charge at an airport make the rules or does the person in charge of the entire TSA make the decisions and those decisions are then handed down to all the nations airports?

Yours truly,

(b)(6)

e-mail: [HYPERLINK\(b\)\(6\)](#)

3/10/2013
9:08:25
AM

I have sent you one e-mail already that was not answered. Please call me at (b)(6) so that I can express my complaint about a pat-down at Ft. Lauderdale airport last Monday. I have a knee replacement. There was not AIT machine nor was a wand used. I object to pat-downs. I am a retired teacher and grandmother of three. It is a demeaning and invasive procedure! In the 5 years that I traveled back and forth to KS to visit my daughter, I was chosen for pat-down almost every single time at the security area!!!! (b)(6) Gettysburg, PA

Caller had a bad experience at the Orlando International Airport, he states that the TSO officer (b)(6) told him that he had to remove his belt, and he didn't want to remove it so after arguing with him over the belt, the TSO officer told him that if he did not then he would not go through screening, so he removed his belt and then he talked to the supervisor at the airport and the supervisor told him that he does not have to take the belt off, caller states that he requested that the TSO that told him to take it off be called upon him and the supervisor so that the supervisor tell him that he was wrong and that the caller not have to take off his belt. Caller wants to know why he has to take it off and where can he find information on the website stating that he has to take this off?

3/11/2013 Informed caller:

7:46:44

PM

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Informed caller that I do not have the information that he is requesting, informed caller that I can send this to the CSM and maybe they can provide him with the information, caller refused for me to do that.

Caller spoke with another agent and when going through screening, agents don't have a right to photo copy your ID? They made a copy of his boarding pass and ID, agent told him they don't have a right to do that, wants to confirm that information. Incident happened at ATL, 2 days ago and he asked if they could use his ID information to match to the AIT image? Caller stated he didn't want to contact the CSM at ATL and would call around to see what information he could obtain.

3/12/2013

8:43:24

AM

Response:

Advised caller no information concerning his question, could be an airport call and explained how to contact the CSM at ATL.

Explained to caller the AIT has no capability to store images once exiting the scanner the image is gone.

Caller is a Delta flight attendant. She is in her complete uniform and just went through security in New Orleans. Caller says she wants to complain on consistency between airports. She says the jacket is tight fitting. She says that the officer required her to remove her jacket and she is not required to remove this at other airports. She says that when she triggers an alarm, they give her the option to remove the jacket, but usually it is just that she forgot her cell phone in her pocket. Caller is upset that she had to remove her jacket. She wants to know if she needs to fill out another comment card and send it to D.C. again. Caller wants to know if I am familiar on screening procedures for crew members. Caller says that she is more concerned with knives going on planes than jackets.

3/12/2013

1:45:59

PM

Advised caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and you can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary. Generally jackets are required to be removed. We don't have specific information regarding crewmember screening except that crewmembers do not have to go through AIT every time they fly. Flight crewmembers are subject to random screening as well. I explained to the caller that submitting a comment card is her decision.

Disability Description: The caller has an insulin pump.

Information Request: The caller indicated that she travels through SEA and SJC regularly.

She indicated that the insulin pump cannot be subjected to the AIT or xray screening as such may damage the pump. it can be subjected to the WTMD. She requests a pat down and indicated that her hands are swabbed.

She asked if there is an easier way to get through the screening process.

She mentioned that during a pat down at SEA a TSO literally dropped her pants.

She indicated that the screening process in regard to the insulin pump is dysfunctional and TSO are poorly trained.

She asked what is the concern in regard to the insulin pump as opposed to the knives that will soon be allowed.

She feels that the screening process for the insulin pump and passengers with disabilities needs to be addressed and changed.

3/12/2013 3:07:56 PM She asked why Precheck was only being allowed to passengers who are frequent flyers. She is a frequent flyer with Alaskan Airlines, but does not meet the requirements.

She asked if there were other alternatives to participate in Precheck.

Passengers should be provided with an option to participate in Precheck directly with TSA.

Response Details: If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

She cannot request to be screened by the WTMD in lieu of AIT or a pat down.

TSA may use technology to test for traces of explosive material.

I advised that she does have the option of disconnecting from the insulin pump if she can safely do so. She can request that the insulin pump be screened physically and visually by the TSO.

I advised that additional screening, including the hand swabbing is part of the screening process. I cannot guarantee that this would not occur, or that she would not receive other additional screening.

Caller stated that she is 77 years old and recently took a family ski trip caller stated that she had a knee replacement surgery a years ago and has metal in her knee and after going through security at ORD she was not to happy about the patdown that she received. Caller also stated that she heard that they will be eliminating the Screening Machines at airports and wants to know if there is anything that will preclude her from going through the Screening when she flies. Caller stated that she does have a card from the hospital stating that she has a knee replacement. Advised the caller that all passengers are required to go through Screening and advised the caller that if she would feel better she could bring a Drs slip and give to the Security officers at the checkpoint.

Gave the caller the following info:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. We encourage you to visit our website at www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. We hope that this information is helpful.

3/13/2013 10:58:32 AM Gave the caller the following info:
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The caller stated that he just arrived in Kan City on Southwest flight number 1026. He stated that he refused the AIT and was given a double patdown. He stated when his things were given back to him that they not give me the laptop back. He stated that this is TSA s fault and wants his laptop overnighted to him today! The used a choose word about the TSOs conducting the screening.

Advised Caller:

You will need to contact the lost and found at:

3/13/2013 Phoenix
2:34:10 Phoenix Sky Harbor International Airport
PM 602-626-1453
http: www.tsa.gov traveler-information airport-lost-found-contacts#48

The caller wanted to know if TSA will be responsible.

Advised Caller:

If TSA is at fault that may make these arrangements.

Caller stated that she has not flown in quite some time and seen in a AARP magazine about TSA Precheck. Caller stated that something happen awhile back and she cannot tolerate people touching her. She also stated that she has some health issues in regards to flying. Caller stated that she heard something about travelers over the age of 75 even though she is not over the ages of 75 and needed information on that as well. Caller asked if United Airline participates in the Frequent Flier program. Advised her that they did. Callers ultimate goal was to avoid the screening process advised her that was not an option that she would have to go through the AIT or a through patdown. Gave the caller a brief explanation of the TSA precheck program and she stated that the Frequent flier program would better suit her.

Gave the following info:

3/14/2013 The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older. Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

11:00:07
AM

Gave the caller the following info:

Currently, TSA Pre^u2713™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Pre^u2713™ participant when submitting a passenger's reservation information to TSA.

Caller flew on 3/12/2013 from SEA to Juneau on Alaska Airlines flight 76. She has a stainless steel hip. She said that the agent told her that he wishes she had told him about the hip before the screening began. She had to wait 20 minutes for a female agent to show up. She said that she also has a neurological disorder and she was stressed and hungry. She said the agent put her four bins of items on the counter. Her computer bounced off and her phone shattered. She said that the agent did not use care when placing her belongings on the table. She did not want to file a claim. She said that the items still work. She was subjected to an unnecessary patdown because there were no signs posted and her property was damaged. She thinks that disabled people are being discriminated against because there are no signs posted at the airport telling them the procedure for going through the checkpoint. She said that she does not want to file a written complaint. She did talk to a supervisor who was very nice. She wanted information on the screening of passengers with metal implants. She wanted her record forwarded to the CSM because she thinks there should be signs in the airport that provide information to disabled passengers about their screening options. She said that she will never go through this again and she hates to fly from SEA.

3/14/2013
1:42:53
PM

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

I told the caller that to make a formal complaint she would need to submit it in writing. She said that she does not want to make a complaint.

I advised the caller that I would forward her record to the CSM at SEA for review.

Disability Description: Caller flies several times a week on United Airlines out of LAX and has a feeding tube that is surgically implanted. He has sealed bottles of liquid nutrition. He is also a member of TSA Precheck. Every time he goes through screening there is no consistency with the screening of his bottles of liquid. He stated that sometimes they just look at the liquids and pass him through sometimes they do the ETD swabbing and the last time that he flew he had to go through a patdown screening and had to take his belt off.

Information Request: He is wanting to know why the screening process is so different and there is no consistency at LAX.

3/14/2013 2:23:48 PM Response Details: I advised him that when he goes through the AIT screener or the WTMD and an alarm sounds he will have to go through additional screening which would include a patdown.

I provided him with the contact number for the CSM at LAX Karen 310-242- (b)(7)(C) so he will be able to contact her since he did not want me to forward his information to her.

Email not sent.

Incident Details: Caller stated that he does not feel discriminated against and he feels that it's just bad customer service.

Disability Description: Caller stated that she flew recently and she has a complaint in regards to the screening that she received at FLL.

Response Details: Caller was wanting to know what the new screening procedures are for passengers over 75.

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Apologized to caller and advised her in order for her complaint to be formal that she would need to submit it in writing.

Emailed caller the DRFI. Also advised caller that I would forward her information up for review. If they need to get in contact with her for any reason they will do so by email.

3/15/2013 3:48:07 PM Incident Details: Caller said that she placed all of her items in the bins and took her jacket off. Caller said she approached the WTMD and she advised the agent that she could not go through the AIT because she had a brain tumor. She stated that her physician told her to not be exposed to any type of radiation.

Caller said that the agent then told her that she had to undergo a patdown. Caller said that she told them that she could not undergo a patdown because she has psoriasis and she incurs pain when touched. She said that the agent ignored her request and continued to pat her down.

Due to her medical conditions she stated that she has difficulty standing. She said that she told the agent this and requested a chair. She said that her request for a chair was denied and the patdown continued. She stated that she does not wear a bra and the agent lifted her shirt up in front of everyone. She said that she lifted her breast up and searched them as well. She said that her skirt was pulled down and she was searched around the waist.

Caller said that she has been patted down before, but she has never had her shirt lifted up, her skirt pulled down and her breast picked up. Caller said not only was it painful but it was embarrassing as well. She stated at this point she was standing at the screening checkpoint in tears.

Caller said that she is not sure if she was discriminated due to her disability, however she does not understand what happened or why it happened. She said that she went through screening around 12:48 and it took so long that she feared she was going to miss her flight.

Caller said that she flies about 6 times a year and she has never had this happen. Caller said that she was asked if she was 75, and was told if she was that she would not have had to undergo this screening.

Caller was upset and was wanting to know what her age had to do with anything.

The caller stated that her airline gave her this number to ask some questions. She was traveling from ORD to RSW. She was in a wheelchair when she went through screening at both airports. She stated that she can walk short distances and went through the body x-ray. On both flights the TSOs made her get a patdown as well even though she knows there was no alarms sounded. She wants to know what the purpose in the x-ray if the TSOs are still going to give patdowns and hand inspected bags. She stated that she was also upset because the patdowns were in front of everyone including men and she felt uncomfortable.

Advised Caller:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

3/15/2013 4:23:52 PM Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

The caller does not have the flight information. The caller then stated that one person cleared her and other TSO stopped her. The female TSO went through her cosmetic bag after it had already went through screening. She stated that she has never been offered a private pat down. She also wanted to know if we still did not let passenger lock their luggage. She stated that she has to have wheelchair assistance and if the wheelchair is not there when she arrives it takes to long to get her baggage and her baggage is just left there. She stated that she would just feel safer is it was locked.

Advised Caller:

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

We still do not recommend for passengers to lock their luggage. However, Transportation Security Officers (TSOs) are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks such as Travel Sentry® and Safe Skies® are accepted and recognized by TSA for use at all airports where TSA screening is performed.

I apologize that I cannot clarify why you were selected for a pat down in both airports on all three times. I can only tell you that patdown are conducted to clear alarms and can be done at random as. In the future if receiving the patdown in the general public you can always request the private screening. This will be conducted by someone of the same gender and you can have someone accompany you as well.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security

Disability Description: The caller has flown several times. She stated that she had a terrible experience at the airport.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She stated that she was asked if she could remove her ostomy for screening. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy.

Information Request: She asked how she can avoid this in the future. She asked if Precheck will help avoid this situation. She asked if she will always have to do this and she asked if telling them will help the process.

She did not have all of her previous flight details available, however she provided what she had.

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins.

3/16/2013
6:19:31
PM

Passengers can be screened using Advanced Imaging Technology (AIT) or the walk through on their own. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands. Even for expedited screening the ostomy may be subjected to additional screening.

Email sent.

I explained that I can forward this information to the CSM at MDW for review. I apologized to the caller for the situation. I explained that I will need her flight details and her email address to forward this information to the CSM.

Incident Details: She stated that this is really an act of poor customer service and she does not wish to file a disability related complaint.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and an anomaly occurred so, she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She was asked if she could remove her ostomy for screening and she told them no she could not. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy down for ETD testing.

Hello,

Just traveled to Kona, Hawaii.

While going through the airport home I noticed your AIT, I asked a TSA agent that if I don't want to go through the X-Ray I can get patted down. She told me I was correct. After putting my bags on the belt to go through the bag x-ray a different agent (male) came up to me and instructed to proceed into the full body scanner. I said I don't want to. He asked me how old I was which I replied 16. He then said that you've switched to "Sonic" detectors. I proceeded to go through the AIT.

After looking this up online I have failed to see any evidence you have switched to "Sonic" full body scanners. Do these exist and if so is it being used at this airport.

If they don't exist or are not being used at this airport I was lied to by the Male TSA agent after I opted OUT of using the full body scanner and asking for the pat down, forcing me to go through the full body x-ray machine.

This incident happened at the Kona Intl, Airport on Friday 15th at around 6:30pm Kona Time.

3/17/2013
1:20:22
PM

Thank you,

(b)(6)

(b)(6)

Sent from my iPhone

Caller said that his wife just had a issue in Phoenix where she asked not to go through the AIT machine and they told her she would have to receive a patdown instead. But when they was in Houston they just let her go through the WTMD instead. He asked if what Phoenix said is the correct protocol because even the supervisor at Phoenix said that it was.

3/17/2013
5:01:38
PM

Response- I told him that is the correct protocol for when you opt out of the AIT machine.

Feedback Type : Complaint

Categories : Poor Customer Service; Other Current Date/Time : 3/18/2013 2:36:34 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 03/15/2013 7:30 AM Airline & Flight Number : DL3299 Checkpoint/Area of Airport : TSA Checkpoint through AIT screener TSA Employee: (If Known) :

Comment : I went through the scanner as I do about 4 times a week every week for the past 15 years and made sure all my pockets were empty. I always hold my cash visibly in my hands. Upon exiting the machine the female TSA agent asked me to hand over my money for 'inspection, pat down and counting'. I refused asking her 'Since when have people been required to hand over their money to TSA agents?' She yelled at me to comply. I refused saying she had no right to count my money or to ask me to hand over the cash in my hand. I told her I would show her what it was and that was as good as it was going to get. She replied that 'I was going to miss my plane then, because unless you hand over the money for pat down then you ain't getting on that plane'.

I refused and she yelled at her supervisor to come over and he yelled at me to 'comply or face the police, criminal action and be detained' if I didn't hand over the cash for inspection. I told him the same thing I told the other TSA 'agent' - that they had no right to demand my money (it was only about \$450) and he replied 'do it or be arrested'. I tossed it to him and went to get my bags saying to him 'Great you keep it if you guys are so desperate to get money off everyone'. The female TSA agent yelled at me so loud everyone stopped 'Do not move! Do not touch your bags until I give you permission to touch a damn thing!' I turned and she threw the money at me and I took my bags. We traded insults for a second about her lack of a GED and customer service skills and her calling me an 'asshole.'

3/18/2013 8:28:15 AM I left to get my flight and as I walked passed the cop who was watching he said 'She can't ask you for your money, she was out of line, you should complain.'

So here I am, making a complaint. I am stunned that a TSA agent would ask for my cash, nobody has every done that in all my travel - and I travel, I travel about a million miles a year so I have been through TSA checkpoints more times than most TSA agents.

Please clarify the rules on what the TSA agents are allowed to search and what the rules are regarding cash amounts like I was carrying - about \$450. I would also like to lodge a complaint about the TSA agent and her supervisor with regards to their behaviour and threats.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew on 3/10/2013 from Detroit Metro Wayne County Airport to St Louis on Southwest flight 365. She went through the checkpoint about 8 am. Her flight was at 9:35 am. She has a pacemaker. She went through the AIT and said that you could see her pacemaker on the screen. Caller stated that another TSA agent told the agent screening her that the other passenger was her cousin and to send her to him. She said that the other passenger was not her cousin and she was disturbed that the TSO would claim that he was related to her. The agent swabbed her hand. She asked why he was doing that. She said that she did not appreciate this. She is 70 years old and has never had that happen to her before. Caller said they knew she had a pacemaker and wanted to know if they thought she had a bomb or something based on the way she was screened. She did not get the names of the agents and she does not know what gate or terminal she went through. She does not have an email address. She wanted to know why TSA swabbed her hands.

3/18/2013 9:15:14 AM I gave the following information: ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. I advised her that some items like lotions may set off the alarm.

I told the caller that I am sorry she had an unpleasant experience. I told her that the ETD swabbing does not mean the agent thinks she has a bomb. I advised her that I would forward her record to the CSM at Detroit Metro Wayne County Airport for review.

Caller went through security at DCA this morning . Flight #1523, via US Airways and he is missing his toiletry bag. in a ziplock plastic bag were candies, toothbrush, razor and a partial plate, denture. When he put the bag in the basket to go through the X-ray he opened the bag so they could see what was inside. When he retrieved the bag it was zipped back up and he didn't check the bag at that time. He went through the AIT for screening and didn't see if the bag was hand inspected. Upon arriving in TPA he is missing his toiletry bag with the partial plate. Returning on Thursday to DCA.

Reason for Call:
Missing toiletry bag

Incident Date Time

3-18-13 9:15 AM

Flight Details (if applicable):

3/18/2013 3:27:37 PM
1. Airport: DCA
2. Airline: US Airways
3. Flight #1523
4. Gate: 38
5. Terminal: C
6. Baggage Claim # NA
7. NOI included? (No)

Call Resolution:

Apologized to caller and provided lost and found phone # to retrieve his items and claim form if unable to retrieve.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised 2 years to file a claim

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Arlington

Caller said he went through security at SFO and flew to Orlando on Virgin American 300. Caller is missing his Beats headphones that were brand new. Caller said these headphones were removed and were replaced with plastic garbage bags to make it appear they were still in there. Caller said while he was going through the AIT, he had his guitar. Caller said when he walked out of there, he was asked to step to the side, he had his guitar, they wanted to run his guitar through to screen it. Caller said these headphones were removed while he was being screened.

At the direction of Congress, TSA established a program at some airports using private contractors instead of Federal security officers. SFO is one of these airports which, although regulated by TSA, is not staffed by a Federal workforce. To address your concerns, you should contact the SFO contractor, Covenant Aviation Security, directly at:

3/18/2013 6:05:37 PM
Covenant Aviation Security
Attention: Claims Department
1350 Old Bayshore Highway, Suite 540
Burlingame, CA 94010

Under the Federal Tort Claims Act, the Government has no authority to compensate claimants for the acts or omissions of its contractors. If you feel that you are not being treated fairly by Covenant Aviation Security, you may proceed directly against the company. We have forwarded a copy of this e-mail to the Customer Service Manager at that location.

I emailed this information to the caller.

Call came in on the ombudsman line and was transferred to agent.

Caller states she sent her mother to the airport this morning for a flight and got a call from her mother because of her screening experience.

Caller was asking the screening procedures if not making through the screening process?

Caller thinks her mother went through the AIT and stated she also had to have her hands swabbed. States she alarmed both and was taken to a private room and had a patdown and while in the room was then asked to remove all her clothing for a second patdown. States they inspected her personal belongings, nothing was found and she was asked to dress and allowed to leave the room and enter the secured area for her flight.

Caller states her mother was crying and told her daughter she was told to remove all of her clothing.

Flying from LGA, with United, via ORD to Colorado Springs, CO.

(b)(6) is her mother's name.

Caller stated she wants to speak with the CSM at LGA and before ending the call decided she wanted the TCC record to be forwarded to the CSM instead of her calling.

Reason for Call:

Screening Complaint and Information

Incident Date Time

3-19-13 8:30 AM

3/19/2013

9:45:27

AM

Flight Details (if applicable):

1. Airport: LGA

2. Airline: United

3. Flight #1707

4. Gate: C9

5. Terminal: B

6. Baggage Claim # NA

7. NOI included? (Yes or No) NA

Call Resolution:

Apologized to caller for her mother's experience and advised information would be forwarded to the CSM at LGA for review.

Explained general patdown procedures to caller.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

Caller is wanting to make a complaint for a screening incident that happened to her on her flight from DFW to Vegas. The officers pulled her aside and did a patdown to her hair. Since she is an African American woman, she feels that she was discriminated against because of her race since they singled her out because of her hair texture and style.

CCR informed her:

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

CCR transferred her through to the MB branch at (b)(6) - Rusty

3/19/2013

5:03:10

PM

Caller flew from DFW to LAS. Caller went through the body scan, after going through she was told that they needed to patdown her hair. Caller states that this has never happened to her before. She states that this did not happen to anyone else.

She believes that this occurred due to her being an African American, with naturally curly hair. She states that this occurred on 3/14/13.

Caller states that when she flew from LAS she went through the AIT there as well. She states that after going through the AIT, the female TSO that was conducting the screening patted down her behind and cupped it. She did not describe to the caller what she was doing, that she was doing it, nor gave a reason for this.

LAS to DFW

3/17/13 6:45 AM American Air

Advised caller that I would email her a RFI regarding her complaint of discrimination. Advised caller that it must be in writing to be formal. Advised caller that she should place as much information as she can into the complaint; what she told me, and any other information she can remember.

Advised caller that I would forward her complaint regarding the patdown to the CSM at LAS, to have them check and see if this was done appropriately or not.

Feedback Type : Civil Rights/Liberties

Categories : Age; Speech

Current Date/Time : 3/19/2013 9:08:43 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 03/19/2013 11:30 AM Airline & Flight Number : United Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : middle-aged white male, middle-aged white female, middle-aged Hispanic male (names unknown) Comment : To Whom It May Concern:

I was travelling from Houston, Texas (IAH) to San Antonio, Texas (SAT) on Tuesday, March 19, 2013. At approximately 11:30am, I entered the TSA checkpoint in terminal C. Upon approaching the screening process, I was directed to the AIT. I told the woman directing the procedures that I would like to opt out. I have done this on multiple occasions before and am fully aware of what I am doing. I am 16 years old, but I am cognizant of my civil liberties and rights as a U.S. citizen and traveler. After she called for a male assist, a white male who appeared to be in his 50's approached me and asked my age. When I responded, he laughed and then began to lecture me about how the machine did not emit radiation and attempted to persuade me not to opt out. I told him that I was fundamentally opposed to the screening process and he laughed once again. I was then directed to the other side of the AIT where I was given an extremely thorough pat-down by a trainee--no major complaints there. I understand the procedure. However, my mother, who was travelling with me, took a picture of the pat-down from a distance, in line with her rights as a traveler (published on TSA's website) and as an American citizen. The middle-aged white male got extremely angry, told the trainee to halt the pat-down, and called for a supervisor. I told him that she had the right to take a picture; he denied this. After the supervisor arrived, she called for the manager of security, a middle-aged Hispanic male. He arrived and said something along the lines of, "this is MY security checkpoint and I am NOT going to allow photography"; when I explained that it was her First Amendment right, decided by *Gilk v. Cuniffe*, to photograph or film as long as she did not directly interfere with the process. A middle-aged white woman also involved herself in the process, and began to rummage through our carry-on luggage without even informing us that she would be conducting a search. One item in our bags was not complaint with 3-1-1 and she ridiculed us, saying something along the lines of, "I thought y'all were so knowledgeable about the rules." My pat-down, which felt quite aggressive after this incident, continued, and the middle-aged white female and male both seemed very eager to make our travel experience as difficult as possible simply because I opted out and my mother exercised her First Amendment rights.

3/19/2013
10:01:33
PM

Please remind your screeners at IAH, particularly those individuals working in terminal C this morning, that filming and photography are permissible within the checkpoint and that belittling of their clientele is not only bad customer service but is blatantly unconstitutional, especially when done so based on age or political affiliation.

Thank you for your time,

Cosmo Albrecht

San Antonio TX

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller just arrived from a flight and noticed that his bag has been inspected. There is a NOI in the bag and a line on it that he believes may be a signature. He says it looks like a squiggly line. Caller says that he had a lock on his bag, but it was just for show. He says that it was only through one of the zipper tabs. He says that the handle that was connected to the zipper and the lock are gone. He says that if the officer had looked, they would have seen that it was not actually locked. Caller is very upset about this. He says that he flies all of the time for work and his bag has never been searched before. He says that he doesn't have anything in his bag this time that he doesn't have any other time. He says that it is just his clothing and deodorant in the bag. He wants to know why it was inspected and what can cause the scanner to alarm. He wants to know why it isn't against the law for us to remove his lock, if it isn't against the law for him to lock his bag. He wants to understand the laws governing this.

Advised caller:

3/20/2013 5:43:49 PM I explained to the caller that if an alarm sounds on the scanner, we have to conduct a lawful inspection. If a hand inspection is required and the bag is locked, we have to cut the lock from the bag. I explained that it is required by law that all passengers and their luggage have to be screened before going onboard a commercial aircraft. If the bag alarms, a hand inspection has to be done to clear the alarm; this is part of the screening process. He is permitted to lock his bag, with the knowing that if a hand inspection is required, the lock will be removed. I explained that this is similar to the screening of passengers. If a passenger uses the WTMD or AIT and an alarm sounds, they have a patdown. All alarms have to be cleared. I explained to the caller that we are not liable for locks and luggage if we have to open them to conduct a lawful inspection. I advised the caller that we suggest that passengers leave their bags unlocked. There are locks that we have master keys to, which are Travel Sentry and Safe Skies. We can unlock and lock these back for him. We also do random inspection to keep everything with inspections random, so no one learns the procedures of TSA.

I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office receives these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

Caller is calling on behalf of her brother. He had a flight from MCO to New York on Jetblue. Caller said that when he was going through the checkpoint and his bag and AIT scan was fine. Caller said that they then decided to do a random search. Caller said that due to this he missed his flight. Caller said that he had to pay 50.00 extra and now he is flying on standby. Caller said that he is black man and she thinks that he was racial profiled. Caller said that he is a big guy who is over 200 pounds and she does not understand why this done.

Resolution:

Advised caller that random screening is something that is common. However I don't have the criteria as to how they perform the random screening.

3/21/2013 8:07:20 AM Told caller if he thinks that he has been racially profiled that he would need to call back in with his flight information and he can write in a formal complaint.

Caller said that she is not sure that he feels that way, she was just saying that this is what happened and she thinks that.

Advised caller that she would need to contact him and see if he thinks that he was racially profiled and if so he can call his complaint in and he would need all of his flights details.

Otherwise we can send his complaint to the CSM at that location for them to review. In order to do that we would need his flight information as well.

Disability Description: Caller uses an insulin pump that he is able to temporarily disconnect from but it is affected by the AIT scanners. An AIT will shut the pump off.

Response Details: Explained to caller that our information states that passengers can be screened without having to disconnect from the pump and they may be screened via WTMD, AIT, or a paldown. However we do not have any information stating that passengers who can disconnect from their medical device may be screened separately from the pump and what the process would entail. Advised him that I would forward his inquiry to the appropriate office for review and request a response. He stated he may be contacted by phone or email in the event anyone needs his most recent flight information from March 10th.

3/22/2013
1:55:33
PM

Caller is also curious why he has never been offered the option to disconnect from the pump. TSOs always assume he can not do this.

Incident Details: The caller stated that he typically travels from ALB- Albany to MCO-Orlando roundtrip for business. He is calling because he wears an insulin pump that he can disconnect from temporarily. His issue is that he offers to disconnect the pump and pass through the AIT, because if he wears the device through the AIT, it will shut down the pump and he must have it reset. He states that the TSOs at ALB and sometimes other airports will not let him disconnect the device and have it screened while he goes through the AIT; instead they just require he have a full body paldown and ETD screening which he states always substantially delays him. He is requesting information on the procedures and wanted to know why this is not a possibility for him.

Caller stated that he could like file a complaint with TOL caller states that six out of seven times he goes through the AIT machine it give of a false reading on his right arm area and he finds that hard to believe. Caller states that he has absolutley no metal in his right arm.

3/22/2013
2:38:15
PM

Gave the caller the following info:

General complaint: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Every person and item must be screened before entering each secured area. We regret that you found your experience to be less than satisfactory. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Hello,

I left a written comment card at the checkpoint, but I'd like to follow up via email to ensure that my experience is recorded.

The incident took place at SJC Terminal A, Lane 4, on Mar. 22 at 10:30 AM. I was flying DL 2279 to MSP.

Upon reaching the checkpoint, I politely opted out of the AIT and was attended to by an agent (b)(6). The agent was extremely brusque from the moment of first contact, repeatedly and incredulously questioning my decision to opt-out:

"Do you understand that this is not an X-Ray?"

"Yes, sir."

3/22/2013
4:15:09
PM

"There are no health or safety concerns, and you want to opt out?"

"Yes, sir."

"You know this safer than your cell phone?"

"Yes, sir."

"And you *still* want to opt out?"

"Absolutely."

As he began patting me down, he clearly muttered under his breath "Less than 1/10th of a cell phone. Stupid!"

When I asked for clarification, he asserted that "I didn't say you were stupid, I said opting out was stupid."

3/22/2013 5:35:53 PM The caller was traveling from DAL to AUS and opted out of AIT for a patdown procedure. He was taken to a private screening area because he wears a compression vest around his chest and torso. The officer named (b)(6) spoke with his supervisor and told him that he didn't feel comfortable clearing his torso because of the compression vest. The supervisory TSO asked the passenger to disrobe and then left the room to get his supervisor leaving only TSO (b)(6) in the private screening area who proceeded to ask the passenger why he wanted to change his gender and then gave the passenger an odd look to the answer. The supervisor's supervisor (b)(6) came in with an explosives expert and then left with the first supervisor. When she came back a second time they had him unbutton his shirt and do a self patdown of the compression vest and then test his hands for ETD. He says that TSO (b)(6) told him that the issue is that he has a woman's body and if he hadn't told them that he was a transgender male they wouldn't have had any issues with screening. He did speak with (b)(6) and explained the issues that he experienced with screening. The caller states that he travels on a regular basis and has never had an experience such as this.

3/22/2013 7:01:58 PM The caller states that he does completely believe that this issue was caused by his gender identity. At this point I was going to put the caller on hold to transfer him to the MB but he said that he had an appointment and would need to call back. I gave the caller the correct number at 1-866-289-9673 because he originally called in on the Ombuds line and the Event ID so the next agent would be able to see the notes for the incident. The caller was traveling from DAL to AUS and opted out of AIT for a patdown procedure. He was taken to a private screening area because he wears a compression vest around his chest and torso. The officer named (b)(6) spoke with his supervisor and told him that he didn't feel comfortable clearing his torso because of the compression vest. The supervisory TSO asked the passenger to disrobe and then left the room to get his supervisor leaving only TSO (b)(6) in the private screening area who proceeded to ask the passenger why he wanted to change his gender and then gave the passenger an odd look to the answer. The supervisor's supervisor (b)(6) came in with an explosives expert and then left with the first supervisor. When she came back a second time they had him unbutton his shirt and do a self patdown of the compression vest and then test his hands for ETD. He says that TSO (b)(6) told him that the issue is that he has a woman's body and if he hadn't told them that he was a transgender male they wouldn't have had any issues with screening. He did speak with (b)(6) and explained the issues that he experienced with screening. The caller states that he travels on a regular basis and has never had an experience such as this.

The caller states that he does completely believe that this issue was caused by his gender identity. At this point I was going to put the caller on hold to transfer him to the MB but he said that he had an appointment and would need to call back. I gave the caller the correct number at 1-866-289-9673 because he originally called in on the Ombuds line and the Event ID so the next agent would be able to see the notes for the incident. Disability Description: The caller was very upset when she called because of her handicapped father in laws screening experience.

Information Request: The caller and her family recently traveled from IAH to JAN. The caller's father in law is in a wheelchair. He went through the checkpoint he was asked to stand for the AIT screening. The caller and a sister in law was assisting father in law but did not tell the TSO agents that her father in law could not stand on his own and required physical assistance. The caller said the screening was a complete hazard, partially because no one advised the TSO of the assistance needed and the sister in law did not understand the screening process of someone in a wheelchair. The caller said they wanted to get a complete understanding of the screening process for a passenger in a wheelchair before the return flight home. The callers concern is that they will be traveling from JAN back home to IAH and want to make sure they are prepared for the return flight.

Response Details: I apologized to the caller for the experience and advised the caller I would take her information regarding the experience and would also send her documents to file a formal complaint if she wished. I also advised the caller I wanted to prevent the same experience from happening again and would like to assist her.

The caller stated they did not want to file a complaint they just needed to be prepared for the screening process and her other family members had not flew before and didn't know what to do. They just wanted help to get him through the checkpoint and make it easier on all concerned, so they are requesting assistance for the return flight.

3/22/2013 9:59:10 PM The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required out of a wheelchair. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. A companion, assistant, or family member may accompany a passenger to assist him.

I advised the caller I was going to send a request for assistance for her father in law for the return flight to make the process a much more pleasant one. I again apologized to the caller.

I obtained the flight itinerary for the passengers return flight and a told the caller I would send a request for a Disability specialist to contact her and make adequate arrangements. I told the caller the specialist may contact her with information via email or phone.

I again apologized to the caller and advised if she had any additional questions or concerns to call back.

Greetings-

Friday, I was travelling on business and had need to board an aircraft in Rochester, New York necessitating my passage through the Homeland Security checkpoint via wheelchair as I endeavored to reach my ride home from New York. One of my concerns, a concern allayed by your hype regarding non-discrimination in the use of the newer AIT "puffer" scanning device, was the anomalous presentation of my not so regular human body.

You see, when I was born, I was noticed to be anomalous to the eye and the physician worked with my parents resulting in surgery being performed on my body at that very young age. I am an individual properly described as intersexed. My parents chose to have me oriented aesthetically as a male. Unfortunately the internal chemistry of my physique was otherwise. The result is if one were to view me without clothing I would be observed as having an upper torso which is very much female while presenting with a lower abdomen which looks sort of male. The reason I had feared your scan device was the propensity of the revelatory nature of the device to the trained but perhaps less than professional eye would subject me to some form of harassment.

In the view of my business associates, I was subjected to a form of search I have never endured in my thirty plus years of professional travels logging well into the hundreds of thousands of miles within our homeland. I was "puffed" whereupon the operator of the device told me he was going to have to perform a "pat down" search of my upper body. NO ONE in my entire history has ever groped me. No one! That is until Friday.

Never have I ever witnessed an apparent woman, dressed in feminine attire and presumptively presenting with identification documents illustrating a name consistent with what the eye beholds, groped/searched/patted down as to their breasts. Today, in full view of God and everyone, I endured a man feeling my breasts, all in the name of "I am going to have to conduct a pat down search." I was not asked. I was told the way it would occur and in seconds it had happened.

3/24/2013
6:08:30
PM

I was in such shock, mortification, embarrassment and utter emotional turmoil I did not jot down the name of the man who searched me. I know he was operating the single "puffer" machine at that airport location in Rochester, New York at approximately 3:55 p.m. Eastern Time on 22 March 2013. Your own operational log entries and personnel rosters of that place and time will illustrate to you the identity of the individual of whose conduct I complain, by whose hands I was molested.

Just now I have only finally finished my journey home and am reliving the emotional hurt of having my breasts groped. I am weighing what to do regarding the discriminatory and sexually harassing behavior to which I was subjected today. You, at the very least, have a need for determination whether your conduct "patting down" the breasts of anyone falls within the operational protocols of your protection processes.

Your own website details purported compassionate concern for transgendered travellers who may present with prosthetic devices which might scan anomalously. Your words provide:

"TSA recognizes the concerns members of the transgender community may have with undergoing the security screening process at our Nation's airports and is committed to conducting screening in a dignified and respectful manner. These travel tips will explain the various screening processes and technologies travelers may encounter at security checkpoints.

Preparing for Travel

Caller stated that she has had some difficulty getting through on several occasions. She stated that on September 4th, 2012 she was going through the checkpoint at CMH. She has a permanent disability that requires her to wear a TENS unit at times. She has herniated discs in her back that prevent her from wearing a bra. When going through the AIT machine her backbrace showed as an anomaly and she was asked if they could perform a patdown. She said yes and the female officer proceeded to do the patdown explaining what she was doing as she did it. When she came to the passengers breasts she explained that she would have to check underneath, since the passenger is not able to wear a bra her breasts are not lifted and sag somewhat, causing the officer to graze her nipples. She has been very upset because of this. She broke into tears at the checkpoint and a supervisor was called over. She feels as though she was violated and molested by TSA. She has had another issue going through the checkpoint at CMH where she was wearing a dress and the female officer went up her bare leg. She felt this was unnecessary. She asked what she could do in the future to make her experience less stressful.

There was also an incident in January when she was flying out of Dayton where she was asked to remove her TENS unit which is very difficult for her. It almost caused her to miss her flight.

Apologized and advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

3/25/2013 12:53:18 PM Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

In the future I advised that you communicate with the TSO at the time of screening to let her know what your concerns are and how she can make the experience less stressful for you. They cannot screen you properly if they do not know what bothers you and what your main concerns are.

3/25/2013 2:20:16 PM Caller was escorting his daughter who was flying out of LAS to PDX. He asked the TSO if his daughter can opt out of the AIT screening. Caller said that the TSO at the checkpoint was extremely rude with him. His daughter is 13 years old and he was separated from her during the screening procedure. He was going through the C Gate for Southwest Airlines. Her Southwest Airlines flight number was 2605. The incident occurred on 03-23-2013 at 1:00 pm. Caller said he was told if he tried to record the screening procedure he would be arrested. Caller said the TSO was staring him down shouting threats at him. Caller said the TSO mentioned that he was the supervisor and his name was (b)(6) but the TSO would not provide his specific information to him when he asked.

Told caller that I will forward his complaint to the CSM at the LAS airport, Caller said the best way to contact him is by telephone.

Caller is an airport employee in Newark. She was just arriving to work and was running late, she works in the quick pack cargo area, and just as she arrived to the employee lane they had closed it. She was in the C2 area and went over to the normal passenger lane and explained to the TSO that she was an employee with a SIDA badge and needed to get through. The TSO was very rude to her telling her that she does not screen employees. She was finally let through and went through the AIT machine. As she was coming out the TSO, named (b)(6) made a point to go up to her and in a very harsh, rude tone said have a nice day. There was another officer by the name of (b)(6) who stepped between them and asked (b)(6) why she was talking that way and told (b)(6) to go on through (b)(6) gave the caller the TCC contact information and provided her with the rude TSOs name. This all happened around 10:10am at terminal C.

3/26/2013 10:59:31 AM Apologized and advised caller:

Our policies and procedures focus on ensuring that all people are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller is flying from Logan to Buffalo. Caller states that when he arrived at the checkpoint he provided he person checking the ID began questioning him. Caller was not happy about the questions being asked of him such as when he was returning. Caller was not satisfied that they asked him if his work cared. He was asked why he did not have a return flight scheduled. Caller states that he was not happy that the officers searched every inch of his body. Sup. Peter told him to call.

Advised Caller:

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

3/26/2013
5:23:06
PM

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. TSA Behavior Detection Officers (BDOs) are specially trained in the operational SPOT process to identify and screen travelers of interest.

The Expanded Behavior Detection pilot program recognizes the importance of risk-based security by using scientifically proven behavioral observation techniques and interaction to mitigate risk by identifying potentially high-risk travelers and referring them for additional screening at the security checkpoint.

Caller said her niece is 6 months pregnant and flew from PHX to STL on flight #672. She boarded at gate C7, departing at 12:10 PM flying with Southwest Airlines.

Caller states her niece was jerked out of line without any explanation and an x-ray was performed on her. She had a quarter in her pocket and had to have a patdown. The patdown was done in view of other passengers and a private screening area was not offered. Caller wasn't traveling with her niece, she is just calling on her behalf.

She wants something to be done about this and for the TSO agent who jerked her niece out of line to be reprimanded. Caller states this is the first time her niece had traveled and didn't know she could opt-out of the screening technology. When the TSO realized her niece was pregnant she completely changed her tone, and went from being very aggressive to being concerned.

The niece went through the AIT at approximately 11:15 AM.

The female TSO was an older lady with short hair and her niece said the screener had a loud pushy voice, not really yelling at her, just telling her to stand here, put her hands up, etc.

Caller is ultimately concerned that her niece was not offered a private screening or the option to opt out of AIT despite being pregnant.

Response:

Apologized to caller that for the experience her niece encountered and explained the following:

3/27/2013
11:33:09
AM

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as “radiation.” However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Asked caller if she wanted to address her complaint in writing and she asked if it could be done from the website?

Provided information to caller via email.

Disability Description: Caller wanted to make a complaint about the screening she received

Response Details: Advised caller the following information:

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Advised caller I would send to the appropriate office for review.

3/27/2013
3:01:12
PM

Incident Details: Caller stated she has a complaint about the screening process. Caller stated this occurred during her screening on Saturday March 23, 2013 at Phoenix Sky Harbor to Oakland California on Southwest Airlines flight number 859. Caller stated she is 77 years old and she knows she doesn't have to remove her shoes because she has Rheumatoid Arthritis. Caller stated at 08:00am at security point D and she went through the screening and the alarm went and she was told to remove her shoes. The caller stated she couldn't remove her shoes and was standing with no support. She put her hand on something to have stability and the TSO told her to remove her hands and other passengers helped her take her shoes off. Caller stated she went AIT and found out later she was could have gone through the AIT. Caller stated her shoes through the machine and because of her shoes there are metal and that why the alarm went off. Caller stated she went up to other screeners at the airport and they wasn't any help.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller stated the incident was simply poor customer service not being discriminated against because of her disability or medical condition or a failure to accommodate to her disability

Caller flew from DTW to Savannah. When he came out of the AIT a male agent asked if there was water in a container the passenger had. He said yes. The agent asked him to leave the checkpoint to get rid of the water and the agent followed up. He is now missing an envelope with \$250 inside. It was in the breast pocket of his blazer with his boarding pass. He had two bins and when he returned with the agent, the bins were separated. His boarding pass was still there but the money was gone.

3/27/2013 Airport: DTW

3:04:02 Airline: Delta

PM Flight Number: 5064

March 2, 2013 at 12:45pm (Time he was going through screening)

Location: closest to the escalator near the atrium and shops

I apologized to the caller, emailed the claim and instructions which he will receive within 24 hours. I told him I would send this to the CSM for review.

Caller wants to make a complaint regarding his screening experience at MCO at the checkpoint. He was required to have a patdown and the TSO agent was patting his body inside his waistband because the machines showed he may have something metallic in that area. During the patdown, his zipper accidentally came open and he felt offended. Caller stated he opened the zipper to assist the process and the TSO told him he would call the police for indecent exposure.

Caller thought the TSO was inappropriate when he mentioned he would contact the police for indecent exposure. Caller stated the TSO didn't offer him a private area for screening. At that point he requested to speak with a supervisor and the supervisor, SPSO (b)(6) addressed the issue. Caller is very disappointed with the employee who did his patdown. Caller's pants dropped a little and he thinks if the TSO needed to reach inside his pants near his genitals he should have been taken to a private area. The supervisor and another TSO agent took caller to a private area and completed the patdown and he has calmed down but wants to voice his side of the incident.

Flight # 1783, Gate # not sure, Terminal: B Jetblue

Caller states he doesn't want anyone to get in trouble, but, would like to see the procedures improved.

He was not aware he could request a private screening.

3/27/2013

4:38:49 Response:

PM

Apologized to caller for his experience and explained following:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Caller wants to know the documentation that supports the method TSA uses for patdown.

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly. We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding the patdown procedures, please visit TSA's Web site (www.tsa.gov).

Escalation Notes: (b)(6)

3/28/2013 The caller has a complaint about our patdown procedures.

4:11:13 1. She wants documentation explaining in more detail the patdown

PM 2. Let the public no the expectation of a patdown

She states that she has found no documentation that explains what she is looking for and that the TSOs that she questions cant even say the word vagina. She stated that she has called the ATL airport CSM and no one has got back to her. The caller flys about 16 to 20 times a year and she opts out of the AIT and gets a private patdown. There is no documentation in the room that gives the private patdown of what is expected of the passenger. She states that 100% of the time they touch her vagina.

I advised the caller that the contact center cant address policy issues but we can provide Mr. Pistoles address.

Please send all written correspondences for John S. Pistole to the following address:

John S. Pistole Administrator
Transportation Security Administration
601 South 12th Street, TSA-1 Arlington, VA 20598

I also told the caller we would email this information to her. I am sending this to the CSM at ATL for their review.

Complaint 1

Caller said at Palm Springs, when she went through the AIT, she had a wristband on and no one asked her to remove it. Caller went through the AIT and said the TSO did a patdown and did swabs on her. Caller said she is upset because she felt the TSO should have asked her to remove the wristband instead of her having to go through that screening. Caller stated she did see the sign that said all items should be removed. Caller flew on United Airlines 5652.

Complaint 2

Caller said her husband found a womans dirty underwear inside his suitcase. Caller said she has already reported this to Palm Springs, but said she was disgusted this happened. Caller said there was more than one pair.

3/29/2013

2:38:04

PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

From: (b)(6)
Sent: Friday, March 29, 2013 1:54 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

Subject: TSA agent refused a passenger the opt out policy at Greensboro, North Carolina

3/29/2013
4:00:53 PM

Contact Information:

(b)(6)

Frisco, Texas 75034

HYPERLINK (b)(6)

Location: Greensboro, North Carolina

Time: Approximately 1:00 PM on 3/29/13

Airline: American Airlines

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 3/29/2013 4:18:04 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/14/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

3/29/2013
6:02:53 PM

Comment : I am a MST victim. I always opt for the scan as I don't like to be touched. This is the second time this has happened. I come out of the screening to the being touched in the crotch when said item showed something on my knee and before on my elbow. Nothing was found. So my question is this if the only place that shows anything is on the knee then why go for the groin and why before they grope you they don't tell you they are going to touch you. As far as I am concerned this is assault.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller had a flight on Monday night from FLL and she has a complaint.

Response Details: I apologized to the caller for her experience and advised I would send the complaint to the CSM at the airport to make aware of her experience.

The caller is going to write in her complaint via email. I provided the caller the email address as requested.

3/29/2013
8:15:35 PM

Incident Details: The caller traveled from on FLL 3-25-2013. She processed the checkpoint between 5:45-6:15pm at C terminal on Air Tran flight 280. The caller said that her medical equipment was damaged because the TSO refused to accommodate her. The caller was required to go thru the AIT while wearing her insulin pump. The caller stated the female TSO refused to allow her to remove the insulin pump. She requested to remove the pump telling the TSO that it would damage the device. The caller said the TSO refused to allow her to remove it and told her the AIT would not damage her medical device. The caller said she proceeded thru the AIT as directed by the TSO. The caller said the pump started to alarm after she arrived home, so she contacted the manufacture Medtronics. The passenger was told the damage occurred because of the AIT screening procedure. The caller stated she felt that TSA failed to accommodate her medical condition because the TSO refused to listen to her concerns regarding her device, and she said the TSO was rude during the process. The caller said when the TSO performed the ETD she was not explained what or why she was performing this test. The passenger said the female TSO officer is mid-aged (50s), short stature and of a heavy build, short perm brown hair.

Caller is complaining for the second time and this has happened in the last 2 yrs at LAX.

She is 81 years old good shape and she feels discriminated because of age and her being White and she stated that every person at checkpoint was African American and she is concerned and annoyed she intends to make her complaint formal.

She flew on United Express Airline. It happened last Friday morning 9:15 or 9:30.

3/30/2013
9:49:58
AM

She got up to the TSO who was checking boarding pass and ID and didn't have to take her shoes off due to being age 81. When she put her stuff in bins she had little rain jacket, taking everything off but that. She wore the same outfit she has on other occasions. When she got into the AIT having her hands above her head she said they had to do check her repeatedly. After finishing she got out and they told her that they had to check her again, which kept her standing there a long time waiting for a female officer. Eventually a female TSO came and was very curt and she told her she would have to touch her groin with a pat down. The caller then told her she had to have her purse with her first, they went to another room where another lady TSO was waiting. The caller told the TSOs that she didn't have any metal in her crotch and asked them "what do you want me to do". one lady left and caller said to other TSO "do you like your job?", who responded, "It's a job". When the TSO came back, the caller offered to drop her underwear so that they could see more clearly. She said that she did this because she simply didn't want to be touched. The TSOs told her to go on and didn't pat her down. She said that they said it must have been a seam on her pants that alarmed on the AIT.

She actually said that she feels discriminated against due to her age. When she got to her destination airport she went to the Customer Service airline and she told them she wanted to talk to someone with TSA and she couldn't find a TSA person to speak with.

I transferred the call to an MB Specialist:

Disability Description: Caller has an insulin pump as a carry on item and another one attached to her body.

Response Details: If you have an insulin pump that cannot be screened: you should let the TSO know at the checkpoint. You do not have to do the AIT or WTMD if the insulin pump can not be subjected to that.

4/1/2013
3:27:40
PM

Also if you wish to file a complaint you can do so in writing; and I will send you the forms that you need to fill out in writing.

Incident Details: Caller stated that she was going through RSW and the TSO agent behind the counter said she had to go through the AIT because they do not offer pat downs there. She wears an insulin pump that can't be screened in this manner. The TSO there was really nasty, and told her that either she go through the AIT or WTMD or she will not be able to fly.

This incident occurred today at RSW at 3:31pm at gate C-6.

Caller wanted to complain about the PHX in September 12, 2012 (approx time is not known) on United in Terminal 2 for an incident.

She was asked by the TSO if it was ok for them to swipe under her breast. The caller told her no and the TSO said she had to and told her she had to do it and when she bought a ticket she signed away her constitutional rights. Caller asked for a supervisor and a private screening and the TSO Supervisor told her she was going to be escorted out of the airport.

4/1/2013
9:09:04
PM

The second incident occurred on March 28, 2013 at approx 6:30pm when she Opted out of the AIT and an explosive detection alert went off and asked why that happened because she had never had that happen before. Caller was told the protocol and it was because her shoes, purse and another item was detecting explosives and she was taken to a private room where there was a more thorough inspection took place. An Explosive specialist cleared her but she was held 20 minutes being cleared. She feels the TSO that swiped her did not change her gloves and she was detecting something else from previous because she was cleared by the specialist. The whole incident took an hour. Her flight was leaving at 7:40 and she wasn't released until 7:40 which was 20 minutes after she was cleared. She felt she was being detained for no reason. This occurred at PHX checkpoint C.

Apologized to the caller.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Almost every time I go through the AIT at John Wayne Airport, the screeners want to rub the scar (this is rubbing, not a pat down) I have from my gall bladder surgery 37 years ago. I do not have any metal inside me (at first I thought my overweight belly was just causing my pants waist band to fold over since some of the rubbing occurred on my waist), so I don't see why your AIT detects an anomaly, which is what I was told today when I finally got frustrated and asked why they keep doing that (I commute between SNA and SJC Fridays and Mondays so this is pretty often).

I am a 47-year-old, 6' male, approximately 220 lbs, muscular with 20% body fat, and my scar extends from below my rib cage to my waist and is an inch or so to the right of my belly button. I seriously doubt your agents run their hands over a woman who has had breast implants, so I would expect you to make adjustments for other scars or incisions from surgery. Should you wish me to assist you with a baseline scan to adjust your equipment for myself and others who have had surgery in their lives, I'd be happy to help out. I currently live in San Jose, CA, but will be relocating to Irvine, CA, in the next month, so I could visit any research center in these locations. In case it matters, I typically go through security either at the American Airlines or United gates at SNA.

4/2/2013
8:12:48
AM

(b)(6)

Disability Description: Caller had the ball broken off his shoulder and cannot raise one arm above his head.
Caller had a knee replacement.

This call was accidentally cut off and I called him back at approximately 12:15

Information Request: Caller is waiting at the airport to get on his flight. Caller missed his flight and feels TSA is responsible.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street

4/2/2013
11:48:04
AM

Response Details: Caller said that he believes this happened because of his medical condition.

Advised caller that he would need to write in a formal complaint.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Advised caller that the biometric id card is associated with TWIC.

Advised caller that we do not have a specific card that will allow him to not go through screening. Regardless of who is traveling if there are any type of alarms or anomalies that a patdown does have to be conducted to clear the alarm.

4/2/2013
1:05:42
PM
Told caller about the notification card that is listed on our website. However I did explain to the caller that it does not exempt you from the screening process.

Caller said that he would get that card.

Ask caller again if he would like to provide a email address so I can send him a DRFI which would include what he would need to do to send in a written complaint.

Caller hung up on.

Incident Details: Caller said that he completed a flight and he was searched twice. Caller stated that both on his return flight and his departure flight. Caller said that he declared to the officer that he had a knee replacement.. Callersaid that the officer advised him to proceed to screening and when the alarm went off he had to undergo a patdown.

Caller wanted to know what type of screening the pilots have to go through.

Caller was wanting to know what a biometric id is as well.

Caller is wanting a trusted traveler card that states that he has a metal implant so he does not have to get a patdown when the alarm goes off.

Caller is traveling to Europe and usually wears a money belt but he has to take it off for screening and he is needing to know the process for screening these items. He is wanting to know if the officers have the right to thumb through his money during screening. He is needing to know if there is expedited screening just for the rich people that are flying internationally. Will he need to take his laptop out of the bag for screening.

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint. He will be required to take his laptop out of the bag for screening. I advised him that all items have to be screened before they are permitted through the checkpoint.

4/2/2013
1:25:24
PM
TSA does have a program in place that is TSA precheck and this program is only for domestic flights and it allows passengers to keep their belt, shoes and light outer wear on during screening and they can also keep their laptop on the bag during screening. This is only available for domestic flights.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 4/2/2013 1:06:37 PM

Airport : Select One

Date/Time of Travel :

Airline & Flight Number :

4/2/2013 Checkpoint/Area of Airport :

2:06:44 TSA Employee: (If Known) :

PM Comment : I travel often and every time I go through body scanner I am stopped for my right shoulder . I have no metal or replacements and get patted down every time. I have had a muscle problem in that area , like a knot. I thought the machine only reacted to metal or explosives. Tired of your private invasion by some stranger " doing their job" why all the false readings ?

Would you like a response? : True

Passenger's Name:(b)(6)

Phone Number:(b)(6)

Email:(b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

4/3/2013 Caller is filing a complaint against TSO (b)(6) and her supervisor (b)(6) at the OAK Airport . Caller wife went through the AIT screening and then had to undergo a patdown procedure. When caller ask the TSO why his wife had to undergo a patdown the TSO was very rude to him, they told him it was due to his wife wearing a underwire bra. Caller said the incident occured on 04-02-2013 at 4:30 pm going to the Southwest Terminal flying on Southwest airlines on flight 995 flying from OAK to Burbank. Told caller that I will send his complaint to the CSM at the OAK airport.

6:39:58 PM The caller advised the flew from MCI to LAS and a return flight from LAS to MCI through ATL. Both times he went through AIT screening, while wearing totally different clothing, an anomaly showed on the right side of his body above his waist but below his arm pit. He is scared that he may have something wrong with him, such as a tumor.

4/4/2013 4:35:34 PM I told him that the AIT is not an xray, it takes a general scan of the outside of the body. Sometimes, a false-positive can happen. This means that the AIT is catching an anomaly, when there is really nothing there. A patdown of the area where the anomaly occured must still be conducted the clear a person through screening.

Feedback Type : Security Issue

Categories : Other; Advanced Imaging Technology Current Date/Time : 4/5/2013 6:07:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/19/2013 Airline & Flight Number : American Airlines Checkpoint/Area of Airport :

TSA Employee: (If Known) :

4/5/2013 Comment : Do FINALLY have airport liquid scanners in O'Hare? Because I'm FED UP with being thirsty every time I'm at the airport and I'm also fed up with spending money on beverages in airport convenience stores when my money is meant only for the actual trip and NOTHING ELSE. Is a god darn liquid scanner being deployed into O'Hare security checkpoints too much to ask?

8:05:27 Would you like a response? : True

PM Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date Time : 4 5 2013 5:56:07 PM

Airport : Select One

Date Time of Travel :

Airline Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) :

4/5/2013 Comment : I asked if per-screened travelers still normally go through the high powered x-ray type machine. The answer I received earlier today while informative did not address my question at all? It just said you might not have to take off your belt shoes and jacket?

8:05:29 PM

Please let me know if going through the machine I m asking about is still normally required for pre-screened travelers. I read how it may be a health risk and so want to know if there s a reasonable alternative?

Thanks for your help.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Friday, April 05, 2013 10:44 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/5/2013 10:44:19 PM

4/6/2013
9:08:20
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

inappropriate attitude of TSA agent at Sacramento Airport

Comments:

I was laughed at and made fun of by a TSA employee at Sacramento because I am afraid of the ait scanner and asked for a pat down inspection instead. I also was very afraid for my personal belongings which had already gone through Xray (without The caller stated that the airport could not help. He stated that his father in law is trying to get him to fly. He stated that he does not want them to go thorough the AIT Back Scatter and he refuses to use the AIT without the privacy screening. He stated that he would be flying on American Airlines at DFW. He stated that he does not want his family groped either. He stated that he would hate to have to punch a TSA agent in the face over his family.

4/6/2013
3:39:04
PM

I advised the caller that the backsactter units which do not have the software upgrades, all images generated by imaging technology are viewed in a separate location and the officer assisting the passenger cannot view the image. TSA is currently removing all systems that are not equip with the ATR software. By June 1, 2013, travelers will only see the AIT machines that are equipped with ATR per a congressiional mandate on ATR compatibility.

I advised the caller that I do not have the information to provide regarding what machines are available at DFW. I explained that if he is not comfortable with the AIT he can opt out for a patdown, which he stated that he is not comfortable with either. All persons have to be screened or they are not allowed to fly.

Feedback Type : Civil Rights Liberties
Categories : Other (fill in box)
Current Date Time : 4 7 2013 9:19:00 AM
Airport : ISP - Long Island MacArthur
Date Time of Travel :
Airline Flight Number :

4/7/2013
9:36:44
AM

Checkpoint Area of Airport :
TSA Employee: (If Known) :

Comment : It is unacceptable to mandate travellers to screening in Nude Scan machines. Also, no nude imagery must be stored or transmitted, even if stick image is used for viewing. We have a right to travel and not at the condition of TSA. You are becoming unnecessarily intrusive, and encroaching on liberties. The greatest threat to Liberty comes from those who cry Security. The body scanner machines programme is not effective and subject to litigation. You have not undertaken any accurate cost benefit analysis for using these machines, including cost to non-travellers who use alternative transport. Wait. time cost. Cost of surveillance is prohibitive. This invasion of privacy must be reversed.

Would you like a response? : False

Passenger's Name : comment from potential passenger Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties
Categories : Other (fill in box)
Current Date/Time : 4/7/2013 9:19:00 AM
Airport : ISP - Long Island MacArthur
Date/Time of Travel :
Airline & Flight Number :

4/7/2013 Checkpoint/Area of Airport :

9:38:21 TSA Employee: (If Known) :

AM Comment : It is unacceptable to mandate travellers to screening in Nude Scan machines. Also, no nude imagery must be stored or transmitted, even if stick image is used for viewing. We have a right to travel and not at the condition of TSA. You are becoming unnecessarily intrusive, and encroaching on liberties. The greatest threat to Liberty comes from those who cry Security. The body scanner machines programme is not effective and subject to litigation. You have not undertaken any accurate cost benefit analysis for using these machines, including cost to non-travellers who use alternative transport. Wait, time cost. Cost of surveillance is prohibitive. This invasion of privacy must be reversed.

Would you like a response? : False

Passenger's Name : comment from potential passenger Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from JFK and was sent through one of the scanners. The day she flew she was told that it did not have any x-ray but then she spoke with JetBlue and they told her that it does have x-ray. She is concerned because she is pregnant and wants to know if they are supposed to tell her that the machines have x-ray.

I told the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

4/7/2013 The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

11:26:17 AM The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

I told the caller that TSO s are not required to tell passengers this information but signs are posted telling passengers that the machines are optional.

I sent her an email.

Caller wants to file complaint against a TSA employee. She stated that at DFW terminal B-9 and checkpoint 9 that she was about to go through the AIT after a man came through before her. She stated that he was rather large and got the place where he stood in the AIT wet with sweat. She didn't know there were booties that she could put on so she kind of tip toed in trying not to get where he had been standing and then she tip toed out of the AIT. She stated that a TSA lady told her she didn't have to be walking like that and that they have booties for passengers and told her to come on out. She stated that the lady was very rude with her and she ask her name and the agent put her hand over her badge so she couldn't see her name and someone else told her it was (b)(6) or (b)(6) she thinks it was (b)(6) though.

She went to tell a manager about what had happened and the person that she spoke to told her to wait a minute. Then the same agent that she had the problem with came over there and laughed when she saw her. The agent got a card and threw it to her and told her to call the number on the card. Then she stated that the agent changed the story, and acted like she told her before that there were booties that she could put on. The agent told her that she didn't have a manager that she could talk to.

Advised Caller:

I did apologize to the caller about this happening to her.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

4/7/2013

2:48:24

PM

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Date: 4 7 13

Time: 1:45 PM

Name: (b)(6)

Email: (b)(6)

Phone: (b)(6)

Airport: DFW

Airline: American Airlines

Terminal: B-9

Checkpoint: 9

Good afternoon. My name is (b)(6) and I am and have been a frequent airline traveler throughout the past 5 years, in most years flying over 100 flights domestically. I wanted to let you know that that every time I fly out of the Albany, NY (ALB) airport, the TSA screeners (mostly a woman with blond hair at the initial screening point) try to prevent me from exercising my right to, "opt-out" of the AIT machine technology. Due to the number of flights I am on, I would prefer the metal detector screen or the enhanced pat-down and therefore exercise my right to opt-out. However, every time I state this, the TSA screener makes statements like, "don't worry, you can go in the machine, they can't see under your clothes" or, "Oh great, it's ONE of these people...so, why do you not want to go through, do you just not understand what this is" and "It's not gonna harm you if you go through." I just do not understand why the TSA screeners don't listen to my simple request to opt-out and push me to get mad and answer their silly questions? This has also happened to my mother, where they try to either make her feel bad or pressure her to go through the AIT machine...which is non-sense. Anyhow, I wanted to express my frustration to see if you or someone there can assist for future flights.

4/7/2013

4:57:47

PM

Please let me know if you can just tell your TSA agents to listen to the passengers and not make snide comments or ask silly questions to the passengers who are simply exercising their right.

Thank you for listening.

(b)(6)

US Citizen and Frequent Flier

Feedback Type : Security Issue

Categories : Secure Flight; Advanced Imaging Technology Current Date/Time : 4/7/2013 9:36:30 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : As a frequent flier I try to avoid unnecessary radiation and sometimes request a pat-down instead of the backscatter imaging machines. When I do this, I am removed from the security line, through a gate, and to a separate area to be patted down. The substantial breach of security that results from this is the fact that I can go through security without once going through a metal detector or other screening device. This leaves the screening of my person solely in the competence of a single TSA officer. On multiple occasions I have noticed that the officer half-heartedly pats me down, almost entirely skipping over my groin and other "sensitive" areas. This leaves me to ponder the possibility that if one was trying to commit a crime and bring some form of contraband or weapon onto a flight, they need not do anything but tape it to the inside of their upper leg and refuse a scan. As a frequent traveler, this seemingly simple way of circumventing the security remains rather worrisome to me. In my opinion, those who wish to skip the scan should be required to go through the metal detector in addition to being subjected to a pat down. I hope this makes sense.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said her boss is a member of Goes and he has not received the expedited screening the last 10 times, before it worked fine. Caller said her boss is 78 and he flies from LAX. Caller said he is an American Airlines Platinum member but he also flies on Delta. (b)(6) is what is on his passport and (b)(6) is what appears on his GOES account. Caller said he is a member of Senti. Caller states they use a travel agent (b)(6). Caller asked if the (b)(6) not being on the passport will affect him using Global Entry for returning to the US.

Name of passenger - (b)(6)

departing airport - LAX

Name of the airline - American

method of participation - Member of Senti

Reservation confirmation number - (b)(6)

date of incident - 04 08 2013

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

I told the caller she can contact CBP to find out if the SR is on his passport and if it will affect his using Global Entry upon re-entering the US since the Global Entry has SR but it appears the passport does not have it. I told the caller that CBP cannot answer any questions about Precheck.

We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511

Caller flew on Saturday from TPA. She was patted down. Caller said she did not understand why a woman in her 80's would need to be patted down.

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening.

She asked what might cause an anomaly. I told her that something in a person's pocket would show as an anomaly. She said the patdown was only from the waist up, across her breasts and under her arms. She asked if a person had a mastectomy and had the patches in that area would that cause it. I said it could especially if she had not told the screener ahead of time.

Caller said she flies all the time and this has never happened to her before. She said she does not know why anyone who looks like her would be patted down.

The caller traveled from OMA to LAX through DEN and was delayed at OMA because she has a pacemaker and says that the officers at the checkpoint argued with her for approx. 20 minutes that she can use AIT even though her doctor has told her not to go through it, before finally agreeing to give her a patdown. She then needed to wait for about 10 more minutes to get a female TSO to do the patdown.

I apologized for the experience and explained that:

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

The caller works with Southwest International Airport. His name is (b)(6). Has a customer on the line that has some questions. He transferred the caller to me. The call was recorded. The caller's name is noted above.

The caller wants to speak to someone concerning the scanning machine. His wife went through RSW this morning, headed to ATL. She now has double vision. She left Ft Meyers airport on an 8:10 a.m. flight. He wants to find out what type of device and the energy level in that device because it has affected his wife's vision. She is headed to the optomologist to have her eyes checked, and his having to have her eyes checked. He is concerned about her having to drive.

Response:

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing.

4/9/2013
8:15:10
AM

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude.

The caller wants to know what type of machine is at RSW as well as what the energy level is.

I directed the caller to contact the CSM to inquire about this:

Name: (b)(6)

Phone: (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 4/9/2013 1:20:57 PM

Airport : SFO - San Francisco International Date/Time of Travel : 04/08/2013 6:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2 checkpoint F2 TSA Employee: (If Known) : CAS contract employee (b)(6) Comment : I was very dismayed to witness (b)(6) mistreat a foreign traveler at checkpoint F2. The traveler, of Asian descent, clearly spoke little to no English. He was in the queue to pass through the AIT screening device when (b)(6) wanted to pass through with a cart to carry bins for the X-ray machines. (b)(6) yelled at the back of the Asian traveler's head. "MOVE PLEASE" followed by an escalating series of yelled commands, culminating in a very rude "HELLO!?!?!". The Asian traveler stood compliantly outside the screening device awaiting instruction to enter. He clearly did not understand (b)(6) was speaking to him. (b)(6) then nudged the passenger with his bin cart. CAS's employee ran a cart on purpose into a passenger to get him to move.

4/9/2013
2:05:49
PM

I find this disrespectful and completely unacceptable. (b)(6) or another CAS employee, could have spoken to the passenger's face (not yelled at the back of his head) and used a less abrupt method to request the passenger reposition himself to allow the bin cart by.

(b)(6) treated that foreign visitor with no English skills like a farm animal. How unprofessional.

Please address the screeners' conduct with CAS.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to know the policy for a baby going through screening. Caller is concerned about the x-rays and the pat-down.

I read to caller:

As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. Transportation Security Officers use their discretion based on how old a child appears.

Caller also wants to know if his son will have to go the metal detector. Can he opt out?

He can opt out of the AIT, but not the WTMD. If a passenger opts out of the AIT, the alternative is a pat down.

4/9/2013
9:10:06
PM

Caller is not enthusiastic about his son being patted down. He advised that he would contact his congressman about the issue.

I advised caller that, the easiest route is to go through the WTMD and AIT. If there are no alarms, then no further screening would be necessary.

Can they bring formula? Caller heard that the passenger may have to taste test the formula or breast milk.

I advised caller that this is not TSA policy.

Caller said that he found it on the TSA website.

I ran a quick search for the term taste and found and confirmed to caller that the alleged screening procedure is NOT found on the website. The alleged procedure would be as offensive to TSA as it would be to a passenger and is not a part of the procedure.

I offered to send caller the relevant policies via e-mail and he provided his e-mail address for the purpose.

I entered complaint for the interaction type in all three work rows because caller expressed his disapproval of the policies, though he stated that he just wanted information.
Disability Description: (b)(6) has a pacemaker.

Response Details: Apologized to the caller for the inconvenience.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

Incident Details: Caller flew on March 22, 2013 on United Airlines.

4/10/2013
3:05:09
PM

(b)(6) has a pacemaker and requested a patdown. She felt the TSO did not want to do a patdown. The TSO kept insisting she go thru the AIT.

(b)(6) kept requesting a patdown 3 or 4 times.

She is also 75 and stated she didn't think she had to remove her shoes.

She did not feel discriminated against due to her disability nor that this was a failure to accommodate to her but more for poor customer service on part of the TSA agent.

Columbia, SC

United

Flight 5731

March 22, 2013 1:00pm approximately (2:27 pm)

She did not get the

Middle age, brown hair, white female.

Caller traveled from LAX to Dulles a couple of weeks ago.
She stated her bag was rather full.
She had a slip of paper inside that was a NOI and she wanted to know if it was from TSA.
She stated it did not have a date on it so she cannot say if it was on the way to Dulles or the way back.
She would have appreciated a date stamp to let her know.
She stated everything appeared to be alright inside.
She is unsure what drew their attention to her bag.

Told her the NOI is placed inside by TSA.
Sometimes there is not a date stamp but not always.
Normally it is placed on top of the Passengers belongings before closing the bag so it will be seen when opened.

She stated there are thousands of travelers about the AIT machine where you can see someones privates and body parts.

4/11/2013
12:21:59
PM

She was patted down at LAX and again on the return trip at Dulles.
She asked me if there was ever a machine that showed her privates.
The lady Officer at the Airport said we cannot see your privates.

I explained that is correct. It is just a generic outline image.

She stated there was 2 machines at one time and now there is only one.
Her question is: When did we use the machines that showed your private parts or when did we stop using them.

Told her I will be happy to research that.
She stated to me that I did not seem to know what I was talking about because I should already know that.

Told her I will research that for her and if she is not satisfied I will be happy to get someone else to talk with her.

TSA worked with the U.S. Department of Homeland Security's (DHS) Science Technology Directorate (S T) and private industry to develop the new ATR software. In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports. In the coming months, TSA will install the software upgrade on all currently deployed millimeter wave imaging technology units at U.S. airports.

Caller is a Flight #121 Airline cockpit crewmember, in the past 2 weeks he has had an issue at DTW with a screener and supervisor not allowing him through security as a crewmember in uniform?

Flies with a Charter Airline which is mostly military flights.

What Manual I am finding this information in and why doesn't he have access to it?

Response:
Transportation Security Officers (TSOs) always have the option of requesting a second form of ID.
Acceptable IDs include:
• An Airline or Airport-issued ID (if issued under a TSA-approved security plan)

4/11/2013
6:56:53
PM

Information is listed on the TSA.GOV website for anyone to review.
Explained to caller how to contact the CSM at DTW.

Escalation Notes: (b)(6)

The caller wants the details for screening of flight crewmembers. He also asked for the CSM number
I provided 734-942 (b)(6)

I told the caller...Security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

The contact center will not be able to provide exact screening information. The caller stated he would seek that information some place else.

My son is a US Soldier. He flew out this past Sunday from DFW to St. Louis. He was home for bereavement leave from his AIT training. As we arrived to security he was in uniform and as he went through the detector it went off and the security guy yanked him by his arm. First there was no reason to do that. all he had to do was ask him to wait or please stop. That was very disrespectful considering my son will be shipping out to South Korea and not sure how things will end up over there. My other son who was behind him was very offended and upset. So when I found out I was very upset. That was the last time I was gonna see my son for at least a year and for someone to be that disrespectful to a soldier is uncalled for. I know you have procedures and you have to screen everyone. I understand him making my son take off his boots and all his pens and items in his pockets because the safety of others. But yanking him by his arm was not necessary. This occurred Sunday April 7, 2013 around 9:15 or 9:30 am American Airlines flight 1616 near gate 21 security check in at DFW airport.

4/11/2013

8:01:12

PM

Thank you.

(b)(6)

HYPERLINK (b)(6)

Sent from (b)(6) Phone

-----Original Message-----

From: (b)(6)

Sent: Friday, April 12, 2013 8:31 AM

To: TSAExternalCompliance

Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) McLean VA

4/12/2013

10:23:02

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Ronald Reagan Washington National Airport

4/12/2013

4:36:17

PM

Caller is flying out of Canada or in the United States. she does not want to go through the ait screening nor go through a patdown procedure, she wants to know if she can stip down. Told caller that she can request a private screening and have a companion with her, told caller that to be cleared she will have to undergo a modified patdown procedure with no removal of clothing. Caller became upset and would not accept the information that was given to her. I ended the call. Caller would not provide information on her upcoming flight for me to send to a csm or odpo to assist her.

The caller flies from ACY, and wears a transparent paper flip-flop called airport booties. Each time he attempts to fly from the airport, the TSO indicates that they must be removed. However, he is able to wear the items at other airports. The booties were purchased from the following website: www.airportbooties.com, and, according to the website, are approved at security checkpoints. The caller was concerned about health issues.

Advised Caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

4/13/2013
8:55:42
AM

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Disability Description: The caller recently traveled. The caller's daughter has an insulin pump and he has a complaint regarding the information that is being supplied by the TSO at DCA and SFO.

Response Details: I apologized to the caller for his experience. I told the caller I would send his information to the CSM at SFO to make them aware of the incident.

Incident Details: The caller said he was told that generally the insulin pump will not be affected by the new screening devices. The caller said he needed to get clarification.

The caller said that at DCA the TSO told them the AIT machines would not damage the insulin pump. He said they told his family they could choose the AIT or the patdown, they had a choice. (b)(6) said that at SFO they were forced to go thru the AIT machine and told they did not have a choice.

He said at SFO TSO (b)(6) refused to listen to his spouse regarding the issue and concerns she had about the affect of the provision on the operation of the insulin pump after the AIT screening. The caller said it was very disturbing.

The caller said that the general concern is that at DCA and SFO both airports have employees that are insisting the screening is safe for the insulin pumps.

The caller said there is no documentation stating the facts of such tests being performed and documented. The caller stated that there is nothing published stating that results of any testing that has been performed by the ADA, or has anyone in Washington published anything to this effect.

The caller's main concern is that the TSO's are providing incorrect information that is related to many passengers health.

4/14/2013
3:50:55
PM

The caller said that his daughters insulin pump was \$8000, and it is required that she have it to avoid the shots. The caller said that damage by the machines may void the warranty also. Caller did not want to file the complaint in writing and just wanted to make the officers aware so that other passengers insulin pumps do not get damaged.

Flight info:

Date: 4-14-2013
Airport: SFO
Screening Time: 12:30pst
Terminal: 3
Checkpoint: F-2

The caller wants to file a complaint regarding a patdown. He stated that he has a knee replacement. He stated that he was returning from Hawaii. He stated that he had a patdown that took over three minutes to complete. He stated that he went up and down in the front and back of his legs. He stated that he ran his fingers around the collars of his shirt and the sleeves.

He asked if there is anyway that he can avoid the pat downs in the future. He stated that he uses the AIT sometimes. He asked if there is anyway to document this complaint on this TSO. He stated that it was very excessive. He stated that it was very inconsistent with the patdowns he has had in the past.

I advised the caller that passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies and alarms.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

4/14/2013

4:34:18
PM

I explained that all passengers have to be screened on every flight. I explained that this was standard procedure. He should never be asked to remove or lift any article of clothing to reveal a sensitive area of the body.

I explained that I can forward this information to the CSM at the location for review.

The callers flight details are as follow:

Departing Airport: HNL

Destination: SAN

Airline: Hawaii

Flight Number: 16

Gate: 26

Date and Time: April 11th, 2013 @12:00 pm

He stated that the officer was 5'6", and ethnic local (Hawaiian).

My family recently travelled from the Wayne County Metro Airport in Michigan to the Fort Lauderdale Airport in Florida and had very different screening processes at both airports. In Michigan my two children and I walked through the "old metal detector". My husband followed behind me but he was called out to go into the AIT machine. He asked the officer "Don't I have a choice?" The officer said "No Sir, you do not have a choice." In Fort Lauderdale my husband went first in line and said to the officer "I don't want to go in that machine." The officer said "That's fine Sir, you can go through the other one." There were signs clearly posted in Fort Lauderdale that being screened by the AIT machine was optional. Clearly my husband did not have an option when we were in Michigan. Why did this happen?

4/15/2013

11:56:50

AM

(b)(6)

.....
~~This e-mail and any files sent with it contain confidential information and are intended only for the named recipient(s). If you are not the named recipient(s), please telephone or e-mail the sender immediately. You should not disclose the content or take, retain or distribute any copies.~~

All the information that I am able to recover is that it was Delta Airlines, Flight DL1604, April 7/13, and it departed at 0726. We went through security at approximately 0530 at Detroit Metropolitan Wayne County Airport. I also may add that after they forced my husband through the AIT scanner, they swabbed his hands for bomb residue, in front of our two children. I was unable to find the gate information but hopefully this will be enough information for you.

From: (b)(6)
Sent: Monday, April 15, 2013 10:44 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: AIT screening

4/15/2013 2:07:41 PM My family recently travelled from the Wayne County Metro Airport in Michigan to the Fort Lauderdale Airport in Florida and had very different screening processes at both airports. In Michigan my two children and I walked through the "old metal detector". My husband followed behind me but he was called out to go into the AIT machine. He asked the officer "Don't I have a choice?" The officer said "No Sir, you do not have a choice." In Fort Lauderdale my husband went first in line and said to the officer "I don't want to go in that machine." The officer said "That's fine Sir, you can go through the other one." There were signs clearly posted in Fort Lauderdale that being screened by the AIT machine was optional. Clearly my husband did not have an option when we were in Michigan. Why did this happen?

(b)(6)

~~This e-mail and any files sent with it contain confidential information and are intended only for the named recipient(s). If you are not the named recipient(s), please do not print, retransmit, copy, or otherwise use this information. If you have received this e-mail in error, please notify the sender immediately. You should not disclose the content or take retain or distribute any copies.~~

4/15/2013 2:42:53 PM She says that she has heard that procedures have changed at Denver and that body scanners are no longer used there. She wants to know if this is true. She wants to know if patdowns are still done. She says she is not going to fly until AIT and patdowns are no longer used.

PM Advised caller:
AIT is still used. The AIT used now does not have an image of her actual body. It just uses a generic outline of a body. Patdowns are still done as well.
Ladies and Gentlemen:

4/15/2013 4:02:56 PM Yesterday afternoon, I opted out of the Advanced Imaging Technology screening at MCI Airport (Kansas City) and instead was screened with a pat-down. After patting down my mid-section, the female security guard conducting the pat-down said "Nice abs." I found this comment to be highly inappropriate and offensive in the context of a mandatory security screening.

PM Sincerely,

(b)(6)

Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and having him in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told caller

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

I could not tell him he could put on the cup while at the checkpoint.

4/16/2013
12:27:52
PM

For future flights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issue. TSA Cares is for passengers with a disability or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is difficult for him.

Name: (b)(6)
Phone:
Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his business. I could not tell him if there were properties that may test positive in the products.

Disability Description: Caller has an anxiety disorder.

Information Request: Caller has an aversion to touch and wants to know if he is required to go through a secondary private patdown can he be allowed to place cup over his genitals before they perform the patdown.

Response Details: Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and having him in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabbed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told caller:

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4/16/2013
1:02:08
PM

I could not tell him he could put on the cup while at the checkpoint.

For future flights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issues. TSA Cares is for passengers with a disability or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is difficult for him.

Name: (b)(6)
Phone:
Email:

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his business. I could not tell him if there were properties that may test positive in the products.

Caller was traveling from MDW on 4/15/13 and she had a skirt on and when she went through the AIT nothing went off and they told her that she still needed a patdown. She stated that she ask the agent why she had to be patdown because the AIT didn't set off a alarm and the agent told her that she could be hiding something underneath her skirt.

She feels she was discriminated because she had a skirt on and in another isle over from her another lady had a skirt on and they did the same thing to her as well.

4/18/2013 9:46:14 AM Caller also stated that she ask a TSA supervisor why did they pick them out and she was told because they had skirts on and they told her that's policy and gave her our phone number.

She didn't want to provide her last name and information she just wants to make us aware that women shouldn't be patted down just because they have a dress on.

Advised Caller:

I told the caller that I could send this up to a CSM but I would have to have all of her information before I could send it up to CSM.

Disability Description: The caller stated that he has a bad knee and needed to use three 30 inch wooden paddles tied together as a cane.

Response Details: Advised Caller:

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

Even if an item is generally permitted, it may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns. The final decision rests with TSA on whether to allow any items on the plane.

Certain sporting and hobby equipment cannot be brought on-board an aircraft. For example, baseball bats, bows and arrows, cricket bats, golf clubs, hockey sticks, lacrosse sticks, pool cues, ski poles, hiking poles sticks, and spear guns are prohibited and not allowed as carry-on items.

4/18/2013 3:31:12 PM

My TSA

Close

Search Results For:

canoe paddle

Check Only

Sports equipment that can be used as a bludgeon (such as bats and clubs) is prohibited in the cabin of the plane and must be transported in your checked baggage.

http://apps.tsa.dhs.gov/mytsa/crb_results.aspx?src=tsadotgov

My TSA

Close

Search Results For:

kayak paddle

Check Only

Callers daughter has traveled to Ft. Lauderdale from Long Island twice and she has been pulled aside both times. Caller states that her daughter has flown many other times and had no incidences. Caller indicates that on one of her flights, she was pulled aside and her fingerprints were taken. Caller wants to know why we are doing this to an American citizen.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a pat down on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

4/19/2013 1:12:37 PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Name: (b)(6)

Phone:

Preston took over the call.

Caller is concerned because ever time her daughter flies out of FLL she is pulled aside for additional screening. Caller stated that her daughter was pulled aside and fingerprinted for a previous flight. Advised caller that TSA does not fingerprint passengers but her daughter could have been screened by ETD. Advised caller that during the ETD testing the officers would have ran a wand with paper attached to the end of it, and then tested the paper. Advised caller that this could be what her daughter confused as fingerprinting.

Caller:
Caller is calling in behalf of his wife who finds the full body patdown really embarrassing and invasive. She has two knee replacements. She has received a patdown the last three times they have traveled. They travel on Alaska Airline. He wants to know if there is any document she can obtain to be exempt from receiving another patdown.

Advised Caller:
I told the caller there is no way that she can avoid a patdown by having paperwork saying she has two knee replacements. If she is not cleared by the WTMD and AIT then she will have to go through a patdown. If a patdown is required in order to complete screening:

4/19/2013

5:39:38
PM

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Caller is wanting information on how she can vote for the AIT vs the pat down. She read in the Washington Post that she can vote at the Federal Register website but can not find the voting section on that page. She does not like the screening procedures that are set in place and has avoided flying because of this. She thinks that the WTMD and the dogs at the airport are the only way that should be screened at the airports. She feels that the screening procedures are a violation to her constitutional rights.

4/20/2013

10:45:08
AM

CCR informed her that we have no information on this and since it was created by the Federal Register she can go through them directly. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. She can voice her opinion by writing to TSA HQ, but caller stated that she isn't good at writing. Caller stated that she didn't want the AIT or walk through metal detector in fear that she'll get radiation poisoning. Wanted to request a patdown and wanted to know what the process would be for a patdown.

4/21/2013

1:34:06
PM

Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers.
Disability Description: The caller has liquid medication. She is calling because she wants to get expedited screening. The caller states that she has to undergo additional screening each time that she flies.

Information Request: The caller wants to know if she can get expedited screening and she wants to know why she cannot get a background check and then forego getting additional screening due to the fact that she has medical issues?

Response Details: The caller did not phone in on the ODPO line. The caller phoned in and was very unhappy whenever I explained to her that TSA was not expanding expedited screening to cover people with disabilities.

The caller believes that she and other persons with disabilities are getting an unfair amount of screening due to the fact that they have disabilities. She basically said that she did not feel like she was being a good citizen because she had to undergo the additional screening.

She stated that she did not necessarily set off the metal detector but she had to undergo a patdown especially at smaller airports due to the fact that she had a medical liquid, Glucerna. She stated that at smaller airports she had to undergo a patdown because additional testing could not be performed.

4/22/2013

3:38:22
PM

The caller also stated that she has underwent multiple x-ray tests in the past and will not undergo AIT. She stated that each time she opts out of AIT she must undergo a patdown. She stated that she felt that the additional screening was a violation of the American with Disabilities Act.

I advised the caller TSA policies were not put in place to make people uncomfortable. I advised her that the policies were in place to ensure the safety of the public as well as the aircraft. I advised her that whenever people needed to take additional liquids on the plane or if they caused an alarm then they would have to undergo some additional screening.

I advised the caller that she could apply for a program such as Global Entry but that her medical items would still have to undergo some additional screening. The caller feels that there should be some way to prescreen persons with disabilities so that would not have to undergo the additional screening.

Since the caller is complaining about policy issues, I advised her that I would send her information to a disability specialist. I advised the caller that I could not promise that someone would call her but I advised her that I would send her information for review.

Caller is in a scooter and is not able to go through the AIT screening.

I advised him that I am forwarding his information to the CSM at these two airports so they will be aware of the issue he is experiencing when he goes through the checkpoint.

4/23/2013

12:23:35
PM

Incident Details: He is upset because the TSOs at the airports want him to sit beside the baggage xray screener waiting for his patdown screening. He currently has skin cancer and does not want any exposure to radiation. He recently flew out of Dallas Love Field on April 7th before 10:00am and also on April 15. He stated that the TSOs got upset and yelled at him when he moved over a few feet from the xray machine and threatened to call the police on him. He also had the same issue occur again on April 11th when he flew out of DEN.

The caller wants to know if the the TSOs do not have to provide their names when asked. He also wants to know if it is policy for TSA to detain passengers when they state they want to file a complaint and need the TSO name.

Advised Caller:

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

Situation That Occured:

The caller stated that on April 11th around 7:30-7:45am he went through a checkpoint at DTW. The caller stated that he requested a patdown in lieu of the AIT as he always does because of his concern of exposure to x-ray. The TSO that came to conduct the screening was rude from the beginning of the process. The caller stated that he had some items in his pockets and told the officer they were there because he did not want to put them in a bin until he got back to the belt. The TSO said to him in a unprofessional manner that he should just hold the items in his hand then. After the patdown was conducted the caller went back to get his baggage from the conveyer and the TSO actually put his hand on his back and pushed him. The caller stated he asked the TSO not to push him and the TSO made the following statement: I will push or touch you where ever I want, and when I want.

4/23/2013

4:42:18
PM

At this point the caller asked the TSO for his name because he was going to file a complaint on him. He stated that the TSO would not give it to him and actually hid his badge from sight. The caller stated that he then asked for the STSO available and this person detained him over requesting this information. The caller stated that the STSO said he will not give this information until he has the caller's information first. He took his license and called the airport police as well. The caller feels that the STSO made him go through all this to intimidate and harass him. The STSO did finally give the caller the TSO's name, which was Officer (b)(6). The STSO would not give his name or any other information. This all took about 20 minutes or longer and the caller stated that he was really early or he may have missed his flight. The caller wants to know where and how to file a complaint.

Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: DTW

Departure Time: 8:40am

4/25/2013

3:11:42
PM

Caller had a bag of jewelry lost. Caller had 2 Ziploc bags and she is pretty sure they were in her black shoulder bag that she carried on. Caller said she asked her husband if he could have placed it in her red checked bag, but he said no. Caller said she is not sure if he would remember. Caller said she found a NOI in her bag and her checked bag had a band around the bag that she did not put on it. Caller said she has been married for 35 years and all the jewelry her husband has bought for her over all their years of marriage was in those bags and a lot of the jewelry was very expensive. Caller said there was a wide band gold watch and a tiny jade bead necklace with filigree and a silver cross on it. There was also 2 big hearts one on top of the other, one gold heart and one was silver, it hung on a triple strand chain. Caller said there were a lot of earrings. Caller said they flew from Mesa to Grand Rapids on April 9 and they went through security around noon. Caller was in a wheelchair and she got out of the wheelchair and walked through the AIT and then she had to have a patdown. Caller said she is in her 70s. Caller's daughter, (b)(6) called in about the missing jewelry and they called lost and found at Mesa. Caller flew on Allegiant Air, caller does not know the flight number. Caller would like to know if someone can check the video to see if the jewelry fell out.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Caller called in regards to several previous complaints that he has submitted via e-mail and live agent caller stated that he has not been called by the CSM at MCO and wants some type of action taken. Caller was really out of sorts and confrontational with me tried to reassure the caller that I would FWD to CSM at MCO for further assistance and some type of remedy for his complaint. Caller stated that he would like to speak to a supervisor.

4/25/2013

4:21:46
PM

Escalation Notes: (b)(6)

This caller says that he has called in several times about his issue that happened at MCO on 2/21/2013. The caller was confrontational right from the start and says that he has recorded all the calls that he has done today. The caller appeared to be taking notes on who he has talked to. His main issue is that he was made to go through the AIT machine and get a patdown at MCO and the airport hasn't gotten back to him. I eventually ended the call with him but I am reforwarding the caller's complaint to MCO.

The caller flew from BOS on April 8th to Germany and wants to file a complaint on several officers at BOS. There was a male TSO about 5'9 with curly hair and possibly spanish that yelled at her little girl who is 11. The caller stated that she told another women that is black and probably 5'6 or less that she had metal in her body and the lady told her she would still have to go through the AIT and left her arm above her head. The caller stated that because of the metal she can not do this. The TSO then used a wand to screen her after she seen she could not to the AIT physically. There was another male TSO with blonde hair, glasses, and heavier that seen the husband of the caller had a military coat and bag and made him go through the AIT twice and screened his baggage twice as well. She could not believe the experience they had. She stated that her husband was in the military for 23 years and is handicap, But of all the problems the three TSOs cause them she was the most upset with the manner in which their daughter was treated. The caller stated if we were to view video you can tell her husband because he was the only one using a walking staff.

Advised Caller:

TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

4/26/2013 1:49:11 PM Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Flight Information:

Date: 4-8-2013
Airport: BOS
Airline: International airline
Departure Time: 9:30pm
Arrival time: 7:30-8:30pm
Gate: B15

The callers daughter flew from DEN with Frontier, and had requested a patdown, as she did not want to undergo screening with AIT. The TSO refused her request, and forced her to undergo AIT screening. He wanted to know why this happened, and wanted to file a complaint as well.

Advised Caller:

4/26/2013 6:45:02 PM Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

I gave the caller the contact information for the CSM at DEN, as he did not have any information regarding the flight.

Name: (b)(6)
Phone:

From: (b)(6)
Sent: Saturday, April 27, 2013 2:56 AM
To: tsaexternalcompliance@dhs.gov
Subject: Issue at Reno airport on 2/25/2013

Thank you for your email message. We appreciate that you took the time to share your concerns with us.

4/27/2013 10:58:38 AM Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We also encourage you to check the latest information at HYPERLINK "<http://www.tsa.gov>"www.tsa.gov.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

4/28/2013 5:56:30 PM Caller flies from BWI but does not know which line to get in. She has a joint stent and the WTMDs always alarm and then she has to have a patdown. She is in her late 80s.
Advised caller:
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

Disability Description: The caller asked who she will need to speak to regarding her sons experience at the airport today. She stated that he called her and was upset. He travels for his job.

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

4/29/2013 I explained that I can forward her concern to the appropriate office for review. I explained that I can email the information to her regarding the written complaint.

12:35:08 PM I apologized to the caller for the situation.

Email sent.

NOTE:

I tried to call back for further details regarding the EWR incidents, however the number was busy. Sending to ODPO and CSMs for review anyway.

Incident Details: She stated that he has a ostomy and he has a pouch. She stated that today, at SDF, he had to empty his baggage completely. She stated that his hands did not pass the search, so he was taken to a private area and basically strip searched. She stated that they took a granola bar from him. She stated that he has to have certain foods for his condition, in the event he is not able to relieve himself on the flight. She stated that they would not give their last names and badge numbers to him at the checkpoint. She stated that his ostomy is a private part of his life, and he does not want everyone knowing about it. She stated that he used the blue card to let them know of his ostomy. She stated that he was treated as a terrorist.

She stated that this happens at EWR all the time, however not usually to this extent. She stated that in the past at EWR he was required to expose his ostomy bag by lifting his shirt. No specific details were provided regarding the incidents at EWR.

She stated that she does feel that this is disability discrimination because, if he did not have the ostomy this would not have happened. She stated her son does intend on submitting a complaint in writing.

The caller and his family were flying out of Orlando yesterday and he requested that he and his family to opt out of the AIT. His flight was at 2:30, flight number 389. He stated that a supervisor told him that he is not required to opt out because he is traveling with his family. He knows that no matter what, he can opt out. He ignored his ignorance and introduced his family to him. He said that if it is recorded, we can view this. He took the younger children and the 12 year old was left with the grandmother. His wife was there to help with the younger kids. He stated that the female TSO told his 12 year old to go through the scanner. He stated that the 12 year old told the lady no. He stated that he himself then screamed NO! and advised the TSO that this is his daughter, and she will not be scanned. He was accused by STSO that he abandoned his child. He stated that they pressured him and asked why they would not go through the scanner by convincing him that it is no different that a cell phone. He told them that he had done his research. He stated that this other TSO was in his face, and he feels that this is assault. He believes that this employee was a supervisor. He stated that as soon as he yelled NO! This is my daughter! the STSO was in his face. He stated that the entire staff at MCO is mistreated. He stated that most other airports are the same way, trying to make he and his family go through the scanner. He stated that this is what the Nazi's use to do. He stated that he is recording me currently. He wants to know what will happen because of this incident. He stated that this has happened two times. He stated that he told the TSO that he will no longer be compliant now that his family has been affected. He did not get any names of the TSO's that he encountered. He stated that he wanted to choke this TSO. It took everything not to grab him.

4/30/2013 Response:
10:50:07 AM I noted the following details from the incident:

Flight Details:
Date: 04/29/13
Time: 12:00-12:30 p.m.
Airport: MCO
Airline: TransAir
Flight Number: 389 to Milwaukee

I apologized to the caller for his experience, and informed him that I will be forwarding this information to the CSM at MCO for review.

From: (b)(6)
Sent: Tuesday, April 30, 2013 1:39 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 4/30/2013 1:39:12 PM

4/30/2013
4:35:00
PM

Name:

(b)(6)

Email:

HYPERLINK: (b)(6)

Brief Description of Inquiry:

AIT vs TSA PreCheck?

Comments:

I'm approved as part of the TSA PreCheck and enjoy the convenience. However, my metal implant always makes me go off if the lane doesn't have an AIT. This confuses 99% of your workforce, and I'm then told I should have gone through the regular line. The caller registered for a trusted traveler program to gain access to the TSA precheck line because he has metal implants. He was not allowed to go through the TSA precheck line and wants to know why.

I told him that the TSA precheck program is an expedited screening program that allows passengers to keep their shoes on, belts on, light outer wear like jackets on and other things to make screening faster. Passengers must still be screened regularly by the AIT or a patdown procedure. To be considered eligible for TSA precheck after registering with the trusted traveler program, at the time of reservation making the passenger must enter the pass ID into the known traveler ID field. They must also make sure the name and date of birth on their reservation matches their trusted traveler membership card. This still does not guarantee the passenger to get selected for TSA precheck because the information is submitted to the secure flight program by the airline. The secure flight program either selects the passenger or does not. The TSOs at the checkpoint scan the boarding pass and direct passengers which line to go to. They do not make the decision themselves.

4/30/2013
8:49:43
PM

He asked if there is a list of participating airlines and airports online.

I explained to him how to find the list of participating airlines and airports on www.tsa.gov under the FAQs on the TSA precheck section.

He went to the list and said that American does participate at JFK and LAX.

Disability Description: Caller has a prosthetic arm and the caller said he feels like he is treated like a criminal because of his disability. Caller said that he cannot remember the last time he flew.

Information Request: Caller said he needs to get through TSA without the usual struggle. Caller said his prosthetic arm is incapable of carrying anything, so he gets treated like a criminal. Caller said he gets rude, embarrassing, up against the wall, idiotic kind of treatment. Caller said they are supposed to do things in a dignified manner. Caller said he always opts out of the screening technology at the screening areas.

Caller stated he has a trusted traveler card and he stated that he cannot be asked to remove his jacket, belt, his laptop or shoes. Caller became confrontational when I told him he can only get the expedited screening when selected. Caller said he has a problem with people who do not know what the system is.

Response Details: I told the caller I will refer this to a disability specialist. I told him I cannot give him the name of the specialist that will help him.

If a passenger uses a prosthesis, he or she is not required to remove the prosthesis, and Transportation Security Officers (TSOs) cannot accept a passenger's offer to remove the prosthesis. The way screening will be conducted depends on the passenger's level of ability. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 6-7 seconds without the support of a person or device. :

5/2/2013

5:55:40

PM

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I was going to explain to the caller that he could be asked to remove his shoes and other items, but I stopped when he became confrontational.

I emailed this information to the caller.

5/3/2013

12:03:29

PM

Caller stated she just wanted to complain, she flew Fri, and the agent that screened her was rude to her, because she didn't want to go through the AIT machine, she stated she preferred to have a Patdown, and she stated he ask her questions as if she had something to hide. She stated she went through the AIT machine because he embarrassed her so bad, but she just wanted to know she had the right to opt out of it and request a patdown.

Advised: I apologized and advised her Yes, she has the right to opt out of it and request a patdown.

Caller states they called 3 weeks ago to file a report against 3 TSA agents at BOS and she called the main number to file a complaint. Callers wife (b)(6) took over the call at this point and provided following information:

Caller informed the TSO that she couldn't go through the AIT because of a shoulder replacement, husband couldn't stand straight because of his back. When the TSO was told her husband was former military the attitude of the TSO changed and because he couldn't stand straight he had to have a patdown and the TSO grabbed him and squeezed his testicles. One of the TSO agents yelled at their 11 year old daughter because she had a small amount of water which they didn't even realize she had.

Caller said the supervisor was standing there and made him remove his belt which was nylon.

Caller was told to stand up straight and he informed the TSO he needed his walking stick and it wasn't given to him and it was x-rayed 3 times before it was given back and the daughters carryon bag was hand searched and tore all apart.

Caller stated he was in the military and had to have searches and never had anything as invasive. They were flying via Icelandic Airways from BOS to Germany They asked when they would hear something concerning their complaint? They didn't get the name or Badge # of the TSOs.

Response:

Apologized to caller for the screening experience and assured the information would be provided to the CSM at BOS for their review.

Informed caller of the previous record and information from both of the calls would be provided to the CSM. Explained the CSM may be able to review the video of the screening and if additional information is required they generally prefer to communicate via email.

Informed caller removal of his belt is standard screening procedures.

Explained to caller they always have the option of speaking with a supervisor while at the checkpoint and there should be signs posted by the AIT advising them of the option to opt-out of the AIT screening, but, would be required to have a patdown to complete the screening process.

Returned call at approx. 2:57 PM to clarify the issue, caller states their complaint is because of failure to accommodate for her husband's disability and the rudeness of the screeners and also they didn't like the TSO yelling at their 11 year old daughter. Provided following information via phone and via email.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

5/3/2013
1:29:20
PM

Ladies and Gentlemen:

In 1998 I had a total hip replacement (all metal).

I am very sorry to hear that the TSA will soon discontinue use of Advanced Imaging Technology (backscatter and/or millimeter wave), which was very convenient for people like me. I travel fairly frequently, and am wondering if there is anything I can do (pre-screening, etc.) to avoid a full pat-down every time I pass through security, because I know my hip will set off the metal detector.

Respectfully,

5/3/2013

2:20:28

PM

(b)(6)

(b)(6)

April 27, 2013

Dear TSA:

On 23 Apr 2013, I was traveling through the San Jose Airport with my 89-year old father (who has dementia) to visit his grandson's Marine Corps graduation. He is able to walk, and can function at a reasonable level, but understandably struggles when going through a UNreasonable search.

While going through the TSA screening process, I was shocked to see he was sent to a "secondary inspection" area to undergo additional screening. He was asked to remove his belt and place his hands over his head, while the screening device scanned him several times. He struggles with balance issues, so this was not an easy maneuver for him to accomplish, especially while trying to keep his pants from falling down. The pat down, removing his belt and the use of the scanning device he was forced to undergo seemed not only excessive, but contrary to your policy as stated in your web site below dealing with those 75 years old and over are, according to your policy, given some leeway in the screening process.

5/6/2013 8:21:32 AM
It was shocking and embarrassing for both my father, onlookers and the TSA screeners to force an 89-year old man through a series of gyrations that only seemed to slow everyone down, but did little to enhance security. I have a difficult time seeing that security is really enhanced through such a process.
Perhaps equally important, is the seemingly ridiculous position your policies place TSA workers in who must carry out mindless tasks void of common sense. When concern was expressed to the supervisor, he was understanding and encouraged me to contact the TSA or my elected representative, which I'm doing.

Without compromising security, would it not be possible to place one person, who would have the ability to exercise independent judgment and assess that an 89-old World War 2 veteran with dementia is NOT a security threat. Or perhaps more simply, the TSA could follow their own policy stated on their web site,
"These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection."
Does "an additional pass" mean they do not go through the AIT imaging devices or must pass through the devices? Apparently, as practiced in San Jose, it means 89 yr olds must pass through the devices.

This letter is not intended to scold and lecture, but a simple request to consider RE-examining your policies as it relates to seniors. I understand safety is your primary concern and appreciate your efforts to accomplish that objective.

Thank you

Sincerely,

Caller is an American Airlines pilot. Caller asked about the off duty pilot screening procedures at Las Vegas McCarran Airport. Caller was out of uniform and was told he had to use the back scatter. Caller asked if this is correct. Caller complained because he said the TSO would not discuss this with him.

5/6/2013 8:33:00 AM
After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.
I told the caller that the way I understand this is that if a person is on duty they do not have to use the AIT. I advised the caller to contact the CSM for clarification.
The caller has two knee replacements. The caller said everytime she travels she has to go through the metal detector and she has to receive a pat-down. The caller said she always has to go to a private room and have a pat-down performed again.
5/6/2013 2:11:17 PM
The caller said she is a 78 year old woman and she is not a threat. The caller said she will be traveling again and she wanted to know what she needs to do to avoid this happening.
I told the caller if she goes through the metal detector or the AIT and alarm sounds or an anomaly appears she would have to under-go a pat-down. I told the caller she would have to under-go a pat-down even if she tells the officer she has the metal implants. I told the caller she can request to speak with a supervisor.
The caller wanted to know why the airport at Dallas Love Field has the Advanced Imaging Technology and the airport at LaGuardia does not. He stated that it did not make sense that a smaller airport would have the technology, but the larger one in LaGuardia did not. He insisted on getting an answer and refused to contact anyone else, such as the CSM.
5/6/2013 2:39:01 PM
Advised caller:
Not all airports have the AIT, but we do not have the information on why certain ones do and others don't.

She stated that they were coming through PHX to BUR today, and went through security around 7:25-7:30 a.m. Her husband has 2 knee replacements, and generally he goes through the AIT, but there was only one of those available, and it was at the other end. She thinks that there should be a sign saying that any passenger with metal implants would need to go to the specific line that has the AIT. The lines weren't long at all, and they got to walk up and go right through, but because there was no sign there saying that he should go through the AIT because of the metal implants, he got a patdown because he set off the WTMD. She thinks that the patdown was too much for an 88 year old. She doesn't understand why they didn't have them all open. Once he went through, and was patted down, they sent him back through.

Flight details below:

Airport: PHX

Airline: Southwest

Flight #: 3384

Went through security: 7:25-7:30 a.m.

Departure Time: 9:25 a.m.

Departure Date: 5-6-13

Terminal Gate: 4 C6

Advised Caller:

I told the caller that I would send her information up to the CSM at that airport so that they would know that she was upset about the fact that there was no sign, and that she thinks there should be a sign set up so that passengers can know if they have metal implants then they should go through the line for the AIT.

I am a member of TSA Pre check via Global Entry, ID # (b)(6). I use the pre check lane at DCA and IAD whenever possible and appreciate the shorter line for security. However, I have a metal hip replacement that requires me to still complete the full screening process, including removing shoes, empty pockets, etc. Plus, if the pre check lane does not have an AIT machine in use, I must endure the full pat-down procedure.

Do you have, or are you planning to have something that can be noted in my profile identifying the hip replacement and avoid the extra steps? As of now the only benefit to me is a typically shorter line, but if I am traveling with my wife, she is still stuck in the normal routine.

Thanks for whatever information you can provide. I spoke to one of the pre check headquarters staff at an AAEE conference and they promised answers, but no one responded.

(b)(6)

TSA Chief Security Officer, Retired.

(b)(6)

The caller flew from JAX on 5/6/2013 on American Airlines flight#1614 at 6:35pm. The caller said she went through the checkpoint. The caller said she went through the AIT and she could not see her personal items in the bin. The caller said she had a key clip on her purse with a small 6 inch bag attached to it. The caller said when she got on the plane she noticed the bag was missing.

I sent the caller a claim form via e-mail. I gave the caller the phone number for the lost and found for Jacksonville International Airport 904-380-4069.

Caller: Arrived from Argentina. During the screening at the checkpoint before going to Miami customer was stopped for additional screening. Stated that a female officer asked her to many questions.

Location: Miami International.
Gate: Not provided
Airline: American Airline
Flight #:490

5/7/2013
9:06:44
PM

Advised: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Tried to get more info but she said to forget the complaint after advised is a random screening.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 5/9/2013 9:27:36 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 05/07/2013 5:30 AM Airline & Flight Number : AA 623 Checkpoint/Area of Airport : TSA Checkpoint TSA Employee: (If Known) : Uniformed Screeners and Duty Security Manager Comment : My wife, who wears bi-lateral external prosthesis (breast cancer survivor), alerted the AIT. A male uniformed screener swiped my wife's hands with a cloth pad and something tested positive for further screening. Then a female uniformed screener (later ID'ed as a supervisor) approached and assisted. The male screener, without explanation as to what he was looking for, rummaged through my wife's bags and swiped contents. My wife explained she was a breast cancer survivor and had handled her prosthesis earlier that morning. My wife told both TSA screeners she was a U. S. Navy Captain who just returned from a year deployment to Kabul, Afghanistan. The TSA screeners continued searching my wife's bags and said a body pat down was required. Her bags were again machine screened. Then my wife was escorted to a private screening room. She was subjected to a full body pat down. While out of my sight, I spoke with a non-uniformed security manager (name escapes me but he is a retired USMC gunnery sergeant). Agitated, I identified myself by name and as a retired Marine (he did likewise) and asked that he help me understand why my wife, a cancer survivor and active duty senior officer just back from a year deployment, was being put through such screening. To his credit he was polite and professional explaining protocols etc. and later provided me TSA/DHS contact info for future use. Questions: 1) Why did screeners go through my wife's bags without explanation as to why and what was the purpose of swiping contents?; 2) Why was my wife subjected to full body (vice target area) pat down when the AIT alerted only the breast area?; 3) What alerted and why was there reason to swipe my wife's hands?; 4) Why do military personnel - active, reserve, retired - and whether in uniform or not (all have ID cards) have to go through the same degree of screening as the general populace? Thank you.

5/9/2013
10:18:37
AM

(b)(6) USMC(Retired)

PS Again, though annoyed by our experience, we appreciate the courteous manner in which the TSA non-uniformed duty security carried out his duties.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller traveled in February from Atlanta via Southwest. He was going to go through the AIT with his watch and belt on but it was closed down so he went through the metal detector. He took off the belt and the watch. (b)(6) and (b)(6) from TSA signed a paper and said that they saw him put his things in the bin. Now his watch his missing. It is a 1000 dollar watch. The TSA supervisor (b)(6) tried to help him. They reviewed the tapes but the tape for that lane was not working that day. There was a police filed as well. He is trying to fax his claim in to 571-227-1904 but it keeps going to a sex line.

5/10/2013
2:07:16
PM

I told the caller that TSA monitors these complaints but we do not process claims here. He would need to contact the Claims Management Branch at 571-227-1300 for assistance.

Disability Description: Caller said she called to get assistance and no one has called her back. Caller is flying from MCO tomorrow. This is her return flight. Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

EO (b)(6)

Disability Description: Caller's son is autistic and cannot stand still for the AIT screening. If a patdown is required, he may need assistance.

Information Request: Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

936229 526 Return 5 15 2013 2:17:00 PM JetBlue MCO Upcoming

Caller is concerned that they may need assistance if he is required to have a patdown.

Response Details: I told the caller I will send the request again. I gave her the CSM number to contact.

Name: (b)(6)

5/10/2013
2:19:07
PM

Phone: (b)(6)

4:30pm
I called (b)(6) back because I realized there was an incorrect date on the return flight. It was listed as 05 17 2011, but should be 5 11 2013. Caller said she spoke to the CSM and was able to make arrangements for tomorrow.

Informed caller that I would forward the information to ODPO and emailed the information on autism screening. Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. Caller is concerned that her son will not be able to perform the standing still part for the AIT and that he would not react well to the patdown procedures.

Caller:
Caller works for JFK as a member of a cleaning crew. He wants to know if pilots have to do the same screening as normal passengers. Why does he have to do the same screening as the passengers everyday that he comes to work? He is not happy that he has to come in an hour early before work to get there on time. He wants to know why the policy is that way. It does not make sense to him.

Advised Caller:
TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines.

5/10/2013

5:38:09 PM I told the caller that it is policy that everyone and everything that wants to enter the sterile area must be screened. His co-workers do the same as him everyday that they go to work. I cannot speak on why the policy is that way but that is the policy. Pilots have a different level of clearance than he does. They are completely different jobs with different requirements.

From: (b)(6)
Sent: Monday, May 13, 2013 1:11 AM
To: tsa.ombudsman
Subject: Security checkpoint complaint

First let me say that I would like a clear, personal response to this complaint. I don't want some canned reply. I am an educated taxpayer.

5/13/2013 8:34:04 AM On Sunday, May 5th in San Diego, we went through the security checkpoint after checking in for our flight on Frontier Airlines at about 5pm. I am a regular business traveler, and I'm quite familiar with the procedures. They were not using the metal detector for regular passengers, but I did observe a crew member (flight attendant) in uniform going through it. I went through the backscatter advanced imaging technology. I was not given a choice, even when I asked for one. Your own video (b)(6)

I was wearing shorts with a cloth belt that came with the shorts. When I went through security in Denver, I was wearing a leather belt and asked the TSA agent there if I had to take it off. He said no, and I was NOT checked in my belt area. I also asked the supervisor in Denver TODAY if I had to remove my belt and I did not.

In SAN, the agent said I had to remove the cloth belt. It is made of the same material as the shorts and has 2 rings for a buckle, about 2" in diameter 1/16" thick. There is no way the rings could conceal anything, and the cloth belt itself is invisible to the scanner technology. I said to the agent he was free to search me and he ordered me to remove the belt. I said I would be happy to go through the metal detector and he and a supervisor standing near said it was inoperative. Interesting since I had just seen someone screened with it.

Caller stated she wears an insulin pump. Caller stated she isn't allowed to go through the AIT machine and every time she travels the screener tells her she could go through the AIT. She feels like the screeners don't want travelers to get a pat down. Caller stated the screeners need to be polite to travelers who want to opt out of the AIT and the screeners are rude to the travelers at the checkpoint. She called the manufacturer and was told she could not go through the AIT. Caller feels like she is being punished for requesting a pat down. She flew Pittsburg to Chicago, stated she doesn't have the name of the screener.

5/13/2013 9:46:02 AM Caller stated the screening happens at both Pittsburg and Chicago airport. Every time she travels she gets an attitude from the screener when she requests a pat down. Caller thinks the TSO should stop questioning what travelers say and they don't need to convince the travelers to go through the AIT.

Advised caller I would send the information to the CSM at the airport but the caller stated she doesn't remember which airport she was flying from. Caller stated she will call back in with the other airport. Caller states last week 5/8/2013 she flew from San Juan to Newark, was pulled aside ask to go through the AIT machine, she states while she was doing that her carry on bag was out of site for like 3 minutes, and when it finally came through she noticed jewelry was missing. Miscellaneous items and for sure was 2 gold chains. She stated they gave her a claim number and it was (866-289-9673). I told her that it was not a claim number but rather the number to the TSACC.

She stated when she ask where her jewelry was, TSA told her not worry they had camera s and she was told later the camera was not working by another TSO.

5/14/2013 1:09:54 PM Advised: If she would give me her information I will send it to CSM at the airport for review. Advised she can check her claim status or file a claim on our website tsa.gov. she stated she would get her claim forms on the tsa website.
Airport: San Juan Luis Munoz Marin Airport
Airline: Jet Blue
Date: May 8, 2013
Time: 3:50 pm
Flight#: 214

The caller has a complaint. She flew to LAX on Wednesday May 8th. She stated that she has a complaint. She stated that she requested a pat down rather than using the AIT at El Paso. She stated that she was told that she could not do that. She stated that she was not sure of the TSO's name, however she did speak with a manager at the checkpoint. She stated that they made her go through the x-ray machine despite her request not to.

I advised the caller that screening by the AIT is voluntary. Passengers can opt out and receive a patdown or alternative screening rather than using the technology. The passengers right of this is posted at each AIT location.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

5/14/2013 Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

5:22:10
PM

The callers flight details are as follow:

Departing Airport: ELP
Destination: LAX
Airline: Southwest
Flight Number: 3588 @ 10:25am
Terminal: B
Gate: B6
Date and Time: May 8th, 2013 @ 8:30 am

She stated that the employee was a male officer. She stated that he was mexican, and tall in height. She stated that she told the supervisor and they told her to call the TCC. She stated that there was also a female TSO standing with him that told her the same thing.

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/15/2013 7:32:15 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/13/2013 9:15 PM Airline & Flight Number : (b)(6) Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :

Comment : As a very frequent Caucasian traveler the behavior of a TSA employee was quite disappointing. Passengers were all being screened using the AIT machines. As many of the passengers were of Asian descent, this Caucasian employee at the exit of the AIT was showing no sensitivity to language barriers and raising his voice and physically grabbing men's pockets to 'remind' them that they were to be emptied upon entry into the AIT. We were quite shocked and should have made note to the supervisor on duty. Only after we returned home that it was realized that after traveling through many airports (including TLV) that this was way over the top. I travel through this checkpoint a few times a month and the attitude and demeanor of TSA employees can be a little disconcerting. Some are actually very professional. CX has at least 4 flights a day, mostly Chinese speakers. Perhaps a sign or a Chinese speaking officer may avoid having these types of incidents happen in the future.

5/15/2013
8:08:31
AM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from ATL on May 5th to Asheville, NC and returned Wed May 8th. At the checkpoint in ATL she went right through. Coming back through Asheville she beeped twice even though she was wearing the same thing she did in ATL. She was told that she had to take her liquids out of her suitcase in Asheville. She has never had to do so in ATL in all the times she has flown from there. Caller said the screeners in Asheville were incredibly rude. She said she has never seen a more rude group of screeners at any airport. The TSOs in ATL were incredibly friendly and went out of their way to help her because she lost her driver's license at the checkpoint. They actually found it for her. She said she did not want a return call, but she wanted someone to know about the rude screeners and she was curious about why she had to remove her jewelry and her 311 bag in Asheville, but not ATL.

Airport: Asheville

Airline: Delta

Flight Number: She does not remember

Date and Time: Wednesday, May 8th. She went through screening at 11:45am or so. The flight left at 1:05pm

Location: There is only one there

5/15/2013
11:24:54
AM

I told the caller that the reason she had to remove her jewelry in Asheville is because it caused the WTMD to alarm. Since she went through the AIT in ATL, she may not have caused an alarm there. It is procedure to remove the 311 bags prior to screening so they can be screened separately. I told her she should do so on every flight. She said she would from now on. I apologized that she experienced rude screeners at Asheville and told her that I would send this to the CSM so they would be aware of her experience.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 5/15/2013 2:41:43 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : This will be the second time I will try to get a very simple question answered. I understand that as a government employee it may be your job to purposefully not answer questions and if this is the case I will stop asking.

5/15/2013

4:04:20
PM

The past 6 months EVERY time I fly with my small carry on dog I get screened for bomb residue. It was my understanding that this was supposed to be a random screening but since I have been selected and friends of mine also with carry on pets have been selected it is obvious that this is not a random process. When I inquired at LAX the other night the agent informed me that it now mandatory to do ETD with all carry on pets. When I asked him why he said he's just following protocol and it's not his job to question it. He told me to contact the TSA for an answer. Please don't misunderstand me I have no problem complying I would just like to know the reason for this new procedure. How does traveling with a five pound dog that has her carrier checked by X-ray pose a greater risk than traveling alone?

The response I got earlier in the day was that since I didn't give an airport they couldn't forward my complaint and therefore couldn't help me.

I'm not COMPLAINING, just feel I'm entitled to an explanation since I'm being singled out every time I fly. Thank you and I await your answer Would you like a response? : True Passenger's Name : (b)(6) Phone Number :
Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew last Thurs from BWI to ECP and she hasn't ever had her bag screened before. She has a colorful Vera Bradley bag this time with NOI inside checked baggage.

Then she flew back on Southwest Airlines flight number 1799 from ECP to BWI and she opened her bag and all her items were disarrayed and no NOI was inside but she knew it had been gone through by TSA.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

5/17/2013

9:09:57
AM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I apologized to the caller about her disarrayed items and I told her to call the same phone number back and push option 5 and put in the airport code ECP to speak with a CSM.

Caller stated that he does not fly much any more due to bladder cancer that he just went through. Caller stated that he has a Urostomy and feels embarrassed at time when he has to go through the screening process. He wanted to know if there was any way that the process could be speeded up some what if feels it is too much of a burden to fly. Advised the caller that he may want to check into one of TSA precheck programs and this might smooth things along some what better for him. Asked the caller if he ever takes any medical documentation along with him to help and he stated that he hasn't lately.

Gave the caller the following info:

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

5/17/2013

10:22:52
AM

Gave the caller the following info:

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre✓™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre✓™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

Caller flew from PHL yesterday and found a NOI inside her bag and everytime (last 3 times she has flown) she has had one in her bag, why is her bag pulled?
She isn't missing anything or nothing is damaged in her bag and she is just complaining.

Caller flew on 5-8- from LAS. and said the TSOs were demanding and unnecessary in the way they treat people, she doesn't like the fact that there is no diversity at LAS.
Caller says there are too many TSOs sitting around and they are only black, every single TSO agent was black, only black race was represented and she is sick of being told what to do by the people who she is paying their salary and retirement.
Doesn't appreciate their attitude and they aren't pleasant or polite, they are useless and she hates them and they haven't stopped a single terrorist, there should be a better way to go about it.
She is offended and was told the metal detectors were being shut down and everyone had to go through the AIT and everyone was patted down also.
Do the TSOs have to go through scanner when they report to work?

5/17/2013
1:19:23
PM

Response:

Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Explained to caller there are many things that could trigger an alarm such as books, food items, metal objects, etc.

Explained to caller the AIT has signs posted advising passengers they have the option to opt out of the AIT and they would be required to have a full body patdown to complete their screening experience.

Explained to caller the TSOs have to have extensive federal background checks and are issued security badges allowing them access to the secured areas.

-----Original Message-----

From: TSAExternalCompliance

Sent: Friday, May 17, 2013 11:47 AM

To: TSAExternalCompliance

Cc: Bandy, Kimberly J; Singh, Harleen; Shora, Nawar; Cartagena, Michelle

Subject: FW: Fly Rights - New Report from (b)(6)

This should go to the CSQIM as it is customer service related. The "agent became surly and attempted to confiscate my cheese so that he could eat it."

Thanks,

(b)(6)

5/17/2013
2:00:03
PM

-----Original Message-----

From: (b)(6)

Sent: Friday, May 17, 2013 9:46 AM

To: TSAExternalCompliance

Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Madison, WI 53703

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

5/19/2013
10:36:17
AM

The caller said he used to work for the FAA and his daughter is pregnant and she went through the AIT at Atlantic City. The caller is upset because he feels TSA should post information regarding the use of AIT on tsa.gov. The caller wanted to know if we do screening in Haiti, Mexico and on cruise ships.

I told the caller I would e-mail him information regarding AIT. I told the caller TSA does not do screening on cruise ships. I told the caller we only do screening within the U.S. I e-mailed the caller information we discussed on the call.

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 5/20/2013 2:52:47 AM Airport : LAS - McCarran International Date/Time of Travel : 05/19/2013 4:45 PM Airline & Flight Number : Allegiant Air Flight 516 Checkpoint/Area of Airport : Security Screening Checkpoint to Terminal D TSA Employee: (If Known) : 3 Employees, Unknown Names Comment : When attempting to tell the first TSA Employee I encountered that I have an implanted defibrillator cardiac device in my chest, the TSA employee told me that I needed to just proceed through the "Advanced Imaging Technology Machine", that it was harmless and that it wouldn't cause me any problems. I refused to pass thru the AIT Machine and the Metal Detector, and asked to be patted down instead, as I informed him that my Electrophysiologist and Cardiologist has told me on numerous occasions to NOT pass thru either machine. The TSA Employee proceeded to tell me, and I quote "Your physician doesn't have ANY idea what he is talking about, the AIT Machine has no effect on pacemakers or implanted devices, it's just cell phone technology." Well, on the contrary, cell phone technology CAN in fact have adverse effects on Implanted Defibrillators. So much so that I can not have a cell phone within 6 inches from the site of my implant. Cell phone technology has been PROVEN to carry a risk of programming erasure of Defibrillators. The TSA Employee proceeds to yell across the room "OPT-Out, I need a pat down" and tells me to position myself and stand in a small area between the ATI Machine, Baggage X-ray Machine and Metal Detector archway. I told her no, I was not going to take a chance in potentially causing myself physical harm by waiting in such a small area wedged between the very machines that I am not suppose to be near. After about ten minutes of standing off to the side next to another TSA Employee who for some reason would not proceed in a pat down, but rather just stood next to me, not allowing me to move, while my family and friends waited on the other side. When I asked the male TSA Employee next to me why we were just standing there waiting and not completing a pat down, another woman TSA Employee behind the baggage x-ray monitor rudely replies, "Anybody who OPTs Out deserves to stand and wait". I was so utterly shocked by her response that I was literally speechless. My family and friends became so enraged by the way that I was being treated, they approached a TSA Manager and demanded answers. I was finally allowed through and the male TSA Employee that escorted me and had been just standing there next to me during the entire ordeal, doing nothing, proceeded with my pat down. I received no apology from anyone for the way I was treated. I was made to feel as though I was a serious inconvenience to all TSA employees I encountered, and I left the security area feeling horribly mistreated because of a medical condition beyond my control. I did NOT choose to suffer 7 cardiac arrests at the age of 37, nor do I like the idea of having a foreign object implanted in my chest and wired to my heart, but this something I live with to keep myself alive. TSA Employees are NOT Electrophysiologists or Cardiologists and should NEVER advise any medically challenged human as to what will and will not effect them adversely. I was informed enough by my doctors to refuse. The next person with a similar condition to my own might not be as informed and could suffer serious medical injury at the hands of TSA Employees giving medical advise when they have NO business doing so. It is not at all difficult to treat another person with kindness and dignity. What happened to me today, should NEVER happen to anyone living with a medical condition that can not be controlled. It was extremely unkind, rude and unappreciated.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is complaining that the Amarillo Airport lacks communication skills while conducting screening. She stated that once while traveling through Amarillo before they had AIT she was subjected to a patdown and was not told why. Another time her husband had to undergo a patdown after going through the AIT. She is fine with all of this but wishes they would let her know what is going on before they just start patting them down.

5/20/2013 Advised caller:

9:11:40

AM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Caller flew OAK-LAS yesterday morning aboard Southwest Airlines #312. Caller is unhappy with the manner in which her pat down was conducted. Caller indicates at approximately 11:30AM yesterday morning, she was undergoing screening at the checkpoint to the far right of the Southwest terminal when she was selected for additional screening. A short Caucasian or Hispanic lady conducted her patdown and feels her breasts were cupped for an extended period of time in an unnecessary manner. Her arm was also grabbed rather forcefully by this female TSO. The caller is 83 years old and travels with a cane and was going through the checkpoint for persons with disabilities and medical conditions. Caller wants her complaint investigated and addressed specifically by personnel at OAK.

Resolution:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or Screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

5/20/2013 4:38:17 PM The caller flew on 5-8-13 at out of MDW at 1150am with Air Tran Airlines. She had to be escorted through the checkpoint by a wheelchair attendant. (b)(6) is not able to remove her shoes without a great deal of pain and she let the TSO know this prior to screening. She feels the TSO --a man in his 40s, tall, blond, with a gray goatee-- berated her for not being able to remove her shoes insisting that she was able to do so and teasing her while she went through the AIT machine. I told her that I would forward this info to the CSM of MDW for further review.

Disability Description: The callers mother (b)(6) flew from MCO on 5-22-13. His mother is 75 and has a pacemaker. She gave the card to the officers.

Response Details: If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

5/22/2013 7:58:15 PM or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I advised the caller that he did not have to file a complaint right away.
I emailed the caller the information.

Incident Details: The complaint concerns the officers at MCO. The caller states that one of the officers jerked his mother, (b)(6) out of the wheel chair and made her go through the machines after her sons had given the officer her pacemaker card and told the officer that his mother had a pacemaker and had to have a patdown. The officers insisted that (b)(6) had to go through the machines. His mother went through screening around 6:25pm through the JetBlue terminal. The caller states the female officer was very rude to his mother. The caller states they are going to take their mother to the doctor and make sure her pacemaker is not damaged. (b)(6) was wearing a Black dress with a Brown jacket. The caller wants to know if they have to file a complaint right away.

Caller had an extremely negative experience going through MDW on 5-16-13 at 9:00 or 9:30 AM, catching a 10:10 AM flight. She is 77 years old and was going through with her husband who was in a wheelchair. She went through the scanner and was told to raise her hands and she was standing around and she felt she had been there longer than the few seconds she had experienced in the past and they told her to raise her arms again, which she did and they were busy talking and she was told to exit. As she exited the machine she was told to wait, when she walked out of the machine she saw photos on her left side, a whole group of photos and the TSO told her they had to pat her down. They told her, Don't leave yet, we have to look at your picture, the photos were in vertical form similar to a filmstrip and individual pictures, approx. 5-6 photos. There were several agents looking at images and one of them told her to wait.

As she was having the patdown she objected and the agent stopped when she asked why they were doing the patdown? She has flown many times and been through the AIT and nothing has ever shown up and it has been 5 years since her surgery and nothing should have shown up.

Flight # 939 via SW, Gate # not available.

She said it made her very uncomfortable and very nervous and her husband is handicapped and she is a Colon Cancer survivor and she should have asked more questions.

Even thinks there may have been something that could have shown up she should know about and is nervous about going through this technology again.

She would go through again if she was explained what happened and she would like to know what the images were and if something showed up she would like to know.

The screening makes her feel comfortable and she doesn't mind that, but, thinks passengers should be told what is happening and provided more information. She said they could have been training agents or something and she is a former school teacher and thinks people should be told if they are training agents.

She states the images were posted on a wall as she exited the machine on her left, when she turned around it would have been on her right and then she said she was unsure if the images were on a wall or screen, but, she saw the images that appeared to be a filmstrip.

She would like to have reassurance she wasn't exposed to anything that could bring on another cancer.

5/23/2013
11:11:16
AM

Response:

Apologized to caller that she had a negative experience and explained information would be provided to the CSM at MDW for their review. Advised surveillance video may be available to for the CSM to review to see what took place with her screening.

All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

Caller asked if she opts out of the technology do they have the right to ask why she did not want to go through the AIT. Caller complained that she was given the 3rd degree over opting out. Caller said her doctor has told her the AIT is not safe. Caller said when she did a patdown, she had a tank top on and a blouse over the tank top, Caller was not wearing a bra. Caller asked to go in a private room and the TSO called to get another TSA employee. Caller said the TSO got mad at her because she asked her to call again to get her patdown because caller was worried about missing her plane. Caller said the TSO said she did not know why the other TSA employee did not come over to do the patdown and she could see the other TSA employee laughing and talking instead of coming over to do her patdown. Caller was asked to remove her blouse. Caller said she was embarrassed because she said she is fat and did not want to show her flabby arms in public. Caller said she was questioned as to why she chose to opt out of the AIT. Caller said the TSOs were both blonde and cute. Caller said they interrogated her about her reasons for wanting to opt out, caller said she started crying. Caller said the TSA employee told her she had not missed her plane that she had 10 minutes to catch her plane if she would hurry. Caller said when she got to the gate, the airplane left early. Caller was flying to NY to see a show her friend was in and this friend is a Broadway star. Caller said the tickets cost \$400 and she did not get to see the show. Caller felt that TSA was too nosey, she is 5 feet tall, does not move fast and uses a cane and she is a little old lady. Caller feels they crossed the line with her. Caller does not have a computer and can only check her email from the library. Caller is requesting to be contacted by phone.

Airport Detroit Metro
Airline Spirit Airlines

5/23/2013 Flight numbers

1:37:28 Date and time of incident 05/05/2013 5:30 am

PM Baggage tag number NA

Description of bag, color, style, size, brand NA

NOI with Writing? NA

Terminal or Gate Does not remember - it may have been D16 or B16

Contact information Caller prefers to be contacted by phone

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller is flying in a few week for the first time with her 10 yr old son. Son takes miralax. She wants to know if that will be a problem. She also has body piercing.

Indianapolis to Orlando on Southwest, probably on AirTrans.

Response:

5/23/2013
2:13:13
PM

-Passengers are allowed to bring medications in pill, powder or any other solid form through security screening checkpoints in unlimited amounts, as long as they are screened.

-An individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown. In order to ensure security, patdown inspections may include sensitive areas of the body and TSOs are trained to maintain the highest levels of professionalism.

The caller was traveling out of PDX on May 16 with Delta. When she went through the checkpoint, she went through the AIT and was bringing carry on luggage only. There was an anomaly and they had to rub something over her hand with a wand. She was then asked to go off to the side and was told that she would need to go into a different room for a patdown. She was told that there was explosive residue on her hands. She told them that the only thing on her hands was her Viva La Combe hand lotion.

She was taken into the room for the patdown with two female officers and she asked them to hurry with the patdown and to contact Delta about her flight because her flight was at 6:25 and the patdown was started at almost 6:00 pm. One of the officers told her that it would not take that long and she would not miss her flight. The lady who was doing the patdown, the caller described her as oriental woman, did not know the procedure well and had to look at the procedure illustrations on the wall to conduct the patdown. She found this frustrating because it took far longer and they would not contact Delta on her behalf. By the time she got to the flight they had just closed the gate.

She said they had to do ETD on her belongings. She said that they never reached into her jacket pocket to look at her hand lotion, though she kept pointing at it and telling them that the lotion in the pocket was the issue. They never looked in her jacket, and she ended up removing it her self after she was cleared and showing it to them. They let her keep it and told her that the glycerin in it can set off the machine. She stated that has seen nothing saying that there was nothing that stated glycerin set the machines off. She was upset that they never looked in her jacket because she could have had something dangerous in it.

She wants a copy of the report because she ended up missing her flight because of this, she had to get a hotel room with her husband, who had to drive back three hours, her husband lost a full day pay, and she lost a day of her vacation. She arrived at three o'clock to allow time. She is frustrated because it was a hand lotion: she is frustrated because she kept pointing at the issue and they did not look at it. She spoke of possible contacting her local news crew because of her frustrations and the way the screening was done.

5/23/2013
4:36:03
PM

Flight information:

Airport: PDX

Airline: Delta

Flight: Does not have the old flight number because she was rerouted.

Date: 05-16-2013 departure was at 6:25 pm

Time: She had the patdown between 5:30 PM and 6:00 PM

Location: Terminal D

Advised caller:

Spoke to the security specialist about the lotion; they said that because the officers saw the lotion it was fine.

I will escalate this to the CSM for review of the complaint.

The caller did not have her flight number because the information she had was for her rerouted flight. She was going to contact us back with that information.

Caller has concerns regarding TSA at Midway. He was going through Lane 19 which was the Priority Lane and it was 4 times as slow as the other line. It took 10 minutes for 10-12 passengers to go through. He said that they were doing OJT which is what he heard the TSOs saying to each other. He opted out of the AIT and had to stand in a position that blocked the AIT. He waited 5 and a half minutes for a patdown. He asked to speak to a supervisor and was told there was no supervisor there. After a few minutes, STSO (b)(6) and TSO (b)(6) came to the checkpoint.

Caller asked (b)(6) why they are doing training on the Priority Line and not the other one. Caller asked (b)(6) why did he have to wait and why are they doing training. (b)(6) denied that any training was occurring. Caller told him that they were clearly doing OJT and that was the term the other TSOs were saying to each other. (b)(6) said, Are you telling me how I am running my station here?

Caller told (b)(6) he wanted to talk to a manager because this was clearly a higher decision than a supervisor could make. (b)(6) said, You don't get to talk to the Manager, you get to talk to me.

5/24/2013 9:10:01 AM Caller asked if he could have his patdown now. The TSOs summoned the manager, (b)(6). Caller asked him, Why is this taking so long? I stood here 5.5 minutes for a patdown. (b)(6) said they were doing training. Caller stated that (b)(6) said they were not doing training anywhere in the airport.

Caller stated that he has 5 million miles on airlines. He believes there are serious operational issues at Midway. He stated that the TSOs were very belligerent to him.

Airport: Midway

Airline: Delta

Flight Number: Not handy

Date and Time: Today at checkpoint at 7:50am. Cleared it about 8:10am at Lane 19

I thanked the caller for letting us know the situation. I told him if he had further questions or concerns he could call back to let us know. I told him I would send this to the CSM at Midway. He wanted to know if (b)(6) was the CSM. I told the caller he was not. He said that the CSM would get a separate complaint, then. I told him I would send this up today.

From: (b)(6)
Sent: Friday, May 24, 2013 12:16 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 5/24/2013 12:16:09 AM

5/24/2013
10:21:27
AM

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Patdown vs. AIT

Comments:

My wife was supposed to fly tonight from LGA to CLE with our 17-month old daughter. We are not comfortable with the AIT scanners' health risks, and my wife asked to not use the AIT for both our daughter and herself (in case she is pregnant). The

Caller opened her suitcase after her trip home and she had documents inside and upon arrival her clothing was in a heap and her documents she had for her work were destroyed. She said her TSA lock was also broken.

I asked if she saw her bag after clearing Customs or could it have been cut off in the foreign country who may not have been able to open the TSA lock. She stated she did not look at her lock so it could have been.

She had a NOI. It did not have a time stamp on it.

She flew from Kigali to Amsterdam and entered the US at Detroit and boarded a flight to Louisville SDF.

She flew on Delta Flight #6027 from Detroit to Louisville, KY departing at 12:30 AM 5-24-13

Bag Tag (b)(6)

The bag is a black cloth large suitcase, Wenger brand.

5/24/2013 She stated her documents cannot be replaced unless she goes to Kigali and gets them again, and she would have no guarantee they would arrive in the US undamaged.

4:23:39 PM She does not wish to file a claim.

Told her I am sorry she had that experience.

She stated she also feels persecuted because she is often patted down and it is because she has large breasts.

She stated it happened in the foreign country as well.

I started to say something and she said she is aware TSA is not in other countries.

She stated In Detroit she was wearing a bra and a knit shirt and knit pants so she does not understand why her large breasts caused a patdown.

She stated nothing on her should have caused a problem with the equipment.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Todd her I will send over a copy of her complaint to the Customer Support Manager.

In typing up my notes I realized I did not read a date back to her so I called her back and confirmed the Detroit flight was today.

Disability Description: Caller had a knee replacement about 18 months ago. Caller is 75 years old.

Information Request: Caller does not want to have to have a patdown at all. Caller will not fly anymore because she doesn't want to have a patdown. Caller saw a patdown procedure being done on TV and does not want to have to go through one. Caller is almost in tears and very distressed and angry. Caller would like to know what ID is better: military ID, driver's license, or passport. Caller would like to know why people have to take their turbans off for screening. Caller feels that suspicious people are not screened as much as she is. Caller would also like to know why TSA does not do screening like Israeli airports that do background checks.

Response Details: The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. BDOs are specially trained in the operational SPOT process to identify and screen travelers of interest.

Secure Flight is a program developed by the U.S. Department of Homeland Security (DHS) to provide uniform watch list matching by the Transportation Security Administration (TSA).

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

5/24/2013 Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

5:10:56

PM

TSA anticipates these changes will further reduce though not completely eliminate the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID. Military ID, driver's license, and passport are all acceptable.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

If you want a non-traveling companion to accompany you during the screening process they need only request a gate pass from the airline ticket counter.

Emailed information to caller.

The caller want stated that she is getting selected for additional on every flight. She stated that she has went through the Redress program and actually flew twice with no problems. She stated that she flew from SEA and was again selected. She wants to know if a under wire bra will cause an alarm in the machine that shows her naked. She wants to know why the TSO told her that she can pat down her breast in the public and send her through but if she requests a private screening she will have to have a full pat down. She wants to know an alarm on her chest would cause the TSOs to test her hands and clothes for bomb residue. She wants to know why even after applying for Redress and using her RCN that she is still getting additional screening. She stated that TSA ruins every trip that she takes. She wants to know why the web site does not say that requesting a private screening will result in such treatment. She stated that she has had people fill her up, put their hands in the pants, grope her, and harass her enough.

Advised Caller:

We do not have an itemized list of possible things that could set off alarms in the AIT.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

5/25/2013
6:38:56
PM
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

This request will be granted if the TSA screening supervisor believes that a physical inspection is sufficient to determine that the item does not conceal a prohibited item.

In addition, passengers at any time may request a private screening. For Example: This option is often exercised by passengers carrying jewelry or gold bars, so as not to alert other individuals about the presence of valuable property. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing. (Explained: the additional TSO and companion is for witness for the complete additional screening)

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport I can forward a copy of your letter to the Customer Support Manager (CSM) at that location.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/27/2013 5:20:08 PM Airport : BNA - Nashville International Date/Time of Travel : 05/26/2013 3:05 PM Airline & Flight Number : Southwest Airlines Flight #1943 Checkpoint/Area of Airport : Main Checkpoint Area in between Concourse A/B and C TSA Employee: (If Known) :

Comment : I was instructed to use AIT during the screening process. After an alarm was initiated, I was asked if anything was in my pocket. I flipped the pocket inside out and said "No, it's probably this button on the pocket, my pockets are empty." I was told that the area would be patted down and before I had the chance to opt out, the agent patted down the area. I was then told I had to undergo even further screening. Before the process started (and again, it was happening quick as I was not told what was going on until I was instructed to "stick out my hands"; I said "private please". I was told "we are just going to swab your hands". I again, said "private". The agent looked confused and went to get a supervisor, who said, we are just going to swab your hands, there is no need for private. I again said, "I want it in private or I want a supervisor". My stuff was collected by another agent and 3 agents escorted me to a room, one blocked the door but kept it open, another stayed in the room, and the third began to perform the procedure. I pulled my hands away and only then did the agent shut the door. After it was completed, the agent told me "We'll put your stuff back in your suitcase". I immediately said "I'll handle my own stuff unless you have further need to inspect it thanks".

I would like to know:

5/27/2013
6:12:30
PM

1) Why I was not given the OPPORTUNITY to be screened in private to resolve the AIT alarm (it was MMW technology with ATD software)

2) Why it was so difficult to be screened in private when I was told I would need further screening. It is my understanding that I have that right and the agents are supposed to be trained for private enhanced screening.

3) Why when I voluntarily agree to AIT, private screening options are made more complicated, more time consuming, more invasive, and more hostile by the agents.

4) Why your agents feel it is OK to repack my belongings in my suitcase after the screening agent has said the belongings have no issue. Your agent picked up a \$2500.00 laptop without my permission to repack it in my suitcase, as he was saying "we'll repack your belongings" and I am NOT ok with this.

The lack of sensitivity, concern for my privacy, and desire to grab my belongings and repack them is a complete joke. I don't care if the intentions were to help me, once the screening process is done and my belongings have been "returned" to me, your agents have no right to touch them unless it is for additional screening. Your agents had humiliated me enough by touching me in public, forcing me to walk barefoot to the screening room after my shoes had been cleared, the last thing a humiliated, embarrassed, and frightened passenger wants is for his belongings to be handled by the same people who just did those things to him.

Lets make this clear, I have no issue with being screened, and no issue with being patted down in the area that set off the alarm, the whole issue here is the lack of a chance to be screened in private immediately after the AIT alarm, the fight I had to put up for the additional screening to be in private, not being allowed to wear my security-cleared footwear to the screening room, the additional hostile treatment because I wanted it in private, and the desire to continue to handle my belongings outside of the standard screening procedure (post patdown, post x-ray machine, post hand swab).

A response on how this issue will be addressed is expected.

Caller flew from St. Louis to ATL to Sarasota on 5-23, second trip in a row she has lost or lost, wrecked or broken her TSA lock. In April the lock was damaged so bad she had to get a bolt cutter to cut it off. She thinks they opened and failed to place the lock back on, but, there wasn't a NOI inside her bag.

She asked security who provided her comment card.

Delta, Flight #1179, Gate # B 4 or 10?, Taggage Tag (b)(6)

Flying frequently and always get stopped because of metal in body, always gets a patdown, inconvenience and holds up the line and can't view her items during the patdown. Could she get on the expedited screening list.

Response:

Apologized to caller and provided claim form via email.

We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

5/28/2013
8:05:04
AM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

There are two primary ways to be considered eligible for TSA Pre✓™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

For more information, including enrollment, please visit <http://www.globalentry.gov>.

Random selection only, not a guarantee for precheck, guarantee for GE when reentering the US from international flight.

May not have to remove shoes, jacket, computer from bag, etc., if an alarm sounds or an anomaly shows up may still have to have a patdown.

Caller is a Global Entry member and is registered for TSA Precheck and has used it before. Then he was denied 4 out of 5 trips. He said he was denied twice then selected then denied twice. He knows it is random but he said he is denied more than selected but also said he used to receive it all the time. He mentioned receiving it at Hobby and via Southwest a year ago but corrected himself later. He asked why he can't go through the metal detector. When he asks they direct him around it. He flies via United from Newark, Delta from Cincinnati, and American from DFW. He also asked what I mean by an appropriate flight and why he can not use all the participating airlines from any participating airport if he is in the system.

I told the caller that the screening technology is optional and he cannot request the metal detector in place of the AIT or a Patdown.

I also told him that TSA Precheck is a random process and there are no statistics. This is to keep terrorists from gaming the system. I told him to go to his frequent flier profile and verify that his name, birth date, and member pass id match his Global Entry card exactly.

5/28/2013 9:09:09 AM I told him to verify that his information is correct and try again and if he is continually not selected, then to call us back with his flight information within 3 days of flying from a participating airport on a participating airline and we can send this to the appropriate office for review.

TSA is expanding the TSA Precheck initiative to the Nation's busiest airports and will announce additional participating airlines and airports once operationally ready. The location chart can be viewed at www.tsa.gov. Southwest and Hobby do not participate at this time. You must be flying on an airline that participates at the participating airport.

In addition, participants who have opted in for TSA Precheck will not know in advance if they have been selected for expedited screening. If TSA determines a passenger is eligible for expedited screening for a particular flight, information is embedded in the barcode of the passenger's boarding pass. TSA reads the barcode at the checkpoint and the passenger may be referred to a lane where they will undergo expedited screening.

Disability Description: Caller said that he is having a knee surgery and he is in a brace.

Information Request: Caller wanted to know what to expect at screening.

Response Details: Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

5/28/2013 11:04:57 AM If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

Caller ask if he can take the brace off and send it through screening.

Advised caller that he would be permitted to do that.

Emailed caller information.

5/28/2013 2:31:33 PM On 5/6/13 at ORF, I was screened by your AIT machine and then additionally my head was patted down by a TSA person. On an earlier flight out of ORF I was also screened by the AIT machine and then touched on my unclothed upper arm by the TSA person. I am over 74 years of age and wonder at the point of additional touching after the use of the AIT. I also have a Global Entry card though the TSA person said that could not be used at Norfolk and further informed me that many people who had that card should not have it. (b)(6)

The caller stated that he will be flying from Dallas to FL. He has a colostomy and wants to know what to do for screening.

Advised Caller:

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

5/28/2013

5:04:04
PM

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

We do not require medical documentation.

From: (b)(6)
Sent: Wednesday, May 29, 2013 9:19 AM
To: TSAExternalCompliance
Subject: Complaint from Dulles Airport

To Whom it May Concern,

Attached is a complaint for an incident that occurred at Dulles Airport on 05/18/2013.

5/29/2013

12:11:00
PM

(b)(6)

Baltimore, MD 21218

(b)(6)

Attachment

Caller will fly from West Palm Beach to NY Monday 06-03-13.
She stated she normally flies from FLL so she is not at all familiar with that airport.
She stated she is 90 years old and has 2 knee replacements and an insert in her back.
She wants to take advantage of our services.

I asked if she is needing help getting to the checkpoint.

She stated she is not.
She stated screening is horrible because they feel her all over because of her legs.
She stated her knees make a noise and she is only 4 ft 8 inches and looks like a little person.

Told her we will talk about her metal implants.
Because her joints set off the metal detectors she needs to let the Officer know about them and we may be able to resolve her screening with the AIT Machine.

5/30/2013
11:11:46
AM

She stated she cannot use it because her implant is something like a pacemaker except on another part of her body.

I explained the patdown is all that is left since she cannot do the metal detector or the AIT machine, and we must screen her in order to clear her to fly.
All passengers must be screened.

She stated everyone else goes on through right away if they do not make a noise but because of her knees she gets a patdown.

Told her normally if a passenger does not set off the machine they go on through but sometimes we do random patdowns so other passengers may receive one as well.

She ask why we must pat her down.

Told her we must make sure she does not have anything concealed and to clear her screening.

She stated the Officers told her they were looking for explosives. She does not know where we think she would hide them.

She said an article she read indicated we could help old people or partially disabled.

Told her we do help by providing information on what to expect at the checkpoint and other things but I cannot promise her she will not receive a patdown.
Caller had traveled from NY, LaGuardia to Denver. At Denver during screening, she says at LaGuardia she uses the old xray, Denver has the newer machines. Her husband had a pacemaker and was able to use the AIT. She was wearing some necklaces. She was told because of the necklaces she had to get extra screening, she got a patdown. She is upset she had to get the additional screening and did not have to do this before.

Told caller

We recommend all personal items to be removed, things like a belt, wallets and jewelry.

5/30/2013
3:53:07

The officers can make a judgement call per passenger. I told her if there was an alarm during screening the officers would have to give a patdown to clear any alarm. If the officer felt comfortable enough to allow her go through with out a patdown to clear any alarm then that would be left up to that officer.

PM

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

They will clear any alarm during the screening.

They do offer a private screening when there was an alarm of a sensitive part of the body.

We try to make it as safe as possible to travel.

I told her if she wanted me to I would note my call as a complaint for her.

Caller stated he has a complaint but does not want it sent to CSM. He states he just wants tsa to know the process did not have to go that far. He stated the officers Badge# (b)(6)@ JFK but he don't think the officer was rude just did not have to go as far as he did.

5/31/2013
12:36:24
PM

Caller stated he is a Turkish Airline pilot and flew into JFK airport. Stated he was going through the checkpoint as a regular passenger. He states he showed his Turkish Airline Id which does not have an expiration date, and requested to be screened with the metal detector, not the AIT machine. He states the officer told him because his Id don't have a expiration date, he will have to have a patdown. Caller stated to TSO he didn't want a patdown, Caller states he was told to put on his Pilot shirt and then he was allowed to go through the metal detector.

Advised: I will document call, offered to send his complaint to CSM at JFK but he said no.

Hi,

I just wanted to inform you that recently when traveling through the Anchorage airport we encountered a very rude TSA employee. Unfortunately I did not get her name but I am sure you can probably narrow it down by the day and time. We were there about 5:00 p.m. on May 29, 2013. We were headed to gate B.

My son and I were in one line and my husband was in the line across from us. First of all she yelled at us to step in the line to get closer to go through the machine - AIT (although she was actually on the other line). When we did the TSA people on our line said stop, they were re-calibrating the machine. Next she started yelling for us to move over to the other device to walk through while they were re-calibrating the AIT, as we moved over there she was yelling if you have any artificial joints, etc. to get in the AIT line. Because there is lots of noise and my husband was very hard of hearing, my son and I were trying to get his attention to tell him and we were trying to tell her he has two artificial knees and she turned and yelled at us and said "I will do the talking here".

6/2/2013
9:39:45

AM

My husband is a disabled veteran with two artificial knees and is hard of hearing. He gets disoriented in places with a lot of noise and chaos. We were only trying to be helpful and let her know he was one of those passengers. She did not need to be so disrespectful and rude.

I don't know if you can identify her and coach her, but I just thought you should know.

Respectfully,

(b)(6)

I received your reply but you did not answer my question. You gave me a canned explanation of software, manufacturer's issues but did not answer my question. I was told by the TSA agents in Minot that the scanner was sent to another larger airport not because it didn't have the correct software.

When will the scanner be returned to the Minot airport? I don't think I should have to be patted down just because I have metal hips.

(b)(6)

HYPERLINK (b)(6)

Answer I received: Thank you for your e-mail regarding the removal of Rapiscan Advanced Imaging Technology (AIT) units at airport security checkpoints.

AIT is a highly effective security tool that detects metallic and non-metallic threats concealed under a passenger's clothing. Automated Target Recognition (ATR) software upgrades further enhance passenger privacy by displaying a generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

6/2/2013
11:29:51

AM

The FAA Modernization and Reform Act of 2012 (FAA Act) directed "the Transportation Security Administration (TSA) to ensure that AIT be equipped with ATR software on June 1, 2012. This Act also allowed the TSA Administrator to grant an extension, which he issued for one year, ending May 31, 2013.

One vendor's solution (Rapiscan) did not meet that deadline. In order to meet the Congressional mandate, TSA plans to remove all of the Rapiscan AIT machines. Some will be replaced with other AIT units that are equipped with ATR. At the remaining locations, TSA will use multiple security layers to provide a comparable level of security.

By June 1, 2013, only AIT units equipped with ATR software that provide enhanced privacy protection for travelers will be used by TSA at airport security checkpoints. As always, use of this technology is optional.

For more information about TSA, including our use of AIT units equipped with ATR software, please visit our Web site at HYPERLINK "http://www.tsa.gov"www.tsa.gov.

We hope this information is helpful.

From: (b)(6)

Sent: Friday, May 31, 2013 10:46 PM

Disability Description: Caller went through the checkpoint at the MSP airport and while going through inspection he was made to go through the AIT screening, he wears an insulin pump and the pump was damaged during the inspection process. The incident happened at Check point 6, he is flying with Delta airlines flight number 2322, he is flying from MSP to MIA. The incident occurred on 06-03-2013 at 8:30 am. Told caller that I will forward the complaint to the CSM at the MSP Airport. Caller stated to the tso at the checkpoint that he had an insulin pump and was worried about going through the AIT screening. He stated that the TSO told him that he will be ok and after he was cleared caller stated that his insulin pump failed to work.

Response Details: Told caller that I will refer the incident to the CSM at the MSP airport and will forward the record to ODPO.

6/3/2013 10:30:50 AM Incident Details: Caller went through the checkpoint at the MSP airport and while going through inspection he was made to go through the AIT screening, he wears an insulin pump and the pump was damaged during the inspection process. The incident happened at Check point 6, he is flying with Delta airlines flight number 2322, he is flying from MSP to MIA. The incident occurred on 06-03-2013 at 8:30 am. Told caller that I will forward the complaint to the CSM at the MSP Airport. Caller stated to the tso at the checkpoint that he had an insulin pump and was worried about going through the AIT screening. He stated that the TSO told him that he will be ok and after he was cleared caller stated that his insulin pump failed to work.

How can she file a public comment on the use of backscatter machines, read in the paper there is a comment period which is ending soon and she isn't comfortable with the machines.
She has a 13 year old girl who she doesn't want to go through the X-ray.
She is in HI

Response:

6/3/2013 11:31:31 AM Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Advised caller the AIT is voluntary and she has the right to opt-out and would be required to have a patdown to complete her screening experience.
2 Hrs prior to flight if domestic, 3 for international.

Explained to caller there will be 2 TSOs present if required to have a patdown and she can have someone present with her.
On 5-26-13 the callers husband had an accident getting out of the AIT machine at PHX, He slipped and fell, injuring his thumb. The caller needed an incident report for her (personal) insurance claim and needed to obtain that ASAP.

6/3/2013 11:37:26 AM She already had met Wendy Cline at PHX so I gave her both emails and phone number to the CSM at PHX.
Name: Wendy Cline
Phone: (b)(6)
Email: (b)(6)

Disability Description: Caller needs a cane.

Response Details: Advised Caller:

I apologized to the caller about what happened to him and told him that I would send his complaint up to a supervisor for review.

I told the caller that I would send him a claim form VIA postal.

I asked the caller for his email address and he doesn't have one.

I also gave the caller the address of where to mail the claim form.

TSA Claims Management Branch
601 South 12th Street - TSA 9
Arlington, VA 20598-6009

6/3/2013
12:14:48
PM

Name: (b)(6)
Phone: (b)(6)
Airport: DCA TO ATL then to Daytona
Airlines: Delta
Date: 6/2/13
Time: 11:00 AM
Gate: 19
email: N/A

Caller flew from DCA to ATL then to Daytona Beach and when he went through screening in DCA and his aluminum cane was broken in half. It must have become stuck or something and he told two men by the office and they gave him a roll of scotch tape and they told him that they couldn't help him hold the cane so he could tape it because they could get a lawsuit. They told him they weren't allowed to even hold it for him. He was flying on Delta and they sent a supervisor over to help him and a passenger also helped him tape it up.

He told them he needed a wooden cane to go through the AIT and they didn't have any wooden canes for him to use and a lady agent finally held out her hand and helped him walk through the AIT.

Caller stated that when he gets to ATL he told the information person there what had happened at DCA and he told him to just go down the escalator over at Gate E and there was a TSA office and there was 3 agents inside there and he ask for a supervisor and he told them what happened and that he had to get a Delta and another passenger to help him tape his cane up and he was told you didn't get it busted here and he had to explain to him 3 times that it happened in Washington DC and finally he gave him a complaint card and told him to fill it out and send it in. He stated that they were also involved in personal conversation and weren't paying any attention to him. Also they didn't offer him a cane or claim form or anything to resolve. Caller had a bad experience at FLL. She wants to know what her rights are because she is pregnant. She said that she does not want to go through screening technology. She opted out of the AIT and asked for the WTMD. She had to have a patdown and even was made to pee when the TSO's hand made contact with her crotch area. She had told her that her breasts are tender but she pushed on them anyway and even pushed on her stomach so hard she moved it. She had asked her to lift her shirt and pull her pants down 6 inches to see where her pants met her shirt. She asked for a supervisor who was not cooperative either. He told her that she had to have a patdown because she declined the AIT scanner. She did this because she is pregnant and had been allowed to use the WTMD at both Boston and Chicago Midway with no issue. He made her start completely from the beginning again and this is when she started crying. The TSO did offer a private screening but she declined it because they would not let her husband go with her even though he is military and has an id. After the screening she was hyperventilating and no one even cared.

She was going through the JetBlue terminal F8 on June 2nd at 3:30 pm.

6/3/2013
2:32:33
PM

I apologized to the caller and told her that the Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her that passengers can opt out of the screening machines but would have to have a thorough patdown. The screening machines are optional and signs are posted of this right.

I told her that passengers cannot ask for the WTMD in place of the AIT or patdown.

Passengers can request a private screening at any time and be accompanied by someone of their own choosing.

Dear Sirs:

I object to the intrusive and potentially dangerous body scanning that is used in screening passengers who fly.

The United States operates one of the most intrusive passenger screening systems in the world. Yet I am concerned about the health and effectiveness of the body scanners.

As a 68 year old grandmother, I fly perhaps 12 times a year. I have always opt-ed out of the body scanners, having survived breast cancer and being aware of the dangers of too much radiation. Not only do I find the pat-downs annoying, I feel they are unnecessary. Last month I had to wait 50 minutes to get to the head of the security line in BWI, and then another 20 minutes for a female assistant to pat me down. I nearly missed my flight (the flight itself was only 1 hour). I watched adults with children go through the metal detector instead of the body scanner. Why not grandmothers?

Since TSA is thinking of deciding to make body scanners the primary screening technique in US airports, I wonder if we would really benefit from this. Israel questions all passengers, and has staff trained to spot potential terrorists. Why can't the US do the same?

Body scanners are expensive, especially for their use in small airports. Terrorists, even if deterred from using airplanes to kill people, will devise other plans, as did the Boston Marathon bombers, the Oklahoma building bombing, the Newtown school massacre, etc.

6/3/2013
5:08:35
PM

Please consider my comments when deciding your policies.

Sincerely,

(b)(6)

Orleans, MA 02653

(b)(6)

Hi,

I am a frequent business traveler and I had two questions.

1. I am a Canadian citizen with a NEXUS card and each time I've tried to use TSA-Pre for US domestic flights, I've been told I'm randomly selected to go through regular security. This has happened with US Air, United, and American, at DCA, IAD, SFO and RDU. When I asked the TSA gate agent whether I was flagged or randomly chosen or if my Nexus number hadn't been associated with my boarding pass, they were unable to confirm. The airline gate agents told me to contact TSA directly and find out if I have been flagged due to someone with a similar name. Are you able to provide any insight? I did not provide my Nexus ID as I wasn't sure of the security of this mail queue, but I can provide if you are able to look into this.

2. I regularly opt out of the AIT machine for medical reasons, and each time, particularly at DCA, I have a very long wait for a female assist. Considering that my doctor is male and I'm sure that people's sexual preferences aren't considered when choosing a female to pat me down, is there any way that I can opt-out without having to add travel time while they look for a female agent, either by staffing more females or by allowing either gender to perform screenings?

6/4/2013
11:59:36
AM

Please feel free to reach out to me via phone or email with your feedback.

Thank you,

(b)(6)

Caller immediately asked for a supervisor or manager. I gave her to a supervisor.

Supervisor (b)(6)

The caller alleges that she held for 20 minutes to speak with an agent and after she explained what happened to her he hung up on her. She then called back and spoke with (b)(6) asking for a supervisor or manager and (b)(6) took over the call. She complained that he wasn't a supervisor because he hadn't apologized to her and then she asked to speak with his supervisor and it was at this point when I took the call.

The caller describes recent travel in which she was required to undergo secondary screening of her hair by a TSO at two different airports. She complained that she was not told that her hair would be patted down, it just happened and she is offended. She objects to the original agent - (b)(6) - telling her that the process is random and she is offended that he would say so. She is also upset that the officer who patted down her hair didn't use clean gloves but gloves that had been used to pat down others.

She says she observed a caucasian woman whose hair was in a bun that was not patted down at all. She wishes to file a civil rights complaint about this experience at both airports. She has no names of the personnel at either airport.

The caller is upset because she feels like she was discriminated against recently at ONT and PHX.

The caller flew from ONT to PHX on Wed 29 May via SW FLT 2612 and again on Sun 02 Jun via SW FLT 558.

6/4/2013
4:33:13
PM

She says she is a fair skinned woman of African descent with hair that is in medium loose curls who was required on both occasions to have her hair patted down while other caucasian passengers were not.

I explained to the caller that I would look into the issue of the disconnected call and if she wishes to pursue the complaint she could speak with one of our Multicultural agents to assist her in the process. She agreed that she would like to do so. Call was transferred to MB agent (b)(6) at this point.

(b)(6) took over the call:

Caller states that a female officer patted down her hair. Caller wants to know 1) if this is a health issue with the amount of people that the officer touches, 2) if this is a mandate that the TSA placed out that the officers will touch the hair of an African American or of foreign decent.

Advised caller that I am not aware of the reason of why her hair was screened, but the only policy reason that I know of is if a passenger's hair alarms; commonly due to pins in their hair.

Advised caller that whenever an officer needs to patdown a passenger, the passenger has the ability to request that the officer change their gloves before continuing the patdown.

Caller wanted to know if she would have heard the alarm of the machine where she has to stand with her hands above her head.

Advised caller that I believe that the AIT machine does not audibly alarm, but it shows on the screen if there is an area of concern.

Caller stated that they came from Orlando International today. She was given our number by one of the agents at MCO to file a report. She stated that she was going through security and she had someone come up. She had a knee brace on, and the agent asked if there was metal in the brace. She said yes, and the agent told her she would need to take it off, so she did. She told her that she needed to go through the AIT because of the wires in her knee because they would set off the WTMD. She told her that she would have to wait. She told her that everything had already went through the scanner, and she needed to get to her things. They were cleaning the floor and they had the machine shut down. She stood and waited and she said her stuff was just sitting out there and that someone would get it. She told her to just go through the other one, and she said that it would set it off. The agent told her that she would just need to go through the other one because she didn't know how long it would be shut down. There was a black TSO there named [h17] who was very hateful. She said as soon as it went off that she needs to step right over here. She said that she needs someone to pat her down so she can go get her things. The TSO said that she would have to wait. She said that he ignored her when she asked for him to call a female over. She said that she needed to get to her items, and the TSO told her that her items would be fine. She asked if the male could just do the patdown. She said that about 8 people went through while she was trying to explain to him that he needed to call a female over. It had taken about 15 minutes to get this done. She asked him at this point where she needed to go to file a complaint and when he asked her why she said that it was because he was very rude. He told her that this is where their conversation ends, and that he would no longer talk to her. At that point he called for someone and a Supervisor came over and she explained to her what happened. She went and got someone to do the patdown and the TSO doing the patdown told her that the other officer had done her wrong and that she needed to go up to the podium and file a complaint. Once the patdown was complete, she went up to the podium and spoke with [h176]. She asked her if she wanted to fill out the paper or just tell her and she just told her what had happened. They were in the closest scanners to the Homeland Security that were there that day. At this point [h176] told her that she needed to take the paper and file a complaint so that they could come check that airport. They have had several complaints on him, and she said that she had also been over there twice to tell the ones who were cleaning the floor that the passengers were more important. They weren't calibrating the machines or anything so they should've been open. She's been through many airports and have never had anyone refuse to call a female, and has been through many patdowns as well due to her knee.

Flight details below:

6/4/2013
7:06:05
PM
Airport: MCO
Airline: Southwest
Flight #: 909
Departure Date: 6-4-13
Departure Time: 11:55 a.m.
Went through security: 10:00-10:30 a.m.
Terminal Gate: 28

She also wants to know about the PreCheck and the programs that are available to pay \$100 for to get through screening faster.

Advised Caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

There are two primary ways to be considered eligible for TSA PreCheck™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA PreCheck™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA PreCheck™ benefits on all participating airlines should apply for membership with one of CBP's Trusted

Hi

Did not answer my question , I have I implant , so I use the AIT , do I have to remove my shoes going through the AIT as a crew member for a major us airline ?

I do have a known crew member pass.
Just wonder I get different response depending what airport .

Sincerely yours

(b)(6)

Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.

6/4/2013 8:07:15 PM TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

We hope this information is helpful.

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it was sent. The views expressed in this e-mail do not necessarily reflect the views of the company. If you have received this communication in error, please notify the sender immediately by replying via e-mail to this message and deleting this information from your computer.
Sent from my iPhone

Caller states that she flew from Omaha to SEA. Caller states that she requested assistance at the checkpoints a long time ago from both the Omaha and SEA airports. Caller states that she has extreme anxiety and OCD and the WTMD and AIT machines utterly terrify her. Caller states that every time she flies from SEA she always has an issue with her screening.

The Omaha agent was extremely nice and very helpful and set up a specific time appointment for them to meet. Caller states that they walked her through the exit, to avoid the machines, and conducted a private screening for her.

6/4/2013 9:42:55 PM Caller states that the SEA CSM never returned a phone call until today, an hour before the CSM left, who stated that she can call any time for help. Caller states that she has called the CSM several times over the past few weeks and even attempted to contact her tonight, but was told she was out off office for the time. Caller states that she is flying out of SEA at 6 AM tomorrow and wants to know if there is anyone else that she can talk to tonight at the SEA airport for assistance in the morning.
Caller wants me to forward this to the CSM so as to make her aware of the fact that she failed to attempt to assist her in any way, because she has been trying to get this help for weeks.

Advised caller that the only thing that we can tell her to do in the morning is at the ID checker is to ask for a Passenger Support Specialist. The PSS is specifically trained to assist passengers with any form of disability. Advised caller that if they are not available she should ask for a supervisor. She should explain to the party her disability and explain the assistance she received in Omaha. Advised caller that I cannot guarantee that she will receive the same or any assistance, but the party, if they are available, will attempt to help her as best as possible.

Advised caller that I will forward this to the CSM for notification.

Hello,

I am resending the email below since I did not get an answer yet and my fly is going to be pretty soon.

I would really appreciate if you can be a little more specific about what documentation I should need in order to pass security control with a muscle relaxer devise which is not attached to my body.

I just want to make sure that this device will pass control security airport after pass the X Ray since this device is very expensive and I will need it during my travels.

Thank you for your help,

6/5/2013
2:23:02
PM

(b)(6)

--- Mensaje reenviado ---

De (b)(6)

Para: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>

(b)(6) 29 de Mayo de 2013 19:10

Asunto: In Response to your inquiry.

Thank you for your answer but I would like to have a more concrete answer.

My devise is not attached to my body so the body screen does not affect me in any way.

My only concern is that I will carry this devise with me since I need it during my fly so I was wondering if during the checkpoint the Transportation Security Officer will required to show him/her some medical documentation to prove that this devise is a medical devise.

I am waiting to hearing from you.

Thank you.

I sent an email to the contact center yesterday regarding TSA policy in regards to who exactly is allowed to use the employee security checkpoints. The answer I got made reference to crewmember screening procedures and did not answer my question in the least bit. I am going to cut and paste my question and send it to you again.

This is my inquiry:

I am an employee of Delta Airlines and I use the employee only security checkpoints in MSP (terminal #1, checkpoint #3) and ATL (north side) quite often. I have heard that my spouse and people who travel using my pass benefits are also eligible to use the employee only security lines even though they do not have employee badges. What is the policy for non-employee dependents using the employee checkpoints?

This is the answer I got:

6/5/2013
4:15:31
PM

"Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints. TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met. After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

We hope this information is helpful.

TSA Contact Center"

As you can see, this in no way answers my question.

(b)(6)

Query:

Caller has a partner that is flying with him. Caller's partner has a pacemaker and he is wanting to know how she can go through screening.

Resolution:

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Verbal declaration, doctor's notes, and written declarations can be utilized in order to inform the officer of a particular concern during screening.

6/5/2013
7:27:18
PM

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

TSA does not require passengers to have medications in their original prescription bottles; however, some states have individual laws regarding the labeling of prescription medication which passengers may need to comply. Medications in daily dosage containers are allowed through the checkpoint once they have been screened.

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 6/5/2013 10:55:50 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am writing because I am deeply concerned about the Airport Body Scanners. They use aggressive technology that utilizes a form of radiation that has not been tested on humans over time.

An investigative report in 2011 by ProPublica and PBS NewsHour concluded that the X-ray scanners, then still in use, could cause cancer in 6 to 100 United States airline passengers every year, and that the European Union banned those machines because of health concerns.

6/6/2013
8:20:14
AM

It violates our rights as Americans to force us to be exposed to machinery that is likely jeopardizing our health. And it is shortsighted as a nation to use machinery that is likely making it's population more ill, over time adding to the drain of our healthcare system.

I'm all for safety on airplanes, but these aggressive machines are not used elsewhere in the world - and there are still no guns getting on flights.

Why is it that the screening process is hyper sensitive to whether I have a swig of water left in my reusable water bottle but I can get a package of shaving razors, tweezers, or a metal fork through with no problem?

You are focusing on the wrong things. Please remove the machines until proper research has been done, or give people an alternative option that is not as time consuming and personally invasive as the pat down.

As passengers we should not be forced to choose between waiting to be invasively touched and missing our flight - or exposing ourself to unnecessary radiation that in the end may cause us to miss our life.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

This morning I read in the New York Times Letters to the Editor section that the TSA is allowing public comments on airport body scanners until June 23, 2013. This is my email letter to express concern on the exclusive use of body scanners for airport security.

I fly out of DTW and with rare exception select the "pat down" for my security clearance. The rare exceptions have been one time when I was slightly late and another when I was traveling with my elderly mother.

I work as a nurse practitioner in hematology/oncology in a large urban health care center. Since statistics do not change overnight, I feel certain that in 10 years time we will note and exponential increase in the number of leukemia and lymphoma cases. On history, we will be able to trace back to frequent travel in airports with exclusive use of body scanners and the radiation exposure caused by this use as the cause. Additionally, we may also see an increase in solid tumor cancers. Leukemia and lymphoma, in addition to being catastrophic diagnoses, are very expensive to treat. They occur without regard to age.

6/6/2013 9:58:13 AM Upon arrival at the body scanner I request a pat-down from the TSA member directing traffic. On occasion the service is relatively quick. On other occasions, it is very evident that the wait period is prolonged. I cannot help but think that the prolonged wait is to cause discomfort, with the hope that the traveler (me) will change my mind and opt for screening by the body scanner. For this reason, I try to always arrive at the airport with excessive time to waste. The pat-downs I have received have always been thorough and mostly professional. The unprofessional behavior is not from inappropriate touching, but merely surly TSA workers who are expressing their dislike about having to do the pat-down.

The policy to install body scanners for exclusive air passenger screening has been a huge TSA mistake which is going to come back to haunt us - especially those with frequent travel histories and a new diagnosis of cancer.

Thank you for allowing this public comment.

(b)(6)
Dearborn, Michigan

Caller is a new hire for Allegiant in St Pete. Caller has security concerns about crew-member screening and wanted to speak to security.

6/6/2013 10:22:00 AM TSA released modified screening procedures for eligible, on-duty flight crew-members that do not require the use of AIT machines. In addition, flight crew-members are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.
4243

Caller wants clarification: he has observed that pilots at St. Petersburg walk through security without the same screening requirements as other airport personnel. He alleges that they are not screened even though they possess SIDA badges. They walk through without much screening at St. Petersburg.

Advised caller that the FSD makes these exceptions and exemptions. The decision is made at the local level.

Query:

Caller is wanting to know if the AIT affects pregnant women. Caller's daughter was forced to go through AIT in HPN--at least according to the caller.

Resolution:

6/6/2013 12:13:01 PM AIT machines have been independently evaluated by the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Caller is informed that pregnant people should not be affected by the AIT machines.

Caller is informed that we can send up her complaint to a CSM. Caller does not want to send up information; she only wants to know if her daughter can opt out for a patdown.

Caller is informed that anyone can opt out for a patdown. Caller is advised to contact us if there is any more issues.

6/6/2013 2:48:38 PM The caller has some questions about AIT. The caller wants to know if a person can opt out of AIT. I advised the caller that he could do so. I advised the caller that there was generally signage at the security checkpoint that would indicate this. The caller stated that his pregnant wife flew yesterday and was unable to opt out. The caller's wife was there with him and I had some additional questions, the caller put his wife on the phone. The wife's name is (b)(6). (b)(6) stated that yesterday 6/5/13 at approximately 5:30 or 6:00PM she went through security at (b)(6) International airport and she was flying on Alaska airlines. There is only one terminal at that particular airport. The wife stated that she had never seen an AIT machine. The wife stated that there was a sign in front of the machine that indicated that if they did not undergo AIT then they would be unable to fly. This upset the wife as she is 9 months pregnant. The wife stated that she had several xrays during the course of her pregnancy and she stated that she did not need another type of xray procedure. I advised the caller that I would send her information to the CSM at the airport and let them know about the sign. I advised the caller and her husband that generally there was a sign that would indicate that they were able to opt out of the AIT. I advised them that I was not aware of what the sign could have been but that I would send their information to the CSM at (b)(6) so that possibly the CSM could provide him with some answers in regards to the sign.

Caller wants to complain about her screening at MIA. She went thru the AIT and had to have a patdown. She was fine with the additional screening however she had her dreadlocks patted down and the TSO did not change her gloves to do so. She stated had she gotten head lice from a previous inspection then she would have had to cut her dreads because she cannot simply wash her hair.

She is a former TSA agent and knows this is not the proper protocol and thinks this need to be addressed.

6/6/2013

3:19:22

PM

Advised caller:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

The caller would like to register a complaint about screening at FLL. The caller said that he went through the AIT machine he was upset because he could not maintain line of sight with his carry on items. The caller said that when he stepped into the machine he turned around to face his items and was told by the TSA officers that he had to turn back around for the screening. The caller said this violated TSA policy.

6/7/2013

10:43:31

AM

I explained to the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. Explained to the caller that each airport's layout is different and explained that I could not tell him why this particular checkpoint was setup in a fashion where he could not see his items being screened. I also explained that in the future if he is concerned about his items being damaged or stolen he can request to speak to the on-duty supervisor or request a private screening.

The caller said he may consider doing a private screening next time and thanked me for taking the time to listen to his concern.

The caller went through security at Key West airport on 6/5/13 to board Delta flight 1366. The caller had her hair in a pony tail and whenever she went through the AIT unit, it alarmed. The female officer at the security checkpoint stated "You have something hiding in the bun on the back of your head". The caller stated that she did not have a bun but that she had a ponytail and the officer wanded her hair. The caller was cleared and she went through security. Approximately half an hour later, the caller exited security to give someone a photo at a restaurant located outside the secured area. The restaurant was named the Conch Restaurant. The caller stated that she was gone approximately 30 seconds to a minute. The caller stated that she went back through security. The incident described occurred between 10:30 and 11:00AM.

6/7/2013

10:44:03

AM

The caller stated that whenever she went back through security, the agents began to act very strangely. The female officer at the security checkpoint stated "You are hiding something in your bun and I have to touch your sensitive areas." The caller stated that she became irate and advised the officers that they were not going to touch her sensitive areas. Apparently the sensitive areas the officers were talking about was her chest area. The caller stated that the incident escalated and went on for several minutes with the officer telling her that she was going to touch her sensitive area and the caller stating that they would not be touching her. The caller stated that they eventually went behind a curtain and she allowed the officer to wand her hair but she did not permit the officers to pat her down. The caller stated that incident escalated to the point where she was cursing at the officer and another officer, a young male, intervened.

Eventually the caller was able to go on to board her flight without getting a patdown. The caller stated that the female officer repeatedly snapped the blue gloves on her hand. The caller stated that the officers swarmed her and treated her, in her words, weirdly. And the caller was very upset with the conduct of the female officer. The caller did not get a name of the officers.

I apologized to the caller for her screening experience. I advised her that I would send her information to the CSM at the airport. I advised her that we did monitor the number and nature of complaints we received at the TCC. The caller stated that it was a tiny airport with three lanes and that she was in zone 2 to board a Delta flight.

Disability Description: Caller stated he will soon be using oxygen.

Information Request: Caller asked what are the requirement for take a POC through TSA. I gave the caller the information in the template, but the caller was still not satisfied.

Caller said a friend with an POC received grief over taking the his device through TSA security. Caller said he was told that he could not take his POC when in reality, TSA was wrong and he was allowed to take the POC through. Caller said he was concerned about having a hard time getting his POC through the security checkpoint.

Response Details: Generally, the Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airline flights because oxygen is considered a hazardous material. However, passengers may check with their airline before purchasing tickets to ask if they will test an oxygen tank for safety (48 hours ahead of the flight), allow passengers to carry a specified portable oxygen concentrator (POC), or provide oxygen to the passenger.

If a passenger uses a POC, the manner in which the passenger is screened depends on whether he or she can disconnect from the oxygen concentrator. Passengers should check with their doctor to determine whether they can safely disconnect during screening. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening whether he or she can disconnect before the screening process begins.

If a passenger can disconnect from his or her POC, it is recommend that the passenger check the equipment as checked baggage whenever possible. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown.

If a passenger cannot disconnect, or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown will be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I advised the caller the POC will be screened by xray if he can disconnect, if not it will be screened by other methods. Caller still was not satisfied. I offered to send his flight information over to ODPO to make arrangements to get help getting through the checkpoint. This caller was still not satisfied with my answer and the caller does not have any flight arranged. Caller then asked where he can write to get an answer to his question. I turned the call over to Missy.

6/7/2013
12:58:25
PM

Hello,

I travel nearly every week, and have been passing through your scanners regularly. However, based on recent articles and "inconclusive" scientific studies I have read, I understand that they could be harmful to human health, particularly that of a developing fetus. And given the fact that my husband and I endeavor to have a child in the foreseeable future, I have chosen to opt-out of the scanner and elect the pat-down instead.

Sometimes the process goes very smoothly. But 90% of the time I request the pat-down, I must wait several minutes for the "female assist" to be found, end a conversation with colleague, or just get up off of a chair and come over to the screening area. With few exceptions, I experience the height of bad attitudes and unprofessionalism. The sense I get is that the TSA is trying to make it as inconvenient as possible to request a pat-down to force people to use the scanners. This is unacceptable.

6/7/2013
2:13:57
PM

Please advise as to how I should address the matter.

Thank you,

(b)(6)

Houston, TX

The caller flew from EWR to ATL to MLU, and was forced to go through the WTMD three times. However, she was also given a full patdown before being cleared. On the flight from MLU, she was forced to undergo the WTMD three times again. However, she was only wearing a lycra shirt, cotton jeans, and had no belt or shoes on. She asked the screener if the problem was her belly ring or underwear, and he indicated that was not an issue. Then, she was subjected to another patdown before being cleared. However, she is upset because of past trauma, and believes that she was discriminated against due to her gender. The caller maintained that no male was forced to undergo these procedures. She wanted to know why she was chosen for additional screening.

Advised Caller:

6/7/2013
3:41:00
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

I forwarded the call to to MB:

The caller is very upset and wants to know why she caused an alarm whenever she went through the walk through metal detector. I advised the caller that I could not tell her why she caused an alarm. I advised the caller that all I could tell her is that if there was an alarm, then the officers at the security checkpoint would have to clear the alarm. I advised the caller that in order to clear the alarm they would have to perform a patdown. The caller also wears an underwire bra. I advised the caller that the underwire could possibly cause an alarm.

The caller attempted to get me to tell her what she could wear to avoid getting a patdown. I advised the caller that I could not tell her what would cause the alarm to sound. I advised her that unless I was there I could not even begin to do so. The caller stated that she also felt discriminated against because her breasts were large as well. I advised the caller that she would have to place her complaint in writing. I advised her that she would receive an email with a link that would allow her to place it in writing.

Caller had emailed us because she tried to find where she can comment about the AIT machine on our web site but cannot find it. She was sent an email back that said that we cannot assist her. She wants to know how to find this. She complained about the AIT being very dangerous and that she has been unable to see her belongings when she was screened by Patdown because the area is not set up properly allowing her to see them and she ended up losing a computer. Also the airports are not properly staffed with same gender personnel so that people who opt out of the technology can be patted down in a timely manner.

6/7/2013 4:43:11 PM I told the caller to go to the Talk to TSA section of the website. She said she had and this is how she ended up calling us. I gave her the address to headquarters at Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
I told her that the AIT is voluntary and signs are posted advising callers of this right. Also, TSA TSA monitors the number and nature of complaints we receive and I have her complaint documented.

I told her that TSA agents are trained to maintain line of sight of her property and if they cannot they are trained to make sure she gets her items back. I told her that if she has a bad experience she may call us back with her complaint. She stated that it is not the fault of the people on the ground and again asked for someone she may write to. I told her to write to Headquarters at the address I gave her.

I even offered to send her information about the AIT machine but she said she knew about them and they are dangerous.

The caller stated that he has an ostomy. He became a member of Global Entry to try to reduce the end for so much screening. He stated that he usually does not have problems at ORD. However, everytime he travels especially in CLE he is taken a room and to show the ostomy and was ask to remove his pants to do so. He stated that he is a FAA representative and has GE he can not believe all this would be necessary for as often as he flies.

Advised Caller:

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov/sites>.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

6/8/2013 12:25:09 PM If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller stated that his autistic stepdaughter (b)(6) was on a Domestic flight from ATL to Seattle. When (b)(6) approached the checkpoint she was advised to go through the AIT by the female TSO at the checkpoint. Caller stated that when his stepdaughter gets nervous she freezes up. When (b)(6) froze up she said that she didn't know what to do. Her mother then tried to explain to her what to do and asked the TSO if she could just pull her to the side for a patdown. The security officer then shouted at the callers wife and said no she is going through this. Caller felt that the security screener was beyond unprofessional. Wanted to file a complaint on the TSO.

6/8/2013 1:02:16 PM Advised caller: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. Caller then stated that he thought it was poor customer service. Sent the information on to the CSM of the airport. Gave caller name, phone number and email of the CSM at ATL.

Name: (b)(6)
Phone:
Email:

The caller had an issue with the TSO's at the checkpoint in Building C. They were laughing and joking around and when she opted out of the AIT they made her wait for someone to pat her down. When she asked to speak with a supervisor they were rude to her and laughed at her. She spoke with a (b)(6) and a (b)(6). Her accent was very heavy and I couldn't tell which one was the supervisor or a TSO.

6/8/2013
2:45:35
PM

I advised the caller to contact the CSM with her complaint since she was still in the airport. I provided the below number.

Name: (b)(6)

Phone:

Feedback Type : Request for Information

Categories : Traveling with Children; Screening (AIT, Patdown) Current Date/Time : 6/9/2013 1:58:36 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello,

My understanding is that the full body scanners are a new technology and (1) have not been scientifically tested for long term issues on the human body - much less pregnancies - and (2) therefore have differing expert opinion on actual safety.

I am pregnant and not willing to put my child's development at risk especially when other, less controversial, technologies are available for usage.

Recently I was travelling via the US and your policies require that I pick up my baggage and recheck it forcing me to then go through a security line. I was directed to a particular line and patiently moved through the winding security line until I found myself at the end lined up to go through a full body scanner. I advised a security officer conducting traffic of my preference and I was immediately 'offered' an 'opt-out' option which I was not provided details of and I therefore assumed was something similar to the old wand used if you had accidentally set off the magnetic detector. My husband and I were quite embarrassed as we were then singled out by the guard who began shouting 'opt-out' and 'have and opt-out here' several times.

6/9/2013
3:19:36
PM

This 'opt-out' option, in the opinion I developed through experiencing it, was quite invasive. When I was required to put my feet on the yellow stickers my legs were spread so far apart that I felt quite exposed, vulnerable and I would go so far as to say violated, especially since a stranger was feeling uncomfortably close to my private areas while in such a vulnerable position. In addition, prior to the procedure starting they asked me if there were any areas I was sensitive to having touched. When I calmly voiced my preference that my private areas not be touched I was relatively quickly surrounded by three security officers being quite belligerent with me. I am not exaggerating when I say I felt dirty - in the sense that I had been mildly sexually assaulted - when the security officer was finished with me. These feelings are there every time that I remember (including right now) being forced to spread my legs so far apart while a stranger's hands touch my intimate areas. I felt that I was bullied into accepting this quite invasive procedure despite there being a perfectly valid option available, the old magnetic scanner, that was being denied to me yet provided to a whole line of other people who happened to be directed to the right line unlike myself.

On my return journey, as I approached the security person who was to review my documents I calmly informed them that I did not wish to go through the full body scanner and that I felt the 'opt-out' option was too invasive. I asked that they allow me to use the old magnetic scanner (which I had seen in use on the departing journey and is apparently opened for people for whom the full body scanner is not a reasonable option). This caused quite a lot of trouble. I was having to ask to speak with managers of increasing authority/knowledge. Most of those that I spoke with just said that they didn't have the authority as it was the policy but they were mostly polite. However, I must say that the senior manager on the floor was quite belligerent and bullying. The end result was that, after much bullying, harassment and time, I was allowed to go through the magnetic scanner. I vastly appreciated the help of the senior personnel who facilitated this which allowed me to travel by air without being violated.

I have a few members of family in the US that I occasionally like to visit and in the coming couple of weeks I would like to visit your country to shop for baby supplies as Canada (my preferred country) is a longer flight/distance from my gynecologist if there are any problems with the pregnancy. I would think a boost via tourism to your economy would be welcome. However, if I must face choosing my baby's safety vs my feeling mildly sexually assaulted and bullied I cannot in good conscience visit your country any more. It's just not a reasonable decision that you could possibly expect someone to make. I would like to point out that even the Israeli airport security, one of the strictest security forces in the world, has gone on record saying that the Caller stated her husband has Dementia. Caller flew from Ontario California to Boise Idaho on Southwest Airlines. Caller stated her husband went through the checkpoint and a female agent with blonde hair was so rude to her husband. Caller stated they went through the checkpoint 10 minutes. Caller stated they went through the Southwest Terminal that was upstairs and the second checkpoint on the left side to the AIT machine. Caller stated the female screener was so rude to her husband going through the checkpoint.

6/10/2013
9:15:07
AM

Incident happened:06-10-2013@06:15am

Airport:Ontario California

Airline:Southwest Airlines.

Terminal Gate:Southwest Terminal.

Advised caller I would send to the CSM at the airport so they can review the incident

Disability Description: Caller will fly Saturday with her daughter age 13 from Salt Lake City to Long Beach, CA.

Caller is on TPN and she has a central line in her chest and her food and fluids are all done by IV into a port. She needs to bring her supplies with her. Once before she had issues and her daughter was upset. Her daughter wants to go on a trip again so that is why she is calling.

Response Details: Call dropped.

I called her back (b)(6)

Told her I am sorry she had trouble once before. Offered to take a complaint but she said it was last year and her main concern is doing better this time. She said what happened is she put her items on the conveyor and thought she told them and her daughter had the bag and they told her daughter not to approach her. She had a doctors statement inside the bag. Somehow a bag of her fluid got zipped up in the bag and leaked and she had to replace some supplies while on her trip. She does not want to do a complaint.

6/10/2013 1:55:09 PM Told her it is important she keep her medication bag since it is hers. Also I explained if something alarms and we do not know why we do not allow anyone to approach the bag. If a person alarms we do not allow someone to approach them.

Told her to pack whatever she needs in a tote or bag and inform the Officer up front that she has liquid nutrition and fluids.

She stated she has syringes to put it into the port. I explained she may bring whatever she needs as long as she tells them she has it. She is allowed her medical bag in addition to her purse and a carry on bag if all she has it is medical supplies.

Told her to inform the Officer about her port before screening begins. Offered information about the Notification Card but she stated she would verbally tell them. Advised if we are unable to complete her screening with the AIT machine she will receive the patdown and under normal circumstances her daughter can be with her if she would like to have a private patdown.

She mentioned she wears a pump with AA batteries in it to deliver her fluids. She wanted to know if it is an issue with the Airline for her to have it hooked up during the flight.

Told to check with the airline but I would not imagine it is an issue. Disability Description: The caller has metal implants and has lost 200 pounds, so she has a lot of excess skin on her stomach. She is also elderly and 100% disabled.

Response Details: Advised caller: She will need to provide her formal complaint in writing. I will forward her complaint to the CSM and our disability specialists and send her an email with instructions on filing the complaint. It must be submitted within 180 days of the incident.

Sent email. Sending to ODPO and CSM.

Incident Details: She recently flew from GUC and had a very bad experience. She stated that she went through the AIT and was selected for additional screening, which included a patdown. She thinks that they made her receive a patdown because of the excess skin on her stomach. She did not like receiving the patdown and the whole time it was being done, a male officer kept turning around and staring at her. She also stated that the officers got upset because of her liquid prescription medication.

6/10/2013 6:45:22 PM She has a metal rod from her hip to her ankle and a knee replacement. She is also elderly and 100% disabled. The female officers were older and the male officer that kept staring at her was in his late 20s with long blonde hair.

She wanted to file a formal complaint because she feels that she was discriminated against because of her disability.

Airport: Gunnison
Airline: United Airlines
Flight #: 6158
06-09-13 at 6:55 p.m. she went through security
She does not know what terminal or gate

6/10/2013 9:10:41 PM Caller had difficulties three years ago going through PHX because the AIT was not working and he had to go through the WTMD even though he had informed TSO of his metal implants. When he alarmed not only did he have to have a pat down he was then subjected to a secondary pat down in a private room. Caller wants to request an appointment for an AIT screening. Relayed the CSM contact through option number 5 on the IVR and relayed the TCC number and he stated he had called in on the Cares line but it was not identified on the telephone screen.

Disability Description: The caller indicated that she has an implanted neurostimulator.

She he has demagnetised titanium rods in her back and neck.

She indicated that in the upper part of her buttock lower back she has an implanted computer that runs her stimulator. She has a card in regard to the device. She doesn't want to miss her flight. She will get there early.

Information Request: She asked if newer AIT technology is used or if the old ones are still in use at BDL. She indicated that knowing such would determine how what she can do at the checkpoint.

She asked if he advise of the computer ahead of time and expressed concern that TSO may think that it is a bomb.

6/11/2013 She asked if there TSA's website is where she would go to see the prohibited items list. She indicated that she was on the website under Traveler Information. She asked if she should select the link for liquids.

11:30:34 AM She is traveling from BDL to SLC.

The caller mentioned that she thinks that she will be screened via a patdown as that seems to be the simplest way.

She asked if this applied at all airports.

Response Details: I explained that the information that I have indicates that BDL is listed as an airport that has or is scheduled to receive AIT. It does not indicate which technology is listed. I advised that she can determine this by contacting the CSM via 866 289 9673 and option 5.

I advised that she inform the TSO of the metal implants and internal devices before the screening process begins. Doing so, can help facilitate the screening process. If there is an alarm or anomaly, TSO will know that she advised of the metal implants.
Disability Description: Caller wants to know if he needs a letter from his doctor.

Information Request: Caller has metal clips in his abdomen and he does not alarm when going through the WTMD but he does alarm when going through the AIT.

6/11/2013 1:05:19 PM Response Details: Explained that the AIT does not detect metal objects but I have no way to determine why he is alarming when he goes through the AIT but if he will call 72 hours prior to his next trip with his travel information we will forward the information to the ODPO prior to his travel.
Offered the information on screening of metal implants but he was already on the website.

Called and spoke with another agent about his ostomy issues at CLE when traveling and mentioned the expedited screening process. Caller has GE and thought he was guaranteed he would be allowed through precheck everytime he flies. Has had for about a year and a half and has never been allowed. States he books his flights and hasn't been entering his PASS ID in the Known Traveler Field. Generally flies United from ORD, works for the FAA on a contract basis and flies frequently. When he goes through the AIT at CLE he states he has an ostomy and the agents don't seem to know what that is and he is required to have a patdown. Stated he had to rub his hands over the bag and his hands were tested for explosives, which isn't an issue and he had to have a patdown and has been questioned about the ostomy. States CLE didn't seem to know what an ostomy was and didn't share the information with the agent on the other side of the machine. His bag was hand inspected the past 3-4 times he flew and he had a computer inside.

Response:

Explained to caller if an anomaly shows up on the screen going through the AIT it will require a patdown to complete the screening process, even if he informs the agent.

6/12/2013 8:42:50 AM Explained to caller if he doesn't want to go through either technology he can request a patdown. Confirmed the process for screening of an ostomy bag and advised he is welcome to speak with a supervisor while at the checkpoint to resolve any issues.

Explained the precheck process may only allow a passenger to not remove shoes, 3-1-1 bag and computer from the bag, belt, outerwear, etc. Will still have to be screened.

Advised to enter his PASS ID # in the Known Traveler field when booking future flights and if he continues to have issues he can contact the TCC within 72 hrs. of a denied flight and provide information, we can forward to the appropriate office for review. Explained his ticket should be booked in the exact name as on his GE card because the number is tied to his name.

Explained random selection only, not a guarantee and the difference between precheck and trusted traveler, GE.

Must be flying with a participating airline from a participating airport to be eligible. Consideration is given at the time of the booking, during the pre-screening processing.

Advised caller the screening technology for detecting metal objects in checked baggage is much stronger than the carry-on and other items can also trigger alarms necessitating hand inspection of a bag.

TSA encourages passengers to transport valuables including electronics in carry-on bag.

Caller flew ATL to LGA this morning aboard Delta Airlines flight #1586 at 7:45AM out of gate T5. Caller underwent screening at approximately 7:00AM and was advised to remove her necklace at the checkpoint as she waited to be screened by AIT. Caller placed her necklace in a bowl and waited for AIT screening. Caller went to retrieve the necklace from her bowl and it was not there. Caller found necklace on the floor as the bowl it was in had fell to the floor. The necklace was a wire wrapped necklace made of fossils. The necklace was cracked as a result of the fall from the conveyor belt. Caller does not remember the specific checkpoint this occurred out but indicated she was in the South terminal and it was the first TSA screening checkpoint on the left.

6/12/2013 10:08:42 AM

Resolution:

TSA regrets that you found items missing and/or damaged from your carry-on luggage. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found. You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

From: (b)(6)
Sent: Tuesday, June 11, 2013 1:24 AM
To: TSAExternalCompliance@dhs.gov
Subject: Unprofessional Behavior by TSA employees at VPS airport, FL

TSA External Compliance:

6/12/2013
12:04:02
PM

I am writing to express my concern at the unprofessional behavior of TSA agents at the VPS Airport, FL, on 10 June 2013 approx. 2pm.

My son proceeded through the security area and opt-ed out of the AIT screening. He did so fully aware of the TSA's decision to require pat-downs of all travelers who do so.

One of the two agents who 'assisted' him exhibited behavior associated with anger and resentment at my son's choice, despite the clear TSA policy: "Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right".

Additionally, the agent slammed his carry-on luggage onto a table and proceeded to hand search through every bit of his carry on baggage AND wallet, examining every card and checking it against his ID. I have never seen a person's personal documents searched through in the security area.

The caller said that he wanted to file a complaint. He said that for the last 12 years, he has traveled approximately 50 times and always removes his shoes before screening and puts on disposable booties. Today, he was asked to remove the booties. He said that two TSOs and a manager was very rude to him. He wanted to know if he is permitted to wear these booties through screening. He did not have any information about the TSOs or manager that was rude to him.

Departing Airport: JFK
Terminal 4
Gate: B

6/12/2013 Date of Screening: 6-12-2013
5:27:16 PM Time of Screening: Between 4:30 and 4:45PM
Airline: Delta
Flight Number: 73
Destination: BHM
Connecting Airport: ATL

I told him that passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint. Since he encountered a rude screener, I will forward this record to the CSM at JFK. I apologized for his screening experience.

December 9, 2009, Caller advises that she was inappropriately touched by a TSO in Washington DC. Caller is wanting to file a complaint about this. Caller indicates that while going through screening, she was groped by a female officer.

Advised Caller:

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

6/12/2013 5:54:49 PM Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

Caller had a hip replacement and yesterday he was going from DCA to LGA Marine Air Terminal, Delta, Shuttle flights. Today he is at LGA and the procedures were different.

Going through checkpoint he told the TSO he had joint replacements and TSO mentioned the AIT and caller agreed, was told to take his shoes off and he said he was over 70 and the TSO said he had a choice and if he didn't want to remove his shoes he could go through the magnetometer. They took him aside and he had a thorough patdown and he said at DCA they walked him through without a problem. Understands there is a job to do and after he took his belt off and they measured his shoes with some kind of instrument was told he was free to go.

6/13/2013 1:46:55 PM The supervisor then came to him and told him to take his shoes off and he told him he had gone through the magnetometer. Told supervisor what he had been told and he told the supervisor he would check into it and asked what is the correct procedure?

Caller asked about the proper procedures and consistency between airports?

Call dropped at approx. 1:53 PM.

Response:

No response, see note.

The caller stated that he bought a money belt and wants to know why he had to be separated from his money anyways. He stated that the belt is nylon and plastic. He said it was designed for security. He does not think that he should be asked to be separated from his money.

Advised Caller:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his/her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern.

Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed.

6/14/2013 My TSAHomeSearch Results For:

10:57:32 AM money belt

Check or Carry-on

http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?src=tsawebsite

The AIT is designed to find items that are attached to the body. I would imagine if you choose not to inform the TSOs of the belt it could cause alarm at the checkpoint.

TSA does not restrict passengers from carrying any amount of currency through our security checkpoints. We do, however, recommend that passengers speak with a TSA screening supervisor before screening begins to request a private screening. This will help maintain the passenger's security by ensuring the currency is screened out of the view of the general public. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing.

Caller attempted to fly on Monday from JFK to Orlando. Caller states that the lines at the airport were very slow and were continuously stopped. Caller states that when she did get to the checkpoint she was treated very disrespectfully by officers at the checkpoint. Caller indicates that the officers were extremely rude. Caller indicates that the officers did not take into account her disability. Caller is not satisfied with the fact that she is not getting to use the AIT machine because she has an animal. Caller feels that TSA does not accommodate people well enough that have medical disabilities.

Caller is wanting to know if there is any kind of expedited screening process.

6/14/2013 6:32:32 PM

Advised Caller:
We are sorry that you are not able to go through the AIT machine with your animal. You must remain with your animal at all times and while you are in the AIT machine, you will not be with your animal. You can be screened using the WTMD or by use of a patdown or both.

We do have an expedited screening process that is called TSA PRECHECK. It is important to remember, that even if a passenger opts in for TSA Preu2713™ with their airline or includes their CBP trusted traveler information when booking a flight, TSA Preu2713™ does not guarantee an individual expedited screening.

If you join on of CBP TT programs there is a 100 dollar fee that last for 5 years.

Caller:
Caller is missing his TSA locks from his last two flights. They were missing from Orlando in April and this time from MSY. He has a NOI. Nothing is missing inside of the luggage. He paid \$18 for two locks in the airport. He is 79 years old and been flying since 1944. Last April at EWR they made him remove his belt. While he was using the AIT his pants fell to his ankles. Then he had to go through a patdown. Now he uses a rope instead of a belt. Why would they not put is TSA lock back?

6/15/2013

12:40:46 PM

Response:
I apologized to the caller that he is missing his TSA locks.

You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

The caller stated that he had a very bad experience at LAX when going through the checkpoint with his family. He stated that he was told by TSO (b)(6) a male, that the machine (AIT) was broken and it would be 45 minutes before it would be working again. However, he sent another family through. When they received patdowns, the female officer, TSO (b)(6) a female, did not ask her if she wanted a private screening. TSO (b)(6) a female, helped with the patdown. He also spoke with Supervisor (b)(6) at the checkpoint. He was at Gate 68A and flying with Alaska Airlines.

6/16/2013

1:23:42 PM

LAX going through Gate 68A Alaska Airlines
Airport: LAX
Airline: Alaska Airlines
Flight #:
Date and time: 06-16-13 at 10 a.m.
Gate 68A

Sent email:

I will forward his complaint to the CSM.

Calling from Trinidad, Tobago, flew to Caribbean for vacation from JFK, and had an incident going through security screening. She had to take off her shoes and place in the tray. When she retrieved her shoes something stuck her in her right large toe and one of the TSA agents went to get a swab, tweezers and something brown was stuck in her foot, unsure if the object was metal or what, said they couldn't determine what it was. The TSA officer removed the object and dressed the toe for her and now she is unable to walk on her foot. When the incident happened the TSA agent went to another officer and he walked to where she was sitting and asked what he could do and he told the TSA agent to get the supplies to take care of her toe. Caller states she was in a wheelchair, she walks with a cane and she couldn't raise her arms in the AIT and they directed her to the WTMD and that is when she felt something in her foot.

6/17/2013

8:46:57 AM

States she is a borderline diabetic and won't be returning to the States until 7-24-13.

Flight # 525 via Caribbean Airlines, Gate # 3.

She is in Trinidad at the current time.

Response:

Mailed claim form to caller for injury.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 6/17/2013 12:30:34 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/17/2013 2:09:54 PM Comment : Please explain if I am "required" to tell a TSA agent "why" I am opting out of AIT/Machine screening? When I answered "it's my right to opt out," I was told by the TSA Agent "it's our right to ask why." I have "never" been asked why in the many many times I have traveled and opted out, so I felt this was quite intrusive and frankly, none of TSA's business.

Also, please describe what data was captured from my driver's license and boarding pass when they were given to "another" TSA agent after my patdown so he could "log" my information onto a record "just in case you decide to complain." Would you like a response? : True Passenger's Name : Provided if necessary for investigation Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she flies a lot on Southwest and was told by the airline that hair spray could be placed in her checked baggage. Caller has flown out of Oklahoma and the hair spray went to Louisiana with her. Today when she flew from Louisiana to Oklahoma. Caller got home and found three Notice of Inspections in her baggage. one of the Notice of Inspections had one hair spray removed and the caller wanted to know why her hair spray was taken out. The caller also said when she flew she was wearing a new pair of jeans with elastic waist and the AIT at both airports indicated an anomaly in her back pocket. The only problem with that is the jeans do not have back pockets. Caller asked the TSO s at both airports why was it saying she had something in her back pocket and she had no pockets. The TSO s at both airports notified their supervisor.

I advised the caller:

6/17/2013 7:31:50 PM She would receive a claim form and instruction in 24 hours. I told the caller to fill out the claim form and send it to the address on the claim form box 1 and mail the form to the Claims Management Branch. Claims Management Branch will respond with a letter of acknowledgement and a claim number to monitor the claims process on the tsa.gov website. I told the caller that the claims process was under the Federal Tort Claim Act.
As TSA screens bags for prohibited items, TSOs may find dangerous or hazardous materials inside checked baggage, which could include common household items. When carried in checked baggage these items may present a threat to the safety of the aircraft. Aircraft operators are notified when these items are found, and they will make the final decision to remove or allow dangerous or hazardous materials from checked bags following inspection.
Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

Caller was returning from Paris and upon arrival in ATL was subjected to secondary screening and in the process the TSO left her passport and boarding pass out of her carry on bag.

6/18/2013 10:51:16 AM She was contacted by lost and found stating they found her documents but that she was going to have to pay for shipping the documents to her. Caller requested that I send her the documents and wanted to know why she was subjected to secondary screening.
Explained that in the future she should inform TSO before screening begins that she has metal implants so she could be directed to the AIT instead of the WTMD and she said she did. I explained that if she alarmed during either one of the technologies we are required to clear the alarm by a thorough pat down. She then stated she never heard any alarms and she doesn't understand why this happened. Caller stated she was told by (b)(6) that when they found the passport they would send it to her.
Mailed the SF95 and informed caller how to relay information to the CSM through option 5 on the IVR.

Feedback Type : Request for Information

Categories : Traveling with a Disability or Medical Condition Current Date/Time : 6/18/2013 1:22:20 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/18/2013 2:55:44 PM Comment : I am a Trusted Traveler PASSID (b)(6). I also have a metal hip joint. What I cannot understand is why, having met the requirements for the Trusted Traveler program, TSA cannot develop a process whereby people with implants do not have to be manually handled everytime we travel through an airport that does not have an AIT machine? Using myself as an example, my metal joint will ALWAYS be on my right hip. Yet I have to endure the entire patdown process over my entire body. I use Pre-Check whenever possible, but this lane often does not have an AIT machine, so I have to be pulled from the line, remove my shoes, stand to the side until a female officer can be made available, and quite honestly, often made to feel like someone suspicious. Can't TSA put a designation on my Trusted Traveler card that I have a metal implant in my right hip, much like an organ donor is noted on a driver's license? And then resume using the metal wands, and by simply waving the wand over my right hip, the point of the metal is determined, it matches the Government issued ID card with the location of the implant noted, and I am quickly waved through the line. There are so many of us with metal implants. Wouldn't this make the screening process smoother, reduce the number of complaints, and improve overall efficiency? And those of us who have been willing already to provide significant personal information to speed up our screening won't feel like such criminals. I can tell you that I have not had pleasant experiences with the TSA officers since my hip was done.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flying in a couple days and asked if something is a security threat why isn't everything done across the board?

In LAS everytime she goes through the line when she gets through they pat down her head, she has dreadlocks in her hair and can see her scalp, there's nothing that could possibly be in there. States she doesn't use any type metal pins, etc.

She said it feels degrading and is embarrassing and it is the only location she is having her head patted down and wonders why?

She is going through the AIT and the TSOs don't tell her why they are patting her head down and she thinks it is because she has the dreadlocks. She has been flying frequently and doesn't want to be singled out and if it only happened everynow and then she wouldn't think as much about it and she said it didn't happen the last time, but, when she traveled a couple weeks ago.

States if it happens again she will call back to the TCC with names, etc. States she is more aggravated with the process than the TSO performing their job and she is all for security and safety, but, just wonders why she is having to have the procedure?

6/18/2013

4:18:58

PM

Response:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

TSA also selects passengers and their property at random for enhanced security screening.

Informed caller she is welcome to speak with a supervisor at the checkpoint for any issues she is experiencing.

Caller stated that she is upset that she has to go through a patdown because of her metal knee. Caller stated that she went through the WTMD and had to receive a patdown afterwards. Wanted to know what she needed to do so she doesn't have to receive a patdown.

6/18/2013

9:40:57

PM

Advised caller:

She could go through the AIT that doesn't penetrate the skin so it shouldn't set off any alarms. If it does alarm, the passenger would just receive a patdown of the area that was alarmed.

Caller wants to know how to avoid the AIT and to have a private patdown, he has metal implant in his back. During his last screening he was asked to lift his shirt and was embarrassed by the public exposure.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

6/19/2013

11:35:14

AM

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas.

The caller advised that she has a pacemaker from St. Jude's Hospital. Initially, she wanted to know what she needs to do in order to opt out of the AIT because her doctors have told her not to be screened by the AIT. She has an upcoming trip out of PDX on 8-14-2013 on United Airlines.

I told her that a passenger should inform the TSO's before screening begins that they have a pacemaker and wish to opt out of the AIT to receive a patdown.

Then, she stated that on a previous trip from PDX to PSP and on the return flight from PSP to PDX she was forced to be screened by the AIT by the TSOs there. The departing flight from PDX, on 2-28-2013, left at approximately 8:00AM and she went through screening about 6:00AM. She said that at the TSA checkpoint at PDX, a female TSO told her that her doctor did not know what he was talking about and needed to brush up on the new technology; after she had presented her pacemaker ID card and told them that she was not able to be screened by the AIT.

6/19/2013

12:09:19

PM

The return flight from PSP to PDX was on 3-3-2013 at approximately 4:30PM and she went through screening about 1:00PM or 2:00PM. She said that this checkpoint, two male TSOs told her that her card did not mean anything and that she would be fine being screened by the AIT. She said that she felt very embarrassed and intimidated by these actions. She said that she flew both ways on Horizon Airlines.

I told her that I will forward this record to the CSMs at both PDX and PSP since TSA failed to accommodate her based on her disability or medical condition. I offered to go over the information for filing a formal complaint in writing, but she said that was not her intent and she did not wish to file a formal complaint, only to let someone know what has happened to her.

She said that she might call back in within a few hours to provide her specific flight details. I told her that she can reference this EID when she calls back in.

Caller does not have email available to her.

Alternate number listed is her cell phone number.

Callers daughter will be flying from Jacksonville, FL tomorrow evening. She has a knee brace and will be in a wheelchair. She will also be taking syringes. He wanted to know the procedure for going through the checkpoint in a wheelchair with a brace. He also wanted to know how to transport the syringes. He said that she does have a notification card.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

6/20/2013
8:58:09
AM

To whom it may concern:

The below message throws one more absurdity on to the pile. You seem to be saying that a random enhanced search of a few passengers will deter a terrorist, because he or she won't be able to take precautionary measures based on the knowledge of a more specific targeting methodology. Point one: A terrorist always faces the hazard of being detected in advance and is reconciled to it. Knowing that he or she is unlikely to be profiled, and that a 76-year-old white-haired lady is as likely to be searched as a more suspicious looking individual, decreases the risk element in the terrorist's calculations. Point two: A terrorist willingly faces martyrdom. From that standpoint, the risk of being arrested must seem a minor price to pay. Surely a place in paradise is guaranteed eventually to those who try and fail.

Sincerely,

(b)(6)

San Rafael, CA 94903 (b)(6)

6/20/2013
4:21:44
PM

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com>

Date: Tue, Jun 18, 2013 at 6:18 PM

Subject: In Response to your inquiry.

To: HYPERLINK (b)(6)

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or Query:

Caller has a security concern about LGA and a specific checkpoint, Concourse B in Terminal D. Caller says that he travels frequently out of many airports, and LGA seems to be the most un-secure airport that he goes through.

An incident occurred approximately a week and a half ago, where the caller noticed the irregular behavior of another passenger. Caller informed the TSOs at the screening checkpoint and received word from the TSOs that this person would be screened more thoroughly. Caller watched the person go through screening without receiving any form of additional screening. Caller would also like to express his concern about the lack of a body scanner at concourse B in Terminal D, the only concourse that does not have a body scanner. Caller says that the LGA supervisor said that his concern was legitimate and it would be one year from now until they get the scanners. Caller was advised to fly out of a different concourse or airport if he was concerned. Caller believes that this was totally inappropriate because it is a security concern. Caller has also noticed that there are no swabbings done at LGA in his last ten visits. Caller is not trying to get anyone in trouble, caller is just wanting to make the concourse safer.

6/21/2013
3:14:41
PM

Caller is informed that his concerns will be sent up to the CSM at LGA for additional review.

Caller is wanting to speak with a supervisor.

Escalation Notes: GAH

The caller has expressed concerns that about LGA. He flies out of there twice a week and flies out of 15 different airports and LGA has serious security problems. He has two issues he wants to address.

1. He saw someone that kept touching his shirt like he had something hidden there. He told the TSO s and they said they would check. When the passenger that was touching his shirt went through the checkpoint the TSO s just sent him through the metal detector without a patdown. This concerned the caller.
2. He flies out of Concoars B terminal B and there are no body scanners there. He also says they never swab anybody. When he spoke to a supervisor about this she said that they would be getting a AIT in about a year. She informed him do to budget reasons is why there is only one at LGA. The caller expressed great concern about a TSA supervisor expressing concern over a security flaw at that airport.

I assured the caller that he would speak with a security agent from the TCC and we would send this to a CSM at LGA.

Caller went through Austin, San Diego, and Phoenix security yesterday. Caller states that while he was being screened in Austin, patches of cotton were rubbed on his hands and placed in a machine. What was the purpose of that? He is 87. He also received screening by AIT and patdown, even though the AIT did not alarm.

Lincoln NE

6/21/2013 Advised caller:

6:01:37 PM .The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas.

TSA has used this technology to screen passengers' hands since 2008; however, the decision to expand this procedure to the checkpoint queue, checkpoint, and other areas of the airport was based, in part, on the attempted airline bombing on December 25, 2009. Expanding the use of ETD is considered a valuable additional layer of security.

Caller s 7 and 8 year old grandchildren flew home unaccompanied from BUR to PHX after visiting her. There mother is muslim and meet them at the gate at PHX by obtaining a gate pass from the airline, US Airways. The mother stated that her private parts were touched after she had to have a patdown. She believes that the patdown was inappropriate and does not understand why she had to have the patdown since she was not boarding a flight. The mother (b)(6) told the caller that the TSOs would not allow her to use the AIT scanner because it was out of order, nor could she use the WTMD. The mother also said that she feels she was profiled based on her religion and required to have a patdown. The flight that the children were on was US Airways 2836 that arrived today, June 21st at 1130hrs, and the incident occurred around 1100hrs. Caller would like to file a complaint with the manager at PHX due to the inappropriate patdown and was calling to see if someone could look into this as discrimination or profiling.

6/21/2013

8:28:05

PM

Apologized to caller for her daughter-in-laws experience and explained that every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Because your complaint concerns the conduct of TSOs at a specific airport we will forward the complaint to the Customer Service Manager (CSM) at that location for review. Also, explained that if she feels that the incident occurred due to profiling, she will need to put her complaint in writing to TSAs Multicultural Branch. Explained that we will send her a email containing a request for information that she can respond to in order to request the investigation.

Disability Description: Caller had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

Response Details: This call came in on the normal general line so I began handling it as if it were going to be a CSM escalation. I told her I would send this to a CSM, but she did not want it to just go to someone at PHX. She said she wanted to file a complaint with corporate. I told her she could write to Headquarters if she would like. She did so I gave her the Headquarters Address. She wanted to know if I was going to send her a copy of the complaint. I told her I could not but gave her the EID number.

After talking with her I realized it was a TSA CARES issue. She said she felt like this happened because of her medical condition. I told her to file a formal complaint she would have to put it in writing. I gave her the address to send it to. She asked if I could just email that to her. I told her I could not, but remembered after the call that I could so I did.

Caller was calling from the PHX airport and had to hang up because she had to board her flight.

Incident Details: Caller had a notification card stating that the medication cannot be xrayed. They wanded the medication. She flew from Columbus. But when she arrived at the PHX this did not happen. They acted like she was a security threat. The TSO sent her to a different line down different conveyor belts. She was pulled out of line, she had to take her shoes off. They had to pick up her property and take it to a different line. She felt like she was being segregated.

6/23/2013

11:55:46

AM

She walked through the AIT and then was told she had to do a patdown because her medication could not be xrayed. They put the medication in a machine. She said there was no reason for this and it was humiliating. They did not have to do this in CMH and should not have had to do this in PHX.

She asked to speak to a supervisor. He gave her a card with a name on it of (b)(6) manager. She had to patdown a breast that just had a biopsy on it. She asked for the policy that said she had to have a patdown when her medication could not be xrayed. She did not want to give her email address at first because she said that was another way for her to get on some sort of list. But then she said it was hard to get in touch with her by phone during working hours.

It was such a contrast from her previous flight that she felt humiliated. The screening procedures were completely inconsistent.

Airport: PHX

Airline: SW

Flight Number: 3681

Location: Terminal 4 Gate C17

Date and Time: June 23 at 7:30am (Time she went through the checkpoint)

The caller had issues when she came to PHL. She flew out on Thursday 06/20/2013 at approximately 6-6:30. She had a 7:00 am flight. She had issues with the checkpoint. She is thinking of calling the lawyer. She flew with US Airways. She went through the AIT and had to do a patdown. She started to get patted down by a man and when he got to her breasts he said, oh you re a woman. He had a woman come over and told her that she was a woman. The TSO told her that she did not present herself as a woman and from here on out, when she came through the checkpoint she needed to let the TSO know that she was in fact a woman. She indicated that everything she was wearing was true to size and she was not presenting herself as a man. She was told by another agent that technically as agent they should know and if they have questions then they should request to see a boarding pass without saying anything that could be rude. She says that she feels discriminated against and thinks she may need to call a lawyer.

She had a short hair but her clothing clearly allowed them to see her breasts.

6/23/2013 Advised caller:

1:59:18 PM I transferred to MB.

ABaker completed the call.

I spoke with (b)(6) who was visibly upset. I did explain to her that the complaint needed to be in writing and sent to the Multi Cultural Division of civil rights and liberties. She kept insisting that she felt singled out and discriminated against based on her sexual orientation.

The TSO agent that she spoke with first was a caucasian lady that was short, pudgy and had white hair. This was the agent that told her that she needed to present herself as a woman and explain that she was a woman everytime she came through the checkpoint.

I also let her know that I would send this complaint to the CSM at PHL as well, so that an instance such as this would not be repeated.

Today at Newark airport, my 12 year old daughter went through an AIT. She sent the alarms off because she wear a Boston Brace for scoliosis. We offered to take the brace off and walk through again, but they refused. Actually, the tsa woman agent on the other side of the AIT refused, she said it was not in compliance with procedures. The other two agents were willing. According to your website, that should have been permitted. When the supervisor came over he also said that this was not allowed. My daughter then had to be taken in another room to be searched. I believe your guidelines must be gone over again with your agents. The woman at the gate was not very nice, however, the woman who searched my daughter was very nice. This caused a delay of thirty minutes. This occurred at around 4:20pm.

If I can provide you with any other information please let me know. This situation caused us great humiliation and stress. People behind were complaining because of the unnecessary delay.

6/24/2013

8:38:04 AM (b)(6)

Hamilton NJ 08619

(b)(6)

Sent from my iPhone

Feedback Type : Security Issue

Categories : Advanced Imaging Technology Current Date/Time : 6/23/2013 11:15:24 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/05/2013 3:30 AM Airline & Flight Number : Delta 2159 Checkpoint/Area of Airport :

Terminal B Security Checkpoint TSA Employee: (If Known):

6/24/2013 Comment : At both JFK, ATL and MCO, I noticed the TSA screeners were screening lines with the advanced imaging technology scans rather than doing random scans of people from across all of the security lines. At JFK and MCO, I was in the line that got scanned and at ATL I was in the line next to the line that got scanned. This poses a security risk because someone smuggling something just has to move into one of the lines not getting scanned. I saw people doing that and brought it to the
8:38:39 AM attention of the person at the scanner in JFK, but she either didn't hear me or ignored me.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Metal implants, hip replacement.

Information Request: Caller asked questions concerning metal implants during the screening process as she traveled to Dublin Ireland from the U.S.. I instructed the caller from the template below on the proper procedures (patdowns, documentation, AIT screening....etc) when doing traveling with metal implants.

6/24/2013

10:24:41 AM I explained to the caller that they would need to notify the TSO conducting the screening about the location of the implant so that it wouldn't be a surprise when if it alarmed; if it did alarm then additional screening may occur, specifically in the area of the of the implant, such as a patdown by a same-sex officer.

This electronic transmission contains information from the law offices of (b)(6). This transmission is confidential and may be protected in whole or in part by attorney-client privilege, as well as other privileges and/or immunities. This transmission is intended solely for use by the above named recipient. If you are not the above named recipient, be aware that any disclosure, copying, distribution or use of any portion of this transmission is strictly prohibited. If you are not the above named recipient, you should immediately reply to this e-mail, stating you received this e-mail in error, and then delete the e-mail and any attachments from your system. If you are the above named recipient, unless you notify us otherwise in writing, your electronic reply to the above identified sender constitutes your acknowledgement that electronic transmissions are susceptible to interception and your agreement to send and receive confidential information via this medium.

Dear TSA,

6/24/2013 6:27:22 PM I was at the Des Moines airport today, boarding a flight. While at the TSA checkpoint, I asked a supervisor if I could bypass the AIT screening and opt for a pat-down. She told me that was not allowed to do that. I told her that was not true, and she left, instructing other TSA agents to subject me to additional screening. I found this not only unprofessional, and in violation of the TSA's own rules, but found the additional screening to be more punitive, rather than effective. Certainly someone questioning the TSA's application of the TSA's own rules is far more likely to be a non-threat than the average passenger (although as they are both so unlikely to be a threat, that I have no idea why locking the cockpit doors has not already eliminated the need for officious TSA supervisors). Please look into this matter and update me on your findings. Thank you.

(b)(6)

Des Moines, Iowa 50309

Caller flew on June 20th and returned on the 24th from Minneapolis. She is visually impaired and went through the AIT and she had a patdown. The TSO were speaking to her husband rather than her while she was being patted down and she thinks that this is inappropriate. She wants to make a complaint about this.

This happened on the 20th from Minneapolis to Seattle on Delta flight number 1653. She was going through G15 at about 5:00 am. She does not have any names or descriptions of the TSO s involved because she did not think about this until she got on the plane because it was so early.

6/25/2013 10:18:56 AM I asked her if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

I also asked her if she is calling with a different concern such as poor customer service? She stated that this is poor customer service.

I apologized to the caller and told her that our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

TSA appreciates that you took the time to share this concern with us.

Disability Description: Callers brother is a cancer patient who had just underwent a radiation treatment by having isotopes placed in his skin.

Response Details: TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

I apologized for the inconvenience.

I told her by federal regulations our Disability Branch needs to receive the complaint in writing, and informed her I would email her the request for information template the outlines everything TSA will need to begin an investigation on this.

6/25/2013 1:42:27 PM Caller then rambled about the government and how the TSA is useless.

I am emailing the caller the RFI.

Incident Details: Caller who is a cancer patient, they did a full body scan knowing that he had radiation treatment. Caller states the brother had requested to opt out of the Advanced Imaging Technology, but was forced by the officer to go through the Advanced Imaging Technology regardless of his explaining to the officer that he could not go through that. They refused to read his doctors letter.

He s a little old man, and they did this to him. This should have never happened, and she is threatening to contact her attorney, the president, and numerous other branches of government regarding this complaint.

Caller flew yesterday from MCI and he opted out of the AIT. During the process he was selected for additional screening. Caller stated the TSO stumbled and dropped the bin. When the caller arrived at his destination the iPad home button was not working properly. He had to go in the private screening due to a positive ETD glove test. It was tested again in the private screening and was negative. He was left alone in the back room for 4 or 5 minutes. When the TSO came in he asked another TSO to block the door, for his privacy. The TSO asked if the caller had been there earlier and the officer asked if he was the same person and came back. The officer stated, You look like someone that was here earlier and left and came back. Caller stated he did not feel any safer. Caller stated the door being held by another officer was not very reassuring of safety. Caller has never had an encounter like that. Caller always opts out of the AIT and never had any problems like this. Caller felt overwhelmed and intimidated. The secondary screening was conducted by a younger Caucasian man with red hair and a beard and glasses, about 5'8" to 5'10". Caller stated his wife was waiting outside and he felt he was left in there to make him sweat, because the officer was just walking around outside to get gloves. Caller stated it felt like a really long time and he knows it does not take that long to find gloves. The TSO who dropped the bin was very polite and apologetic. Caller felt the screening was very unprofessional. A taller, skinner African American male 6 feet tall was the one who stumbled and dropped the iPad.

Advised Caller:

6/25/2013 9:05:57 PM I do apologize for your experience and that your items were damaged. Security Officers receive training to properly inspect passenger bags and are required to exercise great care during the screening process. We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Support Manager (CSM) at that location. You may wish to file a claim for missing and/or damaged items by completing a claim form. A claim form will be sent to you within 24 hours of this response. You should contact that airport's contract screening company by the links provided on our Web site at <http://www.tsa.gov/stakeholders/frequently-asked-questions-2>.

Airport: MCI
Airline: Southwest
Flight Number: 644
Date and Time: 06-24-2013 4:15PM
Location: Terminal B Gate 43

Caller has a complaint. Callers husband is handicapped. Caller said they went through Logan Airport and they flew on Delta to Raleigh Durham. Caller said they were supposed to leave at 12:45 and did not leave until 2 pm. Caller said her husband is paralyzed in his right arm and he cannot move this at all. Caller said he told them he was paralyzed in that arm when they tried to do the AIT. Caller said they pulled him aside and they did a complete patdown. Caller said he had his arm on a sling and TSA swabbed it for explosives. Caller said they touched his genitals with the back of their hands and also his backside. Caller said they put their fingers inside his waistband. Caller said after the sling was swabbed and they put this swab in a device. Caller asked if there was an easier way for him to be screened. Caller said her husband has a difficult time getting his belt back on and he has to drop his pants to his knees to get his belt back on. Caller said her husband really does not want anyone to assist him with his belt. Caller wanted this recorded but does not want to complain about **HYA** TSOs, it is more of a complaint about the procedures used. Caller said her husband's arm is atrophied and he cannot move it without lifting it with his other arm. Caller wanted to suggest that TSA address the issue of screening a person with the disability of a paralyzed arm. Caller would like to see TSA develop another screening method that would allow the person to retain their dignity by being able to help themselves.

I explained to the caller that the patdown is done if someone cannot undergo the AIT. I told her the AIT is the preferred method of screening and if that can't be done, they have to do the patdown. I told the caller I will forward her information about the AIT and information that has the patdown procedures. I told her he can request a private room, but TSA would not want her husband to drop his pants. I provided her the information for filing a disability related complaint.

6/26/2013 3:30:32 PM If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov
Transportation Security Administration
Disability and Multicultural Division
601 South 12th Street
Arlington, VA 20598

TSA encourages passengers with disabilities or medical conditions to arrive at the airport early

I told her about TSA Cares and how it works. Travelers may call TSA Cares toll free at 1-855-787-2227. I told her to call 72 hours before a flight.

I told her she can ask for a Passenger Support Specialist

Disability Description: Call was received on the Normal-General line and converted.

Caller has disabilities and she will need help for her return flight that is two months out.

She has diabetes and a cerebral spinal fluid leak that causes her to get dizzy and faint. She has CRPS: Chronic Regional Pain Syndrome which is a Post-traumatic disorder of her knees down due to trauma. She has constant pain in her knees ankles and feet.

Response Details: I advised caller that she should recontact the TCC with her request for assistance at least 72 hours in advance. The amount of time she was providing between now and her September flight was more than necessary and I could not escalate the issue so far in advance.

1. Does she need a TSA card now?

I advised caller that the TSA card was not necessary to request assistance. She should call the TCC better than 72 hours in advance of the flight to make arrangements.

6/26/2013 10:24:35 PM 2. Can I advise caller about getting a scooter in Berkley?

I cannot help her with the second request.

I advised caller that she would have to provide her disability-related grievance in writing and asked her if she was alright with it. She advised that she would do so. I obtained her e-mail address and sent her the information on how to do this.

Caller also advised that the flight was a disaster because they paid extra money for a special seat and it was broken. This caused her problems afterward. This was an American flight (177) on June 11th.

I advised caller that I could not assist her with this part of the complaint, but provided the ACPD contact number and sent the same to her via e-mail.

Incident Details: She lives in Brooklyn. She is now in Berkley. She had problems clearing screening at JFK. She has mobility issues and has problems taking her shoes off. She was in a wheelchair. She was given trouble regarding her shoes. Because of this, caller wants help getting through the checkpoint.

Caller advised that this problem occurred on June 11th at 1800 hrs at JFK, Gate 47.

Caller called ahead to get a wheelchair and her friend went right through. Caller wanted to opt out of the AIT because she does not believe what she is told about the equipment. She got an argument about her flip-flops. She was required to go through the AIT and had to stand on one leg at a time while her flip flops were examined. They were friendly, but disregarded her needs. She was required to undergo screening like any other passenger.

Hello,

I travel frequently, and usually have to go through the abhorrent AIT machines (don't worry—this isn't a complaint letter, I just can't refer to those machines without using a nasty adjective). Lately, when I get through the machine, the TSA agent swipes or pats down my right knee. This happens probably 75% of the time.

6/27/2013 8:27:38 AM Obviously, the machine is picking up something. I've never had any knee surgery and have no artificial body parts. Do you know what could be causing the machine to tell people to touch my knee? I'd rather not have to be touched, and I'm sure the same goes for those touching me.

Any ideas?

Thanks,

(b)(1)

Caller is trying to reach someone in traveler ombudsman and Traveler Engagement, Office of Civil Rights and Liberties. She says an officer done something unusual and she wants to know if this is considered discrimination or violation of her civil rights and liberties. Caller wants to speak with the Ombudsman.

Advised caller:

I attempted to find out if the incident was an alleged act of discrimination. We have a multicultural branch here that handles Civil Rights and Liberties.

CALL TRANSFERRED TO MB AGENT (b)(6)

6/27/2013 11:36:36 AM Caller states she is an experienced traveler, never has anyone asked to check her hair for any reason. Is this action normal to receive secondary screening in the form of a patdown on the hair?

Caller Advised:
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

Caller did not wish to pursue a civil rights or liberties complaint.

Caller tried the website but found it confusing. He has a complaint against a rude screener at LAX last Thursday 6-20-13 at 6:20 AM.

He was at LAX at Terrace 3 Checkpoint Isle 6. They were preparing to board an Allegiant Flight to Montana.

The head guy was Campos. He stated that Officer (b)(6) was nice.

The screener was a tall man with an accent that sounded Russian. Officer (b)(6) knows the rude TSO.

His wife has some physical problems and she did not want to go through the AIT. She needed to get her patdown and go on to the bathroom.

The TSO was rude to his wife because she opted out of the AIT machine. He was even ruder when she said she needed to go to the bathroom.

He stated the Officer just smirked at them. He was making her wait on purpose.

His wife's name is : (b)(6)

6/27/2013 1:53:11 PM He (Caller) said he waved at a female Officer he could see there at the checkpoint.

The Female Officer came over and said: I didn't even know someone needed a patdown. She conducted the patdown for his wife and they went on.

Told him I am sorry his wife had an unpleasant experience.

I will send his complaint to the Customer Support Manager.

He asked if he will receive feedback.

Told him not necessarily. I will send his contact information in case they need it.

I will say we do take complaints seriously.

Caller's husband has had a knee replacement. She called recently and spoke to someone whom gave her the information about what to expect during screening regarding his implants. She wants to report that the screeners were told at two different airports that he had a knee replacement, but that they checked the wrong knee both times despite his indicating the knee with the replacement. Caller advised that he went through the AIT at both locations.

I advised that the AIT is not looking for metal and wouldn't have alarmed with his knee replacement. Did it alarm when he went through the metal detector?

Caller advised that she did not know, and her husband was at work at this time and wasn't available to provide details. She advised further that she thought about calling the news, but decided to call TSA instead.

6/27/2013 5:37:39 PM I advised that I would take the flight information and forward the issue to the CSMs at the two airports for appropriate action. She could not provide descriptions of the screeners as the issue was relayed to her by her husband.

Caller provided:

1. SEA-TAC, June 21st, around 0545 hrs., Flt 221, Southwest Airlines - checkpoint nearest the Southwest gates.

2. Orange County, June 26th, about 1410 hrs, Flt 192, Southwest Airlines - checkpoint at the main Southwest gates.

Caller asked how to recontact me to provide the missing information. I provided the EID in case she recontacts TCC.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/28/2013 11:02:17 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

6/28/2013 12:05:45 PM Comment : After opting out of the large screener, I was waiting for a male assist to perform a patdown. In the interim, the scanner went into calibration. I watched 10 or 15 passengers pass through the metal detector next to the scanner, but when I asked if I could go the same route and be on my way, I was told that because I had already opted out of the scanner, I had to wait for the patdown, and was ineligible to pass the way all the other passengers were going. I waited for a few minutes, asked again, and was denied again, all while other passengers were passing me through the alternate detector. This delay was in my opinion unnecessary and prejudicial. I stated I didn't want to use the large scanner, and was held up, while people who said nothing got exactly what I wanted, in front of me, while I was made to wait. This was unfair, frustrating, and caused delay and extra hassle not just for me, but for the already busy agents at security. This policy appears to be faulty, and should be revised. Should someone opt out of the scanner, does it not make sense that they use the same alternate method deemed acceptable for passengers whose only difference is that they did not voice a preference?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller has a complaint about the screening process in DEN. The caller is wearing a white linen shirt that she can see through and they still had to do a patdown and she stated that her arms and back were the parts that were patted down and were scrapped and it was not actually a patdown because then she would have been patted. They stated that because the clothing was bulky. She said that no one would admit that they were wrong to give her patdown. She was upset that no one would admit that the machines were set to sensitive and it is wrong that she has to have a patdown. She stated that it was not random but she was still singled out though they told her why. She wanted an admittance that this TSA policy is wrong.

Advised caller:

6/28/2013

4:47:17

PM

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

TSA also selects passengers and their property at random for enhanced security screening.

I explained that if there was an alarm they would have to do a patdown regardless of the material that her shirt was made out of. She hung up before I was able to offer to send her complaint to the CSM or offer her any other information. She did not have complaints about rude screener simply about the fact that he had a pat down.

Caller stated that he was going to TPA July 9, and am 84 years old. Sometimes he has to leave his shoes on other times not.

6/29/2013

9:26:36

AM

Advised caller:

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Disability Description: 84 and uses a cane

Information Request: Flight leaves 07.08 and wants to know if he has to remove shoes and jacket.

Did not want information sent via email

6/29/2013

12:12:56

PM

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear.

Feedback Type : Compliment

Categories : Advanced Imaging Technology Current Date/Time : 6/30/2013 12:10:04 PM Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 06/29/2013 4:30 PM Airline & Flight Number : Alaska 239 Checkpoint/Area of Airport : Alaska concours TSA Employee: (If Known) : Supervisor at above check point at 4:30pm Comment : I had an experience during the above referenced trip that needs reporting.

When I approached the screening area to pass through the TSA checkpoint I prepared as always and followed all the rules of the TSA checkpoints, Shoes, belts off, and pockets empty. I stepped into the scanner as instructed and held my wallet above my head as I have done numerous times in the past including just a few days prior in Seattle. At that point the TSA agent said to me. "You cannot hold you wallet, it must go through the belt." What!? I explained that I have never been asked to do that before and that I have always held it. He refused, telling me that wasn't how it was done and it had to go through the belt. Again, what!? That was not the policy at other airports.

As you can imagine was primary concerning loosing control of my wallet by itself on the belt. As you are well aware this is where thefts often occur.

After I passed through and was able to retrieve my wallet I asked to speak with a supervisor. I explained that this was not the policy at other airports in particular Seattle just couple of days before. She stated she didn't know what they did in Seattle. What? Policy and procedures are different for each airport??

6/30/2013 1:05:56 PM Where is the consistency? It is that lack of consistency that frustrates passengers and leads to delays. To have one policy at one airport and a different policy at another airport is a recipe for predictable trouble, confused passengers and delays.

As frustrating as that was, dealing with the TSA supervisor at the check point was far more frustrating. It was clear even before I spoke with her that she was not interested in speaking with a passenger. Her body language made it clear that she was not in the mood. As I was telling her my concerns about the lack of consistency for travelers she, and I'm not kidding, literally rolled her eyes while I was talking to her. She then said. "Okay sir", turned her back on me and walked away.

Is it at all surprising that travelers feel that they are treated like cattle by arrogant TSA workers?

I have seen great TSA agents but when an incident like this occurs it rapidly erodes any sense of respect or desire to show respect to TSA agents.

Sincerely,

(b)(6)
Bellevue, WA

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/30/2013 4:56:55 PM The caller asked about the AIT. She went through the scanner at her departing airport without any questions. She stated that on the return flight she was asked if she had hair extensions. She asked what the scanner reveals. She asked why she was not subjected to this on the departing flight. She stated that this was embarrassing. She did not want the people she was flying with to know she had them. She asked if this was harassment. She stated that she patted down her head. She stated that she will just call the airport directly.

The AIT identifies anything foreign objects on her body. I explained that bobby pins will do the something, from personal experience. I explained that a pat down procedure is use to resolve any alarms of the WTMD or anomalies identified by the AIT. I explained that I am not sure which technology was used on the departure flight.

Caller flew DCA-MCO yesterday aboard JetBlue #823 which departed at 2:40PM. Caller has metal implants and was subjected to secondary screening, which including a thorough pat-down, pat-down of her head, and ETD sampling on by two different agents at separate times. This occurred at approximately 1:30 PM at Terminal A. Caller does not remember specific gate number but advises it is the first to the left upon entering Terminal A. Caller stated the female agent patted down inside her shirt and blouse and did not offer her a private screening. Caller is unhappy with the manner in which her patdown was conducted and wants to make a complaint.

Resolution:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

7/1/2013
8:56:10
AM

Caller works for the Department of Defense and he has not been selected for TSA PreCheck. Every time he goes and shows the government ID he has a problem. Caller has a government ID with a chip in it. Caller has been patdown three times. He was randomly pulled aside one time. He was pulled aside in MIA to NY because his pants had little buckles on the side. Caller wife had stroke and they had to inspect her wheelchair.

Advised Caller:

Government employees are not automatically eligible for expedited screening. You can pursue TSA PreCheck eligibility through a Customs and Border Protection (CBP) Trusted Traveler program. An added benefit of participating through a CBP Trusted Traveler program is the traveler will receive expedited screening when flying on all participating airlines. For more information, including planned and participating airports and security lanes. Any alarms by the WTDM and anomalies detected by the AIT are resolved by a patdown. Wands are not used. Everyone has to be screened. Expedited screening may allow you to no longer remove certain items such as their shoes, light outerwear, belt, and laptops from carry-on bags and 3-1-1 bag. You may also participate in TSA PreCheck through a FF program and opting in. The wheelchair will be inspected including any non removable pouches will be submitted for x-ray screening.

Caller stated that she was at Midway and just went through the TSA checkpoint. Caller stated that what she arrived at the checkpoint she told the TSO that she wanted to opt out of the AIT because she was 25 weeks pregnant. Callers stated that once she did the agent had her wait to do the additional screening for about 5 minutes or so. Caller stated that she saw the TSA agent over making fun of her to another co-worker saying things like shes not tsa, shes just pregnant. Caller said that the TSA agent is named [REDACTED], she wasn't able to see her last name. When she came over to give her the additional screening she was being rough and felt that she was slamming her hands against her crotch. Caller stated that she travels frequently and has never been treated like this when opting out of the AIT and wanted to have her complaint sent up so someone would speak with her.

7/1/2013
4:38:17
PM

Advised caller:

I apologized that this has happened. I took her complaint and I would send it on to a CSM at the airport. If she wishes to inform the CSM as well, she can contact them. For a CSM call us back and select option 5 and enter the 3 digit airport code

Feedback Type : Complaint

Categories : Screening

Current Date Time : 7/1/2013 8:25:09 PM

Airport : SAN - San Diego Intl-Lindbergh Field Date Time of Travel : 07/01/2013 5:00 PM Airline : Flight Number : Alaskan 577Q Checkpoint Area of Airport : Gate 17 TSA Employee: (If Known) :

Comment : I have been a frequent flyer ever since the new AIT screening has started and have always opted out of it (appx 45+ flights) until today. I unfortunately went into a lane that was using AIT instead of the one that was only using a standard x-ray machine. I requested from the TSA employee to opt out of the AIT and he told me it would be over 20 minutes to get somebody to do it. When I asked him if I could just move over to the lane right next to the one I was in for the x-ray he told me it was too late and I had to go through the AIT. I then asked if it would really take over 20 minutes to get a pat down and he said yes. When questioned why the wait was so long (I have never spent more than 5-6 minutes waiting in any other airport) he said it was because there was no available agents (even though there were quite a few in the area) in the area that could do it. Due to delays at the rental car company I couldn't wait over 20 minutes and finally broke down for the AIT scanner. In front of me was a woman who had a cat with her and he allowed her to go through the x-ray with the cat and within 10 seconds there was a screener there for her. How could this have happened if it was supposed to take over 20 minutes for me? I have never agreed with the new AIT screening measures due to insufficient data backing up their effectiveness nor that it is truly 100% safe or private. We as fliers already go through ridiculous precautions that in my and many others are just for show, but if that's what it takes then that's fine. What I'm not fine with is being told we can opt out of these screenings since the AIT is voluntary, but then told we have to wait an extremely long amount of time. The airport was not even crowded at the time to pass through security was only 10-15 minutes...faster than what it would have taken me to get a pat down.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email [REDACTED]

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/1/2013
9:16:57
PM

Caller says he had an incident at JFK on June 5. He was trying to find out the result of his incident. The manager he spoke to that day gave him a number to reach her at. He called her for 3 weeks and finally reached her a couple of days ago. She told him he needed to file a complaint. He says that no one mentioned this to him and he done his diligence at the airport. He says that the incident was disappointing and disgusting. He wants to know if he needs to take further legal action.

He was going through security and was in line for the AIT. There was an elderly woman, who didn't speak English, holding up the line. The female officer at the AIT machine was mouthing and making eyes to the black man behind him. This individual then went over to the WTMD and went through it. Caller says that he asked if he could go over too. The officer told him no that he was the wrong color. He asked her again and she told him the same thing. He asked for a manager who completely blew this off. He says that he spoke with another manager who asked the male officer at the WTMD about the incident. He confirmed what the female officer had said. The manager gave him her number to follow up. He says that the female officer came to the gate and was talking about the fact that the black male who got to go through the WTMD was her cousin. He says he is a white male. He says that race should not come into play with him going through security and what methods of screening he is able to use. He travels a couple of times per month.

7/2/2013
9:18:42
AM

Caller asked for any associated ID numbers.

Advised caller:

Advised caller when there is an accusation of discrimination of race, regulations require the complaint be put in writing to be considered formal. Advised caller that I would e-mail him the instructions on how to file a formal complaint.

Provided caller with my employee ID number and EID (b)(6)

Caller wants to file a complaint. Caller said her sister looks like a boy and has a male name. Callers sisters name is (b)(6). Caller said a TSO kept insisting that he needed to do a patdown of her sisters chest. Caller said her sister is 16 and was trying to explain that she is a female, but she never told the officer. Caller said this happened at the North gate, this TSO was operating the AIT at Detroit Metro. Caller did not witness this, but was told this by sister. Caller said her sister did have a patdown by a male officer. Caller said the TSO laughed at her sister. Callers sister was flying from Detroit to Phoenix on US Airway. Caller said her sister feels discriminated against because of this incident.

I placed the caller on hold to check with MB and caller hungup.

I called back at 8:15 am

I gave the caller the below information. I told her I will email her information about how to file a complaint. I told her that the complaint needs to be filed by her sister or someone authorized to file the complaint for her. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

7/3/2013
8:00:47
AM

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598 Thank you.

The caller has started working for a new boss. She stated that he has a CBP program and he has Global Entry. He stated that he should have TSA Precheck and he is not being choosen. She stated that it is not working. She asked if it will provide a different method of screening such as not using the scanners.

TSA Precheck allows select frequent flyers of participating airlines and members of U.S. Custom and boarder Protections Trusted Traveler Programs who are flying on participating airlines, to receive expedited screening benefits during domestic travels. Eligible participates use dedicated screening lanes for screening benefits which include leaving on shoes, light outerwear and belts, as well as leaving laptops and 3-1-1 compliant liquids in carry-on bags. I explained that if he cannot or chooses not to be screened by the AIT, he would be screened using a patdown instead. He cannot choose the WTMD over the AIT or the patdown.

7/3/2013
1:24:05
PM

CBP trusted traveler program participants, should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. For example, if the name listed on a traveler's card includes a middle initial or middle name, it must be entered that way in their reservation and airline profile.

TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or includes their CBP trusted traveler program ID when booking a flight, TSA will always incorporate random and unpredictable security measures throughout the airport to retain a certain element of randomness to prevent terrorists from learning how the system operates.

TSA,

I was forced to use the AIT radiation scanner. The rude officer said my two options were to go through or go through and get a pat down. Invasion of privacy much. I'm highly disappointed. Ridiculous. Thank you for increasing America's cancer rate.

<http://null/contact-us>

7/3/2013

6:05:31

PM

This message was sent by (b)(6) Please note that AddThis does not verify email addresses.

To stop receiving any emails from AddThis, please visit: http://www.addthis.com/privacy/email-opt-out?e=tl7ryv60_PbR7d76y9ra98v8zdnb8cy32PbJ

The caller said his 17 year old daughter was molested at the checkpoint in PHX. I asked the caller what exactly occurred. The caller stated his daughter did not want to go through the AIT and have TSA look at naked pictures of her body. The caller said the officer took her to a private room and gave her daughter a pat-down.

7/3/2013

8:10:15

PM

I asked the caller which airport the incident occurred at he stated he said he did not know if the incident occurred at PHX International or Mesa Gateway. I indicated to the caller if a passenger opt s out of a the AIT the passenger would have to under-go a pat-down. The caller became extremely upset and used profanity throughout the call. I told the caller to stop using profanity or I would disconnect the call. The caller became more upset and stated his daughter does not have to go through screening. I told the caller if his daughter refuses a pat-down she would not be permitted to fly. The caller told me to forget about the issue that he was going to help his daughter on his own. The caller then hung up the phone.

Feedback Type : Security Issue

Categories : Missing or Damaged Items; Advanced Imaging Technology Current Date/Time : 7/2/2013 11:45:06 PM Airport : MDW - Chicago Midway Date/Time of Travel : July 2nd, 2013 3:30pm Airline & Flight Number : southwest 642

Checkpoint/Area of Airport : curbside check-in TSA Employee: (If Known) :

7/3/2013

10:32:54

PM

Comment : Flew from Midway to Las Vegas, Nevada. Upon my arrival when I picked up my bags from the carousel one of my bags was tampered with. The zipper lock was gone and my zipper was broken. My suitcase was opened slightly! I immediately opened my suitcase and found I was missing a manilla envelope I had packed with my clothes, containing \$10,000 cash! I went to the Southwest Airlines office and filled out a report! After completing the report the instructed me contact you and file this report! I am asking you to please conduct a thorough investigation regarding this matter! Thank you very much!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated the TSA at CLT are rude and unprofessional. They treated his bags like a bunch of thieves. He had liquor that was made to be taken out of carryon and placed in checked. He thinks whomever invented the AIT is sorry person because his young son had to be patdown because the AIT detected his deodorant. He is extremely unhappy with the poor quality of service at CLT. He had a NOI but nothing is missing as of yet.

CLT

US Air

Flight: 2642

7/3/2013

10:41:10

PM

July 3, 2013 at 5pm

Baggage Tag (b)(6)

Description: Red, carryon size

NOI: nothing written or stamped

Terminal and Gate: NA

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Caller filed a complaint about the behavior of a TSA employee several months ago. He said that he filled out the form and wrote a letter further explaining the situation. He emailed and faxed the form. He said that it has been 4 or 5 months and he has not heard anything. He said that it is shocking to him that he has not heard from TSA. Caller wanted to know what the next step is. He wants someone from TSA to contact him about his case.

I advised the caller that I do not have any information on his case. I told him that I would forward his record to the appropriate office.

The previous EID is (b)(6)
The previous record is below:

Caller stated:

He has two cases that he would like to report and wanted to know the hours of operation for the TCC. Caller stated that he flew into Washington DC from Rome and then onto Seattle where he lives. Caller stated that he flew with United Airlines from Washington DCA to Seattle. Caller stated that when he arrived in Seattle his suitcase was not there and he was told that it was delayed by TSA. Caller stated that when it arrived to him the suitcase was damaged along with some items inside. Caller stated that there were some bottles of oil that had not been reclosed properly and leaked all over his luggage destroying everything inside. Caller stated that he had a NOI inside of his luggage.

7/5/2013
2:26:47
PM

Complaint 2

Caller stated that he lives in Seattle and works for the FAA. Caller stated that he was in Santa Barbara CA for work. Caller stated that he does not go through the AIT since he travels so often. Caller stated that he requests a pat down very often when he travels because he doesn't like the AIT machines. Caller stated that the pat down was conducted normally until the ETD testing was completed. Caller stated that something set the ETD off and the officers told him that they would have to take him to another room to do the test again. Caller stated that the second test came out fine and then when he started to leave the officers told him that they had to search his luggage again. Caller stated that he thinks they went above and beyond what the search should have been. Caller thinks that they done this because of his nationality. Caller stated that he asked the supervisor for his name and badge number and he refused to give it. Caller believes that the officers done this to discourage him from requesting a pat down in the future since it causes more work for them.

Advised caller:

Transportation Security Administration (TSA) screeners are trained to exercise great care during the screening process to ensure that a passenger's belongings are returned and not damaged when a bag needs to be opened. TSA monitors the number and nature of complaints received to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Advised caller that to file a formal complaint for discrimination it would have to be done in writing and he would be sent an RFI with the instructions to do so.

Caller traveled from El Paso. Caller complains that he does not have to take off his belt at other airports but does there. He said that he does not have to take it off at DFW. He claims that his belt does not trigger the alarm on a metal detector nor on the AIT, but after screening there he was surrounded by TSOs and forced to take off his belt. He wants to know proper steps to take in this situation and claims that making him take off a belt is a step towards taking away his right to vote. He says that he was screened by a short lady with short hair and 2 supervisors working now. He states that he went through 5 minutes ago and says the supervisor is named (b)(6).

7/7/2013
5:21:21
PM

Advised caller:

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Disability Description: The caller indicated that her nephew has a cochlear implant.

Response Details: I explained that the use of the hand wands at the checkpoint has been phased out. I advised that the child or passenger can request to be screened via a patdown. I advised that the passenger or parent advise TSOs of the cochlear implant before screening begins and then request the patdown screening.

I advised that her sister would have had to obtain a gate pass in order to escort her son through the checkpoint and to the gate.

Incident Details: The caller indicated that her nephew traveling on 7 7 13 from DFW on American Airlines flight 1472 departing at 11:30am Terminal C. She indicated that they were at the checkpoint for Gates 17-19 between 9:45am-10am. Her nephew was traveling to ATL with a group for a camp. The caller explained that her nephew cannot be subjected to the AIT or WTMD due to the cochlear implant. The caller first asked if he could be hand wanded rather than to use any of the technologies.

The caller went on to explain that the mother requested that her son be screened via the hand wand and pat down. The caller indicated that the five TSOs laughed at her and her son at this time. She doesn't have name or a description of the TSOs.

The caller stated that the TSO kept telling her sister to stay behind the red line. The caller's sister did not have a gate pass to escort her son through the checkpoint and to the boarding gate.

7/8/2013 8:03:01 AM
The caller indicated that they do not want this to happen to someone else. The caller indicated that her sister did feel sort of that her son had been discriminated against.
I advised the following

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

I offered to provide information on how to file the complaint in writing which the caller first declined. The caller was very indecisive as to how she wanted to proceed. She at first didn't want to submit a written complaint, however she wants this to be addressed so that it doesn't happen to someone else and does feel that her nephew was discriminated against, in a sense. She seems primarily upset though in regard to the fact that her nephew and sister were laughed at, and that her sister was very upset. I emailed the RFI to the caller in the event that she wanted to submit a written complaint in the future. I advised that I would also refer the information to the CSM at DFW to address the issue. I apologized and explained that I had documented the information to the caller. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that her sister or nephew can always request the assistance of a PSS at the checkpoint to assist them through the checkpoint.

The caller mentioned that she may call in with a description of the TSO, is she can obtain such.

Feedback Type : Compliment

Categories : Other; Advanced Imaging Technology Current Date/Time : 7/8/2013 6:28:01 PM Airport : EWR - Newark International Date/Time of Travel : 07/08/2013 6:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Passing through the full body xray I was told I needed to put my wallet through xray. This is not consistent with my experience at other airports nor does it make sense given the TSA has a reputation for stealing items from passengers going through xray at this exact airport. When informing agents this was not my experience at other airports they simply said well that's how it works here. That is unacceptable especially for a frequent traveler who only had this issue here.

7/8/2013 8:20:55 PM
Please clarify the actual policy and if it is not to do a manual check on wallets I would say you must reconsider this in light of TSA theft.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Compliment

Categories : Professionalism; Advanced Imaging Technology Current Date/Time : 7/9/2013 10:30:06 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/9/2013 12:30:42 PM
Comment : You are the American Taliban. I would rather live with the risk of bombs than live in a country where you people are given any authority at all. You are a joke; unprofessional, abusive, and capricious. As far as I can tell, the TSA is only good for employing people who would otherwise be unemployable. So, congratulations on becoming our highest-profile government welfare program.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir or Madam,

After being a frequent air traveler for more than a decade, I have developed a tremendous level of respect and admiration for the work that the men and women of the TSA do. I genuinely appreciate the hard work that your organization performs to enable us to travel in relative safety.

However, over the past few weeks I have really started to notice an adverse physical effect whenever I pass through a Provision ATD scanner. The effect generally wears off after about 15 minutes, but it is still quite disconcerting that there is any noticeable effect at all. I do not experience this effect when I pass through one of the old style scanners. Clearly, I cannot prove that this effect is real, but I am neither a hypochondriac nor a person who is in the habit of complaining.

7/9/2013
6:04:41
PM

My concerns were further compounded today, when walking through Boston Logan airport's terminal C. As I approached the Provision ATD scanner, I noticed an old style scanner right next to it. Without exception, all airport employees walked through the old style scanner, while members of the public all went through the ATD scanner. When I asked the TSA representative if I could use the old style scanner instead, I was told no, and that my choices were either to wait for a pat down, or use the Provision ATD scanner. I initially opted for the pat down, but with a wait of more than 15 minutes, I reluctantly relented and walked through the Provision ATD scanner (predictably experiencing the negative physical effects immediately afterwards).

While I do understand that it can take time to free up an employee to perform a pat down, I cannot understand why there is a different scanner type used for employees and the general public. Please can you explain this discrepancy to me? The only conclusion I am able to draw at this point is that the employees are aware of the negative physical effects of the Provision ATD scanner. If this is the case, then surely a member of the public should be able to choose the old style scanner as an option.

Yours faithfully

(b)(6)

Caller is very upset about the way TSA does the screening. He is upset that the screening he has to go through to fly violates his personal area and he should not have to make a choice to show his private parts and he has to go through radiation. He doesn't feel that young children and individuals of all ages have to go through a pat down and get their private parts touched. Caller went on and on about the way he hates TSA and his tax dollars are not getting put to useful things.

CCR informed him:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. We believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

7/10/2013
1:23:51
PM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

The screening devices give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats without showing any personal areas of an individual's body.

With the radiation factor, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Since he does have policy issue, CCR advised him that he can write his concerns to HQ to get the proper assistance.

Thank you for your response to my suggestion. Here is the relevant part of your response:

"Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own."

My wife can walk through metal detectors on her own, but she needs a simple cane for balance. We take a metallic quad cane which goes through the screening device used for shoes, backpacks, etc so she can't use that. If TSA had a standby simple wooden cane available to temporarily lend her for balance, she could walk through the metal detector on her own. In my experience, no such cane has been available or offered to her. Having one would save lots of time for everyone by avoiding a patdown. Once through, her shoes could be taken off and run through the same screening device used for her metallic cane.

Please let me know if TSA will consider this suggestion.

Yours,

(b)(6)

7/10/2013
6:36:57
PM

Date: Tue, 09 Jul 2013 13:20:08 -0700

To: TSA-ContactCenter@dhs.gov

From: (b)(6)

Subject: time-saving suggestion re people in wheelchairs

Due to a stroke, my wife is unable to walk through the TSA security gate without her shoes on and perhaps an outstretched hand on either side of the gate (or better yet a standby wooden cane) for balance. As a result, she sits in a wheelchair for ten to twenty minutes while a TSA woman checks her out for explosives, etc. This has happened on our last eight to ten airplane trips. She does need a wheelchair to get to the departure gate because of the long walking distance.

I don't understand why she can't walk through the gate with her shoes on and a little help for balance, sit back down in the wheelchair, take off her shoes and run them through the security check just like all other shoes. That would save lots of time.

A response would be appreciated.

(b)(6)

Fairfax, CA 94930

Caller is wanting information on the Precheck screening and if it will give her a pass through screening to where she will not have to wait 30-45 min everytime for a same gender officer to give a patdown.

7/11/2013 CCR informed her:

8:50:20 There is no program that will allow her to get a pass through screening. Even with the precheck, she will have to go through a WTMD, AIT or a patdown to get through the checkpoint.

AM She can write her suggestions about adding more patdown screeners to HQ if she would like to.

If she still would like to do the precheck, she should apply for membership with one of CBP's Trusted Traveler programs. For enrollment, please visit <http://www.globalentry.gov>. There will be an online application, face to face interview and a fee that can be clarified on that website.

Caller wanted to know why he is forced to go through the AIT or have a pat down. He witnesses other passengers, with children, going through WTMD. He says he feels discriminated against and it is not fair. He is currently at Charleston and he experienced it at JFK on his flight down there as well.

7/11/2013 I apologized and advised him:

10:10:15

AM

I cannot tell him why he is not being permitted through the WTMD. I attempted to tell him of other screening lanes for specific passengers and advise him maybe that is what he is noticing but he interrupted me and wouldn't let me finish. He asked why he was being subject to the AIT. I told him I don't have that information but the AIT is optional and he will be subject to a pat down. If he feels discriminated against I can take his complaint and forward to the appropriate office for review but I would need his contact information and a basis for discrimination and more specific details from his complaint. He refused to provide me the information and said he just wanted to make a complaint.

Caller says one officer handed him a piece of paper that contained a link to file a claim, this link doesn't exist. He wants to see if he can leave a complaint over the phone.

Caller opted out of AIT this morning. He informed the agents he was opting out and his luggage was being handled and moved by TSA and other passengers. When he was reunited with his bags (b)(6) was very belligerent and condescending. He started getting verbally confrontational about it and saying he didn't need to have full view of his bags. In conclusion, when he completed the patdown (b)(6) deliberately came up to him and giving him a hard time. He shouldn't have to be treated like trash for opting out of the AIT.

Flight Details:

Airline: American

Airport: Ronald Reagan

7/12/2013 Flight Number: 1465

8:24:17 Date and Time: Today at 7AM to 7:20AM

AM Baggage: N/A

NOI: N/A

Location: American Terminal, Gate 32

Email: (b)(6)

Caller Advised:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Disability Description: Caller has cancer and is a rape victim.

Response Details: Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

If you do opt out of the screening a patdown will be used for the screening. A traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude. The AIT uses a very low dose of radiation.

7/15/2013

11:56:10

AM

We will be sending you an email so you may file an official complaint.

Sent Email.

Incident Details: The Civil Rights Division transferred the caller. Caller stated he called the TCC twice and two people were rude to him and directed him to go back through the IVR.

Caller wanted to file a complaint about screening at the FLL and ATL. Caller entered the airport and is a cancer patient and rape victim. When he entered the airport at the TSA Screening checkpoint, he approached the TSO. Caller made the request to opt-out of the AIT and the TSO said, if you ain't going through those scanners boy you are gonna get touched. Caller was shocked and he did not want to go through the scanner. He was very upset had a panic attack.

The TSO who issued the patdown was very kind and courteous. Caller stated none of the other officers would provide him with their names. All the officers laughed at him and said they were not x-ray machines and he would not get cancer. The officers laughed at him when he said he was a rape victim. Caller read in the media that the screening technology was 10 times as powerful as a doctor's x-ray. Caller stated the Supervisor TSO was laughing and chuckling under his breath, as he informed the caller about the private rooms.

Caller had to wait 2 or 3 more hours to catch another flight. Caller does not want to fly again. In ATL there is a different screening area and he went to the medical lane. He was told TSA screening would take 10 minutes and it took 30. When loading the electronics, he put two laptops in one bin and he was told to put all items in a separate bin. Caller was offended when he asked for more bins and the officer ignored him. He asked for an opt out and they laughed at him again. Caller stated he was a cancer patient and rape victim. He stated he had a similar experience at ATL as with FLL. Caller stated the officer stuck his hands down his pants and tried to put his fingers in his pants. Caller stated he had to see his psychiatrist because the experience was traumatizing.

Caller just went through JFK to fly to Ireland. She asked the people at the Delta counter if she could take her yogurt with her on the plane. They told her yes. When she got to the checkpoint, she went through the AIT and the officer told her that she would have to go back to the regular part of the airport and eat the yogurt or throw it away. She left the checkpoint and ate the yogurt. She went back to the security checkpoint and went through again. This time the officer said she had multiple abnormalities around her knee. They thought she had something strapped to her knee. They did another patdown. She says that she had a short skirt on and her knees were visible. She says that there was 5 or 6 agents around her during the patdown. She says she asked for a manager 15 times. She says that a manager came over and tried to diffuse the situation. She says that the manager asked what was going on. The agents explained that she had an anomaly around her knee and had already had a patdown. The manager advised them to put her through the AIT again. She went back through the AIT and the anomaly showed again. She pulled her skirt up a little and the male officer at the AIT told her that everyone didn't need to see this. She says that he was heckling her. She says that the manager asked her if she had a knee replacement, which she said no to. The manager said to let her go one because they could see that nothing was on her knee. Caller says that that she told him she was going to complain on them. The male agent, whom she said had been heckling her, gave the impression that he didn't care because it didn't matter. She says that his name is Officer (b)(6) (spelling not provided). She says that they told her that if she was going to complain they were going to complain. At that point a man in a suit with a walkie talkie took her passport and boarding pass. He made a copy of these documents. She asked what was going to be done with this and was told that it was going in a file. Caller says that she is concerned because of identity theft. He individual in the suit is (b)(6). He told her that he was going to have someone waiting at her gate to throw her out of the airport. She wants reassurance that nothing is going to happen at the gate and she will get on her flight. She wants someone to contact her when she returns from Ireland on July 22. She wants to know what will happen with this. She wants to know how to follow up. Her flight is at 7:30 p.m. She states she was heckled, harassed, and this was inappropriate. She is most concerned with the male officer (b)(6) and the comment he made when she lifted her skirt slightly and (b)(6). She is also upset because there was so many agents around for her patdown. Caller did get very upset, began screaming, and threatened with lawyers.

Airport: JFK
Airline: Delta
Flight Number: DL199
Terminal Gate: B26
Date and Time: 07 15 13 4:00 p.m.

7/15/2013
4:26:42
PM

Advised caller:
Advised caller that I cannot help that the airline told her she could take the yogurt. Yogurt does have to be 3.4 ounces or less.

I did have to advise caller that I did not do this to her and am here to help her, so she should not scream at me or threaten me.

I will forward a copy of this information to the CSM to make them aware of this situation. Advised caller that the CSM is over all of TSA at that airport, so they are the boss of the agents on the floor. Advised caller that I would send this to them for their review. How they handle the situation is at their discretion.

Advised caller that this is not something that is going to be resolved before her flight. I will send it over, but I cannot ensure the CSM is going to review this before her flight. I cannot speak on their behalf and cannot tell her what they will do for the situation.

Advised caller that I don't know if (b)(6) is a TSA employee or not. If he is not, maybe the CSM can get her complaint about him in the right location.

Advised caller that if she doesn't hear anything and needs to follow up, she can call this number back, select option 5, enter airport code JFK and it will provide her with the number for the CSM.

Caller and his wife traveled Saturday from Oakland and went through TSA screening. They put their bags through, his wife took off her ring and watch, and they put them through the x ray machine. They were signaled to go through secondary screening. Her ring was gone when they retrieved the carry on. Her watch was not there either. Caller also asked me why he was selected for secondary screening

Flight Details:
Airport: Oakland
Airline: Southwest
Flight: 1540
Date and Time: July 13th between 11am and 12pm
Terminal 1
Baggage Tag: N A, the bag was grey, a small woman's purse with small chrome spikes inside of a white bin
NOT: N A
Email Address: (b)(6)

7/16/2013
7:04:11
PM

Caller Advised:
I will forward the information to the Customer Support Manager for review and also send him claim forms to evaluate this for reimbursement.
There are many factors to consider. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Caller flew from MCO to JFK on July 17 07:30am. Caller stated her husband went through the AIT and her husband had his cell phone and ear piece and he put his cell phone in the bin and then her husband phone was stolen. Caller stated she went to the lost and found at JFK to find his cell phone. Caller stated the police officer at the airport told her they have been someone stealing cell phone at Orlando Airport. Caller stated the police officer called her and said that a passenger was stealing cell phones. Caller wants to be reimbursed for the missing cell phone.

7/17/2013
8:03:02
AM

Advised caller I would send claim forms via email address.

Caller stated that he went through the checkpoint in LAX and it is a constant issue when he gets told to shut up and move on through screening. He is a diabetic and wears an insulin pump. The officer would not let him explain his medical condition and he feels that they are not trained enough to make him go through the AIT when his pump will be affected by the device.

7/17/2013
1:20:01
PM

CCR informed him that his information can be forwarded electronically to the airport directly for them to be aware of the situation.

Caller stated that he would rather speak to the upper level management at the checkpoint so he can make them understand that he could be affected serverly by the actions of the officers.

CCR advised him to go through opt 5 and type in the airport code.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/17/2013 8:00:31 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Frontier Airline
Terminal C

7/17/2013 Louis Armstrong International Airport (MSY)

9:09:54 Gate C9:

PM

Comments: On July 8, 2013 at approximately 16:15, I was accompanying relatives through checkpoint Charlie to gate C9. As we began our screening process, I was instructed by TSO (b)(6) who was positioned as DO, to step in line to undergo screening via the AIT machine. I then informed him that I was medically unable to lift my arm up due to shoulder complications resulting from a surgery I underwent. He acknowledged my injury, asked how my healing process was going, and instructed me to proceed through the metal detector once he was in his proper position. I went through the metal detector without alarming and proceeded to gather my things. While walking to the conveyor belt, I spoke to and acknowledged a few of my co-workers, whereas STSO (b)(6) was watching and quickly walked pass me, ignoring as I spoke. As I was putting my shoes on and retrieving my purse & cell phone, STSO (b)(6) approached me by pushing my purse and cell phone out of my hand back into the bin, nastily and rudely saying "You need to go back out on the other side." I then asked, "Why? I was already screened and cleared." STSO (b)(6) then began to raise her voice saying "You need to go back on the other side to be screened." I then informed her that I was unable to lift my arm to go through the body scanner and didn't understand what the problem was. She then said "That's no excuse, you need to go back out and be patted down." Frustrated, confused and embarrassed, I walked back through checkpoint and stood outside of the gate next to the X-Ray #1. TSO (b)(6) looked at me confused and asked, "What happened?" and before I could respond STSO (b)(6) approached TSO (b)(6) and said, "(b)(6) you know better, she needs a pat down." I asked "Why do I have to be patted down? I didn't refuse screening with the AIT, I CANNOT lift my arm to go through, and was cleared when I went through here [the metal detector]. That's not the proper procedure...this is ridiculous." STSO (b)(6) then rolled her eyes and walked away. TSO (b)(6) then called for a female assist, where as I had to wait over 5 minutes because by STSO (b)(6) disappearing, there were no available females on the floor and had to wait for TSO (b)(6) to be "tapped" from her AIT position to come pat me down. While waiting LTSO (b)(6) walked past and jokingly asked, "Are you up here causing trouble?" I replied "No, that's your supervisor making me get a pat down after being cleared and telling her I couldn't lift my arm to go through AIT. (b)(6) this isn't right." He acknowledged that he knew, and relieved TSO (b)(6) to come and get me. I explained to TSO (b)(6) that I didn't understand why I was embarrassed and humiliated and forced to be patted down because I could not lift my arm to go through AIT, and that I couldn't lift my arm for her to properly pat me down. She acknowledged my concern and proceeded to pat me down.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Sunday, June 23, 2013 5:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

7/17/2013
10:11:07
PM

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Caller stated he has a prosthetic leg and everytime he goes through the AIT machine the officers check his right leg and the prosthetic is on his left leg and he thought he should let someone know so that we can make sure the officers are trained correctly.

7/18/2013
8:20:45
PM

Advised caller

Apologized for the inconvenience and would forward this on to see if we can find out what the issue is and why they are looking at the leg that is not prosthetic.

Caller wanted to know why she has to go through a pat down if she opts out of the AIT. Caller wants to do the metal detector only. Caller has health concerns as a breast cancer survivor. Caller also wanted to know why TSA does not have TSA Pre at the El Paso airport. Caller also wanted to know if she could carry on yogurt in a 3 ounce container.

7/18/2013
9:35:41
PM

I advised the caller:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Yogurt in a 3 ounce container can be placed in your 3-1-1 bag.

Callers daughter is 16 years old TX to FL and traveled back by herself. She was made to go through the body scanner and a full body patdown. Is this normal for screening? Caller had concerns for her daughter and the screening.

Told caller

All passengers are going to be screened regardless of the age. When a passenger goes through the AIT for screening and there is an alarm they will give a patdown to clear any alarm.

7/19/2013
9:39:06
AM

There could be all kinds of things that may or may not cause an alarm.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Anytime they wanted to they can opt out of the AIT screening and ask for a patdown.

The patdown should have been by a female officer, the caller said it was.

Dear Madam/Sir

I am a turbaned Sikh passenger who is a frequent flyer – I also have clearance through the Pre Check GOES program

This incident happened at around 16:00 at McCarran International Airport

Time: 16:00

Date: 19 Jul 2013

7/20/2013

5:12:08

PM

Flight: Southwest 176

Checkpoint: C

I went through the AIT screening machine and Officer (b)(6) said that "my headwear had alarmed and that he would pat it down" he did not heed my reply that I was allowed a self-pat down

He then went to officer (b)(6) who came over and said that "Because my headwear had alarmed – I would have to remove it and get it checked"

I mentioned to them that I fly frequently and that my headwear always shows up as an anomaly and that it is a hand wand and wand and self pat down procedure to clear it – he refused to listen to me citing "SOP"

Caller refused to provide his name or contact number.

Was at the JNU airport and was subjected to a pat down after her opted out from the AIT machine. There was a TSO there at the checkpoint who was allowing women women to just go through the metal detector and onto their flight. When he asked her why he was subjected to the patdown she told him that she did not have to tell him and it was none of his business. He also indicated that people are not nice and unfriendly. He also stated that the TSO was biased towards women.

7/20/2013

5:24:37

PM

Advised caller:

That it is at the discretion of the TSO at the checkpoint. However if he feels he was treated differently or the TSO was biased towards women....

He then indicated that he wanted to speak with his lawyer before he provided anymore information and hung up the phone.

Caller works at O Hare International Airport, caller stated that he usually does not go through TSA checkpoint, he instead uses separate entrance, however he had to go through security after having an accident. Caller had several staples in his head and when he went through the metal detector on July 14th at Gate 6 TSO agent (b)(6) stopped him because of an alarm and patted him down and put his hands down his pants, all the way around and touched his genitals and butt. When he complained about it, the agent stated that he should have gone through AIT machine. Caller put in complaint at airport but has heard nothing back.

7/21/2013

9:44:16

AM

Advised Caller: Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Feedback Type : Security Issue

Categories : Other; Advanced Imaging Technology Current Date/Time : 7/21/2013 10:11:08 AM Airport : DSM - Des Moines International Date/Time of Travel : 07/01/2013 Airline & Flight Number : ?? SWA going to chicago Checkpoint/Area of Airport : the one on the right side about 1200 noon TSA Employee: (If Known) :

7/21/2013

11:06:55

AM

Comment : While going thru the checkpoints I noticed 2 things: 1) A husband and wife had an infant. Both were allowed to pass thru without having to go thru the bodyscan. I dont remember if they took off their footwear - I think not. 2) A senior citizen did not have to take off one of their footwear. TSA people said forget it and just go thru. I really dont think there should be any exceptions. For the family with the infant. I agree the baby shouldnt go thru, but both parents should have gone thru. If you dont think these are issues, ignore them. If not please inform TSA workers that there are NO exceptions Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email :

(b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/ED62/ApplicationManager>

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 21, 2013 8:36 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6) Upton

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Los Angeles CA 90034

7/22/2013
12:31:59
PM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? yes
Disability? no

Which U.S. airport were you traveling through?
The Eastern Iowa Airport

Callers 84 year old mother flew on 7 9 2013 from Lexington Bluegrass to PGD. She was allowed to leave on her shoes. She flew from PGD today at 2:25 pm and was not allowed to leave her shoes on. She told the TSO that she did not have to remove her shoes and he told her that she does at PGD. She flew on Allegiant Air and she did not have any liquid or carry-on items. She stated that all she had was a purse. She has a broken hip, a rod in her hip, and breast prosthesis. She always gets a pat down. Caller said that her mother has trouble removing her shoes and she was excited that she no longer has to remove them. She was upset when she was made to remove her shoes. Caller wanted to know why she did not have to remove her shoes at Lexington Bluegrass and she did have to remove them at PGD.

I gave the following information: The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

7/23/2013
3:04:14
PM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. I advised her that I would forward her record to the CSM at Charlotte County Airport for review.

Caller will be flying on August 2, 2013 from New Orleans to Salt Lake City. He wears a plastic brace with strips on it. He said that he is always pulled aside for secondary screening. He does offer to take off the brace. He said that his wife is his caregiver and he is being separated from her. He wanted to know how to get through the checkpoint as fast as possible. He said that he does have a RCN.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

7/24/2013 10:44:25 AM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit <http://www.tsa.gov/press-releases/2010/02/17/tsa-expands-use-explosive-trace-detection-technology-airports-nationwide>.

Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a cast. A companion, assistant, or family member may accompany a passenger to assist him or her during any private or The caller stated that she has a disability, pregnancy. She stated that in the ADA, it clearly states that pregnancy is a disability. She flew from Orange County and wanted to go through the metal detector instead of the AIT. She did not want to be touched and receive a patdown. However, they would not let her be screened by the metal detector and performed a patdown. She already had papers that she printed off from the website regarding disability discrimination and she did not want me to send her the RFI. She asked for an email that states passengers cannot choose to go through the metal detector.

7/25/2013 11:27:41 AM
Advised caller: AIT safety has been verified. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration. According to TSA policy, passengers cannot choose to be screened by the metal detector. If you opt out of the AIT, you must receive a patdown. You can always request a private screening and be accompanied by a traveling companion.

Sent email.

7/25/2013 11:38:40 AM
The caller stated that her daughter has a metal headband braided into her hair and that set the alarm off at Helena Regional Airport. She stated that her daughter asked the TSO s if they could just clear it with a wand and was told no that she must undergo a patdown. The caller wanted to know how we could screen a female properly without using a wand, in the scenario that the individual had items inserted into their rectum and vagina. The caller wanted to know why we don t use wands. The caller stated that she had called a TSA person at Helena Regional Airport yesterday to ask about the use of wands but had to leave a message. She stated that the man called her back today between the hours of 9:15 AM and 9:45 AM and that he was rude and condescending. The caller wanted to make a complaint about Helena refusing to use a wand.

Advised Caller: I advised the caller that TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Advised that wands may be used at some locations but not all. Advised that I could not release information in regard to why we do or do not use one screening method versus another. Advised the caller that her complaint would be forwarded to the CSM.

Caller just went through TSA security at MCO and the screeners at the gate tried to force her through the AIT. Caller has a defibrillator and opted-out of AIT screening and requested a patdown, due to concerns it may affect her device. Caller was flying MCO-PHL aboard US Airways #754 and was at the B terminal. She does not recall the gate but advised me it was in the 50s. Caller began to cry and the TSO s eventually patted her down. Caller is very unhappy with the manner in which she was treated and the officer s attempts to force her through the AIT machine. This incident occurred at approximately 11:30 AM this morning.

7/25/2013
12:12:36

Resolution:

PM

Advised caller AIT screening is voluntary and passengers may opt-out and receive a patdown. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. Apologized to caller for any inconvenience.

The caller is a victim of physical and sexual abuse. She stated that she has metal implants. She stated that for the last few years she has been driving almost a hour and a half to the nearest airport with the AIT, because Colorado Springs does not have the AIT. She stated that she would normally fly from Colorado Springs, however she had a bad experience there about two years ago. She stated that she was subjected to a patdown, for screening and she is not comfortable with that type of sexual assault. She stated that she refused to fly and gave up her right so that she would not have to get a patdown. She stated that they made her stay in the checkpoint until the patdown was complete. She stated that she would prefer the AIT.

She stated that she was told that Colorado Springs was getting the AIT a few years ago, however the lost the funding for construction. She stated that she was informed the other day that Colorado Springs was undergoing construction for AIT placement. She stated that she spoke with h/v/61 and Colorado Springs regarding the situation, and they told her that they were getting the AIT, however instead a different airport got their machines to replace the back scatter machines in place at that location. She stated that they did not get the scanner and this is absurd. She stated that the other airport had too many complaints regarding private areas showing during screening by the back scatter, and they had to replace the machines. She stated that TSA is choosing those individuals complaining over a disabled person.

She stated that the WTMD is not safe for screening, because people can place bombs in there underwear and get through, just like the underwear bomber.

I explained that I am not aware of this happening, nor do I know why Colorado Springs does not have the AIT. I explained that we have screening process in place, such as ETD testing of belongings, and passengers, patdown inspections randomly administered, and other process. I explained that I am not familiar with the underwear bomber.

7/25/2013

2:27:20

PM

I explained that the website has a list of AIT locations and scheduled AIT locations. However, Colorado Springs is not on that list.

Where are imaging technology machines located?

A. Currently, there are more than 740 Advanced Imaging Technology machines located at almost 160 airports nationwide.

Airports that have, or are scheduled to receive, imaging technology:

Cedar Rapids Eastern Iowa Airport (CID)
Charleston International Airport (CHS)
Charleston Yeager Airport (CRW)
Charlotte Douglas International Airport (CLT)
Chattanooga Metropolitan Airport (CHA)
Chicago Midway Airport (MDW)
Chicago O'Hare International Airport (ORD)
Cincinnati/Northern Kentucky International Airport (CVG)
Cleveland International Airport (CLE)
Columbia Metropolitan Airport (CAE)
Corpus Christi International Airport (CRP)

The caller took her in laws to the airport on Tuesday. She had an issue with a TSA agent at Washington Dulles airport. Her mother and father-in-law were flying on United airlines at 8:05 am on 7/23/13 departing from gate D5. The mother-in-law had just had a pacemaker two weeks prior to flying. The caller gave me an officer's name of (b)(6). She stated that her mother-in-law was not comfortable going through the AIT machine and wanted a voluntary pat down. She said that the agent argued with them rudely about a voluntary pat down. Also the TSO told her mother in law to take off her shoes even though she is over 75. Once everyone finally got through the checkpoint the agent once again argued very rudely about the caller's mother-in-law taking off her shoes. The TSO said that she never asked the mother-in-law to take her shoes off. The caller returned after helping her mother and father-in-law onto the plane. The caller asked to speak to a supervisor. The agent once again started arguing with the caller about speaking to a supervisor. The caller states that she waited 15 minutes for a supervisor. The caller is not satisfied with the response that she was given by the supervisor. She stated that she is not confident that the supervisor will follow up on the situation.

Advised caller:

Apologized for her inconvenience.

7/25/2013 Airport: Washington Dulles
3:25:55 Airline: United
PM Flight Number: 642
Departure/Arrival time: 8:05 am
Date and time of incident: 7/23/13 6:10 am
Baggage tag numbers:
Description of baggage:
Was there an NOI:
Anything written on an NOI:
Location (Terminal/ Gate): going to D5
All contact info obtainable:

Also I am going to send this information to a Customer Support Manager for review.

Feedback Type : Request for Information
Categories : Screening (AIT, Patdown)
Current Date/Time : 7/26/2013 12:10:59 AM Airport : Select One Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

7/26/2013 Comment : I have had an arm injury since Jan. 2013. In March and then again in July when flying out of Madison WI, my arm set off the body scanner. I have not had surgery and there is no metal or anything foreign in my arm. Why is the scanner
7:58:36 AM going off? I have been told repeatedly it is impossible yet it has happened to me twice. I do have tendonitis in the biceps, extensor and flexor. Also there is a split I believe in the extensor. I also have nerve problems at the elbow and a possible torn muscle toward the wrist. The "yellow boxes", highlighted my right elbow. I am curious what is triggering it.... I start my flights from Portland Oregon and the scanner does not pick it up there. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: (b)(6)
Sent: Friday, July 26, 2013 12:39 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from Edward Kretchmer

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Homstead FI 33035

7/26/2013

10:08:40

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Gen. Edward Lawrence Logan International Airport

Caller flew out of JFK and she did not want to go through the AIT screening so she decided to opt out. As a result of opting out, there was some confrontation and the caller ended up speaking with TSO supervisor (b)(6) told the caller that she should be arrested and told the caller she hoped she never came back through JFK again. Caller said the TSO was very rude to her as a result of her opting out of AIT screening for a patdown. Caller was flying on United airlines flight number 5711.

7/26/2013

12:41:49

PM

This occurred today. 07-26-2013 at 9:00 am. The caller boarding through Gate 11 to fly from JFK to IAD.

Told caller that I will forward the complaint to the CSM at the JFK airport.

The caller indicated that she was scheduled to travel from LAX on Friday, however her flight was canceled and she traveled on Saturday 7/29/13 on Allegiant Air flight 1336 departing at 2:10pm from A33. She went through screening at about 11:45am.

She has to be screened via a pat down due to a spinal cord stimulator that is implanted in her back. She opted out of AIT and requested a pat down. She was advised by a female TSO that she would have to wait for someone to do the patdown and that the caller's three children (12, 9, 4) would have to proceed through the screening process while she waited for a patdown. Her four year old became upset and was crying hysterically. The caller could see her older children, however she could not see her youngest child. The caller indicated that when they went through security on Friday, TSO assisted her in collecting her and her children's belongings from the conveyor belt and ensured that her children were with her while she waited for the pat down. Essentially, her children were not separated from her.

The female TSO was an African American lady with chin length straight black hair. The caller is 5'2" and indicated that the TSO was taller than she. The caller indicated that she weighs 117, and the female TSO was heavier than her. Approx 140.

7/29/2013
9:04:37
AM

The caller indicated also that the same TSO was rude to her during the identity verification process. The caller underwent gastric bypass and has lost over 120 pounds. The female TSO asked for additional ID (credit cards with her name) and indicated that the caller should have her ID updated as the photo doesn't look like her.

The caller then asked who shuts off the emergency exit alarms at the airport. The caller indicated that her four year old tripped and fell into an emergency exit door and the alarm sounded. An Allegiant agent advised that someone tried to go through that day and was arrested. The agent said this in the presence of her child and upset the child.

I apologized and advised that I would refer the information to the CSM at LAX to make them aware and so the issue may be addressed. The caller indicated that she did not have an email address.

I explained that her complaint in regard to the airline agent would need to be addressed by the airline.

I explained that TSA conducts baggage and passenger screening at the airport, so I do not know specifically who would shut off such an alarm. I advised that she contact airport security as they may be able to address her question.

July 28, 2013

MCO to PHL via US Airways

Screening Occurred: 9:30-10:20 AM

Terminal: B Gate: 56

Checkpoint: Furthest to the left

Caller is wanting to relay an unpleasant experience he had in going through screening. Caller opted out of TSA PreCheck in order to go through screening with his partner. A TSO close to the AIT machines received a call and during that call, the TSO looked at (b)(6) (b)(6) was stopped for secondary screening while he was trying to retrieve bins for his items and both he and his partner had to go through patdowns, all whilst being asked multiple questions by BDOs. The caller alleges that the TSO performing the patdown was very invasive, even going so far as to touching his pubic hair during the screening; other passengers watching the patdown snickered, pointed, and laughed. Caller was flustered by this and spoke with the supervisor (Wiley) at the checkpoint. Caller believes that the only reason that his party might have seemed suspicious would be because they are men of color.

7/29/2013
3:30:34
PM

Caller was informed that this incident is going to be forwarded to the CSM at the airport. Caller will also be sent an RFI for alleged civil rights discrimination on the grounds of race. Caller was provided with the information needed for an RFI, which includes:

Be filed within 180 days of the alleged act of discrimination;

• Be in writing;

• Include the name and address of the complainant;

• Include the date of the alleged act of discrimination;

• Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

• Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

(b)(6)

Santa Monica, CA 90401

tel: (b)(6)

cel: (b)(6)

Transportation Security Administration
TSA Contact Center
tel. 1-866-289-9673

7/30/2013

8:17:08

AM

Dear Sir or Ma'am,

I wish to notify your office, TSA, of a very inappropriate, awful experience I recently had with your TSA agency at LAX airport, Terminal 4, in Los Angeles.

On Saturday morning, July 19, 2013, I came through the TSA passenger checkpoint in Terminal 4 at LAX in order to catch my flight aboard American Airlines. Not wanting to go through the body scanner, which I have now learned is technically referred to as the "AIT" or "L3", I therefore requested a pat down. I told the male TSO officer standing near me, who I have now learned is referred to as the Divesting Officer, that I was "opting out" from the AIT body scanner, and that I therefore wanted a Pat Down. I then heard him call out, "Female Assist! Opt out!" No other TSOs came for me for a substantial amount of time, even though I observed several female TSOs standing around and doing nothing. 5 minutes later I expressed my concern to the Divesting Officer in that I was still waiting, and I was concerned that I could not see my property after it had been fed through the X-Ray machine. The Divesting Officer then asked a female TSO, who was walking near us, if she could pat me down. The female TSO very sassily and coldly responded, "I'm busy.", and continued to walk away from us.

A few more minutes passed by and a male TSO came out to say to me, "We have no one available for you.", and then encouraged me to go through the AIT L3. Disappointed and apprehensive, I then decided to go through the AIT L3.

I am now aware that this TSO's conniving words and (lack of) action toward me were totally inappropriate. I am aware of the sign that you post at the checkpoint that clearly states that there are alternatives to going through the AIT body scanner. I think that it is reasonable for a passenger, such as me, to expect that I should be accommodated for within a reasonable amount of time.

Thus, rather than walking through the AIT L3, what I should have done, instead, which I now understand is my complete right, insisted that I receive a pat down and waited.

I need to ask your office, TSA, what kinds of measures has your agency put in place to prevent something like this happening again to me or another passenger? Should I have instead insisted that I be pat down ASAP? Perhaps, I should be the Caller flew from Seattle to Santa Ana California. Caller stated her mother has an ostomy and knee replacement surgery. Caller stated before they went through the checkpoint her mother gave the screeners a notification card. The screener told the mother to go through the AIT machine but the passenger declined. Caller stated that TSO (b)(6) asked her mother to raise her shirt to have a patdown. The caller stated the female agent didnt offer her mother a private screening for the patdown of her ostomy. Caller stated that her mother started crying because she had a patdown in public. Caller also claimed the screeners were rude and unprofessional at the airport that day. According to the caller, the screeners refused to listen at the checkpoint and the caller wanted to complain about the incident because she doesnt want other passengers to go through the same thing.

7/30/2013

8:19:17

AM

Apologized to the caller and advised caller I would send to the CSM at the airport. Advised caller if the CSM has further questions they may contact her through the email address or the phone number that was provided.

The caller states that her words have been distorted horribly. She has done a lot of research. She is fluent in more than one language. She made a statement that she could hear me typing. She read a study on the AIT machine. They just installed a new machine that returns a nude image. She says that she feels like she is being viewed nude by the AIT machine. On the 13th of June the TSO poked her in the right breast. At approximately 9:00 a.m. that morning she had a procedure on that breast. The TSO tore a stitch and dislodged the drainage tube. She once again states that the pain behind this was blinding. She said that she was bleeding pretty badly for a good length of time. She made her flight to Seattle. The airline helped her stop her bleeding. Alaskan airlines is who the lady that helped her worked for. When she arrived in Seattle she spoke to Alaska airlines and they found her a hospital. Her hospital classified her as a victim of a violent crime. The doctors had to reinsert the surgical tube and re-stitch the wound. She now has a horrible scar were there should have been a very little one. (b)(6) would do nothing for her about this situation and, (b)(6) has hung up on her a few times. He stated that there will be no consequences to the TSO that did this to her. She is mad about this response from (b)(6). Her letters that she has written have been returned endlessly to her. We sent her an email that said TSA contact center has referred you to the office of chief council. She received an email stating that her previous email on seeking how to file a criminal complaint has been received. TSA can not give you legal advise is what she was told. She has been referred to the office of internal affairs, the department of Homeland security, the FBI, and the U.S. Department of Justice. She read a report to the German parliament. She said that it stated the L3 screener was rejected in Germany. The caller stated that there are major stockholders with TSA and that's why the L3 scanner is let in. She also stated that the L3 gives a 50% false positive on people it scans and 100% false positive on people with disabilities. She also states that this report is only readable in the German language but can be found on the internet. All the blogs and complaints she has read that TSA are making children taking off their braces. She has read about amputees have to take off their artificial limbs. She stated that is kind of like asking her to take off her underwear and show you her crotch. She stated that breast milk does not have to go through X ray it can be accordingly screened. She read a blog post were TSA made a lady miss her flight. They would not let her through the checkpoint with her breast milk because it was over 3.4 oz. She states that she read another blog about someone who had already been cleared and they stopped one of them to pat them down for additional screening due to breast milk. The caller is flying again in September. She wants to know how to stop the ones who think it's their job is to torture and torment the disabled. She states that the callers who call to file complaints with us just get laughed at. She went to court over this issue. The court told her that they did not have jurisdiction and that she needed to go to Washington to the federal court system. The CSM at SMF (b)(6) has stated that there is nothing he will do for her. The caller stated that he is playing a game of alphabet soup which is the way the federal government plays the victim. She states that her person was violated and tormented. The FBI called her and told her the same things. She lost her temper and she said that (b)(6) best fashion accessory would be an unmentionable a second time. She stated if she sees an obituary for (b)(6) that she would have a street party. She would not be the cause of that obituary, but she would celebrate it. The caller states that she follows the teachings of Ghandi, and she would never hurt anyone under any circumstances. She said that the FBI said they only investigate people who offend their public officials. She stated that someone sent her more contacts: the office of civil rights, internal affairs, and inspector general for the DHS. She asks what she can do to prevent any further torture from SMF. She stated they should not be touching her at all PERIOD! She should be able to walk through the L3 machine, which she still knows doesn't give a cartoon image of her, or the WTMD without further molestation. She states that she is physically able to go through the AIT machine. She states that anything keeping her from traveling on an aircraft is a violation of the interstate commerce clause. She states obviously SMF is not on her side. She declares that Sacramento is not on her side. The caller states that the FBI or attorney general are not on her side. She also believes that the Federal Securities director is not going to be on her side. She does not believe that ODPO is going to be on her side. She told the emergency room to send all her medical treatment against the TSA as we are the direct cause of all of her injuries so we should pay for them. She states that disabled people get a lot of abuse because they do not have a lot of money. She got a phone call from the FBI today that caused more abuse to her being a disabled person. She states that she has never had a problem at any other airport except SMF. She has to look at an ugly ragged scar on her body. BLOOD...HAS...BEEN...SPILLED..... She stated. There is nothing she can do to minimize them spilling more blood she asked. She stated that she feels sorry for me because I have been educated by them. She stated that a good 4 year degree from Ole Miss. would help my education. Then she reiterated to say maybe I should go to Notre Dame were they would make fun of my accent. She then told me to NEVER thank her for calling the TSA and just to tell her to have a good evening.

Advised caller:

Providing her name would be to help us identify this record. I informed her that I did not have access to her records without her name. I advised her that it is my job to record and document what she says and I want to be sure to be as accurate as I can be. I apologized to the caller for her experience at that airport. I advised her that the procedures she was describing should not be happening. Advised that those people who were wrongfully screened could call the TSA and file complaints about those situations. I stated that our procedure would be to submit the complaints to the CSM at the appropriate airports. I informed her that it is not our intention to maim or torture anyone in any way form or fashion. It is the TSA's intention to try to make the skies a safer place to travel for all of the citizens. I offered to see if her case had been escalated already. I explained to her that we had already escalated her case to the appropriate body for investigation. I explained that we can escalate Disability Description: The caller has an insulin pump.

Information Request: He wanted to know how to avoid issues on his upcoming flights. He also wanted to speak to someone at TSA directly because the website and the TSOs insist that the AIT is safe for insulin pumps. However, his physician and the manufacturer state otherwise.

Response Details: Passengers can always request to opt out of the AIT and request a patdown. TSOs are trained how to be polite and courteous to everyone. Complaints are looked at and handled appropriately. I will forward the complaint to the appropriate offices. In the future, you may contact us at least 72 hours before your flight so that we can request assistance for you through a passenger support specialist.

Sending email with RFI.

Sending to ODPO as a complaint.

Sending to Pass Ombuds since the CSM is not returning his call.

He requested that someone from headquarters contact him back.

Incident Details: He stated that every time he flies through LAX, he is treated bad by the agents because he wants to opt-out of the AIT. He stated that his insulin pump manufacturer and his physician informed him that because he insulin pump is so sensitive, he should not go through any type of screening done by a machine and he should request a patdown. He has no problem receiving a patdown, but he stated that when he requests one at LAX, they treat him horribly. The TSO always gets on the microphone and shouts Opt out! We have a male opt out! while he stands there for five minutes with his items sitting on the conveyor system. He stated that he has tried to call (b)(6) the CSM at LAX, three times, beginning July 17th, and left her messages, but she has never returned his phone call. He was extremely upset about this and stated that no one cares about his experience. He stated that this may be more of a customer service issue, but he did want to file a disability-related written complaint so that someone would be able to address his issue. He asked multiple times that someone contact him back after we forward his complaint.

7/30/2013
9:49:44
PM

7/31/2013
12:19:51
PM

Disability Description: The caller indicated that she has double hip replacements.

Information Request: She would like to know the proper procedure at various airports.

She indicated that she had to undergo a patdown at LGA two years ago and was separated from her belongings and could not seem them which concerns her. She doesn't wish to file a complaint in regard to this, although I advised that I could refer the information to the CSM if she could provide itinerary information. She doesn't have the information.

She asked if the PSS can assist with her belongings and be present during the pat down.

She asked how to know if AIT is used at an airport. She will be traveling out of BOS and PHL.

She asked if a CPAP machine is permitted through the checkpoint. She indicated that the CPAP cannot be touched due to contamination. She indicated that there was a water container in regard to the machine and asked if that and the tube has to be removed from the case.

7/31/2013
1:38:18
PM

She asked if TSO change their gloves between screenings.

She asked if there is a 3oz total in regard to liquids and if all liquids (toiletry and medically necessary ie rx gels) must be in the same quart bag or if they can be in separate bags.

She asked if item in tubes such as make up and toothpaste must adhere to the 311 Rule.

She asked if hairspray is permitted in checked and carry on baggage as well as carry on.

She asked if tablets, Kindles, and Ipads can remain in carry on.

She mentioned using the notification card to discreetly advise the TSO of the metal implant.

The caller requested the verbiage in regard to line of sight be emailed.

Response Details: I advised that TSA policies and procedures are the same at all airports in the US.

Feedback Type : Compliment

Categories : Miscellaneous/Other; Advanced Imaging Technology Current Date/Time : 7/31/2013 10:32:30 PM Airport : MOT - Minot International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

8/1/2013
8:26:44
AM
Comment : I would like to extend my appreciation to the Minot, ND International Airport TSA Team. They are very thorough, but also, very good with the travelers. I am questioning the removal of the full body scanner at the Minot International Airport. Take it from someone with , the entire flying Community, as well as TSA. It takes more time/manpower for them to have to pat me down, rather than have the full body scanner going through TSA. Please help us help you. I believe a big mistake was made here. We have a major oil boom, as well as contractors travelling across the country daily. The airport is not big enough to handle this unexpected challenge. The full body scanners are needed in Minot, ND. TSA and the travelers need your assistance here.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number:

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

8/1/2013
12:12:28
PM

When I flew from Newark to Ft. Lauderdale I was subjected to an AIT and a pat down. Why?!?!?!?!?

8/1/2013
12:12:30
PM

I am writing to express my frustration when I go though TSA screening. I am an airline employee, and work in Minneapolis but travel to Detroit and Fort Lauderdale often. I always seem to have a problem when I go though TSA screening. I have several health concerns. I have had 3 back fusions, arthritis, I have an implanted pacemaker/defibrillator, and have breast cancer. When I go out of Minneapolis I go through the employee check point, there always seems to be several TSA agents there. I can not go through the metal detector as it would stop my implanted device, which in turn would stop my heart. I have been told by different agents in Minneapolis that I should walk down to the other end of the terminal to go through the Advanced Imaging Technology. I go through the employee line because it is shorter so I don't have so far to walk. I can not go through the metal detector so I request a pat down. Although there are always several agents there standing around I always have to wait, I am always told I should go through the Imaging technology. I always request a pat down and always have to wait. This past week when I traveled it was the first time an agent felt my right breast which I have had removed and question what was "hard" in there. I told her it was my expander from my mastectomy. Which after all this time (I had my surgery last November, and fly at least twice a month) has been the first time it has been an issue. I was taken to a private area and should her what it was. I am curious why no agent before her ever questioned it. I get a pat down often.

In Detroit I go through the imaging, which I don't like to do (I get a enough radiation which all my medical issues) and was asked what my defibrillator was, I was told to remove it, I told the agent (again many agents standing around) that it was implanted and I could not remove it, she said remove your device mam, I again told the agent I could not I was implanted, the agent got very irritated with me and said if you don't remove your device I will get a supervisor. My response was if you can get a surgeon here to take it out of my body, then I will remove it. This finally sank into her head and she said oh okay, and I was cleared. In Fort Lauderdale I was told I had to go through the Imaging and could not be patted down (this past weekend). I was running late and did not want to argue with anyone as I was pretty worn out from work and my medical issues. I take air reservations all day and always asked about TSA security. I refer them to the web site, but can appreciate the frustration. I realize this is the way it has become since 911 and accept that, however agents need to be more sensitive and accommodating when it comes to the disabled. I could stay on disability and may have to some day, for now though I work and think as a citizen deserve more respect and empathy. (b)(6)

Caller wants to complain about discourteous treatment from a TSA agent. Caller and his wife flew on Saturday. Caller and his wife usually opt out of AIT and request a pat-down. He requested once at the line, that he be able to walk through the WTMD. The officer raised his voice at the caller, and was very, very negative telling the caller go to an area that left the caller unable to see his carry-on luggage.

Caller waited in this area with his wife for around 5-10 minutes for the pat-down. Lead Officer (b)(6) was the name of the TSA employee. As the caller and his wife finished with their pat-down, he walked by the officer to see his badge with the officer saying: "Oh my he is going to complain" and the caller felt he was trying to embarrass him.

Advised,

8/1/2013
1:52:58
PM

Airport: BWI
Airline: Southwest
Flight Number: 3952
Date and Time of Incident: 7:45 AM on July 27, 2013
Location: Checkpoint C
Contact info: (b)(6) (b)(6) is his work number (b)(6) is his evening home phone number

Advised caller that I am sending this complaint information to the CSM at BWI

-----Original Message-----

From: (b)(6)
Sent: Thursday, August 01, 2013 3:23 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

8/1/2013
4:04:26
PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

Gallatin Field Airport

Disability Description: Caller has a hip replacement and is retired from Pan American and he worked for Delta. He is a veteran as well.

Incident Details: He stated that at Reagan the TSO offered him to go through the AIT and he told him that he has metal implants and even told him he may keep on his shoes. He is 80. The experience was nice and smooth.

On his return from LaGuardia, he got in line and he told the guy he has hip replacement and the TSO told him to take his shoes off. He told the guy he is 80 but he still made him take off his shoes. He ended up going to the end of the line. He alarmed the WTMD. When the TSO was finished screening him the caller asked if he was done and put on his shoes to leave. He saw two TSA agents talking and pointing to him. He said he took 10 steps to leave and the second guy, who was a supervisor, came running toward him and made him come back and take off his shoes off for a second time. They tested them for explosives. He thinks this was retaliation. He called the Americans with Disability Act and filed a complaint. He is getting the runaround and was told that he needed to call TSA. He is an active Democrat and he is not going to let this go. He said that this is age discrimination and other things. He is very upset and said that he is going as far as to speak with his Senator. He said that the American people have no voice.

8/2/2013
3:24:46
PM

Response Details: I apologized to the caller that he is unhappy with the service that he received. I asked him if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

He stated at this point that he had already filed the complaint and he said that I could forward his information to a CSM on his behalf but he did not have any of his flight information other than the airport. He stressed that he was not interested in providing any information or receiving any information on how to file a complaint in writing regarding this incident.

I referred this to a CSM and ODPO as a FYI.

Disability Description: Rotrator cup and artificial hip .

Response Details: Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

(b)(6) stated that he did not feel that he was treated differently because of his disability, just that the screening officer was very rude to him.

8/3/2013
3:21:37
PM

Incident Details (b)(6) is a 90 year old War World 2 veteran, that traveled on July 7, 2013 at 6:40 am on Delta airlines. He flew from Orlando, FL to Salt Lake City to Reno. He traveled from Orlando International Airport (b)(6) was going through the screening machine and was told to put his arms up above his head, which he told the TSO that he was unable to do since he has a rotator cup injury and an artificial hip. He had previously been told by someone that since he was over the age of 75 he did not have to be screened. The TSO was rude to (b)(6). He was then placed in another line and gave a patdown from the TSO. The patdown was uncomfortable for the passenger in the way the TSO went from the top of his head to his toes. The TSO put explosives trace detection swab by (b)(6) feet (b)(6) did not know what that was placed by his foot. The screening process wasn't explained to (b)(6). The situation was very embarrassing to him.

His wife (b)(6) had the same process the TSO didn't seem to be hurried.

Dear Sir or Madam,

I would appreciate some clarity on carry-on liquids, as I have experienced different interpretation of policy by TSA agents.

My 7 year old son has severe food allergies, so we must carry on liquid medications and also a few juice boxes (single-serve, branded) over 3.4 oz. Have a doctor's letter on medical necessity.

Flying out of Philadelphia, we declared the medications and juice boxes. My wife and I went through AIT. TSA agent opened one of the medicine bottles for testing. No problem. Smooth process and kid-friendly TSA agents.

Flying back home a week later from Orlando, FL: Same liquids and doctor's letter. We were told that since the TSA couldn't open the juice boxes, one of us (me or my wife) would have to be patted down. I asked the agents (2 different agents) why I couldn't just go through AIT like I had at PHL -- no answer given at all -- just that I had to be patted down. OK, no big deal, I went through pat-down. But what's the official policy here? And why couldn't I get an answer to my question? Not consistent. And, what is the logic to having one of us being patted down and the other 3 going through simple metal detector? No testing was performed on any of the liquid medications in bottles that could have been opened.

My other comment here is an overall attitude of the entire TSA team at Orlando. Every time I've flown out of Orlando with my family (3 times now), the TSA experience has been poor. Worst of any airport in the US -- and we've traveled a fair bit. I would think Orlando TSA would be among the best with children, given the Disney location.

8/4/2013
9:13:07
AM

Example: agent at x-ray machine feed-in kept telling me I had to push my bags onto the feed-in belt to the x-ray machine, then asked me why I kept pushing when the belt was stopped. Simple answer: I couldn't see if the belt was moving from where I was standing because I had a long line of luggage on tables, kid car seats, etc, with my kids in front of me in the line. I'm a frequent business traveler with an IQ north of 150. I know how the x-ray machine feed belt works. All the agent had to do was communicate clearly or simply help me push the luggage into the machine when the belt was moving instead of standing there making unhelpful comments.

Example: Agent at Orlando security line intake, upon being presented with multiple boarding passes at once (with my two kids standing next to me) tells me each passenger has to present their own boarding pass. I told him I'm not going to have my children hold their own boarding passes, due to their ages and likelihood of passes being dropped -- we're all standing right there together. Attitude..... Again, no problems in Philadelphia, and no attitude from the agents.

I'm all for keeping everyone safe in the air. Seems to me PHL agents did their job just as well or better than Orlando agents, with a much better experience for my family.

Other observation for lack of consistency: Some airports' TSA demand that boarding passes be kept in hand when going through metal detector/AIT (Newark NJ), while others do not, and in fact insist that nothing can be in my hand at all when going through AIT. What's the policy? When I put my boarding pass in a bin for x-ray, with other materials, and the TSA agent at the metal detector wants to see it, it's already in the x-ray and the agent's not happy....

Sincerely,

(b)(6)

8/4/2013
11:52:21
AM

The caller was coming through Phoenix Sky Harbor Gate B. He stated that they had the line open for the AIT machine but the WTMD line was closed down. He stated that the line was very long and that he was separated from his personal affects because of the long wait time. He just wanted to call and inform us of this issue.

Advised caller:

Apologized for his experience. Advised that all of our records are recorded and his complaint would be documented.

Disability Description: The caller and her son flew from MSP to MDW on 8-1-13 and went through screening around 5:30pm through the middle checkpoint.

The callers son has Hydrocephalus. He has 2 shunts. One in his (b)(6) and the other in his spine. The caller requested a patdown because one of his shunts is magnetic.

Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

I emailed the caller the information.

8/5/2013
9:43:59
AM

Incident Details: The TSO asked her son why he could not go through the AIT machines. The son told the TSO he could not go through the machines as well as the the mother told the the TSO that her son could not go through the machines. The officer got rude with her and was suggesting to her son that he should go through the machines. The caller states the officer was very rude with her telling her that he did not have time to educate her about the machines and took her son to be screened and at that time she could not see her son. The caller states the officer wanted to pat her son down and the son told him that he wanted to wait on his mother. The mother states the officer was very firm when he did the patdown on her son. The caller states the officers put her in a position of trying to explain to him what her sons disability was and she does not think she should have to educate the officer about her sons disability. The caller states a supervisor came and helped her and was very friendly but states the TSO was very rude. The caller states the officer did accommodate her sons disability needs. The officer in question was officer Tate and he was at MSP. The callers son was 14 years old.

The caller states the officer was very rude and condescending and her nor her son were treated with respect, dignity, and courtesy. The caller states the officer yelled at her. The caller states that she should not have to give her sons medical history to the officer to be able to get a patdown.

He just tried boarding a plane but was refused because he wouldn't have a patdown. He wants to know his other options, he will not go through the x-ray machine and he doesn't want the patdown. He is going to his Dad's funeral and has been denied boarding. He wanted to take his clothes off at the checkpoint but the officers would not allow him to.

8/5/2013
10:12:00
AM

I advised him that the officers will not allow him to take his clothes off. He will have to have a patdown if he opts out of the AIT. Every passenger must be screened and if he will not allow them to screen him, he will not be allowed into the sterile area.

He asked if he could go into the airport naked or wear a thong through screening so that he would not have to have a patdown. I told him that it didn't matter what he wore, he will still be subject to a patdown if he opted out of the AIT.

He then asked for a supervisor.

Caller wants to wear a speedo and board the plane without screening.

Explained that TSA is required by law to screen all passengers and their bags. If you are chosen for AIT and you want to opt out you can have a thorough pat down but if you refuse both you will not be allowed to enter the security check point. Caller was referred by (b)(6)

8/5/2013
11:34:02
AM

(b)(6) Notes:

I told him we were not escalating this to Passenger Ombudsman. He could either go through the AIT, have a patdown or not fly. That was his choices.

Caller stated that she received a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

She is wanting to file a complaint about the way the policy says a screening has to be done or she can't fly to SFO.

CCR informed her:

8/5/2013
3:34:57
PM

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. If subject to additional screening, then a patdown procedure will have to be given. Patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

Since she does not like the policy of a patdown and she feels that it goes against her privacy, she can write her concerns into HQ.

CCR provided her with the following address:

601 South 12th Street
Arlington, VA 20598

The caller stated that she has been flying a lot over the last few years and has never had a complaint about TSA, until now. On 8-5-2013, she took Jetblue flight 1059 from BOS to PHL at 3:15PM. When going through screening, she was in line for the WTMD. She was screened by the WTMD multiple times and it kept alarming, even after she had removed all of her jewelry and anything else that could have been metal. She was patted down and cleared through the screening checkpoint. She later realized that she was wearing a new bikini top that had a metal decorative piece on the top of it. She was upset that she got through screening and this was not caught. She asked why the AIT was not used to pin point this metal piece and she wondered if it would have pin pointed the metal piece.

8/6/2013 12:26:34 PM I told her that the patdown is used to clear a person through screening if they alarm the WTMD and cannot be cleared by the WTMD. The patdown procedure is used to verify that the person does not have any prohibited items on their person. If she was already in line for and used the WTMD, the TSOs would not send her through the AIT. The procedure is to clear an alarm of the WTMD by using a thorough patdown. I cannot specifically state that the AIT would have caught this as an anomalies or not.

She was not happy with this answer and stated that she could have got through screening with wires attached to her body and that she needs to speak with someone else. I placed her on hold to talk with a CSS here at the TCC. I spoke to CSS Wayne and he felt that this was not a security issue.

I told her that our CSS did not feel that this was a security issue, as the TSOs followed standard protocol.

She requested to speak with someone else. I turned the call over to (b)(6).
Caller has a complaint. Caller and spouse flew from Denver June 15 and caller said she packed everything correctly. Callers husband was with her purse while caller was being screened. Caller said there were 4 agents and they told her she would have to be xrayed. Caller said she had to stand with her arms above her head. Caller had on capri pants and a thin silky material jacket thing over her tank top. Caller said she went through the AIT and the TSO sent her over for a patdown. Caller was told they did not know why she was told to do the patdown because the TSO they sent her to, did not see anything on the screen. Caller would prefer a patdown anyway. Caller said one TSO asked her to remove her top (her jacket). Caller said this TSO took her top away and when the TSO brought her top back, her top was filthy dirty. Caller asked the TSO what he did to her top. Caller said the TSO said he put it through on the belt. Caller complained and the TSO just shrugged his shoulders. Caller said she could not believe the TSO put her top in a bin where peoples dirty shoes had been. Caller said she complained because she needed to wear this to get to her destination, but now it was too dirty to wear. Caller was flying from Denver to Utah to Fargo. Caller said she went to speak to the supervisor (b)(6) at the south location at 16:00. Caller said she told him she felt like she was going to cry and Rob Wood told her to go ahead and cry. Caller said the TSO that took her jacket told her that she should have been more worried about what was on the floor instead of in the bins. Caller said she filed a complaint while she was at the airport, but they did not write down anything and told her to call the TCC. Caller said the people she complained to were very rude as well. Caller does not have email.

8/6/2013 3:48:54 PM
Airport Denver
Airline Delta
Flight numbers DL3469
Date and time of incident 06 15 2013 4 pm
Baggage tag number N A
Description of bag, color, style, size, brand N A
NOI with Writing N a
Terminal or Gate South
Contact information (b)(6) - home phone, caller does not have email

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller works at a hospital. One of her patients has a new defibrillator. What information about screening does the patient need?

8/6/2013 5:43:59 PM
Advised caller:
If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.
Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Caller stated that she has a Breast Prosthesis and the last time she flew she stated that she was given a hard time when she went through the screening Check point. She stated that she had no idea that she was suppose to tell the officers at the check about her prosthesis and was given a hard time and had her hands swabbed for explosive traces. She stated that they are getting ready to fly again on 08 30 2013 and needs to know if there is any way she can avoid all of the hassle s again at the check point.

Gave the caller the following info:

8/7/2013 3:41:48 PM A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Caller has 2 complaints against 2 TSA officers regarding screening, the first incident was in SFO, he flew on 8-6 and didn't understand going through the AIT why the officer continued to with an open hand rub him across his backside 4-5 times. The TSO kept asking what was back there and it was the band of his underwear, he found it offensive as if he was groping him. Departed 8:15 PM to LAX, Flight # not available, Gate # 44?

Second complaint was as an employee of Delta when leaving Palm Springs yesterday the document checker told him a SIDA badges isn't an acceptable form of ID and asked for another form of ID. Caller said he has used before without any problem. Stated the TSO didn't even know what the SIDA badge was.

Response:

8/8/2013 9:56:37 AM Provided to caller:
SFO is one of these airports which, although regulated by TSA, is not staffed by a Federal workforce. To address your concerns, you should contact the SFO contractor, Covenant Aviation Security, directly at:
Covenant Aviation Security
Attention: Claims Department
1350 Old Bayshore Highway, Suite 540
Burlingame, CA 94010
Because your complaint concerns an incident that occurred at SFO, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

Explained to caller the TSO always has the option to request a second form of ID regardless of what is presented initially.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Sunday, August 04, 2013 3:08 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/8/2013 12:07:57 PM CONTACT INFORMATION
Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Pompton Lakes, NJ

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT
On what ground(s) do you believe you experienced discrimination?
Race? yes
Ethnicity? yes
Religion? yes

Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan. Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

Resolution:

8/8/2013 1:07:48 PM
TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller wanted to know if they keep any type of record of that.

Told caller that I would not think that there would be a record. However he can contact the CSM at that location and they may be able to assist him.

Call this number back choose option 5 code 745.

Disability Description: Callers son has a g tube and has liquid nutrition.

Information Request: Is she permitted to take her sons formula for his g tube in carry on.

Response Details: I apologized that she did not have a positive experience at the screening checkpoint and provided her with the contact information for the CSM so she will be able to contact them about the experience she had at screening checkpoint at PHL.

Kimberly Masso

Phone: 610-537 (b)(6)

She stated that she would prefer that I forward her complaint to the CSM and she will wait on the reply.

8/8/2013 2:59:25 PM
I also advised her that anytime she is at the screening checkpoint and has any issues she can ask to speak with a PSS and they will be able to further assist her.

If she needs assistance with her son getting through the screening process she can contact TSA Cares 72 hours prior to her flight and we will be able to forward her request for assistance to our Disability specialist at HQ. She is permitted to take medically necessary liquids in carry on and will need to keep them separated from the other carry on items and declare them to the TSO for screening at the beginning of the checkpoint. Email not sent.

Incident Details: Caller flew from PHL last night 8/7/13 at 8:00 pm. On the way to Philadelphia she got patted down for having formula that she did not want opened and she was fine with that. On the way home the TSA agents in PHL made her stand outside the scanner 10-15 minutes while they decided what to do with her. Her son was in a stroller and she told them that she could take her child out of the stroller for screening but he is not able to walk. The officers then took her around the scanners and told her that she would have to have a patdown. She stated that she did not get the option to go through the AIT screener and told her that she would have to have a patdown. She told the officers that she did not want a patdown and they told her that since she refused to go through the AIT screener she would have to go through a patdown. She advised the officers that she did not get the option to go through the AIT screener and they threatened to call the police on her. She is very upset due to this incident.

Disability Description: The caller did not specify a disability but indicated that because of a disability, he normally doesn't remove his shoes at the checkpoint.

Response Details: I explained that the information on our website is current and up to date.

I advised that his written complaint should be sent to
TSA's Disability Branch, Disability and Multicultural Division.

I advised that I would email information on how to file a complaint in writing that would include the address to submit his complaint.

I advised that I did not have specific information on what his rights are under the American With Disabilities Act are, and advised that I would refer this inquiry to the Disability Branch as well.

He may be contacted by phone.

The caller indicated that he would prefer to be contacted via email rather than by phone.

8/8/2013
3:14:38
PM

Incident Details: The caller indicated that he visited our webpage prior to traveling regarding medical conditions and disabilities, particularly in regard to passengers who cannot remove his shoes.

He indicated that the information indicates that passengers who can't remove shoes should inform TSO before screening begins of this and can still be screened via the AIT,WTMD, or a thorough pat down.

He indicated that generally when he travels he advises that he cannot remove his shoes and passes through screening without being required to remove them. The shoes are often swabbed.

He traveled from BOS and SAN and at both checkpoints he was required to remove his shoes. TSO directed him to go through the AIT screening with his shoes on. He was then permitted to sit while he removed his shoes. His shoes were placed in a bin and went through xray screening.

TSOs at both airports advised that if he did not go through this procedure he would not be permitted to enter the checkpoint and be screened.

The caller asked what is different this year in regard to the screening procedure. He indicated that he makes this trip every year and has done so for the past ten years.

He asked when there was a change in policy and what rights he has under the American with Disabilities Act.

Hello.

I sent the following inquiry last night (just below) seeking information on TSA policy. I received a response (the following document below), which I much appreciate, but which did not answer the main question I asked. That question is: first, what is the policy regarding what TSA agents can say/do when a traveler "opts out" (i.e., can they query that traveler about why they are opting out, forcing them to defend that traveler's request -- the agent I talked to in Boston this past July 18 [JetBlue security, c. 8:00 AM] was adamant that the TSA should not ask the traveler why he/she was opting out, and should in no way make that traveler feel defensive about the request); and, second, is that policy in writing? As I said, my wife had a bad experience last night in Boston -- including, by the way, with the supervisor to whom she complained! -- and I would like to know my rights the next time I travel.

Thank you.

(b)(6)

My original email, sent last night, August 7,:

Hello.

8/8/2013
4:03:41
PM

I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

Your response, received today, August 8:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Caller has tried to get answer about screening. Every time he and his wife opt out of the AIT they get hounded on why they are opting out. He wants to know if this is procedure to ask.

8/8/2013
9:24:07
PM

Advised caller:

We have no information regarding that. Try maybe calling the HR help desk at 1-877-872-7990.

Caller recently had a flight from Logan airport in Boston. After he had cleared the AIT and was coming out the officer began to rant and yell at him stating he was about to run over her. After picking up his luggage she began to rant at him again saying If you have any problems with the way this is done you need to speak with a supervisor (b)(6) then requested to speak with her supervisor and reported this issue. The supervisors name is (b)(6) and this was around 11:20 PM

8/10/2013
12:43:16
PM

Response:

Apologized that he had a bad experience at the TSA checkpoint. Officers are trained to be courteous and respectful to all passengers regardless of the circumstances.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Caller flew Friday MSY-MDW aboard Southwest #1945 at 6:30AM. She is 82 years of age and alarmed the AIT which resulted in a pat-down. The pat-down was conducted by a female TSO approximately 30 years of age. The caller indicated the female TSO was either Hispanic or of Asian descent. Caller feels the pat-down was rather aggressive in nature and the young lady needs to be held accountable for the manner in which she touched her. Caller does not recall the gate or terminal she flew out of but did say this occurred between 5:30-6:00AM. Caller was advised the AIT alarmed due to something in her back pocket. Caller indicates her pants did not have back pockets. She was also subjected to ETD sampling of her hands.

Resolution:

8/10/2013 3:34:42 PM Transportation Security Officers (TSOs) must conduct additional screening to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Explosive trace detection sampling may also be used. TSA regrets your experience was unsatisfactory. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Disability Description: Caller's mother has had breast cancer and has a styrofoam prosthetic.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing.

8/11/2013 9:40:40 AM Do you want information about filing a written complaint regarding disability discrimination?

Sending RFI.

Incident Details: Caller says that his grandmother was treated inappropriately at FLL yesterday. He says she is from Jamaica and this was her return flight. He says that she has had breast cancer and uses a styrofoam breast. He says that she went through the AIT and was asked what the item was. She explained to the officer what this was. He says that she had to remove her shirt and styrofoam breast in front of everyone. He wants to file a complaint about this.

Caller has a complaint regarding Hilo Airport. She forgot to take her 3-1-1 bag out of her carry on. She had a bag that contained liquid medication for her kids in sealed bottles. Security noticed the bag inside her carry on so they ran it through the equipment again. As the Officer asked her to come over to the station she asked her about the medication. The Officer was looking inside the bag. The Officer asked the passenger to open the bottles of medication and she told the Officer she would rather she not open the sealed bottles. The officer asked her to stand while she patted her down. When she asked the Officer about why she was being patted down, the officer replied it was due to not wanting the bottles of medication to be opened.

Declared liquid medications and other liquids for disabilities and medical conditions must be kept separate from all other property submitted for x-ray screening. It is important for those to be declared because of the LGA rule.

She stated it is difficult to remember everything and she did forget to declare her liquids.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

8/12/2013 9:53:29 AM I explained because she did not declare her LGA's she had additional screening.

She was not satisfied with the explanation given.

They ran the bag through twice so she does not know why more was needed. After she got upset with the Officer, the Officer claimed she had told her she could open the medication or have a patdown.

Her name was Officer (b)(6). She thinks the Officer was having a bad day. She was at the checkpoint 8-11-13 at Hilo at 6 PM at Terminal (She does not know) At Gate 6. She was going to fly Hawaiian Flight #381 bound for Honolulu.

She asked me for the CSM number. Told I do not have that available for her but she can obtain it from the IVR but if she is going to call direct we should not refer this over. Told her I will forward it to the CSM.

She stated to repeat herself again (she had several times already). Told her we have this covered unless she has a new question.

Caller traveled recently and had a NOI inside.
She is curious about how bags are chosen.

All checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.
Bags can be chosen at random at any time.

She had a NOI from Minneapolis and it was fine but ATL did not open her bag.
She stated ATL does not have that liquid rule either.

Told her all of TSA has the liquid rule so ATL has that too, if carry on.
Some screening may vary but the 3-1-1 is the same at all airports.

8/12/2013
10:22:35
AM

She asked if a nail file in checked caused the search.

Told her bags can alarm for a number of reasons too numerous to say.
Sometimes it can be due to overpacking or lotions etc. It is not a problem but we must open to clear the bag.

The TSA agent touched her should as she walked out of the AIT Machine.
The Officer said may I touch your shoulder and she let her.

She said the only thing on her shoulder was her bra strap.

Told her I cannot say but it could have been an anomaly and that was the way of the Officer preventing her from having a patdown.
It may have been the catch on her bra strap.
Told she could have asked the Officer a question.

She was satisfied.

Caller stated she wants to file a complaint against a TSA employee. It was regarding something that happened at the checkpoint. She stated the TSA employee was the rudest she has ever encountered in her entire career.

Person involved - caller: (b)(6)
Phone #. of caller (Cell): (b)(6)
Airport: Orlando International
Airline: JetBlue
Flight #: 1294
Date: 8-9-13
She was the checkpoint at: 6:15 PM
Specific location - Terminal 1

Name of Officer: (b)(6)

8/12/2013
10:57:47
AM

She stated the officer was rude. She opted out of the AIT and asked the officer who was watching her bags while she was having a patdown.
She stated the officer said, Quote I do not know, it is not my job to watch your stuff. UnQuote
She stated the officer was confrontational and obnoxious. She stated she could not see her bag while getting patted down and the officer was loud and yelling orders. The officer told her that she should not have pushed the bags through.

Advised caller:
Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

She stated she did speak with a supervisor and he gave her the information to call us.

Because your complaint concerns an incident that occurred at a specific airport we will forward a copy of your complaint to the appropriate Customer Service Manager.

Thank you for that information, but it is not answering my specific question. I went through the body scanner at Detroit Metro Airport and after I stepped out of the body scanner the TSA officer asked me to stand there for a second because she had to examine my hair. Now I and a African American woman with short dread locks. Now my question is, is it "standard procedure" for some one to have to get their hair examined when there was no type on metal clips, bobby pins etc. in their hair. I hope that I can get a better response because I don't want to have to take legal actions.

Thank you

(b)(6)

On Aug 3, 2013, at 5:44 PM, tsatcc_do_not_reply@senture.com wrote:

> Thank you for your e-mail in which you inquire about the reasons for secondary screening.

>

> The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

>

> TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

>

> TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

>

> We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Forwarded to TCC-Referrals for appropriate action.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

8/12/2013
2:08:11
PM

From: (b)(6)
Sent: Monday, August 12, 2013 12:31 PM
To: TSA.Civilrights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/12/2013 12:30:34 PM

Name:

(b)(6)

Email:

Disability Description: Caller has a 10 year old with Autism.

Response Details: I apologized to the caller and told the caller that if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. She stated that they failed to accomodate her sons disability.

I also told her that parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child s needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

I sent an email about filing a disability related complaint as well as information about passengers with Autism.

8/12/2013 Sent email.
4:26:50

PM Incident Details: Caller went through security at Dulles on August 11th at about 5:30 pm. She has a 10 year old with a disability. He has Autism. He always uses the AIT with parental consent. The TSA officer would not let him go through the AIT. The caller asked to please let him go through and he said that children are not allowed through. She said that the TSO finally let him go through but by this time her son was becoming upset. This was not the normal routine for her son so he ran through the AIT and there were anomalies on his chest and pocket. They had to pat him down so he became increasingly upset. She said that all she could was hold him down for the patdown. He was hysterical. She said that it took an hour to calm him down. TSA needs education on Autism. She said that they failed to accomodate his disability. She had to get a supervisor over and told him that she had told the security officer in the beginning that her son always uses the AIT. She also said that TSO s need to listen to the parents.

She is located in London, England.

This is my second time writing to you. To date, I have NOT received an answer. I expect one!

8/13/2013 For a flight to Ft Lauderdale, FL in mid July, I went through the AIT screening and also was subjected to a pat down. WHY?!?!?!
10:13:16 AM (b)(6)

The caller stated that his mother-in-law went through the checkpoint at Dulles and that she was discriminated against due to race. The caller stated that his mother-in-law was patted down three times including a head and scalp patdown. The caller stated that the bag was inspected and that some food was confiscated. The caller stated that he is not authorized to file a complaint on her behalf and that he thought she would not file a formal written complaint regarding discrimination. The caller wanted to know what she would have had to be patted down and why her hair would have had to have been patted down.

Flight Details:

Airport: IAD

Destination: Miami

8/13/2013 Airline: American Airlines

3:24:01 Flight number: AA993

PM Date Time of departure: 08 13 2013 2:40PM

Checkpoint: Unknown

Approximate time of screening: 12:30 PM - 1:00 PM 08 13 2013

Advised the caller: Advised the caller that if he is not authorized to file the complaint on behalf of the passenger then the passenger would need to file the complaint in writing themselves for it to be considered a formal complaint. Advised the caller That I could email him the form to provide to the passenger if she wished to make such a complaint. Advised caller TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Forwarded to MB

Caller said that he is a founding member of homeland security. He has a bilateral hip replacement. He said that every time he flies he receives additional screening. He screening is because his metal implants set off the alarm. He wanted information on filing for TRIP. He thought that would stop the secondary screening. He said that he has a TWIC card. He said that the notification card is a waste of taxpayer money. He said that the additional screening because of the hip replacement is harassment.

I gave the following information: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- difficulty printing a boarding pass at home or at the kiosk.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

8/14/2013
8:06:06
AM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. I told him that he can ask for a passenger support specialist at the checkpoint if he needs assistance.

The caller stated that her son traveled from Tokyo to Kennedy Airport and that he has been subjected to a patdown and ETD and wanted to know why he was selected for this. The caller stated that her son had been selected in advance as the boarding pass had SSSS printed on it and wanted to know what it meant. The caller wanted to know why he was selected and if he was on a federal watch list. The caller did not know if the officers had been professional or not.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include random selection, or alarm resolution. TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

8/14/2013
2:01:29
PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.

TSA Contact Center

Caller said he had items stolen from him at a checkpoint. Caller said he had a small razor phone stolen from him. This happened in SFO. Caller said he filed a claim and got paid for the phone. Caller said he has a \$500 Ipod and he does not want to lose this when he travels to Hong Kong. Caller asked if he can ask for a supervisor to screen his IPOD so it does not come up missing. Caller said he wants to avoid having his IPOD stolen. Caller asked if he can bring a BIC razor and his toothpaste and toothbrush.

I told the caller SFO is screened by private contractors.

8/14/2013 5:26:18 PM Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

There are two primary ways to be considered eligible for TSA Pre✓2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs. Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre✓2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre✓2713™ when flying on a participating airline at a participating airport.

I told the caller he can bring his toothpaste if it is 3.4 ounces or smaller.

Disability Description: The caller's father has a pacemaker.

Response Details: I advised the caller that if a passenger has an internal medical device, such as a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

The AIT is not a metal detector, however it does create a 3D image of the body, highlighting any foreign items on the body.

I explained that if a passenger is not able to use the WTMD, they would be directed to the AIT. They can opt out of the AIT if preferred.

I explained that I can forward this information to the CSM at JFK, and to a disability specialist.

8/14/2013 5:27:13 PM TSA Cares is a helpline to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. - 11 p.m. EST and weekends and Holidays 9 a.m. - 8 p.m. EST. They can call 72 hours in advance of the flight for assistance and information that may be needed.

I advised the caller that if they feel that they need any assistance with the screening process, they can request a PSS from the Travel Document checker, and they can assist them through the screening procedures.

Email sent.

Incident Details: The caller called about 5 minute ago regarding a complaint. She stated that her elderly parents flew from JFK. She stated that he was forced to use the AIT and he has a pacemaker. She stated that he has a doctor's note that states that he cannot be screened using a metal detector. She asked what the AIT is exactly. She stated that this is disrespectful. She stated that they had an airline wheelchair and attendant.

She stated that she feels as if this was a customer service issue, however they did not have any concern for his medical condition, or the documentation submitted. She stated that this is a failure to accommodate his medical condition.

She stated that he has had the pacemaker for a short time and they are not aware of our technologies, and she is concerned for him.

Airport Departing: JFK

Destination: SJU

Disability Description: The caller is traveling from LAX on Saturday.

He has a titanium metal implant in his knee.

He is asthmatic as well and takes medication for that.

Information Request: He was advised to call 72 hours in advance of his flight. He has requested a wheelchair at the airport as walking a long distance and standing in a long line is difficult.

The caller asked if the new rule allows passengers who are 75 to leave shoes on. He asked if he had to remove his belt.

Response Details: I advised that TSOs may check their gloves for explosive material and this is a standard part of screening. I explained that passengers are chosen at random for additional screening. Additional screening, including a patdown, is required to clear alarms and anomalies.

I advised that TSA has phased out the use of hand wands.

8/14/2013
7:04:22
PM

72 hour advance notification is only required if the passenger is requesting a specific assistance at the TSA checkpoint. The caller indicated that he did not want to request such assistance.

I advised that many passengers with metal implants prefer to be screened by AIT. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

Passengers who appear to be 75 years of age and older are permitted to leave shoes on. TSA recommends that belts be removed and placed in a bin before passing through the WTMD or AIT to reduce the need of an alarm.

Incident Details: He indicated that the last two times that he went through security at LAX, the WTMD alarmed and he received a patdown.

The TSO walked over to his desk and removed his gloves. The TSO explained that he had to check for gunpowder residue. The TSO advised that the radar doesn't pick it up. The caller indicated that he is elderly and not a threat. He also expressed concern that other passengers did not receive additional screening of this nature and could have had gunpowder residue on them. He indicated that many passengers went through the checkpoint without receiving a patdown.

The caller indicated that this happened last year.

He indicated that he has complained to people at LAX.

The caller asked why can't they use the wand.

The caller is 6 weeks pregnant and is currently on fertility treatment injectable medications that are to be kept cool. She had a flight today and when she arrived for screening she declared her medications and set her carry on to go through the conveyor for x-ray. She then proceeded into the AIT machine telling the TSO that she was pregnant. During the scan she asked the TSO if this consisted of any radiation. The TSO said yes. The caller then began to panic repeating she was pregnant. She wanted to know how much radiation the AIT had, but the TSO did not know the answer. The TSO then referred the situation to the TSO Supervisor and they did not know the answer. The caller became scared and had to Google the information herself. She was so upset and scared that she missed her flight. She wishes to file a complaint with the TSOs at the checkpoint.

Advised caller:

8/15/2013
10:51:23
AM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. They are not dangerous to pregnant women.

Airport: Louis Armstrong

Airline: US Airways

Flight #: 2084

Date and Time: August 15, 2013 at 6:15 am

Description of passenger: White shirt, very light pink jeans, carrying beige purse and maroon carry on luggage.

Location: Gate B15

Email: (b)(6)

Disability Description: Caller has metal implants.

Information Request: She said that every time she flies she is practically raped by the TSO s because she alarms the metal detector. She wants to know if there is another alternative because she doe not want to be felt up.

I asked her if she is referring to a patdown and she stated that (if that s the terminology you want to use).

She said that they do not have a AIT at Portland, Maine, so every time she alarms.

8/15/2013 1:11:56 PM Response Details: I told the caller that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). The AIT will reduce the chances of having a patdown but not eliminate the chances of a patdown.

I told her that if there is no AIT then she can use the metal detector and if there are alarms then they would have to do a patdown. TSO s are trained to be courteous and respectful during this process and they should explain what they are doing in the process.

I told her that if she gives us her itinerary within 72 hours of her flight then we can send a request for assistance for her at the checkpoint. Also she may ask for a PSS while at the checkpoint if she needs assistance.

Caller did not have her flight information yet.

She also did not want email.

8/15/2013 7:29:26 PM Caller recently had a bad experience with the pat down procedure at MSP. (b)(6) was travelling with her mother who recently had surgery on her wrist to Baltimore. They had opted out of the AIT to have a patdown because they didn t want her to go through anything that may have radiation. Her mother had a glove on wrist to cover the hand that had surgery and she was asked to remove it to have ETD test done it and was repeatedly asked to raise her arms for the patdown even though she stated she was in pain from doing this. The daughter stated she felt like her mother was treated as a criminal.

Response:

Apologized that she felt that she did have a bad experience with the patdown however the procedures you have told me the officers followed are standard patdown procedures. If you feel this needs to be addressed to the CSM of that airport you can contact us back and press option 5 and enter the airport code MSP and it ll give you the contact information for the CSM at that airport.

Caller:

Caller flew from JFK to Austria today. He opted out of AIT to have a patdown. The TSO left him waiting for 15 minutes. He let other people in front of him. He could not get a name of the officer. His spoke to two different STSO who would not give the name of the officer. The TSO was a short black male. He turned his badge upside down so he could not read the name. He wants a response from the CSM.

8/16/2013 5:10:00 PM Response:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I told the caller he can contact the CSM at JFK by phone at:

Name: (b)(6)

Phone:

Caller: said his 2 yr old son just went through the Detroit Metro Airport checkpoint today with his mom and was separated from her during his screening process. He wants to file a formal complaint. He would not give his last name nor his email address. He said his job was in the legal field but he did not say he was an attorney.

Response: The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by applying new risk-based, intelligence driven screening procedures and enhancing its use of technology, while also improving the passenger experience at security checkpoints.

8/17/2013 6:40:04 PM As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. Transportation Security Officers use their discretion based on how old a child appears.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening. Airport security checkpoints are only one part of a multi-layered system for aviation security. Also advised him would send this to the customer support manager at that airport.

From: (b)(6)
Sent: Sunday, August 18, 2013 6:53 AM
To: TSAExternalCompliance
Subject: Endless delay and endless frustration

I will in brief summarize what has happened to me. I am a 56 year old, underweight woman who is disabled. For 4 flights out of 4 flights from SMF, I have been hurt, harmed or tortured with increasing severity over the last 2 years until my flight on June 14, 2013.

8/18/2013
1:05:35
PM

On June 14, I was tortured (according to UN Definition of torture) and permanently maimed by a TSA agent who brutally poked me in an open surgical wound dislodging a drainage tube and tearing out one of the stitches.

The pain was so horrendous that I ran away as fast as I could because I have a fight response to such intense and sudden pain. I went to the bathroom, where I vomited to the point of dry heaves from the intensity of the pain. Alaska Airlines helped me control the bleeding with bandages and ice, but I threw away my shirt and bra as being irrecoverably stained by the bloodshed. (Mistake, I know. I should have kept it as evidence.) This brutality caused me to have additional surgery at my point of destination in Seattle but I was nearly delirious with pain by the time I arrived at the ER.

It has now been 65 days since this has happened, and I have had no response other than a short conversation with (b)(6) and a plethora of insults heaped upon me by (b)(6), both of TSA. I have received a short phone call from the ombudsman who basically said that they would take my complaint (and probably throw it in the garbage at the end of the day.) I have contacted my Congressional Representative and my Senator both of whom had issued Congressional Inquiries. I have written TSA, gotten no response, other than my letter being returned for bad address - which I copied directly from your web site. I had to go through Congress to get the local postal address for SMF, and I was treated horribly for tracking that address down when the letter was returned for the third time. They sicked the FBI on me for expressing my rage and frustration at being treated with such insult and blatant disregard, twisting my words to their own devices in order to cause me further mental torment, and terrorizing my room-mates, and attempting to intimidate me further.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 8/18/2013 8:10:23 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Long Lines / Lengthy Wait at Checkpoint
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SJC on Saturday the 17 th at around 18:15..

8/19/2013
8:29:53
AM

Comments: I arrived at SJC to pick up my unaccompanied minor. The airport was empty and I opted out of the AIT scanning.

The screener on duty required that I go through a pat down (even though a family after me just walked through the metal detector without the unnecessary extras) and then called for a "male assist". After waiting about 5 minutes (other staff were standing around chatting but otherwise not caring) a male staff member walked past me and it was mentioned to him that I was waiting for a male assist. He looked disdainfully at me but likewise ignored the staff member who was asking for assistance. Another staff member walked through the gate shortly after and the scene was repeated.

Finally, the older officer came back (after yet another request being called out) and took me aside for a full pat down.

My issues with this experience are:

- 1) I waited around for the better part of 15 minutes in an empty airport with staff just standing around.
- 2) If other parents can go through the metal detectors (they haven't lost their effectiveness, obviously), then why was I not able to without the extra, unnecessary, hassle to collect my unaccompanied minor?
- 3) Metal detectors work just fine (the rest of the world uses them and we still trust them enough to let parents and several other groups through) so why are we treating people who choose not to use the AIT like terrorists? Last I checked, we were meant to be The Land of the Free, not the land of the pointlessly paranoid.
- 4) The staff member who patted me down (I didn't get his name) was gruff and obviously incensed that anyone would opt out of AIT scanning.

Caller needs to speak to someone over TSA.

He has went through the cost and aggravations for PreCheck. He has a metal alarm everytime he travels. He has a bad knee and has to the the patdown. He wants them to wand the knee and look at his knee and see the scare. He says he has gone through the AIT before and has not had a problem. He wants them to put the AIT in the PreScreening line.

Told caller

I could give him an address for John Pistole, he did not want it. I had ask him if I could help him. I tried to explain to him about the procedure for screening with metal.

Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

The PreCheck was designed for passengers with disabilities but was for more of a bussiness traveler. Anytime you go through screening and there was an alarm they will have to give a patdown to clear an alarm. He can write Mr Pistole a letter or he can go on the blog to make his suggestion of having the AIT at the PreCheck locations.

8/21/2013 9:31:45 AM He kept saying a four letter word so I told him if he said that one more time I would turn over the call to a supervisor, he said he would be glad to speak to a supervisor. I turned the call over to Jeff B.

AM It may or may not cause an alarm, it would depend on several things like the kind of metal or even how deep it was in the body.

Escalated to a Suoervisor: I spoke with the caller and explained that there is simply no way for the TCC to put an AIT in the Precheck line. I offered him an alternative by having private screening when a patdown occurs. He was not happy with my suggestion. I offered him the HQ address he declined. I then told him that I simply do not have the authority to change the screening equipment in the checkpoints and that he needs to simply accept the procedures for what they are, security for his personal safety.

He felt irritated that he has been approved for Precheck but has to still have a patdown due to the WTMD being in the Precheck line. I apologized and told him that there simply wasn t anything that I could do for him here and ended the call. (b)(6)

DEN, PHL and MCO.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

-----Original Message-----

From: (b)(6)
Sent: Tuesday, August 20, 2013 4:18 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/21/2013
2:17:49
PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Caller flew from Orlando to PHL and there was a problem with screening she was pulled aside and patted down and tested for explosives then they let her go. She states when she came back out of PHL the same thing happened again. TSA told her she was pulled aside because she has metal showing. She got worried and went to physician they did a ct scan and found nothing. She wants to know how to keep this from happening again.

8/22/2013
12:47:55
PM

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

The caller and his girlfriend flew out of Lagaardia Tuesday night 8-20-13 out of terminal C. As the caller went through AIT screening one of the officers at the checkpoint was seen by the caller making a pass at the callers girlfriend. According to the caller, an officer was overheard asking the callers girlfriend for her phone number. The girlfriend told the officer that she has a boyfriend and boyfriend informed the officer that he is the boyfriend. The officer took the girlfriend to the end of the check point to check her hands and after being informed that the girlfriend was with her boyfriend, the officer continued to ask the girlfriend for her phone number. The caller was complimented by another officer for keeping his cool and shook the hand of the boyfriend. The caller stated repeatedly that he didn't want to make a scene and end up on the news along with the TSA but that he would have been well within his rights to make a scene. The incident took place between 1800 - 1700. The travelers were flying to Raleigh Durham.

8/22/2013
2:13:38
PM

The girlfriend is African American 5 foot 4 inches and was wearing pink Aeropostale New York shirt. The boyfriend was wearing a dark blue Aeropostale shirt.

The officer that was speaking to the girlfriend was a tall African American male.

The officer with the boyfriend was an African American male and had a beard and shook the boyfriends hand for being so cool.

email address of the girlfriend is (b)(6)

I informed the caller that we regret to hear of this incident and I informed the caller that I would be forwarding this record to the customer support manager at the LaGuardia Airport.

(b)(6) phone number for the girlfriend (b)(6) The spelling of the female name was confirmed by the callers girlfriend at the end of the call (she got on the phone). The callers asked how long it would take to hear from someone regarding this issue. I informed the caller that I could only forward the information to the CSM at LaGuardia and their office would need to handle the situation from there.

The caller does not understand that when he flew recently, he had to empty his pockets if he also goes through an x-ray machine. He went through the SFO Airport and was instructed to empty his pockets which contained some large bills and he was embarrassed and also worried that if others saw the large bills, he may get it stolen. The caller does not understand why he would have to take his paper money out of his pocket because x-ray will go through the paper. He understands why he needs to remove metal from his pockets. The caller will be 75 years old next year.

8/22/2013
6:35:50
PM

I explained to the caller that there are possible dangers with anything in pockets and the best screening is still by human senses. I explained that technologies have improved and AIT is available today but that technologies of weapons have also improved. I also explained that the rule at a security check point is to follow the officer's instructions.

Caller flew from Boston Logan to Tampa. She said last August she flew from Boston to Florida her hair piece was missing from her purse. She said that her hairpiece is missing yet again. She said that this is the third time this similar type hairpiece has gone missing from her purse. She discovered it missing when she got home. She said that she was pulled aside for a search because she had an anomaly with the AIT. She said that leads her to another complaint.

She is always searched. Even when noone else is searched, she is. Another lady made the AIT buzz and the TSO just let her go. She said that she could not see her image on the AIT to see if there were boxes on it or not. JetBlues line was long and after 45 minutes a man left the line because he was so aggravated. Then they brought in more TSO's and the line started moving. She went through the AIT and had to have a patdown. She said that they wanded her down below and she does not know what that was all about but her whole body was searched. By the time she reached the gate the plane was late and everyone was mad, but she made the flight.

Airport: Boston
Airline: JetBlue
Flight Number: 691
Date and Time: August 21 at 3:30 pm
Terminal or Gate: C
She does not have email.

8/23/2013
11:20:04
AM

I apologized to the caller that she is missing an item from her purse. I told her that she may file a claim for the missing item and I told her she would receive the form in her postal address in about 7 to 10 days.

I also apologized that she was not happy with her screening experience. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Passengers may also be selected at random for additional screening.

I told her that if there are anomalies detected by the AIT they show up on a generic outline of the passenger. Without seeing the other passengers image we cannot assume why she was not patted down.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

TSA,

I appreciate your response to my email below but it does not address my concern. Before I sent my email I researched TSA policy and fully understand that Crew Members are not subject to the AIT machines. That issue was never in question. If you read the TSA policy though it does clearly state that all bodies, including crew members, must go through basic metal detectors and have bags checked in xray machines. In the incident I am reporting, a Flight Attendant bypassed both. She entered a active airport without anyone questioning her belongings or what could be in them. If this happens on a daily basis and is compounded overtime the possibility of a security breach surely increases.

TSA policy should be intact to protect the masses. I don't expect anything but the best and clearly that wasn't demonstrated.

Thank you.

(b)(6)

Sent from my iPhone

8/23/2013
8:04:08
PM
Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@scenture.com"tsatcc_do_not_reply@scenture.com
Date: August 23, 2013, 5:34:31 PM CDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In Caller's pregnant daughter flew out of SLC this morning aboard JetBlue. She opted out of AIT screening and requested a pat-down. Caller states the male officer was very rude and inconvenienced by her requesting a pat-down. Caller's daughter has previously contact the TCC and verified that she is able to request a patdown in lieu of AIT screening. Caller does not have specific flight information and will call back when she obtains the flight number, gate, destination airport, and a brief description of the male TSO who she deems was rude. This incident occurred at approximately 8:30AM.

8/27/2013
11:53:55
AM
Resolution:

Advised caller we can forward her complaint to the SLC CSM when she calls back to provide specific flight information. Confirmed to caller that AIT screening is voluntary for all passengers. Any passenger, including pregnant passengers, may request a pat-down in lieu of AIT screening.

Caller stated that he had a Pacemaker. Caller stated that he felt that TSA employees should actually have to request for medical proof stating that he has a pacemaker because of an article that he read stating that someone could get on the plane with an internal device similar to a Pacemaker and blow up a plane. Caller stated that he spoke with a supervisor at the BOS airport and they stated that the rules are made by congressmen and she wasn't one to suggest it. Caller stated that he would like to see this in effect because whoever has a pacemaker is provided with a card stating that they have a pacemaker.

8/27/2013
2:29:35
PM
Advised Caller:
passengers who have internal medical devices like pacemakers or defibrillators. If a passenger has an internal medical device such as a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) should affect such devices. This is done for his safety to ensure that he can safely go through screening.

I have notated his suggestion.

Caller flew out of the El Paso airport and was made to remove his belt. He said that he was surrounded by the TSA agents and forced to remove it. None of them could agree however if it was policy to remove it. He is requesting an e-mail of our official policy.

8/27/2013
7:37:18
PM
Advised Caller: The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Sent e-mail of template

Caller stated that every time he flies from JFK he wears paper slippers and they give him a hard time. He just traveled to Orlando on August 8th. They asked him to remove them and he said that he cannot remove them. Then he had the patdown and the girl still insisted that he take off the paper shoes. This only happens at JFK and has occurred on several occasions. He said the supervisor just stood there with his hands on his hip. The TSO that patted him down was a black female, about 160 or 170 pounds. The supervisor was a white male who wore glasses and was about 200 pounds. He asked if he can get a copy of the policy.

Airport:JFK
Airline:JetBlue
Flight Number:483
Date and Time:August 8th 10 am
Terminal or Gate:21

8/28/2013 6:50:28 PM I apologized to the caller and told him that because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Additionally, TSA entered into a Memorandum of Understanding with the U.S. Public Health Service to further review our screening practices and to advise us of any appropriate additional steps we might take to assure the health of travelers. TSA will continue to evaluate screening practices and make changes as appropriate.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement.

I also told him he may ask for a supervisor at any time.

Sent email.

I apologize

Caller and dad flew from MSP to SEA and through security at MSP everyone had to go through the body scanner. She is 17 weeks pregnant, should she have been directed through that technology?

States they didn't see any signs posted at the AIT machine informing they could opt-out.

Response:

8/30/2013 11:01:56 AM The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings.

This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT.

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Explained AIT is a voluntary alternative screening process and she always has the right to opt out.

Recently flew from DEN wanted to talk to someone about the screening. She said the screeners were lazy. She got there at 4:55PM and went through taking shoes off and putting her stuff on the belt. She told them she was going to opt out and do the patdown. She does this all the time because she doesn't trust the AIT machine. She said some of the officers were standing over in the corner talking. After a while of waiting one of them finally motioned her over.

8/30/2013

12:46:20

PM

Response:

Apologized that she had a bad experience at the checkpoint. We do keep a record for all complaints and if we do find that this is a repeating issue at a particular airport we would forward this to the CSM at that airport so they can take proper action. If you would like you can also contact the CSM at the airport yourself and to get their contact information you'll need to call this number back and press option 5 and enter the airport code DEN and it'll give you their contact information if you would like to contact them as well.

The caller flew from SAV, and was identified for additional screening with a patdown and ETD. He wanted to know why this happened, and if this would happen again.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, or identified for additional screening at our nation's airports or ports of entry.

8/30/2013

5:05:29 PM

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the Redress Control Number. Travelers who wish to check the status of an inquiry but do not have their Redress Control Number may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/31/2013 7:29:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/28/2013 4:40 PM Airline & Flight Number : Delta 26 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) : unknown Comment : I asked twice if my son who is 13 could be screened by the metal detector instead of AIT. Both requests were refused. Each time the agent told me "AIT is the primary method of screening." That is obvious. I suppose I should have used the phrase "alternative screening requested." According to your website that is my right and my right was denied. He led me to believe that only children 12 or under could avail themselves of screening other than AIT. I feel that it was obvious that I didn't want my son to use AIT screening. In my opinion the TSA agent was being deliberately obtuse.

9/1/2013

9:40:45 AM

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

I am writing about my experience moving through the security line at the airport in Burlington, VT in the hopes that my encounter will lead to more sensitivity training.

I am pregnant. While my obstetrician cleared me for flying, she also instructed me to opt out of the AIT screening. I appreciate the need for safe flights, and I am resigned to the pat downs of which I have had several. At the Burlington airport, however, the agent was immediately irritated at my request to opt out of screening. She lectured me on the safety of the AIT screening and then barked at me when I did not correctly guess where she wanted me to walk. During the pat down, she was antagonistic. When she got to my waist, she demanded I remove my bellyband in front of other passengers though doing so would reveal my underwear. I had just attended a conference with several of the passengers walking by and was humiliated. When I refused to remove that vital item of clothing (the bellyband), she blamed me for not requesting a private screening.

9/2/2013
9:01:25
AM

I understand the need for careful security checks and I appreciate flying on a safe plane, but all passengers deserve to be treated with courtesy and dignity. While agents might disagree with a doctor's orders, they should understand that a passenger is likely to follow the medical advice she has received from a trusted professional. When passengers opt out of the AIT screening, agents should give clear and polite instructions about where they want passengers to walk and stand, rather than expecting passengers to magically know and then shouting at them when they step on the wrong patch of carpet. Agents should be mindful of a passenger's belongings and ensure they are watched and safe. Finally, agents should be trained in how to pat down pregnant women. It would be useful for them to learn about maternity clothing—particularly the bellyband that allows women to extend the time they can wear non-maternity pants. While kindness would be ideal, screeners should at least restrain from open hostility.

It is already uncomfortable to fly while pregnant. But it is particularly unpleasant to be humiliated by the TSA agent before the journey has even begun.

Thank you for taking the time to consider my experience.

Sincerely,

(b)(6)

Caller flew on August 14 out of JFK. As he went through the AIT machine with money in his pocket, the officer at the checkpoint told him that he was required to take the money out of his pocket or he would have to go all the way to the back of the screening line and go through screening again. He took the money out of his pocket and put it in the bins for screening. Caller wants to file a complaint because of the rudeness for the screener and also like to get the lost and found number to JFK to see if the money has been turned in because it was missing at some point after or during screening.

Advised,

9/4/2013
4:26:39
PM

Airport: JFK
Airline: Delta
Flight Number: caller does not have the flight number available
Date and Time of Incident: August 14, he came through the checkpoint around 9 to 9:30 Pm

Location: Terminal 4, he is not sure of his gate number

Contact info: (b)(6)

I advised caller that i will be submitting this complaint to the CSM at the JFK Airport. I also provided the caller with the phone number to JFK s lost and found to see if the money had been turned in. Kennedy International Airport
718-917-3810

Caller wants to complain about harassment through JetBlue security.

On two occasions, he was treated badly by a TSO.

He is an Indian and has a beard and he is not a terrorist. The first time, he went through the machine that screens you. Before then, he was told that if he had any substance or unwanted materials, he will know.

Why would he tell him that?

The TSO is African American.

He went through again yesterday. Caller did not realize that the TSA was talking to the passenger in front of him. and got confused. Then he forgot about two coins in his pocket.

The TSO asked him why he didn't realize that he had these in his pocket.

After he went through screening, the TSO was rude to him and not to anyone else around him.

9/5/2013
10:03:09
AM

That TSO wants to

340 hrs JFK to MCO.

Flight 83 last date.

I asked caller if he felt that he has been discriminated against

Accepted Transfer from (b)(6)

He stated he was discriminated against at JFK.

He is an Indian man and he wears a beard.

The Officer told him before he went to the AIT machine that if you have any substance on you I will find it.

-----Original Message-----

From: (b)(6)
Sent: Thursday, September 05, 2013 4:32 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) iver, Bucks, SL0 9BP

9/5/2013
10:35:16
AM

Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

Disability Description: Caller is going to be traveling for business with State Farm. Caller said that when she comes home from Blooming ton she is always subject to additional screening because she has metal implants.

Information Request: Caller wanted to know how she can avoid the additional screening.

Response Details: Advised caller when going through screening with metal implant it generally does cause a alarm when going through the WTMD.

If the airport that you are traveling from has the AIT you can go through that. However if there are alarms or anomalies a patdown is required.

Caller said that they Don t have that machine at that airport.

9/6/2013
11:00:58
AM

Told caller that a Patdown would be required in order to travel.

Caller said that she also has to undergo ETD sampling and she does not understand why this is done ever time.

Told caller that is standard screening procedures that she can request a PSS for assistance if needed.

Also advised caller that I can forward her complaint to the CSM at that location for review.

Caller said that she did t want to do that she would just try to talk them there the next time that she travels.
Emailed caller information.

The caller wants to file a complaint. They flew from DEN on 9-5-13 and his wife was held up without being told why. The caller states they missed their flight due to the screening process. The caller states they swabbed her hands and took her to a room and patted her down. The caller states the process took about 15 minutes. They live in Colorado Springs which takes about 2 hours but it turned into a 9 hour day because they missed their flight. The caller wants to know if there is a clear program or something that they can join to avoid this happening again.

9/6/2013 11:03:02 AM In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening.

I advised the caller there was an expedited screening program that they could join. I advised the caller that since this is the first time this has happened it could have been random selection but if it starts happening ever time she flies to call and we could assist her then.

The caller asked if there was a specific screening process for muslim women. He indicated that he traveled out of IAD about a month ago to Los Angeles and witnessed two muslim women in traditional garb. The caller indicated that they opted out of the AIT to go through the WTMD and then received a limited patdown of their head area.

He asked what a thorough patdown was for a women.

The caller asked if they could have opted out of the AIT.

The caller mentioned that he would send his wife through the checkpoint dressed as a muslim women.

The caller's ultimate complaint was that the women did not receive a thorough pat down.

I explained that the screening process and procedure is the same for all passengers passing through the checkpoint regardless of their religious affiliations. I explained that AIT is voluntary and passengers can opt of the AIT to receive a thorough patdown.

9/6/2013 2:57:46 PM I explained that patdowns should be conducted by TSOs of the same gender. TSO are trained to use the back of their hand when conducting a patdown of a sensitive are and the palm of their hand over a non sensitive area.

A passenger can request a private screening. During a private screening another TSA employee would be present at the passenger can request for someone to be present with them as well.

i advised that a passenger can t request the WTMD in lieu of the AIT or a patdown. I advised that the ladies may have been referred to the WTMD. TSA incorporates random and unpredictable screening at our airports to keep those who want to do us harm from circumventing the system.

I advised that patdowns are required to clear alarms and passengers can be chosen at random for a patdown screening. I advised that a limited patdown may be required to clear an alarm in a specific location.

I advised that I had decameter his concern.

TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

Passengers can wear whatever they like through the screening checkpoint.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

Caller has a complaint on a supervisor in San Antonio at Terminal B. Caller says she travels every week. She was in line to go through screening via the WTMD and was told it was for crew members and employees only. She spoke to supervisor and ask why they did not post a sign so passengers would know this. She was told she can walk through the AIT or get a patdown. She says the officers were rude and ugly to her. She felt it was their way or the highway. She says the supervisor told her she was fed up with the caller and walked off with no explanation at all. Caller said they had only been standing there for about 5 minutes.

Told caller

I explained to her that during screening passengers cant ask to be screened by the WTMD instead of the AIT. If they have the AIT she can use it or get a patdown which is what the officer told her. She wanted to know why there wasnt a sign posted saying the WTMD was for crew members and employees. I told her they may use the WTMD sometimes for screening of passengers as well but I did not know if they could or would post a sign. This is her complaint, why can they not post a sign. I am forwarding her complaint to the CSM so they could address her complaint for her.

9/6/2013
3:01:34
PM

If the passenger cannot be separated from the device, he or she cannot be screened by the walk-through metal detector or Advanced Imaging Technology (AIT) and will be screened using a patdown procedure. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155

Disability Description: The caller takes medication for a skin condition.

Response Details: Advised caller I would send claim forms via email and send the information to the CSM at the airport. Advised caller if the CSM has further questions they would contact her either through her email address or the phone number. Sending the DRFI information via email and sending to ODPO.

Incident Details: Caller flew from Las Vegas to Atlanta on Delta Airlines. Caller stated when she went through the checkpoint she was stopped because of the liquids, gels and aerosols. Caller stated she opted out of the AIT machine and requested to have a patdown. Caller stated the screener was rude at the checkpoint and she couldnt bring her liquid medication through the checkpoint. Caller stated all of her liquids, gels and aerosols were 3.4 ounces or smaller and the passenger feels like the screener wanted to keep the items. Caller wants to be reimbursed for the items that were taken. Caller stated the liquids the screener took were for a medical condition and the passenger explained to the screener the liquids ere medically necessary for a skin condition. Caller stated the screener was very rude.

9/7/2013
12:45:37
PM

Incident happened:09-06-2013@02:00pm

Airport: McCarran

Airline:Delta Airline

Flight number:2202

Gate Terminal:Gate D36

Caller dropped off a friend at the airport and she missed her flight, the reason was because she was being screened by the TSA for about 45 minutes. So she would like to know why we take so long.

9/8/2013
10:11:28
AM

Advised caller that TSO's are required to screen every single person thoroughly and their luggage as well. Explained that if a passenger goes through the WTMD or the AIT and alarms they are required to have a thorough patdown. When their luggage goes through the xray machine, if it alarms the TSO's are required to physically inspect the luggage entirely and completely to clear it in to the secure area. They will not allow something through unless it has been cleared, if not cleared they will spend time screening no matter what time the plane is scheduled for take off. TSA advises passengers to arrive atleast 2 hours in advance to allow ample to for screening and boarding.

The caller left his laptop at the TSA checkpoint yesterday after going through screening. He opted out of the AIT and after packing his stuff up to go on to the flight. He came back to the checkpoint, Terminal 1 checkpoint 1, and was told that the item would have been taken to the lost and found. He said that he called the lost and found at ORD and they were not open on the weekends. He said that he left a message, but is concerned because he is a musician and will be traveling next week to Europe. He needs the laptop. He wanted to know if there is anyway to speak to someone at ORD to confirm that his laptop is at the lost and found.

I told him that if the lost and found is not open, the only other point of contact is the CSM. I told him that the CSM may not be in on the weekends. He can try to contact them via option 5 on the IVR by entering ORD after selecting option 5.

Then, he said that the number he was provided for TSA at ORD is 773-277-1210.

I told him that this is the lost and found for ORD, not the CSM.

9/8/2013
11:18:23 AM Chicago
O'Hare International Airport
773-377-1210

Then, he asked if I had the telephone number for the CSM at ORD.

I provided the contact number for the CSM at ORD. I explained that if none of the offices are open on the weekend, he may have to wait until Monday.

Phone: (b)(6)

The caller wanted to report a rude screener. She said that she turned 75 on the day of her flight and had reviewed the screening procedures previously to her flight. She knew the new expedited screening procedures for passengers 75 and older allow passengers to keep on their shoes and light outer wear. She had a light fleece vest on over her t-shirt and the STSO told her that she has to remove it. When she questioned his instruction, he told her that he did not care what she read on the TSA website and that he makes the rules. She wanted to compliment everyone else, but this STSO, because they treated her very polite and professional. She said that he also made the comment, "Do you want to make it to your flight, or make an argument?" She said that she has traveled since she was 13 years old and keeps herself updated on the screening procedures and policies. She did not remember the name of the STSO, but knows that his first name began with a (b)(6).

I apologized to her for the STSO being rude to her and advised that I will send this record to the CSM at BOS because this complaint concerns an STSO at BOS. I will also inform the CSM of her compliments for the other TSOs conducting her screening at BOS.

Departing Airport: BOS
Airline: Jetblue
Flight Number: 1475
Approximate Time of Screening: between 4:45PM and 5:15PM
Departure Time: 7:42PM
Terminal C
Destination: OAK

9/8/2013
4:22:22 PM

She also asked if she was correct about the new expedited screening procedures for passenger ages 75 and older.

I reviewed the following information with her:

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 9/8/2013 5:06:23 PM Airport : CMH - Port Columbus International Date/Time of Travel : 09/08/2013 5:30 PM Airline & Flight Number : swa 987 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

9/8/2013
7:11:21
PM

Comment : The agent manning the AIT entrance was very rude. I'm traveling for the first time in a wheelchair although I am a very seasoned traveler (previously w/o a wheelchair). The agent was belligerent because I refused to stand in the AIT machine even though I am not medically permitted to place ANY weight on my right leg due to intensive knee reconstruction surgery. Even the wheelchair attendant told me he was going to mention to the supervisor that the TSA agent was rude to me. With the exception of that one person, all other agents were very nice & helpful.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

9/9/2013
1:49:58
PM

Caller stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. they found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

CCR informed her:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. This is required when someone alarms.

Caller stated that he just starting traveling recently and has a internal medical device and he stated that while he was at RST they made him lift up his shirt in front of everybody and this has never happened before and he wants to know why. Advised the caller that they may of wanted to see the exact location of the device and that may of required that he life up his shirt.

9/9/2013
3:05:56
PM

Gave the caller the following info:

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

From: (b)(6)

Sent: Wednesday, September 11, 2013 12:40 PM

To: TSAExternalCompliance@dhs.gov

Subject: Harassment by TSO AT Newark Airport

MY name is (b)(6) On August 27,2013 at approx. 2:40 pm I was directed to the AIT unit for screening I complied. I was told by TSO (b)(6) to step forward, and I came out of the booth. I stood there for while and a lady TSO patted down a passenger before me. After the inspection of the passenger was completed I step forward to collected my luggage. TSO (b)(6) shouted at me "get back here!" he said. I came back to him and I said I thought it was OK to go because you stood there all this time doing nothing. He ask me to repeat what I said and I did. He then told me sit down in a chair by the side. I asked why and he told me because he said so.

9/11/2013
2:11:09
PM

I sat in the chair for awhile and nothing was said or done. I then ask if I was being punish for asking him a question. At that point I called him a racist, and he went on the radio and said some code that I don't understand. A few minutes after, a supervisor Todd Santavpia came, escorted me and my hand luggage to a room where he examined my body and my luggage.

Superviso (b)(6) was respectful and professional. TSO (b)(6) was rude and unprofessional TSO (b)(6) tried to bait me into being disruptive and I refused to stoop to his level.

I did board JETBLUE Flight 543, and had a safe, enjoyable flight to West Palm Beach.

Sincerely

9/11/2013 2:52:14 PM
Heard of the program that is costing \$85.00 and wanted to know if it kept her from having to go through screening such as x-ray and a patdown because she feels those procedures violate her civil rights. She stated a few years ago she had to go through a patdown procedure and she asked the officer if she would have to touch her private area and the officer told her yes. The caller stated she started screening at the top of her legs that she was going to touch her in her private area. She stated she hasn't flown since because she was traumatized by the experience.

Response:

Apologized that she did have a bad experience however the \$85.00 will be for precheck which is an expedited screening procedure. Going through shorter line, not having to remove shoes and things of that nature you are still required to go through the screening procedures such as WTMD or AIT and you could still be subject to a patdown.

The caller's sister in law flew from North Carolina today and she had her hands swapped with paper. He asked why this happened. He asked why they let her on the plane, because she kept testing positive. He asked how they can lodge a complaint. He asked what would happen if a passenger missed their flight. He asked if TSA would reimburse the cost of rescheduling a flight or make arrangements for the passengers.

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. TSOs are trained to resolve these alarms using a variety of resolution techniques.

9/11/2013 7:44:11 PM
Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

They can file a claim with TSA. However, generally we do not make flight arrangements or do anything if a person misses their flight.

Feedback Type : Complaint

9/14/2013 9:26:53 AM
Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2013 5:57:19 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/14/2013 5:15 AM Airline & Flight Number : aa1219 Checkpoint/Area of Airport : Gates 23-34 TSA Employee: (If Known) : (b)(6) and (b)(6) Comment : Told TSA Officer that I could not raise my arms for the time needed for the AIT millimeter machines. Was directed past metal detector for a pat down. I stated that I did not opt out, but could not raise my arms for the time needed for the AIT millimeter machines. Spoke with TSA Officer (b)(6) who acknowledged that the person at the checkpoint entry made a mistake (she indicated that this person was new), and that I must now go through a pat down. I asked if I could go back out and through security again. (b)(6) said that I could. After a few more minutes of discussion, I decided to do so. I was then told by TSA Officer (b)(6) that this was not an option; that I must go through a pat down (there was no choice). He was rather aggressive in stating this (he did not create an atmosphere that inspired a feeling of safety). I was then forced to go through an enhanced pat down. Note that I am also TSA PreCheck qualified.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller is on Dialysis.

Response Details: Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. Travelers may call TSA Cares toll free at 1-855-787-2227

Advised caller she always has the option of speaking with a PSS upon arrival at the airport if needing assistance.

Advised caller some airlines have special lanes set aside for passengers with disabilities, traveling with children, etc., nothing that TSA endorses. She can always ask to be directed to one of those lanes if the airline sponsors. Explained to caller she should inform the TSO of any assistance needed before beginning the screening process and her level of ability.

9/16/2013

2:09:58
PM

Incident Details: She states she flew on 8-24, from Akron-Canton via ORD to SFO and experienced disturbing things with TSA because of having a disability. Stated TSA members don't seem to be affiliated with passengers with disabilities, being on dialysis she travels with unusual items, cleaning agents for herself and her machine. States she was put through extensive checks and her machine was ran through the x-ray machine twice. When it came to checking her she went through the AIT scanner and she was standing there and a TSO agent was touching her arms and her feet because she didn't remove her shoes. She was then taken to a room and they proceeded to check her entire body which was extremely uncomfortable. Never been through such a screening before, explained she had a letter from her doctor and they didn't seem to care.

The TSOs were a male, middle aged possibly in 40s and an older female, brunette short bob, approx. 5'4" or 5'5". The other lady that was in the room was very kind, didn't say anything or touch her.

She doesn't think she needed that much screening.

Flight # UA5830, Gate # not available., flight departed at 10:17AM

When she returned from SFO she didn't experience anything remotely like at Akron. Flew from SFO to HI and on return flight she didn't experience the same check in HI. Flew from HI to LAX and when she left yesterday she wasn't checked as in Akron. She thinks it was all uncalled for at CAK. she cried and felt uncomfortable and isn't asking for anything, just trying to get justice for people with disabilities and handicaps, they could have different lines for those individuals. TSOs need to be more sensitive to someone that has a disability and need to be careful because maybe someone doesn't like to be touched, been abused, etc.

Disability Description: The caller indicated that she has cancer of the eye.

Response Details: I advised that her complaint must be submitted in writing and advised that I would email information on how to do so.

I advised that I would also refer the information to the CSM at DEN to make them aware.

Incident Details: The caller indicated that she passed through the TSA checkpoint at DEN between 12pm -12:15pm. The caller advised the document checker of her condition and that she would like to opt out of AIT. The document checker referred her to an African American TSO near the AIT. The caller advised of her medical condition again and that she would like to opt out of the AIT to receive a patdown. The TSO lectured her on the fact that the radiation emitted was the same as on the plane and when using a cell phone. A female TSO advised that radiowaves, and not radiation was used. The caller contacted her doctor and advised that radiowaves had the same effect.

9/17/2013

2:33:57
PM

She was made to go through the AIT and indicated that it caused so much anxiety that she had to take medication.

The caller indicated that she always receives such difficulty at DEN in regard to opting out of the AIT; however this is the first time that she was refused to be permitted to opt for a patdown.

She indicated that she intends to seek an attorney and would like to make a formal complaint. She does feel that she was discriminated against and received disparate treatment.

The caller was traveling with Delta flight D12108 departing at 1:25pm from gate C36. The checkpoint was on the 5th floor.

She did not have the names of the TSOs.

Caller is disabled in her upper body and caller states her disability is not obvious. Caller said she does not need wheelchair assistance from the airlines. Caller has trouble carrying and trouble lifting. Caller has trouble lifting her arm. Caller does not like going through the AIT but stated she has been forced to use it anyway.. Caller said she has asked the TSOs to assist her in lifting her bag but has not received the help she needs. Caller said she has asked for a supervisor in the past and has been told that they are too busy to get a supervisor. Caller said JetBlue and Southwest assist her with lifting her luggage once she is on the airplane. Caller wanted to know what she can do in the future to get someone to assist her. Caller wants to use TSA Cares to lift her luggage. Caller complained about the TSA Cares line did not give her the option to select to just get information only. Caller stated that airlines have had to pay her because they did not follow the disability laws. Caller does not have any flights scheduled at this time. Caller did not name a specific airport in regards to this complaint.

9/18/2013

12:43:32
PM

I told the caller to request a PSS or supervisor before she starts her screening, but caller stated she is not getting the help she needs

I am leaving this in pending template because the caller wants assistance lifting her luggage at the checkpoint and she specifically wants this help from TSA cares.

Caller has an issue with 2 TSA employees who work at LAS. (b)(6) and (b)(6) TSOs. Caller states when entering the security checkpoint there was a lady before (b)(6) and he was walking briskly because he was late. This TSO put her hand out and wouldn't allow him through the barricades. She takes his ID and looks at it, he has a beard and stands 6'4" and she made comments about him being Islamic. States he is a rodeo cowboy and makes his living traveling throughout the US, was wearing a 5 inch brim cowboy hat, wrangler jeans, boots and professional PRC shirt, caucasian male.

(b)(6) was TSA security and her supervisor is (b)(6) he spoke with the supervisor and TSOS advised him to call the TCC.

After placing his laptop and business papers and other items in the trays, he gets in the AIT and steps out afterward and the TSO (b)(6) told him to stop and placed his hand on his chest.

Without proper notification the TSO started feeling of his neck, chest, upper body, etc., didn't say he needed to give him a search, patdown, etc. Said he was stopped in line and the TSO felt his back, stomach, chest area, and the way he did it wasn't a proper search.

9/18/2013

1:55:36

PM

His complaint is that (b)(6) inappropriately touched him and (b)(6) made the racial comment to him.

Flight departed at 7PM, Flight # 245, Gate # 28.

Response:

(TSA) regrets any unprofessional treatment you may have experienced. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Attachment:

Name: (b)(6)

Cell: (b)(6)

Home: (b)(6)

Mailing Address: (b)(6) Alameda, CA, 94501

Email: HYPERLINK (b)(6)

What happened?

I was searched in violation of your own TSA policy. I was screened via your X-ray machine and found to not be in violation; then also patted down. In violation of your own published policy, I was succumbed to your excessive searches at the beginning of my trip and also at the interim point. My spousal unit was not allowed to be present at my excessive search. I was boarding AS255 at Puerto Vallarta flight returning home on 05Sept. At the PV gate I was pulled aside at the jetway, they physically searched my carry-ons, and physically searched me for explosives, all with negative results.

I then retrieved my luggage at LAX, successfully went through customs/immigration. Had to leave the AS terminal, walked outside and then entered the AA terminal at LAX and went through the security process again. I submitted my AS Boarding Pass for AA flight 2465 from LAX to SFO, my boarding pass flagged a "RED" signal. The TSA agent told me to step to the side. She then told her co-worker, "look at this red light"; she then told me to step aside. She then radio-ed someone to come. No one responded; she then radio-ed again. She told me to step aside again: told my spousal partner to move forward away from me. His name is (b)(6) He was forced to go through the scanning process and never allowed to be with me.

I was then met by a TSA agent (male). He told me I was to go through the x-ray scanning process. I willingly complied. I was scanned and NO ISSUES OR EXCEPTIONS WERE FOUND. I WAS COMPLETELY CLEARED THROUGH THIS PROCESS.

9/19/2013

9:58:55

AM

Instead, I was then taken aside to 3 TSA agents. The male TSA agent told me that I was now going to be physically patted down. **EVEN THOUGH THERE WAS NOTHING TO WARRANT SUCH A SEARCH!!!** He then brought over a black female TSA agent. She informed me that she was going to pat me down physically, including my groin areas. She was **EXCESSIVELY SLOW AND EMBARRASSINGLY** physical in patting me down. She patted me down very slowly on the front of my body, including my groin area, and then had me turn around and patted me down on the back of my body, and again in my groin area. I must tell you, I was employed by the State of CA, Dept. of Corrections, I was a Peace Officer, performed many searches of criminals in my career. YOUR TSA is a mockery of the search process. Exceedingly slow and humiliating!!!

After physically searching me and finding nothing, the black female TSA agent then swabbed me again (after I was swabbed in Puerto Vallarta for the same thing and nothing was found) for explosives.

She took the swabbing material and attempted to process it through the machine #1. **GUESS WHAT??? THE MACHINE WAS BROKE!!** She then took my swabbing material to another machine. She tried a "test" on that machine and guess what???

She stated out loud, "I tested this machine and it came out positive for explosives - however it was just a test, and it wasn't her results." She stated, this machine is also broken."

The male TSA agent then spoke to his supervisor. He said, You know, we need to have these machines calibrated because they are not working." She replied, I/ell, I thought we just had these machines calibrated so I don't know what to do." He then told me and the TSA black woman to follow him over to a third machine. We moved over

to the third machine where she inserted my "explosive results" paper into this third machine. This machine confirmed I was negative for explosives and they finally let me go. My significant other approached us at the third machine and asked the male TSA agent what was going on and why I was singled out. He said it was totally up to Alaska Airlines why they singled me out and it wasn't TSA at all. It was Alaska Airlines.

He denied any knowledge as to why I was put through this and said it was AS airlines who did this to me. There are two specific violations that TSA did against me:

FIRST, PLEASE SEE THE TSA POLICY ON THE TSA WEBSITE - I HAVE COPIED IT BELOW TO SHOW YOU YOUR OWN POLICY TO POINT OUT HOW YOU VIOLATED IT!

TSA POLICY PER YOUR OWN WEB SITE RE: Pat-Downs

What to Know Before You Go

If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a

The caller is flying and he is subjected to additional screening. He stated that this happens everytime he flies. He stated that he wants to clear his name. He stated that he gets a patdown. He stated that he flies with his children and it gets out of hand. He stated that he gets a patdown everytime.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries online by entering the RCN.

9/19/2013

2:04:01
PM

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I explained that there is no guarantee that this will resolve the issue. I explained that I can email the forms within 24 hours of this response.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The caller is flying from PBI, and the supervisor indicated that the passenger must remove all items from his pockets before the screening began. However, the caller, who is on military orders and in uniform, indicated that this has never been required at any other airport. Also, the supervisor requested his military orders, and the caller informed the agent that this has never happened either. He wanted to file a complaint regarding the inconsistency at PBI compared to every other airport he has flown through.

Flight Information:

Date and Time of Flight: Sept 20, 2013; 11:59 AM

Departure Airport: PBI

Airline: US Airways

Flight Number: 3429

Terminal and Gate Numbers: The caller believed the Gate was B 9.

Supervisors Last Name: [b]h/r/b but he refused to give the passenger his first name.

9/20/2013

10:58:48
AM

Advised Caller:

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

The caller called regarding his laptop that he left at the screening checkpoint at LAX. EID (b)(6). The agent he spoke with was agent (b)(6). He was given the number to the lost and found at LAX as 310-242-9073 but the caller states that number is no longer in service and does not go through. The caller and his wife were traveling with his wife's grandmothers and her fathers remains. They opted out of the AIT and the urns and their items were being screened while they were being patted down. They flew from LAX to SFO on United flight 5554Y and then going to Medford, Oregon. The caller states that he had about 4 bins of items. The caller states that his wife was very upset and when he went back to get his items he forgot his laptop at the screening checkpoint. The caller wants a number he can contact to find his laptop. The caller filed a claim when he landed in SFO.

9/20/2013
11:28:24
AM
Lost and Found
Los Angeles International Airport
310-242-9073

CSM
Name: (b)(6)
Phone: (b)(6)

The caller filled out a form at the airport regarding a complaint. He has called and left voicemail to the CSM. No one has called back. A complaint was done in July.

The passenger had previously filed a complaint regarding a patdown and there was follow-up feedback from the CSM. However, the passenger is not satisfied with the CSM's response and would like to send the complaint to someone else.

Original complaint: 1037460

9/20/2013 1:23:03 PM
Caller flew from HOU on 07/08/13. He went through security at 5:10 p.m. He went through the AIT. Once he stepped through the AIT a TSO proceeded to give him a patdown without saying a word. He asked the TSO, "What are you doing?" two times. The TSO told him that he needed to give him a patdown from an alarm on the AIT. He told the officer that he knows that a passenger is supposed to be asked before a patdown started. He asked the TSO who could handle this issue. He was abrasive and rude and told him to go over there and talk to them. Then he walked away. At the same time all of his electronics are sitting on the conveyor belt where anyone can take them. The officer's name is (b)(6). He got the name from his supervisor. The TSO gave him a complaint form to fill out. He stated that (b)(6) was one of his best TSOs. He is not worried about how the TSO normally does his job. His response should be geared toward resolving my issue with what just happened to me. The TSO said that someone will call him back within 24 to 48 hours. That has not happened. Who can he contact if he is not happy with the response from the CSM at HOU?

(b)(6)

Disability Description: The caller has a wound on his leg in a bandage to keep the infection out and uses a cane.

Response Details: I apologize that you had a bad experience at checkpoint.

There is no limit on carrying cash but the officers may question it if they believe it is from an illegal activity.

I can send a claim form to you to complete for compensation on the lost items. This will be investigated.

The AIT does not actually look for metal so other types of things can alarm it.

I offered to go over the information about filing a complaint by email, mail, or both. The caller asked that I send it to him so he could have it in writing.

I will forward this information about the complaint to the appropriate place. However, you should also be sure to send it in writing for it to be considered complete. That can be sent by mail or email.

9/23/2013 12:05:37 PM
You can ask for a PSS at the checkpoint in the future, they are there and trained to assist passengers with disabilities or medical conditions go through the screening checkpoint.

Incident Details: The caller has a complaint. He flew out of ORD on Friday. They had a delay going through because they were carrying a piece of cheese. The TSO was unsure of what it was so it took longer for them to process it because it was a well wrapped square block. He also had to carry a bag of medical supplies and had no problem at ORD with those supplies.

However, he had an issue with the medical supplies at PHX. He had a quart bottle of liquid wound cleaner, he had a bottle of 90% spray alcohol, sterile water and a bottle of a drying agent that was also a spray. He walks with a cane and is not very steady yet because he just changed from a walker. At PHX they asked if they had anything and he told them about a laptop and iPad. They had about 8 bins when they finally put their items through on the belt. They would not allow him to take a cane in the AIT at all. He got in there and asked for his cane to help him get out but the officer would not give it to him. He tripped out of the AIT and another agent caught him. He alarmed the AIT so he had to have some additional screening as well. He told the officer that he has medical supplies and to feel free to go through it to check. The TSO said she had to open the alcohol to check the liquid, they also had to open the sterile water and his other items. He told them that opening the bottle would make it no good because it was contaminated. They did this to all of the sterile liquids causing air to get inside. He also has Lotramen that he uses as a drying agent. He told them that they could spray it but they would not do that. He also had a bottle of antibacterial soap that was over the 3.4 ounces and they said that he could not take that, he also had ointments and other dry supplies. He had an infection that he was able to get rid of and was nervous about not having the items be completely sterile to use.

The lady threw his things back in the bag when she was finished and he told her that he would appreciate if she put the items back in neatly. When he got to the plane he realized that his alcohol had spilled all over his medical items in the bag. The lid was not put back on correctly and when she threw it in the bag it spilled on everything causing the bag to smell strongly like alcohol.

He was carrying \$8,000 and when asked he said it was none of their business, which was apparently a red flag. He does not think that it should be a problem that he carry that.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Saturday, September 21, 2013 12:56 PM
To: CRCL
Subject: Fly Rights - New Report from Chuck Newnam

9/23/2013
12:12:23
PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? no

Religion? yes

Caller wants to know what TPA screening process is because she has been boycotting ever since TSA has had so many scandals and she saw so much on the internet, such as removing babies diapers, separating from parents, etc.?

Considering flying again, and has a newborn daughter, 4 months old who will be in a carrier.

Are they still patting everyone down and do they still have to remove shoes, etc.?

Response:

WTMD, AIT and Patdowns are 3 methods of screening.

9/23/2013 12:45:19 PM Advised caller she will remove the child from the carrier and carry it through the WTMD, any carriers, strollers, etc. will go through X-Ray machine.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

Advised she is allowed to have more than 3.4 ozs. of milk, formula, etc. for the child.

Advised patdowns are performed to resolve alarms, anomalies from the AIT, etc.

AIT is a voluntary screening method to the WTMD, if directed can opt out but must have patdown to complete screening process.

Shoes must be removed unless there is a medical condition that prevents a passenger being able to remove.

Caller stated that she flew from EWR to PHX on 09 15 2013 on US Airways and stated that she that the screening procedures were a little bit out of hand. She stated that she has an artificial hip and has a Medical Card stating this which she submitted to the screening officers but still felt that the officers were not treating her the way that she should of been treated. She also stated that her Luggage was also inspected and thought that they may of been targeting her since her incident at the screening check point she stated that she felt like a criminal. She stated that her suit case was also searched and all that she had in her luggage was a curling iron and hair drier advised the caller that her baggage was probably search to clear and alarm. She did state that there was a NOI inside the suitcase.

9/26/2013 Gave the caller the following info:

10:48:47 AM An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Gave the caller the following info:

We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening.

Disability Description: Caller was reading today about TSA special services.

Recently they flew from New Jersey- Newark, and his daughter was pregnant and had a patdown and it really embarrassed him. She could not go through the Scanner.

Information Request: He wanted information about his daughter Opting out of the AIT because of her pregnancy. He does not want her patted down in the open area.

Response Details: Told him a passenger can opt out of the AIT for health concerns and we must resolve their screening with at patdown.

She can request a private patdown at any time.
During a private patdown another Officer of the same gender will also be present.
It may take a few minutes for 2 Officers to be available.

9/26/2013 He asked if they have to call in advance to do that.

10:58:41
AM

Told him they do not.
When she informs the Officer she needs to avoid the equipment and have the Patdown she can let them know she would prefer a private one.

Advised I will send an email of the information.
He can share that with his daughter.

Also let her know:
If you have any concerns or need assistance at the checkpoint you may ask to speak with a Passenger Support Specialist.

He asked if the Passenger Support Specialist is in the same area.

Told him they may have to get one for them but we have PSS available.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 9/26/2013 9:58:47 AM Airport : PHL - Philadelphia International Date/Time of Travel : 08/10/2013 2:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : A West

TSA Employee: (If Known) :

9/26/2013 Comment : Hi, I went through security during either a shift change or massive rotation of personnel through positions and it was confusing. The TSA agents were giving conflicting directions, for instance the gentleman at the X-ray machine told me to wait to send my items through (you know the process better than me, but they run the belt empty, pass what appears to be a brick through, change operators, then resume normal operation). The woman who rotated to start working the front of the AIT area was irritated at me for not running my bag through, even though the man at the x-ray machine had not yet cleared me to do so. That's the best example of the conflicting orders that had been issued, but in the space of a few minutes, there were several more including "stand there" and "why are you standing there, come here"-type of statements. The whole change around seemed a bit disorganized.

12:45:28
PM

Would you like a response? : False

Passenger's Name :

Phone Number :

Email (h/v/r)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller is on oxygen.

Response Details: Advised the caller:

Apologized for the experience she had at the checkpoint.

If a passenger uses a POC, the manner in which the passenger is screened depends on whether he or she can disconnect from the oxygen concentrator. Passengers should check with their doctor to determine whether they can safely disconnect during screening. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening whether he or she can disconnect before the screening process begins.

If a passenger can disconnect from his or her POC, it is recommend that the passenger check the equipment as checked baggage whenever possible. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

9/26/2013 1:05:49 PM Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Passenger Support Specialist are available at every checkpoint on every shift and are intended to be the first line of resolution for conflicts. They are available to assist passengers that may require assistance through the passenger screening checkpoint.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport

Incident Details: (b)(6) had a trip on Monday 9-16-2013 from Denver to Baltimore. When she went through security she had problems. She is 76 years old and is required to be on oxygen. She is almost blind and has less than 27 percent lung function. When she was going through the security the TSO asked her to take off her shoes, which she told the TSO that she was 76 years old and did not have to take off her shoes. The TSO then told her that she did not look like she was 76 years old. She then was told to take off her oxygen. She had to stand in the line for a long time before she when through the AIT without her oxygen. She was able to stand on her feet and lift her arms above her head to go through the AIT. She said that she felt like she was just about to collapse without her oxygen. Her oxygen was not available for her after her screening. She actually made it to a bench and collapsed. She started yelling for her oxygen and someone gave her oxygen at that time. Caller indicated that she traveled last Friday, September 20th, from SEA to LGB on JetBlue flight 1007 that departed at 1700hrs. She was calling because when she was going through the checkpoint for Gate D5 around 1600hrs, a very tall blonde female TSO was operating the AIT told her after being scanned, that she needed additional screening because her butt looked fake on AIT. The officer conducted a patdown and ETD screening, made derogatory comments about the travelers rear during the process. She said that while the officer patted down her rear she commented that she was wrong and it was real. Caller said that she could be identified due to arriving to the checkpoint on crutches. She also wanted it noted that she had a colleague who was about ten passengers behind her that received the same treatment, only her anomaly was her breasts: the colleague intends to contact the TCC about her incident later as well.

9/26/2013 4:43:19 PM Apologized to caller for her experience and explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Advised that we would forward her complaint to the CSM at the SEA airport for review and see if any additional assistance can be provided.

So much for random screening. You jerks randomly screened me on my flight home as well. This is pure profiling and nothing more. You have never found anything in any random screening. From now on I will be leaving you nasty notes in my bag.

GO FUCK YOURSELF!!!

I HATE YOUR BULLSHIT LIES SO DONT EVEN RESPOND UNLESS YOU ARE READY TO MAKE THIS RIGHT AND CORRECT YOUR DISFUNCTION.

Sincerely,

One pissed off voting american, (b)(6)

On Sep 23, 2013 12:14 PM, <HYPERLINK "mailto:tsatcc do not reply@senture.com"tsatcc do not reply@senture.com> wrote:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

9/26/2013
8:21:01
PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

Caller and wife flying tomorrow and he is worried about going through screening because of a previous experience.

Caller states the TSO performed a patdown in public and grabbed his genitals, asked if that is allowed? Stated he completed a complaint at the airport and nothing was ever done to the TSO, wanted him to go to jail. Said a woman supervisor was telling the TSO that he hadn't touched him enough during the patdown.

Asked if he is required to go through the naked machine, what can he do to reduce his chances of having a patdown?

Mentioned there are certain lanes at the airport that passengers can go through and avoid screening!

Response:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. WTMD, AIT or Patdown is required to complete screening process before allowed to board a flight.

TSA has required updated software on all Advanced Imaging Technology (AIT) machines.

9/27/2013
9:56:29
AM

This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Advised caller he has the option to speak with a supervisor while at the checkpoint if there is an issue, also, how to contact the CSM at any airport.

Advised caller airlines may have select lanes for business travelers, passengers with children, physical disabilities, etc. which may not be as crowded but everyone has to go through screening process to board a flight.

Advised caller to empty pockets of all items and place in carryon before beginning screening process.

The caller stated that he opted in for his precheck through United Airlines. The caller stated that he has received it in the past but has not received it this past trip. The caller wanted to know what the issue is. The caller stated this was the first time that he has not received it. The caller also stated that his arm is in a sling and wanted to know about the screening process.

Advised Caller:

9/29/2013
10:29:16
AM

It is important to remember that frequent flyers who are eligible for TSA Pre\u2713™ with their airline are considered for expedited screening only on the airline that invited them to join. In addition, even if a passenger opts in for TSA Pre\u2713™ this does not guarantee that he or she will receive expedited screening each time they travel. TSA will always incorporate random and unpredictable security measures throughout the airport.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Passengers can be screened using Advanced Imaging Technology (AIT).

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller indicated that she concerns in regard to two separate screening instances that occurred at IAH.

When traveling from IAD to her leather notebook containing scriptures, was opened, layed with the printing up, and was sent through xray screening again after it had already been screened b xray and been physically inspected by a TSO. The caller indicated that her husband wondered if the same had occurred if it would have been the Koran.

The caller indicated that she cannot comfortably raise her arms above her head. She requested to be screened via the WTMD. She was advised that she would have to go through AIT, or receive a patdown.

She is 78.

She asked if she can go through the WTMD due to her age or if she can obtain documentation indicating that she can do so.

She asked if it can be considered that passengers over 75 be permitted to request WTMD screening, rather than AIT or a patdown.

The caller indicates that she doesn't understand why TSA would think that someone over 75, and not someone younger, would have bombs in their shoes. She indicated that she was happy for procedure.

9/30/2013
8:40:19
AM

She asked for the reasoning behind the change in the screening process for passengers who are over the age of 75.

She asked for a number or contact to write to in regard to making these changed.

I advised that I did not have a contact number, but could provide a mailing address for TSA Headquarters.

She asked who monitors complaints.

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

I advised that I had documented her complaint and TSA monitors the number and nature of complaints.

I advised that TSA standard procedure is that passengers cannot request WTMD screening, in lieu of the AIT or patdown. This applies to all passengers.

Caller flew from Manchester NH on SW on Sept 20th. She had one checked bag. She had two NOIs. She had a patdown. She packed her hair dryer. It is a dryer base where you put brushes. Her hair dryer is missing. She asked if there is a discard bin at the airport.

The patdown is degrading. She asked if there was a way that she could get screened so that she would not have to go through the machines.

9/30/2013
9:38:19
AM

I told her that she could always ask for a patdown. All passengers will be screened either through patdown, AIT or WTMD.

I gave her the lost and found number.
Manchester Airport
603-624-6349

Caller worked with United services which is a cleaning agency in the airports. Caller stated that he went through screening recently in ORD and a female TSO stated that the window bucket needed to come off his cart. He told her that this was not able to come off unless she had a knife to cut the strings off but everyday he goes through the checkpoint, there is not an issue. She flipped this bucket up and down and then it went through the checkpoint once she was done making a big scene. She was very rude in all ways. He scanned his ID card and placed his finger on the device and it turned green however, she made him do it again and told him in a nasty manner that she did not see him do it. She barely let him go through the AIT and after all this, she went and told her manager something.

9/30/2013
11:26:25

AM

He was terminated because of this TSO agent and no one will review the videos. He is Italian and she was a bigger black woman and he feels that this woman has it in for him. He feels that it was because of discrimination.

CCR transferred him through to the MB desk at (b)(6)

Good Morning James,

(b)(6) provided the below additional information on her complaint which happened at JFK not LAS. I am sure that you will be able to assist her with her concerns over her experience at the TSA security checkpoint.

Sincerely,

Laura L. Renner
Program Analyst
DHS/Transportation Security Administration McCarran International Airport Las Vegas, Nevada LAScustomersupport@tsa.dhs.gov

For additional travel tips and information on the Transportation Security Administration please visit our website at www.tsa.gov.

PII Policy Message to be provided to customer: "Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use this information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records."

9/30/2013
12:05:09

PM

-----Original Message-----

From: (b)(6)
Sent: Friday, September 27, 2013 9:53 PM
To: LASCustomerSupport
Subject: RE: 5000.15 (b)(6)

Hello, thank you for your kind words. The incident took place at JFK airport in New York. We were connecting there to Buffalo. I am a Canadian citizen and did not approach anyone for fear I would not get home. I am 5'10 and disabled (I walk with a cane). I have short brown hair with highlights and I wear glasses. I was wearing navy shorts and a grey sweatshirt with Paris Las Vegas on the front. I do not remember much about the TSA agent except he was 40 to 50 years old. After landing at JFK I went for a cigarette outside and this occurred about 11pm as I went through the start of security where you show your passport. I was one of the only people there. There was an issue about a scanner for passports not working and I had to move over. I pose no threat to anyone and did not deserve this treatment. I was grabbing a connecting flight so I had no luggage and this occurred at a 1st checkpoint before scanning.

The agent was quite tall and maybe wore glasses and I believe he has gray hair mixed in with darker color. I did not notice his name as I was looking down supporting myself on my cane. He stated to me next time I was to take my passport from its case. I smiled letting him know I heard. He then stated "you speak English" and upon looking at my passport he said "your Canadian, (b)(6)?" he did not ask me a question that required me to answer him. He stated to me to take out my passport from its case next time. As a well educated Canadian the French questions is insulting as Canadians speak English, one province speaks French. I was belittled and insulted with his statements. I wish I had more info for you but I was scared of the agent holding me back as my daughter was waiting at the departure gate. He entered my info or scanned my passport. Won't his name appear somewhere? I flew Jet Blue and had just landed at JFK and awaiting a midnight connector to Buffalo.

Please keep me informed. Thank you for your assistance. Sincerely, (b)(6)

Caller:

Caller left MCO this morning. She is 65 years old. She was using a wheelchair. She has had a knee replacement, foot surgery, and fibro myalgia. At BHM they let her have a patdown in her wheelchair. The TSO wanted her to use the AIT at MCO. She was rude throughout the screening procedure. She let two males also in wheelchairs who were in front of her go to the side for a patdown. Why can't she do the same? She did not get her name or badge number. The TSO asked her if she could stand or walk in a rude tone. She responded yes but if she used the AIT with her arms above her head she would lose her balance. This happened at terminal A around 7:45. The TSO was a heavier set white female in her mid 60s who was 5'5". She wore glasses and her hair was in a pony tail. She should not have to explain why she is in a wheelchair.

Response:

9/30/2013
1:58:57 PM
The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I told her she can contact the CSM at MCO by phone at:

Name: (b)(6)
Phone: (b)(6)

I told the caller to give her a couple days to contact her first. If she does not call you in 2 to 3 business days give her a call.

She was travelling yesterday from Newport News to Atlanta that departed at 1:15PM and during the screening she stated the TSA employees were rude. She filled out a complaint form at the checkpoint and she didn't have time to complete it. She was calling to finish her complaint. She had a patdown due to an artificial knee, she did make the officer aware of her knee. Caller felt the officer was very intimidating and her property was separated from her because of a tube of hand cream that was found in her luggage that was over 3.4oz. She is 75 years old, she saw the sign that she didn't need to take off her shoes so she didn't take them off. She was told she had to remove her shoes so she had to go back and place them on the conveyor system. When she got back to the AIT the officer asked if she had anything in her pockets and she told him she had her pill box in her pocket so she had to go back and place it on the convey system as well. She alarmed in the AIT and the officer stood in front of the AIT walkway blocking her in and advised her to wait there. She told the officer that she wanted to place all of her property together since they were separated and she told the officer she was wanting out to place it all together and to where she could see it because she had about \$10,000 worth of jewelry in her luggage. The officer wouldn't let her out of the AIT until a female was able to do a patdown, she stated the patdown was very thorough the officer touched her breast, pelvis, and between her legs. They pulled out the hand cream from her luggage and told her the hand cream had to be thrown away or placed in checked luggage, she chose to let them throw it away, afterwards she got all her stuff and left. She felt the officer was very rude because they didn't tell her what they were doing while it was happening. (b)(6) stated she was going through the checkpoint between 11:00 - 11:30Am. The officer was large about 200 pounds, tall, African American, nice looking.

9/30/2013 She was offered a private screening area for the patdown

3:00:57
PM

Response:

Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

If you would like you can speak with the CSM directly you can call this number back and press option 5 and enter the airport code PHF and it'll give you the contact information for the CSM.

The caller stated that she had breast cancer and that she has metal breast expanders in her chest. She stated that she knows that she is going to alarm the metal detector and that she will be subjected to a patdown. The caller advised that she is 4 weeks post op and that she does not want to be patted down. The caller became upset. The caller made the statement that she is just going to expose herself to the officers so that they can see her. The caller stated that we have her number and that we can go ahead and flag her. The caller also began to make comments about how the TSOs at LAX are less than satisfactory.

Advised the caller: A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

9/30/2013 A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

4:01:40
PM

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I advised the caller that she would have to be screened and that all she needs to do is communicate her concerns with the TSOs and indicate to them if any area of her body is painful when touched.

The caller terminated the call.

Caller has a GE membership and forwarded it to US Airways. He was ineligible twice. He called US Airway and he was told that there was a mismatch in some information. (b)(6) is on the GE card. He verified his name in his profile is correct when he spoke with US Airways. He asked if the pass id also includes sc134. He flew from Harrisburg to Charlotte to DFW and was denied. He returned from DFW and was denied. He is 76 and was led to believe he could leave his shoes on and wants to know if this is true. Sometimes he flies from Harrisburg to Philadelphia.

I told him that you must be flying on a participating airline from a participating airport. He can see this at tsa.gov. I told him that Harrisburg does not participate and US Airways does not participate at DFW.

9/30/2013 4:20:48 PM I told individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Precheck when flying on a participating airline from a participating airport. For CBP trusted traveler program participants, travelers should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. For example, if the name listed on a traveler's card includes a middle initial or middle name, it must be entered that way in their reservation and airline profile. I told him that if he verified this information and is denied expedited screening on appropriate trips he may call us back within 3 days of a flight to escalate this.

As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older. Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm.

Caller said that she was made to go through the AIT 5 times at MCO. She wanted to know how much radiation she was exposed to. She said that she needs to tell her Dr. She has already made a complaint about the incident. She wanted to know what she can do to stop other women from being sexually harassed like she was.

10/3/2013 10:27:31 AM I gave the following information: Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

10/3/2013 2:09:16 PM I am sitting in Orlando Airport after being patted down TWICE and then having them drug test the gloves. Your AIT is inaccurate and cause me to be humiliated and embarrassed. The AIT alarmed in providence and they used the wand to clear me. In Orlando, I went thru the AIT twice and then patted down. I even pulled my pant legs up but that was good enough. I told them the same thing happened in providence and they used the wand, but no, I stood there awhile while they figured out what to do. All this while my 73 year old mother is waiting. Then I was taken in a room and patted down again and then waited while she tested the gloves. Needless to say it was negative and so was my experience with TSA in Orlando. (b)(6) Sent from my iPhone

The caller indicated that prefers not to be screened by the AIT. He indicated that he asked to be screened by the WTMD. He was not permitted to and was screened via a patdown.

He expressed frustration that a family of four was permitted to pass through the WTMD and did not receive a patdown. H

The caller asked who, and what lobbyist makes these rules as they do not make sense.

He asked why a passenger cannot required to be screened by the WTMD.

10/4/2013 9:15:00 AM I advised that passengers are not permitted to request to be screened via the WTMD in lieu of the AIT or patdown screening. This is a TSA policy and procedure.

He advised that he can request a patdown instead of the AIT.

I advised that if he would like to know who and how these processes are determined he can contact TSA Headquarters and I offered a mailing address, which he declined.

He asked if he had not reached headquarters or if he reached the DHS. I advised that he has reached the general information contact center for TSA. TSA Headquarters is located in Arlington VA, the TCC is located in KY.

The caller indicated that he would call headquarters.

Caller stated that she is calling for her Boss who keeps getting searched while going through the TSA Prescreening. The caller seem to think that once he is selected for the screening that he gets to go through the Screening Check with out any type of screening. Advised the caller that they still have to be screened but the degree of screening is not the same as the normal screening advised the caller that some of the advantages of the TSA precheck is that the traveler will not have to take of shoes, coats etc but still will have to go through the AIT machine or a patdown. She also stated that she contacted American airlines and insured that all of his profile information was current and up to date.

10/7/2013 11:45:32 AM Gave the caller the following info: Even though selected for the TSA (b)(6) you still have to go through a certain degree of screening. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

The caller son will be traveling on Saturday. He has a titanium rod in his leg. The caller wants to know if her son needs a letter from his doctor or what he needs to do. The caller wants to know if her son will be able to stand on both feet while he is being screened.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

10/7/2013 1:31:58 PM A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I advised the caller that her son would be standing on both feet when he is screened by the AIT.

I advised the caller that medical documentation was not required.

Disability Description: The caller is a combat wounded disabled veteran.

Information Request: The caller says that screening is difficult every time. His knees are damaged to the point that he needs help to take off his shoes and his belt.

He usually goes through the AIT, X-ray, where he holds his arms above his head.

He has ten pounds of lead in him plus knee replacements and he usually has to get pulled aside for screening. He does not need assistance, his problem is the fact that he has to go through different screening twice. He usually starts through the metal detector and that is the one that alarms.

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

10/7/2013 4:53:47 PM Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants for ETD. A passenger can request to be seated during this additional screening.

If a passenger has metal implants he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. The AIT does not penetrate the skin and does not look for just metal so the metal implants should not cause an issue.

You are not required to remove the belt though it is recommended because removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an anomaly discovered during Advanced Imaging

I will send information by email.

If you get to the checkpoint and think you need assistance, you can ask for a PSS at the checkpoint.

Caller flew yesterday and checked a Tummi bag with a TSA lock on it from JFK. Upon arrival she found that her lock was in the unlocked position and TSA did not lock it back. Now it is stuck. She is upset and wishes to file a complaint. She also wants to know some information regarding opting out of the AIT machines via email.

Advised caller:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager, James White at JFK. Due to the government shutdown there may be some delay in getting a response.

10/7/2013

8:03:07

PM

Airport: JFK
Airline: JetBlue
Flight #: 161
Date and Time: October 6, 2013 at 7:40 pm
Baggage Tag #: (b)(6)
Bag Description: Hard sided, dark gray, carry on size, 4 wheels, Tummi brand
NOI: No
Stamp on NOI: NA

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 10/8/2013 7:36:28 PM Airport : EWR - Newark International Date/Time of Travel : 10/07/2013 1:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C3 TSA Employee: (If Known) :

Comment : I was traveling with my wife and 2-year-old child. My wife and child were directed to the walk-through metal detector but I was told I had to go through the AIT scanner, thus being separated from my family.

This would seem to be in conflict with your policy as stated on the Traveling with Children page on your website: "Parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

10/8/2013

8:05:08

PM

Your agent was rude when I pointed out the discrepancy between the TSA stated policy and his own interpretation of the policy. Your agent said I was required to go through the AIT scanner, period. Of course at that point I felt I had no choice due to the intimidating manner in which this message was given to me.

Please improve your training to agents at EWR in order to prevent this violation of your policy in the future. Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from BOS to Chicago to Peoria on AA 289. Her bag was inspected and there is an NOI present. Her complaint is that the officer did not lock her bag back up zipper and the zipper was 6 inches open. She also wants to complain that she had a knee replacement last year and they took away the x-ray at the airports she flies out of most often which are PIA and BMI. This means that she has to get a patdown every time she flies. She is 71 years old.

I advised the caller that we regret the issue with the lock not being returned to its original zipper locked state and I would be notifying the CSM at the BOS airport about her bag not being relocked.

10/9/2013

10:28:36

AM

I advised the caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins which she says she does. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown. I asked the caller if the patdown was taking place correctly and she says yes. She just does not like the hassle of having to do it. I advised the caller that we are not allowed to forward any passenger who sets off an alarm and we must clear all alarms before allowing them forward.

Caller said that he traveled from LAS on September 27th to LAX on Spirit Airlines. He was calling today to report a negative experience going through the checkpoint. He stated that he did not have all of his flight information any longer but wanted to notify someone of the rudeness he experienced from the TSOs. When he arrived at the checkpoint and placed his carry-on baggage upon the conveyor to be xrayed, the male officer shouted at him in a demeaning way to push the items through; he was not aware to do this as there was no signage and at other airports the officers control the flow. Second, after stepping out of the AIT scan, he said that he lightly coughed and the officer past the scanner told him in an angry tone not to cough in peoples faces; he claimed that he was not in the officer face nor coughed on him. He wanted to submit the complaint because he felt that the two males were hateful and rude. He went to a STSO, explained what happened, and stated that the officer listened and did nothing.

10/10/201

3 3:56:17

PM

Apologized to caller for his experience and explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Informed him that we would send his complaint to the CSM at LAS for notification and to see if any additional assistance can be provided.

Caller said when she flies to San Francisco she has no problems going through the screening process but usually flies under [b)(1)] and she said she got her driver license changed to reflect that. She said each time she flies out of Yakima, WA she gets her bag searched. She asked the odds of having her bag searched and being patted down. She said she is European and never had this problem before but for the last year she said she feels she is being singled out. She said she does have a patdown complaint and she said it is just at this airport and she feels it is racial profiling. She said she gets an noi each time and she feels this is an invasion of her privacy but she said she does not feel like anything is missing. She said she bought a metal bag and asked if that would make a difference. She said she did not want me to send this to the CSM at the airport and she did not want to apply for redress. She said that if it happens one more time she is going to call back and aware that we record our phone calls and that there will be a record of this phone call today.

Response: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

10/11/201
3
12:46:14
PM

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.

I offered to send the CSM at the airport an email about her complaint but I did advise her of the government shutdown at this time. I advised if the bag triggers an alarm it will have to be hand inspected.

Caller is flying from JFK. Caller stated his wife is pregnant and she opted out of the AIT machine and the screeners wouldn't allow his wife to opt out. Caller wants some information about the AIT machine.

Advised caller the following information:

10/12/201
3
10:35:15
AM

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment.

Advised caller his wife can opt out of the AIT but she would have to do that before any of the screening starts.

Caller went through New Orleans to LAS on Friday, contacted TSA prior because her daughter wears an insulin pump and was told there would be no problem because her daughter wears an insulin pump. States she was told to request a patdown for her daughter upon arrival at the checkpoint and she said she told the Document Checker. She asked the TSO for a patdown and didn't get it and her daughter was told to go through the machine and it set off the machine and her machine. The TSO saw the pump and asked what it was and where it was connected, he was picking and prodding at the pump and he broke it. Caller states her daughter told the male TSO not to pull up on the machine and that's when he broke the machine. They had to hold it together with scotch tape and upon boarding she got some bandaids to assist holding in place and at Houston had to run to the connecting plane. Upon arrival at LAS they looked for a pharmacy and missed the important meeting she was to attend on Friday night. They had to purchase insulin and needles to get her through the weekend. In her checked suitcase was a NOI and she is missing medications, Zanax, and a \$250 necklace is missing which her father bought for her in 2010 and he died in May 2011. The necklace was a gold necklace that stated Daddy's Girl on it. .
Flight # not available, SW Airlines, departed at 11:10 AM, Gate # B4, Baggage Tag # not available.
The checked suitcase was a black duffle bag, nothing written or stamped on the NOI.
Flew from New Orleans via Hobby to LAS

10/14/2013
3
10:11:51 AM
Caller flew on 10-13-13 from LAS and they didn't allow her to board the flight with her needles, only the insulin. She explained at LAS what happened at New Orleans and the TSO asked if she was wearing the insulin pump and they told her no because it was broken at MSY and she had to go through the AIT machine. States her carry on went through the x-ray and when they saw the needles they were removed. The carryon bag was a fanny pack she was wearing around the waist and when they saw the needles they came flying at her and the TSO lady said she couldn't take the needles on board, only the insulin. Caller states she explained to the TSO her daughter had to have the needles to take the insulin and the TSO said, That's not my problem. States they almost missed their flight because it was taking so long for the screening and they arrived approx. 7:30 for the flight.
The TSO was a tall thin lady with reddish blonde hair, short, teased on top and very rude.
Flight # 3132, Gate #C4, Baggage Tag # not available, SW Airlines, departed at 10:10AM.
There was a NOI in her checked bag on the return flight, but, nothing missing.
(b)(6) is her daughter's name.

Response:

Apologized to caller for her screening experience and explained information would be provided to the CSM at MSY and LAS for review.

Provided claim form via email and provided following:

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

New Orleans Kenner
New Orleans International Airport
504-463-2252 (MSY Support Operations Center)

I would like clarification concerning carrying my wallet through security. While going through security at Baltimore Washington International Airport, I was told that I must put my wallet through the X-Ray machine versus carrying it in my hand like I have been allowed to do at Albuquerque, Chicago-Midway, Milwaukee, Reno, Seattle and others. Considering my wallet contains obviously very sensitive items and the very items I need to get through security – my ID – I told them I would not put it through the x-ray and asked to be hand screened. The TSA worker would not hand screen me and told me to go through the AIT machine. Another TSA worker told me to take my money out of the wallet and hand carry it but then to put the remainder of the wallet through the x-ray machine. Not to hold up the line, I carried my cash and ID in my hand and put the remainder of the wallet through the x-ray machine. This discrepancy needs to be resolved. Nothing in your documentation online says that I must put my wallet through the x-ray machine and cannot hand carry it through the AIT machine. It makes no sense to allow cash to be carried through the AIT machine but not the remainder of your wallet. Plus to tell me I can remove the cash from my wallet but not my credit cards and ID, which are actually more important, makes no sense from a security stand point. I would like clarification on this issue.

Sincerely

10/15/2013
3 2:03:42 PM
(b)(6)

Albuquerque, NM 87109

(b)(6)

Caller said his wife has a medical port and the TSO told her she would have to have a patdown. Caller said she was offered a private patdown, but she declined because they told her she may have to have additional screening. Caller said his wife is upset because they patted down her breast area. Caller finally told me his wife has an aversion to touch due to sexual trauma. Caller did not feel it was appropriate to have the port patted down, he thought TSA should be able to look at it and clear her visually.

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If they feel comfortable, passengers who have difficulty being touched should inform the TSO that they may need assistance during a patdown.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit <http://www.tsa.gov/press/releases/2010/02/17/tsa-expands-use-explosive-trace-detection-technology-airports-nationwide>.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division

Caller was trying to reach the CSM at Charlotte Douglas and when he pushed option 5 he got us. He said that he gets Precheck and the designated checkpoint has an AIT that is a few feet away. They make him go through the walk through metal detector and he has to have a patdown. He asked the TSO what is the benefit of having Precheck if he has to do this everytime and why he can't just use the AIT. The TSO told him that the next time he flies he can tell them that he has metal implants so he can use the AIT. Then, the next time he flew he told them about the metal implants and requested the AIT but they would not let him use it and made him go through the metal detector. He said that the screeners are still operating at the checkpoint when I mentioned the CSM is on furlough.

I told the caller that just because you have Precheck does not guarantee that you will not have to have a patdown even if you use the AIT.

I told him I could take his complaint and send it to the CSM or he can wait until the government shutdown is over and call them at 866-289-9673, option 5, and CLT. I told him that the CSMs are on furlough although the screeners are still there. I also told him he may ask for a supervisor if he does have issues at the checkpoint. He is going to call them himself.

Greetings,

I will begin by stating I choose to fly because it saves me from tedious driving hours but recently I have encountered some issues with TSA and the security search criteria. I would like to address my issue without insinuating a racial factor but I am unable to accomplish it. When arriving to the check point my identification is verified and I am searched but my hair is the most profound aspect of my security search. I am a Black-African American female with natural hair which means it is not straight but course and curly. I work at a Federal Detention Center and receive pat searches and my belongings as well and I also understand the safety of fellow travelers. Other women near the check point with curly hair, hair wraps, buns, french rolls, scarves, poufy hair, teased hair, hair with numerous clips, long hair, headbands, and thicker hair than I possess clearly walk through without getting their hair searched. I do not know if my hair is considered unusual or out of the norm to security staff! My heart monitor nor my CPAP machine was not explored/rummaged as much as my hair. Please contact me in regard to this issue. I am also scanned by the AIT device. I have flown several times this year and each time my hair is examined and not any of the other patrons. These indignant incidents have become disconcerting. This incident would be different if everyone with questionable hair and items on their head's were examined as well as me!

Respectfully Submitted, (b)(6)

(b)(6)

(b)(6)

HYPERLINK (b)(6)

HYPERLINK (b)(6)

10/15/201
3 4:08:04
PM

10/15/201
3 4:18:18
PM

10/15/201
3 6:04:54
PM

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 10/16/2013 1:22:42 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2013 1:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : near gate C49 TSA Employee: (If Known) :

Comment : I have spoken to your customer service agent and read your website about the rules. I still do not understand why I witnessed the following occur:

A very sickly woman, african american, in her 40's I believe, was in front of me in line. She was in a wheelchair and was asked if she could walk a short distance. She said yes. Once she was already in the Advanced Imaging Technology scanner, she was asked to raise her hands. She could not. This woman was probably 80-90lbs and very sickly. She almost fell over. So after awhile of trying this, they had her sit back down in the wheelchair and pushed her through the regular metal detector for a thorough pat down. They made her stand throughout this entire process, meanwhile, she was having a hard time keeping her balance.

10/16/2013 2:02:12 PM

When I asked the agent at the final customer service station why they could not just have her walk through the small metal detector, he said that was reserved for certain folks with special criteria. So instead, they put this poor woman through a 10-minute patdown, which was very disturbing to watch. She had to lift her shirt up from her pants and all the while, standing, which she could barely do.

- 1) After they realized she could not hold her hands above her head, why could this woman have not just walked through the metal detector on her own and been spared the invasive putdown?
- 2) Why wasn't it clearly explained to her that she would need to raise her arms above her head for 5-7 seconds, before having to get up from her wheelchair to enter Advanced Imaging Technology?
- 3) What is the "special criteria" reserved for people allowed to go through a metal detector?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller got GE # and when her husband traveled he was told to register the number with TSA. Her husband flew from NY to TPA and wasn't allowed. what do they do to participate?

She has an artificial hip and it always beeps when she goes through screening, states some airports she departs doesn't have the AIT and sometimes the machines aren't open for use.

10/17/2013 9:16:04 AM

Response:

Members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing.

Advised she could request to go through AIT instead of WTMD if metal inside body.

Caller states that her grandmother has been sexually violated. Caller states that her grandmother was taken to a private screening area and was told to lift her dress, pull her underwear down and bend over so her anal and vaginal region could be examined. Caller states that her grandmother flew from PHX to MCI. Callers grandmother states that the alleged strip search occurred at PHX. Callers grandmothers name is Harvey Lee Taylor. Caller made contact with the grandmother to obtain further information at which point, the grandmother states that she wishes that the caller would just let it go and not worry about it.

****The entire conversation with the grandmother could be heard on the phone line.****

Flight Details:
Southwest Airlines
10 17 2013 at or around 0745
Gate Terminal: Unknown

Advised Caller:

10/18/201
3 1:18:24
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a Patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, Screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

From: (b)(6)
Sent: Sunday, October 20, 2013 3:02 AM
To: TSAExternalCompliance
Cc: (b)(6)
Subject: Request for clarification of procedures for passenger with temporary driver's license

To whom this request concerns:

10/20/2013 1:11:38 PM

On October 15th 2013, I flew from Seattle, WA to Denver, CO on Alaska Airlines flight 670. Upon leaving TSA after being screened for security, I accidentally left my driver's license at the TSA. The following day I spoke with Rose at TSA at SeaTac and had it confirmed that my license was there and that it would be sent to my home address. I then called the airlines and explained my situation. I also informed them that I had been issued a temporary id from the state of Washington, and that I had on me three forms of photo id. I was informed that this was acceptable to fly, and that I needed to arrive early for my flight and that I should expect to undergo additional security measures.

At the gate in Denver this afternoon (October 19, 2013), I explained my situation and was directed to a manager. I showed the manager my temporary id, which I believe meets the description of acceptable id as it was a "Drivers License or other state photo identity cards issued by Department of Motor Vehicles (or equivalent)" as listed on the TSA website. I then showed the manager my American Express card which has my photo, my Costco card which has my photo, and my faculty photo ID card at St. Martin's University where I work in Lacey, WA. The manager stated that I did everything right, that my showing the multiple forms of ID meant that they would not have to verify my identity through a publicly available database. He also informed me that I would be subjected to additional screening procedures.

The screening procedures I underwent included: AIT screening, a search of all my belongings by 2 security officers where I had to watch and was not allowed to touch my belongings, and a pat-down by a same sex security officer. In the pat down procedure I was offered a private room where a second female officer was present.

Caller wants to complain because going through security yesterday at FLL she had to have a patdown. States she recently had a hip replacement and a card to inform them and the alarm went off and they put her in a separate area and a lady came and gave her a complete patdown. There was a glass you could see through and a door and a TSO went ahead of her and she had to wait for a lady, States it wasn't a room even though she mentioned a door, glass enclosure. State the TSO did the buttocks, breast, vagina, etc and made her spread her legs and she had to spread her legs and she didn't have shoes on and it's difficult for her to stand for a length of time without her shoes. Caller states she was offered a private screening area and chose to have in the public area, glass enclosure. She is 68 years old and doesn't understand why she had to go through this. She was just disgusted that she had to have the patdown because she had the card and to the extent of the patdown, had to raise her top to her waist and the TSO went around her waistband. She stated she didn't have a problem at BWI and went through the same screening, WTMD. States the TSO explained what she would be doing when performing the patdown and she had to stand still until the gloves were tested.

Flying from FLL to Baltimore, Flight # 588, Gate # B4.

She would like to have an answer as to why she had to go through this procedure, she doesn't have an email address, but, would like to have a response.

10/21/2013 11:39:12 AM

Response:

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Explained to caller the TSO appeared to follow standard screening procedures performing the patdown.

Caller was at the Midway airport, there was an incident. He is writing up what happened. He is online and is looking for the rules for opting out of the AIT for screening so he can provide the information for his attorney. He wants to know where to find them. He says all officers were telling him he should not be opting out, he had told the officers that he was a cancer survivor and wanted to opt out of the AIT for screening. He was made to feel he had to go through the AIT for his screening. He says he was attacked by rude screeners. He says before they allowed him to opt out there was 3 different officers that were telling him he should use the AIT for screening. His doctor had told him he should not go through the AIT for his screening. He says they were boarder line aggressive about him going through the AIT. He says the officers told him they were trained to get passengers to use the AIT instead of opting out for screening. He says the most abusive was an officer named (b)(6)

Told caller

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right

10/21/201

3

12:19:51

PM

I was sorry this was happening to him. I would email him the information for his record and I would also send his complaint to the CSM as well so they too can be aware this is happening.

Airport: Midway

Airline: AirTran

Flight number: 413

Date and time: 10-21-13 Departed at 12:35 pm

Terminal or gate: Main screening area

Items Damaged: Caller is being told he has to use the AIT for his screening, even though he is opting out for health concerns. He says the officers are telling him they are trained to try to get passengers use the AIT instead of opting out for a patdown. He is a cancer survivor and was told by his doctor he should not use the AIT for his screening.

The caller finds the recording confusing, she pressed five and got the same recording. She asked about the NOI. The same bag was inspected from TPA to LAX and back from LAX to TPA. She does not know what it is that caused it to be screened. The first time they opened it from TPA it was a wreck. Going back from LAX it was still gone through but was not messed up. There were initials on the NOI. She does not mind that the bag was inspected it was just the fact that it was put back with no respect and a total disregard for the contents. The one from TPA is stamped and has the initials. 10-12 6:09. It was her husbands bag (b)(6) She does not think anything was damaged but everything.

She has a total knee replacement with metal in her knee. She asked if there was anyway for her to avoid the patdown with AIT. She has left on her bracelet because she thought it was her knee that was causing the need for a patdown. She does not mind screening but often she has to wait for a female officer and is left running to catch her flight.

Flight Info:

Airport: TPA

Airline: Delta

Flight: 1558

Date: 10-12-2013

Time: Departure 7:00 AM Checked bag stamp- about 5:45 AM or so

Baggage Tag: (b)(6)

Description: Red, Travel Pro brand. It is a two wheel roller bag, 25 inch. It is canvas. There were two luggage tags on one handle and one on another handle.

NOI: Included, Oct 12 609. Initials were put on it AS2-MAZ, hand written.

10/21/201

3 2:27:40

PM

Advised caller:

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. We do not TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

I am going to forward this information to the CSM for review.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). If there is an alarm on the WTMD or an anomaly on the AIT a patdown procedure would be required.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions. A generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

We do recommend removing items such as jewelry, because this may reduce the chances of requiring a passenger to undergo additional screening

Disability Description: The caller's husband utilizes a feeding tube and liquid nutrition as he cannot swallow. The caller mentioned that walking barefoot on hard floors also causes discomfort.

Information Request: The caller indicated that screening is very difficult for her husband and prevents them from traveling as often as they would like.

She complained about customs taking forever and the fact that there was only one female and one white agent. She indicated that an Asian agent seemed to be taking all other Asian passengers into a separate line.

The caller suggested that a pre-screening should be conducted by TSA designated doctors that would allow passengers with disabilities or medical condition to by pass or a receive a more expedited screening.

Response Details: I advised medically necessary liquids must be declared to a TSO and placed in a bin with no other items to be screened separately from other property via xray screening. I advised that this is standard screening procedure. I advised that she can request that the items be screened in private where the passenger will be asked to handle and repack the medication.

I advised that I would refer the information to the CSM at LAX to make them aware as well.

I advised that passengers who cannot remove their shoes due to discomfort, medical complication, pain, or balancing issues should inform TSOs of this before screening begins.

10/21/201
3 3:05:02
PM

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

I advised that TSA Cares is a program that can provide assistance through the checkpoint for passengers with disabilities and medical conditions. She should call 855-787-2227 at least 72 hours prior to travel with itinerary information such as the departing airports, airlines, flight number, and departure time to request the assistance.

They can also request the assistance of a PSS at the checkpoint. The PSS can address questions or concerns, and can assist them through screening.

I advised that I did not know why the formula would have solidified.

I offered to email the information that I provided to her and did so.

I provided a contact number customs at 877 227 5511.

I advised that the airline handled wheelchair assistance.

I advised that all passengers must be screened before boarding an aircraft.

TSA Contact Center:

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

-----Original Message-----

From: (b)(6)
Sent: Monday, October 14, 2013 9:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

10/21/2013
3 6:13:10 PM

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number:
Address:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Feedback Type : Security Issue

Categories : Advanced Imaging Technology Current Date/Time : 10/22/2013 12:00:50 PM Airport : LGA - LaGuardia Date/Time of Travel : 10/21/2013 6:00 AM Airline & Flight Number : Southwest 2609 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

10/22/2013
3 2:03:50 PM
Comment : The officer in charge of the bagging imaging screen was not paying attention to the monitor as much as she should have been. She constantly kept looking back and not to the monitor where her attention should have been. We also had some suspicious behavior on our flight from a middle eastern man sitting next to me who would not turn off his cell phone and purposely was hiding it from the flight attendant. I had to tell him to put it away. I will be contacting Southwestern airlines about the lack of attention to the passengers.

Would you like a response? : True

Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 10/22/2013 8:10:01 PM Airport : TPA - Tampa International Date/Time of Travel : 10/19/2013 1:30 PM Airline & Flight Number : Westjet Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

10/22/2013
3 9:12:01 PM
Comment : It was my understanding that passenger privacy was to be maintained during the scanning process by blurring all images projected from a Body Scanner and placing the screener viewing the images in a remote location. This was not what I observed when being processed through the security screening checkpoint at Tampa airport on Oct. 19, 2013. While waiting in the long lineup adjacent to the security Body Scanning machine, I noticed that the viewing screen was clearly visible through the glass wall and that numerous passengers waiting in line were focused on the screened images. I opted out of the screening process after asking an airport official if this was available. There was no sign visible to me telling me of my right to request a "pat down". I am concerned that the images were so clearly on view to the waiting passengers and that there is no private area set up for the "pat down". I was advised that I could request a "screen" be brought out but after waiting in line for a long time, I was concerned that further delays would cause me to miss my flight and I allowed the pat down to be conducted in full view of other passengers. I have always found the Tampa Airport to be a wonderful experience but I feel that it can do better in this area.

Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a nerve stimulator and a pacemaker in her hip.

Response Details: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Please be advised you can also ask for a PSS for any concerns she may have.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

10/23/2013 2:40:44 PM Airport: DFW
Airline: Alaska operated by American
Flight#: 1311
Date: August 13, 2013
Time: 12:05 PM
Email: (b)(6)

Incident Details: Caller states she has a nerve stimulator and a pacemaker in her hip. She went through the DFW airport and gave the officer her card saying she could not go through the X-Ray. She states the officer told her to get on through there and she said she told him I cant, and another tso stood behind her and said put your feet on the feet prints on the floor. Caller said she went through the AIT machine (she stated she held her hands above her head). She said I was scared not to. She stated it ruined her trip, she cried and was so upset and don t know what will happen with the pacemaker. She stated she just wanted someone to know that the screeners were so rude and should not be in the job they are in.

Disability Description: Callers son (b)(6) is Type 1 diabetic.

Response Details: I apologized to the caller and told her that TSO s are trained to listen to passengers concerns. Also, if a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, they do have the right to ask for a patdown instead.

I told her that he may ask for a supervisor or even a Passenger Support Specialist for assistance at any time.

I told her we do not have evidence that the AIT affects these devices because they use low dose energy frequency waves which are bounced off the body and do not penetrate the skin, the Walk Through Metal Detector uses magnets and this is why there are concerns about these machines.

I told her that she may visit tsa.gov to print a claim form if needed and fill it out according to the instructions or I can email her a claim form. She wanted email.

I told her I would forward her information to a CSM and a disability expert for review.

Sent email and referred to CSM and ODPO.

10/24/2013 10:09:36 AM Incident Details: Her son flew for the first time from Orlando International to Charlotte and back to Orlando. He had a letter from his doctor stating that he cannot use the screening technology. He has an insulin pump and tried to give the letter to the TSO saying that he cannot go through the body scanner and was brushed off. He asked for a patdown both times he flew. In Orlando he asked for a supervisor and they told him that there is not someone available. In Charlotte Douglas they made him use the AIT but she is not sure of how they did this.

The first flight was from Orlando International on October 18th at about 10:30 am on Southwest and she is not sure of the flight number. He asked for a supervisor and he was told there was none available. They made him go through the full body scanner.

The second flight was from Charlotte Douglas at at about 7:00 am on October 22nd on Southwest. He asked for a patdown and they told him we send people all the time through the body scanner, even though he stated that it could damage the device, and they said nothing will happen. She stated that it is not supposed to be subjected to magnetic fields.

I asked her: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

She thinks it was poor customer service and she wants to know if the device is damaged if they will be compensated.

10/24/2013 6:48:02 PM Caller flew out of SMF in June. She went through the AIT machine and was then assaulted by the TSO. The TSO ripped a stitch out of her breast and she bled and had to have surgery in Seattle, WA and is now maimed and scarred. The last 4 times that she has flown out of SMF she has been assaulted by the violent TSOs at the airport. When she contacted the CSM (a Mr. Smith) he threatened her. He told her that she can opt out of the AIT machine but if she does she will be assaulted again by the TSOs. He refused to let her be wanded. She is filing a section 424 complaint and has a Hippa report. She has also filed a report with the Department of Justice. She wants to know if she is on a secret TSA list that requires us to assault her. She has filed for redress.

Advised Caller: Individuals who do not wish to be screened by the AIT will be required to undergo alternative screening, including a thorough patdown. Advised her that she can request a passenger support specialist or a supervisor if she feels that she is being treated unfairly. I assured her that she is not on a secret TSA watch list, explained to her what redress was for.

Caller wants to file a complaint against an agent. She went through the body scanner and the agent then immediately touched her breast. The agent did not tell her there was an alarm but simply came up and touched her breast. She had to wait for another female agent to come over. The agent's name was (b)(6) that had touched her breast and she was rude. She has spoke to a supervisor and he was rude as well. They were allowing other passengers to use the WTMD but she had to use the AIT. The supervisor told her that the breast area wasn't a sensitive part of the body, the supervisor was a black male 40 or 50 years old. Her husband saw the whole thing, he is upset this happened as well.

Told caller

I explained to her if there was an alarm during screening they will have to give her a patdown to clear any alarm. I was sorry the officer did not tell her there was an alarm or that they were about to touch her breast.

I could take her complaint for her and send it to the CSM at MCO so they could handle her complaint for her.

For follow up on her complaint it would have to come from the CSM, they would have to handle their own complaints.

10/25/201

3 Airport: MCO
11:20:11 Airline: Southwest
AM Flight number: 328
Date and time: 10-25-13 11:00 AM
Terminal or gate: Terminal A, GATE ?. it was the gate that had the number 14 above the AIT machine.

I am sending this complaint to the CSM because she was upset the officer came up to her once she had came out of the AIT and just touched her breast without telling her what she was doing. She had spoke to a supervisor as well and was told by the male supervisor that he did not consider the breast area a sensitive part of the body. She is upset as is her husband this happened.

Caller was flying from Denver to San Francisco and was selected for Precheck screening. He has not a GOES member nor has he opted in through a frequent flyer program. He has had a right knee replacement, and the metal implant set off an alarm and initiated additional screening. He had told them prior to the beginning of screening of the metal implant. Caller was upset that as a fellow Department of Homeland security employee (wearing his ID) he was subjected to the more aggressive additional screening. He felt he should have been allowed to raise his pant leg to show the scar on his knee to allow the officer to clear the alarm instead of the explosive trace and other more aggressive patdown procedure. He was embarrassed by the spectacle, but had rejected the offer for a private screening. I did confirm that he had not observed an unprofessional behaviour of the TSO's.

United airlines

Not sure if it was the North or South checkpoint

10 18 2013 at 10:30 or 11AM

Advised caller:

10/26/201 Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

3

11:46:00 TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA
AM officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Caller said he has an insulin pump and was walking in line at the checkpoint and told the officer he had to have a patdown due to the insulin pump. He said at both Spokane and Chicago they had him go through the WTMD anyway and at Chicago he went through the WTMD and it ruined his insulin pump and the motor went bad. He said the VA gave it to him and it is still under warranty but he said the VA should not have to replace it because the WTMD ruined it. He asked what he should do at the checkpoint because he said the insulin pump can inject him if this happens and he is concerned about his health. He said he has a card that says he has the medical device that he got from the manufacturer.

Response: I advised him he can ask for a supervisor if the officer at the checkpoint will not listen to him and I gave him the website to go to and print out a notification card that TSA created that he can show the officer at the checkpoint.

10/26/2013 7:04:07 PM If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

The passenger can request a private screening at any time.

Caller's middle name is (b). Caller is a frequent flyer with United and her husband is a Premier member with United. She says she has been flying since 1970 and has flown all over the world. She says that on October 16, she flew from SFO to AUS and returned on October 25. She says that at SFO she was pulled aside for additional screening. The officer told her she needed to use the regular line instead of the Precheck line with her metal implants. She has a full metal hip and knee replacement. At AUS she went through the regular security line at approximately 12 p.m. and the checkpoint was not busy. She says that she went through AIT and was then stopped. She says she was wanded, patted down, and her hands were swabbed. She says that when she got to the boarding gate, some military members said they had shrapnel in their bodies and they didn't trigger any alarms, so she shouldn't have either. They told her this was not right and she didn't look like a terrorist. She says that when she was pulled to the side, she couldn't see her belongings. She was told an officer was watching these for her, but when she got back to her items, they had been touched. She says she already handled this part of her complaint directly with AUS. She says she was told that there was a card she could get saying she had metal implants, was a frequent flyer, and a US citizen to avoid these problems in the future. She wanted to confirm that TSA was in fact only in the US because she has never had these problems in Europe or Asia. She wants to know if it could have been her hair clip or shoes that triggered the alarm. She wants to know what she can do in the future and if she removes all of these items if she would have any problems then. She wanted to know if she could demand her items be moved closer to her when she receives additional screening. She says that when she had the additional screening in SFO, they brought her items over near her, so she could see them.

Advised caller:

The only card TSA has is a notification card, which just offers a discrete way of informing the officers of her metal implants. This is no different than verbally declaring the implants. There is no such card that would exempt her from receiving additional screening.

10/28/2013 10:54:34 AM Anytime there is an alarm, the officers have to conduct a patdown and additional screening. It is not necessarily her metal implants that triggered the alarm. The AIT doesn't penetrate and is not a metal detector, so it is much less likely to alarm because of the metal implants. I'm not saying it is impossible, but it is much less likely. Advised caller that it is most likely that there was something on her body that was detected. Her hair clip may have been what was detected. Her shoes are also a possibility. Advised caller that there are no guidelines on what a terrorist should look like or who is a terrorist. We have to do this to all passengers that trigger an alarm. This is nothing personal to her, just protocol. It is not the metal aspect that the machine detects. It is anything elevated from the skin. If a passenger has a thick pony tail or a bandage it can detect this because it is elevated from the body. Glasses, earrings, necklaces are just a few of the items that can be detected. This machine is designed to detect anything on the surface, not just metal objects. If a passenger had a knife made of plastic and went through the WTMD it may not alarm because it is not metal. However, the AIT would detect this being on the surface because it is not a part of the passenger's body. Even if she removes the hair clip and shoes, I cannot guarantee that there will never be an alarm of some sort.

I confirmed she had already handled her complaint about the items not being watched directly with the airport.

Advised caller that in the future, she can turn around and look at the screen to see where the boxes are. The screen will show a generic outline of a body and a box around each of the anomalies detected. She can see where these are to try to narrow down what caused it. If it is on her head, she could see that it may be her hair clip.

She can ask that her items be removed from the conveyor and brought to her line of sight, but I cannot guarantee this. They are trained to watch items if the passenger cannot, so she may just need to ask them if they would mind watching her things while she receives her additional screening.

Hi,

I'm writing to express my concern over the process of opting out from AIT scanners at the airport, something I do regularly. I have been disappointed by the lack of staffing available for patdowns, as well as the apparent lack of system readiness for people who opt out. I've regularly had to wait 10 minutes or more for an agent to show up, watching nearly a hundred people pass through the AIT scanner while I wait. No wonder the vast majority of people use the AIT scanners; there's a strong disincentive for opting out.

10/28/2013
12:07:13 PM

Considering that the long-term health effects of Backscatter X-Rays and Millimeter Wave scanners are virtually unknown, it is incredible to me that the process of opting out is so highly disincentivized, not to mention that so many thousands of people are being intentionally exposed to this untested technology everyday.

If the TSA intends to keep the AIT scanners, I hope you will do the right thing and make opting out a smoother process. I'm not sure whether the answer is more staffers, or better training of existing staffers to be aware of opt outs, or spacing staffers better so that they are more readily available, but I hope a solution will be found.

Thank you.

(b)(6)

Caller flew from Kansas City and during screening she was subject to additional screening. She had a ETD swab done to her hand. She stated that TSA is way over the top with innocent people. She claims that they are profiling her due to her appearance as a Arab, but she is Italian. She wishes to file a complaint.

Advised caller:

10/28/2013
3 6:08:38 PM

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Airport: Kansas City

Airline: Delta

Flight #: Unknown

Date and Time: October 28th, 2013 at 12:30 pm

Passenger Description: jeans, black jacket

Caller stated she came through JFK to Sarasota and when she went through screening, she was pulled aside for a private patdown after she was told a scan showed something between her legs. She stated a supervisor came out and searched her and the only thing they found was a pantyliner. She states they also searched her bags and her shoes and let her go on to her flight. She states this has happened another time at JFK when she flew on American Airlines and she is tired of it. She said these people have no training and after the private screening they should not have searched her bags. She stated that they found nothing on her and she has done nothing wrong. She states she will take this to Washington if she has to. She demanded the CSM phone number.

Sometimes those show up Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly. Additionally, all passengers have the right to request a private screening at any time during the screening process.

We regret that you were unsatisfied with the manner in which your screening was handled. TSOs receive training in the procedures to properly inspect passengers and their bags and are required to exercise great care during the screening process.

10/29/2013
11:35:05 AM

What I will do for you is report this incident to the CSM at the airport where this happened, make them aware of this incident.

Name: (b)(6)

Phone:

Airport: JFK

Airline: Jetblue

Flight#: 163

Date: Oct 28, 2013

Time: 7:46am

Caller states that she had a screening situation on October 25th ,flight 316 with American Airlines out of DFW, this was terminal A, near gate 33, and she had a doctors note saying that she has vaginal discharge , and she has to place toilet paper in her private area, she is in a wheel chair and she is 81 years old.She states that she had to wait for another TSO officer to become available, she states that she had to get a patdown, she states that this was ridiculous. Caller states that this took 30 minutes, she states that she has a complaint sheet, and she has the names of the officers, LT 50 0715 @ A-35 is wrote on paper.

Informed caller:

10/29/2013 4:23:21 PM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Caller asked why he is screened everytime he gets on the plane and has to remove his shoes, belt and hat before he goes through the wtmd or ait machine. He said he did not want the precheck info and could look into that himself. He declined his phone #.

Response:Transportation Security Officers (TSOs) are required to screen all footwear to ensure they do not contain prohibited items. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

The Transportation Security Administration (TSA) suggests that passengers place their footwear directly on the x-ray belt instead of in plastic bins. This makes it easier for TSOs to get a clearer x-ray image.

I advised him he can apply for precheck and screening may allow passengers to no longer remove certain items such as their shoes, belts, or remove laptops from carry-on bags but I advised him that still is no guarantee he would not have to remove his shoes.

10/30/2013 1:15:33 PM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Sirs:

Yesterday I received four identical e-mail "responses" from TSA which failed to answer any of my questions regarding carelessness with my personal property and apparently gratuitous pat-downs of my wife.

My original e-mail of October 5 and your non-responses with my comments follow.

I look forward to eventually receiving honest answers to my questions.

(b)(6)

Polebridge, Montana

.....

My original e-mail of October 5, 2013:

10/31/201

3 8:07:59

PM

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a \$20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

The caller is a 100% disabled police officer. The caller's last flight through TPA his arm was tested with ETD. The caller then was taken to a room where he stated that he was nearly stripped searched. The caller stated that he was told it was a chemical patch he had that set off the ETD. The caller stated that he was missing a pair of cowboy boots and a chain off the boots. The caller mentioned that the officers also left his empty water container out. The caller stated that when he goes through AIT or WTMD and alarms he only gets a partial patdown, but when he tested positive on ETD he is taken to a room and his property hand searched and given a very thorough patdown. The caller stated that he has flown every other month for the last 5 years and this is the first time this has happened to him. The caller stated that he had a note from his doctor showing his medical issues, including metal implants and braces etc. The caller stated that he was taken to another room for additional screening and he has mobility issues which were tested during his time. When asked the caller first said that he did not declare any medical or mobility issues to the TSOs but then after I confirmed this he changed his mind and told me he did let them know. It was very unclear whether the caller declared anything to the officers.

The caller said he was made to raise his shirt empty his pockets and remove his shoes when he got in the room for additional screening. The caller stated that in order to remove a medical brace he has to undo his pants. The caller stated that it is not fair to wheelchair passengers to check for ETD when its the airline that is giving the passenger the wheelchair. The caller said that he only had his over night bag with him and no other property. The caller stated that there was no reason to give him additional screening for testing positive on the ETD test since this was all that he had with him and is a retired police officer. The caller stated that he is flying again on 11 12 2013 and returning on 11 20 2013. The caller informed us that if he has to go through this again he will be contacting the news. The caller wanted to know why I did not understand that the ETD does not pick up explosives and is used for checking for medical chemicals on the skin. The caller agreed with me sending this complaint to the CSM of TPA. The caller stated that he could not believe what TSA does to passengers.

The caller was advised that in the future inform the TSO of the medical patch, implants etc before screening begins so that they are aware of the items.

11/2/2013 1:17:39 PM I discussed with the caller that there is no set statistic on how often someone will get a ETD swab test. I discussed with the caller that for the safety of the public TSA must resolve all alarms and anomalies. I informed the caller that if he tested positive on the ETD that he would have to be additionally screened along with his property so they could clear him to go on board as they would with any other passenger.

Caller is ultimately concerned with the screening procedures set in place for ETD tests and screening of wheelchairs so I am sending to CSM.

I discussed with the caller that we do not have a set list of what will or will not set off an ETD test.

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough Patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

I explained to the caller that also when passengers have an ostomy they will let the passenger self Patdown the area and then do the ETD on the passenger.

I advised the caller that the ETD test is used on property and passengers.

I advised the caller that there is no way to guarantee that a passenger will not receive a pat down. I informed the caller that TSA resolves alarms with patdowns. I also informed the caller that passengers are selected at random for additional screening such as the Patdown.

I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.

Caller stated she is in her 60 s, she flies often for business. She normally flies out of the Abilene Airport on American Eagle Airline and at the Airport used to have an AIT machine but now has a WTMD. She stated she always she sets the alarm off the WTMD and she thinks it may be because of her underwire bra. She states she must always go through a pat down and it is embarrassing. Wants to know if I have any suggestions.

Advised caller Walk Through Metal Detectors
Items that could set off a metal detector include:

- keys
- loose change
- mobile electronic devices
- heavy jewelry
- clothing with metal buttons, snaps, or cuffs
- metal hair barrettes or other hair decoration
- belt buckles
- under-wire bras

Advised when traveling she may want to not wear an under-wire bra, adv the WTMD would pick up anything metal. Then would require pat down.

The caller traveled 3 or 4 times in the last 3 or 4 weeks and she is a global entry member and she was flying on US Airways and the precheck line was clogged with people who were foreigners and people who never received precheck before. She was on a flight out of Phoenix and the line was long and the same thing happened, people with brown and yellow passports from Germany and Denmark and people who never received precheck before. She talked to a TSA agent at the airport who told her that 1 out of 4 are selected for precheck at that particular time to manage traffic control and that these people are deemed low risk. She is concerned for two reasons and one is for safety. She does not believe that TSA can do an effective job of screening 25 percent of the airport population and she couldn't believe that non-US citizens were being allowed through the line. The second point is the spirit of the matter. She paid \$100 and had a background investigation and she got fingerprinted to be in this program while these other people are randomly selected and are clogging up the precheck lines and defeating the whole purpose of having precheck. She said she would go to the media with this and report it to the Wall Street Journal.

Advised:

11/5/2013 7:11:02 PM The airlines submit the passenger's information to Secure Flight and they run checks on them and determine these passengers to be low risk when traveling.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Caller is on the tsa.gov website and is trying to fill out the Talk to TSA form. Drop down boxes for the airline does not show all states or airports. Feedback does not have any categories, it also won't let him send the form because there is no way to fill in those sections.

I checked the website and had the same issues he had. I thanked him for letting us know and asked if there was something that I could help him with.

11/6/2013 1:24:09 PM He said he has PreCheck, but also has an artificial hip. He wanted to know if he goes through the AIT would he still have to take off his belt, shoes, jacket.

I told him that if he goes through the machine and it alarms, the TSOs will have to resolve the alarm. If he does not alarm, then he will not have to do anything else. He stated that the PreCheck line does not have AIT, it usually has the WTMD. He asked if that would alarm when he goes through. I told him some metals do not alarm. I told him he would need to tell the screener he has the metal implant before the screening begins. He said he does and they take him to the other line to be screened via the AIT. I told him that is all he needs to do and the TSO will determine the best way to assist him, but if he sets off an alarm, the TSOs will have to resolve it which may include him removing his belt, shoes, etc.

The caller stated that he is a GE member and had been getting the precheck logo on the boarding pass but the last few times he has flown he has not. The caller stated that he has still been selected for precheck benefits on these flights. The caller wanted to make sure that there was not an issue and was upset because of the incident. The caller stated that he had heard about a Managed Inclusion process that was being implemented at LAS. The caller stated that this was making it hard for individuals who are familiar with the TSA precheck program because passengers who did not regularly get it were not familiar with precheck procedure.

Advised caller: Advised the caller that the printing of the precheck logo on the boarding pass is an airline function and his eligibility for expedited screening is not dependant on that fact. Advised the caller that his eligibility for the expedited screening is determined when the airline forwards his reservation information to TSA and it is then embedded into the barcode of boarding pass. Advised the caller that TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓™.

11/6/2013 2:58:01 PM Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Advised the caller that other passengers will become familiar with precheck as time goes on and that wait time will decrease in the future. Advised the caller to please bear with us as we implement this new process.

On October 17th I was at the TSA checkpoint at SFO at about 7:10PM. I was separated from my bags while I awaited a female assist for a patdown (SFO has few female officers, and it can take upwards of 15 minutes for a female assist to be located) when the TSA agent closed the metal detector as I was about to step into it, and insisted that I use the AIT scanner instead.

11/6/2013 4:16:07 PM I watched my bags, which had already gone through the x-ray, closely, repeatedly asking the TSA agent to have them moved to a secure area. My requests were refused. After waiting about 10 minutes, I watched as a passenger (1) placed his own laptop in his bag, (2) removed the colorful scarf I had placed over my own laptop and (3) placed my laptop in his bag as well. I asked the TSA agent closest to me to stop him. She refused. I started yelling for the TSA agent who was manning the X-Ray to do something, he refused, and the TSA agent closest to me told me to be quiet or I would experience consequences. I respectfully told her "if your very expensive laptop were being stolen, you would be equally upset" I continued to yell, not wanting the other passenger to walk away with my bag, until finally a TSA agent named (b)(6) asked the passenger to put my laptop back. I asked repeatedly for him to be held so that I could inspect my bags to make sure nothing else had been taken, but my request was refused. I asked for him to be held for police, that I would want to file a report, and my request was refused. When I had finally undergone my patdown and was able to talk with agent (b)(6) he told me "no harm, no foul, your laptop has been recovered and the guy told me it was an honest mistake." I asked to file a complaint with TSA and (b)(6) told me that there is no complaint process and that there was no higher supervisor for me to talk to. He did add that I could call the police if I wanted to.

I would like to file a report about this experience which was completely improper, and doesn't meet the bar for basic security even in a department store or other space where private security guards are utilized. I would like access to the videotapes that would identify the passenger who attempted to steal my laptop and I would like clarification on TSA policies regarding separating a passenger from her bags and thefts that occur at checkpoints.

Sincerely,

(b)(6)

(b)(6) called yesterday to request assistance for injured service members through the Wounded Warrior program. He was told by the agent he talked to that his request would be sent and information would be sent to him in an email regarding using a cane. He has not received any information in an email. He wanted to make sure that he gave the agent his correct information about his flights. He is just requesting for the email to be resent to him. His email address is

(b)(6)

His flight information is:

Departure flight:

Airline: United

Flight date and time: 11-12-2013 at 2:51 pm

Flight # 3907

Email (b)(6)

Cell phone (b)(6)

Return flight:

Airport: LAS

Airline: United

Flight date and time: 11-15-2013 at 9:52 am

Flight # 1226

Email (b)(6)

Cell phone (b)(6)

Advised the caller:

Apologized for him not receiving his email. We can resend that email to you. Your flight itinerary was sent to the Wounded Warrior program with the correct flight information.

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Caller tells the screener that she cannot easily remove her shoes. She is told to step into the screening machine, but the person on the other side of the AIT sees her shoes and tells her to go back out and remove her shoes. Unless the person who is on the Pre-screening side talks to the person on the other side of the AIT, she is the only person with all the information. Therefore, this situation becomes frustrating and time consuming. She stated that the screening area is very chaotic and it is difficult to let everyone who needs to know her situation. The notification card is very helpful. She sometimes will also show her TT card to let the screener know she has had the additional screening and is not trying to pull something over on the screener.

11/7/2013 2:56:30 PM I told her she could ask the first TSO she sees, to speak to the PSS or STSO when she arrives at the checkpoint. She asked if that would be offensive to immediately ask for a STSO. I told her she could just ask for a PSS because that position was developed for situations like hers. She said she would do that. I told her that if she needed additional help I could get her information and send it to our disability experts so they would have her information and could better determine the best way to assist her through screening. She said she did not need additional assistance. She said she would ask for the PSS. She said she wrote on the notification card that she had a certain disability. I told her she could add to that that it makes it difficult to remove her shoes or she can write on the card that she cannot remove her shoes due to a medical condition.

Caller stated she did not want to register for anything. She did not want to go through the AIT machine, but the TSO insisted she pass through it. She experienced heart palpitations. She has a family history of breast cancer.

Advised:

I apologized that she was not happy with the screening procedure. I suggested that the next time she fly, she could request a Pat-Down procedure.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The caller stated she did not use cell phones.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

She stated that the TSO did not give her the option for a Pat-Down.

The caller was not satisfied with my response and I offered to take additional information for her complaint. She said it would not do any good.

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a wheelchair?" I travel frequently and I am very aware of the security process. I am able to walk through the metal detector without assistance and do not require a pat down.

I would appreciate some help so that I can benefit from expedited boarding using the PreCheck process next time I travel. I'd like to know what, if any, extra steps I can expect as a wheelchair user. Many thanks in advance.

-----Original Message-----

From: tsatcc: do not reply <tsatcc_do_not_reply@senture.com>

To: (b)(6)

Sent: Sun, Nov 10, 2013 5:18 pm

Subject: In Response to your inquiry.

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) pre-screening process. TSA Pre?™.

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting HYPERLINK "http://www.cbp.gov" www.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible

11/10/2013 7:37:57 PM

11/11/2013 5:16:40 PM

On November 12, 2013. I received the following email from you in response to my email of November 11, 2013. To answer your question, we were at Atlanta airport on October 7, 2013 for Delta flight 1852 to PBI. Thank you for agreeing to help me solve this dilemma.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

We hope this information is helpful.

11/12/2013 8:29:59 AM
-----Original Message-----
From: (b)(6)
To: tsa-contactcenter <tsa-contactcenter@dhs.gov>
Sent: Mon, Nov 11, 2013 3:48 pm
Subject: Fwd: In Response to your inquiry.

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

Disability Description: The callers husband has a metal hip replacement.

Information Request: She wanted to know how to make screening for her husband smoother for the next time that he travels. She asked if there is someone she can contact before he travels to coordinate his screening.

Response Details: I told her that every passenger must be screened at cleared. Therefore, if a passenger does not go through AIT or WTMD screening, they will receive a patdown to clear them through screening. I told her that if a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

11/12/2013 10:28:23 AM I told her that she can contact the CSM at the airport he will be traveling. Then, I explained that she would obtain the CSMs contact number by dialing the TCC contact number, 866-289-9673, then select option 5. After selecting option 5, she will need to enter the airport code.

She can also call the TSA Cares number again to request assistance for her husband at the TSA checkpoint. This would mean that a PSS would assist him through screening. TSA Cares would collect the flight itinerary information, such as airline, flight number, airport, date and time. This information would then be sent to the ODPO to coordinate assistance.

Her husband can also request a PSS or supervisor while at the TSA checkpoint for assistance.

I offered to send this information to her via email, but the caller said that she would find the information online. She said that the request for assistance sounds like the best option to her and will utilize this option in the future.

Incident Details: She advised that he traveled previously out of LGB and PDX. Because LGB does not have AIT, he was subject to a patdown. She does not like that he had to have an invasive patdown because he has a metal hip replacement. She said that he also had to have a patdown at PDX. She wanted to know the guidelines for a patdown and how he might be able to avoid getting a patdown in the future.

When asked about filing a complaint, she did not wish to file a complaint. She only wanted information on how to make traveling easier for him the next time that he travels. Because she did not want to file a complaint, she did not provide any specific information about the flight.

Disability Description: Caller has a pacemaker.

Response Details: Apologized to caller for his experience and advised him to always inform the TSO in the future before beginning his screening he can't go through the WTMD and if the AIT isn't available to request a patdown. Explained he can provide medical documentation, although, not required and he should always verbally inform the TSO of any medical condition that could affect the screening process. Thanked him for letting us know of his experience and advised anytime we receive complaints comments information is provided to the CSM for review. Advised if additional information is required, CSM may contact via email.

11/12/201
3 2:32:32
PM
Incident Details: Caller flew between OAK and Long Beach, CA and he had an incident when he flew over the weekend he wants to relate to TSA. There are 2 types of scanners used and in OAK he is able to go through the AIT and on return trip at Long Beach, he showed his card indicating he had a pacemaker and he told the female TSO he wasn't suppose to go through that technology (WTMD). Caller states she told him to come on through and they would turn off the machine as he came through. The agent was a female about 50s and approx. 5.5 inches tall and had dark reddish hair and she summoned a much taller older male to pat him down after he went through the WTMD. States he didn't set off any alarm and didn't understand the patdown. Stated the female TSO asked him if he had a pacemaker after he went through the WTMD and the male she summoned for the patdown stated he wasn't suppose to go through with a pacemaker. Caller told them he knew that but was told to go through and thought TSA would be able to handle the situation. There were only 3-4 TSA agents working at the time, on the floor and at the supervisor station. Flight #not available, via Jetblue from Long Beach to Oakland, Gate #7, departed at 3:56PM. He has a call into his cardiologist, but, currently not having any symptoms, but states he is totally dependent on his pacemaker and realizes that someone else may encounter the same situation. Just a personal comment: When he went through the WTMD and the male TSO realized what had happened he made the comment that, It looks like you are okay and if there were a problem they would already know about it.

Caller has a dividend miles card with US Airways. Caller flew last week and his departure boarding pass had a PreCheck notification on it. His return flight did not have a PreCheck notification. He has not enrolled in PreCheck. He was told by the airline that TSA selects the passengers who are invited to enroll in PreCheck. He wanted to know if that is true. He said that we tell him one thing and the airline tells him something different. He is a retired airline employee. He asked if he is considered a low risk passenger if he was selected at random for PreCheck. He wanted to know if an arrest record from 45 years ago would prevent him from getting PreCheck. Caller asked to speak with a supervisor.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years. TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

11/13/201
3 8:56:26
AM
Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck. To be considered, applicants must be U.S. citizens.

There are two primary ways to be considered eligible for TSA PreCheck: travelers may be invited by a participating airline, or they may choose to enroll with a U.S. Customs and Border Protection (CBP) Trusted Traveler program (such as Global Entry, NEXUS, and SENTRI).

For frequent flyer program members, participating airlines will permit some members to opt-in through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

No individual will be guaranteed expedited screening. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of their boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening.

I advised him that the TSA PreCheck application program has not started yet. I also told him that the airline chooses the passengers who they invite to opt into PreCheck. I advised him that I do not know if an arrest record would prevent him from getting PreCheck. I told him that passengers selected for PreCheck who do not enroll are low risk passengers.

11/14/201
3 9:15:37
AM
Caller states that he went through Miami Airport, he opted out of the AIT and they placed him right beside the AIT and did an patdown, he states that he had to wait for a patdown. And he didn't want to be placed beside the AIT since he can still get radiation from the machine. Caller wants to know if in the future that happens again can he ask to be moved away from the AIT machines. And he wants to know how to get in contact with the CSM.

Informed caller: Informed caller that usually he does have to wait until an officer becomes available. That yes he can always ask to be moved away and he can call this number back that he dialed and press option 5 and enter the airport code for miami and get the number to the CSM.

Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnati while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.

I told him to apologize to his friend and to tell him he may call us to file a complaint or call the CSM directly.

11/14/2013 1:44:39 PM Also, the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I told him he may voice his concern to the TSO at the checkpoint.

The caller would like to clear his name when he goes to travel. The caller states that the last 2 times he flew the officers searched his bag and took him to a room and searched him as well. The caller has a NOI and he wants to know why the officers keep checking his luggage. The TSA officer told him the problem was his last name but, the caller is not sure if the officer was being serious. The caller states that he was also stopped in the boarding gate area, and screened again. The caller wants to know how to clear his name. The caller does not have trouble printing his boarding pass or crossing boarders.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

11/14/2013 2:53:31 PM Traveler's belief that they are on a government watch list.
Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
Difficulty printing a boarding pass at home or at the kiosk.

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

TSA also selects passengers and their property at random for enhanced security screening.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document.

Feedback Type : Compliment

Categories : Other; Advanced Imaging Technology Current Date/Time : 11/16/2013 8:30:39 AM Airport : CMH - Port Columbus International Date/Time of Travel : 11/16/2013 8:15 AM Airline & Flight Number : Us airways 2785 Checkpoint/Area of Airport : Main check in TSA Employee: (If Known) : Unknown Comment : I am surprised that with the advanced technology I had to completely unpack a carry on to remove and separate a c-pap machine. This is the best our government has to offer. Then a child's toy set off screening. Also Kleenex has to be removed from my pockets. Really? Dissatisfied all together.

11/16/2013 9:31:48 AM Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she filled out an incident report last tuesday at McCarran Airport that the TSA officer gave her and she handed it back to her. She said she fell out of the ait machine and has not heard from customer service yet. She said the agent told her that customer service would give her a call but did not give her a name nor a phone #. She said she put her name and phone # on the incident report. She asked for the phone # to the CSM at the airport.

11/19/201
3 6:06:46

PM Response: I checked with supervisor (b)(6) and gave her the name and phone # for the CSM: Name: Laura Renner
Phone: 702-577 (b)(6).

I also advised her that per the other eid (b)(6) that we have referred this to the CSM at the airport.

Feedback Type : Compliment

Categories : TSA Pre?™ ; Advanced Imaging Technology Current Date/Time : 11/20/2013 2:05:35 PM Airport : DSM - Des Moines International Date/Time of Travel : 11/14/2013 Airline & Flight Number : United Flight 6334 Checkpoint/Area of Airport

: PreCheck TSA Employee: (If Known) :

Comment : I have a pacemaker. When the only option for PreCheck is a metal detector, it creates problems. The Des Moines airport is set up well for me to use the other type of imaging technology. I'm able to take advantage of all PreCheck attributes and staff is saved time and effort.

Other airports have not been as well set up. I have had a pat down as a result of the equipment issue (A recent trip so I think that was either St. Louis or Portland, OR) At the Pittsburgh airport the TSA attendant was kind in letting me move over to the other lane, but I had to move out of PreCheck.

11/20/201
3 4:11:56

PM It is my hope that you will take pacemakers into consideration in setting up PreCheck lanes. I consider it fortunate that the new security equipment is pacemaker safe and hope that it is always available as an option.

Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

He has a left should replacement and it is titanium. He flies a lot for work, when he goes through TSA he goes through patdown. When flying at one point an officer told him that he could go through the WTMD instead of having the patdown since it isn't opting out of the AIT he just isn't able to since he can't raise his hands about his head.. When going through some of the checkpoints they will allow him to go through metal detector others they make him have a patdown. St Louis he was told if he can't go through the body scanner he had to have a patdown and was wanting to know why some airports will not allow him to go through the WTMD since he can't raise his arm

11/20/201
3 7:31:39
PM

Response:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Something to keep in mind is that all airports will differ a little in the procedures. If you are not able to go through the AIT it will be up to the officer at the checkpoint to determine how you are cleared through screening whether it be through the WTMD or a patdown. The officer is the one that will also make that final decisions and that is how it will differ from airport to airport.

Caller and her husband will be flying on United Airlines. He did not enroll in PreCheck, however, he has a PreCheck notification on his boarding pass. She did enroll in PreCheck and does not have a TSA PreCheck notification on her boarding pass. She is a Global Entry Member. They will be flying to Panama. She was chosen on October 31, 2013 for PreCheck on her trip to Dublin. After questioning the caller I determined that she did not enter her participant Id when she made the reservation. She said that when she made the reservation she was not asked for the number. She said that there is no place to enter the number. She has not confirmed that the information on her reservation or in her profile matches her Global Entry account. She said that she has a TSA PreCheck card. She wanted to know how she was chosen for PreCheck in October if she did not enroll. She also wanted to know why her husband has PreCheck on his boarding pass if he did not enroll.

CBP Trusted Travelers Global Entry NEXUS SENTRI

1. Are you a US Canadian Citizen? - Yes - US citizen
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? - Yes
3. Do you have a valid unexpired CBP membership? - Yes
4. Have you received TSA PreCheck in the past? - Yes
5. Do know your CBP Trusted Traveler PASS ID? - Yes
- 11/21/2013 3 6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? - No
- 11:04:19 AM 7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? - No
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? - Yes
9. Date of Birth - April 22, 1949

I gave the following information: If you are eligible for TSA PreCheck benefits as a member of U.S. Customs and Border Protection's (CBP) Global Entry program and have been unable to access the TSA PreCheck expedited screening lane on recent trips, we first recommend that you confirm you are entering your full name, date of birth, and PASS ID exactly as it appears on your Global Entry membership card when booking your flight reservation.

Please ensure that the name on your reservation exactly matches the name on your Global Entry card or online account. If your name is listed with a middle initial or middle name, it must be entered that way in your reservation and airline profile.

Nicknames should not be used in lieu of an actual name on the card. In addition, confirm that your 9-digit PASS ID is placed in the "Known Traveler Number" field.

If you made your flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz) or your employer's travel-booking system, we strongly recommend that you contact a representative there to ensure that your Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of your airline reservation.

Please note that even if you opt in for TSA PreCheck with your airline or include your CBP trusted traveler information when booking a flight, TSA PreCheck does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

Caller has a stint in each of his thighs with titanium in it. When he flies out of SAN, he provides documents from his doctor, and the TSO's are not looking at his documents and just having him place it in the plastic bins. He does want to let this problem become aware to the CSM at SAN just to hopefully prevent the matter from happening in the future.

11/21/2013

3 6:36:16 PM If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/21/2013 7:46:05 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 11/20/2013 2:15 PM Airline & Flight Number : Delta 1860

Checkpoint/Area of Airport : From international to domestic TSA Employee: (If Known) :

Comment : After the AIT screening, one of the female agents stated I had a paper in one of my pants back pocket. There was no paper. She patted me down and took me to another female agent which scrubbed a piece of paper and inserted it in a machine. She told me I had to step in the area where she was at and scrubbed the papers over and over, while other agents were asking me to move because where she told me to step was on their way. Then the first agent and the second took me to a room and she told me she had to pat me down. She gave the other agents the papers to go outside and she came back. Then she told me I could start grabbing my belongings and left. The other agent stayed there with me and I was waiting. Then she told me I could leave the room. When I realize they finished I asked her if they were done and she said yes. They did not explain to me why they were doing that at any moment or said that I could leave, so I started asking her questions, but she said she couldn't give me any explanation of the procedures. If she was not able to get an answer for me, at least I should have a brochure or any type of information where I could direct my questions or concerns. I understand the security procedures and I don't mind have been searched, but not getting any directions or at least been treated as a human being is out of the questions Your personnel should be trained to treat others with respect and courtesy. I am a frequent Traveler and I felt very disappointed on the way those two agents failed to say at least "we apologize for any inconvenience, you can go now". I hope this is an isolated incident, because there are a lot of international travelers that have language difficulties or are first travelers. I just can't imagine the negative experience they can have when they are approach in such manners. Thank you in advance for your attention.

11/21/2013 3 8:05:13 PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has trouble raising her arms above her head.

Response Details: Advised Caller:

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Incident Details: Caller had requested assistance but when she arrived at the airport the assistance wasn't there. She stated that they were very friendly and helpful in CHO, but when she flew out of SEA, she asked for a PSS and the TSO said she had never heard of such a thing. She had no assistance and was forced to go through AIT even though she told them she could not raise her arms over her head. Caller states that they sat there for awhile and received no help from TSA. Caller feels like she was totally ignored. Caller states that her disability was not accommodated properly. Caller does not want to file a formal complaint in writing. Caller just felt like someone should know about it.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/22/2013 6:02:23 PM Airport : MCO - Orlando International Date/Time of Travel : 11/22/2013 5:00 PM Airline & Flight Number : Alaska 19 Checkpoint/Area of Airport : passenger screening TSA Employee: (If Known) : older black man - seemed like a manager Comment : When choosing to opt out of AIT, I was harassed for my choice and publicly humiliated in front of other passengers. The TSA employee repeatedly questioned my reasons for opting out and attempted to bully me into the AIT machine. When I still would not consent to the AIT machine he gave me a very invasive and rough pat down. I have opted out every time I've flown and never had this terrible of an experience.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from BWI to LAX on 11 14. Caller states that she was in a wheelchair and has metal inside her, so she was directed to the AIT. She says that she is concerned that that AIT may have a short, because she says that she felt an electric shock while she was being scanned. She thinks that it was checkpoint D11, the middle AIT. She flew with United.

Advised caller:

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: Baltimore to LAX

Flight date time: 11 14 around 5:30 pm

Flight #: 307

Airline: United

Airport: BWI

Gate Terminal: D11

Made no changes worked once from 30 times. Thought the problem started when he renewed his passport. Flew from RSW to MSP and everything worked November 20, but this time it did not. Today he flew from MSP to DLH on Delta.

Advised:

According to our research and the information you provided, the name on your reservation was not an exact match to the name on file with your U.S. Customs and Border Protection (CBP) Trusted Traveler account.

In order to receive TSA PreCheck consideration, please ensure that the name entered on your reservation is an exact match to the information you provided to CBP or what is in your CBP Trusted Traveler online account.

So make sure both entities have the exact information.

11/24/201
3 3:20:31
PM

The telephone number for CBP is 1-866-530-4172.

As far as those that are 75 and older:

TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

The caller flew from PHX to AUS Texas last Tuesday via Southwest Airlines. The caller had TSA Precheck on his boarding pass and was directed to a specific line by TSA. The caller stated that he is 76 and is not required to remove his shoes anyways. The caller stated that the majority of the passengers getting sent over to the TSA Precheck lane were senior citizens. The caller stated that he had metal implants and that the WTMD was the only screening available at the Precheck lane. The caller stated that most of the passengers that were referred over to the TSA Precheck lane had metal implants and set off the alarm. The caller stated that it was at least a 15 minute wait for patdowns due to the WTMD alarms. The caller wanted to know why the passengers including his self were referred over to the line that only had a WTMD. The caller stated that they were not allowed out of line to go through the AIT. The caller wanted to know how to present himself to TSA and inform them that he would like to opt out of the WTMS and opt in for the AIT. The caller stated that the traveling public is scared to make any comments to TSA, in fear of being taken to a room and missing their flights. The caller stated that it is a problem when American citizens fear what TSA will inconvenience them with. The caller stated that he does not feel as though senior citizens should be referred to WTMD only when most will alarm it. The caller stated that there was only 1 AIT available at PHX's Southwest Terminal. The caller stated that he hoped that this was being recorded and noted so that someone will be notified.

The caller was advised that TSA Precheck is optional.

11/25/201
3 8:09:59
PM

The caller was advised that passengers always have the option to opt out of the WTMD but are unable to request the WTMD.

The caller was advised that we allow passengers to opt out for a patdown or the AIT if they wished to do so.

The caller was informed that Southwest is new to TSA Precheck and that some airlines select passengers at random against TSA secure flight information and may allow them to use TSA Precheck.

The caller was advised to inform the TSO before screening begins that he has metal implants and that he would like to use the AIT.

The caller was advised that we would forward a copy of this complaint over to the CSM of PHX.

The caller was advised that a lot of passengers want to use precheck for its expedited benefits, but it is not required.

11/26/201
3 11:57:22
AM
3
AM
The caller was flying out of LAX and was told Precheck means nothing and she would have to go through traditional screening. She arrived in a wheelchair and two different supervisors told her Precheck was ignored at LAX. When I asked her if she felt like she was targeted because she was in a wheelchair she said she didn't think it would have mattered if she had had two good legs. Finally someone apologized to the operator of the wheelchair but no one ever apologized to her. I explained that we do not have any information on expedited screening for travelers in wheelchairs but usually if travelers will inform the TSO of their capabilities they can go through the WTMD is they can do so on their own or can go through the AIT if they can hold their hands over their head for 5-7 seconds. But if they cannot perform these two functions they would have to go through a patdown. Caller stated she was not required to go through a patdown when she left the country and I explained that TSA does incorporate a random function in the screening process and no one is guaranteed to get expedited screening all the time. Conferred with Amber and gave caller the CSM contact information explaining that she was in the airport and could possibly better inform caller of LAX SOP's in this matter.

Caller and wife travel frequently. Caller said his wife has an artificial knee. Caller said everytime she comes through, she has a full body patdown and this upsets the callers wife so much that she doesn't want to travel anymore. Caller asked if she could get a card that would exempt her from this patdown. Caller said she does inform TSA about the knee. Caller said his wife wears an underwire bra. Caller stated that TSA pats down her crotch area and also her breast area. Caller said she has been using the metal detector.

If a passenger has metal implants, she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender.
 - The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
 - A passenger may ask for a chair if he or she needs to sit down.
 - The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
 - A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
- I told the caller she cannot be exempted from the screening.

TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I told the caller his wife should request the AIT if available. I also advised him to have her not wear an underwire bra to avoid having an alarm.

Caller said he called American Airlines and was told to call TSA about precheck. He said he got precheck with US Air and wants precheck for Friday when he flies to CA. He requested an email response on this. He asked if he can opt in or fill out a known traveler #. He said he is not a global entry member.

Response: There are two primary ways to be considered eligible for TSA Precheck: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA Precheck is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passenger's reservation information to TSA.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Precheck benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Precheck when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

11/26/2013 1:44:15 PM TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

Caller flew from Juneau AK as an on duty flight crew member with Empire Airlines. He states that despite being a crew member, he was not allowed to bring his usual LGAs and was required to go through the AIT unit and to have a patdown. He says that he took a picture of himself being patted down. He has a SIDA for Anchorage and is part of the 12.5 security program. He says that he went through security at about 9:30 am today and his flight was later cancelled due to weather. He says that he has not been treated like this at other airports.

Advised caller:

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

11/26/201
3 4:42:47
PM

Flight information:
Flight Path: Juneau to Sitka AK
Flight date time: 11 26 10:30 am (cancelled)
Flight #: 62 (cancelled)
Airline: Alaska Airlines
Airport: Juneau
Gate Terminal: C2
Email: (b)(6)

The caller flew through MCO to HSV with no issues. When the caller returned from HSV to MCO, the caller went through the AIT and did not alarm. The caller stated that her head dress showed on the body scanner and then she had to get a patdown and ETD. The caller stated that she is a Muslim not a terrorist and that she feels very violated and like they only did this because she is Muslim. The caller stated that this did not happen at MCO only HSV.

The caller was advised:

Airport police is separate from TSA and we are only located at the security check point.

11/26/201
3 6:56:15
PM

ETD is a form of TSA Security.

The caller was advised that alarms are resolved by a patdown.

I explained that ETD is used at random and also after self Patdown or when traveling with extra liquids. The caller was advised that TSA uses ETD for different reasons.

TRANSFERRED TO MB AGENT (b)(6)

Informed lady that we have documented the information here and I would need to collect an email so that we can send the RFI to her so that TSA properly has this procedure completed according to law. She gave me her email address, and I told her she should receive the form in 24 hours with instructions.

She said she believed she was discriminated against because of her perceived religion, which is American Muslim.

The caller wanted to know if passengers could still opt out of the AIT, as his wife's request to be screened by a patdown was refused by the male TSO conducting her screening. In fact, she was informed by the officer that PHX does not conduct patdowns, and she had to undergo screening by AIT. The caller wanted to know if this was true, and also wanted to file a complaint against the TSO.

Flight Information:

Date and Time of Flight: November 29, 2013.

Departure Airport: PHX

Airline: The caller did not have this information.

Flight Number: The caller did not have this information.

11/29/201
3 8:17:14
PM

Terminal and Gate Number: 4

Description of TSO: The caller did not have this information.

Time of Incident: Between 9:00 and 10:00 AM

Advised Caller:

Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Disability Description: Caller stated she recently had surgery and was wearing a compression garment.

Response Details: Advised caller the following information:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Once an individual elects to enter a screening location, such as the Walk through Metal Detector or the Advanced Imaging Technology (AIT), screening must be completed before an individual is permitted to leave the screening location.

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process.

If an individual declines screening or refuses to complete the screening process, the individual will not be permitted to enter the sterile area of the airport or to board an aircraft.

Told caller I would send the complaint to the CSM so they would be aware of the issue and could address it.

Advised caller I would send the complaint to the disability department and email the RFI.

Incident Details: Caller said when she was leaving the airport she was told she could file a complaint with TSA. She went through Dallas Love Field a little after 2:00pm yesterday wearing a compression garment. She flew through DFW, on Southwest and did not have these issues. All her luggage cleared at Dallas, but when she went through the machine she alarmed and lit up on both sides. They had to do a patdown which she said was not a problem. She told them to be gentle on her leg because of her surgery and she was wearing a compression garment. The officer patted her down and tested her for explosives which she thought she cleared. She saw the officer pacing back and forth, the officer then said she had to strip search her. Caller asked if she could remove her belt to be screened again in which the officer responded no and the passenger asked if she could wear her shoes to the screening in which she was also told no. Caller stated she did not want to do a strip search and they told her if she did not she would be arrested. A Police officer came and would not arrest her because she was doing nothing wrong and the Police officer said she was really polite. The police officer said he had no jurisdiction there but he was a Dallas Police Officer. Caller asked if she could go back to the restroom and remove her garment, they told her no. Since the passenger would not go through a strip search TSA officers later said they had put her on a list that she could not fly for the entire day and she felt completely violated. She would have preferred to have screening information given to her about compression garments because they would not let her remove it and she did not realize that. She did not get to take that flight and had to make another flight. She said she flies a whole lot and usually when your stuff comes off the conveyor belt that it is cleared, they say grab your belongings and step to the side. They would not let her touch her belongings at Dallas like they do at all other airports. She had plenty of cash and laptops but they would not allow her near it, it made her feel really nervous and violated. She stated it was a larger African American lady and the caller said she was African American too but she was treated very differently. Caller said they never explained the process to her or what they were going to do not once through the entire process.

12/1/2013
9:59:59
AM

You responded my e-mail below with an automated message which does not address any of the three very specific questions that I asked. Please do not send another automated e-mail. I request that a life person reads, understands, and individually answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

Sincerely,

(b)(6)

MY QUESTIONS:

-----Original Message-----

From: (b)(6)

Sent: Sunday, December 01, 2013 3:24 PM

To: 'TSA-ContactCenter@dhs.gov'

Subject: TSA PreCheck and Global Entry

12/1/2013
3:35:59
PM

Hello,

Three questions:

1. Your website states:

"U.S. Citizens currently enrolled in CBP's Global Entry, SENTRI or NEXUS Trusted Traveler programs are automatically eligible to participate in TSA Pre?™."

Do I read this to mean that as a Legal Permanent Resident, even if I were a member of Global entry, I would not be automatically eligible for TSA PreCheck?

If so, when do you expect TSA PreCheck to become an automatic benefit for LPRs enrolled in Global Entry?

I got this automated response from either your office or the TSA Ombudsman following a complaint I made about running non-PreCheck passengers through the PreCheck lines in front of PreCheck passengers in Denver. Please refer to my comments below the following cut and paste. Thank you. I quote:

"Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

12/2/2013 8:17:12 AM Passengers who are directed to the TSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Pre?™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre?™ eligibility. For more information about these programs, please visit our Web site at: <http://www.tsa.gov/tsa-precheck>."

I want to make it clear that this automated response does NOT address my concern. In Denver, at DIA, it appears that the TSA employees are routinely routing randomly chosen, non-TSA Pre-Check passengers through the TSA Pre-Check line. While waiting in the TSA Pre-Check line, as a TSA Pre-Check passenger, a group of about 15-20 passengers will be suddenly routed from the long, normal TSA security lines to the TSA Pre-Check lines. This is disruptive and inconvenient to the passengers who bothered to pay for and be screened of TSA Pre-Check handling. The non-PreCheck passengers appear to be randomly chosen. An entire group is brought over from the other lines and put in front of waiting PreCheck people. The passengers who are routed over in that direction don't know any of the rules. They need too much monitoring. The lines become too slow. The TSA employees who are normally more quiet in PreCheck lines start barking out orders in order to rush the non-PreCheck people through. It's just not good customer service for those who have paid for the Pre-Check service.

After it happened for the 4th time in 3 weeks to my adult son, he asked the TSA Supervisor about it. She told him that it was a test program at 5 airports across the country. My family is very dissatisfied with this program. It's just not fair or good customer service for those who have taken the time to pay, wait for processing, and then face the screening challenges that PreCheck initially required. We are dissatisfied. With the new policy and with this canned response to my complaint.

Please respond, if able. Thank you.

Caller flew from EWR to Ft. Myers on Friday, 11-29. Caller is a 70 yr. old female and is in 4th stage colorectal cancer. Before she went through security she stated to the TSO she had medical documentation to provide and was very adamant in presenting the documentation but the TSO didn't even look at it. She has a Titanium Hepatic Pump and at FT. Myers they only had her to pat down her pump and they tested her hands but she wasn't required to remove her shoes, jacket, etc. At EWR she was told to remove shoes, jewelry and she was patted down. There was a heavy set African American lady who stated she wasn't qualified to perform the patdown for the caller but due to how busy they were, she went ahead and did the patdown anyway. She couldn't see her items during the process and if it wasn't for her husband watching her items they would be missing. Caller thinks this is disgusting that someone behind her had a turban on and she was allowed through without any recourse. She thinks it was totally unnecessary for the patdown and hopes it doesn't happen again because she is traveling for treatments frequently to NY.

Caller thinks she should get some sort of compensation, thinks she should be moved to first class because of the incident.

Caller is grateful that TSA is conscientious, but, still felt embarrassed over the incident and it was totally uncalled for and she hopes this never happens to anyone else.

Departed 3:49 PM, arrived at airport 1:30, Flight # UA1299YN, Gate # C83.

12/2/2013 Response:

8:25:13 AM Apologized to caller and explained she is welcome to provide medical documentation, but, it does not prevent anyone from going through the screening process.

Explained it is the discretion of the TSO if a person appears to be 75 or older they may be allowed to leave their shoes on during screening.

Advised if she isn't offered a private area for a patdown she can request anytime during the process.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Advised caller if additional information is required she may be contacted via email.

Questioned caller as to the compensation she is seeking and she mentioned she thinks she should be moved to first class, some type of upgrade.

Explained to caller TSA is responsible for screening all baggage and passengers who board aircraft at our nations airports. No jurisdiction over the aircraft, referred to her airline and explained they have no jurisdiction over the screening process.

Caller:

12/2/2013 11:20:47 AM Caller wants us to know about her opinion of the AIT. She is African American. She has to have her hair patted down every time she goes through screening. No one with straight hair has this happen to them. It is becoming very insulting to her. The TSO's have always been nice. She uses Precheck and loves it. She just wants us to know about her experience with the AIT.

Response:

Please accept our appreciation for taking the time to share your thoughts and concerns with us

Caller states that she is a TSA Precheck member, she has seen where people are getting this random, and she doesn't feel like this is acceptable, since she paid for her membership, and other people are receiving this by the airline, and she doesn't feel like we should allow the airline to do this to passengers who have no idea what they're doing.

Also she states that there are no TSA bins she states that there were some at the TSA Expedited Screening at Tampa Airport which is great but any other place there are no bins and she feels like she should not have to place her 300 dollar purse on the conveyor belt alone since there are bags who have been on the floor and then they expect her to place her very expensive bag on the conveyor belt.

Informed caller:

12/2/2013
11:52:49
AM

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓2713™. Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓2713™ lane for expedited screening. TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures. Passengers who are directed to the TSA Pre✓2713™ lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Pre✓2713™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage. Although TSA's new initiative leverages the current TSA Pre✓2713™ process, passengers should not expect to be directed to the TSA Pre✓2713™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre✓2713™ eligibility.

Advised caller that regarding the bins there is really nothing I can do as far as supplying bins.

Took callers complaint.

Disability Description: Callers son was in a wheelchair for screening.

Response Details: Told caller

I could only help her with her complaint for screening with TSA.

I explained to her that her complaint had two parts to it. The attendant that made her son get out of the wheelchair would have to be handled by her airline, they provide passengers with wheelchairs and part 2 was with screening with TSA.

I told her that passengers can use wheelchairs or crutches for screening but would need to let the officer know before screening starts.

I ask if the officer knew her son needed a wheelchair or crutches, she said they did not have them to use for screening but wanted the officer to recommend her and her son to go through the handicap line for screening or be taken aside, however I never understood she had ask for either. She said the officer should have been able to see her son could not walk on his foot.

I told her passengers with metal can use the AIT for screening, if there was an alarm during screening they will give a patdown to clear any alarm.

She now has stated once I ask if they even had a wheelchair or crutches to use for screening, she stated they did not have them at the checkpoint.

I could take her complaint on behalf of TSA and send it to the CSM so they could handle her complaint for her.

She would have to handle the complaint for the wheelchair attendant with her airline or the provided number from the first call, she was given the number for Aviation Consumer Protection Division at 202-366-2220.

12/2/2013
12:14:45
PM

Incident Details: Caller has spoke to Southwest. She says her issues are with TSA, Southwest has compensated her. She spoke to someone with TSA last Tuesday and she would get a report within 24 hours, she has not gotten the report. Her son has pins and plates in his ankle, he had surgery on Nov 12th. She says they were stopped at screening instead of using the handicap pass for screening she had to go through the normal screening with out the wheelchair and crutches. She says the wheelchair attendant made her son get out of the wheelchair and go through the normal screening line, she did not know what the wheelchair attendant did with the wheelchair or where the crutches.

She says the officer made her son hop through screening, once he was in the AIT, he was told he could not use the AIT for his screening. She says the officer was told about the metal in her sons body and still had him go through the AIT for screening then said once he was in the AIT he should not use it for screening.

The officer would not allow her son to use the crutches for his screening. She and her son both told the officer about the plate in his leg and could not use it for screening. She says the officer ordered him to not use the crutch for screening. She wants some sort of compensation. Southwest has offered her one way tickets. They declared the metal in her sons body.

They did not have a wheelchair or crutches to use for screening. She told the officer her son wasn't able to walk through for screening and could not use AIT for screening. She wanted the officer to officer them to go to the handicap side for screening, I never understood she ask for the handicap screening.

She says her son was cause pain because of this.

Airport:SFO

Airline: Southwest

Flight number: 323

Date and time: 9:35 AM 11-25-13

Terminal or gate: Gate 28

Items Damaged:

Caller flew from Philadelphia to Orlando. She only had a tote. She was alone so the TSO told her to go down a separate line. She said you do not have to take off her jacket or shoes. She alarmed due to a knee implant. She then had to remove the jacket and tote. Her bag went through behind her back while she received a thorough patdown. This was new to her. She went on her way and when she got home she is missing a pair of earrings from her carry on. Her necklace was still there. She had them packed in the bag on the bottom and the bag even zippers on the top to close the tote. She also said the TSO told her that she can use the AIT since she has metal implants.

Airport:Philadelphia
Airline:Southwest
Flight Number:1004
Date and Time:November 29th at about 12:30 pm
Terminal or Gate:E12

12/3/2013 9:43:14 AM Description of Bag:It is black with turquoise butterflies on it.

I apologized to the caller that she is missing the earrings from her bag. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. I told her she can ask for the AIT if it is available. This reduces the chances of a patdown but never completely eliminates the chances of a patdown.

The caller stated that she had a bad experience with PreCheck in Seattle Tacoma yesterday, 12-02-13, at 10:00 AM at Gate B10 for Southwest Airlines.

She has a metal knee so she was offered the patdown, because they did not have an AIT machine at that line. She was upset because she was not told this prior to entering the line. She stated that she went through the trouble to get PreCheck and felt there should be an AIT machine available and a sign posted. The TSO did take her over to another line and let her use the AIT but she had to have her belongings scanned again and stated it was a waste of time for everyone. She feels the Supervisor, (b)(6) was rude because he told her that she is free to be her own advocate and check on it at the beginning of the line.

12/3/2013 11:08:00 AM

RESPONSE:

Told her I am sorry she had that experience but am glad they did let her go to the other line and use the AIT.

I will send her complaint to the Customer Support Manager.

The caller said she flew from Charlotte to Cleveland and her checked baggage was inspected by TSA. The caller said she was upset when she discovered she had a NOI in her checked baggage. The caller stated the NOI had Mill RQ 12/03/13 16:58 written on it. The caller wanted to know if the officer s keep a record of the bags that they check. The caller wanted to know why her checked bag was inspected. The caller said she was upset when she found the NOI in her checked bag.

12/4/2013 1:59:51 PM

I told the caller all baggage is required by law to be screened. I told the caller passenger s baggage can be randomly selected for inspection. I told the caller the officer s will leave a NOI in the bag with a timestamp. I told the caller sometimes food items may cause an alarm. I told the caller books and magazine may sometime appear as anomalies and the officer s would have to open the bag and do a physical inspection of the bag. I told the caller even a person is subject to go through additional screening. I told the caller a passenger may even have to receive a pat-down after going through AIT or the metal detector. I told the caller the officer s do the same thing if a bag alarms. I told the caller I do not know why her bag was selected for additional screening.

Caller wanted to know what standard procedure is at a US International Airport for screening.

After receiving general information the caller stated she thought that might be the case because he was screened at DEN on Monday at 3:30 PM and had to undergo a patdown. She stated due to fibroids in her breast it was painful. After her patdown she sat down on the bench to put on her shoes and a Female TSO came over to her and was rude and said you do not have to take up the whole bench and the TSO scooted her personal belongings over and almost knocked her off the bench. Caller wants to complaint she felt the TSO was rude. She did not ask the TSO her name but asked how she would know a TSO's name.

RESPONSE:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

12/5/2013
4:29:54
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Told her when an alarm sounds as it did, we must resolve it. I do want to mention that anytime a passenger has a body area that might be painful to touch they should mention it to the Officer so care can be taken during the Patdown so she is not caused discomfort and she may also ask for a private patdown.

I will not send over a complaint about the patdown since the alarm went off, but if she feels she was treated rudely afterward I can take her complaint.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, the TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

CSM Referral Information: :

Caller flew from Dulles to Vienna, Europe 11-11-13. He removed his jacket and belt and put them on the belt but he put his passport in his pocket and entered the AIT machine. He was pulled aside for additional screening including a patdown and using explosives trace detection on his hands. The Officer said because you have a passport in your pocket we must check you and it did not sound right to him.

12/6/2013
9:09:05
AM

RESPONSE:

Told him that due to having his passport in his pocket he caused an anomaly on the equipment and when that happens we must apply other screening methods. Told I understand but in his case it was the passport because that was what he had in his pocket. He will know now to empty his pockets.

Offered to send information via email but he declined.

Caller states that last Sunday she traveled from Saint Martin to Miami so she had to go through TSA checkpoint. She states that she went through the AIT machine and it alarmed. She was waiting a couple minutes for another TSO to inspect her. She was told that she was not allowed to touch her items and the TSOs inspected her shoes with a swab. Caller claims she set off an alarm but they never inspected her. Caller anticipated receiving a patdown but they simply swabbed her shoes, and let her go. She states that this is unacceptable, she doesn't understand why her shoes were swabbed but they never did additional screening on her body.

12/6/2013
10:54:20
AM

Date: 12-01-2013

Time: 1:00pm

Flight: 1369

Airline: American Airlines

Airport: Miami International

Names of officers forgotten.

Informed caller:

that I apologized in the way her and her belongings were screened, and I would send this information to the CSM at the airport for resolution.

Disability Description: The caller has a prosthetic arm, and is unable to remove his shoes.

Response Details: Advised Caller:

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

- Be filed within 180 days of the alleged act of discrimination;

- Be in writing;

- Include the name and address of the complainant;

- Include the date of the alleged act of discrimination;

- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

12/6/2013

6:51:05

PM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If a passenger cannot remove his or her shoes due to possible medical complications or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

I offered to e-mail this information to the caller, and he accepted.

Hello:

I am a male Little Person (dwarf) standing 4'4" tall. In my line of work as a business consultant, I am frequently flying out of Dulles International Airport. Dulles Airport utilizes the AIT screening devices. Every time I go through one of the AIT device, I set it off showing areas in question around my upper thigh and close to my crotch region. My pockets are always empty and the belt has been removed. Even when they re-screen me through the device it sets off in the same area. Upon pat down by the TSA officer, I am always cleared. The AIT device appears to be height sensitive. Please note one time a TSA officer remembered me, got a supervisor and I was sent through the metal detector and did not set it off.

Do I have any options here? If so, can you please let me know what they are?

12/8/2013 1:16:19 PM
Thanks in advance for your time.

Best regards,

(b)(6)

(b)(6)

Consultant

Cell (b)(6)

Original record from (b)(6)

Caller had an issue with security at Miami. She said that one of them said you don't have to take off your jacket or shoes. She went through and it beeped. She thought the female Hispanic told her to use the AIT so she took off her shoes and she started over there and the TSO started yelling at her. It was ridiculous. She asked for a supervisor. This happened at D1. She was given a paper by someone who said they were the supervisor named (b)(6). The TSO (b)(6) was the one doing the screaming.

She said because she was black she took it very personal. She said that the Hispanic lady was showing off in front of her Hispanic friends and she feels that this was very discriminatory because she is black.

Record was transferred to (b)(6)

12/8/2013 2:20:34 PM
Caller went through terminal D-1 at MIA around 12-07-2013 about 1030 am. She originally spoke with a black TSO with dreads who told her that she did not have to take her shoes or jacket off unless it beeped. When it did beep TSO (b)(6) gave her some sort of direction; but she misunderstood what she said. TSO (b)(6) began yelling at her and got loud; because there were other Hispanics were around. A supervisor came out by the name of (b)(6) (who was medium built and Hispanic as well) and seemed to be unconcerned, and tried to cover for her. She also feels as though he gave a false name because he was Hispanic. She also stated that the incident occurred because she was black. She did say that she was also going to contact American Airlines as well.

I explained to her that I would need to have her complaint filed in writing. And she provided me with her email address.

Since the incident happened between a TSO and a Supervisor who were not very accommodating; I will also forward the complaint to the CSM at MIA as well.

Caller flew from Newark, NJ to LAX. She has Cerebral Palsy and Epilepsy. One of her hands is permanently clenched in a fist and she had a piece of paper that she had forced into her hand. A TSO acted very rude when she told him that she could not easily take the piece of paper out of her hand. She had to do additional screening and a ETD swab. She feels that because of her disabilities she shouldn't have to endure this kind of treatment and would like to voice her complaint.

Advised Caller: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

The caller is in the airport and went through screening. The caller stated that it is his right to opt out and it is unconstitutional that the officer made him go through the machine.

The caller stated that he has a right to opt out of the machine. The caller stated that the screener said go through the machine. The caller stated that he said he was not going through that machine (AIT), he was going through this machine (WTMD) and pointed at it. The caller stated that the officer forced him to go through the machine he opted out of. The passenger told her she was not doing her job.

The caller spoke to a supervisor who was very nice and told him that he has that right to opt out.

Supervisor (b)(6)

Screener - (b)(6)

Airport: William P. Hobby

Airline: Southwest

Flight Number: 11

Departure date and time: 9:15 and 9:45 am on 12-09-13

Description: 5 foot 9 inches, 175 pounds, hispanic 40 year old, brown jacket, jeans and white shirt

Left arm pointing to machine to tell officer that he was opting out

One Checkpoint

Response:

We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

12/8/2013
7:39:24
PM

12/9/2013
10:46:07
AM

Caller flew on 11-17 from FLL to DTW via Delta out of Terminal 2. She had heart surgery and has flown 5 times since and never had problems. She has an internal medical device, defibrillator and another device that regulates the heart rhythm, so she can't go through the WTMD and was told by her physician not to go through the scanner either. She stated in FLL on 11-17 she was told by the TSO that she could go through the screening technology and didn't call anyone to do a patdown, which she requested. After waiting 25 minutes her husband spoke with another TSO agent who was on the opposite side of the conveyor belt and he finally called for a female to do a patdown. Her husband was in the sterile area and she was still waiting for someone to come and do a patdown at that point. She thinks the flight departed at approximately 11:30 A.M. She states she was selected for a hand swab and was located in the far right side of the screening area at the Delta terminal. She has called the CSM at FLL two times and left messages and no one has contacted her. She felt like she had the right to request the patdown and she thought she was violated because they kept telling her she should go to through the technology, that it was okay. She had medical documentation and the TSO glanced at the card but would not call for a female to do a patdown. She asked 5 times until they finally had a TSO conduct the patdown. She did not want to provide an email address. She wanted a phone call from the CSM.

12/10/201
3 8:36:44
AM

Response:
Apologized to caller for her experience and advised information will be provided to the CSM at FLL for review.
If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

Caller flew from Orlando, Sanford to MidAmerica, Scott Air Force Base in IL, on 12-5 because she was moving her mother to assisted living. She had 2 small bags with jewelry in her suitcase that she has been unable to find. She is missing two Lia Sophia necklaces, one is a 3 strand necklace that comes apart and it is called, Great Expectations which she paid \$49. It was in a cloth jewelry bag with a drawstring at the top. She is also missing a Lia Sophia necklace which has a silver cross and it was \$24 and in a yellow jewelry bag, satin material, with a snap top. Flight #660, Allegiant Airlines, Gate # was suppose to be 12 and was moved to 10, Baggage Tag # (removed at her mothers, not available). She did curbside checkin upon arrival at the airport and the flight departed at 3PM. There was a NOI inside the bag and nothing written or stamped on it. The bag was a black, Jeep Brand, heavy duty plastic large size roller bag with 4 wheels. There was a blue name tag from AMA Waterways around the handle and it wasn't locked. Caller asked how she should pack jewelry for future reference.

Response:
Apologized to caller and provided claim form via email.
We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

12/10/201
3
10:56:46
AM

TSA encourages travelers to pack valuables including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item.

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Sanford
Orlando Sanford International Airport
407-585-4573

Explained baggage screenings are under surveillance video and can be reviewed by the CSM.

TSA strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as bulky jewelry may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Dear TSA folks,

I totally understand "random screening." But when a person with dreadlocks has them "screened" EVERY TIME they travel, that is NOT RANDOM. That's "racial profiling," which is against the law, no?

(b)(6)

(b)(6)

Come as You Are - Leave Inspired!

P Please consider the environment before printing this email.

This e-mail and any attachments may contain confidential information from the Unitarian Universalist Church West (UUCW) of Brookfield, Wisconsin. If you are not the intended recipient of this message, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please notify the UUCW in Brookfield, WI immediately by returning it to the sender and delete all copies from your system. Thank you for your cooperation.

12/10/201

3 2:08:56

PM

-----Original Message-----

From: tsatcc do not reply@senture.com [mailto:tsatcc do not reply@senture.com]

Sent: Sunday, December 08, 2013 3:48 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior

Sirs:

Please read this e-mail. I am not requesting a visit from my local TSA agent.

I am currently preparing a talk about airport security to be presented to meetings of the Center for Inquiry in Portland, Oregon, and its sister group in Salem.

I would like this presentation to be as up to date and accurate as possible. The best way to so is to acquire certain information directly from the Transportation Security Administration, rather than through news stories and other secondary sources.

12/10/201

3 2:09:32

PM

My questions regarding full-body scanners are these:

Have all X-ray backscatter AITs been removed from airports?

Where are they now?

Are some of them being used by the Department of Homeland Security to screen people in other locations?

If so, are all people being made aware that they are being screened?

How many millimeter wave AITs are now deployed?

Brand name, manufacturer, unit cost, number currently deployed

Total number to be deployed and total number contacted for, of each brand

Response Details: Caller wanted some information regarding the machines.

AIT is a classification that covers two similar technologies, millimeter wave and back scatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger

The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

Told caller that using the machine is voluntary and you do have the right to opt out.

Caller wanted to know what she can do to file a complaint.

Told caller that I can send a complaint to the CSM s at each location where this has occurred.

Caller did not want me to do that.

12/11/201

3 Also advised caller that she can send in a written complaint and I can send her the paperwork.

11:47:12

AM Also provided caller the email address.

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

Emailed the caller the DRFI.

Told caller that when going through screening the next time if she has a issue when trying to opt out of the AIT she can request a PSS.

Also advised caller if this occurs again when going through screening that she can call us and we can also send her complaint to the CSM at that location.

Incident Details: Caller said that she has had 5 encounters where she has tried to opt out of the AIT because she has a insulin pump. Caller said that she was told by the officers that pumps can go though and she is unnecessarily asking for a patdown. Caller said that the agents are telling her to go through the machine and getting rude with her when she does not. Caller stated that this has occurred at MKE, BWI, and MCO.

I am still waiting for a reply to my message below. Please advise when I can expect a meaningful response. Thank you.

-----Original Message-----

From: (b)(6)
Sent: Sunday, December 01, 2013 7:03 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: FW: TSA PreCheck and Global Entry

You responded my e-mail below with an automated message which does not address any of the three very specific questions that I asked. Please do not send another automated e-mail. I request that a life person reads, understands, and individually answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

12/11/2013

3:09 PM
Sincerely,
(b)(6)

MY QUESTIONS:

-----Original Message-----

From: (b)(6)
Sent: Sunday, December 01, 2013 3:24 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA PreCheck and Global Entry

Hello,

Three questions:

1. Your website states:

I did receive a telephone message on December 4th from (b)(6) saying that my message would be forwarded to the appropriate office.

I have not had a response.

What can I do?

Thank-you.

12/11/201

3

12:09:28 (b)(6)
PM

Please respond.

My question now is, as a county correctional facility, would we qualify?

Caller is a flight attendant for American Airlines and was denied entry into the KCM lane at Charlotte Douglas.

12/12/201 Advised Caller:

3 2:16:22

PM

After evaluating alternative security protocols for flight crew members that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crew members that do not require the use of AIT machines. In addition, flight crew members are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Caller asked if anything can be done about going through security. She said she has 2 artificial knees and is not a terrorist and has to take her shoes off for the screening process. She said she needs a bed or couch to put her shoes back on. She said the patdown is invasive now and she does not like them going under her breast. She said she was at Dulles Airport last week and she said not every airport has the ait machine to use.

Response: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown.

12/12/201 At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

3 2:44:09

PM

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

Just came through PIT and had concerns about the security procedures. The TSOs were saying they did not agree with random passengers being taken through the checkpoint without paying the fee and having an interview. The TSOs did not know why this was going on and called it Management Inclusion.

Advised caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

12/13/2013 2:06:41 PM Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck .

Since he did mention that this the TSOs did not know why this was happening and did not agree with it and voiced that to other passengers I will send this complaint to that particular airport.

Feedback Type : Security Issue

Categories : Miscellaneous/Other; Advanced Imaging Technology Current Date/Time : 12/14/2013 7:19:11 AM Airport : PHL - Philadelphia International Date/Time of Travel : 12/01/2013 9:30 AM Airline & Flight Number : USAirways Checkpoint/Area of Airport : checkpoint TSA Employee: (If Known) :

12/14/2013 9:24:45 AM Comment : My husband's boarding pass said TSA pre-check and he was directed through a quick and easy check. I had to go through regular line and was detained for nearly 30 minutes because of suspected explosives on my hands - which I now understand was probably my hand lotion. I have learned that many false positives come from hand lotion or other glycerin-containing products. Why is this not a caution on your website? The TSA person was curt and vaguely rude as she rummaged through my "stuff" in the private screening room. She gave me no information as to why I might have set off the machine. Meanwhile my 71 year old husband had no idea where I was or why since we had been separated at the beginning of the line - very disconcerting for both of us. The next day I again set off the machine at the Miami airport. This time a very polite TSA agent swabbed my hands, informed me that hand lotion is often the culprit and also warned about fertilizer on golf courses being another source of machine positives. I spent a couple of pleasant minutes with this agent and was on my way. A much different experience than in PHL. Obviously we don't want explosives on planes but why not publicize sources of frequent false positives - would most likely free up your agents to find the actual bad guys.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has been having issues with TSA PreCheck. Caller has a KTN with GE. Caller travels frequently from SVG and the KTN is in the record with the airline. The boarding pass did not have TSA PreCheck logo and she went to the line and provided the GE card. She was referred to the other lane. Caller went to PHL and flew out of PHL, US Airway still did not receive TSA PreCheck. They were able to reprint the boarding pass and she received TSA PreCheck out of PHL. Caller is flying tonight and they checked the information, but it did not show up as eligible for TSA PreCheck. Caller wanted to know what the point of TSA PreCheck if it is random. Caller was under the impression it was random for those FF members and not GE members. Caller has never not been selected until just recently. Caller signed up for TSA PreCheck due to the regular AIT machine. Caller flew to DTW in order to sign up for TSA PreCheck. Caller wanted to file a complaint regarding the nature of the program, being random.

Advised Caller:

12/15/2013 6:51:37 PM If you are eligible for TSA PreCheck benefits as a member of U.S. Customs and Border Protection's (CBP) Global Entry program and have been unable to access the TSA PreCheck™ expedited screening lane on recent trips, we first recommend that you confirm you are entering your full name, date of birth, and PASS ID exactly as it appears on your Global Entry membership card when booking your flight reservation.

Please ensure that the name on your reservation exactly matches the name on your Global Entry card or online account. If your name is listed with a middle initial or middle name, it must be entered that way in your reservation and airline profile. In addition, confirm that your 9-digit PASS ID is placed in the "Known Traveler Number" field.

If you made your flight reservation through a travel agent, or your employer's travel-booking system, we strongly recommend that you contact a representative there to ensure that your Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of your airline reservation. Confirming that your PASS ID was successfully included on your airline reservation each time you travel will help to ensure you are considered for TSA PreCheck.

Please note that even if you opt in for TSA PreCheck™ with your airline or include your CBP trusted traveler information when booking a flight, TSA PreCheck™ does not guarantee expedited screening. If notice a consistent problem, you may want to contact us back.

The caller indicated that he flies often from BWI to FL. He always flies with AirTran who has been moved to Pier B, from Pier C. The caller indicated that this Pier only has WTMD. The caller indicated that for those like himself who have metal implants, they prefer the AIT as it reduces the likelihood of a patdown. The caller asked if there are plans to add an AIT or if he can request that this be added.

12/16/2013 9:56:06 AM The caller indicated that this is notably the busiest terminal and the need for patdowns can cause the lines to back up.

I advised that I do not know if this particular location will be receiving AIT.

I advised that I had noted his feedback and TSA does review this information.

Thank you for your prompt reply to the email I sent earlier and for providing a contact address for Mr. Pistole. FYI, I spent considerable time on the TSA website, back and forth between various levels and pages of the "Contact Us" section, trying to find a mailing/contact address for him. No place on that site does the address you provided in your reply appear. That's why I sent my letter to this Contact Center address.

(b)(6)

-----Original Message-----

From: tsatcc_do_not_reply@senture.com
[mailto:tsatcc_do_not_reply@senture.com]
Sent: Monday, December 16, 2013 1:30 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your screening experience.

12/16/2013 4:50:32 PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to

Disability Description: Caller is calling for procedure for PreCheck for medical disabilities.

He says he has gone through and got PreCheck. He is an amputee, his wife has two knee replacements. He says they make them go back out for screening and go through the WTMD and take off his shoes and belts. He says this kind of screening isn't PreCheck screening. He says the screening they get is the same things he would have to do for normal screening then, he has to have a full patdown. He says at Sky Harbor for the PreCheck screening they only have the WTMD and they have AIT at other terminals. He says if they had the AIT then he would not have to go through this kind of screening.

Response Details: I explained to him that regardless of the type of screening, normal screening or PreCheck, if there was an alarm during screening there will be additional screening to clear any alarm. It can be a patdown or even the ETD swabbing, there are several layers of screening they can do.

I explained to him that TSA Cares, we do provide screening information for passengers and we can refer a passenger to ODPO for assistance but it wasn't something I could do for a complaint. I would list my record as a complaint for him and I would provide him the mailing address and email to make his complaint formal.

12/17/2013 3:09:30 PM

He had the mailing address so I gave him the email, TSA-CRL@tsa.dhs.gov

He can call the CSM at Sky Harbor to see if they can assist him with his complaint for PreCheck screening.

Name: (b)(6)

Phone: (b)(6)

I did not offer to email him the information or offer him the PSS because he wasn't asking for information, he wanted to make a complaint only.

Incident Details: Caller was upset that for PreCheck at Sky Harbor they only have the WTMD. He wants to know why they have the AIT at other terminals but not the PreCheck screening. He and his wife has disabilities and have to go back out for additional screening, he says it is like normal screening, not like the screening they are suppose to get for PreCheck.

Caller was flying out of DTW and was subjected to secondary screening and wants to know why.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors, to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

12/18/201
3 5:23:17
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Caller said about a month ago she went online, because she and her sister are traveling internationally to London and she has some physical issues, and she applied for PreCheck.

Last night the airline, United, said TSA was supposed to send you something. She applied for something but did not go for an interview with CBP. She does not have a card or a number.

She recently fell on her hip replacement and she is limping and uses a cane but she can walk fine for screening without the cane.

She cannot do online check in for her international flight and she must stand in line to get checked in at the airline counter first.

She went to the global website and wanted assistance with applying.

RESPONSE:

CBP Trusted Traveler Programs

Individuals who travel internationally on a frequent basis may be interested in a membership with a CBP trusted traveler program, such as Global Entry. In addition to TSA Preu2713™ eligibility, CBP's programs offer expedited clearance upon arrival in the United States. TSA Preu2713™ eligibility as a member of a CBP trusted program is currently limited to U.S. and Canadian citizens. You actually apply at www.globalentry.gov.

You may have linked to it from the TSA Site but I cannot say what it was you went online and did.

12/19/201
3 8:09:33
AM

Told her we have a program through TSA now but it was not in place a month ago.

TSA Preu2713™ Application Program

Currently, U.S. citizens, dual citizens, and Lawful Permanent Residents are eligible to apply to the TSA Preu2713™ application program. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Preu2713™ eligibility for 5 years.

Either program would get you a Known Traveler # to enter into the airline profile. Confirmed TSA is only domestic and the Global Entry gives reentry benefits.

For help with the Global Application contact Goes Support: 1-866-530-4172.

Told her PreCheck will not help with waiting in line at the airline counter. It takes time to apply for and get approved for the PreCheck.

To get to TSA screening faster she might ask for a wheelchair assist or use the disability line.

Since she can walk we will screen her cane and do her screening as usual. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

Offered email but caller declined.

If you have any concerns or need assistance at the checkpoint you may ask to

Disability Description: Caller had a brain injury, she always uses wheelchair service- she is partially blind and she does not have the balance. She lets them know ahead of time that she cant walk through the WTMD, but some people will not allow her to do that. She has had many instances where they are trying to say she is a refusal. A TSA officer should never tell her what disabled people prefer. She is getting tired of the fact that its a fight everytime she goes to the checkpoint. She is very young she speaks clearly she does not look like she has disability, people do not understand that she truly has a disability because she doesnt look like it. She thinks she wouldnt be treated this way if she looked more like she had a disability. People can not see a brain injury. She needs to be calm and reserve her energy before she gets on the airplane, instead of having to fight before getting on the plane. Nobody had every recommended TSA cares to her at the checkpoint. She was told when she finally was supposed to get TSA cares they told her that she would not know what was going to happen until she would get to the airport. She is about to fly again and she would like to. She is having the same problem by the TSA because I will give her the number to the disability department, she wants to call and speak to them personally.

Information Request: mobility blind walk with a cane wheel chair. she has asked for a supervisor because a complaint was irrelevant.
Caller asked why would I ask what type of complaint she would like to file because that is not why she is calling. Although she kept complaining about past experiences at the checkpoint.

{b}(6)

This entire call is a complaint. The caller kept saying her complaint isnt relevant to her problem and before she gives us her name and number she wants to know if she is going to be forced to get a patdown.

I told the caller she could ask for PSS at the checkpoint to assist her with the screening.

12/19/201
3
12:05:16
PM

passenger refused to accept assistance and stated that when she has a problem again she will sue the TSA.

Response Details: Asked the caller if if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Apologized to the caller for her past experiences. Explained to the caller that TSA Cares is here to help passengers with disabilities through the checkpoint. Told caller that the last time she requested assistance the reason the representative was unable to promise what someone would do at the checkpoint is because here at the contact center we send the request for assistance to the disability department so that someone can meet you at the checkpoint. We can not promise what another person will do exactly, but we can let you know they are there to help you with any issues you may have through the checkpoint.
SUP CALL

Escalation Notes {b}(6)

The caller complained for about 30 minutes concerning her past experiences with the TSA checkpoints and with the TCC. She says she is partially blind and mobility impaired.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through. The caller wants to make a comment about screening procedures. The caller is an active duty service member and he is traveling through DFW. The caller states that AIT or a patdown feels excessive for active duty military. The caller is unhappy about this because he feels like he is treated like a criminal by having to go through screening procedures.

Advised caller:

12/22/201
3 1:20:34
PM

The U.S. Department of Homeland Security is composed of several component agencies that handle different types of acquisitions, and TSA receives an unprecedented number of ideas, suggestions, and proposals regarding information and aviation security technologies from manufacturers, vendors, Federal agencies, and citizens.

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site. Please review the documents and guidelines provided on our business page by selecting the "Stakeholders" tab at the top of the screen and following the "Business Opportunities" link.

I also advised the caller that all of our records are recorded.

12/23/201
3
12:16:55
AM

Caller is concerned that the radiation at screening will be harmful and is concerned with her personal items going through screening while she waits for a female officer to perform the pat down. Explained that TSA has removed the old machines that used a low dose radiation type screening and is currently using only an AIT that uses an RF signal that penetrates the clothing but not the skin and is not harmful. But the TSO s are trained to maintain sight of her personal items when she is going through screening.

Caller flew from Texas and has an insulin pump. During the screening process she told the officers that she had a pump. She was then directed to the WTMD and received a pat down. She is upset because the WTMD damaged the pump. She does not want TSA to pay for the device, she wants to know what she can do next time she goes through screening. She also stated that she was not forced to go through the WTMD and she went through knowing it would damage it to save time. She thinks TSA should know better. The caller also stated that screened her BiPAP but did not take it apart.

Advised caller:

12/23/201
3
12:51:36
PM

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; facemasks and tubing may remain in the case.

The caller wanted to know how to use Precheck. The caller stated that he finds it odd that a lady and her kids got to go through and that military gets to use it but LEOs do not. While at STL today The caller stated that he went to The officer by The WTMD and explained that at most airports they allow him to show his LEO ID and go on through The WTMD. He told The TSO it was no big deal either way he was just asking. The officer told him he needed to go on to regular line. The caller stated that he then went through The AIT, The officer standing there right after you passed The AIT smarted off to The officer and stated well you don't have to fly rude and sarcastically. At this point The officer requested to speak to a supervisor and he did not know if this did any good but he wanted to make a complaint about this situation. The caller wanted to give The suggestion that expedited screening is offered to LEOs The same as Military personal and wanted to know who to provide this feed back to. The caller wanted to know if The CSMs are located at The airport. The caller wanted to know if The fee to enroll in The TSA Application Program can be waived for LEO. The caller wanted to be emailed John S. Pistoles contact information.

The caller was advised passengers that use TSA Precheck can take children through with them that are 12 and under.

Explained that The following TSA Precheck lane was available at STL for Southwest.

Southwest Airlines
Terminal 2, Concourse E

The caller was informed that we have not precheck but another form of expedited screening available for passengers 75 years or older that allows them to keep on their shoes and light out wear only.

12/23/2013 6:54:16 PM

TSA Precheck expedited screening benefits to U.S. Armed Forces service members, including reservist and National Guard members, who possess a valid Common Access Card (CAC) at 10 TSA Precheck airports. Eligible service members do not need to be in uniform to participate in TSA Precheck Family members, ages 12 and under can process through expedited screening as well.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Beginning December 20, 2013. TSA will offer TSA Precheck expedited screening to members of The military at all participating TSA PreCheck airports when they use their Department of Defense (DoD) identification number when making flight reservations.

The caller was advised some airlines are selecting passengers at random.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Currently, TSA PreCheck is limited to select airlines and each is contacting eligible frequent flyer s with an invitation to opt-in. Once a passenger opts-in, The airline identifies The individual as a TSA PreCheck participant when submitting a passenger's reservation information to TSA.

Disability Description: The callers father flew from LGA to TPA Dec 17th, at 9:00 or 10:00 am. He is 90 year of age and legally blind. He was in a wheelchair and he is not stable on his feet. He has a cane. He stated that the TSA told him to stand with his cane and he had to go through the AIT machine. He took his cane and he was not able to raise his arms. He stated that he is not sure why they did not leave him in the chair or give him a patdown. He stated that he told them that he is not able to stand stable. He had a torn rotator cuff and was not able to raise his arm, therefore they would not have gotten a clear image for screening. He stated that he flew from Delta Gate C. He stated that he thinks they need to be retrained on the procedures, because the standard procedure was not followed. He stated that normally they would have just conducted a patdown, and swabbed for explosives.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

12/24/2013 Incident Details: He does not want to file a written complaint.

10:46:46 AM

Passengers Name: (b)(6)
Departing Airport: LGA
Destination: TPA
Airline: Delta
Flight Number and Time: 11:30 am
Gate: C
Date and Time: December 17th, 2013 @ 9:00 am

I explained that I can forward the complaint to the CSM at LGA so that they can be aware of the situation.

Caller asked about screening processes because he went through recently regular screening and was motioned over by another agent that he was selected for precheck? He was asked to remove his shoes and he decided to opt out of the AIT and thinks it was the precheck line. Had a patdown and had to wait for someone to become available.
He almost missed his flight, what recourse does he have because he had to wait for someone to perform a patdown?
Refused to provide personal information or airport he departed because he doesn't want to be placed on a watch list. Asked if he was under some sort of house arrest?

12/26/201

3 9:21:12

AM

Response:
Advised caller it sounds like he was selected for the AIT not precheck line and he has the right to opt out, but, is required to have a patdown to complete screening process. Voluntary screening method, not a requirement.
Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure
Explained he may have to wait for someone to become available to perform the patdown depending on the number of agents on duty and number of passengers flying.
Explained TSA isn't a law enforcement agency, only responsible for screening of baggage and passengers before boarding a commercial flight.

Caller is 76 years old. He flew from Albany to Asheville. He said that in Albany he was given a card and he did not have to take off his shoes or jacket. He said that he told the TSO that he has a metal knee implant. He said that he set off an alarm and was sent through the AIT. He said that they were very polite. When he got to Asheville they also gave him a ticket. He said that they were friendly until he told them that he has a metal knee. He said that they were not near as friendly and treated him like a criminal after he told them about the implant. He set off the alarm and was given a thorough examination. He wanted to know if people should be treated differently at different airports. He said that he does not want to make a complaint. He did not want the email or the mailing address for the TSA's Disability and Multicultural Division.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

12/26/201

3

10:07:44

AM

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. .

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.

I told him that passengers should be treated the same at all airports.

Disability Description: Callers daughter is blind, deaf, and has metal implants.

Response Details: provided the caller with information for TSA Cares for the next time they travel and informed the caller to contact us at least 72 hours in advance so we can be prepared for (b)(6) coming through a check point. The caller was unaware of TSA Cares until I described it to her. I gave her the phone number of 855-787-2227.

I also advised the caller that I would be forwarding a copy of this record to the CSM at MSY for her review.

12/26/201
3 9:39:01
PM

Incident Details: The caller just took her daughter (b)(6) who is blind and deaf through New Orleans TSA with her guide dog. A Delta agent escorted them to the check point and left them at the TSA. (b)(6) has a cochlear implant and has nuts and bolts in her femur and in her face and in her hip because she was hit by an automobile. The check point called for a female patdown. The agents took the guide dog s harness off. The caller is very upset. She spoke with Supervisor (b)(6) because they have documentation from the doctors saying that the cochlear implants should not go through any type of electronic screening most especially a WTMD. The caller does not know if there is any damage to cochlear implants because (b)(6) was made to go through the WTMD. They were the only ones going through the line at the time. The caller says that they requested a patdown and they made her go through the metal detector anyway. The STSO gave her a claim form if there was damage to the implants. The cochlear implants are items that cost 99000 USD. (b)(6) went through a WTMD and not an AIT (confirmed). The caller repeated over and over again that this team at New Orleans needs training. A female agent was called to perform a patdown but between the time the female agent was called and arrived a TSO made (b)(6) go through the WTMD after the caller and a Delta agent told the agents she could not go through a WTMD due to the cochlear implants. The caller is concerned so highly because her daughter only has one way to interact with her world with her hearing and this endangered her daughter s hearing ability. (b)(6) lives alone in Manhattan and goes to college.

DATE OF TRAVEL 12-26-13

AIRPORT New Orleans

AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740

CONTACT INFORMATION (b)(6)

The caller flew down to visit her sister a few years ago on Allegiant Air back in 2009. She got patted down and x-rayed because she had a hip replacement. She was mortified that she had to be patted down and x-rayed in public. She was upset that she had proof of her medical condition and still had to get patted down and x-rayed. She wants to know if she called the Asheville airport and told them she had proof would she still have to go through the patdown. She told the person at the checkpoint and the woman was rude and said she didn t care. Also, back in 2009 Allegiant Air spelled the name wrong on her ticket and they had to get another TSA agent. The name on her current reservation is spelled right but she is wondering if anything will get fouled up at the airport. Caller wants the number to the TSA at Asheville.

Advised:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

12/27/201
3 2:27:53
PM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.

If the boarding pass and the ID do not match then you may be subject to additional screening. Contact your airline if you have concerns about your reservation.

Caller said she has precheck and has had 2 flights in Dec. with Delta and United and got precheck. She said they are traveling on Jan 2 with American and were told they are not in the precheck program with them. She said they did not go through global entry but her husband said they are both signed up. She said they are retired military and he has his govt.ID..

Response: I advised her that with global entry and TSA Precheck Application Program she will go through fingerprinting and an interview and that an invitation from one airline does not transfer over to other airlines. I advised her to go to global entry.gov or tsa.gov for the precheck application.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

12/28/2013 2:44:28 PM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry.

I advised her that precheck is random and unpredictable for security reasons.

Caller flew from Nigeria to Canada through ATL and MSP. Caller states that when she got to ATL, she went through security she was told that she could not go through the screening checkpoint with all of her infants food. Caller states that she had 4 fruit pouches and 2 individual juice boxes. Caller states that the officer told her she could only take 3 of the supplies. The caller told the officer that 3 items would not be sufficient for the flight. Caller states that a supervisor was contacted and the passenger was patted down. Caller does not like the fact that she had to be patted down because she was taking baby supplies. Caller states that the pat down procedure was too intrusive and she did not agree to that type of invasiveness. Caller did not ask the officer what the pat down consisted of before agreeing to it. Caller states that the patdown was conducted between 0630 and 0638 on the 28 December 2013. Caller states that she does not know the name of the person conducting the patdown but she went through terminal F in the far right lane. Caller states that the officer is black, approximately 5'6"-5'8", caller states that she was not skinny but she was not fat.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

12/28/2013 7:35:53 PM

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

I have a complaint regarding your procedures and the training of your employees in Orlando, MCO.

Your employee's failed understanding of the procedures caused my wife and I to be held up from getting to our flight because YOUR employee failed to process a pat-down in the proper fashion.

While waiting in line to go through security, one of your agents tried to convince my pregnant wife to go through the AIT stating that "There's no radiation from that thing", yet on your TSA website, it says very clearly that there IS radiation from the AIT. It's amazing that the TSA would try to convince a pregnant woman to do something she is unwilling to do.

Once through the first pat-down, the agent is supposed to wipe her latex gloves and run them through the chemical machine, as was done properly in Harrisburg, PA. Instead, your under-trained employee wiped my wife's hands which had lotion on them, and it triggered an alarm. Ok, we understand that further investigation will have to be done and were fine with that.

It took 20 minutes to get someone over to further inspect the situation, then they took my wife to a private room, patted-her down again, didn't run any further chemical tests and explained that it was their mistake because they didn't perform the first chemical test properly. We were held in security for over 45 minutes due to your inability to follow procedures. My wife was crying, hysterically, which causes unhealthy conditions for a baby and unnecessary stress.

On top of that, you simply let plenty of people just walk through security and the metal detector, failing to make them get a pat-down or even an AIT scan. A pregnant woman was forced to be invaded twice and yet plenty of others simply walked around the AIT scanner and went on their way, only having gone through a metal detector.

This is a grave injustice. We were also treated with disrespect; as if we were the problem, as if we were some big inconvenience to your employees because they HAD TO DO THEIR JOB. Unbelievable.

I expect a phone call from someone explaining what will be done about this before I contact a lawyer and seek legal action against the TSA. Your inability to fairly and thoroughly conduct security checks for ALL passengers is a crime. Your inaccurate information regarding your equipment is illegal and a health risk to all passengers, especially pregnant women!

You can reach me at (b)(6)

(b)(6)

~~Confidentiality Notice: Information in this message, including any attachments, is intended only for the personal and confidential use of the recipient(s) above named. The information contained in this message may be privileged and confidential, may constitute a trade secret, may be subject to the attorney-client privilege and may otherwise be protected from disclosure. If you are not the intended recipient of this message, or an agent responsible for delivering it to an intended recipient, you are hereby notified that you have received this message in error, and that any review, dissemination, disclosure, distribution, or copying of this message is strictly prohibited. If you received this message in error, please notify the sender immediately, delete this message and destroy any hard copy print-outs. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses.~~

Query:

Caller feels like he has been the victim of racial profiling whilst going through screening at CHS. Caller is a TSA PreCheck Participant. Caller had an orange mark on his boarding pass that notified officers that he had PreCheck, but he states that a TSO made him go through additional security due to the TSO saying that they were looking for drugs. Caller believes that this was racial discrimination.

Resolution:

Record was transferred to an MB agent for further processing.

(b)(6) completed this record.

Got to the first TSA lady she saw that he was pre-approved for PreCheck. She said he had to take laptop out and let it go through machine and wait. He did not have to take his shoes or coat off. Next agent approached and he showed his boarding pass. The agent told him he had to get in the AIT and told him they were looking for drugs. He went through machine and was told to empty everything out of pockets. He was then wanded down and his wallet was combed over. The agent then said if he did not allow him to do this then he would make him go through screening again. Feels as though he is a victim of profiling. Agent said that he was looking for drugs.

Did let him know that this complaint would have to be in writing.

He also stated that he was going to be pressing charges.

Since this occurred at a particular airport; I did let him know that it would be sent to a CSM.

I also confirmed that he was actually being discriminated against by a TSA Agent, and he said it was definitely.

12/29/201
3 1:18:10
PM

12/29/201
3 1:35:13
PM

Date: 12.27.2013 330pm
Airport: Charleston, SC
Gate or Terminal: B
Airline: American
Agent was a short, white younger aged male. Maybe 5 6 or 5 7 and 170 lbs. blondish brown hair.

Feedback Type : Complaint

Categories : Other

Current Date/Time : 12/29/2013 9:36:13 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/15/2013 1:30 PM Airline & Flight Number : Westjet 1771 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :

Comment : On Sunday, December 15, my mother and I nearly missed our flight because of an exceptionally slow line at security. I am writing about that as well as a couple of suggestions.

We were flying out on Westjet 1771 which was to leave Phoenix at 2:30 pm. The airport wasn't crowded at all. We were in Terminal 4. After checking in, we got to the TSA security checkpoint at about 1:20 pm, thinking we were in good shape. But then we saw the line-up. It was winding back and forth about 5 lines deep. That would have been fine if the line was moving along, but the thing is, it wasn't moving hardly at all. Every couple of minutes we'd shuffle another few feet. The reason for the slowness: there was only one security machine being used for general passengers. And they were using the AIT machine which seemed to take longer per person.

Within the first minute of being in the line-up, I knew we were in trouble with catching our flight unless another lane opened up. By 1:55 (35 minutes later), we were still only halfway along and I knew that our flight was now starting to board. Others around me were obviously nervous too. I heard one gentleman behind me say that his flight also left at 2:30 and could miss it.

Finally, about 2:05, a group of TSA employees came onto the scene and they soon opened up another checkpoint and added 3 more people to id the passengers. Then the line started to really move. We got through the security about 2:15. I looked at my 74-year old mother and said, as we were putting on our shoes that we were really going to have to hoof it if we were going to make the flight.

As we reached the concourse where our gate was, the PA system announced a final boarding call for our flight. We started to run. Then they gave another final boarding call and called out about 5 names including ours. I had to leave my mom to struggle on her own while I ran all the way to the gate at very end of the concourse to say that she was coming. The airline agent had already locked up the door to the gate and had to open it for us. While going through, I mentioned that any others they were waiting for may have been delayed by the security line-up, in case that helped them to wait.

The bottom line is, that was cutting it way too close, and I think there are few things that would help in the future. I don't know how often the security line-up moves that slowly at Sky Harbor. But if it is a frequent thing, it makes flying into Mesa much more attractive.

Here are my suggestions for preventing long lines in the first place:

1.Open up additional checkpoints earlier. We were lined up for about 45 - 50 minutes. Those who can see the wait is about 30 minutes and is increasing, should be given the authority to tell a supervisor or coordinator who makes the decision to open up additional checkpoints.

2.Use technology to anticipate passenger volume based on number of flights and passengers for any given hour. Then plan ahead how many TSA employees to have on hand.

For those times when the wait is extraordinary, put in place any of these suggestions:

3.Use the faster technology, which I'm guessing is the metal detector, not the advanced imaging machines which seem to take longer.

Disability Description: Caller has just had open heart and knee surgery and is wanting to file a complaint against the Reno TSA.

Response Details: I apologized that he had this experience and provided him with the mailing address so he will be able to file a formal complaint.

Transportation Security Administration Office of Disability Policy and Outreach

601 South 12th Street TSA-33

Arlington, VA 20598-6033

Incident Details: Caller flew out of Reno yesterday and went through the screening process around 9:00am. He has just had open heart and knee surgery. He told the agents that if he goes through the screening technology an alarm will sound. He went through the AIT screener and an alarm sounded. A female officer stated that he was suspicious and he was made to go to a private screening room where he went through secondary screening. The officers searched through every thing that he had even his wallet. Caller thinks that he is being discriminated against due to his disability. He also stated that the lady that sent him for additional screening should be fired. He wants to write a formal complaint against the TSA at Reno.

Caller's two sisters were going through security at ORF and one has MS and arrived at the security check point in a wheelchair and the sister calling stated she was put through an extensive screening where as the sister that was accompanying her just went straight through screening without any difficulties. The sister with the disabilities has MS, difficulties removing shoes and uses a cane. The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. Passengers in wheelchairs or scooters who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated. If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

12/30/201
3 3:24:28
PM

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. Travelers who are deaf or have hearing disabilities can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Caller was recently approved for TSA PreCheck program. Caller flew on the 13th of December from EWR to PIT and she has an insulin pump and continuous glucose monitor. The monitor cannot go through the body scanner and cannot remove it. Caller told the officer she cannot go through the body scanner and had to wait 15 minutes for a female agent. Caller wanted to know in her profile it can be added so she can be screened by the metal detector, instead of the AIT. Caller said this makes TSA PreCheck irrelevant. Caller said other airports allow her to go through the metal detector, instead of the AIT. Caller said she is now penalized for TSA PreCheck due to a medical device.

Advised Caller:

12/30/201
3 3:35:36
PM

All passenger must be screened. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

Airport: EWR
Airline: United
Flight#: 5795
Date and Time: 12-13-13 12:23PM
Email: (b)(6)

Dear sirs,

My family and I travelled from Dtw to Rsw on 12/24/13 returned on 12/31/13 from Rsw. I specifically inquired about our options as two of us wear insulin pumps. The pump company doesn't allow them to be xrayed or scanned as this voids their warranty.

We went thru airport security around 3:45 and I requested both my son and I to be patted down. My process went smoothly however, my son (b)(6) did not and I did complain to the female Tsa supervisor.

The agent who patted down my son berated and chastised him for requesting the pat down at all. I overheard him lecture my son telling him he was not being smart and overreacting as lots of pump wearers go thru the body scanners.

This is the 2nd time my son has run into problems with one of your agents bullying him. Your website is clear, if he requests not to go thru the scanners, etc. they are to simply take the passenger to be patted down without any repercussions. Unfortunately it seems your employees are still unclear on how they are suppose to "assist" travelers with disabilities.

Looking forward to your assistance.

(b)(6)

1/1/2014
5:06:51
PM

>
>
>
> Begin forwarded message:
>
> From: (b)(6)
> Date: December 15, 2013 at 2:23:57 PM EST
> To: (b)(6)
> (b)(6)
> Subject: Fwd: In Response to your inquiry.
>
>
>
> Sent from my iPhone
>
> Begin forwarded message:
>
> From:

Disability Description: Caller is hyper sensitive to chemicals causing her to have anxiety attacks.

Information Request: Wants to know how to get through screening without being exposed to radiation or a pat down.

1/1/2014
6:59:34
PM

Response Details: Explained that TSA has removed the backscatter devices and the current AIT is an RF signal that does not penetrate the skin just clothing looking for prohibited items. Explained that in the future she should call 72 hours prior to travel for assistance and offered to send her information and she was already on website and said she would print out notification card. Explained she should ask for a PSS if she has any concerns.

Caller and her husband both got PreCheck on their trip out on Virgin America. He got it on the trip back and she did not. She wanted to know why. She thinks that if they are flying together they should both get PreCheck. She asked how passengers are selected. She wanted to know if it is random. She made the statement that she would need to fill out a form with Homeland Security to be guaranteed. She said that she does not remember enrolling in PreCheck. She stated that it may have been through the airline she is not sure.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

1/2/2014
10:17:09
AM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA PreCheck process, passengers should not expect to be directed to the TSA PreCheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA PreCheck eligibility. No individual will be guaranteed expedited screening no matter how they enroll in PreCheck. I told her that passengers flying together may not be chosen for PreCheck on the same flight. I told her that PreCheck is random.

Caller is diabetic and has an insulin pump. He flew recently from both LAS and AUS and had an incident occur at both places. They refused to allow him to have a manual pat-down. Caller complained to TSA in Austin and it happened again in LAS. He was put in the rounder (the AIT). He has an artificial ankle that it didn't pick up. He pulled the insulin pump out and showed it to them. He was told that he cannot have a manual pat-down in Austin and again at LAS. He has also had TSA locks cut off of his luggage six times. There were medications in the bag, class 2 narcotics, and the bag was tossed badly. He asked to speak to a manager in Austin. He was told that items in his bag are causing problems, and was advised that the items were of an agricultural nature. What is causing it to get pulled?

I advised caller that he was describing a couple of different issues. For his insulin pump, the TSA policy falls squarely on his side. He can request a pat-down and should expect to get it. The AIT machines aren't looking for metal in his body. The WTMD do, but some may be calibrated to look for larger amounts of metal than may be found in an implant.

Caller advised that the traffic at the checkpoint was significant when he went through. He asked for the pat-down and was sent off to the side. A female screener asked him what he was waiting for (she was very pleasant about it), and he told her that he was waiting for a pat-down. She told him to go on through the _rounder_ (the AIT) as it did not have x-rays. He went through, but he had the pump checked out afterward. The technicians advised him that the machinery had not damaged the device.

I advised caller that, if he experiences a similar issue in the future, ask for a supervisor or the PSS. He should definitely call the TCC with any problems or complaints and we would send an advise to the CSM at the airport.

1/2/2014
3:06:24
PM

He has the card from the manufacturer that shows that he has to have the insulin pump. The remote device that he carries can be damaged by the screening equipment.

I advised caller that he should keep any valuables, medications, electronics with him in his carry-on. These items may account for why his checked bag has been left in such disarray. Oftentimes, the video surveillance will show that the screeners have performed the screening correctly, indicating that something occurred to his bag after TSA custody has ended. If a screener is observed on the surveillance footage not following policies and procedures, he or she would be sanctioned.

His wife has to have a back-up in case her purse is stolen. That's why he puts the narcotics in the bag. Some of these are oxycontin. When he got back to Austin, his bag wasn't zipped up right. Caller asked a supervisor about the issue. They always leave the tags in the bag. In an unrelated issue, caller advised Southwest that they had bent a bar in one of his suitcases.

If his wife is checking a bag with hair spray and similar items, can she place larger amounts in checked bag?

Yes, that applies to carry-on baggage only.

I advised that I would send his comments to the CSMs at each airport. If he experiences any issues, he should contact the TCC with his flight information (his previous flights occurred a month or so ago and he did not have the flight information at hand) and we would advise the CSM so that they could act accordingly.

Caller advised that in Austin, Nacho Reyes (?), a young fellow, was very pleasant and understanding. He wants to make certain that this young man is singled out for his responsiveness.

1/2/2014
8:14:22

Caller said something about a reference number on an earlier call on a complaint. The reference number is (b)(6). He said he had a complaint about why they made him go through the xray machine with an insulin pump when he told them he wanted a patdown. Caller said he is not mad at anyone at TSA but he is at Southwest. He said it has nothing to do with the damaged luggage. He said (b)(6) was the nicest guy you would ever want to talk to. (b)(6) told him that between the laptop book and lotion, it is not the bag. He said he does not know why TSA called him back. He said he does not want someone fired or get someone in trouble. This happened on Dec 13th, 2013 when he was flying out from Austin to Las Vegas NV. He flew back on Dec 16th, 2013. It was a direct non stop flight both directions. Caller said this was not a failure to accomodate him due to his disability. He asked if the AIT was an xray or not. He said that was his major concern. He said everyone he has talked to (b)(6) the guy at the airport, and you are very nice to talk to. Caller just recapped his previous complaint.

PM RESPONSE: Asked caller if he feels that this was a failure to accomodate him due to his disability. He said NO.

RESPONSE: Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address (b)(6) East Point Ga 30344
Zipcode:

1/3/2014
2:09:07
PM

Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No
Ethnicity? Yes
Religion? No
Nationality? No
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?
Los Angeles International Airport

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely (b)(6)

1/4/2014
3:17:41
PM

(b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

The callers husband went through security with a gate pass to make sure his minor child made it on the plane and was denied the right to opt out of the AIT at HOU 4:00 p.m Today 01 06 2014. The caller is trying to get pregnant and was wanted to know if this was the new policy that passengers are required to go through AIT. The caller stated if so she is going to have to drive due to several previous pregnancy complications. The callers husband was told that this was a New Executive Order. The caller stated that she will talk to her husband before filing a CSM complaint.

1/6/2014
8:10:59
PM

The caller was advised that passengers are allowed to opt out of the AIT and WTMD just not a Paidown. The caller was advised that she can contact us back at the TCC if she decides to file a complaint with the CSM or call the TCC select opt 5 and enter the airport code to get CSM contact information if she prefers to contact them herself.

Some passengers can not go through the AIT due to their medical devices.

Caller flew from ABQ yesterday. She says they were profiled from the time they arrived. She checked her luggage outside and put the lock that matched her luggage and purse on her luggage. When she arrived in OAK, her lock had been cut. She was very upset about this. She says that she flew with the bag and the same items from OAK and the lock was not cut off. She wants to know specifically what in her bag triggered the alarm. She states that she could have been contacted. She states that if she had something in there she wasn't supposed to, she would have been contacted and wanted to confirm this. She states that when she, her husband, and daughter went to security it took 10 minutes to get their IDs checked. The officers checked her and her husband's IDs then confirmed their daughter's identity with them. The officer then asked the child for her first and last name to verify it was correct. She says that the officer assumed they were lying. She states that both she and her husband went through AIT and then received a patdown. She states that her husband had a hat on and had to remove this. He didn't have to remove this in OAK and she began complaining that others who were wearing turbans did not have to remove these. She states that she is black and that there was a lot of racism going on at the airport that day. Caller does not have an email address.

Airport: ABQ

Airline: Southwest

Flight Number: 120

Confirmation: (b)(6)

Date: 1/6/14

Check In Time: 9:28 a.m.

Time Through Security: 9:45 a.m.

Baggage Number: (b)(6)

Terminal Gate Checkpoint: She does not know this information.

1/7/2014
4:12:52
PM

Advised caller:

TSA is not liable for locks. The bag first goes through the in line baggage screening system. If the bag alarms, which any number of things, including books, magazines, and containers of liquid, can do, we have to open this. If there is a lock, we have to remove it. Advised caller that if a prohibited item is found in the bag, the airline is contacted and they make the decision whether to remove this or not. If they tell us to remove this, they take control of the item, not us. Advised caller that if something serious like a bomb or something were to be found, of course she would be contacted because law enforcement would be involved at that point.

To make her complaint regarding the discrimination formal, she will need to send a written correspondence. Advised that I could email to her. Since she did not have an email address I provided her the information verbally.

She should include:

-Contact information - full name, telephone number

-Detailed description, including:

-Airport

-Date and approximate time of experience

-A description of the experience

-The names or description of the TSA personnel involved

-Explanation as to how you believe this experience was discriminatory

Caller said she was provided a yellow card by the document checker going through security and when she arrived at the checkpoint was told she didn't have to go through normal security. She states she didn't go through security, AIT or WTMD. She said the lady TSO took her arm and around the AIT to where her items were on the conveyor belt. Her personal items went through the x-ray scanning. She states she didn't keep the card, but a TSO told her she didn't have to remove her shoes and she walked her around everything. She was so shocked she didn't have to go through screening, but, someone at security took the yellow card back from her and she is wondering what was on the card?

She flew from Sarasota via CLT to DCA via US Airways. Didn't go through security at CLT because they remained in the secured area of the airport.

5:40 AM departure, Flight #4077, Gate # not available., small airport, HK2540AM and 72A Area is on her boarding pass. Stated the ticket agent printed for her after the Friday flight was cancelled and rescheduled for Monday.

1/8/2014
8:32:06
AM

Caller thinks it was strange that she didn't go through security and said there were very few people at the airport at that time of day going through security.

She was traveling with another passenger, (b)(6), and she had to go through security as normal. She didn't get one of the yellow cards.

Response:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened.

Explained to caller information would be provided to the CSM at SRQ.

Advised caller we no longer use wands and questioned her regarding the screening and she insists she didn't go through the WTMD or AIT.

The caller flew from JFK to ATL To MO yesterday and when she went through the AIT she was subject to additional screening without being asked or told what was going on. The caller stated that the TSO agents were rude to her and her husband and then her luggage was delayed.

The caller was advised TSA has no way of matching matching checked luggage to someone at the checkpoint.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

1/8/2014
2:30:34
PM

The caller was informed that patdowns are used to resolved anomalies that show when going through the AIT.

Airport- JFK
Airline- Delta
Flight Number- 474
Date and Time bag was checked- 01 07 2014 7:00 a.m.
Terminal- C 60
Gate- B 22
Email- (b)(6)
Phone Number (b)(6)
TSO Black female tiny skinny TSO Hispanic tall male

I informed the caller that we would send a copy of this complaint to the CSM of JFK.

Caller is a contributor to Ohio State. She went from Port Columbus to Fort Lauderdale last week. Coming back she and her two grandsons went through Fort Lauderdale. She is very unhappy with TSA.

One of her grandsons takes medication. He took it around 6. The TSO put a gel on her two grandsons hands. The TSO said that this is the third one this morning. This is her 20 year old grandson. They took him from station to station and he was patted down including his genitals. The man who patted him down was about 6 feet and wore glasses. She said that he felt like he was raped. She said that they never should have been touched and they should have been warned in advance that taking medication could cause this. She wants to know if it was the medication that caused this to happen.

Airport:Fort Lauderdale
Airline:Airtran
Flight Number:7417
Date and Time:January 4th at 8:30 am
Terminal or Gate:B6
Name of Person involved (b)(6)

1/8/2014
3:09:05
PM

I apologized to the caller that she was unhappy with her experience and told her that all passengers have to be screened. Even babies to the elderly must be individually screened. It could be by the AIT or the Walk Through Metal Detector a patdown or ETD. Sometimes passengers are selected at random for additional screening and there are many reasons that can result in additional screening such as alarms of the WTMD or Anomalies of the AIT. TSO s are trained in the proper manner to screen passengers.

I told her that there are many items that can cause the ETD to test positive. Since I am not at the airport I cannot provide information about her grandsons screening specifically.
I told her I could forward this to a CSM for review.
She was not happy with the answers I gave her and asked for a supervisor.

(b)(6) notes:

Caller said that she is trying to find out exactly how what happened to her grandsons happened. One of them was detained. She is her grandsons legal guardian, and she said that his description was that he was raped and violated. She wants to know how it could have been avoided. She thinks that they don't do anything wrong, they don't have any guns, he doesn't use lotion. She wants to know what the gel was that they put on his hands. Her grandson didn't want his genitals touched. It terrified her. She said that because the agents there told her that it was possibly his medication, that means that she should call his pharmacist and find out if there are any explosives in his medication.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm.

I told her that since we aren't at the airport, she can contact the CSM directly and provided her with the number.

Caller has a complaint. Caller stated he is a disabled Vet and has PTSD, the DOD who we get our marching orders from keep track of him, he thinks. TSA picks people at random and they check you for gun shot residue, if he were really just picked at random he would not have a problem. He is chosen every single time for extra screening at the checkpoint. They will never let him go through the regular WTMD. He has to go through the AIT every single time he goes through screening. Caller stated the officer told him that the Southwest Airlines boarding pass said he was picked at random to go through additional screening the last time flew. He has metal shrapnel inside of his body.

1/8/2014 3:43:50 PM
Advised caller it seem to me like he was just going through the normal screening each time he flies. The caller seemed to think that the AIT was the additional screening. Told him if he were getting additional screening that would mean he would be screened by the AIT and then selected to get a thorough patdown and further additional screening every single time he flies. Since he does have metal shrapnel in his body it is a good thing he has been going through the AIT because the WTMD does penetrate the body and would be able to detect the metal in his body which means it would probably alarm and he would have to go through the thorough patdown procedure. Told caller that passengers with metal in their bodies should go through the AIT because it does not penetrate the body, it looks for anomalies on the outside of the body and can detect other materials rather than just metal. Explained to caller that the way I am understanding him is that he was only randomly selected for additional screening once and the other times he has flown he only received the AIT screening and the explosive trace detection which is the typical screening process. Explained to caller that if he feels that he is on a watch list, being denied boarding or receiving additional screening every time he flies he can apply for Redress. However, they are not pinpointing him as a person, the officers are required to do what the system tells them to. If they scan his boarding pass and it randomly selects him for additional screening they are required to follow through with additional screening. The caller went through security screening at TPA. She presented a temporary drivers license paper from IN, which was out of state. It was just a print out paper and she tore off the part that she had. It had her information, a notary seal, and a code that can be scanned. At IND she did not have any problem with the temporary CDL. She now has her CDL license but did not have it when going through in TPA. She was immediately told that a supervisor had to be called. The supervisor asked for another form of ID, like a social security card. She only had the temporary license and some credit cards so she did not have a second form of ID. She had an 8 ounce bottle of lotion as a gift that she was told to trash. She stated that she was almost in tears and had to go into a cubicle and put her hands on her head. The last TSO she went through told her that she could have mailed it but she had already trashed it. She stated she was treated badly. She stated that the passengers keep TSA employed and she does not think passengers should be treated like this.

Flight Info:

Airport: TPA

Airline: Delta

Flight: 1572

Date: 1-10-2014

Time: Departure- 9:40 AM Screened- 7:00 or 7:30 AM, maybe 8.

Location: She does not have the location because she does not have the boarding pass with her.

Description: She was wearing blue jeans, hiking boots, a beige turtle neck shirt with a blue sweatshirt over it. The sweatshirt had Custard State Park on the front

1/11/2014 10:08:27 AM
Advised caller:

TSA always has the right to ask for a second form of ID if they are unable to verify identity. A paper temporary ID is not on the acceptable ID list for TSA.

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.

Passengers are provided several options for disposing of prohibited items, assuming that possession of the items is not prohibited by law. Passengers may (1) ask their air carriers to place the items in checked baggage; (2) return the items to their vehicles; (3) give the items to non-traveling companions; or (4) mail the items if possible.

The cubicle is the AIT which is just used to screen passengers. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening.

I will forward this to the CSM for review.

Disability Description: Caller had a knee replacement last January.

Information Request: He tries to use the x-ray but when there is not one he uses the metal detector and wants to know how to avoid a patdown. He was in the armed forces and wants to know if he would have to have a patdown because of this and because he has a medical condition. He asked if a doctor note would help.

He thinks it is ridiculous that he has to have a patdown because he has a medical condition and he is going to write to the director about this.

He said that some airports do not have AIT s. Is he resigned to have patdowns the rest of his life.

1/13/2014 10:19:21 AM Response Details: I told him that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. Allow ample time. Yes you will have a patdown every time if there are alarms of the metal detector or anomalies of the AIT and it does not matter who you are. All alarms have to be cleared. You may bring medical documentation to inform a TSO about the metal implants but it does not exempt you from screening. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Caller did not want email.

Caller would like to know about precheck. He would like to know whether or not he has qualified for that. He has never received precheck, but his wife has it. His wife has flown 4 times and she was selected and he was not. He asked if there were any way to request to get random selection. They flew from Raleigh Durham, she did not have a precheck logo but once they scanned her pass she got it. He would like to get it too, he does have a FF number with Delta but not as many miles as his wife. Somebody told him that he was already opted in but he is not getting precheck, he does not remember receiving an invitation. He stated his wife did not receive an invitation, she is a FF through Delta but got it through Southwest. He asked why he had to pay a fee through TSA and GE if she does not have to in order to be a FF. He does not understand why he would have to pay a fee because they think he is a terrorist, he says that's what TSA treats him like. He is seriously not happy with this, the screening is total disorienting to him. Portland Airport is terrible at security, it makes you feel like you're being stripped naked in front of everyone. He thinks the next time he goes to Portland he will get in the car and drive, he is wanting TSA precheck or expedited screening which should happen for elderly people anyways so he will try to apply through TSA.

Advised caller that TSA precheck is random and never guaranteed. If he has not been invited in by an airline or opted in through an airline, he would have to apply through TSA or Global Entry. He can visit www.tsa.gov or www.globalentry.gov. TSA precheck is for expedited screening, there is also random selection for passengers that meet the requirements through secure flight once they reservation is made even if they are not in a program they can be randomly selected to try precheck every now and then. Once a passenger is a member of precheck through one of the programs they are eligible for precheck each time they fly, it is never guaranteed because for security reasons since 9 11 TSA keeps screening random at all times. Once he visits www.tsa.gov he needs to click on pre-enroll now and submit his application. after that he can set up an appointment at the enrollment center closest to him to do the fingerprinting and interviewing. Once he becomes a member through TSA he will receive a Known Traveler number which has to be entered on each reservation for a flight.

1/13/2014 3:56:32 PM Told caller that since his wife meets the requirements to be eligible for precheck through Delta, when she flew Southwest she could have been randomly selected to go through precheck. Advised caller if he thinks Delta told him he was opted in for precheck he can contact them to see if he is in fact eligible for precheck through Delta. If he is, he would only be eligible for precheck through that airline unless he is randomly selected when flying with another airline. Told caller that there is no way to request for random selection, because its random. Therefore passengers do not know before hand if they will be selected for it or not. Explained that the logo on the boarding pass is printed by the airline, what really matters is embedded in the barcode so once the officers scan it they will know if a passenger is eligible for precheck or not. The airlines FF which fly alot, are invited in by the airline without charge. That is the airlines policy, these passengers already provide money because they fly so often, the airline created a policy not to charge them more money for the program.

Explained to caller that since a passenger travels often and is a FF through an airline, the airlines policy is that they do not charge these passengers that are invited in for precheck. If a passenger is not, through GE they are charged a fee of 100.00 dollars for 5 years eligibility of precheck and through TSA it is an 85 dollar charge for 5 years, that is for covering operational cost for the fingerprinting and background checking that is required. Told caller that he is not treated like a terrorist for this program, passengers are all treated the same. TSA can not assume that just because a passenger is a US citizen that they have a clear background, that's why it is required to be checked in order to make them eligible for expedited screening. TSA keeps things random because if we allowed passengers through expedited screening always without any random screening, that could cause terrorist to catch on to the process and learn how to scam it and get things through. Its for the security of passengers.

Told caller the following:

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

Callers husband and the caller both get PreCheck. Callers spouse has had neck, hip and back surgery. Callers husband has a metal hip and he is always stopped. Caller asked if he can get around some of the screening. Caller said he is always getting patted down and also having his cane xrayed. Caller said her husband has a scar down the length of his back. Caller said they are good citizens and caller said it is an ordeal for he spouse going through the screening. Caller is complaining that her husband is a good person and she feels like there should be a special screening for good people. Caller said he is a successful businessman and they come from a good family. Someone told her about Global Entry and she thought that might help. Caller said he has balance problems and has trouble removing his shoes. Caller said her spouse is a proud person and does not admit to any disabilities.

Specifically, you were concerned about screening for passengers who have metal implants. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

1/14/2014
11:31:10
AM

I told the caller that if her husband has trouble taking off his shoes due to balance problems, he should make TSA aware of these problems and they will try to work with him to screen him without removing his shoes. I told her it is possible he may still have to remove his shoes.

I advised he can request assistance from TSA Cares 72 hours before a flight.

I advised she could file a complaint if she feels like her husband is being discriminated against because of his disability.

I told her that her husband can request to speak to a supervisor or PSS if he has questions about his screening.

I told the caller that everyone must be screened even if they are a trusted traveler. I explained to the caller the TSA PreCheck is designed to make the screening easier for someone to get through the checkpoint. I explained the cane has to be screened to make sure nothing is hidden inside the cane.

I told the caller since her husband already has PreCheck he does not need to enroll in Global Entry, caller said he is not traveling overseas at this time.

Caller is flying from PIT. She has an insulin pump. The first time she flew with it two years ago, she had a doctor's note, the bomb squad was called and they almost missed their flight even though they arrived 3 hours prior to the flight time. The pump cannot go through the xray. Since that incident she has not mentioned the pump during screening and it has gone through the machines. She said she does not feel as though her very expensive device should have to go through the machine.

I told her she does not have to send the device through the machine. If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

1/14/2014
12:05:27
PM

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

She asked if she can bring a gel pack for her insulin. Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint. I told her to separate and declare her diabetic supplies, making sure the syringes are with the insulin.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Disability Description: The passenger has breast cancer.

Response Details: Advised caller that we will refer his call to the appropriate department to see why he has not been contacted since November 2013.

1/15/2014
1:13:57
PM

Incident Details: Caller said last year in August his grandmother was discriminated against at the airport. He stated that she was asked to strip down in the TSA area. She had breast cancer and she uses a styrafoam breast. She went through the AIT machine and she was asked to remove her jacket and then asked to remove her undershirt. The person assigned to her case is (b)(6) (b)(6) sent caller an email on Nov 22, 2013 saying that he would send him a questionnaire for his grandmother to answer. Caller has not received that questionnaire or heard from him in any way since that email in November. Caller said we are forcing him to contact his attorney. All he has heard is that they will investigate. He has never received an apology from anyone. (b)(6) email address is (b)(6) Also, he said by talking to someone today he understands that we are investigating this by sending to the appropriate department and it is not under some paperwork or on some desk somewhere.

Caller said Monday she went through the checkpoint and the TSA agent gave her ticket back but she did not get her receipts for her luggage and her dog back to her. She said they took a picture of her license and ticket and she asked why they kept everything. She said this was at Washington Dulles Airport and she said they did not say anything to her. She said she did not sign up for anything but she is a frequent flyer but does not use just one airline. She said she was with American Airlines on this flight and got the precheck lane. She said in the past she went through the precheck lane and they never did it before. She asked for a TSA phone # at the airport or an office to call and she said she already read the policy below. She declined her phone #.

Response: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

1/15/2014

1:30:09 PM Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Per supervisor (b)(6) I advised her to call back and press option 5 for the airport.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 1/17/2014 2:38:00 PM Airport : OAK - Oakland International Date/Time of Travel : 01/17/2014 5:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Southwest, Terminal 2 TSA Employee: (If Known) (b)(6) Comment : On January 17, I went through TSA security at Oakland International. My bags were cleared through the baggage scan. And I walked through the AIT machine. The Agent asked if I had anything on my right leg. I replied that "I have a bandage on my leg because I had surgery yesterday". The bandage is mesh, lighter and see through than any jean material. However the bandage extends from my upper thigh to ankle which restricts bending my leg. Hence I walk without bending my right leg. Agent 1 said she could not see the bandage therefore without explanation called another agent. Obviously the bandage is not visible because I am wearing sweats. It would be obsolete to wear a bandage over pants.

Agent 1 asked if she could touch my leg. I said "yes, it is so close to my knee where the surgeon cut a hole". She padded down my leg and then yelled several times for an agent to come over and touch my leg. She asks if I had metal on my leg. I said "no, that is Velcro that your touching. It holds the bandage together." Eventually (b)(6) who took her sweet time, walked over and said that I was going into a room to expect the bandage.

I went into the room. (b)(6) asked another lady to come into the room. She was asked several times, but finished her personal conversation before entering. Then rudely, said move in further. (b)(6) said that I had a bandage to "oh" (b)(6) entered and sat on the table. The two dumbfounded agents talked about how I had a bandage. And they were confused about the fact that a bandage could be from my upper thigh to ankle.

1/17/2014

4:03:32 PM I grabbed the corner of my sweats and peeled down to the top of the bandage. And I said it's a mesh bandage. (b)(6) decided to respond in her uneducated choice of word and foul tone "I didn't come to work to see a naked person". I wasn't

"You don't have crutches?" That was the question from your agents. I didn't have crutches. And I was clearly capable to walk much faster than their two incompetent selves.

(b)(6) said "we need to cover you, before looking". I said it okay and I can hold the paper sheet.. It's just a bandage on my leg. It will speed up the process if I hold and she touches. Apparently your agents are unable to unfold and hold up a paper sheet. They looked confused at the idea to unfold, hold and touch my leg. Their response, "Ma'am, this is security and the safety of others". (b)(6) and her aggressive attitude grabbed a paper blanket 3x5 and (b)(6) held it. I said I can hold it while you look at my leg. She said "no". And then, said to me, "hold this". So I ended up assisting them and held the paper blanket/sheet. I held the paper blanket and then she knocked it down and ripped the side as she felt through it and barely touched my leg. The two agents then said, "you're okay". So I was taken into a room. I was willing to show my bandage. I also offered to hold the paper blanket/sheet. And I confronted with rudeness and overall inability to properly set up and expect the mesh on my leg.

1) Your agents were rude and knowledgeable.

2) (b)(6) was aggressive and unprofessional

3) (b)(6) was clueless to any policy and procedure

4) Your agents did not have the ability to speak correct and clear English

5) It was uncomfortable

6) There was no direction

7) They did not know the difference between metal and Velcro

The caller was on an airplane from LA with a friend and got randomly selected for additional screening. Security stopped her at the x-ray before the AIT machine and took her to a private screening room. It was a black guy in his 50s with gray hair. He took a white paper and ran it over her friend's hand but he didn't check hers. He told his supervisor, which was a young black man that he had checked both of their hands, even though she didn't get her hand checked. The TSO lied to the supervisor. She didn't understand what was going on and she said they treated her like a criminal and didn't tell her what was going on.

Advised:

1/17/2014 9:44:46 PM They were testing for traces of explosive material. Let me get your flight information and I will forward it to the CSM at LAX for further investigation.

Airport where the incident occurred:
Airline: Spirit
Flight numbers: NK424
Date and time of incident: January 16, 2014, 710 am
Individual's contact information email

(b)(6)

Query:

Caller is wanting to know why her family is able to get PreCheck, but she is not able to. Caller says that her family hasn't signed up.

Resolution:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓™.

1/18/2014

11:01:06 AM Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures. Although TSA's new initiative leverages the current TSA Pre✓™ process, passengers should not expect to be directed to the TSA Pre✓™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program.

The caller is not keen on certain TSA procedures. He flies by himself regularly. He usually flies from Buffalo. He went to LAS and he was chosen for precheck but is not signed up in any of the programs. This worried him a bit. He says that he is concerned about his safety because he just basically walked through security and it made him nauseas he was so worried about it. He was flying on Southwest.

I advised the caller that I appreciated him letting me know about the experience at the security screening checkpoint when you were selected to participate in TSA Pre✓™. TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

1/18/2014

6:51:06 PM TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

The caller kept pushing for more information and stating that he is uneasy with this type of security and even went to the point of asking if there was a cut in funding to the TSA. He also asked if there was anyone who could provide more information. I advised the caller that here at the TCC we do not have access to the details of how the secure flight system works or what goes into determining who low risk passengers are. Also that this is security information and even if I did know who could provide it (which we do not) I am not sure if it can be provided to him because it is security information. I told the caller that there are multiple layers to the TSA security program so what happens at the check point is not the only security taking place and there is a lot of behind the scenes security taking place as well.

Disability Description: The passenger has Degenerative Back Arthritis, Fibromyalgia, Parkinson's, MS and other medical conditions.

Response Details: Advised the caller that we apologize for any discomfort that the passenger may have experienced. Advised that I would send her a D-RFI so that the passenger could make a formal complaint.

1/19/2014

1:02:59 PM Incident Details: The caller stated that the passenger was made to remove her shoes after she expressed to the TSO that she has difficulty doing so. The caller stated that the passenger's car was taken away from her to go through the AIT and was refused a patdown when she requested it. The caller stated that she has called in before and was told that this would not be the case. The caller stated that the passenger injured a muscle in her back trying to put her shoes back on.

Dear TSA,

Your security measures only give an illusion of protecting the public, and in fact are instilling fear of the U.S. government, not terrorists. They do not instill my confidence of security as an airline passenger.

The 9/11 terrorists should have been stopped way before they even got on a plane. They should have been prevented from joining American flight schools. They should have been prevented from entering our country at all. With the super intelligence we have in our nation, certainly more effective measures could be taken before a terrorist even reaches the security check point in an airport.

How many people are you finding loaded with underwear bombs through your invasive pat downs? Please answer my question, as my tax dollars are helping fund your organization.

The facts are these:

1/21/2014
12:08:42
PM

1. Our constitutional rights are being violated every day by an out-of-control agency that was created in a misguided attempt to interject the government into a place it was not needed.
2. The TSA does not make us more secure; it simply wastes time and money
3. The TSA has set up rules and procedures that harass ordinary citizens at the expense of actually finding terrorists
4. More outrageous cases of abuse by the TSA continue to be reported
5. Private security should handle airport checkpoints
6. Toddlers, mothers with small babies, grandparents, and the disabled are all being harassed while simply trying to board an airplane.

The caller flew on 1 13 14 with Spirit Airlines at 1930-2000. The caller told a TSA agent that he did not want to go through the AIT machine. The caller states that the TSA agent says that I gotta get gloves because this idiot wants a patdown procedure. The TSA agent's name is (b)(6) at DTW. The caller states that (b)(6) was extremely nice and apologized for her coworkers behavior.

1/21/2014
2:17:35
PM

Advised caller:

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Greetings,

There is an issue with the AIT machines that needs to be addressed. I have had an issue with these machines at Newark Airport and just recently at San Juan. I once weighed 640 lbs. I now weigh 240 and although I have had several surgeries to remove the excess skin I still have excess skin in the abdominal area, groin and legs. The skin is causing triggers on the machine which then mandate the agents to pat me down. They ask what is under my pants and I must explain nothing but excess skin. This is inconvenient, a nuisance, demeaning as well as embarrassing. Something needs to be done to calibrate the machine to recognize skin as skin. My medical condition should not cause such an issue. I hope the agency can review this issue for solutions rather than mandate pat downs for people with my condition. I am sure I am not the only one with this issue. I appreciate the extra security measure the TSA has employed but this needs to be looked into. Thank you for your consideration.

1/22/2014
8:38:40
AM

(b)(6)
Colonia, NJ

Caller has a metal implant and wants to know how to get through screening without a patdown. When she flew from EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.

1/22/2014
11:04:45
AM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller is 60 years old and is flying to attend a funeral. He is wanting to know if he can bring toiletries. He is also wanting to know if he can bring an electric razor, hair brush, toothbrush and his extra dentures. Caller wanted to know what happens if they don't let his dentures through. Can he mail to his house if they are not allowed. Can he transport his medications in daily dose container. Caller also wanted to know if he can bring a cane. Caller stated that he cannot stand with his hands above his head for 5-7 seconds due to rotators cuff issues. Caller wanted to know if he can go through the security checkpoint early that way he has time for the security screening. How early can he go through the checkpoint before the flight.

Advised caller:

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, Resealable bag (3-1-1 rule).

Hygiene and beauty items, such as hair dryers, electric razors, and curling irons, as well as most electronic or battery-operated personal items, are not on TSA's prohibited items list. Therefore, these items are permitted in carry-on or checked baggage after proper screening or inspection.

Hair brush and tooth brush would be permitted in carry on once they clear the screening process.

We don't have specific information about dentures as long as they don't pose a security threat and can be cleared it shouldn't be a problem but the TSO will have the final say whether to permit the item to go through the checkpoint. They will give you several options for properly mailing them would be an option as long as the airport has the that option available.

1/22/2014
8:45:56
PM

Medications are not required to be in prescription bottles and may be transported in daily dose containers; however, States have individual laws regarding the labeling of prescription medication with which passengers need to comply. Therefore, TSA encourages individuals to carry medications in their original packing with the pharmaceutical labels. Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

In addition to screening the passenger, the passenger's mobility device must undergo x-ray screening, unless it cannot fit through the x-ray. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be submitted for hand-inspection by a TSO. Please tell the TSO if you need to be immediately reunited with the device after it is screened by x-ray.

We recommend you arrive at least 2 hours prior to flight time but we don't have any specific guidelines that say how long you can check in before your flight. After you go through security screening if you have to leave the sterile area for any reason you would have to go through screening again when you return.

From: (b)(6)
Sent: Thursday, January 23, 2014 1:12 PM
To: TSAExternalCompliance
Subject: Complaint Denver TSA

(b)(6)
HYPERLINK (b)(6)

(b)(6)

(b)(6)

Windcrest, TX 78239

1/23/2014
2:43:56
PM

Prior to flying I called TSA Cares @ 855-787-2227 on Monday, 13 January, 2014 (see attached confirmation email). Through the TSA wounded warrior program, I requested assistance for me with my service dog and made a notation with the agent that I could not do explosive testing on my hands due to recent surgery and sensitive scars (see attached pictures). Leaving San Antonio on 17 January 2014, I received a call in the morning by TSA and was expedited through the screening process. Since I could not physically remove my sweater, I was allowed to leave it on. I was also not required to undergo the explosive testing on my hands. TSA San Antonio was wonderful.

I did not receive a call from TSA on my return flight on 22 January 2014. I arrived at Denver International Airport at approximately 10:30 am. I was able to check-in my bags with the airline as there was no line. Around 10:50 am, I went to the Bridge Security and followed the handicap wheelchair sign to the beginning of the security check-in. I asked the female TSA officer where the ADA disabled line was and she informed me there was not one and I d have to stand in the normal line. I asked for a TSA Cares agent and she continued to point towards the non-accessible line. The lines were fairly short, so I stood in the non-ADA accessible line and waited to ask again for a TSA Cares agent.

The initially screening process was fairly quick as I have flown many times. I placed my items on the screening belt and put my service animal in a sit-stay. I kept my sweater on. I went through the metal detector separately while my dog stayed on the other side. After I cleared through the metal detector and received permission from the TSA agent, I called my dog through the metal detector. She set it off. At this time, I was only touching the leash of my dog. The TSA agent did not know what to do next. Another agent came up and said only the dog will receive a pat-down since we went through separately and I did not set off the alarms. A young male TSA agent proceeded to pat-down my dog.

After that, this TSA agent said he needed to swipe my palms. I advised him I could not have my palms swiped because of my scars and sensitive areas in my hands. I was wearing my medical bandages and gloves at this time. He said this has never happened before and he didn't know what to do and needed clearance from his supervisor. I asked him for a TSA Care agent and he got his supervisor, TSA (b)(6). I'm guessing now at this point, TSA (b)(6) was the TSA Care agent? TSA (b)(6) told me that there was no option and I had to have the explosive testing done on my palms.

I asked TSA (b)(6) to check with the TSA Wounded Warrior program with my notations I made for assistance with the security process. He took my information. He stated that he called 3 people, but no one was returning his calls. I informed him that San Antonio had let me bypass the explosive testing. He stated that it didn't matter, I still had to have it done. The young male TSA agent from prior said I could not be a part of the program because the TSA Cares agent needed 48 hours to be able to

1)Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Denver

State:

CO

Zip:

80218

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party s name and contact information:

2)Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

Caller is calling on behalf of her sister is in the Oakland Airport. At the checkpoint she was required to take her boots off. As she walked through the AIT metal detector, her foot was sliced open by something in the ground. She excessively started bleeding and requested for assistance, but was told that they did not have a first aid kit. All they had were bandages to offer. A supervisor showed up and she requested help. They told her they could call 911. She was upset because felt that she needed stitches. Her flight was cancelled and received no medical attention at the airport. Another passenger gave her wipes and the TSOs gave her gauze and wheelchair. She felt very stressed because she wasnt told what cut her open. All they did say was that they couldnt find whatever cut her. They dont want to wait to file the claim being that they need the money now to cover medical costs.

Airport: Oakland

Airline: Delta

Flight Departure: 4468 11:34pm

Flight Arrival: LAX 12:55

Specific Location (terminal gate): TSA checkpoint to delta gate

Individuals contact info. (phone number e-mail): Supervisor (b)(6)

(b)(6) is the person affected.

Response:

Claim Status

(571) 227-1300

CSM

Name (b)(6)

Phone

1/23/2014
8:02:34
PM

1/24/2014
1:45:15
PM

Feedback Type : Request for Information

Categories : TSA Pre?™

Current Date/Time : 1/27/2014 12:39:12 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : First, please let me say I am extremely grateful for what each and every one of you at TSA and Homeland Security do to make our country both safe and secure. I always take time to thank the Officers and Agents at checkpoints across the US for their diligence and great service to our country.

Thank you!

I was part of the TSA Pre-check BETA program through my EXECUTIVE PLATINUM status before it was even generally offered.

1/27/2014
8:15:51
AM

When I look at my account my record shows that I am a "Known Passenger" for TSA Pre-Check.

I traveled over 300=400 segments without incident since the beta program started. I would get bumped randomly every once in a while. No problem.

Then, my son had his Bear Grylls Multi-tool in a carry on bag (we were able to go out of security and check it) and for the last almost 7 or 8 months ever since I have not received TSA Pre-check. Since I always request an "opt-out" or male assist it seems to be an inefficiency to both TSA and of course my travel. I don't mind too much because it gives me the opportunity to meet many of your wonderful TSA agents across the country.

My question is, "Is there some sort of review or probation tribunal?" I can be easily vetted and have subsequently traveled another 150 segments or so without incident.

No one has ever indicated formally why or even "IF" I am on probation, so it is difficult to know if it is a computer glitch or some sort of algorithm that needs to be added to the computation of data.

I will willing provide any information that will be helpful. Please contact me and let me know if there is something we can do.

I have called several times to the airlines and they have told me "Change your name to match your documents" (done) "Make sure your birthday is correct" (done). I don't know what to do to get this remedied. My home address (CA) is different than my business address (TX) is that a factor?

All I know is that I travel almost 150,000 to 200,000 miles a year and every time I see someone with an ID badge walk through the line I think "wow, why can't we just be issued one of those"?

Disability Description: The caller is diabetic and has an insulin pump. Additionally, she carries insulin in a small cooler, and indicated that the insulin pump cannot be screened by a WTMD or AIT.

Information Request: The caller will be flying soon, and she requested information regarding the screening procedures for insulin pumps due to an incident that occurred at JAX in July 2014. Additionally, she wanted to know what could be done for the upcoming flight to ensure that another incident would not occur. However, she does not have the flight itinerary at this time.

Also, the caller wanted to know if the agents were required to change their gloves after each inspection.

Response Details: Advised Caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

1/27/2014
3:48:37
PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender.
The passenger can request a private screening at any time and a private screening.

At this point, the passenger interrupted, and informed me that she was aware of the patdown procedures.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;
Caller was given PreCheck today at 7:15 AM by random selection at Phoenix Sky Harbor, Checkpoint C for Southwest Flight #160 flying to Orange County. The checkpoint did not have an AIT scanner available and she had to go to the regular line because she has Metal knees. She was upset about having to leave the PreCheck line at Sky Harbor and wanted her complaint sent to a manager.

RESPONSE:

1/29/2014
9:52:07
AM
Told her I am sorry about her disappointment. Confirmed that she already had information about applying for PreCheck if she wants to receive it on an ongoing basis.
Told we will send a copy of her complaint to the Manager.

Disability Description: Callers mother has Polio.

Response Details: Apologized that this did occur generally all passengers can request a patdown if they are not able to go through the AIT or WTMD if she was unable to stand with her legs spread far enough she could have requested a patdown at that time just keep that in mind for future flights. However due to the injury we will forward a copy of this to the CSM in San Diego so they can review this issue and see what action needs to be taken

1/29/2014
5:49:10
PM
Incident Details: She was travelling with her mom on Saturday th 25 from Mexico to PDX on Alaska airlines. She had her customs check in San Diego. Her mother is disabled and she had some issues when going back through security screening for TSA. When going through screening her mother had pre-check on their ticket but they stayed through regular line to stay with daughter. They were directed into an AIT and her mother has Polio in her hips and legs and she injured herself when going through the AIT. The officers asked if she was able to stand for short periods without her wheelchair in order to go through the AIT and stand with her legs spread and hands above her head. The passenger stated she would try, once in the machine she wasn't able to stand with her legs far enough part, they stated the officer asked her to try harder the passenger did try and injured herself. The officers also had to conduct a partial patdown due to some metal in her dress. She was just wanting to make us aware that this happened so it doesn't happen again in the future.

Hello,

I was looking up information about opting out of the full-body scanners and found this page: <http://www.tsa.gov/ait-frequently-asked-questions>.

The question "Is imaging technology optional?" appears and the answer is "Yes. Imaging technology is a highly effective security tool, which can detect both metallic and non-metallic items that may pose a threat to aviation security. AIT is a proven technology and TSA is highly confident in its detection capability."

1/30/2014
12:03:02
PM

The answer doesn't seem to fit the question. I think that the question is whether or not it's optional for the passenger (it could be read as to whether or not it's optional in general, but that seems unlikely). If it IS about the passengers options, then the answer given doesn't do much to detail those options.

Is there a way that that answer can be better clarified so that passengers know what their options are when they encounter full body scanners and how they can discuss those options with the TSA agents?

Thank you.

(b)(6)

Orono, Maine

Caller has an insulin pump and continuous glucose monitor. She wants to know specifically if the AIT used by TSA has more than 5 gauss of magnetic energy. Told caller the energy the system projects is thousands of times less than a cell phone transmission. I told her I did not know specifically how many gauss it projects. She said someone at TSA should know the answer to this and she wants to know. I told her I would escalate this to the appropriate office for a response. She asked how she would find out. I told her if someone needs to get in touch with her, they will do so via email. Caller is adamant about finding out this information. She wants someone to get back in touch with her with this information.

Caller also wants to file a complaint regarding an experience she had at SFO. When she flew from SFO, caller claims a female TSO burned her with a filter paper used to do a ETD swab on her. The TSO had used it on a previous passenger and did not renew it. The paper had been put in the machine and had been heated up that is why she was burned. Caller s fiance spoke with a supervisor at that time and that person gave him a comment card to file a complaint. I asked her if she got the name of the TSO. She said she did not. I asked if she could describe the TSO. Caller said the TSO was a female. I told her I would send this to the CSM for review.

1/31/2014
12:16:40
PM

Caller also complained that she gets separated from her property during patdowns. She has insisted that a TSO watch her items. I told her she could ask for a private screening where she could take her property in with her and not be separated. She asked how long a private screening will take. I told her I do not know. It varies at the different airports based on how busy they are, etc. She wanted to know how long she should plan and what happens if she is doing a private screening and she misses her flight. I told her it was the same as when she is getting a regular screening and she misses her flight. She asked how long she should allow. I told her we recommend 2 hours. She asked if that includes private screenings. I told her that is for all screening. It is a suggestion. She asked again how long she should allow because she knows that a regular patdown takes about 10-15 minutes. She asked if the private screening is longer. I told her I do not know. It is the same as guessing how long it will take to get through traffic. It varies.

Airport: SFO

Airline: SW

Flight Number: 2305

Date and Time: January 18 at 12:35pm (she went through the screening at approximately 11:07am)

Location: Terminal 1

The caller requested information regarding opting out of the AIT machine.

Advised Caller:

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin.

1/31/2014
9:37:50
PM

All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Disability Description: Caller has multiple sclerosis and is in a wheelchair.

Response Details: Advised caller:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the clothing is free of a prohibited item. This policy extends to all clothing items and is not directed to any particular item or group.

Call Transferred to Edith.

Advised caller:

1/31/2014
9:41:15
PM

Complaints have to be submitted in writing. The instructions will be sent to your by email.

I will forward this information as well.

Incident Details: Caller flies out of Duluth, MN tomorrow morning. Caller has had nothing but bad experiences with TSA at that airport. Caller was told that she has to be patted down because she wears a skirt. Caller states that that policy is sexist. Caller states that the last time she flew the TSOs were yelling at her. Caller states that last summer she was taken to the checkpoint in a wheelchair and no one seemed to know how to handle it. Caller states that men did not have to take their neck ties off, but women had to remove their scarves. Caller states that there was a female TSO who was very kind and didn't seem to think that the policy was right. Caller states that the airline employees tried to talk her out of wheelchair assistance and they were reluctant to assist her in arriving to her gate. Caller states that she already has the ACPD number. Caller feels that she is being discriminated based on gender and disability.

Call Transferred to MB Edith.

She feels that passengers are being discriminated based on gender and handicapped. She spoke to a supervisor who yelled at her that she was big and bulky and had to be patted down. She spoke to the CSM last year in February. She flew again in August of 2013 and had the same issues. She has decided to fly from MSP to avoid this.

Caller states that she went through the AIT when she traveled yesterday. She states that she had no issues in Anchorage, but when returning from Fairbanks the AIT there highlighted a yellow triangle over her private area. Caller says that she had no metal or other material anywhere near that area but was wearing tight black leggings that were all cotton and was told that folds in clothing could have caused the alarm but does not believe that her clothing was loose enough at any point near there to have such folds. She also says that she was wearing an underwire bra that the AIT did not show as a problem. Caller says that she understands that the alarm resulted in a patdown and a hand swab, but is concerned that the AIT there may need adjustment.

Advised caller:

AIT gives TSA a way to detect a wide variety of threats.

2/1/2014
11:30:23
AM

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: (Anchorage AK to) Fairbanks AK to Anchorage AK

Flight date time: 1/31 (9:30 am and) 6:05 pm

Flight #: (does not have)

Airline: Alaska airlines

Airport: Fairbanks AK

Gate Terminal: (does not have)

Email: [b](6)

The caller flew from MSP, and, during the screening, she was chosen for additional screening including a patdown. She wanted to know why this had occurred, because she usually transports Epi-pens, has a medical alert bracelet, and has a neoplasm in her bones. The caller also requested information regarding TSA Precheck.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2/1/2014 2:32:33 PM TSA also selects passengers and their property at random for enhanced security screening.

PM All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I asked the caller if she felt that she was discriminated against due to a medical condition, or if this was poor customer service. She indicated that she didn't feel that it was discrimination.

I indicated that a passenger may always request a supervisor or PSS.

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name [REDACTED]. Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn't have the TSO arrested for touching his private area. He was then taken to a private screening room and they performed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don't know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn't get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

Advised caller:

2/1/2014 2:41:35 PM Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful. TSA regrets if this was not your experience. I will forward your complaint to the CSM at the airport so she is aware of the incident. I can not call or email you to let you know that the proper steps involving this incident are taken once I send it to the CSM. I will not know what happens with it. I can put a note that would like and email or call from the CSM however I can not guarantee that they will do so.

Airport Washington Dulles

Airline United Airlines

Flight number 260

Departure time 10:10 PM

Date and time of the incident: 01/31/2014 08:30 pm

Contact information

Email [REDACTED] Phone [REDACTED]

The caller flew from PDX to STL last year, and he attempted to show the agents his metal implant medical card after the wand screening alarmed. The agent told him that he should have presented the card before the screening, and he will be flying from STL soon. He wanted to ensure that this did not happen again, and also wanted to know if knives were still prohibited in carry-on luggage.

Advised Caller:

If a passenger has metal implants, he or she should inform a Transportation Security Officer (TSO) before screening begins.

2/3/2014
10:37:51
AM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller indicated that he was aware of the screening procedures. I informed him that he could inform the first screener about the metal implants, and also present the card.

Knives of any length (with the exception of rounded-blade butter knives and plastic cutlery) are prohibited in carry-on bags.

The caller wanted to know what the alternative is for a person with claustrophobia who does not want to be screened by AIT or a patdown.

I told him that the 3 screening procedures for passengers are the WTMD, AIT or a Patdown.

2/3/2014
8:11:29
PM

He said that his wife had a situation at OAK because she is claustrophobic and did not want to be screened by AIT or patdown. He asked if a passenger can opt for the WTMD instead of the AIT.

I told him that a passenger cannot opt out of the AIT for the WTMD, they can only opt out for a patdown. I told him that the way a checkpoint is set up depends on how busy the airport is at the time. The WTMD s may be in use or they may not be.

He asked if a patdown would be conducted by a female TSO since it is his wife.

I told him that a patdown is conducted by a TSO of the same gender, if the passenger is a female, then the TSO will be a female.

Caller has GE and a right knee replacement. He was going through the PreCheck line when he flew from St. Louis to TPA. This line did not have the AIT. He told the screener that he should go through the AIT in the other line. The screener told him he could go through the metal detector. Caller told the TSO, You are forcing me to go through a machine that will tell you I have a metal implant. The caller did and the alarm went off. The TSO told him to take off his shoes. Caller told the TSO that he is 83 years old, he travels extensively and he has never had to take his shoes off. The TSO told him, You have to be patted down. You have to take off your shoes and your belt.

While doing the patdown, the TSO told the caller what he was doing. The caller said, Fine! The TSO yelled, Supervisor! STSO (b)(6) (b)(6) (b)(6) came over. He told her that he is TSA Approved and that he never has to take his shoes off. He also told her that he wanted to go through the AIT in the first place. STSO (b)(6) told him he had to take off his shoes and his belt. When the caller finally was through the screening, he asked two TSOs what he did wrong. He was told that this was her rule.

2/4/2014
9:18:05
AM

Caller stated, I will fly back to STL to point her out if I have to. There is no reason for her to treat people that way. Caller said he flies extensively and these TSOs, especially the STSO (b)(6) were extremely rude.

Airport: STL

Airline: SW

February 3 between 1 and 2:00pm

Location: Terminal 2

I asked the caller if he felt like he was treated in this manner because of his metal implant or because the screeners were rude. He said he told them he had a metal implant, they were just rude. I thanked him for calling and told him I would send this to the CSM today for review. I also told him TSA Preu2713™ does not guarantee expedited screening. They can still ask him to remove his shoes, if necessary.

Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents. On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

On Saturday he went to ORD and spoke with United Airlines and provided his RCN #.

He returned from ORD to PHL on Monday and again he was subjected to extra screening and afterward he was asked to step aside again for 15-20 mins. Had a patdown and states he was the last person to board the plane. Said he understands security concerns, but, he is an excellent citizen and is a 60 yr. old man.

States the airline asked him to step aside at the gate and placed his boarding pass under an electronic machine and it sounded an alarm. The airline contacted TSA and he couldn't hear the conversation and was asked if he was traveling alone and he explained his son had already boarded and they finally allowed him to board.

Response:

2/4/2014 9:56:21 AM DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders. We recognize the frustration that individuals may feel when they experience travel delays due to security procedures and regret any inconvenience travelers may experience as a result of security clearance procedures, but we rely on the patience and understanding of travelers in such cases to ensure the safety of the people of the United States and visitors to this Nation.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.

Disability Description: Caller has a service animal.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller said there is nothing good going to come of filing a Federal complaint except if TSA is found guilty, then she would have to get a lawyer, etc. She is just not down with that. She stated that this is more of a complaint about awareness that agents need to be more aware as well as disability and service animal friendly and not be jerks. She said she had good as well as negative experiences. Caller said, The TSOs make her feel like she has a bomb... the only thing that bothers me is that someone ruined my shoe... Those are \$250 shoes.

I told her that we do have a program called TSA CARES. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling so we can provide assistance to her at the checkpoint. I told her I would email that information to her.

I apologized to the caller, emailed her a claim form and instructions for her shoes which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this to the CSIMs at MDW and Kansas City for their review.

2/4/2014 12:42:31 PM Incident Details: Caller flew round trip from FLL to MDW to Kansas City. She has a service animal, a Rottweiler. She had many issues with the TSOs all along her trip.

On the departure:

In Kansas City:

When she left KS she had a nonstop from FLL. She had dog toys in her carry on. Caller stated, When you are disabled, you don't get to stay with your stuff. While she was getting screened, in front of everyone, a mail TSO yelled Who's bag is this? She told him it was hers. Very loudly the TSO said, You have toys in here! She was so embarrassed she shipped the items back. Caller stated that these were toys for her service animal and if she had been able to stay with her items, this wouldn't have happened.

Airport Kansas City

Airline: Southwest

Flight Number: 227

Date and Time: January 19 around 1:15-1:30pm

She felt that she was disrespected and her dog (not her) was discriminated against. She has a VNS implant for epilepsy so she cannot go through the WTMD. All the extra attention is embarrassing.

2/5/2014
11:59:54
AM

Caller said that he read the former TSOs confession to the media on CNN this morning and was calling because he is very upset and disturbed about the information released about the AIT scanners projecting images that are viewed by TSA agents in the remote location. He said that his primary complaint is that TSA has not followed up with the public or even attempted to deny the allegations in the article. He wanted to know what has TSA done about this privacy invasion issue and what are his options at the checkpoint to avoid going through these machines, claiming that he always has AIT screening when he travels. He also wanted someone to email or contact him regarding what TSAs response to the article is and what current information is available to the public.

Apologized to caller regarding the article and explained that we at the TCC do not have the information from the article, but only a general idea of the contents. Explained that many of the TSA procedures and policies referenced in this article are no longer in place or are characterized inaccurately. TSA has installed Automated Target Recognition software on every Advanced Imaging Technology (AIT) unit in use, eliminating the analyzed images referenced in the article, and elaborated that anomalies are generated on a generic outline of a person on the screen affixed to the machine. All travelers selected for AIT screening have the right to opt-out regardless of the reason for additional screening including a complete patdown instead; there should be signage advising of this at the checkpoint. Advised that due to the lack of information about the article, we would forward his complaint to the appropriate office for review to see if any additional information is available.

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 2/5/2014 9:37:23 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 01/29/2014 9:00 AM Airline & Flight Number : N/A Checkpoint/Area of Airport : TSA screening point TSA Employee: (If Known) :

Comment : I am a Deputy Sheriff with 20+ years experience. I always opt out of the body scanner. Why am I not put through the metal detector?????

I have done this 4 times at Reno since the new scanner was put in place and not once have they put me through the metal detector. I have addressed this with TSA employees at Reno. I get the typical smoke screen about how they know what they are doing. I am always respectful, so I just shake my head and walk away.

2/5/2014
10:05:24
PM

There is NO WAY the pat downs are sufficient!!! I have never had a pat down that would have detected a small firearm, knife, or other metallic object that was placed in my groin area. A pat down will never find things placed in body cavities and I have seen lots of drugs and weapons placed in body cavities.

Please allow your screeners to put EVERYONE through the metal detector. Especially those that opt out of the body scanner.

This is not just an issue at Reno. Same process in Phoenix also. Please, please, please use the tools at your disposal to be an effective deterrent!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller had traveled from Philadelphia to Houston. She has a medical condition. She says she always travel with a doctors note and never has to remove her shoes. This last flight she had to remove her shoes. She told the officer she could not take off her shoes and the officer made her take off her shoes anyway. She says now her foot is swollen and her back is hurting. She has Fibromyalgia, it cause her whole body to hurt. She was given a chair, the chair was too short, causing her to have to drop her body into the chair. She said the chair had no back on it. She had to bend down to remove her shoes, this caused her pain. She says because her foot was swollen she then had to try to get her shoe back on. She ask for a supervisor and he came after the screening was over and told her the officer was just doing their job. The supervisors name was (b)(6). She has to carry water and has a note from her doctor to be able to carry the water. She says now because of the hard time they give her she has stopped carrying the water. She says they swab her shoes when she traveled before and allowed her to leave them on. She says she has traveled about 40 times. She is a formal airline employee. She is pre screened, she did not get it this time. She travels with her companion that works with United. She travels stand by and may not be able to give a 72 hour notice before a flight.

Response Details: I was sorry this happened to her.

2/6/2014
12:52:12
PM

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

I told her each officer has the right to either allow a passenger to leave on their shoes or not.

To make her complaint formal she had to put it in writing. I provided her the contact information.
TSA-CRL@tsa.dhs.gov
or via postal mail to:
Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598

We dont require documentation, we dont have the means to verify the doctors notes that passengers would have.

I told her she would need to declare the water as medically necessary and it would be left up to the officer to allow her to take the water.

Feedback Type : Complaint

2/6/2014
6:16:28
PM

Categories : Disability or Medical Condition Current Date/Time : 2/6/2014 4:42:36 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/05/2014 8:00 PM Airline & Flight Number : Spirit 777 Checkpoint/Area of Airport : north checkpoint TSA Employee: (If Known) : Not known Comment : I informed both the TSA agent at the podium and the agent at the belongings belt that I was pregnant and that I did not want to go through the scanner due to the radiation. The agent at the belt told me that the machine I was about to walk through was not a scanner. I asked him a second time if it was a scanner or a metal detector and he said it was not a scanner and that there was no radiation, as I was being coerced by people waiting behind me to go. Feeling rushed I walked through the machine. Soon later I looked up what an image of a "scanner" looked like on my smart phone and the image was identical to the machine I walked through with further explanation that there is indeed radiation associated with the machine. I understand that TSA has taken the position that the scanner is not dangerous for pregnant women, however I was under the impression we still had the option of a pat down if desired. This agent claimed this machine was not a scanner, which seems to be false information. I feel like I was lied to to get the line moving faster. Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller at first asked to speak with someone who has authority and who can make a phone call.

I advised that there isn't anyone here from the TCC who can make a phone call. I asked that he explain his concern to determine how I could assist him.

He indicated that his is a Precheck participant. He indicated that he has a hip replacement and that he doesn't want to go through the WTMD. He indicated that his difficult for him to take off his shoes.

He indicated that he travels from TPA often and has been allowed to utilize the AIT after advising of the metal implants. He indicated that the AIT is not in the Precheck lane but a standard lane near to that. He mentioned that he would soon be 75 and would not have to remove his shoes. He indicated that he was advised by a TSO that he could not go through the AIT and that he would have to undergo a patdown instead.

2/7/2014
9:12:30
AM

I explained that he should advise of the metal implants before screening begins and can request AIT screening. He can leave his shoes on if he cannot remove them due to a disability or medical complication, he should advised TSOs of this as well. I advised that if he is in the Precheck line and opts for the AIT and the WTMD is available at that line, he may be referred to a standard screening lane where AIT is available.

Passengers 75 years and older can leave on shoes, and light outer wear and are permitted additional passes through the AIT rather than to be directed to a patdown to resolve an alarm.

The caller indicated that he did not feel that he was discriminated because of his disability but there was a break down in communication. He mentioned that TSOs were rude. He is mainly upset that there is no AIT present in the Precheck lane at TPA for people with metal implants to be able to utilize Precheck.

Caller said back in 2011 he joined global entry and traveled last week from Seattle and got precheck but when he left Palm Springs his wife got precheck on her boarding pass but she never signed up for it and he said he did not get it. He said his wife was told she would get precheck each time if she joined unless random. He asked if he has to sign up for the TSA precheck program, too. He said he showed his global entry card in Seattle but it was not on his boarding pass. Then he said in Palm Springs it was not on his boarding pass and he showed his global entry card but they would not let him get into the lane. He said why are there 2 different rules. He said the person at the head of the line looked at his boarding pass and would not let him stay in the precheck lane. He said this is not the first time he was denied in Palm Springs and always gets precheck in Seattle and asked if Seattle being too lax or doing it wrong and is Palm Springs being too strict. He said he does not want to get anyone in trouble but he travels alot. He said he just gets in the precheck lane and never looks at his boarding pass. Now he said Seattle is not handling precheck correctly. He asked for the phone # for CBP.

Response: I advised him it is random and unpredictable for security reasons and that from the reservation the info is embedded in the bar code of his boarding pass and scanned and then he would be directed to that precheck lane if chosen..

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

I offered to refer this to the CSM at the airport.

I gave him the CBP phone # at 1-866-530-4172.

Disability Description: Caller requires wheelchair assistance.

Response Details: TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. We hope this information is helpful.

Incident Details: Caller called United Airlines after she got back from her flight. She had an all around negative experience. She received wheelchair assistance from the airline. The person sent to assist her did not help her accurately. He transported her face-forward on the wheelchair going through ramps. She feels he was ignorant in wheelchair transportation. He put her service animal, dog, through the X-ray machine. He became stuck at some point in the belt, her dog eventually made it but he had respiratory failure during the flight, due to the radiation, that really scared her. Her security screening was bad too. The TSO had her go through the AIT 3 times because she was having issues raising her hands. They had her raise her arms even though she told them she would have trouble doing so. She stated she feels that the TSO, female, was enjoying the show. She went through the handicapped screening lane. This was at the Philadelphia airport. She says she would have punched the TSO if she could've. The situation overall made her angry. She went through at about 6:00 a.m. on Monday, January 13th. She was flying with United Airlines, Flight 2185 departing at 7:25 to Chicago.

2/7/2014
2:14:15
PM

2/7/2014
3:10:51
PM

Hi,

The first and second automated responses I have received did not satisfy my query.

Received 2/9/14

"We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures."

Received 2/10/14

"Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown."

Please read closely the following concern and help to identify what I am exactly supposed to say or do in order to communicate efficiently that I do not wish to use the AIT and wish for an alternative screening process by a FEMALE only (I am female).

2/10/2014 12:12:14 PM Please also address my concerns about personal recourse as expounded upon below.

Please read the message below closely.

I do not wish to receive another automated response.

Thank you for your time,

(b)(6)

Hi my name is (b)(6) and I plan on traveling in March but I have some very specific concerns/questions that I couldn't find answers to on your website (tsa.gov "Traveler Information").

I've traveled only once before since the naked body scanners were implemented (I flew to Florida for my honeymoon in July 2012) and when I requested a female agent I was ignored and two men viewed me as I went through. I felt utterly violated, Caller saw on the news where a TSA screener singled out a cancer patient who had an incontinence problem and made an issue over him wearing an adult diaper through the security screening.

Caller said the TSO made fun of the passenger and laughed out loud which made the passenger more subconscious of his situation. States he was telling other TSOs and they were making fun of the passenger. States he doesn't remember the airport and he wasn't a witness to the incident, just saw on the news. States the incident was on the news today and someone should be suspended because of the incident.

Caller didn't know if the passenger was offered a private screening location.

2/10/2014

1:44:17

PM

Response:

Advised caller no information regarding the incident and it would be investigated if his information is accurate.

Explained Sanitary napkins, panty liners, and adult diapers may appear as an anomaly on AIT monitors during screening. If an item does result in an anomaly, the individual will be referred for additional screening, including a patdown of the area(s) of the body that resulted in the anomaly.

Advised caller TSOs are trained to be respectful of passengers and treat everyone with dignity and respect during the screening process.

Disability Description: Insulin pumps

Information Request: He has a lot of patients with insulin pumps. Sometimes they are forced to go through AIT with the insulin pump or put them through the x-ray machines. This has been known to cause the pumps to have a lot of failures. He states that a lot of patients don't know that this can cause the machines to fail and he believes most of the agents at the airports don't know it can harm the machines as well. He was wanting to know if we had any ways to possibly get this issue resolved because some of the patients can have life threatening situations if the pumps fail and they are having to go on a long flight. Caller doesn't have any specific dates as to when this incident had occurred but he had a patient that stated it has happened to him in Europe and ATL, he has had other patients make the same complaint on numerous other airports as well.

2/10/2014 Response Details: Response:

3:03:41 PM Generally passengers can always request that their pumps go through a physical inspection instead of going through the machines and it is actually encouraged if it can harm the device in anyway. We can send you this information in any email and it may be something you can print off and give to your patients that do have to carry insulin pumps.

As for the agents at the checkpoints generally if this is something that is happening at one particular airport we would just forward this to the CSM to have the issue addressed. However where it is something happening on a broader basis I'll speak with my superior about it to see if it is something that can be relayed to all airports.

As far as how the screening is conducted in other countries that is outside of TSA's jurisdiction each country will have their own screening procedures they have to follow.

Sent email regarding insulin pumps.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint.

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 93662

2/11/2014

8:24:58

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Caller stated that he flew from Port Columbus to Chicago O Hare. Caller stated that when he went through the metal detector, the alarm did not sound as it usually does since he has a knee replacement. Caller asked the officer why it did not alarm and the officer told him that it just didn't. Caller wanted to know if he should call and let someone know that the metal detector at Port Columbus was not alarming.

Airport Port Columbus

Airline United

Flight numbers 245

Date and time of incident

Baggage tag number

Description of bag, color, style, size, brand

NOI with Writing

Terminal or Gate Terminal B

Contact information (b)(6) - work phone in Chicago (b)(6) office in Ohio (b)(6)

2/11/2014
1:25:42
PM

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
 - The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
 - A passenger may ask for a chair if he or she needs to sit down.
 - The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
 - A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
- In addition to the patdown, TSA may use technology to test for traces of explosive material.

I told the caller I am referring this to the CSM just in case the equipment needs to be calibrated.

Caller has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller's ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:

2/12/2014
12:00:39
PM

We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSOs are trained for that.

We cannot guarantee you that you will not have to undergo additional screening regardless of the ID that you present.

For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If you have complaints about a particular screening incident at an airport, please inform us of the details and we can forward it to the CSM to look into the issue.

The caller indicated that he traveled yesterday (2/12) from IAH to PIT. He indicated that a TSA Lock was lost and one lock was not complete secured and broken on the pelican cases that he travels with. NOI was present that indicates TSA is not responsible for locks. The locks are Master Locks.

He indicated that this is the second times that items have been damaged during TSA search. Last year a data cable was damaged and it cost him two nights of sleeps has he was working on a very intense project.

The caller indicated that there have not been any problems in the past in regard to the locks. He has watched TSA open the lock during his departure trip.

The caller asked for his chances of being reimbursed and how often reimbursement is provided.

He feels like he should trust that TSA will not keep him safe and not damage his property especially since his tax dollars are used to pay for screening.

We cannot guarantee what the outcome of the claim will be as claims are processed by the CMB. I advised that we do not have information indicating how often reimbursement is provided.

2/13/2014
9:40:24
AM

He indicated that it is unacceptable that we cannot guarantee that the locks will not be broken. He also complained in regard to the AIT. He indicated that he read an article from a former TSA employee about AIT machines not being tested properly and that they do not always detect threat items. He mentioned that they were only used to see overweight people's images. He feels that he is not given a fully adequate sense of security.

I explained that he is at liberty to file a claim for reimbursement by completing a claim form. He can find the claim form via our website at TSA.gov. I advised that TSA Recognized Locks are manufactured by Travel Sentry and Safe Skies. These manufacturers provide passkey sets to TSO that allow them to more easily unlock and relock the lock, although TSA cannot guarantee that locks will never be damaged or broken as baggage is also handled by the airline.

I advised that I have noted his complaint. I intended to indicate that I could collect his itinerary information and refer to the CSM at IAH, but the caller ended the call before I could do so.

Caller said she is flying from Midway in Chicago on Delta and she said other people merged into the precheck lane and she said this is a shoe violation. She said she has reported what she needs to report and she said this is scary and she does not want to be read to anymore and she ended the call.

Response: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

2/14/2014
12:34:03
PM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying for precheck.

Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn't have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

Information Request: She is needing to know if it shows on the screen what part of the body that caused the alarm to sound? She is also needing to know why her hair is being patted down if it is her knee implants that are causing the alarm to sound and why she is being required to take her shoes off for screening since she is 75 years old? She is wanting to know about the pre screening that people go through so she will not have to go through a patdown screening.

2/14/2014 1:28:31 PM Response Details: I advised her that the AIT screener is not a metal detector and may not be alarming due to her metal implants. There may be some other reason or another part of her body besides the knees that is causing the alarm to sound. Our officers are required to conduct a patdown to clear alarms and it is at the discretion of the officers at the checkpoint what area of the body that they have to patdown. Our officers may ask her to remove her shoes for additional screening to clear an alarm. The passengers that go through the expedited screening go through a WTMD and if she goes through this screener with metal implants an alarm will sound and she will still have to go through a patdown screening. The next time that she gets ready to fly she can contact us and we will be able to forward a request for assistance to our disability specialist at HQ so she will have assistance during the screening process and her screening will go smoother. She did not want to file a complaint about her previous screening experiences. She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening. Email not sent.

Caller wanted to know the name of the machine at the airport that scans the body. She thought it was mandatory to go through this. She already has skin cancer. When she went through this she saw the bright light shining on her face. She already has sun damage and her face is getting red and blotchy. If it is anonymous why did they make her hold her license up while she was being scanned?

Advised:

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

2/15/2014 11:49:52 AM Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration. TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images. Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I don't know if that is a standard operating procedure to have you hold your license up. If you would like to file a complaint, I can take your information and forward it to the CSM at the airport for review.

The caller is TSA prechecked and is also military and wounded military. He had TSA precheck on the ticket and he was told to get out of the line and get into the regular one. They wouldn't give him an explanation why and he asked to speak with a supervisor and one of the officers. a (b)(6) would let him speak with a supervisor. He has a group of elderly gentlemen he is traveling with and he wants to make sure this doesn't happen to them. The airlines were telling him it was weird. It is not good PR to kick back certain types of people. He is a Medal of Honor recipient and they should have had a TSA line open for him. He is not so concerned about himself but the elderly group he is traveling with.

Advised:

TSA precheck is not 100 percent guaranteed. TSA will always incorporate random screenings throughout the airport. No one gets precheck 100 percent of the time. It is a security feature built into the program. The presence of the TSA precheck symbol on the boarding pass does not guarantee expedited screening. That is something the airlines put on the boarding pass. Eligibility is determined when they scan the bar code on your boarding pass.

passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

If you want to provide me with some information I can send your complaint to the CSM at Newark Airport so they can be aware of what happened and they will have your contact information if they need to get in touch with you.

Airport where the incident occurred: Newark Airport

Airline: Alaska

Flight numbers: 5

Date and time of incident: February 15, 2014, 400 pm

Individual's contact information email

(b)(6)

Dear Sir or Madam:

I traveled on a domestic flight out of IAH on Wed, February 12, 2014. I am noticeably pregnant and politely asked the TSA agent at my screening if I could go through the old traditional screening instead of the newer Advanced Imaging Technology screening. This request has always been granted in the past. Rather than saying no or discussing alternatives with me, she started yelling at me. In order not to cause a scene, I immediately got in the AIT screening machine and proceeded to my flight.

I realize that you believe this technology to be safe, but it is relatively new. The experience of not having any options and being yelled at by an agent was distressing and unnecessary.

A general observation about the TSA agents working airport security is that they are unhappy employees. This leads to them being rude and aggressive toward travelers. As in any business, the leadership at the top shapes the performance and morale of the entire organization. For something as important as travel security, it is my hope that the management is aware of what is going on at the airport level and that work is being done to improve the performance and morale of the airport agents.

If I am yelled at by a TSA agent again, I will not be so shocked and will certainly request a manager and report the agent. In this instance, I was so surprised and distressed by her response that I did neither.

Sincerely,

(b)(6)

2/15/2014
4:25:00
PM

2/16/2014
11:08:37
AM

I am sorry but this does not make sense. You did not read my email.

At CVG today there was NO identification of passengers prior to being redirected to TSA recheck line. A security person directed lines of people into the TSA precheck line BEFORE any scanning of boarding passes took place. This invalidates your statement that you are using airline data to decide. I suspected you would do a copy and paste and not really respond to my concern, and direct me to a website.

Given that, I am going to forward this reply to the Congressional Oversight Committee that handles TSA, and let them ask you - perhaps you will be more forthright and careful in your response. I consider this a problem, and I know many travelers who see this at other airports and say the same thing. There is clearly confusion within TSA on how precheck works, and I suggest you pay attention to your travelers who are expressing concern.

I hope your next response is better than the last.

(b)(6)

2/17/2014 6:44:17 PM On Feb 17, 2014, at 4:10 PM, tsatcc_do_not_reply@scenture.com wrote:

> Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.

>

> TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.

>

> Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.

>

> TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

>

> Passengers who are directed to the TSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Pre?™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

>

> Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis

The caller stated that she and her husband are both GE members and that they both have flown from EWR to PR, and EWR to John Wayne. She stated that her husband has gotten the precheck on all legs of the flights but she only gets it on the departure flights. She wanted to know if there was an issue with her precheck. She stated that she needs the precheck because she has trouble removing her shoes due to metal implants and pins in her spine.

2/18/2014 2:49:47 PM Pass ID: (b)(6)

PM Advised the caller: There is no indication based on the information that she has given me that there is a problem with her precheck. Advised that she is still getting precheck but just not on a regular basis. Advised the caller TSA Pre?™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. Advised that if a passenger cannot remove his or her shoes due to possible medical complications, discomfort or pain. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Advised that she does not have to rely on precheck to be allowed to ask to keep her shoes on due to medical conditions. Caller wants to know if she gets a KTN if she has to go through the AIT or WTMD. She states she doesn't want to use these machines and thought Precheck allowed her to not go through this screening. She wanted to know if she would still have to have a patdown. She wanted to know what the purpose was in getting Precheck. She paid the \$85 fee for this. Caller wants to know if her pet has to go through a machine. She wanted to know if she could leave it in the carrier.

2/18/2014 4:43:32 PM Advised caller:

PM Advised caller that even with Precheck, you have to use one of the two machines. Every passenger has to be screened, so she has to either use a machine or receive a patdown. Precheck allows you to leave on your shoes, light outerwear, belt, and your computer in your bag.

Pets have to be taken through the WTMD for screening. A supervisor can make a decision to allow a passenger to leave the pet in the kennel. She would then have to take the kennel through the WTMD and allow the officer to look

The caller is flying tomorrow with his family. He is a Global Entry member but the Precheck indication is not on his boarding pass. This is the first time that this has occurred. The Precheck indication is on his children's boarding pass. They are 5 and 7. He asked if he and his wife can go through expedited screening with his children as he heard that this could be done.

He asked if he take both children with him through expedited screening when he receives it.

I advised that as this is the first time that this has occurred, it doesn't mean that anything is wrong. It is very likely random selection. No one is guaranteed to receive expedited screening each time they travel. TSA still incorporates both random and unpredictable screening measures at the airport.

2/19/2014

8:43:21

AM

He cannot accompany his children through expedited screening, although he would never be asked to do anything that would separate him from his children. They can proceed through the standard screening with him. The screening for children 12 and under is similar to expedited screening as they don't have to remove their shoes. They are permitted additional passes through AIT to clear an anomaly rather than going into a patdown.

I advised that he can take both children through expedited screening. Children 12 and under can escort a parent or guardian through the expedited screening.

If he continues to have difficulty, he can call within 72 hours prior to travel or within 72 hours of not receiving expedited screening with his itinerary information and airline confirmation number. In most cases, we can escalate for troubleshooting.

The caller hasn't flown in four years. The ticket agent asked for her gender when she made her reservation over the phone and the caller would like to know why she is asked for her gender as she found it offensive. She asked if she was asked this to determine if she was transgender. She asked when The Secure Flight Program came into effect as she was not asked for this information the last time that she made reservations. Her friend advised that she is not asked for such information when she makes a reservation and the caller mentioned that the airline had her frequent flyer number on file.

The caller indicated that she has two knee replacements and doesn't appreciate receiving a patdown as she is an older person. She asked if the AIT would show the implants.

2/19/2014

9:10:35

AM

I explained that the airline is required to collect a passenger's Secure Flight data which is the passenger's full name, date of birth and gender. TSA doesn't stipulate how the airline collects this information. If the information is saved within a passenger's profile they will not be asked for it each time they make a reservation or the airline may ask to verify the information. Secure Flight information is used for name comparison and watch list comparison against various Watch, No Fly, and Selectee List to ensure that someone who may want to do us harm is not permitted to fly or is screened additionally. TSA's goal is to ensure the safety of the traveling public.

She should advise TSOs of the knee replacements before screening begins. Many passengers with metal implants prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. She can request AIT if available and if she meets the guidelines. AIT screening may reduce the need for a patdown, however alarms and anomalies are required to be cleared by TSO via additional screening which may include a patdown. Advising of the knee replacements prior will allow the TSO to be aware of them if there is an anomaly, however I cannot guarantee that a patdown screening will not be required. AIT is designed to detect both metallic and non-metallic threats that may be concealed on a passenger's body.

As of November 2010, Secure Flight conducts uniform prescreening of passenger information against federal government watch lists for all covered U.S. and foreign flights into, out of, and within the United States

<http://www.tsa.gov/stakeholders/secure-flight-program>

Caller stated she applied for precheck and she was under the impression she wasn't supposed to go through machines. Caller stated she wished that we would have put the screening process in the precheck information. Caller stated she opted in through the online application. Caller wants to know if she has to go through the precheck line.

Advised caller the following information:

2/19/2014

10:17:46

AM

Advised caller because she opted in for precheck she will have to go through the screening technologies, either go through the AIT machine or have a patdown done. Advised caller the precheck program let passengers leave their shoes on, lighter, outerwear and their 3-1-1 bag doesn't have to be removed from the passenger's carryon luggage.

Advised caller if she wants to make a comment about the precheck program she can go to our website at www.tsa.gov and go to the blog and make a comment.

Advised caller because she opted in for precheck passengers will still be screened.

Advised caller if she doesn't want to go through the precheck line she can go through the regular line.

Caller said her mother flew from Phoenix to Redmond Oregon. Caller said her mother is 80 years old and she was made to take her shoes off because the TSO told her she tested positive for explosives. Caller said they kept her waiting a long period of time, caller said she almost missed her flight. Caller said her mother got very upset to the point, that now she does not know if she wants to travel. Caller said even a stranger in a wheelchair was upset while watching her mother be screened. Caller said her mother was not treated with respect, caller said she was treated like a criminal. Caller said her mother told her about the incident, caller is basing her complaint on the information her mother gave her. Caller does not have the flight details.

2/20/2014
10:47:53
AM

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

I told the caller if an alarm sounds, TSA has to do additional screening to find out what caused the alarm.

I advised the caller that she can call the TSA Cares line and request that someone assist her mother in getting through the security checkpoint.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST.

Clicking link you sent resulted in "View static 404 page not found."

(b)(6)

From: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>

To: (b)(6)

Sent: Wednesday, February 19, 2014 8:32 PM

Subject: In Response to your inquiry.

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

2/20/2014
4:09:16
PM

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

The caller works for United at EWR. They are going to fly from EWR to PDX and his 81 year old mother received precheck on her boarding pass but his wife and child did not. The caller wants to know how this happened. The caller wants to know why his wife and child did not receive precheck. The caller states that they travel internationally some times. The caller wants to know what it cost to enter the programs.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

2/21/2014 10:08:56 AM TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly.

Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program.

I advised the caller that the the trusted traveler programs cost 100.00 fee and the TSA application cost 85.00 fee.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address:

2/21/2014 2:25:11 PM Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Reno Tahoe International Airport

What was the date and approximate time of the incident?

Caller returned from Puerto Rico, he had a NOI in his bag. He had TSA locks on his bag and this is the second time this had happened to him. He ask if they liquids in his luggage would that make them to have open the bags? He will be 75 and understood there was a new screening procedure. He has metal in his body, ask about the screening for the ATI.

Told caller

I explained to him there are only 2 brands we have access too, Travel Sentry and Safe Skies. If it was a a brand we dont have access to they will have to cut off the lock to open the bag.

2/21/2014 4:12:37 PM Having liquids in his bag would not be a reason for them to open the bag, they xray all bags and will have to open the bag to clear any alarm and the bags can be randomly selected as well to be opened for screening.

PM Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

Caller went through DEN last week. She requires a wheelchair due to a neuromuscular malady. She had major problems with TSA at DEN. She has PreCheck and was in that line. Caller was sent to the end of the line. The female screener was rude and wouldn't let her through. She tweeted TSA about the issue, and she got a letter from Denver and they were nice. She flew from DCA today on US Air. She had a wheelchair. She went to the checkpoint, but she was told that she couldn't cross the line with the wheelchair. She was sent to a different line. All of her property was searched. Why must she go to another line? What caller wants to know is...she read the press release for TSA Media...what is she doing wrong? Why is each airport different? She was told that she had to leave the PreCheck line because she couldn't take the wheelchair across the line. She was told that wheelchairs have to go through a certain line.

I consulted with (b)(6) whom advised that her situation would require her to go through secondary screening. When I advised the caller that she would have had to go through secondary screening due to her circumstances, she advised that that was not what happened and she asked to speak to my supervisor.

Escalation Notes: (b)(6)

2/21/2014 4:35:13 PM The caller flew out of DCA on 2-21-2014 on US Airways flight 1749 scheduled to leave at 9:23am at gate 43 to CLT. The caller got wheelchair assistance and proceeded to the Pre-check lanes because she had Pre-Check on her boarding pass. The two pleasant TSO's that checked her ID directed her to the Pre-Check line and when she got to the Pre-Check line she was told that wheelchairs cant cross the line and was redirected to a different line across the terminal that was next to a restaurant called (b)(6) and (b)(6). A young african american male TSO guided her to the new checkpoint and apologized to her alot and explained it was their procedure. When she arrived at the check point she was pushed to the side and her hands had a ETD done and her laptop was removed from its bag and sent through X-ray. She was cleared after that.

The caller is concerned that she got no real screening. She didnt get a patdown or go through the AIT or metal detector. She felt very humiliated by the treatment she got because she was in a wheelchair. She says she can get out of the wheelchair and walk through the AIT or metal detector. She had numerous questions concerning her upcoming screening at CLT if she will be treated the same way.

I explained to the caller that I couldnt tell her the day to day operations of each airport but I would send her concerns to the DCA csm to review her screening. I also told the caller how to get the CSM's telephone number off our IVR. I told her that if she has concerns about her screening she could call TSA cares and ask for assistance or speak to a supervisor or PSS at the check point. I apologized for her experince and told her to call us if she has any further questions.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/22/2014 3:41:08 PM Airport : MIA - Miami International Date/Time of Travel : 02/02/2014 12:00 PM Airline & Flight Number : AA1246 Checkpoint/Area of Airport : TSA Employee: (If Known) :

Comment : First off, I must state that I am a woman. On my travel through MIA TSA, I opted out of those giant radio machines. I have always opted out of those machines during travel and have travelled through several airports, so I knew the protocol. They told me I would be padded down and I said that was fine. They requested me to step aside and wait. And wait I did. I was timing this because once prior, can't recollect which airport or when, but I remember they made me wait for a considerably long time, almost as a way to discourage people from opting out. Well, I waited. My husband who had already gone ahead was waiting. He had gathered my luggage and was waiting for me to find an agent to pad me down. That was the first sign that made me upset. What if another passenger had stolen my luggage, as it was very easy for my husband to just take my luggage with him. I saw several women agents walking about, but NO ONE wanted to pad me down. It was almost humiliating just waiting. I felt like they were testing my patience. I had a flight to catch and after literally 10 minutes of waiting I asked the agent how long it would take. The woman said, she didn't know and she couldn't give me a time. She said there was no one there to pad me down. I said, you are telling me that it could even take up to 3 hours. She said, yes, it could. I said, "you are a woman, why don't you pad me down!" She said in retaliation, she couldn't because she had to direct traffic. In the meanwhile the male agent standing in front of the metal detectors, ALSO directing traffic got a visit from another female agent who proceeded to talk to him in a very friendly way and ended up with kissing her and having a jolly good time. While I waited watching all this. After 10 minutes, I gave up and went through the radio machine. When I got out of the machine the woman on the other side asked me to stand with my feet apart and padded me down. I was furious. I asked, how come you couldn't pad me down when I requested back there and now you pad me down even AFTER I go through the machine. Another woman who witnessed this whole spectacle of me waiting, stated to me that TSA does this to discourage people from opting out. She said she was going to opt out but having watched me just resigned to doing the machine. She said she would talk to a supervisor with me, if I would be willing to. She said TSA does this on purpose to discourage the opt out. I said I would talk to a supervisor with her. We requested to speak to the supervisor. Of course, we would have to WAIT to speak to the supervisor and the assistant in charge was available and she said that waiting 10 minutes was not long at all and that they could not give a time for how long customers who opted out had to wait. She refused to accept that while I waited there was several female officers out and about and she stated they were short staffed. I have never felt so humiliated. And furthermore, this is about SECURITY - this is NOT about ego. I felt they made me wait because they could and they could care less about the passenger. I'm all for a secure flight. I will NOT interfere with security but this is about basic human respect and about power and ego. PLEASE note that this event took place almost 3 weeks ago and I still feel very violated by this. I do not know what you can do to solve this situation but your officers need to have more respect. I was in no security violation by opting out. I was just exercising my rights!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller and wife applied for Precheck. Caller said he does not know how he applied. Caller said he and his wife are frequent flyers. Caller said sometimes they are selected for Precheck and other times are not. Caller said his boarding pass has the Precheck logo and his wives does not on their trip for tomorrow. Caller said his wife has not received Precheck on 3 trips. Caller said he has a problem with radiation and he does not want to use the AIT. Caller said he and his wife have a flight again tomorrow. Caller said United tells him they cannot confirm his wife is opted in, that it is up to TSA.

Frequent Flyers

1. Did you receive an invitation from your airline? United
2. Are you traveling on the airline that invited you? Dulles to Seattle and San Diego
3. Are you a U.S. Citizen? Yes
4. Are you traveling from an airport participating in TSA Pre?™? Yes
5. Have you correctly opted-in? Caller said United tells him they cannot tell him.
6. When making a reservation, have you confirmed that your personal information is correct and up to date? No
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? directly on Uniteds website
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?
9. Have you committed any violation, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

We recommend that you review your next reservation to ensure that your identifying information is correct. I told the caller United should be able to see if the box showing opted in is selected.

I told the caller he can call back tomorrow and if his wife is not selected again, we can send this out for research.

I told the caller he can opt out of the AIT but if he does, he would have to have a patdown.

TSA TCC:

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security crcl@hq.dhs.gov

---Original Message---

From: (b)(6)

Sent: Monday, February 10, 2014 4:48 PM

To: CRCL

Subject: Fly Rights - New Report from (b)(6)

2/24/2014

4:22:26

PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Stone Mountain, Ga 30083

Zipcode:

Are you 18 or over? Yes

The caller is with NNSA in Washington. His 76 sister-in-law lives in Kalamazoo, Michigan and was patted down at one time and did not like it so she drives every where she travels. The caller wants to know if there is screening, other than being patted down or going through the screening technology, that his sister could go through. The caller wants to know if the precheck would keep his sister from having to be patted down. The caller wants to know if passengers on private planes have to go through screening.

2/25/2014

4:22:24

PM

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Every person must undergo screening.

I advised the caller that even with precheck passengers still undergo screening.

Caller is calling regarding (b)(6) She is traveling now and the last 4 flights she has been selected for random additional screening.

She did not know if she sounded an alarm during screening or what the circumstances were.

RESPONSE:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2/26/2014

11:05:49

AM

TSA also selects passengers and their property at random for enhanced security screening.

Told her we do need additional information about if there was an alarm or what might have triggered her screening. If she would like to give us a call with more details of her screening we can help her determine if she should move on and look at other information.

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 2/27/2014 7:37:22 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/27/2014 7:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello,

2/27/2014 8:36:14 AM
My wife is 3 months pregnant, because of that she refused to go through AIT machine.
TSA employee directed her to wait here.
While waiting another pregnant woman also refused to go through AIT machine, but TSA employee did not let her wait, she could pass through a metal detector.
Only then my wife started crying same employee considered to let her through and searched her.
Why are different sets of rules applied for same cases. Are the processes regulated?
Would you like a response? : True
Passenger's Name :
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that were showing on the monitor. She said that the agent said, 'Yeah, Yeah, Yeah.' She said that she was roughly spun around and patted down. The patdown was very rough. She then the TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about (b)(6) who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

Airport - RDU

Airline - Southwest Airlines

Flight Numbers - 731

Departure Times - 8:20 pm

Arrival Times - She said that the incident happened at approximately 6:30 pm

Date And Time of Incident - 2/26/2014

Location Of Incident

2/27/2014 2:02:43 PM
Gate - A25
Terminal - 1
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved - (b)(6)

I gave the following information: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I advised her that I would forward her record to the CSM at RDU for review.

3/3/2014 10:02:41 AM
Caller was going through OMA on Mar 2 around 6:20 AM Terminal 19 B and when she was going through the AIT the screener (b)(6) was barking orders at her and being rough. He was acting rude overall. Another traveler in line with the caller also stated that the TSO was being rude.
Apologized for the incident and explained that the information provided would be forwarded to the CSM for review.

Feedback Type : Security Issue

Categories : Carry-on Property Out of View During Screening; Advanced Imaging Technology Current Date/Time : 3/4/2014 12:38:57 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 03/01/2014 7:15 AM Airline & Flight

Number : Southwest Air Flight # 3330 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :

Comment : Leaving BWI with TSA Pre Check status works well for this 76 year old, 6'4" and 275 lb., dark complexioned, African-American man traveling with his wife and trying to avoid stressful situations while seeking longevity. Pleasant and considerate people, shoes on, belt on, etc. at BWI. Thanks for the privileges.

3/4/2014
9:33:34
AM

However, we arrived at CLT Airport on March 1 at about 7:15 AM, we checked our bags and went through security until I was stopped and pulled aside for "random checking." I was whisked away from the conveyer belt, causing me to abandon and lose sight of my belongings (carryon bag containing wallet, coat with pocketed cell phone and a hat). Fortunately, my wife was there but had to collect her belongings, as well as mine. I was escorted to a station where my hand was grabbed by a TSA agent. my palm turned upward and a liquid substance before it was guided under what appeared to be an infra-red light. I have read the TSA guidelines and understand that despite pre-approved status, random checking can happen. I asked "What is this for and what is this substance?" and was simply told "You're good." I am concerned about whether there is any danger in transferring the substance to my wife's hand or to a sandwich I may be holding (for examples). The application of a foreign substance and infra-red rays seems like a personal infringement to me and the lack of explanation only serves to compound the situation. If one can't or won't take the time to explain the purpose, possible dangers or follow-up precautions, why not distribute explanatory written information. I'm wondering what the criteria for selecting who is to get randomly screened is? I hear announcements about not leaving personal items unattended so maybe we should be allowed to retrieve our belongings before going through random screening.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is 80 years old and will be flying on Thursday with an orthotic in her shoes. She is also visually impaired, has ankle problems and a broken toe. Caller stated that it is hard to take off her shoes. She will be in a wheelchair. She stated that she had heard that if you are over 70, you do not have to take your shoes off. I told her it is 75 and that was true. I told her I was giving her another reason why she does not have to take off her shoes. Caller stated that the reason she is calling is that once she flew from PBI to EWR and had a horrible experience.

Caller believed this was more of a customer service issue than discrimination or failure to accomodate. Caller had been through screening and an ETD. She has to ice her foot twice per day so she had brought in her carry on something that could be either heated or frozen. Her suitcase alarmed. The female TSO took the caller's items out of her luggage as if it was junk. She looked at the previously mentioned item, passed it around to other TSOs, then threw everything back in so that it would not close.

Caller was in a wheelchair and, after the screening, had to take everything out of the suitcase, put in on the airport floor, and repack it to get the luggage to close properly. She had to do this twice.

The TSO treated her as if she was enemy. The TSO was completely callous about handling her property. This TSO could not care less. Caller had said, I hope you are going to repack that. The TSO ignored her. Caller did not get the TSO's name but said she was a heavy set African American.

3/4/2014
10:15:30
AM

Airport: PBI

Airline: United

Flight Number: 258

Date and Time: Oct 1 at 1:10 (flight time, she was delayed so much that the plane was boarding when the screening was finished. She had arrived at the checkpoint about 12:15pm)

Location: She does not know, but it was the United Terminal.

I asked if she needed assistance at the checkpoint. She said she did not think she needed any special assistance.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I emailed the information to her.

Caller said this was uncalled for. She had never had any problem with this item before and she travels with it often. TSO was acting as though caller was very suspicious.

I apologized to the caller and told her I would send this to the CSM. She said she would like that.

Caller said that she may be obtaining a piercing just prior to an upcoming flight and wanted to know if this would be a problem, especially if she sets off the metal detectors.

3/4/2014
11:11:37
AM

Advised caller that an individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown.

Caller is a crew member, her SIDA badge is expired. She has a valid crew badge, she does not mind being completely searched but they are not letting her go through security unless she is in full uniform. She does not even need a SIDA badge, she has never had to have one when she goes through the checkpoint because she has a crew badge. She works at this airport and tries to get through. Today she needed to get a letter at the gate, they would not allow her through at all. Its happening at Saint Petersburg Airport. She stated she is not trying to by pass screening, she is willing to go through complete screening but they will not allow her to, she knows this is wrong and wants to get it fixed.

Response:

3/4/2014 5:28:29 PM TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

PM After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Advised caller I would this complaint to the CSM so they could check in to the issue:

Name: (b)(6)

Phone: (b)(6)

The caller states that in October she had an issue with TSA and spoke to a supervisor named (b)(6). The caller states that she asked (b)(6) to respond to her complaint which she has not. The caller wants (b)(6) to respond to her. The caller had an incident at BOS regarding people over 75 who did not have to remove their shoes. She removed her shoes at BOS and was told that she did not have to take her shoes off. When she returned from ORD to BOS she did not take her shoes and the officers told her to take her shoes off. The complaint is that TSA should make a rule and stick with it otherwise it is profiling. The caller wants to know if you do not take your shoes off how do you know someone does not have a shoe bomb. The caller was 68 at the time that she did not have to remove her shoes. She thinks the officers thought she was 75 because her hair was grey. The caller thinks the policy for 75 and older and 12 and younger is not a good policy because those who want to do harm do not care about the old and the young and they could be used as a way of doing harm. The caller wants to know if someone will respond to her.

3/6/2014 11:09:30 AM The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at BOS. I sent the complaint to ORD as well because of the inconsistency.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

I advised the caller the (BOS) CSM's name was (b)(6)

I advised the caller that I could not tell her that someone would respond but I had her contact information just in case.

March 6, 2014

Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov

External Compliance Division

TSA-6 OSC Civil Rights and Liberties

Transportation Security Administration

601 South 12th Street

Arlington, VA 20598

Via Electronic Mail: civil.liberties@dhs.gov

U.S. Department of Homeland Security

Review and Compliance

245 Murray Lane, SW

Building 410, Mail Stop # 0190

Washington, D.C. 20598

Re: TSA Complaint on Behalf of (b)(6)

Dear Sir Madam,

The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger (b)(6) 1. On March 3, 2014, (b)(6) flew on Delta Airlines Flight No. DL4501 from Los Angeles International Airport (LAX) to Portland International Airport (PDX). The LAX TSA violated (b)(6) civil rights by forcibly patting down his Sikh turban and incorrectly informing him that the "policy of allowing self pat-downs" had changed. We request immediate investigation and remedial action from the TSA.

1 (b)(6) resides at (b)(6) Portland, Oregon 97229. His email address is (b)(6)

I. Facts

(b)(6) is a TSA Pre?™ member and a frequent flyer. He runs training seminars for physicians and health care professionals and flies on a regular basis. He fully understands and abides by TSA screening policies and procedures. (b)(6) who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on Delta Airlines Flight No. DL4501 from LAX to PDX on March 3, 2014. (b)(6) had arrived on an international flight from Seoul, South Korea and passed through domestic screening at approximately 10:00 am.

(b)(6) cleared the Advanced Imaging Technology machine without sounding an alarm. He was dressed in an orange shirt and tie, blue slacks, and wore a black turban. He carried two pieces of carry-on luggage (a laptop and a gift bag). TSO (b)(6) asked (b)(6) to step aside to be secondarily screened, even though he did not set off any alarms. TSO (b)(6) told (b)(6) that he would pat down his turban. (b)(6) replied that he was permitted to do a self-pat down of his religious headwear during secondary screening. TSO (b)(6) informed him "that the policy had changed" and that he was "not allowed to do a self-

2 pat down. (b)(6) exhausted after his 11 hour flight from Seoul, was afraid he would miss his flight, which was scheduled to board at 11:05 am. He reiterated two more times that he would do a self pat-down of his turban. TSO (b)(6) insisted that the "procedure had changed." TSO (b)(6) proceeded to roughly pat-down (b)(6) turban, disheveling it in the process. (b)(6) left with no other option, closed his eyes through this humiliating experience, which significantly burdened his Caller just flew from MSP via Delta on a international flight and stated he opted out of the AIT machine and a TSO tried to get him to go through it anyways.

Advised Caller:

3/8/2014 Told caller we would take down his complaint and monitor it for future issues.

6:36:33

PM

Date: 3-8-14

Time: 5:15 pm

Terminal: Not Provided

Gate: Not Provided

Officers name: Not Provided

To Whom It May Concern:

Something really needs to be done to make your TSO training uniform! Recently I traveled from Ft Wayne, IN via Dallas to LAX and returned and the screening at both ends deviated significantly.

Ft Wayne

- Went thru security twice within 15 min since it appeared my flight had been cancelled a second time and went to AA ticketing counter.

1st time went thru AIT and no problem even w/prosthetic left knee

3/9/2014 5:10:08 PM
2nd time different personnel – went thru scanner THEN had to be patted down. That wasn't good enough, my shoes were swabbed, then had to take off my shoes to be scanned on a different scanner, checker came back to pat down my socks! The screen showed the alarm went off due to the cheap, made in China, necklace, a belt that I didn't have so I guess the button on my jeans and my shoes set off the alarm. Oh, I was asked if I wanted a "private" screening! Why w/the reputation of TSA would anyone consent to that? Who knows what would happen behind a closed door!

LAX

- Went thru AIT, no alarm, no patdown!!!!!!!!!! This is nuts when there is a greater likelihood of a terrorist in LA than in the midwestern town of Ft Wayne, IN!

The current method of security checks is absolutely insane! WE NEED PEOPLE TRAINED IN PROFILING POTENTIAL TERRORISTS! Here I am a 75 yr old grandmother most likely a 5-6th generation American on my mother's side of the family and I have to be subjected to this kind of treatment! Why should I want to fly anywhere when I am treated like a potential terrorist? Stop this nonsense and come up w/a better method of screening!

You most likely receive many complaints so hopefully you will start making improvements.

(b)(6)

Disability Description: The caller has metal knee replacements.

Information Request: The caller wanted to know if there was any way to negate a patdown if he alarmed the AIT or WTMD.

Response Details: Advised Caller:

3/9/2014 7:30:02 PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to e-mail this information to the caller, and he declined.

Caller states that she is traveling today to Las Vegas, and her boarding pass does not have TSA Precheck logo on it. She is traveling with Southwest Airlines. She states that she did not enroll with anyone, and she has been receiving the precheck the last several months.

Informed caller:

3/10/2014 10:21:38 AM
Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u002713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u002713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Pre\u002713™ process, passengers should not expect to be directed to the TSA Pre\u002713™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre\u002713™ eligibility.

Caller wanted to call to express concern for proper screening measures at the DIA airport? . They showed her a picture of a red dot on her chest and had to go through additional screening and do a physical check. It was odd because there was nothing on her chest. It was embarrassing and humiliating. Her son did not have to go through additional screening. A gentleman behind her had a red dot in his groin area. They stated she may have had possible chemicals on her hands. She wore the same thing at the Louisville airport and did not have to have additional screening. How did it alarm if nothing was there? She was with her son. She was Humiliated during the screening. The caller wanted to emphasize that we may need to conduct a review of our TSO's to ensure that they are properly providing additional screening methods appropriately.

Advised:

3/10/2014
4:42:28
PM

I explained in the event an alarm is triggered during the screening passengers may be pulled for additional screening. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I stated since they provided a photograph then she probably was not selected randomly and some type of an alarm was triggered. Her and husband are travelling tomorrow from IAD to Palm Springs. She is enrolled in GOES however her husband isn't. When they printed out of his boarding pass his showed precheck and her's didn't and she was wanting to know why. This is the first time she hasn't received precheck.

Response:

Please note that even if you opt in for TSA Pre\u002713™ with your airline or include your CBP trusted traveler information when booking a flight, TSA Pre\u002713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

3/10/2014
8:37:30
PM

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u002713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u002713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

The caller got invited by SW airlines about 6 months ago to opt into precheck and has gotten precheck up until this last flight. The caller stated that he was flying from Houston to Dallas. The caller stated that the airline told him to call us for his KTN. The caller wanted to know if there was a link between TSA and SW airlines and if we get his reservation information. The caller stated that the reason why he likes precheck is so that he can avoid the radiation from screening and go through the WTMD and he has already been subjected to so much radiation.

3/12/2014
5:21:08
PM

Advised the caller even if a passenger opts in for TSA Pre\u002713™ this does not guarantee that he or she will receive expedited screening each time they travel. Advised that the selection for precheck is random. Advised the caller that when he books his flight the reservation information is forwarded to TSA and this information is used to make a decision on precheck eligibility.

As far as the AIT is concerned the energy the system projects is thousands of times less than a cell phone transmission.

Individuals who are eligible for TSA Pre\u002713™ as a frequent flyer are not issued a Known Traveler Number (KTN).

Advised caller I would send him an email .

Caller is calling to report a recent less than satisfactory experience with TSA screening. Caller originally flew ATL-LGA ten days ago and was randomly selected for TSA PreCheck and underwent screening via the metal detector and this was a smooth experience. Caller has a urostomy and this was a great experience for the passenger. Today, he did not receive TSA PreCheck and flew LGA-ATL aboard Delta Airlines #1650 which departed at 3:00PM. He went through AIT screening at approximately 1:30PM and informed the TSO of his urostomy. The urostomy caused an anomaly and he was taken to Gate D11 for the secondary screening. Caller was asked if he would like to receive this pat-down in a private location and the passenger informed him he would. Caller then states the patdown was done in the view of the general public and caused him a great deal of embarrassment. Caller is unsure if the request for a private pat-down was blatantly ignored or the TSO did not hear him. Caller did not collect the name of the TSO who conducted his screening but was able to provide a brief description. Caller stated the TSO was a tall, thin, Caucasian male with dark hair. Caller did not recall if the gentleman had facial hair. Caller wants to voice his complaint and also wants to know if applying for PreCheck may exempt him from additional screening on future flights. Caller said that he did not feel that this was disability related, just that the TSO did not want to take him to the private screening area and instead performed the screening in view of general public.

Resolution:

3/12/2014 9:58:39 PM Apologized to caller for his less than satisfactory screening experience. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Advised caller applying for PreCheck will not exempt him from additional screening. You may encounter instances when you are selected to proceed via the metal detector and you will encounter a similar smooth experience as you previously have at ATL. There are also times when PreCheck lanes would screen you with AIT. This will result in additional screening. Advised caller any passenger may request screening via a pat-down or AIT, but you are not permitted to choose a metal detector in lieu of these other screening methods. That decision will be made by the TSO s on duty. Advised caller I will also send him additional information in regards to applying for PreCheck at his request.

Caller has been PreCheck since last May. She traveled out of Salt Lake City yesterday traveling to St George and she wasn't able to get PreCheck. She is 76 years old and retired from Delta. She stated it normally printed on her boarding pass. She was told by an TSA agent if she paid the \$85 fee she could get it.

Told caller

No individual will be guaranteed expedited screening in order to retain a certain element of randomness to prevent terrorists from gaming the system. This program works like a lottery, it is very random.

She could have not been selected for PreCheck for this last flight. There was no way to be guaranteed for PreCheck everytime she traveled.

3/13/2014 12:14:27 PM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

I tried to determine how she was eligible for PreCheck to help her but she only stated she was eligible because she was retired from Delta and that made her eligible. I explained to her that that would not make her eligible and had ask her if she was a trusted traveler through CBP or if she had done the application, she had not stated she had done either.

So used how to enroll for my template because I could not determine how she was eligible.

Thank you for this general response. While it provided some basic details it did not address my specific questions with the pre-check process and expectations nor suggestions for baggage securing. If there is anything further to specify on these outstanding items it would be appreciated!

Original Message---

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, March 13, 2014 5:11 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

3/13/2014

8:00:01

PM

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Caller stated she flew from MIA via WestJet and when she was going through the checkpoint she opted out of the AIT to undergo a patdown and the female officers there made fun of her, yelled at her and had a bad attitude. Caller stated she is very upset and wants corrective action taken.

Advised Caller:

3/15/2014 I apologize that this happened our officers are trained to properly screen people. Since you had a bad experience I will forward your complaint to the CSM at MIA for further investigation.

10:55:28

AM

Date: 3-14-14

Time: 2:00 pm

Terminal: F7

Gate:

Airline: WestJet 1141

Names of officers:

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/15/2014 10:39:23 AM Airport : MIA - Miami International Date/Time of Travel : 03/14/2014 2:00 PM Airline & Flight Number : Westjet 1141 Checkpoint/Area of Airport : F7 TSA Employee: (If Known) :

Comment : Hello,

I am writing about my horrible experience at the Miami Florida airport checkpoint as mentioned on this form. When passing through the checkpoint I chose to "opt out" of the Advanced Imaging Technology screener and have a thorough pat down instead. At my request to "opt out" I was asked repeatedly "why?" in an extremely rude tone (trust me, I am aware of the difference between rude and authoritative, as I am a secondary school teacher and I see power struggles often). I answered "because I don't want to go through the microwave technology the radiofrequency bothers me". She answered very loudly "believe in your rumors and stop scaring the other guests!!!!!! This a'int no microwave; do you use a cellphone?" When I answered, truthfully, "I have one but it's only turned on for emergency and I hold it away from my ear when talking", she kissed her teeth. She then called another woman over and before I even said a word (may I repeat, I did not say a single word) the other woman yelled at me loudly "I just got here! I just got here! You are out of control and you are giving me attitude...I'm not dealing with you".

Then I got patted down (the person who patted me down was nice and professional).

3/15/2014
11:14:29
AM

Afterward I felt disgusted and upset. These women need to be educated on professionalism. I also used to be a security guard for 5 years and graduated from Police Foundations before getting a degree in Psychology, followed by my degree in Education. I have experience in the industry and know the difference between professional and "out of control". These women were out of control and rather than a smooth transition through the checkpoint, they caused chaos, upset and escalated a situation...rather, they CREATED a situation and then escalated the situation that they created.

I should have been able to simply get a pat down on my request when I said "I opt out".

The whole department needs to be spoken to.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller went through screening at the OAK airport and wants to file a complaint. She states as her baggage was going through the metal detector caller states she told the tso she wanted to opt out of all technology. She states the tso asked her rudely are you pregnant? Caller states she told her yes. Caller states the tso told her don't ever say that to anyone here again. Caller said the tso walked over to the AIT machine and told her to come through here. Caller said no, I told you I want to opt out of all technology and receive a patdown she said the officer said rudely don't you know the difference in the X-Ray and the metal detector? Caller states the tso said oh, this must be your first pregnancy. Caller said at this point the tso called another female tso to pat her down. Caller said when the screening was over she asked for a supervisor and a (b)(6) came out to talk to her, and he told her he would report this. Caller states the first name of the rude screener was (b)(6). Caller states as she was walking away, she heard the same tso treating another pregnant girl the same way, she does not feel it is right for the tso to treat people this way and that she feels the lady is there to harass women. She states she is very upset and wants to speak to a CSM.

Apologized to caller and told her I would get this reported to the CSM.

Airport: OAK

3/15/2014
5:36:34
PM

Airline: Southwest

Flight#: 3509

Date: 03 15 2014

Time: 7:00 AM

Gate: 28

Terminal: 2

Caller will be flying next week with a defibrillator and would like to know about the policy. She would also like to know about the cost of baggage.

Response:

Specifically, you were concerned about screening for passengers who have internal medical devices like pacemakers or defibrillators. If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at

3/16/2014 10:54:39 AM
http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

Told caller that baggage weight, size and fees are enforced by the airline. She would have to contact the airline she is traveling with.

Caller travelled from Miami on Wednesday the 12th to Houston. When she arrived her bag had been damaged, and a NOI was in her bag. She is originally from Cuba, and her 5 year old child was travelling with her. She was questioning whether it was normal for her child to have to remove their shoes and be subject to a patdown.

American Air Flight # 969 03 16 2014 11:25am

Gate D12

NOI no stamp or handwriting

marado large

Bag tag #not available

3/16/2014

7:32:21

PM

Advised caller:

The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Caller is a flight attendant with American. He says last week his brother in law and niece travel from Tampa once at the checkpoint the first person put a highlighted line on the boarding pass and was told to go through a different line. Caller's niece was allowed to take a bottle of water through screening. The caller states the officer wasn't even aware of the water. He says they didn't even walk through the AIT or the WTMD for screening. He said they simply walked through a doorway. He said there were other passengers that were being instructed to use this line as well. He has concerns for all the passengers that are not being screened.

3/17/2014 Told caller

10:23:14

AM

I explained to him that with PreCheck passengers can be chose at random if they were to meet certain criteria and it was based on per flight, they may not be eligible again.

I verified with him that his family had not gone through any screening nor was the carry on bags. He said they were not and the bags weren't even xrayed.

I explained to him even with PreCheck passengers and their bags were screened, even if it was expedited screening.

I could take this information and send it to the CSM so they can look into this for us. I could not tell him why they had not gone through any screening.

He did not have the flight arrangements but said they traveled via Southwest from Tampa to Baltimore on 3-15-14 at about 4 pm.

Caller wants to place a complaint. She was coming from Ponce, Puerto Rico to JFK on Friday. She was bringing a small purse that is plastic and parts of it look metallic. The TSOs told her that they thought it was a weapon and they had to screen it again. Then they told her that she was going to be screened aside. She was given a patdown in front of everybody. She said that she could have asked to be taken to a private room, but she stated that she does not have anything to hide. She was touched in her private parts, this person asked her to pull her blouse up and this person touched her breast. She clearly stated that this TSO put her fingers inside her private parts. She thinks that she was treated very rude and all that was not necessary. She is afraid that situation will happen again because she will be traveling in June. She stated that her finger nails are about 7 to 9 inches long and maybe that is one reason why she was screened.

TSO is a blond middle aged lady, about 50 - 52 yr. of age. All this happened at the Ponce, Mercedita airport in Puerto Rico. That day the flight was delayed. She flew JetBlue. She reported that to JetBlue and they told her that she needed to report it to TSA.

Caller asked how she could obtain answers from TSA about this issue.

3/17/2014
1:02:53
PM

Response:

- Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

-In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.

-Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

-We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

She has flown the past year with United and she was given TSA Precheck. She is flying tomorrow and she doesn't have Precheck on her boarding pass and she was wanting to know what the issue could be. She never signed up for the program or was invited by the airline.

Response:

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre\u2071\u2071\u00b3\u2071\u2071 lane for expedited screening.

3/17/2014
2:30:05
PM

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u2071\u2071\u00b3\u2071\u2071 lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Although TSA's new initiative leverages the current TSA Pre\u2071\u2071\u00b3\u2071\u2071 process, passengers should not expect to be directed to the TSA Pre\u2071\u2071\u00b3\u2071\u2071 lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre\u2071\u2071\u00b3\u2071\u2071 eligibility.

Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov
External Compliance Division
TSA-6 OSC Civil Rights and Liberties
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598
Via Electronic Mail: civil.liberties@dhs.gov
U.S. Department of Homeland Security
Review and Compliance
245 Murray Lane, SW
Building 410, Mail Stop # 0190
Washington, D.C. 20598

Re: TSA Complaint on Behalf of Mr. Charanjit Singh

3/18/2014
2:11:38
PM

Dear Sir Madame,

The Sikh Coalition files this formal civil rights complaint on behalf of Sikh Air Passenger (b)(6). 1 On February 6, 2014, (b)(6) flew through Los Angeles International Airport (LAX), Tom Bradley International Terminal, on Lufthansa Airlines Flight No. 457, from Los Angeles, CA to Frankfurt, Germany.

1 (b)(6) resides at (b)(6) Torrance, California 90501.

During screening at LAX, Transportation Security Officers substantially burdened (b)(6) religious practices by forcing him to remove his religiously-mandated Sikh turban, the first time he has ever been made to do so at any airport. As we have noted in several prior complaints, it is psychologically and emotionally humiliating for a member of the Sikh religion to remove his or her turban in public – in fact, it is akin to a strip search. As (b)(6) posed no security threat, we find the TSA's actions completely inappropriate and unacceptable. We demand immediate remedial action, an apology to (b)(6) clarification of TSA policies as to when a turban may be ordered removed, testing of TSA screening machinery including the Explosive Trace Detection unit to ensure its proper functionality, and appropriate training of LAX TSA officers.

A. Facts

(b)(6), who wears a turban and maintains unshorn hair pursuant to his Sikh religious beliefs, flew on Lufthansa Airlines, Flight No. 457 from Los Angeles, California to Frankfurt, Germany on February 6, 2014. At the Tom Bradley International Airport, (b)(6) passed through security screening at approximately 2:45 PM PST. He was dressed in a rust-colored turban, wore a black jacket, and light colored pants. His long beard was rolled up and tied tightly to his face. 2

(b)(6) passed through the Advanced Imaging Technology machine and cleared it without sounding an alarm. He was asked to step aside to be screened, even though he did not set off any alarms. A TSA officer (male, Latino) asked (b)(6) to submit to a self pat-down of his turban. (b)(6) complied and the Explosives Trace Detection test yielded a false positive. The TSO informed (b)(6) that "my boss will check you." Another TSA officer (male, black) arrived and told (b)(6) to enter into a private area. He told him they'd have to "check his turban" and ordered him to remove it. (b)(6) humiliated and distraught, tried to explain that he is a Sikh and he's never been made to remove his turban before. He said to the officer, "You don't like us [Sikhs]. Please, I don't want to take it off. It's my religion." During this humiliating exchange (b)(6), who felt singled out and ridiculed, saw that other passengers were all staring at him and his turban. (b)(6) was escorted to the

From: (b)(6)
Sent: Tuesday, March 18, 2014 8:28 PM
To: TSAExternalCompliance; TSA.ODPO
Subject: D-RFI

To Whom It May Concern:

Attached please find my TSA Complaint Submission form regarding TSA's violation of my civil rights. I look forward to your response and ensurance that these abuses will not occur again.

Kind regards,

3/18/2014
9:28:50
PM

(b)(6)

Attachment 1

(b)(6)

(b)(6) Longmont, CO 80503

HYPERLINK (b)(6)

On 3/7/2014 I was traveling from Denver (DEN) to Los Angeles (LAX) via Southwest Airlines. I am disabled and use mobility assistance for distances; however, I am able to stand and walk unassisted for 10-15 minutes. I informed the TSA Agent of my ability to go through the Advanced Imaging Technology scanner; however, the TSA Agents implied that since I arrived on a scooter, I must remain on the scooter and go through the invasive pat-down procedure. The TSA website clearly states the following: Passengers in wheelchairs or scooters who can walk may be able to be screened using a metal detector or imaging technology.

The same violation of my civil rights occurred on 3/15/2014 when returning home via Southwest Airlines from LAX by your TSA Agents. During the pat down procedure, the agent requires me to stand for several minutes unassisted raising my arms, etc., while accosting me, which totally negates the reason for going through this procedure. The TSA profiles and abuses disabled passengers because it doesn't raise gender, religion or race flags. We're an easy target!

Friday, March 7, 2014, approximately 5:00 AM at the TSA Security Checkpoint at DEN

Saturday, March 15, 2014, approximately 11:15 AM at the TSA Security Checkpoint at LAX

Caller asked what that machine is called where you raise up your arms and it blows air in your hair.

She wanted to know if the AIT has radiology.

After receiving information said that she told the TSO Officer she was pregnant and the Officer said it is safe she (the TSO) implied had to walk through it.

Caller asked if I can send information about the AIT.

Caller said she may call back in to lodge a complaint but for now she is going to contact a lawyer.

RESPONSE:

The machine is called Advanced Imaging Technology or AIT. I am not aware it blows air onto your hair but perhaps there was a vent nearby.

3/19/2014
2:00:02
PM

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

That might indicate there could be radiation but if so it is less than being onboard the aircraft according to the FDA study the machine is safer than flying on the plane.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

You can Opt out and have a Patdown instead.

Normally I recommend you consult your doctor if you are concerned.

Offered to send a complaint to the Customer Support Manager but I need some additional information and a phone #.

Advised I will email the information.

Caller would like to complain on a TSO for the way she was patted down in Sky Harbor airport. She states that she was hit in the back of the head and that she did not have anything in her hair; it was just tied up in a bun. She was not told by the TSO that she was going to touch her. Caller states that she will contact law enforcement, should this happen again.

Airport: Sky Harbor

Airline: SW

Flight Information (numbers, departure times, or arrival times):

Date and Time of Incident: 3 5 14 @ 5:15 p.m.

Terminal or Gate: Terminal 4, Gate C

Contact Information: (b)(6)

Advised Caller:

3/19/2014 7:29:23 PM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Caller is wanting to file a complaint. She had a house guest and she is 84 years old. When she put her on at the Albany GA airport, They made her sit down and take off her shoes and try to walk barefooted. When she is over 75 years old they should have never done that, she stated anyone could have looked at her and known that she was older than 75. She does not want to provide her friends name or her own email address. She stated the officers at the checkpoint did not seem to know about the 75 years and older policy and her not having to remove her shoes. They should know more about the policies and someone should tell them how to treat passengers.

Explained to the caller that Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm

Flight Information:

3/20/2014 4:00:39 PM Airport: Albany GA

Airline: Delta

Flight #: Does not know

Terminal or Gate #: Only one gate at that airport

Date and Time of Departure: 11:53 am at 3 13 14 shes not sure about the date.

Aproximate time of incident: about 11:20 or 11:25

Calling on behalf of: for her friend

email: Does not want to provided

Told caller I would send this information to the CSM so they could look in to the issue. Explained to the caller that we get this information so they can see exactly what happened and investigate it so they can address the issue thoroughly.

March 22, 2014

PHL to Orlando via Southwest (#2889)

Departure: 7:00 AM

3/22/2014

2:33:58

PM

Caller s daughter was encouraged by the TSOs at the checkpoint to go through the AIT machine with her omnipump connected; however, the daughter had a note from the doctor stating that she should not go through screening with the device. Caller says that if it were not for the nurse, her daughter might have been intimidated into going through the machine--potentially causing a malfunction. Caller is concerned about the way the TSOs were insistent on her going through the screening, even with medical advice saying not to go through screening technology.

Caller is informed that no passenger has to go through the screening technology and anyone can ask to opt out of the AIT for a patdown. This record should be sent to the CSM at PHL for further clarification.

3/26/2014
8:37:26
AM

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/25/2014 10:22:29 PM Airport : LAX - Los Angeles International Date/Time of Travel : 03/25/2014 8:15 PM Airline & Flight Number : Virgin America flight 490

Checkpoint/Area of Airport : Terminal 3 TSA checkpoint on my way to gate 35 TSA Employee: (If Known) :

Comment : I was asked to go thru the AIT lane along with my 79 year old grandmother and I read all the posted signs so that I knew what to place in the plastic bins. It clearly shows to place watches, wallets, phones, belts and a few other things but it did not have shoes on the list anymore like in the past. I had not flown in a while and figured it was a modified list. But then a tsa agent was beyond rude with no customer service skills in talking to my grandmother and also about my shoes. I even pointed out the sign that it was not posted and he would not oblige. I understand the rules and I removed my shoes since I want to catch my flight. But this guy was super rude to many others and should not be working there. I wish I had gotten his name. But he was an older Filipino guy.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip.

Response Details: I advised the caller that for your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

3/26/2014
3:52:01
PM

I asked the caller if he would like an email of this information and he said yes.

(b)(6)

Incident Details: The caller traveled through Dulles International with a spinal cord stimulator and a computer embedded in her hip. The caller states that normally the TSOs do the body search on the traveler but this time the agents refused and said she had to go through the xray machine which destroyed her computer. The agents were adamant and rude and she showed them a card that she cannot go through the xray because it can cause the computer to malfunction but they required her to go through the xray machine. The caller states that the traveler travels regularly and she informs the officers of the device and that they will have her go through either the AIT or do a patdown historically.

FLIGHT INFORMATION:

March 6th, 2014 1700 scheduled but departed at about 1830 out of Dulles on United Airlines 1156 (or 1186) flight number to TPA arrival at 2130

The traveler came through the check point at 1230.

The traveler's name is (b)(6)

The caller printed out her United boarding pass. She has had PreCheck all this time and does not have it on her boarding. She is frequent flyer. She is 75. She never filled anything out but has been getting PreCheck. She does not do international travel. She asked if there was a fee to enroll. She says she has been receiving PreCheck for the past year and this is the first time she did not get it.

Advised caller:

It is important to remember, that TSA Preu2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Preu2713™ lane for expedited screening.

Although TSA's new initiative leverages the current TSA Preu2713™ process, passengers should not expect to be directed to the TSA Preu2713™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Preu2713™ eligibility.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

3/26/2014
7:08:40
PM

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening.

Currently, U.S. citizens, dual citizens, and Lawful Permanent Residents are eligible to apply to the TSA Preu2713™ application program. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Preu2713™ eligibility for 5 years.

Portland, OR
UES Enrollment Center
10643 NE Sandy Blvd
Ste C
Portland, OR 97220-2584
<https://universalenroll.dhs.gov> locator

If you are opted in with the airline, you are only eligible for PreCheck with the airline that invited you. You may want to ask them if they are opted in.

Dear Supervisor,

I had some problems yesterday afternoon around 2:30 with TSA Pre Check screening at Newark Airport. I had just gone through US Customs and Immigration following a Milan-Newark transatlantic flight (UA 18), and I was scheduled to take an ongoing flight from Newark to San Francisco (UA 342). So I went to the TSA screening point nearest to gates C 70-99. My boarding pass was marked for TSA Pre-Check, so I used the Pre-Check line.

I have a prosthetic knee-implant which sets off metal detectors but will allow me to pass X-ray screening. Unfortunately, this check point had only a metal detector, so even though I removed my shoes and watch and emptied my pockets, the implant still triggered the metal detector, and the operator waved me into a holding area to wait for another agent to give me a pat-down. There was nobody immediately available, and I had to wait about 15 minutes before an agent appeared, patted me down, and passed me. In the confusion of the moment, my carry-on luggage and shoes became separated from my belt and the contents of my pockets, and I left the check point without my belt and without one of my coin purses. I later retrieved the belt, but I didn't think to ask for the coin purse.

3/26/2014
8:12:32
PM

I am writing this E-Mail message in-part to inquire if the purse might have been located and held for me. It is magenta in color, made of nylon or some similar fabric, and has a white zipper. It measures about 4-1/2x6" and when I last saw it, it contained a 50 euro banknote and about 10 euros in coins. If it has been found and if there is a way I can get it back, please let me know.

I am also writing this message to complain about the lack of whole body X-ray scanners at this and several other TSA Pre-Check screening points that I have used this year. Because my implant triggers metal detectors, I lose much of the convenience afforded to most fliers cleared for TSA Pre-Check. And the delay waiting for an agent to do my pat-down could have caused me real problems had I had a tight connection between flights.

Thank you for considering my comments.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/27/2014 2:01:23 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 3/27/2014 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 1

TSA Employee: (If Known) : Male

Comment : I'm writing to inform you of a very poor experience I just had when going through security today at STL airport. I specifically requested a pat down screening, in lieu of walking through the machine/detectors. The security agent asked me why. I travel many, many times a year and I have NEVER been asked why. (I happen to be pregnant, but it's my understanding that a reason is not required; it is our right to be allowed a pat down, is it not??). This man continued to argue with me on the safeness of the technology, as if he is my medical doctor. I insisted on a pat down, making it very clear I still wanted one. And when I stepped aside to wait for my "female assist"; the same man then directed me to go through the old screener, which I though was turned off. After going through, I stood to wait and he told me I could continue on, that I wasn't getting a pat down. So he tricked me into going through the old screening machine. Others behind me were going through it after me, as they had closed the new machine.

3/27/2014

4:14:06

PM

This is all recorded on surveillance. I do not know what his name was, but I was wearing black pants, black/brown stripped long sleeve top, blonde hair and it would have been between approximately 11:30-12:15pm on Thursday 3/27/14, in one of the first two lanes towards the far left.

I am extremely upset this happened. It is not a TSA agents place to make a decision for a traveler which I feel are personal and health/medical related. I feel I have been violated as well as the health of my baby jeopardized. This is unacceptable.

Educate your agents not to harass travelers and make sure they are aware it's our right to choose.

Please advise as to what you conclude on this matter. Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from ABQ. She had precheck on her boarding pass and she went through the precheck lane and was told she did not have to take her jacket off. As she went through the scanner it set off the alarms. The officer told her the zippers on her jacket set off the alarms and the metal joint in her leg as well. She says she feels she was discriminated against as she was the only black person to have to remove her jacket and she is 71 years old.

Transferred to MB.

Call transferred to E Vaisey.

The caller thinks she was the only black person there. She says that she did not set off the alarms in BWI at all. She expected the alarm for the metal implant. She asked the agent if she had to remove the jacket and was told no. The jacket and knee set the alarm off. She tried to explain it and the agent she spoke to said that she had to take off the jacket. The female TSO did not seem that she wanted to hear anything she had to say. She was shown the pictures showing what set the alarm off. She thinks that the first agent who told her she did not have to take off her jacket should have seen that there were large metal buttons.

3/27/2014

9:11:00

PM

She flew on March 26 at 6:05 AM. She flew on Southwest Flight 1247.

Her brother and his wife had PreCheck. They did not have to take anything off. Her sister in law said that they did not have to be screened at all in ABQ. She did not go through the AIT at all she just walked through to get her stuff. She went through the AIT in BWI and did not have the additional screening.

Advised caller:

Passengers going through PreCheck screening go through metal detector. If you alarm you will have additional screening to clear.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology. This is the scanner where you put your arms above your head. This does not penetrate the skin and generally allows passengers with metal implants to be less likely for additional screening. You do not have to go through PreCheck even if it is on your boarding pass.

If you feel that you have been discriminated against, you will need to file your complaint in writing. I will email you details.

-----Original Message-----

From: CRL

Sent: Friday, March 28, 2014 2:23 PM

To: TCC-Referrals

Co: (b)(6)

Subject: FW: (Complaint) Fly Rights - New Report from (b)(6)

Dear TCC,

Please note we are referring the attached complaint back to you since there is no actual complaint or incident beyond waiting to the side. He even indicates that the TSO he spoke with agreed with him. Therefore, we are referring this back to the TCC for appropriate handling.

Thanks very much,

3/28/2014
4:09:08
PM

(b)(6)

.....
Ms. Harleen K. Singh
Policy Advisor

Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----

From: tsatcc@scenture.com [mailto:tsatcc@scenture.com]

Sent: Thursday, March 27, 2014 5:19 PM

To: CRL

Subject: (Complaint) Fly Rights - New Report from (b)(6)

The customers information has been attached to this email.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/28/2014 9:20:20 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 03/22/2014 8:30 AM Airline & Flight Number : AA 1667 Checkpoint/Area of Airport : D26 TSA Employee: (If Known) :

Comment : I had a ticket stamped TSA pre-check so was routed through the Pre-check line. That's good, or so I thought. I have an artificial knee so since there is no AIT in that line, I had to go through the pat down. This is very inconvenient when there is a scanner right next to the metal detector but since I was Pre-check, I was not allow to go through it without collecting all my belongings (bag, computer, pocket stuff, and then start the entire procedure in the other line. This, even though my wife was already through and had claimed my stuff. Aside from the multiple FBI checks for being an airline employee, FFL, CHL, I still have to go through these procedures. It would seem a waste of my time and money to pay for the process of obtaining the 5-year Pre-check pass only to be scrutinized like this on every flight. Making matters worse, in my eyes, I watched a person sitting in a wheel chair just briefly wanded with no proof or indication that this person was actually disabled.

3/28/2014
10:05:27
PM

There was virtually no inspection of her or her wheel chair what-so-ever.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 3/29/2014 2:56:01 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/29/2014 2:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : entry scanner checkpoint TSA Employee: (If Known) :

Comment : My wife is pregnant and asked to opt out of the electro scanner because there are concerns of its effects on unborn babies. She was made to wait by the side for 10 min after her bags passed through the scanner. Durring this she notified two officers that she was waiting for a pat down in order to opt out of the screening. She finally had to just go through the scanner to collect her belongings. Please encourage the officers to be more responsive to the needs of those who opt out.

3/29/2014
3:11:09
PM

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was in Columbus yesterday. He has a question for screening, he has had surgery and he had stitches in his stomach. He says they did not tell him before they touch his body. He wants to know if the officers have to tell the passenger before they touch him. He said they told him about the surgery ADA violation. He says they were asking him questions like where he was going and what he was doing on his trip. He was in a wheelchair. He ask if he can video the screening. He had on loss clothing. He ask if it was against his religion to use the AIT what he could do.

Told caller

3/31/2014 I explained to him with examples of passengers with metal or even scars can cause an alarm during screening. If there was an alarm during screening they will have to give a patdown to clear any alarm. They can not assume it was the stitches or the scar that caused the alarm. He should let the officer know about the scar or stitches before the screening starts, and where it was located on the body.

1:38:19 I ask if he had declare the stitches on his stomach. He said he told him then he could not raise his arms but not about where the stitches were on his body.

PM

I offered to send his complaint to the CSM for him but he did not want to do this.

TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process.

Caller is a GE member and did had Precheck for 9 or 10 months. Then she fixed her information with the program and she started receiving it but then she flew to Arizona on United and received it going and did not get it on the way back from Sky Harbor. She is trying to find out what is wrong.

I told her that TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or include a known traveler number when booking a flight, TSA will always incorporate random selection. CBP trusted traveler program, travelers should enter the 9 digit member PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits.

In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card.

She said she had never done this before. She is a US citizen and she has a high status with the airline because she flies all the time.

I told her she may have been opted in with United due to her frequent flier status. She would need to verify this with the airline.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using a passengers Secure Flight data to select low risk passengers will increase the number of travelers who may be eligible for TSA Precheck. Because of the background check with the CBP program, when you enter your information you should receive Precheck more regularly. It is still random.

4/1/2014

3:50:56

PM

She said at Houston they only lift her shirt a little bit and they do a good job.

She hates Phoenix Sky Harbor. They patted her entire body down and lifted her shirt and checked her arms and under her arms. She said that other passengers could see her skin. The TSO was rude in the way she did the patdown. She was over thorough.

Airport: Sky Harbor

Airline: United

Flight Number: 1561

Date and Time: March 31 at about 6:15 am

Terminal or Gate: 3

Name of Person involved: She is female and looks to be about 60.

I told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Caller: Caller states she had a problem with the way she was processed at the airport in Dayton and filed a complaint and spoke to the program manager (b)(6) but he did not answer any of her questions. Caller states it was her understanding that if you pass all the screening you do not have to be concerned with the patdown. Caller states her hands were wanded and then she went through the AIT then wisked away to a room to be patted down. Caller states that one patted her down while the other watched. Caller states it was very scary and they had to bring her a wheelchair because she was shaking so bad. Caller asked if this was policy. Caller states she felt violated from this procedure. Caller states they did not explain what they were doing and she did not know what they are doing. Caller states she had bobby pins in her hair and bows in her hair that had to be inspected. Caller states she felt very violated. Caller states her dad lives in Ohio and she will have to go through Dayton regularly. Caller states she was never given a reason why they were doing this. Caller states that they put their hands all over her body. Caller asked where does the common sense come in. Caller states that when she flies through Denver this does not happen. Caller states that this procedure was not ok with her and she is scared to death to go through this process again. Caller states this process is degrading. Caller asked why would they choose her to do this to. Caller states that she has already filed a complaint and does not think she needs to file another. Caller states that she feels she was singled out because she had a white face. Caller states she will never go through that again. Caller states that the airport has her number if they want to contact her.

4/2/2014
4:38:52
PM

Response: Informed caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Informed caller that unfortunately those are the policies we have in place at the current time and this could happen at anytime at any airport. Informed caller that she was not chosen at random for through screening. Informed caller that this process is required anytime an alarm triggers or screening officers can not immediately identify an item. Informed caller that we would rather not have to conduct through screening because it not only effects her but other passengers as well but if an alarm triggers it will have to be resolved by a through pat down. Informed caller every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Caller: Caller asked when you go inside the AIT do you wait for the officer to motion you inside or do you wait for the person in front of you to go through. Caller states that there should be some training protocol established. Caller states this occurred in Lagardia airport in the C terminal. Caller states the officer got mouthy with him because he was waiting for her signal to enter the machine. Caller states he does not know what the rules are. Caller states that he did not know the rules and was waiting for the person in front of him to exit the machine and the screening officer yelled do not wait on the person in front of you just enter the machine. Caller stated that when he exited the machine he informed the officer that he did not appreciate her yelling at him. Caller stated that she said she was not yelling at him and he informed her that she was and she stated that she has to yell at you people because you will not listen. Caller states that if it had been a white person say that to a black person it would be racial profiling. Caller states he did not get a name of the officer but she was black and she had braids in her hair and wore glasses.

4/3/2014
3:12:50
PM

Response: Informed caller The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks.

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location. Provided call back and informed caller that I would email him this RFI information so he can submit his complaint in writing.

To Whom It May Concern:

My name is , and I am a current sophomore at Brown University. I am a Sikh and maintain my long hair in a turban, which I wear essentially everywhere I go. I was flying back up to Brown in Providence, RI (PVD) on the morning of Monday, March 10, from my hometown airport in Fort Myers, FL (RSW). I've flown through RSW my entire life and have never had a problem, but for some reason, an obviously young and new TSA agent claimed that I needed to clear a hand wand test on top of the usual self-patdown chemical residue test after I had gone through the AIT machine. I cleared the self-patdown chemical test, but when they waved the hand wand over my turban, the hair pins inside caused the hand wand to go off. They took me to a private screening area and told me that my only option was to remove my turban so they could get a better understanding of what was underneath. I explained to them that according to TSA regulations, I was allowed to move past security altogether after passing the self-patdown chemical residue test, but they refused to budge. I took off my turban and let them see that it was just hair pins that caused the hand wand to go off.

The point here is that I should not have had to clear the hand wand test in the first place since I had already cleared the AIT and self-patdown chemical residue test, so there is clearly a lack of knowledge of TSA protocol at RSW. I was quite frustrated at the moment and didn't get a chance to get the agents' badge numbers or names, but I of course know the date and time of the incident and can give further physical descriptions if they can be of use. I want to make sure that no one else has to face policies that change from airport to airport like I did.

4/3/2014
4:09:05
PM

What's funny is that another TSA agent, while I was standing in line a few minutes before, came up to me and apologized for the—in his own words—BS that Sikhs often have to undergo when clearing airport security. He informed me that he and other TSA agents at RSW had been through training regarding protocol for Sikhs, but I wouldn't be surprised if the young agent who called for the hand wand in the first place had yet to receive that training and was acting without full knowledge of protocol.

The process was degrading and wholly unfair, and I have been informed by the Sikh American Legal Defense and Education Fund (SALDEF) that as a Sikh, I have the right to wear my turban throughout the screening process. That right was violated this morning, and I intend on seeking restitution and pursuing the matter so that neither I nor any other Sikh passing through RSW has to deal with this again. I'd be happy to discuss this via email at HYPERLINK (b)(6) or by phone at HYPERLINK (b)(6)

Thank you for your time.

Regards,

(b)(6)

From: (b)(6)
Sent: Thursday, April 03, 2014 5:53 PM
To: TSAExternalCompliance
Cc: Alan Schlosser; Novella Coleman; (b)(6)
Subject: Civil Rights Civil Liberties Complaint on Behalf of (b)(6)

Dear Ms. Walton,

Attached you will find a complaint addressed to you from (b)(6) Staff Attorney at the ACLU of Northern California. Additionally, a copy has been sent to you today via the U.S. Mail.

Yours truly,

4/3/2014
8:21:40
PM

(b)(6) ACLU of Northern California
(b)(6) San Francisco, CA 94111 · HYPERLINK (b)(6) · HYPERLINK (b)(6)

~~This communication is for use by the intended recipient and contains information that may be privileged, confidential or copyrighted under applicable law. If you are not the intended recipient, you are hereby formally notified that any use, copying or distribution of this communication, in whole or in part, is strictly prohibited. Please advise the sender immediately by reply e-mail and delete this message and any attachments without retaining a copy. This communication does not constitute consent to the use of sender's contact information for direct marketing purposes or for transfers of data to third parties.~~

Attachment

Ms. Kimberly Walton
Assistant Administrator
Multicultural Branch, Office of Civil Rights Liberties, Ombudsman and Traveler Engagement
Transportation Security Administration
701 South 12th Street
Arlington, VA 20588-6006
TSA-CRL@tsa.dhs.gov
Re: Civil Rights Civil Liberties Complaint on Behalf of (b)(6)
Dear Ms. Walton:

Caller: Caller states she is a frequent flyer and today she is at Phoenix international and has the same items and states that if you had a bottle of water at other airports you can drink it before screening but at Phoenix they made her throw a brand new bottle of water away. Caller states that she had bought a bottle of chocolate syrup that was approximately 8 ounces before the screening area and they through it away. Caller states that she carried this bottle through San Francisco carry on and did not have any problems. Caller states after they took these items they felt her scalp. Caller states that she did not have anything in her hair and she did not understand why they felt her head. Caller states that she went through the AIT machine. Caller states that she asked the screeners if they saw anything and the screeners responded with no they did not see anything. Caller states that she thinks it depends on who you are how they screen you. Caller asked if they did not see anything why did they feel her scalp. Caller states her daughter is flying to this same airport and asking if she can escort her to her flight. Caller states she was discriminated against because she was Latino.

4/3/2014
9:24:47
PM

(b)(6) took the call.

Date and time April 3, around 6:00 PM

I advised i would forward the complaint, and that she would need to file a formal complaint in writing. I advised there would be an email sent to her email address with instructions, and what needs to be included in the complaint.

I just sent this email:

There is a sign while you stand in the security line that states that the scan is optional and that you may opt for a pat down. However, on numerous occasions when I ask for the pat down option I am met with contempt. This was exactly what my husband was met with yesterday while escorting my teenage daughter and her girlfriend to the gate of her flight. A request was made for a pat down and the lecture ensued as to the ridiculousness of this request and the assertion that my teenage daughter and her girlfriend would have to wait for the pat down for at least 20 minutes because there were no female agents available. There was actually eye rolling! When my husband expressed his distaste for the attitude he was being given, the agent said to basically move along and speak to someone else about his request for a pat down. We recently moved after living in one area for 20 yrs, therefore we travel back to our old hometown often and have underage visitors often that need escorting to and from the gate and do not want to expose ourselves or my daughter to the scan so frequently. It is a personal decision and you have us believing that this is within our rights, yet you go out of your way not to comply with your own rule that we may 'opt out' of the scan. I would appreciate an explanation.

I have additional comments:

I just read this on your website:

4/6/2014
7:18:18
PM

" Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully. "

As I mentioned, "voluntary" is not how things feel. Additionally I have had my underage daughter and her friend separated from me on numerous occasions and have never been told I could "assist" by holding her hand, although at the age of 15 she would not want me to. However, we've both been uncomfortable with the separation.

There is an additional concern over civil rights since the males who ask for pat downs are easily accommodated while the female passengers are not.

Please contact me at this email address and/or (b)(6)

I look forward to hearing from someone regarding this issue, as I have another trip coming in June and do not want to go through this maltreatment again.

(b)(6)

Caller has a broken wrist that is in a cast. Caller stated that she entered the security checkpoint at RSW for gate B2 yesterday, April 6th at 1800 hrs, to take a Southwest Airlines flight at 1900 hrs to Chicago, and was accompanied by her daughter. She was wearing a cast on her arm due to a broken wrist, and says that the first TSO she encountered, who was a middle age hispanic lady, asked her if she could remove the cast. She said that her reply was that yes, she could, but her doctor advised her not to. Caller said the TSO told her if she could remove it then she needed to do so, and she complied. Next she said that she alarmed the AIT because she forgot a necklace in her pocket and a second female TSO performed a patdown with a wand. This officer during the process ask her about the sleeve that was on her arm, which was the stocking to prevent the brace from rubbing. The TSO ask her to turn her hand over and she says that she was required to bend the hand in a way which caused pain. She said that she started raising her voice at this point and a STSO came and evaluated the situation, and resulted in her clearing the checkpoint and going to board her flight. She said that she is going to her doctor tomorrow and if there is any additional damage due to this, she is going to the media and court. She did not state that the incident was discriminatory or a failure to accomodate, but feels that the TSOs are untrained and are bullying travelers without listening to their concerns and is tired of being intimidated.

4/7/2014
9:52:38
AM

Response Details: Apologized to caller for her experience and explained that if she tells the TSOs that she can not remove a medical device, she should not be required to for any reason, as there are other screening procedures that can accomodate. Advised that we will forward her complaint to the CSM at RSW for investigation.

Caller was passing through from DEN to ATL to Buffalo. She went through the security checkpoint at 7:10 in the morning in ATL airport, she was told to take off her shoes and she did not because she was going through the full body scan and Denver did not make her remove her shoes to go through it. She stated the officer said exactly that we have a b---- up in this house. She could not believe that someone dressed in uniform and that does government work would speak like that. She was told to remove her shoes and so she did and then was told to go through the AIT so she did. She also has dreadlocks that the lady pulled them up from her head, she had a bottle of water and they asked her why she had it. The caller said she did not argue because she knew the lady was going to make it worse if she did. She grabbed her things after the screening and went to another TSA agent who was african american in her mid 50s and very attractive, the caller asked this agent if it is customary for TSA agents to address passengers as a b---- and the agent said absolutely not. She stated that atleast one TSA agent knows what happened to her at the checkpoint. She said that all TSA agents know that they have power over passengers because passengers have to make their flight so they treat passengers like dogs for that reason. The caller stated she never says anything to the TSA agents because she is afraid they will keep her from flying or pull her to a side room so she left the agents treat her terrible. The person who was looking at her hair, pulling her dreads up and inspecting her was the one that called her a b----, the caller was afraid of her after the way she acted so she kept quiet.

4/8/2014 Airport: ATL
6:21:19 Airline: Delta
PM Flight number: DL338
Date and time: 4 7 14 at boarding time was 7:31am departed at about about 7:50am
Terminal or Gate: C43
email: (b)(6)

Advised the caller that I would send this complaint to the CSM at the ATL airport so they could look in to the issue. Thanked the caller for letting us know how she was treated at the checkpoint. Told her that we track trends in complaints so that we can address areas of concern. So with this information the CSM would be able to address any officers that need it. Apologized to the caller for her experience and explained that anything treatment like that is not acceptable.

Caller states that he flew from Austin TX and that the STSO at the checkpoint at the time that he went through was (b)(6). Caller says that he commonly opts out of the AIT in favor of a patdown. Caller states that he believes that the STSO intentionally delayed his patdown as a form of punishment for opting out. He flew on 4 1 departing at 6:15 am and was at the checkpoint near the gate. Caller says that he asked for the patdown and the TSO waved to the STSO, who did nothing and the young TSO with him also did nothing. Caller says that he asked about the reason for the delay and the TSO waved a second time and still the STSO did nothing. Caller says that at that point, the young TSO, (b)(6), was sent for more plastic bins and took them to the checkpoint, even though there was no shortage. Caller says that when there was no response after the TSO waved for a third time, he waved his arms and the STSO finally sent (b)(6) for the patdown after a delay of around 10 minutes. Caller says that when he asked the STSO the reason for the delay, he was told that (b)(6) had been busy doing important tasks.

Advised caller:
Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

4/8/2014
9:08:49 Flight information:
PM From to: Austin TX to elsewhere (Caller did not provide destination)
Flight date time: 4 1 6:15 am
Flight number: (Not provided)
Airline: American
Airport: AUS
Gate Terminal: 15
Email: (Not provided)

Callers mother is 93 years old and applied for a TSA PreCheck in Connecticut but was unable to complete the process because her fingerprints was hard to get it, they stated they will need more time to process. Caller was advised to contact TSA about this issue to see if it is possible that she can get her KTN to travel in her 93 birthday. Caller wanted information about her mother going through the checkpoint with a pacemaker.

I advised the caller
For additional assistance, please contact the Universal Enrollment Call Center at (855) 347-8371.

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

4/10/2014
11:25:06 AM The patdown should be conducted by a TSO of the same gender.
The passenger should inform TSOs of any difficulty raising his or her arms
If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.
TSA encourages passengers with disabilities or medical conditions to arrive at the airport early.

I suggested her to go to the enrollment center and talk with a supervisor about the issue.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: N/A

Zipcode:

4/11/2014

8:27:42

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

George Bush Intercontinental Airport

The caller got her KTN number in the mail. Her name she goes by is (b)(6) with a middle initial of (H). Her birth certificate says (b)(6). She told the woman at the enrollment center she wanted the information to read as (b)(6). When it was mailed to her it shows (b)(6) with her full middle name. Her husband wears a pacemaker. Do they still have to put the liquids in the bag? They are both over 75 and they don't have to take their shoes off anyhow. Does her husband still have to take his wallet and change out of his pockets?

Advised:

Contact the Universal Enrollment Call Center at (855) DHS-UES1 ((855) 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday for assistance.

Nothing changes about the screening other than you can keep your belt on, shoes and light outer wear. You don't need to take your LGA bag out or the laptop out of its case. The liquids still need to be in a quart sized bag. Your husband will still need to take his wallet and change out.

If a passenger has a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

4/12/2014
12:53:55
PM

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

The caller normally travels with his service dog (white German Shepherd) and was upset with how he was treated at the checkpoint. He arrived to the airport two hours prior to his flight. It took a while to get through curbside check in due to a delay with a passenger in front of him. He indicated that he arrived to the checkpoint at least 20 minutes prior to his boarding time. He opts out of AIT and WTMD due to metal implants (two full hip replacements) and requests a patdown. He advised a white female TSO (medium build, 5'5", brown hair) that his flight would be departing soon and that he was delayed during curbside check in. She advised that he needed to get in line and wait with other passengers. He had to run to make his flight, which he should not be doing in regard to the hip replacement. He was the last person to board the flight.

This occurred on 4/6 at DEN. He was traveling with Delta flight DL98 departing at 11:45am from the Delta Terminal 4. He was at the checkpoint on the left.

He feels that he could have been and should have been referred to expedited screening or something should have been done to expedite his screening. He is normally pushed through screening due to his disability.

He lives in the Detroit area.

He asked what he needs to do to qualify for Precheck and for the protocol in regard to these type of situations. He asked if the Precheck lines are generally shorter.

He asked if the enrollment center in Detroit was at DTW.

4/16/2014
3:39:16
PM

I asked the caller-If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that he would like the complaint to be handled as one in regard to poor customer service.

I advised that I would refer the information to the CSM at DEN to make them aware as they would have the means to look into and address the situation. The CSM should also be able to address his inquiry in regard to TSA's protocol in regard to passengers who arrive to the checkpoint very close to their boarding departure time.

I apologized in regard to the situation.

I advised that he can apply with TSA for the Precheck benefit by pre enrolling at tsa.gov where he will provide biographic information and make an appointment to visit an enrollment center. At the enrollment center, he will provide fingerprints, ID, citizenship documentation, and pay the \$85 fee. The Precheck lines may be shorter depending on the number of participants. I advised that he would still need to opt for a patdown, which may void the Precheck benefit.

The enrollment center is at DTW.

Caller has a Global Entry Card and was told that she could use it for Precheck. Caller flew from LAX to SFO and presented her Global Entry card at the checkpoint and did not receive Precheck. She is needing to know why she is not getting Precheck and is also wanting us to know that having to be screened before she is permitted to fly is ridiculous.

I advised her that in order to opt in for Precheck she will need to enter her Pass ID number that is located on the back of her Global Entry Card into the KTN field when making her flight reservations and this will opt her in for Precheck. If she gets selected for Precheck she can leave her shoes and light outer wear on she can leave her laptop and toiletry bag in the carry on bag during screening. If selected she will be permitted to go through the WTMD but if an alarm sounds she will have to go through additional screening which would include a patdown.

4/18/2014
12:23:58
PM

What if she is pregnant and does not want to go through the screening since she does not want someone in a dark back room looking at her naked.

I advised her that the screening technology is optional for everyone so if she does not want to go through it she can opt out and request a patdown screening instead. The image of the AIT screener is a generic outline of the body. I advised her that she has to go through some type of screening if she wants to fly.

Caller said maybe in January she was contacted by Delta and offered PreCheck Opt in Via Computer. She was uncertain if the email came to her Minnesota or Florida home.

She later called Delta and they Opted her in on the phone and confirmed her status and that her name matches her miles account.

She went to FLL 4-4-14 and her family got PreCheck and but she did not and she ended up having a patdown. Delta told her to call TSA.

She stated she is 77 and the other women passengers that day were in their 80's getting patdowns.

Caller also stated several years ago she was sexually assaulted by a TSO once and another time she was chosen because of a religious garment she was wearing and (b)(6) talked to her and told her that 90% of what was done was procedure and that was the end of that.

She stated that she does not use the AIT Machine and wants the PreCheck and is willing to enroll with TSA and prefers to do it as a walk in. She seldom travels internationally and does not need Global and is willing to pay the \$85.00.

She stated at MSP and some locations the PreCheck line has different equipment and she will not use the one with the radiation.

She wanted info on zip code 55305 and a phone # and does not want to PreEnroll online and prefers to walk in.

RESPONSE:

4/18/2014
4:32:26
PM

I explained if she had the flight booked before Opting in with Delta that could have affected her getting Precheck. If you are certain of your eligibility as a frequent flyer with your airline or have received TSA Pre/2713™ benefits in the past, you may be experiencing difficulties if the information in your reservation is not an exact match to the information on file with your airline. We recommend that you review your next reservation to ensure that your name, date of birth, gender, and other identifying information are correct.

Told her that she could contact us within 72 hour window of a flight and we would be happy to Escalate her concern since she stated Delta shows Opted in and her name is a match.

Confirmed the TCC Phone: 1-866-289-9673

She can join TSA PreCheck but I do not want to see her have pay a fee to join if we could do some checking for her Opt In Status.

Explained if she Opts Out of the AIT which we respect that she can do, the only choice she has is a Patdown and PreCheck will not change that.

(Note: Did not further her comments about getting Patdowns when she travels because she Opts out of the AIT so we know why).

<https://universalenroll.dhs.gov>

Minneapolis-Saint Paul International Airport
4300 Glumack Drive
Saint Paul, MN

Caller states that he works for an airline. He has a company ID. Caller states that usually when he travels between airports in uniform he goes through the WTMD. Caller was told that he should go through the metal detector before, but this week he was directed to go through the AIT because he is a mechanic. This occurred at Columbus.

Advised caller:

4/18/2014
8:17:54
PM

Please note, TSA will always incorporate random and unpredictable security measures throughout the airport, and no crewmember will be guaranteed expedited access to the sterile area. As part of TSA's random screening process, an eligible crewmember may still be directed to a passenger screening line to be screened.

Flight crewmembers in uniform who present valid identification may use these lanes when seeking access to the sterile area for official purposes. However, use of TSA Precheck lanes by uniformed flight crewmembers is not guaranteed at every airport TSA Precheck is available, as the Federal Security Director at each airport has the discretion to reserve these lanes for passengers.

Today, it took me 30 minutes to go through TSA security (LAX – Delta @ 4:30 AM 4/18/14)

I have both Known Traveler and Pre-Check clearance. I also have had two hip replacements.

Because there was no AIT nearby, I had to get a pat down. The swab created a false positive that then required an additional pat down by a second TSO. Because of limited staffing, I had to wait. Hence the 30 minutes.

This is a problem at most airports, including my home base (BOS) and PHL where I had to go through security this past Wednesday morning.

4/18/2014

10:06:07

PM

I was told by the TSO (LAX) it was that they "did not know me" and that was why I must go through this process.

What I want to point out is that I have been through a vetting process (Known Traveler) and I fly several times each week. TSA and the airlines have 30++ years of my history AND for as long as I can remember, I have not even received a parking ticket.

Each time I go through security and go through this extended process, I watch as people are channeled to the Pre-Check lines so TSA can market the idea of people applying for the program. While I, who have been through this process hundreds and hundreds of times and have been vetted, get extended attention.

Something is screwy!

Caller: Caller states he has had hip surgery and knee surgery. Caller states he tells tsa about it and before he gets to the other side they drag him over to the other side of the screening area for more screening and he does not like it. Caller states they are going to take him over to the glass cage for further screening every time he flies. Caller states that there was a guy on business trip and he missed a flight and all of his stuff were gone through and someone stole his stuff all because he had a metal piece in his elbow and he sued the company. Caller states this incident was on CNN. Caller states that if it takes an hour to resolve the alarm he will miss his flight. Caller states he is a photographer and he does not want his film to go through the x ray machine because he has lost alot of film this way. Caller states that he knows alot of people that goes through screening and if they go through screening it will set off the alarm.

4/20/2014

2:26:47

PM

Response: Informed caller that unfortunately current TSA policy states that if an alarm sounds during screening TSA officers must resolve this alarm. Informed caller that there was not a way to get around screening. Informed caller that TSA always recommends travelers to arrive at least 2 hours in advance to allow for security screening and boarding of aircraft. Informed caller If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins so if you do trigger an alarm officers will know how to resolve the alarm. Informed caller many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT) if it is available at his airport. Informed caller that he can request a hand inspection for any items that are sensitive to the x ray machine.

Disability Description: She said she has a brain injury and is disabled and she let them know this when she went through the screening process. She said she is allergic to a lot of things and that she has a brace on her hand.

Information Request: She said she had a seizure on the plane and that we ruined her Easter. She said the people who put the bags on the plane just threw them on the plane. She said a Black female TSA agent told the other agent to let her go. She said the black male TSA agent was trying to keep her there at the checkpoint and laughed and said good luck on catching that flight. She asked what will happen on the return flight when she has to go back through. She said she will put locks on her bag. She said the Spirit Airlines agent threw her bag on the conveyor belt. She said she can't write anything down right now but will have her Attorney handle this tomorrow. She said her phone chargers are missing. She said this is making her sick and she has to end the phone call now. She declined her name on this phone call. She said she has missing and broken items from her check bag.

Response: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

4/20/2014
6:29:57
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
 - Be in writing;
 - Include the name and address of the complainant;
 - Include the date of the alleged act of discrimination;
 - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
 - Be signed by the complainant or someone authorized to sign on behalf of the complainant.
- In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

The caller has a complaint regarding EWR. The caller states he went through screening at gate 113 around 7:14am this morning and it took a 20 person line 45 minutes to get through screening. The caller states there are 3 AIT's at the gate but only 1 was open. The caller states that he missed his flight due to standing in this line. The caller states that there is no United status line at that gate. The caller states that this looks bad on TSA and states that this is poor operation and management and wants to know if the airlines and TSA even communicate about the passenger flow. The caller states that it is very annoying that the TSA employees are walking around on their cell phones while the line is backed up. The caller did arrive to the airport late due to an accident. The caller would be happy to talk to the CSM and discuss the issue.

4/21/2014
8:17:18
AM

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. TSA monitors the number and nature of complaints that we receive and track areas of concern.

I advised the caller that TSA coordinates with the airlines on times and the hours of the gate.

I have been reading your web site and came across a bizarre and alarming statement under the reasons for being sexually assaulted - aka pat down- by screening agents. Directly from your site: "Pat-Down: A pat-down may be performed if there is an alarm of the metal detector, if an anomaly is detected using advanced imaging technology, if an officer determines that the traveler is wearing non-form fitting clothing, or on a random basis."

So, it seems we are now required to wear tight "form fitting clothing"? Do you, or your wife or daughter have to wear tight revealing clothing to board an airline? Oh, silly me - you and your's just sail right through. Like that politician a year or so ago that went through the fast track and was found upon arrival at his destination to have carried a loaded hand gun on to an airplane! If that fool had fired that gun the entire plane may have gone down. He was charged with a misdemeanor.

4/22/2014
8:31:24
AM

I am yes, irrate at the whole idea of having to forego all of my rights as a citizen of the US just to travel by air.

However, now I have to wear tight clothing? Please do respond.

(b)(6)

4/22/2014
3:43:00
PM

The caller is at DTW and went through security in a wheelchair. The male officers wanted her to go through the AIT but, because she could not raise her arm she was able to walk through the metal detector. The caller gave the male officers her coat and other item but forgot to take out her ear piece. A female officer told her to take out her ear piece and place it in a bin. The caller took out her ear piece and put it in a bin and a female officer told her to go ahead and go through the AIT because she had seen her take out her ear piece. The caller told the female officer that she could not hold her arm up above her head. The caller states that the female officer made her feel like a spectacle and was very rude. She eventually let her go through the metal detector. The caller states the female officer was very disrespectful and the caller states the female officer is not a doctor and should not be questioning people's disabilities. An officer at the gate gave the caller a card to call TSA. The caller works for the LA County Commission on Disability. She works with (b)(6) the President of the Commission of Disability and the caller stated she understands why people with disabilities do not want to fly considering how they are treated. The caller went through screening at the Southwest terminal very first screening checkpoint around 3:40pm. The caller was able to go through the metal detector as planned. The officer in question was African American looked to be in her late 20s or early 30s, around 5ft 4 inches, with shoulder length hair, and possibly wore glasses but not certain on whether the officer was wearing glasses.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Hello,

My name is (b)(6). I'm transgender I was born female and identify as male. My identification still states that I am female, official document states that my legal name is (b)(6)

Today while going through security at Newark airport, I was asked to go into the AIT screening. I did so with no problems. The security officer didn't check my passport and did not realize that I was biologically female. After going through the scanner he told me he needed to feel my chest (He did not state why), I was wearing a sweater. While feeling my chest he asked what I was wearing under my sweater I told him I was wearing a chest binder. He proceeded to ask me what that was, I told him that I am transgender, He asked what that was I told him that it means I'm biologically female and that I was wearing a compression shirt to make my breasts seem less noticeable. He continued touching me giving me a look of disbelief. He then proceeded to point me in the direction of my belongings. All of these questions happened in public and other customers could hear so I felt quite ashamed and embarrassed.

4/23/2014
10:02:45
PM

I felt extremely uncomfortable and scared because in these few moments this human was an authority figure, and I was trying to follow directions respectfully. The way he touched me was inappropriate in general not to mention the fact that I am dysphoric. On top of feeling uncomfortable I didn't feel like I was in a safe space.

I didn't get his name or his badge number.

I feel as though he didn't mean any personal harm and maybe he didn't have the training necessary to handle the situation without offending and belittling me.

I feel like this training is necessary for me to feel comfortable traveling through your airports. Upon noticing that your website has a section dedicated to trans travellers I feel it only makes sense for security personnel to have adequate training to insure the safety and wellbeing of other trans individuals.

Thank you for taking the time to read this.

I look forward to happier and safer security experiences.

(b)(6)

Caller came home from Chicago Midway on April 3 and the gentleman who took her license kept looking at her license and her. Caller said that this went on for about 5 min and she did not say anything but she could not figure out why he was doing this. She went on through screening where she was directed to a different area for passengers who are over 75. Once she completed her screening she became curious as to what the new procedures were for older passengers. She said at that time she saw two male TSO agents standing in the hallway. She stated that she approached them to ask about the new screening procedures for passengers 75 and older. Caller said that because she interrupted the agents conversation that they were very rude and agitated with her. She said that agents were not very helpful and very rudely told her that she should have read the website before traveling and she would know about the new procedures. Caller said that she has never been on the website that she didn't know this is something that she needed to do. She is furious with the way the officers treated her and with their attitudes.

After she was informed of the screening changes she now realizes why the officer looked at her ID so many times. She said that it was clear that he did not know how to count and that he was trying to figure out how old she was. In the future she suggests that the officers have a cheat sheet so they don't have to keep looking at older passengers' IDs. She also wanted to know what the new screening procedures are for passengers over the age of 75.

Date and Time- 4-3-14 9:30am

Airline- Southwest Does not have flight number

Airport- MDW

4/24/2014
10:32:27
AM

Gate Terminal- Does not have

She did not get their names

Resolution:

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

Apologized to the caller for the rudeness of the TSO agents. Advised her that I will mark this as a complaint for that location. We use this information to track trends and spot areas of concern that need improvement.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller wants to know what caused a patdown on a AIT? She always gets patted down, she states that she was patted down at Phoenix Sky Harbor Airport. Caller states that she was raped at a young age and she states that she has pain or she jumps a lot when she is touched. She states that the TSO officer that was patting her down she was pushing into her left breast and she states that she told the officer several times that it was hurting her and the officer did not listen to her, she states that she felt very violated and she felt as if she was being raped all over again. Caller states that this is unacceptable.

Airport: Phoenix Sky Harbor

Date: 04 23 2014

Time: 5:45pm

Airline: Southwest Airlines

Gate: C1

Flight Number: 331

Two Gentleman that spoke to her after this incident occurred were really nice and she appreciates that and they gave her a TSA precheck form so that she doesn't have to be patted down anymore.

4/24/2014 12:23:18 PM

Advised caller:

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If they feel comfortable, passengers who have difficulty being touched should inform the TSO that they may need assistance during a patdown.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Advised caller that she should read about the TSA Precheck before signing up, because regardless of her applying for it, if there is an alarm she would still need to be patted down.

Advised caller that I did apologize in the way she was treated and that I will be forwarding this information to the CSM at the airport for review.

Caller is at the airport and has done everything to prepare her flight. She stated she needs to speak with the DAFSD at SMF. She believes she is being treated in a different way because of the color of her skin. She complained that she is being refused to go through the metal detector and having to have the patdown, even though we have explained to her that she cannot choose the WTMD and must have a patdown under some circumstances. She stated that she had to make them take her to a private area. She stated that she could not be around many men at once. She stated they took all of her stuff away from her. They would not give her a woman. She stated she is a wounded warrior and can't deal with people touching her.

She told them she can't go through the AIT and she can't do a patdown. She spoke to a supervisor who she stated was very rude and he humiliated her.

The caller indicated that the names were:

Supervisor (b)(6) -told her that she had to get a patdown.

She stated that every person of another skin color was allowed to go through the metal detector. She is a disabled veteran.

4/24/2014

7:47:55

PM

(b)(6) Manager--told her that she had to do a patdown

He told her that Kelly Dale, DAFSD, is his manager. She wants them to hold video tape, because she is being treated totally different. She has fibromyalgia, chronic migraines, and PTSD. She was in a wheelchair. She told them that she can walk through the metal detector. They took her bags and let them go through. They kept them from her for 20-30 minutes, so she doesn't know what they did in that absence.

She stated that they did not have a female to assist her, as she asked for.

Patrick took the call.

I advised that I would have information sent to her email as to how to file a formal complaint.

She also asked for the CSM number at SMF, and I provided it.

(b)(6)

Phone: (b)(6)

This is being forwarded to you to handle as you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security

-----Original Message-----

From: (b)(6)
Sent: Wednesday, April 02, 2014 4:20 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

4/24/2014

NOTICE:

8:15:46
PM

You are receiving this email from the mobile phone application **FlyRights**. **FlyRights** is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/25/2014 12:21:41 AM Airport : EWR - Newark International Date/Time of Travel : 04/23/2014 5:15 PM Airline & Flight Number : Alaska Flight 7 Checkpoint/Area of Airport : Terminal A3 TSA Employee: (If Known) : Unknown Comment : I was shocked at the unprofessional and rude behavior of two TSA agents handling passenger screening at EWR Terminal A3.

The TSA agent (male) prior to the scanners was primarily just standing in place shouting at the passengers to "keep pushing! keep pushing!!", yet he would not allow passengers to stay with their belongings until the belongings were on the belt into the scanner. He was insisting they "go!" and then continued yelling at the next passenger to push everything along. At one point he was so irritated, he made the effort to take two steps towards the belt and abruptly slammed all the bins along the belt, hard enough to overturn and dump one of them. Meanwhile the other TSA agent (female) prior to scanner would not let anyone with a green (TSA Pre) card to go through the metal detector, instead routing everyone to AIT where they were turned back to remove jackets, scarves, etc. The TSA agent at the scanner basically said the other agent was just "difficult and not willing to move".

4/25/2014
8:34:41

AM

Fortunately I was not in a hurry, but all this chaos created by two agents was causing delays for passengers in what would have been a very short line.

I am a frequent business traveler in many different airports and have never witnessed such unprofessional behavior.

Would you like a response? : True

Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My family and I came thru the TSA checkpoint for gate A16 at Newark airport on Sunday, 4/27/14. At the third screening location we waited in an incredibly slow line. As we approached the mag and AIT, our belongings went thru the xray and we waited for quite some time. My son was screened in the AIT but my 81 year old mother waited outside w me. She cannot lift her arm and i asked the TSO to allow her to pass thru the mag instead of waiting for the AIT. The tso told us only children can go thru. We were told that there were no more females so she could not go in. We waited more and were separated from our valuables on the other side of the belt. I asked for a supervisor and (b)(6) showed up. He told us that she could not be screened in the mag because the AIT was the primary screening tool. I asked him again and he denied. When my 81 year old mother got into the AIT she could nit lift her right arm and was brought out for a patdown.

4/27/2014 The incredible inefficiency showed by the supervisor and lack of concern showed for my mother is the reason TSA has such a poor reputation for travelers.

3:32:46 PM I would hope that this matter will be investigated. Certainly the numerous cameras in the checkpoint will accurately show what took place.

If someone would like to contact me, my phone is (b)(6)

(b)(6)

Sent from my MetroPCS 4G Android device

The caller went through FLL last week. The caller stated that the TSO was rude to her. The caller wanted to opt out for the AIT and had to wait for a female agent. The caller stated that one never came and that she waited and waited. The caller stated ever so often the TSO would say female assist under his breath but no one ever came. The caller stated that she asked for a supervisor and the TSO refused to let her speak with one. The caller stated that she ended up having to go through the AIT or she would have missed her flight. On this flight her son was with her and able to get her purse and baggage for her. The caller stated that she is leaving in two days and will not have her son to get the items for her. The caller wanted to know if there was a way to expedite a patdown and if she can ask for a supervisor right off the bat. The caller stated that she refused to provide any of her information because she knows it will not get any where. The caller wanted to know what we do so she can resolve her complaint.

The caller was advised that we can intake her flight information and forward the complaint over to the CSM of FLL to make them aware of the situation.

The TCC only intakes the information. We can not guarantee that the CSM will contact back, we do not have information on their procedures.

4/28/2014 The caller was advised that we are not located at any airports.

10:52:41 AM The caller was advised that passengers are not required to go through the AIT and may opt out for a patdown.

It sometimes can be a bit of a wait for an officer of the same gender to become available.

We recommend arriving two hours in advance of the flight time to allow plenty of time to get through security.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to send the complaint to the CSM, but the caller refused to provide any information besides FLL.

I explained to the caller that to assist her we could forward the complaint to the CSM of FLL. With out any information concerning the incident, we will not be able to forward anything to the CSM.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 4/28/2014 10:16:17 AM Airport : BNA - Nashville International Date/Time of Travel : 04/25/2014 9:15 AM Airline & Flight Number : Delta DL500 Checkpoint/Area of Airport : Passenger pre-screening and baggage screening TSA Employee: (If Known) :

Comment : I fully understand that your mission is one of trying to strengthen the security of the nation's transportation systems and ensure the freedom of movement for people and commerce. Let me be honest, your execution of this is failing. I am not a frequent flyer, and with experiences like I will get into, I feel there is good reason. I arrived at Nashville airport in excess of 2 hours prior to my flight this past Friday. I chose a center lane of one of six lines to have my boarding documents and identification verified. To cover the six lanes there were initially 3 agents checking in passengers, and my guess is there was a usual volume of passengers for a Friday morning. At some point while I was waiting in line, one of the agents took to leaving their assigned duties. I did not catch a name, because I did not realize anyone had left until the two center lanes just stopped moving, for an extended period of time. Only one of the agents upon recognizing the situation called for back-up, which after several calls on the radio, eventually arrived. This whole evolution took in excess of 45 minutes to get through the check-in. not to include the luggage and the AIT screening. My next concern deals with consistency among your staff in the performance of their screening. My wife passed through two screenings with the exact same luggage, and the exact same items in her bags, and she was stopped not in the less active airport, but rather in the busier, Nashville, for further screening of her belongings (perhaps this explains why there was such long lines). When the screener decided that her liquids were not meeting the 3-1-1 standards, she offered to escort her back to the airline desk, where she could check her baggage. Mind you it took 45 minutes the first time through the check in process, and we would then be in jeopardy of missing our boarding should she go back and check her baggage. How does this ensure the freedom of movement? Well time being more important than getting some liquids checked in the belly of the aircraft, we decided to make a deposit into the waste receptacle. rather than wasting any additional time with the TSA. With all the advances you have demonstrated in purchasing technology, such as the AIT, and the restrictions you are placing upon travelers, why can't you seem to get it right? Why don't you get some piece of equipment that off the shelf can determine the safety of liquids and gels? Further, I did not appreciate the fact that I could not bring an unopened bottle of water into the airport, and yet I could purchase one from the vendors in the terminal after check-in. What screening is performed upon this water that you could not extend to my unopened bottle of water? Finally, why did I see other passengers pass through your screening with liquids, but I had to drink my bottle of water, and my wife had to throw away expensive hair care products. Being inconvenienced is one thing, but your demonstrated inability to perform your assignment consistently is more concerning to me.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller stated her father has a colostomy.

Information Request: The caller wanted to know what her father needs to expect when he arrives at the checkpoint.

4/28/2014 5:16:28 PM Response Details: I told the caller a note from a doctor is not required. If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands. I told the caller to request to speak with a PSS at the checkpoint. I e-mailed the caller the information we discussed on the call. I told the caller her father could call back 72 hours prior to his departure with his flight information. I offered to forward the information to the airport but the caller said she would let her father make the determination.

4/28/2014 6:15:41 PM Caller wanted to know the policy about patdowns. She asked when are they called for. She said she travels a lot and has never had a problem with TSA. She said this morning she flew from Minneapolis to Dallas Ft Worth on Sun Country. She said the guy waived her through and told her she can go get her stuff. She said the lady behind him told her to stop and that she would need to pat her down. She said she asked the lady why she had to get a patdown. She said the lady acted like she did not hear her and did not say a word. She said the lady ignored her. She said the lady touched her hair, her breast, down the front side and down the back from her shoulder to her leg. She said she had never had that happen to her before. She said she got her stuff and set there for about 15 minutes watching the lady. She said the lady did not patdown anyone else during the 15 minutes. She asked what is the policy on that. She said her issue is that the man waived her through and the lady stopped her and did the patdown and did not tell her why. She said she would like to file a complaint on this. .

RESPONSE: TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening. ALSO: I will be sending your information as a complaint to the CSM at the Airport. Date and Time of Flight: April 28th, 2014 AT between 5:45 a.m. and 6:30 Gate or Terminal: Sun country Terminal Going to Gate 3 But she is not Sure It may have been Terminal 2 Airline: Sun Country Flight Number: 503 Airport: Minneapolis Email: (b)(6)

Disability Description: She said she has a balance problem due to her foot and has degenerative disc disease.

Response Details: I advised her I will refer this to the CSM at the airport and to ODPO. I advised supervisor, (b)(6) that she does not have an email address and that is why I did not send the email to her. .

Incident Details: She said she called the CSM at the airport today at 512-691-(b)(6) and she left a message but they did not call her back. She said she thinks it is a management problem and she is going to call the Governor's office as well. She said she showed the officers her handicap sticker and 3 times she was told they don't accommodate handicapped people.. She said she does not have a computer. She said she is disgusted and it was a miserable experience. She said her pockets were empty and she did not have anything in her hands and she thinks we need to have our machines checked out because she had to go through a patdown due to an anomaly. She said she has a balance problem due to her foot and has degenerative disc disease. She said they refused for her to go to the shorter line or front of the line she was in. She said she got a form at the airport to file a complaint. She asked for the CSM name at the airport. I lost the phone call and called back but got a machine. She did say she was over 75 yrs. old and that a (b)(6) at the airport told her she was correct and she should have been accommodated due to her disability and medical condition. She said (b)(6) at the airport told her she should have been accommodated due to her disability and medical condition.

Complaint:CSM

Claims Discrimination

4/28/2014
7:05:05
PM

Airport:Austin-Bergstrom

Airline: Southwest

Flight Number:280

Departure Time:04-7-14 at 12:55 pm

Arrival Airport and Time:Panama City Beach at 6 pm

Location:Security checkpoint

Gate:8

Contact Information:(b)(6)

I advised her I will refer this to the CSM at the airport. Per (b)(6) okay to give CSM info to her. I came back to the phone and lost the phone call.

Response:passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

I advised her that she can ask to be moved to a shorter line or move to the front of the line she is in due to a medical or disability condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Disability Description: Caller's husband has metal implants (knee replacement and vena cava filter) and cannot stand for a long period of time. He wears a full length stocking for blood clots in his leg.

Information Request: Caller does not have all of the flight details at the moment but would like to request assistance for her husband. Caller states that she was unaware of the possibility to arrange for assistance for the initial flight.

Passengers name: (b)(6)

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

4/28/2014 7:57:59 PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing. A passenger may ask for a chair if he or she needs to sit down. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.

Feedback Type : Security Issue

Categories : Advanced Imaging Technology Current Date/Time : 4/29/2014 4:38:56 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 04/28/2014 Airline & Flight Number : Airfrance/416 Checkpoint/Area of Airport : passport control TSA Employee: (If Known) :

Comment : Good Morning - I am an American citizen born and raised right here in Chicago. I am a patriot to my country. After 9/11, I have been randomly selected to be marked by our government to be detained at re-entry. When this first happened, I was not forewarned and had to find out by being subjected to the process. I have attained my redress number and am required to submit it every time I fly. I am still pulled going through the passport control EVERY time. Yesterday at the passport kiosk I put my passport in and after the process my receipt had a GIANT "X" over my face. I burst into tears. I had to wait in line to be screened yet again. Meanwhile, I am being eyed by everybody for being pulled. It destroys me that upon arrival to my homeland I am slapped in the face. Nice welcome home. I love my country and believe in the beauty of the ideals of our founding fathers. I believe they were weeping with me yesterday. I have never done anything to cause this. I am a natural born American. I love the USA. And I am outraged. AND I feel like no one hears me crying. This is not fair or just. It is offensive and humiliating. After this amount of time, there should be no reason to mark my passport. What is becoming of us????

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

4/29/2014 8:41:58 AM

Caller is wanting to complain about the TSA process she went through. She was traveling from San Diego to Sacramento on Southwest. She was in the screening line, she told the officer she was over 80 years old and he forced her to remove his shoes anyways including her jacket. She was sent through the WTMD. Afterwards, they forced her to sit in a seat. But she stepped up to get her jacket, was then screamed at because she stood up. Later a young man came in uniform, where she had to go through a patdown. She said the patdown was conducted by a lady that explained the entire process and it was fine. But the way she was treated before that was not. She has read in the paper where it says she does not have to remove all of those things because she is over 75. She stated that they never even let her go through, they instantly made her remove her shoes and jacket so it wasn't additional screening. She stated that they seemed like she was a danger to them, she is 83 years old and does not think she looks at all threatening. She stated she's a little lady but just wanted to let us know what went on at the checkpoint.

Response:

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

4/29/2014
12:58:58
PM

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Explained to the caller that even under this process, if a passenger still alarms then they can be required to remove their shoes and jacket to go through additional screening.

San Diego International Airport (SAN) does have the AIT screening at the airport.
http: www.tsa.gov/ait-frequently-asked-questions

Airport: San Diego
Airline: Southwest
Flight number: 1321
Date and time: 4/26/14 4:50pm
Terminal or gate: Gate 10 she thinks, not really sure
email: (b)(6)

Caller applied for Precheck. She was told she would get a card.

I told her she would not receive a card if she applied through the TSA application. She would if she applied through GE. She asked what the difference is. I told her GE is for international travel, TSA is for domestic travel.

Caller was very frustrated because she did not receive Precheck when she flew on US Air from FLL. She said if she is not going to get the service, she doesn't know why she paid the money. I told her it is a random selection. There will be times when she will go through the regular line. She said if a person only flies 3 times and is not selected 3 times then why bother? She said someone who had never gotten the background check or paid the money was allowed through, but she was not. I told her that person will only receive Precheck once. Caller repeated the same complaint several times.

4/30/2014
12:43:33
PM

She said a TSO told her if they would bring an AIT machine in, there would not be long lines at this airport. She said the IVR said that if she has any suggestions or complaints about the process to let TSA know. She said she is complaining. I told her if she continues not to receive Precheck she should call back within 72 hours of a flight, we will get more information from her and see what the issues are. At this time, since it has only happened one time, this could be the random time she does not receive it.

She said, again, if a person only flies 3 times and is not selected 3 times then why bother? She flies more often than that but her family does not. She paid \$500 for her family to be able to use this service and she did not get to use it. She said if she does not get Precheck during the Holiday season and has to wait 3 hours in a line, she will be calling back. I told her that the process is random and she may not be selected at any time of the year.

She said that if she does not get selected on her next flight she will be calling back and she will not be happy. I told her that I had made note of her concerns in the record. She asked what I had entered. I told her. She asked if it would show when she did and did not receive Precheck. I told her I do not have that information here. We just have general information at the TCC. If she has any other concerns she should call us back. I told her I appreciated her calling to let us know.

Caller flew last week from Dominican Republic to Charlotte, NC and his bag was inspected and that was not an issue but he brought 2 bottles of liquor into the US but at Charlotte he was told he would have to check it in since he had a connecting flight. He was upset because he was not told that in advance. Caller complained that if another country was fine with it he should have been able to have it since he flew in with it. When he tried to board the plane his ticket was denied and alarmed and he was sent back to the ticket agent. He was never given a good explanation. He stated a TSO followed him to the restroom (He confirmed the TSO did not say anything to him). He said a TSO was also at the door where you get on the plane and once his ticket was cleared he left. He did not see anyone else be wanded but he was. Caller said what hurt him most was in all the confusion of having to bag up some clothing in a trash bag and check the bag he misplaced his iPod that his daughter gave to him. Caller said his wife has a colostomy and he wants to know how she can avoid embarrassment when she travels.

RESPONSE:

Told him to check with the Lost And Found to see if his iPod was turned in.
http: www.tsa.gov traveler-information airport-lost-found-contacts#18
Charlotte Douglas International Airport
704-916-2200

5/5/2014
10:37:45
AM

Told him perhaps the TSO was just going to the restroom. (confirmed the officer did not say anything to the traveler).

Regarding any concerns travelers may have about duty-free liquids, passengers who fly into the United States and then have a connecting flight must conform to the standards and policies for liquids, gels, and aerosols established by the Transportation Security Administration (TSA) for domestic departures, even when the domestic departure follows international travel. The policy allows passengers to carry containers 3.4 ounces or smaller through screening checkpoints. Other countries can have their own rules but TSA has ours and cannot change them for someone wanting to carry on something from another country.

The boarding pass alarming is an airline issue.

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

I could have been the TSO s were there for other reasons as well.

If a passenger uses an Ostomy, he or she can be screened without having to empty or expose the Ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the Ostomy before the screening process begins. TSA has created notification cards that travelers may use to discreetly inform TSOs about any disability, medical condition, or medical device that could affect security screening. Told how to find the Card on the TSA. The caller stated that she flew from MCO and that she was selected for a patdown because her back pocket, right shoulder and her finger alarmed the AIT. The caller stated that she was upset with this because she was embarrassed having to be patted down at the checkpoint and that she did not feel comfortable not being close to her belongings. The caller stated that it was raining in Orlando. The caller stated that her bag was wet on the inside and that there was no NOI; the zipper pull was broken.

5/5/2014
12:07:15
PM

Advised the caller: I apologized to the caller if her experience was less than pleasant however informed the passenger that every passenger must be screened and that if a passenger were to alarm the AIT or the WTMD they would have to be screened using a thorough patdown. Advised the caller that many things can cause an anomaly including layered clothing. Advised the caller that the lack of an NOI would indicate that TSA never inspected the bag by hand and the fact that the bag was wet would indicate that there is a good chance the bag was opened outside, where TSA is not present and the bag would be in the possession of baggage handlers. Advised the caller to file a complaint with the airline. Advised the caller that she could request a private screening if she felt uncomfortable being screened in public and they may be able to screen her belongings with her like valuables. Advised caller that she could ask for a supervisor or a PSS.

Caller and her husband have flown a lot over the years. She has a hip implant and flew from Baltimore with no problems. She went through the AIT. But at Phoenix Sky Harbor she told the guy she has a metal implant and wants to use the AIT but he said no and made her use the WTMD. She kept trying to tell him she has metal implants but he would not listen and sure enough she alarmed. She was pulled aside and they started to pat her down in public with people going by looking at her like she did something wrong and she was embarrassed. She asked for private screening and the TSO told her that she would have to wait for another female. She said they were very nice and apologetic but she just thought the male TSO did not listen to her and now she is apprehensive about flying again. She wants to know if there is something she can do to avoid this. She did not get the agent's name. The Airport was Sky Harbor on Southwest 4403 on April 15th at 5:15 pm.

I apologized to the caller and told her that TSO s are trained to listen to your concerns and respond appropriately.

5/5/2014
2:59:07
PM

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This helps us know where corrections need to be made. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). You may ask for the AIT. If it shows an anomaly and you have to have a patdown you can ask for a private screening at any time. You may also be accompanied by a companion of your own choosing.

You can ask for a supervisor or passenger support specialist at any time if you have concerns or questions. You may also call TSA cares before you travel to request assistance. Sent email.

Caller was on flight 758 on May 1st. He is a 70 year old disabled vet. His experience at SEA was something that made him never want to fly again. When he was screened by the WTMD he was put back in his wheelchair and all his stuff went through the belt on the tray. They set the tray out of the way about 30 yards from where he was sitting. He was frisked in his chair. He said people were walking by and pointing at him and laughing and asking questions about why this man was being pulled aside. He was so damn humiliated after serving his country for 20 years. He was being laughed at and this was unacceptable. He said that the TSO's are on a power trip. He did not know about the private room and was never told about it by the TSO's. He was made to roll over in his wheelchair and they went up and down his legs and took off his shoes and belt. He was upset and even teared up. He said the person pushing the wheelchair was very nice and very apologetic.

Airport: Sea

Airline: Alaska

Flight Number: 758

Date and Time: May 1 at 8:15 am

Terminal or Gate: N15

Name of Person Involved: The TSO man was short and dark but he was too upset to get names and a good description.

5/5/2014 5:14:50 PM I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Travelers may call TSA Cares toll free at 1-855-787-2227 Monday through Friday 8 a.m. to 11 p.m. EST and weekends and Holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. We can send this to Wounded Warrior and get you some help at the checkpoint.

Disability Description: Caller has a pacemaker and a defibrillator.

Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. I will send you information via email on how to file this complaint appropriately and forward this complaint to the CSM at PHL, Kimberly Masso. Sent email of information.

5/5/2014 6:38:51 PM

Incident Details: Caller flew from PHL on April 5th at 3:00 PM and has a pacemaker and a defibrillator. During the screening he tried to show the TSOs a card he had from his doctor stating he could not go through the screening machines, but the officer insisted that he go through it anyway. So the caller ended up being forced to go through an AIT machine and he has been told to avoid these machines. For a few days after he has felt strange. He believes that this is a failure to accommodate a disability and wishes to form a complaint.

Caller has a TSA precheck boarding pass issue. They are in their 80s and all of a sudden they stopped getting it. They fly on United and has Gold status with them. They are in Maui. It started in March when they stopped getting it on Hawaiian Air. They didn't do anything to sign up for it. All of a sudden they started getting precheck. They have a flight on Tuesday. They know they don't have to take their shoes off because of their age but they like the shorter lines for the precheck.

Advised:

How did you sign up for the TSA precheck?

1. Did you receive an invitation from your airline? Unknown
2. Are you traveling on the airline that invited you? United and Hawaiian
3. Are you a US Canadian Citizen? Yes
4. Are you traveling from an airport participating in TSA Precheck? Yes, Maui
5. Have you correctly opted-in? Unknown
6. When making a reservation, have you confirmed that your personal information is correct and up to date? Yes
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Yes
9. Have you committed certain violations of TSA regulations? No

Have you flown in the last 72 hours or do you have a flight in the next 72 hours? Give us a call back within 72 hours of your next flight and we will troubleshoot the matter further.

You are already allowed expedited screening because of your age. Passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

The caller is flying on May 12, 2014, with United Airlines, and he wanted to know why he did not receive TSA Precheck on this flight. He is a LPR, and received TSA Precheck without applying before. He is elderly, and he wanted to know if there were other ways to be expedited through the checkpoint.

Advised Caller:

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to the TSA Pre✓™ application program. No individual is guaranteed expedited screening, and TSA will always incorporate random and unpredictable security measures throughout the airport.

TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

5/6/2014
3:58:29
PM

5/11/2014
2:42:10
PM

Caller was upset because his bag gets inspected constantly when flying out of Sarasota and Baltimore. He also mentioned that he forgot a tissue in his pocket TSA and received additional screening because of that also. He carries tools in checked sometimes.

Advised:

There are loaded firearms found at checkpoint each week so TSA will continue to screen both checked bags and carry on checkpoints. AIT's will pick up a tissue or coin and then additional screening may apply.

5/12/2014
10:02:45
AM

Advised that tools, food, LGAs and books will sometimes alarm in checked bags and TSA has to open the bag.

Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Transportation Security Officers (TSOs) receive training in the procedures to properly inspect passenger bags. TSOs are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found.

He was satisfied and we ended the call.

The caller indicated that he reported his complaint on the TSA blog but also wanted to call. He traveled from MSY on 5/7 with United flight 1460 from Gate D. He indicated that he was at the checkpoint between 4:15pm-4:45pm. He indicated that he was put through the Precheck line. He has a left knee replacement that requires that he go through the scanner and be wanded. He advised the TSO of the metal implants. The female TSO required a male TSO to conduct the patdown. It took forever for the male TSO to come over. His complaint is that the male TSO conducted a full patdown and also that the TSO was unhappy to conduct the patdown and his attitude was that he didn't want to do it. The male TSO asked him to remove his wallet after discovering it during the patdown. The TSO looked through the wallet and the caller felt that this was unusual. The male TSO is stocky, African American, and 5'8 or 9" in height.

The TSO did not reply when asked if the AIT were working. The caller observed that AIT was not being utilized.

5/12/2014
12:01:46
PM

The caller asked if Global Entry is recognized at MSY or there is any type of program of that nature at MSY.

I explained that TSA recommends that passengers remove items from their pockets prior to passing through the AIT or WTMD to reduce the likelihood of an alarm. The TSO is required to clear the item to ensure that it doesn't contain a prohibited item, which is why that he asked in regard to the wallet and opened it.

I advised that I have documented the information provided and would refer to the CSM at MSY to make them aware. The CSM has the means to look into and address this. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that he would need to contact Global Entry in regard to whether they are airport specific. We don't have information that speaks in regard to this. The caller declined a contact number.

Caller wants to know when she will be required to go through which technology before she arrives at the airport. Says TSA needs to hire smarter people to do their job so good honest people will not have to go through delays that do no good. She seems to think that TSA develops its screening procedures specifically for each airline and seems to be suggesting that TSA make the AIT units mobile so they can be moved around in the airport.

5/12/2014
1:32:43
PM

AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort. Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Offered John Pistole's address for suggestions on improving security and she declined. Suggested she do more research on the subject of security.

THIS IS WHAT IS WRONG WITH OUR GOVERNMENT!!!! YOU DO NOT LISTEN TO THE CITIZENS. I SENT YOU A LETTER REPORTING BREACH OF SECURITY AND YOU SENT ME THE AUTOMATED EMAIL RESPONSE, YOU DID NOT ADDRESS ANY OF THE ISSUES I SAW TODAY. NOW I WILL HAVE TO FIND OUT WHOM IS OVER TSA AND REPORT YOUR LACK OF CONCERN OVER THIS MATTER. THERE IS NO TSA Pre?™. IN IDAHO FALLS AIRPORT BELOW IS THE EMAIL YOU SENT WITH AN EMAIL ADDY THAT SAYS DO NOT REPLY.....I POSTED COMMENTS IN EACH APPROPRIATE AREA.

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) expedited screening initiative, TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards *****HIGH SECURITY STANDARDS??? **** and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage. *****WRONG. NO ONE WAS DIRECTED TO ANOTHER LINE*****

5/14/2014 8:20:43 AM In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™. ****WRONG, THE TSA EMPLOYEE DID NOT GIVE THE 2 PASSENGERS INSTRUCTIONS!!!!*****

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk. *****NEITHER PASSENGER WAS OVER 75 NOR A MILITARY PERSONNEL NOR YOUNGER THAN 12!!!!*****

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre?™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre?™ lanes at more than 100 airports ***NOT IN IDAHO FALLS !!!!***** when traveling on any participating U.S. airline. For more information about these programs, including which may be best for you,*****HILARIOUS, I DO NOT WANT INFO ON TSA PRE CHECK***** please visit our Web site at: <http://www.tsa.gov/tsa-precheck>.

TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. No individual is guaranteed expedited screening, and TSA will always incorporate random and unpredictable security measures throughout the airport.

We hope this information is helpful.*****I WAS REPORTING TSA EMPLOYEES NOT DOING THEIR JOBS*****

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for Caller: Her daughter will be flying to Hawaii. She will be renewing her driver license. Wanted to know if she dont get her drivers license back on time what she could use to get through the check point. Also she and her partner will be flying from Sacramento to Vancouver. He will have a plastic cast and some metal pins when they fly. Wanted to know if he will have problems going through the checkpoint.

Advised: The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID.

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If we are unable to confirm a passenger's identity, or a passenger refuses to provide ID or cooperate in the ID verification process, TSA will deny the passenger entry into the security checkpoint. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

5/15/2014 11:59:41 AM About the cast and metal pins many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Caller says that she flew to CA yesterday, but TSA Precheck was not on her boarding pass any more. She states that her boyfriend was with her and that he had it on his boarding pass but went with her to the normal line because she did not have it. Also, she will be 75 soon. Will that let her keep on her shoes?

5/16/2014
6:25:34
PM

Advised caller:

TSA Preu2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport and no individual is guaranteed expedited screening.

Passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Caller said yesterday she was in Vegas with her mom and daughter. She had a stroller and a TSA female agent told her to put the stroller on the belt. She said it got stuck on the tunnel coming out of the xray. She said they were being trampled by other people behind them. She said the Oriental TSA agent checking IDs told her not to put the stroller in there if she knows it is going to get stuck. She said she told the female officer that the other female officer told her to do this. She said the female officer was mean and slung it on the ground. She did not get her name. They took an Allegiant flight and it was at 12:45 pm at the checkpoint. She declined providing her email address. She said she just wants them to address this with the officer and that she does not need to be rude to them. She said she felt like the TSA officer was trying to start a confrontation with her as she was just trying to put her child in the stroller. She said it was unnerving and she has never been treated like this before.

Complaint:CSM
Claims Complaint

Airport:McCarran
Airline: Allegiant
Flight Number:unknown
Departure Time: 05-15-14 at 12:45 pm
Arrival Airport and Time:Rockford at 7:37 pm

5/16/2014
7:50:26
PM

Description of stroller:Regular size Rhapsody stroller that has wider back tires and went through the wheelchair side
Location: checkpoint
Terminal:unknown
Gate:A 11
Contact Information:(b)(6) and declined her email addresss.

Response:I advised her the TSA officers should treat her with dignity, courtesy and respect.

I advised her that I will refer this to the CSM at the airport.

Response:As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/18/2014 5:24:38 PM Airport : SAN - San Diego International Date/Time of Travel : 05/18/2014 1:45 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was among the one-third of passengers selected for a "random" additional screening. The TSA agent notified me after I went through the screening detector.

My complaint: As my belongings continued out of the X-ray machine FORWARD, I was told to step BACK, away from my belongings to await the additional screening. This was disconcerting. If someone stole my belongings while I was separated from them, would the TSA reimburse me?

The only thing in the additional screening area was a second inspection of my purse. WASTE OF TIME

5/18/2014 Suggestions:

6:12:28 PM

1. Upgrade the TSA area at San Diego airport.

A. Get AIT machines at this terminal in San Diego. It's very clear that the screening is random. The TSA is attempting to make up for not having AIT by forcing 33% of all passengers to additional screening.

B. install machines to check electronic boarding passes.

C. Expand the screening area.

2. Reconfigure the area. The TSA supervisors should ask the "additional screening passengers" to stand at the end of the X-ray machine conveyor. That way, we can watch our belongings.

3. Teach the employees to be sensitive. This is one of the worst TSA areas on the west coast. Don't punish passengers because San Diego and the TSA are not willing to pay for upgrades.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: Test

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Test

Zipcode:

5/19/2014 8:30:27 AM

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 5/19/2014 5:02:48 PM Airport : EWR - Newark International Date/Time of Travel : 05/19/2014 4:45 PM Airline & Flight Number : air canada 7745

Checkpoint/Area of Airport : near gate a11 TSA Employee: (If Known) :

5/19/2014
5:56:39
PM

Comment : My pregent wife was denied a pat down when we requested one before the body scan. She was basically forced to use the body scan or "wait a very long time" even though passengers get a pat down after the scan. Our rights have been violated since policy says the scan is optional. Why does tsa even try and argue When we make such a request?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

5/19/2014
6:41:49
PM

Caller: Caller states on July 11 2012 her and her family went to Madrid and her daughter who is disabled and is in a wheelchair went to JFK and the guy there informed them that no one can go with her down the ramp but her husband went with her and she went the other way from her daughter and when she arrived at the screening checkpoint she asked the officer to look for her daughter and husband and the delta guy showed up with her husband and he said they made him go another way and sent her by her self. Caller was asking why did they separate her child from her husband. Caller asked if I had ever heard of people being mean to children during screening.

Response: Informed caller that screening procedures have changed since then and under the new policy she should not be seperated from her child. Informed caller that I did not have any information at all pertaining to this situation. Informed caller that if she has any questions or needs or any assistance she can request a PSS. Informed caller that her and her daughter will have to go through screening which will consist of AIT screening. Informed caller that I did not have any information regarding the situation she described of mistreating children.

Caller advised that she went through security at Newark Intl on 5 14 around 10:30am with her husband that was in a wheelchair. Caller advised that she was rudley treated by a TSO with the last name of (b)(6) Caller advised her husband was being taken through security and she advised TSO (b)(6) that she was TSA precheck. Caller advised that he told her she had 2 options go through the AIT or get a patdown and was unnecessarily rude and loud when telling her this. Caller advised that every time she tried to speak to him he talked over her and was rude. Caller did advise that the TSO that gave her a patdown was extremley nice and professional but didn t remember her name.

Advised Caller:

5/21/2014
10:12:49
AM

(TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.
We hope this information is helpful.

Disability Description: Caller's mother has a pacemaker and asked for a patdown instead of WTMD or AIT but was forced to go through the AIT.

Caller wanted to file a formal written complaint regarding this recent experience at ORD.

Response Details: You were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

5/21/2014 5:57:22 PM TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

Incident Details: Caller's mother has pacemaker and asked not to be subjected to AIT or WTMD. She specifically asked to have a patdown instead but was refused and forced to go through the AIT scanner.

She presented a notification card regarding her pacemaker.

Went through the checkpoint shortly before 9:00 am.

She did not know the name of the TSO involved.

Disability Description: Caller is diabetic.

Response Details: Advised caller:

Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure. Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

When making a reservation, passengers should enter their TSA Pre u2713 known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate. Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint.

5/22/2014 9:16:04 AM Advised caller that I did regret her experience and that I would forward the information to the appropriate office.

Incident Details: Caller is diabetic. Caller states that she is having problems going through the line because of her insulin pump. Caller states that she has a note saying that she can not go through the AIT machines. Caller states that she also has a glucose monitor that can not be screened either. Caller states that if she is allowed to go through PreCheck it would be easier because she could die if she disconnects from her pumps. Caller states that the officers at OKC were very rude to her on May 19th and would not listen to her when she told them that her pumps could not be screened through the AIT. Caller states that the entire experience was awful. Caller wants to know what she can do to get PreCheck.

Date: May 19, 2014

Time: 7:05am

Airline: American Airlines

Airport: Will Rogers Airport

Flight Number: 2464

The caller has an issue with the TSA in LFT. The caller dropped family members off for screening yesterday evening at 6:00pm for a flight. The caller states the AIT machines were down and the wait was over 2 hours. The caller states that she dropped her daughter off at LFT this morning for a trip with her school group and her school group missed their flights. The caller wants answers as to why the machines were not fixed since they were down at 6:00pm yesterday or additional screeners on duty.

5/22/2014
10:03:21
AM

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at LFT.

The caller stated that he is a GE member and that he is a LPR. The caller stated that the spelling of his last name on the airline profile is different than what is on his GE account. The caller stated that he used to get PreCheck as a FF with United and that when he started using his KTN he stopped getting it and wanted to know why this could be. The caller wanted to know if he could start getting PreCheck again if he stopped using the KTN.

Advised caller: Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened. Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belonging before screening begins.

Personal grooming and beauty items such as nail clippers, nail files, tweezers, and scissors (metal, with pointed tips and blades shorter than four inches) are not on TSA's prohibited items list and, therefore, are permitted in carry-on or checked baggage after proper security screening or inspection.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

A Patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a Patdown is required in order to complete screening:

5/22/2014
2:00:00
PM

- The Patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a Patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Passengers who have medical devices attached to their bodies, such as TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening. If the device can be safely screened by AIT, passengers can be screened using AIT.

In the meantime, individuals who are lawful permanent residents are eligible to apply for TSA Pre✓TM through the TSA Pre✓TM application program. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre✓TM eligibility for 5 years at TSA Pre✓TM lanes at more than 115 airports when. Caller advised that he recently flew from Newark Airport on 5/20/14 at 4:30pm. Caller was traveling United Airlines flight#US0687. Caller advised when he went through security the X-ray machine temporarily quit working. Caller advised that he asked TSO (b)(6) if there was something wrong with the Xray machine and the officer ignored him 2 times. After the machine started working the caller put his bags on the belt and went through the AIT. Caller advised that the AIT didn't alarm and that TSO (b)(6) made him go through it again. Caller advised that TSO (b)(6) began being very rude with him and tried to argue with him. Caller advised that he didn't want the TSO to lose his job only wanted counseling for him.

Advised Caller:

5/22/2014
2:00:37
PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

The caller has metal implants in her knee and went through screening at BHB buzzed and had to get a Patdown. The caller is a 72 year old white grandmother and does not like having to get patted down. The caller does not have to get patted down at SRQ since they have AIT. The caller stated that she knows terrorist but will not name their names that get on flights and do not have to get a patdown. The caller stated that Israel does not have these issues and that she does not want to be patted down. The caller stated that it is not fair to patdown grand parents that are light haired and light skinned.

The caller was advised:

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Some passengers are selected at random for a patdown.

There is no way to ensure a patdown will not happen during screening.

The caller was advised that we can not assume that terrorist meet any certain group.

Caller is asthmatic and has allergies. Caller stated that she flew from FLL and the officer that was at the check point was very rude and was very inconsiderate. Caller stated that she is allergic to many things and she travels frequently and she always asks the TSO to change their gloves. Caller stated that when she asked the individual at the checkpoint to change her gloves to give her a patdown the TSO stated "oh my god you are so fussy". Caller stated that the TSO stated that she can not change her gloves and she would spray them with alcohol. Caller stated that the screener didn't explain where she was going to do the patdown or anything. Caller stated that it was a black curly haired lady with an accent she thinks may have been Jamaican. Caller stated that this incident caused her to have health issues. Caller stated that she wants something to be done about this because she does not want it to happen again in the future to her or anyone else.

Caller stated that there was an elderly lady in front of her and she could not lift her arm to go through the AIT and the screener was also very rude and gave the women a hard time she then took her to the side and gave her a patdown. Caller stated that they should have take the lady into a private room for the patdown.

Advised caller:

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

If they have to patdown sensitive body areas they should have offered her a private screening if she wanted one. But I don't know what the specific circumstance so I will forward this to the CSM so they are aware of the incident.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Airport: FLL

Airline: Delta

Departing time: 4:15 pm

Date and time of incident: 05/20/2014 01:30 pm

Gate or terminal of incident: Delta terminal D

5/22/2014
4:19:32
PM

5/22/2014
8:48:36
PM

Hello,

I recently traveled through Louis Armstrong New Orleans International Airport, and I received the worst treatment I have ever experienced in any airport worldwide. I have frequently had to travel for work all over the U.S., and more recently to Europe, and have gone through more security checkpoints than I can keep track of, and it has always been a quick, seamless process until this trip. According to all posted signs and available information, travelers are not required to go through the AIT screening, but may choose to "opt out" and "undergo alternative screening", which I always do, if necessary. This is even outlined specifically in the FAQ on TSA's own website:

<http://www.tsa.gov/contact-us>

5/23/2014
10:11:52
AM

Q. Can I choose the way I would like to be screened?

A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I have never had an issue; I am immediately walked through the checkpoint, my bags are retrieved, the patdown is quick and painless, and I continue on my way. However, on this occasion, not only did I stand and wait quietly for NO LESS than 20 minutes, but the female TSA directing travelers was quite rude, and then requested a "female assist" at least 3 times, even though another TSA agent offered to take her place and many other travelers were waved past me that did not go through the AIT machine. Meanwhile, my bags were left COMPLETELY unattended, which not only violates TSA's own policies, but also left my purse, laptop, and tablet exposed and at risk! It is nothing short of a miracle that they were still there. I felt completely discriminated against, and I felt it should be reported so that steps can be taken to prevent this kind of treatment before there is another public incident.

(b)(6)

Caller stated that she had a really bad experience with TSA on her recent trip. Caller stated that she got TSA precheck and her husband did not. Caller stated that they then separated ways. Caller went to the precheck line and showed her Identification and she accidentally showed her expired ID and then gave him the renewed license and told him she has metal implants. Caller stated that the person then acted like she was suspicious because of this. Caller stated that the person told her the lane had closed and he walked her to another line. That person told her that she can skip to the front of the line but she wanted to be fair so she waited. Caller stated that when she got to the front of the line they directed her to the WTMD. Caller stated that she informed the female officer at the WTMD that she would alarm because I have a metal knee. She then walked through and it alarmed. Caller stated that the female TSO then yelled at her for going through the WTMD and she kind of backed up and she yelled at her and told her not to back up into the WTMD and make it alarm again. Caller stated that they were rude and nasty with her. Caller stated that the male TSO that was at the checkpoint then came over he was very hostile. Caller was then asked if she told a certain officer who had his back turned and she said I am not sure because I can see his face. The male TSO yelled at her and said you are a liar and the TSO was busy so he could not turn around for her to see his face. Caller stated that she was then instructed to stand to the side and wait. Caller stated that they grabbed her by the shoulders and pushed her around but thankfully she was not injured. Caller stated that other passengers started walking by and asking her if she was ok and the TSO told them it was none of their business. Caller stated that the person that did the patdown was very nice and professional but the others she had encountered were not. Then a supervisor came over and asked what is going on and she informed her of the situation in a nut shell and the supervisor asked is she wanted to file a complaint but her husband was rushing her to come on and she passed but the more she thinks about the more she did not want the way she was treated to go. Caller stated that the male and female that she encountered should not work with the public because they were not under pressure and it was not even busy when she went through. Caller wanted to know if what is the difference with the 3-1-1 rules going through precheck and do they not screen the items when you go through precheck. Caller wanted to know what technology the AIT uses. Caller wanted to know if she will be contacted about this incident.

Advised caller:

5/23/2014
12:46:42
PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I apologized because she was unsatisfied with the way she was treated. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. You can request the supervisor at anytime if you since that you are going to have an issue. I have documented everything that happened and I will send this for you I don't know if they will contact you but they may

You can contact the CSM but I will be happy to take the complaint for you and make sure it is forwarded to the appropriate office.

Name: (b)(6)

Phone:

You don't have to remove the 3-1-1 bag but they still screen it. Caller like precheck and she didn't have to remove her shoes was nice.

Airport: Oakland

Airline: Jetblue

Flight number: 247 (?)

Departing time: 1:15 pm

Date and time of incident: 05/21/2014 12:20 pm

Gate or terminal of incident: Jet blue terminal

Disability Description: Caller has a hip replacement.

Response Details: Advised caller:

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

5/24/2014
5:44:29
PM

Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be

Disability Description: Caller is in a wheelchair.

Response Details: Caller does not have an email address to send the D-RFI.

I asked the caller if she reported it to TSA, she said she did not because there were no TSOs around so she just reported it to the airline.

Advised caller she can file a complaint with her airline by calling the Aviation Consumer Protection Division at 2023662220.

Advised caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. TSA appreciates that you took the time to share this concern with us.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

5/26/2014
2:34:01
PM

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Incident Details: Calling in because she has 2 complaints that she would like to report.

The caller states that on 5 10 14 she flew out DFW on Spirit airlines. There was a bag left in the restroom completely unattended. It was a large cloth bag on wheels. The caller stated that she reported it to the airline and Spirit informed her they would call Dallas police. The caller says that no one cared from Spirit airlines cared there was a large black bag left unattended in the bathroom. She said the airline left the bag in there for atleast 45 mins after it was reported and it made her very nervous.

The second incident occurred on 05 21 around 2pm. The caller stated she was flying Delta from PHX to DFW with layover in Salt Lake City. The caller was in a wheelchair provided to her by the airline. The caller stated she had no problems with TSA when she was in a wheelchair on any other flights, however TSA at PHX caused her to have a miserable experience. The caller states that PHX TSA made her get out of the wheelchair after she told the multiple times she had 2 artificial hips. Even though they knew she had artificial hips, they made her walk through the AIT scanner 2 times. The caller stated she told the TSO before they made her walk through it that she would cause the machine to alarm, but the TSOs did not listen. After she She has a case number and she wants to add additional information to her recent case.

5/27/2014
10:07:22
AM

Transferred to a security specialist.
CSS Wayne Mallory spoke with the caller (b)(6) she states that she has artificial hips and knees and stated she has had two screening mishaps. She feels the officers at the screening checkpoint are giving out too much information about the AIT machine. She was concerned about the machines not picking up her artificial hip and knees she states that the officer at the screening checkpoint by the name of (b)(6) advised her that the thresholds of the machines have been lowered. She feels that this type of information should not be given to the public She states that she does not want to get anyone in trouble but maybe a talking to about giving this type of info out.

The caller and her husband were recently approved for GE. They got on the plane from DC to CLT this last weekend. He had to go through a full check. He is 76 years old. They are generally approved for the PreCheck program. He had to go through the regular checkpoint. She thought that they were getting it based on their age as it was something they were receiving regularly. Her husband could not get it going or coming back on this flight even showing the GE cards.

CBP Trusted Travelers -Including Global Entry, NEXUS, and SENTRI

1. Are you a U.S. or Canadian Citizen? US
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? Yes- this flight was US Air and usually United
3. Do you have a valid unexpired CBP membership? Yes- 2019 expiration
4. Have you received TSA PreCheck in the past? Yes- they were getting it routinely.
5. Do you know your CBP Trusted Traveler PASS ID? (b)(6) they are not using this on flights.
6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? No
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? No
9. Have you committed any violation, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

5/27/2014
1:39:39
PM

Advised caller:

TSA Preu2713™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport and no individual is guaranteed expedited screening.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

You may have received it in the past based on being low risk flyers, however, this is not something that should be expected for every flight. You may want to use your GE information on the reservation to allow you to be eligible.

On Tuesday, May 13, 2014 at approximately 1100, I submitted myself for screening at D2 checkpoint at MIA. I went through the AIT machine and an anomaly was detected in my groin area. A female TSO approached me and began to pat me down. Upon feeling something in my groin area, she asked me if there was something there and then grabbed the area. She did this numerous times, all the while alerting her coworkers that I had something there, and asking them what she should do next. I questioned why she had to keep touching me in an obviously private and sensitive area and she said she had to, all the while asking other TSOs around her if she was supposed to keep her hand on this area. Again, this is my crotch area and I am standing at the AIT machine in front of other passengers and TSA staff. After a few more rude interactions and the TSO checking my boarding pass a few times, we go into private screening with a STSO. The TSO began to pat me down while mumbling directions to me from behind. Her hands were quick and flailing as she sped through the process. When she moved around to face me, she continued to do the very rushed pat down. When she reached my breast area, she was exceptionally rough with me, and as I looked down to see why, she struck me on the right side of my face. The TSO didn't say a word and continued with her pat down. The supervisor observed this and didn't say anything either. I asked the TSO to pay closer attention to what she was doing and she stated that if I "didn't drop my head" she would not have hit me. It is here that I requested that she not touch me any longer. The supervisor took over and while she was conducting the pat down, the both of them commented on me on my head movements. At no time was I advised that I could not or should not move my head or that I was not allowed to look at what they were doing to me. They asked me again about my groin area and advised that there was something there and that I could not leave until they saw what it was. The TSO told the STSO to contact MCC and a LEO because they would have to "search" me. When the STSO left the room, the TSO began to interrogate me and began to go through my things again even though she had done it a few minutes before. It was here that the TSO finally noticed that my boarding pass had Selectee markings on it, and notified the STSO.

After a few more minutes of the two of them bumbling around, a TSI and an SME approached the private screening room, displayed their identification and asked if there was a problem. I was visibly upset and explained that the TSO struck me in the face and the STSO did not react until I insisted. As the SME attempted to dissolve an obviously heated situation, the TSO, now identified as TSO (b)(6) rolled her eyes. TSO (b)(6) was dismissive, condescending and displayed an elitist attitude towards me initially, and then continued these behaviors with the SME and the other TSIs that were conducting the test. The STSO stood quietly throughout the process. It was only after I put on my SIDA badge and displayed my credentials that the STSO realized that this was an ASAP test and apologized. TSO (b)(6) was advised that I was not "just a passenger", but a TSI and then she apologized.

5/27/2014
2:31:41
PM

It is apparent that there were many mistakes made at this checkpoint: from the TDC TSO that initially missed the Selectee markings on my boarding pass, to the horrible treatment demonstrated by TSO (b)(6) to the STSO who displayed overall lack of knowledge of checkpoint procedures. Not only did the ASAP test uncover TSO (b)(6) and the STSOs lack of knowledge of the SOP, it also uncovered the lack of leadership at this checkpoint. We as TSA employees are always being knocked for things that go wrong within the screening process. It is unfortunate to see that these two are proving that as an agency, we still have a long way to go.

Lori M. Skillern

Transportation Security Inspector | Surface
Miami Field Office

Disability Description: The caller uses a wheelchair. She has a heart condition that makes her tired very easily.

Response Details: I advised the caller that she would need to place her complaint in writing. I apologized for the incident and advised her that I would forward her the information that she needed to put it in writing.

I had earlier advised the caller that I would forward her complaint to the CSM. However, after the caller stated that she suffered discomfort after being made to stand without her wheelchair, I advised her that I would forward her complaint to another office.

Incident Details: The caller stated that she traveled through Las Vegas on 5/21/14. The caller stated that at the security checkpoint, a rude screener practically screamed at her and asked her if she could get up out of her chair. The caller stated that she could stand and the officer yelled at her again and told her to go through the AIT machine. The caller stated that she did so. The caller stated that the officer repeatedly screamed at her husband and told him to push her wheelchair out of the way.

5/28/2014
2:51:14
PM

The caller's husband is 70 years old and repeatedly advised the officer that he could not move the wheelchair as there were people behind them. The caller stated that the officer got angry and pushed her wheelchair away from the security checkpoint.

The caller then stated that she had to wait for the wheelchair to be brought back to her. She stated that she had to stand and wait and that she got very tired.

The caller was upset over the incident and stated that the officer treated her very badly. The caller stated that a young female officer brought the wheelchair back to her.

The officer that mistreated her was a male officer in his late 30s. The caller stated that he was very rude and hostile toward her and her husband and that she stated that she had to stand and wait for her wheelchair to be returned to her, causing her discomfort and pain.

The caller stated that the incident occurred between 7:30 and 8:00AM at the Southwest terminal.

Caller advised she had an unpleasant experience while navigating the phone system. Caller advised that she had an unpleasant red ball come up on her from going through X-ray screening. Caller asked if there were any way she could avoid X-ray screening. Caller asked would she need a note from her dr. Caller asked why flight crew members didn't get screened. Caller asked who trains the BDO.

Advised Caller:

5/29/2014
9:22:31
AM

Can request a patdown and At any time during the screening process, passengers may request a private screening.

TSAOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. No dr. note necessary.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Advised caller have no information on who trains the BDO

From: (b)(6)
Sent: Thursday, May 29, 2014 6:18 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Jaspal Singh Gujral; Legal: Rajdeep Singh
Subject: Follow up Re: Contact (b)(6) (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6) (b)(6) turban was patted down and squeezed, without his consent and in violation of his civil rights, by the TSA at Newark Liberty International Airport on May 20, 2014. (b)(6) flew United Airlines, Flight No. 4485, from Newark to Dulles International Airport in Washington D.C.

(b)(6) filed a complaint with the TSA and DHS on May 20, 2014 through the FlyRights phone application. In reference to Contact (b)(6) we wish to provide additional information regarding the incident. Please see attached complaint and accompanying exhibits, including his original FlyRights complaint.

5/29/2014 Thank you for your attention to this matter.

8:16:40

PM Best,

(b)(6)

--
(b)(6)
(b)(6) New York, NY 10004
Phone (Main): (b)(6) Phone (Direct) (b)(6)
Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

(b)(6)

~~This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete this e-mail and notify us immediately.~~

This does not answer my concern....I want a human to read my email and respond back or fix the problem.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

6/1/2014
7:02:17
PM

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

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Sent from my iPad

Caller stated that she flew last night on a flight from LAX last night and after she received her luggage she found that the zipper was busted and all of her belongings were basically messed up beyond the way she packed them. She also stated that there was a flash light that was on. Asked the caller if she would like to file a claim for the damaged suitcase and she stated that she would not.

6/2/2014
9:56:24
AM

Gave the caller the following info:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Caller is wanting information on the precheck screening with metal implants. She doesn't like that at airports like MDW, they only have a WTMD at the precheck line and she doesn't like that she has to go through a full patdown because she alarms the device due to her metal knees.

6/2/2014
10:13:36
AM

CCR informed her:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Precheck. If there is not an AIT for her to go through then she will have to go through the patdown to be cleared and allowed through since she does have the metal implants since she will alarm the WTMD.

Since we are not located at the airport, there isn't a way we can make a suggestion to them to put in an AIT at every precheck line because each airport does have different screening devices.

She can contact the airport directly through opt 5

TSA TCC:

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----

From: (b)(6)

Sent: Wednesday, April 23, 2014 7:39 PM

To: CRCL

Subject: Fly Rights - New Report from (b)(6)

6/2/2014

4:21:09

PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Foster City

Zipcode: 94404

Are you 18 or over? yes

Caller wants to file a formal complaint against two TSO s. He flew from Buffalo to Laguardia on May 18th on Delta flight 4054. He was going through security and they swabbed his hands. He made a smart a-- comment to the TSO. He said they pulled him aside and patted him down and rubbed his testicles.

The TSO (b)(6) a female who is white was laughing and mocking him and he said that she was the instigator after he was swabbed. He said they profiled him by the black employees because of his race. He is white.

TSO (b)(6) did his bag screening and took his shirts out and shook them.

He went through the AIT which came back clear but he was pulled aside again.

TSO that he is not sure of a name did the patdown.

He has been trying to contact (b)(6) and has been unresponsive
He went through Gate 20.

6/3/2014

10:12:34

AM

Accepted Transfer on MB Line: (RF)
Clarified some details with caller:

Full Name: (b)(6)

Phone #: (b)(6)

Email: (b)(6)

Airport: Buffalo

Date and approximate time of the experience: 5-18-14 at approximately 5:15 to 5:30 PM

A discription of the experience:

Disability Description: Caller: Caller asked if the AIT is required as he asked to opt out and they informed him that he had to go through. Caller states this occurred at Dallas Ft. Worth. Caller states its a violation of civil rights as they are evasive. Caller requested a email regarding AIT in regards to what it actually is and if he can opt out.

Response: Informed caller that the amount of radiation used in AIT is a very low amount. Informed caller that AIT does not even penetrate the skin and does not produce a detailed picture. Informed caller that I would forward his complaint to the CSM at Dallas Ft. Worth and send him a EMAIL in regards to the AIT screening.

Airport- Dallas Ft. Worth

Airline- American

Flight number- 1164

6/3/2014

3:57:10

PM

Date and time of incident- 06-01-2014 4:30 Pm

Baggage and tag numbers- Not provided

Description of baggage- Not provided

Was there and NOI- Not provided

Anything on NOI- Not provided

Specific location of incident- Gate B 14 C 20 security checkpoint

Contact information (phone number or email) (b)(6)

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/3/2014 2:52:58 PM Airport : BOS - Logan International Date/Time of Travel : 06/02/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA,

I have now confirmed that you have something against sparkles and sequins.

I know this because last Christmas I wore a gold sequined (plastic sequins) sweater and had my boobs patted down by your security agents (BWI). This past weekend, I wore jeans with plastic rhinestones on the back pocket and had my butt patted down (BOS). Prior to both these incidences, I wore my jewelry through security. A ring, a necklace, and earrings (with no sparkles on my clothing) and was subjected to a full body pat down (Cleveland).

I can only conclude that you have something against my bright and sparkly personality which is enhanced by my bright and sparkly fashion sense.

6/3/2014
4:33:01
PM

Frankly, I don't mind the pat downs, and I could care less if they rub down my boobs or my ass in public - mostly because I know that the search is unwarranted and will yield nothing - I have nothing to hide. (and all is fair in the name of national security, right?)

However, I do think it is incredibly ridiculous that, despite the use of all this new technology and full body scans, agents are still requiring that I subject myself to this physical scrutiny based on my clothing and the fact that I will not put expensive jewelry in my bags (I believe most women would concur).

In addition to this, my palms have been swatched multiple times because I choose to hold my ID and ticket when I go through the scanner. No amount of reassurance will suffice that it is wise to be separated from these forms of ID during a security check. It's not like your agents don't know what these things look like and I cannot possibly be the only person who does this.

What I have come to conclude from these experiences is that your approach to the use of the "full body scanner" is crap. I understand perfectly the theory behind acoustics, backscatter, and identification of densities and articles using sound. There is no way (none) that wearing a bra should mean I am patted down on my back each time I go through these machines. There is no way your staff do not know exactly what the buttons and fittings on a pair of jeans look like - or a belt, or a watch, or a ring, or sequins on skin tight jeans. A woman going through with hits on her neck and ears is probably wearing a necklace and earrings (which should be visually confirmable). The lack of use of common sense in assessing these things is appalling.

If you insist that it is a behavioral cue, I will tell you that your instructors are looking for the wrong thing. I am polite, cooperative, gracious, and attempt to be patient with other passengers who do not know what they are doing. If you want to tell me that those are signs of a terrorist, try me.

I fully appreciate and am thankful for the work you do to keep passengers safe - my concern is that, based on my experiences, you're not doing a particularly good job.

Caller flew from OMA about 3 weeks ago and she was traveling with two infants by her self. Caller stated that she could not carry the two infants through at the same time and she ended up having to have a stranger carry one of them through or they were not going to allow her to fly with them. Caller is wanting to know what TSA policy is about screening children. Caller wanted to know how she is supposed to carry them through if she cant be separated from her children. Caller stated that she can not carry them both at the same time.

Advised caller:

Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

6/4/2014
12:35:48
PM

Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. Since the children are small and cant walk then you would have to be screened by the WTMD. That is the only information that I have is they have to be carried through if they can not walk. Since you have two then they may have to be carried through together. Caller asked for a supervisor.

Escalation Notes: (b)(6)

The caller has two 8 month old infants that cant walk and the TSA at OMA wouldn't allow her to carry both children through the checkpoint. They got a stranger to carry her children through when she asked to speak to a supervisor. The supervisor told the caller that her two children fell outside of TSA policy and that she couldn't carry both through. She is going to fly again through OMA in about a week and she wants to know if this is going to happen again. If it does she is going to sue TSA.

Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/4/2014 9:30:28 PM

Airport : MCO - Orlando International

Date/Time of Travel : 05/18/2014 3:00 PM Airline & Flight Number : south west Checkpoint/Area of Airport : security screening TSA Employee: (If Known) : ?

6/4/2014
10:01:52
PM

Comment : As a frequent flyer I have been rewarded with the TSA pre check to expedite the process. On sunday 5/18/14 at 3:00pm I passed thru the AIT - my blouse had some metallic decorations on it, so much to my surprise I was pulled aside and "screened" by pat down, which includes the hand wipe function. How surprised was I when I was told my hands tested positive ! for what ??? Immediately I was whisked away into a private "room" for additional screening. There was no regard for my companion and no explanation for what was to occur. The agent and I waited, and waited....I was not told why when asked....finally a second woman in uniform appeared....guess there needed to be a chaperone for the agent. What about me? So, now she begins the more "thorough" screening....all was negative thank God....My companion and I discussed what my hands could have touched.... I'd used the restroom, washed my hands.How surprised and appalled was I when the agent stated the hand soap used contains glycerin and it is known to have this result. As a frequent flyer, with bilateral hip replacements, I am shocked - that this is known and not rectified ! Since 2004 I've been subject to "pat-downs" until the AIT came along. At age 63, I understand and support security being in place. However, a known entity like hand soap causing unnecessary work for the agents, delayed processing for myself - not to mention the "uncomfortable process of a more detailed pat down" is inexcusable. I implore the TSA rectify this immediately. Thank you for your attention to this. (b)(6) Would you like a response? : True Passenger's Name (b)(6) (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a knee replacement and they paid \$85 for precheck and she showed her card and went through the WTMD for screening. States she triggered an alarm and the TSO took her carryon bag and purse and emptied it and they took her to another line and she is 75 Yrs. old and had a complete patdown and because she couldn't get her shoes off and back on they ran something over them. States the TSO was very nice and another gentleman didn't open her purse until she was there.

When she arrived at ATL she stated she was provided a wheelchair which was very nice.

Information Request: Why does her knee replacement require her to have a patdown when she has the precheck and what did she pay the \$85 dollars for?

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

6/6/2014
8:08:11
AM

Explained she can present documentation which only improves communication with the TSO and advises of any medical condition which could affect the screening, not a requirement.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Provided information via email.

Explained to caller going through the precheck lane doesn't prevent a passenger from having a patdown if an alarm sounds going through the WTMD.

Explained to caller she paid the fee for a background check, fingerprints, etc. for the program and those services aren't free.

Caller wants to make a complaint about Wifes experience in La Guardia airport. The wife is pregnant and requested a pat down and waited for a long time and nobody came to provide that service. Then an officer made her go through an AIT machine and the caller.

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

6/6/2014
5:16:39
PM

Airport	LaGuardia
Airline	Delta
Flight #	Unknown
Date - Time	June 6, 2014 5:30pm EST
Location of Incident	Terminal C
Contact Info	(b)(6)
Description of TSO	One was female and one was male, neither were caucasian

Caller flew from Chicago Midway on June 5 and the caller stated he informed the screeners they had metal implants and they requested to go through the AIT and the screeners told him to go to another line and his wife didnt have to remove their shoes. Caller stated he was told to go through another screening technology and they had to have a patdown. Caller wants to know why the screening technologies. Caller wants to know why this is happening to them at Midway airport.

6/9/2014

2:59:37 PM Advised caller the following information:

Advised caller I can not give the information as why the other technology wasnt opened at the airport. Advised caller he can call 866-289-9673 press option 5 and put in the airport code and he will be given the CSM number and he can ask they specific questions about policies and procedures.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/9/2014 4:17:15 PM

Name: (b)(6)

Email: (b)(6)

6/9/2014 Complaints: Airline Complaints

6:12:16 PM Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight number 317 LaGuardia Airport Terminal G5

Comments: I actually got on this site just to finish cursing out some of the TSA agents that scanned me on 06/05/2014. I don't give a fuck about you or any TSA agents I can not stand ya. So when I come up with an attitude don't ask me how I am doing. Than talk about the lotion of my hands is it Victoria secret none of ya damn business! Nigga I see you watching me ya ugly ass. So yeah I am going to be nasty to you and ya friend. Talking about the lotion can be harmful; ya must think I got stupid written on my forehead!! I know I look damn good on the scanner and could care less if ya see me on a scanner!! Than took me to a pat down after I gave the dude the middle finger on the scanner and told the lady she doing a great job making sure I am not a terrorist. I would have cursed her out some more but I was running late. TSA agents are actually funny, and I enjoy cursing ya the fuck out. So after they scan my brain and the inner folds of my vagina, I deal with the government police telling me what I can and can not spray on my own fucking body?

See people don't speak up but I do and I have every right to say whatever the fuck I want to say. So after the scanner doesn't show a bomb stuffed up my ass, I go for another pat down. Than the dumb bitch said we trying to keep people safe. I said bitch whatever, like I am stupid and don't know what is going on. So fuck you and the idiots at the gate at G5 and all the other TSA agents out there and whoever reading this post. Since the only reason why there is the full body scans is for the bitch ass dudes and girls who don't get none at home and to see naked bodies. Well I gave a full show and a up yours as well, than want to have the nerve to steal shit and get a good paycheck! All of TSA should be disbanded and I want somebody to reply to my post ya pussy punk bitches! I am not afraid of TSA the donut eating cops and anyone else that likes to use protecting the people bullshit line to steal and invade privacy. So get at me and I will be waiting.

Caller is wondering about filing a formal complaint. She is sitting inside Tampa International and she went through security, she went through the AIT machine and the TSA agent on the other side, without any formal warning, said she had to check the callers hair. The agent didnt change her gloves and proceeded to run her hands through her hair. The caller has a scar on her head that was painful when touch. Caller stated she would have taken her hair down for the agent but the agent never gave her a chance. The TSA agent never offered a private screening either. Caller is most upset about the gloves

Advised caller : We regret that she had an unpleasant experience. Passengers may request a private screening if additional screening required or at any time during the screening process.

6/9/2014

7:38:12 PM

Airport	Tampa International
Airline	Southwest
Flight #	3405
Date - Time	June 9, 2014 8pm delayed to 8:50pm
Location of Incident	Gate C39

Contact Info: (b)(6) (b)(6)

Description Name of Agent: Female, caucasian with red hair in a ponytail. Late 20s or early 30s

Caller said that he flew from MCO and he had a issue. Caller said that he tried to explain that he is with 9 members of his family and they are close to missing the flight. . Caller said that he and a family member was pulled aside for additional screening and due to this they missed their flight. Caller said that they arrived a hour and 20 minutes before the flight.

Resolution:

Advised caller that it is recommended that you arrive at the airport at least 2 hours in advance to the flight time to allow time for the screening process.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

6/10/2014 10:43:27 AM TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Advised caller that I would mark this as a complaint for that location.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller then stated that he was traveling with his two children who had chocolate milk that was taken from them. Caller said that they did everything correct that the milk was separated and declared. However the officers would not allow them to take it and made them throw it out. Caller stated that when they flew from JFK they had the same items and it was not a issue with them. He state that a Jetblue agent told him that it happens often at this airport. Caller wanted to know why one airport allowed them to take the milk and another didn't. He thinks this was done because they told the agent that they were going to miss their flight.

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location

To Whom It May Concern,

My name is (b)(6) and I travelled from Jacksonville International Airport to JFK airport on Sunday June 8. A friend traveling with me had an unfortunate experience at security that I wanted to bring to your attention, as it was disrespectful, appalling and infuriating.

My friend is newly pregnant, having just passed the 12 week mark. As we were approaching what you refer to as the Advanced Imaging Technology machine, I asked my friend if it was safe for her to be screened that way; she was unsure. We asked a security officer nearby if there was an alternative to the AIT machine as my friend was not comfortable assuming it was safe. This officer politely informed my friend that she could opt out, and instead receive a manual pat-down alternative. She directed us to another security officer who was standing off to the side of the AIT machine. When my friend informed this security officer that she wanted to opt out of the AIT and receive a pat-down instead, this security officer rolled her eyes and yelled to someone behind her that, "this lady wants to opt out". At this point I assumed everything was set, and I myself passed through the AIT. A few minutes later, my friend appeared at my side to collect our bags that had just been screened; she appeared upset and had tears in her eyes. She said that she had waited for a few minutes for the pat-down while 2 security guards stood next to her, rolling their eyes, and who ultimately told her that it was going to take too long to find someone to do the pat-down and she should just go through the machine. Not wanting to miss her flight, my friend gave up and went through the AIT.

6/10/2014 9:12:14 PM

I find so many things about this experience troubling; AIT, in my understanding, is supposed to be optional. I don't know if these two women were employees of the TSA or Jacksonville Airport, but I wish I had gotten the names of these rude, disrespectful and quite frankly lazy security officers.

I realize that this incident may seem trivial to you, and that the letters and phone calls you receive on a daily basis involve more severe issues, but in my mind this is just as important. Forcing anyone that doesn't feel comfortable to use the AIT machine is unfair and wrong; forcing a pregnant woman to do so is absolutely unforgivable. I am aware of the data, the studies, the reports that show that AIT is perfectly safe for everyone, including pregnant women; it did little to quell my friend's fear and guilt. The one data point that must be emphasized and enforced by your employees is that it is optional, for anyone.

While I do not anticipate that this email will make any real difference, I hope it does not go unread. For anyone to feel anything but safe and respected while going through airport security is a failure on your part.

Sincerely,

(b)(6)

Caller states that he went through security at Terminal 2 Gate C at JFK, and he states that he was highly upset because he went through screening and he had to get on his tip toes when going through the AIT machine and the guy in front of him had to touch his nose.

Airport: JFK
Date: 06/11/2014
Caller feels discriminated.

Advised caller:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Caller does not want to file a complaint, he wants to let it go.

Caller has vertigo and has titanium chips in both breasts. She wants to know if the metal chips will cause any problems. She will take medication before she gets on the plane to help with the vertigo. She wants to know if she needs to do anything on the plane regarding the vertigo.

Advised caller:

The passenger should let the officer at the checkpoint know that they have the metal implants and let them know where they are. A lot of passengers with metal implants prefer to use the AIT because it scans the outside of the body and doesn't penetrate, so it may not detect the metal implants. When the passenger declares the metal implants to the officer, they can request to use the AIT instead of the WTMD. If any alarms sound or if the AIT detects an anomaly, a patdown would be done to resolve this.

The patdown:

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I would recommend letting the airline attendants know that she has vertigo and anything they can help her with in the event she has an episode.

Caller needs to file a formal complaint outside the airport. She wants information for screening writing.

Told caller

I understood she had a complaint. I ask her if she was a TSA employee or a passenger. She was a passenger and wanted to speak to someone with higher authority.

(b)(6) took over the call:

Caller stated that she went through the AIT at LAS and her hair was patted down. Caller stated that she feels that they only patted her hair down because she is African American. Caller wants to know the TSA policy for conducting patdowns. Caller stated that she spoke to a (b)(6) at the airport and he was very rude to her. Caller wanted to know if I could email her the TSA guidelines for patdowns. Passenger stated that she was still at the airport and was going to go get the officers names that screened her.

Advised caller that anytime an anomaly is discovered when going through the AIT a patdown is required to clear it. Advised caller that if she feels the patdown was conducted because she is African American she will need to formally file a civil rights complaint. Advised caller that I would email her the guidelines to file that complaint as well as the TSA guidelines for patdowns.

The caller stated she just went through a humiliating TSA experience. It happened at 10:00 in LGA at TD Check 1. The caller has a tether on his foot. He spoke with TSA prior to travel. He has been authorized by the courts to travel. He states that he spoke with the CSM at DTW and notified them of his travel plans. He had no problems when he traveled from DTW. However when he went through the AIT at LGA and when he exited the TSO noticed the anomaly on the scan. The caller showed the TSO the tether and it was screened for explosives. As the caller was preparing to depart the check point a female officer detained the caller and asked about the ankle item. The officer was named (b)(6) and she told him to go to the side (b)(6) made him go through a patdown. (b)(6) then calls the lead officer (b)(6) who then takes over the process. (b)(6) then calls the TSM Harjinder Singh. At that point the TSM tells them to call the port authority. The caller was told that they have to call the port authority. He was told that every airport operates differently. The port authority comes over and he is confused on why he is called because he cannot do anything. The PA took more information from the caller. Another TSA agent (b)(6) tells him that after the Port Authority interaction he would have to be patted down additionally. The caller went through the AIT with a decent amount of cash in his hands and it was never checked. So the caller is questioning about all of the screening he had to go through but the cash was never checked. They took copies of boarding pass and drivers license and he wants to know if this is standard procedure. He is complaining because he had no issues at DTW but had to go through all of this at LGA.

6/12/2014
2:49:07
PM

AIRPORT: LGA
DATE OF TRAVEL: 06-12-14
AIRLINE: Delta
FLIGHT NUMBER: 2449
TERMINAL OR GATE: TD Check 1
CONTACT (b)(6)

I advised the caller that we strive for consistency at the screening processes at the airports and I regret this situation took place. I informed the caller that I will send a copy of this record to the CSM at LGA for their review.
Dear TSA,

Can we please change the policy of non-uniformed pilots having to go through the AIT machine? Why can't we go through the Trusted Traveler line? After all, we pilots have been through more background checks than have those Trusted Travelers.

After a nuclear physicist friend of mine told me to avoid the AIT machines, I "opt out" and am therefore subjected to a full pat down. Not only does this inconvenience me but it puts an unnecessary strain on TSA's resources because an agent has to waste time with me (a non-threat) while diverting attention away from the other passengers (potential threats.)

6/12/2014
4:12:53
PM

There are plenty of pilots who travel on official company business out of uniform: management pilots, safety committee members, and "ghost riders." just to name a few. In TSA's eyes a non-uniformed pilot is held to greater scrutiny than a uniformed pilot despite the only difference being the uniform. The company ID, or badge, is the hard item for a bad actor to obtain, not the uniform. One simply has to go out on Halloween to see how many revelers are dressed as pilots to see how easy it is to get a pilot uniform.

Can we please bring some common sense to airport security and allow non-uniformed pilots on official business to bypass the AIT, thus increasing the TSA's efficiency by avoiding distractions?

Thank you,

(b)(6)
Airline pilot

Caller said in the past 6 months he and his fiancée have flown often and everytime she goes through AIT screening she gets a patdown. Today she was only wearing designer jeans, bra and T-shirt and she still got patted down and was almost in tears. He states last time they flew from Ft. Walton she only had on a sundress and he questioned why she was having a patdown because she wasn't even wearing underclothing. He understands that it may be a random selection at times but not every time. She flies approximately 3 times each month and she is to the point that she doesn't want to fly anymore.

Caller said he spoke with a supervisor today and asked why his fiancée was having to get secondary screening and the supervisor wouldn't answer his question and was very blunt and rude. He works on the military base and they were flying Delta today, flight departed for ATL at 12 Noon.

6/13/2014
1:53:14
PM

Response:
Apologized to caller.
Explained to caller there is some anomaly that must be showing up when she goes through the AIT which is requiring her to have a patdown.
Advised passengers can be selected at random for additional screening, but it wouldn't happen everytime they fly.
We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.
Advised he can request to speak with a supervisor anytime he has questions or concerns at the checkpoint, which he did today, but, didn't get the name of the Supv.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

6/13/2014 2:08:51 PM
Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 6/13/2014 1:15:46 PM Airport : SAN - San Diego International Date/Time of Travel : 06/13/2014 10:00 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Scanner from phone would not work so I had to go back out to the counter, print a pass and stand in line again. If your goal is to encourage people not to fly, you are doing a great job.
Would you like a response? : True
Passenger's Name :
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

6/13/2014 6:14:44 PM
Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 6/13/2014 5:38:54 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/13/2014 Airline & Flight Number : DL1968 Checkpoint/Area of Airport : Before going through the X-ray scanners TSA Employee: (If Known) :
Comment : Dear DHS.

I'm writing you this email before I board my plane to Paris. I recently ruptured my achilles tendon which forced me to request wheelchair service at the airport. I checked into LaX airport with ease and then requested to be taken to my gate with assistance. I got to the X-ray scanners and was asked to wait so someone can check me via trace scanner to make sure there was no explosives. I waited for a person to check me out successfully by asking to be wiped to make sure there was no explosives. I opened up my hands (while sitting in a wheelchair) and waited for him to test the results and successfully passed. What I was shocked about is that security did not check my pockets or pat me down. I asked myself this question, what if I was a terrorist and had a knife or something in my pockets other than explosives??? How would security catch me if I wasn't patted down. Even-though I was in a wheelchair and couldn't get up, they should still pay me down or atleast scan me with a metal detector followed by a trace detector. I'm a constant traveler and that was shocked at this event. Maybe it was the security officers fault or maybe it was a fault in the system. My goal is to make you aware of this and hopefully help you protect us Americans. God bless you all.

By the way, I didn't have a chance to proof read this and wanted to make sure you were aware of this before I get on my next flight.

(b)(6)
Would you like a response? : True
Passenger's Name : (b)(6)
Phone Number :
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is wanting to complain about an incident that just happened at IAD. Caller stated that she was wearing a money belt and went through the AIT and the officer then was doing a patdown and found she was wearing it. Caller stated that the female officer Thomas told her that it had to be sent through xray and removed it. Officer Thomas then took it out of the callers sight and was supposed to be screening the item. Caller stated 10 minutes later she asked where it was and no one could find it. When the item was located it was returned to her by another officer and appeared to her that it had never even made it to the xray machine. Caller was told by a supervisor that the TSO did not follow protocol and she is wanting to report it. Caller was concerned due to the amount of money and personal identification items that was in the money belt. Everything was returned and nothing is missing.

6/14/2014 3:28:09 PM
Advised caller:
TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Airport: IAD
Airline: United Airline
Flight number: 4244
Departing time: 5:20 pm
Date and time of incident: 2:25
Gate or terminal of incident: United terminal far left lane.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address (b)(6) Telluride co
Zipcode: 81435

6/17/2014

10:19:04

AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

LaGuardia Airport

I sent the email below to your Contact Center. I received a reply a few minutes ago. I appreciate the quick response. Unfortunately, the reply did not fully address the issues that were being brought to your attention. It is unfortunate that the a reply from a government agency can not be thorough and resolve all items on the first pass.

Your reply dealt only with your policy regarding military personnel and your treatment of them. It left the impression that it was written by a former military person and was justifying the process of military personnel rather than addressing the true issues I presented in my complaint this morning. The "process" is wrong when military people and their families are allowed into the "TSA Precheck Line" and then have to be redirected to the Delta Elite Line. Their families/friends should be directed to that line to begin with. On Friday they worked their way up to the TSA agent and the TSA agent redirected them to the Delta Elite Line.

I have no issue with military personnel having access to a security line. Please take a few minutes and read through my complaint a second time and address the issues raised.

You also did not address allowing airport employees who are flying to use the employee access line that is intended for employees who are working at the airport.

I am going to include (copy/paste) the reply that I received a few minutes ago.

Regards,

(b)(6)

6/17/2014
4:09:55
PM

Thank you for your e-mail regarding the screening of military personnel.

The Transportation Security Administration (TSA) is fully supportive of the men and women in uniform, and our standard operating procedures strictly prohibit targeting members of the military (or any other organization) solely because they are in the military. We are sincerely grateful for the sacrifices made by these brave men and women. Many of our own employees are former military personnel or current reserve members. In fact, TSA has instituted many procedures specifically for the military to ease their processing through the security screening checkpoint.

Security guidelines provide that uniformed military personnel traveling on orders are exempt from selectee clearance procedures only on those air carriers who have implemented a system that has been approved by the air carrier Principal Security Inspector (PSI). We emphasize that this exemption applies only to military personnel on active duty that present a valid, active duty military identification card and the military orders associated with that travel. Military personnel should advise the airline upon check-in that they are active duty and traveling on military orders. The airline should exempt them from any automatic additional screening.

Military personnel, their families, and their carry-on items are still subject to the same initial screening procedures as all other individuals entering a secured area. Excluding any group or individual from the screening process, such as senior citizens. He has a flight leaving tomorrow from EWR to SFO on United. He has had PreCheck on all the other flights. He has GE currently. And is also 75.5, and wanted to know if he could get PreCheck that way. He also asked if his wife or grandchildren could accompany him through the line.

Advised caller:

It is important to keep in mind that even if you are eligible for TSA Pre\u00d2713\u2122 as a member of a CBP trusted traveler program, TSA Pre\u00d2713\u2122 does not guarantee expedited screening. So PreCheck is random.

As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

6/18/2014
11:09:36
AM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

While some airports may allow individuals who are traveling with a TSA Pre\u00d2713\u2122 eligible passenger to access the TSA Pre\u00d2713\u2122 lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre\u00d2713\u2122-eligible passenger should not expect to be directed to the TSA Pre\u00d2713\u2122 lane each time they fly. In addition, please remember that TSA Pre\u00d2713\u2122 does not guarantee that an individual will receive expedited screening.

Also, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

At TPA yesterday her family opts out of the AIT and they go through the paidown. She had 5 3-1-1 in one of their bags since they were all travelling together. The officer told her she had more liquids in her bag than what is allowed. She explained to the officer that there was 5 of them travelling together through and there is only 5 bags. The officer then told her there was other liquids in her bag than what was just in the 3-1-1 bags. The officer then searched the luggage after a little argument. The officer then handed her 2 larger bags and told her to place all of her liquids in those bags for future travel and that would prevent any issues. (b)(6) was travelling with another family that went through the AIT machine and she was told they overheard the officers stating they were going to hold her up since they all opted out of the AIT and she was wanting to know what she should do under these circumstances. She was going through C Gate around 12:30 on 6/18/2014. The officer was a middle age woman, hair in a bun, at least 50.

6/19/2014

1:02:12

PM

Response:.
Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller states that his wife and him went in and got KTN and they called Delta Airlines because his wife has the TSA precheck logo on the boarding pass and he doesn't, and he states that he was explained that if he paid for the program he would always be selected? Caller states that its disrespectful for us to split up a traveling couple, after they paid for the program. Caller asked if people who don't have a KTN do they get through.

Advised caller:

6/19/2014

4:01:39

PM

In addition to TSA Pre✓™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre✓™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre✓™. While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre✓™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre✓™ lanes at more than 100 airports when traveling on any participating U.S. airline. TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. It is important to remember that TSA Pre✓™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Advised caller that he did not pay for the program he paid for the background check and fingerprints.

The caller and her husband, (b)(6) have always received TSA Precheck since the start of the program. They received expedited screening yesterday when traveling with Southwest. Her husband boarding pass for his travel today with Southwest doesn't indicate the Precheck indication. Southwest advised that she must have a KTN. They were invited by United Airlines to participate in Precheck, however they have received expedited screening when traveling with other airlines.

She asked how to apply with TSA and if there is an age in which someone would be automatically eligible for Precheck.

They are only eligible for Precheck when traveling with the airline that invited them. They won't have a KTN. TSA also randomly selects passengers for expedited screening based on their Secure Flight information.

The Precheck indication is not what determines whether a passenger received expedited screening. This is determined when the TSO at the checkpoint scans the barcode of the boarding pass.

6/20/2014

11:25:23

AM

I advised that if she and her husband would like to be eligible with all airlines and would like to receive expedited screening on a more regular and consistent basis may want to apply with TSA as they would undergo a background check to be vetted for eligibility. If approved they would receive a KTN that they would provide to an airline when they make reservations.

They can pre enroll via [tsa.gov](http://www.tsa.gov) where they will provide biographic information and make an appointment to visit an enrollment center where they will provide fingerprints, ID, citizenship documentation and pay the \$85.

<http://www.tsa.gov/tsa-precheck-participation-tsa-precheck>

<http://www.tsa.gov/tsa-precheck-notification-tsa-precheck-eligibility>

There is not an age in which someone is automatically qualified to participate in Precheck. Under new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Tempe AZ 85281
Zipcode:

6/20/2014

2:23:18

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Minneapolis-St. Paul International Airport

Caller states that he flew from BWI today and he is concerned with the security screening. Caller states that he told the officer that he did not want to be screened by the AIT. Caller states that the officer explained to him that the AIT was not an x-ray and forced him to be screened by the AIT. Caller states that he does not know the officers name. Caller states that he was at Checkpoint C possibly the one for American Airlines at or around 1600 hours. Caller states that he does not want to be screened due to possible health risks.

6/21/2014

4:17:35

PM

Advised Caller:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

Due to the fact that the officer forced you to be screened by the AIT, I am going to send a copy of the complaint to the CSM for their review.

Caller said she came home last Sat. from MN and that she lives in Southern CA. She said she flew from Bemidji, MN to Ontario, CA on Delta and got her check bag in Ontario, CA and it did not look like her same bag and that she got a noi. She said she has a broken hair dryer from this flight but on another flight from DWI in 2002 or 2003 she had Christmas gifts and she had a hole in her suitcase and she said care should be given so items dont break. She said she does not have an email address and she requested that we postal mail the claim form. She said since 1968 she has had an Ileostomy and she has a problem going through screening and wears an external device and a metal ring and the wtmd goes off and she said she should not have to explain this medical thing. She said we should be educated on this and we should not embarrass her. She said it is all external and can not be taken off and it replaces her large intestine and rectum. She said she may get a Dr. note to help explain this in the future.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

6/24/2014 2:54:41 PM To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that it takes 10-15 days to receive it through the postal mail, I advised her the TSA officers have the check bags for about a 2 minute window and then the airline employees put the bags on the plane.

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov>.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown..

The caller called Delta and she had a bad experience. She stated that she went through the checkpoint and she was cleared. She stated that she was frisked after the checkpoint. She stated that she was going to the Bahamas. She stated that she has hired an attorney and she wants compensated. She stated that the officer was rude and she did this in front of other passengers. She stated that she did not have a reason to frisk her. She stated that the officer was arrogant. She stated that she had to remove her socks. She stated that the attorney told her that she should not have frisked her like that. She stated that this was humiliating. She stated that she will never fly with Delta again. She stated that this happened at BZN to the bahamas. She stated that she made her cry, and she threw her ticket away. She stated that she had two witnesses to the event. She stated that she did not set off any alarms, and she was wanded. She stated that she is going to make a law suit. She stated that she wants reimbursed for the situation. She stated that she did not take her flight due to this incident.

6/24/2014 7:29:35 PM TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Name: (b)(6)
Phone:

Date and Time: 06-10th @ 7:30 am
Airline: Delta

Caller will be flying from Birmingham, AL. He said that his wife made the reservations and he does not have the flight information. Caller stated that on a previous flight out of Birmingham he was body searched and questioned like he was a terrorist. He is completely blind. He travels with a braille writer, braille paper, apple products, a dictionary, an additional computer that has speech on it, and other devices that help access material. He did not want the electronic equipment x-rayed. He said that the magnets in the system would ruin it. He said that he was told that he should have gotten a memo from the airlines or someone stating that the equipment should not be scanned. He stated that the airline gave him a free ticket because of the harassment. He said that he suspected that he was set next to an air marshal. The people at the airline seemed to know him very well. He was delayed for two hours. He said that he did not have a problem on the way back from Charlotte. Caller said that he is not making a complaint. He wanted to get prepared for the screening. He asked if I can send him a notification card or if he can print it out or show it on his iPhone. He said that the disability office told him that he would be exempted from the cost of taking the items. When I gave the caller the information from the template stating that canes and other devices (such as Braille note takers) must undergo x-ray screening he became very angry. He wanted my name. He stated that I was not listening and that it would ruin his \$10,000.00 piece of equipment if it is scanned.

I gave the following information: It is recommended that passengers who are blind or visually impaired notify a Transportation Security Officer (TSO) of the kind of assistance needed to complete the screening process. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

6/25/2014 8:39:48 AM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. .

In addition to screening the passenger, canes and other devices (such as Braille note takers) must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.

I advised him that he would need to contact the airline about the fee for taking the items. I told him that is not in TSA jurisdiction. I also told him that a notification card is not a requirement and he can just tell the TSO about his situation if he would prefer to do so. I advised the caller that I was listening and I did hear him say that his equipment can not be scanned. I gave the caller my name and agent number. I also gave him the name and phone number for the CSM at Birmingham International.

Disability Description: Caller has an insulin pump and continuous glucose monitor.

Information Request: Caller has had problems in the past when she removes the pump for a physical inspection.

Response Details: Advised caller to contact us 72 hours prior to travel and we would escalate a request for assistance to ODPO. Emailed the information. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

6/25/2014 11:32:21 AM
Diabetes-related supplies, medications and equipment such as insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller has an implanted cardiac defibrillator pacemaker. She had TSA precheck on her boarding pass when she flew out of DCA yesterday. She is complaining because there is no consistency from airport to airport for someone in her condition. At DCA she went to the precheck line and she let them know ahead of time about the pacemaker. She was instructed to go to other side by an officer and remain at that spot until they called someone. She waited for 15 minutes before the officer called someone and then waited for a female agent to show up so she waited a total of approximately 30 minutes. When the female agent came she just escorted her to the AIT and had her go through it. I asked the caller if they called the female agent due to the possibility of a patdown and the caller states that when the other agent was called there was no mention of the need for a female due to a patdown. All this time she was separated from her personal belongings for a long period of time. She states that the precheck lane at DCA only had a WTMD but when she came through TPA it had an AIT. She is concerned that she lost sight of her belongings while waiting for such a long period of time. She also wants to know if there is a better way to handle situations like this and if signing up for precheck would be of any benefit to her. Ultimately her baggage went through screening twice because it went through initially when she was waiting for someone and lost site of it and then again when she went through the AIT.

AIRPORT: DCA
DATE OF TRAVEL: 06-24-14
DEPARTURE TIME: 1150
CHECKED BAGGAGE TIME: 1000
AIRLINE: US Airways
FLIGHT NUMBER: 1846
TERMINAL OR GATE: Terminal C Gate 37
CONTACT: (b)(6)

6/25/2014
12:08:48
PM

I advised the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening.

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre✓™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre✓™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening or a patdown screening. I advised the caller that due to her heart condition there may be some airports that have an AIT at the precheck lane but some may not so precheck would only be beneficial to her at those that have the AIT.

I advised the caller that I will forward a copy of her complaint to the CSM at DCA regarding the wait she had to experience.

Caller was in Spokane Washington Airport to fly to Boise and was in a wheelchair provided by the airline. They made him go through the equipment (not sure if AIT or metal detector) and the alarm went off. He alleged that told the Officers he was able to get out of the chair and walk but the TSO said this will be faster and they had him go through in the chair and that resulted in a Patdown.

He is able to walk and usually gets out of the wheelchair for the screening at other locations.

The Checkpoint Supervisor TSO was (b)(6) who said since the alarm went off you must do the Patdown.

Caller complained if he could have walked through the alarm would not have gone off and he did not like having the Patdown.

RESPONSE:

Advised I will send a copy of his complaint to the CSM at Spokane.

CSM Referral Information:

Airport: GEG

Airline: Southwest

Flight #: 4008

Date: 6-20-14

Departure time: 4:15 PM (He was at the checkpoint at 3:00 PM)

Specific location - Terminal or Gate: A B Lane 1

Phone #: (Cell) (b)(6)

Email: (b)(6)

6/25/2014
2:14:00
PM

Caller feels like she is discriminated and violated at a TSA checkpoint. They came through IAH and went through TSA. It was only them in line, and she had a cup of ice that had melted, she didn't know it was in her backpack in the side pouch. She told them that they could just dump it out. She told her that she can't do that, and looked at another employee, and told her that she could not make any special circumstances for --them--. She was then made start all over again in the screening process. She then told her to throw the thing away and that she would get another 5 dollar cup at Walmart if it's that big of a deal. She stated they wanted to search all of her bags for no reason. They then checked all of her mother in laws items. She stated that the bottom of the bag then fell out and busts one of her souvenir cups. They made her husband then go through the AIT and her other son do the same. They then told him that he needs to step to the side, and that he had something in his butt crack. They did a patdown on her husband's butt crack. She then stated that they did ETD on her son's hands. They offered the private screening. They then told her son that he had an anomaly in his butt crack as well. She believes that this is happening because they are white, and all employees are African American. She stated that they all had attitudes. A female employee snatched her boarding pass out of her hands and told her she had plenty of time even though she had to go to the other side of the airport. This happened on Monday June 23rd, scheduled to depart at 9:30 a.m., Houston time. They came through TSA around 9:05 a.m.

Response:

6/25/2014 This happened on M

8:06:52

PM

Call transferred to E Vaisey.

She asked what happens in a case like this.

Advised caller:

I will forward information to you. In order for this complaint to be complete it will need to be in writing. I will also forward the information collected from the previous agent to the TSA multicultural branch.

The complaint will be investigated. I do not have step by step information about how this is handled as it is another branch.

Caller went through Precheck and had to have additional screening. He thinks that his belt buckle set off the machine. He wants to know why he had to have additional screening when he paid for Precheck.

6/26/2014

8:26:31

AM

Advised caller that the AIT picks up anomalies on the outside of the body. It doesn't matter if he has Precheck, if there is an anomaly or alarm, the officers will resolve it before you are permitted through the checkpoint. He said that he didn't see the point of getting Precheck if he was going to have to be screened anyways. Told him that Precheck is random and there is never a guarantee and if there is an alarm, it has to be resolved.

Caller advised she wanted to make a complaint. Caller advised she went through security at Boston Logan. Caller advised her and her 2 kids went through metal detector and it didn't alarm. Caller advised she was taken to a private room and given a patdown and her bags were searched. Callera advised she had to wait for a security officer of the same gender to arrive and nearly missed her flight. Caller advised that the TSO's was nice but feels like TSA is harrassing the public by doing this.

Advised Caller:

6/27/2014

9:27:15

AM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Caller is 86 years old and his wife received a letter with a KTN on it. He has not received a letter with a KTN and he is wanting to know the status of his enrollment and what his wife needs to do to get precheck with her letter. Caller stated that when he was at the enrollment center he was told by the representative that was signing them up that they should go back into the lobby and ask for a refund because he did not see how they would benefit from the program. Caller is wanting to know what benefits he gets that is different from what he currently gets when flying. Caller thinks he enrolled under false pretenses and wants a refund.

Advised caller:

She will just receive the letter and she will use the KTN when making the flight reservations. You need to make sure to enter the KTN that starts with a TT into the KTN field and make sure your name, DOB, and other identifying information matches the information you provided exactly when you make the flight reservation.

6/27/2014

2:42:34 PM

To check the status of your application, please visit <https://universalenroll.dhs.gov> or you can also contact UES by phone. For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday. The \$85 fee s are non refundable because that is what they use to get the background check. You can contact UES and see what they can do about the situation but I don't know if they will refund you.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. This is similar to the precheck benefits. The main difference that you get with precheck is you can also leave on your jackets, and belts, and you don't have to remove laptops and 3-1-1 bag from carry-on bags.

Good afternoon.

This email is being forwarded to TCC-referrals for appropriate handling. Thank you.

Evelyn Webb

6/27/2014

4:04:32 PM

Program Assistant

Civil Rights Division, TSA-6

From: [b](6)

Sent: Thursday, June 26, 2014 11:39 PM

To: TSA.civilrights@dhs.gov; tsafll@dhs.gov; gotfeedback@dhs.gov; Reynolds, Anthony Z

Subject: Fwd: Incident at Fort Lauderdale International Airport

As a colleague in the Department of Homeland Security, I am disappointed to have to report an unfortunate situation with one of your TSA officers. I know that 99% of all fellow DHS employees work very hard to gain and foster the public trust. However, as a member of the flying public I believe that the situation must be reported and addressed.

Hello Patricia,

Thank you for getting back to me in regards to my complaint with TSA. I wanted to let you know we were at the airport in the evening for our flight around 9:05PM not in the A.M. per in your notes.

As for the information you requested, here are the following:

We were traveling on United Airlines that day and for our whole trip.

We were in terminal C and leaving on flight UA 393 departing at 9:38pm

There was only 1 open lane at that time, it was to the far left, and we were the only ones in line for TSA at that time.

They were all African American, there was an older man in his 40's scanning what came through on the belt, with a larger woman in her 30's maybe with her hair up who would come over for the bag checks. Across from her was another woman with really short hair to her head with glasses and maybe in her late 40's to early 50's. then there was a short man there who was the one that did the searches on both my son and husband. This is all we can remember so if we are missing information or it's not detailed enough I'm sorry for that, we were a little pressed for time. I want to say that towards the end of all of this and as we were gathering our items getting ready to leave the TSA area a very tall Caucasian man was there at a computer off to the side but wasn't there with any of us or talking to any of u. he came later at the end though.

6/27/2014
4:04:35
PM

We had 8 of us traveling in our party.... 5 adults (2 -65+ as seniors, 1-18 yr old, 2- age 30-45 yr old, and 3 kids age 16, 11, and 4

My son who was searched is 16...so he is not an adult but doesn't fall under your 12 and under child rules however he is still a minor. So I'm not sure what the rules and regulations are for him or that age group through TSA. Do you have a separate rule to follow for this age range?

Please let me know if you need anything else from us.

cell: (b)(6)
e-mail: (b)(6)

From: (b)(6)
Sent: Friday, June 27, 2014 3:59 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Legal; Rajdeep Singh; (b)(6)
Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger (b)(6) (b)(6) civil rights were violated when he was forced to remove his religiously-mandated turban by the TSA at Chicago O Hare International Airport on June 21, 2014. (b)(6) flew on United Airlines. Flight No. 5702, from Chicago, Illinois to Columbia, South Carolina.

(b)(6) filed a complaint with the TSA and DHS on June 21, 2014 through the FlyRights phone application. We write to provide additional information. Please see attached follow-up complaint and (b)(6) original FlyRights complaint.
Image removed by sender.
Thank you for your attention to this matter!

6/27/2014
6:03:47
PM

Best,
(b)(6)

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(b)(6)
(b)(6) New York, NY 10004

Phone (Main): HYPERLINK (b)(6)
Facsimile: HYPERLINK (b)(6) Email: HYPERLINK (b)(6)

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(b)(6)

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This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Caller will be traveling on Wednesday with United at 8 a.m. from Newark to Cancun. She had metal in her hip and spine. She flew last year and went fine through Newark but was given a hard time in San Diego. The TSOs were so sure that she could go through the AIT. She called the manufacturer and they said she couldn't. She was left to stand for 45 minutes. She wants to avoid that.

Response:

6/28/2014
1:18:07
PM If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

The caller stated that every time she flies she is subjected to additional screening in the form of a patdown and ETD swabbing and she wanted to know if this was due to Age, sex, national origin, skin color or disability. The caller stated that she did not feel discriminated against. The caller wanted to know why we perform additional screening. After probing the caller I determined that she has metal implants and she stated that she never tells the officer about them before the screening begins. The caller stated that she has documentation for the implants.

Advised the caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

6/30/2014
2:14:35

PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Advised the caller that if she does not inform the TSO of the metal implants before screening and she alarms then there is a good chance she would undergo additional screening. Advised the caller that no documentation is required just so long as she informs the officer.

Advised the caller email sent.

Disability Description: Caller needs compression socks for burns on his legs.

Response Details: I told the caller I deeply regret what has happened to him and explained how to access redress by going to www.dhs.gov trip and applying for redress. I advised caller once he got his RCN to include it in his flight reservations. I also told him I am making no promises this will stop the four S's. After the caller told me of what happened at DCA on June the 10th I told him I would forward this to DCA for review. I sent claim forms to the caller to seek reimbursement for the socks.

I called the passenger back and provided the DRFI info including where to mail the written complaint.

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

7/2/2014
4:14:21
PM

Incident Details: Caller stated he went to the airport at Washington DC a couple weeks ago. Caller stated he feels he is on a watch list because the screeners told his was on a watch

Advised caller the following information:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior

Caller has a complaint with TSA. He says he was treated like a tourist. He says the white TSA agent targeted him. He says he was selected for additional screening before he was at the checkpoint. He got a patdown and the police was called. He says he waited to see if other passengers were selected for random screening and no one else was selected. He says he only had a brown paper bag with his tablet. He says now that this happened after he had gone through the AIT. He says this agent had selected him by looking at him. He was chosen because he was black and he looks ruff. He says had got his ticket and had his ID, they had checked it under the black light, this is where this happened. He was tapped on the shoulder by an agent, he was the only one that had to go with the agent. He says he then went through the AIT and was given a patdown. He is upset that he was chosen for the additional screening.

7/3/2014
9:19:29
AM

Transferred to MB, the call was dropped before I could transfer it.

Called him back and got a voice mail.

I left a message telling him to call us back and provide us with an email address so we can email him some contact information and the needed information he needs to provide in the email.

He has to have this in writing to make this a formal complaint.

Caller felt like the TSO's were rude during her secondary screening and she wants to know if she has been placed on a list.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/3/2014
1:49:25
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 7/6/2014 10:43:09 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/06/2014 9:45 AM Airline & Flight Number : American Airlines 324 Checkpoint/Area of Airport : Gate A13 TSA Employee: (If Known) :
"Supervisor" Comment : Time at arrival to security checkpoint: approximately 9:50 am Gate A13 Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey. My minor children (b)(6) (9) & (b)(6) (12) were cleared through the metal detector and separated from us. I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine. For religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained she was only 15, we had TSA pre-check and that I was willing to undergo a pat down but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion. For the sake of brevity, I shall summarize in that I was told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated. Only after I [a criminal trial attorney] broke down in tears and my 12 year old daughter broke through the TSA agent line to ask when she would see us again, was I allowed to be reunited with my children. It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9

7/6/2014
11:05:38
AM

months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO/Orlando (2) Sanford (3) Salt Lake City(4) Denver (5) LAX (6) Dulles/Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle(12) JFK - merely the domestic airports. I would like to add Toronto to the list due to cleaning customs prior to boarding and therefore TSA was in charge of security. Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA:

My family travels frequently, so we are no strangers to TSA security procedures.

Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey for AA Flt 324. I anticipated no issues due to the TSA pre-check.

I understand that I am a very conservative practitioner of my faith and my sincere beliefs lead to hassles from time to time. Due to my sincere beliefs, I refuse to pass through an AIT machine. I, as an adult and mother, accept the pat down and test for explosive residue due to this belief. However, I have NEVER before today, had my minor daughter separated from me and threatened with a pat down. My minor daughter is a virgin who has never kissed a boy and who does not have physical examinations by a doctor which include the touching and contact down by a pat down. We dress conservatively. We eat restricted diets and have limited physical contact with non-family members.

My minor children (b)(6) (9) (b)(6) (12) were cleared through the metal detector and separated from us. [Yes, metal detectors are permitted by my sincerely religious beliefs.] I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine.

As previously stated, for religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained (b)(6) was only 15, we had TSA pre-check, and that I was willing to undergo a pat down, but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion.

7/7/2014
8:30:57
AM

By this time, my younger two children were taken out of view, and 3-5 agents crowded around me to block me from my younger children and 1 agent blocked me from my oldest minor child. I was then told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated.

I practice criminal defense law and deal with harsh people and situations. Tears do not come to my eyes easily. Yet, being separated from my children and told that my sincere religious beliefs meant nothing and my family would remain separated brought even me to tears. My 12 year old was quite distressed and managed to crawl push through TSA agents to get the attention of the supervisor. (b)(6) (12) asked when we could be together, I told her I did not know and that TSA won't let (b)(6) through. Fortunately, something touched the heart of one of the TSA agents who then said they should not separate the family, mind you I was sobbing and (b)(6) (b)(6) were visibly distraught at the separation.

It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO Orlando (2) Sanford (3) Salt Lake City (4) Denver (5) LAX (6) Dulles Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle (12) JFK -- merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security.

Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

After clearing screening and awaiting our flights, I was then informed that ALL my children are subject to patdowns and expect such in the future. I felt this was a further threat and form of intimidation and unacceptable. If this event occurred at the Caller read an article about how TSA is raising their fees from \$5 to upwards of \$10. He wants to know why this is so and he wants to be directed to the appropriate department. He believes that TSA is a joke and he does not need to be protected. He believes that the 3-1-1 rule is a joke and the AIT unit kills children.

7/7/2014
9:19:32
AM

Advised caller:

We do not have information on TSA security fees on your ticket. The 3-1-1 rule is in response to the threat to aviation posed by liquid explosives. A traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

Caller requested a supervisor.

Disability Description: (b)(6) has a medical condition that causes him to shake uncontrollably.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

7/7/2014

6:09:05 PM TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

Incident Details: Caller had a son going through screening son has disability and was embarrassed. His name is (b)(6) and the agent called attention to him and his disability unnecessarily by asking him in a loud voice to stop shaking. His shaking is a part of his disability. This incident occurred at the Pittsburgh international alternative security airside main terminal. A White female officer was the one who asked him to stop shaking while he was at the AIT machine at 4:50 PM today (07/07/2014)

Feedback Type : Security Issue

Categories : Other; Advanced Imaging Technology Current Date/Time : 7/8/2014 1:29:06 PM Airport : SAN - San Diego International Date/Time of Travel : 05/30/2014 Airline & Flight Number : United flight 1732 Checkpoint/Area of Airport : Terminal 2

TSA Employee: (If Known) : (b)(6) Comment : RE: Hostile treatment for opting out of Advanced Imaging Technology. Officer (b)(6) on seeing my sister-in-law opting out of a screening, remarked loudly to a co-worker, "What do they think, they're gonna get microwaved?" (Followed by laughter.)

7/8/2014

2:19:32 PM Going through security is difficult enough. Belittling comments by TSA staff is not helpful.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Thank you for the prompt reply, however it does not resolve the issue at hand. I contend what agent (b)(6) did was intentional and with malice. I believe the first time he touched my genitals was an error however the second time was most certainly not. The second time was blatantly intentional, rough and I believe done with malice. I want an investigation and review of the video recording by someone not connected to that airport. I do not trust the agents there as one claimed he heard everything agent (b)(6) said to me. This agent was at least 15 feet away in another lane with people walking about. Nobody could have heard everything with all the noise. I have been though many patdowns, but none were ever like this. Additionally, I will be contacting my Congressman on this matter.

HYPERLINK (b)(6)

On Jul 6, 2014, at 4:15 PM, HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com wrote:

7/9/2014
8:52:18
AM

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/10/2014 8:58:22 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 07/08/2014 11:25 PM Airline & Flight Number : Turkish Airlines , TK0008 Checkpoint/Area of Airport : TSA Security Screening Area TSA Employee: (If Known) : N/A Comment : I am a US citizen currently residing in Turkey. I visited the US during the period of June 11, 2014 and July 8, 2014 traveling with my family (Father, Mother, Husband, 2 young daughters. In fact my father-age74- was also encountered with events that greatly disappointed us. So he filled out an online complaint form to TSA and my sister in the US has filed a police report on his behalf). Flight details:Departure date/time July 8, 2014 11:25 PM and Boarding gate/time B39/10:30PM. Its been a long time since I visited my country but on my way back to Turkey on July 8, 2014, the TSA security officers really surprised and saddened me with their attitude. They rushed us through the security screening process because they said the gates will close in just a few minutes. We could not understand why they were making us hurry since we had entered the security screening area at about 9:50 PM. In fact, we had reached the boarding gate (B39)by approximately 10:05-10:08 PM. The officers didnt even look at our boarding pass for boarding time. TSA security officers in general were impolite towards us. I greatly appreciate and support the security measures that are being taken by TSA. However, officers do not need to be discourteous in order to maintain security. The TSA officers that we encountered were not very helpful and could have had better manners. I believe that TSA officers can be courteous while maintaining security for the nations airports and for the traveling public. This is the first time that I have faced such a disappointing situation. While entering the country on June 11, 2014 and during my past travels back to my country the security officers were courteous and helpful and not at all like the security officers I run into during my leave from the US on July 8,2014. My mothers english is not so good and when she was called by a female TSA security officer to be screened during our leave on July 8, my mother saw a different device she had never seen before (the advanced imaging technolgy device) and she wanted to understand what it was and asked the officer "I don't understand" and the officer replied "I don't understand either." Here I would expect the officer to be helpful to my mother by explaining the device since as far as I know the AIT is optional since alternative screening is available. Or the officer could have at least asked help from the other family members since my mothers english is not so well.

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

7/10/2014
10:02:14
PM

Caller is a wounded warrior. He says he has had a whole burnt in him and he did not want to be exposed to the radiation. He doesn't want them yelling at him saying he has opted out. He says he doesn't want to use the AIT, he wants to be able to use the WTMD. He had PreCheck on his boarding pass last time. He has a blue commanding wounded warrior and he says they don't know what it is. He is at the checkpoint right now and is requesting assistance.

Told caller

I could or TSA Cares can request assistance to help him. I could not request the assistance for him for today, since he was at the checkpoint when he called. He should ask for a PSS or a supervisor and let them know of his concerns for today. I can help him for the returned flight. I tried to get his flight information but it was impossible to get it all from him since he was busy going through the checkpoint at the time.

The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

7/11/2014
9:35:38 AM

He should ask the supervisor to help him with this today.
I told PreCheck had nothing to do with Wounded Warrior.

The only returned flight information I got was the flight number 1031 on 7-22-14.
He disconnected the call before I could get anything else from him.

He had stated where he was traveling to and from but I did not catch it from him, nor did I have the opportunity to ask again. He was at the checkpoint and unable to provide me the information I needed.

I called him back at 10:06 and left him a message and told him to call us back on the TSA Cares line at 855-787-2227 72 hours before his flight and let us request the assistance to help him with his screening. I told him to let us know what his concerns were and what he needed for us to know to help.

The caller is on the website and she is a pilot for Delta. She flew from DTW to SEA. She stated that she was harassed by a woman coming through security. She asked if there is a video that could be reviewed. She stated that she had everything in the bags, and then her bag alarmed. She stated that she had to undergo a patdown.

She asked if she is being singled out as a crew member. She stated that her bags and shoes were sent through several times. She stated that she felt like she was being singled out, because everything was fine until she showed her crew member pass at the checkpoint. She stated that there was a police officer at the checkpoint and he stated that he was not sure why she was doing all that screening. She stated that she was flying with her children and she felt boarder line harassed. She asked why she had to go through a patdown. She stated that she cleared the machines. She stated that she does not understand. She asked how she can report the matter. Westin Hotel Checkpoint connected to the airport.

She stated that she swabbed her hands twice, and inspected her baggage. She stated that the TSO's name is (b)(6). She stated that she felt as she was getting talked down to, and would not explained why she was getting a patdown. She stated that she feels as this was out of line. She stated that this took about 10 minutes total.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

7/11/2014
4:06:28 PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Departing Airport: DTW
Destination: SEA
Airline: Delta
Flight number and Time: 2423 @ 8:44 am
Terminal: M
Gate: A54
Date and Time: 07-11-2014 @ 7:30 am

To whom it may concern

I travel through numerous airports throughout the nation and have the security checkpoint down to an art. For the past six years I have been able to hold my wallet over my head while standing in the AIT scanner. When I step out an agent takes my wallet, flips through it, and I'm on my way. This has been the same for 6 years at various US airports for my numerous business flights that I take yearly.

Today at MSP at approximately 1510 hours, I was about to go through Security Checkpoint #2. As I stepped into the scanner a female agent informed me that my wallet would need to go through xray. I stated this has never been an issue, even when I flew out of MSP two weeks ago. After some banter, she had me scanned and then had one agent pat my pant legs (not sure how that and my wallet over my head have anything in common, travel in same jean style and socks consistently) and had another agent come over about my wallet.

7/11/2014

6:04:28 PM The two male agents that discussed the wallet issue were TSA agents (b)(6) and (b)(6). (b)(6) made three comments. (1) stating that the policy has always been in place that wallets must go through xray. When I stated this is the first time out of countless flights he then stated that it was a (2) recent change to local policy. When I asked how long that was as I was here two weeks ago, he then said it was really because my (3) wallet was too thick.

I have looked on the TSA.gov site and cannot find any information to confirm what TSA agent (b)(6) told me. He did say that all that info could be found on the website. I would greatly appreciate the links or header names of the appropriate sections about his statements. Or consistency between domestic airports and policy of TSA agent protocol.

Thank you.

(b)(6)

Feedback Type : Compliment

Categories : Professionalism/Customer Service; Advanced Imaging Technology Current Date/Time : 7/11/2014 5:45:56 PM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 07/11/2014 9:15 AM Airline & Flight Number : Alaskan Airlines Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/11/2014

6:05:42 PM Comment : Today while traveling at BOI I proceeded into the body scanner and once done told to wait over to left. I was fine with this but the next part was so completely unacceptable I have reached a breaking point. The rude tsa agent said he needed me to lift up my shirt and stuck his hands in my pants to feel? I was wearing a Tank top and shorts and the thing that triggered the machine was the COTTON STRINGS on the front of my shorts. He conducted this violation of basic civil rights in plain sight of everyone. Such a joke this was 100% sexual harassment and quite frankly am so livid. I've already told our news stations and they are very interested on running the story.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew yesterday from BWI via MIA to Barbados and in Barbados was pulled to the side for additional screening, she had to have a patdown and is concerned because she has never had issues with the law, etc. Asked if the additional screening is random? Stated she had to go through swiping of shoes, hands, checking her purse, etc. She states there were SSSS on her ticket and she didn't think anything about it. She flew from BWI to MIA to Barbados without any issues. Caller states she is a US citizen and went through a process to become a Police Officer and unable because she had a heart murmur. She has 2 screws in left shoulder from surgery in 2006 and has a card to present regarding the screws. Her father is ill and resides in Barbados and that is why she is traveling so often to and from Barbados. Flies via American and will contact them for additional information.

Response:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/14/2014
11:07:40
AM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.

TSA continuously works with foreign governments to balance local and legal jurisdiction issues with international aviation security. TSA has a foreign airport assessment program to ensure all flights to the United States are properly screened. Our aviation security specialists regularly assess security at these airports to ensure they meet acceptable international standards.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Caller will be flying internationally with a 6 and a 10 year old. They have flown to England and to France on previous flights. Both times her son was selected at random for a patdown. She said that it was very upsetting for him. He is 10 years old. She wanted to know if once a passenger is selected for a patdown if their name goes into a system so that they get a patdown on other flights. She said that when he got the patdown a year ago he was not wanded and they touched his butt. She said that it was right up close and personal. She wanted to know if she would be within her rights to say something about the way it was being conducted. She asked what the TSA procedure is for minors who set off alarms.

I gave the following information: Every person, regardless of age, must undergo screening prior to proceeding beyond the security checkpoint. Even a baby or toddler must be screened; however, it is the Transportation Security Administration's (TSA) policy that children will never be separated from their parents or accompanying adults.

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.

7/15/2014
1:29:26
PM

Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. If a child

12 years old or younger alarms either AIT or the walk-through metal detector, TSA has procedures in place that reduce, but do not eliminate, the need for patdowns to resolve the alarm. These procedures include allowing multiple passes through screening technologies and using Explosives Trace Detection (ETD) technology.

I told her that TSA does not perform screening in foreign countries and I can not provide information on their procedure or give her advice on what she can do in a foreign country.

I told her that TSA does not put passengers who receive a patdown on a list to get patdowns on upcoming flights.

Caller wants to file a complaint. She is at PHX right now. She said she went through security around 12:00 or 12:15. She was at checkpoint #7 and the TSA officers name was (b)(6). She said she was extremely rude. She could have got her information across without being so loud and rude. Caller said the tone of the officer was was rude and condescending. Caller said she opted out of the AIT and wanted the Patdown. She said she told (b)(6) she was ok with the Patdown. Caller said she told (b)(6) there is no reason to be rude. (b)(6) offered to get her Supervisor and the caller said she was hateful about that. She said she listened for (b)(6) tone with other people after that and it was different. She said the Supervisor came and she was awesome. Caller told the Supervisor she was great. Caller said she was just asking questions and the screener was rude and hateful. Caller said there are many incredible TSA people and there is no need for some to be rude. She said she appreciates the job they do.

7/15/2014
3:47:23

PM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident.

Date and Time of Flight: July 15th, 2014 Went through security between 12:00 and 12:15 p.m.

Gate or Terminal: Checkpoint #7 Terminal C

Airline: Southwest

Flight Number: 2141

Airport: PHX

Email: (b)(6)

Caller always opts out of the AIT machine when he flies and always gets additionally screened, which he has no problem with. But on a recent flight an officer hassled him for opting out. He wants to know if he has the right to opt out with out hassle because he does not think it is right. The caller went on for a while about the same story. Then he asked if he is restricted on the amount of LGAs in checked luggage.

7/15/2014
6:34:50

PM

Advised caller:

Signs are posted in front of each AIT location advising passengers of the right to opt out. Additional screening is also required for opting out. You can always ask for a supervisor if this happens again.

TSA does not limit the amount of liquids, gels, and aerosols that may be placed in checked baggage to whom it may concern,

as a stage 4 cancer survivor who has undergone several abdominal surgeries in the past and for which I am supposed to wear an abdominal binder (to support my abdomen) I have to express my surprise after it so happened that when passing an Advanced Imaging Technology (AIT) screening device, the agent saw a shadow, felt the binder when doing the pat down procedure and I was immediately requested to remove it without being offered any private area where to do so.

I do have no problem to take off the binder and have it run through the metal detector, however I have a problem when I have to do it right in the secluded (and open) zone behind the AIT scanner.

Being not allowed to lift anything heavier than 5 lbs without wearing the supporting binder, I was stuck at the end of the scanning line where to collect your luggage. Do I collect my stuff and risk that my surgery wounds might rip open or do I expose my upper body or put on the binder?

7/15/2014
8:14:47

PM

it so happened on July 14, 2014 at Newark (EWR) airport security checkpoint C1 at 6:45 PM.

Again, I have no problem taking it off for a screening, but NOT in public!

Respectfully

(b)(6)

Disability Description: Caller's mother (b)(6) has a hip replacement and has a complaint.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must be in writing and including the following information:

The name and address of the complainant;

The date of the alleged act of discrimination;

A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Your complaint is missing one or more of the above listed requirements. In order for us to appropriately handle your complaint, we request that you review your correspondence to ensure that it contains all of the above information.

7/16/2014
1:22:03
PM

Please note that TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

Once you have confirmed your information, you may file your complaint electronically by sending an e-mail to: TSA-CRL@tsa.dhs.gov. Please be sure to place D-RFI in the subject line to allow for proper handling.

Advised caller I would forward this information to the CSM at San Antonio and to our ODPO specialists.

Emailed D-RFI to caller's mother's email.

Incident Details: Callers mom flew from San Antonio to D.C last week. She flew with her two daughters, one of whom is blind. The mother was in a wheelchair from a recent hip surgery. When she went through the checkpoint they were telling her what she needed to do and she told them to give her time. They took her cane and replaced it with a wooden one. Her mother left her cell phone in her pocket and the AIT picked it up and an agent also told her mother that she had something else in her rear pocket. Callers mother was trying to explain to the TSO that she had recently had surgery and that was what the machine was picking up. The TSO kept telling her that she could either get checked out there or go into a room. While her mother and the agent were discussing whether or not she had another item in her pocket, her daughter approached to see what was going on and the agent slapped her on the forehead and told her to back away. After that the mother told her to go ahead and check her to see where she had nothing there. At that point the agent slapped her mother on the hip, the one that was operated on, twice.

Caller stated that she traveled from ATL and she had to go through additional screening. Caller said that she was traveling with med fast and she declared it. She stated that she has traveled with it before and it has never been an issue and she has never had to undergo additional screening. Caller said that she had to get a patdown and ETD sampling of the gloves.

Resolution:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

7/17/2014
12:07:56
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Advised caller it sounded like she was just pulled aside for additional screening and it wasn't related to the med fast. Caller said that the screening in ATL is always more strict. She said that they traveled from their previously and the officer was rude to her husband.

Told caller if they travel in the future and experience a rude screener to call and let us know that we can send a complaint to the CSM at that location.

Caller said that she had an uncomfortable event with TSA on July 10, 2014 at the Medford, OR airport at 6:40 pm. She was selected for PreCheck. She had 8 - 5.8 gram containers of essential oil. She asked for the essential oil to be hand inspected. She said that she did not set off an alarm, however, she was given a patdown. She wanted to know if all passenger who ask for a hand inspection of essential oils are given a patdown. She said that three other people who had essential oils were not given a patdown. She asked who makes the decision as to whether or not a person gets a patdown. She wanted to know how that decision is reached. She asked what they are trained to do. She wanted to know how to avoid getting a patdown. She said that she has gotten a patdown many times in the past. The person who performed her patdown was (b)(6). She said that she was very aggressive. She stated that she bounced her hand into her crotch twice and she touched her breast and her bottom. She said that she was molested as a child and when she got on the plane she had a PTSD event. She asked for a supervisor to make a complaint after the patdown and the supervisor was the person who did her patdown. She stated that she was touched excessively and it was very uncomfortable. All of the items in her purse were checked and things were unwound and they were not put back the way she had them. She uses the essential oils in her business and for her health. She flew on Alaska Airlines flight 2090G. She wanted to know how to give feedback about the making rules for TSA.

I gave the following information: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

7/18/2014
10:42:38
AM

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown. I advised her that the screener makes the decision as to whether or not a passenger will get a patdown. I told her that I do not know how they reach that decision or what they are told in training to base the decision on.

I advised her that I would forward her record to the CSM at Rogue Valley International-Medford for review.

Disability Description: Callers grandson (b)(6) is a type one diabetic. He is three years old. He has an insulin pump and a CGM. He has two needles in his thigh. He lives in Baltimore. His daughter and grandson will be flying on August 16, 2014, however, he did not have the flight information. He wanted the information that I provided emailed to him.

Information Request: He asked if I think that she should file a complaint. He said to give him the information on filing a complaint and he will give it to his daughter in the event that she decides to file a complaint. He wanted to know what she can do to avoid this in the future. He asked if they will give a baby a patdown. He wanted to know when they should request a PSS.

Response Details: TSA recommends that passengers call approximately 72 hours ahead of travel so that TSA Cares has the opportunity to coordinate checkpoint support with a TSA Customer Service Manager located at the airport when necessary. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

7/18/2014
2:17:09
PM
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure. A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

The passenger should tell the TSO if assistance is needed before the patdown screening process begins.

The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.

The passenger may ask for a chair to sit in if needed.

The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

The caller was informed by a TSO supervisor that the only medical exception for the AIT was a pacemaker. She refused to allow him to opt out, and he requested the contact information for the CSM. He also wanted to know if this information was correct.

Advised Caller:

7/18/2014
3:41:02
PM
Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

I provided the contact information for the CSM:

Name: (b)(6)

Phone

Sending from the Bounce Back due to the nature of the complaint. Discussed with Supervisor. (b)(6)

From: (b)(6)
Sent: Sunday, July 20, 2014 7:23 PM
To: TCC Do Not Reply
Subject: Re: In Response to your inquiry.

7/21/2014
8:27:07
AM

After calling & speaking with TSA & having my cardiologist call, I & my Dr were told that TSA's treatment of me after informing them that I was told by Dr's NOT to go thru the screening to ask for & get a full pat down I was treated with total disrespect, TSA personnel working at Reno Airport, Phoenix Airport and Tampa Airport all decided that discussing my personal medical history was perfectly legal and that the HIPPA Laws did not apply in this situation! every passenger in that security area was told quite loudly about my heart condition, what devices I have implanted in me and what medications I had to travel with as they were dumped out in front of all people in the vicinity and within ear shot!!! TSA treated me as though I were an animal who deserved no better treatment than any filthy piece of crap on a cracker. TSA promised me that I would be treated with dignity & respect after last year being treated like an animal & that again DID NOT HAPPEN - your employees made sure that my medical information was spoken of loudly and no one in the terminal didn't know my history when they were finished humiliating me & caused myself & my 14 year old grandson who is traveling with me to cry literally from complete humiliation. If I could force an apology out of TSA I would but that would not be a sincere apology & it surely would not be meant in all honesty. So I want to thank you for the complete & total embarrassment you tried to get and did achieve quite clearly. TSA you ignored my rights as an American with Disabilities, you caused great harm emotionally to myself & grandson your employees are thoughtless, selfish, ignorant and down right hateful. I paid for tickets and mistakenly believed that by paying for a service I would get that service, I did not. Thank you for reminding me again how unbelievably rotten some of our Countries employees are. And of course the help you gave in teaching a lesson on how NOT TO BE to my grandson, he wants to be NOTHING LIKE TSA EMPLOYEES - THANK GOD FOR SMALL FAVORS.

Sincerely,

(b)(6)

On Saturday, July 19, 2014 9:35 AM, "tsatcc do not reply@senture.com" <tsatcc do not reply@senture.com> wrote:

Caller states that he just recently flew from Hawaii to Vancouver Canada and wants to know if TSA Locks are still authorized by TSA and advised him that they were. He also wants to know if Canada Customs will inspect his luggage. Told him that I do not know if they will, but assume that they would since any international flights are usually inspected by Customs in the US so I could only assume that Canada would do the same. He states that the lock was missing as well as the zipper loop on his luggage was also damaged. He states that there was a NOI inside his luggage. Asked the caller if he would like to file a claim and he stated that he would not. He wants to know why his luggage was inspected.

7/21/2014
12:32:59
PM

Gave the caller the following info:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Gave the caller the following info:

Advised the caller that TSA approved locks are still authorized to be used.

Caller wants to report a problem he had with a TSO officer at FLL. He flew from DEN to FLL to New York, and had to go through security again at FLL because of the configuration of the gates. He went through the AIT and had to go through twice. A young lady TSO asked if anything in his pockets, 3 times and he told her nothing and she informed him he had to be searched. When the TSO (b)(6) came to search him again asked him if he had anything in his pockets a second time. Caller told TSO (b)(6) this was the 4th time he was asked and TSO (b)(6) told the passenger to shut up. TSO (b)(6) told another officer to take the passenger to the back for the search and he wasn't doing the search. Caller asked for a supervisor and for the badge number and name of the initial TSO, (b)(6). Caller informed Supv. (b)(6) of what occurred and she told him she would have to view the cameras. (b)(6) provided a card and told him to contact the TCC.

7/22/2014
8:46:48
AM

He was flying via Spirit and the incident took place at Terminal H, his flight departed approx. 7AM from FLL and arrived in NY at approx. 10AM at LGA.

Response:

Apologized to caller for the incident and advised information will be provided to the CSM at FLL for review.

Explained if additional information is required he may be contacted via email.

Feedback Type : Civil Rights/Liberties

Categories : Sex

Current Date/Time : 7/22/2014 9:58:32 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/27/2014 4:05 PM Airline & Flight Number : Delta 2065 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was mocked for my gender identity after I had gone through the full body security scanner (Advanced Imaging Technology). Frankly, this is not the only time I have faced this issue with TSA, but this encounter was definitely the worst. Every time I go through security, the officers read me as one gender (male), but because I have not had surgery yet (I am female bodied), my chest comes up as an anomaly on the screen. At best, it's an awkward misunderstanding, at worst, it's full blown humiliation (like at JFK).

7/22/2014
12:05:22

PM

I understand that the AIT is meant to help increase security measures, but it is starting to give me great anxiety even though I am a law abiding citizen that has never had any issue with TSA in the past. I know other transgender people have had the same issue, to the point where (b)(6) published an article about this problem.

All I am asking is to get permission to use the metal detectors (that are still set up in just about every airport) in lieu of of the AIT. I see some people are still able to go through the metal detectors, but I always seem to unluckily get selected to go through the AIT. As I said, I have never had a significant issue with the TSA before. I am willing to be fingerprinted and provide a letter from my physician as a form of proof of my gender transition. Anything to be able to avoid going through the AIT system because I am not sure how much longer I can tolerate the harassment I face from TSA employees.

I look forward to your response.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has a severe neck injury and had a failure to accommodate incident at a screening check point at BOS.

Response Details: I provided the caller with the following statement and question:

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service? The callers response was that she feels it was a disability discrimination and failure to accommodate situation.

I advised the caller that specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

7/22/2014
4:53:58
PM

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

I asked the caller if she would like an email of this information and she said yes.

The caller had a 14 ounce container of cooking oil in his checked luggage. He states that after the inspection the officer did not tighten the lid and it leaked all over everything.

A year ago he flew from CA to IL and he is a member of wine clubs. He was taking 11 bottles of wine in a case but 12th one was broken and empty but they put the broken bottle back in the luggage so it was obviously dropped and the broken bottle put back in the case

He is 76 years old and has a knee replacement. Last night he was in the precheck line. He had to wait about 15 minutes because the scanner at the precheck was not calibrated. He feels that this is poor service for his precheck since he has a bad knee and wants to know if there is any other way to get through the screening without having to wait for a patdown. He was upset because the scanner was not calibrated and could not be used.

RESPONSES:

I asked the caller if there was an NOI present in the baggage regarding the oil situation and he said no. I advised the caller that due to pressure changes the lid may have come loose and the bottle leaked. He said no and that he is sure the bottle was opened and they forgot to put the NOI in the bag. I told the caller that I will send him a claim form for this situation.

I advised the caller that in regards to his bad knee and precheck, he still has to go through screening and if an AIT is not available he does not want to go through a WTMD because this will most likely alarm and he will have to go through additional screening. I advised him that the only other option he would have would be to request a patdown. I advised the caller that I will forward a copy of this report to the CSM as far as the AIT being down and unable for use.

AIRPORT: SFO

DATE OF TRAVEL: 07-22-14

AIRLINE: United Airlines

FLIGHT NUMBER: 1471

NOI PRESENT: NO

TERMINAL OR GATE: Gate 81 at 1500

CONTACT: (b)(6)

Caller says she flew from Dulles to Clarksburg WVA. She flew with an infant in a stroller.

She couldn't go through the AIT with the baby. They rubbed something on her hands and she tested positive.

She asked the supervisor to contact the airline to let them know she was on her way since she was being held up for an apparent positive result from explosive detection. The supervisor had total disregard toward her for being late.

She says the supervisor laughed at her and ridiculed her and was not professional.

They didn't put anything back appropriately in her carry on after they did secondary screening on her bag.

This lady is very upset that the supervisor did not contact the gate.

The supervisor was black, she states.

Airport: IAD

Airline: United

Flight: 4063

Baggage: N a

NOI: N a

Date and Time: July 23 at 12:15PM

Gate or Terminal: She flew out of gate A3F.

Email: (b)(6)

Caller Advised:

I told her I would forward her complaint on the supervisor to the Customer Support Manager at the airport she flew from so they could resolve it. She kept repeating that she wanted a formal apology from this individual so that the situation is resolved.

She asked for the number for the individual I was forwarding the information to and I gave it to her. (b)(6) Name is (b)(6)

7/23/2014
1:38:35
PM

7/23/2014
2:23:31
PM

Caller had received precheck before he travels from Orlando every couple months he is frequent flyer with Southwest the last time he traveled he did not received expedited screening he was told it was random. He is 74 year old and like the convenience.

Response

Frequent flyers who are eligible for TSA Pre\u002713\u2122 with their airline are limited to participation with that one airline. However, frequent flyers may be interested in applying for TSA Pre\u002713\u2122 eligibility through a DHS trusted traveler program such as the TSA Pre\u002713\u2122 application program or Global Entry.

To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee for 5 years and with Global entry for \$100 for five years.

7/25/2014

8:22:01

AM

Passengers 75 and older can:

Leave on shoes and light jackets through security checkpoints.

Undergo an additional pass through Advanced Imaging Technology (AIT) to clear any anomalies detected during screening.

<http://www.tsa.gov/traveler-information/screening-passengers-75-and-older>

For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

The caller is handicapped and cannot walk no more than 25 yards. He flew in March of this year he went through LAS to MSP to Mayo clinic and was operated on. He then flew back from MSP to ATL to LIT. He is 82 years old and a retired teacher as well as a former member of the armed forces with 2 honorable charges. The caller states that when he went through ATL the first of April he had wheelchair assistance and went through screening. The caller states that he had to be screened twice and the officers would not let him use his own cane but gave him one of there canes to use. The caller had to take off his shoes and socks which the officers removed for him. The caller states that the nasty looking people behind him did not have to go through the same screening as he did. The caller states that because he had an alarm and had to be patted down. His wheelchair attendant told the officers that he was going to miss his flight. The caller states that the officers were rude and gave no explanation as to why he was being screened again. The attendant ran through the airport and he barley made his flight. The caller now has to fly back to Mayo Clinic and he is fed up with being screened. The caller wants to know why he is being treated this way. The caller states that the officers in ATL were the rudest and most ill mannered people he has ever seen in his life. The caller is going to be traveling a lot and wants to know how to apply for precheck. He is flying on august 16th at 1:30pm with Delta. The caller thinks that the officers are profiling him because he is Middle Eastern and disabled. He will call every national news station that there is if he has to go through this type of screening again. The caller does not believe in computers and thinks the black box is the devil and ways of getting child pornography and peoples information. The caller thinks that the TSA officers are bullies. The caller thinks he was discriminated against partially because he is disabled. The caller wants to know where the enrollment center is in Las Vegas.

I advised the caller that the reason that he had to be screened was to alarm resolution.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

7/25/2014

2:49:38

PM

The most familiar of TSA's risk-based initiatives, TSA Precheck allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Precheck lane and who are 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm.

UES Enrollment Center
2080 East Flamingo Road
Ste 302
Las Vegas, NV 89119-5180

Hours:

Monday - Friday: 9:00 AM - 5:00 PM

I advised the caller to contact the morph) Precheck Universal Enrollment Call Center 1 ([855] 347-8371 for information on what documents are required and to set an appointment.

Caller is not able to lift her arm because of an injury and in the past she had a patdown two times where they were rude to her. She was in New Orleans a while back and had to get a patdown the TSO was yelling at her and she wouldn't even let her explain. They showed no respect for her. She is now at RSW and they made her get an Explosive Trace Detection on her hands and she doesn't think they should do that if she is not able to go through the AIT. What is the standard operating procedure? She thinks it was a little bit of both. She doesn't want any information on filing a written complaint. She doesn't want to provide the information to file a complaint.

Advised:

Passengers who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure. If a patdown is needed to complete screening:

7/26/2014
1:59:36
PM

- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Do you feel it was poor customer service or you were discriminated against because of your disability? Would you like information on how to file a complaint in writing? If you want to provide me with some information I can forward this to the CSM at the airport and they can conduct an investigation.

Caller said he and his Wife are PreCheck direct with TSA and she gets it but he has never been able to get it. He stated the Airline and TSA each blame it on the other. He said eventually he was told to call back within 48 hours of a flight. He has been trying to access Pre for 6 months on flights booked after he had the KTN.

RESPONSE:

Told I am sorry he is having issues with his PreCheck.

TSA Pre[®]™ Application Program
.....

7/29/2014
4:31:44
PM

1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? US Citizen
2. Are you traveling from an airport participating in TSA Pre[®]™ and on a participating airline? Yes
3. Have you received TSA Pre[®]™ in the past? NO
4. Do know your Known Traveler Number (KTN)? Yes He received it by letter.
Your KTN is 9-digits and starts with TT followed by 7 characters.
5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use?
 - a. Your Name, Date of Birth (DOB), and gender must match the information that was submitted at the time of application or (if updated) what is on file in your online TSA Pre[®]™ application program account
 - b. If any of this information is not an exact match, you may be precluded from TSA Pre[®]™ consideration.

Yes Everything is a match and he has stood at Airline counters trying to get a resolution.

6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No

7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia?
If you have an online profile with one of these sites, you should log in to ensure that the information stored is an exact match to the information in your TSA profile.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

7/29/2014
6:24:55
PM

Are you 18 or over? no

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Miami International Airport

Caller is calling to say that the Philadelphia security screening was purposely inconvenient. She took a water bottle through the security checkpoint and she forgot to empty it like she usually does. She surrendered the water bottle and they threw it away. The people there were rude to her and she is in tears after the way they treated her at the checkpoint. She opted out of the AIT for health reasons and they were rude and she had to wait about 5-8 minutes for someone to help her. They didn't acknowledge her and they didn't make eye contact and they were dismissive. They were being rude and passive aggressive. She asked the supervisor whose name was (b)(6) why she couldn't get any information about why the airport does things the way they do. He wouldn't give her information and he was very difficult to understand why specific airports do things differently compared to what Philadelphia does. He made it seem like it was her fault. He said you are making people upset. He was abrasive and not helpful and not able to interact on a customer service level.

7/29/2014
7:29:05
PM

Advised:

I will forward this information to the CSM at Philadelphia for review and investigation.

Airport where the incident occurred:

Airline: United

Flight numbers: Unknown

Date and time of incident: July 29 2014, 725 pm

Individual's contact information email

(b)(6)

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: salemba
Zipcode:

7/30/2014
12:20:05
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

Caller is flying from Latrobe on Saturday. She is a diabetic and wearing an insulin pump. It cannot be x-rayed at all. She wants to know if the procedure is different at this airport than the other ones where she has flew from.

Advised caller:

Specifically, you would like to know what to expect for passengers who use insulin pumps. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure.

A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

7/30/2014
1:15:38
PM

- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Sent the caller an email.

Feedback Type : Compliment

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 7/31/2014 1:20:39 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/31/2014 8:25:28 AM Comment : The Patdown and the advance imaging technology is very humiliating and uncomfortable situation for many passengers like me. It's not a nice feeling that a stranger come to you and touch you. We feel like we are at the Doctor Office or we feel like criminal, many people are very sensitive about this especially because it's preformed in front of many audience travelers, including our family. Nobody really have the courage or time to ask for Private Room for Pat down especially if you travel with little children.

AM The TSA agents at the Lax Airport are very tough. never smile or greet. They preform pat down almost for anybody that pass the Advance Imaging Technology.

I would really would like to understand Why you don't make this process more enjoyable and less stress? Why you don't used the same Security Check Out Manners/ process like at the Israeli international airport?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode:

7/31/2014

8:25:51

AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Sirs –

Your response is downright RUDE and DISCOURTEOUS!

I take the time to bring a specific situation to your attention with the hope someone at TSA may be concerned sufficiently to research the situation and initiate corrective measures.

AND YOU SEND ME A FORM LETTER RESPONSE?

I don't need a class on how to use the PreCheck service, I know how the program works.

Your TSA staff did not respond to my questions correctly and they directed me to the wrong check-in line. How does this change if YOU DON'T LISTEN?

There is not one reference in your correspondence to the situation I relayed in my correspondence.

Your response is a clear indication that YOU DON'T CARE and NOTHING WILL IMPROVE!

7/31/2014

10:16:39

AM

You can't hide lousy service and operations behind the veil of protecting us!

LISTEN to what people are telling you!

(b)(6)

HYPERLINK (b)(6)

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Wednesday, July 30, 2014 3:09 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

Please read this: I DO have a Global ID through Homeland Security which is my point!

Sent from my iPhone

Begin forwarded message:

From: "HYPERLINK 'mailto:tsatcc_do_not_reply@senture.com' 'tsatcc_do_not_reply@senture.com'" <HYPERLINK 'mailto:tsatcc_do_not_reply@senture.com' 'tsatcc_do_not_reply@senture.com'>
Date: July 31, 2014 at 9:43:45 AM PDT
To: [b] [b]
Subject: In Response to your inquiry.

7/31/2014
2:13:11
PM

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre?™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre?™ lanes at more than 100 airports when traveling on any participating U.S. airline.

Caller flew from BWI to LAS and was chosen for additional screening. A TSO explained that he was selected for random screening. He had 4-S on his boarding pass. On his return flight the exact same thing happened from LAS and an officer made a statement about "what are you doing on the list?" So he felt that it was important to call us. This was the first and only occurrence.

Advised:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

8/1/2014
10:29:15
AM

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)

TSA TCC:

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----

From: (b)(6)
Sent: Saturday, June 21, 2014 7:36 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/1/2014
2:21:52
PM

NOTICE:

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

Are you 18 or over? yes

Caller tried to contact the CSM at John wayne and left two voicemails. Caller stated she is upset because of the way she was treated and how the CSM is ignoring her calls. Caller states that this looks real bad on TSA considering the CSM is providing such poor customer service. Caller stated that she had a gate pass to escort her granddaughter to the gate. Caller was told to go through the AIT machine. She had sparkles on her blouse and they told her that she had to have a patdown because they caused a malfunction with the machine. Caller stated that she said that she was not going to do a patdown because she had already been through the AIT that was supposed to be able to detect anything and her tax dollars paid for them. Caller stated that she was groped by a older female with brunette hair. Caller stated that she was humiliated and felt like she was being treated like a terrorist. Caller stated that it may have been better if they would have put a screen up or taken her to a private room. Caller stated that they should also make the traveling public aware that sparkles on their shirt will cause a patdown.

Advised caller:

8/1/2014
8:00:21
PM

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. TSA regrets if this was not your experience. They are used to resolve alarms when anomalies are discovered through Advanced Imaging Technology (AIT) screening. At any time during the screening process, passengers may request a private screening. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Airport: John wayne airport
Airline: Southwest
Flight number: 2023
Departing time: 7:10 pm
Date and time of incident: 07/25/2014 06:10 pm
Gate or terminal of incident: around Gate 16 or 17

At any time during the screening process, passengers may request a private screening.

TSA complaint:

TSA Discrimination and Abuse of People with Disabilities

I have flown many times from Milwaukee to Savannah in the past six years. On Tuesday, March 18, 2014 was the first time I was terrorized, discriminated and abused by the TSA officers at the Savannah, GA airport. TSA discriminated by refusing accommodation for my disability. I still have nightmares that I would die in that airport from the TSA officer's discrimination and abuse.

8/1/2014
8:04:28
PM

As customary, I arrived 90 minutes before my Delta flight 1475 with a printed boarding pass stating wheelchair required. Each time I have visited the Savannah airport an employee has manned the outside kiosks to weigh, check in luggage and get me a wheelchair; unfortunately no one was available on this day. As a person with disabilities and a senior citizen this lack of service put me at extreme risk.

Given no other options, I managed slowly to make it inside the door only to find 26 people waiting in line to check their luggage. No employee was manning that station, instead she was at the kiosk helping people print their boarding pass while those of us with boarding passes waited in line for 30 minutes with no service. In addition, I was told there was no employee to get me a wheelchair, instead I was told the TSA check in was just around the corner.

Again given no other options, I slowly managed around the corner to the TSA check in. I clearly and immediately explained to the first TSA officer that I was a person with disabilities, was refused a wheelchair and needed help. She stated they did not have wheelchairs and she told me to stand in front of a gate.

I repeated myself in detail to a second TSA officer that I had muscular dystrophy and without a wheelchair I was very weak and had difficulty breathing plus my medical equipment, computer, phone and belongings were unattended on the other side of the gate after being x-rayed. She said it was my job to keep an eye on my belongings yet she refused to allow me through the metal detector gate.

Caller received an email from (b)(6) and has a case number (b)(6) from United Airlines. She was in line at security at Reagan and the lady you show your ticket to was nice. She went through and put her things on the belt and her papers got caught on the belt. The TSO was very rude and told her not to worry about it. She told her it was her boarding ticket and she needed to get it. She hasn't flown in 15 years and didn't know the procedures so she just walked through the AIT and came out on the other side. The TSO was yelling at her and she didn't understand what she was saying because of her accent. She told her she didn't have to be rude. She went back into the AIT and she told her to put her hands back up she was being aggressive. She didn't know she had to keep her hands up and she didn't keep them up. The TSO told her to put them up again. After she went through she wanted to make a complaint. She was an African American with short little twisted hair, about 5'7". The caller is 5'4", long hair, African American, dark black hair and she was wearing pants.

8/1/2014
10:23:17
PM

Airport where the incident occurred: Reagan Airport
Airline: United
Flight numbers: 1657
Date and time of incident: July 7 2014, 0700 am
Individual's contact information email
(b)(6)

The caller's son just went through security from HOU. He was groped in the genitals from the officer when he had a patdown. He was told by the officer that it was procedure to do that. He asked if that was true. He knows he went through HOU and his son called his wife a few minutes ago about it. He is going to get more information from his son about what happened and other facts so he can register that complaint.

Advised caller:

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

8/4/2014
5:00:10
PM

A TSO of the same gender as the passenger will conduct the patdown search. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Because your complaint concerns the conduct of TSOs at a specific airport, we will forward a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

As they are at the airport, the CSM would be able to do an investigation. The best way to do that is to get as much information about the situation as we can. Having details about the checkpoint location in the airport, date and time of incident, and even the flight information will assist the CSM.

If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

Caller has been going through the TSA precheck and all of the sudden she cant get through anymore. She stated that she was 79 years old and everyone including Delta is saying she needs a Known Number. She said she is a member of GE already. She just wants to know what to do. She was talking the middle name being different on her GE and passport than it was on her Drivers license and Delta profile. She said she would use the passport and get a new updated ID.

Response:

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/5/2014
5:39:32
PM

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

Told the caller if she is a GE member she is already eligible for precheck. Explained that her GE pass ID is a 9 digit number starting with a 98 on the back of her GE card. That number needs to be entered in the KTN field of each reservation. She also needs to make sure her full name DOB and gender matches her GE information exactly. Told the caller that GE is for domestic travel and has other incentives for international travel. Explained she needs to make sure all of her personal information matches so her precheck will work. If she already has a booked flight she can contact Delta, and have them update her middle name add her GE number to the KTN field of the reservation and resubmit the reservation TSA.

Disability Description: The caller has metal implants.

Information Request: She has a flight in September to Branson. She is not sure of the exact flight details. She wants to make sure she does not have the same experience again. She will be getting the wheelchair assistance but can walk through. Her replacements are metal implants.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

8/6/2014
3:38:29
PM

TSA accepts e-mails as being signed.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Calling in because she is flying from SEA to Dulles and she states that her fingers were tested for explosives. The caller states that her and few other people were pulled from the line. The caller states it happened again even though she was told it was random. The caller states she was upset because it does not make her feel like a happy traveler. The caller states it happened 2 times within a 4 day period. The caller wants to know why and how to prevent it in the future.

Advised caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

8/6/2014
9:41:29
PM

Advised caller of DHS Trip

Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry may want to consider applying. For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Advised caller I will email her the forms to apply. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name

The caller is an 88 year old World War Two veteran, and has a large metal rod located in his leg. At the ORD security checkpoint, he was attempting to pass through the checkpoint in a wheelchair. He informed the officer of his metal implant, but was made to remove his shoes, belt, and hat. The officer was very unpleasant, and conducted two or three patdowns before allowing the passenger to exit into the sterile area. Additionally, he said that his wife, daughter, and son-in-law were not required to remove their shoes or receive any type of screening. In particular, he indicated that his daughter received absolutely no type of screening. (b)(6) then took the phone from (h)(6) and verified that this occurred as well.

On the return flight from DCA, (b)(6) informed the TSO about the incident at ORD. He was allowed to go through the AIT machine, which did not alarm. The TSO informed (b)(6) that DCA had the newest technology, and said that ORD was using old technology. He laughed about the incident, and told (b)(6) that they would not pat him down at DCA.

(h)(6) wanted to file a complaint against the TSA, as he felt that they picked him out due to his veteran status. (b)(6) agreed, and said that he has been obsessing over the situation. This is affecting his health, and they are demanding an apology. If they do not receive a response, they have decided to take the story to a news outlet.

Flight Information:

Date and Time of Flight: July 31, 2014; Not Provided.
Departure Airport: ORD
Airline: American Airlines
Flight Number: Not Provided.
Time of Incident: Not Provided.

8/9/2014
9:53:33
AM

Date and Time of Flight: August 5, 2014; Not Provided.
Departure Airport: DCA
Airline: American Airlines
Flight Number: Not Provided.
Time of Incident: Not Provided.

Advised Caller:

I apologized to the caller regarding the incident.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-

Hello all -

Please see the pasted question and response below. I had asked a direct question of if airline Crewmembers not in uniform are required boarding passes, and the response only spoke of screening, and nothing of if boarding passes are required for airline crew not in uniform.

Please answer the question. Thanks in advance for your consideration.

Anonymous Commuting Airline Employee

Hello all -

8/9/2014 1:28:52 PM I'm a 20 year airline veteran who chooses to commute to domicile. As a result I position on Jumpseats approximately 100 times a year. During my commutes I choose to wear plain clothes. While I can't pass through the known crew member line in plain clothes it's still my preference to not wear the uniform when not on active duty.

Every once in a blue moon (literally once out of 100 times) I'll run into a TSA staffer who insists I have a boarding pass to get through security. The other 99 out of 100 times I show my Crew credential and can pass. It's a massive inconvenience when it happens, as I often don't have a reservation (commuters are in CASS, and we get our papers at the gate from the gate agent). The ticket counter folks are usually confused too when I tell them the TSA won't let me pass without a boarding pass. Many counter agents these days are not gate trained, and can't even perform the functions to create the paperwork.

My question is what is the TSA policy on airline jumpseating in plain clothes? Are those commuting Crewmembers required to have a boarding pass? Who at the TSA is right? The 99 who let me pass without, or the one who won't let me pass?

Thanks in advance for your consideration.

Anonymous Commuting Airline Employee

Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

The caller was at EWR, and he has metal implants. He wanted to go through the WTMD instead of the AIT or a patdown.

Advised Caller:

8/9/2014 3:33:42 PM Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Saturday, August 09, 2014 7:14 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/9/2014 7:14:13 PM

Attachment:

8/10/2014
9:32:10
AM

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/9/2014 7:14:13 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No
First and Middle Name:

(b)(6)
Last Name:

(b)(6)
Main Phone:

(b)(6)
Work Phone:

Cell Phone:

Feedback Type : Security Issue

Categories : Carry-on Property Out of View During Screening; Advanced Imaging Technology Current Date/Time : 8/10/2014 11:40:32 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/10/2014 5:30 PM Airline &
Flight Number : delta Checkpoint/Area of Airport : T terminal TSA Employee: (If Known) :

8/10/2014
1:06:32
PM

Comment : Because I was under age I did not go through the Advanced Imaging Technology. I just went through a metal detector. If I had drugs on me it would not have been found Would you like a response? : False Passenger's Name :
Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that she wants to file a claim for 2 things. Caller stated that her zipper was smashed on her luggage. She also had one of her bags inspected and a container was smashed, she did have a NOI. Caller said that she traveled from MCO.

Resolution:

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

8/11/2014

10:33:28 AM Caller said that her and her husband are older than 70 that he is 80. When they traveled she had pre check on her boarding pass and he did not. She has not opted in for anything.

Advise caller as trusted passengers you can be randomly selected to access the line.

There are also new screening procedures in process for passengers who are over the age of 75.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Caller complained about a TSO at MCO yesterday, 08 12 14, about 5:30 PM.

Passenger forgot to take the cell phone out of her pocket and when the AIT went off, the TSO screamed at her to get back to the machine. She lost keys and money because she had to be screened twice and the bin with her items was out of her sight. She walked back to the screening checkpoint to retrieve the items but they were gone; she called the lost and found and left a message.

The check point was at Gate 47 on United. She does not recall the name of the TSO but she said he was screaming at the passengers to keep the line moving.

8/12/2014

11:26:26

AM

Response

I apologized to the caller for the bad experience and told her I was sending her complaint to the CSM.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 8/12/2014 10:34:43 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/12/2014 8:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Wheelchair/Stroller Checkpoint TSA Employee: (If Known) :

Comment : This morning, I was traveling with my father and he was in a airport wheelchair. We explained to the TSA agents that my father could not go through the AIT machine because of his medical devices. The AIT machine interferes my father's sensor and transmitter and causes it to misread his actual blood glucose levels. He requested a pat down. That was agreed upon and when I went through the AIT, I looked back and the TSA agent was standing my father up without his can. He went through the AIT machine and nearly fell over because he cannot stand steady barefooted without some sort of aid. All of our requests were ignored. If there was something else that we were meant to do, then we would have to avoid all of this. On our first flight out of New York, he was given a thorough pat down. Thank you for your attention to this matter.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

8/12/2014

12:36:30

PM

Hi,

I need to file a complaint about a situation that occurred during my TSA screening at PWM today. Please let me know if this is not the correct email to send this to. Around 11:30 this morning, my husband and I entered the screening area at the Portland, Maine airport. I am three and a half months pregnant and have been instructed by my doctor to opt out from the screening machine and to have the pat down. There were two other women waiting for the pat down while they found a female agent to do it, so the TSA person had no place for me to wait. So I was basically blocking the line going to the screening machine. After about 20 minutes of waiting, one of the TSA agents (the one monitoring the circular screening machine) asked me again why it was that I wanted to opt out. I told him because I was pregnant. He proceeded to argue with me and insist that was not a reason to opt out. That the machine didn't have any radiation and was perfectly safe and that I should just go through it. This was even after I told him my doctor told me to not do it. The only thing that made him stop harassing and berating me was that I said that every website you read says to opt out because it's safer for the pregnancy. I do not understand why I was given such a hard time over this. Not to mention, he did this in a very public place, with no respect for my right to privacy regarding my medical condition. It's my understanding that this is a common reason to opt out and that anyone can opt out for any reason if they are uncomfortable with going through the machine. I did not get this agent's name, but he was an older white man with glasses and white hair who was manning the only open circular screening machine from 11:30 to noon today (Aug 13).

8/13/2014

3:29:17

PM

Also, I should mention that while I was waiting a full 30 minutes for a female TSA agent to be available, the agent manning the bag xray machine was complaining about my things (which included a laptop sitting open in a tub per TSA rules) being uncollected and taking up space at the end of the line. By the time I was finally patted down, my belongings that had gone through the bag xray machine were laying on the floor, partially in the walkway of the people coming out of the circular screening machine! My shoes and jacket had been taken out of the tub they were in and were being stepped on and trpped over by passengers!!

Please contact me if you need more information regarding this unprofessional, poor TSA experience. I hope that this email will serve to help no one go through the same thing.

(b)(6)

(cell)

HYPERLINK (b)(6)rc=Android"Sent from Yahoo Mail on Android

Caller said he is filing a complaint against a TSA agent, Officer (b)(6), at LAX at the security checkpoint. He said he was at the security checkpoint yesterday and there were 2 aisles and one is the ait machine and the other is a gate with the door and yesterday they were passing through both sides. He said today he asked which one do I go through and Officer (b)(6) ignored him when he asked him 5 times. He said he asked the other passenger if he was asleep and the Officer said apparently not. He said the Officer told him it said not to go through it and he said the Officer did not want to answer him. He said the Officer stood like a mannequin and would not answer him and did not like his question. He asked the Officer's name and the Officer asked him why and he said he was rude and that he was going to report him. He said the Officer did not want to give him his name and he looked at his badge for his name. He said he was polite to the Officer and to everyone else. He said he reported him to his supervisor, Officer (b)(6) and he said he is still at security. He said he wants to make sure that it actually gets back to Officer (b)(6) and it was unfounded and it needs to be acknowledged. He said he was friendly even though they took some liquid from him. He said it is not a good job for the Officer if he does not want to deal with people. He asked will someone contact him about this. .

Complaint:CSM

Claims Screener Rudeness Complaint

Airport:LAX

Airline: Delta

8/13/2014

6:36:24

PM

Flight Number:unknown

Departure Time: 08-13-14 at 3:15 pm

Arrival Airport and Time:Kona at 8:30 or 9 pm local time

Location: security checkpoint

Terminal: 6

Gate:68

Contact Information (b)(6) or (b)(6)

I advised him that I will refer this to the CSM. I advised him that I dont know if he will be contacted but this will be addressed.

Response:Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Caller comes on the line asking me what a pedophile is? I did not answer she starts screaming profanities at me, calling me personally vulgar names and continued throughout the conversation. I warned caller several times to stop cursing at me. She states she went through screening at LAX and she was screened separately from her 14 year old daughter. She screamed pedophiles look at young girls and she said isa is no different. TSA officers were watching her daughter buck naked on the screen.

8/13/2014

8:06:07

PM

All AIT units deployed at airports are outfitted with software designed to enhance passenger privacy by eliminating passenger-specific images. AIT uses generic outlines of passengers to auto-detect potential threats and highlight their location.

Caller said i know you are just reading that, and she continued ranting and cursing and would not stop, I could not get her to stop long enough to listen to me. I was instructed to disconnect the call by (b)(6) I disconnected call.

I sent in my complaint already and received a robo-reply (see below). Can you please connect me with the Customer Support Manager that my complaint was forwarded to?

Thank-you (b)(6)

...

On Saturday, August 9, 2014 10:45 AM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

8/13/2014 9:13:43 PM Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Caller wants to know what is the required procedure was for someone to go through security screening? He understands they put the hand carry luggage in the bin and xray it. He wants to know the screening procedure for shoes. He says he lives in Knoxville and he can leave on his shoes there but in FLL he had to remove his shoes. He said he challenged the officer about taking off his shoes. He took off his shoes and they gave his feet a padown. He feels this is a waste of his tax dollars. He wants to know why he doesnt have to remove his shoes in Knoxville and he does in FLL. He is 78 years old. He has had a hip replacement as well as others and he has a pacemaker, he is ok with the patdown but thinks he should not have to remove his shoes and have a patdown of his feet.

Told caller

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

8/14/2014 12:05:43 PM The officer has several layers of screening they can do. So one may allow him to leave on his shoes but when you get a patdown you are subject to additional screening that could include removing his shoes.

Escalation Notes (b)(6)

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

I provided the number to CSM to FLL 954-308-5529

Disability Description: Caller is calling on behalf of a patient, (b)(6) who receives chemo therapy via a port.

Information Request: She indicated that she would like to request for assistance for the passenger.

Response Details: you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that she did and I ordered the RFI information to be emailed upon her request.

I advised that TSA Cares can provide assistance for passengers with disabilities or medical conditions to facility screening.

I advised that I would refer the request for assistance.

8/14/2014
3:01:06
PM

We recommend that requests for assistance be made at least 72 hours prior to travel. As this request will be made less than that, she should contact the CSM at PHL at 610-537-1050.

The CSM may provide additional information in regard to the assistance or she may be contacted prior to travel. If not, the passenger can always request the assistance of the PSS at the checkpoint who can assist them.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

If AIT screening is safe for the passenger, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors if safe for them only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms or anomalies.

The patdown should be conducted by a TSO of the same gender.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for

I do not understand
I paid for precheck tsa
Why wasnt it on my boarding pass

(b)(6)

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: August 15, 2014 at 5:10:04 PM EDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

8/15/2014
8:18:24
PM

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 8/17/2014 11:14:51 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/16/2014 5:00 PM Airline & Flight Number : DL Checkpoint/Area of Airport : F Terminal TSA Employee: (If Known) : NA

Comment : There is no precheck in the international arrival yet there are WTMD. If you want precheck you have to exit and go up stairs to the general entry point.

8/17/2014
1:14:35
PM

Those passengers with precheck should be able to have std. baggage screening but utilize the WTMD and NOT the AIT or op-out. With the number of TSO standing around it would seem this would be easy to implement. While a partial pre-check it would go a long ways.

I have seem other airports do the same and it worked quite well. Actually they did a full precheck ad they could handle the baggage aspects as well.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has diabetes and wears an insulin pump.

Response Details: Advised caller that she is not required to go through the AIT with the insulin pump. She can disconnect and let the officers visually inspect this while she goes through AIT or she can opt out and receive a patdown. She does have this right. Advised caller that as far as officers encouraging her to use this and saying that others use this machine, their pumps may not be the same as her pump, so if her manufacturer says no, then she should not use this.

Advised caller that I will send her some information on filing a formal complaint.

Also, I will forward this to the disability branch to let them know of this as well.

8/17/2014
1:20:48
PM

I will also email her some information regarding her options when flying with this insulin pump.

I called her at 1:57 p.m. and advised her that if she ever has any problems in the future, request a PSS.

Sent email.

Incident Details: The manufacturer told her that this cannot go through the body scanner. She says that every time she flies she has difficulty with this. She wants to know the guidelines for going through security with this. She says that she has just gone through security in DTW and 7 agents were arguing with her saying that she can go through the body scanner. They were telling her that people do it all of the time.

Caller said she had 2 issues LAX TSA may want to be aware of.

Yesterday she and her husband flew from LAX and unknowingly had a blender like the Bullet with the blades with sharp metal spikes about 2 inches long in her carry on because her husband helped her pack and had placed it in the bag. The blender blades were not detected even after the bag was sent back through the equipment a second time but a bottle of water in the same bag and it was discovered. She feels it was a security issue since you could ram the blade into someone's head but yet they worried about the water.

She also warned them her Love bracelet (a bracelet that can only be removed with a special tool) might set off the detector and they had her to go on through and it did not set off the detectors. She normally has the AIT because of the bracelet always sets off the metal detector. It concerns her because it did not.

RESPONSE:

Thanked her for calling and advised I will send her concerns to the CSM at LAX. You may or may not be contacted but the Customer Support Manager will be aware of your concerns.

CSM Referral Information:

8/18/2014
2:40:10
PM

Airport: LAX

Airline: United

Flight #: 368

Date: 8-18-14

Departure time: 1:19 PM (She was at the checkpoint between 12:30 and 1 PM)

Description of carry on bag: A black and white double handled tote.

Specific location - Terminal or Gate: Gate 70-A

Phone #: (Cell): (b)(6)

Email: (b)(6)

Caller wants to know how to get a precheck number. He is over 75 and a preferred flyer with Southwest. He didn't sign up for it. He was getting TSA precheck and knew it was random but about 3 months ago his wife became a companion and she would get it and he would never get it. They fly out of Hobby. Is precheck the same as Clear? Caller is complaining about having to take his belt off and it doesn't have any metal in it. If he doesn't take his belt off can he refuse?

Advised:

How did you sign up?

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

8/19/2014

3:23:11

PM

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

If you didn't sign up for it then you are being randomly selected for it. You may never get it again. I don't know what Clear is.

If you want to get it on a regular basis you can go on our website and complete the application and visit an enrollment center to pay the \$85 fee, get fingerprinted, have a background investigation completed and have an interview. Once approved you would receive a letter in 2-3 weeks with a KTN number assigned to you. You would enter that number on your reservations to qualify for precheck.

The belt may have had to be removed to make sure a passenger isn't carrying any prohibited items. If you refuse to remove the belt you won't be allowed to go through the security checkpoint.

Hello all -

Below please see pasted an email exchange that began in excess of seven days ago. The last I had heard the question was being forwarded to the appropriate office, but I haven't heard back. I would not have thought this was such a tough question regarding TSA policy towards commuting airline crewmembers not in uniform.

Please answer when you can.

Anonymous Commuting Airline Employee

Hello all -

8/20/2014

8:48:19

AM

Please see the pasted question and response below. I had asked a direct question of if airline Crewmembers not in uniform are required boarding passes, and the response only spoke of screening, and nothing of if boarding passes are required for airline crew not in uniform.

Please answer the question. Thanks in advance for your consideration.

Anonymous Commuting Airline Employee

Hello all -

I'm a 20 year airline veteran who chooses to commute to domicile. As a result I position on Jumpseats approximately 100 times a year. During my commutes I choose to wear plain clothes. While I can't pass through the known crew member line in plain clothes it's still my preference to not wear the uniform when not

Caller is calling to make a complaint in regards to her screening at the Phoenix Sky Harbor airport. She felt she was judged and made to go through a separate way at the checkpoint. She felt it was Discrimination. She was not actually traveling she was at the airport to pick up her minor that was traveling.
The incident occurred at 1:20PM. The caller stated that no alarms were triggered. She stated the TSO said something was in her hair. Her hair was braided. She went through the shorter lane where the flight attendants are screened. They tested her hands first. She then was screened by the WTMD and then the AIT machine.

8/20/2014
7:14:37
PM

She felt this was Racial Profiling. Her daughter was traveling on Southwest. Basically all of the TSOs were profiling except for one female TSO.

Advised:

I tried to explain to the caller that when alarms are triggered at the checkpoint passengers would have to go through additional screening.

I stated we would send an email to her. She would need to include this incident in the form we are sending and return it. The incident will be reviewed by the Multicultural Division.
1575775

The caller indicated that she is flying out of RIC today with Delta flight 6222 departing at 10:11am. She went through the checkpoint at Gate B at 8:10am and passed through the AIT after several crew members. After passing through the AIT, A male TSO (middle aged, balding, caucasian) asked her to step to the side. Another male TSO tall, caucasian, longer hair) came up and asked why he had called for a patdown. The first TSO advised that the alarm rang for the crew member that passed through the AIT prior to her, and that TSA Rules stipulate that if there is an alarm for a crew member, the next passenger that passes through must receive additional screening. The female TSO that conducted the patdown, (b)(6) (who was lovely) provided the same information.

8/21/2014
8:56:15
AM

The caller is very upset and would like to understand the rules in regard to ask. She asked if this is the rule. If it is not the rule, than she is very upset that she had to be screened additionally.

She would like to be contacted.

She completed a comment card at the airport. She asked TSO (b)(6) how to file a complaint and she provided a comment card. She submitted this at the airport and was provided a copy of the comment card.

I advised that the CSM would need to address her inquiry. I advised that I would refer the information to the CSM at RIC to make them aware. They would have the means to look into and address this.
The caller has a complaint. He is at BOISE currently. He stated that they went through at 7:45 am. He stated that his wife had her hair done and the machine alarmed. He stated that they messed up her hair. He stated that the hair do cost \$85.00 and he wants to file a claim for the hair do. He stated that there was nothing in her hair, it is just very thick.

8/21/2014
10:20:43
AM

I explained that if a passenger goes through the AIT and any alarms or anomalies occur, a patdown is required to clear the alarms. I explained that bobby pins and other hair accessories can cause an alarm. I explained that in my own experience, bobby pins resulted in my hair being patted down for screening. He can file the claim, and the CMB will make the determination as to how to resolve the claim. I can send the forms within 24 hours of this response, via email. I explained that we will document his complaint.

Caller said she is trying to file a claim form because on yesterday while taking her grand kids to catch their flight to Canada at Dulles her granddaughter was selected for a patdown she is 11 years old and was told by the tso that she would get a modified patdown but since she complained they all got a patdown the kids 11 and 8 year old did not receive a modified patdown and even when she was patdown her shirt was lifted in front of everybody. They were also asked to remove all electronics and power them on her granddaughter's phone was not charged so the phone had to be left at the check point. When her husband talked to (b)(6) about getting the phone back at the airport the supervisor told them the phone was surrendered and gave him a claim form. A private screening was not offered to her.

Caller is upset over the phone not being returned and the patdown they all received.

They traveled out of Dulles on 08/20/14

Gate C flight # ua4551 at 11:40 am.

Response

8/21/2014
10:28:24
AM

Devices selected for this screening that do not power up will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that do not power up or do not function may place them in checked baggage or ship them to their destination.

When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search.

The patdown can always be conducted in a private screening location when requested.

Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

I will send your complaint to the CSM at the airport you can file the claim that was given to you at the airport.

The caller and his wife are flying from SFO to Chicago tomorrow. He was going over the confirmation and they are not registered as they have in the past for the Precheck program. They are both seniors. They went on a trip a couple months ago and had it on that flight. He is 80 and his wife 72.

Advised caller:

8/21/2014 9:12:46 PM The most familiar of TSA's risk-based initiatives, TSA Pre[®]2713™, allows TSA to identify low-risk passengers for expedited screening. While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre[®]2713™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre[®]2713™ lanes at more than 100 airports when traveling on any participating U.S. airline. You can get more information from TSA.gov.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Caller flew from Santa Fe Municipal on American Eagle flight 3196 on 8/20/2014 at 10:40 am. She said that she went through the checkpoint at approximately 9:30 or 10 am. She wanted to make a complaint. She said that she has three joint replacements. She told the TSO about the metal implants. She set off an alarm and received a patdown. She said that the patdown was explained to her and she was offered a private screening. She stated that after the patdown she was asked if some items were hers. She said that they were. She was told to sit in the chair and not to touch the items while the TSO went to check her gloves. She said she could not even put her shoes back on. She wanted to know what she was testing her gloves for. She said that when she opened her luggage she had an NOI with the number 40 on it. She wanted to know what the number 40 means. She wants to be contacted with that information. She was very upset because she got a patdown. She said that she has never received a patdown or had a problem at any other airport. She stated that she was treated like common criminal. She wanted to know why she was not wanded or sent through the AIT. She later said that there was no AIT. She thinks that TSA should have other alternatives other than a patdown. She said that it is not right.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

8/22/2014 11:02:22 AM If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

I told her that when TSA opens and inspects a bag a notice of inspection is put in the bag to notify the passenger that their luggage was inspected. I told her that I do not know what the number 40 on the NOI means.

TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms.

I advised her that I would forward her complaint to the CSM at Santa Fe Municipal for review.

Feedback Type : Security Issue

Categories : Advanced Imaging Technology Current Date Time : 8/23/2014 8:40:52 AM Airport : TOL - Toledo Express Date Time of Travel : 08/07/2014 Airline : Flight Number : 795 Checkpoint Area of Airport : body metal detector TSA Employee: (If Known) :

8/23/2014 9:59:27 AM Comment : dear sir or madam the body imaging detector is not working properly at the toledo air port this is the fourth time that i had to be pated down can some one fix this or do i have to call a news station call for action and them know thanks for your time

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello TSA Contact Center,

I have a question regarding your Advanced Imaging Technology (AIT) machines.

I fly quite often and need some clarification as to what TSA's policies were for passengers that are tall.

I've been told by at least two different agents that I am too tall for the Millwave AIT machine and they ask me to proceed through the Walk-Through Metal Detector (WTMD). I was unaware of these limitations of the AIT and typically "Opted-Out" of the AIT screening. After going through the WTMD, I went to speak to the TSA Supervisor near the back of the Security Scanning Area on that day. She informed me that there was a limitation and that in the future, I would only need to tell the operator of the AIT machine that, "I exceed the height restrictions for this machine," and "... then you will then be directed through the WTMD."

Afterwards I searched TSA's website for information about this. I seem to recall finding something on your website about the restriction being 6'4" (194-cm) for the AIT due to the limitations of the scanning technology and not being able to capture all necessary information during the scan.

8/24/2014 3:09:57 PM On subsequent trips, I've politely informed the TSA agents at the machines that, "I exceed the height restrictions for the AIT machine," and I've been greeted kindly and been instructed to proceed through the WTMD.

This all changed on my last trip out of RDU, instead of being greeted kindly, I was told that there were no height restrictions and that EVERYBODY had to go through the AIT machine unless I "opted out" and had additional screening where myself and my property were subjected to additional "investigation". I informed the supervisor on that day that I have been told by more than one TSA agent on more than one occasion that I am too tall for the machine. I followed that up with the height restriction that I found on your website and she said that that information did not exist. She then told me that if I can stand in the machine with my arms above my head like the "stick-figure example" that I was not "too tall". So I walked into the machine and lifted my arms. My elbows were about an inch away from the top of the machine and my fore-arms were crossed over the top of my head, clearly not able to replicate the "diagrammed example". She then agreed that I was "too tall" for the machine and directed me through the WTMD.

As I am not a fan of drawing attention to myself, and I especially don't like getting in disagreements with any type of authority figure. I would like to find out what TSA's official procedure is for Tall Customers with regards to your AIT machines. I would like to know where, if any, these restrictions are displayed and how I can better inform the TSA agents at the gate about them.

Thank you very much for your assistance with this matter. I am looking forward to your response on this matter.

Best Regards,

(b)(6)

From: (b)(6)

Sent: Monday, August 25, 2014 4:31 PM

To: Singh, Harleen; TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov

Cc: Legal; Rajdeep Singh; Prabhjot Singh; Sapreet Kaur

Subject: Civil rights complaint of b o Sikh Air Passenger: (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger (b)(6) (b)(6) civil rights were violated when he was denied a self pat-down of his religiously-mandated turban by the TSA at Washington Dulles International Airport on August 19, 2014 (b)(6) flew on United Airlines, Flight No. 492, from Washington D.C. to San Francisco, California.

(b)(6) filed a complaint with the TSA and DHS on August 19, 2014 through the FlyRights phone application. Please see attached follow-up complaint and exhibits.

Thank you for your attention to this matter.

8/25/2014

6:30:58

PM

best,

(b)(6)

(b)(6)

(b)(6) New York, NY 10004

Phone (Main): (b)(6) Phone (Direct): (b)(6)

Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

Visit our website at HYPERLINK <http://www.sikhcoalition.org>

Support the Sikh Coalition's work at HYPERLINK <http://www.sikhdonate.org>

Visit us on Facebook at <http://www.facebook.com/thesikhcoalition>.

Follow us on Twitter @sikh_coalition.

~~This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the e-mail and notify us immediately.~~

The caller indicated that she flew from AUS on 8/24 on American Flight 2297 that was scheduled to depart 2:25pm from Gate 15. She was at the checkpoint (just beyond the doors near the Enterprise drop off) at 1pm.

She always opts out of AIT and indicated that she felt that the TSOs teased and retaliated against her because of this. She did not feel that the treatment was due to her medical condition. She has Siliac Disease. I asked the caller specifically if she felt that she was discriminated against or received desperate treatment based on her disability. She advised that she felt like she was retaliated against because she opted out of AIT.

A female TSO advised that AIT screening was safe. A male TSO pulled her baggage off of the conveyor belt and stacked it on one side of the xray machine. He then moved it to the other side. She indicated that he stacked her belongings on top of each other and her laptop was scratched. She indicated that they were disrespectful of her property.

The caller indicated that she has Siliac Disease and requires a gluten free diet. The same female TSO who advised that AIT is safe stated that there was plenty of gluten free food items in the area. The caller feels that it was not the TSOs place to advise of the safety of AIT or to provide comments in regard to diet.

The caller did not obtain the names of the TSO. The male TSO had dark hair and was approx. 5'8". The female TSO was an older woman, blond short hair, 5'8".

8/26/2014
1:21:31
PM

She indicated that she was advised that she would have to wait for another person to conduct the patdown.

The female TSO indicated that her belongings had to be physically inspected because of the oat flour that the food items contain.

She asked if she would have to go through AIT if she is eligible for Precheck, what the benefit to Precheck is, and how to avoid this in the future.

She asked if she would be contacted in regard to this.

TSOs are trained to treat passengers with dignity respect and courtesy and I apologized that was not her experience. I advised that I have documented the information and would refer this to the CSM at AUS to make them aware of the situation. The CSM acts as a liaison between passengers and TSA and would have the means to look into and address this.

I explained that we cannot guarantee what action the CSM would take, however I would include an indication that she would like to be contacted. The caller refused to provide an email address as she would like to be contacted by phone.

I explained that Precheck provides a more expedited screening by allowing passengers to leave on shoes and light outerwear as well as to leave the 311 bag and laptop in carry on. I could not guarantee that the AIT is not used at the Precheck lanes, however she always has the option to opt out of AIT to receive a patdown.

I advised that if she has questions or concerns about screening, she should ask for a STSO or PSS at the checkpoint or she can always call the TCC. (The caller made the comment that she didn't want to have to take the time to wait for these individuals to respond.)

Caller is 91 years old and a vet of World War II born in New York USA and wants to avoid getting x-rayed. The last time he flew he was told he had to do it. He is interested in applying for precheck to avoid doing it.

Advised:

The AIT is not x-rays. It is radio waves that bounce off the body. The procedure is voluntary and you don't have to submit to it. They can do a patdown instead.

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

8/26/2014
2:19:56
PM

In addition to the patdown, TSA may use technology to test for traces of explosive material.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If the incident happens again you should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If you would like to file a complaint I can forward the information to the CSM at that airport. Caller declined.

Precheck doesn't exempt you from the screening. It allows you to keep your shoes on, belt and light outerwear. Anyone who looks 75 or older generally can keep their shoes and light outerwear on.

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 8/28/2014 11:26:57 PM Airport : MCO - Orlando International Date/Time of Travel : 08/27/2014 4:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Security

TSA Employee: (If Known) :

Comment : After a wonderful weekend of training and networking for business in the beautiful city of Orlando, I experienced something that has me questioning this whole "security" thing. Normally when I travel, I wear a suit because not only am I a business man, but I find it more comfortable to be dressed; not to mention it commands respect and compels people to call me Mister.

Yesterday was one random occasion that I wasn't in my "normal" attire, but I did have on a pair of chinos and a long sleeved linen shirt with my hair slightly tied back; I mention this for a reason. After taking everything out of my pockets and placing them in the bins, or so I thought, I proceeded through the scanner only to realize that I left my bank card in my back left pocket. As a result, the scanner picked it up and the TSA agent asked if there was anything in my back left pocket. I replied, "O yea, my bank cards." The agent put his gloves on, asked me to turn around, patted down that area, as well as searched my hair. I have dreadlocks so for me, they ALWAYS search my hair, yet I don't see them searching others, but I digress. The agent then proceeds to say he needed to swab my hands. He walked away, and grabbed what appeared to be a square shaped adhesive and wiped the palms of my hands. He asked me to wait there and walked away to place the adhesive in some kind of machine. As I was waiting, the belt that had my luggage on it was backing up. So I went to remove it to free up the line and he yelled, "Don't touch anything." Because I had never been through this process before I was pretty taken aback and confused; not to mention I had a flight to catch in the next thirty minutes. Another agent asked me if I knew what was going on and I replied, "No, I'm super confused." He went on to explain that the machine was testing my hands for explosives...

8/29/2014
8:28:09
AM

Now at this juncture not only am I confused, but I'm getting slightly irritated by this whole process. I asked the agent what could cause such an alert because I clearly hadn't been in contact with any explosives. He said, it could be hand sanitizer, which I had recently applied, and named a couple of other things that have slipped my mind. Apparently, the machine reading required further tests and they asked me to step aside because they needed to do a full search of my body as well as my luggage. Another agent started opening my suitcase in the middle of the airport and I asked him did he have to do that in front of everybody. I also asked the other agent how long this would take because I did not want to miss my flight. Another random female agent came over and said, "Everybody else gets their luggage searched in front of everyone," which mattered not to me because I preferred not to. There was a nearby private room that another gentleman was in so I waited until he was finished before entering. I asked the nearest agent how long this would take and he stated he didn't know and I could not go anywhere until I was cleared. I also asked him if there was a list of items that may cause this to happen so that I was not placed in this predicament again and he stated that he couldn't give me that information for "security" reasons... Of course this makes absolutely no sense to me because it hinders me from avoiding a similar instance; by this point my irritation is rising.

So two agents and myself entered the private room and as one of the agents wiped down the inside of my luggage with another square adhesive, the other agent proceeded to search me as I was facing the man wiping down my bags. He asked if he could search my hair and initially I said no because again, my hair is always searched, but the straight haired blonde or brunette is not, but I allowed it because I just wanted to get it over with.

By this point I am feeling extremely violated as this man used his hands to search between my legs, my hair, my entire body down to my feet, and even put his hands on the inside of my waistband all the way around. Of course after all of this and fifteen minutes later, I was cleared because I had no contact with explosives, as I stated before I was in Orlando on business. My colleague waited for me and as I walked out of the room with my belongings, he asked if I was okay; immediately I said, NO! I remained quiet for the next few minutes trying not to let my anger show, but I was so upset that I nearly began to cry. Composing myself as I rode the tram to my gate, I was trying to wrap my head around what just transpired and it made me more upset by the minute.

The moral of the story is I felt that I was profiled and violated in so many ways. Standard procedure or not, this was uncalled for and if there are commonly used items that will cause a "security" scanner to imply contact with explosives, the people should be made aware. They have plenty of signs regarding aerosol cans and other unauthorized materials for your carry on, why not provide a list of these items and fully explain the process prior to actually performing these additional searches?

Disability Description: Callers husband has two shoulder replacements, connecting through Europe. He sets off alarms.

Information Request: The caller was going on and on about how they arrive early and the TSO s are overloaded and they missed their flights and was told it is not TSA responsibility. Caller thinks that it is offensive to hear to arrive earlier. Every time she connects she has not enough time and the government (something I could not understand)

She missed her first flight and had arrived two hours early. She is getting GE. She asked if there is something that can get him prescreened.

Some TSA agents are sharp and some are not.

She asked what TSA would do with someone with a hip problem or in a wheelchair.

They are traveling to Italy but she does not have her flight information.

She said that they were told that TSA is not responsible for missing flights.
She rambled on about this complaint going nowhere.

8/29/2014
10:45:47
AM

Response Details: Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

I told her that sometimes, passengers must wait for a TSO of the same gender to become available.

The screening process for a passenger who uses a wheelchair or scooter is determined by the individual s ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter.

Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Medical documentation is not required.

I told her that TSA monitors the number and nature of complaint we receive. I told her to call us when she has problems with her flight information.

I told her that we can request a PSS for her when she has her flight information and I recommended calling 72 hours ahead.

Caller flew from ATL on 08 25 on US Air at 1755 and when she went through security, she had a purse and a carry on bag that was placed on the conveyor. Caller states that she moved from her chair and was screened by the AIT machine. Caller states that when she got to the gate another elderly lady was there waiting and was talking with her daughter. Caller states that during the conversation the elderly lady indicated that she had a bottle of water. Caller states that before leaving the hotel she placed a bottle of water in her purse. Caller states that when she opened her purse her bottle was still in her bag as well. Caller is concerned that two people on the same flight were able to get 2 bottles of water well over the limit through security screening. Caller states that this is very concerning. Caller states that she went through the checkpoint at or around 1545 but does not know which checkpoint it was at. Caller did receive PreCheck.

8/29/2014
1:41:22
PM

Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

9/2/2014
2:43:43
PM

Caller states she flew out of FLL and she went through the AIT machine, someone took her jacket. She said tsa was so nice about it they viewed security cameras and verified someone took it, but that they could not identify them. She asked is there anything I can do?

Advised caller not that I know of.

9/2/2014
5:58:29
PM

Caller said he is upset and was at Denver Airport and that before 9/11 he wanted to be a pilot and he used to check airports and that 9/11 changed it. He said he was at the Denver checkpoint and a screener tried to speak to him and it is stressful and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screening process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the airt machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the airt or private screening and he said he did not opt out of the airt machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of airt and asks for private screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screener asked if he forgot to take anything out of his pocket but he did not tell him he was going to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport employees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys don't believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarrassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to subpoena the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

Complaint: CSM
Claims: Complaint

Airport: Denver
Airline: Southwest
Flight Number: 2947
Departure Time: 08-30-14 at 5:00 pm
Arrival Airport and Time: Phoenix Sky Harbor at 8:05 pm
Location: security checkpoint
Gate: C 39
Contact Information: he declined his phone #.
The caller received abusive treatment and harassment at LAS airport recently and he wants to file a complaint. He asked what he needs to do and what method would be best to file it.

He stated that he flies to LAS from SEA about three times a year with his husband. He stated that they fly to help family. He explained that about two years ago he started getting selected for Precheck alot in SEA. He stated that he is not sure why his husband did not get the benefits, but he just used the normal lines. He stated that SEA is always helpful and polite. He stated that this time he did not have Precheck on the departure to the LAS, however he got the benefits on the return on Sunday at 7:00 am.

9/4/2014
10:24:31
AM

He stated that there was not alot of people in the line at the airport. He explained that the agent checking boarding passes wrote in red ink on his boarding pass and told him he has Precheck. She told him that he had Precheck and he did not have to remove his shoes. He asked her if he has to remove his computer and belt for screening. She told him that he had to remove everything as normal, however he can leave on his shoes. He stated that he showed the boarding pass at the checkpoint for Precheck with the red markings and proceeded to remove his belt and computer, but leave on his shoes. He stated that the officer yelled at him to for not removing his shoes at the checkpoint. He stated that he had to remove the shoes at that point and hold them in his hands, since he was past the bin. He stated that the TSO asked him what he was doing removing his shoes now, and then asked for his boarding pass again. He stated that he looked at the boarding again and realized that he had Precheck. He stated that the agent was not clear with instructions on how he wanted him to proceed in the checkpoint, so he put his shoes back on and started through the AIT. However, he again yelled at him and told him to go around since he has Precheck. He let him go around the AIT machine for Precheck screening. He stated that he was terrorized and he feels that this was very disappointing. He stated that he was able to place his shoes back on and go through Precheck, but he wants this to be reported and taken seriously. He explained that he should be reprimanded in regards to his actions. Caller stated the TSO refused to communicate directions clearly on what he wanted the caller to do for screening. Caller felt terrorized that he did not know what to do.

I apologized to the caller for his experience, and explained that we will forward the information to the CSM at LAS for review and investigate the matter further.

The callers flight details are as follow:

Departing Airport: LAS
Destination: SEA
Airline: Alaska Airlines
Flight Number and time: 617 @ 9:05 am
Terminal: 3
Gate: Unknown
Date and Time: 08-31-2014 @ 6:50 am

Caller has a concern that requires attention, his 15 yr. old daughter just boarded a plane and he raised her not to go through the AIT, and stated she was not given the option for alternative screening. What makes him uncomfortable is the machines take an image of the body, it's almost pornography and he has seen images previously. Caller stated she asked not to go through the AIT and was told to get in line and as a 15 yr. old she didn't want to cause a problem. (Stated he hasn't confirmed that she requested not to go through and was denied).

9/4/2014
3:54:11
PM

Response:

Explained to caller signs are posted at each AIT location advising passenger they have the right to opt out of the AIT screening, if opting out a patdown will be required.

In February 2011, TSA successfully tested the new software at Hartsfield-Jackson Atlanta International, Las Vegas McCarran International, and Ronald Reagan Washington National airports.

This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Provided to caller via email.

Caller has a complaint on the manager, named (b)(6) at DEN. He says he was reaching down in his trousers past the waist band. He says this was not ok. He had complained and was told it was standard procedure. He says he had a small pin knife he had forgot and asked if he was able to mail it even if it cost \$25 and he was. He then had to go back through screening again, they had him use the WTMD. He has had metal implants, in the hips. The officer almost hurt him he went up his legs so fast. He says he had just went through screening and had to be screened again. He said the officer and supervisor was smiling the entire time during his second time of screening. They would not give him the agent's name so he only got the name of the manager. He had offered to go back through the AIT again and they told him he couldn't. He feels the officers feel they have too much power.

Told caller

9/5/2014
3:54:00
PM

I was sorry for his experience.

I would take his complaint and send it to the CSM so they would be aware of this as well.

Airport: Denver

Airline: Frontier

Flight number:

Date and time: 09-05-14 at 1:45 pm

Terminal or gate: A gate

Items Damaged: He said the agent had put his fingers in the waist band and he had put his hands farther down in his pants than the waistband. He says they have never done this before.

Caller is 70 years old and she started getting TSA precheck. Caller stated that the last three times she flew from SMF on Alaska airlines they tested her hands for something and told her it was random because she never enrolled for the Precheck benefits. Caller stated that she has been getting precheck on a rather consistent basis with multiple airlines and she has never enrolled. Caller is wanting to be removed from the precheck list. Caller stated that it is causing her more problems than good. Caller was told by one of the agents that she could mark TSA precheck out and go through the regular lane but she thinks that is too much hassle she just wants her name taken off the list.

Advised caller:

9/8/2014
12:07:28
PM

The most familiar of TSA's risk-based initiatives, TSA Precheck, allows TSA to identify low-risk passengers for expedited screening. There is no way to take your name off of a precheck list. That information is submitted to TSA when you book a flight and if they consider you to be low risk they could direct you to the precheck lane but there is usually no consistency to this. There is no way to keep your name from being selected. If you don't want to use the lane you could just go to the normal lane. Caller asked to speak to my supervisor so he can take her name off of the list.

(b)(6) Notes: She thinks she is getting extra screening because she is being selected for Precheck. Someone told her to cross the Precheck off her boarding pass cause it was causing her extra screening. She is really confused on exactly what she is doing and it will be hard to take notes. First she is getting a Patdown in Europe then it is at TSA, then she is going through AIT then it isn't AIT. She says she wasn't going to accept Precheck and I said that was her decision. I told her out of 10,000 calls a month she is the only one who is getting extra screening because of Precheck.
Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened: 09-07-2014@12:30

Airport: Burlington Vermont.

Gate Terminal: Gate 3

9/8/2014
2:43:56
PM

Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and then review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesn't have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do not want to go through the same experience again.

Airport: Phoenix International
Airline: Southwest
Gate: C4
Flight number: Not available

9/8/2014
5:08:30
PM

Advised: We regret that you have to go through that experience. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Because your complaint concerns the conduct of Twos at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 9/11/2014 10:37:38 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/30/2014 7:00 AM Airline & Flight Number : UAL656 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : September 11, 2014

To TSA

My name is (b)(6) Age 77

On Mon. Aug. 25, 2014, I did fly on United Airlines UA5948, 5:50AM, from AVP airport, via ORD, to PHX airport. The TSA lady did scan my passport as my ID. At the direction of the TSA lady I went thru the person metal detector without any metal detection alarm. I did not remove my shoes. In my hand bag I had a can of shaving cream. Also, the hand bag and some change, glasses in a case, and a pen in a container, went through the baggage metal detector without any metal detection alarm.

9/12/2014
8:46:56
AM

On Sat. August 30, 2014 I, did fly on United Airlines UA656, 7:00AM, from PHX airport, via ORD, to AVP airport. The TSA lady did scan my passport as my ID. I started to place my hand bag and metal items in a container in the baggage metal detector and the TSA man said to wait as he was going to recalibrate the metal detector.

At the direction of the TSA lady I went through the person metal detector and I set off the alarm. I said I had a rod in my left hip due to a fall. I did remove my shoes. I went through the person metal detector three times and the alarm continued to sound three times so then I was checked by the TSA man with gloves. Although they were not metal he became concerned I did not put my ID, credit and membership cards in the container.

The TSA lady took the same can of shaving cream from my bag and which was fine on Aug. 25 at AVP and also took my 2 yogurts with tin foil covers. She did not take 2 bananas. I said that's food. She mentioned it had tin foil. She said she would escort me over on the side so I could eat the 2 yogurts and then I would be required to again go through security.

Usually there is large trash container for items taken. I did not see a container and my departure time was early so I did not have time to go on the side so I could eat the 2 yogurts and again go through a long security line.

As I began to put on my shoes I noticed she placed the 2 yogurts on a lower counter near the area where I was checked by the TSA man. They were not placed in a large trash container. I would say the TSA people ate my yogurts. I did not see where the shaving cream was placed.

In February 2014 on United from AVP I traveled to Miami and back. In late May 2014 through early June 2014 on US Airways from AVP I traveled to Seattle and back. For the 4 airport security checks no alarms went off and none of my food was taken. I believe your metal detectors were recalibrated to be too sensitive at PHX airport. Also, I am profiled.

Would you like a response? : True

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

9/12/2014

6:13:22

PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Miami International Airport

Feedback Type : Compliment

Categories : Professionalism/Customer Service; Advanced Imaging Technology Current Date/Time : 9/14/2014 1:31:57 AM Airport : MCO - Orlando International Date/Time of Travel : 09/02/2014 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Every TSA experience I have either I witness rudeness or I experience rudeness.

9/14/2014

9:34:04

AM

When a TSA Employee is addressing a passenger they need to learn COMMON RESPECT to talk and listen. They very often talk, then engage in conversation with coworkers usually of jovial nature then we have no idea what the hell they want or what they said. When we do what we think they wanted, like enter the scanner, they get all ignorant and authoritative thinking we are violating the word of god. I had to enter the stupid scanner 3 times because the TSA agent who was operating it has ZERO people skills and ZERO respect. Then he wanted to pat my pocket down because I had my boarding pass in my pocket. Really? They need help. After I exited the scanner I was asked "is he with you".. turning around I saw my 10 yr old son behind me. After answering "yes", I was talked down to by the ignorant TSA employee saying "You need to stay with your kid, what were you thinking".... what?! I immediately replied with "My wife is behind him".. Another badge wearing ignorant jerk.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated she constantly gets pulled for additional screening after the AIT. Caller stated it is usually the top of her shoulder and the back of her ankle. Caller stated that at Manchester she had 11 alarms. Caller is questioning what causes an alarm. Caller asked what on her body is causing alarms. Caller stated she wanted to speak to a supervisor and will go to media if she needs to.

Resolution:

9/14/2014 2:10:45 PM Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated, an "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

I am unable to tell you what on your body is causing you to alarm the AIT. I advised the caller that the AIT bounces the waves off the outside of the body and looks for anomalies and that causes alarms.

Submitted on Sunday, September 14, 2014 - 16:44 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- National Origin
- Religion

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Mullica Hill

State: New Jersey

Zip Code (Post Code): 08062

Other:

Email: (b)(6)

9/14/2014
5:21:38
PM

==Incident Information==

When did this happen? 08 22 2014

Where did this happen? PENNSYLVANIA - PHL - Philadelphia International

What happened?

On Friday, Aug. 22, 2014, , my wife and myself were travelling to San Jose, CA, to attend a wedding. We reached the TSA check point at around 10:45 AM to get security clearance and board flight# UA1185 from Philadelphia to Houston (IAH). I removed all metal objects on my person (shoes, belt, glasses, wallet etc) and entered the AIT. As I am an Asian American and Sikh by religion, I wear turban and sport beard. I was wearing a sky blue colored

Caller stated the screener at the airport was so rude. Caller stated she travels with a service animal. Caller flew from Burlington Vermont on September 7. Caller stated she had metal implants and she has visual impairment and she travels with a service animal. Caller stated before of her knees she prefers to go through the AIT machine and her service animal puts on a state and then she will go through WTMD. Caller stated she received the papers to make a complaint if she was discriminated against going through the checkpoint. The caller stated she doesnt feel she was discriminated against she just wants an apology from the screener. Caller wants to know if she can contact the CSM. Caller stated if someone doesnt contact her about the issue she will fill out the papers she was sent.

9/15/2014
10:58:59
AM

Advised caller the issue was sent to the CSM at Burlington Vermont Airport. Advised caller to call 866-289-9673 press option 5 and put in the airport code and she will be given the CSM number.

Caller stated she didnt want the information sent to the CSM she will call them.

Caller's wife is getting PreCheck. She has disabilities, he was allowed to get PreCheck on the last flight because his wife has a hearing disability. He will be traveling again with his wife and an elderly lady in a wheelchair, he wants to know if she can get precheck along with him and his wife? He says he had traveled before on Southwest out of Boise and when going through screening there was a young woman that had pony tails that had devices in the hair with baseball caps on and was not asked to remove the hat or devices. He says his wife has thick hair and on the other side of the machine the agent ran her hand through her hair and she asked the officer what she was doing with her hair. The agent just said she had to check her hair. He says his wife had just paid \$85.00 to have her hair done and he wants to make sure this never happens again.

Told caller:

I explained to him if his wife was chosen at random for PreCheck on a flight did not mean he or she would be selected again. It just means the information they provided met the criteria and they were selected on a per flight basis only. To be eligible for PreCheck on every flight they can apply for one of the programs to get a number to use but it still is random selection so they won't be guaranteed every time.

There are two ways to be eligible to participate in PreCheck, you can be a member of one of CBP's trusted travel programs such as Global Entry, SENTRI, and NEXUS or you can do the application process on tsa.gov.

9/15/2014
5:18:12

PM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

I explained to him if there was an alarm during screening they will have to give a patdown to clear the alarm, I too have had my hair patdown and it was to clear an alarm. I could not tell him they would never have to do this again.

I did not send his complaint to the CSM because it has been sent already.

I only listed the airport and airline for the complaint for the previous flight, he did not say what airline or airport he was traveling out of again.

Caller states that he has a complaint about his screening at SJC. Caller is a Precheck participant and was told that the WTMD alarmed. Caller was sent to go through the AIT. He asked the TSO why that was happening, and she was rude to him about the answer. She said, sorry buddy, this isn't a restaurant! The TSO named (b)(6) answered his questions and was polite. Caller was told that since some people are sent through the Precheck lane that they have to randomly send some people through AIT. Caller is not comfortable with AIT because he is concerned about radiation for health issues.

Airport: SJC

Airline: Southwest

Flight #: 4729

Date/Time: 09/15/2014 3:20PM

Location: Gate 21 Southwest Terminal

9/15/2014
5:54:27

PM

Advised caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

You are not guaranteed expedited screening for every flight. You can opt out of the AIT screening and request a patdown.

Caller is wanting to file a complaint on TSA at DFW. Caller feels he was treated unfairly because he has a disability. Caller stated that it was not discriminatory it was just flat out poor customer service. Caller stated that they embarrassed him and made a huge scene at the checkpoint, they humiliated his partner and now she refuses to travel with him. Caller stated that on the morning of 7-8-2014 he was going through the checkpoint and he is not able to raise his arms to go through the AIT so he requested a patdown in a private screening area. Caller stated that he had 5 plus TSO's yelling at him from every angle and finally he had to yell and ask who am I supposed to be listening to. Caller stated that he requested a supervisor when they tried to force him to go through the AIT and then they got all bent out of shape and he had 3 other officers come up to him before getting the supervisor. Caller stated that he had a similar incident happen at DFW in April 2014 and he plans to fly in December 2014 and wants something done before he tries to do so because this is unacceptable. Caller stated that he requested ODPO assistance on both flights and he was treated awful. Caller stated that this is the only airport that he has trouble flying from.

Advised caller:

9/18/2014
4:50:33

PM

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: DFW

Airline: American Airlines

Date and time of incident: 07/08/2014 05:30 - 6:00 am

Gate or terminal of incident: American Airline

Disability Description: Caller has heart and lung conditions. She is also in a wheelchair.

Incident Details: Caller flew from MDW and she was in a wheelchair and disabled. Caller stated that she went through the AIT and then she was required to undergo a patdown. The officer told her that it would be on the shoulders and she ended up patting down her breast area which is sore and numb due to her heart surgery she had. Caller stated that after patting down her breast area the Agent started laughing at her she thinks that it was because she has a small chest. Caller stated that she feels discriminated against because she is 70 years old, female, and disabled. Caller stated that in all of her years of traveling that is the first time she has ever had a patdown and she feels like the agent was unprofessional and rude. She also feels like the agent did it to humiliate her because there was no alarm of the AIT. Caller thinks that the agent also violated her because she patted down her chest and she was supposed to do her shoulders. Caller did not know the agents name but described her as a young, female, tall, skinny, who had dark hair put up in a bun and she thinks she should be reprimanded because of what she done to her.

Advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. The passenger should inform TSOs of any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I will get you to a MB agent to deal with your discrimination complaint. I am going to make sure that this gets sent to the CSM to address the unprofessional treatment you experienced at the checkpoint.

9/18/2014

9:31:22

PM

Airport: Chicago Midway

Airline: Southwest

Flight number: 1444

Departing time: 7:25 pm

Date and time of incident: 09/03/2014 06:30-6:45 pm

Gate or terminal of incident: B23

(b)(6) notes:

Caller said that she wants to let us know she has been flying for 20 years with Southwest out of Chicago. She is disabled and was in a wheelchair and the person she is complaining about saw her get out of the wheelchair and she went through the screening machines. She told her she had to be patted down on her shoulders, but went down farther and didn't have on a bra because she can't wear one due to her surgery. She stated that she turned around after the patdown and the TSO was laughing to her two male co-workers about her. She felt like she was being discriminated against because of her disability. She thinks it occurred closer to 6:45 pm.

Advised Caller:

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Disability Description: The caller is a social worker calling from Chadron Hospital in NE in regard to a patient that requires oxygen during flight.

Information Request: She would like to send information in regard to use of oxygen during travel and paperwork that would be required for that. The passenger must be connected to the oxygen at all times.

Response Details: I advised that TSA doesn't require documentation. I advised that she contact the airline in regard to their policy as well.

The Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airlines in carry-on or checked baggage because oxygen is considered a hazardous material. This includes cans of recreational flavored oxygen.

However, the FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. If a POC is not approved by the FAA for inflight use, the passenger will not be permitted to bring it onboard the aircraft. Please visit www.faa.gov to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

9/19/2014
2:30:22
PM

. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms and anomalies.

The patdown will be conducted by a TSO of the same gender.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

The POC will either undergo x-ray screening or a physical and visual inspection. If the POC cannot be x-rayed and a physical and visual inspection is done, the equipment also will be tested for traces of explosives.

I offered to and emailed the information to the caller.

TSA Cares is a program that can provide assistance through screening for those who have disabilities, medical conditions, or devices. Such assistance can help facilitate the screening process. I advised that I would (and did) email information in regard to TSA Cares as well as a number that the passenger can call to request assistance. We recommend that requests assistance be made at least 72 hours prior to travel.

Disability Description: Caller has type 1 diabetes and uses an insulin pump.

Information Request: Caller would like to know how screening will go for him because of his medical device and his diabetic supplies. Caller is a first time flyer.

Response Details: Diabetes-related supplies, medications and equipment such as , lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Medically necessary items are not subject to the 3-1-1 liquids, gels and aerosol limitation rule and are allowed through the checkpoint in any amount once they have been screened.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening.

9/19/2014
6:54:03
PM

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own. However, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If you are screened using a patdown, it is important to know the following:

Patdowns will be conducted by a TSO of the same gender.

You may ask for private screening at any time.

A private screening will be offered if the patdown involves sensitive areas.

A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.

You may request a chair if you need to sit.

You should not be asked to or be required to remove or lift any article of clothing to reveal a sensitive body area.

To help discreetly notify the TSO of specific disabilities, medical conditions, or medical devices that could affect screening, TSA has created a Notification Card. Passengers may choose to let the TSO know they have a disability or medical condition by showing the TSA Notification Card. Remember, however, this card does not exempt passengers from screening.

Caller is taking a flight on Wednesday and she has a disability at this time and needs to know what to do to be checked in. Caller has limited standing.

Response: Advised the caller to request the assistance of a PSS or Supervisor and the checkpoint if needed and other than walking through the WTMD she may subject to the AIT and would need to be able to stand without assistance for 5-7 seconds with her hands above her head.

Caller states this is something she can do.

9/22/2014
6:28:46
PM

Caller also has two teenagers without ID and wants to know what to do to get them through screening.

Response: For passengers who do not have an acceptable form of ID, the TSO will request that the individual present two other forms of ID bearing the passengers name to assist in the verification of their identity. One of the items must bear the passengers name and other identifying information such as: photo, address, phone number, social security number, or date of birth. Passengers may present documents such as social security cards, birth certificates, marriage licenses or credit cards. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification. And they may have to undergo additional screening.

Caller asked if copies could be accepted and I let her know there s no standard list and she could present the copies.

Wanted to get a copy of the opt out policy.

Does not want to go through AIT and wanted documentation to prove it.

He wanted the information mailed to him, rather than emailed.

Then on to TSA.gov website he wanted me to walk him through step by step.

Rambled on about policies and procedures well after he had been given the information requested.

9/24/2014
10:03:07
AM

Advised caller:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

<http://www.tsa.gov/ait-privacy>

Caller has a KTN she obtained and April or May. Caller stated that on her last two flights she has been randomly selected for additional screening which was a patdown when going through the PreCheck lane. Caller stated that this time she is not being selected for PreCheck at all and she is wanting to know why she is being selected randomly all the time and not getting her PreCheck benefits.

Advised caller:

1. Are you a U.S. Citizen, U.S. National or U.S. Lawful Permanent Resident? Yes- US Citizen
2. Are you traveling from an airport participating in TSA Pre?™ and on a participating airline? Yes- Southwest-PHX
3. Have you received TSA Pre?™ in the past? Yes- She has just had issues on the last three flights.

9/25/2014 2:43:21 PM
a. If you have received TSA Pre?™ before, has anything changed? no
4. Do know your Known Traveler Number (KTN)? (b)(6)

5. When making a reservation, have you confirmed that the information in your reservation matches any online airline profiles you may use? Yes- Verified everything is correct and matching.
6. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? No
7. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? Yes- airline website.
8. Have you committed a violation of TSA security regulations, such as interference with security operations, access control violations, providing false or fraudulent documents, making a bomb threat, or bringing a firearm, explosive, or other prohibited items to an airport or on board an aircraft? No

If you are randomly selected not to receive PreCheck then it will not print on your boarding pass at all. Generally if you got through the AIT and there is an alarm then you would have to receive additional screening. I am not sure how you were randomly selected to receive the additional screening two times in a row. It sounds like there was an anomalies indicated by the screening technology. If you have the issue were TSA precheck does not print on your boarding pass at all several time in a row then that would be something that we could escalate and try to find out why but you were selected for PreCheck on the last two flights. I would recommend asking why you are getting the additional screening if it happens again.

Caller was calling for her husband (b)(6). They are both members of Global Entry. She always gets PreCheck and he never does. He is 77 years old. She said that United has him listed as (b)(6) on the reservation. His Global Entry has him listed as (b)(6). Their home airport is McCarran. She discovered during the call that his passport number was entered instead of his pass Id. She said that they will be flying next week. She referred to his KTN as a redress number. She is going to change the name and the KTN with the airline.

1. What is your citizenship? - US Citizen

2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? - Yes

3. Do you have a valid unexpired CBP membership? - Yes

9/25/2014 4:43:07 PM
4. Have you received TSA PreCheck in the past? - Yes

a. If you have received TSA PreCheck before, has anything changed? - No

5. Do know your CBP Trusted Traveler PASS ID? - Yes (b)(6)

6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? - Yes - She said that this reservation is showing (b)(6) instead of (b)(6)

- a. Your Name, Date of Birth (DOB), and gender must match the information that was submitted at the time of application or (if updated) what is on file in your online GOES account
- b. If any of this information is not an exact match, you may be precluded from TSA PreCheck consideration.

7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? - No

The caller is traveling with a minor that is on probation and wearing monitor. The caller wants to know what TSA requires or what they need to do to get through screening. The passenger does have a travel permit.

9/26/2014 3:57:21 PM
Outside of any other law enforcement issues that would prohibit a person from boarding an aircraft, wearing a monitoring device, including a medical monitor, during security screening should not pose a problem. If the electronic monitoring device sets off the alarm on the walk-through metal detector, or produces an anomaly during Advanced Imaging Technology (AIT) screening, passengers should alert the Transportation Security Officer performing the screening that they are wearing the device. In these cases, passengers should expect to undergo additional screening to resolve the alarms.

Caller asked when you get TSA PreCheck and you don't have to remove the laptop from its case or take off our shoes, why do you get to do that but, to go through the other line you don't get to do that. He asked do they do check on you when you go through the line. He said he is paying for it but he does not understand why. He said he knows you have to pay \$10 every time you get PreCheck. He said when he prints out his boarding pass, there is something you have to check to get PreCheck. He said it was US Air that charges that. He asked how does he get PreCheck if TSA does not charge and he never enrolled and paid the \$85. ALSO: He said when he went through RSW, the agent asked him what do you have in your pockets. The caller asked why did the agent want to know what he had in his pockets. He said the agent told him to take out the money and hold it in his hand for screening. ALSO: Caller said he did not want to file a complaint about the TSO and did not want to talk to the CSM.

9/27/2014 6:13:17 PM RESPONSE: That is why it is called expedited screening. You don't have to take the laptop out of the case and take off your shoes, plus other items. A background check is not done each time you go through the PreCheck line. TSA does not charge \$10 every time you book a flight. It is not TSA that charges you. You will need to contact US Air. If you did not enroll, you are getting PreCheck in one of two ways. You are a FF with an Airline or you are considered a low risk passenger by TSA and are being allowed or invited to get PreCheck. ALSO: To apply to PreCheck, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Preu2713™ eligibility for 5 years. ALSO: There is no extra \$10 charge.

RESPONSE: TSA strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. ALSO: You can ask for a private screening when you have a lot of cash.

She had to go through a patdown procedure last night when she flew from Omaha NE back home to Seattle. She had precheck and came to the check point in a wheel chair and she still had to have a patdown. She does not fly much but she had a similar situation occur in 2009 where they took her ID behind closed door on both legs of travel. On the flight from SEA to Omaha there were no problems or occurrences. She states that she feels violated. Later in the conversation she stated that it was a female who did the patdown and they were courteous and explained everything they were doing. But she still feels that the patdown was over the top and she has never been touched like that in certain places. She is a widow on social security but she states that she felt like a drug mule going through screening.

AIRPORT: Omaha NE
DATE OF TRAVEL: 09-28-14
DEPARTURE TIME: 1605
CHECKED BAGGAGE TIME: 1530
AIRLINE: Alaska Airlines
FLIGHT NUMBER: 3469B
TERMINAL OR GATE: Gate A1
CONTACT: Caller does not own a computer

9/29/2014 1:36:20 PM I advised the caller that our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline designed to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying. I told the caller that this will not eliminate any screening procedures but may be of assistance with communication in advance of travel.

Caller is at the airport and he is not comfortable with being separated from his wallet during screening because he wants to keep his identification and credit cards with him. Are the magnetic strips on the credit cards safe to go through the screening? What about electronics? Is that a reasonable request that the caller gets to keep his wallet on him?

Advised:

9/29/2014 3:37:39 PM (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, keys and change may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

I don't have that information as to whether the magnetic strips are safe. I can give you the number to the CSM at the airport? Caller declined. Electronics can be safely screened by x-ray. I can't give you an opinion. You can request that you keep your wallet but that would be up to the discretion of the officer at the checkpoint.

Caller states that he is a GE member. He is usually chosen for Precheck. Caller will fly to Venice, Italy tomorrow and was not chosen for expedited screening. Caller would like to know why. Caller is upset that he paid money, is an ex-military member and government employee, and is not guaranteed expedited screening for every flight. Caller states that he is 75 and would like to know if he will be directed to the Precheck lane because of his age.

Advised caller:

It is important to remember that TSA Precheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

9/29/2014

3:50:17

PM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process. They may direct you to the Precheck lane or not.

While some airports may allow individuals who are traveling with a TSA Precheck eligible passenger to access the TSA Precheck lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations.

Precheck eligibility does not affect your eligibility for your benefits with GE through CBP.

Caller spoke to us on the 8th. She was flying from AZ to Burbank, CA. All she had was two bags, one with her clothes. She filed a complaint but has not heard from the airport. She went through additional screening. They inspected her chest and did not find anything. They detected an anomaly in her chest. She was scared. They said they were going to do further inspection. They inspected her from her head to her toe including her privates. Nothing was found and they called on a male TSO. They told her to show her ID and her BP. Eventually they said everything was fine. She was left traumatized. She did not have anything offensive so she was concerned on why she would have to go through that especially since nothing was found. Due to the trauma she kept biting her lip due to that for the next days. She will fly to Denver in two weeks and would like to avoid issues. She is dreading the trip due to security. She was told that the airport would communicate with her. Her husband and her went to care for their grandchildren. She was stressed because her daughter and her husband were headed towards divorce. Her grandchildren did not want her to leave. She left one day early. She doesn't know why she received additional screening. Her son is a PE teacher and she will stay with her daughter in law while he is away on a trip with his students. She was told that something she touched set off the alarm.

9/29/2014

4:48:07

PM

Response:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

She can call us back with her flight information.

By requesting assistance, it might help make the experience more enjoyable.

You didn't answer my question – you just sent a canned response.

YOU DO KNOW I HAVE THE SAME – OR HIGHER – SECURITY CLEARANCE THAT YOU HAVE???

You do understand that – right??

Evidently not....

10/1/2014
12:14:52
PM Blah Blah Blah

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors. One such instance occurred when a passenger, who had previously flown from LAX and was wearing a watch, did not have to remove personal items when she went through security. Her watch was demagnetized when she went through the AIT. She would like to know how to avoid this in the future.

10/2/2014
1:28:01
PM Advised:
Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Caller was at security at the airport and she did not want to go through the AIT machine and is concerned about the exposure to the radiation. The TSO didn't give her the option of opting out and she told him she was concerned about and he blew her off and said that it was safe. She does not remember what the TSO looked like or know his name.

Advised:

AIT screening is safe for all passengers and the technology meets national health and safety standards. AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as Transportation Security Officers who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening.

10/3/2014
8:44:39
PM Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.
Let me get some information from you and I can forward this to the CSM at Sacramento.

Airport where the incident occurred: Sacramento
Airline: United
Flight numbers: Unknown
Date and time of incident: September 23, 2014, 0400 am
What terminal or gate? Unknown
Individual's contact information email

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/4/2014 6:38:26 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 09/20/2014 Airline & Flight Number : AA Checkpoint/Area of Airport : American
Airline Terminal (only one checkpoint) TSA Employee: (If Known) :
Comment : TSA,

The TSA screening line was extremely large at the ONT airport in the morning, almost reaching the outside doors at the END of the terminal. While people were frustrated and concerned with the enormous line, there were several visible TSA personnel that appeared to be doing nothing, "standing around", where they could have made efforts to alleviate the situation. I am sure it took many travelers 45 minutes to an hour just to get through the TSA process, plus several people MISSED their flights due to the TSA delays.

Once I finally arrived to the "checking of bags" process, I declined the AIT machine, and knew it will involve a patdown, which is expected. I know there is sometimes a slight delay due to inefficiencies, so I informed a TSA personnel (helping with plastic containers), IMMEDIATELY after my ID was checked, so that they could notify the appropriate person. After placing my shoes and items on the belt to be screened, I notified them that I declined the AIT machine. They asked me to wait in a certain spot, which again, is expected. After waiting for a while, and even longer, and seeing many travelers go by, the TSA person standing next to me for SEVERAL minutes finally said the he will do the patdown.

10/4/2014
7:18:49
PM

- It didn't appear that he was doing anything significant, or at all, that would warrant the time waiting, especially when I notified them in advance.
- Why couldn't he acknowledge that he would be doing the screening, such as, "I'll be with you in a moment" or something like that.
- I encourage TSA to implement a better more efficient process for those individuals who decline the AIT process.

On a positive note, the TSA person doing the patdown did put on a new set of gloves. When a TSA person puts on new gloves when they look through baggage (touching and handling items) or do a patdown, that is always appreciated.

In summary, please improve the screening process at the airport so that people don't continue to miss flights due to TSA inefficiencies in personnel and/or processes. It is very apparent and clear that TSA is inefficient at that airport when EVEN the airline agents complain and tell their customers/travelers that missed flights are usually due to the TSA delays and that they frequently see TSA personnel "standing around" at certain times. Also, it would be very appreciated if it was mandated for TSA personnel to put on a new set of gloves whenever baggage is opened and items handled and touched, especially in the patdown process.

Regards,

(b)(6)

Would you like a response? : False
Passenger's Name :

Caller said he is angry at TSA at the IND Airport and had an unpleasant experience yesterday at the security checkpoint with the TSA Officers but he does not have their names. He said he is 62 years old and was with his wife and poses no threat to anyone. He said he and his wife flew from IND to Denver to Santa Fe, NM and his wife got precheck but he did not. He said he went through AIT and had put his items on the conveyor belt with other people's items and he said he was told to push his items on the conveyor belt and he said the female Officer should have done that not him. He asked about his pocket comb and they told him to hold it up over his head in the AIT. He said a young male Officer came over and took his wallet and comb and laid them down and then started the patdown without asking him. He said then the Officer started going through his wallet without asking him and wanted to xray the comb again. He said he had a camera bag and forgot he had a leatherman inside it and he said that was his mistake. He said he told the female Officer that he forgot he had it and she told him to put it in check bag, mail it or surrender it. He said he needed to get on the plane and it was Sat. and no way to mail it and he said his Daughter gave it to him and he said he talked to an Officer and he asked if there was some way he could get it back. He said he did surrender it and got on the plane. He said there has to be a better way and asked if he could get it when he gets back. He said he is upset about having to get out of line to push his items up the conveyor belt when he said the female Officer did it for other people. He said they swabbed his hands and he should not have had to go through that. He said we still have the wand at that airport and they used it on other people but patted him down. He asked if the CSM will call him back and he said he will get a Congressman involved if they do not call him back. He said he does want the CSM to call him back.

Complaint

Airport: IND
Airline: United
Flight Number: 4112
Departure Time: 10-04-14 at 3pm at the checkpoint and the flight time was 5:10 pm
Arrival Airport and Time: Santa Fe at 8 pm
Location: security checkpoint
Terminal: unknown
Gate: A 25
Contact Information: (b)(6)

10/5/2014
11:40:50
AM

I advised him that I will refer this to the CSM and that I do not know if he will be called back by the CSM.

Response: I advised him that precheck is random for security reasons and based on an individual basis. I advised him that he can not get the leatherman back.

Search Results For:

I gave info from http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?search=Leatherman%20tool
Leatherman tool

Check Only

Caller said she flew yesterday from Ft Walton at Eglin Air Force Base to San Diego and that she did not get her prescription glasses back at the security checkpoint at Ft Walton. She said they did not give her glasses back to her and she said she went through the ait machine, had her cane and that they gave her sunglasses back to her but not the prescription glasses. She asked how to get them back.

10/5/2014
1:07:01
PM

Response: I gave her the phone # for lost and found at: Eglin Air Force Base
Okaloosa Regional Airport
850-651-7160

Feedback Type : Security Issue

Categories : Other; Advanced Imaging Technology Current Date/Time : 10/5/2014 12:45:33 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : to whom it may concern,

10/5/2014
3:05:07
PM

I have at multiple times (not only at JFK but also at phoenix, lax, canadian airports, etc) been able to bring aboard unopened capri sun bags without being detected by imaging or security. these have all been accidentally brought aboard but i am concerned someone will willfully bring volatile fluids through capri sun bags. if you could please look into improving security and the ability to detect these liquids, that would be appreciated.

thank you!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that on 9/28 she flew from DFW on her way to MKE. Caller said that she was in the AIT and she stumbled on her way out and fell on to the conveyor. Caller said there was a gentleman who was at the AIT machine who quickly got down and straightened the rug. Caller said that the lady in charge of the station asked her if she was ok and she told her yes. Caller said that she then noticed that her knee and foot were swelling up. She went back and asked for an incident report. She was told to call us for a claim. Caller said that she went to her Orthopedic doctor on 9/29 and she was put on muscle relaxers. She stated that she had a knee replacement in April of this year and something doesn't seem right. Caller said that the medication is not working and she was told by her doctor she would need to come back if it does not work.

Airport- DFW

Date and Time: 9/28/14 9:00 flight was at 9:55

Airline- American 3265

10/6/2014 Gate or Terminal- R19

10:27:07 AM Name- Agent who advised her to contact the TCC - LTSC (b)(6)

Resolution:

Advised caller that I can forward her complaint to the CSM at that location for review. Also advised caller that she can get a claim form from the website or if she would like I can email her one and she will get it within 24 hours.

Caller requested that I email her the form.

Caller flew from Phoenix to Ontario. She had lost her license. She went to the DMV to get a paper copy but the new ID comes in the mail so she did not have it. She has an expired ID and the paper copy. She was fine on departure but was given the third degree at PHX on the return. She handed the TSO her paper and expired ID and they treated her like a criminal. She was searched from head to toe and they searched through all her baggage. She was embarrassed by the TSO's. The caller was so upset that she was crying on the phone today.

The TSO who took her ID was a young guy. He had light colored hair. He embarrassed her in front of people. She explained that she knows her ID is expired and that she had already called the airline. He told her to stand aside and then another lady asked her if she was waiting on something. She said she had to take her shoes off. The lady at the AIT was rude. She is the one who took her bag and patted her down. The caller asked her if she is going to do this in front of everyone. She was taken to a private room. She said the whole experience was horrible.

10/6/2014 She does not have email. She went through gate C-13 on Southwest Airlines. The caller is 63 and has neck length light brown hair, blue polo shirt, white pants.

10:45:52

AM

I clarified that the airline and TSA are different entities and TSA is who has to verify your identity.

I told her that you can use alternative id such as expired licenses or credit cards and you are subject to additional screening, however TSO's are trained to treat you with dignity respect and courtesy and I am sorry that this was not your experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Feedback Type : Security Issue

Categories : Other; Advanced Imaging Technology Current Date/Time : 10/6/2014 12:15:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/06/2014 8:30 AM Airline & Flight Number : United 457 Checkpoint/Area of

Airport : Terminal 2 TSA Employee: (If Known) :

Comment : Dear sirs, I'm contacting you to complain about the complete disregard for procedure at the Phoenix airport today, October 6, 2014. Terminal 2.

My brother (b)(6) and I arrived for our United flight to Newark at 8:30AM, following your web page recommendations we repeatedly reported to the TSA agents that my brother has two hip replaced and therefore requested a scan instead of metal detector. In spite of our repeated attempts the TSA agents directed my brother to the metal detector which naturally went off.

10/6/2014

2:15:04

PM

The triggering of the detector initiated a series of searches which consumed 20 minutes, all easily avoided if the agents listened to us and our repeated appeals for a scan.

The behavior of the TSA agents concerns me at several levels: disrespect for passengers with implants, excessive time wasted on a futile search, and the overall reduction of effectiveness in securing travel.

Appreciate your attention to this matter and hopefully it prevents future incidents.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller recently flew from DC to HI. She has a knee implant and she has a card. She stated that she did inform them at the checkpoint. She stated that she goes through the AIT and she is still subjected to additional screening, in the form a patdown. She stated that one lady was very thorough over her breasts and other areas of her body, just because of the knee implant. She stated that the patdowns have to be a violation of the ADA. She stated that she does not want to go through a patdown when she flies, just because she has a metal implant in her knee and she shows the card from her doctor stating such. She stated that she has read on the Internet the generally one or the other is used, and not both. She stated that she has read that she can get a patdown if the AIT is declined or not available, however in her case she normally has to go through both. She asked if TSA has a Prescreening program to say that an individual has such issues to avoid a patdown in the future. She asked why she was not wanted to clear the alarm. She stated that the patdowns are obnoxious and they are a waste of time in her case. She stated that it just delays her and wastes Unnecessary time of the agents as well. She stated that a private screening would just delay her further. She stated that she will contact the ADA to see if there is anything that they can do. She asked if the AIT alarms are generally audible.

10/7/2014 3:28:05 PM I explained that any time a passengers goes through the screening process they have to be screened. She can request a patdown first, rather than going through both process. TSA PreCheck, or any other program will not help her avoid a patdown for screening. I explained that there is no way for her to avoid a patdown. We do not use wands for screening. I explained that she can request a private screening if a patdown is required, which may make her more comfortable with the process. I explained that we use the WTMD, AIT, and patdowns to screen passengers, and sometime additional screening methods that may include testing for ETD. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process. I explained that generally depending on the machine setup, the AIT would highlight any alarming areas. The AIT does not penetrate the skin, therefore it would not show the metal implants in her knee.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Caller wants to file a formal complaint against TSA. Yesterday she was flying from Colorado Springs with her daughter. The daughter tested positive for an explosive test and they were then taken aside full pat down which included her private parts. Caller said her daughter was traumatized. They were told that if they refused that they could be arrested. Caller want to file complaint, get some information, and she requests we update our website to make it clear what happens to a child between the age of 13 and 18 and that they can receive the same pat down as an adult.

RESPONSE:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

10/7/2014 5:26:37 PM The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search. Also, a patdown of specific areas of a child's body may be conducted if the child is wearing bulky clothing.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult. The accompanying adult may observe the entire patdown process and may assist by holding the child's hand. Twos are trained to conduct these procedures professionally and respectfully.

Children over 12 receives the same general pat down as adults.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: Colorado Springs

Airline: Delta

Flight Number: 4630

Date: October 6, 2014 6:30 and 6:45 a.m. incident

Individual Contact: (b)(6)

Disability Description: Caller is a recent breast cancer survivor.

Response Details: I stated they are trained. They would have to conduct additional screening on anyone that triggers an alarm or an anomaly with either screening machine. I suggested for future flights to call TSA Cares and request assistance for the screening process. She could call 8557872227. She could request a private screening and should call 72 hours prior to the flight. She could obtain the notification card which is a discreet way to provide information to the TSO prior to the screening process at tsa.gov. I was not sure what was detected on the AIT Machine.

I stated I would forward this information to the CSM for review. Someone may contact her.

Incident Details: Caller wanted to report an experience which occurred at the checkpoint at Charlotte Douglass in NC. It occurred between 5:30-6:00AM.

She is a recent Breast Cancer Survivor. She had reconstruction 4 weeks ago. She went through the AIT machine. They pulled her to the side after she came out. The TSO stated they had to search her chest. The TSO asked if she had bandages? She said no. The TSO stated she had to search her. She had to put her arms up. The TSO put her hands on her breasts where she had reconstructive surgery.

10/7/2014
7:13:41
PM

The caller stated she had surgery 4 weeks ago and did want anyone to touch her chest.

The TSO did not offer a private screening. She put her hands on her chest. She was so upset that she was screened in front of everyone. She swabbed her hands and stated she was done. She was humiliated in public. Why are they not trained to screen passengers with Breast Cancer? Would they check a man's testicles in front of everyone? The TSO was Female. After the screening experience, US Air had given her seat away. Will someone contact her? She is not disabled. What did they see on the AIT machine?

She does not want to discuss her medical condition. She was so embarrassed and humiliated. She was not an avid flyer and did not know the procedures or to ask for anyone. The TSOs should be trained to do this.

Airport--Charlotte Douglas
Date Time--10/02/2014 06:00 am Actual flight was a 730 departure
Gate or Terminal--Not Provide
Airline US Airways
Flight #-- 662

Caller signed up for precheck recently via TSA and had a bad experience the first time, he has a bad leg and doesn't know what is in his leg other than metal, informed TSOs and still had to remove items from his pockets and remove shoes, belt, etc. and was patted down completely. He was the first one in line and last one to get through because he had to have additional screening. Departing from PHF and said he stood with his feet on pads and arms above head for screening technology. He doesn't know what is in his knees, has had 4 joint replacements, if he presents his medical card does that allow him to not go through the removal of everything for screening?

10/8/2014
8:57:07
AM

Response:
Informed caller PHF airport doesn't participate with the Precheck program, therefore, not eligible at that location. Must be flying via airline assigned to the departure airport. Not a guarantee for anyone, should be allowed on a more consistent basis, but, TSA doesn't guarantee anyone they can use precheck everytime they fly. Random selection only.
If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

Can present documentation, not required and doesn't exempt anyone from screening process. Cannot allow anyone to circumvent the system by learning how it works and be allowed to get something through that could be detrimental to safety of aviation.

Caller was immediately wanting to file a complaint with EWR, so wanted to give the incident details.

Incident details.

Date and Time: 08.11.2014 5-545 am

Gate: B627

Airline: JetBlue

Airport: EWR

Security was nearest the boarding gate area.

10/8/2014
2:15:12
PM

Incident was:

Her children were asked to have be patted down because she did not want them to be over exposed to xrays.

She went through the AIT machine, but the Officer had an issue in doing so. Her 8 year old son eventually had to go through the AIT machine anyways.

The Officer was a large male, medium skinned was accompanied by a thinner person and a woman was somewhere in the background.

A Supervisor never came, it was around 530 am. They refused a Supervisor. The Officer hid his name tag, and said if she did not adhere that they would call the police. The female officer said that another Supervisor was being called. The male officer who threatened her was named (b)(6)

A Supervisor finally came, and protested when the Supervisor let them through.

She does not feel as though this situation had to turn out like this, and was unnecessary.

I did let her know that I was forwarding her complaint to the CSM at EWR.

If she had future issues, she could call this number back chose option 5, and then type in airport code EWR.

Disability Description: Caller has an artificial pancreas and an insulin pump.

Response Details: I advised her that I will refer this to the CSM s at the airports.

Response: To protect a passenger s rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA s Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

10/8/2014
6:14:16
PM

I gave her the phone # for CMB at 571-227-1300.

Incident Details: Caller said she got on a plane 2 weeks ago and that she has an artifical pancreas and insulin pump and cant be around any xrays and that she was put in the ait machine and they fried \$1200 worth of medical equipment. She said she had a Dr. prescription that she gave them and they insisted that she go inside the ait machine. She said she had no insulin after that happened at Sacramento and that she was going to Vegas. She said it all had to be replaced and she said this happened at both Sacramento and Vegas Airports with the ait machines. She said she does not have the name of any Officer at either airport and she said the Officers told her she could still go through the ait machine and would not use the wand on her. She said she appreciates TSA but that they need to know what the machines can do to medical items and that we need to be trained more and she said without insulin she can die. She said the Officers were nice but they did not listen to her. She requested that we email the claim form to her. She asked does she need to get the cost of the machine for the claims dept. She said Medtronics overnited the machine to her. She said they separated her and her husband and it may not have happened if he could have stayed with her. She said she showed them the pump right away and that her husband keeps her from getting confused.

COMPLAINT:CSM

Claims: Complaint

Airport: Sacramento

Airline: Southwest

Flight Number: unknown

Departure Time: 09-29-14 at 11 am but they left 30 minutes late

Disability Description: He has a defibrillator.

Information Request: He said he will be traveling again this year but he declined the pss.

Response Details: Response: I advised him that he needs to have his hands free for the screening process and to put the wallet in the plastic bin and to talk to the Officer before screening starts about the concern he has about his wallet. I advised him that he can put it in his carry on bag before he comes into the checkpoint.

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I advised him that he needs to declare the defibrillator and advise the Officer that he does not want the x-ray screening.

I offered to send this to the CSM at the airport but he declined.

I asked if he needs a pss at the checkpoint and that he can ask for a pss or supervisor and offered an email.

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

His or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

10/8/2014
9:46:22
PM

Disability Description: The caller wears an insulin pump.

Information Request: She indicated that she has observed passengers with medical devices being escorted to the WTMD for screening. She indicated that she has seen the chain being removed from the WTMD and a TSO escorting a passenger through. She asked why she can't do that.

Response Details: I advised that passengers can request to be screened via a patdown rather than to pass through the AIT or WTMD.

I advised that in regard to the specific incident with the TSO, I will refer the information to the CSM at PIT to make them aware. They would have the means to look into and address this.

I advised that I would refer her feedback to our disability department. I opted to do this as the caller challenged the information on our site and feels that it is misleading.

I explained that passengers cannot request to be screened by the WTMD instead of AIT or a patdown screening, however TSOs can approve alternate screening for passengers with disabilities, medical conditions, or devices. I advised that she can request the assistance of the PSS or STSO at the checkpoint with questions or concerns. They can address these and provide assistance through screening. TSA Cares can provide assistance through screening for those with disabilities, medical conditions, or devices. Such assistance can facilitate the screening process for the passenger.

10/9/2014

9:18:12
AM

Incident Details: The caller indicated that she had a negative experience on 5/22 at PIT. The TSO swore that insulin pumps were okay to go through the AIT. The TSO threatened her with a full body patdown if she didn't go through AIT. She felt that he was forcing her to go through AIT, which she did. She feels that this is due to lack of education of our TSOs and TSA's policy.

United flight 3541 PIT to Chicago departing at 6:35am

The TSO was male, dark brown hair, glasses, average-short build. She went through the scanner in the far right lane.

She has researched and has been advised by the manufacturer of her insulin pump and other manufacturers of insulin pumps that they should not be subjected to AIT. This applies to glucose monitors as well.

She is in the process of replacing her insulin pump. It is covered under warranty and she is not incurring an out of pocket. She indicated that she went through screening a few days ago.

She would like for someone to follow up in regard to insulin pumps going through the xray machine. She stated that the verbiage on the website indicates that passengers can go through AIT or the WTMD with the insulin pump. She feels this is misleading.

She indicated that she is happy to provide documentation to website that she has used for her research in regard to the screening of insulin pumps.

Caller lives in the US and has friends who arrived in the US and don't speak good English, everytime they board a flight in the US they have excess screening. What is the problem?

Flying from BUF to Chicago and also mentioned at JFK they had to go through excess screening. Caller wasn't sure of the screening they were referring to, such as a patdown, being delayed by CBP, etc.

Caller said at BUF they had to be double checked and they are traveling with small children.

Asked why they are having to have the additional screening?

Caller disconnected the call at 11:47 AM.

10/9/2014

11:35:48
AM

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security.

Caller has a friend who is traveling with another friend from Russia and they are traveling in the US and have been put on a list at each airport. Why have they put them on this list and they are tired because they have been checked again and again? Thinks it is TSA that is doing the checking because they gave a friend in Omaha, NE the TCC # and were told to contact the TCC for information. (b)(6) and (b)(6) is the name of the passengers and caller asked for specific information regarding the two individuals? No specifics regarding the type of screening, just that they are being checked precisely at each and every airport before allowed to board their flights.

Response:

10/9/2014
12:06:07
PM

(TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

No specific information for any passenger, just standard process and procedures information, offered to provide via email, none provided.

Caller said he has a KTN, he had an incident at DFW when he was returning to San Jose. He went through the precheck line. He has a prosthetic metal shoulder and it set off all the WTMD and they patted him down. The reason he got the KTN is because he travels often so he can go through quickly. This time when he went through all this additional screening did not help anything. So he is not receiving the precheck he paid for, he is 65 years of age and deserves to receive it. He stated we obviously need to change our system.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

10/10/2014
4 5:38:01
PM

The most familiar of TSA's risk-based initiatives, TSA Pre[®]2713[™], allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre[®]2713[™] lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

Explained to the caller that if he went through the precheck line, he was receiving the precheck incentives. But once he alarmed the machine they made him remove his shoes, that is additional screening. Any passenger regardless of precheck status, if they alarm are required to undergo additional screening. Told the caller that for future reference he needs to inform the officers before he goes through screening that he has a Metal Implant so they can direct him to the AIT machine that he would need to go through.

Caller hung up.

10/12/2014
4 5:45:56
PM

Caller says she recently flew and did not want to be x-rayed, she said she was directed to the AIT machine and was told to go through this, she again said she told the TSO that she did not want to be x-rayed. She asked if this machine put out radiation, I advised her no and this type of screening can be opted out of she said she tried and they would not let her. I offered to take this information and forward to the CSM she declined. She just wanted to make sure there was no radiation and ended call.

I recently received the following response to my TSA complaint. Though I appreciate the quick response, it appears my concerns regarding my personal safety and rights does not resolved any of the issued raised in my complaint. I would appreciate a personal response to the issue raise touching me with contaminated gloves and primarily without my permission.

What corrective action is the TSA intend to make? How can Ebola be controlled when the TSA does not practice protective care to avoid contamination passengers by the TSA agent himself?

Has a Case file been opened regarding this event or open a case file for this complaint

-----Original Message-----

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, October 02, 2014 12:56 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding your screening experience.

10/13/201

4

10:10:59

AM

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot

Disability Description: Caller has a complaint.

Response Details: Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:

- Have an insulin pump
- Need assistance
- Have difficulty raising your arms
- Have difficulty walking or standing alone.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. Any passenger can request a patdown rather than using the technology.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act, it must:

10/13/201
4 6:44:55
PM

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
 - Include the name and address of the complainant;
 - Include the date of the alleged act of discrimination;
 - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Email sent.

Incident Details: The callers daughter flew to England. She stated that she was told that she can remove her insulin pump for screening and they will visually inspect the machine. She stated that she told the officers that the pump cannot go through the

I have a complaint about going thru Security at Midway Airport this morning, October 13th with my 92years old mother who has Parkinson's disease and was in her own wheelchair.

When I got up to the screening I told the TSA agent that my mother could not get out of wheelchair to walk thru the security. She told me I would have to take her shoes and lightweight jacket off of her so they could pat down her own wheelchair.

It says in your own instructions that

TSA has implemented a program that revised screening procedures for passengers who appear to be age 75 and older. Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

10/14/2014

4 8:47:38

AM

So why did this TSA agent in who called for someone to take her back and pat her down that I had to take her shoes off and lightweight coat off?

When I flew from Columbus Ohio to Midway, Chicago airport last Friday morning 10/10/14 – they let her keep her shoes and coat on. Now this morning when she was sleeping in her chair as I had gotten her up too early this agent made me take her shoes off.

Then afterwards when I had gone thru security I noticed another agent had an elderly gentlemen who was able to keep his shoes on when he brought him thru security to pat him down.

I think you need to train some TSA agents about this program so it doesn't happen again when I fly with my elderly mother.

Feedback Type : Complaint

Categories : Other

Current Date/Time : 10/14/2014 1:04:17 PM Airport : DAB - Daytona Beach International Date/Time of Travel : 10/13/2014 2:36 AM Airline & Flight Number : Delta 1087 Checkpoint/Area of Airport : TSA Screening Area TSA Employee: (If Known) :

Comment : When I used my smart phone boarding pass I was given my license back with a small paper encased in plastic that I gave to the TSA (female) agent. I was told I didn't have to take off my earrings, watch or shoes. I'm assuming the pass I was given exempted me from doing it. From my past travels, I've learned this pass is randomly given. I did open my carry on and gave the female TSA agent, my hand cream, toothpaste and liquid soap I had in a plastic bag for her to review. At that time, I thought I was going to go through the Advanced Imaging Technology (AIT) Equipment that swirls around your body vice the regular metal detector but I wasn't. I was directed to come through the metal detector which of course sent off alarms because of the jewelry I was wearing. The male and female TSA agents kept sending me back to take off jewelry, then my shoes and was proposing to do a full body search if the detector went off again. After taking off my shoes, the metal detector didn't alarm when I went through the metal detector. At that point, I was really confused and wondered why they would send me through a metal detector when I was initially told I didn't have take anything off. I thought my pass bypassed the metal detector. I was the only one in the TSA screening area and felt like I was under some kind of assault. I don't like to play race cards but I almost felt like I was being harassed by TSA because I was black. The TSA Caucasian staff at Daytona Beach needs to be more professional and follow the rules in place. I should not have been subjected to a metal detector and should have been allowed to go through the AIT because of the pass I was given. The experienced left me feeling truly assaulted.

10/14/2014

4 2:11:03

PM

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said that every time she flies and goes through the AIT, it picks up something on her body and she has to pass through again. She wants to know if she can get information or pictures about what is causing the alarm. She said that she doesn't know what it could be every time but she flies often and it always happens.

10/14/2014
4 4:00:33
PM
Advised caller that the AIT takes a generic image of the passenger and the images are not something that the airports keep. She cannot get pictures and there is no one that she can contact that can tell her what is causing the alarm. She can ask the officers at the checkpoint what it is and she can ask for a supervisor if they do not help her. The AIT picks up anomalies on the outside of the body. They also used to use the backscatter which is more like an x-ray machine, but she said that she is going through the millimeter wave, which is the AIT.

<http://www.tsa.gov/ait-how-it-works>

Caller flew from SLC on Sept 27th and went to meet someone in the lobby and had to go through security again and he was asked if he had anything else in his pocket and he told them that he just had paper which was \$100 bills. The officers made him take the money out of his pocket and hold it above his head during the screening process for everyone to see. He is needing to know why he couldn't just leave the money in his pocket.

10/15/2014 10:06:47 AM
The screening process at the checkpoint requires passengers to empty their pockets so when they go through the AIT screener the items will not show up as an anomaly. The reason that the officers ask him to hold the money during the screening process is so he would not have to place it in a bin to go through the xray machine.
I advised him that I can forward his complaint to the CSM at SLC so they will be aware of this issue or he can speak with the CSM directly. He stated that he wanted to speak with the CSM so I ask him to hold while I obtained the contact information.

When I came back to the call 45 seconds later he disconnected the call.

The caller indicated that she is flying next week on 10/22 to Dallas TX and on 1/17 to RSW. She has a pacemaker and hip replacement. She is advised at the airport that AIT is safe for her pacemaker and goes through AIT. She indicated that it is uncomfortable for her spread her legs for the patdown. She is 88. She doesn't understand why she always has to receive a patdown after passing through AIT even after she advises of the pacemaker and hip replacement. She resents this and doesn't like being touched between her legs.

She indicated that she is in a wheelchair. She passed through screening once at either DTW or RSW and did not require a patdown. She stated that she did not go through screening. She stated that she doesn't recall if she passed through any machines. She doesn't recall when this occurred or at which airport.

She expressed concern in regard to being separated from her purse.

She asked if there is something that she can do not to be screened.

10/15/2014 11:40:15 AM
She asked what happens if she doesn't advise of her pacemaker and hip replacements.

We cannot guarantee that she won't receive a patdown. Also, there is nothing that can be done so that she won't be screened. She has to be screened by TSA before she can board her flight. Patdowns are required to clear anomalies of AIT. I advised that she should advise of the hip replacement and pacemaker before screening begins. She should advise if she has difficulty in raising her arms or remaining the position required for a patdown and if any area of her body is sensitive or painful when touched.

TSA Cares can provide assistance through screening for those with disabilities or medical conditions to facilitate screening. Such assistance does not guarantee that she won't receive a patdown. I advised that she should call at least 72 hours prior to travel to request assistance. She declined.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller is calling for her mother. She applied for precheck at LAX on Sept 17. She checked the status and her fingerprints weren't clear. Now they are doing a name check for them. Her mother is flying in 3 days and she has no KTN for her. She wants to know if there is anything she can do to ensure she gets precheck on Saturday. She wants to know who to speak with about the enrollment process to inquire why the fingerprints weren't noticed as bad on the day they were present, and also why it is taking so long.

Advised.

10/15/2014 2:30:41 PM
Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

I advised that there was nothing I could do to get her mother precheck on Saturday.

For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

Caller said he went through TSA in Chicago and went through the WTMD. They then told him that he would need to go through the AIT machine. He said he went through the machine and for some reason they were only interested in his shoulder. He said they padded down his shoulder. He said they wanted to look through his wallet. He said he was told by a police officer in EWR to never let TSA have your wallet. TSA told him this was a lie and give me your wallet or walk out. He said 4 or 5 TSA officers were in front of him telling him this. He said he did give them his wallet to look through. He asked is this procedure. He asked what is right, is TSA allowed to look through your wallet or not. ALSO: He said that he had some theft of money at the TSA screening in EWR before. He said he was out cash there in EWR. He said he talked to the police at the Airport and they did an investigation but he never got anything out of it. He said he had no money missing from his wallet this time. ALSO: He asked how can he ensure that TSA would not take any of his money. He asked if he can ask for a police officer the next time at the screening when they want his wallet.

RESPONSE: The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

10/16/201
4 7:10:53
PM

RESPONSE: You can request a private screening of you and your belongings but that private screening would include a patdown. You can ask that another TSA employee be present during the private screening. You can also ask another TSO be present during a public screening. You can ask for 2 TSA employees to look at your wallet at the same time. They will try to accommodate you.

RESPONSE: TSA policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You can ask them to watch your property during your screening. They will try to accommodate you.

RESPONSE: You have up to 2 years to file a claim on missing items.

RESPONSE: up to 2 years to file a claim.

The caller had a negative experience at LGA on the Sept-30th. It appears that she was selected for random screening and had an invasive patdown of her arms and back that angered her. She was very angry and would not stop interrupting me as I was asking for additional information. I was finally able to get her to calm down enough to explain the incident, which did not reveal to me any wrong doing on the part of TSA. She said that her rights were violated but made not mention of discrimination. She told me that the TSO actually said that she was selected for random screening. She wanted to know what procedures that TSA follows during the selection of passengers for random screening.

Advised:

I explained to the caller that some information is SSI and that I can only share a small portion of what occurs afterwards but not about the selection process.

(TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

10/17/201
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10:39:44
AM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. (same sex officer patdown and a private screening if asked)

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I gave her the number to the CSM at LGA.

Name: (b)(6)
Phone:

Caller wants to place a complaint for her daughter. Her daughter is disabled and they are at Logan right now. She said before going through screening, an agent asked her daughter if she can raise her arms to go through the AIT machine. Her daughter did raise her arms to show him that she could. Her daughters name is (b)(6). She said at the machine, the TSOs name was (b)(6) when her daughter rose from the chair to go through the machine, as soon as the officer saw her limping, he told her to step back from the AIT. He did not ask her if she was able to raise her arms or go through the machine. He saw her limping and told her not to go in. Then her daughter got back in her chair and they called a lady officer over to assist her. (b)(6) GOT ON THE PHONE AND GAVE SOME MORE INFORMATION: She said they did not tell her what they were going to do. The lady took her in a separate area behind the machine and told her she was going to do a patdown. She said the lady officer was kind and told (b)(6) how she was going to do the patdown. (b)(6) said she was upset and started crying. She said her mom came over and told the lady that she could go through the machine but was not allowed. The first officer said she can go through but the second officer said she cannot. She said then the manager, she thinks, came and he tried to fix things. She said then she was allowed to go through the AIT machine. She said the manager told her how she could file a complaint. She said the manager (b)(6) was nice, (b)(6) said she would like to file a complaint.

10/18/2014
4 9:12:24
AM

RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.

Date and Time of Flight: Oct 18, 2014 Incident Occured between 8:45 a.m. and 9:00 a.m.

Gate or Terminal: Terminal B

Airline: American

Flight Number: 84

Airport: Logan

Email: (b)(6)

Submitted on Saturday, October 18, 2014 - 23:08 Submitted by anonymous user (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed:

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: El Cajon

State: California

Zip Code (Post Code): 92020

Other:

Email:

10/19/2014
4 9:37:35
AM

==Incident Information==

When did this happen? 08/17/2014

Where did this happen? PENNSYLVANIA - PHL - Philadelphia International

What happened? Flight 741 near gate B3 After a trans Atlantic flight the alarm sounded when I walked through a portal. I said to the attendant it must be my bracelet. I took it off tried to hand it to her. i ll walk through again. she nodded no directed me to the AIT machine. I repeated to the operator standing opposite side of the AIT (b)(6) after a brief exchange said you had better cooperate. it ll go easier on you.

My hands were up with my bracelet, the silver watch frame. I protested I didn t want to be in the box. I said I didnt want my body exposed to a viewer, even remote viewer. He said my body

Caller: Caller states she flew from Minneapolis and respects we have to open baggage. Caller states her baggage was opened and her husband had a glass case that is now broken and they had lotion spilled all over their belongings. Caller states officers need to be respectful of peoples belongings. Caller states she has a hip replacement and when she went through Portland it was fine but in Phoenix she would have been embarrassed because of the patdown if she was a person that gets embarrassed. Caller states they need to install AIT like they have in Phoenix. Caller states she does not want to file a claim just wanted tsa to be aware it occurred. Caller asked why is her baggage inspected sometimes and sometimes it is not.

10/19/2014
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Response: Informed caller that it was the Airport that decides what screening methods are available at airports not tsa. Informed caller that there are numerous reasons why her bag would have been inspected ranging from random selection to her bag triggering an alarm and I did not have any information as to why her bag would have been inspected.

Disability Description: Caller is in a wheelchair.

Response Details: I just advised that he let them know next time he is over 75, cannot raise his arms above his head, should not have to remove socks and shoes, etc. I told him I would send this up to the CSM, but since I had no further information such as precise details or names and he didn't want to file a claim or have his name mentioned that was all I could do at this point for him. It seemed for the most part what they did was standard procedures for someone in a wheelchair who could not go through the machine, etc. Also advised him that complaints need to be in writing within 180 days of the incident.

Incident Details: Caller said he will be 83 in a few weeks. Because of some health reasons, he has done a lot of flying since March, having had numerous surgeries. He said at every single airport every single time he has been man handled. He said every single time is a nightmare. Even another passenger with artificial limb told him at Little Rock what he went through was horrible, also.

One incident was in Atlanta. He said he witnessed as everyone was going through the screening normally emptying contents in bins and going through the AIT's. He was in a wheelchair. They made him stand up. Made him take off shoes and socks. He didn't argue. They took off his shoes and they removed his socks. Then they had him put on the little paper like slippers and made him stand up. He walked through the AIT and was told to raise his hands. He told them he couldn't raise them high. One officer went around and said you failed; we need to hand search you now. They patted him down. It went on and on and on. He had an hour and 10 minutes in the airport. Even the person pushing his wheelchair was saying we need to hurry because he is going to miss his plane. He pushed him along in a hurry to get there just as they were putting up the ramp. One more minute, he would have missed his plane.

10/21/2014 5:35:17 PM On another such occasion, he was asked to present his ID. He couldn't find it and had his conceal carry weapon permit. They informed him that wasn't a valid ID.

He expressed his dissatisfaction strongly with TSA. He felt singled out amongst all the other people that he felt should have been screened more thoroughly and none were. He and this other passenger at the airport both spoke about the way they were treated and both were rattled.

I asked did he feel discriminated against based on his disability or age. He said yes. After speaking with a supervisor (b)(6) began to gather the following information from him in an attempt to take a complaint based on discrimination.

He said the incident happened on April 11th in Atlanta. Not only did they take his shoes and socks off, but they put solutions on his hands.

I advised the caller this was normal process in lieu of the failed walk through to test for explosive traces. I wanted to continue getting information for filing the complaint and he refused pretty much.

He says that puts the finger on him. He has lived all his life without filing anything. He felt that now TSA employees felt they had authority, it was now him on the chopping block. Then he began to say but said he wasn't threatening, but wait until I call a couple of these radio stations and even get TV involved. . He don't want publicized. He has been made offer to tell his story. He just wants to be left alone and not roughed up and embarrassed. He feels he has been knocked on ground and kicked in the face enough, figuratively. He says TSA's interest should be to best serve the safety. If he were king of TSA, he would hear complaints, he would listen to their complaints. He would have program and get documentation so they would not have this.

I advised him I was trying to do that for him by documenting his complaint, but he did not want to continue with specifics on incident.

To Whom It May Concern:

While I am not holding out hope that my concerns regarding the lack of professionalism I was subjected to at Colorado Springs airport on the morning of October 18th will generate any investigation, much less any resolution, I am nevertheless compelled to bring to light this horrific experience in the hopes that someone might pay attention and actually take proactive measures to prevent such an occurrence in the future.

I was travelling on a combination business/personal trip with my 11 year old daughter. Both of us being experienced travellers, we are well aware of the various air travel requirements and expectations and had even reviewed the TSA information site to ensure we were up-to-date on expectations. We arrived at the airport with plenty of time before our flight and breezed through the security checkpoint line in a very timely fashion.

10/23/201
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AM

My concerns did not crop up until I went through the AIT station. My child had entered before me and was cleared to proceed; considering I have done this screening several times before and had removed all necessary/required items prior to entry, I expected to breeze through myself. Upon exiting, a rather large and rude female TSA agent barked at me, 'What's in your back pockets?' I responded nothing, which was both true and accurate. She then felt it was necessary to pat down my rear pockets, no warning, and in front of the entire screening area (and as a sexual assault survivor, her actions were nothing sort of assault; she managed to make my stomach churn and brought back some intense overwhelming negative feelings and memories that I have spend many years trying to put behind me). I was shocked and somewhat horrified. Not finding whatever she felt she should have, she then commanded I hold my hands out for residue screening. I attempted to ask for what and she simply continued to bark commands at me as if I was sub-human, ordering me to hold my hands in front of me. It was not until after she wiped my hands she even advised me what she was doing. She seemed rather smug when she announced that I was then in need of a more thorough pat-down and had to wait for another female agent to come over. I was shocked and horrified...she had essentially assaulted me in public and then proceeded to take great pleasure in ordering me around as if I was beneath her. Meanwhile, my minor child was off to the side, frightened by what was happening, and not only could I not hold her hand and reassure her, this awful example of mankind would not allow me to even talk to her! No one explained anything to my child and I was not allowed to...the horror I felt at my own situation intensified into anger at how thoughtlessly and rudely my child was being treated!

After several minutes of unsuccessfully attempting to grab another female agent's attention (no kidding, two agents looked this nasty woman in the eye and then pointedly turned away when she asked for them to 'take my away' for a further screening). Meanwhile, other passengers were pushing against me to move past because I was not allowed to move out of the area I was in yet I continued to be unable to reassure my child. I tried at least twice to explain to the agent I was a military member and to show her my ID card (which I was not allowed to take from my child who was trying vainly to help me) and her only response was that she did not care who I was, I showed positive on the hand screening and that meant a more in-depth examination.

I am writing because I am 5 months pregnant and travel weekly for work. Your policy is that I have to opt out of going through the x-ray machine to avoid permanent damage to my baby. The problem and complaint that I have is regarding how we (pregnant women) are made to feel like criminals when requesting this option. Not only do we have to wait usually over 10 minutes for someone to have time to come pat us down despite the overwhelming amount of staff present but it is also how our things are treated in the process. Secondly, I was recently in Dallas Love Field when I watched them let a woman with a dog and a man with a baby go through the metal detectors when I as a pregnant woman have to get discriminated against and wait for my pat down.

10/23/201
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10:02:16
PM

Metal detectors are fine for pregnant women, why can we not use these instead if dog and baby owners are allowed to?

It is really frustrating for anyone to be made to feel that way and especially when you have to travel weekly like myself.

Thank you,

(b)(6)

The caller is diabetic, and uses an insulin pump. The pump cannot undergo the AIT or WTMD screening. The caller wanted to know if a patdown of the insulin pump was required each time she was screened. Also, she wanted to know why an insulin pump had to be screened by ETD when a laptop screened by x-ray did not. Additionally, she wanted to know if enrolling in TSA Precheck would negate the need for additional screening of the medical device.

The caller recently flew from LAS, and had a negative experience with young, male TSO. He was rude and inattentive, especially when she was attempting to inform him about her insulin pump. He kept yelling at her to remove her IPOD, but she tried to tell him that the device was an insulin pump. She also indicated that passengers must wait much too long for a female TSO, and was informed by another TSO that the TSA did not have enough female staff. While she did not feel that this was discriminatory, the caller believes that better training should be necessary at LAS. She could not provide flight information.

Also, she indicated that the training should also be enforced at FAT, as the officers there are also seemingly unaware of the proper procedures.

Advised Caller:

Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:

- Have an insulin pump
- Need assistance

10/24/201
4 3:50:53
PM

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may ask to speak to a Passenger Support Specialist or a Supervisory TSO while at the checkpoint for assistance in understanding what to expect during the screening process.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

TSA Precheck will not negate the necessity of additional screening.

I offered to e-mail this information to the caller, and she declined.

Hello,

I was just at Newark to try to catch a flight from EWR to YYZ. There was chaos at the TSA checkpoints. Out of the three main checkpoints at Newark only one was open, and the one that was open had one of the possible 12 lanes open. This seems crazy on a travel day like a Sunday and a massive inconvenience to all travelers. I missed my flight, had to rearrange travel for tomorrow and change hotels and rental cars, lost some money in the process.

Can you please advise why all the closures and how a traveler can get some advance warning that TSA will be operating a skeleton crew?

Thanks,

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Caller stated that he was on a Southwest flight from BWI on Saturday. He went through the AIT machine and he had over 3000.00 cash in his pocket. Caller stated that the machine went off and the officer asked what he had in his pocket. The caller advised him the he had money in bill form. The officer then told the caller to let him see it. The caller said when he took the money from his pocket that the agent jerked it out of his hand and started shaking and fanning it. The caller said that he did not at any point ask him if he could handle his money, and if he was not watching him he could have easily stole some. He is livid over the way the screening was conducted. He is thinking about calling his senator and getting a lawyer. Advised caller if the officer asked to see the money that is an indication that he would have to screen it. The caller said that he showed the officer the money when he was ask to see it however he had to right to handle his money nor jerk it out of his hand.

Date and Time: 10 25 14 11:05

Airport: BWI

Airline: Southwest 4407

Gate or Terminal: D 13

Officers Name: He did not get it

Resolution:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Caller wants to know why TSA screeners at MSP are not educated better on insulin pumps and AIT machines as the caller states her manufacturer advised her not to go through the AIT machine as it could damage her insulin pump. Caller states on a recent screening experience the TSO on duty advised her AIT will not harm her pump.

Resolution:

Advised caller we encourage callers to contact the manufacturer of their insulin pump to determine if it can safely undergo x-ray screening. Screening via AIT is optional and you may request a thorough pat-down rather than using any screening technology. Advised caller if she wants to know why the TSO s are not better educated on insulin pumps she can contact TSA Headquarters at:

10/27/2014 11:24:14 AM
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Also provided caller information on how to contact the MSP CSM by selecting option 5 through our IVR.

Disability Description: Caller uses a cane and has a metal implant.

Response Details: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

He can request a private screening of the money if he has concerns.

The most familiar of TSA s risk-based initiatives, TSA Pre u2713 , allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

10/27/2014 4 2:49:27 PM
For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Advised caller that we would also forward this complaint to ODPO.

Incident Details: Caller has a complaint. He flew from IAD. When he originally departed Hartford Bradley he did not have any issues. Bradley was wonderful. He has a cane and an artificial hip. He received Precheck in Bradley and on the way back. In IAD he put his stuff on the belt and he set off an alarm. The TSA agent was rude. They gave him a patdown. The TSO got in his face. He had an accent so he, the PX, could not understand him. He told him he was having trouble understanding him. The TSO said he would have been better off saying he could not hear him over he could not understand him. He took that as a threat. He had to take off his shoes. He is sure he was doing his job and the procedures do not upset him. It was the attitude of the TSO that bothers him. He told the woman by the conveyor belt of his metal implant. She put the cane through. He had money in cash and the rude TSO told him to put it in a bin. It was hundreds of dollars so the Px did not want to. The TSO

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/27/2014 3:21:27 PM Airport : ANC - Anchorage International Date/Time of Travel : 10/27/2014 11:15 AM Airline & Flight Number : Alaska 84 Checkpoint/Area of Airport : TSA Pre TSA Employee: (If Known) :

10/27/2014 4 4:22:47 PM
Comment : I had to wait for 10 minutes for the AIT machine. The TSA agent called for assistance 5 times with NO response from his colleagues.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

10/28/2014 10:03:44 AM
Caller:
For Richmond, they have moved the AIT machine. She is a member of GE and has a pacemaker, which means she can only go through AIT and a patdown. When going through PreCheck, she has actually had to go to the regular line which has resulted in not being able to take advantage of PreCheck benefits.
For Hartford, she was individually taken to the AIT machine and screened. This, she states made more sense than having two employees do a private patdown.

Advised Caller:
That I am documenting this information for her. Thanked her for taking the time to call in; we are always looking for ways to improve processes.
Disability Description: She had a recent operation on her left kidney and is hard of hearing.

Response Details: Response:For your complaint to be considered complete it must:

Be filed within 180 days of the alleged act of discrimination;
Be in writing;
Include the name and address of the complainant;
Include the date of the alleged act of discrimination;
Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
Be signed by the complainant or someone authorized to sign on behalf of the complainant.
In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

If you prefer to file a complaint via postal mail, please send it to

10/28/2014 2:52:30 PM
Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

I advised her that John Pistole is the head of TSA.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). Claim forms are also available on our Web site at www.tsa.gov.

I advised her that I will refer this to the CSM at the airport.

I advised her that it may take 10-15 days to receive the claim form in the mail.

Incident Details: Caller said they broke the lock on her suitcase and they stole some coins out of her purse and she is 76 years old and was in a wheelchair. She went through the airt and she said she had an operation on her left kidney and she is a widowed veteran and at LGA Airport it was disgusting. She said the female Officer was rummaging through her bag and the Officer had her back to her and she could not see her. She said the female Officer made her stand and her leg was inflamed and she said the female TSA Officer did not give her name to her. She said that the officer would not allow her to sit down to relieve her leg. She said the Officer was short, wore heavy makeup, had black hair and was Hispanic. She said the male

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/29/2014 10:46:23 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/29/2014 7:15 AM Airline & Flight Number : Southwest 1698
Checkpoint/Area of Airport : Checkpoint near A gates TSA Employee: (If Known) (b)(6) I think) Comment : At this checkpoint there were two x ray lanes. It appeared that one was feeding into an AIT scanner and one into a traditional metal detector. The metal detector was apparently open for use and there was an officer staffing it. I was in the apparent metal detector lane. When it was time to go through the officer instead said that I had to go through the AIT instead. This was inefficient (long line at the AIT) but fine. However, I did not have everything out of my pockets since this is not required for metal detector. This resulted in my getting patted down after going through AIT, test for explosives residue and having to send my wallet through xray. While this was all fine, it was a big time waster and would have been completely unnecessary if it had been clear I was going to go through AIT. NO ONE was telling passengers on the metal detector side that the metal detector was in fact not open; it was not blocked off, and no one on that side was telling passengers to take everything out of their pockets.

10/29/2014
12:16:12 PM

After this incident I asked to speak to whoever was in charge of the checkpoint. I spoke to Officer (b)(6) and explained what happened. He could not have been less interested and did nothing to address the situation. He also claimed that there was a policy that prohibited blocking off the metal detector when it wasn't in use. This does not seem correct because I travel frequently and see that blocked off lanes and devices are routine. In any case, I asked (b)(6) what the reason for the policy was and he stated that he had no idea what the reason was. In my view, no one should be placed in charge of a checkpoint who doesn't understand not only what the policies are but also the reasons for them. Otherwise, you'll get mindless adherence to supposed policies and bad customer service.

I would like to know -

- (1) Whether it is consistent with policy to have no one telling people to take everything out of their pockets before going through the AIT
- (2) Why the metal detector cannot be blocked off when not in use so that people will know in advance that they will be directed to the AIT
- (3) Whether the officer in charge can be counseled to actually listen to customer feedback and address it
- (4) Whether the officer in charge can be informed of the reasons for TSA policies so these can be explained to customers.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller travels with Jet Blue. She thinks she was at Buffalo and was randomly screened for explosives. She is wondering why they choose to randomly twice in the same year.

Advised caller

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a Patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

10/29/2014
5:20:17 PM

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives.

Caller she is not upset about the system. Caller is for that. She feels like she may be targeted. She has seen innocent people with things thrown on them. Also on October Rd she flew out of Kennedy to Fort Lauderdale and had a connecting flight, #2319, to Montigo Bay. In the process she lost \$30 worth of jewelry. It was attractive stuff. However, there was not a NOI in her bag.

Advised caller she was referred to airline. She indicated that she had already contacted them and they said they were not responsible. She just wants TSA to be aware that this happened.

Advised caller: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Caller told the following story: In the past, she had a wedding in Atlanta and her bag opened and expensive jewelry fall out. A guy seen it and looked at her and her bag. He later stole her bag as it came out. She confronted him and he returned her suitcase. It was already in the parking lot. She thinks this occurred at Kennedy. It is because of this experience that she wants someone aware of the above incident.

She is just reporting it. I emphasized with caller

The caller is a FF and he flies a lot. He stated that he is wanting to complain about TSA Precheck. He stated that he has been told that the AIT has been removed from all Precheck checkpoints. He has a medical implant that alarms the WTMD and he has to get a patdown. He stated that this is discrimination against persons with disabilities. He stated that he has been through AUS, RIC, and ORF. He stated that they all used to have the AIT until recently, and it was removed. He stated that at AUS and RIC he has to get a full patdown. However, at ORF he was able to be placed in the front of the regular line for general passengers, take off his shoes, and go through the AIT, while his baggage went through the screening at the Precheck checkpoint. He stated that he will contact his congressman or senator if necessary. He stated that he wants to speak with someone regarding the matter to find out why he is being discriminated against. He asked to speak with a supervisor if we do not have contact information for someone to speak with regarding the matter. He stated that he has found federal email systems to be useless.

10/29/2014
4:42:41
PM

I explained that we do not have any information regarding the AITs being removed from the Precheck checkpoint. Generally the AIT locations depend on the airports, and checkpoint location. I explained that if any passenger alarms the screening process, a patdown is used to resolve the alarms. I explained that this is done regardless of age, disability, medical condition, or other circumstances. We can forward the information to the appropriate office for review and clarification on the matter, however we do not have any contact information to provide.

Escalation Notes (b)(6)

The caller wants to know what the policy is for AIT machines at the TSA check points. He also claims discrimination against people with disabilities because we are removing AIT machines from the Pre check checkpoints.

I tried to explain what he needed to do for discrimination but he kept bringing it back to the Policy question. I told the caller that he could request to be scanned by AIT at a different checkpoint and that brought him back to the discrimination statement. He refused to accept the process to follow. Eventually he accepted to email his question in to get an answer. Passenger wasn't very cooperative and this was the best option to help him.

Caller flew from Charlotte to Cleveland, The TSA agent removed everything from his wallet and looked at every credit card and everything in the wallet. The TSO stated credit cards were now being checked due to a security threat. However on his return flight, noone went through his wallet or his wife's. He later stated he went through the AIT machine. Did this TSA agent overstep her authority? Everything is in the wallet. Another freedom has been taken away. He will post on FB that the TSO s may go through the wallets.

11/4/2014
4:19:36
PM

Advised:

I explained it was not a common screening procedure or new rule for TSO s to conduct screening on the wallets.

The wallet may have triggered an alarm which would have led to additional screening of the wallet.

An anomaly may have occurred while he was in the AIT machine which prompted her to complete the additional screening of the wallet.

Today, I went through security at Dulles International Airport. Since I am pregnant, I requested to opt out of the AIT screening and have a pat down instead. Officer (b)(6) was the TSO that I spoke with and he began arguing with me that AIT was perfectly safe and that I get more radiation from my cell phone. When I told him that I was pregnant and that my doctor advised me to not go through these types of scanners, he rolled his eyes at me and continued to lecture me on the subject. I had to request a pat down three times before he finally put out the message for a female assist for an opt-out screening. Even at that point, Officer (b)(6) made comments to me like, "Fine. If that's what you really want to do." In reading information on the TSA website, passengers have the right to opt out of this type of screening. We should not be harassed when we exercise this right.

11/6/2014
10:09:53
AM

While I was waiting for the female TSO, another passenger with a broken arm was also waiting for an alternate screening (walking through a metal detector instead). Officer (b)(6) began calling out to this passenger instructing them to get back in the main line to go through the AIT. The passenger had told him that she had a broken arm, which was insufficient reason for Officer (b)(6). The passenger then explained that she could not lift her arm above her head, which would be required by the AIT scan. Other TSOs had already been involved with this passenger's screening process and had already made the decision for her to not go through the AIT scan. However, Officer (b)(6) seemed to take a personal offense to anyone who would not participate in the AIT scan.

I appreciate the service that TSA provides in keeping our transportation infrastructure safe. I wanted to report this incident because this type of experience reflects poorly on all of TSA. I travel frequently and often have to make this request when I am pregnant. Most of the time, I am treated with respect. Today was outside of the norm and not up to the standards that TSA holds. Thank you for your time and consideration to this incident.

(b)(6)

The caller was going to apply for precheck. He is 79 and was told that 75 and older do not have to remove their shoes and jackets. The caller states that in DEN on 10-31-14 around 12:00pm he went through screening and he had to remove his jacket even though he is older than 75 and the officer told him the people that put up the signs and do not do the screening so take off your jacket. The officer told him that the signs do not mean anything to him. He caller has hip and knee implants and wants to know if precheck would benefit him. The caller wants to know if there is a number he can call to get an appointment because all the appointment times are taken for when he can go for over a month.

11/6/2014
2:15:35
PM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

Travelers who are directed to the TSA Precheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

I advised the caller to contact the Universal Enrollment Call Center at 1 (855) 347-8371 for a phone number to the specific enrollment center.

I advised the caller that regardless whether he has precheck or not if there is an alarm the officers have to clear the alarm and advised him to let the officers know about the implants.

Caller said it has been 18 months since he has come from Germany where he lives in Europe to the US. Nothing really went wrong but he said when you have to go through the scanners while your things are going through you cannot see your things and that upsets him. He said he has noticed how busy it is at JFK and someone could run off with your wallet. Caller asked why the AIT is not facing the other way. He said he does not like standing with his hands up for the AIT like a criminal and asked if he can have his wallet in his pocket or hand during that screening.

Caller would not admit that most of the time his belongings come off the conveyor just as he finishes the AIT. He quipped his things are at the other end about 30 seconds before he gets there.

Caller was nice at the end and said thanks for putting up with him.

RESPONSE:

11/6/2014 4:18:46 PM Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I asked if most of the time his belongings come off the conveyor just as he comes through the other side of the AIT. Told him I want him to answer my question because unless you are taken aside for additional screening you are usually going to arrive at the end about the same time as your belongings.

I cannot tell you why the AIT faces the way the do.

You cannot walk through the AIT with your wallet in your hand.

Told he could ask for a private screening of his belongings and if the Supervisor on duty feels a manual screening is sufficient that may be allowed. You will receive a Patdown of course.

Caller and husband will travel on Monday. He has a pain stimulator implant. She said the last 2 times he has flown, they made him go through the AIT. She said this has happened at Boise and the San Diego Airport. She said he told them he cannot go through the AIT and wanted the hand wand. They told him too bad, we don't do that and he was made to go through the machine. She said he has a card from his doctor. She asked what can she do to make sure this will not happen again. Caller said she would like some information about the screening emailed to: [REDACTED] She said she did not know if it was damaged at this time. She said he had it turned off at the checkpoint.

11/6/2014 6:06:33 PM RESPONSE: If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. ALSO: Advised that information about the patdown will be included in the email. Offered the PSS or Supervisor for assistance at the checkpoint.

Disability Description: The caller wants to file a complaint on IAD and United Airlines. The caller flew from Punt Cana to IAD to CLE on Sunday 11-2-14 on United flight 5104 from IAD to CLE.

The caller states that she had a United ticket for special services for wheelchair and wheelchair connecting flight assistance. The caller had issues with TSA. The caller states that when it was their turn to go through screening the caller asked the officer where the handicapped line was. The caller told the TSA officer that her mother could not get out of her chair and could stand for no longer than a minute. The officer showed her where to set her mother. The caller proceeded through the AIT and turned around to get her things and a female agent had her mother out of her wheelchair and standing in the AIT and 3 other officers were yelling at her mother telling her to hold her arms above her head. The caller states that the wheelchair was no where in sight. Her mother cannot raise her arms above her head due to injuries and broken bones and cannot stand due to a heart attack and stroke and numerous other health problems. The caller states that the bottom line is that the officers took a handicapped person and made them stand up, took her wheelchair and misplaced it, and when the caller tried to locate her mother a wheelchair before she fell an officer yelled at her and told her she could not go back that way. The caller was screaming and begging the officers to find a wheelchair for her mother before she fell and TSA had a law suit on their hands. The caller states that you cannot discriminate against the handicapped population, make them do things that are beyond their capabilities, it is not standard procedure at any airport to make a handicapped person stand up to go through the screening technologies or yell at them for not being able to hold there arms up.

Information Request: The caller states that after screening and they got to the United gate the United agent told her that they had no information on her mother. She had the boarding pass in her hand indicating wheelchair and connection assistance but the airline agent told the caller that they did not know her mother could not walk. They told her that her mother would have to board the plane from the ground. The airline told the caller they would have to find a ramp to get her mother on the plane and it took an hour and a have to get a ramp if they could find someone smart enough to get a ramp. She had an employee scream at her while standing on the tarmac outside the plane telling her that she should have asked for an isle chair. The caller did not know what the airline employee meant by and isle seat. The caller states that her mother sat in the freezing temperature for over an hour waiting for a ramp.

11/7/2014

2:35:40

PM

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant.

I advised the caller to contact your airline. as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220

Incident Details: The caller states that after screening and they got to the United gate the United agent told her that they had no information on her mother. She had the boarding pass in her hand indicating wheelchair and connection assistance but the airline agent told the caller that they did not know her mother could not walk. They told her that her mother would have to board the plane from the ground. The airline told the caller they would have to find a ramp to get her mother on the plane and it took an hour and a half to get a ramp. If they could find someone smart enough to get a ramp it would not have been near as long. She had an employee scream at her while standing on the tarmac outside the plane telling her that she should have asked for an aisle chair. The caller did not know what the airline employee meant by and isle seat. The caller states that her mother sat in the freezing temperature for over an hour waiting for a ramp.

The caller indicated that he flew yesterday and received expedited screening. The TSOs advised that he remove his jacket. The caller requested a bin to place his jacket in so that it wouldn't get dirty. The TSOs would not provide a bin for him to put his coat in. The TSO stated that if he wanted a bin he should go through the standard screening. This occurred at MSY yesterday at 4:30am. He was traveling on a Delta flight departing at 6am to ALT. He indicated that he was at the checkpoint to the far right. The TSO was female, African American. He indicated that she had 3 stripes on her collar which he took to mean the person in charge at the checkpoint. He indicated that the TSO was very rude.

He flew from ATL yesterday as well. He normally passes through screening with his wallet in his back pocket, however his wallet was in his hand prior to passing through AIT. He was advised that his wallet was too big and that he would have to go through x ray. The caller explained that he always passes through screening with his wallet in his pocket. The TSO asked if he did not speak English and took his wallet and placed on the belt to the opposite side (right) of where the passenger was. After exiting the AIT and undergoing a patdown, he cut in front of someone to get to his wallet so that he could return to the other belt and collect his other belongings. A group of TSOs advised that it was rude of him to cut in front of the passenger. This occurred at the checkpoint at 5:30pm. He indicated that he went through the Delta Sky Priority Lane. The Precheck lane was on the other side of him. The flight from ATL to MSY was on Delta departing at 7:19 PM. The TSO that took the wallet and made the comment is male, caucasian. The group of TSOs consisted of 2 African American male TSOs (one stripe), and a female. He indicated that a TSO with 3 stripes did come over but didn't say anything.

11/10/201

4 9:18:53

AM

His complaint is that the TSOs were rude and has always been able to pass through screening with his wallet in his back pocket but was unable to this time.

TSOs are trained to treat each passenger with dignity respect and courtesy and apologized if that was not his experience. TSA screening procedures are the same at all airports, however interpretation of the procedure may vary from airport to airport and from situation to situation.

I advised that I would refer the information to CSM of the respective airports to make them aware. They would have the means to look into and address this. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

The caller and his wife, who is pregnant, flew from LAS. His wife requested a patdown, as she did not feel comfortable undergoing screening by the AIT or WTMD. The TSO was very rude and argumentative, indicating that the service was not available due to federal budget cuts. The caller's wife asked again for a patdown, and the TSO rudely told her to stand over there and wait because there were no female TSOs present. The caller did not understand why she, as a female, could not conduct the patdown for his wife. The couple waited for over 15 minutes, and asked a supervisor if there were any female TSOs available, and were told that they still had to wait. During that time, over two dozen people were screened, and exited the checkpoint. Finally, the caller's wife gave up, and went through the electronic screening. He was given a slip of paper by a supervisor, and was told to contact the TCC to file a complaint. The caller indicated that the supervisor hinted to him that this was common behavior from the female TSO.

Flight Information:

Date and Time of Flight: November 9, 2014; 5:45 PM

Departure Airport: LAS

Airline: American Airlines

Flight Number: Not Provided.

11/10/201 Terminal and Gate Number: D11

4 9:31:16 Name of TSO: (b)(6)

AM Time of Incident: Around 3:00 or 3:15 PM

Advised Caller:

Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller appreciates the job that TSA does. He says some rules were broken yesterday as his family went through screening, in regards to his children. He, his wife and child of 3 years old were traveling together. He understands the rules do allow families to stay together. He has been on tsa.gov for information and he clearly understands what it says. He was asked to do something to separate him from his child. His wife and child went through the WTMD and he was asked to go through the AIT. He said he understood that families were permitted to stay together and he was upset he had to go through the AIT. His child and wife were upset that he had to go through the AIT instead of the WTMD along with them. His wife was left to get his daughter and the bags together alone, so she was distressed as was his child. He says they have traveled many times and has always been permitted to go through screening along with his wife and child.

Told caller

11/10/201 I understood it did say parents won't be separated from their children, I did not know if it meant that both parents would be able to use the WTMD or just one parent could with the child.

4 I would take his complaint and forward it to the CSM at the airport and let them address this for him.

10:04:46

AM Airport: Melbourne, MLB

Airline: Delta to Atlanta

Flight number: 2213

Date and time: about 11-09-14 Departed at 2:17 but they were at screening at 1:30

Terminal or gate: Gate 2

Caller stated he applied for TSA PreCheck and his wife did also. Caller stated she got her letter 10 days ago and he has not received his. Caller asked the screening procedures for a hip metal implant. Caller asked about the notification card.

Resolution:

Known Traveler Number (KTN): (b)(6) Status as of 10/28/2014
ELIGIBILITY DETERMINED

TSA mailed you a letter with information regarding your eligibility determination. If you do not receive this letter within 10 days of receiving this status, please contact the UES Call Center at 1-855-DHS-UES1. I advised the caller that the number for UES is 855-347-8371.

11/10/201 4 2:00:47 PM

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. I offered to give the caller the URL for the card.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Caller has a disability and its called tortes syndrome and his hands shake, he is not able to go through the AIT machine because they can not get a accurate reading on his hands. He has to go through the Metal detector and they always do an explosive trace detection of his hands. He tried to fly back to Houston TX from Greenville and this happens to him every time. He was told by the TSO that they aren t able to get a reading on his hands and would have to do the trace detection, he wants to know why he gets it all the time.

Told caller that it is random that they do this sometimes, however if they are not able to get a reading that would be the reason that they do the explosive trace detection. At that point he ask to speak to a supervisor.

11/11/201 4 9:21:05 AM

(b)(6) notes:
Caller said that he has tourettes. When he flies, because his hands shake, he s told that he can t go through the AIT. He flies primarily through GSP and HOU. He said that everytime he goes through they tell him that he has to go through the WTMD and he receives an ETD because they cannot get an accurate reading through the AIT. He doesn t understand why this is happening to him and no other passenger behind him. He wants to know if there is a card that he can use to exempt him from this. He said that he doesn t want to have to file a complaint with the ADA, which is why he contacted us first.

I informed him that there is no card that will exempt him from any type of screening, but we do have assistance we can set up for him and a Notification Card he can print from www.tsa.gov that he can show to the officers to make them aware of his condition. There is no way for us to tell him why he is receiving this screening every time and other passengers aren t, but if the officers tell him they can t get an accurate reading, he would have to undergo additional screening. The AIT is set up for the passenger to stand still for 5-7 seconds while he is screened, and if he cannot do this, he would have to go through additional screening. It would be based on the individual passengers, so I can t give him a reason for why he is receiving it at these airports.

Callers husband is on an Alaska flight. They fly back and forth to Cabo St Lucas. Tonight he was pulled aside and searched thoroughly in Mexico. Then in LAX he was pulled aside for the same thing. He asked why this was done and the airline. She called the airline and they told her no, this is done by TSA. She said that this was embarrassing for her husband. They searched him head to toe and his baggage. She wants to know why. She said he has metal implants so he does usually get patdowns.

I told her that if he had set off an alarm or anomaly of AIT then he would have to be patted down to clear them.

11/12/201 4 9:25:22 PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe. TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI).

I told her that having this on his boarding pass does not mean that he has done anything wrong or that it will happen again. I told her that if he does see this again to allow extra time for screening. If it continues to happen you may consider looking at the Traveler Redress Inquiry Program at DHS.gov.

Caller says she was told to call this number to verify what documents are needed for her to go through the PreCheck line. She flies with Frontier, which she says hasn't got their systems ready to accept PreCheck yet. She says that she went to Cleveland Hopkins and presented her paperwork, but was denied entry into the PreCheck line. She said that we should give a PreCheck card that can be scanned at the checkpoint to verify that she has been precleared for PreCheck, so that this can be used when flying with an airline that doesn't participate. She said that people who work for Key Corps or Eaton can just show their business card and go through the PreCheck line in CLE with no questions asked, but her with all of her documentation cannot. She was very upset and said that she is being penalized for flying with a lower cost airline. She wants to know where to go from here. She stated that these individuals she mentioned earlier are showing just a plain paper business card. She says that if she had an employee from one of these two companies give her a business card, she could do the same. She stated that TSA does not look at an ID of any sort or a boarding pass for these individuals. She refused to allow me to speak to a security specialist during the call regarding this. She says it is not her problem and she doesn't want involved.

Advised caller:

11/13/2014 10:12:09 AM I advised the caller that unfortunately there is no documentation that she can present to go through PreCheck when flying with a non-participating airline. PreCheck status has to be confirmed on a higher level and the officers at the checkpoint don't have the discretion to review her documentation and make this type of determination. Advised caller that when a reservation is made with a participating airline all of the information is submitted to the TSA Secure Flight system, where watch list information is checked, PreCheck information is checked, airline information is checked, as well as a lot of other information. This system then decides whether a passenger will get PreCheck or not. There will be random security measures where a passenger doesn't get PreCheck. If we gave her a card to show at the checkpoint, her information wouldn't go through this extensive checking before each flight and she would get it each time. At this point, she needs to either fly with a participating airline or express her concerns to Frontier about them not participating. The information has to be embedded in the barcode of the boarding pass for her to get PreCheck. The only way this can happen is if it is with a participating airline and has gone through the TSA Secure Flight system.

I probed her further about the incident she mentioned about the individuals going through and only showing a paper business card instead of ID and boarding pass. I obtained the information above. I asked her if she would allow me to place her on hold, so I could speak with a security specialist. I advised her that this is a security concern and that we really need to handle this with a security specialist. I advised her that they may want to speak with her for more information, and asked her if she would allow me to put her on hold, so I could check with them. She continually denied as noted above.

CSS Hoskins notes: Contacted caller back she advised people at Cleveland Hopkins are being allowed to show business cards and gain access to the precheck lane. Caller is very upset because she paid the fee to enroll in precheck and people can show a business card that work for the big companies in Cleveland and get precheck. Caller stated there was boards located at terminals that state that employees who work for Keycorp, Eaton and other companies can be sent down the expedited screening lanes.

CSS Hoskins advised caller TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. Would forward to CSM for review at Cleveland

Caller flew from Seattle to Alaska on Nov. 11 and the lady patted her down and she put something on the palms of her hand. The caller asked what was it. She asked if every passenger have that done. She said they took her toothpaste and she stood in the AIT and asked if that is an xray. She said she has had too many xrays and she asked why did they pick on her. She asked does each passenger have to go through screening and she said they did not tell her that she could refuse it and she said it was not necessary. She asked why don't they pick on the Arabs and she had nothing to do with 9-11. She said she is not going to fly anymore and she said she did not see the ait sign that said she could opt out of it. She said she may get cancer now because of this xray screening and she said she should not be harassed like this. She declined her phone # and her last name. She said she does not have the Officer's name and she did not talk to a Supervisor at the checkpoint. She said she was not given the choice to decline the xray screening. She asked how much radiation was it from the AIT. She asked does her 5 yr. old grandchild have to go through the ait machine. She asked why did she have to go through the ait, the patdown and the hand swabbing.

COMPLAINT:CSM
Claims Complaint

11/13/2014 8:27:34 PM Airport:Seattle
Airline:Alaska Air
Flight Number:67
Departure Time: 11-11-14 at 1:40 pm
Arrival Airport and Time:Ketchikan at 4 pm
Location:Security Checkpoint
Terminal: unknown
Gate:N 6
Contact Information:she declined her phone #.

I advised her that I will refer this to the CSM at the airport.

Response:The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas.

TSA has used this technology to screen passengers' hands since 2008. ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

I advised her that the AIT is xray screening and before she goes into the security checkpoint she can tell the Officer if she does not want to have any xray screening. I advised her that if she does not want the wtdm or ait machine she can opt out of it and have the patdown process instead. I advised her that there is a sign in front of the ait machine that she can opt out. I advised her that if the alarms were triggered or an anomaly detected then she would have to go through additional screening.

Caller states that she will travel on 11 30 2014 on Alaska Airlines to Kona from SEA. She usually gets PreCheck. Her husband who is 76 years old has not been getting Precheck. She is 71 years old. Caller states that neither one of them applied for PreCheck. Husband got on the phone (b)(6) Caller would like to know why he did not get PreCheck again. Caller would like to know how to get modified screening procedures.

Advised caller:

The most familiar of TSA's risk-based initiatives, TSA PreCheck, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide.

It is important to remember that TSA PreCheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

11/14/2014 2:25:10 PM TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data using the same Secure Flight data that passengers have provided for years. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening. These passengers should not expect to be directed to the TSA Precheck lane each time they fly.

Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility. The application with TSA costs \$85 and gives eligibility for 5 years.

As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process. You can request to move to the front of the line if you have difficulty standing and waiting in line due to a medical condition.

If you want to apply for Precheck through TSA you can go to an enrollment center to apply. If approved you generally can get Precheck eligibility within a few weeks of visiting the enrollment center.

She indicated that she had a negative of experience at a checkpoint at EWR in November. She was treated like a criminal due to a machine that malfunctioned. She would like to speak with someone to ensure that this doesn't happen again. She refused to provide her personal information as she is concerned about retaliation.

She opted for a patdown rather than pass through AIT to avoid radiation. After the patdown, she was advised that a supervisor would have to conduct a patdown. The caller indicated that that there was an anomaly. She had to wait for thirty minutes for the supervisor. She offered to go into a private room to remove her clothes to be screened. TSOs advised that they could not accommodate that. She offered to go through AIT but was advised by a TSO that she could not as she had already opted out of screening.

Her husband tried to approach her to speak with her while she was in a separate room. The TSO would not allow her husband to come near her as if he touched her if he would have to receive a patdown. She explained that her husband wears a hearing aid and is deaf and would need to move closer to her.

She indicated to a female TSO that she believes that the machine that TSOs use to test their gloves was broken and asked questions about the machine. The TSO stated rudely that she was asking too many questions.

The caller feels that she was treated rudely and like a common criminal. She stated that the TSOs were abusive although would not elaborate.

11/15/2014 9:47:53 AM

She asked if being a Global Entry would effect screening in the US. She asked what is the AIT screening.

She asked what type of follow up would occur, the name of the CSM, who was the head of TSA and for a contact number or address for them, if Mr. Pistole has a secretary under him that handles customer service complaints, and who to call with such complaints.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent Flyers who undergo repeated screening.

I advised that once a passenger opts out of a screening technology to receive a patdown, they cannot opt to go through screening at a later time. That is a standard screening procedure.

I apologized in regard to the fact that she felt that she was treated disrespectfully and inappropriately.

I advised that I can refer the information to the CSM at EWR to make them aware. They would have the means to look into and address this, however without her contact information she would not be able to receive any type of follow up. The CSM acts as a liaison between passengers and TSA. I advised that she would not be retaliated against for making a complaint.

I advised that John Pistole is the administrator and provided his mailing address. I advised that the address is the only referral that we have. I advised that I'm sure that Mr. Pistole has secretaries and Administrative Assistants, however we don't have

Call taken over by E Vaisey:

The caller was told to call here. A card was given to her at the screening checkpoint. She slipped coming out of the scanner, she said that the ramp is very steep. She was in stocking feet. She needs to call to see the next step. She did not hit the floor. They asked if she wanted to call 911. They screened her companion in the wheelchair in a separate lane. They sent her through the AIT. The hard plastic on the other side as the ramp caused her to slip. She had to twist and grab the AIT because there was nothing to grab. She did not fall but was immobile for several seconds. They asked her if she was okay but she felt rushed because she did not want to move yet because she was not sure if she was okay. She moved to the side to let the other people go through. They did ask her if she was okay and if she needed 911. She was not sure about her options though because she did not want to miss her flight. She sat down to put her shoes down. The officer ignored her and processed other people at that point. An officer after a while did ask her if there was a problem. That officer got a card and wrote some numbers on her complaint compliment card. She did not get any names of people because it all happened so fast. The officer did tell her about the cameras.

Upon arrival, the airline did not really assist with the companion that needed a wheelchair. They were pushed from curbside to the middle of the airport and then the caller had to help her from their on. She though they would push her all the way to the gate. In MCI the airline did assist her.

11/15/201

4 4:51:04
PM

We recommend you contact your airline, as consumer and service-related matters are handled directly between the passenger and the airline. If the airline does not satisfy your inquiry, the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220 to record complaints.

I informed her that we can get some information and forward her complaint information to the CSM. I told her that the agent would get back on the phone to get her specifics.

Agent Notes: (b)(6)

airline southwest

flight 4787

MCO 8:50 gate 108

November 15 7:30 7:50

Disability Description: Caller has metal implants.

Response Details: Caller states she has 2 purple advent church candles and would like to know if she can carry them in carry on for GSO airport on her way back.

Advised caller:

Apologized for the inconvenience.

Will forward to CSM

Airport: Orlando Sanford

Airline: Allegiant Airline

Flight Number: 706

Date Time of incident: November 14, 2014

Departure Time: 1:17pm

Arrival Time: 2:52pm

Specific Location (Terminal-Gate): gate 6

11/17/201 Individuals Contact Information (phone number-email) (b)(6)

4

11:31:14

AM

Advised caller:

Search Results For:

candles

Check or Carry-on

http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?src=tsaweb site

Incident Details: Caller went through checkpoint on November 14th from SFB to GSO and at SFB she told (b)(6) TSO at the screening checkpoint that she had metal implants and wanted to go through the metal detector but she was told by (b)(6) that she didn't get to choose and waited 15 minutes for a supervisor and then was told to go to the AIT and was subject to a patdown. Caller states (b)(6) has a very long last name. Caller would like to know how to avoid this happening again.

Caller tried to use online form to submit a concern and was unable to. Stated yesterday she was at MCO and going through security she thought her purse was closed or zipped, she goes through the AIT and all for screening. Problem was when she retrieved her items they had been moved around and they were in the line that said waiting to be searched. Items were spilled out of the purse into the bin and no one explained to her what was happening. She and her daughter were waiting and her son and husband had already gone through, no one told her what was happening. She told the Agent when she retrieved her items they should have zipped up her purse once searched and the agent told her they couldn't search her stuff. She never had such an experience, she had items in separate bins and a large carry on which she placed in a separate bin and her coat in a separate bin. The ticket is outside her purse and items outside the bag and she thought someone looked through her items because the purse was zipped.

Caller stated the agent rearranged her items and the problem was the way it was handled by not informing anyone what was happening. She went to a desk where 2 female agents were sitting and the agent who was either black or Mexican, larger frame was very rude to her. The manager stood up and asked which line she went through and they finally figured out which line and said they would look at the camera. She isn't missing anything, just the way it was handled, no communicate between the agents with the passengers and the agent told her her items weren't searched and her items were in a line that states waiting to be searched.

She had to board and didn't have time to wait, just wants someone to be aware of what happened. She isn't a new traveler and feels like TSA doesn't communicate with travelers as they should.

Both of the agents were rude to her, the one through the line and also the agent at the desk when she went to speak with them. The agent who was standing in the line was blond and 50-60s, shoulder length hair and the second agent at the desk with the manager was either black or Mexican, larger frame.

The manager was dressed in a tan or off white suit and she was helpful, blondish-brown hair?

Caller didn't like the attitude of the agents when she spoke with them, although she said they were frustrated and she was also, but, would never be rude to anyone. Stated she is a manager for two medical offices and understands when patients get frustrated and how to deal with them.

11/18/201
4 3:33:18
PM

Flew from MCO to AUS, Flight departed at 1:12PM, Flight #2417, Jetblue

Response:

Apologized to caller and explained following:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller went through security at BOI. He went through the AIT machine and TSA told him they saw something at the top of the pants and he said he was searched and the officer put his hands down the back of his pants. He said he was humiliated and was not even offered to do the inspection in private. He states he is very angry.

11/19/201
4 6:39:56
PM

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process. We regret that you found your experience to be less than satisfactory.

Name: Jeff Carson CSM

Phone: 208-338-8224

Caller has a complaint regarding a TSO (male) employee at JFK. Caller states he went through the AIT and was waved out by the TSO on the secure side of the checkpoint. Then the TSO began a patdown without any verbal communication with the passenger. Caller states he was not asked if he would consent to a patdown or if he would like a private screening. He asked for the TSO name and ID Number but he says it was busy and the TSO just waved him off. The incident occurred: at JFK between 4:15 to 4:30 EST on 11-19-14 at Terminal 7. Passenger also stated that if a patdown is going to be conducted it should be by the same gender and since the TSO did not communicate with him the TSO just assumed he was a male (which he is but what if he was not?). Passenger thinks this should be reported.

11/20/201
4 5:10:57
PM

Advised Caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

Caller says SFB will not allow him to take liquids on the plane and he is a uniformed crew member. He asked for the information in an email.

11/21/201
4 9:32:24
AM

I advised TSA understands the concerns over the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met. He works for southwest.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

Please note, TSA will always incorporate random and unpredictable security measures

I advised I could escalate the issue to the CSM but he did not want that. I sent the email.

Caller got his KTN but his wife, who applied at the same time, on Oct 8. UES said there was trouble with her fingerprints. They are flying on monday and she still doesn't have a KTN. Caller wants to know what she can do. She also has metal in her body, and he would like to know the easiest way to get through screening.

Advised,

I advised that he would want to speak with UES about the TPAP process. 855-347-8371

11/21/201

4 1:26:34 Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

PM

- Have metal implants that may alarm the walk-through metal detector;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. Caller will be flying to Portland, OR with his wife to visit his son.. He will be bringing a portable oxygen tank as a carry on. He will Des-connect. He is wondering if this will cause problem because it is not clear from website.

Advised: The Federal Aviation Administration (FAA) does not allow portable compressed oxygen tanks

Caller stated it would not be a metal tank.

Advised: The FAA does allow for certain portable oxygen concentrators to be used in-flight for medical purposes. If a portable oxygen concentrator is not approved by the FAA for in-flight use, it will not be permitted onboard the aircraft. To find a list of portable oxygen concentrators approved for in-flight use by the FAA, please visit www.faa.gov about initiatives cabin_safety portable_oxygen

Offered to email this information.

Caller asked if he could just carry it on

11/22/201

4

12:53:04 A passenger may also check with their airline before purchasing a ticket to ask if their portable oxygen concentrator is approved for in-flight use or if the airline will provide oxygen to the passenger during the flight.

PM

Before the security screening begins, it is important for passengers to tell the Transportation Security Officer (TSO) if they:

- Can safely disconnect from their oxygen (passengers should check with their doctor to determine whether they are able to safely disconnect during screening);
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

If a passenger can disconnect from a portable oxygen concentrator, we recommend that the passenger check the equipment with checked baggage, if possible. Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.

Caller stated he can disconnect from it so he will check with airline.

Caller:

How can she get on for PreCheck? She is over 75 years old.

She had a bad experience leaving from Columbus. She had a lock broken and there was no NOI inside, just the broken lock.

What about the screening available for CBP and getting back into the country?

Advised Caller:

11/24/201 For the lock, she should contact the airline to see what happened. With no NOI, that would indicate that that TSA did not inspect her luggage. The time that we are in possession of luggage is very short. Most luggage is electronically cleared and the the hand inspection results with an NOI that we are required to use.

4 9:48:22

AM

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. You may also contact their customer support by e-mail at cbp.goes.support@dhs.gov or by telephone at (855) 873-4637 (855-USE GOES).

Caller states her tablet screen cracked through the security checkpoint. She filed a claim on the 14th of november and was given a paper with the TSA number for a follow up. Caller did not receive a claim number. Caller states she was stopped at every checkpoint for secondary screening from Jamaica back into the US including EWR and wants to know why. She was told it was just random by every TSO at every airport.

I advised caller:

If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

11/24/2014

I advised caller:

10:51:46 AM

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Disability Description: The caller is diabetic, and must use an insulin pump. Additionally, she is on a liver transplant waiting list, and experiences extreme fatigue. Also, she has knee replacements.

Response Details: Advised Caller:

I apologized to (b)(6) and informed her that I would record her complaint over the phone.

Also, I informed her that the compliment for the TSOs at ABQ would also be forwarded to the appropriate office.

Travelers may call TSA Cares toll free at (855) 787-2227 no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

We have forwarded a copy of your email to the Customer Service Manager at that airport.

Please accept our appreciation for you taking the time to share this information with us. Your help and support are important contributions to ensuring the safety and security of the Nation's aviation security.

11/24/2014

Incident Details: The callers disabilities prevent her from filing a formal written complaint. Instead, she requested that the process be completed over the phone.

11:23:29 AM

The caller and her husband flew from TYS to ABQ for a CALEA (Commission on Accreditation for Law Enforcement Agencies) conference, and was advised by her physician that the insulin pump could not undergo any type of electronic screening. While at the checkpoint (b)(6) disconnected from the pump, and asked the TSO to wear a clean pair of gloves when conducting the physical inspection of the device due to the potential risk of infection. He informed her that he was unable to do so; therefore, she requested a patdown while wearing the device. A second TSO started yelling at her, and said that they were not allowed touch her insulin pump. He insisted that she walk into the AIT machine with the insulin pump, but (b)(6) informed him again that the device could not be screened in that manner. Once again, the TSO screamed at her, and said take off the device, put it in a container, and put it on the x-ray conveyor belt. He then made her go through the AIT while the device was screened by x-ray. She was afraid to argue with the second TSO, and thought he would deny her boarding over the incident.

Upon arriving to ABQ, the passenger contacted Medtronic, and was informed that the screening did not affect her readings. However, they informed her that the device should never be screened in that manner again. (b)(6) wanted to file a complaint, and felt that the TSOs failed to accommodate her disability. Also, she indicated that the second TSO was extremely rude, and should be reprimanded for his attitude and treatment of passengers with medical conditions. She plans on contacting her Congressman, John H. Duncan, regarding the incident.

Flight Information:

Date and Time of Flight: November 18, 2014; 7:36 AM

Departure Airport: TYS

Airline: United Airlines

I recently took a flight from Chicago's Ohare to Boston's Logan air field. I requested to opt out of the AIT machine. The TSA agent assured me it was safe. I again requested a pat down in very clear language. He told me to "go through the machine." I complied. When I told the agent on the other side of the machine that I felt my rights were being violated, he just narrowed his eyes and walked away.

11/25/2014 8:30:25 AM

Please tell me what language or action is required to not be irradiated while also not ending up on a no fly list.

Thank You.

(b)(6)

Caller flew out of Medford, OR and had silverware in her carry on bag. She had forks, spoons, and butter knives. At the TSA checkpoint she went through the AIT screening and about 15 minutes later her bags were screened. The TSA officer said she could not bring her butter knives as carry on and the caller stated that she went to the TSA web site and butter knives are allowed in carry-on. She asked the TSA officer if she could take the knives to her checked bag going to Alaska Airlines which she said was about 25 feet away and she was not allowed to do so. Her and her husband missed their flight by less than 5 minutes and had to pay \$25 each to reschedule another flight. Instead of going on the first flight from Medford, OR to LAX they had to go from Medford to Seattle to LAX. A 4 hour flight verses an hour and a half flight. When she went through screening for the different flight, the butter knives were allowed to go in carry-on which is what she wanted to do on the first flight. She would like to get her \$50 dollars back that she had to pay because of the delay of catching her original flight due to the TSA screening process.

Advised Caller:

11/25/201

4 4:38:50

PM

Knives of any length (with the exception of rounded-blade butter knives and plastic cutlery) and tools longer than 7 inches are prohibited in carry-on bags. However, these items may be transported in checked baggage. It is important to remember that the prohibited items list is not intended to be all-inclusive. A Transportation Security Officer may determine that an item not on this list is prohibited.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I travel several times a year from Chicago (MDW) to Tampa (TPA) and never ever had problems had problems with the TSA being rude. 11-29-14 about 715-800am I opt out of going through the machine AIT machine which I always do. From you website it states it is my RIGHT to opt out. "Q. Can I choose the way I would like to be screened?

A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right."

Which the TSA makes me feel that it is an inconvenience to them-but that is why they have jobs. I have no problem with the pat downs but the rudeness of (b)(6) and her supervisor (b)(6) at Tampa Airport yesterday was uncalled for this was terminal C for Southwest airlines. There was another young lady who almost missed her plane because her baggage need to be check besides what happen to me. I saw the complaint cards but did not feel comfortable in leaving them with airport because I thought it would just come up missing. The supervisor (b)(6) made a comment it was the busiest day of the year but they should also be prepared to handed that. I was almost in tears yesterday after (b)(6) yelled at me and made a scene. When I started looking at her name tag she called over her supervisor in which he made the comment about being busy. I do appreciate all the security at the airports that is not my problem. I do not appreciate the rudeness of TSA officers that feels like I am an inconvenience to make them do their job.

11/30/201

4 1:09:35

PM

Travel time was 845-SW flight 4128.

I also had my computer and money in my purse waiting for me in which (b)(6) was looking for the owner of them because I had a bag of coins in my purse that I forgot to take out.

(b)(6)

I hope this was video taped and I guess if I was in a wheelchair I would have no problem to opt out of the AIT machine (Just an observation from the yesterday).

Why is there no link on your website to file a formal complaint about rude employees?

Disability Description: The caller is calling regarding his wife. She had back surgery about a month ago.

Passengers Name (b)(6)

Response Details: I explained that we do recommend that passengers inform the TSOs have of any difficulty raising their arms, remaining in the position required for a patdown, or if any areas of the body are painful when touched. This can help make screening easier for everyone.

I advised the caller that any passenger that is not able to or refuses to use the AIT or WTMD will be screened using a patdown. Passengers that are not able to raise their arms above their heads for 5-7 seconds for the AIT must under go a patdown for screening. We do not use wands for screening. All passengers have to be screened regardless of clothing, disability, or other circumstances. However, the TSOs are trained to be careful with areas that are injured or painful when touched.

I apologized to the caller several times. I explained that during a patdown the agents are required to patdown the entire body, and they go upward until they meet resistance.

I told her that I would send her information on how to fill out a complaint since she feels that she was not accommodated, and went over some of the information for the requirements for filing this complaint. I also told her that this would go to the CSM at DEN so that they would be aware of what took place.

11/30/201
4 1:45:14
PM

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

Incident Details: She requested a wheelchair at DEN. She was put off the side, and she had a patdown for screening. She stated that she told her that she was not able to raise her arm. She stated that she told her that it was hurting her, and the damage was already done. She is now taking two pills a day, rather than the one that was necessary before. She stated that she is a retired federal agent. She was told by the agent that she did not need a wheelchair. She stated that she was wearing a top with no bra and jeggings, therefore everything could have been seen. She stated that it was not necessary to raise her arm or pat her down. She was flying on Frontier. She stated that she could have been wanded or have gone through the machine with only one arm up. She stated that this was not necessary. She asked if every person with a shoulder injury has to be battered.

(b)(6) notes:

Caller stated that she went through major shoulder surgery, and she and her husband are upset. She was in a wheelchair, and was told that she could not go through screening since she could not raise her arms. She stated that the TSO that did the screening was unnecessarily rough. She also said that she was told that she shouldn't have taken a wheelchair if she could not do this. She told the agent she needs to be careful with her shoulder, and offered to show her the prescription. She said she is flying from SDF to FL and her husband was selected for PreCheck and she did not get selected. Caller has GE. Caller spoke to the airline and all the information was correct. They said it was not the airlines fault. Caller was just approved and this was the first time they tried to use it. (b)(6) on the GE card, which is the same on the ticket. KTN (b)(6). This number was included and the airline confirm its in the record. Caller has two artificial knees and has to get a patdown every time.

11/30/201
4 4:54:49
PM

Advised Caller:

While some airports may allow individuals who are traveling with a TSA PreU2713™ eligible passenger to access the TSA PreU2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA PreU2713™-eligible passenger should not expect to be directed to the TSA PreU2713™ lane each time they fly. TSA PreCheck is random and not a 100% guarantee. To receive TSA PreU2713™ as a member of a CBP trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, and gender included in your reservation are an exact match to the information on file with CBP. Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device.

The caller flew from Dallas to LAS, and a TSO was very rude. He stated that he embarrassed him in the airport. He stated that the supervisor at DFW told him to call this number. He stated that he was following all the procedures and removed all his metal. He stated that he was trying not to lose track of his items, as he has done before. He stated that he had his ticket and his drivers license in his pocket with a comb. He stated that he realized that after he had told the officer that his pocket was cleared. He stated that he then removed the ticket and drivers license, and then the TSO once again asked him if the pockets were cleared. He stated that he then told him that a comb was in his pocket and removed it also. He stated that the TSO named (b)(6) started lecturing him by saying, Do you know what is meant by emptying the pockets, and he responded by saying yes. He stated that he kept lecturing him, and he was very vocal resulting in the embarrassment. He stated that he is diabetic and he has to make sure that his items are not contaminated by the carpets at the airport, so he has to be careful. He stated that he treated him like a dumb Mexican, and he needs to learn to be nice to the public. He stated that he was immature, and arrogant. He stated that he does feel that he was discriminated against. He stated that he was speaking to him very slowly, like he was not intelligent. He stated that he is educated. He stated that he did not say anything to the agent, as he was afraid that it would escalate the situation, and he would miss his flight. He stated that he was afraid that he would have been subjected to a cavity search and stripped.

He stated that he has high blood pressure and diabetes. He stated that he spoke with the STSO (b)(6) and she told him that he should not have done that, and provided our number to call. She also took the information also, and witnessed his incident.

Airport: DFW

Airline: American Airlines

Flight Number and Time: 1088 @ 11:30 am

Gate: C10

Date and Time: 11-30-2014 @ 10:30 am

12/1/2014
2:12:14
PM

TRANSFERRED CALL accepted by R. Fortune from (b)(6)

Told caller I do want to be certain he understands we can send a rude screener Complaint to the CSM but if he feels it was Discrimination we must have him put it in writing.

I am trying to access Lizas notes but want to go ahead and assist him.

I am sorry if you were upset and I asked why he felt the behavior was because he is Hispanic and what happened.

MB Complaint of Discrimination Referrals:

Full Name: (b)(6) no middle Name (b)(6)

Cell Phone #: (b)(6)

Email: (b)(6)

Caller:

Flew Delta from LaGuardia to FL. She states that she went through the AIT machine and both times she was stopped both times because of an anomaly on her arm. Should she go see a doctor, since she is not aware of what the issue is? What would make that anomaly show up?

12/2/2014
9:44:58
PM

Advised Caller:

TSA is required to clear all anomalies that show up on the AIT machines. I cannot say whether or not she should go see a doctor. An anomaly is identified as presenting an obstructed view to the officers that must be cleared for safety purposes.

From: (b)(6)
Sent: Tuesday, December 02, 2014 9:26 PM
To: TSA-ContactCenter
Subject: Racial Profiling

These are my thoughts on racial profiling.
Thank you for your time.

Attachment

12/2/2014
10:01:04
PM
Date: November 24, 2014
Transportation Safety Association
HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov
Dear TSA:

I would like to bring up the issue of racial profiling. This is an issue that affects a myriad of people all over the world. Racial profiling is when race or ethnicity is targeted when looking for suspicious activity. Usually, this means that foreigners are singled out because of their appearance, something they have no control over. I am tired of going to an airport and watching minorities being given "random" searches. There numerous other factors security can look at, such as luggage size, strange body language, and questionable clothes, like thick coats in the summer. Suspicion should not be based on appearance alone. Ever since 9/11, Muslims especially have been looked as terrorists. In reality, they are just regular people like you and me. There have been so many incidents that I have seen at the airport when a Muslim person is given further checking than the regular person. There would be no alarm set off by any sensor; they would simply be further checked because they look different. I am Sikh, and so I am a minority. My father wears a turban, which causes security to always spend more time checking him than they would a white person, for example. This is not just for my father, but for all Sikhs around the world. Most people assume that only Hispanics, African American, and Muslims face racial profiling, but it is not just them. It is something that affects all minorities. I have witnessed it in my own life. I understand that it is for safety, but we can no longer call these "random searches."

In my research, I have encountered various racial profiling claims and their results. It is said that "where the profiling is said to have occurred... managers of similar programs nationwide must attend a four-hour class on why racial profiling is not acceptable and why it is not an effective way to spot terrorists" (b)(6) Online). Your association is trying to change the way terrorists are found, but are these courses working if there are still so many racial profiling issues? The TSA uses many other measures to increase safety. You have travelers take their shoes off to prevent shoe bombs, and you do not allow liquids on the plane in order to prevent liquid explosives. There are body scanners to check through clothes to the skin, but there have still been cases where weapons are carried in body cavities. Even the highest quality machine cannot detect into the body just yet (b)(6) online). Racial profiling is not the only issue that your organization is trying to address, but that does not mean that it is any less important than the others. Racism is something that this nation has been fighting for hundreds of years now, and racial profiling needs to be fought as well. It is cutting into privacy. On your website it says, "Pat-downs are used to resolve alarms at the checkpoint, including those triggered by metal detectors and AIT units. Pat-downs are also used when a person opts out of AIT screening in order to detect potentially dangerous and prohibited items," (TSA, Online). Often this is not the case. From personal experience, I have

Dear TSA,

After I went through screening at Midway yesterday, I heard a TSA agent shout to another, "AIT". I asked another agent who was near me what AIT means. She said "it's one of our codes". I said, oh, what does it mean? She said I can't tell you. I said OK. A woman carrying a baby on her chest was going through, so I thought the "I" might mean "infant."

Now I'm back home with access to a computer, so I Googled "TSA code AIT" and found out exactly what it means.

12/3/2014
4:09:01
PM
I know TSA agents have a serious and stressful job, but replying "I can't tell you" to a simple question that can be answered on the Internet seems a little too uptight.

Other than little annoyances like that, you all do a great job.

Sincerely,

(b)(6)

Disability Description: Caller has a pacemaker

Response Details: Response: Informed caller that TSA does not have any evidence that the AIT will damage her pacemaker but she should not have went through the WTMD. Informed caller that she can request a patdown instead of the WTMD or AIT if she feels the screening will damage her pacemaker. Informed caller please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this information to the appropriate Customer Service Manager. Informed caller to monitor her email over the next few days in case the CSM needs to contact her.

Incident Details: Caller: Caller states she went to the airport and when she went through security she was informed to take her shoes off. Caller states the TSA agent informed the caller that she had to take off her shoes and caller informed the TSO that she was over 75 and did not have to take off her shoes. Caller states she informed the TSO that she also had a pacemaker and can not go through the screening and the officer informed her that it wont hurt her and informed her that she is holding up the line. Caller states the TSO informed her to just go through the screening. Caller states that she reluctantly went through the WTMD as the officer would not give her any other option. Caller states that she regrets going through the WTMD now as she is concerned that it has damaged her pacemaker. Caller states she usually receives a pat down when she goes through screening due to her pacemaker. Caller states the lady that patted her down was very nice and stated she would report this incident to her supervisor also.

12/4/2014
5:07:04

PM

Airport- MCI in Kansas City
Airline- US Air
Flight number- 599
Date and time of incident- 12-02-2014 3:00 pm
Baggage and tag numbers- Not provided
Description of baggage- Not provided
Was there and NOI- Not provided
Anything on NOI- Not provided
Specific location of incident- Gate 83
Contact information (phone number or email)- (b)(6)

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 12/4/2014 5:48:06 PM Airport : MIA - Miami International Date/Time of Travel :

Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : Male Comment : When the scanning of the advanced imaging started, I was asked to use the technology. I was later asked to go to a private room and get a "pat down," later the male agent felt my penis. I didn't say anything, because I really wanted to get to my flight. But my question is -- is it normal TSA pat down protocol to touch crotch area?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

12/4/2014
6:03:18

PM

Caller is just using her PreCheck for the first time. Caller has GE. Today was put in the PreCheck line, but still had to remove her shoes and do regular screening. She had to remove her coat and then when an alarm went off she had to remove her shoes. She felt embarrassed by the experience because she was holding up the line and other passengers were looking at her like she was in the wrong line. Caller would like to know if she should have shown her GE card at the checkpoint. Caller would like to know if there is a certain type of shoes that are recommended so that she does not have an alarm going through the checkpoint.

Advised caller:

Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

12/5/2014
9:26:40

AM

It is important to remember that TSA PreCheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

You can request a patdown if secondary screening is needed instead of going back and forth taking off items. Secondary screening can be required if alarms must be resolved.

Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. If you have metal in your shoes, it is likely that it would cause an alarm in the WTMD.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

If you have concerns about your screening at the checkpoint, feel free to ask for an STSO to address those. Call us at the TCC if you are consistently having issues with getting expedited screening benefits in the PreCheck lane.

Caller and her husband will be flying to tomorrow. He does not have a PreCheck notification and she does. She said that he is 82 years old and can not go through the checkpoint alone. She wanted to know if she can get PreCheck put back on his ticket or if he can go through the PreCheck line with her. She called United Airlines and was told that PreCheck is random. She said that they both enrolled in PreCheck.

I gave the following information: TSA PreCheck, identifies low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening. If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass.

While some airports may allow individuals who are traveling with a TSA PreCheck eligible passenger to access the TSA PreCheck lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA PreCheck-eligible passenger should not expect to be directed to the TSA PreCheck lane each time they fly. In addition, please remember that TSA PreCheck does not guarantee that an individual will receive expedited screening.

12/5/2014 1:28:00 PM Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

I gave information per: <http://blog.tsa.gov/2014/06/tsa-travel-tips-frequent-flyer-profile.html>

If you check-in online before your flight and don't see a TSA PreCheck indicator on your boarding pass, contact your air carrier. They can update your Secure Flight information right away. If everything matches, you will be able to re-print your boarding pass again, hopefully with TSA PreCheck this time!

Caller said his wife flew home yesterday from LAX and went through the AIT machine. He said when she got home yesterday on both undersides of her breasts she had blisters and red lesions. He said it looks like a dark rash and blisters. He asked if it would be a common problem. He said they burn and they look like blisters. He asked if that back scatter wave was safe. ALSO: Caller said he did not want to report this.

12/5/2014 7:48:59 PM RESPONSE: TSA currently uses millimeter wave AIT to safely screen passengers without physical contact, for metallic and nonmetallic threats. All AIT units deployed at airports are outfitted with software designed to enhance passenger privacy by eliminating passenger-specific images. AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. The testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as Transportation Security Officers who work near the equipment. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screening.

ADD: Advised caller that we can take some of her flight information and can report this to the CSM at that Airport. TSA does track trends and I assure you that it would not be taken lightly.

Caller requested a supervisor.

Resolution:

I gave the call to M. Doughty.

12/7/2014 12:45:33 PM M. Doughty took the call. The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got to the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was upset that he was scanned so many times and thinks the TSO did not know how to work the machine. They asked him what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also has gum in his pocket, which he states he never got back. The TSO asked to search his wallet. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience. He stated they were very aggressive, mostly the female TSO. Next, they told him he must have his hands tested. He stated he has never had such a bad experience before.

Date and time: Yesterday, 12-6, at 6:20 a.m.

The call was disconnected and I attempted to call him back at 12:57 p.m. The call immediately went to a voicemail box, so I assume his phone went dead. I left a message and advised him to call us back with his flight details and we could forward this complaint to the CSM at SMF.

Caller was on the phone with a Supervisor that he wanted to speak with, he was in the process of filing a complaint because he was treated so poorly by the TSA officers. He provided the Event ID (b)(6) and requested that I go over

The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got to the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. The caller was asking the officer, if he was merging the lines, why was he placing people through the line in front of him because he was running late. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut and keep his head down. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was did not understand why he was scanned so many times and thinks the TSO did not know how to work the machine. At that point another TSO had to come along and help the officer on how to operate the machine. They asked the caller what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also had gum in his pocket, which he states he never got back. The TSO demanded to search his wallet, he was really shocked that an officer would ask that because they never do, so the caller said he did not want the TSO to be digging through his wallet and it made the officer really mad so their solution was that they put it through the xray machine instead, but the other officer snatched the wallet out of the callers hand and the TSO kept saying everyone can see what is in his wallet regardless how it is searched. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience because they were holding up other travelers just to look at his things, they were only doing this because he had questioned them about the machine. They were making him feel like they were in charge and purposely making him feel uncomfortable. He stated they were very aggressive, mostly the female TSO. Next, they told him he must have his hands tested. While they tested his hands, he asked if he could put his shoes on and the officer was very spiteful saying there is no way he could put his shoes on until he was cleared. Another officer told this officer to call the Sheriffs office to take care of the caller. The caller was hoping they would because he was needing help, and he stated he is a police officer himself and was really being abused at this point. Caller stated that when a situation gets this way they are supposed to diffuse the situation not add more hostility to it, just smile and be friendly and usually it will end well. He stated he has never had such a bad experience before. At the very end of the screening the female officer that was so difficult from the beginning shewed him away from the screening checkpoint. He stated they had no compassion, that they all just seemed to be rude to him for no reason and he understands that he shouldn't have been late, but he was and sometimes that happens. He pays to buy this ticket and travel through the airport, but these TSA officers are being paid to do this and they need to be able to do it professionally. He also wanted to add, that he will never use this airport again and he will write a letter to the Sacramento Administration to let them know he will never use it. He believes that the airport should be held responsible as well for how TSA treats people when going through screening because it is being done in their airport.

Airport: SMF

Airline: Southwest

Flight number: 1009

Date and time: 6:20am 12 6 14

Terminal or gate: Does not know

Time going through checkpoint: started the line at about 5:45 am

email: (b)(6)

Apologized to the caller and told him this is not the way TSOs are trained, they are supposed to be respectful and professional during the process. Told him this flight information and complaint would be sent to the CSM at that airport, we track trends of complaints to address areas of concern. So hopefully the CSM will be able to ensure this never happens again to other passengers.

Caller states that last Monday he had an experience that seemed strange. TSA made a mistake. Caller flew from LAX to MIA for a connecting flight. He went to Terminal 4 for American Airlines. They were doing additional screening of passengers and swabbed his friend's hands. His friend passed the ETD screening and they went to wait by the boarding gate. Neither one of them ever went through WTMD or AIT and their carry on luggage never went through x-ray screening. They had several carry on bags. His friend said that he did not have anything special to allow him to pass screening so quickly. Caller states that he is concerned about the lax security at the checkpoint because he realizes that is not correct. Caller will be leaving the country to Guatemala on 12 11 2014 and will return 12 18 2014 in case they need to contact him about the incident later. Caller states that he loves this country, he is a citizen, and takes security very seriously because he was in the military.

Airport LAX

Airline American

Flight # 2260

Date Time 12 01 2014 955PM (flight) 745-830PM (screening)

Location Terminal 4

Advised caller:

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

This incident will be referred to a Security Specialist.

The caller indicated that his wife has a knee replacement. He and his wife traveled from PHL to DEN and back. The both received expedited screening during their departure and return flight. At PHL, she passed through the WTMD. He stated that the TSO reprimanded her for not advising of the metal implant. She then underwent a patdown screening.

When departing from DEN, a very nice TSO asked his wife if she wanted to be screened via a patdown or AIT after his wife advised of the knee replacement. His wife opted for AIT and the TSO escorted her to an AIT machine a few lanes over. After she passed through AIT, the TSO reprimanded her having her shoes on. She received a limited patdown of her leg area.

He asked if she could not have went back through xray screening.

12/9/2014
3:01:11
PM

He asked how they received Precheck prior to completing the enrollment process.

He asked how they received Precheck prior to enrolling

I advised that passengers with metal implants should advise TSOs of the metal implants before screening begins. Regardless of whether a passenger receives expedited screening or standard screening. TSOs must resolve alarms and anomalies via additional screening.

In regard to the incident in DEN, she would not have been permitted to go back through xray. If the AIT was in a standard screening lane, passengers are to remove their shoes during standard screening.

You may still be able to experience TSA Pre?® screening on a flight by flight basis.*

1.TSA Risk Assessments uses Secure Flight Data already supplied to TSA, which allows passengers to access the TSA Pre?® screening lane on a random basis

http: www.tsa.gov tsa-precheck participation-tsa-precheck%C2%AE

Caller would like to know why every time his daughter flies she gets stopped and gets secondary screening. Caller states she s gotten stopped twice and missed her flight one of those 2 times.

I advised:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

12/12/201
4 7:41:24
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I advised caller:

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

-Secondary screening

-Delayed or denied airport boarding

Advised he could apply at trip.dhs.gov.

Disability Description: Caller has a knee replacement and her son has Downs Syndrome.

Information Request: Caller is a United retiree and she usually has to fly on standby and she can't call the 72 hours prior to the flight to setup assistance. She was wondering if she could ask for a supervisor when she gets to the checkpoint to help her get through the screening. She would probably know about 24 hours before the flight what her itinerary will be.

Response Details: Asked the caller if she felt like the incident back in April was discrimination because her son is disabled and she said yes. Asked the caller if she would like me to give her information on how to file a complaint in writing and she said she would like the information sent to her but she doesn't want to file a complaint. She would like the information in case it happens again she will know what to do.

Advised the caller we recommend that she call 72 hours prior to the flight but that we can still send it if the lead time is less. Also informed her she could ask for a PSS at the checkpoint to help her through the screening. Caller says she was given the number to the manager at the Honolulu airport to call ahead when she gets there and she wanted to know if that was the same for Las Vegas. Gave her the number to the CSM at McCarran which is Carie Muirhead at 702-577-(b)(6)

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

Have metal implants that may alarm the walk-through metal detector;
Need assistance;
Have difficulty raising their arms; or
Have difficulty walking or standing alone.

12/17/201
4 1:10:12
PM

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a walk-through metal detector or anomalies identified by AIT. If passengers are screened using a patdown, it is important to know the following:

Patdowns will be conducted by a TSO of the same gender.
Passengers may ask for private screening at any time.
Passengers should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they or their traveling companions or family members:

Have an intellectual or developmental disability;

Caller is now in Terminal 1 of FLL. She just came through the checkpoint. She had to remove her shoes. There was glass that she stepped on somewhere along the way. At the checkpoint, they sprayed her foot with alcohol and gave her a band-aid. They offered to get her an ambulance, but she declined, indicating that she did not want to miss her flight.

Was a supervisor present?

The supervisor may have been there, but the agents all came over to assist. She wasn't sure if any of them was a supervisor.

I advised caller that I would send her information up to the CSM at the airport and would send her a claim form which does address personal injury.

1. Airport: FLL
2. Airline: United
3. Flight number: 1112
4. Departure date and time: 1948 hrs. this date.
5. Approximate time of incident: 1745 or 1800 hrs.
6. Location (terminal or gate number): Terminal 1, C-3 — occurred at the checkpoint, inside the AIT machine.
7. Description of baggage: NA
8. Baggage claim numbers: NA
9. Notations on the NOI: NA
10. On behalf of: NA
11. Contact information: see above

12/17/201
4 6:21:54
PM

I advised caller that I would send them a claim form, the filing of which causes an investigation to occur, and I would forward their information to the CSM for appropriate action.

The glass may have been inside the AIT machine. I apologized to caller for her experience. I advised her that I would send this up for review by the CSM within the hour. I will also provide your contact information as well. I did not make any statement that indicated that she should expect to receive contact.

12/17/201
4 9:50:42
PM

Caller went Saturday to New York Kennedy airport and had a flight to Israel. He wants to know if the way he was treated is normal procedure. He was asked to remove his shoes and jacket. He went through the AIT and was subject to patdown to clear anomalies. He advised he took his hand and ran it around the his waistline and belt. He wants to know if this is normal procedure.

Advised.

You are required to remove your shoes and jacket for screening. If the AIT machine which is the machine you were screened by see any anomalies on the body you will be subject to a patdown to clear the anomalies. The patdown procedure is what you experienced.

Caller flew on November 29 and her checked baggage had NOI. She had an e-cigarette in her bag and before she left made sure it was tight. When she opened her bag it had leaked all over her items. She also had asked the TSO during screening process questions as to what they were doing and why but was never answered. Example they swiped her hands and never told her why.

Advised Caller:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

12/19/201
4
10:04:43
AM

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Airport: Sanford, FL to Bristol, TN
Airlines: Allegiant
Flight: ??
Time: 1:10
Date: November 29

Caller has traveled twice and has to have additional screening. Caller wants to know why she has GE and PreCheck and has to go for this additional screening and how it can be fixed.

Response:

TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

12/19/2014 1:39:05 PM

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.

Caller stated that his wife (b)(6) was subjected to more screening than necessary at MCO today.

He explained that his wife is over 75 and the first agent told her it was ok to leave on her jacket, while the second asked her to remove it.

Next she showed her metal implant cards to the officer who sent her through the WTMD, and then when she alarmed she was asked to go through the AIT machine. After going through the AIT machine, she was wanded due to an anomaly being found between her shoulder blades.

Caller was furious that his wife had to be subjected to screening three times. He sent in a response via email some time ago, and received a response that the law upholds TSA, which made him more infuriated.

He spent several minutes yelling and telling me the same facts over and over.

12/19/2014 5:36:02 PM

He wanted someone from TSA to tell him that his wife would never be subjected to additional screening...just 1 time.

Response Details:

I did tell him that we could send his complaint to the CSM at MCO, and hopefully this type of situation would not recur.

However, I could not guarantee that his wife would never be subjected to additional screening. Especially if there is any sort of anomaly.

Details are:

Airport: MCO

Date and Time: 12.19.2014 4:15am

Gate: 55

Flight: 2062

Airline: US Air

Agent was 5.8 around 60 years of age

The caller is calling for her husband. She stated that she is a FF with United. She stated that he is 82 years of age. She stated that she has PreCheck on the flight for Christmas and he does not. She stated that it has always worked, except for the flight for Thanksgiving. She stated that she went to the airline counter then and they were not able to do anything. She stated that they need to stay together as she is 73 and has a cane also. She stated that she thought it was based on age and medical condition.

I explained that TSA Precheck does not guarantee an individual expedited screening, even if they opt in through the airline as a FF, or include a KTN on the reservation when booking a flight, TSA will always incorporate random and unpredictable security measures throughout the airport to retain a certain element of randomness to prevent terrorists from learning how the system operates. TSA Precheck selection has nothing to do with age or medical condition.

12/21/201
4
12:47:55
PM

I explained that there will be times that they do not have the benefits together. However, in 2015, travelers who are eligible to participate in TSA PreCheck as a frequent flyer with their airline will see a significant reduction in the number of times they are selected for expedited screening. This change is part of TSA's application of intelligence-driven, risk-based screening procedures and efforts to ensure that low-risk travelers continue to receive expedited screening on a consistent basis.

I explained that if an individual wants to get benefits on a consistent basis, she can apply for a Trusted Traveler program such as GE, or complete the TSA PreCheck application process.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm at the normal checkpoint. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Caller states that she before she flew from PBI, she had opted out of the AIT on 12 16 at 5:15 am prior to JetBlue flight 762. She says she did not get the names of the 2 TSOs involved, but one had her name tag on upside down. Caller states that she has 2 hip replacements and a plate in her wrist. Caller says that the female TSO standing at the scanner called for assistance and the farther female TSO asked can she stand and caller said yes and the TSO at the scanner yelled yes. She says that then the farther TSO came over and almost knocked her over and all of her stuff ended up in floor and people were having to step over it. She states that she mentioned this but was ignored. Caller says that the worst TSO was the one by the scanner, who had long dark blond hair.

Advised caller:

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

12/22/201
4
10:13:21
AM

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Flight information:

From to: PBI to LGA

Flight date time: 12 16 5:15 am

Flight number: 762

Airline: JetBlue

Airport: PBI

Gate Terminal: C10

Email: (b)(6)

Caller wants to speak with a manager to ask if they put him a watchlist? He was at the checkpoint this morning and refused to go through the AIT or Patdown. He was not permitted to go through the WTMD at his request.

What can he do to avoid the AIT or patdown? He wants to go through the WTMD with the Hand held wands.

He wants to ask what his options are for screening. The police were called at the checkpoint.

He was at the Billings Logan, Montana airport today.

Is Ralph the person he would need to speak with about his name added to a watch list? He did not proceed through screening.

(b)(6)

12/23/201
4 7:04:57
PM

Advised:

I offered to provide safety and research information about the AIT. Caller declined.

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

He would have to undergo the screening the TSO directs him to.

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

Ralph Barclay

Phone: 406-255 (b)(6)

Email: (b)(6)

Disability Description: ODPO Follow Up Complaint for LAX

Response Details: I first apologized to the caller for this experience. I told the caller normally by requesting assistance if the service is not available upon arrival that passengers can request a PSS for the assistance. I told the caller I would record his complaint and get this forwarded over to the CSM at LAX.

I confirmed from the callers previous call that he did call to request the assistance. I seen that the caller also called 2 additional times after to verify the assistance was requested for his father.

This is the information from the callers previous calls in to the contact center.

Call 1) 12 12 2014 8:10:43 PM

Notes- Sending to ODPO, CSM, and Coordination Center at HNL and LAX as a Request for Assistance. E Vaisey 12-12-14

Call 2) 12 19 2014 2:40:00 PM

The RFA was sent to both airports 12-12-14 and if they do not contact him from LAX, he can request that PSS at the checkpoint.

12/24/2014

11:23:39 AM Call 3) 12 23 2014 1:10:28 PM

The RFA was sent to both airports 12-12-14 and if they do not contact him from LAX, he can request that PSS at the checkpoint.

I told the caller I would forward this complaint to the CSM at LAX.

Incident Details: The caller stated he called the contact center on 12 12 14 to request assistance for his departing flight out of HNL and for his return flight out of LAX. The caller stated he called in 2 different occasions after 12 12 14 to confirm and verify his assistance was requested. He stated he was given confirmation both calls that his assistance was requested. The caller stated the assistance provided to him at HNL was exceptional. He stated he received a phone call in advance letting him know someone would be waiting for his family at the checkpoint upon his arrival. He stated a PSS met him at the gate. He stated he was completely satisfied with the wonderful service his family was provided at HNL.

He stated he received no phone call from LAX. He stated he received no assistance at LAX. He stated when he arrived at the first station in the airport he let the girl know that he had requested assistance. He asked if he could request a PSS since no assistance was waiting for him. He stated the girl requested a supervisor over her radio. He stated he was instructed by the girl to go up the escalator and a supervisor would meet them at the top. He stated no supervisor or no PSS ever met him or assisted him. He stated at the checkpoint he was asked if his father could get out of the wheelchair for screening. He told them no he could not. He said him and his family was instructed to go over to the area of the AIT and that his elder father would be pushed through the screening process. He stated some time later a family member realized that his father was left by himself unattended at the area the family was before being asked to proceed to the AIT area. He stated he was told an officer would assist his father through the screening but that did not happen. He stated the officer just left his elder father in the wheelchair unattended with no body there to assist him. He stated he is very un satisfied with this experience. He stated the employees lacked knowledge and seemed to not have a clue about their job. He stated he wanted to file a complaint about this issue. He did not like the way him and his family was treated that was very disrespectful and rude.

Caller flew from LAS to CA. Caller had SSSS on his boarding pass and got a secondary screening. Caller wanted to know what was wrong.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

12/26/201
4 4:52:22
PM

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring. Caller is flying from MSY to ATL to West Palm tomorrow. Her husband has a pacemaker and cannot go through certain screenings. When they went through from West Palm, he was rushed into the AIT and she wants to know if someone did the wrong thing. She said that they were told that people who have a pacemaker can go through the AIT. She just wants to make sure that it is safe and will not harm him. She also wants to know if she will have to take her laptop from her bag when she gets to the checkpoint.

12/27/201
4 1:18:33
PM

Advised caller:

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller that she will have to take the laptop out of the carry-on bag. They may ask her to power it up as well. She should not place the laptop in checked baggage.

Caller flew from CMH and had to undergo additional screening and present his passport. Caller is having to undergo additional screening when he goes through the checkpoint quite often and wants to know why.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

12/28/2014
4
10:25:33
AM

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

Caller is currently at DTW. Caller opted out of AIT because she is a cancer survivor. Caller said she was told to wait, and she waited for 20 minutes. Caller said that the woman who told her to wait was a female. Caller said she then asked for a supervisor and when the supervisor got there she was very rude. Caller said the supervisor name was (b)(6) and she was African American with short hair. Caller said (b)(6) told her that she didn't want to pat her down because she was going to break. Caller then said that (b)(6) left and came back 2 minutes later and just looked at the caller. Caller then said that someone else patted her down and (b)(6) just looked at her the entire time. Caller has blond hair and was wearing a black t-shirt and jeans.

Airport: Detroit
Airline: Delta
Flight number: DL1370
Date and Time: 12/28/2014 5:30pm
Location: A21
Email: (b)(6)

12/28/2014
4 5:54:47
PM

I advised:

TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

The callers mother flew from JFK to CLT on Jetblue today departing at 8 AM. She went through screening around 7 AM. She stated that she has a complaint about screening. She stated that she has locked hair and that is her natural state. She stated that she believe that this is a racial issue and that she was chosen for additional screening based on her race because nobody else during screening gets their hair patted down. She stated that it was her son, her mother, and herself. She stated that her mother was also complaining that her sons genital parts were being touched too much. She stated that she feels that this is all racial discrimination.. She stated that they have no reason to touch her hair when she flies. She stated that they should be able to wear their hair anyway that they would like and not been subjected to that. She stated that there were no hairpieces or hair pins involved.

I explained that if she goes through the screening process and her hair anomilies the AIT or we can not clearly see the hair, a patdown would be required to clear the alarm. Even, hairpins and hair pieces can alarm the screenig process, which would result, the passenger's head area must be searched with a limited patdown.

12/29/2014 3:07:28 PM

For a civil rights complaint to be official the following has to be completed in writing:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

TSA accepts e-mails as being signed or she can mail it in. We will email her the information for filing the complaint also.

Feedback Type : Compliment

12/30/2014 6:03:48 PM Categories : Screening; Advanced Imaging Technology Current Date/Time : 12/30/2014 5:48:43 PM Airport : SAN - San Diego International Date/Time of Travel : 12/28/2014 Airline & Flight Number : sw FLT 3322 Checkpoint/Area of Airport : terminal 1 TSA Employee: (If Known) : All Great Comment : The placement of the Body Scanner was the Least smart Thing i have ever seen. It was put at TSA precheck and they arent even required to use it. (Bone Headed) I am a friquent flighter, and Its been over 5 years i've ben waiting to the body scanner. and was told it couldnt be done. and mid of this year i heard we could now get body scanners just by moving a few pipes and raise the ceiling.(was so excited) But then i couldnt belive my eyes when i saw where they put it :-(. I talk to at least 5 TSA inspectors and they agreed it was some bonehead in upstairs that made this crazy decision. Most of the people that need a body scanner like perfered flyers(without TSA precheck) the elderly and people with medical implantes cant used Terminal 1's only body scanner. Please fix This ASAP Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller doesnt need assistance, she says the PSS and supervisors forget about making the request. She says she fell. The supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startler her and make her fall. She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them I told you to wait . She fell because the movement of the AIT startled her and she has now fractured her tail bone.

Response Details: Response Details:

I spoke to floor support, (b)(6) and then spoke back to the caller. I told her to she may need to opt out and ask for a patdown so she would not be startled by the movement of the AIT. She stated this too can startle her if they hit a point in her back. I said to her she can be face to face with the agent and give them the instructions on her needs as well as request the assistance so we can help her as well. She felt they did not want her to ask for patdown. I told her it was her choice and she can ask for a patdown anytime for her screening. I was so sorry they couldnt coordinate this for her.

I explained to her to make this a formal complaint she would need to put the complaint in writing and we have contact information to send it but she did not want it, she said she knew about it already and knew where to send it if she decided to send it.

She can file a claim.

12/31/2014 4:48:00 PM She could get a claim form from tsa.gov and download one for herself. I could mail, fax or email a claim form to them as well. She wanted one mailed to her.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I was so sorry this was happening to her.

I am forwarding her complaint to the CSM as well
969 Return 12/28/2014 2:55:00 PM Southwest Airlines MDW

Incident Details: Disability Description: Caller doesnt need assistance, she says the PSS and supervisors forget about making the request. She says she fell. The supervisor came out and she told him she has a movement disorder, she startles and jerks then falls to the ground. She says they like her to go through the AIT for her screening but she says the movement of the AIT can startlier her and make her fall. She has requested assistance for her travel and on 3 different times she has traveled, through Midway, Jacksonville and Reagan she has fallen, the last time was at Midway on Dec 28th. She requested assistance for her flights, she says at Midway the supervisor came to her for screening, the supervisor told the agent that they should not press the button for the AIT until they were told too, yet they did anyway, then the supervisor said to them I told you to wait . She fell because the movement of the AIT startled her and she has now fractured her tail bone.

Caller is upset because she bought a TSA approved lock and when she arrived at her destination the lock was missing. She flew from McGhee Tyson Airport and when she came back from her trip on December 31st she went to talk to TSA about her missing lock. It was around 11:15 am and 4 TSA agents were standing there and one agent gave her a card and said call this number and they will send you a new lock. She is upset because of the way she was spoken to. She is 75 years old and felt she was being spoken to very dismissive. She bought a TSA lock so it would be easier but since her lock was missing all her items were left for someone to take. There was not a NOI in her bag but caller stated that at McGhee Tyson they open checked baggage there at the check point and normally she watches but this time she did not because she had the approved TSA Lock.

Advised Caller:

Please be advised that TSA is not liable for any damage to locks or bags that are required to be opened by force for security purposes.

1/2/2015
9:42:00
AM

In cooperation with private industry, TSA implemented a system under which TSOs are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks can be opened and relocked by TSOs without force and with little delay. TSA cannot guarantee that such locks will never be damaged or lost while TSOs and airline employees handle checked baggage. Additionally, TSA has found that many locks break off in airport baggage conveyor systems, which may also cause damage to checked baggage.

Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager

while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Caller did not want to file a claim for the missing lock she just wanted to let TSA know she did not like the way she was spoken to.

Caller went to express her concerns to a supervisor at DEN due to a negative experience. She was told to call us. She has had similar issues multiple times. She traveled on December 27th with United on flight 6224. She is a Precheck member and went through the Precheck line. She has 2 hip replacements. Since she asked to go through the AIT she was directed to a different lane. She asked if she would have to take off shoes and remove her 3-1-1 bag and she was told No by 2 TSOs. A TSO at the checkpoint she was directed to told her that she needed to. She was holding up the line due to her ability to remove her shoes. The TSO was disrespectful in her opinion. She stated that the TSOs need to be trained to have respect.

Response:

Airport: DEN

Airline: United

Flight Number: 6224

Departure Time: 12:30 pm

Arrival Time: 400 pm

Specific Location (Terminal-Gate): United Terminal B- Directed to lane 5 from the Precheck lane

1/2/2015
12:06:31
PM

Advised caller that TSOs are trained to show respect and dignity to travelers.

Since your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Advised caller that she can ask for a PSS before screening begins to get assistance at the checkpoint.

She can also set up assistance by calling TSA Cares 855-787-2227

Passengers who have a disability that does not allow them to easily remove their shoes don't have to even if they are not selected for Precheck. They just need to notify the TSOs about their complication.

From: (b)(6)
Sent: Friday, January 02, 2015 5:04 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/2/2015 5:03:36 PM

1/2/2015
6:14:36
PM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Complaint about TSA screener

Comments:

I was preparing to board American Airlines flight 2563 at DFW this morning (somewhere around 6:30 to 7:00 a.m., though I didn't note the exact time). As I prepared to leave the AIT screening device to move forward toward my gate, TSA Agent (b)(6)

I'd like to give a mild complaint about an incident at Tampa Airport security screening this morning, between 5:10 and 5:45 am. My daughters (ages 16 and 18) and I were catching united flight 1507 to Newark leaving at 5:57 am on January 3, 2014.

I asked the screening agents to allow my daughters to skip going through the AIT machine. The agents set my daughters aside for a pat down while I went through the AIT and waited for them on the other side. It was very busy, so I knew it would take extra time. But after 20 minutes, I started to suspect that the agents were actually extremely annoyed and were trying to teach me a lesson—show me that I'm an idiot, and that they have the power to make us miss our plane (though we arrived nearly an hour ahead of take-off). After my first daughter finally got a pat down, and I saw the hostility directed toward us, I gave up on the second daughter and sent her through the AIT machine. I had no choice really, as our plane was so close to take off.

After we ran for our plane, my daughters told me they were very upset. They said that when they were waiting, the agents were radioing loudly and complaining about "the mother" insisting on a pat down, and basically making a scene to embarrass them. They felt so humiliated. Honestly, I really thought it was our option, so I had been very polite and patient about it.

1/4/2015
9:32:43
AM

I do not blame the agents, but you do have the system set up so that it is impossible for a passenger to decline the AIT. I think you need to be honest about that. The security agents are human and "special orders" are going to annoy them when they are busy. Some agents will lose their professionalism and engage in petty power struggles, which they will obviously win at 5 minutes to take off.

Your web site says the following:

Q. Can I choose the way I would like to be screened?

A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

But please, be honest! Given my experience I would add a few lines to this:

Caller travelled Last Friday from the Dominican Republic. She had travelled there on Dec 21, and on both legs she had 4s on her boarding passes. She was subjected to additional security. Her call was to express concern, and see if she should expect this on future flights

Advised caller

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

1/5/2015
5:46:42
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

Caller states that when she became disabled she got PreCheck. She has been getting Precheck for a couple of years. She was not chosen for PreCheck for her upcoming flight. Caller would like to know why. Caller has a broken arm and will not be able to remove her shoes or lift her arm. Caller states that she has a replaced hip so she usually goes through AIT, but will not be able to do that this time. Caller is upset that she won't get PreCheck.

Advised caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data using the same Secure Flight data that passengers have provided for years. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening. These passengers should not expect to be directed to the TSA Precheck lane each time they fly.

No status found.

Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

1/5/2015
9:39:30
PM

- Cannot remove their shoes;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers are not required to remove their shoes if they cannot remove them because of medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic. However, passengers' shoes must undergo additional screening, which may require that passengers lift the bottom hem of their pants. Passengers can request to be seated during this portion of the screening. TSA also may use technology to test shoes for traces of explosive material. If explosive material is detected, passengers will have to undergo additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- A private screening will be offered if the patdown involves sensitive areas.

The caller flew from EWR to PBI on 12-30. She asked what the rights are for the patdown. She stated that her 83 year old husband had to remove his shoes, belt, and undergo a patdown. She thought that it was very uncomfortable for him. She stated that she thought all of that stopped once a passenger turns 80. She stated that this has never happened before, and the persons in front of him got to go on through. She stated that the luggage did not alarm and it was fine. She explained that there was an officer available and they did the patdown.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. We are not able to tell her exactly why he received a patdown, however his age does not exempt him from the process.

1/6/2015
12:29:15
PM

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. There is no way for a passenger to completely avoid a patdown for screening.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Caller is wanting to address his concerns with the TSA PreCheck lane at LAX united complex departure level terminal 8. Caller stated that they do not have a AIT machine there. When you go through the WTMD and it alarms they were sending passengers back and making them remove their shoes, belt, 3-1-1 bags, and laptops and going through the WTMD again. Caller stated that it causing the wait time for other passengers to go up and was defeating the purpose of PreCheck. Caller did not want to provide any further information or contact method he just wants his complaint to be given to management at LAX.

1/6/2015
3:44:28
PM

Advised caller:

Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Caller flew on Oct 25 from LAS to LAX. She was in the precheck line, and she has a knee replacement. Her arm was caught in the conveyor belt. When she got to the AIT she noticed she was bleeding. When she got through AIT, she asked for a band-aid, and the TSO told her they had no band-aids. He did not follow any protocol that the airport has in place. A passenger gave her a wipe and a small band aid. She was a checkpoint B. Flight departed at 10:30 AM, she arrived around 8 or 8:15AM.

1/9/2015
3:12:24
PM

Advised,

I advised I would forward her complaint to LAS.

Caller stated that she and her husband are flying from LAS to HNL and he got PreCheck but she did not. They have never applied for GE or TPAP; nor are they frequent flyers. She is currently 74 and wonders if she will have to do the normally screening forever.

Advised caller:

It is important to remember that TSA Preu2713™ does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Currently TSA is randomly selected passengers for PreCheck based on their secure flight data. The secure flight data is submitted to TSA from the airlines; then TSA identifies passengers as low-risk.

1/9/2015
9:29:17
PM

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Preu2713™ application program or Global Entry. If you are interested in TPAP or GE, you would have to have an interview, background check and fingerprints. The filing fee for TPAP is \$5.00, while the GE is \$100.00. With GE the reason the filing fee is more is because when you arrive in the US from travels abroad, you will be able to go through Customs faster. You can apply on the web either at tsa.gov or globalentry.gov.

For those who appear to be over 75

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Caller went through Security in Phoenix Airport it was a complete zoo. She was 2 and a half hours early for her flight, and with all of the confusion she left her bangles from India in the tray that was left to go through after her. She travels alot and she knows TSA gets alot of complaints. Every single time she goes through in checked luggage, it is ramsacked. She has friends that travel and never get theirs inspected. She doesnt bother to lock her suitcase that always get cut off. She just was really upset about the way that TSA works sometimes, some of the people there are okay. TSA has no since of compassion for travelers, she had a bottle of vodka once and all she wanted was the bottle she did not care about the actual vodka, she just wanted the bottle. But they made her throw the entire thing away She has had breast cancer and used to request a patdown but she doesnt anymore, she is wondering how the TSOs screen people without a licensing to do. She thinks that all airports should have a lane set aside for first time fliers and passengers with families because Sky Harbor was a complete mess because of a family with small children that had not gone through screening before.

1/11/2015
11:59:48
AM

Phoenix
Phoenix Sky Harbor International Airport
602-626-1453

Explained to the caller that we do not actually send passengers through an Xray machine. Explained that we have the WTMD which is just a large walk through metal detector. We have the AIT which does not penetrate the body, it just looks for anomalies on the outside of the body. The only things that actually go through an xray machine are passengers belongings, that would probably be why TSOs do not have to have a license to do the screening and have passengers around the xray. As far as radiation, we have information about the AIT that 2 minutes on board an aircraft exposes passengers to more radiation than going through the AIT.

Caller is questioning why she was flagged on a trip to the Dominican Republic and back. Caller stated that she was patted down and her hands were swabbed. Caller stated that she has a KTN and received TSA PreCheck for the departure and still encountered this. Caller stated that in the Dominican Republic she was only switching planes and never left the airport there and went through their additional screening. I advised the caller stated that when returning going through Dulles she was patted down and went through additional screening. Caller asked why she should have TSA PreCheck if it does not help her. Caller asked if she was flagged for it.

Resolution:

1/12/2015 11:59:06 AM TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

I advised the caller that I can't speak for the security screening she endured internationally, but only for TSA.

I advised the caller that it may just be the random selection and she may not encounter this again as it was only for this one trip. I advised the caller that with TSA PreCheck she will still receive the expedited screening, but TSA will always incorporate random and unpredictable security measures.

I advised the caller that I would not be able to confirm or deny if she is on a watch list. I advised the caller that I could give her information about what she could possibly do if she believes she is on a watch list, or if the additional screening is an ongoing issue. I advised the caller that with the one trip it may be random selection for additional screening and she may not encounter it again.

REASON for the call: She wants to make a complaint.

Caller has been going to Orlando airport and is strip patted every time. She flies a lot and even to Mexico and this does not happen anywhere but at this airport. She said this last time she took off all her jewelry and put it in her purse. She was still pulled aside after AIT screening and patted down. She said it was a man who patted her down and fingerprinted her.

She is flying Southwest from Orlando International. She is nervous that it will happen again.

Date and Time: January 5th at about 7:40 am

Gate and Terminal: Not Sure

Airport: Orlando International

1/12/2015 5:20:31 PM Airline: Southwest

Flight Number: Not sure

Description of caller. She was wearing jeans and had taken off her shoes so she had on black socks. She had a hot pink three quarter length sleeves.

Resolution: I apologized to the caller and told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. I told her that patdowns are conducted by same gender officers. TSA does not fingerprint people but we do use technology to test for traces of explosive materials. You may always ask for a supervisor at any time.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Hi,

1/12/2015 6:06:28 PM My family of four plus our friends (family of four as well) flew with Spirit Airlines on Tues Dec 30th at 9:43 am from DTW Airport to Fort Myers. Checking our luggage we had no problems. everyone was pleasant. Since my daughter is 11 years old we went into the designated area to show our passports. While waiting in line one of the female TSA officers, swabbed my hands with paper. She did not say what she was doing or why? Our friends went to the counter to show their passports. My daughter and I went to the counter and were yelled at by the lady "one at a time". I went to the counter with my daughter because she didn't know what to do. After that, we went to the screening area, there was a male TSA officer yelling at all of us and giving orders. I have a question and here is where I am making a complaint. My 15 year old son (b)(6) was ahead of me and there was a lady ahead of him, she went through the walk-through metal detector and set it off, she was yelled at by the officer to stand next to the AIT machine. My son went next through the walk-through detector and set the alarm off and to was yelled at by the officer to stand beside the AIT machine. Then I went and the alarm went off, I too was yelled at to stand beside the machine. How come my son was not told to go through the the walk - through metal detector again? The officer had the lady that was ahead of (b)(6) go through the AIT machine and then (b)(6) had to go through it. I heard the TSA officer ask my son 3 times how old he was and he said 15 years old. I thought we have the right to say no to the AIT machine? The officer never gave my son the chance to say no to the AIT. After the AIT my son, then was patted down and he was looking at me, wondering WHAT was going on and he was almost going to cry. He was upset and so was I!! My son set the alarm off once and so did I. How come I never had to go through the AIT or was patted down? I went through the walk- through detector and was fine. My son wasn't mean or not listening, he was quiet and doing as he was told. Is it normal TSA procedure to not explain what is going on and to be yelling at people? If it was a random procedure of screening, why do all three screenings and why a child? My son is a child, he is 15, not 18 and an adult. Our family does not travel very often and this was a very, very upsetting experience, we have never experienced TSA officers treating people poorly before. Coming back from Florida Fort Myers Airport, the Female TSA officer explained when she used the wand to check for chemicals on the hands. The male TSA officer at the counter checking passports was very nice and pleasant, same with at the metal detector and all of us went through and no alarms went off. There wasn't any yelling and ordering us around. They were very kind. The DTW Airport was a bit busy, maybe the officers were stressed out, but that is no reason to treat us terribly. I see on the TSA website that security officers will approach children gently and treat them with respect, we didn't find that at DTW Airport. I realize that with everything that's going on in the world, that TSA is trying to protect us, but, treating people with respect and not like animals should be a big priority. Hopefully, someone can answer my questions and see that the complaint gets read.

(b)(6) Our email address is (b)(6)

Sent from my iPad

Caller feels like she has been harassed at the airport today by TSO (b)(6). Caller stated that she opted out of the AIT as she always does. They advised her to stand on a mat at the checkpoint and the location of the mat prevented her from maintaining line of sight with her belongings. She took two steps off of the mat so she could see her belongings and the officer at the checkpoint threatened to contact law enforcement and have her arrested for doing so. He also threatened to manhandle her if she did not listen to his commands. Caller is very upset and wanting to know what can be done about this. Caller stated that she was not given the option of going through the WTMD which she feels like it a violation of TSA protocol. Caller stated that she has problems every time she flies from RDU and is wanting to know if there is anything that she can do to prevent this from happening as she does not want to pay \$85 for TSA PreCheck.

Advised caller:

REASON for the call: Screener rudeness

Date Time: 01 14 2015 12:00 pm

Gate Terminal: Terminal 2 to gates C and D

Airport: RDU

Airline: American airlines

Flight #: 1620

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

RESOLUTION to the caller's issue: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA regrets any unprofessional treatment you experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this to the appropriate Customer Service Manager. I am not sure where you go the information that you can go through the WTMD if you opt out of the AIT but that is not the policy. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Please note, passengers cannot request to be screened by the walk-through metal detector instead of an AIT or a patdown. Even if you apply for TSA PreCheck that is not going to exempt you from screening if you opt out of the AIT with TSA PreCheck you will still have to have a patdown. Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures. There is really nothing else you can do to prevent this from happening. I will include the information that you always have this problem at RDU. TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification.

Special Notes:

To whom it may concern:

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 12/19/2014. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

1/14/2015
12:45:38
PM

DHS TRIP

Traveler Information:

Name: (b)(6)

Address: (b)(6) Harrisburg, PA 17110

Email Address: (b)(6)

Phone Number: (b)(6)

Caller flew from LGA via WestJet but when she went through screening she did not like the way she was screened. Caller did not want to under go the AIT or Patdown because she is OCD and a Germaphobic. Caller also stated she did not like the way they patted her down and searched her bag. Caller then stated the officers where very rude to her.

Advised Caller:

Told caller we would forward the issue to the CSM for review since the screeners where rude to her.

CSM RFI

REASON for the call: Caller stated the screeners where rude to her.

Date Time: 01.12.15 - 6:00pm

Gate Terminal: D

1/14/2015 Airport: LGA

3:38:31 Airline: West Jet

PM Flight #: 1219

Bag tag # (10digit:

Bag Description:

Missing Damaged Item description:

NOI:

RESOLUTION to the caller's issue:

Special Notes: Caller had no information on the officers.

Caller does not have a email and stated if the CSM needs to contact her she needs to call.

The caller is at OAK. The caller states that they had 1 AIT open for everyone at the Southwest terminal to go through. She arrived at the airport 1 hour prior to her flight and was in line for 30 minutes and missed her flight. The caller will get the facts and file a formal complaint. The caller will go back to Southwest and speak to them again.

1/15/2015

9:38:25 AM The area leading up to the security checkpoint is regulated by the airport and the airlines assigned to that particular terminal. We recommend arriving at least 2 hours in advance of flight time to allow ample time for security screening and boarding of aircraft.

The caller states that she does not need to arrive 2 hours in advance of her flight she states that TSA needs to open more lanes.
Caller works at ATL and is needing to know why the process for employees have changed from being able to go through the WTMD to the AIT screening.

1/15/2015

1:39:27 PM Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random screening of those same employees at the screening checkpoint.
I advised him that I do not have information as to why the screening process has changed for airport employees at ATL so I am advising him to contact the CSM at ATL for additional assistance with this question.

CSMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.

REASON for the call: Caller said he flew from Daytona Beach to Charlotte. Caller said he was told to put the wallet in the bin for x-ray screening and he has money missing from his wallet. Caller wanted to know why he was told to put his wallet in the bin for x-ray screening.

Date Time: 1/15/2015 at 7:30-8:00am

Airport: Daytona Beach

Airline: US Airways

Gate Terminal: Gate 6

Flight #: 5068

1/15/2015

6:01:37 PM Bag Description: Dark brown leather bi-fold wallet
Missing Damaged item description: Caller said he thinks he is missing between \$100-\$150

PM

NOI: n/a

Email: (b)(6)

RESOLUTION to the caller's issue: Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

Caller has issues when traveling to and from the US. Caller is seeing SSSS on her boarding pass and is having to undergo additional screening when she goes through the checkpoint. Caller normally uses United Airlines and will be flying from HNL to the UK tomorrow.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation. The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS Traveler Redress Inquiry Program (TRIP)
601 South 12th Street, TSA-901
Arlington, VA 20598-6901

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

Caller stated he has a complaint about the rules and regulations at the San Jose airport. The caller stated he was PreChecked the other day and informed the TSO that he had two metal knees and metal in his shoulder and wanted to go through the AIT machine instead of the walk through metal detector. The caller stated he was denied because he luggage has already been screened and the lane he was in did not have an AIT machine. The caller would like to know why he was just not allowed to go to the other line to go through the AIT machine instead of going through the walk through metal detector then having a pat down.

REASON for the call: Caller went through the San Jose airport the other day and had PreCheck but was not allowed to go through the AIT machine because they did not have it on the lane he went through. The caller stated he has metal in his shoulder and two metal knees and had to go through the walk through metal detector and then had to have a pat down.

Date Time: 1/16/2015 9:05 am

Gate Terminal: N/A

Airport: San Jose

Airline: Southwest

Flight #: 301

RESOLUTION to the caller's issue: I advised the caller that I would gather his flight information and send his complaint to the CSM.

Special Notes:

1/21/2015
1:49:17
PM

1/21/2015
2:26:21
PM

Caller went through the AIT screening at Austin TX. He put his bags on the conveyor belt and he had two laptops and a speaker in his bags. After he went through the AIT the TSO said they had to inspect his bags and would not let the traveler walk over to where his bags were being screened. He forgot he had lotion in the bags which were over the 3.4 oz limit and was offered to put in checked baggage but then was told it was too late to put in checked baggage. They screened his laptops and speakers and he did not know they had taken them out of his bags because when he fly out of Indianapolis they did not ask him to remove his laptops for screening or take his shoes off there. He was not aware that was the rule so when he was screened in Austin he did not take his laptops out. When he was told he was cleared to go he grabbed his bags. It was not until he was on the plane that he realize his laptops and speaker were not in his bag. He ran to the screening check point and got the items but it caused him to miss his flight. He was scheduled to perform at a church and is now not going to be paid. Very upset that the TSO did not put his laptops and speaker back in his bags since they took them out or at least tell him they had taken them out. He also wants to know if Austin Airport has the option to mail items that need to be left at the check point. Caller asked for the phone number of TSA officials.

His Contact information is: (b)(6) and if you respond make it to the ATTN: TSA Check

1/23/2015
5:22:32
PM

(b)(6) was the TSO he dealt with and said his customer service was t not good.

Airport: Austin Bergstrom
Screening: in 3:30PM
Airlines : United 4:05 to arrive in Houston at 5:06 PM

Reason for the call: Caller has a complaint on the way he was screened and specifically that he was made to go through the AIT.

Date and Time (departure time and arrival time): 1-26-15 @ 10:53 p.m.

Gate Terminal: Gate 33B, Terminal 3

Airport: LAX

Airline: JetBlue

Flight Number: 100

Baggage tag number (10 digits): N-A

Description of Baggage: N-A

Missing Damaged item description: N-A

NOI: N-A

Anything on the NOI: N-A

Resolution to the caller's issue: Forward to the CSM

Special Notes: He went through the checkpoint at 8:45 p.m. The TSO had white hair, he was the oldest one there, around his 60s, bald on the top of his head, he had a white beard and he was American (later specified that he meant caucasian). He had an attitude and was pushing him around (not literally) but did consider the attitude abusive. He states he has never been treated that way. He was told to not take off his shoes, belt and jacket. He was told to go through the AIT twice because anomalies were detected all over his body. He states he was exposed to too much radiation and that upset him. He received a patdown due to that which he does not have a problem with. He feels he was forced to be screened that way.

Caller fell at one of the airports security checks. She called that airport and spoke to many different people and was given many different numbers and she cant get anyone to help her. This happened at Honolulu, on Dec 30 she fell about 5:30 They did take a report on this as well. She fell during the AIT screening.

CSM RFI---Mishandling RFI

REASON for the call: Caller fell during the AIT screening

Date Time: 12-30-15 Departed at 8pm

Gate Terminal: ????

1/26/2015
3:14:45
PM

Airport: Honolulu to Dallas Fort Worth

Airline: American

Flight #: ????

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: She says her left leg was hurt, it is her upper inside left thigh and down behind her knee

NOI: NA

REASON for the call: Caller told the screener in ATL she didn't want to go through the AIT. When she flies out of MSP you go through and gather your things and they do the patdown on the other side. In Atlanta they would not do that. She had to wait somewhere else with her belongings unattended. She asked them if she could get her things and they told her no. She told them if her belongings are gone that they were responsible for them. They suddenly became rude to her and told her not to talk back to her. She was coming in from Mexico City through ATL and back to MSP and no one was keeping an eye on her things. One TSO was a man about 6'4", 300 pounds and the other a woman 5'1", 150 pounds with glasses and short, cropped, black hair with gray. The woman was the one who told her not to talk back. What they did was a very punitive thing to tell her to go stand over there and not to talk to her. She finally had to go through the AIT because she was waiting so long and she is reporting this because they are probably doing it to other people.

1/26/2015 4:49:26 PM
Date Time: January 24, 2015, 3:30 pm
Gate Terminal: Gate B20
Airport: Atlanta Hartsfield
Airline: Delta
Flight #: 300
Bag tag # 10digit: N/A
Bag Description: N/A
Missing Damaged item description: N/A
NOI: N/A
RESOLUTION to the caller's issue: Told the caller I would forward this information to the CSM at the airport for investigation.
Special Notes: N/A

Caller left a message at Newark Liberty Airport, but only gets a voicemail for the CSM. Caller flew January 1st from EWR to Vietnam. Caller said the security process was terrible and he observed other elderly passengers, not himself, being treated like they were not humans. Caller said everything was unprofessional and of no help. Caller said he was never screened. Caller claimed he was not screened, but yet stood in the machine and was told it's done so he was screened. Essentially he was screened by the AIT with no anomalies and was told to go on. Caller did not feel he was targeted or treated this way but others he observed. Caller said this has happened before at EWR Terminal C.

1/27/2015 2:30:13 PM
REASON for the call:
Date Time: 1-1-15 12:15PM
Gate Terminal: Terminal C
Airport: EWR
Airline: United
Flight #: 179
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

Caller said he has a complaint and that he has precheck with American Airlines and has global entry. He said he had his hip replaced last month and that at LAX they do not have a body scanner at the checkpoint and he has to go through the wmd and then he has to have a patdown. He said that the TSA Officer will not walk him over to another line for the body scanner. He said the supervisor would not even help him and he said we are breaking the Disability Act. His complaint is not being able to use the body scanner at LAX at American Airlines for TSA precheck. He said he is traveling tomorrow on flight # 12 from LAX on American. He said he has already called the CSM today at the airport and she told him to call us. He said he is disabled and he said the alt machine is not available at the TSA precheck line and they won't walk him over. He said he does not want to file a disability related complaint and does not want to go over it. He declined the PSS and he said he does not want to confirm the CSM phone # and he ended the call.

1/27/2015 5:22:48 PM
REASON for the call: Complaint
Date Time: 01-8-15 at 8 am
Gate Terminal: Terminal 4
Airport: LAX
Airline: American
Flight #: 2381
RESOLUTION to the caller's issue: I advised him that I will refer this to the CSM at the airport.
Special Notes: His complaint is not being able to use the body scanner at LAX at American Airlines for TSA precheck.

Caller just experienced a rude screener at the Denver Airport. The caller opted out of the AIT due to the fear that it puts out unsafe levels of radiation. The TSO then asked if she was pregnant and asked if that was why she did not want to be screened via AIT. The TSO proceeded to tell the caller that if she had a cell phone it probably put out more radiation than the AIT. The caller felt that the TSO was extremely rude and her comments were unwarranted. She stated her feelings were hurt particularly by the comment about her being pregnant.

1/28/2015 1:26:44 PM
Airport: Denver
Airline: Southwest
Flight Numbers: 211
Date and Time of Incident: 1/28/15 1:15 EST
Location of Incident (Terminal or Gate):
Officers Name: Not Provided. The caller stated that she was an elderly woman.
Contact information (phone number or EMAIL): (b)(6)

Caller stated she is an employee with the federal government with GSA and gets TSA PreCheck but did not get it on her latest flight. The caller would like to know if PreCheck is given at random. The caller would also like to make a complaint about the way she was screened at the McCarran airport. The caller stated she was in line for screening and went through the AIT machine and she was told to step to the side and all of a sudden she was being frisked without any warning. The caller said the female TSO she was tall with dark hair, probably about 5 feet 10 inches tall and was african american.

REASON for the call: Caller would like to make a complaint about the way she was screened at LAS.

Date Time: 01/28/2015 4:30 Las Vegas time

Gate Terminal: Terminal 1, Gate C

1/28/2015 Airport: LAS

7:39:23 Airline: N/A

PM Flight #: N/A

Bag tag #: (10digit): N/A

Bag Description: N/A

Missing/Damaged item description: N/A

NOI: N/A

RESOLUTION to the caller's issue: I apologized to the caller and informed her that I would send her complaint to the CSM for further review.

Special Notes:

Caller flew Sunday from JFK and on Wednesday from RSW and in both cases she went through the AIT and was waived out of it someone patted her hair.

She said she filed a complaint in mid summer 2014 and TSA investigated and sent her some information that the agent was in the wrong and they are reviewing policy but that is all it said. She stated she is 36 and she feels she is being racial profiled by the extra screening of her hair and she wants to file another discrimination complaint as well.

Caller wants a packet so she can file a complaint again for racial profiling and she wants to file a screening complaint on both airports and the hair screening rule itself.

COMPLAINT # 1:

At JFK someone patted her hair with no warning after waiving her out of the AIT.

DETAILS:

01-25-15 JFK at 10:45 to 10:50 AM at JetBlue Terminal 5 (Flight 1129)

She exited the AIT and the TSO waived her thorough and then she without warning patted down her hair.

She was a tall african american with cinnamon colored complexion and her long dark brown hair with orange roots was pulled pulled back in a pony tail

1/30/2015 She was at the AIT to the immediate right of the Supervisors desk and she spoke to the Mgr. (b)(6)

12:15:30 Caller stated she wants to file a complaint because it was like being attacked by a stranger on the street to have someone pat her hair without warning.

PM

COMPLAINT #2:

At RSW the agent did warn her that she needed to pat her hair down and initially she declined it and they refused to let her fly unless she allowed the patdown of her hair. She did have some bobby pins but could not remove them without messing up her hair but it was clear to see what the issue was. They called a supervisor and she just rolled her eyes around at her and they called a Manager who said they get into trouble if they do not do their jobs and the AIT showed as an anomaly. It was 5:30 AM and she ended up in tears before it was over.

DETAILS:

1-28-15 she flew from RSW on a 6 am flight from Terminal (did not know) on Jet Blue Flight 130. She was at the checkpoint around 5:10 AM to 5:20 AM.

Her complaint is that the Supervisor who came over to her was not empathetic to her situation at all. (Note: Initially she said the TSO rolled her eyes at her but when I repeated it back she would not agree to what she had said and changed to saying she was just not empathetic and was not a good representative to TSA).

The TSO was a white older lady with dark brown hair with a reddish hue.

Mishandling RFI

REASON for the call: Caller says that he has a problem with a malfunctioning piece of equipment at the airport. The TSA personnel aren't acknowledging that this machine has problems

He claims the AIT machine at the airport is detecting nonexistent anomalies

He says the machine is showing objects that do not exist.

He wants it fixed, he wants someone to acknowledge this and send him an email back confirming the equipment has been repaired.

He said the checkpoint 3 is where it's at and he notified the supervisor on duty, Supervisor (b)(6)

Date Time: January 30 at 2:00PM

Gate Terminal: Checkpoint 3 Terminal 1

Airport: San Diego

1/30/2015 Airline: Alaska

5:02:03 Flight #: not available

PM Bag tag # (10digit): No

Bag Description: No

Missing Damaged item description: The AIT equipment at checkpoint 1

NOI: NA

Email: (b)(6)

RESOLUTION to the caller's issue:

I will forward this complaint to the Customer Support Manager for TSA at San Diego and make them aware of the incident and faulty equipment.

I told him that I couldn't guarantee a reply from them, but he made it very clear what he wanted by demanding they sent him an email response updating him on the information.

I apologized for any inconvenience and told him I would report this to the appropriate authority for TSA at San Diego.

Caller has a complaint. He says every single time he goes through the screening machine, it gives a false alarm. He says 100 percent of the time he gets an alarm and he gets a patdown. He wants to know why they use this kind of stupid machine. He wants them to have a better machine for screening, he says it invades his privacy.

CSM RFI—Mishandling RFI

REASON for the call: Caller is upset his body has to be touched every week for screening

Date Time: NA

Gate Terminal: NA

2/2/2015 10:59:23 Airport: He says every single airport

AM Airline: Every single airport

Flight #: NA

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: Caller is upset about the AIT screening

NOI: NA

Disability Description: The caller is 80 years old, has a pacemaker that cannot be screened by the AIT or WTMD.

Incident Details: The caller has a home in CO, and flies from EGE often. However, he always encounters difficulty when interacting with the TSOs. In particular, he is always forced to remove his shoes and jacket, even after informing the officers that he is 80 years old. He indicated that the TSOs are rude, and use a threat that he will not be cleared to fly without complying with the demand to remove his shoes. Additionally, on his last flight, he was told to go through the electronic screening even though he had a pacemaker. He wanted to file a complaint with the CSM at EGE.

2/6/2015 10:28:51 Date and Time of Flight: July 10, 2014; 8:00 AM

AM Departure Airport: EGE

Airline: American Airlines

Flight Number: 1244

Description of TSO: A caucasian male in his 40s.

Caller said she is at DFW airport and she asked why does she have to go through the extensive screening process. She said she lives in Istanbul and is traveling there and she already went through the TSA screening and she said the Supervisor checked her passport and she had a full patdown after she went through the ait machine. She said her lga s were screened as well. She said when the Officer looked at her passport before she was screened she called the Supervisor over and she asked does she have to go through this each time. She said she feels like she is being treated a differently because of her nationality and the fact that she had a one way ticket. She said she has a one way ticket to Istanbul and is this why this happened and she said after the screening they called the Supervisor back over. She said she does not want to go any further and she declined the CSM phone # and she declined giving me her flight info for the CSM. She did however, want hte email regarding the civil rights complaint. She said the Officer told her there was a reason why she went through this and to call TSA for that reason. She asked if this can be a random selection.

Mishandling RFI

2/7/2015

1:18:56 REASON for the call: Civil Rights Complaint

PM

Date Time: 02-7-15

Gate Terminal: declined

Airport: DFW

Airline: declined

Flight #: declined

RESOLUTION to the caller's issue: I offered to refer this to the CSM and emailed her the Civil Rights Complaint policy

Caller and his wife have KTNs and she has a hip replacement. She tried to present her card about her implants. They do not even look at the card. This has become a harder situation for them because they always move her over to another line where there is an AIT. Sometimes they take her to the front and sometimes she has to wait in line and it defeats the purpose of paying a fee and getting a KTN. He has no issues when he travels by himself.

2/10/2015

1:59:00 Callers wife got on the phone. She does not mind the AIT or the wand but does not like to have peoples hands on her.

PM

He asked if they should acknowledge the card. They have flown from FLL. He asked if the AIT is at FLL but his wife said the AIT is there but not at the precheck checkpoint.

He asked if AIT is similar to MRI. He tries to get as little radiation as possible and will sometimes ask for a patdown.

I recently was on another trip to Denver and experienced a problem I wanted to make you aware of. I travel to that airport frequently but I was so surprised to find both my husband and I were both TSA approved for the first time. I have had a knee replacement and after putting all the items on the belt and getting in line I found there was no AIT machine for precheck. All of the other lines had one. I assumed the pre-approval was a reward for being a frequent flyer but here I found it was a punishment. I had to leave my husband (he then had the responsibility of all of our belongings) and go down to another lane to go thru the AIT machine. Otherwise I would have had to wait for an attendant and then go thru the "pat down" (which is not a quick procedure, and not pleasant to say the least).

2/13/2015

4:10:49

PM

I always look to see if there is a machine before I get in line and never imagined there would not be one in a pre approval line. I am hoping this makes you aware of the problem and are able to correct it. With the amount of flyers now I would think the money would be available.

Thank you,

(b)(6)

REASON for the call: Caller would like to know who to speak with about making a formal complaint on TSA at New Orleans. Her mother rolled her ankle at the airport and had crutches, going through Security. The officers were not very helpful. She was taken out of a wheelchair and put in the AIT machine then given a cane after having her crutches taken away. Her mother is a senior citizen. The treatment was very humiliating and the passenger was treated as she was stupid. Caller did inform me that she was not at the checkpoint and did not see what occurred but is very angry about the treatment her mother received.

Date Time: 2 8 15 @ 1400

Gate Terminal: SW Terminal

2/13/2015

8:55:00

PM

Airport: New Orleans

Airline: SW

Flight #: Unknown

Bag tag # (10digit): N A

Bag Description: N A

Missing Damaged item description: N A

NOT: N A

Submitted on Tuesday, February 17, 2015 - 12:12 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Opt out rights Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: jacksonville

State: Florida

Zip Code (Post Code): 32209

Other:

Email:

2/17/2015
2:29:59
PM

==Incident Information==

When did this happen? 02/14/2015

Where did this happen? FLORIDA - TPA - Tampa International

What happened?

It is my right to opt out of the millimeter wave imaging based screening and since I am pregnant I have been exercising that right. Generally, I am met with rude attitudes and have to wait sometimes up to 20 minutes for a female officer to perform the pat down. I have most recently been made to miss my flight at the C gate for Southwest Airlines flight 4070 at Tampa international airport because of there not being a female officer available... This is especially unacceptable since I was informed of this unavailability by a female officer. I asked if it was possible for her to switch with Another officer and she

Disability Description: The caller has a pelvic disorder that causes pain and mobility impairment. She cannot remove her shoes without assistance, but has to travel to Los Angeles often for medical procedures.

Information Request: The caller requested a PSS for upcoming travel, so that the incident would not occur again. Also, she wanted to ensure that she did not have to remove her shoes due to the medical condition.

Departure Flights for March 14, 2015: RSW to DFW to LAS

Departure Flight for March 16, 2015: LAS to LAX

Return Flights for March 18, 2015: LAX to DFW to RSW

2/20/2015 10:45:14 AM Incident Details: The caller and her son flew from LAX, but was forced to be separated during the screening. The TSO, an African American male, was informed by (b)(6) of her disability prior to the screening. He allowed her to be screened by the AIT with her shoes on, but indicated that additional screening was required. He asked a female TSO to conduct the patdown, but she refused. Then, he was required to ask a second female TSO to conduct the additional screening. She agreed, but told (b)(6) that her shoes had to be removed. (b)(6) informed her of the inability to remove her shoes without assistance, and then offered medical documentation from the Social Security Administration. The TSO refused to read the paperwork, and told (b)(6) that the documentation would have to clearly state that she could not remove her shoes. Again, (b)(6) was asked to sit in a chair, and complete the screening. However, she asked the TSO if her son, who was standing near the checkpoint, could assist. The TSO refused, and said that she could remove her shoes, as she had to have put them on herself that morning. (b)(6) explained, again, that her son had been responsible for putting the shoes on her feet. Finally, they allowed her son to come back into the checkpoint, and assist her in removing her shoes. She feels that she was discriminated against, as the TSOs neither acknowledged her disability nor her request for assistance.

Date and Time of Flight: December 17, 2014; Around 1:00 or 1:30 PM.

Departure Airport: LAX

Airline: American Airlines

Flight Number: Not Provided; however, she was in the priority line.

Terminal and Gate Numbers: Not Provided.

Time of Incident: Around 11:30 AM.

Description of TSOs: An African American male, and two African American females.

REASON for the call: Caller is trying to get a refund for a missed flight back on 23 February 2013. The TSO manager was being really rude to her because she chose to opt out of the body scanner. He picked on her and demanded her driver's license in addition to her passport and was yelling at her and told her he was making a record of this. The TSO took copies of her information and made copies of her passport. The TSO was a bad manager on a power trip and he had a smirk on his face and wanted to make an example of her. The caller thinks his last name was (b)(6) and he was a light-skinned Hispanic with dark brown or dark black hair. The caller asked to see the regulations that said she could not opt out of the AIT and the TSO told her she had to go onto the internet and print off something about the rules and regulations. She wanted to go through the WTMD and they wouldn't let her. The caller missed her flight because of all of this. The caller went and spoke with a police officer and they told her they couldn't get involved with TSA. She wants to talk about compensation for the missed flight. She also wants to know if she is on a no-fly list.

Date Time: 23 February 2013, 630 am
Gate Terminal: Unknown

2/20/2015 Airport: FAT, Fresno

7:40:15 Airline: Unknown

PM Flight #: Unknown

Bag tag # 10digit: N/A

Bag Description: N/A

Missing Damaged item description: N/A

NOI: N/A

RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at Fresno for them to investigate the matter. Sent a claim form to the caller's email address to file a claim against TSA for the missed flight.

Special Notes: N/A

2/22/2015 11:10:01 AM
Caller is a current government employee who is also a disabled veteran with an artificial hip. She wants to know why they took out the AIT machine at RIC? She is a disabled veteran with a metal hip implant so each time she goes through the WTMD it sets it off and she has to have a full patdown. They also made her remove her shoes which is very difficult for her. Caller was upset because she was separated from a government-issued laptop for a short time during the process and it is not supposed to be out of her view. She said the regular screening line is too long and she does not want to have to go through it just so she can be screened via the AIT. The incidents occurred on 02/08/2015 and 02/22/2015.

She requested the phone number for the CSM at RIC so she could personally ask her why the AIT was removed.

Hello,
I am a member of the Global Entry Program and still DID NOT get the TSA Pre-check printed on my boarding pass in December 2014? Why did this happen? I paid the \$100 and went through all the clearances? Your website states under frequently asked questions that I should receive it? Your answers did NOT answer my question.

vr
(b)(6)

tsatcc do not reply@scenture.com

To:

(b)(6)

2/22/2015 3:03:23 PM Received-On:

02/09/15 6:46 PM

Subject:

In Response to your inquiry

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding TSA Pre?®.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?®, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?® lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?®, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?®. For example, some individuals may receive instructions from a Transportation Security

In no way does this address my original complaint of discrimination. Your response is also incorrect since families traveling with children never go through enhanced screen, and children and older adults leave their shoes on. Clearly you do not screen all equally.

But more specifically, it does not address how your algorithm for the millimeter detector was not trained on a sufficient number of body types leaving some of us more likely to be patted down than others. At this point (5+ years after it being introduced), this is unacceptable. If you have not plans to address it, those of us who are targeted for pat downs EVERY TIME we have to go through that scanner, which clearly fails to work properly, should be given another alternative. Therefore, please address my original complaint that your screening is discriminatory. Either we should be given the option of a metal detector OR we should be given the option of free TSA Pre-check (or whatever it is called), until you have addressed the problem.

(b)(6)

(b)(6)

(b)(6) | Baltimore, MD 21201

Phone: (b)(6) Fax: 410-706-1482

E-mail: (b)(6)

2/23/2015

8:29:43

AM

-----Original Message-----

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, February 19, 2015 6:43 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Thank you for your scripted response to my e-mail below. I was hoping someone would have actually read my complaint and have enough courage to check into the incident. I would like you to understand this is exact reason I could not speak out at the time these made up rules & policy creation took place, as I would have not been allow to proceed. The stunned look on my face alone, if you took the time to review the video would tell you something is vastly wrong. Your statements below are in direct conflict with my inquiry, yet I am to accept your answer and forget it ever happen? I do not accept your answer and have no doubt that the majority of tax paying US Citizens would agree with me. Your own statement taken from you reply "For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed." , are exactly why I questioned the behavior. I went through the AIT screening and was given the OK to proceed (there was no alarm), picked up my property and put it all back on or in my pocession, my bag was pulled out for secondary screening (I fully understand why). I question how you improved the security of the passengers by checking my body as a result of my bag found to have 5 pounds of lunch meat. The same lunch meat I told the only screener who followed policy, that the meat was the item picked up during the initial screening. Then I was told to take my property back off and out of my pockets for additional screening. Additional sceening methods performed on people who fail all other respectful means of screening, which I clearly did not. I have been pulled to the side for additional screening when something shows up on the AIT and I understand that completely, but that is not what happened here. I have also never been searched in such a manor when I have been sent to secondary screening. I am not asking you to validate that I am right, I know I am but what I am telling you is people who fly regularly as I do are going to have a problem at this airport & with these agents. We know we actually do have rights. At best there is a total lack of training or at worse a total disregard for your policies and procedures. I would sincerely appreciate someone checking into this matter in an actual investigative manner because this incident could have been avoided by your employees following your policies.

(b)(6)

2/24/2015 In Response to your inquiry.

2:36:09 PM

HYPERLINK (b)(6)

tsatcc_do_not_reply@senture.com (tsatcc_do_not_reply@senture.com)

HYPERLINK (b)(6)

(b)(6)

(b)(6)

HYPERLINK "https://a.gfx.ms/ic/bluemanmxl.png"tsatcc_do_not_reply@senture.com

From:tsatcc_do_not_reply@senture.com ..

Sent:Mon 2/23/15 6:49 PM

To:(b)(6)

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons

Disability Description: Caller just got out of the hospital after having knee surgery and went straight to HNL for her flight to Maui on Feb 15th.

2/27/2015
12:43:28 PM

Incident Details: Caller is wanting to file a complaint about the way she was treated at the screening checkpoint at HNL on Feb 15th. She went through the screening checkpoint at 12:30 pm for a 2:00pm flight. The officers were trying to get her to go through the AIT screener but she was in a wheelchair and was not able to stand and walk due to just having knee surgery. The agents were very rude trying to get her to bend her knee but she was not able to. She was crying and trying to tell the agents that she was in pain and could not stand or walk due to just having knee surgery and they were telling her to shut up or they would 86 her out of the airport. She stated that the only screening that she went through was an ETD swabbing of her hands. she did not go through the screening technology or a patdown screening.

She stated that she feels discriminated against due to her condition and also feels that she received poor customer service.

2/27/2015 Callers fiancé flew from COS and while she was in the AIT machine it set off a alarm and she had to undergo a patdown. Caller is not upset over the patdown but he stated they told her it was because of the body lotion she was wearing and he stated that was a lie.
2:50:57 PM

Submitted on Friday, February 27, 2015 - 14:25 Submitted by anonymous user: (b)(6) submitted values are:

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? No, I'm filling this form out for someone else

==Representative Information==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Work Phone

Phone Number: (b)(6)

Best Time to Contact:

- 09:00 am - 11:00 am

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Longmont

State: Colorado

Zip Code (Post Code): 80503

Other:

Email: (b)(6)

Have you been authorized to file this complaint form on behalf of

another individual? : Yes, I declare that I am authorized to file

this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Spouse

Full Name of Complainant: (b)(6)

Caller said she did TSA precheck and that she is at the Long Beach Airport and she has boots on and when she went through the wtmnd it alarmed and she got the full patdown in front of everyone because she set the alarm off and she said she is frustrated. She asked why didn't she get the option of going through the ait machine instead of the patdown. She said she is still at the airport and that she is going to Phoenix and that she does not have the name of the TSA agent. She asked does she have to remove her shoes at the checkpoint. She said the Officer asked if she wanted a private screening and told her that she could have gone through the ait machine but she was already over there for the patdown. She said she is trying to understand the precheck process.

Mishandling RFI

2/27/2015

6:34:38

PM

REASON for the call: Complaint

Date Time: 02-27-15 at 4:30 pm

Gate Terminal: gate 2

Airport: Long Beach

Airline: US Air

Flight #: unknown

RESOLUTION to the caller's issue: I advised her that I will refer this to the CSM at the airport.

Caller flew last year 2 times and both times after the AIT she got additional screening; the first time they search her hair and the second time they searched her breasts. Also, she got specifically and solely asked to show an ID before even getting to the ID check counter. She felt uncomfortable and felt racially profiled. Transferred to MB.

2/28/2015

10:43:53

AM

(b)(6) Notes:

Caller feels she was racially profiled on a November 10th, 2014 flight from LAX aboard Virgin American #878 which departed at 12:00PM.

REASON for the call: Caller's wife and daughter flew from Seattle last Friday morning to Baltimore on Alaska Airlines. She has TSA precheck and she is 68 years old and in a wheelchair with medical conditions and she was treated very rudely. TSA couldn't do the prescreen because they didn't have a precheck lane open and put her in the regular line and she had to wait. They made her stand up in the wheelchair and go through the AIT. His wife told them she was able to stand and walk but she probably should have said no. She is not that steady on her feet. His wife went through the AIT and they said she had something on her hands. The TSO did something with her hands and pulled her into a room. The TSO kept questioning her about her hands and said she put something on her hands and she kept telling them she did have anything on her hands. The TSOs weren't very pleasant and it was bad customer service. His wife has peripheral neuropathy on her hands due to damage from cancer. The TSOs were making fun of her because she had a bag with excrement in it and they were rude to her. They hadn't been trained very well and they did not approach her properly and did not know what an ileostomy was. The gals doing the body check weren't very accommodating. The TSOs treated her pretty rudely. They didn't even tell her daughter where her mother was and the wheelchair attendant told her they took her into some room. His wife is 5'8", 210 pounds, blond and 68 years old.

3/6/2015 4:40:30 PM
Date/Time: February 27 2015, 700 am
Gate/Terminal: Unknown
Airport: Seattle
Airline: Alaska
Flight #: Unknown
Bag tag # 10 digit: N/A
Bag Description: N/A
Missing/Damaged item description: N/A
NOI: N/A
RESOLUTION to the caller's issue: Advised the caller I would forward this to the CSM at Seattle for review and investigation.
Special Notes: N/A

Disability Description: Callers mother has a pacemaker.

3/10/2015 9:36:13 AM
Incident Details: Callers mother (b)(6) flew today she went through the checkpoint, Terminal B at EWR around 10:10 pm on 3/09/2015. She was in a wheelchair provided by the airline, she has a pacemaker and had documentation showing that. She said that her mother can not stand for long periods of time and has difficulty walking, she informed the officer of this information and requested to be screened using a patdown. The TSO forced her to stand up and go through the AIT and she almost fell. After being screened by the AIT they did a full patdown as well. She said that she is concerned about her mother's health because the physicians informed her not to go through any type of xrays.

Caller is wanting to know what can be done about the terrible experience her mother had yesterday when going through the checkpoint. She wanted to know what the policy is for going through screening with a pacemaker.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/10/2015 9:03:33 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/05/2015 7:30 AM Airline & Flight Number : AA 1539 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

3/10/2015 10:15:36 AM
Comment : I felt that I was very disrespected by two TSA employees while checking in. I am pregnant and opted out of the wave scanner. I notified the first agent that I was pregnant and was opting out. The female agent then asked me to stand in several different places while waiting for another female to perform the pat down. This agent proceeded to get nasty with me each time I did not stand exactly where her finger was pointing. I felt very uncomfortable as I was being asked to stand what I felt was too close to the scanner. A male agent then chastised my decision letting me know that I should just go through the scanner as it is only "radio waves" and that my cell phone is probably harming my child more than the scanner would. Agents should not be giving incorrect medical information or unsolicited advice, especially when the safety of these machines has not been sufficiently studied.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

3/10/2015 3:43:38 PM
Caller is currently at LAX. She keeps calling the number for their TSA department and is not getting an answer. She wants to talk to someone today before she leaves the airport. She is calling (b)(6). She says that she is flying via Southwest flight 4812 from LAX at 1:55 p.m. She says that she is currently at gate 7. The incident occurred between 1130 a.m. and 12 p.m. Caller is traveling in a group of 50 individuals. They have 43 students and 7 chaperons. Caller says they were traveling from IAH to LAX and back for a school trip. One of their students has turned 18, but has no driver's license or state ID. All she has is a student ID. They made it through security alright in IAH. However, in LAX the mail document checker said that she was 18, so she had to go to another line since she didn't have a state ID. She says that the officer just pointed in a general direction and didn't give any guidance as to where exactly she needed to go. The caller is not upset that she had to go through a different procedure based on her age. What she is upset about is that the officer was rude to the child and also the adults that tried to help her. The adults began asking him if someone could go with her because they were on a school trip and she had to keep a chaperon. He ignored them. Finally another officer came over and told them that someone could accompany her and showed them where to go. After this, they began splitting the line, sending some through PreCheck and some through normal screening. They sent a big group of the kids through one way and all of the chaperons were being sent another way. One of the chaperons followed the group of kids and an officer said, "What are you doing?" in what the caller describes as a rude tone. She says that the chaperon explained that this was a school trip and the kids had to have a chaperon. She says that at this point one officer looked at the caller and started saying to keep everything on that she was going through expedited screening, not to take anything off. The caller describes this officer as rude as well. She says that she went through the WTMD and it alarmed. She says that she told her that she had metal implants throughout her body. The officer ignored the comment and told her to take off her watch, bracelets, and engagement ring. The caller took all of this off except for her engagement ring. She was sent through a couple of other times. Another passenger told her that she still had her sunglasses on her head. She says that the officer didn't tell her to remove this, but tried to get her to take off her engagement ring. She says that she told her 5 or 6 times that even if she takes all of this stuff off, she will still have an alarm because she has implants in her back, collar bone, left leg, and a screw in her right knee. She was referred for a patdown. She tried to get them to let her use AIT instead and the request was denied. She says that the patdown was done and although she wasn't very satisfied with the fact of having it done, her main complaint was that the officer was once again rude. She says she wasn't rude until the end when she just said "Have a good day!" and walked off. She never apologized or anything. She says that all of that could have been avoided if she would have listened to her from the beginning, instead of sending her through and then take a few things off and then repeat. Also, she says that AIT would have helped avoid this as well. She says that she asked for a supervisor and the officer just pointed off in a general direction and said, "They are over there somewhere." She says that she finally found a supervisor (b)(6) from terminal 1, who kept interpreting it that the caller was complaining about the rules. She says that the supervisor couldn't understand the concept that it was not because of the rules, but just because of the rudeness and ignoring the fact that she had told them she had the metal implants. She says that she wants to speak with the CSM before her flight departs, whether this be in person or via phone.

3/11/2015 Caller was at LIH and someone was at the sterile area of the airport asking where you stayed and how much you spent. He did not like the questions that were being presented. He thought they were for marketing purposes.

1:30:15

PM

Then he wanted to let us know so that we could be aware that the AIT machine in LIH was showing anomalies on his shoulders, but he had a knee replacement that was not recognized.

Caller flew from Orlando International Airport on March 10. He went through the TSA Security screening Checkpoint between 12:30 and 1:00 PM. He was asked to go through the AIT machine and it said there was an anomaly found around the crotch area. He was told that a patdown needed to be performed. When the TSO named (b)(7)(F) did the patdown he was way too aggressive and should not have touched his genital area so much. He would have rather been given the option of a strip search instead of being groped in front of everyone. He felt awkward and very uncomfortable. He walked away and the more he thought about it the more upset he was and went to talk to a TSA Supervisor and found (b)(7)(F) but was not given his last name.

(b)(7)(F) simply said that there was an anomaly and that a patdown had to be done. Caller understands this but there is a place and a way to perform a patdown. He has been in law enforcement and is very aware of how a patdown should be completed. Not the way this TSA employee did his patdown. He hopes no one else has to have that done to them in public.

3/11/2015

3:05:13

PM

REASON for the call:

Patdown was way too invasive around his genital area and was conducted in the open.

Date Time:

March 10 12:30 1:00pm

Gate Terminal:

Gate 8 and switch then Gate 1

Airport:

Orlando International

Airline:

JetBlue

Flight #:

398

RESOLUTION to the caller's issue: AIT and he had an anomaly in his crotch area and touched his privates. And did

Special Notes:

I apologized for the incident and advised the caller that TSO's are trained to be respectful. Told caller I would forward their complaint to the CSM for review.

Caller and her husband were flying out of Orlando International with their 9 year old daughter. The wife went through screening first then the daughter and then the father. The daughter had an aerosol can of sun screen which was thrown away.

Then they all went through the AIT screening. Next thing the parents know is a TSO agent wanted to take the child to a private room for screening. The parents stated the daughter did not have any alarm in the AIT so why does she need to go to a private room for screening. The TSO did not explain any reason for the additional screening. The father would not let the TSO take the child out of their sight and the TSO did not offer for one of the parents to accompany her during the patdown in a private room. The parents are very uncomfortable about this. And would like an explanation of why the extra screening for a nine year old.

3/12/2015 Airport: MCO

6:07:05

PM

March 5 5:03 or 5:30 PM went through the screening

Southwest Airlines flight

Original she had a bottle of sunscreen 3.4oz. and that time she was told to go to a private room to AIT first and did not sound an alarm and then luggage first then all went through the AIT no suggestion and then they

3/14/2015

2:32:07

PM

Caller slipped while going through the checkpoint today BOS on her way to Detroit and said that she now has a shooting pain down the left side because it jarred her when she slipped coming out of AIT while standing stepping out in her socks. Caller said she did not want to start anything but she was treated unprofessionally and a male TSO at the checkpoint made the comment Seems like you're just trying to get a lawsuit, instead of asking if she was ok. She said that she went to talk to someone about filing an incident report and they told her she could file a claim and she said she then asked for the male officer's name that had made the inappropriate comment and she was told she didn't need his name. Caller said they did tell her that they could find the incident in the video coverage of the checkpoint. She is about to fly back home to Detroit and she will see a physician once she arrives. She described the male TSO as a young man with dark hair and a long dark beard who would be in the video coverage.

Disability Description: The caller is deaf.

Incident Details: The caller was flying with his family, a party of 16, coming back from vacation. The caller stated that the TSO's were screaming instructions advising people not to wait to undress until the last moment and also not to dress until they had collected their things. The TSO's were very rude and talking down to people which the caller felt was uncalled for.

The caller stated that he went into the AIT for screening and stood there and one of the TSO's looked at him and said okay. At this point he left the AIT and progressed to get his belongings. A female officer stopped him and put her nose one inch from his face and asked him where he thought he was going because she had requested he stop. He stated he thought he had been cleared by an officer. The TSO stated he could not leave the AIT until the light was green. The caller looked at the AIT and it was showing green. The TSO said he had asked him to stop and he ignored her. He told her he was deaf and did not hear. The caller stated the TSO laughed at him and said he was not deaf. The caller stated the TSO then turned to her coworkers and said the caller had stated he was deaf and they all laughed. The caller proceeded to get dressed and went back to the TSO to get her name from her badge and she stated to him, oh no, not this again.

3/15/2015

2:35:51

PM

Date and Time: 3-14-2015 at 9:23

Flight #: 1420

Airport: Newark International

Airline: United Airlines

Gate Terminal: Gate 137

Officer's Name: (b)(7)(F)

Caller stated she would like to give a complaint concerning two TSA agents during a patdown. The TSA agents are: Agent (b)(6) and Supervisor (b)(6). Caller is a flight attendant. She was recently visiting her brother who is terminally ill. She was dressed in plain clothes and she did not see the known crew member lane available. She did not want to go through the AIT and opted for the pat down instead. She asked TSO (b)(6) if she would wear clean gloves. (b)(6) complained about having to do so and proclaimed "This is the third time today with attitude." (b)(6) asked the caller if she would like a private screening. If caller had known how the patdown would go then she would have requested a private screening but she did not. When the patdown began, (b)(6) raised her shirt up in the back. Caller stated she went down one of her legs and when she came back up she touched her vagina. (b)(6) came around the front of her shirt and caller felt her hand on her stomach around her navel. She made the comment aloud at the checkpoint that she felt she was being touched inappropriately and (b)(6) called the supervisor over. Supervisor (b)(6) came out and said "Ma'am, you are refusing a patdown." She said she felt intimidated by the TSO and Supervisor, so she called for a Denver police officer. Supervisor (b)(6) came back and took her ID.

3/16/2015
8:23:54
PM

When the police officer arrived, she asked the police officer how long it would take, and he said "A bit." Caller was embarrassed in front of all those people. Caller requested a screener other than (b)(6) to conduct her patdown but this request was denied by Supervisor (b)(6). According to the caller, the Supervisor forced her to go through a second patdown with (b)(6). She felt the TSOs were smirking, she felt as though she was held unlawfully, she felt like a common criminal. She said there were several members of management and no one spoke to her, she said they spoke at her.

CSM RFI
REASON for the call:
Date Time: Saturday, March 14-8:00 (went through security at 6:15 am)
Airport: DEN
Airline: United
Flight #: 5224

Caller asked if she needed to fill out any forms in order to make this complaint.

3/16/2015
8:43:20
PM

Disability Description: Caller states she has metal implants in her knees and when she goes through the precheck and goes through the WTMD she generally alarms so she requests to go through the AIT and usually does not have any trouble. Caller states the last time she flew the officer asked her to remove her shoes and was asking what are the rules regarding shoe removal.

3/19/2015
9:34:59
AM

Caller's wife (b)(6) has an ostomy and flew from Ft. Myers to Atlanta this morning. Caller is upset because the TSO's there had her raise her shirt in front of people embarrassing her in front of everyone. She went through AIT raised her arms and was given a patdown. Tested her hands then took her to a private screening where there was 4 security officers. Caller advised that she felt violated because of the patdown. The secondary screening nearly caused her to miss her flight. She has no problems at other airports only Ft. Myers.
Airport: Ft. Myers RSW
Airline: Delta
Flight number: Unknown
Date and time: 3-19-15 @ approx. 7am.

Submitted on Saturday, March 21, 2015 - 06:02 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Forced to use body scanner despite request (twice) to opt out.

Are you filling this form out for yourself? Yes. I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Surrey

State: Florida

Zip Code (Post Code): V4a1x1

Other: BC, CANADA

Email: (b)(6)

3/21/2015
9:12:03
AM

==Incident Information==

When did this happen? 03/21/2015

Where did this happen? FLORIDA - MCO - Orlando International

What happened? Orlando, around 0530-0545 hrs. Went through security. Asked to opt out of body scanner. Agent called for a male opt out. However, despite waiting beside the scanner for ten minutes, no one came to assist me. By the end there were two of us waiting but it was clear no one was going to come and deal with the opt out. Finally I was FORCED a to use the scanner because I had to catch up with my party and my plane. I do not like to use the scanner. It had a sign on it saying I could opt out. but the agents, by their actions made it clear that one goes through the scanner or waits indefinitely until one changes ones mind.

Name: (b)(6)

St. Louis, MO 63146

St. Louis-Lambert Airport
Terminal C
March 21, 2015 About 10:30 AM
American Airlines
Flight 1686

I am filing a complaint against:

TSM - (b)(6)
STSO
LTSO

3/22/2015
9:13:05
AM

I am a 67 year old woman. I had polio at age 2 and have walked with crutches and a full length leg brace for 65 years. On Saturday, March 21, I told the TSA screener that I had a full leg brace and that I could stand alone for a short time to go through the AIT screener. I was screened, I held on to the sides while my crutches were run through the conveyor belt. As I walked out of the screener, (b)(6) said to me, I can't see the top of your brace. You have to have a private screening. I have to see your brace. I told her that I had never had to do a private screening and that she was not using the proper protocol. I asked to see a manager. (b)(6) came over. He did nothing but listen to (b)(6). I asked (b)(6) to ask someone else. She brought over another agent. (I don't have her name.) She basically didn't know what to do and didn't want to get involved. Then (b)(6) brought over (b)(6). (b)(6) tried to get more clarification of the situation. She asked someone what to do. That person didn't have an answer. Meanwhile, (b)(6) kept insisting I have to see that brace.

I kept saying, This is not right. This is not the correct protocol. However, I had no power, and if I wanted to attend my only grandchild's 6th birthday party I had to agree to a private screening. I went into the private screening area, pulled down my jeans and showed the brace to (b)(6) and (b)(6). This was humiliating. This was not right. I was discriminated against for a medical condition that I have no control over.

I fly about 4 times a year, and this has never happened to me. Your agents were not informed of how to handle my particular situation. I tried to tell them how I am always handled during a screening, but NONE of them would listen to me. I belong to a polio support group which gives us information about the proper protocol for screening a person with a full length leg brace. I knew what the correct procedure was, but they would not listen.

I understand that some agents choose to pat me down. While I don't like being singled out for this, I have never complained about it. I understand that we all want to be safe. I am a reasonable person and have to accept certain screenings for me because of my disability. However, I do not accept the humiliation of having to pull down my jeans. This is not right.

My intention in filing this complaint is not to make trouble for (b)(6), (b)(6) and (b)(6). My intention is that they learn the correct protocol so that no one else has to be humiliated like this.
Disability Description: The caller uses a CPAP device for a respiratory condition.

Information Request: The caller is a member of the TSA Precheck Application Program, and was using an electronic boarding pass that listed her as TSA Precheck approved. However, the female TSO at CAE refused to accept the paperless boarding pass, and told the caller that she would have to go to the airline to request a white card indicating her TSA Precheck status for the flight. She did so, and presented the paper boarding pass to the TSO, who then allowed her to go to the Precheck lane. However, the AIT machine used for the Precheck lane was also being used by regular passengers. Therefore, the amount of time was not decreased. Also, she was forced to remove her laptop and CPAP from the carrying cases, and wanted to file a complaint. She indicated that TUS never asks her to remove her CPAP from the carrying case.

3/22/2015
11:05:26
AM

Flight Information:

Date and Time of Flight: March 22, 2015; 12:00 PM
Departure Airport: CAE
Airline: Delta Airlines
Flight Number: 5094
Terminal and Gate Number: Gate 8
Time of Incident: Around 10:30 AM

REASON for the call: Caller stated that the screeners at the checkpoint were extremely rude and were idiots. He feels like they did not have any courtesy and they did not know any proper protocols about the screening procedures. After being treated extremely rudely at the checkpoint he found his checked bag in shambles everything thrown back in the bag and items that had been damaged. He is wanting to know what can be done about this. He was also upset because there was several agents texting at the checkpoint and not working and he took a picture to prove it.

He stated that he feels like he was discriminated against because of his race at the checkpoint. He said that he pulled out his ID showing he was a known crew member. He said that known crew members do not have to go through the AIT. The screener said well you are today in a very unprofessional manner. He refused to go through the AIT and had to have a patdown and they thoroughly checked his carry on as well. The TSO refused to let him go through the lane without the AIT because he was not in uniform. He said that they treated his wife poorly and there was another white guy behind him and they gave him a hard time as well. He said then two Puerto Rican ladies who had an unbelievably large amount of items were sent through the lane without the AIT and was not give any hassle in fact the TSO was joking and cutting up with them.

3/23/2015
9:24:20
AM

Date Time: 03/22/2015 01:00 pm
Gate Terminal: JetBlue Terminal A
Airport: SJU
Airline: JetBlue
Flight #: 1034
Bag tag # (10digit): (b)(6)
Bag Description: It is a crew member bag. There is a sticker on the bottom of a S with two pine leaves.
Missing Damaged Item description: There was a bottle of hot sauce broken and spilled on his shirt. He had \$80 shirt that were just thrown back in the bag and under his shoes.
NOI: Yes- Nothing written or stamped on it. 937C

Disability Description: Both of her daughters (12 and 18) have diabetes.

Incident Details: She read that px can be screened via the AIT and the WTMD. They have requested to be screened via the WTMD. At most airports, including MCO, they have been permitted to pass through the WTMD, however one of her daughters was not permitted to do so at SLC. She cannot go through AIT as it would effect the insulin pump and had to wait ten minutes for a female TSOs to become available.

The px behind her daughter advised the TSO that she had a metal implant and was directed to the WTMD.

She stated that she is going to file a discrimination complaint.

I asked the following:

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing.

3/24/2015
4:19:35
PM

The caller indicated that she was not so much interested in filing a formal written complaint, but that she would like more information and consistency in regard to the policy.

She wants more specific information about how the agent makes the decision as to whether a px with a disability it screened. She believes that px should be able to opt for the WTMD screening if the WTMD does not effective the device.

Date Time: 3/19/2015 4:30pm
Gate Terminal: Terminal 2
Airport: SLC
Airline: US Airways
Flight #: NA

3/26/2015 7:43:43 PM The caller's family does not desire to use the AIT and prefers to have a patdown or to go through the WTMD. She has experienced some resistance from TSOs in the past concerning her family's request for patdowns, and there arose a situation in which a TSO caused an ruckus over her 3-1-1 bags that were in compliance. She is anxious about flying again and wanted assurance that the previous experiences should not have happened, and that the future experiences should be better. She asked about special screening procedures for passengers 75 years or older, and for children 12 years or younger.

3/27/2015 1:50:38 PM Caller is retired military and has medical disabilities. Every time she screened she goes through the AIT and has to have a patdown. This is very embarrassing. She feels she is being singled out.

3/27/2015 4:43:53 PM Caller applied for the TSA precheck 2 and a half weeks ago and the UES is telling her it is with the TSA and it might take another 6-8 weeks because they had trouble taking her fingerprints. Is there any way she can get this expedited? She has metal, screws and plates in her body. The last time she flew she was wearing a leg brace and she had to remove it and she got a full body patdown after she went through the AIT and her bag went through twice. She wants to avoid having to get patdowns. She used to have a card from her doctor. Would that help? Charlotte Douglas has full body scanners in some areas and others have the older technology. Is there any advantage to going through one or the other?

Hello,

3/28/2015 3:19:13 PM Yesterday I flew out of ITO. I am pregnant and asked not to go through the AIT. Instead of allowing me to go through the metal detector, which I was told was only for pre-check passengers, I was made to wait for several minutes and then had a pat down. While I understand that the pat down is one of the screening methods, I do not understand why it would be used in place of a metal detector that is already functioning but not in high demand. ITO is not a busy airport and it is not clear to me why TSA would choose to take a female from her post for a pat down instead of allowing me to simply walk through the metal detector. The pat down, and where it was located, made me feel like a criminal. I don't think it's a very kind way to treat pregnant women and would like to suggest that you reconsider your pat down policy in places where there are working metal detectors. Not only would it save TSA time, but it would also make pregnant women feel less ashamed about their condition.

Thank you for your consideration.

(b)(6)

3/30/2015 7:26:51 PM Caller carried his cash in his hand and when he went through the AIT the TSO told him that he would have to see the cash and when he showed it to him the TSO told him he would to hold it in his hand. This upset him because he thinks they were trying to steal it. He wants the written policy for this. He said a person came through with no ID and was allowed through and he wants to know how.

This incident happened at MSY
I advised that a person can get through the check point without ID but they would have to go through an alternate ID process.
Disability Description: Caller has a metal implant and has back problems.

Information Request: Her next flight is with United on the 21st of April. She does not have all the information required to set up assistance but she will call us when she has it.

3/31/2015 3:41:55 PM Incident Details: Caller flew yesterday from EWR to MIA. She had a negative experience. TSO (b)(6) was rude and was not considerate about her disability. She has had surgery and has a metal implant and back problems. She uses a wheelchair and has a cane. She usually gets assistance from the airline. It was with United yesterday. The person with United assisted her. The TSO inspected her wheelchair. She went through the AIT and then was subject to additional screening. She told them that she could only briefly stand. She was asked to remove her shoes, which she was fine with even though it is difficult. They did additional screening on her bag as well. She almost missed her flight. She was in pain. The TSO had a bad attitude. She couldn't stand or bend forward. The TSO requested that she do so. She told them she couldn't and the TSO asked her if -she wanted to get in to a problem-. She flies back on the 21st and she is scared to fly again because of that negative experience. She asked if she could do anything to avoid such cruelty. The TSO finally gave her her name after asking her a 3rd time. She considered calling a lawyer.

Date and Time (departure time and arrival time): 3-30-15 @ 8:57 pm
Gate Terminal: NA
Airport: EWR
Airline: United
Flight Number: UA1704

4/1/2015 4:26:06 PM On March 31, 2015, I received a TSA precheck boarding pass for American Airlines Flight 943 from St. Thomas, USVI to Miami. I was told to go to the speedy line where I need not take off my shoes. Then a TSA agent loudly asked my if I had any medical implants. I said that I had a metal plate in my ankle. Forget privacy.
She then told me to go to the longer line where I would have to take off my shoes. I then had to go through the AIT screening. The TSA agents were barking orders which I did not understand, about which poses they needed. When I emerged from the screening device, a female TSA agent told me to stand & she would wave a wand over my hands. She then told me to stand in front of her and spread my legs. I did. Then she yelled, "WIDER!" I complied, still barefoot, trying to make sure that my carry-on possessions were not carried away. Forget about any shreds of dignity.
I am a 67-year-old grandmother of 4, a retired school teacher. I believe that your policies need improvement. Or the TSA agents in St. Thomas need sensitivity training.
No TSA agent has ever asked if I had a medical implant. I told the truth. My reward for cooperating with honesty was to be treated with hostility and humiliation. Why exactly did I have to go through the AIT screening AND the public patdown? If I had requested a private patdown, would I have been able to bring my valuables with me? Would I have missed my flight?
Please explain why the TSA agent needed to pat me down intimately in public when I had already completed the AIT screening.
Are TSA agents discriminating on the basis of disabilities????

Sent from my iPad

I m not looking for an automated email. I m looking for a human answer. If you can t answer me then I ll have to get the media to seek answers on my behalf. I am very disgusted.

(b)(6)

On Apr 2, 2015, at 5:17 PM, tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening.

TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. TSA must screen all passengers and their property before they are permitted to enter the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that Transportation Security Officers (TSOs) treat all passengers with dignity, respect, and courtesy.

4/2/2015
6:15:47
PM

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on bags, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, or children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

The primary purpose of passenger screening is to prevent the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. TSA's policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

Passengers are permitted to wear any type of clothing they wish through the security checkpoint, however, if the TSO cannot reasonably determine that the clothing is free of a prohibited item, the passenger will be referred for additional screening. This policy extends to all clothing items and is not directed to any particular item or group.

4/3/2015
2:05:17
PM

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers. Caller has applied for PreCheck at SFO. Caller has a metal implant, and he alarms the WTMD. Caller wanted to know if there is something that could be done at the checkpoints that do not have the AIT available so he does not get push back in line. Caller wanted to know if there was a card that would allow him to not have issues at the checkpoints.

The caller flew from Miami to LaGuardia yesterday. The caller opted out of going through the AIT and it took sometime for her to go through a patdown. Her bags had already gone through scanning and she was separated from them for sometime. When she got on the aircraft she discovered that her laptop was missing. She wanted to know what could be done about getting it back.

Date Time: 4-4-2015 at 2:28 PM
Gate Terminal:

4/5/2015
3:54:16
PM

Airport: Miami International
Airline: Delta
Flight #: 5967
Bag Description: MacBook Air in a royal blue Incase, two stickers on it, one says illest in script in hot pink and the other one has a blue circular logo with a plus sign on it

The caller indicated her mother had contacted lost and found and they had her bag and disconnected.

On April 4, 2015 at approximately 9am my husband and I went through security at Burbank Airport. I am not a frequent traveler but as the daughter of a woman who died of breast cancer I am very concerned about excessive radiation when going through airport security. As a result I always ask for a "pat down" and have always received one. On this morning, I noticed there weren't the usual walk through security check points and out of concern I asked what the apparatus was and for a "pat down", I was told by a TSA agent, not to worry that this was not an x-ray machine and that Burbank stopped using those. With no reason to doubt the TSA officer's insistence I walked into the apparatus there was a wand, and I then felt a hesitation and was about to get out and insist that I have a "pat down" before I could react it was too late. On the way to our terminal I had increased doubt as to whether or not I was told the truth and I went on to board my Las Vegas flight.

The very next day, at the airport in Las Vegas I saw the exact same apparatus being used I told the TSA agent there that I did not want to go inside of it, he quickly stated that if I did not mind waiting he would have a female TSA agent assist me with a "pat down". I am not at all certain why the TSA agent at the Burbank Airport would go out of his way to misinform me about the scanner and have me go through it when I was very clear that I DID NOT WANT to go through a radioactive scanner. This kind of negligence makes me very uncomfortable albeit now I understand I cannot/should not take a TSA's word as truth. Perhaps it is not a big deal to some people/TSA staffers, but to others, like myself there are concerns and those concerns should not be dismissed. ALL TSA agents should be informed, and when in doubt give the person the option of a "pat down". My right to decline was taken away when that TSA agent told me NOT TO WORRY that they, Burbank Airport do not use those kinds of machines anymore. When the fact is that THEY DO millimeter waves ARE radioactive (I googled it) HYPERLINK (b)(6)

4/6/2015
8:38:39
AM

2.2. Radiation safety

Although millimeter-wave scanners are becoming the primary full-body scanners used at airport security checks, there is still an alarmingly small amount of information about its potential health effects. The millimeter-wave safety standards are dose rate (power density) standards expressed in mW/m². The power density for a millimeter-wave scan is between 0.00001 and 0.0006 mW/cm² (HYPERLINK <http://www.sciencedirect.com/science/article/pii/S1687850714000168#bib3> Moulder, 2012). These scanners are believed to be less harmful to passengers because they emit nonionizing radiation and presumably do not have the potential for cancer causing DNA damage. The established health effects associated with non-ionizing radiation are limited to thermal effects. The long term effects of this type of radiation are still uncertain but it was reported that these scanners operate at outputs well below those required to produce tissue heating (http://ec.europa.eu/health/scientific_committees/emerging/docs/scenihr_o_036.pdf).

REASON for the call: Caller said when he came through the body scanner a heavy set African American TSO started rubbing him down and never said anything. Caller then asked the TSO what he was doing and he said he was clearing a alarm that was on his chest. Caller asked the officer if he was suppose to tell him before he started touching him and the officer said no. Caller did not get the name of the TSO. Caller was wearing a dark blue silk shirt and blue jeans. Caller said he has grey hair and is about 6 foot 1 inch tall.

Date Time: 4/7/2015 at 3:30pm
Airport: ATL
Airline: Delta
Gate Terminal: Caller does not know
Flight #: Caller does not know
Bag tag #: n/a
Bag Description: n/a
Missing Damaged item description: n/a
NOI: n/a
Email: Caller does not want to provide

4/7/2015
4:08:34
PM

RESOLUTION to the caller's issue: TSOs must conduct additional screening to resolve an alarm of the walk-through metal detector or an anomaly discovered during Advanced Imaging Technology (AIT) screening. It may also be necessary for TSOs to conduct additional screening on carry-on items. TSOs are required to be considerate and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: 1 (b)(6) New Fairfield, CT
Zipcode: 06812

4/9/2015
8:32:19
AM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Bradley International Airport

4/9/2015 9:50:23 AM
Caller applied for PreCheck. She has a knee replacement and has had difficulty using PreCheck. She is pulled out of the PreCheck line and taken somewhere else for screening. She is not sure why she paid the \$85. She wanted to know if I would recommend that she not tell the TSO that she has a metal implant. She said that when she is taken out of line she is always put at the end of the regular line. She thinks there is a way around this. She recommended that all PreCheck lanes have an AIT or that some sort of wand is used.

Submitted on Thursday, April 9, 2015 - 11:30 Submitted by anonymous user: (b)(6) Submitted values are:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Association
- Profiling
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address: (b)(6)

City: San Jose

State: California

Zip Code (Post Code): 95116

Other:

Email: (b)(6)

4/9/2015
12:25:04
PM

==Incident Information==

When did this happen? 04/07/2015

Where did this happen? CALIFORNIA - SJC - San Jose

International

What happened?

I was escorting my wife and two daughters (ages 3 and 1) through a TSA checkpoint. Every time in the past that we have gone through an airport, a TSA agent would take us all through a metal detector, and sometimes swab my hands, and in the case of my wife to pat down around her head-scarf and put the swab in a scanner.

She can be temporarily reached at the number above. She declined to provide an alternate number.

She is diabetic. Her doctor has written a note indicating that she requires a nutritional meal replacement drink. About a year and a half ago at the Eastern IA Airport, a male TSO was very clearly slowing down the process of examining the container. She indicated that it was taking his time. He indicated that it had to be opened. She indicated that it couldn't be opened. He then indicated that it had to be tested. She indicated that if it was additionally screened she would

On 3/25 at, ONT (flight 1412 departing at 8:30am). She was screened by AIT and a patdown. She declined that the medically necessary drink be opened.

4/9/2015
3:16:04
PM

She was advised that there is a PSS that she should speak with prior to her flight to ensure that she doesn't receive a patdown.

She wants me to do whatever needs to be done to change the policy so that a patdown is not required. She asked that I or my superior ensure that her call reaches the appropriate entity so that the policy can be changed.

She asked for a superior.

Hello,

What are the procedures for filing a complaint against an employee who scolded me for refusing to remove a vest that would expose myself going through the Advanced Imaging Technology equipment at Bush Intercontinental Airport, Terminal A, April 11, 2015?

4/11/2015
11:01:59
AM

TSA guide does not specify the requirements to remove such clothing.

Thank you,

(b)(6)

Caller has a complaint against a TSA employee at FLG on 04 10 2015 at 2:30. He called someone in the Arizona area and they told him to call TSA and that a lady named (b)(6) might answer the phone.

He was flying US Airways Flight number 2770.

He was getting ready to go through screening at FLG. He told me that he had flown a lot and he has been screened a lot and that this was very unprofessional and he felt like the TSOs there were not well trained. He also informed me that he was a LEO.

He also said that while he was being screened the TSO touched his crotch with his palms turned up instead of down. He said the TSO hit his crotch pretty hard and was very rough with him. He said the TSO pulled his pants down about 6 inches to a foot on the left side of his body. They offered him a private screening but his bags were moving on the baggage conveyor out of his sight so he declined so he could hurry up and get back to his bags. He said he had a police badge and \$500 in his carry on.

4/11/2015 6:52:01 PM He said he informed the TSO that he had had a knee replacement which was causing the machine to alarm. He said they did not have the AIT so he had to use the WTMD. He said they only had 5 or 6 employees working at the screening checkpoint and that it was a small airport.

He said the screener was about 30 years old. He described him as a large, which he said was a nice way to describe fat, and that he was either Hispanic or Indian.

He said prior to boarded his flight that he overheard 3 female and 3 male TSOs talking about their private life, such as their girlfriends and things, and thought it was unprofessional. He asked a LEO that was standing at the screening checkpoint who their supervisor was and he pointed out one of the men in the same crowd that he had witnessed talking about their personal life.

Again he stated that he believed the TSO at FLG were unprofessional and badly trained. He said they acted like they might be part time employees.

Caller has a complaint about a TSA agent. Caller said he is a amputee and he usually does not have to remove his belt and shoes. Caller said the officer told him he has to take off his shoes and belt. Caller said the TSO then asked him if he had a problem. Caller said the officer told him to walk over there and do as he said. Caller said he forgot to remove his pen and the officer told him to go back and remove his pen. Caller said he was then tested for traces of explosives. Caller said he had his hand on the gate and the TSO told him to remove his hand off the gate. Caller said he then went through AIT screening and was allowed to go to his flight. Caller said the TSO s name was (b)(6) Caller said (b)(6) was 6 ft tall in his late 40 s with a gray beard and African American.

Airport: Tampa
Date and Time: 4 12 2015 at 4:30pm
4/13/2015 2:18:54 PM Airline: Southwest
Flight: 1624
Gate: 34
Terminal: C

TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints and regrets any unprofessional treatment you experienced.

I advised the caller that I could take down his information and send the complaint on to the CSM at the airport so they would be aware of the situation. I cannot give him any guarantees that he would be contacted, but the CSMs are very good at handling a situation when it arises. If he wants to contact them directly, he could choose Option 5 in our IVR to get their direct contact info.

CSMs may be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.

Caller was at Reno airport trying to get through security. She told me that while she was in line for screening a TSA worker came down and warmly greeted everyone. She asked the TSO who she could talk to let them know that she could not go through the scanner. He told her that she could opt out of the AIT if she wanted to. She gave the TSO a letter from the doctor saying her and her items could not be scanned due to medical issues. She said some of the workers are ignorant and needed to be retrained because they did not know how to screen a passenger with special needs. She said that the TSO on duty, that she spoke to first, had blond hair with pony tail told her that her items would have to go through the scanner. She said she did not get the blond TSOs name. She said the TSO did not even open the letter saying that everyone had to be screened and that all her items had to be put on the belt. She said the TSO was rigid and did not care about the passengers needs.

4/16/2015 10:39:11 AM She said after she opted out of screening and after the bad experience with the blond TSO, a TSO came up to her and screened her the way she needed to be screened. She the TSOs name was (b)(6). She said she was a gem and was very helpful. She went on to say that she gave her triple 10 service. She said it was about 5:30 in the morning and not very busy at the screening area. TSO (b)(6) told (b)(6) to put all of her items in the tray. She took the tray around the door she just opened. She said she gave her a private patdown carefully and gently. She tested her medicine and food like she had hoped she would. She said TSO (b)(6) was competent and concerned. Caller said she told her that since she was in a uniform she did not guess that she could hug her but TSO (b)(6) told her that of course she could hug her. The passenger was crying on the phone at this point. It seemed to be a very traumatic experience for her.

She asked if there was a way that she could acknowledge TSO (b)(6) was so good to her and TSO (b)(6) gave her a card with our phone number on it.

She said she would be flying again in December and would definitely call for a PSS.

Disability Description: The caller wants to know if she should call 1-855-787-2227 to get help through the checkpoint. She also wants to report that she was harassed going through the checkpoint at EWR.

4/16/2015 Incident Details: The caller says that her medications can't be X-rayed. She also doesn't want to go through the AIT but requested a Pat down. She presented her ID and told the agent that she couldn't go through the AIT. She said she had documentation about her medical condition but they didn't want to read it. The screeners took so long that she missed her flight. She had to argue with them about how she should be screened. One of the screeners told her she had to go through the AIT regardless. The passenger never stated to me if she was given a pat down. Just the unwillingness of the TSA staff to not X-ray her medications and missing her flight. Apparently the staff also was rude to her. The caller is 73 years old. She went on to say that she would sue if this was to happen to her again.
3:00:53

PM She flew on United flight 1736 on 8 April 2015 7:30am. Boarding at gate 74.
Her original flight path was EWR to DEN to Reno. She missed her flight and her new flight path was EWR to SFO to Reno.

The caller had a better experience out of Reno. She got help from (b)(6) at Reno. The way the caller describes her (b)(6) is probably a PSS.

4/16/2015 Caller is a retired airline employee of AA for 41 years and he said he always only seems to have trouble getting through screening at PHX and that it is the only airport he is repetitively subjected to secondary screening. He said he has to have a hand inspection of his bag, they closed the Pre Check lane as soon as he got up to it, and he said when he was asked to empty his pockets and send the items through the x-ray to go through the AIT that his wallet and pocket change were sent down a different belt than the one near him although his items were still there when he went back for them. He said he flies 50 times a year and out of all of those trips he is only ever receiving extra scrutiny at PHX. He said he doesn't know why it only happens at that one airport but he called to see if their procedures were different. He said they explained to him that each Supervisor has the ability to run things differently but it has been different the past 3 times he has went through that airport.
5:44:19 PM

The caller wanted to know if one of the DEN employees that was let go due to inappropriate behavior was an African American.

The caller stated his son did not want to go through the AIT and was taken through a patdown. The caller stated that he had been waiting for his son. After 10 minutes he approached where his son was going through the patdown. He approached the TSO that was performing the patdown to find out what was going on. When he asked what was going on the officer stated he was not being able to finish his sentence about the patdown procedure.

4/16/2015 The officer stated the caller's 21 year old son was not fully complying with the patdown. The question became if the TSO was going to touch a sensitive area of the body. The officer stated he may have to. Two Airport LOE's were called and they stated that the passenger's would have to comply with the TSO in order to clear screening. The caller asked for a supervisor and the officer stated he was the supervisor.
9:59:02 PM

The caller stated the TSO was not professional and did not explain things to where they understood that was going on. He read about the incident at DEN in the news and wanted to know if touching a sensitive area was protocol when going through a patdown.

The caller did indicate that his son stated he was not touched in a sensitive area once the patdown was completed.

4/21/2015 Caller emailed a complaint. He also wanted to make a verbal complaint. His complaint number is (b)(6). He went through the checkpoint at JFK on 4/19/2015 at approximately 3 pm. He was flying on JetBlue. Upon entering the line he proceeded through the screening process. He was instructed by a TSA agent at the front to read the instructions prior to entering the screening location. The instructions indicated that there was no need to remove shoes or belts and that cell phones should be in carry-on bags. He followed the instructions and went to the metal detector. He entered and exited the metal detector. He did not hear it beep until the person behind him entered. The caller had on a metal belt that he had not removed per the instructions. After it beeped he was sent through the AIT. After he exited the AIT he was told that there was an anomaly in his groin area. He was told that by a black female agent. He did not get an explanation as to what the anomaly was. He was told to go back through the AIT. After he came out the black agent showed him a picture with a yellow flashing square in the groin area. The TSO asked for a supervisor. The supervisor asked if he had anything. He told him he did not. The supervisor performed a patdown. He started at his ankles and he worked his way up into the groin area on both legs. He did not find anything when he got to the groin area. He said that the AIT was not accurate and if it gives a false on him why can't it give someone who has something a pass. He was not given an explanation.
3:35:49 PM

Caller had two complaints:

She went through security at TPA and the customer service there was bad. She did not get a name or badge but the TSO was very rude. She said they spoke to her in a rude tone. They made her go back through the machine because her boots alarmed. The second time when her necklace alarmed, they would not let her go back through the same machine. The screen for the AIT machine is a generic outline of the passenger.

4/23/2015 Date: April 21st, 2015 At checkpoint 9:15 to 9:30 a.m.

8:41:43 AM Gate Terminal: A 30
Airport: TPA
Flight # 833
Airline: Southwest

She stated that she has an aversion to the AIT machine and who wants the patdown. Her concern is that even though they say they don't have the naked machine anymore, how can that be true. She thinks the software did not get changed out and someone in a room somewhere is looking at your naked body. She would like to be contacted with information how they changed out that software. She stated that she believes TSA and the public have been lied to. ADD: Caller stated that she had no email.

4/24/2015 Caller is wanting information on her precheck because she didn't receive the screening on this flight. Her husband did and she isn't sure why she didn't get this. She doesn't like going through the AIT because she is scared of Breast cancer so she was upset about the selection.
10:35:18 AM

4/24/2015 Caller wanted the phone number for the CSM at Tampa International. She said she saw on her cousin's Facebook that after she exited the AIT machine, the screener told her that. He did not know if her husband had told her yet but that she looked amazing.
2:49:32 PM

Caller stated that her parents flew from London to JFK to BOS. She stated that her mother has a breast prosthesis and after going through the AIT at JFK she set off an alarm. She stated that then she had to go to a private screening area and show it. She stated that they are flying again to go back to Europe and she is questioning what to do so that this does not happen. She stated that for now she thinks it is customer service and sending it to the CSM is sufficient. She stated that if it happens again she will call back.

4/25/2015 Passenger: (b)(6)
5:52:01 Airport: JFK
PM Airline: JetBlue
Flight Number: 0718
Date Time: 4 13 15 departed 10:55PM
Terminal Gate: T-5 G-21
Email Address: (b)(6)
TSA management.

I'm writing this e-mail in regard to a recent trip I had this last week. I don't expect a specific response to my experience nor do I want one stating I'm sorry your experience wasn't more positive because let's be honest when are any of our experiences pleasant when it comes to the TSA and traveling.

What I would like from my e-mail are changes in the TSA system and how it's run but I know this won't happen either since it is a government run program and let's be honest the amount of time it takes to purchase new technology or change a procedure when anything is government or state run, the changes are already outdated. It is disappointing that although we live in the United States of America, the greatest nation on earth, we are still light years behind other countries on technology and procedures with that said here is my story.

My first experience in where the TSA is lacking in technology is the AIT machines. I find it ridiculous that with all the money spent on these machines and the invasion of privacy they require that they are not sufficient for screening. By the way, your statistic that states 4 out of 5 people prefer them is completely inaccurate but when are surveys ever accurate?

On my flight out of John Wayne airport on 4/19 at 7:45 am to New Orleans I was screened at approximately 6:15 am. After proceeding through the AIT machine I still had to have a pat down because of my zipper on my sweater. I was told that the next time I should zip it in order to avoid the pat down. Really, with this highly advanced technology, which clearly it is not, I still have to endure a pat down.... In all my trips to Europe I have never, not once had a pat down. Clearly the technology the TSA purchased was made in haste. What type of research and which experts looked into to choosing the technology needed in order to make traveling safe?

4/26/2015
1:08:24
PM My second pat down, in which I was taken to a private room, no explanation on why I was taken to a private room was on 4/25 at the Denver airport. I went through security at approximately 2:30-2:40 pm traveling from Denver to John Wayne airport. Now we had missed our connection the day before, not our fault of course, but because airlines are allowed to provide 45 minutes in between flights which is only enough time to make the next flight when they are on time and let's be honest when are flights ever on time anymore? I was traveling home with my family, which included my husband and 2 young children along with my parents. Clearly my traveling experience wasn't enjoyable to this point and I was upset at all we had to endure so far. I was carrying my one year old son through the metal detector and as usual The TSA needed to test my hands with their state of the art technology which detects chemicals... Well low and behold it tested positive for something and I was told I would need further screening.

So the TSA agent took my items and as she was standing there another female agent came and tested my purse and shoes. Even though these were passed whatever test you do with your state of the art technology I was told I would need a pat down in a private room. Excuse me, a private room? Well at this point I broke into tears. They told me I could bring in a family member including my 6 year old daughter. Well wouldn't that have been pleasant my 6 year old watching me cry as I was getting patted down and asking if they were hurting me. When I was brought into the "private room" I was reaching for a kleenex, located in view at the top of my purse, in order to dry my tears which were streaming down my face at this point, I was rudely asked what I was doing and I wasn't able to have anything in my hands. Once the TSA agent realized I was reaching for a kleenex she told me I could have it. Well, at this point why not let the tears flow. I'm traveling with my family, subjected to a needless pat down in a private room, and told nothing along the way. After the several minute more extensive pat down I was handed my items and told I was clear to go.

Not once was I given an explanation of what chemical was found, and why this ultra sophisticated machine decided to let me go after I was further tested. When my family and I asked for a further explanation on what chemical was detected we were told it was classified and they were only doing their job. Well maybe your TSA agents could do a better job if they were equipped with better technology. The only thing I had put on that day, since we had no baggage, was lotion and my dirty clothes. I'm curious how many false positives you get with your highly advanced chemical detection machines but this is probably classified as well because if the public knew what outdated testing was being done and what a waste of time it was we would all be furious.

Caller asked for a supervisor and she was told one was not available at the San Antonio airport.

5/4/2015 She felt she was targeted for training purposes for another TSO. She is disabled and in a wheelchair. She has traveled from this airport before.
3:44:12 She had to undergo additional screening due to a Bottle of water and an 8 oz bottle of Ensure.
PM She went through three screenings due to the liquids in the carryon bag.
She was patted down twice and it was not necessary. She also was screened by the AIT machine.
She was embarrassed and was treated like a criminal. It was unnecessary.

Caller was at TPA today and he was verbally abused by a TSO (b)(6). He went through the AIT and put his hands up in the air like he is supposed to. The agent there told him to pull up his pants and turn around and look at him. The TSO got mad at him and asked him if he could speak English. He called for and got a Supervisor, but that person did not understand. He said he is hurt that he was treated that way. He would like someone to contact him but by phone and not email. Caller gave his email as: (b)(6)

5/6/2015 1:55:51 PM Date Time of Incident: 05.06.15 At security 10 minutes ago around 1:50 p.m. Departure Time: 5:55 p.m.
Gate Terminal: Gate A Plane leaves from E62
Airport: TPA
Airline: Delta
Flight #: 950
Bag tag #: N/A
Bag description: N/A
NOI: N/A
Wearing: Black skinny jeans with a T shirt with a collar and rainbow colors on it.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Kemah, TX
Zipcode:

5/7/2015 8:21:26 AM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

William P. Hobby Airport

5/8/2015 2:28:56 PM Caller is confused about TSA Precheck. He never applied for the program but he received the benefit when he drove down to FL last Saturday to deliver a car to his grandson. He said all he gave Expedia was his name and address and his credit card number and he did not know how that would be enough information to decide that he was eligible for expedited screening. When he got to the screening checkpoint they let him right through and he is worried that someone who is not a nice guy like him may get through the Precheck line as a FF. He said he has an artificial titanium shoulder and the AIT did not pick it up. He asked the TSO about it and was told that the shoulder implant did not show up, however, they did pick up a scar on his right leg. He said he did not have a scar on his right leg but he does have one on his left leg from when he was 9 years old. He said he is 74 years old and has had a few traffic tickets but nothing major.

West Palm Beach PBI

Caller enrolled in October 2014 for Precheck. He has only got Precheck once or twice and flies about twice a week. He has his KTN (b)(6). His wife also has precheck. Her name is (b)(6). They fly on Southwest. He is trying to find out what is wrong.

5/11/2015 9:38:50 AM He filed a police report at Boston. He had just had surgery and had liquid protein in his bag because this is all he could eat. He had some issues with the AIT because he had trouble raising his arms. They found his protein drink and wanted to open it and he told them no. He was told he had to be searched. He was taken back in the back and thoroughly searched and was hit in his crotch. They could not tell him why this was being done. The police were called and when the TSO explained that they only go to the point of resistance in the private areas of the body and described what we do to the police they told the TSO this is not how patdowns are conducted. He was very upset by this incident and does not want this to happen again. The flight was April 12th at about 6 pm on Southwest. He was wearing a blue or gray suit and tie. He had on a black coat and black cap. He does not have a name and description of the TSO but he was training someone new.

Caller flew this morning through the St. Louise airport. She is a frequent flyer and is very familiar with the TSA security process. She stated while she was in the AIT the machine the machine never scanned her. Then the TSO said she was clear and they never did a pat down. She stated she had items in her pocket and still had her shoes on. She also stated she has a metal knee and always gets a pat down, but did not this time. She stated that she tried to tell the TSO that they missed her but they acted like they didn't care. She said they acted distracted.

5/11/2015
5:47:43
PM

5-11-15 8:45am
American Airline flight#4377
Gate and Terminal: C10

I flew from SFO to SDJ yesterday. Went through security around 9:30 am. I refused the AIT because of radiation concerns. I asked to go through the metal detector instead and they said no despite the fact that others were allowed to use it. My two traveling companions also refused the AIT and were allowed through the metal detector.

Instead, I had to wait 10 minutes for a female screener. She pat me down in public - the most thorough pat down I've ever had which included contact with my vagina 3 times. Then I was brought into a private room where I was pat down again by another agent.

When asking questions, I was told that "I must not fly very much," "that I don't know procedure" and that this is standard operating procedure. I would like to mention again that my friends did not have to go through this and neither did the couple behind me who also opted out of the AIT.

5/12/2015
4:13:13
PM

Reading your regulations regarding opting out as posted on your website, I should have been offered the option of the metal detector and was blankety refused. Instead I had a strange woman in contact with my vagina 3 times. This is a violation of my rights as a passenger and a human being.

I would like to know your response and the action that will be taken to ensure that this NEVER happens again to traveler.

I am sure that this is all on camera somewhere, and I would be more than happy to sort through footage so that these two women can be identified and you can see how I was violated.

UNACCEPTABLE!

(b)(6)

REASON for the call: An African American female TSO (average weight, approx. 5'6") was rude, abusive, and disrespectful. The caller passed through AIT and there was an anomaly. A female TSO advised her to pass through again. A different African American female TSO of similar build directed her to collect her belongings. The said female TSO called back. The caller returned to her and politely asked what inquiring as to what she needed to do. The female TSO mimicked her rudely. The caller explained that a TSO had advised that she had directed her to collect her things and identified the TSO. The said TSO stated that she did not do that and that they do not all look alike. The caller feels that she was a rude, disrespectful, and racist comment..

The caller would like a response in regard to her complaint. She feels that the agent needs further training.

5/14/2015
9:32:40
AM

Date Time: 5/10/15 Between 11:45am and noon
Gate Terminal: Terminal 3
Airport: LAX to JFK
Airline: JetBlue
Flight #: 324

Call Reason: Caller states that his wife is flying today from DCA and is pregnant. He states that when she went through the screening checkpoint, the TSO refused to let her opt out of the AIT and forced her to go through it, saying that it was mandatory.

5/14/2015
11:16:00
AM

Date Time: 5/14/15 12:10 pm(?)
Gate Terminal: (does not have)
Airport: DCA to ATL
Airline: Southwest
Flight #: (does not have; but it is scheduled to arrive at ATL at 2:00 pm)
TSO: tall male with a close shaved beard and a large mole or birth mark on the side of his face

The passenger is very upset over an incident that occurred on 4/27/15. The incident occurred between 2:30PM and 3:30PM at Atlantic City Airport. She was flying on Spirit airlines. The caller went through screening with her partner. The caller alarmed the AIT approximately 3 times. Her partner alarmed the AIT as well. Her partner was patted down by a female officer. (b)(6) was not. She stated that a female officer at the security started giggling whenever she alarmed the AIT. After she caused the AIT unit to alarm the last time, a male officer patted her down without any warning. The male officer patted down her chest, her back area and one of her legs.

5/14/2015

4:06:47 PM (b)(6) was very upset. She was humiliated and very shaken by the encounter. She went to a supervisor or a Customer support manager and filed a complaint. The person told her that it was an internal complaint and that it was not a formal complaint. She was told that she couldn't have a copy of the complaint and that the issue would be handled internally.

(b)(6) feels that she was discriminated against because she is gay.

Caller's old suitcase has a NOI in it with his locked taped to it. He wants to know why TSA cuts locked. He flew from BNA. The TSS that screening him was a jerk. He accidentally left a napkin in his back pocket. The AIT picked it up. He was asked what was in his pocket. The TSS then informed him that since he alarmed that he would have to conduct a patdown. He refused a patdown from a male, and demanded a female TSO pat him down. He was denied entry. He hung around at the airport, until the TSO's switched shifts. He has already filed a complaint and hasn't heard anything back from the complaint. Caller would like to follow up on the incident, and find out what was done about the rude TSS.

Airline: Delta

Airport: BNA

Flight Number: DL9263-047632

5/15/2015 Date and Time: Feb 4 or 5 of 2014, he doesn't recall the time, guessing it was around 3PM

10:18:29 PM Baggage Tag Number: he no longer has it

Description of Luggage: white, larger sized, mid-50's, was the Supervisor over the Delta Terminal

NOI: In his checked bags, yes.

Anything on NOI: NOI Stamped 2-5-2014 up top by the taped lock, also stamped 2-4-14 at the bottom

Location: Delta terminal

Email: he doesn't use email

Caller is requesting feedback from the BNA CSM in regard to the incident, via telephone.

5/18/2015 7:22:15 PM Caller flew from Hartsfield Jackson to Detroit and back on Delta and he triggered an alarm in his ankle because he has been contaminated by heavy metal. He gave me a lot of credentials and his employment history to show where the contamination come from. He was worried that the AIT are set too sensitive.

Disability Description: Caller states his wife had metal implants in her shoulder.

Incident Details: Caller states his wife traveled this morning and they have a KTN. Caller states she has had shoulder replacement and no one offered to let her go through the AIT and forced her to raise her arm and asking why would she be subjected to a patdown. Caller asked how can he file a complaint. Caller states this occurred at Denver International airport. Caller states she informed them that she can not raise her arms and they forced her to raise them anyway. Caller states that there is no reason for a 70 year old woman to be subjected to this kind of treatment.

Caller states he feels TSA failed to accommodate her due to a medical condition.

Airport: Denver International

5/19/2015 Airline: United

2:15:06 PM Flight #: NA

Date Time: 05-19-2015 8:45 am

Bag tag # (10 digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

Anything on NOI: NA

Gate Terminal: Gate B 15

Email Address and phone (b)(6)

Caller needs to know where can she find a list of passengers rights.

She is a GE and was not told to remove her laptop from the case at Memphis airport.

She said she was harassed at the checkpoint she is on her 60's and was on the precheck line was long and nobody was at the regular line she went through the regular line and when she walk through the AIT it alarmed she wears a brace on her hand she was stopped by the tso in a rude manner that she had to received secondary screening she offered to remove the brace and was told not to move.

5/20/2015 Her carry on was searched as well she said a \$20 bottle of cream was removed she asked them to watch them place the item on the trash and they were upset about it.

5:47:50 PM She placed a teddy bear and placed back that belong to her son that passed away on the bag and she was accused of hitting the tso with the bear.

She talk to the TSA supervisor and was offered to walk her to the gate.

Caller said all the tso's were mad and rude to her.

Caller traveled 05/19/15 from MEM she went through the security check point gate 18 about 9:30 am central time she was traveling on Delta flight # 82 the flight was schedule to depart at 10:40 am to ATL.

She did not look at the tso names.

CSM RFI--- Mishandling RFI

REASON for the call: The caller always opts out of the AIT screening, but has two negative experiences recently with the TSOs. She feels that the TSOs punish her when she opts out by making her wait a long time for a patdown. Additionally, her items have already went through the screening, and were on the other side of the screening area. She indicated that no one was watching these items, and anyone could have taken them. After waiting for a long time at OAK, she started to ask a male TSO if he could make sure her personal property was safe. He cut her off before she could finish the question, and told her that this was her fault for opting out. He then started asking her why she opted out, as it does not use x-ray technology. She did not want to argue with him, so she just said that it was her decision. She was told again that the lengthy wait time was her fault for opting out, and she feels that the TSOs at these two airports punish someone who opts out. She also believes that there should be a better system for watching a passengers personal property.

5/23/2015

9:49:24
AM

Date Time: May 23, 2015: 7:30 AM
Gate Terminal: Terminal 2
Airport: OAK
Airline: Southwest Airlines
Flight #: Not Provided.
Time of Incident: Around 7:00 AM

5/26/2015

2:31:54
PM

He returned from NY yesterday. NOI was present in his checked baggage. He asked why there was an issue with his bag. He asked what would cause an alarm. He signed up for PreCheck a couple of years ago and sometimes he asked to go through the AIT. He believes that there are flaws in the design of the AIT as anomalies are detected on him. He mentioned racial profiling but would not respond when I asked if he believes that he was racially profiled.

He indicated that he flew from Chicago to NY on Friday and sent an electronic form in regard to his however he had not received a response.
Caller is a flight attendant for American airlines. She was going through DFW today and when she went through the screening process her hands tested positive for ETD. She was pulled aside for additional screening by a black male TSA agent. She told the TSO that she did not want to go through the AIT machine and opted for a pat down. The TSO pulled her aside and told her to wait for a female agent. She had to wait a very long time for the female agent to give her a pat down. She said that both female agents were very pleasant and respectful. While getting the pat down she said that the black male TSO yelled at her that you get a hundred thousand more radiation from flying on the plane then by going through the AIT machine. After her pat down she asked for the name of the black male TSO and found out that he was a supervisor and she believes his name is (b)(6). The supervisor over heard her asking for his name and became very aggressive towards her. He yelled as she was walking away asking for her name. He also made threats that he was going to file a report against her since she was going to file a complaint against him. She felt harassed and threatened by this TSA supervisor. She would like some assurance that the TSA supervisor will not be able to put her name on a list to where she would be pulled aside for additional screening every time she flies.

5/26/2015

4:35:06
PM

Date Time: 05 26 2015 2:30 pm
Gate Terminal: D22 Gate
Airport: DFW
Airline: American Airlines

Reason for the call: Caller was in LGA on Monday. He has a medical condition where he cant be exposed to radiation. He told someone that he preferred a patdown. It was not busy. He was told he needed to wait. He waited 35 minutes. He was told it would take another hour at that point. A pregnant woman also did not want to go through the AIT. She was also told she would have to wait an hour, in order to not miss their flight, they went through the AIT after all.

Date and Time (departure time and arrival time): 5-25-15 @ 2:29 p.m.

Gate Terminal: Terminal C

Airport: LGA

Airline: Delta

5/26/2015

3:16:29
PM

Flight Number: DL3659

Baggage tag number (10 digits): NA

Description of Baggage: NA

Missing Damaged item description: NA

NOI: NA

Anything on the NOI: NA

Special Notes: TSO conducting the screening was about 25, possibly Puerto Rican, 5 8 and he had a thin beard at the jaw. The supervisor was a short woman and she had just returned from vacation and that was the reason she could not provide her name. The team leader was black. He covered his badge and was covering for the TSO. He said he had just came in. He was about 60. He took pictures and will email those to us.

Reason for the call: Caller wanted to make a complaint on a TSO in DAL. She states the TSO was atrocious. She travels every week and has never gone through anything like that. She asked the TSO if she could step in to the AIT. The TSO called an STSO and asked her if she could give her a patdown. She explained to the STSO that she has blisters. The STSO told her to call in the complaint. The TSO said that she needed to wait since the AIT was stinky and needed to be cleaned.

Date and Time (departure time and arrival time): The original departure time was 7:35 p.m., but it was delayed to 8:25 p.m. She went through security at 6:05 p.m.

Gate Terminal: Terminal only one, Gate 19

Airport: DAL

Airline: SW

Flight Number: 3834

Baggage tag number (10 digits): NA

Description of Baggage: NA

Missing Damaged item description: NA

NOI: NA

Anything on the NOI: NA

Special Notes: TSO's description: Female, about 5'1", had her hair pulled up in a pony tail with a clip, Hispanic and in her late 40s. She could barely speak English but she understood. supervisor knew and asked her to follow her.

Feedback Type : Security Issue

Categories : Advanced Imaging Technology Current Date/Time : 5/30/2015 11:41:21 AM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 05/29/2015 8:30 PM Airline & Flight Number : ALLEGiant 143 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Arriving AT SECURITY POINT THERE SCANNING DEVICE WOULD NOT SCAN MY BOARDING PASS,SO WE WERE TOLD TO GO TO ALLEGiant SERVICE DESK TO OBTAIN A PRINTED BOARDING PASS AND WE HAD 4 MIN. ARRIVING 1-2 MIN.LATER TO FIND THERE SERVICE DESK CLOSED.RUSHING BACK TO THE TSA CHECK POINT APPROX.2 MORE MIN.PASS. TSA SAID THERE IS NOTHING THEY COULD DO EVEN THOUGH WE HAD A BOARDING PASS.THAT THERE SCANNER COULD NOT READ.NO ATTEMPT WAS MADE TO CONTACT THE AIRLINES AGENT WHO WERE AT THE GATE.A SIMPLE PHONE CALL COULD HAVE SOLVED THE PROBLEM.OR MANUALLY INSERTING INFORMATION ON THE BOARDING PASS,THIS AIRPORT IS NOT A BUSY AIRPORT.AND COULD HAVE DONE SOMETHING FROM 8:20 TO THE TIME THE PLANE LEFT 9:04 ..SEEING WE DID HAVE A BOARDING PASS AND WERE CHECKED IN. SCANNING TOOLS AND OPERATOR SCANNING SHOULD ACCEPT DIFFERENT METHODS TO READ BOARDING PASSES. I FEEL IF AN EFFORT WAS MADE TO CONTACT THE AGENT AT ALLEGiant WE COULD HAVE MADE OUR FLIGHT.AS I AM WRITING THIS COMPLAINT,TSA ANNOUNCED A JACKET WAS LEFT AT THE SECURITY CHECK POINT.AND IF YOUR COLD THIS COULD BE YOUR JACKET.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

5/31/2015

5:11:07

PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Portland International Airport

What was the date and approximate time of the incident?

Caller flew into LaGuardia on the 11th of May. She had gone outside to smoke a cigarette and when she came back in nobody screened her. She said that her and another lady were waived through the screening checkpoint by a TSO. They did not have to go through the metal detector or AIT machine and they walked right past the screening area against the wall. She stated there were 3 or 4 screeners standing around and talking by the AIT machine.

6/1/2015

4:09:07

PM

Date Time: May 11, 2015 9:00-9:30 PM

Gate Terminal: N/A

Airport: LaGuardia

Airline: Delta

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 6/1/2015 3:07:55 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 05/31/2015 10:30 AM Airline & Flight Number : Delta to Atlanta Checkpoint/Area of Airport : TSA check point TSA Employee: (If Known) :

6/1/2015

4:24:14

PM

Comment : You should know that both my husband and I were randomly selected for the imaging machine (preTSA check) and for both of us false readings were registered. Seems to us that your machines may require adjustment since post pat downs nothing was found. Seems like a waste of your valuable resources to be patting down a retired federal law enforcement agent and his spouse. We appreciate all that you do and providing feedback to assist in your continuous improvement program.

Would you like a response? : True

Passenger's Name: (b)(6) Phone Number: (b)(6) Email: (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller has an atrophied leg which is paralyzed. The caller has crutches that she utilizes too.

Incident Details: The caller was traveling through LAX from an international trip. The caller went to security and her crutches were taken from her and not returned until after the screening process was completed. She was left standing alone. The caller stated that her belongings including her money belt were removed.

The caller was then told to take off her shoes and to go stand in the AIT unit. She stated that it was very humiliating as she was having a great amount of difficulty trying to stand. She stated that she has never had to have a patdown after going through AIT.

She stated that after standing in the AIT unit, she was told that she had to get a patdown. Her hands were swabbed as well. The caller stated that she was treated very nasty during this process and that not one time did anyone offer to help her stand or even offer her a cane or a chair.

6/9/2015 2:38:07 PM She stated that the woman who performed the patdown turned her back to her while she was going through her belongings.

PM The details of the flight is listed below:

Date Time: 6 8 15 5:00PM

Gate Terminal: T4

Airport: LAX

Airline: American Eagle

Flight #: 2855

The caller feels as though she was discriminated against due to her disability. She also feels that she was treated very ugly.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/10/2015 3:58:39 PM

6/10/2015 Name: (b)(6)

4:13:29 Email: (b)(6)

PM Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): EWR, connecting flight to SFO, flight C132, terminal C, TSA checking point, on 6/10/2015 at 3 pm...

Comments: on 6/10/2015 at 3 pm in EWR airport, while I was trying to catch connecting flight to SFO from Barcelona, I had to checkout and checkin again through TSA terminal C. I requested padding instead of X-ray machine from two young TSA personnel (a young boy and a young girl). They didn't respect my wishes to get me somebody to pad me and the young black tall girl forced me to go through machine if I want to get to my belongings which was already inspected and cleared and left alone. They didn't find me anybody to do body paddling, would not return my stuff to me to wait for somebody for body padding and forced me to go through x ray if I want to get to my left alone purse and hand bags. I was flying alone and there was nobody to watch my items. I had been under radiation for my treatments and didn't want to expose myself to X-ray anymore. She didn't respect my wishes. I told her I will file complain that she made me to do that. I have been traveling from around the world and SFO and always my wishes been respected except in EWR airport. This is not accepted, a young girl cannot think that she is above everything and my health.

Submitted on Friday, June 12, 2015 - 19:23 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Florida

Airport: FLORIDA - MCO - Orlando International

Date of Travel: 06/12/2015

Time of Travel: 7:05 pm

Airline & Flight Number: United 1510

Checkpoint / Area of Airport: Check point TSA Employee: Male name not known

==Complaints==

Complaint Feedback:

- Civil Rights / Civil Liberties
- Other
- Screening

Complaint:

My 14 year old daughter was put through an AIT machine without being provided other options (as per TSAs manual) She was traveling with family friends and was separated from them when this occurred. She was carrying a US Passport as her identification and was already pre-checked. The TSA attendant was male, no female was operating the machine or attending to my daughter when this occurred. My concern is not only regarding unnecessary exposure to radiation but also risk of pornographic imaging of my daughters body.

Thank you.

(b)(6)

6/12/2015
8:11:22
PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Caller traveled through Nashville TN. Caller proceeded through the AIT and the TSO separated her from the other travelers in the corner and said Stay right there. Don t move. The TSO then grabbed her pants leg and shook it. The caller stated it startled her and upset her. She was then directed to a separate area and a pat down was conducted. The Officer conducting the pat down stated Officers need more training. There is no reason for this pat down . The Officer conducting the pat down was extremely nice.

6/15/2015
11:48:54
AM

Date Time: June 9-2015, 4:00PM

Airport: Nashville TN

Terminal Gate: Not Provided

Airline: South West

Flight: Not Provided

Cell phone: (b)(6)

The caller arrived at her motel in San Francisco and noticed her lock was missing. She wants to file a claim. Her bag wasn t damaged and she had no missing items.

Date Time: 06 14 15 Departure: 8:54 PM

Airport: LAX

Airline: United Airlines

Flight #: 1600

Bag tag # (10digit): (b)(6)

Bag Description: Ricardo brand, Four wheels. Has an outside pouch and smaller on bottom. Charcoal colored.

Missing Damaged item description: Missing TSA recognized lock.

NOI: Yes

6/15/2015
12:44:03
PM

She wants to know why she has to go through degrading procedures. Such as removing items from her pockets and removing her belt. She also said the AIT maybe harmful.

She asked if you buy a one way ticket if your automatically subject to additional screening.

She also asked if it takes 6 months for a claim to be resolved.

She believes it is insulting to go through a background check for TSA Pre Check.

She also said she has been inappropriately patted down but, it was years ago and she would not like to give any information on it.

Caller had a very emotionally negative day yesterday at ATL. She had asked not to do the AIT and was asked to step aside and wait for a female TSO so she can go through a pat down. After waiting for 45 minutes for a female screener she was told by a female TSO that she can either go through the AIT machine or remain where she was at. The caller was worried she was going to miss her flight if she did not go through the AIT machine. She asked to speak with the TSOs supervisor and the female supervisor told the caller that you do not know the reasons why you were not put through. That was the only thing the supervisor said to the caller. The TSO who was rude to her was African American and around 5' 8" in height. She said that the supervisor was either Asian or African American. She did not get a name from either the TSO or supervisor. The caller also mentioned that her husband flies for American and he will also be reporting this incident.

6/15/2015

2:32:57

PM

Date Time: 06 14 2015 5:00 PM
Gate Terminal: Domestic Terminal, closest to the American airlines ticket counter.
Airport: ATL
Airline: American airlines

The caller is calling to report an incident that happened with a TSO officer at the Oakland International Airport. He states that he has already filed a complaint with the White House and will also be notifying his brother, who is a Sacramento police officer with a gold shield. When he went through the screening checkpoint he had 3 jars of jam in his carry on bag that was not in a plastic zip top 3-1-1 bag. The bag went through the x-ray machine and the TSO pointed at the machine and yelled, What is that? By doing this he alerted other TSO's in the area who came running over. The TSO pulled the bag off to the side and yelled at the caller, Stay there don't move! . They took his carry on bag and ripped open and tossed his belongings out and found the 3 jars of jam. The TSO came over to the caller and told him that he cannot have these items in his carry on bag, he would either need to throw them out or check the bag. The TSO threw his belongings back in his carry-on and told him to go back to the Southwest ticket counter and check the bag. A different TSO escorted him to the ticket counter and told him when he was finished he would need to come back through the checkpoint at a different entrance. When the caller came back and attempted to go through the entrance the other TSO had directed him to, the original TSO started yelling at him and told him that no one could enter here and he would have to go back through the line and be rescreened. When he got back through the line the walk through metal detector that he had went through was closed and they directed him to the AIT machine. The caller told the TSO that he did not want to go through the AIT because of the radiation. The TSO pulled him over to the side again and started yelling, telling him to not move. The TSO came back a few minutes later and told the caller that he would have to have a patdown. The caller told the TSO that he was not going to touch him, he wanted someone else to do it. The second TSO came over and asked why he was being screened again and agreed to perform the patdown. When the caller was cleared the original TSO yelled at him, telling him to get his coat and leave. The caller went over to the TSO counter to ask for the TSO's name and badge number. The TSO manager told him that they do not have badge numbers and gave him a hard time about giving him the TSO's name. The TSO manager asked the caller to explain to him what happened, the caller said a few cuss words to the TSO manager and the manager told him that if he had treated his employees that way that he understood why they treated him the way the caller was saying that they did. He finally got the manager to write down a name on a piece of paper.

6/16/2015

12:57:54

PM

Date Time of Travel: 6 15 2015 4:00 PM
Gate Terminal: Gate 22 Terminal A
Airport: Oakland International Airport
Airline: Southwest
Flight #: 880
TSO Name: STSO (b)(6)
TSO Badge #: Was told that the TSO's did not have badge numbers.
Disability Description: Callers son has an insulin pump.

6/17/2015

4:45:59

PM

Incident Details: (b)(6) is calling because she is wanting to file a complaint about a TSO at the TSA Security Checkpoint at MDW who disregarded information concerning her 16 year old sons insulin pump and a letter from a physician stating that he could not go through the AIT machine. She requested a pat down instead but the officer insisted he go through the AIT machine.

(b)(6) was picking up his daughter at SAN today at 11:05am and had to go through screening to pick her up at the gate. He said the TSO was very rude to him. He said he was selected to go through the AIT machine and there was a alarm on his back then they rescanned him and made him lift up his shirt and the screener made a comment about him being white. Then the screener told him to pull up his pants that his pants were not appropriate because he was white. Then he said they swabbed his hands and it dried his hands out. Finally, they told him he wasn't special that he had to wait to retrieve his things like everyone else.

6/19/2015

6:37:23

PM

Date Time: 06 19 2015 11:05am
Gate Terminal: Terminal 1 Gate 1A
Airport: SAN
Airline: South West airlines
Flight #: 4302

6/22/2015

7:09:06

PM

The caller and her husband have recently been experience off abnormalities when going through the AIT and always receive a patdown. This has not always been so and she wanted to know what could be causing this. She also asked about PreCheck and where the closest enrollment center is to PDX.

Caller has a complaint about a TSO at MCO on a flight she, her husband and her 2 small children took this past Friday out of MCO. She said she was checking in to fly to Louisville, KY and they went through the checkpoint with their 3 year old and an 18 month old children. She said the person doing the screening was (b)(6) and he tried to make her 18 month old walk through the AIT by himself which he could not do. She asked him if she could carry him through and he told her that the child needed to take his shoes off and walk through. The child laid on the ground and cried and would not walk through. She picked him up and told him that she was going to have to carry him through and TSO (b)(6) rolled his eyes and told her to go ahead but they were in the wrong check in line. She said they went to the line for families first and they told her that she needed to go through the regular line so she did. She apologized for being in the wrong line to the TSO and he called her an f*cking a**hole. She said the TSO told her that he did not say what she thought he said to her but she is sure she heard him correctly. She told the manager at the screening checkpoint who identified himself as (TSO (b)(6)) that the event occurred and he was not helpful or empathetic to her concerns and gave her a complaint card and told her to file a complaint online or call the TCC.

6/23/2015

3:39:43 PM Airport MCO
Airline Southwest
Flight number -- She did not remember.
Date and time - 06/19/2015 at around 8:00 am
Baggage tag number N/A
Description N/A
NOI N/A
Gate or terminal She does not remember.

Mishandling RFI

REASON for the call: The caller stated that his mother by the name of (b)(6) flew from JAX to Dallas TX. the caller stated that AA gave her the wrong boarding pass and she was still able to get through security with it. The caller also stated that she had a pacemaker and requested the AIT instead of the WTMD of which the TSO granted but when she went through they continued to wand her which effected the calibration on her pacemaker and caused her heart rate to speed up. and wand her over her chest and made her pacemaker speed her heart up. The caller was not so concerned about the pacemaker but more of the fact how they would let her through with the wrong boarding pass.

Date Time: 6/22/15 5:20pm

Gate Terminal: N/A

Airport: JAX

6/23/2015 Airline: AA

5:42:00 PM Flight #: 386

Bag tag # (10digit): N/A

Bag Description: N/A

Missing Damaged item description: N/A

NOI: No

Special Notes: None

Disability Description: Caller has a hyper sensitivity disease.

Incident Details: (b)(6) said the last time she and her daughter flew from PDX to Wisconsin she had a very bad experience when she went through screening. She said she used to call (b)(6) at PDX to let her know that she needed assistance but (b)(6) was not there anymore and she had to talk to (b)(6). She talked to her in person and she explained to her that she needed special care going through screening due to her Hyper sensitivity disease. She said that she is not able to go through the AIT and if she does it shuts her brain and she gets very bad trauma.

She said she made it clear to the TSO director that she was going to be using a wheelchair and she could not go through the AIT. She said in most cases when she requested assistance it went very well in the past but this time was a very bad experience for her. She said she usually had a private screening away from the beepers and that kept her from exercising the brain trauma. She also said she used to travel more frequently than she does now but that she had recently moved out of Portland so she was not traveling through there. She said a lady came out and helped her but she did not know her name and she told her she could not go through the AIT but the TSO told her that she has to go through the AIT. The TSO also said that everyone has to go through AIT. She said she had the doctors recommendation in her hand but the TSO refused to look at her paper and pushed her over to the AIT. She went ahead and went through the AIT which caused her to have severe trauma.

6/23/2015 (b)(6) said she was screaming, I cant, I cant and the TSO just kept pushing her to the AIT. She said she got out of the wheelchair and ran to keep the TSO from pushing her through the AIT. She said nobody questioned what was going on when the scene unfolded. She said when she contacted TSO (b)(6) she told her that she had requested assistance and she had received the assistance. She said TSO (b)(6) had apologized to her and assured her that she would take care of the issue but she had never contacted her back concerning the matter. She wanted to report to us that this has occurred in hopes that she would not have to experience it again.

5:49:37 PM
Airport PDX
Airline United Airlines
Flight number 1207
Date and time 06/10/2015 at 9:30 pm
Baggage tag number NA
Description NA
NOI NA
Gate or terminal - She does not remember.

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Alexandria VA
Zipcode: 22312

6/23/2015
6:26:47 PM

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

(b)(6) is a 73 year old passenger who wanted to report that one of the TSOs at ONT airport was very rude to her. She said this is the second time she had experienced a rough patdown and rude screening by the Female TSO at the screening station. She said it started out because the last couple of times she did not have to take her shoes off and this time they made her remove her shoes. She said her shoes went through and then other passengers put their items on the belt and then they made her take her sweater off and send it through the xray and then other people put their items on the belt. She said her items were getting separated as they went through screening and she was afraid she would not be able to find them all after her patdown was done.

She also said she had some VCR tapes and the tape had gotten damaged on a previous flight, she said they had sound but no picture. The airline told her that she could ask for the VCR tapes to be hand screened but The TSO told her that she could not do a hand screening on the VCR tapes. She said she put the tapes on the belt so now she has items in three different bins.

6/24/2015 10:37:33 AM She said when she opted for a patdown rather than going through the ALT she was told by the male TSO at the screening checkpoint to go wait in a certain spot for a patdown. She said the female TSO blamed her for not letting anybody know that she needed a patdown but she said she did let the male TSOs know and kept waving at the female TSO to let her know that she was waiting for her to come over. She said the TSO opened the gate and retrieved her items but she was concerned that all of her items were not in just the one bin. She asked her to get the other bins with her other items in it and the TSO told her that she could only get one bin at a time.

She said her patdown was very rough and when she was finished she looked over at another lady that was getting a patdown by the same TSO and she was being very gently with her. She said the TSO was unnecessarily rough with her when she had her patdown. She said she went through about 9:30 am and the TSO had short brown hair, not too tall.

Airport ONT

Airline Alaska

Flight number 537

Date and time 06 14 2015 at 9:30 am

Baggage tag number NA

Description NA

NOI NA

Gate or terminal NA

Hello, I wanted to just make some comments to the response I received.

First of all, thank you for getting back to me in a timely manner. I honestly didn't expect any type of response from an organization the size of the TSA. Secondly, I appreciate the response you gave but just wanted to inform you that it didn't solve my problem, or really address it for that matter. My problem was A) the fact that TSA feels that its prosthetic protocol applies to a two year old, B) and this my main point, the level of training the TSA members had that handled the situation, and C) the fact that they wiped my two year old down for gun powder residue. I didn't even know about the gun powder wipe at the time because I was trying to handle our luggage that the TSA agent was rudely pushing me to take care of. My wife had to tell me about it last night. The agents who handled my daughter first didn't know what to do with the prosthetic and made her walk through the metal detector multiple times. One of them was about to remove my daughter prosthetic until another one came over and said that just a visual inspection needed to be done. After "inspecting" my daughters leg, (though she was wearing shorts already, so I don't know what more they needed to see) they then proceeded to wipe her down for gun powder! I truly do not understand this. Why was my daughter wiped for gun powder? Why not my wife and I? Do you really think my daughter is shooting guns? Do you think my two year old is that close to a gun being shot by anyone? I would please appreciate a valid reason to why the TSA agent did this because there is no rhyme or reason for it. And it is do to this poor training and judgement call from the TSA that has put us in this terrible situation. I really doubt anyone there really cares to do anything about it. But I hope this letter is in conjunction with many others that I'm sure are being received but other dissatisfied subjects, and I hope that is enough to have the TSA reconsider it's goals and training. You are meant to keep us safe. This experience made us in fact LOSE trust with the TSA. Please do something about this because you are costing people dearly.

Thank you

6/24/2015 12:12:33 PM

(b)(6)

> From: tsatcc_do_not_reply@scenture.com

> To: (b)(6)

> Date: Tue, 23 Jun 2015 19:57:33 -0400

> Subject: In Response to your inquiry.

>

> Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding concerns that you were delayed by security screening.

>

> TSA regrets any inconvenience you experienced as a result of security screening processes. One of TSA's priorities is to minimize passenger wait times at our Nation's airports without adversely affecting the high level of security required in today's aviation environment. TSA works with airports and air carriers to determine changes in flight schedules and passenger volume so that we can provide the workforce, processes, and procedures to ensure high levels of security and customer service.

>

> TSA uses a Screening Allocation Model to ensure that an appropriate number of Transportation Security Officers (TSOs) are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods. Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient.

>

> Please keep in mind that passengers should allow the recommended standard 2 hour domestic and 3 hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going

The caller is currently at the SEA airport. He had a bad experience with two of the TSOs working there. The caller asked STSO (b)(6) to have a patdown instead of going through the AIT machine, the TSO said that he was not allowed to receive any other method of screening. While they were waiting for their bags (b)(6) -TSO yelled at the callers son to move out of the area very rudely. He would like to file complaint.

6/24/2015 4:12:33 PM
Date Time of Travel: 6/24/2015 11:45 AM
Gate Terminal: International concourse
Airport: SEA
Airline: Delta
Flight #: 198
TSO Name: (b)(6) and (b)(6)
TSO Badge #:

Submitted on Wednesday, June 24, 2015 - 20:02 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint
State: New York
Airport: NEW YORK - LGA - LaGuardia
Date of Travel: 06/24/2015
Time of Travel: 8:30 pm
Airline & Flight Number: Ac7735
Checkpoint / Area of Airport: Terminal B gate A security TSA Employee:
==Complaints==
Complaint Feedback:
- Professionalism/Customer Service
- Screening
Complaint: Asked for opt out of the microwave scanner. Was told nobody was available and I would have to wait for the next shift even though there were tsa employees standing around. Waited 15 minutes and was forced to go through the scanner to catch my plane. We are not supposed to have to go through the scanner and are supposed to be able to opt out.

6/24/2015 9:01:09 PM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

The results of this submission may be viewed at:
<http://www.tsa.gov/node/2289/submission/25291>

Submitted on Wednesday, June 24, 2015 - 22:57 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SFO - San Francisco International

Date of Travel: 06/17/2015

Time of Travel: 6:00 am

Airline & Flight Number: American Airlines Flight Number 208 Checkpoint / Area of Airport: Terminal B, Gate 57 TSA Employee:

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

On 6/17/15, I was traveling with my wife (b)(6) from San Francisco to Miami by American Airlines Flight # 208 departing at 7:00 AM (Our Record Locator: (b)(6)). Both of us are old, infirm, past 75 years in age and disabled. We both had requested wheelchairs. Both our Boarding Passes had Pre?™ printed along with our names. I had a very bitter experience at the Security Check at San Francisco Airport, before boarding the aircraft.

I suffered distress due to the prolonged and unjustified Security Check. I had informed the Security Officer before the screening about metal implants in my mouth and both the knees. Still, the Security Check lasted more than 30 minutes: it included walk-through metal detector, an AIT check, and thereafter a thorough patdown of whole body — including removal of belt and patdown around my midriff and waist. In this process, I had to wait for my turn with each of the four officers who performed the checks one after the other. During the security check, I was moved away from my first screening area for subsequent checks, leaving my carryon bags and cellphone on the belt of the luggage

6/25/2015
8:39:07
AM

Submitted on Wednesday, June 24, 2015 - 22:12 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Complaint

State: Maryland

Airport: MARYLAND - BWI - Baltimore-Washington International

Date of Travel: 06/24/2015

Time of Travel: 9:20 pm

Airline & Flight Number:

Checkpoint / Area of Airport: B

TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

6/25/2015
8:39:18
AM

Complaint: I requested an opt out screening and stood to the side of the AIT line allowing other passengers by. As I stood waiting multiple "officers" assisting travelers in the "Pre" line stood by, looked in my direction and laughed. At no point did they make an attempt to radio for a male assist as they seemed to engrossed in there conversation. After standing for 8 minutes. An "officer" walked up to the gate to allow entry. This officer had zero sense of urgency and seemed more attentive to the conversation of his coworkers in the "Pre" line than his job at hand. As we began to move over to my belongings, his lack of motivation became apparent as what could have been completed in under a few seconds of a walk to around a minute. As we came to my belongings we proceeded with the opt out pay down. When finished the "officer" began looking to swab his gloves and a testing device. To my dismay the only one functioning was located just after the AIT machine. Seeing the "officer" walked up with his hands in the air makes me wonder what contamination could have happened to his gloves and would have invalidated the test. After concluding, I

Submitted on Friday, June 26, 2015 - 21:23 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SFO - San Francisco International

Date of Travel: 06/26/2015

Time of Travel: 7:05 pm

Airline & Flight Number: UA 1637

Checkpoint / Area of Airport: Security Checkpoint for Gate 69 TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: Requested pat-down screening instead of AIT scanning as I am voluntarily permitted. TSA personnel were unable to locate a male TSA employee for about 15 minutes. Most staff were rude. One stout female Asian TSA employee even mocked my requests for assistance with a degrading response. She couldn't look me in the eye later. Finally, after a prolonged wait with my shoes and belt removed, holding my property the entire time, someone with the literal testicles necessary for the male pat-down showed up. This staff member was courteous and polite, in stark contrast to most of the other staff members of "lane 5". Get your staff into shape. They are a disgrace. All this for 95% failure rate.

6/26/2015
10:00:10
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25595>

I have read the policies on your website and would like to document a complaint. I am 4.5 months pregnant and went through the SeaTac TSA screening checkpoint this morning at approximately 6:20am. I requested to use the metal detector in lieu of the wave machine and was told that my only option would be a highly uncomfortable pat down screen due to "protocol". While I respect the mission to protect passengers, there is nothing on your website or passenger rights site that indicates that pat down is my only option. In fact your pat down site indicates that a pat down is only required if I refuse either wave machine OR the metal detector. I specifically requested to use the metal detector and was denied that right.

6/28/2015
11:06:33
AM

While I was forced to wait for a pat down I watched several other passengers - including a middle aged woman with her teenage daughter - be welcome through the metal detector. I am incredibly disappointed that I was not afforded the same rights and opportunity as this other woman and her child.

If you're going to force a "protocol" it should be clearly articulated on your pat down website and in your passenger bill of rights.

Submitted on Sunday, June 28, 2015 - 17:33 Submitted by anonymous user (b)(6) Submitted values are:

Feedback Type: Compliment

State: Nevada

Airport: NEVADA - LAS - McCarran International

Date of Travel: 06/25/2015

Time of Travel: 6:00 am

Airline & Flight Number: Southwest 4648

Checkpoint / Area of Airport: Checkpoint TSA Employee: Don't know . Very large man and about 300# .

==Compliments==

Compliment Feedback:

- Advanced Imaging Technology
- Pat-down

Compliment: I went through the x Ray and he asked me if I had a belt and said no and pulled up my t spirit. He sai leave your spirit down and started to rub the front of me pants, under ware my belt would have been and very hard which I was taken by supprise, I didn't understand it but I thought more about it and it was very unnecessary and violating. I have never had a problem like this before and have always been treated very restseptful. I try never to have anything on so I don't hold anyone up but this was out of place. I sorry but this guy should be watched he is very improper in louching a person, it really bothers me being molested by a person that is to perfect me. Thank you very much.

6/28/2015
6:03:25
PM

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25764>

Submitted on Sunday, June 28, 2015 - 19:00 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Missouri

Airport: MISSOURI - MCI - Kansas City International

Date of Travel: 06/28/2015

Time of Travel: 5:30 pm

Airline & Flight Number: United

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: TSA employee outside of the AIT was notified that I needed to keep my shoes on. Rather than handle discretely, he call the TSA employee from the other side of the AIT, who came through and demanded to know about my condition and to see my documents. I was embarrassed and offended in front of other passengers. He did not relent until I asked for a supervisor. Her solution, rather than send me through the AIT then enhanced screen my shoes, was to order an enhanced pat-down. This type of harassment and intimidation, whether the result of poor training or malice, is unacceptable.

6/29/2015
8:35:15
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

REASON for the call: Caller flew with Delta. He was unhappy with the screening. He went through the AIT. He had everything in the bins. He got to the other side and he had to undergo additional screening and he could not longer see his things. He is concerned about this. The agents were not he issue but he thinks it is an ergonomics issue because the angle does not allow you to see your personal items. H also does not have an issue with the AIT or the pat down.

Date Time: 6-25-2015 at 10:30 PM

Gate Terminal: ?

6/29/2015 Airport: SFO

4:59:02 Airline: Delta

PM Flight #: 551

Bag Description: It was a standard small black bag. He also had a computer bag.

To: Disability and Multicultural Division
Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement
701 South 12th Street, TSA-6
Arlington, VA 20598-6033

Copy: TSA Contact Center

7/3/2015
1:07:45
PM

From: (b)(6)
Franklin, TN 37067

Re: Abuse by a Transportation Security Officer and obstruction of collection of data to report abuse

The following events occurred 28 June 2015, about 04:50, at Nashville International Airport (BNA).

I had checked in at the American Airlines ticket counter to fly standby on AAL 1264, BNA-DFW, departing at 06:00. My 13-year-old daughter was accompanying me. She had been issued a TSA Precheck standby pass, and I was issued a normal standby pass.

Caller travelled from Chicago O Hare, and no one reviewing the carry on bags. They were all allowed through with no screening.

CSS McCoy took over the call:

Caller stated that her and her mother were not screened going through the screening checkpoint at Gate L7 at the last checkpoint going on Spirit Airlines . The caller stated that her mother was able to bypass the AIT and the WTMD. The caller herself was also stated that she too was able to bypass the AIT and WTMD. The caller stated that she asked the TSO why they did not have to go through screening she stated the TSO said, (maybe it was because the mother had on a Navy shirt.)

7/4/2015 Flight information of the caller:
1:57:42 Date 7.3.15 Time: 6:25pm
PM Gate Terminal: L7
Airport: ORD
Airline: Spirit
Flight #: 903

Disability Description: Caller has a pacemaker and knee replacement.

Incident Details: The caller, who is 79 years old, has a pacemaker and a knee replacement. When she was going through screening a TSO made her go through a WTMD. The caller told the TSO that she has a pacemaker but she still had to go through it. The TSO kept making her go through the WTMD even though the caller told her several times that she has the pacemaker. The caller stated that her heart kept going out of rhythm and the TSO was very rude and unpleasant. The TSO then told her to take off her shoes. The caller then told the TSO that she didn't have to since she was over the age of 75 but the TSO still made her take them off. The TSO then made her go back through the WTMD. The caller told her several times she has the pacemaker. The TSO then made her go through the AIT and everything was fine.

7/6/2015

11:37:52 Date Time: 7/3/2015 Between 7:00am - 8:00am

AM Gate Terminal: Terminal B

Airport: MCO

Airline: Southwest

Flight #: 1089

Officer Description: Female. Not Young. Light grey hair, Stern, Average size, Average height. In charge of the WTMD.

Caller has a complaint. They were passing through Atlanta on July 4th at 1215. They got in line at the checkpoint. As they were reaching down to put an item into one of the bins, an employee came by and pushed a table that hit the caller in groin where they had hernia surgery 18 days ago. Caller stated they hadn't even seen that person before being hit with the table. The caller was screaming at the officer that they have to be careful as the officer ran back towards the AIT machine.

As he was yelling at the officer she turned and yelled at him to not point his finger at her. He told her that she had to be careful. When he went through the screening technology the same woman told another officer to pat him down. After the pat down the officer told him that he could not talk to her like a dog. Caller went to other officers and found out that the officer was the supervisor at the checkpoint. He was advised to call us by the other officers. Caller is surprised they are not in a hospital.

Date Time: 7/4/15 1215

7/6/2015 Gate Terminal: MCP LN 13

5:28:02 Airport: ATL

PM Airline: Southwest

Flight #: NA

Officers Name: LTSG (b)(6)

She is a short black woman, roughly 5 feet tall and muscular.

Supervisor who suggested he called : STSG (b)(6)

The caller arrived home and his golf club bag is broken, there was an NOI.

Also he has darker skin and he gets pulled out of line every time and he gets a patdown and then put back into line afterwards. This has happened numerous times. He did not get pulled out of line for this particular flight but he did get pulled aside and waved with the metal detector wand.

Date Time of Travel: 06/30/2015 8:05am

Gate Terminal: Not Provided

Airport: RSW

Airline: Delta

Flight #: DL2245

Baggage Tag # (Checked only - 10 digits): (b)(6)

7/7/2015 Bag Description: Bag Boy T-10 hard case, grey and black in color

2:41:58 Missing Damaged Item Description: The bag is the item that is damaged and the zipper is what is damaged. It had a lock on it and it looks like someone yanked the zipper down.

PM Was an NOI Present? (Checked only): Yes in both his bags

Was there a timestamp or written notice on the NOI? (Checked only): No

• Contact information - (b)(6)

o Airport: RSW

o Date and approximate time of the experience 06/30/2015

o Description of the experience: He went through the AIT machine, he was pulled aside and waved with the metal detector wand. Normally he has to go through a patdown. He wanted to add that there was a police officer at RSW, the caller greeted him good morning and after that the officer's eyes did not leave him. He said he directly stared at him the entire time, even when he was sitting at his gate.

o Names or description of the TSA personnel involved or witnesses, if available: The TSO was a younger black guy who initially pulled him out. The officer was tall, Caucasian, probably 35 or 40 years old.

o Explanation as to how you believe this experience was discriminatory: The caller is French but he looks middle eastern and he is subject to pat downs almost every time. Both his bags were searched and he believes this was not random. He believes the planes delayed departure was due to his bags being searched.

Caller wants to know how come her and the passengers with her were treated so badly at the Wendover airport. She advised she felt like the TSO was picking on her. She went through the AIT machine and she advised that the machine did not alarm but she still received additional screening. She advised that her purse had her diamonds, and money in it and she was separated from it she advised that usually they take her and her belonging to another area if additional screening is needed. She advised that she feels like these were new hires and did not know the screening procedures.

7/8/2015

12:28:51 Date Time: 7-05 About 10am

PM Airport: Wendover

Airline: Allegiant

Flight: Unknown

Caller was just at BOI and His 11 year old daughter use the AIT for her screening. Once she used the AIT they then gave her a patdown. He ask for them to allow her to use the WTMD after the AIT since there was an alarm and they wouldnt allow her to do it instead of getting a patdown. He says the rule states she doesn t have to use the AIT and should be allowed to use the WTMD.

CSM RFI---Mishandling RFI

REASON for the call: Children screening complaint

Date Time: 07-09-15 at 7:40 am

Gate Terminal: They only have one

7/9/2015

Airport: BOI

9:28:00

Airline: Southwest

AM

Flight #: maybe 2862

Did he get anyones names? No but there was buff guy and his name maybe (b)(6)

REASON for the call: There was an alarm of the screening technology. The TSO (male, 5 10, 215-220 pounds, mid 20s, short black hair that was combed back, appeared Italian) asked where he was traveling to in an authoritative tone (insinuating that he had no rights) and if he was flying home. The caller stated that the officer only asked him this because of his race and that the officer s questioning had racial overtones. He received ETD sampling of his and a patdown. The TSO squeezed his left testicle as hard as possible and it still hurts. He indicated that his insurance would cover his doctor s visit.

He asked where to make a proper complaint as state police advised that he contact TSA because they could not address this. He asked what law enforcement entity to contact and indicated that the TSO would hear from his attorney.

In a separate complaint, a TSO (white, male, 6 feet, 250 pound, balding) asked his the px before him his age. The px replied 14 and was directed to the WTMD. He asked the same of his son who is 14 as well. The TSO directed him to the AIT and asked if he had anything in his pockets. He feels that this was done because of how his son looks (his mother is Spanish and he, the father is Greek).

7/9/2015

2:29:30

PM

Date: 6 19 2015

Time: 12:30pm He was at the checkpoint between 10:15am -11am.

Gate Terminal: Gate 5, Zone 4

Airport: Atlantic City Int

Airline: Spirit

Flight #: NK235

To-Whom-It-May-Concern,

I am emailing to inform you about an incident that occurred as I was traveling last week which caused me both physical and mental harm.

To preface this incident: I have been diagnosed with Complex Regional Pain Syndrome originating in my left foot/ankle and have an implanted spinal cord stimulator to manage my chronic pain. While traveling, I always carry a medical card that informs people about my medical implant and that it may set off security sensors.

7/10/2015 6:17:26 PM
On Thursday July 2, my companion and I traveled from the Philadelphia International Airport (PHL) to Las Vegas (LAS) on Southwest flight 118 with an eventual destination of Portland (PDX) on Southwest flight 1874. We passed through the Philadelphia Security checkpoint at approximately 5:30 AM.

As I passed through security, I took off my shoes and kept my ankle-length socks on. I placed my shoes, bags, and computer on the x-ray machine conveyor belt. I entered the AIT unit as instructed by a male TSA Agent located on the other side of the unit. After the scan completed, I stepped out of the unit and waited on the footprint icons in front of a female TSA Agent. As I waited, the female TSA agent said my foot triggered the AIT. I could see the screen to my left which highlighted my left foot/ankle. Then, without consent, asking permission, or informing me of his actions, the male TSA agent bent down diagonally behind me and grabbed my left ankle region. This caused immediate pain as any pressure, especially without warning, can trigger crippling nerve pain. I also immediately experienced great anxiety and panic due to that pain. There was no opportunity to tell him to be careful because he grabbed my ankle from behind, surprising me and did not ask if I consented to a pat-down.

I exited the screening area and walked to the conveyor belt to collect my belongings. I started to collect my things, still in pain and panic but wanting to remove myself from the area to collect myself and try to calm down. I told my companion what had just occurred and then went to both the female and then the male TSA agents to inform them that I have a serious medical condition and that they need to ask consent before touching anyone as they may have a medical condition like mine. Both agents acknowledged my complaint but with nothing more than a nod and a few words. Neither asked me if I needed medical attention.

Airport: Tampa

Date and time: July 10th 7:45 or 7:50pm

7/10/2015 8:23:05 PM
Experience: Caller is at the airport and said that two TSA supervisors. Caller is at the Tampa both STSO (b)(6) and STSO (b)(6). Caller went through the AIT, caller is african american and she has dreadlocks but it has no pins in it at all. She stated they all say there are anomalies. Caller stated she did not want them going through her hair, she stated white women had caps on and were never stopped at all. Caller believes they are racial profiling. She told them they were not allowed to go through her things without her permission and they weren't allowed to go through it until they were private.

The police officer that was called was (b)(6). She finally decided that she would go through it changed the entire thing and said they did not remember where the anomalies were so she had to go through the full body patdown. Caller stated she was not disruptive and she did not cuss or scream at anyone.

Names or description of people involved: STSO (b)(6) and STSO (b)(6) and (b)(6) at the Tampa Airport police Department

Explanation as to why it was discriminatory: Because she was seeing Caucasian males and females with ball hats on and they were never even stopped and they never were asked to go through the AIT they all just zoomed through the WTMD.

REASON for the call: The caller went through security at SLC, and asked to opt out of the AIT. He was told by a TSO that they make all passengers go through the AIT screening, and he felt forced to undergo this screening as well. He wanted to file a complaint regarding the incident, and believes that the passenger should have the option to opt out.

7/11/2015 10:57:36 AM
Date Time: July 11, 2015; 10:40 AM
Gate Terminal Number: B15
Airport: SLC
Airline: Southwest Airlines
Flight #: 964
Time of Incident: 8:30 AM
Description of TSO: A young, male Caucasian.

7/12/2015 3:10:55 PM
The caller is a FF with Southwest Airlines, and she has noticed a decrease in the number of times that she has been chosen. She wanted to know why this was happening, and if the AIT machines were safe due to radiation.

Call Reason: Caller states that she had a horrendous experience at ORF. She states that in the security line approaching the body scanner, she felt like she was in prison. She says that she wanted to opt out of the AIT, but the TSO said that she had no right to opt out, and when she pressed the issue, the TSO took her time and acted like she was calling someone but finally did it herself 10 minutes later. She also says that the person behind her was denied opting out and went through the AIT scanner.

7/13/2015 10:23:44 AM
Date Time: 7/12/2015 6:00 am
Gate Terminal: (does not have)
Airport: Norfolk VA to Chicago
Airline: Southwest
Flight #: 4181
TSO: petite pregnant female TSO of Latin descent

Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

7/13/2015 3:46:54 PM
Caller has a complaint about the screening process. She is a diabetic and she has an insulin pump. She feels the fact that she cannot ask to go through the WTMD instead of the AIT is a violation of her rights. She also feels the patdown was too invasive. She felt the officer touched her inappropriately in her private area.

7/14/2015 4:48:26 PM
The caller is calling with a complaint. He is traveling out of Las Vegas International airport on terminal 1 at the Egate yesterday at 1 p.m, and asked for a pat down instead of going through the AIT machine. The caller states that no one was watching their bags or the trays going through the screening machine. He stated that no one was paying attention to the luggage and he witnessed someone's luggage be stolen.

Disability Description: (b)(6) has cancer and a painful area around her abdominal area that can't be touched.

Incident Details: Caller said she was just subjected to the most horrific, embarrassing pat-down of her life at PHL. She said she noticeably has cancer and has a very sensitive area in her abdominal area that is very painful when touched. She said they screened her with the AIT machine and after 3 minutes she had to put her arms down and they subjected her to a pat-down. She said that they pulled her to a private room and screened her using a more extensive pat-down. She said the TSO used excessive force in a sensitive area on her abdomen after she told them to be gentle in her abdomen area causing her to scream out in pain.

7/16/2015 2:17:58 PM
She said then the STSO (b)(6) STSO) came over and told her she was a angry and bitter person and told her off. She said she tried to explain and the STSO kept cutting her off and told her how bitter and angry she was. She feels like this level of discrimination was due to her medical condition. She then said a Federal Agent came over and cleared her from screening and was very nice.

Date Time: 07/16/2015 1:45pm
Gate Terminal: Terminal F;
Airport: PHL
Airline: US Airways
Flight #: 4756

Caller recently traveled with her son and had a bad experience at several checkpoints.

7/16/2015 9:40:14 PM
At Minneapolis St Paul on June 13-2015 6:30pm caller had gone through security and was told her son did not have to go through the AIT. He proceeded through the metal detector and retrieved his belongings. She proceeded through the AIT and received a pat down. Caller tried to ask a TSO named (b)(6) why she received a pat down. TSO (b)(6) refused to answer. A supervisor was called to the checkpoint to conduct the pat down. All other passengers were treated with respect by TSO (b)(6).

Caller was traveling through the George Bush International Airport June 27-2015 1200pm. As caller was proceeding through the checkpoint her son was directed to go through the AIT and the caller was directed through the metal detector. Her son was pulled out of line and a pat down was performed. A TSO named (b)(6) was present and when caller asked why her son was being patted down (b)(6) got in her face and stated "You will not yell at me today. Your son must receive a pat down or you will not fly today." (b)(6) then directed caller to gather her stuff and proceed through the checkpoint. Caller was upset and admits to yelling at the TSO (b)(6).

Dear TSA,

I would like to express my disregard with the TSA officers in San Juan, Puerto Rico airport. On Saturday, July 18, 2015 I was traveling with my family from San Juan to Houston (Hobby airport). Contrary to what is in the TSA website, the TSA officers in San Juan separated myself from my wife and 3 year old son for approximately 10 minutes. What follows is a brief synopsis of the situation: As ordered by TSA officers I stood behind the checkpoint line as my wife, son, and all our belongings crossed to the other end. This was a rather stressful situation because any of our belongings or even our son could have been lost on such a busy day at San Juan airport. Thanks to God nothing of the sort happened.

The TSA website clearly states that your AIT is completely voluntary. However, the TSA officer at San Juan repeatedly forced me to use the AIT, and I was only allowed to forgo it after I demanded the pat down three times. Eventually, after my insistence, they gave me the pat down, but this in turn caused me to wait for an over extended period of time; despite them knowing I was traveling with my family and my wife needed help with our belongings and Son.

?

7/20/2015

8:37:01

AM

Lastly, I want to say that of all the airports I have been to, and of those that use AIT, TSA officers have never mentioned that AIT is optional and there is a lack of signs stating AIT is optional. Were these signs available I believe misunderstandings like the kind I recently experienced could have been easily avoided or quickly expedited. As a frequent flyer I try my best to stay up to date with regulations and be as compliant as possible with your officers which is why, it is of great concern to me when I'm presented with situations contrary to information found on your official website. Traveling as it is can be hectic, stressful, and filled with unexpected circumstances therefore I would kindly appreciate it that ill-prepared employees not be added to the mix.

Thank you for your time and consideration,

(b)(6)

Disability Description: (b)(6) has a pacemaker and also has dementia.

Incident Details: The caller is calling on behalf of her sister, (b)(6) (b)(6) is 92 years old, has a pacemaker and also has dementia. (b)(6) doctor said not to let (b)(6) go through the AIT because of her pacemaker. The caller told the attendant that (b)(6) could not go through the AIT machine, however, they made her go through it anyway. The caller is upset that this happened, because the doctor said it could damage her pacemaker. Also, the caller stated that both (b)(6) luggage and her luggage was opened and their items were scattered everywhere. In (b)(6) bag, her bottle of Tylenol was missing, and in the caller's bag, a bottle of Tylenol was spilled out everywhere. The caller wants (b)(6) to be reimbursed for her bottle of Tylenol.

Date Time: July 14th 2:40 pm

Gate Terminal: N/A

Airport: OKC

Airline: Southwest

Flight #: 691

Bag tag # (10digit): N/A

Bag Description: Large, brown, with a piece of yarn on the handle.

Missing Damaged Item description: A bottle of Tylenol

NOI: No

The caller didn't have (b)(6) luggage information.

Caller wanted to know if it was legal if the TSO can keep checking her hair everytime she goes through the AIT at the checkpoint?

7/20/2015

6:54:51

PM

She has Twisted braids for her hair and it is her real hair.

Are they supposed to change the gloves before the search?

The caller and his wife has been trying to file a complaint through our website and they have been getting a pop up screen saying this platform is not available. They want to file a complaint on a TSA officer.

The callers wife and his three kids were going through the screening process. His Wife told officer (b)(6) that she didn't want to go through the AIT. She was verbally harassed by officer (b)(6). The wife then told the officer that her son was not going through the AIT as well. Officer (b)(6) then started yelling at her to the point where everyone notice her. The callers children were very scared. When the wife was gathering her things from the belt after screening, Officer (b)(6) snatched the items out of the wifes hand.

7/21/2015
1:33:30
PM

Date Time: 6/29/2015 10:00am
Gate Terminal: Not Available
Airport: Memphis International
Airline: Delta
Flight #: D3541
Officer Description: Female, African American, Officer (b)(6)

Caller states he called earlier and states when he flew from Tampa while he was going through the checkpoint one of the TSA agents opened the rope and allowed them to go through her line. Caller states she had them go past the AIT screening to their belongings and asking if this is normal. Caller states they did not experience any sort of screening.

7/21/2015
3:56:20
PM

Date and time: July 20, 2015 at 10:30 Am
Airport: TPA
Gate Terminal: caller is unable to remember
Airline: Delta
Disability Description: The caller's mother has a mobility impairment.

Incident Details: Caller is calling on behalf of her mother. She sent in a description of the problem several days ago but she said TSA required more information. She said she tried a second time to send the information and lost it due to email complications.

Situation:

On 07/03/15 early in the morning at 5:30am at JFK to board a Delta 439 flight leaving to Seattle. It was at Terminal 4 Gate B26. Caller's mother was in a wheelchair, her mobility is short term she gets tired but can stand. When caller's mother got to the TSA checkpoint she said they asked her to stand in the AIT machine and then subjected her to a patdown. She said it was a very rough pat-down and the TSO slapped her on the back. When the caller's mother told her the patdown was painful the TSO began to laugh. Caller said this was extremely outrageous. She said her mother is 85 years old and very frail. She said she believes she was discriminated against due to her disabilities.

7/21/2015
5:00:45
PM

Date Time: 07/03/15 5:30am
Gate Terminal: Terminal 4 Gate B26
Airport: JFK
Airline: Delta
Flight #: 439

She said that she wanted directions (via email) on how she could submit a complaint via postal mail.

(in french, in english below)

Cher Madame, Cher Monsieur.

Mes deux bagages en soute (vol AF 017 pour Paris CDG) ont fait l'objet d'une inspection approfondie par les services de TSA, le 20 juillet 2015 à JFK. Je n'ai rien à redire sur le principe qui est légal et utile pour la sécurité des voyageurs.

Je regrette que l'une des serrures (le cadenas d'un sac Lancel) ait disparu ce qui n'est pas trop grave. En revanche les deux bagages ont voyagé sans aucune fermeture ce qui aurait permis à plusieurs moment qu'ils soient ouverts par des personnes mal intentionnées, surtout si j'avais voyagé avec plusieurs escales.

Ce n'était pas le cas, mon vol était direct, et à première vue je n'ai pas observé d'objet ayant disparu.

Evidemment, il est toujours désagréable de subir une fouille qui est une forme d'intrusion dans la vie privée. J'en comprends les raisons et les besoins pour la sécurité. Je suggère néanmoins que l'administration de TSA

1° prévienne les passagers avant le départ qu'ils ont fait une fouille, ce qui permettrait par exemple de donner aux contrôleurs le code de la serrure pour refermer la valise, et d'être plus vigilants à l'arrivée de leurs bagages

2° qu'un système de fermeture même léger (large ruban adhésif) assure un minimum de sécurité contre des manipulateurs malveillants.

En espérant que mes remarques vous seront utiles.

avec mes meilleures salutations

(b)(6)

PS Pouvez vous m'expliquer pourquoi nos bagages ont été fouillés ? J'ai regardé le site TSA et je n'ai vu aucune informations qui m'aurait été utile pour mieux sécuriser mes bagages. Je voyage depuis 50 ans par avion et c'est la première fois que cela m'arrive.

7/22/2015

8:31:06

AM

Dear Madam, Dear Sir,

My two hold luggage have undergone a thorough inspection by the TSA services, on July 20, 2015 at JFK (flight AF 017 to Paris CDG).

I have no complaints about the principle which is legal and useful to the safety of passengers.

However I regret that one of the locks of my Lancel bag has disappeared. Both luggages have traveled without being closed which would have allowed on several times open malicious people to open them, especially if I had traveled with several stopovers.

By chance my flight was direct, and at first I did not observe any object having disappeared.

Obviously, it is always unpleasant to undergo a search which is a form of intrusion into private life. I understand the reasons and the necessity for security purposes. Nevertheless, I suggest that the TSA administration

1- warn passengers that they have done a search, so they could give the code of the lock controllers to close the bag, and they would be more vigilant in monitoring their luggage,

2- put a light closure (wide tape, for example) which will provide basic security against malicious manipulators.

Hoping that my comments will be helpful for anyone,

Sincerely

(b)(6)

PS Could you explain me why our bags have been selected for physical inspection. We didn't see on your web site any information helping us to secure better our luggage. I am travelling by airplane since 50 years and it is the first time it happened

7/22/2015 The caller is filing a complaint on TSA at the screening process in Washington-Dulles International Airport. He said they closed half of the screening and made everyone go through one AIT machine. He arrived at the airport an hour early and because of the screening closing, he missed his flight by 2 minutes. They booked him another flight, which won't go out for another 9 hours. He is highly upset, and just wanted to make a point.

1:08:00

PM

Hello,

On Wednesday, July 15th around 3:20 PM at Orlando International Airport, Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

Over the past year, your AIT scanners have been alarming/flagging my genital area - this has NEVER happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). UNACCEPTABLE. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down EVERY time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright DISCRIMINATION. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

7/22/2015 4:19:29 PM This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "<https://www.tsa.gov/traveler-information/advanced-imaging-technology>"Advanced Imaging Technology).

HYPERLINK "<https://www.tsa.gov/traveler-information/advanced-imaging-technology>"Advanced Imaging Technology

TSA began testing state-of-the-art Advanced Imaging Technology (AIT) in 2007 and began deploying units to airports in 2008. This technology can detect a wide range of threats to transportation security in a matter of seconds to protect passengers and crews. Imaging technology is a...

HYPERLINK "<https://www.tsa.gov/traveler-information/advanced-imaging-technology>"\nView on www.tsa.gov
Preview by Yahoo

Disgusted,

Your canned response is unacceptable (pasted at the very bottom below my original email). Either my email below was not read or it was not understood. Your TSA staff and scanner (AIT) readers are DISCRIMINATING against those with legitimate medical devices (silicone implants - no metal). This is unacceptable. You are violating people and their rights.

----- Forwarded Message -----

From: (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Sent: Wednesday, July 22, 2015 2:21 PM
Subject: recent and becoming common TSA experience

Hello,

7/23/2015 10:16:38 AM
On Wednesday, July 15th around 3:20 PM at Orlando International Airport. Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

Over the past year, your AIT scanners have been alarming/flagging my genital area - this has NEVER happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). UNACCEPTABLE. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down EVERY time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright DISCRIMINATION. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "<https://www.tsa.gov/traveler-information/advanced-imaging-technology>") in Advanced Imaging Technology).

7/23/2015 5:47:55 PM
Caller flew from LAX yesterday. He does not go through the AIT and usually waits for the patdown. He was waiting for a TSO to come and while he was waiting, they kept piling stuff up on the bin with his computer at the end of the belt. He stated that he felt, because of this, he left his laptop at the checkpoint and it was TSA's fault. He has called the LandF at LAX at 310-242-9073, which referred him to an email. He has emailed them three times, but no one has gotten back in touch with him. He asked if there is someone we can call for him at LAX.
Disability Description: Visual Impairment.

Incident Details: Caller wanted to know what the proper protocol is for passengers that are totally blind and uses a cane. He said at other airports that they scanned it before and after his AIT but when he traveled today through AUS that the TSO made him give them his cane and they kept it for screening for about a minute. He wanted to know why they had to take his cane away from him for when other airport do not. Passenger said he believes the TSO was standing over behind him twirling his cane like a baton. He said he did not believe that the TSO had the cane in his possession long enough to do any real testing on it. He asked me if I thought this would be considered discrimination against him because he is blind.

7/25/2015 10:23:15 AM
Airport: AUS
Airline: Virgin America
Flight Number: 444
Date Time: 07/25/2015 at 8:30 am
Gate Terminal: Terminal 31

Caller works for the airline, and prefers to use the AIT instead of the WTMD. Caller was told today that she had to go through the WTMD to be screened, but her metal hip alarms the technology. This is the reason the caller wanted to use the AIT. Caller said that the blonde, short haired, white female that is about 5 feet, 4 inches TSO was being rude to her in front of her co-workers and other passengers about only being allowed to use the AIT. Caller was asked if she had a medical condition that would be an issue with the WTMD, and the caller answered that she did not have to answer that because she feels it is no one's business. Caller wanted to know what the protocol was for the screening technology and if she has to inform the TSO about her hip replacement. Caller does have a card from her doctor that explains her hip replacement.

7/25/2015 3:52:19 PM
Date and Time: 07-25-15 at 5:50 AM
Gate Terminal: A 5
Airport: GRR
Airline: Delta
Flight #: 2211

Call Reason: - Caller is calling to file a complaint about a TSO named (b)(6). She was completely rude. She ran the scanning machine. He opted out of the AIT screening. HE had to wait 10 minutes for someone to come to conduct pat down. 5-6 people or TSO's were standing around. He complained to the female TSO and she said almost in a threatening manner, "Do you want me to get your stuff and run it again?" In addition when he opted out of the AIT she was rude. She stated we will deal with that when the time comes. He spoke with the supervisor who told him he had a couple complaints today on the same TSO.

7/26/2015 11:27:48 AM
Date Time of Incident: 07/26/2015 11:00 am
Gate Terminal: A 5
Airport: Indianapolis
Airline: United
Flight #: 4127
Bag tag #: NA
Bag description: NA
NOI: NA

Reason for the call - She wanted to report a rude screener.

Airport - PHX
Airline - U.S Airways
Flight Numbers - 465
Departure Times - 7:10 am
Arrival Times - She went through the checkpoint between 5 and 5:15 am.
Date And Time of Incident - 7 23 2015
Baggage Tag Numbers - NA
Description Of Luggage

7/27/2015 12:45:43 PM
Color - NA
Style - NA
Size - NA
Brand - NA
Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - A9

Terminal - Does not know
Phone Number (b)(6)
Email (b)(6)
Name Of Actual Person Involved (b)(6)

Special Notes - She told the TSO that she was 26 weeks pregnant and that she wanted to opt out of the AIT. He told her that the AIT was as safe as her cell phone and that she was stupid for not wanting to go through the AIT. He also told her that she had more radiation in her cell phone. He made her feel horrible. She went through the AIT. She was told that something was showing up in her stomach area. She had to have a patdown. She was told to lift her stomach and her shirt. She was also told to lower her pants. The TSO used a hand held metal detector. This was her first time flying and it was not a good experience. She said that she felt discriminated against because she was pregnant. She did not get the name of the TSO. She flew from PHX to ORD. She wanted to make a complaint.

Call Reason: Caller has a son (b)(6) with special needs. She states that they were at MCO and her son stepped through the AIT and the TSO was sarcastic with her son and upset him and gave him a patdown and then when she said something about it, he said that she should have told him sooner that he had special needs.

7/27/2015 4:54:17 PM
Date Time: 7 27 1:20 pm
Gate Terminal: 121
Airport: MCO to PIT
Airline: Southwest airlines
Flight #: 1795
TSO: a tall male large muscular Caucasian TSO with a crew cut and no glasses

Disability Description: Caller has an electronic device implant.

Incident Details: She informed the guy running the AIT machine that she has an electronic implant in her butt. She has a card saying that she cannot go through any of the machines. The screener made her go through the AIT machine twice and was very rude about it. Because the AIT screening did not go well she was subjected to a lot of additional screening. She was very embarrassed about it. She was offered private screening and she did do that. Her electronic implant is no longer working and she believes this is because she was forced to go through the AIT machine. The woman who assisted her with the rest of the screening was very nice but she is upset about the way the guy treated her and that he did not take her disability seriously.

7/29/2015

1:04:54 PM Date Time of Travel: 07-28-2015 Screening at 4:30pm Flight at 7:25pm
Gate Terminal: 4 She thinks it was gate 408
Airport: ONT
Airline: US Airways
Flight #: 674
TSO Name (Rude screener): It was a white male with lighter hair that was manning the AIT machine who was rude.
TSO Badge # (Rude screener): Not Provided

Disability Description: She had surgery on her right knee and she was in a wheelchair.

Incident Details: She said on Sunday she flew from Jamaica to FLL to Philly and she was in a wheelchair and she had a yellow carry on bag. She said a young African American female Officer came to her and said there were canned tea beverages, bottled water and lotion in her yellow bag and she was going to have to have a patdown. She said she was not given the option for a private screening. She said the other Officer told her she had to have the patdown done and that she can go to another room. She said the Officer took her shoes and she said this is the second time she has had a patdown done. She asked for a Supervisor and they told her she would have to wait until after the patdown. She said her complaint is on both being disabled and the patdown. She said this happened on Sunday at FLL and that she does not have the Officers names. She said the other patdown was done in Jamaica in May. She said she did not like the patdown done between her legs at FLL and that she had already gone through the ait machine. She requested an email. She requested the postal mail address for her complaint.

7/29/2015

1:59:51 PM Mishandling RFI

REASON for the call: Complaint
Date Time: 07-26-15 at 7:25 pm and at checkpoint 3:50 pm
Gate Terminal: E-3
Airport: FLL
Airline: US Air
Flight #: 2022

The caller has a complaint from 7-16-15. The caller tried to submit his complaint online and the system will not send the complaint. The caller states that he was at ORD at 6:00am and the caller states that it was extremely busy at the airport. The caller arrived an hour and a half to get through screening and he walked on the plane as it was departing. The caller states that at gates 7A and 7B at the American Terminal they have made half the lanes precheck lines and the caller states that the precheck line had no one in it and the caller states that they were all crowded into other lines. The caller states that officers were taking people from the middle of the line and take them into the precheck line and the caller states that the officers should have taken people from the front of the line because they had been there longer. The caller asked the officer that was taking people from the line what about us that are in the front of the line and the officer responded that if he wants to go in the precheck line he should join the precheck program. The officer in question was a white male about 38 years old with light hair. The officer was walking around with an Ipad and was taking passengers to the precheck line. The caller states that when he finally got to the line they had 4 AIT's and one was closed and the caller wants to know why TSA has the machines if they are not going to use them. The caller states that the officers at ORD are very rude. The caller wants to verify that the lines are designated by the airline and airport. The caller thinks that the precheck is a hindrance to other passenger because the volume of passengers does not support the space it takes at the screening checkpoint. The caller states the officer made him feel like if he wants to get through screening quicker he would have to pay for the service.

7/29/2015

2:25:14 PM

Date and Time: 7-16-15 and went through screening at 6:00am for a 7:30am flight.
Gate Terminal:
Airport: ORD to MSP
Airline: American Airlines
Flight #: 1405

Submitted on Wednesday, July 29, 2015 - 17:31 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Texas

Airport: TEXAS - DAL - Dallas Love Field

Date of Travel: Thu, 07/23/2015

Time of Travel: 11:15 am

Airline & Flight Number: Southwest, 6588 Checkpoint / Area of Airport: Security checkpoint, didn't note lane number TSA Employee: Name unknown; tall black male, age approx 30

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

I requested to opt out of the AIT machine prior to my flight at Dallas Love Field yesterday. When I informed the agent who was waving me towards the AIT machine, he looked at me (and glanced at my body), then said something like, "Uh, you know, breasts, buttocks, groin..." I told him I was aware of what opting out entails and that I had done it many times.

Usually when I request to opt out, the standard response is, "Step over here. Female assist." The response from the male agent yesterday made me very uncomfortable; I am choosing to believe that he was not trained/prepared to respond to my request and that he wasn't intentionally trying to harass me, although that is how I felt.

The reason that I always opt out of AIT is that I do not feel comfortable with my body being scanned and examined by an unknown person who may be male: I prefer to be checked by a female examiner, even though it is also invasive. Yesterday's experience made me feel like I got the worst of both worlds. I would request

7/29/2015
8:05:46
PM

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Rosamond, Ca

7/30/2015
2:13:08
PM

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

What was the date and approximate time of the incident?

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Rosamond, Ca

7/30/2015 2:13:15 PM
Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller says that he was going through security. His 94 year old wife was in a wheelchair. He is 82 years old. Their skycap helped them. His wife was able to bypass the normal security line, but he had to go through the normal line. He went through the first set of machines and there was an alarm. He had his belt on and has multiple metal implants in his body. The agent there supposedly asked him why he didn't tell her before in a rude manner. He then went to the AIT where another agent supposedly rudely told him to remove his hat and then rudely told him he knew better than to leave money in his pocket. They made him take off his shoes even though he is over 75. His screening resulted in a patdown, but he has no complaints of the gentleman who done the patdown; only the two women who were supposedly rude to him. He didn't catch their names. The one at the WTMD was in 30s to 40s with short brown hair and maybe glasses. The other at the AIT was in her 40s to 50s with short hair.

7/30/2015 2:33:10 PM
Date Time: 07.28.15 11 a.m. Incident occurred at approximately 9 a.m.
Gate Terminal: C
Airport:
Airline: Southwest
Flight #: 758
Bag tag # (10digit): N/A
Bag Description: N/A
Missing Damaged item description: N/A
NOI: N/A

Submitted on Sunday, August 2, 2015 - 04:49 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Security Issue

State: New York

Airport: NEW YORK - JFK - John F. Kennedy International

Date of Travel: Sun, 08/02/2015

Time of Travel: 4:30 am

Airline & Flight Number: Jet blue 939

Checkpoint / Area of Airport: Terminal 5 TSA Employee:

==Security Issue==

Security Feedback:

- Advanced Imaging Technology
- Other

Security Issue: Just a question - is it ok to let TSA employees and airline personnel with their families (not on duty) to bypass the line and not go through xray but just through the metal detector? I understand tsa employees are not allowed priority treatment as policy but as I was standing in the "even more speed line" two whole employee families were placed ahead of us. In addition I was traveling with 2 kids that were put through the xray scanner (usually they go through the detector) but the employee asked to be put through the detector and was granted the privilege with his family. Not a courteous experience at JFK as I am used from TSA in other places. Dont think security was breached but not right...

8/2/2015
9:44:00
AM

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

Disability Description: Caller wears a brace and would like to file a complaint regarding her screening experience.

Incident Details: Caller wears a brace. She went through the AIT. The TSO who handled her screening was well mannered and standard. She allowed her to sit during the patdown since an alarm was generated. A STSO came over and was rude. She rudely and raising her voiced asked her 'What s in your pockets?'. She yelled when she spoke to her the majority of the time. She was in a wheelchair when she arrived and transferred to a chair for a patdown and AIT screening. She had a bad experience obtaining a wheelchair due to a long wait but she recognizes that it is airline related. The brace was made of metal. The STSO said that if she buzzed, she wouldn't be allowed on a plane in a condescending way. She stated she felt discriminated against based on a disability, or like they failed to accommodate her.

Date and Time (departure time and arrival time): 8-2-15 @ 930 to 10 pm

Gate Terminal: Gate D60. She went in to the airport through Gate 1.

Airport: MIA to CLE

Airline: AA

Flight Number: 3072

Baggage tag number (10 digits): NA

Description of Baggage: NA

Missing Damaged item description: NA

NOI: NA

Anything on the NOI: NA

Special Notes: The STSO would not give a name. The STSO was about 5'7" or 5'8", black, very dark, about 165-175 lbs. and around 35. She went through Checkpoint 2, it was a Precheck lane and was between AA's domestic and priority line (somewhere in the middle). She suggested the TSA staff allow passengers to see their name on their badges.

8/3/2015
11:32:17
AM

8/3/2015 3:00:20 PM Caller said when coming through the PDX security check point he opted out of the AIT and WTMD and the TSO that conducted his pat down seemed nervous and out of sort. When going up the callers right groin his hand was shoved up very forcefully and hurt the caller. He was near terminal E. He did not get a name or a badge number. The TSO had an accent and seemed to be around 50-55 years of age.

Hi, I just wanted to share my experience that I had at PDX. I didn't know much about the AIT scanning that you guys now have through security and I was informed that if I didn't want to do it I could opt out and receive a metal detector and pat down. When I approached the front of the line there was the AIT scanner and the metal detector to walk through. Now when I tried to stay in the line to go through the metal detector I was asked to move to the AIT scanner. I asked the gentleman if I could choose to stay in the metal detector line to which he replied with "No you can't, but that's a great question." Now I wanted to make sure I was informed properly so I came to your website to see if, in fact, it is my right to opt out of it if I chose to. So I guess my question is if that is something I am able to do why do you have employees blatantly tell me that I cannot? Not to mention talking down to me like I am a child when I am a 24 year old woman asking a simple question. If you allow people to opt of the AIT scanning you might want to let your employees know that. I don't appreciate being treated like an idiot when what I was doing was completely within my rights.

Mishandling RFI

REASON for the call: The caller went through the AIT machine at San Francisco airport and the lady told her that she needed to hold her glasses up, then the guy behind the machine told her she needed to put them on her face and he came around and forced them on her face and now the glasses are broken.

Date Time: 08 03 2015 11:55 PM

8/4/2015 Gate Terminal: N A

12:40:57 Airport: San Francisco

PM Airline: Sun Country

Flight #: FY398

Bag Description: It happened during the AIT machine

Missing Damaged Item description: White reading glasses, very small, and the right lens has fallen out.

NOI: No

8/4/2015 The caller is applying for TSA Pre Check. She has had a knee replacement in the past and would like to know if she can be exempt from screening when she gets TSA Pre Check so that she does not have to go through additional screening? She also would like to know why she is not able to collect her belongings while she is waiting on a patdown? She asked if there were any alternative screenings other than going through the AIT if you have a knee replacement?

4:04:26

PM

Caller state that she went through screening at Fort Lauderdale and when she requested a pat down instead of going through the machine they refused. She was made to go through the AIT and she is pregnant. Her doctor told her not to go through this device for medical conditions. When she went to San Diego to come back home the officer allowed the pat down and let her know that she does have the right to opt out of the screening with machines. She just wants to let someone know this has happened and she is upset about it.

8/4/2015 Date Time: 7 29 2015 5:00 AM

5:53:35 Gate Terminal: N A

PM

Airport: Ft Lauderdale

Airline: Southwest

Flight #: 927

Incident Details: The caller wants to put in a complaint on a TSO at Daytona Beach. The flyer went through security yesterday morning 5:30am, he went through the AIT but he is unable to put his right arm up. The TSO told him to put his arm up but he informed the TSO that he is unable to put his arm up because he has shoulder issues. The TSO came and grabbed him by the shoulder and raised his arm up. The caller yelled out in pain and the officer dropped his arm. It tore his rotator cuff and now he needs surgery. The caller has contacted his doctor and an attorney. He is very upset about this experience and the injury it has caused him.

Date and time of incident: 08 04 2015 5:30am

8/5/2015 Airport of incident: Daytona Beach

2:01:48 Airline name: Delta

PM

Flight number: 1566

People involved in incident: White male TSO, probably late 40 s, light brown hair, probably 6 1

Description of incident: The flyer went through security yesterday morning 5:30am, he went through the AIT but he is unable to put his right arm up. The TSO told him to put his arm up but he informed the TSO that he is unable to put his arm up because he has shoulder issues. The TSO came and grabbed him by the shoulder and raised his arm up. The caller yelled out in pain and the officer dropped his arm. It tore his rotator cuff and now he needs surgery.

Submitted on Thursday, August 6, 2015 - 07:12 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Security Issue

State: Florida

Airport: FLORIDA - JAX - Jacksonville International

Date of Travel: Fri, 07/31/2015

Time of Travel: 9:25 am

Airline & Flight Number: AA 2383

Checkpoint / Area of Airport: Checkpoint Pre Check TSA Employee: LTSO Female

==Security Issue==

Security Feedback:

- Advanced Imaging Technology
- Other

8/6/2015
8:26:34
AM

Security Issue: I was processing through the Pre Check Lane at JAX around 0927, as I walked through to metal detector I was randomly selected for additional screening. I was told to step back out and go through the body scanner, after a few minutes a female LTSO came over to screen me and the gentleman behind me. When I walked into the machine I handed the LTSO my cowboy hat which I was not required to remove but was trying to be helpful to screening, she informed me that my hat had to go through the x-ray, at that time I politely asked for it to be hand checked, she to me it had to go through and to me it had a metal band (pointing to the wrong place where one would be) I informed her that I was a random selection and did not alarm the metal detector, I politely asked that she hand check the hat three times and was told that was not an option. I had anomalies on my back when I was scanned and she, stated there were no males available, and walked away leaving me unattended for a period of 30 to 60 sec. without saying anything to me. My concern is that had I not known what needed to happen I could have left and been in the terminal without being screened, MAJOR SECURITY ISSUE. I

Caller is traveling with a breast pump and frozen breast milk and every time she flies out of Atlanta Hartsfield she goes thorough the AIT machine and then she is made to have a patdown. And she has had to do multiple patdowns just for one flight. She never gets consistent screening when traveling with Breast Milk and Breast pump.

8/6/2015
4:58:08
PM

Airline: Delta
Date : Aug. 3 5:30 PM
Terminal: South Terminal

Disability Description: The caller has breast cancer.

Cell phone number (b)(6)

Incident Details: The caller flew from Oakland to Las Vegas and then from Vegas to Oakland on SW.

She says the TSOs in Las Vegas were horrible to her. She has breast cancer. She wants to know if it is possible to give her travel information and a picture of herself for someone to roll the tape and see of how horrid her experience with TSA was.

She went through the AIT machine and the machine showed the area that she needed a pat down which was her breasts and ribcage. Instead of being offered and receiving a private screening, the TSO gave her a pat down on her breasts in front of everyone, humiliating her. They asked her in front of everyone why she didn't have reconstruction surgery and what the bone that was sticking out of her chest was. They rescanned her over and over and over again. She was very embarrassed and she has prematurely aged so everyone was staring at her.

8/6/2015
6:02:57
PM

She also claims that the TSO hurt her. The caller is mortified over this. She was still in pain this morning when she woke up because they pressed so hard during the patdown. She feels discriminated against because she has breast cancer. She even thinks she may have a cracked rib.

The caller also says her checked bag had been inspected and everything was in disarray.

Date-Time of Travel: 8 5 15-6:30PM

Gate Terminal: C7

Airport: LAS

Airline: Southwest

Flight #: 3151

Disability Description: Caller has Multiple Sclerosis.

Incident Details: Reason for the call - Caller said that she feels discriminated against.

Airport - SEA

Airline - Alaska Airlines

Flight Numbers - 516

Departure Times - 6 am

Arrival Times - She went through the checkpoint at approximately 5 am.

Date And Time of Incident - 8 07 2015

Baggage Tag Numbers - NA

Description Of Luggage

Color - NA

Style - NA

Size - NA

Brand - NA

Was There An NOI - NA

Was Anything On The NOI - NA

Missing Damaged item description - NA

Location Of Incident

Gate - D

Terminal - Does not know.

Phone Number - (b)(6)

Email (b)(6)

Name Of Actual Person Involved (b)(6)

Special Notes - Caller has Multiple Sclerosis. She has a gel medication that cost \$800 a tube. The bottle contains 100 grams. She told the TSO about her medication. She went through the AIT and almost fell. She was kept separate from her purse and her carry-on for about 10 minutes. She was taken to a different area. She had to walk on the dirty floor with her bare feet. All the items in her purse and carry-on were taken out. She said that the TSO told her that MS is not that big of a deal. The TSO told her to stand on one leg, hold her arms out, and to spread her legs. She said that the TSO put her hands in her crotch, her buttocks, and touched her breast. She was asked to lift her shirt and turn her pants down. She said that she was overwhelmed. She asked to call her husband and was told that she could not touch anything. She canceled her trip due to the incident. The purpose of her trip was to visit an eye specialist that she has been waiting months to see. She said that on three occasions someone said that she should be treated like someone in a wheelchair and that they should get her a wheelchair. She said that she was molested when she was 12 years old. She was told that all of the things that she went through was because of the medication. She said that she feels like she was discriminated against. She said that they took a picture of her drivers license and told her that she was uncooperative. She wanted to make a complaint.

8/7/2015
8:45:25
AM

The caller is pregnant tried opting out of the AIT machine but the TSO wouldn't let her. She wants to file a complaint to make sure this doesn't happen again.

Date Time: 8/9/2015 1:30pm

8/9/2015 Airport: DEN

4:09:16 Airline: Southwest

PM Flight #: 2675

Officer Description: Latina, Short, medium weight, black hair, in her 40 s

Date Added Contact Details

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/1/2013 9:33:46 AM

013 11:00:2 Subject: Suggestions

Name: (b)(6)

Email: (b)(6)

Comments: As a constant traveler being in the Navy I have noticed through several airports that personnel that work for airlines are permitted to travel through security check points with beverages, belts, items in pockets that causes metal detectors to go off without as much as a flinch from the TSA agents. As being in a position of authority in the Navy, I have come to learn that leading by example is the best way to set a positive example and in this instance relieve favoritism towards airport staff. It seems to me that the enemy would not target airport patrons that rarely travel but those that have constant access to any area. When I asked the TSA agent why a stewardess is permitted to pass through security with beverages and belts she said because they work here and they do what they want. In keeping our nation secure no exceptions should be made for staff or patrons passing through security. I hope that this sheds light on a growing lacedicial attitude that is embodied with keeping Americans safe. Thank you.

The caller said everytime he flies he notices TSO's walking around the metal detectors with bags, thermoses and other items. The caller said he is going to fill out a card he was given and he was going to send in a letter. The caller said he believes everyone should abide by the rules.

013 9:26:3

I told the caller to the employees have underwent background checks. I told the caller we monitor the number and nature of complaints to track trends.

Remote Client IP: (b)(6)

Date Time: 1/2/2013 10:10:56 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Security Checkpoint at JFK T1:

Around 7pm, Saturday, December 29, 2012.

For Flight AF 11 (9:45pm, Dec 29), Gate 6.

Comments: I wish to make a very strong formal complaint about my experience at the Security Checkpoint at JFK T1:

Around 7pm, Saturday, December 29, 2012.

For Flight AF 11 (9:45pm, Dec 29), Gate 6.

013 12:07:5

Not comfortable with images of my undressed person being viewed by anyone. I often prefer the pat-down to the body scan at Security, but I never understood why some people were allowed to go through the metal detector, while others were forced to go through the body scan. So I asked. The man working said I would need to speak to a supervisor. I said, ok, but I wasn't really looking to speak to a supervisor, I simply wanted to understand. He repeated that I would need to speak to a supervisor and that I should have said earlier that I wouldn't go through the body scan. I asked at what point I should ask, and he repeated "earlier." This wasn't very clear or kind, but I figured the supervisor would explain later.

In the meantime, we had been waiting about 7 minutes for the woman supposed to be patting me down, and I was starting to worry about my PC left on the security ramp, so I asked the man if he could go and make sure it was still there. He told me to just wait (not very kindly). I responded I really wasn't comfortable leaving it there, so he let me go to a point where I could see the basket I had put the PC in. That didn't help at all (since I can't see through the basket), but at least a supervisor had arrived so I thought the worst was over and she would let me at least check to see if the PC was there.

This supervisor's name is (b)(6) and she is the most hostile woman I have ever had to deal with in my life.

She came over barking, "What is the problem here!". The man working responded, "She needs a pat down." (b)(6) then said, "Well then you need a pat down and that's it. What's your problem." I said, "I'm fine with that, but I don't understand why no one can check to see if..." She cut me off saying, "Excuse me, lose the attitude. This is a government property..." I honestly don't remember what else she said, it was so absurd and unrelated to what I was trying to say. I finally said I wasn't interested in arguing and that I just wanted the pat down. She continued to bark at me, cutting me off, telling me that "I" was giving Security a problem (this is absurd), until finally she left.

The woman who performed the pat-down was very kind and professional. She asked me if I would still like to speak to a supervisor. I said, honestly, I just don't understand why no one else can explain what the rule is between the metal detector and the body scan. She explained as best and kindly as she could, and I thanked her. She asked me if I wanted to speak to a different supervisor about my experience and I thought that it wasn't a bad idea. The woman who patted me down had a male

Feedback Type : Complaint

Categories : Poor Customer Service; Other Current Date Time : 12/2/2013 5:08:45 PM Airport : JFK - John F. Kennedy International Date Time of Travel : 12/29/2012 7:00 PM Airline : Flight Number : AF 11 to Paris (9:45pm) Checkpoint Area of Airport : T1, toward Gate 6 TSA Employee: (If Known) : (b)(6) Comment : I wish to make a very strong formal complaint about my experience at the Security Checkpoint at JFK T1:

Around 7pm, Saturday, December 29, 2012, For Flight AF 11 (9:45pm, Dec 29), Gate 6.

Not comfortable with images of my undressed person being viewed by anyone, I often prefer the pat-down to the body scan at Security, but I never understood why some people were allowed to go through the metal detector, while others were forced to go through the body scan. So I asked. The man working said I would need to speak to a supervisor. I said, ok, but I wasn't really looking to speak to a supervisor, I simply wanted to understand. He repeated that I would need to speak to a supervisor and that I should have said earlier that I wouldn't go through the body scan. I asked at what point I should ask, and he repeated "earlier." This wasn't very clear or kind, but I figured the supervisor would explain later.

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So I agreed to speak to another supervisor. But instead of a different supervisor coming over (b)(6) came over having learned I wanted to complain, barking even more about my "problem." So I said to her that I was not happy about the way I was being treated. She just got nastier and nastier, telling me that "I" had the attitude, but every time I tried to reason with her, she just cut me off. So I asked her for her name. Then she asked me for my boarding pass. I gave it to her. When she

Forwarded for review and appropriate action.

Thank you!

Rob Neumer

Program Analyst

Civil Rights Division

1/2/2013 6:10:2

From: (b)(6)
Sent: Wednesday, January 02, 2013 2:02 PM
To: TSA.CivilRights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shm>

Remote Client IP: (b)(6)
Date Time: 1/2/2013 2:02:21 PM

Name:

not an automated reply. Clearly your employees are disgruntled so they pull stunts like this to feel better.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

013 10:09:5
We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

On Thu, Jan 3, 2013 at 12:46 AM, (b)(6)

I returned from a trip yesterday and my bag did not make it. I got it today and saw that my bag was selected for inspection. The same bag was also inspected last week. I now know that my bag did not make it because it was inspected yet again thus delaying it getting to the plane. The odds of a bag being inspected twice on the same trip are so low that this was clearly done on purpose. I think this is uncalled for and an apology at the least is owed.

on 12/31/2012 was at 1:39 pm. She went through the checkpoint at 11:30 am. She is 76 years old and she said that she no longer has to go through a patdown because of her age. She gave the agent her passport. She said the passport shows her age. The agent disappeared with her passport and would not tell her why she took her passport. She told the TSO that she did not want to go through the AIT. She was told that she would go through the AIT or get a patdown. She went through the AIT and still got a patdown. She said that the patdown was just running her fingers under her watch and bracelet. She said that her daughter and granddaughter were pulled aside because they were part of her family. She said that her daughter told her that she was getting a patdown because she was wearing a Jewish Star. Caller asked to go through the metal detector and was told no. The agent's name is STFO (b)(6). She said that there was a gentleman named (b)(6) who was yelling at her that she was holding up his line of traffic. She wants to know what the agent did when she disappeared with her passport.

I gave the following information: The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

I connected her to MB

ACCEPTED TRF to MB:

She stated this is the first time she flew out of FLL for years because she felt she was assaulted before. She was convinced it would be alright this time.

Told her I do not know why the Officer took her passport for a moment and she can contact the CSM by redialing our number and enter FLL for airport code to get the number. The CSM may be able to tell her why the Officer asked for her passport.

I asked if the equipment alarmed when she went through screening. She stated it did not.

She stated she did not want exposed to the machine so she told them she would not go through and they made her have a patdown.

Told her that is procedure and I shared the following info with her:

Caller states: Flying from Reagan to Eugene Oregon with a stop in Salt Lake City on Delta. Caller is traveling with cats and is upset that the cats are counted as her carry on even though she pays extra for them to fly. Also concerned that during screening that the cats will get away.

Advised caller: The baggage limits are set by the airline.

Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

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Caller is a crewmember with an airline. She went through yesterday in LAX in the known crewmember line. She was pulled to the side and came up twice as explosives tested on her hands. She said that this didn't make her feel comfortable and it came up twice. She wants to know as an option to the patdown, if she could have requested the AIT. She does not want to file a complaint, she just stated that she was very uncomfortable.

2013 11:29:00 Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

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URGENT

1/5/2013

Hello,

2013 2:26:50 This is not the first time that an unpleasant and unnecessary incident happened while passengers are being screened at TSA airport premises. Another passenger lost her valuable jewelry since your requirement is to ask passengers to remove them prior to pass the metal detector. Another passenger stole them as the camera surveillance caught it. It happened in Fort Lauderdale International Airport on 12/9/2012 and in Miami not long time ago. TSA should be fully responsible for each passenger from the moment its entrance until its departure from TSA's premises.

If you are not going to take an immediate action, that incident won't be the last one. Do not wait for long as the tragedy happened to Newtown left without any security. We are tired to try to solve the problems afterwards. Open your eyes and do not only follow your rules! Try to work with an open mind!

Please do not reply with a routine answer.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/4/2013 1:06:06 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (if applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): George Bush Intercontinental Airport (Houston), United Airlines flight 1490 from San Jose, Costa Rica, connecting to flight United Airlines 1616 to Chicago O'Hare...

Comments: At about 7:50 p.m. on January 3, my family was passing through the TSA checkpoint at George Bush Intercontinental Airport connecting to our flight to Chicago after arriving in Houston from Costa Rica. When asked to pass through the x-ray machine, we opted out.

2013 2:26:50 They put us to the side with another woman who had also opted out and was waiting for the 'pat down'. I was then brought with my daughter through the standard metal detector and cleared through security while we waited for my wife to receive a pat down. As we were waiting, we heard a TSA employee (on our side of the checkpoint) begin ranting about how "All these passengers are opting out because they're uninformed about these machines." Not like it's TSA's business why we were opting out, but I opted out not because I am uninformed about anything, but because I believe free people have an obligation to resist tyranny.

In any case, a man a few people behind us in line also opted out and was waiting for his pat down. He was clearly angered by the TSA employee, and the two of them began a shouting match over the short wall. I couldn't hear all of it, but the TSA employee was shouting at the man that the machines "don't use radiation," which is just ignorant. I suppose she could have claimed they use a low or safe dose of radiation (not sure if that would be correct), but it's disconcerting that someone operating an x-ray machine would make a claim like that. In case I'm not being totally clear: someone who doesn't understand that x-rays are radiation should not be operating an x-ray machine.

In my opinion, shared by millions of my fellow Americans, people who refuse to be x-rayed as a condition of traveling in their own country are heroes, and we do not deserve to be treated like this. The clear intent of the TSA employee was to humiliate us in front of our fellow passengers for refusing to submit to the x-ray, which is unacceptable. If the price of opting out is being publicly humiliated by TSA employees, it's not an option at all.

While the TSA employee and the man were arguing, I heard another TSA employee (the one who patted down my wife) tell a co-worker to call security to "deal with that passenger". At no point, however, did any TSA employee step in to deal with the co-worker trying to humiliate and provoke fights with travelers exercising their rights. Oh, and after she cleared security, my wife started crying due to the behavior of this woman.

The employee was a short African-American woman in her 20s, dark skin, hair pulled back. She was working on the post-x-ray side of the checkpoint.

Caller wants to file a complaint. He is at AUS. He flies every week. The TSOs are horrible. Caller was in the line to go through the AIT. A handicapped person was in a wheelchair in front of him, but the TSO makes this passenger get up and walk through which looks up the line because his wheelchair was taken another way and he had to stand in the AIT 7 minutes. The TSOs open the WTMD line and send 20 people behind the caller through that line. The caller asked if he could go through the WTMD and the TSO told him that he could not change lines. All the caller's property is on the other side. He cannot see it and does not have access to it. He told the TSO this but the TSO kept waving people over to the other queue. Caller said the TSO would not look at him and had his back turned toward the caller at an angle. The caller does not believe he should be held in the queue when his property is away from him. He said it was like being held captive because he could not get to his property and could not get out of the line. He flew 160,000 miles last year so he flies very often and this was the worst. He said this kind of behavior is what gives TSA a bad reputation. Caller could not get the TSO's name because he would not face him so the caller could read his name tag.

:013 3:09:1 Caller said that in Columbus the TSOs are friendly, helpful and efficient.

Airport: AUS

Date and Time: January 4, 2013 at 1:50pm (Time he was at the checkpoint)

Location: on North end of the airport (he is not sure). If you are facing the airport it is on the left side.

I apologized to the caller, thanked him for letting us know his experience and told him I would send this to the CSM for review.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/4/2013 7:12:37 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #: 719/Frontier/Terminal B/Orlando International Airport, Orlando, Florida/Gate: 90/Date: 3 January 2013/ TSA agents involved: (b)(6) and (b)(6)

:013 8:06:2 I heard one of the TSA agents call for a female agent for me 3 times before one showed up. During this time, several (at least 6 or 7) airline passengers went through the scanner and went by my items that were sitting on the conveyor belt. I even saw one person (non-TSA) move what I think were the bins containing my items down the conveyor belt. When the female TSA agent finally came to me to let me through the gate for the pat down, she immediately had a negative attitude toward me. I was crying because I could not see my items and I thought someone had already stolen my laptop (the non-TSA person I saw move my stuff from the conveyor belt). I told the TSA agent that I could not see my things clearly and she said no one has passed ahead of me through the scanner. I said to her that "this is untrue". I said it calmly, in a speaking voice (i.e. non-threateningly and not loudly). The TSA agent whipped around and stared at me silently as though she was about to hit me. This woman was angry and I do not know why. She lied to me about my items and when I gently tried to correct her (only once), she acted aggressively. This is not someone who should be in a position of any power or interacting with the public. She had me stand off to the side of the scanner "traffic" and began her schpiel about pat downs. I was still crying because I did not know if my things had been stolen from the conveyor belt and this woman was terrifying. She refused to do the pat down even though I told her I consented to it and I just wanted to get it over with. I repeatedly said that I was NOT objecting to the pat down. She made me wait while she called her supervisor. (b)(6) While we were waiting for the supervisor, this TSA agent told me I was "embarrassing myself" and that I was being ridiculous. I was not shouting, I was following the agent's commands, and no one would have known there was a problem unless they looked at my face and saw me crying. I was upset and being told that this was my fault and that I was "embarrassing myself" by a hostile, angry TSA agent that, at that point, really does have the power to embarrass me. This is a terrifying situation for a civilian. The supervisor came over with another female and attempted to diffuse the situation. The original TSA agent again refused to perform the pat down. I told the supervisor that I was not refusing a pat down and that I would comply with whatever needed to be done. The supervisor still seemed upset and told me that I was standing in the way, despite the fact that I was standing exactly where the original TSA agent told me to stand for the pat down. Finally, the agents let me collect my remaining items from the conveyor belt. I was made to stand off to the side and was finally given a pat down by another TSA agent. During the pat down, the agent went over my genitals twice. I think that this is not protocol, especially because there were no questions about this area (i.e. I did not have on baggy clothing and the TSA agent did not find anything suspicious). I am a petite person and I always wear tight clothing through security to try to avoid this situation. So, to me, that says that I was frisked in an inappropriate manner because I made another TSA agent angry. After the pat down, I was given the all clear to go on to my gate. I later asked another TSA agent the names of the people involved by pointing them out to that agent. (b)(6) was the supervisor and (b)(6) was either the original (angry, hostile) female TSA agent or the one that finally gave me the pat down (they looked similar: black, 30-40s, overweight/obese females with their hair tied back). Having to get a pat down is humiliating enough, but when someone thinks their things have been stolen, TSA agents should be trained to be a little nicer. I would like to know what will be done about the situation I was put in and why it took so long for a female TSA agent to come and get me. I have a complaint about the screening process during my last flight. I recently flew from ABQ to IAD Jan 1. My flight was scheduled to leave at 8:17 but was delayed until 8:45. When I reached the scanning machines- I opted out and requested a pat down. I am 24 weeks pregnant. At that time, the agent requested a female assist with the walkie-talkie. For the next 15 minutes, I waited while he requested a female assist 4 more times. No one came to assist. He eventually asked for a male assist to relieve one of the female luggage x-ray scanners so she could come pat me down. There were only 3 women on the floor at the time- 2 women x-ray scanners and 1 woman supervisor.

:013 1:07:3 If families and children are able to go through the metal detectors- then pregnant women should be able to as well. If that isn't the case, TSA needs to make sure that enough women are on the floor to assist when needed. The long wait time due to staffing was nothing but incompetent.

Yes, I realize this was a day after a holiday- however, this was inexcusable.

I hope this matter is resolved and doesn't occur again.

Please feel free to call me to discuss anything further. (b)(6)

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/5/2013 5:00:29 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Sunday, December 30 around 12:15 a.m. in line at the Phoenix Sky Harbor Airport gate A main security screening entrance

Comments: Sunday, December 30 around 12:15 a.m. I waited in line at the Phoenix Sky Harbor Airport gate A main security screening entrance and witnessed a TSA employee who I believe was out of line.

1/5/2013 5:41:3

I do not have the employee's full name. I tried to read his name tag but could only see the first letters of what looked like a longer last name starting with (b)(6) or (b)(6). He was one of two agents checking boarding passes at the first point of contact with flyers. He was not the agent with the name (b)(6).

The agent was rude, impatient and made the experience of waiting in a long line particularly uncomfortable and tense.

At one point, I heard him yell to the entire room something close to: "What part of metal detector don't you people understand?"

Another time, after scolding passengers in line who'd bypassed the stanchions, a flyer explained to the agent they were just following everyone else. The agent responded, "Would you follow other people off a bridge?"

I believe it this agent who complained aloud, "I've been here since noon."

I did not directly interact with the man, but witnessed and heard this and other rude comments.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 1/5/2013 10:30:17 PM Airport : PHL - Philadelphia International Date Time of Travel : 01/04/2013 12:30 PM Airline : Flight Number : usair flt#735 from Man UK Checkpoint Area of Airport : Security check for connecting flt to Charlotte, NC TSA Employee: (If Known) : Middle aged female assigned to Metal Detector Comment : My age is 78 and I didn't remove shoes as I'm aware of policy. I was also reminded of this by Passport checker. The loud and extremely rude person in question told me to remove shoes and I politely told her my age which she advised me she could tell how old I was and get them off as the metal detector had gone off and she didn't need me to tell her her job. The person behind me said "It's one thing to walk in cattle-pens, but quite another to be treated as same." The line I was in was extremely long and many people were bemoaning the fact they were going to miss connecting flights I made mine with 10 minutes to spare. The incompetence was glaring and attitudes of at least three TSA officials was inconsiderate, loud and aggressive and most unfair for, if one tried to defend oneself under these circumstances I'm sure it would only escalate the problem and the traveler would be on the losing side of the issue. As a footnote: Having traveled through Phila Airport many times during the past eight years customer service has now become non-existent.

1/5/2013 9:14:2

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Remote Client IP: (b)(6)
Date Time: 1/6/2013 11:57:59 AM

Name: (b)(6)
Email: (b)(6)

Complaints: My Complaint is Not Listed Here.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Tue, 01JAN13 UA782 A ALBUQUERQUE, NM
(ABQ) 8:20 AM WASHINGTON, DC
(IAD - DULLES) 2:02 PM

Comments: I sent an email regarding my complaint and got a generic email about AIT. I would appreciate if my email was read and responded to regarding my actual complaint.

I have a complaint about the screening process during my last flight.

I recently flew from ABQ to IAD Jan 1. My flight was scheduled to leave at 8:17 but was delayed until 8:45. When I reached the scanning machines- I opted out and requested a pat down. I am 24 weeks pregnant. At that time, the agent requested a female assist with the walkie-talkie. For the next 15 minutes, I waited while he requested a female assist 4 more times. No one came to assist. He eventually asked for a male assist to relieve one of the female luggage x-ray scanners so she could come pat me down. There were only 3 women on the floor at the time- 2 women x-ray scanners and 1 woman supervisor.

If families and children are able to go through the metal detectors- then pregnant women should be able to as well. If that isn't the case, TSA needs to make sure that enough women are on the floor to assist when needed. The long wait time due to staffing was nothing but incompetent.

Yes, I realize this was a day after a holiday- however, this was inexcusable. I hope this matter is resolved and doesn't occur again.

Caller stated that he wants to know what the standard procedures are for a general patdown, and whether or not a passenger would have to go through a patdown if they go through the WTMD and it doesn't alarm. He wants to know if there is AIT at LAX. His daughter felt uncomfortable during a patdown procedure, and he wants to know if there is an issue with what happened at the checkpoint, and also if there is somewhere specific that he needs to contact if he does have a complaint. He also wants to know whether or not patdowns are still incorporated randomly, or if there is always a specific reason that they are conducted.

His 19 year-old daughter went through the Virgin America checkpoint, Gate 37 at LAX this morning around 8:40 a.m. She was on flight 781 going from LAX to SEA, scheduled to leave at 9. She went presented her ID at the checkpoint, and then on through the WTMD, which did not activate. Once she went through there, she received a patdown, and this is where she felt uncomfortable. He stated that the officer, whose name she did not get, used the palm of her hand to rub, not pat, the area of her abdomen and up to the border zone of her lower chest area. His daughter felt as though it could possibly be considered sexually threatening, and it made her feel uncomfortable.

A brief description of the officer is that she is an African-American woman, approximately 20-30 years of age, short and above the ideal body weight.

A brief description of his daughter, (b)(6) is approximately 5'6", 120 lbs. She has shoulder length black hair and was wearing an olive green leather jacket, dark blue jeans and dark brown military style boots.

Advised Caller:

Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

I told him that a passenger cannot choose to go through the WTMD only, but would have to go through the AIT or a patdown. If the airport or checkpoint they go to doesn't have the AIT, then they would have to go through a patdown. I told him that LAX is on the list of airports that either has AIT or is scheduled to get it, but I could not give him definite information as to whether or not they definitely had it, or if the checkpoint she went through had the machine.

http: www.tsa.gov ait-frequently-asked-questions

The TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

I told him that I could either take his complaint and send it to the CSM at the airport, or he could contact them directly. He chose to describe the incident to me, since I could not provide him with exact hours of the CSM at the airport. I did explain to him how to contact them by calling 866-289-9673, pressing option 5, and entering the airport code when prompted.

Since he chose to provide the information to me, I told him that I would get his information, take the complaint, and then send it to the CSM at the airport. They could look into the incident, and see if there was anything that was inappropriate during the screening, and could contact him further if they needed any more information from him.

Caller stated that he wants to know what the standard procedures are for a general patdown, and whether or not a passenger would have to go through a patdown if they go through the WTMD and it doesn't alarm. He wants to know if there is AIT at LAX. His daughter felt uncomfortable during a patdown procedure, and he wants to know if there is an issue with what happened at the checkpoint, and also if there is somewhere specific that he needs to contact if he does have a complaint. He also wants to know whether or not patdowns are still incorporated randomly, or if there is always a specific reason that they are conducted.

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A brief description of the officer is that she is an African-American woman, approximately 20-30 years of age, short and above the ideal body weight.

A brief description of his daughter (b)(6) is approximately 5'6", 120 lbs. She has shoulder length black hair and was wearing an olive green leather jacket, dark blue jeans and dark brown military style boots.

Advised Caller:

013 3:31:1 Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

I told him that a passenger cannot choose to go through the WTMD only, but would have to either go through the AIT or a patdown. If the airport or checkpoint they go to doesn't have the AIT, then they would have to go through a patdown. I told him that LAX is on the list of airports that either has AIT or is scheduled to get it, but I could not give him definite information as to whether or not they definitely had it, or if the checkpoint she went through had the machine.

<http://www.tsa.gov/ait-frequently-asked-questions>

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From: (b)(6)

Sent: Monday, January 07, 2013 2:36 AM

To: TSAExternalCompliance@dhs.gov

Subject: I was the subject of illegal detention, assault, harassment, suppression of my civil rights, and more by TSA at SEA on 2012.12.24

My information

Name: (b)(6)

013 10:11:0 Phone: HYPERLINK tel:(b)(6) (cell, Pacific time zone)

Mailing address: (b)(6) Seattle, WA 98119

Email: HYPERLINK (b)(6)

Legal representation: None currently but yet undecided

Incident information

Location: SEA (Seattle-Tacoma International Airport), security checkpoint 2

Evelyn Webb
Program Assistant
Civil Rights Division, TSA-6

From: (b)(6)
Sent: Friday, January 04, 2013 1:13 PM
To: TSA.CivilRights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/4/2013 1:12:48 PM

Name:

(b)(6)

Email:

The caller is traveling on Thursday from MKE to IAH to Costa Rica. She has a titanium shoulder and is concerned about going through screening expeditiously because she only has one hour between flights. She has to get from one side of the airport to another.

She asked if there is a way to expedite this in any way.

She indicated that she would have to leave the secured area.

The caller stated that she knew the screening process.

I explained first, that she may not have to go through TSA screening as long as she remains in the secured area of the airport. Depending on the layout of the airport, she may have to leave the secured area to make her connection flight.

She asked where to request AIT screening.

I advised that she inform the TSO of the metal implant and perhaps where it is located before the screening process begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

I advised that the only way that to possibly expedite the screening would be to be required to receive a pat down. I cannot guarantee that she will not receive a pat down even if she goes through the AIT.

I explained that she would opt of the WTMD and request AIT screening when she presents her ID and boarding pass at the checkpoint. She can inform the TSO of the metal implant and request to be screened by the AIT if it is available.

The caller is traveling on Thursday from MKE to IAH to Cost Rica . She has a titanium shoulder and is concerned about going through screening expeditiously because she only has one hour between flights. She has to get from one side of the airport to another.

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I explained first, that she may not have to go through TSA screening as long as she remains in the secured area of the airport. Depending on the layout of the airport, she may have to leave the secured area to make her connection flight.

!013 2:18:1

She asked where to request AIT screening.

I advised that she inform the TSO of the metal implant and perhaps where is it located before the screening proces begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

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Caller said that he traveled from Columbus OH to BWI and he was told that he could not carry his hankerchief thorough screening anymore. Caller said that they did not use clean gloves when searching his hankerchief and thie cocerns him. Caller said that he was also told his wallet had to be screened at BWI. Caller said that he gave his wallet to the agent and it was taken out of h is line of sight .Caller said that there was no alarms or aniomallies, and he has never had to do this. Caller said that he spoke with a supervisor and was told that this is procedure.

Resolution:

!013 2:22:5

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint. For tips and further information about security screening, please visit TSA's Web site at www.tsa.gov.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller said that he might want to contact the CSM at that airport.

Told caller that he can call back choose option 5 code 294 and he will be provided the number to the CSM.

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TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller said that he might want to contact the CSM at that airport.

Told caller that he can call back choose option 5 code 294 and he will be provided the number to the CSM.

I am writing to bring to your attention an highly unsatisfying encounter with LTSC (b)(6) at the PreCheck lane at Washington Dulles airport, on December 21, 2012 at 11:15am.

I understand the importance of security checks at the airport, and the balance the TSA officers must make to ensure security while keeping the line moving. As a frequent traveler (100+ flights/year) I have regular contact with TSA agents in regular lines, express lines, and PreCheck. It takes a lot for me to have this level of frustration with one of your officers.

To summarize the encounter:

1. My wife (b)(6) and I were travelling from Washington Dulles and expected to use the PreCheck lane. (b)(6) was selected to use the regular lane instead of PreCheck.

'013 4:03:5

2. At the entrance to the metal detector, Officer (b)(6) held up her hand to stop (b)(6) from walking through, and barked at her "You need to stop." Then, "Remove your scarf and all your metal bracelets." (b)(6) asked if she could retrieve her bag, since she did not want to put her scarf into one of the bins by itself. Officer (b)(6) refused, again insisting "you need to remove your scarf right now."

It is difficult to convey her attitude, tone, and demeanor. It felt like she was looking for a way to demean people and exercise her authority – "spoiling for a fight" is the expression that best fits. There was no line, no backup of people waiting, and no visible or understandable reason for her to be so rude and heavy-handed in abusing her authority.

3. After (b)(6) complied and came through the metal detector, she asked another officer where the bin was with her bracelets. The second officer said that sometimes bins get stuck in the conveyer. A third officer, who was at the video monitor, took the bin and slammed it down on the top of the conveyer.

[REDACTED] Detained By TSA

Talk show host threatened with arrest for not removing shoes

[REDACTED]

2013 4:06 [REDACTED]

January 7, 2013

Radio talk show host and ardent Homeland Security critic [REDACTED] was detained by the TSA at Austin-Bergstrom airport earlier today and threatened with arrest for refusing to take his shoes off at a security checkpoint.

Traveling to New York to appear on CNN's [REDACTED] tonight, [REDACTED] had already showed his ID as he approached the metal detector. [REDACTED] and colleague [REDACTED] noticed that a large number of people across all age ranges were not removing their shoes as they walked through the metal detector. The x-ray body scanners were not in use.

As soon as he approached security, [REDACTED] was addressed by a TSA screener who said, "Hello [REDACTED]" indicating that she knew who he was, and immediately ordered him to remove his shoes.

Remote Client IP: (b)(6)
Date Time: 1/7/2013 8:45:23 PM

Security IssuesAll Other Security Issues

Name (b)(6)

Email (b)(6)

Message (b)(6) detained By TSA Agent's that new his name and who he was. Another total embarrasment for the TSA and their slave wage paid uneducated employees that like to steal peoples presonal property and harass travelers.

Radio talk show host and ardent Homeland Security critic (b)(6) was detained by the TSA at Austin-Bergstrom airport earlier today and threatened with arrest for refusing to take his shoes off at a security checkpoint.

1/8/2013 9:09:4 (b)(6) Traveling to New York to appear on CNN tonight, (b)(6) had already showed his ID as he approached the metal detector. (b)(6) and colleague (b)(6) noticed that a large number of people across all age ranges were not removing their shoes as they walked through the metal detector. The x-ray body scanners were not in use.

As soon as he approached security (b)(6) was addressed by a TSA screener who said, gHello (b)(6) indicating that she knew who he was, and immediately ordered him to remove his shoes.

When (b)(6) refused, citing the fact that innumerable other people had not removed their shoes, the TSA screener claimed that only under 120Es and over 750Es were not mandated to remove footwear under TSA policy.

When (b)(6) contested the point, arguing that numerous travelers in their 400Es had not removed their shoes, other TSA agents ordered him to take off his shoes, before (b)(6) was approached by a police officer who immediately got in his face and started threatening him with arrest.

Despite (b)(6) protests that he was clearly being discriminated against because he was a known critic of the TSA (the rest of the TSA screeners also knew him by name), the officer growled, gTake your damn shoes off or lfm gonna arrest you.h

Not even giving (b)(6) the option to leave the airport, the cop continued with threats to arrest (b)(6) and prevent him from flying as the radio host threatened to file a lawsuit for civil rights violations.

One of (b)(6) primary concerns regarding the removal of shoes was the fact that he had caught athletes foot from that very process in another airport years previously, meaning that he now carries a spare pair of socks to change into when he boards the aircraft. (b)(6) emphasized that he was not a gclean freakh but that he never encountered such issues before having to take his shoes off at TSA security.

Feedback Type : Security Issue
Categories : Miscellaneous/Other
Current Date/Time : 1/8/2013 9:12:45 AM
Airport : BOS - Logan International
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport : terminal A

1/8/2013 9:54:1 TSA Employee: (If Known) :
Comment : i wanna ask a question?before 9/11 happen people only needed an id to go threw metal detectors cause sometimes i would go to fuddruckers at term. A and to get their u have to go threw metal detectors,but now u need a id and a flight ticket.how come?isnt that conidered(discriminaion)?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

1/8/2013 9:54:2 My family and I were recently at the Amsterdam Airport on a layover back to the United States from Ethiopia and my five year old daughter was subject to a pat down search after passing through their metal detectors without any warning signals. I acknowledge the definite need to have the security systems in store to protect passengers traveling all over the world. My only problem with my five year old daughter being subject to the pat down search was security would not explain to me or my wife why our daughter was being searched after passing through the metal detectors, nor would they take the time to explain their policy as it relates to searching children. Believe me, you would not be receiving this e-mail had my daughter unsuccessfully passed through the metal detector. Can you please inform me who to contact at Amsterdam Airport's regarding their policy as it relates to pat down searching of children. I received your e-mail address from security at the Amsterdam Airport and advised to contact you.

Thank you,

(b)(6)

Caller stated that he flew out of phoenix and when going through the checkpoint, he was told by a TSO and that there are no options for him to either keep his shoes on or put foot coverings over his feet when going through so he doesnt have to worry about bacteria. He works for a enviornmental agency that checks bacteria in public places and he is wanting to make a complaint because this is very unsanitary.

FLIGHT INFORMATION:

Departing Airport:: PHX
Arriving Airport:: Newark
Airline:: US Airways
Flight Number:: 685
Date:: 9 JAN 2013 @ 11:40am

TSO:: Ltso (b)(6)

CCR informed him:

Passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines.
CCR inforemd him that this would be forwarded to the CSM for assistance.

From: (b)(6)
Sent: Wednesday, January 09, 2013 6:25 PM
To: tsaxternalcompliance; SEA-CustomerService@dhs.gov; SEA-CustomerService; DHSOIGHOTLINE@dhs.gov
Subject: I was the subject of illegal detention, assault, harassment, suppression of my civil rights, and more by TSA at SEA on 2012.12.24

I have still received no confirmation that anyone has received my civil rights complaint at SEA s TSA Customer Service office. even after leaving a phone message at HYPERLINK tel:206.214.1121 \n206.214.1121 during business hours today (2012.01.09). I called a second time during business hours, again with no answer.

2013 10:31:1 Please immediately confirm receipt of my civil rights complaint.

(b)(6)

----- Forwarded message -----

From: (b)(6)
Date: Tue, Jan 8, 2013 at 11:34 AM
Subject: I was the subject of illegal detention, assault, harassment, suppression of my civil rights, and more by TSA at SEA on 2012.12.24
To: HYPERLINK mailto:SEA-CustomerService@dhs.gov \nSEA-CustomerService@dhs.gov

I am told that my civil rights complaint has been forwarded to your office.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 1/10/2013 10:26:34 PM Airport : EWR - Newark International Date Time of Travel : 01/06/2013 12:00 PM Airline : Flight Number : Jet Blue #523 and 526 from Orlando Checkpoint Area of Airport : Jet Blue Terminal TSA Employee: (If Known) :

Comment : This is a "complaint" with some suggestions. After I went through the metal detector and the additional "xray" type screening at Newark Airport, I was "told" that I needed additional screening pat down. I was asked if I wanted it in public or private. I replied "neither" since I was not told why I was being stopped. I am a 58 year old large body female. I told her to go ahead in public but I was not informed why she was having to do the search or even why she wiped my fingers after I was told to "hold my hand out" without any courtesy on her part. The TSA screener performed the search by pushing rather hard on my upper body. (I am recovering from a broken collar bone from a few months ago so she did hurt my collarbone area when she was "inspecting me".) She pushed rather hard inbetween my breasts on my bra, which was a front close type with metal clips. I would suggest that large females might be being stopped because their bras have more metal clips in them so the screeners should be aware of that situation. They should ask if there are any areas on the person's body which may be "sore". I know the screeners have a job to do, but they should do it respectfully and be aware that people may have a physical problem which makes it hurt when they PUSH on someone's body. I was also stopped when I returned from Orlando but the screener did not PUSH hard on my body like the New York TSA screener did. I was also told that it looked like I had metal in a certain part of my leg (which I did not) and she checked my chest area as well. The two experiences were vastly different. I am very surprised that I was stopped TWICE in one trip as I have never been "patted down" in any previous trip. Have the "xray" body scans more sensitive? I usually travel out of Philadelphia and it has been a more "pleasant experience" going through the TSA screening especially without the added "pat down". I saw another large woman being "patted down" which is why I suggest that maybe the extra clips in large size bras may be the reason. I don't mind complying but it shouldn't be an unpleasant experience like at Newark.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From (b)(6)

Sent: Friday, January 11, 2013 2:53 PM

To: TSA.CivilRights@dhs.gov

Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 1/11/2013 2:53:29 PM

Name:

(b)(6)

Email:

Disability Description: Wheel chair bound, metal implants and mobility disability.

Incident Details: Caller states he had a complaint about the service in O Hare. He wants to speak to a CSR for TSA at O Hare. He had an address for O Hare he wanted me to verify. He wants to know what I can do for his complaint.

Told caller

To speak to someone at O Hare, he maybe able to speak to the CSM or maybe a TSO. He wanted me to tell him who he could talk too. I told him if he wanted to call the same number he had called me on he could listen to the IVR and chose option number 5 to get a number for a CSM. If someone did not answer he could leave a message and they could get back up with him. I told him I could take his complaint if he did not want to call. I would take the complaint and forward through an email to the CSM. He would not give me his complaint. I then let (b)(6) speak to him about his complaint.

Escalated to Supervisor (b)(6) I spoke with the caller who complained that today while going towards gates K and L at ORD in a wheelchair to be screened at the checkpoint, he had an altercation with a TSO named (b)(6). It appears that the TSO made him go through the AIT scanner after the caller asked not to do so, due to his inability to stand for long periods and an imbalance issue. He told them that he could not raise his hands in the AIT scanner because he would fall, he said that the officers completely ignored his requests and comments.

2013 10:55:

At this time the caller asked to rather go through the metal detector and the TSO told him no, at which time he allegedly was accused of yelling at the TSO escalating the issue to an STSO, who the caller accused of being extremely rude to him, berating him for his conduct.

The caller said that he was angry because everyone was being rude and insensitive to his disability, causing him to nearly fall because he was losing his balance and his legs were going weak.

In addition, he was administered a patdown because he has metal implants in his feet, legs and hips.

He made a statement to me that he felt like ORD TSA officers always discriminate against people with disabilities, so I asked the caller if he felt discriminated against due to his disability, he said yes, therefore I gave him the email address, TSA-CRL@tsa.dhs.gov where he could submit his complaint in writing. He said that he would send his complaint there and that he would notify the CSM as well about how he felt.

I gave him the CSM's number and email address due to the gravity of the complaint.

I have been flying for many years and a new problem has cropped up that I am bothered by on several levels. I am female and comply with all the directions and specifications expected by the TSA. However, recently I have gone through two different metal detectors at two different airports and have been stopped BECAUSE OF MY UNDERWIRE BRA. Not only is this embarrassing, but I believe that it is sexual harassment. Men don't have this problem. The interesting thing is that not all metal detectors are bothered by this (which makes me wonder about my safety at these airports). I am going to be flying a minimum of three times between now and the end of March and do not want to have to go through another pat down because I AM A WOMAN WHO WEARS A BRA.

2013 8:37:5 How might you assist me with this problem? (And I don't expect the answer to be 1) don't wear a bra - I'm too busty for this, or 2) wear a bra without an underwire - what I wear is support is my decision.) Patting me down is not an effective use of the TSA officer's time. Nor is it a pleasant experience for me.

Thank you for your assistance with this problem.

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 11/14/2013 3:19:22 PM Airport : PHL - Philadelphia International Date Time of Travel : 01/01/2013 11:15 AM Airline : Flight Number : Airtran Flight 464 Checkpoint Area of Airport : Main security checkpoint before boarding area TSA Employee: (If Known) : African American woman, possibly in 50's Comment : While traveling at PHL, a TSA agent tried to use intimidation against me while going through the security checkpoint. Upon coming to the first metal detector, the TSA agent told me to step through, and I did so. Before stepping through, the agent told me "You're going to need a pat down." I am a muslim and was wearing my Islamic headress and gown at the time, so I expected something of the sort. However, after stepping through, the agent told me to step in front of her. I did not hear her clearly because she was speaking lowly and mumbling. I had stepped off to the side, by mistake. She then became more loud and said "not in front of me! You don't want no private screening, do you?!" I said "no." After that, she ordered me to place my hands on my head and feel my entire headscarf, then she ordered that I have a strip test done on my hands, to which I did. I understand that there needs to be extra security these days, but just because I am a muslim does not mean I need to be treated worse than an animal. I am a human being, with rights, and have not done anything wrong. I expect respect, just as everyone else. Please work harder on trying to sift through the bad people so the good people don't have to suffer. Thank you.

2013 4:11:

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

From: (b)(6)
Sent: Monday, January 14, 2013 4:16 PM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

To whom it may concern:

2013 9:08:4
My name is (b)(6). I was traveling at Phoenix Sky Harbor airport on Monday, January 7, 2013, terminal 3, Delta Airlines flight 1492. I proceeded through TSA security lane 2, where I was the only passenger present. I proceeded through the check point between 8:00 am and 8:10 am. There were three male employees working this lane. I beeped as I was walking through the metal detector and I was told to remove my watch, despite traveling upwards of 8 times a month and it has never set off the metal detector in the past. I am also a selected member of the TSA Pre Check program, which is apparently not recognized at the PHX airport. By the time I removed my watch and walked back through the metal detector, the rest of my belongings were waiting. I quickly grabbed my belongings and darted for my gate, as I was running late that morning. I realized on the flight that I had forgotten my watch. I looked up the TSA lost and found number for PHX Sky Harbor Airport, and left a message. After not hearing anything back, I subsequently left a second voicemail with the same information and asking someone to please call me back, which has also not been returned. The situation is concerning to me because I was the ONLY passenger in that line. Not a single, solitary person behind me. I find it extremely difficult to believe that THREE TSA agents who are supposedly paying attention to whom and what is going through a security check point, failed to notice at any time that my watch was sitting in the bowl after going through the x-ray machine and turned over to lost and found. I also find it hard to believe that my watch went completely unnoticed and another random passenger who entered the line at a later time stole it off the end of the belt.

The property that is missing is a Kuji watch. The band is a black rubber material. The face of the watch is black, with copper metal framing. I do not want to have to push this issue further (i.e., subpoenaing tapes, police reports, etc.), but I will have to if I do not receive any response that any type of investigation was completed on this. It should not take someone very long to review the tapes, as my location and time of passing through lane 2, terminal 3, Delta side security line, between 8-8:10 am on Monday, January 7th. I am a blond female, 5'7, with one large black shoulder bag and black carry-on suitcase who went through the metal detector twice after removing my watch.

Regards,
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/15/2013 12:11:49 AM

2013 8:45:2
Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Miami International Airport
Flight # AA1754
Gate D45
D (4)
Monday, January 14, 2013
Incident around 8:30 am.

Comments: Monday, January 14, 2013

I do not appreciate the manner TSA employees used to screen my daughter (b)(6) who had a severe surgery in her arm recently, as an American citizen I believe was unacceptable for her to go through intensive pat-downs when she offered to remove the arm sling and her sweater, and they said it wasn't necessary. When she pass through the metal detector, it did not beep, so why taking my daughter who is already not feeling well to a private room, and touch her private areas twice? The TSA employees knew the time of her flight, they took notes of her ticket and driver's license and still they hold her in the private room long enough for her to miss her flight. In your own website it states that Pat-downs are used to resolve alarms at the checkpoint, which was not the case. I am assuming they were just being discriminative towards her. We have huge problem now, she missed an important event in her career, we missed our flight and we were not able to board at all to NYC, we waited the whole day on stand by flights, and nothing was resolved. We lost our flights and hotel that we paid for. We missed business meetings, trade show and on top of all, she will have to wait until next year to be able to reapply for such career opportunity. I am very disappointed with this whole situation, and I don't understand TSA employee's motives for just picking on her, since almost everyone that were around us in the line were not touched in their private areas and probably did not miss their flights.

Disability Description: Caller was flying thru MIA and did not like her patdown.

Information Request: Wants to know if a notification card could prevent her from needing two patdowns.

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

2013 1:01:00

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

Offered the information by email but she was already on website.

Disability Description: Caller was flying thru MIA and did not like her patdown.

Information Request: Wants to know if a notification card could prevent her from needing two patdowns.

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

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2013 1:01:00

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Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

Offered the information by email but she was already on website.

2013 2:50:1 Caller said she just had a awful experience with a rude screener at BOS. She said she was trying to get through the checkpoint at BOS on January 15, 2013 around 2:15pm she was trying to board a Jet Blue flight 1177 Gate 30 in route to EWR. She said she flies through this airport once a month and never has any problems but today was different. She said she had been in the airport since 12:00 pm. She said she was in line for 40 minutes before reaching the ID checker. She said as she was going through the WTMD her bangle bracelet alarmed and she was asked to step aside. She asks if she could go through the AIT and was told that is not procedure to step aside. She asks can I have a pat down because she could not get the bracelet off. She was told by the TSO yes she could have a pat own but he did not say anything to anyone about her pat down and to step aside. She stood there for 15 minutes and nothing happened no one was called. She said at that time she knew her plane was getting ready to leave. She said she broke the bracelet to get it off of her arm and ask the TSO if she could go through now. She was told by the TSO to go to the end of the line. She said another passenger told her she could put her bracelet in her bin for screening. She said she waited for her bracelet to come through and it never did. She said finally the person that cleans the bins asks her if the bracelet he picked up off the floor was hers and it was. She went onto the catch her plane and it was too late to board. She then went back and asks for a supervisor (b)(6) came over he called over what she called the manager (b)(6) and she told him what happened. His comment was he did not believe her. She said view the video and you will see and (b)(6) told her no. She said the screener that was so rude to her was (b)(6) She said she has flown through this airport a lot and always has the same bracelet on with no problems. She describes herself as in her 40s short with blond hair, black shirt, jacket and boots on. She is still in the airport and waiting for a 6:30 pm flight to EWR.

I apologized to her for her experience and told her we do track trends. I told her because your complaint concerns an incident that occurred at a specific airport we have forwarded a email to the Customer Service Manager for review.

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Remote Client IP: (b)(6)

Date Time: 1/15/2013 3:10:12 PM

Name: (b)(6)

Email: (b)(6)

2013 4:04:2 Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DFW Airport/AA Flt 1548/Terminal C December 12, 2012..

Comments: When directed to the Radiation screening equipment, I calmly told the TSA screener that I am a breast cancer survivor who has had radiation treatment. I have been advised by my physician to avoid additional radiation whenever an option is available. I requested alternative screening. I was fine with a pat down.

The TSA employee instructed me "Go stand by the trash can." This was in the unscreened area. I politely backed up and waited about 10 minutes for someone to come get me and do the pat down in the screened area. Meanwhile my computer, my handbag, my carry-on, shoes, etc, were all unattended and unprotected from someone else taking them.

My complaints:

1. The TSA employee was demeaning to me by telling me to stand by the trash can. It made me feel like "trash".

2. Why could I not have the option of going thru the metal detector? If this is an effective form of screening when no radiation is present, it should be an alternative for people who opt out of the radiation.

3. My personal belongings were subject to theft while I was waiting on the unscreened side for the pat down.

I would appreciate a response.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/15/2013 5:18:44 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): OGG to SEA on Jan 4th, 2012 departing at 1:25pm.

Comments: First I want to say staff screening in person have been great. Mostly friendly or at least not rude. Usually very efficient. No complaints there.

2013 6:18:1 You have a thief screening checked baggage on the flight from OGG to SEA. I assume it happened at the OGG/Maui airport but I don't know the behind the scenes process. I don't understand why you don't have a process to stop theft from checked baggage. Checking employees bags when they arrive and when they leave? Have them go through the same metal detectors used on passengers? See Nordstroms department store for a process if you don't know one.

You make the form to file a claim so difficult and time consuming I'm sure we will just decide to eat the \$200 plus cost of things that were stolen.

You limit carry ons but when we can't trust our things will arrive makes it difficult to send through checked baggage. Partly our fault for thinking things like bike lights and individual bicycle parts, camera parts would be ok. My carry on was full of Christmas gifts I wasn't about to check but my husband went ahead and put some things in his suitcase. Bad idea.

This is our second experience with stolen property from checked baggage. Previously happened at the Sea-Tac airport and then a several weeks after we saw in the newspaper someone was arrested. Well we didn't file a claim then either as didn't have needed receipts and everything else you request. I understand you can't just take someone's word because thieves fly too but you could monitor employees better so that the opportunity is not their to steal from bags.

Pretty sad we can't assume our baggage will be intact and all there when we arrive. I will continue to carry on a large enough bag to hold anything I can't afford to lose. Pretty sad homeland security and TSA can't stop a baggage thief in their employment.

Sincerely, (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/16/2013 6:26:26 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): IAD 1/16/2013

United 1401

2013 8:07:5

Approx 5pm

Comments: Today 1/16 checking in iAd airport. Going through line and diverted to body scanner away from metal detector. In body scanner and screener kept making jokes and delayed start of screen unless I smiled.

Delay of about 10 seconds before scanner started. Scanner malfunctioned and I was told pat down was mandatory. I said I wanted to be scanned by another machine and not patted down. They said this was not possible. After talking to 3 tsa employees, the manager (b)(6) badge (b)(6) told me I had no choice. Either pat down or no flight. He said it was a rule. I asked to be shown the rule in writing and he the rules are not written.

I fly over 150,000 miles each year for 10 years and have never had a pat down. I comply always and completely with all rules and was treated like a criminal suspect with my rights taken away. I felt very violated as the mans hands touched my genitals.

If the machine breaks through no fault of my own why do I become the victim? Why can I not be scanned on another machine?

This was a very humiliating and demeaning experience that wasted a lot of time and was a major violation of my rights.

If you agree this is proper protocol and believe in wasting so much resources on an innocent law abiding citizen, you have little chance of stopping anyone planning to cause harm.

The caller is a frequent flyer. He is concerned with the fact that he has to remove his belt. He stated that he was not able to find the rule stating the passenger have to remove the belts. He stated that he read that TSA strongly suggests that recommends that passengers remove belts. He stated that his home airport has recently started to allow passenger to leave on the belts at MHT. He stated that he has a metal knee replacement so he has to undergo additional screening. He stated that the supervisor at BWI told him that he has to remove his belt before screening.

I advised the caller that the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

2013 11:02: I advised the caller that I can

The caller flight details are as follow:

Departing Airport: BWI
Destination: MHT
Airline: Southwest
Terminal: First Terminal
Gate:5

Date and Time: December 28th, 2012 @ 6:00 pm

The caller is a frequent flyer. He is concerned with the fact that he has to remove his belt. He stated that he was not able to find the rule stating the passenger have to remove the belts. He stated that he read that TSA strongly suggests that recommends that passengers remove belts. He stated that his home airport has recently started to allow passenger to leave on the belts at MHT. He stated that he has a metal knee replacement so he has to undergo additional screening. He stated that the supervisor at BWI told him that he has to remove his belt before screening.

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2013 11:02: I advised the caller that I can

The caller flight details are as follow:

Departing Airport: BWI
Destination: MHT
Airline: Southwest
Terminal: First Terminal
Gate:5

Date and Time: December 28th, 2012 @ 6:00 pm

Hello,

To Whom It May Concern,

I flew out of Dulles Airport on January 11th in Lane 23/24 at 11:25am. I spoke to the supervisor who gave me this email. His name is S TSO (b)(6) I was waiting for the larger scanning machine and spoke with a TSA agent about going through the normal or traditional metal detector. He told me I couldn't go. Within 30 seconds or so, he told the lady waiting behind me to go. I asked why she can go but I couldn't, he responded, "I don't have to tell you anything!" Another agent came to explain that who gets to go to the regular metal detector is selected at "random." The first agent interrupted the agent trying to explain the process to me by stating again that they didn't have to tell me anything. His attitude was awful and absolutely disrespectful.

2013 6:10:5

I was absolutely discriminated against. If the above is true and it is random, the first TSA agent's attitude was still awful. While I was telling a supervisor what happened, another random passenger complained that the first agent's attitude, "sucked."

I am all for airport security but it seemed obvious that this agent felt as if he had power and didn't have to explain the process of selection. It is absolutely ridiculous that his attitude was so awful/disrespectful.

I suggest you look at the tape and validate everything I am saying. I expect action.

2013 7:34:1

Caller flew out of Kona on the 13th of January. The caller was going through the walk through metal detector and there was an alarm due to the caller having had hip replacement surgery. The caller told the screener he had a hip replacement. The screener then conducted a pat down of the caller and he also checked the hip area. The caller is upset because he did not use the wand to verify the caller had a replaced hip. The caller was flying on Alaska Airline flight 861 from Kona to Anchorage. The caller said he had gone through the screening check point at approximately 1000 hours. The caller believes the screener did not do his job right and wants some feed back. The caller said he normally receives a pat down and wand.

I told the caller I would forward his complaint to the Customer Support Manager at Kona.

Caller landed in Ft. Lauderdale from Costa Rica and went through security receiving additional security at the immigration checkpoint. When his baggage set off the metal detector a TSO agent was called and was joined by an additional agent. The two officers checked for explosives and his baggage was rechecked once again and taken off the conveyor belt to go through additional screening. The TSO agent took out a dish from the baggage and sent his baggage through the conveyor again and another item (an owl with a coffee bean) set off the metal detector again. Caller then replaced his items and later discovered he had lost a camera. He wants it returned or reimbursed. Camera was in a camera bag with a clip and a pouch. He got in the immigration line and was delayed. His toiletries were in a plastic bag but the officer told him he should have placed the items. He talked to the agent and was told to call TSA and file a claim.

2013 11:59:

Airport: Ft. Lauderdale
Airline: Spirit Airline
Flight number: 756 from San Jose Costa
Date and time: Jan. 17 6:30 p.m.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/18/2013 2:01:40 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 1239
Delta Airlines
Reagan Airport
B Terminal
January 15, 2013

2013 4:07:

Comments: I am a seasoned traveler with approximately two million miles of travel with one airline, Delta. I guess that is the reason that on many occasions I am sent to the pre-TSA check in line. This week when I checked in at approximately 10:15 AM at Reagan, I was directed to the pre-TSA line. I was the only person in line and when I walked through the metal detector, it buzzed. The TSA agent told me I was selected for random screening and asked me to go back through the detector. This time there was no alarm. The TSA agent then used a device to swab my hands. When the testing material was put into the machine, the machine looked like a red color was on the screen. I was told I needed additional screening. At the time, I said to the agent, "There must be something wrong with your equipment."
The agent opened my luggage and swabbed inside - no problems or alerts; my purse was swabbed next - no problems or alerts; my briefcase was next - no problems or alerts; my computer was next - no problems or alerts; my shoes were run back through on the conveyor belt and swabbed - no problems or alerts. I again said that there must be a problem with the machine for my hands to test positive. Next what happened was something I had heard about on the news but never dreamed could happen to me. I was asked to follow the female TSA agent into a private screening room and wait with her while she brought in another female TSA agent. The description of the women - first agent was black and tall and treated me very nicely and with respect. The woman who was called to assist was short and spoke with a thick accent. The short woman put gloves on and proceeded to rub her hands all over my body - including touching groin area several times with her hand. Afterwards, she removed her gloves and they were swabbed - the result was no positive alerts. I again stated that there must be something wrong with the machine. I told her that I was a Veteran of the US and a grandmother of 5 and couldn't believe I was being treated this way. The short woman told me "I don't have to give you any explanation."
I left in tears.
The results of all the testing totally proved that this was done to me in error. When all of the swabs that were taken came up negative after the first one (my luggage, purse, computer, briefcase and shoes), I don't see any reason whatsoever for a private all over body search. There had to be something wrong with the equipment. I was humiliated. If she had said that she was sorry for the inconvenience, appreciated my cooperation or that she didn't know why it tested positive - I probably could have accepted this but to tell me that she didn't have to get me any explanation does not feel like the way an American law abiding citizen should be treated. This was wrong. I would appreciate someone telling me why a TSA agent feels that it is appropriate to treat me this way. I was "let go" so obviously all the tests proved I was not a threat. I should not have been talked to or treated that way. The feeling I got was they had absolute power to do whatever they wanted to me and did not care how it made me feel.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/18/2013 6:47:45 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 01/15/2013 11:00 AM Airline & Flight Number : Delta 1239 Checkpoint/Area of Airport : Concourse B TSA Employee: (If Known) :

Comment : I am a seasoned traveler with approximately two million miles of travel with one airline, Delta. I guess that is the reason that on many occasions I am sent to the pre-TSA check in line. This week when I checked in at approximately 10:15 AM at Reagan, I was directed to the pre-TSA line.

I was the only person in line and when I walked through the metal detector, it buzzed. The TSA agent told me I was selected for random screening and asked me to go back through the detector. This time there was no alarm.

The TSA agent then used a device to swab my hands. When the testing material was put into the machine, the machine looked like a red color was on the screen. I was told I needed additional screening. At the time, I said to the agent, "There must be something wrong with your equipment." The agent opened my luggage and swabbed inside - no problems or alerts; my purse was swabbed next - no problems or alerts; my briefcase was next - no problems or alerts; my computer was next - no problems or alerts; my shoes were run back through on the conveyor belt and swabbed - no problems or alerts. I again said that there must be a problem with the machine for my hands to test positive. Next what happened was something I had heard about on the news but never dreamed could happen to me. I was asked to follow the female TSA agent into a private screening room and wait with her while she brought in another female TSA agent. The description of the women - first agent was black and tall and treated me very nicely and with respect. The woman who was called to assist was short and spoke with a thick accent. The short woman put gloves on and proceeded to rub her hands all over my body - including touching groin area several times with her hand. Afterwards, she removed her gloves and they were swabbed - the result was no positive alerts. I again stated that there must be something wrong with the machine. I told her that I was a Veteran of the US and a grandmother of 5 and couldn't believe I was being treated this way. The short woman told me "I don't have to give you any explanation." I left in tears.

The results of all the testing totally proved that this was done to me in error. When all of the swabs that were taken came up negative after the first one (my luggage, purse, computer, briefcase and shoes), I don't see any reason whatsoever for a private all over body search. There had to be something wrong with the equipment. I was humiliated. If she had said that she was sorry for the inconvenience, appreciated my cooperation or that she didn't know why it tested positive - I probably could have accepted this but to tell me that she didn't have to get me any explanation does not feel like the way an American law abiding citizen should be treated. This was wrong. I would appreciate someone telling me why a TSA agent feels that it is appropriate to treat me this way. I was "let go"; so obviously all the tests proved I was not a threat. I should not have been talked to or treated that way. The feeling I got was they had absolute power to do whatever they wanted to me and did not care how it made me feel.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I recently traveled from Jacksonville, FL to Dallas/Ft. Worth and then DFW to JAX with my cat. On January 10, 2013, I had a very pleasant experience at the checkpoint/security in Jacksonville (JAX). The TSA agents were extremely helpful when I let them know that I could not take my cat out of the carrier because she is one who will try to run away. They immediately allowed for the secondary screening of my cat. On January 14, 2013, I had an unacceptable experience at the DFW airport. I went through security by gate C8 around 5:40 PM. There were only a few other people in line to go through security. As soon as I showed my ID and boarding pass, I informed the TSA agent I needed a secondary screening for my cat. He had me tell another TSA agent. I informed a female TSA agent prior to going through the scanner that I could not safely remove my cat from the carrier and that I needed a secondary screening, and could I inform the supervisor. She told me to tell the TSA agent as I was getting ready to go through the scanner. I was told by 2 of the TSA agents that it was "NOT POLICY" to have a secondary screening and that it is POLICY that I MUST REMOVE MY PET and carry it through the metal detector. I informed the TSA agents that according to the TSA website, the policy states that if it is not possible to remove the pet from the carrier that I can request a secondary screening. The TSA agents told me that I "COULD NOT" go through security unless I removed my pet and carried her through the metal detector. I told them that I was concerned she would jump out of arms and run off. They continued to argue with me and would not allow my request. I finally gave in to the TSA agents and took my cat out of the carrier and carried her through the metal detector. My cat tried to get out of my arms several times. As soon as I got through the metal detector, my cat was trying to get out of my arms, I asked my mother (who had gone through security just after me) to get the cat carrier off the xray belt so I could put the cat back in. A female TSA agent came up to me and said I can't put my cat in the carrier yet. I have to have my hands swabbed before I can put her in the carrier. The lady said I had to place my hands palm side up, at the same time so she could swab them. I looked at her all confused and stated, "How can I do that when I have this cat in my arms who is trying to get away?" She continued to tell me I MUST do what she says and that I cannot put the cat in carrier until she does this. How am I supposed to do this???? I finally demanded that they let me put the cat back in the carrier immediately. One of the TSA agents brought it over to me. The female TSA agent that was trying to swab my hands stated, "it is against policy to let you put the cat back in the carrier before we complete our security screening". I find this completely inappropriate and unacceptable behavior by this TSA agent. I am an experienced traveler and former flight attendant. I am aware of what the rules are. This was my first time traveling with an animal, but I know it is not the first time anyone has ever traveled with an animal. I didn't think to print out the TSA policy and have it with me.

I want someone to please respond to me about this. I am available to explain my story over the phone or give you more information about this incident. I would like to know that this will not happen again to myself or anyone else.

Sincerely,

(b)(6)

(b)(6)

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/19/2013 7:50:29 AM

2013 9:11:5

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 1/15/2013, Fort Lauderdale Intl. Airport, Allegiant Air 8:30 a.m. to Plattsburgh.

Comments: I've had double knee replacement surgery last March, and the titanium in my knees set off the metal detector at the FLL Airport. I waited 15 minutes for female screeners, then was patted down, even though I told them it was my knees.

The screeners were polite; I am not complaining about them, but the process was humiliating. I nearly cried afterwards. It was like an assault. I'm 69, and my husband who was with me is 78. This did not happen on the outbound flight from Plattsburgh -- they have an xray machine. The screeners told me that even if I had a doctor's note, I would still be patted down. IS THERE NO RECOURSE TO THIS? WILL I BE PATTED DOWN EVERY TIME I FLY? It is an awful experience.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/19/2013 11:34:14 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flight 2158. Thursday, January 10, 2013... Denver International Airport, security gate behind Southwest counters, at some time approximately between 11:30 a.m. and 12:15 p.m. Denver time.

2013 1:15:2 Comments: I am five months pregnant and was forced by a TSA agent working this security checkpoint to go through the full-body X-ray scanner. There was a passenger ahead of me and my family in line who was in a wheelchair and the TSA staff was having great difficulty getting that passenger through the metal detector. As they were completing that process, I was next in line and was motioned over to the full-body X-ray scanner. I politely told the agent, an older white woman with long hair pulled severely back from her face, that I was five months pregnant and preferred not to go through the X-ray but instead to wait for the metal detector. Her response to me was a very brusque and rude "So?" She was bullying and threatening. My husband behind me with our 23-month-old son was concerned that her extremely hostile attitude would cause me to be removed from our family group and taken away, potentially causing us to lose our personal possessions that had already gone through the conveyor belt and the car seat that had already been taken for a hand check and possibly to miss our flight 90+ minutes later, not to mention the trauma that this was causing to our son. I indicated again, remaining calm and polite, that I didn't mind waiting for the metal detector and the TSA agent was again threatening and bullying. With her intimidating and bullying attitude, and my awareness of the frustration of the lengthy line of travelers behind us who had already been delayed by the wheelchair incident, I felt that I was being given no choice and allowed her to bully me into the X-ray machine. I was in tears as the X-ray machine was run and two other agents noticed my distress and attempted to comfort me, but it was much too late and there was no way to re-route my screening or to protect my five-month-old baby in utero.

Distraught as I was at this point, I was unable to obtain the names of the two agents who attempted to help me after the fact, as I would like to commend them for their concern (which stands in stark contrast to the behavior of the original agent who forced me through the X-ray machine). And I sincerely wish I had the name of that original agent, as I would wish to name her specifically in any action that may arise if any harm came to my baby as a result of her intimidation and complete lack of concern for my condition.

My obstetrician has been apprised of the situation and will be monitoring the baby closely for the next four months for any developmental concerns (a complete and in-depth ultrasound examination of the baby performed on January 2 showed no problems, so it will be relatively easy to pinpoint causality). This incident is particularly distressing because I am an older mother who has worked hard to ensure a safe and healthy pregnancy after going through fertility treatments to get pregnant to begin with, and I feel that all of the care that I have been taking may have been compromised by one cold and uncaring TSA agent whose bullying and intimidating actions were completely unnecessary. I will never forget her responding to me with that harsh and biting "So?"

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/20/2013 10:01:57 AM

2013 11:15: Subject: Suggestions.

Name: (b)(6)

Email: (b)(6)

Comments: I am a commuting flight attendant. I always commute in plain clothes, as I often ride the jumpseat and my company suggests that crew travel in plain clothes to avoid having passengers think that we are working crew members that are being lazy. I have "Known Crew Member" status. I have been fingerprinted twice and have had an FBI background check. I have never committed a crime, not even a misdemeanor.

When passing through security, I always "opt out" of the x-ray body scanner. And I always receive a pat down. Instead of wasting the TSA resources on crewmembers like myself (with the pat-down and search), I suggest that the TSA allows us to pass through the regular security process with the metal detector (like all other airport employees) while we are in plain clothes, especially when commuting to/from work and when we display proper identification.

This used to be the standard process until recently. I believe going back to this process will alleviate the additional workload of TSA personnel and allow the TSA to focus on passengers and situations that are actual threats.

Remote Client IP: (b)(6)
Date Time: 1/20/2013 8:38:38 PM

Name (b)(6)
Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lincoln Nebraska Airport, afternoon Delta Flight to Minneapolis. Saturday, 1/19/2013..

Comments: Dear TSA: I got a form response from you today which did not address the false positive explosives alert at this airport which resulted in a humiliating, frightening, and highly public experience for my daughter at the hands of staff who treated her like a criminal - guilty until proven innocent - when there was obviously another explanation - glycerin based hand cream. My original complaint is attached below, followed by the form response.

2013 9:24:2 MY ORIGINAL COMPLAINT: "My daughter, (b)(6) was subjected to a real ordeal today by TSA employees in Lincoln, Nebraska when her person and several items in her carrying luggage reportedly set off an "explosives alarm" (4 "alarms"- their term - in all, I was told by the employee, who called me over to watch her stuff while she was subjected to a thorough, repetitious pat down by female TSA staffers). The entire line came to a standstill while this happened. TSA staff did not appear to be in a problem-solving frame of mind even when it was obvious, after looking at every single item in my daughter's purse and on her person, that there were no explosives present. The "alarms" were related to my daughter's hands (here's a clue), clothing, and her cloth computer sleeve. I told the TSA gentleman that we had been in Nebraska visiting relatives for three days and she was never out of direct contact with family members. After she was reluctantly cleared to go, we looked at the ingredients in the hand cream she was using religiously in the dry air of wintry Nebraska, and sure enough, it was a glycerin-based product. A quick look online will provide ample indication that this is a frequent cause of false positive explosive alerts for TSA screenings. Live and learn, I suppose.

It is important to emphasize, I think, that such alerts - a better term than "alarms" - do NOT mean that explosives are PRESENT. Travelers are not guilty until proven innocent, and should not be treated as such, as she was. I am asking for Lincoln, Nebraska based staff to receive sufficient training so that they can distinguish, at some point, a false positive explosives alert caused by hand cream, WITHOUT treating a young woman like a potentially dangerous criminal for nearly 30 minutes in full view and hearing of dozens of other air travelers in a small city airport.

I know this is not an unusual occurrence. What was unusual was this staff's extended drama over this incident, and the humiliation my daughter and I were subjected to because of it. As a retired Washington State Administrator, I was shocked by the lack of consideration and privacy accorded my daughter, and the failure of staff to look for a reasonable explanation for a test result which is documented to have such common, and easily explained false positives.

Thanks for your assistance in this matter."

YOUR RESPONSE: Thank you for your e-mail in which you inquire about the reasons for secondary screening. The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior

Remote Client IP: (b)(6)
Date Time: 1/20/2013 8:38:38 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lincoln Nebraska Airport, afternoon Delta Flight to Minneapolis. Saturday, 1/19/2013..

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2013 9:24:2

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It is important to emphasize, I think, that such alerts - a better term than "alarms" - do NOT mean that explosives are PRESENT. Travelers are not guilty until proven innocent, and should not be treated as such, as she was. I am asking for Lincoln, Nebraska based staff to receive sufficient training so that they can distinguish, at some point, a false positive explosives alert caused by hand cream, WITHOUT treating a young woman like a potentially dangerous criminal for nearly 30 minutes in full view and hearing of dozens of other air travelers in a small city airport.

I know this is not an unusual occurrence. What was unusual was this staff's extended drama over this incident, and the humiliation my daughter and I were subjected to because of it. As a retired Washington State Administrator, I was shocked by the lack of consideration and privacy accorded my daughter, and the failure of staff to look for a reasonable explanation for a test result which is documented to have such common, and easily explained false positives.

Thanks for your assistance in this matter."

YOUR RESPONSE: Thank you for your e-mail in which you inquire about the reasons for secondary screening. The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/21/2013 12:38:28 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee

2013 1:50:0

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): John F. Kennedy airport, JetBlue security checkpoint 7. January 21, 2013.

Comments: The way the employees spoke to an Asian passenger was unacceptable. The employee was annoyed that she had to do a search of the woman's laptop bag so she asked her, "were you not listening to the directions from the guy on the other side? If you did you would have known to take out the laptop." The employee is saying this while rolling her eyes. I can tell you that the person on the other side of the glass did NOT say anything to the passengers except scolding them to wait until their belongings got pulled through before walking through the metal detector.

Moreover, After getting through, My family and I were pulled aside so the two juice boxes we had for my 2-year old could be checked which I knew they would because it is a liquid. The man took them out of the tray and left my electronics off by themselves and asked me to come with him. Knowing from watching others. I didn't know if I was allowed to touch the tub with my stuff so I said to the man, "I don't feel comfortable leaving them at a great distance from me." He replied, "so bring them!" I can not believe the level of unwarranted disrespect from not one but almost all of the employees at security point seven at approximately 12:00 today. As a teacher who strives to teach respect to my fifth graders, these people have a lot of lessons to learn. As a former New Yorker, the tourists (including myself) are leaving this city with unnecessary rudeness and perception that NY truly is filled with rude, condescending people. Please revisit a training in which these individuals who have such an important job, can do their jobs effectively without being disrespectful.

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Remote Client IP: (b)(6)

Date Time: 1/22/2013 5:14:37 PM

2013 6:13:4

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA 4579 terminal B IAH

Comments: These are the rudest most disrespectful TSA employees I've ever been in contact with. These employees exemplify why the traveling public has such a low opinion of and such a high contempt for this agency. Is it the feeling of power wearing a completely meaningless badge gives these folks? Or is it the knowledge that they are working meaningless jobs with useless equipment? Millimeter machines aren't metal detectors and are completely useless against wet clothing. Great technology! I feel so much safer knowing that rude bullies are the ones operating that equipment.

Feedback Type : Complaint

Categories : Screening

Current Date Time : 1 22 2013 7:46:11 PM Airport : JFK - John F. Kennedy International Date Time of Travel : 01 22 2013 7:15 PM Airline : Flight Number : AA0185 Checkpoint Area of Airport : TSA Pre-Screen TSA Employee: (If Known) :

2013 8:08:0

Comment : I have a known traveller ID and used the TSA Pre-Screen security checkpoint. I was the only person in line, emptied my pockets and put my bags on the conveyor belt. As I went through the metal detector, it beeped and the agent asked me to step back through and take off my shoes and watch. I proceeded though again and the metal detector signaled again. I stepped back through. The only other metal that I had on my person was a basic dress belt. After I removed that, I was able to pass through the metal detector without any alarms. It seems there are inconsistencies in the levels at which the metal detectors are set. While in LAX I went through the pre-screen process - did not remove the same watch, belt, shoes or jacket, yet came through without any alarms. I guess my complaint is that while I feel the TSA Pre-Screen system is wonderful for known travelers, I feel the metal detectors should be calibrated to account for basic things like watches, shoes and belts.

Would you like a response? : False

Passenger's Name: (b)(6)

Phone Number : (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/23/2013 7:26:40 PM

Name: (b)(6)

Email: (b)(6)

2013 8:04:0

Complaints: Inattentive Screener - Lax Security.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA 662 at SFO. Premier Access Gate, all the way to the right.

Comments: Dear TSA,

the woman in front of me at the security checkpoint today had a toddler with her and a stroller. Your TSA employee told her she didn't have to take the body scanner but opened the metal detector for her (she didn't even ask for it). Is this the message you're sending? All adults need to go through the body scanner or be subjected to a humiliating pat down but the procreating population doesn't? If that's the case I will make sure to wear a baby doll around my chest next time I fly to avoid the scanner. What a hypocrisy. You're clearly telling us that you're afraid something could happen to the precious child if it got scanned but it's OK for us idiot adults to go through it. I should also mention the lady was carrying big bottles (more than 3.4 ounces) of various liquids and just because there was a goddamn baby attached to her hip, none of this mattered to your agent. Way to teach everyone how to get through security with whatever you want to get through it. Apparently there are differently rules once you pop out a baby. Good to know.

Regards,

(b)(6)

You just sent me an answer to my complaint saying "

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. "

The woman I was referring to didn't receive a patdown nor did her child. They simply had the body scanner waived, walked through the metal detector and had none of their liquids inspected. Upon my inquiry with a few friends, I've received numerous confirmations that apparently women with children are not subject to the same rules as everyone else and receive special treatment based on the sheer fact that they have a child with them. I find this utterly unacceptable.

Regards,

(b)(6)

Sent from my iPhone

On Jan 23, 2013, at 6:27 PM, TSA-ContactCenter <TSA-ContactCenter@tsa.dhs.gov> wrote:

> Thank you for contacting the Transportation Security Administration.
> While many routine inquiries can be responded to in less than 48 hours,
> some responses that require additional information may take longer.
> The Contact Center's frequently asked questions
> <<http://www.tsa.gov/contact-transportation-security-administration>>
> page has answers to the most common inquiries we receive from the
> public.
> If you are writing to find out if you can pack a certain item in your
> carry-on or checked bags, you can use our "Can I bring my _____
> through the security checkpoint?" tool located on the www.tsa.gov
> homepage. Just type in the item name into the box, hit the "submit"
> button, and the tool will tell you if it's permitted or prohibited in
> both carry-on and checked bags.
> The Travelers <<http://www.tsa.gov/traveler-information>> page has a
> great deal of information, including acceptable IDs, traveling with
> liquids, special medical needs, tips for members of the military and
> people with special medical needs, the prohibited items list, and tips
> for packing and dressing to get through security quickly.

Caller son is a patient at St Junes in Memphis, TN. He has a port that goes to his heart. The port is to draw labs and give chemo. They flew from Tri Cities to Charlotte and then to Memphis. She gave the TSO the card for his port at Charlotte Douglas International Airport. She said that she does not remember getting the card back. She said that they missed the flight from Charlotte to Memphis. They will be flying tomorrow at 7 am from Memphis to Charlotte and then to Tri Cities on US Airways. St Jude told her that they can not give her another card because of the data contained on the card. The card has a unique ID on it and it states that the passenger should not go through the metal detector. Her son has to have a patdown. She wanted to locate the card. She said that it was TSA's fault they missed the plane and she wants to know who is going to pay for it.

I gave information per: <http://www.tsa.gov/airport-lost-found-contacts>

2013 3:42: Charlotte Douglas International Airport
704-916-2200

Memphis International Airport
901-348-5400 (TSA)
901-922-8050 (Memphis Airport Police)

I advised her that she can contact the airline and ask about getting a refund. I also told her that she can get the number for the CSM at the airport by choosing option 5 on the IVR and entering the airport code.

-----Original Message-----

From: (b)(6)
Sent: Sunday, January 20, 2013 2:50 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

2013 6:00:4 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
The Eastern Iowa Airport

What was the date and approximate time of the incident?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/24/2013 6:10:00 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Newark airport, Alaska air flight to seattle at 730am..

2013 8:01:1 Comments: i arrived at the newark airport early, but i struggled to find where to check in for my flight because there was lots of construction going on. I eventually checked in and decided to have breakfast before going through security because I had 45 mins before my plane was boarding and the line for security was only 15 people long... by the time i got to the security checkpoint for my gate after eating I had 25 minutes until my flight started boarding and there were about 30 people in line and almost instantly another 30 showed up behind me. I was not worried about missing my flight because security usually goes quite quickly and since there were so many workers, I figured they would open another machine since the line almost instantly jumped from 15-60 people.

However, I noticed that the line was moving VERY slowly and they didn't open any other machines, they just had the one xray machine open. After 10 minutes they had only managed to get 5 passengers through security, they were moving that slowly. I started to get worried about missing my flight and noticed that there were 8 TSA employees 'managing' the xray machine, metal detector, bins, and general security, and an additional employee checking ID. I asked the officer checking our passes if they would open another gate because of how slowly they were getting people through security and passengers were getting backed up between the machine and his ID checkpoint. Other passengers around me also spoke up and complained that they were going to miss their flight too. We were told we could not go to another security checkpoint because this was the one for the gates we were flying out of and we simply had to wait and should've planned for more time.

An Alaska Air employee came to the gate and asked for passengers on my flight to go to the front of the line since our flight was leaving first. we did, but then a delta employee came soon after telling TSA to hurry up because their passengers were going to miss their flight too, which was only leaving 15 mins after ours. there were enough airline employees and passengers kicking up a fuss that they started to get people through faster, but instead of opening another machine they just rushed the screening, which defeated the purpose of the screening.

They refused to open another xray and metal detector even though there were a total of 9 TSA employees managing the checkpoint. I've been through several security screenings where there are as little as 2 employees working just one machine and they manage to get passengers through in less than one minute per person... there were 5 machines available and 9 employees, yet they refused to open more to get us through to our flights.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/25/2013 4:08:06 PM

2013 6:02:3

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Aa flight 2287 from Tulsa ok to dfw on 1/25/13

Comments: I always opt out of the invasive screening and only go thru metal detector, but there was only the invasive offered in Tulsa so I opted for the pat down.... Oh my I cannot believe how they handled it, I can still feel the fingers on my crotch.... I complained to the tsa and they said it is how they do it, but I've never been touched by tsa like this.... I never write complaints, but I am appalled by the way I was touched, even after I showed them my global entry card. I feel ur methods are extreme or maybe this only happens in Tulsa. I appreciate ur attention to this matter.

Kind regards,

(b)(6)

Caller states he did not want to give his information to power hungry TSA. He wanted to know if he could opt out to the AIT. He wanted to file a complaint about an experience he had at AUS.

Airport: Austin

Airline: He asked if that was necessary

2013 3:06:5

He wanted to speak to a supervisor and did not want to provide specific details about his experience.

mnelson: Caller said he has experienced a patdown at AUS and feels the TSO was too aggressive during it. Caller said he feels you should be able to choose to do the metal detector instead of a patdown. He also did not like it because he had to wait for a male to do the patdown. Advised caller to visit our website where he can place his suggestions about changes in procedures.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/27/2013 9:54:21 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AC 8620 from Atlanta, GA leaving Jan 27th at 1140am

2013 8:18:2

Comments: Today I was on a flight from Atlanta, GA back home to Toronto, Ontario and I have a complaint about the way my security screening was handled in Atlanta. I have a disability and arrived to the security check point in an airport wheelchair.

When I arrived they took the forearm crutch I use to put it through the x-ray as usual, and gave me a cane that they had on site that was not made of metal for me to use. However, rather than going through the metal detector, the security agents proceeded to attempt to make me go into the AIT body scanning machine. Well on your website it specifically says:

"Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device."

Well for me this is not the case so I wouldn't have been able to go in this machine. You would think that when someone arrives in a wheelchair that this would be obvious. However, the staff were extremely insensitive. I think that the staff at the Atlanta International airport should be more sensitive and knowledgeable about security screening for people with disabilities. I think additional training is required. Even the woman they made do my pat down told me that they should have never made me try to go through it. They seemed very annoyed that I wouldn't go through and it was a very uncomfortable situation. They also made a scene yelling really loudly "OPT OUT" like I was somehow causing a disturbance just because I wasn't going through the machine. Not only do I have medical issues that would not make it possible for me to go through it, but the radiation caused by exposure in these machines is not acceptable to be required to go through. If staff are unwilling or resistant to doing pat-downs if people don't want to or physically cannot go through these machines then they should not be working in such a position. Today I witnessed everyone in the line be made to go through this machine, which I find very ironic considering it was announced recently that these machines will shortly be removed from airports throughout the US. Disgraceful.

Remote Client IP: (b)(6)
Date Time: 1/27/2013 9:06:15 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Damaged or Missing Items in Checked or Carry-on Baggage.
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Wednesday Jan 23rd, 2-6PM
New York City JFK Airport
Terminal 1, Security Checkpoint for Gate 8
Air-China Flight CA982.

2013 8:18:33 Comments: On Wednesday, Jan 23rd, I had lost \$9,000 at the New York City JFK airport. I believe that this money had been stolen from me by a TSA officer. In short, all of the money was packed in a red envelope then wrapped in a small black plastic bag. Before I left my house on the day of departure, this bag of money was put in my waist bag/fanny pack, which I kept secured around my waist all the time from when I left my house to when I had to remove it for TSA security check. The money was present right before I removed my fanny pack during TSA security check, however when I checked my fanny pack again after it went through the screening conveyor belt, I was bewildered to find that my bag of money had disappeared! Upon reflection of what had occurred, I am very convinced that a TSA officer had stolen my money. Below is a full description of the events.

I had planned on going to China with my 4-month-old daughter to visit my relatives. My Air-China CA982 flight was scheduled to depart JFK at 3:50pm for China bound. I had arrived at the JFK airport Terminal 1 around 2:00pm with my aunt, a friend, and my daughter. Upon arrival, my aunt, my daughter, and I waited in the airport lobby while my friend parked his car. Before my friend returned, I started lining-up at the Air-China counter in order to obtain my boarding pass, while my aunt helped me watch the baby in the lobby. After my friend returned, he brought over the baby and joined me on the line. After receiving the boarding passes, we returned to the lobby and joined my aunt. Next, I made a trip to the bathroom by myself. Afterwards all of us went to get my three large luggage bags checked-in. At this time, the baby woke up and started crying; therefore I spent a few minutes to feed the baby. When we checked that the time was almost 2:50PM, we quickly headed over to the security check for gate 8.

Upon arrival at the security check point, I first had my daughter's and my boarding passes and passports checked. Afterwards, I put away the boarding passes and passports into my fanny pack. Next I transferred my daughter into a baby carrier and continued to walk forward, leaving my aunt and friend behind this checkpoint. At this time, I had my daughter in my chest baby carrier, the fanny pack strapped around my waist, a bookbag on my back, and a small pink luggage I was pulling with my right hand. Next, another airport worker checked my boarding passes and passports. When I put away my boarding passes and passports into my fanny pack, I was unable to fully zip close the fanny pack since I was carrying my daughter and had a difficulty maneuvering. After a short distance I arrived at the main security screening checkpoint, where there were metal detectors and x-ray conveyor belts. A TSA officer asked whether I had anything in my pockets, which I answered with a "no". This TSA officer was an African American woman in her later 20's/early 30's with bob cut hairstyle. (This is the officer who I suspect of stealing my money.) Next I lifted my pink luggage onto the conveyor belt. Then I removed my fanny pack with some difficulty and placed it into a bin on the conveyor belt. I had laid the fanny pack flat down on the bin. However, when I was removing a baby blanket and my shoes, the TSA officer moved my fanny pack to an upright position, with the bag opening facing towards her. Next, I placed the baby blanket and my shoes in the same bin. Afterwards, I took down my bookbag from my back, took out an ipad, and placed the ipad on a bin with the bookbag on top of the ipad. The TSA officer removed the bookbag from the bin and placed it on the conveyor belt in between the pink luggage and the fanny pack bin. During this time, The TSA officer also told the male passenger behind me to go to a different conveyor belt, making me the last passenger on my line. THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/27/2013 9:03:57 PM

2013 8:18:33 Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DFW to SJG
19:30
Gate D22

"Officer" (b)(6)
Comments: (b)(6) is what is killing the TSAs reputation among travellers. A bully plain & simple. When i approached the scanner i said i would prefer a pat down. I then realized he was directing me to the standard metal detector. I said "ok. I dont mind those". He then waived me through and made a comment that i needed to say i wanted a patdown before he told me which i was going through. When i tried to respond he started repeating "bye" and waving at me. He said it at least 5 times as i stood there in shock at his behavior. Very disappointing even to a frequent traveller.

The caller was flying from CLT around 7:30 AM. He stated that he was subjected to additional screening and his apple phone charger was broken. He stated that the screener was very rude and he kept telling the passenger that he did not see any damage. He stated that he was flagged at CLT during screening because of his stridex wipes. He stated that when he went through PIT on his original flight, he was not flagged. He asked why he would have been selected for additional screening. He stated that he is 16 years of age.

His flight path was: PIT to CLT and then back from CLT to PIT. He was not flagged for additional screening at PIT on the first flight but was flagged at CLT on the way back.

I apologized to the caller that he had this occurrence. I explained that he can file a claim for the damaged charger by completing a standard claims form. They are available on our website, www.tsa.gov, or I can email the forms with in 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location.

I explained that TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

!013 12:08:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The callers flight details are as follow:

Departing Airport: CLT

Arrival Airport: PIT

Airline: US Airways

Flight Number: 1904

Terminal: Not Provided

Gate: B Line 2

Date and Time: January 28th, 2013 @ 7:30 am

He stated that the screener had white hair, italian, and about 5 foot 6 inches. He stated that the supervisors name is (b)(6)

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/28/2013 10:13:18 AM

2013 12:10: Subject: Suggestions:

Name: (b)(6)

Email: (b)(6)

Comments: I want to relay a problem I had at Oakland CA airport last night. As I was going through the scanners, the TSA employee closed the metal detector and asked that I use the full body scanner. I declined and was told that I would need a full body pat down. I accepted this. However my personal items were in a tray which was put through the xray machine and were sitting in the open about 50 or so feet from where I was. Other people were picking up items from trays all around the trays which contained my wallet, my tablet computer, my laptop and other item including keys and coins. I quickly realized that anyone picking up items from trays around mine could easily grab my wallet or tablet. I began to complain and it took a minute or two for the TSA employees to realize what the issue was. At first they kept saying that the screener was on the way but finally they realized what my issue was. After my personal items had been in the open subject to removal by anyone dishonest enough to grab a wallet or tablet or laptop for minutes if not longer, the TSA person watching the line realized what my issue was and covered my tray. My issue is not the patdown it is the way my personal items were allowed to remain on the belt while other passengers were picking through trays all around it. I feel I was unnecessarily exposed to a possible theft.

Caller said that she and her husband flew from Phoenix to Burbank and then back from Burbank. She went through the screening and then was told to put her left foot in front of the TSO and her leg was patted down. She said this happened in Burbank when she flew in October as well. She said there was no alarm. She wanted to know why her leg is being patted down. She asked if she should call someone at Burbank to ask why her leg is patted down. Caller said that the TSO did not act inappropriately. She is getting aggravated because her leg is being patted down.

2013 1:37:5 I gave the following information: Additional screening may be triggered by a number of factors such as random selection, or alarm resolution. TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

I told the caller that TSA does not keep records of patdowns and I do not know what triggered the patdown. I told her that she can get the number for the CSM by choosing option 5 on the IVR and entering the airport code. I told her that the airport will not be able to tell her why she got the patdown either.

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pregnant women & their unborn children. However, many experts are unconvinced that this has been proven (there are no long term studies) & in Europe these scanners are not allowed to be used on a large scale without a medical reason. For these reasons, I choose to opt out.

This morning several travelers were waived through the alternative metal detector next to the scanner. I asked if I could use that instead of the body scanner but was informed by the TSA agent that I can't "ask" to go through it and would have to go through the scanner. I requested the pat down instead.

With regard to "asking" to go through the alternative metal detector, I object to this policy and to the TSA agent's handling of the situation. I am obviously pregnant and, given an alternative, I think all pregnant women should be able to opt for the metal detector if one is available and should not have to be subjected to an unpleasant and much longer "pat down."

2013 3:55:2 I believe a change should be made to this policy when it comes to pregnant travelers.

Please advise, thank you.

(b)(6)

Studio City, CA 91604

Accepted TRF:

Apologized to caller for issues during transfer today.

I asked caller how he feels he was discriminated against.

Caller stated to say he was discriminated against that is a little harsh.

He stated he conveys 2 concerns.

He is an airline Captain with American Airlines and FFDO as well as global entry member so he has had extensive background checks.

When he chooses to travel out of uniform he still has those background checks and is a low level security threat.

He agrees with the security but where it falls apart for him is in the last 2 years he is selected every time he flies out of uniform.

This has happened at different locations: West Palm Beach, DFW, Ohare, JFK and Detroit Metro.

2013 1:40:2 His personal opinion is because the agents have the authority to select and in his case for whatever reason they exercise that power.

None of the equipment alarmed, he was just chosen for extra screening.

He does think it could be petty jealousy and to test his theory a couple of times recently instead of displaying his airline credentials (as he normally does) he used his FL drivers license instead.

That takes him from airline personnel to general public and he was not chosen for extra screening.

He feels the TSA looks bad because of this.

What he is submitting is that he is being selected unfairly because of his airline background.

He flew 1-25-13 from West Palm Beach and was out of uniform and he displayed his airline credentials. When they chose him for extra screening he asked for a supervisor and they could not say why he would have been chosen. Next the woman who came was in street clothing and he assumed she was the CSM. She told him it is in the SOP and she cannot provide it to a traveler.

I explained the CSM could not give him the SOP information or give to any traveler because that is guarded information.

Told him I could possibly send something over to West Palm Beach.

He stated it is an issue at all locations so that would not help and he wants to take this higher.

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I want to have a copy of the actual policy and procedure for this. There is nothing of sensitive nature to this, and does not require a FOIA request.

As noted below, the requirement is that the TSA officer use the back of the hand for sensitive areas, and your TSA officer used the inner palm of her hand to rub my perineum to the point where I felt it on my clitoris and labia.

If I would have had a dress, would she have put her hand up my skirt! Is the same procedure followed for those of the muslim faith that wear full length garb?

You have NOT responded to my question. You have had adequate time to review the film - was this done? I gave you the exact gate, time and screening post. There is not excuse for any of this, and I am not going away until I see that this is investigated.

(b)(6)

On Tue, Jan 29, 2013 at 3:03 PM, <[HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"](mailto:tsatcc_do_not_reply@senture.com) tsatcc_do_not_reply@senture.com> wrote:

Thank you for your e-mail regarding patdown screening.

2013 4:07:00 PM The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers. However, if a passenger does not permit the search, he or she will not be permitted to board an aircraft.

We understand and regret the discomfort and inconvenience that you may have experienced as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, but the use of patdowns provides an additional layer of security at the checkpoint. For more information regarding patdown procedures, please visit TSA's Web site ([HYPERLINK "http://www.tsa.gov"](http://www.tsa.gov) www.tsa.gov).

Name: (b)(6)

Phone #: Cell: (b)(6) Work: (b)(6)

Mailing Address: (b)(6) Baltimore, MD 21231

Email: HYPERLINK (b)(6)

What happened?

L

I have two complaints:

2013 8:21:56 On Saturday Jan 19, 2013, I went through security at the International Terminal at Baltimore Washington International airport (BWI). When I requested to opt out of the scanner, I was told to wait at a position where I was unable to see my luggage that had gone through the x-ray machine. When I pointed out to (b)(6) (TSA employee) that I have the right to be positioned so that I can watch my luggage, I was in rather unfriendly tone refused to do so. Original tone "You can file a complaint if you don't like it. That's all we can do here". I was upset by the tone of voice and the refusal to follow procedure and allow me to see my luggage with valuables inside. At the same check point, I noticed that (b)(6) required all passengers in civilian

Remote Client IP: (b)(6)
Date Time: 1/29/2013 6:38:32 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta Airlines - Flying to Tel Aviv, Israel on Wednesday Jan. 16, 2013 from JFK airport

Comments: To Whom It May Concern,

I emailed the personnel at Delta airlines about an incident that occurred during security procedures that both my parents and I were very upset about and I was told to contact TSA.

2013 8:22:4 On Wednesday January 16th 2013 at around 6:45ish my family and I were going through the normal security procedures at JFK airport in the Delta terminal. We used the wonderful option of curbside check-in to get rid of all of our heavier items and entered the airport for security. When it came time to put my items through the machine I carefully placed my jacket, shoes, and drawstring bag into a bin and proceeded to walk through the metal detectors. I was waiting at the other side of the security belt for my items and my jacket never came out. After a few minutes my mother and I told one of the male security workers that I had not received my jacket and he was not very pleased to assist us. Never the less, they ended up stopping the belt because my jacket got stuck in there. He pulled it out forcefully and when I recieved my jacket in return, the waistline of my jacket was ripped from the inside. I tried to approach the same guard who very rudely responded "I did not rip your jacket!". We never blamed him for being the reason that it ripped but we wanted to make him aware. He sent us to the female supervisor who was standing in the room and she handled the situation even worse than him. She was extremely impolite and kept suggesting that the reason my jacket ripped was because I did not place my jacket in the bin (which is not true). After she snapped at me, my mother tried to reapproach her again but she was simply not interested in helping us out. I have 2 issues with the above situation:
1. It was a brand new Nautica black jacket that I purchased only 3 days before my trip. The jacket costed \$70 and it is a great quality jacket...there is no reason why I should have to wear a ripped/damaged jacket because of a malfunction on the part of Delta's machines or the way the products were being handled.
2. Despite the fact that I was upset that the jacket was ruined...what burned me up even more was the way that the situation was handled! Had the Delta staff members shown a little bit more genuine interest in assisting me I probably would have walked away with a completely different impression. Instead I walked away not only with a damaged jacket that now needs to be replaced, but rather with a sour
Caller stated her friend flew from Orlando to Frankfurt Germany on Flutanza. Caller stated her friend had two hip replacement and TSA insisted that she went through the AIT. Caller stated she wants to complain about Customs and Border and broke the lock on her suitcase. Caller stated her friend wanted to know why she had to go through the AIT even if she has a doctors note.

2013 9:42:4 Advised caller the following information:

Advised caller if a passenger has a doctors note about their disability that doesn't exempt the passenger from being screened. If the passenger set off any alarms of the WTMD or the AIT the passenger would be subject to a patdown to resolve the alarms.

Caller flew from Minneapolis via Sun Country to Fort Meyers and then back a week later. She was screened by one of the machines and wants to know what it was. It was not the walk through metal detector. She wants to know if it shows a detailed image of the body. She asked if she can request a patdown rather than use the machines. She also heard that they were removing these machines. She said that she was in a wheelchair and was made to rush through and it was not a good experience.

I told the caller that the machine she most likely used is the AIT. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body.

2013 1:05:3 Automated Target Recognition (ATR) software upgrades further enhance passenger privacy by displaying a generic image of a person on an AIT monitor. Passengers are able to view the same outline that the TSA officer sees. The FAA Modernization and Reform Act of 2012 (FAA Act) directed "the Transportation Security Administration (TSA) to ensure that AIT be equipped with ATR software on June 1, 2012. This Act also allowed the TSA Administrator to grant an extension, which he issued for one year, ending May 31, 2013. One vendor's solution (Rapiscan) did not meet that deadline. In order to meet the Congressional mandate, TSA plans to remove all of the Rapiscan AIT machines. Some will be replaced with other AIT units that are equipped with ATR. At the remaining locations, TSA will use multiple security layers to provide a comparable level of security. By June 1, 2013, only AIT units equipped with ATR software that provide enhanced privacy protection for travelers will be used by TSA at airport security checkpoints. As always, use of this technology is optional and she can request a patdown at any time.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 1/31/2013 3:49:36 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #F9 2612, American Eagle, San Diego commuter terminal to LAX departing at 1pm-connecting flights from Denver to Honolulu, HI. January 15th, 2013

Comments: We must figure out a better way to be safe. My husband and I have not flown since the body scans and pat-downs were put in place due to not wanting to be subjected to such humiliation with our two young daughters. However, wanting to visit Hawaii and hearing it wasn't as bad as we thought, we decided to try. I was so relieved in the Denver airport to see the new screens that are much less invasive and felt I was treated with respect-even when my bag was checked and had to get searched-I appreciate it was in my presence. However, in San Diego, we had to leave the main terminal and go through security again in the commuter terminal. I was horrified to see they had the blue x-ray scanners and was greatly relieved when the security ran me and my 2 daughters together through the metal detector. We arrived around 10:45 and had to wait until our 1pm flight. Once in the terminal we found out there were no water fountains in the secured area to fill our now empty water bottles. We did find a drinking fountain outside of the secured area which after an hour and 1/2 of waiting decided to take a drink and go back through security. My husband went first with our two daughters and I stayed behind to watch the luggage-per your rules. After he went, I went, I went to the line again, as before, asked to opt out of the body scanner and was told that I would have to be patted down in order to proceed. I was shocked considering I had just went through the metal detector before and now was not being allowed to. I was informed that it was because my daughters were with me that I got to go through the metal detector and since now I didn't I would have to be either x-rayed by a person I couldn't see with an image I was not allowed to view or be groped all in the name of my safety. I then informed Agent (b)(6) that I would just call to my daughters-30 feet away to come out and get a drink and then go through as before. She told me that now that she knew what I was doing that she would not allow it and I either had to be x-rayed or groped-all for a drink of water. We had been in an airport since 7am that morning. It makes no sense that the metal detector was fine an 1 1/2 ago but not now and that I have to use my children to protect my privacy. So faced with either being molested visually by someone I couldn't see and not being allowed to see the image taken of me or being physically molested by someone I can see. I chose the later. I called out to my husband-30 feet away and told him I had to be groped because I didn't have the girls with me. Agent (b)(6) then threatened to call the police for shouting. She also wanted to put me in a secluded box to grope me. If I am going to be violated I will not do it in secret, so I told her that would not be necessary and we did it in front of all the passengers waiting for flights. I was again, committing no crime. I have the right to tell her of my disapproval of your "procedures." What crime would the police charge me with?-she was just being a bully. Often peoples rights and freedoms are violated by "procedures" and these need to change. My business is with the private airlines not with the government and unless I have committed a crime or you have reasonable suspicion of a crime, you have no right to physically touch me in that way or take a picture of me that I cannot view. I am an American Citizen, I have the right to travel in my country free-from unreasonable searches. I should have the right not to have a naked picture taken of me or my breasts, butt and groin being groped. I would rather you run a background check and profile then grope every American citizen in the name of "fairness" This is outrageous! These are the types of things that have lead other countries down very dangerous roads-Germany, Russia, China. This needs to be changed. I do not fly very often, and I will not ever be flying into the San Diego airport again. I should not have had to go through security again and I should have free access to water if you are not allowing me to keep mine. Please change these. They are unconstitutional and traumatizing. My daughters had to watch in horror at my pat-down and had to watch me cry for the next hour as I had to pull myself together after the "screening". They have never seen me cry and it was definite damper to our vacation. There is a better way and we need to fix this before more women are traumatized. My only consolation is that it was done by a woman. My breasts and my groin have only been touched by my husband and by my doctor. It should stay that way. Unfortunately, I have now been molested twice by TSA and I am not sure I will ever fly again until you fix this or you are removed.

2013 6:05:4

The first time was during a body pat down in the summer of 2011. I have an implant in my body which sets off metal detector. I have had many of these body pat downs, but only the one at the Eugene, Oregon airport was more like sexual abuse than a body search. Each time the female agent approached my crotch (four times: once for front of each leg, and once for back), she hit my private parts hard with her hand. I was so shook up afterwards, I went in the bathroom and cried. It was basically a sexual assault.

Another time, at the same airport, I was recovering from surgery. They took my cane, had me walk through the metal detector, and then instead of giving me my cane, they told me I should just walk over and get it. This meant I had to walk about 15' without the use of the cane that I needed for walking.

The last time was only a few days ago, and this last incident has prompted to write this letter. The date was January 28, 2013 at approximately 4:30 am. I went through the security traveling with my cat. They told me to take my cat out of her carrier and walk through the metal detector. My cat has never traveled before, so I did what they said, but naturally I was holding on tight to the cat with both arms.

I got through the metal detector and one agent said he wanted to wipe my hands with his explosive residue tissue. Okay, but I was still holding the cat! I told him this (although, he could clearly see the large animal in my arms) and he looked at his fellow agent with an expression of, "can you believe this lady? ...what we have to put up with!"

He insisted that I lift my hands, while trying to keep ahold of my 12.5 lb frightened cat so that he could wipe my hands. Then I was casually told, "put the cat back in the holder."

I had to flag someone to help me. I was alone. They couldn't have cared less. There was only one agent who would help me by holding the cat carrier while I stuffed my frightened cat back in it, and helped me zip it up. What is going to happen when a passenger's animal gets loose because of their poor attitude and procedures?

This is not the end of this story. Again, as always, I set off the metal detector because of an implant in my body. I was about to have the pat down when I was asked whether I had a laptop in my laptop bag. I said, "yes." (I had understood that if it was in it's own bag it could just go through.) No problem, they could take it out. But the Agent set my Apple Macbook Pro (which is new) on top of the bag, on top of my shoes! The laptop was lopsided, balanced above the sides of the plastic tub. I said, "be careful with that." I was told, "don't worry, nothing will happen." They put it through again, and then when it all came out, the Agent stacked the three tubs on top of each other with my belongings in them with my laptop (which had nothing on it to protect it) on the bottom.

Caller is at Ronald Reagan Washington National Airport. She went through the checkpoint on 2/01/2013 about 9 am. She has an artificial limb from the knee down. She said that she went through the AIT and then was sent to machine that took pictures. She said that she flies all the time and this is the first time this has been done. She said the lady who performed the screening did not know how to do the screening. She stated it was not done the right way. She was not offered a private screening. She said that it was very embarrassing. She asked to speak with a supervisor. She spoke with supervisor Howe. He told her that procedure was followed. She said her screening took 35 minutes. She did not get the names of the screeners. She said the first lady was a black lady and the second one was a foreign lady. Her ID and boarding pass was checked when she got to the checkpoint. She said it should have been checked again during the screening and it was not. She wanted to make a complaint.

013 9:38:3 I gave the following information: Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, a prosthetic is subject to additional screening. A TSO will need to see the prosthetic device, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a prosthesis.

I advised the caller that her ID and boarding pass are checked when she arrives at the checkpoint.

I apologized to the caller for her unpleasant experience and told her that I would forward her record to the CSM at Ronald Reagan Washington National for review.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/1/2013 8:50:44 PM

013 9:17:1 Subject: Courteous/Professional Treatment - Report Outstanding Service

Name: (b)(6)

Email: (b)(6)

Comments: I'm on TSA pre-check and Global access. I fly over 60 segments a year. Many out of FLL on United. FLL has the most poorly trained and rude TSA agents. Every time I fly through FLL I must go through the full body scan and get patted down EVERY TIME! I've been told to remove my belt after the scan when I show I have none on. I have never been found to have anything in my pockets or on my person other than a boarding pass in my hand. I've seen many "employees" of FLL walk through without scanning with shoes and belts on. Many times I've seen the alarm go off as they pass through the metal detector and still waived through. One time while being patted down I politely asked why I am considered more of a threat than them. I'm told they are "employees" and I received a more thorough pat down! I'm a loyal American and not a threat. I'm not going to be bribed to carry something in! They are more likely too. I've spoken with UA personnel in their United Club and TSA agents elsewhere and all say FLL are the worst! Please do something; it's insulting and dangerous. Please have TSA pre-check at UA in FLL!

Response Details: Advised caller:

I apologize for your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your information to the Customer Service Manager (CSM) at that location and TSA Cares as well.

I offered:

Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

or via postal mail to:

1013 1:41:2 Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

Flight information:

Flight Path: Austin to ATL

Flight date time: 2 1 4:47pm

Flight #: 2066

Airline: Delta

Airport: Austin Bergstrom

Gate Terminal: 3

Email: (b)(6)

Incident Details: Caller flew from Austin Bergstrom airport yesterday. His wife was denied boarding to fly. He is a 100% disabled veteran and has a neuro-stimulator in his spinal cord, the TSO took his stimulator controller which was put through the. The caller wants to know the policy for spinal stimulator remotes.

Advised Caller:

I do not have an exact answer for the remote but for similar devices my information states:

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening.

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector, can be subjected to Advanced Imaging Technology (AIT) screening, or x-ray screening.

1013 3:30:5

The caller stated that he thought this was the policy for reading on the web site. But his dad went through a screening checkpoint with medical documents regarding the issue because the screening of the remote has previously caused the stimulator to bring him to the ground. He requested that it not be x-rayed and was told that it had to be. He stated that they had spoken with law enforcement regarding the issue as well. He was given the CSM contact information at the airport for was told that they do not work weekends. I verified the contact information and advised he get in contact with the CSM to address this issue.

Advised Caller:

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints. If you had his flight details I would forward a copy of this record as well.

The caller stated he did not have the flight details at this time. I informed him I would still document his complaint and notify my supervisor. I apologized for the happening.

The caller flew to SFB. He has returned to JFK as of yesterday. He stated that when he took his shoes off for screening he stepped on something in the floor. He has a bump on his foot. He asked if there is anyway to keep from removing his shoes in a unsanitary environment. He has to go to the doctor. He asked how often the floors are cleaned and if they are sanitary.

I advised the caller that screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement. Travelers who wish to wear foot coverings during the screening process are responsible for bringing them to the security checkpoint.

I explained that I will forward his complaint to the CSM at SFB for review and provide them with his contact information in the event they need to contact him concerning the incident.

The callers flight details are follow:

Departing Airport: SFB
Arrival Airport: JFK
Airline: JetBlue
Flight Number: B6284 @ 7:55 pm
Gate: 3
Checkpoint: on the right side of the airport
Date and Time: 02-01-2013 @ 5:00 pm

-----Original Message-----

From: (b)(6)
Sent: Saturday, February 02, 2013 6:22 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Portland OR 97217

013 9:08:3 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
McCarran International Airport

What was the date and approximate time of the incident?

-----Original Message-----

From: (b)(6)
Sent: Saturday, February 02, 2013 6:21 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from John Barresi

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Portland OR 97217

:013 9:08:3 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
McCarran International Airport

What was the date and approximate time of the incident?

I send again in order to correct my e-mail address as below for your feedback

Thanks

(b)(6)

HYPERLINK (b)(6)

From: (b)(6)

Sent: Monday, February 04, 2013 12:11 PM

To: 'TSA-ContactCenter@dhs.gov'

Subject: Body scanner at Guam airport_my wife pregnant 17 weeks

2013 9:07:5

Dear TSA scanner responsible person

I would like to know 'is it really safe to go through airport full-body-scanner to my 17-weeks pregnant wife and fetus?

It happened as below

When: 3-Feb-2013 AM3:00 (returning from Guam to Incheon airport-Seoul,Korea after 8 days honeymoon)

Where: Guam international airport

Remote Client IP: (b)(6)
Date Time: 2/3/2013 10:14:57 PM

Name: (b)(6)
Email Address: (b)(6)
Comments: Dear TSA scanner responsible person

I would like to know 'is it really safe to go through airport full-body-scanner to my 17-weeks pregnant wife and fetus?

It happened as below

When: 3-Feb-2013 AM3:00 (returning from Guam to Incheon airport-Seoul,Korea after 8 days honeymoon)

Where: Guam international airport

What:

1. Government person(TSA) asked to go through Full body scanner to me and my 17-weeks-pregnant wife without checking metal detectors first
2. And I asked 'my wife is pregnant!!
3. But, government officer said 'it is safer than metal detector
4. At that time, I had no idea what is that...(I thought that is just another big metal detector device)
5. And my 17 weeks pregnant wife went through the full body scanner because he said so

Question

1. Is it really safer than metal detectors for my pregnant wife and fetus??
2. Does body scanner is safe for my 17-weeks pregnant wife and fetus?
3. And why my pregnant wife should walk through screening machine without checking metal detector first for my fetus's safety?

I had checking web for body scanner at airport but, it is not safe and I would like to get official/actual response from you
The following is my contact and I would like to get your response

Caller stated that she was selected for secondary screening, and wanted to know if she was truly on a list somewhere or if the screening was truly random. She also stated that her boarding pass had four S s notated inside, as she was coming back from Cancun with her children.

Advised caller:

TSA can neither confirm nor deny whether an individual is on a Federal Watch List.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. In some instances, this includes enhanced screening of passengers and their carry-on baggage. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly...

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

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TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

Caller states: Daughter is traveling from New Orleans to Dulles. Daughter said that they were not making people take off shoes or jackets and only a few people they were selecting people to go through the full body scan and the others had to go through metal detector.

Escalated to a Supervisor: I explained to the caller that our TCC employee s are allowed to exclude their last names. I explained each airport have their own discretion to allow or disallow particular items through checkpoint and that the TCC could do no more than what we already have done. (b)(6)

cancer survivor. The TSO stated that these are not x-rays and proceeded that the passenger walk through the AIT machine. Caller wants to know if there are signs posted in the airport saying that each passenger has a choice for screening. Caller wants to know if TSA does not recommend the AIT for cancer patients. Caller is very upset that she had no way of knowing that TSA does not recommend cancer survivors to opt-out for a pat-down. Caller had no way of knowing that having a pat-down was an option.

Caller is 78 years old, does not have a computer, and would like to make a complaint and suggestion. Caller hopes her suggestion will help people like her who did not know, and had no way of knowing that there are options for screening. Caller states that there should be a sign saying so due to the severity of the health condition. Life or death as she stated. Caller wanted to know who she can speak to about this. Caller wants to know what action will be taken and how she will know that something was done. Caller wants someone to contact her as far as the results of this complaint. Caller wants to know how long it will take to review this documentation. Caller wants to know how she knows if an action or no action was taken. Caller asked what happened to the previous machines and why they were taken out.

Complaint: Caller was not offered a pat-down once she informed the officer she was a cancer survivor. There is not a sign saying that cancer patients are not recommended to go through AIT and may opt out for a patdown instead. The TSO should offer passengers to be screened via patdown or the machines. The burden of being informed should not be placed on the passenger, but rather on the government to inform the passengers of the process.

Suggestion: There should be signs stating that every passenger has the right to choose either a pat-down or to go through the AIT. For those who do not have internet, in order to become familiar with TSA travel tips and to be informed, there should be another way of informing them via signs or have the TSO better inform the passenger of the process, their options, etc. Caller states that this is not a simple request, but rather it is very important that other cancer patients, and all passengers are informed with this information.

Informed caller:

Apologized to caller. Thanked caller for the suggestion input.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

AIT machines are not x-rays. These machines are made to help find metallic and non-metallic threats under the passenger's clothing. The AIT machine does not catch the metal joints that people have inside of their body, because it is just bounced off the outside of the body.

Clarified with (b)(6) and (b)(7) that this machine is in fact not an x-ray. Informed caller that I am not a radiologist and do not know the complete make-up of what the machine is exactly, but can assure her that this has been tested to be safe for those who have had radiation due to medical purposes. TSA does not recommend that cancer survivors go through this machine due to the previous radiation they have had and the recommendation of the passenger's doctor.

was seriously injured on the job the week after Thanksgiving. The most serious of these injuries was a broken and dislocated ankle. I was advised by my doctor that I could travel to see my gravely ill father who had just been put into hospice, as long as I could elevate my foot and have a wheelchair and/or the use of my crutches.

On 12/21 I spoke with a customer service representative regarding the accommodations I would need to travel safely. These accommodations included a special seat on the plane which would have room for me to elevate my foot, a wheelchair with attendant from the drop off point to my seat on the plane and the ability to travel with my service dog. I was assured and reassured that all of these accommodations would be no problem. I then called back and spoke with another customer service representative to make the reservation and again confirm that all of the needed accommodations would be possible. I was told this was not a problem and not to worry. I made the reservation and then spoke with the Disability Desk, again to be sure all my requests could be accommodated and were on the record. I was for the third time reassured that my needs would not be a problem and were listed on my reservation. I've never traveled injured and requiring help, special accommodations and a wheelchair so I was very careful that every detail was discussed. If anything would have been in question I would have arranged another form of transportation.

On Sunday, 12/23/12 I arrived at the airport for my flight (UA5441) from SFO to San Luis Obispo. A wheelchair picked me up as planned and the attendant helped me check my bags and get to the proper terminal. I was taken to security. It was very busy as people were trying to get home for Christmas. I was asked by security if I could walk. I said that I could not walk but I could use my crutches. He told me I could not use my crutches nor could I use the wheelchair. He said "this is what we are going to do, use my arm for support, lean on me and carry your dog in the other arm." I was not comfortable with this and voiced my concern and asked to use my crutches instead. I felt very intimidated by this security worker, he kept saying this was the only way. I was not offered any other option and felt forced to comply. So I got up and leaned on him with one arm and carried my service dog in the other. Leaning on a person's arm does not provide the same level of support as crutches or a wheelchair. I was made to go through the metal detector twice and when I came out the other side my wheelchair and attendant was not there. The security worker instructed me to walk further to a screening area so they could test my feet and hands. I again asked for my crutches or wheelchair and he said "it's not that far". Finally the screening was done and my wheelchair and attendant showed up. I was taken to the gate and left there. I thought that the attendant was supposed to stay with me but she said that it was too long of a wait till boarding and that there would be another wheelchair to take me on the plane. I sat and waited, my ankle started to swell and I needed to take a pain pill from putting weight on the broken ankle.

12/23/2013 6:56:2

When it was time to board, there was no wheelchair for me. I requested one and waited for a very long time. All the passengers had been loaded and they were just waiting for me. Finally it arrived. There was a terrible storm and all of the other passengers were offered airline umbrellas for the long steep walk down two narrow wet ramps that lead down to the tarmac. I asked for an umbrella (as I'd been warned repeatedly not to get my cast wet) and I was told it was against regulation to use an umbrella with a person in a wheelchair. The staff covered me with a yellow tarp. I could not see where I was going. I was wheeled down the steep wet ramps and once I arrived at the plane the tarp was removed. They told me I had to get up the wet narrow ramp to the plane on my own. I asked for them to take me in a wheelchair as I had arranged and I was told the wheelchair would not go up to the plane. I told them I should not be walking. I asked to use my crutches and was told that it was against the airline policy to use equipment not issued by the airline. Meanwhile the storm is windy and heavy rain, my cast was getting wet. They told me to use the railing for support up the ramp and that I needed to also carry my dog. I again asked for a wheelchair and was told there was not a wheelchair that would fit on the ramp and walking up the ramp was my only option. I felt extreme pressure to comply and to get out of the storm. I used the rail for support and carried my service dog up the ramp. I fell into the first seat available, which was the one that I was told was reserved for me so that I could elevate my ankle. Apparently this was another point of failure as someone else had been assigned my "disabled" seat. As soon as I sat down my foot began to swell and my toes turned purple. I propped my foot up on the wall, luckily I'm flexible. I was wearing a hard cast and when the swelling happened there was tremendous pain and pressure because the cast became very tight. I told the flight attendant that there was no way I could get down the ramp when we arrived and asked if there was another way. She told me she would request a small aisle wheelchair but it would take additional time and effort. I'd have to wait until all the other passengers exited the plane. I was relieved to know there was another way but very concerned about my injury.

It was a short flight, about 40 minutes. The crew in San Luis Obispo were very accommodating. I was taken off the plane from my seat on a small wheelchair and taken down the ramp onto the tarmac without issue. I was transferred to another larger wheelchair and taken to baggage claim. I can't understand why this was possible at a small town airport without any issue but a major airport like SFO would treat a disabled person this way.

I was taken directly to see my father in hospice. He was lucid and able to know I was there for him. The swelling continued to get worse even though I elevated it while sitting in his room. After a short amount of time I had to cut my visit short with my

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date Time : 25 2013 8:03:30 PM Airport : LAS - McCarran International Date Time of Travel : 02 03 2013 4:30 PM Airline : Flight Number :

Checkpoint Area of Airport : SCREENING

TSA Employee: (If Known) : Short man about 50 with dark hair and dark thick mustache Comment : I do not travel often. I have anxiety issues with the big x-ray screening machines. There was a normal metal detector that the TSA (a man about 50 with dark hair and a dark mustache) opened up as the line was getting long since they were funneling two lines into one machine. If the TSA man had been paying attention, he would have seen that I let 6 people go ahead of me because I was starting to have a panic attack approaching the x-ray machine. The TSA man standing in front of the metal detector opened up the metal detector side and people started to go through. I stepped aside to go through the metal detector to avoid a full blown panic attack. I did not cut in line but he yelled out "quote;I have a line jumper! quote; and I had to go to the back of the line. Like I said, if he was paying attention, he would have seen that I had stepped to the side a bit and I was NOT cutting in line. I did not know you had to line up military style to go through the machines. He would not let me pass through the metal detector even when he decided it was my turn. He told me I had to go through the x-ray machine. I asked him why I could not go through the metal detector. He started to laugh at me and told me "quote;I make the decisions, not you, ha ha ha... quote; He never answered my question. I was trying to keep my panic attack under control, but it wasn't working. I started to get emotional as my panic attack was taking over. he told me to make a decision or I would have to be patted down. I said no, I wasn't doing that and to give me some time. He started yelling. He then sent a tall African American man to pat me down in front of the people waiting in line to go through the machines. I wasn't going to have someone touching me in front of all these people, especially a man! This sent my panic attack beyond my control. The TSA man with the mustache continued to laugh at me. I told the African

12/23/2013 9:04:1 American man I was having a panic attack. He walked away. The TSA man with the dark mustache then had a passenger with her daughter walk right in front of me to go through the metal detector just to rub it in my face that he was not going to let me go through there. He continued to laugh at me and called a supervisor. The supervisor, a man about 6'3" who was bald came over and I told him I was having a panic attack and I needed some time. He told me that was fine. He talked to my husband on the other side and my husband also told him I was having a panic attack and it was due to the x-ray machine. I finally made it through crying and having my panic attack, for I did not want to get thrown in jail for this. The man with the dark mustache needs some more training on how to treat people. I would NEVER treat anybody the way he treated me. I was told later by my sister traveling with me that they cannot have a man pat you down, so why did he send a man to pat me down? The TSA man with the dark heavy mustache needs more training to learn to identify a passenger who is having a panic attack and not stand there and laugh and humiliate them. I do appreciate the job that TSA people do to make our travel safe, but I do NOT appreciate being laughed at and humiliated by a TSA person due to a medical condition that I cannot control. I just hope that this incident is discussed with him and he is given more training on how to pay attention to what's going on in front of him and be able to identify someone who is having a panic attack so he doesn't humiliate them and works with them. Also he needs to be trained that men are NOT to be sent to pat down a woman. Thank you for your time in reading my complaint. I hope to

receive a response. Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Caller had a bad experience with his wallet in his hand, he was told by TSO and supervisor he couldn't carry in his hand during the AIT screening.

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

013 9:43:5 The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation. Additionally, some element of uncertainty and randomness in security operations is necessary to disrupt terrorist planning and attempted attacks. TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. Caller was traveling thru Gate C Terminal 4.

Apologized for the rude screener and informed caller how to report the incident directly to the CSM thru option 5 on the IVR.

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/6/2013 11:10:15 AM

Name: (b)(6)

Email: (b)(6)

013 12:05:1 Complaints: Disarrayed items in Checked or Carry-on Baggage. .

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.

Comments: As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, "Get back in there." Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, "Yes." He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, "get back over there." I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security processes in place - my son is an 8 year 82nd Airborne vet post 9-11, and since I have never had this kind of experience I was extremely taken back. I might have passed over the rude and condescending manner in which I was treated by both employees, but the (I believe) inappropriate handling of my medical device put me over the edge and made this a pretty traumatic experience. I travel via airline several times a year. Is there anything I can do to avoid this type of treatment in the future?

Thank you very much (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/6/2013 9:49:26 AM

013 12:06:1 Airport : EWR - Newark International

Date/Time of Travel : 02/06/2013 12:00 PM Airline & Flight Number : US Air 1895 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) :

Comment : TSA employees allowing airline personnel to carry liquids such as bottles of soda, large containers with coffee and water through the metal detector area. My concern is how do we know the contents are really soda, coffee and water? Rules and regulations are for everyone including airline personnel Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Incident Details: Caller had an issue with a patdown she received and the treatment of her CPAP machine. Caller did email the TCC earlier, and received an email stating there was insufficient information. Caller is wanting to know what information she would need to supply.

Caller is also concerned about whether or not TSA has to abide by HIPAA. Caller is a private person and did not want to divulge to her friends that she had a Cpap machine.

Caller is informed that her items can be screened privately if she requested a private screening. She did not inform the TSOs that she preferred the Cpap to be private, nor did she separate her Cpap from the rest of her carry-on. Caller was told that since she failed to do either, the TSOs would have screened the items without putting any thought into whether or not she wanted discretion.

Caller's previous complaint is being copied verbatim for CSM review. CCR spoke with (b)(6) on the reasoning behind the initial response. (b)(6) was correct in observing that the caller did not provide flight number, terminal, and gate--caller could not provide these on the call. This record is being escalated without the additional information because of caller's insistence.

Previous email-El (b)(6) rpm 2-6-13

013 4:24:3 THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 2/6/2013 11:10:15 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Disarrayed Items in Checked or Carry-on Baggage. .

Flight Info (If applicable, Enter Flight# Airline Terminal Airport Gate Etc): Delta from San Antonio to Atlanta to Daytona Beach Airport. Saturday February 2, 2013 between 0930 and 1000. Far right security lane.

Comments: As I entered the far right lane I was directed to the total body x-ray (?) machine away from the metal detector isle. As I exited the machine the female employee rudely said, "Get back in there." Following that she did a pat down in areas that included the breast area, which was repeated a second time and at no time was I informed of the process. The second issue during this process is that a male TSA employee asked me if I had a c-pap machine in my back pack to which I answered, "Yes." He proceeded to take my pack back to the front of the far right isle and I began to follow him. He rudely exclaimed, "get back over there." I was very concerned about my new c-pap machine and wanted to observe the way it was handled, but was not allowed to do so. I received my new machine back in parts. I am a Registered Nurse and have never been instructed to dismantle my machine at home or in the work place so I was extremely upset about this entire experience. May I ask what kind of training this person may have had in order to safely dismantle my medical device? This is a new machine so was there something to support the necessity of taking it apart? I will say that I am very supportive of the security processes in place - my son is an 8 year 82nd Airborne vet post 9-11, and since I have never had this kind of experience I was extremely taken back. I might have passed over the rude and condescending manner in which I was treated by both

Previously when I've flown through Syracuse, NY airport, I've had terrible experiences. As I draft this email, I am standing in an incredibly long line to get through the gates 19-27. The fact that I have time to type an email shows that the wait time is outrageous.

First off, why does this airport not have a priority boarding lane? Don't reply with, "TSA doesn't manage the security wait lines. That's up to the airlines on that side of security." That's ridiculous. Have your many agents standing around simply move the little posts around with the rope stretched between them....and then hang a "First class/priority" sign. Easy as that and you can organize the air travel here. For someone like me who flies almost every day, having that first-class/priority line is a big deal.

Next, last time I flew through this airport, some older gentleman with TSA disassembled by whole briefcase and had all the contents strewn all over a table looking for change. Even as I told him where the change was, he continued. He told me I broke the rules; I asked him what rule says I can't carry money in my bag?!

Now, as I wait here, I witness some younger kid hop in line because he's late for his flight. A man in line is mad at him, tells the agent checking boarding passes and this agent still lets him through! A full argument is happening in front of my eyes and no security!

At this point in the email, I am through security. The patron in front of me had an electronic boarding pass and after waiting in the entire line, WAS SENT BACK TO TICKETING FOR A PAPER COPY!!! He was pissed! I asked if you have a sign indicating they can't accept electronic boarding passes and the agent tells me no! Then I tell him you also need a priority line and he says, "we do, right here" and motions to the lane which has a sign that says "Crew members only." I told him then that you must be missing the sign that says it is the priority line as well!!

When I came through the metal detector, because I'm wearing hospital scrubs to travel, the agent says I require a thorough patdown! So he fondles me in the public area.

This place is a circus. While I type now, I'm witnessing a younger man bowing to some deity, apparently acquiring the courage to do a terrorist attack and no one seems to care. He's on my plane now.

Not that this is your problem but this little Dash-8 is the most uncomfortable plane seat I've ever sat in (which I had to walk out on the Tarmac to board)!!!

--

My name is (b)(6) and I work for the Department of the Interior Federal Government. On Monday, February 4, 2013 at approximately 6:10 pm at Ontario airport an Employee by the name of (b)(6) was very inappropriately rude to me that I had to write this complaint.

As I placed all of my belongings in conveyer belt to be screen by a TSA employee (b)(6) and was about to walk through the metal detectors. (b)(6) was rudely screamed at me to get my attention to come back to check what I had put in the plastic container which I was very confused of why I was called back since I had followed the rules on the procedures on what to put in the plastic container. I have traveled too many times and traveled the same day to not know the procedures of the security. Also as a Federal Employee I am very aware of following the rules (b)(6) told me in a very rude tone of voice to look at the example at the person behind me on how he placed his laptop in the plastic container bin and to look at my plastic bin. Mind you that I had 3 plastic bins. One was for my laptop only, second bin was my other carry on bag, and third was my laptop bag with my jacket. Therefore, I was very confused on what he was talking about. Then he continued to be little me like I was stupid. I told him that my laptop was removed from my laptop bag, however he insisted that what I was telling him was wrong(basically calling me a liar). Therefore, the person behind me had looked at me and tried to explain to me what (b)(6) was talking about and I told the person behind me that I already had removed my laptop from the bag and it was place by itself in the plastic container bin. Therefore, the person behind me and in front of me was very confused and upset of how (b)(6) approached me with the situation. As I continued to tell (b)(6) that I already placed my laptop in the container bin, he finally went to go checked and saw my laptop at the end of the conveyer belt. He then came back to the screener and did not apologized of how he humiliated and made me feel belittle and stupid.

Therefore, I wanted to make a complaint towards (b)(6) Please let me know if you have any questions or let me know the outcome of this situation.

013 8:17:0 Below is the information from the complaint card:

Date: 2/4/2013
Time: apprx 6:10 pm
Airport: Ontario, CA
Date/Time of Travel: 2/4/2013 6:55 pm
Airline & Flight # Southwest Flight 353
Checkpoint/area of airport: Security (conveyer belt)
TSA Employee (b)(6)
(b)(6)
(b)(6) Sacramento, CA 95814
(; office (b)(6) ": HYPERLINK "(b)(6)

Privacy Notice:

The contents of this electronic message, including any prior messages, files, or attachments transmitted with it, are CONFIDENTIAL and are intended solely for the use of the individual(s) to whom the message is addressed. This message may contain legally protected or privileged information. Do not read, copy, disclose or forward this message without authorization from the originator of this message. If you have received this message in error, please notify the sender immediately and delete all copies from your system.

Caller said her boyfriend flew today through OMA with SW airlines, going through screening the TSO told him as he was going through the WTMD to take off his glasses, he took them off and placed in a bin and something happened as they went through the screening. The glasses were destroyed and they are \$1100 titanium glasses, said he spoke to a manager and they were going to take care of him. He said the TSO stated there was nothing she could do for him and when he questioned her she called the manager over and the manager took care of him.

013 6:12:3 Asked if that is standard procedure to remove the glasses, she has flown numerous times and never had to remove?
Caller wasn't sure exactly what happened with his screening because he was boarding the flight and couldn't talk long.

Response:

Explained to caller if he triggered an alarm going through the WTMD they may have allowed him to pass through again and asked him to remove the glasses, not sure and no information concerning the glasses being removed specifically. Advised him to contact the TCC and we can provide a claim form for him.

Caller stated that when he went through the West Palm Beach Airport, he placed items in bin and pushed it through the xray machine. He forgot the AIT screening device was in use and started to make his way through the metal detector. The TSO did not correct him verbally and direct him in the correct direction, instead the TSO stood there with a mean glare like he was about to get into a bar fight. The passenger claims to have felt threatened because the TSO stood there and just glared at him and had a very rude attitude. He stated that the level of unprofessionalism was uncalled for and he would never want to visit this airport again if they will allow him to act like this towards passengers. He continued through screening and he apologized for the confusion he caused the TSO, and the TSO was rude and brushed it off and didn't say anything to him.

013 10:11:3 TSO: Large Male (about 6ft3in), had Pony Tail with salt and pepper color hair color.

CCR informed him that this information will be sent to the CSM at the airport and he can also contact them directly through opt 5 and typing in PBI

TSA will have a lawsuit if anything is wrong with her child. She stated that she asked if the system was okay. She stated that she was not told that she can opt out of the AIT. She asked if she can get some information about AIT in writing. She asked if I had went through the AIT while with child or if I had used the AIT at all. She stated that the last time she flew she used the WTMD, and the AIT was not even there. She asked why we offer the option to opt out if the AIT if it is safe. She asked why anyone would want to opt out if there was no health concerns.

I advised the caller that AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission. The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam.

However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

013 12:43:3 Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. I explained that I can email the information to her and they TSOs are not required to tell her that the AIT is optional. I explained that I have used the AIT before, and I have went through screening while with child before. I explained that the AIT is not available at all airports at the time. I cannot say why a passenger would opt out of the AIT, I do not have that information.

I explained that I will forward the complaint to the CSM at SMF for review.

The callers flight details are as follow:

Departing Airport:SMF
Destination: Enry PA
Airline: United Airlines
Flight Number: 6510
Terminal: A
Gate: 15
Date and Time: 02 06 2013 @ 5:15 pm

---Original Message---

From: (b)(6)

Sent: Saturday, February 09, 2013 6:23 AM

To: TSAExternalCompliance@dhs.gov

Subject: Violation of civil rights complaint

On Tuesday, February 5th, 2013 at approximately 1250PM I was going through security at Syracuse Hancock Airport in Syracuse, NY carrying my 8 month old son in my arms, by myself. I previously called TSA before my trip to make sure I could have baby items like food that were oversized and factory sealed. The man said it would not be a problem, just declare them at the checkpoint.

At the Syracuse location, I had 4 pouches of baby food that were unopened and clearly sealed, as well as labeled by the company. I was singled out for "secondary screening", which was fine. I figured they had to just take a closer look at the unopened pouches of baby food. I was never told I needed to be pat down by the TSA officer, who is a WHITE FEMALE WITH BLONDE MEDIUM LENGTH HAIR THAT WAS WORN IN A PONY TAIL AND ALSO HAD ON DARK LIPSTICK, even though I had on leggings and a tight tank top, and I never set off the metal detector or that she would tear my bag apart even though it checked out during the regular screening.

She proceeded to take everything out of my bag, and was borderline shouting at me when I changed my mind once about having her open all of my sons sealed pouches of baby food to "test them". She then told me I had to get the pat down and I kept asking her why when everyone but the baby food was fine and her only response was "I told you that you needed secondary screening. I'm just doing my job".

013 7:27:2

My 8 month old son started to move because I was standing and sitting for so long, I needed to adjust him because he would have fallen out of my arms if I hadn't, and she was loudly telling me to stop moving and that I wasn't being compliant because of this and yelled multiple times for a supervisor, who arrived 5 minutes later. He asked me what the problem was, I told him, and she tried to argue with me and tell him in so many words that I was lying, and that I was having an issue with her testing the baby food and changing my mind, which was not the case. He said he would stand there and then he never did, he walked away.

After I was packing up my things she tore out of my bag and shoved them back in with total disregard, I told my son, "I hope I got paid" and she then spun around angrily and walked towards me in a threatening manner. I was actually scared for the safety of my son and myself. I thought she was going to physically harm me. Instead, she started yelling at me and it was so bad, another officer had to step in front of her and stop her. The other officer, A AFRICAN AMERICAN FEMALE WITH SHOULDER LENGTH HAIR, asked what I said. I told her nothing and I was packing my stuff and I was leaving, repeatedly. But she would not let it go and they kept questioning me and lecturing me about how "we don't tell you how to do your job" until I walked away.

I have never been so disgusted and felt so violated and embarrassed in my life. Standing there with my infant son, being pat down for BABY FOOD. What does a pat down have to do with FACTORY SEALED POUCHES OF BABY FOOD? I will absolutely be pursuing legal action. The way I was treated was abominable. It was absolutely unnecessary for me to be PAT DOWN and have my bag ransacked after everything else checked out.

(b)(6)

The caller flew from SAT to SAN with her grandson. She has metal implants, so she could not go through the WTMD. She had her two year old grandson. She stated that he was crying not to be taken away from her. She stated that she was subject a patdown while he was clinging to her. She stated that he is so terrified to return to the airport because he is afraid that he will be taken again. She stated that she knew a TSO that was working at the airport and he tried to help. She stated that the TSOs tried to separate her from the two year old child.

I advised the caller that Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child's concern.

I can forward the this information to the CSM at SAT for review.

013 12:01: The callers flight details are as follow:

Departing airport: SAT

Destination: SAN

Airline: Southwest

Flight Number: GL8G47

Terminal: 1

Gate: Not Provided

Date and Time: November 29th @ 2:00 pm

Name: (b)(6)

Home: (b)(6)

Mailing Address: (b)(6) Arcadia California 91006

Email: HYPERLINK (b)(6)

What happened? Air Carrier: Jet Blue (Flight 283, Las Vegas, NV to Long Beach, CA), McCarran Airport

I am a medical doctor, retired Associate Professor of Cardiology, USC, and was reluctant to go through a full body scanner with unknown radiation which is accumulative, but very willing to go through the metal detector as offered at all airports. I was told in that event, I would be subjected to a full body search! front and back. I was given the option of remaining on site or a search being conducted in a private room. I was afraid of the latter. A supervisor, a (b)(6) was called over to supervise the body search by the agent whose name was (b)(6). He proceeded to dictate to me his plan of a full body search in a very demeaning manner with a superior smirk on his face. This was condoned by his supervisor. He did a full body search, front and back with his forehand & backhand, manipulating my genitalia 6 times, twice in the back, twice in the front, twice on the sides, announcing his activities loud and clear so all could hear and take example. I withstood the assault with not a whimper, determined to see the end.

At the end, I put my residual clothes on to retain my dignity. I did remark "I trust you got your sadistic satisfaction". To which he responded "F--- K YOU!" and I responded "The same to you, Sir." The supervisor then chimed in and said, "Watch your mouth." I then walked away.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

February 7, 2013, approximately 1:15pm.

Where did this happen? McCarran Airport

Las Vegas Nevada

Who treated you unfairly?

A lady sitting at the metal detector booth who refused to let me and my wife go through the metal detector,

(b)(6) whom I described above and his supervisor, a (b)(6).

List anyone else who may have seen or heard what happened.

Names: (b)(6) my spouse

Mailing Address: same as mine

Names (or other information, e.g., agency):

2013 9:00:2

I had an unfortunate experience at PDX TSA security.

I would not mention it, except it is the second time I have been treated rudely by officer (b)(6)

Date: 22 Jan 2012

Time: 10:50am

Flight number SW 500

Place: main security

Complaint:

As I was going through the metal detector Officer (b)(6) said that anyone with no metal could go through the one check point. I have titanium in my leg after surgery for a broken leg. It has never set off the alarm before and I asked him if it was OK to go through there. He said, metal is metal, and why do people always think titanium is not. He directed me to the other x-ray line. I stepped over to that line and inadvertently bumped the one machine setting off the alarm. He officiously asked me to move. I did. He pointed and said further over.

He was bossy and unnecessarily unkind. Most of the TSA workers are courteous, he is not. If no one flew, you would have no customers, if there were no customers, you would have no jobs.

I spoke with the officer in charge of the area. He gave me an information card to use for the website. I would have preferred to have my information taken down there when the incident occurred, but I am following protocol.

2013 10:04:

The first time I had interaction with officer (b)(6) was a year ago when I took my 91 year old father on a flight with me. He was in a wheel chair with an attendant. I know you check all wheel chairs carefully.

Again, it is just as easy to be courteous as it is to be rude. Officer (b)(6) didn't want me anywhere near my dad when he searched him. One cannot go off and have a late when their father is being subjected to humiliating searches. The search took a very long time. At least half an hour. The attendant said it had never taken him that long to go through security with a wheel chair before.

TSA officers have a lot of responsibility to insure passenger safety.

However, I feel it can be done in a courteous and non contentious manner.

Thank you.

Sincerely,

(b)(6)

1. When can we expect updated screening equipment at this site?
2. Will you initiate an investigation into the reliability of the explosive detection devices to insure they are properly functioning?

From: (b)(6)
Sent: Tuesday, February 12, 2013 11:25 AM
To: TSA-contactcenter@dhs.gov
Cc: (b)(6)
Subject: Screening Procedures

2/12/2013 12:04: I am writing out of concern over two recent screening experiences. They both occurred at the American Airlines checkpoint at Phoenix Sky Harbor Airport:

1. January 22, flight AA 2014; approximately 10:00am
2. February 6; flight AA 862; Approximately 9 am

In each instance, I was subjected to additional screening for potential explosive material. Since this checkpoint does not have advanced screening machines, I am subjected to pat down due to a hip replacement. In both situations, apparent explosives materials were detected after the pat down and during a review of my travel articles.

I have traveled through this checkpoint numerous times during the last 5 years. I am eligible for precheck due to my status on American Airlines. I am the holder of a Global Entry Trusted Traveler identity. Your staff insists that the potential reason for apparent detection of nitrates and some other unnamed material (was not disclosed to me) is because I live on a golf course. I have lived on that golf course for years, carry the same suitcase for years, have my clothing cleaned at the same dry cleaners for years and live in one of the golf meccas of the country. I didn't notice other golfers subjected to the same process.

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2. Will you initiate an investigation into the reliability of the explosive detection devices to insure they are properly functioning?

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Caller went through the DEN checkpoint. He is an airline crewmember who was not in uniform. He placed his property through the scanner. He went to the metal detector. He went through. He was afterward approached by a TSO who advised that he had to go through the body scanner if he was uniformed. He refused. He was told that he had to have a patdown. She argued with him, then advised that he had the pat-down.

The TSO kept interrupting him. When he tried to speak, she talked over him. He asked to speak with a supervisor. A supervisor came over and told him that he could go through the scanner. He was advised that he would be stopped if he did not allow them to screen him. He argued with the supervisor about the competency of the screeners. He finally submitted to the screening so he could go on. He could not get the screener's name.

The supervisor was (b)(6)

- 2013 2:30:4
1. Airport: DEN
 2. Airline: United
 3. Flight number: 6199
 4. Departure date and time: This date at 1239 - delayed to 1315
 5. Location (gate number): B-83

Conferred with G. Henline re routing.

I advised that I would send the information to the CSM for follow-up.

Caller will be unavailable for a couple days, but he does want contact with the CSM for his complaint.

Caller had a knee replacement and kidney implant. Caller asked if TSA has an expedited screening program for persons who have had medical implants. Caller knows how the Precheck program works. Caller stated it is embarrassing for her to have to be patted down every time. Caller asked if there is a way to avoid the patdown.

I told the caller there is no expedited screening for passengers with disabilities but there is a disability lane. I told the caller that with the expedited screening she would no longer remove her shoes, jacket, belt or remove her laptop but she would still have to be screened. I told her everyone has to be screened. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

2013 5:05:4 Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. I told the caller she can request a private screening and she has the right to have someone in the room with her when she is being screened by patdown.

I referred the caller to [www.tsa.gov](http://www.tsa.gov/ait-frequently-asked-questions) for information about the AIT screening because caller was concerned about privacy issues.
<http://www.tsa.gov/ait-frequently-asked-questions>
To Whom it May Concern:

2013 8:39:5 Today I was very disappointed in your SFO TSA men and women! I greatly appreciate the job they do to keep us safe but today I witnessed a 90 year old woman in a wheelchair be subjected to the additional security screening where she had trouble physically getting into the screening booth and holding her hands above her head while her caregiver was forced to stand back and watch her go through the process twice none the less. The rest of us who were far more capable of enduring the screening were allowed to simply walk through the metal detector. The elderly woman and her companion acted with such grace and willingness that I couldn't help but be angry on their behalf. I really hope that not all disabled or impaired elderly individual who comes through SFO security is subjected to the same level of screening and are treated with more courtesy and respect. I understand the safety risks but I seriously doubt this 90 year old woman and her elderly caregiver pose a risk to national security.

(b)(6)

Caller travels often. She has a GE membership. She thought it would ease her travel situation. She is floored by how she is constantly harassed by the agents. Every area of her body is checked too thoroughly. The last two times from DFW, she was touched so hard on her vagina. She is white, 5 foot 9 inches, and blonde. Is this reverse discrimination? She is getting extra screening for when the alarm goes off or she is being pulled out of line before she gets to the screening equipment.

I advised that, from what she is describing, the extra screening is within TSA policy. However, she will not get the TSA PreCheck option unless she makes the election at the point-of-sale by placing her PASS ID number in the Known Traveler field.

Caller advised something is on her boarding pass because last she went through the PreCheck lane. She didn't want to give her last name because she feared that she would be placed on the No Fly List. Caller mentioned that she is subjected to the extra screening and the ETD test with the chemical on the pads.

2013 9:19:5 I advised that the pads have no chemical on them, and that the test is a part of the process.

Caller stated that she is divesting herself of any metal, but the WTMD is still going off. She has been advised that it sometimes does that.

Since caller stated that she was white and blonde, I determined that she did not qualify for an MB referral under the discriminated classes. I conferred with Gary in MB, and he advised that she would not be under the protected classes. However, he advised that I should contact the caller and advise her that she can access the MB section if she wanted to and that her allegations need to be made in writing.

I recontacted caller at the number given and left the information above on her voice mail with our contact information.

Conferred with (b)(6) re work area.

Feedback Type : Complaint

2013 2:03:3 Categories : Poor Customer Service; Screening Current Date/Time : 2/14/2013 1:30:49 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 02/13/2013 5:00 AM Airline & Flight Number : Alaska Air Flight 639T Checkpoint/Area of Airport : Gate 11 TSA Employee: (If Known) : n/a Comment : I would like to preface this complaint with my support of the government in their endeavor to protect myself and my fellow citizens through safety precautions and terrorist threat detection devices and interview. Prior to my trip yesterday, I had decided to opt out of the body scan because I have a chronic thyroid condition and do not want any more radiation unless absolutely necessary. I had to wait several minutes and watched my property go down the conveyor belt to be x-rayed. The five containers with purse, cell phone, tablet, shoes, and coat were unattended and in plain sight of travelers for several minutes. I asked the TSA officer about my concern for my property and he told me not to worry - that no one will take it. My property was lined up in the way of other traveler's property and most of the time I did not have plain sight of it. Finally, a woman officer came and asked me if I minded having the pat down on the other side of the body scan and metal detector; that she could not take me to a private room for the pat down because there was only one woman officer available. I was asked to face towards oncoming travelers during the pat down which placed me again out of vision of my property. Finally, after most of the pat down was conducted, she then allowed me to see my property and I faced my property while I waited for her to conduct some kind of test after wiping my palms. I would like to conclude with the following complaint - the pat down was embarrassing enough without subjecting me to face the oncoming travelers. My personal property was subject to theft and/or compromise throughout the whole process. I would expect that TSA would treat travelers with more consideration and respect during the personal pat down procedure.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2013 2:04:10 What is it about you guys and bad press? You guys are known as incompetent, being thieves and now you give special treatment to celebrities? I recently had the unfortunate opportunity of getting my bag torn apart by your agents even though I'm a veteran and in the reserves all for a bag of coins. but then your just going to let an irrational rapper and his hooker gf go without even having to go through a metal detector? You guys are a pathetic joke. Caller said the inconsistencies when he flies is ridiculous. He has had one of the worst experiences of his life happened day before yesterday when he was departing from Norfolk, VA. He told the TSO that he had a defibrillator. The TSO wouldn't let him go through the WTMD. He asked if it is mandatory that he get a full body patdown. The TSO rubbed his private parts and never even touched his chest where the device is located. Caller states he is always the person to be checked for bomb residue and he is singled out each time. He wants to know what he's doing wrong. This happens practically each time he flies. In December, at Ft. Walton Beach, FL (DSI) a TSA agent said he wasn't allowed to take his toothpaste because it wasn't 3.4 ozs. or less. The TSA agent was performing a hand inspection of his bag when he found the toothpaste. Caller says it doesn't matter where he flies, he is asked to have his bag ETD test. His bag is always part of the random bag checks as well. He doesn't know what he needs to do to stop being profiled. He thinks he is being profiled because they are asking him to inspect his bag after it clears the x-ray machine each time. There is no metal in the bag and the TSOs are constantly checking his bag and hands for explosives. Most recently he flew with US Airways from Norfolk, VA. Caller states he is a white male and doesn't wear a turban so he doesn't understand why he is being racially profiled.

Response:

2013 6:19:22 Advised caller the agent was following procedures with the 3-1-1 containers.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted. A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand. Explained to caller TSA doesn't profile individuals.

Referred to MB and advised caller someone would contact him regarding his issue and complaint.

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Referred to MB and advised caller someone would contact him regarding his issue and complaint.

Caller flies back and forth alot between Rhode Island and Florida and she feels that a skycap person in Providence Rhode Island was very militant with her. She feels he flagged her because he had a attitude. She stated the skycap person was with Southwest Airlines.
Caller left Providence Rhode Island with frozen seafood (stonecrabs, bag of shrimp and a key lime pie) with gel packs and she stated she had taken the same items back and forth many times and had no problem and the skycap ask her what she had and why she was bringing stonecrabs, then they patted her down and when she got her seafood back it had been opened.
She is wanting to know how to what she could do to avoid aggravating someone so that this doesn't happen because he was very rude with her. Caller also stated that she always tips the skycap person because they are usually very nice and helpful to her except this person.
Caller said she probably needed to contact Southwest Airlines because that was who he was with.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

2013 9:04:56

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I did apologize to the caller that this happened to her.

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I did apologize to the caller that this happened to her.

A customer was miss-treated by a TSA employee by purposefully making them wait unnecessarily as many other passengers passed her by, while her belongings were sitting out of her reach and control. Please explain?

-----Original Message-----

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, February 14, 2013 7:54 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding your recent travel experience.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

2/13 12:09:

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

AIT machines have been independently evaluated by the Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory, who have all affirmed their safety. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as TSOs who work near the equipment. In fact, a traveler is exposed to less radiation from one AIT scan than from 2 minutes being onboard a commercial aircraft at flight altitude.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area. To further protect passenger privacy, all facial images are blurred.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Caller had a hip replacement. She told the TSOs that she had it and that that was why the wand was going off. She has a card in her wallet, but it went through the xray. The TSO would not let her access it. She received a humiliating patdown in front of her friends and strangers. She wants to know how to avoid this in the future. This happened November 2012 in NJ.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.

2013 4:37:5

- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

She is flying from CLT on to HNL and back. She is not worried about going through CLT, but does not know about HNL and if they have the AIT. I told her that because an airport has the AIT does not mean that they will be in use when she goes through the checkpoint. Any time there is an anomaly or an alarm she will have to have additional screening which would be a patdown. I told her there were three ways to be screened: AIT, WTMD, and a patdown. She would have to have at least one of these and, sometimes, two. If there is no anomaly and no alarm, she will not have to do the patdown.

I told her to always tell the screener before the screening begins that she has the implant. She can ask to speak to a supervisor any time she has an issue. She can also contact the CSM via the IVR -- I instructed her how to do this -- if she feels like she needs additional assistance at the checkpoint. She said she did not know if she would call or not.

I apologized for her experience. I told her that I do not know if the experience was bad because of the surprise of it. She said she thought that was part of it. I told her I do not know if the TSO did the patdown appropriately, but they do tell the passenger what they are doing during the patdown. She said the TSO did do that. I told her that now that she knows what to expect and that she can ask for a private screening knowing she can have a companion with her, it may not be as bad as the first one. She agreed, but also said that people should not be treated this way for no fault of their own. I told her sometimes some TSOs were rougher with the patdown but the procedure is consistent throughout the airports.

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- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

She is flying from CLT on to HNL and back. She is not worried about going through CLT, but does not know about HNL and if they have the AIT. I told her that because an airport has the AIT does not mean that they will be in use when she goes through the checkpoint. Any time there is an anomaly or an alarm she will have to have additional screening which would be a patdown. I told her there were three ways to be screened: AIT, WTMD, and a patdown. She would have to have at least one of these and, sometimes, two. If there is no anomaly and no alarm, she will not have to do the patdown.

I told her to always tell the screener before the screening begins that she has the implant. She can ask to speak to a supervisor any time she has an issue. She can also contact the CSM via the IVR -- I instructed her how to do this -- if she feels like she needs additional assistance at the checkpoint. She said she did not know if she would call or not.

I apologized for her experience. I told her that I do not know if the experience was bad because of the surprise of it. She said she thought that was part of it. I told her I do not know if the TSO did the patdown appropriately, but they do tell the passenger what they are doing during the patdown. She said the TSO did do that. I told her that now that she knows what to expect and that she can ask for a private screening knowing she can have a companion with her, it may not be as bad as the first one. She agreed, but also said that people should not be treated this way for no fault of their own. I told her sometimes some TSOs were rougher with the patdown but the procedure is consistent throughout the airports.

---Original Message---

From: (b)(6)
Sent: Saturday, February 16, 2013 11:21 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

2013 1:10:0

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

Gulfport-Biloxi International Airport

What was the date and approximate time of the incident?

Southwest for navigation assistance through the airport.

Information Request: The caller is trying to avoid the experience from happening again. The caller said the TSO took his cane and required her spouse to remove his knee braces; he was then made to try and walk thru the AIT. The caller said her spouse has balance difficulties and is not able to stand with his arms above his head for the AIT screening. She is concerned her spouse will have problems going thru the checkpoint. The caller wanted to know if she can take her daily dose container of meds in her carry on bag. The caller wanted to know if she can take her Chex mix to eat during the flight.

2-19-2013 MCI Southwest 8am flight #424
2-19-2013 Hobby Southwest 1:25pm flight # 413

Response Details: I apologized to the caller for the previous experience and advised I would be happy to assist her in helping to improve this trip.

I advised the caller her spouse could remain in the wheelchair for the screening. I advised the caller to make the TSO agents aware of his limitations and his abilities prior to the screening.

2013 7:31:00 C Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time.

During a private screening, the passenger may be accompanied by a companion of his or her choosing.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I advised the caller to declare separated her medications and food items prior to the screening.

I advised the caller she may check with the airline when she checked in regarding a disability access.

Feedback Type : Compliment

Categories : Pat-down; Professionalism

2013 1:23:00 C Current Date/Time : 2/17/2013 11:36:23 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/17/2013 12:00 AM Airline & Flight Number : West Jet 1055 Checkpoint/Area of Airport : Terminal 3 E TSA Employee: (If Known) (b)(6) Comment (b)(6) must be recognized for her human instinct. During the security check point, an agent would not let me through the regular metal detector. I asked not to go through the X-ray screening. I understand we ARE not obliged and having been diagnosed with cancer and have a marker in my breast he said I was my tough luck. I tried to have him understand I am uneasy and apprehensive, he seemed not to care. He made me wait 10 minutes while my family was on the other side. I became more agitated as others were allowed to pass through the regular screening and when I asked him why, it was his choice. (b)(6) was called over. She saw how visibly shaken I was and took the time to calm me down, and did her pat down. Congratulations to her for her professionalism and should be commended. I travel frequently worldwide and this was the first time I had felt bullied by an agent who misinterpreted by refusal to be scanned by X-ray. Would you like a response?: True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I had an unfortunate experience at the TSA checkpoint at LAX airport in Terminal 7(United) at around 8pm on Feb7th,2013. As a result I would like to make some helpful suggestions to prevent or minimize such occurrences for people with medical conditions:

About me: I am 73 years old and have travelled more than a million miles on United alone over the last many years and without incident . I recently(December3rd,2012) underwent knee surgery and as a result have metal implants in the knee. I live in Boston. I am a Professor and former Dean of Physical Sciences and Engineering at Harvard. This was my second flight since the surgery. At Boston(which has mm wave body scanners)I had no problems.

The incident: At LAX I went through a metal detector which of course detected the metal in my knee. I told the TSA agent of my knee surgery and he just did not believe me . Not only was I patted down thrice by 3 different agents and every piece of my luggage was dissected over a period of an hour . Luckily I had come early enough and just made my flight! My 73 year old wife was also with me.

2013 5:05:3 The TSA agents would not allow me to show my knee scar after surgery or even recognize my US Government issued Global Entry photo ID which showed I was a trusted traveler. Somehow the training does not seem to reflect the risk based security policy TSA espouses!

Suggestions:

1 There should be clear signs at all TSA checkpoints or a special line for travelers with medical conditions.(Your website does mention the notification card which I now have printed)and perhaps they could even be shepherded through the preferred TSA line as is the case with most airlines).

2.The agents should have a metal detector wand which if he flashed on my knee he would have confirmed what I was saying.

Feedback Type : Complaint

Categories : Screening

Current Date Time : 2 19 2013 7:17:57 AM Airport : EWR - Newark International Date Time of Travel : 02 18 2013 5:45 PM Airline Flight Number : Virgin Atlantic VS2 to London Checkpoint Area of Airport : Terminal B international gates including 53

TSA Employee: (If Known) :

2013 8:34:2 Comment : Only 1 X-ray scanner in use (no option to use conventional metal detector). On exiting scanner, TV screen showed up something unusual around my shirt pocket area prompting TSA official to pat around my upper chest. Nothing was found and I was able to exit. The scanner is too sensitively calibrated and a pat down anywhere else could come close to constituting indecent assault. The pat down was not in my view justified - the scanner should not have shown anything, and the conventional metal detector should have been in use as an option as was the case when I went through security at SFO International Terminal A gates on Feb 11 2013 at 10.00am without incident.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email:(b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Was in the Fort Lauderdale Airport on Sunday 02/17/13 around 9:30 a.m. TSA Staff there seemed very unorganized and confused. TSA Rep who was at the start of the line even admitted that he was confused. He had waved me through to the wrong line and this was only realized when I saw that he had put my traveling companion in another line. I then got in the correct line. TSA rep didn't seem to know where to send anyone as the elderly man in front of me (who was in a mobile scooter) was also directed incorrectly and was separated from his traveling companion who was assisting him.

Sign was posted saying that those persons over 75 did not have to remove shoes or light jackets. Another sign stated "If you were born before this day in 1937, then you do not have to remove your shoes or jacket." I believe that sign should use the year 1938 since this is now 2013 and anyone born in January 1938 would now be 75 years old. It's been 76 YEARS since 1937.

2013 12:05: While we were in line waiting to send our belongings through the metal detectors, two airline employees rudely bypassed us and broke in line. I understand that airline employees may be on a tight schedule and do not have time to wait in line, but the TSA Staff should have escorted them through to the front of the line and stated why they were being allowed to go in front of us. I picked up my tray to move ahead and the TSA staffer grabbed it from me and abruptly told me to wait. Rude airline employees are the norm, but all of this could have been avoided if TSA staff had been alert and doing their jobs.

Caller flew RSW-PHL last Friday aboard Southwest Airlines. She is calling to file a complaint to which the manner she was screened. She approached the checkpoint in a wheelchair because of a bacterial infection in her ears and mobility concerns with her feet. She was able to transfer out of the wheelchair and was screening by AIT. Caller was advised at this checkpoint in either terminal D or E that the AIT machine picked up traces of TNT on her hands. Caller then underwent secondary screening which included a very aggressive patdown by very rude screeners and ETD testing on her hands, which came back positive. Caller was then shuttled to a private screening locations where she underwent an additional patdown, which once again she deemed excessively forceful. She claims her rotator cuff was reinjured by the screeners and she almost missed her flight due to all this additional screening. Caller states she uses a hand creme, which contains glycerin, that more than likely triggered the additional screening, but is of the understanding that should not have caused an anomaly on the AIT technology. She fears she is on some kind of watch list because of this additional screening and wants someone at RSW to address her complaint as soon as possible. Caller states this incident occurred at approximately 7:50 and her flight, which she does not recall the flight number, departed at 8:45. She also states she was sick on the day of the flight and was a tad on the rude side herself.

Resolution:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA regrets you did not have a satisfactory screening experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Caller flew RSW-PHL last Friday aboard Southwest Airlines. She is calling to file a complaint to which the manner she was screened. She approached the checkpoint in a wheelchair because of a bacterial infection in her ears and mobility concerns with her feet. She was able to transfer out of the wheelchair and was screening by AIT. Caller was advised at this checkpoint in either terminal D or E that the AIT machine picked up traces of TNT on her hands. Caller then underwent secondary screening which included a very aggressive patdown by very rude screeners and ETD testing on her hands, which came back positive. Caller was then shuttled to a private screening locations where she underwent an additional patdown, which once again she deemed excessively forceful. She claims her rotator cuff was reinjured by the screeners and she almost missed her flight due to all this additional screening. Caller states she uses a hand creme, which contains glycerin, that more than likely triggered the additional screening, but is of the understanding that should not have caused an anomaly on the AIT technology. She fears she is on some kind of watch list because of this additional screening and wants someone at RSW to address her complaint as soon as possible. Caller states this incident occurred at approximately 7:50 and her flight, which she does not recall the flight number, departed at 8:45. She also states she was sick on the day of the flight and was a tad on the rude side herself.

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Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 2/19/2013 4:03:16 PM Airport : ORD - Chicago O'Hare International Date/Time of Travel : 02/18/2013 1:00 PM Airline & Flight Number : United 3668 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : Woman, short red curly hair Comment : Yesterday (2/18), I was leaving Chicago O'Hare on a flight home to New Orleans. The TSA agents I encountered at O'Hare were extremely rude and mean to the customers. Before I even placed my belongings on the metal detectors, a certain red curly haired TSA agent was yelling at customers to put everything on the belts, etc. I know this is her job, but it was done in a very aggressive manner, as if to suggest she was already in a bad mood. Next, after putting everything I had on the belt, I wanted to opt out of going through the millimeter wave, due to health concerns. I told the woman I wished to opt out, and she told me to stand on the mat in front of the wave. Since I've opted out many times before, I stood next to the metal detector to wait for another TSA agent to come pat me down. The woman looked at me, extremely confused and screamed at me to step on the mat in front of the millimeter wave so that I could go through when the person in front of me was finished. I did as I was told because I assumed that the rules at O'Hare were a little different than everywhere else (since it's a bigger airport). When the TSA agent standing behind the millimeter wave started waving me into the machine, I said "No, I want to opt out", as I had already told the other woman. This man looked at me as if I had spoken another language, made some kind of motion to the woman TSA agent, and she screamed, "female assist opt out", then proceeded to tell me that I had never informed her that I wished to opt out. I left the security checkpoint extremely disappointed that she, and the male agent, had ruined my entire trip home.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I flew out of San Diego friday, February 15th at 4:50 and I went through TSA. I told them I wanted to opt out of the full body scanner in which they told me that wasn't an option and that if I did I would be fully patted down, felt up, and that it would be extremely uncomfortable. The reason I'm complaining about this is because they were letting A TON of others go through the regular metal detector!!!! Last time I checked, which was it was my RIGHT to opt out of the full body scanner for privacy concerns and reasons. They need to get their act together and make sure this is allowed!!!! I hate flying now a days because agents are rude and treat customers like dirt! Last time I checked, I'm still a human being, eat my food with a fork, and put my pants on one leg at a time. The agents need to stop with the mentality that they are superior to everyone else they encounter.

Thanks,

(b)(6)

Sent from my iPhone

From (b)(6)

Sent: Wednesday, February 20, 2013 5:00 AM

To: TSA.Ombudsman@dhs.gov

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/20/2013 5:00:09 AM

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Pat down incident Newark Airport 18 Feb 2013

Comments:

Location: Terminal B International gates, time 5.45pm. Travelling home to London on Virgin Atlantic flight VS2.

To Whom It May Concern:

My family traveled from DFW to Chicago November 27, 2012 for my brother-in-law's (b)(6) funeral in LaPorte IN. We arrived at security near gate 24C for flight # AA2320 approximately 5:00 am. I told the first TSA agent with whom we came in contact that my 12-year-old son (b)(6) was wearing a back brace for a recent compression fracture. (b)(6) neurosurgeon with Cook Children's Medical Center in Fort Worth whom we had just seen November 26 advised (b)(6) to wear his brace at all times when in an upright position. The next agent we came in contact with as we approached the metal detector asked me if I would "ok" them to scan him to avoid having them to "frisk" him since he was only twelve. I agreed after she confirmed that no radiation would be involved. The next thing I knew my son was pulled aside with my husband. My husband told me the cloth they wiped (b)(6) hand with tested positive for explosives. My son had not been around any kind of chemicals other than TRESemme' shampoo and conditioner during his shower earlier that morning. Due to this false positive, we missed our flight waiting for some supervisor to come lift up Andrew's shirt and say he could go. We did not go to the local television stations like the girl in the wheelchair recently, but we want to know why this happened. After checking with American Airlines to see if they show any "red flags" for our family, they advised that we contact you.

Do we or did any member of our family have a "red flag" with TSA, from what incident and why? To our knowledge we have done nothing wrong in the past but somehow since around 1998, I have had my bags "randomly" x-rayed and have been "randomly" frisked and "wanded" even when flying alone with two small children at the turn of the century. When I'm not pulled aside during security checks my husband is. I was singled out when returning to the US in Nov. of 2003 at Heathrow in London. I was told by a friend that AA could put a red flag on someone but they just confirmed with me that none is documented with them. If TSA has our family flagged don't we have a right to know and why? Our names and birth dates are as follows:

2013 4:04:4

(b)(6)

Thanks and look forward to hearing back from someone ASAP.

Sincerely,

(b)(6)

From: (b)(6)
Sent: Thursday, February 21, 2013 9:36 AM
To: TSAExternalCompliance@dhs.gov
Subject: MHT errors

I fly a lot - over 50 trips last year, many airports - so I'm familiar with TSA team execution in many locations. I'm writing to complain about inconsistent execution by TSA personnel at Manchester NH.

In my experience here (for years) the people here have been more self-impressed (yet inconsistent) than any other airport I've seen. This is leading me to reconsider using MHT, and I'll be forwarding this to the Manchester airport authority.

2/21/2013 12:05:

I recently got a TSA-approved Leatherman pocket tool - the one with no knife. It went through security at other airports with no trouble on several trips. A week or two ago, agent Gunter at MHT stopped my goods in the scanner. When I asked what the problem was he said it was this tool: he said he (unlike all the other airports) had to see it to be sure it was the right one. He said it would avoid problems if I took it out and made it clearly visible.

Other airports hadn't need that, but whatever.

The corker was that then, having already determined it was okay, he went back and put it through the scanner again! What on earth is the rationale for that?? It seemed clear to me that he was simply punishing me for questioning him, because I can't imagine any sane rationale for taking time to re-scan something you already determined was fine.

ounces of liquid in the bag. Caller said she cannot control this. Caller is being treated for cancer. Caller said at O hare there was an incident where she was wearing a hat and she had to remove her hat. Caller said she tried to explain to the TSO she did not have any hair. Caller said the TSO started screaming at her and asking her if she was refusing to be screened. Caller said she was traveling alone and she was embarrassed and scared because she lost all of her hair due to chemotherapy. Caller said she did not file a complaint at that time but she should have. Caller wants information about the screening process she can expect with the ostomy. Caller was concerned about the radiation from the AIT.

I told the caller she has the right to opt out of the AIT because of her concern about the radiation.

It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at

http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

2013 12:07: • The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

- A passenger may ask for a chair if he or she needs to sit down.

- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately.

I told the caller there is a supervisor available at the checkpoint if she has any problems

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov or

Transportation Security Administration

Feedback Type : Complaint

Categories : Other

Current Date/Time : 2/21/2013 2:04:45 PM Airport : ORF - Norfolk International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : US Airways / Southwest checkpoint TSA Employee: (If Known) :

Comment : This checkpoint continually gets backed up during peak times. i fly virtually every week and seen the lines back up beyond the ID checkpoint. It has taken me over 40 minutes at times to get through security. The reason is TSA has every passenger going through the body scanner which slows the process. Most airports give you an option or open the metal detectors when lines grow. I asked the supervisor why don't they open the metal detectors and their reply is "this is the way we do it here"

2013 4:06: I am approved under TSA Pre and Nexus and getting through my home airport is very frustrating.

Note: This security point has 4 lanes: two metal detectors and two body scanners and they never have more than two lanes open.

TSA needs to add TSA PRE to this airport or at least open more lanes.

Thanks

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Is it TSA protocol to make parents remove a babies diaper and a TSA agent inspect the babies private parts?

I was holding my daughter when I walked through the detector, the alarm didn't sound and I wasn't padded down or checked with the wand but as soon as I walked through u was told they had to check the baby. The male screener asked that I wait for a female screener to check my daughter and when she arrived she informed us we had to take the babies diaper off, once the diaper was removed the agent spread her legs and lifted her butt to check under her.

This I think at the time was OUTRAGEOUS and just want to find out if this was proper protocol

Sent by Siri from my iPhone 5 so please pardon the spelling.

Begin forwarded message:

2013 8:02:1
From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: February 21, 2013, 5:54:09 PM EST
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail concerning traveling with children.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. You will not be asked to do anything that will separate you from your child or children.

Transportation Security Officers (TSOs) are specially trained and understand your concerns regarding children. Your children will be approached gently and treated with respect. If your child becomes uncomfortable or upset, you will be consulted about the best approach to resolving your child's concern.

The Screening Process - X-ray

- All carry-on baggage, including children's bags and items, must go through the x-ray machine. Examples include: diaper bags, blankets, and toys.
- All child-related equipment that will fit through the x-ray machine must go through the x-ray machine. Examples include: strollers, umbrella-strollers, baby carriers, car and booster seats, backpacks, and baby slings.

Caller is at the PHL airport and she has an ostomy bag and she does not want to go to a private screening room to have additional screening conducted. Caller was really upset over this matter she stated that if they would have just let her go through the metal detector they would have never known she had it on. She also wanted to know if she requested the metal detector would the tsa officer have to honor that request?

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the
:013 10:10: ostomy, followed by an explosive trace detection sampling of the passenger's hands.

Let the caller know even if an item is generally permitted, it may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns. The final decision rests with TSA on whether to allow any items on the plane.

Lubbock International Airport
6104 N Cedar Ave
Lubbock, TX 79403-6819

January 26, 2013

Dear Sir or Madam:

On Friday, January 25, 2013, I traveled through your airport on my way home to Fort Worth. I am writing to complain about the treatment I have received twice now at your airport security checkpoint, the most egregious being the treatment I received yesterday.

I am a 48-year-old handicapped woman, with scoliosis, and walk with the aid of crutches and braces. I am unable to go through the screener without setting off the metal detectors, so I fully understand that I need to be patted down for security purposes. I am used to this, as I have traveled by air all over the country.

2013 3:58:3 Yesterday a little after 5 p.m., when trying to catch my 6:00 flight to Love Field on Southwest Airlines, I was patted down in a more time-consuming and thorough manner than I am used to at other airports, but I expected this, as it happened to me on my trip from Lubbock in May 2012. Yesterday, however, after my hands were swiped and the cloth was put through the detector, suddenly three more TSA agents appeared and were quite gruff with me. I was told I would need a more thorough, private screening because the machine detected something. When I asked what it was, I was told they would tell me later.

At this point, my license was taken and run through, I assume, some computer database. Then I was taken into a private room and patted down more thoroughly. This was not an intrusive search—I did not mind the search at all. However, my traveling companions were forced to wait for me, and from their vantage point, the treatment I received should have been highly embarrassing for me. The whole process took perhaps 20 minutes.

When the TSA agents found nothing, they became congenial, thanked me for my patience, and let me go. When I asked again what on my hands had set off the machine, I was told it could have been anything: "hand lotion, perfume ... I don't know. Maybe our machine needs cleaning." To say I was appalled at that response is an understatement.

I am writing to let you know I am highly displeased with the treatment I am receiving at your airport. For my job, I will have to travel to your city twice a year, and already I am not looking forward to my next trip. Could you please somehow assure me that this will not happen to me again in the future? I am copying Southwest Airlines, so they will know that if I cannot be assured of better treatment, I will be unable to give them my business. I am highly pleased with the service I always receive from Southwest; my disappointment is only with the TSA agents at the Lubbock airport.

Sincerely,

(b)(6)

Response Details: Provided the following info from the template:

Passengers who have medical devices attached to their bodies, should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

The caller stated this was the exact procedure that is he normally experiences. However it was not yesterday.

I apologized to the caller that his experience was different yesterday and made him uncomfortable.

The caller stated he wanted to file a complaint regard his screening yesterday of his medical device.

I advised the caller the complaint must be in writing and I would gladly send him the forms to his email.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/22/2013 5:30:22 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 02/22/2013 2:15 PM Airline : Flight Number : dl1457 Checkpoint Area of Airport : pre TSA Employee: (If Known) : overweight blonde middle aged women Comment : Screener made me remove my light jacket while going through Pre metal detector.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 2/22/2013 9:32:03 PM Airport : BOI - Boise Air Terminal/Gowen Field Date/Time of Travel : 02/22/2013 10:15 AM Airline & Flight Number : Alaska 2245 Checkpoint/Area of Airport :

TSA Employee: (If Known) : unknown (blond woman in her 40's) Comment : I travel about 30 weeks of the year by plane. I am finding that there is little consistency in the rules and the treatment of people. Today the woman watching the screen as luggage came through was stopping nearly every passenger's baggage for a search. She stopped me for the number of liquids which were in a bag and had four liquid medications and cosmetics. I was told by another agent that I would have to forfeit my items, except for the prescriptions or I could check my bag and reenter security. I felt that this was excessive. I go through airport security with the same bag three times a month and suddenly, it is not alright.

I feel that we are all treated as suspects and I am a US citizen and should not be guilty until proven innocent. This is a consistent theme. If I prefer the metal detector, I am told I need a patdown. If I request a patdown I am told that there is nothing dangerous about the scanner--and most times the person informing me is condescending.

We recently went through immigration returning from another country. There was a sign that said they were there to serve us with respect and honor. Clearly this is not the motto of the TSA which I now consider to be more like the Secret Service. I am very unhappy. I want to be treated with courtesy and respect and not be the subject of someone on a power trip.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is complaining about her sixteen year old daughter receiving additional screening at La Guardia on Saturday 02-16-2013 at approximately 1500 hrs in the terminal going to Gate C32 for a Delta flight to DFW. The passenger (b)(6) received a body scan, pat down, and ETD swab. The caller is claiming that her daughter was chosen and no one else received additional screening. The caller also said that the baggage of the daughter had been inspected and the lock had been cut off and the baggage was left in total disarray.

2013 9:27:2 I told the caller the Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public. I also told the caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. I also told the caller enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

I also gave the caller the La Guardia Customer Support Manager Veda Simmons

Phone: 718-505-(b)(6)

Email: (b)(6)

Caller is complaining about her sixteen year old daughter receiving additional screening at La Guardia on Saturday 02-16-2013 at approximately 1500 hrs in the terminal going to Gate C32 for a Delta flight to DFW. The passenger (b)(6) received a body scan, pat down, and ETD swab. The caller is claiming that her daughter was chosen and no one else received additional screening. The caller also said that the baggage of the daughter had been inspected and the lock had been cut off and the baggage was left in total disarray.

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I also gave the caller the La Guardia Customer Support Manager Veda Simmons

Phone: 718-505-(b)(6)

Email: (b)(6)

Disability Description: Callers wife has an Ostomy

Information Request: Caller stated that his wife went to Korea and she went through the checkpoint in LAX with an Ostomy. The TSO at the checkpoint could not identify the Ostomy through the body scanner so they made her go into a separate room to get additional screening. He is wanting to know why because his wife was very upset.

:013 11:00:

Response Details: CCR informed him:

It is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

CCR emailed him information.

I am writing to let you know that I am saddened at the state our country is in that Airline Officials, with all of their xray technology, would remove a United States Flag from its case to check for "illegal contraband" and desecrate what it stood for and stands for. Let me explain.

On Saturday February 9th, I got word that my father passed away in Tucson, Arizona. I Flew to Tucson on February 13th on Southwest Airlines for his bunal. I had one bag and it was not searched.

I was in Tucson, Arizona for one week, and during that time, not only did I bury my father, but I was also able to morn my mother, who died five years ago. At the time of my mothers death, out of respect for my father, we did not, nor were we able to see my mothers "last effects". So in fact, I was morning both of my parents.

My mother (b)(6) served in the United States Army and was honorably discharged in August 1959. Discharged due to a pregnancy. But while serving our country, she sang in the USO and had served to the best of her ability. When she died five years ago, she was buried in Flagstaff Arizona and her casket was covered with a beautiful United States Flag. Which was then folded and placed in a triangular case, and has been displayed, again honorably.

On February 20th, my family members and I finally had things taken care of and I prepared to fly back to Atlanta, Georgia. I packed two suitcases very carefully because I had mementos and precious items that I felt might not make it if I mailed them. Among the items I packed was the beautiful and precious United States Flag that had been on my mothers coffin. I had arrived early to the Tucson International Airport, and had to wait 3 hours until my flight. I have had my suitcases checked before when flying back to Georgia from Tucson, so I knew that it was a possibility. And most times, my things were tossed around a bit, but nothing like what I found this time.

2013 11:02:

Whoever checked my bag, in either Tucson or in Chicago, literally ransacked my bags, and were not careful or respectful of my personal belongings. My biggest shock was my mothers bunal flag. They had removed the back of the case and it was bent, and the flag had been taken out and unfolded. The flag had been folded perfectly, all edges together. Someone with TSA had touched and unfolded a flag which my family had cried on and touched at her funeral 5 years ago and had been respectfully folded by a military person and placed in the triangular box and closed up. My mothers flag has been sealed inside that box until someone with NO RESPECT opened it.

Has our world gotten so bad that officials at TSA felt they had to unfold a bunal flag to check for whatever they check for? Especially since technology in this day and age are so advanced, I am sure that an xray of the flag inside its case or a metal detector would have been sufficient enough to determine whether or not it had anything illegal in it or around it. TSA officials put the flag back inside its case, but the stars are not in the same place and like I said, the back was left off and was bent.

I also had an antique perfume bottle broken and I had two baggies with change from my fathers dresser that the bags were ripped open and the change was all over.

I am not sure if I have written to the correct emails, but I am asking that this email be forwarded to the powers to be of each agency and I expect a response. Again, I understand that checking luggage for contraband is necessary at times for everyone's safety, but not to the point and to the extreme that this person, or these persons took it. Below is the information about my flight and my personal information:

(b)(6)
Columbus, GA 31906

(b)(6)

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 2/24/2013 4:04:08 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

2013 6:08: TSA Employee: (If Known) :

Comment : I just have a question. After going through the metal detectors/ screening area and walking to my gate, am I still subjected to a random pat down right before I board the plane? This happened at RDU. I had gone through all the proper screening, detecting, ID checks and was standing in line to board the plane. A female tsa agent walked up to me (male) and told me to put my arms out while she patted me down. Is this normal? And do I have the right to say no? Just checking on my rights. Thank you Would you like a response? : True Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA:

I walked through security at MCI, Southwest airline, gate 40, between 1:30 and 2:10pm.

I emptied my pockets entirely, even of my handkerchief. I removed my necklace, shoes, jacket, etc and walked through the metal detector. I did NOT set off the alarm, however, I was detained until a female officer could do a pat down. She asked if I had set off the alarm. The officer who detained me said no. She told me I was getting a pat down because I was wearing a dress. I always wear a skirt and have had many pat downs wherein both inner and outer thigh are checked but never like this.

2013 4:17:1 I was told that this was the new procedure. I want to inform TSA that I find it extremely intrusive that an officer is placing her hands against my vagina. Why is this acceptable?

Please come up with alternate ways to check passengers or provide us with some other options.

Thank you. I look forward to hearing from you.

(b)(6)

I am inquiring about TSA's official policy on carrying wallets through the AIT or metal detectors.

During my recent travels I was allowed to hold my wallet (which holds my identification) in my hand while I was being scanned as long as I agreed to a hand inspection of it. On the return trip, I was informed that I could not hold my wallet and that it must be placed on the belt.

Your response is appreciated.

2013 6:06:2

(b)(6)

(b)(6) Cleveland, OH 44112 |

Office (b)(6) FAX 216-448-5958

=====

I just flew from STL to PNS this past weekend. At STL, I went through the metal detector with no problems and on to my plane. When leaving PNS, there was no metal detector. I and everyone else had to go through the body scanner. When I asked about it, the TSA person called for a supervisor.

My first question: Is this standard at PNS and is it going to be standard everywhere?

Second question: Should the TSA personnel be able to handle a simple question of why do I have to do the body scanner without calling for "backup?"

I would appreciate real answer to these questions.

2013 6:06:3

(b)(6)

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 2/25/2013 7:14:45 PM Airport : MCO - Orlando International Date/Time of Travel : 02/16/2013 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have a prosthesis. The scanner was not working on the lane I chose. I informed the agent as I approached the metal detector if a scanner was an option and she said no. The agent on the other side of the metal detector told me had I informed her I would prefer the scanner I could have. She would not listen to the fact I had done exactly that on the other side of the scanner. Then after my much more invasive pat down than usual, a different agent just walked off with my things. I

2013 8:13:3 kinda of following not knowing what was going on. I was then lead to a private room and then my prosthesis was scanned from every angle. I have no idea what technology this scan is, was I subjected to additional x ray. The process was not explained, rude, and frankly insulting. More could have been seen by my simply pulling up my pants leg. It caused a huge delay, the machine did not work correctly and the agent couldn't sign in. Overall, I was insulted and in my opinion, it was less of a safety measure than what has been done in the past. It just wasted my time, singled me out and insulted my dignity.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA Contact Center,

I am reporting a suspected theft by a security agent at the Miami airport.

My husband and I arrived in Miami 2/7/13 at 3:45pm United flight 536 from Denver. Our next flight was American Airlines flight 933 at 7:10pm Miami to Guayaquil, Ecuador.

My husband (b)(6) is partially blind with only peripheral vision in one eye so he carries a white cane and wears dark glasses.

Some time between 4:00pm and 5:00pm we went to Security Checkpoint 2. The line was very long. Before entering the scanning equipment (b)(6) informed the agent that he had an artificial knee and metal brace. (b)(6) was told to walk through the metal detector anyway. When going through the detector the alarm sounded. (b)(6) told the agent on the other side that he had an artificial knee and brace. That agent then told him to walk back through the metal detector. Then a female security agent with dark hair, about 5' 3 or 4", Spanish accent, perhaps in her late 20's wearing a blue uniform, had (b)(6) put everything from his pockets into a plastic bowl (billfold, comb, handkerchief, glasses, Chapstick, etc). She said that the full body scanner was not working at checkpoint 2. While she carried the bowl she had him followed her to the scanner at checkpoint 3. He stood in the full body scanner there. Then she and a male agent about 45 years old who had a small mustache took (b)(6) aside. The agent had (b)(6) hold out his arms and started scanning his body with a hand scanner. When he got to the brace area he had (b)(6) pull up his pant leg. While the male agent was directing attention to the brace (b)(6) turned his head enough that though
:013 10:05: she was behind him he could see through in his peripheral vision that she had his billfold in her hands and was going through the cards and the bill section. (b)(6) said, "What are you doing with my billfold?" She said she was searching for anything that might set off the alarm. He told her it was obvious that his artificial knee and brace were setting off the alarm. Finally, she gave him the bowl with his personal items and told him to go back to checkpoint 2 where I was waiting and worried because he wasn't anywhere in sight when I got through the checkpoint.

When we got on the plane (b)(6) started thinking about the incident in security and checked his billfold and discovered that instead of \$17 he had only \$2. When we travel we carry only small amounts of cash in our billfolds because we are cautious about pickpockets. Since we were traveling to Ecuador (b)(6) had put only \$17 in his billfold. We certainly didn't think the pickpockets would be in airport security.

We realize that \$15 is not much money but think it is important for Airport Security to know some of your agent may be stealing from passengers.

(b)(6)

Bend, Oregon

Disability Description: Callers wife went through terminal 3 checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He Dr told her to avoid radiation. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor name (b)(6) and was told that it was a miscommunication between her and the TSO. He did not have the name of the TSO. He wanted to make a formal complaint. He said that he does not want to get anyone in trouble, however this issue should be looked at.

Incident Details: Callers wife went through the checkpoint at Phoenix Sky Harbor at 9:10 am. She was flying to Minneapolis on Delta flight 220. Her flight was at 10:15 am She is a breast cancer patient who is under Dr s orders not to go through the x-ray or anything magnetic. He said that she told the TSO that she would like to request a patdown. The officer refused and sent her through the metal detector. He said that he spoke with a supervisor and was told that it was a miscommunication between her and the TSO. He did not have the name of the TSO.

I gave the following information: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

:013 11:19: Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

I emailed him the information

Disability Description: Caller said that he is flying with his 6 year old son and he does not want any TSA employees touching his son. Caller said that he talked to a (b)(6) and was told that his arms and torso would only be touched. Caller said he wanted to know if it was just arms and torso and the gentleman refused to answer anymore of his question.

Resolution:

As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

!013 11:27: Caller stated that they still do not have any guidelines, caller was wanting to know the limits of the search.

Advised caller that TSA does not do strip searches and the patdown would depend upon the alarm and the anomalies.

Told caller that the patdown would depend where the alarm or the anomalies appeared. I cannot tell you exactly how the patdown would be conducted. It would be over the clothing and be a modified version of the adult patdown. Told caller that TSA is reducing the need for patdowns in children by permitting multiple passes through the screening.

Caller was wanting to know if his child is subject to a patdown can they refuse and leave.

Told caller if he is referred for a patdown and it is not permissible that he would not be permitted to fly.

Caller requested that I email him the information.

I am a cancer patient and I have flown twice in the past three weeks. I am very uncomfortable with additional X-ray exposure. On a trip leaving Orlando, I requested to go through the older metal detector to avoid X-ray exposure, explaining that I am a cancer patient. I am also a ClearMe customer so have advanced checks on file. I was told I had to have a pat down. This was performed in full view of not only other travelers but also my three children. I carry a card which states I have a port implanted in my chest for chemo (cancer/chemo patient).

I was told because I asked not to go through the X-ray, I had to be patted down-no matter what. My flight home and my next flight, I avoided the pat down and embarrassment and walked through the X-ray. My kids were sad and thought I was hurting myself which is exactly what I felt. And on top of that, because of my implanted port, they still did another check! At what point do the TSA agents use some common sense?

!013 12:03: There has got to be another option. A letter from my physician? Doesn't ClearMe provide advanced background checking which should be enough?

This is both an embarrassment and a health hazard to me.

(b)(6)

Disability Description: The caller had total knee replacement surgery.

Information Request: The caller does not want to receive patdowns when airports do not have AIT, as he will alarm the WTMD. He wanted to know if there was anything else he could do, as he believes that the patdown violates the 4th Amendment.

Response Details: Advised Caller:

2013 2:06: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

Disability Description: The caller had total knee replacement surgery.

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2013 2:06:00 If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

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The Fourth Amendment prohibits the Government from conducting unreasonable searches and seizures of people, places, and things. Courts have held that the search conducted in the airport screening context is reasonable, in that it balances the privacy interests of citizens against the Government's interest in protecting the traveling public.

I joined the Trusted Traveler's Program two years ago. It has proved valuable but I have an issue that I would like you to consider. I had total knee replacement surgery after I joined the TTP. Because the knee has metal components, I will set off the metal detectors at the airports. Being in the airline business, I travel quite a bit and the TTP has afforded me quicker access to the flights. The biggest problem is, I don't get through security very fast. I have to take off my belt, shoes, remove all metal, etc. Then I go through the machine. Pre-check customers who don't have the metal knee don't have to remove the belt, change, shoes, etc. So my question is: why am I, and other TKR patients being subjected to a different search? That metal knee could easily be changed or my belt, etc. While anyone can get a card that shows that I have a metal knee, I do carry it and will gladly show it and the scar to any agent who asks.

2013 2:08:00 Thanks

(b)(6)
Atlanta, GA 30339-3249

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/27/2013 1:05:49 PM Airport : SAN - San Diego Intl-Lindbergh Field Date/Time of Travel : 02/27/2013 Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 1 & 2 TSA Employee: (If Known) :

2013 2:08:00 Comment : I find it ridiculous that women of child bearing age be subjected to X-rays for screening and men too for that matter. As a health care provider I am well aware of the conditions that can result. I've seen these X-rays in other airports but there is always the option of walking through the metal detector. This experience I was rudely told I'd have to wait five minutes by some old man and made to feel like this was a major inconvenience. What if I were pregnant? As a government agency I would expect you to be more concerned with the well being of America's travelers. I'm disappointed.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller's mother has had a knee replaced. The metal detector typically alarms when she goes through. She doesn't want to go through the AIT because she doesn't want the radiation. She doesn't like the pat-down. Are there any other options for her? Her husband was in the Air Force for thirty years and she is a low-risk passenger.

I advised that all passengers must be screened. The options are the WTMD, AIT, and the pat-down. If there is an alarm when the passenger goes through the equipment, then the passenger must be patted-down to resolve the alarm. She can opt out of the AIT, but the pat-down is the alternative.

Caller advised that her mother's concern with the AIT machine is with the amount of radiation and when they were last calibrated or checked. How can she get this information?

2013 3:27:00 Advised that the specifics regarding the amount of radiation emitted by the machines is addressed on the TSA website. The information regarding when the machines are calibrated will not be posted as it would create a possible vulnerability. That information will not be made available.

Can she make suggestions about these issues?

I advised that TSA does review complaints, especially if it is for a particular airport.

Caller advised that the pat-down is not a pleasant process.

Caller never did specify that there was a particular issue at any specific airport.

Caller's mother has had a knee replaced. The metal detector typically alarms when she goes through. She doesn't want to go through the AIT because she doesn't want the radiation. She doesn't like the pat-down. Are there any other options for her? Her husband was in the Air Force for thirty years and she is a low-risk passenger.

I advised that all passengers must be screened. The options are the WTMD, AIT, and the pat-down. If there is an alarm when the passenger goes through the equipment, then the passenger must be patted-down to resolve the alarm. She can opt out of the AIT, but the pat-down is the alternative.

Caller advised that her mother's concern with the AIT machine is with the amount of radiation and when they were last calibrated or checked. How can she get this information?

2013 3:27:24 I advised that the specifics regarding the amount of radiation emitted by the machines is addressed on the TSA website. The information regarding when the machines are calibrated will not be posted as it would create a possible vulnerability. That information will not be made available.

Can she make suggestions about these issues?

I advised that TSA does review complaints, especially if it is for a particular airport.

Caller advised that the pat-down is not a pleasant process.

Caller never did specify that there was a particular issue at any specific airport.

2013 10:03: Good afternoon, My name is (b)(6). I'm a Flight attendant for Silver Airways, a regional carrier and express service for United Airlines. Today, February 26th, 2013 at approximately 5:40 pm, I transgressed through TSA's Security checkpoint at Terminal A. I was instructed to place an open liquid container into a bin with the rest of my belongings. As the bin went through the Xray screening machine, the outer flaps knocked down my drink and the contents spilled all over my belongings, one of which was a Tommy Hilfiger watch and a Samsung Galaxy S3, the watch is water proof, the phone, however, is not. When I brought this to the attention of the TSA agents present, I was told that I, as uniformed crew, could've gone through the metal detector without placing my drink in the x ray machine, however, I was told otherwise before I went through the screening. Now the dilemma is that of my phone. Who am I to hold responsible for replacing a 600 dollar cellphone? Who am I to speak to in order to ensure my electronic is replaced?

Caller states that in the last 4 years, on his way back into the USA he states that they always confused him with someone else, he states that he tried to book a flight and the travel agent told him that he needs to apply for the redress.

Informed caller:

To participate in the program, please submit a completed Traveler Inquiry Form and requested copies of identity documents to DHS TRIP. You may download an electronic form from the website at www.dhs.gov/trip, or you may complete the enclosed form. Please do not send original identity documents as they will not be returned. DHS will review the information submitted and work with other Federal agencies, if necessary, to resolve individual concerns. DHS TRIP will inform you in writing when review of your inquiry is complete.

2013 4:13:24 When you submit an online inquiry, a control number will be assigned to you. The control number will be displayed on the Traveler Inquiry Form acknowledgement page along with your name. Please print the acknowledgement page, sign it, and send it to DHS TRIP along with the requested copies of identity documents. If completing the enclosed form, please sign it and send it to DHS TRIP along with the requested copies of identity documents. Again, please do not send original identity documents as they will not be returned.

DHS can neither confirm nor deny whether an individual is on a Federal watch list because this information is derived from classified and sensitive law enforcement and intelligence information. In addition, DHS cannot ensure that your travel will always be delay-free. Airline check-in procedures must still be followed and other security measures remain in place at the airport. For example, an individual may be selected for secondary screening to resolve a walk-through metal detector alarm or because of random selection. Because airline procedures for screening passengers against Federal watch lists vary, an individual may still be required to check in for flights at the airline ticket counter and be unable to print a boarding pass from a home computer or airport kiosk or at curbside.

Caller has an insulin pump and travels extensively for work, goes through the process each week and his hands are swiped with a swab. Today it showed positive and he had to have a patdown. The most invasive patdown he has had. Agent said it could have been gasoline where he filled up the rental car or washed his hands in the restroom that caused the positive test. One of the agents swiped his private area 6 times, most of the time he has to have the same procedure, but, it felt really invasive today and he states there were 3 agents and they were very professional and explained each step of the process and the screening was performed in a private area. He asked if there is some way he could be screened without going through that process again and will be flying again next week?

Caller said even though the TSOs were very professional, he felt violated even though he understood why it was done.

Flew from GRB and went through the AIT for his screening, states he didn't ask to speak with a supervisor at GRB.

Asked if there is something that can be done to prevent him from having to go through that process again because he is a professional who travels extensively. Caller states he has had worse experiences in the past and doesn't know if the TSOs have received more training or seen more of the pumps to become familiar with them, but, the screening has gotten better over time.

Response:

Apologized to caller for his experience.

1013 9:37:5

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/1/2013 8:43:50 AM

Airport : LGA - LaGuardia

Date/Time of Travel : 03/01/2013 8:15 AM Airline & Flight Number : AA 319 Checkpoint/Area of Airport : D Concourse Pre-check lane TSA Employee: (If Known) :

Comment : This isn't exactly a complaint, but perhaps a request.. I have metal implants in my spine that have been setting off every metal detector since the sensitivity was changed following 9/11.

I have been really happy that since Pre-check was made available, I have rarely set off the metal detectors as long as I have no other metal on me at all (no belt, no metal in shoes, etc.)

Today I once again set off the pre-check metal detector and I assume adjustments were made.

013 10:50:3 My only request is to please evaluate the sensitivity settings and be sure they are at the intended level and consider those of us who are right on the line for setting off the machine. Obviously they need to be set to levels that are adequate for security.

In other airports when I have set off the alarm in pre-check, they have only done a swab of my hands as additional screening. At LGA, I received a full pat-down. It would be nice to have consistent procedures, especially if it's possible to avoid the invasive pat-down.

Everyone at the checkpoint was friendly and efficient, so no complaints there. In fact I have always had a positive experience at LGA. Thank you for listening!

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

March 1, 2013

To Whom It May Concern:

I have always "opted out" of the X-ray screening machine and have reluctantly subjected myself to the humiliating "pat down" procedure.

I strongly believe that rays from X-ray machines are harmful to one's body! I avoid and have refused X-rays that were prescribed by my dentist and my doctor.

On a recent trip I noticed some travelers were allowed to go through the metal detector instead of the X-ray machine. When I questioned what was the criteria for being able to go only through the metal detector, I was told by the TSA agent that if you are 75 years or older that you didn't have to go through the X-ray machine.

013 11:56:5 On my next trip (at a different airport) I informed the TSA agent that I was over 75 years old and showed him my drivers license as proof. When I told him that I wanted to exercise my right not to go through the X-ray machine because of my age, he insisted that age didn't matter and that I still had to go through it.

Don't all the airports abide by one set of TSA rules or does each airport have a different set of rules and procedures? Aren't all the TSA agents trained the same way?

Please send me some paperwork regarding this "75 year or older" rule so that I may present it to the TSA agent on my next trip.

Yours truly,

(b)(6)

e-mail: HYPERLINK (b)(6)

PLEASE, PLEASE

013 9:17:0 The DRO airport is in need of another TSA line, people have to wait far too long to get through security, often longer than in DEN and are missing their flights in some cases. Smaller airports have more lines than DRO, we need our machine back also, you took away the scanner where you take the picture and we are back to the old metal detectors. Now we see in the paper that you are cutting airport TSA people. This is not good, it's the only way to get out of and into DRO. Please help us.

(b)(6)

Frequent flyers

From: (b)(6)
Sent: Sunday, March 03, 2013 10:53 AM
To: tsatcc_do_not_reply@senture.com
Cc: TSAExternalCompliance
Subject: Re: In Response to your inquiry.

Thank you for your generic explanation. However, this does not come close to answering my specific questions!!! Will I get answers to those questions? or do I need to take this to the another level? I would like to have a response from a live person. I can be reached at (b)(6)

013 3:04:4. Thank you,

(b)(6)

On Sat, Mar 2, 2013 at 11:58 AM, <[HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"](mailto:tsatcc_do_not_reply@senture.com) tsatcc_do_not_reply@senture.com> wrote:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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Caller went through her suitcase that she was giving to her niece. Caller looked through it to make sure that there was nothing inside of the suitcase that she was needing. While looking through her bag she noticed that she had an NOI inside of her baggage. Caller was furious wanting to know why TSA inspected her bag and was wanting to know why the NOI was placed in an outside pocket of the bag instead of right on top of her bag. Caller eventually ended the call.

Advised Caller:

013 4:23:0
The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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I can not tell you why the NOI was placed in an outside pocket of the bag instead of right on top. I also am not able to tell you why exactly your bag was searched

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Caller states that his fiance and himself travel first class. Caller states that they fly six times a year and they fly with a dog between Newark and Palm Beach. Caller states that there are two particular supervisors at Palm Beach having a name of (b)(6) and (b)(6). These individuals give the passenger problems each time he flies with the animal. The Caller states that he has spoken to the customer liason (CSM Bruce Buchmann) at Palm Beach and he did not get a clear answer. Caller states that the last time he flew, he was embarrassed by (b)(6) and (b)(6) when he was made to sit in a chair like a kid. Caller states that nobody was permitted to speak with him and it made him very agitated. Caller states that he requested a private screening due to the fact that the animal may run or become aggressive. Caller states that he was denied private screening and that TSA does not have a policy for a private screening for animals. Caller stated that he did not want this complaint to be forwarded to CSM Buchmann because they have already had communications. Caller indicated that he wanted the information I have sent to him via email.

Advised Caller:

!013 7:28:4 Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

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From: (b)(6)
Sent: Monday, March 04, 2013 9:04 AM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/4/2013 9:03:51 AM

013 10:04:00
Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

LAX American pre-screen checkpoint

Comments:

I fly every week on AA to San Francisco and am TSA pre-check status. The full body scan has been recently removed and replaced with metal detector which means that all of us traveling public with knee or other replacements now have to do a pat down or find other locations with a full body scan machine technology. Why was the scan machine removed!!!

Hello,
I'm just curious about the "extra security" I had to go through this past weekend while flying from the Dominican Republic. We left with friends for our trip last weekend flying JetBlue and had no issues. However on our return flight I had been "randomly flagged" for "extra security". Basically my boarding pass has been stamped with SSSS and I was swabbed in the Dominican Republic , and put through the same swab and a pat down in New York's JFK before getting on the connecting flight.

The JetBlue attendant says it happens randomly. I asked a TSA agent in New York about it, and she rudely snipped at me that she couldn't answer why, but I was likely a security risk?

I finally asked the man performing the pat down, who was very professional and kind (much unlike the first TSA agent who initially compared my passport to my boarding pass...), but he again couldn't give me a straight answer as to how one is flagged. Is it truly random? Or have I done something to flag myself?

I'm really just curious at this point. I just found it odd that I had 3 different answers, and even more odd that all of the answers were mostly "I don't know for sure, but..."

Any help is appreciated!

'013 2:03:2

Thanks,

(b)(6)

PS: As a suggestion, I think it would be nice if the escort could walk you through the entire process. In the Dominican Republic I was basically led through a metal detector and left in a corner confused as to what to do next. (I'm guessing they have their own security agency though). But in New York, the rude TSA agent basically dumped me at one of the image scanners, and I had no idea what to do! I was scanned, and stood around. Finally an agent asked who escorted me in, because they didn't know where my boarding pass was.

All the while, my carry-on and personal affects (wallet, keys, cell phone), sat on a conveyor out of my reach while other passengers walked around it, unsecured. I think that agent who escorted me should have stayed with me, especially since this was my first experience. Also it would have been nice if she could have collected my belongings and secured them while I was being scanned. It's not that anything was taken, but it was left in the open for something to happen, which wasn't comforting.

Again, other than the rude agent, I have no problems with the overall experience. I really liked how the pat-down agent explained everything prior to, and during the process, but info on why I was selected would be great. And what would be even Better is maybe posting signs at the checkpoint areas explaining the "extra security" measures! That too would make the process a little less embarrassing to travelers such as I, who were being pat down in the middle of everything, getting strange looks from other passengers!

Sent from my iPad

From: (b)(6)
Sent: Monday, March 04, 2013 10:50 PM
To: TSAExternalCompliance@dhs.gov
Subject: TSA Complaint on Lack of Efficiency of Agents at the Boston Logan Airport

Complaint on Lack of Efficiency of TSA Agents at the Boston Logan Airport

013 10:05:2 I flew at Boston Logan Airport on 03 MAR 13 on JetBlue Flight 687 departing at 1100H. Opted out from the full-body scanner and requested for a pat-down around 0945-50ish and patiently waited for almost half an hour for someone to conduct the pat-down. I was the only person in the pat-down line). During that time, there were about 10 male TSA agents and 3 females behind / pass the full body scanner (13 people behind the security line and 2 people instructing passengers with their liquids/laptops/etc; 15 agents in ONE security lane).

While waiting for someone to pat me down, a two-year old child, a pacemaker, needed to pass through the metal detector but parent had a difficulty making the child pass through because he was crying, and the scenario lasted about 10 minutes. The whole TSA Agent team, including everyone pass the full-body scanners stopped their operation as they just watched the scenario (a couple made indecisive recommendations that did not work).

After the child was cleared, I was still waiting for someone to pat me down. I was patted-down around 1010-1015 (almost after half an hour wait). The person that patted me down was one of the TSA agents pass the full-body scanner, and he was just standing without any action even though the TSA greeter called-out out an agent since I got in front of the security lane, which was almost half an hour since I was patted-down.

If there were designated pat-down agents, why was the person that patted me down (Agent's Name: (b)(6)) just stood there for almost half-an-hour? Why did the whole security check operation stopped when a child was being checked?

Caller is planning to take a trip and her daughter has leukemia and she has a port in her chest. Caller was wanting information for her going through screening.

Resolution:

013 10:55:0 Specifically, you were concerned about screening for passengers who have port and catheter devices. Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Advised caller if a patdown is required she would get a modified version of the patdown.

Caller was wanting to know if she needed any documentation from the doctors.

Advised caller that documentation is not a requirement however if she has it she can present it.

Caller thinks that she is on the Watch List, she remembers that she got the carry and concele and she states that she called TSA and asked if she can carry her gun and they said that in checked. So she took it in checked baggage and she states that since them she has been having problems with flying, they have been searching her more and her baggage are always searched or broken. She flew from Ft. Lauderdale to Tallahassee the last time. She states that in Tampa International, she was placed in a machine that she calls the Bomb Box, she states that someone told her that if she enters the machine and she has something that she is not suppose to have it will blow up. she states that it was a lot of pressure and air when inside of that box.

She states that about a month ago, she went through the Metal Detector and she got patted down and she states that the TSA officer told her that she had to have a patdown because she had residue on her gloves from her, and she states that another officer came in the room and preformed another patdown and she states that there was no residue on the gloves of that TSA Officer.

Informed caller:

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

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Informed caller:

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TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Disability Description: Caller is visually impaired.

Response Details: CCR informed her:

If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog's belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

The officer followed the correct policy but this information will be sent to the CSM for further assistance.

Incident Details: Caller stated that when she was flying out of Jacksonville she had trouble with a TSO agent at the check point. She is visually impaired and has a service dog. When going through the checkpoint, they left her standing there without telling her what was happening and took her sister away from her to get separately screened. When the TSOs finally returned to her, without her sister, the red haired female officer had her and the dog go through screening. She went through the

013 12:59:4

WTMD first and then the dog followed her in. She did not alarm but the dog did because of the leash. The officer went to do a patdown to the dog and she told her that she was not supposed to touch her dog nor talk to them. The TSO threw her hands up and refused to do the screening and got her supervisor. The supervisor came over and started to talk to the dog like it was a pet and when addressed by the caller, she told her that she was talking to the dog so it would not bite her. This made the caller upset because it is not their job to make the dog not bite, it was hers.

FLIGHT INFORMATION:

Departing Airport:: Jacksonville

Airline:: United

Flight Number:: 4006

Date:: 3 March 2013 @ 12p

Disability Description: Caller is visually impaired.

Response Details: CCR informed her:

If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog's belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

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FLIGHT INFORMATION:

Departing Airport:: Jacksonville

Airline:: United

Flight Number:: 4006

Date:: 3 March 2013 @ 12p

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 3/5/2013 1:17:54 PM

Airport : RSW - Southwest Florida International Date/Time of Travel : 03/04/2013 9:00 AM Airline & Flight Number : Southwest 1963 Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : Supervisor (b)(6)

Comment : My daughter travels with medical supplies for Type 1 Diabetes. As required by TSA, we keep all supplies in a separate bag for manual inspection. Per our medical supply provider, we know that pumps and meters cannot go through the x-ray machine. Here is Medtronic's site - <http://www.medtronicdiabetes.com/lifestyle/travel>. The issue we had is that Supervisor (b)(6) made me pass the bag with medical supplies through the metal detector (older style) before she would hand inspect the supplies. This is not required per your guidelines. She should have taken the bag aside and inspected it. In addition, she then said she needed to pass the empty bag through metal detector. What was the purpose if she already did this? She needs to know, as do all TSA agents, that hand inspection does not require passing this through the metal detectors, as it could cause loss of data or worse, complete malfunction of the equipment. Please note that the TSA agents in Boston handled this correctly and professionally on our way down to Ft. Myers (RSW).

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Information Request: Caller was wanting information for getting him through screening.

Response Details: Specifically, you were concerned about screening of passengers with intellectual or developmental disabilities. Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Caller was also concerned about him standing in line and being around noise.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less. Passengers may ask to be directed to one of these lanes when checking in with their airline or once they have reached the line used by general passengers. Use of these lanes is not limited to individuals who have physical disabilities. Passengers with cognitive and psychological disabilities who have difficulty waiting in lines also are allowed to use these lanes.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line and be accompanied by his or her traveling companions.

Advised caller that I would email her additional information on traveling with children who have disabilities.

Emailed caller information.

Advised caller that once she goes over the information and if she thinks that she might need assistance that she can call us back 72 hours before the flight with the flight details.

Feedback Type : Request for Information

Categories : Other; Identification Requirements Current Date/Time : 3/5/2013 4:08:06 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : When you go through security & place all your belongings in trays & it goes w/ your carry-on thru xray; would it be proper & safer that as a passenger to RETAIN & HOLD my US Passport & boarding pass on my person, when I go thru the metal detector. I had a TSA person yelled & commanded me to place my passport & boarding pass(it was in a yellow cloth passport neck wallet) on top of my belongings @SFO. If someone ahead of me takes my passport & boarding pass, I am in a serious dilemma w/ no ID! What do you suggest?

'013 6:10:2 I have one constructive criticism & request that the security personnel speak SLOWER when giving instructions. I realize that they must say the instructions 5,000 times a day or more but I even told one security man that he said it so fast 2x it was difficult to understand, and I am fluent in English!

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller wears an insulin pump.

Information Request: Caller stated that she is flying out of PDX on Saturday, and she wears an insulin pump and will also be bringing a back up as well. She is required to request a hand inspection of the device according to the manufacturer, and the last time she did that, she had a horrible experience. She was told that requesting the patdown automatically subjected her to receive additional screening and she did an ETD on the device as well. She has heard inconsistent information from other passengers as well as a supervisor she spoke with the last time she called in and had the information sent up. She wants to know what to expect this coming Saturday, along with information about what the protocol is supposed to be for requesting a hand inspection.

Response Details: I told her that there s no way for me to be able to guarantee that she would not receive additional screening. Our information states that she can be screened either connected or disconnected from the device. She can go through screening as normal, whether it be through the AIT or the WTMD and receive a patdown. She can request a hand inspection of the device and it could subject that for an ETD test. Since I m not at the airport, there s no way for me to be able to tell her why she was subjected to the additional screening, nor would I be able to tell her what to expect at the checkpoint Saturday.

'013 6:13:3

I advised her to contact the CSM there, explain the previous situation to them and the inconsistency that she s experienced with her responses. She may be able to give her more information on what to expect.

Name: (b)(6)

Phone:

Email:

I just had to write to express how ridiculous this new mandate is!!!!

'013 8:04:5 I cannot believe that to ensure security the TSA makes us walk through metal detectors -taking take off our shoes and belts, x-rays our carry-on luggage, makes us pass through explosive sniffers and be subject to pat downs ---all this to ensure the integrity of flights. Passengers are finally feeling safe and believe it is safe to fly and now you are undoing all of this by letting people carry on knives!

You people need to get a life!

I want to start by thanking you for the tough job all of you do. I can't imagine the stress of your job. You must be impartial, move fast and efficiently and even one mistake could have disastrous results. That's extreme pressure and you are also pulled back and forth with social and political wants. Your service is needed, but regarded with disdain. I understand that your job isn't easy.

I have never had problems going through security screening before my trip on the 2nd. Apparently, the rules have changed again and passengers are now required to empty ALL items out of their pockets before going through the body scanner. I'm not sure when this was enacted, but it has been since I traveled last. It must also be recent enough that it is not even on the know before you go section on DIA's web site as it still instructs passengers to "put metal objects, such as coins and keys, in your carry on bag" and "place shoes, belt and jacket in screening bins". I do not see anything telling me to completely empty my pockets.

If there was a sign instructing me to empty my pockets at the airport screening line, I did not see it. I don't travel often and was making sure I had everything ready- keys in my carry on, shoes off, belt off, drivers license and boarding pass out, etc, etc. This is stressful for the infrequent flier and so there is a good chance I didn't see a sign if there was one.

This brings me to my complaint. After waiting in line and placing my belongings in the screening bin, I started to follow the person in front of me through the metal detector when it was my turn. I was angrily redirected by TSA staff to the end of the adjacent line to walk through the body scanner. I'm still confused as to why I had to stand in line again and why I could not go through the detector as the person in front of me had. No matter, I did as I was told and entered the body scanner when it was again my turn. The machine was run and I was instructed to adjust my hands and be scanned again. Again, I did as I was told. As I exited the scanner I was met by a TSA agent. He stood in front of me and said "TAKE THE THINGS OUT OF YOUR POCKETS!" I took out my wallet and my boarding pass and handed it to the agent. He opened my wallet, closed it and literally shoved it back in my hand as he said "NEXT TIME WE TELL YOU TO EMPTY YOUR POCKETS, THAT MEANS EVERYTHING, YOUR WALLET, YOUR TICKET, EVERYTHING!" and walked away. Embarrassed, I said "sorry about that" and was ignored.

013 8:13:2

May I remind you that I am NOT the enemy. I am one of your customers! I was treated rudely by the person checking the boarding passes, the people at the body screening and finally by the ass that told me to empty my pockets. Furthermore, no one TOLD me to empty my pockets!!! If they had, I would have done so. I can only assume this treatment is accepted because your customers are too afraid to complain and your staff is drunk on the power they lord over each and every traveler. I wanted so badly to say something to the agent who took my wallet, to call him out on his rudeness, to embarrass him like he had me in front of all the people standing in line, but I didn't. His demeanor and body language told me that he would make me an example if I said one word.

So, here I am. Hating your agency for how I was treated and thinking about how you managed to live up to all the complaints and stereotypes I hear. Your staff made my entire flight horrible as I stewed about my experience. I intentionally waited until now to complain so I could cool off and write a rational e mail. But to what end? There is no motive to change as far as I can see, but I thought you should know none the less. Your job CAN be done with courtesy and I'd bet with all the people who are out of work right now, you could find some willing to do it.

If you wish to contact me, I may be reached at (b)(6) at (b)(6) Evergreen, Co 80439
Thank you for taking the time to read this e mail. Sincerely, (b)(6)

Caller has a complaint regarding a situation that happened to her on Monday 3/4 at ATL. She had the worst experience she has ever had in her life. She had to take off her bracelets to go through the WTMD and place them in the bin with other items. She had placed five bracelets in the bin. These included: silver bracelets with stones in them, Ippolita Brand. An Indian lady, a passenger, stole the caller's jewelry from the bin and left all other items. She missed her original flight. She was flying from ATL to SAV. Flight # not available, Delta Airlines which departed at 1:20 PM, she caught a later flight at 3:20 PM. She called the ATL Police Department and they sent a representative to her. She said TSA could have done more to help but the TSO just looked at her when she asked him for help in stopping the lady and he told her he was helping another passenger. This TSO was an African American Male with hair braided in dreadlocks.

The passenger who stole her jewelry was allowed to leave the checkpoint and the TSO didn't offer to help her. Caller said her husband was so irate he is speaking with a lawyer about their options.

An ATL Police Department Officer came up and reviewed the video but the lady was long gone. The ATL Police Department opened a case. The caller has a case number and states she will find the lady and have her prosecuted.

Caller stated if someone can get through the airport with another passenger's property, what else could a terrorist get away with? TSA could have done a better job of stopping the lady. The caller is so upset she doubts if she will ever fly again. The caller's flight was leaving from Gate # D26, when the incident happened.

013 10:31:1

Caller thinks a Supervisory TSO may have witnessed the whole event.

Response:

Apologized to caller for her experience and explained the TSO may not have been able to leave his location if he was assisting another passenger.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Call came in on the ODPO line, provided general phone # to caller for future reference:
866-289-9673.

have a patdown. The caller stated that she has had multiple surgeries on her knee and it is extremely painful; even her own doctor will not touch it. The TSO threatened to not let her on the plane unless the passenger allowed her to touch this sensitive area.

The caller offered her two other options that other TSOs in the past had done to complete the patdown: one being patting down to just above the knee and the other was let her place her fingers over the scar for her and lifting the skirt to show the scar tissue. The TSO stated that she could not do this. The TSO knocked her hand out of the way and actually squeezed the painful area. She was hurt so badly that she screamed out and almost lost her balance. They began to yell at her for grabbing the booth when she lost her balance because it sounded an alarm. The caller states had she not grabbed it she would have fallen to the floor. She actually patted down the same area twice when she had told her that the pain in the inside area of her knee was extremely painful. She believes this lady should lose her job. The caller has had to go to physical therapy because of this situation. She stated that this situation is horrible and the only thing that will satisfy her is having this TSO fired for what she has done. The TSO told her that if she had been wearing pants, she would not have required a patdown. She stated that the airline did not provide her wheelchair for over 20 minutes either. She stated that the TSO did not care what she was saying or the fact that she had this problem. She stated that she was treated terribly by both the TSO and the Supervisor. She stated that she knows that she will not get any money because this is a government agency but she believes that the supervisor at the checkpoint that day is too young to handle such a job. She stated that the TSO had no business dealing with the public and should get a desk job instead.

Advised Caller:

013 11:11:2 TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, I will forward a copy of this e-mail to the Customer Support Manager (CSM) at that location.

Flight info:

Airport: FLL
Airline: Southwest Airlines
Flight Number: Unknown
Checkpoint Time: 2pm
Departure Time 2:20pm but was delayed
TSO Description: Hispanic, around 50 years old, and long jet black hair. They were standing by the WTMD.
Date: 3-4-2013
Supervisor Description: Young around 30 years old and her hair was pinned up.

Advised Caller:

To whom it may concern:

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

!013 4:09:1 I was given a pat down by one of your employees (b)(6). I'm accustomed to patdowns given I travel all over the country but (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and overreached his position. I was in the TSA pre-check line and he was apparently not happy because I refused to go stand in the regular line where they have the scanners. So in his own way he violated me just because he is in a position of power. People like (b)(6) hurt the reputation of the TSA and should be immediately reprimanded for events such as this.

I'm not sure what if anything you can do but I don't think he is suitable for this job. Pls feel free to call me at (b)(6) and I can provide additional details.

Sent from my iPhone

To whom it may concern:

I'm a TSA pre-check client and travel over 130k miles annually. I also have a metal implant and today the scanner check was not available so I needed to walk through the metal detector.

'013 6:04:4 I was given a pat down by one of your employees (b)(6) at the Charlotte airport today gate B. I'm accustomed to patdowns given I travel all over the country but (b)(6) was absolutely the single worst experience I have had with a TSA employee. He purposely used force and over reached his position. I was in the TSA pre-check line and he was apparently not happy because I refused to go stand in the regular line where they have the scanners. So in his own way he violated me just because he is in a position of power. People like (b)(6) hurt the reputation of the TSA and should be immediately reprimanded for events such as this.

I'm not sure what if anything you can do but I don't think he is suitable for this job. Please feel free to call me at [HYPERLINK "tel:\(b\)\(6\)"](#) and I can provide additional details.

Sent from my iPhone

Sent from my iPhone

caller arrived in Orlando she did not have a ticket to board the upcoming flight and asked an officer to help her. This is when he came back and handed her the ticket with the SSSS at the bottom. Caller went through additional screening three times in Orlando airport. When caller left Jamaica she went through WTMD and was taken into the backroom for a pat-down and it was fine. However, when caller got to Orlando, she was patted down in front of everyone and felt humiliated and as if she was sexually assaulted. The TSO lifted up her breasts and her butt while she was wearing a strapless dress, strapless bra, and thong. During caller's two and a half hour layover, she was going through security the whole entire time and was not able to even go to the bathroom and was the last one on her flight. Caller's carry-on was searched by TSA and things were broken. Caller's medication was dumped out in the bag, and because some of the pills look the same she was not able to figure out which one was which and therefore had to spend at least 200\$ replacing the prescriptions. Caller flew with JetBlue. Caller also states that while going through security, that the officers were arguing and it was a mess. They were arguing about where to take her through security since the WTMD she went through was getting ready to close. The TSO there called more security to come, and they continued arguing while they were holding her up. Caller also states that her checked luggage was inspected and had no NOI in the bag. Caller said that things in her bag were broken, because of the way the officers put her belongings back in her bag the wrong way. Caller states she cannot prove the value of the items, because they were from vendors in Jamaica. Caller states she will wait until she flies again and has the SSSS on her ticket again or is stopped for additional screening until she applies for Redress.

Informed caller.

Apologized to caller.

Advised caller to apply for the redress program. This program helps to resolve passengers that have the SSSS on the ticket or are always stopped for additional screening.

The passenger has the right to ask for a private screening when a patdown is required.

'013 9:50:5 This information and complaint will be sent to the CSM at the Orlando airport for documentation and investigation purposes.

Because caller's carry-on items were broken, as well, offered to send claim form via e-mail to be received in less than 24 hours. Sent claim form via postal mail and will be received within three weeks.

The "S" notation may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe. TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI).

The instructions are on the claim form as far as what the caller needs to do, present, fill out, etc. The caller has up to 2 years to file a claim. TSA has up to 6 months to finish the claim process. Suggested caller be as thorough as she can on the claim form.

Because there was no NOI in the bag, TSA did not hand inspect the passenger's checked luggage. CBP inspects passenger's bag upon reentering the US, so it is possible customs is who destroyed her bag. Referred caller to CBP to file a complaint claim: (877) 227-5511

Airline: JetBlue

Airport: Orlando International

The caller's adult daughter was traveling from JFK to SYR and when going through screening she was selected for secondary screening. There was no prohibited item and nothing about the patdown itself that was problem but the caller wants to know why she was selected for secondary screening. I explained that:

!013 3:02:2 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

The caller wants to know how to contact someone with the TSA specifically at JFK to find out exactly why her daughter was chosen for secondary screening. I explained how she can contact the CSM.

The caller's adult daughter was traveling from JFK to SYR and when going through screening she was selected for secondary screening. There was no prohibited item and nothing about the patdown itself that was problem but the caller wants to know why she was selected for secondary screening. I explained that:

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TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

The caller wants to know how to contact someone with the TSA specifically at JFK to find out exactly why her daughter was chosen for secondary screening. I explained how she can contact the CSM.

I recently traveled from Houston. I have a knee replacement about 14 months ago. All the other times I have traveled TSA has been very courteous with providing me a cane and patience.

My Houston flight was embarrassing. I was sent through the metal detector and provided no cane. I sent my cane through screening.

Perhaps my fault as this time I didn't mention my knee as always before and it was never a problem. The detector rang and I was sent back through. I explained about the knee. I even showed the scar. I was told I should have gone through the other machine. At that point I was sent back and forth through the metal detector again. Another associate came over and heatedly discussed me with the observing associate. I said I will go through the other machine.

!013 8:13:0 This was denied and I had an extremely thorough pat down.

The TSA associates in Houston need to be a little more observant, discuss heatedly in private and

Be respectful.

I was not allowed my cane until pat down was complete, so I had to walk and stand for a while without it.

Sent from my iPad

Your answer to my previous e-mail was not the least bit helpful.

Your response deals with secondary screening.

My inquiry SPECIFICALLY questions AIT screening of people who are 75 years or older.

Your pre-printed "form answers" which you e-mailed to me do not address my question.

!013 8:13:4 As I stated in my previous two e-mails, at one airport I am not required to undergo an AIT screening since I am over 75 years old. I am only asked to go through the metal detector.

At another airport. I am told that regardless of age, everyone must go through the AIT screening.

Can someone in authority give me a direct answer to my question?

Your truly,

(b)(6)

e-mail: [HYPERLINK](#) (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/8/2013 1:02:52 PM Airport : PHL - Philadelphia International Date/Time of Travel : 03/07/2013 9:40 AM Airline & Flight Number : Delta 1542 Checkpoint/Area of Airport : D
Concourse TSA Employee: (If Known) :

Comment : At the initial TSA checkpoint, I showed the agent my CBP's Trusted Traveler Global Entry card and requested TSA PRE, I was also with my 14 year old daughter, he motioned me towards the screening area, when we arrived I showed the TSA agent the card and said we do not do that at this airport, I proceeded to explain the program, she simply said not here and to proceed towards the scanner. I then requested that my daughter and I have an alternative screen. She then closed the metal detector and said we would both get pat downs. I then said a couple just went through the detector, why couldn't we, she said that was ONLY for small children, and a pat down was our ONLY option. I agreed to the pat downs.

'013 2:03:2

I've had my GE card and gone through TSA PRE and also have had no problems when asking to go through the standard detector in my travels. One purpose of the GE card is to speed things up, especially since I've been interviewed for over an hour and my background has been thoroughly dissected.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller indicated that his partner, (b)(6) was going through security today at SEA airport for a Frontier Airlines flight around 0415hrs. She was stopped because of a metal belt buckle alarming at the checkpoint. He said that the belt is made into her dress and the officers told her she must remove it to clear screening. She protested saying that it was made into the clothing and she had no way to remove it. Caller said that she was told that she must remove the item or she could not fly. She therefore had to tear the belt off of her dress, and then required to submit to a patdown. Caller said that the traveler was extremely upset at this as well and felt that the patdown was overly invasive. He stated that she would have called but was in the

'013 2:05:5 midst of her trip and provided her email address for communication.

I apologized to caller for his partner's experience and explained that the TSOs will use a patdown to resolve alarms of the WTMD and AIT machines. However due to the requirement that she damage her clothing and the accusation of the patdown being inappropriate, advised that we would forward her complaint to the CSM at SEA for review. Also explained the process for submitting a claim for damaged items and ordered a tort claim package to be emailed. Caller wants to file a complaint. The caller and her sister traveled through CLT en route to Montego Bay. She stated they did not appreciate the way that were screened in CLT. She believes that everyone does not get treated the way that she and her sister were treated. She believes that Caucasians do not have to undergo the same treatment. She had opted out of AIT and had to undergo a patdown and ETD. She had touched her with something and was told by the gentleman she was clear to go. Then the female officer told her she was puffy down there. She and her sister were taken into a private screening room. Caller states that she asked the officer if she thought she had a penis. The caller was asked why she was traveling to Jamaica.

Transferred the caller to MB.

MB Notes:

'013 2:47:5 The caller opted out AIT and went through the walk thru the metal detector. She had to undergo a patdown. She caller stated that the officer that patted her down stated that she was puffy down there. The caller stated that she was told that she was clear apparently by the person who did the ETD. She was questioned about going to Jamaica and was asked why she was traveling there. She stated that she was asked about the cash that she was carrying. The caller mentioned that she could be wearing a maxi pad. She was traveling on US Air and she stated that she was on a morning flight. She could not tell me what time her flight departed. She does not remember what security line she was in and she does not have the names of the officers involved. She only knows that they were all women. She also had some items taken from her baggage on her return trip back to the US. She stated one of them was a charge and a HDMI (Internet) cable that was worth a lot of money. She stated that she received ill treatment in Jamaica. The caller's sister, (b)(6) also received ill treatment as well.

I advised the caller that she would have to place her complaint in writing. I advised her that I would send her some information regarding how she would need to proceed and I obtained her email address. I told her that I was sorry for her unpleasant screening experience but that before anyone could look into the matter, her complaint would need to be in writing. The caller clearly feels that she was discriminated against due to her race. I also provided the caller with the number to the US Department of state and told her that she could phone them in order to get information on whom to contact in Jamaica due to her unpleasant screening experience there.

(b)(6)

Disability Description: Caller had a hip replacement five years ago. She has gone through the AIT before. She flew from JFK to SFO on Wednesday at 4:30pm on Virgin America. She went through the WTMD.

The woman was very inappropriate. She filed a complaint with Virgin America. She had her hand up her crotch and down her pants. The TSO was touching her private parts. She knew if she complained that more people would come and she might miss her flight.

She was never treated like this before. She was highly embarrassed. She

She does not mind being scanned. The TSO said, Do you want to do it privately or out in the open. Caller felt violated. She understands the procedures. Caller was very upset.

:013 2:58:0

Caller stated that she was by herself and so would never have done a private screening.

Caller will be filing a written complaint. She asked if the way the screener conducted herself was how she was trained. I told her that they should tell the passenger what they will be doing. The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

She asked how to avoid this in the future. I told her she could always ask for a supervisor. She could also call us back 72 hours prior to her flight, excluding weekends, and let us know that she needs assistance at the checkpoint. We will get her itinerary and we will send this to the disability experts who will take it from there.

To Whom It May Concern:

My daughter was flying today out of Albany International Airport. She was forced to go through an xray. I am contacting a lawyer in regards to this situation. You have no right to make anyone go through that. We have a history of cancer in our family and my children are advised not to use any xray. She begged the woman at security check point to pat her down or use the regular metal detector. She was poorly treated and embarrassed. She was threatened that it would take time and she would miss her flight. She felt she had no choice but to comply. I need to know exactly who is responsible for hiring these people and whom shall we sent the law suit to?

:013 6:07:4

She is 21 yrs. old and was flying domestically. This is uncalled for.

Respectfully,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/8/2013 5:28:13 PM

Airport : LAS - McCarran International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : For once, I decided to travel NOT in uniform to be comfortable, even though I had my uniform with me to report to work at a later time, BUT after my last dealing with TSA at McCARRAN in Las Vegas, I've decided it's just not worth it to be out of uniform anymore!! There were two lines of passengers, one for the body scanner and one for the reg metal detector. I showed my badge, and the UNFRIENDLY, BOSSY TSA agent directed me to the body scanner, which we crewmembers are exempt from IF we go through security in uniform, as you well know...but as a KNOWN CREWMEMBER, who has been background checked, fingerprinted and has a spotless record, I resent them looking at my badge and directing me to the BODY SCANNER! So as is my right, I opted out! All fine and good with me, but now I can tell they are ticked and I am ticked and they keep me waiting while there are SEVERAL TSA agents hanging around that could have come right over...by the time they do come over, my patience is wearing thin and the agent proceeds to go through the EXPLANATION of what is about to happen, at which point I say to just SKIP the DAMN explanation and get it over with because this is outright ridiculous!.....IS THIS REALLY NECESSARY FOR A KNOWN CREWMEMBER????????? McCarran has ALWAYS had a reputation for harassing crewmembers and this cements that in my mind now! So I proceeded with the typical "molestation" and then they do a bag swab.....wasting MY time and THEIRS! If they insist on being jerks to crewmembers, I will NEVER not wear my uniform again OR I will ALWAYS opt OUT of the body scanner.....I don't know what it uses but I am not willing to subject myself to more unhealthy doses of ANYTHING, I get enough radiation from my job alone! And now passengers can carry pocket knives....?????? Yet TSA makes life irritating beyond belief for a KNOWN CREWMEMBER!!!! NOTHING in this organization makes sense, right behind me was a well-dressed grandmother with her family in a wheelchair that was being harassed as well! I hate to use the word IDIOTIC but that is what comes to mind! Oh is it politically incorrect to use the word PROFILE?????? God forbid!

:013 6:07:5

Also, thanks for confirming the fact that we crewmembers will now be defenseless against knives, boxcutters, what have you AND we will be harassed if out of uniform, even though we are picked up and dropped off planeside, and don't go through security to get on the plane to begin with at McCarran when on a trip!!!! Bottom line is IF I EVER decide to be out of uniform again, and they direct me toward the body scanner, I will CONTINUE to opt out. It is MY RIGHT to opt out and while they take that as a HUGE inconvenience, I take the body scanner as a HUGE insult as a Known Crewmember. If I have the proper badging, Known Crewmember ID and abide by the rules, what difference does a uniform make or not? I am convinced those rules don't make any sense either. If they are going to do away with the body scanner anyway, why are they subjecting crewmembers to it?

I am fed up...this is part of our job and we can't even relax out of uniform without being treated like the common criminal. I would like to add that there HAVE been nice TSA agents along the way, but those with the "power trip " attitude are making crewmembers nothing but GROUCHY before we even GET to work!

I won't sign my name, I don't want a response, I just want a little mutual respect between Known Crewmembers and TSA when we pass through.

Thank you for your time.

Would you like a response? : False

Passenger's Name :

Phone Number :

man? are you ok? . When the caller went through screening at IAH, the male TSO told him that he did not need to conduct the patdown and just go through the checkpoint. This occurred after the AIT alarmed once again. He wanted to report the incidents, but did not feel discriminated against but did find it odd that he did not receive this treatment in Guatemala. Instead, he wanted information regarding the screening procedures for transgender passengers.

Flight Information:

Date of Travel: February 21, 2013; 12:13 PM
Departure Airport: SFO
Airline: United Airlines
Flight Number: 0543
Terminal and Gate Numbers: Terminal 13

Date of Travel: February 21, 2013; 7:29 PM
Departure Airport: IAH
Airline: United Airlines
Flight Number: 2502
Terminal and Gate Numbers: Not Provided

013 7:31:4

Advised Caller:

TSA policies and procedures focus on ensuring that all passengers are treated with respect and courtesy and every Transportation Security Officer (TSO) receives training on professional conduct.

Passengers that alarm the metal detector or the AIT will be required to undergo additional screening. Passengers directed for additional screening will undergo patdown inspections. At anytime passengers may request that patdown screenings are performed in a private screening area, and TSOs are instructed to honor a passenger's request for private screening.

If additional screening is required, a transgender passenger will receive screening by a TSO of the same gender as what the passenger presents him or herself to be. If a passenger chooses to have additional screening done in a private screening area, a traveling companion is permitted to accompany the passenger during the private screening.

I apologized for the behavior of the TSOs.

I forwarded the information to SFO and IAH.
Hi,

013 8:10:0 I am a frequent traveller to Atlanta Hartsfield Airport and was wondering why all passengers are not required to go through full body scanners? It seems like every other lane goes through a body scanner and the others go through some sort of metal detector. If you are going to operate like this wouldn't it be a better idea to have the scanners random? So that passengers wouldn't be able to choose a lane with/without a full body scanner? Just wondering.....

(b)(6)

Let me start by saying that the job you do at the TSA to help protect our nation's travelers and citizens at large is both necessary and vital.

However, the way in which you do it still baffles me and I suspect millions of others. You seem to be taking away the wrong lessons from what happened on 9/11 and other activities since, including the "shoe bomber" and the "underwear bomber."

Here are some curious policies that contradict commonsense. As I list these, I hope you take them in the spirit intended – to improve security – and not as the mind of someone who would ever do one of these illegal or potentially illegal actions (i.e. please don't add me to your threat matrix because I'm going to point out serious gaps in policy and procedure):

Over-reaching policies

- Doing pat-downs on children under 6, UNLESS there is a specific threat indicated by the behavior of the parents or child. I can't see any reason why this type of pat-down should ever be part of a "random" search regimen. You should retain the right to check if necessary, but doing so at random increments puts an unnecessary (and scary) burden on the country's youngest passengers.

- Limiting liquids to a certain ounce maximum. I realized the logic in this (initially), that it would take a certain amount of liquid or plastic-based explosive to cause enough damage to bring a plane down. Now, here's the fallacy of that logic. Unless, I'm mistaken, you generally don't have an automated way to detect chemicals that might be taped or otherwise hidden on the body. So let's assume your 3.4 ounce limit catches 100% of the items which are put through the x-ray machine (even through that's unrealistic to expect). Unless you also find a way to detect an explosive chemical/powder/device hidden on a person's body, the only thing you've accomplished is to unnecessarily burden the traveling public with a measure that can't possibly protect them. I realize you have, over the course of time since 9/11, tested a variety of measures that might help with what I'm talking about – the "puffer" machine (I've experienced it, and I suspect it only works on powdered explosives), the full-view x-ray machine a person must walk through, etc. I'm not a professional security expert, but as the saying goes, "your security is only as effective as your weakest link." This policy is weak beyond words. So you've prohibited me from bringing a sealed bottle of Pepsi through security...and that helps prevent a disaster how? If you're going to restrict anything liquid-wise, you should eliminate allowing beverages in aluminum cans anywhere on planes – even if they are handed out during drink service. Why? Because a person of normal strength could tear the can in half and create a very jagged home-made weapon equally as dangerous as a knife.

- Patting down senior citizens or others who are traveling in a wheel chair. On the surface, I'd agree that age or physical disability make little to no difference in a person's ability to present a threat to the airplane. But here's where the logic falls out for me... I've seen many a wheelchair-bound person asked to stand up (or be assisted) to personally walk through the metal detector. Fine. But what happens to the wheelchair itself? Since it always has enough metal in it to set off alarms in the magnetometer, it is usually wheeled around the magnetometer by a TSA staff member. While this seeming courtesy makes sense, I've NEVER seen the TSA personnel thoroughly check the wheelchair for guns, knives or explosives. If this were a one-time occurrence, I might chalk it up to poor training or chance for that one situation. But that's definitely not the case. Again, I've NEVER seen a TSA person pay any attention to the wheelchair, probably because they realize it's metal and would send off a supposedly false alarm every time. If you're going to make seniors and others with mobility issues stand up and be guided through the metal detector, you REALLY need to pay more attention to the wheel chair. Again, I'm no threat to the traveling population. I love my country and my fellow citizens. But if I can notice this major gap in security protocols, I would expect someone bent on disaster would see it, too. It would be the ultimate low-tech way to smuggle in guns, knives and explosive devices I can imagine. A roll of duct tape before the flight (\$3.00) and anyone could strap anything to the underside of a wheelchair's seat. This issue HAS to be addressed, if we're to expect more than lip-service to true, not just perceived safety.

Under-reaching policies

- Why on earth are you going to begin allowing pocket knives on domestic and international flights beginning on 4/25/13? Are there really that many "pocket knife enthusiasts" we're inconveniencing by having them leave those at home or in the car? Granted, you are limiting the blade lengths to a level that some security expert has probably said isn't a significant threat. But I'd be 100% willing to bet that the old-style security personnel at Logan Airport didn't think box cutters could be used to The caller was very upset because of two incidents. The first being that his checked suitcase was inspected and left in total disarray. He advised that he had packed his used underwear neatly and had his vitamins in a container where they were separated from each other. He advised that someone had moved two of the partitions, meaning that they had touched his vitamins. Therefore, he cannot take them now. The second incident was a rude screener. He advised that a male agent was very rude, screaming that no one better come through his metal detector and set the alarm off. There was an NOI in his suitcase.

Date of Flight: 3-9-2013

Time of Check in: Approximately 12:00PM

Depart Time: Approximately 2:00PM

Departing Airport: LAS

Destination: RDU

Airline: Southwest

NOI in suitcase

Flight Number: 2084

Baggage Claim Number: (b)(6)

Gate-Terminal: C19

I apologized that his checked luggage was mishandled in this manner and advised him that he could file a claim to seek reimbursement for the vitamins, since he cannot take them now. I also apologized for the rude treatment that he received at the TSA checkpoint. I will send him a claims form via postal mail. I will also escalate this record to the CSM at LAS to make them aware of both incidents.

From: Benge, Rachel M. <CTR> On Behalf Of TSAExternalCompliance
Sent: Monday, March 11, 2013 1:19 PM
To: TCC-Referrals
Subject: FW: Complaint (2nd notice)

(b)(6)
(b)(6) NMB SC 29582
HYPERLIN(b)(6)

The "Incident" occurred at Tunica (Mississippi) Regional Airport on Tuesday, February 26, 2013. I was scheduled to board Republic flight 5530, a charter flight booked via Harrah's Tunica NCM (National Casino Marketing) Junket Flight Reservations Department (i.e., a gambling junket). The flight was scheduled to depart at 2 p.m. The "incident" occurred at approximately 1 p.m. For starters, you should acquaint yourself with the dynamics of Tunica Regional Airport. It's an extremely small airport which, seemingly, exists primarily to accommodate the gambling junkets (approximately 2-3 arrivals and departures daily) chartered by the casinos. And who are the passengers? Primarily senior citizens, some of whom can hardly walk. I, myself, am a 64-year-old widow.

2013 2:40:4

I placed my carry-on luggage on the conveyor belt, as instructed, and proceeded through the metal detector. No alarm bells went off. So far, so good. Then, I was informed by a female TSA person that I was selected for a "random" pat down. Okay. I was directed to an area at the end of the aforementioned conveyor belt where my fellow passengers were collecting their scanned carry-on luggage and shoes, which we had been ordered to remove. At this point, within five feet of the conveyor belt and fellow passengers, I was met by two females ((b)(6) and (b)(6)). One was obviously a trainee, as she was instructed verbally by the other. The "trainee" spoke so rapidly, I couldn't understand her (I guess she was nervous). When I finally understood what she was saying, it became clear to me that I was being informed I would be touched in private areas (breast, etc.). Since I found this to be invasive, in addition to being extremely embarrassing as I was in clear view of fellow passengers who could only assume I was a criminal of some sort, I asked for the procedure to be conducted in a private area. I (continuation of 3) was led to a room (apparently, a storage area) and expressed how embarrassing this experience was and stated that I would be contacting the TSA. At this point, (b)(6) or (b)(6) called some Herring woman into the closet. I guess she was wanting to show (b)(6) and (b)(6) who was boss and treated me in a brutal, demeaning and degrading fashion. She touched my private parts, asked me to spread my legs (this was going to be done in a public area were I not to demand privacy?), demanded I lift up my top so she could touch me under my shirt (again, this would have been done in a public area had I not asked for privacy?) and, having completed patting me down, asked if I had anything in my pockets. (What's the purpose of a pat down?) Well, I had had it at this point (am I living in a third-world country?) and pulled out a snotty tissue from my pocket (I had been blowing my nose in it) and threw it on the floor. The (b)(6) person then made a show of demanding my boarding pass and driver's license and made a big drama of recording the information. I suppose this was supposed to intimidate me. I had repeatedly stated that the TSA would be hearing from me and the (b)(6) person claimed she would give me their names. Well, she never did. What information I have is from having recorded the names on their badges.

What is happening to the TSA? I can show you my passports. I have travelled to over 80 countries and never, even in countries where women are third class citizens, have I been treated in this way. If a passenger's luggage passes inspection and the individual makes it through metal detectors without bells going off, why should she be signalled for degrading treatment by a disgruntled civil servant? I've gone through metal detectors, body scanners and have had metal detecting wands waved around my body but never, never have I been subjected to such degrading treatment.

What was I suspected of carrying on my person? Again, visit the Tunica area. Aside from casinos, it's a farming area. Was I suspected of illegally carrying soybeans on my person?

Caller wants to file a complaint against a TSO. At the beginning of the screening, his daughter took off her shoes. No alarm went off when she walked through the metal detector. She was told she had to do another random screening. She asked if she wanted a private screening, she said no. During the patdown her daughter said the TSO touched her in the groin area. His daughter asked the TSO what she was doing. The TSO stated: I don't have to let you on the plane. You can find another way home. The TSOs dumped out her wallet. They took out every dollar and every credit card. His daughter was in tears. She called her dad who told her to go back to the checkpoint, talk to a supervisor and get the name of the supe and the TSO which she did. When she talked to the supervisor, the supervisor basically said Whatever, I will talk to her (the TSO). He does not have the names with him now but will have them later.

Caller said this was assault, punishable by law. Someone will be held accountable. He is going to talk to his attorney. He wants this to be dealt with quickly.

2013 3:18:5

Airport: MEM
Airline: Delta
Flight Number: 1130
Date and Time: March 8, 2013 at around noon (Time she was at the checkpoint)
Location: He does not know

I told him I could either tell him how to get in touch with the CSM or I could send the information up. He preferred that I send it to the CSM. I apologized to the caller, told him I would send this to the CSM.

Caller had a bad experience at the Orlando International Airport, he states that the TSO officer (b)(6) told him that he had to remove his belt, and he didn't want to remove it so after arguing with him over the belt, the TSO officer told him that if he did not then he would not go through screening, so he removed his belt and then he talked to the supervisor at the airport and the supervisor told him that he does not have to take the belt off, caller states that he requested that the TSO that told him to take it off be called upon him and the supervisor so that the supervisor tell him that he was wrong and that the caller not have to take off his belt. Caller wants to know why he has to take it off and where can he find information on the website stating that he has to take this off?

Informed caller:

2013 7:46:4

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Informed caller that I do not have the information that he is requesting, informed caller that I can send this to the CSM and maybe they can provide him with the information, caller refused for me to do that.

Caller had a bad experience at the Orlando International Airport, he states that the TSO officer (b)(6) told him that he had to remove his belt, and he didn't want to remove it so after arguing with him over the belt, the TSO officer told him that if he did not then he would not go through screening, so he removed his belt and then he talked to the supervisor at the airport and the supervisor told him that he does not have to take the belt off, caller states that he requested that the TSO that told him to take it off be called upon him and the supervisor so that the supervisor tell him that he was wrong and that the caller not have to take off his belt. Caller wants to know why he has to take it off and where can he find information on the website stating that he has to take this off?

Informed caller:

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Informed caller that I do not have the information that he is requesting, informed caller that I can send this to the CSM and maybe they can provide him with the information, caller refused for me to do that.

Caller observed airline and airport employees going thru WTMD only and wanted to know if he could.

2013 9:30:5 Explained that most of these individuals have been thru a STA and if he wanted to participate in Precheck he could visit globalentry.gov and he would be able to leave his shoes on, lighter outer jacket and belt and leave laptop in bag and go thru expedited screening.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 3/11/2013 10:18:44 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 03/01/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : When I went through the screening at O'Hare airport I kindly requested to opt-out of the body scanners. The TSA agent then began lying saying that these were not the ones that give off radiation and made it sound like they were metal detectors. I asked are these the metal detectors and he then admitted they weren't and was very rude.

The additional policies of emptying ones pockets of all items before the body scanner makes little sense if the body scanner is actually effective.

2013 7:58:4 During the pat-down I was groped in a manner that was totally unnecessary. To make matters worse another TSA person told me that I was not allowed to take my unopened jar of peanut butter on the plane as it is deemed a liquid. Since I've never heard of anyone drinking peanut butter this policy makes no sense at all. I even volunteered to eat some to prove it was a food but no it was confiscated (legally stolen) by TSA.

To make matters worse after the groping TSA lost my black belt that was with all of my stuff.

The final indignity is after all of this insanity at the screening area TSA had 6 agents, that I as a tax payer pay for, at the gate doing a secondary check. These agents spoke in a highly crude, loud and uneducated manner.

All of these headaches and TSA has never caught one terrorist. Talk about a waste of tax payer money. TSA is the reason I have reduced my business travel by more than 90% as I find their policies and behavior to be intolerable and unAmerican. Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller stated she has diabetes and she uses an insulin pump

Information Request: Caller stated she uses an insulin pump. Caller stated she is complaining about the patdown because she informed the TSO that her insulin pump couldnt be screened.

Caller stated she was seeing her mother to the boarding gate.

Response Details: Advised caller the following information:

2013 8:35:2

Advised caller if her insulin pump couldnt go through the AIT or the WTMD then she would be subject to a patdown, because everything that goes through the checkpoint has to be screened.

Advised caller the other diabetic supplies and medication would have to be screened also.

Tried to offer to send the information about the patdown to the caller but she hung up while asking to send the information.

Caller stated that she was in a wheelchair wearing a cast and traveling out of ABE airport last week on March 5th. She claimed that she was required to submit to a patdown after alarming the WTMD and wanted something done about the female agent that conducted the screening.

2013 2:30:1 I ask her if there was a problem and it was clear that she was irate solely because she had to have a patdown and the officers would not let her pass the checkpoint otherwise. She explained that they offered a private screening and would not elaborate in any way that there was something done that was out of the ordinary.

She kept claiming that she was involved in the law and the agent almost pushed her to the brink of a lawsuit; but still would not explain anything that happened that would constitute a valid complaint.

I told her that she could contact the CSM at the airport if she would like to discuss the issues she had or we could email them the information. She said that she would contact them herself.

Information Request: The caller indicated that she travels through SEA and SJC regularly.

She indicated that the insulin pump cannot be subjected to the AIT or xray screening as such may damage the pump. it can be subjected to the WTMD. She requests a pat down and indicated that her hands are swabbed.

She asked if there is an easier way to get through the screening process.

She mentioned that during a pat down at SEA a TSO literally dropped her pants.

She indicated that the screening process in regard to the insulin pump is dysfunctional and TSO are poorly trained.

She asked what is the concern in regard to the insulin pump as opposed to the knives that will soon be allowed.

She feels that the screening process for the insulin pump and passengers with disabilities needs to be addressed and changed.

2013 3:07:5 She asked why Precheck was only being allowed to passengers who are frequent flyers. She is a frequent flyer with Alaskan Airlines, but doesnt meet the requirements.

She asked if there were other alternatives to participate in Precheck.

Passengers should be provided with an option to participate in Precheck directly with TSA.

Response Details: If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

She cannot request to be screened by the WTMD in lieu of AIT or a pat down.

TSA may use technology to test for traces of explosive material.

I advised that she does have the option of disconnecting from the insulin pump if she can safely do so. She can request that the insulin pump be screened physically and visually by the TSO.

I advised that additiona screening, including the hand swabbing is part of the screening process. I cannot guarantee that this would not occur, or that she would not receive other additional screening.

I am writing to you because for the first time in several years of traveling I had an unpleasant experience going through the TSA security screening.

Last Saturday March 9th 2013 I was traveling with my family (my wife, a 3 yr old and a 5 month old baby) from Caracas Venezuela to our final destination in Cincinnati going through Atlanta as our port of entry in the US.

My wife is still breastfeeding and as we have done several times in the past with our 3yr old and even very recently with our baby she was carrying her breast milk with her so she could feed the baby during the trip.

2013 6:11: As we get to Atlanta and after passing through immigration we start the security process in ECP-ATL and the TSA agent requests that we pass the breast milk through the X-ray. My wife asks if it's possible to do a separate screening for the milk as we have done always when traveling with the baby. This request was denied and the agent mentioned that if we didn't pass the milk through the X-ray we will then have to do an intense security screening.

This was a surprise for us as we've never had to do this in the past so we were asking for more explanations as to why this would be requested as it was never an issue before. And this is when LTSA (b)(6) started to direct the process and all went sour.

He was very difficult from the beginning not listening to us and just directing us in a very rude manner. According to him the process is that all of our things will need to be checked and that my wife and I will need to go through hand screening. I find all this very unnecessary as all of our things (except the breast milk) had gone through the Xrays and we had gone through the metal detector. Even this was done in a very rude manner instead of starting the incremental check with our shoes they let us stand there without them for at least 15 minutes and throughout the process we were treated very rudely by (b)(6). At the end the breast milk was screened just like it has been screened in other airports (including ATL).

I believe that they realized that they had acted in the wrong manner since STSA (b)(6) came into the situation and (b)(6) left and we never saw him again. (b)(6) was very cordial and treated us with respect. The caller is traveling soon and he has a hip replacement. The caller said he is traveling from PHL to FL. The caller said he always causes alarms when he goes thru screening and wanted to know how to avoid this and being a public spectacle. He stated his dr gave him a card and told him if he called TSA that we would have someone waiting at the checkpoint to scan him immediately so he would not have to wait for an agent.

Provided the following info from the template:

I advised the caller he could request a private screening if he did not want the patdown to be performed in public. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening: The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

2013 10:54: I apologized to the caller and advised I did not have ability to guarantee that he would not have to wait for a TSO to perform the patdown.

The caller stated obviously we were having a communication problem and the call escalated.

Escalated to (b)(6)

mnelson; Caller wanted the number for the CSM because he wanted to set up arrangements so he would not have to wait for a patdown. Provided caller with directions on how to obtain the CSM number from the IVR.

Caller stated that she is 77 years old and recently took a family ski trip caller stated that she had a knee replacement surgery a years ago and has metal in her knee and after going through security at ORD she was not to happy about the patdown that she received. Caller also stated that she heard that they will be eliminating the Screening Machines at airports and wants to know if there is anything that will proclude her from going through the Screening when she flies. Caller stated that she does have a card from the hospital stating that she has a knee replacement. Advised the caller that all passengers are required to go through Screening and advised the caller that if she would feel better she could bring a Drs slip and give to the Security officers at the checkpoint.

Gave the caller the following info:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened. However, a passenger should not be asked to do anything that would separate the passenger from his her child. Transportation Security Officers (TSOs) are taught to explain what they are doing during the screening process. They should also ask permission when doing something that might cause concern. Please keep in mind that a TSO is required to check the source of all alarms and to follow all screening requirements. While a passenger or guardian may decline to permit a search, a passenger will not be permitted to board an aircraft unless the screening is properly completed. We encourage you to visit our website at www.tsa.gov for additional information about TSA. We continue to add new information and encourage you to check the website frequently for updated information. We hope that this information is helpful.

Gave the caller the following info:

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

(b)(6)
T/A USAirways

Sent from Yahoo! Mail on Android

From: (b)(6)
To: tsa-contactcenter@dhs.gov <tsa-contactcenter@dhs.gov>;
Cc: (b)(6)
Subject: Complaint letter by Crew Member
Sent: Sun, Mar 18, 2012 12:36:51 AM

To Whom it may concern:

I am a USAirways Flight Attendant and was going through the "B" screening check point at the Philadelphia airport on March 17, 2012 at approx 14:25.

As I approached the belt the previous passengers neglected to push their animal bag and briefcase through the xray machine. I did not notice this until I went to place my bags on the belt. I turned to STSO (b)(6) and asked if she would push the bags through as I have been told by previous TSA officers not to touch bags that are not mine. I was very rudely informed by (b)(6) saying "I'm not touching no bags" I explained that I'm not allowed to touch the bags either as they are not mine. She again said very dramatically " I said, I'm not touching no bags"! The other TSA officer, TSO (b)(6) yelled across to me to "go around the items". I replied I could not as the bags on the belt were at the opening and were blocking my opportunity to do this. Both screeners became agitated yelling to me and a third screener came forward and pushed the bags through the xray machine. I began to place my bags on the belt when officer (b)(6) looked at me and said " your an idiot". I was flabbergasted as this outburst. This took place in front of many passengers while I was in full uniform. I immediately asked both screeners for a Supervisor. When I tried to go through the metal detector officer (b)(6) intentionally and aggressively blocked my path. I told her I have asked for a Supervisor and she stepped aside. A Supervisor met me and I informed him of what happened. He provided me with the names of the officers and a complaint form with instructions.

I wish to have this investigated and to be contacted as to the resolution of this formal complaint.

This was a disgrace and an extreme example of unprofessionalism by these two officers.

(b)(6)
USAirways Flight Attendant

Sent from Yahoo! Mail on Android

Caller flew on 3 12 2013 from SEA to Juneau on Alaska Airlines flight 76. She has a stainless steel hip. She said that the agent told her that he wishes she had told him about the hip before the screening began. She had to wait 20 minutes for a female agent to show up. She said that she also has a neurological disorder and she was stressed and hungry. She said the agent put her four bins of items on the counter. Her computer bounced off and her phone shattered. She said that the agent did not use care when placing her belongings on the table. She did not want to file a claim. She said that the items still work. She was subjected to an unnecessary patdown because there were no signs posted and her property was damaged. She thinks that disabled people are being discriminated against because there are no signs posted at the airport telling them the procedure for going through the checkpoint. She said that she does not want to file a written complaint. She did talk to a supervisor who was very nice. She wanted information on the screening of passengers with metal implants. She wanted her record forwarded to the CSM because she thinks there should be signs in the airport that provide information to disabled passengers about their screening options. She said that she will never go through this again and she hates to fly from SEA.

2013 1:42:5

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

I told the caller that to make a formal complaint she would need to submit it in writing. She said that she does not want to make a complaint.

I advised the caller that I would forward her record to the CSM at SEA for review.

Disability Description: Caller flies several times a week on United Airlines out of LAX and has a feeding tube that is surgically implanted. He has sealed bottles of liquid nutrition. He is also a member of TSA Precheck. Every time he goes through screening there is no consistency with the screening of his bottles of liquid. He stated that sometimes they just look at the liquids and pass him through sometimes they do the ETD swabbing and the last time that he flew he had to go through a patdown screening and had to take his belt off.

Information Request: He is wanting to know why the screening process is so different and there is no consistency at LAX.

Response Details: I advised him that when he goes through the AIT screener or the WTMD and an alarm sounds he will have to go through additional screening which would include a patdown.

2013 2:23:4

I provided him with the contact number for the CSM at LAX Karen 310-244-(b)(6) so he will be able to contact her since he did not want me to forward his information to her.

Email not sent.

Incident Details: Caller stated that he does not feel discriminated against and he feels that its just bad customer service.

Feedback Type : Complaint

Categories : Poor Customer Service; Other Current Date/Time : 3/14/2013 8:57:04 PM Airport : HNL - Honolulu International Date/Time of Travel : 03/12/2013 Airline & Flight Number : 838V Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : 1. I am 76 years old. When I boarded the plane to Hawaii for vacation from Portland OR., I was not required to remove my shoes or sweater and I was not body padded. I just walk thru a metal detector. On my return flight in Honolulu, it was a complete opposite procedure. Why make life so hard for a US Citizen of any age in traveling within our own country?

2. My wife said the restrooms in the terminal was overcrowded. She waited on line for about five minutes to relief herself. She gave up and had to do it after she boarded the plane.

3. We waited for about two hour sitting in the plane before we took off. The pilot said there was a minor problem regarding an electrical prong broke off while the plane was being charged. We should have been de-planed back to the terminal instead of sitting in the plane breathing in stale air for two hours.

2013 9:23:3

4. After we took off, the air conditioner above our seat began leaking onto the head and lap of my wife. Her seat was (b)(6) At first my immediate thought that it could be jet fuel. I dipped my fore finger on one of the droplets and sniffed it and it had no smell and I deducted it was air conditioner condensation. Next, a passenger at seat (b)(6) behind us tapped my shoulder and pointed to me that she too was being showered with water. We complained to the air steward and he gave us extra paper napkins to soak up the water.

This flight from Honolulu International Airport was not a pleasant experience for me and my family.

Sincerely,

Walter Chin

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: Caller was wanting to know what the new screening procedures are for passengers over 75.

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

Apologized to caller and advised her in order for her complaint to be formal that she would need to submit it in writing.

Emailed caller the DRFI. Also advised caller that I would forward her information up for review. If they need to get in contact with her for any reason they will so by email.

Incident Details: Caller said that she placed all of her items in the bins and took her jacket off. Caller said she approached the WTMD and she advised the agent that she could not go through the AIT because she had a brain tumor. She stated that her physician told her to not be exposed to any type of radiation.

2013 3:48:00 Caller said that the agent then told her that she had to undergo a patdown. Caller said that she told them that she could not undergo a patdown because she has psoriasis and she incounters pain when touched. She said that the agent ignored her request and continued to pat her down.

Due to her medical conditions she stated that she has difficulty standing. She said that she told the agent this and requested a chair. She said that her request for a chair was denied and the patdown continued. She stated that she does not wear a bra and the agent lifted her shirt up in front of everyone. She said that she lifted her breast up and searched them as well. She said that her skirt was pulled down and she was searched around the waist.

Caller said that she has been patted down before, but she has never had her shirt lifted up, her skirt pulled down and her breast picked up. Caller said not only was it painful but it was embarrassing as well. She stated at this point she was standing at the screening checkpoint in tears.

Caller said that she is not sure if she was discriminated due to her disability, however she does not understand what happened or why it happened. She said that she went through screening around 12:48 and it took so long that she feared she was going to miss her flight.

Caller said that she flies about 6 time a year and she has never had this happen. Caller said that she was asked if she was 75, and was told if she was that she would not have had to undergo this screening.

Caller was upset and was wanting to know what her age had to do with anything.

Dear Sir, Dear Madam,

On the 19th of January, I took a flight from Geneva to Newark, followed by another flight from Newark to San Salvador. During the TSA passenger screening, before taking the flight to San Salvador, I took of my watch for passing the metal detector. I then left it in the plastic box. I'm 100% certain of the place where I left it, as I became aware of it when entering the plane. The steward told me I didn't have time to go back and get it.

On many occasions I tried to call your Service Line, and I left two messages on the answering machine. I saw you tried to call me back with the number (b)(6) but could never answer the phone.

So I'm looking for my watch, brand JUNKERS, black leather strap, made in Germany.

2013 4:01:30

As you tried to call me on several occasions, I assume you have found the missing object. Could you please answer me by mail?

My contacts:

(b)(6)

BELGIUM

(b)(6)

I thank you very much,

(b)(6)

through the body x-ray. On both flights the TSOs made her get a patdown as well even though she knows there was no alarms sounded. She wants to know what the purpose in the x-ray if the TSOs are still going to give patdowns and hand inspected bags. She stated that she was also upset because the patdowns wwere in front of everyone including men and she felt uncomfortable.

Advised Caller:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

2013 4 23:5 The caller does not have the flight information. The caller then stated that one person cleared her and other TSO stopped her. The female TSO went through her cometic bag after it had already went through screening. She stated that she has never been offered a private pat down. She also wanted to know if we still did not let passenger lock their luggage. She stated that she has to have wheelchair assistance and if the wheelchair is not there when she arrives it takes to long to get her baggage and her baggage is just left there. She stated that she would just feel safer is it was locked.

Advised Caller:

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

We still do not recommend for passengers to lock their luggage. However, Transportation Security Officers (TSOs) are able to identify, unlock, and then relock certain locks using passkey sets available to TSA screeners. TSA-recognized locks such as Travel Sentry® and Safe Skies® are accepted and recognized by TSA for use at all airports where TSA screening is performed.

I apologize that I cannot clarify why you were selected for a pat down in both airports on all three times. I can only tell you that patdown are conducts to clear alarms and can be done at random as. In the future if relieving the patdown in the general public you can always request the private screening. This will be conducted by someone of the same gender and you can have someone accompany you as well.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

eMail: HYPERLINK "mailto:concernedCitizenTSA@gmail.com"concernedCitizenTSA@gmail.com

What happened:

I was scheduled on a Delta flight at PBI. Going through security at this airport, metal detectors are not used, and all passengers are required to pass through full body scanners. I opted out of the scanning, as, being a physicist, I do not like to subject my skin to radiation of that level. I have done this at other airports without incident. Usually, my bags are taken off to the side after going through the scanner, and I am then quickly patted down in a professional manner. I wish that I could say this was the case at PBI. I was not allowed to keep visual contact with my bags, which is slightly stressful. At any rate, a mild inconvenience. Yet, the problem came with the patdown. I was forced to wait for several minutes until someone leisurely and frustratingly walked over to take me through to where I would have a patdown. The man was a white male approximately 6ft tall and ~50 years old, with the name (b)(6) something. (b)(6) was on his badge, and he has a rather unique description. Per normal operating instructions, (b)(6) recited all the legalese you make your employees state. He offered a private screening room, which I declined. Then began the patdown. Which took approximately a full ten minutes – far longer than at any other airport. (b)(6) was extremely rough on the nice dress shirt that I was wearing, clawing at me with the patdown gloves. I know that part of patdown procedure is to get trace amounts of detectable particles onto the gloves for analysis. This is fine. Yet the clawing was so rough -- it was something I have not experienced before. I felt as though my shirt were going to be torn off. He then ripped a button off my shirt in this process. THEN, he says "ooooopsss" in a lethargic, humorous manner. Excuse my tone here, but you do not fucking treat people like dogs, which is what (b)(6) under your organization, has done. After the scan (b)(6) LAUGHED ALONG WITH a female, African-American TSA agent, who patted on his back and said "GOOD JOB". I have never experienced something like this in my life. After an extended patdown which is something ENTIRELY DIFFERENT, longer, and far rougher than anything I have ever experienced (and I am a rather frequent flier), you can see how irritated I am that I am writing this. Nowhere in the TSA guidelines does it say to claw and pull at a passenger's clothing. The irritating part, however, is the ATTITUDE. Laughing both at me, as well as along with another TSA agent regarding my humiliating treatment is entirely unacceptable. I cannot believe you let agents such as (b)(6) and his compatriots at Palm Beach International airport work in such a manner. As a citizen of the United States of America, I am treated far worse by TSA agents than I have been in nations such as China with so-called "oppressive" regimes. I honestly cannot remember the last time I was so disrespected.

I know that I am submitting this with the "I do NOT want CRL/OTE to disclose my name to other offices" box checked, out of fear of retaliation from your agency the next time I am flying. I know that it is not your fault, you who is reading this. Also, it is probably not the fault of the person even who hired (b)(6). Yet, I strongly suggest that you review (b)(6) record, as he gives the TSA, and America, a bad reputation (I have not had issues at other airports). Why else would I take the time out of my busy work schedule to write this?

Thank you for your time -- I strongly hope that your agency gets these issues under control.

When did this happen:

Caller stated that her grandmother went through the checkpoint and before letting her leaving the ticket counter with the wheel chair assistant, she told them multiple times that she could not go through the WTMD due to having a pacemaker. When her grandmother arrived in Mexico, she told them that they put her through that screening device. She is wanting to file a complaint for this because it could have damaged her along with shutting of the device.

FLIGHT INFORMATION:

Departing Airport::JFK
Layover::
Arriving Airport:: Juarez
Airline:: Mexico
gate Number:: Gate 4
Date:: 6:45pm

CCR informed her that if this is not declared to the officers, she have no way of knowing that she has the internal device. This information will be sent to the CSM but also she can call the airline as well since they did not listen to her.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She stated that she was asked if she could remove her ostomy for screening. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a private screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy.

Information Request: She asked how she can avoid this in the future. She asked if Precheck will help avoid this situation. She asked if she will always have to do this and she asked if telling them will help the process.

She did not have all of her previous flight details available, however she provided what she had.

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins.

2013 6:19:3 Passengers can be screened using Advanced Imaging Technology (AIT) or the walk through on their own. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands. Even for expedited screening the ostomy maybe subjected to additional screening.

Email sent.

I explained that I can forward this information to the CSM at MDW for review. I apologized to the caller for the situation. I explained that I will need her flight details and her email address to forward this information to the CSM.

Incident Details: She stated that this is really an act of poor customer service and she does not wish to file a disability related complaint.

She stated that she has urostomy and a hip replacement on the same side. She stated that she went through the body scanner and an anomile ocured so, she got a patdown. She stated that the agent told her that she could not clear her for screening and she was taken to the supervisor. She stated that she was walked through the airport to a supervisor for a additional screening. She was asked if she could remove her ostomy for screening and she told them no she could not. She stated that she has never been asked to remove the device before except in Europe. She stated that they took her to a prvate screening area. She stated that they told what they were going to do and she asked if they could see the ostomy. She stated that they were trying to be nice. She stated that she acted as if she did not know what to do for screening of the ostomy. She stated that she was not asked to pat down the ostomy down for ETD testing.

The callers flight details are as follow:

Caller said that his wife just had a issue in Phoenix where she asked not to go through the AIT machine and they told her she would have to receive a patdown instead. But when they was in Houston they just let her go through the WTMD instead. He asked if what Phoenix said is the correct protocol because even the supervisor at Phoenix said that it was.

2013 5:01:3

Response- I told him that is the correct protocol for when you opt out of the AIT machine.

There was a 31 minute wait in the premium line (timed it on my stopwatch, from line entry to time through metal detector) at Seatac Checkpoint 1 this morning (entered at 6:02 AM, 3/18/2013). I could see the line was long when I got there, and asked a TSA agent whether I would be better off at another checkpoint, but she told me that for N gates, this would be the fastest.

When I got to the front, I asked a TSA agent why the line was so long. He said it was because it was a Monday morning. I fly out of seatac every Monday morning, and the line is not usually nearly that long (typically closer to 10-20 minutes). I then asked him why the other two x-ray machines (out of the three) were not in operation and he told me they were broken.

If the problem was the broken x-ray machines, I'm sure a reasonable supervisor could have found some solutions, such as directing some premium customers to other checkpoints, and, after the ID check, directing some passengers to the regular lines. I think the supervisor this morning was incompetent.

2013 12:01:3

I fly every week, and I depend on reasonable checkpoint times -- I already have to wake up at 4:30 in the morning to catch my flight; please don't make my life any more unpleasant than it already is.

(b)(6)

Alaska Gold Frequent Flier

Caller stated that they just flew in from TPA to Kansas City. She had a container of sand from the beach in her husbands bag, and she doesn't understand why they couldn't put the lid back on the container. There was a sticker on the outside that said it was inspected and a NOI in the bag. There are things in the bag that couldn't be ruined, one of which was the batteries for their metal detectors that will now have to be cleaned. She wants reimbursed for what it will cost to have those cleaned.

Flight details below:

Airport: TPA

Flight #: 567

Airline: Southwest

Departure Date: 3-18-13

Departure Time: 5:15 p.m.

Checked Bags: 1:30 p.m.

Baggage Claim (b)(6)

TPAS-S (b)(6) or (b)(7) and there is a stamp that says March 18, 13:30 was on the NOI.

Advised Caller:

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Caller states she sent her mother to the airport this morning for a flight and got a call from her mother because of her screening experience.

Caller was asking the screening procedures if not making through the screening process?

Caller thinks her mother went through the AIT and stated she also had to have her hands swabbed. States she alarmed both and was taken to a private room and had a patdown and while in the room was then asked to remove all her clothing for a second patdown. States they inspected her personal belongings, nothing was found and she was asked to dress and allowed to leave the room and enter the secured area for her flight.

Caller states her mother was crying and told her daughter she was told to remove all of her clothing.

Flying from LGA, with United, via ORD to Colorado Springs, CO.

(b)(6) is her mother's name.

Caller stated she wants to speak with the CSM at LGA and before ending the call decided she wanted the TCC record to be forwarded to the CSM instead of her calling.

Reason for Call:

Screening Complaint and Information

Incident Date/Time

3-19-13 8:30 AM

Flight Details (if applicable):

1. Airport: LGA

2. Airline: United

3. Flight #1707

4. Gate: C9

5. Terminal: B

6. Baggage Claim # NA

7. NOI included? (Yes or No) NA

Call Resolution:

Apologized to caller for her mother's experience and advised information would be forwarded to the CSM at LGA for review.

Explained general patdown procedures to caller.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk-through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the

Caller states she sent her mother to the airport this morning for a flight and got a call from her mother because of her screening experience.

Caller was asking the screening procedures if not making through the screening process?

Caller thinks her mother went through the AIT and stated she also had to have her hands swabbed. States she alarmed both and was taken to a private room and had a patdown and while in the room was then asked to remove all her clothing for a second patdown. States they inspected her personal belongings, nothing was found and she was asked to dress and allowed to leave the room and enter the secured area for her flight.

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(b)(6) is her mother's name.

Caller stated she wants to speak with the CSM at LGA and before ending the call decided she wanted the TCC record to be forwarded to the CSM instead of her calling.

Reason for Call:

Screening Complaint and Information

Incident Date Time

3-19-13 8:30 AM

2013 9:45:2 Flight Details (if applicable):

1. Airport: LGA
2. Airline: United
3. Flight #1707
4. Gate: C9
5. Terminal: B
6. Baggage Claim # NA
7. NOI included? (Yes or No) NA

Call Resolution:

Apologized to caller for her mother's experience and advised information would be forwarded to the CSM at LGA for review.

Explained general patdown procedures to caller.

One screening procedure, which generates discussion and concern among passengers, involves use of patdown searches. Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the Dear TSA.

I have just been returned the baggage I have been expecting for a week.

It is damaged because of unprecautionary zipping or unzipping from your agents (and though I never put lock just for that purpose).

The result is that the baggage is not fixable, and I have to buy another one.

Can you just tell them never to force without a reason (that's what as always told my father in law) ?

This complaint about my bad experience is also the occasion to ask why TSA agents seem to take the habit of standing in the metal detector and making passengers think corporal screening is mandatory.

I thought Congress has ruled about corporal screening (chance made me visiting the Congress for the first time just that day ; it was interesting).

:013 10:03:

Thank you for your careful reading, and hopefully answering, Wishing to have better experience,

(b)(6)

Air France first officer

Positioned as passenger on AF 65 (11th of March) RFID tag (b)(6)

(b)(6)

(I-pad)

Caller spoke with a agent who was providing her a claim form. Caller said going through checkpoint and she understands the removal of items in the bin and the TSOs aren't there to act like drill sergeants.

They were yelling at her 16 year old daughter, they gave her daughter and brother a hard time and her mother and father who was in a wheelchair.

The TSO agents wanted her to push her dad through the WTMD and wouldn't let her go through the WTMD with him. The TSO had no idea she was with anyone else. In her carryon she had a jewelry box and laptop which was in a hardsided carryon.

They asked someone else to remove the laptop from her bag, her bag was left open and the laptop removed. The 2 individuals that removed her laptop went through the WTMD (brother and sister-in-law) and her carryon came through and she replaced her laptop and didn't check her jewelry box. The jewelry box is missing from her carryon bag.

TSO was yelling at them to

When going through security the next area has separate rooms and in the last room they could hear (10 people) a group that worked there were mocking some people that had gone through previously.

2013 10:37: The TSO told her sister-in-law to go through her suitcase and she was told she wasn't allowed to go through her bag. If she had gone through her bag, her jewelry box would have been in there.

Caller stated she had 13 phone Numbers and had left 2 messages for Ophelia Ruiz, CSM at EWR.

Flying from EWR to Toronto, CA. via Air Canada.

Response:

Apologized to caller and informed her the agent she spoke with previously had provided claim form for her via email and information had been sent to the CSM at EWR for their review.

Her phone # is a CA number and probably the reason she hasn't received return calls.

Linked records, not sending to CSM because it was already sent via

Confirmed email to caller.

Caller is wanting to make a complaint for a screening incident that happened to her on her flight from DFW to Vegas. The officers pulled her aside and did a patdown to her hair. Since she is an African American woman, she feels that she was discriminated against because of her race since they singled her out because of her hair texture and style.

CCR informed her:

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

CCR transferred her through to the MB branch at x (b)(6) - Rusty

Caller flew from DFW to LAS. Caller went through the body scan, after going through she was told that they needed to patdown her hair. Caller states that this has never happened to her before. She states that this did not happen to anyone else.

2013 5:03:1 She believes that this occurred due to her being an African American, with naturally curly hair. She states that this occurred on 3/14/13.

Caller states that when she flew from LAS she went through the AIT there as well. She states that after going through the AIT, the female TSO that was conducting the screening patted down her behind and cupped it. She did not describe to the caller what she was doing, that she was doing it, nor gave a reason for this.

LAS to DFW

3/17/13 6:45 AM American Air

Advised caller that I would email her a RFI regarding her complaint of discrimination. Advised caller that it must be in writing to be formal. Advised caller that she should place as much information as she can into the complaint; what she told me, and any other information she can remember.

Advised caller that I would forward her complaint regarding the patdown to the CSM at LAS, to have them check and see if this was done appropriately or not.

Hello,

The past two times I've traveled by air with my cat I have had my hands swabbed, presumably for explosives detection.

The first time I had passed through the metal detector with the cat and returned her to her carrier when I was pulled aside and had my hands swabbed. No problem.

2013 8:58:4 The second time I walked through the detector and was asked to step aside while still holding the cat. I was waiting for a short while so I asked if I could put the cat in her carrier as she was getting nervous. I was told to stay where I was. When the person arrived to swab my hands he asked me to hold the cat with one hand while he swabbed the other. Then I was asked to switch the cat to the other hand so he could swab the other. Again I asked if I could put the cat in the carrier during this process but again was told I couldn't. I know I am supposed to be able to keep the pet under control at all times, but under the circumstances with noise and people bustling around, it is unreasonable to be expected to do that with only one available hand. When the swabbing was finished I was able to return the cat to her carrier.

I would like to know how I can avoid this second situation in the future. I have no objection to having my hands swabbed, but not while holding the cat. Should I ask for special assistance? I would appreciate your advice on this matter.

Thank you.

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/19/2013 8:31:06 PM Airport : PVD - T F Green State Date/Time of Travel : 03/14/2013 6:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : Security

TSA Employee: (If Known) :

2013 8:59:00 Comment : How is it decided who goes through a metal detector versus the scatter x-ray? I am aware that it is minimal exposure that you get from the scatter and I am probably getting a comparable amount on the airplane...but where exposure can be limited and there are other options for screening? I am a young fertile woman and you send me through to get exposed and then send a 75 year old woman through a metal detector? Is there a method or is it pure randomness? Can we take in to consideration the age of and even the possibility of pregnancy of the people you send through the scatter xray?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 3/20/2013 1:37:18 PM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Dear TSA Team,

I wanted to let you know that I have experienced many close calls with my laptop at the airport due to TSA oversights. After you load in your personal effects on the conveyer, sometimes TSA takes liberties re-ordering the buckets without your knowledge after you proceed through the metal detector.

This has caused two separate incidents.

2013 2:06:40 The first was my laptop was mixed up with another customers, which could've been a disaster.

In another instance, they actually took my laptop off the conveyer and forgot to put it back on until a few minutes after I already passed through the metal detector. As I collected my things my laptop was then perceived as missing, resulting in my thinking somebody ran off with the laptop as I was held up in the metal detector line (which also could very well happen anyway). No one is watching the items coming off the line so if someone wanted to they could very well decide to swipe someone elses things, especially a laptop.

I wanted to bring this situation to light. I'm not sure how to mitigate against this in the future.

Thanks.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller just arrived from a flight and noticed that his bag has been inspected. There is a NOI in the bag and a line on it that he believes may be a signature. He says it looks like a squiggly line. Caller says that he had a lock on his bag, but it was just for show. He says that it was only through one of the zipper tabs. He says that the handle that was connected to the zipper and the lock are gone. He says that if the officer had looked, they would have seen that it was not actually locked. Caller is very upset about this. He says that he flies all of the time for work and his bag has never been searched before. He says that he doesn't have anything in his bag this time that he doesn't have any other time. He says that it is just his clothing and deodorant in the bag. He wants to know why it was inspected and what can cause the scanner to alarm. He wants to know why it isn't against the law for us to remove his lock, if it isn't against the law for him to lock his bag. He wants to understand the laws governing this.

Advised caller:

2013 5:43:40 I explained to the caller that if an alarm sounds on the scanner, we have to conduct a lawful inspection. If a hand inspection is required and the bag is locked, we have to cut the lock from the bag. I explained that it is required by law that all passengers and their luggage have to be screened before going onboard a commercial aircraft. If the bag alarms, a hand inspection has to be done to clear the alarm. This is part of the screening process. He is permitted to lock his bag, with the knowing that if a hand inspection is required, the lock will be removed. I explained that this is similar to the screening of passengers. If a passenger uses the WTMD or AIT and an alarm sounds, they have a patdown. All alarms have to be cleared. I explained to the caller that we are not liable for locks and luggage if we have to open them to conduct a lawful inspection. I advised the caller that we suggest that passengers leave their bags unlocked. There are locks that we have master keys to, which are Travel Sentry and Safe Skies. We can unlock and lock these back for him. We also do random inspection to keep everything with inspections random, so no one learns the procedures of TSA.

I would send claim forms via e-mail and they will be received within 24 hours. Once our claims office receives these, you will receive a letter of acknowledgement and also a claim number. You can use this claim number to check the status of your claim.

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 3/21/2013 4:12:39 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 03/19/2013 4:00 PM Airline & Flight Number : Airtran 275 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was very dissatisfied with the TSA agents that were doing the screening. I have a service dog that weighs 30 pounds. She is clearly marked as a service animal with patches and a backpack. I also told them that she is a service animal. I was told to take her backpack, harness, collar, and leash off to take her through the metal detector. I was also instructed to carry her through the metal detector. I am not supposed to lift more than 10 pounds due to a back injury. This was very painful and is still causing me pain. After getting through I was not able to get her harness or leash back right away and I had to hold her. After she was "cleared" and I was trying to get her harness and leash back on I was told that I needed to move more quickly. There was no place for me to sit and put her things on her or to put my shoes on. The agent was very rude and I felt discriminated against because of my age and injury. I am not looking to get anything out of this except agents that are more understanding and empathetic to a person with disabilities. Also maybe a bench at the end of the check point. I understand the job is challenging, but I do not deserve to be treated the way that I was treated. I travel with my service animal all the time and we have never been treated so poorly.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From (b)(6)

Sent: Monday, March 18, 2013 6:54 AM

To: 'tsa-contactcenter@dhs.gov'

Subject: 31 minute wait in Premium line at Seatac Checkpoint 1

There was a 31 minute wait in the premium line (timed it on my stopwatch, from line entry to time through metal detector) at Seatac Checkpoint 1 this morning (entered at 6:02 AM, 3/18/2013). I could see the line was long when I got there, and asked a TSA agent whether I would be better off at another checkpoint, but she told me that for N gates, this would be the fastest.

When I got to the front, I asked a TSA agent why the line was so long. He said it was because it was a Monday morning. I fly out of seatac every Monday morning, and the line is not usually nearly that long (typically closer to 10-20 minutes). I then asked him why the other two x-ray machines (out of the three) were not in operation and he told me they were broken.

If the problem was the broken x-ray machines, I'm sure a reasonable supervisor could have found some solutions, such as directing some premium customers to other checkpoints. and, after the ID check, directing some passengers to the regular lines. I think the supervisor this morning was incompetent.

I fly every week, and I depend on reasonable checkpoint times – I already have to wake up at 4:30 in the morning to catch my flight; please don't make my life any more unpleasant than it already is.

(b)(6)

Alaska Gold Frequent Flier

Disability Description: Caller has lost his left hand and has a hook and cable prosthetic and he normally takes his arm off and puts it through the metal detector with his other carry on items. He went through the screening checkpoint at Boise Airport yesterday and he and he was told that he should not do this and should not have to take his arm off for screening.

He stated that he went through the screening process in Spokane and he left his arm on and he received a patdown and that was very invasive and he does not want to have to go through this again so he just started taking his arm off for screening. Concourse C at Spokane Airport Alaska Airlines to Boise at 7:00 am Wednesday Feb 20 flight 695.

013 12:26:

Incident Details: Caller stated that he does not feel discriminated against and that he just believes that the TSO that conducted the patdown at Spokane was very poorly trained and he hopes that they will receive additional training on how to conduct a patdown screening.

I regret that this was his screening experience and advised him that I will forward his complaint to the CSM at Spokane so they will be aware of the issue.

Disability Description: Caller uses an insulin pump that he is able to temporarily disconnect from but it is affected by the AIT scanners. An AIT will shut the pump off.

Response Details: Explained to caller that our information states that passengers can be screened without having to disconnect from the pump and they may be screened via WTMD, AIT, or a patdown. However we do not have any information stating that passengers who can disconnect from their medical device may be screened separately from the pump and what the process would entail. Advised him that I would forward his inquiry to the appropriate office for review and request a response. He stated he may be contacted by phone or email in the event anyone needs his most recent flight information from March 10th.

2013 1:55:33 Caller is also curious why he has never been offered the option to disconnect from the pump. TSOs always assume he can not do this.

Incident Details: The caller stated that he typically travels from ALB- Albany to MCO-Orlando roundtrip for business. He is calling because he wears an insulin pump that he can disconnect from temporarily. His issue is that he offers to disconnect the pump and pass through the AIT, because if he wears the device through the AIT, it will shut down the pump and he must have it reset. He states that the TSOs at ALB and sometimes other airports will not let him disconnect the device and have it screened while he goes through the AIT; instead they just require he have a full body patdown and ETD screening which he states always substantially delays him. He is requesting information on the procedures and wanted to know why this is not a possibility for him.

Good Morning-

I am writing to file a complaint against the Denver International Airport TSA. On Friday March 15, 2013 at approximately 11:10pm, I was traveling from Denver to Orlando with a service animal, which was a small dog. This is not the first time I have traveled with a service animal, so I was accustom to the procedure of going through the metal detector and then having my hands swabbed. On this occasion however, I apparently failed the hand swab. My belongings were moved to another table and the male TSA agent explained that my hand swab had failed, explaining that it was likely the dog had walked through something which allowed transfer to my hands and subsequent fail of the test. He was polite as he did his work and I had no complaint with him, as he was professional and explained what was going on.

It was the female supervising agent and her female counter part who angered me and in my opinion were HIGHLY unprofessional. Apparently, my bag swab also failed because with NO explanation my belongings and I were silently escorted into a small room, the door was closed, I was given orders and then I received an entire body pat down, including inside my waist band. I felt violated and like I was in a foreign country not America because surely in the United States of America I could expect that before being escorted away into a private room by two female TSA officers, that the situation would be explained to me that both my hands and bags had failed the swab test and that I would be taken to a private room and what would happen once in that room. These two female officers said nothing to me as they escorted me to this room and only barked orders at me like I was a dog. I was not treated with respect or dignity, nor was I given the common courtesy of an explanation of what was going to happen.

2013 12:58: I have no issue with TSA doing their job but I do take issue when things are not explained to passengers, so they may understand what is going on and what to expect. Explaining to me that my two initial swabs had failed and that I would be taken into a private room, patted down and the agents gloves tested again does NOT pose a threat to our national security or release security sensitive information, so why your two agents chose to be rude and unprofessional is beyond me. It is experiences like this that leave a bad taste in the mouth of American citizens. I would ask that ALL your agents receive a reminder of how to communicate with the public and how situations like this should be handled.

Again the date was Friday March 15, 2013 at approximately 11:10pm and it was at the South Security check point, I believe. It was the check point nearest the security checkpoint for terminal A, which was closed due to the late hour, prompting me to go down the escalator to the checkpoint below. I went through in approximately the middle of the lanes.

I would appreciate a follow up to this email.

Thank you.

(b)(6)

On march 14 at 5am we were in the middle lane of the security screening area. There was a Hispanic woman working the metal detector we were in line for. She was yelling at passengers myself and family included. She was mocking us and talking about us to other tsa agents on the top of her lungs. She was told to "cool it" by another screener but didnt and laughed and started again. I'm sure it's recorded and should be looked at. It was gate C for a united flight to LA. My daughter is 4 and was very upset at this. How Horrible that your agency has turned into this. I hope this makes it to someone that can do Something about this. If it was my team that was doing this they would be held accountable and possibly lose their job. Tsa agents are supposed to keep airways safe not abuse their "power".

2013 11:03 (b)(6)

Concerned traveler

Sent from my iPhone

*Please excuse any typos

Friday, I was travelling on business and had need to board an aircraft in Rochester, New York necessitating my passage through the Homeland Security checkpoint via wheelchair as I endeavored to reach my ride home from New York. One of my concerns, a concern allayed by your hype regarding non-discrimination in the use of the newer AIT "puffer" scanning device, was the anomalous presentation of my not so regular human body.

You see, when I was born, I was noticed to be anomalous to the eye and the physician worked with my parents resulting in surgery being performed on my body at that very young age. I am an individual properly described as intersexed. My parents chose to have me oriented aesthetically as a male. Unfortunately the internal chemistry of my physique was otherwise. The result is if one were to view me without clothing I would be observed as having an upper torso which is very much female while presenting with a lower abdomen which looks sort of male. The reason I had feared your scan device was the propensity of the revelatory nature of the device to the trained but perhaps less than professional eye would subject me to some form of harassment.

In the view of my business associates, I was subjected to a form of search I have never endured in my thirty plus years of professional travels logging well into the hundreds of thousands of miles within our homeland. I was "puffed" whereupon the operator of the device told me he was going to have to perform a "pat down" search of my upper body. NO ONE in my entire history has ever groped me. No one! That is until Friday.

Never have I ever witnessed an apparent woman, dressed in feminine attire and presumptively presenting with identification documents illustrating a name consistent with what the eye beholds, groped/searched/patted down as to their breasts. Today, in full view of God and everyone, I endured a man feeling my breasts, all in the name of "I am going to have to conduct a pat down search." I was not asked. I was told the way it would occur and in seconds it had happened.

2013 6:08:3 I was in such shock, mortification, embarrassment and utter emotional turmoil I did not jot down the name of the man who searched me. I know he was operating the single "puffer" machine at that airport location in Rochester, New York at approximately 3:55 p.m. Eastern Time on 22 March 2013. Your own operational log entries and personnel rosters of that place and time will illustrate to you the identity of the individual of whose conduct I complain, by whose hands I was molested.

Just now I have only finally finished my journey home and am reliving the emotional hurt of having my breasts groped. I am weighing what to do regarding the discriminatory and sexually harassing behavior to which I was subjected today. You, at the very least, have a need for determination whether your conduct "patting down" the breasts of anyone falls within the operational protocols of your protection processes.

Your own website details purported compassionate concern for transgendered travellers who may present with prosthetic devices which might scan anomalously. Your words provide:

"TSA recognizes the concerns members of the transgender community may have with undergoing the security screening process at our Nation's airports and is committed to conducting screening in a dignified and respectful manner. These travel tips will explain the various screening processes and technologies travelers may encounter at security checkpoints.

Preparing for Travel

Making Reservations: Secure Flight requires airlines to collect a traveler's full name, date of birth, gender and Redress Number (if applicable) to significantly decrease the likelihood of watch list misidentification. Travelers are encouraged to use the

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/24/2013 4:49:23 PM Airport : SFO - San Francisco International Date/Time of Travel : 03/20/2013 2:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C Pre Check TSA Employee: (If Known) :

2013 6:08:4 Comment : I am a frequent flier who went through the Pre Check line. The metal detector beeped when I went through indicating a random screening. My palms were tested and I set off some other obscure alarm. I was then brought into a private screening room and had my genitals touched as well as every other part of my body. I felt severely violated. I asked if I could go into the nude body scanner instead and the TSA agent said 'no'. He was older, african american, about 6 feet in height. I was very disturbed by the violation of personal space and trust. I can't stop thinking about the incident. My job requires that I travel a lot, as do many Americans who are trying to get the economy back on its feet. Ridiculous theater such as what I experienced at SFO makes me want to travel less, thus harming the economy. I am a frequent traveler with a very high elite status on United. I was cleared for the pre-check line. Yet, I was still treated like a criminal when I did nothing wrong. Please let me know how you can apologize and rectify this terrible situation, and what steps you are taking to treat passengers with the respect they are due in the future.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Traveling with Children; Screening (AIT, Patdown) Current Date/Time : 3/24/2013 9:24:38 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello, I have two inquiries about recent trip I took from Nashville, TN, to Raleigh, NC.

I noticed at the security checkpoint that families with children get to go through the metal detector; the children as well as the parents. I have seen this at several airports. If this is risk-based flexibility, then why do other low-risk groups such as the elderly and women need to go through the body scanner?

2013 9:08:4

As I was waiting in the line at the gate, the TSA went down the line and asked to see into all the women's purses. When approached, I asked what the reason for this was, since I was already screened once. The TSA agents (2 of them approached me) did not answer my question, stating that "it needs to be done". They also opened up my carry-on bag. This baffled me as the security checkpoint is supposed to be thorough and effective. Can you please tell me the reason (please include data if available) for the second screening I received? What could someone obtain in the secure area that would be forbidden if it is truly secure? I feel fine about getting a pat-down at the security check, but I must say that it felt quite invasive when it occurred outside of that area.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that she has had some difficulty getting through on several occasions. She stated that on September 4th, 2012 she was going through the checkpoint at CMH. She has a permanent disability that requires her to wear a TENS unit at times. She has herniated discs in her back that prevent her from wearing a bra. When going through the AIT machine her backbrace showed as an anomaly and she was asked if they could perform a patdown. She said yes and the female officer proceeded to do the patdown explaining what she was doing as she did it. When she came to the passenger's breasts she explained that she would have to check underneath, since the passenger is not able to wear a bra her breasts are not lifted and sag somewhat, causing the officer to graze her nipples. She has been very upset because of this. She broke into tears at the checkpoint and a supervisor was called over. She feels as though she was violated and molested by TSA. She has had another issue going through the checkpoint at CMH where she was wearing a dress and the female officer went up her bare leg. She felt this was unnecessary. She asked what she could do in the future to make her experience less stressful.

There was also an incident in January when she was flying out of Dayton where she was asked to remove her TENS unit which is very difficult for her. It almost caused her to miss her flight.

Apologized and advised caller:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

2013 12:53:

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

In the future I advised that you communicate with the TSO at the time of screening to let her know what your concerns are and how she can make the experience less stressful for you. They cannot screen you properly if they do not know what bothers you and what your main concerns are.

Caller stated that she has had some difficulty getting through on several occasions. She stated that on September 4th, 2012 she was going through the checkpoint at CMH. She has a permanent disability that requires her to wear a TENS unit at times. She has herniated discs in her back that prevent her from wearing a bra. When going through the AIT machine he backbrace showed as an anomaly and she was asked if they could perform a patdown. She said yes and the female officer proceeded to do the patdown explaining what she was doing as she did it. When she came to the passengers breasts she explained that she would have to check underneath, since the passenger is not able to wear a bra her breasts are not lifted and sag somewhat, causing the officer to graze her nipples. She has been very upset because of this. She broke into tears at the checkpoint and a supervisor was called over. She feels as though she was violated and molested by TSA. She has had another issue going through the checkpoint at CMH where she was wearing a dress and the female officer went up her bare leg. She felt this was unnecessary. She asked what she could do in the future to make her experience less stressful.

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Disability Description: Caller wanted to make a complaint about the screening she received

Response Details: Advised caller the following information:

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Advised caller I would send to the appropriate office for review.

2013 3:01:1 Incident Details: Caller stated she has a complaint about the screening process. Caller stated this occurred during her screening on Saturday March 23, 2013 at Phoenix Sky Harbor to Oakland California on Southwest Airlines flight number 858. Caller stated she is 77 years old and she knows she doesn't have to remove her shoes because she has Rheumatoid Arthritis. Caller stated at 08:00am at security point D and she went through the screening and the alarm went and she was told to remove her shoes. The caller stated she couldn't remove her shoes and was standing with no support. She put her hand on something to have stability and the TSO told her to remove her hands and other passengers helped her take her shoes off. Caller stated she went AIT and found out later she was could have gone through the AIT. Caller stated her shoes through the machine and because of her shoes there are metal and that why the alarm went off. Caller stated she went up to other screeners at the airport and they wasn't any help.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller stated the incident was simply poor customer service not being discriminated against because of her disability or medical condition or a failure to accommodate to her disability

Caller went thru Chicago O Hare. Caller states that she was detained at the security checkpoint to await a female agent (TSO) because the WTMD went off due to her knee replacement. Caller says that her iPad is now missing from her carry-on bag. Caller states that it was only out of sight when she had to stand there 2 to 3 minutes awaiting the TSO. She says she flew with United and went thru Terminal 1 at the security 2 checkpoint where crew members go through off to the side. Caller states that she went through security from 8:35am to 8:45am and was at the gate at 8:47am. Caller says that her daughter's laptop was taken through twice. It was United flight 1249 direct to Phoenix gate B4 departing at 9:17am. She prefers to be called. She says that she was in the far right line.

Advised caller:

TSA regrets that you found items missing and or damaged from your carry-on luggage.

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#38>

You may contact ORD lost and found at:

O Hare International Airport

773-377-1210

2013 4:38:1

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: Chicago ORD to Phoenix

Flight date time: 3 27 9:17am.

Flight #: 1249

Airline: United

Airport: OHare

Gate Terminal: B4

Email: (b)(6)

Caller wants to make a complaint regarding his screening experience at MCO at the checkpoint. He was required to have a patdown and the TSO agent was patting his body inside his waistband because the machines showed he may have something metallic in that area. During the patdown, his zipper accidentally came open and he felt offended. Caller stated he opened the zipper to assist the process and the TSO told him he would call the police for indecent exposure.

Caller thought the TSO was inappropriate when he mentioned he would contact the police for indecent exposure. Caller stated the TSO didn't offer him a private area for screening. At that point he requested to speak with a supervisor and the supervisor, SPSO (b)(6) addressed the issue. Caller is very disappointed with the employee who did his patdown. Caller's pants dropped a little and he thinks if the TSO needed to reach inside his pants near his genitals he should have been taken to a private area. The supervisor and another TSO agent took caller to a private area and completed the patdown and he has calmed down but wants to voice his side of the incident.

Flight # 1783, Gate # not sure, Terminal: B Jetblue

Caller states he doesn't want anyone to get in trouble, but, would like to see the procedures improved.

He was not aware he could request a private screening.

2013 4:38:4

Response:

Apologized to caller for his experience and explained following:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

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Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 3/28/2013 12:34:37 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/27/2013 9:00 AM Airline & Flight Number : AA 1595 Checkpoint/Area of Airport : area after material is on belt, before walk through

security TSA Employee: (If Known) :

Comment : This was in Washington DC at Reagan National, which by the way, you don't have on the drop down list. It was apparent that the TSA employees were intentionally slowing down the traveler line. After travelers had placed their material onto the x-ray belt, the TSA security would then turn their backs to travelers and joke with each other, impeding the flow of travelers through the system. This is in the middle of the system out of view of most of the travelers and out of view of management. Essentially not efficiently giving the go ahead for people to enter the metal detectors.

2013 8:14:4

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name is (b)(6) and I wish to register a complaint against a TSA Officer and his supervisor for how I was treated. I am a very frequent flier, I have a Global Entry pass etc. I also have an artificial hip and am regularly screened and have pat downs a lot.

(b)(6)

Somerville, MA 02145

(b)(6)

Here are the specifics of my complaint.

My complaint is with TSO (b)(6) and LTSO (b)(6)

I was traveling on March 4, 2013 on USAir from Boston to Washington, DC.

I went through the metal detector at Checkpoint B2 on March 4, 2013 at approximately 5:00PM. As usual, I set off the metal detector and was selected for a pat down.

LTO (b)(6) (if I mixed them up it was LTSO (b)(6) did a professional job of explaining what he was going to do and asking for my consent and permission.

The problem began with his pat down. As he stood behind me and ran his hand up my legs, he slammed hard into the joint on both sides, crushing my testicles. As he passed in front of me, I said, "Can you please not slam your hand into my testicles." He told me that he had to do it that way and that he was doing his job. I told him that I have a huge body of experience with pat downs and that no one else had ever applied such force to my testicles in any other airport. He argued with me and I asked for a supervisor.

2013 8:12:5

When LTSO (b)(6) came over, I explained what had happened and she told me that TSO (b)(6) had been qualified, passed a test and was therefore doing it correctly.

I said, please hear me, he may have passed a test but he is not doing this right. We went back and forth, with me asking to be treated with decency and respect, and LTSO (b)(6) telling me that TSO (b)(6) was doing it right. She never offered me an apology, or recognized that it may be possible that TSO (b)(6) did it wrong this time. TSO (b)(6) refused to complete the pat down, therefore eliminating the possibility of any direct observation. TSO (b)(6) was hostile, and LTSO (b)(6) was in total denial of my experience and refused to offer even the least of respect to what I was saying. She kept insisting that TSO (b)(6) had been approved and therefore was infallible.

At that point, LTSO (b)(6) boss appeared. He actually listened to me, apologized for the experience I had and asked how he could help. He also supervised the individual who eventually came over, restarted and finally finished my pat down.

Staff are not machines, and there has to be a way to accommodate feedback and adjust. To insist that because someone took a test and passed that they will always do their job perfectly or the right way is to deny that humans make mistakes. It also invalidates and disrespects each persons experience.

Please let me know what recourse I have and please tell me that I will not have to endure someone slamming his hand into my testicles again, nor a supervisor denying my experience, and finally a complete refusal to take feedback or accountability for action.

Regards and respect,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/29/2013 1:19:13 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Please restore at least one body scanner to the Atlanta airport Pre-Check area, in addition to the metal detectors now there.

2013 2:07:5

Often, I am Pre-Check eligible and use that area when I depart from ATL (almost every week). But because I have an artificial knee, I must have a pat down when my implant raises the detectors' alarm.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller traveled to New York back to Florida and then to California to visit his children a year ago it dawned on him that he has a defibrillator. The caller cannot go through the metal detector and has to have a patdown. The caller states that no one ever looks at his defibrillator cards or swabs his defibrillator to see if there is any explosive material and it bothers him that no one ever swabs his defibrillator or his hands for GSR. The caller sent in an email about a year ago and received a thank you response and no one ever bothered to contact him regarding his complaint. The caller is concerned that someone will try to disguise a bomb as a defibrillator. The caller states he wants to be safe and wants other passenger to be safe as well.

2013 8:53:5

In addition to the patdown, TSA may use technology to test for traces of explosive material.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Date: 3-30-2013

Time: 7:45a.m.

Airport ORD

Date/Time of Travel : 3-30-2013- 8:30a.m. Departure AA Flight 3757 Checkpoint area was Terminal 3 G security checkpoint

I am a frequent flyer and have been flying with American Eagle airlines for over 16 years and am pretty familiar with the screening process and my responsibility as a traveler as well as an employee.

After clearing the metal detectors I stood there patiently waiting for my luggage come thru. I noticed that there were multiple bins piling up so in order to access my bag I pulled one of the bins aside and handed it to an agent so he can store the bin where it belonged.

2013 4:50:00 After doing so, one of your agents by the name of (b)(6) approached me and informed me that "I needed to put the bin back where it belonged and that it was not TSA's responsibility to pick up after crew members". In the meantime my luggage was still being screened. I informed (b)(6) that those were not my bins and that someone needed to pick them because it is not my responsibility to clean up after the flying public and that was part of her job.

(b)(6) continued to argue with me as I waited for my luggage to clear. Not only did (b)(6) accuse me of not picking up after myself she told me that I needed to "get out of her face" and shoo'd me off as if I were a dog with her hand. I then turned to a supervisor for assistance where he was able to intervene. At this point I asked where I could file a complaint and he handed me a yellow card and encouraged me to write up my experience up and the supervisor filled in her name. The unprofessionalism that (b)(6) proved this day is what gives the Transportation Safety Administration a bad reputation.

Sincerely,

(b)(6)

Sent from my iPhone

To whom it may concern.

On March 26th, 2013 at approximately 9:30 AM my wife, grandchild, and I checked in for flight Southwest 295 to Chicago, IL at 8:30. We arrived at the security check point and I informed the TSA agent that I had a hip replacement and needed to be "hands-on" checked. I also told him that my wife had a deep brain stimulator and she could not go through the metal detector machine. At this time he told me go on through. When I was on the other side of the machine I heard him bark at my wife "Come on lady you're holding up the line" She told him again. "I can't go through that machine because of my deep brain stimulator". The TSA agent again barked the command "There's a line behind you; we are very busy so move on" (b)(6) (my wife) got flustered and went on through. The metal detector made her stimulator dysfunction, which made her body shake and she then had to take medicine (clonazepam) quite often the rest of the trip which made her groggy and sleepy so she could not enjoy the trip.

My granddaughter and my wife went to the customer service counter and there were no TSA agents there. They talked to a Southwest airline pilot and a flight attendant who found the TSA agent. The TSA manager talked to us, said they checked the video and the rude agent was pulled from his duty. In our opinion the TSA agent was rude, negligent and irresponsible. I have been instructed to send you this letter and request some sort of compensation. If compensation is given each time an incident like this occurs the TSA agents will be more diligent and compassionate to the handicapped passengers and receive better trained making incidents like this less likely.

2013 4:57:00 My wife now has to have surgery to replace the battery to the deep brain stimulator on Monday, April 1, 2013.

Sincerely,

(b)(6)

Nevada, Iowa 50201

(b)(6)

Today I had the worst experience with a TSA employee. So bad was the encounter, I hope TSA will have the integrity to follow up with this complaint and reprimand the employee.

My family of six were returning from a spring break cruise.

On March 31, 2013, between the hours of 10 am-12:30 noon, we were passing through security check point C of the IAH airport preparing to fly out on United 4212 near gate B. Unfortunately I forgot the name of the TSA employee. I should have written her name down, but I was so much shock by her bad behavior and that no other TSA worker stepped in to help this angry employee. However, after talking to other female TSA workers near gate B where our flight gate was, it was recommended I should write a complaint against her. Some TSA ladies walking past security gate B gave me this email. They also said they had heard of this poor employee. Apparently she has a reputation of bad manners.

I can describe her. Black American bleached red hair or a wig, about 5'5", heavier side, about 56-65 years old. She wore glasses. I reported to the TSA supervisor at security C, but I really wonder if anything was done about it.

The incident occurred as following:

As my family was placing items on the x-ray belt through security at gate C, this TSA worker was very rough and loud. My husband passed through, then my two older teen boys. As my two younger children, 10 yrs. and 11 years, began taking off their shoes (as this is done at every airport we have been through and they saw their older siblings taking off their shoes) the TSA lady began sarcastically yelling at my children. "Why are you taking off your shoes, you are slowing the line down!" My daughter confused asked, "what do you want us to do?"

I watched in shock as she gruffly yelled "you are slowing the line". The TSA lady yelled at her and told her not to take off her shoes in a bullying and sarcastic manner, then she told my daughter to move out of the line because she was slowing everyone down (which she was not, as I was behind her, and we were not slowing the line down, and should not be expected to run through it either!). WE are not cattle but travelers who should be allowed to pass through security in a respectable manner. Then the TSA lady began yelling at my 10 year old son, and told him to move out of the line and stand off. I was in complete shock. WHY was she not sending them through the metal detector with my husband and other two sons? WHY was she separating my children from my family? Why the yelling and rudeness?

As I approached, she was very abrupt with me as well. I stopped just before passing the x-ray machine. She again became very abrupt and pushy, telling me to pass through, therefore leaving my two young children behind. I did not pass but asked why she pulled my children aside as they are minors I would not leave them. She sarcastically said, "well you would have already been through if you would not talk." I told her I would not pass through without my children going first, as by this point I felt the need to protect my kids from this harassment. My children at this point were scared. They are good kids and were trying to cooperate, but this lady was rough and very rude. I told her she needs to find some manners and use them. Then I passed through the detector with my children.

There was no excuse for this bad behavior, and so unnecessary and inappropriate. This harassment is not to be tolerated. Her emotional maturity lacks for the job. It is quite evident her behavior lacked the intelligence to function effectively in her job. The lady was nasty in her demeanor. Her job is to assist where needed. She should be helpful, and be of service. She obviously has forgotten we are the travelers and make her job possible. This TSA female employee should not be allowed to work for TSA if she can not change her behavior. She needs more training at her expense not with my tax dollars!!!! There is never a need to yell at passengers who are cooperating and just trying to pass security. Her harassing behavior should be dealt with. I am a tax payer and the traveler! Her job is predicated upon my taxes and my ability to travel. This lady is unfit for her job.

Disability Description: Caller has an insulin pump as a carry on item and another one attached to her body.

Response Details: If you have an insulin pump that cannot be screened; you should let the TSO know at the checkpoint. You do not have to do the AIT or WTMD if the insulin pump can not be subjected to that.

Also if you wish to file a complaint you can do so in writing; and I will send you the forms that you need to fill out in writing.

Incident Details: Caller stated that she was going through RSW and the TSO agent behind the counter said she had to go through the AIT because they do not offer pat downs there. She wears an insulin pump that can't be screened in this manner. The TSO there was really nasty, and told her that either she go through the AIT or WTMD or she will not be able to fly.

This incident occurred today at RSW at 3:31pm at gate C-6.

Good Afternoon -

I am writing to you out of frustration for my latest TSA experience. Our family just returned from a trip to Hawaii and our bags were chosen (like they are on every single trip we have ever taken) to be searched. I am perfectly fine with the search as we have nothing to hide. However, I am not fine with my luggage having intentional knife cuts through it and contents destroyed for no reason. Bottle that were closed and in bags were open and the bags cut open, clothing and souvenirs were missing. What was returned to the bag was stuffed in as a giant wadded heap. The bag was then only partially re-zipped. All together the TSA inspection cost me at least \$400 in stolen and ruined items.

I'm curious as to why this behavior is allowed to continue. I understand searching bags for safety reasons but to intentionally and blatantly destroy items is unacceptable.

I figure I am wasting my time but is there any way to be compensated for the damages? We always seem to have an item or two show up missing but this one is ridiculous. My daughter's bag looked like someone had walked all over it and it's contents was also returned in a wad - but nothing missing.

013 6:12:3 There has to be a better way to screen. Until then, we will no longer be checking any luggage. I travel a lot and I don't expect miracles but I do expect common courtesy and respect of my person and belongings.

My second concern is the treatment of people who have medical implants and are unable to go through the metal detectors. I have a pacemaker and carry my card. I was treated like a criminal because I couldn't walk through the standard detector. It's not ok for the TSAs to roll their eyes and accuse me of lying and then continue to be hateful to my family. I am in my early 40's and I know it's young for a pacemaker but for heaven's sake, I always have the card out and ready.

A lesson in manners is more than in order for 95% of the TSAs we came into contact with between St Louis and Maui.

Sincerely,

(b)(6)

The caller had an accident years ago, and has to wear a shoe lift and brace. However, he always has to remove the items, and wanted to know if there was a way to keep them on.

Advised Caller:

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening. This includes a visual and physical inspection, as well as explosives trace detection sampling of the footwear while it remains on the passenger's feet.

013 10:40:0

Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint.

There are two primary ways to be considered eligible for TSA Pre²⁷¹³™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Caller had a knee replacement.

This call was accidentally cut off and I called him back at approximately 12:15

Information Request: Caller is waiting at the airport to get on his flight. Caller missed his flight and feels TSA is responsible.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

013 11:48:00 In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Caller is wanting information on going through screening at CVG and what the numbers are that are listed above the WTMD. She has worked with the CVG airport and has recently had to be patted down and wants to know if it was because of the numbers because she does not like the way things are done for airport employees.

013 12:08:00 CCR informed her:

When going through screening if anything alarms the WTMD or any device then the individual is subjected to a patdown. We do not have information on the numbers above the WTMD and how that screening process is run at that airport since we are not located there directly. It would be best for her to contact the airport directly to get assistance as to what those numbers are specifically used for.

Caller is traveling to Europe and usually wears a money belt but he has to take it off for screening and he is needing to know the process for screening these items. He is wanting to know if the officers have the right to thumb through his money during screening. He is needing to know if there is expedited screening just for the rich people that are flying internationally. Will he need to take his laptop out of the bag for screening.

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint. He will be required to take his laptop out of the bag for screening. I advised him that all items have to be screened before they are permitted through the checkpoint.

013 1:25:00 TSA does have a program in place that is TSA precheck and this program is only for domestic flights and it allows passengers to keep their belt, shoes and light outerwear on during screening and they can also keep their laptop on the bag during screening. This is only available for domestic flights.

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From: (b)(6)
Sent: Tuesday, April 02, 2013 10:39 PM
To: TSAExternalCompliance@dhs.gov
Subject: LAS screening process

Attention TSA customer service:

'013 8:13:3 I received a very invasive TSA screening at the Las Vegas airport on 2 Apr 13 at approximately 8:55 a.m. I was on Delta flight #590 on my way to gate D 40. This "pat down" was not a typical pat down. Not being able to send the stroller through the screening machine prompted this entire event. I was unable to get my stroller through the conveyor belt because it was too big. The TSA agent then checked it visually and by hand. During his physical inspection the stroller set off his alarm. He told me he had to check me and my bags because this happened even though my bags had already been screened through the machine. I told the agent that I purchased the stroller while on vacation and that it was only two days old. I also told them I am in the military and that I travel all the time. I had never had any issues while traveling. All of this occurred after I had already gone through the metal detector machine removed my shoes and was cleared. I was traveling with my wife and three children.

The agent asked me if I had undergone this type of search and I said no. He then tried to explain the search procedure. The agent started the search by making me remove my shoes a second time. He then began the search and touched my genitals during this process. After performing one "pat down" he conducted another one (that really felt like a rub down). He touched my genitals a second time while running an open hand between my legs, upper thigh, and scrotum regions on 4 occasions. It felt like his thumbs were touching my genital areas/region each time. He also touched my chest twice rubbing his hand up and down my chest and abdominal region.

At this point I felt violated beyond belief and was not quite sure what I should do. I thought I should request a supervisor; however I did not and cooperated with this very grueling and invasive ordeal trying not to draw more embarrassment to myself than was already apparent. The search appeared to have turned into something else (possible groping or something). It did not feel like your typical pat down. I also have 15 years of law enforcement experience/military training and have never received or performed a search in that manner. I fly frequently and have flown all around the world both for protecting our country and leisure. I usually don't complain, but I would be doing a disservice if I did not report this incident.

I immediately reported this situation to the TSA supervisor (b)(6) at the checkpoint. I explained to him that if the search is going to be so invasive and it is protocol that he should provide travelers with the option of a private room or curtain/search. (b)(6) mentioned that a private area was available; however it was not offered to me. He then handed me a TSA contact information card to file a complaint. I called the 800 to report this incident when I arrived at gate 40 D.

Her bag was searched and she has a box of snack bars missing and she had 2 character fountain pens she purchased at Disney and those were broken and a cap from one of them was missing. Her bag was also torn. The TSA lock was only put back through one hole so that left her bag unlocked.

The NOI had: (b)(6) 11:50 AM

She stated she needs to tell someone that everytime she flies she is searched. She is an American and only been out of the country once since 1956.

I asked if it is her person or her bag.

She stated it is her person that is searched.

She has a knee implant and has a card from her doctor.
She stated people who are foreign looking go right on through.

She stated in Nashville the first time she flew she went into that round thing and was able to screen her with it.
She said the FLL did not have that

013 8:54:0

Told her that would have been the AIT.
We try to resolve the screening using it when a passenger is able to stand with their arms above their head for 5-7 seconds.
We are not always able to resolve it and the passenger still needs the patdown.
Although she has the card from her doctor we still must resolve her screening and everyone must be screened.
I explained that it is not because she looks suspicious, just that she sets off the metal detector.

She stated she just had to talk to someone about it.

Told her I am sorry her items were missing and I will send to her a claim form and cover letter via email.
We will also report her complaint to the Customer Support Manager at FLL.

She asked what about the bag.
Told her she might want to also report the bag damage to the airline as we only have the bags a short period of time and depending on the damage it could have happened with them.
She may file a claim since she had the NOI.

To whom it may concern

013 9:59:2 I was recently at Indianapolis airport when I noticed a flat screen tv advertise that 99% of travelers choose the AIT screenings. This is not true bc there is always a TSA agent directing people to get in line for the AIT screenings. So it's not a choice until you make your agents aware of this. They should make people aware of the choice. Also when the line is getting to long for the AIT your agents should be moving people through the metal detector. Not standing around with their arms crossed behind their backs.

There should be a revised pat down as I feel your agents put there hands in places that are unacceptable. It's basically groping of another adult.

Thanks

To Whom It May Concern,

I am a 73-year-old lady and a citizen of the United States who travels alone by air to visit family and friends living within the country. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears); all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition, I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

On Friday, March 29th, I once again traveled alone from Detroit Metro Airport (DTW) to Chicago O'Hare Airport (ORD). As usual, I explained my condition to the TSA officers and they allowed me to walk through the metal detectors without incident. The officers in Detroit were very polite and friendly.

I expected a similar routine when I returned to Detroit from Chicago on Monday, April 1st but that was not to happen. The TSA officers in Chicago disregarded my explanation and request for metal detector screening; instead, they forced me into an extensive pat-down in front of other passengers! It is my understanding that a passenger has a right to privacy screening during extensive pat-downs—although I requested this, I was denied that option and the officers were very rude in their treatment of me. I was not taken aside but rather subjected to a full pat-down by a lone female officer; asked to lift my shirt/top while she felt my breasts and down my slacks in directly front of other passengers!

013 12:04:5

Throughout this pat-down, I tried to ask why I was denied the right to walk through the metal detector and was told that was not an option because O'Hare was a "different type of airport". This appeared to me a blatant lie since I saw others go through the metal detector and I was not in the international terminal. While I was undergoing this pat-down, I also saw other female passengers who after going through the AIT screeners, were pulled from the screening lines and subjected to hand screening detectors for no apparent reason other than because of their Muslim dress.

Overall this was a very humbling experience. I totally understand the purpose of airport screening and in general accept the responsibility of the TSA towards our safety. However, I do not understand why any passenger should be subjected to a lack of sensitivity for his/her humanity. I have examined the TSA website and the procedures described there for passenger screening do not in any way reflect what I personally saw and experienced in Chicago on Monday. I will be reporting this to my state senators Debbie Stabenow and Levin.

If I was younger and less vulnerable, I would choose to drive to my destinations but that is no longer an option for me. There was a time in this country when the elderly were treated with respect; I can see that is not the rule among your officers or employees. I would suggest that the officers in Chicago are long overdue on sensitivity training.

Sincerely,

(b)(6)

W. Bloomfield, MI 48324

Regarding Security Screening

O'Hare Airport, Chicago IL

Date: Monday, April 1st

Time: 1230-1245 pm

Airlines: Delta FL 1908 Boarding from gate E 15

:013 2:05:0 To Whom It May Concern,

I am a 73-year-old lady and a American citizen who travels alone by air to visit family and friends within the United States. I have Meniere's disease which causes vertigo (dizziness), gait and balance problems, nausea and tinnitus (ringing in my ears); all of these symptoms are aggravated by air travel and therefore I require the assistance of the airline porters and a wheelchair in the airport terminals. Movement around me aggravates my dizziness and nausea so visual disturbances (lights and motion) also affect my balance and gait; standing or walking is often difficult for me without assistance.

As a result of my neurological condition. I am unable to stand still with my arms above my head without assistance in the new "Advanced Imaging" screeners but have no trouble walking on my own through the metal detection devices. I have become accustomed to informing the TSA officers about my condition at the airport checkpoints and have been generally treated kindly with respect. That was not the case this past weekend (Easter) however! Here is what happened:

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Dear TSA,

About five minutes ago I checked in at the Charlottesville airport. After going through the metal detector the agent at that apparatus heard a beep as I went through. He let me know that the beep indicated that I had been randomly selected for some additional security check. Just a parenthetical note: I never mind being checked! A female agent asked which bags belonged to me and I indicated which were mine. She then picked up my things which included a sports coat and began to take them to an examination area. The coat was the problem. She put the soles of my shoes right on top of my newly cleaned, going to a business meeting blue blazer! Then to compound her error, when I asked her not to put the shoes on the coat, she treated me like I had asked for something beyond her comprehension.

I don't usually complain and I know air travel is much more like traveling on a bus than it used to be. But, putting dirty shoe soles on a dress coat and then treating me disrespectfully, when I had treated everyone in the line with respect, is unacceptable. I hope that you can include care of travelers belongings in your training.

:013 2:05:1

Sincerely,

(b)(6)

Harrisonburg, VA 22802

Sent from my iPad

My wife and I recently cleared Global Entry, received our cards, and I had high hopes of taking advantage of one of the Global Entry benefits at US Airports, that of TSA Pre. Pre was recently initiated at Austin's airport (AUS) and I was looking forward to using it on March 26th as I began a week of travel. My high hopes and anticipation turned very dark during my Pre experience.

As I cleared the initial TSA screening, I was directed to the Pre line. Great, I thought, no removing of shoes, belt, light jacket, laptops, etc. I would whiz through with my Global Entry clearance providing the pathway. A \$100 well spent, I thought.....

As I entered, I noticed the body scanner that was positioned at the Pre checkpoint had been removed and replaced with a metal detector. This was my first hint of trouble – I have a total knee replacement. As I walked through the metal scanner, my steel knee set off the alarm and this is where the delay started.

:013 5:58:5

I was patted down, asked to remove all the items of clothing I was hoping Pre would allow me to wear, and even forced to be rubbed with the little cloths to detect chemical residue. It was a horrible experience, nothing easy or quick and a bit lengthy compared to the "normal" check using body scanners and removing all items required.

As I left the security area, I spoke with a TSA manager, explained my experience to him, and asked him if he thought any of my experience made sense as a frequent traveler that had qualified for a Global Entry card. He laughed and agreed it may not make any sense...

As I returned to Austin from my week's travel, I spoke with a TSA agent guarding the "exit" area and reviewed my experience with him. He informed me that the Metal detectors were preferred by 2/3 of the traveling public and suggested I use the common traveler (non-Pre) line when traveling. Not the suggestion I was hoping for after qualifying and paying for Global Entry, only to find the experience more painful than not using the Pre check line.

I feel duped.

I signed up for global entry and pre check for many reasons, mostly for two.

I travel more than 80 days a year nationally and internationally AND I had a congenital problem that caused me to need both hips replaced. The ability to move through security easily was a major plus for me and for all the other travelers and for the agents as they could avoid a pat down that is not enjoyable by either party.

Recently in Chicago and BWI the pre check line no longer utilize a modern scanner but an old fashion metal detector, so once again I set these off and get patted down.

I am a physician who travels to teach others how to improve the care they provide and to provide that care in a safer manner. I am about as a low a risk to anyone as anyone can get. I went through the application process and sat for a face to face interview only within the last 6 months. Both airports had the precheck line using a modern scanner until very recently.

:013 5:59:0

I could see being wanted to confirm that the medical card I carry is correct if the scanner can not return, but at present the approach used discriminates against folks with artificial joints and hardware. A simple fix is to return to the modern scanners that clearly are better devices than metal detectors.

I look forward to your response.

Sent from my iPad

A. Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened."

So it goes as above.

And so I did what was required for my 6-month-old daughter's medication - prescription Prilosec to prevent choking episodes from severe reflux.

I traveled with my 6-month old daughter on April 1, 2013, returning home after a family visit, (U.S. Airways Flight 304, Phoenix to Charlotte, Gate A23, 9:29 a.m. boarding time; departure 9:59 a.m., connection in Charlotte for final destination, Fort Myers).

I followed all the instructions required to fold the stroller, infant seat and car base and place all my carry-on, shoes, and required articles on the belt to be screened. I held baby in my arms, went through metal detector and was told to step aside so that TSA could "screen" and/or "test" baby food and medication from my carry-on. Baby food consisted of an unopened, original container of 2-ounce Gerber baby food and prescribed medication for my daughter Ava, Prilosec liquid and dispenser, given to prevent a choking condition from severe reflux. (Carry-on had diapers and other travel necessities for a baby.)

With baby still in arms, no one to help with stroller, my articles, etc., I was taken aside as TSA "examined/looked" at baby food and medication, and then DUMPED things back into carry-on. I returned to security belt to gather the rest of my belongings.

I proceeded to my departure Gate A 23 } quite a long distance away. As my flight was about to board, I heard the PA system paging (b)(6) to return to security. I knew it had to be for the medication because that was the only thing with my daughter's name on it.

Security was quite a long distance away, and I would never be able to get to security and back in time for my flight. I asked the U.S. Airways worker at the gate if she could call security and possibly send someone to bring the medicine to us. I was told quite matter-of-factly to "forget about it." The reason? Because of worker cutbacks.

Those motorized vehicles scoot back and forth all day and night, gate to gate, transporting people, pets, and sometimes nothing, and NO ONE could bring a prescription medication to a passenger when THEY made the mistake of not putting the medication back into its proper place. The food went back in the bag. The meds did not.

Security is a necessity of course and I'm always willing to comply. I understand the need for examination, but after having made that mistake of keeping the medication, something should have been done to get that medication to my baby.

They offered to mail it. That medication has to be refrigerated. It was traveling in a special container. Because of the time change from Arizona to Florida, I had to call the gastroenterologist to refill the meds in Florida to be picked up the next day. This prescription cannot be filled anywhere but by a compound pharmacy. The cost of this prescription is \$58 – a whole bottle gone, a new one having to be filled at another \$58, and all because "no one was available to drive that little cart" to bring the

From: (b)(6)
To: contactcenter@DHS.gov
Sent: Thursday, April 4, 2013 12:20:22 PM
Subject: Attention: (b)(6)

From: (b)(6)
To: contactcenter@DHS.gov
Sent: Thursday, April 4, 2013 12:19:13 PM
Subject: (b)(6)

On April 2, 2013 I travelled on Jetblue Flight 201 from JFK Airport to FLL Airport. Going through Security I declined to go thru the x-ray machine. I was subjected to a body pat down. Two men at the same time were told they could go through the metal detector and were not patted down. When I protested this, I was told it could be done at their discretion. Just a week before I travelled from FLL Airport. I was subject to a pat down also when I refused the machine - even though a lady before me walked only through the metal detector, no pat down. But at least that pat down was done professionally, politely and I did not feel violated.

(b)(6) used her POWER to abuse me, humiliate me. She ordered me around like I was a criminal. She then proceeded to pat me down very roughly, two and three times over the same areas - inside the waist of my jeans, inside the top of my blouse and especially rude, rough, disgusting was the way she patted me down in the groin three times. When I told her that I had a patdown before and it was not done 2 to 3 times in the same place, she just gave me a look. When she was finished she ordered me to stand and wait for two minutes. Then she returned and said I could go. I AM NOT A CRIMINAL - I WAS A PASSENGER AT THE AIRPORT.

If you're supposed to be straightforward, transparent, and benevolent, why do you lie to the public? One group (first class, business, etc...) gets to go through a simple metal detector while the rest of us get no option, go through invasive pat down or get irradiated, have a uneducated moron telling you they're in charge, and have freedom of unreasonable search removed. We live in a free country and groups like yours are the real terrorists, bent on herding people like cattle. Most of them won't stand up to you, I and my fellow patriotic Americans will.

(b)(6)

My wife and i just recently traveled back to Alaska from Valparaiso, FL after a family funeral. While going through TSA check point we observed a lady with two kids, both over twelve, i only know this because they were asked and gave their ages, go through the older style walk through metal detector. After going through the boy was patted down modified style but the mom just stood there and then all three went on their way. My wife, who is 12 wks pregnant opted to go through this way as well. She on the other hand was pulled aside, her bags rechecked after going through the x-ray machine, and then also given a thorough pat down. I asked the TSA supervisor at the security check why my wife is having to go through all this when the lady right in front of us just stood there without having anything done. The lady told me "she is special because she is an employee", i then asked why she is above the same security that everyone else has to go through even if she is traveling and the reply i got was "it's TSA's SOP for employees to not have to go through a full security check". I could understand if the lady was working at the time in the airport, but she had carry-ons, tickets and kids. If someone could please explain why TSA feels that both their employees and airport employees are above the same laws that pertain to the rest of the public who pay their salaries then please let me know.

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/4/2013 4:07:28 PM Airport : LGA - LaGuardia Date/Time of Travel : 04/04/2013 3:45 PM Airline & Flight Number : AC719 Checkpoint/Area of Airport : CTB checkpoint A TSA

Employee: (If Known) :

Comment : I traveled through checkpoint A at the CTB and encountered a number of difficulties at the checkpoint:

-- As I have noted in a prior "Talk to TSA" submission that has not been responded to, the TSO at the TDC podium asked me to state my full name. TSA has no statutory authority to make this request, and should cease immediately.

-- The lines at the MMW machine were too long, causing a backup in which bags were being processed through the x-ray machine faster than passengers were being screened. This meant that passengers were out of sight of their baggage for a significant amount of time. I declined to push my belongings into the x-ray until I can be certain that I could see them on the other side. When I did, the female TSO monitoring the lines behaved extremely aggressively, physically grabbing my belongings and attempting to shove them into the x-ray machine. She was not wearing gloves, and did this without my permission. I requested to speak to a supervisor, who did nothing to address this. This behavior was not acceptable; since the line at the MMW was too long, passengers should have been sent through the WTMD so they could see their belongings. This is particularly important, since as the TSA website indicates, I should "ALWAYS watch your belongings as they advance through the x-ray equipment at the security checkpoints". TSA failed miserably.

-- I opted-out of the MMW to ensure I could see my belongings. When I did so, the TSO manning the checkpoint placed 2 personal-belongings bins upside down in front of my belongings. This triggered a bag search, which was retaliatory for my opt-out.

TSA should address these issues and discipline all employees involved. I look forward to your response.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 4/4/2013 3:59:27 PM

Airport : DEN - Denver International

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Subjecting TSA pre-check fliers to random full security line screenings eliminates one of the biggest benefits of having pre-check in the first place. If I don't know when I'm going to be randomly screened, I still have to leave for the airport just as early as anyone else. I can't imagine full security line screening offers a huge benefit in terms of extra security, as I still have to go through a metal detector and have my baggage screened. Please consider changing this policy. Thank you.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am (b)(6) a flight attendant for AirTran Airways. I have written to you before concerning an incident regarding an item that was taken from me during screening. Today when going through Atlanta security at about 5:50 pm an incident occurred with your TSA Atlanta supervisor (b)(6). He was upset because I removed my insulin pump to be hand checked because I have been told by the makers of my pump to not allow it to be exposed to x-ray or the metal detector. (b)(6) wanted to tell me it was not procedure to hand check an insulin pump and that next time I should not remove it and he would do it as a courtesy. I tried to explain that it was my right to choose how I wanted to have my pump screened and he became argumentative with me. Lastly, I went to the TSA web site on my cell phone and tried to have him read your public policy stating that my device can be "screened by x-ray or hand." (b)(6) refused to read the TSA information on the website and stated he knew the policy and did not need to read it. I did not like the way I was treated and I vow to continue to report these incidents every time they happen as it has become often with other TSA officers. Your attention to this matter is greatly appreciated and I would like to know how this issue is addressed and resolved. (b)(6) or (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/5/2013 1:43:07 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 03/28/2013 2:00 PM Airline & Flight Number : Allegiant, 660 Checkpoint/Area of Airport : at podium (checkpoint), where boarding passes and ID's are checked, prior to metal detectors.

TSA Employee: (If Known) : White male TSA agent, mid 30s to mid 40s, approximately 175lbs (average build), 5'8-5'10, reddish br

Comment : This incident occurred at the Sanford/Orlando airport, in Sanford, FL on Thursday, March 28, 2013. We were flying Allegiant Air from Sanford, FL (SFB) to Belleville, IL (BLV) flight 660, departing at 1535 hours. At about 1400 hours my daughter and I were waiting in line at the Security checkpoint. Upon arriving to the podium, where ID's and boarding passes are checked, just prior to the metal detectors, I gave my and my daughters ID along with our boarding passes to the agent.

The agent reviewed the ID cards and boarding passes then asked my daughter what her name was. Due to my five year old daughter speaking in a lower voice, the agent asked her what her name was multiple times. I then clearly stated her

"full first name is (b)(6) ", but her nickname or short name was "(b)(6) ". The agent then asked me either "What drugs were you on when you decided that name?" or "What drugs were you on when you came

up with that name?" I promptly explained to the agent, "the name was Filipino", it was "my aunts name" and it stood for "the three major islands in the Philippines: (b)(6) or (b)(6) for

Mindanao." The agent then responded, "Thank you for the geography lesson" and "You learn something every day". Both the agent and male passenger/customer behind me chuckled as my daughter and I proceeded on.

Clearly, I understand my daughters name is not a common name here in the United States and that she and I will be questioned on occasion and teased. But I do not feel it is professional, for an agent to ask me, in front of my daughter, "what drugs was I on?" when coming up with her name. It is rude to me, disrespectful to my daughter and embarrassing as everyone in line behind and around me could hear the comments and conversation. I am a fairly easy going, light hearted and understanding person. It would be one thing if the agent chuckled or stated thats an uncommon, weird, strange or even confusing name, but to ask me what drugs I was on... Unfortunate.

Would you like a response? : True

Passenger's Name (b)(6) and (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From (b)(6)

Sent: Friday, April 05, 2013 10:44 PM

To: TSA.Ombudsman@dhs.gov

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/5/2013 10:44:19 PM

013 9:08:2 Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

inappropriate attitude of TSA agent at Sacramento Airport

Comments:

I was laughed at and made fun of by a TSA employee at Sacramento because I am afraid of the ait scanner and asked for a pat down inspection instead. I also was very afraid for my personal belongings which had already gone through Xray (without incident) and were unattended on the other side. The employee was very rude and purposely made me wait 10 minutes while at least 50 other passengers went through metal detector and AIT and 5 went through pat down ahead of me. Since I was

Name: (b)(6)

Phone #: Cell: (b)(6)

Mailing Address: (b)(6) Western Springs, IL 60558

Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

:013 3:07:0 I was flying out of the Chicago O'Hare airport to La Guardia on American Airlines on March 26,

2013. The incident occurred when I was heading through security at the O'Hare airport. I had placed all of my belongings into bins and pushed them down the belt to be scanned. I did not want to go through the full-body scan so I was waiting near the metal detector to speak with a TSA agent about going through that instead. The TSA agent was helping some parents with small children through the metal detector and didn't acknowledge me. I thought he may have just missed me, but it became apparent that he was purposefully ignoring me. I said "sir" several times and he continued to ignore me. Finally I told him that I was pregnant (which I didn't feel like I needed to disclose) and he told me that I was not allowed to go through the

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/6/2013 2:59:34 PM

Airport : SYR - Syracuse-Hancock International Date/Time of Travel : 04/05/2013 4:45 AM Airline & Flight Number : Delta 6195 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) :

Comment : I recently had a total metal hip plant done. I have travels well over 30 times a year for the past 20 years until last year due to the surgery. This was my first time trough screening that did not have Imaging. I have gone thru other metal detectors before my hip and if I set it off I was never patted down the way I was on Friday. If I would have touch someone in the areas I was touch I would have been arrested and put in jail.

He touch me a total of (5) times on either my testicles or penis. He touched and hit my testicles once hard enough that it hurt. He would four times twice on each leg he would start his hands just above my knees and quickly move them up my leg (less than a second) until his hands could go no farther and ended up hitting my testicles. The last time he put his hand just under where my belt buckle would have been and ran it straight down pushing hard enough that he would have known he touch my penis.

:013 6:09:5 This is in my book as close as you can get to rape without calling rape. I never felt so humiliated and disgusted in my whole life as I felt going thru this in my book grounds for an arrest. Then as they were going thru all of my luggage they made a big deal about why I was packing an electric shaver in my luggage, well lets see I am a man with no beard and I shave daily. I am a well groomed and dressed business man that travels a lot. I have to fly back to Syracuse next week on business but this time I am flying into Syracuse but flying out of a different airport.

If I knew a phone number to call or a person to talk to I would file a complaint about the total mistreatment I was put through.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Information Request: He is traveling from Fort Lauderdale on April 15th at 7 pm and would like to know how to make it easier. He asked if a doctor note would help.

Response Details: I told the caller that passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins. Passengers should also inform the TSO of any pain or medical complications that may result from touching the port and or catheter so it can be screened appropriately. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device(s) that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

I told him that a doctor note is not required but he may present it if he wants to.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

013 1:24:3 A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

I told him to make the TSO aware of the bandages and any pain he may have. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages.

I told the caller that if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Dear TSA,

I just had the worst experience waiting for an opt out that I've had in 4 years of frequent travel. I requested a female assist and waited more than 10 minutes for assistance. In that time, I was caught in the other streams of people going by. They bumped me several times. I also couldn't see my bags where I had a work laptop sitting. It is corporate policy not to allow our laptops out of sight, which I was unable to comply with for 10 minutes. It would have taken that long for me to realize someone had taken or damaged it.

This incident happened at 15:35 pm today, April 7 in Terminal 1 at JFK. Afterward I spoke to Supervisor (b)(6) I was frustrated to see many women staffed but all in positions unable to offer a female assist. When the person manning my lane was replaced by a woman (so she also couldn't offer a female assist) I didn't understand. When it still took another 5 minutes, I was quite frustrated as you might imagine. I have the utmost sympathy for how many pressures the TSA copes with, especially in an airport as busy as JFK's international terminal. But I have a few suggestions:

- 013 4:57:2
- it remains unclear when someone calls out for a female assist that someone even heard them. Like any good restaurant kitchen, it would be great if the practice was to call back that the request was heard.
 - waiting space: is there a way to create spots to stand in that aren't directly in line with traffic? Getting repeatedly pushed and prodded from behind is uncomfortable. These should allow you to watch your bags.
 - is there a way to better optimize female staffing so that there is better support on the floor? I could see at least 4 around me. Why couldn't one be replaced?

Finally, I know airline employees and children don't have to go through the crazy machine. Why should a pregnant woman not be able to opt out for the metal detector. Aren't children in the womb just as vulnerable? To be fair, I'm not showing yet, but I do have strong justification for avoiding that machine right now. I also fly 2-3 times month (that's 4-6 screenings) and am on the TSA pre-check list. Shouldn't that also allow people to avoid frequent exposure to that machine, whether or not they're pregnant.

There was only one other time I've experienced nearly as long a wait (also in JFK but different terminal) and then the only spare woman was on break. People shouldn't be punished merely because they have personal concerns with the machinery. And it is not fair and equitable treatment to be a woman required to wait extra. I hope you will consider these concerns seriously. I admire what the TSA does but don't think this experience is in line with your standards for service to the American people.

Best,

(b)(6)

Good afternoon. My name is (b)(6) and I am and have been a frequent airline traveler throughout the past 5 years, in most years flying over 100 flights domestically. I wanted to let you know that that every time I fly out of the Albany, NY (ALB) airport, the TSA screeners (mostly a woman with blond hair at the initial screening point) try to prevent me from exercising my right to, "opt-out" of the AIT machine technology. Due to the number of flights I am on, I would prefer the metal detector screen or the enhanced pat-down and therefore exercise my right to opt-out. However, every time I state this, the TSA screener makes statements like, "don't worry, you can go in the machine, they can't see under your clothes" or, "Oh great, it's ONE of these people...so, why do you not want to go through, do you just not understand what this is" and "It's not gonna harm you if you go through." I just do not understand why the TSA screeners don't listen to my simple request to opt-out and push me to get mad and answer their silly questions? This has also happened to my mother, where they try to either make her feel bad or pressure her to go through the AIT machine...which is non-sense. Anyhow, I wanted to express my frustration to see if you or someone there can assist for future flights.

!013 4:57:4 Please let me know if you can just tell your TSA agents to listen to the passengers and not make snide comments or ask silly questions to the passengers who are simply exercising their right.

Thank you for listening.

(b)(6)
US Citizen and Frequent Flier

Feedback Type : Security Issue

Categories : Secure Flight; Advanced Imaging Technology Current Date/Time : 4/7/2013 9:36:30 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

!013 8:05:0 Comment : As a frequent flier I try to avoid unnecessary radiation and sometimes request a pat-down instead of the backscatter imaging machines. When I do this, I am removed from the security line, through a gate, and to a separate area to be patted down. The substantial breach of security that results from this is the fact that I can go through security without once going through a metal detector or other screening device. This leaves the screening of my person solely in the competence of a single TSA officer. On multiple occasions I have noticed that the officer half-heartedly pats me down, almost entirely skipping over my groin and other "sensitive" areas. This leaves me to ponder the possibility that if one was trying to commit a crime and bring some form of contraband or weapon onto a flight, they need not do anything but tape it to the inside of their upper leg and refuse a scan. As a frequent traveler, this seemingly simple way of circumventing the security remains rather worrisome to me. In my opinion, those who wish to skip the scan should be required to go through the metal detector in addition to being subjected to a pat down. I hope this makes sense.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

!013 10:01:1 I was a passenger flying to puerto rico on april 7 and had a stop in miami. At approx. 615 to 640 am I went through screening after having a cigarrete. I informed tsa agent I have a medical device in my back and could not go through metal detectors. I also produced a medical card verifying this, while waiting for a male agent to pat me down I was approached by an agent who said I had to go through scan machine. I told him I couldnt due to medical device, i was rudely told if I didnt go through machine I would be refused to continue my trip. I was forced to go through machine. I tried to get agents name, none of your agents wanted to help me. My back has been in terrible pain since this incident. I have notified my doctor and will be seeking care. Please contact me to try and resolve this in a professional manner. You can review video and see me standing waiting for pat down and being escorted to scanner. My contact number is (b)(6) Please contact me as soon as possible or I will be made to pursue this further in another fashion. Thank you.

(b)(6)

From my Android phone on T-Mobile. The first nationwide 4G network.

Caller flew on Saturday from TPA. She was patted down. Caller said she did not understand why a woman in her 80 s would need to be patted down.

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening.

!013 3:10:5 She asked what might cause an anomaly. I told her that something in a person s pocket would show as an anomaly. She said the patdown was only from the waist up, across her breasts and under her arms. She asked if a person had a mastectomy and had the patches in that area would that cause it. I said it could especially if she had not told the screener ahead of time.

Caller said she flies all the time and this has never happened to her before. She said she does not know why anyone who looks like her would be patted down.

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Caller said she flies all the time and this has never happened to her before. She said she does not know why anyone who looks like her would be patted down.

The caller traveled from OMA to LAX through DEN and was delayed at OMA because she has a pacemaker and says that the officers at the checkpoint argued with her for approx. 20 minutes that she can use AIT even though her doctor has told her not to go through it, before finally agreeing to give her a patdown. She then needed to wait for about 10 more minutes to get a female TSO to do the patdown.

I apologized for the experience and explained that:

013 5:39:3

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller states that he just got a message from Zac at the TCC in regard to an email he sent earlier to complain about a screening experience. Caller states that he flew from SFO to PR departing on the evening of the 6th and was in MIA for layover on 7th. Caller has a neural stimulator with copper wiring in his back and cannot go through the WTMD due to the device. Caller went out to have a smoke during his layover in MIA. Upon returning, while going through the opt out screening procedures, a TSO (b)(6) told him he had an attitude and was being hostile and said that if he didn't go through the WTMD he wouldn't be allowed to fly. The TSO asked if he had a pacemaker and caller told him no and explained his medical condition. Caller states that his back is swollen right now and he doesn't feel well. He is in PR but doctor is in CA and won't be able to get medical treatment until his return. Caller is very worried that going through the WTMD has damaged the wiring of his medical device. Caller states that he is 100% disabled and has showed his card and gone through screening procedures properly at other airports. Caller was calm throughout the call, but obviously very upset about the incident. Caller would like corrective action to be taken, video surveillance to be reviewed, and to make sure that similar incidents do not occur again in the future. Caller would like to be contacted about the way the complaint is being handled.

Airport SFO-MIA-SJU
Airline American Airlines

013 5:53:0

Flight # 272- 639
Date Time 04 06 2013 10PM - 04 07 2013 740AM
Location 56 A - D6

Advised caller:

TSA monitors the complaints we receive to track trends and spot areas of concern that may require special attention. This will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of serious complaints. We very much regret that you have had this experience and will do all that we can to rectify the situation. Your complaint will be forwarded to the appropriate office for review.

From (b)(6)
Sent: Tuesday, April 09, 2013 9:34 AM
To: TSAExternalCompliance@dhs.gov
Subject: Complaint

(b)(6)

(b)(6)

(b)(6)

013 12:02:3

Alpharetta, GA, 30022

HYPERLINK "mailto:(b)(6)"

I am currently 31 weeks pregnant and had two completely different experiences when flying this weekend and would like to know what the formal process is for a pregnant person flying, because in my opinion, I was treated like a hostile passenger for refusing to go through the xray machine.

I left Atlanta on Friday April 5th, on my way to White Plains for my baby shower. I didn't have to explain to the TSA agents that I didn't want to go through the x-ray machine. As soon as I took off my jacket and they saw I was pregnant they directed me to the metal detector, no questions asked and I was on my way. On my flight back yesterday, April 8th, was a completely different experience.

Caller wants to know the policy for a baby going through screening. Caller is concerned about the x-rays and the pat-down.

I read to caller:

As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. Transportation Security Officers use their discretion based on how old a child appears.

Caller also wants to know if his son will have to go the metal detector. Can he opt out?

He can opt out of the AIT, but not the WTMD. If a passenger opts out of the AIT, the alternative is a pat down.

'013 9:10:0 Caller is not enthusiastic about his son being patted down. He advised that he would contact his congressman about the issue.

I advised caller that, the easiest route is to go through the WTMD and AIT. If there are no alarms, then no further screening would be necessary.

Can they bring formula? Caller heard that the passenger may have to taste test the formula or breast milk.

I advised caller that this is not TSA policy.

Caller said that he found it on the TSA website.

I ran a quick search for the term taste and found and confirmed to caller that the alleged screening procedure is NOT found on the website. The alleged procedure would be as offensive to TSA as it would be to a passenger and is not a part of the procedure.

I offered to send caller the relevant policies via e-mail and he provided his e-mail address for the purpose.

I entered _complaint_ for the interaction type in all three work rows because caller expressed his disapproval of the policies, though he stated that he just wanted information. Caller wants to know the policy for a baby going through screening. Caller is concerned about the x-rays and the pat-down.

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As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

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I entered _complaint_ for the interaction type in all three work rows because caller expressed his disapproval of the policies, though he stated that he just wanted information.

2013 12:56: Caller wants to know if he has the right to optout of the WTMD.
Explained that he does and if he has difficulty to ask for a supervisor.

Recently 7 April 2013 I was travelling on a flight from Long Islands MacArthur airport in the town of Islip. As required I was preparing to go through the metal detector when I was told to go through the body scan which is optional so I declined. I showed my TSA card indicating I have metal implants in my knee and shoulder and would rather have a pat down like I have done on many occasions without incident. However, this time the TSA agent with the last name of (b)(6) who was providing the pat down was about as condescending as they come. His poor attitude and condescending way in which he spoke to me was totally unacceptable and I will not tolerate that type of treatment again.

2013 2:03: I would appreciate this individual be counseled on the way he deals with the public and to treat them with respect as I'm sure he demands it of them. My drill instructor in basic training didn't have the attitude (b)(6) had which is to say despicable.

(b)(6)

Feedback Type : Complaint
Categories : Screening

Current Date/Time : 4/11/2013 12:15:00 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/07/2013 8:30 AM Airline & Flight Number : AA 1232 Checkpoint/Area of Airport : Precheck Lane TSA Employee: (If Known) :

Comment : As a NEXUS card holder and Trusted Traveler, I enjoy the benefit of expedited screening. However, I also have an implanted pacemaker/defibrillator in my chest, which prevents me from using a traditional metal detector. I gladly use the full-body wave scanners when available to avoid the time-consuming full-body pat down. At SeaTac, my home airport, most security checkpoints have at least one full-body scanner.

On the Precheck lane, however, there is only one detection device and it is the traditional metal detector. On my most recent trip - the first one where I was able to use the Precheck lane at SeaTac - I was forced to remove my shoes and then wait for a screener to come over for a full pat down. (This also caused everyone else to wait until they could clear me.)

2013 2:05: So the problem here is that my Trusted Traveler status actually made it more difficult for me to pass through security and subjected me to a full pat down, which I prefer to avoid if I can.

I wonder if it would be possible in the future for the agent who came over to give the pat down to simply escort me over to the wave scanner, wait the few second while I am scanned and cleared, and then escort me back to the Precheck lane to retrieve my bag. This would be faster than the pat down and residue check, and less invasive as well. If not, the Precheck lane and my Trusted Traveler status are almost useless to me.

Thank you!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 4/11/2013 2:20:27 PM

Name (b)(6)

Email: (b)(6)

2013 4:06:2 Complaints:Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):USAir Express Monday April 8

SYR..

Comments:I am a sixty + senior citizen that have metal joints in my hip. I cannot pass thru a metal detector. I currently hold active DoD, Department of Justice, Department of State, and DHS clearances. I have designed major communications systems for FAA in the past that have allowed me unlimited access to Centers such as Washington Center and TMAs such as DCA, JFK, and DFW. I currently hold a TS/SCI DoD clearance and have access to major Navy, Air Force and Army strategic facilities yet I cannot board a US commercial flight without being sexually abused. I was virtually undressed (had to remove my dress coat, belt, shoes, socks, etc.) in front of all passengers entering the security boarding area while the agent placed his hands inside my pants and intimately touched me all over my body. My concern is this happens every time I must fly into an airport that does not have proper scanning facilities (Syracuse NY this past Monday). I have access to all US Government buildings including the US Capitol (I have had USCP identification). US Commerce. Pentagon, and other secure facilities.

Is it possible to obtain TSA documentation that will provide me from relief of this embarrassment in the future? I hope that the answer is not that I have no choice but to submit to such behavior,"that is not even tolerated in our society", because of my age and implants.

-----Original Message-----

From: (b)(6)
Sent: Friday, April 12, 2013 8:31 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) McLean VA

2013 10:23: Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

What was the date and approximate time of the incident?

2013 2:40:1 Why do I need my boarding pass out when I go through metal detector at Baltimore, but nowhere else in the country? Lines are slow because rules keep changing. TSA agents in Louisville are super-friendly. Baltimore's are rude and arrogant (at least those I experienced). What are the rules? Define them and stick with them so we know what you want.

Dear Sir,

2013 6:26: I am writing to report a problem with TSA security on a recent trip from Las Vegas to Atlanta. (flight DL1490) on April 5 2013.

This is what happened. My stored bag was searched by TSA on this flight. In Las Vegas I won some money paid in quarters (\$30 in coins) This probably caused an issue with my bag probably a metal detector scan. The bag was searched, though I was not informed of this search. This is when the money was stolen. (about \$30 mostly in quarters) Also I am diabetic and had stored a blood glucose meter which the testing strips (drum roll) was removed and reinstalled backwards. I noticed this after returning home. When I arrived in Atlanta, I walked to baggage claim without delay less than 5 minutes and my bag was on the carousel. There is no way baggage handlers in Atlanta could have stolen my money.

Delta offered to pay the \$30, but I refused as it was not Delta's fault. This in my opinion is an important issue as I consider it a breach of public trust. I hope you agree and take a serious look into it. (b)(6)

The caller flies from ACY, and wears a transparent paper flip-flop called airport booties. Each time he attempts to fly from the airport, the TSO indicates that they must be removed. However, he is able to wear the items at other airports. The booties were purchased from the following website: www.airportbooties.com, and, according to the website, are approved at security checkpoints. The caller was concerned about health issues.

Advised Caller:

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

2013 8:55:4 TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 4/13/2013 12:11:44 PM Airport : PSP - Palm Springs Regional Date/Time of Travel : 04/12/2013 12:45 PM Airline & Flight Number : American flight 1370 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 1:16:3
Comment : I just went thru the process of obtaining a Safe traveler Global Entry card. I understand that at small airports, there is no pre check line. However, I cannot understand why I could not just show the card and walk thru the metal detector instead of the screen. After all, a person with a pet can go thru the metal detector and not get patted down, yet I have had a background check, and have been fingerprinted and yet I get patted down at PSP because they don't have a pre check line. Ludicrous and non sensible. Please respond with an answer that will make sense to me.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 4/14/2013 7:27:08 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/14/2013 7:15 AM Airline & Flight Number : US 632 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :

2013 7:59:1
Comment : Utilizing the TSA Pre-Check line I had been waiting to get the OK to pass through the metal detector. When it was clear the TSA agent responded "All right young man." I am a 58 year old physician, and,while appreciating the fact that someone may think I still look young, I do not appreciate the condescending attitude of your agent addressing me in this manner. Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My family recently travelled from the Wayne County Metro Airport in Michigan to the Fort Lauderdale Airport in Florida and had very different screening processes at both airports. In Michigan my two children and I walked through the "old metal detector". My husband followed behind me but he was called out to go into the AIT machine. He asked the officer "Don't I have a choice?" The officer said "No Sir, you do not have a choice." In Fort Lauderdale my husband went first in line and said to the officer "I don't want to go in that machine." The officer said "That's fine Sir, you can go through the other one." There were signs clearly posted in Fort Lauderdale that being screened by the AIT machine was optional. Clearly my husband did not have an option when we were in Michigan. Why did this happen?

2013 11:56:

(b)(6)

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All the information that I am able to recover is that it was Delta Airlines, Flight DL1604, April 7/13, and it departed at 0726. We went through security at approximately 0530 at Detroit Metropolitan Wayne County Airport. I also may add that after they forced my husband through the AIT scanner, they swabbed his hands for bomb residue, in front of our two children. I was unable to find the gate information but hopefully this will be enough information for you.

From: (b)(6)
Sent: Monday, April 15, 2013 10:44 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: AIT screening

My family recently travelled from the Wayne County Metro Airport in Michigan to the Fort Lauderdale Airport in Florida and had very different screening processes at both airports. In Michigan my two children and I walked through the "old metal detector". My husband followed behind me but he was called out to go into the AIT machine. He asked the officer "Don't I have a choice?" The officer said "No Sir, you do not have a choice." In Fort Lauderdale my husband went first in line and said to the officer "I don't want to go in that machine." The officer said "That's fine Sir, you can go through the other one." There were signs clearly posted in Fort Lauderdale that being screened by the AIT machine was optional. Clearly my husband did not have an option when we were in Michigan. Why did this happen?

(b)(6)

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Feedback Type : Complaint
Categories : Poor Customer Service
Current Date/Time : 4/15/2013 12:35:57 PM Airport : HNL - Honolulu International Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : I am 76 years old. I went on vacation for Portland OR to Hawaii March 2013.

At Portland, I kept my shoes and light jacket on and I just walk through a metal detector. No pad down. Done. That was great.

On the way back from Hawaii, I was harassed along the line by that I had to remove my shoes, and suit jacket. I was also force to have a pad down.

I thought Hawaii is part of the US. American citizens are being treated as aliens. Who is in charge of TSA? You people need to get your act together and make sure all policies should be uniform.

We should keep in mind that all so-called terrorists are aliens NOT AMERICANS. STOP treating American citizens as terrorists.

WALTER CHIN
AN AMERICAN CITIZEN
Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #:

Home: (b)(6)

Mailing Address: (b)(6) Reston VA 20194

Email: HYPERLINK (b)(6)

2013 9:08:3 What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I encountered officer (b)(6) at his post on my way to gate C42 on the evening of April 5th at around 7:45pm. He was manning the metal detector/security apparatus that passengers walk through. He needs some remedial training in being courteous (while at the same time authoritative) manner in providing instruction to passengers. His several hundred counterparts I have encountered, that are no doubt reflective of the tens of thousands at TSA that on a daily basis handle large number of passengers with a balance between politeness, efficiency, and assertiveness.

Officer (b)(6) represents is lacking on the politeness axis as he barks instructions like a Nazi Sargeant; he is/was not rude specifically to me, nor does it seem to me he is a rude person. But his instructional tone, with no use of the words please, sir, or maam do give that impression. This was how he acted with the passengers before me, me, and those behind me. Please have supervisor or you look out for this and see if there is a difference between how he handles passengers and others do. If he was having a bad day and decided to be rude, than enough said. But if this is what he is doing on a daily basis, than it needs to be corrected so we as passengers continue to respect authority.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

Security checkpoint around Gate C42 on April 5th between 7:45pm and 8:15pm

Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and haveing him in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

Told caller

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

I could not tell him he could put on the cup while at the checkpoint.

2013 12:27: For future flights he could call TSA Cares and let them make arrangements for him, let them give the airport a heads up. So they understand he had some issue. TSA Cares is for passengers with a disability or medical condition. For his flight tomorrow he can call the CSM so they can understand what happened to him yesterday and maybe let them know why this is difficult for him.

Name: (b)(6)

Phone: (b)(6)

Email: (b)(6)

TSA Cares 855-787-2227 and it was listed on our web site.

They can swab him for explosives. There are sometimes there are medications that would be positive. I could not tell him what exactly showed on the swab.

He could contact the Office of Hazardous Materials Safety at 800-467-4922 for information about the products he handles for his business. I could not tell him if there were properties that may test positive in the products.

Disability Description: Caller has an anxiety disorder.

Information Request: Caller has an aversion to touch and wants to know if he is required to go through a secondary private patdown can he be allowed to place cup over his genitals before they perform the patdown.

Response Details: Caller wants to know when he goes through screening can he put an athletic cup on before he has to have a patdown. He just wants to put it on at the checkpoint, not have it on already. He was denied boarding yesterday because he had tested positive for the swab, he wants to know what he was tested for. He was then brought in a private room for his screening where there were 4 men in the room with him. He had something that happened to him as a child and touching him and having he in the private room almost made him have a panic attack. He is traveling out of St Louis Lamber. His swabbed his palms of his hands not his bag. He makes products from Hemp, would that be something that would have tested positive?

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2013 1:02:0 I could not tell him he could put on the cup while at the checkpoint.

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Cell: (b)(6)

Home: (b)(6)

Work: (b)(6)

Mailing Address: (b)(6) Reston VA 20194

Email: HYPERLINK (b)(6)

What happened?

2013 6:00:2

I encountered officer (b)(6) at his post on my way to gate C42 on the evening of April 5th at around 7:45pm. He was manning the metal detector/security apparatus that passengers walk through. He needs some remedial training in being courteous (while at the same time authoritative) manner in providing instruction to passengers. His several hundred counterparts I have encountered, that are no doubt reflective of the tens of thousands at TSA that on a daily basis handle large number of passengers with a balance between politeness, efficiency, and assertiveness.

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When/Where did this happen?

Boston Logan Airport, Security checkpoint around Gate C42 on April 5th between 7:45pm and 8:15pm

I am in my early 50's and have a severe hearing loss. While I use hearing aids, they are not effective in noisy environments with many voices and hard surfaces that reflect sound. Places like TSA security checkpoints at busy airports!

Consistently I get frustrated traveling through SeaTac, our local airport, when TSA agents give an instruction I cannot hear. I try to explain that I cannot hear them due to a hearing loss, and they simply repeat the instruction. I explain again that I cannot hear what they are saying, and again, they simply repeat the instruction. This is my experience on pretty much every trip through security at SeaTac.

On a recent trip, the lines seemed especially long and confusing. While I was waiting for my turn to approach the x-ray machines and metal detectors, I noticed a TSA agent who had apparently been assigned to walk up and down the lines approaching the x-ray machines and explain...something. I have no idea what. But judging by her gestures and "route" up and down the line, she was clearly giving an instruction to the approaching passengers. It occurred to me that a surprisingly large number of people in this country have a significant hearing loss. Furthermore, at an international gateway airport, many travelers could be non-English speaking. Many people in these groups would not understand the agents instructions.

So why are there not better signs and posters clearly illustrating the steps required to go through the security checkpoint? These could include numbered photos (or carefully illustrated posters) shown in sequence to show what items to remove, how to place shoes and coats in the bins, etc.

2013 12:00:

I have started to carry a button and card that explains I cannot hear in noisy situations, but at the TSA security checkpoint, I would have to remove the button (it's metal) and there is no way to give the card to every TSA agent involved in the process.

How does TSA recommend someone who is deaf or severely hard of hearing make their needs known to the security screeners?

Is TSA in need of assistance in making the security checkpoints more usable for people who are deaf or hard of hearing?

Thank you for considering these issues.

(b)(6)

Duvall, WA

HYPERLINK (b)(6)

Feedback Type : Compliment

Categories : Professionalism; Passengers With Disabilities Current Date/Time : 4/17/2013 12:14:43 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/16/2013 10:00 AM Airline & Flight Number : Delta 1772 (PHX to ATL)

Checkpoint/Area of Airport : [REDACTED]

TSA Employee: (If Known) [REDACTED] (?) Comment : This TSA agent was unprofessional, unorganized, and very rude. This resulted in an extremely inefficient security checkpoint proceedings. She was excessively loud, and rudely pointed her index finger at every traveller. Because of her unprofessional behavior there was a very long line through the metal detector. One specific action should be addressed. During this inefficient line for the metal detector she rudely directed that an elderly woman give up her walking cane to run it through the x-ray machine. Then she put two or three people through the metal detector prior to this elderly lady who after a few minutes was visibly uncomfortable with no place to sit and not having access to her cane to lean upon. I understand the cane needs to be sent through the x-ray machine. But this should be managed gently and professionally so that the elderly lady can give up her cane and proceed directly through the metal detector, or through additional pat-down if necessary, without having to wait for several minutes without her cane or a place to sit.

Would you like a response? : True

Passenger's Name [REDACTED]

Phone Number [REDACTED]

Email [REDACTED]

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I am an airline crew member with a valid airline ID. I was not in uniform, and I was going through C South Checkpoint at Houston Intercontinental Airport. I sent all my belongings through the x-ray machine, and at that time they closed the full-body scanner for "calibration" and sent me through the metal detector, and I did not set it off. After I cleared the metal detector, the TSA Supervisor, [REDACTED] (that's the name he gave me whether it's right or not, I am not sure, but I believe his badge number was [REDACTED]), came and confronted me and started harassing me for my ID. I asked politely why, and he kept asking for it. Finally, he asked if I was working a flight, and I informed him no, at which point he says I have to go through the full-body scanner. I exited the checkpoint and went through the full body scanner. After passing this check, I asked for his Badge Number. He gave me a post it note with his information and asked for my ID. He took my ID and proceeded to leave my sight to the back office. I was not allowed to go with, when he returned I demanded that I have to be in sight of my possessions at all times, and he laughed me off and gave me my ID back, and in his other hand he had made photo copies of my ID.

013 10:02: This happened on 4/17/2013 at 17:43 at the C South Check Point at Houston Intercontinental Airport. I have also emailed the ACLU.

[REDACTED]

HYPERLINK [REDACTED]

[REDACTED]

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

I apologized to the caller for the experience of her passenger. I provided the caller the email address and the mailing address to file a written complaint.

Sent the D RFI to passenger.

I incorporated the flight info in the recent flight info and itinerary.

Incident Details: The caller's friend is blind. She was traveling from San Diego on 4-10-2013 at the TSA checkpoint. The caller said her friend alarmed the WTMD because of her white cane. The passenger in question then was asked to have a patdown. The caller said during the patdown the TSO agent refused to allow the blind passenger to have her cane present. Also during the patdown the TSO explained the process but was very rough with the passenger and knocked her off balance. The caller then requested that the cane be returned and the passenger in question reached her hands out to find the cane. The TSO agent told the passenger to calm down. The caller then at that point requested a Supervisor on behalf of her friend. The Supervisor [REDACTED] advised the passenger's friend to next time contact TSA Cares for assistance for the flight to avoid an issue like this.

2013 1:08: The caller said that she needed assistance with the situation going on in front of him but the supervisor simply told her what she can do for the next flight. The caller said that she told Supervisor [REDACTED] to handle the situation at that very moment. The TSO then advised the cane would have to go thru the x ray screening but the caller's friend refused to put the cane through the x ray. The last time she had her cane x rayed by TSA, it came out broken and unusable so she was reluctant this time. The caller said the TSO agent disassembled the cane and sent it thru the x ray anyway, and the cane did break during screening. The caller said her friend now has a broken cane and wants to report this abuse. The caller provided the flight info for she and her friend.

4-10-2013
approx- 9-10am
flight # 733
Southwest
gate 6

The caller does feel that this was a failure to accommodate to her friend's disability.

The caller stated that she will file the written complaint on behalf of her friend. Since she is blind, she is unable to file it on her own. The caller also wanted to know how to contact the CSM at SAN. I provided the caller the IVR and option 5 information.

The caller also asked how to file a civil rights complaint with a group that represents the blind such as a coalition or group.

The caller said the last time she flew from George Bush Intercontinental in Houston, her metal implant did not set off any alarms. The caller wanted to know why the metal detectors are not detecting her metal implant. The caller said she flew 6 months ago on American Airlines. The caller said when she goes through the metal detectors at the jails her implants set off the alarms.

2013 4:47:56 I placed the caller on hold and spoke with a security specialist. I told the caller I would forward the information for her so it will be reviewed. I told the caller I would send the information to the CSM. I decided not to forward the information to the CSM because the caller could not provide a specific date and time she flew from Houston. The caller did not know the flight number she flew on.

Callers daughter has traveled to Ft. Lauderdale from Long Island twice and she has been pulled aside both times. Caller states that her daughter has flown many other times and had no incidences. Caller indicates that on one of her flights, she was pulled aside and her fingerprints were taken. Caller wants to know why we are doing this to an American citizen.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a pat down on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2013 1:12:33 TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Name: (b)(6)
Phone: (b)(6)

Preston took over the call.

Caller is concerned because ever time her daughter flies out of FLL she is pulled aside for additional screening. Caller stated that her daughter was pulled aside and fingerprinted for a previous flight. Advised caller that TSA does not fingerprint passengers but her daughter could have been screened by ETD. Advised caller that during the ETD testing the officers would have ran a wand with paper attached to the end of it, and then tested the paper. Advised caller that this could be what her daughter confused as fingerprinting.

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On April 8, 2013, my mother (b)(6) 86 year old female, my son (b)(6) and I (b)(6) was at Fort Lauderdale airport flying back to Virginia. We had checked our bags, my mother was assisted by an airport personnel in a wheelchair and we were going through security check. My mother ID consisted of her Social Security Card, a state issued Photo Senior Citizen Card with her signed signature and social security number on the card and a Commonwealth of Virginia Voter Registration Card.

The airport security would not allow her to proceed, he called his supervisor, and the supervisor would not allow her to board without additional screening. He tell me she need a driver's license or a passport. My mother do not drive and she do not have a passport. The supervisor wrote on her ticket NO ID. Two female airport security had her to pass through a metal detector, thorough patdown, her purse and medicine bag searched and her shoes swabbed. No problem found.

Checking your website:

www.tsa.gov/traveler-information/acceptable-ids there are acceptable ID. I don't understand what the problem was with her ID. My mother loves to fly but after what she went through this last flight she says it will be her last. I am very outraged. How would you feel if was your parent?

2013 4:08: (b)(6)
Chatham, Virginia 24531

Date: April 8, 2013
AirTrain Flight 660 Gate: C6
Depart: Fort Lauderdale, FL 7:15 AM
Arrive: Atlanta, GA 9:05 AM
Confirmation Number: (b)(6)
Passenger: (b)(6)

Fort Lauderdale Airport Supervisor Initial: (b)(6)

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)
Phone #: Cell: (b)(6)
Mailing Address: (b)(6) Houston TX 77019
Email: HYPERLINK (b)(6)

What happened?

Leaving St. Croix the metal detector went off. The agent (female) said she would have to do a body search. As I was in a short above the knee dress that was also sleeveless & presently without shoes I assumed she meant pass a wand over me and perhaps lightly run the back of her hands over my body excluding my vagina. She seems intimidating & hostile. She then asked me if I wanted to be searched in a private room. I told her no, my husband was waiting & by this point I was feeling very uneasy. She proceeded to have me spread each leg & she ran her fingertips along the inside of my panties. She did it several times on each side 6-7 times. My husband was watching & I was really upset by this time. One of the fingertip brushes crossed the opening of my vagina. Finally, after about 7-10 minutes she allowed me to join my husband. I felt like crying & was so freaked out. He saw how I had been touched. I thought about complaining but was so scared I would not be allowed to get on the plane & get away from there.

I have travelled a lot, all over the world. I have been searched before but never have I been touched in my privates. This was sexual assault. I'll never go. Back to St. Croix again. That woman is a sex offender that your agency allows to assault women.

When did this happen?

March 31, 2013

Approx. 1 PM

2013 4:08: Our flight was American Airlines Flight 2290

Where did this happen?

Place: St Croix

City: Airport

State or country: US Virgin Islands

Who treated you unfairly?

Heavy set black femal. Approx. 35 – 45 years of age.

Approx. 5'5 inches tall. Short hair.

List anyone else who may have seen or heard what happened.

Name: (b)(6)
Mailing Address: (b)(6) Houston TX 77019
Phone: (b)(6)

Email: HYPERLINK (b)(6)

Have you contacted the TSA Customer Service manager at the airport? NO

Caller:

Caller is calling in behalf of his wife who finds the full body patdown really embarrassing and invasive. She has two knee replacements. She has received a patdown the last three times they have traveled. They travel on Alaska Airline. He wants to know if there is any document she can obtain to be exempt from receiving another patdown.

Advised Caller:

I told the caller there is no way that she can avoid a patdown by having paperwork saying she has two knee replacements. If she is not cleared by the WTMD and AIT then she will have to go through a patdown. If a patdown is required in order to complete screening:

2013 5:39:3

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I am a member of the Pre-Check/Trusted Traveler/Global Entry Program. I have a total knee replacement on my left leg.

According to the TSA web site, the Pre-Check/Trusted Traveler/Global Entry programs allow a qualified person to leave shoes, belts, pocket change, etc. on their person and liquids, laptops, etc. in the carry on luggage. I assume that belt buckles, etc. will set off a metal detector alarm and agents are used to that but would allow a Pre-Check/Trusted Traveler/Global Entry Program to pass.

I have a total knee replacement on my left leg. Like pocket change, shoes, metal belt buckles, etc. the knee will set off a metal detector. So, what is the difference between my Pre-Check/Trusted Traveler/Global Entry Program total knee replacement and the pocket change, belt buckles, shoes, etc.

I joined the Pre-Check/Trusted Traveler/Global Entry Program to speed my passage through security. In most cases, it doesn't. Now that the TSA is going to allow small knives (which I am against), etc., why not also consider total knee/hip replacements?

2013 9:31:f Thank you for your consideration.

(b)(6)

"We spend our time searching for security and hate it when we get it."

(b)(6)

Caller is wanting information on how she can vote for the AIT vs the pat down. She read in the Washington Post that she can vote at the Federal Register website but can not find the voting section on that page. She does not like the screening procedures that are set in place and has avoided flying because of this. She thinks that the WTMD and the dogs at the airport are the only way that should be screened at the airports. She feels that the screening procedures are a violation to her constitutional rights.

2013 10:45:

CCR informed her that we have no information on this and since it was created by the Federal Register she can go through them directly.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

She can voice her opinion by writing to TSA HQ, but caller stated that she isn't good at writing.

Caller went through the checkpoint in SAN and he had to take off his hat they told him that he held this.

When flying through PHX, they made him take this off and put it on the xray belt. When it came out on the other end, there were marks all over this and it was all bent out of shape. He was handed a card by the TSO that told him to call into the TCC.

2013 11:17: CCR informed him:

TSA strongly recommends that passengers remove all items and accessories before beginning the security screening process. Some airports allow these to go through the WTMD with them and some want it to go through so it would be best to just place this in the bin before hand.

A claim form will be sent to him within 7-10 business days to file a claim.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 4/20/2013 6:53:05 PM Airport : HNL - Honolulu International Date/Time of Travel : 04/27/2013 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Traveling with severe sunburn with skin blisters. I always opt out because I do not like radiation risks. Asked to use metal detector because skin hurt badly...was told no by a nasty arrogant worker who proceeded to let an entire group through because they were "a family". Woman came and I attempted to lift my ankle length dress up to knee level to show her the burns and blisters. She "scolded" me for being inappropriate and said "put your dress down now". Then I pulled the sleeve down on my dress to expose the burns and blistering on my shoulders and tries to explain burns were on my chest area and pulled the neck of my dress over slightly to show my chest area. I asked her to not touch these areas. She threw her hands up and shouted, "I'm done". A supervisor came over and got quite close to my personal space and said he could keep me from getting home. I spoke to my husband who was standing on the other side of the gate without stepping out of the footprints on the floor. The supervisor said "You don't talk to him. You talk to me. I talk, you listen. He then called another woman over and conducted their "pat down". The rubbing on the back of my legs broke some blisters and causes pain. But nobody gave a damn. I was never treated with such disrespect in my life. I am contacting my state representative. I thought TSA was supposed to take medical and physical conditions seriously. Guess they still are low paid apes that think they are in charge of everyone. I am a US citizen and human being and was treated like shit. Aloha to travelling by plane again I hope TSA goes broke as a result of government cut backs....and I hope all the workers involved get second degree burns on their useless bodies. And of all places...I just spent a week in Hawaii being told that Hawaii believes all people are family and should be treated as such. Would the TSA apes have treated their mother or sister that way.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

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Caller stated that she didn't want the AIT or walk through metal detector in fear that she'll get radiation poisoning. Wanted to request a patdown and wanted to know what the process would be for a patdown.

2013 1:34: (Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Passengers have the right to request a private screening, and private screening will be conducted in a room or in an area away from other passengers

Caller is in a wheelchair because she is pregnant and has difficulty standing. She told them at the checkpoint that she cannot go through the metal detector. It took 15 minutes to get an agent to check her. An agent by the name of (b)(6) came over and asked the other TSO if she can stand and the caller responded to (b)(6) yes, she can stand and she cannot go through the metal detector because she is pregnant. She was taken around a gate and was taken to an area beyond the WTMD. (b)(6) was rude throughout the whole process. Her stuff had already gone through with her husband. (b)(6) asked her husband which stuff was the callers, and told him not to touch it, and then she asked the caller which stuff was hers. The caller pointed it out and then literally threw it on the belt. The caller stated that there were fragile items in the bag and luckily nothing was broken. Then (b)(6) patted her down. This was at JFK on April 3rd at 10 pm. Terminal 3 via Delta flight number 268 to Tel Aviv.

She wants to file a complaint. She does not think the treatment was disability related just poor customer service, although she feels that people in wheelchairs do not get the treatment they should and TSOs need to be trained in how to treat people in wheelchairs.

2013 1:38: (

I apologized to the caller and told her that the Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller is in a wheelchair because she is pregnant and has difficulty standing. She told them at the checkpoint that she cannot go through the metal detector. It took 15 minutes to get an agent to check her. An agent by the name of (b)(6) came over and asked the other TSO if she can stand and the caller responded to (b)(6) yes, she can stand and she cannot go through the metal detector because she is pregnant. She was taken around a gate and was taken to an area beyond the WTMD. (b)(6) was rude throughout the whole process. Her stuff had already gone through with her husband. (b)(6) asked her husband which stuff was the callers, and told him not to touch it, and then she asked the caller which stuff was hers. The caller pointed it out and then literally threw it on the belt. The caller stated that there were fragile items in the bag and luckily nothing was broken. Then (b)(6) patted her down. This was at JFK on April 3rd at 10 pm. Terminal 3 via Delta flight number 268 to Tel Aviv.

She wants to file a complaint. She does not think the treatment was disability related just poor customer service, although she feels that people in wheelchairs do not get the treatment they should and TSOs need to be trained in how to treat people in wheelchairs.

2013 1:38: (

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Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

(b)(6) stated that he feels there was a potential security threat at Dallas Ft. Worth yesterday evening. He was flying back into the country and had a layover at DFW. When he was going through the TSA security checkpoint, they were getting ready to close and he feels that the officers were not doing their job properly. He stated that they kept making comments and acted very unprofessional. He stated that they whisked him through security very quickly and he even set off the metal detector, but they just told him to go on without resolving the alarm. He stated that he did not feel safe with them performing in this manner.

2013 4:21:0

Advised caller:

I will transfer to the security specialist on duty. I consulted with the specialist first.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/21/2013 5:37:45 PM

2013 6:03:4

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: The TSO working at the metal detector redirected me to the body scanner, and when I declined and requested a pat-down, she tried to patronize me and tell me it's not an x-ray machine. I still declined, and she told me it wasn't dangerous, and I repeated that I wanted to opt out. She then tried to ostracize me and yelled out that "We have an opt-out and the guy won't even stand next to the machine" then rudely told me it would be a long wait, even though I counted almost a dozen male TSO's ambulating around either side of the security checkpoint, and in fact had to wait around ten minutes.

I think it was inappropriate and rude for the TSO to try and disrespect me for deciding not to go through the scanner.

Caller went through security and now has 2 items missing from her purse. She is missing 2 silver coins from her purse, worth \$25 each. They are special mint coins, not a common coin. She bought 13 of the special coins and now she only has 11.

The wheelchair attendant placed her items on belt and the caller didn't observe anyone looking in her personal belongings. Caller was in a wheelchair but she walked through the metal detector.

After she was screened, she got back in the wheelchair and the attendant from the airline that was assisting with her wheelchair brought the items back to her. She said the bag was zipped up when she gave to the attendant and it was open when it was returned to her and she closed it. She didn't think about items being missing from it at the time.

Caller flew from Birmingham, AL to DTW via Delta, Flight #3804, Gate #A7.

2013 9:30:1

Response:

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Birmingham

Birmingham International Airport

205-510-1703

I am TSA Pre qualified and last month I had a full knee replacement.

Unfortunately, the screws in the knee set off the metal detector.

Since I am Pre qualified, the only security issue should be to verify that there isn't anything else on me that would set off the metal detector.

This could be done quickly and efficiently with the hand held metal detector wand.

Instead, I am subjected to the full body pat down and chemical test.

2013 9:58:1 This doesn't make sense because before I had the knee, none of that happened.

I am still Pre qualified.

Please change the procedure in the TSA-Pre line only to use the wand in these situations.

It will be quicker, more efficient and a better experience for all concerned without compromising security.

Thank you for your consideration.

(b)(6)

Yesterday I was travelling from Atlanta, GA to Dallas, TX and went through security at approximately 3:15

While going through security they opened another line and had the traditional metal detector in place. For some reason it kept going off. I had nothing on me. I removed all of my jewelry which had to be sent through the machine which was completely fine with me until they let my jewelry sit there amongst other's belongings until I asked them several times to please pick my jewelry up so it wouldn't be stolen. The gentlemen that were there were completely professional. They thought it could be my underwire bra setting off the detector. At that point I don't understand why I couldn't have gone through one of the other machines that were in the other lines that are mostly used now instead of the older metal detectors. Or why couldn't someone with a wand could have come to isolate the area that was setting off the alarm?

Once they couldn't figure out why the detector went off they called a female to pat me down. She was extremely rude and inappropriate. I was wearing skinny jeans which are form fitting so you can tell there was nothing in my jeans. During her pat down she placed her hand (mostly fingers I'm sure) down my pants and in my panties. I was mortified and almost in tears as this was done in public. As well as it being painful since my jeans were tight without someone putting their hands/fingers in them. She had asked if I wanted a private screening at the beginning which I said I didn't needed however I didn't know the inside of my pants would be searched especially when my jeans were form fitting and you could have easily felt if something was there. I've never had a pat down where hands were inside my pants and pull them out far enough to look down inside. Also as she inspected my breast, her hands were all over them and following every line of my bra including separating my breasts in the middle.

2013 1:18:5

I've traveled many places and many countries. When this has happened before the people have been very nice and not been so invasive. She was very rude, but did apologize when it was obvious she was hurting me because she was wedging her hands in my pants. I've never seen anybody place hands/fingers in someone's pants before at an airport.

I understand the reason for security however if people are going to do this then there should be another witness watching and a private wall set up. I didn't want to leave the area because I had my young son with me as well and didn't want to leave him.

(b)(6)

Lewisville, TX 75077

Disability Description: The caller has liquid medication. She is calling because she wants to get expedited screening. The caller states that she has to undergo additional screening each time that she flies.

Information Request: The caller wants to know if she can get expedited screening and she wants to know why she cannot get a background check and then forgo getting additional screening due to the fact that she has medical issues?

Response Details: The caller did not phone in on the ODPO line. The caller phoned in and was very unhappy whenever I explained to her that TSA was not expanding expedited screening to cover people with disabilities.

The caller believes that she and other persons with disabilities are getting an unfair amount of screening due to the fact that they have disabilities. She basically said that she did not feel like she was being a good citizen because she had to undergo the additional screening.

She stated that she did not necessarily set off the metal detector but she had to undergo a patdown especially at smaller airports due to the fact that she had a medical liquid, Glucerna. She stated that at smaller airports she had to undergo a patdown because additional testing could not be performed.

2013 3:38:2 The caller also stated that she has underwent multiple xray tests in the past and will not undergo AIT. She stated that each time she opts out of AIT she must undergo a patdown. She stated that she felt that the additional screening was a violation of the American with Disabilities Act.

I advised the caller TSA policies were not put in place to make people uncomfortable. I advised her that the policies were in place to ensure the safety of the public as well as the aircraft. I advised her that whenever people needed to take additional liquids on the plane or if they caused an alarm then they would have to undergo some additional screening.

I advised the caller that she could apply for a program such as global entry but that her medical items would still have to undergo some additional screening. The caller feels that there should be some way to prescreen persons with disabilities so that would not have to undergo the additional screening.

Since the caller is complaining about policy issues, I advised her that I would send her information to a disability specialist. I advised the caller that I could not promise that someone would call her but I advised her that I would send her information for review.

Caller flew from LAS to Monterey yesterday and thinks she is on some kind of list because her screening process is beginning to escalate, she was told there was some sort of anomaly that showed up when she went through the AIT. There were 3 in her party and they contacted Allegiant that her mother couldn't make the flight and requested a medical refund, which was refused. Allegiant knew her mother wasn't on the flight and the skycap asked where her mother was. They only received 2 boarding passes and the other individual was on another flight. There were 3 people who traveled, should have been 4. They had to change planes because something malfunctioned with the plane and the skycap called for her mother who had cancelled. Caller states her bag was tagged by the Skycap with the other persons name and her tag was placed on the other persons bag and that bag is missing. Stated the bags were mistagged and she was pulled out of the line and tested for explosives and this is happening too often. Caller says she usually goes through the AIT and has been told an anomaly was detected during the screening.

Response:

Apologized to caller for her screening experience and advised if an alarm triggers or an anomaly shows up going through screening she will have to have secondary screening to resolve and complete the screening process.

Once checked baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. TSA has no jurisdiction over lost or rerouted luggage. We encourage you to contact your airline for their policies on lost luggage, or to file a complaint with the customer relations office of the airline.

2013 5:06:4 If the airline does not satisfy your inquiry, the Department of Transportation's Aviation Consumer Protection Division (ACPD) may be able to help. The ACPD operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Explained to caller once the bag has been screened and cleared by TSA we no longer have access to a passenger's bag and the baggage handlers are responsible for sorting and transporting baggage from that point on to the destination. The changing of the planes and 4 hr. wait was her airline.

Explained to caller the ETD screening process is another way of screening and may be performed randomly, some airports may use this method of random screening more than others.

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Explained to caller the ETD screening process is another way of screening and may be performed randomly, some airports may use this method of random screening more than others.

Caller flew from MCO to SLC to PDX today. He had two souvenir shot glasses that were wrapped in his clothing in his checked bag. He says that when he opened his luggage, one of the shot glasses was shattered. He says that this was not repacked right and now there is glass throughout the bag. There was a NOI in the bag. Caller says that he doesn't know if the shot glass was broken during inspection or if it was not packed right and broken during the time the baggage handlers had it. He says that when they went through the security checkpoint, the officers were more worried about getting people through the line quickly than checking them. He says that before he went through the WTMD he stuck his boarding pass back into his pocket. He says that an officer asked him what he put in his pocket and he responded with his boarding pass. The officer made him take this out and show it to him, then said okay. He says that if it were something he shouldn't have had it would have alarmed the WTMD. Caller says that the officers were arrogant. He says that he had some foil pouches of coffee in his carry on bag and he assumed they would need to take a second look at this, but they didn't. He says that at the checkpoint, he was probably in the 6th or 7th lane from the right if you are looking at the checkpoint as if you are going through it.

Airport: MCO

Airport: Delta

Flight: 303

Time: 7:15 a.m.

Date: 04 22 13

Gate: 73

2013 5:31:3 NOI: Y nothing written on it.

Baggage Check In: 5:15 and 5:45 a.m.

Baggage Claim (b)(6)

Time Through Checkpoint: 5:30 a.m. to 6:00 a.m.

Advised caller:

The officer probably questioned what he put in his pocket because the WTMD alarms for metal items. Non-metallic items do not alarm the WTMD. The officer probably did not pack the shot glass back correctly, which caused it to break when the baggage handlers were tossing the bag.

I explained to the caller that I would send claim forms via e-mail and he will receive them within 24 hours of this phone call.

I would forward a copy of this information to the CSM over TSA at MCO to make them aware of the situation.

From: (b)(6)
Sent: Monday, April 22, 2013 5:58 PM
To: TSA.Ombudsman@dhs.gov
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/22/2013 5:57:51 PM

2013 9:09:2

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA treatment of traveler with Alzheimer's Disease

Comments:

Today I traveled from Columbia SC to Washington DC with my nephew, his wife and children, and my husband who has Alzheimer's disease. We encountered a TSA agent who was insulting and unkind in dealing with my ill husband.

I arrived at LAX this morning and transferred from Tom Bradley International to AA Terminal 4. One of your staff at the security check point at T4 was a total nightmare - screaming and shouting at passengers and shouted at me to remove my glasses and an eye-cover that was around my neck!!! Since when can you not wear glasses through airport security.

2013 2:05:0 She then started shouting at other passengers to not just queue up for the regular metal detector screening but go through the new all-body screen, even though there was a rail up in front of that to stop people going through! Your staff do not have the right to be abusive or to bend the rules according to their own whims.

At the very least, they should do their jobs properly and behave professionally, not like illiterate idiots.

No wonder security in this country is a nightmare. I wish I had taken the name of this individual as she should be fired.

Caller's daughter is flying from ATL to John Wayne and will be having surgery there on Friday. Caller states that her daughter will have to bring a cat with her. Caller is requesting that, due to the cat's nature, I guarantee that the cat can stay in the carrying case.

Advised Caller:

Enhanced security measures require that all passengers and their belongings undergo security screening at airport checkpoints; this includes service animals and pets. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

2013 2:18:1 If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Caller requested that she speak with a supervisor, Missy took the call.

Name: (b)(6)
Phone:

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Name: (b)(6)
Phone: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/23/2013 2:30:23 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Mon Apr 8

Flight 211

Depart San Jose (SJC) on Southwest Airlines at 09:35 AM

Arrive in Phoenix (PHX) at 11:20 AM.

Comments: This was another terrible experience with TSA. Several issues:

#1 inappropriate screening/pat down screening. I was directed to walk through the metal detector, then was escorted to a private area, and given a very intimate pat-down. My doctor doesn't even grope me as much as the TSA employee did. The employee felt my chest, armpits, back, buttocks, legs, thighs, testicles, and overall groin area. I was very upset.

#2 Inconsistent screening. Never before have I received such an intimate pat-down.

#3 Long lines. The TSA employees were slow. Half of the machines were shut down so we were filed into 2 or 3 areas. I arrived early and still almost missed boarding my flight.

This is a violation of my privacy, civil rights, and general human courtesy. I hate flying because of the TSA process. Horrible, horrible, horrible operation going on here.

They were screened in Greensboro and Salt Lake on the initial trip.
At Phoenix on the return trip she walked through the metal detector and it set off the machine and she got a patdown instead of the AIT.

In the screening process his wife was told by TSA Officers that it was OK to go through the AIT machine wearing her insulin pump.
They just called the manufacturer they said the Animas pumps have not been tested for magnetic fields so they do not know if it will affect it.
It could cost them a lot of money later if it causes an issue.

I asked if the pump is malfunctioning.

At this time the pump is functioning alright but he said this could have caused an issue which could potentially be life threatening.
He is upset that the Officers said it is safe. They said it is not like X Rays.

Told him all the information I have is regarding how to be screened.

We do not have information either way.

I explained ultimately it is the passengers responsibility to know if their equipment is safe with the screening equipment.

She does have the right to Opt Out of the AIT and have a patdown. Signs are posted at each AIT location advising of this.

2013 1:00:3

He insisted on registering a complaint. Told him I will send over his complaint and I need the date and time of the AIT screenings.

He told me that she was screened:

3-26-13 Greensboro at 3:30 PM She was at screening around 2:30 PM They Flew Delta.

3-26-13 Salt Lake at 12:30 PM She was at screening around 11:30 PM . They Flew Delta

In reviewing notes the times did not seem right.

Also at the beginning he said it was the 27th when they began their trip.

Did a callback:

(b)(6) said she is unsure of the dates so call her husband at (b)(6)

She also said she cannot remember which airport it was that had her remove her pump and send it through the machine.

She said it was all a case of mishandling.

Told her I will call her husband as I need to be sure of the information in sending up the complaint.

Called (b)(6) and explained the discrepancies of the information given. I realized he confirmed 2 different dates and the times of day do not seem right either.

Caller works for United Airlines at the Newark Airport. He was calling for his nephew. His nephew flew on 4/23/2013 from LaGuardia to FLL and then to Santiago, Dominican Republic on Spirit Airlines. He did not have the flight number. His flight was at 7 pm and he went through the checkpoint between 4:30 and 5 pm. He had a laptop and a new nitron camera in a bag. He did not take the laptop out of the bag. The TSO told him that the laptop would have to go through the metal detector again.

The TSO took the laptop out of the bag and sent it back through. He said that he went through the checkpoint to the left of the Spirit counter. When he arrived in the Dominican Republic he found that his new nitron camera is missing. Caller wanted a claim form emailed to him.

2013 3:39:3

I gave information per: <http://www.tsa.gov/airport-lost-found-contacts>

LaGuardia Airport

718-662-5043

I gave the following information: TSA regrets that you found items missing from your carry-on luggage. TSA To file a claim you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once the Claims Management Office (CMO) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about your claim.

I emailed him a claim form. I advised him that I would forward his record to the CSM at LaGuardia Airport for review.

I am writing in regards to an incident that occurred on Saturday, April 20th at around 4:00pm at the Hartford, CT airport (BDL). I entered the TSA security area as I have many times before. A female TSA officer asked me to remove my bracelet, so I immediately followed her instructions and placed my bracelet in the bin to go through the scanner, and walked up for my turn to go through the metal detector. When I retrieved my bin after the check, my bracelet was broken. The clasp had been torn off and several of the silver balls were scattered throughout the security bin. I was very sad and a male TSA officer witnessed the incident, and told me that I actually did not have to take my bracelet off; that it was optional. This was not told to me; I thought I had to do what the female TSA officer said and know better than to cause any commotion at an airport by questioning authority. A supervisory male TSA officer (b)(6) then came over and told me that I could fill out a TSA comment card and be reimbursed for my bracelet. So, that is what I am doing in this email.

Please see below for a receipt for my bracelet. It was \$32.00. Will you please have a new bracelet mailed to me, or have a check mailed to me?

Thank you,

(b)(6)

St. Petersburg, FL 33701

2013 3:51:1 HYPERLINK (b)(6)

PS My flight was with US Airways to Charlotte (Flight 1047) then Tampa (Flight 1471).

Confirmation (b)(6)

----- Forwarded message -----

From: (b)(6)

Date: Wed, Apr 24, 2013 at 2:11 PM

Subject: Fw: Shipping confirmation for your RalphLauren.com order (b)(6)

To: (b)(6) <HYPERLINK (b)(6)>

--

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 4/25/2013 5:23:10 PM Airport : MIA - Miami International Date/Time of Travel : 04/25/2013 6:10 PM Airline & Flight Number :

Checkpoint/Area of Airport : concourse D checkpoint 2 TSA Employee: (If Known) :

2013 6:03:4 Comment : The checkpoint seems understaffed. Time through this checkpoint was approximately 25 mins. Only one millimeter wave machine/metal detector is running. This is common on Thursday afternoons, in my experience.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

I would like to complain about how I was treated by a TSA officer at a checkpoint. Chicago O'Hare. Terminal 1, checkpoint 2, 9:00 p.m. (+/- 5 min) April 25. The officer was white, 40s, slightly balding, and mentioning his need to go on break.

Our conversation was something like this:

Me: "So who gets to use the metal detector?"

Officer: [misunderstands question] No. [pause, no response] It's for airport employees. Are you an airport employee? [pause, no response from me] Negative. You can get out of line and have a pat-down. Would you like a pat-down today?

'013 10:09:

It was a polite question that got a rude response. While I am a patient person, I find it appalling that our country is represented by rude officers to thousands of international travelers. Even more concerning is his need to remind me who is in control, by his use of "pat-down". It was completely inappropriate, and I'm sorry to say I have seen power-tripping in TSA employees before. Please get this under control.

I recorded this while sitting at my gate, so please be assured it is an accurate account.

Sincerely,

(b)(6)

To whom it may concern

Between 1130 hrs & 1200hrs on Friday 26th April I checked in at the delta terminal at JFK airport. Whilst going through security I am pretty sure I have now dealt with the rudest apathetic group of people in the airport security world! This is my first time travelling through the USA since that terrible day in 2001, so I am still getting used to your procedures and am travelling with two children! Your staff all have a sour look on their faces. I was trying to ask the guy at the metal detector if I needed to remove my shoes, I had to ask twice a got a look like I was an idiot and I think a nod of the head! When we were trying to get organised at the other side which had been clear prior to us all of a sudden my children were asked to move so that one of them could push a trolley full of trays away. I then asked one of them standing on the side about my wife returning through security because she is a smoker, he managed to look up from his phone for a second to mumble about I D and boarding pass before looking back down at his phone and continuing with his text/facebook or whatever he was doing! I am sure someone will say something about the stress of law enforcement etc, well I can say that I have been a front line (general duties/patrol) police officer in Australia for 13 years, and if any of my members were acting that way I would definitely have words to say about there attitude. I don't expect a brass band welcoming committee just some common courtesy and not to be looked at like an idiot!

2013 4:06:4

Thank you for your time

(b)(6)

Sent from my iPhone

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Screening (ALT, Patdown) Current Date/Time : 4/26/2013 3:49:01 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I use the TSA Precheck and depending on the airport I sometimes set off the metal detector. I have an 8"x1/2" titanium rod inserted into my left lower leg. When it goes off they say that it was my lower legs. Why does this then precipitate a full body pat down? My groin does not set it off, my shoulders and chest are not setting it off.

2013 4:07:1

Also when they start to explain the pat down process doesn't it seem reasonable that a known traveler in the Precheck lane would know these procedures? It seems like they could simply ask rather than going through the whole speal when it would not be necessary.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

Sent: Friday, April 26, 2013 1:28 PM

To: TSAExternalCompliance@dhs.gov

Subject: Issue at Reno airport on 2/25/2013

To whom it may concern,

Apparently I have been sending my issue to the wrong email address. I have written 2 other times on this issue, but have never received a response. I will try again.

2013 6:16:3

On 2/25/2013 I was traveling from Reno to Phoenix. Unfortunately I do not have the flight number at hand. I can tell you that my flight departed Reno at about 12:40pm. I was flying US Airways. Somewhere around 10:30am I was in line to go through the checkpoint at gate "C". I was with my girlfriend. In front of me in line were two people who had "CREW" tags hanging around their necks. The first was an African/American man. He took his shoes off like all of us, and placed his bag on the conveyor belt and walked through the metal detector. Like WE ALL do. The second was a blondish white female. She struck up a conversation with the TSA person standing by the scanner. I noticed she placed her large cup on top of the conveyor belt machine. She then walked through the scanner. She never took her shoes off as she laughed with the TSA person monitoring the scanner. As she passed through I noticed the TSA person reach up to take her cup off the top of the machine. The TSA person then handed the cup to the "CREW" person. The cup never went through the "x-ray" machine, and the TSA peson never even took the lid off the cup. It wasn't a small cup either. It looked more like a large coffee cup one might get at a coffee store. The "CREW" member then continued on her way.

I thought this transaction was a bit odd so after I went through I asked to speak to someone in charge. I was directed to the elevated desk where (b)(6) introduced herself as the person in charge. I told her what I had just seen, and her immediate answer was "she's a crew member. If she wanted to crash the plane she could do it with less than a cup of coffee". This reply came across as very unprofessional and very confrontational. I immediately told her so. I explained that I have to take my off my belt, watch, nng, hat, sweatshirt, shoes any tiny piece of paper has to come out of my pocket, and this person has to do none of it? I also pointed out that the "CREW" member in front of her followed the rules. That is when another TSA employee who was standing there the whole time chirpped in. This TSA person was a bit overweight, white man in his 20s. He told me If I wanted to know why the "CREW" member got to go through like that I should ask her. That seemed very ignorant on his part. I thought by going to the TSA person in charge I would have gotten much more of an intelligent response.

From: (b)(6)
Sent: Saturday, April 27, 2013 2:56 AM
To: tsaexternalcompliance@dhs.gov
Subject: Issue at Reno airport on 2/25/2013

Thank you for your email message. We appreciate that you took the time to share your concerns with us.

Because the described incident occurred at a security checkpoint, we have forwarded your email to the Customer Service Manager at the given airport.

2013 10:58:

TSA monitors the nature of inquiries we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We also encourage you to check the latest information at HYPERLINK "<http://www.tsa.gov>"www.tsa.gov.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that

Hi,

My name is (b)(6). I work on the North Slope of Alaska as a contractor to ConocoPhillips. I have a disability. I contracted Polio during the 1940 to mid 1950s epidemic and have to wear braces. At the Anchorage Alaska Airport on April 16, 2013 I told the young man I wear braces and cannot take my shoes off. I have trouble standing in one place and have difficulty standing in the new screening device. If there were a handle to hold on to at the top of this device I would have no trouble. But there isn't so I cannot go through the new screening. He challenged me as to how I was walking and said "you seem to walk just fine to me".

The discussion elevated to an argument about whether I was going to be let through the screening area or not. Finally another TSA person came and got me and took me through the line. I was instructed to take off my shoes. To which I said "Okay you are making trouble for me, I will make trouble for you". When I pulled up my trouser leg they said "You wear braces". To which "Yes and I told that idiot out front, I had Polio at age 4 and wear braces and could not take my shoes off".

Now I am still working and was on my way to catch the company charter plane to the North Slope. I am 72 years. I am a white male U.S. Citizen and have worked overseas in areas such as Indonesia and Ivory Coast, West Africa. I have a disability. I have weak calves and ankles due to Polio at age 4. I carry a US passport and have traveled extensively in Europe and South East Asia. I strongly object to the way I was treated by these new hires in TSA. I can ask for a private screening but until now have never had a reason to.

Why are American citizens hassled when going through the security screening? I really believe the new device should be friendlier to disabled travelers or let disabled travelers go through the old metal detectors without question or hassle. My braces are made of carbon fiber and do not have any steel parts, I will not set off the alarm. What is with TSA on these issues?

2013 3:06:4

Regards

(b)(6)

(b)(6)

Broken Arrow, Oklahoma 74014

Home: (b)(6)

HYPERLINK (b)(6)

Caller flies from BWI but does not know which line to get in. She has a joint stent and the WTMDs always alarm and then she has to have a patdown. She is in her late 80s.

2013 5:56:3 Advised caller:

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

Caller flies from BWI but does not know which line to get in. She has a joint stent and the WTMDs always alarm and then she has to have a patdown. She is in her late 80s.

2013 5:56:3 Advised caller:

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT).

Good afternoon,

My name is (b)(6) and I would like to report a concern re a TSA employee at the Kennewick/Pasco PSC Airport today April 28, 2013 at 4:30pm.

While traveling with my fiancé, after placing my items and bag on the xray belt, (b)(6) addressed me to please reposition my bag. I did this immediately and positioned the remaining bags in a similar fashion. (b)(6) then asked me whether I trusted my traveling companion (fiance). I said that I did and went back to stand with him. We then waited for our bags to start through. (b)(6) left the metal detector directly after I went through (prior to my fiancé going through) and stated that he needed to go through my bag. I felt very odd at this moment that he was targeting me.

He then proceeded to empty the entire contents of my gym type bag except the shoes. He even attempted to open my small red wallet, but was unable to understand the clasp. He then wiped everything down individually and sent the bag and the contents back through separately.

2013 8:12:00 When this was complete, he motioned me with his index finger to follow him to the repacking area. He proceeded to repack my bag and patronizingly explain to me how to pack my bag. Quote..."This morning when you woke up and packed your bag, it was an unfortunate sequence of events. You packed in such a way that the xray machine was unable to distinguish your two cell phones which were packed together." I had been quiet and compliant throughout this odd experience and politely thanked him by name at this time. I was unclear whether he was sexually harassing me or just simply targeting and harassing me today. It was very unpleasant and uncomfortable and extremely unprofessional. I am frequent traveler, holding Platinum status with Delta and MVP with Alaskan Airlines, so am not unfamiliar with the TSA screening process. In addition, I am an employee and surgeon for the Veterans Administration Health Care System and am very familiar with federal government security processes. My experience today, was as stated above, very unprofessional, personally invasive and bordered on targeting vs harassment. It may be advisable at this time to re-educate/remediate some key TSA employees at the Kennewick/Pasco Airport including (b)(6). Thank you for your time and attention to this matter today.

Sincerely,

(b)(6)

Response Details: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

I explained that I can forward her concern to the appropriate office for review. I explained that I can email the information to her regarding the written complaint.

2013 12:35:00 I apologized to the caller for the situation.

Email sent.

NOTE:

I tried to call back for further details regarding the EWR incidents, however the number was busy. Sending to ODPO and CSMs for review anyway.

Incident Details: She stated that he has a ostomy and he has a pouch. She stated that today, at SDF, he had to empty his baggage completely. She stated that his hands did not pass the search, so he was taken to a private area and basically strip searched. She stated that they took a granola bar from him. She stated that he has to have certain foods for his condition, in the event he is not able to relieve himself on the flight. She stated that they would not give their last names and badge numbers to him at the checkpoint. She stated that his ostomy is a private part of his life, and he does not want everyone knowing about it. She stated that he used the blue card to let them know of his ostomy. She stated that he was treated as a terrorist.

She stated that this happens at EWR all the time, however not usually to this extent. She stated that in the past at EWR he was required to expose his ostomy bag by lifting his shirt. No specific details were provided regarding the incidents at EWR.

She stated that she does feel that this is disability discrimination because, if he did not have the ostomy this would not have happened. She stated her son does intend on submitting a complaint in writing.

On this occasion, he was at Terminal A at SDF, flying to EWR. She stated that the supervisor was (b)(6). The TSOs that were involved (b)(6) (male), (b)(6) (male), and (b)(6) (female). They conducted his screening. She stated that he

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/29/2013 1:02:09 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 03/11/2013 1:54 PM Airline & Flight Number : Frontier Flight 138 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : I am a transgender woman and I experienced a situation at the security checkpoint. After stepping out of the metal detector, I then had a male security guard touch my breasts and I know that it is supposed to be done by a female. I did not

2013 2:59:2 catch his name, but I was rather unnerved to have a man touching my breasts.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller want to know the policy regarding the AIT. The caller opted out of the AIT due to pregnancy and was not allowed to go through the metal detector at IND. She was made to have a patdown. She travels every week and IND is the only one that requires her to have a patdown instead of going through the metal detector. The caller said the website states that if you do not want to go through the AIT you can go through the metal detector.

2013 4:32:0 Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

A passenger can request to be screened by imaging technology if it is available or can request to be screened using a thorough patdown, but cannot request to be screened by a metal detector in lieu of imaging technology or a patdown.

<http://www.tsa.gov/traveler-information/advanced-imaging-technology-and-walk-through-metal-detector>

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy to the Customer Service Manager (CSM) at IND.

Hello,

I would like to complain about the TSA screening service I received at ATL Airport on Friday, April 26, approximately 12:50PM.

The incident took place at scanner 22 with a male TSA agent. After seeing a mother and child bypass the body scanner and go through the metal detector, I requested that I too avoid the body scanner and simply go through the metal detector. Instead the agent said "No, you have to go through the scanner." I did not reply back and did go through the scanner, then was asked to wait outside. Another agent asked if I had anything in my pockets and I replied "No," and received a brief 5 second pat down outside the scanner on my backside where my pockets where. After nothing was found, I was then instructed to wait again, and follow a female agent to have my fingers tested for residue. After I passed, I was free to go.

2013 6:14:4

My complaint is three fold. First, asking to bypass the scanner is not only allowed, but the TSA agent should inform the passenger that this is possible but going through the metal detector and a standard pat down is required if bypassing the body scanner. The agent did not inform me of this right, even though it is standard process according to the TSA blog. Second, I watched approximately 20 people ahead of me go through the body scanner, and none received a post body scanner pat down. Finally, I would like to note that I was again singled out and required to go through the hand residue test.

All that I ask is that you inform the team at the ATL about the scanner opt out request and ensure they are fully trained. That is all, thanks.

--
(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/1/2013 10:52:57 AM Airport : BOS - Logan International Date/Time of Travel : 04/18/2013 4:15 AM Airline & Flight Number : United 1218 BOS-SFO @ 0600 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : (b)(6) (female) Comment : Husband and wife traveling with our 12-month old son. I, the husband, was holding the baby. Female screener (b)(6) guarding the walk-through-metal-detector (WTMD) directed my wife to the millimeter wave (MMW) Nude-O-Scope (NoS), causing me to hand the baby to my wife, myself be directed to the NoS with a dirty look from the screener, and opt out.

Unpublished but obvious TSA policy for quite a while has been that all parents traveling with a child under 12 are allowed through the WTMD and able to avoid the NoS or opt-out process. This screener insisted on separating us, and the male-assist who performed my opt-out grope defended her and claimed it was SOP to send only one parent through the WTMD. This is blatantly false as evidenced by my many trips with this baby through many airports, including BOS, in the past year where we 013 12:04:4 have not been separated.

TSA unexpectedly separating myself from my wife during this period made it much harder for her to re-pack our property, protect it from damage and potential theft, and simultaneously handle the baby. It also backed up the x-ray line. Male assist performing my opt-out grope claimed that he didn't care since he was paid by the hour and not per passenger screened. That is evidence of classic government-bureaucrat mentality.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/1/2013 5:53:04 PM

Airport : PHL - Philadelphia International Date/Time of Travel : 05/01/2013 9:30 AM Airline & Flight Number : USAir 1489 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

Comment : I was witness to very rude, disrespectful treatment of the traveler two people in front of me in line, going through the screening process. At the head of the line, the traveler asked if he could NOT be screened as he was concerned about electromagnetic energy from the machine, as he was trying with his wife to have a baby, and as a physician there were concerns about electromagnetic energy and birth defects (he was very polite yet serious). The nice TSA lady said she didn't think the machine emitted energy, but that he could request a pat-down instead of the metal detector. At the point of going through the metal detector, the traveler very politely asked for the alternate/pat-down screening. Three TSA representatives and what appeared to be a senior officer were involved, telling the man that he must go through the metal detector and that he was in the wrong line for a pat-down, and that he needed to go through now as he was holding up the line. The man, continuing to be polite, said that he had been told he could request the alternate, and if he could be directed to where he needed to go, he would comply. At this point, the senior officer raised his voice saying that the traveler had two choices: He could go 013 8:43:2 through the metal detector now, or the officer would alert the air line that the traveller had refused to be scanned and he would not be allowed to fly today or perhaps in the future. The officer said this at least three times, in a loud and intimidating voice until the man complied. I am writing because it is shameful that this traveler was subjected to such treatment, particularly when he had alerted the earlier TSA agent of his wishes and was just trying to do what he could to ensure that he would have a healthy baby. The traveller tried to be polite and was bullied by the senior officer. I regret not getting the man's badge number or name, but quite frankly, I was worried that he would then come after me as a possible accomplice to whatever crime he felt the traveller had committed. The traveller had what might have been a Scandinavian accent, which further upset me that he was a guest in our country experiencing such rude treatment and lack of respect for his rights. I have a lot of respect for what the TSA and law enforcement folks are trying to do to protect us, but the senior officer's behavior was wrong and embarrassing. I was compelled to write as I hope the traveller has also filed a complaint, and mine can serve to support him.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller indicated that the female document checker had problems with his TWIC card that he presented for ID. The female TSO (b)(6) medium build, black hair) accused him of tampering with the TWIC card; however he was permitted to enter the checkpoint.

A blonde female TSO that was very nice and polite pointed out that he had forgotten to remove a cell phone in his pocket.

He passed through the WTMD with no problem; however a male TSO by the name of (b)(6) Lead Supervisor) roughly grabbed his shoulder and indicated that his pants were too baggy and that he would have to conduct a pat down. The caller feels that there was no reason for the pat down and that he was deceived. The caller indicated that he was wearing Wrangler boot cut cowboy cut jeans and when pulled out at the thigh there is about two inches of slack fabric, less than the pants of the TSO uniforms and regular slacks worn by other passengers. The TSO roughly touched his private parts.

The caller asked if there was video of this.

The caller indicated that he doesn't like that he cannot always see his things during the screening process. He indicated that he has not been able to maintain line of sight with his items. He should be permitted to collect his belongings and bring them with him if additional screening is required.

013 8:41:3 TSA still owes him \$850 for cross and chain piece of jewelry that became missing a couple of years ago as it he was required to remove it at the checkpoint. It was never found. He indicated that he did file a claim and it was ignored.

He indicated that he did not like the attitudes from TSO's as they act like their have God like status and if a passenger disagrees with a TSO, the TSO can prevent them from flying or get them arrested.

The caller indicated that he would like to provide kudos to the two female TSO that were very nice and polite.

The caller asked if there was a restriction in regard to powder and a fungal powder was not permitted. He indicated that screening for residue was not conducted.

The caller indicated that he requested a contact number from one of the female TSO's and indicated that he didn't want to speak with anyone at the airport. He indicated that he didn't want to speak with a supervisor however the TSO Lead (b)(6) came over and was rude to him (b)(6) provided a comment card which the passenger completed and placed in the appropriate box.

The caller stated that this is the only airport that requires him to remove his shoes and place on the conveyor belt. Other airports require that the shoes be placed in a bin and not on the conveyor belt directly. TSO are hard on passengers if they don't place shoes on the conveyer belt. They badger people and TSO make their own rules.

The caller asked how long he should allow for the CSM to contact him back.

I apologized in regard to the experience and advised that I had documented all of the information provided. I explained that TSA monitors the number and nature of complaints that are received and that I would also refer the information to the CSM at

Feedback Type : Security Issue

Categories : Duration of Screening Process; Pat-down Current Date/Time : 5/2/2013 1:34:42 PM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : TO whom its my concern,

My name is (b)(6) I'm been working for LAX for the last 4 years with Virgin Australia under the contract of Virgin America. On April 30, 2013 around 8:30pm, I had an incident with the TSA females at terminal 3. It all started when I was going through security with a wheelchair passenger. When the wheelchair was taken in to do a female assist. During that time I was walking through the metal detector, the alarm went off. I went in the first time, TSA asked me to put my badge in the machine, then walk in again. Alarm went off again so that's when TSA decided to get me a female assist. While I was waiting, I asked TSA if I can get my badge back because I don't feel safe without it. She kind of gave me a attitude just because I was asking for my badge. Then, when I went through with TSA, she asked me what else do I have in my pocket. My answer was my money, then she asked me to take it out and put it in the container; as well my shoes, belt, and ring. When I did that she took the container and walked away. I ask her excuse me why you taking my money, can you please leave it on the table. I don't see the need for you to put the money on ex-ray belt. Then, she took my stuff to the ex-ray belt, other TSA staff approach me to give me instructions on how is the procedure of pat down. When she started with the pat down, I felt uncomfortable and humiliated knowing that I been working at the airport for the last 4 years. In the other hand, TSA she should only said, remove your belt not your badge maybe I would've not gotten the pat down. Also, when I went back to get my pen from the table. The group of TSA that checked me and wheelchair passenger. They making me feel humiliated and they were laughing I got a pat down.

013 2:26:4 I understand that all of us we have instruction's to follow and work to do, but all with Respect, "Not with humiliation".

Please take this inconsideration for future customer's or staff.

Thank for your understanding,

If you need more information

please call: (b)(6)

Thank You

Would you like a response? : True

Passenger's Name :

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/2/2013 11:18:58 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/02/2013 5:30 AM Airline & Flight Number : AS2153 Checkpoint/Area of Airport : In between D and C gates TSA Employee: (If Known) : Very Large Person that I would recognize if I saw them again.

Comment : I travel regularly for business. I know the routine well and comply with all regulations a requests. Today I saw the worst of TSA. As I was going through the metal detector there was a beep. The agent said it was a routine random inspection. No problem, he told me to wait there and someone would come to get me. So I waited. Next, a very large woman walked toward me, unable to make herself take the walk all the way and she said something like I told you to follow me, in a very mean and terse tone. So, I headed that way but went to the belt to get my things. She made no attempt to bring my items and she yelled at me not to touch anything. I asked her if she was taking personal responsibility for my wallet, personal items and laptop. In a huff she grabbed part of the items and said again in a terse tone, follow me. I tried to get the rest of my things and she yelled at me. So, I left them there. We got to her station and she used some tape thing on my hands that burned, put it in a machine and walked away. She didn't say a word other than to turn her back. I stayed there waiting to be released. Finally after walking away, she said you can get your other things. I asked to see her supervisor and talked to that lady. She said she would address it. (Will she really? The supervisor said the other person was supposed to gather my things and bring them with me to the station, but obviously she had no intention of doing that until I asked her if she was taking responsibility for my items.) Being treated like a criminal by a gruff mean spirited person that is too lazy to do her job is not what I expect out of TSA or anyone. I understand the importance and am glad we protect our travelers. The random checks are fine too. But usually you get told it is random and what they are doing and a friendly demeanor. This person thought she could treat me like dirt. I hardly look like a terrorist, unless you consider a white, protestant, 53 year old in a suit with nothing on him, to be a threat to national security. This kind of thing needs to stop. I am angry at the lack of professionalism and suspect this person is a regular problem based on her attitude.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

In 1998 I had a total hip replacement (all metal).

I am very sorry to hear that the TSA will soon discontinue use of Advanced Imaging Technology (backscatter and/or millimeter wave), which was very convenient for people like me. I travel fairly frequently, and am wondering if there is anything I can do (pre-screening, etc.) to avoid a full pat-down every time I pass through security, because I know my hip will set off the metal detector.

Respectfully,

013 2:20:2

(b)(6)

(b)(6)

Feedback Type : Complaint
Categories : Disability Complaint
Current Date/Time : 5/3/2013 6:53:47 PM
Airport : SMX - Santa Maria Public
Date/Time of Travel : 04/30/2013
Airline & Flight Number : SkyWest

013 7:58:5

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have bilateral knee replacements and fly from SMX at least four times yearly. In the past few years, I have successfully used the body scanner without being discriminated against due to my knees. This trip, I found out that the body scanner at SMX had been sent to Fresno and I was forced to undergo a body patdown after setting off (obviously with my knees) the metal detector alarm. This discrimination is unfair!! Please obtain a replacement body scanner for the SMX airport so that all passengers will be screened fairly! Thank you, (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/4/2013 1:30:29 PM

013 3:19:5

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): this is normal for the last couple years. 6 different times. :

Comments: My daughter uses a insulin pump and every single time she flies she gets abused by the TSA in Tampa. Intimidation must be part of the training because it is the norm for TSA to push her through the screening process when her pump manufacture tell her not to go through the metal detector. No matter who she gets the TSA agent argues with her each and every single time. She dreads flying out of Tampa more than any other airport. This time during the arguing her carry on was out of site and she asked for it and the TSA agent told her she should have thought of that when she wouldn't go through the scanner. The pumps cost 2 to 3 thousand dollars and she has replaced one already. How insulting and unprofessional.

013 12:56:0

What is the point of showing your boarding pass twice before you go threw the check point where tsa checks your Id then pass . I do no Not under stand why I have to show again before I go threw a hole body scanner . That is telling me you dnt trust the tsa agents who scan your boarding pass then Id . Also I have notice that. This airport security is so slow it should not take that long to go threw security . Metal detectors should be a option not fenced off . Your airport is deficient in getting passengers threw in a timely manor . You should look at Boston Logan airport and model after them maybe you will be able to process passengers threw security in a timely manor .
Sent from my iPhone

013 9:25:2

The caller is a frequent traveler at ORD. The caller state that TSA admitted there is a flaw in the screening process. The caller states that due to the sequesterian the security is being compromised. The caller states that due to the long lines they are opening up lanes and letting people go through the metal detector instead of the AIT. The caller wants to know why they are being allowed to go through the metal detector. The caller states that if very alarming because a passenger could possibly get through screening with a bomb and it be undetected by the metal detector. He went through screening today and last Wednesday and very upset because he feels this issue has caused the TSA checkpoints to become less secure than before.
The caller states that it is very risky to let passengers go through the metal detector. The caller states they can email him and give him a phone number if they needed or wanted to talk to him.

Because your complaint concerns security screening at a particular airport, we have forwarded a copy to the Customer Service Manager at ORD.

013 12:11:1

The caller has two knee replacements. The caller said everytime she travels she has to go through the metal detector and she has to receive a pat-down. The caller said she always has to go to a private room and have a pat-down performed again. The caller said she is a 78 year old woman and she is not a threat. The caller said she will be traveling again and she wanted to know what she needs to do to avoid this happening.
I told the caller if she goes through the metal detector or the AIT and alarm sounds or an anomaly appears she would have to under-go a pat-down. I told the caller she would have to under-go a pat-down even if she tells the officer she has the metal implants. I told the caller she can request to speak with a supervisor.

She stated that they were coming through PHX to BUR today, and went through security around 7:25-7:30 a.m. Her husband has 2 knee replacements, and generally he goes through the AIT, but there was only one of those available, and it was at the other end. She thinks that there should be a sign saying that any passenger with metal implants would need to go to the specific line that has the AIT. The lines weren't long at all, and they got to walk up and go right through, but because there was no sign there saying that he should go through the AIT because of the metal implants, he got a patdown because he set off the WTMD. She thinks that the patdown was too much for an 88 year old. She doesn't understand why they didn't have them all open. Once he went through, and was patted down, they sent him back through.

Flight details below:

Airport: PHX

Airline: Southwest

Flight #: 3384

Went through security: 7:25-7:30 a.m.

Departure Time: 9:25 a.m.

Departure Date: 5-6-13

Terminal Gate: 4 C6

Advised Caller:

I told the caller that I would send her information up to the CSM at that airport so that they would know that she was upset about the fact that there was no sign, and that she thinks there should be a sign set up so that passengers can know if they have metal implants then they should go through the line for the AIT.

Dear TSA Customer Service,

Going through your security checkpoint at Newark Airport, Terminal A, was a frustrating experience on May 3. My plane from Glasgow, Scotland, landed at 11:30 am. My next flight out of Terminal A was scheduled to take off at 1:09 pm. There should have been enough time to make the flight, but your security checkpoint was a major bottleneck that day and I missed my flight by minutes. The result was I had to go to a different terminal and wait for another flight at 3:30.

Some details: My flight number was UA 4129K to Washington, Reagan, taking off from Gate 26 in Terminal A

The problems began upon arrival at the Terminal A checkpoint. The line spilled over beyond the main waiting area. People were asked to stand across from the main queue to allow other airport patrons to pass through. Meanwhile, the priority boarding line was empty and being tightly controlled by a TSA rep.

Once through the area where boarding passes were checked, a long line formed down a narrow passageway. TSA agents told people to keep moving down, which we did with some difficulty (because it was narrow). I ended up at the 4th screening area, where there was virtually no movement for 15 minutes or more. As I got closer, I observed some problems. The TSA agent wanted people to present their boarding pass (which presumably they had already done when they entered the area), but informed one patron after she had already put her carry-on items and boarding pass through the screener. She had to get it and present it to the agent. For some unknown reason, a man in a wheelchair and his wife waited in front of the metal detector for about 10 minutes before they could pass through. A couple who had a metal water bottle in their carry-on brought everything to a halt. Instead of being asked to step aside so their luggage could be searched, everyone had to wait for this issue to be resolved.

At no time did any TSA agent ask patrons about flight times and attempt to move people through faster so they could make their flight.

Maybe the airport is dealing with space issues at this checkpoint? I realize it's important to screen people before flights. But right now, this process is really inefficient and would think twice before flying through Newark again.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/7/2013 9:51:28 AM

Airport : SEA - Seattle-Tacoma International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : There needs to be consistency in the level of sensitivity of the metal detectors for PreCheck to really be effective. I have gone through various airports in which the detector doesn't go off, goes off because of my belt, goes off because of my shoes or both my belt and shoes. It starts making PreCheck a hassle when I have to re screen three times when the point of it is to be able to walk through.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller: Arrived from Argentina. During the screening at the checkpoint before going to Miami customer was stopped for additional screening. Stated that a female officer asked her to many questions.

Location: Miami International.
Gate: Not provided
Airline: American Airline
Flight #:490

'013 9:06:4

Advised: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Tried to get more info but she said to forget the complaint after advised is a random screening.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 5/7/2013 11:57:16 PM

'013 7:58:3

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 1699

Comments: I was going through security at Logan airport and one of the TSA employees was cursing and openly complaining about people going through the metal detector before their bags were on the belt. There were children around while he said "I'm so sick of this shit". Maybe he should find another job then. These people need to watch their mouths and act professional.

Caller wants to file a complaint. He has worked for United Airlines at ORD for 16 years and it happened at 12:28 PM today, Terminal 2. Employees go through the WTMD. The person in front of him had on sunglasses and he was asked to remove his glasses. As caller went through the TSO was an older guy with glasses and asked him to look into his eyes. He showed his ID and as he was walking through the TSO told him he should look at his eyes. He is Hispanic and the TSO was white and he was only asking people who were not white. He said 5 white people went through and barely saw his ID and he doesn't think it is the procedure.

Response:
Transferred to MB

:013 1:38:0 The caller was transferred to me via Sandy. The caller is a United Airlines employee and has been employed by them for approximately 16 years at O'Hare. The caller stated that today, 5/8/13 at 12:28PM CST he went through the employees line at terminal 2. The caller stated that he walked thru the metal detector. The caller stated that whenever he went through the metal detector a TSO ordered him to look into the TSO's eyes. The caller was taken aback by this order. The caller stated that the TSO barely looked at his ID and boarding pass. The caller made the comment that he was already looking in the TSO's face as he was walking thru the metal detector. The caller stated that the TSO was a white male approximately 6 feet tall with grey hair and glasses. The caller stated that he felt uncomfortable with this request. The caller stated that as he was sitting and putting his shoes back on, he observed the TSO's screening other employees. The caller stated that the TSO only made this request to non white employees. The caller also stated that the TSO barely looked at the boarding passes of the non white employees as well.

I advised the caller that he would need to place his complaint in writing before TSA could look into the matter. I obtained his email address and advised him that I would be forwarding him a link or email with instructions on how to file the complaint. The caller also informed me that he did not request a supervisor as he was going into work and felt that he did not have time to wait for one. I obtained the caller's email address and advised him that he would receive information on how to file a complaint today.

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8 MAY 2013

TSA

To Whom It May Concern,

This morning, May 8, 2013, my flight crew and I encountered one of the worst TSA experiences in recent memory. I have been led to believe that TSA video records the security checkpoints, and I certainly hope so, because someone needs to review this particular agents conduct. If she is not trainable, she should be let go.

5/8/2013 2:00:0

I was the captain of a crew of five, all dressed in our airline uniforms with ID prominently displayed. We were attempting to pass through the Concourse B security checkpoint at Philadelphia Int'l Airport at about 4:10 AM.

The previous evening, I had asked a TSA representative which checkpoint would be open either 24/7 or very early, as we had a 4:45 take-off scheduled. They said that it had been "C", but now it was the "B" checkpoint.

So, here we are at the "B" checkpoint, which is supposed to be a 24 hour checkpoint, at 4:10 AM. As we approached the screening area, a TSA rep started yelling that she wasn't ready yet and go to C. She was waving the gray plastic trays around for no discernable purpose. There were two screeners manning the portal, one seated at the x-ray machine operators chair, and numerous others in the background. I tried to ask her if she was talking to us, because she never looked at us, just waved the trays in the air and seemed to be yelling to no one in particular that she wasn't ready. I asked her to look at me so I could talk to her but she refused. Meanwhile, another, non-uniformed employee passed us by, went through the metal detector, and continued on their way. Still, she would not allow us the courtesy of a face to face explanation, let alone, passage. She called for a supervisor. I was, frankly, relieved to hear that, but when he showed up, he too, said they weren't taking any passengers and we had to wait. Recall that I said we were all in full airline uniform, with ID! I asked him, "What part of this outfit makes you think I am a passenger?!" Then, two more non-uniformed employees passed us by, went through screening and departed.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/8/2013 10:40:42 PM Airport : SAT - San Antonio International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : Terminal with American Airlines TSA Employee: (If Known) :

5/8/2013 8:29:0

Comment : I flew out of San Antonio back home in February. I went to a line that had a metal detector, not a scanner. When I was ready to go through the detector, I was guided to the scanner. The gentleman in the scanner line was sent to the detector. This is ridiculous. Get rid of the scanners.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 5/10/2013 9:09:18 AM

5/10/2013 10:00:

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): PHL terminal C screening. 5/19/2013 8-8:30 AM

Comments: While traveling with my adult daughter who has autism we encountered the incompetent and rude tsa screener (b)(6). After going through the metal detector there was a very long delay which caused my daughter to scream a lot because she was separated from her personal possessions. We explained her condition and requested they move her backpack ahead, but (b)(6) refused. We asked to speak with a supervisor, but the supervisor refused. It is unfair to other passengers as well as those with disabilities to be treated this way. We were only requesting a small accommodation that would not cause any security issues. The refusal of the tsa (b)(6) to provide assistance should not be tolerated. The supervisor refused to talk with us. TSA needs to have procedures for dealing with individuals with autism. We will be sharing our experiences with the greater Autism community. This is not the first time we have had such problems with TSA airport screeners who do not know how to handle individuals with autism. I can only assume they do not receive any training.

I was blown up by a road side bomb in Afghanistan and it injured my back.

I have a morphine pump that is implanted in my abdomen to control my pain,

The device is made of metal and it always sets off the metal detectors.

It's incredibly embarrassing when the TSA agent tells me to pick up my shirt so he or she can see where the pump is implanted.

I avoid flying as much as I can because of this.

I carry a medical card from the pump manufacturer that states I have a device in my body but the TSA always does a full pat down and body screen with a hand held metal detector.

10/13 10:00:

Is this the best treatment I can get from the TSA?

I don't like people staring at me.

Thanks

(b)(6)

Sent from my iPad

Hello,

I have some question about my rights as a working airline crew member. At airports without Known Crew Member must I submit to a standard pat down or do I have the right to a modified pat down? I have a knee replacement so I WILL set off the metal detector, and I choose not to use the new screening technology. What are the proper procedures? Until recently I was given the modified, but lately I have not been extended this courtesy. I appreciate your time and look forward to your answer.

10/13 12:04:

Thank you.

(b)(6)

USAirways

Sent from my iPad

Caller traveled in February from Atlanta via Southwest. He was going to go through the AIT with his watch and belt on but it was closed down so he went through the metal detector. He took off the belt and the watch (b)(6) and (b)(6) from TSA signed a paper and said that they saw him put his things in the bin. Now his watch his missing. It is a 1000 dollar watch. The TSA supervisor (b)(6) tried to help him. They reviewed the tapes but the tape for that lane was not working that day. There was a police filed as well. He is trying to fax his claim in to 571-227-1904 but it keeps going to a sex line.

2013 2:07:1

I told the caller that TSA monitors these complaints but we do not process claims here. He would need to contact the Claims Management Branch at 571-227-1300 for assistance.

Disability Description: Caller said she called to get assistance and no one has called her back. Caller is flying from MCO tomorrow. This is her return flight. Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

EID (b)(6)

Disability Description: Caller's son is autistic and cannot stand still for the AIT screening. If a patdown is required, he may need assistance.

Information Request: Caller asked if there is someone she can call to find out who will be assisting her tomorrow.

(b)(6) 526 Return 5 15 2013 2:17:00 PM JetBlue MCO Upcoming

Caller is concerned that they may need assistance if he is required to have a patdown.

2013 2:19:00 Response Details: I told the caller I will send the request again. I gave her the CSM number to contact.

Name (b)(6)

Phone (b)(6)

4:30pm

I called (b)(6) back because I realized there was an incorrect date on the return flight. It was listed at 05 17 2011, but should be 5 11 2013. Caller said she spoke to the CSM and was able to make arrangements for tomorrow.

Informed caller that I would forward the information to ODPO and emailed the information on autism screening. Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Caller is concerned that her son will not be able to perform the standing still part for the AIT and that he would not react well to the patdown procedures.

To Whom It May Concern:

On Wednesday, May 7, I flew on Southwest Flt. 504 from Newark airport (EWR), Terminal C. I was escorted to Security in a wheelchair at around 5:30 p.m. When I reached Security, the agent manning the line motioned for me to go through the full body scanner. I declined, and asked for the pat-down. He ignored me, and let five or six people pass through the scanner and/or metal detector. The agent's name is (b)(6). I was unable to get his badge number.

He then turned to me and directed me to put my carry-on, purse and shoes on the belt, but did not call for a female agent. I said that I would wait until I was ready to go through the pat-down, so that I would not have to let my personal items be out of my sight. He then continued to ignore me, letting many more people through the security procedure, and made no attempt to get an agent to attend to me. I then asked if he would call the female attendant, but to no avail. He turned away, and did nothing except let more people through.

Eventually, a female agent turned up, (b)(6) whom I recognized as the same agent who gave me the pat-down a month earlier on a different flight. She stood on the other side of the glass half-door from where I sat in the wheel chair, but (b)(6) still would not open that door to let me through. Finally another agent showed up next to her, saw me sitting there, and let me through.

2013 9:04:2

(b)(6) was friendly, thorough, yet gentle, and she is to be commended for her professionalism on both occasions. (b)(6) on the other hand, was hostile, snarky, disdainful, disrespectful, and lacking in compassion for the handicapped and for humanity in general. It was blatantly obvious that this man was on some sort of power trip. I am seriously considering filing a lawsuit under the Americans with Disabilities Act for the harsh and discriminatory treatment I was subjected to by him. This agent needs to be dealt with appropriately, and I would appreciate your feedback.

Thank you,

(b)(6)

Las Vegas, NV 89134

(b)(6)

Disability Description: The caller broke her wrist and arm. She has a metal implant.

Information Request: The caller wanted to know how she would get thru the checkpoint since she had the metal implants.

The caller said that she was told if she had a letter from her doctor she would be ok.

She said she was on the TSA website and it said she only had to present a card.

The caller feels the TSA agents are thugs and unprofessional.

The caller said she feels the patdown is degrading.

She stated I should watch the way they act, and she does not want them patting her down.

The caller stated she will probely will not fly anymore if she is going to have to be groped and degraded.

She asked where she would file a complaint after she is groped and degraded.

She wanted to know if anything would be done with her complaint if she filed one.

The caller said she would not be groped and degraded and then disconnected the call.

2013 2:09:1

Response Details: I told the caller if a passenger has metal implants, such as artificial knees, he or she should inform a Transportation Security Officer (TSO) before screening begins.

TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

I told the caller the TSO will use the backs of hands for sensitive areas and the front of hands for non sensitive areas during the patdown.

I apologized to the caller for the concern and advised the caller she may request to speak to a supervisor at the checkpoint.

I told the caller if she refused to have the additional screening she will not be allowed to enter the secure area of the airport or board the flight to travel.

I told the caller she could call back if she had a complaint and I would help in document her information.

I would then provide the to the correct department.

I advised the caller I could not really speak to what if situations, but I would help her if she wanted to file a complaint.

I offered to send the info regarding the patdown and metal implants to the caller, she refused and disconnected the call.

Information Request: They would like to avoid their experience from the previous flight. How can they better prepare for the screening process?

Response Details: Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome or autism, can be screened without being separated from their parents or guardians. Parents or guardians should inform the Transportation Security Officer (TSO) conducting the screening of the child's needs before screening begins. Parents or guardians may offer suggestions on the best way to approach and screen their children, especially if it is necessary to touch him or her during screening.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

2013 5:32:0

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination

The caller opted to file the formal complaint. So I am emailing her that information as well as the screening process for the autism spectrum.

Incident Details: They had a bad screening experience recently at CLT. They were flying to Orlando. She set off the WTMD. They separated her from her son. Her husband was attending to their 2 year old. So he could not give their son his full attention. He was running around on his own while she was finishing her screening. At the end she was subjected to a patdown. She had to lift up her shirt in front of the other people at the security checkpoint. She did not know that she could request a private screening. The TSO stated that if her son touched her he would have to have a patdown also. A supervisor pulled the TSO to the side and corrected her. The TSO's were courteous and trying to help resolve the situation. But they were bringing more TSO's in to help which was causing her son more stress. She would like to make a formal complaint if it can help others avoid the same situation.

5-11-13 6:30 pm Tulsa time

From: (b)(6)

I very much hope that you can help me with an important lost valuable item.

Upon my arrival home in Tulsa just now as I unpacked, I realized that I did not gather my Ipad from the security bin. I have been calling 718-662-5043, and I have not been able to speak with an individual. I left a message at that number with information on my forgotten iPad.

I came thru LaGuardia TSA security this morning, May 11 close to 10:30 am. My carry on/shoes & Ipad went through the line to my right, and was directed toward the center, to the left of the closed rotating scanner to simply walk through a metal detector (?) gate. I was flying out on AA #397 from gate D-5. The Ipad was in a bin by itself and has a simple black case on it. The case is the sort that you slide the Ipad in and then it snaps at the bottom. Then the cover folds over (It is plane-Jane). I am sure you can imagine my angst about leaving this item as it has work and personal archives stored in it. When the power comes on, there is a silly split photo of my daughter, who is 20 and has long straight brown hair. I do hope someone can get back to me asap.

I will certainly cover insurance & shipping expenses back to OK as soon as that can be arranged.

I thank you sincerely for your efforts in my behalf. And I promise to brag to the world about TSA helping get my property back to me!!! It seems to me that you guys take a bad rap too often.

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Tulsa, OK 74135

From: (b)(6)

Sent: Monday, May 13, 2013 1:11 AM

To: tsa.ombudsman

Subject: Security checkpoint complaint

First let me say that I would like a clear, personal response to this complaint. I don't want some canned reply. I am an educated taxpayer.

On Sunday, May 5th in San Diego, we went through the security checkpoint after checking in for our flight on Frontier Airlines at about 5pm. I am a regular business traveler, and I'm quite familiar with the procedures. They were not using the metal detector for regular passengers, but I did observe a crew member (flight attendant) in uniform going through it. I went through the backscatter advanced imaging technology. I was not given a choice, even when I asked for one. Your own video (b)(6) will be given a choice.

I was wearing shorts with a cloth belt that came with the shorts. When I went through security in Denver, I was wearing a leather belt and asked the TSA agent there if I had to take it off. He said no, and I was NOT checked in my belt area. I also asked the supervisor in Denver TODAY if I had to remove my belt and I did not.

In SAN, the agent said I had to remove the cloth belt. It is made of the same material as the shorts and has 2 rings for a buckle, about 2" in diameter 1/16" thick. There is no way the rings could conceal anything, and the cloth belt itself is invisible to the scanner technology. I said to the agent he was free to search me and he ordered me to remove the belt. I said I would be happy to go through the metal detector and he and a supervisor standing near said it was inoperative. Interesting since I had just seen someone screened with it.

The agent could easily have checked my beltline without making me remove the belt, which is not designed to be removed from the shorts. It is very difficult to thread through the beltloops as it is flimsy and can't be pushed through the loops like a

I was assisting my 21 year old special needs son yesterday at the Philadelphia airport (Terminal B). When we went through security at approximately 3:00 p.m., I was designated for a supposed "random" physical search, despite the fact that I did not have a boarding pass, only a gate pass. When informed of the mandatory search, I immediately told the TSA agent that I was accompanying my special needs son, who had already passed through the metal detector, and requested that he be able to be close to me while the search was conducted. My request was ignored and my son was required to stand approximately 20 feet from me and we were not allowed to communicate. The process resulted in my son not understanding what was occurring, him fearing for his safety, and him being left alone and without assistance while I was searched. Afterwards, I was not able to calm him, or convince him of his safety. He was not capable of boarding his flight.

While I understand the need for searches at airport security checkpoints, I would urge TSA to consider modifying procedures when people with disabilities are involved.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/13/2013 9:12:08 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : Terminal a

TSA Employee: (If Known) :

013 10:12: Comment : There should be another option for pregnant women. Instead of having to be scanned by a machine that you have no idea why exactly is happening, pregnant women should be able to use the metal detectors only. The only other option is being publicly molested by an agent? This is ridiculous and not ok. There isn't even any clear information about the technology and whether it will hurt the baby. I am completely shocked that this is legal.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is wanting information on why their equipment was taken out of the luggage. It looks like a big battery but it is a metal detector. This was taken out of the checked luggage but there was not a NOI within the bag.

CCR informed her:

2013 1:24: If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. The lack of an NOI suggests that TSA might have never physically opened a passenger's luggage.

We can forward the flight information to the airport directly when ever she receives this from the 2 individuals who flew.

I am writing to you regarding two separate employees of the TSA that I experienced, both through the Jet Blue terminal last week. On Wednesday, May 8th I had a flight that was departing at 5:00 p.m. enroute to Boston/San Francisco. I have had a total knee replacement and notified your person as I passed through the metal detector. I was asked to step into the little booth area and wait. I was approached by an Asian woman, dark, bob type hair do, medium build-She did not speak to me, but rather grunted. She took my tray of personal belongings, id , ticket etc. Later I was called over the intercom to return to pick up personal belongings. I approached a gentleman and asked what it was. She walked by me, literally, and said I left my id (first, I didn't leave it, she failed to return it to me). I asked the gentleman where I picked it up. He said that she was probably going to get it. I mentioned to him that she was the most miserable human being I had ever encountered. He said maybe she was having a bad day-NO EXCUSE! Miserable people like this do not deserve to have a job of this nature. They are employed by the people, and if they can't treat people with common respect, they don't deserve to have a job that many other happy individuals would surely love to have.

Unfortunately, my plane did not depart that night and the following day, Thursday, May 9th I had a departing flight at noon. Again, through the Jet Blue security area, I was again waiting in the booth. An African American woman, short, with glasses approached, but I actually wasn't sure where she was going. She was moving at a snails pace. This is not an exaggeration. Sauntering, slowly toward me. She slowly walked me back to the station, had me put my arms out, and proceed to yawn, the longest yawn, directly in front of me...inches away.

2013 8:36: It is clear that your agents, at least in this area of the airport need additional training and customer service.

I would appreciate a response from your agency. Thank you.

(b)(6)

(b)(6)

I am writing about an experience I had today while flying. I was leaving Orlando, Florida and returning home in Denver, Colorado on a 9:05 Southwest flight.

During the security screening process, I was positioned to go through the ProVision scanning machine, and I elected to receive a pat-down instead. I nearly always do this, as I worry that ProVision and similar scanners simply has not been around long enough to understand the long-term health risks it may pose. My entire family, 6 other people, also chose the pat-down as well.

When I was pulled aside for the pat-down procedure, the TSA agent who performed the patdown was courteous and polite. He did everything right, telling me what he was going to do before doing it and how he was going to do it.

Unfortunately, another TSA agent also followed us over. This gentleman had no role in my pat-down, he did not perform any actions whatsoever in that capacity, it seemed the only reason he came over was to talk to me while I got my pat-down.

His conversation started friendly enough, with him asking me why I was choosing the pat-down instead of the scanner. In turn, I answered politely, stating I was worried about health risks they may pose. He said they aren't X-Rays and I said I understand that, but I prefer to play it safe and take the pat-down. I reiterated that it was my right to do so, and he replied "Yeah yeah, of course it's you're right, we're in America, land of the free." I thought that might be the end of the conversation, but he continued.

He told me that the machines emit less radiation than a cell phone or a television. I said I don't really believe that, but thanked him for the information. He told me he's just telling me the facts. I said okay, and proceeded to try not to discuss the matter with him further. This seemed to make him quite angry, because everything after that was more akin to verbal assault.

2013 9:13:00

He told me that if we had another 9/11, I can "bet [my] ass" that I'll have to go through ProVision and not get a pat-down. I asked why so many people are allowed to go through just the metal detectors, since I've traveled many times when a ProVision machine was malfunctioning and everyone in that line (including me) went through a regular metal detector instead. He told me only airline employees go through that, and I said I'm not an airline employee, but I've gotten on a plane after going through only a metal detector dozens of times, even since ProVision became commonplace in airports. He said what I was saying was impossible, a particularly humorous comment since I looked behind him to see that, since the 7 of us elected the pat-down instead of Provision, every single person in my security line was now going through only the X-ray.

He continued to badger me for no reason, telling me what a fool I was for not trusting in the ProVision. I was polite in return, though I was unwilling to yield any ground in the discussion and agree with anything he was saying. At no point did I insult or harass him, though he repeatedly did so to me.

The gentleman actually performing the pat-down ignored him, and I tried to do the same, but the other agent kept trying to re-engage me in some kind of debate, including one time when he ended his sentence with "end of discussion" only to let a few moments of silence pass before harassing me some more. He referred to me and my family (including my wife) as "a bunch of right-fighters over here", but the real kicker came at the very end of my pat-down, when he told me, "I'm surprised you're not on the no-fly list." and then walked away.

This was very insulting. I'm a very well-behaved flier, and I have never had any run-in with any kind of law-enforcement aside from my wife getting a speeding ticket once. I pay my taxes, I vote, and I'm a generally upstanding citizen. I don't see why exercising my right to a pat-down is something that should indicate I should not be allowed to fly ever again. I found this agent's behavior extremely rude and unnecessary. When he walked away, the agent that performed my actual pat-down shook his head and said "sorry about him."

Phone: Cell: (b)(6) Home: (b)(6)
Mailing Address: (b)(6) Los Angeles, CA 90062
Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible including the name of the air carrier, if this occurred at an airport.

On April 23, 2013 around 11 am in Austin, TX airport flying American Airlines departing to Los Angeles, CA. On this morning I was traveling with two carry on suitcases my traveling was for only four days due to grandfather passing away. After entering TSA security I was asked by (b)(6) if on that she look into my suitcase. After looking in suitcase Security (b)(6) found items which was asked to throw the items away since everything was under \$10. Security (b)(6) then stated "I would have to place your luggage on metal detector again." I said go ahead she walked away and placed luggage on the detector as she return I notice another lady of difference opening her suitcase to place either her lab top or something back into the bag. I then notice lite green bottle container which seem to be the size as the face lotion. Security (b)(6) requested I throw away. After (b)(6) return to me I asked her to look at the lady suitcase why are those items ok but not my face lotion. Security (b)(6) then stated "that I am not worried about her I am worried about you." I then asked her to please explain why it is ok and not me again. I then stated that to Security (b)(6) I am not upset of the items going into the trash if it is a rule then it is a rule but I think it should be a rule for everyone no matter size or race.

When did this happen? Please provide the approximate time of the experience. If ongoing, please indicate when the problem began.

On April 23 2013 approximately 11am

:013 10:21: Ended around 11:55 am

Where did this happen?

Place: Austin Airport

City: Austin

State or County: Texas

Who treated you unfairly?

Security Agent (b)(6)

I have not spoken with any Customer Service manager or agency I wasn't given any information to contact Customer Service Manager the Austin Police gave me a white index card with a phone on there. I called and directed to fill out this form for a complaint.

Additional information:

I then asked Security (b)(6) since you are unable to tell me why it is ok for the lady items to go through and not mine, can you bring someone over who can answer that question for me? (b)(6) called her other co-worker over and I then started to explain. I asked your coworker if she can explain a question to me and was not successful doing so. I explained to (b)(6) that I feel that (b)(6) was not fair because I asked (b)(6) to glance at other lady's suitcase and she immediately said, "I am not worried about her I am worried about you." I then expressed to her coworker that I felt (b)(6) was racist for making the comment "I am worried about you." I feel (b)(6) could have handled the situation a little better.

(Resending this after being told that it cannot be forwarded to the appropriate place due to not including the airport from which I departed, a detail I've added)

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Caller flew to Seattle from NY. She left Seattle and the metal detector beeped. She had two suitcases and she flew from SEA to BOS to Albany.

She got home and went to get her medications and there were TSA locks on it. There were no locks on her suitcase before.

She had to cut the suitcase to get it open because she needed her medicine.

2013 5 48: 5 She wants to put a claim in for this suitcase cause she can't afford to replace it. She found the form and it's requesting witnesses and she has a lot of questions regarding filling out the form

Caller Advised:

Please contact the Claims Management Branch (CMB) at 571-227-1300

They may give more information for filling out a claim

Caller flew from ATL on May 5th to Asheville, NC and returned Wed May 8th. At the checkpoint in ATL she went right through. Coming back through Asheville she beeped twice even though she was wearing the same thing she did in ATL. She was told that she had to take her liquids out of her suitcase in Asheville. She has never had to do so in ATL in all the times she has flown from there. Caller said the screeners in Asheville were incredibly rude. She said she has never seen a more rude group of screeners at any airport. The TSOs in ATL were incredibly friendly and went out of their way to help her because she lost her driver's license at the checkpoint. They actually found it for her. She said she did not want a return call, but she wanted someone to know about the rude screeners and she was curious about why she had to remove her jewelry and her 311 bag in Asheville, but not ATL.

Airport: Asheville

Airline: Delta

2013 11:24: Flight Number: She does not remember

Date and Time: Wednesday, May 8th. She went through screening at 11:45am or so. The flight left at 1:05pm

Location: There is only one there

I told the caller that the reason she had to remove her jewelry in Asheville is because it caused the WTMD to alarm. Since she went through the AIT in ATL, she may not have caused an alarm there. It is procedure to remove the 311 bags prior to screening so they can be screened separately. I told her she should do so on every flight. She said she would from now on. I apologized that she experienced rude screeners at Asheville and told her that I would send this to the CSM so they would be aware of her experience.

Caller flew last Thurs from BWI to ECP and she hasn't ever had her bag screened before. She has a colorful Vera Bradley bag this time with NOI inside checked baggage. Then she flew back on Southwest Airlines flight number 1799 from ECP to BWI and she opened her bag and all her items were disarrayed and no NOI was inside but she knew it had been gone through by TSA.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

2013 9:09:56 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I apologized to the caller about her disarrayed items and I told her to call the same phone number back and push option 5 and put in the airport code ECP to speak with a CSM.

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Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 5/17/2013 8:18:47 AM Airport : ORF - Norfolk International Date/Time of Travel : 05/16/2013 7:00 AM Airline & Flight Number : Delta Flight 1183 Checkpoint/Area of Airport :

Security checkpoint TSA Employee: (If Known) :

Comment : Yesterday morning I was late in catching my flight which left at 0700. I had developed an upper respiratory infection over the previous 24 hours and had gotten the math mixed up in my head, instead of arriving at the airport an hour and a half early I left my house an hour and a half early, arriving to the airport an hour early. I immediately realized my mistake upon arriving to the airport, and I am the type of person who is never late, I am always early, and if I am running late, it usually just means I arrive on time with everybody else, so I was very anxious about making my flight. I do not usually travel at this time of day or on this day of the week, so the airport was much more congested than I am used to, especially at the security check point prior to going to the gates. The amount of congestion increased my anxiety somewhat because this trip was a special trip. For the first time in 2 years I was going to fly one way in order to move my husband back to Virginia Beach. Luckily they had a great number of agents working and all lines open, so they were able to cycle through the line fairly quickly. I went through the expert traveler security line because I was traveling alone and I travel frequently because my husband lived in Oklahoma to go to school, and my job is in Virginia Beach. I had my laptop pulled out in a separate bin, my liquids were in a clear plastic bag and out where they could see them, my shoes were off, I had taken my sweatshirt off so I wasn't wearing any baggy clothes, and I had removed everything metal on my person including my watch only leaving my wedding band, which I refuse to take off. My belongings actually made it through the xray before I did due to the metal detector being backed up, and the gentleman in front of me voiced some concerns because the bins on the other side of the xray machine were starting to run into each other and his laptop had flipped out of his bin into the floor. This concerned me greatly because my husband had just gotten me a new laptop for christmas, and it was in a bin in the area that was starting to get stacked up. The gentleman in front of me notified some TSA agents of the situation and they went and rearranged the bins and removed some things from the belt to make room. When it was time for the man in front of me to go, he set off the metal detector because he had left his belt on, so he had to go back and take off his belt and send it through separately. In the mean time the TSA agent signaled me to go through the metal detector. I went through with no problems, it did not alarm, but the man had me stay there for further screening. I didn't think anything of it because I had been randomly selected for further screening before, even though I was running late it just consisted of them using a metal detecting wand or something equally quick and easy so I wasn't overly concerned, but I was watching the clock because by this point it was 0630. A female TSA agent escorted me to an area a few feet away from the main screening point and informed me that she was going to have to pat me down. I have never had this type of screening done before, and I don't understand why I had to this time. I was wearing Victoria Secret yoga pants, which are spandex-like and form fitting, and a T-shirt, nothing that was baggy since I had removed my sweatshirt and sent it through the X-ray machine, so there was no way I would be able to hide anything in that outfit. I allowed the agent to pat me down however, simply because I needed to go or I was going to miss my plane, and I figured it would be faster to just do that, than to try and argue that it was completely unnecessary. After she finished with that, a male TSA agent came over and asked me which luggage was mine, so I started to walk over so that I could show him, and he blocked my way and told me not to move from that spot and just describe my luggage to him. I did so, but I was getting pretty frustrated by this point, and very anxious. He asked me why I was so anxious, and I explained that my flight leaves at 0700 and they are likely already boarding right now. He told me that I had plenty of time, and not to worry. They pulled my belongings over and asked me if that was all of them, I told them that it was, and they asked me for my plane tickets. I stepped forward to point to my sweatshirt pocket, and again the TSA agent blocked my path, and told me just to describe where they were at. They pulled out my tickets to go over them. I do not understand why they would have to do this since they had already checked my ID and my tickets at the first part of the security check point. Are the people checking IDs and tickets not qualified to be doing so? Why are they checking them again? Then the TSA agents informed me that they would have to go through all of my belongings one by one and inspect them. This upset me greatly. I'm already running late, and this is a huge invasion of my privacy. The man starting pulling things out of my suitcase and the first couple of things were my computer and phone charger cords, and my flip flops which I had chosen to pack instead of wear because they are flatter than tennis shoes and take up less space in my suitcase. The are Reef brand flip flops and for some reason that particular brand thinks its "trendy" or "cool" to have bottle openers built into the bottom of the shoe. The man that was going through my suitcase showed my flip flops to the man that was standing with me talking to me, and I explained to them about the brand and what it was, the TSA agent standing next to me stated that he also had a pair like that and we started talking about how foolish and unsanitary it was and how now they even started putting small flasks in the bottoms. Then the TSA agent that was going through my suitcase got to the main part of my suitcase and started pulling out my undergarments. I started to voice my frustration and displeasure and he told me "It's okay, he has 3 granddaughters." This older TSA agent seemed like a very nice man, but I don't care if he has 50 granddaughters, he is not my grandfather and he does not need to be going through my panties, especially not in front of all of the other passengers going through security. The only person who should be seeing my undergarments is my husband. I started to get very upset at this point, because it is very frustrating and humiliating to be treated this way like I was a felon, which for the record I don't even have so much as a speeding ticket on my record, so I starting to cry and cover my face and a female supervisor came over to me and asked me why I was so upset and crying. I explained that I was afraid of missing my flight and how wrong I thought it was that I was being treated this way with a strange man going through my undergarments, and she told me, "At least he isn't holding them up one by one." Like I should feel lucky that they are being more discreet than that. The the older TSA agent again showed the female supervisor my flip flops with the bottle opener on the bottom, and I again explained that it was a dumb thing that the brand built into the shoe. She Caller stated that he does not fly much any more due to bladder cancer that he just went through. Caller stated that he has a Urostomy and feels embarrassed at time when he has to go through the screening process. He wanted to know if there was any way that the process could be speeded up some what if feels it is to much of a burden to fly. Advised the caller that he may want to check into one of TSA precheck programs and this might smooth things along some what better for him. Asked the caller if he ever takes any medical documentation along with him to help and he stated that he hasn't lately.

Gave the caller the following info:

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Gave the caller the following info:

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre[®]2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre[®]2713™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

For your review and action as deemed appropriate (b)(6) applied to the Redress program on 05/02/2013. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank You for your time and assistance.

Sincerely,

DHS TRIP

2013 12:02:

Traveler Information:

Name: (b)(6)

Address: (b)(6) University Place, WA 98466

Email Address: (b)(6)

Phone Number: (b)(6)

Caller flew from PHL yesterday and found a NOI inside her bag and everytime (last 3 times she has flown) she has had one in her bag, why is her bag pulled?
She isn't missing anything or nothing is damaged in her bag and she is just complaining.

Caller flew on 5-6- from LAS. and said the TSOs were demanding and unnecessary in the way they treat people. she doesn't like the fact that there is no diversity at LAS.
Caller says there are too many TSOs sitting around and they are only black, every single TSO agent was black, only black race was represented and she is sick of being told what to do by the people who she is paying their salary and retirement.
Doesn't appreciate their attitude and they aren't pleasant or polite, they are useless and she hates them and they haven't stopped a single terrorist, there should be a better way to go about it.
She is offended and was told the metal detectors were being shut down and everyone had to go through the AIT and everyone was patted down also.
Do the TSOs have to go through scanner when they report to work?

2013 1:19:2

Response:

Enhanced security measures require that all checked baggage undergo at least one form of screening. Depending on the available screening equipment at your departure airport, checked baggage may need to be opened for hand inspection to clear an alarm.

Explained to caller there are many things that could trigger an alarm such as books, food items, metal objects, etc.

Explained to caller the AIT has signs posted advising passengers they have the option to opt out of the AIT and they would be required to have a full body patdown to complete their screening experience.

Explained to caller the TSOs have to have extensive federal background checks and are issued security badges allowing them access to the secured areas.

-----Original Message-----

From: TSAExternalCompliance

Sent: Friday, May 17, 2013 11:47 AM

To: TSAExternalCompliance

Cc: Bandy, Kimberly J; Singh, Harleen; Shora, Nawar; Cartagena, Michelle

Subject: FW: Fly Rights - New Report from (b)(6)

This should go to the CSQIM as it is customer service related. The "agent became surly and attempted to confiscate my cheese so that he could eat it."

Thanks,

(b)(6)

-----Original Message-----

From: (b)(6)

Sent: Friday, May 17, 2013 9:46 AM

To: TSAExternalCompliance

Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Madison, WI 53703

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment

Current Date/Time : 5/17/2013 4:08:09 PM Airport : ORF - Norfolk International Date/Time of Travel : 05/16/2013 7:00 AM Airline & Flight Number : Delta Flight 1183 Checkpoint/Area of Airport : Security check point TSA Employee: (If Known) :

Comment : I filed a complaint early this morning about how I was treated at the security checkpoint. I was told that I was chosen for additional screening and they proceeded to pat me down and go through all of my belongings. I did not set off any alarms at the metal detector, and my luggage could not have been the reason for this additional search and screening because they did not know which one belonged to me prior to patting me down. I requested a response and received an automated email telling me that I must have set the alarm off to require such extensive searching. This was not the case at all. I believe this was an unlawful search and that they infringed on my rights. I am extremely unsatisfied with an automated response and need to speak to a TSA representative. If I do not hear from a TSA representative I will be contacting a lawyer for what I believe was harassment on the part of the TSA agents.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 5/17/2013 4:27:18 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/16/2013 5:45 PM Airline & Flight Number : Icelandair FI610 Checkpoint/Area of Airport : Customs TSA Employee: (If Known) :

Comment : For the past 16 months I have been taking Forteo which is a medication which cannot go through X-ray screening. Each time I go through screening I must ask for hand screening. In 20 or more TSA screenings that I have gone through in this time period, I don't think I have ever found consistent treatment. Yesterday for the first time I was required to carry it through the metal detector portal. There is always a lot of confusion and running around. Some will tell me they can't do that. Others seem to just make something up. Training is seriously needed in this area.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am writing to file a complaint concerning an agent of the Transportation Security Administration (TSA). Here are the details of my encounter:

1. On Tuesday, May 14, 2013, at 10:00 a.m., I was scheduled to fly from New York (JFK) to San Francisco (SFO) on Delta 1765.
2. I passed through the TSA security checkpoint in Terminal 3 at JFK at approximately 8:30 a.m.
3. Before I passed through the metal detector, Officer (b)(6) asked me if I had anything in my pockets. I patted my pockets, found them to be empty, and shook my head "no."
4. I then walked through the metal detector. Officer (b)(6) was clearly angry about something and made me go back and walk through the detector again.
5. Before I passed through the detector a second time, Officer (b)(6) asked me again if I had anything in my pockets. I turned my pockets inside-out to show him they were empty.
6. At this point, Officer (b)(6) started yelling at me for not communicating with him orally -- even though I did not know I had to communicate with him orally. He accused me of trying to be "sarcastic" through my physical gestures -- even though I was simply trying to show him, physically, that my pockets were empty. He brought his face, contorted with anger, to within inches of mine, like a drill sergeant in the military.
7. I felt very afraid for my physical safety during the time that Officer (b)(6) was berating with me; he struck me as psychologically unstable. (If he ever does anything in the future to another passenger or to a fellow TSA employee, this message will serve as evidence that TSA received warnings and complaints about Officer (b)(6).)
8. After I passed through the metal detector and collected my belongings, I remarked to my boyfriend that I did not like TSA agents engaging in power trips.
9. After my boyfriend and I exited the screening area, Officer (b)(6) abandoned his TSA checkpoint post, chased us down inside the terminal, and started yelling at me for my "power trip" remark -- which was not even directed at him, but heard by him because he was eavesdropping.
10. I felt afraid and menaced by Officer (b)(6), especially since he had left the TSA area and was in the main terminal with me. I did not know that TSA agents are allowed to abandon their stations to yell at passengers in the main terminal.
11. Although Officer (b)(6) did not make any remarks to me about my race or sexual orientation, I will point out that I am Asian-American and gay and that many observers can notice this about me in casual interaction. I do not know whether these factors played a role in his decision to harass me, to berate me, and to chase me down inside the terminal -- well past the TSA checkpoint, which he abandoned -- to yell at me.

I would like to receive a written response to this complaint. Here is my mailing address:

(b)(6)

2013 3 33:5

From: (b)(6) On Behalf Of (b)(6)
Sent: Sunday, May 19, 2013 3:09 AM
To: TSAExternalCompliance
Subject: Complaint to body scan opt-out treatment

(b)(6)

(b)(6) Burbank, CA 91506

2013 3:34:44 HYPERLINK "(b)(6)"

On Tuesday, 4/30/13, around 11:30am, at LAX in Los Angeles, CA, I was at the security checkpoint for American Airlines economy section. All passengers were to go through a body scanner--however, I noticed that the first class passengers on the other side of the glass wall only had to go through a metal detector. Near the front of the line, I informed a Hispanic or Caucasian or Islander male TSA agent in his 20s-30s that I was requesting a pat-down in lieu of going through the scanner. He asked me to wait in front to the side, precisely where all other passengers would drop off their items on the conveyor belt and walk in front of me into the body scanner. This felt uncomfortable like I was in the way and subtly encouraged to just go in the scanner like everyone else was doing. The agent had generically called out for a female agent assist. I waited for several minutes when I made eye contact with the agent again, and this time he made a more concerted effort to get a female agent over to do the pat-down. This is not the first time I felt an unjust wait to move through the checkpoint when refusing the body scan. I paid my ticket like every other passenger and I am entitled to get through security as fast as anyone else. I suggest the TSA needs more organization to execute this common-sense service. After approximately 5-10 minutes (which is extremely long given my position in the midst of a crowd of people), a female agent became available, and the male agent I had spoken with as well as another one then called out "Lockdown!" several times so everyone at the checkpoint could easily hear. It was horribly humiliating. I had done nothing wrong, merely wanting to avoid the invasion and x-rays of the body scanner and yet I felt like a potential security threat, when I had done as much as any other passenger going through security, and no one was calling out lockdown each time the first class passengers went through security, as they weren't going through body scanners either. I felt completely discriminated against and degraded for my rightful choice of an alternative security method. I should have been able to go through a metal detector like the first class passengers as my luggage perfectly checked out too... I took off my shoes, sweater, pulled out my laptop and baggie of liquids all less than 3 oz.; it's like nothing I do is enough to be considered who I am--just a person flying to the midwest to see family. The experience was awful and makes me want to avoid flying whenever possible. The TSA should never call out tense words like "lockdown" on ordinary passengers. We should all be treated with dignity and respect--innocent until proven guilty comes to mind, yet I felt guilty until proved innocent.

Witness:

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 5/20/2013 2:52:47 AM Airport : LAS - McCarran International Date/Time of Travel : 05/19/2013 4:45 PM Airline & Flight Number : Allegiant Air Flight 516 Checkpoint/Area of Airport : Security Screening Checkpoint to Terminal D TSA Employee: (If Known) : 3 Employees, Unknown Names Comment : When attempting to tell the first TSA Employee I encountered that I have an implanted defibrillator cardiac device in my chest, the TSA employee told me that I needed to just proceed through the "Advanced Imaging Technology Machine", that it was harmless and that it wouldn't cause me any problems. I refused to pass thru the AIT Machine and the Metal Detector, and asked to be patted down instead, as I informed him that my Electrophysiologist and Cardiologist has told me on numerous occasions to NOT pass thru either machine. The TSA Employee proceeded to tell me, and I quote "Your physician doesn't have ANY idea what he is talking about, the AIT Machine has no effect on pacemakers or implanted devices, it's just cell phone technology." Well, on the contrary, cell phone technology CAN in fact have adverse effects on Implanted Defibrillators. So much so that I can not have a cell phone within 6 inches from the site of my implant. Cell phone technology has been PROVEN to carry a risk of programing erasure of Defibrillators. The TSA Employee proceeds to yell across the room "OPT-Out, I need a pat down" and tells me to position myself and stand in a small area between the ATI Machine, Baggage X-ray Machine and Metal Detector archway. I told her no, I was not going to take a chance in potentially causing myself physical harm by waiting in such a small area wedged between the very machines that I am not suppose to be near. After about ten minutes of standing off to the side next to another TSA Employee who for some reason would not proceed in a pat down, but rather just stood next to me, not allowing me to move, while my family and friends waited on the other side. When I asked the male TSA Employee next to me why we were just standing there waiting and not completing a pat down, another woman TSA Employee behind the baggage x-ray monitor rudely replies, "Anybody who OPTs Out deserves to stand and wait". I was so utterly shocked by her response that I was literally speechless. My family and friends became so enraged by the way that I was being treated, they approached a TSA Manager and demanded answers. I was finally allowed through and the male TSA Employee that escorted me and had been just standing there next to me during the entire ordeal, doing nothing, proceeded with my pat down. I received no apology from anyone for the way I was treated. I was made to feel as though I was a serious inconvenience to all TSA employees I encountered, and I left the security area feeling horribly mistreated because of a medical condition beyond my control. I did NOT choose to suffer 7 cardiac arrests at the age of 37, nor do I like the idea of having a foreign object implanted in my chest and wired to my heart, but this something I live with to keep myself alive. TSA Employees are NOT Electrophysiologists or Cardiologists and should NEVER advise any medically challenged human as to what will and will not effect them adversely. I was informed enough by my doctors to refuse. The next person with a similar condition to my own might not be as informed and could suffer serious medical injury at the hands of TSA Employees giving medical advise when they have NO business doing so. It is not at all difficult to treat another person with kindness and dignity. What happened to me today, should NEVER happen to anyone living with a medical condition that can not be controlled. It was extremely unkind, rude and unappreciated.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew OAK-LAS yesterday morning aboard Southwest Airlines #312. Caller is unhappy with the manner in which her pat down was conducted. Caller indicates at approximately 11:30AM yesterday morning, she was undergoing screening at the checkpoint to the far right of the Southwest terminal when she was selected for additional screening. A short Caucasian or Hispanic lady conducted her patdown and feels her breasts were cupped for an extended period of time in an unnecessary manner. Her arm was also grabbed rather forcefully by this female TSO. The caller is 83 years old and travels with a cane and was going through the checkpoint for persons with disabilities and medical conditions. Caller wants her complaint investigated and addressed specifically by personnel at OAK.

Resolution:

Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or

2013 3:30:1 Screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the travelling public, we will be better able to address problem areas with corrective action.

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/20/2013 5:11:29 PM Airport : PIT - Pittsburgh International Date/Time of Travel : 507 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 8:12:4
Comment : There was no one checking ids for precheck. Meanwhile the X-ray and metal detector workers were just waiting for passengers without anything to do. It took 15 min to get they precheck. It should have been 30 sec. Meanwhile the main lines were stretching out the building.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

2013 9:06:1
Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598 Thank you.

I told the caller I cannot tell her what the results will be, but that TSA does take disability complaints very seriously.

I emailed this information to the caller.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, a TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

Passengers may register a concern or complaint with security through the TSA Customer Service Manager (CSM) or TSA supervisory personnel at each airport.

Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

Referred to CSM and ODPO per Amber.

Good Morning

Normally when I fly, I have nothing but respect and accolades for the employees of TSA. This morning I flew through LAX and really have to complain about the TSA staff at LAX. As a member of the military I am authorized to utilize the pre check lane at airports that have pre-check (according to your website). This morning when I asked where pre check was I was directed to the same line as every other passenger. When I asked the screener at the metal detector where the pre screen was he pointed to the far corner of the security area, and I asked why when I asked I was not directed to it. He asked why would I be authorized to use Pre-check if my ticket does not say it. I explained to him that I am a member of the military and have a CAC card. He told me that my military id makes me no more special then anyone else and that I cannot use pre check. I told him I have used it in the past at Charlotte, Atlanta, and Honolulu. At that point he got a Supervisor over and I asked about Pre-check and the Supervisor even said I could not use pre check, he said someday the military can use it but right now they cant.

2013 10:02:

Although I am not going to make a stink about your employees comment about me being in the military, I must comment on the lack of training of your staff at LAX. Please if I am wrong, correct me and accept my appologies but if your website says I can use the lane I should be able too. It makes things easier for TSA, the traveling public and myself.

For your information I travelled through the Delta terminal 5 Lax security checkpoint at the 50's gates and went through the first or second line from the left (facing the metal detectors)

Thank you

The caller wanted information regarding the removal of shoes at the checkpoint, and then wanted to know if booties could be worn during the screening. He was upset about the process.

Advised Caller:

2013 10:50:

Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines.

Good afternoon.

My name is (b)(6) and yesterday, May 20, 2013 between 2 and 2:30 p.m., I went through security at Alaska Airlines at SEA Airport with my guide dog.

I was first asked if I would take my guide dog's harness off to which I said "no". I explained that the TSA rules did not require me to take off the harness or the handle, but that I knew they could certainly check it.

2013 3:53:

I proceeded to put my dog in a sit/stay position before the metal detector and walked through without sounding the alarm before I called the dog through. The TSA Agent at Lane 5 told me that I had to be patted down even though the alarm did not go off when I went through, but because my dog did set the alarm off. I explained that her harness, training collar and such would set off the alarm and that she could be patted down. The agent told me that because the dog was with me and sounded the alarm, both of us had to be patted down. The agent called for his supervisor, and both of them told me I had to be patted down. They did so as I was reluctant to give into something that they were obviously not well trained in, but I needed to catch my flight.

I had flown to Seattle just four days earlier from Burbank, CA with no issue, and told the supervisor that they were not consistent with how they enforced or even knew their rules.

I do believe that memos need to go out to all of your TSA agents (supervisors for certain) regarding service animals as they are not uniformly following the rules pertaining to service animals, and I would appreciate a response with a good reason for the harassment I encountered yesterday.

Thank you very much.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 5/21/2013 1:57:18 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

2013 3:54:

TSA Employee: (If Known) :

Comment : Why are some people allowed to go thru the metal detector while others go thru the radiation? How is this determined and how can you explain the unfair/biased treatment?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller takes medication for osteoporosis. She says that she brought it with a doctor's note to JFK and told the TSO that it could not be xrayed and he used his wand on it. Is the wand an xray?

2013 8:52:

Advised caller:

(NOTE: The following information is from floor support.).

The wand is a miniature metal detector. It is not an xray device.

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 5/21/2013 6:32:30 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 8:27:5 Comment : You did NOT answer my previous question. I am not concerned with the requirements for screening nor am I impressed with your claims for safety. What I am concerned about is the unfairness of allowing some people to walk through a metal detector and while others have to be radiated. I believe that constitutes profiling etc. I will never go thru that machine again. You are treated like a criminal and I believe women are targeted for it more than men. I just want to know how you can decide who gets to walk thru a metal detector and who has to be emotionally violated with the radation? I am sure I will now receive the same non answer but I would really appreciate your direct answer to my direct question.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/22/2013 2:29:44 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 05/22/2013 6:05-6:10 Airline & Flight Number :

Checkpoint/Area of Airport : Red 1

TSA Employee: (If Known) :

2013 4:21:5 Comment : I'm an DTW airport employee that has been going through both the North & McNamara terminal for almost 9 years and I have never been treated so rudely as what your TSA agent treated me today. I came through the Red 1 check point about 6:05-6:10 am this morning on 5/22/13. I did not get her name, she is a an African-American female, about 5'10", braids on both sides of her hair, glasses and had a TSA sweater on. Your metal detector that is on the left side of Red 1 is set extremely sensitive so I took my lanyard off to hand it to her to let her know it beeps. She wouldn't accept it, stating "she doesn't handle badges". I had to put my badge in a bin and put it through the x-ray where it wouldn't move due to the bin not being heavy enough. The other TSA agents that were standing there could not believe that she would not take my lanyard and they just rolled their eyes. Its not fair that this metal detector is always set more sensitive than the others it should be the same across the board. I have never had a problem with any other TSA agent when I've done this and I feel that she should not be working with the public and maybe should have some sensitive training to deal with the general public and be taught to respect the employees that are just trying to get to their jobs. You once had an airport employee line to get through security and I feel you need to bring one back to make it easier on the employees to get to their jobs. It should NOT be an inconvenience to get to your job.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The callers mother (b)(6) flew from MCO on 5-22-13. His mother is 75 and has a pacemaker. She gave the card to the officers.

Response Details: If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so. Your complaint can be sent to either

TSA-CRL@tsa.dhs.gov

2013 7:59:10 or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

I advised the caller that he did not have to file a complaint right away.
I emailed the caller the information.

Incident Details: The complaint concerns the officers at MCO. The caller states that one of the officers jerked his mother, (b)(6) out of the wheel chair and made her go through the machines after her sons had given the officer her pacemaker card and told the officer that his mother had a pacemaker and had to have a patdown. The officers insisted that (b)(6) had to go through the machines. His mother went through screening around 6:25pm through the JetBlue terminal. The caller states the female officer was very rude to his mother. The caller states they are going to take their mother to the doctor and make sure her pacemaker is not damaged. (b)(6) was wearing a Black dress with a Brown jacket. The caller wants to know if they have to file a complaint right away.

was told to raise her hands and she was standing around and she felt she had been there longer than the few seconds she had experienced in the past and they told her to raise her arms again, which she did and they were busy talking and she was told to exit. As she exited the machine she was told to wait, when she walked out of the machine she saw photos on her left side, a whole group of photos and the TSO told her they had to pat her down. They told her, "Don't leave yet, we have to look at your picture, the photos were in vertical form similar to a filmstrip and individual pictures, approx. 5-6 photos. There were several agents looking at images and one of them told her to wait.

As she was having the patdown she objected and the agent stopped when she asked why they were doing the patdown? She has flown many times and been through the AIT and nothing has ever shown up and it has been 5 years since her surgery and nothing should have shown up.

Flight # 939 via SW, Gate # not available.

She said it made her very uncomfortable and very nervous and her husband is handicapped and she is a Colon Cancer survivor and she should have asked more questions.

Even though there may have been something that could have shown up she should know about and is nervous about going through this technology again.

She would go through again if she was explained what happened and she would like to know what the images were and if something showed up she would like to know.

The screening makes her feel comfortable and she doesn't mind that, but, thinks passengers should be told what is happening and provided more information. She said they could have been training agents or something and she is a former school teacher and thinks people should be told if they are training agents.

She states the images were posted on a wall as she exited the machine on her left, when she turned around it would have been on her right and then she said she was unsure if the images were on a wall or screen, but, she saw the images that appeared to be a filmstrip.

She would like to have reassurance she wasn't exposed to anything that could bring on another cancer.

2013 11:11:

Response:

Apologized to caller that she had a negative experience and explained information would be provided to the CSM at MDW for their review. Advised surveillance video may be available to for the CSM to review to see what took place with her screening.

All images generated by imaging technology are viewed in an area not visible to the public. The officer assisting the passenger never sees the image, and the officer viewing the image never interacts with the passenger. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images and no cameras, cellular telephones, or other devices capable of capturing images are permitted in the image viewing area.

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image of a passenger that conspicuously highlights potentially dangerous items. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

The backscatter x-ray system works by scanning the surface of a passenger's body with a narrow, low-dose, low-energy x-ray beam. This system uses ionizing radiation—the type people usually think of as "radiation." However, the radiation levels are far below those of a hospital x-ray machine and any level that might constitute a health concern. The amount of radiation from a backscatter screening system is equivalent to the exposure each person receives in about 2 minutes of airplane flight at altitude or the amount the person receives in about an hour due to naturally occurring background radiation at ground level.

The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/23/2013 1:45:28 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/23/2013 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Going into A and B gates TSA Employee: (If Known) :

Comment : The tsa agents at the midway gates were extremely rude.

1. We were traveling with our 9 month old. My wife was holding our son, I had the boarding passes and I.D. The agent insisted that my wife hold her own boarding pass and I'd, even though she held our son. He did not let us pass till I gave her her I'd and boarding pass after which he looked at those and finally let us pass. This is how you treat families?

2. At the actual metal detector/baggage screenings, multiple employees did not know how to talk with civility when an elderly guy speaking no English didn't take out laptop from his bag they spoke to him in synch a loud voice to remove his laptop.

2013 2:07:2 Others helped the poor old man remove his laptop and communicated with him in his language.

3. When I flew out of Ontario, they had me remove my iPad during screening and run it separately in a bin. When I did that here, again one of those agents said in a very loud and rude voice that I did not need to remove iPad. I spoke up, and she just yelled back.

4. Treating flyers rudely and yelling like this doesn't accomplish anything. I have never had such a negative experience as I did in midway, from multiple tsa agents.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is flying in a few week for the first time with her 10 yr old son. Son takes miralax. She wants to know if that will be a problem. She also has body piercing.

Indianapolis to Orlando on Southwest, probably on AirTrans.

Response:

2013 2:13:1

-Passengers are allowed to bring medications in pill, powder or any other solid form through security screening checkpoints in unlimited amounts, as long as they are screened.

-An individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown. In order to ensure security, patdown inspections may include sensitive areas of the body and TSOs are trained to maintain the highest levels of professionalism.

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Response Details: In addition to screening the passenger, canes and other devices must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.

For your complaint to be considered complete according to Department of Homeland Security Regulations it must be filed within 180 days of the alleged act of discrimination.

I will forward this information to the CSM at both airports per sup (b)(6) I also requested that if the caller was able to get the other flight information, such as flight number, departure time, and location to call us back.

The caller was unable to note the event ID so I told her to make sure to tell us that she needed to add it to her previous record.

If this situation happens again, you can contact us within 180 days to file a complaint.

I will send an email with information.

Incident Details: The caller has flown through DEN and TUL. She went through WTMD and both times the TSOs have taken away her cane and told her that it had to go through the x-ray. She told the TSO officer that she needed the cane to get through the checkpoint but they refused to do a hand inspection.

2013 5:47:4 She said that they also took her technological devices for x-ray screening and though she can be separated from them they have caused damage to the devices.

The caller is unable to do written complaint because of her disability.

Flight info:
Airport: DEN
Airline: Southwest
Date: July 18, 2012

Airport: TUL
Airline: SouthWest
Date: May 12, 2012

The caller has another flight in month and wanted to know what she should tell the TSO if she was told that she could not have her cane again.

Caller opened her suitcase after her trip home and she had documents inside and upon arrival her clothing was in a heap and her documents she had for her work were destroyed. She said her TSA lock was also broken.

I asked if she saw her bag after clearing Customs or could it have been cut off in the foreign country who may not have been able to open the TSA lock. She stated she did not look at her lock so it could have been.

She had a NOI. It did not have a time stamp on it.

She flew from Kigali to Amsterdam and entered the US at Detroit and boarded a flight to Louisville SDF.
She flew on Delta Flight #6027 from Detroit to Louisville, KY departing at 12:30 AM 5-24-13
Bag Tag (b)(6)
The bag is a black cloth large suitcase, Wenger brand.

2013 4:23:3 She stated her documents cannot be replaced unless she goes to Kigali and gets them again, and she would have no guarantee they would arrive in the US undamaged. She does not wish to file a claim.

Told her I am sorry she had that experience.

She stated she also feels persecuted because she is often patted down and it is because she has large breasts.
She stated it happened in the foreign country as well.
I started to say something and she said she is aware TSA is not in other countries.
She stated In Detroit she was wearing a bra and a knit shirt and knit pants so she does not understand why her large breasts caused a patdown.
She stated nothing on her should have caused a problem with the equipment.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Todd her I will send over a copy of her complaint to the Customer Support Manager.

In typing up my notes I realized I did not read a date back to her so I called her back and confirmed the Detroit flight was today.

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In typing up my notes I realized I did not read a date back to her so I called her back and confirmed the Detroit flight was today.

Disability Description: Caller had a knee replacement about 18 months ago. Caller is 75 years old.

Information Request: Caller does not want to have to have a patdown at all. Caller will not fly anymore because she doesn't want to have a patdown. Caller saw a patdown procedure being done on TV and does not want to have to go through one. Caller is almost in tears and very distressed and angry. Caller would like to know what ID is better: military ID, driver's license, or passport. Caller would like to know why people have to take their turbans off for screening. Caller feels that suspicious people are not screened as much as she is. Caller would also like to know why TSA does not do screening like Israeli airports that do background checks.

Response Details: The Transportation Security Administration's (TSA) Screening of Passengers by Observation Techniques (SPOT) is an additional layer of security using behavioral observation and analysis techniques to identify potentially high-risk individuals. BDOs are specially trained in the operational SPOT process to identify and screen travelers of interest.

Secure Flight is a program developed by the U.S. Department of Homeland Security (DHS) to provide uniform watch list matching by the Transportation Security Administration (TSA).

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

2013 5:10: Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

TSA anticipates these changes will further reduce though not completely eliminate the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms.

The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID. Military ID, driver's license, and passport are all acceptable.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. If you want a non-traveling companion to accompany you during the screening process they need only request a gate pass from the airline ticket counter. Emailed information to caller.

wants to know if a under wire bra will cause an alarm in the machine that shows her naked. She wants to know why the TSO told her that she can pat down her breast in the public and send her through but if she requests a private screening she will have to have a full pat down. She wants to know an alarm on her chest would cause the TSOs to test her hands and clothes for bomb residue. She wants to know why even after applying for Redress and using her RCN that she is still getting additional screening. She stated that TSA ruins every trip that she takes. She wants to know why the web site does not say that requesting a private screening will result in such treatment. She stated that she has had people fill her up, put their hands in the pants, grope her, and harass her enough.

Advised Caller:

We do not have an itemized list of possible things that could set off alarms in the AIT.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2013 6 38:5 TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

This request will be granted if the TSA screening supervisor believes that a physical inspection is sufficient to determine that the item does not conceal a prohibited item.

In addition, passengers at any time may request a private screening. For Example: This option is often exercised by passengers carrying jewelry or gold bars, so as not to alert other individuals about the presence of valuable property. During a private screening, another TSA employee will be present and the passenger may also be accompanied by a companion of his or her choosing. (Explained: the additional TSO and companion is for witness for the complete additional screening)

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport I can forward a copy of your letter to the Customer Support Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that

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2013 6:38:5

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 5/26/2013 5:01:18 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

2013 6:10:4

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): This was at the Atlanta airport on 5/24, my flight came in at 4:30 from Grand Cayman on Delta. This incident was at approximately 5:15-5:30 at security after customs and immigration.

Comments: I was not sure which category to put this complaint under, but was very upset at the absolute rudeness of more than one TSA employee. I am 25 weeks pregnant, and visibly pregnant. The two employees manning the line, were very friendly and professional. As we were funneled closer to the security line we ended up in a line with just scanner and no metal detector. I couldn't get anyone's attention to opt out of the scanner. My husband was in front of me and as he went through the scanner told the 3 people on the other end that I was opting out due to being pregnant. They just stared at me and said that there was nothing they could do. I told them I was not going through the scanner and they replied that I was holding up the line. I said can I walk through the scanner while it is off and then have a pat down? She said "NO!" and then "you need to go to the back of the line and go through another line". At this point we had been waiting for 30 minutes and I told her I needed to sit down and that I was 25 weeks pregnant, she repeated that there is nothing she can do. All of my belongings and shoes at this point were through the machine and out of my sight (thank goodness my husband was there). So, I go to the next line and try to just go up to the metal detector to go through. I was stopped by a male TSA employee who said "what are you doing, go to the back of the line" I told him what was happening and he said, "where are your belongings?" I told him they were on the other side of the machine with my husband, to which he replied "you can't do that!" So, I walked away and up to the metal detector and told them I was opting for a pat down. I was told them by the female in this line (one line over) that I held up the line, and where were my things, my things needed to be with me. The female TSA employee came over and led me to the pat down. She asked if any areas were hurt or were sensitive, and I replied that I was pregnant. Her reply was a large eye roll and "Ma'am I did not ask you to state the obvious." She then asked me where my things were and I pointed to my husband 10 feet away. Then she said that my things needed to be with me. I get it, but you wouldn't let me be with my things!! After the pat down I asked her if that is how we treat people who are pregnant in this country, and she replied, "I just do my job". I could not believe the lack of respect, but not one, but 4-4-5 TSA employees. I left feeling sick, and tired as I did not have the energy with being pregnant to deal with this kind of nonsense behavior.

Caller flew from St. Louis to ATL to Sarasota on 5-23, second trip in a row she has lost or lost, wrecked or broken her TSA lock. In April the lock was damaged so bad she had to get a bolt cutter to cut it off. She thinks they opened and failed to place the lock back on, but, there wasn't a NOI inside her bag. She asked security who provided her comment card. Delta, Flight #1179, Gate # B 4 or 10?, Taggage Tag (b)(6). Flying frequently and always get stopped because of metal in body, always gets a patdown, inconvenience and holds up the line and can't view her items during the patdown. Could she get on the expedited screening list.

Response:

Apologized to caller and provided claim form via email.

2013 8:05: We are responsible for checked luggage from the time it is presented for screening until the time it has been cleared of screening. Once baggage has been screened and cleared, air carriers are responsible for transporting it to its final destination. You may file a claim with TSA by completing a Standard Form 95 (claim form) in accordance with the instructions. A claim form will be sent to you within 24 hours of this response.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

There are two primary ways to be considered eligible for TSA Pre✓™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs. For more information, including enrollment, please visit <http://www.globalentry.gov>.

Random selection only, not a guarantee for precheck, guarantee for GE when reentering the US from international flight.

May not have to remove shoes, jacket, computer from bag, etc., if an alarm sounds or an anomaly shows up may still have to have a patdown.

Earlier today, my 2 boys and I returned to our home in San Diego - via San Francisco airport (SFO) on Southwest airlines. We removed all necessary items, and pushed our items through the conveyer belt. We had to wait quite a while as the TSA personnel were busy with other matters. We finally went through the metal detector, and retrieved our belongings - which included 2 black bags, and 2 trays with other items such as belts, wallet, etc. Later this afternoon, we discovered that my sunglasses were missing. They were dark brown, Maui Jim sunglasses.

2013 8:33: Were these returned to lost & found? If not, is there video to see who might have taken these sunglasses?

Please contact me at your earliest convenience. (b)(6)

Caller is a Global Entry member and is registered for TSA Precheck and has used it before. Then he was denied 4 out of 5 trips. He said he was denied twice then selected then denied twice. He knows it is random but he said he is denied more than selected but also said he used to receive it all the time. He mentioned receiving it at Hobby and via Southwest a year ago but corrected himself later. He asked why he can't go through the metal detector. When he asks they direct him around it. He flies via United from Newark, Delta from Cincinnati, and American from DFW. He also asked what I mean by an appropriate flight and why he can not use all the participating airlines from any participating airport if he is in the system.

I told the caller that the screening technology is optional and he cannot request the metal detector in place of the AIT or a Patdown.

I also told him that TSA Precheck is a random process and there are no statistics. This is to keep terrorists from gaming the system. I told him to go to his frequent flier profile and verify that his name, birth date, and member pass id match his Global Entry card exactly.

2013 9:09: I told him to verify that his information is correct and try again and if he is continually not selected, then to call us back with his flight information within 3 days of flying from a participating airport on a participating airline and we can send this to the appropriate office for review.

TSA is expanding the TSA Precheck initiative to the Nation's busiest airports and will announce additional participating airlines and airports once operationally ready. The location chart can be viewed at www.tsa.gov. Southwest and Hobby do not participate at this time. You must be flying on an airline that participates at the participating airport.

In addition, participants who have opted in for TSA Precheck will not know in advance if they have been selected for expedited screening. If TSA determines a passenger is eligible for expedited screening for a particular flight, information is embedded in the barcode of the passenger's boarding pass. TSA reads the barcode at the checkpoint and the passenger may be referred to a lane where they will undergo expedited screening.

Information Request: Caller wanted to know what to expect at screening.

Response Details: Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

2013 11:04: If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

Caller ask if he can take the brace off and send it through screening.

Advised caller that he would be permitted to do that.

Emailed caller information.

The caller stated that he will be flying from Dallas to FL. He has a colostomy and wants to know what to do for screening.

Advised Caller:

2013 5:04: If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

We do not require medical documentation.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 5/29/2013 12:03:20 AM Airport : SAT - San Antonio International Date/Time of Travel : 05/28/2013 6:45 AM Airline & Flight Number : Southwest 1733 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) :

2013 8:29:1 Comment : When I went through the security checkpoint, I did not set off the metal detector but I was told that I had to go through the body scanner. After I was scanned, I was told that I had to be patted down! A woman with TSA came over and commented that she didn't know why I had to be patted down since I was wearing a light cotton dress and it was obvious I wasn't hiding anything but she patted me down anyways. I wish I had asked for the man's name who was making me do all of this because he was also very rude and intimidated me. I'm a 53 year old grandmother and certainly don't look like a terrorist! I work in law enforcement in Phoenix and understand the need for security but I think this was going too far since I did not set off any alarms and they didn't even bother to search my bags.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 5/29/2013 5:04:54 PM Airport : BHM - Birmingham-Shuttlesworth International Date/Time of Travel : 05/29/2013 3:45 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : While going through the security check at front of the airport I was treated poorly. The man who checked my id and my boarding pass was very kind but when I went to the conveyor belt I was yelled (literally yelled) at by the lady on the other side of the metal detector. First she yelled at the gentleman in front of me because he wasn't following her unclear directions. Then she yelled at me because I zipped my purse before I laid it down on its side inside the bucket. She said "it's not going anywhere quit wasting time and just lay it down already." I did not want to Hebe the contents of mu purse spill so I took the 4 seconds to zip my purse. Then I was selected for a random screening. The lady that took me over to do that screen yelled st me as well because I tried to take my purse and carry on with me. She was very forceful and would not take the time to tell me what was going to happen with my belongings. Both of these employees made the screening process very upsetting to me. I understand the reason for the process but I was cooperating to the best of my ability throughout and yet was not treated with respect or with even decent customer service. I hope these employees will have the importance of customer service and taking the time to explain procedure instead of screaming at everyone for no apparent reason.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 5/29/2013 5:01:53 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 05/09/2013 6:45 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : My friend and I were waiting on line to go through the body scanners, at other airports it seems more random, with some people going through the metal detectors and some through the body scanner, but here at that time everyone was being ushered through the body scanners. I saw a sign saying I could opt out, so I requested to opt out. The TSA agent (a male) seemed very annoyed by my request and a woman TSA agent near by stated something about how I would have to "wait a very long time" and they encouraged me to just go through the body scanner. I politely declined. At this point my friend had already gone through and was waiting for me on the other side; after a couple of minutes a women TSA agent (not the same one that encouraged me not to opt out) proceeded with the pat down, she was very polite and professional. I then boarded my plane and arrived safely in my destination. I was just offended that I felt my right to opt out was being frowned upon, I was treated like an annoyance and was frankly kind of embarrassed for making a decision I SHOULD be allowed to make. Thank you for your time.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I travel to the Des Moines Airport about 3 times annually and almost every time encounter issues with the TSA staff there. About a year ago, after reluctantly going through the scan, I was then patted down. I had initially been fearful of receiving additional radiation but was informed there was no radiation. I was told to either go thru the scan or be patted down. Apparently it made no difference, because both procedures were implemented. The reason? The worker indicated it was "because you have on a skirt."

So the next time, I wore tighter fitting slacks. However, the same thing occurred again, so apparently it was not my skirt. When I questioned it, the TSA worker indicated that's just the way things are. I inquired why I always was made to go thru the scan while some others were not. I was told "it is random." OK, I can understand that. But what I don't understand is why obvious Middle Eastern individuals were NOT required to go through it right before me.

This past week I encountered still another problem. I offered no resistance but stepped into the scan after watching a man ahead of me just go thru the metal detector. After going through the scan, I was abruptly asked what I had in my chest. I indicated I'd had breast cancer and was wearing a breast prosthesis. The girl then asked if she "could feel around it." I was reluctant, but before I could answer, she was already probing around my body in that area of my upper chest. She then felt around my neck (posteriorly), then inquired "what do you have in your pockets?" At this point I became annoyed even more, as people were watching her touch my breast area and now were looking at my legs. I commented that I had "nothing" in my pockets and became frustrated because the pants were a stretchy white denim fabric. I indicated that if something was in my pockets, it would be more than obvious visually as well as on the scan. Then she signaled another TSA worker and insisted my hands be checked (I'm assuming for explosive materials.).

All this time my small purse is available for anyone going thru the line to pick up as well as other personal belongings. I was made to stand a distance away and often my view was blocked by TSA workers to see if my purse was still there. At no time was I offered a private area to be checked, but was humiliated in front of several individuals going through security, most of which were not questioned and many of which did not go through the scan.

I would like an explanation as to why TSA workers are so intent on humiliating women that are already sensitive to having lost a breast and made to stand in full view of other travelers while her breast area is felt. Since there are thousands of women experiencing mastectomy procedures, I'd assume breast prosthesis are fairly common. And most seem to be made similarly, so I'd think TSA individuals would be well aware they were looking at a prosthesis, not some sort of explosive device. There are no wires present or fluid of any kind in this prosthesis, so I am uncertain why TSA individuals feel it necessary to go to such extremes.

What is even more alarming is that the procedure differs from time to time with this experience being the worst. Why do TSA staff feel they have to humiliate women? Even the supervisor I talked to just sounded like a broken record repeating himself that this is what they have to do. Another TSA woman interrupted our conversation and became quite nasty in her conversation, finally glaring at me, leaning into me thereby violating my personal space, and told me to "have a nice day."

Since this experience at Des Moines keeps increasing in intensity, will I next be asked to remove the prosthesis??

(b)(6)

She stated she normally flies from FLL so she is not at all familiar with that airport.
She stated she is 90 years old and has 2 knee replacements and an insert in her back.
She wants to take advantage of our services.

I asked if she is needing help getting to the checkpoint.

She stated she is not.
She stated screening is horrible because they feel her all over because of her legs.
She stated her knees make a noise and she is only 4 ft 8 inches and looks like a little person.

Told her we will talk about her metal implants.
Because her joints set off the metal detectors she needs to let the Officer know about them and we may be able to resolve her screening with the AIT Machine.

She stated she cannot use it because her implant is something like a pacemaker except on another part of her body.

2013 11:11: I explained the patdown is all that is left since she cannot do the metal detector or the AIT machine, and we must screen her in order to clear her to fly.
All passengers must be screened.

She stated everyone else goes on through right away if they do not make a noise but because of her knees she gets a patdown.

Told her normally if a passenger does not set off the machine they go on through but sometimes we do random patdowns so other passengers may receive one as well.

She ask why we must pat her down.

Told her we must make sure she does not have anything concealed and to clear her screening.

She stated the Officers told her they were looking for explosives. She does not know where we think she would hide them.

She said an article she read indicated we could help old people or partially disabled.

Told her we do help by providing information on what to expect at the checkpoint and other things but I cannot promise her she will not receive a patdown.
Because she is over 75 she may keep her shoes on and light outerwear.
Caller had traveled from NY, LaGuardia to Denver. At Denver during screening, she says at LaGuardia she uses the old xray. Denver has the newer machines. Her husband had a pacemaker and was able to use the AIT. She was wearing some necklaces. She was told because of the necklaces she had to get extra screening, she got a patdown. She is upset she had to get the additional screening and did not have to do this before.

Told caller
We recommend all personal items to be removed, things like a belt, wallets and jewelry.
The officers can make a judgement call per passenger. I told her if there was an alarm during screening the officers would have to give a patdown to clear any alarm. If the officer felt comfortable enough to allow her go through with out a patdown to clear any alarm then that would be left up to that officer.

2013 3:53: The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

They will clear any alarm during the screening.
They do offer a private screening when there was an alarm of a sensitive part of the body.
We try to make it as safe as possible to travel.
I told her if she wanted me to I would note my call as a complaint for her.

Caller had traveled from NY, LaGuardia to Denver. At Denver during screening, she says at LaGuardia she uses the old xray. Denver has the newer machines. Her husband had a pacemaker and was able to use the AIT. She was wearing some necklaces. She was told because of the necklaces she had to get extra screening, she got a patdown. She is upset she had to get the additional screening and did not have to do this before.

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2013 3:53:0

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We try to make it as safe as possible to travel.

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Feedback Type: Complaint

State: Louisiana

Airport: MSY

Date/Time of Travel: 1pm on May 29, 2013

Airline: Southwest

Checkpoint: Terminal B

Comment: It took 29 minutes to clear security when only 60 or so people were ahead of me. Below are my observations:

- **UNMOTIVATED AND INEFFICIENT EMPLOYEES:** Only ONE PERSON was checking IDs/ boarding passes at an International Airport. Only 2 scanner belts were in use. All while a minimum of 4 to 6 agents stood idly. They blamed their inability to open more lines on scheduling (and being short one person). However, it didn't look like they needed more people - they just needed to work the job they are hired to do. They also asked me to hold a card for the TSA agent to timestamp. Not only was I not told what the card was for, but I also didn't understand why one of the 5 people standing around couldn't be bothered to use a watch.

!013 12:00: - **ON-THE-JOB TRAINING?** One person appeared to be training on the job. Why isn't this done in a training program? Why would you have this going on when the lines are backed up? If your mission is to protect American lives, how are you sending someone into a job without knowing what to do? That'd be like pulling someone off the street to perform a medical procedure.

- **INCONSISTENT PROCEDURES:** They started to cattle people through the metal detectors vs. the body scanners even though we were "older than 8." Airport employees seemed to be sneaking around the system/lines, and preferred passengers were flying through the line since she rotated one for one with the "regular" passengers to the "preferred".

Also, I was unable to submit my complaint in the online format because one of the drop down menus wasn't available for Mac users.

Ultimately, this level of service is unacceptable. You can and need to do better.

Sincerely,

(b)(6)

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(b)(6)

Caller stated he has a complaint but does not want it sent to CSM. He states he just wants tsa to know the process did not have to go that far. He stated the officers Badge# (b)(6) @ JFK but he don't think the officer was rude just did not have to go as far as he did.

!013 12:36: Caller stated he is a Turkish Airline pilot and flew into JFK airport. Stated he was going through the checkpoint as a regular passenger. He states he showed his Turkish Airline Id which does not have an expiration date, and requested to be screened with the metal detector, not the AIT machine. He states the officer told him because his Id don't have a expiration date, he will have to have a patdown. Caller stated to TSO he didn't want a patdown. Caller states he was told to put on his Pilot shirt and then he was allowed to go through the metal detector.

Advised: I will document call, offered to send his complaint to CSM at JFK but he said no.

I just observed a TSA agent in Amarillo, Texas that was very disrespectful towards a child passenger with cerebral palsy that uses forearm crutches to walk. Instead of getting a wheelchair to help him through the metal detector she made him use two canes to walk through— this is very unsafe and disrespectful. I work with people with disabilities and know that this is also risky behavior that easily could have resulted in injury to the child. I spoke to the mother and also suggested that she make a complaint regarding this behavior.

2013 9:17: (b)(6)

Sent from my iPhone

Sir,

On 5/31/13 at RSW (sw regional,fl) I went through the security screening gate at (d) gate at 600am.

I am disabled and have a service dog. When I approached the screening TSA agent I asked him what I should do to get through the security gate, He seemed very unsure of himself and what to do. He was an older white male ,tall, with a white mustache and gray hair.

He did not know TSA search policy on service dogs.

He told me to take all the restraints off the dog and have the dog walk through the metal detector in a very busy screening area. I knew he was violating TSA policy and I tried to explain this to him that I can't remove the collar,lease. I requested a Manuel pat down, anything other than doing this.He refused and ordered me to release my dog there by separating her from me entirely without control or restraint. I reluctantly complied, He was lucky she is well discipened and did not sprint through security. All the screening of me and my dog was done with the dog separate from me. . Again, I was required to be separated and all restraints ,collars, harness to be

2013 9:08:4

Your agent put me,the owner of this dog,as well as the security of the airport in danger.I could have been held civilly responsible if my dog got scared and bit a person and or another dog that was in the area, Serious training is need there.

(b)(6)

(b)(6)
Naples, FL 34114 :

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/2/2013 1:53:14 PM Airport : MCI - Kansas City International Date/Time of Travel : 05/26/2013 Airline & Flight Number : Frontier Airlines 815 Checkpoint/Area of Airport : Terminal C Security checkpoint TSA Employee: (If Known) :

Comment : The TSA agent we dealt with on Sunday May 26 was very rude and disrespectful. We think she singled out my wife for her own personal reasons. My wife tried to start a conversation saying "I once got hired for this job", and the agent softly mumbled "It isn't worth it!" and quickly changed the subject and went about her business. As we all finally got through the first checkpoint my daughter overheard her say to another TSA agent (Male) about my wife as she passed through the line "She is rude and she has an attitude and she had nothing to do with her from the start!" Then the TSA agent then noticed my daughter and turned her head and spoke lower so my daughter couldn't hear. Previous to this she questioned my 10 year old daughter as to where are you going? Your age? How long you are going to be there? When my daughter answered with our final destination of Las Vegas the agent was getting annoyed because my daughter didn't realize we first had a layover in Denver. My wife tried to answer for our daughter and the Agent quickly snapped at my wife and said "NO! she needs to speak for herself!" My daughter which had been up since around 4 AM wasn't focused on all the particulars of the trip and relied on her parents to get her to where we were going.

2013 3:14:5

This agent checked our ID's to enter the gate area and as soon as my wife got through the metal detector area (Metal detector did not go off) she left her post and spoke to somebody and proceeded to tell my wife that she needed to be further checked. When my wife asked "Why?" she was told that all women wearing dresses are checked. The dress was closely fitted so you could clearly see the outline of an object if there was anything there. We know for a fact that other women wearing dresses were not checked. We spoke to another female wearing a dress, which also flew out on the same day, who lives and works in the Kansas City area and she told us that she was not searched. She also asked if she needed to be searched and was told no. She and her husband further commented and said "the KC airport TSA agents are rude, and have no customer service skills."

We can certainly understand if women wearing dresses need to be searched, but we feel all need to be searched if that is the criteria as the agent stated. There is a way in doing the searches tactfully and being respectful of the person being searched. We would also like to add that the TSA agent, upon the completion of the screening, knew my wife was upset and was telling me about her experience. She could see and hear that my wife was upset. The TSA agent tried numerous times to interject and look for ways to confront my wife. My wife then told the agent that she was speaking to her husband and looked at my wife and then she walked away. We can certainly understand the role of security and by no means try to underhand the measures in place, but we feel that some people abuse their positional power.

Would you like a response? : True

Passenger's Name:(b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a complaint about FLL. Caller states that his wife is 6 months pregnant and her doctor told her not to go through the xray. He says that she requested the WTMD, but the TSO refused and did a patdown instead.

Advised caller:

We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: FLL to BOS

'013 4:11:1 Flight date time: 6 2 6:30 (delayed from 5:30)

Flight #: 976

Airline: JetBlue

Airport: FLL

Gate Terminal: F9

On behalf of: (b)(6)

Email: (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/3/2013 9:07:38 AM Airport : TPA - Tampa International Date/Time of Travel : 06/03/2013 8:00 AM Airline & Flight Number : SWA Checkpoint/Area of Airport : SWA gate. C gates
TSA Employee: (If Known) (b)(6) and (b)(6) a supervisor Comment : Traveling with my family today business select. Family consists of me, wife, 13 yo daughter and 11yo twins. The TSA agent at the screener allowed me and my twins to go through the normal metal detector. The agent then separated my wife and daughter and insisted they either submit to the full body scanner or a body pat down. I objected as I do not want the images or the extra radiation. (I am aware of TSA's position that the scans are safe. I am also aware of the argents to the contrary.). The agent stated that of my wife and 13 yo daughter had immediately followed us, instead of being 10-15 seconds behind us, they would have been allowed to use the regular metal detector. (b)(6) was called and also insisted the pat down of my child was necessary. After much back and forth he allowed my daughter to walk through but insisted my wife submit to full body screen or a pat down. The supervisor (b)(6) was zero help and took a hostile approach. He stated I needed to educate myself and if I was so concerned not let my daughter use a cell phone. I am used to the lack of customer relations and the inflated sense of authority that many agents possess. Today was a new low. I am disgusted with TSA and the continued disrespect they show the traveling public. To insist a 13 yo girl be subjected to a pat down by a stranger is unfathomable. Furthermore, after allowing my daughter to walk through, having my wife patted down was a pun stove measure. You should have more prnde and professionalism in your ranks. Simply disgusting and a new low for TSA. Unbelievable. .

'013 9:59:2

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller stated that she flew from Seattle on May 31st and had the worst expenence that she has ever had. She provided me with the following information regarding her experience:

She has two metal knees and told the officer that she would set off the metal detector. Instead of having her go through the AIT, he sent her through the metal detector anyway. When it set the alarm off, she had to wait 10 minutes for a female officer to become available to pat her down. When she finally received the patdown, she stated that all of the officers equipment was not working properly and it took 12 minutes to receive the patdown. She was already running late and informed the officers of this. She ended up missing her flight and was very upset. She spoke with a supervisor at the checkpoint, but she was not satisfied with the response she received. She stated that the checkpoint was short-staffed and that they should have had more than one female officer working. She also mentioned that she has heart palpitations and this did not help her condition. The caller does not have an email address.

'013 1:34:5 Airport: Seattle

Airline: Southwest

Flight #: 3742

Went through security on May 31st around 3:00 p.m.

Gate C

Advised caller:

I will forward her complaint to the CSM at that specific location.

Caller had a bad experience at FLL. She wants to know what her rights are because she is pregnant. She said that she does not want to go through screening technology. She opted out of the AIT and asked for the WTMD. She had to have a patdown and even was made to pee when the TSO's hand made contact with her crotch area. She had told her that her breasts are tender but she pushed on them anyway and even pushed on her stomach so hard she moved it. She had asked her to lift her shirt and pull her pants down 6 inches to see where her pants met her shirt. She asked for a supervisor who was not cooperative either. He told her that she had to have a patdown because she declined the AIT scanner. She did this because she is pregnant and had been allowed to use the WTMD at both Boston and Chicago Midway with no issue. He made her start completely from the beginning again and this is when she started crying. The TSO did offer a private screening but she declined it because they would not let her husband go with her even though he is military and has an id. After the screening she was hyperventilating and no one even cared. She was going through the JetBlue terminal F8 on June 2nd at 3:30 pm.

I apologized to the caller and told her that the Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her that passengers can opt out of the screening machines but would have to have a thorough patdown. The screening machines are optional and signs are posted of this right.

I told her that passengers cannot ask for the WTMD in place of the AIT or patdown.

Passengers can request a private screening at any time and be accompanied by someone of their own choosing.

Dear Sirs:

I object to the intrusive and potentially dangerous body scanning that is used in screening passengers who fly.

The United States operates one of the most intrusive passenger screening systems in the world. Yet I am concerned about the health and effectiveness of the body scanners.

As a 68 year old grandmother, I fly perhaps 12 times a year. I have always opt-ed out of the body scanners, having survived breast cancer and being aware of the dangers of too much radiation. Not only do I find the pat-downs annoying, I feel they are unnecessary. Last month I had to wait 50 minutes to get to the head of the security line in BWI, and then another 20 minutes for a female assistant to pat me down. I nearly missed my flight (the flight itself was only 1 hour).

I watched adults with children go through the metal detector instead of the body scanner. Why not grandmothers?

Since TSA is thinking of deciding to make body scanners the primary screening technique in US airports, I wonder if we would really benefit from this. Israel questions all passengers, and has staff trained to spot potential terrorists. Why can't the US do the same?

Body scanners are expensive, especially for their use in small airports. Terrorists, even if deterred from using airplanes to kill people, will devise other plans, as did the Boston Marathon bombers, the Oklahoma building bombing, the Newtown school massacre, etc.

Please consider my comments when deciding your policies.

Sincerely,

(b)(6)

Orleans, MA 02653

tel/fax: (b)(6)

(b)(6)

I'm afraid this doesn't quite answer either of my questions.

For item 1 – I've received confirmation from all three airlines that my Nexus ID was included on my reservations. I absolutely understand that random screenings will occur, but I have actually been turned away from TSA Pre every time I've attempted to use it. Can you confirm that I don't share a name with a suspicious person, and that there is a possibility that I will not be randomly selected on a future flight?

For item 2 – Why does it need to be a female agent? And in the case that I must be screened by a female agent, what is being done to decrease wait time, particularly at DCA? There are very few female agents in comparison to male agents available for screenings at DCA; it's not unusual for 2-3 male screenings to occur in the time I'm waiting for a female agent.

:013 3:54:1. Thank you

(b)(6)

P Please consider the environment and only print this email if absolutely necessary.

Caller went through checkpoint at St Louis traveling to LGA. She wanted to know why it was a practice at that airport that white men go through the WTMD, everyone else go through the AIT. The caller opted for a patdown so she could watch this happening. She felt like she was racially profiled. This happened at Terminal 1 going to the C gate. She was flying on American. Her flight was scheduled at 11:50am but was delayed. She went through the checkpoint at 10am.

I told her that was not the procedure and transferred her to MB.

ZSmith took over the call.

:013 5:06:5 Informed the caller on how she can make a formal complaint. Listed the following things to the caller about the requirements for her formal complaint.

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Escalating this record and recommending classification as MB Orange.

agent asked if there was metal in the brace. She said yes, and the agent told her she would need to take it off, so she did. She told her that she needed to go through the AIT because of the wires in her knee because they would set off the WTMD. She told her that she would have to wait. She told her that everything had already went through the scanner, and she needed to get to her things. They were cleaning the floor and they had the machine shut down. She stood and waited and she said her stuff was just sitting out there and that someone would get it. She told her to just go through the other one, and she said that it would set it off. The agent told her that she would just need to go through the other one because she didn't know how long it would be shut down. There was a black TSO there named (b)(6) who was very hateful. She said as soon as it went off that she needs to step right over here. She said that she needs someone to pat her down so she can go get her things. The TSO said that she would have to wait. She said that he ignored her when she asked for him to call a female over. She said that she needed to get to her items, and the TSO told her that her items would be fine. She asked if the male could just do the patdown. She said that about 8 people went through while she was trying to explain to him that he needed to call a female over. It had taken about 15 minutes to get this done. She asked him at this point where she needed to go to file a complaint and when he asked her why she said that it was because he was very rude. He told her that this is where their conversation ends, and that he would no longer talk to her. At that point he called for someone and a Supervisor came over and she explained to her what happened. She went and got someone to do the patdown and the TSO doing the patdown told her that the other officer had done her wrong and that she needed to go up to the podium and file a complaint. Once the patdown was complete, she went up to the podium and spoke with (b)(6). She asked her if she wanted to fill out the paper or just tell her and she just told her what had happened. They were in the closest scanners to the Homeland Security that were there that day. At this point (b)(6) told her that she needed to take the paper and file a complaint so that they could come check that airport. They have had several complaints on him, and she said that she had also been over there twice to tell the ones who were cleaning the floor that the passengers were more important. They weren't calibrating the machines or anything so they should've been open. She's been through many airports and have never had anyone refuse to call a female, and has been through many patdowns as well due to her knee.

Flight details below:

Airport: MCO

Airline: Southwest

Flight #: 909

Departure Date: 6-4-13

Departure Time: 11:55 a.m.

Went through security: 10:00-10:30 a.m.

Terminal Gate: 28

She also wants to know about the PreCheck and the programs that are available to pay \$100 for to get through screening faster.

Advised Caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

There are two primary ways to be considered eligible for TSA PreCheck™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA PreCheck™ is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA PreCheck™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA PreCheck™. For more information, including enrollment, please visit <http://>. Tonight I was badly mistreated by two TSA agents at the security checkpoint at Terminal E in Philadelphia. (b)(6) and her supervisor (b)(6), unnecessarily humiliated me, an 8 month pregnant US citizen. I travel OFTEN for work, and every time I do, I am graciously offered the metal detector rather than the controversial, unsafe X-ray-like machine/body scanner. Normally, I don't have to ask, men and women alike kindly and Wisely offer me this option as it is safer for my baby. Tonight, I was embarrassed when (b)(6) screamed "supervisor!!!!" as I was speaking to her and getting visibly upset. I began to cry and they insisted on doing a pat down. I told them I didn't want a pat down as the last time I did that, it was an invasive, inappropriate, and uncomfortable experience. I was furious to opt for the X-ray machine. I am livid that I was embarrassed, that my health, safety and dignity was not considered, and that (b)(6) and her supervisor (b)(6) felt it was okay to treat a pregnant woman this way. I would like to see her disciplined, if not fired. This is unacceptable behavior and something that should stop immediately. Pregnant women in this country should not have to choose between putting her baby/fetus at risk and enduring a humiliating pat down. Time to readjust your priorities, TSA!

013 7:06:0 I look forward to your follow-up.

(b)(6)

Caller states that she flew from Omaha to SEA. Caller states that she requested assistance at the checkpoints a long time ago from both the Omaha and SEA airports. Caller states that she has extreme anxiety and OCD and the WTMD and AIT machines utterly terrify her. Caller states that every time she flies from SEA she always has an issue with her screening.

The Omaha agent was extremely nice and very helpful and set up a specific time appointment for them to meet. Caller states that they walked her through the exit, to avoid the machines, and conducted a private screening for her.

1013 9:42:5 Caller states that the SEA CSM never returned a phone call until today, an hour before the CSM left, who stated that she can call any time for help. Caller states that she has called the CSM several times over the past few weeks and even attempted to contact her tonight, but was told she was out of office for the time. Caller states that she is flying out of SEA at 6 AM tomorrow and wants to know if there is anyone else that she can talk to tonight at the SEA airport for assistance in the morning.

Caller wants me to forward this to the CSM so as to make her aware of the fact that she failed to attempt to assist her in any way, because she has been trying to get this help for weeks.

Advised caller that the only thing that we can tell her to do in the morning is at the ID checker is to ask for a Passenger Support Specialist. The PSS is specifically trained to assist passengers with any form of disability. Advised caller that if they are not available she should ask for a supervisor. She should explain to the party her disability and explain the assistance she received in Omaha. Advised caller that I cannot guarantee that she will receive the same or any assistance, but the party, if they are available, will attempt to help her as best as possible.

Advised caller that I will forward this to the CSM for notification.

I am resending the email below since I did not get an answer yet and my fly is going to be pretty soon.

I would really appreciate if you can be a little more specific about what documentation I should need in order to pass security control with a muscle relaxer device which is not attached to my body.

I just want to make sure that this device will pass control security airport after pass the X Ray since this device is very expensive and I will need it during my travels.

Thank you for your help,

(b)(6)

1013 2:23:0

----- (b)(6) -----

De: (b)(6)

Para: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>

(b)(6) 29 de Mayo de 2013 19:10

Asunto: In Response to your inquiry.

Thank you for your answer but I would like to have a more concrete answer.

My devise is not attached to my body so the body screen does not affect me in any way.

My only concern is that I will carry this devise with me since I need it during my fly so I was wondering if during the checkpoint the Transportation Security Officer will required to show him/her some medical documentation to prove that this devise is a medical devise.

I am waiting to hearing from you.

Thank you.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/5/2013 4:14:50 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/27/2013 8:00 PM Airline & Flight Number : Southwest Airlines Flight # 293 Checkpoint/Area of

Airport : Special Assistance area TSA Employee: (If Known) : Not Known Comment (b)(6)

(b)(6)

Atlanta, Georgia 30319

Phone (b)(6)

RE: T. S. A. INTERACTION WITH PASSENGERS

Dear Mr. Thompson,

This letter is a follow-up to numerous attempts to reach you by telephone. I would like to notify you of an upsetting experience that my family and I had at the Chicago Midway Airport on Monday 27th May, 2013 at 8:00 p.m.

My family and I were on our way back to Atlanta on Southwest Airlines. Since we were travelling with a toddler and a stroller we were taken to the "Special Assistance" area. Upon arriving at that area I was mortified to see the harsh interaction and overall lack of professionalism that the T. S. A. agents were displaying towards the passengers in front of us.

When it was our turn, my husband (b)(6) folded down the stroller and placed it on the conveyer belt. I had a bottle of water and one of the agents told me to just place it on the belt for it to be scanned; I did exactly as I was told. I then carried my son through the metal detector with (b)(6) in front of me. Just as (b)(6) walked through the detector, the lady monitoring the screen screamed "BAG CHECK!" She was an Italian or Latino lady with her hair in a ponytail. Then she motioned towards him rolling her eyes and said "DO YOU HAVE LIQUIDS IN THIS BAG???" I said "Yes, we are travelling with my 1 year old son and there was juice in the bag for him to drink during the journey" she rolled her eyes and shouted again "BAG CHECK!!!!" Someone came over and explained to (b)(6) that he would have to be searched because they could not open the juice pouch; he agreed. Just then my water bottle was passing through the monitor. Again, she boorishly yelled "WHOSE WATER IS THIS???? IS THIS YOUR WATER?????" I told her that it was, she then yelled "IF YOU WANT THIS WATER GO OUTSIDE AND DRINK IT!!!" I was horrified at how impolite she was and I said to just simply throw it away. I was then told that I too had to be searched for the juices. By this time both (b)(6) and I were fed up with the insolence and we said to just throw the juices away. One of the other agents (an older Caucasian gentleman) tried to explain to the agent that said that I had to be searched (a younger Caucasian gentleman) that (b)(6) had already been searched for the juice, but he simply paid him no mind.

Needless to say, I have never been so indignant in my entire life. After seeing the same treatment to the family ahead of me, I would hate to believe that this type of disrespect is common place among the T. S. A. at the Chicago Midway Airport; what hurts most is that this was being done in an area where there are families travelling with young children, which in itself is already a stressful circumstance.

(b)(6) is from Chicago so it is likely that at some point we will have to return to the Chicago Midway Airport. It is my hope that some form of action is taken so that we or anyone else do not have to endure such a debased experience with the discourtesy displayed by those T. S. A. officers.

I look forward to your reply and resolution of my problem. Please contact me at the above address or telephone number.

Query:

Caller has a partner that is flying with him. Caller's partner has a pacemaker and he is wanting to know how she can go through screening.

Resolution:

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Verbal declaration, doctor's notes, and written declarations can be utilized in order to inform the officer of a particular concern during screening.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

TSA does not require passengers to have medications in their original prescription bottles; however, some states have individual laws regarding the labeling of prescription medication which passengers may need to comply. Medications in daily dosage containers are allowed through the checkpoint once they have been screened.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 6/5/2013 6:20:50 PM

Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : TERMINAL 4 TSA Employee: (If Known) :

Comment : Why is it that TSA insists that I show my passport when taking an international flight ? TSA staff before the metal detectors refused to allow me to proceed until I showed my passport .

TSA website clearly states that a drivers license is all that is needed to board ANY flights. No distinction whatsoever is made for INTERNATIONAL flights. A passport is a document required only for entry to the USA, not to leave the USA. A person can be a legal RESIDENT of a country but NOT have a passport for that country and gain entry to the country only with a residency card. So that being the case why are you asking for a passport ?

6/5/2013 8:00:0

If a passenger has issues at their point of arrival, why is that TSA's problem ?

TSA should be involved with security issues not possible immigration or customs issues.

Thanks !

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/6/2013 2:21:08 PM

Airport : CIU - Chippewa County International Date/Time of Travel : 06/01/2013 Airline & Flight Number : Delta 6:25am flight to DTW Checkpoint/Area of Airport : TSA Checkpoint at CIU TSA Employee: (If Known) : N/A Comment : We had a fairly small number of passengers onboard and it took an INCREDIBLY long time to get through screening. EVERY passenger was made to wait before going through the metal detector while the TSA employees reviewed the images of bags going through a scan. I understand that there were new employees being trained but it was completely ridiculous the amount of time it took to get screened. Delta started boarding and folks were going right onto the plane with no waiting after going through the screening because it was so slow. Going through the checkpoint at this airport has always taken longer than it should because of the setup (which I think could be improved upon) but this experience was unacceptable. There are only two flights/day going out of this airport so managing it to speed passengers through should be easy, particularly with four agents working the screening point.

6/5/2013 4:14:0

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Information Request: Caller asked what are the requirement for take a POC through TSA. I gave the caller the information in the template, but the caller was still not satisfied.

Caller said a friend with an POC received grief over taking the his device through TSA security. Caller said he was told that he could not take his POC when in reality, TSA was wrong and he was allowed to take the POC through. Caller said he was concerned about having a hard time getting his POC through the security checkpoint.

Response Details: Generally, the Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airline flights because oxygen is considered a hazardous material. However, passengers may check with their airline before purchasing tickets to ask if they will test an oxygen tank for safety (48 hours ahead of the flight), allow passengers to carry a specified portable oxygen concentrator (POC), or provide oxygen to the passenger.

If a passenger uses a POC, the manner in which the passenger is screened depends on whether he or she can disconnect from the oxygen concentrator. Passengers should check with their doctor to determine whether they can safely disconnect during screening. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening whether he or she can disconnect before the screening process begins.

If a passenger can disconnect from his or her POC, it is recommend that the passenger check the equipment as checked baggage whenever possible. Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown.

013 12:58:2

If a passenger cannot disconnect, or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown will be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

I advised the caller the POC will be screened by xray if he can disconnect, if not it will be screened by other methods. Caller still was not satisfied. I offered to send his flight information over to ODPO to make arrangements to get help getting through the checkpoint. This caller was still not satisfied with my answer and the caller does not have any flight arranged. Caller then asked where he can write to get an answer to his question. I turned the call over to Missy.

The caller flew from EWR to ATL to MLU, and was forced to go through the WTMD three times. However, she was also given a full patdown before being cleared. On the flight from MLU, she was forced to undergo the WTMD three times again. However, she was only wearing a lycra shirt, cotton jeans, and had no belt or shoes on. She asked the screener if the problem was her belly ring or underwear, and he indicated that was not an issue. Then, she was subjected to another patdown before being cleared. However, she is upset because of past trauma, and believes that she was discriminated against due to her gender. The caller maintained that no male was forced to undergo these procedures. She wanted to know why she was chosen for additional screening.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

013 3:41:0

I forwarded the call to to MB:

The caller is very upset and wants to know why she caused an alarm whenever she went through the walk through metal detector. I advised the caller that I could not tell her why she caused an alarm. I advised the caller that all I could tell her is that if there was an alarm, then the officers at the security checkpoint would have to clear the alarm. I advised the caller that in order to clear the alarm they would have to perform a patdown. The caller also wears an underwire bra. I advised the caller that the underwire could possibly cause an alarm.

The caller attempted to get me to tell her what she could wear to avoid getting a patdown. I advised the caller that I could not tell her what would cause the alarm to sound. I advised her that unless I was there I could not even begin to do so. The caller stated that she also felt discriminated against because her breasts were large as well. I advised the caller that she would have to place her complaint in writing. I advised her that she would receive an email with a link that would allow her to place it in writing.

The caller flew from EWR to ATL to MLU, and was forced to go through the WTMD three times. However, she was also given a full patdown before being cleared. On the flight from MLU, she was forced to undergo the WTMD three times again. However, she was only wearing a lycra shirt, cotton jeans, and had no belt or shoes on. She asked the screener if the problem was her belly ring or underwear, and he indicated that was not an issue. Then, she was subjected to another patdown before being cleared. However, she is upset because of past trauma, and believes that she was discriminated against due to her gender. The caller maintained that no male was forced to undergo these procedures. She wanted to know why she was chosen for additional screening.

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room and to show the ostomy and was ask to remove his pants to do so. He stated that he is a FAA representative and has GE he can not believe all this would be necessary for as often as he flies.

Advised Caller:

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov/sites>.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

013 12:25:0

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Regardless of whether the passenger is screened using AIT or a walk-through metal detector, the passenger's ostomy is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands.

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Good morning,

This morning I flew out of John Wayne airport located in Orange County, California. I am currently 12 weeks pregnant and am not able to walk through the AIT X-ray screening. I advised the TSA employee that I am unable because of my pregnancy and that I would need to walk through the metal detector. Your employee did not let me and told me that I need to receive a Pat Down. I told him I do not want a pat down and then he told me I have to because I am choosing not to walk through the X-ray. I told him for the health of my child I have been advised not to. They just kept telling me that I have to get a pat down. Then they went and got the supervisor, her name was (b)(6). She was described to be about 5'5" around 60 years of age with short shoulder length brown hair (b)(6) and one of her associates took me to a private screening room and that's when I became very upset and confused because I found it very inappropriate and inconsiderate that they were performing this. They told me to put my arms up and I did then (b)(6) grabbed my hand and yelled sternly, (without any gloves on, her associate was wearing gloves) "put your hand like this". I pulled my hand away & she yelled "assault" and then threatened to call the Sheriff's department. If anyone assaulted anybody is was (b)(6) assaulting me by grabbing my hand and yelling at me.

Clearly I am very upset. I have flown many times while pregnant, and I was always advised to walk through the metal detectors, never a Pat Down. I am informing you of this because I looked on your web site and it says, and I quote, "Also, AIT screening is optional and alternative screening is available for all passengers."

Alternative screening being metal detectors.

Thank you

(b)(6)

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 6/8/2013 8:06:43 PM

Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 06/06/2013 5:00 PM Airline & Flight Number : UA 9772 Checkpoint/Area of Airport : United Terminal 1 gate C5 TSA Employee: (If Known) :

Comment : After presenting my ID and my boarding pass (mobile boarding pass) to the TSA agent checking IDs and boarding pass at the podium all passengers were also instructed by the TSA employee at the metal detector to show their boarding pass but not ID to the him prior to walking through the metal detector. As you can see this is not going to work when you are using a cell phone mobile boarding pass. I had to go back to the conveyor to now put my phone through the x-ray and thus slow the entire process. I am a frequent flyer and in all other airports this process is not used and it is not necessary. The second check of the boarding pass is redundant and the TSA employee cannot verify the name on the boarding pass to any ID as the passengers ID is now with their carry on going through the x-ray. I spoke to the supervisor working at the time and he indicated that this was a required procedure. Further there were no feedback forms to TSA available at the checkpoints in this airport. I am a precheck flyer with Delta.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP : (b)(6)

Date Time: 6/9/2013 3:11:26 PM

Name : (b)(6)

Email : (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta. PHL

Comments: This morning (Sunday, June 9th) around 6:30am in the Philadelphia airport, the TSA officers prevented me from accompanying my wife and infant son through the security checkpoint. They said I had to take a different route through the scanners, and when I said I opted out and would like to stay with my family, they made me go through a pat down screening instead of letting me follow them through the metal detectors.

The TSA website clearly states that parents of children who cannot be screened may opt out to stay with their family. Quoting from the TSA's "Traveling with Children" website:

"Parents carrying infants or children cannot be screened by the imaging technology. In addition, parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

There is no mention of "only one parent", yet not one of the TSA employees I encountered in Philadelphia were aware of the policies posted on the primary TSA web-page.

When I complained to the supervisor, he was rude and told me I didn't know what I was talking about. It was clear he had no intention of behaving any differently to any other travelers.

There is absolutely no reason to force a family to separate while traveling. It's already hard enough with an infant; having uninformed TSA agents implementing made-up policies makes travel that much harder.

We traveled through Miami the morning of June 5th and experienced the rudest TSA "officer" yet. I'm sorry that I did not get his name. He was directing us through the metal detectors by snapping his finger rudely left or right with a power-happy smirk and barking that we had to push our belongings onto the conveyor or "the boss would take them away and keep them". He also directed his taunts to busy families with small children.

These check points are humiliating at best, but this was too much. If we had the time to spare I would have certainly filed a complaint on the spot. How can I be expected to believe that travel is now safer because jerks like him are on the job? It's obvious these people know that they have a guaranteed government job that they can not get fired from.

2013 8:27:3

I'll be surprised if this complaint actually gets an individual response.

(b)(6)

Caller just returned home and Maui and she is disabled. The caller had a temporary Hawaii drivers license, elderly affairs picture ID and boarding pass. She was in the process of changing the name. They did not give her back the boarding pass, temporary ID and elderly affairs ID. The Hawaiian airlines agent put her name in and found her seat, because the TSO took her boarding pass. Caller questioned the TSO and he said you must have put it in the folder, which had the itinerary. She remembers the TSA man took her by the wheelchair and was given a wooden cane to stand and go through the WTMD. She was then taken to side for a patdown, because she did not provide a valid photo ID. She gave a grey-haired older man in a TSA uniform, her documents. One woman searched the carry on and another search the caller. This all happened in Kahului around 11:15 this morning. Caller went through 6 marriages and divorce decrees. Caller already contacted the CSM and left her contact information.

Advised Caller:

2013 7:45:1

You may contact the Kahului Airport lost and found at: 808-872-3421. You may also redial the number, select menu option 5 and enter the airport code. We will be forwarding your information to the CSM at the airport.

Airport: OGG

Airline: Hawaiian Airlines

Date and Time: June 10th 2013 10:40AM

Gate Terminal: One security for all departing flights.

Officer: Large framed Grey-haired Older man in a TSA uniform

Caller had difficulties three years ago going through PHX because the AIT was not working and he had to go through the WTMD even though he had informed TSO of his metal implants. When he alarmed not only did he have to have a pat down he was then subjected to a secondary pat down in a private room. Caller wants to request an appointment for an AIT screening.

2013 9:10:4

Relayed the CSM contact through option number 5 on the IVR and relayed the TCC number and he stated he had called in on the Cares line but it was not identified on the telephone screen.

She he has demagnetised titanium rods in her back and neck.

She indicated that in the upper part of her buttock lower back she has an implanted computer that runs her stimulator. She has a card in regard to the device. She doesn't want to miss her flight. She will get there early.

Information Request: She asked if newer AIT technology is used or if the old ones are still in use at BDL. She indicated that knowing such would determine how what she can do at the checkpoint.

She asked if he advise of the computer ahead of time and expressed concern that TSO may think that it is a bomb.

She asked if there TSA's website is where she would go to see the prohibited items list. She indicated that she was on the website under Traveler Information. She asked if she should select the link for liquids.

2013 11:30: She is traveling from BDL to SLC.

The caller mentioned that she thinks that she will be screened via a patdown as that seems to be the simplest way.

She asked if this applied at all airports.

Response Details: I explained that the information that I have indicates that BDL is listed as an airport that has or is scheduled to receive AIT. It does not indicate which technology is listed. I advised that she can determine this by contacting the CSM via 866 289 9673 and option 5.

I advised that she inform the TSO of the metal implants and internal devices before the screening process begins. Doing so, can help facilitate the screening process. If there is an alarm or anomaly, TSO will know that she advised of the metal implants and internal device.

Disability Description: Caller wants to know if he needs a letter from his doctor.

Information Request: Caller has metal clips in his abdomen and he does not alarm when going through the WTMD but he does alarm when going through the AIT.

2013 1:05:1 Response Details: Explained that the AIT does not detect metal objects but I have no way to determine why he is alarming when he goes through the AIT but if he will call 72 hours prior to his next trip with his travel information we will forward the information to the ODPO prior to his travel.

Offered the information on screening of metal implants but he was already on the website.

What happened is he set off the metal detector and they patted him down.
He had a coffee mug in his hand and the Officer told him that he needed to wand him down around the coffee mug while he was holding it.
He wanted to know if the word wand is an actual word or is it an acronym.
The Officer used a black metal stick and went around the edge of the cup.
He is not filling a report with TSA, he only wants to know the name of the equipment.

I asked if the Officer mentioned he was doing an explosives trace detection.

He stated he did that with the swab and gloves.

He stated that he just wants the name of the black stick the Officer used.

I asked if he had liquid in the cup.

He stated he had coffee in the cup.

2013 1:57:2 I asked him if he is not aware of the liquid rule.

He stated he is a pilot and he can do that.

I asked what airport he was at.

He refused to provide it. He said that should not matter and he is not making waves.
He just wants to know the proper name of the stick.

Told him that he can decline telling me, that is his choice.
Since I was not there it would be difficult to say but I am researching and will see what we can tell him.

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening.
That would have been likely since it was used around the edge of his coffee cup.

He interrupted and said that was not what was used and he already knows we no longer use the hand held detectors and he will just try to Google it.

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 6/11/2013 1:48:44 PM Airport : DEN - Denver International Date/Time of Travel : 06/10/2013 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : South Checkpoint in Main Terminal TSA Employee: (If Known) :

Comment : I have two separate issues I felt necessary to communicate to TSA. Please note that I no problem with going through airport security and I completely support it to make our travels safe.

1) During identification checking of boarding pass against photo ID, I felt the particular TSA agent that was checking IDs in my line seemed rather cold towards passengers and portrayed that he was unhappy with his job. He seemed like he was depressed and annoyed. That does not make a passengers' experience a positive one when the first TSA agent they interact with exhibits a depressed attitude. It actually made me concern about the agent and if he was even happy.

2013 2:21:1 2) Regarding the imaging technology system, passengers who are hard of hearing or deaf may have difficulty hearing or understanding when it is ok move out of the imaging machine. I myself am hard of hearing and have first hand experience with this. For me in particular if someone is talking from my side and not visually looking at me or talking loud enough, I may not immediate hear the agent say that I can move forward. Since the imaging machine directs the passenger to stand facing outwards while the agent is to the side, this can be difficult at times. I know that I am not the only one and I am sure there are many people without hearing aids who may have similar problems especially with the increase of hearing loss in America. I suggest that there be initiator lights visible to the passenger of when to stay or move out of the imaging machine and then given permission to continue through by the TSA agent. With walk through metal detectors you are always visually facing the TSA agent who is able provide directions or assistance.

Again these are not really complaints but just suggestion of ways to improve service.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller said that his bag was searched and the zipper was re-zipped in the wrong position, causing it to get ripped off. He said that there was an NOI in his bag. He said that he always zips his bag so that the zippers cannot get caught on anything and damaged.

I told him that he can file a claim for reimbursement for the damaged zipper and I will send him a claims form package via email. There will be an attached cover letter and instruction sheet with guidelines for filing the claim.

2013 8:52:4 Then, he said that he was randomly chosen for additional screening as well at SAN and another one of his previous flights. He was not happy that he was chosen for additional screening 2 out of his last 4 flights. He asked why he would be chosen for additional screening.

I told him that there are different reasons for additional screening. Passenger are subject to additional screening if their carry on bags alarm, of they alarm the WTMD, an anomaly is detected by the AIT or simply chosen at random. If he was told that he was selected at random, then he was selected at random.

He wanted a clear number on how many passengers go through before someone is randomly selected.

I told him that random means that there is not a select number of passengers that go through before someone is selected.

Caller wrote a complaint into TSA 6 months ago. Caller wanted to know about cargo pants because he was pulled aside for screenings. Caller stated he flew from Grand Rapids Michigan back in September 2012

Advised caller the following information:

2013 2:11:0

All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the clothing is free of a prohibited item. This policy extends to all clothing items and is not directed to any particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers, athletic warm-up jackets, and sport coats for x-ray before proceeding through the walk-through metal detectors. The caller said that he wanted to file a complaint. He said that for the last 12 years, he has traveled approximately 50 times and always removes his shoes before screening and puts on disposable booties. Today, he was asked to remove the booties. He said that two TSOs and a manager was very rude to him. He wanted to know if he is permitted to wear these booties through screening. He did not have any information about the TSOs or manager that was rude to him.

Departing Airport: JFK

Terminal 4

Gate: B

Date of Screening: 6-12-2013

2013 5:27:1 Time of Screening: Between 4:30 and 4:45PM

Airline: Delta

Flight Number: 73

Destination: BHM

Connecting Airport: ATL

I told him that passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint. Since he encountered a rude screener, I will forward this record to the CSM at JFK. I apologized for his screening experience.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/12/2013 8:42:25 PM Airport : EWR - Newark International Date/Time of Travel : 06/12/2013 6:00 PM Airline & Flight Number : United 679 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 8:59:4 Comment : I am pregnant and did not want to go through the X-ray machine. I told the attendant and he mentioned it was safe but i was not about to take a 21 year olds word for it when my babys health is at stake. A sign with fda information and radiation levels like what is posted on your website would have convinced me but you have nothing posted. So the not so friendly officer screamed out "female assist". I waited. No one came, for approximately 5 minutes. The attendant was right in front of me and showed absolutely no concern for the fact that I was waiting. Neither did the other officers around who saw me waiting. I told them that I needed to go through and they showed absolutely no concern and just screamed out again "female assist" loudly but to no one. In short, I waited for over 13 minutes (according to my phone) until finally someone came when I insisted I talk to a supervisor. In those 13 minutes, several people were simply walked through the metal detector Because they were travellers accompanying minors with no pat down while i and another pregnant woman waited. After the pat down; I had to run to my gate and was the last person to board the plane. Your lack of signage advising about the radiation of the machine is silly, especially when you do had multiple signs about potential impact to undeveloped film! The lack of systems to get assists other than yelling out to thin air is backwards and clearly ineffective and inefficient, and ultimately, the absolutely lack of concern or customer service mindset of your officers is simply appalling. I hope you take this into consideration across airports. I am absolutely respectful of your work to keep us safe and never complain about any of you measures, but the least you can do is remember that you are paid for by us the taxpayers and at minimum, should act with a sense of urgency and customer service mindset.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); 4th Amendment Current Date/Time : 6/13/2013 5:51:56 AM Airport : PHL - Philadelphia International Date/Time of Travel : 06/11/2013 Airline & Flight Number : US Airways #991 Checkpoint/Area of Airport : Security screening in Customs TSA Employee: (If Known) : multiple, name tags not obvious Comment : Recently diagnosed with breast cancer, I declined to go through the full body scanners. "Opting out" policy subjects you to intimidation, delay, denigration and overall hostility. I was told "opting out" denies the option of the metal detector screener. The "pat down" seems designed to punish you for being a belligerent. The "low grade" radiation exposure they insinuate is "low risk" is anything but. "low grade" radiation lodges in the body instead of passing through like an xray. What is it doing to children and women of childbearing years?

2013 8:30: Michael Chertoff et al is making a fortune from the machines. You are irradiating the entire flying public dangerously. Are you tracking birth defects and miscarriage and cancer rates? It would be less galling if you had only stopped the Boston Marathon bomber. I am a 66 yo silver haired 4' 11" female with a NY Irish ancestry. I am not the profile of a terrorist bomber. Screening policy should emulate the Israelis. This absolute invasion of our bodies in the name of security is far more damaging than the NSA spying. We met New Zealanders who told us no one wants to come to America anymore because of the TSA harassment & irradiation exposure. I want Janet Napolitano to read this! Her TSA has left a bitter taste to the end of an otherwise fabulous family trip to Italy!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 6/13/2013 10:55:13 AM Airport : MCO - Orlando International Date/Time of Travel : 06/13/2013 9:15 AM Airline & Flight Number : Employee Checkpoint/Area of Airport : Employee Lane Gates 60-99 TSA Employee: (If Known) : (b)(6) Comment : Upon entering the employee lane (I work at the airport) there were a large number of non employees waiting to use the full body scanner vs. the metal detectors the employees use. I Placed my bags on the belt and stood in front of the metal detector for about a half second; the TSA officer (b)(6) did not seem to be paying attention or was distracted. I through the metal detectors, walked past him and was waiting to collect my bags (I did not set off the detector), He yelled at me that he did not wave me through and that I had to go through again. My response was "Really?!" I think he could have handled the situation much better and making me go through the scanner again when I did not set it off the first time was childish and unnessesary.

2013 12:09:

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2013 1:25: Caller went through the checkpoint at Redmond, OR at 4:30 am on 6 07 2013. He was flying on United Airlines flight 6351. He had a double set of rental car keys in his back pocket on a metal ring. . He wanted to report that the keys did not set off the metal detector.

I advised him that I would forward his record the security.

Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)
Multicultural Branch
701 S. 12th Street
Arlington, VA 20598

Complainant: (b)(6)

(b)(6)

Spring, TX 77379

(b)(6)

re: TSA Complaint
Security Checkpoint
Terminal 8
Bush Intercontinental Airport (IAH)
May 10, 2013
1:00-1:45 p.m.
United Flight 4507
2:26 p.m. Scheduled Departure Time
May 14, 2013

2013 12:05:

To Whom it may Concern:

I am writing to formally complain about the distressing, overly invasive and extensive pat-down performed on me by TSA employee (b)(6) recently.

This event took place on May 10, 2013 at IAH Terminal B, at about 1:15 p.m. I do not believe that the exam I received could ever be described as a "pat-down." I was subjected to an invasive, aggressive search that even involved searching certain body cavities.

As I went through the security area in Terminal 8 at IAH, I informed the TSA agents that I had an implanted intrathecal pump that required me to avoid the scanners and the metal detector and that I required a pat-down. I was placed near a swinging half-door

Caller attempted to fly on Monday from JFK to Orlando. Caller states that the lines at the airport were very slow and were continuously stopped. Caller states that when she did get to the checkpoint she was treated very disrespectfully by officers at the checkpoint. Caller indicates that the officers were extremely rude. Caller indicates that the officers did not take into account her disability. Caller is not satisfied with the fact that she is not getting to use the AIT machine because she has an animal. Caller feels that TSA does not accommodate people well enough that have medical disabilities.

Caller is wanting to know if there is any kind of expedited screening process.

Advised Caller:

2013 6:32:

We are sorry that you are not able to go through the AIT machine with your animal. You must remain with your animal at all times and while you are in the AIT machine, you will not be with your animal. You can be screened using the WTMD or by use of a patdown or both.

We do have an expedited screening process that is called TSA PRECHECK. It is important to remember, that even if a passenger opts in for TSA Pre\u002713™ with their airline or includes their CBP trusted traveler information when booking a flight, TSA Pre\u002713™ does not guarantee an individual expedited screening.

If you join on of CBP TT programs there is a 100 dollar fee that last for 5 years.

Disability Description: Caller states that he is 80 years old. He has a hip replacement.

Incident Details: Caller flew out of DCA on 6-12-13. Caller went through the checkpoint with no issues because he used the over 75 screening lanes.

Caller states that the next day he flew out of LGA. Caller states that he was told that he had to take his shoes off or he would then need to go through the WTMD. Caller states that he was subjected to a patdown due to his metal hip implant and ETD of his shoes.

2013 4:23:00 Caller states that he got about 10 steps and was told to come back to the checkpoint because he was required to come back and take his shoes off. Caller states that he was given the reason that he set the WTMD off. Caller states that he told the officer that he always sets the WTMD off due to his implant. The caller then explained what happened in DCA to the officer, who then became annoyed at the caller.

Caller does not want this forwarded to the CSM at LGA, as he feels that they will just brush it under the rug, because the officer that was being rude to him was supposedly a Supervisor there. Caller states that he will be completing his complaint with the DOJ against said officer.

Caller would not allow me to start or complete the disability complaint portion of the record.

I am a 73-year-old female with 2 knee replacements. As a result, when I fly, I always have to undergo a pat down. Sometimes, these are quite unpleasant, especially when I am banged between my legs - often twice - with the side of the examiner's hand. Sometimes, the examiner is very pleasant. I have sent - at least twice - perhaps more - favorable comments about such exams. I don't understand why all that is done to me is necessary, especially the explosive residue check. I'd prefer the former metal detector wand!

Despite my intensive dislike for these exams, I appreciate all you do for air travelers' security. That is why I am letting you know about the following.

On 12 June 2013 I was in line at the security check at Sky Harbor airport in Phoenix, Checkpoint 4. I was there early to catch a 9:55 a.m. flight. While waiting in a long line, with lots of people waiting in between the ribboned zigzag line, I saw a greenish suitcase on the floor at the beginning of the check system - where the bins are. As I got closer, the suitcase was still there. I reported it to a man in uniform (light blue shirt). He completely ignored me. I then walked to the walk-through screening device, losing my place in line, and told the TSA employee there. She reacted immediately, and called someone to come. A male TSA employee came, picked up the suitcase, and put it over a partition behind the baggage belt. He took his time. I saw no indication that the abandoned suitcase was a cause for concern.

2013 9:30:40 I learned that the employee in the light blue shirt was a "contractor." That apparently explained his lack of reaction. Shouldn't all employees in a crowded pre-security check area, when an abandoned suitcase is reported, either be required to react or to direct the reporting person to the appropriate personnel? Uniform colors are not well-known enough to me to be able to distinguish who is and who is not a TSA employee. That is probably true of other people going through security as well.

I can only laud the lady at the security gate for her quick response, but I was frankly appalled at the time it took for her to get a response to her call, and then the casual nature of the response.

Surely you have video you can use to check the accuracy of what I have described here.

Thank you for your attention to this matter. I do not need a reply from you. I hope, however, that you will do what is needed to see to it that an abandoned suitcase in a crowded -pre-security line is better handled - as a matter of course.

Thank you.

(b)(6)

I was very disturbed today to see the TSA agent manning the JFK Terminal 4 Pre-Check/Sky Priority desk at 3:35pm wave through the person ahead of me even though she didn't get the 3 beeps. I couldn't tell if he knew her or just thought she was pretty. Either way, how can we be secure if this is happening. I mentioned to the lady who was standing at the metal detector and she just shrugged her head.

2013 5:14:00 (b)(6)

Sent from my iPhone 5

On 6/16/13 @ 6:15pm, my family and I were going through the Gate B security checkpoint at RIC airport. I was traveling with my husband, 7 year old, and infant. I was carrying our infant, and my husband was taking care of our 7 year old. The TSA agent told me to walk through the metal detector with the infant and then motioned for the 7 year old to go through too, stopping her father that was watching her and having him go through the scanner instead. This left me with the infant, 7 year old and our stuff on one side. As I try to get our infant back in his carseat, a TSA agent grabbed our stuff and moved it 30 yards from me and out of my sight...Leaving it there unoccupied. I find this to be extremely unsafe and can't imagine it falls within protocol.

I ask for you to confirm what the protocol is, and for the RIC staff to receive more training to 1) not separate a child under 7 from their parent and 2) to not remove items and place them out of sight of the traveller.

2013 7:12:5

Thanks

(b)(6)

Flight: UA 5278

Sent from my iPhone

Calling from Trinidad, Tobago, flew to Caribbean for vacation from JFK, and had an incident going through security screening. She had to take off her shoes and place in the tray. When she retrieved her shoes something stuck her in her right large toe and one of the TSA agents went to get a swab, tweezers and something brown was stuck in her foot, unsure if the object was metal or what, said they couldn't determine what it was. The TSA officer removed the object and dressed the toe for her and now she is unable to walk on her foot. When the incident happened the TSA agent went to another officer and he walked to where she was sitting and asked what he could do and he told the TSA agent to get the supplies to take care of her toe. Caller states she was in a wheelchair, she walks with a cane and she couldn't raise her arms in the AIT and they directed her to the WTMD and that is when she felt something in her foot.

2013 8:46:5 States she is a borderline diabetic and won't be returning to the States until 7-24-13.

Flight # 525 via Caribbean Airlines, Gate # 3,

She is in Trinidad at the current time.

Response:

Mailed claim form to caller for injury.

Is there a reason that I needed to wait in line for more than 45 minutes this morning at TPA's American terminal's security? That only one body scanner and 1 metal detector were open (with the metal detector completely devoted to the priority line)?

Are you people not able to add up flight information and determine how many lanes you will need open? Your average seventh grader could do that math.

2013 2:09:0 It's embarrassing to the country, but I suppose, government as usual.

I was in line to pass through security in Concourse C at LaGuardia Airport last Thursday, June 13th at about 11:30 am, when I witnessed something that will only serve to give the TSA a bad reputation. First, I should say that I am a frequent traveler and am a member of the Pre Check program (which I believe is one of the greatest inventions in the history of mankind) and I am very supportive of TSA's efforts to keep us all safe.

Concourse C has no Pre Check line and, as such, I was in line to go through regular security. Just before I got to the metal detector, an elderly woman was rolled up to the machine. She was obviously infirm and had a great deal of trouble standing on her own. She very much wanted to cooperate but it was clear she was physically unable to do so to the satisfaction of the TAS agent present. They asked her to stand and walk through the metal detector with a cane they provided for her (instead of the one she had with her) and asked her to walk through. It was almost too painful to watch. She could barely make it through, and in fact, had to be helped to stand and walk. She set off the alarm because of her belt and then had to walk through again...and then again after that. All of this is in slow motion as you can well imagine. In the meantime, the line started to back-up and the grumbling started. All for this could have been prevented if the agent had recognized the issue she had on her hands and had had the woman rolled through another gate, had asked her to stand and then wanded her. But common sense did not prevail that day and as a result, everyone in the back of the line felt put out by the fact that the line came to a complete stop.

2013 2:09:3 No one disputes the need to make sure the individual was checked, but the method used was not in keeping the practical needs of the situation. In the end, all that happened was that TSA looked a little silly forcing this elderly woman back and forth through the metal detector when it was pretty clear another way would have been much better for all involved.

Thank you.

(b)(6)

(b)(6)

Managing Director

(b)(6)

Caller said she flies a lot on Southwest and was told by the airline that hair spray could be placed in her checked baggage. Caller has flown out of Oklahoma and the hair spray went to Louisiana with her. Today when she flew from Louisiana to Oklahoma, Caller got home and found three Notice of Inspections in her baggage, one of the Notice of Inspections had one hair spray removed and the caller wanted to know why her hair spray was taken out. The caller also said when she flew she was wearing a new pair of jeans with elastic waist and the AIT at both airports indicated an anomaly in her back pocket. The only problem with that is the jeans do not have back pockets. Caller asked the TSO s at both airports why was it saying she had something in her back pocket and she had no pockets. The TSO s at both airports notified their supervisor.

I advised the caller:

2013 7:31:5 She would receive a claim form and instruction in 24 hours. I told the caller to fill out the claim form and send it to the address on the claim form box 1 and mail the form to the Claims Management Branch. Claims Management Branch will respond with a letter of acknowledgement and a claim number to monitor the claims process on the tsa.gov website. I told the caller that the claims process was under the Federal Tort Claim Act.

As TSA screens bags for prohibited items, TSOs may find dangerous or hazardous materials inside checked baggage, which could include common household items. When carried in checked baggage these items may present a threat to the safety of the aircraft, Aircraft operators are notified when these items are found, and they will make the final decision to remove or allow dangerous or hazardous materials from checked bags following inspection.

Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

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Patdowns are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, as well as when random screening activities are conducted.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/17/2013 7:03:48 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/16/2013 10:00 AM Airline & Flight Number : UA 842 Checkpoint/Area of Airport : 2 TSA Employee: (If Known) : (b)(6) Comment : I requested to "opt out" of the metal detector and was rudely asked repeatedly why I "I can't just go through; everyone else does?" After requesting to be hand searched four times, I asked to speak to a Supervisor and was told "I run things around here." I then said that I have the right not to go through the metal detector and was then told I have to wait. I then stood for an additional five minutes while the employee re-stated why I should "just go through the metal detector".

It's my opinion he attempted to make me as uncomfortable as possible during the search. The employee (b)(6) aggressively pressed rather than simply touching me as he was patting me down. I was further subjected to the employee (b)(6) derogatory demeanor that left me upset and scratched. Because of his rough handling of the pat down search, by pressing extra hard while rubbing his hand over the waist band firmly against my skin, it caused a red abrasion on my stomach from his

2013 8:20:2 gloves.

I am disappointed that better training isn't provided to employees. As such, I strongly suggest that this employee receive both anger management training and psychological testing before returning to active duty. Without further training, the flying public will be subjected and TSA liable, for this employee's physical and verbal abuse.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number : (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was returning from Paris and upon arrival in ATL was subjected to secondary screening and in the process the TSO left her passport and boarding pass out of her carry on bag.

2013 10:51: She was contacted by lost and found stating they found her documents but that she was going to have to pay for shipping the documents to her. Caller requested that I send her the documents and wanted to know why she was subjected to secondary screening.

Explained that in the future she should inform TSO before screening begins that she has metal implants so she could be directed to the AIT instead of the WTMD and she said she did. I explained that if she alarmed during either one of the technologies we are required to clear the alarm by a thorough pat down. She then stated she never heard any alarms and she doesn't understand why this happened. Caller stated she was told by (b)(6) that when they found the passport they would send it to her.

Mailed the SF95 and informed caller how to relay information to the CSM through option 5 on the IVR.

birds and screens them in a back room. This time they required him to take the birds through the metal detector.

Caller stated that these are baby parrots, and he will pursue the matter if anything happens to them.

Caller advised that (b)(6) a supervisor, was the only agent who gave the caller his name. Others also refused to allow him to take the birds into the back room as well, and compelled him to go through the metal detector. Usually, they allow caller to go through the metal detector while the screening supervisor takes the container-cage with the birds from him for screening in the back room.

I advised that I would pass the caller's information to the CSM for further action. I advised that I would recommend the CSM contact caller, but I could not promise that they would do so.

Caller expressed his dissatisfaction with this statement.

Could I tell him when he would be contacted?

No, I could not, as I did not want to provide incorrect information.

2013 3:06:3 Caller again expressed his dissatisfaction.

What should he do if the birds are affected?

I advised caller that I am neither an avian nor legal expert and would not be able to provide any information to him that would be of any use.

How does he get in touch with Delta?

Does he realize that he is talking to TSA?

Who would be in charge of screening?

TSA, but he may also want to pursue the matter with the airline as well.

Do I have a number for Delta?

No, I do not.

Caller flying in a couple days and asked if something is a security threat why isn't everything done across the board?

In LAS everytime she goes through the line when she gets through they pat down her head, she has dreadlocks in her hair and can see her scalp, there's nothing that could possibly be in there. States she doesn't use any type metal pins, etc. She said it feels degrading and is embarrassing and it is the only location she is having her head patted down and wonders why?

She is going through the AIT and the TSOs don't tell her why they are patting her head down and she thinks it is because she has the dreadlocks. She has been flying frequently and doesn't want to be singled out and if it only happened everynow and then she wouldn't think as much about it and she said it didn't happen the last time, but, when she traveled a couple weeks ago.

States if it happens again she will call back to the TCC with names, etc. States she is more aggravated with the process than the TSO performing their job and she is all for security and safety, but, just wonders why she is having to have the

2013 4:18:5 procedure?

Response:

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

TSA also selects passengers and their property at random for enhanced security screening.

Informed caller she is welcome to speak with a supervisor at the checkpoint for any issues she is experiencing.

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TSA also selects passengers and their property at random for enhanced security screening.

Informed caller she is welcome to speak with a supervisor at the checkpoint for any issues she is experiencing.

Dear sir or ma'am,

Recently I had the opportunity to contrast the performance of Italian airport security agents and that of the TSA. Sadly, TSA loses by a mile.

For example, I was in the security line at Fiumicino airport, a long line because of a large influx of passengers at that time. The security agents were quite patient and polite in getting people through the checkpoint. While I was waiting in line, a woman who had short time until her flight boarded brought that to the attention of security. Two agents escorted her through the line and ushered her to the front and expeditiously screened her, easing her way onto her flight.

In contrast, at the Philadelphia airport, going through another long security line to be rescreened after clearing immigration and customs, another woman had a short time until her flight departed. The TSA agent told her that she had to receive permission FROM EVERYONE ahead of her in the line to get through quicker, there WAS NOTHING HE COULD DO! At the same time, there were three or four agents standing around doing nothing but jawjacking (Thousands Standing Around!) at the checkpoint verifying boarding passes/tickets and ID. One of them could easily have helped this woman, who was forced by your lackeys to beg other passengers to allow her to pass through (which we did). It would seem the twit claiming there was nothing he could do didn't want to be bothered to do more than stand there with his thumb up his anterior orifice. Oh, he did smirk a bit when he claimed he couldn't do anything...

Since TSA was created, which was a major error by the government to begin with, I have become ever more convinced that hiring the minimum wage, low qualification 'rent-a-cops' who formerly performed airport security screening was simply stupid.

2013 9:03:1 Putting the same twits in a fancier uniform, giving them more power over the flying public, unionizing them and making them federal government employees just gives them a greater sense of entitlement and allows them to lord it over the public who is forced to put up with the ineffective screening hassles.

TSA has prevented, as far as I know, exactly zero airline terrorism incidents since the boondoggle agency was created. The attempted airliner explosions were stopped by alert passengers, aided by incompetent wanna-be bombers, not by TSA.

In my opinion, TSA has done nothing but cost the taxpayers billions of dollars and create another unnecessary government agency. We, the flying public certainly aren't safer for your presence or screening groping.

Far from it, we hate going through the process, but are forced to do so by bureaucrats who have exempted themselves from complying with the rules they impose on everyone else.

Oh, before I forget, the Italian security screening doesn't require one to remove shoes. Mine had to come off due to setting off the metal detector (steel shank in shoes). Maybe they know something about reducing unnecessary hassles that you could learn... They are certainly more efficient and helpful to the public.

sincerely,

(b)(6)

Caller stated that she is upset that she has to go through a patdown because of her metal knee. Caller stated that she went through the WTMD and had to receive a patdown afterwards. Wanted to know what she needed to do so she doesn't have to receive a patdown.

2013 9:40:56

Advised caller:

She could go through the AIT that doesn't penetrate the skin so it shouldn't set off any alarms. If it does alarm, the passenger would just receive a patdown of the area that was alarmed.

Caller wants to know how to avoid the AIT and to have a private patdown, he has a metal implant in his back. During his last screening he was asked to lift his shirt and was embarrassed by the public exposure.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

2013 11:35:20

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/19/2013 12:30:30 PM Airport : PDX - Portland International Date/Time of Travel : 06/18/2013 Airline & Flight Number : Horizon Air 2563 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 2:17:22

Comment : PDX has both body scanners and metal detectors. My 13yo daughter who was flying alone didn't want to go through the scanner, and preferred the metal detector. A TSA agent told her no, she had no choice but to go through the scanner and didn't have an option. When I went through earlier in the morning I had a choice of scanner or full body pat down and my husband was told to go through the metal detector. Is it PDX TSA policy to send women and girls through the scanner and only men get the option of the metal detector? Please advise. I'm extremely upset over how my daughter was treated!!!! Not that I would be happy if I heard she had full body pat down either, but it seems suspiciously unfair and unethical.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2013 5:22:00

Caller stated that she was flying out of Denver International Airport and she was prompted to go through the WTMD. She was alarmed because there was metal in her clothing. Caller stated that when she was told that she was going to have to receive a patdown, she requested it to be in a private screening location. The TSO left the caller's purse on the conveyor belt. Caller stated that she was concerned because it was at the end of the conveyor about 10 feet away from her. Caller was requesting to get her purse that way it's not left for someone to just take it and the TSO wouldn't let her get it nor would they get it for her. Caller was very upset and stated that she felt this incident could've been handled differently.

Advised caller

I apologized to the caller that this was her experience. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/19/2013 7:54:37 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/19/2013 6:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2 (Delta) TSA Employee: (If Known) :

2013 8:11:11

Comment : The Precheck checkpoint wasn't open. When I asked why, I was told that "they close it down when there aren't enough staff." I counted 16 TSA employees in the checkpoint area, even though all passengers were being routed through a single full-body scanner. At least four of the TSA staff were just standing there the entire time I was in line. It only takes two people to keep the Precheck line open (1 on the X-ray, 1 past the metal detector). Clearly, insufficient staff was just an excuse for "can't be bothered and don't care about the traveling public." Precheck was a great start to bringing sanity back to our airport security. TSA shouldn't let the laziness of staff sabotage that effort.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am writing because I think that one of the airport security personnel has violated the law. I went through Newark airport yesterday 6/19/12 at 5:30 am, Terminal A screening. I am pregnant and I chose to opt out the metal detector. The lady there said "you will be fine, go there" and she pointed toward the metal detector machine. I passed the metal detector without any alarms but after that she asked me to swab my head cover.

I really felt this was not appropriate. First because she argued against my choice of opting out and second because she swiped my head cover.

Looking forward to hearing from you

2013 8:25:00
Thanks

(b)(6)

(b)(6)

Pediatric Endocrinology Fellow

brace. He also wanted to know how to transport the syringes. He said that she does have a notification card.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- 2013 8:58:00
- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
 - The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
 - A passenger may ask for a chair if he or she needs to sit down.
 - The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
 - A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

The below message throws one more absurdity on to the pile. You seem to be saying that a random enhanced search of a few passengers will deter a terrorist, because he or she won't be able to take precautionary measures based on the knowledge of a more specific targeting methodology. Point one: A terrorist always faces the hazard of being detected in advance and is reconciled to it. Knowing that he or she is unlikely to be profiled, and that a 76-year-old white-haired lady is as likely to be searched as a more suspicious looking individual, decreases the risk element in the terrorist's calculations. Point two: A terrorist willingly faces martyrdom. From that standpoint, the risk of being arrested must seem a minor price to pay. Surely a place in paradise is guaranteed eventually to those who try and fail.

Sincerely,

(b)(6)

San Rafael, CA 94903 (b)(6)

2013 4:21:4

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com>

Date: Tue, Jun 18, 2013 at 6:18 PM

Subject: In Response to your inquiry.

To: HYPERLINK (b)(6)

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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Feedback Type : Complaint

Categories : Other

Current Date/Time : 6/20/2013 4:50:39 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 6/20/13 4:00 Airline & Flight Number : Southwest 375 Checkpoint/Area of Airport : B concourse TSA Employee: (If Known) : N/A

Comment : This is not really a complaint, but more of an inconsistency. For some reason at the FLL airport you are required to show your boarding pass as you pass through the metal detector, which is about 15 feet beyond where they just checked my boarding pass and ID. Seems like a big waste of time and energy, especially when I have to retrieve my boarding pass from my bag that has just gone through the X-ray. I do travel extensively for a living and this is the only place I can recall this being

2013 6:19:3 done. In fact, at JAX, they ask you to remove all paper from you pockets. Hummm. Guess like in golf, there are local rules at every facility.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name is (b)(6) and I would like to provide feedback to you regarding a few of the TSA personnel stationed at the RDU airport.

I was traveling with my family (wife, 3 year old daughter, and infant son) from Raleigh to Providence, RI via SW Airlines on 18 June, 2013. Our flight originated @ 10:55AM.

First off, the gentleman who checked our boarding passes and ID was exceedingly professional and courteous. I cannot remember his name, but his service was noteworthy and my family appreciated his friendly demeanor.

After passing through metal detectors, my family was gathering our belongings and preparing to be on our way. As we were tying our shoes, my wife noted a small yellow prescription pill on the ground beside the conveyor belt. Because we have small children, we are especially cautious about them picking things up and putting items in their mouths. In a helpful way, my wife mentioned to the TSA officer nearby, "There's a pill on the ground, I'm not sure if you'd like to pick it up." This was her way of collaborating with TSA to ensure the safety of other travelers. The officer who heard her comment laughed and walked away. As he walked away, another officer (b)(6) appeared. Officer (b)(6) immediately escalated the situation by saying "Why don't you pick it up?! What you going to do if this was in yo [sic] house?" This struck me as not only unprofessional, but also confrontational. My wife and I were both aghast at being essentially yelled at in public, in front of our young children, who were equally appalled.

2013 8:20:1

While my wife explained to our 3 year old that the officer was clearly frustrated and that everything was okay, I said to officer (b)(6) "That was a little aggressive, don't you think?" She countered with, "How 'bout [sic] being assertive?!" While I don't understand her retort, the delivery was anything but warm and professional.

This interaction/scene was witnessed by countless other travelers, as well as TSA officials, NONE of whom came to our assistance whatsoever. In fact, when I approached the lead officers on duty (2 stationed at adjacent podium), they would not tell me officer (b)(6) name, but rather tried to evade the question, presumably to protect their offensive co-worker. I finally was able to obtain an orange TSA Customer Comment Card from these officers, both of whom at least offered an "I'm sorry," and "We saw it," but nothing more. No words at all to the effect of "That was waaaay out of line", etc. In fact, I came away from the experience feeling like I was inconveniencing these officers by wanting to submit a comment.

I appreciate and applaud TSA's efforts to make traveling safer. It is sad to me that the administration's reputation was damaged by officer (b)(6) and the other officers who were complicit with her bullying of my family.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/21/2013 9:51:08 AM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 06/16/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Luckily I was not required to go through the radiation omitting body scanners; however, when I went through the metal detectors I passed but your ego driven TSA agent asked me to empty my pockets even though I wasn't carrying anything.

!013 12:02: He was on a power-trip and rude. I used to fly over 40 times a year and now I only take 5 - 6 flights directly because of TSA.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Query:

Caller has a security concern about LGA and a specific checkpoint, Concourse B in Terminal D. Caller says that he travels frequently out of many airports, and LGA seems to be the most un-secure airport that he goes through.

An incident occurred approximately a week and a half ago, where the caller noticed the irregular behavior of another passenger. Caller informed the TSOs at the screening checkpoint and received word from the TSOs that this person would be screened more thoroughly. Caller watched the person go through screening without receiving any form of additional screening. Caller would also like to express his concern about the lack of a body scanner at concourse B in Terminal D, the only concourse that does not have a body scanner. Caller says that the LGA supervisor said that his concern was legitimate and it would be one year from now until they get the scanners. Caller was advised to fly out of a different concourse or airport if he was concerned. Caller believes that this was totally inappropriate because it is a security concern. Caller has also noticed that there are no swabbings done at LGA in his last ten visits. Caller is not trying to get anyone in trouble, caller is just wanting to make the concourse safer.

Caller is informed that his concerns will be sent up to the CSM at LGA for additional review.

2013 3:14:4

Caller is wanting to speak with a supervisor.

Escalation Notes (b)(6)

The caller has expressed concerns that about LGA. He flies out of there twice a week and flies out of 15 different airports and LGA has serious security problems. He has two issues he wants to address.

1. He saw someone that kept touching his shirt like he had something hidden there. He told the TSO s and they said they would check. When the passenger that was touching his shirt went through the checkpoint the TSO s just sent him through the metal detector without a patdown. This concerned the caller.
2. He flies out of Concoors B terminal B and there are no body scanners there. He also says they never swab anybody. When he spoke to a supervisor about this she said that they would be getting a AIT in about a year. She informed him do to budget reasons is why there is only one at LGA. The caller expressed great concern about a TSA supervisor expressing concern over a security flaw at that airport.

I assured the caller that he would speak with a security agent from the TCC and we would send this to a CSM at LGA.

I am sending a complaint as my boss (the senior ranking Command Sergeant Major of the Pacific Asia) and I were trying to get through airport security in dress uniform and were humiliated by TSA agents. We were told to take off parts of our uniform which is highly unprofessional. Then we had to be patted down extensively in front of all the people going through security.

Then I was made to go to a room where I was patted down in my genital region six times and all my property was swabbed for explosive material. I am a staff sergeant with over 12 years of service in the United States Army, a secret security clearance, and two tours to Iraq and Afghanistan. It is now a Policy when service members are traveling on orders that they wear their dress uniform unless coming from over seas.

2013 4:10:1 The airport we were were searched in is El Paso international airport and the time was approximately 1115 am on 21 June 2013 near the B gate terminals. The TSA agents did not know the proper procedures when they sent my boss through the metal detector and he was told by another agent that it was the wrong procedure for him to go through the metal detector. He was moved through the scanner two times and was made to wait approximately 5-10 mins to get patted down. He has 33 years of service, a top secret clearance and has multiple tours to both Iraq and Afghanistan.

This is unacceptable behavior and highly unprofessional. We as Soldiers should not be treated this way and TSA agents should know proper procedures. There needs to be a change. We are Soldiers of the United States, and should not be treated this way.

Sir/Ma'am,

I'm (b)(6) an active duty Soldier traveling from El Paso TX to Honolulu HI. I and my Aide are traveling in dress uniform and have been treated other than service members to our country.

This began when the first set of screener's (both females) ran us through the metal detector even though they clearly seen us in dress uniform with awards and badges. Once the Alarm was set off they explained that we needed a pat down.

2013 4:10:1 The second screener (male) began to explain me to begin to me that they should have never sent me through the metal detector and began to tell me to remove items from my uniform. I explained that this is a uniform and removal of items are not authorized. I also stated that my aide was through and wants photos of this search/pat down, his response was "I don't have time for this", my response was neither do I. He escorted be back out to began the entire process again? Meanwhile, my aide somehow and now both surprised that he suddenly tested positive for explosives and was taken to another room? Exactly at the time when he was reaching for his camera.

I have been proudly serving our country for the past 33 1/2 years and never have I been treated in such manner. Civilian travelers did take photographs with their phone and captured the entire event with one stating " this is embarrassing can't you see he is a Soldier in uniform serving our country".

I am not looking for an explanation or apology I am looking to get this fixed before more is added to the great TSA record it has become known for.

(b)(6)

Caller's 7 and 8 year old grandchildren flew home unaccompanied from BUR to PHX after visiting her. Their mother is muslim and meet them at the gate at PHX by obtaining a gate pass from the airline, US Airways. The mother stated that her private parts were touched after she had to have a patdown. She believes that the patdown was inappropriate and does not understand why she had to have the patdown since she was not boarding a flight. The mother (b)(6) told the caller that the TSOs would not allow her to use the AIT scanner because it was out of order, nor could she use the WTMD. The mother also said that she feels she was profiled based on her religion and required to have a patdown. The flight that the children were on was US Airways 2836 that arrived today, June 21st at 1130hrs, and the incident occurred around 1100hrs. Caller would like to file a complaint with the manager at PHX due to the inappropriate patdown and was calling to see if someone could look into this as discrimination or profiling.

2013 8:28:0

Apologized to caller for her daughter-in-law's experience and explained that every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Because your complaint concerns the conduct of TSOs at a specific airport we will forward the complaint to the Customer Service Manager (CSM) at that location for review. Also, explained that if she feels that the incident occurred due to profiling, she will need to put her complaint in writing to TSAs Multicultural Branch. Explained that we will send her a email containing a request for information that she can respond to in order to request the investigation.

Date correction on pat down Opt out as it took place May 22 not June 22.

On Jun 22, 2013, at 6:44 AM (b)(6) wrote:

Dear TSA Administrator,

I am a 68 year old female who flies a few times every year. I do not ever want to go through your full body scanner because of health concerns with radiation buildup or microwave damage over time to my body. Neither my husband nor myself have gone through the full body scanner since it was instigated. We have always chosen to opt out for the pat down and have allowed extra time to do this. Dr Oz has even recommended that over 65 men and women, pregnant women and children should not go through this machine, so going through it is not an option for me. I don't have a problem with the metal detector but that never seems to be a choice.

On May 22nd, 2013, we were flying out of Detroit, MI on a flight to Paris using Delta

Air France partner flight. The female assist had me spread my legs wider than usual and proceeded as usual except this time I received a karate like chop to the vagina, not once but each time she examined a leg facing front and facing back. This

2013 9:23:1 was shocking to me but I was out in public view and my husband was having his own pat down so I was reluctant to say anything for fear I'd be sent through scanner.

Subsequently I have read that I can have someone else observe my pat down which I will do in the future. This female assist TSA agent was blond in her 50's and really was out of line. we are asked asked if you have any sensitive areas but isn't it a given that the vagina is sensitive. I have never had this happen to me before. I would appreciate a response to this.

(b)(6)

HYPERLINK (b)(6)

Dear TSA Administrator,

I am a 68 year old female who flies a few times every year. I do not ever want to go through your full body scanner because of health concerns with radiation buildup or microwave damage over time to my body. Neither my husband nor myself have gone through the full body scanner since it was instigated. We have always chosen to opt out for the pat down and have allowed extra time to do this. Dr Oz has even recommended that over 65 men and women, pregnant women and children should not go through this machine, so going through it is not an option for me. I don't have a problem with the metal detector but that never seems to be a choice.

2013 9:23:2

On June 22nd we were flying out of Detroit, MI on a flight to Paris using Delta Air France partner flight. The female assist had me spread my legs wider than usual and proceeded as usual except this time I received a karate like chop to the vagina, not once but each time she examined a leg facing front and facing back. This was shocking to me but I was out in public view and my husband was having his own pat down so I was reluctant to say anything for fear I'd be sent through scanner.

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(b)(6)

Response Details: I gave the caller the email and postal address to file a complaint

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach
601 South 12th Street TSA-33
Arlington, VA 20598-6033

If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

2013 1:31:55 Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

The passenger can walk through first with the dog following behind on its leash.
The dog can walk through first on its leash with the passenger following behind.
The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog's belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm.

I emailed the caller the information.

I will be traveling on June 25, 2013 from Nashville to Dallas at 11:15 on American Airlines.

I wear 2 medically necessary devices that MUST NOT go through any X-ray or millimeter wave technology under any circumstances according to manufacturer's EXPLICIT instructions.

My devices are a Medtronic Minimed insulin pump and a Dexcom G4 platinum transmitter, receiver and sensors.

I will be placing the receiver and sensor in a plastic bag PRIOR to walking through the metal detector which is the ONLY permitted device that will not destroy, impair or affect medically necessary computer functions on these devices.

In the past at MANY airports, both domestic and international, I have encountered poorly trained agents who really are unaware of the serious consequences of placing sensitive medical devices through various X-ray scanners, etc.

This has been well documented in the news and I reference a teen who had her insulin pump destroyed by an agent waiving her through the body scanner in Salt Lake City.

2013 1:38:32 It can be quite difficult as a physician to explain this to people who may not even have a high school diploma, and medical technology often moves at a quick pace so that non medical people do have difficulty with ever changing advances in medical devices.

I have offered in the past to be a resource to enable your organization as a consultant in order to stay current in how diabetes devices can be safely screened through security areas. I have had no reply but still offer my assistance in this area.

I am an academic physician at a top 20 medical school so I do have the ability to help.

Sincerely,

(b)(6)

Associate Professor of Clinical Anesthesiology Vanderbilt School of Medicine Nashville, Tennessee

To Whom It May Concern:

My name is (b)(6) from Mylan Pharmaceuticals and I would like to file a complaint for a loss Black Belt. The incident took place 6-21-13 at 11:50 am at LAS Airport. The Airline I was SouthWest and I was travelling from LAS Vegas to Denver to Pittsburgh. My flight # was 694 and my Conf.# was (b)(6)

Complaint Summary: I placed my belt in a bowl and sent in through the conveyor belt, at the same time, I went through the metal detector in Lane 3 @11:50. Once on the other side, all of my items were there but my belt. I spoke with STSO (b)(6) who further looked for the belt and could not find it. She stated that somebody may have picked up the wrong belt and suggested that I file a claim to be reimbursed for my belt. The belt was worth \$100.00.

As I mentioned before, y name is (b)(6) I was travelling on 6-21-13 on South West Airlines on Flight 694. You can contact me at 412-296-3695. Thanks for your assistance.

Thanks,

2013 3:13:0

(b)(6)

(b)(6)

Remote Client IP: (b)(6)
Date Time: 6/23/2013 8:19:14 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Airport, June 20th, 2013, Terminal "C" security
Comments: On June 20th, 2013, we, my husband and 11 year old daughter, arrived at JFK on a Delta flight from Heathrow. We went to terminal "C" to make our connection to our final destination, Cleveland, Ohio. The incident that is the subject of my complaint took place at around 2:30PM.

2013 8:38:0

My family approached security with my daughter in line first, followed by myself and then my husband. After placing our baggage and personal belongings on the belt, my daughter approached the metal detector. The agent, (b)(6) looked at me and asked me how old she was since she did not have her shoes off. I had instructed her, per your posted policy, that she could leave her shoes on. (b)(6) was rude and curt from the very beginning of our interaction. When I told her she was 11, he rolled his eyes in disbelief but waved her through. The next thing I knew she was taking her shoes off. When I asked him why, he stated that her shoes were making the metal detector go off. He was outwardly perturbed and raised his voice and had a rude tone when he was speaking to me. During this exchange I was queued up to go into the metal detector following my daughter. After my daughter cleared the metal detector (b)(6) waved through 3 young children and their mother from the converging line. At this time my daughter was on the other side unaccompanied and out of my sight. I asked (b)(6) if he was going to tell me where to go as there were two metal detectors available. He told me to lose the attitude and that if I didn't he'd make me go through the other metal detector (the newer style,) to which I replied I don't care. He still didn't wave me through and I posed the question again about when was he going to instruct me where to go. He finally instructed me to go through the newer model. Keep in mind that there was a 30 minute back up to get through security.

The way that the two detectors were set up, the newer model to the right and farther back, I had to walk past (b)(6) to get to the metal detector. As I passed him, he said, "bitch." This was heard by my husband who was queued up to go through the metal detector next. I spun around and said, "you called me bitch." He said no he didn't.

At this time I asked for his supervisor at which time LTSC (b)(6) came forward and asked what the issue was. I told him what happened. He told me that this was not the first time they had these issues with (b)(6) I asked to speak to LTSC's supervisor. At this point LTSC (b)(6) waved over a woman dressed in a suit. She asked what happened and seemed generally disinterested in the issue. She called over (b)(6) and asked me to repeat my story in front of him and of course he denied calling me a bitch. I asked LTSC (b)(6) how I should pursue my complaint and he told me to log the complaint through this website.

After some research, not only is there an issue with how (b)(6) treated me. I understand that by unnecessarily separating my daughter from me like he did, he violated your own policy. By the way, when I was finally able to reach my daughter she was upset and crying as she was left on the other end of the security line trying to figure out what was happening and how to deal with our belongings that were piling up at the end of the conveyor.

My expectations are that I will receive a prompt response specific to my complaint about how this issue was handled.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/23/2013 6:47:15 PM Airport : BHM - Birmingham-Shuttlesworth International Date/Time of Travel : 06/23/2013 11:30 AM Airline & Flight Number : southwest 1757 Checkpoint/Area of Airport : screening checkpoint TSA

Employee: (If Known) :

Comment : I was traveling today with my wife and 4 year old son. When we approached the metal director, we were notified by the TSA representative that my son, again 4 years old, was randomly selected for a random security screening. I asked, before anything was done, what he would be required to do. All the TSA rep said was "additional screening". I told them I did not want him out of my sight but i was held back at the metal detector and he had to go with my wife.

I understand that you randomly select people for screening but when they see it is a 4 year old child, don't you think the dumb shits should allow a manual override and let him go?

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 6/24/2013 9:52:20 PM Airport : TVC - Cherry Capital Date/Time of Travel : 06/24/2013 11:00 AM Airline & Flight Number : Delta 3705 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The TSA staff at TVC Cherry Capital must undergo updated training about proper screening procedures for breastmilk, which is classified as a medically necessary liquid by TSA's own policies.

On June 24th I was traveling with my husband and 11 month old daughter. I alerted the TSA officer at the security checkpoint that I had bottles of breastmilk. When I had traveled previously from/to Denver and Austin, the guards took the milk around the X Ray device to engage in a separate screening, since x rays damage breastmilk. Today, however, the officer running the primary scanning machine (an older woman with gray hair) told us that it had to be x rayed. We disagreed and pointed to TSA's own policies. She said that if we didn't x ray it, we would have to have ALL of our luggage examined (not just the breastmilk, which was standard procedure in the other airports) and that I would have to go through a pat down (even though I did go through the metal detector, and TSA policy states that pat downs are only necessary when a passenger opts out of the imaging technology or metal detectors).

To expedite our travels (and since the TSA guard would not budge), my husband and I agreed to let them search all bags as long as they did not X-ray the breastmilk. I also agreed to undergo a pat down since the screener insisted that it was necessary since the milk wasn't x rayed.

It was not necessary for me to be subjected to a through pat down, especially since I was carrying the baby on me. In every other airport, we were simply given a hand test (swab?) when carrying the baby, but the screener made me move the baby, who became agitated. This is an unwarranted invasion of personal privacy.

We also asked for the supervisor. The supervisor was an older male. My husband told the supervisor his staff needs to re read breastmilk guidelines. The supervisor became defensive and insisted they were "fully trained on all SOPs". The supervisor refused to explain said procedures (such as the need for a pat down when not using x ray), but he did (thankfully) correct staff that any bag that went through the X-ray did not need to be searched. The screener did insist on searching through diaper bag even though all bags had successfully passed through X-ray. My husband asked another older female screener for the business card of supervisor, and was told that the older gentleman was the supervisor. We were never given his name, though we requested it.

The supervisor then called for security, which was not needed since all my husband was asking for was supervisors name. This escalation was not needed and made the situation more tense. Clearly he did not like the fact that my husband questioned him and was overly defensive of the situation.

I recommend entire TVC staff gets training on handling of breastmilk, breast pumps and other child safety issues. This is a tourist destination airport and I am concerned for other families traveling here as staff is clearly not trained for these situations.

The TSA clearly has a poor public reputation (and pending lawsuit) stemming from improper execution of TSA policies regarding breastmilk. It was shocking that there were at least six staff at the TVC airport who were NOT properly trained (or were afraid to confront the supervisor) on these matters.

Would you like a response? : True

Passenger's Name: (b)(6)

-----Original Message-----

From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]

Sent: Tuesday, June 25, 2013 11:27 PM

To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov

Cc: TSA-ContactCenter@dhs.gov

Subject: Got Feedback : PHL - Philadelphia International

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/25/2013 11:26:46 PM Airport : PHL - Philadelphia International Date/Time of Travel : 06/23/2013 8:15 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 4:06:5

Comment : I recently traveled out of Philadelphia with my husband, 3-year old and 10-month old. Prior to traveling to the airport I checked the travel policies regarding travel with children and infants on the airport and TSA websites. I packed juice boxes and unopened pouches of baby food for the flight and placed them in a clear Ziplock bag, and alerted security to this prior to going through the metal detector. While packing things up (and trying to contain my 3-year old and 10 month old) I was informed that anyone traveling with a liquid of any kind, including juice boxes, greater than 3 oz was subject to a full pat-down and manual inspection of all baggage. I asked twice to clarify, as I have not had this experience in the past and the TSA website did not indicate anything about this policy. The TSA agent said that only one person needed to receive a pat down and that we could pick which one of us was pat down but that our bags would need to be hand inspected as well. My husband then was pat down while I tried to keep my children calm at the checkpoint. If I had been traveling alone, there is no way I would have been able to receive a patdown at security and contain my small children at the same time unless we went to an enclosed area. I found the entire experience to be very odd, and would like to clarify if this is indeed the policy. If so, it should be recommended that parents not travel with juice, as I certainly never would have brought it if I knew it would be such a hassle. If this is truly the policy for individuals traveling with small children, I will clarify with all of my friends and family not to travel with juice boxes. If it is not the policy, I would greatly appreciate if you provide additional education to the TSA agents in the Philadelphia Airport.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is trying to reach someone in traveler ombudsman and Traveler Engagement, Office of Civil Rights and Liberties. She says an officer done something unusual and she wants to know if this is considered discrimination or violation of her civil rights and liberties. Caller wants to speak with the Ombudsman.

Advised caller:

I attempted to find out if the incident was an alleged act of discrimination. We have a multicultural branch here that handles Civil Rights and Liberties.

CALL TRANSFERRED TO MB AGENT MATT BURNS

!013 11:36: Caller states she is an experienced traveler, never has anyone asked to check her hair for any reason. Is this action normal to receive secondary screening in the form of a patdown on the hair?

Caller Advised:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates.

Caller did not wish to pursue a civil rights or liberties complaint.

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Caller did not wish to pursue a civil rights or liberties complaint.

Caller's husband has had a knee replacement. She called recently and spoke to someone whom gave her the information about what to expect during screening regarding his implants. She wants to report that the screeners were told at two different airports that he had a knee replacement, but that they checked the wrong knee both times despite his indicating the knee with the replacement. Caller advised that he went through the AIT at both locations.

I advised that the AIT is not looking for metal and wouldn't have alarmed with his knee replacement. Did it alarm when he went through the metal detector?

Caller advised that she did not know, and her husband was at work at this time and wasn't available to provide details. She advised further that she thought about calling the news, but decided to call TSA instead.

2013 6:37:33 I advised that I would take the flight information and forward the issue to the CSMs at the two airports for appropriate action. She could not provide descriptions of the screeners as the issue was relayed to her by her husband.

Caller provided:

1. SEA-TAC, June 21st, around 0545 hrs., Flt 221, Southwest Airlines - checkpoint nearest the Southwest gates.
2. Orange County, June 26th, about 1410 hrs, Flt 192, Southwest Airlines - checkpoint at the main Southwest gates.

Caller asked how to recontact me to provide the missing information. I provided the EID in case she recontacts TCC.

Time- approx 8:30 am

Airport - CVG

Area- security line

TSA Employee (b)(6)

An unfortunate incident occurred this morning that was clearly preventable. TSA Agent (b)(6) directed my son through a metal detector after I repeatedly requested a pat down. Because I used the word "x-ray" versus "metal detector" he refused to listen any further as to why my son should receive a pat down. Regardless of the reason why... it is my understanding that if I request a pat down, my son should receive a pat down. As a result, Agent (b)(6) has needlessly subjected my son to a shunt malfunction (my son has a programmable shunt that has a magnet controlling the valve)

I am going to first state the facts as to what occurred on 6/27/13 at approximately 8:30am and then I will summarize:

Facts:

- 1). When my son and I finished taking off our shoes in the security line we found ourselves in the body scan line 2). I reached out to TSA Agent (b)(6) and told him my son needed a pat down - he cannot go through the scanning.
- 3). Agent (b)(6) directed my son and I to follow him towards the metal detector to which I replied he cannot go through the "x-ray". - he needs to be patted down 4). Agent (b)(6) got very firm in his tone and again directed both of us to follow him towards the metal detector. Agent (b)(6) repeatedly stated that TSA has not used x-ray for sometime.
- 5). While moving towards the metal detector I repeatedly tried to explain that my son has a shunt with a magnetic valve and he "cannot go through this machine".
- 6). Agent (b)(6) was agitated and directed an older gentleman on the other side of the metal detector to take my son through....I asked if this machine is turned off - no one answered me and they directed my son through the metal detector.
- 7). At this point the machine beeped and I turned to agent (b)(6) and asked him why he was so disrespectful and why would he not listen to me.
- 8). Agent (b)(6) then told me that I said he could not go through x-ray and this was not an x-ray.

To the best of my ability, this states the sequential facts of what occurred. On the surface, this might appear to be a simple misunderstanding and perhaps questionable customer service. In reality, Agent (b)(6) had an attitude from the moment I engaged him and asked for a pat down. In my opinion, Agent (b)(6) was disrespectful and arrogant. At no time did he stop to listen to my concerns. Agent (b)(6) is going to stick to his position that I indicated my son could not go through x-ray - which is true I did make that statement. However, that does not negate the fact that I originally requested a pat down for my son and I insisted that he not go through the metal detector. Agent (b)(6) heard me reference x-ray and that was the end of the story - he quit listening and frankly tried to make a point that my concerns were unwarranted.

I can only assume that Agent (b)(6) went about his job the rest of today without regard to the impact that he had on my son and our family. But, the reality is that his arrogance and disrespect needlessly subjected my son to a potential life threatening situation. I am not being overly dramatic here - google the impact of subjecting a programmable shunt to a metal detector - if the valve moves, the result can be critical. When we arrived in Tampa we contacted our son's Neurosurgeon who at this point wants us to closely monitor his behavior and if we seen any changes go straight to the ER...what a way to enjoy vacation... And why? Because agent (b)(6) was in to big of a hurry to exert his power and act as if he knows more than the customer - what a shame!

In speaking with the supervisor after the incident I was instructed that in the future I should absolutely refuse to go through the metal detector.... Honestly, I never felt that completely disregarding a TSA Agents direction was an option...

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/28/2013 11:02:17 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 12:05: asked if I could go the same route and be on my way, I was told that because I had already opted out of the scanner, I had to wait for the patdown, and was ineligible to pass the way all the other passengers were going. I waited for a few minutes, asked again, and was denied again, all while other passengers were passing me through the alternate detector. This delay was in my opinion unnecessary and prejudicial. I stated I didn't want to use the large scanner, and was held up, while people who said nothing got exactly what I wanted, in front of me, while I was made to wait. This was unfair, frustrating, and caused delay and extra hassle not just for me, but for the already busy agents at security. This policy appears to be faulty, and should be revised. Should someone opt out of the scanner, does it not make sense that they use the same alternate method deemed acceptable for passengers whose only difference is that they did not voice a preference?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

Sent: Friday, June 28, 2013 1:02 PM

To: TSAExternalCompliance; Natasha Sparks

Subject: Complaint

1. Information about the person who experienced the civil rights/civil liberties violation

(fill in what you can)

Name (b)(6)

2013 2:05: Phone #: Cell: (b)(6) Home: N/A Work: N/A

Please note that we may contact you at the provided numbers.

Mailing Address: (b)(6) Cary, NC 27519

Email: HYPERLINK (b)(6)

o Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's

name and contact information: Not at this time, but seriously considering it.

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I live in Dallas and use DFW frequently but also travel to a number of airports. Although I am cleared for Pre-Check, I have a surgical implant in my knee that sets off the ancient metal detectors. When can we expect to see body scanners replace metal detectors at the Pre-Check checkpoints, specifically at DFW? Going through a secondary pat-down defeats the purpose of Pre-Check.

2013 1:08:1 thanks, (b)(6)

The callers daughter flew from RDU to Houston. The caller dropped his daughter off before 5:45 am to catch a flight with Southwest airlines. She checked her bag curbside. The caller states that the TSA agents at the checkpoint forced his daughter to go through the metal detector after she told them she had a pacemaker. She also showed them her Pacemaker card. After screening she complained of being light headed. The caller was very upset about this. The caller was unsure as to whether his daughter went through the WTMD or AIT. He did not feel that she was discriminated against or anything of that nature, just that the officers would not listen to her.

I advised the caller to have his daughter call us to give us more details. I apologized to the caller and told him I would forward this information to the CSM if we haven't heard from her by the end of the shift. She is on her way to Houston now. I went over the procedures for a pacemaker with the caller. I provided the EID to the caller.

2013 1:44:00

If a passenger has an internal medical device, such as a pacemaker or a defibrillator, it is important for him or her to inform the officer conducting his or her screening before the screening process begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary.

Passengers who have internal medical devices should not be screened by a metal detector and should instead request to be screened by imaging technology or a patdown. While TSA has no evidence that screening by imaging technology will affect such devices, passengers with concerns should contact their physicians.

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Hi,

I wear a hat, not a ball cap, when I go through security I am made to put my hat in the tray that goes through the x ray. In the past I had hat damaged or dirtied. Why can I not go through the metal detector with the hat in my hand. If I have to go through the x ray, then why can I not hand the hat to some one to check, if I could not wear it in the x ray. Both of these options I have been denied, why? Who pays for damage done to property in the screening process? No one would tell me why. On two separate times that I asked why I could not do one of the above. The reply was "don't give me any attitude." There was no "attitude" it was a question. Then I was told to move along and " don't say another word".

This is asked because I have seen on several times in different airport, the last being in just the last 10 days. Females with headscarfs and men with different head wraps, not being required to remove them for checking. They just go through the x ray or metal detector. I have not seen anyone even touch the head wear to see if any thing is in it or to question them. They just go through the machine, pick up their stuff if they had any and go on.

2013 3:04:50

When I questioned this I was told by airport TSA, that it is a religious issue and they could not be asked to remove it or have it checked. This does not make sense. It is a safety matter and not a religious one. What says that just because they say it religious means that they will not try to bring something on board. I suppose if some religion decides to carry a belt knife then they will be allowed? The rules/requirements should be the same for all in this matter and if they do not want to follow them then they should not be allowed to get on a plane. Either do the job the same for everyone or don't do it at all.

I know you have a tough job and people do nothing but complain. Thank you for the work you do and the attitude of the TSA workers for the most part has improved but there are still some who act like they are Gods and the people are nothing but cattle to be herded around.

Thank You,

The caller asked about the AIT. She went through the scanner at her departing airport without any questions. She stated that on the return flight she was asked if she had hair extensions. She asked what the scanner reveals. She asked why she was not subjected to this on the departing flight. She stated that this was embarrassing. She did not want the people she was flying with to know she had them. She asked if this was harassment. She stated that she patted down her head. She stated that she will just call the airport directly.

2013 4:56:00

The AIT identifies anything foreign objects on her body. I explained that bobby pins will do the something, from personal experience. I explained that a pat down procedure is use to resolve any alarms of the WTMD or anomalies identified by the AIT. I explained that I am not sure which technology was used on the departure flight.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 6/30/2013 11:27:58 PM Airport : HPN - Westchester County Date/Time of Travel : 06/30/2013 11:00 AM Airline & Flight Number : Jet Blue 395 Checkpoint/Area of Airport : Only security area at airport terminal TSA Employee: (If Known) : Station Manager Comment : I am a Pilot for CitationAir and was on duty and traveling in full uniform from our main headquarters city to our training base in Orlando, FL. When entering the security screening area I was asked for additional ID other than my Airline ID and complied with my drivers license. I was then asked if I was going to use the full body scanner or going to opt-out; which I have never been asked in the years of the TSA's existence. I asked the TSA agent what was going on, and she said the supervisor at the HPN airport considers Flight Crewmembers of non-scheduled airlines to not be Crewmembers at all. Then I was completely discriminated against, even denied the ability to walk through the regular metal detector type scanner (even though I did it anyway) and then given a complete hand/body pat-down, all while showing them my Airline ID badge that clearly has my TSA Compliant CHRC and Air Carrier ID number. My bags were searched even after going through the x-ray scan and my water's, toothpaste, and hair spray were all confiscated. I literally travel on-duty on the airlines several times a month and have never, ever been given this type of search anywhere else than here and today. My First Officer who was traveling with me was also subjected to the same truly overwhelming search. This was absurd. As a Flight Crewmember, in uniform and on duty being subjected to this search, even after passing through the metal detector and not setting anything off, smacks of a deliberate attempt to intimidate. Whomever is managing this station should be fired. Not only is what happened to myself and my First Officer a complete waste of time and TSA's resources, I feel it was a sick, deliberate attempt to show some authority where none is truly deserved. In fact, I am so sure this is happening to Flight Crews traveling on duty with airline tickets that I am going to request media attention from people I know in the NYC media market to film this happening and show what an complete idiot you have running this station. The only positive thing I have to say about this experience is that the TSA agents working the security checkpoint seemed genuinely apologetic for having to do this screening and continuously repeated they were doing it because they had to because the supervisor demanded it. Well, I am demanding this supervisor be fired. They have gone completely rogue. Conduct your own investigation and ask the agents on duty if they are constantly giving Crewmembers who are traveling on duty the same treatment I received today, and you will find out exactly what I am talking about. Either that, or you can wait and watch it on the evening news.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew DCA-MCO yesterday aboard JetBlue #823 which departed at 2:40PM. Caller has metal implants and was subjected to secondary screening, which including a thorough pat-down, pat-down of her head, and ETD sampling on by two different agents at separate times. This occurred at approximately 1:30 PM at Terminal A. Caller does not remember specific gate number but advises it is the first to the left upon entering Terminal A. Caller stated the female agent patted down inside her shirt and blouse and did not offer her a private screening. Caller is unhappy with the manner in which her patdown was conducted and wants to make a complaint.

Resolution:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

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I hear several stories and some that make the press of individuals losing valuables as they go through screening including laptops, iPad's, cell phones, etc. including what I am sure are other individuals being screened as well as your own TSA staff that have made the press.

The physical screening process was fine. It's the separation of my eyes and my belongings while going through screening to prevent any theft situation from occurring that gave me great discomfort and quite honestly a moment of panic.

Here is how your process happened in my case

I entered one of the two available screening lines - the one with the metal detector as the line looked shorter. My belongings went into the x-ray that I would consider was for the metal detector line however I was directed to the body scanner. It's at this point I noted my belongings had already been through the x-ray available for anyone to grab while there were still two individuals in front of me to go through the scanner in addition to myself.

While not a long period of time, I was unable to keep an eye on my belongings while I was facing the required position for the body scanner. I know working in a school district and students that it's just a matter of seconds leaving items unattended that they can disappear.

While I do not fly often I would strongly encourage changing the method in your screening area so individuals can better watch over their belongings as they go through the process. In looking back, something as simple as doing the "random selection" prior to everyone preparing their items for scanning in the x-ray machine would seem an adequate solution. In the San Antonio case, I would have been able to do the body scan as requested AND kept a watchful eye on my laptop, iPad and iPhone as they exited the x-ray machine. It seems to me that with today's technology that there should be some type of 1:1 solution to best keep passengers and belongings together during the screening process aside from the items going through the actual x-ray machine of course.

I do not know the ultimate solution to enable individuals being screened to go through this but I would hope you look at the situation as I have described and come up with better systems in the screening area so that we can have peace of mind knowing we can as much as possible keep the watchful eye over our belongings through the screening process.

Thank you from a concerned citizen,

(b)(6)

Out Bank MT 59427

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/1/2013 11:36:18 PM

013 8:27:4

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Virgin America Flight vx 205 leaving from Chicago O'Hare to SFO on June 22, 2013:

Comments: (b)(6) at O'Hare was extremely rude and disrespectful. I requested a pat down instead of full body screening. My family (with a toddler) went through the metal detector and I was left waiting for 15 minutes. I asked to speak to the supervisor and (b)(6) appeared. He said I'd just have to wait and implied it was my fault for not wanting the full body screen. When I finally had a female officer help me, he proceeded to tell me why he was right and I was wrong and he started to lecture me on how professional he was being. I asked him to stop talking to me as I had to join my family and catch a flight, but he kept talking at me. In addition, I witnessed TSA officers take away baby food from another family. That family was so upset that they gave me their contact information and asked me to pass on their experience as well.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/2/2013 6:52:59 AM Airport : EWR - Newark International Date/Time of Travel : 07/02/2013 7:00 AM Airline & Flight Number : United 5800 Checkpoint/Area of Airport : Terminal A gate 23 TSA Employee: (If Known) (b)(6) Comment : I wear an insulin pump (b)(6) was directing traffic through a scanner line and a metal detector arbitrarily. I asked to go through the medical detector as my device is not permitted through. I was told to get in the scanner line and that they have a medical detector. I tried to explain to him yet again and he wouldn't hear it. I then proceeded to the belt and when I got up to the metal detector I was told I couldn't go through and literally had to undress myself to get the device disconnected and the hose unplugged. I then have to go to the restroom undress completely to re-attach the device. I really don't understand why the difficulty which seems to be limited to this terminal as I never have the issue at terminal C. I also identified myself as a TSA Pre flyer as I travel multiple times per week. When I asked to see a supervisor I was told he was the ranking person hence the complaint. Staff here really needs to understand that sometimes people should be listened to. I count on their protection and diligence and do appreciate their service.

013 8:28:1

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller says he had an incident at JFK on June 5. He was trying to find out the result of his incident. The manager he spoke to that day gave him a number to reach her at. He called her for 3 weeks and finally reached her a couple of days ago. She told him he needed to file a complaint. He says that no one mentioned this to him and he done his diligence at the airport. He says that the incident was disappointing and disgusting. He wants to know if he needs to take further legal action.

He was going through security and was in line for the AIT. There was an elderly woman, who didn't speak English, holding up the line. The female officer at the AIT machine was mouthing and making eyes to the black man behind him. This individual then went over to the WTMD and went through it. Caller says that he asked if he could go over too. The officer told him no that he was the wrong color. He asked her again and she told him the same thing. He asked for a manager who completely blew this off. He says that he spoke with another manager who asked the male officer at the WTMD about the incident. He confirmed what the female officer had said. The manager gave him her number to follow up. He says that the female officer came to the gate and was talking about the fact that the black male who got to go through the WTMD was her cousin. He says he is a white male. He says that race should not come into play with him going through security and what methods of screening he is able to use. He travels a couple of times per month.

013 9:18:4

Caller asked for any associated ID numbers.

Advised caller;

Advised caller when there is an accusation of discrimination of race, regulations require the complaint be put in writing to be considered formal. Advised caller that I would e-mail him the instructions on how to file a formal complaint.

Provided caller with my employee ID number and EID (b)(6)

Response Details: Advised caller that when traveling with a service animal you have to remain in possession of the service animal at all times and the service animal has to go through the WTMD. This means she has to use this as well. Anytime and alarm sounds a TSA agent has to conduct a full patdown. Advised caller that she could request a private screening at any time.

If she feels she has been discriminated based on her disability and race, her complaints have to be put in writing to be formal. Advised I could e-mail the instructions for making these complaints formal. Advised caller that since she does not have internet, I would have to read these to her.

For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

10/13 2:01:1

If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration

Disability Branch

Disability and Multicultural Division

601 South 12th Street

TSA-33

Arlington, VA 20598

Transferred call to MB

The caller basically repeated the same story as below and would not allow me to interrupt her. The caller repeated referred to herself as a disabled white woman. She stated that the officers more or less did not reassure her before the patdown began and that they glared at her. She believed that the passengers were discriminating against her because they staring at her because she had a pat down. The caller stated that she had done a lot of research in regards to getting a pat down and she stated that TSA was doing pat downs wrong. She stated that she felt that she was raped in regards to the patdown and she feels that the officers, who were African American, glared at her because she was white. She stated that she feels that she was

Disability Description: Caller has a respiratory ailment.

Response Details: I thanked the caller for calling to let us know. I told her in the future she can contact TSA CARES 72 hours prior to her flight at 1-855-787-2227. Her information will be sent to a disability expert who will make a determination as to the best way to assist her. If necessary someone will contact her either by email or phone. When she gets to the airport, if she has not heard anything, she can ask for a PSS. She asked if this was a generic or a TSA person. I told her it was a TSA person.

I told her I would send this up to a disability expert and I would send her the RFI. She does not know if she wants to file a written complaint now.

She just wants to get the ball rolling and she feels as though she has. She would love to be contacted by someone about her medical condition.

Incident Details: Caller wants to complain about TSA's inability to handle passengers with unusual disabilities. She has a respiratory ailment. The Delta agent took her to the wheelchair attendant. She was taken to the front of the line. She had her respirator and if she did not have it she would have had a serious problem. She asked for a private screening but they did not do it, they told her to hold on to the side of the WTMD.

She asked for a supervisor. The supervisor told her she could go out, take her pills and drink. In Prescott, AZ they understood and were wonderful with her.

013 5:08:4 She has a metal cane and they let her use the wood cane they had available. Food got through, the drinks did not. Her third drink was confiscated. She told them it was medically necessary. The STSO began quoting rules and regulations. Caller said she kept talking and saying unless it was medically necessary. The STSO told her she needed to bring doctor's note next time. She had the papers but they would not look at them. She said she was being scolded the whole time. She was told that she was out of line. She raised her voice so that they could hear her and so she could get their attention.

She believes when she told them she had breathing problems they should have put her in an isolation room to figure out what to do with her.

Airport: JFK
Airline: Delta
Flight Number: 120
Date and Time: June 29 near 7am

She wants this to lead to a better understanding of how to deal with people with unusual disabilities. She wants TSOs to be educated.

013 11:35:3 Caller stated that he wants to know if there is a security specialist where he can report negligence in procedure. They gave him the patdown, and did not have him go through the metal detector. He wants to know what would have happened if he had shoved a Saturday Night Special up his orifice. He could have gotten through with a gun. The lack of having him go through the metal detector as well makes him lose faith in the TSA, and he wants to express his issues elsewhere.

Advised Caller:

I told him that the system we have in place looks for prohibited items that are brought through the checkpoint. If a person chooses to opt out of the AIT, then they receive a patdown. The system isn't fool proof but generally items brought through are caught. I told him that they have specific procedures in process, and they were followed based off the information we have. I told him that if he wants to email his complaint in, then he can do so. TSA-ContactCenter@dhs.gov
The caller has started working for a new boss. She stated that he has a CBP program and he has Global Entry. He stated that he should have TSA Precheck and he is not being chosen. She stated that it is not working. She asked if it will provide a different method of screening such as not using the scanners.

TSA Precheck allows select frequent flyers of participating airlines and members of U.S. Customs and Border Protection's Trusted Traveler Programs who are flying on participating airlines, to receive expedited screening benefits during domestic travels. Eligible participants use dedicated screening lanes for screening benefits which include leaving on shoes, light outerwear and belts, as well as leaving laptops and 3-1-1 compliant liquids in carry-on bags. I explained that if he cannot or chooses not to be screened by the AIT, he would be screened using a patdown instead. He cannot choose the WTMD over the AIT or the patdown.

013 1:24:0 CBP trusted traveler program participants, should enter the PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. Travelers should ensure that their PASS ID is included in the known traveler field correctly. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. For example, if the name listed on a traveler's card includes a middle initial or middle name, it must be entered that way in their reservation and airline profile.

TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or includes their CBP trusted traveler program ID when booking a flight, TSA will always incorporate random and unpredictable security measures throughout the airport to retain a certain element of randomness to prevent terrorists from learning how the system operates.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/5/2013 9:23:24 PM

Airport : MCO - Orlando International

Date/Time of Travel : 06/28/2013 8:45 PM Airline & Flight Number : Southwest #2613 Checkpoint/Area of Airport : Terminal A TSA Employee: (If Known) :

Comment : This was my 2nd flight after knee replacement, I had no difficulty traveling from PHL to MCO, but on the return it was a nightmare.

I showed my medical card when entering security and was told to go through the handicapped line. I showed my card to the screening agent and was told to go through the metal detector--of course it went off.

A female security agent ran over, looked at me and said "You're in trouble now"; the agent who told me to enter said "It was my fault, she showed me her card but I couldn't hear what she said so I waved her through"; he was ignored and she told me to stand by the x-ray scanner and said extremely loud "STAY THERE AND DON'T MOVE";

I waited there, she returned to the cleared side of the scanners and had a conversation with another female security officer. When they were done talking, the original officer left and the 2nd one approached me and told me to go through the x-ray scanner. Since this was the scanner I went through in Philly it made perfect sense, so I did. As I exited, the first officer returned to the area and YELLED as she reached the end of the conveyer belts (I was just exiting scanner) "YOU'RE IN DOUBLE TROUBLE NOW, I TOLD YOU NOT TO MOVE."

013 10:08:3

She came over to me, told officer #2 to leave, and informed me that now I was going to be patted down. I was pretty much in shock over the whole thing, everyone was staring because she was yelling, and right in the middle between two carry on conveyer belts she started rubbing her hands all over me. Ok, I realize you have to make sure nothing is hidden, but when she got to my breasts she totally groped them, squeezed, several times each breast, then stuck her hand between my legs and rubbed there, never asked if I wanted privacy, was nasty and rude, and then after she was finished she did the entire process a second time. When that was done she put the liquid on the square, checked my hands, and then rubbed that square on both my breasts as well. Afterwards she stated that once you set off an alarm this procedure is required. I told her I could understand that, but I could not understand why she did nothing but yell at me when the agent had told me to go through the detector. I was told he'd be back to talk to later.

I mentioned this humiliating experience at a picnic yesterday and was told I should contact you immediately and I should check the website for guidelines. According to what is on the website, if she was going to be handling private areas I should have been offered a private screening with another attendant present. I was not checked, I was groped, squeezed, and roughly handled, almost losing my balance as she went down my legs--I am only a few months past surgery.

I was too stunned and embarrassed to think of looking at the offensive agent's name tag, but I'm 5'7 and she was shorter than I am, on the heavy side, probably in her 30's, and black.

The agent who told me to go through the detector was a gentleman, 50's or early 60's, average build/height, with greyish hair.

The 2nd female who told me to go through the scanner was older than the first, probably 50's, tall, thin, and very very light hair, blunt cut.

I think it is important to note that at no time did I argue, talk back, or not do as directed. I understood there was a problem, even if it wasn't my fault, and knew it needed to be resolved before I could continue on. I kept my medical card in my hand. We are here now but the lady at the metal detector was extremely rude to us and the people in line behind us however there was a very nice man that did apologize and helped us we don't fly often this was my second flight ever and I was a little confused. My husband and I usually don't comment but she was rude. Thank you but everyone else here has been very nice and helpful

013 11:23:2

Sent from my iPhone

Disability Description: Caller's son has a cochlear implant.

Response Details: I advised the caller that we generally do not use wands. Passengers who are deaf or hearing impaired may be screened without removing hearing aids or cochlear implants. It is recommended that passengers who are deaf or hearing impaired notify a Transportation Security Officer (TSO) before screening begins. It is also helpful if the passenger informs the TSO of the best way to communicate during the screening process.

I explained that we do have the WTMD, similar to the wands which are metal detectors, and the AIT. She can opt out and receive a patdown for screening. I advised the caller that I will forward this information to the CSM at DFW, so that they can be aware of the situation.

The caller's flight details are as follow:

Airport: DFW

Destination: ATL

013 2:42:3

Airline: American

Flight Number and Time: 1472 @ 11:30 am

Terminal: C

Gate: 27

Date and Time: July 7th, 2013 @ 9:38 am

Incident Details: The caller was at DFW today on Terminal C gate 27. She stated that her son has special needs. She stated that as instructed by his doctor that he cannot go through the machine. She stated that the TSOs laughed at her and told her that her doctor does not know what he is talking about. She stated that five other agents came to her also. She stated that they did give him a patdown and wanded him. He has cochlear implants. She stated that they argued with the agents for 20 minutes over this incident. She stated that he has a magnet in his brain. She stated that the TSOs tried to say that the device was similar to a pacemaker. She stated that they treated her as if she was a criminal. She stated that she was standing 5 feet away from the line and they told her to get away from the line.

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Caller traveled from El Paso. Caller complains that he does not have to take off his belt at other airports but does there. He said that he does not have to take it off at DFW. He claims that his belt does not trigger the alarm on a metal detector nor on the AIT, but after screening there he was surrounded by TSOs and forced to take off his belt. He wants to know proper steps to take in this situation and claims that making him take off a belt is a step towards taking away his right to vote. He says that he was screened by a short lady with short hair and 2 supervisors working now. He states that he went through 5 minutes ago and says the supervisor is named (b)(6)

!013 5:21:2

Advised caller:

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

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Response Details: I explained that the use of the hand wands at the checkpoint has been phased out. I advised that the child or passenger can request to be screened via a patdown. I advised that the passenger or parent advise TSOs of the cochlear implant before screening begins and then request the patdown screening.

I advised that her sister would have had to obtain a gate pass in order to escort her son through the checkpoint and to the gate.

Incident Details: The caller indicated that her nephew traveling on 7/7/13 from DFW on American Airlines flight 1472 departing at 11:30am Terminal C. She indicated that they were at the checkpoint for Gates 17-19 between 9:45am-10am. Her nephew was traveling to ATL with a group for a camp. The caller explained that her nephew cannot be subjected to the AIT or WTMD due to the cochlear implant. The caller first asked if he could be hand wanded rather than to use any of the technologies.

The caller went on to explain that the mother requested that her son be screened via the hand wand and pat down. The caller indicated that the five TSOs laughed at her and her son at this time. She doesn't have name or a description of the TSOs.

The caller stated that the TSO kept telling her sister to stay behind the red line. The caller's sister did not have a gate pass to escort her son through the checkpoint and to the boarding gate.

The caller indicated that they do not want this to happen to someone else. The caller indicated that her sister did feel sort of that her son had been discriminated against.

7/13 8:03:0

I advised the following

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

I offered to provide information on how to file the complaint in writing which the caller first declined. The caller was very indecisive as to how she wanted to proceed. She at first didn't want to submit a written complaint, however she wants this to be addressed so that it doesn't happen to someone else and does feel that her nephew was discriminated against, in a sense. She seems primarily upset though in regard to the fact that her nephew and sister were laughed at, and that her sister was very upset. I emailed the RFI to the caller in the event that she wanted to submit a written complaint in the future. I advised that I would also refer the information to the CSM at DFW to address the issue. I apologized and explained that I had documented the information to the caller. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that her sister or nephew can always request the assistance of a PSS at the checkpoint to assist them through the checkpoint.

The caller mentioned that she may call in with a description of the TSO, is she can obtain such.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 7/7/2013 7:47:47 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 1742 DEN to IAH

Denver Airport

July 6, 2013 at approximately 6:00pm:

7/13 8:16:0

Comments: The metal detector was broken for the far left two lanes. All families with children for three lanes were being forced through one line of scanners. On top of the much heavier traffic, that particular line was moving extremely slow. There were two people looking at the scanner monitors and it appeared that one was a trainee. It took over 20 mins to get through. At the end of the line, I asked if I could make a suggestion and was told I had to talk to a supervisor and pointed to the back counter. There I spoke with a supervisor (b)(6). He was rude, dismissive and verbally dressed me down for not knowing the proper name of the equipment (I called the metal detector a scanner). I suggested he may want to swap people around such that a trainee was not working the line with triple the flow. He told me it was not a trainee and that wait times were only 8 minutes. At the point that he got extremely rude to me, supervisor (b)(6) stepped in and said he heard my suggestion and would check in to it. He also confirmed that the person at the scanner of the line in question was a trainee ((b)(6)) was being dishonest). At that point a lady came out from behind a door and cut him off and said to me, "Goodbye. You need to leave now." I asked who she was and she said, "All you need to know is that I am the manager and you are leaving. Goodbye." She was very flippant and waived me off with her hand in a very demeaning manner. She had no uniform, no visible name tag, and she refused to give me her name. She is a blond caucasian female.

I felt poorly treated and helpless to do anything about it. I could not even get her name...and she is the one that is supposed to handle complaints. She was abusive of her power.

When government mistreats the people, who then is able to check their authority?

I would like to discuss this incident. Please call me at (b)(6) or an email.

Thank you for your time.

Disability Description: Callers daughter uses an insulin pump

Information Request: Callers daughter flew from HNL to Kauai. She had a insulin pump on. She told them it cannot go through the x-ray machine. However she was forced to go through the WTMD wearing the pump and now the insulin pump is damaged. It caused a big mess with her well being. The pump company said it is common that the machine is damaged from the WTMD. Caller is very upset and wants to call a lawyer regarding this issue. Caller stated they did not allow her to disconnect from the pump. She is 14 years old and was forced through the WTMD. Caller stated it put her life in jeopardy. She was visiting her grandmother. Caller stated his wife is the main contact and provided the number: (b)(6) Caller wanted to know if TSA can do anything now, as the pump was damaged.

Response Details: Advised Caller:

I truly do apologize the item was damaged. Security Officers receive training to exercise great care during the screening process. We monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Support Manager (CSM) at that location. You may wish to file a claim for missing and or damaged items by completing a claim form. A claim form will be sent to you within 24 hours of this response. We will be sending you an email with information about filing an official disability complaint.

!013 2:52:5

Recent Flight Information:

Airport: HNL
Airline: Island Air
Flight Number: 0103
Date and Time: July 8th 2013 8:55AM
Gate Terminal: Did not know
Caller did not have the names of TSO

Email Sent:

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 7/8/2013 5:40:22 PM
Airport : SJC - San Jose International Date/Time of Travel : 07/08/2013 1:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

!013 6:12:0

Comment : This airport has no TSA prescreen lane. A suggestion would be to allow those passengers who clear pre check to use the metal detector lane like families with children. Otherwise, TSA prescreeners like myself opt out from the scanner only delaying the process for others and utilizing a TSA agent for pay down. Even though this airport has no prescreen lane, the ticket still identifies pre check and it makes sense to run them through the metal detector instead of the scanner. Just a suggestion to move the process along. Thanks.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller went through security at the airport at Harrisburg. She was immediately told to go through the body scanner and she has issues with them because they have naked images. Today she had a patdown and her private area was touched which had never happened before. She wants to know why she was not given the option of the walk through metal detector. She asked if there is a difference in people and the way they are screened such as someone who shows up with lots of clothes looking suspicious as compared to her who was clean with no earrings and does not look like a threat. She wants to know who she can talk to about her screening and who she can write a letter to about our very civil rights violating screening process.

!013 6:44:2

I apologized to the caller and told her that our security officers are trained in the proper manner to conduct patdowns and should explain what they are doing during the process. They will use the back of the hand on the more sensitive area to point of contact and the front of the hand for less sensitive areas. I told her that screening is risk based and unpredictable. I told her that when you opt out of the AIT then you will have a patdown for screening.

I told her to please send all written correspondences for John S. Pistole to the following address: John S. Pistole Administrator Transportation Security Administration 601 South 12th Street, TSA-1 Arlington, VA 20598

I also told her that she may dial 866-289-9673, option 5 and MDT to reach a CSM to voice her concerns about her experience today.

Caller wanted to know who to call and file a complaint. The entire experience was poor and the Helena Airport. Caller is a retired marine 17 years ago and the air traffic control manager in Hawaii. He was visiting his father. Caller traveled from Helena Airport at 3:55PM to SEA to HNL and the TSO in Helena were less than professional. Caller stated they were ignorant. Caller stated every person that went through had their bag opened up and was screened. The TSO checking the ID against the boarding pass took an excessive amount of time to verify the ID. He kept looking at the ID and back at him. Callers wife cannot be screened by the WTMD due to a neurostimulator. Caller stated it was very humiliating for his wife to get the patdown in the public. Caller had bow cases with archery equipment and went ahead of time. Caller requested that after TSA checks these, he would like to zip tie them shut. The bag check lady assured him that if they zip ties were removed it would be placed back on. She told him to leave them unlocked and they will lock it back up. They asked the lady at the counter to see if they were zip tied shut. She came back and said it was zip tied and locked up. They arrive home and the archery case lock was gone. The zip ties were connected. The other case was opened, it was \$1000 bow and \$139 arrows. All arrows were popped out of the holder and they tried to take the tips off them. Caller had a second bow case different colors and the second case was fine. The quiver was wrapped and the TSOs unwrapped and it was not placed back. They did not put it back in the same condition. His wife's luggage also had a NOI. There were 4 one gallon bags with toiletries that were opened and left open. They were all closed when the bag was checked. Caller stated there was gel all over her items in the suitcase. Caller did not want reimbursement. Caller wants someone to go through the Helena Airport because they are too excessive and are they are not putting checked luggage together right. Caller stated other customers were getting upset, during the screening too. Caller stated a TSO started to open an iPad case at an angle. Caller told him it must be opened flat. The TSO did not even open it after he was told to open it flat. A TSO asked for a supervisor because a passenger asked the agent to be careful when taking papers out of a bag. Caller flies a lot. The experience in Helena did not do TSA any good. It could be better because it is a small airport. Caller stated nothing was damaged. However, the TSOs are short, curt and excessive. Caller stated you cannot see them when luggage is checked and they do not believe the TSOs are following the proper training. Caller stated arrows were not placed back in clips. There were NOIs in all the luggage that was checked.

2013 2:18:1

Advised Caller:

We regret that you were not satisfied with the service you received. We seek to provide the highest level of security and customer service to all passengers. Security Officers receive training to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened your belongings are returned to the same condition they were found. We monitor the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this incident to the Customer Support Manager (CSM) at that location.

Airport: HLN

Airline: Alaska Airlines

Flight Number: 2326

Date and Time: July 9th 2013 3:55PM

Baggage Tag Number: (b)(6)

NOI: Nothing written or stamped.

Description of Bag: Dark blue skyline suitcase with big red heavy duty tags stating (b)(6) and a Black Bow case with the same tag (b)(6) made by Plano.

Caller went to the airport this morning with his 11 year old grandson for his return flight. Ticket had escort for round trip via Delta, he goes through security with his grandson, put his cellphone in his pocket and went through the WTMD and it beeped, took off watch and glasses and placed in the bin, he stepped through again and no noise. One of the TSA reps took the bin with his items while he sat down for a random check.

Saw his watch in the bowl and his glasses weren't in the bin and behind a couple pieces of luggage his glasses came through smashed and bent. There were approx. 6 TSOs there and one said they should call a supervisor, one TSO attempted to insert the lens back into the frame and didn't do anything to correct the bent earpiece. The supervisor said he needed to fill a form out and he said he had to get his grandson to the gate for the flight. When he returned to the checkpoint there was another supervisor there and he didn't say anything.

States they were Rimless Glasses and the incident happened at the Fayetteville, NC airport.

2013 4:07:0

Caller said his daughter paid \$350 for the escort ticket for the child and \$35 for the checked bag and when he took his grandson back to the airport he had to pay \$35 again for the bag, why was it not included in the ticket price she paid initially?

Response:

Apologized to caller and explained how to complete the claim form and submit (caller had already printed claim from the website). Advised he must estimate the value to either repair or replace his glasses.

Once the Transportation Security Administration's (TSA) Claims Management Office has processed a traveler's claim form, he or she will receive a letter of acknowledgement and a claim number. The claim number should be kept for future reference when inquiring about the claim.

Explained baggage is priced by the weight and must be paid for each direction of the flight. Referred to airline for their policy regarding baggage fees.

"Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own."

My wife can walk through metal detectors on her own, but she needs a simple cane for balance. We take a metallic quad cane which goes through the screening device used for shoes, backpacks, etc so she can't use that. If TSA had a standby simple wooden cane available to temporarily lend her for balance, she could walk through the metal detector on her own. In my experience, no such cane has been available or offered to her. Having one would save lots of time for everyone by avoiding a patdown. Once through, her shoes could be taken off and run through the same screening device used for her metallic cane.

Please let me know if TSA will consider this suggestion.

Yours,

(b)(6)

2013 6:36:5
Date: Tue, 09 Jul 2013 13:20:08 -0700
To: TSA-ContactCenter@dhs.gov
From: (b)(6)
Subject: time-saving suggestion re people in wheelchairs

Due to a stroke, my wife is unable to walk through the TSA security gate without her shoes on and perhaps an outstretched hand on either side of the gate (or better yet a standby wooden cane) for balance. As a result, she sits in a wheelchair for ten to twenty minutes while a TSA woman checks her out for explosives, etc. This has happened on our last eight to ten airplane trips. She does need a wheelchair to get to the departure gate because of the long walking distance.

I don't understand why she can't walk through the gate with her shoes on and a little help for balance, sit back down in the wheelchair, take off her shoes and run them through the security check just like all other shoes. That would save lots of time.

A response would be appreciated.

(b)(6)

Fairfax, CA 94930

Caller is wanting information on the Precheck screening and if it will give her a pass through screening to where she will not have to wait 30-45 min everytime for a same gender officer to give a patdown.

CCR informed her:

2013 8:50:2 There is no program that will allow her to get a pass through screening. Even with the precheck, she will have to go through a WTMD, AIT or a patdown to get through the checkpoint.

She can write her suggestions about adding more patdown screeners to HQ if she would like to.

If she still would like to do the precheck, she should apply for membership with one of CBP's Trusted Traveler programs. For enrollment, please visit <http://www.globalentry.gov>. There will be an online application, face to face interview and a fee that can be clarified on that website.

Caller wanted to know why he is forced to go through the AIT or have a pat down. He witnesses other passengers, with children, going through WTMD. He says he feels discriminated against and it's not fair. He is currently at Charleston and he experienced it at JFK on his flight down there as well.

2013 10:10: I apologized and advised him:

I cannot tell him why he is not being permitted through the WTMD. I attempted to tell him of other screening lanes for specific passengers and advise him maybe that's what he's noticing but he interrupted me and wouldn't let me finish. He asked why he was being subject to the AIT. I told him I don't have that information but the AIT is optional and he will be subject to a pat down. If he feels discriminated against I can take his complaint and forward to the appropriate office for review but I would need his contact information and a basis for discrimination and more specific details from his complaint. He refused to provide me the information and said he just wanted to make a complaint.

To whom it may concern:

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

I am considering discussing this issue with my attorney - and can only hope (and you should hope) that there is nothing wrong with my child.

2013 4:20:3 I would address this with your staff and address this issue - as it is a great concern.

I went through the A terminal security checkpoint on 7/11/13 at approximately 2:15 pm.

I would expect the airport to have video surveillance of this if requested by the proper authorities.

Regards.

(b)(6)

"Get used to a different way of looking at things. A change in perspective brings a whole new world of opportunity"

My pregnant wife is stopped from walking through the metal detector while a person with a dog is allowed to walk right through without question. They told us they were not using that machine and right in front of us they open it to let a pet through. That is ridiculous!

Sincerely pissed,

2013 4:20:5

(b)(6)

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

I am considering discussing this issue with my attorney - and can only hope (and you should hope) that there is nothing wrong with my child.

I would address this with your staff and address this issue - as it is a great concern.

I went through the A terminal security checkpoint on 7/11/13 at approximately 2:15 pm in the Charlotte Airport.

I would expect the airport to have video surveillance of this if requested by the proper authorities.

2013 6:10:4
Regards,

On Thu, Jul 11, 2013 at 3:08 PM, (b)(6)

To whom it may concern:

I am writing to report a violation of personal preference to not be scanned through the metal detector in my recently visit to the Charlotte Airport.

I am currently pregnant and expressed to 3 different TSA personnel, one who specifically asked me if I've "requested to opt-out" to opt-out of the scans. The one who asked me stated "just walk this way" through the metal detector. My assumption was that there would be no scan and I would be subject to a pat down on the other side; however, no one addressed me on the other side and I watched the man on the other end of the metal detector watching the indicator on the scan.

I am very upset about not only the potential harm to my unborn child by this - but, also about the complete blatant disrespect of a request to multiple individuals.

I am considering discussing this issue with my attorney - and can only hope (and you should hope) that there is nothing wrong with my child.
Dear TSA,

I am a 57 year old Grandmother, born and raised in the USA. I have never been arrested. I am a hard working law abiding citizen. I am also a licensed mortgage broker which requires me to register with NMLS, the National Mortgage Licensing System. I am also licensed with the state of Florida. These licenses require credit checks, background checks and finger printing annually. I am also a Clear card holder which means more finger printing and an iris scan.

I refuse to go through your full body scanners and fail to see how making me do so would help national security. Therefore I am constantly subjected to pat downs when there is a perfectly acceptable metal detector standing near by but only used for traffic control. I fail to see why, with the information just stated, I can't be allowed to only go through the metal detector machines.

2013 10:04:

I do not believe the safety information given on the new scanners. I believe it will be years before we know if they are harmful or not. I also don't think they make a huge difference in our national security. But my main purpose for writing is I think it's ridiculous to force me to choose between a potentially harmful scanner and an invasive pat down. I should probably be writing this to my newspaper, television station or politician if I really expect any results but since you're the direct connection, I'm stating my case.

Sincerely,

(b)(6)

2013 10:20: Caller's mother is diabetic and wears an insulin pump and cannot go through the WTMD and she ask for a pat down but was not allowed to have a pat down and was forced to go through the AIT. She does not speak good English. Explained how to relay the incident to the CSM through option 5 on the IVR and recommended she have all the details from her mother to give an informed report directly to the CSM. Advised in the future for her to call TSA Cares with her flight information 72 hours prior to travel so we can forward her information to the ODPO so they can relay her needs prior to travel.

animals. She says the person ask for a private screening and was told by the officer they did not have the facilities to have a private screening. The caller wants to know if this is true that some airports do not have private screening locations. The passenger had a kitten with her. Her organization is called Where is Jack for a cat that was lost at JFK and it was lost by American Airlines.

Told caller

I wasn't sure why the passenger was told they could not have a private screening. I would be happy to send her complaint to the CSM at DFW. She did not have all the flight information but I told her I would send it anyway.

If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Airport: DFW to Seattle

2013 9:54:3 Airline: Alaska

Flight number: NA

Date and time: 7-7-13 Departed around 1

Baggage claim number: NA

Was there a NOI, was there anything on it: NA

Terminal or gate: NA

Baggage Description: NA

Items Damaged: Passenger was told they could not have a private screening with a cat

I have emailed the caller some information for screening with animals as well.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/13/2013 1:14:25 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 07/13/13 1:00 PM Airline & Flight Number : Airtran Flight 270 Checkpoint/Area of Airport :

Security checkpoint TSA Employee: (If Known) : Female checking boarding passes at entry to security Comment : We received rude treatment from both your African American female who checked boarding passes and ids before entering security, and the Caucasian female at the metal detector. We are polite travelers and your employees are incredibly rude. It's a shame we travelers have to take such abuse because these people have the authority to prevent us from traveling. I don't know why they do not display common decency, but it takes the pleasure out of flying to deal with such poor levels of professionalism from people whose salaries we pay.

2013 3:31:4 Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Saturday, July 13, 2013 2:05 PM
To: tsaexternalcompliance@dhs.gov
Subject: SJU airport American Airlines Terminal

Dear TSA,

2013 3:31:2 I am a Flight Attendant for American Airlines. On July 9, 2013 approximately 6:55 in the morning. Going thru security I was harassed and humiliated in front of passengers and co workers. I have been flying out of Puerto Rico for 20 years now. I have gone thru security the same way before TSA took over the airport. All these years I go thru the lane that is for employees and wheel chairs. In uniform we pass the people in wheel chairs and go to the agent, show our ID and continue to the metal detector. This day I did the same but was told by the agent whose hair was red that I had to wait. I said okay. She said no, behind the line. I said ok I am sorry I guess things changed. I tried my best to get behind the line but there were wheel chair passengers waiting there. Then another agent came over and called me up who was supervisor (b)(6). I went to show my ID when he started yelling at me telling me you do not step up to my agent when she has passengers and I am to wait behind the line until I am called up. I started to explain why I did that and he cut me off saying there is a sign there. I asked to explain, when I told him that not only myself but all the employees are used to passing the wheel chair people and going straight to the agent. This is the first time I am hearing that we need to wait. I said if things have changed we should be notified so we don't do it again. He said well you got your notice and you will never do it again. I said I won't but it really needs to be communicated to everyone. I asked for his name so I can let my supervisor know procedures have changed in San Juan to notify all crew members and airport personal. He ignored me and walked away and I then asked him again. He told me its (b)(6) and do what ever you want with it. Walking away from him to the metal detector I said to myself such harassment. Next thing I know he is screaming to the agent at the metal detector he is not going thru here. He just called me an ASS. I look over and I am shocked. I told the TSA agent opposite to where I am putting my luggage asking her what is wrong with your co worker and to why he is treating me like this. She said to ignore him and don't let him ruin your day. As I am waiting to put my luggage thru he comes over and stops me and tells me you are not going thru here. No one calls me an ass. I said to him what are you talking about? I never called you an ass. I asked for the supervisor and he said I am the supervisor. I told my co worker (b)(6) who just passed thru to get a supervisor. Standing there being humiliated as he pushes my bags out of the way to let the other passengers go thru. Finally a supervisor from American Airlines comes over and I explain what happened to her. Then there was another lady that came over and I believe she was a TSA supervisor. He then talks to them in spanish and I hear him say in english a asshole. I told them he is bold face lying. I never said that to him. They told him to let me go thru. I went thru then spoke to the American supervisor and the other lady I can't believe how he has embarrassed and humiliated me in front of everyone treating me like a criminal. The whole situation had me shaken up. My two co workers (b)(6) and (b)(6) comforted me and said lets go to the airplane to calm down. The American supervisor said she will let everyone know the procedure now. The other lady apologized to me and said she will have a talk with (b)(6). The other TSA agents witness to what happened. Antje my co worker also said the red haired agent was not nice to her. His actions stopping me would of canceled flight 572 because we were operating with minimum crew. This would of disrupted approximately 184 passengers lives on that flight also the crew and to where that airplane was to go next. I would like for you to view the video tape for this day to see how Supervisor (b)(6) was out of line the way he spoke to me. He was unprofessional. He is also a liar. He should not be in a supervisor position. He needs to learn how to speak and communicate with people. You can also view the videos for other days to see how all the employees are accustomed to going to the front of the line. I know feel intimated to go thru security in San Juan because of the way I was treated. I respect and I am very appreciative for the job TSA does for keeping me safe on the airplanes that I fly everyday. I will like assurance when I go thru SJU again I will not be harassed by (b)(6). I witnessed something that offended me deeply. Recently I was at the Nashville airport (Wed. morning). There were a bunch of U.S. Army soldiers in fatigues. They went right to the front of the line to get their boarding passes/IDs checked. So far so good. But then they were held up and treated like common citizens at the metal detector/bomb detectors. It was absolutely RIDICULOUS. Its almost as if they got more harassed than the rest of us. They had to take of their infantry boots and I saw several of them have to go through the detectors multiple times. It was an embarrassment. I was so embarrassed to be a U.S. Citizen at that point. These soldiers should have valid military IDs that should fast track them directly through security with minimal disruptions. We TRUST THEM to defend the constitution with their LIVES, but we don't trust them on commercial airlines.

2013 9:44:2 SHAME SHAME SHAME ... TSA needs to be strongly reprimanded for how it treats active members of the armed forces. Disgusting! Please bring this to the appropriate authority's attention.

(b)(6)

615-376-9426 fax

HYPERLINK (b)(6)

(b)(6)

2013 2:04:1 The caller said he went thought screening on 7 13 2013 at 3:30pm on Southwest Airlines flight#2350 from Denver. The caller said he went through the checkpoint with his wife and 4 kids. The caller said he was able to go through the metal detector with his children but his wife had to go through the AIT. The caller said he is upset because he was standing in front of his children and his wife was behind the children trying to get them through the line. The caller was worried because his wife was not able to help his children through the line. The caller stated he talked to a male TSO and the officer told the passenger that it is a new TSA policy that 1 parent can go through the metal detector with their children and the other parent has to go through the AIT. The caller stated he did not get the name of the TSA that told him about the new policy. The caller wanted to know why he was not aware of the new policy. The caller said he was going to write a letter to his congressman.

I told the caller I have never heard of the new policy. I told the caller I would forward the information to the CSM for further review. I forwarded the record because the caller stated he was going to write a letter to his congressman.

Information about the person who experienced the civil rights/civil liberties violation

Name: (b)(6)

Phone #: Cell (b)(6)

Mailing Address: (b)(6) Los Angeles CA 90005

Email: (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.
July 13, 2013 - 3:30 PM (Estimated Time) Denver International Airport Flying on SouthWest Airlines Flight #2350

To Whom it may concern,

I was flying with my family (Wife: (b)(6) Son, (b)(6) 11 years old, Son (b)(6) and Daughters, Thea and (b)(6) both 3 year old twins.

We put all of our carryon baggage onto the x-ray belt and then I let my 11 year old go through the metal detector, then sent my 5 year old through and then my two 3 year old daughters.

2013 4:17:00 PM I then went through the metal detector and to gather up the children and our carry on.

My wife was supposed to follow right behind me to help gather the children but was being put through the x-ray scatter machine.

We where not told that this was a new policy to only allow one parent through the metal deceptor before hand and by not having both my wife and I to gather our children it put them in immediate danger. Young children under the age of 5 need to be attended to. They can easily be knocked over by a back or another passenger in a hurry to get their belongings off of the belt. My wife and I travle often with our children and this was sprung upon us.

I strongly voiced my concerns to both the TSA agent working the end of the security belt and the supervisor and the both strongly agreed with me that this new policy is not safe and is inexcusable.

Where did this happen? Place (name of the airport or other facility): Denver Internation Airport
City: Denver State or Country: Colorado

Who treated you unfairly?

The older gentelman TSA agent that was working the metal detector seemed more interested in talking to the nice young lady than insuring the safety of the young children that where coming through his station.

I did not catch his name or badge number but it would have not been good if any of our children where hurt while going through TSA security. If you are going to put in new policy it is VERY IMPORTANT that you make parent aware of the new policy so

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 7/14/2013 4:23:46 PM Airport : SMF - Sacramento International Date/Time of Travel : 06/13/2013 3:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A security checkpoint TSA Employee: (If Known) : Field Comment : OMB 1652-0030 I have used a wheelchair as a result of a spinal cord injury in 2004. I have flown domestically over 50 times since then, and each time I fly I get patted down because I can't go through the metal detectors on account of having too much metal from surgeries.

On June 13 I was flying from Sacramento to Denver for a wedding, and was expecting a routine security screening. Because I have been screened so many times, I know what to expect and prepare myself well by removing anything from my wheelchair and person that could be a problem. However, I do utilize a urinary drainage bag strapped to my right thigh most of the time. I almost always mention it to the screener at the beginning of screening, and it has never been a problem.

I was screened by Employee (b)(6) on June 13, 2013, and as I normally do, at the beginning of the screening I told him I had a urinary drainage bag on my right thigh. The bag was empty at that moment but when he came to the part of the screening where normally employees use the back of their hand to feel the groin area, he used the front of his hand and felt extensively, asking what was under my pants. I reminded him that I was utilizing a urinary drainage bag - and again, it was obviously empty at that moment.

2013 5:15:2 He continued to feel around in my groin area with the front of his hand until I asked him to stop. He then said he would need to inspect the drainage bag. I told him I didn't think that was necessary as it had never been requested in previous screenings. He then said he could just swipe it and do a chemical screening on it. I declined because I wasn't going to have him reach down my pants. He said that I could touch the device with my hand and then he could swipe my hand for the chemical screening. Again, I declined as this would have required me to reach down my pants in a very public - and already embarrassing - situation.

At that point he seemed to not know what to do and wasn't going to let me through the checkpoint, so I requested to speak with his supervisor, the supervisor came over and I requested a different screener. He asked why, saying that Employee (b)(6) was one of his best screeners, but Employee (b)(6) was still there so I asked to speak to him (the supervisor) privately. I told him it made me feel very uncomfortable to talk about it in front of Employee (b)(6). He did not seem to consider my request.

So I again asked for a different screener. Finally the supervisor agreed. Another employee came and completed the screening without incident and I went on my way, though embarrassed and feeling incredibly uncomfortable after being unnecessarily groped in public.

The good news for me is that on my return flight I decided to try the new body scan screening method - as I can stand up for short periods of time - and there were no problems.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/13/2013 7:13:17 PM Airport : BNA - Nashville International Date/Time of Travel : 07/10/2013 8:00 AM Airline & Flight Number : Southwest to Houston Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 7:50:5 Comment : I witnessed something that offended me deeply. Recently I was at the Nashville airport (Wed. morning). There were a bunch of U.S. Army soldiers in fatigues. They went right to the front of the line to get their boarding passes/IDs checked. So far so good. But then they were held up and treated like common citizens at the X-RAY/metal detector/bomb detectors. It was absolutely RIDICULOUS. Its almost as if they got more harassed than the rest of us. We all watched in disbelief. They had to take off their infantry boots and I saw several of them have to go through the detectors multiple times. It was an embarrassment. I was so embarrassed to be a U.S. Citizen at that point. These soldiers should have valid military IDs that should fast track them directly through security with minimal disruptions. We TRUST THEM to defend the constitution with their LIVES, but we don't trust them on commercial airlines.

SHAME SHAME SHAME ... TSA needs to be strongly reprimanded for how it treats active members of the armed forces. Disgusting! Please bring this to the appropriate authority's attention.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/15/2013 2:48:23 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 07/14/2013 5:15 PM Airline & Flight Number : Delta 4464 Checkpoint/Area of Airport : screening TSA Employee: (If Known) :

2013 4:03:0 Comment : My daughter wears an insulin pump and was told by the company to request a pat down instead of going through the metal detectors along with her insulin. A pat down was requested and denied. Can you please advise what action I should take due to the detector deactivating her insulin pump? Where do I need to file a claim to have the insulin pump and equipment replaced.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Screening (AIT, Patdown)

Current Date/Time : 7/15/2013 3:58:33 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 6:08:00 Comment : why am I not permitted to pass through a metal detector for screening but a parent with two or three children is allowed to do this? How is that parent any less risk than I am and why is a metal detector adequate for the parent and child(ren), but not acceptable for me?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller and his wife traveled Saturday from Oakland and went through TSA screening. They put their bags through, his wife took off her ring and watch, and they put them through the x ray machine. They were signaled to go through secondary screening. Her ring was gone when they retrieved the carry on. Her watch was not there either.

Caller also asked me why he was selected for secondary screening

Flight Details:

Airport: Oakland

Airline: Southwest

Flight: 1540

Date and Time: July 13th between 11am and 12pm

2013 7:04:10 Terminal 1

Baggage Tag: N A, the bag was grey, a small woman s purse with small chrome spikes inside of a white bin

NOI: N A

Email Address: (b)(6)

Caller Advised:

I will forward the information to the Customer Support Manager for review and also send him claim forms to evaluate this for reimbursement

There are many factors to consider. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

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(b)(6)
Coral Springs, FL 33065

July 17, 2013

Transportation Security Administration
HYPERLINK "mailto:TSA-contactcenter@dhs.gov" TSA-contactcenter@dhs.gov

To Whom This May Concern:

2013 9:58: On July 2, 2013 in the late afternoon prior to taking Southwest flight #3515, my 6 year old grandchild went through the metal detector without setting it off. I then went through and, as expected because I have a knee replacement, set it off. Because my granddaughter was traveling with me, they insisted on patting her down as well and terrified her. Why does a little girl who never set off the metal detector have to be subjected to a horrific experience?

This occurred in Terminal 1 of the Ft. Lauderdale Airport. I hope you will educate your personnel so this does not happen again.

Sincerely,

(b)(6)

(b)(6)

cc: Southwest Airlines

From: (b)(6)
Sent: Wednesday, July 17, 2013 8:22 AM
To: 'TSA-contactcenter@dhs.gov'
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/17/2013 8:00:31 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Frontier Airline
Terminal C
Louis Armstrong International Airport (MSY)

2013 9:09:5 Comments: On July 8, 2013 at approximately 16:15, I was accompanying relatives through checkpoint Charlie to gate C9. As we began our screening process, I was instructed by TSO (b)(6) who was positioned as DO, to step in line to undergo screening via the AIT machine. I then informed him that I was medically unable to lift my arm up due to shoulder complications resulting from a surgery I underwent. He acknowledged my injury, asked how my healing process was going, and instructed me to proceed through the metal detector once he was in his proper position. I went through the metal detector without alarming and proceeded to gather my things. While walking to the conveyor belt, I spoke to and acknowledged a few of my co-workers, whereas STSO (b)(6) was watching and quickly walked pass me, ignoring as I spoke. As I was putting my shoes on and retrieving my purse & cell phone, STSO (b)(6) approached me by pushing my purse and cell phone out of my hand back into the bin, nastily and rudely saying "You need to go back out on the other side." I then asked, "Why? I was already screened and cleared." STSO (b)(6) then began to raise her voice saying "You need to go back on the other side to be screened." I then informed her that I was unable to lift my arm to go through the body scanner and didn't understand what the problem was. She then said "That's no excuse, you need to go back out and be patted down." Frustrated, confused and embarrassed, I walked back through checkpoint and stood outside of the gate next to the X-Ray #1. TSO (b)(6) looked at me confused and asked, "What happened?" and before I could respond STSO (b)(6) approached TSO (b)(6) and said, "Winston, you know better, she needs a pat down." I asked "Why do I have to be patted down? I didn't refuse screening with the AIT, I CANNOT lift my arm to go through, and was cleared when I went through here [the metal detector]. That's not the proper procedure...this is ridiculous." STSO (b)(6) then rolled her eyes and walked away. TSO (b)(6) then called for a female assist, where as I had to wait over 5 minutes because by STSO (b)(6) disappearing, there were no available females on the floor and had to wait for TSO (b)(6) to be "tapped" from her AIT position to come pat me down. While waiting LTSO (b)(6) walked past and jokingly asked, "Are you up here causing trouble?" I replied "No, that's your supervisor making me get a pat down after being cleared and telling her I couldn't lift my arm to go through AIT. (b)(6) this isn't right." He acknowledged that he knew, and relieved TSO (b)(6) to come and get me. I explained to TSO (b)(6) that I didn't understand why I was embarrassed and humiliated and forced to be patted down because I could not lift my arm to go through AIT, and that I couldn't lift my arm for her to properly pat me down. She acknowledged my concern and proceeded to pat me down.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Sunday, June 23, 2013 5:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2013 10:11:

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Caller wanted to know why she has to go through a pat down if she opts out of the AIT. Caller wants to do the metal detector only. Caller has health concerns as a breast cancer survivor. Caller also wanted to know why TSA does not have TSA Pre at the El Paso airport. Caller also wanted to know if she could carry on yogurt in a 3 ounce container.

2013 9:35:4

I advised the caller.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Yogurt in a 3 ounce container can be placed in your 3-1-1 bag.

Caller said she had an Apple Phone 4S cellphone that came up missing at the checkpoint. Caller said she had gone through Customs and then when she went through security, her bag was pulled and they unzipped the bag because they wanted to look at something in her bag. Caller said her cell phone was already out of the bag and she had placed it in a bin by itself. Caller said she then went through the metal detector. Caller said she could not find her cell phone after she finished her screening. Caller spoke to someone on the phone who told her the phone was not listed on the manifest and suggested she call the TCC. Caller said she was told the phone should have been transferred offsite, but whoever she spoke to could not find any record of the missing phone. Caller will file a claim online.

Airport Miami

Airline American

Flight numbers 970

Date and time of incident 07 18 2013 7 pm

Baggage tag number N A

2013 9:20:3

Description of bag, color, style, size, brand - Black backpack, Filo Brand

NOI with Writing N A

Terminal or Gate American D517

Contact information (b)(6) - husbands cell phone

I offered to send the caller a claim form, but the caller said she will get a claim form online. I told the caller I will send her complaint to the CSM.

I gave the caller the lost and found number

Miami

Miami International Airport

305-421-2410

Caller refused to provide his name or contact number.

2013 5:24:36 Was at the JNU airport and was subjected to a pat down after her opted out from the AIT machine. There was a TSO there at the checkpoint who was allowing women women to just go through the metal detector and onto their flight. When he asked her why he was subjected to the patdown she told him that she did not have to tell him and it was none of his business. He also indicated that people are not nice and unfriendly. He also stated that the TSO was biased towards women.

Advised caller:

That it is at the discretion of the TSO at the checkpoint. However if he feels he was treated differently or the TSO was biased towards women....

He then indicated that he wanted to speak with his lawyer before he provided anymore information and hung up the phone.

Caller works at O Hare International Airport, caller stated that he usually does not go through TSA checkpoint, he instead uses separate entrance, however he had to go through security after having an accident. Caller had several staples in his head and when he went through the metal detector on July 14th at Gate 6 TSO agent (b)(7)(F) stopped him because of an alarm and patted him down and put his hands down his pants, all the way around and touched his genitals and butt. When he complained about it, the agent stated that he should have gone through AIT machine. Caller put in complaint at airport but has heard nothing back.

2013 9:44:11 Advised Caller: Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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Caller stated there is health problem with having to take off his shoes and walk barefoot through security. He requested a patdown and he was required to go through barefoot where many other people walk barefoot in DEN.

Advised Caller:

2013 11:36: Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines.

You can write your concerns about the policy to headquarters at:

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)
Date Time: 7/21/2013 4:35:14 PM

Name (b)(6)

Email (b)(6)

2013 6:07:5 Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):EMPLOYEE (b)(6) (sp?) (b)(6)

LOCATION: EWR Airport, 21 July 2013, Approx 13.40, Terminal C Premier Line/United Airlines

Comments:I was removing my computer from my bag & taking off my shoes to go through the metal detector/send bags on the belt. No one was behind me. (b)(6) (sp?) (b)(6) approached with more plastic trays as I was doing so. She said to me, very rudely, "You need to move, I'm adding these." I said I would be happy to move as soon as I could but I needed to get my shoes off. She says it needs to be "now" although no one is behind me. there are few people in the area in general, and trays remain in the tray area. I repeated I was going as quickly as I could and would soon be progressing. As I am finishing organizing my items and moving my trays forward, another woman came up behind me in the line and (b)(6) tells her (though this woman has yet to remove shoes etc. so if she went ahead she'd slow the situation down more), "Go ahead. Go before [me]. [This woman] is too slow." That is, (b)(6) was telling people to cut in front of me in line, in effect. At this point, I asked (b)(6) her name and said I'd like to talk to her boss and she says, "Do whatever you want. I'll be here, anyway" very rudely. In fact, she was so rude the woman (who (b)(6) instructed to pass me) asked, "Is that TSA employee giving you a hard time?" I travel over 100,000 miles/year. I'm not holding up lines; I know how to organize in security (b)(6) simply decided she didn't want to wait 45 seconds for the space between the end of the belt and the plastic trays to open up so she could add them. She is rude an unprofessional and shows a blatant disregard for supervision - apparently she has tenure at TSA and can mistreat anyone and everyone and will still be back at work in the morning? This is unfortunate -for folks like me (just back from Europe and was happy to be home after 5 months!) and for visitors who see a side of the U.S. that is simply rude - no other explanation nor justification. I hope she will be instructed in respectful treatment of others. Thank you.

Caller has PTSD and major depression and he has severe back and neck issues. He said that he flew three days ago from ATL. He was traveling with a service dog. He has metal in his body and can not go through the metal detector. He said that the TSO asked the same question over and over again. He kept asking him where the metal in his body is. He said that he told him that he does not know. He said that he was asked four times. He said that the TSO made him break down. He said that the supervisor told the TSO to give him a patdown like any other person. He said that he is member of Precheck. A different TSA agent took him to the gate and Delta escorted him from there. He is not military and does not qualify for wounded warrior. He was a civilian Army employee who is now on disability. He said that he is treated like a worthless piece of person. He wants the same benefits as the wounded warrior. He said that all of his information is in a packet with the dog and anyone should know that. He stated that he did not want the information on filing a complaint. He asked if he should go through the handicapped line or the PreCheck line. He does not have a flight scheduled at this time.

I gave the following information: TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. – 11 p.m. EST and weekends and Holidays 9 a.m. – 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

I told him that when he calls TSA Cares they will provide him with information on what he should do and expect at the checkpoint.

-----Original Message-----

From: (b)(6)
Sent: Sunday, July 21, 2013 8:36 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (h)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (h)(6)
Phone Number: (h)(6)
Address: (b)(6) Los Angeles CA 90034

2013 12:31: Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? yes
Disability? no

Which U.S. airport were you traveling through?
The Eastern Iowa Airport

What was the date and approximate time of the incident?

Disability Description: Caller is a breast cancer survivor.

Information Request: She would like to be able to go through PreCheck, and she cant find information on how to do that. She wants to know if she can contact Alaska Airlines, if she flies with them all the time to see if they can send her something.

Response Details: I told her that I would send her an RFI that she could fill out to send in her write-in complaint, and I would also send this up to make them aware of the incident and that she feels discriminated against because of this.

There are two primary ways to be considered eligible for TSA PreCheck : travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection s (CBP) Trusted Traveler programs.

Currently, TSA PreCheck is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in.

2013 5:28:2

For more information about the Trusted Traveler program, including enrollment, please visit <http://www.globalentry.gov> .

I told her that she can contact her airline to get information about it and see if they can send her an invitation.

Emailed the RFI and information on enrolling into PreCheck to the passenger.

Incident Details: Caller stated that when she walks through Gate B with Alaska Airlines. She goes through the WTMD, and the last few times she does this, they have her go for additional screening. The last time she went to leave to go to Portland, they canceled the flight and sent her through LAX. The only time she has a problem is going through BUR. She feels discriminated against because she wears a bra that has additional padding because she is a breast cancer survivor. She went through the WTMD and it set off, and they pulled her off to the side and conducted some additional screening of her. This is the only airport it happens at, and she feels this is happening because of the bra she has to wear because there is extra padding. It only happens at BUR, and the most recent date was today, 7-22-13. There is no extra metal in this bra, she only has extra padding in it.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 7/24/2013 9:22:21 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/13/2013 Airline & Flight Number : Caribbean airlines to Georgetown Guyana-BW527

Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :

Comment : Traveling through this terminals security checkpoint at about 11:15 pm while trying to catch an international flight to Georgetown, Guyana that was leaving at 12:15 am. The people working the checkpoint were the most unorganized and unhelpful TSA I have ever experienced. There were lots of foreign passengers going through this checkpoint who obviously didn't know the process. The TSA was doing nothing to keep things moving or help direct these people through. Once I got through the metal detectors, the guy working the screening monitor/conveyor belt started speeding up the movement of people's items so fast that the plastic bins were hitting each other and it caused several to derail and hit the ground. One of which was my bin that contained my laptop computer. Fortunately, my computer works. However, I still said something to the guy working the monitor that he needed to be careful. I have never experienced such behavior at any checkpoint. The crew working was the worst I have ever experienced. No regard for the flow or helping those that clearly needed assistance. I even asked the guy working on the front end to help the large family in front of me. His response "they don't speak English, what am I do to?" We'll continuing to stand there with your hands in your pockets isn't belong either.

013 10:05:

My comments are direct as again, this was the worst experience ever at a checkpoint. Maybe it's because it's an international terminal, that it was late and this was the end of their shifts. Whatever the reason, I and whoever is over this group, would expect a higher level of interaction.

I have a friend who is a manager at the Charlotte airport and thy suggested I wrote in.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

caregiver and he is being separated from her. He wanted to know how to get through the checkpoint as fast as possible. He said that he does have a RCN.

I gave the following information: If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

013 10:44: A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit http://www.tsa.gov/press/releases/2010/02/17_tsa-expands-use-explosive-trace-detection-technology-airports-nationwide.

Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

Cast and Prosthesis Imaging technology is used in some airports. Where available, this technology will also be used to inspect a cast. A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Caller wants to make a complaint.

She was at Phoenix AZ (Sky harbor) and had problems at screening.

7-23-13 at 4:30 AM to board a Delta Flight #1492 bound for Minnesota and on to Louisville, KY at 7:AM.

They were at Gate A5.

She was traveling with her daughter (b)(6) and her cousin (b)(6)

The name of TSO was (b)(6)

He did a swabbing with something blue on her cousins hands. She asked her daughter and she thought they were checking for chemicals.

There were several people in line and they were the only ones that were chosen to be checked.

At that point she made a remark to her cousin that maybe she should not have but she said to her: maybe we are being racially profiled.

She feels he heard her remark and that started it.

Once he sent her cousin to her lane, when she and her daughter came into the line they put their things in the bin.

He followed them over and said something to the other Officer.

When they ran her things through they were told their things needed to be checked again.

They ran them through the scanner twice and even opened them.

He was standing there with the other Officer laughing at them. That made her angry.

2013 11:31:

They also took her cousin to another lane and patted her down. She told them she had a catheter and a coloscopy and they made her raise her skirt.

Her cousin (b)(6) was offered a private patdown but refused it. After she would not go to another room with them they told her to raise her skirt.

She will have her cousin call us since she was not with her and does not know all the details.

Told her we will be happy to take her complaint so please have her call us about it.

I explained I take calls off the computer but any agent can assist her Cousin.

Another Officer was very nice but she does not have his name but he gave them the name of Officer (b)(6)

She stated right after they came through a lady came by and set off the metal detector and told Officer (b)(6) she had a metal knee and he told her to go on. He was too busy with them at the time.

She does not know why they separated her and her Cousin.

They did not go through her Cousins bag, just her and her daughter.

I asked if she feels she was discriminated against or does she feel it was a Rude Screener.

She stated it is a Rude Screener issue.

Told her I will send her complaint over to the Customer Support Manager.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 7/24/2013 3:45:03 PM

2013 4:09:1 Name (b)(6)

Email (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Salt Lake City Airport: Terminal 2 Screeners.

Comments: Machine showed something on my thigh and I have on shorts where you can blatantly see nothing was on my thigh. I was then subjected to a full body search which really made me uncomfortable and brought me to tears. Of course nothing was found and the only explanation provided to me was that I must have a feminine item inside if me which was not the case at all. I feel as though a machine that takes an X-ray of my body should be able to detect that I had nothing on me and feel as though this machine is faulty. I feel that the only option given to me in order to fly was the body search was inappropriate when if I would have had a kid who was a teenager flying with me I could have just used the metal detectors and not had any of this happen. I feel only letting those with "children" use the metal detectors and subjecting others to what I was is wrong. I feel they really need to check their machinery or its operators. The whole situation was embarrassing and unsettling especially since no explanation was provided or could be provided. Also just because I am traveling with a kid who is old enough to travel on their own I should not get special priveledges to skip the full body scan. Seems very discriminatory to me.

Caller wants to know if they have to touch your breasts and groin. She says that she has a complaint. She says that she and her husband had been visiting their son in Florida. Her husband has stage 4 pancreatic cancer and she is disabled as well. They were both in wheelchairs. She says that when she got to the WTMD, she was asked if she had anything on her. She had change in her back pocket and put it in a bin. Then she went through the WTMD. The officer then asked her again if she had anything on her. She says that the officer then performed a patdown in public. She says the officer touched her breasts and groin. She says that the officer then sent her through the AIT machine. After she went through this, the officer asked her for the third time if she had anything on her. The caller told her that she had already been searched and been through the machine. The caller told her that if she had anything, she would have found it by now. The officer then sent her bags back through x-ray screening and inspected them. They then told her she was clear. She says that they even checked the wheelchairs, which belonged to the airport. She says that she was harrassed. She says she doesn't know why she was harrassed, but she was. She says that the officer was rude, nasty, and didn't like her. Caller says she had a 10 hour delay. She gave me two flight numbers, 3120 and 2186. She doesn't know which flight these go with. She says she traveled from Orlando, to Washington, D.C. to LGA via US Airways. She does not know which airport in D.C. this happened at. Caller says she will call her lawyers and let them handle this. Caller says that this all started when she presented her EBT card because she didn't have her state issued ID. She says that her EBT card is government issued. She was complaining that the airline took her boarding passes and there was a delay of 10 hours.

Advised caller:

The patdown process requires every part of the body be patted down, including breasts and groin. The officers have to go up the leg until they meet resistance. Advised caller that additional screening is done if a valid, government issued ID is not presented. Her EBT card may be issued by the government, but it is not an acceptable ID. I could send her complaint to the CSM if I knew what airport this occurred at. Advised caller that her complaint about the delay and her tickets being taken away is for her airline. Advised caller that she should call US Airways, obtain her airport, correct flight number, gate boarded through, arrival time from Orlando, and flight time. Then we can send her complaint to the CSM.

The caller stated that she has a disability, pregnancy. She stated that in the ADA, it clearly states that pregnancy is a disability. She flew from Orange County and wanted to go through the metal detector instead of the AIT. She did not want to be touched and receive a patdown. However, they would not let her be screened by the metal detector and performed a patdown. She already had papers that she printed off from the website regarding disability discrimination and she did not want me to send her the RFI. She asked for an email that states passengers cannot choose to go through the metal detector.

013 11:27:

Advised caller:

AIT safety has been verified. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration. According to TSA policy, passengers cannot choose to be screened by the metal detector. If you opt out of the AIT, you must receive a patdown. You can always request a private screening and be accompanied by a traveling companion.

Sent email.

The caller stated that her daughter has a metal headband braided into her hair and that set the alarm off at Helena Regional Airport. She stated that her daughter asked the TSO's if they could just clear it with a wand and was told no that she must undergo a patdown. The caller wanted to know how we could screen a female properly without using a wand, in the scenario that the individual had items inserted into their rectum and vagina. The caller wanted to know why we don't use wands. The caller stated that she had called a TSA person at Helena Regional Airport yesterday to ask about the use of wands but had to leave a message. She stated that the man called her back today between the hours of 9:15 AM and 9:45 AM and that he was rude and condescending. The caller wanted to make a complaint about Helena refusing to use a wand.

013 11:38:

Advised Caller: I advised the caller that TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Advised that wands may be used at some locations but not all. Advised that I could not release information in regard to why we do or do not use one screening method versus another. Advised the caller that her complaint would be forwarded to the CSM.

The caller stated that her daughter has a metal headband braided into her hair and that set the alarm off at Helena Regional Airport. She stated that her daughter asked the TSO's if they could just clear it with a wand and was told no that she must undergo a patdown. The caller wanted to know how we could screen a female properly without using a wand, in the scenario that the individual had items inserted into their rectum and vagina. The caller wanted to know why we don't use wands. The caller stated that she had called a TSA person at Helena Regional Airport yesterday to ask about the use of wands but had to leave a message. She stated that the man called her back today between the hours of 9:15 AM and 9:45 AM and that he was rude and condescending. The caller wanted to make a complaint about Helena refusing to use a wand.

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have the AIT. She stated that she would normally fly from Colorado Springs, however she had a bad experience there about two years ago. She stated that she was subjected to a patdown, for screening and she is not comfortable with that type of sexual assault. She stated that she refused to fly and gave up her right so that she would not have to get a patdown. She stated that they made her stay in the checkpoint until the patdown was complete. She stated that she would prefer the AIT.

She stated that she was told that Colorado Springs was getting the AIT a few years ago, however they lost the funding for construction. She stated that she was informed the other day that Colorado Springs was undergoing construction for AIT placement. She stated that she spoke with (b)(6) and Colorado Springs regarding the situation, and they told her that they were getting the AIT, however instead a different airport got their machines to replace the back scatter machines in place at that location. She stated that they did not get the scanner and this is absurd. She stated that the other airport had too many complaints regarding private areas showing during screening by the back scatter, and they had to replace the machines. She stated that TSA is choosing those individuals complaining over a disabled person.

She stated that the WTMD is not safe for screening, because people can place bombs in their underwear and get through, just like the underwear bomber.

I explained that I am not aware of this happening, nor do I know why Colorado Springs does not have the AIT. I explained that we have screening process in place, such as ETD testing of belongings, and passengers, patdown inspections randomly administered, and other process. I explained that I am not familiar with the underwear bomber.

I explained that the website has a list of AIT locations and scheduled AIT locations. However, Colorado Springs is not on that list.

2013 2:27:2 Where are imaging technology machines located?

A. Currently, there are more than 740 Advanced Imaging Technology machines located at almost 160 airports nationwide.

Airports that have, or are scheduled to receive, imaging technology:

Cedar Rapids Eastern Iowa Airport (CID)
Charleston International Airport (CHS)
Charleston Yeager Airport (CRW)
Charlotte Douglas International Airport (CLT)
Chattanooga Metropolitan Airport (CHA)
Chicago Midway Airport (MDW)
Chicago O'Hare International Airport (ORD)
Cincinnati/Northern Kentucky International Airport (CVG)
Cleveland International Airport (CLE)
Columbia Metropolitan Airport (CAE)
Corpus Christi International Airport (CRP)
Cyril E. King Airport (STT) (Virgin Islands)

I am a very frequent traveler (TSA Precheck, GOES) who never comments on anything but I really think that having to show a boarding pass a second time when it is on your cell phone is a recipe for a lost phone. After you show it at the metal detector, you need to put in a separate bin and hope that you remember it when you collect your other belongings. This was started only recently and it does nothing to enhance security or safety. All the TSA agent does is look at a bar code from 4 feet way. It could be barcode from anything.

Thanks for reading this and for everything the TSA does to keep us safe in the skies.

(b)(6)

2013 4:26: (b)(6)

(b)(6)

Ledgewood, NJ 07852

P (b)(6)

F: 973-584-4992
TSA,

2013 9:03: I'm concerned about the authoritarian and communist aspects of your program Screening of Passengers by Observation Technique, it reminds me of programs initiated from very restrictive regimes from around the world. Will American citizens be detained or refereed to law enforcement for refusing to talk with you if the otherwise comply with the body x-ray, metal detector, etc?

Thanks,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Friday, July 26, 2013 12:39 AM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Homstead Fl 33035

:013 10:08: Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? yes

Which U.S. airport were you traveling through?
Gen. Edward Lawrence Logan International Airport

What was the date and approximate time of the incident?

TSA agent who could not get the woman to stand on her own, which should have been apparent from the start, almost dropped the woman in the scanner when she was requesting her to stand in the "position". Al
Dear TSA,

I am writing you due to what I experienced this past week with Delta and what I saw at JFK airport when boarding my flight on Wednesday morning. I included my Delta complaint below which talks about TSA scheduling of agents (highlighted in red).

As a traveler, WE should not have to WAIT as long as we do. If you think so, you are wrong. We are the customers, not you. You should do as you are told, since we PAY your salaries.

My complaint here is specifically to what I saw that morning. An elderly woman in a wheelchair, who could barely stand with a cane, much less without one, was helped into the body scanner with the help of one to two TSA agents. The female I while this is going on, the elderly lady is hearing her daughter or care taker. "I'm right here", "I'm right here", which meant that the elderly woman was "out of it" and scared that the TSA agents were going to drop her. Then, the TSA agents decided that they had to have her walk through the metal detector instead. This took a full 5 minutes to get the elderly woman to walk through, which backed up the line since the TSA agents did not allow any one of us to go around her. That was ridiculous since our wallets, luggage and laptops were exposed on the other side of the screening device. [Don't give me that crap that "we have cameras", since cameras do not stop theft, they only record it.] I shared my disdain with your agents over the handling of this elderly woman and the holding of the line. They just smiled. They smiled not at my complaint, but happy that they were able to piss off so many at one time. It is like a game with them and that is pathetic.

2013 12:01: In my opinion, this incident looked like the first time TSA ever dealt with a handicap person. In my opinion, these ill trained TSA agents had NO BUSINESS putting this elderly woman through this type of testing. In my opinion, TSA should have a lane dedicated to elderly/handicap and families where they take the longest time to go through. Why should the PREPARED/EXPERIENCED traveler be subjected to the long lines created by those who need more time. [Don't give me that crap about all of us being equal either, or you should cut out the First Class and Dignitary lines.]

I believe in security and I appreciate what you all TRY to do, however you need to TRY a little harder in reducing the lines. If you need help doing that, I would be more than glad to offer my services at \$150 an hour. That is a cheap rate and I can guarantee you a better experience for us frequent and infrequent travelers.

Sincerely,

(b)(6)
cell

HYPERLINK (b)(6)

cc: Senator Marco Rubio and Senator Bill Nelson

Delta Air Lines, Inc.

Disability Description: She is a passenger who is blind and has a guide dog that she has traveled with through many airports.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must be in writing and including the following information:

The name and address of the complainant;

The date of the alleged act of discrimination;

A description of the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

The signature of the complainant or someone authorized to sign on behalf of the complainant.

In addition, to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

2013 2:39:4

Also sent caller a claim package for the damage to her carry on items. Emailed the RFI to the passenger.

Incident Details: Caller says that she had a horrific experience. She is a passenger who is blind and has a guide dog that she has traveled with through many airports. She states that she took Delta flight 2001 and had an incredibly rude screener who was very condescending. Caller said that she would like to put her dog on sit and walk through the WTMD herself with her service dog following on a long leash. Caller states that the TSO refused to allow this and also refused to allow her friend flying with her to hold the dog while the caller went through and even chased the friend away and would not let her be with her while she was being screened. She says that she was forced to walk through the WTMD at the same time as the dog, which of course set off the WTMD due to the collar. Caller says that her dog does not like to be touched while in a harness, so she started to take the harness off for the patdown. Caller states that she was screamed at and told dont do that and then the TSO took the whole harness off and put it through the xray and did the patdown taking an excruciatingly long time saying where she was going to put her gloved hands and asking questions like Are you capable of moving your foot? and Are you capable of moving your arm 2 inches? . Caller feels that the patdown was excessive and vengeful; furthermore caller says that the TSO did not test her hands for explosives and did not pat down the dog, but destroyed her purse and removed an expensive sleep preventative for the dog without telling her, only leaving the open box and instructions. Caller said that she requested a supervisor early in the process, but no supervisor was brought until near the end of the process. She says that when she complained to the supervisor, the supervisor gave her a comment card and said There is nothing you can do just take the card. She says that neither the TSO nor the supervisor gave their names even when asked for their names but her friend said that the supervisor was named (b)(6) Caller states she was told that all dogs are screened the same and told them that hers was a service dog and was told that they did not care.

I was pre-check cleared at IND on Friday 7/26. Upon arrival at the pre-check screening point, I asked for a scan as opposed to a metal detector and pat down due to a hip prosthesis. I was advised that I would have to undergo a pat-down as the scanner had been taken from the pre-check screening point. A deactivated scanner is sitting unused in lane 7 at IND. I have undergone all processes and background checks to be able to use trusted traveler program and the pre-check process. It is ridiculous that I should have to have a pat down, when a perfectly good scanner sits unused. Please fix this situation. Thank you.

(b)(6)

(b)(6)

Office: (b)(6) Mobile: (b)(6) Fax: +001 404 474 2595

Email: HYPERLINK (b)(6)

Skype (b)(6)

2013 12:15:

(b)(6)

World Class Aviation Safety Consultants :: Changing Cultures : Reducing Risk : Driving Efficiencies

~~This message is sent in confidence for the addressee only. It may contain legally privileged information. The contents are not to be disclosed to anyone other than the addressee. Unauthorised recipients are requested to preserve this confidentiality and to advise us of any errors in transmission. Thank you.~~

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/29/2013 11:24:21 AM Airport : BNA - Nashville International Date/Time of Travel : 07/27/2013 12:30 PM Airline & Flight Number : Southwest, 1708 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : no name tag displayed Comment : BEFORE buying tickets, I called you folks and then emailed. I was assured that traveling with my wife and daughters (9&7) would exempt us from any pat downs and the body scanner. After my wife and daughters walked through the metal detectors, an agent put a chair in the way and stopped my walk. He then rudely ordered me to go to the body scanner. I WAS separated from my family (unlike what your website says). When I questioned this process, I was told only ONE parent goes through the metal detector and that TSA has discretion with the body scanner and who goes through it. None of this happened at the SMF airport when we went to Tennessee a week prior. Why did this happen? This may stop my further air travels.

2013 12:15:

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller traveled from Phoenix left two expensive bracelets in the bin. She contacted the Lost and Found Dept and they found one bracelet. She took them off to go through the metal detector and then got her things but forgot her bracelets. She stated that since they found one, they should have the other one and would like to know how they can this situation looked at and someone watch the video cameras to see if someone just took it or it fell under the table or something.

Carry-on Item Missing

Airport: Phoenix Sky Harbor International Airport

Airline: US Air

Flight Number: 2977

Departure Time: 07-28-13 at 4:49

Arrival Airport and Time: Santa Barbara Municipal Airport

Description of Bag: Pul bracelet in a Grey Rectangle Bin at the checkpoint

Was there a NOI? No

Location: Checkpoint A at 4:00

Terminal: 4

Gate: Gate B

Contact Information: (b)(6)

Advised the caller that this information will be sent to a Customer Support Manager for further review.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

The caller was complaining because TSA is getting rid of the AIT machines, which save her a lot of the time from having to undergo a patdown procedure. She said that she is 79 and has both knees surgically repaired. She said that when she travels through an airport that does not have AIT, she has to undergo a very invasive patdown procedure. She wants to know if there is any other way to be screened than a patdown. She said that she usually flies out of ABE, FLL, PHL and RSW.

2013 4:13:2 I told her that TSA is replacing the old rapiscan technology with new technology, AIT s are not being completely removed. I reviewed the list of airports that have, or are scheduled to receive, AIT. I told her that the only airport that she travels out of that does not have AIT is ABE. TSA has modified the screening procedures for passengers under the age of 12 and over the age of 75 to allow multiple passes through the AIT and WTMD, to try and keep from a patdown procedure. However, if those technologies keep alarming, a patdown procedure must be used to resolve them.

<http://www.tsa.gov/ait-frequently-asked-questions>

Caller stated that he had an bad experience at JFK that was very disturbing to him. Caller stated that he has a metal implant in his shoulder and after he was informed the TSO s at the checkpoint about the metal implant he was still prompted over to go through the WTMD. After he walked through and the alarm sounded the TSO gave him a patdown instead of wanded him like they have at other airports. They then proceeded to do Explosive Trace Detections on his hands, shoes and computer. Then the person that was scanning his carry on had a couple other officers help her with dumping the items out of his bag and going through it more thoroughly. Caller stated that he didn t think that the workers were very professional with how they did the additional screening.

Caller never stated that he felt singled out due to his metal implant, just felt that the staff at JFK wasn t very professional.

2013 9:24:0 After he went through his wife went through the WTMD and she has a metal knee. She proceeded to explain her metal knee and they quickly examined her knee and sent her on through and she didn t have to go through all the stuff he did like taking off his shoes even tho he is older than 75.

Caller stated that he was flying on May 26th, 2013 around 3:00PM. The flight was a connecting flight from Moscow to ATL. Flying through Delta. Caller stated that he thinks he flew in from Terminal F and had to go through Terminal B which had him go through the TSA checkpoint.

Advised Caller:

I apologize but anytime that you re alarmed through a WTMD the TSO may prompt you over for a patdown and do a ETD to make sure that you ve not been exposed to any kind of explosives. That is part of our policy. I apologize that he had to go through all the additional screening but it sounded like the experience that he went through is all part of our policy when an alarm is made through the WTMD. I would send a copy of his complaint on to the CSM at JFK so they know of the complaint.

Dear Transportation Security Administration Contact Center,

Recently I just got back from Vail, Colorado with a group of wounded warriors, and we were there with the Vail Veteran program for recreational therapy. We left out of Ronald Reagan Airport in Maryland, and arrived in the airport in Denver. There were absolutely NO problems or concerns when leaving from Maryland. We were not stopped or pulled over the side for further searching from security. The security in Maryland really worked with us and made sure the wounded soldiers with us were not made to feel uncomfortable or put into more pain. I was extremely pleased with the service we received from the curbside at the airport until getting on the plane. I don't think I could ask for better service and all the wounded warriors with us were pleased also. The staff there made sure everyone was treated with the accommodations they needed and they had all of our bags taken off the bus and checked in before we could make it to the ticket desk to check in. I wish I could say the same thing happened when we left out of the Denver Airport upon our departure.

After our visit to Vail, Colorado we arrived at the airport in Denver and someone was there right at our assistance and made sure they got our bags from us, handed our tickets, and made sure we were set to go before reaching security. We were all thankful we didn't have to go through the trouble of getting our tickets and waited for the rest of our group to arrive and headed towards security. When we reached security we were allowed to skip the line, but we had to deal people all around us making rude comments because we were allowed to skip the line. These rude comments were not only upsetting, but uncalled for and these soldiers should not have to deal with this. We made it through the rude comments and then the searching started. My fiancé was told five different times to take on and off his shoes and was told other times he could keep his sling on and then to take it off and everything just kept getting him confused. He was then pulled over the side along with the two in wheelchairs that were with our group and they began the alcohol swabs and they had my fiancé and the two in wheelchairs standing up and making sure they were not "hiding" anything. After all the alcohol swabbing my fiancé still wasn't done and they pulled him over the side. The security officer told him "this will be the last test and if you don't pass this one, you will be escorted to the back for a rectal exam".

2013 4:05:5

My fiancé was hit by a 107 rocket in Afghanistan on May 16, 2013 and just recently became out patient and is staying at Walter Reed Hospital in Maryland. He suffered a broken collar bone, a foot of intestines removed because of shrapnel that has entered his body at many different angles, and nerve damage that caused him to loose the bicep movement in his dominant hand (right). These trips are to help wounded warriors become more comfortable in society and to be able to cope with the fact they were hurt overseas. My fiancé gets very anxious in crowds and doesn't like to feel overwhelmed so when the security officer told him all these things and had him up against the wall and pressing down all over including his arm IN A SLING, he was pretty upset. My fiancé was even showing the different pieces of shrapnel that has made it to the skin and that was why he set it off, but the officer didn't want to hear him out at all. His arm is extremely sensitive to touch, and I couldn't believe that they actually had the men out of their wheelchairs (one is a double amputee, and one experienced radiation where all of his muscles are slowly diminishing) and searching for things and causing more pain.

I know that these officers were doing their jobs and I know the security of other people on the aircraft is very important, but is it really necessary to put all these wounded warriors in difficult states when they have shrapnel that has entered their bodies and we know why the detector is going off? Is it really necessary to threaten someone with a rectal exam if they were fighting for your freedom overseas and was hurt? Do these officers really think that these wounded warriors are trying to get things onto a plane?

I do believe that if these security officers that help with airport security were more understanding of wounded warriors and knew that there are things that these soldiers cant do that other normal citizens can they wouldn't be pushing them to do certain things. Wounded warriors have many things that could set off the metal detector such as prosthetics, shrapnel, and many other things. I believe if these security officers were more accommodating they would see that these soldiers have nothing to hide, and its just things that come along with their injury. Not only are these soldiers dealing with the physical problems from their accident, but they are dealing with the mental problems as well. Becoming overwhelmed in the airport because they are setting off the metal detector because of the shrapnel in their bodies should be the least of their worries. I fully understand the importance of security in the airport, but I don't believe in make these wounded warriors feel uncomfortable.

Thank you,

/h1(61)

From: (b)(6)
Sent: Tuesday, July 30, 2013 2:53 PM
To: TSAExternalCompliance@dhs.gov
Subject: Incident at Newark (EWR) Airport July 29, 2013

I'm writing to bring to your attention and file a complaint with the TSA regarding one of your employees at the Newark airport security line on Monday July 29th, 2013.

2013 6:02:4 Below is the information for the flight I boarded on Monday July 29th.

Your Confirmation Code: HYPERLINK (b)(6)

Who's Flying

new machine that returns a nude image. She says that she feels like she is being viewed nude by the AIT machine. On the 13th of June the TSO poked her in the right breast. At approximately 9:00 a.m. that morning she had a procedure on that breast. The TSO tore a stitch and dislodged the drainage tube. She once again states that the pain behind this was blinding. She said that she was bleeding pretty badly for a good length of time. She made her flight to Seattle. The airline helped her stop her bleeding. Alaskan airlines is who the lady that helped her worked for. When she arrived in Seattle she spoke to Alaska airlines and they found her a hospital. Her hospital classified her as a victim of a violent crime. The doctors had to reinsert the surgical tube and re-stitch the wound. She now has a horrible scar where there should have been a very little one (b)(6) would do nothing for her about this situation and (b)(6) has hung up on her a few times. He stated that there will be no consequences to the TSO that did this to her. She is mad about this response from (b)(6) Her letters that she has written have been returned endlessly to her. We sent her an email that said TSA contact center has referred you to the office of chief council. She received an email stating that her previous email on seeking how to file a criminal complaint has been received. TSA can not give you legal advise is what she was told. She has been referred to the office of internal affairs, the department of Homeland security, the FBI, and the U.S. Department of Justice. She read a report to the German parliament. She said that it stated the L3 screener was rejected in Germany. The caller stated that there are major stockholders with TSA and that's why the L3 scanner is let in. She also stated that the L3 gives a 50% false positive on people it scans and 100% false positive on people with disabilities. She also states that this report is only readable in the German language but can be found on the internet. All the blogs and complaints she has read that TSA are making children taking off their braces. She has read about amputees have to take off their artificial limbs. She stated that is kind of like asking her to take off her underwear and show you her crotch. She stated that breast milk does not have to go through X ray it can be accordingly screened. She read a blog post were TSA made a lady miss her flight. They would not let her through the checkpoint with her breast milk because it was over 3.4 oz. She states that she read another blog about someone who had already been cleared and they stopped one of them to pat them down for additional screening due to breast milk. The caller is flying again in September. She wants to know how to stop the ones who think it's their job is to torture and torment the disabled. She states that the callers who call to file complaints with us just get laughed at. She went to court over this issue. The court told her that they did not have jurisdiction and that she needed to go to Washington to the federal court system. The CSM at SMF (b)(6) has stated that there is nothing he will do for her. The caller stated that he is playing a game of alphabet soup which is the way the federal government plays the victim. She states that her person was violated and tormented. The FBI called her and told her the same things. She lost her temper and she said that (b)(6) best fashion accessory would be an unmentionable a second time. She stated if she sees an obituary for (b)(6) that she would have a street party. She would not be the cause of that obituary, but she would celebrate it. The caller states that she follows the teachings of Ghandi, and she would never hurt anyone under any circumstances. She said that the FBI said they only investigate people who offend their public officials. She stated that someone sent her more contacts: the office of civil rights, internal affairs, and inspector general for the DHS. She asks what she can do to prevent any further torture from SMF. She stated they should not be touching her at all PERIOD! She should be able to walk through the L3 machine, which she still knows doesn't give a cartoon image of her, or the WTMD without further molestation. She states that she is physically able to go through the AIT machine. She states that anything keeping her from traveling on an aircraft is a violation of the interstate commerce clause. She states obviously SMF is not on her side. She declares that Sacramento is not on her side. The caller states that the FBI or attorney general are not on her side. She also believes that the Federal Securities director is not going to be on her side. She does not believe that ODPO is going to be on her side. She told the emergency room to send all her medical treatment against the TSA as we are the direct cause of all of her injuries so we should pay for them. She states that disabled people get a lot of abuse because they do not have a lot of money. She got a phone call from the FBI today that caused more abuse to her being a disabled person. She states that she has never had a problem at any other airport except SMF. She has to look at an ugly ragged scar on her body. BLOOD...HAS...BEEN...SPILLED..... She stated. There is nothing she can do to minimize them spilling more blood she asked. She stated that she feels sorry for me because I have been educated by them. She stated that a good 4 year degree from Ole Miss. would help my education. Then she reiterated to say maybe I should go to Notre Dame were they would make fun of my accent. She then told me to NEVER thank her for calling the TSA and just to tell her to have a good evening.

Advised caller:

Providing her name would be to help us identify this record. I informed her that I did not have access to her records without her name. I advised her that it is my job to record and document what she says and I want to be sure to be as accurate as I can be. I apologized to the caller for her experience at that airport. I advised her that the procedures she was describing should not be happening. Advised that those people who were wrongfully screened could call the TSA and file complaints about those situations. I stated that our procedure would be to submit the complaints to the CSM at the appropriate airports. I informed her that it is not our intention to maim or torture anyone in any way form or fashion. It is the TSA's intention to try to make the skies a safer place to travel for all of the citizens. I offered to see if her case had been escalated already. I explained to her that we had already escalated her case to the appropriate body for investigation. I explained that we can escalate her situation to the CSM and to ODPO. I then explained to the caller what ODPO was. I advised her that we have no specific time frame on how long it will take for her investigations to complete. If they do contact her it will be via an email or a phone Dear Sir or Madam,

When I am traveling out of my uniform, with my airline ID badge visible, I have found that there is absolutely no consistency among TSA agents in allowing me to go through the metal detectors instead of the body scanners. I believe the whole point in allowing crew members to opt out of the body scanner is to lower our exposure to radiation. Over the course of a typical career a flight crew member is exposed to twice the radiation of the average population due to the effects of altitude alone. When going through security, we are not less prone to radiation when we are not in our uniforms.

Occasionally, when getting a pat down, the procedure is explained in a somewhat condescending tone and the procedure itself can be over reaching. Last month, while leaving Chicago, I got in a lane that was sending passengers through a metal detector. Then, all of a sudden, they closed off the detector and started sending passengers through the body scanner. When I asked why I couldn't go through the metal detector, after showing my ID, again I was treated with condescension and

Why are your agents wasting time patting down crewmembers when it seems that they should be performing more worth while tasks?

Sincerely,

(b)(6)
United Airlines

2013 9:49:4

2013 8:18:2

Caller traveled from EWR at 6AM and there was an incident. Caller said the TSO pushed her buttons. She was wearing her grandmothers bracelet which is 18k gold and it beeped. She put the bracelet in the plastic bowl. Caller asked if she could she put it with other items and the first container had her shoes, she put her bracelet in the second bin. Her daughters items were behind hers. She went through and cleared the WTMD. The bowl came out empty with both bracelets missing. Caller had to argue with the officer running the machine. The caller said she put it in the bin the and the TSO said no she did not. It got loud and a supervisor walked over and said, this matter better be rectified immediately. Another TSO came over and confirmed that she did place the items in the bin. After that they said, "oh they found them".

Caller said they were not nice. If her daughter had not been traveling behind her it would have been worse. Caller was in a rush and did not get any names, no numbers. Her daughter said do not start here. They took both items and it took them 4 minutes to decide to hand it over. Caller said a TSA worker stole the items.

Advised Caller:

2013 12:37: Regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Most airports are under video surveillance. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this incident to the Customer Support Manager (CSM) at that location.

Airport: EWR to Orlando

Airline: Jetblue

Flight Number: Did not have the information

Date and Time: July 22nd 2013 6:00AM

Old lady bracelet hand sculpted pure gold. Middle eastern jewelry.

Location: Gate 5

Caller did not remember any identifying information about the TSO.

Wanted to voice concerns about violations of rights TSA doing. Like multistation and he was profiled a few years ago for having darker skin. Was patted down and had to have ETD 6 years ago he is Italian. He states he doesn't feel safer by having people pat him down. Caller felt we are all just drones here and don't see how we are blind to all of the bad things TSA does. Also our company should not be growing but shrinking

2013 3:48:3

Response:

Apologized that he felt this way and had a bad experience but officers are trained to perform patdowns so they do not violate a persons rights they will use the back of their hands when going over sensitive areas. Also the only way anyone will receive a patdown is if they request this or they set off some form of alarm when going through the AIT or WTMD machines. Explained that TSA is here for the safety of passengers. Asked if I could place him on hold to see what else I could for him if he felt he was violated and other people were being violated however the caller would not allow it he continued to state how we were no good and only there to violate people. Also advised that TSA will never perform a strip search.

Caller states that she is contacting us in regards to an incident that happened on May 13 that she contacted us about on May 25.

Caller states that the officers at the time of the screening never advised her of the screening procedures as they ran her and her service animal through the process. She states that after they went through the WTMD and were ETD swabbed, they were then taken to a private screening after needing to wait for several minutes. She and the airline assistance both began voicing their concern that she was going to miss her flight. She believes that the officers then took more time to make certain that she missed her flight.

2013 4:01:3

Previous record:

Caller went through inspection at the OAK airport on 05-13-2013 at 4:30 pm flying on US Airways flight 325. She was flying from OAK to PHX to FLL. She has mobility problems and has an emotional support animal. Caller had to go through private screening along with her pet. Due to the screening process she missed her flight. Caller said that the airlines told her to blame TSA for missing her flight. She wanted to file a complaint. Told caller that I will document her complaint, told caller how she can contact the CSM at the OAK airport about the screening procedures.
TSA.

I wanted to provide comments and feedback on the lack of availability of the TSA Pre-screening lane at LAX. The lane was down this past Monday morning, one of the heavy travel days of the week at Delta. The reason provided was the metal detector was now and they were waiting for it to be fixed.

2013 4:10:3

I would like to suggest that there should always be a TSA Pre check line open, and if there is any broken equipment, it should be a priority to repair. As a routine traveler that has gone through the TSA Pre check process, I feel this is a reasonable approach.

Thank you,

(b)(7)(F)

My name is (b)(6) active duty military member proudly serving in the US Navy as a Seabee. I want start my letter by complementing the thoroughness, patience and professionalism your teams show while doing their job. I travel all over the world, out two weeks out of the month from Ankara Turkey, to Sasebo Japan and everywhere in between, and know that your team's hard work and dedication keep us safe.

On 13 July 2013 I was flying out of Regan National Airport on official orders, my flight was scheduled to depart at 1400. Knowing the area I decided to show up at 1130 to avoid the crowds and have time to relax while I waited for my flight. While in line at the security check points, I placed all my valuables in the X-ray machine, did exactly as I was told, everything out of my pockets, PC out of its case, ect. But I failed to notice my Oakleys, (HYPERLINK "http://www.oakley.com/products/6419/23732"Polarized Fuel Cell) were on my head. As I was about to pass through the metal detector, one of your agents politely asked me to take the sunglasses off, luckily I was able to place them on top of my other items in the plastic tray and she politely waived me trough. As I recovered my Items I failed to pick up my glasses and walked away. After no more than 20 yards away I ran back and asked the agents present if she has seen my sunglasses, not even one minute had passes and no one has seen anything. I was polite and patient, but I was treated as if I were crazy. I asked politely again to see if they has seen or found and turned in top the lost and found and again I was treated like a fool. I then stopped being polite and demanded someone point me out to the lost and found. After that, which I think is totally unnecessary, they listened and "helped" me.

The glasses were never found and I was brushed off and all they said is "...Trust me Sir no one here wants your sun glasses." I use my sunglasses as part of my gear; they are not only for protecting me from the sun, but safety glasses while shooting, a \$150 piece of safety gear. This is the first time I've ever lost anything while traveling. It is also the first time I have been treated so... strange. I was not at all disrespectful or demanding asking for something unattainable, if they would have just gave me the respect I gave them everything would have been OK.

2013 8:26:11 I do not expect anything from this e-mail; I just can't let it go without at least saying something. Again, I commend TSA on a job well done and I recognize the hard work that is performed and that thanks to you guy's we are safer as a country. I know this is true, I appreciate it more than most because of the amount of travel I do, and I hope my little gripe will help you guy's fine tune the TSA screening system, when or if a small issues like this ever happens again.

Very Respectfully,

(b)(6)

Office – (b)(6)

Cell- (b)(6)

his wives bag was not re-locked and she had items sticking out of the bag. His wife used to work for United.

He says they showed up at 4:15 am, they went through the line. He told the gentleman that worked there he was disabled, he doesn't have toes. He told the officer he could not take off his shoes, he cant walk without his shoes. He had traveled before through Dulles and used the machine for screening and swab his shoes for him, he went through the WTMD for this flight. He told the officer he could swab his shoes. He was told by a black man and a blond headed man with blue eyes that he can't have his items back. The plane began to board and he says they were about to miss the plane. The blond headed man told him he did not care if he missed the plane. The blond headed man gave him a patdown and touched him in a sensitive area. He did not offer him a private screening for the patdown. He had offered to the officer to show him his toes were missing. He says the officer was very rude and crabby. he was sweating. He did not get the screener's name. He feels his 4th amendment rights were violated.

At first I understood he said he worked or TSA but he then stated he used to work at a airport he was a taxi cab driver. He was wearing a watch and told the officer the alarm was caused by the watch. The officer gave him a patdown anyway. He was unhappy at how the screening was handled. He says the officer should have told him to take the watch off for screening. He says the officer did not care if he embarrassed him in public or that he was about to miss his plane. He says the officer did not respect him, he has spoken with an attorney already.

He says the officer was not a police officer and had no right to speak to him like this. He is upset he almost missed the flight because it took so long to go through screening and the officer told him he should have arrived earlier. He does not remember the officer offering him a private screening for the patdown. He says he has traveled a lot and knows how screening should go with TSA and this is not how it should be. He was upset at the patdown but more upset at how the officer handled the screening.

013 10:38:1

Told caller

I could take his flight information and send it to the CSM at the departing airport so they could be aware this happened. I told the caller I was sorry this happened.

Anytime there is an alarm the officer will give a patdown to clear the alarm.

He should remove all personal items before screening starts so there may not be an alarm.

He was very upset so I again told him sending my record as a complaint to the CSM so they could be aware as well. They would have to handle or address his complaint for him.

Airport: San Luis

Airline: United Express

Flight number: UA5348

Date and time: 7-26-13 departed at 5:50 am

Baggage claim number: (b)(6)

Was there a NOI, was there anything on it: Yes, nothing extra on it

Terminal or gate: There is only one gate and terminal

I am writing to express my frustration when I go though TSA screening. I am an airline employee and work in Minneapolis but travel to Detroit and Fort Lauderdale often. I always seem to have a problem when I go though TSA screening. I have several health concerns, I have had 3 back fusions, arthritis, I have an implanted pacemaker/defibrillator, and have breast cancer. When I go out of Minneapolis I go though the employee check point, there always seems to be several TSA agents there. I can not go though the metal detector as it would stop my implanted device, which in turn would stop my heart. I have been told by different agents in Minneapolis that I should walk down to the other end of the terminal to go though the Advanced Imaging Technology. I go though the employee line because it is shorter so I don't have so far to walk. I can not go though the metal detector so I request a pat down. Although there are always several agents there standing around I always have to wait. I am always told I should go the the Imaging technology, I always request a pat down and always have to wait. This past week when I traveled it was the first time an agent felt my right breast which I have had removed and question what was "hard" in there. I told her it was my expander from my mastectomy. Which after all this time (I had my surgery last November, and fly at least twice a month) has been the first time it has been an issue. I was taken to a private area and should her what it was. I am curious why no agent before her ever questioned it. I get a pat down often.

013 12:12:3

In Detroit I go though the imaging, which I don't like to do (I get a enough radiation which all my medical issues) and was asked what my defibrillator was. I was told to remove it, I told the agent (again many agents standing around) that it was implanted and I could not remove it, she said remove your device mam, I again told the agent I could not I was implanted, the agent got very irritated with me and said if you don't remove you device I will getting a supervisor. My response the was if you can get a surgeon here to take it out of my body, then I will remove it. This finally sank into her head and she said oh okay, and I was cleared. In Fort Lauderdale I was told I had to go though the Imaging and could not be patted down (this past weekend). I was running late and did not want to argue with anyone as I was pretty worn out from work and my medical issues. I take air reservations all day and always asked about TSA security. I refer them to the web site, but can appreciate the frustration. I realize this is the way it has become since 911 and accept that, however agents need to be more sensitive and accomidating when it comes to the disabled. I could stay on disability and may have to some day, for now though I work and think as a citizen deserve more respect and empathy. (b)(6)

Caller wants to complain about discourteous treatment from a TSA agent. Caller and his wife flew on Saturday. Caller and his wife usually opt out of AIT and request a pat-down. He requested once at the line, that he be able to walk through the WTMD. The officer raised his voice at the caller, and was very, very negative telling the caller go to an area that left the caller unable to see his carry-on luggage.

Caller waited in this area with his wife for around 5-10 minutes for the pat-down. Lead Officer (b)(6) was the name of the TSA employee. As the caller and his wife finished with their pat-down, he walked by the officer to see his badge with the officer saying: "Oh my he is going to complain" and the caller felt he was trying to embarrass him.

Advised,

!013 1:52:5 Airport: BWI

Airline: Southwest

Flight Number: 3952

Date and Time of Incident: 7:45 AM on July 27, 2013

Location: Checkpoint C

Contact info (b)(6) (b)(6) is his work number (b)(6) is his evening home phone number

Advised caller that I am sending this complaint information to the CSM at BWI

Dear Sir: After reading the news about TSA theft this AM in the local and national newspapers, I felt that I needed to address a loss that we suffered last year at Jacksonville International Airport. My granddaughter (b)(6) (13), went through the security check point on the morning of 13 October 2012. She was catching a flight on Southwest from Jacksonville to Denver and was told by security that she had to take off her ear rings prior to going through the metal detector, which she did and placed them in the bin. (We were later told that taking off ear rings was not necessary prior to entering the metal detector.) Her grandmother had just given her a pair of diamond ear rings (to celebrate her 13th birthday) prior to her flight home to Denver. On the other end of the security line, she found only one of the ear rings in the bin. We immediately scoured the empty bins and made a report to the on duty TSA supervisor. The ear ring was not found and the supervisor gave me the lost/found phone number to follow-up later, which I did.

This note is probably too little too late, but I wanted to bring in to management's attention. Thank you.

!013 2:41:1

Sincerely,

(b)(6)

Jacksonville, FL 32210

(b)(6)

From: (b)(6)

Sent: Thursday, August 01, 2013 11:50 AM

To: TSAExternalCompliance@dhs.gov

Subject: Travel Experience

To whom this may concern,

!013 2:41:4

My husband and I recently traveled from Billings, Montana where we were visiting family to our home in St. Louis, Missouri this past week. We arrived at the airport with plenty of time to get through security and to our gate without being rushed. However, that all changed when we noticed that TSA decided to shut down the right side of the line. There were nearly 20 TSA employees standing around, some working and others just talking and laughing, while only one line was moving. Prior to the two lines being closed down to one, there was just a body scanner and a metal detector, however, only the body scanner was the one being used. As I am pregnant, I opted for a pat down because I do not want to endanger my child. I know the protocol and the rules that come with it. However, prior to even getting patted down, the 8 people ahead of my husband and I all had to have their bags checked and scanned multiple times. Everyone's belongings went through the machine twice holding the line up. Finally my husband got through the body scanner and his bag needed to be checked again....They were suspicious of my breastpump which I clearly need as a mom and a mom to be. They took everything out of the breastpump bag and touched all of my babies bottles and products that I use. Never in my life have I been so violated. They touched all of my things that go on my body and feed my child. I did not have anything to use to clean or sanitize it with after my belongings were dealt with like trash. They were not gentle with any of my things and fiddled and threw things as if they had no meaning at all. I am disgusted with how your service treats moms and parents alone. It is extremely rude and a violation/destruction of ones belongings that are very personal. It is 2013. Figure it out. A breastpump is not a weapon. Your employees were so worried about my pump that they failed to see that I had accidentally left a liquid in my purse that was not in a plastic bag. How does that happen? How do your employees find interest in a breastpump, but not in a liquid that was not in a bag.

I am disgusted with the TSA. Something needs to change!

not board her plane. Caller stated she had nothing on her feet. She had to go into a private area barefoot and without her jacket. Caller stated she was wearing her shorts, shirt, bra, underwear and that is all.

She was singled out and searched, she does not know why. She went through WTMD. A female TSO told her to stand over there. Caller stated the TSA agent said they were going to strip search her. They took her luggage off the conveyor belt as well as her purse, hat, four pieces of luggage, and all the items she put into the bins. They took her into an area behind the checkpoint.

They told her they were going to full body search her. She told the screeners they were not going to touch her. There were many female TSOs in the room. One of the female TSOs went to get a big male TSO who came in and asked what was going on. Caller stated that she would not allow anyone to touch her.

The TSOs called the police and a Mexican officer named (b)(6) came in and began to interrogate her. He asked if she takes drugs. She said no. He asked if she uses alcohol. She said no. He asked if she was taking any medication. She said she was and they could call her doctors. She told him that she was not going to answer any more questions. She told him to give her her phone. Two other police officers came in.

She said at this point she was circled by female TSOs and the male TSOs and three police officer. Caller stated she did consider running away. By this time she was crying.

One police officer asked what was going on. Caller stated she would like to know but no one would tell her. She stated that she had been traveling and that someone tainted her along the way. Caller said all the TSA women were laughing and chuckling. The Officer (b)(6) had a smirk on his face. She told him to take the smirk off his face. He took two military steps toward her and asked if she would talk to authority like this. She said yes when you treat me like this.

1013 2:45:1 People all over the airport were looking at her. She said she felt like a terrorist. The second officer who had come in told the Mexican officer to back off that he would take care of this. The Mexican officer took two military steps back and went around behind the others in the room. He said They do this to all Americans. She said they do not because she did not see anyone else being treated like this.

She believes this is abusive. She said she is 71 and was traveling alone from Rochester and now was leaving SEA.

She is going to call (b)(6) SEA Police Department, her Congressman and report this. She is going to tell her medical doctors, her son who was a military police officer, FOX News. She will get this publicized in local and national newspapers and get on the radio.

I offered to email the information on filing a formal complaint. She said she did not have email and wanted to know why it could not be mailed. I told her it was not set up to be mailed. She wanted to know who made that rule. I told her I did not know. She asked if it was Congress or TSA. She said old people do not use email and some people are too poor to have a computer. She said some young people do not use email. She wanted an answer as to who made this rule. I told her I did not know, but I could give her the information. She told me now I was getting upset with her. I asked her if she wanted the information.

I told the caller that if she wanted to file a formal complaint it must:

-----Original Message-----

From: (b)(6)
Sent: Thursday, August 01, 2013 3:23 PM
To: TSAExternalCompliance
Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

:013 4:04:2 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Gallatin Field Airport

What was the date and approximate time of the incident?

government told me Agent Orange was safe in Viet Nam and we all know what happened with that), I was watching an old women, 78 years old, being taken out of a wheel chair by a group of TSA agents and manhandled into the radiation machine. This poor old woman could just barely stand up, barely walk and had extreme difficulty standing upright with her arms up so she could be properly radiated. It took a group of TSA goons on both sides of the machine to get her in, get her radiated, and get her out without her falling down. While all this was going on, people were zipping through the metal detector so I wonder how important the x-ray machine really is.. What bothered me most is the lack of consideration for an old women, obviously somebody's Grandma and obviously NOT threat to our security.

First of all, has the government lost all compassion for America' elderly and for American citizens??

Secondly, one look at this woman who is obviously someone's grandma and could hardly be considered a threat so why go through the exercise?

013 6:05:2 Do the TSA line personal have less sense than our government as a whole?

I'm a combat disabled and decorated veteran of the Viet Nam war which was fought supposedly to contain communism, I'm also a citizen and a taxpayer. I believe that those machines are a violation of my Fourth Amendment rights against unreasonable search and a violation of the Bill of Rights against being searched without being charged with a crime. The pat down is absolutely criminal because I've not been charged with anything. I went to war to protect those rights, at least that's what they told me when I enlisted. I understand that in these days and times we need to be vigilant, but this exhibition was just unconscionable in addition to a violation of rights afforded us by the Constitution and the Bill of Rights.

On another topic, the TSA agents told me that flying is a privilege not a right. Is this true??

I would like a response to all of this.

I would like to report a lack in security at Miami International Airport.

I fly thru MIA often, as it is my home airport. I use the PreCheck line every time, since I have Global Entry and am also Platinum with American Airlines. At MIA, the PreCheck line is on the left side, with a dedicated agent and metal detector. This morning, at approximately 8:30 a.m., I used the PreCheck line at MIA. I noticed that a separate line with travelers that did not have PreCheck was feeding into the PreCheck lane. Just like myself, these travelers did not have to remove their shoes, and take out their toiletries and electronics. I asked a few people in line with me if they have PreCheck, and they had no idea what I was talking about. It seems that in order to relive congestion in the regular security lanes, an agent was sending travelers without PreCheck thru the PreCheck lane. I feel that this decision compromises my security, as well as the security of other travelers, as those passengers have not been prescreened. I hope the next time I travel out of MIA this error has been corrected.

013 10:14:1

Thank you for your attention.

(b)(6)

Sent from my iPad

Dear Sirs/madams:

I just went thru security at Newark intl airport, united airlines, terminal A.

Going thru the metal detector a buzzer went off and I was told that I was randomly selected to be checked. I then waited 13 minutes for a supervisor to come and check me. The security people were rude and ridiculing while we asked what the delay was about. They ran out of bins, were rude to other travelers etc.

When the supervisor arrived, she was apologetic and explained that people had not shown up for work.

TSA- we can do better than this!!

(b)(6)

1013 2:07:3

(b)(6)

~~This e-mail is for the named addressee only and may contain confidential information. If you are not the intended recipient, please inform me and delete it from your files. If you do not wish to receive commercial emails from me in the future and like to "Opt-Out" please reply back to your sender with subject "remove me from your list." All information is from sources deemed reliable but is subject to errors, omissions, change of price, prior sale or withdrawal without notice. No representation is made as to accuracy of any description. All measurements and square footage are approximate and all information should be confirmed by customer. All rights to content, photographs and graphics reserved to (b)(6) is not authorized to third parties. Real estate contracts are only established by duly executed agreement between the parties.~~

Disability Description: Caller has a hip replacement and is retired from Pan American and he worked for Delta. He is a veteran as well.

Incident Details: He stated that at Reagan the TSO offered him to go through the AIT and he told him that he has metal implants and even told him he may keep on his shoes. He is 80. The experience was nice and smooth.

On his return from LaGuardia, he got in line and he told the guy he has hip replacement and the TSO told him to take his shoes off. He told the guy he is 80 but he still made him take off his shoes. He ended up going to the end of the line. He alarmed the WTMD. When the TSO was finished screening him the caller asked if he was done and put on his shoes to leave. He saw two TSA agents talking and pointing to him. He said he took 10 steps to leave and the second guy, who was a supervisor, came running toward him and made him come back and take off his shoes off for a second time. They tested them for explosives. He thinks this was retaliation. He called the Americans with Disability Act and filed a complaint. He is getting the runaround and was told that he needed to call TSA. He is an active Democrat and he is not going to let this go. He said that this is age discrimination and other things. He is very upset and said that he is going as far as to speak with his Senator. He said that the American people have no voice.

1013 3:24:4

Response Details: I apologized to the caller that he is unhappy with the service that he received. I asked him if you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

He stated at this point that he had already filed the complaint and he said that I could forward his information to a CSM on his behalf but he did not have any of his flight information other than the airport. He stressed that he was not interested in providing any information or receiving any information on how to file a complaint in writing regarding this incident.

I referred this to a CSM and ODPO as a FYI.

The callers were flying from Fiji to Honolulu. The caller had a stop over in Western Samoa and was told they have a contract with the US government for screening. The airport is APW. The caller wanted to inform TSA that crimes were committed. The caller stated he was horrified that US passengers travel and get treated bad. They were suppose to stop for an hour and all the passengers were forced off the plane and go through security again. The caller took off everything and went through the metal detector. The security did not ask him or give him any information about a patdown. The security just started doing Patdown and touched everyone in very inappropriate ways. The items that the passengers purchased were from Fiji and security took and gathered up everything and left the building. The passenger never has been so humiliated and touched so profoundly or treated so horribly. There was no reason for a patdown or physical searches to any passenger. The caller stated they were forced off the plane without any word and were touched in bad ways. The caller was told that there is a new contract with Western Somoa and TSA to do screening.

1013 6:01:5

Response:

Advised the caller that TSA is not in Western Somoa and that we have no information on who he will need to talk to. Advised the caller to see who does the screening there.

From: (b)(6)
Sent: Friday, August 02, 2013 4:48 PM
To: Agrasto, Mary
Cc: TSAExternalCompliance@dhs.gov; mayormyrick@cityofithaca.org; omara@nysenate.gov; steward@nysenate.gov
Subject: Re: Complaint Re: ITH TSA Screening

Ms. Agrasto,

8/2/2013 6:15:4 I think your indifference to the issues brought to your attention is a direct reflection of the problems in your organization and with your employees.

Additionally, for you to claim that I am naive is simply ignorant. As an army transportation officer and a commander of a unit, I closed five bases in Iraq on my last deployment, to include supervision of air and truck terminals. I trust you cannot share the same experience. That being said, I certainly understand that there are times when threats exist, and there are times when threats do not exist, to include varying threat levels. Your organization, and self-serving individuals such as yourself, can claim that there is always a threat, because you simply do not want to resign and provide the opportunity for someone more competent to take over those positions that will do the proper assessments. And claiming that there is always a threat is a way of keeping your jobs and your current budget, because most people do not want to be bashed by people like you who pretend to have an inherent competence.

But you are not being paid to say that there is a threat then to go back and drink your coffee, while you treat everyone as a threat, that type behavior is the definition of ignorance in this regard.

All of these things are very clear to me. But it is all beside the point, in this case, I believe I have a valid complaint, and I believe that you should properly address it with the source of the problem, which are your TSA employees in Ithaca and elsewhere, not by accusing me of ignorance.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/2/2013 6:05:38 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX Airport
United Premier Security Terminal
UA Flight 222 LAX to JFK
Gate 77

8/2/2013 8:05:4 2:35 PM August 2nd.
Comments: I have been traveling via LAX for years and have always found it to be a pleasant experience. Today, even, the TSA screeners were upbeat, friendly, and courteous. However, the woman stationed at the x-ray machine at the United Airlines premier security line was so inappropriate with me, I feel compelled to share my story.

At about 2:35 PM today, I was waiting for my carry on bag to go through the x-ray machine. The family in front of me had held up the line due to inappropriate carry on items, so the rest of of travelers were dealing with a long line and a backed up conveyer belt. As a result, the handles of my bag got caught on another passenger's bin. My bag (a purse) tipped over, and all of my personal items fell onto the conveyor belt. I alerted the TSA agent (a middle aged (b)(6) hair in a bun). She proceeded to berate me in front of other flyers, saying I hadn't put my bag in right. As I scrambled to collect all of my personal effects, which were scattered because of the incident, the TSA woman yelled "YOU'RE WELCOME, miss," in front of everyone. I apologized and thanked her for stopping the belt, but she gave me a dirty look. I do not understand why she felt the need to berate a frazzled traveler. I was planning on thanking her for her help, but regardless, that is no way to speak to a traveler. Everyone else was professional and courteous despite the long lines-- especially the guard who politely asked me to take my necklace off when it set the metal detector off.

I did not get the woman's name, but I believe she should be reprimanded for being so egregiously rude and inappropriate with a frazzled traveler just trying to make her flight. I am a very quiet, unassuming person who is respectful of TSA employees and their demanding jobs-- but this situation was so embarrassing and insulting, I had to say something.

Thank you for your time, and for all the hard work you do to keep our airways safe.

Dear Sir or Madam,

I would appreciate some clarity on carry-on liquids, as I have experienced different interpretation of policy by TSA agents.

My 7 year old son has severe food allergies, so we must carry on liquid medications and also a few juice boxes (single-serve, branded) over 3.4 oz. Have a doctor's letter on medical necessity.

Flying out of Philadelphia, we declared the medications and juice boxes. My wife and I went through AIT. TSA agent opened one of the medicine bottles for testing. No problem. Smooth process and kid-friendly TSA agents.

Flying back home a week later from Orlando, FL: Same liquids and doctor's letter. We were told that since the TSA couldn't open the juice boxes, one of us (me or my wife) would have to be patted down. I asked the agents (2 different agents) why I couldn't just go through AIT like I had at PHL --- no answer given at all -- just that I had to be patted down. OK, no big deal, I went through pat-down. But what's the official policy here? And why couldn't I get an answer to my question? Not consistent. And, what is the logic to having one of us being patted down and the other 3 going through simple metal detector? No testing was performed on any of the liquid medications in bottles that could have been opened.

My other comment here is an overall attitude of the entire TSA team at Orlando. Every time I've flown out of Orlando with my family (3 times now), the TSA experience has been poor. Worst of any airport in the US --- and we've traveled a fair bit. I would think Orlando TSA would be among the best with children, given the Disney location.

013 9:13:0

Example: agent at x-ray machine feed-in kept telling me I had to push my bags onto the feed-in belt to the x-ray machine, then asked me why I kept pushing when the belt was stopped. Simple answer: I couldn't see if the belt was moving from where I was standing because I had a long line of luggage on tables, kid car seats, etc, with my kids in front of me in the line. I'm a frequent business traveler with an IQ north of 150. I know how the x-ray machine feed belt works. All the agent had to do was communicate clearly or simply help me push the luggage into the machine when the belt was moving instead of standing there making unhelpful comments.

Example: Agent at Orlando security line intake, upon being presented with multiple boarding passes at once (with my two kids standing next to me) tells me each passenger has to present their own boarding pass. I told him I'm not going to have my children hold their own boarding passes, due to their ages and likelihood of passes being dropped --- we're all standing right there together. Attitude..... Again, no problems in Philadelphia, and no attitude from the agents.

I'm all for keeping everyone safe in the air. Seems to me PHL agents did their job just as well or better than Orlando agents, with a much better experience for my family.

Other observation for lack of consistency: Some airports' TSA demand that boarding passes be kept in hand when going through metal detector/AIT (Newark NJ), while others do not, and in fact insist that nothing can be in my hand at all when going through AIT. What's the policy? When I put my boarding pass in a bin for x-ray, with other materials, and the TSA agent at the metal detector wants to see it, it's already in the x-ray and the agent's not happy....

Sincerely,

(b)(6)

The caller was coming through Phoenix Sky Harbor Gate B. He stated that they had the line open for the AIT machine but the WTMD line was closed down. He stated that the line was very long and that he was separated from his personal affects because of the long wait time. He just wanted to call and inform us of this issue.

013 11:52:2

Advised caller:

Apologized for his experience. Advised that all of our records are recorded and his complaint would be documented.

Caller flew from Las Vegas to San Diego on Friday on Southwest flight#: 1622, she had several sets of keys for homes that she owns in her bag. The keys are now missing. There was no NOI in bag. Caller also wants to let us know that she went through the WTMD on another flight and the machine hurt her arm. She said that her arm became painful right after she walked through the machine, and her skin on her arm formed bumps. She went to the doctor several days later and discovered that her blood had thickened. She wants to warn us about the dangers of metal detectors.

Advised Caller: At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

013 7:03:4

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Caller flew from Las Vegas to San Diego on Friday on Southwest flight#: 1622, she had several sets of keys for homes that she owns in her bag. The keys are now missing. There was no NOI in bag. Caller also wants to let us know that she went through the WTMD on another flight and the machine hurt her arm. She said that her arm became painful right after she walked through the machine, and her skin on her arm formed bumps. She went to the doctor several days later and discovered that her blood had thickened. She wants to warn us about the dangers of metal detectors.

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1013 7:03:4

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Feedback Type : Complaint

Categories : Disability Complaint

Current Date/Time : 8/4/2013 7:48:29 PM

Airport : MIA - Miami International

Date/Time of Travel : 08/03/2013 11:30 AM Airline & Flight Number : USAirways 718 Checkpoint/Area of Airport : J TSA Employee: (If Known) :

1013 8:11:0 Comment : I was traveling with an adult with a severe/profound intellectual disability (think 2 or 3 year old) who uses a wheelchair for distances. When we flew out of PHL screening went great. When we flew out of MIA they refused to let my son walk through the metal detector and then screen the wheelchair which is what we did in PHL. So they insisted on a patdown. I was fine with that. When they asked him to put out his arms we told them he would not understand and do that so just continue with the patdown. My son stood up and they didn't start patting him down. Then he started to wander away and they didn't do anything to stop him. My daughter jumped up and ran to get her brother and held his hand to keep him standing still while they patted him down and of course she was then subject to a patdown. I have no objection to a patdown but to let a person with a severe intellectual disability walk away and make no attempt to stop him was ridiculous. He has no concept of safety and could have easily been hurt. (My daughter at one point once she was helping told me she told the guy if he was afraid to touch my son he should get someone else to do it.) As far as I know there was no reason to refuse to let him walk through the metal detector and since he was wearing a diaper it would have been more effective to do it that way. I admit I forgot to call TSA Cares before MIA but we set nothing up as a result of my call before we flew out of PHL. Your staff needs to understand that if the parents/companions are not allowed to assist in a patdown (and I read that if they were under age 12 parents are allowed to hold their hands) they need to do something other than letting the person walk away.

Would you like a response? : False

Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller and her son flew from MSP to MDW on 8-1-13 and went through screening around 5:30pm through the middle checkpoint.

The callers son has Hydrocephalus. He has 2 shunts. One in his Brain and the other in his spine. The caller requested a patdown because one of his shunts is magnetic.

Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

I emailed the caller the information.

1013 9:43:5

Incident Details: The TSO asked her son why he could not go through the AIT machines. The son told the TSO he could not go through the machines as well as the the mother told the the TSO that her son could not go through the machines. The officer got rude with her and was suggesting to her son that he should go through the machines. The caller states the officer was very rude with her telling her that he did not have time to educate her about the machines and took her son to be screened and at that time she could not see her son. The caller states the officer wanted to pat her son down and the son told him that he wanted to wait on his mother. The mother states the officer was very firm when he did the patdown on her son. The caller states the officers put her in a position of trying to explain to him what her sons disability was and she does not think she should have to educate the officer about her sons disability. The caller states a supervisor came and helped her and was very friendly but states the TSO was very rude. The caller states the officer did accommodate her sons disability needs. The officer in question was officer (b)(6) and he was at MSP. The callers son was 14 years old.

The caller states the officer was very rude and condescending and her nor her son were treated with respect, dignity, and courtesy. The caller states the officer yelled at her. The caller states that she should not have to give her sons medical history to the officer to be able to get a patdown.

Caller stated that she recieved a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

She is wanting to file a complaint about the way the policy says a screening has to be done or she cant fly to SFO.

CCR informed her:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. If subject
:013 3:34:5 to additional screening, then a patdown procedure will have to be given. Patdown are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

Since she does not like the policy of a patdown and she feels that it goes against her privacy, she can write her concerns into HQ.

CCR provided her with the following address:

601 South 12th Street
Arlington, VA 20598

Caller stated that she recieved a patdown and the female security touched her. She did not like the patdown and feels that the patdown is against her privacy. She first went through the screening devices and then was subjected to additional screening.

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Since she does not like the policy of a patdown and she feels that it goes against her privacy, she can write her concerns into HQ.

CCR provided her with the following address:

601 South 12th Street
Arlington, VA 20598

The caller stated that she has been flying a lot over the last few years and has never had a complaint about TSA, until now. On 8-5-2013, she took Jetblue flight 1059 from BOS to PHL at 3:15PM. When going through screening, she was in line for the WTMD. She was screened by the WTMD multiple times and it kept alarming, even after she had removed all of her jewelry and anything else that could have been metal. She was patted down and cleared through the screening checkpoint. She later realized that she was wearing a new bikini top that had a metal decorative piece on the top of it. She was upset that she got through screening and this was not caught. She asked why the AIT was not used to pin point this metal piece and she wondered if it would have pin pointed the metal piece.

I told her that the patdown is used to clear a person through screening if they alarm the WTMD and cannot be cleared by the WTMD. The patdown procedure is used to verify that the person does not have any prohibited items on their person. If she was already in line for and used the WTMD, the TSOs would not send her through the AIT. The procedure is to clear an alarm of the WTMD by using a thorough patdown. I cannot specifically state that the AIT would have caught this as an anomalies
:013 12:26:3 or not.

She was not happy with this answer and stated that she could have got through screening with wires attached to her body and that she needs to speak with someone else. I placed her on hold to talk with a CSS here at the TCC. I spoke to CSS Wayne and he felt that this was not a security issue.

I told her that our CSS did not feel that this was a security issue, as the TSOs followed standard protocol.

She requested to speak with someone else. I turned the call over to (b)(6)

Caller works at a hospital. One of her patients has a new defibrillator. What information about screening does the patient need?

Advised caller:

:013 5:43:5 If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/6/2013 3:59:01 PM

Airport : EWR - Newark International

Date/Time of Travel : 08/06/2013 4:45 PM Airline & Flight Number : United #UA4511 Checkpoint/Area of Airport : Terminal A - Gates 20-28; line 4 TSA Employee: (If Known) : Unknown Comment : I observed this happen to another person, and also to myself. The TSA Agent manning the metal detector was demanding that he see everyone's boarding pass, after it had already previously been checked, with our IDs by the front TSA agents. When told a boarding pass was mobile by both the other person and myself, he demanded that we bring it up on our phones or he wouldn't let us through, but we're also not allowed to go thru the metal detectors with our phone. The other gentleman this happened to could not get the network on his phone to come up and was being told he could not continue through the metal detector (his carry on bags were already through the scanner, waiting for him on the other side). Additionally, when the TSA agent finally asked someone else, they decided that since it was on the phone, he didn't need to see it.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

Sent: Tuesday, August 06, 2013 4:15 PM

To: TSAExternalCompliance

Subject: Harassment Complaint

August 6, 2013

Transportation Security Administration

Civil Rights & Liberties, Ombudsman and Traveler Engagement (TSA-6)

Multicultural Branch

701 South 12th Street

Arlington, VA 20598

To whom it may concern:

It had been several years since I have flown, and the last time I went through security you all had the old metal detectors. I am very cautious when going through security at the airport, always waiting for instruction from the TSA agents to give me the go ahead to continue through the designated area. I never want to do something wrong, because I know how serious airport security is. I waited on the other side of the new scanning devise, and the agent never instructed me to enter the machine, she simply stared at me, so I continued to wait in fear of going too soon and getting yelled at. Eventually, I asked if she was ready for me, and she replied, "Do I need to go get security!? Are you really going to hesitate and be uncooperative??" I said, "No ma'am, I was just waiting for your instruction so as to not do anything I wasn't supposed to." She then said, "Um no you're hesitating and not cooperating!" I said, "No ma'am, I'm more than willing to cooperate, I was just waiting for the go ahead from

Disability Description: She is 72 years old and uses a wheelchair.

Response Details: Advised caller that when a passenger is wearing a head scarf, we do have to do some additional screening. Advised caller that if the ETD tests positive, which could be from any number of things, we do have to conduct a patdown. This is the same screening procedure for everyone, no matter what race.

If you believe you were discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition or have a claim of racial discrimination. Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding discrimination or are you calling with a different concern such as poor customer service?

'013 2:38:0

Advised I would send her the instructions for filing a written formal complaint.

Incident Details: Caller recently traveled. She says that she was in a wheelchair, but did go through the WTMD. She was wearing a head scarf, so after the WTMD, the officer told her that she could rub her head down and they could test her hands, or they could do it. She told the officer to do it. The ETD tested positive. Caller says that the woman's hands could have been contaminated for all she knows. Caller says that a white woman told her she would have to take her to another area. Caller told the officer that her traveling companion who is 89 years old, cannot see, and is also in a wheelchair, would have to come with her. She says that they done a patdown on her. She says that she has had the same nappy hair on her head for her entire 72 year life and has never had a problem before. Caller says that she told the officer taking her for the patdown that her people had lived here for 450 years and have never hijacked one of your (whites) planes. She says that the officer threatened her with the police. The caller continued and explained that she is a descendant of slaves. She says that we (whites) took her voting rights away and murdered the little boy recently. Caller says this was discrimination and poor customer service. She says her complaint is not going to go anywhere.

Caller stated that she has a Breast Prosthesis and the last time she flew she stated that she was given a hard time when she went through the screening Check point. She stated that she had no idea that she was suppose to tell the officers at the check about her prosthesis and was given a hard time and had her hands swabbed for explosive traces. She stated that they are getting ready to fly again on 08/30/2013 and needs to know if there is any way she can avoid all of the hassle's again at the check point.

Gave the caller the following info:

'013 3:41:4

A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/7/2013 7:27:33 PM Airport : OAK - Metropolitan Oakland International Date/Time of Travel : 08/07/2013 3:00 PM Airline & Flight Number : Alaska 2610T Checkpoint/Area of Airport : Baggage check TSA Employee: (If Known) :

Comment : My experience going through the security screening process is unacceptable. Using PDX as a comparison, OAK TSA is inefficient, unorganized and lacks in quality of service.

I started going through the security line, it was about 100 people deep with what seemed like one person checking boarding passes and IDs. It took about five minutes for the one line to break into three, but there was only two agents checking documents, ONE passenger at a time. I left Portland the same time of the day with about the same amount of people in line, and while there was one line, there were three agents with two lines on either side of their table checking IDs. The line went fast. At Oakland, it felt as though their thoroughness was hidden behind the slow service.

'013 8:05:2

Also in Portland, they have the option to go through the body scanner or the metal detector with no pat down if it is cleared. I felt punished in Oakland's Airport for opting out of the body scanner. Not only did I have to wait in a separate line, I was expected to be pat down regardless as to whether or not the metal detector went off or not (it didn't in my case). I waited 15 minutes out of sight of my valuables and personal items including my boarding pass, ID and laptop for someone to become 'available' to pat me down. When I asked agents around me if I could watch my stuff or how long it would be, they told me too bad -- I have to wait and they walked away. Meanwhile, agents were chatting with each other. When I finally did get through the metal detector, I was thoroughly pat down. I felt physically violated.

I do not feel safer knowing that this is a requirement of the Oakland airport. I would rather spend more money flying out of other local airports than dealing with being treated like I am being punished for not going through the body scanner.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello.

I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

2013 8:28:1

"The professor's purpose is to think otherwise" (b)(6)

(b)(6)

Boston, MA 02215

(b)(6)

HYPERLINK (b)(6)

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

-----Original Message-----

From: (b)(6)

Sent: Sunday, August 04, 2013 3:08 PM

To: CRCL

Subject: Fly Rights - New Report from (b)(6)

2013 12:07:5

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Pompton Lakes, NJ

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan. Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

Resolution:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

:013 1:07:4

Caller wanted to know if they keep any type of record of that.

Told caller that I would not think that there would be a record. However he can contact the CSM at that location and they may be able to assist him.

Call this number back choose option 5 code 745.

Caller said that his 13 year old daughter traveled alone on Sunday and she went through the full body scan. Caller said that after the body scan that she was pulled aside for a patdown. Caller that you did on or the other. He wanted to know what she was patted down. He said that same thing happened to his nephew and this is questionable.

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:013 1:07:4

Caller wanted to know if they keep any type of record of that.

Told caller that I would not think that there would be a record. However he can contact the CSM at that location and they may be able to assist him.

Call this number back choose option 5 code 745.

Caller and his wife signed up for speedy or Global Entry. His wife has a pacemaker and is a diabetic. He says she practically strip her down for screening. He says he heard about pre screening while waiting on the phone. He wants to know if his wife has to be screened like that everytime?

Told caller

I explained to him for screening we have 3 means. We have the AIT, WTMD and the patdown. If his wife has a pacemaker she probably opts out and she would receive a patdown for screening. If she want able to use the technology for screening they will have to give her a patdown for her screening.

I explained what the expedited screening was,
Expedited screening could include no longer removing the following items:

:013 3:04:3

Shoes
3-1-1 compliant bag from carry-on
Laptop from bag
Light outerwear jacket
Belt

I told him this probably would not help his wife because this screening also includes using the technology for screening, she would still have to have a patdown for screening.
I explained to him we can never assume any one passenger was fine to go through without screening, we have to make sure everyone on the plane was safe to travel.

Response Details: I explained that the information on our website is current and up to date.

I advised that his written complaint should be sent to
TSA's Disability Branch, Disability and Multicultural Division.

I advised that I would email information on how to file a complaint in writing that would include the address to submit his complaint.

I advised that I did not have specific information on what his rights are under the American With Disabilities Act are, and advised that I would refer this inquiry to the Disability Branch as well.

He may be contacted by phone.

The caller indicated that he would prefer to be contacted via email rather than by phone.

1013 3:14:3

Incident Details: The caller indicated that he visited our webpage prior to traveling regarding medical conditions and disabilities, particularly in regard to passengers who cannot remove his shoes.

He indicated that the information indicates that passengers who can't remove shoes should inform TSO before screening begins of this and can still be screened via the AIT,WTMD, or a thorough pat down.

He indicated that generally when he travels he advises that he cannot remove his shoes and passes through screening without being required to remove them. The shoes are often swabbed.

He traveled from BOS and SAN and at both checkpoints he was required to remove his shoes. TSO directed him to go through the AIT screening with his shoes on. He was then permitted to sit while he removed his shoes. His shoes were placed in a bin and went through xray screening.

TSOs at both airports advised that if he did not go through this procedure he would not be permitted to enter the checkpoint and be screened.

The caller asked what is different this year in regard to the screening procedure. He indicated that he makes this trip every year and has done so for the past ten years.

He asked when there was a change in policy and what rights he has under the American with Disabilities Act.

The caller asked where the written complaint would be sent and requested that the information on how to submit a complaint in writing be emailed.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Thursday, August 08, 2013 3:12 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

8/8/13 4:03:00

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? No

Dear TSA Agents:

Today, at the Wichita Falls airport, I had the sad experience that I was (what they called randomly selected) selected for a second security check. I know that seems normal, but when it is the 4th consecutive time, it becomes weird and it looks like profiling. Today, 8/8/13 was my fourth time from my last fourth trips out of SPS-Wichita Falls Municipal Airport that I was randomly selected for a check. I proceeded like I normally do in these checks, but I first asked the TSA agent why I was being selected? and I was told sarcastically that I can ask that to the metal detector machine. I told him and to another one that this is very weird that I am always selected when going through this security check point, but I have never had any problems in any other airports. I will like to request a review of the process in this airport. I understand that one person complaint is not enough to make it valid or important, but I will be sending this email to the blogs and social media as well to some news channels. I am just tired that in this small airport, the agents think in profiling people because of their color and race. This is very disgusting and insulting. You need to teach them to be respectful of the integrity of others.

8/8/13 4:03:11

(b)(6)

Sent from my iPad

I sent the following inquiry last night (just below) seeking information on TSA policy. I received a response (the following document below), which I much appreciate, but which did not answer the main question I asked. That question is: first, what is the policy regarding what TSA agents can say/do when a traveler "opts out" (i.e., can they query that traveler about why they are opting out, forcing them to defend that traveler's request -- the agent I talked to in Boston this past July 18 [JetBlue security, c. 8:00 AM] was adamant that the TSA should not ask the traveler why he/she was opting out, and should in no way make that traveler feel defensive about the request); and, second, is that policy in writing? As I said, my wife had a bad experience last night in Boston -- including, by the way, with the supervisor to whom she complained! -- and I would like to know my rights the next time I travel.

Thank you.

(b)(6)

My original email, sent last night, August 7,:

Hello.

2013 4:03:4 I always "opt out" of going through the metal detectors at airport screening, and generally have had no problems with the pat-down, etc. However, on occasion, I have been queried by the TSA agent about why I am opting out, and sometimes that agent has challenged me about my concerns regarding the health hazards of the machines. On a recent trip out of Boston, an agent told me that TSA personnel are not supposed to query passengers in that way, and certainly not make them feel in any way defensive about opting out. Indeed, he instructed me to see a TSA supervisor if any agent did act in that manner in the future. This evening, my wife flew out of Boston, was queried by an agent when she requested to opt on, and when she reported her concerns to a supervisor, he rudely told her the agents could ask whatever they wish.

For my own records, for future travel, can you tell me just what the TSA policy is on opting out, and, if it is in writing, where I could find it?

Thank you very much for your help.

Your response, received today, August 8:

Thank you for your e-mail regarding the rude behavior you experienced from a Transportation Security Officer (TSO).

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Feedback Type : Complaint

2013 10:05:1 Categories : Poor Customer Service; Screening Current Date/Time : 8/9/2013 9:18:31 AM Airport : DEN - Denver International Date/Time of Travel : 08/07/2013 12:30 PM Airline & Flight Number : United 5380 Checkpoint/Area of Airport : Don't remember TSA Employee: (If Known) : 2 female security agents Comment : I am 7 weeks pregnant & my doctor advised against using the metal detectors. I told the employee I could not go through the detector & she rudely asked me if I was "opting out" & that they were short staffed & I would have to wait. In the meantime all of my luggage had been scanned including my work computer & she refused to move it to a more safe location. Everytime I asked her why it was taking so long she just said "you opted out", as if I really had a choice! It took at least 15 minutes for someone to come & do the pat down, to me this does NOT seem like there is really an option to not use the screening machines! I am flying again today from a smaller airport & I am anticipating getting the same treatment, if TSA wants to say that every passenger has a choice whether to use the machines or not than I expect that the choice should be honored in a timely & courteous manner!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA appears to have abandoned its responsibility to make sure we have no explosives on commercial flights. At peak traffic times I found that TSA is shutting the lines to the scanner and sending people through the magnetic machines because it is faster. Dummy me, I thought that the purpose of the scanners was to make flying safer because the scanners could tell if we had a shoe or underwear bomber with explosives trying to get on the flight.

The following story explains how I found this out.

I flew to St. Louis, Mo. in February to do a commercial. When I was returning I was at Lambert Field and waiting to go through the scanners when I was told that the scanner wasn't working and that I had to go through the old metal detector. I refused to because I have 3 metal joints and I always set them to ringing. I told the attendant that I wasn't going to be patted down when there was a perfectly good scanner setting there.

And then I asked what was wrong with the scanners. Nothing I was told. It is too slow when there is a lot of travelers and just use the old style metal detectors. I didn't think too much about it until the second incident in Atlanta. But back to St. Louis.

The attendant took me to the rear after I asked to speak with a supervisor. I sat on a table and smiled at all of the passengers going by who were cleared to their gates. When the third supervisor came, she asked how long it would be until my flight. It was about 1 PM and my flight was at 5:30. So she went to get the 4th level of supervisor.

At the 5th level I was finally told that I could go through the scanner but woe to me if there was a problem because I would still be patted down. I cleared and was on my way.

2013 1:09:00

Fast forward to July and we are going to London and departing from Atlanta. I got the same song and dance but my flight was in an hour so I had no choice but to submit to a pat down. While being patted down, I ask to see his supervisor. The supervisor came over and admitted that the rules came from "above" and when they were busy, they would shut down the scanners and use the old methods.

What was the point of spending billions for scanners if we aren't going to use them? Does TSC do a profiling behind the scenes or are they just praying that no one with explosives wants to board at that time?

Oh, TSA did have a bomb sniffing dog working. It was in the basement where we picked up our bags after clearing customs on the way home. I have a picture of the 85 year old lady whose bags were being checked the TSA officer. Really, she just got off of the plane and now you are sniffing her bags?

If doesn't make me feel good to know that no one on the plane went through a scanner. Why did we waste the money?

(b)(6)

(b)(6)

Greer, SC 29651

Hello!

6 of August 2013 my family (my wife, our 4 years disabled daughter, our 2 month son and me) were in the airport of Miami. We had a flight to Moscow (SU111, Aeroflot) from gate F17. On the security control it was a very huge queue because only one line was open and passengers were minimum for two flights. We have spent about 40-50 minutes waiting for control (from 4:00 pm till 4:50 pm). There were no exeptions for passangers with small kids or anybody else. So we quietly were waiting our turn.

When we finally reached a control people from ICA asked to give pushchair of my 4 years disabled daughter for inspection. I gave it to (b)(6) take a daughter into my hands (because she can not stay or walk) and have gone to transporter for handbags and metal detector. There we spent several minutes passing all these devices.

After metal detector I have come to (b)(6) still with my daughter on my hands) asking for our pushchair because our pushchair was standing near (b)(6) But he refused. Because he had suddenly remembered that he need to gave it to a special control. So when we were passing metal detector and transporter for previous several minutes he was staying doing nothing and even forgot to give our pushchair for special control.

2013 9:14:55

As it was rather heavy to hold my daughter I asked (b)(6) to help us with our handbags and shoes on transporter. We needed them to take on and not to block the work of transporter. (b)(6) also refused to help us. He continued to stay and doing nothing. He was not involved into control of somebody. He was just staying. And he even didn't call anybody to help us.

So I was slaving to hold my daughter next several minutes, transporter were blocked with our handbags and shoes. a huge queue was waiting to pass the control, but (b)(6) was staying idle and didn't help us and didn't ask anybody else to help.

During 3,5 monthes spent in Miami we never saw such indifferent, arrogant, rude, ruthless and arrogant attitude to us. I was in several other government and local authorities like Department of Highway Safety & Motor Vehicles, Florida Department of Health and others. And nowhere we have met such an awful attitude.

I can understand that (b)(6) may be doesn't like tourists and kids at all. But why then he is working on the border with tourists. May be he will fill himself better like a security in some prison with murders and rapists?

Hope for you understanding.

(b)(6)

I recently received a pat down when my carry on luggage triggered an alarm. I had already gone through a metal detector without triggering the alarm. Are the rules that I receive a pat down rather than just my luggage being searched? The agent only said that this was how they resolved any luggage alarms. However, I don't see anything that says a person receives a pat down because of a carry on alarm. Looking for clarification.

2013 8:13:5 Thank you,

(b)(6)

Sent from my iPhone

Caller has a complaint regarding Hilo Airport. She forgot to take her 3-1-1 bag out of her carry on. She had a bag that contained liquid medication for her kids in sealed bottles. Security noticed the bag inside her carry on so they ran it through the equipment again. As the Officer asked her to come over to the station she asked her about the medication. The Officer was looking inside the bag. The Officer asked the passenger to open the bottles of medication and she told the Officer she would rather she not open the sealed bottles. The officer asked her to stand while she patted her down. When she asked the Officer about why she was being patted down, the officer replied it was due to not wanting the bottles of medication to be opened.

Declared liquid medications and other liquids for disabilities and medical conditions must be kept separate from all other property submitted for x-ray screening. It is important for those to be declared because of the LGA rule.

She stated it is difficult to remember everything and she did forget to declare her liquids.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2013 9:53:2 I explained because she did not declare her LGA s she had additional screening.

She was not satisfied with the explanation given.

They ran the bag through twice so she does not know why more was needed. After she got upset with the Officer, the Officer claimed she had told her she could open the medication or have a patdown.

Her name was Officer (b)(6). She thinks the Officer was having a bad day. She was at the checkpoint 8-T1-13 at Hilo at 6 PM at Terminal (She does not know) At Gate 6. She was going to fly Hawaiian Flight #381 bound for Honolulu.

She asked me for the CSM number. Told I do not have that available for her but she can obtain it from the IVR but if she is going to call direct we should not refer this over. Told her I will forward it to the CSM.

She stated to repeat herself again (she had several times already). Told her we have this covered unless she has a new question.

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She stated to repeat herself again (she had several times already). Told her we have this covered unless she has a new question. Thank you for that information, but it is not answering my specific question. I went through the body scanner at Detroit Metro Airport and after I stepped out of the body scanner the TSA officer asked me to stand there for a second because she had to examine my hair. Now I and a African American woman with short dread locks. Now my question is, is it "standard procedure" for some one to have to get their hair examined when there was no type on metal clips, bobby pins etc. in their hair. I hope that I can get a better response because I don't want to have to take legal actions.

Thank you

(b)(6)

On Aug 3, 2013, at 5:44 PM, tsatcc_do_not_reply@senture.com wrote:

- > Thank you for your e-mail in which you inquire about the reasons for secondary screening.
- >
- > The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.
- >
- > TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.
- >
- > TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.
- >
- > We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Thank you for that information, but it is not answering my specific question. I went through the body scanner at Detroit Metro Airport and after I stepped out of the body scanner the TSA officer asked me to stand there for a second because she had to examine my hair. Now I and a African American woman with short dread locks.

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013 12:04: > The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From: (b)(6)

Sent: Monday, August 12, 2013 12:31 PM

2013 2:08:1 To: TSA.CivilRights@dhs.gov

Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 8/12/2013 12:30:34 PM

Name:

(b)(6)

Email:

I was traveling out of Ft Myers last week and I have a question about screening. I was traveling with my 9 yr old son and wife. My son and I went through the metal detector. My very attractive wife was sent through the scanner. There was no reason for this other than the thrills of the man looking at the monitor. I actually overheard the female "officer" standing next to him say "ya liked that one". I started to tell her to opt out but she would then have been groped for 30 min. I would like something to be done about this. I have yet decided what I can do myself but this is ridiculous. The tsa goes against our rights on many fronts but sexual enjoyment goes into a whole new direction.

2013 8:07:00 Disgusted and mad,

(b)(6)

Sent from my iPad

The caller stated that his mother-in-law went through the checkpoint at Dulles and that she was discriminated against due to race. The caller stated that his mother-in-law was patted down three times including a head and scalp patdown. The caller stated that the bag was inspected and that some food was confiscated. The caller stated that he is not authorized to file a complaint on her behalf and that he thought she would not file a formal written complaint regarding discrimination. The caller wanted to know what she would have had to be patted down and why her hair would have had to have been patted down.

Flight Details:

Airport: IAD

Destination: Miami

Airline: American Airlines

Flight number: AA993

2013 3:24:00 Date Time of departure: 08 13 2013 2:40PM

Checkpoint: Unknown

Approximate time of screening: 12:30 PM - 1:00 PM 08 13 2013

Advised the caller: Advised the caller that if he is not authorized to file the complaint on behalf of the passenger then the passenger would need to file the complaint in writing themselves for it to be considered a formal complaint. Advised the caller That I could email him the form to provide to the passenger if she wished to make such a complaint. Advised caller TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

Forwarded to MB

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Caller said that he is a founding member of homeland security. He has a bilateral hip replacement. He said that every time he flies he receives additional screening. He screening is because his metal implants set off the alarm. He wanted information on filing for TRIP. He thought that would stop the secondary screening. He said that he has a TWIC card. He said that the notification card is a waste of taxpayer money. He said that the additional screening because of the hip replacement is harassment.

I gave the following information: The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- difficulty printing a boarding pass at home or at the kiosk.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

2013 8:06:00 AM Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor while at the checkpoint. I told him that he can ask for a passenger support specialist at the checkpoint if he needs assistance.

Disability Description: Caller stated she had a complaint about the screening process at an airport.

Response Details: Advised caller I would send to the CSM at FLL airport for review.

Called the passenger to ask if she felt this was a failure to accommodate or discrimination.

2013 10:17:00 AM Caller stated she felt like it was a failure to accommodate. Advised caller I would send her some information through to her email address about the incident and she would need to send the complaint in writing about the incident.

Incident Details: Caller stated she was flying with her disabled son who is in a wheelchair from FLL to PHL on Southwest Airlines. Caller stated she went through the screening at the airport and she advised the screener that her son couldn't walk unless he had assistance through the checkpoint. Caller stated the TSO screener made her son get out of the wheelchair with a cane to go through the WTMD and when her son got up he fell to the ground. Caller stated when her son fell to the ground the screeners were nice and then he was screened while he was in the wheelchair. Caller stated the screeners were rude and unprofessional at the checkpoint but she didn't get their names. Caller stated she wanted to make a complaint about the screening process.

All the bins, about 3 of them, crashed together and fell to the floor.
Her glasses were broken and she needs them to see and drive. She stated they look like a truck ran over them.
She is sure if she tried to get them fixed at an eyeglass center they would laugh at her.
Her watch face was cracked also. So far her cell phone seems to be working.

She did talk with a supervisor and he took photos of her glasses and other items.

She stated she is going to have to order glasses from Rochester and she does not want to pay for them.
She wanted me do to something today.

Told her I am very sorry that happened
I can order a claim form.
That must be processed through the Claims Management Branch.

She said her son wants to know if she files will TSA reimburse her
Told her I could not speculate on the outcome of a claim.

013 11:37:

She stated the Officer at the checkpoint gave her a form and took photos. He could not believe her glasses got so damaged.

She stated the claim form he have has McNeal Security and it is 2 pages.

Told her I am sorry, That airport has a private contractor and she would need to use the form provided to file to that company.
She would not use the TSA standard form.
I would suggest she copy anything she sends off.

Caller told me she was putting her son on the line. Her son (b)(6) said he is a pilot and he knows there has to be a way to contact McNeal Security.
He tried calling the phone # off the internet.
The form itself did not have a phone # on it. It only had an address to send the claim to.

He had to go so he put caller back on. She is in Chicago and said she is not doing without her glasses for a week and wants something done about it today.

Told her the best thing she can do is file the form she was given.

Information Request: Last time she could not see her stuff while she has the patdown. She does not want someone having her bag because her ID is in it and her camera.

Last time the wheelchair attendant had her stuff but she does not like not being able to watch it.

Nothing was missing but she likes to watch her things.

She walks at screening but it is hard for her to not do the wheelchair assist with all that walking. She thought of not getting a wheelchair assist this time but thought why should I suffer.

2013 12:43: Response Details: Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I asked if she went to a room for a private patdown.

She stated she had it in the public area.

Told her since last time the wheelchair attendant collected her things trying to be helpful it may be she could just ask them not to do that.

TSA will watch her belongings when she cannot see them.

She began to tell me nobody likes the TSA and the liquid rule is ridiculous. She sees no point in it.

I asked if she had a question.

The caller flew from LEX yesterday, and he is pilot on ASJ express. He stated that he filed a complaint regarding the sensitive WTMD at LEX. He stated that he removed his shoes, watch, personal items, and he had the patdown, with nothing found. He stated that he feels as if his civil rights violated by the patdown and the system, and they ran their hands up his crotch and all over his body. He stated that he is a known traveler, pilot, and he has a CrewPASS. He stated that two other crewmembers went through with no issue. He stated that he filed a complaint at the airport and he felt as if it would fall on deaf ears. He stated that the flight was delayed because of the additional screening.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Flight-deck crewmembers who use this program are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

I explained that we can forward his complaint to the CSM at LEX for review.

2013 1:32:2 The caller's flight details are as follow:

Departing Airport: LEX
Destination Airport: ATL
Airline: Xjet airline (DELTA)
Flight Number and Time: 5364 @ 6:00 am
Terminal: B
Gate: B4
Date and Time: August 13th, 2013 @ 5:15 am

I explained that no matter his complaint or his credentials, there is no way to guarantee that he will not be subjected to additional screening.

The caller stated that her son traveled from Tokyo to Kennedy Airport and that he has been subjected to a patdown and ETD and wanted to know why he was selected for this. The caller stated that her son had been selected in advance as the boarding pass had SSSS printed on it and wanted to know what it meant. The caller wanted to know why he was selected and if he was on a federal watch list. The caller did not know if the officers had been professional or not.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include random selection, or alarm resolution. TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2013 2:01:2 The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. This protects the operational counterterrorism and intelligence collection objectives of the Federal government as well as the personal safety of those involved in counterterrorism investigations. Federal Watch Lists remain effective tools in the government's counterterrorism and transportation security efforts because their contents are not disclosed.
TSA Contact Center

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Caller said he had items stolen from him at a checkpoint. Caller said he had a small razor phone stolen from him. This happened in SFO. Caller said he filed a claim and got paid for the phone. Caller said he has a \$500 Ipod and he does not want to lose this when he travels to Hong Kong. Caller asked if he can ask for a supervisor to screen his IPOD so it does not come up missing. Caller said he wants to avoid having his IPOD stolen. Caller asked if he can bring a BIC razor and his toothpaste and toothbrush.

2013 5:26:1 I told the caller SFO is screened by private contractors.
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

There are two primary ways to be considered eligible for TSA Pre[®]2713™: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs. Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre[®]2713™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre[®]2713™ when flying on a participating airline at a participating airport.

I told the caller he can bring his toothpaste if it is 3.4 ounces or smaller.

Response Details: I advised the caller that if a passenger has an internal medical device, such as a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

The AIT is not a metal detector, however it does create a 3D image of the body, highlighting any foreign items on the body.

I explained that if a passenger is not able to use the WTMD, they would be directed to the AIT. They can opt out of the AIT if preferred.

I explained that I can forward this information to the CSM at JFK, and to a disability specialist.

TSA Cares is a helpline to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

2013 5 27:1 The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. - 11 p.m. EST and weekends and Holidays 9 a.m. - 8 p.m. EST. They can call 72 hours in advance of the flight for assistance and information that may be needed.

I advised the caller that if they feel that they need any assistance with the screening process, they can request a PSS from the Travel Document checker, and they can assist them through the screening procedures.

Email sent.

Incident Details: The caller called about 5 minute ago regarding a complaint. She stated that her elderly parents flew from JFK. She stated that he was forced to use the AIT and he has a pacemaker. She stated that he has a doctors note that states that he cannot be screened using a metal detector. She asked what the AIT is exactly. She stated that this is disrespectful. She stated that they had an airline wheelchair and attendant.

She stated that she feels as if this was a customer service issue, however they did not have any concern for his medical condition, or the documentation submitted. She stated that this is a failure to accommodate his medical condition.

She stated that he has had the pacemaker for a short time and they are not aware of our technologies, and she is concerned for him.

Airport Departing: JFK

Destination SJU

Airline: Jetblue

He has a titanium metal implant in his knee.

He is asthmatic as well and takes medication for that.

Information Request: He was advised to call 72 hours in advance of his flight. He has requested a wheelchair at the airport as walking a long distance and standing in a long line is difficult.

The caller asked if the new rule allows passengers who are 75 to leave shoes on. He asked if he had to remove his belt.

Response Details: I advised that TSOs may check their gloves for explosive material and this is a standard part of screening. I explained that passengers are chosen at random for additional screening. Additional screening, including a patdown, is required to clear alarms and anomalies.

I advised that TSA has phased out the use of hand wands.

72 hour advance notification is only required if the passenger is requesting a specific assistance at the TSA checkpoint. The caller indicated that he did not want to request such assistance.

2013 7:04:2

I advised that many passengers with metal implants prefer to be screened by AIT. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

Passengers who appear to be 75 years of age and older are permitted to leave shoes on. TSA recommends that belts be removed and placed in a bin before passing through the WTMD or AIT to reduce the need of an alarm.

Incident Details: He indicated that the last two times that he went through security at LAX, the WTMD alarmed and he received a patdown.

The TSO walked over to his desk and removed his gloves. The TSO explained that he had to check for gunpowder residue. The TSO advised that the radar doesn't pick it up. The caller indicated that he is elderly and not a threat. He also expressed concern that other passengers did not receive additional screening of this nature and could have had gunpowder residue on them. He indicated that many passengers went through the checkpoint without receiving a patdown.

The caller indicated that this happened last year.

He indicated that he has complained to people at LAX.

The caller asked why can't they use the wand.

Cell Phone: (b)(6)
Mailing Address: (b)(6) Jacksonville Beach, FL 32250

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

I was at the TSA screening checkpoint at Jacksonville International Airport (KJAX) on August 09, 2013, to catch a Southwest flight, when at approximately 6:25 PM, I opted out of the body scanner screening option. I asked if I could go through the metal detector instead of the body scanner and was told that I could either go through the body scanner or receive a pat-down. Even with a DoD ID (I am active duty Navy), I was told, the metal detector alone was not an option. I witnessed a Sailor in uniform and several families walk through the metal detector with no body scanner and no pat-down. I was told that these two groups were exempt from the body scanner.

I was taken to a pat-down site a few minutes later and given the pat-down instructions. The agent began his pat-down, then stopped when he was about to pat-down the lower, front section of my body. He informed me that he would be touching sensitive areas. I requested that the agent not touch my genitals. At this time, the agent called his supervisor.

The supervisor came over and went back over the pat-down instructions with me.

I assured him that I understood the instructions, just did not want my genitals touched. After a little bit of back and forth, I found myself surrounded by TSA agents and a police officer. I explained that all I wanted was for my genitals to be left untouched during the pat-down process. The supervisor could not assure me that my genitals would not be touched during the screening. I asked the supervisor if he would like his genitals touched by strangers, at which point I was threatened by the police officer to comply with the search, or gather my belongings, leave the airport and miss my flight. I then gave in to the intimidation and told the supervisor to conduct his search. He patted me down with much firmer hands than the previous agent, touching my genitals in the process. After the search, I gathered my belongings, and continued on my way.

When did this happen?
1830L 09 August 2013

Where did this happen?
Jacksonville International, Jacksonville, FL

Who treated you unfairly?

Original TSA Agent: Name unknown
Supervisor: (b)(6)
Police Officer: (b)(6) Badge Number (b)(6)

Is there any other information you want us to know about or consider?

Disability Description: Caller has metal implants.

Information Request: She said that every time she flies she is practically raped by the TSO s because she alarms the metal detector. She wants to know if there is another alternative because she doe not want to be felt up.

I asked her if she is referring to a patdown and she stated that (if that s the terminology you want to use).

She said that they do not have a AIT at Portland, Maine, so every time she alarms.

Response Details: I told the caller that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). The AIT will reduce the chances of having a patdown but not eliminate the chances of a patdown.

I told her that if there is no AIT then she can use the metal detector and if there are alarms then they would have to do a patdown. TSO s are trained to be courteous and respectful during this process and they should explain what they are doing in the process.

I told her that if she gives us her itinerary within 72 hours of her flight then we can send a request for assistance for her at the checkpoint. Also she may ask for a PSS while at the checkpoint if she needs assistance.

Caller did not have her flight information yet.
She also did not want email.

Dear Sir or Madam,

I just went through a busy security line at Midway Airport in Chicago. While nothing unusual happened to me personally during the check. I feel compelled to report some unnecessarily rude behavior that was exhibited by a "lead officer" toward the woman in front of me. TSA Officer (b)(6) (as his name tag read) told this woman not to come through the open metal detector line, but instead to stay in the longer full-body scan line. She did so. After a moment, a female TSA officer told the same woman that she could now go through the metal detector. As the woman started to follow that direction, (b)(6) yelled at her to stop. She said "sorry, she told me to go," referencing the officer whose direction she was dutifully following, to which Patterson snapped, in an extremely rude, condescending, and angry tone "AND NOW I'M TELLING YOU NOT TO." It may seem like a minor incident, but it was really uncalled for conduct, especially inexcusable from a TSA employee whose name badge denoted him as a "Lead Officer." This woman was perfectly polite, was just doing what she was told by a uniformed officer, and did nothing to deserve to be yelled at. TSA is supposed to make us safer, not to make the airport feel like a police state.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/16/2013 5:43:45 PM Airport : ITO - Hilo International Date/Time of Travel : 08/15/2013 6:15 PM Airline & Flight Number : Hawaiian Checkpoint/Area of Airport : Gates 3-9 TSA Employee: (If Known) : Female, Middle-aged, White Employee Comment : My complaint is directed towards a single employee at the security checkpoint. I don't know her name, but she was a middle aged white woman. I choose to "Opt Out" of the screening and be patted down. The female TSA employee that I spoke to asked me to walk around to the far side of the security checkpoint, where I would not be able to see my belongings come out of the x-ray machine, in order to bypass the scanner and metal detector, even though there was a gate right in front of me that I could have walked through and be able to watch my belongings. I responded by saying I'd like to keep an eye on my things the whole time. She gave me attitude, made me wait, which I didn't mind, while she let a family walk through the gate right in front of me first. I was able to watch my belongings come out of the x-ray machine, but only after I asked and asserted my rights.

Once I was standing on the yellow footprints. She went through the rehearsed speech about the procedures of the pat down, which I have heard many times, since I always opt out and travel frequently for work. After the speech, she put on gloves and proceeded with the pat down and told me her opinion in a way that was bullying about why I don't need to be afraid of the scanning machine and I should just go ahead and go through the machine instead of opting out. I did not ask for her opinion nor did I appreciate being scolded while in a very vulnerable position of being pat down in public. It is my right to be able to opt out and hearing a TSA employee talk down to me about my rights is unacceptable.

I am a cancer survivor and the reason I do not go through the scanning machine is because my I'm following my doctor's orders because she doesn't believe that the machines have been tested enough to know if their effects could bring my cancer back. I told this to the woman who then continued to tell me her opinion and said that my doctor was incorrect.

I do no mind taking the extra time to be pat down to avoid cancer again and have always followed directions of the TSA employees during this process, but I do mind being told their personal opinions. It is none of her business why I choose to opt out and it was unprofessional for her to try to tell me otherwise.

Would you like a response?: True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA,

I left KCI airport on Tuesday Aug 13, with about \$3 to \$4 thousand in my pocket and was questioned about the amount that

I was carrying. The money was mostly brand new from the bank \$100 bills all put together in the left pocket of my jeans. Once I walked through metal detector a female TSA employee asked whats in my pocket and with no hesitation I pulled out my money to show her thats the only object in my pocket. She demanded that I hand her my money which I thought was strange but I did because I didn't know what else to do. She proceeded to go through my money which got me upset and I questioned what she was doing. I was told that quote you guys can't have a lot of money going on plane or we will take it. Now 1st of all I'm a black male in my 30s, a husband, father and owner of 2 businesses and My wife has a degree in finance and makes good money. Their is no reason for me to be questioned or embarrassed for having my money in my pocket, what right does TSA have to do that? I don't want to turn this into an racial incident but upon further research I'm starting to see minorities are getting profiled when having cash on them, wow didn't know that to be a crime in this country. So I'm writing and documenting this letter in case this event happens again in the future I can go to my Congressman, Senator and perhaps the NAACP. Now whats funny is the only thing on your website that mentions currency say's \$10,000 or over must be declared to customs on international flights. So if their is a limit on currency on a flight it is your obligation to let the traveler know this ahead of time instead of your TSA employees embarrassing minorities.

Thank You

Feedback Type : Request for Information

Categories : Other

Current Date Time : 8/17/2013 1:32:21 PM Airport : Select One Date Time of Travel :

Airline Flight Number :

Checkpoint Area of Airport :

TSA Employee: (If Known) :

Comment : I don't feel the full body scan is safe and feel it is embarrassing to be scanned. At the DFW airport, I opted to do the body search rather than the body scan and was treated very rudely by the security officers.

2013 3:12:3 #1 I would like a list be sent to me of what airports use the full body scan and I will not travel to those areas.

#2 If a person does not want to be subjected to the full body scan, they should be allowed to go through the metal detector or at the very least be treated in a professional, considerate manner by your employees for the body search. Your Dallas Ft Worth employees need more training on how to treat the airlines customers.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2ApplicationManager>

Caller: said his 2 yr old son just went through the Detroit Metro Airport checkpoint today with his mom and was separated from her during his screening process. He wants to file a formal complaint. He would not give his last name nor his email address. He said his job was in the legal field but he did not say he was an attorney.

Response: The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by applying new risk-based, intelligence driven screening procedures and enhancing its use of technology, while also improving the passenger experience at security checkpoints.

2013 6:40:0 As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means. Transportation Security Officers use their discretion based on how old a child appears.

TSA continues to incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening. Airport security checkpoints are only one part of a multi-layered system for aviation security. Also advised him would send this to the customer support manager at that airport.

To whom it may concern:

I am a parent who was recently picking up my son from a family summer visit from United Airlines at LAX. I can't begin to tell you first of all, in all my travels, and all the times I've been to the airport, how professional and courteous most everyone has always been. I have had a lot of experience or enough to know when things are done well, necessary (all be it frustrating at times) for our safety and security, and even when some employees go above and beyond to listen and be helpful to get you through the process or help you make your flight on time. I will take this opportunity, first and foremost to all of those employees and your management for placing those people in the right positions and for giving the right personnel the training and tools to take on the responsibility of utilizing the authority to protect and our Nation's security from any harm.

2013 9:22:1 Now, with that said, I would like a formal inquiry into the actions of a specific employee on the evening of August 11th at approximately p.m. PST. My mother and I went through security to get passes and then through the routine security scan etc...My mother, who has an artificial Hip replacement, knew she would register the metal detector and did which was not a problem. She went to the side and allowed the necessary search and cleared with no problem. The woman was also very nice and courteous and professional. She asked to see her things and went through all the proper questions, used gloves and performed a routine pat down and search. I went just to support my mother and everything was fine. I was putting my things in the plastic container down on the counter and putting my belt back on. Keep in mind, I was not under suspect and my items had been cleared in the x-ray and routine examination. I returned upward to the plastic container and was blocked by two agents standing at the counter (space is limited there) I was patient and waited, then asked politely if I could get to my wallet and keys. During this time, my mother and I both realized that the male agent was rummaging through my personal items. He did respond and we heard him say "Oh this looks interesting, I haven't one like this...." "Did someone leave this here". I said, excuse me can get to my things. He seemed startled and put my wallet and items down and walked away. I expected him to ask to search my things or say I needed to search the items or something, but it was obvious that something else was happening when he just quickly walked away. Bewildered, I asked the woman who searched my mother "Hey, what was that about." She shrugged her shoulders and said I don't know. I repeated myself and so the agent came back over. I asked why he was searching my items and not asking or answering me. So he stepped closer to me and said rudely, Ok sir! Can you open this for me? When I flicked the lighter he said, "There, now you have to surrender it." On the way out to take it back to my car as one option that was given, he made a snide comment. I turned and asked to speak to his supervisor. On the way to the supervisor he stated another comment. "I wasn't going to make a big deal out of it and let you keep it (as in the terminal) until you had such an attitude". After speaking to the supervisor she was shocked at the comments he had made. Everyone refused to give me a name or ID # of any kind, but two people referred to him as (b)(6). This "agent" has short red hair and is about 5'8" 170#. After all the things I stated above, I don't even have a problem with them sending me to the car and am glad that there are precautions even if I'm not that aware of them. But, there are boundaries and you train your officers to handle situations in the same way with every person for a reason. In this instance, Burt did not follow protocol, did not inform anyone that he was searching personal affects and did not protect the airport according protocol because he was stopping me from taking a lighter onto terminal. He was abusing his authority with complete disregard for protocol and was caught in a dishonest act. This man should not have a badge, he should not be in the position he is in so that he just can abuse his authority with others. I've had contact with many TSA and airport personnel. He slipped through the cracks of your background checks. He is not the type of person who should be at that position. As I stated, I would like a formal inquiry and at the very least would like a punitive letter placed in his file for his next review. Furthermore, I would be happiest to come down to the TSA office and sit in room with a supervisor and an internal investigator to make him feel how he tries to make others feel when they just trying to comply and travel or get to their family members. Concerned citizen.

Most seriously,

(b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service; Disability Complaint Current Date/Time : 8/17/2013 7:34:15 PM Airport : MCO - Orlando International Date/Time of Travel : 08/16/2013 11:40 AM Airline & Flight Number : JetBlue 928 Checkpoint/Area of Airport : Terminal A, West Security Checkpoint, Airside 1 TSA Employee: (If Known) :

Comment : In November I had spinal fusion surgery which resulted in a titanium implant in my lower spine, and I carry a card from my doctor stating that fact.

After waiting 45 minutes to check in at Jet Blue, I was in severe pain from standing so long. When I went to the security area, I saw an overhead sign saying, "Wheelchair Access, Medical, Families, Liquids." Believing that the TSA agent located here could be of assistance, I chose that line and waited for several families ahead of me to be processed.

Beyond the agent were two lines of passengers proceeding further to the actual screening area. The left line had perhaps 75 people in it; the right lane had about 10 wheelchair-bound passengers and those accompanying him.

After he checked my boarding pass, I offered the TSA agent my implant card. He had no interest whatsoever in looking at it. I clearly explained to the agent, a black man perhaps in his mid- to late 20s, that I was in extreme pain, and asked whether I could please be admitted to the right (wheelchair) lane, hoping to at least lessen the additional time I would have to stand. He adamantly refused. Incredulously I said to him, "It doesn't matter that I have this card from my doctor verifying what I'm telling you?" His response was, "I'm not a doctor," and again refused to assist me.

I made it clear I was not asking for anything more than permission to enter the shorter of the two lines. I had approached "his" line because the overhead sign indicated that people with medical needs -- as I do -- could reasonably expect the TSA agent stationed there to be responsive (or at least receptive) to such requests. And many of those accompanying passengers in wheelchairs were more fit than I am.

2013 9:23:00 At this point, another TSA officer (b)(6) [I may have misspelled his name] approached the area where I stood, while solving someone else's problem. When he was finished, I asked him if he could assist me. He took one look at my card, and not only allowed me access to the shorter line, but escorted me all the way to the metal detector and stood by me while I rid myself of shoes, wallet, belt, etc. in preparation for the scan. He then met me on the other side of the scanner unit and saw to it that I was alright.

As a 66-year-old retired school teacher, I don't ever remember wishing (or needing) to identify someone by his race, and I personally find it distasteful to do so, but regrettably in this case this and his age are the only two descriptors I have that might aid in identifying the agent who refused to assist me. If this gentleman is to be stationed again at the entrance inviting those with medical needs, I believe he needs significantly more training in how to deal with simple requests, more compassion and at least some sense that he is there to assist people as well as protect them.

I also wish to commend Officer (b)(6) for service far beyond anything I expected. His compassion and willingness to assist were commendable reflections of what I otherwise have always experienced from other TSA agents in my travels. I filled out a comment card on his behalf at Orlando, but again wish to thank him for his exceptional kindness and assistance.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/18/2013 9:37:15 AM Airport : HOU - William P. Hobby Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 11:13:00 Comment : I am an airline employee. A few years ago when the nude o scopes were installed we were told employees(badged) not in uniform would not have to go thru the machine. Only the magnetoscope. If i am badged and it says CREW why do i still need to opt out for the WTMD? I still have the same access to all areas of the aircraft if i'm in uniform or not. I have asked supervisors and have been told the standard tsa answer "It's at the discretion of the operator. ..." Would you like a response? : True Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name is (b)(6)

I took Southwest Flight 1643 on Sat. Aug. 17th from Tampa Int'l Airport to Chicago Midway. One of my checked luggage pieces had a note inside that indicated that the TSA had inspected my bag at 2:53 pm (5:10 flight). I am not sure what made the TSA inspect the bag, HOWEVER, also in the bag was two pairs of cufflinks that were in plastic and safely put away. I believe they have been stolen. They were extremely meaningful to me and in my frantic search for them in every bag, have decided they have been stolen by the TSA.

I have called TSA only to get recordings, even called the Tampa customer service TSA line and left my name and phone number for a return call.

2013 1:05:10 Because I am disabled I had to go through the NON-metal detector, but it was not at that point that I had my luggage. It was my checked in luggage that had been inspected.

I expect a call (1-630-880-2270), to discuss how the cuff links mysterious disappeared. There is someone checking luggage that should not be.

(b)(6)

Went through terminal 2 minneapolis, humphrey terminal, at 12:10 pm sunday august 18, 2013. Why would someone be subjected to a patdown after going through adv security screening? I have a hip replacement and travel often from both chicago airports and have never never been patted down after this type screening. When going through basic metal detectors i have been wanded and briefly patteddown but today was subjected to a pat down which i considoed to be abusive by a female tsa staffer, who also patted my breasts down even though i informed her of the hip.

In addition, my husband has been informed numerous times by tsa staff to hold cashand wallet, without any metal, above his head during these type screenings for security purposes and to not put cash etc on the conveyor line due to possible theft by travelers or even staff. Today the same female staffer took his wallet gave it to another staffer who then sent it through the conveyor line screener. Normally a staffer will open and inspect in front of him but this female staffer said you cant do what he did though he always does it in full view of tsa. While this took place his wallet was completely out of view.

2013 3:10:6

It appears that the female staffer whose name i did not get due to her curt and abrusque nature requires some counciling and re-education. In addition what are the proper procedures? I have never complained about this whole inconvenient process until today. The female staffer appeared to be in her 60's, with salt and papper hair, pulled back, and she wore glasses.

Thank you

(b)(6)

8/18/13 10:43am

I just went through TSA and fortunately I was here ahead of time because there were 10 agents standing around talking to each other not working and only one agent checking IDs! Three more agents were sitting in a side room. The TSA only had one screening area open, while the line of passengers was backed up! The father, son, and grandmother in front of me all were allowed to go through the metal detector. I told the agent directing individuals into the machines that I had a diabetic sensor on my abdomen and he wouldn't let me go through the metal detector,he said it will be fine, and made me go though the radio wave detector. I went through and as I was leaving the screening area to get my bags on the x-ray machine, I was stopped by a female agent that said she had to pat down my left side. I said no it is a diabetic sensor and the agent I told before I went thru machine said it was fine. She did not listen to me and reached out and touched exactly where I told her not to! I said no Do not to touch it and after the fact said oh sorry did I move it? I said you need to listen to people and not touch a device that someone tells you not to! I am so sick of my civil rights being violated every week with your Gestapo staff!

2013 5:25:2 Then I proceed to the x-ray machine to get my carry-on luggage only to have my lead glasses (which I pull out of my work bag every week going through security as a courtesy) have 2 agents pull them out look at them. I told what they were prior to the agent opening up the box to examine the glasses. Then he says I have to run tests on all the boxes for explosives! Excuse me? I fly with these 3 wks/month for the past 3.5 yrs! So I had to wait why he put on exam gloves then slowly swiped each of side of the four boxes! Just because the idiots that work for your TSA don't know that lead glasses are for radiation protection in hospitals used by doctors and staff doesn't mean I have to go through this scrutiny in order for me to do MY job every week!

(b)(6)

Business Traveler

Southwest A-List Preferred

We arrived at JFK at 7:00 AM for 9:59 AM departure to Grand Cayman on JetBlue Flight # 765.

The baggage check-in lines were very long and not moving. When it was finally our turn at the counter, we were told by JetBlue personnel that it was too late to board the flight. We explained that we had been on the line since 7:00 AM.

After much discussion, we were lead by JetBlue personnel to the TSA security carryon and metal detector check point, at which point our luggage was put through the TSA scanners. At that point, TSA opened our three suitcases and removed over \$500.00 worth of shampoo, soap, medicine, perfume, make-up and discarded it.

Had we known we were going to have to throw out all of our liquids that we packed in our LUGGAGE, not carry-ons, we would have insisted to take a different flight or have the baggage sent on a different flight. We attempted to discuss this with the TSA personnel but they were at the very least, uncooperative.

2013 6:15:1 As a result, we had to purchase all new shampoo, etc in Grand Cayman, where everything is twice as expensive as it is in the U.S., plus the USdollar/Cayman dollar exchange rate.

When we arrived in Grand Cayman, I filled out a report with JetBlue but never got a response.

I have sent a picture of the products.

It is ridiculous that we weren't informed by JetBlue or TSA that following JetBlue and TSA personnel's directions would result in over a \$1,000.00 expense that we didn't budget for.

I look forward to your response.

Thank you,

(b)(6)

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(b)(6)

Dear TSA staff,

As an archaeologist I travel frequently between the US and Kenya. I recently returned from Nairobi, departing last Thursday (more than a week after the fire destroyed the Arrivals area of Jomo Kenyatta International Airport or JKIA). I don't know who to report this to, but I want someone to know that the security screening for departing passengers at JKIA is not as rigorous as it used to be.

Before the fire, there was a good security chain like elsewhere in the world: You would have all bags screened as you entered the airport, check into your flight, pass into an immigration area for passport stamping, head up an escalator to the gate area, pass thru a rigorous gateside security check specific to your flight, where bags would be passed thru metal detectors before entering your walled-off gate area. There was no backtracking, no serious choke points, and no commingling of passengers on different flights after gateside security checks.

The Kenyans have clearly tried to get things back up to speed after the fire, but the new system has all three of these flaws.

Now you have all bags screened as you entered the airport (same), check in to your flight (same), pass into the immigration immigration area for passport stamping (same). So far so good.

1. But then you backtrack BACK from immigration to the main terminal, mixing with all the other passengers again (thus there is the opportunity to switch passports or identities with someone after "clearing" immigration).

2013 6:15:2
2. Everyone heads down to the end of the hall where there are two X-ray machines to handle a screening of carryon bags for ALL passengers together. Often two or three flights are departing near the same time so lines are long and backups are severe at this choke point. We were not asked to take our laptops out: I had a Macbook and two Netbooks in my bag, removed none of them, and passed without comment. Clearly the security staff are detecting SOME stuff, as the line of water bottles, swiss army knives, etc attested (the Chinese lady ahead of me was asked to find/remove the fork from her bag). But things are way too high pressure for the screeners to do an effective job.

3. Once thru, passengers for all flights congregate together out on the tarmac before being called to their flight. It is not isolated like a gate area. OK, I'm sure there are some guards looking to make sure nobody enters/exits, but when you're talking about easily 2-300 people standing outside on tarmac AFTER DARK with, frankly, not much light, I find it easy to imagine circumstances in which this "isolation" could be violated. Plus people can have physical contact with people who are on different flights.

Again, I'm sure the Kenyans are doing the best they can. But I think TSA needs to know that basically any flight arriving in Europe, Dubai, etc from Nairobi has passengers that have not been optimally screened. Hopefully nothing will come of this, and hopefully more robust facilities will be put in place in Nairobi soon. But I just thought it would be good to "say something."

Thanks so much,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 8/18/2013 8:10:23 PM

Name (b)(6)

Email (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): SJC on Saturday the 17th at around 18:15

Comments: I arrived at SJC to pick up my unaccompanied minor. The airport was empty and I opted out of the AIT scanning.

2013 8:29:6

The screener on duty required that I go through a pat down (even though a family after me just walked through the metal detector without the unnecessary extras) and then called for a "male assist". After waiting about 5 minutes (other staff were standing around chatting but otherwise not caring) a male staff member walked past me and it was mentioned to him that I was waiting for a male assist. He looked disdainfully at me but likewise ignored the staff member who was asking for assistance. Another staff member walked through the gate shortly after and the scene was repeated.

Finally, the older officer came back (after yet another request being called out) and took me aside for a full pat down.

My issues with this experience are:

1) I waited around for the better part of 15 minutes in an empty airport with staff just standing around.

2) If other parents can go through the metal detectors (they haven't lost their effectiveness, obviously), then why was I not able to without the extra, unnecessary, hassle to collect my unaccompanied minor?

3) Metal detectors work just fine (the rest of the world uses them and we still trust them enough to let parents and several other groups through) so why are we treating people who choose not to use the AIT like terrorists? Last I checked, we were meant to be The Land of the Free, not the land of the pointlessly paranoid.

4) The staff member who patted me down (I didn't get his name) was gruff and obviously incensed that anyone would opt out of AIT scanning.

Disability Description: The caller thinks she was publicly raped by TSA due to a hip replacement. She flew from GTF and was patted down.

Information Request: The caller states that she flew under (b)(6). The caller states that she is patted down ever time she flies from every place that does not have a body scanner. The caller states she cannot take it anymore. The caller states that her son is getting married September 14th in Buffalo and states she does not even want to go to his wedding because she has to be patted down. She would be flying from ANC to BUF and from BUF to ANC. The caller states that a female officer in GTF groped her breast and did not use the back of her hand. The caller states that it does not matter whether they use the back of their hands or not she is tired of being raped. The caller wants to know why TSA does not require every airport to have a body scanner to prevent patdowns. The caller wants someone to help her so she will not have to have a patdown. The caller wants to know if they screen all turbans.

Response Details: A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. The passenger can request a private screening at any time.

2013 2:22:1 I advised the caller that if she has medical documentation she could present it to the officers but she would still have to have a patdown if she sets off alarms.

I advised the caller that if she has concerns she could ask for a PSS.

I offered to email the caller the information but she declined.

I advised the caller that if turbans set off alarms they are patted down as well.

To Whom it May Concern:

I am writing to complain about how I was treated at Houston Intercontinental on August 11th 2013. I am a United States Marine, and I was traveling under orders with a diplomatic passport. After waiting for my bags, I went through customs, dropped off my bags and got in line to go through security. A TSA agent was moving people through the line, and was being rude and unprofessional to many of the flyers. My flight was already boarding at the time, and I needed to make the flight. I asked the lady if I could be moved to the front of the line and she refused. I then stated I was a Marine and a diplomat, and I was traveling under orders, and she then told me that it wasn't her problem and I should have gotten there sooner. My carry on bags were then scanned an excess and I was put through the metal detector more than once. I had missed my flight by almost 20 minutes. I eventually made it to my destination with little time to spare. Luckily I reported in to an understanding Staff Sergeant who had similar experiences previously.

2013 6:08:2 I'm not one to complain about people doing their job, but the mission of the TSA isn't to belittle and delay travelers. Their job is to keep us safe. I request that action be taken because of this. Something must be done for diplomats and military members to move through security faster in order to make their flights.

Respectfully,

(b)(6)
Sergeant USMC

Caller needs to speak to someone over TSA.

He has went through the cost and aggravations for PreCheck. He has a metal alarm everytime he travels. He has a bad knee and has to live the patdown. He wants them to wand the knee and look at his knee and see the scare. He says he has gone through the AIT before and has not had a problem. He wants them to put the AIT in the PreScreening line.

Told caller

I could give him an address for John Pistole, he did not want it. I had ask him if I could help him. I tried to explain to him about the procedure for screening with metal.

Anytime there was metal in the body, let the officer know where the metal was located in the body. If there was an alarm during screening the officer will give a patdown to clear any alarm. They are just verifying it was the metal in the body instead of something on the body.

The PreCheck was designed for passengers with disabilities but was for more of a bussiness traveler. Anytime you go through screening and there was an alarm they will have to give a patdown to clear an alarm. He can write Mr Pistole a letter or he can go on the blog to make his suggestion of having the AIT at the PreCheck locations.

2013 9:31:4 He kept saying a four letter word so I told him if he said that one more time I would turn over the call to a supervisor, he said he would be glad to speak to a supervisor. I turned the call over to Jeff B.

It may or may not cause an alarm, it would depend on several things like the kind of metal or even how deep it was in the body.

Escalated to a Suoervisor: I spoke with the caller and explained that there is simply no way for the TCC to put an AIT in the Precheck line. I offered him an alternative by having private screening when a patdown occurs. He was not happy with my suggestion. I offered him the HQ address he declined, I then told him that I simply do not have the authority to change the screening equipment in the checkpoints and that he needs to simply accept the procedures for what they are. security for his personal safety.

He felt irritated that he has been approved for Precheck but has to still have a patdown due to the WTMD being in the Precheck line. I apologized and told him that there simply wasn't anything that I could do for him here and ended the call. J Burke

DEN, PHL and MCO.

I am writing to complain about Officer (b)(6) who I was fortunate enough to encounter on July 25th at Dulles International Airport as my family and I were travelling to Los Angeles, CA. On that day we were headed to LA to visit friends. As we have done on multiple occasions when traveling with our little girl who is now 3, we pack at least one box of organic milk for her and a few packs of organic fruit puree like the ones found here: (<http://www.diapers.com/p/horizon-organic-lowfat-chocolate-milk-8-oz-18-ct-153605> and <http://www.diapers.com/p/plum-organics-tots-mish-mash-blueberry-oats-quinoa-220598>). You will notice the fruit puree is 3.17 ounces.

I placed these along with some other food (cereal, various snacks, nuts) for her in a plastic bag and had that bag separate and apart from the rest of our carry-on luggage as we went through security. After going through the metal detectors, I looked up to see that Officer (b)(6) had opened the plastic bag and placed his hand inside plastic bag handling the items asking who owned the bag. I responded that I did and that it was food for our daughter. He asked me how old she was and I replied "she just turned three". He immediately responded with a very sarcastic "Oh so sorry. Looks like she just missed the cut off. I am going to have to confiscate these and throw them away". I let him know that I never heard of the cut-off for three year olds before and he said "Well look on our website". I asked for an exception given that she is just three and he said "Oh so I am supposed to make an exception just for your daughter? Sorry that is not going to happen. But you can wind all the way back through security and check it with your luggage" – this of course defeats the purpose of carrying on pureed fruit for my daughter. This was all in front of my daughter who was watching him throw her food in the garbage.

2013 2:17:2

The pureed fruit packets are simply that – fruit and or vegetables pureed (like apple sauce). The size typically is a 3.17 ounce size and sometimes 3.5 ounce. Officer (b)(6) argued with me vehemently that this was juice and not "food". I told him to look at the packet, which he refused to do, which clearly state what it is pureed fruit and vegetables and not a liquid. He basically said "no" and "tough". I asked him what if I took a bite of an apple chewed it up and held it in my mouth - would that be a liquid or a food and he said liquid. Seriously?

Sarcastically, I admit, I turned to my daughter and told her that while I have told her that all police are nice there are some that are not so nice. Officer (b)(6) in turn addressed my daughter directly and said "Your daddy does not want you to have this food and is letting me throw it away – that is the type of person he is". I told him to not ever speak to her.

I asked for a supervisor at that moment and he called for one. They looked uncomfortable about the whole situation but did not want to overrule Officer (b)(6). An officer took down Officer (b)(6) badge number and name and gave me the card to file and profusely apologized to me about his behavior. When I went back to gather the rest of my belongings, Officer (b)(6) asked me what he did wrong and I simply replied that I did not need to speak to him anymore.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Tuesday, August 20, 2013 4:18 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2013 2:17:4

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Caller: said she filed a complaint with TSA, in April, asking for a copy of video footage and she said that we only sent 1 response from TSA that we got her request for video footage. She said harrassed by security officer at checkpoint at the metal detector and she said she was buzzed on pupose. She said it did not beep the first time but had to go back through the metal dectector and it went off 3 times. She said she filed an online complaint through the homeland security website and in writing. She said she sent her complaint to Homeland Security in Arlington, Va. She did call TSA contact center originally but never got eid #. She said she talked to a John here at TSA contact center on February 20th. She said the incident happed at the Honolulu Airport. She said she had Victoria Secrets items with her such as lotions and was told oversized items by security officer. She said she was told to check it in or go back to ariana. She said she refused to do this and they told her they would have to discard it. She said it happened at 6:30pm or 7pm, at the Honolulu Airport. She said she would pay for the video. She said Lori Hangai told her that disciplinary action was taken and gave her a phone # to (b)(6) who told her cant give her a copy of the video footage. She said she will look into this through Congress. She asked for a phone number for John Pistole.

2013 3:56:1 Response: I advised her we can not verify that she ever called in before today about this complaint and gave her the CSM phone # per supervisor (b)(6)

Send to CSM and gave her CSM phone #

Honolulu Airport

Name: Lori Hangai

Phone: 808-838- (b)(6)

I advised her I cant get a copy of video footage for her. I advised her she is telling me that (b)(6) and (b)(6) have already told her they cant give her a copy of the video footage. Per Supervisor (b)(6) ok to give her mailing address for John Pistole.

Caller flew from Boston Logan to Tampa. She said last August she flew from Boston to Florida her hair piece was missing from her purse. She said that her hairpiece is missing yet again. She said that this is the third time this similar type hairpiece has gone missing from her purse. She discovered it missing when she got home. She said that she was pulled aside for a search because she had an anomaly with the AIT. She said that leads her to another complaint.

She is always searched. Even when no one else is searched, she is. Another lady made the AIT buzz and the TSO just let her go. She said that she could not see her image on the AIT to see if there were boxes on it or not. JetBlue's line was long and after 45 minutes a man left the line because he was so aggravated. Then they brought in more TSOs and the line started moving. She went through the AIT and had to have a patdown. She said that they wanded her down below and she does not know what that was all about but her whole body was searched. By the time she reached the gate the plane was late and everyone was mad, but she made the flight.

Airport: Boston
Airline: JetBlue
Flight Number: 691
Date and Time: August 21 at 3:30 pm
Terminal or Gate: C
She does not have email.

013 11:20:

I apologized to the caller that she is missing an item from her purse. I told her that she may file a claim for the missing item and I told her she would receive the form in her postal address in about 7 to 10 days.

I also apologized that she was not happy with her screening experience. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Passengers may also be selected at random for additional screening.

I told her that if there are anomalies detected by the AIT they show up on a generic outline of the passenger. Without seeing the other passengers' image we cannot assume why she was not patted down.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

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Caller flew PHX-ATL last night aboard Delta Airlines #1646. He is calling to report a rude screener who was working Terminal 3 last night at approximately 10:35PM. Caller indicates a heavy set African American female with curly hair named (b)(6) began berating passengers because one had failed to remove their laptop from its carrying case. She raised her voice and said, "You damn people don't know the rules after 11 years. There was also a younger female passenger whose bag was stuck on the conveyor and she berated going as far as to make the motion with her hands as if she was shooting her as she went through the metal detector. Caller indicates he is a frequent traveler and has never witnessed such behavior as he did from TSO (b)(6) last night. He wishes to file a complaint and requests someone review the video surveillance which clearly shows the shooting motion with her hand.

2013 3:41:4 Resolution:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

I appreciate your response to my email below but it does not address my concern. Before I sent my email I researched TSA policy and fully understand that Crew Members are not subject to the AIT machines. That issue was never in question. If you read the TSA policy though it does clearly state that all bodies, including crew members, must go through basic metal detectors and have bags checked in xray machines. In the incident I am reporting, a Flight Attendant bypassed both. She entered a active airport without anyone questioning her belongings or what could be in them. If this happens on a daily basis and is compounded overtime the possibility of a security breach surely increases.

TSA policy should be intact to protect the masses. I don't expect anything but the best and clearly that wasn't demonstrated.

Thank you,

(b)(6)

Sent from my iPhone

Begin forwarded message:

2013 8:04:0

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: August 23, 2013, 5:34:31 PM CDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your concern about the Transportation Security Administration's (TSA) use of Advanced Imaging Technology (AIT) screening for flight crew members at our Nation's airport security checkpoints.

TSA understands your concern regarding the effects the new screening procedures have had on flight crewmembers, including pilots and flight attendants. TSA Administrator John Pistole is committed to ensuring TSA operates as a risk-based, intelligence-driven Agency and launched several reviews of TSA policies soon after his confirmation to ensure all standards are met.

After evaluating alternative security protocols for flight crewmembers that would maintain our high security standards, TSA released modified screening procedures for eligible, on-duty flight crewmembers that do not require the use of AIT machines. In addition, flight crewmembers are subject to random screening, observation by behavior detection officers, and TSA's additional layers of security.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 8/24/2013 1:20:26 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Aug 23rd approx. 7:30PM

Transiting from UA 434 to UA 5521

SFO Terminal 1 (after disembarking from
train from Terminal 3)

Headed towards gate 34

Comments: After I'd stepped through the metal detector,

a TSA employee stopped me, placed his hands on my shoulders, left them there for an extended moment while he spoke to a colleague to the side, then asked me "Do you have anything in there" I presumed that he was reaching to pat a pocket, but he placed his hand to my crotch and jostled me there.

On reflection, I believe that this inappropriate action was deliberate on his part.

If you wish further description of some of the TSA group at that screening site, do not hesitate to contact me.

Sincerely (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 8/25/2013 11:20:59 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 2031/Delta airlines/midway airport/ gate A5

Comments: I was in line #1 for security at Midway in Chicago, the TSA agent asked my husband and myself how we got in the line, rather gruff. We told him that we were sent. Then I got to the full body scanner I had to wait for a Female which took 5 min, the kind older TSA agent in line two, was going to have me go through the metal detector but the agent in line 1 put his arms up and blocked me from moving. And loudly yelled that I must go through the full body scanner. I always choose to go through the full body scanner, so it was no big deal. What was a big deal was the rude and disrespectful way I was treated. I hate flying a it is, and I did not need to be yelled at on a Sunday morning when I did nothing wrong.

From: (b)(6)
Sent: Sunday, August 25, 2013 2:58 PM
To: TSAExternalCompliance
Subject: complaint TSA SJU

On or about 07:05AM, 21 August 2013, at Luis Munoz Marin International Airport, SJU; I was treated unfairly by TSA personnel. I was diagnosed several years ago with severe Post Traumatic Stress Disorder (PTSD). I've served my country for over 30 years and served in four different combat tours. I have been awarded two Bronze Star Medals for heroism in combat and a Legion of Merit for my military service.

2013 5:16:1 About a year ago, I obtained a service dog that was certified by Train-a-Dog Save-a-Warrior Program in San Antonio, Texas. My service dog helps me control my PTSD and Panic attacks. I decided to go on vacation to Puerto Rico from 13-21 Aug for R&R (Rest and Relaxation)

According to TSA guidelines, passengers are expected to maintain control of their service dogs by holding onto the leash throughout the screening process and they should not be separated from their dogs by TSA personnel. TSA personnel in Texas followed these guidelines meticulously as my dog was screened in SAT.

On 21 Aug 2013, during my boarding process for Flight AA1755 from SJU to DFW, I proceeded to a TSA check point with my working dog.

My dog walked in from of me as he walked through the metal detectors. Logically, my dog has vaccination dog tags and a metal collar which activated the metal detector. The TSO instructed me to remove my dog's collar and reenter the metal detector with my dog.

I refused to remove my dog collar and explained him that I'm required to maintain my animal on the leash as he conducts pat down on my dog. I further explained that I must maintained control of my service dog.

This infuriated the TSA agent; he proceeded to raise his voice and scream at me, and stated " You don't know "shit" about my job".

His combative attitude triggered a PTSD episode and panic attack as I was confined to a small plastic cage. Another TSA agent screamed at me to shut up or I will be arrested, his name is (b)(6) Finally a TSO agent and former Armed Forces Soldier understood exactly what I was going through and very cordially proceeded to screen my dog and I.

Name: (b)(6)

Phone#: Cell: (b)(6)

Mailing Address: (b)(6) LONG BEACH CA 90802

Email: HYPERLINK (b)(6)

What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

2013 5:16:1 This complaint applies to the following airport TSA security checkpoint locations: LGB, JFK, LAS. For the past several months, at EACH TSA security checkpoint, we used my FAA official Government identification. It is our understanding that our shoes and sweaters/jackets may be left on our person while going through the checkpoint and that we will be allowed to use the standard metal detector instead of the full body scanner. At each location, the TSA agent told the two of us that we were wrong and they demanded us to follow protocol of every other passenger. Finally, I started asking for their supervisor and each time the supervisor would inform the agent that FAA employees may proceed as I described. We demand respect and proper treatment, not only as traveling US Citizens, but even more as employees of our

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From: (b)(6)
Sent: Saturday, August 24, 2013 5:01 PM
To: TSA.CivilRights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 8/24/2013 5:01:16 PM

Name:

(b)(6)

Email:

Caller flew with AA #1154 from Kingston, Jamaica on 8-21 to MIA. When arriving she had 2 phones, US and Jamaican, while at the airport in Kingston, she used her Jamaican phone to call her relatives. When she got on the plane and told to turn off the phone she turned off and placed in her pocket. When she got to the last checkpoint and walked through the WTMD and something triggered an alarm, she walked back and had to go through again and when she touched her pocket she realized the phone was in her pocket and the TSO behind her took her phone and asked her to go through the WTMD again. When she completed screening she got back in her wheelchair and there were 2 TSO ladies and she had a bottle of ginger wine in her hand and the ladies told her she couldn't go through with it and she didn't get back her cellphone from the male TSO.

Flew to BOS from MIA, Flight # not available, Gate # not available.

states the wine is Duty Free

She thought the cellphone would be placed in the bin for her to pick up.

Response:

8/24/2013 12:17: Apologized to caller and advised how to obtain from the website.

Provided to caller to retrieve her phone:

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Miami International Airport

305-421-2410

Once cleared through Customs and Border Patrol, these liquids must be placed in checked baggage upon arrival in the United States and before departure on connecting flights.

Advised how to obtain claim form from website.

Dear Sir or Madam:

My name is (b)(6) and I recently travelled from DFW to Denver on American Airlines on Wednesday, July 24th, 2013. At about 9:30 pm, I went through a security checkpoint at DFW Terminal A. This checkpoint was using a millimeter wave machine to screen travelers instead of a metal detector, though a metal detector was present and operational. When I was directed to go through the millimeter wave machine, I asked for a pat-down instead. I have encountered this situation many times in the past few years of my air travels and have never had any issues. I do not feel comfortable being in the millimeter wave machine and have asked politely for a pat-down, which, up to this day, had always been administered professionally. I have had multiple pat-downs in multiple states and airports and never had any complaints. This trip was unfortunately a different experience.

2013 6:16:4 The female TSA agent that had originally asked me to step into the millimeter wave machine indicated I should step through the millimeter wave machine to the other side to wait for my pat-down. I responded that I did not want to walk through the machine - that was the whole point. She sighed and rolled her eyes and allowed me to walk around the machine to wait. Her attitude indicated I was causing a great inconvenience for her. She then had me stand and wait for a female agent to be available to do that pat-down. There were several female TSA agents present at this time at the checkpoint, including the one directing me, but they none of them offered to pat me down. I was instructed to stand in an area such that I was directly blocking the exit of the millimeter wave machine. As a result of me being in the way, so to speak, by standing where I had been told, the next several travelers behind me in line were screened with the metal detector and allowed to collect their belongings and proceed to their gates. When I saw this, I asked why the other travelers got to go through the metal detector and not the millimeter wave machine, and I offered to move so I was not blocking the millimeter wave machine or to go through the metal detector like the other travelers to save time (since it seemed no female agent wanted to jump to the task of patting me down). The agent who had directed me to stand there snippily told me I didn't get a choice and to stay where I was. I was taken aback by her rudeness and unwarranted sass.

After a few minutes, another female TSA agent whose badge indicated her last name was (b)(6) came up to me and took me over to another nearby area for the pat-down. She explained the process, giving the prepared memorized instructions I have heard before. She then began to give me the most invasive and inappropriate pat-down I have ever experienced. Initially, the pat-down was rather rough and Agent (b)(6) applied unnecessarily hard pressure in running her hands over me. She pulled and pushed on me with such force that my body moved back and forth and my clothing (jeans and a sleeveless cotton shirt) became disheveled. My jeans were standard boot cut; I was not wearing a belt. Agent (b)(6) insultingly told me I had better hang on to my pants so they didn't come off. She then proceeded to run her hands down my legs. However, instead of starting on my upper thigh and patting downwards towards my ankles as I have experienced in the past, she actually put her hands on my vagina and then moved down to my thighs and continued from there. I found this alarming but felt I should give Agent (b)(6) the benefit of the doubt. When Agent (b)(6) proceeded to my other leg, she did the same thing, again touching my vagina through my jeans. I considered my options. I could make a fuss, but I knew I was already making the TSA agents at this checkpoint frustrated, based on their rude and unhelpful behavior towards me so far. I said nothing.

Caller stated that he had a Pacemaker. Caller stated that he felt that TSA employees should actually have to request for medical proof stating that he has a pacemaker because of an article that he read stating that someone could get on the plane with an internal device similar to a Pacemaker and blow up a plane. Caller stated that he spoke with a supervisor at the BOS airport and they stated that the rules are made by congressmen and she wasn't one to suggest it. Caller stated that he would like to see this in effect because whoever has a pacemaker is provided with a card stating that they have a pacemaker.

2013 2:29:5 Advised Caller: passengers who have internal medical devices like pacemakers or defibrillators. If a passenger has an internal medical device such as a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) should affect such devices. This is done for his safety to ensure that he can safely go through screening.

I have notated his suggestion.

Caller flew out of the El Paso airport and was made to remove his belt. He said that he was surrounded by the TSA agents and forced to remove it. None of them could agree however if it was policy to remove it. He is requesting an e-mail of our official policy.

2013 7:37:1 Advised Caller: The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

Sent e-mail of template

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Sent e-mail of template

TSA SEARCH/SCREENING VIOLATION COMPLAINT

AT: HUNTSVILLE (HSV) AIRPORT

SUNDAY, AUGUST 25TH, 2013

ABOUT 5:45 am - 6:10 am

Report By: (b)(6)

Bahamian Passport: (b)(6) Exp (b)(6)

TSA Supervisor: LTSC (b)(6) (Incident reported to)

TSA Officer: TSO (b)(6) (pat down violations)

Report of the Incident as it occurred:

2013 8:02: On Sunday, August 25th, 2013 I arrived at the Huntsville (HSV) Airport about 4:55 am and after turning in the rental car keys at the Dollar car Rental drop box I checked-in at the Delta Airlines ticket counter on Flight DL 1878, departing from Gate 8 at 6:30 am for Atlanta, via DL 717 en-route to Nassau Bahamas my final destination. On entering the Security check point line, I passed through the metal detector and in one of my carry-on luggage was an 8 oz carton of Almond Milk, which I take for medical purposes: post Prostate Cancer therapy and extra Calcium for bone replacement health due to a spinal injury of four (4) lumbar vertebrae. My focus was on the security check, and I did not recall the almond milk supplement. When a lady security officer asked me if it was for medical purposes, I confirmed this and indicated the medical conditions already named.

She informed me that since it was a few ounces over the 3.5 limit, I would have to get a pat-down search. As she pointed me to a male officer, another female officer told me to move all of my personal belongings over to another search counter. I complied and in the midst of this activity, having four trays, my shoes, my wallet and my carry-on to move over, this could not be done in two or three trips. I saw the attitude of the male and female officer changed drastically towards me: he called me to stand on a shoe marked-pad with, out-stretched arms while she sternly said: "Sir you must move all of your belongings over to that counter." I responded saying: "I am doing the best I could, you need to give me some time." Then as I returned to get the carry-on pulley, she took it and said: "I got this." So I responded: "You told me to move my things, so I can take that." She said roughly, "I got it, I am just doing my job, I do this all the time." Then she made some sort of head motion to the male officer. I did not refuse the search but when the male officer, TSO (b)(6) told me how he would conduct the search, that on the pat down of the legs he would come into contact with my crotch/private, I objected saying, this would be uncomfortable for me and I requested a private search; in which, I would remove my pants to dispel any suspicions. Officer (b)(6) responded saying: "This is the procedure we follow when someone carries liquid in their carry-on for medical purposes, as you did." He also asked where on my body I was having pains (he saw my walking cane) and I showed him the abdomen area, the small of the back, both hips and thighs, due to my spinal injury. As officer (b)(6) conducted the search he patted up my legs and thighs right into my crotch/private touching my genitals. I expressed my objection and uncomfortable feeling about this and asked him not to come in contact with my genitals on searching the other leg. However, he did the same thing patting up into my crotch/private and touching my genitals. Again I expressed my disapproval of this and he responded in the same manner, saying that he was only carrying out the search according to procedure. I expressed again my feelings of public embarrassment for I felt that my privacy rights were violated. Officer (b)(6) actions appeared to be racially motivated, therefore, I asked for a supervisor and LTSC (b)(6) heard my complaint. He indicated a private search request was an option and should have been respected. He then told me about the complaint form and my right to file a formal complaint. Supervisor (b)(6) also indicated that he would speak with TSO (b)(6)

I showed LTSC (b)(6) my passport indicating that I am a Pastor in the Bahamas and that I will pray about this matter before I decide what to do. I have prayed about it and giving the Truth along with seeking just recourse and redress is why I am. The caller advised that TSA broke her daughters bracelet while going through screening yesterday at PHL. The caller advised that she was wearing the gold bangle bracelet when she went through the WTMD and it alarmed. The female TSO asked her if she was wearing any metal jewelry and she had forgot that she was wearing the bracelet. She took the bracelet off and gave it to the TSO. The TSO placed it in a screening bin to be x rayed. The caller advised that she then went through the WTMD again. After she was cleared this time, she asked for her daughters bracelet and the TSO had forgot about it. When they found the bracelet, it had been damaged. She either wants reimbursed for the damages being fixed or for the value of the bracelet. She was told by TSA at PHL that she could file a claim by going online to www.tsa.gov or by calling the TCC.

I told her that I will send her a claims form package via email. I confirmed her email address from a previous record where she had called in to file a claim for items missing from her husband s checked bag, EID (b)(6) told her that I will also forward this record to the CSM at PHL for their review.

2013 12:20: Departing Airport: PHL
Date: 8-27-2013
Time of screening: 11:06AM
Departure Time: 11:40AM
Airline: American
Flight Number: 1289
Gate-Terminal A7
Destination: SAN

The caller asked why she could not file the claim over the telephone with the TCC.

I told her that she must complete the claims form package and submit it to the TSA CMB because the CMB processes all claims.

Caller stated that every time he flies from JFK he wears paper slippers and they give him a hard time. He just traveled to Orlando on August 8th. They asked him to remove them and he said that he cannot remove them. Then he had the patdown and the girl still insisted that he take off the paper shoes. This only happens at JFK and has occurred on several occasions. He said the supervisor just stood there with his hands on his hip. The TSO that patted him down was a black female, about 160 or 170 pounds. The supervisor was a white male who wore glasses and was about 200 pounds. He asked if he can get a copy of the policy.

Airport:JFK
Airline:JetBlue
Flight Number:483
Date and Time:August 8th 10 am
Terminal or Gate:21

2013 6:50:2 I apologized to the caller and told him that because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.
Screening shoes by x-ray is an effective method of identifying any type of anomalies, including explosives. Our highly trained Transportation Security Officers (TSO) can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes at the walk-through metal detector or at the Advanced Imaging Technology (AIT) for x-ray screening, we increase both security and efficiency at the checkpoint.

TSA is sensitive to concerns over the issue of sanitation in the screening locations. TSA's Office of Occupational Safety, Health, and Environment reviewed our procedures for screening the footwear of passengers at TSA checkpoints, and they determined there was no need for additional sanitary procedures beyond those already in place. Additionally, TSA entered into a Memorandum of Understanding with the U.S. Public Health Service to further review our screening practices and to advise us of any appropriate additional steps we might take to assure the health of travelers. TSA will continue to evaluate screening practices and make changes as appropriate.

Nonetheless, passengers are permitted to wear disposable booties, socks, or slippers through the screening checkpoint to help protect their feet at walk-through metal detector and the AIT machines. The disposable footwear may be removed and placed into the individual's accessible property prior to exiting the screening checkpoint.

Although some airports may offer disposable booties or slippers to passengers as a courtesy, this is not a TSA-wide practice or requirement.
I also told him he may ask for a supervisor at any time.
Sent email.
I apologize

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 8/29/2013 12:00:37 PM Airport : MCO - Orlando International Date/Time of Travel : 08/24/2013 7:30 PM Airline & Flight Number : SPIRIT FLIGHT804 Checkpoint/Area of Airport : MAIN OPEN AREA NEAR LARGE WINDOWS TSA Employee: (If Known) :

2013 2:16:2 Comment : When going through security check point with my family of 4 after our vacation cruise (son-8 (b)(6) son-17 (b)(6) wife-41 and I am 47). After waiting some time in line, I found it odd when it was our turn to show our ID's at the podium, all the lines behind the podium closed and 4-6 TSA officers formed a line about 10 ft. behind the podium. My older son and I both noticed 2 TSA officers rocking back and forth and one of them said "I've been wanting to get busy"; Another TSA officer said, "Step this way, there is no waiting in line"; I thought that was odd because it was PACKED with people. My wife and son(17) were told to go one way and my son (8) and I told to go the another way to the metal detectors.

My 8yr old, worried but by my side, I told him "Don't worry, this is just like we've done before"; He asked, "Why is (b)(6) and Mom way over there?"; I said "I don't know, just stay by me and behave"; I told 1 of the 2 female TSA officers that I have an artificial hip, (like we are suppose to do). The next thing I heard was 1 of the 2 the women on the radio asking for a male TSA officer for a manual pat down and search because I refused to go through the metal detectors. I said no such thing!!

I was taken to an area where I was thoroughly patted down, told to keep my palms facing up, stand up straight because I tried to keep my pants from falling off! My son got scared when my pants started falling down (he was thinking the same was going to happen to him). My hands were wiped down and tested for explosives. This was our first time flying as a family. I understand you are there to protect us, but if you review the video tapes, what was done to me was over the top.

I was honest gave all information upfront and complied. Now my son (b)(6) is having a hard time understanding, if your honest and tell the truth why would the TSA embarrass and intimidate you in public. We had no problem the prior week when we went through Detroit and every port of call on our week long cruise.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir or Madam

I hope this email finds you and your team in good spirits!!

I recently completed a domestic trip from NY LGA to Atlanta Hartsfield Airport. My trip originated on August 14 and completed on August 27. During this trip, I was travelling with a 3yr old, a 5 yr old and 7 yr old. I have always carried tetra packs of milk for the children and until now, never been stopped. So as I was leaving NY - they scanned the bags, checked the tetra pack of milk and let me go on my merry way.

On return, on Atlanta Hartsfield Airport, TSA agent objected to carrying milk. It was organic tetra pack of milk as my child can't drink others. Unfortunately the makers of tetra pack of milk are not aligned with TSA requirement of 3.4 oz of milk size. They make only one size for travel. I tried to tell the agent the milk was for a child but his response to me was " she not a baby anymore, she does not need milk". Another TSA agent came along and offered for me to keep my Tetra pack, but in exchange, I, the adult had to have a entire body pat down, through examination of all of my carry on luggage. I would like to understand, how does carrying a 4oz Tetra pack of milk equate to having an entire body pat down and examination of my carry on luggage. I know TSA due to their policies have right to examine all of my luggage and I am happy to allow them to do so. And they did. My hand luggage went through xray, I walked through whatever metal detector I was guided through. What I don't understand is how is ability to carry milk equate to having an entire body pat down and 'thorough' check of my bags? Mind you, this tetra pack was sealed with straw attached / glued to the box as it is sold.

As a law abiding citizen, I do realize that TSA has to take precaution to keep me and other safe. I have no issues with rules (i don't agree with some of the rules, but am happy to abide by them). But above was just uncalled for and I would be very interested to know how having or exchanging for entire body pat down on me the adult would justify allowance of milk to be carried for a toddler.

Thank you in advance for your consideration.

Best Regards,

(b)(6)

"The secret to happiness is to admire without desiring." (b)(6)

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 8/29/2013 9:16:05 PM Airport : IND - Indianapolis International Date/Time of Travel : 08/29/2013 11:30 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Indianapolis TSA Employee: (If Known) : Officer (b)(6)

Comment : I went through security at the Indianapolis Airport. Most agents were friendly and helpful as they are most times. I had my pet in my arms who is very non aggressive and was in my forearms. The agent asked for a person to check my hands as is always done. The metal detector agent called for an officer to check my hands. The officer took a few minutes, walked over, and said in a rude manner, "I don't touch any person holding a dog. Put the dog in the carrier. (I could have very easily placed something in the carrier by (b)(6) being distracted. I would have thought he would want to check me first as all other agents have done in the past. (b)(6) continued in a rude manner, used the device for my hands and checked. He did not even bother to come back but just knotted and went on. This was not a busy time. Life is too short to work a job and be unhappy.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I was traveling with my family through Logan Airport on August 19 on American Airlines. My 20 year old son went through security with my 12 year old daughter. They were allowed to go through the metal detector. My 18 year old son asked for a pat-down, as did my husband and I.

My 18 year old was given the pat-down fairly quickly. I was told to wait. Officer (b)(6) told me that it would be at least 30 minutes and I needed to go through the scanner. I told him I was not going to go through the scanner and would wait. A few minutes later, another officer escorted my husband through and patted him down. When that officer finished, he did not return to take me for a pat-down. I waited a few more minutes and then asked Officer (b)(6) to call someone again. He told me in a very sarcastic voice that he was not going to do it, he had already asked (about 10 minutes had now passed and the rest of my family was waiting on the other side).

I asked him to again ask for someone. He argued with me and told me that he had told me it would be at least a half-hour wait and that I should just go through the scanner because no one was going to help me any more quickly. While this was occurring, other TSA officers were just standing around talking to one another on the other side of the security checkpoint. I told (b)(6) to call someone again that this was ridiculous (I was now about 15 minutes into the wait). He then gave me a dirty look, and said loudly in the general direction of the other side "this guy is tired of waiting, he wants me to ask again". I waited longer. Finally, another officer came and did the pat down.

While I was waiting (for at least 20 minutes), the officers present, including (b)(6) let anyone with a child go through the metal detector, but directed anyone else to go through the scanner. Aside from the rudeness and abusive treatment by (b)(6) which I demand be addressed, I find it laughable that you people would think that terrorists would not use their children as a means to get through security. What kind of stupid policy is this?

2013 4:36:1 Please advise as to what I need to do to follow up with my complaint against Officer (b)(6)

(b)(6)

(b)(6)

(b)(6)

Beverly Hills, California 90210

Email: HYPERLINK (b)(6)

Tel: (b)(6)

The caller flew from SAV, and was identified for additional screening with a patdown and ETD. He wanted to know why this happened, and if this would happen again.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports. Examples of travel difficulties may include:

- traveler's belief that they are on a government watch list.
- situations where travelers believe they have been unfairly or incorrectly delayed, or identified for additional screening at our nation's airports or ports of entry.

2013 5:05:2

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the Redress Control Number. Travelers who wish to check the status of an inquiry but do not have their Redress Control Number may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification.

Participation in the DHS Traveler Redress Inquiry Program is voluntary. The Redress Application process can be found at www.dhs.gov/TRIP.

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Greetings TSA,

I wanted to pass along some concerns about security lapses at airports in Minneapolis and Chicago. I fly occasionally for business. I opt out of the body scanner. On every occasion that I have opted out, I have been passed through security and prior to screening, left unsupervised with others (who have been screened) while the agent retrieves my belongings. I have had access to other people and even my own baggage on the other side of security before being screened. My concern is this lapse in security where items could easily be passed to another person or placed in a bag. I have also had agents just pass me through the metal detector so they don't have to call a female agent.

2013 9:15:1

Wanted to pass along the concern.

Thanks,

(b)(6)

Each occurrence happened to me (b)(6)

Here are my flight details for the last 3 weeks. This email is an effort to inform you of potential flaws in protocol when I've opted out of the body scanner at the security line, but I know I'm not the expert in security or whether or not there is a flaw.

8/14: MSP(T2) to Ohare, Spirit Airlines Evening departure - left with access to baggage before being screened

8/15: Ohare to MSP T2, Spirit, Evening Departure - left with access to other passengers before being screened

8/19: MSP(T2) to Ohare, Spirit Airlines Evening departure - left with access to other passengers before being screened

8/21: Ohare to MSP T2, Spirit, Evening Departure - directed to metal detector when opted out of scanner

8/30: Midway to MSP T2, Suncountry, Evening Departure - agent said, "I wasn't going to have you go through the scanner anyway, went through metal detector."

'013 11:03: Let me know if you have any questions,
Thanks,

(b)(6)

On Fri, Aug 30, 2013 at 9:50 PM (b)(6)

Greetings TSA,

I wanted to pass along some concerns about security lapses at airports in Minneapolis and Chicago. I fly occasionally for business. I opt out of the body scanner. On every occasion that I have opted out, I have been passed through security and prior to screening, left unsupervised with others (who have been screened) while the agent retrieves my belongings. I have had access to other people and even my own baggage on the other side of security before being screened. My concern is this lapse in security where items could easily be passed to another person or placed in a bag. I have also had agents just pass me through the metal detector so they don't have to call a female agent.

Wanted to pass along the concern.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 8/31/2013 7:29:39 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/28/2013 4:40 PM Airline & Flight Number : Delta 26 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) : unknown Comment : I asked twice if my son who is 13 could be screened by the metal detector instead of AIT. Both requests were refused. Each time the agent told me "AIT is the primary method of screening." That is obvious. I suppose I should have used the phrase "alternative screening requested." According to your website that is my right and my right was denied. He led me to believe that only children 12 or under could avail themselves of screening other than AIT. I feel that it was obvious that I didn't want my son to use AIT screening. In my opinion the TSA agent was being deliberately obtuse.

'013 9:40:4

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 9/1/2013 5:05:17 PM

'013 6:16:5

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA flight 1954, LAX to SFO, departing 3:35 pm from Terminal 4.

Comments: I am traveling with my 6-year-old son and husband. I was asked to go to the metal detector with my son, since children do not go through the other type of scanner. My son went through first, and then I went through. The metal detector did not beep. After I went through, a female agent was called over to pat me down, even though the metal detector did not go off. The agent said it was because my skirt was long. Had I known I would be subjected to a pat down, I would have asked my husband to walk through the metal detector with my son, and I would have gone through the other type of scanner. I am very frustrated that I was not given the choice. I found the pat-down intrusive and completely unnecessary.

I love the Long Beach Airport, but an event had me upset. I have been wearing 7 gold bangles since I was 12yrs old. It's custom to always keep them on in my culture. My bangles seem to set off alarms at airport security checks. When this happens, TSA would pull me aside & use a metal detector wand.

Every time they do this, the wand alerts them only at my wrist where my bangles are. I am then free to go to my gate. On August 13, 2013, the same thing occurred but this time they wanted to do a body search. I told TWO TSA members that I am able to take them off with lotion from my purse and walk through the scanner again, but they insisted that I do a body search instead.

10/13 9:01:4

I had to stand where everyone who was going through the security line could see me.

I was then searched by a female TSA member. I asked her to bring out the wand but she said they didn't have one. She had to touch my breasts, buttocks, run her hand through the inside seam of my waistband, etc in front of everyone.

I was COMPLETELY embarrassed because I felt like a criminal and this was not done in a private room, but in front of everyone.

I HIGHLY suggest you invest in a wand so incidents like this doesn't happen.

(b)(6)

Feedback Type : Complaint

Categories : Other: Screening

Current Date/Time : 9/2/2013 7:34:38 AM

Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 2 4:30 AM Airline & Flight Number : UA1237 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

10/13 9:02:0

Comment : I am a pregnant woman who did not want to go through the full body scanner due to my condition. I was happy to go through the regular scanner. Tsa at Phoenix would not let me go through the regular scanner and told me that I had to go through a full body pat down, including sensitive areas. At any other airport I've been in while traveling Pregnant, I've been allowed to go through the regular metal detector. While I was getting a full-body pat down, tsa let a woman with a CAT go through the regular scanner instead of the full-body scanner. The explanation I was given is that the cat is a warm-blooded animal, so she could go through the regular metal detector, but that I could not choose. Even if that's the case, why would tsa select a PREGNANT woman for a more thorough check. I have no problem with security, but the less intrusive option should be available for a pregnant woman without the drastic alternative of a pat-down. This is one example of tsa not focusin it's resources on the proper threats.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Identification Requirements Current Date/Time : 9/3/2013 11:37:59 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

10/13 2:18:5

Comment : As a airline CREW member I wanted to get the facts in terms of going through security. With ID out of uniform we are allowed entrance to security screening but must follow normal liquid restrictions/shoes off etc. However, with CREW ID are we allowed to go through the normal/standard metal detector or are must we go through AIT? Also as a Crew memmber I have global entry, TSA pre check and Known crew member. Why is there no synergy between this programs? Why if I have my CREW ID do I need to take off my shoes, electronics..etc? As a crew member I have gone through the background check/finger printing process. Why is putting on a uniform clearance for going through KCM? There seems to be some loop holes in the way the process works for Crew members and TSA pre-check. Plus, I could avoid all of it by just putting on my uniform and going through KCM check point. But the point is as a crew member we dont always travel in uniform for certain instances (commuting, deadheading,etc.) I would like if you could shed some light on the current polices and what as a crew member we obligated to do in and out of uniform. I know my request is detailed however there is nothing listed on the TSA website and each station tends to do their "own thing". Thanks.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Thank you for contacting TSA's Office of Public Affairs. Your inquiry has been forwarded to the TSA Contact Center at [HYPERLINK mailto:TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov) TSA-ContactCenter@dhs.gov. Additionally, you may contact the TSA Contact Center at (866) 289-9673.

Thank you.

TSA Media Team

:013 4:07:0

From: (b)(6)
Sent: Wednesday, September 04, 2013 1:49 PM
To: TSAMedia
Cc: (b)(6) Final
Subject: TSA Inquiry

September 4, 2013

Dear TSA,

I am a male heterosexual, and I travel by airplane often. I do not want exposure to extra radiation from BackScatter Technology - no matter how miniscule. Since your website claims BackScatter technology gives off radiation equivalent to two minutes of air travel and given my understandable desire to minimize my radiation exposure, I always opt out of subjecting myself to backscatter technology. As a result TSA requires me to get a pat down performed by a male TSA agent.

A. I do not feel comfortable with a man giving me a pat down.
Hi.

I want to let you know about the very strange experience I had in Oakland and San Diego this past weekend.

I recently broke my leg and am using crutches. I am a 58 year old man.

Neither Oakland or San Diego had a clue how to handle this. I couldn't believe it. They must see people in crutches every day?

In both locations they just stood there and said 'you can't go through the checkpoint with crutches'...but couldn't give me alternatives. I can't believe they couldn't offer me a manual check?

:013 8:02:1

In Oakland I finally persuaded them to let me go into the scanner with my crutches...then take them away...then scan me...and then give them back.

In San Diego they actually made me hop on one foot through the metal detector...very embarrassing and dangerous. I am still in shock that this is what they made me do.

Is there really no training done on providing options to people in this situation? It made my travel experience very stressful and left me doubting the ability of TSA to do this job.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 9/4/2013 7:51:15 PM Airport : OGG - Kahului Date/Time of Travel : 06/10/2013 12:15 PM Airline & Flight Number : Alaska 812 Checkpoint/Area of Airport : TSA wheelchair padown
TSA Employee: (If Known) : older thin male Comment : I have mobility/walking issues. Was in a wheelchair. I have a metal shunt in my skull so can't go through metal detector. I can't put my shoes on and off myself. The TSA man took a long time and made me get up out of the chair take everything out of my pockets, belt off, shoes off. Wife came forward to help but he put his arm out and shouted "STAY BACK" so she said that I couldn't take my own shoes on and off. He took SO LONG and my wife told him we would be late for our flight. He didn't care. I am 72 and my wife is a senior. We travel a lot and we have never been treated in the manner we were that day.

Other wheelchair customers were going through at a fast pace, but this man was so fanatical to the point of being deliberately upsetting even cleaning over the whole wheelchair THAT BELONGED TO THE AIRPORT. It was not our personal wheelchair to put any stuff on!

Would you like a response? : True

Passenger's Name (b)(6) Phone Number: (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Poor Customer Service

Current Date/Time : 9/4/2013 8:17:48 PM

Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/31/2013 7:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Main passenger security screening area TSA Employee: (If Known) (b)(6) (Not sure if that is the correct spelling) Comment : On Saturday, August 31, 2013 I was traveling alone with my 20 month old son to Phoenix, AZ aboard Delta airlines. While going through security with my son I removed him from his stroller, and as I placed his stroller on the belt my son started to wander in another direction. I snapped my fingers at him to get his attention, and said "Come over to hear to Mama, and please put your listening ears on." (b)(6) was working at the walk-through metal detector. She abrasively said to me, "Stop treating your child like a dog, pick him up, and walk through here." I then quietly replied with, "I am not treating him like a dog..." She then responded with quite an attitude, "Yes you were treating him like a dog.. snapping your fingers at him. Let's go!" I then proceeded through the metal detector with my son in hand, and as I walked up to retrieve our stroller and my carry on items I began to tear up, embarrassed that this woman had found it necessary to publicly humiliate me in a busy airport in front of multiple people. I was simply trying to keep my child in line and focused in such a busy environment. Her comments were completely out of line, and uncalled for. I was utterly humiliated. Two other TSA employees at Atlanta that day noticed I was upset. I asked what

(b)(6) name was and told them about the incident.. They immediately apologized profusely, and one of the gentleman guided me to an area in which I could fill out a comment card. I unfortunately did not have time to fill the card out at the airport, but the incident was obviously not forgotten. To those two gentlemen/TSA employees who consoled me- Thank you so much for making a young mother, in tears at the airport, feel like I was justified in being upset, and making me feel better after such a long day, and such a hateful attack on my parenting. I greatly appreciate it, and the world needs more people like you. To (b)(6) How dare you.. Your job is to make sure that airport patrons are safe in their travels, not to judge someone on their parenting, nor publicly make hateful nasty comments. I was snapping my fingers at my child to make sure he focused on the task at hand, and stayed close to me FOR HIS SAFETY in such a busy environment. Was I supposed to just let him run away from me? I was waiting for YOUR GUIDANCE as to how you wanted me to take him through security (holding him, letting him walk through himself, etc.) According to your judgmental comments maybe I should just let him run around like a wild banshee, or maybe instead of snapping I should scream at him. Perhaps those actions would make my behavior less like "treating him like a dog." Your job IS NOT to tell me how to parent my child. He happens to be a very bright and well behaved little boy. I will do AS I SEE FIT to parent my child without your rude hateful comments. Have you ever traveled with a toddler? Its not an easy task. We happen to live on a military base where it is A NECESSITY to maintain family order, so therefore I will snap my fingers to make my son listen and focus if that is what I deem necessary. I had plenty I wanted to say to you that day, but for fear of you "flexing your muscles and authority" I kept my mouth shut. I would suggest from here on out to keep your nasty comments to yourself. I do not think you have any business dealing directly with airport patrons, and you may think your comments were "cool" but I assure you that neither the people behind me in line (who also made a comment about your nasty behavior) nor myself found your comments appropriate. From now on I suggest trying to maintain a level of class, and keeping your mouth shut. I have worked in customer service for nearly six years, and if I had made any comment close to what you said to me I would no longer have a job. It may have been just a little incident to you, but to me it was a direct insult to my parenting, and left me in tears. Are you happy with yourself?

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA,

I traveled from San Diego, Ca to New Jersey last week. Going from CA to NJ was a breeze. I was quickly and professionally shuffled through a metal detector. Coming back to Ca from Nj was a completely different story.

I watched shocked and horrified, from a single line as elderly people in wheel chairs were plucked from their chairs to be shuffled through a Body scan machine. They were supposed to stretch out their arms, which looked challenging for them. I noticed some people were passing through the metal detector. When I got to the front of the line, I asked to go through the metal detector; having noticed two options. I was told I could not go through the metal detector, because only children and families were allowed. I was forced, based on my refusal to be subjected to the body scan; to a full body pat down. I was set aside before continuing, ignored for ten minutes, and forced to walk through the machine, even still.

I understand the importance of security, but even more importantly are our freedoms. How are mothers, fathers and children a lesser threat and are allowed a less invasive search? This is discrimination. I think you need to reconsider your tactics at the Newark, NJ airport.

(b)(6)

Sent from my iPad

-----Original Message-----

From: (b)(6)

Sent: Thursday, September 05, 2013 4:32 AM

To: TSAExternalCompliance

Subject: Fly Rights - New Report from (b)(6)

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Richings Park, Iver, Bucks, SL0 9BP

013 10:35:1 Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

Airport and Terminal: Seattle Tacoma, Central #8

Date and Time of Trip: August 21, 2013 4:34 pm

013 6:07:4 Airline and Flight #: Southwest, 1433

Name of Officer: Supervisor (b)(6) and (b)(6)

Other: (b)(6) (Claim number (b)(6) provided me with on-site)

Dear TSA Contact Center:

On August 21st at 4:34 pm I went through the security line at Seattle Tacoma Airport. I was making my way to Southwest Flight # 1433, heading to Oakland and then finally Los Angeles. As I usually do when flying with my son (2.5 years old, with a disability-downs), I requested a hand pat-down to the officer at the entry point instead of having to take him through the equipment that emits electromagnetic /gamma/x-rays and/or the metal detector. I have requested this every time I have flown in the United States with him and have never had a problem.

Feedback Type : Complaint

Categories : Disability Complaint; Screening Current Date/Time : 9/6/2013 7:35:35 AM Airport : DEN - Denver International Date/Time of Travel : 09/04/2013 12:00 AM Airline & Flight Number : Delta 1316 Checkpoint/Area of Airport : Metal Detector
TSA Employee: (If Known) : Young Man Comment : 1st - With a knee replacement since 2007 I have ALWAYS considered TSA employees courteous and respectful.

This incident - arrived two hours early and there was ONLY ONE initial podium ticket/passport screener and one metal detector open for hundreds of eager and anxious passengers; pathetic.

Orange road cone in front of millimeter wave scanner, so I motioned to my knees (to indicate a replacement - I have two now) and the agent motioned me through the traditional metal detector setting it off, OF COURSE.

013 8:02:2 He immediately seemed perturbed and then began to CHASTISE me for walking through and not telling him. I told him that I signaled to him about my knees and what else was one to think with a road cone blocking the entrance and no sign of the wave scanner working, but to walk through the traditional metal detector? We made no eye contact and I stood there for several minutes until a "male assist," a lead, padded me and passed me on - he was courteous and apologized for his colleague's actions.

The initial contact was obviously stressed, and as a result, treated me as if I were just another stupid one of "the herd."

I am a very reasonable professional, independently wealthy educated individual who never "plays on his knee limitations" but this was unacceptable for anyone, both in that only one of three lines was open and the individual treatment.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller is going to be traveling for business with State Farm. Caller said that when she comes home from Blooming ton she is always subject to additional screening because she has metal implants.

Information Request: Caller wanted to know how she can avoid the additional screening.

Response Details: Advised caller when going through screening with metal implant it generally does cause a alarm when going through the WTMD.

If the airport that you are traveling from has the AIT you can go through that. However if there are alarms or anomalies a patdown is required.

Caller said that they Don t have that machine at that airport.

013 11:00:5 Told caller that a Patdown would be required in order to travel.

Caller said that she also has to undergo ETD sampling and she does not understand why this is done ever time.

Told caller that is standard screening procedures that she can request a PSS for assistance if needed.

Also advised caller that I can forward her complaint to the CSM at that location for review.

Caller said that she did t want to do that she would just try to talk them there the next time that she travels.
Emailed caller information.

The caller wants to file a complaint. They flew from DEN on 9-5-13 and his wife was held up without being told why. The caller states they missed their flight due to the screening process. The caller states they swabed her hands and took her to a room and patted her down. The caller states the process took about 15 minutes. They live in Colorado Springs which takes about 2 hours but it turned into a 9 hour day because they missed their flight. The caller wants to know if there is a clear program or something that they can join to avoid this happening again.

013 11:03:0 In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening.

I advised the caller there was an expedited screening program that they could join. I advised the caller that since this is the first time this has happened it could have been random selection but if it starts happening ever time she flies to call and we could assist her then.

The caller wants to file a complaint. They flew from DEN on 9-5-13 and his wife was held up without being told why. The caller states they missed their flight due to the screening process. The caller states they swabed her hands and took her to a room and patted her down. The caller states the process took about 15 minutes. They live in Colorado Springs which takes about 2 hours but it turned into a 9 hour day because they missed their flight. The caller wants to know if there is a clear program or something that they can join to avoid this happening again.

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To Whom It May Concern,

I would like to each out in hopes that this matter may be resolved rather quickly.

I am a frequent flyer between Tucson, AZ and Philadelphia, PA. My husband is active duty and while he's deployed I fly back and forth to take my kids home to visit with family. My most recent trip flying home to Tucson was 9/6/2013. I had a very early flight (6:25 am) meaning I was going through security by 4:30 am. The TSA employees that were working in the southwest terminal were beyond rude, let me explain.

I was appalled that an International Airport would employee such people to be so rude to their customers. I was waiting in line to go through the metal detector while I watched an employee stand against the wall slouched over and yell at a young Asian boy. He could but have been older than 14 and she continued to yell at him, telling him to "take his hoodie off" *note I did not say "asking". This child obviously had broken English and did not understand what she was saying. Instead of moving her lazy rear towards the customer and better explaining herself she just continued to yell and humiliate this young man until another employee came over and very rudely told him to "remove his jacket". Not once in this situation was this young man asked or spoken to like a human being rather disregarded and embarrassed. Once I went through the metal detector (I was carrying my yorkie) I was subject to a hand swab which is fine, again I fly a lot with my dog and young children (7 months & 3 years).

'013 2:26:3 The young lady who came to take my swab, wiped my hands and turned to another employee (who was directing other passengers to go through the X-ray machine) and said "run this through the machine". While she wasn't looking at him and he obviously was distracted by doing another job, she dropped the swab. She tells me "ma'am follow me I have to re-swab". So I did and everything was taken care of. When I go to collect my things as well as place my dog back in her carrier the young lady who had swabbed my hands walked to another employee and begins to rant and rave about the previous gentleman who had caused her to dropped my original swab. All of this taking place in front of me and every other customer standing there. Stating "he better not speak to me for the rest of the day" and "I done with him" and finally "he's an asshole".

I understand that it is early and some people are not the happiest at those hours but those people should not have that job. If my children had been present I would have confronted her as well as spoke to her manager. Her actions as well as the actions of other employees were beyond unacceptable.

There are thousands of people who go through the Philadelphia International Airport on a daily basis and I know for a fact I am not the first to have an experience like this. I hope that my effort to bring these things to your attentions helps resolves the issue. If I do not receive response that this matter is being addressed or handled by 09/10/2013 I will go higher up and reach out to other resources that I know will take my complaint seriously.

Dissatisfied customer,

(b)(6)

AIT to go through the WTMD and then received a limited patdown of their head area.

He asked what a thorough patdown was for a women.

The caller asked if they could have opted out of the AIT.

The caller mentioned that he would send his wife through the checkpoint dressed as a muslim women.

The caller's ultimate complaint was that the women did not receive a thorough pat down.

I explained that the screening process and procedure is the same for all passengers passing through the checkpoint regardless of their religious affiliations. I explained that AIT is voluntary and passengers can opt of the AIT to receive a thorough patdown.

I explained that patdowns should be conducted by TSOs of the same gender. TSO are trained to use the back of their hand when conducting a patdown of a sensitive are and the palm of their hand over a non sensitive area.

:013 2:57:4 A passenger can request a private screening. During a private screening another TSA employee would be present at the passenger can request for someone to be present with them as well.

i advised that a passenger can request the WTMD in lieu of the AIT or a patdown. I advised that the ladies may have been referred to the WTMD. TSA incorporates random and unpredictable screening at our airports to keep those who want to do us harm from circumventing the system.

I advised that patdowns are required to clear alarms and passengers can be chosen at random for a patdown screening. I advised that a limited patdown may be required to clear an alarm in a specific location.

I advised that I had decameter his concern.

TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

Passengers can wear whatever they like through the screening checkpoint.

Travelers are permitted to wear head coverings (religious or otherwise) through the security checkpoints; however, all persons wearing head coverings are subjected to the possibility of additional security screening, which may include a patdown and an explosives trace detection (ETD) test.

Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the head area is free of a detectable threat item. If the issue cannot be resolved through ETD or a patdown search, the

Caller has a complaint on a supervisor in San Antonio at Terminal B. Caller says she travels every week. She was in line to go through screening via the WTMD and was told it was for crew members and employees only. She spoke to supervisor and ask why they did not post a sign so passengers would know this. She was told she can walk through the AIT or get a patdown. She says the officers were rude and ugly to her. She felt it was their way or the highway. She says the supervisor told her she was fed up with the caller and walked off with no explanation at all. Caller said they had only been standing there for about 5 minutes.

Told caller

I explained to her that during screening passengers cant ask to be screened by the WTMD instead of the AIT. If they have the AIT she can use it or get a patdown which is what the officer told her. She wanted to know why there wasnt a sign posted saying the WTMD was for crew members and employees. I told her they may use the WTMD sometimes for screening of passengers as well but I did not know if they could or would post a sign. This is her complaint. why can they not post a sign.

I am forwarding her complaint to the CSM so they could address her complaint for her.

:013 3:01:3 If the passenger cannot be separated from the device, he or she cannot be screened by the walk-through metal detector or Advanced Imaging Technology (AIT) and will be screened using a patdown procedure. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155

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Airport: San Antonio

Airline: American

Flight number: 1512

Date and time: 155

Caller dropped off a friend at the airport and she missed her flight, the reason was because she was being screened by the TSA for about 45 minutes. So she would like to know why we take so long.

013 10:11:2 Advised caller that TSO's are required to screen every single person thoroughly and their luggage as well. Explained that if a passenger goes through the WTMD or the AIT and alarms they are required to have a thorough patdown. When their luggage goes through the xray machine, if it alarms the TSO's are required to physically inspect the luggage entirely and completely to clear it in to the secure area. They will not allow something through unless it has been cleared, if not cleared they will spend time screening no matter what time the plane is scheduled for take off. TSA advises passengers to arrive atleast 2 hours in advance to allow ample to for screening and boarding.

Feedback Type : Complaint

Categories : Poor Customer Service; Screening Current Date/Time : 9/9/2013 12:17:54 AM Airport : LAS - McCarran International Date/Time of Travel : 09/08/2013 12:30 AM Airline & Flight Number : Alaska 609 Checkpoint/Area of Airport : Before the metal detector screening TSA Employee: (If Known) :

Comment : I was lining up for the metal detector and two people in front of me decided to cut through the posts created for the lines. We were in the front so there was no one in front of us and it was just a long empty path of no one. I decided to follow them since no one said anything to them. The moment I go under, I hear someone yell "Keep moving"; I turned around and noticed it was TSA. I understand what I did was wrong but I already under the line. As I line up to get my ID checked. The same woman you yelled at me decided to come straight over and say, "When someone tells you to do something, you listen!"; She had a very condescending tone towards me. As if a parent was being stern to their child. I said okay and she walked away. She decided to do this to me and looked only at me. My significant other was next to me and did he same thing, but she did not look at him. Not only did she decided to single me out, she did not say anything to the people who did it before me. She belittled me in front of the other passengers. I understand it's part of her job to tell us what not to do, but I believe she should've approached me in a different manner. I understand what I've done wrong, but I'm still a customer and I do not need to be talked down in that way.

013 8:03:1

I believe most TSA agents are polite and amazing people to come across. However, today wasn't the best representation of that.

Thank you for your time.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Monday, September 09, 2013 9:37 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/9/2013 9:37:03 AM

013 12:06:1

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Respect without Irradiation?

Comments:

I travel 100+ flights per year; so frequently that several TSA personnel recognize me and make small talk during my frequent passes through their stations.

Caller stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. they found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

013 1:49:5

CCR informed her:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. This is required when someone alarms.

Caller stated that the last time she went through the checkpoint, she alarmed the AIT. She had to go through additional screening where she was patted down and wanded. they found nothing and then went to the ETD device where she was swabbed. She did not understand why she had to go through all this additional screening for nothing.

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Feedback Type : Complaint

Categories : Missing or Damaged Items in Checked Luggage; Screening Current Date/Time : 9/9/2013 12:13:12 PM Airport : PGV - Pitt-Greenville Date/Time of Travel : 09/07/2013 3:55 PM Airline & Flight Number : USAirways 4309 Checkpoint/Area of Airport : Tsa screening TSA Employee: (If Known) :

Comment : My mother has a pacemaker and informed the agent. He was very insistent that she go thru the metal detector. When she did, she said she felt a "jolt" and felt like her heart had jumped into her throat. I witnessed this but was unable to assist her. She is also a little unsteady on her feet and had to hold on to the metal detector to steady herself. I feel the tsa agent had a little bit of an attitude problem.

013 2:01:5

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number : (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he just starting traveling recently and has a internal medical device and he stated that while he was at RST they made him lift up his shirt in front of everybody and this has never happened before and he wants to know why. Advised the caller that they may of wanted to see the exact location of the device and that may of required that he life up his shirt.

2013 3:05:5 Gave the caller the following info:
Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Remote Client IP: (b)(6)
Date Time: 9/10/2013 5:04:33 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight # 2951
US Airways
PHX to MRY
Departed 9/4/13 @ 1:45 PM..

Comments: My wife and I were flying from Phoenix to Monterey to celebrate our daughter's 1st birthday with family. We carefully packed our belongings, went to the TSA website, read the "Traveling with Children" document and printed the most recent version. We read the document several times and even highlighted the important parts for our family.

2013 6:00:5 Upon reaching the TSA checkpoint, we placed our belongings on the conveyor belt and went through the metal detectors. Our baby-bag was taken and examined by hand, which we understand, but then the TSA employee (b)(6) badge# (b)(6) took baby food and gave us the ultimatum of either opening the sealed baby food or patting down my wife and baby.

We said absolutely not, and pulled out the "Traveling with Children" document that we printed from the TSA website. (b)(6) replied, "I don't care what that says, either we need to open and test this baby food or both your baby and your wife get a pat down". I said absolutely no to the pat-downs and referred to the document. Again, (b)(6) said, "I don't care what that says".

This was frustrating and worrisome for a few reasons. My wife and I did the best that we could to come prepared to the TSA checkpoint and found that the online rules did not match the "rules in force" or what was actually happening. How can I trust the TSA? How can I best prepare my family for what will happen at TSA? How can we hold TSA accountable if the rules aren't being enforced?

I asked for her supervisor and (b)(6) (badge (b)(6)) came over. She was more respectful and professional, although she gave us the same nonsense that TSA doesn't have to follow what is printed online but that we as the passenger have to do whatever TSA tells us.

This is trouble!!! If TSA is going to expect American citizens to trust and respect TSA, then TSA must be held accountable, protect individual liberties, and treat Americans as innocent until proven guilty!

Very unhappy and very displeased with yet another poor TSA experience.

Heard of the program that is costing \$85.00 and wanted to know if it kept her from having to go through screening such as x-ray and a patdown because she feels those procedures violate her civil rights. She stated a few years ago she had to go through a patdown procedure and she asked the officer if she would have to touch her private area and the officer told her yes. The caller stated she started screening at the top of her lugs that she was going to touch her in her private area. She stated she hasn't flown since because she was traumatized by the experience.

2013 2:52:1 Response:
Apologized that she did have a bad experience however the \$85.00 will be for precheck which is an expedited screening procedure. Going through shorter line, not having to remove shoes and things of that nature you are still required to go through the screening procedures such as WTMD or AIT and you could still be subject to a patdown.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 9/11/2013 3:52:35 PM Airport : STL - Lambert St. Louis International Date/Time of Travel : 09/11/2013 3:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : terminal A at STL TSA Employee: (If Known) :

2013 4:10:2 Comment : I fly every week and just went through the checkpoint noted above. Despite the fact that there were at least 6 officers lined up at the window at the back of the checkpoint watching, only two screening lines and one metal detector were being used. There were only two officers checking IDs and the "priority line" ended in a crowd of passengers around one of the officers. No one was seen helping a single passenger, and there were several older and travel-naive people who could only get their guidance from fellow-passengers while TSA officers chit-chatted among themselves. After traveling through dozens and dozens of domestic airports and being screened hundreds of times, I can safely say the the A terminal checkpoint at STL is the most unhelpful and mismanaged checkpoint that I have ever been through. I am embarrassed that this is one of my 'home' airports.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

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The caller's sister in law flew from North Carolina today and she had her hands swabbed with paper. He asked why this happened. He asked why they let her on the plane, because she kept testing positive. He asked how they can lodge a complaint. He asked what would happen if a passenger missed their flight. He asked if TSA would reimburse the cost of rescheduling a flight or make arrangements for the passengers.

The Transportation Security Administration (TSA) often uses Explosives Trace Detection (ETD) technology in airports as part of security screening. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, the checkpoint, or at boarding areas.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. To ensure the health of travelers, screening swabs are used only once. A Transportation Security Officer (TSO) first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm. TSOs are trained to resolve these alarms using a variety of resolution techniques.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and
2013 7:44:1 courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

They can file a claim with TSA. However, generally we do not make flight arrangements or do anything if a person misses their flight.

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Caller has a control number, regarding being stopped at airport and delayed boarding, would like to know the reason, they ask for ID and passport and selected for special screening. Delayed boarding, not denied, usually takes 45 minutes and has been that way for a long time.

Call dropped at 1:35 PM.

Caller stated once when in the US the boarding agent told him he was on a no fly list. One time when he was traveling with his 2.5 yr. old son he was pulled aside for screening away from the child. States since he got his redress number in August 2012 he booked tickets and was told he had to wait. States he is always delayed boarding although not denied.

Asked what he can do to identify himself or resolve these issues.

Response:

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. Advised caller he should use his RCN number each time he is booking a flight and DHS cannot ensure that travel will be delay-free. Airline check-in procedures must still be followed and other security measures remain in place at the airport. For example, an individual may be selected for secondary screening to resolve a WTMD or an anomaly detected using AIT or because of random selection.

If issues still persist in the manner in which the passenger experienced before applying to DHS TRIP they should email TRIP@dhs.gov for further assistance.

Checked DHS Trip Status from website:

<https://trip.dhs.gov/status.aspx>

DHS TRIP Case Status

Please contact DHS TRIP at trip@dhs.gov

Caller went through JFK on August 28. Caller is 63 years old. He has a medical condition has a machine on his heart. As he was coming through screening, he went through the technology, he triggered an alarm and the officer rubbed very hard on his chest and caused him pain. He spoke with the screening supervisor and he put in a complaint with him there. Caller wants to file a complaint. He does not feel that this was discrimination based on his disability or failure to accomodate. He specifically said it was just poor customer service.

Advised,

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. I also advised that he is able to request a pat down before the screening process begins.

2013 4:25:2 Airport: JFK

Airline: JetBlue

Flight Number: 581

Date and Time of Flight: August 28, at 3:45 PM

Baggage Tag Number: NA

Description of Baggage: NA

NOI: NA

Anything on the NOI: NA

Location: Gate 18, Terminal 5

Contact Info: (b)(6)

I advised the caller that i will be submitting the complaint to the CSM at JFK.

Waldwick, New Jersey 07463

(b)(6)

(b)(6)

August 27, 2013

Newark Liberty International Airport

JetBlue Airways

22 Terminal A Mailbox 13

Newark, New Jersey 071 14

I am writing today to inform JetBlue about an incident I had at Newark Liberty International Airport on Sunday July 28, 2013. My family was traveling from Newark to Orlando for a family vacation to Disney World. There were four of us traveling that day; my wife, my 4 year old son, my mother in law and myself. My four year old son was born with fibular hemimelia, which is a condition where he was born without a fibula bone in his left leg, so at 9 months of age we had to amputate his left foot. He walks around with a prosthetic and gets around great and is able to do everything that any other child his age can do.

2013 8:19:3

That leads me to the day of the July 28 at Newark Airport. When we arrived at the scanner and metal detectors, the security guard stops the line, pulls us off to the side, and tells us we have to wait for a supervisor. We held the line up so no one was able to go through and it made my son very anxious and scared. It was a very busy day at the airport and everyone was staring at us, which made him feel more uncomfortable. When the female supervisor came over to us, we had to wait another ten minutes for her to get a male guard. They did not explain our options or let us know what was going on. It took a few more minutes when they finally said to us that we could go through the metal detector, which his prosthetic set off. So a male guard came over to us and sat us down. Then they brought us to a private room to pat my 4 year old down like he was criminal which terrified him, he was screaming and crying hysterically, there was absolutely no calming him at this time. The guard turned to me and asked me why he was crying and acted very callous, we honestly couldn't believe what we were witnessing. I understand there are precautions that we must now take in order to fly but we are still in the United States of America. Our whole vacation was spoiled because all my son wanted to do was go home. Then on our way back through the Orlando Airport when we went through security he had so much anxiety from Newark he had a meltdown to the point where he was inconsolable. It is hard to travel with children to begin with but at this point I worry my son will never want to fly again. He has had nightmares about what happened, and I hope they will eventually fade.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2013 5:57:19 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/14/2013 5:15 AM Airline & Flight Number : aa1219 Checkpoint/Area of Airport : Gates 23-34 TSA Employee: (If Known) (b)(6) and (b)(6) Comment : Told TSA Officer that I could not raise my arms for the time needed for the AIT millimeter machines. Was directed past metal detector for a pat down. I stated that I did not opt out, but could not raise my arms for the time needed for the AIT millimeter machines. Spoke with TSA Officer (b)(6) who acknowledged that the person at the checkpoint entry made a mistake (she indicate that this person was new), and that I must now go through a pat down. I asked if I could go back out and through security again (b)(6) said that I could. After a few more minutes of discussion, I decided to do so. I was then told by TSA Officer (b)(6) that this was not an option; that I must go through a pat down (there was no choice). He was rather aggressive in stating this (he did not create an atmosphere that inspired a feeling of safety). I was then forced to go through an enhanced pat down.

2013 9:26:5

Note that I am also TSA PreCheck qualified.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/15/2013 11:35:19 AM Airport : SAT - San Antonio International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 1:06: Comment : I am civilian law enforcement and also a military reservist traveling in uniform. I understand and can appreciate a higher level of security. I know TSA Officers have a job to do. My complaint is regarding the tactfulness and discretion of the female Officer who screened me. While entering through the metal detector, I notified the Officers that there may be items on my uniform that I could not remove that may activate an alarm. When the Officers told me to proceed anyway, the alarm activated. The female Officer then loudly announced "ASSIST, ALARM MALE!". Being a police officer myself, I find it poor judgement to announce something to alarm other passengers. I was highly embarrassed as I became the center of attention in the screening area. Further more being an individual in uniform treated as if I was some type of threat. I recommendation is TSA Officers be encouraged to use better discretion and tactfulness. I will say the male Officer that handled my private screening was very professional and thorough. Job well done on his part. Thank you.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 9/15/2013 7:58:32 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines / Newark Airport / Terminal A / 730pm / Sunday 15 2013

Comments: I am reporting an absurd behavior by the agents on duty at aprox 730pm 9/15/13. This event JUST Happened and is being reported by me on behalf of my wife who is 4 1.2 months pregnant.

2013 8:32: Our concern is obviously centered around the full body scanners that many experts have said to avoid when pregnant.

My wife who is traveling by her self asked for an alternative to a full body scan and instead for a metal detector wand.

She was told that wands were not available and that she would have to have a full body pat down. She was forced to be patted down in public, and THEN brought to a separate room in which she was patted down again, with INAPPROPRIATE and VIOLATING touching around and over her mid and lower stomach region.

Her travel wardrobe is LEGGINGS and a T SHIRT. There is NO WHERE that anything other then her female body could show through this outfit.

She has been crying hysterically in the terminal with eye witnesses to what happened, even offering her tissues for her to blow her nose.

Before I call my attorney and or the news outlets I DEMAND a call explaining this RIDICULOUS behavior and have proper action taken by superiors at TSA

you can reach me at (b)(6)

(b)(6)
Caller said that she traveled recently and after alarming the AIT, she was subjected to a patdown screening. She was upset at the experience because the screener just told her to step out of the machine and began patting her down without explaining anything to her about what was happening and conducted the screening in the public area. She is traveling again soon and did not want this to happen; she never mentioned wanting to submit a complaint nor provide the airport where the incident occurred. She thinks that the issue was caused due to having implants from her mastectomy.

2013 9:47: Explained to caller that a patdown is used to resolve various alarms of the WTMD or AIT. Advised her that I could not determine what may have alarmed the machine and required the patdown, but explained that officers are required to explain the procedure as they perform it and should offer a private screening area so that she does not have to be screened in public. Suggested if she encounters this situation again, she should ask for a supervisor or Passenger Support Specialist to be present and ensure the process is conducted properly.

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

2013 4:20:5
Cell Phone:

PO Box or Street address:

(b)(6)

City:

Great Mills

State:

MD

Zip:

Caller states that his girlfriend flew in to SNA from DEN. He states that she had a metal button on her shorts that alarmed the WTMD, and her checked luggage got pulled up to the checkpoint and all of her luggage, both checked and carry-on, the TSO went through. Caller says that the TSO put a hand up her blouse and groped her and put a hand down her pants and groped her. He states that when the luggage was claimed, the locks were unlocked and the bags were open and the front 2 pouches of one bag were empty. He states that she had a ring in a little square baggie that was an heirloom in one of those pouches along with gold jewelry including 6 rings, a cross, and a bracelet; and some clothes and all of that is missing.

Advised caller:

We regret that you were unsatisfied with the manner in which your bags were handled.

<http://www.tsa.gov/traveler-information/airport-lost-found-contacts#45>

You may contact DEN lost and found at:

Denver International Airport
303-342-4062

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

2013 7:19:5 Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this information to the Customer Service Manager (CSM) at that location.

Flight information:

Flight Path: Denver to SNA

Flight date/time: 9/15 (scheduled for 9:55 am) delayed 20 minutes

Flight #: 2603

Airline: Southwest

Airport: DEN

Gate/Terminal: C29

Baggage claim #: (b)(6)

Baggage description: maroon rolling bag with handle

On behalf of: (b)(6)

NOT: (does not have)

Email: (does not have)

Name: (b)(6)
Cell: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) Alameda, CA, 94501
Email: HYPERLINK (b)(6)

What happened?

I was searched in violation of your own TSA policy. I was screened via your X-ray machine and found to not be in violation; then also patted down. In violation of your own published policy, I was succumbed to your excessive searches at the beginning of my trip and also at the interim point. My spousal unit was not allowed to be present at my excessive search. I was boarding AS255 at Puerto Vallarta flight returning home on 05Sept. At the PV gate I was pulled aside at the jetway, they physically searched my carry-ons, and physically searched me for explosives, all with negative results.

I then retrieved my luggage at LAX, successfully went through customs/immigration. Had to leave the AS terminal, walked outside and then entered the AA terminal at LAX and went through the security process again. I submitted my AS Boarding Pass for AA flight 2465 from LAX to SFO, my boarding pass flagged a "RED" signal. The TSA agent told me to step to the side. She then told her co-worker, "look at this red light"; she then told me to step aside. She then radio-ed someone to come. No one responded; she then radio-ed again. She told me to step aside again; told my spousal partner to move forward away from me. His name is (b)(6). He was forced to go through the scanning process and never allowed to be with me. I was then met by a TSA agent (male). He told me I was to go through the x-ray scanning process. I willingly complied. I was scanned and NO ISSUES OR EXCEPTIONS WERE FOUND. I WAS COMPLETELY CLEARED THROUGH THIS PROCESS.

2013 9:58:58 AM Instead, I was then taken aside to 3 TSA agents. The male TSA agent told me that I was now going to be physically patted down. EVEN THOUGH THERE WAS NOTHING TO WARRANT SUCH A SEARCH!!! He then brought over a black female TSA agent. She informed me that she was going to pat me down physically, including my groin areas. She was EXCESSIVELY SLOW AND EMBARRASSINGLY physical in patting me down. She patted me down very slowly on the front of my body, including my groin area, and then had me turn around and patted me down on the back of my body, and again in my groin area. I must tell you, I was employed by the State of CA, Dept. of Corrections, I was a Peace Officer, performed many searches of criminals in my career. YOUR TSA is a mockery of the search process. Exceedingly slow and humiliating!!!

After physically searching me and finding nothing, the black female TSA agent then swabbed me again (after I was swabbed in Puerto Vallarta for the same thing and nothing was found) for explosives.

She took the swabbing material and attempted to process it through the machine #1. GUESS WHAT??? THE MACHINE WAS BROKE!! She then took my swabbing material to another machine. She tried a "test" on that machine and guess what???

She stated out loud, "I tested this machine and it came out positive for explosives - however it was just a test, and it wasn't her results." She stated, this machine is also broken."

The male TSA agent then spoke to his supervisor. He said, "You know, we need to have these machines calibrated because they are not working." She replied, "Ah/ell, I thought we just had these machines calibrated so I don't know what to do." He then told me and the TSA black woman to follow him over to a third machine. We moved over

to the third machine where she inserted my "explosive results" paper into this third machine. This machine confirmed I was negative for explosives and they finally let me go. My significant other approached us at the third machine and asked the male TSA agent what was going on and why I was singled out. He said it was totally up to Alaska Airlines why they singled me out and it wasn't TSA at all. It was Alaska Airlines.

He denied any knowledge as to why I was put through this and said it was AS airlines who did this to me. There are two specific violations that TSA did against me:

FIRST, PLEASE SEE THE TSA POLICY ON THE TSA WEBSITE - I HAVE COPIED IT BELOW TO SHOW YOU YOUR OWN POLICY TO POINT OUT HOW YOU VIOLATED IT!

TSA POLICY PER YOUR OWN WEB SITE RE: Pat-Downs

What to Know Before You Go

If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by imaging technology. If a patdown is required in order to complete screening:

Caller said she and her husband are flying in one week to Portland Oregon. She said that last time her husband, was in the screening, and was asked to put his hands over his head. Because he has numerous ruptured disk in his neck and back, he almost passed out. She asked what they need to do to go through the screening.

1013 12:51: Response: Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures. We hope this information is helpful.

The caller is flying and he is subjected to additional screening. He stated that this happens everytime he flies. He stated that he wants to clear his name. He stated that he gets a patdown. He stated that he flies with his children and it gets out of hand. He stated that he gets a patdown everytime.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries online by entering the RCN.

2013 2:04:00 Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

I explained that there is no guarantee that this will resolve the issue. I explained that I can email the forms within 24 hours of this response.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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The caller is flying from PBI, and the supervisor indicated that the passenger must remove all items from his pockets before the screening began. However, the caller, who is on military orders and in uniform, indicated that this has never been required at any other airport. Also, the supervisor requested his military orders, and the caller informed the agent that this has never happened either. He wanted to file a complaint regarding the inconsistency at PBI compared to every other airport he has flown through.

Flight Information:

Date and Time of Flight: Sept 20, 2013; 11:59 AM

Departure Airport: PBI

Airline: US Airways

Flight Number: 3429

Terminal and Gate Numbers: The caller believed the Gate was B 9.

Supervisors Last Name: (b)(6) but he refused to give the passenger his first name.

1013 10:58: Advised Caller:

The Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

The Transportation Security Administration (TSA) has developed standard screening practices for all of our Nation's airports, and passengers can expect essentially the same procedures. While the procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

The caller is flying from PBI, and the supervisor indicated that the passenger must remove all items from his pockets before the screening began. However, the caller, who is on military orders and in uniform, indicated that this has never been required at any other airport. Also, the supervisor requested his military orders, and the caller informed the agent that this has never happened either. He wanted to file a complaint regarding the inconsistency at PBI compared to every other airport he has flown through.

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 9/20/2013 10:25:01 AM

9/20/2013 12:09: Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc.): John F. Kennedy International Airport - NYC

Comments: I am concerned. In recent news reports it is apparent that many employees who hold clearances are committing violent acts to include killing and injury people. The most recent one in Washington DC the Navy Yard. So I was concerned with the screening process at JFK. I was online and two individuals got online behind me. They had airport ID's and where moved in front of me and allowed to pass through the metal detector. I was sent into the Full Body Scanner. Now, here's what concerns me: The employees are not subjected to the Full Body Scanner. If anyone should be subjected to the Full Body Scanner, it should be the employees, since they have the potential of getting anything into the restricted area, especially since they have the knowledge that they aren't going to be screen in the Full Body Scanner. When it comes to safety and security, anyone entering the check point, should be treated the same. NO ONE, should be allowed to circumvent security measures. This type of practice has proven time and again to allow for security breaches and tragic circumstances. Don't allow this practice to continue. Make everyone equal: No ONE should have a PASS in the line. No ONE.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/20/2013 11:31:11 AM Airport : DRO - Durango-La Plata County Date/Time of Travel : 09/20/2013 5:45 AM Airline & Flight Number : UA4922 Checkpoint/Area of Airport : Security Line TSA Employee: (If Known) : (b)(6) Comment : While delayed for hours at the Durango Airport, I went back out thru Security to the Rental Car counter retrieve a car charger for my cell phone.

9/20/2013 12:09: I attempted to go thru Security, and was denied access, by (b)(6). He told me that I could not go thru for 30 minutes, I was the only person in line, no one ahead of me, no one behind me, there were 4 agents working, standing there, all they had to do was let me walk thru the metal detector, I was told, they had to send folks on a break, the four folks stood around for another 5-10 minutes, then left their post. it took over 30 minutes for them to return, and start screening folks again. This was a simple, unavoidable situation (b)(6) simply would not be reasonable, and stood his ground that he could make me wait 30 minutes. Very power hungry - unprofessional TSA Agent.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

I am a Us Airways flight attendant who was traveling with my infant Thursday September 19th out of PHX Sky Harbor Airport. Security screening occurred at "A" security checkpoint. When passing through the metal detector I set off the alarm. It apparently was of interest since I had 5 agents standing around me telling me different things to do. That was unnecessary as well as confusing. I was set aside for personal screening. The female agent who was performing it asked me to hold my daughter out at arms length. I did so. She started searching my child until a nearby male agent informed her that children under 12 years of age were not to be screened. I am that outraged that my 5 month old child had to endure a "pat down". How could this female TSA agent lack this pertinent information? No apology was even offered for the offense. After the screening on me began, she then asked if I would like it to be private. This is something that I should have been asked BEFORE it began. My belongings were thoroughly inspected and tested as was I. No metal items were found as it was my underwire bra that set off the alarm. Perhaps the sensors were set too sensitively. I was informed that I was "cleared to go". Before I even moved, the same male agent very loudly announced that a phone call had to be made for me to be cleared and I was to stay where I was. He turned and walked away. I waited five minutes. No word about my clearing. I waited ten minutes. I inquired to the female agents who were aside me. "The supervisor needs to be called. It'll only take a minute." I was told. I asked why since I had been cleared. "It's because you alarmed with a baby" was her reply. I do not understand this. I was searched and so was my child. What about this raises a flag? This phone call matter took more than 15 minutes.

As a flight attendant my background is consistently checked. I am also trained in security. I am very aware of policies and procedures by the screening process as I encounter them weekly while at work. I am shocked and appalled at this situation. My daughter and I should have been treated with respect. It concerns me that your agents have not been fully armed with knowledge and perhaps poorly trained. I would like an explanation and an apology for this fiasco. I would also like the female agent who preformed my screening to have this discrepancy on her file. She should receive the proper training so that she may become a proper asset in keeping airports and this country safe.

I look forward to hearing from you.

Sincerely,

(b)(6)

HYPERLINK: (b)(6)

The caller said she flew from Midway on September 17, 2013 and she went through the checkpoint around 3:30-3:45pm. The caller said she does not remember going through the metal detector. The caller said she knows she did not go through the AIT. The caller said her carry-on bags were screened and an officer told her and her traveling companion to go to another line. The caller said she is a Law abiding citizen but she is worried that the officers at Midway are not screening passengers.

9/20/2013 11:33: I spoke with security and confirmed it is not a security threat. I told the caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Saturday, September 21, 2013 12:56 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

'013 12:12: CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? no

Religion? yes

Nationality? yes

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 9/23/2013 11:12:20 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 09/23/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

'013 12:13: Comment : Your metal detectors are inconsistent in their settings. Sometimes I can walk through with belt buckle and watch in. Other times I have to remove everything including my wallet. Why it's this?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to know what TPA screening process is because she has been boycotting ever since TSA has had so many scandals and she saw so much on the internet, such as removing babies diapers, separating from parents, etc.?

Considering flying again, and has a newborn daughter, 4 months old who will be in a carrier.

Are they still patting everyone down and do they still have to remove shoes, etc.?

Response:

WTMD, AIT and Patdowns are 3 methods of screening.

'013 12:45: Advised caller she will remove the child from the carrier and carry it through the WTMD, any carriers, strollers, etc. will go through X-Ray machine.

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

Advised she is allowed to have more than 3.4 ozs. of milk, formula, etc. for the child.

Advised patdowns are performed to resolve alarms, anomalies from the AIT, etc.

AIT is a voluntary screening method to the WTMD, if directed can opt out but must have patdown to complete screening process.

Shoes must be removed unless there is a medical condition that prevents a passenger being able to remove.

Caller flew out of Cleveland on Wed. As she was going through the checkpoint her son put his shoes in a separate bin since they were dirty and a TSO yelled at him. The TSO then pushed her stroller through the WTMD and the binky fell off. When she tried to put it back on the TSO slapped her on the wrist.

2013 3:38: (b)(6) responded that I would place the agent back on the phone and let him relay the CSM information

Advised Caller: Gave contact information for CSM at Cleveland Hopkins International: Tommy Ciandolo: Phone: 216-362-7577 Email: (b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 9/23/2013 3:51:39 PM Airport : SMF - Sacramento International Date/Time of Travel : 09/22/2013 7:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal B

TSA Employee: (If Known) :

Comment : During my recent security screening I was incorrectly informed that it was safe to expose my insulin pump to the body imaging scanner. While this may be true of some devices, it is not true of mine. The manufacturer of my insulin pump tells me:

"Your pump should not go through the X-ray screening that is used for carry-on or checked luggage. The new airport screening, Whole Body Imaging Technology, is also a form of X-ray. If you are chosen to go through this form of screening, you will need to disconnect from the pump at your skin site prior to the scan and request alternate methods of screening the pump other than using X-ray." (ref: <http://www.animas.com/faq/other-airport-security>)

The TSA website incorrectly states: "Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown." (ref: <http://www.tsa.gov/traveler-information/passengers-diabetes>).

While I have no issues with metal detectors, or receiving pat down security checks in lieu of body scans, I do have concerns over TSA personnel advising diabetics incorrectly that the body image scanners are 'safe' for their devices without any knowledge of the particular medical device.

2013 4:16:4

After informing the TSA personnel that I had a medical device that could not go through the body scanner I was told that I was incorrect and that it was safe to go through because 'everyone else does it'. This is unacceptable. After persisting I eventually received a pat-down with no issue, however the TSA personnel seemed quite annoyed.

I'm disappointed with the lack of professional courtesy and respect that I received and I hope the TSA will improve its employee training and guidance to ensure the advice and direction they provide is safe and accurate.

These are expensive, sensitive medical devices that need to be thoroughly tested to ensure various scanners do not cause short or long term damage to their functionality, and that needs to come from the manufacturer. I recommend annotating your traveller guidance to have people consult their device manufacturer for specific guidance regarding what scanning machines are safe for exposure.

Thanks, and I look forward to your improvements.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

ICE. Caller was stopped again when she flew from San Diego to SFO. Caller wants to be removed from the SSSS list and wanted to know what it was all about. Caller complained she was trying to order TRIP forms and could not.

I told the caller I will email her the forms.

The U.S. Department of Homeland Security (DHS) has developed the Traveler Redress Inquiry Program (TRIP) to assist individuals who believe they have been incorrectly delayed, denied boarding, identified for additional screening, or have experienced difficulties when seeking entry into the United States.

Recognizing the continued inconvenience of having to go to the ticket counter to obtain a boarding pass, DHS announced enhancements to watch list screening by the airlines. Each airline can now create a system to verify and securely store a passenger's date of birth to clarify watch list misidentifications. If you cannot print your boarding pass from the Internet, at an airport kiosk, or curbside, you may be able to avoid checking in at the ticket counter on future flights. While you are at the ticket counter, provide your full name and date of birth. The airline may be able to store your information and enable you to print your boarding pass.

If you have contacted the airlines and continue to experience delays, you may outline your concerns in a single request to DHS TRIP. The information received will be shared with applicable DHS component agencies, such as the Transportation Security Administration (TSA) and U.S. Customs and Border Protection, as well as with the U.S. Department of State and, when appropriate, with airport and airline operators. Information will be shared in accordance with the provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), and as established in the Privacy Impact Assessment published for DHS TRIP.

2013 6 26: To participate in the program, please submit a completed Traveler Inquiry Form and requested copies of identity documents to DHS TRIP. You may download an electronic form from the website at www.dhs.gov/trip, or you may complete the enclosed form. Please do not send original identity documents as they will not be returned. DHS will review the information submitted and work with other Federal agencies, if necessary, to resolve individual concerns. DHS TRIP will inform you in writing when review of your inquiry is complete.

When you submit an online inquiry, a control number will be assigned to you. The control number will be displayed on the Traveler Inquiry Form acknowledgement page along with your name. Please print the acknowledgement page, sign it, and send it to DHS TRIP along with the requested copies of identity documents. If completing the enclosed form, please sign it and send it to DHS TRIP along with the requested copies of identity documents. Again, please do not send original identity documents as they will not be returned.

DHS can neither confirm nor deny whether an individual is on a Federal watch list because this information is derived from classified and sensitive law enforcement and intelligence information. In addition, DHS cannot ensure that your travel will always be delay-free. Airline check-in procedures must still be followed and other security measures remain in place at the airport. For example, an individual may be selected for secondary screening to resolve a walk-through metal detector alarm or because of random selection. Because airline procedures for screening passengers against Federal watch lists vary, an individual may still be required to check in for flights at the airline ticket counter and be unable to print a boarding pass from a home computer or airport kiosk or at curbside.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Good Afternoon,

2013 8 22: My name is (b)(6) and traveling with my family from Ft. Lauderdale to BWI we had one of the worst experiences with your TSA agent that we could ever have. I understand that TSA has certain standards and rules however these rules should be enforced consistently. In the group that I was traveling with there were 3 couples that had small infants. In the carry on bags of all the families we carried infant food and drinks and supplies. As we approach the security gate, my wife and I specifically asked the TSA agent if we could take the drink on the plane that we just purchased for our son. He does not drink milk but instead he drinks juice and an infant does not have the ability to pop his own ear during travel and we had to give him a bottle with this said juice. The agent told us that it was ok and we proceeded to the next stage of the security process. We were then instructed to place all liquids in our last carry on bag so that they would know that the items in that bag were liquid. Well after they ran the bag through the scan machine we were instructed to go through the metal detector and the scan machine. I was placed in the scan machine and they put my wife and son through the metal detector. They pulled our bag to go through the items which we went through in BWI however the next agent who had the personality of a rabid dog told us that they had to throw the juice out that the first agent allowed us to bring in and that I needed to be frisked because they couldn't tell what type of liquid was in the juice box. If this is the procedure I really don't have a problem with the procedure and even the ignorant TSA agent who felt it was necessary to speak to us with a condescending and degrading tone. After scanning the bag twice more and pulling every item out of the bag she continued to proceed with her negative tone towards us. This next part is where I found myself wrestling with the whole experience. The other two couples never had their bags searched or even had things thrown away. The fathers of the couples were never searched nor the mothers but for my wife and I I was the only one searched which really doesn't make sense because they never searched or frisked my wife? Where is the justice with this process? If you need to frisk someone that is fine but why did they not frisk my wife? I felt trapped and extremely dehumanized because of whatever bad reason she had to set us apart. I mean the body scan never caught anything and then I had to go through a full body frisk! I believe that rules are necessary and even good for our safety but when the rules are not enforced consistently and fairly and for a TSA agent to implement rules due to the challenges that they are experiencing is truly unfair. There are a lot of things to concern airplane travel other than children juice and food.

I found this experience extremely unfair and there is nothing that I did to warrant this type of treatment or maybe I did and that was a black man traveling in the US. I know for a fact nothing not one thing will be done about this but I wanted it on the record that I did exercise my right to complain about the process and the treatment of one of your agents.

Sincerely,

(b)(6)

Flight 244 Airtran

FLI to BWI

Saturday September 21, 2013 11:10a.m.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/23/2013 10:44:07 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 7:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : checkpoint to gate 23 TSA Employee: (If Known) : female Comment : When going through the screening station prior to entering the gate lounges, my partner requested a pat down due to being pregnant. The female officer refused, saying she had to go through her machine. When my partner insisted the officer allowed her to go through the metal detector machine instead of the micro scanner machine. My partner has had no problems when requesting a pat down in several other airports, both in the us and other countries, and we were shocked at the officers rude manner.

2013 8:23:11 Please make sure, that your officers know the "rules" of the security-procedure and act along these rules and are aware of the alternatives in special situations like a pregnancy and also respect the passengers wishes to use these alternatives!

Would you like a response? : True

Passenger's Name : (b)(6) (Husband) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 9/24/2013 4:45:22 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2013 10:00 PM Airline & Flight Number : dl 1262 Checkpoint/Area of Airport : terminal 5. security checkpoint TSA Employee: (If Known) :

Comment : while traveling with a baby before, i went thru regular metal detector with infant in arms, and were let thru (given that it was ok). while at this location i also went thru the metal detector as instructed by the TSA agent, only after going thru i was asked to wait for a pat down even if the metal detector did not beep. while waiting 'standing' with the 3 month old sleeping baby in my hands next to the metal detector for a loooooong 3-5 minutes for a female assist i asked the agent why i was standing there, he replied "because of the baby" (!?)

is it normal procedure for a mother with a baby to be patted down than why isn't a sign about that? or even an separate line? or the minimum of having a female assist standing there for such cases?

2013 6:18:33 if it is normal procedure, why wasn't it done to me at the other airports(maybe the other airports were wrong!?)

in any case, having a mother stand on her feet with a sleeping baby in her hands 10:00 at night for more than 60 seconds without a valid reason, is unacceptable to me, and needs an explanation!

this is just of my bad experience at this instancel!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Wednesday, September 25, 2013 3:15 PM
To: Kapp, Robert; bob.kapp@tsa.dhs.gov
Cc: DENcustomerservice@dhs.gov; Bromer, Zachary; Ombudsman, TSA
Subject: Customer w/a couple of disability related issues

Sir,

2013 6:10:2 Came through security at DIA, Checkpoint A terminal 9/19/13 12:00 – 12:15. I should be easy to pick out of the video tapes as I use a wheelchair and was accompanied by my service dog, a golden lab. Last line to the left.

2 issues which require additional staff training:

First, I can walk a bit, but told them they could not leave me stand long. I went through the metal detector without any problem but then had them tell me I could not go sit in the fixed seats 10 feet away until they swabbed my hands and check my wheelchair and returned it to me, that I should lean against a column, where they then left me until I nearly went down and just went and sat down anyway. It was very inappropriate and uncaring. When I went through ATL security 3 days later they got my wheelchair screened in about a minute and a half and back to me very quickly.

The second issue is when they scanned my back pack they did not like my belt buckle. It was stuck in an open water bottle pocket on the outside. They asked if they could do additional screening and when I consented (and told them I was sure it was the buckle and where it was located) they separated me from my bag for 5 minutes or more, instead of waiting for my wheelchair to be returned to me so they were going through it in my presence. I had my wallet and all my money in it, and given the recent issues in the news questioning the honesty of TSA agents, it was a situation that should be avoided, not to mention separating me from my bags is a huge pet peeve of mine.

Feedback Type : Complaint

Categories : Missing or Damaged Items

Current Date/Time : 9/25/2013 10:15:52 PM Airport : BIL - Billings Logan Date/Time of Travel : 09/24/2013 6:30 AM Airline & Flight Number : Delta DL3301 Checkpoint/Area of Airport : BIL TSA Employee: (If Known) :

Comment : My bag was opened w/o my knowledge. Someone turned on my metal detector head. I had it turned off and taped so it would not read or send a signal. When I opened my bag last night I told my wife someone turned on the detector head most likely to see what it was. That was not so bad but my new Swiss Army Knife was stolen. It was a gift from my son. I was very frustrated when I found it gone. I hope something can be done to protect us from this type of theft. I trust you will respond to my email.

Sincerely,

2013 8:25:1

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that she flew from EWR to PHX on 09 15 2013 on US Airways and stated that she that the screening procedures were a little bit out of hand. She stated that she has an artificial hip and has a Medical Card stating this which she submitted to the screening officers but still felt that the officers were not treating her the way that she should of been treated. She also stated that her Luggage was also inspected and thought that they may of been targeting her since her incident at the screening check point she stated that she felt like a criminal. She stated that her suit case was also searched and all that she had in her luggage was a curling iron and hair drier advised the caller that her baggage was probably search to clear and alarm. She did state that there was a NOI inside the suitcase.

2013 10:48: Gave the caller the following info:

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Gave the caller the following info:

We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared after screening.

From now on I will be leaving you nasty notes in my bag.

GO FUCK YOURSELF!!!

I HATE YOUR BULLSHIT LIES SO DONT EVEN RESPOND UNLESS YOU ARE READY TO MAKE THIS RIGHT AND CORRECT YOUR DISFUNCTION.

Sincerely,

One pissed off voting american. (b)(6)

On Sep 23, 2013 12:14 PM, <HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com> wrote:

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

2013 8:21:0

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

Caller and wife flying tomorrow and he is worried about going through screening because of a previous experience.

Caller states the TSO performed a patdown in public and grabbed his genitals, asked if that is allowed? Stated he completed a complaint at the airport and nothing was ever done to the TSO, wanted him to go to jail. Said a woman supervisor was telling the TSO that he hadn't touched him enough during the patdown.

Asked if he is required to go through the naked machine, what can he do to reduce his chances of having a patdown?

Mentioned there are certain lanes at the airport that passengers can go through and avoid screening!

Response:

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right. WTMD, AIT or Patdown is required to complete screening process before allowed to board a flight.

TSA has required updated software on all Advanced Imaging Technology (AIT) machines.

2013 9:56:2 This software, also referred to as Automated Target Recognition (ATR), is designed to enhance privacy by eliminating the image of an actual passenger. ATR detects potential threats and indicates their location on a generic, computer-generated outline of a person that appears on a monitor attached to the AIT unit. If a potential threat is detected, the area will require additional screening. If potential threats are not detected, the outline is not generated. An "OK" appears on the monitor, and the passenger is cleared from screening. In addition, passengers are able to view the same outline that the TSA officer sees.

Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

A Transportation Security Officer (TSO) of the same gender as the passenger will conduct the patdown search, and as the screening is being conducted, the TSO should be describing the procedures he or she is using. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Advised caller he has the option to speak with a supervisor while at the checkpoint if there is an issue, also, how to contact the CSM at any airport.

Advised caller airlines may have select lanes for business travelers, passengers with children, physical disabilities, etc. which may not be as crowded but everyone has to go through screening process to board a flight.

Advised caller to empty pockets of all items and place in carryon before beginning screening process.

Caller said that she traveled this Monday, September 23rd, from LAS to PDX on Spirit Airlines Flight 360 departing at 1615hrs. She checked in one piece of luggage around one hour prior to her flight, as she was running late. She said that it was a large black suitcase; a very standard luggage. She was unable to locate her baggage claim tag at the time of her call. When she arrived at her destination, she was missing a Gold Claim and map from prospecting in NV. She was also missing a hand held metal detector from the bag. Upon inquiring, she stated there was no NOI, but the airline representatives refused to assist her claiming that TSA is responsible for inspecting the contents.

Apologized to caller for her experience and missing items, and did explain that if a physical inspection of her luggage was performed, the officer should have placed a NOI inside to notify her this was done. However, given the value of the items missing and lack of assistance from the airline, I advised that we would forward her information to the CSM at the airport for review to see if any additional assistance can be provided to help investigate.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/29/2013 2:36:05 PM Airport : MCO - Orlando International Date/Time of Travel : 09/27/2013 2:00 PM Airline & Flight Number : Air Tran flight 1610 Checkpoint/Area of Airport : gate 101 TSA Employee: (If Known) :

Comment : I understand our governments position is that citizens of the U.S. are guilty until proven innocent, but I am granted by the U.S. Constitution and my maker inalienable rights. One of which is the right to be secure from unreasonable searches. Look it up! It is in a document created by the founder of our nation. On the date and place forementioned I waited several minutes in a line to have my possessions searched. I waited patiently in this line, but aggravated at the number of search stations that were unmanned. Of course it didn't help to have at least 8 TSA employees meeting for several minutes in a circle in front of one of the unmanned search stations. I took my shoes off and placed all of my belongings, except the clothes I was wearing and a small wallet in my left pocket in the bin to pass through the xray machine. I was told to go into the ATD machine and raise my hands above my head, I complied with no hesitation. Once I cleared the machine I was asked what was in my pocket. I pulled my credit card size wallet, that holds my id and several credit cards about 1/28" deep and a little larger width and depth than a credit card. The TSA employee grabbed my wallet and opened it peeling through the cards like it was a filing cabinet and then proceeded to frisk me. What in the world could be in my wallet that would be any danger? My daughter of 30 years of age was traveling with me, as was my wife and younger daughter of 24 years of age. My wife, who was in front of me was wearing tight capris with no pockets, who also passed through the ATD Machine and she was frisked. My oldest daughter who is newly pregnant requested to pass through the metal detector instead of the ATD machine and she was not frisked. Why on earth would I go through your ATD machine and be subjected to an invasion of my personal privacy when I could go through the metal detector and not be violated. I saw many people being frisked that passed through the ATD machine. Why have an ATD machine if you then need to frisk innocent civilians? As I see it, it was not only a violation of my constitutional rights but a huge waste of time. If passing through the somewhat low tech metal detector was good enough for my oldest daughter to pass through and not get searched it is probably good enough for the rest of the travelers. It would not only prevent unconstitutional searches but reduce the time of screening so travelers are not bogged down in the process of false security when passing through the ATD machine. I requested a supervisor and he gave me a form to fill out. I have traveled for many years from age 5 yearly to age 51, I have never felt my constitutional rights were violated until this experience.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From : (b)(6)

Sent: Sunday, September 29, 2013 12:55 PM

To: TSAExternalCompliance@dhs.gov

Subject: LGA Terminal C / US AIRWAYS flight 1711 / September 29 2013 12:00pm EDT

TSA employee (b)(6) male dark hair.

I entered the checkpoint at LGA terminal c, us airways, at about 12:00 pm on Sunday September 29th.

I placed my bags on the xray and told the TSA employee at the metal detector that I would be opting out. He called for a "male assist" and I waited. The TSA employee who arrived called out "next wuss".

2013 8:11:5 I asked him "what did you say?" and told the metal detector employee that I needed to speak to a supervisor immediately.

From speaking to the employee at the metal detector I learned that (b)(6) was the name of the TSA employee who used that slur against me.

(b)(6) did not screen me. Once I requested the supervisor: (b)(6) left the checkpoint and I did not see him again.

(b)(6) behavior is a disgrace to TSA. Any employee at any other job who bullied customers the way (b)(6) did would be fired on the spot. He is also a coward: he left the checkpoint while I was completing my screening process in an attempt to avoid being identified.

(b)(6) behavior has greatly diminished TSA's image in my opinion. I hope that you will take corrective action.

(b)(6)

NEW YORK NY 10023

HYPERLINK (b)(6)

(b)(6)

When traveling from IAD to her leather notebook containing scriptures, was opened, layed with the printing up, and was sent through xray screening again after it had already been screened b xray and been physically inspected by a TSO. The caller indicated that her husband wondered if the same had occurred it it would have been the Koran.

The caller indicated that she cannot comfortably raise her arms above her head. She requested to be screened via the WTMD. She was advised that she would have to go through AIT, or receive a patdown.

She is 78.

She asked if she can go through the WTMD due to her age or if she can obtain documentation indicating that she can do so.

She asked if it can be considered that passengers over 75 be permitted to request WTMD screening, rather than AIT or a patdown.

The caller indicates that she doesn't understand why TSA would think that someone over 75, and not someone younger, would have bombs in their shoes. She indicated that she was happy for procedure.

She asked for the reasoning behind the change in the screening process for passengers who are over the age of 75.

2013 8:40:1 She asked for a number or contact to write to in regard to making these changed.

I advised that I did not have a contact number, but could provide a mailing address for TSA Headquarters.

She asked who monitors complaints.

Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

I advised that I had documented her complaint and TSA monitors the number and nature of complaints.

I advised that TSA standard procedure is that passengers cannot request WTMD screening, in lieu of the AIT or patdown. This applies to all passengers.

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while
Caller flew from Manchester NH on SW on Sept 20th. She had one checked bag. She had two NOIs. She had a patdown. She packed her hair dryer. It is a dryer base where you put brushes. Her hair dryer is missing. She asked if there is a discard bin at the airport.

The patdown is degrading. She asked if there was a way that she could get screened so that she would not have to go through the machines.

2013 9:38:11 told her that she could always ask for a patdown. All passengers will be screened either through patdown, AIT or WTMD.

I gave her the lost and found number.
Manchester Airport
603-624-6349

(b)(6) provided the below additional information on her complaint which happened at JFK not LAS. I am sure that you will be able to assist her with her concerns over her experience at the TSA security checkpoint.

Sincerely,

Laura L. Renner
Program Analyst
DHS/Transportation Security Administration McCarran International Airport Las Vegas, Nevada LAScustomersupport@tsa.dhs.gov

For additional travel tips and information on the Transportation Security Administration please visit our website at www.tsa.gov.

PII Policy Message to be provided to customer: "Collection of this information is made under 49 U.S.C. 114(e) & (f). Providing this information is voluntary. TSA will use this information to improve customer service and may share it with airport operators for this purpose. For more information, please consult DHS/TSA 006 Correspondence and Matters Tracking Records."

2013 12:05: ---Original Message---

From: (b)(6)
Sent: Friday, September 27, 2013 9:53 PM
To: LASCustomerSupport
Subject: RE: 5000.15 (b)(6)

Hello, thank you for your kind words. The incident took place at JFK airport in new York. We were connecting there to b buffalo. I am a Canadian citizen and did not approach anyone for fear I would not get home. I am 5'10 and disabled (I walk with a cane). I have short brown hair with highlights and I wear glasses. I was wearing navy shorts and a grey sweatshirt with Paris las Vegas on the front. I do not remember much about the tsa agent except he was 40 to 50 years old. After landing at JFK I went for a cigarette outside and this occurred about 11pm as I went through the start of security where you show your passport. I was one of the only people there. There was an issue about a scanner for passports not working and I had to move over. I pose no threat to anyone and did not deserve this treatment. I was grabbing a connecting flight so I had no luggage and this occurred a 1st chockpoint before scanning.

The agent was quite tall and maybe wore glasses and I believe he has gray hair mixed in with darker colour. I did not notice his name as I was looking down supporting myself on my cane. He stated to me next time I was to take my passport from its case. I smiled letting him know I heard. He then stated "you speak English" and upon looking at my passport he said "your Canadian, (b)(6)" he did not ask me a question that required me to answer him. He stated to me to take out my passport from its case next time. As a well educated Canadian the french questions is insulting as Canadians speak English, one province speaks french. I was belittled and insulted with his statements. I wish I had more info for you but I was scared of the agent holding me back as my daughter was waiting at the departure gate. He entered my info or scanned my passport. Won't his name appear somewhere? I flew jet blue and had just landed at JFK and awaiting a midnight connector to buffalo.

Please keep me informed. Thank you for your assistance. Sincerely, (b)(6)

From: (b)(6) on behalf of LASCustomerSupport [LASCustomerSupport@tsa.dhs.gov]

Yesterday I had yet another disappointing encounter with your security process and I had to write and express my concerns. It was one in a line of many unfortunate encounters with your employees.

I am a federal employee; a Foreign Service Officer, and I have focused much of my 15-year career on visas and border security issues. I understand the many challenges that you face. I flew out of the Green Bay airport on September 29 to return to Washington, D.C. I was the only person going through security. I was told to put the cheese I had purchased in a bin for scanning along with my toiletries. I did as instructed. Then my bag was rescanned, along with my other goods, and the agent opened my bag, removed another item (a candle), and scanned it again. I then asked why my cheese was screened so carefully, along with the candle. I was told that cheese has many common properties with explosives (those were the exact words used), and that paste needs to be screened. I had no paste. I asked what the agent meant. The agent had opened my bag and removed a candle (clearly labeled as a candle), but she thought it was a jar of paste even after opening the lid. I explained that it was a candle. She said that they did not notice the wick.

10/13 12:05:

This only took a few minutes; it's not like Green Bay is a bustling metropolis. I was selected again for a random search at the gate. That did not seem random when I had already had my luggage carefully inspected, and then 50 feet down a hallway, one of the same agents is pulling me out of the line. I asked him a few more questions about cheese. I am from the Midwest. I have seen the Packers on TV (and the hats their fans wear). I am pretty sure that Wisconsin has a reputation for cheese. It's called the Dairy State and a lot of people who visit there buy some cheese. I refrained from buying any jelly, toiletries, or other items for sale in the tourist area I visited, to avoid problems with security. I thought I was safe with cheddar cheese, which is labeled, is obviously cheese, and is a solid. Not a liquid or a paste. I asked the second officer at the gate, who had a nametag on that said "Lead Agent," more questions and pointed out that I simply cannot take their security screening process seriously if I am told that cheese and explosives share similar properties. That is ridiculous. It is asinine. His response implied that I was an idiot; he agreed with his subordinate that cheese and explosives share common properties.

I travel more than many people. In the past year I have visited five foreign countries (four trips on official business) and also taken three domestic trips. I know what can and can't be packed. I dress carefully to move quickly through airport security. I even, after having been inappropriately touched by at least six different TSA agents who apparently believed that my bra contained some sort of dangerous device over the past 10 years, have started wearing different bras in order to avoid that sort of attention; it doesn't help, though, I still had someone touch my breasts while on my way to Green Bay from DC on September 26. I guess you call it a pat down but on the receiving end, it's still inappropriate.

The caller stated that she had breast cancer and that she has metal breast expanders in her chest. She stated that she knows that she is going to alarm the metal detector and that she will be subjected to a patdown. The caller advised that she is 4 weeks post op and that she does not want to be patted down. The caller became upset. The caller made the statement that she is just going to expose herself to the officers so that they can see her. The caller stated that we have her number and that we can go ahead and flag her. The caller also began to make comments about how the TSOs at LAX are less than satisfactory.

Advised the caller: A breast cancer survivor who wears breast prostheses, has mastectomy scars, wears head coverings or a compression sleeve may want to inform a Transportation Security Officer (TSO) of her needs before screening begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

2013 4:01:4

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I advised the caller that she would have to be screened and that all she needs to do is communicate her concerns with the TSOs and indicate to them if any area of her body is painful when touched.

The caller terminated the call.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/30/2013 3:23:06 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 09/30/2013 2:30 PM Airline & Flight Number : swa 933 Checkpoint/Area of Airport : terminal a TSA Employee: (If Known) : multiple people Comment : I had read the tsa guidelines before travelling with my cat, so I knew to be prepared with a leash to "maintain control of my animal". However the first screener repeatedly told to remove the leash for xray. I felt like I couldn't for sure keep control without it. Eventually another screener explained to him it was ok. Then after the metal detector, they made me wait for a while to find someone to swab my hands and pat me down. The only available ladies claimed a cat allergy to the others but denied it when I asked. Finally they decided to have me put the cat away then pat me down.

2013 4:12:5

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to file a complaint and said she has to get an attorney because TSA doesn't know how to treat people at the airport. Flight #1883, US Airways, Gate #C26.

Flew from PHL to TPA and she is 81 years old and she was in a wheelchair and said she couldn't stand. She requested a wheelchair and upon arrival at the airport she was wheeled to security and she stood up for security, TSO asked if she could stand and she told them she would do whatever they asked her to do. She was unable to walk through the WTMD. She had a patdown as she stood by the wheelchair.

States she was on a bus for 5 hrs. before she arrived at the airport. Arrived at the airport at approx. 5PM, flight departed at 6:24 PM, arrived in TPA at 9:19 and had to wait for her ride to Clearwater, FL where she lives and arrived at home 11PM. States the trip was approx. 12 hrs.

States she is a sick lady and has had surgery on her breasts and that area was sensitive (states she didn't inform the TSO of this fact). She said she needs knee replacements and is sick.

A supervisor was called and her bag was taken and checked 3 times. she had medications with her and a sandwich and an 8 oz. bottle of water that was half full because she had used on the bus ride to the airport to take her medications and stated she forgot was in the bag. States she spent half an hour with the TSOs trying to get them to let her go through the screening technology. States they tested the water and a TSO wanted to undress her in a room? She also states they kept asking the wheelchair attendant if she had touched the passenger.

2013 12:19:

Caller was patted down in the general area and said they tested the water and she told them it was just water.

Caller said TSA needs to catch the criminals who are coming from other countries trying to do us harm and not people who live here and are citizens. Doesn't want this to happen to other old ladies.

When I returned her call, she stated that she told the TSO she would go through other screening and that she went through the AIT to complete her screening process.

Call dropped at 12:35.

Response:

Returned call at approx. 12:48 PM and provided following information:

Apologized to caller for her experience and informed information would be provided to the CSM at PHL for their review.

The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter.

Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown.

The wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

Explained a private screening would have been offered to her by the TSO and TSA doesn't require people to remove their clothing.

Explained to caller anytime she is taking more than 3.4 ozs. of liquid through checkpoint it is subject to additional screening.

To whom it may concern,

I was at the Oakland Airport this morning and was disgusted by the way the TSA Agents treated my son as he went thru screening. He is a US Marine traveling back to Camp Pendleton via Oakland Airport to San Diego, with order to report to duty today.

We were in line waiting to be screened, with my son in full dress uniform. As approached the front of the line at the screening area, we asked one of the agents if he was ok in full uniform to pass through the metal detector. He said that he was fine motioned him over, unlocked the rope and showed him to the metal detector. Remind you, he was in full uniform, less his shoes. Belt buckle, tie clip, jacket with ribbons and awards, and dog tags around his neck. As he passed through the first time, the alarm went off.

At that time, an older woman agent immediately came over and took charge. She then told my son he needed to remove his blazer and go through again. The alarm went off again. He then was asked to remove his belt and tie clip and go thru again. He did so and the alarm went off again. By this time there were 4-5 agents standing in the vicinity all looking around at each other, like this was the first time that they had encountered this.

By this time I finished putting my shoes and belt back on, another agent came over and said something about his shirt, then he was waived off by another and then they motioned him to go thru the metal detector again. He did, the alarm went off again and then they had him go thru the body scanner, before finally letting him pass.

I would guess that his dog tags were probably setting off the alarm on the last round, but he never removed them.

2013 4:12:2 It boggles my mind that a US Marine in uniform would be treated as though he may be a threat to the very people that he is sworn to defend and that the agents screening him, with the exception to the first man that we encountered, would show such a complete lack of professionalism when it came the treatment of a US Marine.

This is appalling and unacceptable treatment of our military men and women that offer their lives to defend our country and rights, only to be treated like some second class citizen with no honor or respect.

Everyone involved in this should be ashamed of their behavior, lack of professionalism and needs to be trained or retrained, on how to better respond to our military personnel, their uniforms, what they mean and the different areas that may set off a alarms, ie, metals, dog tags, tie clips, etc, etc.. So that in the future, they may be better prepared and avoid this embarrassment to the TSA and poor treatment of our military men and women.

Regards.

(b)(6)
Dublin, California

Address: (b)(6) Pikeville KY 41501

Email: (b)(6)

Passenger Name: (b)(6)

What happened?

2013 6:08:1

My husband, (b)(6) and I were traveling from Louisville, Kentucky to Orlando,

Florida on September 21, 2013 aboard Southwest Airlines Flight No. 728. At approximately 6:

45 AM, we attempted to go through security to go to our gate. Traveling with my husband and I were our two small children, ages 2 and 4 months. My children were initially secured in a

double stroller which our airline permitted us to check at the gate. After placing our personal

items and shoes on the belt, we removed the children from the double stroller. Officer

(b)(6) was present and it was obvious that he had an attitude toward our parental status. I held on to my son's, age 2, hand and held my 4 month old daughter in my arms while my

husband folded the stroller and placed it on the beltway. First, Officer (b)(6) told my

husband that the stroller would have to be further compacted and my husband informed him

My husband and I went through the TSA-Pre checkpoint at Dulles Airport on Monday, October 1 about 4pm. For me, the process was a breeze. I loved the short line and the ability to keep my computer and toiletries in my bag and keep my shoes on.

My husband on the other hand, had a longer than normal processing time. He had a knee replaced and since there was only the metal detector pass through, the beeper went off. He had to remove his belt and shoes, then go through the metal detector again, which of course, beeped again. The TSA agent collected all of his items and then patted him down and used a hand held scanner. This totally defeated the advantage of being a known traveler to go through TSA-Pre.

2013 10:25: Our suggestion would be for Dulles and all other TSA-Pre checkpoints to have a scanner to their area so people with knee or hip replacements or pins in bones can pass through the checkpoint without the hassle that my husband faced.

Thank you for considering this recommendation. It would greatly add to the efficiency of the TSA-Pre process. Feel free to call us with any questions.

(b)(6)

(b)(6)

Caller wants to know why she was treated the way she was when she went through screening on a recent flight at the PHL airport?
Said the TSO kept harassing her and pressing her breasts and she said she can't sleep and wants to know why they did her that way?
Said it was mafia at PHL when they screened her.
Caller thought someone would be contacting her.

Response:

2013 3:06:30 Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Explained to caller her information has been forwarded to the CSM on 10-1-13.

Asked if there is anything else she wants to add to her complaint and she kept repeating the same information previously provided.

Explained to caller on the previous call I requested her email and told her if there was additional information needed the CSM may contact her via email.

Caller states he is precheck approved via American and wants to know how does he get approved with other carriers?

Caller wanted to comment about the treatment he encountered this morning for his flight, departing from Ithaca, NY to Ft. Meyers FL. He flies 5 days a week and is an attorney in murders and acquisitions and a trial lawyer. The TSA in Ithaca NY are very unprofessional. He always takes his coat off and puts electronics in the bin. He placed his jacket on the bin with the electronics and the TSA person told him he couldn't place the jacket on top of the electronics. The TSO was approx. 5'10" and had a mustache, a caucasian male. The caller asked for a supervisor at this point. At the WTMD there was a male TSO who told him to wait and refused to allow the caller through. Caller believes he wasn't allowed to go through the WTMD because he has asked the first person for a supervisor. Caller states he then asked politely the TSO at the WTMD what his name was and the TSO he took his name tag and shoved it in caller's face. This man was approx. 6'1", bald gentleman, may have had some hair around his ears, but, mostly bald. Caller states he was extremely rude and wouldn't provide his name. Caller was flying via US Airways, departed at 5:40 AM, Flight #4123, boarded at 5:10 and thinks he was there at 4:45.

Response:

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Pre✓™ benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre✓™ when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

2013 8:48:5

Application process will be available beginning fall of 2013.

To be considered, applicants must be U.S. citizens, successfully pass a background check, and pay an anticipated enrollment fee of \$85 to cover operational costs. TSA expects the enrollment process to take approximately 2-3 weeks, and eligibility for TSA Pre✓™ will be valid for 5 years.

Apologized to caller for his screening experience this morning and provided following:

TSA regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

The caller indicated that prefers not to be screened by the AIT. He indicated that he asked to be screened by the WTMD. He was not permitted to and was screened via a patdown.

He expressed frustration that a family of four was permitted to pass through the WTMD and did not receive a patdown. H

The caller asked who, and what lobbyist makes these rules as they do not make sense.

He asked why a passenger cannot required to be screened by the WTMD.

2013 9:15:0 I advised that passengers are not permitted to request to be screened via the WTMD in lieu of the AIT or patdown screening. This is a TSA policy and procedure.

He advised that he can request a patdown instead of the AIT.

I advised that if he would like to know who and how these processes are determined he can contact TSA Headquarters and I offered a mailing address, which he declined.

He asked if he had not reached headquarters or if he reached the DHS. I advised that he has reached the general information contact center for TSA. TSA Headquarters is located in Arlington VA, the TCC is located in KY.

The caller indicated that he would call headquarters.

To whom it may concern,

As I was going through the security checkpoint at Tampa International Airport, I requested to have a pat-down instead of going through the metal detector or body scanner. I read on the TSA website that that was an option. Upon my request, two female TSA agents told me that everyone had to go through the metal detector. When I mentioned that it was what I wanted to do (as a personal choice because I am pregnant) they completely dismissed my request. Not only did they dismiss my request but they continued to belittle me by raising their voices and just continued to yell that I had to go through the metal detector. I remained calm and respectful, but I was embarrassed by the attention they were drawing to a perfectly acceptable request that I had. About 20 minutes later, I decided to mention the problem to TSA Supervisor (b)(6). She acknowledged the fact that I do have the right to request a pat down. She apologized and said she would review the surveillance and speak with the two female TSA agents. I appreciated her help, but I just want to make sure that those two agents were spoken to. Thank for your time and I would appreciate any follow up information you can provide me with.

2013 11:59:

(b)(6)

Sent from my iPad

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

2013 1:25:3 For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a \$20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

From: (b)(6)
Sent: Saturday, October 05, 2013 3:33 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/5/2013 3:33:27 PM

2013 5:12:5
Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Inappropriate screening of cancer victim

Comments:

I am writing the Ombudsman because your "Civil Rights" and "...Medical Conditions." weblinks do not offer satisfactory options.

During screening for Alaska 441 out of LAX on October 2nd, my wife was subjected to what we consider an inappropriate, unnecessary and painful pat-down after passing through a metal detector. Three or four folks were directed thru the metal

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/6/2013 12:17:27 PM Airport : MDW - Chicago Midway Date/Time of Travel : 10/06/2013 10:45 AM Airline & Flight Number : DL 4052 Checkpoint/Area of Airport : Priority screening area TSA Employee: (If Known) :

Comment : Was proceeding expeditiously to collect my belongings after metal detector. Was hemmed in by a structural column next to the conveyor belt. TSA agent was rudely lambasting passengers and by implication me in particular to move to the end. This was neither possible given the column nor necessary given I was finishing up and there was not a significant backlog of items exiting the scanner. Employee was being verbally abusive purely because he wanted to be rude and could claim a so-called appropriate excuse. Your staff need to understand the limitations of a poorly designed space and have common courtesy.

2013 1:14:2

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/6/2013 5:52:23 PM

2013 6:17:4
Name:

(b)(6)

Email:

(b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Jet blue flight 1031 from boston logan to houston hobby, incident occurred and approximately 6:10 am on Sat. Oct 5th, Terminal C logan airport.

Comments: The tsa employee, a woman with short spikey grey hair, was directing customers through the checkpoint. It was unusual because she was telling everyone to leave their shoes on and not to use the bins for our bags and carry on items. A woman asked why she was being told to leave her shoes on, when she had just heard an announcement saying we must take them off. The tsa employee abruptly told her "im a real person who is telling you to leave them on," then the woman asked if the policies have changed, the tsa employee said "not changed, just for today"... But her tone was extremely rude and condescending to everyone, as if we were all totally stupid for being confused. She then proceeded to yell at people saying "put your shoes on!", "put your belt on", "put your watch on", and ordered me to "put your scarf on!". I cannot stress how extremely rude and condescending her tone was. As if we were so stupid for being confused about this sudden change of practice. Also to make matters worse and slower, people were setting off the metal detectors very often, due to belts and items that they were ordered to put back on. Very very unprofessional and rude.

Caller flew from Rock Springs, WY to Denver, CO and then to Portland, OR on August 10th. She flew with her mother and father who are in their 80's. She is upset because she feels that they were mistreated at the airport. Their flight was delayed for 2 hours, the airport workers disappeared for 30 minutes and they couldn't find anyone, a man working on the runway did not help her mother when she needed it (the man was quite a distance away). When they got to the TSA checkpoint they would not provide them with a wheelchair but were told that they could not do that. Her father had a small knife in his pocket that was given to him by her deceased son. They told him that he could not bring it on the plane, which she feels was wrong. She was also upset because her parents went through a patdown (her father has a pacemaker and could not go through the WTMD). She feels that elderly people should not have to be patted down. She did not feel that the TSO's were outwardly rude to her parents but should not have subjected them to that kind of experience. She would like to put in a complaint.

Advised Caller: I'm sorry that you feel that your experience was bad, however everything that you've told me indicates that the TSO's were doing their job as instructed. Wheelchair assistance unfortunately is not provided by the TSA, you would have to contact the airline. Knives of any kind are not permitted on carry-on. All passengers have to go through screening, there are no exceptions. If they cannot go through the WTMD they may be subject to patdown procedures. I will however submit your complaint to the CSM at the airport so that he can review it.

Caller flew out of Phoenix Sky Harbor today at 10:00am (he was at Gate C, lane 4). When he went through the line he put his flip-flops in the bin sideways with his laptop. A trainee agent named (b)(6) told him that that was incorrect, which he replied that it is not (he flies very frequently and always with his laptop and is very familiar with the policy). The officer training (b)(6) officer (b)(6) approached him and asked if there was a problem. He stated there was not, just a difference of opinion. Officer (b)(6) took officer (b)(6) to the back and he went through the WTMD. As he approached the next officer (officer (b)(6) officer (b)(6) came over to him very irate and stated that he had made officer (b)(6) cry. He stated that he did not feel that he said anything rude to officer (b)(6) he just stated that she was incorrect. Officer (b)(6) then took his boarding pass and ID to make a memo. Caller feels that he did not do anything wrong and that officer (b)(6) was out of line by being so irate. He is also concerned that he now has a memo on him at the airport and would like to know what that means. He would like to file a complaint had sent this to the CSM.

Advised Caller: I am sorry that you had a bad experience at the TSA checkpoint. Advised that I am not sure what a memo is, it is not something that I would have access to. I will put in complaint and send incident to CSM for review. The caller son will be traveling on Saturday. He has a titanium rod in his leg. The caller wants to know if her son needs a letter from his doctor or what he needs to do. The caller wants to know if her son will be able to stand on both feet while he is being screened.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I advised the caller that her son would be standing on both feet when he is screened by the AIT.

I advised the caller that medical documentation was not required.

Disability Description: The caller is a combat wounded disabled veteran.

Information Request: The caller says that screening is difficult every time. His knees are damaged to the point that he needs help to take off his shoes and his belt.

He usually goes through the AIT, X-ray, where he holds his arms above his head.

He has ten pounds of lead in him plus knee replacements and he usually has to get pulled aside for screening. He does not need assistance, his problem is the fact that he has to go through different screening twice. He usually starts through the metal detector and that is the one that alarms.

Response Details: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

2013 4:53:4 Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants for ETD. A passenger can request to be seated during this additional screening.

If a passenger has metal implants he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown. The AIT does not penetrate the skin and does not look for just metal so the metal implants should not cause an issue.

You are not required to remove the belt though it is recommended because removing items such as belts may reduce the chances of requiring a passenger to undergo additional screening to resolve an anomaly discovered during Advanced Imaging

I will send information by email.

If you get to the checkpoint and think you need assistance, you can ask for a PSS at the checkpoint.

Caller said the last few times she traveled there was a hassle. Caller has a pacemaker defibrillator and cannot go through the metal detectors. Caller travels by herself and has a carry on bag with a hand bag. Usually when arriving to the metal detector she informs the officer and she places her items on the x-ray then at the same time they pull her aside away from her belongings. Caller said one time her keys were stolen. Caller said at PHL, that do not allow her to maintain line of sight. Callers concern was being able to see her items.

2013 2:07:3 Advised Caller:

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You can always request a supervisor at the screening checkpoint.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 10/8/2013 7:36:28 PM Airport : EWR - Newark International Date/Time of Travel : 10/07/2013 1:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C3 TSA Employee: (If Known) :

Comment : I was traveling with my wife and 2-year-old child. My wife and child were directed to the walk-through metal detector but I was told I had to go through the AIT scanner, thus being separated from my family.

This would seem to be in conflict with your policy as stated on the Traveling with Children page on your website: "Parents accompanying children may opt out of being screened by imaging technology to prevent them from being separated from their family."

2013 8:05:0 Your agent was rude when I pointed out the discrepancy between the TSA stated policy and his own interpretation of the policy. Your agent said I was required to go through the AIT scanner, period. Of course at that point I felt I had no choice due to the intimidating manner in which this message was given to me.

Please improve your training to agents at EWR in order to prevent this violation of your policy in the future. Thank you.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from BOS to Chicago to Peoria on AA 289. Her bag was inspected and there is an NOI present. Her complaint is that the officer did not lock her bag back up zipper and the zipper was 6 inches open. She also wants to complain that she had a knee replacement last year and they took away the x-ray at the airports she flies out of most often which are PIA and BMI. This means that she has to get a patdown every time she flies. She is 71 years old.

I advised the caller that we regret the issue with the lock not being returned to its original zipper locked state and I would be notifying the CSM at the BOS airport about her bag not being relocked.

10/13 10:28: I advised the caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins which she says she does. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown. I asked the caller if the patdown was taking place correctly and she says yes. She just does not like the hassle of having to do it. I advised the caller that we are not allowed to forward any passenger who sets off an alarm and we must clear all alarms before allowing them forward.

Remote Client IP: (b)(6)
Date Time: 10/9/2013 1:47:44 PM

Name: (b)(6)
Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening:

Flight Info (If applicable): Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Detroit Metro Airport, Flight from Detroit to Denver, North Terminal, Flight date: 10/8/13

Comments: I am writing to complain about the screeners and the overly invasive screening process from the TSA agents at the Detroit Metro Airport yesterday.

A little background. I had just left St. Mary's hospital where I was told I was in the process of possibly having a miscarriage. I had the paperwork with me along with the hospital bracelet on, due to the fact that I literally left the hospital and rushed to the airport to make my flight back home so I could get home to my husband and go see my doctor in Denver.

2013 2:12: When a woman miscarries, she is bleeding heavily along with heavy cramping. Included in this process is the horrible knowledge of the loss of her baby. When I got the security at Detroit Metro I was unable to avoid the Xray Scanning, which my OB/GYN told me to avoid at all costs, no lines for the metal detector were available. Because St. Mary's wasn't 100% sure that the bleeding meant I was losing the baby I thought it prudent NOT to go through the scanner. So I opted out. Like usual as soon as you say you are opting out the negative attitudes and poor treatment starts. Every time I opt out I am treated like I am suspected of a crime.

As standard practice, I went through the overly invasive pat down where a female agent gropes my private body parts, all of which were extremely sensitive due to my pregnancy. There is no reason to have a woman karate chop my vagina and grope my rear end. During this pat down, the female agent came into contact with my thick menstrual pad that the hospital issued to me for the bleeding and became alarmed. I showed her the hospital bracelet and told her it was a menstrual pad and that I was possibly going through a miscarriage. She began to treat me like a terrorist. She told me that she didn't believe me and that she was 44 years old and knew what a menstrual pad felt like and that wasn't a pad, in all of her experience. Talk about condescending and uncaring. My heart was breaking and now I was being humiliated on top of it. There is no reason for that kind of treatment. I am a good person, I pay my taxes, I believe in my country, in our constitution and our right to freedom and this whole experience made me feel like I was in a different country where people are treated with suspicion and like they were subjects, not free beings.

No one at the airport had a right to invade my personal life, to even know what I was going through. I am a private citizen and experiencing one of the most horrible situations a woman can experience and this is how I was being treated. What makes this government agency, funded by us hard working Americans, think they have a right to invade people's privacy and disallow them to travel freely inside of our borders?

Management was called and they grabbed my stuff and led me to the private screening room without any information as to what we were doing or where we were going. I was now quite angry on top of devastated. I already felt that the level of groping that occurred during the initial pat down was inappropriate. No one has a right to touch my private parts. In any other part of society it would be considered inappropriate sexual contact and they would be arrested. This is the worst offence against my personal freedom and right to privacy. I was losing my child and distraught over it and when you add the treatment by TSA, the threat of "you can either let me use the front of my hands to grope your breasts and vagina or we are going to call the cops and let them do it" was totally inappropriate. If I wasn't going to miss my flight and not be allowed to fly out until the next evening, I would've had them call them police and had them arrested for molestation and inappropriate sexual contact. Even I waited awhile before I wrote this note hoping I could just forget about my incident in Flagstaff, Az but I can't. So I thought I'd let someone know.

2013 8:10: I was returning home from the Grand Canyon on 9/13/2013. While at the Flagstaff, Az airport I was going through the walk through metal detector when on the other side one of the TSA agents said we need to search you. Nothing went off from the detector but I said o.k. She patted me down twice from head to toe and made me pull up my shirt to see if I had anything hidden in my waistband. On two occasions while patting me down she asked if I had anything in my pockets. I told her no. After that she asked another tsa agent to swabbed her gloved hands and turned to me and said it'll be a few minutes. In the meantime, she asked the agent is this her stuff meaning was this my carry on. The tsa agent said yes and they proceeded to search that. After she got the swab back she turned to me and smugly said "you can go". I got my things and as I was putting on my shoes and things, I watched to see if anyone else was being patted down like myself. No one was treated like me. I was on flight#2953 from Flagstaff to Phoenix, us airways express-skywest airlines. No one going through the security line was treated like my self. When being searched, it was out front where every other passenger boarding the flight could see. It was humiliating. I have traveled several times through-out the US but have never been treated like this. If I'm treated fair I can go along with this but when I was singled out and patted down like I was it was something I don't want to go through again. Maybe this is how you do things now, but for a 67-year old minority, it was unacceptable.

Sincerely
(b)(6)

My family and I were traveling home from Newark-Liberty Airport to Orlando International on Tuesday, Oct. 8, 2013. We were on flight 127 leaving at 11:29 a.m. from gate 17. Everything was fine until we encountered the TSA agent getting people through the metal detectors. He was the most rude agent we have ever had the displeasure of dealing with. First, he got mad at my daughter because she did not have her boarding pass in her hand. We had already gone past the station where we needed to show our boarding pass and ID, so we all put those two items away, just as we had done when we left Orlando to fly to Newark a few days prior. We were listening to the TSA agents to ensure we were following all rules because we don't want to cause unnecessary delays for us or any other travelers. No one said that you had to have your boarding pass to get through the metal detector. This agent stopped the line, and yelled at my daughter (she is an adult, not a child), to get her pass. My other daughter was next, and she had already put her boarding pass and the ones for her children away as well. Again, he stopped the line and yelled at her to get her pass. When she wasn't quick enough to suit him, he yelled at her again. Once she got the passes she was allowed to proceed. We have all traveled all over the country in the past 5 years - California, Washington DC, Indiana, Kansas, Texas, Wisconsin, and Chicago to name a few. At no other airport were boarding passes required to go through the metal detector. In fact, at the other airports we were not allowed to have ANYTHING in our hands, so the request of this agent was not normal.

As I approached the line (my husband and I had already retrieved our boarding passes so he didn't stop us for that), he asked me if I was traveling with children. Since my grandchildren had already gone through the detector, I said I was not traveling with children because I was not responsible for them, even though we were all traveling together. The TSA Agent said my husband and I were in the wrong line and we had to move. He said we should be in the line on the left. Again, no one previous has said those travelers without children had to be in a different line, and again, we have never traveled through an airport where this was required.

Also, I saw where this same agent treated another flyer with rude behavior. A lady in a wheelchair was brought up and asked to get out of the wheelchair (a NICE TSA agent assisted her). Something caused the metal detector to go off, so she had to back up and go through again. The nice agent suggested she be sent through the Advanced Imager, but the rude agent said "Only if she can raise her arms", but in a sarcastic tone. I'm not sure what happened after that, but still, I thought that was

'013 10:13: very rude. What if she couldn't raise her arms? Would he have not allowed her through? He could have been much more understanding, and did not have to treat her as he did.

Unfortunately, we did not get the name of this rude agent. However, my description of him is about 5'6", portly, balding, and about 30 years old. He was dark complected, but not black, perhaps Hispanic. I sincerely hope that by providing the flight and gate number, and the time (we finally got through security just before 10:30 am), this will help identify this rude, rude, man. The line to get through security backed up longer and longer because he kept stopping the line. In my opinion, he is a very rude man. I have never encountered someone so nasty!!! I don't know what his problem was that day, or if he's just rude every day. But he certainly does not need to be dealing with the public. Most people are a little on edge when they fly. I know being a TSA agent can't be too easy either, and I'm sure it's easy to get disgusted when passengers don't travel much and don't follow normal rules, like removing shoes and coats, emptying their pockets, not bringing liquids and such through security. But since we have flown quite a bit and are familiar with the general rules, his attitude was completely unacceptable.

I hope you are able to identify this rude agent...he does not belong in this job.

Sincerely,

(b)(6)

Merritt Island, FL 32952

email: (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/12/2013 12:01:22 PM Airport : DEN - Denver International Date/Time of Travel : 10/12/2013 9:30 AM Airline & Flight Number : United 340 Checkpoint/Area of Airport : TSA pre TSA Employee: (If Known) :

Comment : How can you setup TSA Pre without the puffer/air machines. I spend more time with TSA than US customs. I am setup for global Entry I can fly threw customs, but because I had both needs replace and pins and screws in my left ankle. I have to stop take off my shoes and belt still setting off the metal detector. Other than a short line it still a pain, and makes no sense. I expect to run into the same dumbness in NJ on my way to India.

'2013 1:35: Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that she traveled from PSP to PDX on Alaska Airlines flight 2618 on October 8th departing at 1445hrs. She said that she went through the checkpoint about 30 minutes prior to the flight departure and when she passed through the WTMD, it alarmed and the officers had to inspect her purse and claimed that a USB memory stick was the culprit. She was required to step aside for a patdown and the female TSO ask her if he had anything under her clothing. She told the officer she had a money belt, and the officer had her remove it, stepped out of view and returned a few moments later and returned her money belt claiming she had it scanned. She said she did not need any cash out of the belt until today, and when she opened it, only one of the seven one-hundred dollar bills were inside the envelope of the belt. She is upset and thinks that the money was lifted from her during the inspection. The officer that conducted the pat down was a African American, slightly heavy built, and approximately five and a half feet tall. The caller said that she is seventy-five years old, and about the same height as the officer. She was wearing black jeans, a three-quarter sleeve black jacket with a bright orange top underneath and a black purse. She said that she also wears eyeglasses, and had her hair in a low pony tail.

2013 12:05

Apologized to caller for her experience and the missing money, and advised her that we would forward her complaint to the CSM at Palm Springs Intl Airport for review to see if they can provide additional assistance investigating the matter. Also advised her of her right to file a Federal Tort Claim and sent a form to her email address per request.

I have had such a bad experience with many of the TSA employees at the Columbus, GA airport over the years, but it is getting worse. I use the airport twice a week regularly. I am almost at the level of fear for using my airport. I have complained in the past about one agent in particular, but did not turn in my complaint in writing as I did not want to jeopardize that persons livelihood. This particular agent and a couple others are overly aggressive and vindictive. I have been singled out for unnecessary additional investigation of my property (no longer occurring regularly). I have been yelled at because of the way I walked through the metal detector, something I have done hundreds of times without problems. My property has been dropped and aggressively and unnecissarily handled. I have seen similar abuses of other passengers.

I have been denied the use of a bin to place my computer bag to make sure nothing fell out. I have had my property shoved through the machines prior to being able to have everything situated. They make what is usually a routine procedure into a stressful ordeal.

2013 8:19: I have traveled all over the world and have been through many check points. This group runs one of the worst. It sickens me to see five and six agents working to check in one 50 passenger plane. I know they are supposed to keep us safe, but instead they scare the heck out of me. At the busiest airports, ATL and MCO, I always have time to collect my belongings without TSA agents touching or moving my property.

There is no reason for them to handle my personal property or move my property if there was nothing suspicious detected in the scan. If they have to touch passengers property, there is no reason to be so aggressive and and inconsiderate. They put my property at risk for theft taking it out of my line of site and their rough handling has in the past damaged my personal property.

It is bad when anyone can deliver service that is worse than Delta, but I am at the point of having to not use my local airport and drive to Atlanta just because of the TSA at the Columbus Georgia Airport.

Sincerely,

(b)(6)

I write to you in regards to my travel experiences to the United States.

Since 2009, every time I have boarded a plane to the United States, I have been pulled aside at the gate, thoroughly searched (having already gone through airport security), subject to 'explosives tests' and quizzed about my trip to the US. I initially believed this was a one-off occurrence, however unfortunately it has happened every time I have travelled to the US since.

As a member of the Sikh faith, I wear a turban, a symbol that is highly regarded and cherished. As I have no criminal record and believe that I have not given cause for any suspicion, I believe that these checks are carried out solely due to my physical appearance and I find these persistent checks demoralizing and contrary to a fair human rights policy.

Most recently, I flew out from Las Vegas airport on 30 September 2013 (3:00pm / Flight: Delta 637) returning from a vacation with friends. The experience at the airport left a lot to be desired and has given me impetus to understand and rectify the matter. When going through the X-ray at LAS, as always, I ensured that I remove all metal artifacts before walking through the scanner arch which did not beep. Usually, an additional check is carried out where a metal detector is waved over my turban and is always conducted in a respectful and discrete manner. However on this occasion, the officials who dealt with me were far from respectful and rather than conducting such a search discretely, took me to a location which seemed over exposing and created a display while he not only scanned my turban but also frisked it with his hands. I was travelling with 3 other friends having spent 4 nights in Vegas for a bachelor party. Again it was a very embarrassing and uncomfortable experience for me.

2013 10:08 An official who conducted the searches advised me that I might be on a 'federal watch list'. If so, I wish to understand why this is the case and more importantly provide my full cooperation in any diligent checks to assure the US authorities that I am not a criminal or participate in any form of unlawful activity.

I thoroughly enjoy spending time in the US and given my line of work (as a music professional), I intend to spend extended amounts of time in the US. Furthermore, being in the music industry, I lead quite a public life online, which should aid you in your checks. I would like to refer you to my website [HYPERLINK \(b\)\(6\)](#) You can find me under (b)(6) on Facebook and (b)(6) on twitter. For the sake of clarification (b)(6) is my artist/stage name.

I am happy to provide my full cooperation with any checks in the hope to rectify this matter and prevent being treated in such a negative manner. I have already registered for the TRIP program. My redress control number is (b)(6)

Yours Sincerely,

(b)(6)

Phone: (b)(6)

E-Mail: [HYPERLINK \(b\)\(6\)](#)

Website: [HYPERLINK \(b\)\(6\)](#)

upset because they patted down her breast area. Caller finally told me his wife has an aversion to touch due to sexual trauma. Caller did not feel it was appropriate to have the port patted down, he thought TSA should be able to look at it and clear her visually.

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If they feel comfortable, passengers who have difficulty being touched should inform the TSO that they may need assistance during a patdown.

TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

If a patdown is required in order to complete screening:

- '2013 4:08:
- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
 - The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
 - A passenger may ask for a chair if he or she needs to sit down.
 - The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
 - A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. For more information about the technology used to test for traces of explosive material, please visit <http://www.tsa.gov/press/releases/2010/02/17/tsa-expands-use-explosive-trace-detection-technology-airports-nationwide>.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division

At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/15/2013 3:34:51 PM Airport : EWR - Newark International Date/Time of Travel : 10/14/2013 1:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Gates 10-20 Terminal A TSA Employee: (If Known) :

Comment : TSA only had 2 screening areas open with another being used for training. The lines were backing up. At the first station, they had run out of trays. When I pointed that out to the TSA agent, he said "we know" but did nothing about it. Passengers were complaining that no one was going through either of the metal detectors. The X-Ray screener commented "I don't care how long it takes, I have 2 hours left on my shift. I'll be here regardless". Every TSA agent

'2013 4:11: was rude, impolite and unhelpful. I fly at least once a week and I have never seen such rude and frankly lazy agents as were at EWR. You need to fire them all and start over!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller was trying to reach the CSM at Charlotte Douglas and when he pushed option 5 he got us. He said that he gets Precheck and the designated checkpoint has an AIT that is a few feet away. They make him go through the walk through metal detector and he has to have a patdown. He asked the TSO what is the benefit of having Precheck if he has to do this everytime and why he can't just use the AIT. The TSO told him that the next time he flies he can tell them that he has metal implants so he can use the AIT. Then, the next time he flew he told them about the metal implants and requested the AIT but they would not let him use it and made him go through the metal detector. He said that the screeners are still operating at the checkpoint when I mentioned the CSM is on furlough.

'2013 4:18:

I told the caller that just because you have Precheck does not guarantee that you will not have to have a patdown even if you use the AIT.

I told him I could take his complaint and send it to the CSM or he can wait until the government shutdown is over and call them at 866-289-9673, option 5, and CLT. I told him that the CSMs are on furlough although the screeners are still there. I also told him he may ask for a supervisor if he does have issues at the checkpoint. He is going to call them himself.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/15/2013 9:14:52 PM

2013 10:02

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Great Lake flight 7262 Cortez, Co 955AM

Comments: Excessive Pat down at Cortez Co, including 6 touches of groin area and hair pat down even though I have short hair. Just because I had knee surgery should not condemn me to excessive touching in inappropriate areas. I am a 62 year old pilot and I resent excessive inappropriate touching during these pat downs. When you have a joint implant you are singled out every time, there is no way not to get a pat down every time you board an aircraft. It is very unfair, a metal detector could verify an implant instead of a pat down.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 10/16/2013 1:22:42 PM Airport : CMH - Port Columbus International Date/Time of Travel : 10/16/2013 1:00 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : near gate C49 TSA Employee: (If Known) :

Comment : I have spoken to your customer service agent and read your website about the rules. I still do not understand why I witnessed the following occur:

A very sickly woman, african american, in her 40's I believe, was in front of me in line. She was in a wheelchair and was asked if she could walk a short distance. She said yes. Once she was already in the Advanced Imaging Technology scanner, she was asked to raise her hands. She could not. This woman was probably 80-90lbs and very sickly. She almost fell over. So after awhile of trying this, they had her sit back down in the wheelchair and pushed her through the regular metal detector for a thorough pat down. They made her stand throughout this entire process, meanwhile, she was having a hard time keeping her balance.

'2013 2:02: When I asked the agent at the final customer service station why they could not just have her walk through the small metal detector, he said that was reserved for certain folks with special criteria. So instead, they put this poor woman through a 10-minute patdown, which was very disturbing to watch. She had to lift her shirt up from her pants and all the while, standing, which she could barely do.

1) After they realized she could not hold her hands above her head, why could this woman have not just walked through the metal detector on her own and been spared the invasive patdown?

2) Why wasn't it clearly explained to her that she would need to raise her arms above her head for 5-7 seconds, before having to get up from her wheelchair to enter Advanced Imaging Technology?

3) What is the "special criteria" reserved for people allowed to go through a metal detector?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

This morning, October 15, 2013, I flew to San Francisco, departing from SeaTac. My experience in security check is one I hope to never repeat. I was traveling two weeks following shoulder surgery and wearing a large sling, per my doctor's orders. I went through the metal detector with no problem, but the TSA employee monitoring the machine directed me to have a pat-down and have my sling wiped to check for explosives. To everyone's surprise, the sling tested positive for explosives. So, I had to take the sling off, a painful and unnecessary experience, and be patted down without the support of the sling, also painful. My luggage and purse were also searched. Eventually, I was cleared of the possibility of carrying explosives and was able to get on my way. As I was walking away I noticed that a very elderly woman in a wheelchair was going through the same experience. The agents were professional and kind and doing their jobs as directed, and I appreciate the jobs they do, but it seems to be a waste of valuable resources, money and time to target people with medical devices and/or with obvious disabilities. What happened to common sense?

'2013 8:18: With concern for all people with disabilities-

(b)(6)

Tumwater, WA

Caller got GE # and when her husband traveled he was told to register the number with TSA. Her husband flew from NY to TPA and wasn't allowed, what do they do to participate?

She has an artificial hip and it always beeps when she goes through screening, states some airports she departs doesn't have the AIT and sometimes the machines aren't open for use.

'2013 9:16: Response:

Members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing.

Advised she could request to go through AIT instead of WTMD if metal inside body.

To Whom It May Concern,

I have TSA Precheck and travel every week for work. One of the major benefits of Pre to me is that it filters the amateur travelers OUT of my security experience (travelers who leave liquids in their bags, change in their pockets, have strollers etc). The pilot program that I experienced at Logan, trying to merge non-Pre travelers into a Pre line, is horrible. It defeats one of the major values of Pre, a value that I paid \$100 for. Filtering amateur travelers into the Pre line significantly slows the security process down. If you want to run non-Pre travelers through a Pre-type system, I would suggest giving them their own line/belt/metal detector. But ALL of my colleagues have expressed extreme frustration with this new wrinkle in the program.

Please feel free to reach out to me if you have any questions or want to discuss further.

Thanks,

(b)(6)

examined. Caller states that her grandmother flew from PHX to MCI. Callers grandmother states that the alleged strip search occurred at PHX. Callers grandmothers name is (b)(6) Caller made contact with the grandmother to obtain further information at which point, the grandmother states that she wishes that the caller would just let it go and not worry about it.

The entire conversation with the grandmother could be heard on the phone line.

Flight Details:
Southwest Airlines
10 17 2013 at or around 0745
Gate Terminal: Unknown

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a Patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, Screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

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The entire conversation with the grandmother could be heard on the phone line.

Flight Details:
Southwest Airlines
10 17 2013 at or around 0745
Gate Terminal: Unknown

Advised Caller:

2013 1:18: TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a Patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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Feedback Type : Request for Information

Categories : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 10/18/2013 9:39:48 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2013 10:06 Comment : My wife has a titanium knee replacement that always sets off the metal detector. Is there a way for her to be examined and cleared prior to passing through security and being subjected to a full body exam? It is humiliating and really unnecessary.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I recently signed up and was approved for Global Entry, which also allows me to use Pre-Check.

I have had 2 hip replacements so am loaded with metal. Because of the hip replacements I have a limited ability to bend over and removing my shoes is very difficult- my wife usually has to help me. Before I got Pre-Check I always selected a lane with a full body scanner as it would let me pass without having to be patted down, although I had to remove my shoes. Last week I used Pre-Check for the first time at DFW and the Pre-Check lane had only a metal detector and of course I set it off. I was then required to remove my shoes. This problem, I hope, was limited to DFW because they don't have a central screening area like most airports but have numerous checkpoints near various gates, not all of which offer Pre-Check.

2013 11:11:

My question to you is: At airports where all passengers are screened in a common area, are Pre-Check passengers forced to use a metal detector or may they choose to go through a full body scanner with shoes on? Someone has told me that all Pre-Check passengers are sent through a metal detector at all airports. I hope this isn't true as the reason I signed up for Pre-Check was to avoid the difficult process of removing my shoes.

Thanks for any advice you can give me.

(b)(6)

Caller wants to complain because going through security yesterday at FLL she had to have a patdown. States she recently had a hip replacement and a card to inform them and the alarm went off and they put her in a separate area and a lady came and gave her a complete patdown. There was a glass you could see through and a door and a TSO went ahead of her and she had to wait for a lady. States it wasn't a room even though she mentioned a door, glass enclosure. State the TSO did the buttocks, breast, vagina, etc and made her spread her legs and she had to spread her legs and she didn't have shoes on and it's difficult for her to stand for a length of time without her shoes. Caller states she was offered a private screening area and chose to have in the public area, glass enclosure. She is 68 years old and doesn't understand why she had to go through this. She was just disgusted that she had to have the patdown because she had the card and to the extent of the patdown, had to raise her top to her waist and the TSO went around her waistband. She stated she didn't have a problem at BWI and went through the same screening, WTMD. States the TSO explained what she would be doing when performing the patdown and she had to stand still until the gloves were tested.

Flying from FLL to Baltimore, Flight # 588, Gate # B4.

She would like to have an answer as to why she had to go through this procedure, she doesn't have an email address, but, would like to have a response.

Response:

2013 11:39 Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives. We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

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Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Explained to caller the TSO appeared to follow standard screening procedures performing the patdown.

Caller wants to complain because going through security yesterday at FLL she had to have a patdown. States she recently had a hip replacement and a card to inform them and the alarm went off and they put her in a separate area and a lady came and gave her a complete patdown. There was a glass you could see through and a door and a TSO went ahead of her and she had to wait for a lady. States it wasn't a room even though she mentioned a door, glass enclosure. State the TSO did the buttocks, breast, vagina, etc and made her spread her legs and she had to spread her legs and she didn't have shoes on and it's difficult for her to stand for a length of time without her shoes. Caller states she was offered a private screening area and chose to have in the public area, glass enclosure. She is 68 years old and doesn't understand why she had to go through this. She was just disgusted that she had to have the patdown because she had the card and to the extent of the patdown, had to raise her top to her waist and the TSO went around her waistband. She stated she didn't have a problem at BWI and went through the same screening, WTMD. States the TSO explained what she would be doing when performing the patdown and she had to stand still until the gloves were tested.

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Explained to caller the TSO appeared to follow standard screening procedures performing the patdown.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 10/21/2013 1:25:48 PM

Name: (b)(6)

Email: (b)(6)

2013 2:14: Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 12:45pm Monday 21st October screening area nearest A15.

Comments: After 45 minutes wait I opted out of millimeter wave and was told to step aside and wait. Staff performed a rotation a few minutes later and I told the new barrier attendant I was an opt out, she looked confused and looked at the X-ray operator who informed me I should not have come down this ramp (I had no choice) as they didn't have a "barrier" which I assume is a metal detector so I would probably need to leave security and line up again. I informed her opt outs don't normally need a metal detector and I was waved through and handed to "Herb". Herb failed to get my items from the belt, failed to tell me the full speech on what he was doing and forgot to pat down my feet. He told me I was done but then remembered he needed to test his gloves! He then let me return to my belongings and as I started to put my shoes on he was told by another officer about missing my feet so I had to go back again and have them done, however no glove test for my feet pat down. The whole time this was happening the entire line was held from being processed which explains the wait times I guess.

How about we do this right people?

The caller finds the recording confusing, she pressed five and got the same recording. She asked about the NOI. The same bag was inspected from TPA to LAX and back from LAX to TPA. She does not know what it is that caused it to be screened. The first time they opened it from TPA it was a wreck. Going back from LAX it was still gone through but was not messed up. There were initials on the NOI. She does not mind that the bag was inspected it was just the fact that it was put back with no respect and a total disregard for the contents. The one from TPA is stamped and has the initials. 10-12 6:09. It was her husbands bag (b)(6) She does not think anything was damaged but everything.

She has a total knee replacement with metal in her knee. She asked if there was anyway for her to avoid the patdown with AIT. She has left on her bracelet because she thought it was her knee that was causing the need for a patdown. She does not mind screening but often she has to wait for a female officer and is left running to catch her flight.

Flight Info:

Airport: TPA

Airline: Delta

Flight: 1558

Date: 10-12-2013

Time: Departure 7:00 AM Checked bag stamp- about 5:45 AM or so

Baggage Tag: (b)(6)

Description: Red, Travel Pro brand. It is a two wheel roller bag, 25 inch. It is canvas. There were two luggage tags on one handle and one on another handle.

NOI: Included, Oct 12 609. Initials were put on it (b)(6) hand written.

2013 2:27:

Advised caller:

Many airports have automated in-line baggage screening systems that can screen and clear a bag remotely, resulting in no physical inspection at all. However, to ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. We do not TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

I am going to forward this information to the CSM for review.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). If there is an alarm on the WTMD or an anomaly on the AIT a patdown procedure would be required.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions. A generic image of a person on an AIT monitor highlighting any areas that may require additional screening.

We do recommend removing items such as jewelry, because this may reduce the chances of requiring a passenger to undergo additional screening

Information Request: The caller indicated that screening is very difficult for her husband and prevents them from traveling as often as they would like.

She complained about customs taking forever and the fact that there was only one female and one white agent. She indicated that an Asian agent seemed to be taking all other Asian passengers into a separate line.

The caller suggested that a pre screening should be conducted by TSA designated doctors that would allow passengers with disabilities or medical condition to by pass or receive a more expedited screening.

Response Details: I advised medically necessary liquids must be declared to a TSO and placed in a bin with no other items to be screened separately from other property via xray screening. I advised that this is standard screening procedure. I advised that she can request that the items be screened in private where the passenger will be asked to handle and repack the medication.

I advised that I would refer the information to the CSM at LAX to make them aware as well.

I advised that passengers who cannot remove their shoes due to discomfort, medical complication, pain, or balancing issues should inform TSOs of this before screening begins.

'2013 3:05: Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

I advised that TSA Cares is a program that can provide assistance through the checkpoint for passengers with disabilities and medical conditions. She should call 855-787-2227 at least 72 hours prior to travel with itinerary information such as the departing airports, airlines, flight number, and departure time to request the assistance.

They can also request the assistance of a PSS at the checkpoint. The PSS can address questions or concerns, and can assist them through screening.

I advised that I did not know why the formula would have solidified.

I offered to email the information that I provided to her and did so.

I provided a contact number customs at 877 227 5511.

I advised that the airline handled wheelchair assistance.

I advised that all passengers must be screened before boarding an aircraft.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 10/21/2013 1:59:12 PM Airport : ONT - Ontario International Date/Time of Travel : 10/21/2013 10:45 AM Airline & Flight Number : United 1704 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

'2013 4:09: Comment : I appreciate that ONT has initiated a precheck line, but the designated line closed at 10:45. They then reverted to handing out green slips so people don't have to take off their shoes in the regular line. This is causing confusion and slowing the line down. Precheck people should at least be able to use the standard metal detector instead of continuing with the xray. Why was the precheck line shutdown 1 hour before a full flight on United is scheduled to depart to a hub with a significant number of precheck customers?

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

CRCL received the below and are forwarding to you to handle as deemed appropriate.

Sincerely,

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties

---Original Message---

From: (b)(6)
Sent: Monday, October 14, 2013 9:13 AM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2013 6:13:

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number:
Address:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/22/2013 4:58:22 AM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 10/22/13 4:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2

TSA Employee: (If Known) :

Comment : As a Raleigh based flight attendant that has been based here for well over a year, I have noticed a lot of changes. In the past two weeks especially, the TSA has changed the lanes making it easier for passenger and crew to transition into the secured area. However, at the same time, the sensitivity settings on the metal detectors which airport/airline employees use on a daily basis have been increased. My airline issued uniform items which I have had for over a year, and I've never had an issue with, now set off the metal detectors. The TSA agent this morning instructed me to take off my glasses, wings, badge, and belt all in an effort to find the culprit. Instead of offering to wand me down, I had to repeatedly go through the detector wasting time and energy. The culprit of the alarm: Purell Hand Sanitizing Wipes which I ALWAYS have in my pocket and they never set it off. The TSA agent then chided me on having these items in my pockets, in front of passengers! If I can't be respected by a TSA agent in a security check point, how then will a passenger respect/listen to my instructions in flight?

2013 8:08:

I can understand increasing sensitivity settings if there is a warranted need, but every detector across the country should be on the same setting, not just up to the individual airports.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/22/2013 9:24:53 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 10/22/2013 6:15 AM Airline & Flight Number : AA 1102 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

2013 10:01

Comment : This is ridiculous. I have an artificial knee. Because it set off the metal detector, instead of just wandering with a metal detector, the moronic policy apparently calls for a cavity search. Whoever came up with that should be fired!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/22/2013 6:55:53 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/22/2013 1:30 PM Airline & Flight Number : US Airways #473 Checkpoint/Area of Airport : Terminal #4-A gates-lane #2 TSA Employee: (If Known) : No not know Comment : I am a frequent traveler and asked a question about if it was ok to proceed through the metal detector and received a very unprofessional and sarcastic response that "You're not waiting for me, you're waiting for her" comment as she pointed to her colleague. This may sound trivial, but it was lousy customer service. Do as you wish with the comment, but as I am in sales, I would not be coming back to this service, if I had a choice.

2013 8:05:

Thank you for listening.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller's son has a pacemaker in his body, but not for his heart

Response Details: Advised her I would get this to the CSM at LGA, took her email address, advised her going forward if she has any concerns at the check point, she should ask for a PSS.

Incident Details: Caller stated she flew from LGA to Chicago to Columbus OH on Southwest airlines. She states at the checkpoint she gave the officer a medical card stating her son's disability. He has a pacemaker in his body, but not for his heart. She states the officer told her to go on through the WTMD and it alarmed. The officer instructed her that in the event it alarmed, to just hand the card to the officer at the machine. After reading the card, the officer at the other side of the WTMD stated her son should not have gone through that technology with a pacemaker.

She took her son to the doctor the next morning she said he was sick and had blood in his urine. The doctor told her the screening technology had demagnetized his pacemaker. The doctor started his pacemaker back and her son got better. She states she just wants his superior to know the lack of knowledge that the first TSO showed that day could have killed someone else whose pacemaker is to their heart. Luckily, her son's pacemaker is for other purposes. .

2013 12:02

Airport: LGA

Airline: Southwest

Flight#: Charity Flight

Date: Oct 2, 2013

Time: 1:05 PM

Name (b)(6)
(b)(6)

Denver, CO 80249

HYPERLINK (b)(6)

I was going through TSA security at Denver International Airport (DIA) when I was told that I had to go through further screening (swab screening) after already being pat searched and body scanned by the body scanner. The TSA personnel pulled me aside took swabs of my hands and claimed that I had something flammable on my hands when they ran the swabs through the machine. After receiving that information I was told that "additional" screening in the back area was needed. So I had to sit and wait for about five to ten minutes before someone could come and conduct the "additional" search. But yet the people in front of me who looked more "suspect" than myself sorry to say, did not even have to go through the body scanner or endure anything else that I had to. They just went through the regular metal detector and then they were done. So pretty much after already being delayed and embarrassed I had to suffer further delay and more embarrassment by being pat searched and swabbed again in a back area of the security check point. After being searched again they found nothing and the swab test came back negative. After being delayed and embarrassed for over 20 minutes, a good friend of mine who works for TSA (and shall remain anonymous) and was presently working at the time of the situation (but was not involved) informed me that I was profiled. He told me because of the type of jeans I was wearing made them suspicious due to the images of the body scanner. The type of jeans I was wearing were not baggy nor was I sagging like a stereotyped black male. They were blue jeans loose not baggy with lightning designs on the front and back legs and across the backside nothing gang related at all. The airline I traveled on was southwest to LaGuardia airport in New York. I did not get the names or badge numbers of the personnel who searched and profiled me due to the fact that I was frustrated not thinking clearly pissed off and wanting to get through security without embarrassment. Four days out of the week I put my life on the line serving and protecting in the law enforcement field and this is how I'm thanked for trying to take a simple vacation. And yes I did identify myself as a sheriff with the proper credentials to prove it to try to make things smoother but I guess what I do for a living meant nothing at all.

This incident happened on 9/18/13 at approximately 1540 hours. This was not the first time I was profiled at this airport it happened back in 2009. When I was going through security I did not have to go through the body scanner just the metal detector. When I went through the metal detector I did not even set it off but I still had to be pat searched. Everybody else that went through ahead of me that did not set it off was done with no further screening needed. Disability Description: Callers son (b)(6) is Type 1 diabetic.

Response Details: I apologized to the caller and told her that TSOs are trained to listen to passengers concerns. Also, if a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, they do have the right to ask for a patdown instead.

I told her that he may ask for a supervisor or even a Passenger Support Specialist for assistance at any time.

I told her we do not have evidence that the AIT affects these devices because they use low dose energy frequency waves which are bounced off the body and do not penetrate the skin, the Walk Through Metal Detector uses magnets and this is why there are concerns about these machines.

I told her that she may visit tsa.gov to print a claim form if needed and fill it out according to the instructions or I can email her a claim form. She wanted email.

I told her I would forward her information to a CSM and a disability expert for review.

Sent email and referred to CSM and ODPO.

Incident Details: Her son flew for the first time from Orlando International to Charlotte and back to Orlando. He had a letter from his doctor stating that he cannot use the screening technology. He has an insulin pump and tried to give the letter to the TSO saying that he cannot go through the body scanner and was brushed off. He asked for a patdown both times he flew. In Orlando he asked for a supervisor and they told him that there is not someone available. In Charlotte Douglas they made him use the AIT but she is not sure of how they did this.

The first flight was from Orlando International on October 18th at about 10:30 am on Southwest and she is not sure of the flight number. He asked for a supervisor and he was told there was none available. They made him go through the full body scanner.

The second flight was from Charlotte Douglas at about 7:00 am on October 22nd on Southwest. He asked for a patdown and they told him we send people all the time through the body scanner, even though he stated that it could damage the device, and they said nothing will happen. She stated that it is not supposed to be subjected to magnetic fields.

I asked her: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

She thinks it was poor customer service and she wants to know if the device is damaged if they will be compensated.

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even though it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and nowhere else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine.

This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.

2013 9:05: The complexity is this: I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am under retaliatory threat in violation of Title 18, section 242, because (b)(6) at SMF has threatened me with horrible "enhanced pat down" and dehumanizing treatment for going through this airport and trying to avoid further pain, suffering and dehumanization. I will be - from start to finish - video recording 100% of my experience with TSA in order for my attorneys to proceed with a conspiracy complaint and (b)(6) threats of physical torture and humiliation in addition to file in federal court for conspiracy under color of law to deprive a citizen of her rights, or to otherwise threaten and execute retaliatory behavior against a citizen. In spite of the tatters of the Bill of Rights, we have not quite reached Nazism.

When I talked to a TSA agent tonight, he said that I would not be touched except that I set off an alarm in the metal detector; therefore I intend to go through it in my Tai- Chi uniform (think Kaiser's bill-boards only with shorts) which consists of very short shorts and a tight fitting sports bra. I really don't care what other passengers think about this skinny grandmother in such garb, if it prevents pain and suffering, it's worth it. Other than the gold crown on my molar, there will be no metal on my body since my spinal fusion is ceramic, and I have not gone through knee replacement surgery at this time. I should not be touched by a TSA screener under these circumstances. If indeed these people at SMF insist on touching me, what can I do to protect myself from not only their torture but conspiracy to torture and harm a citizen? They would not have anywhere to touch except for what would be considered sexual assault anywhere else in the civilized world.

What should I do under these circumstances to substantiate a retaliatory behavior under Title 18 beyond the fact that I have been threatened, have been humiliated, have a prior experience with pain and suffering at SMF and that the Director Kimberly Siro has done nothing that has been made public to improve the bullying that is going on at SMF? I would appreciate any advice you can give me that will prevent the execution of these threats, harm and pain at the airport and stop these threats before they can be made actual. I expect that I will be traveling by air over the End-Of-Year holidays, but flight reservations have not yet been made. I do have a "TRIP" number that I secured when the torture reached 4 flights for 4 flights, and it is affirmed that I am not on some "terrorist" watch list. What other advice can you offer me to prevent dehumanizing and torturous bullying by TSA agents?

Caller wants to file a complaint against an agent. She went through the body scanner and the agent then immediately touched her breast. The agent did not tell her there was an alarm but simply came up and touched her breast. She had to wait for another female agent to come over. The agent's name was (b)(6) that had touched her breast and she was rude. She has spoke to a supervisor and he was rude as well. They were allowing other passengers to use the WTMD but she had to use the AIT. The supervisor told her that the breast area wasn't a sensitive part of the body, the supervisor was a black male 40 or 50 years old. Her husband saw the whole thing, he is upset this happened as well.

Told caller

I explained to her if there was an alarm during screening they will have to give her a patdown to clear any alarm. I was sorry the officer did not tell her there was an alarm or that they were about to touch her breast.

I could take her complaint for her and send it to the CSM at MCO so they could handle her complaint for her.

For follow up on her complaint it would have to come from the CSM, they would have to handle their own complaints.

2013 11:20

Airport: MCO

Airline: Southwest

Flight number: 328

Date and time: 10-25-13 11:00 AM

Terminal or gate: Terminal A, GATE ?, it was the gate that had the number 14 above the AIT machine.

I am sending this complaint to the CSM because she was upset the officer came up to her once she had come out of the AIT and just touched her breast without telling her what she was doing. She has spoke to a supervisor as well and was told by the male supervisor that he did not consider the breast area a sensitive part of the body. She is upset as is her husband this happened.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/25/2013 3:01:22 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/21/2013 5:00 PM Airline & Flight Number : United 1543

Checkpoint/Area of Airport : Terminal 1 TSA Pre TSA Employee: (If Known) :

Comment : I was treated rudely by a TSA agent.

I fly nearly every week. I am TSA Pre. I have an artificial knee and typically either go over to the scanner or accept a pat down after showing my ticket and ID.

This day, the scanner lines were particularly busy. So, I opted to go through the TSA Pre lane and accept a pat-down.

When I went through the metal detector and set it off, I told the agent that I have an artificial knee and I was "male assist";

The agent made a rather dramatic ordeal of the situation. He told me to step back through the metal detector and to wait to the side. Then he stood with his hand up, stopping the entire line - for no apparent reason - or perhaps to say "Look at this guy causing a delay to those of you behind him."

After a minute or so, he waved me through the metal detector and had me wait to the side. Why did he make me go back through the detector? Other people set it off and didn't have to go back through.

2013 4:06: While I waited, I watched two other gentlemen set off the alarm, get patted-down and move on - while I stood and waited.

Why? My perception "I am in control of this situation. You'll do what I say."

Also, while I waited I had my hands in my pockets and the agent said "Take your hands out of your pocket." (Is that really a policy? Maybe it is. But my belt was off and I didn't want my pants to fall down.)

After a few minutes, the agent waved me through for a pat-down. Because I am frequent flyer and because of my artificial knee, I am accustomed to pat-downs. However, this was the first time that felt that I was treated rudely and degraded.

The agent said "Step on the carpet." I did. "No the other one." (Which was literally adjacent to and touching the first carpet.) I stood and spread my legs, and held my arms out to the side. "Turn around" the agent says.

Why not: "Could you please step on this carpet, face this direction, and hold your arms out to the side"? My perception: agent thinks "I am in control of this situation. You'll do what I say."

He proceeded to give me - what I consider - an unnecessarily aggressive frisk. The agent asked me twice to spread my legs even wider so that he could get his hand up higher in my crotch. That has never happened to me. He asked me to do it twice. It was humiliating.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 10/25/2013 8:54:10 PM

2013 10:29 Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines; San Jose Int'l Airport

Comments: TSA official (b)(6) was rude and uncooperative. Not at all respectful to me and my 5 year old son. I had to go through the metal detector twice taking off all my shoes, wallet, keys, phone etc. My belt was not put through the scanner, but rather (b)(6) left it on top of the scanner and ignored my requests. I later asked to lodge a complaint with the supervisor (b)(6) who tried to convince me that I had walked back through the metal detector, which wasn't true and was dismissive of my requests to file a complaint and the rude, uncooperative and disrespectful behavior of (b)(6). While I realize the job is tough, the TSA screeners need to be more cooperative, use good judgment and be respectful. TSA employees (b)(6) and (b)(6) fall far short of meeting those criteria.

Dear TSA,

Thank you, thank you, thank you for the Pre-Check program. As someone who flies several times each week, it has been a terrific program for me. Thanks!

But...

2013 11:15 The last two weeks as I have been leaving Reagan National Airport on Friday (around 11am), the Pre-Check line has been long, and it has been full of people who in no way could have been frequent flyers. As a result, the Pre-Check line slowed to a crawl. They didn't know what to do, they were asking all kinds of questions, and they were being fed through the metal detector multiple times. It was awful. Yesterday (October 25th) it was so bad that I finally gave up and moved through the regular security line which was moving far faster.

Could someone please look into what is happening? Pre-Check is so appreciated by those of us who fly frequently, and things like this make it seemingly useless for everyone.

Thank you.

(b)(6)

Caller was flying from Denver to San Francisco and was selected for Precheck screening. He has not a GOES member nor has he opted in through a frequent flyer program. He has had a right knee replacement, and the metal implant set off an alarm and initiated additional screening. He had told them prior to the beginning of screening of the metal implant. Caller was upset that as a fellow Department of Homeland security employee (wearing his ID) he was subjected to the more aggressive additional screening. He felt he should have been allowed to raise his pant leg to show the scar on his knee to allow the officer to clear the alarm instead of the explosive trace and other more aggressive patdown procedure. He was embarrassed by the spectacle, but had rejected the offer for a private screening. I did confirm that he had not observed an unprofessional behaviour of the TSO s.

United airlines
Not sure if it was the North or South checkpoint
10 18 2013 at 10:30 or 11AM

Advised caller:

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre[®]2713™ lane for expedited screening.

2013 11:46

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre[®]2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

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Caller said he has an insulin pump and was walking in line at the checkpoint and told the officer he had to have a patdown due to the insulin pump. He said at both Spokane and Chicago they had him go through the WTMD anyway and at Chicago he went through the WTMD and it ruined his insulin pump and the motor went bad. He said the VA gave it to him and it is still under warranty but he said the VA should not have to replace it because the WTMD ruined it. He asked what he should do at the checkpoint because he said the insulin pump can inject him if this happens and he is concerned about his health. He said he has a card that says he has the medical device that he got from the manufacturer.

'2013 7:04: Response: I advised him he can ask for a supervisor if the officer at the checkpoint will not listen to him and I gave him the website to go to and print out a notification card that TSA created that he can show the officer at the checkpoint.

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

The passenger can request a private screening at any time.

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Caller's middle name is (b)(7)(C). Caller is a frequent flyer with United and her husband is a Premier member with United. She says she has been flying since 1970 and has flown all over the world. She says that on October 16, she flew from SFO to AUS and returned on October 25. She says that at SFO she was pulled aside for additional screening. The officer told her she needed to use the regular line instead of the Precheck line with her metal implants. She has a full metal hip and knee replacement. At AUS she went through the regular security line at approximately 12 p.m. and the checkpoint was not busy. She says that she went through AIT and was then stopped. She says she was wanded, patted down, and her hands were swabbed. She says that when she got to the boarding gate, some military members said they had shrapnel in their bodies and they didn't trigger any alarms, so she shouldn't have either. They told her this was not right and she didn't look like a terrorist. She says that when she was pulled to the side, she couldn't see her belongings. She was told an officer was watching these for her, but when she got back to her items, they had been touched. She says she already handled this part of her complaint directly with AUS. She says she was told that there was a card she could get saying she had metal implants, was a frequent flyer, and a US citizen to avoid these problems in the future. She wanted to confirm that TSA was in fact only in the US because she has never had these problems in Europe or Asia. She wants to know if it could have been her hair clip or shoes that triggered the alarm. She wants to know what she can do in the future and if she removes all of these items if she would have any problems then. She wanted to know if she could demand her items be moved closer to her when she receives additional screening. She says that when she had the additional screening in SFO, they brought her items over near her, so she could see them.

Advised caller:

The only card TSA has is a notification card, which just offers a discrete way of informing the officers of her metal implants. This is no different than verbally declaring the implants. There is no such card that would exempt her from receiving additional screening.

2013 10:54

Anytime there is an alarm, the officers have to conduct a patdown and additional screening. It is not necessarily her metal implants that triggered the alarm. The AIT doesn't penetrate and is not a metal detector, so it is much less likely to alarm because of the metal implants. I'm not saying it is impossible, but it is much less likely. Advised caller that it is most likely that there were something on her body that was detected. Her hair clip may have been what was detected. Her shoes are also a possibility. Advised caller that there are no guidelines on what a terrorist should look like or who is a terrorist. We have to do this to all passengers that trigger an alarm. This is nothing personal to her, just protocol. It is not the metal aspect that the machine detects. It is anything elevated from the skin. If a passenger has a thick pony tail or a bandage it can detect this because it is elevated from the body. Glasses, earrings, necklaces are just a few of the items that can be detected. This machine is designed to detect anything on the surface, not just metal objects. If a passenger had a knife made of plastic and went through the WTMD it may not alarm because it is not metal. However, the AIT would detect this being on the surface because it is not a part of the passenger's body. Even if she removes the hair clip and shoes, I cannot guarantee that there will never be an alarm of some sort.

I confirmed she had already handled her complaint about the items not being watched directly with the airport.

Advised caller that in the future, she can turn around and look at the screen to see where the boxes are. The screen will show a generic outline of a body and a box around each of the anomalies detected. She can see where these are to try to narrow down what caused it. If it is on her head, she could see that it may be her hair clip.

She can ask that her items be removed from the conveyor and brought to her line of sight, but I cannot guarantee this. They are trained to watch items if the passenger cannot, so she may just need to ask them if they would mind watching her things while she receives her additional screening.

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She can ask that her items be removed from the conveyor and brought to her line of sight, but I cannot guarantee this. They are trained to watch items if the passenger cannot, so she may just need to ask them if they would mind watching her things while she receives her additional screening.

2013 12:36 Caller indicated that she was traveling through the Delta Airlines checkpoint at SDF on October 17th, going through screening between 0500 and 0600 hours that morning. She said that she alarmed the WTMD and thus required a patdown to clear, and handed off her carry-on baggage to a TSO for screening. She said that after completing the patdown, a female TSO brought her property to her and advised that during screening her laptop was damaged and handed her the computer and a piece that had broken off of it. Caller said that she missed her flight, and when she came back to the checkpoint, she spoke to a male officer at the podium about the incident and he provided her a tort claim form. She was completing the form today and said that she never received a statement or anything from the checkpoint that day that acknowledged an incident occurred or any way to signify that something happened. She thought someone would contact her since she made the complaint to the officers that day. She no longer has her flight information specifics, other than the airline and time frame of the incident, nor remembers what attire she had on that day other than she has short brown hair and had a patdown.

Apologized to caller for her experience and explained that I would forward the information to the CSM at SDF for review to see if any additional assistance can be provided. Explained the tort claim process and that she has up to two years from the incident to file, and the claims management branch is responsible for investigating the claim. Caller flew from Kansas City and during screening she was subject to additional screening. She had a ETD swab done to her hand. She stated that TSA is way over the top with innocent people. She claims that they are profiling her due to her appearance as a Arab, but she is Italian. She wishes to file a complaint.

Advised caller:

2013 6:08: TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Airport: Kansas City
Airline: Delta
Flight #: Unknown
Date and Time: October 28th, 2013 at 12:30 pm
Passenger Description: jeans, black jacket
Caller flew from Kansas City and during screening she was subject to additional screening. She had a ETD swab done to her hand. She stated that TSA is way over the top with innocent people. She claims that they are profiling her due to her appearance as a Arab, but she is Italian. She wishes to file a complaint.

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Airport: Kansas City
Airline: Delta
Flight #: Unknown
Date and Time: October 28th, 2013 at 12:30 pm
Passenger Description: jeans, black jacket
Everytime she goes through screening she alarms. She was wanting to know if there was a way to prevent having a patdown done everytime she goes through security because she is flat chested and it is embarrassing to her to have a patdown conducted. She flew out of SFO at 12:10PM gate 20

2013 7:07: Response:
Apologized but it is our standard procedure for a patdown to be conducted when any alarms go off when going through the AIT or WTMD anyone not just persons that have had surgery are subject to these patdowns. It appears from the information you ve given me that the officers are following standard operating procedures.

If you would like you can contact the CSM at that airport at 650-266-1966.

Re pre check status

It seems to me somewhat irrational to use old technology to initiate a new process, specifically PSA Pre-Check

2013 8:20: At both the Denver and Seattle airports, the Pre-Check process results in a passenger with a prosthetic joint such as myself being "frisked" because that queue uses old "metal detector" technology. I suspect that those of us who are frequent, high mileage travelers are relatively older, and thus more likely to have prosthetic joints or chemotherapy port implantations. Should I anticipate that this "glitch" in the process will be fixed, or should I return to the old non Pre-Check premium flier line?

I should specify that I do not so much dislike the "pat down", so much as the wait for a female TSA agent.

Respectfully yours
Citizen

(b)(6)

I was directed to a low-security lane at Sea-Tac Airport on October 15, 2013, flying from Seattle to Sacramento, when my hands were swabbed – as were everyone's in this line – for apparent dangerous substances.

As I prepared to move forward after the test, the computer screen suddenly went on alert and the words 'EXPLOSIVES DETECTED' appeared in a huge red banner across the screen. I was stunned and horrified, as were apparently all of the people in line behind me as I heard "Oh my god, it says 'explosives detected' " rippling through the crowd. I had no idea what was going to happen. No explanation, no one telling me anything. I was told to step aside, and the line came to a stop. Finally after many long and humiliating minutes, as other passengers are not only obviously uneasy, but taking a long look at me and wondering if I could be some kind of terrorist, some agent appeared to lead me off. I'm told, "it's probably hand lotion". Really? "Explosives detected"? How often is that indicative of hand lotion?

'2013 4:11: I was taken to a closed-off, private screening area far away from my gate and the security area, asked by the TSA agent (after going through the metal detector) if there was anything in my carry-on bag that would "hurt or harm" her in any way if she reached in! What?! The bag was just x-rayed, for God's sake, what kind of question is that?!

After they took my belongings to I assume be tested, searched me all over through my clothes (another humiliating experience), they came back and said I could go. Nothing about what was on my hands, no explanation, just said I could go. I actually had to ask if it would be OK to actually get dressed before I left the room, because they apparently expected me to leave carrying my shoes, belt, bag and coat like a just-released inmate.

What a humiliating, horrifying and terrifying process this was. The lack of direct communication to me was unbelievable, like I was a common thug, while the TSA agents chatted among themselves like I wasn't even there. I have a plane to catch, and no one is telling me anything.

Please don't tell me that this is business as usual and that you've purposely disregarded human emotion in the search process. There must be a better way to flag TSA agents that a passenger may have something on his/her hands that sets off an alert, instead of terrifying the passenger and everyone in line within eyesight of that computer screen. I'm sure most incidents of passengers with some red-banner substance on their hands turn out to be nothing. How about giving us the benefit of the doubt instead of scaring to death not only me, but everyone in line with me? How about a little humane treatment for travelers who still feel overwhelmed by the strip-down-get-dressed security checkpoint process? Or maybe just a little compassionate. Caller states that she had a screening situation on October 25th ,flight 316 with American Airlines out of DFW, this was terminal A, near gate 33, and she had a doctors note saying that she has vaginal discharge . and she has to place toilet paper in her private area, she is in a wheel chair and she is 81 years old. She states that she had to wait for another TSO officer to become available, she states that she had to get a patdown, she states that this was ridiculous. Caller states that this took 30 minutes, she states that she has a complaint sheet, and she has the names of the officers, LT 50 0715 @ A-35 is wrote on paper.

Informed caller:

'2013 4:23: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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Feedback Type : Security Issue

Categories : Duration of Screening Process; Miscellaneous/Other Current Date/Time : 10/29/2013 5:05:58 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I would like to provide three areas of concerns.

First Concern:

The first concern deals with the security lines at the airports, specifically the high volume airport likes ATL and other big cities. Every time I am standing in line and waiting to be screened I can't help but feel vulnerable feeling like the perfect target for an adversary to detonate an explosive device in the middle of the security line that zig zag, compacting all the passengers within a small area. I feel that the current configuration and setup of security lines at some of the major airports themselves creates a security flaw by bunching up people in an confined/small area. During busy periods, the density of people can be quite high. The one suggesting I have would be to put up explosive resistant barriers lining the security path up to the point of the x-rays/body scanners so that in the event an adversary were to detonate a device, it would be confined locally and there would likely be less casualties. My second concern below would help the situation by appropriately using TSA resources reducing line sizes.

Second Concern:

The second concern deals with the "special" frequent fliers lines at airports and the miss use of Tax payer funds for the benefit of the airlines. I have personally asked several TSA agents if the airlines pay for the TSA agents manning the frequent fliers lines. Some has said they do not know, others have avoided the questions by explaining you have to fly alot and a TSA supervisor in ATL told me the TSA has nothing to do with the frequent flier lines, and that the employees stationed at the front of the security line is the one that divides the passengers. I explained to the supervisor that moments earlier I observed a man who was assigned in the general screening line and went under the rope to go thru the frequent flier line. When the man did that, 2 TSA agents stopped the man and told him he needed to go thru the regular line as assigned. The supervisor explained to me that passengers are supposed to stay in their lines. However, based on my past flying experiences and observation, I have been asked by TSA agents to go to the frequent flier TSA screener when there is no one waiting at the frequent flier line. Additionally, atleast this is true in ATL, but I see the same x-ray machine, body scanner, metal detector, and security procedures in the frequent flier lines that are exactly the same as in the general screening lines. There appears to be nothing special security wise with the frequent flier lines, so it does not matter what lines a flier goes thru as long as they get screened by TSA.

/2013 6:05:

If the airlines pay the salaries and security equipment for the "special" frequent flier lines, fine, I have absolutely no problem with that. If a passenger pay for special background check to go thru faster/more relaxed security lines I see no problems with that. If TSA agents are correcting passengers and forcing them to stay in segregated lines per airlines request AND TO THE BENEFIT OF THE AIRLINES when there are NO DIFFERENCES in security screening standards and processes and airlines are NOT paying TSA agents nor the security equipment, that is blatantly a miss use of taxpayer funds and that practice needs to stop. The 2 TSA agents could have questioned the man who switch lines to make sure hes not a security risk but they SHOULD NOT BE forcing passenger to go thru a specific line that is the same as the others because the airline wants it that way. If airlines are not paying security, they have no say! The inefficiency of this special line also contributes to what I think is a security risk as mention in my first concern.

Third Concern:

A different but related event I was personally involved in was at PHL where I got into the normal security line and those same employees who split passengers at the beginning of security lines told me that I had to check my bag because it would not fit thru the x-ray machine but that I could try anyways. Once I told him that I will go ahead and try, he and his coworker immediately changed their minds and bullied me to check in my bag (because I would have to pay the airlines to check in my bag of course) even though I had flown the day before with the same bag as a carry on with no problem fitting thru security equipment. The nearby TSA agent appropriately did not intervene but I was afraid that if I continued to ignore the 2 non security employees, the TSA agent would have seen me as belligerent once I got to him and would have denied me entry again because of the two employees that I assume are hired by the airlines or even had me arrested by the airport police for ignoring the non security personnel. It would have been appropriate for the TSA agent to tell me that my belonging cannot go thru security for whatever reason but it was inappropriate for the non security employee to make such demands. My recommendation in this matter is for TSA to provide literature/training to non-security airline employees NOT to advice passengers on security concerns. Additionally, I would expect as security professionals for TSA agents to correct non security airport employees when

Sirs:

I just returned from vacation to find that the lock on my suitcase had been opened by a TSA inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

'2013 8:04:

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a \$20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Caller went to fly with her dog this morning from Florida to Medford via United and was stopped at the airline ticket counter. The airline told her that TSA would not allow her dog to be too large for its kennel and medicated. They then would not let her board her flight. She was directed to call TSA. She has flown from Utah to FL on the same airline with the same dog before with no problem.

Advised caller:

'2013 9:32:

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

Contact the U.S. Department of Transportation's Aviation Consumer Protection Division operates a complaint handling system for consumers who experience air travel service problems and provides a 24-hour hotline at (202) 366-2220. Caller went to fly with her dog this morning from Florida to Medford via United and was stopped at the airline ticket counter. The airline told her that TSA would not allow her dog to be too large for its kennel and medicated. They then would not let her board her flight. She was directed to call TSA. She has flown from Utah to FL on the same airline with the same dog before with no problem.

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Caller wants to know who she can speak to regarding a complaint. She has a service dog, she has flown before with the dog, and usually she walks first and then the dog walks behind her. And if she beeps then they do a patdown, she states that the TSO officer made her take off her leash and vest and told her she had to pick up the service dog and walk through. The dog ran away and by luck her husband was with her and ran after the dog. The TSO yelled at him and told him that he had to get his fingers swabbed and she states that this was a mess. She does not feel discriminated against, but she feels like this is poor training. She has never experienced this before. She traveled back out of Chicago and stated they were wonderful. All she had to do was walk through the machines with the animal. She specifically said this was poor training and customer service, not disability-related. She did not want information on how to file a disability-related complaint.

Phoenix Sky Harbor
September 19, 2013
9:30am
Terminal 3
American Airlines

Informed caller:

2013 10:48

Specifically, you were concerned about screening for passengers who have service dogs. If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

- The passenger can walk through first with the dog following behind on its leash.
- The dog can walk through first on its leash with the passenger following behind.
- The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

Caller asked why he is screened everytime he gets on the plane and has to remove his shoes, belt and hat before he goes through the wtmd or ait machine. He said he did not want the precheck info and could look into that himself. He declined his phone #.

Response: Transportation Security Officers (TSOs) are required to screen all footwear to ensure they do not contain prohibited items. Mandatory shoe screening by x-ray is an effective method of identifying any type of anomalies, including explosives. TSOs can see if a shoe has been tampered with when they view it on the x-ray equipment. By requiring all passengers to remove shoes for x-ray screening, we increase both security and efficiency at the checkpoint.

The Transportation Security Administration (TSA) suggests that passengers place their footwear directly on the x-ray belt instead of in plastic bins. This makes it easier for TSOs to get a clearer x-ray image.

I advised him he can apply for precheck and screening may allow passengers to no longer remove certain items such as their shoes, belts, or remove laptops from carry-on bags but I advised him that still is no guarantee he would not have to remove his shoes.

2013 1:15:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

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Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 10/30/2013 2:50:39 PM Airport : DEN - Denver International Date/Time of Travel : 10/26/2013 9:45 AM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Terminal Security TSA Employee: (If Known) :

Comment : To Whom It May Concern:

I strongly protest the treatment to which I was subjected when traveling through the Denver, CO International airport on October 26, 2013. A sign informed me that if I wished not to go through the body scanner, I could opt out for a pat down. By pat down, I took it literally as a pat down, not a body groping. I was separated from my things (since I could not go through with them, it was all I had and would've been helpless and stuck if someone stole them). I was NOT given the option of going through the metal detector as listed on your website, though people before me were allowed through it. I had been willing to open my luggage if necessary even though it would take longer, as I had time and nothing to hide. Even though they knew I had a problem with being touched, they gave me no other options (as I said, I thought it would be a "pat down" not a body groping!). So, the only options given me were to go through the body scanner or get groped! Perhaps you may not believe it, but some people don't like getting naked pictures taken of themselves by radiation or having strangers feel them up. I know what you tell people about those machines, but there is no evidence to back it up. There should be a third option; I was wearing no metal, I was willing to have my carry-ons examined. I am a citizen of the United States in good standing, you have my name, my address, and all my information. I am not that big or strong (in other words, I am no threat), why on earth are you doing this to me? In other countries, they have scanners that only scan for what you are looking for, which would be much more effective than those body scanners; maybe they cost money, but in all fairness, so did those scanners. I vehemently protest such violation of rights for myself and all travelers like me, and insist that you give travelers a third option that does not violate their rights as human beings. I know that dogs can be trained to find these things you are looking for, and that it can be done at a distance, why not that option? There are others still... I don't think US citizens should be subjected to such treatment, but at least we would not be violated, and I think non-citizens would appreciate the better treatment as well. Please take this under consideration.

(b)(6)

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items; Disability or Medical Condition Current Date/Time : 10/31/2013 2:59:19 AM Airport : SFO - San Francisco International Date/Time of Travel : 10/08/2013 Airline & Flight Number : Air Canada 0738

Checkpoint/Area of Airport : Security check in TSA Employee: (If Known) :

Comment : I have been a type 1 diabetic for 57 years and for the past 15 years have been wearing a Medtronic insulin pump. My level of control is excellent.

I have flown many times wearing a Medtronic insulin pump and have had no problems at security check points in North America, Mexico or Europe.

On October 8th, I had cleared the metal detector and explained to the attendant official that the insulin pumps (I carry a spare pump in case of failure of the imbedded pump) could not be x-rayed and that I would prefer a "pat down". I was assured that the scanner would not do ANY damage to an insulin pump and before I could consider or protest was whisked through and "scanned". Unknown to me both pumps were damaged and I began the long day's journey (landing in Kingston Ontario at 1200 midnight) without proper delivery of insulin from 0900. If you are at all familiar with Type 1 diabetes you will know how serious a problem this is.

I was surprised to see a rather high blood glucose level once I was on board my first flight, but thought little of it since the stress of travel, some food I had eaten might have had this effect. I programmed the pump to deliver adequate insulin to correct the glucose level, not knowing that the pump delivered only a slight percentage of the programmed dose required. The motor mechanism in the pump had been damaged in the scanner.

The next morning I was ill, suffering a severely high blood glucose level (19 mmol) and high levels of ketones. Still, I thought perhaps travel stress had had an extraordinary effect, since the pump did not indicate that it had failed; it was still delivering (minute doses of) insulin.

I gave myself an injection (not using the pump) of insulin and within 5 hours my blood glucose level had returned to normal. Good.

'2013 8:39: I tested the pump and it showed no problems; it was delivering miniscule amounts of insulin.

That afternoon I went for a walk, an activity that usually helps to stabilize and lower blood sugar levels. I was out for most of the afternoon, visiting with a friend before the walk. I felt unusually tired all afternoon, assuming that jet-lag was having an effect along with the very high blood glucose test of that morning. I was horrified to see a blood sugar result of 30 (mmol) by 5 o'clock accompanied by high levels of ketones. It struck me then that the pump had been adversely affected by the scanning device. I phoned the Medtronic 24 hour Helpline to ask how the pump might have been affected. I was led through a specific test and it was determined that the motor mechanism had been damaged and the pump was delivering only a THIRD of the daily doses required to maintain my health. The total daily dose of insulin I require is quite low, so basically I was receiving no more than three or four units of insulin.

A brand new pump was delivered to my door by 11pm that night and with help I was able to reprogramme and start to use the device by about 1 am.

From the time the damage to the pump was recognized and restarting the new pump I had been severely ill: dehydrated, vomiting with severe abdominal pain and at the same time, needed to take hourly blood tests, insulin injections and urine analysis to determine whether or not hospitalization would be needed.

The keto-acidotic condition lasted for 2 more days of severe illness. I have not experienced this condition in my entire life as a diabetic. My self-care is excellent and I am being honoured this coming month for just that level of self management.

The after effects of this episode have lasted; extraordinary efforts on my behalf to stabilize diabetes management and regain the normal level of control. Disruptions in sleep continue to be a problem.

I am very unhappy about the level of respect that was afforded me when I CLEARLY STATED that I was wearing an insulin pump and could not be exposed to x-ray. It is not clear to me how difficult it is to remember that Insulin pumps are exempt. Are your security staff not trained to protect the health of passengers as well as their security?

As I flew my health was rapidly deteriorating and no one could have helped on board a plane. Even if it had been possible to determine the damage done, I could not use the second pump, since it too had been damaged. It would have been so simple to listen to me and give me the pat-down that I had requested.

Caller will be traveling with a pet onboard.

The airline told her specific size for the cage etc and she has that.

She knows what she needs.

It is a Kitten

She has proof of his shots but thought the vet said they need a health certificate 10 days before the trip.

Someone at the airline said just so the cat looks healthy.

RESPONSE:

'2013 1:27: Told her we do not require paperwork but I cannot say about the airline.

If she thinks there is risk of escape she can let the Officer know.

(She confirmed she expects no issues for the young kitty).

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections.

All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

Confirmed she should never leave the kitty in the carrier for the XRay machine screening.

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Confirmed she should never leave the kitty in the carrier for the XRay machine screening.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/31/2013 2:26:16 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/31/2013 12:45 PM Airline & Flight Number : AA 2452 Checkpoint/Area of Airport : T4 AA Priority TSA Employee: (If Known) :

/2013 4:09: Comment : All the rookies and leisure travelers really congesting the lines and taking extremely long to get thru and passing in and out of metal detector. This should be freq travelers.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Yesterday I received four identical e-mail "responses" from TSA which failed to answer any of my questions regarding carelessness with my personal property and apparently gratuitous pat-downs of my wife.

My original e-mail of October 5 and your non-responses with my comments follow.

I look forward to eventually receiving honest answers to my questions.

(b)(6)

Polebridge, Montana

My original e-mail of October 5, 2013:

Sirs:

2013 8:07: I just returned from vacation to find that the lock on my suitcase had been opened by a TSA Inspector at Boston-Logan.

My first question is: After the inspection, WHY DIDN'T THE AGENT RELOCK THE LOCK?

This is one of many instances I witnessed on this trip of the TSA compromising the personal security of individual flyers.

For example, at FCA TSOs routinely require passengers to remove their money belts even though they know full well what they contain. (The idea behind the money belt is to conceal one's cash and passport so they don't get lost or stolen.) In this case, the passenger had left his money belt (which contained his passport) in the bin and frantically returned to retrieve it, thereby salvaging his vacation.

And at Boston Logan, a \$20 bill was left lying on the floor because passengers are required to empty their pockets of harmless items.

So my second question: Does the TSA in any way consider the personal security of passengers in formulating its procedures?

Third question: My wife has an artificial knee, which sets off your metal detectors. After telling TSOs at FCA and in Boston that this was the case, she was subjected to humiliating pat-downs when simple wandings would have sufficed. (The pat-down at FCA was indiscreet to the point of being exhibitionistic. Unfortunately, I did not take down the name of the TSO.) Can you explain the reasoning behind this policy?

Hello,

I am absolutely dismayed by how you folks have ruined the TSA Pre Check program. Those of that travel hundreds of flights a year spend a lot of time and money to apply for Global Entry, Nexus, and TSA Pre Check. We struggle to schedule interviews with custom's agents, figure out how to get the PassID properly loaded into our profile for every airline, and eventually it works.

Prior to the last couple of weeks, TSA Pre was a huge timesaver and made a lot of sense. However, now that you are inviting everyone into the TSA Pre line it is a disaster. It has become the longest, and most horrible, of the TSA lines. I will be a lot less likely to use TSA Pre after today in Denver, and last week in Newark. Today I waited for 15 minutes as some idiot took 10 tries to go through the metal detector.

2013 9:59:4 You either need to restore TSA Pre to the way it was or you need to convert all of the security lines to TSA Pre. The current situation is a terrible.

Regards,

(b)(6)

Date: 11/1/13 Time: 6:30AM Airport: Denver International

Hi,

Exactly one week ago, on 25 October, I was at JFK Airport to board to my flight, I spent my vacation on NYC.

Time to pass through the secure check of TSA, I followed all the procedures outlined by security, one of this procedures was to remove the laptop from my bag.

Ok, I thought it was the safest place in the world and nothing could happen.

So I took my laptop from the bag and placed in a tray to go through the scan and walked to the metal detector.

When I left the metal detectors my my laptop was stolen, the tray was empty.

It's not permissible for a case of this type of theft occurs in an area of ??maximum secure.

I've open a case with the Port Authority but nothing happens until now.

2013 10:00:

I want to know about your TSA what is going to happen.

When we entered the metal detector we completely surrendered by thieves who commit thefts such this one, you have to do something about that.

Again, I was in the most secure airport on earth, this was not supposed to happen.

I really need an answer about that.

Thank you.

(b)(6)

he is 60 years old and does not travel much. At this airport they were very busy and were yelling back and forth at people. Caller went through the WTMD when the female TSO standing behind it told him he has to get back in line but he said he was the only one in line. He said the TSA Agents at the Miami Airport are rude. Caller told the TSO she was very hateful and asked to speak to a Supervisor, (b)(6). The supervisor was very confrontational and told the caller that the TSO in question was not rude or hateful. He said the supervisor told him to file a complaint online if he wanted but would not give him that agent's name or badge #.

Complaint:CSM

Airport:Miami International

Airline: Copa

Flight Number:CM440

Departure Time: 11am

Description of Bag:My Way Brand Black carry on bag

Location: At the checkpoint

Terminal:Concourse H

Contact (b)(6)

2013 11:02:

Name: Luz V. Rosario - CSM

Phone: 305-421 (b)(6)

Email: (b)(6) MIACustomerService@tsa.dhs.gov

Response:The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

A variety of security measures are applied to the screening of passengers and baggage, including random searches. Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 11/1/2013 2:13:30 PM

2013 5:07:26

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Flight #729/Terminal 1 in Las Vegas McCarran Airport/Gate 37 (Not totally sure of the gate, but it was in the 30's). Wednesday, October 30. To Denver

Comments: A TSA agent made me stand aside to "see how it worked" after I (very nicely) told her that I didn't want to be scanned. She told me that I had screwed up & that I should have waited until she decided where I should go and made me stand aside while she summarily let about 8 passengers through after asking them if they had metal on them. She then looked over and told me "see, that's how it works" & finally called for a female assist. No one came after two calls, so I proceeded through the scanner where I was scanned twice because I "moved." I believe this woman is on a power trip and was very condescending and rude. I admit that I got very upset. I'm tired of all the radiation I've been subjected to and feel that I have a right to refuse (even to speak before spoken to) & get service promptly. I should have asked for a supervisor and cleared it up on the spot, but I was too upset to think clearly. I would hope that someone in the TSA cares about punitive, punishing behavior dished out by their agents. Possessions have already gone through the scanner. If you were travelling alone, your cash & credit cards are at risk while you are made to wait. I made the same request in Denver before I left & was sent on my way through just the metal detector.

Disability Description: Caller has a prosthetic device in her knee. The caller stated that her knee is made of metal and plastic.

Response Details: Advised the caller that in Michigan, the two airports that participate are Detroit Metropolitan Wayne County Airport (DTW) and Gerald R. Ford International Airport (GRR).

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

Sent Email

2013 1:07:26 Incident Details: The caller was traveling from Kalamazoo to Detroit, then from Detroit to Florida. In Kalamazoo the boarding pass said she had TSA PreCheck. The caller stated that they told her they do not have PreCheck.

The caller stated that she is a retired delta employee. The caller stated that everytime she goes through the machine, it will set off an alarm and she gets patted down. The caller shows them her employee ID and other documents to prove she has worked for the airlines.

The caller stated that she shows them or tells them before screening that she had a knee replacement.

Most of the time, they just take her to get patted down.

The caller stated that they treat her like a criminal. Everytime she leaves out of Kalamazoo they treat her like a criminal and other airports as well. She got patted down and does not like it. The caller stated that she feels discriminated against because she is disabled.

The caller feels like they are treating her like a terrorist. She feels like if her knee sets the alarm she should not get patted down since other people who do not have a knee replacement do not get patted down.

chemical patch he had that set off the ETD. The caller stated that he was missing a pair of cowboy boots and a chain off the boots. The caller mentioned that the officers also left his empty water container out. The caller stated that when he goes through AIT or WTMD and alarms he only gets a partial patdown, but when he tested positive on ETD he is taken to a room and his property hand searched and given a very thorough patdown. The caller stated that he has flown every other month for the last 5 years and this is the first time this has happened to him. The caller stated that he had a note from his doctor showing his medical issues, including metal implants and braces etc. The caller stated that he was taken to another room for additional screening and he has mobility issues which were tested during his time. When asked the caller first said that he did not declare any medical or mobility issues to the TSOs but then after I confirmed this he changed his mind and told me he did let them know. It was very unclear whether the caller declared anything to the officers.

The caller said he was made to raise his shirt empty his pockets and remove his shoes when he got in the room for additional screening. The caller stated that in order to remove a medical brace he has to undo his pants. The caller stated that it is not fair to wheelchair passengers to check for ETD when its the airline that is giving the passenger the wheelchair. The caller said that he only had his over night bag with him and no other property. The caller stated that there was no reason to give him additional screening for testing positive on the ETD test since this was all that he had with him and is a retired police officer. The caller stated that he is flying again on 11 12 2013 and returning on 11 20 2013. The caller informed us that if he has to go through this again he will be contacting the news. The caller wanted to know why I did not understand that the ETD does not pick up explosives and is used for checking for medical chemicals on the skin. The caller agreed with me sending this complaint to the CSM of TPA. The caller stated that he could not believe what TSA does to passengers.

The caller was advised that in the future inform the TSO of the medical patch, implants etc before screening begins so that they are aware of the items.

I discussed with the caller that there is no set statistic on how often someone will get a ETD swab test. I discussed with the caller that for the safety of the public TSA must resolve all alarms and anomalies. I informed the caller that if he tested positive on the ETD that he would have to be additionally screened along with his property so they could clear him to go on board as they would with any other passenger.

2013 1:17:33 Caller is ultimately concerned with the screening procedures set in place for ETD tests and screening of wheelchairs so I am sending to CSM.

I discussed with the caller that we do not have a set list of what will or will not set off an ETD test.

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough Patdown, the wheelchair scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening.

I explained to the caller that also when passengers have an ostomy they will let the passenger self Patdown the area and then do the ETD on the passenger.

I advised the caller that the ETD test is used on property and passengers.

I advised the caller that there is no way to guarantee that a passenger will not receive a pat down. I informed the caller that TSA resolves alarms with patdowns. I also informed the caller that passengers are selected at random for additional screening such as the Patdown.

I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.

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I informed the caller that doctors notes are not required but can be presented but they do not exempt passengers from screening.

Caller stated she is in her 60 s, she flies often for business. She normally flies out of the Abilene Airport on American Eagle Airline and it the Airport used to have an AIT machine but now has a WTMD. She stated she always she sets the alarm off the WTMD and she thinks it may be because of her underwire bra. She states she must always go through a pat down and it is embarrassing. Wants to know if I have any suggestions.

Advised caller Walk Through Metal Detectors
Items that could set off a metal detector include:

- keys
- loose change
- mobile electronic devices
- heavy jewelry
- clothing with metal buttons, snaps, or cuffs
- metal hair barrettes or other hair decoration
- belt buckles
- under-wire bras

2013 5:15:56 Advised when traveling she may want to not wear an under-wire bra, adv the WTMD would pick up anything metal. Then would require pat down.

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Advised when traveling she may want to not wear an under-wire bra, adv the WTMD would pick up anything metal. Then would require pat down.

(b)(6)

Dear TSA Administration,

With the recent tragic shooting here at LAX, it definitely shows that we need more measures to prevent such tragedies. I think another method would be to utilize the supermarket and department stores metal label detectors used against shoplifters. Those metal bars at every entry go off when someone has an item that is questionable. I think that with the increased amount of technology that we have it be possible to detect guns on the bad guys. Use undercover agents or manned security at these entrances.

The airports are too easily accessed and need to be fortified to intimidate bad guys at every entry. Giving them the chance to make it through any airport concourse endangers so many more lives. I think that even the sight of those metal detectors will stop some of these horrible deranged people willing to take others lives.

We all need to fly , but we definitely need to make it harder for criminals to take away that freedom from all of us.

Sincerely,

(b)(6)

Mother of two

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 11/3/2013 11:11:52 PM

2013 8:27:2

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): .

Comments: The 'managed inclusion' pilot in precheck lanes is awful. It's clogging lanes with travelers who have no clue what to do even in a regular line. Not only have they not been prescreened to the extent of normal precheckers, but they delay the precheck lane by taking shoes off/liquids out/laptops out only to put them all back before finally getting thru the metal detector. Please end the pilot before the value of precheck is entirely gone.

Forwarded to TCC

-----Original Message-----

From: TSA-ContactCenter@dhs.gov [mailto:TSA-ContactCenter@dhs.gov]

Sent: Wednesday, October 30, 2013 3:34 PM

To: TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov; TSA-ContactCenter@dhs.gov

Cc: TSA-ContactCenter@dhs.gov

Subject: Got Feedback : ORD - Chicago-O'Hare International

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/30/2013 3:34:00 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 10/30/2013 12:10 PM Airline & Flight Number : ASA29 Checkpoint/Area of

10/31 10:33: Airport : Terminal 3 near American Airlines TSA Employee: (If Known) : One more overweight idiot with a government job Comment : Your precheck does not work for those with medical devices such as a pacemaker. Do you realize pacemaker patients cannot go through the metal detectors unless you want them to die while forcing them to be screened since the detector could possibly cause the device to not properly send a signal to the heart to beat? I paid for precheck through GOES and I would expect your screeners to do a hand pat down in the precheck line. Apparently they are not trained or misinformed as to their job function and what exactly is required for precheck patrons who have implanted medical devices. Idiot employees instead made me go through regular line, take off my belt, remove coat, remove watch, take computer out of bag, stand at xray, etc. Annoying to say the least. I paid for this service since I am 77 years old and cannot handle any more stress with traveling. You need to get your agents at the precheck line trained to perform a pat down and not force them to use two lines while possibly having their personal items stolen from the xray belt. This is the second time in a week this has happened so I would venture to say you have not trained your employees adequately to handle those with implanted medical devices in the precheck line. This also occurred in Seattle on Wed, Oct 23 at 7:00am flight ASA20. I spoke with the supervisor who told me the employees in Seattle were not trained. It appears they were not trained in Chicago either. Get it fixed!!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 11/4/2013 2:23:48 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 10/31/2013 4:30 AM Airline & Flight Number : American Airlines Flight #AA2200 Checkpoint/Area of Airport : Security Checkpoint TSA

Employee: (If Known) : unknown Comment : Our flight was scheduled to board at 5:15 am, but at 4:35 am we were still downstairs waiting for the TSA checkpoint to open. We watched as staff went up the escalator and heard equipment start up. We heard someone say "Are we ready to rumble" and then were allowed to go upstairs. Two flights worth of passengers waiting to get through security all at the same time.

At the top of the escalator an agent asked each passenger what airline they were flying and signaled them to the right or left. Most passengers were on our flight and the line became backed up and there was no longer any room for passengers who had been allowed to go upstairs. To clear the upstairs both sides were open to all passengers.

We were sent to the left side which had two stations. One for TSA Pre Check and the other regular security. I was sent to the TSA Pre Check and my husband sent through regular security. My ticket was checked and I continued to the conveyor belt, put my belongings in the basket, started to take off my shoes and was instructed to keep them on and walked through and opening without a metal detector!

2013 4 08:4 Please note, I HAVE NOT BEEN CLEARED FOR TSA PRE CHECK! Anyone experiencing this same situation could have very easily carried something through security since no metal detector was used!

Thank goodness, I am not a threat and want to make you aware of what happened.

It's particularly scary to think this was allowed to happen just days before the LAX TSA incident in which people were injured.

Please check into this to make sure our sleepy little town continues to be a safe place to fly.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller indicated that she would like to speak with a supervisor to file a complaint.

I advised that I would be glad to help her with her complaint.

The caller flew today, 11/4 from Yakima, Ecuador to MIA with American Airlines flight 1280 departing from gate D22. She was at the checkpoint between 7am and 7:30am. The flight was scheduled to leave at 8:15am. The checkpoint was the checkpoint on the left on the way to gate D22.

She indicated that she bought a bottle of liquor at the airport. It was in a plastic bag and sealed. She was advised at the checkpoint that the bottle of liquor was not permitted through the checkpoint. She indicated that a blond, young lady, with curly hair gave her a ticket number (b)(6) and indicated D-22 7:30 and D-33 on the ticket. This TSO advised that she would get the bag to the airline and check it with airline, however the TSO would not allow her to remove the candy, bread, and black pair of pants from the bag. The TSO advised that all of the items in the bag would have to be checked.

2013 4:37:5 The caller indicated that she went through the WTMD and there was an alarm. The caller indicated that it was likely caused by her underwire bra. A TSO made the comment that They all say that it is there underwire bra. She indicated that she would remove her bras to prove this to him and to clear the alarm. The TSO continued to make comments and to make fun of her after this occurred. She stated that she did not get the names of the TSOs.

Also, she hasn't received the bag that TSA checked for her. She received all of her other bags. She spoke with (b)(6) at Baggage Claim as well as (b)(6). She was advised that her bag is at JFK and that it will be delivered to her. She indicated that the bread will be ruined by the time that it is delivered. (b)(6) advised her to call back between five and five thirty to determine if the bag can be delivered today. (b)(6) also referred her to TSA. The caller indicated that she had to work tomorrow and may not be able to be there when the bag is delivered.

I apologized and advised that I had documented the information provided. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention. TSOs are trained to treat each passenger with dignity, respect, and courtesy and apologized if she did not receive such treatment. I advised that I would refer the information to the CSM at MIA to make them aware. The CSM would have the means to look into, and address the situation.

I advised that there is a restriction in the amount of type of alcohol that can be in carry on. LGA in carry on must be in containers 3.4oz or smaller and these containers must fit comfortably in one quart size clear plastic resealable bag.

I explained that generally, TSA doesn't check baggage for passengers. Passengers are provided the option to return to the airline to check a bag. The caller insisted that the female TSO advised that she would get the bag to the airline.

I am writing the Transportation Security Administration because of an unprofessional and highly upsetting event I experienced at the Dallas Fort Worth airport. As I have had positive experiences with your organization before, I thought it important to share with you the way that some of your employees are treating the citizens of this country.

This letter is specifically in reference to a situation brought on by my status as a queer person, but it is also on behalf of human beings everywhere. No person, be they seemingly "normal" or "different" from your perception of the norm, should be treated as "less than" by anybody, but especially by a government employee. Our government is in place to protect the interests of its people.

Before I begin, I need to explain something to you. I wear men's clothing and a breast binder, which is a special shirt that makes my breasts almost completely flat. A few years ago, I bound my breasts for the first time and felt more comfortable than I have ever felt. This year, I purchased a binder and made it a part of my every day attire. It is so much a part of my identity that if I get dressed and do not wear it, I feel wrong. Without my binder under my clothing, I feel uncomfortable and have little confidence.

Let me make something very clear: I do not want to be a man. I do not identify as transgender. I love being a woman and I love my body, but my "look" is a large factor of my gender identity. My identity is what many in my community would refer to as "boi." The style in which I feel comfortable is youthful and masculine. When I wear my clothes, binder and all, I feel like a complete and attractive human being.

2013 8:09:1 My style, however, can be confusing to people in everyday life with whom I am not acquainted. I often encounter people trying to determine my gender or confusing me for a man. For the most part, this does not bother me, as curiosity is a natural human response. Two places I have recently noticed this confusion were at different airports, one being Seattle Tacoma and the other being Dallas Fort Worth, when I got to the security checkpoint. I am going to describe the two very different experiences with the TSA as means to explain what should and what should not happen with regards to LGBT people at the airport:

About a month ago, I traveled to Seattle to see family and friends. When I was going through security for my return flight, I was greeted by a friendly male TSA employee. I work for a company that sells construction equipment and their logo is on my luggage. "A tool guy, huh?" he said, smiling at me. I nodded and smiled back, as I had no reason to be offended.

I walked through the scan, as everyone had to. Something showed up on my chest, so I was asked by a female TSA employee to step aside for a pat down, an employee with whom I am thoroughly impressed. It seemed she recognized me as transgender, which—again—does not offend me, as it is a common mistake. What she did next is exactly what she should have done. In a calm, quiet tone, she asked me if I would be more comfortable with a male or a female patting me down. I assured her I was fine with her performing the pat down. She ran her hand across the front of my chest in a quick, thorough, and professional sweep and, when she realized there was nothing there, allowed me to put on my shoes and be on my way to the gate.

This is what should happen. The employee made every effort she could to make me feel comfortable in an uncomfortable situation. Though she never explicitly tried to identify my gender, she was sensitive to my "gender queer" status in asking if I would be more comfortable with a male or female patting me down. It was professional and discreet and a perfect example of how one should be treated by airport security. Americans, after all, spend a great deal of money on air travel every year.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 11/5/2013 8:35:46 AM Airport : ORF - Norfolk International Date/Time of Travel : 11/04/2013 12:30 PM Airline & Flight Number : US Airways 4247 Checkpoint/Area of Airport : Southwest/US Airways TSA Employee: (If Known) :

Comment : November 5, 2013

Dear TSA Supervisor,

In my fairly frequent flying, I have found TSA agents to be respectful, responsible, and courteous. Not today. My two worst experiences flying have taken place at the security station at the Southwest/US Airways concourse at the Norfolk International Airport.

I had a boarding pass for the 1:45 pm US Airways flight to Philadelphia. I went through security around 12:30pm.

With an orange TSA pre-check sticker on my boarding pass, I was directed to go through the walk-through metal detector. The alarm went off. I had no shoes on, no pockets, no belt loops, no belt, just elastic-waist pants and a cotton shirt. I took off all my jewelry - a watch and a silver chain. The alarm rang each time, three times total. The TSA woman said that the machine was indicating something at my waist. I lifted my shirt to show them my elastic waistband.

There were two TSA women, one of them probably in training. They kicked in to their procedures. I knew what was coming and could feel myself beginning to get very upset. I began deep breathing. "Don't touch your things. Follow me. Stand here." Power asserted. All assumptions of innocence obliterated.

Perhaps the TSA agent was new and learning, but I NEVER want to experience what she put me through again - two deep crotch feels, breast pressing all over. I stood there silently crying. My adult son touched my hand to comfort me. He then had to have the full pat down. Unbeknownst to us, he wasn't supposed to touch me. "Those are the rules," the woman said.

2013 10:01: Who protects me from Security? They found nothing on either of us, no metal around my waist or anywhere else.

"You're free to go, ma'am," she finally said.

No apology for violating me when I had followed all of the rules. No acknowledgment that the machine had been wrong. And no inkling of humanity for a 58 year old woman who had done nothing wrong having to suffer such a public violation. In any other arena of my life, this would have been called assault and I would have pressed charges.

My second worst experience flying, also at this security post, was triggering the metal detector and subsequent full body pat down because there were wires in my bra. I have never encountered any experience remotely like these in any other airport.

Is there no way to travel without being assaulted by TSA agents for a bra and elastic? This has gone too far. I do not deserve this treatment, nor does anyone. I would never tolerate this kind of disrespect anywhere else in my life.

I understand that security may have been heightened due to the tragedy that occurred in the LA airport last week. My husband was a Congressman recently. I understand the necessity for airport security.

And in the name of security yesterday, my freedom and humanity were taken away from me. I did not feel safer, believe me.

I never want to fly through Norfolk again. And, yet, I must, for I live in New Hampshire and my mother is near death in Virginia Beach. Please, do not make me go through this Orwellian experience again. Please rethink and rewrite your policies. I am asking for some balance in our security policies. The pendulum has swung too far. Please train your TSA agents to be responsible as well as understanding, respectful and humane.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller was traveling out of Colona B. C. into the US and got a full search out of Seattle. His itinerary was Colona to Seattle to Oakland. He went to lunch and came back into the security area and he received a full search including a patdown and was told it was because of SSSS on the boarding pass. This has never happened before to him and he immigrated to Canada from US. He didn't set off any alarms going through the AIT when he received a patdown.

Advised:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

2013 4:50:3 Explained that a patdown is required to clear discrepancies in the AIT or WTMD.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

The caller traveled 3 or 4 times in the last 3 or 4 weeks and she is a global entry member and she was flying on US Airways and the precheck line was clogged with people who were foreigners and people who never received precheck before. She was on a flight out of Phoenix and the line was long and the same thing happened, people with brown and yellow passports from Germany and Denmark and people who never received precheck before. She talked to a TSA agent at the airport who told her that 1 out of 4 are selected for precheck at that particular time to manage traffic control and that these people are deemed low risk. She is concerned for two reasons and one is for safety. She does not believe that TSA can do an effective job of screening 25 percent of the airport population and she couldn't believe that non-US citizens were being allowed through the line. The second point is the spirit of the matter. She paid \$100 and had a background investigation and she got fingerprinted to be in this program while these other people are randomly selected and are clogging up the precheck lines and defeating the whole purpose of having precheck. She said she would go to the media with this and report it to the Wall Street Journal.

Advised:

The airlines submit the passenger's information to Secure Flight and they run checks on them and determine these passengers to be low risk when traveling.

2013 7:11:00 PM: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

I submitted the above-referenced claim via your website on September 5th, 2013 but have not heard anything back yet (except for a brief standardized survey). I am contacting you today to follow-up on the status of the claim. If you could please provide me with a case update, it would be greatly appreciated.

Thank you for your time and attention to this matter.

Sincerely,

(b)(6)

From: (b)(6)

To: tsa-contactcenter@dhs.gov

2013 8:09:00 PM: Subject: Damaged Item: August 21, 2013 Flight Out of Seattle (b)(6)

Date: Thu, 5 Sep 2013 20:18:48 +0000

Transportation Security Administration (TSA)

HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov

17801 International Blvd. S., Box 309

Seattle, WA 98158

1-866-289-9673

Airport and Terminal: Seattle Tacoma, Central #8

Caller is on the tsa.gov website and is trying to fill out the Talk to TSA form. Drop down boxes for the airline does not show all states or airports. Feedback does not have any categories, it also won't let him send the form because there is no way to fill in those sections.

I checked the website and had the same issues he had. I thanked him for letting us know and asked if there was something that I could help him with.

2013 1:24:00 He said he has PreCheck, but also has an artificial hip. He wanted to know if he goes through the AIT would he still have to take off his belt, shoes, jacket.

I told him that if he goes through the machine and it alarms, the TSOs will have to resolve the alarm. If he does not alarm, then he will not have to do anything else. He stated that the PreCheck line does not have AIT, it usually has the WTMD. He asked if that would alarm when he goes through. I told him some metals do not alarm. I told him he would need to tell the screener he has the metal implant before the screening begins. He said he does and they take him to the other line to be screened via the AIT. I told him that is all he needs to do and the TSO will determine the best way to assist him, but if he sets off an alarm, the TSOs will have to resolve it which may include him removing his belt, shoes, etc.

The caller stated that he is a GE member and had been getting the precheck logo on the boarding pass but the last few times he has flown he has not. The caller stated that he has still been selected for precheck benefits on these flights. The caller wanted to make sure that there was not an issue and was upset because of the incident. The caller stated that he had heard about a Managed Inclusion process that was being implemented at LAS. The caller stated that this was making it hard for individuals who are familiar with the TSA precheck program because passengers who did not regularly get it were not familiar with precheck procedure.

Advised caller: Advised the caller that the printing of the precheck logo on the boarding pass is an airline function and his eligibility for expedited screening is not dependant on that fact. Advised the caller that his eligibility for the expedited screening is determined when the airline forwards his reservation information to TSA and it is then embedded into the barcode of boarding pass. Advised the caller that TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓2713™.

2013 2:58:00

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Advised the caller that other passengers will become familiar with precheck as time goes on and that wait time will decrease in the future. Advised the caller to please bear with us as we implement this new process.

Hello,

This morning I was in line for screening at Seatac airport when I asked the agent to pat me down instead of requiring me to go through either machine due to my early pregnancy (13 weeks with twins). He ignored my request, telling me to go through the metal detector. I told him I was concerned about the safety of the machine and told him again of my request for a pat down and pointed to my obviously pregnant belly.

This time, in a very stern voice, he told me stop talking and to listen to him, that he had chosen me to go through the machine and to do it. Not knowing what else to do, I complied.

My question is what can be done when an agent doesn't comply with your organization's own policies, as it is my understanding that anyone, regardless of whether a medical condition exists, can request a pat down. Also, what can be done the next time I encounter an agent like this?

2013 3:06:20 I am gravely concerned about the effects of even minimal radiation and should not be forced to put my unborn and still developing children in danger because I would like to occasionally travel, particularly when another, safer, and equally effective option exists.

Please advise as I would appreciate your assistance

Best regards,

(b)(6)

On October 17th I was at the TSA checkpoint at SFO at about 7:10PM. I was separated from my bags while I awaited a female assist for a patdown (SFO has few female officers, and it can take upwards of 15 minutes for a female assist to be located) when the TSA agent closed the metal detector as I was about to step into it, and insisted that I use the AIT scanner instead.

I watched my bags, which had already gone through the x-ray, closely, repeatedly asking the TSA agent to have them moved to a secure area. My requests were refused. After waiting about 10 minutes, I watched as a passenger (1) placed his own laptop in his bag, (2) removed the colorful scarf I had placed over my own laptop and (3) placed my laptop in his bag as well. I asked the TSA agent closest to me to stop him. She refused. I started yelling for the TSA agent who was manning the X-Ray to do something, he refused, and the TSA agent closest to me told me to be quiet or I would experience consequences. I respectfully told her "if your very expensive laptop were being stolen, you would be equally upset" I continued to yell, not wanting the other passenger to walk away with my bag, until finally a TSA agent named (b)(6) asked the passenger to put my laptop back. I asked repeatedly for him to be held so that I could inspect my bags to make sure nothing else had been taken, but my request was refused. I asked for him to be held for police, that I would want to file a report, and my request was refused. When I had finally undergone my patdown and was able to talk with agent (b)(6), he told me "no harm, no foul, your laptop has been recovered and the guy told me it was an honest mistake." I asked to file a complaint with TSA and (b)(6) told me that there is no complaint process and that there was no higher supervisor for me to talk to. He did add that I could call the police if I wanted to.

I would like to file a report about this experience which was completely improper, and doesn't meet the bar for basic security even in a department store or other space where private security guards are utilized. I would like access to the videotapes that would identify the passenger who attempted to steal my laptop and I would like clarification on TSA policies regarding separating a passenger from her bags and thefts that occur at checkpoints.

Sincerely,

(b)(6)

using a cane. He has not received any information in an email. He wanted to make sure that he gave the agent his correct information about his flights. He is just requesting for the email to be resent to him. His email address is

(b)(6)

His flight information is:

Departure flight:

Airline: United

Flight date and time: 11-12-2013 at 2:51 pm

Flight # 3907

Email (b)(6)

Cell phone (b)(6)

Return flight:

Airport: LAS

Airline: United

Flight date and time: 11-15-2013 at 9:52 am

Flight # 1226

Email (b)(6)

Cell phone (b)(6)

Advised the caller:

Apologized for him not receiving his email. We can resend that email to you. Your flight itinerary was sent to the Wounded Warrior program with the correct flight information.

Mobility aids such as crutches, canes, walkers, support braces, orthopedic shoes, and prosthetic devices are permitted through the screening checkpoint after proper security screening or inspection.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

I was a recent air traveler. I flew out of Philadelphia, PA on November 1, 2013 and returned via Palm Beach International in Florida on November 5th 2013. I am not a frequent flyer, and have not done so in years. I had a cochlear implant surgery in 2012. Before flying on November 1st I did research about what to expect and what my responsibilities are as a flyer and going through security.

I cannot tell you how scary and confusing my trip was. I went to security with my cochlear implant ID card and driver's license in Philadelphia and requested the metal detector and pat down. The TSA officer said you will be fine and I was denied and forced to go through the full body scan. After that my implant for the rest of the trip was working differently.

I made it a point when returning home to be more adamant to the TSA officers about my situation. I verbally said to the lady (she had a really bad bloody eye) that I have a cochlear implant that will be effected by the full scan and want a pat down, she said "what is that? What do you mean." I said on way here I went through and I don't want to. She again ushered me through the full body scan, I was then taken to an area and my hands were wiped down with a liquid. My implant was not working after going through the machine. It is currently not back to normal, although it did come back some.

!013 10:20: I cannot fathom, that in a world where over 300,000 people have cochlear implants, that TSA agents don't know what they are or how to respond when someone advises of such. Never mind that insurance does not cover implants and we are talking about a 10 thousand dollar machine that was damaged by your agents incompetence. I don't ever want to fly again, and I expect some type of response as to what you, as a government agency, are going to do to correct this.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 11/7/2013 8:59:50 AM Airport : LGA - LaGuardia Date/Time of Travel : 11/07/2013 10:00 AM Airline & Flight Number : Us air Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Im in tsa pre. I have artificial knee and want to go through body scanner or I get patted down. When I go through the scanner line they make me take out my laptop and empty pockets

!013 10:20: You dont have to take your laptop out ordempty poxkets if you go through the metal detector. Seems like Im still being subjected to extra hassle because of my knee, regardless of being pre check.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/7/2013 8:04:07 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/06/2013 6:00 AM Airline & Flight Number : DL 469 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The Delta flight from Tel Aviv is about 12 hours. After making our way through customs, we continue on to our connecting flight. There were only 2 agents, one for first class and special assistance and the another agent for the rest. It was a slow moving line. When I reached the agent another agent appeared and took my boarding pass and said I would recarve light security. I understood that I would not have to take off my shoes. But it took him longer to find the stamp than it would have been for me to remove and replace my shoes.

!013 10:20: When I got to the X-ray machines, there were no bins to use. My husband scrambled over equipment to pull some up to the conveyor belt for us and other passengers. Meanwhile a young woman with a tired baby was trying to manage everything to get through security and we were trying to help her because no other airport employee was there to offer assistance. It was then that the agent at the x-ray machine yelled at us for not pushing our things on to the conveyor belt. Instead of being helpful, agents are not aware of the atmosphere and the difficulty of getting through security. It was not going to be beneficial for luggage and personal items to move through security when there was quite a line a people just waiting to walk through the metal detector. One way or another, the x-ray agent was going to have to wait on the system.

This is totally unacceptable to be yelled at in this uninformed manner. All the passengers were being patient and helping each other in a security area that showed total ineptitude.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am a frequent traveler with American Airlines and have had the 'benefit' of pre-check since the beginning of the inception of the program. The problem is I can't utilize the pre-check metal detector facilities due to my pacemaker. TSA at every airport I have come in contact (+20) with refuses to allow me to use pre-check and go through the body scanner. TSA is discriminating against my medical disability and I find it unacceptable. I get to enter the pre-check lines, and then when I state I need to go through a body scanner they refuse to allow me the benefits of the pre-check. I have already been granted (keep shoes on, not take out laptop, etc.). I am a pre-check approved traveler and have PRE-CHECK stamped on every boarding pass, but it's useless due to the inadequate accessibility of a body scanner. I understand the American Disability Act does not address this issue, as the problem didn't exist when the ADA was created. I would like feedback on what TSA is capable of doing to allow passengers with disabilities to use a body scanner during the pre-check check in. Thank You for your time.

(b)(6)

2013 4:09:15 AA frequent flyer (b)(6)

(b)(6)

Grapevine TX 76051

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/8/2013 3:50:38 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 11/06/2013 1:15 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6) Male in mid to late 20s.

Comment : As I walked through the metal detector, I was randomly selected for special scrutiny (not because I had any metal on me). I asked the TSA employee if I could retrieve my laptop, which was sitting unattended at the end of the conveyor belt 10 feet away. He said no. I had to stay where I was until he could get a female to examine me. I asked if someone could retrieve it for me. He said no. As different passengers picked up their bags, my laptop was eventually tipped out of the tray as I watched helpless.

The female employee arrived after 3-5 minutes and checked the handle of one of my bags. That's all.

2013 4:48:2

Questions:

- 1) Was the screener correct in not allowing me to retrieve an expensive item?
- 2) If he was following a rule, could you explain the value of the rule?
- 3) If my laptop been stolen or damaged because it was left unattended for 3+ minutes, would the TSA have reimbursed me?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller immediately requested supervisor.

Supervisor notes:

(b)(6) took over the call. The caller wanted to know if TSA was employed by the airlines or airports. She has contacted the airline and received two different answers regarding service animals. She stated that the animal has a micro-chip and she did not think it should go through the metal detector.

Advised caller:

TSA is a federal government agency. We are not employed by the airline or airport. TSA only requires that the animal be screened. Generally, the owner walks the animal through the metal detector. If you have any special requests, you may request a supervisor at the checkpoint.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 11/8/2013 9:27:08 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/08/2013 9:00 PM Airline & Flight Number : AA 2299 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

Comment : Just so you know, your implementation of "after hours" TSA Pre without a dedicated security line in DCA is a complete disaster. There are no signs or instructions telling anyone what to do, and people are running around like crazy trying to figure it out on their own. Nobody knows that you can't leave your laptop in or bag or leave your belt on, so the entire line was being re-run. Nobody was telling people with Pre to go to the metal detector line, so people would go wait in one line and then be sent to another. The sensitivity on the metal detector wasn't dialed down, so every little piece of metal that is normally fine in Pre set it off. And just for good measure, I heard one TSA agent say to another "these fucking pre people are pissing me off man"; as I was walking through. Truly abysmal.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I went through security today at the Denver International Airport and was really frustrated by the experience and wanted to share why.

I am Pre-Check & Global Entry certified because I travel 100% for my work (today's flight out of Denver was my 7th flight segment in 3 days). I have lots of experience with TSA and airport security. Most of those experiences are just fine. Today was different for the following reasons:

The reason for doing Pre-Check or Global Entry was to expedite my passages through security. That didn't happen today because the lines at Pre-Check were jammed with lots of inexperienced flyers. I found out that is was a test of "Managed Inclusion". The majority of travelers in the line didn't have a clue what to do regarding shoes, jackets, laptops or liquids so not only were the lines long, they were slow because people were asking all sorts of questions. Many who went through the metal detectors had no idea that metal on cowboy hats or in shoes would not work out so about 1 in every 4 people set the alarms off and had to go back to regroup.

2013 9:28:00 AM If the purpose of this "Managed Inclusion" is to encourage people to sign up for Pre-Check, then you missed the mark completely. People had no idea whatsoever that "Pre-Check" even existed even after they had gone through the process. They just thought they got lucky in security. A guy sitting across from me on my flight from Denver to OKC was telling his seatmate about how he went up to this sign in security and the arrow came up for him to go to the left. Once there, he found out he didn't have to take off his shoes or take his laptop out and it was "really awesome". He didn't know why he didn't have to do the shoes or laptop until I leaned across the aisle and told him about Pre-Check and they were letting people do it in order to get people to sign up!?! Wouldn't it have been a good idea to let people know what the process was called so they could sign up?

I know that everyone isn't a full-time traveler but for those of us who have paid a large fee and been through the whole application/interview process, being mixed back into the same long lines with inexperienced travelers is a slap in the face and a major inconvenience. You made lots of people angry at the Denver airport and it was all for naught since your people didn't make any effort to communicate the merits of the program, that people could sign up for this expedited screening or even that it was called Pre-Check so they could investigate and follow-up if interested. What a wasted opportunity...

Sincerely,

(b)(6)

We flew from Denver to Dallas Love Field aboard Southwest on Monday, 11/04/13. Before entering the security area, I stopped and asked the two TSA gentlemen how to proceed with liquids through the Family and Medical Liquids line, and showed them my liquids. They informed my husband and I that the liquids would most likely be opened and tested, but that we would be fine to proceed.

We entered security, placed our items on the scanner belt, and my daughter and I went through the metal detector to the other side. The woman (so sorry I did not get her name) at the scanner monitor became irate with us, and shouted that we could not bring the liquids through, and we would have to throw them away or consume them immediately (back outside the scanners, however). I mentioned that the gentlemen outside the line had advised us differently and she asked how old our daughter was. I said our daughter was 5, and she said that was not a "small child". She said the rule only applied to toddlers. I asked her if that applied even with a medical necessity and she just shook her head and wasn't even looking at me. She kept repeating that we need to toss it or go back out. After a few more moments of asking her if she was certain and asking why the other men thought differently, she sent us back outside the secure area to guzzle the drink down.

As we stood there drinking, I was directly next to the medical and family liquids sign which, much like your website, has no definition of what a small child is. So after my daughter had drank all she could and we were back in line to go through the scanner, I asked a different TSA woman about the sign not having a defined age...And why it didn't matter about the medical necessity. She said that anything medically necessary would have been fine, I just had to tell the other lady that. I stated that I had told her that, at which time the original TSA woman (at the monitor) stood up and started shouting at me that I had not told her. I said, "Yes, I did." and she proceeded to shout that I did not and back and forth and back and forth (extremely rude)

We passed back through the metal detector and the man running it took me aside and apologized for the woman at the monitor. Then another woman, (b)(6) gave me this card to file a complaint if we desired. She also apologized; and it certainly gave me the impression that Monitor Woman was exuding this type of behavior often, if her colleagues were apologizing for her.

My daughter may be 5, but she has 11 different medical conditions, most of which we foresee to be lifelong. Her diet is strictly controlled due to severe food allergies and behavior problems. She is also extremely underweight due to being born FIVE MONTHS early. We must have food for her with us at all times. There is nothing on an airplane she can consume, short of water, and very rarely can we find a food at an airport that is allergen-free and appropriate for her nutritional requirements.

So...needless to say, when I arrive at airport security at 2:30pm (after a 3 hour drive to the airport) and know that our Dallas-bound flight does not land until 9:30pm, we MUST carry what she needs with us. That's why we go through the Family and Medical Liquids lines (which used to be separate).

I had also paid a visit to the DAL (Love Field) TSA last year to confirm the process for traveling with her due to her needs and was instructed to bring sealed containers, declare them (as I did with the guys at the front of the line) and all would be well. I feel as though I did my part as directly and openly as I could, and this woman caused an enormous ruckus over what should have been cut and dry. Making us look like jerks in the process.

In the future, I can bring a note from several of my daughters physicians along with her Medicaid card and history. What else can anyone suggest to avoid these problems in the future and who is right? Monitor Woman? or everyone else who had given us the green light?

Again, I apologize that I did not get Monitor Woman's name, however this was at 2:30pm on Monday, 11/04/13 at the Denver Airport Security in the far right lane as you enter as a traveler. Perhaps (b)(6) knows which employee it was?

Thank you for listening (reading) and I am anxiously awaiting advice for future travel. Thank you!

(b)(6)
DENTON, TX

as one gets thru the regular screening lines.
thank you

In a message dated 11/7/2013 8:16:08 P.M. Mountain Standard Time, tsatcc_do_not_reply@senture.com writes:

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) pre-screening process. TSA Pre?™.

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting www.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

2013 5 22:2

Passengers chosen for expedited screening who are traveling with a pet must undergo the standard screening procedures that are performed for all animals entering the checkpoint, including screening the animal and its associated property. In addition, children 12 years old and younger who are traveling with a passenger who is selected for TSA Pre?™ may also be processed through expedited screening since children under 12 already receive modified screening procedures at airports nationwide.

To participate in TSA Pre?™, members of CBP's Trusted Traveler programs must place their CBP PASS ID in the 'Known Traveler Number' field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

Travelers interested in participating in TSA Pre?™ should contact their airlines or visit CBP's Global Entry program at <http://www.globalentry.gov/>. TSA has implemented TSA Pre?™ at the Nation's busiest airport and plans to expand the program in the future with more airlines at additional airports. For more information, including a list of participating airlines and airports, please visit <http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2>.

We hope this information is helpful.

TSA Contact Center

~~NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Senture does not accept liability for changes to this message after it is sent.~~

Date Time: 11/9/2013 1:44:47 PM

1)Information about the person who experienced the civil rights/civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

2013 5:22:4

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Today my lap top fell off of the belt scanner in the LAX airport at around 6:15am in terminal 3, lane 3. The belt was not being attended to and a back-up of luggage and empty baskets caused my basket to be knocked off. I witnessed my lap top drop and so did several staff and travelers. I was being scanned in the metal detector at the time, there was no possibility that I was neglecting my belongings. Unfortunately, the staff was ignoring the belt. My computer has invaluable data on it because this is a computer for my medical education and research at University of Vermont College of Medicine. While the computer turned on at LAX, it is currently inconsistently functioning. I hope that you will be financially responsible for the material. I spoke with a supervisor who noted you would be able to review the video surveillance if I provided the information as above.

I can only assume you will not take responsibility for the lost work on my computer, which includes months of work, including neuroscience research data that I was planning on presenting at the American Academy of Neurology's Annual Meeting (data from my work in Eckenstein Lab at UVM) and personal papers on public health issues which I had submitted to the Wall Street Journal (I am happy to provide you with what limited records of this data/paper I have from emails). This event has been a rather terrible development finalizing my trip to LA, where I was interviewing this week to start a job as a neurologist at the Harbor-UCLA Hospital.

Below are the details of the computer, I hope you take responsibility. Thank you.

'2013 9:27: Dell Latitude XT2 (tablet PC)

Model PP12S

P/N YM 125 A02

Intel Core Duo Processor

Windows (7) Product ID: (b)(6)

Note: There are some numbers on the bottom of the computer that are illegible from wear.

Sincerely,

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 11/10/2013 2:33:51 PM Airport : MDW - Chicago Midway Date/Time of Travel : 11/17/2013 12:45 PM Airline & Flight Number : SW 207?

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

'2013 3:22: Comment : I don't understand why the Fly By lane had the fewest number of ID checks. Every other line went faster than the "speedy" line. I plan my arrival time based off the historical and assumed time that I should be able to get through security in 10 minutes or less. It took me 20 minutes today, and it was only because of poor operations management on your part. People and conveyors remain under utilized, and no one on the staff seems to care about making the process flow better or be more efficient. I was also patted down four times (front and back on each leg) because I had a "full" skirt on. The skirt is hardly full, and I had already been through the metal detector. If the machine is not competent, then get a new machine. I shouldn't have to get felt up just to ride an airplane. I've had to get patted down because my jean pockets had metal threading, and it was much less invasive than what I experienced today.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Carry-on Property Out of View During Screening; Miscellaneous/Other Current Date/Time : 11/11/2013 2:42:13 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 11/11/2013 12:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Gates D of terminal 4 TSA Employee: (If Known) (b)(6) took off badge and refused to give last name Comment : Allow other passengers to go through metal detector then approach and Handel my items while I was in line for the screening.

When I asked for a supervisor to show my concerns she refused to come to the Area of concern. When I approached her she refuse to give any names and it is against policy, I then looked at her badge and was able to see her first name of "(b)(6)" she then covered her badge with her hand and took it off and continued to work without a badge.

When I addressed the issue in the past on other passengers able to touch items, I was told it would be looked at. This is what happened when my laptop was taken from the screening area about a year ago, it appears nothing has been done to restive this. The supervisor that with held her name and took off her badge needs some review and I expect no one should be able to with hold third name and never work without a badge.

'2013 3:13:

My contact info.

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller does not want to provide any information due to fears of being targeted by TSA. She flies in and out of San Jose all the time they finally got a precheck line but later on they closed it because it because they didn't have enough people to go through it. There was one person going through the closed precheck line on Tuesday walking back and forth through the metal detector trying to clear an alarm. She wants to know if they have time to waste doing this that they could open up the precheck lane again. She said she is paying for this service but she is not able to use it and the airline is raising the costs of the tickets to pay for it.

'2013 5:08: Advised:

The only thing I can do is take down her information and forward it to the CSM at San Jose airport.

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a wheelchair?" I travel frequently and I am very aware of the security process. I am able to walk through the metal detector without assistance and do not require a pat down.

I would appreciate some help so that I can benefit from expedited boarding using the PreCheck process next time I travel. I'd like to know what, if any, extra steps I can expect as a wheelchair user. Many thanks in advance.

'2013 5:16:

-----Original Message-----

From: tsatcc_do_not_reply <tsatcc_do_not_reply@senture.com>

To: (b)(6)

Sent: Sun, Nov 10, 2013 5:18 pm

Subject: In Response to your inquiry.

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) pre-screening process, TSA Pre?™.

The Transportation Security Administration (TSA) is undertaking efforts to focus its resources and improve passenger experience at security checkpoints by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. As part of this initiative, TSA is partnering with U.S. Customs and Border Protection (CBP) to implement a pre-screening process called TSA Pre?™. Eligible passengers include U.S. citizens who are members of certain airline frequent flyer programs or who are members of one of CBP's Trusted Traveler programs, including Global Entry, SENTRI and NEXUS. Additionally, Canadian citizens who are NEXUS members are also eligible for TSA Pre?™. Individuals interested in joining a CBP Trusted Traveler program can learn more by visiting HYPERLINK "http://www.cbp.gov" \www.cbp.gov.

Although no individual will be guaranteed expedited screening, TSA is moving away from a one-size-fits-all approach and toward a more intelligence-driven, risk-based effective and efficient security system. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow

On November 12, 2013, I received the following email from you in response to my email of November 11, 2013. To answer your question, we were at Atlanta airport on October 7, 2013 for Delta flight 1852 to PBI. Thank you for agreeing to help me solve this dilemma.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

We hope this information is helpful.

-----Original Message-----

From: (b)(6)
To: tsa-contactcenter <tsa-contactcenter@dhs.gov>
Sent: Mon, Nov 11, 2013 3:48 pm
Subject: Fwd: In Response to your inquiry.

2013 8:29:

On November 10, I sent the following email to HYPERLINK "mailto:TSA-ContactCenter@dhs.gov" TSA-ContactCenter@dhs.gov:

On October 7, 2013, my husband and I were denied expedited boarding using the TSA PreCheck system solely because I was using my own manual wheelchair. We had all the appropriate paperwork with us and our boarding pass was marked Precheck as we were signed up and approved in advance.

Nowhere in the rules are wheelchair users denied participation. I understand that random checks are allowed, but this was not random. If memory serves me correctly, there were five employees at the check point and I was agreeable to having my wheelchair examined as usual.

What can I do so this does not happen again?

The response I received is below. The response does not answer my question which was "during the TSA PreCheck process, how can a person using her own wheelchair achieve the same rights and courtesies extended to a traveler not using a Disability Description: The callers husband has a metal hip replacement.

Information Request: She wanted to know how to make screening for her husband smoother for the next time that he travels. She asked if there is someone she can contact before he travels to coordinate his screening.

Response Details: I told her that every passenger must be screened at cleared. Therefore, if a passenger does not go through AIT or WTMD screening, they will receive a patdown to clear them through screening. I told her that if a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down. .

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I told her that she can contact the CSM at the airport he will be traveling. Then, I explained that she would obtain the CSMs contact number by dialing the TCC contact number, 866-289-9673, then select option 5. After selecting option 5, she will need to enter the airport code.

2013 10:28

She can also call the TSA Cares number again to request assistance for her husband at the TSA checkpoint. This would mean that a PSS would assist him through screening. TSA Cares would collect the flight itinerary information, such as airline, flight number, airport, date and time. This information would then be sent to the ODPO to coordinate assistance.

Her husband can also request a PSS or supervisor while at the TSA checkpoint for assistance.

I offered to send this information to her via email, but the caller said that she would find the information online. She said that the request for assistance sounds like the best option to her and will utilize this option in the future.

Incident Details: She advised that he traveled previously out of LGB and PDX. Because LGB does not have AIT, he was subject to a patdown. She does not like that he had to have an invasive patdown because he has a metal hip replacement. She said that he also had to have a patdown at PDX. She wanted to know the guidelines for a patdown and how he might be able to avoid getting a patdown in the future.

When asked about filing a complaint, she did not wish to file a complaint. She only wanted information on how to make traveling easier for him the next time that he travels. Because she did not want to file a complaint, she did not provide any specific information about the flight.

Disability Description: Caller has a pacemaker.

Response Details: Apologized to caller for his experience and advised him to always inform the TSO in the future before beginning his screening he can't go through the WTMD and if the AIT isn't available to request a patdown. Explained he can provide medical documentation, although, not required and he should always verbally inform the TSO of any medical condition that could affect the screening process. Thanked him for letting us know of his experience and advised anytime we receive complaints comments information is provided to the CSM for review. Advised if additional information is required, CSM may contact via email.

Incident Details: Caller flew between OAK and Long Beach, CA and he had an incident when he flew over the weekend he wants to relate to TSA. There are 2 types of scanners used and in OAK he is able to go through the AIT and on return trip at Long Beach, he showed his card indicating he had a pacemaker and he told the female TSO he wasn't suppose to go through that technology (WTMD). Caller states she told him to come on through and they would turn off the machine as he came through.

'2013 2:32:

The agent was a female about 50s and approx. 5.5 inches tall and had dark reddish hair and she summoned a much taller older male to pat him down after he went through the WTMD. States he didn't set off any alarm and didn't understand the patdown. Stated the female TSO asked him if he had a pacemaker after he went through the WTMD and the male she summoned for the patdown stated he wasn't suppose to go through with a pacemaker. Caller told them he knew that but was told to go through and thought TSA would be able to handle the situation.

There were only 3-4 TSA agents working at the time, on the floor and at the supervisor station.

Flight #not available, via Jetblue from Long Beach to Oakland. Gate #7, departed at 3:56PM.

He has a call into his cardiologist, but, currently not having any symptoms, but states he is totally dependent on his pacemaker and realizes that someone else may encounter the same situation.

Just a personal comment: When he went through the WTMD and the male TSO realized what had happened he made the comment that, It looks like you are okay and if there were a problem they would already know about it.

Caller has a dividend miles card with US Airways. Caller flew last week and his departure boarding pass had a PreCheck notification on it. His return flight did not have a PreCheck notification. He has not enrolled in PreCheck. He was told by the airline that TSA selects the passengers who are invited to enroll in PreCheck. He wanted to know if that is true. He said that we tell him one thing and the airline tells him something different. He is a retired airline employee. He asked if he is considered a low risk passenger if he was selected at random for PreCheck. He wanted to know if an arrest record from 45 years ago would prevent him from getting PreCheck. Caller asked to speak with a supervisor.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years. TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

'2013 8:56:

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck.

To be considered, applicants must be U.S. citizens.

There are two primary ways to be considered eligible for TSA PreCheck: travelers may be invited by a participating airline, or they may choose to enroll with a U.S. Customs and Border Protection (CBP) Trusted Traveler program (such as Global Entry, NEXUS, and SENTRI).

For frequent flyer program members, participating airlines will permit some members to opt-in through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

No individual will be guaranteed expedited screening. If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of their boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening.

I advised him that the TSA PreCheck application program has not started yet. I also told him that the airline chooses the passengers who they invite to opt into PreCheck. I advised him that I do not know if an arrest record would prevent him from getting PreCheck. I told him that passengers selected for PreCheck who do not enroll are low risk passengers.

Caller is trying to get in touch with Alexandra regarding a complaint he filed. She called yesterday and he did not pay attention to her. He needs to get back to his Senator about it. Caller said he is 81 years old, has a metal hip implant and is a cancer patient at Sloan Kettering hospital.

He said all of this started with a complaint. When he was at DCA the TSO told him he did not have to remove his shoes. He went through the AIT and was on his way. But when he went through LGA the next day he was told by the TSO to remove his shoes. Caller told the TSO he was 81 years old and did not have to remove his shoes. TSO said, I m telling you to take off your shoes. The only chairs available were at the beginning of the line so he would have to go all the way back there to take off his shoes. TSO told him if he did not want to take off his shoes, he would have to go through the Magnetometer (WTMD). Caller said that was okay because that is what he had been doing. The TSO also did a patdown on the caller, then an ETD of his shoes. The TSO then told him he was free to go.

Caller walked 15 feet and a TSO came up to him and told him to come back. This TSO had talked to the first TSO the caller had come into contact with. Caller told him he wanted to talk to an STSO. The person said he was the STSO, then told the caller to remove his shoes. Caller did so and the STSO looked at them and told caller he could put them back on. Caller asked what was going on, why he had to do that. STSO said he didn t have to tell the caller the reason. Caller was very angry.

Caller stated that he is a veteran, worked for airlines and was in security. His job was the Advanced Passenger Information Coordinator for all airlines at JFK. Caller felt as though he was treated badly by the STSO so he filed a complaint. No one responded so he went to his Senator.

2013 9:59:

I offered him the CSM phone number, but he did not want it. He felt that it was a retaliation for asking a simple question. What made him angry first was that there were no chairs where he could remove his shoes. Caller said he lives in Virginia, near Washington, and said The next thing I amnd going to do is walk in there.

Caller said You d think [the STSO] would explain what he was doing. Caller wants some feedback from the STSO. Caller stated that the STSO will examine his own conduct and if he is satisfied with it, caller is okay with that. But I want feedback from him... I am a veteran and I think that is important. He can I tell I am a veteran, but he could treat me like a citizen, with dignity.

He had called 202-401-1474 and 866-644-8360. He cannot get through to Alexandra. He went to his Senator s (McCain) Chief of Staff . He had filed a complaint in June and he just heard something last week. He contacted his Senator about a month ago. The Chief of Staff told the caller to call back whenever he heard from TSA so as to bring her up to par. Caller said when he went to his Senator he got immediate action. He said he was supposed to call the OCRL s Marble Schlanger (sp?)

He is preparing to fly again so I told him to ask to speak to a PSS. If there are no alarms or anomalies, he can go right through the screening. I told him to be sure he tells them he has a metal implant. I also told him he could call the OCRL at 571-227-1917. He said he would.

Caller did not say which airport he is flying from. The gist of this call, after his venting, was to get a phone number for someone from OCRL and to know what to do when going through screening with a metal implant.

Caller travelled with Guide dog through ATL, and she was asked to remove leash, requiring holding dog by eyelet of collar. The Harness was off already making the request for the collar to be removed a great concern. Caller has a vision impairment and the description of the TSO is limited as a result.

10-11 AM on November 5, 2013

TSO was a male Black medium build may have been wearing glasses. He appeared to be unprepared for the screening procedures.

Advised caller:

2013 11:39

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Regardless of how the passenger and dog proceed through the walk-through metal detector, the dog will receive additional screening. A TSO will physically inspect the dog and the dog's belongings (collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm. Although the dog's harness will not be removed, it and other items that he or she may be carrying, such as a backpack, are subject to screening.

To Whom It May Concern:

Recently my girlfriend and I went on a trip to Denver. We enjoyed ourselves during our visit, but upon our return to the Denver Airport to depart, I was struck by the level of arrogance and blatant disregard for my rights during the screening process. After going through check-in and then another level of check-in at the security screening area, I observed that there was a typical metal detector in use and an automated imaging device or xray type device being used to screen passengers. Most passengers (almost all) were quickly herded through the Xray screening. Knowing that I did not have to submit to X-ray screening, I moved toward the metal detector where I was stopped by an arrogant, pushy female TSA agent and informed that I could not go through the metal detector and would have to go through their "primary screening" the Xray imaging machine. I thought about discussing the fact that I don't have to opt for that method of screening and it is my right according too the Official TSA website to choose alternate screening or what I would call traditional screening. Instead, I saw a male TSA agent working the imaging machine and I decided to raise my objection to him and opt for alternate screening. Immediately he knew I was displeased and said something to the effect that I was lucky because the machine had just gone down for calibration. Anyway, now I am redirected back to the screening I was entitled to in the first place and, of course, went through without incident.

2013 6:10:

As an attorney, I find it disrespectful and outrageous that people are being directed to a level of screening they can choose to deny and select traditional metal detector screening and patdown if necessary. To come across as if a person has no rights during this process and you will be screened by the method the TSA agent chooses is a ridiculous abuse of power and citizen's rights. I inform you of this as I am sure this happens on a daily basis and it is only a matter of time before Denver TSA agents bring unwanted publicity and lawsuits to your doorstep.

It would be a good idea if your Denver TSA screeners follow your own policy and get some badly needed training or perhaps just read your from your own official website that every person can choose alternative/traditional screening.

I will be traveling on 12/5 from DIA to FLL, and 12/18 from FLL to DIA.

I use a power wheelchair and have a service dog. I would like to know how much more time I should give myself for a proper and legal screening. And is there someone I can ask for at the very start to prevent what I have experienced in past travels.

In the past I have been forced many times by TSA personnel at DIA to go through a completely illegal screening process, as follows.

I was required to leave the wheelchair to pass through the metal detector, not so much a big deal at that time when I had more mobility. What was completely unacceptable, and in fact against your own policies, was that the TSA agents demanded that my service dog had to go through the metal detector SEPARATELY, DESPITE BEING MADE TO REMOVE HIS COLLAR, LEASH and pack.

I had to put him in a sit-stay, walk myself through the detector, then release my service dog to come through. This process made me extremely anxious because I cannot predict what other members of the public will do, such as attempt to distract him, '2013 6:10: children running up to him, pet animals in the security area not being under command and control of their owners and lunging at him, etc.

Your website is very specific that SD's must be on leash at all times and never separated from handler. For his safety and well-being, I will not allow the above situation to happen again. I am happy to comply with normal standards and procedures for security checks on a disabled person using a power wheelchair and handling a service dog. But I need someone in a position of authority and full knowledge of your policies to make sure that they are followed appropriately.

Please let me know of anything I can do ahead of time or at time of entry to make this an appropriate experience.

Best regards,

(b)(6)

Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnati while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.

I told him to apologize to his friend and to tell him he may call us to file a complaint or call the CSM directly.

Also, the Transportation Security Administration (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, '2013 1:44: money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process. Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening. TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. I told him he may voice his concern to the TSO at the checkpoint. Caller was at a meeting this morning talking with a friend. The caller is flying out of the country. He was told by a friend that at Cincinnati while he was being wanded his belongings went through the scanner and his bag was missing after he got back from his additional screening. The caller asked if he can keep his money and credit cards in his pocket during screening because if his things go missing then his vacation is ruined. He asked if he can ask the TSO to watch his bag if he is pulled aside for a patdown.

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keep checking his luggage. The TSA officer told him the problem was his last name but, the caller is not sure if the officer was being serious. The caller states that he was also stopped in the boarding gate area, and screened again. The caller wants to know how to clear his name. The caller does not have trouble printing his boarding pass or crossing borders.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

Traveler's belief that they are on a government watch list.

Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

Difficulty printing a boarding pass at home or at the kiosk.

2013 2:53:

The Transportation Security Administration (TSA) is constantly exploring initiatives to expand and enhance our security and threat mitigation efforts. As part of this initiative, TSA has expanded security screening beyond the security checkpoint to other secured areas of the airport, including boarding gates.

These additional screening activities include but are not limited to screening passengers, checking passengers' identifications and boarding passes, and searching carry-on baggage either visually or with Explosives Trace Detection (ETD) units. These checks may be unannounced and may occur at any boarding gate at any time.

As always, passengers receiving a patdown inspection may request a private screening at any time during the process and have a companion, assistant, or family member (after he or she has been screened) accompany them to the private screening.

TSA also selects passengers and their property at random for enhanced security screening.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document.

From: (b)(6)
Sent: Thursday, November 14, 2013 10:23 PM
To: TSAExternalCompliance
Subject: Filing a Complaint: Tucson International Airport TSA

My name is (b)(6) and I am a graduate student at the University of Arizona. I was traveling to Cincinnati, Ohio with my father and nine and a half month old daughter last week for an academic conference when I had an extremely invasive procedure performed by the TSA agents at Tucson International airport. Thus, I write to file a formal complaint.

2013 8:08: When my family approached the security checkpoint in the United Airlines terminal at approximately 7am, a very helpful agent assisted me with my bags and other belongings since I had my daughter strapped in a baby carrier. She let me know that I should keep her strapped on and that my hands would be swabbed. I went through the metal detector without any issue, but then I was informed by another TSA agent that I need to not touch anything because whatever was on my hands set off an alarm. I was not given an explanation to my questions about what was going on, just told a few times again not to touch anything. I was told to hand my daughter to my father, and then I was escorted behind a curtain with two agents who proceeded to frisk me, including several times across my breasts and genital area. Although the agents asked me ahead of time if I hurt anywhere and warned me about the frisk, I had no choice to comply to a procedure that triggered traumatic memories of sexual abuse. My daughter was visibly distressed by my crying when I came out, and my father was enraged.

I feel like no one should be subject to this kind of treatment, and I maintain that I underwent this discriminatory procedure because I am a parent. I would have greatly preferred to take my baby out of her carrier and go through security like everyone else than be treated in a humiliating and demeaning way because some everyday substance on my hands set off some kind of alarm. The agents did not even think to repeat the swab to see if was an accident.

Of course, I was not offered an apology. My father, on the other hand, offered a few choice words. At the time, my chief concern was to leave and take care of my baby before boarding the airplane. In retrospect, I wish that I would have taken the names of the TSA agents, although I am sure they were following protocol in the most dehumanizing of ways. I tried to find the contact information for the TSA at the Tucson airport, but none was available on the airport or TSA websites.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/16/2013 9:15:41 AM Airport : TUS - Tucson International Date/Time of Travel : 11/16/2013 7:00 AM Airline & Flight Number : DL4539 Checkpoint/Area of Airport : Gate B checkpoint TSA Employee: (If Known) :

2013 11:20 Comment : The prescreener that checks boarding passes and ids was completely rude and power tripping. The sky priority lane is there for first class and gold diamond platinum members. He stated I should have been at the back of the line when I was flying first class and a delta gold medallion member. Made everyone there feel bad especially me who was loudly told I was not supposed to be there yet. Overall a terrible experience until I reached the nice ladies at the bag screening and metal detectors. They were nice and professional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ , Screening

Current Date/Time : 11/16/2013 12:08:01 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 11/16/2013 Airline & Flight Number : Jetblue 654 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

Comment : I've been travelling through PBI for more than 10 years. And the stupidity of the screening process at terminal C in Palm Beach may be second to none.

First of all...using a tablet computer to determine whether I should go left or right to pre screening or not is completely idiotic..especially when you have to employ a staff member to stand there and tell people to use the pad.

Secondly...that system means that Pre Check is pointless since any old customer can use it. Why should anyone get a precheck number if there is a good chance they will get randomly sent through the precheck lanes anyway.

And finally...this is where the stupidity is at its worst....So the rules and screening are different on the pre check lane. I had to put my laptop back in my bag..AFTER talking it out...So every customer who isn't a regular Precheck user will have different policies they will have to learn....Stupid and confusing. Furthermore....I didn't have to go through the gas/scatter scanners just the metal detector...But remember....I WAS CHOSEN RANDOMLY....so the need to have airline precheck or the other enrolled government programs is rendered effectively useless.

What moron came up with this?

It's been called security theater before...but this is even worse...It's guaranteed that 50% of the passengers received LESS screening than during the bad aspects of the security theater system.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern -

I am an active duty USMC Colonel traveling from the above airport to Boston Logan. I am in possession of a valid DoD CAC card. While passing through the security check point today at tri cities, there is a sign clearly displayed next to the TSA agent checking boarding passes and IDs stating if you are 12 or under, 75 or older, or are in military in possession of a CAC card you may keep your light jacket and your shoes on. Several folks before me were allowed to do so but when I stepped up to the metal detector I was directed to remove my shoes. I pointed out to the TSA agent the sign and showed my CAC card again, I was told that was only for military in uniform. I removed my shoes and passed through security. My medical alert dog tag did set off the detector and I was told see by the TSA agent. After removing my med alert tag and passing through again I was allowed to pass. When I asked who the supervisor was the Agent rolled his eyes but pointed to the agent screening bags on the belt. He just looked up and said you have to be in uniform I told him the sign did not specify that and said that the TSA web site stated that you are not required to be in uniform I was summarily dismissed and told definitively that was not our policy here but I will check the sign. I travel quite frequently and very aware of that there are currently 10 airports that currently offer TSA pre check to Active military and that the policy is expanding to approximately 100 airports on 20 Dec, but wanted to point out the inconsistency in your posted policy, website and the understanding of the TSA Agents at this airport. Thank you very much for your correction of this manner.

V/R,

2013 11:03 (b)(6)

FI Devens MA 01434

Office: (b)(6)

BB: (b)(6)

Sent from my iPad

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 11/17/2013 4:56:30 PM

Name: (b)(6)

Email: (b)(6)

2013 6:05:

Complaints: Inconsistent Screening (Different Practices between Airports).

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DL6218, delta from LGA to RDU:

Comments: I am 33 weeks pregnant. When I travelled to NYC from RDU last week, I was allowed (without even requesting it myself) to walk through the regular metal detector rather than the full body scanner because of my pregnancy. No further screening-such as a pat down-was required. Today at LGA I asked specifically to walk through the metal detector instead of the full body scanner. They refused this and required a full body pat down that included the agent's hands running around my underwear band-not just the waistband of my pants. All this happened after I watched a young boy AND his elderly guardian be allowed to go through the metal detector with no pat down at all. After reading the guidelines on the website and asking the agents on site, I strongly recommend you consider adding a valid opt-out option for pregnant women that does not require an invasive and humiliating pat down. I fail to see how a (nonpregnant) guardian accompanying a child under 12 is an acceptable candidate for the metal detector but a 33 week pregnant woman is not. There will be people who will try to subvert whatever rules you put in place, so denying the validity of this concern on the basis that women may try to "fake a pregnancy" is unreasonable. It is appropriate for me to do all I can to maintain and protect the health of my fetus and that includes avoiding unnecessary exposure to potential teratogenic agents. Please take these concerns seriously and consider a revision to your guidelines.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/17/2013 4:58:01 PM Airport : EWR - Newark International Date/Time of Travel : 11/17/2013 Airline & Flight Number : US678 Checkpoint/Area of Airport : Terminal A Gates A32 to A39 TSA Employee: (If Known) :

Comment : When passing through a metal detector, I was asked for my boarding pass which was already checked and placed in my bag as directed by a previous TSA officer. When I said I did not have my boarding pass, the TSA officer said, "Why am I not surprised." I felt powerless and insulted.

2013 6:05:

Would you like a response? : False

Passenger's Name: (b)(6)

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Screening Current Date/Time : 11/18/2013 9:23:50 AM Airport : EWR - Newark International Date/Time of Travel : 11/18/2013 9:00 AM Airline & Flight Number : UA 5669 Checkpoint/Area of Airport :

Terminal A TSA Employee: (If Known) (b)(6) Comment : TSA agent (b)(6) spent approximately 10 minutes complaining openly (in view/hearing of myself and numerous passengers waiting for screening) about recent complaints that were recorded about her by other passengers. She proceeds to then be rude to pretty much every passenger going through screening - I was given a green piece of paper for expedited screening, but was still required to remove my belt (which did not set off the metal detector) and my wallet and when I asked then what was the point of the expedited screening she became belligerent and said "I let you keep your shoes on didn't I?" Clearly this agent has had other complaints / and it appears for good reason. Her customer service is terrible.

2013 10:09

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from BDL to TPA and returned back from TPA. She received Precheck on the departing flight, and her return flight she had a rude officer. She stated that she has a back brace. She stated that she was asked to raise her arms if she was able. She stated that an officer wiped her hands with a cloth and her brace. She asked the officer why this was required. She stated that she has never seen this before. She stated that the officer was female and very rude. She asked why she had to undergo this and what they were looking for. She asked how she was TSA Precheck approved on one flight and humiliated on the next.

I explained that in the future she can contact our TSA Cares line for information regarding a medical condition or disability. Information can be provided that is specific to her medical condition or she can be referred to a disability specialist with in TSA.

I apologized to the caller for the experience. I explained that the officers are trained to treat passengers with dignity and respect during the screening process.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. So, she was asked if she can raise her arms for screening.

2013 12:10 Regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a thorough patdown, casts, braces, and support appliances are subject to additional screening. A TSO will need to see the device, which may require the lifting of clothing without exposing any sensitive areas. TSA also will use technology to test the device for traces of explosive material. That is what was occurring with the cloth swab.

I explained that the security procedures are designed to be random.

I explained that I can forward the information to a CSM at TPA so that they can be aware of the situation.

Departing Airport: TPA
Destination: BDL
Airline: Delta
Flight Number: Unknown
Gate: Unknown
Terminal: Unknown
Date and Time: November 9th @ 4:15 pm

Caller flew from LAX to New Zealand on NZ 1 November 13. Caller said when she went through the metal detector, an alarm sounded. Caller said she put her wallet in the bin with her backpack. Caller said she did not have her wallet when she got home. Caller said it was a skinny wallet that was 3 1 2 long, 2 1 2 wide, 1 2 inch wide, has a zipper across, has probably less that \$50 NZ dollar, 2 antique keys and 1 pair of stainless steel tweezers inside. Caller said she sent an email but did not get a reply.

Airport LAX
Airline New Zealand
Flight numbers NZ1
Date and time of incident
Baggage tag number
Description of bag, color, style, size, brand

'2013 2:03: NOI with Writing ?

Terminal or Gate Terminal 2, Gate 22 (caller is not sure if it was 22 or 24)
Contact information

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her to check with lost and found
Los Angeles International Airport
310-242-9073

I am usually very satisfied with the job TSA does. I fly frequently and have never had a negative experience.

I usually wear my cowboy boots when I fly, because they are easy to slip on and off. I always put them in a bin with something small and have never had an issue.

This morning, when going through security, I noticed that the lady working the screening area was rearranging some of my bins, consolidating them. I thought it was a little strange, because I know what usually fits in the bins.

When I went through the metal detector and went to retrieve my belongings, I was surprised to see that my boots had been taken out of the bin and were just placed through the machine. Then I looked at the bottoms and saw that, on each boot, a piece of the bottom sole had been detached, so they aren't straight on the heel.

I know they were not like that before I put them through, because I had looked at the bottoms specifically this morning, when I was packing.

I alerted the TSA agent and told him I was concerned that the other agent would have taken my boots out of their bin, and showed him what I was talking about. He took some pictures of the pieces of the sole that were damaged.

Now I will have to get that piece replaced on both boots. I haven't had any problems walking in them in the past, but now they are unsteady and uneven to walk in.

'2013 4:17:

I would greatly appreciate some help with the cost of the boot repair, and I asked the agent I talked with if, in the future, he could ask that agent not to take passengers' belongings out of bins, and instead ask them to move things around if necessary for some reason.

Thank you.

Sincerely,

(b)(6)

###

This message is for the designated recipient only and may contain privileged or confidential information. If you have received it in error, please notify the sender immediately and delete the original. Any other use of the email by you is prohibited.

###

Caller is a retired airline employee and he is leaving the country. Caller said he was detained when he tried to re-enter the US. Caller does not get detained when leaving the US, only when trying to return to the US. Caller said they asked for his date of birth. Caller said this incident happened 2 1/2 years ago. Caller said he travels frequently and he is concerned about having to do additional screening. Caller said the last time he flew he actually missed his flight. Caller said he will take his trip and then will apply to TRIP if he still has problems. Caller already knew about Redress.

The U.S. Department of Homeland Security (DHS) has developed the Traveler Redress Inquiry Program (TRIP) to assist individuals who believe they have been incorrectly delayed, denied boarding, identified for additional screening, or have experienced difficulties when seeking entry into the United States.

Recognizing the continued inconvenience of having to go to the ticket counter to obtain a boarding pass, DHS announced enhancements to watch list screening by the airlines. Each airline can now create a system to verify and securely store a passenger's date of birth to clarify watch list misidentifications. If you cannot print your boarding pass from the Internet, at an airport kiosk, or curbside, you may be able to avoid checking in at the ticket counter on future flights. While you are at the ticket counter, provide your full name and date of birth. The airline may be able to store your information and enable you to print your boarding pass.

If you have contacted the airlines and continue to experience delays, you may outline your concerns in a single request to DHS TRIP. The information received will be shared with applicable DHS component agencies, such as the Transportation Security Administration (TSA) and U.S. Customs and Border Protection, as well as with the U.S. Department of State and, when appropriate, with airport and airline operators. Information will be shared in accordance with the provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), and as established in the Privacy Impact Assessment published for DHS TRIP.

'2013 4:27:

To participate in the program, please submit a completed Traveler Inquiry Form and requested copies of identity documents to DHS TRIP. You may download an electronic form from the website at www.dhs.gov/trip, or you may complete the enclosed form. Please do not send original identity documents as they will not be returned. DHS will review the information submitted and work with other Federal agencies, if necessary, to resolve individual concerns. DHS TRIP will inform you in writing when review of your inquiry is complete.

When you submit an online inquiry, a control number will be assigned to you. The control number will be displayed on the Traveler Inquiry Form acknowledgement page along with your name. Please print the acknowledgement page, sign it, and send it to DHS TRIP along with the requested copies of identity documents. If completing the enclosed form, please sign it and send it to DHS TRIP along with the requested copies of identity documents. Again, please do not send original identity documents as they will not be returned.

DHS can neither confirm nor deny whether an individual is on a Federal watch list because this information is derived from classified and sensitive law enforcement and intelligence information. In addition, DHS cannot ensure that your travel will always be delay-free. Airline check-in procedures must still be followed and other security measures remain in place at the airport. For example, an individual may be selected for secondary screening to resolve a walk-through metal detector alarm or because of random selection. Because airline procedures for screening passengers against Federal watch lists vary, an individual may still be required to check in for flights at the airline ticket counter and be unable to print a boarding pass from a home computer or airport kiosk or at curbside.

(b)(6)

(b)(6)

(b)(6)

From: (b)(6)
Sent: Thursday, November 07, 2013 2:39 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA Pre-Check discrimination

2013 10:09

I am a frequent traveler with American Airlines and have had the 'benefit' of pre-check since the beginning of the inception of the program. The problem is I can't utilize the pre-check metal detector facilities due to my pacemaker. TSA at every airport I have come in contact (+20) with refuses to allow me to use pre-check and go through the body scanner. TSA is discriminating against my medical disability and I find it unacceptable. I get to enter the pre-check lines, and then when I state I need to go through a body scanner they refuse to allow me the benefits of the pre-check. I have already been granted (keep shoes on, not take out laptop, etc.). I am a pre-check approved traveler and have PRE-CHECK stamped on every boarding pass, but it's useless due to the inadequate accessibility of a body scanner. I understand the American Disability Act does not address this issue, as the problem didn't exist when the ADA was created. I would like feedback on what TSA is capable of doing to allow passengers with disabilities to use a body scanner during the pre-check check in. Thank You for your time .

(b)(6)

AA frequent flyer (b)(6)

(b)(6)

Caller is a GE member and receives PreCheck and flies with Southwest. She flew through Denver recently and they did not have an AIT machine for the PreCheck lane. They only had a metal detector. The caller has an artificial knee which caused the WTMD to alarm and she had to take everything off. She wants to know if she will have to go through the metal detector at all Precheck lanes because she has paid \$100 to get PreCheck.

'2013 9:18: Advised caller:

I do not have information on which airports have AIT machines for PreCheck lanes. If you set off an alarm secondary screening is always required to resolve any alarms.

Caller is a GE member and receives PreCheck and flies with Southwest. She flew through Denver recently and they did not have an AIT machine for the PreCheck lane. They only had a metal detector. The caller has an artificial knee which caused the WTMD to alarm and she had to take everything off. She wants to know if she will have to go through the metal detector at all Precheck lanes because she has paid \$100 to get PreCheck.

'2013 9:18: Advised caller:

I do not have information on which airports have AIT machines for PreCheck lanes. If you set off an alarm secondary screening is always required to resolve any alarms.

Before the metal detector checking, I regularly put all my belongings in a basket, including my leather jacket at departure lane 5.
When the basket came out from the metal detector there was a wide laceration of part of my jacket. I immediately called the Police officer so she could testify the problem.
Police Officer number is the following : SJSO (b)(6)
I would like to receive a reimbursement for damage received.

Thank you for your attention-
Best regards,

(b)(6)

(b)(6)

(b)(6)

2013 10:09

(b)(6)

Tel. (b)(6)

Tel.

Fax

~~DISCLAIMER: Confidentiality Notice - This e-mail message including any attachments is for the sole use of the intended recipient(s) and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.~~

P "Please, consider the environment before printing this e-mail"

Feedback Type : Compliment

Categories : TSA Pre?™ ; Advanced Imaging Technology Current Date/Time : 11/20/2013 2:05:35 PM Airport : DSM - Des Moines International Date/Time of Travel : 11/14/2013 Airline & Flight Number : United Flight 6334 Checkpoint/Area of Airport : PreCheck TSA Employee: (If Known) :

Comment : I have a pacemaker. When the only option for PreCheck is a metal detector, it creates problems. The Des Moines airport is set up well for me to use the other type of imaging technology. I'm able to take advantage of all PreCheck attributes and staff is saved time and effort.

Other airports have not been as well set up. I have had a pat down as a result of the equipment issue (A recent trip so I think that was either St. Louis or Portland, OR) At the Pittsburgh airport the TSA attendant was kind in letting me move over to the other lane, but I had to move out of PreCheck.

'2013 4:11:

It is my hope that you will take pacemakers into consideration in setting up PreCheck lanes. I consider it fortunate that the new security equipment is pacemaker safe and hope that it is always available as an option.

Thank you.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My wife and I and our two young children travel regularly, and I will say that our experience in the past couple of years with TSA screening across various airports has been a pleasant experience. However, I do have a concern I would like to express about your procedures at Miami International Airport.

Yesterday (11/19/13), my wife and I and our daughters (ages 3 & 4) were returning from St Kitts & Nevis (SKB) to LAX with a connection in Miami (MIA). We went through US Customs and then proceeded to the TSA security lines. Each of us is designated TSA Precheck. Since receiving this designation, we have been allowed to keep our shoes on through security. This created confusion and frustration as nobody at TSA Miami checked our boarding passes prior to security, and we were thus mandated to take our shoes off after lining up before the metal detector (with the assumption we could keep them on). Additionally, we put everything from our pockets through the scanner belt (including passports, wallet, boarding passes, etc), as every other TSA check recently has asked that we carry nothing and have our pockets empty. Months ago, when I kept our boarding passes in my pocket (at SNA), a TSA agent snapped at me that we were "not supposed to have anything in our pockets." Here in Miami, the TSA agent showed frustration with us that we put our boarding passes through the belt rather than keep them with us.

I understand TSA purposely creates some inconsistencies for security reasons, but the inconsistencies that we experienced at TSA Miami certainly are not for that purpose and in my mind are completely unnecessary. Because we sent our boarding passes through the scanner belt, the frustrated agent called for a "boarding pass check." I expressed my own frustration with the separate agent who came to check our boarding passes. He expressly told me that he agrees with me and that they (Miami TSA agents) have expressed the same concerns over these inconsistencies with TSA.

He has a left shoulder replacement and it is titanium. He flies a lot for work, when he goes through TSA he goes through patdown. When flying at one point an officer told him that he could go through the WTMD instead of having the patdown since it isn't opting out of the AIT he just isn't able to since he can't raise his hands about his head.. When going through some of the checkpoints they will allow him to go through metal detector others they make him have a patdown. St Louis he was told if he can't go through the body scanner he had to have a patdown and was wanting to know why some airports will not allow him to go through the WTMD since he can't raise his arm

Response:

2013 7:31: TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process will enable us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subject of repeated complaints.

Something to keep in mind is that all airports will differ a little in the procedures. If you are not able to go through the AIT it will be up to the officer at the checkpoint to determine how you are cleared through screening whether it be through the WTMD or a patdown. The officer is the one that will also make that final decision and that is how it will differ from airport to airport.

He has a left shoulder replacement and it is titanium. He flies a lot for work, when he goes through TSA he goes through patdown. When flying at one point an officer told him that he could go through the WTMD instead of having the patdown since it isn't opting out of the AIT he just isn't able to since he can't raise his hands about his head.. When going through some of the checkpoints they will allow him to go through metal detector others they make him have a patdown. St Louis he was told if he can't go through the body scanner he had to have a patdown and was wanting to know why some airports will not allow him to go through the WTMD since he can't raise his arm

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She is a Global Entry Member. They will be flying to Panama. She was chosen on October 31, 2013 for PreCheck on her trip to Dublin. After questioning the caller I determined that she did not enter her participant Id when she made the reservation. She said that when she made the reservation she was not asked for the number. She said that there is no place to enter the number. She has not confirmed that the information on her reservation or in her profile matches her Global Entry account. She said that she has a TSA PreCheck card. She wanted to know how she was chosen for PreCheck in October if she did not enroll. She also wanted to know why her husband has PreCheck on his boarding pass if he did not enroll.

CBP Trusted Travelers Global Entry NEXUS SENTRI

1. Are you a US Canadian Citizen? - Yes - US citizen
2. Are you traveling from an airport participating in TSA PreCheck and on a participating airline? - Yes
3. Do you have a valid unexpired CBP membership? - Yes
4. Have you received TSA PreCheck in the past? - Yes
5. Do know your CBP Trusted Traveler PASS ID? - Yes
6. When making a reservation, have you confirmed that your information matches your CBP Trusted Traveler account? - No
7. Do you make your reservation through a 3rd party? For example, a travel agent or an employer's online booking system? - No
8. Do you make your reservations online? For example, an airline's Web site or a travel Web site such as Travelocity or Expedia? - Yes
9. Date of Birth - April 22, 1949

2013 11:04

I gave the following information: If you are eligible for TSA PreCheck benefits as a member of U.S. Customs and Border Protection's (CBP) Global Entry program and have been unable to access the TSA PreCheck expedited screening lane on recent trips, we first recommend that you confirm you are entering your full name, date of birth, and PASS ID exactly as it appears on your Global Entry membership card when booking your flight reservation.

Please ensure that the name on your reservation exactly matches the name on your Global Entry card or online account. If your name is listed with a middle initial or middle name, it must be entered that way in your reservation and airline profile. Nicknames should not be used in lieu of an actual name on the card. In addition, confirm that your 9-digit PASS ID is placed in the "Known Traveler Number" field.

If you made your flight reservation through a travel agent, travel Web site (such as Expedia, Travelocity, or Orbitz) or your employer's travel-booking system, we strongly recommend that you contact a representative there to ensure that your Global Entry PASS ID was successfully added to the "Known Traveler Number Field" of your airline reservation.

Please note that even if you opt in for TSA PreCheck with your airline or include your CBP trusted traveler information when booking a flight, TSA PreCheck does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

(b)(6) took over call: Caller stated her daughter has a brain injury and has a metal implant so she cannot go through the metal detector, she signed her daughter up through the pre-check program so she could get through screening faster. Caller stated she was rudely advised by the TSO at the checkpoint that because she has to opt out for a patdown she cannot go through the pre-check line. Caller is upset because this line is shorter and she had to wait a long time for a female to perform the patdown.

2013 4:29:

I advised caller this is the process for opting out of the WTMD pre-check or not. I did advise caller if she feels like she was treated rudely we can send to the CSM at the airport. I placed the agent back on the phone to take additional information. Call was disconnected and was unable to call back because caller refused to give contact number.

(b)(6) took over call: Caller stated her daughter has a brain injury and has a metal implant so she cannot go through the metal detector, she signed her daughter up through the pre-check program so she could get through screening faster. Caller stated she was rudely advised by the TSO at the checkpoint that because she has to opt out for a patdown she cannot go through the pre-check line. Caller is upset because this line is shorter and she had to wait a long time for a female to perform the patdown.

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Caller has a stint in each of his thighs with titanium in it. When he flies out of SAN, he provides documents from his doctor, and the TSO's are not looking at his documents and just having him place it in the plastic bins. He does want to let this problem become aware to the CSM at SAN just to hopefully prevent the matter from happening in the future.

Advised,

2013 6:36:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller has received Precheck with South West. He wants to know if he will receive it with other airlines. He flew out of Burbank, CA. TSA Precheck did not work yesterday. Precheck was on boarding pass. Metal detector was closed. He had to take out the laptop. He wanted to know if we take complaints on Precheck. He wants to make a complaint. He had additional screening. Caller was upset about the length of time and additional screening. He said his flight delayed. The incident was yesterday. He stated he had wasted enough time on this and said lets not call this precheck lets call it something else and hung up before I could get additional information.

Advised:

2013 11:25 I explained to the caller there are two ways to receive Precheck either with a FF or a TT membership.

I explained to the caller he would not receive Precheck with other airlines unless he applied for a CBP TT membership program. He could receive Precheck on a random selection basis with SW.

I stated I would inform the CSM at the airport of his dissatisfaction of the expedited process yesterday and regretted he was not happy with the process.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 11/22/2013 11:35:23 AM Airport : BUR - Burbank Bob Hope Airport Date/Time of Travel : 11/21/2013 5:00 PM Airline & Flight Number : SW 2193 Checkpoint/Area of Airport : Terminal 1 TSA Employee: (If Known) :

Comment : I am enrolled in TSA pre.

It took more time to go through TSA Pre instead of regular screening.

1. The metal detector for TSA Pre was not manned. I was told to wait and did for 2-3 minutes while they sent someone over.

2013 12:14 When I went to pick up my briefcase after it went through X-Ray, I was asked if I had a laptop in it. I said yes, and they said your laptop and briefcase have to be X-Rayed again.

As A result, I was now delayed and other passengers who had gone through regular screening had long left the security area.

So much for the value of TSA Pre.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I flew through Logan Airport last night and had one of the most embarrassing situations due to the employee running the metal detectors at Logan Terminal B at 615pm.

The Pre-check signage is very confusing as the Precheck sign is next to a security entrance in front of a primary set of USAirways gates (10-14). However, it is apparently not a precheck set of gates, only expedited security. The guard checking IDs did not mention that this is not a TSA point even though it passed as precheck.

Once through, I went as if I was in normal precheck lines. No removal of laptop, shoes, etc. When directed to remove my laptop, I stated I'm designated for precheck. ANother guard said "this is expedited security, you have to remove it." I was unsure of the difference as I didn't have to remove my shoes, belt, or jacket. When I went through the detector, my jacket triggered the detector. WHEN I went to remove jacket, I was told to take everything else off. When I said I don't see why since it's only the jacket (I've worn the belt and shoes through ORD and BOS security multiple times), I was told "If you're gonna act this way, you can go through the scanner." This was in a loud voice in front of a waiting line of ppl. When I attempted to go through the metal detector, he said "no, you go through the body scanner."

2013 8:03:

I spoke to a female supervisor. She indicated that multiple people had said the signage was confusing and that the guards were not directing ppl to the proper TSA Precheck point. She also asked who handled the situation and said it was inappropriate; but did not provide me his name. He was a gentleman about 5'10, brown hair, and a goatee.

I'm more concerned about the male individual and his treatment of me. I realize that he deals with the public on a daily basis, but it was beyond rude and inconsistent with any of the behaviors I've experienced at major airports throughout the country.

Please advise how this situation will be dealt with as an employee acting in this manner should either be coached to improvement or removed from your organization.

Regards,

(b)(6)

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 11/24/2013 12:19:04 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On a recent trip, flying from Dulles (DC) to Tampa, our tickets showed that we were set for TSA Precheck. My wife has a replacement knee, and the precheck line at Dulles was using a standard metal detector.

Because of this, secondary inspection was required, and my wife was subjected to the most intensive, intrusive body search I have ever seen. Up her inner thighs to crotch height, up under her breasts to actually lift them. I could only laugh at the
'2013 1:05: extreme nature of the treatment, as any protest would, of course, result in delay.

However, my wife and I would like to understand what steps can be taken to assure that whenever an airport has Advanced Image testing, that she will be able to be checked by that method.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am writing to lodge an official complaint against the Denver division of the TSA, at Denver international Airport.

My mother was traveling today to Dallas, and experienced an entirely unwarranted and invasive violation of personal space.

She has had breast cancer twice, and as a result, she had a double mastectomy. She often experiences pain in her chest region and also is dealing with lymphedema as a result of the surgery. Lymphedema is a very sensitive condition. While not a travel risk, she has to be careful to not bump into things or cause herself undue stress. What follows is inexcusable and a perfectly accurate description of undue stress.

A female TSA agent told her to stand off to the side today after getting through the metal detector and my mother complied. With no warning or explanation, the TSA agent shoved the heel of her palm directly into my mothers chest, right at the surgery site. This completely startled my mother and caused her terrible pain. The TSA agent then told her to go very loudly, with a non-explanation of "it must have been the buttons." My mother then had to collect herself and her belongings, while trying not to cry. She then suffered on her connecting flight due to the force and stress of the shove. There is a potential for that abrupt and traumatizing physical contact to prolong her healing process and possibly create more damaged tissue. If she had received surgery last month, stitches would have been torn and the damage would have been near-irreparable. We will be seeing her surgeon to verify that the contact from the TSA agent did not cause any damage, and if it did, there shall be a suit filed as soon as possible in order to ameliorate the costs and mental anguish associated with the contact.
'2013 5:07:

I want a written apology from the TSA staff at DIA and I want proof that TSA employees receive additional training in order to better handle the populace and all forms of ability, as it is incredibly obvious that there is a woeful and horrific lack of such training.

I will also be forwarding this complaint to the relevant authorities at DIA, as well as local news agencies. I really wish I didn't have to, but I am not hoping for much of a response, as it is quite apparent that the TSA is a non-functioning agency.

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Remote Client IP: (b)(6)
Date Time: 11/24/2013 6:03:59 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Airport - LAX
Terminal - 7
Date -11-23-13
Time - approx. 8:15 to 8:45 AM.

Comments: I found the TSA employees at the terminal listed to be unprofessional, particularly the larger of the two female screeners employed to do additional screenings and pat downs. I have several metal implants, which cause the machine to beep every time I fly. The screening is usually quick, courteous, and while not pleasant, not intrusive. This experience was neither quick nor courteous, was VERY unpleasant and was definitely intrusive.

'2013 7:16: If you will bear with me, I will compare the procedures I am used to with those followed at LAX.
There were people trickling through at the rate of perhaps one or two every two or three minutes.

I was listed as PRE-check on my ticket, but since I do have implants, I required additional screening.

Normal - I step to the side, a female screener is available within 30 seconds, or perhaps a minute if the line is busy.

LAX - I step to the side. The screener at the metal detector calls for a female screener. Two minutes later he calls again. 2 minutes later he calls again. Two minutes later, he calls the team leader of the screeners (who were joking around and paying no attention to the metal detectors. A female screener then comes over, yells at ME for standing "in the wrong place (where I was told to stand). All in all, it took more than 5 minutes to get the attention of the screeners, at a time when the line was far from busy.

Second step - normal - I am asked to stand with my arms out. A wand is run over my body.

LAX - no wand was used.

Normal. - The areas which beep are felt with the palm of the hand. Other areas are lightly patted with the back of the hand.

LAX - All areas of my body were squeezed with the palm, including into my crotch and my breasts.

Normal. - the screener stands so I can see her name badge when checking for chemical residue. (often, there is no check)

LAX - the screener stood so all I could see was the sheriff badge. Her name plate was unreadable. I felt too intimidated to ask her name, so I apologize for the incomplete information.

The impression I was left with was that the team leaders didn't give a damn about their customers (who do ultimately pay their salary), and that the woman in particular gets a thrill out of intimidating and bullying her customers.

I assure you I was not rude or demanding, I understand that this is a hard job, but I expect a minimum of courtesy from the screeners. I am interested in getting through security as quickly as possible and with the minimum of fuss.

The caller flew from PHX to AUS texas last Tuesday via Southwest Airlines. The caller had TSA Precheck on his boarding pass and was directed to a specific line by TSA. The caller stated that he is 76 and is not required to remove his shoes anyways. The caller stated that the majority of the passengers getting sent over to the TSA Precheck lane were senior citizens. The caller stated that he had metal implants and that the WTMD was the only screening available at the Precheck lane. The caller stated that most of the passengers that were referred over to the TSA Precheck lane had metal implants and set off the alarm. The caller stated that it was at least a 15 minute wait for patdowns due to the WTMD alarms. The caller wanted to know why the passengers including his self were referred over to the line that only had a WTMD. The caller stated that they were not allowed out of line to go through the AIT. The caller wanted to know how to present himself to TSA and inform them that he would like to opt out of the WTMS and opt in for the AIT. The caller stated that the traveling public is scared to make any comments to TSA, in fear of being taken to a room and missing their flights. The caller stated that it is a problem when American citizens fear what TSA will inconvenience them with. The caller stated that he does not feel as though senior citizens should be referred to WTMD only when most will alarm it. The caller stated that there was only 1 AIT available at PHXs Southwest Terminal. The caller stated that he hoped that this was being recorded and noted so that someone will be notified.

The caller was advised that TSA Precheck is optional.

'2013 8:09: The caller was advised that passengers always have the option to opt out of the WTMD but are unable to request the WTMD.

The caller was advised that we allow passengers to opt out for a patdown or the AIT if they wished to do so.

The caller was informed that Southwest is new to TSA Precheck and that some airlines select passengers at random against TSA secure flight information and may allow them to use TSA Precheck.

The caller was advised to inform the TSO before screening begins that he has metal implants and that he would like to use the AIT.

The caller was advised that we would forward a copy of this complaint over to the CSM of PHX.

The caller was advised that a lot of passengers want to use precheck for its expedited benefits, but it is not required.

Response Details: The caller was advised that the set up for TSA Precheck may vary from airport to airport. I advised the caller that we are not located at an airport and that we do not have specific information on how these lanes are set up.

I informed the caller that we do not have specific information pertaining to her question about being denied Precheck if she cant walk at one airport and not the other.

I advised the caller that we would forward this to the appropriate department for review.

I explained to the caller that to have a formal complaint it must be hand written. I advised the caller that I would send her the information about filing a formal complaint via the provided email address in case she changes her mind and wants to file one.

The caller was informed that anytime passengers have specific questions or concerns while they are at the check point, they can always request a PSS or TSO Supervisor to help assist with their concerns.

I informed the caller that TSOs receive various types of training.

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; Facemask and tubing may remain in the case.

'2013 8:49: I explained that we did not have any specific information stating that any part of a CPAP must be removed except for the CPAP machine its self.

I told the caller that TSA strives to maintain consistency through out the airports and that we try to maintain rules and policies as close as possible

I apologized to the caller that she has not been satisfied with her experience.

Incident Details: The caller travels through SFO and ATL often and uses a wheel chair. The caller opted in for TSA Precheck through Delta Airlines and Alaska Airlines. The caller flies 10 to 20 times a month and the policies always seem to be inconsistent from airport to airport and sometimes within the same airport. The caller stated that she never has an issue with going through TSA Precheck at other airports and that it is only problematic when she goes through a Precheck lane that only has a WTMD and no AIT.

The caller stated that she is able to walk 10 to 20 feet at a time and sometimes up to 100 feet, but is unable to walk 200 plus feet.

When the caller flies from ATL and gets to use TSA Precheck she is told that she must walk down the hall to the Precheck lane if she wants to use the benefits.

2013 11:57 When the caller flew from ATL via Delta Airlines Flight 789 on 11 16 2013. She went through screening around 8:30- 9:00 a.m. and was chosen for Precheck. The caller was told that she must walk down the hall and that she could not use TSA. Caller was flying out of LAX and was told Precheck means nothing and she would have to go through traditional screening. She arrived in a wheelchair and two different supervisors told her Precheck was ignored at LAX. When I asked her if she felt like she was targeted because she was in a wheelchair she said she didn't think it would have mattered if she had had two good legs. Finally someone apologized to the operator of the wheelchair but no one ever apologized to her. I explained that we do not have any information on expedited screening for travelers in wheelchairs but usually if travelers will inform the TSO of their capabilities they can go through the WTMD is they can do so on their own or can go through the AIT if they can hold their hands over their head for 5-7 seconds. But if they cannot perform these two functions they would have to go through a patdown. Caller stated she was not required to go through a patdown when she left the country and I explained that TSA does incorporate a random function in the screening process and no one is guaranteed to get expedited screening all the time. Conferred with Amber and gave caller the CSM contact information explaining that she was in the airport and could possibly better inform caller of LAX SOP's in this matter. Caller and wife travel frequently. Caller said his wife has an artificial knee. Caller said everytime she comes through, she has a full body patdown and this upsets the callers wife so much that she doesn't want to travel anymore. Caller asked if she could get a card that would exempt her from this patdown. Caller said she does inform TSA about the knee. Caller said his wife wears an underwire bra. Caller stated that TSA pats down her crotch area and also her breast area. Caller said she has been using the metal detector.

If a passenger has metal implants, she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I told the caller she cannot be exempted from the screening.

TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I told the caller his wife should request the AIT if available. I also advised him to have her not wear an underwire bra to avoid having an alarm.

Caller said he called American Airlines and was told to call TSA about precheck. He said he got precheck with US Air and wants precheck for Friday when he flies to CA. He requested an email response on this. He asked if he can opt in or fill out a known traveler #. He said he is not a global entry member.

Response: There are two primary ways to be considered eligible for TSA Precheck: travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs.

Currently, TSA Precheck is limited to select airlines and each is contacting eligible frequent flyers with an invitation to opt-in. Once a passenger opts-in, the airline identifies the individual as a TSA Precheck participant when submitting a passenger's reservation information to TSA.

Frequent flyers and other travelers who did not receive an invitation and would like to participate or would like to be considered eligible for TSA Precheck benefits on all participating airlines should apply for membership with one of CBP's Trusted Traveler programs. Individuals who apply and are cleared for enrollment in one of CBP's eligible Trusted Traveler programs are automatically qualified to participate in TSA Precheck when flying on a participating airline at a participating airport. For more information, including enrollment, please visit <http://www.globalentry.gov>.

'2013 1:44:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From: (b)(6)

Sent: Tuesday, November 26, 2013 12:43 PM

To: TSA.CivilRights@dhs.gov

Subject: TSA Contact Us: Complaints

2013 2:15:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/26/2013 12:42:41 PM

Name:

(b)(6)

Email:

Disability Description: Caller has a heart monitor.

Information Request: She asked how to go through screening. The monitor is attached to her belt and she has electrodes on her.

Response Details: Passengers who have medical devices attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

2013 3:21: The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I emailed the information to her.

Feedback Type : Request for Information

Categories : Screening

Current Date/Time : 11/27/2013 3:36:43 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On Tuesday, November 26, 2013, I went through airport screening at MSP airport terminal 1.

I had my dog with me, so carried through the metal detector. The TSA agent, swabbed my hand and then told me the machine identified a substance so they needed to check my bag and complete a manual search

When I asked several times the nature of the substance, he stated he did not know. Clearly this is not acceptable as this is not N Korea so transparency is important.

2013 4:06:

As the TSA employees managed the manual body search, I again inquired as to the suspected substance discovered.

I am both TSA cleared and approved into the global entry but apparently none of this pre screening matters.

I have no complaint against the TSA employees as I realize it is a massive government jobs program that wastes billions annually.

I would just like to know the suspected substance. Other than dog hair and saliva, I am mystified.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 11/27/2013 4:22:34 PM

Name (b)(6)

Email (b)(6)

Complaints: Consistently Selected for Secondary Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc) :

Comments: TSA racial profiling complaint:

2013 6:10:

I have been a victim of racial profiling and unfair harassment for invasive extended screening procedures multiple times by TSA during the last few years.

In 2011, I was unfairly flagged for extended screening procedures at the Oakland airport when I was wearing post eye-surgery dark eye protectors as required by my LASIK surgeon. The TSA requested I take off my glasses even though it caused much pain to my regenerating eyes.

In 2012, I was unfairly flagged for extended screening procedures when requesting to use the metal detector because the safety of body scanners was not proven yet during this period. I was unreasonably detained for a long time and made almost late for my flight.

Today, 11-27-2013, I was flagged for asking about a sign that said I could leave shoes and light clothing on if prescreened.

Hence,

I have been a victim of racial profiling and unfair harassment for invasive extended screening procedures multiple times by TSA during the last few years.

(b)(6)

My wife and I are traveling back to St. Louis through the Newark airport. When we were going through screening (we both are TSA pre check) the agent at the metal detectors told her she had to go through the regular metal detector in spite of the fact that she told him she has a metal hip replacement. It of course went off and she had to go back through the detector and go through the x-Ray machine. He made a big deal of it and embarrassed her. The x-Ray was right beside the metal detector and in full use. This agent was black, with a semi Afro haircut and beard. He is unprofessional and should not be doing this service.

2013 5:09:

Sent from my iPad

Response Details: Advised caller the following information:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Once an individual elects to enter a screening location, such as the Walk through Metal Detector or the Advanced Imaging Technology (AIT), screening must be completed before an individual is permitted to leave the screening location.

Once an individual enters screening they may not touch their uncleared belongings unless they have been directed to do so by a Transportation Security Officer. This includes handling carry-on baggage, items, or belongings during the screening process.

2013 9:59:56 If an individual declines screening or refuses to complete the screening process, the individual will not be permitted to enter the sterile area of the airport or to board an aircraft.

Told caller I would send the complaint to the CSM so they would be aware of the issue and could address it.

Advised caller I would send the complaint to the disability department and email the RFI.

Incident Details: Caller said when she was leaving the airport she was told she could file a complaint with TSA. She went through Dallas Love Field a little after 2:00pm yesterday wearing a compression garment. She flew through DFW, on Southwest and did not have these issues. All her luggage cleared at Dallas, but when she went through the machine she alarmed and lit up on both sides. They had to do a patdown which she said was not a problem. She told them to be gentle on her leg because of her surgery and she was wearing a compression garment. The officer patted her down and tested her for explosives which she thought she cleared. She saw the officer pacing back and forth, the officer then said she had to strip search her. Caller asked if she could removed her belt to be screened again in which the officer responded no and the passenger asked if she could wear her shoes to the screening in which she was also told no. Caller stated she did not want to do a strip search and they told her if she did not she would be arrested. A Police officer came and would not arrest her because she was doing nothing wrong and the Police officer said she was really polite. The police officer said he had no jurisdiction there but he was a Dallas Police Officer. Caller asked if she could go back to the restroom and remove her garment, they told her no. Since the passenger would not go through a strip search TSA officers later said they had put her on a list that she could not fly for the entire day and she felt completely violated. She would have preferred to have screening information given to her about compression garments because they would not let her remove it and she did not realized that. She did not get to take that flight and had to make another flight. She said she flies a whole lot and usually when your stuff comes off the conveyor belt that it is cleared, they say grab your belongings and step to the side. They would not let her touch her belongings at Dallas like they do at all other airports. She had plenty of cash and laptops but they would not allow her near it, it made her feel really nervous and violated. She stated it was a larger African American lady and the caller said she was african american too but she was treated very differently. Caller said they never explained the process to her or what they were going to do not once through the entire process.

answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

Sincerely,

(b)(6)

MY QUESTIONS:

-----Original Message-----

From: (b)(6)

Sent: Sunday, December 01, 2013 3:24 PM

To: 'TSA-ContactCenter@dhs.gov'

Subject: TSA PreCheck and Global Entry

2013 3:35:5

Hello,

Three questions:

1. Your website states:

"U.S. Citizens currently enrolled in CBP's Global Entry, SENTRI or NEXUS Trusted Traveler programs are automatically eligible to participate in TSA Pre?™."

Do I read this to mean that as a Legal Permanent Resident, even if I were a member of Global entry, I would not be automatically eligible for TSA PreCheck?

If so, when do you expect TSA PreCheck to become an automatic benefit for LPRs enrolled in Global Entry?

2.

(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

2013 3:36:2 Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

rockville

State:

below the following cut and paste. Thank you. I quote:

"Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Pre?™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

2013 8:17:1

Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre?™ eligibility. For more information about these programs, please visit our Web site at: <http://www.tsa.gov/tsa-precheck>."

I want to make it clear that this automated response does NOT address my concern. In Denver, at DIA, it appears that the TSA employees are routinely routing randomly chosen, non-TSA Pre-Check passengers through the TSA Pre-Check line. While waiting in the TSA Pre-Check line, as a TSA Pre-Check passenger, a group of about 15-20 passengers will be suddenly routed from the long, normal TSA security lines to the TSA Pre-Check lines. This is disruptive and inconvenient to the passengers who bothered to pay for and be screened of TSA Pre-Check handling. The non-PreCheck passengers appear to be randomly chosen. An entire group is brought over from the other lines and put in front of waiting PreCheck people. The passengers who are routed over in that direction don't know any of the rules. They need too much monitoring. The lines become too slow. The TSA employees who are normally more quiet in PreCheck lines start barking out orders in order to rush the non-PreCheck people through. It's just not good customer service for those who have paid for the Pre-Check service.

After it happened for the 4th time in 3 weeks to my adult son, he asked the TSA Supervisor about it. She told him that it was a test program at 5 airports across the country. My family is very dissatisfied with this program. It's just not fair or good customer service for those who have taken the time to pay, wait for processing, and then face the screening challenges that PreCheck initially required. We are dissatisfied. With the new policy and with this canned response to my complaint.

Please respond, if able. Thank you.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/1/2013 7:12:16 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 11/30/2013 9:10 PM Airline & Flight Number : SWA 2999

Checkpoint/Area of Airport : Pier A TSA Employee: (If Known) : Office (b)(6) Comment : While I can appreciate that on a holiday weekend things are likely to run less smoothly than usual due to volume, Officer (b)(6) handling of Pre-Check passengers in the screening line was wholly unacceptable.

After proactively checking with another TSA employee prior to getting to the front of the screening line as to what the protocol would be for me as a pre-check passenger given that the pre-check designated lane was closed, and following those instructions, I removed my coat, liquids and laptop, leaving on my shoes and put everything else through the metal detectors as guidance in recent months given full body scanner implementation has been to walk through with nothing in one's hands. Officer (b)(6) proceeded to curtly inform me that I needed my boarding pass to go through and subsequently needed to remove my shoes instead of proceeding through the metal detector. He very rudely claimed that he had been repeating this audibly, not so subtly indicating that I was somehow stupid or incompetent for doing so. These instructions had not been audibly given, which was evidenced by the several other pre-check passengers who also did not retain their boarding pass.

2013 8:18:3 Although I was still holding identification linked to my trusted traveler ID at the time of this exchange, and though there were other agents who could have easily retrieved my boarding pass and that of the other affected passengers, Officer (b)(6) proceeded to instead berate us for not following instructions which were not given. It's unclear to me why the instructions for pre-check passengers can't be printed on the signs which indicate we are eligible to follow rules for elderly and very young passengers, or why Officer (b)(6) could not have found a solution to the situation which didn't involve extreme rudeness - such as assisting us in retrieving our boarding passes, or explaining the protocol calmly and apologetically. Instead, he slowed down the entire screening line for all passengers, and unnecessarily angered a number of passengers. When I mentioned the problem to a friend on my flight who had gone through security about 10 minutes prior to me, he guessed exactly the Officer who had yelled at me, indicating that Officer (b)(6) attitude was not only poor to those individuals in pre-check who faced opaque instructions.

It was suggested to me that submitting this complaint is useless as it's unlikely to be genuinely considered, and have never bothered previously when facing excessively rude, unhelpful or downright obstructive officers in the past - but as someone who has now opted into the 'trusted' traveler programs, I'm more concerned by this treatment which I assume is even worse for travelers not yet enrolled, and subsequently less 'trusted' to begin with...

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from EWR to Ft. Myers on Friday, 11-29. Caller is a 70 yr. old female and is in 4th stage colorectal cancer. Before she went through security she stated to the TSO she had medical documentation to provide and was very adamant in presenting the documentation but the TSO didn't even look at it. She has a Titanium Hepatic Pump and at FT. Myers they only had her to pat down her pump and they tested her hands but she wasn't required to remove her shoes, jacket, etc. At EWR she was told to remove shoes, jewelry and she was patted down. There was a heavy set African American lady who stated she wasn't qualified to perform the patdown for the caller but due to how busy they were, she went ahead and did the patdown anyway. She couldn't see her items during the process and if it wasn't for her husband watching her items they would be missing. Caller thinks this is disgusting that someone behind her had a turban on and she was allowed through without any recourse. She thinks it was totally unnecessary for the patdown and hopes it doesn't happen again because she is traveling for treatments frequently to NY. Caller thinks she should get some sort of compensation, thinks she should be moved to first class because of the incident. Caller is grateful that TSA is conscientious, but, still felt embarrassed over the incident and it was totally uncalled for and she hopes this never happens to anyone else. Departed 3:49 PM, arrived at airport 1:30, Flight # UA1299YN, Gate # C83.

2013 8:25:1 Response:

Apologized to caller and explained she is welcome to provide medical documentation, but, it does not prevent anyone from going through the screening process. Explained it is the discretion of the TSO if a person appears to be 75 or older they may be allowed to leave their shoes on during screening. Advised if she isn't offered a private area for a patdown she can request anytime during the process. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location. Advised caller if additional information is required she may be contacted via email. Questioned caller as to the compensation she is seeking and she mentioned she thinks she should be moved to first class, some type of upgrade. Explained to caller TSA is responsible for screening all baggage and passengers who board aircraft at our nations airports. No jurisdiction over the aircraft, referred to her airline and explained they have no jurisdiction over the screening process.

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Caller states that she is a TSA Precheck member, she has seen where people are getting this random, and she doesn't feel like this is acceptable, since she paid for her membership, and other people are receiving this by the airline, and she doesn't feel like we should allow the airline to do this to passengers who have no idea what their doing.

Also she states that there are no TSA bins she states that there were some at the TSA Expedited Screening at Tampa Airport which is great but any other place there are no bins and she feels like she should not have to place her 300 dollar purse on the conveyor belt alone since there are bags who have been on the floor and then they expect her to place her very expensive bag on the conveyor belt.

Informed caller:

1013 11:52: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre✓2713™. Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓2713™ lane for expedited screening. TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures. Passengers who are directed to the TSA Pre✓2713™ lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Pre✓2713™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage. Although TSA's new initiative leverages the current TSA Pre✓2713™ process, passengers should not expect to be directed to the TSA Pre✓2713™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre✓2713™ eligibility.

Advised caller that regarding the bins there is really nothing I can do as far as supplying bins.

Took callers complaint.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/2/2013 11:26:54 AM

1013 12:15:

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Alaska Air, flight 525 at 11:00 to Seattle from Burbank. Passenger name: (b)(6)

Comments: My father is 88 years old, has trouble walking, and a metal hip. The agents made my father stand up and go through the metal detector 3 times, then took him off behind a screen to pat him down. My father is a World War 2 vet, a former Marine, and walking is PAINFUL. Yet your agents treated him like a criminal. When I complained the agent up front said if I didn't like it I could write to you. Disgusted, I went to the head of TSA at the airport and lodged a complaint. The gentleman I spoke to was very kind and helpful, but I am still disgusted at both my father's treatment and the response of the agent.

Disability Description: The caller indicated that she has a pacemaker defibrillator.

Response Details: As the caller indicated that she would like information in regard to filing a formal complaint, I advised that I would email the criteria to do so.

I advised that I would also refer the information to the CSM at BOS to make them aware.

I advised that she can always request the assistance of the PSS at the checkpoint who can address concerns and provide assistance through screening. I advised that she can request a TSO Supervisor as well.

Incident Details: The caller indicated that she flew from BOS to MCI on Saturday with Southwest flight 1212 departing at 5:10pm from E1A. She indicated that she had the Precheck indication on her boarding pass. A TSO advised that passengers make her aware if they have an expedited ticket. The caller stepped out of line. The caller advised that TSO that she had a pacemaker defibrillator and the TSO acknowledged this.

2013 5:01:

The caller was directed to the WTMD by an older female TSO, tall, slender, blond hair, glasses, caucasian). She reiterated that she has a pacemaker and that she normally goes through AIT. The TSO advised that she would be fine. There was an alarm of the WTMD. The TSO advised that it was because of her bracelets and became upset when the caller would not remove them. The caller indicated that the bracelets have never caused an alarm. The TSO (elderly, caucasian, short, stocky, glasses, salt and pepper hair) that conducted the patdown to clear the alarm advised that the caller that she should not have been directed to the WTMD. This TSO offered to get an EMS for her. The caller indicated that she declined this as the EMS does not have the capability of checking the pacemaker.

The caller indicated that a Southwest representative at BOS would check into this.

The caller indicated that she felt very scared that the pacemaker would fail. The caller indicated that she submitted a device check via phone to the hospital a few moments ago to make sure that the device is working. She won't receive information until tomorrow.

The caller indicated that if the WTMD had caused the pacemaker to stop, she could have died if she experienced any type of arrhythmia.

Hello,

Due to two hip replacement surgeries, I have metal in both hips. As a result it is very difficult for me to bend over to take off my shoes and put them back on again. Even slip on shoes are difficult because I can't bend over far enough to pick them up off the floor and put them on the screening belt. For this reason, I enrolled in PreCheck which allows shoes to be left on. I then request to be sent through the ATI whole body scanner rather than the metal detector (since my hips set off that machine). I have heard from one of your employees that you are now considering not allowing PreCheck passengers to request using the ATI machine and that all PreCheck passengers will be sent through the metal detector. This makes it really difficult for me and was the primary reason I signed up for Pre-Check. I'm sure that many others with metal hip implants signed up for the same reason.

I hope you will not change any policies and allow those of us in this situation to continue to use PreCheck and the ATI machine. Please forward this message to the managers who are responsible for the Pre-Check program. I'd appreciate hearing from them.

2013 6:09:00

While I have not had a problem, I have also heard many reports of passengers who did not enroll in PreCheck being given this benefit without even knowing it, on a selective basis. This appears to be causing long lines at some Pre-Check points as these passengers have no idea what to do. While you may have good reasons for doing this, it should be VERY limited so as not to cause lines longer than those for regular passengers.

Sincerely,

(b)(6)

Feedback Type : Civil Rights/Liberties

Categories : 4th Amendment; Speech

Current Date/Time : 12/2/2013 5:16:02 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/02/2013 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6)

Comment : I am a current employee at Austin Airport. Everyday I am simply inconvenienced by TSA going through checkpoint just to get to work. I am okay as long as TSA employees do not use their hands to physically touch me. In today's issue, I went through the metal detector and the alarm went off signalling an extra check, again they usually just wipe my palms for whatever reason and I'm on my way, no big deal. However, this time they asked me for a patdown. I do not consent to any search no matter whom they may be, or what the reason may be. There is just no reason for someone to lay their hands all over your body like that. Anyhow, I asked them for other options and (b)(6) told me, "You can either be searched and head to work, or you can leave." No matter what the consequences would have been for me to miss work, I would have rather of left, so I made my decision to leave rather than be searched. (b)(6) then responded, "You cannot leave without being searched." "But you gave me an option first now your going back on your word?" I responded. "Sir you can be searched first then leave, or work it doesn't matter what you do after, you must get searched." An Austin Police officer came to the scene to back up (b)(6) and I proceeded with the search with his words (b)(6) was way out of line did not offer any other way to get through. I know my rights and I know I could have just argued more, however, that would have just taken up all my time and nothing would have happened because there is this sense of power with the TSA officers in Austin. Especially (b)(6), this man feels that he owns the airport, he believes he could make me lose my job as he claimed and made threats about doing so. If this is how TSA represents themselves and protects the states, how has this program lasted for so long? How does TSA higher-ups allow such incompetent people run the security program at every airport. This would not of been a problem as long as my rights were not violated. Nor if he had not made any personal remarks about making me lose my job. A job that pays the bills for my family and kids. Why is he the man in charge?

2013 6:09:40

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 12/2/2013 4:29:54 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/02/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Up til about a month ago, the pre check line at PHX was fabulous. It met all the expectations for pre qualified (TSA pre check) passengers.

Now, the airport has combined/routed the lines of elite travelers and passengers without carry ons. The only difference among all the lines now is the line to and at id screening, where pre check passengers get three beeps instead of one. So in effect, the pre check r ray and metal detectors are being used for non pre check customers.

2013 6:10:00

I believe that I had to be vetted to get qualified for pre check. Now it seems that one doesn't really need to. It's frustrating that non pre check passengers can enjoy the ease without the qualifications, and not having the knowledge of what pre check is, they slow the process with shoes, etc.

Why is this the case now?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I'm writing to voice my frustrations with the Pre-Check line for the A,B, and C concourses at PDX. The past two times I've traveled through PDX, I've been detained while transiting Pre-Check. I am a Global Entry member, and have undergone an extensive background check by the TSA as part of that program. For the TSA to identify me as needing extra screening seems absurd. The real frustration, however, is that my screenings seem to occur for the same reason. I pass through the metal detector, and it sounds a random beep which tells the agent to check my hands. The machine that tests the hand swabs then indicates that I supposedly have explosives on my hands, so I'm taken into the back room for a pat down and full luggage search. Similar hand checks at other airports do not result in alarms.

Dates: Monday, 10/7, 6pm (AS 386) AND Monday, 12/2, 6:30pm (AS 379)

2013 8:22:5 While the agents are always accommodating and friendly, I believe there is a flaw in the process by which you identify people for extra screening (random beep). Furthermore, the hand swab machine seems to identify false positives, as my luggage, shoes, and body always check clean in the second search. I might suggest re-calibrating the hand swab machine, but am no expert on the equipment. Perhaps that's the correct course of action. I'd appreciate a response, and am eager to hear what can be done to prevent these unnecessary detainments in the future.

Thank you,

(b)(6)

Caller flew from Philadelphia to Orlando. She only had a tote. She was alone so the TSO told her to go down a separate line. She said you do not have to take off her jacket or shoes. She alarmed due to a knee implant. She then had to remove the jacket and tote. Her bag went through behind her back while she received a thorough patdown. This was new to her. She went on her way and when she got home she is missing a pair of earrings from her carry on. Her necklace was still there. She had them packed in the bag on the bottom and the bag even zippers on the top to close the tote. She also said the TSO told her that she can use the AIT since she has metal implants.

Airport:Philadelphia

Airline:Southwest

Flight Number:1004

Date and Time:November 29th at about 12:30 pm

Terminal or Gate:E12

2013 9:43:1 Description of Bag:It is black with turquoise butterflies on it.

I apologized to the caller that she is missing the earrings from her bag. You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. I told her she can ask for the AIT if it is available. This reduces the chances of a patdown but never completely eliminates the chances of a patdown.

Disability Description: Caller is blind and uses a guide dog.

Response Details: We recommend that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal. Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel. Even if they did need to remove things, they have a private screening area they could have taken her and the dog to, so that the dog could not have escaped.

In the future if she has any concerns or needs any assistance at the checkpoint she can ask for a PSS. When passengers make prior arrangements for assistance it is usually provided by the PSS, so they may have a little more knowledge on how to handle the situation.

I offered to provide instructions for written complaint verbally. Advised that I would send the instructions on how to file a written complaint and if she can do this, that would be great. I have her complaint and will forward it to our disability branch for their review as well, so if she cannot put her complaint in writing they will still have it.

2013 9:51:3

I will also forward to CSM, so that they may provide additional training to these individuals.

Sent e-mail.

Incident Details: Caller flew from LGA on Sunday. She boarded through gate C23 and went through the screening lane on the far left that was for passengers with disabilities. At the point where you put your items on the conveyor before going through the WTMD an officer came over and told her the harness had to come off. She did not want to argue with the officer, so she removed the harness. The officer proceeded to tell her that the dog's leash and collar had to come off as well. The caller had her instructor for her guide dog with her because she had been to a class. The instructor held the dog as the caller went through the WTMD. Then the caller called the dog and luckily it came straight to her. However, it alarmed because it had one collar remaining, so the officers patted the dog down and conducted explosive trace detection. At the end of screening she was allowed to put the leash, collar, and harness back on the dog. She contacted a guide dog school who works directly with TSA to provide accommodations and they told her that under no circumstances is TSA allowed to ask a passenger to remove all of these items from the dog. The caller says that the dog could have easily escaped. She went through security between 8:00 a.m. and 8:30 a.m. She says this was not just the one officer, but multiple officers at the checkpoint all were saying the same thing as far as removing all of these items. Caller states this is both a failure to accommodate and poor customer service.

Just a comment regarding my most recent flight out of Appleton WI on November 26, 2013

I fly approximately 75,000 miles a year to many US and International airports.

I am 67 years old and observe how TSA folks conduct their inspections.

Point being at my most recent trip this is what took place:

First stop was to check my ticket and ID. No problem the TSA employee was very professional and cordial.

Over to the belt where I placed my backpack (carried with me over the last 5 years) and assorted other items in the plastic tub.

Walked through the metal detector not the x-ray machine. No alarms. I got the "special pass" because I was TSA "pre screened".

2013 2:19:2

Now the problem begins: The belt x-ray screener pulled my backpack out so it could be checked by another screener. Never stated exactly what they were looking for. After thoroughly going through my backpack it was re-screened. This occurred 2 more times. Finally, after another search of my backpack it was determined the problem was some loose change. Which in all of my travels has never been an issue at any airport.

Then I guess the screener decided to make an additional check my backpack and "wiped my backpack down". Again no explanation as to what was going on. She then took the wiping pad to a machine not visible to me and made a statement that the wipe was either a "strike or line" to show up on the machine.

This then prompted a complete "pat down" by a male TSA employee. Even though I went through the metal detector.

I am sure this situation is repeated all over the US on a daily basis. The check in/screening process at ATW that I went through was a waste of my time but I did not complain or confront the TSA screeners. I am sure they enjoyed their time hassling a "TSA pre screened traveler".

There appears to be a lot of room for improvement.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/3/2013 5:16:24 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/03/2013 5:00 PM Airline & Flight Number : DL442 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :

Comment : I have a pacemaker and cannot use the metal detector. However in the pre check lane there are only metal detectors - so I am subject to a pat down. There should be a way through the pre check lane to access the advanced screening machines.

2013 6:04:4

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The checking agent (b)(6) was extremely rude to me, a known crew member. After clearing the metal detector screening without a problem, she forced me to return back to go through the screening process again for no reason. This delay caused myself and my crew to miss our scheduled showtime and delayed our flight. This can not be a common occurrence. Action must be taken.

2013 1:59:6

The caller said she flew from Charlotte to Cleveland and her checked baggage was inspected by TSA. The caller said she was upset when she discovered she had a NOI in her checked baggage. The caller stated the NOI had Mill RQ 12/03/13 16:58 written on it. The caller wanted to know if the officer s keep a record of the bags that they check. The caller wanted to know why her checked bag was inspected. The caller said she was upset when she found the NOI in her checked bag.

I told the caller all baggage is required by law to be screened. I told the caller passenger s baggage can be randomly selected for inspection. I told the caller the officer s will leave a NOI in the bag with a timestamp. I told the caller sometimes food items may cause an alarm. I told the caller books and magazine may sometime appear as anomalies and the officer s would have to open the bag and do a physical inspection of the bag. I told the caller even a person is subject to go through additional screening. I told the caller a passenger may even have to receive a pat-down after going through AIT or the metal detector. I told the caller the officer s do the same thing if a bag alarms. I told the caller I do not know why her bag was selected for additional screening.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 12/4/2013 10:48:30 PM

Name (b)(6)

Email (b)(6)

Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):OAKLAND INTL AIRPORT

2013 9:20:0

FRIDAY, NOVEMBER 29, 2013

between 5:30-6 AM

Southwest Terminal 2 Security Check

Southwest Airlines Flight 870

OAK to LAS

29 Nov, 07:10 AM:

Comments:I am complaining about a TSA agent who was monitoring people putting their belongings in the gray bins at the security check. I was traveling with a 10 month old infant, and this woman belittled us, telling me I didn't know what I was doing, rolled her eyes at us, jerked the bin out of my hands, and refused to answer my question of whether or not I needed to remove my hat. Literally would not answer me or speak to me after I asked her several times. I asked her if there was a reason she was being so rude, and she said she wasn't being rude- in a hateful tone of voice- just snarled at me. At the metal detector, they sent me back because I still had my hat on. She just stared at me. I have NEVER been treated so poorly in my entire life. EVER. I felt humiliated and started crying. ALL because I went through security????? THE airport and the security line were virtually empty- it's not like me and my baby were holding anyone up. I complained to the supervisor but I watched as he "talked to her." She rolled her eyes in his face and went back to work. She should be fired. NO ONE SHOULD BE ALLOWED TO KEEP THEIR JOB WHO TREATS PEOPLE LIKE THAT. It is shameful. I was never rude to her or did any thing to her. I travel a lot, and it takes a lot to bother me. But this was over the top.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 12/4/2013 5:30:26 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Please train & regularly remind TSA screeners & officers NOT to separate a young child from her/his parent/adult travel companion.

2013 9:24: During one of my more recent trips via busy JFK, my daughter, who is not even four (4) years old, became separated from me during the screening process because TSA agents insisted that I go thru the x-ray machine and my daughter walk through the traditional metal detector machine. I passed through before she did. Understandably scared b/c of the somewhat sudden and ill-handeled separation from me, my daughter experienced a "freeze" response to fear and refused to walk through the screening machine (she was also given little assistance & confused directions). TSA screeners prevented me from passing back to the un-screened side in order to be with, comfort, supervise, encourage or protect my pre-school-aged child. TSA allowed a tussling group of adults, all unknown by me or my daughter, to collect around and even at times surround my daughter causing her and me much distress and endangerment. TSA agents either ignored my and her expressions of distress and fear or failed to respond appropriately, let alone with calm & kindness. Instead, when they did respond to my pleas for assistance, agents positioned themselves between me & my daughter (who was still on the other side of the screening device), often blocking and/or allowing others to block the sightlines allowing her at least to see me (her mother & sole caregiver) and/or for me to see her. The TSA agents responded w/domineering aggression to my expressions of concern and pleas for help regarding the worsening situation -- including the fact that my young daughter and I had been separated b/c of TSA agent instructions/demand and that (presumably armed) TSA agents were, perhaps negligently at first but then willfully, keeping us apart (by many feet, on opposite sides of machines and pulsing crowds of strangers) without providing any explanation and, indeed, without the slightest reasonable or good cause. The TSA agents near her were not providing constant direct supervision and protection of my daughter, as their attention was at times drawn elsewhere. The TSA agents near me (and I was seated in a wheelchair since clearing the xray machine), if they responded to me at all, stood over me (often intentionally blocking my view of her), refused to listen attentively to me & in fact obstructed my attempts to get help and relief for my daughter and myself, say from a senior TSA officer, by gruffly interrupting me, threatening me and behaving in otherwise intimidating ways without much if any sensitivity to the safety, feelings, or needs of my young child or of myself as a mom traveling alone with that young child and using a wheelchair (with airline assistants). When, finally, a more senior TSA officer was called over, he responded in a threatening, intimidating and aggressive manner similar to, and even more frightening to me, as had his junior officers. Rather than being treated as a mom who had been separated from and at times prevented from even maintaining visual contact with her now-terrified pre-school-aged girl, rather than recognizing my all-too-legitimate fear that, in the confusion and tumult, my very young daughter was, as a result of TSA action & or negligence/failure to act, at risk of being abducted by some passer-by (or even "just" lost and/or injured) in one of the largest and busiest international airports in the world (in one of the biggest cities in the world), this supervising TSA agent, like his supervisees, treated me as if I were a criminal of some sort or, at best, a dishonest, unintelligent, not-worth-listening-to irritant.

Indeed, were it not for the integrity of an airline supervisor who was assiting us (b/c of w/c), the TSA agents might have continued to detain (and intimidate) my daughter and me and to disregard almost whatever I might say. It was not until this airline employee who'd wheeled us to the checkpoint spoke up (apparently they don't ordinarily get involved in such situations) and corroborated my account of how and why my daughter and I were separated (i.e., at the directive of the TSA agents), and of how the TSA agents obstructed my young daughter's and my access to each other, that the supervising TSA officer himself calmed down a bit, tried to "back-peddle" with a now-polite, if short and not fully-empathic, apology and acknowledgement that TSA agents had erred both in the initial directive that separated mother and young female child, and in their subsequent response to me, my child, and the situation.

Since I had flight to catch and was just glad my young child and I were safe and reunited, I did not file a formal complaint at the time. I understand and appreciate the importance of TSA's work, and did not wish to get anyone in trouble. I do, however, want some assurance that other parents and children will not go through the same or similar experience we did, so I am speaking up now. Accordingly, please do emphasize that young children should not be separated from their authorized travel companion (in this case, mother and court-ordered sole custodian) unless a true and serious emergency requires it - and, in that case or if they are accidentally separated, the manner in which TSA agents and employees are to protect &

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/5/2013 12:43:54 PM Airport : LIT - Little Rock National Date/Time of Travel : 11/20/2013 9:30 AM Airline & Flight Number : SWA 738/2878 Checkpoint/Area of Airport

2013 2:14: Security TSA Employee: (If Known) : Officer (b)(6) (young female) Comment : I arrived at the airport at 8:45 am for a 9:30 flight, checked bags at 8:59 per claim check. I was running late due to a family medical emergency. I fly 3-6 times monthly. I am not typically late. I have never had a problem with TSA, though am often patted down due to clothing with metal, or rolled sleeves, etc. I have preferred check-in status. This time TSA offered me expedited screening with no explanation that this would be a metal detector, not the x-ray. I have a knee replacement, therefore requiring a pat-down. I was turned over to Officer (b)(6) who was immediately rude and hostile making statements such as "I don't care if you miss your plane, you shouldn't be late, it's your fault. I won't rush, I will do my job. You should get here on time." She made no attempt to be supportive or cooperative or defuse the situation with a reassurance. She has no conflict mgmnt skills - just the opposite. She is an escalator and should not be in a security position without additional training. She deliberately took longer than necessary to complete a pat-down and continued to berate me for being late. A male officer came over and said, "Stop it, both of you." At which point (b)(6) finished up, not even checking my carry-ons. I pointed out to the male officer that, yes I was late, but that they knew nothing of the circumstances that made me late and that their job is also service even though security is primary. The young and exceedingly rude (b)(6) needs additional training. I am sure I am not the most "stressed" person she will deal with, but her attitude and poor performance increased the stress of the situation is not conducive to maintaining safety and order. I would like to hear from a manager, preferably by phone. I also suggest you train your employees to explain "expedited screening" if it should involve a metal detector, or to send all expedited passengers through the x-ray screener.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

After receiving general information the caller stated she thought that might be the case because he was screened at DEN on Monday at 3:30 PM and had to undergo a patdown. She stated due to fibroids in her breast it was painful. After her patdown she sat down on the bench to put on her shoes and a Female TSO came over to her and was rude and said "you do not have to take up the whole bench" and the TSO scooted her personal belongings over and almost knocked her off the bench. Caller wants to complain she felt the TSO was rude. She did not ask the TSO her name but asked how she would know a TSO's name.

RESPONSE:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2013 4:29:56 PM
TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Told her when an alarm sounds as it did, we must resolve it. I do want to mention that anytime a passenger has a body area that might be painful to touch they should mention it to the Officer so care can be taken during the Patdown so she is not caused discomfort and she may also ask for a private patdown.

I will not send over a complaint about the patdown since the alarm went off, but if she feels she was treated rudely afterward I can take her complaint.

The Transportation Security Administration (TSA) does not disclose the identity of Federal TSOs. However, the TSO's last name and position are printed on his or her nameplate. TSOs also wear a metal badge with a unique number assigned to each TSO. TSOs must display their badge and nameplate at all times when screening passengers.

CSM Referral Information: :

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CSM Referral Information:

Caller flew from SAT recently. She is 7 months pregnant. She had a doctor's note that said she cannot use the AIT. She had to have a patdown. It was done by a female officer. A male TSO was rude to her while she waited. He said her only option was to have a patdown to make her flight if she did not want to use the AIT.

Airport: SAT

Airline: Southwest

Date and time: 12 02 13 at 3:15 p.m.

Location: Gate C3

2013 12:29:56

Response:

I told her that the TSO followed policy when he told her that she cannot be screened by the WTMD instead of the AIT. She would have to have a patdown to get through security.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

She would like a response from the CSM.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client ID: (b)(6)

Date Time: 12/6/2013 11:35:32 AM

2013 12:44:56

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DI807 Delta Terminal B EWR Gate B14

Comments: My husband and I had a tsa pre check and I set off the metal detector because of a hip replacement surgery (for which I carry a card from the surgeon that no agent acknowledged). First I had a pat down, then I was told I tested positive for explosives. I was told to take off my shoes and sit and wait for a female supervisor for a second pat down before I could go to my flight. My wait was almost a half hour sitting in my stocking feet waiting for my second pat down. During my uncomfortable wait a woman in a wheel chair who also had replacement surgery was also treated to an unnecessary "pat down". I believe as a member of the flying public I was unjustly targeted by the tsa for no reason other than setting off the metal detector due to my replaced hip. I believe the tsa agents should be better trained to handle people who have had joint replacement surgeries. I must admit my recent experience has left me with an unfavorable impression of the job tsa is doing when they single out senior adults to such scrutiny.

Response Details: Advised Caller:

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations, it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

2013 6:51:10 PM TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If a passenger cannot remove his or her shoes due to possible medical complications or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown.

Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

I offered to e-mail this information to the caller, and he accepted.

I indicated that the complaint would also be forwarded to ODPO.

I arrived at SJC at approximately 1:30pm today. I was very disappointed to find that the Pre-Check lane was closed. When I finally arrived at the document checking station, the TSA agent told me to 'show my boarding pass with the pre-check indicator to the next TSA agent' and implied that I would be treated as if the Pre-Check lane were functioning. I threw my bag on the conveyor and walked through the metal detector with shoes and coat on. The agent looked at my boarding pass and allowed me through. The scanner operator on the other hand gave me a rather hard time about leaving my laptop in my bag and informed me rather indignantly that the Pre-Check lane was closed.

What is the use of obtaining trusted traveler status when local TSA arbitrarily decides to not operate the line during a busy Friday? Also, why does one TSA agent tell me to effectively go through the line as if Pre-Check were operating when another agent chastises me for doing so? It would seem that even if an airport is short staffed, operating the Pre-Check lane would get more people through security in a shorter period of time.

2013 9:17:55 PM

This proved to be a very disappointing experience.

(b)(6)

I am a male Little Person (dwarf) standing 4'4" tall. In my line of work as a business consultant, I am frequently flying out of Dulles International Airport. Dulles Airport utilizes the AIT screening devices. Every time I go through one of the AIT device, I set it off showing areas in question around my upper thigh and close to my crotch region. My pockets are always empty and the belt has been removed. Even when they re-screen me through the device it sets off in the same area. Upon pat down by the TSA officer, I am always cleared. The AIT device appears to be height sensitive. Please note one time a TSA officer remembered me, got a supervisor and I was sent through the metal detector and did not set it off.

Do I have any options here? If so, can you please let me know what they are?

Thanks in advance for your time.

2013 1:16:1

Best regards,

(b)(6)

(b)(6)

(b)(6)

Cell: (b)(6)

Office: (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 12/8/2013 2:49:02 PM Airport : BOS - Logan International Date/Time of Travel : 12/08/2013 2:15 PM Airline & Flight Number : United Flt# 382 Checkpoint/Area of Airport : Delta Checkpoint in Terminal A TSA Employee: (If Known) : Officer (b)(6) Comment : When we passed the identification checkpoint where you show IDs and boarding passes, the TSA office told my 13 yr. old daughter that she did not have to remove her shoes of jacket (light overcoat). On her boarding pass, it was written TSA Approved. When we got to the metal detector area, Officer (b)(6) stated rudely to her that she needed to remove her coat. When I pointed out to her that the first officer had told us that she did not, her attitude became argumentative and very RUDE stating that she "did not care what the other officer told us, and that this was her post not is and my daughter needed to remove her coat". When I talked to the supervisor, he told me that the TSA was trying to determine when a coat needed to be removed and when it did not. I totally understand that, but Officer (b)(6) attitude demeanor and how she spoke to me and my daughter was TOTALLY

2013 3:17:0 inappropriate. THE TSA HAS A VERY POOR PUBLIC IMAGE, and having officers like Officer (b)(6) does not help. If she worked for me, and talked to a customer like she talked to me, she would not be working for me anymore !!!! I definitely would like to discuss this with a TSA supervisor. PLEASE CALL ME!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 12/8/2013 3:26:50 PM Airport : ORF - Norfolk International Date/Time of Travel : 12/07/2013 9:30 AM Airline & Flight Number : Southwest 2111 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :

Comment : The TSA Pre line was not setup on this day with only one ID Checkpoint and one line open. Even with this setup and a backed up ID screening line, 15-20 minutes for ID check, they were giving out random TSA Pre stickers to non TSA Pre individuals. I am a normal TSA Pre flyer.

When I rounded the corner for the baggage check/X-ray line there was confusion as to what was going on with the TSA pre individuals. With only one line open of course everyone was still waiting in the same backed up area and the passengers who had been given TSA-Pre stickers on their tickets had no idea what was expected of them.

To make matters worse though the TSA personnel were not on the same page as to what to do with the TSA Pre ticket holders.

On the baggage check/X-ray check in side they were sending them to the metal detector but on the other side the TSA personnel assigned to that position was basically in a roaming pattern and not full time assigned to it causing delays there.

She was motioning TSA-Pre people back to the x-ray scanner and when the TSA person assigned full time there saw fully clothed passengers with jackets and shoes on they indicated for them to go back to the metal detector.

2013 5:15:2 As a result of all of this I was actually longer getting through security as a normal TSA-Pre passenger than the regular passengers behind me who were required to move jackets, and shoes.

I can understand if there is a very light passenger load why there wouldn't be manpower assigned to running a TSA-Pre line but why with only one ID checkpoint and one luggage scan line open would you continue to give out random TSA-Pre stickers to non TSA-Pre travelers?

It only caused more problems as these travelers have no idea what is expected of them when they get to the luggage/X-ray screening area which causes confusion and further delay, especially when the TSA employees have no game plan on how to handle these passengers.

My recommendation would be to not give out the TSA-Pre stickers to non pre-screened TSA-Pre fliers if there is only one line open as it adds to the confusion of the situation.

I fly out of the Norfolk terminal that houses Southwest 8-10 times a year and because of the layout of that terminal, a small passageway that doesn't give vision to the luggage/X-ray area until you turn the corner, there has always been slow processing times for the low amount of customers that pass through that terminal. That coupled with a lack of cohesion of the TSA employees on how to run that area, which I see almost every time I go through there, even before TSA-Pre, makes it a frustrating terminal to fly through and this situation was worse than even before.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

Caller flew from Newark, NJ to LAX. She has Cerebral Palsy and Epilepsy. One of her hands is permanently clenched in a fist and she had a piece of paper that she had forced into her and. A TSO acted very rude when she told him that she could not easily take the piece of paper out of her hand. She had to do additional screening and a ETD swab. She feels that because of her disabilities she shouldn't have to endure this kind of treatment and would like to voice her complaint.

Advised Caller: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

2013 7:39:2 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

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Advised Caller: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I faxed in a claim on November 22nd because my insulin pump was damaged and destroyed during travel when the security agents had me go through the full body scanner instead of the metal detector. I had to purchase a new pump which was over \$8,000. All I am asking for is the portion (or at least a good part of it) of what the insurance did not cover which was \$3600. I do not know why they have not responded yet to the formal claim I filed properly. I also faxed the bill showing the \$8000 charge as proof of purchase. If nothing is done about this soon I will be contacting the news channels in the areas for further investigation.

2013 8:12: (b)(6)

Sent from Windows Mail

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/9/2013 7:38:31 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 12/09/2013 6:23 AM Airline & Flight Number : 3770 Checkpoint/Area of Airport : B10 TSA Employee: (If Known) :

Comment : I have been approved for TSA pre and have traveled quite a bit using it successfully except for today.

At this check in point, the person checking my ID did not see that I was TSA pre and failed to inform me of such. I asked him if I was TSA pre on this flight and he had to recheck and said he had trouble with his vision. I would hope that all TSA agents that are checking tickets and IDs have the necessary vision to properly see all details to effectively do their job.

2013 10:03: Also, at this gate a TSA pre passenger must take out the laptop, liquids and gels shoes, belts and jackets. What is the difference between TSA pre at this gate and everywhere else, the fact that I go through a metal detector vs a full body scan? I'm hoping that your employees at this gate just need more training. If your metal detectors are more sensitive at this gate vs other gates for some other reason so that my shoes and a belt that do not set off any other metal detector at DFW or anywhere else set this one off, then there is no point in having a TSA pre check at this gate. There is absolutely no difference in the screening process between a nonTSA pre and a TSA pre customer. In fact it took me longer because I had to go through the metal detector twice.

The TSA pre is a great idea and very helpful to frequent passengers like myself who flies weekly and who have exchanged personal freedom for check in convenience. I hope this feedback helps in making the program more successful.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller is in the airport and went through screening. The caller stated that it is his right to opt out and it is unconstitutional that the officer made him go through the machine.

The caller stated that he has a right to opt out of the machine. The caller stated that the screener said go through the machine. The caller stated that he said he was not going through that machine (AIT), he was going through this machine (WTMD) and pointed at it. The caller stated that the officer forced him to go through the machine he opted out of.

The passenger told her she was not doing her job.

The caller spoke to a supervisor who was very nice and told him that he has that right to opt out.

Supervisor (b)(6)

Screener - (b)(6)

Airport: William P. Hobby

Airline: Southwest

Flight Number: 11

Departure date and time: 9:15 and 9:45 am on 12-09-13

12/10/13 10:46: Description: 5 foot 9 inches, 175 pounds, hispanic 40 year old, brown jacket, jeans and white shirt

Left arm pointing to machine to tell officer that he was opting out

One Checkpoint

Response:

We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Hello.

I believe there is a bit of a Catch 22 for flying passengers like me who have chrome alloy knee replacements AND participate in the TSA Pre Check program.

When I go through the TSA Pre line and walk through the final metal detector I am flagged due to my knee replacement hardware setting off the equipment.

I have been sent to the regular TSA line but then have to take the belt off - remove the laptop etc. - which defeats the purpose of the TSA Pre program. I just did that today at BWI Gate C and this was not a good solution.

If I obtain an image of my knees from my Dr. could that be used to expedite the screening?

The x ray image of my knees COMBINED with the Pre screening and my Global Entry ID card - which I always use - should be enough to avoid the pat down.

2013 6:05:2 Please advise the best method to expedite my security screening.

Thank you,

(b)(6)

Riva, MD 21140

Global Entry (b)(6)

The only line in SLC security that does not have a scanner is the TSA pre line. I have a hip replacement and can't make it through a metal detector. When I asked people redirected me to a different line and told people I was TSA Pre. Didn't take off my shoes but bag pulled out, laptop out rescreen etc.

Please put a scanner in the TSA pre line or allow me to pass through a different line as if it was TSA pre. TSA pre does nothing for people with medical implants.

2013 8:08:00

Caller asked what she is allowed to bring on board, knows Breast Milk is allowed, but, is she allowed to bring a Breast Pump whether she has a child or not?

Response:

'2013 8:13: Individuals traveling with or without a child may bring a breast pump through the screening checkpoint. However, all child-related devices are subject to screening by the Transportation Security Administration (TSA).

At the screening checkpoint, travelers will be asked to place the breast pump in a plastic bin provided at the screening checkpoint and onto the x-ray conveyor belt before walking through the walk-through metal detector. Travelers may take child-related devices out of their carrying cases for screening.

May place in a clear plastic bag for screening.

I was sent an email saying I did not include enough detail but I didn't think I needed too since I had faxed in the claim on the forms from the website. I have them still if I need to refax.

My name is (b)(6) and the incident happened at Charlotte Douglas Airport on October 15th at 4:30 AM.

I went through security on way to visit family in California and it was my first time flying with my family. I asked the agents at security if I needed to disconnect my pump or get hand checked due to my insulin pump. They quickly ushered me forward saying "No, just come on, it will be fine" and had me go through the full body scanner. The pump began malfunctioning while on vacation saying no delivery and motor error which I had never seen before. We actually had to leave Disneyland early so I could go to a nearby pharmacy and purchase syringes so I could take my medicines. When we returned home I called the pump manufacturer who asked if I had done anything such as traveling or flying lately. When I told them I flew they immediately asked what they did at security. When I told them they said "They should have known to hand scan you or have you go through the metal detector. An insulin pump can be destroyed in their full body scanners due to the radiation." I am trying to be understanding and nice about this matter but this is a lot of money I am paying that I shouldn't have to and if it not handled and keeps getting the run around I will have to contact a lawyer or television network to investigate so I am compensated and this doesn't happen to anyone else because obviously some need to have more training.

'2013 8:21: Sent from Windows Mail

From: (b)(6)

Sent: ?Sunday?, ?December? ?8?, ?2013 ?8?:?21? ?PM

To: TSA-ContactCenter@dhs.gov

I faxed in a claim on November 22nd because my insulin pump was damaged and destroyed during travel when the security agents had me go through the full body scanner instead of the metal detector. I had to purchase a new pump which was over \$8,000. All I am asking for is the portion (or at least a good part of it) of what the insurance did not cover which was \$3600. I do not know why they have not responded yet to the formal claim I filed properly. I also faxed the bill showing the \$8000 charge as proof of purchase. If nothing is done about this soon I will be contacting the news channels in the areas for further investigation.

(b)(6)

Sent from Windows Mail

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/10/2013 12:27:12 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 12/04/2013 3:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : South West Side of Airport TSA Employee: (If Known):

Comment : On 4 December, I (b)(6) escorted my disabled father (b)(6) through the checkpoint at Austin-Bergstrom International Airport. I placed my father in a TSA wheelchair and had his walking cane with him to use when he was required to get out of the chair at the checkpoint. Upon going through the scan he was asked to get out his chair, walk through the metal detector (with no cane), and then told to walk over to for additional screening process (without his cane or wheel chair). The attendant doing the initial scans asked 3 times for wheelchair assistance so that it could be given to my father but no one came. He then told me to go tell the supervisor to have someone come get the wheelchair. While all this was going on and no one was in any rush to get the wheel chair through the check point, my father was forced to walk around unassisted. He was handed his cane only after he walked back over to the table to retrieve his items. Sadly enough I saw that there were wooden canes ready available of which he was not offered. As I was gathering my items and helping my father with his an attendant finally came and pushed the wheelchair through, but did not bring it to my father and pushed past the check point. I asked him why he didn't bring it to my father and he stated "It's not his job to do that". I immediately asked to speak to the supervisor and after talking with her for about ten minutes and her providing me nothing but excuses and not trying to show any concern for my father or what happened, I was approached by another gentleman and he asked if we could speak. He never identified himself like he should have when he walked up to me and only after I asked who he was did I find out that he was the Security Manager. I was told that the wheelchair needed to be brought through so it could be checked and patted down but I observed the attendant merely bringing the wheelchair through the check point without any type of additional screening. I felt as I was being told once again answers on procedures that should be in place but aren't being enforced and my father in the mean time was suffering while waiting for the wheelchair. I have served twenty one years in the U.S. Army and have gone through check points, customs, and numerous of searches to understand what a proper check looks like. The wheelchair wasn't checked and my father was forced to walk around without any assistance. Needless to say my father had a very painful flight home that day, due to the unprofessionalism of the TSA Supervisor and lack of concern by the other TSA Employees. I am very disappointed and would like follow up on this matter to ensure my father and I don't experience this type of treatment in the future.

Would you like a response? - True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew on 11-17 from FLL to DTW via Delta out of Terminal 2. She had heart surgery and has flown 5 times since and never had problems. She has an internal medical device, defibrillator and another device that regulates the heart rhythm, so she cant go through the WTMD and was told by her physician not to go through the scanner either.

She stated in FLL on 11-17 she was told by the TSO that she could go through the screening technology and didn't call anyone to do a patdown, which she requested. After waiting 25 minutes her husband spoke with another TSO agent who was on the opposite side of the conveyor belt and he finally called for a female to do a patdown. Her husband was in the sterile area and she was still waiting for someone to come and do a patdown at that point. She thinks the flight departed at approximately 11:30 A.M. She states she was selected for a hand swab and was located in the far right side of the screening area at the Delta terminal.

She has called the CSM at FLL two times and left messages and no one has contacted her. She felt like she had the right to request the patdown and she thought she was violated because they kept telling her she should go to through the technology, that it was okay. She had medical documentation and the TSO glanced at the card but would not call for a female to do a patdown. She asked 5 times until they finally had a TSO conduct the patdown. She did not want to provide an email address.

2013 8:36: She wanted a phone call from the CSM.

Response:

Apologized to caller for her experience and advised information will be provided to the CSM at FLL for review.

If a passenger has an internal medical device, such a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

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Advised caller she can always request to speak with a supervisor if there are issues at the checkpoint.

Caller flew from Orlando, Sanford to MidAmerica, Scott Air Force Base in IL, on 12-5 because she was moving her mother to assisted living. She had 2 small bags with jewelry in her suitcase that she has been unable to find. She is missing two Lia Sophia necklaces, one is a 3 strand necklace that comes apart and it is called, Great Expectations which she paid \$49. It was in a cloth jewelry bag with a drawstring at the top. She is also missing a Lia Sophia necklace which has a silver cross and it was \$24 and in a yellow jewelry bag, satin material, with a snap top.
Flight #660, Allegiant Airlines, Gate # was suppose to be 12 and was moved to 10, Baggage Tag #(removed at her mothers, not available). She did curbside checkin upon arrival at the airport and the flight departed at 3PM.
There was a NOI inside the bag and nothing written or stamped on it.
The bag was a black, Jeep Brand, heavy duty plastic large size roller bag with 4 wheels. There was a blue name tag from AMA Waterways around the handle and it wasn't locked.
Caller asked how she should pack jewelry for future reference

Response:

Apologized to caller and provided claim form via email.

We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

2013 10:56

TSA encourages travelers to pack valuables including jewelry, electronics, money, and fragile items in their carry-on baggage and not in their checked baggage. Passengers are allowed one carry-on in addition to one personal item,

At most airports across the country, TSA has procedures in place for handling lost and found. Items found at screening checkpoints and areas where TSA performs baggage screening are turned in to the appropriate, designated airport authorities. We suggest travelers contact the airport where their items were misplaced or lost.

Sanford

Orlando Sanford International Airport

407-585-4573

Explained baggage screenings are under surveillance video and can be reviewed by the CSM.

TSA strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as bulky jewelry may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

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I totally understand "random screening." But when a person with dreadlocks has them "screened" EVERY TIME they travel, that is NOT RANDOM. That's "racial profiling," which is against the law, no?

(b)(6)

(b)(6)

(b)(6) Brookfield, WI 53005 (b)(6)

Come as You Are - Leave Inspired!

P Please consider the environment before printing this email.

This e-mail and any attachments may contain confidential information from the (b)(6) of Brookfield, Wisconsin. If you are not the intended recipient of this message, be aware that any disclosure, copying, distribution or use of this e-mail and any attachments is prohibited. If you have received this e-mail in error, please notify the (b)(6) in Brookfield, WI immediately by returning it to the sender and delete all copies from your system. Thank you for your cooperation.

-----Original Message-----

2013 2:08: From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]
Sent: Sunday, December 08, 2013 3:48 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/10/2013 2:53:53 PM Airport : MKE - General Mitchell International Date/Time of Travel : 12/05/2013 9:45 AM Airline & Flight Number : Airtran 197
Checkpoint/Area of Airport : C Gate TSA Employee: (If Known) :

Comment : I asked not to be put through your scanner for a variety of reasons, including medical. I fly a lot and each time this comes up at Milwaukee the staff continues to push. In this instance on December 5, 950 am the screener spoke "male assist" and the man looked at me, and indicated back why? Opt out, he said. "Make him wait." I waited for 5 minutes or so before another person came to complete the screen. I indicated to my screener that that comment was not very nice, especially while they took others in front of me. All of this when the line was backed up and 8 people ahead of me went through the regular metal detector and not the scanner. You really need to consider the opt out strategy and why you screen those as you do.

2013 4:05:

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name is (b)(6) and the reason for this letter is my encounter with TSA agent or employee Moriarty.

Today before boarding my flight #367 to Los Angeles from Boston at approximately 5:00 PM, I apparently had the metal detector go off after I had emptied my pockets so I was directed to (b)(6) to rub something on my hands and an additional security check. As I approached him I routinely took my wallet and cell phone out of my pocket and put my hands out as he asked. This is as close to the conversation as I can remember having with him:

Him : "What are you doing! I said give me your hands not empty your pockets!"

Me: "I hope you're having a good day, I didn't mean to do anything wrong"

- "It doesn't matter what kind of day I'm having. Do what I tell you" With an incredibly rude tone of voice that I have never experienced before in my life. Then he very aggressively grabbed me by my sleeve and stuck some baton type tool in my face. I told him he absolutely has no right to grab me like that and no human being deserves to be talked to like that. He proceeded to threaten there were going to be huge problems once he got the police involved when I had done NOTHING wrong (At this point I very nearly requested the police myself to protect myself from him. In fact the only reason I did not was because I did not want my family members to panic as they were watching the entire exchange from behind the gate.) I walked away telling him to lighten up and to not be so devastatingly rude to people just because he woke up on the wrong side of the bed. He proceeded to pull me back away from earshot of everyone and say I'm too busy for this and bullied and intimidated me trying to get a forced apology out of me for my behavior. He was in my face the way a third grade bully would be to a smaller classmate. I never imagined experiencing anything near the level of treatment this man showed toward me. I told him I did nothing wrong and was afraid to even speak to him because he simply took advantage of the situation and the lack of power I had in that particular setting to express how I truly felt. He took my ID and boarding pass and proceeded to intimidate me until I just refused to speak and I stood in front of him until he stopped. I then noticed as I was getting my boarding pass and ID back that he was also incredibly rude to a stewardess from Virgin America who was boarding the same flight with us. I contemplated whether I should exact my own version of justice as an internet marketer and simply publish my experience to as many media outlets as I possibly could then figured the more reasonable mode of action would be to simply notify you that an individual who cannot keep their temper or personal emotional dynamic at home, away from a public service where people are supposed to feel safe and well taken care of, should not be the ones in charge of security. I know TSA agents are not expected to be masters at building customer relationships and being the nicest people in the world, but no one who even has the capacity to treat an individual the way this person treated me should be allowed to be employed in a public service. I cannot even comprehend whether it was an issue of ethnicity that triggered his visible disdain for me before I even spoke a word to him, or a comment I said that he misinterpreted as a snide remark, or he was simply having a bad day. But I truly don't remember the last time I felt so bullied. I do not want to give the impression that I am a victim and will now be scarred for life, but it felt just absolutely ridiculous that a grown man who has done nothing wrong and is a citizen of the country just like him could be treated so poorly in this day and age in America with all the unspeakable hurdles we have overcome as a United People simply because this man didn't like how I looked or how I spoke. Bullies have no place in a public service position. If there were any cameras in the vicinity everything I said is probably going to be extremely clear for you to see.

My goal is for individuals who carry an undeniable disdain for a fellow human being the way this man carried for me, which can only be felt when having the actual interaction with him, and which I can only PARTIALLY articulate through this letter, AND is probably going to be very difficult to prove in court, do not have the platform, the ability or the legitimacy provided by the airport and supporting airlines to express such hate and can instead stay at home and keep that negativity to themselves. There are certain rules for treating others that go beyond the legal requirements of an employee's position and I am sure we would have a hard time proving that (b)(6) broke any laws because he was simply following "security protocol". To whoever reads this, I hope my message resonates with you that just because something isn't officially illegal to do such as the way this man treated me, it still has no place in our country or any other for that matter. If I made even a fraction of an impact to lessen the amount of hate being expressed with this message I consider that a success.

Respectfully,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Sunday, December 01, 2013 7:03 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: FW: TSA PreCheck and Global Entry

You responded my e-mail below with an automated message which does not address any of the three very specific questions that I asked. Please do not send another automated e-mail. I request that a life person reads, understands, and individually answers my very specific questions.

Also, your automated message provided information that is in conflict with the information on your website. Your website states that the new TSA PreCheck application process will be available to LPR. Your e-mail states that it will only be available to U. S. citizens. Please clarify.

Sincerely,

(b)(6)

2013 12:09

MY QUESTIONS:

-----Original Message-----

From: (b)(6)
Sent: Sunday, December 01, 2013 3:24 PM
To: 'TSA-ContactCenter@dhs.gov'
Subject: TSA PreCheck and Global Entry

Hello,

Three questions:

1. Your website states:

For the past 24 years, I have been traveling almost every week in and out of BWI airport. My husband and I once owned two Annie Ann stores in the airport until we sold them five years ago. Throughout my many years of traveling, I have seen many security changes implemented. In all these years, I have never had an unpleasant experience with anyone at BWI airport or any other airport until recently.

On Thursday, December 5th, I was traveling with my husband and friends to celebrate a milestone birthday in Florida. I was selected to go through the TSA pre-check process. The first TSA agent that checked my ticket and license informed me that I could keep my shoes and jacket on, and that my laptop could remain in its case. Prior to going through the body screen, I handed my boarding pass to the TSA agent to show that I was pre-check traveler on that particular day. She then informed me that I had to take my jacket off. I informed her that I was told that I didn't and in the past I never had to take my jacket off. She, then, raised her voice and stated in very harsh and disrespectful manner "take your jacket off". I took the jacket off, but still communicated to her that the policy is that I can keep my jacket on. She then informed me that she was not going to stand there and listen to this, so she was going to call her supervisor. While waiting for the supervisor she started pointing and stated very loudly that I needed to stand in another area. I quickly informed her that I would not tolerate such disrespect and she did not have the authority to speak to me in that manner, especially since she was in the wrong.

'2013 4:00:

When her supervisor arrived, she handed him my boarding pass. He reviewed my boarding pass and then asked me if I had metal in my shoes and then allowed me to go through the metal detector screening. The supervisor was very professional, but his behavior did not mitigate how I was treated by the female agent. Therefore, I decided to speak with the manager in charge. While I was speaking to the manager, another traveler came to the desk to inform the manager that he witnessed the whole incident. This was an unsolicited witness. The traveler stated that the TSA agent was out of line, she had a very nasty attitude and was totally disrespectful.

Almost at the conclusion of my conversation with the main TSA manager, the TSA officer walks by the desk and looks at me with a defiant smirk on her face. I then stated to her that instead of smiling she really needed to learn her job. Then she started talking loud with other TSA agents present. They immediately asked her not to speak...but to no avail. She even put her hands up to them and stated, "I am through talking to her and about the situation."

My intent in writing this complaint is not to jeopardize the agent's job, but to make sure that this type of treatment does not happen to any other passenger. She owes me an apology and she definitely needs sensitivity training in addition to being properly trained on current and upcoming standard operating procedures. This whole situation would have been avoided all together if she had known that I could keep my jacket on since I was a TSA pre-checked traveller.

I am a TSA Pre, today while I was waiting to go through the line, I noticed next to my line was a double line of travelers who were being treated like TSA Pre but did not have to go through the scanner that was there. I know I read that the TSA were going to start selecting some travelers to be treated as Pre, but many of us in the Pre line had never seen this many being herded through without at least being scanned. The TSA agents were literally getting them through quicker than the Pre line. I did not see any precautions with baby carriages. I realize this is a busy airport but I don't know why they just didn't let them walk through without even scanning luggage with the degree of speed that was going on. Even the metal detector they would stand there and yell at the folks to keep moving like herding cattle.

'2013 8:59:

I fly very frequently and have never seen anything like this no matter how busy the airport was.

(b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/11/2013 6:43:20 PM Airport : DEN - Denver International Date/Time of Travel : 12/11/2013 4:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6) Comment : At TSA PreCheck, an officer passed judgement then insulted me and my possessions before I entered the metal detector. This was in front of a full line of passengers. Fellow TSA employee laughed in my face and mocked me, upon which I responded asking for her supervisor. Unwilling to give me the proper supervisor, I found (b)(6) who was unwilling to give me the officers names. I have a medical condition and as a result had a panic attack to which went unattended and mocked further. I am extremely unimpressed with the foul behavior of TSA employees at DIA.

'2013 8:02:

I demand proper punishment for the TSA employees involved.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I would like to take a moment to share a concern I have with an issue I recently witnessed at my local airport. As a frequent traveler I am aware of the rules and regulations each passenger must follow when flying. I question however why TSA agents are not held to the same standards as everyone else that must enter the terminal.

Let me share my story with you. About two months ago I was waiting for my girlfriend who was flying up from FL at the Harrisburg International airport. Her flight was delayed so I just sat in one of the available chairs and waited. While waiting I just watched all that was around me and noticed a trend that disturbed me greatly. Regular passengers would enter the screening line, have their IDs verified and then move to the detectors before they could enter the terminal, proper procedure. Airline employees, workers, admin people, pilots, etc., would walk to the side entrance of the regular line, show their IDs and then go through the detectors before being allowed to enter the terminal. Here is where the requirements seem to differ for TSA agents. I watched, several times, TSA agents leaving the nearby Burger King, walk through the side entrance and around the metal detectors. Thinking this was a fluke, I continued to watch as TSA agent after TSA agent would reenter the terminal by walking around the metal detectors. My largest concern was when a TSA agent who I assumed was coming on to shift as he came from the outside with a large backpack on his back, walked through the side entrance and once again around the metal detectors and down the terminal never missing a step and no one saying anything.

I walked up to the local policeman who was sitting at the exit of the terminal and I politely asked why this was allowed to happen. He told me that they do whatever they want, that the TSA managers will just walk through the DO NOT ENTER hallway all the time.

2013 12:10 Now as a tax-paying citizen of this country who has to endure some of the ridiculous stuff that has been put in place under the cry that we are protecting the American Citizens from danger, please explain to me how TSA agents are allowed to shirk the rules put into place for every one's protection. Should they not be going back through the metal detectors when ever they leave the terminal? Even more important, why are they not entering the metal detectors while coming on shift with bags and backpacks?

I copied this response by TSA to the recent issue where a 2" toy gun was taken from a stuffed sock monkey.

The TSA told NBC News in a statement: "TSA officers are dedicated to keeping the nation's transportation security systems safe and secure for the traveling public. Under longstanding aircraft security policy, and out of an abundance of caution, realistic replicas of firearms are prohibited in carry-on bags."

I italicized the important statement that I feel covers this very realistic danger to any citizen who is in the terminal.

I would truly appreciate a response to my concern so that I may truly understand how the entire system works and to know it works properly or is this simply another case of government agency employees just doing as they feel regardless of the rules put into place by said agency.

I sincerely thank you for your time and look forward to your response.

Best Regards

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 12/12/2013 11:40:47 AM Airport : MCO - Orlando International Date/Time of Travel : 12/11/2013 12:30 PM Airline & Flight Number : SWA 444

Checkpoint/Area of Airport : Southwest Terminal checkpoint TSA Employee: (If Known) :

Comment : I walk with a prosthetic limb that sets off metal detectors every time I pass through security. This time was no different, however I went through the imaging scanner, which of course identified my prosthetic limb as an area of interest.

The screener then frisked my leg as is very common. I am very familiar with the procedure, as I travel a lot.

I then asked the TSA employee if there was any advantage to going through the imaging system vs. the metal detector, as to me it appeared there to be no advantage as I was still held up even when going through the imaging center.

The agent then told me that the advantage was that he didn't have to frisk my entire body.

Once he was done frisking my leg, I assumed I was done and proceeded to go get my luggage. He then raised his voice and told me he was not done, and I was not to make any move towards the belt to retrieve my belongings. I started to become very unhappy, as I was running late for a flight. He then told someone else that he needed a male screening.

This was not normal for me, and I don't appreciate the attitude.

'2013 2:29:

It then took several minutes to find someone else to provide a screening.

I then asked the additional screener why this additional screening was needed, and he said that this procedure was not normal.

The attitude and professionalism of the initial screener is unacceptable.

I then asked to see a supervisor and was told by the initial screener that there was not one available. This is also unacceptable.

I asked again and was told that the supervisor was on a break and unavailable. Also unacceptable.

Unfortunately I did not get the screeners name, but will absolutely do so in the future.

My prosthetic limb prevents me from making a seamless pass through security. I understand this and accept it.

I am not willing to accept the behavior and lack of professionalism from the TSA screeners that I received on Wednesday.

Caller asked if anything can be done about going through security. She said she has 2 artificial knees and is not a terrorist and has to take her shoes off for the screening process. She said she needs a bed or couch to put her shoes back on. She said the patdown is invasive now and she does not like them going under her breast. She said she was at Dulles Airport last week and she said not every airport has the ait machine to use.

Response: If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown.

'2013 2:44: At airports nationwide, TSA is implementing more streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others.

Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies. The updated patdown procedures will address areas of the body that we know are used as areas to conceal potentially dangerous items, like explosives.

TSA Administrator John Pistole has stated that TSA strives to ensure consistency whenever possible for passengers at security checkpoints. As always, all passengers have the right to request private screening at any time during the screening process, and patdowns are conducted by same-gender officers. However, passengers who are not willing to go through the screening process will not be permitted to fly.

We understand and regret the discomfort and inconvenience passengers may experience as a result of patdown procedures. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat, and the use of patdowns provides an additional layer of security at the checkpoint.

I am writing to you to find out why the scanners weren't running at 5pm on 12/7/13. I have a total knee replacement, metal in my wrist and ankle. I went through the metal detector and of course it went off. An elderly agent with salt and pepper man haircut style took me over to the side. She did not wand me with the hand held detector, but proceeded to touch me inappropriately. I have been through the hand search before and this time was WAY different. I was facing out and my mom was in a wheel chair, we could see each other. The agent went all over my breasts and then between my legs she had her hand palm facing out and rubbed between my legs, my private part - in-out-in-out-in out. Mom saw the color leave my face and I was about to scream at the agent and mom made the signal with fingers over your lips to indicate zipper your mouth. I was in shock. Then the agent had me turn around and did the same thing between my legs again, at the top of my private parts and stroked again -in-out-in-out-in out. Thankfully, I had leggings on under my dress. What if I had been wearing a thong? This agent needs retraining. I am shocked and dismayed at the treatment I received, especially since we have those expensive scanners. I asked the agents why they weren't running and I got several different answers "we're not busy" "no one on duty knows how to operate them" and my favorite "we're overstaffed". So I get ABUSED because the agents are trying to prove their value?

(b)(6)
cell

Caller flew from LGA on Wednesday and when she went through she alarmed. The TSO told her to take off her metal and she refused. She was told to either take it off or she would be required to have a patdown. Caller claims she has long blonde hair and wears make up and thinks she is being profiled due to this. She refused to take off her metal(jewelry) and states she had metal bobby pins in her hair and was wearing an underwire bra. Her issue is the lack of respect she received from the TSO and said she was treated like an animal by being ordered to remove her metal and told she would have a patdown. She states instead of ordering someone to remove their metal if they had said please take off your metal! Caller s husband is retired military. States she is 70 yrs. old doesn t know why they patted her down twice. Caller had some LGAs in carry on that were removed. She is fighting the respect she received at the airport and said this happens everytime she goes to NY. She stated she was offered the option to check the items rather than abandon at the checkpoint. Said she was taken to a room and her husband,accompanied her. She stated she tried to refuse to go in the room and the TSO told her if she didn t go to the private area she wouldn t be allowed to board her flight. The TSO officer that performed the patdown was (b)(6) the second TSO officer. States the first TSO officer was a black girl who told her she had too much metal and when she refused to remove her jewelry, etc. was told she would have a patdown. Caller flew from LGA, Flight #2347 via Delta, Gate #D11, departed at 2:59PM.

Response:

Advised caller TSA doesn t profile passengers.

'2013 1:20: Apologized to caller for the way she felt treated and informed caller if an alarm triggers going through security they are required to perform a patdown to complete her screening process and if she refused she will be denied entry into the secured area of the airport. Standard Protocol was used in conducting the additional screening.

Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Explained the TSO was following proper procedures by performing the patdown if an alarm sounds going through the WTMD. Explained if a sensitive area is required to be patted down the TSO will offer a private screening area and she can be accompanied by someone of her choosing.

Explained for future reference she may consider removing her jewelry and placing in carryon before proceeding through screening and even use non-metal bobby pins in her hair.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager. Explained if additional information is required, may be contacted via email.

Explained to caller the Military card doesn t exempt her from going through screening.

Advised caller if the 2 items removed were more than 3.4 oz. containers and not placed in her 3-1-1 bag she wouldn t have been allowed through checkpoint with the items.

Option to check the items would have been provided and if she chooses to leave at the checkpoint not retrievable.

Explained to caller TSA doesn t profile individuals.

Just came through PIT and had concerns about the security procedures. The TSOs were saying they did not agree with random passengers being taken through the checkpoint without paying the fee and having an interview. The TSOs did not know why this was going on and called it Management Inclusion.

Advised caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

'2013 2:06: Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck .

Since he did mention that this the TSOs did not know why this was happening and did not agree with it and voiced that to other passengers I will send this complaint to that particular airport.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/14/2013 11:59:10 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 12/14/2013 8:30 AM Airline & Flight Number : AS 346 Checkpoint/Area of Airport : North end TSA Employee: (If Known) :

Comment : I did not drink the last bit of water in my clear plastic water bottle. it went through the screening belt. It was flagged and I was told I had to throw it away. I could not drink it there. I was thrown through a loop. I had to go back out, drink my water. Send the obviously empty clear plastic water bottle through the belt and then go back through the metal detector myself.

'2013 1:27: There was clearly nothing wrong with me just drinking the water right after it was found. on the secure side of the process. Why would I have to drink it on the other side? The purpose of the liquids rule is to not bring dangerous liquids through. If I drink it, then its clearly not dangerous. Please have your employees use common sense.

The TSA is here to help, not to hinder

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller has a metal implant, and flies often from PHX with Southwest Airlines. However, she is always told to enter the TSA Precheck lane, but then, due to the metal implants, alarms the WTMD and forwarded back to the normal line. She believes that this is odd, and wanted to file a complaint regarding the incidents. She indicated that PHX must see several elderly passengers who have Precheck, and this is not efficient for them. The caller wanted to know if the Notification cards would help ensure that this does not occur.

Advised Caller:

'2013 2:05: I informed the caller that the cards are used to improve communication between passengers and officers, and does not exempt anyone from the screening procedures.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Hello,

I just wanted to ask why there isn't a separate line for people you have Global Entry and Nexus? Nexus and Global Entry card holders have been pre-screened extensively in order to get that status and Toronto's Pearson airport has now made a Separate line for Nexus card holders and your shoes can stay on, lap tops can stay in the bag and the metal detector is slightly weaker so Jewelry can stay on. My husband has had joint replacement so he still sets it off but that makes sense. Also they don't submit every flyer to the xray machines just metal detectors and the random search sometimes puts people through the xray version.

The scrutiny I go through every time as I always decline the x-ray machine as I feel I receive enough radiation in my day that if I have a choice to avoid more I do. The issue is when I refuse the machine they want me to stand directly beside the bag x-ray machine which is also radiation and I have to wait for a significant amount of time to get the manual search. Often my bags are well through and I begin to get anxious about my valuables in the bags that were xrayed. I think most people refusing the x-ray machine are doing so for reasons on radiation so that is standing beside the bag xray machine is the last place you should make them stand.

Children and airport employees are allowed to go through just the metal detectors which shows that you are acknowledging there is radiation in those newer screening machines. I feel if a traveller presents either a global entry card or Nexus card you should be able to just go through the metal detectors. I am now travelling frequently to LA and do not want this extra dose of radiation for myself or my family members.

'2013 3:12: I would appreciate your comments on my feedback.

With thanks,

(b)(6)

(b)(6)

Phone (b)(6)

Cell (b)(6)

Feedback Type : Complaint

Categories : Other; Disability or Medical Condition Current Date/Time : 12/15/2013 5:54:43 PM Airport : SMF - Sacramento International Date/Time of Travel : 10/24/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have sent this in to you already 2 other times. I have have been ignored each of the other 2 times, therefore, I am pasting the original, and the additions to the re-submission of the original.

It has been since October that I sent this to you and I have had no response. I will not be ignored. This is too serious and too important to me, and I absolutely will file a Title 18 complaint if I am ever again tortured, mutilated and otherwise hurt harmed or grieved at any airport especially SMF. I will not have 5 for 5 injuries at the hands of TSA agents, and I want to know what is being done to override the horrendous threat that was extended to me under color of law by a so-called customer services person. I have not been answered, even though you have had months to do so, and I will not stop until I have assurance that something effective and sustaining is being done to stop the torture that has been inflicted upon me 4 flights for 4 flights from SMF and from no other airport in American airspace.

(b)(6) of TSA has not responded to me with any information and I feel that I have a right to know because I will carry an ugly red and jagged scar on my body for the rest of my life because of the bullying and cruelty of TSA at SMF. I want to know what is being done not only to protect me but to also protect other similarly situated disabled senior citizens who are bullied and victimized at SMF.

You have had months to respond to me and you are communicating very effectively that you think that if you ignore me long enough I will just go away. Think AGAIN!!!

2013 7:09: This is the letter I sent 2 times before. When will I get a response that is effective, comprehensive and active in preventing any further torture or abuse the next time I am forced to fly out of SMF?

As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA's history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous. It's completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

The caller indicated that he flies often from BWI to FL. He always flies with AirTran who has been moved to Pier B, from Pier C. The caller indicated that this Pier only has WTMD. The caller indicated that for those like himself who have metal implants, they prefer the AIT as it reduces the likelihood of a patdown. The caller asked if there are plans to add an AIT or if he can request that this be added.

2013 9:56: The caller indicated that this is notably the busiest terminal and the need for patdowns can cause the lines to back up.

I advised that I do not know if this particular location will be receiving AIT.

I advised that I had noted his feedback and TSA does review this information.

Caller stated that he wanted to file a complaint with the TSA Manager at IAH. He stated that he was held when he got off of an international flight and that was not right. After further investigation; he was trying to reach Customs instead of TSA. I also explained to him that TSA is the ones at the WTMD, where you take your shoes off. etc mostly during domestic flights.

2013 11:18

Advised caller:

We encourage you to contact the U.S. Customs and Border Protection (CBP) at (877) 227-5511

a mailing/contact address for him. No place on that site does the address you provided in your reply appear.
That's why I sent my letter to this Contact Center address.

(b)(6)

-----Original Message-----

From: tsatcc_do_not_reply@senture.com
[mailto:tsatcc_do_not_reply@senture.com]
Sent: Monday, December 16, 2013 1:30 PM
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail regarding your screening experience.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

2013 4:50:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

Feedback Type : Complaint

Categories : Other; Disability or Medical Condition Current Date/Time : 12/16/2013 6:19:51 PM Airport : SMF - Sacramento International Date/Time of Travel : 12/13/2013 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have once again been given the "we will ignore you until you go away" response. I have e-mailed the same complaint and received the same response on 3 other occasions, and I have been screaming and yelling about this horror story since it happened on June 13, 2013.

Here is the original event listing that I posted months ago, and have no response from you. I get "we've forwarded it..." and nothing else happens. I have sent this to my congressional representatives and they are supposed to be looking into this, but according to the research that you had on line when I was looking into this, if I do not trip your walk-through metal detector, then I am not to be touched. I have been threatened with horrible threats under color of law and in violation of Title 18 according to the following that I have sent in months ago.

I want some answers, not to be told that I will be ignored. I will not be tortured, maimed, harmed, scarred, bloodied or otherwise abused by TSA again, and I want ABSOLUTE assurance that I will not endure another torture session at SMF in spite of the threats issued by (b)(6)

Here is what I have sent to you already three times:

'2013 8:34: Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even though it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine anywhere under any circumstances. Therefore my contention that the L3 machine at Sacramento is faulty is the position I am taking at this time, because I have suffered enough pain at that airport for one lifetime due to that machine.

This last flight (June 14, 2013) required that I have additional surgery at my destination to replace a surgical drainage tube that the TSA agent destroyed when she ripped open my surgical wound, and additional suture that was necessary due to the tissue damage she caused. TSA of course, denied all responsibility for my surgery, and other than calling me a liar, defended that they did nothing wrong and it was my tough luck to bleed until I arrived at an emergency room in Seattle. After all they gave me a whole 4 seconds to anticipate the degree of torture that they were getting ready to do to me. I will therefore demand that any TSA agent who approaches me hold their ground until they can state at least 7 protections that any American Citizen has with respect to their aggression.

The complexity is this: I will have to fly again in the next few months. Although I currently do not have a surgical wound, (only a puckered and red scar resulting from TSA's ripping open my wound on the last trip) I will not suffer any pain for flying and I will opt out of the L3 scanner since it returns 100% false positives for people with disabilities. I talked with someone at TSA today who told me that if I do not trip the metal detector, that I would not have to be touched by a TSA screener, yet, I am under retaliatory threat in violation of Title 18, section 242, because (b)(6) at SMF has threatened me with horrible "enhanced pat down" and dehumanizing treatment for going through this airport and trying to avoid further pain,

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 12/17/2013 6:41:20 AM Airport : CLT - Charlotte Douglas International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I thought it was meant to expedite the process. I was "chosen" randomly by metal detector for additional screening. It took 10 min at minimum to call over a person to wipe my hands with a cloth and test it in a machine. Thanks '2013 9:17: for allowing me to miss my flight. It was complete bulls!t. Get it right or quit the program.

One pissed flyer!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller is calling for procedure for PreCheck for medical disabilities.

He says he has gone through and got PreCheck. He is an amputee, his wife has two knee replacements. He says they make them go back out for screening and go through the WTMD and take off his shoes and belts. He says this kind of screening isn't PreCheck screening. He says the screening they get is the same things he would have to do for normal screening then, he has to have a full patdown. He says at Sky Harbor for the PreCheck screening they only have the WTMD and they have AIT at other terminals. He says if they had the AIT then he would not have to go through this kind of screening.

Response Details: I explained to him that regardless of the type of screening, normal screening or PreCheck, if there was an alarm during screening there will be additional screening to clear any alarm. It can be a patdown or even the ETD swabbing, there are several layers of screening they can do.

I explained to him that TSA Cares, we do provide screening information for passengers and we can refer a passenger to ODPO for assistance but it wasn't something I could do for a complaint. I would list my record as a complaint for him and I would provide him the mailing address and email to make his complaint formal.

He had the mailing address so I gave him the email. TSA-CRL@tsa.dhs.gov

2013 3:09:

He can call the CSM at Sky Harbor to see if they can assist him with his complaint for PreCheck screening.

Name: (b)(6)

Phone: (b)(6)

I did not offer to email him the information or offer him the PSS because he wasn't asking for information, he wanted to make a complaint only.

Incident Details: Caller was upset that for PreCheck at Sky Harbor they only have the WTMD. He wants to know why they have the AIT at other terminals but not the PreCheck screening.

He and his wife has disabilities and have to go back out for additional screening, he says it is like normal screening, not like the screening they are suppose to get for PreCheck.

cruise and were flying out of the Ft. Lauderdale airport on Southwest Air. Amongst my group was my 78 year old mother. An agent looked at her boarding pass and informed her that she was prescreened and that she would not have to take her shoes off when she approached the line. He made the point of checking her pass a second time and again stated that she could keep her shoes on and to tell the agents. As she approached the screening agent she tried to inform them that she had a knee replacement and would need to be pulled aside. The woman would not even let my mother speak and kept telling her that she was in charge and that my mother needed to "shut up and follow her instructions." The agent abruptly told my mother that didn't she know she was supposed to take her shoes off. My mother then tried to tell the agent that she was informed two different times that she didn't have to. The agent would not listen. This totally confused my 78 year old mother. My mother was then moved to another agent for a personal screening. I was able to watch from the side as the next agent did a complete search under her bra, feet, waist of her pants, collar area, crotch area (front of palms, not the back) and each of her legs. Throughout this ordeal my mother was in total view of the public and she was totally confused about what was happening to her. At no time did the female agent explain what she was doing or show any effort to be sensitive to the fact that she was searching an 78 year old woman who didn't have a clue what was happening to her. After the search the agent said, "oh, we could have done this in private if you had requested it."

Let me state that my family and I are totally supportive of what the TSA agents are doing. Our daughter was a TSA agent in the Jacksonville, Florida airport for 11 years until her death in February of this year and the agents and personnel have been very supportive and loving. In fact, at her funeral over 80 agents and top officials were in attendance. In September, we were presented with a memorial badge to honor her service. I let you know this information to let you know that we are not anti-TSA, just the opposite. (Lol, during my daughters training my wife and I were "fake" screened many times so I am well aware of what is proper and what is not.)

2013 4:18:

After my mother's screening, I was so upset that I requested to speak with a supervisor. I voiced my concern about the way she was handled and that the agent(s) were not following proper guidelines. (not using the outside of the hands in sensitive areas, not giving proper instructions or explanations, not offering to screen in private "before" the search, not listening to the passenger tell of a knee replacement and not recognizing when the passenger was confused...) He agreed and said that he had brought those issues up in their morning meeting but they were still not being addressed. He let me know that when they put my mother in the chair that they were supposed to explain what they would do. I let him know that they never had my mother sit down, despite the fact that the ligaments in my mother's foot were torn and she struggled to walk and maintain proper balance. His response...ugh.

I would like for someone to review the video at that airport on that day, and use it to refresh and retrain if necessary, the agents so that the proper TSA guidelines are being followed. I would also like for someone to meet with the agents to make sure that they understand that common courtesy and respect for the dignity of another human goes a long way. Especially when they are dealing with an elderly person or a person who does not fully understand what is happening to them. In my opinion, the agents acted like bullies and I know that this is not how they were trained. (My daughter was never a bully on the job.) For your information, the first agent, who told my mother to shut up was a blond, heavy set 55ish year old woman, who stood just before the metal detector. The other woman who used the improper screening procedures had dirty blond hair and had a medium build. BTW: when I let the second screener know that my mother did not understand what was going on she just said, "we are just doing our job."

In closing, let me stress again that my family and I fully support what you are doing. We believe that you are a vital part of keeping our travel safe. However, I also believe that the agents need to be properly trained and be willing to listen and speak

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/17/2013 11:25:46 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/09/2013 9:00 AM Airline & Flight Number : DL 0719 Checkpoint/Area of Airport : Term 4, tsa pre-check TSA Employee: (If Known) :

Comment : Apparently you have started allowing seniors & children to process through the precheck lines. This is extremely frustrating & time consuming for business & regular precheck passengers. It took over 40 minutes to get processes at JFK because of confusion & ability of seniors holding up the line. While I feel sorry & understand seniors shortcomings it is posing a serious time constraint & possible security constraint within the tsa pre check line because of allowing them in the lines. The elderly woman in the line who was in a wheelchair & unaccompanied by any family members was not able to walk thru the metal detector herself & couldn't claim her bags thru the detector as your agent tried to help another elderly person. You must stop allowing children & seniors to be processes through the pre check line where regular seasoned business travellers move swiftly through. This is not one incident but several I have encountered in travelling since the change in the rule over the last month.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I would like to give you some feedback on an experience I had with TSA at the SBA airport this afternoon. I was running later for a flight than I usually do, but I arrived to the TSA checkpoint approximately 30 minutes before the flight was scheduled to leave at this very small airport. I was about 20th in line when I got there and it took approximately 25 minutes to get through the line and I missed the flight. There was a handicapped person with a service dog ahead of me and the TSA agents were trying to take it through their pre-check line. Apparently the dog was setting off the metal detector and they shut down the line for 10-15 minutes while they wrestled with the dog to remove its harness and hand wand it. While this was going on, the line did not move, even though they had a regular lane open. Not one person passed through. I along with several passengers informed the TSA agents who were scanning boarding passes that we were going to miss our flights if the line didn't move. The two TSA gentlemen told us not to worry as the airlines will come out to the TSA area and shout out when the flights are about to leave. He said they would expedite the line at that time if needed. Needless to say this never happened. It was the longest I have ever had to wait for such a short line in all of my years of traveling. I missed my flight. Upon checking with the US Air agent, she also recommended that I file a complaint with the local supervisor. I approached the TSA Supervisor since my flight was gone to tell him what I thought of this experience and he handed me a blue TSA Comment Card and walked away.

I am a business traveler who flies several times per week and about 250,000 miles per year. I have been doing this since pre-9/11 and this is the first time I have ever been so aggravated to file a complaint. By the way, I counted at least 13 uniformed TSA officers so there were almost as many of them as passengers in line. There was absolutely no urgency to move the line along. I don't appreciate the agent telling me he will expedite the line and then not do so. I realize that they are not there for my convenience, but this was the laziest effort I have ever seen by TSA.

2013 8:11:

This incident occurred on flight US Air flight 2848 on 12/17/13 at approximately noon.

Regards,

(b)(6)

(b)(6)

Project Manager

(b)(6)

Hi,

I travel regularly and have always opted out and almost every time I have faced some sort of discrimination, intimidation or plain violation of human dignity. I am sick of it and am going to file a number of complaints going forward. Please stop treating your customers who exercise their right to opt out in such a gross way and stop tearing families apart at security check points. Here are a couple of my cases.

Friday, December 13, 2013: I flew from Dulles (AID) airport at 6 am. When I opted out the TSA agent made me wait for more than 15 minutes, while I saw that in the back as he kept asking for a "male assist" none was approaching. There were plenty of employees, male agents, doing almost nothing behind security checks as it was not a busy morning whatsoever, but none would assist. Finally, the agent at the gate, who was somewhat nice, frustrated, at his colleagues took me down and did the pat down himself. As I walked by those agents who were standing behind two of them looked at me, rolling their eyes. I believe this was a form of their frustration and perhaps a TSA endorsed way of intimidation. I want you to know it will not work, nor will it stop me from opting out, and it is a disgusting way to treat American citizens and your customers. Please stop this practice among your agents.

September 3rd, 2013: at about 1 pm my wife our toddler and I were passing by security checks in Austin, Texas airport. My wife was able to go through the "less intrusive" metal detector with the toddler, but I was forced to go through the radiation machines. I opted out of course, upon which I was given a pat-down and somewhat harassed by the supervisor present, and asked why I was opting out. I complained to him that I was being separated from my family and that was the wrong thing to do. '2013 7:59: do. He seemed to disregard my concern and did not even bother to take my complaint to heart or do anything about it. I was told to call an "800" number if I had complaints. Why does TSA separate me from my family?

Furthermore, on my recent from Oakland Airport, Sunday 10:49 pm, trip my luggage was thoroughly searched a note was left and all my belongings were scattered all over the place. I had at least two ties in there and they were stolen by TSA agents, I believe who searched them. Please let me know how I can file for a theft with your TSA.

I am somewhat afraid that after this post and revealing my name, I will be subject to more intimidations in the future and more thorough searches, but I am sick of keeping silent about your gross violations of human dignity.

These are just a couple of my experiences recently. I am a regular traveler, but do not believe how you "in the name of security" violate citizen's constitutional rights. I have one plea at least to you – be nice to those folks who opt out, please do your job and get them through as quickly as possible so they can make their flights on time. And please, please please be mindful of families traveling with children. I have three children and am about to enter a career of lots of travels, please please I beg of you implement family friendly policies so that the crazy experience of traveling with children does not become prohibitively difficult.

Regards,

(b)(6)

Hello,

I have seen a pattern lately (at both DTW and SMF airports) of the TSA pushing the elderly and wheelchair bound (and their fellow travelers) through the precheck area. I asked TSA agents about this and they mentioned that I should go to TSA.gov and provide feedback.

This process is slowing down the speed of the TSA precheck process and is very frustrating to those of us who travel frequently and have enrolled in precheck. Also, it appears that people aren't going through a scanner but instead a metal detector. While I don't perceive the elderly or disabled as a threat, the others in their party are going through the same checkpoint and thus more lax security.

2013 12:04 Best regards,

(b)(6)

HYPERLINK (b)(6)

office (b)(6)

skype (b)(6)

Caller was flying out of DTW and was subjected to secondary screening and wants to know why.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

'2013 5:23: TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

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to do that. She has had many instances where they are trying to say she is a refusal. A TSA officer should never tell her what disabled people prefer. She is getting tired of the fact that its a fight everytime she goes to the checkpoint. She is very young she speaks clearly she does not look like she has disability. people do not understand that she truly has a disability because she doesnt look like it. She thinks she wouldnt be treated this way if she looked more like she had a disability. People can not see a brain injury. She needs to be calm and reserve her energy before she gets on the airplane, instead of having to fight before getting on the plane. Nobody had every recommended TSA cares to her at the checkpoint. She was told when she finally was supposed to get TSA cares they told her that she would not know what was going to happen until she would get to the airport. She is about to fly again and she would like to. She is having the same problem by the TSA because I will give her the number to the disability department, she wants to call and speak to them personally.

Information Request: mobility blind walk with a cane wheel chair. she has asked for a supervisor because a complaint was irrelevant.

Caller asked why would I ask what type of complaint she would like to file because that is not why she is calling. Although she kept complaining about past experiences at the checkpoint.

(b)(6)

This entire call is a complaint. The caller kept saying her complaint isnt relevant to her problem and before she gives us her name and number she wants to know if she is going to be forced to get a patdown.

I told the caller she could ask for PSS at the checkpoint to assist her with the screening.

passenger refused to accept assistance and stated that when she has a problem again she will sue the TSA.

2013 12:05

Response Details: Asked the caller if If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Apologized to the caller for her past experiences. Explained to the caller that TSA Cares is here to help passengers with disabilities through the checkpoint. Told caller that the last time she requested assistance the reason the representative was unable to promise what someone would do at the checkpoint is because here at the contact center we send the request for assistance to the disability department so that someone can meet you at the checkpoint. We can not promise what another person will do exactly, but we can let you know they are there to help you with any issues you may have through the checkpoint.

SUP CALL

Escalation Notes (b)(6)

The caller complained for about 30 minutes concerning her past experiences with the TSA checkpoints and with the TCC. She says she is partially blind and mobility impaired.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

2013 10:23

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Pawleys Island

State:

SC

Zip:

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 12/20/2013 8:28:12 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/18/2013 8:30 PM Airline & Flight Number : EK202 Checkpoint/Area of Airport : Main screening area before gates TSA Employee: (If Known) :

Comment : Simply put, there were. 4 screening areas open for more than several thousand passengers at the height of the evening rush of international flight from terminal 4. The staff were allowing coach class passengers use the business line and only had 2 individuals checking each persons identification. This resulted in long lines, (it took me an hour to get through security- and I was a business class passenger). The staff in general provided no guidance to passengers, offered no direction regarding order in the line, left on breaks during our 1 hour wait and made people line up (again) to go through the metal detectors after spending more than an hour in line just to have your identity checked. As a tax payer, I am thoroughly embarrassed by this situation and am ashamed that for the billions this organization receives from congress, a simple identities check takes more than an hour to accomplish.. Glad I was not in a rush and made my flight, Would you like a response? :

2013 10:13

True Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA,

The new Pre-Check at Albuquerque Airport had the potential to offer increased throughput and facilitated screening for qualified frequent travelers. Unfortunately, the present operation mixes passenger queues for both TSA Pre and non-Pre, thereby compromising the stated benefits of the program. This results in lengthy wait times for Pre participants. It results in passenger confusion and disarray at the area of convergence of the two incoming queues. It also results in non-frequent travelers unfamiliar with the screening rules to cause frequent delays their failure to remove metal from their person prior to passing through the metal detector portal.

2013 12:07

ABQ appears to be the only airport with this faulty configuration. Please assist them in remedying the situation.

Sincerely

(b)(6)

spellchecking by BlackBerry

Feedback Type : Security Issue

Categories : Duration of Screening Process; Pat-down Current Date/Time : 12/21/2013 11:09:48 AM Airport : LAS - McCarran International Date/Time of Travel : 12/21/2013 6:30 AM Airline & Flight Number : american airlines/1802 Checkpoint/Area of Airport : D gates TSA Employee: (If Known) (b)(6)/5202 Comment : Officer (b)(6) insisted that my husband take off his shoes and belt and jacket when we told him that my husband's movements are constricted and that he's unable to take off his shoes. After a struggle he agreed to let my husband keep his shoes on but insisted the belt come off and I was extremely disappointed that he forced him to when we said over and over he has constricted movements. Forced us to take his skin tight leather jacket off. Even though we called the wounded veteran hotline at mccarran airport a day earlier to report our arrival we didn't have anyone waiting for us. Nevertheless we did what we are suppose to do and went on without it. My husband have a spinal cord simulator and a fusion in his back he can't go through the metal detector or body scanner. We requested a pat down and officer viola said its easier if he takes off everything and stand, I explained again that he cannot move freely as they want him to as he is still recovering from an invasive back surgery and his vision restrictions. During the pat down, he forced my husband to bend when he kept of telling him that he can't, that he has multiple back surgeries that constricts his movement, that he is physically incapable of doing it. Not to mention he is legally blind so it was hard to him to locate items. He was dressed warm because he has a pneumonia and we didn't want to go through this rigorous screening process. In every airport we flew he never had to go through such a terrible experience. when I brought the matter up to a supervisor, he said the jacket looked bulky and he agrees that the officer was right by removing belt and jacket because its easier to do the pat down then he shortly dismissed my claim because i was an employee. We are in shock to be treated so poorly, especially after being a TSA worker and knowing rules and regulation are different for extremely wounded military veterans. Every other airport we went through has been an expedited screening with excellent customer service experience.

This reflects negatively on the advertisement of TSA helping wounded veterans through expedited security screening. They dropped the ball and we are just upset that my husband is in real pain now coz he was forced to move many times although we established that he can't.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller has metal implants in his hip and wrists, and flies often from LGB. He is upset that the airport, while relatively new, does not use an AIT. Instead, he has to undergo the WTMD, and then receive a patdown.

Advised Caller:

2013 3:49:

TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov.

Feedback Type : Complaint

Categories : Professionalism Customer Service; Screening Current Date Time : 12 22 2013 5:31:14 PM Airport : DCA - Washington Reagan National Date Time of Travel :

Airline Flight Number :

Checkpoint/Area of Airport : Terminal A security TSA Employee: (If Known) :

2013 6:15: Comment : I recently flew out of DCA. I'm a military personnel and I was wearing my dress blues. I wore it specifically to get through security faster due to time constraints but it instead delayed me because security wanted to pat me down because I was not aware I was supposed to take off a part of my military uniform. I was always told that I didn't have to take any military issued items off. I was treated rudely...one person even told me he used to be in the military and he knew I could take it off. I had to go through the metal detector 3 times. My point is what threat do I have to the country I am serving? It's ridiculous.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2013 7:07: I'm inquiring as to an experience on 17 Dec at Reagan National Airport. I am an active duty Marine, who was in uniform traveling on orders and am enrolled in pre-check. When I proceeded through security I told the TSA agent that I have a prosthetic hip which is why the metal detectors were going off when I went through. The TSA agent then asked me to remove my shoes and to come back to the screening area. Once my shoes were sent through screening I was escorted over to a search area at which time the TSA agent swabbed my body, patted me down and then ran a scan of the swabs that were performed. I am at a loss as to why I am enrolled in the pre-check program when in fact you are not honoring it even for service members in uniform.

(b)(6)

I am a business traveler who flies more than 140 business flights per year. My global entry /TSAPre member number is (b)(6)

On Friday December 20th, I flew from MIA to DFW to TUL on American. I checked in at MIA International on concourse D center point. I went through the TSAPre line. I noticed that the TSA agents on duty Friday December 20th at the concourse D midpoint around 10:30AM were allowing passengers who went through the regular line to merge over into TSAPre and go through without removing shoes, liquids, laptops, and without a full body scan.

The TSAPre line should be blocked off all the way to the metal detector to prevent other passengers from merging into the TSAPre line without being noticed. If your agents are going to continue this practice, what is the point in having TSAPre or the enhanced security measures that are in place in the regular lines.

2013 12:17

Best Regards,

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Caller flew from Texas and has an insulin pump. During the screening process she told the officers that she had a pump. She was then directed to the WTMD and received a pat down. She is upset because the WTMD damaged the pump. She does not want TSA to pay for the device, she wants to know what she can do next time she goes through screening. She also stated that she was not forced to go through the WTMD and she went through knowing it would damage it to save time. She thinks TSA should know better. The caller also stated that screened her BiPAP but did not take it apart.

Advised caller:

2013 12:51 If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

CPAPs and BiPAPs will be screened by x-ray, and passengers are required to remove their CPAP or BiPAP from its carrying case; facemasks and tubing may remain in the case.

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From: (b)(6)
Sent: Monday, December 23, 2013 10:42 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 12/23/2013 10:41:39 AM

12/23/2013 6:18:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

MIA Concourse D Midpoint _ TSA Pre Complaint

Comments:

I am a business traveler who flies more than 140 business flights per year. My global entry /TSAPre member number is (b)(6)

On 22 December, this past Sunday, I arrived at Buffalo-Niagara Airport early in order to ensure that I would have enough time to comfortably make my way through security. In this regard I was successful. I made it through with plenty of time to spare. This success, however, was soon overshadowed by the poor behaviour displayed by your staff.

I have a 16 year old sister with Autism. Although she is high-functioning and quite capable of getting through systematic checks and procedures smoothly, information must be clearly stated and explained. Now, it should be noted that she has been going through airports her whole life and has never encountered a problem. This time, the problems began even before one of your rather ill-mannered employees directly confronted her.

I was positioned approximately halfway through the line, with numerous passengers-to-be both in front and behind me. While in line I watched an elderly man of approximately 85 years endure inconvenient and unnecessarily hostile treatment from one of your screeners. He was forced to take off several clothing items, many of which would he would have to struggle to take off. Whether or not you are mandated to do this does not take away from the fact that a fairly quick assessment of context would- and should- have led your screener to conclude that he is not a threat and could pass security doing the bare minimum, i.e. metal detector, bag check, belt etc. In addition, after being addressed by the mans daughter and made aware of various physical challenges (including a hearing deficiency), your screener continued to speak abruptly and impatiently at the man, only showing remorse after noticing the disapproving glares coming from those waiting in line.

When my family reached the front of the line, my sister found herself in front. As usual, she took her Ipad out of her bag and placed it in a contained of its own, set her bag in a container and took off the necessary clothing items. Proceeding from there, she naturally walked to the metal detector and, having not been told to pause beforehand, stepped right on through. Your screener then raised her voice and rudely spoke at my sister. This, of course, only served to confuse her. As anyone who has read into Autism should know, they experience incredible challenges when trying to assess social settings and cues, which is why at times they tend to display odd behaviour, often screaming, jumping and stimming (hand flapping, head shaking and so on) in public. She looked back at me, clearly anxious about the screeners tone and intended message, and so I decided to address the screener myself and attempt to clarify what was required of my sister. I told the screener that she has a hard time understanding, wishing to engage in euphemism as much as I could so as to not embarrass her. Your screener then proceeded to raise her voice, letting the whole crowd of perhaps 50 people hear her ask: Does she have a disability I should know about?

Now, to gage how astonishingly vulgar this type of behaviour is, I would like you to consider the following situation: A veteran of the U.S. armed forces is coming through security and is dressed in civilian clothing. He has relatively manageable PTSD which only sparked in situations of high tension. Moreover, he is very much ashamed of his disability and, as such, wishes for it to be kept under wraps in public. He goes through screening and is addressed by a TSA employee in a harsh tone. His stress levels begin to rise and he becomes discombobulated, confused and cloudy in the brain- as I said, this tends to happen in such situations. His family attempts to quiet the situation by subtly telling the TSA worker that he has a hard time in these situations and it would be helpful if the worker could strive for more clarity.

Now, attach the response I received from your worker and place it in the situation I laid out above. I am almost certain that, between the rabid patriotism of your country and the excessive attention given to your veterans, such a story would make the media rounds for quite some time, sparking controversy surrounding the TSA's procedures and methods- or, I should say, even more controversy, since such occurrences are not hard to find in the history of your agency.

I would like to extend the care that would have been given to a veteran to the arena of those naturally mentally handicapped. I would like to see an apology issued for the absurd behaviour of your employee. I would like to see your agency put less effort into funding advertisements that attempt to wipe its heavily tainted slate clean, and more funding put toward training employees to deal, not only with precision, but with some decency, some human decency.

And to pre-emptively address any concerns you may have about my complaint, I would just like to mention that, upon reaching our gate, my sister inquired into the altercation, asking about her apparent disability. I lied and said the worker was speaking to me.

WTMD and explained that at most airports they allow him to show his LEO ID and go on through The WTMD. He told The TSO it was no big deal either way he was just asking. The officer told him he needed to go on to regular line. The caller stated that he then went through The AIT. The officer standing there right after you passed The AIT smarted off to The officer and stated well you don't have to fly nude and sarcastically. At this point The officer requested to speak to a supervisor and he did not know if this did any good but he wanted to make a complaint about this situation. The caller wanted to give The suggestion that expedited screening is offered to LEOs The same as Military personnel and wanted to know who to provide this feed back to. The caller wanted to know if The CSMs are located at The airport. The caller wanted to know if The fee to enroll in The TSA Application Program can be waived for LEO. The caller wanted to be emailed John S. Pistoles contact information.

The caller was advised passengers that use TSA Precheck can take children through with them that are 12 and under.

Explained that The following TSA Precheck lane was available at STL for Southwest.

Southwest Airlines
Terminal 2, Concourse E

The caller was informed that we have not precheck but another form of expedited screening available for passengers 75 years or older that allows them to keep on their shoes and light out wear only.

'2013 6:54: TSA Precheck expedited screening benefits to U.S. Armed Forces service members, including reservist and National Guard members, who possess a valid Common Access Card (CAC) at 10 TSA Precheck airports. Eligible service members do not need to be in uniform to participate in TSA Precheck Family members, ages 12 and under can process through expedited screening as well.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Beginning December 20, 2013, TSA will offer TSA Precheck expedited screening to members of The military at all participating TSA PreCheck airports when they use their Department of Defense (DoD) identification number when making flight reservations.

The caller was advised some airlines are selecting passengers at random.

Two of The many ways to be considered eligible for TSA PreCheck travelers may be invited by a participating airline, or they may choose to enroll with one of U.S. Customs and Border Protection's (CBP) Trusted Traveler programs also passengers can enroll into The New TSA Precheck Application Program where available.

Currently, TSA PreCheck is limited to select airlines and each is contacting eligible frequent flyer s with an invitation to opt-in. Once a passenger opts-in, The airline identifies The individual as a TSA PreCheck participant when submitting a passenger's reservation information to TSA.

The caller was informed that The new TSA Application Program cost 85 dollars, where as opting in through Southwest would be a free option. CBP TT Programs and Application Program members are eligible for all airlines where as FF can only use

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 12/23/2013 7:38:32 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/22/2013 Airline & Flight Number : Delta 4233 Checkpoint/Area of Airport : Pre-Check

TSA Employee: (If Known) :

Comment : When checking your web site for the information on obtaining a medicl implant form and when clicking on the link shown, I get the message "View static 404 page Not Found".

'2013 8:13: I have Pre-check status through Delta airlines, am a TWIC holder, own a TSA approved airfreight forwarding company and assume that I am not a security risk whatsoever. When I get through pre-chek and walk through the metal detector, my knee implant sets off the alarm. Immediately, I lose my pre-check status, shoes and belt have to come off and I have to be subjected to a the intrusive (and let's be fair, humiliating) pat down. At Midway, the pre-check line does not have the other scanning machine that would avoid having me go through the pat down. I would appreciate if the TSA could come up with a policy for the thousands of trusted passengers with implants. When i go through a metal detector in Europe and my knee implant sets off the alarm, the security agents use a metal wand and a quick touch of the affected area. I cannot see why this could not be done in this country.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 12/24/2013 12:42:16 PM Airport : TUS - Tucson International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

'2013 2:24: Comment : Quit telling people where to put their ID. If they don't know then they're idiots. Also, update you're metal detectors and have more than one in that dumpy airport in Tucson.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Firearms; Miscellaneous/Other Current Date/Time : 12/24/2013 2:10:10 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 12/24/2013 6:45 AM Airline & Flight Number : delta 440 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :

Comment : first time I got fast-tracked in the pre-screen lane and it was super efficient. That said, I'd say you have a pretty big security hole there. My hands were swabbed for explosives before I got to the conveyor belt. I passed and was told I don't need to take off my shoes or jacket. I put my stuff on the belt and headed through the metal detector (there was no body scanner at this outpost). I said 'I have a metal hip' as I walked through and the sensor went off. An official asked me to step to the side and he proceeded to repeat the explosives test on my hands which was negative again, so he said thank you and sent me on my way - no pat down, nothing. I could certainly have had a knife anywhere on my body, if not a gun. I appreciate the effortless screen, but the only thing that sent me down that lane as far as I know was a random touch on an iPad. I don't know the odds that iPad is programmed with, but it sure seems like a decent gamble if one wanted to get their face/cause on the news. A pat down would have taken an extra couple of minutes, and it would have made a big difference (I'd think) from a security perspective.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir or Madam,

You need to do something about who gets selected for preCheck. You are destroying any advantage that precheck provides for frequent fliers.

This morning in Pittsburgh I watched at least four people in a row set off the metal detector. One woman had 5 metal bracelets around her wrist yet seemed confused as to why the metal detector was going off.

2013 10:07 Please, for those of us who travel frequently- or at the minimum exert the effort for a precheck screening process - reevaluate who is allowed through the precheck lane.

Thank you.

(b)(6)

Sent from my iPhone

My family and I left on Lufthansa's flight LH 403 from Newark to Frankfurt, en route to India on the 19th of December. When we arrived in India, we discovered that one of our bags had been opened by TSA, a little card left inside indicating that it had been opened and ALL of my wife's costume jewellery missing. The approximate cost of the jewellery was around \$300.

I am very disappointed that TSA has deviated so much from its original mission to keep airports and passengers safe. I suggest more scrutiny of agents' activities, video-recording and metal detectors on way in and out of the checking facilities. Meanwhile, I am out \$300 worth of jewellery that I would appreciate compensation for.

2013 8:16: My contact details are

(b)(6) Cell Phone: (b)(6)

Regards,

(b)(6)

and was sent through the AIT. He said that they were very polite. When he got to Asheville they also gave him a ticket. He said that they were friendly until he told them that he has a metal knee. He said that they were not near as friendly and treated him like a criminal after he told them about the implant. He set off the alarm and was given a thorough examination. He wanted to know if people should be treated differently at different airports. He said that he does not want to make a complaint. He did not want the email or the mailing address for the TSA's Disability and Multicultural Division.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

2013 10:07

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. .

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division.

I told him that passengers should be treated the same all all airports.

I advised him that the AIT may not have been available in Asheville when he went through the checkpoint.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Cangzhou, Hebei, China
Zipcode: 061001

2013 10:16

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Seattle-Tacoma International Airport

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 12/26/2013 4:47:43 PM Airport : BOS - Logan International Date/Time of Travel : 12/26/2013 4:00 PM Airline & Flight Number : UA503 Checkpoint/Area of Airport : Terminal C PreCheck TSA Employee: (If Known) (b)(6)

Comment : 1. I had to return to checkin to check my carryon bag because of a 0.75 inch swiss army knife keychain. TSA supv (b)(6) said 4 inch plus knitting needles and 2 inch plus scissors are allowed but not even a 0.1 inch blade of any sort is permitted. He said rules were changed after the Boston marathon incident. Clearly this is an absurd screening rule (which I doubt even exists).

2013 6:02

2. TSA PreCheck line was jammed with people including families with children setting off the metal detectors and slowing the lines to a crawl. The same TSA supv (b)(6) said this was a "MI" (management initiated?) pilot in Boston. The result is a horrible TSA PreCheck mess. Why would TSA ever include these individuals -- even though they may appear harmless -- in the PreCheck queue? Makes no sense at all and is a great disservice to your PreCheck pre screened travelers. Please end this ridiculous Boston Logan pilot. The "MI" should stand for Insanity.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Callers daughter is blind, deaf, and has metal implants.

Response Details: provided the caller with information for TSA Cares for the next time they travel and informed the caller to contact us at least 72 hours in advance so we can be prepared for (b)(6) coming through a check point. The caller was unaware of TSA Cares until I described it to her. I gave her the phone number of (b)(6)

I also advised the caller that I would be forwarding a copy of this record to the CSM at MSY for her review.

2013 9:39: Incident Details: The caller just took her daughter (b)(6) who is blind and deaf through New Orleans TSA with her guide dog. A Delta agent escorted them to the check point and left them at the TSA. (b)(6) has a cochlear implant and has nuts and bolts in her femur and in her face and in her hip because she was hit by an automobile. The check point called for a female patdown. The agents took the guide dog s harness off. The caller is very upset. She spoke with Supervisor (b)(6) because they have documentation from the doctors saying that the cochlear implants should not go through any type of electronic screening most especially a WTMD. The caller does not know if there is any damage to cochlear implants because (b)(6) was made to go through the WTMD. They were the only ones going through the line at the time. The caller says that they requested a patdown and they made her go through the metal detector anyway. The STSO gave her a claim form if there was damage to the implants. The cochlear implants are items that cost 99000 USD. (b)(6) went through a WTMD and not an AIT (confirmed). The caller repeated over and over again that this team at New Orleans needs training. A female agent was called to perform a patdown but between the time the female agent was called and arrived a TSO made (b)(6) go through the WTMD after the caller and a Delta agent told the agents she could not go through a WTMD due to the cochlear implants. The caller is concerned so highly because her daughter only has one way to interact with her world with her hearing and this endangered her daughter s hearing ability. (b)(6) lives alone in Manhattan and goes to college.

DATE OF TRAVEL 12-26-13

AIRPORT New Orleans

AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740

CONTACT INFORMATION (b)(6)

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DATE OF TRAVEL 12-26-13

AIRPORT New Orleans

AIRLINE Delta from New Orleans to LGA screened at Concourse D at the TSA check point between 1720 and 1740

CONTACT INFORMATION (b)(6)

I submitted an online complaint form today and received the attached unacceptable automated reply. Please notice that is nothing more than a form letter keyed off of key words in my complaint form.

Here is the situation I reported:

Today (26 Dec 2013 4PM EST United Airlines) at Boston Logan airport Terminal C PreCheck I had the following two problems which I reported to a TSA Supervisor (b)(6)

1. A large number of families with children were inexplicably directed to the PreCheck line causing a huge delay as many of them set off the metal detectors and/or had issues with their screened baggage. Several people had to remove shoes. The supervisor told me that this was a MI pilot at Logan (I don't know what MI stands for, but the I must surely mean Insane). This pilot is a disaster and should be stopped at once. It is a real disservice to PreCheck prescreened travelers. It pretty much destroys the value of PreCheck.

'2013 8:31:

2. I had to return to the checkin counter to check my small carryon bag because it contained a tiny Swiss Army knife scissor tweezer keychain keyfob which I received for Christmas. The entire keyfob was a little over one inch long and the rather dull knife attachment measured only 0.75 inches. The supervisor told me that sharp knitting needles four plus inches and scissors 2 plus inches are allowed, but the keychain Swiss Army keyfob was not. I think this is absurd. Clearly this rule -- if it actually is a rule -- needs to be changed. TSA should realize that having policies like this undermine the credibility of your very important programs. When combined with the MI pilot mentioned above, the traveler's impression of TSA is greatly diminished as not being very well thought out.

I would like to be contacted by the Station Manager (or other TSA executive) at Boston Logan either by email or phone.

Regards.

(b)(6)

----- Forwarded message -----

From: HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com

The caller flew down to visit her sister a few years ago on Allegiant Air back in 2009. She got patted down and x-rayed because she had a hip replacement. She was mortified that she had to be patted down and x-rayed in public. She was upset that she had proof of her medical condition and still had to get patted down and x-rayed. She wants to know if she called the Asheville airport and told them she had proof would she still have to go through the patdown. She told the person at the checkpoint and the woman was rude and said she didn't care. Also, back in 2009 Allegiant Air spelled the name wrong on her ticket and they had to get another TSA agent. The name on her current reservation is spelled right but she is wondering if anything will get fouled up at the airport. Caller wants the number to the TSA at Asheville.

Advised:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

'2013 2:27:

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.

If the boarding pass and the ID do not match then you may be subject to additional screening. Contact your airline if you have concerns about your reservation.

Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Opelika

State:

Al

Zip:

36804

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

Yes

If so please provide the third party's name and contact information:

(b)(6)

(b)(6)

2) Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

Yes

Your First Name:

On Dec 21 at 6 am at Atlanta airport, my husband, myself, my 7 year old daughter, and my 4 year old daughter went through security checkpoint. I stayed with my 4 year old daughter. She was upset because we put the blanket through xray machine. She was crying. The black female TSA agent waved my daughter through the metal detector. My daughter folded her arms. The TSA agent called her female agent over. They flanked us from front to rear. They asked my daughter to put her arms down. I went through the metal detector with my daughter clinging to my shirt. The TSA agent scolded my daughter for disobeying a TSA agent. She said Santa will not give her toys. I felt terrible for my daughter. TSA agent violated my daughter's trust for adults. TSA agent used excessive force and humiliation toward my daughter.

'2013 4:01:

(b)(6)

(b)(6)

Opelika, AL 36804

(b)(6)

and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way offended by this, I am just saying that none of these agents seemed to be communicating with each other or aware of the mess that many of the passengers were going through.

Thank you and sorry for the complaint.

(b)(6)

HYPERLINK "<http://overview.mail.yahoo.com/mobile/?src=Android>" Sent from Yahoo Mail on Android

2013 11:07

....

From: (b)(6)
To: TSA-CRL@tsa.dhs.gov <TSA-CRL@tsa.dhs.gov>;
Subject: PreCheck at Houston Hobby
Sent: Sat, Dec 28, 2013 3:42:00 PM

Hello; I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way

Hello; I am writing because of a concern at the TSA checkpoint at Houston Hobby for the terminal for Delta. The employees were all very friendly but there was a lot of confusion among passengers as we filed into the lanes. They were poorly marked and there were multiple entrances to the lanes, with several lanes having multiple open sections where people were not sure where to go. When we arrived at a seemingly random junction, two TSA agents signaled about 10 of us to move through a particular lane. We became confused when we realized that the lane we were in was very short compared to the lanes with long lines. When our IDs were all checked, we went to the xray machines, where we all began taking off our shoes and coats, only to be condescendingly told by the TSA personnel that we were in a PreCheck area and that we did not need to remove any of these items. Most of the people around me and I had no idea we were in this lane, nor was any specific documentation asked for. When I went thru the metal detector, it beeped, and I was told to go to a table where I would be checked. Went I reached for my items that were coming out of the xray machine, I was sternly told by TSA that I could not touch my belongings until after the check. So, I had to leave my coat, laptop, wallet, and bag on the conveyor belt and try to keep an eye on them while other passengers' items piled up against my things and people were picking around them and moving my things out of the way to get their things. Finally, instead of being asked to remove my shoes or getting a pat-down or something that I thought would make more sense, my hands were swabbed for firearm residue (I assume) and I was cleared. I was in no way offended by this, I am just saying that none of these agents seemed to be communicating with each other or aware of the mess that many of the passengers were going through.

Thank you and sorry for the complaint.

2013 11:08

(b)(6)

HYPERLINK <http://overview.mail.yahoo.com/mobile/?src=Android> Sent from Yahoo Mail on Android

To whom it may concern,

Today my husband, son and I went through the Reno air security to fly to Oakland. Both my husband and I have TSApre designations on our tickets. But our 16 year old son dose not. In Oakland the agents let us go through the TSApre line as a family. In Reno they did not and when I asked why they said it was against the rules. In Reno we were asked to get back in the normal line where the stamped my boarding pass with Exempt and did not stamp my husbands, my son had to take off his shoes, my husband was held back for extra review and I was allowed to pass through just walking through the metal detector.

I believe we were racially profiled, I am a 56 year old white female, my husband 63 is a scruffy looking mixed race Spanish & Blackman my son is 6'2" kid with very curly hair.

'2013 1:19: The Reno airport needs training and lessons on consistency.

Sincerely,

(b)(6)

Sent from my iPad

Caller said she has precheck and has had 2 flights in Dec. with Delta and United and got precheck. She said they are traveling on Jan 2 with American and were told they are not in the precheck program with them. She said they did not go through global entry but her husband said they are both signed up. She said they are retired military and he has his govt.ID..

Response:I advised her that with global entry and TSA Precheck Application Program she will go through fingerprinting and an interview and that an invitation from one airline does not transfer over to other airlines. I advised her to go to global entry.gov or tsa.gov for the precheck application.

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

'2013 2:44: Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry

I advised her that precheck is random and unpredictable for security reasons.

Caller flew from Nigeria to Canada through ATL and MSP. Caller states that when she got to ATL, she went through security she was told that she could not go through the screening checkpoint with all of her infants food. Caller states that she had 4 fruit pouches and 2 individual juice boxes. Caller states that the officer told her she could only take 3 of the supplies. The caller told the officer that 3 items would not be sufficient for the flight. Caller states that a supervisor was contacted and the passenger was patted down. Caller does not like the fact that she had to be patted down because she was taking baby supplies. Caller states that the pat down procedure was too intrusive and she did not agree to that type of invasiveness. Caller did not ask the officer what the pat down consisted of before agreeing to it. Caller states that the patdown was conducted between 0630 and 0638 on the 28 December 2013. Caller states that she does not know the name of the person conducting the patdown but she went through terminal F in the far right lane. Caller states that the officer is black, approximately 5 6-5 8, caller states that she was not skinny but she was not fat.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

'2013 7:35:

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Although TSA does not specifically limit the amount of breast milk a passenger may bring in their carry-on bags, we encourage travelers to be practical about these amounts. The amount a traveler carries should be reasonable and consistent with their itinerary. Passengers should ask to speak with a supervisor at the security checkpoint if they have any questions or concerns with these procedures.

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I have a complaint regarding your procedures and the training of your employees in Orlando, MCO.

Your employee's failed understanding of the procedures caused my wife and I to be held up from getting to our flight because YOUR employee failed to process a pat-down in the proper fashion.

While waiting in line to go through security, one of your agents tried to convince my pregnant wife to go through the AIT stating that "There's no radiation from that thing", yet on your TSA website, it says very clearly that there IS radiation from the AIT. It's amazing that the TSA would try to convince a pregnant woman to do something she is unwilling to do.

Once through the first pat-down, the agent is supposed to wipe her latex gloves and run them through the chemical machine, as was done properly in Harrisburg, PA. Instead, your under-trained employee wiped my wife's hands which had lotion on them, and it triggered an alarm. Ok, we understand that further investigation will have to be done and were fine with that.

It took 20 minutes to get someone over to further inspect the situation, then they took my wife to a private room, patted-her down again, didn't run any further chemical tests and explained that it was their mistake because they didn't perform the first chemical test properly. We were held in security for over 45 minutes due to your inability to follow procedures. My wife was crying, hysterically, which causes unhealthy conditions for a baby and unnecessary stress.

On top of that, you simply let plenty of people just walk through security and the metal detector, failing to make them get a pat-down or even an AIT scan. A pregnant woman was forced to be invaded twice and yet plenty of others simply walked around the AIT scanner and went on their way, only having gone through a metal detector.

'2013 1:18: This is a grave injustice. We were also treated with disrespect; as if we were the problem, as if we were some big inconvenience to your employees because they HAD TO DO THEIR JOB. Unbelievable.

I expect a phone call from someone explaining what will be done about this before I contact a lawyer and seek legal action against the TSA. Your inability to fairly and thoroughly conduct security checks for ALL passengers is a crime. Your inaccurate information regarding your equipment is illegal and a health risk to all passengers, especially pregnant women!

You can reach me at (b)(6)

(b)(6)

~~Confidentiality Notice: Information in this message, including any attachments, is intended only for the personal and confidential use of the recipient(s) above named. The information contained in this message may be privileged and confidential, may constitute a trade secret, may be subject to the attorney-client privilege and may otherwise be protected from disclosure. If you are not the intended recipient of this message, or an agent responsible for delivering it to an intended recipient, you are hereby notified that you have received this message in error, and that any review, dissemination, disclosure, distribution, or copying of this message is strictly prohibited. If you received this message in error, please notify the sender immediately, delete this message and destroy any hard copy print-outs. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry your own virus checks on any attachments to this message. We cannot accept liability for any loss or damage caused by software viruses.~~

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 12/29/2013 11:24:38 AM

'2013 1:18: Name (b)(6)
Email (b)(6)

Complaints: Damaged or Missing Items in Checked or Carry-on Baggage:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 1808 SAT to CLT

Comments: When I arrived at my destination container of home made caramel had some missing. The small loaf-sized container was full. Upon taking it out of the bag it was stored in, I discovered that it had two swipes taken out of it, presumably with a finger. This food is no longer edible, as I don't know what else has been done to it. You may refer to the picture on my facebook page (b)(6)

thank you -

(b)(6)

Feedback Type : Complaint

Categories : Other

Current Date/Time : 12/29/2013 9:36:13 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/15/2013 1:30 PM Airline & Flight Number : Westjet 1771 Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) :
Comment : On Sunday, December 15, my mother and I nearly missed our flight because of an exceptionally slow line at security. I am writing about that as well as a couple of suggestions.

We were flying out on Westjet 1771 which was to leave Phoenix at 2:30 pm. The airport wasn't crowded at all. We were in Terminal 4. After checking in, we got to the TSA security checkpoint at about 1:20 pm, thinking we were in good shape. But then we saw the line-up. It was winding back and forth about 5 lines deep. That would have been fine if the line was moving along, but the thing is, it wasn't moving hardly at all. Every couple of minutes we'd shuffle another few feet. The reason for the slowness: there was only one security machine being used for general passengers. And they were using the AIT machine which seemed to take longer per person.

Within the first minute of being in the line-up, I knew we were in trouble with catching our flight unless another lane opened up. By 1:55 (35 minutes later), we were still only halfway along and I knew that our flight was now starting to board. Others around me were obviously nervous too. I heard one gentleman behind me say that his flight also left at 2:30 and could miss it.

Finally, about 2:05, a group of TSA employees came onto the scene and they soon opened up another checkpoint and added 3 more people to id the passengers. Then the line started to really move. We got through the security about 2:15. I looked at my 74-year old mother and said, as we were putting on our shoes that we were really going to have to hoof it if we were going to make the flight.

'2013 8:31: As we reached the concourse where our gate was, the PA system announced a final boarding call for our flight. We started to run. Then they gave another final boarding call and called out about 5 names including ours. I had to leave my mom to struggle on her own while I ran all the way to the gate at very end of the concourse to say that she was coming. The airline agent had already locked up the door to the gate and had to open it for us. While going through, I mentioned that any others they were waiting for may have been delayed by the security line-up, in case that helped them to wait.

The bottom line is, that was cutting it way too close, and I think there are few things that would help in the future. I don't know how often the security line-up moves that slowly at Sky Harbor. But if it is a frequent thing, it makes flying into Mesa much more attractive.

Here are my suggestions for preventing long lines in the first place:

1.Open up additional checkpoints earlier. We were lined up for about 45 – 50 minutes. Those who can see the wait is about 30 minutes and is increasing, should be given the authority to tell a supervisor or coordinator who makes the decision to open up additional checkpoints.

2.Use technology to anticipate passenger volume based on number of flights and passengers for any given hour. Then plan ahead how many TSA employees to have on hand.

For those times when the wait is extraordinary, put in place any of these suggestions:

3.Use the faster technology, which I'm guessing is the metal detector, not the advanced imaging machines which seem to take longer.

Feedback Type : Request for Information

Categories : TSA Pre?™ ; Traveling with a Disability or Medical Condition Current Date/Time : 12/29/2013 7:29:44 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

'2013 8:31: Comment : I have a hip implant, and also TSA Pre. Today I went thru a metal detector which went off. I then was told remove my coat, and try again; then remove my shoes, and failed again. I then had to have the patdown. My coat and shoes were on the belt, and my husband was unaware of my situation. The TSA agent was reluctant to allow me to talk to my husband, and by that time, I was in tears! I was told that I should have notified TSA before going through the metal detector that I had a hip implant; they then would have taken me to a scanner; once you pass through the metal detector, you must have the patdown. I LOVE the TSA Pre (check)and I hate patdowns! It's a great system, but it's not working yet@

Would I be eligible for a permanent pass?? I haven't even had a traffic ticket!!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 8:53:59 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 12/28/2013 Airline & Flight Number : DL1772 @ 2:20pm Checkpoint/Area of Airport : Screening TSA Employee: (If Known) (b)(6) (b)(6) (b)(6) Comment : I am a PreCheck traveler and Diamond on Delta. I have hip replacement and thus set off the metal detector. The TSA screener did not change his rubber gloves before his pat down of my person. When he tested his gloves they said 'explosives'. This resulted in a complete swiping of my carry on luggage. This resulted in NO detection of any explosives. I was then taken to an enclosed room and subjected to ANOTHER patdown, this time using the fingertips and more aggressive. I expressed my dissatisfaction and told the supervisor (b)(6) that the TSA employee did not change gloves before my patdown and I should not be subjected to this harassment. He told me that he did follow procedure and to stop taking and submit to the search or I would be detained and would miss my flight. Nothing was detected on the second patdown. If the employee had followed procedure initially, this entire situation could have been avoided. This took over 20 minutes to complete with considerable embarrassment.

2013 10:08

I expect a response and apology from all TSA present during this situation. The TSA employee who conducted the patdown should be reprimanded or terminated for not following procedure.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 12/30/2013 12:08:36 PM Airport : MCI - Kansas City International Date/Time of Travel : 12/30/2013 10:30 AM Airline & Flight Number : Delta Flight #3740 Checkpoint/Area of Airport : Security TSA Employee: (If Known) (b)(6) Comment : I was traveling with my minor child who has type 1 diabetes and wears a lifesaving insulin pump. As we always have done when we fly, he removes the insulin pump and asks for a hand screening of the insulin pump. He then went thru the body imaging scanner and all of the rest of his belongings and supplies went thru xray screening. After all of this screening, (b)(6) made my son go through an unnecessary pat down and then a belongings search including wiping down all of his belongings. (b)(6) was extremely rude and I felt did this unnecessary screening was not according to TSA rules. According to the TSA rules "Regardless of whether the passenger is screened using imaging technology or metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self patdown of the insulin pump followed by an explosive trace detection sampling of the hands" (b)(6) did not follow this procedure and suggested that he wear the pump through the body scanner which is against the recommendation of the insulin pump company (Animas Corporation). I would never risk damaging a very expensive life saving medical device based on what he thinks would be fine and is against manufacturer requirements. My son was extremely embarrassed and should not have been subjected to this invasive screening.

2013 2:21

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Callers two sisters were going through security at ORF and one has MS and arrived at the security check point in a wheelchair and the sister calling stated she was put through an extensive screening where as the sister that was accompanying her just went straight through screening without any difficulties. The sister with the disabilities has MS, difficulties removing shoes and uses a cane. The screening process for a wheelchair or scooter is determined by a passenger's ability to stand and walk, although a passenger can be screened without standing, walking, or being required to transfer out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. Passengers in wheelchairs or scooters who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Passengers in wheelchairs or scooters who can stand but cannot walk will be asked to stand near their wheelchair or scooter and will be screened using a thorough patdown. Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

2013 3:24

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. - 11 p.m. EST and weekends and Holidays 9 a.m. - 8 p.m. EST. Travelers who are deaf or have hearing disabilities can use a relay service to contact TSA Cares or can e-mail TSA-ContactCenter@dhs.gov. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Caller was recently approved for TSA PreCheck program. Caller flew on the 13th of December from EWR to PIT and she has an insulin pump and continuous glucose monitor. The monitor cannot go through the body scanner and cannot remove it. Caller told the officer she cannot go through the body scanner and had to wait 15 minutes for a female agent. Caller wanted to know in her profile it can be added so she can be screened by the metal detector, instead of the AIT. Caller said this make TSA PreCheck irrelevant. Caller said other airports allow her to go through the metal detector, instead of the AIT. Caller said she is now penalized for TSA PreCheck due to a medical device.

Advised Caller:

All passenger must be screened. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location.

'2013 3:35:

Airport: EWR
Airline: United
Flight#: 5795
Date and Time: 12-13-13 12:23PM
Email: (b)(6)

(b)(6)
Last Name:
(b)(6)
Main Phone:
(b)(6)
Work Phone:
Cell Phone:
PO Box or Street address:
(b)(6)

City:
Opelika
State:
Al
Zip:
36804
Email:

'2013 8:19:

(b)(6)
Check here if you are represented by a third party or an attorney in this matter.
Yes

If so please provide the third party's name and contact information:

(b)(6)
(b)(6)

2) Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

Yes

Your First Name:

(b)(6)

Your Last Name:

(b)(6)

Your Job Title:

Stay at home mom

IF YOU CHECK THIS BOX, WE WILL NOT DISCLOSE YOUR IDENTITY TO OTHER OFFICES, IN OR OUT OF DHS (unless it is necessary for investigation of criminal misconduct). Note, however, that this will in many situations make it very difficult

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/30/2013 9:27:12 PM Airport : MDW - Chicago Midway Date/Time of Travel : 12/30/2013 5:30 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My father is 78 years old. According to recent TSA guidelines the elderly are not required to remove their shoes and jackets however TSA at Midway clearly do not recognize this exception. My father was required to remove his shoes, jacket, and belt. He was then forced to have a pat-down search after his prosthetic knee and hip set off the metal detector. The procedure of pat-down is flawed and ineffectual. First, the TSA agents do not change their latex gloves in between searches so if there were any questionable substances on the wipe they use to clean their gloves it would be impossible to determine which person it came from. Secondly, when the metal detector goes off due to metal medical devices it is impossible to verify the validity of the person's claim of such device when TSA agents no longer use the metal detecting wands to isolate the area on the body that is setting off the detector. TSA agents are unwilling to answer simple questions regarding what is being done to people. The whole procedure is a colossal waste of time and taxpayer dollars. My father is an elderly veteran and my son is an active US Marine: neither should be subject to such invasive procedure when they both have CLEARLY demonstrated their loyalty and dedication to the protection of this country through their military service.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/31/2013 12:26:10 AM

Name: (b)(6)

2013 8:26: Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): JFK Airport, Delta Terminal 2. .

Comments: On 12/29 at approximately 5:30pm, I passed through the TSA checkpoint at Delta Terminal 2 at New York's JFK airport. As I began to place my items in the provided trays to be put through the x-ray machine, I started to remove my eight pound dog from her pet carrier. Officer (b)(6) was working in the next lane over, and began sighing, saying negative comments, and giving me dirty looks. She then approached me and demanded I remove my dog from the table. I immediately complied with her request without saying a word. Please note: my dog was only briefly on the table as I was removing her from the carrier and placing her in my arms so that we may walk through the metal detector. At no point during this interaction did I reply to any of Officer (b)(6) comments or rudeness, until she made a comment about how dogs stink. I asked her "excuse me?" She reacted extremely aggressively and confrontational and yelled at me to not to talk to her. She then got a bottle of alcohol and opened it right next to me. I travel often with my dog and have never had a negative experience with TSA; in fact, many agents are extremely courteous and react positively to seeing her. Officer (b)(6) was beyond rude and unprofessional. I did report this incident to her manager, however I want to submit a formal complaint about her behavior. Officer (b)(6) could have easily kept her personal opinions about dogs to herself, and if she wished to clean the table, she could have done so after we passed through the check point. I would like to commend the rest of the officers at the check point who were gracious and very polite.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 30032

2013 12:48 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Duluth International Airport

What was the date and approximate time of the incident?

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/31/2013 4:04:54 PM Airport : EWR - Newark International Date/Time of Travel : 12/29/2013 Airline & Flight Number : united 4502 Checkpoint/Area of Airport : security TSA Employee: (if Known) :

Comment : My wife and I were both informed we were selected for TSA Pre by the agent that checked our boarding passes and drivers licences. She told us we would not be required to remove our coats and shoes. We were given a slip of paper to hand to the agent at the metal detector informing him of our selection. We proceeded to the luggage scanner, emptied our pockets, placed hats and our carry-on's on the belt and stepped to the walk-thru scanner. The agent told me I would have to remove my coat. I handed him the paper informing him I had been selected TSA Pre and he said it didn't matter what kind of paper I had, EVERYONE had to remove their coat. I asked about my shoes and he said no. I laid my coat on the scanner belt and he said it needed to be in a bin, forcing one the passengers waiting behind me to pass on the the front. I then walked through the scanner and set it off with the clearly visible metal grommets on my hiking boots. I was sent back to remove my boots and made it through. He then told my wife (who also had the pass paper) she needed to remove her slip-on shoes with no metal, but could KEEP HER COAT ON. So another bin had to be passed forward for her shoes. The line meanwhile, was backed up and this TSA agent kept chastising everyone to hurry up. The agent who refused to honor the TSA Pre was twenty feet from the agent who was clearing passengers for TSA Pre. When I suggested the line would move faster if the two of them communicated with one another as what was or was not acceptable, he asked if I would like a "special" screening. If the intent of TSA Pre is to move things along, my first experience is it was an epic failure, doubling the time it took to clear security. Maybe the agent was having a bad day, maybe he hadn't been properly versed in the new rule changes or maybe he is just an a**hole, he personally slowed the process to a crawl.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/31/2013 7:56:55 PM Airport : DEN - Denver International Date/Time of Travel : 12/31/2013 4:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : South side TSA screening TSA Employee: (If Known) :

Comment : My TSA experience at DIA and SFO have been so bad that I feel as if my right to a speedy pat - down have been violated. I would like to speak with a supervisor about the way I am treated by the TSA employees at each of these airports. I am especially upset that it takes the TSA a long time to get a pat - down assistant for a female traveler. It is a regular occurrence for me to need to wait a long time for assistance, even when I notify the TSA employees right after I get my ticket and ID checked and before I am placing my items on the belt to be screened. It's my constitutional right to be searched in an efficient manner and I am upset that TSA hasn't attempted to make sure the passenger really isn't feeling violated.

What happened today was absolutely ... and if the TSA employees would have been more knowledgeable then I wouldn't have been through so much trauma. I describe my experience as traumatic because I had the incorrect bag checked at ticketing and the TSA employee made me get a full baggage search and pat - down before they could release me to go back to ticketing to check my bag. If the TSA employee would have known how to handle this situation, I wouldn't have had to take so much

'2013 9:12: of my time at security today. TSA needs to recognize that it's job is to provide safety AND to help passengers get to their flights on time. It's not fair to me when it takes a long time getting through security just because I will not go through the new xray scanners. It's not fair for the TSA to make me wait a long time for a female pat-down. It is common for me to need to wait a long time and then the screening process takes time. The problem that happened today was that I realized I was going to need to go back to ticketing and I was nervous about time and because I walked faster than my security person and I talked faster than my security screener, she slowed down and made me walk behind her slowly and she took her time starting the screen. She was instructing me that she had her job to do and I wasn't going to make her faster, but she actually made my pat-down slower because she was not happy with me being in a hurry to get back to ticketing. It's ridiculous that I couldn't have just been escorted out of the screening area without a full pat-down! Please, you need to recognize that the people going through security are customers of the airlines and the TSA salaries are paid by paying passengers of the airlines. We are having our Civil Liberties violated when we are harassed like I was today and when I am required to wait so long for my pat-down. I refuse the xray scanners because you don't have good research regarding the long term usage of this technology. I work around xrays and don't want to be exposed to more radiation than necessary. My health is a major concern to me and opting - out of the scanner always makes me need a full pat-down. I see children and their parents go through the metal detectors and I don't understand why they are not required to go through what I do! Do you really see me as more of a risk than someone with a child?

Please call me so we can discuss this further. I have spoken with supervisors almost every time I go through this and the TSA at DIA and SFO are always consistently slow and rude. I wish to see this change and I am going to write to my lawmakers to complain because this just isn't right. Thanks for your concern and allowing me to express my dissatisfaction with my TSA experiences. (b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number :

(b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My family and I travelled from Dtw to Rsw on 12/24/13 returned on 12/31/13 from Rsw. I specifically inquired about our options as two of us wear insulin pumps. The pump company doesn't allow them to be xrayed or scanned as this voids their warranty.

We went thru airport security around 3:45 and I requested both my son and I to be patted down. My process went smoothly however, my son (b)(6) did not and I did complain to the female Tsa supervisor.

The agent who patted down my son berated and chastised him for requesting the pat down at all. I overheard him lecture my son telling him he was not being smart and overreacting as lots of pump wearers go thru the body scanners.

This is the 2nd time my son has run into problems with one of your agents bullying him. Your website is clear, if he requests not to go thru the scanners, etc. they are to simply take the passenger to be patted down without any repercussions. Unfortunately it seems your employees are still unclear on how they are suppose to "assist" travelers with disabilities.

Looking forward to your assistance,

(b)(6)

>

>

'014 5:06:5

> Begin forwarded message:

>

> From: (b)(6)

> Date: December 15, 2013 at 2:23:57 PM EST

> To: (b)(6)

> Thru: (b)(6)

> Subject: Fwd: In Response to your inquiry.

>

>

>

> Sent from my iPhone

>

> Begin forwarded message:

>

> From:

> tsatcc_do_not_reply@senture.com<mailto:tsatcc_do_not_reply@senture.com>

I am approved for global entry as well as TSA Pre-check.

Recently I was flying from Phoenix. At the security I informed the officer that both me and my wife have knee implants before going through the system. One officer says you don't have to take off belt, shoes, jacket, etc. My wife and I were very happy.

So we go through the metal detector and it beeps. So, we were asked to take the belt etc. off and go through the metal detector again. After it beeped again we were searched, patted down. In my case he took some samples, ran it through some machine and asked me to go to a private room for more pat-downs and sampling. After almost half hour of searches my wife and I were allowed to go.

2014 8:33:1 This is the most unfortunate experience.

First of all they should know that when a passenger says he has an implant they should send you to the scanning machine and not through the metal detector. There was confusion all around. I was most embarrassed when they did multiple searches through my carry on baggage and then patted me down twice including once in a private room. What is the use of TSA-Precheck if I have to go through this experience?

I would appreciate a response.

Thanks

Sincerely,

(b)(6)

Caller and her husband both got PreCheck on their trip out on Virgin America. He got it on the trip back and she did not. She wanted to know why. She thinks that if they are flying together they should both get PreCheck. She asked how passengers are selected. She wanted to know if it is random. She made the statement that she would need to fill out a form with Homeland Security to be guaranteed. She said that she does not remember enrolling in PreCheck. She stated that it may have been through the airline she is not sure.

I gave the following information: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA PreCheck.

2014 10:17:0 Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA PreCheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA PreCheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA PreCheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA PreCheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA PreCheck process, passengers should not expect to be directed to the TSA PreCheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA PreCheck eligibility. No individual will be guaranteed expedited screening no matter how they enroll in PreCheck. I told her that passengers flying together may not be chosen for PreCheck on the same flight. I told her that PreCheck is random.

He was put in the rounder (the AIT). He has an artificial ankle that it didn't pick up. He pulled the insulin pump out and showed it to them. He was told that he cannot have a manual pat-down in Austin and again at LAS. He has also had TSA locks cut off of his luggage six times. There were medications in the bag, class 2 narcotics, and the bag was tossed badly. He asked to speak to a manager in Austin. He was told that items in his bag are causing problems, and was advised that the items were of an agricultural nature. What is causing it to get pulled?

I advised caller that he was describing a couple of different issues. For his insulin pump, the TSA policy falls squarely on his side. He can request a pat-down and should expect to get it. The AIT machines aren't looking for metal in his body. The WTMD do, but some may be calibrated to look for larger amounts of metal than may be found in an implant.

Caller advised that the traffic at the checkpoint was significant when he went through. He asked for the pat-down and was sent off to the side. A female screener asked him what he was waiting for (she was very pleasant about it), and he told her that he was waiting for a pat-down. She told him to go on through the _rounder_ (the AIT) as it did not have x-rays. He went through, but he had the pump checked out afterward. The technicians advised him that the machinery had not damaged the device.

I advised caller that, if he experiences a similar issue in the future, ask for a supervisor or the PSS. He should definitely call the TCC with any problems or complaints and we would send an advise to the CSM at the airport.

He has the card from the manufacturer that shows that he has to have the insulin pump. The remote device that he carries can be damaged by the screening equipment.

1014 3:06:2 I advised caller that he should keep any valuables, medications, electronics with him in his carry-on. These items may account for why his checked bag has been left in such disarray. Oftentimes, the video surveillance will show that the screeners have performed the screening correctly, indicating that something occurred to his bag after TSA custody has ended. If a screener is observed on the surveillance footage not following policies and procedures, he or she would be sanctioned.

His wife has to have a back-up in case her purse is stolen. That's why he puts the narcotics in the bag. Some of these are oxycontin. When he got back to Austin, his bag wasn't zipped up right. Caller asked a supervisor about the issue. They always leave the tags in the bag. In an unrelated issue, caller advised Southwest that they had bent a bar in one of his suitcases.

If his wife is checking a bag with hair spray and similar items, can she place larger amounts in checked bag?

Yes, that applies to carry-on baggage only.

I advised that I would send his comments to the CSMs at each airport. If he experiences any issues, he should contact the TCC with his flight information (his previous flights occurred a month or so ago and he did not have the flight information at hand) and we would advise the CSM so that they could act accordingly.

Caller advised that in Austin, (b)(6) (?), a young fellow, was very pleasant and understanding. He wants to make certain that this young man is singled out for his responsiveness.

I advised that I would send up that information as well.

Caller states she wants to file a complaint. She said she is elderly and in a airport wheelchair and she went through screening at MCI on December 30th. She said she cannot get up, so the first tsa agent (b)(6) that tested her chair for explosives yelled so the other passengers could hear that her chair tested positive for explosives. She states another tsa agent did a second screening (b)(6) and found nothing. She states people on the plane for 1 1/2 hrs stared at her like she was a criminal, she states she was the only person on the plane who did not have someone sitting next to her. She states she cried all the way home. She said I understand screening but I am not a criminal, it was not justified on me and I want to take this further I just cant let it go. She asked who do I complain to?

Advised:

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a thorough patdown, the wheelchair/scooter will be physically inspected, including the seat cushions and any non-removable pouches or fanny packs. It will also be tested for traces of explosives, and any removable pouches will be required to undergo x-ray screening. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. Passengers also can report concerns by contacting TSA's Disability and Multicultural Division at

1014 3:54:3 TSA.ODPO@tsa.dhs.gov or

Transportation Security Administration
Disability and Multicultural Division
601 South 12th Street
Arlington, VA 20598

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/2/2014 4:24:30 PM

Airport : LAS - McCarran International Date/Time of Travel : 1/2/13 12:30 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have been through TSA pre check 7 or 8 times since available to me. I have travelled at least once a month since TSA was created. I have never had a complaint until today.

On this trip I went through pre check at LIT on 12/23 and STL on 12/30. Both experiences were exceptional, nice agents saying hello and have a good day. They were not "barking orders and rules".

1014 6:06:0 I complimented both to the supervisor on duty.

If you wrote a script for how not to act, Tonya(spelling?) at LAS could have starred in the play. She was barking orders and rules that were not even relevant to the passengers in line. I was wearing a sport coat which I was going to wear but had an overcoat and hat in my arms. I asked for a bin for my coat and hat. She said "this is pre check we do not use bins". When I started to go through the metal detector, the agent said that I had to send my overcoat through the conveyor belt. (b)(6) attitude to me and others is not in keeping with image I think TSA is trying to project in the pre check experience. She would make a good prison guard.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The callers mother was a traveler at JFK and was going to travel to PR. The caller stated that a TSA worker stole 400 dollars out of her wallet. The caller stated that his sister already done the process and filed a complaint. The result was that the cameras were not able to see anything from TSA and that they could not see TSA stealing anything. The passenger was escorted in a wheelchair through the airport. When they got to the checkpoint, they put the purse through the metal detector. The passenger saw TSA steal her money out of her purse. The callers sister has a form and needs to submit it to TSA but the caller would like to know why. He does not know who she called or where the complaint was filed. The caller does not know what she filed and who she talked to, but they said they could not see anything on the cameras. The caller said the day this happened was the day TSA was on the News for stealing.

Response:

1014 6:12:2 Asked the caller to provide phone numbers to try to link previous complaint and record

No information was able to be pulled up

Advised the caller that I am unaware of what is on the News and is his sister called TSA I can not locate the record

Advised the caller that if she filed a complaint and has a form, she needs to submit the claim form if she is his mothers representative or have his mother sign the claim form and send it to TSA

To Whom It May Concern:

The following description concerns an incident which happened today (1 2 14) at SEA at approximately 5:30 a.m. when I went through screening as a Pre Check passenger aboard Alaska Airlines Flight 65 from Seattle to Ketchikan:

Upon reaching the pre check line right before going through the metal detector, the TSA officer told me to remove my light jacket. I believed that to be incorrect as the gentleman in front of me was not asked to do so. I complied as that is my nature. When told to remove my shoes, I objected and the matter was dropped.

There was a bottle of purified water in my backpack and the TSA officer told me to dump it ; I replied that I had a medical necessity which required me to have that bottle of water with me. He raised his voice and told me to dump it and buy one on the other side . I again stated that I have always done this and TSA officers take it and check it, and then return it to me. He raised his voice yet again and told me to dump it or pour out the water and fill it at the fountain on the other side if purchasing a bottle was a problem for me.

Feeling embarrassed and humiliated beyond belief, I threw the water away and proceeded through the metal detector.

I requested to see a TSA Supervisor and (b)(6) (I believe that is his name. When I requested a complaint card with his name on it, (b)(6) ignored my request and I had to look for his name and later write it down.)

1014 10:16:5 When I explained to (b)(6) that I believed the screening officer acted inappropriately towards me (b)(6) asked me what medical condition I had that required me to have a bottle of water with me at all times. I informed him that his questioning of my medical condition was inappropriate. His response was that having water with me was a prohibited item.

(b)(6) called over another TSA Supervisor (name not visible) and asked him about the water. That Supervisor contradicted what (b)(6) had just told me and stated that I should have been allowed to have the water with me and that I should not have been treated in such a humiliating fashion. When asked to locate the TSA Officer who had screened me, I could not locate him. His general description which I provided was a tall and thin bearded man.

Throughout the verbal exchange (b)(6) repeatedly touched me and I told him that such physical contact was inappropriate. He responded that he was just a friendly person .

My traveling companion had caught up with me by this point and (b)(6) asked her point blank what our relationship was. She was not involved in this incident at all and I found (b)(6) question to her to be inappropriate and informed him so.

What is the point of being a TSA Pre Check passenger when I am humiliated in front of other passengers for no reason, especially when the TSA officers involved are wrong? Rarely have I felt so discriminated against as a senior female with a medical necessity and a member of the traveling public. Needless to say, I will rearrange my travel plans in the future to avoid flying in or out of the Seattle Tacoma International Airport as this was a horribly humiliating and disturbing experience.

Sincerely,

(b)(6)

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Alcoa (b)(6)

Zipcode: 46680

014 10:16:5

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

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CONTACT INFORMATION

Full Name (b)(6)

Email Address: (b)(6) Phone Number (b)(6)

Address: Po Box (b)(6) Ga 30344

Zipcode:

10/14 2:09:0

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? No

Nationality? No

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

Los Angeles International Airport

What was the date and approximate time of the incident?

States he flies every month domestically.

Caller said he was provided 2 phone #s to contact and asked if the precheck process is the same?

Response:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

1014 3:14:5

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may apply by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport)

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders. Advised if an alarm sounds from the WTMD or an anomaly shows going through AIT will be required to have a pat-down to complete screening.

Provided TRIP form and information via email.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Oakland CA 94611
Zipcode:

1014 4:08:3

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Bob Hope Airport

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely, (b)(6)

(b)(6)

014 3:17:

HYPERLINK (b)(6)

HYPERLINK (b)(6)

HYPERLINK (b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

So you send a email back I cannot respond too! No wonder service is unacceptable you will not allow responses!

Very unacceptable response pass it up food chain! 4 times this has happened in Sea Tac Alaska terminal! TSA agent attitude was not helpful. The other three times they were at least polite about it!

(b)(6)

Sincerely, (b)(6)

(b)(6)

2014 3:17:4

HYPERLINK (b)(6)

HYPERLINK (b)(6)

HYPERLINK (b)(6)

The highest compliment you can pay me is to refer a friend or relative.

Please be advised that trading requests, and/or account servicing requests received via email will not be completed. Please contact our office at the number listed above to complete these transactions.

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Remote Client IP: (b)(6)

Date Time: 1/4/2014 10:44:24 PM

Name (b)(6)

Email (b)(6)

2014 9:29:4

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 49 from Mumbai to EWR - United Terminals

Comments: 1.0 At Mumbai Airport we went through standard security at Airport & were in the "secure" area / Lounges

2.0 For United - there was a secondary screening/metal detectors

3.0 After Landing in EWR we go through INS, then wait 30 minutes for Baggage
& put the bags on a conveyor belt for connecting flight to SFO (or wherever the final US destination)

4.0 We are then required to go through TSA security AGAIN - wasting 30 minutes --- WHY ?? This makes absolutely NO SENSE

we have already been screened TWICE and after arriving in EWR get in a TSA line AGAIN - complete waste of Time & waste of resource for TSA unless they have absolutely nothing to Do and are trying to justify their Jobs at EWR.....

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 1/5/2014 5:00:53 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 01/03/2014 7:45 AM Airline & Flight Number : United Airline 759 Checkpoint/Area of Airport : Security Area 3 TSA Employee: (If Known) :

Comment : My husband's cell phone was stolen off the scanner belt at the security checkpoint. It is unacceptable to have such a lack of security of one's belongings when going through security at the airport. A contributing factor was that TSA was trying out a pre-check process at this checkpoint. They did not convey the changes in the security policies to the passengers until right before the metal detector, resulting in more confusion and chaos. One TSA employee (name not known) was particularly rude and unhelpful during the process. We were extremely disappointed and frustrated by our experience with TSA yesterday.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom it May Concern,

My daughter was flying back to Boston today from El Paso Airport. She is a 22 year old college student, as well as a title holder in MA for pageants. For reasons myself and my daughter are unable to comprehend one of your agents harassed her for quite some time, because "He was doing his job," according to him. She was flying by her self, and this was not her first trip as she visits quite frequently. She knows how to travel well, and has never had a problem in the past, but for some reason on today, 1/6/2014 at around the times of 11:20am-1:00pm one of your agents felt it was his duty to harass my daughter. I am well aware that agents must be diligent and careful to ensure the safety of our Airports, however this particular Agent went above and beyond to humiliate my daughter. After two of your, I'm assuming trained staff, checked my daughters identification and had no problem with it a third agent who I will have to describe to you because my daughter was too terrified to ask for his name, proceeded to ask for her ID. He called her aside while she was waiting in line to go through the detectors. She complied and gave her ID, but your agent was not satisfied with all of her correct responses, after questioning her 3 different times about her information on the ID. My daughter is young and enjoys changing her hair color, and she explained this to him because he questioned her about her hair. She even offered to show him her school ID so he could compare pictures, but because it was his motivation to embarrass her instead of seeking the truth of his questions, he refused to look at it. He joked that she had dyed it blonde which quite frankly I don't think is any of his business. He held her there for much longer than necessary, and almost made her miss her flight. Another agent came up and even told this agent to let her go and "Quit giving her a hard time," that she was going to be late, and your agent cussed at another agent in front of my daughter. Is this the kind of professionalism you instill in your staff? This agents said that he didn't care if he made her late that he had to do his job. Was it his job to drill her about her hair style, or keep her late for no reason what so ever? Mind you this is before she even got to go through the official security screening where you walk through the metal detectors. This man was not doing his job. He was taking up my daughters time, because he was preying on the fact that my daughter is young, beautiful, and traveling alone. Your agency is there to make people feel safe, and not feel uncomfortable and sexually harass people. My daughter felt violated and called crying. Please resolve these issues. I will now describe this Agent, and the times that he worked so that he can be reprimanded, and given education on Sexual Harassment. The agent worked Monday the 6th, at around 11:00am-1:00pm in the El Paso Airport. He is about 5'3-5'5 heavy set, white male, has a goatee, with a buzz hair cut. This is how my daughter described him.

I would like to close with this. I never have written a letter of complaint, and am not asking for anything but that you see to it that your staff does not abuse their power. People trust you guys to keep us safe, and its very sad that some of your agents would use this power to harass a pretty girl flying alone. I really do hope that this does not fall on deaf ears. Thank you for taking the time to read this email.

Very Disgruntled Parent,

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/6/2014 7:17:53 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : PHX is a rather confusing airport and rather laid out. Upon approaching the TSA agent, they definitely muttered something under their breaths. I approached the agent and both him and his partner asked for my hands for either finger printing or a new security measure. I asked questions and they were rather rude and trying to be imitating. Then when I get to the agent who tells you to go through the metal detector, he assumes that I know that I am not suppose to take off my shoes. I asked to I take off my shoes and he responses rudely, no! Each airport is different and clearly each one has its own protocol, but being intimidating and rude, gets no one anywhere. Scare tactics may seem fit, but I don't understand why. A TSA agent is like a police officer at an airport, they are the "authority" and if authority instills fear in the people traveling, well then maybe they should be reconsidered for another position or perhaps be terminated. We are all humans, and tempers flare, but repeated issues will not and should not be tolerated.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The callers husband went through security with a gate pass to make sure his minor child made it on the plane and was denied the right to opt out of the AIT at HOU 4:00 p.m Today 01/06/2014. The caller is trying to get pregnant and was wanted to know if this was the new policy that passengers are required to go through AIT. The caller stated if so she is going to have to drive due to several previous pregnancy complications. The callers husband was told that this was a New Executive Order. The caller stated that she will talk to her husband before filing a CSM complaint.

The caller was advised that passengers are allowed to opt out of the AIT and WTMD just not a Patdown. The caller was advised that she can contact us back at the TCC if she decides to file a complaint with the CSM or call the TCC select opt 5 and enter the airport code to get CSM contact information if she prefers to contact them herself.

Some passengers can not go through the AIT due to their medical devices.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 1/7/2014 7:00:24 AM

Airport : RSW - Southwest Florida International Date/Time of Travel : 01/07/2014 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal D

TSA Employee: (If Known) (b)(6) et. al.

Comment : Despite being Precheck I was subjected to an unconstitutional patdown this morning after refusing to go through the unconstitutional naked body scanner. The metal detector was right there, but your personnel refused to allow me to use it. On top of this, even though I was given a yellow card that specifically said "PreCheck - Leave your shoes on." they made me remove my shoes before I was frisked like a criminal suspect.

014 8:40:3

I am copying my congressman, each of my senators and the White House, asking that they withhold funding for TSA until you start showing some respect for the Constitution and the traveling public.

Stop this obscene behavior. Just stop.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good morning,

I am writing on behalf of my daughter who is a Cadet at the United States Coast Guard Academy in New London, CT.

On Sunday, 1/5/2013, my daughter was traveling to the U.S. Coast Guard Academy from Atlanta's Hartsfield-Jackson Airport. She entered the military pre-check line, as she has successfully done on numerous occasions previously, and was told by a TSA employee that she could not utilize the TSA pre-check line for military members because she was a Cadet and not considered "active" military. She was in uniform and had her Coast Guard issued ID with her. She entered the general security line where after about a 10 minute wait she was pulled from the line and instructed by a TSA employee to proceed back to the military pre-check line. She presented her boarding pass and ID to a TSA employee in the military pre-check line and was once again directed to the general security lines. On her second trip through the general security line she removed her uniform jacket, shoes, and cover as expected. Unfortunately, the shirt stays for her uniform activated the metal detector which required that she receive a patdown from a TSA employee.

014 10:15:2

Are Cadets from the U.S. Coast Guard Academy eligible to take advantage of the expedited screening offered to members of the military? If so then are there any requirements other than using her Coast Guard ID number for a Known Traveler Number (KTN) when making flight reservations?

Thank you for your time and consideration regarding this matter.

(b)(6)

Lawrenceville, GA

Feedback Type : Security Issue

Categories : Other

Current Date/Time : 1/7/2014 11:55:15 PM Airport : LAX - Los Angeles International Date/Time of Travel : 01/01/2014 8:00 AM Airline & Flight Number : united Checkpoint/Area of Airport : checkpoint TSA Employee: (If Known) : overall Comment : when we checked in there was no bins to put our items in.. one of the passengers had to squeeze herself past the conveyor belt to get several bins to put our items in. I didn't realize I had 2 large bottles of perfume in my carry-on.. I guess in the rush of returning our car everything was thrown in the carry on bags... the childrens carry-ons had capri sun juices.. 3 of them..there was no staff near where we were.. until you passed the metal detector.. seems as though the staff was preoccupied while we were going through the line.. 2 other female staff was standing near a wall and seem to carry on in a conversation.. for more than 10 minutes.. as I stood in line I watched them and they did not make eye contact with others.. they were looking at each other the whole time.. i apologize about the items.. this was an accident.. but i'm very concerned thinking that they should be more alert. thank you very much..

014 8:18:0

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she was provided a yellow card by the document checker going through security and when she arrived at the checkpoint was told she didn't have to go through normal security. She states she didn't go through security, AIT or WTMD. She said the lady TSO took her arm and around the AIT to where her items were on the conveyor belt. Her personal items went through the x-ray scanning. She states she didn't keep the card, but a TSO told her she didn't have to remove her shoes and she walked her around everything. She was so shocked she didn't have to go through screening, but, someone at security took the yellow card back from her and she is wondering what was on the card?

She flew from Sarasota via CLT to DCA via US Airways. Didn't go through security at CLT because they remained in the secured area of the airport.

5:40 AM departure, Flight #4077, Gate # not available.. small airport, (b)(6) and 72A Area is on her boarding pass. Stated the ticket agent printed for her after the Friday flight was cancelled and rescheduled for Monday.

014 8:32:0

Caller thinks it was strange that she didn't go through security and said there were very few people at the airport at that time of day going through security.

She was traveling with another passenger. (b)(6) and she had to go through security as normal. She didn't get one of the yellow cards.

Response:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even babies must be individually screened.

Explained to caller information would be provided to the CSM at SRQ.

Advised caller we no longer use wands and questioned her regarding the screening and she insists she didn't go through the WTMD or AIT.

One of her grandsons takes medication. He took it around 6. The TSO put a gel on her two grandsons hands. The TSO said that this is the third one this morning. This is her 20 year old grandson. They took him from station to station and he was patted down including his genitals. The man who patted him down was about 6 feet and wore glasses. She said that he felt like he was raped. She said that they never should have been touched and they should have been warned in advance that taking medication could cause this. She wants to know if it was the medication that caused this to happen.

Airport:Fort Lauderdale

Airline:Airtran

Flight Number:7417

Date and Time:January 4th at 8:30 am

Terminal or Gate:B6

Name of Person involved:(b)(6)

I apologized to the caller that she was unhappy with her experience and told her that all passengers have to be screened. Even babies to the elderly must be individually screened. It could be by the AIT or the Walk Through Metal Detector a patdown or ETD. Sometimes passengers are selected at random for additional screening and there are many reasons that can result in additional screening such as alarms of the WTMD or Anomalies of the AIT. TSO's are trained in the proper manner to screen passengers.

014 3:09:0

I told her that there are many items that can cause the ETD to test positive. Since I am not at the airport I cannot provide information about her grandsons screening specifically.

I told her I could forward this to a CSM for review.

She was not happy with the answers I gave her and asked for a supervisor.

(b)(6) notes:

Caller said that she is trying to find out exactly how what happened to her grandsons happened. One of them was detained. She is her grandsons legal guardian, and she said that his description was that he was raped and violated. She wants to know how it could have been avoided. She thinks that they don't do anything wrong, they don't have any guns, he doesn't use lotion. She wants to know what the gel was that they put on his hands. Her grandson didn't want his genitals touched. It terrified her. She said that because the agents there told her that it was possibly his medication, that means that she should call his pharmacist and find out if there are any explosives in his medication.

ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals.

You also expressed concerns regarding the ETD swabs you received. Please note that any alarm generated by the ETD screening process requires the passenger to undergo additional screening. There are several items that contain the same chemicals that are associated with explosives, and collection of these types of particles will result in an ETD alarm.

I told her that since we aren't at the airport, she can contact the CSM directly and provided her with the number.

Name:(b)(6)

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I told her that since we aren't at the airport, she can contact the CSM directly and provided her with the number.

Name (b)(6)

Caller has a complaint. Caller stated he is a disabled Vet and has PTSD, the DOD who we get our marching orders from keep track of him, he thinks. TSA picks people at random and they check you for gun shot residue, if he were really just picked at random he would not have a problem. He is chosen every single time for extra screening at the checkpoint. They will never let him go through the regular WTMD. He has to go through the AIT every single time he goes through screening. Caller stated the officer told him that the Southwest Airlines boarding pass said he was picked at random to go through additional screening the last time flew. He has metal shrapnel inside of his body.

'014 3:43:5
Advised caller it seems to me like he was just going through the normal screening each time he flies. The caller seemed to think that the AIT was the additional screening. Told him if he were getting additional screening that would mean he would be screened by the AIT and then selected to get a thorough patdown and further additional screening every single time he flies. Since he does have metal shrapnel in his body it is a good thing he has been going through the AIT because the WTMD does penetrate the body and would be able to detect the metal in his body which means it would probably alarm and he would have to go through the thorough patdown procedure. Told caller that passengers with metal in their bodies should go through the AIT because it does not penetrate the body, it looks for anomalies on the outside of the body and can detect other materials rather than just metal. Explained to caller that the way I am understanding him is that he was only randomly selected for additional screening once and the other times he has flown he only received the AIT screening and the explosive trace detection which is the typical screening process. Explained to caller that if he feels that he is on a watch list, being denied boarding or receiving additional screening every time he flies he can apply for Redress. However, they are not pinpointing him as a person, the officers are required to do what the system tells them to. If they scan his boarding pass and it randomly selects him for additional screening they are required to follow through with additional screening.

I have not heard back.....

(b)(6)
cell

On Thursday, December 12, 2013 3:46 PM, (b)(6) wrote:

1014 8:27:0 I am writing to you to find out why the scanners weren't running at 5pm on 12/7/13. I have a total knee replacement, metal in my wrist and ankle. I went through the metal detector and of course it went off. An elderly agent with salt and pepper man haircut style took me over to the side. She did not wand me with the hand held detector, but proceeded to touch me inappropriately. I have been through the hand search before and this time was WAY different. I was facing out and my mom was in a wheel chair, we could see each other. The agent went all over my breasts and then between my legs she had her hand palm facing out and rubbed between my legs, my private part - in-out-in-out-in out. Mom saw the color leave my face and I was about to scream at the agent and mom made the signal with fingers over your lips to indicate zipper your mouth. I was in shock. Then the agent had me turn around and did the same thing between my legs again, at the top of my private parts and stroked again -in-out-in-out-in out. Thankfully, I had leggings on under my dress. What if I had been wearing a thong? This agent needs retraining. I am shocked and dismayed at the treatment I received, especially since we have those expensive scanners. I asked the agents why they weren't running and I got several different answers "we're not busy" "no one on duty knows how to operate them" and my favorite "we're overstaffed". So I get ABUSED because the agents are trying to prove their value?

(b)(6)
cell

The Pre-Check line East Checkpoint Lane 16 has problems.

As a business traveler I fly every week and I use this checkpoint every week. Since last Oct-Nov I've noticed that when I walk through the metal detector I trigger an alarm. The agents usually guess what's wrong: it's my shoes or coat or belt or change yet I have no problems in other airport TSA PreChecks. Since October 2013 I've traveled through Pittsburgh, Washington DC, Baltimore, Newark, New York (LGA), Oakland and Providence. I know there is something wrong because I wear the same shoes, belt & coat when traveling through these airports. Why only the alarms in Orlando?

This lane is supposed to expedite boarding however it's slowing things down. I've notice that more and more non-frequent flyers are allowed into this lane and these are the people who still don't know we can't bring liquids on the plane! Why are these knuckleheads allowed in Pre-check while the true business travelers get hassled?

1014 2:22:4 I've complained several times to the TSA officers here but since they don't travel they don't have an understanding of how other airports function. Now I'm going to complain to you. Please take a look at this operation. It's a problem.

Thank you
(b)(6)
Orlando, FL
(b)(6)

PS the officer I spoke with today is (b)(6) (very helpful). I've also spoken to supervisors (b)(6) and (b)(6) on previous occasions.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 1/9/2014 6:57:29 PM

Airport : DEN - Denver International

Date/Time of Travel : 12/28/2013 10:00 AM Airline & Flight Number : UAL 3445 Checkpoint/Area of Airport : Main level TSA Employee: (If Known) :

1014 8:05:0 Comment : Why must a precheck eligible passenger go through the metal detector and then undergo a pat down? I have artificial knees and find the full body scanner much less invasive, less time consuming, and much more convenient. Would it be possible for me to leave my bags on the belt by the metal detector and take myself and my shoes to the scanner?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items; Lost and Found Current Date/Time : 1/9/2014 8:55:50 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/30/2013 6:30 PM Airline & Flight Number : Delta 6294 Checkpoint/Area of Airport : Terminal C or D, first security checkpoint before you get to the gates TSA Employee: (If Known) :

Comment : I was returning to Charleston, SC after visiting my parents in NY for the holidays and was traveling with Christmas gifts, specifically a card with money in it in my purse. After passing through the metal detector, I was pulled to the side to be checked further by a TSA agent, with my back turned to my bags. After the TSA agent was finished patting me down I collected my items and headed to my gate. As I sat down at the gate, I checked my luggage to make sure I had my items and realized the card was missing from my purse. I had my parents check the house and cars in NY and when I got home I went through all of my luggage and could not find the card with my Christmas money in it. I was just wondering if there was a lost and found, perhaps I dropped it and a good samaritan returned it? As I said before, my back was turned to my bags at the security check point, I would like to think someone would not take it. I just wanted to bring this to the TSA's attention and if, for some reason, someone did find the card (addressed to "(b)(6)") that would be great!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Address: Espanha

Zipcode: 14500000

Phone Number: (b)(6)

2014 2:17:4 Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 20147

2014 2:17:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Sudan

Zipcode: 0794

2014 6 06:1

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 1/12/2014 2:57:04 PM

Name: (b)(6)

Email: (b)(6)

2014 3:43:1

Complaints: Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): DI3416 Austin to Detroit

Comments: A concern over prechecks.

I have prechecks status and, at the Austin airport mentioned that I have a knee replacement and needed to use the scanner rather than metal detector. I was told to keep my shoes on, go through the metal detector, and there would be no problem. When I did so, I was criticized for going through the metal detector, given the most invasive pat down I have ever had (I have had probably more than 100) told to then take my shoes off, and before I could put my stuff together, to move to benches with my two plastic containers, a backpack and carry on luggage. I fly a bit, and this was by far the most contrary, both in behavior and instructions, group I have ever faced.

This is the only time I have ever complained, and don't expect to do so again . . . but an offensive pat down, and inability to put on shoes and belt before moving, is troubling.

Chicago Midway Airport is the only one that does not have body scanners for all security checkpoints, or one to share. The TSA pre-check line does not have one at all. I was directed to the TSA pre-check line, but when I wound my way to the checkpoint I saw there was no body scanner. I motioned to the officer at the metal detector that I have a pacemaker/defibrillator. The attitude that I received from the officer (throwing her hands in the air & asking why I was in that line then) was embarrassing, to say the least. I then had to hold up the line & go through the usual process, then wait 15 min to have a female assist for pat-down.

There are many frequent flyers that have pacemakers or other devices that prevent them from going through the metal detectors. I find it hard to believe that as busy as Midway is, that body scanners are not a priority for them.

Last year I stopped at the supervisor's desk and asked if there would be more body scanners in the future & was told "If you need a body scanner, go through the regular line."

2014 5:09:2

Every Monday & Friday I fly in/out of Midway. The number of TSA agents that I observe talking about their plans for the weekend is astounding. None of the other airports have the attitudes or the wasting of time that Midway has.

Perhaps if the number of agents was decreased the airport to purchase more body scanner.

Please respond to (b)(6)

Thank you.

Disability Description: Caller had a knee replacement last January.

Information Request: He tries to use the x-ray but when there is not one he uses the metal detector and wants to know how to avoid a patdown. He was in the armed forces and wants to know if he would have to have a patdown because of this and because he has a medical condition. He asked if a doctor note would help.

He thinks it is ridiculous that he has to have a patdown because he has a medical condition and he is going to write to the director about this.

He said that some airports do not have AIT s. Is he resigned to have patdowns the rest of his life.

Response Details: I told him that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

2014 10:19:

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available. Allow ample time.

Yes you will have a patdown every time if there are alarms of the metal detector or anomalies of the AIT and it does not matter who you are. All alarms have to be cleared.

You may bring medical documentation to inform a TSO about the metal implants but it does not exempt you from screening.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Caller did not want email.

Feedback Type : Compliment

Categories : Professionalism/Customer Service Current Date/Time : 1/13/2014 10:08:45 AM Airport : SFO - San Francisco International Date/Time of Travel : 01/13/2014 6:45 AM Airline & Flight Number : UA5654 Checkpoint/Area of Airport :

Terminal 3 united security check point for gates 60-90 TSA Employee: (If Known) : The three agents operating the full body scanner area and the agent operating the pre??metal detector Comment : I was in the full body scanner line. The man overseeing people putting their bags on the belt made multiple announcements about not taking water or wearing belts. He said nothing about shoes and the woman before me did not take hers off. I did not take mine off. When I went through the scanner someone shouted "shoes!" And the man on the other side of the FBS was extremely unprofessional. Instead of politely asking me to go back and take off my shoes, he condescendingly asked if I was 12. When I replied "no," he asked if I was over 75 in a very obnoxious manner. I went back to take off my shoes while the woman running the metal detector in the pre check line asked what had happened and she laughed. This behavior is completely unprofessional and demeaning. I finished going through the check point at 6:47am.

2014 12:10:

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am a 64 year old white male. I have had bilateral knee replacements . and walk with difficulty because of that. I have obvious, big scars on both knees, as evidence of those surgeries.

On 12 January 2014, I was flying from Burbank, CA to San Francisco, CA on UA 6410. leaving at 6:23 PM.

I went through security at approximately 5 PM.

As you can see in the attached pictures, I was wearing a very thin shirt, and no jacket.

When I went through the metal detector, because the metal in my knees, I set off the alarm.

as usual. I specifically dress with pants and shirt which are thin and have absolutely no metal.

2014 2:12:2 I had completely emptied everything into a bin, as always. I was carrying nothing.

Because of the alarm, I was told I needed to have a "pat down." I have had these before, and

I know how they are supposed to be done.

This time, the pat down, done by the person you can see at his desk in the attached pictures,

was obnoxious, intrusive, excessive and humiliating.

The TSA agent did not pat me down. Rather, he pawed me all over, from top to bottom, front to

back, and side to side. You can see my thin shirt collar in the pictures. Any moron can see that it would

be impossible to hide anything there. The TSA agent ran his gloved hands all through my collar, pinching

it and rubbing it to see if there could have been some dangerous weapon there. It was completely idiotic.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 1/13/2014 3:24:48 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 01/11/2014 8:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 5 TSA Security TSA Employee: (If Known) : Officer (b)(6) Comment : Officer (b)(6) was extremely unprofessional as my family and I went through the Chicago O'Hare TSA Security checkpoint.

We went through the metal detector, because we were traveling with an infant. The detector beeped when I went through, so I was told I would need a pat down. I went through the detector and waited for Officer (b)(6) to conduct the pat down. Before doing so, she yelled at the gentleman who let me through the detector without her specific approval. She proceeded to yell at him loudly and unprofessionally making no effort to pull him aside to discuss her concern. In addition, she told him that he looked "dumb" for not making me wait for her go ahead.

2014 4:25:3 When she conducted the pat down, she was extremely abrasive toward me. She asked if I wanted a private screening, to which I responded, no, I was in a hurry. She then yelled at me and told me that didn't matter, I should have arrived earlier and she could drag him out so I wouldn't be going anywhere. At no time was I rude to her, I simply wanted to move the screening along, so I could rejoin my husband, our infant and our many bags, car seat, stroller, etc at the checkpoint.

I would not normally take the time to write regarding something like this, but this Officer's demeaned when speaking to her colleague and me was so surprising and seemed unnecessary.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Information Request: The caller requested information regarding the external medical line.

Response Details: Advised Caller:

Passengers who have medical devices attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities.

If the device can be safely screened by AIT, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

2014 5 27:4 The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to e-mail this information to the caller, and she accepted.

I just went through screening at MSP. I was pre check but chose to go through the Diamond line because the line was much shorter. I took off my winter jacket along with my shoes. I went to walk through the metal detector and was told to take off my sweater. I explained it was a sweater and the security agent told me it was outer wear. I pointed out it was not outer wear and I only had a camisole on underneath. He wouldn't allow me through and forced me to take off my sweater. I was MORTIFIED!! I had people in back of me who I know and are in my industry. I have never felt so self conscious in my life. I quickly put on my winter jacket until my sweater came through the screen. I cannot begin to tell you how AWFUL this was. My swimsuit covers up more of me. I made a complaint to officer (b)(6). She was nice and said she would talk to him. However I am still quite shaken and am not satisfied. When I told him three times I wasn't comfortable taking off my sweater he refused to listen and simply said I don't want to get in trouble. This is not ok. It was not an ok way to handle this. This was the preferred traveler lane. I travel weekly and I have never experienced such a awful experience. I would like to file a formal claim. I was humiliated. I am still shaking. I am not okay with an apology from TSA. Something more must be done. I want an apology letter from the agent who was responsible and I need him to understand what he did and how he handled this was wrong. Completely unacceptably wrong. I want to know he will NEVER do this to another traveler again.

I will look forward to hearing back.

2014 10:11:

(b)(6)

Delta Diamond Member

Sent from my iPad

~~PRIVILEGE AND CONFIDENTIALITY NOTICE: The information contained in this message is confidential and may be legally privileged. The message is intended solely for the addressee(s). If you are not the intended recipient, you are hereby notified that any use, dissemination, or reproduction is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact the sender by return e-mail and delete all copies of the original message.~~

Callers husband and the caller both get PreCheck. Callers spouse has had neck, hip and back surgery. Callers husband has a metal hip and he is always stopped. Caller asked if he can get around some of the screening. Caller said he is always getting patted down and also having his cane xrayed. Caller said her husband has a scar down the length of his back. Caller said they are good citizens and caller said it is an ordeal for he spouse going through the screening. Caller is complaining that her husband is a good person and she feels like there should be a special screening for good people. Caller said he is a successful businessman and they come from a good family. Someone told her about Global Entry and she thought that might help. Caller said he has balance problems and has trouble removing his shoes. Caller said her spouse is a proud person and does not admit to any disabilities.

Specifically, you were concerned about screening for passengers who have metal implants. If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Patdowns are one important tool to help TSA detect hidden and dangerous items, such as explosives. Passengers should continue to expect an unpredictable mix of security layers that include explosives trace detection, advanced imaging technology, and canine teams, among others. Transportation Security Officers will conduct different patdown procedures to resolve different types of anomalies. During the assessment, officers will use revised patdown procedures in all instances to resolve anomalies.

:014 11:31:

I told the caller that if her husband has trouble taking off his shoes due to balance problems, he should make TSA aware of these problems and they will try to work with him to screen him without removing his shoes. I told her it is possible he may still have to remove his shoes.

I advised he can request assistance from TSA Cares 72 hours before a flight.

I advised she could file a complaint if she feels like her husband is being discriminated against because of his disability.

I told her that her husband can request to speak to a supervisor or PSS if he has questions about his screening.

I told the caller that everyone must be screened even if they are a trusted traveler. I explained to the caller the TSA PreCheck is designed to make the screening easier for someone to get through the checkpoint. I explained the cane has to be screened to make sure nothing is hidden inside the cane.

I told the caller since her husband already has PreCheck he does not need to enroll in Global Entry, caller said he is not traveling overseas at this time.

Caller is flying from PIT. She has an insulin pump. The first time she flew with it two years ago, she had a doctor's note, the bomb squad was called and they almost missed their flight even though they arrived 3 hours prior to the flight time. The pump cannot go through the xray. Since that incident she has not mentioned the pump during screening and it has gone through the machines. She said she does not feel as though her very expensive device should have to go through the machine.

I told her she does not have to send the device through the machine. If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

:014 12:05:

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

She asked if she can bring a gel pack for her insulin. Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint. I told her to separate and declare her diabetic supplies, making sure the syringes are with the insulin.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Delaine d Etcheverry HYPERLINK (b)(6)

11 17 13

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to TSA-ContactCen.

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This is the letter that I have sent to TSA multiple times which has gone unresponded. DOJ insists that my complaint that the L3 machine returns 100% false positivies for people with disabilities is a TSA issue, and they will not do anything further to assist with those of us who live in less than perfect bodies.

I have sent his letter several times since 2013 with no response at all. I have contacted my senator and my congressional representative and I am not alone in my vehement response to the continued harassment and bullying of TSA agents agains those of us who live in less-than perfect bodies who only want to fly to see our loved ones.

I have been threatened with retaliatory behaviors from TSA customer service person, and I have no response from TSA regarding my fear of flying through SMF as SMF is the only airport in American Airspace that has tortured me.

i would like some response for this concern. as it has been going to you on a reguar basis for several months now.

2014 8 34:2 As to the reason for my e-mail, on October 24, 2013, I e-mailed the attached information to you. I got what I think is an acknowledgement about it, but I cannot be certain. It is now November 17, and I do not have a response that is helpful to me. Is it possible for you to find out what is going on with respect to this? I have expanded my no-flight tolerance to 8 hours from 5 (in other words, because of TSA s history of brutalizing me every single time I fly out of SMF, I avoid flight when I can reach my destination within 8 hours of either train, boat, bus or car. It does not matter that it is more expensive or more dangerous, it s completely dangerous for me to fly as long as the threats and promises of continued torture and brutality at SMF remain real and unresolved.

I am copying the former e-mail below. Please let me know when I will get some resolution.

Thank you

(b)(6)

Four times for four flights out of SMF, I have been hurt from the levels of discomfort through the level of torturous maiming requiring additional surgery at my destination in Seattle. I have made the decision never again to allow a TSA agent to touch me. I do not have to bleed or hurt to fly!

So I have information that is conflicting. The L3 machines (according to the report presented to the German Parliament a few years ago) returns 100% false positives for people with disabilities. I have filed a 504 complaint with the department of Justice for this, but have no resolution of this even though it is months old. I have decided that I will never again go through that machine because it has caused me pain four flights for four flights out of SMF and no where else in American Air Space have I had to suffer such physical horror nor dehumanizing experiences. It tells me that the machine in Sacramento is broken, but they insist that it is not. I may be somewhat egotistical, but I think that I, as a human being, have rank over any machine. Caller said Monday she went through the checkpoint and the TSA agent gave her ticket back but she did not get her receipts for her luggage and her dog back to her. She said they took a picture of her license and ticket and she asked why they kept everything. She said this was at Washington Dulles Airport and she said they did not say anything to her. She said she did not sign up for anything but she is a frequent flyer but does not use just one airline. She said she was with American Airlines on this flight and got the precheck lane. She said in the past she went through the precheck lane and they never did it before. She asked for a TSA phone # at the airport or an office to call and she said she already read the policy below. She declined her phone #.

Response:TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

2014 1:30:(Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Per supervisor (b)(6) advised her to call back and press option 5 for the airport.

Hello. My name is (b)(6) I had an issue today at your TSA post in Ft Lauderdale terminal 2 post today.

Just for the record I am a TSAPre checked person with a GOES card, but the person I was traveling with didn't have TSAPre so I stood in the normal line with him to wait but now I know I shouldn't have because of this story.

I just had knee surgery on Friday Jan 3rd and have a knee brace on and shouldn't be in a standing position very long. I let the gentleman know that I wanted to opt out and have a pat down. I travel every week and have personal health issues, concerning the body scanners. I have been through the opt out pat down many times.

It was busy, as always at TSA, and the guy told me to stand aside. unfortunately he never called for a opt out male assist. I mentioned to him again that I shouldn't be standing for long with my knee. he didn't do anything and kept putting people through the scanner. finally I raised my voice and called through the body scanner to the people on the other side that I need someone to help me because I was an opt out. About 7 crew members passed through the metal detector and so did 2 moms with children, all the while I'm waiting for my assist.

Finally, almost 10min later he turned around and asked for an assist again and I just said screw it and said I'll do the stupid body scanner. of course then they have to swipe my knee brace and make me wait even longer for the swipe machine to clear my leg brace as well. I told the next TSA guy I need to speak to a manager. it took 5 more min to have him come speak with me.

I told him the entire story and he said he has a new schedule he is trying to work out here and hes sorry. I pointed out the fact that I have just had surgery and have a brace and I shouldn't be standing long and that his crew just wasted 30 min of my time waiting to pass, he said hes sorry and walked away.

That TSA checkpoint was the biggest joke of a TSA checkpoint as I've ever seen. You may want to look into the workings of how it all runs there, and check on your manager.

I travel for work and I know that I'm at the mercy of the TSA, and I understand why people call it Thousands Standing Around. It irks me to no end that the TSA agents are rude. If they cant handle working with people they shouldn't be working there at all.

(b)(6)

Being a frequent traveler and former Pan Am flight attendant, I frequently choose to not go through the newer xray type equipment. Consequently, I was asked to have a pat-down. While I was waiting, several mothers with babies and grade school age children did not go through that device either but through the older single metal detector frame with their child. In my view, this is a dangerous policy, in that, to my knowledge, anyone intent upon an act of terrorism could take advantage of this preferential treatment to mothers. As an American citizen, I definitely felt discriminated against, which is a very sad state of affairs in our United States of America.

I certainly hope you rectify this policy.

2014 9:00:2 Thank you.

(b)(6)

Sent from my iPad

The caller said he had surgery on left knee and he has a card stating he has a prosthetic knee. The caller stated he goes through the metal detector and he always has to receive a pat-down and he is always tested for drugs. The caller wanted to know how to keep this from happening.

2014 1:14:4

I told the caller if he goes through a metal detector and an alarm sounds he is required to have a pat-down. I told the caller he may be swabbed and tested for explosives using a ETD sampling. I told the caller he can also be randomly selected for a pat-down. I told the caller even if he tells the officers he has the implant or if he has a card he would still have to be screened.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) MA 06728
Zipcode:

!014 10:11:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Caller and his wife both went to the GE and getting trusted traveler number and his wife was selected for the precheck and she has a hip replacement and had to go through the whole process. At Dulles and made her get out of the precheck line and go through the general line. He said someone should have told them that before he spent the money to be a trusted traveler for the precheck.

!014 10:21:

Told caller that I was not able to tell him that she would not have to have the additional screening because if she has an alarm they have to resolve that by doing a patdown. Also told caller that we do advise that they don't go through the metal detector and to inform the TSO that she has the metal implant before screening. But I still am not able to tell him that she would be able to go through screening without it alarming and having that additional screening. Also told caller that we do try and track trends to spot areas of concern that may require special attention.

(b)(6)
New York, New York 10032

January 17th 2014

Federal Security Director
8303 West Southern Avenue
Indianapolis, IN 46241

Dear Sir or Madam:

2014 12:10: This letter is in regards to my experience with your Transportation Security Administration (TSA) while traveling from Indianapolis International Airport to La Guardia Airport in New York. I have been traveling around the world for the last 35 years and in that time, I have never experienced such unprofessionalism and down right rudeness from TSA workers and after much thought I feel as though this needs to be addressed in detail.

After being grounded in Indianapolis for three days because of the cancelled flights due to the midwestern blizzard, I was able to book a seat on South West Airlines flight # 3929 to St. Louis and then connecting flight 189 to La Guardia. On the morning of January 8th, 2014 at approximately 7:20, I presented my New York State issued driver's license to the Skycap, checked my luggage, printed my boarding pass and entered the TSA screening line for terminals A through B with no problems.

I was waiting patiently in line, when TSA worker (b)(6) singled me out and said "Step down, I'll take you over here."

I approached (b)(6) and presented her with not only my driver's license but also both boarding passes and my luggage claim stickers. She took my documents, looked at them and said to me "New York, huh?" Then she looked at my license, my documents, then at me, then back at the license then back at me. I didn't think anything was odd about her behavior until she repeated those actions eight or nine times. Then she said to me, "You should smile."

Puzzled by her statement, I complied and then asked her why. She looked down at my documents, then looked me up and down and said "You don't look like the person in this picture," and then went back to investigating my license. Three ago I received an artificial knee to replace my knee that was severely damaged from a gunshot while on duty in local law enforcement. It now triggers an alarm in all the walkthrough metal detectors. I have had TSA precheck that last few flights but have to then remove all the usual things and then submit to a pat down. There were no readily available advanced scanner present. Really have a problem with the pat down every time I fly given my retirement from law enforcement and over thirty years of security consulting and teaching including for almost every Federal Agency and was an instructor at FLETC for seven years.

2014 9:27: I believe the pre check has been a good first step but there needs to be more to pre-screen more passengers. There are many who have similar backgrounds as mine and have implants resulting from their former service who are forced to undergo a pat down which is insulting. My last pat down, at LAX, was not only insulting but infuriating by the attitude and actions of the screener. I am seriously considering scrapping any thought to continue flying which means full retirement from my security consulting including all government agencies. I turned down two request last week to help with security issues because it require air travel and I am not ready to face any more pat downs.

(b)(6)

Arlington, VA

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/18/2014 1:48:03 AM Airport : MEM - Memphis International Date/Time of Travel : 01/17/2014 10:15 AM Airline & Flight Number : United Airlines 4537 Checkpoint/Area of Airport : TSA Checkpoint for the C Concourse TSA Employee: (If Known) (b)(6) Comment : On January 17th around 10:20 a.m. FA (b)(6) proceeded to MEM TSA screening with his crew; CA (b)(6) and FO (b)(6) Upon passing ID inspection FA (b)(6) placed his items on the X-RAY belt. He then proceeded to the metal detector. FA (b)(6) was stopped by TSA STSO (b)(6) who placed the orange cone in the middle of the metal detector blocking FA (b)(6) entry. TSA (b)(6) stated to FA (b)(6) "You are not in uniform. You have no right to enter the metal detector".

FA (b)(6) said to TSA (b)(6) "Are you joking, I have been wearing these dirty clothes the last 3 days. I wear this uniform everyday. Is this a joke?" TSA (b)(6) told FA (b)(6) "Take your belt off, you are going through the body scanner"; FA (b)(6) said "Why do you think this is not my uniform?" TSA (b)(6) repeated "you are not in uniform, take your belt off, you are going through the body scanner";

FA (b)(6) said "No sir, I'm an active FA on a working trip. I am not required to go through the body scanner"; FA (b)(6) began saying to his pilots who had been through the metal detector "Guys, this TSA guy claims I am not in uniform and he is not letting me pass. Can someone tell him, I am?" TSA (b)(6) interrupted FA (b)(6) to repeat "You are not in uniform. You need to take your belt off and go through the body scanner";

The female TSA agent working the bag X-ray machine said to FA (b)(6) "take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner";

2014 9:40: FA (b)(6) said "Sir I am not, you are holding up my flight"; TSA (b)(6) said to FA (b)(6) "You are holding your flight up. You are not in uniform"; CA (b)(6) said to FA (b)(6) "They have known crew member in the other terminal go there." TSA (b)(6) then said to FA (b)(6) aggressively with a raised voice, "You have two choices the body scanner or submit to and aggressive pat down"; The TSA female agent on the bag scanner said to FA (b)(6) again "Take your belt off. If he said you aren't in uniform, he has every right to make you go through the body scanner";

FA (b)(6) said to both agents, "I'm not going through your body scanner, I get enough radiation on the airplane working 18 to 20 days a month. I will take your pat down and trust me I will be reporting all of you";

FA (b)(6) took off his belt so it could proceed through the X-ray machine, he then walked through the metal detector, TSA (b)(6) told him to follow him to the pat down area, FA (b)(6) was told to remove everything from his pockets including his work ID, stand on the black matt and look at TSA (b)(6) while he gave FA (b)(6) directions as to what would happen in the pat down.

The pat down took about 2 to 3 minutes, revisiting FA (b)(6) waist, inner thighs, buttock multiple times by TSA (b)(6) Proceeding the pat down TSA (b)(6) swiped his gloves with bomb swab and proceeded to preform a bomb evidence test. After the test came out negative TSA (b)(6) informed FA (b)(6) he was free to go.

For the record FA (b)(6) was wearing the Continental French Blue long sleeve shirt, the baby blue "new" United Express Necktie and the ExpressJet company issued pants and Continental Black Belt (that doesn't set off metal detectors). This is an approved uniform.

Would you like a response? : True

Query:

Caller is wanting to know why her family is able to get PreCheck, but she is not able to. Caller says that her family hasn't signed up.

Resolution:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre[®]2713™.

2014 11:01:

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre[®]2713™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre[®]2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures. Although TSA's new initiative leverages the current TSA Pre[®]2713™ process, passengers should not expect to be directed to the TSA Pre[®]2713™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program.

Feedback Type : Complaint

Categories : TSA Pre[®]™ ; Professionalism/Customer Service Current Date/Time : 1/18/2014 10:07:22 AM Airport : LAX - Los Angeles International Date/Time of Travel : 01/17/2014 10:15 AM Airline & Flight Number : Delta 1706 Checkpoint/Area of Airport : For Gate 68 TSA Employee: (If Known) : Young woman, petite, blonde Comment : I was in the TSA Pre check lane. At the counter the TSA agent spoke not a word to me even though I greeted her with an hello. She gave no instructions as to what we did or did not need to do in the Pre Check lane. The next agent who was at the line before the machine only told people that if they thought their shoes or anything else might set off the metal detectors they should take them off. EVERYBODY took off their shoes and jackets - who knows what may or may not set off the machine. It was like going through a regular line with the exception of computers and 3-1-1 liquids, which they never mentioned. I just thought TSA should know that a bit

2014 11:13: more training is needed at this checkpoint.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have a Global Entry card and a knee replacement. During recent traveling, I have been told after entering PreCheck that I should go to the regular traveler line because there was not a newer "hands up" screening device available, and I have to have a full body search since my knee sets off the metal detector. So I went to the other line, took off my shoes, etc, when I had paid \$100 to be easily cleared. This

2014 1:26:0

most recently happened in Indianapolis. In JFK I suffered a very invasive full body pat down (I am a 72 year old grandmother.) Does TSA plan to install the newer machines in all airports? Or is there some common sense approach to realize that it is my knee setting things off and there is no reason for the full body pat down? My husband breezes through, then has to wait for me, so it makes our Global Entry seems worthless. We are frequent travelers, both domestic and international. Thank you for your attention to my concerns (b)(6)
Leachman (b)(6)

The caller is not keen on certain TSA procedures. He flies by himself regularly. He usually flies from Buffalo. He went to LAS and he was chosen for precheck but is not signed up in any of the programs. This worried him a bit. He says that he is concerned about his safety because he just basically walked through security and it made him nauseas he was so worried about it. He was flying on Southwest.

I advised the caller that I appreciated him letting me know about the experience at the security screening checkpoint when you were selected to participate in TSA Preu2713™. TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Preu2713™.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Preu2713™ lane for expedited screening.

2014 6:51:0

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Preu2713™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

The caller kept pushing for more information and stating that he is uneasy with this type of security and even went to the point of asking if there was a cut in funding to the TSA. He also asked if there was anyone who could provide more information. I advised the caller that here at the TCC we do not have access to the details of how the secure flight system works or what goes into determining who low risk passengers are. Also that this is security information and even if I did know who could provide it (which we do not) I am not sure if it can be provided to him because it is security information. I told the caller that there are multiple layers to the TSA security program so what happens at the check point is not the only security taking place and there is a lot of behind the scenes security taking place as well.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/19/2014 3:21:50 AM Airport : LAX - Los Angeles International Date/Time of Travel : 01/04/2014 10:45 AM Airline & Flight Number : Delta 2239 Checkpoint/Area of Airport : Checkpoint for Gates 50-59 TSA Employee: (If Known) (b)(6) Comment : To whom it may concern,

I am writing to complain of the treatment I received from TSA Officer (b)(6) at Los Angeles International Airport. On Saturday, January 4th, 2013, at approximately 10:45 am, I was in the security line at LAX for gates 50-59, which are Delta operated. I had placed my laptop in one bin and my purse, shoes, and liquids in a second bin. The TSA officer who was standing on the other side of the metal detector and was directing people to either go through a standard metal detector or the full body scanner made a general announcement the everyone should make sure that their belongings were on the belt of the x-ray machine before stepping forward to be scanned. I was next in line, and after making sure that my bins were on the moving belt (not just the area immediately proceeding it that consists of the metal rolls), I stepped forward. The officer standing behind the metal detector who had made the announcement then said to me, in a very snippy tone "you're not listening to directions," as though he was scolding a five-year-old. I looked over to see that while 90% of my second bin was on the moving belt, 10% had jutted out - which I assume occurred because the officer who was monitoring the x-ray machine had moved the belt backwards after I had placed my belongings on there in order to better examine another item. When I replied that my belongings had been on the belt, his only response was to say "nah nah nah nah"; repeatedly in a bizarre sing-song voice.

As I walked passed him, I noted his name tag. When I saw that it read (b)(6) I was further dismayed because I realized that this was the same officer whom I had previously witnessed being very disrespectful toward the general public.

2014 9:40:0

On February 1, 2013 at approximately 10:13 am, I was again waiting in the security lines at LAX for a Delta flight. On this occasion, Noe was the TSA officer responsible for generally directing people to take out their liquids, remove their shoes, etc. During the announcements, his tone was consistently demeaning, treating everyone in line as though they were of limited intelligence and had to be shouted at three or four times in order to understand. Furthermore, when he was announcing that everything needed to be removed from the pockets prior to entering the body scanner, he then said something to the effect of "if you don't remove it, I'll have to," and snapped his gloves as though to imply that we would be cavity searched if we didn't comply. While I realize that repeating the same instructions day in and day out to people may be frustrating, the other TSA employees I've encountered at LAX manage to do so without being coarse and disrespectful. I noted his name and the time because I intended to submit a complaint but never actually did. I now, of course, regret having not made the complaint given that Noe seems to have a pattern of being dismissive to passengers.

This man should not be working with the public. Furthermore, given the TSA's urging that the public should treat its officers with respect, having an officer who openly disrespects the public undermines that goal. Surely, considering Officer (b)(6) brazen contempt for the public, it would be better for him as well as the TSA and everyone flying out of the Delta terminal, if he was reassigned to a position that involved fewer interactions with the public. With the exception of (b)(6) the TSA staff whom I have encountered at LAX have always been professional and courteous, so I'm sure you wouldn't have a difficult time replacing him with someone better suited to dealing with the general public.

Sincerely,

(b)(6)

Would you like a response? - True

Passenger's Name (b)(6)

Phone Number:

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

In the course of applying for and obtaining Trusted Traveller Status, no one ever mentioned that travellers with joint replacements, regardless of their PreCheck status, have to submit to regular, full security screening, including removing their shoes and piddown, every time, because most PreCheck lines only have metal detectors, not high tech scanners. So after waiting in the Pre line at IAD and MDW, we were offered the options of going to the end of the regular line or enduring a full screening. Had we known this we could have saved \$200.

2014 9:37: (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/19/2014 11:44:19 PM Airport : LAS - McCarran International Date/Time of Travel : 01/19/2014 7:30 AM Airline & Flight Number : Southwest #3203 Checkpoint/Area of Airport : Lane 1, TSA Security line for Gates A, B, C - departures from LAS TSA Employee: (If Known) : (b)(6) Supervisor STSO (b)(6) Witness LTSO (b)(6) Comment : I was in line to go through the full body X-ray machine at the Las Vegas McCarran International Airport. I was wearing long earrings (that were earlier commented on by a Starbucks employee earlier that morning), a short sleeve shirt beneath a runner's jacket (no pockets) and black yoga pants with no pockets. I was wearing an athletic bra and had no metal on my body except for my earrings, a small necklace and a watch, all the same items I had worn on my way out to Las Vegas and approved similarly during travel. Slightly before I approached the imaging machine, a woman arrived in a wheelchair and she entered in the line before me. She had someone to help her both to get the wheelchair close to the machine. standing up and descending to the other side, where (b)(6) helped her descend the slight ramp down from the imaging machine. At that point, she stepped onto the mat with yellow outlines of shoes and a TSA female officer arrived with a hand metal detector to check her. I was then waved into the imaging machine by (b)(6) where I stood with my legs apart, raised my arms above my head and waited for the vertical bar to slide by before being told I could exit. At that point, the person in the wheelchair was still being assessed as she stood gingerly and I was told different instructions by (b)(6) and (b)(6) about whether I could continue past the woman. As I moved forward, (b)(6) told me to stop and (b)(6) approached me. Without saying anything, he proceeded to search me without offering a gender-appropriate female TSA employee. (b)(6) continued and said nothing and he began by placing his hands on both my shoulders and proceeded towards my neck and proceeded to rub across the front of my chest stopping just above the nipples on my breasts.

As a woman, I found this search completely inappropriate. (b)(6) did not verbally warn me in advance that I was being body searched. He did not tell me what his concerns were and further, I had just stepped out of the body imaging machine (that is, I had already been through security (b)(6) in observing this episode from 8 feet away, admitted to me immediately after I stepped beyond the black "search" webbed off area that it was not appropriate. He told me he noticed (b)(6) error and "didn't want to embarrass me." He said he was not (b)(6) supervisor and offered to get him, STSO (b)(6). When (b)(6) approached, (b)(6) informed him about what occurred (that (b)(6) had patted me down and I was a female) and (b)(6) apologized and offered to get me a card (TSA) to file a complaint. Feeling violated and sad, I returned ten minutes later to retrieve the name of LTSO (b)(6) the witness to the incident. At that time (b)(6) had (b)(6) in the office and upon my arrival, (b)(6) returned back to the line of duty and I was informed that he was going to receive more "training" so this doesn't happen again.

2014 9:39: (b)(6)

I would like to see changes in the TSA search process to commence immediately:

1. For personal/inappropriate body violations, replace comment cards with an incident report that captures and records the TSA officer, his badge number and relevant information as well as a place for the victim to place his/her name so that all data can be collected immediately. This is not a dispute over a small item that has been confiscated. This is a violation of a person and appropriate importance should be given.
2. Ask every person BEFORE they are searched, whether they prefer to be searched/patted down by a TSA male or female officer. Every person who has to go through a pat down should be presented this option. Your website says specifically, "All pat-downs are only conducted by same-gender officers. The officer will explain the pat-down process before and during the pat-down." This was violated in my case. Furthermore, without posing the question about what the person prefers, we leave the determination of selecting a same-gender officer to the subjective eye of the TSA agent, which is less than ideal.
3. As soon as an incident report is filed, the offending person is immediately removed from their shift and an incident report is filed attached to their name in a database. Repeat offenders or those reaching a threshold of incident reports (as defined by the TSA), should be dismissed from the TSA. I was shocked to see (b)(6) return to his line of work ten minutes after I notified STSO (b)(6) while I feel devastated, shocked and violated.

It's ironic that after spending a wonderful weekend with a group of women friends in Las Vegas, walking up and down the strip during daylight and after dark without incident, that I should feel most violated by a uniformed TSA agent who failed to follow TSA-written operating procedures that are requirements of his job.

Remote Client IP: (b)(6)
Date Time: 1/19/2014 9:44:40 PM

1) Information about the person who experienced the civil rights/civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

(b)(6)

Cell Phone:

(b)(6)

P.O. Box or Street address:

(b)(6)

City:

Grand Prairie

State:

Texas (TX)

Zip:

75052

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

na

2) Have you been authorized to file this complaint form on behalf of another individual?

My daughter (a Type 1 diabetic) went through Midway Airport again on her way back to school in Tucson on August 14th. Once again the TSA instructed her to send her insulin pump through the luggage x-ray machine. This will be my last attempt to educate the TSA, as I feel it may be a waste of time. My next correspondence will be to the American Diabetes Association in hopes that they can make you understand the error of your way. Here is an excerpt from Medtronic's website, maker of the insulin pump:

Airport Security Guidelines

Insulin pumps are designed to withstand common electromagnetic interference, including airport security systems. Taking an insulin pump through airport security is quite common. It is always a good idea to carry the HYPERLINK http://www.medtronicdiabetes.com/sites/default/files/library/download-library/workbooks/x23_airport_card.pdf \nAirport Information Card (located in the front pocket of your user guide) when you are traveling.

Because travel rules are subject to change, it is advisable to check with the Transportation HYPERLINK <http://www.tsa.gov> \nSecurity Administration (TSA) before traveling. International passengers should consult their individual air carriers for international regulations.

Insulin Pumps, Personal CGM and Security

You can continue to wear your insulin pump or continuous glucose monitor (CGM) while going through common security systems such as an airport metal detector as it will not harm the device or trigger an alarm. Do not send the devices through the x-ray machine as an alternative.

2014/3/16: You need to remove your insulin pump and CGM (sensor and transmitter) while going through an airport body scanner. If you do not wish to remove your devices, you may request an alternative pat-down screening process.

Notify security screeners that you have diabetes, that you are wearing an insulin pump and are carrying supplies with you Insulin Pump

If the TSA is there to provide security for Americans, then please explain why they are putting insulin pumps through x-ray machines, even after being told this could cause an insulin pump to malfunction and shoot unneeded insulin into a person's body which could cause death.

(b)(6)

Itasca, IL 60143

(b)(6)

Caller is in Orlando. She was robbed. Her jewelry is missing from her carry on bag on December 30, 2013. She had them in a bag with documents and medication. The only thing missing is her gold jewelry. She took off her boots and went through the metal detector. Her boots came out. She said it took time to put them back on as well as her jacket. She waited for 5 minutes or more for her bag. One of the screeners was a young blond woman small in stature who was checking her spoons and forks. She said she would remember her if she saw her. She was sent to the far left side for screening. She asked what she can do if her jewelry is not at the lost and found.

Airport:JFK to Orlando
Airline:JetBlue
Flight Number:Not Sure
Date and Time:December 30 at 2:30 to 3:30 pm
2014 4:37:2 Terminal or Gate:18

She does not have email.

I apologized to the caller that she is missing items. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. I told her that I would send her a claim form to her postal address. It can take 7 to 10 business days to received but it comes with instructions.
Kennedy International Airport
718-917-3810

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 1/20/2014 3:34:55 PM Airport : MKE - General Mitchell International Date/Time of Travel : 01/17/2014 5:45 AM Airline & Flight Number : Delta 1731 Checkpoint/Area of Airport : Concourse D TSA Employee: (If Known) :
Comment : My husband, daughter, and I were going through TSA and my daughter and I were already in line for the walk through screening and he followed us. The person manning the conveyor had put it in reverse which pushed his bag off onto the non moveable portion and he didn't realize it. The TSA agent who would be calling us through the metal detector (middle aged, brown haired woman) told him that if he wanted his bag to go with him, he would need to make sure it got on the conveyor.
2014 5:15:2 It was unprofessional and rude and it seems like most of the agents in Milwaukee working in the lines are also extremely rude. I travel frequently and am always slightly shocked at their horrible attitudes.

My husband is a 14 year veteran of the military and was released for medical reasons. He fought for this country in Afghanistan and it's ridiculous he has some nasty woman being sarcastic with him because she feels she has a right to.
Would you like a response?: True
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew BNA-DFW today aboard American Airlines flight #2249. Caller was subjected to additional screening at the metal detector and believes her iPod was stolen form her purse at this time. Caller departed Gate C11 and this occurred at approximately 2:00PM. Caller was screened via the WTMD and then had to remove a brace and was subjected to an additional pass through the machine. Caller states this was the only time she was separated from her purse. The iPod was in a zippered compartment in the purse.

Resolution:

2014 6:57:1 Advised caller I will forward her complaint to the BNA CSM to review. Please allow 3 business days for any correspondence from the CSM.

Caller flew BNA-DFW today aboard American Airlines flight #2249. Caller was subjected to additional screening at the metal detector and believes her iPod was stolen from her purse at this time. Caller departed Gate C11 and this occurred at approximately 2:00PM. Caller was screened via the WTMD and then had to remove a brace and was subjected to an additional pass through the machine. Caller states this was the only time she was separated from her purse. The iPod was in a zippered compartment in the purse.

Resolution:

2014 6:57:11 Advised caller I will forward her complaint to the BNA CSM to review. Please allow 3 business days for any correspondence from the CSM.

I'm writing this email as I wait for my flight in the Atlanta airport. I just experienced a pretty unpleasant security check with your staff. I currently serve in the Active Duty Army and authorized, per your policy, TSA pre check. I have used this program previously and thought well of it until this evening. Not only is "TSA pre check" on my boarding pass but I also showed my Military ID when prompted prior to the security checkpoint. My two children and I were directed to the Military/Employee lane. I asked a third time if my pre check status would be honored in my current lane and was again told it would. I approached the conveyor belt and put my carry-on and pocket belongings in the tray. I stepped to the metal detector and was asked by an extremely rude TSA agent, if my bag contained a laptop. I said yes and attempted to show her my pre check stamp and she stated, as rudely as possible, "I don't wanna see that!" from that point they continued to send me back to the line to strip as every other customer. It was humiliating to say the least.

2014 7:29:11 I do not feel as if I'm better than any other passenger; however, if I qualify for any convenience or upgrade, I should be given the opportunity to utilize said convenience. This program is yours and should be honored, bottom line. I can only imagine the many other service members denied your department's policy. I hope this email doesn't fall on deaf ears. Better yet, a simple response acknowledging me would suffice.

Thank you.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 90232

2014 9:25:4 Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

From: (b)(6)
Sent: Tuesday, January 21, 2014 5:31 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/21/2014 5:30:51 PM

1/21/2014 10:10:

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

Travel experience

Comments:

Dear TSA Ombudsman,

1/21/2014 11:04: Caller has a metal implant and wants to know how to get through screening without a patdown. When she flew from EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.

1/21/2014 11:04: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

1/21/2014 11:04: Caller has a metal implant and wants to know how to get through screening without a patdown. When she flew from EWR to RSW she set off the WTMD and was required to have a patdown and she is about to go home and does not want to have a patdown again.

1/21/2014 11:04: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/22/2014 11:06:15 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 01/16/2014 5:00 AM Airline & Flight Number : Delta 6269 Checkpoint/Area of Airport : Gate B TSA Employee: (If Known) : 4 employees - don't know names Comment : On January 16th at approximately 5:00 AM, my niece and I were embarking on a trip from Charleston, South Carolina to New York, New York. We prepared to go through the Transportation Security Administration process, as we have done countless times before, emptying all our items; clothes, shoes, bags and electronics into bins. I had my niece go ahead of me and she was cleared by the walk through metal detector. As we went to get our belongings, we were abruptly stopped and the TSA agent asked my niece if the I Pad he was holding was hers. She acknowledged the device as hers and he informed us there were "suspicious" findings on the device. As we stood there somewhat surprised, he walked over to another area and did something to the device. He never removed it from the sleeve; he never turned it on (as it was off.) Within seconds he returned and announced that my niece would have to come over to the opposite side we currently standing at and be subjected to a pat down. They took all her belongings; backpack, luggage, coat, and boots not allowing either of us to touch anything. There were initially three agents (two men and one woman) present as we moved to the second area and a fourth agent (female) was called to do the pat down.

I inquired as to the age limits with minors and pat downs. My niece had just turned 16 years old on January 12th. I was told very abruptly by the 1st female agent that anyone over 12 years old was allowed to be pat down. She was extremely rude and condescending snapping back at me after I asked the question. I told her I was concerned as this pat down seemed excessive and her reply was "I am a mother too." The initial three agents NEVER spoke to my niece at all and just proceeded to go through all her belongings. Then the female agent asked for my nieces boarding pass. She told them she put it in the bin with her coat and boots. The female agent insisted it must be in her backpack despite me and my niece repeatedly stating it was in the bin. I reminded the agents that we were not permitted to touch the bins, therefore they must have dropped it. The female agent went back to the imaging area and returned stating, "you left it over there" referring to the imaging area. It was the agents that dropped it and misplaced it! Again, there was an accusatory tone and blame for an action neither of us were responsible for. The fourth agent arrived and thus began the pat down. She explained the pat down process to my niece which evoked tears from my 16 year old. I asked if I could comfort her and I was told "NO, you can't touch her." She was asked to pick up her own boots and hand them to one of the male agents.

As the pat down began I was shocked and appalled by the invasiveness of the procedure. As this agents gloved hands went in my niece's pants around her entire abdomen and touching her buttocks as if she had just been arrested. My niece (who was now asking what she did to deserve this pat down) was in tears. Nobody spoke to her, reassured her or even said a kind word. They ignored her as if she was not even there! The female agent then slid her hand down the front of her chest between her breasts. The agent then ran her hands up and down her legs with her hands going up to her crotch. As the pat down was completed the initial three agents walked away without as much as a word. We were left to collect her belongings all left on top of the metal tables they had been inspected upon.

I find these actions deplorable! Your website states, "Many Transportation Security Officers are parents themselves and understand travelers' concern for their children. Security officers will approach children gently and treat them with respect. If a child becomes uncomfortable or upset, security officers will consult parents about the best way to relieve the child's concern." Sixteen years old is still a child and thus these practices are incredibly inappropriate and invasive.

I now have a "child" who remained devastated throughout our trip with fear this would happen on the return flight home. We were so relieved when we arrived at Lagaardia Airport and her I Pad was NOT an issue. Additionally, she was handed a piece of paper at the document check podium which allowed her to go through the metal detector with her boots on. I would like to know why these inspection processes vary from one airport to another. Additionally, the TSA staff at Charleston International Airport require sensitivity training!! I have been in and out of the country many times, flown frequently for work and pleasure and have never been subjected to this procedure before. The "system" is terribly flawed when a "child" must be subjected to this process under the age of 18 years! I can't begin to imagine what a 12 year old would do under these circumstances.

Please assist me in recognizing the TSA agents at Charleston International Airport who were unprofessional, insensitive and simply rude to my niece and myself. Nobody, especially a child, should be subjected to this process! I believe the "check" was random and NOT related to the I Pad. I also believe the pat down and search could have been avoided. The TSA has a long way to go in proving they are effective by patting down children!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that she traveled with her 2 boys about 7 months ago and had a terrible experience in Newark. Caller is not wanting her children to go through any of the machines and she does not want to be separated from her children at all. Caller stated that before she was separated from her 11 year old for over 20 minutes and she is not wanting to go through that again. Caller wants to be able to make sure that it will not happen and wants to speak to someone.

2014 2:20:3

Told caller that I was not able to tell her that she would be able to go through the metal detectors; however once she reaches the screening area she can opt out of the machines for her children and request to have a private screening and she would be allowed to accompany her children in the private screening area. Told caller that I apologize that she was separated from her child and she is not suppose to be separated at all and she can call back and choose option 5 and place in her airport code for Newark (EWR) and that would be numbers on her phone and that will direct her to the CSM # and she could leave a message with her contact information.

they don't let his dentures through. Can he mail to his house if they are not allowed. Can he transport his medications in daily dose container. Caller also wanted to know if he can bring a cane. Caller stated that he cannot stand with his hands above his head for 5-7 seconds due to rotators cuff issues. Caller wanted to know if he can go through the security checkpoint early that way he has time for the security screening. How early can he go through the checkpoint before the flight.

Advised caller:

Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, Resealable bag (3-1-1 rule).

Hygiene and beauty items, such as hair dryers, electric razors, and curling irons, as well as most electronic or battery-operated personal items, are not on TSA's prohibited items list. Therefore, these items are permitted in carry-on or checked baggage after proper screening or inspection.

Hair brush and tooth brush would be permitted in carry on once they clear the screening process.

We don't have specific information about dentures as long as they don't pose a security threat and can be cleared it shouldn't be a problem but the TSO will have the final say whether to permit the item to go through the checkpoint. They will give you several options for properly mailing them would be an option as long as the airport has the that option available.

2014 8 45:£ Medications are not required to be in prescription bottles and may be transported in daily dose containers; however, States have individual laws regarding the labeling of prescription medication with which passengers need to comply. Therefore, TSA encourages individuals to carry medications in their original packing with the pharmaceutical labels. Passengers should inform Transportation Security Officers (TSOs) of medications and separate them from other belongings before screening begins.

If a passenger has difficulty walking and uses a mobility device, the way his or her screening will be conducted depends on his or her level of ability. It is important for a passenger to inform the Transportation Security Officer (TSO) conducting the screening of his or her level of ability before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

In addition to screening the passenger, the passenger's mobility device must undergo x-ray screening, unless it cannot fit through the x-ray. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be submitted for hand-inspection by a TSO. Please tell the TSO if you need to be immediately reunited with the device after it is screened by x-ray.

We recommend you arrive at least 2 hours prior to flight time but we don't have any specific guidelines that say how long you can check in before your flight. After you go through security screening if you have to leave the sterile area for any reason you would have to go through screening again when you return.

Disability Description: The caller indicated that she has a service dog and wears medical compression gloves on her hands due to a recent surgery. She indicated that her hands could not undergo ETD as they are sensitive.

Response Details: I advised that I would refer her inquiry to the appropriate entity for review as they may be able to provide more specific information in regard to policy.

I advised that we cannot guarantee that a patdown will not be required.

I confirmed with the caller that she did have information on how to file a formal written complaint.

I explained that she can always request the assistance of the PSS at the TSA checkpoint regardless of whether she has or hasn't requested assistance. The PSS can address questions or concerns and provide assistance through screening.

I advised that I have documented her complaint as well and that TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

Incident Details: She indicated that she called to request assistance for her travel from SAT and DEN. She received a call in regard to the assistance prior to her travel from SAT and had no issue there. The ETD was not conducted.

10/14 11:38: She arrived to the checkpoint at DEN at 11am on 10/22. She asked a supervisor (female sitting near the front of the checkpoint) if there was an ADA line. The supervisor advised that there was not and that she would have to wait in line.

After she passed through the WTMD and the service dog was patted down, a TSO (male, last name Slack) at the checkpoint advised that ETD had to be done after she advised that it could not be. TSO kept indicating it was policy. She advised that she had requested assistance through screening. The TSO stepped away. Upon return, he indicated that he could not verify the request for assistance because no one had gotten back to him.

The TSOs kept trying to swab her hands. The TSO then advised that she would have to have a patdown if the ETD could not be conducted.

She indicated that the TSOs didn't know what to do and indicated that they had never experienced this before and didn't know what to do. She was at the checkpoint for 35 minutes. This occurred at Bridge Security.

She indicated that she has the link for information on how to file a formal complaint in writing. She indicated that she would complete an official complaint in writing once she has all of the information.

She asked where is the policy that indicates that ETD must be done in regard to a medical condition.

She flew with American Airlines flight 379 departing at 1:30pm. (information pulled from the record created in regard to the request for assistance.)

From: (b)(6) On Behalf Of: (b)(6)
Sent: Thursday, January 23, 2014 1:12 PM
To: TSAExternalCompliance
Subject: Complaint Denver TSA

(b)(6)
HYPERLINK: (b)(6)
(b)(6)
(b)(6)
Windcrest, TX 78239

2014 2:43:5
Prior to flying I called TSA Cares @ 855-787-2227 on Monday, 13 January, 2014 (see attached confirmation email). Through the TSA wounded warrior program, I requested assistance for me with my service dog and made a notation with the agent that I could not do explosive testing on my hands due to recent surgery and sensitive scars (see attached pictures). Leaving San Antonio on 17 January 2014, I received a call in the morning by TSA and was expedited through the screening process. Since I could not physically remove my sweater, I was allowed to leave it on. I was also not required to undergo the explosive testing on my hands. TSA San Antonio was wonderful.

I did not receive a call from TSA on my return flight on 22 January 2014. I arrived at Denver International Airport at approximately 10:30 am. I was able to check-in my bags with the airline as there was no line. Around 10:50 am. I went to the Bridge Security and followed the handicap wheelchair sign to the beginning of the security check-in. I asked the female TSA officer where the ADA disabled line was and she informed me there was not one and I d have to stand in the normal line. I asked for a TSA Cares agent and she continued to point towards the non-accessible line. The lines were fairly short, so I stood in the non-ADA accessible line and waited to ask again for a TSA Cares agent.

The initially screening process was fairly quick as I have flown many times. I placed my items on the screening belt and put my service animal in a sit-stay. I kept my sweater on. I went through the metal detector separately while my dog stayed on the other side. After I cleared through the metal detector and received permission from the TSA agent, I called my dog through the metal detector. She set it off. At this time, I was only touching the leash of my dog. The TSA agent did not know what to do next. Another agent came up and said only the dog will receive a pat-down since we went through separately and I did not set off the alarms. A young male TSA agent proceeded to pat-down my dog.

After that, this TSA agent said he needed to swipe my palms. I advised him I could not have my palms swiped because of my scars and sensitive areas in my hands. I was wearing my medical bandages and gloves at this time. He said this has never happened before and he didn't know what to do and needed clearance from his supervisor. I asked him for a TSA Care agent and he got his supervisor, TSA (b)(6). I'm guessing now at this point, TSA (b)(6) was the TSA Care agent? TSA (b)(6) told me that there was no option and I had to have the explosive testing done on my palms.

I asked TSA (b)(6) to check with the TSA Wounded Warrior program with my notations I made for assistance with the security process. He took my information. He stated that he called 3 people, but no one was returning his calls. I informed him that San Antonio had let me bypass the explosive testing. He stated that it didn't matter, I still had to have it done. The young male TSA agent from prior said I could not be a part of the program because the TSA Cares agent needed 48 hours to be able to clear me for the process of the wounded warrior program. The young male TSA agent also stated that I could have my caregiver go back out through security with the dog and then have the caregivers hands swiped. TSA (b)(6) came back and

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/23/2014 4:23:39 PM Airport : LAS - McCarran International Date/Time of Travel : 01/18/2014 9:30 AM Airline & Flight Number : Southwest 1944 Checkpoint/Area of Airport : TSA PreCheck TSA Employee: (If Known) :

Comment : Security had very little to virtually no line. However, TSA agents were telling every other group approaching the security area to go through the TSA PreCheck line. As I looked at other boarding passes and asked passengers around me, it became clear that I was the other person with the actual authorization to go through PreCheck.

2014 6:07:0
Without any additional background check or fingerprinting, which I had to go through for Global Entry and PreCheck, I witnessed passenger after passenger go through security without a second look of laptops or toiletries... or had their jackets or shoes removed.

In addition, the metal detectors were being used and not the body scans. It made me very uncomfortable as it appeared measures were very lax.

Would you like a response?: True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Complaint:

I am unsure why the Cincinnati Northern Kentucky International Airport TSA feels it is their duty to make uniformed and non-uniformed Airline Employees lives miserable. I am a pilot for a Major Airline and travel regularly to approximately 80 airports within the United States and Abroad. Time and time again, the Cincinnati TSA agents amaze me with the new rules and interpretations they deem fit to apply to uniformed and non-uniformed crew-members. I am unsure why they make the process of security screening so difficult on crew-members. We have had background checks that extend (for the most part) to our early teenage years. In addition to being an active crew-member, I am also a Global Entry/known Traveler participant. Wow what a difference! TSA in Cincinnati, treats these individuals as if they/we walk on water. Pay the \$100, get a background check, and a Known Traveler could do no wrong! I am unsure of where the disconnect in the TSA program is? One of the primary reasons the TSA security program is in place, is protect the crew-members (not to scrutinize the crew-members, hassle them and protect them from themselves so they can go to work or commute home). As I stated earlier, I travel through a lot of airports and see how the program works and doesn't work. For the most part, TSA in 95% of the airports is accommodating, semi professional, and friendly (CVG is none of the above). Generally, other than the need to cut in front of passengers to get our bags screened and walk through a metal detector, TSA helps get us through the monotony without being overbearing and the experience is mostly hassle free. I'm not sure why Cincinnati insists on being the neighborhood bully. I would suggest that CVG needs to look at the way others operate their programs and make them more user/employee friendly.

2014 8:25:0

Regards.

(b)(6)

Date: Jan 11, 2014
Time: 19:00
Airport: CVG
Area: Crewmember Checkpoint

I have been directed to TSA-pre screening without any knowledge of why.

I am a regular flyer but have a knee replacement and end up taking 3 times longer in the pre line than regular scanner lines due to the pat down, having to 'disrobe', etc.

It would be beneficial to advise passengers of their assignment to TSA-pre and what it means through screening.

2014 12:08: It would also be helpful to let people who normally set-off metal detectors to opt-out of the program rather than force them to go through a pat down.

I hope these comments are helpful and thanks for what you do.

(b)(6)

Phoenix, AZ 85020

(b)(6)

Caller is calling on behalf of her sister is in the Oakland Airport. At the checkpoint she was required to take her boots off. As she walked through the AIT metal detector, her foot was sliced open by something in the ground. She excessively started bleeding and requested for assistance, but was told that they did not have a first aid kit. All they had were bandages to offer. A supervisor showed up and she requested help. They told her they could call 911. She was upset because felt that she needed stitches. Her flight was cancelled and received no medical attention at the airport. Another passenger gave her wipes and the TSOs gave her gauze and wheelchair. She felt very stressed because she wasn't told what cut her open. All they did say was that they couldn't find whatever cut her. They don't want to wait to file the claim being that they need the money now to cover medical costs.

Airport: Oakland

Airline: Delta

Flight Departure: 4468 11:34pm

Flight Arrival: LAX 12:55

Specific Location (terminal gate): TSA checkpoint to delta gate

2014 1:45:1 Individuals contact info. (phone number e-mail): Supervisor (b)(6)

(b)(6) is the person affected.

Response:

Claim Status

(571) 227-1300

CSM

Name: Salwa Al-Ghani

Phone: 510-636 (b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 1/24/2014 1:47:38 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 01/22/2014 11:00 AM Airline & Flight Number : UA3458 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) : Female Comment : I have a medical condition that requires me to give myself injections. This was my fifth flight in six days and at all previous checkpoints. I notified security that I had the shots and medicine in a container. Each time the container was swabbed and I went through as usual. In Austin, I was subjected to a full body search and they opened and ripped apart my carry on luggage. I was told it was all necessary because of my medicine and that the security at the prior flights was wrong. Also, this search was after I and my luggage went through the metal detectors/X-ray and there wasn't any alarm or cause.

2014 2:17:4 I feel that I was unfairly targeted because of my medicine and I was treated rudely and unprofessionally. It made me very upset and made the rest of my trip difficult and upsetting.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caveats: NONE

Sir/Ma'am,

I am not sure of the right avenue of approach for a resolution or to voice my complaint regarding my experience with the TSA agents at Hawaiian Airlines and our unprofessional treatment by one of the flight attendants on our flight.

Our experience with Hawaiian Airlines TSA and flight 265's crew was very very disappointing and if up to us we will never fly on Hawaiian Airlines again. I am a Captain (CPT) in the United States Army and have been serving my country honorably for the better part of 16 years. My wife, a friend who is a Chief Warrant Officer Four (CW4) and another friend who is a Sergeant First Class (SFC) and I decided to take a one day trip to Maui and enjoy the island. While going thru the TSA security line, we noticed that we were the only Blacks in the line but we are used to that so no big deal. The SFC was "Randomly" selected for screening, they wiped her palms and that was it. She went thru the metal detector and then again was randomly selected to be wiped again. we laughed at the situation because we found it a bit strange that she would be selected twice for the same "random" screening.

We went to Maui and had a great time then it was time to head back to Oahu. At the airport, while at the airport I noticed that one of the TSA agent was paying very close attention to us. We joked to each other about what would be the odds of us getting "randomly" selected again for screening. The line was very slow and the agents seemed not to be in any hurry to move it along with any sense of urgency. I again noticed that the same TSA agent was paying even deeper attention to my group. He then signaled another agent over and got him to walk by to check us out. He walked by us and was looking at me from head to toe. I established eye contact with him and maintained it to in an attempt to figure out what he was doing. He passed us then turned

2014 8:05:3

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: Ok

Zipcode:

2014 11:17:

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

I use a Medtronic Insulin Pump. And on my recent travels I asked about your full body scanners and was told that it was just a fancier metal detector from one of your agents. This is not true and Medtronic Insulin Pumps are not approved by the manufacture to go through the full body scanners. When I was weary of this I was pressured to step in to the machine.

Because of this my pump broke. I think it is about time that the TSA re-trains their agents not to be mean to type one diabetics who are worried about their pumps breaking. Because I felt so pressured by your agents I went through against my wishes and ended up with a broken pump.

2014 6:04:2

Something needs to be done to change this. I do not appreciate being lied to and manipulated.

(b)(6)

I'd like to complain about the TSA and every aspect of your organization. Recently we took a trip to Disneyworld and had to endure the misfortune of an angry government agent glaring at us in Salt Lake City as we made our way through your long, slow and inefficient line as though we're the criminals. Let me think about the last time I created a terrorist event on an airplane.....let's see.....how about never! It was such a joke to see my 9 year old son go through an extra screening because he was "randomly" selected. What a joke!!

On our return flight through Orlando, my family went through the metal detector while I was selected to go through the body scanner (obviously based on the TSA agents judgment and discrimination). I had my belt on, (because in Salt Lake it was okay for me to have my belt on – but not in Orlando – how about some consistency TSA, is that too much to ask for?). After standing in the body scanner with my hands in the air as though I was under arrest – in an undignified manner – I failed the body scanner test because of my belt. The agent held my belt in an aggressive manner and folded it in half as to simulate an intent to "whip" me with my own belt. Then, without warning, your TSA agent aggressively patted me down very near to my groin area. This created much discomfort and made me feel like such a criminal in my own country.

2014 8:15:3 The TSA is a joke! You treat Americans like criminals while letting the Muslim Brotherhood go through the VIP line. <http://www.infowars.com/dhs-gave-muslim-brotherhood-vip-treatment-no-tsa-pat-downs/>

What a joke!! There have been multiple failures of the TSA including a federal agent with a fake bomb passing through your screening, and over 25,000 airport breaches. You treat 9 year olds and regular Americans like criminals while letting the real threats go unnoticed. I feel LESS safe and MORE inconvenienced than ever before. You all should be ashamed!! I despise your organization and what George W. Bush and Barack Obama have done to this country. It's like living with the Stazi and the Gestapo in a police state.

Sincerely, and disgruntled,

(b)(6)

E: [HYPERLINK \(b\)\(6\)](#)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/26/2014 10:12:29 PM Airport : ABQ - Albuquerque International Sunport Date/Time of Travel : 01/24/2014 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have really appreciated the new precheck line at the Albuquerque airport. I have used it many times and I signed up my wife for Global Entry so that she can use it also.

On Friday afternoon we went to the airport and found the precheck lane closed. This made for a very frustrating trip because it was very slow (only one lane was open) and we object to the new scanners and so were, once again, back to getting a pat down in order to get through security, even though we would have qualified for expedited screening if that lane had been open.

2014 8:15:6 First, I think that closing the precheck lane at 3pm every day is terrible and will greatly reduce the value of that option for me.

Secondly, since I am precheck and it is on my boarding pass and shows up in the scanner, I don't see why you can't have a hybrid type of screening available if the precheck line is not. I realize that it would not be practical to x-ray the bags differently, but it seems like you would actually benefit from the reduced workload of letting me go through the metal detector with my shoes on, etc. instead of forcing me to go through the scanner or endure a pat down.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address:

Zipcode: 97229

2014 2:25:1

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Miami International Airport

Information Request: The caller will be flying soon, and she requested information regarding the screening procedures for insulin pumps due to an incident that occurred at JAX in July 2014. Additionally, she wanted to know what could be done for the upcoming flight to ensure that another incident would not occur. However, she does not have the flight itinerary at this time.

Also, the caller wanted to know if the agents were required to change their gloves after each inspection.

Response Details: Advised Caller:

If a passenger uses an insulin pump, he or she can be screened without disconnecting from the pump. However, it is important for the passenger to inform the Transportation Security Officer (TSO) conducting the screening about the pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

2014 3 48:3 A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender.

The passenger can request a private screening at any time and a private screening.

At this point, the passenger interrupted, and informed me that she was aware of the patdown procedures.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Information Request: The caller will be flying soon, and she requested information regarding the screening procedures for insulin pumps due to an incident that occurred at JAX in July 2014. Additionally, she wanted to know what could be done for the upcoming flight to ensure that another incident would not occur. However, she does not have the flight itinerary at this time.

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The patdown should be conducted by a TSO of the same gender.

The passenger can request a private screening at any time and a private screening.

At this point, the passenger interrupted, and informed me that she was aware of the patdown procedures.

Regardless of whether the passenger is screened using AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances, this will include the passenger conducting a self-patdown of the insulin pump followed by an explosive trace detection sampling of the passenger's hands.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/27/2014 7:44:35 PM Airport : DEN - Denver International Date/Time of Travel : 01/26/2014 5:00 PM Airline & Flight Number : southwest 2608 Checkpoint/Area of Airport : south TSA Employee: (If Known) :

Comment : TSA Pre lane only had metal detector rather than scanner.

I have metal knee replacements.

This necessitated a full frisk.

2014 8:03:3 thus the Pre actually took far longer than the regular line.

please put a scanner option for all Pre lines or provide a way to avoid Pre random selection.

at least put a sign to warn joint replacement recipients away from lines without scanners.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 1/27/2014 6:07:09 PM Airport : MDW - Chicago Midway Date/Time of Travel : 01/23/2014 Airline & Flight Number : SWA - 5pm flight Checkpoint/Area of Airport : General Security TSA Employee: (If Known) :

Comment : Chicago Midway is an absolute disaster compared to other airport security locations. I am Chicago based and fly on SWA quite often. On this particular day, you had people backed up 100 deep. In addition, if you have are SWA A+ Preferred, the express line is no longer an express line. You get rerouted to the general line if you're not picked for the TSA Pre-Check. So, for the average travel, getting checked through the security lines is awful. The first observance is that you have way too many people checking ID's and not enough running the machines to scan luggage. It makes perfect sense to have half of the people checking ID's to put them on the scanning machines and to move the lines along at that point. Also, the screeners were no longer screening as the line to go through the Xray machine was 10 people deep. Totally crazy. Move them over to the metal detector side if you're backing up the queue's. It really doesn't take an MBA to figure this out. Sorry for being sarcastic but anyone who flies through Chicago will attest to the horrible waits. No other airport that I've been to has this issue. I was recently in Boise and the lines started to backup and they moved people around immediately. They did the same in Las Vegas. I just don't get it. That's why the TSA gets a bad rap, especially in Chicago. This absolutely needs to get fixed. Also, why isn't there a TSA enrollment center in Chicago, a city of 3 million people. Instead, you have one in Kankakee?? Rockford? Totally doesn't make sense. I would like a response from someone who really cares about making Chicago Midway a better experience!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller took a cruise. He purchased a mahogany cane in Honduras. He said that he cost \$135 and was hand carved. The cane had a dolphin head on it. He asked that the cane not be put through the screening because it would be scratched. He said that it was sent through on the conveyor belt. He went through the metal detector and went to pick up his cane. He said that the tail of the dolphin was broken and the dolphin was scratched. He wanted to make a complaint about the person who screened the cane. The agents name was (b)(6). He said that he did not care that the cane was damaged and he showed no consideration. He asked to speak with a supervisor. He said that he told that person that he wanted to make a complaint about the agent. He said that he pointed to the agent and was told that he was the supervisor. He said that the person he was talking with told him he was second in command. He stated that he was very nice and apologized for the damaged cane. He wanted a claim form emailed to him. He wanted to know if he can send the form back by email and if that is the best way. Caller was very angry. He said that he will wait to hear from the CSM.

Airport - Louis Armstrong New Orleans International Airport

Airline - United Airlines

Flight Numbers - 3445

Departure Times - 6 am

Arrival Times - He went through the checkpoint at approximately 5:15 am

Date And Time of Incident - 1 27 2014

Location Of Incident

Gate - D1

Phone Number (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

I apologized to the caller for the damaged cane.

I gave the following information: To file a claim, you should fill out the claim form in accordance with the instructions and return it to the address in box number 1. Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim.

I told him that he can fax, email, or mail the claim form back.

I emailed him a claim form. I told him that I would forward his record to the CSM at Louis Armstrong New Orleans International Airport for review.

Remote Client IP: (b)(6)
Date Time: 1/28/2014 10:45:09 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

albuquerque

State:

NM

Zip:

87110

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2) Have you been authorized to file this complaint form on behalf of another individual?

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/29/2014 9:30:33 AM Airport : ICT - Wichita Mid-Continent Date/Time of Travel : 01/29/2014 6:45 AM Airline & Flight Number : AA1476 Checkpoint/Area of Airport : Line on far left (only one open at the time) TSA Employee: (If Known) :

Comment : I stood in a screening line for 40 minutes when there were only about 15 travelers ahead of me. As a result, I missed my flight. There were about 4 or 5 agents processing travelers (ID check, metal detector, conveyor operator, pat down / bag check person). There were about the same number of additional agents sitting around doing nothing. The screening line stopped multiple times, and at one point the conveyor operator stated the line was slow because travelers ahead had liquids/gels. We all had to wait for those other travelers to be cleared, which caused unreasonable delay (I wasn't the only one to miss a flight). I wish the agents sitting around would have helped process those travelers so the rest of us could have proceeded through screening; the agents sitting around could have gathered the travelers who required additional screening in another area to allow the rest of us to proceed through screening. That delay and resultant missed flight cost me \$569, and put my job at risk.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Callers mother has Polio.

Response Details: Apologized that this did occur generally all passengers can request a patdown if they are not able to go through the AIT or WTMD if she was unable to stand with her legs spread far enough she could have requested a patdown at that time just keep that in mind for future flights. However due to the injury we will forward a copy of this to the CSM in San Diego so they can review this issue and see what action needs to be taken

Incident Details: She was travelling with her mom on Saturday th 25 from Mexico to PDX on Alaska airlines. She had her customs check in San Diego. Her mother is disabled and she had some issues when going back through security screening for TSA. When going through screening her mother had pre-check on their ticket but they stayed through regular line to stay with daughter. They were directed into an AIT and her mother has Polio in her hips and legs and she injured herself when going through the AIT. The officers asked if she was able to stand for short periods without her wheelchair in order to go through the AIT and stand with her legs spread and hands above her head. The passenger stated she would try, once in the machine she wasn't able to stand with her legs far enough part, they stated the officer asked her to try harder the passenger did try and injured herself. The officers also had to conduct a partial patdown due to some metal in her dress. She was just wanting to make us aware that this happened so it doesn't happen again in the future.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 1/31/2014 7:29:45 PM Airport : MIA - Miami International Date/Time of Travel : 01/31/2014 9:30 AM Airline & Flight Number : United Airlines Checkpoint/Area of Airport : G terminal TSA Employee: (If Known) :

Comment : The G terminal of MIA this morning was staffed by (1) person for check-in (other TSA staff were operating X-Ray scanner, metal detector, etc.).

Needless to say, (1) person operating check-in was not sufficient for quantity of people entering Terminal G. Backup of queue estimated to be 100+ while I was in line.

2014 8:04:4 Additionally, as a GOES member, I am also TSA Pre. Terminal G has TSA Pre but, no separate line for TSA Pre screening? Was told I could keep my shoes on, but that was it.

I would recommend at any airport, either implement TSA Pre completely or not. Doing a hybrid only causes confusion and defeats the point of TSA Pre.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: Advised caller:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

All members of the traveling public are permitted to wear any type of clothing they wish through the security checkpoint. Individuals may be referred for additional screening if the Transportation Security Officer (TSO) cannot reasonably determine that the clothing is free of a prohibited item. This policy extends to all clothing items and is not directed to any particular item or group.

Call Transferred to Edith.

Advised caller:

2014 9:41:1 Complaints have to be submitted in writing. The instructions will be sent to your by email.

I will forward this information as well.

Incident Details: Caller flies out of Duluth, MN tomorrow morning. Caller has had nothing but bad experiences with TSA at that airport. Caller was told that she has to be patted down because she wears a skirt. Caller states that that policy is sexist. Caller states that the last time she flew the TSOs were yelling at her. Caller states that last summer she was taken to the checkpoint in a wheelchair and no one seemed to know how to handle it. Caller states that men did not have to take their neck ties off, but women had to remove their scarves. Caller states that there was a female TSO who was very kind and didn't seem to think that the policy was right. Caller states that the airline employees tried to talk her out of wheelchair assistance and they were reluctant to assist her in arriving to her gate. Caller states that she already has the ACPD number. Caller feels that she is being discriminated based on gender and disability.

Call Transferred to MB Edith.

She feels that passengers are being discriminated based on gender and handicapped. She spoke to a supervisor who yelled at her that she was big and bulky and had to be patted down. She spoke to the CSM last year in February. She flew again in August of 2013 and had the same issues. She has decided to fly from MSP to avoid this.

Response Details: Advised caller:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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Feedback Type : Complaint

Categories : Screening

Current Date/Time : 1/31/2014 10:57:37 PM Airport : EWR - Newark International Date/Time of Travel : 01/30/2014 4:30 PM Airline & Flight Number : AS 5 Checkpoint/Area of Airport : Entry to boarding area TSA Employee: (If Known) : (b)(6)

Comment : The attitude and demeanor of the employees at the airport in Newark is consistently among the worst of any airport I travel through.

2014 9:40:5 To be subjected to a "pat down" that would qualify as a crime under any other public circumstances in lieu of being subjected to a scanning device where the long term health impacts are unknown, and not being given the option of using the tried, true and proven metal detector (unless I subject myself to an 85\$ fee) needs to change.

To be treated like, and handled like a criminal while trying to partake of a service that I and my company are paying for is demeaning, and, I believe, unconstitutional.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Saturday, February 01, 2014 10:50 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/1/2014 10:50:11 AM

2/1/2014 11:54:11

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA screener abuses

Comments:

I read with disgust the following article:

The caller flew from MSP, and, during the screening, she was chosen for additional screening including a patdown. She wanted to know why this had occurred, because she usually transports Epi-pens, has a medical alert bracelet, and has a neoplasm in her bones. The caller also requested information regarding TSA Precheck.

Advised Caller:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening.

2/1/2014 2:32:33

All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I asked the caller if she felt that she was discriminated against due to a medical condition, or if this was poor customer service. She indicated that she didn't feel that it was discrimination.

I indicated that a passenger may always request a supervisor or PSS.

If TSA determines a passenger is eligible for expedited screening, information is embedded in the barcode of his or her boarding pass. When TSA scans the barcode at the security checkpoint, the passenger may be referred to a lane for expedited screening. Expedited screening may allow passengers to no longer remove certain items such as their shoes, outerwear, jackets, and belts, or remove laptops from carry-on bags.

You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

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TSA also selects passengers and their property at random for enhanced security screening.

1014 2:32:3

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You may join the TSA Precheck Application program at www.tsa.gov, or the CBP Trusted Traveler program at www.globalentry.gov.

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name (b)(6). Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn't have the TSO arrested for touching his private area. He was then taken to a private screening room and they performed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don't know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn't get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

Advised caller:

1014 2:41:3

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Airport Washington Dulles

Airline United Airlines

Flight number 260

Departure time 10:10 PM

Date and time of the incident: 01/31/2014 08:30 pm

Contact information

Email (b)(6) Phone (b)(6)

Caller flew from Washington Dulles to Orlando yesterday; he is disabled veteran. Caller stated that he was detained for 45 mins because the TSO said that the concentrator for his oxygen set off an alarm. Caller stated that he felt like he was being harrassed because he asked the officer not to touch his private area. Caller stated that the officer said that he was trying to see if there was something in his pocket but he really touched his private area. Caller stated that he asked for a supervisor and the supervisor that came was a female with the last name (b)(6). Caller asked the supervisor what would she do if they touched her private parts and she stated that she would have them arrested. Caller then wanted to know why she didn't have the TSO arrested for touching his private area. He was then taken to a private screening room and they performed the patdown procedures 6 or 7 times. The female supervisor told his wife that there was something in his clothes but they don't know what. Caller stated that he would have been fine if the officer would have just apologized for the mistake. He stated he is not seeking to get anyone in trouble or fired, he is just wanting to make someone aware of the incident and speak to the officers about common courtesy. Caller stated that he almost missed his flight because of the incident. He stated that he has trouble walking and requires oxygen. Caller requested for someone to email or call him as a follow up to just let him know that this was either proper procedure or they have talked to the officer so it will not happen again. Caller stated that he didn't get the officers name. Caller stated that the thing that bothered him most was the officers demeanor.

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Airport Washington Dulles
Airline United Airlines
Flight number 260
Departure time 10:10 PM
Date and time of the incident: 01/31/2014 08:30 pm
Contact information
Email (b)(6) Phone (b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/2/2014 2:05:38 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : After Customs--transfer security checkpoint TSA Employee: (If Known) :

Comment : I have type 1 diabetes and I am not able to go through the full body scanner due to using an insulin pump. I have done extensive research on it and also contacted my pump company. I choose to not to through the body scanner because it could have harmful effects on my pump and if that happens, it can be harmful to me. I have been told on several occasions (ONLY AT HOUSTON) that I could go through the full body scanner and not the metal detector, which is incredibly inaccurate. When I try to explain to them that it is incorrect and I have asked my pump company on several occasions about this, I am always met with rudeness and annoyance. I have no problems with the pat-down and am always courteous and kind to all TSA employees. My pump manufacture has said that because it can ruin my insulin pump, I should NEVER go through a full body scanner. Likewise, if I disconnect my pump, it CANNOT go through the x-ray machine. Furthermore, on the one time that I did go through the full body scanner, I had to submit to the pat-down because it is evident that I have an insulin pump in my waistband and that sets off concern by the TSA agents (which is reasonable). I have no problem with the pat-down but every time I go through the Houston airport, I end up with tears because the TSA agents make me feel as if I cannot advocate for my disability even when I am friendly, kind, and non-confrontational. I have always gotten an off-hand comment about the research that they have heard regarding insulin pumps and how I am incorrect. I hope that this can change. I don't ever mean to tell people how to do their job, however, I shouldn't have to go through security checkpoints with a potential anxiety attack because I have to defend my right to ask for a pat-down in order to make sure I can safely use my insulin pump on vacation.

I have never experienced this at any other airport except for Houston. I hope that TSA can acknowledge that this isn't the way to treat someone when they are simply advocating for their health condition and not trying to skirt security measures.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 2/2/2014 12:05:11 PM Airport : LGA - LaGuardia Date/Time of Travel : 02/02/2014 11:00 AM Airline & Flight Number : USAirways 1843 Checkpoint/Area of Airport : Term

c TSA Employee: (If Known) :

Comment : This is a general comment for TSA precheck at all airports. I have a pacemaker and TSA precheck but almost never can stay in the lane for precheck because can't go through metal detector- only other scanner which is usually not at the precheck lane- and they never offer pat down as an alternative to switching lanes.

TSA employees at this location spending time talking personal issues- not working- just an FYI aside.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/2/2014 4:53:43 PM Airport : MOT - Minot International Date/Time of Travel : 02/02/2014 5:45 AM Airline & Flight Number : Delta Checkpoint/Area of Airport :

Screening TSA Employee: (If Known) :

Comment : This morning 2/2/14 at aprox 545am, I provided the TSA representative my boarding pass and military ID. She stamped my boarding pass with a red stamp and stated I can keep my jacket, shoes, etc on and to proceed through the screening process. Having been to this small airport and experienced the screening process before, I was hopeful that it would go well. Unfortunately, once I went to put my bag through the screener, the TSA gentlemen said I needed to take my laptop out of my bag. I did this with no hesitation but having used TSA Precheck before and that I am in the military as active duty, I know this is not the case. Then, the TSA women on the other side of the metal detector asked for my ID. I told her I put it back in my purse and it went through the screening. She stated I needed to show her my ID. I have never been to a TSA checkpoint and had a second person ask me again after the initial screening for my ID. This location/staff working at TSA appears to need some training and customer service skills. The TSA women who was near the metal detector was not helpful and seemed annoyed that I did not have my ID to show her. The only staff that was polite was the initial TSA women who took my boarding pass and ID and the TSA gentlemen who removed my laptop. I hope that this information is provided for training purposes and to improve customer service at the Minot airport. Thank you.

Charu Stokes

Capt, US Air Force

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 2/3/2014 8:09:25 AM

2/14 8:32:5

Name (b)(6)

Email (b)(6)

Complaints: My Complaint is Not Listed Here.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc) :

Comments: Inefficient screening. Today we had a person at the metal detector that was scrutinizing everything he saw. I travel 40 weeks a year and see a lot of screeners. This person needs further training. This happened at MCI airport gate 32 in the priority boarding line at 7:00am CDT on 2/3/14. The person screening the metal detector was a supervisor. Please help this person to become more efficient in his ability to screen. Thank you.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 2/3/2014 8:04:58 AM Airport : ABE - Lehigh Valley International Date/Time of Travel : 01/30/2014 8:34 AM Airline & Flight Number : 2778

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was traveling with my elderly parents (80+ years old) to my BIL's funeral. Since it was last minute, I neglected to check my parents' carryons. They never fly and don't know the rules. Unfortunately, my father set off the metal detector with his keys that had a prohibited swiss army thing on the keychain. That was disposed of. He also had a too large shaving cream and a pocketknife in his carryon that set off the xray. Those were disposed of as well. Because of this, he had to take off his shoes and coat, and was patted down. He couldn't understand the agent's accent, so I translated. Then the agent said my father would need a full cavity search. That's when I said "WHAT!?!" I guess a supervisor must have intervened because we were eventually allowed to go on our way without a cavity search after being rechecked. I understand the need for security, but I was very upset that they would treat my veteran, law-abiding father this way. And when I checked TSA's website, it says they don't perform such invasive searches.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2/14 8:33:5

(b)(6)
HYPERLINK (b)(6)

As a software engineer for Apple, I travel frequently for work and am very familiar with the TSA screening requirements. On this morning of 2/3/14 around 6:20am I was loading my TSA certified laptop bag (b)(6) messenger) into the belt. While still unloading, a TSA employee (b)(6) took a look at my open bag with my iPad and laptops and told me I had to take my laptop out of the bag for screening. I calmly told him I frequently traveled and this was my first time hearing this, as my open laptop bag was designed for TSA screening and it always went through the belt successfully with no problems. He then asked me to look at another TSA employee with a white shirt. I am not sure why he asked me this and I didn't look up immediately because I was still getting things off of me to put in the belt. Instead I nodded my head while still unloading my belongings. He seemed to get aggravated that I didn't physically look up and he repeated himself in a condescending tone and instructed me to physically look at the TSA employee. I then quickly glanced then continued to take my things off. Then he yelled "ma'am I am trying to help you". And then I calmly replied that I traveled frequently and I am familiar with the rules. He then aggressively yelled at me "Just get your butt through" as he angrily gestured toward the metal detector. I was appalled and shocked at how he raised his voice as though I did something wrong. While keeping calm, I asked him "why are you being so rude to me?" he again yelled "because you are being so snappy. I am just trying to help". At that point I just asked him for his name and he gave it to me with a smart matter of fact tone. I then contacted the supervisor, (b)(6) who was very kind and professional to me. She gave me detailed instructions on how to report this incident.

Throughout all of my travels I have never experienced such rudeness from TSA. Usually they are friendly and prompt. As a young lady, I feel humiliated and insulted. I would not want anyone else to experience this undeserved aggression and belittlement that was unwarranted and unprovoked.

2014 8:34:1

This occurred 2/3/14 around 6:20am at FLL Security Checkpoint F

FLL Fort Lauderdale FL

Who treated you unfairly?

(b)(6)

Have you contacted the TSA Customer Service Manager at the airport, or any other DHS component or other federal, state, or local government agency or court about this complaint?

(b)(6)

not look at the letter. The TSO insisted on testing the medication. She said they did not put the cap back on tightly and the medication and the distilled water spilled. She said that the TSO grabbed the liquid from her. She stated that she was not supposed to touch it, however, she did. She said that her nebulizer can not be tipped over. She stated that her medication cost \$15,000.00 every month. She wanted to know if TSA puts something in it when it is tested. She stated that she can not have that happen and it has to stay in pure form. She said that she will need help in getting her items into the airport. She wanted to know if the person who brings her to the airport can park and assist her. She asked if she should call security about the parking issue. She will also be bringing a cpap. She said that she does not understand why she would get a patdown because of the nebulizer. She stated that patting her down will not tell the TSO what is in the nebulizer. She stated that she would like to make a complaint about her previous experience, however, she has all the information in a folder. She wanted to know if she can call back later and make the complaint. She asked for the airport code for Minneapolis-St. Paul International Airport.

I gave the following information. Bottled liquids scanner (BLS) screening systems are screening technologies that differentiate liquid explosives from common, benign liquids to detect potential liquid or gel threats which may be contained in a passenger's property. TSA utilizes this technology at checkpoints across the country, where it is used primarily to screen medically necessary liquids in quantities larger than three ounces. Generally, BLS technology does not require Transportation Security Officers to open the liquid container.

Next generation BLS systems use light waves to screen sealed containers for explosive liquids and have the ability to detect a wider range of explosive materials. TSA recently deployed 500 next generation BLS units to airports nationwide. In addition, TSA is currently testing new liquid screening systems with enhanced detection capabilities using light waves to screen sealed containers for explosive liquids.

014 9:09:1

Nebulizers are allowed through TSA security checkpoints once they have been screened. A Nebulizer will be screened by x-ray, and passengers are required to remove their Nebulizer from its carrying case; facemasks and tubing may remain in the case. A passenger may provide a clear plastic bag in which to place the Nebulizer during x-ray screening; however, a Transportation Security Officer (TSO) may need to remove it from the bag to test it for traces of explosives.

Passenger should inform a TSO of the Nebulizer and any special requirements before the screening process begins. If you are bringing liquids associated with your nebulizer, please know that TSA limits the amount of liquids, gels, or aerosols that passengers can bring through a security screening checkpoint. The 3-1-1 rule states that all liquids, gels, and aerosols must be in 3.4 ounce (100ml) or less (by volume) containers; the containers should be in a 1 quart-sized, clear, plastic, zip top bag, and 1 bag per passenger can be placed in a screening bin. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened.

Accessories required to keep medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other liquids and gels.

The limit of one carry-on and one personal item (purse/briefcase or computer case) does not apply to medical supplies, equipment, mobility aids, and/or assistive devices carried by and/or used by a person with a disability. However, passengers are encouraged to bring through the checkpoint only the amount of medically necessary liquids or gels they will reasonably need for the duration of their itinerary, allowing for delays, and to pack the rest in checked baggage. Passengers should inform a TSO if a liquid or gel is medically necessary and separate it from other belongings before screening begins.

Liquids, gels, and aerosols are screened by x-ray, and medically necessary items in excess of 3.4 ounces will receive additional screening which could include screening with bottled liquid screening technologies. Depending on the technology available at the checkpoint, a passenger could be asked to open the liquid or gel for screening. TSA will not touch the liquid or gel during this process.

014 9:28:1 Caller said that he was traveling this Saturday from PHL to TPA on Southwest Airlines. He is calling because he was at the PHL airport going through screening on February 1st and an incident occurred at 0734hrs. He put his iPhone in a plastic tray so he could pass through the WTMD and while doing so, several bins came down the belt and caused the bin with his phone to drop to the floor, shattering his phone. He was given the necessary information by STSO (b)(6) to call the TCC and submit a complaint and a claim for the damaged item. The supervisor said that the Lane 1 camera caught the incident.

Apologized to caller for his experience and explained that TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned in the same condition they were found. Explained that we would forward his complaint to the CSM at PHL for further action and explained his right to file a tort claim for the damaged item; emailed the necessary claim form. The caller flew from PDX to STL last year, and he attempted to show the agents his metal implant medical card after the wand screening alarmed. The agent told him that he should have presented the card before the screening, and he will be flying from STL soon. He wanted to ensure that this did not happen again, and also wanted to know if knives were still prohibited in carry-on luggage.

Advised Caller:

If a passenger has metal implants, he or she should inform a Transportation Security Officer (TSO) before screening begins.

014 10:37:5 Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller indicated that he was aware of the screening procedures. I informed him that he could inform the first screener about the metal implants, and also present the card.

Knives of any length (with the exception of rounded-blade butter knives and plastic cutlery) are prohibited in carry-on bags.

Feedback Type : Complaint
Categories : Screening
Current Date/Time : 2/3/2014 2:55:50 PM
Airport : SJC - San Jose International Date/Time of Travel : 02/03/2014 8:30 AM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : Dear Sir or Madam,

!014 4:46:0 I arrived at SJC airport this morning around 7 am for my 8:20 flight out of Terminal B. I was IN the security line well before 1 hour prior to my flight. I ended up getting through security at 8:21 and missed my flight. Monday mornings are busy times which is why I arrived quite early but it is incredulous to me that the TSA only had 1 body scanner open, granted there was 1 other metal detector open only for the PreCheck passengers. I hope the TSA will staff the security lines appropriately for the number of flights scheduled to depart at that time of day.

Thanks for your consideration.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller wanted to know what the alternative is for a person with claustrophobia who does not want to be screened by AIT or a patdown.

I told him that the 3 screening procedures for passengers are the WTMD, AIT or a Patdown.

!014 8:11:2 He said that his wife had a situation at OAK because she is claustrophobic and did not want to be screened by AIT or patdown. He asked if a passenger can opt for the WTMD instead of the AIT.

I told him that a passenger cannot opt out of the AIT for the WTMD, they can only opt out for a patdown. I told him that the way a checkpoint is set up depends on how busy the airport is at the time. The WTMD s may be in use or they may not be.

He asked if a patdown would be conducted by a female TSO since it is his wife.

I told him that a patdown is conducted by a TSO of the same gender, if the passenger is a female, then the TSO will be a female.

Dear TSA:

I traveled with my cat for the first time from LAX to San Angelo Texas this past Thanksgiving, Nov. 2013.

It was extremely disturbing that on my return from San Angelo on 12/1/13 a TSA agent at that airport wanted me to remove leash off of my cat! I actually asked if she was serious as it's ridiculous to think a scared cat can be easy to contain and you can't predict what will frighten any animal, let alone cat. I was in complete disbelief. Her reason was that the leash might set off the metal detector. I suggested she wand me if it did, and said it hadn't done so in LAX. She said they don't wand people there. Also ridiculous.

Luckily another agent told her to let me try and sure enough nothing set off the metal detector and my cat was safely contained on her leash.

The TSA websites states that leashes, etc. won't be removed from service animals. And for pets it suggested bringing a leash to maintain control of the animal. The LAX website expressly states that animals must remain on a leash. I would hope all airports require this, and at the least the TSA, if not require it then at least support keeping animals on their leashes.

!014 8:39:3 I learned about the TSA Fastpass leashes and harnesses too late for travel, and find no mention of the material used for the leash clip or the strength of it, leaving me reluctant to use something that may or may not hold a flailing, frightened cat with claws, should that happen. Frankly I show not be forced to purchase items I don't need or want in Ryder for my animal to remain safe and under control.

I am still appalled at that experience and hope additional training will be done so animals are safe and don't get loose.

(LAX security was fine, although the agent there was a bit condescending when I asked if there are indeed private screening rooms as stated on the LAX website, for animals or other circumstances. It was a simple question, there was no reason for a condescending attitude. I hope there is more training about attitude problems too, it isn't a new topic although I usually have a normal, average experience.)

Thank you so very much for your time!!!

(b)(6)

Caller has GE and a right knee replacement. He was going through the PreCheck line when he flew from St. Louis to TPA. This line did not have the AIT. He told the screener that he should go through the AIT in the other line. The screener told him he could go through the metal detector. Caller told the TSO, You are forcing me to go through a machine that will tell you I have a metal implant. The caller did and the alarm went off. The TSO told him to take off his shoes. Caller told the TSO that he is 83 years old, he travels extensively and he has never had to take his shoes off. The TSO told him, You have to be patted down. You have to take off your shoes and your belt.

While doing the patdown, the TSO told the caller what he was doing. The caller said, Fine! The TSO yelled, Supervisor! STSO (b)(6) came over. He told her that he is TSA Approved and that he never has to take his shoes off. He also told her that he wanted to go through the AIT in the first place. STSO (b)(6) told him he had to take off his shoes and his belt. When the caller finally was through the screening, he asked two TSOs what he did wrong. He was told that this was her rule.

014 9:18:0 Caller stated, I will fly back to STL to point her out if I have to. There is no reason for her to treat people that way. Caller said he flies extensively and these TSOs, especially the STSO (b)(6) were extremely rude.

Airport: STL
Airline: SW
February 3 between 1 and 2:00pm
Location: Terminal 2

I asked the caller if he felt like he was treated in this manner because of his metal implant or because the screeners were rude. He said he told them he had a metal implant, they were just rude. I thanked him for calling and told him I would send this to the CSM today for review. I also told him TSA Preu2713™ does not guarantee expedited screening. They can still ask him to remove his shoes, if necessary. Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents. On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

On Saturday he went to ORD and spoke with United Airlines and provided his RCN #.
He returned from ORD to PHL on Monday and again he was subjected to extra screening and afterward he was asked to step aside again for 15-20 mins. Had a patdown and states he was the last person to board the plane. Said he understands security concerns, but, he is an excellent citizen and is a 60 yr. old man.
States the airline asked him to step aside at the gate and placed his boarding pass under an electronic machine and it sounded an alarm. The airline contacted TSA and he couldn't hear the conversation and was asked if he was traveling alone and he explained his son had already boarded and they finally allowed him to board.

Response:

014 9:56:2 DHS cannot ensure your travel will always be delay-free, as the redress program does not affect other standard screening procedures in place at airports and borders. We recognize the frustration that individuals may feel when they experience travel delays due to security procedures and regret any inconvenience travelers may experience as a result of security clearance procedures, but we rely on the patience and understanding of travelers in such cases to ensure the safety of the people of the United States and visitors to this Nation.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.
TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.
We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.

Caller is a professor in PA, flew via Turkey to US and was stopped at JFK for 4 hours, checked he and his wife and provided paperwork to apply for Redress and stated it was misidentification. States it was a very harrowing experience and upon arrival at home he wrote to DHS and he completed the application for Redress and submitted his documents. On 1-10-14 he received a response and RCN # and the letter stated it was unable to offer information as to why he was delayed.

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Explained to caller if his flight was booked before the RCN # was provided, too late to insert for that flight because information had already been provided to Secure Flight.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Address: Roma

Zipcode: 00100

014 10:26:1 Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service?

Caller said there is nothing good going to come of filing a Federal complaint except if TSA is found guilty, then she would have to get a lawyer, etc. She is just not down with that. She stated that this is more of a complaint about awareness that agents need to be more aware as well as disability and service animal friendly and not be jerks. She said she had good as well as negative experiences. Caller said, The TSOs make her feel like she has a bomb... the only thing that bothers me is that someone ruined my shoe... Those are \$250 shoes.

I told her that we do have a program called TSA CARES. Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling so we can provide assistance to her at the checkpoint. I told her I would email that information to her.

I apologized to the caller, emailed her a claim form and instructions for her shoes which she will receive within 24 hours. The CMB will handle the claim so their telephone number and email address will be included. I will also send this to the CSMs at MDW and Kansas City for their review.

014 12:42:3 Incident Details: Caller flew round trip from FLL to MDW to Kansas City. She has a service animal, a Rottweiler. She had many issues with the TSOs all along her trip.

On the departure:

In Kansas City:

When she left KS she had a nonstop from FLL. She had dog toys in her carry on. Caller stated, When you are disabled, you don't get to stay with your stuff. While she was getting screened, in front of everyone, a mail TSO yelled Who's bag is this? She told him it was hers. Very loudly the TSO said, You have toys in here! She was so embarrassed she shipped the items back. Caller stated that these were toys for her service animal and if she had been able to stay with her items, this wouldn't have happened.

Airport Kansas City

Airline: Southwest

Flight Number: 227

Date and Time: January 19 around 1:15-1:30pm

She felt that she was disrespected and her dog (not her) was discriminated against. She has a VNS implant for epilepsy so she cannot go through the WTMD. All the extra attention is embarrassing.

On the Return:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Bridgewater NJ 08807
Zipcode:

1014 4:16:3 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?
Race? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Austin-Bergstrom International Airport

What was the date and approximate time of the incident?
Dear Sirs,

This is a letter to voice my disappointment that on Monday Dec 3rd I was outbound out of SLC and had to wait in a line of "randomly selected" individuals who were going through the TSA Pre metal detector. Can you please explain to me why I had to spend my personal time for a background interview and \$100 to get accepted for this program, only to still have to wait and be subject to the same screening as non-paying, non-interviewed travelers? Is this truly what my time and money got me, was to ensure that I did not have to worry about being randomly selected? I don't see it that way. My money should have bought me the opportunity for TSA to ensure that I was a trusted traveler, and therefore could be trusted with going through a minimum security process. My willingness to pay and interview is 'me helping you' to shorten wait times, 'not you helping me' by removing the chance of random selection.

Regards,

(b)(6)

Chicago, IL 60611

1014 6:21:4 Tel US Office: (b)(6)
Tel US Cell:
Tel US Fax:

"A corporation is a living organism; it has to continue to shed its skin.
Methods have to change. Focus has to change. Values have to change.
The sum total of those changes is transformation." (b)(6)

Visit us at [HYPERLINK \(b\)\(6\)](#)

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Caller: Caller states that when he went through screening and they made him take his shoes off and when he went through the scanner triggered an alarm with something in his back pocket and an emblem on his hat. Then he was instructed to go through a pat down and caller states he requested a woman and was informed that it would have to be a man and he informed the officer that he was not going to let a man touch him. Caller requested a supervisor and the supervisor was more of a jerk than the first officer was and informed the caller he had two choices either be screened by a man or take his belongings and leave. Caller states that this is just too far and is insane. Caller states that now it is too late for him to rent a car or anything now because of the amount of time he was in screening. States he did not receive this treatment when he left Virginia and did not deserve it on this flight.

Response: Informed caller that it is standard procedure to have a patdown if an alarm or anomaly is triggered during screening and it must be conducted by someone of the same gender and it is prohibited to go through the metal detector more than once and unfortunately there is nothing I can really do to assist him in this situation.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 2/5/2014 12:30:11 PM Airport : SDF - Louisville International Date/Time of Travel : 02/05/2014 12:00 PM Airline & Flight Number : AA 2741 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The TSA PreCheck lane was closed but I was told that I still would not need to remove my shoes or belt and would go through the metal detector.

2:05:3 I reached the front of the line and was told I needed to remove my shoes and belt as I would be going through the body scanner. I showed the employee my PreCheck boarding pass and he said I should have gone through the PreCheck lane (which was reopening just as I arrived at the scanner) and insisted I remove shoes and belt and go through the body scanner. He was very rude and walked away from me in mid-conversation. I complied with his request, but I missed a standby flight by seconds thanks to this gentleman and will very likely not make it home this evening (weather is bad) because of him.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 2/5/2014 8:57:26 PM Airport : ISP - Long Island MacArthur Date/Time of Travel : 01/31/2014 2:30 PM Airline & Flight Number : Southwest 3093 Checkpoint/Area of Airport : body scanner TSA Employee: (If Known) : blond haired woman Comment : I have an artificial knee and also an implant to control pain located in my back. I use crutches to walk and also a wheel chair for distances more than a few feet. I have a nerve condition called CRPS or RSD. Where my nerve fire pain signals 24/7 the slightest touch causes extreme pain for me. When going through security I had my implant card and a letter about the knee but no one wanted to look at them. I was told to go through the body scanner. Immediately after coming out the blond TSA agent started touching my leg. I tried to tell her I would fall from the leg spasms and pain but she refused to listen. Another agent finally brought my wheel chair so I could sit and she continued to try and touch my legs. She kept insisting I stay still but the nerve disease doesn't allow for that. She was getting mad that my leg kept spasming I kept trying to explain the disease and what would happen but she refused to listen or look at the medical paperwork/card I had with me. She even told my Sister in Law that just because I have a nerve disease it doesn't mean that she cant touch me! I asked about being wanded with a metal detector but they said they don't do that here. this screening amounted to physical torture. I am still feeling the effects of what was done to me at that airport.

On the way home from Baltimore I explained what happened and they were horrified. My experience there was fine mentally and physically.

9:05:5 The agents there need training on how to deal with disabled people. Their arrogance and lack of the ability to listen to people is allowing them to inflict unnecessary pain on people who least can take it.

I would have filed a report (The manager finally came over apologized and asked if I wanted to file one). But My father in law who is 93 started getting very upset at what happened. We were on our way to his grand daughters wedding. He had been in the hospital for 6 weeks prior to this and I didn't want to upset him further so we declined.

I'm sure you have video of what happened Please look at it. As I stated above this was pure physical abuse.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 2/5/2014 9:37:23 PM Airport : RNO - Reno/Tahoe International Date/Time of Travel : 01/29/2014 9:00 AM Airline & Flight Number : N/A Checkpoint/Area of Airport : TSA screening point TSA Employee: (If Known) :

Comment : I am a Deputy Sheriff with 20+ years experience. I always opt out of the body scanner. Why am I not put through the metal detector?????

I have done this 4 times at Reno since the new scanner was put in place and not once have they put me through the metal detector. I have addressed this with TSA employees at Reno. I get the typical smoke screen about how they know what they are doing. I am always respectful, so I just shake my head and walk away.

014 10:05:2 There is NO WAY the pat downs are sufficient!!! I have never had a pat down that would have detected a small firearm, knife, or other metallic object that was placed in my groin area. A pat down will never find things placed in body cavities and I have seen lots of drugs and weapons placed in body cavities.

Please allow your screeners to put EVERYONE through the metal detector. Especially those that opt out of the body scanner.

This is not just an issue at Reno. Same process in Phoenix also. Please, please, please use the tools at your disposal to be an effective deterrent!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

she could not take off her shoes and the officer made her take off her shoes anyway. She says now her foot is swollen and her back is hurting. She has Fibromyalgia, it cause her whole body to hurt. She was given a chair, the chair was too short, causing her to have to drop her body into the chair. She said the chair had no back on it.

She had to bend down to remove her shoes, this caused her pain. She says because her foot was swollen she then had to try to get her shoe back on. She ask for a supervisor and he came after the screening was over and told her the officer was just doing their job. The supervisors name was (b)(6)

She has to carry water and has a note from her doctor to be able to carry the water. She says now because of the hard time they give her she has stopped carrying the water.

She says they swab her shoes when she traveled before and allowed her to leave them on.

She says she has traveled about 40 times.

She is a formal airline employee.

She is pre screened, she did not get it this time.

She travels with her companion that works with United.

She travels stand by and may not be able to give a 72 hour notice before a flight.

Response Details: I was sorry this happened to her.

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

014 12:52:1 Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

I told her each officer has the right to either allow a passenger to leave on their shoes or not.

To make her complaint formal she had to put it in writing. I provided her the contact information.

TSA-CRL@tsa.dhs.gov

or via postal mail to:

Transportation Security Administration Office of Disability Policy and Outreach

601 South 12th Street TSA-33

Arlington, VA 20598

We dont require documentation. we dont have the means to verify the doctors notes that passengers would have.

I told her she would need to declare the water as medically necessary and it would be left up to the officer to allow her to take the water.

I ask how she was eligible for PreCheck, either she was invited in by an airline. she belonged to one of the trusted traveler programs with CBP or she had done the application process. She did not know how she was eligible. I told her she would need

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 2/6/2014 4:42:36 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 02/05/2014 8:00 PM Airline & Flight Number : Spirit 777 Checkpoint/Area of Airport : north checkpoint TSA Employee: (If Known) : Not known Comment : I informed both the TSA agent at the podium and the agent at the belongings belt that I was pregnant and that I did not want to go through the scanner due to the radiation. The agent at the belt told me that the machine I was about to walk through was not a scanner. I asked him a second time if it was a scanner or a metal detector and he said it was not a scanner and that there was no radiation, as I was being coerced by people waiting behind me to go. Feeling rushed I walked through the machine. Soon later I looked up what an image of a "scanner" looked like on my smart phone and the image was identical to the machine I walked through with further explanation that there is indeed radiation associated with the machine.

014 6:16:2 I understand that TSA has taken the position that the scanner is not dangerous for pregnant women, however I was under the impression we still had the option of a pat down if desired. This agent claimed this machine was not a scanner, which seems to be false information. I feel like I was lied to to get the line moving faster.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 2/6/2014 7:35:00 PM

Airport : LAX - Los Angeles International Date/Time of Travel : 02/06/2014 3:30 PM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Unknown - American Airline Precheck TSA Employee: (If Known) :

Comment : There are serious issues I feel when someone as insignificant as me who was selected as a prescreen was pegged as having potential explosives and of course, my low risk yielded nothing as it should have. I fly all the time and rarely set off machines. If three tiny screws show up vs all the metal I had in my ears and on my fingers then there might be a problem with the system. I should set off red flags from much larger pieces of metal medical devices implanted in my body. I am not complaining about pat down just that that which was a problem was smallest of item on and in me.

Then I was positive for substance that did not exist and false positive was created. It would be nice to know what I could have done different to not endure that again. I have never touched a gun or any content known to be explosive to my knowledge.

014 8:01:2 Lastly, I had canned food that was confiscated. Instead of using technical terms I had to literally pull info out of this person to understand what she was conveying. She could have just said I can escort you back out of airport for you to recheck at the ticket counter. I am reasonably educated and more laymen terms could have been used.

I am not complaining that the major inconvenience occurred to me. I am actually more worried that if someone as innocent as me with nothing to hide and being checked as thoroughly as I supposedly was. Time was not well spent on my pat down and false positive for explosives. The fact that I had proof of medical devices in the form of a card from company with serial numbers & pertinent info and X-ray of pins in feet I was still subjected to all this and I deserved better as I was preselected for TSA prechk for a reason and that being I was not a threat. As far as the positive testing I had nothing and tested positive anyway. That tells me it is a failed system. And if u tell a customer you need to do a more firm pat down then be sure you produce a better pat down bc the 2nd one was no different than the first and had I concealed something I wonder if it would have been missed. Nonetheless as I sat there I saw problem after problem with folks and this special precheck and wondered if it was effective at all. I feel if preselected and having proof you would set off an alarm should have been considered more. I even told agent I had a medical device and she should have offered me to go through scanner as it was I felt I had to follow procedure and continue through detector. I did not know I had a choice. Most all agents I have spoke with know ppl with devices get concerned with metal detectors and prefer scanners. Is there a reason no scanner are on prechk side? Had my medical been considered I would have perhaps gotten to skip the whole false positive. Personally I feel it all could have been even more thorough.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 2/7/2014 6:50:05 AM

Airport : CMH - Port Columbus International Date/Time of Travel : 02/07/2014 Airline & Flight Number :

Checkpoint/Area of Airport : sta screening B gates TSA Employee: (If Known) :

014 8:42:1 Comment : Metal detector appears to be set for higher sensitivity than other Pre locations at other airports like Denver, LAX and SFO.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller at first asked to speak with someone who has authority and who can make a phone call.
I advised that there isn't anyone here from the TCC who can make a phone call. I asked that he explain his concern to determine how I could assist him.

He indicated that his is a Precheck participant. He indicated that he has a hip replacement and that he doesn't want to go through the WTMD. He indicated that his difficult for him to take off his shoes.
He indicated that he travels from TPA often and has been allowed to utilize the AIT after advising of the metal implants. He indicated that the AIT is not in the Precheck lane but a standard lane near to that. He mentioned that he would soon be 75 and would not have to remove his shoes. He indicated that he was advised by a TSO that he could not go through the AIT and that he would have to undergo a patdown instead.

2014 9:12:3 I explained that he should advise of the metal implants before screening begins and can request AIT screening. He can leave his shoes on if he cannot remove them due to a disability or medical complication, he should advise TSOs of this as well. I advised that if he is in the Precheck line and opts for the AIT and the WTMD is available at that line, he may be referred to a standard screening lane where AIT is available.

Passengers 75 years and older can leave on shoes, and light outer wear and are permitted additional passes through the AIT rather than to be directed to a patdown to resolve an alarm.

The caller indicated that he did not feel that he was discriminated because of his disability but there was a break down in communication. He mentioned that TSOs were rude. He is mainly upset that there is no AIT present in the Precheck lane at TPA for people with metal implants to be able to utilize Precheck.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/7/2014 8:46:05 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Consistently Selected for Secondary Screening
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):
Comments: I have been repeatedly selected for pat downs and additional types of screening every time I fly. Today I went through the virtual strip search with an image of my irradiated body sent to a stranger, a metal detector, a check for explosives which came back positive even though I've never touched explosives in my life, was patted down in front of people and then taken to a private room for more intense pat downs, had every item I was carrying tested and then told I shouldn't be upset about it! Nothing was found!

2014 10:12:2 This happens to me repeatedly even though I am the complete opposite in background and identity from those who would want harm to come to our American population.

I want to know why it appears I am being targeted everything time I go through security. It appears to be a case of reverse discrimination to me...perhaps just to cover TSAs backside so they don't get accused of profiling. Or perhaps it's just a power play given the instruments used do not accurately detect things but can be used as an excuse to harass travelers at the whims of TSA employees. I also want to know why the explosives checking machine does not accurately detect explosives. I touch my dog, my coffee and my shower amenities before going to the airport!

I won't fly again because the concrete halls of our airports on US soil do not adhere to the constitution I was raised to believe protected me and because I am consistently harassed. My money saved. Airline's money lost. I can drive anywhere I need to go and it's frankly easier than the harassment I go through every time I fly which was frequently.

Finally I understand our 4th amendment right has been revoked. Is our 1st amendment right also revoked?!!?

I guess the terrorists have won at least in part!

Caller said back in 2011 he joined global entry and traveled last week from Seattle and got precheck but when he left Palm Springs his wife got precheck on her boarding pass but she never signed up for it and he said he did not get it. He said his wife was told she would get precheck each time if she joined unless random. He asked if he has to sign up for the TSA precheck program, too. He said he showed his global entry card in Seattle but it was not on his boarding pass. Then he said in Palm Springs it was not on his boarding pass and he showed his global entry card but they would not let him get into the lane. He said why are there 2 different rules. He said the person at the head of the line looked at his boarding pass and would not let him stay in the precheck lane. He said this is not the first time he was denied in Palm Springs and always gets precheck in Seattle and asked if Seattle being too lax or doing it wrong and is Palm Springs being too strict. He said he does not want to get anyone in trouble but he travels alot. He said he just gets in the precheck lane and never looks at his boarding pass. Now he said Seattle is not handing precheck correctly. He asked for the phone # for CBP.

Response:I advised him It is random and unpredictable for security reasons and that from the reservation the info is embedded in the bar code of his boarding pass and scanned and then he would be directed to that precheck lane if chosen..

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Precheck eligibility.

I offered to refer this to the CSM at the airport.

I gave him the CBP phone # at 1-866-530-4172.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP (b)(6)

Date Time: 2/7/2014 6:56:30 PM

2014 8:09:5

Name (b)(6)

Email (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 1711

Newark, New Jersey

C81

Comments: I was going through TSA Pre Check line and security was letting general public blend through the same line and metal detector. Shoes on, etc. Is this not a security breach?

Never has my wife been subjected to such and intrusive pat down that quite apparently the agent gained enjoyment from her actions. Four times the agent performed a breast pat down when a simple look at the scar area on the hip would have sufficed. The incident took place at Washington Reagan, terminal at approximately 10:05 AM. My wife has a hip implant hence the metal detector goes off and she explained before entering the screen device. We travel into many countries and without a doubt the US screening system is the only one that went out of its way to humiliate.

The art of leadership is the key to world excellence"

(b)(6)

2014 11:09

Mississauga, Ontario

L5N 4R6 Canada

Tele (b)(6)

HYPERLINK (b)(6)

Skype (b)(6)

Today, 02/08/2014 while clearing TSA at Chicago-Ohare at 0630 (between the Delta and Canadian check in counters) my 14 year old Type 1 diabetic daughter and I were not treated appropriately regarding her Insulin Pump.

(b)(6) the male TSA agent was very condescending and began scolding my daughter as well as me after we exited the body scanner. He said we could not request special treatment and her pump was supposed to remain on her. I had informed the female TSA agent prior to the body scanner that my daughter would remove her pump and we were requesting a hand screening of the pump. She did not hesitate with our request. My daughter was willing to disconnect her pump and walk thru either the metal detector or the scanner or if TSA preferred she was willing to have an entire pat down. Our only requirement was that her insulin pump (\$11,000 value and her only means of life enabling insulin) be hand screened and not go thru an X-ray, metal detector or body scanner, as expressly prohibited by the pump manufacturer. It has the possibility of no longer working properly after being exposed to those machines and could give a lethal dose of insulin or just stop working. Any attempt to put this pump thru one of the X-ray, metal detector or body scanners will VOID the warranty as well.

We travel frequently and I've been a flight attendant for 26 years. Clearing security is not anything new for us. We have never been treated with disrespect or had any issues while clearing TSA in the last 9 years with the insulin pump until today.

2014 11:13:3

I respectfully request you provide accurate training regarding Type 1 diabetic's needs while traveling and re-train (b)(6) on politeness, respect and treating those with medical disabilities with respect.

(b)(6)

Anchorage, AK 99516

Sent (b)(6) iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: ???????? ???? ??????????

Email Address: (b)(6)

Phone Number: (b)(6)

Address:

Zipcode:

1014 1:13:4

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

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CONTACT INFORMATION

Full Name: ???????? ???? ?????????

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: (b)(6)

2014 1:13:5

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? Yes

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Feedback Type : Complaint

Categories : Other

Current Date/Time : 2/9/2014 11:45:35 AM Airport : SAT - San Antonio International Date/Time of Travel : 02/06/2014 Airline & Flight Number : Delta Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I think it's completely irrational that about half the people are routed through the backscatter machines and half through the normal metal detectors, but if you ask to not go through the backscatter machine you are subjected to a full-body pat-down. Obviously if this were such a matter of national security, no one would be asked to go through the metal detectors. In the end, this simply punishes people who don't want to go through the backscatter machines and without any kind of apparent goal towards better security (since half the people don't have to go through them anyway).

2014 1:05:0

I will always request to avoid the backscatter machines, for a number of reasons, and I think that it would simply make more sense on everyone's part if you just gave up the farce that this is for better security and save us all some time by allowing me, and others who choose not to go through those machines, to simply go through the metal detectors - like you allow half the passengers (or all, if the backscatter isn't working) anyway!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern:

My name is (b)(6) and I just went through the LAX screening process. As I was entering the stand up walk through machine I was pushed back because it was stated that it was "calibrating" and I was to go through the regular metal detector. I instructed the Officer that I had metal in my back and leg and that I would prefer a pat down and she stated "it's ok just come please through". Of course I set the metal detector off and she told me to step aside. I did as I was told and as soon as I arrived in the screening area I was instructed to take my sweatshirt off. Because I have a bad back it took me a while to take it off and I was instructed to "please hurry we are very busy". Once I was able to take it off I instructed her that my back is very sensitive and for her to please be careful. She almost immediately pressed on my back and I pulled away because she hurt me. She stated "are you hiding anything" and I quickly reminded her that my back was bothering me and that is why I pulled away. She completed the pat down and I asked if I could go, she then stated that she needed to test my hands. She completed that and then rudely stated "you can go".

2014 12:11:

This is not the first time that I have been treated rudely at LAX, however this time was the worst. I now have to travel the next 11 hours in tremendous pain because of the horrendous pat down this LAX Officer completed on me. Unfortunately I did not get the name of this Officer at the time of the screening. However, I do not believe I should have been accused of "hiding something" and treated so rudely.

Respectfully,

(b)(6)

2014 4:18:0

Please explain how you can have a category of Trusted American Citizens that does not include RETIRED MILITARY. We have given 20 plus years in defending America. Who is more trustworthy? I feel disrespected when I go through the Airport, and have to go through that Body Machine, take off my shoes, and or get patted down, TSA knowing I'm a Retired Disabled Veteran, and other Social Categories of American Citizens don't have to remove their shoe's or go through the body machine, they go through metal detector only, because of age, or other reasons you have, they don't even have to pre-screen. I guarantee in the history of America there has never been a Retired Veteran carrying a Blue Retired Military I.D. card. hurt America. Our I.D. cards allow us access to Military Installations for shopping, lodging, dinning, MWR, etc. The Military respects us that much, and with monetary compensation also. TSA respects other Social Categories of American Citizens before Retired Military. That is insulting. I hope race had nothing to do with your treatment of me, I was told Retired Military is not as good as Active Military, I hope that is not the case. If you don't fix this, I will launch a campaign against TSA through Social Media from every of the 2 million retiree' who will listen.

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CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Stone Mountain, Ga 30083
Zipcode:

2014 6:02:3

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Hartsfield-Jackson Atlanta International Airport

The caller requested Wounded Warrior assistance for a flight and when she went through the screening she stated it was as if the TSO didn't know all her problems. She received a patdown, which was painful. She can't go through the AIT. She wouldn't let her go through the medical detector. She stated TSA puts passengers through extra pain and she was in tears. She wore all loose clothes and she has to because she is in pain all the time. They provided a wheelchair for her on her last flight, but not this one. She flew yesterday from Pensacola.

2014 10:42:

Advised:

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

TSA does not provide wheelchair assistance. That is done by the airline.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 93662

2014 8 24:5

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Disability Description: The caller indicated that she had requested assistance via the Wounded Warrior program.

Response Details: I advised that I would refer information to her on how to submit a formal written complaint in writing.

TSA Civil Rights can assist passengers who feel they have been discriminated against or profiled in the screening process. All civil rights complaints are required to be submitted in writing and I can go ahead and send the instructions on how to do so.

I advised that we would refer the information to the CSM at PHX.

Incident Details: The caller would like to file a formal complaint against three TSA employees at PHX. She traveled from there today.

Caller had requested assistance through Wounded Warrior previous to today's flight and was met by a TSO (b)(6). She had advised them of her medical condition prior to screening. This person advised that she had to receive a patdown.

2014 8:28: The caller checked her baggage with the airline and obtained a wheelchair from them. She was not allowed to go through the WTMD. She had to receive a patdown. She advised that she doesn't feel comfortable being touched as she was in a lot of pain. A TSO advised that there was an ETD alarm and that another patdown would be required. This patdown included a patdown of her private area. She asked for a supervisor (TSO (b)(6)) who advised that she had to complete the screening process regardless of whether she wanted to fly as she was in a secure area of the airport. She advised that a patdown had to be conducted of her private area.

Caller asked for the supervisors boss. Supervisor (b)(6) advised that the caller had to go through the process. She explained to him that she was traumatized and that the assistance she had requested did not help and had become traumatic. This supervisor also advised that she could not leave the secured area without being screened, even if she decided that she wasn't going to fly. She then asked for (b)(6) supervisor and was advised that the individual was in a meeting. She requested a business card, that she did not get, however (b)(6) provided a sticky note with the name of (b)(6).

She indicated that she was wearing a brace and the brace was not swabbed, however her other articles and belongings were swabbed. Caller feels that she was discriminated based on her disability.

The caller indicated that there was a hidden motive behind the patdown screening. She indicated that there was a false negative that resulted in the patdown. Caller feels the additional screening was based on her race as well.

She was at the checkpoint between 5:55am-6am
Southwest flight 802 departing at 8:50am from C4.

Caller stated that he flew from Port Columbus to Chicago O'Hare. Caller stated that when he went through the metal detector, the alarm did not sound as it usually does since he has a knee replacement. Caller asked the officer why it did not alarm and the officer told him that it just didn't. Caller wanted to know if he should call and let someone know that the metal detector at Port Columbus was not alarming.

Airport Port Columbus
Airline United
Flight numbers 245
Date and time of incident
Baggage tag number
Description of bag, color, style, size, brand
NOI with Writing
Terminal or Gate Terminal B
Contact information (b)(6) - work phone in Chicago (b)(6) office in Ohio (b)(6)

2014 1:25: I
Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.
A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
 - The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
 - A passenger may ask for a chair if he or she needs to sit down.
 - The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
 - A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.
- In addition to the patdown, TSA may use technology to test for traces of explosive material.

I told the caller I am referring this to the CSM just in case the equipment needs to be calibrated.

Name: (b)(6)
Address: (b)(6) Valencia, CA 91355
Date: Thursday, January 20, 2014
Details:

At approximately 9:30 PM to 10:00 PM I was guided through priority boarding with United Airlines. Flight UA 660 from LAX -ORD, Gate 74. Board time: 10:52 PM. Departure time: 11:27 PM. Ticket Confirmation (b)(6)

I have a defibrillator and am under strict instructions from my Doctors NOT to pass through any form of metal detection device due to possible damage and or impairment to proper functioning of my defibrillator. My heart condition is life threatening and I have had two cardiac deaths and on several other occasions the proper functioning of my device has saved my life. I informed the male TSA agent that checked my ticket and Drivers License that I would need a female assist. He advised that I should tell the agents as I approached the security checkpoint. I told two male TSA agents that I would need a female assist and one was called for and I was told to stand at a certain spot to await the assist. After a few minutes a female TSA agent from another area and said quite loudly, where is the trouble maker. When she became aware of who I was she said more than once something to the effect of come through here and aggressively waived me towards her. After I walked through I expected to receive the pat down that I am quite accustomed to as I have had my device since 1997 and travel extensively. Then she just indicated that I was done and should move on. It then became apparent to me that she had made me walk through the metal detection device. When I questioned why she ignored my request and made me at serious potential risk to my health walk through the metal detector she was rude and defensive and said I should have told her why. Unfortunately at this point I was so scared and upset that I neglected to get her name. I assume that by correlating the gate flight information with the TSA security tapes and female staff working that area that you will be able to determine who she was.

It is critical that this woman understand that her actions could have resulted in my death. My traveling companion was witness to these events.

I look forward to your response to this complaint and advice that you have received this email.

On Friday January 31, 2014 I gave preliminary information to (b)(6) of the TSA, employee (b)(6)

I understand that my signature is not required on this document as it is being submitted via email. If that is not correct please advise and I will submit it by mail.

I can be reached by phone at (b)(6)

Thank you in advance for your investigation into this matter.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 2/11/2014 9:15:19 PM Airport : LAX - Los Angeles International Date/Time of Travel : 02/11/2014 6:00 PM Airline & Flight Number : AA 1226 Checkpoint/Area of Airport : American Airlines TSA pre check TSA Employee: (If Known) :

Comment : TSA pre check and Global entry are great programs. However, in LA and a few other airports the scanners have been replaced by metal detectors. With two artificial hips, i set off the metal detector every time and have to be patted down. This defeats the purpose of pre check. I am also not a high profile target (60 years old, known traveler) and so is just a waste of everyone's time. It would be great if there was access to a scanner. Airports such as Chicago at AA has solved this problem. I travel to three cities per week and so have experienced the good and the bad numerous times. Is this something that can be addressed?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller's ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:

We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSOs are trained for that.

We cannot guarantee you that you will not have to undergo additional screening regardless of the ID that you present.

For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.

If you have complaints about a particular screening incident at an airport, please inform us of the details and we can forward it to the CSM to look into the issue.

Caller has been flying back and forth on Southwest to Chicago since this past May due to the death of a relative. Caller is a CA resident. Caller has had to go through additional screening because of using alternative ID. Caller has anxiety and depression. Caller will be flying to San Diego soon to renew her ID. Caller's ID will expire before her flight. Caller is concerned that she will have to have additional screening due to using an alternative ID. Caller states that previously she was patted down twice and it was very difficult for her. Caller is very upset and would like to know how she can go through the screening with having additional screening done. Caller feels that additional screening is done based on whether or not the TSOs like you or on racial preference. Caller does not want to give details about past complaints because that will not change her upcoming screening.

Advised caller:

1014 12:00: We understand the inconvenience passengers may have experienced due to the patdown. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSOs are trained for that.

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If TSA is able to confirm the passenger's identity using alternative ID, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening.

If you have complaints about a particular screening incident at an airport, please inform us of the details and we can forward it to the CSM to look into the issue.

Caller has flown from 7 different airports, most recently from BOS. During his trip at BOS he had filled out a form that does not have an address to send it to. It just says to place in a drop box. The caller is complaining about being Precheck approved and having a pacemaker. Every time that he goes through he does not go through a WTMD and is directed toward alternate screening and having to empty out everything. He wishes to speak with someone about a policy change or business suggestion. Caller is not happy with just someone to complain and requests the Administrator's information an email.

Advised caller:

1014 12:52: I cannot send a complaint to 7 different airports. What you are asking is for a policy change. I am unable to do that here. I suggest you visit TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov or the Fed Biz Opps Web site at www.fedbizopps.gov.

I do not have Mr. Pistoles email address. I have his mailing address:

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

pre check area of security. I was the only traveler at that time going through the pre check area. I was really shocked at the attitude that (b)(6) seemed to have, especially since it was early and no one was in the lane she was working except myself. I had already placed my suitcase and computer bag on the belt and they had almost gone through as I was taking off my heavy winter coat to place it in the bin. She instructed me to put the bin in first before my bags, but my bags were no longer at arm's reach so I just sent the bin through last. She yelled that the bin was going to get stuck since there was nothing to push it through. Now, I'm sure bins do get stuck on occasion with lightweight items in them, but my bags were already passing through and I couldn't get to them. My bin went on through without a problem, but when I got through the metal detector, she rolled her eyes and looked at one of the other TSA screeners and commented, with a very hateful attitude "they just think we are crazy and don't know what we are talking about".

I think it was mostly her attitude that got to me, more than her words. I did not say one word to her as I try to avoid conflict, when possible. I have traveled for about 15 years, 3-4 times each week, so I do run across people that are not in the best of moods, but Phyllis's behavior was unacceptable to me. There was not one reason why she should have treated me like that, or any others for that matter. I am not one of the regular business travelers that believes we are entitled to special treatment or anything like that. I was just minding my own business, when she yelled out from the other side of the metal detector.

Thank you for the opportunity to share my comments with you and I hope they will get forwarded to the appropriate individual at the Columbus airport.

2014 8:05:2

(b)(6)

(b)(6)

I have recently undergone a total knee arthroplasty (knee replacement) and discovered that I now set-off the metal-detector at Terminal 1 of FLL. Unfortunately, Terminal 1 at FLL does not have ANY backscatter X-ray machines installed, and as such, I (and anyone with a medical condition that involved the replacement of a joint with a metal implant such as for a knee, hip or shoulder) am invasively patted down each and every time by TSA security.

These invasive pat-downs are not only humiliating (regardless of whether done in public or private), but also adds at least 15 min to the security process, which is significant for frequent business travelers such as myself...especially considering that I have TSA Pre-Check on 3 airlines!

The reason provided by the local TSA supervisor for the lack of backscatter X-ray machines in Terminal 1 of FLL is that there is insufficient room to install backscatter X-ray machines without re-locating support columns. Although that may be true with regard to replacing all the metal detectors in that area, it is highly unlikely that sufficient room cannot be made to install at least one backscatter X-ray machine.

2014 8:19:0

Cost should not be a consideration when it comes to discriminatory practices that require passengers with joint replacements to be singled out for invasive pat-downs each and every time. Other passengers might be occasionally and randomly selected for pat-downs, or may be carrying materials in their pockets that trigger the need for a pat-down, but passengers with joint replacements are in the unique position of always being singled out.

I urge you to rectify this issue by insisting upon the installation of at least one backscatter X-ray machine in Terminal 1, FLL.

In the interim, I urge you to institute a policy of allowing passengers with joint replacements (which can be demonstrated with official cards from their physicians) to undergo "wandering" and specific-site pat down (e.g., shoulder or knee) to demonstrate that there is no concurrent presence of external metal-containing objects. Your metal detectors are sophisticated enough to indicate if the source of the metal is low, medium or high. Surely THAT information along with wandering and specific-site pat down would be sufficient to avert the need for TSA personnel having to pat-down the genitals of joint-replacement patients!

(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

New York

State:

NY

Zip:

10007

Email:

(b)(6)

Check here if you are represented by a third party or an attorney in this matter.

No

If so please provide the third party's name and contact information:

2) Have you been authorized to file this complaint form on behalf of another individual?

If yes, please provide your information.

No

Your First Name:

Your Last Name:

To whom it may concern

Today at Denver tsa line

Gentleman at metal detector held up the line and shouted for everyone to complain that there were not enough workers that was why he was stopping passengers going through metal detector Also I was under the impression we did not need to remove our coats

He asked everyone to remove their coats

I travelled through 2/14 @ 0900

Tsa used to be pleasant

This guy was rude

Regards

Sent from my iPhone

2014 8:25:1

2014 12:13:

Caller said she is flying from Midway in Chicago on Delta and she said other people merged into the precheck lane and she said this is a shoe violation. She said she has reported what she needs to report and she said this is scary and she does not want to be read to anymore and she ended the call.

Response: TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Precheck.

2014 12:34: Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Precheck lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Precheck process, passengers should not expect to be directed to the TSA Precheck lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying for precheck.

Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn't have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

Information Request: She is needing to know if it shows on the screen what part of the body that caused the alarm to sound? She is also needing to know why her hair is being patted down if it is her knee implants that are causing the alarm to sound and why she is being required to take her shoes off for screening since she is 75 years old?

She is wanting to know about the pre screening that people go through so she will not have to go through a patdown screening.

2014 1:28: Response Details: I advised her that the AIT screener is not a metal detector and may not be alarming due to her metal implants. There may be some other reason or another part of her body besides the knees that is causing the alarm to sound. Our officers are required to conduct a patdown to clear alarms and it is at the discretion of the officers at the checkpoint what area of the body that they have to patdown.

Our officers may ask her to remove her shoes for additional screening to clear an alarm.

The passengers that go through the expedited screening go through a WTMD and if she goes through this screener with metal implants an alarm will sound and she will still have to go through a patdown screening.

The next time that she gets ready to fly she can contact us and we will be able to forward a request for assistance to our disability specialist at HQ so she will have assistance during the screening process and her screening will go smoother.

She did not want to file a complaint about her previous screening experiences.

She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening.

Email not sent.

Disability Description: Caller travels 4 times a year and she has two knee implants. Every time that she goes through the AIT screener the alarm sounds and she has to go through a patdown. Some airports let her on through the checkpoint and some airports do a head to toe patdown including her hair. She is over 75 and shouldn't have to take her shoes off for screening but when the alarm sounds that officers make her take her shoes off for additional screening.

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She did not want to file a complaint about her previous screening experiences.

She can speak with a PSS at the checkpoint and they will be able to further assist her through the screening.

Email not sent.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 2/14/2014 12:04:25 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 02/14/2014 8:00 AM Airline & Flight Number : AA 988 Checkpoint/Area of Airport : International Arrivals TSA Employee: (If Known) :

Comment : Hi, normally my experience with TSA employees is a pleasant one. This is my first time encountering rude and in my opinion unprofessional TSA agents in many flights.

Upon arriving from my international flight from Peru, as I sent my carry-on bags through the scanner at security, I mistakenly stepped in front of guard and metal detector directly to the left of the scanner. He then spoke to me in a belittling manner telling me that I didn't see that people going through his portal had special badges and clearance and that I must get in line behind the body scanner next to his portal.

Before proceeding through, I politely suggested that they place a sign by his portal to remove confusion. He cut me off in mid sentence and began to tell me there were signs everywhere and that I should have noticed, continuing to speak obviously not concerned with my suggestion. I felt he was belittling and demeaning in front of all who were in line. He was an older gentleman, tall and balding with grey hair.

After going through the body scanner, I failed to remove my wallet and a small bit of folded cash from my pocket. Again I was rudely spoken to as I was asked, "Didn't they tell you to remove all items from your pockets" which no one did. Then as I did remove the two items, I was handled in a rude manner. He had dark hair, black framed glasses and was about 5' 10"

I don't normally submit complaints like this, but when passengers go out of their way to cooperate with security at the airport, we expect more grace for simple mistakes, especially when each gate check area from airport to airport operates in different manner.

Thanks for hearing my concern.

God Bless,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he was traveling out of Pittsburgh Airport and carries aromatherapy oils and is in the health care field and he said they practically stripsearched him and he said they opened up his suitcase because he would not let them xray his oils and he said the shampoo bottle leaked all over his check bag. He said he does not have a criminal record and he was with family when they did this and he said he wanted to carry on the oils. He said he got a noi inside his check bag and he said he had to get items drycleaned. He requested that we email the claim form. He said he understands that they have a job to do. He said he is flying Tues. out of LAX and he said he does not want his oils to be xrayed. He said they used a wand on both him and the oils and they told him they picked up some type of strange chemical off the oils. He said our country does not understand about aromatherapy and he said he had to have his suit drycleaned. He said he did tell the officer before the screening started that he did not want the oils xrayed.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised him to advise the officer before the screening starts that he does not want the oils xrayed. I advised him he may be screened by the wand, ait, wtmd or a patdown.

In response to the threat to aviation posed by liquid explosives, Transportation Security Administration (TSA) policy allows passengers to carry travel-size toiletries in containers 3.4 ounces or smaller through screening checkpoints. All of the items must fit comfortably in one, quart-size, clear plastic, resealable bag (3-1-1 rule.)

Disability Description: Callers Aunt has a pacemaker.

Response Details: Airport: MCI

Airline: Delta

Flight Number: He doesn't have it, 5709 he thinks

Date and Time of Flight: Feb 14, around 6 AM

Description of Luggage: group of 4, 3 adults and a child, it was the first flight of the morning for Delta.

Location: concourse 1 he thinks

Contact Info: (b)(6)

I advised the caller that i would be sending the complaint to the CSM at Airport. I also advised that i would be sending the claim for to the email address that was provided.

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

2014 6:14:3 Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

I advised i would share this information with a disability specialist.

Incident Details: Caller is calling for his aunt. She flew from MCI with Delta to LAX. She was supposed to continue to the Philippines. She has a pacemaker on her heart and the officers made her walk through the metal detector. She flew from MCI to DEN to LAX. Her name is (b)(6) He stated that at both DEN and MCI she was made to walk through the WTMD.

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Caller wanted to know the name of the machine at the airport that scans the body. She thought it was mandatory to go through this. She already has skin cancer. When she went through this she saw the bright light shining on her face. She already has sun damage and her face is getting red and blotchy. If it is anonymous why did they make her hold her license up while she was being scanned?

Advised:

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. Both systems work in a similar way to give Transportation Security Officers (TSOs) a virtual image that conspicuously highlights potentially dangerous items on a passenger. However, as of May 17, 2013, no backscatter AIT systems are deployed to U.S. airports. AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort.

Millimeter wave systems project beams of non-ionizing radio frequency energy over the passenger's body surface; the beams do not penetrate the skin. The radio frequency energy reflected back from the body and other objects on the body is used to construct a three-dimensional image. The energy the system projects is thousands of times less than a cell phone transmission.

!014 11:49: The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent flyers who undergo repeated screenings. When evaluating new screening technologies, TSA performs independent studies and evaluations to verify the systems meet regulatory and national consensus standards to ensure the health and safety of the traveling public. This testing takes into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical conditions, and pregnant and potentially pregnant women, as well as employees who work near the equipment. All screening systems fully comply with Federal safety requirements, and measured radiation levels for each are well below limits established by the U.S. Food and Drug Administration and the U.S. Occupational Safety and Health Administration.

TSA is sensitive to passengers' concerns about protecting their privacy as it relates to the security screening process, particularly the use of AIT. Rigorous privacy safeguards are in place to protect passenger privacy and ensure anonymity. There are no realistic images produced of passengers during the screening process. All operational units utilize a virtual figure on which anomalies are presented for resolution. The imaging technology that TSA uses in airports cannot store, export, print, or transmit images.

Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

However, if an adult accompanying a child 12 years old or younger opts out of AIT screening on the child's behalf, the child will receive a modified patdown. TSA never separates a child from an accompanying adult. The adult may observe the entire patdown process and may assist by holding the child's hand. Please be assured that TSOs are trained to conduct these procedures professionally and respectfully.

I don't know if that is a standard operating procedure to have you hold your license up. If you would like to file a complaint, I can take your information and forward it to the CSM at the airport for review.

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb. 1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other side that I had knee replacements and would cause the alarm to sound. She told me to put my shoes on the conveyor belt, which I did. I walked through the machine and the alarm went off. She barked at me to stand aside. She stood in front of the machine, blocking its use. The line on the other side grew long, and people were grumbling. There was no explanation as to the delay. Eventually a gentleman came to replace her. I was instructed to point out my belongings and not to reach for anything. I pointed out my carry-on and asked her to please pick up my sweater, as it was loose on the rollers and I didn't want it to get caught. She picked up my carry-on but not my sweater. She asked if that was all - I pointed out my purse, again asked her to collect my sweater. She had my purse and carry-on and then asked me if there was anything else. I pointed out my sweater and she asked about my shoes. I pointed out my shoes. Again, she asked me if I had anything else. At that point she picked up my sweater, and gave me a little sneer. We walked to the "feet" mat for the pat down. I placed my ticket on the table near where I was standing and she informed me I could not put my ticket there. So I slipped it in my back pocket. As she started, for an unknown reason, I asked for my first ever private screening. I have had replacement knees for some time, and have had more pat downs than I can remember. This was the first time I have asked for a private screening.

2014 6:09:2

(b)(6) (the screener) was clearly unhappy with my request. She gathered up my items and marched me down the walkway telling me keep walking. We stopped outside an office, where she asked another lady if she would come in. There was a third woman working at a desk inside the room, but she didn't look up when we entered. I placed my feet on the mat, and she very slowly went through the entire procedure - what she would do with her hands. I nodded the entire time she was speaking, as this is not a new procedure to me. She had me stand with my back to the second woman. I realized I had a cough drop in my trouser pocket and placed it on the table. Her attitude continued to spiral down as she did the exam. When she was using the back of her hand to go under my breasts, she checked that area three (3) times, each time forcibly lifting my breasts higher each time. It was most uncomfortable. By the third time she did this, I spoke up, informing her in all of the times I have had this done, I have never had anyone do like that during the exam. Her eyes narrowed, and she told me she was just making sure she examined that area thoroughly. When she did the same area for the FOURTH time, she quickly turned her hand around and pinched my left breast.

Then she moved to the legs from the front. She squeezed and pulled so hard that she had my trousers about four inches from my waist. She then pushed her hand up into the crotch area further than I have ever experienced. Clearly, at least to me, she had a serious attitude problem. She instructed me to turn around and asked me what I had in my pocket. Well, that would be the ticket I wasn't allowed to place on the table. Didn't I know better than to keep something in my pocket? She finished the exam, as rough as she started.

Thank you for your e-mail regarding your recent travel experience.

Generally, when there are problems, complaints, and concerns with security screening at one of our Nation's airports, we would forward a copy of the complaint to the Customer Service Manager (CSM) at that airport. However, we are unable to extend this courtesy to you because you did not mention the exact airport you departed.

2014 7:02:36
From: (b)(6)
Sent: Saturday, February 15, 2014 3:57 PM
To: 'tsa-contactcenter@dhs.gov'
Subject: attitude

Good afternoon,

Recently, I flew Delta 1746 from Phoenix to Atlanta (Wednesday, Feb. 1, flight left at 10:15 am). I am an airline frequent flyer, have global entry and TSA pre. My experience at terminal three (north) that day has left me with a very sour attitude towards an individual TSA person.

I placed my carry-on on the conveyor belt, along with my sweater and purse. There were no containers, so my purse and sweater were loose. As I approached the metal detector, I told the woman on the other said that I had knee replacements and would cause the alarm to sound. She told me to put my shoes on the conveyor belt, which I did. I walked through the machine and the alarm went off. She barked at me to stand aside. She stood in front of the machine, blocking its use. The line on

I've travelled through three airports in the past couple of weeks, and in each case used the TSA Pre-Check line. These were CLT, IAH, and HOU.

Although I realize that the Pre-Check travelers are lower risk, I have noticed at all three locations the same behavior by TSA Officers which concerns me, and which I will describe below.

At each location, the person sitting in front of the X-ray device screen is directly across the person handling the walk-through metal detector. Thus, these two TSA Officers are about 5 feet apart and directly across from one another.

Each time I went through, I witnessed both Officers engaged in very lively conversations not related in any way to their work.

In a couple of cases, I have witnessed the person who is supposed to watch the screen displaying the images from the X-ray device actually look away from the screen to face his or her colleague in their conversation. Meanwhile, I saw images passing by on the screen and the operator barely looked at them.

It's great for TSA Officers to develop friendships at work, but while at their respective stations – the Officer's focus should be entirely on their assigned tasks.

The X-ray device requires a much more attentive Officer than the metal detector. The operator must apply and analyze the different color screens to detect subtle items.

2014 9:38:4 Perhaps erecting a simple screen on top of and parallel to the X-ray machine tunnel blocking the view of the two device operators from one another would help.

I can imagine that both assignments can become very boring, but that's no excuse for not diligently paying attention to their assigned duties. Maybe the technology in both devices is so sophisticated that little human attention is required, but I don't think that's the case.

Thanks, and feel free to contact me for additional information.

(b)(6)

Charlotte, NC 28226

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 2/16/2014 6:29:05 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/14/2014 5:30 PM Airline & Flight Number : American Airlines 1571 Checkpoint/Area of Airport : North Terminal Security Check-In, far left line TSA Employee: (If Known) :

Comment : While flying has become increasingly unpleasant, I understand security is a top priority. However, I disapprove of unprofessional behavior by individuals in positions of authority, no matter how minor, especially when motivated by arrogance or even opportunism. First, there were no large bins (on conveyor belt) for larger personal effects such as belts, shoes, or in this case, notepads. As I passed thru the metal detector I was questioned by the TSA employee: "What's this? What do you need a notepad for?" Well my two previous flights were cancelled so I had written down all my flight information on the notepad to keep everything straight. It was written in plain english. Assuming he can read, it would have taken him less than a second to see what was written down but instead I am ridicouled for a mere oversight. Then, my bag was selected for screening so one of the TSA employees searched my bag while I watched. I actually had no problem with this search but was it necessary to confiscate my \$10 shaving cream (which was in a tube) and my \$20 hair gel tube. I find that a bit ridicoulus as this has never been problem previously. Finally, I found the whole experience stressful. It takes a lot of effort to empty your personal effects and put them back on, quickly, after passing thru the detector. While I understand this is TSA policy, I was hoping courteous and polite behavior were also TSA policy but it certainly appears not at Hartsfield. I never once heard any traveler addressed as "sir" or "ma'am", by any TSA employee nor did I even see a smile.

2014 9:38:5

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On 2/4/13 at 0940 at the Dallas Fortworth Airport, waiting to board the American Airlines flight 1524 at gate C31, I was profiled by a TSA agent. This agent was a Caucasian male, approx. 50 years old, salt & pepper hair with eyeglasses. He appeared to be a supervisor.

A gate change was announced at approx. 0930 and I walked through the terminal, following the overhead signs to find C31. The over head sign stated C31 Baggage claim and pointed to the right. I followed the signs and afterwards realized that I had left a secured area. I spoke with one female agent, possible East Indian, that did not understand English at all and just ended up pointing. I went to the next female agent, again possible East Indian and her English was just as poor. I was getting frustrated and thinking that I would miss my flight. I then spoke with a male Caucasian agent at the baggage claim area. He told me that I was now in an unsecured area and had to be rescreened. I entered one line, only to see that 3 different lines merged to one TSA agent check point. I proceeded to what appeared to be my turn and was told that it was not my turn. At this point, I was more frustrated. I then noticed the above referenced agent staring at me continuous for about 1-2 min and then talk to a male and female TSA agent, both Caucasian. The female agent then came into the line and asked me if anything was wrong. I explained the situation and she told me that this happens often because of the poorly marked overhead signs. I waited my turn and went through the metal detector without any problem or alarm sounding off. After the scan, I was approached by 2 female Caucasian agents that asked me to turn around and they ran their fingers through my hair.

2014 3:17:0

At this point, I was literally speechless and felt extremely violated. I quickly processed all the previous events and realized that I had just been profiled for no apparent reason. I have been flying twice a month for my job for the past nine years. This has never happened to me before, nor have I seen it happen to anyone else. Totally absurd and ridiculous. I felt discriminated against, humiliated, embarrassed and degraded. I demand an apology.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/16/2014 5:22:18 PM Airport : OAK - Oakland International Date/Time of Travel : 02/15/2014 6:15 AM Airline & Flight Number : Southwest 1530 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

Comment : I was traveling from OAK to MDW yesterday morning and arrived at the security check point at about 6:15am. There was an African American TSA employee who was standing by the full body scanner so I asked her if I could request an alternative screening method as I am 10 weeks pregnant. She thought about it for a second and said OK. She told me to step aside and instead of asking someone to help me, she started chit chatting with another TSA employee. I waited for a few minutes and realized that she wasn't going to take any action. I asked the same lady again if she could get someone to help me and she said OK again then walked away. I thought she was heading to the back to get someone, but it turned out that she went to the other side of the metal detector and started letting people through that way instead of the full body scanner. I waited for another minute or two just to see what's going on. Then after realizing that she was ignoring me again, I asked the other TSA lady (who she was chatting with) if she could get someone to help me or if I could just go through the metal detector instead if no one was available. She said to me "either you have to wait or you could go through that lane" and pointed at the full body scanner. I explained my situation (pregnancy) to her and told her that my flight was leaving in about 15 minutes and I really needed to go. After going back and forth with her for a while, she finally called the other lady (the one who was "helping" me originally) over and told her to get someone to help me. I waited about 15-20 minutes total before they even took any action.

2014 6:11:1

By the time I get to the gate, I've already missed my flight and there was no other flights available throughout the day. I ended up not going anywhere after going through all this trouble and not being able to spend this weekend with my family. I am very disappointed with what happened at the security check yesterday morning. I felt like I was being ignored and bullied as a pregnant individual. I know I have the right to ask for alternative screening. It was not right how they made me wait there for 15-20 minutes before they even took any action (especially since it wasn't even busy and they were chit chatting). It was also not right that this TSA employee tried to bully me into going through the full body scanner even though I already opted out. I've traveled at least 50 times in the past 2 years and this is the first time asking for an alternative screening DUE TO special condition (pregnancy) and this is how I was treated. Very disappointed.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I sent you the following message mentioning concerns about the attentiveness of TSA Officers operating security devices at three airports I visited in the past couple of weeks. I mentioned CLT, IAH, and HOU.

Your response, also below, mentions "a specific airport" – although I mentioned three different airports.

Further, since I observed this behavior at all three airports I visited in a two week period, I suspect that there's a good chance that this is happening at more locations than just the three I mentioned.

I strongly suggest and request that you address this more broadly and even system-wide.

I am a very frequent traveler and also a security expert, so I trust you take this recommendation seriously.

(b)(6)

Charlotte, NC 28226

(b)(6)

2014 7:04:2

From:

tsatcc do not reply@senture.com:

I am sorry but this does not make sense. You did not read my email.

At CVG today there was NO identification of passengers prior to being redirected to TSA recheck line. A security person directed lines of people into the TSA precheck line BEFORE any scanning of boarding passes took place. This invalidates your statement that you are using airline data to decide. I suspected you would do a copy and paste and not really respond to my concern, and direct me to a website.

Given that, i am going to forward this reply to the Congressional Oversight Committee that handles TSA, and let them ask you - perhaps you will be more forthright and careful in your response. I consider this a problem, and I know many travelers who see this at other airports and say the same thing. There is clearly confusion within TSA on how precheck works, and I suggest you pay attention to your travelers who are expressing concern.

I hope your next response is better than the last.

(b)(6)

On Feb 17, 2014, at 4:10 PM, tsatcc_do_not_reply@senture.com wrote:

2014 6 44:1

- > Thank you for contacting TSA regarding your experience at the security screening checkpoint when you were selected to participate in TSA Pre?™.
- >
- > TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will increase the number of travelers who may be eligible for TSA Pre?™.
- >
- > Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.
- >
- > TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.
- >
- > Passengers who are directed to the TSA Pre?™ lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Pre?™. This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.
- >
- > Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler

The agent in question was Supervisor (b)(6). The flight was on Feb. 7 at 7:56 AM. flight #653, going to West Palm Beach International Airport.

I asked to opt out of the x ray exam due to medical reasons based on the advice of my doctor. I have opted out at airports all over the country but

have never experienced the rudeness and unprofessional behavior that was displayed by this officer. After I asked to opt out, I waited at the

gate for over 10 minutes and observed that no one was being called to get me for the pat down. I also saw a number of passengers who were sent

through the metal detector instead of the x ray. When I asked if I could do that instead, I was angrily told "No. You already asked to opt out" This made no sense and seemed

very arbitrary. Finally, after several more minutes fearing I might miss my flight, I asked for a supervisor. Immediately, (b)(6) who was nearby, walked up to me

and unceremoniously ushered me abruptly through the gate. I mentioned that my personal items were left unchecked and she completely ignored me and directed me to a location on the side

2014 6 45:2 where I couldn't see my things, which included a personal computer, my wallet, credit cards, etc.

After she did the pat down, she apparently had a problem with the machine that checked her gloves because she kept putting a paper in it

and it didn't seem to work. She asked another agent because it was clear that there something wrong with the machine. She also proceeded to ask another agent to check my

bags again, although they had already gone through the x ray. I said to him as she walked away, "she's harassing me" and he nodded his head in agreement, obviously understanding

this additional search of bags was unnecessary.

(b)(6) apparently wasn't finished. She informed me that I had to have another pat down and refused to do it outside as per my request,

she insisted that I go into a private room with her and another agent and she proceeded to pat me down again. She went out and then finally came back and said I passed (which was the case after the first pat down), but she said I had to wait for my

boarding pass. I had to stand there while she joked around with other agents instead of filling the necessary paper work. I had to wait until she finally filled out paper work as slowly as possible, knowing I could miss my flight.

The last four times I have flown out of Lambert International Airport in St. Louis, MO on Southwest, Terminal 2, I have had a TSA Pre clearance. I am also an PRIORITY A+ passenger on Southwest. The TSA Pre clearance set up in Terminal 2 is frustrating to me. I have a pace maker and cannot go through the metal detector. However, the aisle set up for TSA Pre clearance has no scanner. Thus I must go over to another aisle, take my luggage, take out my laptop and toiletry bag, etc. I have mentioned my concern to the TSA personnel, who are all very polite. They say you all know the problem and hope to take care of it. I sincerely hope you do so.

2014 7:27:4

Thank you for your consideration.

(b)(6)

Feedback Type : Request for Information

Categories : Identification Requirements; Screening Current Date/Time : 2/17/2014 5:52:08 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 7:27:4 Comment : It seems to me there is a lot of inconsistency. Why is it that liquids can remain in my bags at JFK but in BTV there are very strict about liquids being removed and placed into ziplock bags (in fact they even provide the bags)? Why is it that with my airline employee ID I'm allowed to use the metal detector at Terminal 5 JFK rather than the xray machine, but at FLL, I was told only those in uniform are allowed? Why do I have to take my airline ID out of the plastic case at FLL but at JFK it's fine to leave it in the case? some of these rules seem unnecessary but it is strange to me that they are applied so inconsistently.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am writing about a concern that has grown in me regarding the screening process at airports with the xray screening technology. Specifically, my concerns have grown because of the procedure at Bush Intercontinental in Houston, Texas.

I regularly fly a regional United flight from Houston to Colorado Springs and back, starting at IAH Terminal B. Since my surgery in July 2013, and because of a continuing health concern which can be aggravated by radiation, I ask to bypass the xray. Each time I do so, I have volunteered to pass through the metal detector, but not once have I been taken through (I am speaking only of IAH, as COS has no xray and automatically runs you thru the metal detector).

This last week, I again asked to bypass the xray, and again I was taken thru a gate entry and given the pat-down. So were two gentlemen ahead of me. This is when my concern level got higher than it had been already.

While a TSA agent does a very thorough topical pat-down, I personally feel that, without the benefit of a metal detector walk-thru, there is no way of guaranteeing the passenger is not hiding, within their person, anything that would breach the safety of the other passengers in the national airport system. And I know that, if this would cross my mind, it has definitely crossed the minds of those who would want to make sure no extra precautions are ever taken.

2014 8:39:4 I hope that TSA will take a look at the security gate procedure, and make it standard that, those refusing the xray machine should pass thru the metal detector, as well as submit to the pat-down. Since I wait to be taken back right next to the metal detector anyway, I do not believe it would take any extra time to have me walk thru that, rather than walk thru the open gate that is offered me.

Please consider this additional bit of security, for the safety of all of us who fly.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/18/2014 8:08:39 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 02/18/2014 8:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 8:39:5 Comment : I invested in the Pre Check expedited screening process costing me money and 5-6 months of time. I have found that the lines for TSA Pre Check are now loaded with people who were randomly selected to use PreCheck lanes. They are clueless on the process and take much longer to get through now. I would like to see that unless people have gone through the proper screening process that you limit unsecure folks from going through and remain going through the standard screening process. This morning the line was longer than the standard security lane and I watched as a family with strollers made it through faster than I did. Secondly, since overcoats have to be taken off, which I understand, there should be bins to place them in so they don't get dirty or torn going through on the belt. The TSA person manning the metal detector said there weren't any bins for these items. I don't buy it. Please look into this location at in between the B and C concourse. Seems like this was just a lazy response. Thanks.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller stated that she and her husband are both GE members and that they both have flown from EWR to PR, and EWR to John Wayne. She stated that her husband has gotten the precheck on all legs of the flights but she only gets it on the departure flights. She wanted to know if there was an issue with her precheck. She stated that she needs the precheck because she has trouble removing her shoes due to metal implants and pins in her spine.

Pass ID: (b)(6)

2014 2:49:4 Advised the caller: There is no indication based on the information that she has given me that there is a problem with her precheck. Advised that she is still getting precheck but just not on a regular basis. Advised the caller TSA Pre?™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport. Advised that if a passenger cannot remove his or her shoes due to possible medical complications, discomfort or pain. Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Advised that she does not have to rely on precheck to be allowed to ask to keep her shoes on due to medical conditions.

metal detector and required a pat-down. It would help expedite the process if a scanner was available for pre-check travelers.

Thanks for the opportunity to provide feedback.

(b)(6)

(b)(6)

2014 4:17

Oceanside, CA 92054

Office (toll-free) (b)(6) Enter (b)(6) as soon as voice message begins)

Fax: (866) 308-7230

Direct line/Cell: (b)(6)

Caller wants to know if she gets a KTN if she has to go through the ALT or WTMD. She states she doesn't want to use these machines and thought Precheck allowed her to not go through this screening. She wanted to know if she would still have to have a patdown. She wanted to know what the purpose was in getting Precheck. She paid the \$85 fee for this. Caller wants to know if her pet has to go through a machine. She wanted to know if she could leave it in the carrier.

2014 4:43:3

Advised caller: Advised caller that even with Precheck, you have to use one of the two machines. Every passenger has to be screened, so she has to either use a machine or receive a patdown. Precheck allows you to leave on your shoes, light outerwear, belt, and your computer in your bag.

Pets have to be taken through the WTMD for screening. A supervisor can make a decision to allow a passenger to leave the pet in the kennel. She would then have to take the kennel through the WTMD and allow the officer to look. He made a round trip from SEA to San Diego. He had precheck on his boarding pass and he went through precheck, but he has hip replacements and he was wanting to know if there was a way to make his travelling easier because he always alarms when going through the precheck lane.

2014 7:37:1

Response:

Apologized but if you go through the WTMD and it alarms you are subject to go through additional screening there is no way around that, if you think it would be faster to go through standard screening you can request to go through it instead of the precheck lane.

IMMIGRATION CONSULAR LAW

(b)(6)

(b)(6)

February 18, 2014

2014 8:58:2
Kimberly Walton
Assistant Administrator for Civil Rights Liberties,
Ombudsman and Traveler Engagement
Transportation Security Administration
601 S. 121h Street
Arlington, VA 20598

Re: (b)(6)

Dear Ms. Walton:

By way of initial introduction, my name is (b)(6) I am an attorney in the South Florida-based law firm of (b)(6) We are the attorneys of record for (b)(6) a lawful permanent resident of the United States. I am reaching out to you, the Assistant Administrator for Civil Rights Liberties, because our client is being treated differently at airports on account of his Lebanese ethnicity. Moreover, our firm has exhausted other redress options within the DHS.

A. THE ONGOING TSA EXPERIENCE

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 2/18/2014 11:14:18 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 11/17/2013 10:50 AM

Airline & Flight Number : Spirit Airlines469

Checkpoint/Area of Airport : No Clue.

TSA Employee: (If Known) (b)(6) and another degenerate at the metal detector Comment : A generic response letter from CRL <CRL@tsa.dhs.gov> replied to my complaint # # (b)(6) and said to contact the TSA through this site.

2014 8:48:2
Long story short, (since I'm getting tired of typing the same thing over and over) is on the day of travel, my mother and I were verbally assaulted and harassed by 2 tsa workers. The one at the metal detector was shouting for us to hurry up and said "what you thinking about? Hurry up!" one of them called us "dumb brownies" and (b)(6) continually kept attempting to provoke me into fighting him. He said things like "what you say? say it again! say it again!" and "you know my name? I got a big family. Say it again!" And this was in front of his supervisors.

The generic response letter said "the description of the screening procedures you provided in your correspondence appears to be consistent with TSA's standard operating procedures." If assaulting a combat military veteran and his mother is standard operating procedure, it's no wonder you TSA guys keep getting shot up by travelers.

Would you like a response? : True

Passenger's Name : Its in my email.

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have a metal knee and when I travel through an airport without a scanner I must undergo a pat down search. I have two questions:

2014 8:08:1
1) Why isn't the TSA using wand scanners anymore as they can quickly find the metal that I have in my knee?

2) You pat me down, but find no metal yet you let me pass? This makes no sense to me. I have never had anyone look at the soles of my feet or "other areas" where I could be hiding something metallic. If you pat me down and find nothing metallic, you really have just wasted all of our time. I mean not to criticize, but I just set off the metal detector. Comments?

(b)(6)

From: "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com>
To: (b)(6)
Sent: Wednesday, February 19, 2014 8:32 PM
Subject: In Response to your inquiry.

Thank you for contacting TSA with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions. Specifically, you were concerned about screening for passengers who have casts, braces, or support appliances.

If a passenger has a cast, brace, or support appliance, the way screening will be conducted depends on his or her level of ability. The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

2014 4:09:1 TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must patdown sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

We are frequent travelers through the PHX airport and nationally. We fly weekly nationally and through many other airports around the world. Just in the last 4 weeks alone we have travelled going and coming through BOS Logan 2 times, PHX 6 times, Indiana, Pittsburgh, and LAX. We have never encountered going through TSA what we unfortunately encountered today Feb 20th, 2014 at the PHX airport. I am traveling with my daughter who is blind, and as we always do, we take our items and place them in the bins and then wait patiently until a TSA agent is available and able to help assist my blind daughter through the metal detector. We never begin sliding through our belongings through the belt x-ray machine until a TSA agent has signaled verbally that he or she is ready to assist my blind daughter. This is due to the fact that we have had a cell phone stolen previously when our belongings went ahead of us and we were not able to keep a visual on our computers and other valuable items. On this particular day, we were literally forced by a rude TSA agent to release the bins. She was an unsympathetic, unkind and an extremely forceful TSA agent named (we were given a business card containing two names: 1. LTSO (b)(6) Lane 4 or 5 T4A; and 2. STSO (b)(6)). When I explained that we were not ready to go through due to the fact that there was no TSA agent ready and available to assist my blind daughter through the metal detector, I politely asked if we could wait to slide our belongings through in a moment. She belligerently said "NO!" and proceeded to wrangle, grab and forcefully take our bins and shove them through the X-ray machine. I repeatedly asked to speak to a supervisor, as this TSA woman's behavior was clearly out of control and inappropriate. She said "I am the supervisor" then when I again politely explained why I needed to wait because of my blind daughter, and that we had had a cell phone stolen previously, she literally yanked the bin out of my hand and slammed it through the machine declaring that "there are cameras" on the other end. My right shoulder socket hurt from the quick jerk and tug she made to take the bin from me. I guess her comment about the cameras was meant to in some odd way tell me if my items were stolen, then I could track down police camera footage and find my belongings? Honestly, this episode was so upsetting, that I proceeded to find "a supervisor", gave the whole story to her, then asked for the blond haired TSA agent's name and business card so that I could file this complaint. As I have said, the TSA as a whole on my extremely frequent travel schedule has been bearable. But this behavior we experienced today Feb 20th was not. Is it not possible to understand that a blind person has no ability to visually "track" their items going through the belt to the other end? My purpose is to assist and escort my blind daughter through this extremely cumbersome security system, so that she will not be traumatized for future flights. Is it not possible for TSA to better train their agents on what Blind people need to successfully navigate these daunting (even for sighted people) TSA checkpoints? Further because our items were forcefully and hurriedly put through the belt long before we were even able to pass through the metal detector, there were many other people who were inconvenienced simply by the fact that our items were not able to be claimed until we passed through. I left my phone # with the "supervisor woman". We look forward to your quick response.

(b)(6)

My wife and I just returned from a trip to Mexico. We flew US Airways and departed from NY JFK and security was tight. I did not mind waiting 45 minutes knowing that we were safe. Returning from Cancun we had a layover in Charlotte North Carolina. We had to go through security after clearing customs, again no problem. Waiting on line we were told not to remove shoes or jackets and were sent through old metal detectors while body scanners were there but not used. We return home to find that there is a terror threat in which American planes are targets of shoe bombers. Knowing this, how can shoes not be scanned all airports? Our tax dollars, which fund the government are collected and allocated to keep citizens safe. I find this negligence appalling. I expect this in a Mexican airport but not in the US after the tragedies of 9/11 and another terror threat.

2014 2:24:2

(b)(6)

Concerned Citizen
Sent from my iPad

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Reno Tahoe International Airport

What was the date and approximate time of the incident?

02-21-2014 10:22

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 2/21/2014 3:30:43 PM Airport : BOS - Logan International Date/Time of Travel : 02/21/2014 2:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Southwest terminal - E1a-e gates TSA Employee: (If Known) :

ID checker and metal detector guard Comment : Despite having TSA PRE-CHECK featured prominently on my printed boarding pass and despite me pointing this out verbally, the TSA agent checking IDs did not scan my boarding pass and did not stamp the pass with expedited screening. I then was not permitted to go through the metal detector even after I showed the agent standing guard my boarding pass with TSA PRE-CHECK on it.

The agent who provided me with my pat-down was very professional and sympathized with my annoyance. Another agent whom I encountered past the checkpoint went to reprimand the one who was checking IDs and failed to stamp my boarding pass. And a third sympathetic employee recommended I submit an official complaint to TSA. So here you go. I paid \$100 for Global Entry mainly to benefit from the expedited screening process, and it is therefore very frustrating when incompetence precludes me from taking advantage of this service.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller went through DEN last week. She requires a wheelchair due to a neuromuscular malady. She had major problems with TSA at DEN. She has PreCheck and was in that line. Caller was sent to the end of the line. The female screener was rude and wouldn't let her through. She tweeted TSA about the issue, and she got a letter from Denver and they were nice. She flew from DCA today on US Air. She had a wheelchair. She went to the checkpoint, but she was told that she couldn't cross the line with the wheelchair. She was sent to a different line. All of her property was searched. Why must she go to another line? What caller wants to know is...she read the press release for TSA Media...what is she doing wrong? Why is each airport different? She was told that she had to leave the PreCheck line because she couldn't take the wheelchair across the line. She was told that wheelchairs have to go through a certain line.

I consulted with (b)(6) whom advised that her situation would require her to go through secondary screening. When I advised the caller that she would have had to go through secondary screening due to her circumstances, she advised that that was not what happened and she asked to speak to my supervisor.

Escalation Notes: (b)(6)

2014 4:35:1 The caller flew out of DCA on 2-21-2014 on US Airways flight 1749 scheduled to leave at 9:23am at gate 43 to CLT. The caller got wheelchair assistance and proceeded to the Pre-check lanes because she had Pre-Check on her boarding pass. The two pleasant TSO's that checked her ID directed her to the Pre-Check line and when she got to the Pre-Check line she was told that wheelchairs can't cross the line and was redirected to a different line across the terminal that was next to a restaurant called Sam and Harry's. A young african american male TSO guided her to the new checkpoint and apologized to her a lot and explained it was their procedure. When she arrived at the check point she was pushed to the side and her hands had a ETD done and her laptop was removed from its bag and sent through X-ray. She was cleared after that.

The caller is concerned that she got no real screening. She didn't get a patdown or go through the AIT or metal detector. She felt very humiliated by the treatment she got because she was in a wheelchair. She says she can get out of the wheelchair and walk through the AIT or metal detector. She had numerous questions concerning her upcoming screening at CLT if she will be treated the same way.

I explained to the caller that I couldn't tell her the day to day operations of each airport but I would send her concerns to the DCA csm to review her screening. I also told the caller how to get the CSM's telephone number off our IVR. I told her that if she has concerns about her screening she could call TSA cares and ask for assistance or speak to a supervisor or PSS at the check point. I apologized for her experience and told her to call us if she has any further questions.

Caller asked what TSA policy is when a person has PreCheck and the metal detectors go off what is the next step. She stated that she is well endowed and her bra has metal in it so she reached up under her shirt and removed her bra and put it in the bin rather than be felt up. She kept saying So the only choice was to remove my bra or be felt up. She continued several times to try to get me to restate it as she was. She that her screening was at Ontario California at 10:30 AM this morning and she is not dropping it and she is going to the LA times.

RESPONSE:

Told her having PreCheck does not make a difference when you set off the metal detectors we must resolve your screening and the next step would be a patdown as well as other screening methods.

2014 4:50:6 Told her TSA does not ask travelers to remove clothing and I am sorry she felt a need to do so. I can only say that if you set off the metal detectors we must resolve your screening with a patdown.

Told her that I am not going to state it in a certain way and I have confirmed procedure several times and asked if she has any new questions I can help her with.

Told her I am sorry she was upset but we do have to resolve the screening.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/22/2014 3:41:08 PM Airport : MIA - Miami International Date/Time of Travel : 02/02/2014 12:00 PM Airline & Flight Number : AA1246 Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : First off, I must state that I am a woman. On my travel through MIA TSA, I opted out of those giant radio machines. I have always opted out of those machines during travel and have travelled through several airports, so I knew the protocol. They told me I would be padded down and I said that was fine. They requested me to step aside and wait. And wait I did. I was timing this because once prior, can't recollect which airport or when, but I remember they made me wait for a considerably long time, almost as a way to discourage people from opting out. Well, I waited. My husband who had already gone ahead was waiting. He had gathered my luggage and was waiting for me to find an agent to pad me down. That was the first sign that made me upset. What if another passenger had stolen my luggage, as it was very easy for my husband to just take my luggage with him. I saw several women agents walking about, but NO ONE wanted to pad me down. It was almost humiliating just waiting. I felt like they were testing my patience. I had a flight to catch and after literally 10 minutes of waiting I asked the agent how long it would take. The woman said, she didn't know and she couldn't give me a time. She said there was no one there to pad me down. I said, you are telling me that it could even take up to 3 hours. She said, yes, it could. I said, "you are a woman, why don't you pad me down!" She said in retaliation, she couldn't because she had to direct traffic. In the meanwhile the male agent standing in front of the metal detectors, ALSO directing traffic got a visit from another female agent who proceeded to talk to him in a very friendly way and ended up with kissing her and having a jolly good time. While I waited watching all this. After 10 minutes, I gave up and went through the radio machine. When I got out of the machine the woman on the other side asked me to stand with my feet apart and padded me down. I was furious. I asked, how come you couldn't pad me down when I requested back there and now you pad me down even AFTER I go through the machine. Another woman who witnessed this whole spectacle of me waiting, stated to me that TSA does this to discourage people from opting out. She said she was going to opt out but having watched me just resigned to doing the machine. She said she would talk to a supervisor with me, if I would be willing to. She said TSA does this on purpose to discourage the opt out. I said I would talk to a supervisor with her. We requested to speak to the supervisor. Of course, we would have to WAIT to speak to the supervisor and the assistant in charge was available and she said that waiting 10 minutes was not long at all and that they could not give a time for how long customers who opted out had to wait. She refused to accept that while I waited there was several female officers out and about and she stated they were short staffed. I have never felt so humiliated. And furthermore, this is about SECURITY - this is NOT about ego. I felt they made me wait because they could and they could care less about the passenger. I'm all for a secure flight. I will NOT interfere with security but this is about basic human respect and about power and ego. PLEASE note that this event took place almost 3 weeks ago and I still feel very violated by this. I do not know what you can do to solve this situation but your officers need to have more respect. I was in no security violation by opting out. I was just exercising my rights!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number:

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode:

2014 5:10:1 Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

As a frequent traveler, I love the convenience of Pre Check.

I think it's great that you now provide expedited screening to groups of travelers who are deemed low-risk, like the elderly. Unfortunately, many of the elderly passengers who are now getting automatic Pre Check access are very infrequent travelers and are unaware of the screening procedures. Instead of the streamlined, rapid screening that Pre Check used to offer to frequent, low-risk travelers, the process is now greatly slowed down as the unaccustomed, elderly travelers try to take off their shoes, take out their liquids, or set off the metal detectors with their cellphones or prostheses.

2014 11:11: Is there any way to separate Pre Check into two lanes, one for experienced frequent flyers and one for infrequent travelers getting Pre Check for demographic reasons?

Thank you. Keep up the good work!

Good morning. I just went through security at Jackson/Medgar. While I understand and appreciate the difficult job of TSA agents, I also recognize that attitudes toward TSA are largely based on the poor attitudes of some agents. I just met one of those.

The agent was curt, overly officious, and abusive. As I traveled through the line at the belt I mentioned that my pre check status didn't help much. In response the agent at the metal detector began to add tasks. The customer in front of me did not take her shoes off. I had to. The customer in front of me did not have to show her boarding pass, I had to. (The agent that checked my boarding pass and ID was 20 feet away in plain sight and I was the last in line) received a lecture on the limitations of pre check.

2014 10:33: I did not ask her name for fear of a strip search. The agent was female. Heavy set, African American, with dark hair. If you want to know why people don't like TSA. SHE'S the reason. BTW everyone else was nice.

(b)(6)

Sent from my Smart Leash.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/24/2014 11:48:31 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening..

2014 12:22: Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest flight #1543, SNA airport to SJC airport

Comments: The use of Millimeter wave scanners needs to stop. It is a violation of civil rights and does not give us enough additional security to justify their use.

The only other option travelers are given is a pat down search which is still both slower and more invasive than the previous metal detector scanners.

Travelers are also unfairly pressured to give up civil rights and use millimeter wave scanners because they are not given any information on how long a pat down search will take. I did not want to use Millimeter wave scanner but I did not want to miss my flight either. I had 1.5 hours before boarding but had no idea of how long a pat down search could take.

These Millimeter wave scanners are a waste of government funds (our tax dollars) and should be scrapped immediately due to the civil rights violations they perpetuate.

Bring back America, bring back freedom.

From: (b)(6)
Sent: Monday, February 24, 2014 12:17 PM
To: TSAExternalCompliance
Subject: RFI

Dear Sir or Madam:

We are the attorneys of record for the attached complainant. On February 18, 2014 we provided the attached items.

However, I received an what appears to be a standardized email from HYPERLINK mailto:tsalcc_dc_nol_reply@senture.com tsalcc_dc_nol_reply@senture.com requesting additional information and to be sure that we "include the following information":

- Contact information – full name, telephone number, email.
- Detailed description
 - o Airport
 - o Date and approximate time of the experience
 - o A description of the experience
 - o the names or description of the TSA personnel involved or witnesses, if available
 - o explanation as to how you believe this experience was discriminatory
- If you are filing a complaint on behalf of a third party, you must include a document showing express written permission from the third party to act on his/her behalf and to receive information concerning the experience.
- For your convenience, we have included the link to the TSA complaint form.

Please note that the attached documents describe the nature of our complaint and the TSA experience of our client. It includes also my contact information, and a signed DHS Form G-28 representing my authority to represent (b)(6) in seeking redress before the DHS.

Please review the attachment and I then invite you to call me directly at (b)(6) if you have further questions.

I trust that I will hear back from you on a timely basis.

Thank you,

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security crcl@hq.dhs.gov

-----Original Message-----

From: (b)(6)

Sent: Monday, February 10, 2014 4:48 PM

To: CRCL

Subject: Fly Rights - New Report from (b)(6)

NOTICE:

2014 4:22:2

You are receiving this email from the mobile phone application **FlyRights**. **FlyRights** is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Stone Mountain, Ga 30083

Zipcode:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

CRCL@HQ.DHS.GOV

-----Original Message-----

From: (b)(6)
Sent: Sunday, December 15, 2013 9:53 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

2014 4:22:4

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 08844

Good morning,

This is regarding the security check at Ohare Airport February 24 at 550 am.

The officer made me walk back out of the metal detector while wearing a badge no alarm went off.

She then allowed a whole family who were Muslims to walk thru.

I questioned her and she said talk to someone who cares loud for everyone to here. I told her that this is a security breach and attempted to read her badge that she wore upside down and she waived it at me and said " Go ahead read it I still get paid".

This is a security breach, and to let the passengers know that she has the authority to do her job when she wants and to harrass as she pleases is not acceptable.

Please call me or email me back.

Her description was a black female at 5'6 tall at 150 lbs with shoulder length hair, who wears her badge upside down.

(b)(6)

2014 9:36

Sent from my BlackBerry® PlayBook™
www.blackberry.com

Sent from my BlackBerry® PlayBook™
www.blackberry.com

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/25/2014 6:06:29 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 02/24/2014 Airline & Flight Number : Delta 2309 Checkpoint/Area of Airport : TSA Pre Check TSA Employee: (If Known) :

Comment : To Whom It May Concern:

I travel every week through Atlanta Hartsfield Jackson International Airport and usually I have a good experience with TSA Pre Check. Today's travel experience was quite different as the airport decided to change a new TSA Pre Check line with the main security checkpoint causing the wait time to be extremely longer than normal. Also, there was something not calibrated with their metal detectors causing all people in this new TSA Pre Check Lane to have to take off our shoes, which we were instructed to do with a TSA Agent that I'm sure hated her job. TSA Pre Check is a service that we pay for and it should be a lot quicker than regular security lines, therefore separate from them. In this case with all of them being merged together my

!014 10:37: wait time was longer than others in main security. If the Atlanta airport can eliminate that TSA Pre Check lane that is merged with regular security it will continue to make the process efficient in my opinion.

Thanks,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

please read below. i sent a notice of concern. but to a connected but not the correct agency. they say the comment needs to be sent to you.

e

----- Forwarded message -----

From: CBP INFO Center <[HYPERLINK "mailto:customs@customs-mail.custhelp.com"customs@customs-mail.custhelp.com](mailto:customs@customs-mail.custhelp.com)> <[HYPERLINK "mailto:customs@customs-mail.custhelp.com"customs@customs-mail.custhelp.com](mailto:customs@customs-mail.custhelp.com)>

Date: Tue, Feb 25, 2014 at 6:38 AM

Subject: Wrong agency - TSA inspection [Incident: (b)(6)]

To: [HYPERLINK \(b\)\(6\)](#)

2014 2:21:1 Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

If this issue is not resolved to your satisfaction, you may reopen it within the next 7 days.

Thank you for allowing us to be of service to you.

Subject

Wrong agency - TSA inspection.

Discussion Thread

Response Via Email (Complaints Office (b)(6)) 02/25/2014 07:38 AM

Good morning,

Thank you for contacting U.S. Customs and Border Protection (CBP).

NOTICE:

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: 689

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

A female TSO provided a card to the caller and advised that she either submit it or call the number on the card to reach us.

She traveled on 2/23 from BDL with Southwest flight 3383 departing at 2:15 (was delayed by a half hour) from Gate 4. She was at the last checkpoint to left between 11:30am-12:30pm. She was in a wheelchair due to heart and spine problems. The lady pushing her wheelchair placed her belongings on the conveyor belt. The caller then heard someone yelling that there was a dog in the bag. The caller stated that she had advised the wheelchair attendant that her dog was in the bag, however the attendant had placed the bag with the dog on the conveyor belt.

TSOs asked her why she put the dog on the belt. A TSO then made the comment that the dog looked like a chicken on the xray. The caller did not appreciate the comment nor did she think it funny.

The dog is a small 8 pound black poodle. She took the dog to the vet yesterday and he could not determine how much radiation she had been subjected to. He indicated that the dog seemed fine but she should notify him if she began to not eat or vomit.

The caller indicated that she would like to make someone in authority aware of this.

I explained that the lady providing wheelchair assistance is an airline employee and not a TSA employee as TSA doesn't provide wheelchair assistance. I advised that airline employees may not be aware of TSA screening procedures. I advised that she contact the airline in regard to her complaint that she had advised the attendant of the dog in the bag.

I advised that I would refer the information to the CSM at BDL to make them aware as they would have the means to look into and address the situation. I explained that the TSO may not have known that the dog was in the bag especially if the bag appeared to be more of a bag than an animal carrier.

I explained that in future, she should advise TSO of the pet and that the standard screening process for a pet is for it to be removed from the carrier and walked through the WTMD. The caller indicated that is what she normally did.

of the

11:30am-12:30pm

Caller is calling regarding (b)(6) She is traveling now and the last 4 flights she has been selected for random additional screening. She did not know if she sounded an alarm during screening or what the circumstances were.

RESPONSE:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

!014 11:05: TSA also selects passengers and their property at random for enhanced security screening.

Told her we do need additional information about if there was an alarm or what might have triggered her screening. If she would like to give us a call with more details of her screening we can help her determine if she should move on and look at other information.

Caller is calling regarding (b)(6) She is traveling now and the last 4 flights she has been selected for random additional screening. She did not know if she sounded an alarm during screening or what the circumstances were.

RESPONSE:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

!014 11:05: TSA also selects passengers and their property at random for enhanced security screening.

Told her we do need additional information about if there was an alarm or what might have triggered her screening. If she would like to give us a call with more details of her screening we can help her determine if she should move on and look at other information.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/26/2014 11:05:05 AM Airport : DEN - Denver International Date/Time of Travel : 02/17/2014 5:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was nearly late for my 6:00am flight because of the discourteous actions at the screening checkpoint.

I arrived at security at 4:45am. I had a boarding pass that allowed me to go through the priority line. I regularly fly out of DEN, and I regularly fly priority. Hence, I was confident 45 minutes would be enough time to go through security and make it to my gate in time for boarding. I did not get out of security, however, until 5:35am. The reason why I was delayed is also the reason for this feedback.

When I got to security, four lanes (not including pre-check) were open. There were about six people in front of me, and as I approached the TSA person, the line dramatically began to slow. An older TSA gentleman, who looked like a manager, was closing down two of the four lanes. Additionally, he was not allowing the people who check the boarding passes to continue passing people through. As can be imagined, this created a HUGE log jam. I initially thought it was because there was a shift change or something happening and was trying to be understanding. My capacity for understanding, however, quickly flew out the window when I saw at least eight TSA people just standing around talking. They were sitting down in various places, not working, just talking.

014 12:13:

After standing in line for more than 30 minutes, I finally reached the actual screening line. Because things were so backed up, people were being allowed to circumvent the traditional scanner and were simply being allowed to go through the thing that looks like a metal detector. To me, this seems like the security measures were being flexed in order to accommodate the volume of people. Obviously, this is not a good thing.

The whole fiasco reached new heights of ridiculousness when for no obvious reason at all, the same older TSA gentleman re-opened one of the lanes that he had shut about 30 minutes prior. His actions made absolutely no sense, caused passengers to be late, and created lax screening procedures.

I don't work for TSA and therefore don't have a good understanding of all of the protocols and procedures. This situation, however, seemed illogical and extraordinarily discourteous.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 2/26/2014 10:02:08 AM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hi:

I submitted my concern saying that I was asked to remove my hoodie before proceeding through the walk-through metal detectors and what if my hoodie was my innermost garment?

I got a response by TSA saying that "TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers, athletic warm-up jackets, and sport coats for x-ray before proceeding through the walk-through metal detectors. It is important to note that if a sport coat or blazer is worn as the innermost garment – not over a blouse or sweater, for example – it does not have to be removed."

014 12:13:

I wrote an email asked how will a TSO know if a hoodie or a sport coat or a blazer is worn by a passenger as the innermost garment? In my case, the TSO I met didn't ask me if I have a innermost garment inside my hoodie or not. If my hoodie was the innermost garment, could I deny his request for removing it?

TSO replied back to me saying "Your message has been forwarded to the appropriate Transportation Security Administration office for response. We are working to ensure you receive a complete and accurate answer to your inquiry."

It's been a week already but I haven't receive any reply by "the the appropriate Transportation Security Administration office"; I'm looking forward to receiving the answer!

Thanks

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 2/27/2014 7:37:22 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 02/27/2014 7:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hello,

My wife is 3 months pregnant, because of that she refused to go through AIT machine.

TSA employee directed here to wait here.

2014 8:36:1 While waiting a another pregnant women also refused to go through AIT machine, bet TSA employee did not set here to wait, she could pass through a metal detector.

Only then my wife started crying same employee considered to let here through and searched here.

Why are different set of rules are applied for same cases. Are this process regulated.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: RedressFinal, TRIP

Sent: Thursday, February 27, 2014 10:57 AM

To: TCC-Referrals

Subject: FW: Redress(h)(6)

For your review and action as deemed appropriate.

Sincerely,

DHS TRIP

From: (b)(6)

Sent: Thursday, January 09, 2014 8:58 PM

To: HYPERLINK "mailto:trip@dhs.gov"trip@dhs.gov

Subject: Redress(h)(6)

2014 12:30: January 7, 2014

Ms. Moore/DHS TRIP

Director

DHS Traveler Redress Inquiry Program

Thank you for your letter of response dated December 19, 2013 (attached for reference).

I failed to see in your response where you addressed the situation where I was hit in the chest by a Philadelphia police officer while I was being detained by the TSA. I have provided the location and time to and had asked that the video evidence be collected and preserved. Where is the video available and what is the investigation result of why I was assaulted? I have attached a screen capture of the complaint filed with the Philadelphia Police department since you reference consultation with other agencies.

Additionally, a business colleague traveling with me was also subjected to additional screening and he in fact produced 2 separate alarms. I never produced any alarm from any direct inspection or test of my body or items. The only alarm associated with me was off the gloves on the TSA agent. The gloves are clearly exposed to cross contamination and any alarm associated is clearly suspect. The business colleague was allowed to proceed to his departure gate with TSA escort. Clearly what I was told about "standard procedure" was not universally standard. Why was I ejected from the airport when my colleague with alarms was allowed to pass? Why was I singled out and subjected to assault while detained by the TSA and denied travel freedom?

I also inquired verbally with the TSA why I was not told what would be done to me in a secret room. I agreed to allow any additional screening that was needed. I asked the TSA for it to be done at the public screening area. Please respond to why my agreement and consent for the TSA to continue with whatever screening they wanted to do was refused by TSA and I was labeled as "refusing to comply".

The actions and statements by TSA agents regarding my prosthetic leg coupled with the assault by the police officer who was angered by my limited walking ability clearly demonstrate that I was singled out because of my disability and denied civil

Caller has had PreCheck appear on his boarding pass. Caller has an artificial joint in his knee. He said every time he goes through the PreCheck line and the WTMD it sets off an alarm. Then he gets the patdown. He told a TSO what has been happening. His ticket said PreCheck. He was in California and he was given a PASS. It was a yellow cardboard card and he was able to go through the regular line and he was able to keep his shoes on and he did not get the patdown then. He said they did not Patdown his knee at all. He asked if it was standard at all Airports with TSA that you can go through the regular line with the yellow card and get PreCheck benefits that way or would it just be in certain Airports. He said what would be the benefits of getting PreCheck more frequently by joining it if he will always get the patdown. Also, he said he had to give them the card back.

RESPONSE: As part of the Agency's evolving approach to security, Transportation Security Administration (TSA) has implemented a number of initiatives that may offer expedited screening to TSA Pre\u002713™-eligible passengers who are traveling through an airport that does not currently have a TSA Pre\u002713™ lane. By modifying current standard security procedures, this initiative will improve security, efficiency, and the passenger experience.

2014 1:05:4

TSA Pre\u002713™ is currently available at more than 100 airports across the country. However, at airports that do not have a TSA Pre\u002713™ lane, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may result in a security screening experience similar to TSA Pre\u002713™. Others may be given a temporary card or indicator that will permit them to receive expedited screening for a specific trip.

While this initiative allows some travelers to experience expedited screening at non-TSA Pre\u002713™ airports, these passengers should not expect to receive this form of screening every time they fly. Implementation will vary from airport to airport and may be dependent on date, time, location, and passenger volume.

Caller asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that was showing on the monitor. She said that the agent said, 'Yeah, Yeah, Yeah'. She said that she was roughly spun around and patted down. The patdown was very rough. She The TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about A Petterson who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

Airport - RDU

Airline - Southwest Airlines

Flight Numbers - 731

Departure Times - 8:20 pm

Arrival Times - She said that the incident happened at approximately 6:30 pm

Date And Time of Incident - 2 26 2014

Location Of Incident

2014 2:02:4

Gate - A25

Terminal - 1

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

I gave the following information: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

I advised her that I would forward her record to the CSM at RDU for review.

Caller asked the TSO if she needed to take off her shirt before going through the AIT. She said it was a denim shirt with big metal buttons. She wore a tank top under the shirt. She was told that she should be fine and to leave it on and go through. She said that when she got to the other side she turned around and looked at the monitor. She told the TSO that it was her metal buttons that was showing on the monitor. She said that the agent said, 'Yeah, Yeah, Yeah'. She said that she was roughly spun around and patted down. The patdown was very rough. She The TSO then pushed her in the back and told her to get her hands checked. She said that she talked with a supervisor and asked how to make a complaint. She wanted to make a complaint about A Petterson who was the TSO that performed her patdown. She said that what the TSO did was not necessary. She stated that she is usually treated very well.

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I advised her that I would forward her record to the CSM at RDU for review.

I would like to formally complain about how I was treated by a TSA agent at JFK. I am 27 years old and require the use of a walker. I may not look disabled, but I am. I spoke with an agent about needing my walker who stated, it's OK you can bring it through. I was also traveling with my 20 month old daughter who was in a stroller. As I approached the metal detector, I was told I needed to leave my walker. I stated I need it to walk and was told, you'll be fine, it's just a few steps. So he proceeded to take the walker even though I said I may fall over, and left me standing there while 4 other people went through. I walked through where my walker was waiting about 15 feet away. They needed to do further inspection of my belongings, so asked me to

2014 2:06:5 walk over to another station. After repeatedly asking for them to bring me my walker someone finally complied. I understand that I may not look disabled, but that doesn't mean that the equipment I need to walk should not be made available to me. No one mentioned that a private screening where I could still hold on to my walker was available. Instead I was simply just discriminated against for being disabled. I have never met anyone who was so heartless to a young person needing assistive devices in the future. I can only hope that when I fly home my experience is much better.

Caller flew yesterday Rochester International to Boston. He is missing 20 dollars from his travel bag. He had an expedited pass. He had tools and other items and put them on the belt while he went through the WTMD. He was waiting for his items. A female TSO asked him if he could look through his bag. He said yes. Then he got his shoes and gear. Then she told him to put his brief case down and motioned to another TSO to search him. They searched his belt area and down his shirt. They asked him to remove his shoes and jacket and he ran his fingers inside his belt and and inside his collar and up and down his legs. Another TSO opened up his bag without him viewing it. He had 20 dollars in the bag and now it is gone. He asked if this is normal. He just thinks that this was very odd. He was ordered to be away from his bag. She screened the bag out of his line of sight. Caller stated that he is very upset.

Airport was Rochester International
Gate A6
Airline was US Airways
Flight Number: He is not sure
Description of caller: He is about 5 foot 6 inches with brown hair and had a blue work shirt.
Description of carry on bag: The bag is a black suitcase that has IAEI lettering on it.
Description of TSO who searched the bag: She was a female middle aged with shoulder length brown hair.

2014 2:26:5

I apologized to the caller.
I told him that sometimes your items can be screened out of your line of sight.
When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

Passengers should not be asked to remove or lift an article of clothing to reveal a sensitive body area.

The Transportation Security Administration (TSA) seeks to provide the highest customer service to all who pass through our security checkpoints. Our policies and procedures focus on ensuring that all passengers and their belongings are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

TSA regrets that you found items missing and or damaged from your carry-on luggage.
You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form).

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location. The CSM will investigate this and make sure that no rules were broken.

Caller feels raped and violated and can still feel the mans hand all over his body. This was during a patdown. It appeared professional but he used excessive force. He said all the airports he has experienced he has seen the AIT but this one does not. You walk through the WTMD so it sets you up for an immediate patdown and feels that it is very unnecessary. When he expressed his discomfort the TSO told him he is just doing the job he gets paid for.

This has happened twice at this airport.
He is very upset and wants to know what can be done.

2014 3:51:0

I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy. Every person and item must be screened before entering each secured area, and the manner in which the screening is conducted is important.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. I told him that if he would provide flight information then we can send this to a CSM for review. You may also call them yourself if you do not want to provide your information.

He said they are part of the people who groped him so what good would that do. The call dropped.
I recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

The TSA agents allowed five white people before me and another three after me to go through the metal detectors, while I was made to go through the millimetric scanner. after that they stated that they had to do a patdown, which they did in public. This was followed by swabbing my hands and placing it in the machine. After I cleared all of this and am about to put on my shoes, another TSA agent walks down, grabs my shoes and states that additional testing will have to be done. All the while everyone else(all white people) have passed through without a single question.

2014 8:12:5

Now I am an expert traveller and have elite status in a couple of airlines, and I have never experienced this level of racial profiling. This made me feel like a second class citizen. I feel my civil rights were blatantly violated and am questioning civil litigation.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 2/27/2014 7:45:02 PM Airport : CHS - Charleston International Airport Date/Time of Travel : 02/26/2014 4:00 PM Airline & Flight Number : UA 4144 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I dropped my parents off at CHS yesterday. My mom has a pacemaker and showed her medical card to a TSA Agent. The TSA Agent waved her to walk through the metal detector. My mom, who doesn't travel often and is only recently living with a pacemaker, followed the TSA Agent's direction to walk through the metal detector. I would like an explanation as to why this happened?!

2014 8:13:1 My mom let me know what had happened immediately after and she and the entire family were in a panic that the metal detector may have affected the proper functioning of her pacemaker. She is scheduled to see her cardiologist. I would like to know why the TSA Agent waved her to walk through the metal detector when she was showing her medical card.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/28/2014 6:01:05 AM Airport : AVP - Wilkes Barre/Scranton International Date/Time of Travel : 02/28/2014 5:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) : Employee working metal detector Comment : I witnessed a TSA employee that was working the metal detector make an uniformed military member take off his boots to go through the metal detector. This was completely uncalled for, and a disgrace to our men and women in uniform. I am appalled by what I witnessed.

2014 8:37:1 Would you like a response? : True

Passenger's Name :

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

Sent: Thursday, February 27, 2014 7:06 PM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/27/2014 7:06:08 PM

2014 10:20: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

blatant racial profiling

Comments:

I recently was travelling from mcallen (mfe) tx to dfw and while going through the security checkpoint endured the worst case of profiling I have ever experienced.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 3/2/2014 1:08:25 PM Airport : TTN - Trenton-Mercer Airport Date/Time of Travel : 01/28/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have a Pennsylvania issued drivers license, as well as a license update card. My license itself has my last name as "Rutter" and my UPDATE card has the last name of "Taggart". I was harassed and was told I cannot fly because my update card is not valid. Yes it is. It expires in August 2014. So why was the supervisor and agent extremely rude? They really need to learn that the update card is valid and is proper ID. If it wasn't the DMV would never have issued it. I have flown out of PHL 2 times without any problem, and all of sudden some rinky dink airport says it's not allowed. I feel there needs to be better training in that department. Then came time to walk through the metal detector. My 2 and a half year old was forced to walk through himself. I explained to the agent that he has autism and will run away. They didn't want to hear it. I asked if I could hold his hand while walking through, like PHL had let me done before, and they gave me a hard time about that. Again, people need to be trained better in all areas. All we wanted to do was go to Disney World and have a great time! The start of the trip because of these issues really put a damper on my vacation.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/2/2014 11:27:46 PM Airport : ELP - El Paso International Date/Time of Travel : 02/07/2014 Airline & Flight Number : Delta 2136 Checkpoint/Area of Airport : TSA Checkpoint TSA Employee: (If Known) :

Comment : Please reserve the Pre-Check lane for Pre-Check approved passengers only. Otherwise, it defeats the purpose. It appeared to me that the agents were sending anyone they wanted to the Pre-Check lane. I ended up behind a group of four adults traveling together. They proceeded to take off their shoes and belts and coats and taking out their liquids. After two of the adults had walked through the metal detector, your agent told the rest of the party that they were in Pre-Check and that they didn't need to remove all of those items. So then, the remaining passengers proceeded to take their items back off the conveyor belt and started putting coats and shoes back on and putting items back in their bags. Then, the last passenger, who had taken his coat off the conveyor belt and put it back on was told to remove all of the items from his coat pockets. He then took items out of no less than six different pockets. That all took longer than if they had just gone through the regular security line. So then what's the point of Pre-Check...?

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Sunday, March 02, 2014 6:37 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/2/2014 6:37:16 PM

014 10:13:1

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Rude and Unprofessional TSA Agent, Austin TX, 3:50 PM CDT, March 2, 2014

Comments:

I would like to notify you about a poorly trained TSA agent this afternoon. I had TSA Pre-check authorization for my flight and used that service. My husband went through the metal detector in front of me and informed the TSA agent that I had 2 metal hip implants. She was quite adamant to my husband that I should use the screening line with the body scanner. My husband asked if that meant she had to go to the back of line and she said yes and since we were in a hurry my husband directed me

Hi,

I just wanted to send a quick note regarding Pre-Check at PSP. Maybe this should mainly directed to the TSA, but I'm writing to the airport because PSP behaves differently than other airports.

For the longest time PSP didn't even have Pre-Check available while many other airports (including my home of SEA) did. So I was excited to see on my last visit that Pre-Check had been set up. However, after going through it, I wonder what the point is. At SeaTac and other airports, the Pre-Check line takes you through the expedited process where you throw your bag on the conveyor belt scanner and then you walk through the metal detector and you're done. Simple and effective.

014 2:14:0

At PSP the experience is much different, and it appears the only benefit at all is being able to leave your shoes on. People get a "Pre-Check" card from TSA and then are funneled into the exact same lines as non Pre-Check travelers. TSA was making everyone remove laptops and other items from their bags and also remove all items from their pockets. This makes no sense. As a Global Entry holder, I went through the interviews and gave my fingerprints and all of my personal information so that I would not have to do this every time I went to the airport. I hope at some point PSP will make an adjustment to their PreCheck process to be more in line with what other airports are doing.

Thanks.

(b)(6)

Seattle, WA

(b)(6)

I was "randomly" picked to have my hands swabbed. I am a very frequent flyer and feel this went way above the normal procedures. I am a TSA precheck and when they swabbed my hand they said it has explosive material on it. I want proof! They said they couldn't give me proof. They then extensively searched me, very uncalled for. They screeners didn't even know what the code meant when I came through the metal detector. Come on, if your going to stick your hands down my pants, know you codas! I'm not going to let this unjust search go away until I hear back. I fully believe your employees have no idea what they are doing and should be retrained. I fully believe the swab produced a false positive and I should've been reswabbed. I am looking forward to hear back and hear how things are going to change.

014 4:17:4

I went through security in the Detroit north terminal at 9am on March 3rd. They know who I am, they also took my boarding pass and id and copied it. They also wouldn't tell me why they did that. I need answers ASAP

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 3/3/2014 9:07:17 PM

3/3/2014 9:31:00

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAS airport TSA-pre screener

Comments: I was the only individual in line and asked the screener for a bin to put my jacket in so it would not get dirty or damaged (which happened previously). The screener refused to give me a bin even though there was a cart full of them three steps away (on the screener's side of the metal detector. Complete laziness. No one else was there! I fly every week and this is the second time I have made the request for a bin, and was refused in four weeks at the same airport.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Westchester County Airport

What was the date and approximate time of the incident?

03-04-2014 7:00

3/3/2014 10:11:4

Caller is 80 years old and will be flying on Thursday with an orthotic in her shoes. She is also visually impaired, has ankle problems and a broken toe. Caller stated that it is hard to take off her shoes. She will be in a wheelchair. She stated that she had heard that if you are over 70, you do not have to take your shoes off. I told her it is 75 and that was true. I told her I was giving her another reason why she does not have to take off her shoes. Caller stated that the reason she is calling is that once she flew from PBI to EWR and had a horrible experience.

Caller believed this was more of a customer service issue than discrimination or failure to accomodate. Caller had been through screening and an ETD. She has to ice her foot twice per day so she had brought in her carry on something that could be either heated or frozen. Her suitcase alarmed. The female TSO took the caller's items out of her luggage as if it was junk. She looked at the previously mentioned item, passed it around to other TSOs, then threw everything back in so that it would not close.

Caller was in a wheelchair and, after the screening, had to take everything out of the suitcase, put in on the airport floor, and repack it to get the luggage to close properly. She had to do this twice.

The TSO treated her as if she was enemy. The TSO was completely callous about handling her property. This TSO could not care less. Caller had said, I hope you are going to repack that. The TSO ignored her. Caller did not get the TSO's name but said she was a heavy set African American.

Airport: PBI

Airline: United

Flight Number: 258

014 10:15:56 Date and Time: Oct 1 at 1:10 (flight time, she was delayed so much that the plane was boarding when the screening was finished. She had arrived at the checkpoint about 12:15pm)
Location: She does not know, but it was the United Terminal.

I asked if she needed assistance at the checkpoint. She said she did not think she needed any special assistance.

Passengers who cannot remove their shoes can be screened using Advanced Imaging Technology (AIT), the walk-through metal detector, or a thorough patdown. Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I emailed the information to her.

Caller said this was uncalled for. She had never had any problem with this item before and she travels with it often. TSO was acting as though caller was very suspicious.

I apologized to the caller and told her I would send this to the CSM. She said she would like that.

Caller said that she may be obtaining a piercing just prior to an upcoming flight and wanted to know if this would be a problem, especially if she sets off the metal detectors.

014 11:11:56 Advised caller that an individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown.

Caller said that she may be obtaining a piercing just prior to an upcoming flight and wanted to know if this would be a problem, especially if she sets off the metal detectors.

014 11:11:56 Advised caller that an individual will never be required to remove or show a body piercing. If, during the screening process, a body piercing results in an alarm of the Walk Through Metal Detector (WTMD) or an anomaly during Advanced Imaging Technology (AIT) screening, the Transportation Security Officer (TSO) will resolve the alarm or anomaly by conducting a patdown.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Are you 18 or over? Yes

014 12:17:2 Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Westchester County Airport

What was the date and approximate time of the incident?

03-04-2014 7:20

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/4/2014 6:36:59 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 03/04/2014 5:15 PM Airline & Flight Number : Virgin America 717 Checkpoint/Area of Airport : Security near gate E14 TSA Employee: (If Known) : Agent (b)(6) Comment : After handing my ID and plane ticket to female agent (b)(6) I asked her if the machines being used gave off radiation. She laughed at me and replied "No they are metal detectors." I advised her, I asked her that question because I didn't know and was concerned about the radiation exposure because I am pregnant. She continued to laugh. I travel frequently and am very thankful for the safety TSA provides. Never have I come across an agent that obviously has no respect for a travelers.

014 8:15:0 Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am a physician. I am writing because I am tired of being patted down every time I fly because I have a hip replacement. Unfortunately, your millimeter wave scanners are not always available and I frequently have to pass through a metal detector which, invariably, triggers an alarm and I have to undergo a "pat down". I am tired of this. It is unnecessary and, quite frankly, abusive and discriminatory. Why a "pat down"? It would be very simple to have one of the wand magnetometers and it will quickly show where the metal is. I have no problem having someone feel the outer part of my hip, but I have pretty much had it with the full pat down and chemical screening that I have to undergo every time I fly. The location of my metal is focal and easily identified. I want this to be stopped. To whom do I write to stop this abusive and discriminatory behavior?

(b)(6)

014 10:11:1

(b)(6)

Boston, MA 02114

Office: (b)(6)

Fax: 617-726-1074

Email: HYPERLINK "(b)(6)"

Hello,

A piece of jewelry that I own was damaged by a TSA agent while I was going through security at LAX on 3/2/14. Below are the details of the incident - please let me know what next steps are, as I imagine I will have to submit a receipt and other information so that I will be reimbursed for the damages. Thank you.

On Sunday, 3/2/14, I flew from LAX to SFO. While going through the pre-check security lane at LAX, I set off the metal detector because of the bracelet I was wearing. As such, I was asked to remove my bracelet and put it in a plastic tray to go through the scanner. After I proceeded through the metal detector, I heard the TSA agent request that the conveyor belt be stopped as something had fallen on the floor. Upon further inspection I noticed it was my bracelet that had fallen on the floor, under the conveyor belt. [I did not see how the bracelet fell but suspect someone knocked the tray over.] The TSA agent proceeded to drag the hard-to-reach bracelet across the floor with his foot, rather than treating it with care. Said agent then handed the bracelet to another agent that was manning the metal detector. That second agent then handed the bracelet to me. I inspected the bracelet and found 3 scratched areas as a result of the mishandling. I was then directed to the TSA supervisor (b)(6), who took my information down, took pictures of the bracelet on a camera phone, and directed me to file a claim at the website listed on a card he gave me so that I would be reimbursed. When I got home, I noticed the "website" is actually an email address, which is the address I am emailing now. Below are the details (b)(6) told me would be required to submit a claim.

014 8:39:1

STSO: (b)(6)

Precheck Lane 1

Terminal: LAX Southwest

Time: 5:00PM

(b)(6)

HYPERLINK (b)(6)

Your information is being forward to the TSA Contact Center for handling.

Gerri Lewis

Transportation Security Administration (TSA)

Freedom of Information Act Office (FOIA)

014 10:10:31-866-364-2872

From: (b)(6)

Sent: Wednesday, January 22, 2014 9:50 PM

To: FOIA; TSAPartnership; Fernandez, Carol; Gaither, Sonya; Dennis, Henry

Cc: (b)(6)

Subject: Re: Termination of a Role Model Officer

I travel every week and am TSA pre check and approved Global Entry participant. At every airport except Seattle, I can go through TSA pre check and walk through the metal detector with no problem, even though I have a knee replacement.

Every time I fly out of Seattle, and go through pre check, the metal detector goes off and I need a pat down. If I tell them I have a knee replacement, I have to go through the regular line and they want me to use the body scanner. This means I have to take my shoes off, my Liquids out and all coats and jackets off. I took the time and effort to be Global entry and pre check and paid for it, I feel that I am being discriminated against, by not being able to use it and being treated this way in Seattle. My largest customer is here so I fly in and out often.

Please find a suitable solution for me. I should not have to be patted down every time just because I have a knee replacement. There are laws that cover Americans with Disabilities.

014 6:14:1 Thanks you.

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/6/2014 8:08:51 AM

Airport : STL - Lambert St. Louis International Date/Time of Travel : 03/06/2014 6:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : Main security checkpoint TSA Employee: (If Known) :

Comment : By far one of the slowest airports to process precheck qualified passengers. One of the reasons for this is because they had the general public lane merging with the precheck lane into the same rapidscan and metal detector. Typically at airports with precheck it is about 2 to 3 minutes however STL was 15 minutes. This is typical here and not a one time occurrence.

3/14 10:07:4

Also this contact form should be mobile friendly. Most people at airports would using their phone to submit feedback.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP : (b)(6)

Date Time: 3/6/2014 1:06:58 PM

3/14 2:26:1

Name : (b)(6)

Email : (b)(6)

Complaints: Damaged or Missing items in Checked or Carry-on Baggage :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #1875 USAirways Laguardia Airport

New York City

Comments: I requested to go through the metal detector or have a pat down. While waiting for personnel for the pat down, I was told to send my items through the xray. This is a different practice than I am accustom to because they usually request that you keep your items with you at all times. There was a long delay where I was separated from my items. Once I boarded the plane, I noticed my Bose noise cancelling headphones were missing from my open top bag.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Denver International Airport

What was the date and approximate time of the incident?

03-06-2014 13:30

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 3/7/2014 9:16:02 AM

Airport : SAN - San Diego International Date/Time of Travel : 03/07/2014 Airline & Flight Number : UA5488 Checkpoint/Area of Airport : Commuter Terminal TSA Employee: (If Known) : Not applicable Comment : Even though there is a daily large volume of customers, the agents open the screening less than 1-hour before the first departing flight. The ticketing area had hundreds of people waiting to be screened by the time they opened. They continue to use a Rapiscan, with only one metal detector for TSA-Precheck. We all know the problems and ineffectiveness of Rapiscan. Furthermore, TSA-Precheck cleared people were queued from both X-ray bag screening lines, causing confusion and items left behind. Even though I arrived 1:20 hours before my hop to LAX, I passed thru checkpoint with only a few minutes to spare.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: CRL
Sent: Friday, March 07, 2014 9:15 AM
To: TCC-Referrals
Subject: FW: Response to Contact 14-0217 (b)(6)

Dear TCC Referrals,
Our Branch responded to this complainant's initial concerns and noted that it was primarily a customer service issue. He has two further questions, highlighted below, that you would more appropriately be able to answer. As such, we are referring them to you for handling.
For your reference and awareness, I've attached his original complaint and our response letter.

Thanks,
Harleen

014 10:28:0
Ms. Harleen K. Singh
Policy Advisor
Multicultural Branch, Disability and Multicultural Division
Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement
Transportation Security Administration
Department of Homeland Security

-----Original Message-----

From: (b)(6)
Sent: Thursday, March 06, 2014 1:03 PM
To: CRL
Subject: Re: Response to Contact 14-0217 (b)(6)

I am not satisfied with your response, and I wish to appeal it.
Specifically, I wish to know whether TSA employees are under no obligation to state their name when required to do so. Secondly, I wish to know how is a passenger supposed to enlist a supervisor help when the supervisor desk is not staffed.
Your response in my mind underscores the climate of complete lack of accountability on the part of what, for want of a better term, I can only define as "airport thugs"
I look forward to receiving information to proceed.

Caller stated he is trying to reach TSA Security at Denver.
He is a military Canine Officer and one of his Officers flew from Denver recently with a Military working Dog (not a guide dog for someone disabled) and the Officer at Denver touched the dog
He was checking in on the Law Enforcement side and the Officer refused to listen to the handler and their dogs are aggressive.
They have a screening letter from TSA that states Military Service Dogs do not have to be screened.

RESPONSE:

014 2:42:4
Told him how to obtain a phone number for the CSM via the IVR.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process.

Advised he certainly can contact the CSM about it.

Caller stated he is trying to reach TSA Security at Denver.
He is a military Canine Officer and one of his Officers flew from Denver recently with a Military working Dog (not a guide dog for someone disabled) and the Officer at Denver touched the dog
He was checking in on the Law Enforcement side and the Officer refused to listen to the handler and their dogs are aggressive.
They have a screening letter from TSA that states Military Service Dogs do not have to be screened.

RESPONSE:

014 2:42:4
Told him how to obtain a phone number for the CSM via the IVR.

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Advised he certainly can contact the CSM about it.

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Remote Client IP: (b)(6)

Date Time: 3/7/2014 3:14:36 PM

014 4:01:1

Name: (b)(6)

Email: (b)(6)

Complaints: Airline Complaints

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 4723/gate B6/ southwest terminal - Fort Lauderdale international airport. Approximately 2:30pm est.

Comments: The tsa officers at the X ray machine and metal detectors were very hostile and appeared to be provoking conflict with people as they passed thru. I watched as two officers on opposite sides of the metal detector badgered a young lady who was confused as to what they wanted her to do. When she asked as to what she was supposed to do they responded with questions or statements that did not answer question. For example: the young lady placed her personnel items in a tray to go thru the xray, the tsa officer removed her items from the tray and placed them on the belt. The lady asked if she was not supposed to place her items in the tray, the tsa officer responded by saying, "do you see anyone else putting their stuff in the trays?". When I seen this I passed thru with my personnel items in my pocket. When the metal detector sounded. The tsa officer on the other side asked what I had in my pockets and I told her. She replied by stating remove all items from your pockets. I asked if I was supposed to send it thru the xray? She replied by stating sir this is a metal detector anything with metal will make it go off. In both examples given the tsa officers never gave clear direction or answers but willfully chose not to give clear answers and thus caused confusion which they in turn used this confusion to impose an ambience of superiority and harassment. When I did pass through the metal detector they continued to badger the young lady as I walked by.

Greetings and To Whom it May Concern:

This is in regards to airport Security, or lack of it. I am a former and retired law enforcement employee with over seventeen-and-a half years of service in Canada and the U.S.A. In Canada, I worked for the RCMP with "A" Division in Ottawa, ON, Canada. Duties were far and wide ranging which included preparation of visits of foreign dignitaries into Canada. My duties in the US were totally different. I was a police dispatcher, clerk, receptionist, etc.

On the 18th of February of this I year, I boarded a flight from Fort Lauderdale/Hollywood Int. Airport on my way to Los Angeles CA. The security was not in any way lax at this point. I got to take my shoes, belt and other items that were put into a basket to be screened by an X-ray machine. I forgot to add one small item which was in my trouser pocket. The TSA agent had me take it out after the fact. In short, the security was good. The agent I was dealing with did not miss a thing. Bravo for a job well done!

In light of the aircraft that "disappeared" in Malaysia this weekend, I would like to bring forth the following event. I left Los Angeles on the morning of the 23rd of February. I arrived at the LAX's Delta terminal at about 0615 hrs. The flight was scheduled to leave for Atlanta, GA at about 0725 hrs. I do not have the flight number at this time. This is what happened when I entered the terminal. I noticed that there was construction going on as some of the terminal was blocked off and warning signs posted as such. I made my way to the TSA station in that particular area. I showed the agent 2 things. My US passport and my boarding pass. I expected the same routine as before, you know the shoes, belt, etc. The only thing that happened was the following:

014 11:19:1

I was asked to put my carry on suitcase through the X ray machine and that was it! No taking off shoes, no putting articles in basket or anything else. I went through the metal detector and nothing happened.

I was wearing a belt with metal buckle, a metal and plastic ball point pen. My wallet carries a badge, a retired police dispatcher's badge.

Nothing was ever asked of me at that point. I went through to my gate.

I do not know if LAX operates around the clock, but the TSA agents which I dealt with seemed a bit overly giddy and happy and smiling, laughing amongst themselves. Who knows, it could have been the start or the end of their shift. In other words, they barely glanced at my passport and my boarding pass. I did notice however, that my boarding pass was scribbled with indecipherable ink markings.

It would be a pleasure to answer any other questions that you may have.

(b)(6)

I recently traveled from Ft Myers FL to St Louis MO, UA1269 on 7 March 2014. I was somewhat surprised at the security procedures at the TSA checkpoint at the Ft Myers airport. I travel frequently and have worked full time in security screening for many years. On arrival at the checkpoint, I was advised that it would be unnecessary for me to remove my boots and belt to be placed in the provided plastic bowls, small in size, none of the usual large rectangular plastic bins that I have seen at other checkpoints. I was directed through a metal detector and of course alerted and then was directed to pass through again after removing my boots, again alerting. At this time I was directed to an area to have my palms swabbed for possible explosive materials, which was passed and I was sent on my way, with no further questions. It made little sense to me that the hand swab was done following an alert on a metal detector. No connection I can see there, especially since the source of the metal alert was never followed up on. Seems to me that a tune-up is in order at RSW. No one enjoys TSA scrutiny, all shoes off, completely emptying pockets, belts removed, etc, however given today's environment, it is a necessary element of traveling by air. Not long after going through the checkpoint, I heard about the then disappearance of the Kuala Lumpur to Beijing flight.

(b)(6)

ST Louis MO

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 3/9/2014 5:28:49 PM

014 6:22:1

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): RSW Terminal D Pre-check line, 5:15pm Sunday March 9, 2014. Employee name: (b)(6)

Comments: (b)(6) is a rude and discourtesy employee. He does not enunciate his instructions and instead gives ambiguous, unclear hand gestures. He yelled at me after gesturing me to move through the metal detector, having apparently changed his mind. Please speak with (b)(6) supervisor to discuss how his disrespectful attitude and behavior reflect on the TSA and the DHS as a whole. Thank you.

Disability Description: The caller has metal knee replacements.

Information Request: The caller wanted to know if there was any way to negate a patdown if he alarmed the AIT or WTMD.

Response Details: Advised Caller:

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

014 7:30:0

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to e-mail this information to the caller, and he declined.

Disability Description: The caller has metal knee replacements.

Information Request: The caller wanted to know if there was any way to negate a patdown if he alarmed the AIT or WTMD.

Response Details: Advised Caller:

2014 7:30:0 If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

I offered to e-mail this information to the caller, and he declined.

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: (b)(6)

Zipcode: 94612

2014 8:28:5

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Bob Hope Airport

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/10/2014 9:08:03 AM Airport : KOA - Keahole Date/Time of Travel : 03/09/2014 8:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : United

TSA Employee: (If Known) :

Comment : Worst pre-check experience I have had (out of 20+ airports).

2014 10:18: The pre-check line was also serving as the line for disabled / medical liquids, which created a bottleneck. The checkpoint was served by only two TSOs: one monitored both the conveyor belt and the walkthrough metal detector, while the other did individual passenger searches. The process moved at about 1 passenger every 2 minutes.

The overall process took about 20 minutes--very frustrating.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller states that she is traveling today to Las Vegas, and her boarding pass does not have TSA Precheck logo on it. She is traveling with Southwest Airlines. She states that she did not enroll with anyone, and she has been receiving the precheck the last several months.

Informed caller:

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre?™ lane for expedited screening.

2014 10:21: TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Passengers who are directed to the TSA Precheck lane at the security checkpoint will undergo expedited screening without having to enroll in TSA Precheck™ . This may include leaving on shoes, light outerwear, and belts, and keeping laptops in their cases and quart-size bags containing 3-1-1 compliant liquids, gels, and aerosols in carry-on baggage.

Although TSA's new initiative leverages the current TSA Pre?™ process, passengers should not expect to be directed to the TSA Pre?™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre?™ eligibility. Caller wanted to call to express concern for proper screening measures at the DIA airport? . They showed her a picture of a red dot on her chest and had to go through additional screening and do a physical check. It was odd because there was nothing on her chest. It was embarrassing and humiliating. Her son did not have to go through additional screening. A gentleman behind her had a red dot in his groin area. They stated she may have had possible chemicals on her hands. She wore the same thing at the Louisville airport and did not have to have additional screening. How did it alarm if nothing was there? She was with her son. She was Humiliated during the screening. The caller wanted to emphasize that we may need to conduct a review of our TSO's to ensure that they are properly providing additional screening methods appropriately.

Advised:

2014 4:42: I explained in the event an alarm is triggered during the screening passengers may be pulled for additional screening.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I stated since they provided a photograph then she probably was not selected randomly and some type of an alarm was triggered.

Caller wanted to call to express concern for proper screening measures at the DIA airport? . They showed her a picture of a red dot on her chest and had to go through additional screening and do a physical check. It was odd because there was nothing on her chest. It was embarrassing and humiliating. Her son did not have to go through additional screening. A gentleman behind her had a red dot in his groin area. They stated she may have had possible chemicals on her hands. She wore the same thing at the Louisville airport and did not have to have additional screening. How did it alarm if nothing was there? She was with her son. She was Humiliated during the screening. The caller wanted to emphasize that we may need to conduct a review of our TSO's to ensure that they are properly providing additional screening methods appropriately.

Advised:

2014 4:42:2 I explained in the event an alarm is triggered during the screening passengers may be pulled for additional screening.
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I stated since they provided a photograph then she probably was not selected randomly and some type of an alarm was triggered.
Her and husband are travelling tomorrow from IAD to Palm Springs. She is enrolled in GOES however her husband isn't. When they printed out of his boarding pass his showed precheck and her's didn't and she was wanting to know why. This is the first time she hasn't received precheck.

Response:
Please note that even if you opt in for TSA Pre✓™ with your airline or include your CBP trusted traveler information when booking a flight, TSA Pre✓™ does not guarantee expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

2014 8:37:3 Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Palatine IL
Zipcode: 60074

2014 10:17: Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Chicago O'Hare International Airport

As a frequent traveler I certainly appreciate the TSA-Pre Check. It is very refreshing and makes travel more enjoyable. As soon as it came to the Albuquerque Sunport I paid the fee to have the extra security screening so I could enjoy the express lane. Thank you very much!

I have two complaints. 1) when the Pre-check lane has more people than the regular line because the agents divert frequent travelers who are not been screened it defeats the purpose. Especially when the newbies still take their shoes off, belts, etc. this has happened more than once in the past month. 2) today the Pre-check line was closed because they were short handed. Yes I was able to keep my shoes on and go through the metal detector but I had to wait 10 minutes in line and had to be rechecked because I did not take my computer out of my bag.

Please -- please keep the TSA-Pre Check line a privilege for those who pay for the service.

Date: March 10, 2014
Time: 5:00pm
Airport: ABQ

2014 8:24:0 Southwest Flight #3346

Thanks,

(b)(6)

Sent from my iPad

Hi,

I recently returned from a vacation in Turks and Paicos and flew out of the Providenciales Airport. I have two artificial hips and a couple of large metal screws in my body and yet I passed right through their metal detector. That never happens to me. I have to conclude that their metal detector is not functioning properly and this this places all Americans returning from there in danger. I hope you can do something to correct this. Thanks.

2014 6:15:5

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Permitted Items Current Date/Time : 3/11/2014 3:42:07 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/11/2014 3:30 PM Airline & Flight Number : Aa 45 Checkpoint/Area of Airport : Main checkpoint before AA club TSA Employee: (If Known) : Xxx

2014 6:16:2

Comment : TSA was diverting non pre passengers into per check line. Clogged up line with passengers getting undressed. Every other pair of shoes was setting off wtmd, so it was too high. Tso made me empty pockets. What's the point?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 3/11/2014 7:17:25 PM Airport : LAS - McCarran International Date/Time of Travel : 03/09/2014 10:52 AM Airline & Flight Number : United Airlines 1684 Checkpoint/Area of Airport : security/screening baggage & travelers TSA Employee: (If Known) : N/A Comment : Understaffed for screening passengers prior to flight. There were several delays which included TSA, Airline and Airport which resulted in missing my flight. Was at the airport at the recommended 90 mins prior to flight. TSA had 2 baggage conveyors going and only 2 people working handheld and metal detector equipment with an extremely long line of passengers.

2014 8:14:1

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

(b)(6)

Shelbyville, KY 40065

HYPERLINK (b)(6)

(b)(6)

March 9, 2014

Transportation Security Administration

014 10:15: Civil Rights Liberties, Ombudsman and Traveler Engagement (TSA-6)

Multicultural Branch

701 S. 12th Street

Arlington, VA 20598

Email: HYPERLINK mailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov

To Whom It May Concern:

I am a 50-year-old female with a bachelor's degree in Psychology, and I have been living with Type 1 Diabetes for more than 25 years. I manage my diabetes with an insulin pump that I must wear 24 hours a day, 7 days a week.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 3/12/2014 11:30:07 AM Airport : LGA - LaGuardia Date/Time of Travel : 02/28/2014 7:00 PM Airline & Flight Number : United #695 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) : Travis Comment : When I presented my ticket and ID to the very first TSA officer I was told I qualified for Pre-Check, I was handed a yellow slip and was told to give it to the next agent. I assumed that meant I qualified for Pre-Check, not some hybrid of regular screening and Pre-Check.

When I was directed to the scanner showed the agent my yellow slip and asked about the metal detector. Her response was, "I know, but you have to use the scanner." That was a mistake. After going through the scanner I tried to explain what was going on but at this point I'd had to give up my Pre-Check slip and the agents didn't want to hear from me. At this point they started a screening that was intended to be purely punitive.

Why didn't that yellow slip explain the procedure? Explain that this was "Pre-Check light" and that it simply meant I didn't have to remove my shoes, nothing more nothing less, and that the rest of the screening would be as if there was no such thing as Pre-Check. Looking at the yellow slip the next time I flew I saw that it has absolutely nothing to do with explaining the process. Why do you waste the opportunity to explain the process if you're going to hand them something that they could easily read?

014 12:12: When I complained to the supervisor, her nameplate simply said "Travis"; it was obvious that she hadn't seen the screening, was going to support her officers and wasn't interested in a discussion. When I asked for a complaint form her response was, "If I can have your name and boarding pass." So I have to give my name and surrender my boarding pass in order to file a complaint? That's the sort of threatening, punitive, intimidating activity that is giving TSA a horrible name and making many think long and hard about flying at all.

Think about this interaction. I was confused by the silly format of the check point given the "Pre-Check Light" slip I received when the real Pre-Check lane isn't open. That resulted in a punitive search; not a search to make certain I wasn't a threat, rather a search to punish me. Then when I want to file a complaint I'm told I have to supply my name to the subject of my complaint and also surrender my boarding pass to that same person. That's just an attempt to intimidate.

I imagine the TSA Officer's job isn't an easy one but it's one that should also be handled professionally. Your Officer (b)(6) failed miserably.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller is puzzled by her experience. On March 3 she flew from Hayden, CO to ATL on Delta 880. She booked her ticket online and was surprised by her trip out to get PreCheck. She was given PreCheck again from Hayden and was given a card. She went through the metal detector with no alarms and was then told that she had to step aside and have a total patdown. She is 65 and was embarrassed by it. There was not alarm that went off and she has no metal. She has never been patted down before and it was very thorough. She was puzzled because she was sure there was no alarm. She just wants an explanation. She was insulted and embarrassed because it was a small airport. They did not go through her bag or anything it was just her being patted down. She wants to know how that all happened. She did not have to take off her shoes and they wanted to see the bottom

Flight information:
Airport: Hayden, CO
Airline: Delta
Flight: 880
Date: 3-3-2014

2014 2:21:00 Time: 12:45 PM Departure Around 12:00 PM went through checkpoint

Location: Only one checkpoint- there were two people checking identification and three conveyor belts.

Advised caller:

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD).

Although TSA's new initiative leverages the current TSA Pre✓ process, passengers should not expect to be directed to the TSA Pre✓ lane each time they fly.

I will forward this information to the CSM for review.

The caller is puzzled by her experience. On March 3 she flew from Hayden, CO to ATL on Delta 880. She booked her ticket online and was surprised by her trip out to get PreCheck. She was given PreCheck again from Hayden and was given a card. She went through the metal detector with no alarms and was then told that she had to step aside and have a total patdown. She is 65 and was embarrassed by it. There was not alarm that went off and she has no metal. She has never been patted down before and it was very thorough. She was puzzled because she was sure there was no alarm. She just wants an explanation. She was insulted and embarrassed because it was a small airport. They did not go through her bag or anything it was just her being patted down. She wants to know how that all happened. She did not have to take off her shoes and they wanted to see the bottom

Flight information:
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Airline: Delta
Flight: 880
Date: 3-3-2014

2014 2:21:00 Time: 12:45 PM Departure Around 12:00 PM went through checkpoint

Location: Only one checkpoint- there were two people checking identification and three conveyor belts.

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In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD).

Although TSA's new initiative leverages the current TSA Pre✓ process, passengers should not expect to be directed to the TSA Pre✓ lane each time they fly.

I will forward this information to the CSM for review.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/12/2014 1:22:56 PM Airport : TPA - Tampa International Date/Time of Travel : 03/06/2014 1:45 PM Airline & Flight Number : US Airways 1837
Checkpoint/Area of Airport : TSA Security Check-Point--Terminal F TSA Employee: (If Known) : Officer (b)(6) Comment : On Thursday, March 6th, I was traveling with my mother (h)(f)(1) my step-father (b)(6) and my 7 m/o niece (b)(6) from Tampa International to Boston, with a connection in Charlotte. Upon arrival at the TSA security check-point, we were allowed to go through the special assistance line to have our tickets and IDs checked and were told to go to a certain line for the security check. Again, I was traveling with a 7 m/o with a full stroller and my step-father, who has Alzheimer's Disease (we had requested special assistance for him). As I was loading my carry on items onto the belt, Officer (b)(6) was yelling commands at all the passengers in a highly condescending and unprofessional tone. I kept (h)(f)(1) in the stroller until I could put all of the carry on items on the belt and remove my laptop. Officer (b)(6) came over to the belt and took the water bottles from my backpack pocket and got very close to me and asked in a loud voice whether they were for me or the baby--of course they were for the baby. He threw the bottles down on the belt and demanded that they go in a separate bucket. I didn't know that, but I could have been told in a more professional and helpful manner. Next, Officer (h)(f)(1) stepped closer to the carriage and demanded me to take the baby out of the carriage, even though I was still trying to put the items on the belt. He then tried to disassemble the carriage improperly, until I asked him to stop so that he didn't break it. He aggressively put the car seat and the stroller onto the belt and barked at me to go stand in another line to go through the metal detector. At another point during our very unpleasant encounter, Officer (b)(6) was yelling what to take off and what to keep on and yelling "I don't care how old you are". My mother, confused, started to help my step father who is 83 take off his belt and his shoes. Officer (b)(6) came over and spoke very aggressively to my step-father who could not understand what he was saying and got very flustered. Officer (h)(f)(1) stepped between my mother and my step-father and put his hand up towards my mother and told my step-father "don't listen to your wife". Officer (h)(f)(1) was highly unprofessional and abusive in our encounter with him. We have never been treated so disrespectfully by a TSA officer, nor should we ever experience such treatment by a professional. Officer (b)(6) was not clear in his directions, even though he was loud. He carried himself in an aggressive and curt manner that made me and my family, and I am sure other customers, very uncomfortable. For a family that was supposed to be receiving special assistance due to traveling with an elderly man with Alzheimer's and an infant, we received highly unprofessional and extremely rude assistance. My mother told another TSA agent that "he should never be allowed to speak to anyone else in that manner"; because no one deserves to be treated like that.

Would you like a response? : True

Passenger's Name (h)(f)(1)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller got invited by SW airlines about 6 months ago to opt into precheck and has gotten precheck up until this last flight. The caller stated that he was flying from Houston to Dallas. The caller stated that the airline told him to call us for his KTN. The caller wanted to know if there was a link between TSA and SW airlines and if we get his reservation information. The caller stated that the reason why he likes precheck is so that he can avoid the radiation from screening and go through the WTMD and he has already been subjected to so much radiation.

Advised the caller even if a passenger opts in for TSA PreCheck™ this does not guarantee that he or she will receive expedited screening each time they travel. Advised that the selection for precheck is random. Advised the caller that when he books his flight the reservation information is forwarded to TSA and this information is used to make a decision on precheck eligibility.

As far as the AIT is concerned the energy the system projects is thousands of times less than a cell phone transmission.

Individuals who are eligible for TSA PreCheck™ as a frequent flyer are not issued a Known Traveler Number (KTN).

Advised caller I would send him an email .

Caller is calling to report a recent less than satisfactory experience with TSA screening. Caller originally flew ATL-LGA ten days ago and was randomly selected for TSA PreCheck and underwent screening via the metal detector and this was a smooth experience. Caller has a urostomy and this was a great experience for the passenger. Today, he did not receive TSA PreCheck and flew LGA-ATL aboard Delta Airlines #1650 which departed at 3:00PM. He went through AIT screening at approximately 1:30PM and informed the TSO of his urostomy. The urostomy caused an anomaly and he was taken to Gate D11 for the secondary screening. Caller was asked if he would like to receive this pat-down in a private location and the passenger informed him he would. Caller then states the patdown was done in the view of the general public and caused him a great deal of embarrassment. Caller is unsure if the request for a private pat-down was blatantly ignored or the TSO did not hear him. Caller did not collect the name of the TSO who conducted his screening but was able to provide a brief description. Caller stated the TSO was a tall, thin, Caucasian male with dark hair. Caller did not recall if the gentleman had facial hair. Caller wants to voice his complaint and also wants to know if applying for PreCheck may exempt him from additional screening on future flights. Caller said that he did not feel that this was disability related, just that the TSO did not want to take him to the private screening area and instead performed the screening in view of general public.

Resolution:

Apologized to caller for his less than satisfactory screening experience. Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Advised caller applying for PreCheck will not exempt him from additional screening. You may encounter instances when you are selected to proceed via the metal detector and you will encounter a similar smooth experience as you previously have at ATL. There are also times when PreCheck lanes would screen you with AIT. This will result in additional screening. Advised caller any passenger may request screening via a pat-down or AIT, but you are not permitted to choose a metal detector in lieu of these other screening methods. That decision will be made by the TSO's on duty. Advised caller I will also send him additional information in regards to applying for PreCheck at his request.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/13/2014 11:17:59 AM Airport : SLC - Salt Lake City International Date/Time of Travel : 03/12/2014 12:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Female TSA agent yelled at 16 year old boy as he waited for instruction to enter imaging screening. "Where is your mother?" Mother was directly behind him in line, and spoke up. Then agent yelled: "Where is your father?" Father and older brother had proceeded through imaging screening directly in front of boy; mother advised same. Still yelling, agent said she had to know where parents were before boy could advance and that he could not go through imaging screening, but directed him to metal detector. Complete lack of courtesy, exceeding rudeness, as well as questioning inappropriate of a ticketed 16 year old minor clearly traveling with his family.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From (b)(6)

Sent: Thursday, March 13, 2014 12:23 PM

To: TSAExternalCompliance

Subject: Complaint at San Diego Airport

Attached please find Civil Rights Civil Liberties Complaint in connection with (b)(6) person with autism, at San Diego Airport on March 7, 2014.

(b)(6)

(b)(6) Bellevue, WA 98007

(b)(6)

(b)(6) Home (b)(6)

(b)(6) Sammamish WA 98074

2014 2:47:2

March 7, 2014 Alaska Airlines, San Diego International Airport

My daughter has autism. We participated in the Passenger Support Service leaving SeaTac Airport (Seattle) on March 2, 2014. This was a fantastic service. Our escort, (b)(6), got us through security in a kind and professional manner. My daughter, (b)(6), cannot tolerate being touched, especially by strangers, and cannot process information quickly enough for a typical security check. She also has poor balance and would not be able to walk through the x ray machine and hold her arms up without falling. The rules of this service were different at the San Diego airport. We did not connect with a PSS escort as we did not know at the time she needed a call 30 minutes prior to our arrival. We were connected with a TSA agent who matter of factly escorted around a long security line. We had been cleared for pre check, but the line was closed, so we had to take off shoes, jackets, belts etc. This was challenging in itself.

(b)(6) was able to walk through the metal detector without incidence. Her wheel chair however tested positive for explosives. This meant a pat down, the one thing that is the most difficult to obtain with my daughter. The chair was deemed clear, but she still had to have a pat down.

I repeatedly asked for another way to test her. SeaTac wiped paper strips on her hands and

outstanding items it would be appreciated!

Original Message-----

From: tsatcc do not reply@senture.com [mailto:tsatcc do not reply@senture.com]

Sent: Thursday, March 13, 2014 5:11 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

2014 8:00:00

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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Original Message-----

From: tsatcc do not reply@senture.com [mailto:tsatcc do not reply@senture.com]

Sent: Thursday, March 13, 2014 5:11 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

2014 8:00:00 AM The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

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Feedback Type : Security Issue

Categories : Other; Pat-down

Current Date/Time : 3/13/2014 6:15:42 PM Airport : LAX - Los Angeles International Date/Time of Travel : 03/01/2014 8:30 AM Airline & Flight Number : Delta. Flight 5710 Checkpoint/Area of Airport : Scanner area TSA Employee: (If Known) :

Comment : My and my friend both requested for a pat down to the TSA Agent , a part Asian man ,he looked at the the other TSA Agent , black woman, and that TSA agent went ahead and Let both of us walk through the metal detector, which was for

Pre screened passengers only! We both have never been Pre-screened

And they let us through without any sort of pat down. I couldn't believe It They were lazy and didn't want to deal with doing the right thing.

2014 8:00:20 AM Thank god we are both not bad eggs!! I should of got both Their names but I did not and now I'm mad at myself.

I travel all the time at the LAX and after the pat down I had at the tiny Bozeman Montana airport on the way Back makes the LAX Pat downs the worse ever!!!

You guys need to straightner those bad eggs out and fire them!

That's a disgrace!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

10/14 12:16:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Hartsfield-Jackson Atlanta International Airport

From: (b)(6)
Sent: Friday, March 14, 2014 5:13 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/14/2014 5:12:37 PM

2014 8:11:5

Name:

(b)(6)

Email:

(b)(6)

Brief Description of Inquiry:

TSA Pre-check experiences

Comments:

My wife and I recently completed our registration with Global Entry and TSA Pre-check. I am personally very interested in Pre-check since I have a significant amount of medical metal in my body. The first time we used Pre-check was 2/26 at LGA and I did not fully understand the program, so I did not remove all items from my pockets. When I informed the TSA officer doing initial screening of my metal, he told me to go to the full body scanner. Then I had to stop and get everything out of my

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box)

Current Date/Time : 3/15/2014 12:15:30 AM Airport : LAX - Los Angeles International Date/Time of Travel : 03/14/2014 6:00 PM Airline & Flight Number : VX 170 Checkpoint/Area of Airport : Gate 3?

TSA Employee: (If Known) :

Comment : While going through security, I opted to not go through the ATI. The pat down I received was much too invasive, and is clearly designed as a deterrent from choosing to opt-out.

Passengers who opt out should have the option to go through the standard, non-invasive metal detector. By treating passengers differently you are violating traveler's rights.

2014 9:27:2

Furthermore, your frequently asked questions page has a typo. It says, "A. Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right." While it should say, "A. Even though you have the right to turn down the invasive scan, your only alternative is to be molested by one of our agents. We have signs with a small font telling you this"

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller went through screening at the OAK airport and wants to file a complaint. She states as her baggage was going through the metal detector caller states she told the tso she wanted to opt out of all technology. She states the tso asked her rudely are you pregnant? Caller states she told her yes. Caller states the tso told her don't ever say that to anyone here again. Caller said the tso walked over to the AIT machine and told her to come through here. Caller said no, I told you I want to opt out of all technology and receive a patdown she said the officer said rudely don't you know the difference in the X-Ray and the metal detector? Caller states the tso said oh, this must be your first pregnancy. Caller said at this point the tso called another female tso to pat her down. Caller said when the screening was over she asked for a supervisor and a (b)(6) came out to talk to her, and he told her he would report this. Caller states the first name of the rude screener was (b)(6). Caller states as she was walking away, she heard the same tso treating another pregnant girl the same way, she does not feel it is right for the tso to treat people this way and that she feels the lady is there to harass women. She states she is very upset and wants to speak to a CSM.

Apologized to caller and told her I would get this reported to the CSM.

Airport: OAK

2014 5:36:3 Airline: Southwest

Flight#: 3509

Date: 03 15 2014

Time: 7:00 AM

Gate: 28

Terminal: 2

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/15/2014 5:37:25 PM Airport : EWR - Newark International Date/Time of Travel : 03/15/2014 5:00 PM Airline & Flight Number : US Airways 802 Checkpoint/Area of Airport :

Terminal A - US Airways gates TSA Employee: (If Known) :

2014 6:02:3 Comment : The TSA employees checking IDs just prior to the X-Ray machines hand out green half-sheets of paper to travelers who have "TSA PRECHK" stamped on their boarding passes that indicate that you do not have to remove light outer clothing and footwear. I am aware that this particular checkpoint does not offer "official" TSA Precheck. The TSA employees that usher passengers through the metal detectors apparently have no knowledge of these green half-sheets of paper and therefore direct passengers to remove shoes and light outer clothing and are generally unpleasant when presented with these green sheets of paper. PLEASE enforce consistent policies throughout the security process to make it a more pleasant experience, as I watched an older gentleman ahead of me get harassed with one of those green pieces of paper, in addition to my poor experience at the checkpoint. One of the employees at the X-Ray mentioned that they were "private security screeners" - not sure if that means they can create their own policies as they relate to TSA procedures.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/15/2014 6:01:40 PM Airport : CLL - Easternwood Field Date/Time of Travel : 03/15/2014 Airline & Flight Number : UA4621 Checkpoint/Area of Airport : Security Check TSA Employee: (If Known) : Supervisor Comment : This is quite a long file. Please let me know if it gets truncated before my name and contact info.

I'm writing because I'm very frustrated with TSA at the Easternwood Field (CLL). I fly to and from CLL often, because I live in College Station and travel frequently for work. Sadly, the security rules change often, apparently at the whim of the personnel, which makes traveling from the airport very unpleasant.

The most recent incident happened today. The supervisor decided not to allow me to carry on my bowling ball, instead requiring me to check it. In the process, my vintage Brunswick bowling ball case was damaged. (This has been reported and is on file with United Airlines.) While I would understand the supervisor's behavior if this were the first time I was trying to bring bowling ball as a carry-on, I cannot understand it when the bowling ball has been through both CLL and SDF (Louisville) multiple times over the past 2 years. In fact, I've brought out and into CLL twice in the past 4 weeks without problem.

Here is what happened: the person running the X-ray asked for the bowling ball to have a surface check, which I've come to expect. As the test was being run, I was told I could not bring the ball on as a carryon and was asked if I would like to talk to a supervisor. I requested that the supervisor take a look. She explained to me that she would rerun the bowling ball on a rack (as has been done at SDF in the past), and that if she could not see through the ball, it would have to be checked. After the ball went through the X-ray, she then explained that I would need to check it because it was 'dense and heavy', not because the X-rays had not penetrated the ball. This smacks of the supervisor saving face instead of making a cogent security decision.

(Sadly, I know this woman only by looks, and not by her name. She was supervising at 9am on March 15, 2014 at CLL is all I know.)

I would normally not write about this one incident, but the security at CLL in general and this woman in particular have made odd security decisions in the past--decisions that have never ever been reached at any other airport I've flown through (and I went through security 58 times last year). Today's incident was the proverbial straw which broke the camel's back. Here are some of the oddities, listed from most recent to last recent. An asterisk (*) marks incidents which happened while I know today's supervisor was working.

The last 2 times I flew from CLL as TSA Precheck I had to take my computer out of my bag, supposedly because CLL does not have the equipment to leave it in my bag. The two times before that (as TSA Precheck), I could leave my computer in my bag.

The first time I flew out of CLL as TSA Precheck, I was allowed to leave my hoodie on when going through the metal detector, but TSA then insisted on patting down my hoodie after I went through the metal detector. Since then this odd behavior has stopped.

Before I was in the Precheck program, the inspectors often required my shoes to go directly on the conveyor, though sometime they wanted my shoes in bins. I do not know if this arbitrariness is still happening, but for someone like me who tries to obey the rules and keep things running smoothly, this is frustrating.

The supervisor once confiscated my wife's Wite Out bottle, though it was small enough to be allowed in her fluids bag. The claim was that it was confiscated because it contained (undrinkable) alcohol, even though the amount it contained was less than what is in a bottle of liquor available on the plane. She had flown often (even out of CLL) with whiteout before. *

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 3/15/2014 11:50:31 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 03/08/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On March 8, I took a 6:15 am flight from RDU airport to JFK airport and found that the security measures taken by the TSA workers at RDU were inadequate. I was not asked to remove my shoes, my belt, liquids from my bags, or my laptop which was in my carry-on suitcase. Instead I was told to "keep the line moving" and that there was "no need" for me along with at least 40 others who were in line behind me to take these extra security precautions. I walked through the metal detector wearing a belt and shoes which should have set off the detector, but the metal was not detected. The TSA employees were very helpful and kind to us early morning fliers, but I am concerned my ability to get through security so easily could mean that someone with less than good intentions could do the same.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller will be flying next week with a defibrillator and would like to know about the policy. She would also like to know about the cost of baggage.

Response:

Specifically, you were concerned about screening for passengers who have internal medical devices like pacemakers or defibrillators. If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at

1014 10:54: http://www.tsa.gov/sites/default/files/publications/disability_notification_cards.pdf.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

Told caller that baggage weight, size and fees are enforced by the airline. She would have to contact the airline she is traveling with.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/16/2014 10:36:08 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

1014 11:29: Comment : I'm TSA Pre, but also have metal implants. I travel a lot. One thing I've noticed is that all your TSA pre screening lines consistently only have metal detector and not the other type of scanner (where you put your hand above your head and it takes a picture). This requires that I have to move to another lane, which always takes longer. Is there anyway to have a scanning machine at TSA pre screening lanes? I feel to not do so discriminates against older people, like me, who are more likely to have metal implants. Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/16/2014 9:24:15 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 03/17/2014 7:00 AM Airline & Flight Number : United Checkpoint/Area of

Airport : TSA Pre TSA Employee: (If Known) :

1014 11:29: Comment : This is not specific to Dulles. I have been a long term TSA Pre member and love it. However, at many TSA PRE locations there is no scanning/imaging machine for those of us with knee replacements. Often times the TSA officers seem to get annoyed when too many of us with these knees line up and I've seen them then start to send folks back into the regular line. Ridiculous. TSA PRE needs to get rid of the metal detectors and just scan everyone. The scans are much better and would eliminate this ridiculous situation easily. Other wise TSA would need to have both metal detectors and scanners which is inefficient and costly. With baby boomers increasingly getting these knee replacements, TSA needs to consider that the current system is not working and will only get worse.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/16/2014 2:07:20 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 02/21/2014 9:00 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Delta

2014 3:21: TSA Employee: (If Known) : unknown Comment : I do not know this man's name, but he was working in the screening area to the far left in the entrance for Delta. He was a large black man. He was very rude and unprofessional, yelling at people for taking off their shoes and coats, laptops out of their bags, for putting bags inside of the totes, (you know stuff you have to do at every airport!!!) He singled me out and made me wait for the full body scanner, while everyone else continued to go through the metal detector. I apparently was the first one to use it as I had to stand there and wait for it to warm up. All the while, my personal belongings had gone through the scanner and were at the end of the rollers waiting to be stolen, purse, cell phone, all sitting there out in the open. Then he yelled about my unclaimed stuff on the rollers. Really??? It was completely ridiculous. I just read that it is TSAs goal to treat all passengers regardless of their situation with the respect they deserve. If he was doing this, apparently he felt nobody deserved any respect. He was rude and bossy. I think maybe he needs a new job.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller travelled from Miami on Wednesday the 12th to Houston. When she arrived her bag had been damaged, and a NOI was in her bag. She is originally from Cuba, and her 5 year old child was travelling with her. She was questioning whether it was normal for her child to have to remove their shoes and be subject to a patdown.

American Air Flight # 969 03 16 2014 11:25am

Gate D12

NOI no stamp or handwriting

marado large

Bag tag #not available

Advised caller:

2014 7:32:2 The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

If a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Caller is a flight attendant with American. He says last week his brother in law and niece travel from Tampa once at the checkpoint the first person put a highlighted line on the boarding pass and was told to go through a different line. Caller's niece was allowed to take a bottle of water through screening. The caller states the officer wasn't even aware of the water. He says they didn't even walk through the AIT or the WTMD for screening. He said they simply walked through a doorway. He said there were other passengers that were being instructed to use this line as well. He has concerns for all the passengers that are not being screened.

Told caller

2014 10:23: I explained to him that with PreCheck passengers can be chose at random if they were to meet certain criteria and it was based on per flight, they may not be eligible again.

I verified with him that his family had not gone through any screening nor was the carry on bags. He said they were not and the bags weren't even xrayed.

I explained to him even with PreCheck passengers and their bags were screened, even if it was expedited screening.

I could take this information and send it to the CSM so they can look into this for us. I could not tell him why they had not gone through any screening.

He did not have the flight arrangements but said they traveled via Southwest from Tampa to Baltimore on 3-15-14 at about 4 pm.

again. Then they told her that she was going to be screened aside. She was given a patdown in front of everybody. She said that she could have asked to be taken to a private room, but she stated that she does not have anything to hide. She was touched in her private parts, this person asked her to pull her blouse up and this person touched her breast. She clearly stated that this TSO put her fingers inside her private parts. She thinks that she was treated very rude and all that was not necessary. She is afraid that situation will happen again because she will be traveling in June. She stated that her finger nails are about 7 to 9 inches long and maybe that is one reason why she was screened.

TSO is a blond middle aged lady, about 50 - 52 yr. of age. All this happened at the Ponce, Mercedita airport in Puerto Rico. That day the flight was delayed. She flew JetBlue. She reported that to JetBlue and they told her that she needed to report it to TSA.

Caller asked how she could obtain answers from TSA about this issue.

Response:

2014 1:02:5

- Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

-In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.

-Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

-We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

-Provided caller with the CSM contact information.

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-Provided caller with the CSM contact information.

She has flown the past year with United and she was given TSA Precheck. She is flying tomorrow and she doesn't have Precheck on her boarding pass and she was wanting to know what the issue could be. She never signed up for the program or was invited by the airline.

Response:

2014 2:30:6

Currently, the Secure Flight data that is provided to TSA by airlines is used to identify and prevent known or suspected terrorists from gaining access to an airplane or the secured areas of an airport. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Pre✓™ lane for expedited screening.

TSA's new risk-based analysis will continue to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre✓™ lanes. Additionally, all passengers must have their identification verified by a TSA officer and will go through a metal detector or Advanced Imaging Technology scanner as part of security procedures.

Although TSA's new initiative leverages the current TSA Pre✓™ process, passengers should not expect to be directed to the TSA Pre✓™ lane each time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) Trusted Traveler program. Passengers who travel internationally may be interested in a membership with a U.S. Customs and Border Protection (CBP) Trusted Traveler Program, such as Global Entry. Those who travel domestically may prefer TSA's application program. Applicants of either program undergo fingerprinting and a background check before being approved for membership and TSA Pre✓™ eligibility.

From: (b)(6)
Sent: Monday, March 17, 2014 11:50 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/17/2014 11:49:55 AM

2014 4:21:2

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Regarding treatment at Dallas/Fort Worth Airport by TSA employees

Comments:

On March 16, 2014, I was traveling from the Dallas/Fort Worth Airport, (United Airways) to my final destination of Rochester, NY. I was cleared for TSA precheck. I always carefully dress to expedite the screening process. No buckles, zippers, jewelry, etc and I wear sneakers. All to help do my part at the security check point and the screening process. Because of the cold/flu season I had recently used hand sanitizer. After I went through the metal detector, a TSA employee (women) pulled me aside
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/18/2014 6:04:01 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports)

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight 626

US Airways

Date: 18 March 2014

Time: 0435

Comments: TSA at the Oakland, California Airport carry themselves in an unprofessional manner--representing Homeland Security.

In arriving at the airport, I was advised that I could not have my military bags locked. Bags were unlocked and I questioned why because that has never been an issue before at the multiple airports I have flew out of. I was advised that TSA may check my bags. I agreed only because I had to fly home.

I then proceeded to the TSA screening. And I went through a screening that I have never had to have before in the past--shoes taken off, belt taken off and anything else. With that being said, a TSA agent approached me after I had left my laptop in my bag. (That is normal procedure to me) However, then another TSA agent standing beside me loudly stated take your laptop out of your bag. Now I approach the metal detector. Thinking I have taken everything out, in my right back pocket was my Military ID. In which it showed on the scan. That ID led to me getting my hands swabbed for I assume explosives.

If my bag is to be searched by anyone, I want to be present. Was the extra comment necessary regarding the laptop? What constitutes an extra search for explosion trace on the hands? A military ID accidentally left in the pocket..

2014 8:10:1

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/18/2014 7:51:11 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 03/02/2014 7:15 AM Airline & Flight Number : Alaska 478 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Prior to screening I let the agent know that I have 2 artificial knees and would prefer to be scanned. The agent instead had me make repeated passes through the medical detector and remove items prior to each pass until I had removed everything that the regular line requires. Then when I still set off the alarm as was expected, I had the full pat down and swab search. The Metal detector agent was rude and told me I didn't belong in the Pre Check line even though I am a NEXUS member and Pre Check member. The agent doing the Pat down was much more professional than the Metal detector agent.

On my return flight through LAX I had a complete opposite experience. Very friendly, efficient and professional screening. The main difference is that LAX had a Scanner at the Pre Check Lane.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From (b)(6)

Sent: Tuesday, March 18, 2014 8:28 PM

To: TSAExternalCompliance; TSA.ODPO

Subject: D-RFI

To Whom It May Concern:

Attached please find my TSA Complaint Submission form regarding TSA's violation of my civil rights. I look forward to your response and ensurance that these abuses will not occur again.

Kind regards,

(b)(6)

2014 9:28:5

Attachment 1

(b)(6)

(b)(6) cell

(b)(6) home

(b)(6) Longmont, CO 80503

HYPERLINK (b)(6)

On 3 7 2014 I was traveling from Denver (DEN) to Los Angeles (LAX) via Southwest Airlines. I am disabled and use mobility assistance for distances; however, I am able to stand and walk unassisted for 10-15 minutes. I informed the TSA Agent of my ability to go through the Advanced Imaging Technology scanner; however, the TSA Agents implied that since I arrived on a scooter, I must remain on the scooter and go through the invasive pat-down procedure. The TSA website clearly states the following: Passengers in wheelchairs or scooters who can walk may be able to be screened using a metal detector or imaging technology.

The same violation of my civil rights occurred on 3 15 2014 when returning home via Southwest Airlines from LAX by your TSA Agents. During the pat down procedure, the agent requires me to stand for several minutes unassisted raising my arms, etc., while accosting me, which totally negates the reason for going through this procedure. The TSA profiles and abuses disabled passengers because it doesn't raise gender, religion or race flags. We're an easy target!

Friday, March 7, 2014, approximately 5:00 AM at the TSA Security Checkpoint at DEN

Saturday, March 15, 2014, approximately 11:15 AM at the TSA Security Checkpoint at LAX

This problem has been ongoing ever since I've required mobility assistance and the use of a wheelchair or scooter for DISTANCE. I have always been able to stand and walk unassisted and go through the Advance Imaging Technology scanners, and

Disability Description: Callers wife has a pacemaker and a defibrillator.

Response Details: Airport:Philadelphia
Airline: US Airways
Flight Number:751
Departure Time:03-18-14 at 1:40 pm
Arrival Airport and Time:Charlotte, NC at 5:10 pm
Location: precheck security line
Terminal: A
Gate:12
Contact Information:(b)(6)

I advised him I will refer this to the CSM at the airport.

2014 2:10:4

Response:I advised him they should have been treated with dignity, courtesy and respect.

Incident Details: Caller said he made a detailed complaint to his Congressman, Joe Wilson, SC. He said he was leaving Philadelphia yesterday and his wife, (b)(6) had a pacemaker and defibrillator and she could not go through the wtmd and a TSA black female employee (b)(6), was not happy working that day and took it out on him. He said his wife got precheck and he was trying to help her and he said he was told to step back and she was nasty, arrogant and he took it as a unspoken threat. He said he is not going to put up with bad behavior from our employees. He said he talked to her male supervisor, (b)(6) and he was told to see what her side of it was. He said due to his wife s disability he should have been able to stand by her and help her. He said he is thinking of calling his Senator. too and he said he thinks that our employees can do what they want. He said he is 60 yrs. old and should not be threatened. He said his wife said she was nasty to her, too. He said what right do they have to treat them that way. He said he is a veteran and a federal employee with the Dept of Veteran Affairs he said we are not doing our job and we are not there to harass or be rude. He said he is not afraid of us and he wants an apology from the supervisor and that TSA employee and no further retribution due to his complaint. He asked if it is illegal to harass a federal employee and he said that she nonverbally threatened him with detainment and he is a federal employee. He said he is pretty steamed and he may sue us. He said he wants the employee to be counseled, go through training and days of suspension until she learns her job and there needs to be a written reprimand in her file. He said he expects to hear back from us about this. He said if her supervisor did not make an incident report then he needs to be counseled, corrective action taken and days of suspension and a written reprimand in his file. He said we are not allowed to harass a federal employee and there are rules under the ADA law which is the American s with Disability Act. He said they mishandled his wife and he needed to be there with her so she did not fall. He said there can be a Congressional investigation of us. He said she did not apologize to him when he told her he was going to talk to her supervisor and she was arrogant. He said she put 3 other people in front of him before she would let him go through and he was concerned about his wife. He said we have 3 business days to get back with him and then said by Monday at 5pm est he wants to hear from someone or he will take further action from his Congressman and an Attorney.

Disability Description: The passenger has diabetes and wears a continuous glucose monitor.

Response Details: Advised caller that in the future he needs to stay firm. Even if the officers encourage him to disconnect and submit the device for x-ray screening he should not. He is the one who has read the manual, so he is the one who knows what this can and cannot be subjected to. The officers cannot force him to disconnect or submit this for x-ray screening. Advised him that in the future if an incident like this occurs he should request a PSS. They are trained a little more in these areas, so they can address his concerns at security.

Advised that I would send him the instructions on making a formal written complaint. I will also send claim forms, so that he can start the reimbursement process since the device no longer works. Advised I will forward his complaint to our disability experts to make them aware of this. I will also send to the CSM, so they may be able to address this with these employees.

2014 5:26:2

Sent email.

Incident Details: Caller says that on March 11 at 8 a.m. he went through TSA in STL. He told the officer that he had a medical device that could not go through x-ray. The officer told him that was fine to let the next officer know, which he did. The device triggered an alarm with the WTMD. The officer made him pass through additional times, resulting in 4 passes through the WTMD. The officer then told him to disconnect and submit this for x-ray screening. The passenger says that the officer just didn t listen to what he was saying that this couldn t go through x-ray screening. He says this information is in his manual. The device no longer works. The x-ray messed it up. He departed from STL to LAX between 9 a.m. and 9:30 a.m.

Caller would like to complain on a TSO for the way she was patted down in Sky Harbor airport. She states that she was hit in the back of the head and that she did not have anything in her hair; it was just tied up in a bun. She was not told by the TSO that she was going to touch her. Caller states that she will contact law enforcement, should this happen again.

Airport: Sky Harbor

Airline: SW

Flight Information (numbers, departure times, or arrival times):

Date and Time of Incident: 3 5 14 @ 5:15 p.m.

Terminal or Gate: Terminal 4, Gate C

Contact Information: (b)(6)

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

2014 7:29:2

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us.

Caller would like to complain on a TSO for the way she was patted down in Sky Harbor airport. She states that she was hit in the back of the head and that she did not have anything in her hair; it was just tied up in a bun. She was not told by the TSO that she was going to touch her. Caller states that she will contact law enforcement, should this happen again.

Airport: Sky Harbor

Airline: SW

Flight Information (numbers, departure times, or arrival times):

Date and Time of Incident: 3 5 14 @ 5:15 p.m.

Terminal or Gate: Terminal 4, Gate C

Contact Information: (b)(6)

Advised Caller:

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Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/20/2014 1:02:14 AM Airport : DSM - Des Moines International Date/Time of Travel : 03/19/2014 3:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) : Officer (b)(6) and another colleague Comment : I was traveling yesterday with my 1 year-old son and brought 2 3.5 ounce pouches of baby food for a flight that spanned his dinner time. After going through the metal detector, we were brought over for additional screening. At that time, Officer (b)(6) and her colleague, a bald man with white hair on the sides, informed me that I had to be patted down if I refused to open the pouches for inspection (the pouches can only remain open for an hour before they need to be tossed. I went through screening around 3 pm and did not plan to feed my son until around 6 pm on our flight). I attempted to inform them that this was not the rule as I had looked it up on the TSA website prior to traveling to DSM and that I did not have to have a pat down when I traveled with pouches from National to DSM. They continued to insist I had to be patted down. If I did not submit to the pat down, I would not have had food to feed my son dinner. Please advise on what your rules are in regards to requiring a pat down of passengers carrying modest amounts of baby food in their carry-on luggage. If I do not receive a prompt response, I will refer this matter to my congressman.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I was going thru the security metal detector on monday in San Antonio and my eyeglasses were broken when they came out of the xray scanner.

Can you tell me how I can get reimbursed for new ones?

(I am in the military)

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 3/20/2014 9:30:49 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/20/2014 8:45 AM Airline & Flight Number : Unitedh642

Checkpoint/Area of Airport : Terminal 7 TSA Employee: (If Known) :

Comment : I broke my ankle ten days ago and was on partial weight bearing using a brace and cane I could not stand unsupported without the cane the cane was taken away from and I was told to hold onto the metal barrier another agent then yelled at me to get away from the barrier and to go stand somewhere else the another agent told me to stand on the metal detector which I could not do I became fatigued and was experiencing some pain so I sat down on the floor where I remained until someone with some common sense appeared and helped me through the screening wicket this was after my cane had been RN through the scanner and not st anything off. Several observations: the exact same problem was solved at Burlington vt by having a lucite cane loaned to me while my cane went through the scanner and I went through the metal detector with a non reactive cane and received my own on the other side this could have worked here instead of leaving me grabbing onto a metal partition while different people tried to figure out what to do with me second if this had been handled with courtesy, it would have still been unpleasant, being yelled at did not help matters unfortunately i do not have the name of the agent who acted badly but I did take aptitude and can identify the agent I am not usually disabled but this incident has sensitized me to those who are and I observed a gentleman in a wheelchair being treated with less than courteous handling I hope you can demand a greater level of professionalism on the future

Thank you (b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 3/20/2014 11:28:04 AM

014 12:11:

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc) :

Comments: I was traveling for the day from Kona to Honolulu. I had my small purse in a bin along with my dress shoes (that are flats) and belt. After having everything loaded up and laying flat, the TSA agent at the metal detector was going through her speech and said lay shoes on belt. Mine were already in the bin with nothing on top of them. As I walk up to the detector she proclaims "or not" with a hateful attitude. I travel on a regular basis for my job and have never been treated so rudely. We were also patiently waiting for them to open and she proclaimed "we don't open until 5:15" with a hateful attitude. I do not appreciate being treated with disrespect. If you're working with people, clean up your attitude.

The service level at TSA Pre has been greatly denigrated. I believe this is because TSA is opening the program up to more travelers, but not all of these travelers are frequent flyers. I now find myself in the TSA Pre line with customers who are still removing shoes and laptops, walking through metal detectors with keys, etc. As someone who has participated in Global Entry (at a cost) and who flies every week this is very disappointing. TSA Pre lines are now longer and slower in many airports than normal security screening. If you are going to put more passengers into the TSA Pre program you need to increase the capacity.

(b)(6)

2014 4:44

(b)(6)

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 3/21/2014 10:20:50 AM Airport : EWR - Newark International Date/Time of Travel : 03/19/2014 6:00 AM Airline & Flight Number : UA 284 Checkpoint/Area of Airport : Checkpoint for gate 97 TSA Employee: (If Known) :

Comment : I was in the TSA pre check Lane and the TSA agent was very good about not allowing any airport employee on a flight to not go through the pre check lane. However there was an airport security guy in a maroon coat allowing passengers who checked in at the non pre check lane next to the pre check lane to come across and use the metal detector/screening area designated for pre check passengers. These people were being given the same privileges as the pre check passengers even though they did not have this privilege. I spoke with 2 TSA agents working in the pre check lane about it and they just seemed confused and didn't care. As a result, more non pre check passengers continued to be screened in a manner in which

!014 12:11: they were not supposed to be. I found this to be extremely concerning and even more concerning that airport and TSA staff did not understand (or care?) that this was happening. Especially since I saw it for the danger it could be and I'm just a civilian. I find it my civic duty to report it to you officially since my concern was not addressed on the spot. If I've not been clear enough, I'm happy to discuss it via a phone call. I think the pre check program is great but only if it's managed effectively avoid securely.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from HRL, and during the screening a TSO yelled at the passenger to place her items on the belt. She then went through the walk through metal detector, and was told by the TSO to stand next to a wall. Another younger TSO walked over, and conducted an ETD sampling of her hands. After the test was conducted, the first TSO told her that she would have to come with her to another area. While there, the TSO told the passenger that she had to remove her clothing. The passenger asked why this was necessary, the TSO informed her that she did not need to know. The passenger was made to remove all of her clothing, including her socks. After the screening, the TSO told the passenger's cousin that the additional screening was probably due to hand lotion. (b)(6) wanted to file a complaint, but wanted TSA to know that the second, younger TSO acted as if the older TSO was not following proper procedures. Unfortunately, the passenger recently underwent a double mastectomy and was not wearing a bra during the screening. She was told to take her shirt off, and this embarrassed her. She did not feel that this was discriminatory, but still was upset due to the incident.

Flight Information:

Date and Time of Flight: March 17, 2014; Around 3:00 PM

Departure Airport: HRL

Airline: Delta Airlines

Flight Number: Not Provided.

Terminal and Gate Numbers: Not Provided.

Description of TSOs: The first TSO was a short, petite, female, around 40 years old with long black hair. She may have been Hispanic or Native American. The second TSO was a younger, heavier, female.

Time of Incident: Between 1:15 and 2:00 PM.

2014 2:00:4 Description of Passenger: She was wearing navy blue jeans, navy blue shoes and socks, and a sweater with a floral pattern design.

Advised Caller:

The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

Hello,

I am 6 months pregnant and opt out of the detector machines at the airport. Several times they had a female assistant pat me down instead. I find the pat downs very invasive, outlying my breasts, rear, and genitals. I am certain that if a lawmakers spouse was searched like this they would be very uncomfortable.

2014 7:22:4 Given the alternative technologies you have available including metal detectors, wands, and the scrape tests, I would hope you can change your methods without compromising security to allow women to maintain their dignity at airport checkpoints.

(b)(6)

Good morning,

I am writing to report that I was a witness of a TSA Officer humiliating and mocking a customer at Newark Liberty International Airport (EWR) on March 23rd, 2014 at approximately 3:05pm.

After clearing CBP at the FIS, I proceeded back into the sterile are through the checkpoint designated as Premier Access. While I was waiting, an older gentleman received an "expedited screening" card enabling him to leave his shoes on. I witnessed him trying to go through the magnetometer with his belt on, thinking that it was a TSA Pre? equivalent screening. Upon setting off the magnetometer, Officer (b)(6) mocked him for thinking that his belt wouldn't set off the magnetometer ("It's a metal detector, of course it will detect metal") and then laughed at him. When the passenger explained that the magnetometer's at TSA Pre? never pick up his belt, instead of saying that this lane wasn't TSA Pre?, he continued to mock the individual in front of all the passengers by saying "You're belt is metal. What part of that don't you understand. It's a METAL DETECTOR!!!!?!!?"

2014 12:08: I believe Officer (b)(6) is one of the TSA Officers who give the agency a bad reputation. I fly a lot and have never witnessed anything as remotely humiliating and unprofessional as this officer's handling of the situation with the customer.

Thank you,

(b)(6)

(b)(6)

Greetings. I love TSA PreCheck. As a very frequent business traveler, the program has saved me countless time and untold inconvenience over the past couple of years.

However, recently, you've made a change that has dramatically reduced the program from a huge convenience to just a minor convenience.

By issuing on-the-spot, risk-based invitations to the TSA PreCheck security lane to non-frequent travelers, you've introduced people into the lane who have no idea what to do. This slows down the line and greatly increases the time it takes to be screened.

You can imagine how frustrating it is to be stuck in the PreCheck lane behind five old ladies who haven't flown in years, who take off their shoes, then put them back on again, then fish through their bags for who-knows-what, and then pass through the metal detector holding their cellphones.

PLEASE, institute separate TSA PreCheck lanes for frequent travelers (e.g. legacy PreCheck members) and last-minute, on-the-spot designees (e.g. non-frequent travelers), sort of like the "ski lanes" you used to have with the green, blue, and black signs.

Kind regards,

(b)(6)

Hello,

For some reason the last few times I have traveled I have been directed to the TSA pre-check. Both time I was not told why I was being directed to the pre check. I certainly did not ask or apply for it. In fact, it's so disorganized I'd prefer to avoid it. Each time I am told to not remove my shoes, not remove my jacket and then 20 minutes later I'm still in the security area trying to get through the metal detector. I even tried to take my shoes off today (SFO) and was told NOT to take my shoes off and then stood in line at the metal detector for 5 minutes while every person wearing shoes set off the detector as did I. Waited another 10 minutes plus trying to get through the metal detector after removing my shoes. Generally TSA at United in SFO is efficient, helpful and instructive but not so at pre-check. There was limited to no guidance other than ... DON'T take your shoes off. And literally everyone needed to take their shoes off to get through the metal detector. I appreciate you are trying to simplify the process. I appreciate not having to haul my laptop out of my bag but this process needs to get more organized. Is it an option to decline the TSA pre-check and use general screening?

(b)(6)

HYPERLINK (b)(6)

I am quite appalled by the lack of screening consistency from airport to airport. I am currently on a trip from the east coast to the west coast. My trip began at Boston's Logan Airport. We travelled to SeaTac airport in Washington State and will travel back to Providence through Dulles in Washington DC.

At Logan, I did not have to remove my shoes; my laptop, Kindle and tablet remained in my laptop bag; my wife had more than 1 zip-lock bag with toiletries and makeup in them, I had 1 myself and we did not take them out of our bags; I wore my POW-MIA bracelet through the metal detector. We were stopped for further screening because we had a brand-new, still-in-the-box full-sized tube of Colgate in our bag.

To begin our return from SeaTac - shoes off; laptop in one bin, Kindle and tablet in another; belt, bracelet, fingernail clippers with my jacket, belt and cell phone in a second bin. We were stopped for extra screening because we failed to remove our toiletries from the bags. They tore through our luggage and we spent a good 5 minutes trying to get everything back into them.

Why the differences? Why was it acceptable to have all the toiletries in our carry-on luggage in Boston but not in Seattle? Why was I required to remove my shoes in SeaTac but not Logan? How is it my POW-MIA bracelet made it through the metal detector at Logan but not Seattle? The comparative lack of screening at Boston's Logan Airport is particularly disconcerting due to its place in history, i.e. 9/11. And if there is such disparity between locations, how can we be expected to take the TSA as a serious security provider? I personally do not mind the extra screening, but I would like to know what to expect when I travel and I expect the highest level of security at every airport I travel through. This trip, the screening was inconsistent, even bordering on lax. I would expect much better for my tax dollars.

Caller was flying out of Chattanooga, TN. He had an issue with a TSO. He requested a patdown because he s heard so many negative things about the AIT-metal detector screening. They did not want to allow him to receive a patdown rather than go through the screening technology. He had a soda in his bag that he forgot about. To resolve the alarm triggered by the liquid, the officers dumped his bag upside down and had him put his stuff back in himself. He felt it was a negative experience and would like to have the TSO fired for his rude attitude. Caller preferred to contact the CSM himself.

2014 1:40:2

Response:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Advised caller that I could forward the information he shared with me to the CSM at CHA or he could contact them via IVR.

My son and I traveled from Dallas/Fort Worth to Philadelphia yesterday on US Airways out of DFW Terminal E. We went through security around 4.30a. What we saw disturbed us both.

As we passed through screening, my son was told not to take off his shoes, that he was going to go through a special security check, but when he got passed the metal detector no one asked him to do anything further. When I went through the metal detector, it went off, but rather than checking me, they took my shoes out of the tub, wiped and appeared to clear them, then sent us both on our way without further scrutiny. It was all very strange. The whole operation appeared to be disorganized, without the personnel clearly communicating with each other. Seems to me that had I wanted to create problems, it would have been far easier than makes me comfortable as a traveler. I hope things improve before I have to fly through, to or from DFW again.

2014 2:27:3

Sincerely,

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6) New York, NY

Zipcode: 10023

2014 6:19:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Gen. Edward Lawrence Logan International Airport

I am wondering why so many random people are now selected for the precheck line? There are a couple of issues with this.

1. I had to pay near \$100 to be part of Global Entry to go to the precheck line. But thought it was worth it considering I travel weekly.
2. People that are randomly selected have no idea what they are doing and are very confused by the new (to them) process. They did not have to pay and did not ask to be selected.
3. In many cases it takes as long or longer to go through the precheck line now because of their confusion.

Today I stood behind three older ladies who did not know why they were selected. One of them had a full hip replacement and couldn't go through the metal detector.

2014 12:23:

Anyway, I truly hope these new policies can be revisited. It can be very frustrating for experienced travelers.

Thank you,

(b)(6)
Known Traveler ID (b)(6)

Caller stated that she had an experience trying to flying on Friday with her service animal. Caller stated that when she got to the security checkpoint they did not know how to screen the service animal. Caller stated that they should have let her go through and then let the dog follow because she did not have anything on her body that would set off the alarm but because they made her walk through with the service animal at the same time they both had to undergo additional screening because of the alarm of the WTMD. Caller wanted to make a suggestion for TSA to allow the animal to walk through after the person because of the metal in the harness the service animal is always going to alarm. Caller stated that they even got a supervisor and the supervisor didn't even know what to do. Caller is wanting to complain so maybe the next person will not have issues like she did. Caller stated that she is blind and hearing impaired and she informed them of this and they totally ignored her because they did not speak up for her and she really has no clue what they were telling her most of the time.

Advised caller:

2014 2:44: I am going to forward this to the CSM at JFK so they are aware of what happened. If the TSO's need additional training or something of that nature the CSM can make sure they receive that. Advised caller generally you can walk through first and then the service animal can follow behind you instead of going through together.

Airport JFK
Airline Jetblue
Flight number 925
Departure time 10:35 AM
Date and time of incident 03 21 2014 10:00 am

Dear Supervisor,

I had some problems yesterday afternoon around 2:30 with TSA Pre Check screening at Newark Airport. I had just gone through US Customs and Immigration following a Milan-Newark transatlantic flight (UA 18), and I was scheduled to take an ongoing flight from Newark to San Francisco (UA 342). So I went to the TSA screening point nearest to gates C 70-99. My boarding pass was marked for TSA Pre-Check, so I used the Pre-Check line.

I have a prosthetic knee-implant which sets off metal detectors but will allow me to pass X-ray screening. Unfortunately, this check point had only a metal detector, so even though I removed my shoes and watch and emptied my pockets, the implant still triggered the metal detector, and the operator waved me into a holding area to wait for another agent to give me a pat-down. There was nobody immediately available, and I had to wait about 15 minutes before an agent appeared, patted me down, and passed me. In the confusion of the moment, my carry-on luggage and shoes became separated from my belt and the contents of my pockets, and I left the check point without my belt and without one of my coin purses. I later retrieved the belt, but I didn't think to ask for the coin purse.

2014 8:12:

I am writing this E-Mail message in-part to inquire if the purse might have been located and held for me. It is magenta in color, made of nylon or some similar fabric, and has a white zipper. It measures about 4-1/2x6" and when I last saw it, it contained a 50 euro banknote and about 10 euros in coins. If it has been found and if there is a way I can get it back, please let me know.

I am also writing this message to complain about the lack of whole body X-ray scanners at this and several other TSA Pre-Check screening points that I have used this year. Because my implant triggers metal detectors, I lose much of the convenience afforded to most fliers cleared for TSA Pre-Check. And the delay waiting for an agent to do my pat-down could have caused me real problems had I had a tight connection between flights.

Thank you for considering my comments.

(b)(6)

Caller advises that something needs to be done at RSW. At Gate B this afternoon (1601 hrs), it was bad. She was on Air Tran. There were many TSA people there. However, she was separated from her bag at the checkpoint. She doesn't think that is acceptable. She was sent through the _monitor_, the AIT. She was put through this, and, apparently, the person was new, inexperienced, or not paying attention. Her luggage was sent to another person. She was expecting her luggage on the other side. There was a problem. She was told that she wasn't standing right. During this, others were fast tracked into the metal detector. Her laptop was sitting unattended. She was trying to watch it, but she was directed to turn around and lost sight of it. She was able to see a woman walking past it...she COULD have taken her laptop. Caller was not happy. She knew that, if she said anything, they would have hauled her off. She goes to Portland, SEA, IAD, LGA, and they don't do anything like at RSW. The man at the counter was chit-chatting with someone else. Caller wanted a comment card, was met with less than professional responses, was given one, then she walked away. Caller is concerned that items are being separated from the owners. She overheard the PA system call several passengers one after the other back to recover their property at the checkpoint. There was no leadership and no one was watching the passengers' property. Someone could have put something in her bag when she was turned away. She's heard the unattended luggage announcement. Someone needs to take a look at this. She may call the CSM next date. She didn't feel that her flight was any safer. She does what she can to be safe. For some people to be put through randomly and others not doing so, it doesn't work for her. Why are so many people forgetting their luggage? Leadership is not there and she is concerned. Someone needs to check out what's going on at Checkpoint B. She is tall, was in a business shirt and pants, she should be easy to see on the video tape. Caller thinks it is very frustrating. You can't make people comfortable by separating passengers from their property. Caller doesn't know how many items were disappearing on the conveyor belt. If this is being done right, why were so many people called back? Caller advised that she would be googling the information about how many items are stolen from TSA checkpoints and including that in her letter to TSA.

Where are we located?

In Kentucky.

Caller thanked me for taking her call.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 3/27/2014 12:21:43 AM

Name: (b)(6)
Email: (b)(6)

2014 8:22:5 Complaints:Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):American flight 1437 at MSP checkpoint 1 on Monday March 24th about 6:45 a.m.

Comments:I asked the TSA officer while he was checking my boarding pass and I.D. what the TSA Precheck meant that was displayed on my boarding pass. I had never seen that on my boarding pass before. He told me I had been pre-checked and it would not be necessary to take my shoes off when I went through scanning line. I was certainly glad to hear that and proceeded to the table to open my computer bag and remove my jacket. As I neared the x-ray unit TSA officer (b)(6) told me to remove my shoes. I told him that the agent had told me that removing them was not required. He stated something to the affect that unless I was older than 70 I must remove them. So after removing my shoes he looked at my boarding pass. He saw some orange markings on it and then said if I had shown him that before I would never had to take off my shoes. He had not asked to see it prior and the I.D. checking agent had not mentioned that I must present that to avoid shoe removal. Officer (b)(6) then made me stand off to the side for several minutes while others proceeded through the regular line. Then finally I was allowed to walk through a metal detector and pass on into the terminal delaying my entry into the terminal rather than saving time. I thought TSA officer (b)(6) was rude and should have easily concluded that if the prior officer had told me that I did not need to remove my shoes that he should of immediately asked to see my boarding pass for the markings stated above. But he did not and only checked it after he told me I would have to be over 70 and had already removed the shoes. There was no reason for him to act so unprofessional since he must run into this same situation every few minutes of the day. Or at least the prior officer should of informed me to display my boarding pass to the next officer but nothing was said.

I am an approved Global Entry Traveler and use the TSA Pre-Check lane at Midway often (it is my originating airport for my business travels). I noticed the TSA is using a randomizer to select individuals to go through the Pre-Check lane as well despite these individuals not having gone through the background check process and pay the \$100 fee.

My question is, why isn't there a dedicated security lane after the licence check and before going through the metal detector or body screener for those who have paid for this program? The wait time for TSA Pre-Check is often equal to that of the regular security lane.

2014 10:05: This week I aske the aforementioned question to an individual at the TSA desk at Midway. I was informed that there should be a dedicated lane for those with TSA Pre-Check. However, I have yet to travel through Midway to experience this.

I look forward to your response.

Thank you

(b)(6)

I am a frequent traveler and have paid for global entry so that I would get the benefit of TSA precheck. I have really enjoyed using the program and it has been extremely efficient. Apparently as of today, there was a new program released. The whole purpose is for those that are low risk to have reduced screening because they have been prechecked. The line today as I arrived at the salt lake airport for precheck was as long as the regular line. Part of the problem is the volume of people chosen to be in that line have no clue on what they are supposed to do and cause delays. The one gentleman left his cell phone in his pocket not realizing it would set off the metal detectors causing further delays. The TSA should look at what the intent and purpose of this program is. It is not to make it easier and faster for the traveler that travels once every two years! I paid to have a back ground check and did so because I frequently travel. It is not right there are people who have not done such and causes concern for me on my security while traveling. Please restore the program back to the way it was intended!

2014 10:07:

Thank you,

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 27705

2014 12:07:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Raleigh-Durham International Airport

Caller flew from ABQ. She had precheck on her boarding pass and she went through the precheck lane and was told she did not have to take her jacket off. As she went through the scanner it set off the alarms. The officer told her the zippers on her jacket set off the alarms and the metal joint in her leg as well. She says she feels she was discriminated against as she was the only black person to have to remove her jacket and she is 71 years old.

Transferred to MB.

Call transferred to E Vaisey.

The caller thinks she was the only black person there. She says that she did not set off the alarms in BWI at all. She expected the alarm for the metal implant. She asked the agent if she had to remove the jacket and was told no. The jacket and knee set the alarm off. She tried to explain it and the agent she spoke to said that she had to take off the jacket. The female TSO did not seem that she wanted to hear anything she had to say. She was shown the pictures showing what set the alarm off. She thinks that the first agent who told her she did not have to take off her jacket should have seen that there were large metal buttons.

2014 9:11:

She flew on March 26 at 6:05 AM. She flew on Southwest Flight 1247.

Her brother and his wife had PreCheck. They did not have to take anything off. Her sister in law said that they did not have to be screened at all in ABQ. She did not go through the AIT at all she just walked through to get her stuff. She went through the AIT in BWI and did not have the additional screening.

Advised caller:

Passengers going through PreCheck screening go through metal detector. If you alarm you will have additional screening to clear.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology. This is the scanner where you put your arms above your head. This does not penetrate the skin and generally allows passengers with metal implants to be less likely for additional screening. You do not have to go through PreCheck even if it is on your boarding pass.

If you feel that you have been discriminated against, you will need to file your complaint in writing. I will email you details.

-----Original Message-----

From: CRL

Sent: Friday, March 28, 2014 2:23 PM

To: TCC-Referrals

Cc: (b)(6)

Subject: FW: (Complaint) Fly Rights - New Report from (b)(6)

Dear TCC,

Please note we are referring the attached complaint back to you since there is no actual complaint or incident beyond waiting to the side. He even indicates that the TSO he spoke with agreed with him. Therefore, we are referring this back to the TCC for appropriate handling.

Thanks very much,
Harleen

2014 4:09:00 PM

Ms. Harleen K. Singh

Policy Advisor

Multicultural Branch, Disability and Multicultural Division Office of Civil Rights and Liberties, Ombudsman, & Traveler Engagement Transportation Security Administration Department of Homeland Security

-----Original Message-----

From: tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Thursday, March 27, 2014 5:19 PM

To: CRL

Subject: (Complaint) Fly Rights - New Report from (b)(6)

The customers information has been attached to this email.

From: (b)(6)
Sent: Friday, March 28, 2014 5:47 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/28/2014 5:46:45 PM

2014 6:11:00

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

TSA grabbed breasts without asking

Comments:

To Whom It May Concern,

I had a very disturbing experience in the Southwest Airlines terminal screening area yesterday (3/27) at around 12:30 pm in Las Vegas. I went through the body x-ray machine and a TSA agent (African American female about 5'4" tall) pulled me aside.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 3/28/2014 9:20:20 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 03/22/2014 8:30 AM Airline & Flight Number : AA 1667 Checkpoint/Area of Airport : D26 TSA Employee: (If Known) :

Comment : I had a ticket stamped TSA pre-check so was routed through the Pre-check line. That's good, or so I thought. I have an artificial knee so since there is no AIT in that line, I had to go through the pat down. This is very inconvenient when there is a scanner right next to the metal detector but since I was Pre-check, I was not allow to go through it without collecting all my belongings (bag, computer, pocket stuff, and then start the entire procedure in the other line. This, even though my wife was already through and had claimed my stuff. Aside from the multiple FBI checks for being an airline employee, FFL, CHL, I still have to go through these procedures. It would seem a waste of my time and money to pay for the process of obtaining the 5-year Pre-check pass only to be scrutinized like this on every flight. Making matters worse, in my eyes, I watched a person sitting in a wheel chair just briefly wanded with no proof or indication that this person was actually disabled.

There was virtually no inspection of her or her wheel chair what-so-ever.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

It is now the 28th day of March 2014, and I have sent this letter to you a number of times. Each time the response comes back is that you are getting someone else who won't take responsibility for dealing with my issues to ignore me.

I won't be ignored.

I have required response from you, and you have a responsibility to address my concerns as a disabled person who has been continuously and iteratively been subjected to increasing levels of physical torture up to and including supplemental surgery.

You have been asked repeatedly to give me assistance on how to prevent further torture or other physical and mental distress at the Sacramento Municipal Airport. I have been subjected to obvious and intense threat by employees of TSA at SMF and I as a citizen. I do not have to bleed to fly.

The following have been sent to your several times. I require a response beyond your auto-responder e-mail system that says something to the effect of we will ignore you until you go away. I am not going away until I have explicit direct instructions on how to avoid further torture at the hands of the employees of TSA at SMF and how to overcome the direct and explicit threat of further torture by TSA employees at SMF.

2014 9:24:2 Fortunately, I have not had recent surgery for them to rip open surgical wounds, nor have I recently gone through other medical procedures that resulted in vulnerable areas, however, even this does not excuse the fact that for four times for four flights out of SMF I have experienced pain and suffering at the hands of TSA employees.

It is necessary for you to respond to this letter and the iterations of this letter that have gone unresponded by you. I do not know where else to escalate this issue as my Senator has already been alerted to the malfeasance and absolute disregard and disrespect for disabled persons and certainly disabled veterans at SMF. I do not know what else to do about this except to escalate this to the Cabinet Level officials with the complaint that TSA will not respond to the legitimate concerns of a citizen who has been violated and tortured by TSA personnel.

(b)(6) wrote: A government afraid of its citizens is a Democracy. Citizens afraid of government is tyranny! So be afraid of me because we have not quite reached the second condition, although you are getting there altogether too quickly.

Response to my letter is required else I go to the cabinet level within 30 days.

You have had plenty of time.

(b)(6)

Prior Correspondence:

This is the letter that I have sent to TSA multiple times which has gone unresponded. DOJ insists that my complaint that the L3 machine returns 100% false positives for people with disabilities is a TSA issue, and they will not do anything further to

Feedback Type : Request for Information

Categories : TSA Pre?™

Current Date/Time : 3/29/2014 2:56:33 PM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 9:10:5 Comment : My husband and I were both invited into PreCheck by Delta Airlines. Our boarding passes always indicated our PreCheck eligibility until after my husband had a total knee replacement in October 2013. Since that time, his boarding pass never displays PreCheck eligibility. I understand that he will always set off the metal detectors and get a pat down, but it would be nice if he could get the other privileges of PreCheck such as not having to remove his shoes or belt. Is there any possibility that he could be treated as a PreCheck passenger until he reaches the point where he sets off the metal detector and gets a pat down?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/30/2014 6:07:23 AM Airport : EWR - Newark International Date/Time of Travel : 03/30/2014 5:30 AM Airline & Flight Number : AS17 Checkpoint/Area of Airport : Check point for gate a30 TSA Employee: (If Known) :

2014 9:50:1 Comment : When I got to the person to check id and boarding pass I gave her my "standby" boarding pass and my airline badge. She told me that I had to have a drivers license. I asked her if she needed government id because I had my port badge for the seatac airport. She said no only a drivers license. The tsa.gov website says airline id is acceptable. Then when I was being screened I was randomly selected by the metal detector and needed to have my hands swiped. The leave your items on the belt and make you walk away from them. My items were no longer in my control. Other passengers were moving my things around. This is not acceptable, something could have been stolen like my cell phone that was loose in the bin. I feel my bags were left unattended but no choice of mine.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; TSA Pre?™

Current Date/Time : 3/31/2014 5:00:38 AM Airport : MHT - Manchester Date/Time of Travel : 03/31/2014 5:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : C

TSA Employee: (If Known):

Comment : The Pre Check line in MHT has become the longest line in the airport. I have previously been through non-Pre Check lines for example when the Pre is closed and have been told that I only have to remove my laptop but that my personal screening would be done as PreCheck (no jacket and shoes). Today I assumed this would be the case and attempted to use the metal detector with my shoes and jacket on. I showed the officer my boarding pass but there was mass confusion and apparently because "my boarding pass wasn't initialed next to Pre Check" I had to go back and remove my jacket and shoes.

2014 8:21:4

I travel almost every week and have used Pre Check dozens of times. The most annoying thing here for frequent travelers is the lack of consistency. If you want the Pre Check to work then 1) make sure the line isn't 4 times as long as the other empty lines and 2) make sure that we can use the normal lines predictably.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is currently at SRQ awaiting a flight to ATL aboard Delta #2563. Caller requested a manual pat-down and she is a chemo patient with metal wires in her chest from an old pacemaker. Caller states a manual pat-down was requested by the male officer on duty. The female officer directly the lady towards her to what she thought was the pat-down area, but was directed through the walk-through metal detector. Caller has health concerns and is fearing the consequences the metal detector may have on her health. This occurred at approximately 12:10PM. Caller describes the female officer as an older lady in her 50s and the male supervisor whom she spoke with after the WTMD screening as a short, bald, overweight man with glasses. This gentleman handed her a complaint card which advised her to contact the TCC.

!014 12:19: Resolution:

Apologized to the caller for any perceived unprofessionalism or lack of customer service she feels she received. Advised caller I would forward her complaint to the CSM at SRQ immediately for review. Suggested caller contact her doctor for any imminent health concerns because I am not a doctor.

Caller is currently at SRQ awaiting a flight to ATL aboard Delta #2563. Caller requested a manual pat-down and she is a chemo patient with metal wires in her chest from an old pacemaker. Caller states a manual pat-down was requested by the male officer on duty. The female officer directly the lady towards her to what she thought was the pat-down area, but was directed through the walk-through metal detector. Caller has health concerns and is fearing the consequences the metal detector may have on her health. This occurred at approximately 12:10PM. Caller describes the female officer as an older lady in her 50s and the male supervisor whom she spoke with after the WTMD screening as a short, bald, overweight man with glasses. This gentleman handed her a complaint card which advised her to contact the TCC.

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Caller was in Columbus yesterday. He has a question for screening, he has had surgery and he had stitches in his stomach. He says they did not tell him before they touch his body. He wants to know if the officers have to tell the passenger before they touch him. He said they told him about the surgery ADA violation. He says they were asking him questions like where he was going and what he was doing on his trip. He was in a wheelchair. He ask if he can video the screening. He had on loss clothing. He ask if it was against his religion to use the AIT what he could do.

Told caller

I explained to him with examples of passengers with metal or even scars can cause an alarm during screening. If there was an alarm during screening they will have to give a patdown to clear any alarm. They can not assume it was the stitches or the scar that caused the alarm. He should let the officer know about the scar or stitches before the screening starts, and where it was located on the body.

2014 1:38:11 ask if he had declare the stitches on his stomach. He said he told him them he could not raise his arms but not about where the stitches were on his body.

I offered to send his complaint to the CSM for him but he did not want to do this.

TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process.

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2014 1:38:1 I ask if he had declare the stitches on his stomach. He said he told him them he could not raise his arms but not about where the stitches were on his body.

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TSA does not prohibit the public, passengers, or press from photographing, videotaping, or filming at security screening checkpoints as long as it does not interfere with or slow down the screening process.

I have just recently been approved for a TSA Pre-Check number after going through the application process. The first 3 times I have traveled using my new TSA Pre-Check number have occurred over a 6 day span of March 23-28, and all my troubles occurring at McCarron International Airport in Las Vegas at the C-Gate inspection area that sits alone, not the location adjoined with the D-Gates.

The problem I have is this.... When the security checkpoint is busy and the lines are long for normal passenger screening, a TSA agent will be located at the entrance to the normal screening line and the Pre-Check line, directing passengers to either line. The second time on March 27th at 11 am the agent actually had an electronic device or pad and was counting the people he was letting go by in the lanes. I asked him why all these people were being directed to the Pre-Check line when clearly they had no idea which line to get into. He basically wouldn't answer me and when I pressed the issue he finally looked up and said rudely "go to this line or this line sir, your holding everyone up behind you". So the passengers who have not been prescreened through TSA Pre-Check and paid their \$100 are using the Pre-Check line. They get to the agent who checks their identification, then are passed through to the metal detectors as those passengers who have been pre-screened. There was no removing of their shoes or taking out computer laptops or removing belts, etc. I observed this with my own eyes, and on 2 different occasions. The 3rd time through the checkpoint wasn't busy at all so there was no problem. The other 2 times I wasn't in a hurry either time, so I just stood back and watched this happen.

2014 3:04:2

After going through the metal detectors myself and getting my belongings, I approached the TSA "command center" on both occasions. The first time was March 23rd at about 830am. I spoke with a woman with blonde hair, about 40-50 years old. After explaining to her what was going on and that it wasn't right, I asked her why this was occurring. She told me it was being done on directions from Southwest Airlines. She insisted that those who are going through the line are screened as normal passengers. After telling her that I stood and watched it happen, she said I was wrong and to continue through the checkpoint. I told her I didn't know the airlines controlled TSA and for taking the complaint seriously. On the second occasion of March 27th, I went and stopped by the same command center again. Two agents listened to my complaint, gave me some reason why they were doing it (which made some sense) and gave me a complaint card and urged me to fill it out and send in. I took the card and this is the complaint. I'm sorry I don't have any names or badges.

I travel many times per month to many cities and have tried to wait till the bugs were worked out for this Pre-Check security checkpoints. Seems like they have them cleaned up everywhere else except Las Vegas.

Thanks for listening...

Harbor. She is trying to find out what is wrong.

I told her that TSA Precheck does not guarantee an individual expedited screening. Even if a passenger opts in for TSA Precheck with their airline or include a known traveler number when booking a flight, TSA will always incorporate random selection. CBP trusted traveler program, travelers should enter the 9 digit member PASS ID from the back of their card into the known traveler field of their frequent flyer profile or enter it at the time of booking to be eligible for TSA Precheck benefits. In addition, program members should enter their full name, date of birth, and PASS ID exactly as it appears on their membership card. She said she had never done this before. She is a US citizen and she has a high status with the airline because she flies all the time.

I told her she may have been opted in with United due to her frequent flier status. She would need to verify this with the airline. TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data. Using a passengers Secure Flight data to select low risk passengers will increase the number of travelers who may be eligible for TSA Precheck. Because of the background check with the CBP program, when you enter your information you should receive Precheck more regularly. It is still random.

She said at Houston they only lift her shirt a little bit and they do a good job.

She hates Phoenix Sky Harbor. They patted her entire body down and lifted her shirt and checked her arms and under her arms. She said that other passengers could see her skin. The TSO was rude in the way she did the patdown. She was over thorough.

Airport: Sky Harbor

Airline: United

Flight Number: 1561

Date and Time: March 31 at about 6:15 am

Terminal or Gate: 3

Name of Person involved: She is female and looks to be about 60.

I told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany

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She hates Phoenix Sky Harbor. They patted her entire body down and lifted her shirt and checked her arms and under her arms. She said that other passengers could see her skin. The TSO was rude in the way she did the patdown. She was over thorough.

014 3:50:5

Airport: Sky Harbor

Airline: United

Flight Number: 1561

Date and Time: March 31 at about 6:15 am

Terminal or Gate: 3

Name of Person involved: She is female and looks to be about 60.

I told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

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In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany

Caller is calling to report an unpleasant TSO who was unnecessarily rude and requires more training. He walked up to the checkpoint and this TSO asked him if he had anything in his pockets. He told him he had a handkerchief. The TSO asked if had anything else. He told him no. The TSO said yes you do, you have a boarding pass. So he took it out and raised it up in his hand. He went through the WTMD. As he went through the TSO did not move out of his way. He is standing in his personal space right up to his face and the caller asked him where is the guy who is going to check him out. He told him that guy was busy. The TSO is right in his face and told him he was getting better treatment. He wasn't rude to anyone else or in someone else's face. Someone checked his hands for the Explosive Trace Detection and that person was polite. This happened at gate B6 checkpoint. He has black hair, brown eyes, goatee and a small bald spot on the back of his head. One of the Asian TSOs told the caller that the guys name is (b)(6). There are two guys that look similar and the one who was rude has the slighter build. He was Caucasian, no glasses with big hips. He is approximately 6 foot tall give or take an inch.

Advised:

014 6:39:1

TSO are required to display a level of professionalism in their interaction with passengers. I regret the experience who had. Let me get some information from you and I will forward this to the CSM for review.

Airport where the incident occurred: Boston Logan Airport

Airline: US Airways

Flight numbers: 1911

Date and time of incident: April 1, 2014, 640 pm

Individual's contact information email

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/2/2014 2:38:22 PM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 04/01/2014 Airline & Flight Number : US Air 570 to Phoenix
Checkpoint/Area of Airport : Near the US Air ticket counter/check in area TSA Employee: (If Known) : Not sure of names. Heavyset middle aged woman and young black man

Comment : The TSA staff identified above were rude to me and inept. They were difficult to understand and argued while I stood there waiting. I was pre-checked through on my US Air flight to Phoenix and when I entered the metal detector an alarm sounded. The employee at the metal detector was polite and said it was a random screening and I would have to be individually screened. I was directed to a young black man who would not look me in the face as I could not understand what he was saying. A heavyset middle aged woman came over and they argued because he did not have gloves and she said he had to search my bag and pat me down. They obviously had a problem between them. She grabbed my personal items and put them through the scanner and walked off leaving my items to sit unattended. I then and placed them near the area I had been directed. She yelled at me. The young man then took everything out of my carry on but not my purse. He spread everything out and stuffed it all back in without really looking at it as he was carrying on a conversation about sports with two black men while I was standing there. I was finally told my carry on had tested suspicious for explosives. I was then told I had to be frisked

1014 4:14:3 searched and I said do whatever you have to do as soon as you can as my 85 year old Mom was worried and waiting for me. They started to take me to a room and told me to wait. I said why and they said you asked for it. I said no I did not and search me now right here as I need to get to my Mom. So they did. The heavy Woman mentioned above was rough and rude when she searched me. If this happened in California I would file a claim, I may still. She was demeaning and humiliating. They should be formally reprimanded for there failure to communicate and for their rough and demeaning behavior. I am 57 years old and I have traveled all over the world. I have been searched before without this type of treatment. I have probably flown in and out of DTW over 20 times in the last 5 years and I have never seen such horrible behavior. Please look at the film of this. I came through at about 6:15am on 4/1/14. I am 5' 7 inches, I have long brown hair and was wearing a red and black top with jeans. My boots were off so I had socks on the whole time. My Mom who has white hair and was wearing a floral jacket went through before me. This took approximately ten minutes and could have been done properly in about 5.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller: Caller states she had a problem with the way she was processed at the airport in Dayton and filed a complaint and spoke to the program manager (b)(6) but he did not answer any of her questions. Caller states it was her understanding that if you pass all the screening you do not have to be concerned with the patdown. Caller states her hands were wanded and then she went through the AIT then wisked away to a room to be patted down. Caller states that one patted her down while the other watched. Caller states it was very scary and they had to bring her a wheelchair because she was shaking so bad. Caller asked if this was policy. Caller states she felt violated from this procedure. Caller states they did not explain what they were doing and she did not know what they are doing. Caller states she had bobby pins in her hair and bows in her hair that had to be inspected. Caller states she felt very violated. Caller states her dad lives in Ohio and she will have to go through Dayton regularly. Caller states she was never given a reason why they were doing this. Caller states that they put their hands all over her body. Caller asked where does the common sense come in. Caller states that when she flies through Denver this does not happen. Caller states that this procedure was not ok with her and she is scared to death to go through this process again. Caller states this process is degrading. Caller asked why would they choose her to do this to. Caller states that she has already filed a complaint and does not think she needs to file another. Caller states that she feels she was singled out because she had a white face. Caller states she will never go through that again. Caller states that the airport has her number if they want to contact her.

1014 4:38:5 Response: Informed caller TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints. Informed caller that unfortunately those are the policies we have in place at the current time and this could happen at anytime at any airport. Informed caller that she was not chosen at random for through screening. Informed caller that this process is required anytime an alarm triggers or screening officers can not immediately identify an item. Informed caller that we would rather not have to conduct through screening because it not only effects her but other passengers as well but if an alarm triggers it will have to be resolved by a through pat down. Informed caller every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Caller: Caller states she had a problem with the way she was processed at the airport in Dayton and filed a complaint and spoke to the program manager (b)(6) but he did not answer any of her questions. Caller states it was her understanding that if you pass all the screening you do not have to be concerned with the patdown. Caller states her hands were wanded and then she went through the AIT then wisked away to a room to be patted down. Caller states that one patted her down while the other watched. Caller states it was very scary and they had to bring her a wheelchair because she was shaking so bad. Caller asked if this was policy. Caller states she felt violated from this procedure. Caller states they did not explain what they were doing and she did not know what they are doing. Caller states she had bobby pins in her hair and bows in her hair that had to be inspected. Caller states she felt very violated. Caller states her dad lives in Ohio and she will have to go through Dayton regularly. Caller states she was never given a reason why they were doing this. Caller states that they put their hands all over her body. Caller asked where does the common sense come in. Caller states that when she flies through Denver this does not happen. Caller states that this procedure was not ok with her and she is scared to death to go through this process again. Caller states this process is degrading. Caller asked why would they choose her to do this to. Caller states that she has already filed a complaint and does not think she needs to file another. Caller states that she feels she was singled out because she had a white face. Caller states she will never go through that again. Caller states that the airport has her number if they want to contact her.

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Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 4/2/2014 5:02:47 PM

Airport : EWR - Newark International

Date/Time of Travel : 04/02/2014 4:45 PM Airline & Flight Number : United Checkpoint/Area of Airport : C-1 checkpoint TSA Employee: (If Known) :

Comment : I travel at least once a week through EWR and the past 2-3 weeks I have noticed that at each terminal C checkpoint that has TSA precheck, the lines have been extremely long. And it is most definitely due to the fact that you seem to be allowing regular elite travelers to go through their own security line but then they are pushed into the precheck flow through the metal detectors. This has caused the wait on the precheck line to literally be 15-20 minutes while those entering the elite line is absolutely no wait. This absolutely defeats the purpose of expedited travel and would think this also opens us all up to those being screened less than those of is precheck travelers. This is absolutely unacceptable and should be stopped.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6) Calabasas CA 91302

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

What was the date and approximate time of the incident?

04-02-2014 10:05

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: http (b)(6)

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/5/2014 1:47:39 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/04/2014 11:30 PM Airline & Flight Number : United 1191 Checkpoint/Area of Airport : Terminal 6 (united Economy) TSA Employee: (If Known) : Not known Comment : Although I did not set off the metal detector, I received a pat down because I was wearing a long skirt. The TSA screener put her hand all the way up my left and into my crotch when patting down my right leg.

I reported the incident to supervisors on site who were not helpful. They took my personal information from my boarding pass. They wanted me to confront the TSA agent who had per her hand up I to my cloth on site. I felt intimidated and threatened.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Since your complaint form will not accept my email address, I am sending the complaint this way.

Flight Info

UA flight 1638 from LAX to DEN on April 4th-departure time 1:25PM. Terminal 7 lower level screening.

Civil Rights-ADA section complaint

014 6:06:5 We were traveling from LAX to DEN on April 4th on UA1638. We checked our bags at curbside and then walked to the first floor security check with our carry on's. Total in the group was 4, 2 of which were disabled. The time was about noon to 12:30. When the TSA agent checked the tickets and ID's, he told my wife to go down the left side for disabled, and told me that I could not accompany her, and had to go through the normal security line. If I wanted to help her, we either had to leave the area and walk to another security area (she and her brother have problems walking so not an option, or take her through the standard line, also not a good option. I told her to go down the disabled area, because there was a place to sit once through security. I then helped my brother-in-law who is deaf and has cerebral palsy, and the TSA agent sent him after my wife, and he let my other brother-in-law follow him—why would he let him through and not the care giver? The TSA agents at the metal detector asked my wife if she had someone to help her, and she said no, so they helped her (special thanks to them!). She went through, and then came my brother-in-law. They asked him to take off anything he was wearing, and he didn't understand what they were asking. My wife was being patted down at the time, and was able to call back that he was deaf and didn't understand. They then were able to help him (again special thanks for being so nice and taking care of him!). Now I am going through the normal line with almost all of our stuff-- purse, medical device and 2 roll-on's. I felt sorry for the passenger behind me as I put everything through.

You can check your video and confirm all of this. The act of separating the disabled from their care giver is unconscionable, and this is the first time it has happened in all of our trips. I don't know what his problem was but he needs to be retrained. As for all of the other TSA agents that my wife and brother-in-law dealt with, please pass on my thanks for their kindness, it was greatly appreciated.

Also, you need to fix your edits on this site to accept q.com as email address. My address is (b)(6) it lists it as "invalid Email" per my previous email.

(b)(6)

Feedback Type : Complaint

014 10:07: Categories : Professionalism/Customer Service; Screening Current Date/Time : 4/7/2014 9:16:55 AM Airport : LAX - Los Angeles International Date/Time of Travel : 04/06/2014 9:45 AM Airline & Flight Number : Delta #2364 Checkpoint/Area of Airport : LAX Terminal 5 TSA PreCheck TSA Employee: (If Known) : (b)(6) Comment : I went through TSA precheck as I often do and had to go through the metal detector as there was no other option available. I have a metallic hip implant and informed the TSA agent before I went through and he had me empty my pockets and take off my shoes. The detector went off and I expected the 'pat-down' that I have undergone many dozens of times. Officer (b)(6) came over, brought me and my bags to another area, patted me down and THEN proceeded to dismantle both of my carry-ons for a search. I asked him what the rationale was for this and he informed me that he was a Supervisor and that this was Standard Procedure for anyone who set off the metal detector. Oddly enough, I was the only person subjected to this bag search as several individuals set off the metal detector while I endured this wasteful and time-consuming humiliation. I travel a lot and this is NOT standard procedure in New York, Detroit, Chicago, San Francisco, Atlanta, etc. Officer (b)(6) singled me out and abused his authority. When I pointed that out to him, he told me he "was a Christian and wouldn't do such a thing". He needs to be reprimanded and brought up to speed on Standard Procedure.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

-----Original Message-----

From: (b)(6)
Sent: Monday, April 07, 2014 11:24 AM
To: TSAExternalCompliance
Subject: D-RFI

(b)(6)

If nothing ever changed, there would be no butterflies. ~Author Unknown

014 12:46:00

(b)(6)

(b)(6) Colorado Springs CO 80921

(b)(6)

What happened?

On April 6, 2014 I was at SeaTac in Seattle. I was traveling with a service dog and my 17 year old daughter, both of whom assist me while I travel. My daughter was separated from me despite requests that she remain with me. The initial contact with these agents came off to me as bullying- either separate or don't bother flying.

I am an insulin dependent diabetic who uses a pump and continuous glucose monitor. Additionally, I have an implanted access port. I also have severe PTSD that is exacerbated by unknown situations. Per TSA's suggestion, I signed up for and was approved for the known traveler program through CBP. I also contacted TSA Cares to assist at the airport. That request was ignored by SeaTac personnel as it went to a mailbox belonging to someone on vacation. Prior to going through the metal detector, I requested a small vial of insulin be hand screened as I have been advised by both my physician and pharmacist that this medication can be damaged by use of x-ray. The TSA agent proceeded to go into a high alert status, demanding I go through a complete bag search and pat down. Initially, I refused as this is the first time any TSA agent has gone this far.

Hello,

I am a very frequent flyer and participate in Global Entry and Pre-Check. In leaving from my home airport today (Phoenix), I was cleared for Pre-Check. I got in line and was checked through the ID point quickly to then go through the bag check and security machine. At that point, the Pre-Check line merged with another line that was longer than either of the two other lines (standard and premium travelers). Because of the length of the line, I assumed it was the standard traveler's line, but I am not sure. Once I reached the point to have my bag scanned and pass through the metal detector, the TSA person was informing everyone that they were in the TSA Pre-Check line and that no one needed to remove anything from their bags and they could keep their shoes on. This seemed odd that TSA would let non-Pre-Check passengers follow the pre-check rules. I had been in other lines in the same airport where we were mixed together (Pre-Check and non-Pre-Check). In those situations we were asked for our boarding pass at the time we sent bags through the scanner to ensure that we could leave laptops in and shoes on. After passing through the checkpoint, I approached the person from TSA that sits at the control desk. I mentioned that her team was processing everyone in the line as Pre-Check when there were really only 2 or 3 of us that were Pre-Check. I assumed that she was not aware. She quickly replied that she was aware of that and that was the proper procedure.

014 6:10:40

I am writing you for two reasons, one is to try to understand what the process is and the other is to alert you to a possible misunderstanding by the TSA in Phoenix. It does not seem at all correct that TSA would process non-Pre-Check members using the Pre-Check rules. It seems like common sense that this would be a significant security risk. Also, it is not consistent with what I have seen elsewhere.

If I am mistaken and this is a new procedure that is acceptable to TSA, then I apologize for the confusion on my part.

Thank you.

(b)(6)

Known Traveler ID (b)(6)

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 90232

014 12:12:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 4/9/2014 2:17:14 PM

Airport : MLI - Quad City

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I had been previously approve for travel using the TSA pre check. My most recent trip from ORD to PSP via American Airlines did not include the TRA Pre check on the boarding pass.

The recent past travel had included this symbol.

It is my understanding the once in the TSA Pre check program, I'll remain in it.

014 4:16:4

AA recently upgraded their computer programs and apparently dropped the previously approve TSA Pre check passengers from the program.

My AA Account # is (b)(6)

I will be 89 years old this June and a WWII veteran. The only difference between the TSA Pre and over 75 is over 75 generally requires belt removal and going through the body scanner which is slower than TSA Pre which doesn't require belt removal and going through a metal detector rather than the body scanner- Process is much faster.

My AA Account # is (b)(6)

The phone number listed is not available until after 27 May. However, I can be reached at (b)(6) or cell: (b)(6)

Can you direct AA to re-instate my previously approved TSA Pre check.

Thank You

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

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Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 4/10/2014 6:06:00 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 04/10/2014 5:30 AM Airline & Flight Number : Delta 6062 Checkpoint/Area of Airport : #9 TSA Employee: (If Known) :

Comment : The elderly man at checkpoint #9 - gray hair, glasses, mustache - was incredibly obnoxious. He held up the line for several minutes because I could not read his mind. He did not ask me to move, but expected me to know to move without asking me. I told him he just needed to ask, which seem to offend him. After I go through, he pulls my bag and makes me wait while a bag and laptop go through the metal detector again.

2014 8:22:00 Flying out of Dulles is already bad enough without TSA going out of their way to make it worse.

Now that TSA is unionized, I know there are no consequences to the behavior of any screeners, but would still like a response.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 4/9/2014 10:13:56 PM Airport : HPN - Westchester County Date/Time of Travel : 04/07/2014 3:00 PM Airline & Flight Number : Jet Blue 813 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : Both supervisors that were on duty at the time Comment : I'm currently an airline pilot at a part 121 air carrier called Silver Airways. I don't know if by emailing you. I am directing this to the right person. On April the 7th, I attempted to travel out of my local airport in New York (KHPN) White Plains, NY to Fort Lauderdale (This was my third time traveling through this particular airport but haven't experienced anything of this level before). Approaching the entrance, the TSA agent allowed me to enter the security screening area after verifying my I.D. badge and seeing that I was in my full uniform. When I walked up to the metal detector and showed my I.D., the TSA agent informed me that he had never heard of Silver Airways and was not going to let me through security. I then ask him to call his supervisor to verify that Silver Airways was in fact a 121 air carrier. The supervisor informed me also that she was not going to let me through security and that I needed to check my bags if I had any liquids in them and that I needed to get a ticket in order get through security. At that exact moment, the JetBlue pilots that were working the flight down the Fort Lauderdale had come to my defense to verify that they have indeed heard of Silver Airways and it is a 121 air carrier. After hearing this, the supervisor still insisted that I go to the ticket counter to obtain a boarding pass and check my bags that contained any liquids. As I approached the security screening area again, the supervisor was awaiting my return and then ask to see my ticket. After she took my ticket, fifteen minutes had gone by and my flight was about to board. The captain of the JetBlue flight that I was trying to take came out to check to what was the issue was with me getting on. After talking to the gate agent, including the captain of the flight, I was then allowed to be screen and to make my way to the gate. But before I could proceed to the gate, I had to have my hand swabbed including my luggage that I had with me. The phone number that I was given if I wanted to speak to a TSA Manager is (914) 289-(b)(6). After trying this myself I was unsuccessful in proving to them the Silver Airways is in fact a 121 air carrier. Could some correct information or training be disseminated to the TSA personal at the White Plains airport location as to the screening of flight crew in uniform?

2014 8:22:00

Thanks,

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: N/A

Zipcode:

2014 8 27:4

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

George Bush Intercontinental Airport

I had both hips replaced in 2007 and fly regularly, setting off metal detectors. This past Friday, April 4, 2014, I was flying out of LAX on American Airlines #297 (departing at 4:30pm) to Honolulu. The metal detector did NOT go off – I was at the security area closest to the Premium Passenger escalator on the far east corner of the American Airlines terminal – facing the metal detectors it was the one on the right side. I mentioned the fact that I had metal implants to the TSA agent and he replied that "you almost set it off". I told him that the machine needed to be re-calibrated.

Thank you for looking into this.

Sincerely,

014 12:10

(b)(6)

(b)(6)

(b)(6) Los Angeles, CA 90027

(b)(6)

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Caller wants to file a complaint. He stated he is 77 yrs. old, and was strip-searched by TSA. He walked through the WTMD and he has a knee replacement, was pulled aside and the TSO told him he had chemicals showing up and he was told in a very demeaning way to go into the security room. He stated he wanted to speak to someone about this.

Departed from CVG flying via Delta, #1934.

The TSO agents, one was approx. 60 yrs. old and 250 lbs. and a thin older man approx. 55 yrs. old were the two gentlemen in the private room.

Response:

Apologized to caller for his experience and advised information will be provided to the CSM at CVG for review.

014 12:56:

Advised caller anytime an alarm sounds going through screening process, a patdown is required to complete the screening process.

All mail intended for delivery to the Transportation Security Administration's headquarters should be sent to the following address:

John S. Pistole, Administrator
Transportation Security Administration
601 South 12th Street
Arlington, VA 20598

Provided information via email.

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 4/11/2014 12:29:43 PM Airport : STL - Lambert St. Louis International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known):

Comment : I have a replacement knee and am a participant in the TSA Precheck program. When going through a metal detector type of screening, an alarm is always sounded, resulting in a pat-down. Many airports do not have a body scanner, which avoids the need for a pat down.

2014 2:04:3 My question is why is a pat down required? First, it does not reveal the source of metal. Second, it requires TSA agents to be distracted to perform a lengthy pat down. Third, it negates the benefits of the Pre program in the way of passenger convenience and reduced screening costs.

The suggestion is to re-establish the use of hand held metal detectors to locate the cause of the alarm.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); Speech Current Date/Time : 4/11/2014 12:10:50 PM Airport : MIA - Miami International Date/Time of Travel : 04/10/2014 12:00 PM Airline & Flight Number : UA3789 Checkpoint/Area of Airport : G gates TSA Employee:

(If Known) (b)(6)

2014 2:04:2 Comment : I would like to file a formal complaint against TSA Miami who illegally detained me and violated my civil rights based on retaliation. On Thursday, April 10 2014, I was flying from Miami to Chicago on flight #UA3789. I was going through TSA security checkpoint for "G" gates and told a screener that I refuse to go through the whole body scanner. I politely explained to the screener that I do not wish to be exposed to unnecessary radiation since I am concerned about my health. I kindly asked to go through other methods of screening and pointed out to TSA posters in the waiting line offering such a thing. The screener (Hispanic male about 30 years old) did not like my request and became agitated and upset with me. He told me that I must wait here in front of the gate (pointed out with his finger). He did not explain me the reason for the delay and why I was pulled aside from other passengers. While the line backed up to the whole body scanner, the same screener called some passengers over and screened them through the metal detector. I approached the screener again and asked him if I could go through the metal detector just like other passengers. The screener yelled at me and gave me an order to wait in front of the gate. I waited over five minutes and figured out that I am possibly waiting to be patted down by a female screener. After about five minutes of wait, a supervisor approached me and asked me twice if I am refusing to go through the whole body scanner. I told him that I do not wish to go through the scanner but would rather go through the metal detector. The supervisor told me to wait again in front of the gate. During my entire wait I noticed about three female and five male screeners working the checkpoint. None of the female screeners approached me, even though, they made multiple eye contacts with me. After waiting for about 10 minutes a female screener finally approached me and escorted me through the gate for full body pat-down. I was patted down in the public view in front of other passengers and screeners. My husband who was flying with me and passed the checkpoint with TSA Pre become frustrated about the 10 minute delay. As he was witnessing how I was illegally detained and my civil rights were violated, he approached a TSA manager (b)(6) to file a verbal complains. The manager explained him policies about gender restrictions for pat-downs. My husband asked the manager why I was illegally detained for 10 minutes when there were three female screeners working the checkpoint and none of them approached me for assistance. The manager admitted that he was not aware of the situation and apologized for his employees' rude and unprofessional behavior. As we were leaving the checkpoint, the TSA manager turned around and did not correct the problem with his employees. Thus, I would like to file a formal complain that I was illegally detained for 10 minutes to purposely delay my screening process and isolated from other passengers to humiliate me. Second, my civil rights were violated based on retaliation because I refused to go through the whole body scanner. I was never offered to go through the metal detector like other passengers but automatically sent for unpleasant pat-down. This is unacceptable practice by TSA Miami. I travelled through other major airports and never experienced such a bullying from the screeners as I experienced in Miami airport.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 4:08:1 webkit-fake-url: (b)(6) image:pegl am the pilot in charge of flight 2942 from RST to ORD on 4 11 14. I was asked to surrender my cup of coffee after passing through the metal detector. As a uniformed working crew member, I feel that the agents working security in Rochester Minnesota at 1:00pm on 4 11 14 were not following standard operating procedure. Consequently, I purchased a \$2 cup of coffee at an establishment inside of security and would appreciate being reimbursed for my expense. Thanks.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/11/2014 4:06:25 PM Airport : MDW - Chicago Midway Date/Time of Travel : 04/11/2014 3:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 6:03:2 Comment : I am 6 1/2 months pregnant and requested to go through the metal detector and have a separate pat down and was rudely told No! The woman told me the other scanner was not an X-ray and there was no medical reason why I couldn't go through it. I asked again for a separate screen and was told no again. I must say how rude this woman was was incredibly unnecessary. I am standing outside the decessing point right now wiring it's because I was so upset and didn't want to leave without reporting it.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

wallet and change out of his pockets?

Advised:

Contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday for assistance.

Nothing changes about the screening other than you can keep your belt on, shoes and light outer wear. You don't need to take your LGA bag out or the laptop out of its case. The liquids still need to be in a quart sized bag. Your husband will still need to take his wallet and change out.

If a passenger has a pacemaker, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

2014 12:53: Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/13/2014 2:12:57 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

2014 9:50:2 Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta 1763 at 4:45 PM on 4/12/14. this occurred at approximately 3:45 PM. The flight was out of Reagan International (DCA). Flight left gate 22. Let me know if you want any other details.

Comments: I was pulled from line and told to use the TSA precheck line. I was completely unfamiliar with the process. At the first desk, I scanned my phone and asked a question about if laptop had to come out of bag. I was not clear about the answer, the next person encountered was a young male with a ponytail, perhaps oriental or mixed heritage. He was loudly giving instructions about when and what has to come out of bags. when I started to ask a question, he rudely interrupted me and began his instructions again, and did not attempt to address my question. I told him that I had heard him and he did not have to repeat and I did not appreciate his condescending attitude. Next I got stopped at the metal detector. I forgot that my phone was in my pocket. the woman asked if I had anything metal in my pockets. I said no. she said "I see something metal in your pocket". I realized my error and removed my phone. I asked if this was a game. TSA reminds us all the time that this is serious business. She should have told me to remove the phone from my pocket since she knew evidently knew it was there. Then I did what I always do after I passed through the detector. picked up my bag. I had to walk around one conveyor to another conveyor, grab my bag and was immediately and rudely and loudly asked what I was doing. they said my bag needed to be checked. I said "where are the signs. how am I supposed to know?" Not one person said anything to me indicating that I could not retrieve my bag until I had my hand on it. In all my years of travel, any time a bag of mine has been diverted, I am always asked "Is this your bag". I had not a word about anything. these are lazy arrogant poorly trained insensitive jerks. I waited patiently until an older, quite tall black male agent picked up my bag and opened it. He told me what he was doing and why. I believe it was a candle purchased at a gift shop that caused concern. This man was the only one in the area that was professional. He was absolutely great. Please bear in mind that this entire time, I was the only one using the precheck security line. This makes me think that it is just used by bored lazy clerks to have a little fun at taxpaying passenger expense. I was insulted and treated rudely and humiliated. I am not sure but I am thinking that there is a good chance that this was racially motivated as I am a white male. I want a response. make no mistake about that.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 4/13/2014 4:09:17 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/13/2014 4:00 PM Airline & Flight Number : American Airlines #67 Checkpoint/Area of Airport : terminal 8 TSA Employee: (If Known) :

2014 6:04:4 Comment : Incredibly slow, held up flow of everyone in the line for a group of three who were unprepared to go through the metal detector.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 4/13/2014 7:49:44 PM Airport : CLT - Charlotte Douglas International Date/Time of Travel : 4/13/14 7:40 PM Airline & Flight Number :

Checkpoint/Area of Airport : Precheck B

TSA Employee: (If Known) : NA

2014 9:00:4 Comment : Help me out. Why did I sign up, get photographed and fingerprinted and pay a fee... Then you give the access to non screened travelers for free?!? Today there were several casual travelers in line, thanks to the "managed inclusion" program. One was a European tourist who had to go through the metal detector 3 times. This slows the process for the business traveler and increases risk. I am disappointed with this and I hope you change it.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from San Juan PR to DCA. There were two lines for baggage screening and one line for the passengers. Passengers were waiting nine people deep to go through the AIT. Caller states that she was out of line of sight of her bags a full minute and a half. Anything could have been taken from or inserted into her luggage in that time. The reason she was out of the line of sight was because her back was turned away from her belongings. The WTMD was only for flight crews and it was the line closest to the caller's baggage. She thought that, had she gone through that line, she would have been able to maintain eye contact with her belongings, but that was not an option when she was going through screening. The TSOs were directing all passengers through the AIT. She spoke to a STSO who said this is a new procedure and a recent change. Caller was upset about this situation. She said the person who presented as an STSO (she was not sure if this TSO was one) said she did not like the procedure either and encouraged her to tell TSA.

2014 12:05: Airport: SJU
Airline: JetBlue
Flight Number: 1348
Date and Time: April 13 at 4:40pm
Location: A Terminal

I thanked her for calling. I told her that usually the TSOs will try to keep an eye on the luggage if the passenger cannot, but since it was 9 people deep, that would have been difficult. I told her I would send this to the CSM for review. The caller and her nine year old son, (b)(6), flew from COS on April 13, 2014, and his shoes alarmed the WTMD. The female TSO called over a male agent, and indicated that he would have to take the caller's son to another area for additional screening. The caller informed the TSOs that her son was nine years old, and she needed to accompany him. The agents refused, and took him to another area. However, when he returned to the screening area he told his mother that his \$50.00 cash gift given to him by his grandmother was missing. She then asked for a supervisor, as the entire incident was troubling. A supervisor walked over to the screening area, and told her that her son looked older than nine. Therefore, she would not have been able to accompany him. The caller then requested video footage of the area where he received additional screening due to the missing money. The supervisor indicated that they could not pull the footage without contacting local law enforcement. The caller was afraid that they would miss the flight, so they exited the screening area. She wanted to file a complaint and a claim form.

Flight Information:

Date and Time of Flight: April 13, 2014; 4:45 PM
Departure Airport: COS
Airline: American Airlines
Flight Number: 956
Terminal and Gate Numbers: 8
Time of Incident: 4:00 PM
Description of TSO: A middle aged hispanic or caucasian male with glasses.
Description of Supervisory TSO: A caucasian middle age female with reddish or blondish hair.

2014 5:56:1

Advised Caller:

Although a physical search may be required to clear an alarm, Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

TSA appreciates that you took the time to share this concern with us. We are confident that through the concerns brought to us by the traveling public, we will be better able to address problem areas with corrective action.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Caller flew from Orlando to Westchester. When she was going through the TSA she had her puppy with her. They told her to take the dog out and walk him through the WTMD. It beeped. The officer said it had to be her earrings. She took them off and handed them to him. He was African American, short hair, almost bald, some facial hair, she doesn't remember that well. Everything was fine and she went to another TSA agent who wiped her hands and she didn't realize she forgot them. She was wearing sandals and jeans and a white t-shirt. She had a ponytail and she had the dog in her hands.

Advised:

I can send you a claim form if you can provide me with an email address. Fulfillment sent to caller's email address. You will receive your claim form within 24 hours of this response.

If you can provide me with some information I can send it to the CSM at MCO to notify them of what happened.

2014 2:31:3

Claims take about 60 days to process, they can take up to 6 months. You will receive a cover letter with instructions on how to complete it. You can either mail it back to the address provided or you can fax it or complete it and scan it and send to the email address on the form.

Airport where the incident occurred: MCO

Airline: Jetblue

Flight numbers: 1294

Date and time of incident: April 14, 2014, 815-820 pm

Individual's contact information email

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: A

Email Address: A

Phone Number: A

Address: A

Are you 18 or over? No

2014 8:24:0

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Seattle-Tacoma International Airport

What was the date and approximate time of the incident?

04-15-2014 18:45

a passenger in front of him. He indicated that he arrived to the checkpoint at least 20 minutes prior to his boarding time. He opts out of ALT and WTMD due to metal implants (two full hip replacements) and requests a patdown. He advised a white female TSO (medium build, 5'5", brown hair) that his flight would be departing soon and that he was delayed during curbside check in. She advised that he needed to get in line and wait with other passengers. He had to run to make his flight, which he should not be doing in regard to the hip replacement. He was the last person to board the flight.

This occurred on 4/6 at DEN. He was traveling with Delta flight DL98 departing at 11:45am from the Delta Terminal 4. He was at the checkpoint on the left.

He feels that he could have been and should have been referred to expedited screening or something should have been done to expedite his screening. He is normally pushed through screening due to his disability.

He lives in the Detroit area.

He asked what he needs to do to qualify for Precheck and for the protocol in regard to these type of situations. He asked if the Precheck lines are generally shorter.

He asked if the enrollment center in Detroit was at DTW.

2014 3:39:1 I asked the caller-If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that he would like the complaint to be handled as one in regard to poor customer service.

I advised that I would refer the information to the CSM at DEN to make them aware as they would have the means to look into and address the situation. The CSM should also be able to address his inquiry in regard to TSA's protocol in regard to passengers who arrive to the checkpoint very close to their boarding departure time.

I apologized in regard to the situation.

I advised that he can apply with TSA for the Precheck benefit by pre-enrolling at tsa.gov where he will provide biographic information and make an appointment to visit an enrollment center. At the enrollment center, he will provide fingerprints, ID, citizenship documentation, and pay the \$85 fee. The Precheck lines may be shorter depending on the number of participants. I advised that he would still need to opt for a patdown, which may void the Precheck benefit.

The enrollment center is at DTW.

2014 6:06:2 Note: TICKETED PASSENGERS ONLY OR THOSE WITH AN APPOINTMENT ONLY. Applicants must either have a boarding pass OR an appointment with a confirmation page to obtain a gate pass to access the enrollment center. This TSA Pre ? On 4/11/14 I was traveling from Newark airport at approximately 1 PM on united flight 590. I was selected for additional screening. This is not new to me since I fly well over 1K miles per year. I moved into the holding cell and awaited an agent. (b)(6) came over and told me to follow her. She started to lead me to a table about 25 feet away from the luggage screening area. This would require that I leave my possessions unattended (there wasn't even a TSA agent on the other side of the metal detector). I told her that I did not wish to leave my possessions unattended. She told me that I had to and to follow her. I refused and she became belligerent and loud. She then forced me back into the holding cell like it was jail and walked away. I protested to another agent and asked to see a supervisor. (b)(6) (badge (b)(6)) came over and I explained the situation. She immediately helped me and then asked that I send a complaint because they have been having issues with (b)(6).

I am really getting tired of TSA agents acting like they are above the law and acting very rude

As a Global Entry member I had my first experience with TSA Precheck at Dulles International Airport on April 6. While the process was a great improvement overall, the one area where I encountered a problem was with the requirement to remove belts. The signs in the waiting area stated that belts did not have to be removed, but when I reached the screening point the TSA officer told me that belts have to be removed if they contain metal that will activate the metal detector. I suggest that the signs in the screening area be revised to clearly indicate that belts with metallic parts will still have to be removed.

Thank you.

2014 8:23:2 (b)(6)
Gaithersburg, MD 20882

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 4/17/2014 8:21:30 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 04/17/2014 7:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : Gates 14-25 TSA Employee: (If Known) :

2014 10:36: Comment : TSA pre-check line took longer than the regular line. The TSA agent was manning both lines and would not let the TSA pre-check people through. Then the TSA agents running the metal detector couldn't figure out how to screen for a baby stroller which held up the line for 10 mins. Seriously? People pay money to be able to go through the line with at least some movement. The TSA agents need to learn how to do their job. I am never traveling to Austin again because of the TSA agents!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir/Madam:

The TSA PRE program does not seem to work as suggested on your web site.

Yesterday afternoon I went through the PRE line at LAX.

At the point of ID inspection, the TSA person told me that if I had a Pace Maker, I had two choices.

Go through the PRE metal detector and be given a pat-down.

Go to the back of a long line for the image scanner.

I chose the pat-down.

Contrary to the information given on the PRE site:

I had to remove my shoes.

I had to remove my light jacket.

I had to remove my belt.

2014 4:18:1 This process seems to defeat the purpose of TSA-PRE.

Best regards,

(b)(6)

(b)(6)

Kerrville TX 78028

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 4/18/2014 12:08:06 AM Airport : HNL - Honolulu International Date/Time of Travel :

Airline & Flight Number :

2014 8:27:1 Checkpoint/Area of Airport : hawaiian airline interisland terminal TSA Employee: (If Known) :

Comment : I have a concern about the pre check at Honolulu airport inter island. My concern is that how do TSA know who is pre check after showing id's to agent because the pre check and regular line merges into one metal detector. And oftentimes travelers jump to whichever baggage scanning thats faster.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Compliment

Categories : TSA Pre?™

Current Date/Time : 4/18/2014 9:48:21 AM Airport : BOS - Logan International Date/Time of Travel : 04/18/2014 5:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A Pre-check TSA Employee: (If Known) :

2014 10:19: Comment : When there is a rush of people you need to have a second metal detector open up. After putting my carry-on through the x-ray machine, I had to turn around and get in a line of 20 people waiting for the metal detector. All while bags were piling up on the other side of the x-ray belt. I saw at least 3 TSO standing around doing nothing who could have been operating the second metal detector. It would be so easy for someone to walk off with my belongings.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a Global Entry Card and was told that she could use it for Precheck. Caller flew from LAX to SFO and presented her Global Entry card at the checkpoint and did not receive Precheck. She is needing to know why she is not getting Precheck and is also wanting us to know that having to be screened before she is permitted to fly is ridiculous.

I advised her that in order to opt in for Precheck she will need to enter her Pass ID number that is located on the back of her Global Entry Card into the KTN field when making her flight reservations and this will opt her in for Precheck. If she gets selected for Precheck she can leave her shoes and light outer wear on. She can leave her laptop and toiletry bag in the carry on bag during screening. If selected she will be permitted to go through the WTMD but if an alarm sounds she will have to go through additional screening which would include a patdown.

2014 12:23:

What if she is pregnant and does not want to go through the screening since she does not want someone in a dark back room looking at her naked.

I advised her that the screening technology is optional for everyone so if she does not want to go through it she can opt out and request a patdown screening instead. The image of the AIT screener is a generic outline of the body. I advised her that she has to go through some type of screening if she wants to fly.

Caller was going through PIT and it took her 1.5 hours to get through screening. She was flying on Jetblue and her boarding pass had the Precheck icon but the TSO refused to allow her in the line. The TSO stated that the Precheck was printed in the wrong place by Jetblue and that it was supposed to be under the bar code. One hour later a different TSO looked at her boarding pass and said you are in the wrong lane and that the passenger should be in Precheck instead of the regular lane. When the caller explained what had happened, the TSO offered to take her upstairs so she could lodge a complaint but she declined since her flight was departing soon. Another TSO offered to take her through the body scanner but she went through the WTMD instead and after having to go through it several times (she had to remove her belt, then her jewelry, then her shoes) she was finally cleared. Caller wants to know why she was subjected to such a blatant systems failure obviously caused by a training issue. She doesn't understand why one TSO told her she couldn't be in the Precheck lane and another told her she could.

2014 2:41:2

Explained that I would forward her information to the CSM for review.

Caller states that he works for an airline. He has a company ID. Caller states that usually when he travels between airports in uniform he goes through the WTMD. Caller was told that he should go through the metal detector before, but this week he was directed to go through the AIT because he is a mechanic. This occurred at Columbus.

Advised caller:

2014 8:17:5 Please note, TSA will always incorporate random and unpredictable security measures throughout the airport, and no crewmember will be guaranteed expedited access to the sterile area. As part of TSA's random screening process, an eligible crewmember may still be directed to a passenger screening line to be screened.

Flight crewmembers in uniform who present valid identification may use these lanes when seeking access to the sterile area for official purposes. However, use of TSA Precheck lanes by uniformed flight crewmembers is not guaranteed at every airport TSA Precheck is available, as the Federal Security Director at each airport has the discretion to reserve these lanes for passengers.

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I apologize for the delay of you receiving this complaint but the e-mail address supplied to me via complaint card was not correct.

On Sunday, April 6, 2014 at approximately 18:05 hrs., I was at Midway Airport in Chicago, Illinois going through TSA screening while en route to Sun Country Flight #176 to Minneapolis.

When my time came to go through the metal detector, I approached as directed by a middle aged woman with red hair, TSA Officer later identified at (b)(6). I have an artificial hip implanted on my left side and I am well aware that my hip would set off the metal detector. Just prior to stepping into the metal detector I paused to let the Officer know that I have an implant. The Officer totally disregarded listening to what I had to say and just kept waving me into the detector. As I knew it would, the detector went off. The Officer told me that I needed to step back and take off my belt. I then attempted to tell her once again that I have an artificial hip and also added that my belt was off as I lifted up my shift to show her. Once again she totally ignored what I had to say and told me to empty my pockets in a demeaning downgrading tone of voice. Not appreciating the tone she used with me, I stopped and told her that if she would take the time to listen to me she would know why the alarm went off. The Officer then stopped and attempted to stare me down and said, Really .

Not easily intimidated, I stared back and said, Yes, if you would listen to me this could have been taken care of already, I have a hip implant. She then called for another officer to come up and pat me down as she once again stared at me in a very weak attempt of intimidation.

2014 9:11:1

The rest of the pat-down and search went as normal and I was then let through. I then asked to speak to a TSA Supervisor and I was directed to a desk around the corner and in the hallway of the terminal. I spoke to a male Supervisor, black male, and told him of my unpleasant experience with one of his officers. A female from this area then accompanied me down the hallway and I then pointed out the TSA Officer to her and she told me that the Officers name was (b)(6).

This TSA Officer, identified to me as (b)(6) was very unprofessional and acted as a machine instead of a human being.

If you have any questions, please feel free to contact me through this e-mail: [HYPERLINK \(b\)\(6\)](#)

(b)(6)

I am writing to file a complaint about Baltimore/Washington's BWI airport. Specifically, my complaint regards TSA employee (b)(6). (b)(6) was working at the security line when she denied my reasonable accommodation for a disability this morning, Saturday, 4/19/14 around 7am. Officer (b)(6) suggested I email TSA directly to file this complaint.

I am recovering from an extensive orthopedic shoulder surgery. As a result of this surgery, I am unable to lift my arms fully over my head without pain and discomfort. As such, my surgeon advised me to ask TSA agents for full-body scan alternatives when traveling. He does not want me to overextend my recovering shoulder.

I have travelled through BWI's security checkpoint three times since the surgery, and I have never been denied a request for an accommodation. The TSA agents at BWI and two other airports were supportive and helpful as I was "wanded," patted down, and/or went through the metal detector. (b)(6) did not offer me alternatives, and my accommodation request was denied.

After explaining my situation to (b)(6) at the security checkpoint, she said, "You can't even hold your arm up for just a second?" After I told her my surgeon doesn't want me moving my shoulder that way, (b)(6) told me that going through the metal detector was not an option (meanwhile, three passengers walked through it in place of going through the full-body scan). She also informed me that TSA no longer use the wand on passengers and haven't done it for over a year--I was "wanded" less than 9 months ago at BWI. She said I could go through the pat down but that it "would be awhile." She offered no support or alternatives, and she didn't seek help from other TSA agents to even pursue a pat-down option. It seemed as if she was more interested in rushing me through the busy line than responding to my request seriously.

2014 9:26:4

Furthermore, (b)(6) was snippy, flippant, and unprofessional. I told her that she didn't need to be snippy with me because I was looking for help. (b)(6) tone did not change, and she still was unwilling to help.

Because I was offered no accommodation, I had to go through the full-body scan. I was in significant pain. Even as I write this email over 12 hours after the scan I can feel pain around my surgical site; this pain is greater than what I experience on a normal day.

I reported (b)(6) to Officer (b)(6) at BWI, who, as I stated before, suggested I contact you. He told me that I have rights that protect me and my disability. I told him that I was aware of these rights because I am registered with Disability Support Services at my workplace.

Please let me know what the next steps are for this complaint. I am looking forward to your reply.

Sincerely,

(b)(6)

(b)(6)

Sent: Saturday, April 19, 2014 9:08 PM
To: TSAExternalCompliance
Subject: (b)(6) has sent you a document

Image removed by sender.
Image removed by sender. Send. Sign. Done. Image removed by sender.

Image removed by sender.
Image removed by sender.
Image removed by sender.

(b)(6) has sent you a document TSA Complaint Submission.
Click HYPERLINK [https://secure.echosign.com/public/downloadAgreement?aid=\(b\)\(6\)](https://secure.echosign.com/public/downloadAgreement?aid=(b)(6)) here to download the document.

Message from null:

Attached is a copy of my complaint form

HYPERLINK [https://\(b\)\(6\)](https://(b)(6)) Learn how Adobe EchoSign helps you easily send, track, and manage document signatures.

- 2014 9:27:4
- Upload, customize, and send contracts in a few quick clicks.
 - Keep real-time track of contracts. Know exactly when they're opened, viewed, signed.
 - Get alerts when things happen, and when they don't.
 - Present and gather signature for documents, even when you're offline.

To ensure that you continue receiving our emails, please add (b)(6) to your address book or safe list.

Attachment:

Passenger Name: (b)(6)
Phone#: (b)(6)
Address: (b)(6) Murfreesboro TN 37129
Email: HYPERLINK (b)(6)

I arrived at Oakland International Airport on Tuesday the 15th of April @ 5am. After I received my boarding pass I asked for assistance from 3 different TSA agents. Each agent told me to go

Caller: Caller states he has had hip surgery and knee surgery. Caller states he tells TSA about it and before he gets to the other side they drag him over to the other side of the screening area for more screening and he does not like it. Caller states they are going to take him over to the glass cage for further screening every time he flies. Caller states that there was a guy on business trip and he missed a flight and all of his stuff was gone through and someone stole his stuff all because he had a metal piece in his elbow and he sued the company. Caller states this incident was on CNN. Caller states that if it takes an hour to resolve the alarm he will miss his flight. Caller states he is a photographer and he does not want his film to go through the x-ray machine because he has lost a lot of film this way. Caller states that he knows a lot of people that go through screening and if they go through screening it will set off the alarm.

- 2014 2:26:4
- Response: Informed caller that unfortunately current TSA policy states that if an alarm sounds during screening TSA officers must resolve this alarm. Informed caller that there was not a way to get around screening. Informed caller that TSA always recommends travelers to arrive at least 2 hours in advance to allow for security screening and boarding of aircraft. Informed caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins so if you do trigger an alarm officers will know how to resolve the alarm. Informed caller that many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT) if it is available at his airport. Informed caller that he can request a hand inspection for any items that are sensitive to the x-ray machine.

Information Request: She said she had a seizure on the plane and that we ruined her Easter. She said the people who put the bags on the plane just threw them on the plane. She said a Black female TSA agent told the other agent to let her go. She said the black male TSA agent was trying to keep her there at the checkpoint and laughed and said good luck on catching that flight. She asked what will happen on the return flight when she has to go back through. She said she will put locks on her bag. She said the Spirit Airlines agent threw her bag on the conveyor belt. She said she cant write anything down righ now but will have her Attorney handle this tomorrow. She said her phone chargers are missing. She said this is making her sick and she has to end the phone call now. She declined her name on this phone call. She said she has missing and broken items from her check bag.

Response: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2014 6 29: TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;

- Be in writing;

- Include the name and address of the complainant;

- Include the date of the alleged act of discrimination;

- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her

My name is (b)(6) and I am a trusted traveler and enjoy the perks of the global entry and TSA pre-check programs. Yet I do have one concern. I recently had a knee replacement and it has made the TSA pre-check pretty much inconvenient for me anymore and I think this is quite unfair. The fact I now have an artificial knee does not cause me to be an untrusted traveler yet I am treated as such and I wonder if there are any plans in the future to allow some sort of notification on the boarding pass to allow me to go through the metal detectors.

Most airports with the TSA pre-check utilize metal detectors instead of body scanners. In all my travels since my surgery I have been required to be escorted back around through other travelers not utilizing the TSA pre-check so I can go through a body scanner. TSA will not allow me to pass through the TSA pre-check line metal detector.

What can be done as this is inconvenient to me as a trusted traveler.

2014 6 24 2

Thank you,

(b)(6)

(b)(6)

Rogers, AR 72756

(b)(6) (mobile)

I have been reading your web site and came across a bizarre and alarming statement under the reasons for being sexually assaulted - aka pat down- by screening agents. Directly from your site: "Pat-Down: A pat-down may be performed if there is an alarm of the metal detector, if an anomaly is detected using advanced imaging technology, if an officer determines that the traveler is wearing non-form fitting clothing, or on a random basis."

So, it seems we are now required to wear tight "form fitting clothing"? Do you, or your wife or daughter have to wear tight revealing clothing to board an airline? Oh, silly me - you and yours just sail right through. Like that politician a year or so ago that went through the fast track and was found upon arrival at his destination to have carried a loaded handgun on to an airplane! If that fool had fired that gun the entire plane may have gone down. He was charged with a misdemeanor.

2014 8 31 2

I am yes, irate at the whole idea of having to forego all of my rights as a citizen of the US just to travel by air.

However, now I have to wear tight clothing? Please do respond.

(b)(6)

The caller is at DTW and went through security in a wheelchair. The male officers wanted her to go through the AIT but, because she could not raise her arm she was able to walk through the metal detector. The caller gave the male officers her coat and other item but forgot to take out her ear piece. A female officer told her to take out her ear piece and place it in a bin. The caller took out her ear piece and put it in a bin and a female officer told her to go ahead and go through the AIT because she had seen her take out her ear piece. The caller told the female officer that she could not hold her arm up above her head. The caller states that the female officer made her feel like a spectacle and was very rude. She eventually let her go through the metal detector. The caller states the female officer was very disrespectful and the caller states the female officer is not a doctor and should not be questioning people's disabilities. An officer at the gate gave the caller a card to call TSA. The caller works for the LA County Commission on Disability. She works with (b)(6) the President of the Commission of Disability and the caller stated she understands why people with disabilities do not want to fly considering how they are treated. The caller went through screening at the Southwest terminal very first screening checkpoint around 3:40pm. The caller was able to go through the metal detector as planned. The officer in question was African American looked to be in her late 20s or early 30s, around 5ft 4 inches, with shoulder length hair, and possibly wore glasses but not certain on whether the officer was wearing glasses.

2014 3 43 0

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

From: (b)(6)
Sent: Tuesday, April 22, 2014 3:56 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/22/2014 3:56:08 PM

2014 6:27:4

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Unprofessional conduct

Comments:

I flew on 4/21/14 from the Domestic American Airlines terminal 8 at JFK. My flight left at 1:45pm so I went through the security line around 11:45am-12noon. I was flying to attend my brother's funeral, who died of a self inflicted gunshot wound. I understand that the agents do not know why people are traveling. However, as the TSA agent was checking my ID before proceeding to the metal detectors, he was conversing with a co-worker about how bored he was. He mimed the motion of putting
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/22/2014 6:00:15 PM

2014 8:20:5

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): B terminal at Orlando airport at around 4a.m. on April 22. I left out of gate 41 on United.

Comments: First time flying in about 5 years, put all my belongings in plastic tray started to walk through metal detector. TSA agent looks down at my feet without saying a word, I then look down realize I have my shoes on. I then take them off put them in scanner and laugh at myself for forgetting. The TSA agent then says "you got a problem" I then say I didn't say anything. He stops the scanner, gives me a say something look then starts it up again. I work on aircraft and had my blue badge on at the time. I did not go through employee line it was the regular line and it was so early he was the only one on walk through metal detector. I could identify him if I had to. Extremely unprofessional and one of the main reasons why I do not fly unless I have to.

Feedback Type : Security Issue

Categories : Duration of Screening Process Current Date/Time : 4/23/2014 11:28:40 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 04/22/2014 7:30 AM Airline & Flight Number : Jet Blue Checkpoint/Area of Airport : TSA Screen TSA Employee: (If Known) :

Comment : I am writing about the "random" extension of the security checks that we experienced and witnessed in DCA. My mother is a 78 year old woman who suffers from dementia. She walked through the metal detector and after approximately a 2 to 3 second delay, there was a beep. She was immediately herded to another area. She, because of her condition, had no idea what was going on. I went over towards her and was told to step away. Her hands were swabbed. I asked an agent if it was really necessary to do this to a 78 year old with dementia and he replied it was random. I looked around at the other random victims. One was a woman obviously suffering breast cancer and the others were all retired (or within that age range) people. Not one was a teenager, young adult, or business looking professional. So therefore, it was not random at all. That type of "security" is insulting and really not security at all. It would be nice if the powers that

2014 12:17:

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 4/23/2014 1:39:37 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 04/21/2014 3:15 PM Airline & Flight Number : Southwest 620 Checkpoint/Area of Airport : screening area TSA Employee: (If Known) : Female
Comment : My daughter, who is an attractive and petite minor was flying alone, back to her fathers house in Nevada following her spring break vacation with me in California. She was 'pre-screened' and moved quickly thru the screening area, as she always has in the past. Because She is a minor, I always get an escort pass to take her to her gate and wait with her for her flight to board. I have done this several times in the past and have never had an issue walking thru the metal detector right behind her. But this time I was told to go thru x-ray scanner, I opted out for health concerns and had to wait for an employee for a pat down. This caused me great concern for 2 reasons. One, my personal belongings, including my cell phone, ID and credit cards which were not in a wallet or purse, were sent thru the xray machine and just sitting out in the open on the other side where every person walking by has access to them. And Two, My daughter was alone, unsupervised and had NO idea why I wasn't right behind her as I always had been. She was frightened and alone, while I waited for someone to be available for my pat down. I FULLY cooperated and never gave the tsa employees attitude, but when I asked for an explanation on why it was different this time, I was given attitude in return. Following my pat down, I was approached by another tsa employee who indicated my daughter forgot she had her body spray was in her carry on bag and that it was too large of a bottle to go on the plane. So I was told I had to take it back to the car or throw it away. Seeing as it was brand new and she just bought it the evening before the flight, she was shocked, and extremely sad that they wanted to throw it out. So I said I would take it to the car, and they then informed me that she was not allowed to go with me since she was already checked in for her flight. So now she is vulnerable, and has to wait alone, completely unsupervised, in a public place with a large crowd of rushing, moving strangers and commotion, all the while afraid to miss her flight because of the delays so far. I asked if she could at least sit near the security area, and they said NO. she could wait on a bench across the way. So here is my beautiful 14-year old daughter ALONE in a crowded and busy airport with a flight that leaves in just 10 minutes, listening to all the announcements, wondering if they are talking about her flight, and her mom is leaving to go all the way back to the car. When I returned, they had me come back thru the screening area and AGAIN my cell phone, credit card and ID are just sitting at the end of the xray belt accessible to anyone walking, and wait AGAIN to go thru a SECOND pat down by the exact same female tsa employee that did it the first time, delaying us getting to her gate, which was RIGHT as they called her boarding group. This entire experience has caused great stress to my daughter and me. I feel it is completely unacceptable to leave minor children unattended not just once, but TWICE for an extended period of time with no way of communicating to them what is happening or why. Especially since I was supposed to be her ESCORT!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 4/23/2014 2:36:03 PM Airport : SDF - Louisville International Date/Time of Travel : 04/22/2014 1:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Hey guys, I don't usually complain since we all work together. but this was obnoxious. I am a pilot and I was traveling to work not in uniform but I had my ID on. I am pregnant AND TSA precheck cleared. but I still had to get a full body pat down because I declined the body scanner. The precheck line and the line I was in both had active metal detectors but I wasn't allowed in there.

Now I am OK with the liquids and gels for non-uniform, but you have to understand there are MANY occasions when we are traveling for work and the uniform is not required. Also, I believe having my PILOT badge on should be a signal that I don't need a pat down.

Knowing your procedures, I checked my bags. however the pat down was ridiculous. Being pregnant doesn't make me a threat!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address: Zipcode: 94404

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

What was the date and approximate time of the incident?

Date: 4-23-2014, Time: 17:0

Feedback Type : Complaint

Categories : Other

Current Date/Time : 4/24/2014 9:31:27 AM Airport : EWR - Newark International Date/Time of Travel : 04/16/2014 5:30 AM Airline & Flight Number : UA4529 Checkpoint/Area of Airport : security screening in terminal A TSA Employee: (If Known) :

Comment : This screening check point had a single person checking IDs/boarding passes and a single baggage screening/metal detector in operation. The line contained at least 100 passengers and many of us were trying to catch connecting flights.

!014 10:30: We told TSA personnel this and their response was "sorry, you have to wait your turn". I missed my connection. There was a second line opened briefly for about 3 passengers then it was closed again. There was a TSA employee dedicated to the crew line who was sitting there with nothing to do; surely she could have screened passengers during her down time? Very disappointed with TSA's poor planning which resulted in inconveniencing many passengers.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to know what caused a patdown on a AIT? She always gets patted down, she states that she was patted down at Phoenix Sky Harbor Airport. Caller states that she was raped at a young age and she states that she has pain or she jumps a lot when she is touched. She states that the TSO officer that was patting her down she was pushing into her left breast and she states that she told the officer several times that it was hurting her and the officer did not listen to her, she states that she felt very violated and she felt as if she was being raped all over again. Caller states that this is unacceptable.

Airport: Phoenix Sky Harbor

Date: 04 23 2014

Time: 5:45pm

Airline: Southwest Airlines

Gate: C1

Flight Number: 331

Two Gentleman that spoke to her after this incident occurred were really nice and she appreciates that and they gave her a TSA precheck form so that she doesn't have to be patted down anymore.

Caller states that she travels from NC to Wisconsin a lot and she has never had that experience.

014 12:23:

Advised caller:

The majority of passengers can be screened without being touched by a Transportation Security Officer (TSO). Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If they feel comfortable, passengers who have difficulty being touched should inform the TSO that they may need assistance during a patdown.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Signs are posted in front of each AIT location advising passengers of this right.

Advised caller that she should read about the TSA Precheck before signing up, because regardless of her applying for it, if there is an alarm she would still need to be patted down.

Advised caller that I did apologize in the way she was treated and that I will be forwarding this information to the CSM at the airport for review.

To whom it may concern, I was so aggravated on my flight home to Boston from Ft Myers Airport. Your staff was awful. As I stood in line very quietly and patiently, waiting to go thru the metal detector, 2 women in front of me had to be told 6 times how to go thru the detector. I stood in bewilderment. Then one of your employees turns to me and says "you look confused". I said me - no just watching the chaos of these two in front of me. He kept repeating "you look confused - come this way". He then made me go thru the full body scan. I asked SEVERAL times why - NO ANSWER. I was told rudely to stand here with my hands up. I asked several more times why and expressed that I DID NOT WANT THIS AND THEY TOLD ME TO STAND LOOK FORWARD AND PUT MY HANDS UP. I THEN PROCEEDED TO HAVE A PAT DOWN- I AGAIN ASKED WHY SEVERAL TIMES WITH NO ANSWER. AFTER SHE WAS DONE SHE SAID THERE WERE TWO SPOTS TO CHECK. Outcome - NOTHING. Who trains these people. When someone expresses that they don't want this or they ask why and you get no answers there is something very WRONG with your procedures and employees. When I pay to fly I am providing them with a job when I use this airport. I will not be flying in or out of this airport ever again. It might not mean much to you BUT word of mouth and the internet go a million miles.

2014 6:05:5

(b)(6)

Jet Blue Flight 1366 on April 8th

Caller is at the airport and has done everything to prepare her flight. She stated she needs to speak with the DAFSD at SMF. She believes she is being treated in a different way because of the color of her skin . She complained that she is being refused to go through the metal detector and having to have the patdown, even though we have explained to her that she cannot choose the WTMD and must have a patdown under some circumstances. She stated that she had to make them take her to a private area. She stated that she could not be around many men at once. She stated they took all of her stuff away from her. They would not give her a woman. She stated she is a wounded warrior and can t deal with people touching her.

She told them she can t go through the AIT and she can t do a patdown. She spoke to a supervisor who she stated was very rude and he humiliated her.

The caller indicated that the names were:

Supervisor (b)(6) -told her that she had to get a patdown.

She stated that every person of another skin color was allowed to go through the metal detector. She is a disabled veteran.

2014 7:47:5

(b)(6) Manager--told her that she had to do a patdown

He told her that Kelly Dale, DAFSD, is his manager. She wants them to hold video tape, because she is being treated totally different. She has fibromyalgia, chronic migraines, and PTSD. She was in a wheelchair. She told them that she can walk through the metal detector. They took her bags and let them go through. They kept them from her for 20-30 minutes, so she doesnt know what they did in that absense.

She stated that they did not have a female to assist her, as she asked for.

Patrick took the call.

I advised that I would have information sent to her email as to how to file a formal complaint.

She also asked for the CSM number at SMF, and I provided it.

(b)(6)

Phone: (b)(6)

Caller is at the airport and has done everything to prepare her flight. She stated she needs to speak with the DAFSD at SMF. She believes she is being treated in a different way because of the color of her skin . She complained that she is being refused to go through the metal detector and having to have the patdown, even though we have explained to her that she cannot choose the WTMD and must have a patdown under some circumstances. She stated that she had to make them take her to a private area. She stated that she could not be around many men at once. She stated they took all of her stuff away from her. They would not give her a woman. She stated she is a wounded warrior and can t deal with people touching her.

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Supervisor (b)(6) -told her that she had to get a patdown.

She stated that every person of another skin color was allowed to go through the metal detector. She is a disabled veteran.

2014 7:47:5

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He told her that Kelly Dale, DAFSD, is his manager. She wants them to hold video tape, because she is being treated totally different. She has fibromyalgia, chronic migraines, and PTSD. She was in a wheelchair. She told them that she can walk through the metal detector. They took her bags and let them go through. They kept them from her for 20-30 minutes, so she doesnt know what they did in that absense.

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(b)(6) took the call.

I advised that I would have information sent to her email as to how to file a formal complaint.

She also asked for the CSM number at SMF, and I provided it.

(b)(6)

Phone: (b)(6)

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security

-----Original Message-----

From: (b)(6)
Sent: Wednesday, April 02, 2014 4:20 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

NOTICE:

2014 8:15:4 You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Calabasas CA 91302

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 87532

2014 9:07:4 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

None of these

What was the date and approximate time of the incident?

Caller wants to know the policy regarding pat-downs. He is not getting any assistance from the screeners or supervisor. They advised him that he can look up the manual on the website. He can't find it. What is the procedure?

(b)(6) notes:

2014 9:36:3 Caller said that he is wanting to know information about the patdown procedure for private areas. He went through PreCheck and received an alarm from the WTMD, and his hands tested positive for something. He stated that it required a patdown and they checked all of his bags. They took him into a private area, and when they conducted the patdown of his sensitive areas, they used the palm of their hands. He has received patdowns before, but he is always used to them using the back of their hand when patting down his private areas, and he wants to know why this was done with the palm of their hands this time. When he asked them about this, he stated they informed him it was in the rule book, and he needed to look it up. He wants to know where he can get this information at.
He said it was on the far west side at DEN, in the PreCheck line, and when they stamped his boarding pass, it says South 284. It took place around 6:30 pm on 4-24-14, and his flight was Southwest 687. He stated that he asked for the names of the supervisor and lead officer, who was conducting the patdown, but they only told him to look up the information. He said all he got of the last name of the lead officer was van der(something).

I advised him that we would send the information to the CSM at that airport since he feels as though there was a problem with the patdown that he received. They would be able to provide him with more information about the process that took place, and would have contact information for him should they want to do any follow-up with him. I told him that he could get information about the patdown procedure on the website.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/25/2014 12:21:41 AM Airport : EWR - Newark International Date/Time of Travel : 04/23/2014 5:15 PM Airline & Flight Number : Alaska Flight 7 Checkpoint/Area of Airport : Terminal A3 TSA Employee: (If Known) : Unknown Comment : I was shocked at the unprofessional and rude behavior of two TSA agents handling passenger screening at EWR Terminal A3.

The TSA agent (male) prior to the scanners was primarily just standing in place shouting at the passengers to "keep pushing! keep pushing!!", yet he would not allow passengers to stay with their belongings until the belongings were on the belt into the scanner. He was insisting they "go!" and then continued yelling at the next passenger to push everything along. At one point he was so irritated, he made the effort to take two steps towards the belt and abruptly slammed all the bins along the belt, hard enough to overturn and dump one of them. Meanwhile the other TSA agent (female) prior to scanner would not let anyone with a green (TSA Pre) card to go through the metal detector, instead routing everyone to AIT where they were turned back to remove jackets, scarves, etc. The TSA agent at the scanner basically said the other agent was just "difficult and not willing to move".

2014 8:34:4

Fortunately I was not in a hurry, but all this chaos created by two agents was causing delays for passengers in what would have been a very short line.

I am a frequent business traveler in many different airports and have never witnessed such unprofessional behavior.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On Friday, March 14, 2014, United Airlines flight 1425 from ORD-ANC was diverted to Kenai Municipal Airport in Kenai, Alaska. The reason for the diversion was severe, unexpected winter weather at Ted Stevens International Airport in Anchorage, Alaska. Upon arrival in Kenai, we were advised that we would be getting more fuel and that we would be taking off for Anchorage as soon as weather conditions permit.

While we were on the ground in Kenai, several problems began happening. We were beginning to run out of food and water. Our lavatory waste system was becoming extremely full. The gauge was fully in the red. We were unable to let people off of the aircraft to use the lavatory because there was no TSA to re-screen them before they come back onboard. There were several heavy drinkers onboard, many of them upset that we wouldn't continue serving them alcohol throughout the tarmac delay.

After several hours into our tarmac delay, the captain had Pizza Hut pizza and bottled water from a local Safeway grocery store delivered to the aircraft, all of which was not screened for dangerous articles.

Meanwhile, while weather conditions in Anchorage were not showing any signs of improvement, our captain was about to time-out per FAA regulations. Finally, once the fuelers in Kenai arrive at our aircraft, we learn that they improperly fuel the aircraft, eliminating any chance of us leaving Kenai on Friday evening. It was at that point that the passengers were informed that they would be deplaning the aircraft and to wait inside the terminal building for further instructions.

After securing the aircraft, the pilot and flight attendant crew also deplaned and left the airport for our hotels after witnessing the sad scene of stranded passengers inside the terminal building.

2014 12:16: On the morning of Saturday, March 15, 2014, at approximately 8:45AM Alaska time, I called ORD duty desk and spoke to supervisor (b)(6) about the situation. She tells me that everyone has been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. Then she corrects herself and tells me that our flight will be a revenue flight but assures me that everyone will be re-screened before getting on the plane.

When we arrive at the airport, however, I quickly learn from airport operations employees that none of the passengers are going to be re-screened. No body scanners. No X-ray machines. No metal detectors. No wands. No pat downs. Nothing. As long as they could provide a government-issued ID matching their name on the passenger manifest, they would be authorized to board the plane.

I called the duty desk again and asked to speak to (b)(6) since I was told that she was put in charge of this situation, but she had already left for the day. Then I spoke to supervisor (b)(6). He told me that he didn't know what was going on in terms of TSA/security with the flight but that he would call me back when he finds out. When (b)(6) calls me back, he informs me that all of the passengers will be reverse screened by TSA once when we arrive in Anchorage. I inform him that doesn't do anything for the safety of the passengers, crew, and aircraft on the flight from Kenai to Anchorage, now United flight 1763. Between the time that passengers were let off of the plane in Kenai on Friday night and the time that they reboarded the plane on Saturday afternoon, they were free to go anywhere they wanted, including Wal-Mart, Home Depot, and other stores in close proximity to the airport where dangerous articles could be purchased.

I told (b)(6) that I was to going to speak to our captain again, and that I would call him back.

After further speaking to the captain, he insisted that he didn't feel these passengers posed a threat to anyone and that they just wanted to get to Anchorage. While I agreed that most people mean no harm, I reminded him that TSA exists for a reason, and that, unfortunately, people simply cannot be trusted in this world that we currently live.

Eventually the captain gets an FDOM by the name of Scott on the phone. (b)(6) explained to the entire crew the events that occurred between the time we went to our hotel rooms the night before and present time. (b)(6) went on to say that passengers Caller says that he flew with a CPAP that had its memory wiped by screening and had to be sent back to be reprogrammed. What can he do to prevent this in the future?

Advised caller:

We regret that you found your experience to be less than satisfactory.

2014 7:33:5

Passenger should inform a TSO of the CPAP and any special requirements before the screening process begins. Also, keep the device a safe distance from any WTMD or wand device.

(NOTE: Caller refused email and CSM send.).

Feedback Type : Complaint

Categories : Missing or Damaged Items; TSA Pre?™ Current Date/Time : 4/26/2014 2:17:05 PM Airport : RDU - Raleigh-Durham International Date/Time of Travel : 04/26/2014 3:50 PM Airline & Flight Number : DL 1077 Checkpoint/Area of Airport : RDU Departures TSA Employee: (If Known) : (b)(6) Comment : At approximately 1:55 PM on 4/26/2014, after proceeding through the metal detector with my "Pre-Check Yellow Card" (What is this??) I went to collect my belongings. Agent (b)(6) "announced I was required to remove my laptop despite being pre-check. He then threw my laptop bag on top of my \$1,500 prescription Google Glass, which had been placed in a bin alone with my watch & phone. The glasses were damaged.

2014 3:19:52

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to file a complaint against the TSA crew at IAD because they delayed her and she missed her flight. She was flying internationally and states she was told by the airline that arriving 30 minute arrival prior to departure was okay. Caller was supposed to fly at 10:20PM and she arrived at the checkpoint at 9:50PM but caller had to go back to the airline counter to have another boarding pass printed because it was lacking some information. Caller went through the WTMD and had a patdown on her back because she was holding her child through screening. The TSO told her she had to swipe her hands. She was carrying food for her child and it was hand inspected and when she arrived at the gate it was closed and she missed her flight. Caller was flying on Lufthansa to Munich, Germany.

2014 10:35:52

She was upset and got sick and went back to the TSA and spoke with the same lady and there was no sympathy for her issue.

Response:

Please keep in mind that passengers should allow the recommended standard 2-hour domestic and 3-hour international travel arrival times prior to flight departure to allow for going through passenger security screening, and having checked and carry-on baggage screened. These times may vary depending on the airport and the day and date of travel.

Caller went through MDW yesterday. She got to the airport in time for a 1:15 flight from MDW to ORF. Their boarding passes were not acceptable. They were told that the boarding passes were not valid.

She is an 82 year old white woman, her daughter is a 52 year old who has a military ID. She printed the boarding passes out at hotel. The ticket agent said that they were not valid and would need to be reprinted. After they had the issue with the boarding pass, they were directed to another side area where she was told that she would need to go through ETD testing. She had been directed through the metal detector. She didn't tell them about her knee replacements. They caused an alarm, she had to have a patdown. She said that she would get her card indicating that she had metal implants. The officer told her that she couldn't touch her purse during the screening. TSO offered her a private patdown. Caller also had an NOI in her checked bag when she arrived. She wants to know if all of these additional measures of screening were random or if she was targeted because of her boarding pass. She flew on Southwest.

2014 11:53:22

Advised caller that some screenings are random. She could have been screened by the ETD because of the boarding pass. The officers conducting the screening did not know that she had metal implants because she didn't tell them before screening began. They sent her through the WTMD, because of the alarm from her knees, they had to conduct the patdown to resolve it. The patdown wasn't random because of the alarm. The officers inspecting her bag would not have known that she had to have a patdown when she went through screening so the NOI is not connected with her additional screening at the checkpoint. If her bag caused an alarm, the officers would have had to inspect it before they would have allowed it on the plane.

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Disability Description: The caller stated her father has a colostomy.

Information Request: The caller wanted to know what her father needs to expect when he arrives at the checkpoint.

Response Details: I told the caller a note from a doctor is not required. If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area. Under most circumstances, this will include the passenger conducting a self-patdown of the ostomy, followed by an explosive trace detection sampling of the passenger's hands. I told the caller to request to speak with a PSS at the checkpoint. I e-mailed the caller the information we discussed on the call. I told the caller her father could call back 72 hours prior to his departure with his flight information. I offered to forward the information to the airport but the caller said she would let her father make the determination.

2014 5:16:22

I am a 69 year-old, semi-retired, frequent flier (50+ flights in 2013). When the TSA first announced the "Trusted Traveler" program, I hustled right down to the nearest TSA office to apply and pay my \$100.00. To my surprise and disappointment, I discovered that the definition of the term "trusted" traveler does not extend to passengers with a metallic prosthetic implant. (I could walk through the metal detector stark naked and my artificial hip joint would trip the alarm). When that occurs, I am instructed to go back through the metal detector, take everything out of my pockets and remove my shoes and belt – inconveniencing the waiting passengers behind me as I disrobe and pass through the metal detector a second time, again setting off alarms and causing the screener to yell "male assist," resulting in a pat down (assuming there is an available TSA agent to perform the "male assist").

After a couple such experiences, I elected to disrobe prior to testing the metal detector. This has resulted in repeated comments from other "trusted" travelers something like, "you don't have to do that." Of course, I then have to explain why I am holding up the line. Surprisingly, I have had TSA screeners actually argue with me, insisting that I do not need to disrobe (before sending me back through the metal detector to do just that).

On my last flight, (thanks to the TSA funneling "regular" travelers into the Pre-Check line) I found the Pre-Check line actually longer than the line for "regular" passengers. To add insult to injury, after the expected screening fiasco, the inspection of my hands for unknown residue set off additional alarms, requiring a complete search of my person and all of my luggage (which turned out negative).

While I fully support efforts to keep air travel safe from miscreants who may have bad things in mind, I can't help but wonder if I should surrender my "trusted" status and request the return of my \$100.00.

(b)(6)

"Trusted" Traveler (b)(6)

2014 6:15:2 Caller wanted to know the policy about patdowns. She asked when are they called for. She said she travels a lot and has never had a problem with TSA. She said this morning she flew from Minneapolis to Dallas Ft Worth on Sun Country. She said the guy waived her through and told her she can go get her stuff. She said the lady behind him told her to stop and that she would need to pat her down. She said she asked the lady why she had to get a patdown. She said the lady acted like she did not hear her and did not say a word. She said the lady ignored her. She said the lady touched her hair, her breast, down the front side and down the back from her shoulder to her leg. She said she had never had that happen to her before. She said she got her stuff and set there for about 15 minutes watching the lady. She said the lady did not patdown anyone else during the 15 minutes. She asked what is the policy on that. She said her issue is that the man waived her through and the lady stopped her and did the patdown and did not tell her why. She said she would like to file a complaint on this. .

RESPONSE: TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. TSA also selects passengers and their property at random for enhanced security screening. ALSO: I will be sending your information as a complaint to the CSM at the Airport. Date and Time of Flight: April 28th, 2014 AT between 5:45 a.m. and 6:30 Gate or Terminal: Sun country Terminal Going to Gate 3 But she is not Sure It may have been Terminal 2 Airline: Sun Country Flight Number: 503 Airport: Minneapolis Email: (b)(6)

2014 6:15:4 Caller wanted to know the policy about patdowns. She asked when are they called for. She said she travels a lot and has never had a problem with TSA. She said this morning she flew from Minneapolis to Dallas Ft Worth on Sun Country. She said the guy waived her through and told her she can go get her stuff. She said the lady behind him told her to stop and that she would need to pat her down. She said she asked the lady why she had to get a patdown. She said the lady acted like she did not hear her and did not say a word. She said the lady ignored her. She said the lady touched her hair, her breast, down the front side and down the back from her shoulder to her leg. She said she had never had that happen to her before. She said she got her stuff and set there for about 15 minutes watching the lady. She said the lady did not patdown anyone else during the 15 minutes. She asked what is the policy on that. She said her issue is that the man waived her through and the lady stopped her and did the patdown and did not tell her why. She said she would like to file a complaint on this. .

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Information Request: Caller does not have all of the flight details at the moment but would like to request assistance for her husband. Caller states that she was unaware of the possibility to arrange for assistance for the initial flight.

Passengers name: (b)(6)

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

2014 7:57:5 A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Remote Client ID: (b)(6)
Date Time: 4/29/2014 9:28:44 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight: DL1942
Airport: MHT
Date: April 29, 2014
Time: 5:00 AM
Location: 1st floor screening area:

Comments: So I'm prechecked. But MHT doesn't have a dedicated line. I take out my computer (which is not required in HSV) and keep one of my boarding passes, go through the metal detector where I'm notified I don't have the right pass. I try to go over to the other line (where my bag has been screened) and they stop me. An agent comes over to find out what it wrong and then he goes over and gets my bag. I pull out the right pass.
:014 10:21:

I've been delayed because of this so I say to the agent "Why don't you guys have a precheck line?" He starts grumbling about something upstairs. I don't understand what he says. He brings my bag and I ask him to repeat it. He acts pissed off. He says the precheck line is upstairs. I said that someone should tell people that. He said there are signs all over the place. I told him I don't read the signs. He responds angrily that it is my problem.

He acts perturbed. I ask him what he's mad about. He seems to get madder and says he's not mad... Oh yes you are -- you're raising your voice. I respond like-kind. I do not accept bully behavior from anybody. He goes back to his podium and then looks over and says something to me from across the way. I can't hear it but I assume it's something inappropriate again.

So my bag that's already gone through screening now has to get rescreened. They flag it and I ask the woman who inspects the contents who is the TSA supervisor there, and she says he is. Oh brother... So I ask her if my bag was flagged for retaliation because of him. He hears me and comes over saying, "You want to see retaliation? I'll call upstairs and get some retaliation. You want that?"

Really? I say he's a bad choice for a supervisor. The TSA needs a NICE person to lead them, not him.

I fly often - that's why I get precheck. I don't need a big scene just because I took out the wrong boarding pass.

Also, in HSV you don't have to take your computer out of the bag. In MHT, you do. However, in MHT they have 2 lines and many TSA agents standing around. If you're prechecked, your bag must go through one line while you go through the metal detector on the other line. However, on the 2nd line, they're checking flight crew in so why not let the few prechecks go through the same line? Why do they use 2 lines for prechecks at MHT?

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 90232

10/14 10:22:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Caller is wanting to complain about the TSA process she went through. She was traveling from San Diego to Sacramento on Southwest. She was in the screening line, she told the officer she was over 80 years old and he forced her to remove his shoes anyways including her jacket. She was sent through the WTMD. Afterwards, they forced her to sit in a seat, But she stepped up to get her jacket, was then screamed at because she stood up. Later a young man came in uniform, where she had to go through a patdown. She said the patdown was conducted by a lady that explained the entire process and it was fine. But they way she was treated before that was not. She has read in the paper where it says she does not have to remove all of those things because she is over 75. She stated that they never even let her go through, they instantly made her remove her shoes and jacket so it wasnt additional screening. She stated that they seemed like she was a danger to them, she is 83 years old and does not think she looks at all threatening. She stated shes a little lady but just wanted to let us know what went on at the checkpoint.

Response:

The Transportation Security Administration (TSA) is undertaking efforts to enhance security and focus its resources by moving away from a one-size-fits-all approach and applying new intelligence driven, risk-based screening procedures while enhancing technology and improving the passenger experience at security checkpoints. As part of this effort, TSA has implemented a program to revise screening procedures for passengers who appear to be age 75 and older.

Under this new screening procedure, passengers who appear to be 75 and older will be allowed to leave on shoes and light outerwear. These new procedures also include permitting an additional pass through advanced imaging technology (AIT) to clear an alarm, as well as greater use of explosives trace detection. Passengers who are 75 or older will be informed of the changes to the screening procedures by Transportation Security Officers during the screening process.

10/14 12:58:

TSA anticipates these changes will further reduce—though not completely eliminate—the need for a physical patdown on travelers 75 and older that would otherwise have been conducted to resolve alarms. It's important to remember, that any individual may be required to remove their shoes or undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Explained to the caller that even under this process, if a passenger still alarms then they can be required to remove their shoes and jacket to go through additional screening.

San Diego International Airport (SAN) does have the AIT screening at the airport.

http: www.tsa.gov/ait-frequently-asked-questions

Airport: San Diego

Airline: Southwest

Flight number: 1321

Date and time: 4/26/14 4:50pm

Terminal or gate: Gate 10 she thinks, not really sure

email: (b)(6)

Travelled on AA at MIA 4/28 at 5pm, Gates D & E.

First issue:

We arrived at Gate D to find TSAPre closed, and we were told to walk to Gate E, a very long walk.

At E, Pre was also closed. I have never seen this at an airport and I travel all the time. It was 5pm on a Monday, not exactly a slow time of day. Having to go through regular TSA screening was utter misery. I asked why- they said 'we dont have enough people to staff the Pre line'.

Second issue:

2014 4:32:2 My wife is 5 months pregnant, and did not want to go through the X-ray Rape scan machine. She is within her rights to opt-out. The TSA person (short hispanic woman about 50, 5 feet tall with black ponytail) told her she cannot opt out. The TSA women also got angry that my wife sent her boarding pass through the belt with her purse, and did not accept the mobile boarding pass when i showed it to her on my wifes phone. TSA women eventually walked away in disgust and another TSA rep said to just hurry through the metal detector.

This is what everyone expects with TSA which is why i signed up for Global Entry and Pre.

I would like to find out her name so i can send a formal complaint. Please let me know what I need to do.

Thank you

(b)(6)

HYPERLINK (b)(6)

and hold-ups in security mainly because of inadequate staffing, lack of space to properly move people and conduct the necessary security checks, and outdated equipment that made the check in take much longer than I have ever experienced. I feel compelled to bring these inefficiencies to the attention of TSA especially when your workers appeared to be trying hard and very diligent.

I arrived at the airport well over two hours in advance of my flight. Nonetheless, I nearly missed my flight. And checking in at JetBlue was not the issue. The Phoenix airport was just not able to accommodate what needed to be done.

There was one agent checking identification and boarding passes for the entire terminal. When school kids showed up without licenses or passports, he had to call supervisors to escort those kids through security since they only had school ids. After the boarding pass check, there was a tiny hallway to funnel those travelers to get to the screening section. Even though it was single file, the school kids were escorted passed us in line which was very uncomfortable for those of us in line. Then two passengers in wheel chairs were literally shoved down the tiny pathway. It was up to the first passenger herself in the chair to holler out 'excuse me' in order to get people to suck in their tummies and straddle their carry on bags so her wheel chair could pass. Otherwise the escort would have had to knock us down like dominoes.

When we arrived at the screening section, it was chaotic at best. At worst, the agents were unsure how to operate and had no system to handle the flow of people and carry-on luggage. One agent was running around trying to keep the line moving, and trying to move the little grey totes returned into the proper spot, trying to get passengers to take off shoes and belts etc. There was one agent on the computer for the bag x-ray machine. She found four passengers in a row had to have their carry-on items more closely screened, myself included. When the agent on the computer indicated "bag check" over and over again four times, the passengers had no where to go, no place to step aside. At that point the conveyer belt had to stop and the patrons could not walk through the metal detector. Everyone seemed to set off that metal detector anyhow. Since it was constantly sending off alarms, the TSA agents had to screen those individuals as well, and so they stood beside us with the bags needing to be checked. This created total deadlock and a clog.

2014 8:11:2 Before another agent took my tote to check it thoroughly, the agent running the line interrupted the one on the computer to ask her to move one bag in the bag check lineup ahead of another couple of bags, in order that that patron could keep her bags together. The agent on the computer respectfully said no, that is not how she was trained because then the other agent would not know what to look for in the carry-ons. The first agent explained that is how they always do it, since she has been working there, and they just delete the record of that bag in the computer when they grab one out of order. This sounded disconcerting to all of us waiting. The agent on the computer did not move the bag and it seemed to be agreed that the protocol should be that the bags stay in line as indicated by the xray machine so that the agent who does the check by hand would know what to look for. As the agent on the xray computer continued her work, the agent running the line still grabbed a bag out of order anyhow and told the one who checks by hand to just delete it. Then that agent ran to grab totes and go back to the start of the conveyer belt

Meanwhile the check of my bags by hand was completed, and I was allowed to step away with my tote. I went to a long metal table to put it down to take my things out and put my shoes back on. I was immediately asked to move in a very stern tone, as that table was where they must conduct the closer search of the people who set off the alarm. I am not sure why we could not share the table as it was the only one. I had to walk past the security area entirely to get to the gates inside the terminal. The whole experience was very trying. I think on the whole all the passengers felt empathy for the TSA workers, as 3 or 4 total were not nearly enough working on a busy night. Still I was not impressed that the bags were examined out of order or not at all just for convenience of one passenger so could keep her items together.

It was troubling that the facilities were structured so narrowly.

At the outset as time started to run out for me to catch my flight, I began to tell the TSA agents about my plane boarding. I was told I would be fine and had plenty of time. Actually I had to run all the way to get to my gate just as the plane was shutting its doors.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 4/30/2014 12:56:29 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 04/29/2014 9:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 4 Checkpoint A TSA Employee: (If Known) :

Comment : I was disappointed on this trip, while going through checkpoint A in Terminal 4, to find that not only was Pre-Check not operating, but there were no accommodations being made for Pre-Check passengers in the normal lane, requiring liquids and laptops to be removed, shoes and belts off, and screening through the full body scanner instead of the metal detector. Even at tiny airports I have not had to do this full routine since Pre-Check was introduced, so it was a bit of a shock to have to do it at an airport as large as Phoenix while a fair number of passengers were arriving for the late bank of flights. More to the point, this is the first time I have arrived for a late flight out of PHX and had to do the full screening routine. Is this the official policy regarding Pre-Check for late flights out of PHX?

2014 8:24:0

Thank you,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Address (b)(6)

Zipcode:

Vadodara

Phone Number (b)(6)

2014 8:24:2

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? Yes

Disability? No

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

From: Fischer, Anna
Sent: Wednesday, April 30, 2014 11:28 AM
To: TCC-Referrals
Subject: External Complaint (b)(6)

Good Morning,

The attached correspondence(s) are being forwarded to your office for appropriate handling of info regarding a passenger addressing a complaint.

Thank you for your assistance,

Anna Fischer
TAPE Contractor: Administrative Assistant
Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement (CRL/OTE)
Transportation Security Administration
Ph: (571) 227- (b)(6)

014 12:10:

(b)(6)

Vero Beach FL 32962

Are you filing In this complaint form on behalf of another individual? If yes, please provide your information:

(b)(6)

Disability Description: Callers daughter wears a wig due to a medical condition.

Response Details: Advised Caller:

If a passenger s hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger s head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area. If the individual declines the private screening, he or she must remove the hairpiece in the public screening area. We advise passengers to use non-metal hairpins to secure their hairpieces. Any passenger who does not permit the search will not be permitted to board an aircraft.

014 12:44: You can present medical documentation, regarding a medical condition. This will not exempt anyone from screening. You daughter may call ahead of time and request assistance through the checkpoint. She may also request a PSS or Supervisor if she has concerns. This may help facilitate the screening process. Officers are trained to treat passengers with dignity, respect, courtesy and professionalism.

Unable to offer email. Caller seemed rushed to get off the phone and quickly hung up, stating his questions were answered.

Incident Details: Caller daughter flew from DFW with a medical condition. She is bald and wears a wig with metal clips and has metal in her neck. She was asked to remove her wig and was very up set and crying. Caller said she was given a private screening. Caller felt they did what they needed to do. Caller wanted to know if a letter from her doctor will by-pass this type of screening. Caller said it is embarrassing for her. She was crying and embarrassed. Caller indicated there was no failure to accommodate and indicated they did their job regarding screening. Caller was just looking for a way to avoid this type of screening. From the way it was described there was no failure to accommodate or discrimination. Caller stated there was no doubt he believed the officers were polite, professional and did their job.

The caller stated that he and his wife are precheck program applicants. He stated that they were flying from SFO back to Aspen and he and his wife did not get precheck on the return flight. The caller wanted to know why and why he would not get precheck on every flight seeing as to how he is part of the program. The caller stated that he has a metal implant and gets patted down each time he flies because he alarms the WTMD. The caller wanted to know why we would not just note his file so that he does not get patted down.

014 5:26:2

Advised the caller that precheck is random and that as a precheck program applicant he would get precheck more often than not. I explained to the caller why precheck is random and why it is necessary for security. Advised the caller that TSA's submission process for information, ideas, proposals, and opportunities is located on our Web site at www.tsa.gov. Please review the documents and guidelines provided on our business page by selecting the "Stakeholders" tab at the top of the screen and following the "Business Opportunities" link.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 5/1/2014 5:48:36 PM

Airport : DEN - Denver International

Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Suggestion: I have a knee replacement and always set off the metal detector. I have been qualified for pre-screen and have my number and letter from TSA. I always get patted down and it would seem a strong improvement to the system to have people in my situation with a note on their file about the titanium so as to avoid a pat down each time I go thru security. I understand the risk of having this on my record, and the potential to then sneak a knife or whatever, but you have already accounted for this with your random selection process. I think people like me are being unfairly screened because of a surgical implant and if the point of Pre-screen is to speed the process for those that are accepted in the program, it falls down here. Again, you already have the random feature built into the security process and that should be the disincentive for someone wanting to abuse the implant notation on the TSA pre-screen record Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to apply for the TSA Precheck program what can he do? He has had Shoulder replacement surgery and he doesn't want to be patted down anymore.

Advised caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre?™.

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre?™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Advised caller that he just needs to declare to the officers that he has metal implants before screening.

To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre?™ eligibility for 5 years.

Advised caller that the fee is non refundable. Also that if there is an alarm regardless of him being TSA Precheck eligible he still has to be patted down.

Good morning

I requested to go through the metal detector this morning due to a shoulder injury from my last deployment. The lady tells me to show her how far I can raise my arms and laughs at me as I try to lift my left arm up. She says I didn't think you would actually do it. I was upset because i began to think about my injury and how it was a joke. Then the guy that wands my hands starts a skin me about what movie do I like better. Get some leaders in there and instill some professionalism.

I'll be back fort bragg monday if you want to call me on my government cell phone. (b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/2/2014 8:06:29 PM

Airport : ROC - Rochester-Monroe County Date/Time of Travel : 04/20/2014 7:00 AM Airline & Flight Number : Southwest 325 Checkpoint/Area of Airport : Rochester TSA Employee: (If Known) : Unknown Comment : According to your web page, the reasons pat downs are used is to resolve any alarms of a metal detector or anomalies identified by imaging technology.

At the Rochester airport I went through the metal detector and it was not set off; but when I got through it, I was told I would need a pat down because I have "sparkles" on my shirt. I said are you crazy and then two others behind me stated, "You've got to be kidding me." Are you really serious about this, sparkles on a shirt. Then the woman who did the pat down did not explain the procedure, but just stated she was doing it because of the way my shirt looked.

Now let me tell you what wasn't done. On my flight back from San Diego on April 30, 2014 to Rochester; I arrived at the San Diego Airport early, before screening was even opened. At 5am the gate was opened two people went ahead of me to other lines I was the only one in my line. I placed my bags, shoes, etc on the belt to be x-rayed, as I was walking through the detector, I turned back and saw the individual who was suppose to be looking at the screen viewing my bags, was not. she was too busy talking to her coworker standing next to her, my bags went through unchecked.

Please explain to me how it is that one airport goes to the extreme while the other could care less what was in my bag. Each security check point seems to have over zealous workers and some who could care less. It's almost like you have no control over those you have hired to do the so called job of protecting this country.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/2/2014 9:18:20 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am absolutely appalled about how my sister was treated by TSA officials at JFK Airport.

My sister, who is about six months pregnant, was travelling home to Cincinnati through JFK Airport. Being pregnant, she can't go through the newer machines, and no one would allow her to go thru a metal detector. She had to go through a pat down. To make a long story short, she eventually got hauled into some back room through no fault of her own, at which point some official asks my sister -- who's visibly pregnant -- what's going on with her pants and that's she's going to miss her flight. My sister then had to explain that they were maternity pants, and that she needed to go home. What kind of agency hires people who are that rude and demeaning, particularly to a pregnant woman? Who asks a visibly pregnant woman "what's going on with your pants" when it's pretty obvious why she's wearing them and she probably already is self-conscious about it?

Don't be surprised if you hear from my sister. I am absolutely appalled. Our nation's security does not depend on humiliating normal traveling citizens, especially pregnant women.

I am printing my sister's name below since she was the passenger, but my name is (b)(6)

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller stated that she flew from MCO and that she was selected for a patdown because her back pocket, right shoulder and her finger alarmed the AIT. The caller stated that she was upset with this because she was embarrassed having to be patted down at the checkpoint and that she did not feel comfortable not being close to her belongings. The caller stated that it was raining in Orlando. The caller stated that her bag was wet on the inside and that there was no NOI; the zipper pull was broken.

Advised the caller: I apologized to the caller if her experience was less than pleasant however informed the passenger that every passenger must be screened and that if a passenger were to alarm the AIT or the WTMD they would have to be screened using a thorough patdown. Advised the caller that many things can cause an anomaly including layered clothing. Advised the caller that the lack of an NOI would indicate that TSA never inspected the bag by hand and the fact that the bag was wet would indicate that there is a good chance the bag was opened outside, where TSA is not present and the bag would be in the possession of baggage handlers. Advised the caller to file a complaint with the airline. Advised the caller that she could request a private screening if she felt uncomfortable being screened in public and they may be able to screen her belongings with her like valuables. Advised caller that she could ask for a supervisor or a PSS. Caller and her husband have flown a lot over the years. She has a hip implant and flew from Baltimore with no problems. She went through the AIT. But at Phoenix Sky Harbor she told the guy she has a metal implant and wants to use the AIT but he said no and made her use the WTMD. She kept trying to tell him she has metal implants but he would not listen and sure enough she alarmed. She was pulled aside and they started to pat her down in public with people going by looking at her like she did something wrong and she was embarrassed. She asked for private screening and the TSO told her that she would have to wait for another female. She said they were very nice and apologetic but she just thought the male TSO did not listen to her and now she is apprehensive about flying again. She wants to know if there is something she can do to avoid this. She did not get the agent's name. The Airport was Sky Harbor on Southwest 4403 on April 15th at 5:15 pm.

I apologized to the caller and told her that TSOs are trained to listen to your concerns and respond appropriately.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This helps us know where corrections need to be made. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). You may ask for the AIT. If it shows an anomaly and you have to have a patdown you can ask for a private screening at any time. You may also be accompanied by a companion of your own choosing.

You can ask for a supervisor or passenger support specialist at any time if you have concerns or questions. You may also call TSA cares before you travel to request assistance. Sent email.

Caller and her husband have flown a lot over the years. She has a hip implant and flew from Baltimore with no problems. She went through the AIT. But at Phoenix Sky Harbor she told the guy she has a metal implants and wants to use the AIT but he said no and made her use the WTMD. She kept trying to tell him she has metal implants but he would not listen and sure enough she alarmed. She was pulled aside and they started to pat her down in public with people going by looking at her like she did something wrong and she was embarrassed. She asked for private screening and the TSO told her that she would have to wait for another female. She said they were very nice and apologetic but she just thought the male TSO did not listen to her and now she is apprehensive about flying again. She wants to know if there is something she can do to avoid this. She did not get the agents name.
The Airport was Sky Harbor on Southwest 4403 on April 15th at 5:15 pm.

I apologized to the caller and told her that TSO s are trained to listen to your concerns and respond appropriately.

'014 2:59:0 TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This helps us know where corrections need to be made. Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

I told her that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening.

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Sent email.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode:

'014 4:19:3 Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

Caller was on flight 758 on May 1st. He is a 70 year old disabled vet. His experience at SEA was something that made him never want to fly again. When he was screened by the WTMD he was put back in his wheelchair and all his stuff went through the belt on the tray. They set the tray out of the way about 30 yards from where he was sitting. He was frisked in his chair. He said people were walking by and pointing at him and laughing and asking questions about why this man was being pulled aside. He was so damn humiliated after serving his country for 20 years. He was being laughed at and this was unacceptable. He said that the TSO s are on a power trip. He did not know about the private room and was never told about it by the TSO s. He was made to roll over in his wheelchair and they went up and down his legs and took off his shoes and belt. He was upset and even teared up. He said the person pushing the wheelchair was very nice and very apologetic.

Airport:Sea
Airline:Alaska
Flight Number:758
Date and Time:May 1 at 8:15 am
Terminal or Gate:N15

Name of Person involved: The TSO man was short and dark but he was too upset to get names and a good description.

'014 5:14:5 I apologized to the caller and told him that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

We consider your concerns to be a serious issue for our attention. TSA appreciates that you took the time to share your concerns with us. Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location.

Travelers may call TSA Cares toll free at 1-855-787-2227 Monday through Friday 8 a.m. to 11 p.m. EST and weekends and Holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport. We can send this to Wounded Warrior and get you some help at the checkpoint.

Caller was on flight 758 on May 1st. He is a 70 year old disabled vet. His experience at SEA was something that made him never want to fly again. When he was screened by the WTMD he was put back in his wheelchair and all his stuff went through the belt on the tray. They set the tray out of the way about 30 yards from where he was sitting. He was frisked in his chair. He said people were walking by and pointing at him and laughing and asking questions about why this man was being pulled aside. He was so damn humiliated after serving his country for 20 years. He was being laughed at and this was unacceptable. He said that the TSO s are on a power trip. He did not know about the private room and was never told about it by the TSO s. He was made to roll over in his wheelchair and they went up and down his legs and took off his shoes and belt. He was upset and even teared up. He said the person pushing the wheelchair was very nice and very apologetic.

Airport:Sea
Airline:Alaska
Flight Number:758
Date and Time:May 1 at 8:15 am
Terminal or Gate:N15

Name of Person involved: The TSO man was short and dark but he was too upset to get names and a good description.

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In addition, passengers may request a private screening if additional screening is required or at any time during the screening process.. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing.

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Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/5/2014 5:26:24 PM Airport : LAS - McCarran International Date/Time of Travel : 05/04/2014 8:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) :

014 6:17:1

Comment : While preparing to enter the metal detectors I asked a TSA agent that was standing nearby if I was required to remove my shoes. His response "can you read" and then began publicly ridiculing myself as well as other who did not notice the posted sign. He continued his lack of professionalism by commenting to his co-worker "they are so stupid" . I responded with no need for disrespect to which he replied "its the facts" I asked to speak to his supervisor and explained to her what had just taken place. The lack of professionalism was low even by TSA standards however my greater concern is that this particular antagonistic individual should not be taken lightly or tolerated by TSA Supervisors or Managers. His comments are a strong indication of a serious character flaw that could jeopardize the people TSA are trying to protect. I failed to get his name so I will describe him: White Male, 6' tall in his late 20's with a beard.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a pacemaker and a defibrillator.

Response Details: Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. I will send you information via email on how to file this complaint appropriately and forward this complaint to the CSM at PHL, Kimberly Masso. Sent email of information.

014 6:38:5

Incident Details: Caller flew from PHL on April 5th at 3:00 PM and has a pacemaker and a defibrillator. During the screening he tried to show the TSOs a card he had from his doctor stating he could not go through the screening machines, but the officer insisted that he go through it anyway. So the caller ended up being forced to go through an AIT machine and he has been told to avoid these machines. For a few days after he has felt strange. He believes that this is a failure to accommodate a disability and wishes to form a complaint.

TSA Customer Service Rep.

Is there a standard that is set on all metal detectors across the country for TSA security checkpoints? The reason I ask is that every time I travel through the Lehigh Valley International airport my watch, shoes and belt sets off the metal detector alarm. Since I travel every week for work I some time have to fly through multiple airport's and screening stations such as Chicago O'Hare, Philadelphia International Airport, Newark as well as some of the smaller regional ones such as in Knoxville. If I'm wearing similar outfits or the same exact clothing, I never set off the metal detectors at other airports, yet the one at Allentown's sensitivity is turned up so high that anything sets it off. Why is there such a discrepancy between settings at different airports?

The absurd fact is that ABE enacted an "expedited" check for all TSA-Pre travelers to help expedite the process without having to remove belts or shoes. Yet the metal detector goes off for every item people wear so during the busy travel times in the morning as travelers are going through they slow down the line having to remove belts and then shoes as well which has the reverse impact of what the expedited screening has the intent to do.

014 8:25:0

Is there a standard across airports or does every airport TSA group get to pick and choose what they decide to do?

(b)(6) mobile | HYPERLINK (b)(6)

Confidential: This electronic message and all contents contain information from the firm of (b)(6) and its affiliates which may be confidential or otherwise protected from disclosure. The information is intended to be for the addressee only. If you are not the addressee, any disclosure, copy, distribution or use of the contents of this message is prohibited. If you have received this electronic message in error, please notify us immediately at (b)(6) and destroy the original message and all copies.

I travel by air extensively and recently signed up for TSA Pre. My home airport is New Orleans and today's flight AA 1615 to Dallas is the first booked with my Known Traveler number (b)(6). It was a poor experience. Because the Pre enrolled were in the same line as everyone else, they required that I take out my laptop, but only informed me of this after I had already gone through the metal detector. The person at the front of the line acknowledged that I was Pre enrolled, and it was clearly shown on my boarding pass, and I was eligible to leave my shoes on. Once through the metal detector, I had to wait for a security person to remove my laptop from my bag and run it back through. There was no separate line for TSA Pre members, and the line was very long. If this is indeed the case, still having to remove laptops, and no separate line for PRE members at airports that advertise this service, the TSA is misleading travelers and need to remove this information from the website and brochures. This is not worth the time and money I spent.

Please acknowledge receipt that this email was received and if anything will happen to correct this issue, or not. I am happy to speak to whoever may be interested in fixing this issue. Thank you.

2014 8:07:0 (b)(6)

C: HYPERLINK "(b)(6)"

Categories : Professionalism/Customer Service Current Date/Time : 5/7/2014 11:25:46 AM Airport : SJU - Luis Munoz Marin International Date/Time of Travel : 05/07/2014 8:15 AM Airline & Flight Number : Cape Air 9K257 Checkpoint/Area of Airport : Jet Blue Terminal TSA Employee: (If Known) (b)(6)

Comment : I arrived in line about 8:10 am. Small line, about 10 people in line in front of me. My flight left at 9:05am so I had some time but was planning to get breakfast. There was only one ID checker (b)(6). I thought there were 2 ID checkers but I think one went on leave as soon as I got into line. (b)(6) was very slow and she was responsible for all 3 lines (1) Common line, (2) Pre Check and airline employee line, and (3) Handicap Line. Between (b)(6) being slow and choosing to take from the other 2 lines first (pre-check and handicap lines) first, my line was simply not moving at all. Then the supervisor (b)(6) (badge (b)(6)), came over to have a conversation with (b)(6) for more than a minute, bringing the line to a complete stand still. After waiting for awhile, I raised my hand to (b)(6) and told him the line was not moving but he really didn't seem to care much. He wasn't doing anything about it. Meanwhile, more pre-check and handicap people were getting in line...I felt helpless like I would never get through the line. By this point, the x-ray lines with the belts were all empty. They closed one of the x-ray lines down. I thought for sure someone would come over to help (b)(6) check people's IDs but there was no effort on anyone's part to help facilitate to get the line moving again. I called the supervisor over, (b)(6) so that I could speak to him. He came over and I explained all this to him and he listened but did nothing about it except give excuses. After he left I spoke to the man in line next to me and said I should complain. The man said not to complain to anyone locally but to someone off island because they all cover for each other here. The couple in line in front of me told me to go ahead of them so I did. When I got to (b)(6) the ID checker, she was rude and indifferent and told me she did not want to talk to me. I told her she had an attitude and you could tell she was mad at me because I spoke up to the supervisor and her being slow (couldn't she have called someone else over the help check ID's ??). Then I proceeded over to put my stuff on the belt, take off my shoes, etc. and get into the metal detector machine where I put my hands up. (b)(6) was at this station and kept asking me if I had taken off my belt repeatedly and if there was anything in my pockets over and over again. Something didn't seem right to me. I told him I was in a hurry please and he keeps asking me the same thing over and over again. I kept answering him but he was trying to make me upset. He got upset at me and said I was not following procedure and called over the supervisor and stood back and brought the line to a complete halt like I was a criminal. I thought they were going to arrest me. The man in line behind me spoke out loud to the whole room and said aloud for everyone to hear that he witnessed the ID checker (b)(6) come over to (b)(6) to set me up to give me problems and further delays. The TSA agents all conspired to try to retaliate against me for speaking up and getting upset at (b)(6). It was humiliating. I exchanged phone numbers with the man in line who witnessed everything. His name is (b)(6) and he said he would be in Texas for a month but would come back to PR after that. He said we should go to the FBI. Somehow he knew that these TSA agents were going to give me a hard time for speaking up because of the poor mismanaged job they were doing. They had no choice after that but to let me proceed as a law abiding citizen which they let me do and I was able to get my stuff off the belt and put my shoes back on. I was completely in compliance with procedures and (b)(6) was wrong and humiliated me and set me up. Afterwards, I spoke to the supervisor (b)(6) again to get the names of the TSA agents. He then asked for my boarding pass and took it and wrote down a bunch of information. After I left I was shook up. I went to the gate and started to think about it. I didn't feel safe on my flight which was a small 2-engine Cape Air propeller plane. I felt that if they would conspire against me as they already did, who is to say that they would not conspire to sabotage my plane in the same manner. Everyone knows everyone else here in PR and at the airport. They all work together. I requested to have my flight changed so that I was not on that flight just in case. I live in the Virgin Islands and I have traveled to PR once a month for over 12 years now. I own a business on St. Croix and I am familiar with the Caribbean culture and I agree that if the system is to get better it needs to be enforced from outside the Caribbean. I find (b)(6) to be problematic and slow and devious and retaliatory. (b)(6) the supervisor, was not concerned with the fact that all the people in line are on a schedule, have a flight to catch and are nervous about flying and finding their gate. He could care less about making the system better. I was most offended by (b)(6) who was clearly out of line and corrupt and should have just performed his duty and not tried to retaliate back to me according to how he was tipped off from (b)(6). At a minimum, these employees should be spoken to about this incident and exposed for their collusion and complete lack of customer service and retaliatory nature. I will not use that TSA gate check station anymore so as to avoid these people. I will be happy to walk across the airport to hopefully get better service. I hope with this that it helps the TSA system to get better and better. Good Luck. I will be more careful next time to just keep my mouth shut to avoid this aggravation. I don't feel safe because of the TSA employees and the irony is that they are supposed to make us feel safe??

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/7/2014 12:24:09 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.

!014 2:03:1 Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): U.S.AIRWAYS 4689
1600 hrs
Gate G
Westchester County Airport/White Plains, NY
Comments: Monday, 5 April 2014

Pre-TSA screening done by a man who clearly had some kind of obsessive/compulsive disorder. While initially off-putting (as his demeanor is excessively directive and authoritarian) most travelers would eventually recognize that he has this particular challenge. However, for anyone less observant or possibly already challenged by airline travel, this could produce an incendiary exchange. There would be no 'winners' here.

The remainder of the TSA personnel encountered in a very short and quickly moving line all seemed to go out of her/his way to be rude, sarcastic and defensive. I was poked (by the female agent) in the back (presumably to get my attention) and instructed to enter a different metal detector. No need to touch. A simple oral instruction would have served. Knowing how precarious our situations, passengers generally move through lines like cows to the slaughter in order to avoid being singled out. Neither I, nor any other passenger was being antagonistic or problematic. It was outright bullying by the TSA agents. Power corrupts. Caller flew JetBlue from White Plains Westchester Airport to Orlando yesterday. She said she is a Diabetic and she has an insulin pump. She said yesterday, a TSA agent, who had shoulder length dark hair and was wearing glasses was rude to her. The agent was about 5'6" and thin. Caller said the agent was very nasty and rude. She said in her carry on bag was her insulin and syringes. She said she cannot go through the machine because it may damage her pump. She said she had the manufacturers card with her. She said she was waiting her turn, and the agent came over and told her, with a harsh impatient tone, to push her things through. She saw a male screening that was concentrating on the screen. Caller could not tell them she had supplies in her bag. The agent said we know what we are doing. She said she went through the WTMD and that was fine.

!014 5:44:1 RESPONSE: Advised caller I will refer this information to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA.
Date and Time: May 7th, 2014 She was at the checkpoint around 1:00 p.m.
Flight: 497
Airline: JetBlue
Gate or Terminal: Only One There
Airport: White Plains Westchester.

The caller applied for the TSA Precheck Application Program over a month ago, and he has not received any information regarding the status of the application. He is unable to check the status online. Also, he has difficulty removing his shoes due to a medical condition.

Advised Caller:

For additional assistance, please contact the Universal Enrollment Call Center at (855) 347-8371 between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

!014 5:05:0 If a passenger cannot remove his or her shoes due to possible medical complications, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Regardless of whether a passenger is screened by the walk-through metal detector, AIT, or a patdown, his or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

To whom it may concern,

I just got through security at JFK airport and am thoroughly disappointed in the TSA personnel. They don't even utilize the body scanners they have here, they haven't the last several times I've flown, and they completely abuse the TSA pre. Almost no one had to take laptops out of bags or their shoes off, and we were just walking through a metal detector. The guy that was watching the screen wasn't paying attention at all, he was talking instead. Then I got selected for a random pat down, and they didn't even do the pat down. I feel completely unsafe flying. I have no idea where the hell your \$7.39 billion budget goes but it's obviously not into the training of your employees.

2014 9:38:2
Sincerely,
(b)(6)

Sent from my iPhone

Good Morning:

I am 6 months pregnant & traveling through MSY on my way to DTW. I was just cleared through security 20 minutes ago. Upon noticing that the new body scanner was posted as "optional technology" & having concerns due to my pregnancy I requested a physical search & metal detector instead. I was absolutely denied this option & forced into the body scan. For fear of being harassed, held & possibly missing my flight I complied. I am sick over this blatant disregard for my rights, especially given that there was a posted sign informing me that the use of the technology was optional & that I had a right to request a physical search. I believe that is absolutely indefensible.

2014 11:01: Sincerely
(b)(6)

(b)(6)

Sent from my iPhone

I was traveling through Shreveport Louisiana (around 0830 on 10 May) and while in line at the TSA checkpoint, the metal detector was acting up. One of the agents said "sometimes you need to treat it like a lady" then slapped the metal detector. There is nothing funny about domestic abuse. The joke was unnecessary and offensive.

2014 11:02: V/R
(b)(6)

Sent from my iPad

Because I fly fairly frequently between GRR and Florida I have a lot of opportunity to compare tsa and pre-tsa set ups at different airports. GRR has a poor set up at the B terminal. With pre-tsa you are told you do not have to take jackets or shoes off. Unfortunately the pre-tsa line does not allow for people who have metal in their body that cannot be removed. For me that is a hip replacement. You cannot access the X-ray machine from the pre-tsa line. You have to walk back to the entry to go to the X-ray machine. Then the tsa worker back at where you left your luggage on the conveyer belt is confused because you left your bags and walked away. Then you show up at the X-ray machine, because you are told by the first tsa worker to do it that way, and the worker demands that you take your shoes and jacket off. When you try to say you are pre-tsa they say you should go through the metal detector at pre-tsa then decide they need to do a manual pat down even after you have gone thru the X-ray machine. When you explain you have a hip replacement another worker says in the background that if you just took your metal off they would not have to do a manual pat down. I wonder if they would provide a surgeon to remove my metal hip replacement? This is a horrible set up. MCO is a much larger airport and this has never happened to me. It happens repeatedly at GRR. GRR cannot assume that pre-tsa customers do not have medical metal in their bodies. This prejudice needs to be corrected. GRR needs to look at systems in other airports that know what to do.

2014 5:02: Thank you,
(b)(6)

Sent from my iPad

Greetings - Your team has signs ALL over the metal detectors / scanners at check in indicating to NOT remove your shoes. However, the TSA agents require everyone to remove their shoes. So we had to go through the entire line TWICE because we followed your instructions. Please remove signage and instructions that are clearly inaccurate and unhelpful.

2014 11:16: (b)(6)
Hastily typed via mobile

To Whom It May Concern,

This morning I went through TSA security at DIA. I am now home and its been hours since I went through security. I'm still thinking about the rude behavior of an employee at the metal detector. The person who is supposed to be directing us said, "Put your things down and go on through." He was pleasant about it. The person in front of me forgot to put his cell phone on the belt, and of course, the alarm sounded. The older woman standing by the detector proceeded to say sarcastically, "This is a metal detector." When it was my turn she rudely pointed aggressively in the direction I was headed. As myself and the person in front of me were gathering our things, the employee continued to rant about people not putting their phones on the conveyor belt. This occurred about 6:30-6:45 this morning. The woman was older, looked to have longer hair pulled back and had a nasty scowl on her face. I've flown quite a bit and have never had a TSA employee behave so rudely. I hope you can figure out who this woman is and talk to her about customer relations. I'm not impressed and wish I had looked at her name tag. She gives the polite -TSA employees a bad name.

2014 5:06: Thank you,
(b)(6)

Sent via the Samsung Galaxy S™ III, an AT&T 4G LTE smartphone

Caller flew from PDX. Caller had a service animal due to a visual impairment. She went through the WTMD and then put her hand out for help. She must have been up too far past the WTMD because the TSO asked her to take a step back. Caller backed into the WTMD and it alarmed. It had not alarmed the first time. Caller stated the screener accused her of having metal on her body because of the alarm even though it didn't alarm the first time. The caller stated the screener was rude about the situation. Caller just wants to make a complaint about the way the screener was talking to her at the checkpoint. She doesn't have his name but it was a male TSO.

2014 11:31: Incident happened:05-11-2014@6:15am
Airport:PDX
Gate Terminal:Gate C9
Airline:American Airlines

Advised caller I will forward this issue to the CSM at that airport. Advised caller if they have any other questions they may contact her through her email address or the phone number she provided

The caller indicated that he reported his complaint on the TSA blog but also wanted to call. He traveled from MSY on 5/7 with United flight 1460 from Gate D. He indicated that he was at the checkpoint between 4:15pm-4:45pm. He indicated that he was put through the Precheck line. He has a left knee replacement that requires that he go through the scanner and be wanded. He advised the TSO of the metal implants. The female TSO required a male TSO to conduct the patdown. It took forever for the male TSO to come over. His complaint is that the male TSO conducted a full patdown and also that the TSO was unhappy to conduct the patdown and his attitude was that he didn't want to do it. The male TSO asked him to remove his wallet after discovering it during the patdown. The TSO looked through the wallet and the caller felt that this was unusual. The male TSO is stocky, African American, and 5'8 or 9" in height.

The TSO did not reply when asked if the AIT were working. The caller observed that AIT was not being utilized.

12:01: The caller asked if Global Entry is recognized at MSY or there is any type of program of that nature at MSY.

I explained that TSA recommends that passengers remove items from their pockets prior to passing through the AIT or WTMD to reduce the likelihood of an alarm. The TSO is required to clear the item to ensure that it doesn't contain a prohibited item, which is why that he asked in regard to the wallet and opened it.

I advised that I have documented the information provided and would refer to the CSM at MSY to make them aware. The CSM has the means to look into and address this. TSA monitors the number and nature of complaints received so that we can track trends and spot areas of concern that may require special attention.

I advised that he would need to contact Global Entry in regard to whether they are airport specific. We don't have information that speaks in regard to this. The caller declined a contact number.

From: (b)(6)
Sent: Monday, May 12, 2014 7:48 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 5/12/2014 7:47:46 AM

12:27: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

concern regarding unprofessional treatment

Comments:

I am writing to express concern about the unprofessional conduct of a TSA officer I encountered Sunday afternoon at Dallas Love Field. As a fairly frequent traveler, I can say that I find the vast majority of TSA officials courteous and efficient. My interaction with Officer (b)(6) was neither. Caller wants to know when she will be required to go through which technology before she arrives at the airport. Says TSA needs to hire smarter people to do their job so good honest people will not have to go through delays that do no good. She seems to think that TSA develops its screening procedures specifically for each airline and seems to be suggesting that TSA make the AIT units mobile so they can be moved around in the airport.

2014 1:32: AIT gives TSA a way to detect a wide variety of threats, including suicide vests and other improvised explosive devices that may be hidden under passengers' clothing and cannot be detected by walk-through metal detectors. AIT enhances security, reduces the need for patdown searches for passengers with joint replacements and other medical conditions, and improves passenger convenience and comfort. Privacy and security are not mutually exclusive, and TSA has had an ongoing dialogue with privacy groups on these issues. AIT is an effective tool in detecting terrorist threats and another tool in our layered approach to security.

Screenings using AIT are voluntary. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Offered John Pistole's address for suggestions on improving security and she declined. Suggested she do more research on the subject of security.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 5/12/2014 12:26:25 PM Airport : RIC - Richmond International Date/Time of Travel : 5/10/2014/0930 Airline & Flight Number : UA 557 Checkpoint/Area of Airport : B TSA Employee: (If Known) :

Comment : First, I am 65 and had a hip replacement 2 years ago. I always inform the first agent to avoid the metal detector-which always results in a ridiculous putdown. On this occasion, I was late for the flight due to a traffic accident. I counter THIRTEEN TSA blue shirts in the area and ONE person was checking IDs. I politely told him that I was about to miss my flight. He told me that "everyone says that." I was TSA pre-check. When I got to the screening machine, I AGAIN told the agent I had a right hip prosthesis. Nevertheless, I was asked, "What do you have in your right pocket?" Again, the agent did a pat down. I thought I was finished with these non-communicative folks when " (b)(6) " (middle-aged, fat white man) told me he wanted to check my carry on. He made me go to a corner where I waited. When I told him to hurry and that I was about to miss my flight, he told me to relax and he called his supervisor (a fit, middle-aged black man). I had to recount the story again. I offered to help him find what was causing his concern. He refused. He rifled through my bag until he found the culprit- a 2-pound bag of grits that I had bought in Charleston. First, that bag of grits had been through CHS, IAD, BOS, and EWR WITHOUT anyone doing anything. Second, once he saw it, he didn't touch the bag. If a damn bag of grits DOES look suspicious, shouldn't it be examined? I think this man was jerking me around. I want an APOLOGY from the manager of TSA at RIC. Thirteen agents standing around joking and complaining about how long it is until the next break is NOT MY IDEA of protecting passengers. Is it yours? An agency that deliberately delays a traveler who is late and examines his carryon for a bag of grits is not my idea of either HELPFUL or USEFUL. Is it yours?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

ADDRESS ANY OF THE ISSUES I SAW TODAY. NOW I WILL HAVE TO FIND OUT WHOM IS OVER TSA AND REPORT YOUR LACK OF CONCERN OVER THIS MATTER.THERE IS NO TSA Pre?™. IN IDAHO FALLS AIRPORT BELOW IS THE EMAIL YOU SENT WITH AN EMAIL ADDY THAT SAYS DO NOT REPLY.....I POSTED COMMENTS IN EACH APPROPRIATE AREA.

Thank you for your e-mail regarding the Transportation Security Administration's (TSA) expedited screening initiative, TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards *****HIGH SECURITY STANDARDS??? **** and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage. *****WRONG. NO ONE WAS DIRECTED TO ANOTHER LINE*****

In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™. *****WRONG. THE TSA EMPLOYEE DID NOT GIVE THE 2 PASSENGERS INSTRUCTIONS!!!!*****

2014 8:20: Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk. *****NEITHER PASSENGER WAS OVER 75 NOR A MILITARY PERSONNEL NOR YOUNGER THAN 12!!!!*****

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre?™ application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre?™ lanes at more than 100 airports **NOT IN IDAHO FALLS !!!***** when traveling on any participating U.S. airline. For more information about these programs, including which may be best for you,*****HILARIOUS. I DO NOT WANT INFO ON TSA PRE CHECK***** please visit our Web site at: <http://www.tsa.gov/tsa-precheck>.

TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre?™ lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. No individual is guaranteed expedited screening, and TSA will always incorporate random and unpredictable security measures throughout the airport.

We hope this information is helpful.*****I WAS REPORTING TSA EMPLOYEES NOT DOING THEIR JOBS*****

TSA Contact Center

NOTICE: The information contained in this message and any attachments is privileged and confidential and therefore protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent who is responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. Sender does not accept liability for changes to this message after it has been sent.

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 5/14/2014 11:09:55 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/09/2014 10:00 PM Airline & Flight Number : EK206 Checkpoint/Area of Airport : Departure Security screening / Terminal 4 TSA Employee: (If Known) (b)(6) [??] Comment : Dear TSA representative

I am using this channel to file a complain against one of your screening officers. I was traveling on Emirates flight EK206 from JFK terminal 4 to Milano on 05/09/2014. I went in time through check-in and continued for security screening. When I reached the screening area, I've noticed that queue I was assigned to is dedicated for a "body scanners". Once I've realized, I asked the nearest TSA agent to use alternative screening. This is for a well known reason of "excessive" radiation (compared to regular metal detector frames) and additionally privacy reasons. There was another scanner being in operations next to the body scanner and this was the standard metal detector frame. I was denied by a TSA agent (lady) and told to wait. This is the point when things started going wrong. The TSA agent was being rude and highly unprofessional. She hasn't gave me any option or alternative for pat down, nor she told me I can't use the other form of screening. I was just told to wait and she shouted over the crowds of another passengers to another colleagues something I didn't understand. I have to stress out here that I was traveling with my family and this unprofessional approach from this agent was highly embarrassing to me. This agent has just kept me waiting and there was no follow up. I became nervous as I was standing on one place waiting for about one minute or two before the screening and blocking the way other passengers were going for screening. At that moment, I turned my attention to her again, asking what is happening. She has not just answered inappropriately and unprofessionally, she even started shouting at me in front of all. Apparently, she wasn't in the best state of mind and mental state. Probably she was irritated by the fact that I've chosen not to use a body scanner. She indeed used the words: "You have to keep waiting", when I asked for how long more, she answered "For as long as needed". This was so rude and humiliating, especially because she was yelling at me and in front of all the passenger around. I seriously felt like some criminal or that I was waiting for some verdict... How unprofessional this was.. I was really badly mistreated as she continued arguing rudely with me. She absolutely doesn't know anything about professionalism, customer service and how to treat people with dignity and respect. Later after some time, another TSA officer (male) came to assist me and conducted a pat down search. This gentleman was very professional and did his work well and in a reasonable time. Moreover, he apologized to me for waiting too long. I absolutely understood and all went good with this gentleman. I would like to appreciate his work here. Once I was done with pat down, I went back to the first TSA officer (lady) to ask for her name in order to complain. She rudely turned her back on me and refused to communicate. Other colleague of her told me her name is Sherley (I'm not sure if spelling is correct) and to complain to supervisor, who was nearby. When I've reached the supervisor, I was disappointed again as the supervisor also couldn't provide me a name of that TSA officer, stating that she is not her staff. However, I was given a paper feedback form to fill. Because this whole situation took some time, I didn't have time to fill this up. Moreover, I was late to go for my flight and my name was even being paged on a final call. I had to run to the departure gate in order not to miss my flight. I haven't even had time to use a washroom or another facilities at the airport. I was in a very bad state and highly displeased by that hassle and absurd behavior of TSA. I had to board as the last passenger on a transatlantic flight without even having the minute for toilet and personal hygiene. While on the flight, I became ill and I am still recovering today. All in all from this whole situation caused by unprofessional TSA handling and rude agent, I require to know how this complain will be handled and I need to know the follow up on the full process. I request you to fully investigate this incident as I believe you have an access to CCTV footage. I also demand an apology on behalf of this TSA agent and expect your proactive approach while seeking options to compensate. Additionally, I would like to suggest to you to train your officers properly with regards to customer service, before they are released to communicate and deal with passengers. After all, I have paid an airport tax which includes your screening services and I don't deserve to be treated in inhumane and humiliating manner. I reserve to maintain my rights for an official lawsuit or attorney, in case this online complaint will not be answered, investigated and/or resolved to my satisfaction. I would like to inform you that I keep this case on my watch list and will make it my utmost priority to have it resolved in a timely manner. Please get back to me on my email address:

(b)(6)

Regards,

(b)(6)

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

The caller used to be PreCheck. Her mileage was updated and then she was no longer PreCheck. Her husband was PreCheck and now he does not get it either. The airline said to call TSA because she is not opted in any longer. They settled her mileage plus card. She is in Annapolis MD and has a house Erie. Her husband has a pacemaker and cannot go through the metal detector.

Advised caller:

In addition, some airlines provide the option to opt-in for TSA Preu2713™ when making a reservation; however, this does not automatically make a passenger eligible.

While you may contact your airline to confirm your opt-in status, it is important to know that airlines do not determine TSA Preu2713™ eligibility. To be eligible for TSA Preu2713™ as a frequent flyer with an airline, travelers must meet certain TSA-mandated criteria.

2014 4:51:2 To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will be issued a Known Traveler Number (KTN) and receive TSA Preu2713™ eligibility for 5 years.

When making a reservation, passengers should enter their TSA Preu2713™ known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided TSA at the time of enrollment.

There is an enrollment center in Baltimore, MD and some in VA near Annapolis MD. There are none in Erie, PA the closest is Ashtabula, OH. You can get location information and hours at <https://universalenroll.dhs.gov/locator>

For additional assistance, please contact the Universal Enrollment Call Center at (855) DHS-UES1 ([855] 347-8371) between 8 a.m. to 10 p.m. Eastern Time, Monday through Friday.

Caller traveled from Newark yesterday and she was going through checkpoint, she noticed that nobody had to take off their sneakers. She asked a TSO and he said that they were at a Precheck point. Caller then asked where the regular checkpoint was and TSO said that they were at the regular checkpoint as well. Caller stated that everyone had to take their sneakers off in Phoenix, and when she said that to the TSO he said Phoenix sucks. TSO turned and walked away so she couldn't get his name. She is concerned for her safety. She thinks all airports should have to do the same thing. Also said when she was going through security point there were not any buckets to put personal belongings in. Passengers just had to put items on the belt loosely. She did not want to leave her stuff on the belt while going through a metal detector for fear of someone taking the items. Checkpoint was very unorganized. She has flown many times out of Newark and it has never been like that. She stated once again that she feels very concerned about her safety.

Airport	Newark
Airline	Southwest
Flight #	3571
Date - Time	May 14, 2014 11 a.m. EST
Location of Incident	Terminal A
Name of TSO	Could not get name.

CSS Hoskins Notes

CSS Hoskins spoke with caller, she advised that someone swiped her hands with something and referred her to the precheck line. Caller advised that there was another line for normal security.

Advised Caller:

In addition to TSA Pre[®]2713™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre[®]2713™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre[®]2713™.

Caller: Her daughter will be flying to Hawaii. She will be renewing her driver license. Wanted to know if she don't get her driver's license back on time what she could use to get through the check point. Also she and her partner will be flying from Sacramento to Vancouver. He will have a plastic cast and some metal pins when they fly. Wanted to know if he will have problems going through the checkpoint.

Advised: The Transportation Security Administration's (TSA) identity verification policy requires all adult passengers (18 and older) to provide a valid Federal or State Government-issued photo identification (ID) for inspection before entering the security checkpoint. In addition, Transportation Security Officers (TSOs) always have the option of requesting a second form of ID.

Passengers who do not have a valid photo ID may present other forms of ID to assist in the verification of their identity. Passengers may present documents such as social security cards, birth certificates, marriage licenses, or credit cards, as long as the information on the documents bears the name of the passenger. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification.

If a passenger is unable to present a valid photo ID or TSA questions the identification presented, the passenger may be asked to assist TSA in the identity verification process. Under this process, TSA may ask the passenger to complete a Certification of Identity form, which requests the passenger's name and current address, and may ask additional questions of the passenger to confirm his or her identity. If TSA is able to confirm the passenger's identity, the passenger will be cleared to enter the screening checkpoint; however, the individual may be subject to additional screening. If we are unable to confirm a passenger's identity, or a passenger refuses to provide ID or cooperate in the ID verification process, TSA will deny the passenger entry into the security checkpoint. We recommend that travelers arrive at least 2 hours in advance of their flight time to allow ample time for security screening and boarding of aircraft.

About the cast and metal pins many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

The passenger should inform a Transportation Security Officer (TSO) of his or her ability, of the existence of a cast, brace, or support appliance, and of any need for assistance before screening begins.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened. The passenger should inform the TSO of his or her need for assistance before the screening process begins.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Palatine IL
Zipcode: 60074

2014 4:22:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Philadelphia International Airport

On May 14th around 4:45-5 pm I was in line to go thru security. Since I knew we no longer had the employee line for airline employees, I got in the regular line. After a lengthy wait, I finally got to (b)(6) I presented my airline crew ID to which he tells me he cannot check that ID. Apparently I was suppose to be in the wheelchair line. I gave him my security document along with my crew ID to which he replies he cannot check my ID because I am not in the multitask line. I explained I had no idea I was suppose to be in a certain line. Asked him if I could just use my security document and my drivers license to which he replies yes. I dig my drivers license out and as soon as I'm ready to hand it to him he says "If you had shown me that first but now I've seen your crew ID and cannot check your ID. You need to go the multitasking line." I ask how was I going to get there (literally hundreds were everywhere) and he replied to get out of line and go to the back of the line. I had already waited a lengthy time to get to him. His rudeness was unreal and embarrassing. He was standing his ground of making sure I was to get out of line and wait again. All because I had an airline ID. Finally another agent came to my rescue. Sorry, I did not get his name. He got me in the correct spot, checked my ID and let me through. Then I finally get up to the x-ray/metal detector. The man helping me tells me to go to the metal detector since I am a crew member. I was not in uniform. At this time TSA agent (b)(6) begins yelling at me to get back into line. The man that had been helping me told him that he directed me there and to let me go through the metal detectors. (b)(6) again yells at me to get in the x-ray line. Yelling "are you working? Are YOU working?! Or are you just flying?" I replied that I was flying. He yelled to get in the x-ray line that he was not breaking rules for me. When I was standing next to him he started telling me that he just follows the rules. I replied that he didn't know what had been going on and that the TSA agent had been trying to help me. I just turned and went through the x-ray. Immediately found a TSA supervisor. This behavior is appalling. Believe me, I know how the traveling public can be, but it was certainly enriched by the actions of your fellow TSA agents (b)(6) was horrible, mean, lacking common sense, and just a nasty agent. Just wanted you to know, how appalling their behavior was. Thank you for your time.

2014 9:12:3

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 5/16/2014 5:51:36 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/15/2014 9:00 PM Airline & Flight Number : E1108 Checkpoint/Area of Airport : Passenger friskem / screening TSA Employee: (If Known) :

Comment : Forgot to take out small bottle of water from my cabin bag which was less than half full. TSA officer said he had to take it which was fine but I said I would drink it instead. He said not possible unless I went back out to the other side of the metal detector, drank it then came back through the detector. I asked was he kidding me to which he replied no so I just left it with him!! In my mind this requirement (if it is indeed a requirement as against the officer not being trained properly) is totally over the top and unreasonable. In any other country a passenger would be able to drink the water (liquid) there and then.

I thought TSA were making efforts to relax the current stringent procedures which only add to the already stressful experience of travelling though airports.

2014 9:15:2

I look forward to your reply.

(b)(6)

Dublin, Ireland

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/16/2014 4:30:59 PM Airport : LIH - Lihue Date/Time of Travel : 05/16/2014 9:30 AM Airline & Flight Number : Alaskan 850 Checkpoint/Area of Airport : TSA checkpoint for gates 7

TSA Employee: (If Known) : TSA agent (b)(6) (female) & (b)(6) - Supervisor I spoke with Comment : I am 6 months pregnant and opted out of the metal detector screening and opted for a pat down. After waiting for a while- I could no longer see any of my belongings on the conveyor belt. I was traveling with my husband. One of the other TSA agents could see I was concerned about my items as they were not in my plain view and asked my husband to grab them. The other TSA agents kept apologizing for the wait time and were talking asking where my female agent was. Then when my female pat down TSA agent came named (b)(6) (last name) she was very aggressive and said to not communicate with anyone nor move my belongings and asked where my things where. I told her I was waiting so long that my husband had moved them and I could not see where he was. She then aggressively told me I was not waiting a long time and that she would "rewind the surveillance video and time how long I actually waited and that no one should have moved my belongings." I explained to her, her colleagues told my husband to move them and she shouldn't speak so rudely to me. She proceeded to tell me I didn't wait long and she would rewind the videos from the Surveillance cameras to show I didn't wait long. She then told me "You should be more patient. When you opt out you just have to wait till we can get to you-" in again an unnecessary angry tone. I was then patted down and was so upset I was trying not to cry while in the screening area. After walking away I started to cry and people in the airport where looking at the situation that had occurred. I went to my gate and then went back to the screening area to speak with the supervisor (b)(6). He was very professional and said he would address the situation. I explained I understand and respect TSA's job at hand but nothing I said warranted the customer service I received from agent (b)(6). I've never been spoken to that way by an employee at the airport nor TSA. I was visibly upset explaining the story again to Supervisor (b)(6). I ask That this be addressed because I would not be surprised if this happens again and has happened many times with Agent (b)(6). She seems as though she speaks to people this way regularly which was very alarming.

2014 6:03:3

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said yesterday she was in Vegas with her mom and daughter. She had a stroller and a TSA female agent told her to put the stroller on the belt. She said it got stuck on the tunnel coming out of the xray. She said they were being trampled by other people behind them. She said the Oriental TSA agent checking IDs told her not to put the stroller in there if she knows it is going to get stuck. She said she told the female officer that the other female officer told her to do this. She said the female officer was mean and slung it on the ground. She did not get her name. They took an Allegiant flight and it was at 12:45 pm at the checkpoint. She declined providing her email address. She said she just wants them to address this with the officer and that she does not need to be rude to them. She said she felt like the TSA officer was trying to start a confrontation with her as she was just trying to put her child in the stroller. She said it was unnerving and she has never been treated like this before.

Complaint:CSM
Claims Complaint

Airport:McCarran
Airline: Allegiant
Flight Number:unknown
Departure Time: 05-15-14 at 12:45 pm
Arrival Airport and Time:Rockford at 7:37 pm
Description of stroller:Regular size Rhapsody stroller that has wider back tires and went through the wheelchair side
Location: checkpoint
Terminal:unknown
Gate:A 11
Contact Information:815-508-8241 and declined her email addresss.

Response:I advised her the TSA officers should treat her with dignity, courtesy and respect.

I advised her that I will refer this to the CSM at the airport.

Response:As part of this effort TSA is implementing a program to revise screening procedures for passengers 12 years old and younger. The new screening procedures include permitting multiple passes through the metal detector and advanced imaging technology to clear any alarms as well as the greater use of explosives trace detection. TSA anticipates these changes will further reduce—although not eliminate—the need for a physical patdown for children that would otherwise have been conducted to resolve alarms.

In addition, passengers 12 years old and younger will be allowed to leave their shoes on. However, children may be required to remove their shoes and could still undergo a patdown if anomalies are detected during security screening that cannot be resolved through other means.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 5/17/2014 12:53:13 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 05/16/2014 2:15 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : Terminal 4 TSA Employee: (If Known) : 5'10"and 6'0"and tall, blonde hair, female agent; could not see badge Comment : Several female TSA agents on-duty clearly feel that the best way to shepherd travelers through the screening area is to demean and insult them. I am struck by the fact that the security screeners at PHX are, by a large margin, the rudest, least customer service-centric TSA employees I encounter in my travels.

When my possessions emerged from the X-ray tunnel, my backpack was ID'd as needing a secondary screening. The agent assigned to the task was so clearly annoyed with her job and with her customers, she could not be bothered to explain why she was rifling through my bag. She removed my 11"and Apple MacBook Air and iPad, both are which are permitted to remain in my backpack according to your policies and procedures, placed them roughly in a bin, and walked off with them. She cut into line on the front side of the metal detectors, pushed other travelers' bins back, and ran my MBA and iPad through the X-ray tunnel. When they emerged from the tunnel, she roughly gave me back the bin and walked off with no comment or explanation.

I travel through PHX at least once a quarter, and join many other colleagues in saying that your agents assigned to this airport are rude and demeaning to all travelers equally. They do you no favors and give the traveling public another reason to resent the breadth of your security screens. They pushed travelers out of the way when moving empty bins from the "cleared" side of the detectors back to the lines of people waiting to be screened, and cannot be bothered to give the courtesy of "excuse me" or "thank you." Other airports through which I fly (SLC, RKS, DEN) employ friendly, courteous, helpful TSA agents who are a credit to your efforts. The agents in PHX fall far below that level of service and courtesy.

I was initially only annoyed by today's treatment, until the female agent I referenced above chose to act so unprofessionally. I truly was non-confrontational, and had given her no reason to interact with me in the manner she did. This incident was witnessed by a relatively large number of fellow travelers who also were being treated with the same disrespect. Several made eye contact with me as I waited, and communicated their mutual displeasure at the service provided. I understand the need for security, but don't think there is any place for the poor attitude exhibited by the PHX TSA screening staff.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I flew from Denver to Dallas yesterday (May 16th) and witnessed an incident involving your employees.

I was going through security in the TSA-select line and there was a young woman ahead of me who said to TSA employee (b)(6) "I am pregnant. I would like a pat down instead of going through this machine." (b)(6) screamed at her. "Why? This ain't going to hurt you." The woman said she was afraid of it and (b)(6) said, "Well, then you'll have to go ALL the way around there (pointing in a vague direction). She then proceeded to make fun of the young woman with other employees, "She think she going to get hurt in a metal detector."

I was going through security at the time and I don't know how or why, but the woman ended up going through the metal detector and came through it crying and obviously shaken. As it turned out, her husband and mother were on the other side of security and afraid to say anything during this incident (due to (b)(6) behavior).

2014 1:02:1 I went up to (b)(6) (politely) to get her name and she screamed as I walked away, "TELL THE WORLD". At this time, her supervisor (b)(6) approached to explain the difference between a metal detector and the security machine that uses XRay technology. I told him I appreciated the explanation, but it wasn't the point (b)(6) actually screamed at a young pregnant woman who was obviously scared. He said, "Yea, I saw that." He then told me there was another level of supervisor I could talk with who was behind the podium.

I talked with a gentleman there (who wasn't wearing a nametag). He listened to this whole story and said, "OK. She needs to improve her customer service skills." I explained to the man that (b)(6) should not be interacting with the public.

Any person who thinks that is acceptable behavior shouldn't be employed by the TSA. He said he would pass my concerns on.

I'm obviously still incensed about this incident, enough so that I am writing yet another complaint about these people.

Please get (b)(6) out of any customer (passenger) facing position. For that matter, (b)(6) watched the whole incident and didn't make a move until he saw me asking for (b)(6) name.

Employees like this give TSA and the US government a bad name.

I would appreciate a response to this.

Thank you for listening.

(b)(6)

We were scheduled to leave via Delta from Midway to Minneapolis this morning at 9:13 AM.

Our arrival at Midway was approximately 8:20 AM.

There were several thousand people standing in line for 2 TSA agents.

(A single other line for Pre was virtually empty with other 2 TSA agents)

After a wait of approximately 30 minutes we reached the metal detector.

My wife is 85 and I am 90 years of age. We were both requested to remove

our shoes. I have a pacemaker and asked for a patdown. What followed

was rude encounter by an individual whose name was (b)(6)

Further, he insisted to tear open a gift we were carrying to the shower

of our granddaughter. It was a solid aluminum candle holder which

2014 5:03:3 (b)(6) identified as too heavy to take on board. He proceeded to call another employee to escort us to the airport exit.

The occurrence this morning was horrendous, almost unbelievable, and might get you to think that we had an input to cause such behavior. The fact is that we had no input, no comment other than telling the agent that we have missed our flight.

On Sunday May 11 we boarded our flight from Ft Lauderdale to Chicago for an American Airlines departure at 11:50 AM. Upon arriving in our home in Chicago my wife was searching for her wallet which went through the x-ray machine in her carry-on at the Ft Lauderdale airport. The wallet with money content was no longer in her carry-on or anywhere else.

(b)(6)

HYPERLINK (b)(6)

Your TSA staff at RSW/Fort Myers, Florida International Airport need to be better trained on how to guide a person who is blind through their system. I also believe that they are targeting persons who are blind or legally blind or disabled to be subjected to extra screening when it's unwarranted. Today I went through screening at RSW prior to boarding an Airtran flight the following flight:

5533

Operated

by AirTran

0533

Depart FT. MYERS, FL (RSW) on AirTran at 12:42 PM Arrive in WASHINGTON (REAGAN NATIONAL), DC (DCA) at 3:00 PM

2014 9:15:5

When i approached the area where I was to walk through the metal detector, I was not informed verbally by any employee that I was required to be screened via the Xray machine so when I was approaching this area, nobody, whatsoever even verbally attempted to guide me through the apparatus. First off, I should have been informed and your personnel should have told me what to expect. It seemed that the employee himself was not very alert nor paying attention and then there was utter confusion about where I was actually supposed to go. I did not sound any alarms whatsoever and I had only one layer of clothing on. I am a petite woman and so there was absolutely no bulk underneath my clothing either to even indicate there should be any concern about what was on my person. I'll be blunt and state also that I do not wear diapers nor sanitary pads so there was no bulk. So next I was guided over to where the metal detector area is and the person guided me as I walked over the mat. Again, I sounded no alarms and i heard grab her hands and check her hands. I had nothing in my hand except my boarding pass and my hands are small and normally proportioned. Perhaps I was flagged this time for extra screening but your personnel certainly did an extremely poor job of relating to me what the process was and further informing me of this fact. I almost suspect there was some sort of rude curiosity about my being a person with a disability and what could i possibly have underneath my clothing for them to gawk at. If this truly is not the case, then it is imperative that the personnel at RSW need to be properly trained on how to interact with persons who are blind and legally blind and how to treat us with an appropriate level of dignity. I am a white, caucasian woman who is a U.S. Citizen. If the screeners in this location have a mis-conception that all persons with disabilities are to be screened in this manner, then this is obviously incorrect. I will likely be moving to the Fort Myers, Florida area this year and I will not tolerate this level of unprofessionalism as well.

(b)(6)

Alexandria, VA 22312-2942

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/18/2014 12:29:13 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 05/17/2014 9:16 PM Airline & Flight Number : JET BLUE 498

Checkpoint/Area of Airport : TSA PRE CHECK POINT TSA Employee: (If Known) (b)(6) Comment : When walking through the TSA Pre line at approximately 9:15pm on 5/17/14, I opened my suitcase to remove my CPAP. One agent told me not to open my bag, and changed her mind when I told her it was a CPAP. I then reached to take off my jacket (where my phone was), and was told not to take that off.

I then asked Agent (b)(6) who was directly in front of me at that time, if I needed to remove my phone. She responded with an incredibly condescending "You ARE going through a metal detector." shook her head rudely and smirked before walking away.

On the other side of the metal detector, I tried to explain the situation to her supervisor, Agent (b)(6) who refused to listen, and denied that any of it had happened. She reluctantly gave me Agent (b)(6) information, and made it clear that filing this complaint was useless, as she would simply "write her own statement."

2014 9:16:3

I feel that I was disrespected by (b)(6) and don't believe that attitudes and behavior such as hers should be permitted. Furthermore, Agent (b)(6) behavior was both unprofessional and unacceptable, showing a total lack of interest. She refused to provide any information/details on how to file a statement.

TSA has suffered a poor reputation, and given the behavior of Duenas and Kaiwi tonight, it's clear why. A little power is a dangerous thing, and both of these individuals need a refresher on who exactly they work for, and who pays their salary.

I sincerely hope that internal action will be taken to address this attitude problem.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 5/18/2014 9:21:57 AM Airport : RSW - Southwest Florida International Date/Time of Travel : 05/18/2014 Airline & Flight Number : Southwest 3676 Checkpoint/Area of Airport : Gate b2 TSA Employee: (If Known) :

Comment : The woman who was doing the prescreen where you put your items on the metal detector belt was so rude to us. The way she spoke to us was not okay. My husband who is a police officer said he would never talk to someone that way.

2014 11:10: She should be courteous and helpful to people who don't fly frequently but even if I did she should still show respect to travelers. We are paying money to be checked through security and I feel she was disrespectful beyond belief. It is entirely not ok.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has one leg.

Response Details: Informed caller that complaint needed to be in writing and caller said to send him an email. Gathered caller's email and gave him the return email address. Informed caller an email would be sent to him within 24 hours

2014 3:54: Incident Details: Louisville airport makes him hop through a metal detector back and forth. Usually he gets sat down and wanded and a pat down. Louisville always makes him hop through and they are the only one that ever does it. This is the fifth or sixth time they have required him to do this. This time he forgot his cell phone on his belt. They made him hop back to the beginning then they made him pass through again and when he did his foot got caught and he fell. He wants to file a complaint against the Louisville Airport.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: Test

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Test

Zipcode:

2014 8:30: Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Feedback Type : Civil Rights/Liberties

Categories : Disability

Current Date/Time : 5/20/2014 7:40:00 AM Airport : MDW - Chicago Midway Date/Time of Travel : 05/19/2014 10:00 AM Airline & Flight Number : Southwest 678 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : On May 19, 2014, my mother and I were traveling from Chicago's Midway International Airport to Louisville. As we were checking in, I requested a wheelchair for my mother because, due to mobility issues, it would be difficult, if not impossible, for her to walk the entire distance from ticketing to the gate. We both have TSA Precheck on our boarding passes to allow for expedited screening, and my mother has no problem walking the short distance through a metal detector.

2014 8:40:3 I pointed out to the wheelchair attendant that we were TSA Precheck authorized but she refused to take us through the TSA Precheck line. She stated that, at that airport, all wheelchairs have to go through the same line no matter what and receive the full screening, even if a person is TSA Precheck approved.

As a result, my mother was forced to take off her shoes and sweater and go through an image scanner, which she would not have had to do in TSA Precheck.

If this is policy at Chicago Midway or among the TSA, this is blatant discrimination against the disabled and a violation of the ADA.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (h)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 5/20/2014 8:15:39 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 05/19/2014 7:00 AM Airline & Flight Number : United Airlines Checkpoint/Area of Airport : Terminal C (checkpoint for gate C17)

TSA Employee: (If Known) :

Comment : I was forced to make my toddler (18 months) walk through the metal detector on his own. My toddler can walk and is big for his age, but is not mature enough to understand why mommy is putting him down and walking without him in a crowded, strange place. When I told the TSA agent that my son is only 18 months old, she raised her voice and said he had to go through on his own. My toddler freaked out when I put him down and went through the detector. He froze and started to turn to walk in the opposite direction and the TSA agent prevented me from going back through the metal detector to get him. I was very agitated and questioned why this was unnecessary and was told by another female agent, "We want to save you from secondary screening." I would much rather have dealt with the secondary screening than be separated from my child. This was an upsetting and unnecessary experience.

2014 10:19:

Would you like a response? : True

Passenger's Name (h)(6)

Phone Number (b)(6)

Email (h)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30907

2014 2:12:1

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

Caller encountered a rude screener at STL. She has metal implants and when she went through the WTMD it alarmed and she was required to wait 4 hours for a female to perform the pat down and she had to walk through the security check point with her shoes off the whole time she was being treated rudely by the TSO. She is a GOES member and is confused about why she was treated one way at STL and another way LAS.

2014 3:05:5

Informed caller how to report her complaint directly to the CSM, Debra Thomas

Phone: 314-656-(b)(6)

I fly regularly and the last couple of weeks at Delta terminal D at LGA i noticed that the TSA Pre line and the Delta first Class/Premier lines end up in the same place.

the TSA Pre line is on the left of the agent and the Premier line is to the right of the agent.

The agent checks ID's on both lines and then people go through to the xray machine and metal detectors. Two weeks ago when i went through, the xray machine was backed up on the First class line, so everyone crossed over to the TSA Pre line, which doesn't require you to take out liquids, take off shoes, or computers. And today, there was only one xray and metal detector machine after the agent checked ID's which means that everyone on the first class line got to go through TSA Pre xray machine and metal detector without removing their shoes, and leaving computers and liquids in their bags.

2014 4:30:0

Probably not a big deal but thought you might want to check out Delta terminal D before it gets shut down in the middle of the day and ruins everyone's flights.

thanks for keeping us safe.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 5/20/2014 3:43:54 PM Airport : MDW - Chicago Midway Date/Time of Travel : 05/20/2014 1:45 PM Airline & Flight Number : SWA222 Checkpoint/Area of Airport :

Checkpoint TSA Employee: (If Known) :

Comment : I paid to get TSA precheck and was approved a few months ago. I also had an implanted peripheral nerve stimulator put in a few weeks ago. Today I am flying for the first time since my implant. I went to the TSA precheck line and requested to be wanded as my doctor and Boston Scientific advised me to. I was informed that you haven't wanded people for years and I would have to have a pat down and explosives screening as well as now having to remove my shoes and jacket. It appears my choices now are to go to the TSA precheck line which is shorter and I don't have to remove my liquids or laptop but I have to receive a pat down because you no longer wand passengers or I can wait through the much longer regular security line, remove my shoes, liquids and laptop so I can use AIT. It seems to me that your TSA precheck as it stands discriminates against anyone that has a medical condition that would set off a standard metal detector including those with joint replacements and pacemakers. I was clear with the person who processed my TSA precheck application that I was doing this to make it easier as I must travel frequently as I am part of a clinical trial for this device. If I had know I would not actually be able to use TSA precheck I wouldn't have wasted my money.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she is blind and uses a guide dog. She said she was traveling with another person who did not have a guide dog but he was blind too. She said he got through the checkpoint with no problem but she did not. She said she is a Diabetic. They traveled from Wilmington NC to Philadelphia then to Binghamton NY. She said the experience was humiliating. She said they kept yelling at her to go this way and then that way. She said the agent was very nasty to her. She said she had to take off her shoes and remove her belt. She said her pants almost fell off. She said they were rude to the person she was with too. She said her ticket said PreCheck but they did not let her go through the PreCheck lane. She said they held the plane for them but it was late. She said they did the patdown. She said they felt all over her body. She said she was told to remove her dogs harness but she said she would never do that. She asked what is the procedure for removing the dogs harness. She said she has never been treated this way. She said they were told they did not have a chair to sit down but then they got one. She said she wants someone to know about this and she told them she was going to complain. She said she would like this information about a guide dog in an email.

RESPONSE: I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling TSA to let us know about the incident. ALSO: You may request a PSS at the checkpoint for assistance on future flights.

Date and Time of Flight: May 20th, 2014 Scheduled to departed at 7:00 a.m. but delayed until 7:05 a.m .

Gate or Terminal: Not Sure

Airline: US Air

Flight Number: Not Sure

Airport: Wilmington NC

Email: (b)(6)

RESPONSE: If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown. If the passenger and service animal are screened by a walk-through metal detector, they can proceed in one of three ways:

- The passenger can walk through first with the dog following behind on its leash.
- The dog can walk through first on its leash with the passenger following behind.
- The passenger and dog can walk through at the same time.

If a passenger and the dog walk through at the same time and the metal detector alarms, both the passenger and dog are subject to additional screening, including a thorough patdown. If the passenger and dog walk through separately, only the party that alarms the metal detector will receive additional screening. It is very important that the passenger not make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by a TSO.

From: (b)(6)
Sent: Tuesday, May 20, 2014 9:23 PM
To: TSAExternalCompliance
Subject: Civil Rights Complaint

Attachment:

If you don't speak write English, CRL OTE has access to interpreters and can talk to you in any language.

j Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Name: (b)(6)

First and Middle Last

Phone #: Cell: (b)(6) Home: Work:

2014 10:33: Please note that we may contact you at the provided numbers.
Mailing Address: (b)(6) Sellersburg IN 47172

PO Box or Street address City State Zip

Email: HYPERLINK (b)(6)

o Check here if you are represented by a third party or an attorney in this matter. If so please provide the third party's name and contact information: _____

k Are you filing in this complaint form on behalf of another individual? If yes, please provide your information.

Name: _____

First Last Job title

Organization (if any):

Phone #: Cell: Home: Work:

Mailing Address:

PO Box or Street address City State Zip

l What happened? Describe your complaint. Give as much detail about your experience as possible, including the name of the air carrier, if this occurred at an airport.

On May 19, 2014, my mother (b)(6) and I were traveling from Chicago's Midway International Airport to Louisville. As we were checking in at Southwest's ticket counter, I requested a wheelchair for my mother because, due to mobility issues, it would be difficult, if not impossible, for her to walk the entire distance from ticketing to the gate. We both have TSA Precheck on our boarding passes to allow for expedited screening, and my mother has no problem walking the short distance through a metal detector.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/21/2014 6:51:08 AM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 05/21/2014 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Main security check point.

TSA Employee: (If Known) : All

2014 8:54: Comment : No bins available for putting things through X-ray machine. When I asked about this I was curtly told I don't need any. I was standing there in my uniform wearing my hat and holding my cell phone and car keys at the time. I can't bring those through the metal detector and am sure not going to put them on the belt without a bin. It was more the attitude of the TSA workers than the no bin issue.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number:

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller's mother has a pacemaker and asked for a patdown instead of WTMD or AIT but was forced to go through the AIT.

Caller wanted to file a formal written complaint regarding this recent experience at ORD.

Response Details: You were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

Incident Details: Caller's mother has pacemaker and asked not to be subjected to AIT or WTMD. She specifically asked to have a patdown instead but was refused and forced to go through the AIT scanner.

She presented a notification card regarding her pacemaker.

Went through the checkpoint shortly before 9:00 am.

She did not know the name of the TSO involved.

Disability Description: Caller is diabetic.

Response Details: Advised caller:

Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins. If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure. Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

When making a reservation, passengers should enter their TSA Pre u2713 known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, gender, and other identifying information are an exact match to the information you provided TSA at the time of enrollment. Also, if you have a frequent flyer profile, or you make your reservation through your employer's travel-booking system, a travel agent, or a travel Web site, please confirm that this information is up to date and accurate. Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint.

2014 9:16:0

Advised caller that I did regret her experience and that I would forward the information to the appropriate office.

Incident Details: Caller is diabetic. Caller states that she is having problems going through the line because of her insulin pump. Caller states that she has a note saying that she can not go through the AIT machines. Caller states that she also has a glucose monitor that can not be screened either. Caller states that if she is allowed to go through PreCheck it would be easier because she could die if she disconnects from her pumps. Caller states that the officers at OKC were very rude to her on May 19th and would not listen to her when she told them that her pumps could not be screened through the AIT. Caller states that the entire experience was awful. Caller wants to know what she can do to get PreCheck.

Date: May 19, 2014

Time: 7:05am

Airline: American Airlines

Airport: Will Rogers Airport

Flight Number: 2464

Disability Description: Caller just had surgery to place an birth control device in her arm and the area is very painful and covered with a bandage.

Response Details: I apologized to the caller and told her that regardless of whether a passenger is screened by a walk-through metal detector, AIT, or a patdown, dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger's screening requires that the area covered by a bandage or dressing undergo a patdown.

If a passenger has dressings and or bandages used to cover wounds from an injury, operation, or surgical procedure, he or she should inform the Transportation Security Officer (TSO) of the location of the dressings and or bandages and of any need for assistance before screening begins. Dressings and or bandages may require additional screening if the TSO cannot reasonably determine that the area is free of a threat item. Passengers can be screened without removing or unwrapping dressings and or bandages, and TSOs are trained to exercise caution if the passenger's screening requires that the area covered by a bandage or dressing undergo a patdown.

I told the caller that if you have any concerns while at the checkpoint you may ask for a Supervisor or a Passenger Support Specialist for assistance.

I told her although TSA does not require documentation you may use it to discreetly tell them about the device and all passengers should be treated with dignity, respect and courtesy.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Incident Details: Caller wants to make a complaint against Stockton. She was going through the checkpoint and she had a birth control implant. She had her papers with her. The TSO at the Metal Detector was told that she had the surgery and she tried to give him her papers so that she did not blurt it out for everyone to hear but he did not care that she had papers. She had bags that went through the belt. She walked through the Metal Detector. She was pulled to the side and she showed them her paperwork. She told them they cannot touch it because it is very painful. The older TSO was giving her a hard time and told her that they have to inspect it and they kept trying to touch it. She said there were people going through ahead of her with knee braces on and they were not stopped. She feels like she was singled out due to the bandage.

Airport: Stockton

Airline: Allegiant

Flight Number: Not sure

Date and Time: May 21st at about 1:30 pm

Terminal or Gate: Not Sure

The TSO involved was an older male with gray hair and a young lady TSO. He was very rude but she was doing what she was doing what she was told.

that when he started using his KTN he stopped getting it and wanted to know why this could be. The caller wanted to know if he could start getting PreCheck again if he stopped using the KTN.

Advised caller: Travelers passing through security checkpoints may bring all medications and related supplies—prescription, over-the-counter items, and homeopathic—through TSA security checkpoints after these items have been properly screened. Medically necessary items are not subject to the 3-1-1 limitation and are allowed through a checkpoint in any amount once they have been screened. Passengers should inform a Transportation Security Officer (TSO) if a liquid or gel is medically necessary and separate it from other belongings before screening begins.

Personal grooming and beauty items such as nail clippers, nail files, tweezers, and scissors (metal, with pointed tips and blades shorter than four inches) are not on TSA's prohibited items list and, therefore, are permitted in carry-on or checked baggage after proper security screening or inspection.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

A Patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a Patdown is required in order to complete screening:

- The Patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a Patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Passengers who have medical devices attached to their bodies, such as TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins. If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities. Passengers should consult with the manufacturer of the device to determine whether it can pass through a walk-through metal detector or can be subjected to Advanced Imaging Technology (AIT) screening. If the device can be safely screened by AIT, passengers can be screened using AIT.

In the meantime, individuals who are lawful permanent residents are eligible to apply for TSA Pre✓ through the TSA Pre✓ application program. To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre✓ eligibility for 5 years at TSA Pre✓ lanes at more than 115 airports when flying on participating U.S. airlines.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/22/2014 3:07:47 PM Airport : FLO - Florence Regional Date/Time of Travel : 05/20/2014 5:30 AM Airline & Flight Number : US Airways 3793 Checkpoint/Area of Airport : Checkpoint TSA Employee; (If Known) : Badge: (b)(6) Comment : I will start by saying that I am a TSA PreCheck passenger. I fly between 30-40 weeks per year and have done so for about 9 years. I moved to SC over a year ago and began using Florence airport on a regular basis. I understand that they do not have a PreCheck lane, and I don't have a problem removing my shoes, liquids and laptop. The basis for this complaint is the "random" screening that I undergo on a routine basis. Two of the last 3 times I have flown I have been pulled aside for random screening. The most recent time, on Tuesday, 5/20/14, is the basis for my complaint. I walked through the metal detector and no alarm sounded. However, the officer asked me to step back through the detector and walk through again. My baggage had already passed through the belt scanner. This time an alarm did sound and the officer informed me that I had been selected for a "random" screening. My first question, why was I asked to walk back through? If it truly was a random screening, the person walking behind me should have been selected.

The officer swabbed my hands. I had not used any different lotions or substances than I have ever used in the past and have never had problems when I had my hands swabbed before. This time, the officer running the test did not say anything until the officer who stopped me asked for a result. At that time, he indicated that an alarm had triggered. I was not informed what substance was detected but was asked to step behind a curtain. The officer explained that the search would be more comprehensive than the usual (to which I have become accustomed) due to the alarm. Another officer began unpacking all contents of my backpack. I did overhear her tell the officer searching me that it was taking a long time because she kept having to reset the machine (the same one that they said alarmed on my hands). The officer doing the search offered to completely close the curtain while she patted me down, but I asked her to leave it partially open as my spouse was becoming concerned with what was happening to me. The search was much more thorough than usual, with the officer examining the inside of my collar and my waistband and touching every part of my body. She did explain in detail everything she was going to do before she did it, so I have no complaint about her manner during the patdown. She did walk over to my spouse and when he asked her what was going on and why I was being treated that way, she told him a substance on my hands had set off an alarm. He asked what substance and did not get an answer. He told her he didn't believe it and started to walk away. He had observed me walk through the metal detector and then be asked to walk through again. He heard her tell a fellow security officer that she was going to give him a lesson on "Get out of my face 101" and when the officer asked who she was talking about, she referred to him as "that white man." Before I was allowed to leave the area, the office got a piece of paper and wrote down my name from my ticket. When I voiced my concern to a USAirways staff member and told her what had just occurred, she was appalled at my treatment. She also informed me that flight attendants are even required to remove their shoes at the Florence airport. I have learned over time the items that I carry that seem to throw off the officers working in security. Florence is the only airport where I routinely remove my stapler from my bag and put it into a bin because every time they see the stapler, my bag has to be hand searched. What should be a quick pass through security has become a dreaded ordeal at the Florence airport-so much so, that I am considering driving the extra distance to fly from Charleston or Columbia. So, based on the narrative above, here are my concerns:

*Why was I asked to walk back through the metal detector when no alarm sounded the first time?

*If the screenings that I have been subjected to are random, why is it that I am selected so frequently?

*Why does the fact that I am a PreCheck passenger not factor in at all? I travel through major airports all over this country and walk through with my shoes on and with my liquids and laptop in my bag. If I am such a security threat, then why was I granted PreCheck status?

*Why was I not told what substance was detected on my hand(s)?

*If the officer swabbing my belongings from my backpack noted that the screening machine had to keep being reset, why was it not reset and the swab from my hands retested?

*If the substance on my hand(s) was considered to be dangerous, when my spouse identified himself as traveling with me, should his hands not have been swabbed as well?

*It was not appropriate for the officer to threaten to give my spouse "a lesson in Get out of my Face 101" *It was not appropriate for the officer to identify my spouse by race. Had the situation been reversed and a white officer said the same thing about a black passenger, that officer would be a candidate for a racially based civil suit.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

The caller has metal implants in her knee and went through screening at BHB buzzed and had to get a Patdown. The caller is a 72 year old white grandmother and does not like having to get patted down. The caller does not have to get patted down at SRQ since they have AIT. The caller stated that she knows terrorist but will not name their names that get on flights and do not have to get a patdown. The caller stated that Israel does not have these issues and that she does not want to be patted down. The caller stated that it is not fair to patdown grand parents that are light haired and light skinned.

The caller was advised:

Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Some passengers are selected at random for a patdown.

There is no way to ensure a patdown will not happen during screening.

The caller was advised that we can not assume that terrorist meet any certain group.

The caller has metal implants in her knee and went through screening at BHB buzzed and had to get a Patdown. The caller is a 72 year old white grandmother and does not like having to get patted down. The caller does not have to get patted down at SRQ since they have AIT. The caller stated that she knows terrorist but will not name their names that get on flights and do not have to get a patdown. The caller stated that Israel does not have these issues and that she does not want to be patted down. The caller stated that it is not fair to patdown grand parents that are light haired and light skinned.

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At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdown help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

2014 4:19:3

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

Some passengers are selected at random for a patdown.

There is no way to ensure a patdown will not happen during screening.

The caller was advised that we can not assume that terrorist meet any certain group.

Would like to provide some feedback for your TSA Pre-check line at Denver International Airport. Apparently DEN is doing some sort of test program of how they run passengers thru this system. I went thru it the security on May 16th at 0900. I am an airline pilot so have extensive experience going thru security worldwide over the past 20 years. On this particular day, I went thru security in normal clothing, but went thru the employee line. My boarding pass had the TSA Pre-check green check mark. I was going thru with a fellow pilot. When I reached the TSA agent, he noted my TSA Precheck and sent me to that line, which I was reluctant to go to, since it was so backed up. In fact, the normal security lines were pretty minimal with the number of passengers at all the stations, I would guess 6 lines.

For the TSA Precheck lines, two lines of people were being funneled into one security metal detector. It was drastically slow. In fact, it was so slow, that it took me an additional 15 minutes to get thru security compared to my fellow pilot that started from the TSA agent 10 seconds behind me but he went thru normal security. I want to reiterate that it took me 15 minutes LONGER, and my total time was around 20 minutes to get thru this precheck. I was amazed how ridiculously slow the Precheck line was, when this is for passengers that have been pre-screened and are not taking off shoes, belts, or taking out laptops, but yet was 4-5 times slower than a normal security line. I was appalled since many of these people are frequent flyers and hi-category passengers that the airlines do not need a hassle from like this. The conveyor belts for both lines, were the slowest I have ever seen for any Precheck line in the US. I've been thru a whole lot of them and in big cities such as Los Angeles and Chicago, I'm thru the line in minutes.

If this is a test program, by all means, please stop it. It is an utter failure. I've never seen so many disappointed passengers and this TSA agents, who are normally very professional and courteous at DEN, were quite frustrated with the process. They didn't have to vocalize it, you could see it. I had the opportunity to talk with some of the TSA agents and the frustrating ran deep with all of them. Please listen to your employees.

2014 8:21:4

President Obama wants security times to decrease. This program is not going to do it. Please don't slow down the process for the premium travelers. It's bad enough I experienced this as an airline employee. Denver stands out as a horribly slow security process for the Precheck and these sentiments are echoed with every other airline pilot I have spoken too since May 16th that has gone thru this new process.

Hope this provides some valuable feedback.

(b)(6)

Disability Description: The caller is a Precheck participant as a Global Entry member and has a metal knee replacement.

She routinely flies out of DCA and doesn't set off WTMDs there. The WTMD alarmed at BOS today at 8:30am. She had to go through a patdown and the TSO expressed concern that she alarmed their WTMD but not those at other airports. She asked if TSA should be investigating the WTMDs being calibrated differently and if they are calibrated differently. She feels that this is inconsistent.

She indicated that she travels through several airports across the country and does not alarm those WTMD.

She asked what it means to have Precheck status and if additional screening is always required if there is an alarm.

2014 9:22:1

She asked what card she can obtain from TSA in regard to the metal implants to show the TSOs.

Precheck Status simply indicates that a passenger can receive expedited screening which entails leaving on shoes, belt, light outerwear as well as their 3-1-1 bag and laptop in the their bag. I advised that TSOs are required to clear all alarms via additional screening. She can print a notification card via tsa.gov, but such does not exempt her from a Patdown.

Some of TSA's screening policies and procedures are considered SSI and are not made available to the traveling public.

I advised that I would refer the information to the CSM at BOS to make them aware of this.

Identification and she accidentally showed her expired ID and then gave him the renewed license and told him she has metal implants. Caller stated that the person then acted like she was suspicious because of this. Caller stated that the person told her the lane had closed and he walked her to another line. That person told her that she can skip to the front of the line but she wanted to be fair so she waited. Caller stated that when she got to the front of the line they directed her to the WTMD. Caller stated that she informed the female officer at the WTMD that she would alarm because I have a metal knee. She then walked through and it alarmed. Caller stated that the female TSO then yelled at her for going through the WTMD and she kind of backed up and she yelled at her and told her not to back up into the WTMD and make it alarm again. Caller stated that they were rude and nasty with her. Caller stated that the male TSO that was at the checkpoint then came over he was very hostile. Caller was then asked if she told a certain officer who had his back turned and she said I am not sure because I can see his face. The male TSO yelled at her and said you are a liar and the TSO was busy so he could not turn around for her to see his face. Caller stated that she was then instructed to stand to the side and wait. Caller stated that they grabbed her by the shoulders and pushed her around but thankfully she was not injured. Caller stated that other passengers started walking by and asking her if she was ok and the TSO told them it was none of their business. Caller stated that the person that did the patdown was very nice and professional but the others she had encountered were not. Then a supervisor came over and asked what is going on and she informed her of the situation in a nut shell and the supervisor asked is she wanted to file a complaint but her husband was rushing her to come on and she passed but the more she thinks about the more she did not want the way she was treated to go. Caller stated that the male and female that she encountered should not work with the public because they were not under pressure and it was not even busy when she went through. Caller wanted to know if what is the difference with the 3-1-1 rules going through precheck and do they not screen the items when you go through precheck. Caller wanted to know what technology the AIT uses. Caller wanted to know if she will be contacted about this incident.

Advised caller:

2014 12:46:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. I apologized because she was unsatisfied with the way she was treated. Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. You can request the supervisor at anytime if you since that you are going to have an issue. I have documented everything that happened and I will send this for you I don't know if they will contact you but they may

You can contact the CSM but I will be happy to take the complaint for you and make sure it is forwarded to the appropriate office.

Name: (b)(6)

Phone: [REDACTED]

You don't have to remove the 3-1-1 bag but they still screen it. Caller like precheck and she didn't have to remove her shoes was nice.

Airport: Oakland

Airline: Jetblue

Flight number: 247 (?)

Departing time: 1:15 pm

Date and time of incident: 05 21 2014 12:20 pm

Gate or terminal of incident: Jet blue terminal

AIT is a classification that covers two similar technologies, millimeter wave and backscatter. This testing took into account special populations that are more sensitive to radiation, such as children, persons receiving radiation treatment for medical

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 5/24/2014 5:22:59 AM Airport : SDF - Louisville International Date/Time of Travel : 05/24/2014 6:00 AM Airline & Flight Number : Delta 2099 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I walked through precheck with a black fleece hoody because the temperature outside was in the low 50's. I have worn this fleece for 2 years without incident, until this visit.

I walked through the metal detector without an alarm sounding. The white male agent asked me to hold a minute. He then proceeds to reach behind me and pull and squeeze the hood of my hoody.

I asked the person why he did that. He said because the hoody is bulky. I said it is not I fly with it all the time without problem. He said it was his discretion. I said he was not supposed to touch me unless I set off an alarm. He and the female agent could have asked me to remove it before I passed through the metal detector. He said it was completely at his discretion. I told him I disagreed because they have guidelines to follow. He became angry and agitated that I questioned him.

A second white male agent walked and interjected himself. I told him the conversation didn't concern him but thank you. His assistance was not requested. I asked that he get a supervisor

2014 9:13:4

A supervisor named (b)(6) came to speak to me. I explained to him that the agent should explain what he is doing and why. He certainly should put his hands on a person without an explanation. He should not become indignant once a citizen questions his actions. I also said other agents should not be interjecting themselves without request. (b)(6) agreed. I asked that he address the issues with the agents involved.

I am African American. I didn't see similarly dressed white males subjected to the same physical examination despite being in other hooded jackets including having baseball caps. When rules are clear and objective as well as consistently applied, people won't feel differential treatment is due to biases/prejudices.

As a frequent traveler and a Precheck traveler for a few years now, I know which clothing items clear without alarms and which do not. I purposefully purchased this hoody with plastic zippers and no metal specifically for flying because I knew it would clear security without alarms.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Request for Information

Categories : Traveling with a Disability or Medical Condition; Screening Current Date/Time : 5/24/2014 10:08:13 AM Airport : Select One Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have an artificial hip. I carry a card from the doctor that has my name imprinted on it and a picture of the type of implant. At Fort Lauderdale airport there was no X-Ray machine a gates 1-9. I failed the metal detector and was treated like a criminal, being patted down, even inside my waist band. How can someone like me avoid this terrible experience? I am 70 years old, a natural born American with ancestors going back to the Mayflower. Up to recently, I have been impressed with TSA, but the treatment at Bradley in CT is very different from Ft. Lauderdale. What is the litums paper for? Did you believe I was carrying explosives? Believe me, I am a loyal American citizen and would never harm anyone! Why don't you use the wand on people with hip or knee replacements? You can easily find the location of the metal and that there are no weapons in that location. Thank you for taking time to respond.

2014 11:00:

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: Advised caller:

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline number designed to assist travelers with disabilities and medical conditions.

Travelers may call TSA Cares toll free at 1-855-787-2227 prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

Transportation Security Officers (TSOs) are instructed to listen and respond appropriately to any information a passenger offers concerning his or her physical limitations. TSOs should provide any help that a passenger requests to facilitate the screening process. Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

2014 5 44:2

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

Response Details: Advised caller:

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

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Feedback Type : Security Issue

Categories : Other; Miscellaneous/Other

2014 5 18:1 Current Date/Time : 5/26/2014 4:43:06 PM Airport : MIA - Miami International Date/Time of Travel : 05/26/2014 6:30 PM Airline & Flight Number : AA1065 Checkpoint/Area of Airport : Reentry from customs/ from International to national TSA Employee: (If Known) : Young lady at check point/metal detector Comment : For whatever the reasons, you have not assigned a "pre check" line at this checkpoint so it's confusing for me, the passenger, when we have gone to the pre check program and one tsa person says "you are pre check, no need to take off your shoes" and the other TSA at the machine orders me to go back and take my shoes off. In not a nice matter. Then I asked to show the ticket (in the bag in the other machine). I suggested to let me grab it and show it to her, she proceeded to call me an "uncooperative passenger" and within a minute she sounded an alarm and 5 men were surrounding me. After they all noticed my executive platinum status, global entry and pre check conditions, no body apologize. Only a "have a nice day" Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

2014 8 42:5 Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/26/2014 7:43:12 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 05/22/2014 9:00 PM Airline & Flight Number : Delta 425 Checkpoint/Area of Airport : Crew line TSA Employee: (If Known) : TSA OFFICER (b)(6) Comment : KCM was not available to Delta crew members, so we proceeded through screening. I removed my belt, shoes and everything from my pockets yet metal detector still sounded. I tried 3 times before agent asked me to remove my ID and put it in a bin. I removed my ID but there wasn't a bin next to screening. Agent asked my to step out of line and told I needed to get to operations. Almost immediately a passenger handed me a bin for my Delta ID I went through metal detector without any warnings. While getting my bags I noticed that my ID was still outside of screening. I asked Officer (b)(6) to please put it through screening and she intentionally moved it further back behind other passenger bins/bags. I contacted the supervisor Officer (b)(6) to assist. Even then, Officer (b)(6) did not want to comply. After the supervisor asked again, she begrudgingly put my ID through detector. This type of vendetta authority is unprofessional and childish. Officer (b)(6) said he was unaware of KCM being unavailable to Delta crew members.

Would you like a response? : True

Passenger's Name : (b)(6) Delta Airlines Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) San Jose, CA 95118
Zipcode:

2014 8:43:0

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

San Diego International Airport

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CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address: (b)(6), San Jose

Are you 18 or over? Yes

!014 10:12: Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?
05-27-2014 6:15

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/27/2014 9:53:50 AM Airport : BOS - Logan International Date/Time of Travel : 05/22/2014 10:15 AM Airline & Flight Number : Delta DL1801 Checkpoint/Area of Airport : TSA
PreChk TSA Employee: (If Known) (b)(6) Comment : My medical bag was held hostage by (b)(6). She told a coworker that she was going to make me wait. I went through the metal detector without any problems. I waited for 8 minutes for (b)(6) to give my bag to someone to search. I asked for the supervisor and was told he was at the TSA desk but if I went over there without all my medical bag, security would be called. I waited another two minutes and asked several TSA officers when I could expect my bag. It was not until then, after complaining to three separate individuals, did I receive my medical bag. (b)(6) is the most unprofessional individual I have come across during my travels. I

!014 12:32: spoke with her supervisor and told him of my concerns.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sent: Tuesday, May 27, 2014 11:57 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/27/2014 11:57:14 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 5/27/2014 11:57:14 AM

5/27/2014 12:32:

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

P.O. Box or Street address:

(b)(6)

The caller has a service dog. She was approved through United for her flight and she came back from a trip yesterday through LAX. The TSO said that she would have to have a dog carrier. The agent kept insisting she had to have a dog carrier though the United airlines representative explained that it was a service dog. The caller feels that the agent was simply ignorant of TSA rules. She read the manual online and she had a card attached to the collar indicating it is a service animal. She asked if she could get something in writing that she could carry with her in case she comes across this again.

There were three points that she went through for screening, the first agent did not want them to enter the screening checkpoint to be screened. She was not going to be let through to get in the line because this agent says she needed a carrier. She thinks it was more of a customer service issue not a lack accommodation. She went through the checkpoint and once it was over and she left the checkpoint someone else mentioned the carrier being needed for her dog. During the screening everything was fine and was done properly; she did not have any problems. It was just the TSA agents before entering the line and after leaving the checkpoint that she had problems with. She also did not have a problem at LAS when she went through screening there. She just feels that the officers she encountered at LAX needed more information about the policy.

She asked if she needed a vest, she does not travel that often so she did not buy one. She does have a letter from her doctor that she can use for documentation along with the card attached to the dogs collar.

Airport: LAX
Airline: United
Flight: 479
Date: 5.26.14

2014 2:09: Time: went through about 2:00 PM Departure time 4:17 PM

Location: United number 7 where the United desk were and the TSA agents were to the right before entering the line.

Agents: Before entering the line a black woman with slight build, maybe 5'5" or 5'3" with orangish hair. After checkpoint, black woman that was a little bigger, 5'5" or 5'6" with dark hair.

Advised caller:

If a passenger has a service dog due to a disability or medical condition, both the passenger and the dog will be screened. The passenger should inform a Transportation Security Officer (TSO) that the dog is a service animal and not a pet, and we recommend that passengers have documentation or that the dog wear gear (a harness, vest, etc.) to indicate that it is a service animal.

Passengers are expected to maintain control of their animals by holding onto the leash throughout the screening process, and they should not be separated from their dogs by TSA personnel.

Passengers with service dogs will be screened either by a walk-through metal detector or thorough patdown.

I will forward this information to the CSM as it was a customer service issue with agents.

I can email you information regarding the screening policy on service animals so you can have it in writing.

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 5/27/2014 12:58:28 PM Airport : SAV - Savannah / Hilton Head International Date/Time of Travel : 05/27/2014 1:00 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

2014 2:31: Comment : TSA pre has been closed at this airport for over 6 weeks. There is a total lack of order by the agents that work there causing much confusion with the passengers. Today one TSA agent told passenger to go through metal detector while another yelled at him for not going through the scanner. I haven't seen this anywhere else, but it would appear if you are 60 or older you are automatically put in the one heck line. This caused it to be significantly slower than the regular line. Worst one airport I've been to and I'm in different airports three days a week Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address: Nice

Zipcode:

2014 4:04:00

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

John F. Kennedy International Airport

Hi TSA Team,

I would like to report an incident that happened to me today and I had my Civil rights violated.

This incident happened at the San Jose Airport on May 27th at 6:20 AM (Today) . I am from India and follow the SIKH Religion. As a result of my religion I wear a head covering called a TURBAN.

I am a very regular traveller and usually as part of my security check I run through the scanner and or Metal Detector followed by a PAT Down of the Turban and a hand held metal detector. Usually if the hand held detector goes off it is due to the PINS I have on my Turban which are the culprit and I remove the PINS and then hand held is performed again and cleared.

This morning while I was travelling to Los Angeles on Southwest flight 1280 , as part of my additional check and pat down , the hand held went off due to the pins in my turban. I told the TSA agent that I will remove the pins and he can then run the hand held once again clearing the security check, but he was adamant on asking me to REMOVE MY TURBAN.

2014 4:04:00 The TSA agent to my surprise asked me to REMOVE MY TURBAN as he wanted to run the TURBAN through a xRAY machine.

This was a completely unacceptable situation as I had never done this in my regular travel for past 11 years . Please understand that asking me to remove my turban is like asking a women to strip NAKED because she was found with a HAIR PIN in her hair.

I have taken this matter up with the SIKH Coalition Legal team and would like to take this matter up seriously as this is considered an insult to the SIKH religion.

Thanks

(b)(6)

Today at 6:15 am at La Guardia airport at the security checkpoint at gate C, the first aisle (left to right) I was ushered by an officer who stood next to the metal detector that claims his last name was (b)(6) he wouldn't allow me to see his shield. He spoke to me with extreme disrespect, yelled in my face when I asked if I should remove my glasses and continued to berate me with a negative attitude through additional screening. I fly this airport and others in the area over 6-8 times a year and have never been treated with this much disrespect, I understand your extensive process of screening is in the name of security but I can do without the nastiness, especially in the mornings. I am a paying customers and the TSA is supposed to keep consumers like myself safe, not berate and disrespect travelers going through security. I was more intimidated than comforted with this individual handling security proceeds. I would like a response ASAP to know that this individual is disciplined and his behavior is corrected for the future.

(b)(6)

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CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address (b)(6) Bridgewater NJ 08807
Zipcode:

2014 2:20:3 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No
Ethnicity? No
Religion? Yes
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Newark Liberty International Airport

What was the date and approximate time of the incident?

Caller is flying tomorrow on United flight 491. He has a disability, called a deep brain stimulator. It's a probe in your brain. He said the stimulator is in your chest. He downloaded boarding passes for he and his wife. His wife is Precheck and he is not. Why is this?

Caller Advised:

2014 6:17:4 If TSA determines a passenger is eligible for expedited screening, this information will be embedded in the barcode of his or her boarding pass. While some airports may allow individuals who are traveling with a TSA Pre eligible passenger to access the TSA Pre lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations.

If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins.

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. These passengers may request a thorough patdown rather than using screening technology.

If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

2014 10:15: The caller flew from MCO to PHL on US Airways flight 768 leaving at 2:00PM. He went through screening around 1:00 PM. (b)(6) is 78 years old and was allowed to keep his belt and shoes on. He was wearing a dark green and blue baseball hat when he entered the checkpoint. He placed all his metallic items and medications in one bin. He also stated he left his medications in his carry on. He also had a bottle of medication in his shirt pocket. It was an inhaler. When he went through the metal detector he was told to empty all his pockets and go back into the line. He complied and went through the AIT. After leaving the AIT he got a patdown on his shoulder and side and then cleared. When he got to PHL he discovered his inhaler was missing. He thinks the TSO's confiscated it at MCO.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 5/29/2014 7:02:18 AM Airport : DEN - Denver International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 8:38:56 Comment : Every TSA pre check should include a body scanner- I have metal implants that always activate the metal detector alarms requiring going back, removing my shoes & going through again, then waiting for a female TSA agent and going through a full body pat down.

This protocol utterly defeats the point of being vetted & identified for pre-check.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From (b)(6)

Sent: Thursday, May 29, 2014 6:18 PM

To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen

Cc: (b)(6) Legal: Rajdeep Singh

Subject: Follow up Re. Contact (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, Professor (b)(6). Professor (b)(6) Urban was patted down and squeezed, without his consent and in violation of his civil rights, by the TSA at Newark Liberty International Airport on May 20, 2014. Professor (b)(6) flew United Airlines, Flight No. 4485, from Newark to Dulles International Airport in Washington D.C.

(b)(6) filed a complaint with the TSA and DHS on May 20, 2014 through the FlyRights phone application. In reference to Contact (b)(6), we wish to provide additional information regarding the incident. Please see attached complaint and accompanying exhibits, including his original FlyRights complaint.

Thank you for your attention to this matter.

2014 8:16:42 Best,

(b)(6)

--
(b)(6)

(b)(6) New York, NY 10004

Phone (Main): (b)(6) | Phone (Direct): (b)(6)

Facsimile: (212) 208-4611 | Email: [HYPERLINK\(b\)\(6\)](mailto:HYPERLINK(b)(6)@sikhcoalition.org)

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Visit our website at HYPERLINK <http://www.sikhcoalition.org>

Support the Sikh Coalition's work at HYPERLINK <http://www.sikhdonate.org>

Visit us on Facebook at <http://www.facebook.com/thesikhcoalition>

Follow us on Twitter @sikh_coalition.

~~This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the e-mail and notify us immediately.~~

My understanding is that the intent of Pre Check is to ease the burden on TSA and to reduce flyer inconvenience. If that is correct, Dulles procedure can use improvement.

I have a knee implant. As such, I set off metal detectors but do fine in ProVision scanners. In the airports I normally fly through if Pre Check does not have a Pro Vision I have always been either directed or escorted to one while retaining my Pre Check status. At Dulles there is a Pro Vision immediately adjacent to the Pre Check station and I was directed to go through it. However, I was required to remove my shoes (no big deal) but since I did not remove my computer, my bag had to be re-scanned. Essentially I was no longer Pre Check while in this lane. This cost me time and TSA time.

It would be super easy for Dulles to adopt the protocols used by other airports where a solution for those of us with metal implants is available to TSA personnel and the traveller.

2014 10:15: By the way, I think in general TSA personnel country wide are doing a great job and are very courteous these days.

American Airlines flight 263 to LAX
5/30/14
Gate B-71

(b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 5/30/2014 3:55:28 PM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 05/30/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Walked from UA domestic departures to Gates 14 and up TSA Employee: (If Known) :

Comment : I traveled from Austin Bergstrom to LAX on May 30th. At approximately 2PM local, I commenced TSA security screening. I complied with regulations regarding removing shoes, my laptop from my bag, etc. I indicated to the TSA agent that I was pregnant and did not wish to expose my unborn child to potential harm from the body scanner, and would prefer to go through the metal detector. Not only did he inform me that was not an option, he insisted that body scanners do not emit x-rays and was very confrontational and extremely rude in general (in the meantime allowing several individuals pass through the metal detector). I, in fact, know that TSA at one time used x-ray backscatter and although the technology is being phased out, there was no way for me to know whether or not this particular machine was updated with the newer millimeter wave scanner technology. As a pregnant woman tasked with the duty to keep her child safe, it is completely unreasonable to try to coerce me into performing a security screening I am not comfortable with and be otherwise confrontational about refusing the body scan. I am not obligated to take the agent's word that the machine is updated and he is not tasked with being arrogant, rude and coercive. I willingly submitted to a pat down and although the female agent also argued that I should go through the scanner, she was ultimately less confrontational and more professional than the needlessly aggressive individual that TSA unfortunately decided to hire. Should I, as an expectant mother, voice my concern that the scanner is an inappropriate option, that should be the end of the discussion and TSA should offer additional options that are 1. PROMPT and 2. RESPECTFUL. Unfortunately, neither of these concern were addressed in a professional and courteous manner. This particular agent needs prompt retraining or disciplinary consequences should his behavior persist.

2014 4:22: Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism Customer Service; Screening Current Date Time : 5 30 2014 4:20:52 PM Airport : SAN - San Diego International Date Time of Travel : 05 29 2014 11:30 AM Airline : Flight Number : Delta 89 Checkpoint Area of Airport :

Delta Terminal TSA Employee: (If Known) :

Comment : I was very disappointed with my experience going through security at SAN on 5 29 2014 around 11:30AM. I am 7 months pregnant and requested to opt out of the metal detector and have a pat-down, as TSA policy permits. This request was an obvious annoyance to the agents on duty (despite that there were few people going through security at that time). I was told by multiple agents that it was fine to go through the metal detector and if I didn't want to, I would just have to wait.

2014 6:00: Multiple agents conferred with one another over whether or not I could make such a request, which took much longer than the pat-down itself, which did eventually occur. I was made to feel as if I was making an outlandish request and that my reason for opting for the pat-down was not valid. If TSA is going to allow the opt-out option, it would be greatly appreciated if agents would respect the request and not treat passengers as if they are causing a tremendous hardship. The whole experience was both embarrassing and upsetting.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have a complaint about treatment that I received during a screening in Austin, Texas on March 3, 2014.

I was a first class passenger on Alaska Airlines flight 671 from Austin, Texas to Seattle, Washington on the afternoon of March 3, 2014. As a result of a severe leg injury, I was partially disabled and unable to bear weight on my right side. I was able to use two crutches for a few feet only without weight bearing on my right side. Otherwise, I was required to use a motorized cart and wheelchair prescribed by my physician to guarantee my safety. I went through the security line in an airport wheelchair. During the screening, however, the TSA female officer would not allow me to stay in the wheelchair. She forced me to stand and balance on one leg while she removed each crutch to use the wand/ metal detector over my body and the airport wheelchair. During this time, I was forced to balance on one leg with only one crutch. The TSA officer did not allow me to sit in a chair or remain in the wheelchair during the screening process. The screening was unsafe because I was forced to balance on one leg using only one crutch instead of being allowed to remain in the wheelchair, sit in a chair or use both crutches to support me. The screening placed me at risk for a fall and suffering further physical injury. Based upon my experience, the TSA officers on duty recklessly disregarded my physical disability and the screening was dangerous.

2014 10:02:

I look forward to receiving the TSA comments about this dangerous screening process.

Kind regards,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 5/31/2014 3:53:37 PM

2014 5:00:4 Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): AA 52 at LAX gate 40 on Sat 5/31 at 11:40 a.m.

Comments: I'm TSA pre. I went through metal detector and screening without incident. I was chosen for a bomb chemical detection test. A false positive resulted. 3 officer took my possessions and me into a small room. No cameras or witnesses were present. An aggressive pat down, including throughout my groin, occurred. I complained that they should have conducted a second test before a pat down to exclude a false positive. The officers said that wasn't Protocol. I complained there were no non-TSA personnel to witness events. They aggressively searched me and patted me down aggressively. I expressed extreme discomfort. These events should be recorded to protect both parties. Finally, the last thing the officers did was run a second test, which was negative. If only they had started with a second test, all of the discomfort and stress could have been avoided.

Disability Description: Caller has a pacemaker.

Response Details: Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Incident Details: Caller flew from Kingston Jamaica to Miami to Philadelphia on Thursday. Caller said she has a pacemaker and her doctor told her not to use the metal detector and she should have a patdown. Caller said there was another lady TSO on the other side and she had nothing to do with this. Caller said she told the TSO repeatedly that she should not go through the detector, but she asked her to go through anyway. Caller was in a wheelchair and caller said the TSO asked her to get out of the wheelchair and walk through the metal detector. Caller thought the equipment was inactive so she followed the instructions of the TSO. Caller said a buzzer went off but no one patted her down. Caller said she was taken somewhere and it was reported to the supervisor. Caller said she was told to call the TCC to report this incident. Caller has the name of the TSO involved (b)(6) badge number (b)(6). Caller said this TSO told her to go through the metal detector. Caller said she is going to her cardiologist tomorrow to see if her pacemaker has been affected.

!014 2:54:2

1. Airport
2. Airline----American
3. Flight #---702
4. Date and Time of the flight---05 29 2014 4:30 pm
5. Gate or Terminal----Caller is not sure.
6. Baggage description---N A
7. Bag Tag # (10 digit)---N A

I am writing to you because the metal detector at the Gainesville, FL regional airport is WAY too sensitive. I've been stopped innumerable times and today was the last straw. I am TSA pre-check - but I still had to take off my jacket (which had 5 metal buttons) and my watch (which even has a plastic band!). The only metal on my body was a 1/4" thick sterling silver bangle and a pair of sterling earrings - then it would let me through. I literally was wearing this same outfit on Friday when I went through O'Hare TSA pre-check - no problem.

I travel every week as you can see from my profile:

(b)(6)

Gainesville, FL 32608

Delta Skymiles (b)(6)

!014 6:23:4

The only place I am ever stopped due to the metal detector is Gainesville - really???? Please do something about this!

Sincerely,

(b)(6)

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

2014 7:02:1 We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

We hope this information is helpful.

TSA Contact Center

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Sent from my iPad

(b)(6)

My wife and I arrived at approximately 2:30 PM. We were both listed as TSA Pre-check. The TSA Pre-check line is not well marked. We spent time waiting in the general line. As we got to the front of the regular line, we noticed the TSA line. I approached the officer checking ID. As she was checking my ID, she told my wife to wait while a person newly arriving in the Pre-check line was allowed to go between me and my wife.

The officer said the dedicated Pre-check screening area was not open, but she highlighted our tickets and stated that we would be allowed the normal Pre-check screening. I did not remove my shoes or belt and went through the metal detector rather than the body scanner.

I did not remove my laptop from my carryon bag and it went through the x-ray machine. On the other side, an officer said my bag would need to be scanned again.

1014 8:24:3

Now this is the part that upsets me. When the computer came through the second time, it was out of the bag. A TSA officer took it out of the bag while it was out of my sight, without my permission. In an effort to protect your officers, allow me to tell you what was in the bag that was opened:

Medication

\$ 180.00 cash

My wallet with multiple credit cards

My Driver's license that was out of my wallet.

Computer accessories such as power cords, memory cards, and a mouse

Caller stated that she flew last night on a flight from LAX last night and after she received her luggage she found that the zipper was busted and all of her belongings were basically messed up beyond the way she packed them. She also stated that there was a flash light that was on. Asked the caller if she would like to file a claim for the damaged suitcase and she stated that she would not.

Gave the caller the following info:

1014 9:56:2 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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Caller is wanting information on the precheck screening with metal implants. She doesn't like that at airports like MDW, they only have a WTMD at the precheck line and she doesn't like that she has to go through a full patdown because she alarms the device due to her metal knees.

1014 10:13:5

CCR informed her:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Precheck. If there is not an AIT for her to go through then she will have to go through the patdown to be cleared and allowed through since she does have the metal implants since she will alarm the WTMD.

Since we are not located at the airport, there isn't a way we can make a suggestion to them to put in an AIT at every precheck line because each airport does have different screening devices.

She can contact the airport directly through opt 5

I have contacted you previously regarding concerns at Chicago's Midway Airport. The following are concerns that I have & other travelers have expressed:

1. There is not a body scanner for the TSA pre-check line & those of us with implanted medical devices cannot use metal detectors, therefore cannot use the pre-check.
2. Every week the rules change and as an example, today tablets with detachable key boards had to be removed from & placed in a separate bin. I have had mine for 6 months & today was the 1st time I was told that, as were other travelers. Another example is hand lotion & Chapstick that is always in my purse and has not had to be removed for the last 3 years had to be removed today. I was treated in a condescending manner by the female agent that was scanning.
3. My laptop that is in my checked bag was so poorly handled at the Albuquerque Sunport that I had to have it serviced at weekend rates. If it had been replaced as it was packed it would have been fine & most airports do that.

I would appreciate a response.

014 10:27:1 Thank you,

(b)(6)

Valparaiso, IN 46383

(b)(6)

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 07470

014 2:06:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----

From: (b)(6)
Sent: Wednesday, April 23, 2014 7:39 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

!014 4:21:0 NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

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CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Foster City
Zipcode: 94404

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

Caller wants to know why she can't go through Precheck when she arrives in a wheelchair.

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713™.

!014 5:22:0 TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Preu2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Travelers can check the TSA Preu2713™ Participating Airports page (www.tsa.gov/tsa-precheck) for information on locations of active TSA Preu2713™ lanes.

Informed caller about PSS and TSA CAres for future flights to call 72 hours before her next flight.

Hello,

!014 8:05:3 I was flying out of DTW on June 2 at about 5PM. I get that some of us may be subjected to further screening and being chosen at random. However, being stopped in line to have my hands checked for "explosives" and then being randomed again when I went through the metal detector was a bit silly. There seems to be very poor communication between the agents at DTW and I could hear one officer screaming and yelling at her other colleagues about lack of communication as well. I travel quite frequently and have never been randomed twice. It makes you feel like a criminal just for traveling.

On another note, your agents at DTW could benefit from training on sensitivity and friendliness. The scowls and dirty looks were really unnecessary.

Caller flew from FLL on JetBlue. She was patted down twice. She stated she didn't like it once because she had jewelry she couldn't remove. She was a patted down again. She had a gold and diamond pendant. The Lost and Found couldn't find it. She wanted to know why she was patted down twice.

There are various reasons why you might receive secondary screening, but I cannot advise why you were patted down.

!014 8:28:1 Caller asked to speak to a supervisor.

(b)(6) took over call: Caller stated on May 20th she traveled through FLL. After setting off an alarm while going through the WTMD due to the gold bangles she was wearing, she received a patdown. Caller stated she was then given the ETD test with no explanation as to why. She was then taken to the private screening area for an additional patdown. Caller stated through this entire process she was wearing a necklace with a heart shaped gold pendant with diamonds. She stated the pendant is gone, she is not sure where it may have fallen off. She has called lost and found twice and was told it was not there. She would like for someone to please take a second look to see if it can be located.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 6/3/2014 10:41:52 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/03/2014 10:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 12:27:1

Comment : ONE X-ray belt and metal detector was open for all non-pre check security. This is unacceptable!! Poor service! Pre check pilot program lines had at least four lanes open and virtually no wait while the vast majority of travelers waited over 25 minutes to get through security at an otherwise non peak time. Unacceptable!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA violated screening rules pertaining to Service Animals for Hawaiian Airlines HA 179 at Hilo Airport on Tuesday, June 3, 2014 at 4:00pm.

Travelers:

· (b)(6) Handicapped 57 yr. old female traveling with her French Bulldog registered with Emotional Support Animal Registration of America. Dog wearing red harness properly marked with ESA logo and ESAR identification card. Doctor's prescription was available upon request.

· (b)(6) Handicapped 36 yr. old male (son) with lifelong learning disability.

Statement of (b)(6)

2014 8:14:0

My emotional support dog and I had a tsa approval pass and went through the machine several times when the women screener got another male gentleman to help. We went through several times then the man took my dog away from me without my permission and made me walk through myself as I was asking to help my handicap son and the baggage. The dog had to go through the screen three more times before we got released.

Statement of (b)(6)

My wife was traveling from Hilo to Maui after visiting her mother for emotional support. This was the first time traveling with her dog on a plane. (b)(6) was not aware of her rights pertaining to her emotional service animal and TSA screening.

TSO violation:

· At no time during the screening process will you be required to be separated from your service animal.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 6/3/2014 10:04:19 PM Airport : MKE - General Mitchell International Date/Time of Travel : 05/31/2014 2:30 PM Airline & Flight Number : AA 2634 Checkpoint/Area of Airport : Gate C TSA Employee: (If Known) : Female don't know name Comment : I am pregnant and opted to not go through the BIG x-ray machine, they had 2 lanes open but were just closing the lane with the metal detector. The male TSA employee kept trying to let me know that there's no proof that the x-ray machine can hurt my baby and I kept letting him know that my DOCTOR had advised me not to go through them and that I travel often and had never had anyone tell me to just go through or try to convince me it was no big deal as he was doing. Then a female TSA agent came over to take me to do a pat down...she alerted me of what she was going to do, but again, I travel often and have been getting pat downs for a bit now and hers was BY FAR the most invasive yet! She touched my buttocks, stuck her fingers inside the waist band of my pants and made me lift my shirt with a bunch of other travelers around watching, she ran her hands up my leg which is no big deal but on both sides she made contact with my vagina which has NEVER happened to me and I thought was extremely inappropriate!!! I felt extremely violated and I felt as though because I had inconvenienced them by not just going through the x-ray machine as the male TSA employee was trying to implore me to do, I was being 'punished' for it by this woman being invasive!

I HAVE to continue to travel and get pat downs for the time being and now after this experience I am very upset and dreading the TSA.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name : (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Disability Description: The caller and her husband are elderly. Her husband had an accident and hurt his arm. He wears a brace on his elbow.

Response Details: I advised the caller that she would need to write in her complaint. I apologized to the caller for their experience at the security checkpoint. I advised her that her complaint would be forwarded to the appropriate office but that it would just have to be in writing.

Incident Details: The caller and her husband traveled through MDW airport on 6/2/14. The caller is in her late 70's and her husband is nearly 85 years old. The incident occurred around 7:00PM. They were traveling on Southwest airlines. The caller stated that she and her husband were randomly selected to go through a side lane. She stated that they were told that they would not need to take off their shoes. The caller stated that a tall man, who was very nice told them that they could go through the line. The caller explained that her husband had a brace and the tall man told them that was fine. The caller stated that there was an alarm whenever her husband went through the metal detector.

014 10:00:1

The caller stated that the officer at the screening checkpoint became rude. She stated that her husband's luggage was thoroughly searched as was his wallet. She stated that he had a patdown. She stated that her husband was told that he had to stand with his arms out for 4 mins and was not allowed to put them down. The caller stated that they told the officer that he had a brace. The caller stated that her husband stood there in obvious pain. The caller then stated that the tall man came to the security checkpoint and asked them what was going on. The caller stated that the officer that was being rude to them and conducting the screening became more compliant.

I advised the caller that she would need to place this in writing. I am sending this to ODPO as her husband had a brace on his arm and had to stand with his arms out for four minutes and was placed in obvious pain.

I obtained her email address so that we could send the RFI to her.

Caller flew from OMA about 3 weeks ago and she was traveling with two infants by her self. Caller stated that she could not carry the two infants through at the same time and she ended up having to have a stranger carry one of them through or they were not going to allow her to fly with them. Caller is wanting to know what TSA policy is about screening children. Caller wanted to know how she is supposed to carry them through if she can't be separated from her children. Caller stated that she can not carry them both at the same time.

Advised caller:

Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

014 12:35:4 Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. Since the children are small and can't walk then you would have to be screened by the WTMD. That is the only information that I have is they have to be carried through if they can not walk. Since you have two then they may have to be carried through together. Caller asked for a supervisor.

Escalation Notes: (b)(6)

The caller has two 8 month old infants that can't walk and the TSA at OMA wouldn't allow her to carry both children through the checkpoint. They got a stranger to carry her children through when she asked to speak to a supervisor. The supervisor told the caller that her two children fell outside of TSA policy and that she couldn't carry both through. She is going to fly again through OMA in about a week and she wants to know if this is going to happen again. If it does she is going to sue TSA.

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From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Wednesday, June 04, 2014 4:32 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/4/2014 4:32:05 PM

Attachment

1) Information about the person who experienced the civil rights civil liberties violation

(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

n/a

Cell Phone:

same

PO Box or Street address:

n/a

City:

Littleton

State:

(b)(6)

Littleton, Colo 80127

(b)(6)

Dear,

Transportation Security Administration's (TSA) Office of Civil Rights and Liberties

I am writing this letter regarding an issue that occurred on 6/1/2014 around 8:00am. The flight number 2920 Portland to Denver. I will briefly describe the issue. I was on a family vacation with my two children and my husband. I had been through two other TSA screenings that same week without an issue. My boarding pass didn't match my State driver license.

My State driver license was about to expire before I purchased my ticket, so I had decided to put my new married last name on the boarding pass, but I couldn't change it at the DNV on my State driver license because I first had to go through Social Security office first to change it there first. Therefore, I left my median last name on my State driver license. I had explained this issue to the TSA, so the TSA asked me for other verification like a prescription or anything that has my new married last name, so, I had verified my last name with photo I.D. state issued, medical insurance card, and a prescription bottle. I completely cooperated with her so we could get through security faster. After all of that she asked me about my kid's names and my husband's name even though he had his State driver license (same last name).

Besides, I had been screened through the Advance imaging technology and my carry-on went through the scanning process. Another TSA agent showed me the screen and said "good job you passed this screening." To inform you, I was dressed in skin tight elastic tank top shirt and skin tight pants without setting off any metal detectors. However, that still wasn't good enough for the TSA. The TSA agent patted me down from head to toe, and she also lifted my shirt and checked my waste area twice putting her hands on the inside between my pants and waste. She had taken everything from my carry-on bag out in front of everyone swabbed all my personal items like I was a criminal. Furthermore, I wasn't given a choice she made me do both screenings I felt violated and harassed. I feel she was being unreasonable with all her screening and questions. I shouldn't have to feel like a criminal, and be violated to that extent. The TSA officer was a supervisor or at least that's what was stated, and she never once offered me a private location to do a pat down. I feel several of my rights were violated at this point.

Please feel free to contact me by email: [\(b\)\(6\)](mailto:HYPERLINKmailto:(b)(6)) Or call me at (b)(6)

Thank you for your attention on this matter.

Sincerely,

(b)(6)

Caller was in Yuma. She has a pacemaker and she got a full patdown. She was informed of the patdown procedures and she told her she was not going to accept a patdown. She ended up going through WTMD, on her own choice because she refused the pat down.

'014 7:44:2 Advised,

I advised that if she turned down the technologies, which she was supposed to do due to the pacemaker, she would have gotten a patdown to get through the checkpoint. I advised the only reason she went through the WTMD was on her own choosing because she refused to get a patdown

Caller: She was calling to file a complain about TSA handling people with disabilities through the checkpoint. Specific with blind people. Every time that her boyfriend that is blind go through the checkpoint Tso will pull him instead of let him walk with the dog. She said that TSA was treating him like a second class citizen. She just was calling to let us know and she hung up.

'014 8:48:5

Advised: He have to to walk by himself through the metal detector and she could not help him.

To Whom It May Concern:

I would like to file a complaint about the overall treatment of the TSA towards individuals who are blind. As a sighted woman and a special education teacher who not only teaches and advocates for students with disabilities, but is also dating a very smart and capable blind man who happens to work for the federal government, we find the actions of some of your agents unacceptable. On one particular trip traveling out west, an agent spoke to me as the "token sighted person" and inferred that I was my boyfriend's care taker. I corrected the person by stating that he was my boyfriend and not in any way his caretaker. Blind people are perfectly capable of taking care of themselves and in no way need caretakers of any kind.

'014 9:08:4 In another incident, an agent grabbed my boyfriend's cane as it came through the X-Ray machine and proceeded to play with it as he referred to it as a javelin. Lastly but also most importantly, every time without fail the TSA agents ask my boyfriend and others who are blind to put their canes through the X-Ray Machine and PULL them through so that they are dehumanized and not treated as people. This is ABSOLUTELY WRONG AND A VIOLATION OF HUMAN RIGHTS. We have looked at the manual where it CLEARLY states that blind people are allowed to walk through metal detectors with their canes. Dog users are allowed to walk through with their dogs, so their should be no difference, and according to law there is none. We are disgusted by this kind of treatment as we expect the TSA to be focused on the safety of the public and not on treating folks with disabilities as second class citizens. Thank you.

Sincerely,

(b)(6)

Disability Description: Caller has a knee replacement and they paid \$85 for precheck and she showed her card and went through the WTMD for screening. States she triggered an alarm and the TSO took her carryon bag and purse and emptied it and they took her to another line and she is 75 Yrs. old and had a complete patdown and because she couldn't get her shoes off and back on they ran something over them. States the TSO was very nice and another gentleman didn't open her purse until she was there.

When she arrived at ATL she stated she was provided a wheelchair which was very nice.

Information Request: Why does her knee replacement require her to have a patdown when she has the precheck and what did she pay the \$85 dollars for?

Response Details: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Explained she can present documentation which only improves communication with the TSO and advises of any medical condition which could affect the screening, not a requirement.

'014 8:08:1 Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Provided information via email.

Explained to caller going through the precheck lane doesn't prevent a passenger from having a patdown if an alarm sounds going through the WTMD.

Explained to caller she paid the fee for a background check, fingerprints, etc. for the program and those services aren't free.

Disability Description: Caller has a knee replacement and they paid \$85 for precheck and she showed her card and went through the WTMD for screening. States she triggered an alarm and the TSO took her carryon bag and purse and emptied it and they took her to another line and she is 75 Yrs. old and had a complete patdown and because she couldn't get her shoes off and back on they ran something over them. States the TSO was very nice and another gentleman didn't open her purse until she was there.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 20001

014 12:14:2 Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

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Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 20001

014 12:14:2

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Indianapolis International Airport

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 20001

014 12:14:3

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Ronald Reagan Washington National Airport

Hello TSA,

I flew out of SNA (John Wayne) airport on May 6, 2014 on Alaska Airlines Flight 501. The flight took off at 10:10 am - so my party went through the security checkpoint before 10:10 am.

A member of my party was (in our opinion) harassed by a TSA agent during the security screening process. The member of my party was about to enter a metal detector and the TSA agent ask my party member if my party member had a "metal hip".

The party member did not set off the metal detector and does not walk with a limp - so there is no reason the TSA agent should have asked this question.

014 6:15:0 I am going to contact Alaska Airlines regarding this issue as well.

Best Regards,

(b)(6)

Irvine, California

HYPERLINK: (b)(6)

Disability Description: Caller had a bad leg and filed an ODPO complaint.

Incident Details: Caller flew in January and had an injured leg, she requested assistance as her doctor only allowed her to fly as a handicapped patient. When she was being wheeled to the checkpoint a man called her over and made her pick up her dog and walk through the metal detector. The dogs collar set the metal detector so they took her dog and performed a pat down. After that the man picked her up physically and started bumping her injured leg with his. Caller continually said the man was hurting her and he continued to do it and was consistently rude. The man eventually ran his leg down hers on her ankle and cause her to collapse. She asked for his name and badge but he would not let her. She has six spots from her hip to her ankle from scar tissue caused by this the caller says. She has spent all of her money trying to correct this issue.

She called Sky Harbor the moment it happened and they told her it was TSA and that it was all recorded and not to worry about it. The TSA then told her they deleted tapes every thirty days. Caller just sent an RFI a few days ago and wants to know what is going to happen.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

INQUIRY:

Caller's daughter was traveling as an unaccompanied minor from PHL. Caller escorted her daughter to the gate so she went through the screening checkpoint. The metal detector alarmed due to metal overall buttons so caller was informed that she would need a patdown. Because the caller is 8 months pregnant, she was uncomfortable with the patdown procedure and informed the TSOs that her breasts and belly were very sensitive and shouldn't be touched. A supervisor was called and then the police were brought over because the caller didn't want her body to be touched. The TSO that did the patdown jammed her thumbs into the bottom of the caller's belly. Caller was very upset about the patdown and the way in which the screening process was conducted.

014 11:47:4
RESOLUTION:

Per Jeff Burke, gave the contact information for the CSM at PHL:

Name: (b)(6)

Phone:

Email:

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 6/7/2014 2:15:32 PM

Airport : PHL - Philadelphia International Date/Time of Travel : 06/07/2014 3:00 PM Airline & Flight Number : US 1927 Checkpoint/Area of Airport : A Concourse East TSA Employee: (If Known) :

Comment : This entry point did not have TSA PreCheck however the initial agent advised I was eligible for Expedited Screening and advised that I still had to pull the normal items out but could leave footwear on and was eligible for Metal Detector instead of the MW Scanner.

As I approached the metal detector there was an older gentleman advising passengers of the same but needed to see the TSA label on their boarding passes. I was using a mobile boarding pass which did have the TSA Precheck certification above the 3D Bar Code. I showed this to him and he advised he couldn't read a mobile boarding pass. I tried to explain it to him and all he did was argue that it was too small to read.

After attempting to work through this with the agent he finally agreed. I stopped the supervisor on duty and wanted to provide feedback that agent was having trouble with mobile boarding passes. I wasn't trying to be overly upset, just providing feedback as more and more people are using the paperless tickets. The supervisor argued with me thinking I was complaining about a random exclusion. The agent in question was very specific about paper tickets vs electronic tickets. I tried to stop the supervisor and explain this and he just continued arguing.

We were discussing completely separate points and for what ever reason he wouldn't stop to listen to me. I even politely stopped and asked him to listen to me for a minute trying to get back on the same page.

I completely understand that PreCheck isn't always available and even when it is you may be randomly asked to go through the standard process. I have nothing but respect for the jobs TSA performs. I just simply felt I went through a training issue and wanted to bring it to the supervisor's attention. His argumentative attitude was worse then if he had agreed with me long enough to dismiss it after I walked away.

Basic customer service should be required for any supervisor and then I think much of the negative perception about TSA would be mitigated.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number:

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Remote Client IP: (b)(6)

Date Time: 6/8/2014 4:59:51 PM

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight number: AA97

Airline: American Airlines

Terminal: D

Airport: DFW

Comments: I passed through Terminal D of DFW on Tuesday May 13, 2014 returning on an international flight from Cancun, Mexico (flight number AA97) and was appalled by the immaturity of several TSA officers working in that terminal. My father and I were given Express Passes, along with everyone else on our flight, to go through Customs and get to our next flight on time since our previous flight was severely delayed due to a maintenance problem with the airplane. We passed through the express customs machines, retrieved our luggage, re-checked our luggage and proceeded to security before trying to catch the next leg of our flight in time. When we arrived at the security check point, around 12 noon, my father passed through with no problem, having a PRE-CHECKad ticket. When it was my turn, I asked if I could pass through the metal detector instead of the full body scan, as I fly internationally regularly and had researched the body scanners thoroughly on several occasions and preferred an alternative method. In the past I had been allowed to pass through metal detectors instead of body scanners on several occasions, despite the officer assuring me that I had not and that that had never been an option. When I asked if there was an alternative method available he ordered me to stand to the side of the line for a pat down, saying that I had opted out of the scanner. This was ok with me as I preferred not to go through the scanner and that was no longer an option. The two did not take any action to get me through the check point until I saw someone going through the metal detector with an orange paper and I told them that I had been given an Express Pass and was going to be late for my flight and, more importantly, that my father had been standing several feet away watching this happen for the last 10 minutes. This is when the man finally got on his radio and asked that someone come to give me a pat down. When the man, a bald man who I had seen before walking around the checkpoint, came to give me a pat down, I tried to ask him if I could just go through the scanner to be on my way more quickly, but he interrupted and told me to wait to ask him any questions. He pulled me through a little gate on the left of the scanner and over to a mat with 2 yellow feet drawn on it. I made several attempts to ask him the same question but each time he told me to wait until he was done to ask any questions. When he had finished his speech I asked him if I could just go through the scanner and hurry on my way, to which he replied that if I had wanted to do that I should have asked him before I came through the little gate. I responded that I had tried to and he told me I was not allowed to ask any questions. I also told him that that could not be true since I had asked 2 separate officers to let me go through the scanner prior to passing through the gate and they both denied me that opportunity, saying that it was too late. I had opted out. The man did not respond to this, but suggested that I research the scanners online and see that they no longer show naked bodies, but Gumby-like outlines. I knew that they supposedly only showed generic outlines from my previous research, but I do not trust this as I had heard that the company that made the previous generation of body scanners had falsified the photos they released to the public when selling the machines to the TSA and that they were more revealing than we had been told originally. Furthermore stories of TSA officers forcing pretty women to go through the scanners multiple times, holding up passengers they don't like, and making fun of people as they pass through the scanners from the safety of the I.O. (before the Gumby outline was introduced), coupled with my new, personal experiences, take away all confidence I might have in what a single officer might assure me to be true, as I have no way of

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

This morning 6/9/2014 about 8:30am at the Burbank, California Airport, terminal B, when I went though the metal detector, I set off the alarm. I told the agent that I have an artificial knee and even though I was TSA precheck, he said "all bets are off" and I had to take off my sandals and jacket. As the station did not have a booth scanner, I expected them to use a wand to check where the metal was. No - they had a woman agent put on gloves and run her hands all over my body and then she swabbed the gloves and ran the swab through a machine, as if looking for drugs. This procedure took nearly 10 minutes.

This seems a totally inappropriate response to a metal detector alarm. After all, if someone was suspected of carrying drugs, would they use a metal detector wand on them and then when it didn't go off, say okay you can go?

There was a woman in a wheelchair behind me in line and she was not treated this way.

2014 8:43:4 This is my first trip after knee surgery and I hope that I won't have to encounter this type of treatment everywhere. And I hope other seniors who have multiple knee/hip/shoulder/pacemaker etc procedures don't have to endure this kind of treatment and humiliation.

I must say that at the Portland, OR airport when I departed last week, they have the scan booth and I just stepped into that and out in a matter of about a minute. Much more efficient and appropriate.

I would appreciate a response from you.

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition: Screening Current Date/Time : 6/9/2014 10:31:12 PM Airport : BUR - Burbank Bob Hope Airport Date/Time of Travel : 06/09/2014 8:30 AM Airline & Flight Number : Alaska 3457 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

Comment : When I set off the scanner alarm I told the agent I had an artificial knee. I was TSA Precheck, but he said "all bets are off" and I had to take off my shoes and jacket and as they didn't have a scanner booth, I expected to have someone go over me with a wand to detect metal. Instead he had a female agent put on gloves and run her hands all over my body and then she swabbed her gloves and ran the swab through a machine, as if looking for drugs. At no time did they try to determine where I might have metal on or in my body. This seems an inappropriate response to the metal detector. After all, if someone was suspected to be carrying drugs would they run a metal detector wand over them and when it didn't go off, say

2014 8:44:4

okay you can go?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/10/2014 8:53:04 AM Airport : SFO - San Francisco International Date/Time of Travel : 06/10/2014 5:00 AM Airline & Flight Number : Virgin America flight 922 to L.A.

Checkpoint/Area of Airport : Security

TSA Employee: (If Known) :

Comment : While walking up to the scanners, there was an overflow of people. I was going to opt out of the scanners, but instead to reduce backflip, a TSS agent opened the metal detectors and I walked through. However, she was selective in her choices and therefore my husband was not allowed to enter. He therefore had to verbally opt out and waited for 13 minutes in line. During this time, TSA discriminate let let others through the metal detectors to continue to reduce back flow.

014 10:11: UNACCEPTABLE! There was no reason for him to stand there while 26 other people went through the metal detectors and he was not allowed because e wanted to opt out. The whole reason people opt out is to not go through the scanners, and yet we were forced to wait because 1. She wasn't loud enough in calling over a male TSA agent, or 2. Because there weren't enough make staff members to assist (which was an excuse another TSA agent offered me while I was waiting) Either keep extra TSA officers stocked up or let people go through the fucking metal detectors.

Would you like a response? : False

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said that he flew from MCO and he had a issue. Caller said that he tried to explain that he is with 9 members of his family and they are close to missing the flight. . Caller said that he and a family member was pulled aside for additional screening and due to this they missed their flight. Caller said that they arrived a hour and 20 minutes before the flight.

Resolution:

Advised caller that it is recommended that you arrive at the airport at least 2 hours in advance to the flight time to allow time for the screening process.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

014 10:43: TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Advised caller that I would mark this as a complaint for that location.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Caller then stated that he was traveling with his two children who had chocolate milk that was taken from them. Caller said that they did everything correct that the milk was separated and declared. However the officers would not allow them to take it and made them throw it out. Caller stated that when they flew from JFK they had the same items and it was not a issue with them. He state that a Jetblue agent told him that it happens often at this airport. Caller wanted to know why one airport allowed them to take the milk and another didn't. He thinks this was done because they told the agent that they were going to miss their flight.

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location

Caller said that he flew from MCO and he had a issue. Caller said that he tried to explain that he is with 9 members of his family and they are close to missing the flight. . Caller said that he and a family member was pulled aside for additional screening and due to this they missed their flight. Caller said that they arrived a hour and 20 minutes before the flight.

Resolution:

Advised caller that it is recommended that you arrive at the airport at least 2 hours in advance to the flight time to allow time for the screening process.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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Because your complaint concerns an incident that occurred at a specific airport, we have forwarded a copy of your letter to the Customer Service Manager at that location

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 6/10/2014 4:54:16 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): KL6030 = DL230

Logan Airport. May 3 2014.

Terminal A.

Comments: Dear Sir, Madam,

2014 6:16:11

I would like to file a complaint regarding the treatment I was subjected to during the security check prior to my flight departing Boston to Amsterdam (KL6030) on May 3rd, 2014. I apologize that I have sent this complaint a couple of weeks late, but I have been ill the past weeks.

I am an elderly diabetes patient and use an insulin pump stuck to my belly. As I had previously experienced a malfunction of the insulin pump after passing through a metal detector gate, I asked one of the TSA officers whether I could be screened manually in private. Instead of responding to my request she used hand gestures to persuade me to expose the insulin pump in public and also pulled at my pants (in public). I asked her again if I could be screened in private and now (still keeping silent) she pointed me to follow her to a semi-private area. Here I finally could complete my body security check but was separated from my carry-on luggage for some time.

I found it very disturbing that the TSA officer did not want to respond to me verbally and only used gestures whereas I did speak English to her. I would have expected a more appropriate behavior, especially to people who depend on medical devices.

I was told that TSA-PRE is no longer available at Houston International ENTRY. I have a global Entry number and had clear the US Immigration and Customs area when I get security an being on line for 10 min after wheel share people cut the line with foreign people. I was told to take everything boots etc off since there was not TSA-PRE lines there (I am a US Citizen) But a 12 year old foreign person and his mother get pass to the old metal detector. Why as the body scanner x-ray avoided for them?

Regards,

(b)(6)

2014 8:23

Please Note new - Phone (b)(6)

email: HYPERLINK (b)(6)

~~This e-mail may be privileged and/or confidential, and the sender does not waive any related rights and obligations.~~

~~Any distribution, use or copying of this e-mail or the information it contains by other than an intended recipient is unauthorized.~~

~~If you received this e-mail in error, please advise me (by return e-mail or call (voice)) immediately.~~

~~Ce courrier électronique est confidentiel et peut contenir des informations privilégiées ou des données soumises à des droits et obligations qui s'y rapportent.~~

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http://(b)(6)

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller has vertigo and has titanium chips in both breasts. She wants to know if the metal chips will cause any problems. She will take medication before she gets on the plane to help with the vertigo. She wants to know if she needs to do anything on the plane regarding the vertigo.

Advised caller:

The passenger should let the officer at the checkpoint know that they have the metal implants and let them know where they are. A lot of passengers with metal implants prefer to use the AIT because it scans the outside of the body and doesn't penetrate, so it may not detect the metal implants. When the passenger declares the metal implants to the officer, they can request to use the AIT instead of the WTMD. If any alarms sound or if the AIT detects an anomaly, a patdown would be done to resolve this.

The patdown:

- The patdown should be conducted by a TSO of the same gender.
- The passenger can request a private screening at any time.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

I would recommend letting the airline attendants know that she has vertigo and anything they can help her with in the event she has an episode.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/11/2014 7:02:18 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Departure from Monterey Peninsula Airport, June 10, 2014, United Airlines, Gate 5:

Comments: I travel from the Monterey Peninsula airport with some frequency, 10-12 times per year. On more than one occasion the TSA officers have been disrespectful and unprofessional. My experience yesterday has moved me to write this email.

2014 8:12: During the security screening process I witnessed one officer in particular being abrupt and rude to a caregiver who was assisting a handicapped/wheel-chair using passenger. The caregiver tried to assist her friend through security instead she was scolded and directed to the end of the security line while her wheel-chair using companion had to sit a few feet away from the metal detector. She waited for 10-12 minutes for her companion to clear the security line. This caused both the caregiver and handicapped passenger to be delayed in boarding their flight, which was also the flight I was traveling. In every other security line I have stood in when a wheel-chair using passenger is waiting for security clearance, they are taken to the front of the line. Once they have cleared security they are pre-boarded by the airline – this is done for the comfort of the wheel-chair using passenger, for the convenience of other passengers and for what will hopefully be an on-time departure for the airline. Unfortunately the same TSA officer was unprofessional in regard to my security screening process. The TSA officer's name was (b)(6) and only judging from his harried demeanor I would guess he has been recently hired. Officer (b)(6) removed many carefully packed items from my carryon bags and tossed those items carelessly into gray bins for re-screening. Without my asking for a reason, Officer (b)(6) accused me of carrying an IED, which necessitated the additional screening. I was shocked, as I requested no explanation for the secondary screening. I know TSA officers don't need to explain their reasons to passengers. I also already know the reason: it is for the safety and security of all passengers. My unpacked items were placed in 3 bins and then they were placed behind other passengers' carryon luggage for a second x-ray screening. Usually for a second screening the bins or carryon bags are placed ahead of waiting passengers – I believe this is done to prevent theft of the open bins so far from watchful eyes of the passenger waiting completion of the secondary screening process. After my items cleared the secondary screening, Officer (b)(6) left the bins with my items on two different tables for me to retrieve. Because of the lack of concern by Officer (b)(6) I experienced a further delay in my ability to efficiently repack my carryon items and board my flight in a timely manner. I glanced at Officer (b)(6)'s badge and he challenged the inquisitiveness of my glance. I would have spoken at length with his supervisor but was intimidated into silence by (b)(6)'s actions and concerned I could be further delayed and potentially miss my flight. I always give TSA officers respect and believe I have a reasonable expectation for a modicum of respect from TSA officers. I do not believe I received that respect yesterday from Officer (b)(6). I would like to tell you I have successfully passed the US Customs and Border's Protection program, Global Entry. Also I have been a TSA Pre traveler for over 4 years. I realize working a security line is a stressful job for your officers and I hope the TSA realizes flying is stressful for passengers. By passengers and officers working together the security screening process should be safe, respectful and efficient. I regret to say that of all the airports I depart from Monterey's screening is the most unprofessional and inconsistent. My suggestion is that the TSA officers at the Monterey airport be given sensitivity training as it seems with further training the experiences I have described would be eliminated. I look forward to continuing to be a part of an effective and respectful security screening process in all my interactions with TSA officers. I am requesting a response regarding this matter. Thank you for considering my suggestions. Sincerely, (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/11/2014 10:44:26 PM Airport : SAT - San Antonio International Date/Time of Travel : 06/10/2014 6:15 AM Airline & Flight Number : Delta Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :

Comment : Raising my son with my husband currently deployed is hard enough but traveling with him alone is a whole different level of difficulty. I am used to life being difficult being an active duty military member myself but your employees proved me wrong. I was traveling to and back from San Antonio, TX, my hometown. After a nice week long of leave I was ready to return to duty with my 9 month old son with me. Unfortunately my trip was overshadowed by the unprofessionalism and rudeness I received from the TSA employees at San Antonio International airport.

2014 8:21: My son and I were rushed through the TSA check line even though I was quite early for my 745 flight to Atlanta. I was pushing my son in his car seat which was attached to his stroller. TSA did not allow me to process through a separate line like I was previously allowed to do at other airports. Instead I was rushed through the one line that was opened with three different TSA members barking at me to unbuckle my son, take him out of the car seat/stroller, unhinge the car seat from the stroller, and place all items including my diaper bag onto the conveyor belt all while I hold my son who cannot walk or stand on his own. I hope you can see I struggle abundantly with these tasks. All while attempting to accomplish said tasks I have customers glaring at me while I hold up the one line that was open and a female TSA employee signaling with her hand quite violently to hurry along. Finally after 3-5 minutes of struggle a male TSA employee decides to help me with my dilemma and place my things on the conveyor belt. I eventually get to proceed through the metal detector and it goes off due to my bracelet I forgot to take off in the midst of my rush. I go back to take off my bracelet and again go through the detector clear. At the other end of the conveyor belt are all my items except the stroller. I was informed the stroller had to be manually inspected. I was left alone to again grab my items alone and place my child back into his car seat. I watch and wait for my stroller to be released back to me. My stroller is a good 10-12 feet away from where I stand. After the inspection is done the TSA employee yells it's cleared. But does the TSA employee bring my stroller back to where I am standing? No, he does not. Instead he pushes the stroller away from him in my direction but fails and instead my stroller veers away from me. Therefore I again am left alone to pick up my son who is strapped in his car seat and grab the rest of my belongings, so nothing is stolen from me, and move to where my stroller is left behind.

I traveled from Charleston, Houston, and Atlanta airports with the kindness and most patient TSA employees. I was greeted everywhere and help was offered on several occasions. I truly appreciated their understanding and thoughtfulness. I was quite surprised to receive such horrible service in San Antonio.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: Response:

Apologized to caller for her screening experience and advised she should always communicate with the TSOs prior to screening and inform of any medical condition, device, etc, that could affect the security screening and inform the TSO what their ability is.

TSA regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Explained if she has questions or concern regarding her screening she can always request to speak with a Supv. or PSS upon arrival at the checkpoint.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Incident Details: Caller flew from SEA on 6-10, Flight 200 via Alaska and going through checkpoint she recently had heel surgery and was wearing an air cast walking boot and had crutches. States she voluntarily took off her boot. Stated the TSO who was a bald guy in a pair of shorts, overweight and disgusting was screaming very unprofessionally at people to remove items from their pockets and told her the crutches had to go through the x-ray machine and she said okay and handled over. What kind of medical training do they have that lets them take a medical device from a passenger? States they made her walk up to a TSO so the TSO could swab an ace bandage and she isn't suppose to be putting weight on her foot. She had to hobble to where the lady was and had the swab. Her daughter (b)(6) was traveling with her and holding her 5 month old baby and they had to swab her hands while she was holding the baby. She said the TSO asked who she was traveling with and she told them her daughter and granddaughter. They were the only ones pulled out of line and they had a lot of items going through security and what gives them the right to snatch peoples medical devices? States they should be trained correctly how to deal with people with medical devices. Stated the TSO didn't even offer to retrieve her crutches for her. He was so rude and stupid and the way he was acting was very unprofessional. Stated at San Jose they didn't ask her to remove her boot and she walked through the WTMD and they handed the crutches back to her.

States she works with inmates and they aren't allowed to take a medical device from them. Stated she is a Peace officer in Criminal Justice and they don't treat their people that way. States the TSOs have attitude and they are no better than anyone else. She stated that law enforcement doesn't act like that to the public.

She had to take 2 pain pills and Xanax because she was so mad when she boarded the plane.

Stated the signs are stupid and she doesn't know how people are trained that work for TSA and she thinks they need better training before TSA ends up in a lawsuit.

She thinks the TSO missed the ethics class because they are all arrogant and never polite, but, she did state the TSO who swabbed her hands was very nice.

Caller thinks the TSOs should ask the passenger if they need assistance and why don't they communicate with the passenger?

Don't grab some ones stuff and put on the conveyor belt without asking if they can do without it, TSA needs to ask what passengers need.

Response Details: Response: I advised her that a low risk passenger may be directed to the precheck line.

To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre u2713 eligibility for 5 years.

I advised her that global entry is through CBP and she declined their website.

Greenville, MS UES Enrollment Center
819 Main Street
Greenville, MS

Note: The side door entrance (next to the parking lot) should be used by applicants for the enrollment center.

2014 1:02:2

Incident Details: Caller said she left Chicago Midway and that she has a hip pacemaker and has a card and she told the officer she had a device and he told her they would have to do a patdown. She told him it was in her hip and he had her go through the wmd anyway and she asked did they turn it off. She said the wmd did not go off and she said it is a titanium device in her hip. She said she wants to report this in case there is a problem and she said she should have refused to go through the wmd. She said she does not think it will be a problem but she is going to go see her Dr. when she gets back. She said she does not think he asked the right questions and it could happen to someone else. She said she was in the precheck line and she asked how to get into the precheck line and that she loved it. She asked how to enroll in precheck and for an enrollment center. She said it was a white TSA male officer but she did not get his name and that he had a moustache and she said she did not want to get him into trouble. She declined the global entry website info.

Complaint:CSM
Claims Complaint

Airport:Chicago Midway
Airline: Delta
Flight Number:2120
Departure Time: 06-12-14 at 8:15 am
Arrival Airport and Time:MLU at 5:01 pm

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/12/2014 3:42:12 PM Airport : MRY - Monterey Peninsula Date/Time of Travel : 06/10/2014 10:00 AM Airline & Flight Number : United Checkpoint/Area of Airport : Gate 5 TSA Employee: (If Known) : Aguilar Comment : I travel from the Monterey Peninsula airport with some frequency, 10-12 times per year. On more than one occasion the TSA officers in Monterey have been disrespectful and unprofessional. My experience yesterday has moved me to write this email. There are two issues that I am writing about, please address each on separately: (1) During the security screening process I witnessed one officer in particular being abrupt and rude to a caregiver who was assisting a handicapped/wheel-chair using passenger. The caregiver tried to assist her friend through security instead she was scolded and directed to the end of the security line while her wheel-chair using companion had to sit a few feet away from the metal detector. She waited for 10-12 minutes for her companion to clear the security line. This caused both the caregiver and handicapped passenger to be delayed in boarding their flight, which was also the flight I was traveling. In every other security line I have stood in when a wheel-chair using passenger is waiting for security clearance, they are taken to the front of the line. Once they have cleared security they are pre-boarded by the airline - this is done for the comfort of the wheel-chair using passenger, for the convenience of other passengers and for what will hopefully be an on-time departure for the airline. (2) Unfortunately the same TSA officer was unprofessional in regard to my security screening process. The TSA officer's name was (b)(6) and only judging from his harried demeanor I would guess he has been recently hired. Officer (b)(6) removed many carefully packed items from my carryon bags and tossed those items carelessly into gray bins for re-screening. Without my asking for a reason, Officer (b)(6) accused me of carrying an IED, which necessitated the additional screening. I was shocked, as I requested no explanation for the secondary screening. I know TSA officers don't need to explain their reasons to passengers. I also already know the reason: it is for the safety and security of all passengers. My unpacked items were placed in 3 bins and then they were placed behind other passengers' carryon luggage for a second x-ray screening. Usually for a second screening the bins or carryon bags are placed ahead of waiting passengers - I believe this is done to prevent theft of the open bins so far from watchful eyes of the passenger waiting completion of the secondary screening process. After my items cleared the secondary screening, Officer (b)(6) left the bins with my items on two different tables for me to retrieve. Because of the lack of concern by Officer (b)(6) I experienced a further delay in my ability to efficiently repack my carryon items and board my flight in a timely manner. I glanced at Officer (b)(6)'s badge and he challenged the inquisitiveness of my glance. I would have spoken at length with his supervisor but was intimidated into silence by (b)(6)'s actions and concerned I could be further delayed and potentially miss my flight. I always give TSA officers respect and believe I have a reasonable expectation for a modicum of respect from TSA officers. I do not believe I received that respect yesterday from Officer (b)(6). I would like to tell you I have successfully passed the US Customs and Border's Protection program, Global Entry. Also I have been a TSA Pre traveler for over 4 years. I realize working a security line is a stressful job for your officers and I hope the TSA realizes flying is stressful for passengers. By passengers and officers working together the security screening process should be safe, respectful and efficient. I regret to say that of all the airports I depart from Monterey's screening is the most unprofessional and inconsistent. My suggestion is that the TSA officers at the Monterey airport be given sensitivity training as it seems with further training the experiences I have described would be eliminated. I look forward to continuing to be a part of an effective and respectful security screening process in all my interactions with TSA officers. I am requesting a response regarding this matter. Thank you for considering my suggestions. Sincerely (b)(6) Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 4:13:5

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/12/2014 2:50:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 4:13:5
Comment : I was recently traveling and went through screening in Phoenix. I have two metal hips. I presented my passport and boarding pass to the first TSA person. She examined it and declared it to be "expedited". I had no idea what that meant. I was sent through the metal detector, set that off and told the TSA person I had metal hips. He snottily told me I should have told the first TSA person and ordered a grope search. He treated me like I was trying to put something over on TSA because I had an expedited boarding pass and set the detector off. I shouldn't have to announce to the world that I have metal hips. I had the same thing happen in Wichita, Kansas with a TSA-pre. I'VE NEVER APPLIED FOR THIS and it's causing me a lot of grief. Who gave me this pre designation? And, I think I want it off of my boarding passes - how do I do that?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sent from my iPad

Begin forwarded message:

From: (b)(6) HYPERLINK (b)(6)

Date: June 12, 2014 at 4:32:55 PM PDT

To: HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com

Subject: Re: In Response to your inquiry.

2014 7:59:4
Not going to waste any more of my time dealing with people who couldn't care less. I tried talking to someone already and basically was told I should have done this or I should have done that, not once did she say TSA security guards should of asked about my medical condition and if I was able to walk without my air cast or my crutches. I wasn't allowed to touch my crutches or put my cast back on and was made to walk about 30 feet. By the time I finally got on the pain I needed two pain killers and a Xanax. All I can say is that TSA is extremely lucky I'm on the recovery end of my heel surgery or you would have been hearing from an attorney not me. Until TSA has medical personnel to make medical decisions, I would suggest TSA security guards keep within their pay grade and watch their x-ray machines and listen for their metal detector to sound off. I think you should hire chimpanzees to do your security guard work because with their intelligence they would definitely do a better job and be way more pleasant.

Thank you for wasting another five minutes of my life I'll never get back.

(b)(6)

Sent from my iPad

On Jun 12, 2014, at 10:45 AM, HYPERLINK mailto:tsatcc_do_not_reply@senture.com tsatcc_do_not_reply@senture.com wrote:

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/13/2014 11:09:59 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 06/13/2014 10:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Security Check Point TSA Employee: (If Known) : Older African American woman with grey hair and braids pulled up into a bun Comment : I'm a flight attendant and I travel across this country on a daily basis. That being said, I go through KCM and TSA Pre-Check in cities without KCM. That being said, going through airports with Pre-Check, and not having to take off my shoes has been a welcome change we've seen in the past year.

In Buffalo however, this isn't the case. No matter what I do in BUF, I keep going through security. For some reason your metal detectors aren't set for the same level across the board, and the sensitivity in BUF is off the chart.

2014 12:24: Despite this, I feel as if your employees in BUF should be aware that their metal detectors are more sensitive. HOWEVER, one of your TSA agents, the one manning the metal detector this morning screamed at me when I beeped saying, "YOU HAVE TO BUY AIRPORT FRIENDLY SHOES!" I came out, took off my shoes and placed them on the nearest belt and said nothing. But then she felt the need to repeat herself, just as loudly in a very derogatory manner.

I can understand what she said, and why she said it. However, that being said, I as a member of the flying public, and also as someone who is clearly in uniform do not need nor do I want to be treated in such a manner. The manner in which she handled herself was annoying and incredibly rude. Our entire flight crew asked me why she was so rude as we walked towards our gate.

This woman is acting in the best interest of our nation, I have no doubt. But to single out a flight attendant and be rude to that person for no good reason doesn't seem right or fair. There should be greater sensitivity in this manner. If this is how she feels, then she should offer to pay for my shoes out of her pocket. If this is not how she feels, then she should not have said anything about them. I complied and didn't beep afterward.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Incident Details: Caller states he flew from LAS to DEN on United. He states when it was his turn he showed his pacemaker and card to the TSO and asked if this was the machine he should go through with his pacemaker. He states she yelled - no, now hurry up there are a lot of people behind you. - He states he went through it (I asked him if he held his hands above his head for 5-7 seconds) and he said no, it was the WTMD. He states on the flight after that his heart stopped for about 15 seconds. He got no name but he described her as a white female in her 50 or 60s, short stature, short salt and pepper colored haircut. He asked me to please have the CSM to call him back.

2014 2:57:1 The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport: LAS

Airline: United

Flight#: UA 1683

Date: 6 13 2014

Response Details: The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all passengers. Every person and item must be screened before entering the airport's secured area, and the manner in which the screening is conducted is important. We regret that you were unsatisfied with your screening experience.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

2014 4:28:4 TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Incident Details: The caller's phone number is (b)(7)(F), extension (b)(7)(F). Caller flew out of Harrisburg, PA this morning. Caller has TSA Precheck through Global Entry. He has a pacemaker and explained that before his screening, He stated they treated him like a dog. Caller states that they forced him to go through a type of screening that was detrimental to his pacemaker. He told them he needed to go through AIT, but they said it was broken, and made him use the other metal detector. He asked them why they did that to him and he was told he was out of line. Caller spoke to Manager (b)(7)(F) who was wearing a red coat, who proceeded to fuss at him about the situation after having been apprised of the situation. Caller states that the manager did not want to hear his concerns. Caller states that he kept walking away from him and treated him like a criminal. Caller states that the manager told him to go away. Caller states that this was the first time he ever encountered such treatment and such rudeness. Caller states that he travels very frequently and knows how screening should go. Caller feels that the staff at MDT needs more training.

MDT to ATL Delta 2480 06 13 2014 6AM

However there appears to be an issue with the information below regarding the KTN supposedly located on the back of the card.

Is the information below correct?

From: (b)(6)
Sent: Friday, June 13, 2014 11:22 AM
To: (b)(6)
Subject: RE: TSA Pre-check FW: NASA PIV (Personal Identity Verification) Smartcard

2014 6:13:0

I don't know the original source, and based on the responses I've gotten back I'm very skeptical of it. The information is true if you have a DoD badge, and it is usually clearly labeled. I'm not sure how the number was correlated to the NASA badges, but the original email went out to a very large MOD distro.

From: (b)(6)
Sent: Friday, June 13, 2014 11:19 AM
To: (b)(6)
Subject: FW: TSA Pre-check FW: NASA PIV (Personal Identity Verification) Smartcard

(b)(6)

2014 6:14:1 I know this won't do any good but I still feel the need to let someone know that the TSA officers at Indianapolis International need to get on the same page. I had 3 tell me to not take anything off our out of my pockets to go through security except for my phone and car keys.....that's what I did. Then I set the metal detector off and got chewed out because I didn't take my belt off our my change out of my pockets. I kept my mouth shut because I want to go home but that was unacceptable!

Feedback Type : Security Issue
Categories : Advanced Imaging Technology Current Date/Time : 6/13/2014 5:38:54 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/13/2014 Airline & Flight Number : DL1968 Checkpoint/Area of Airport : Before going through the X-ray scanners TSA Employee: (If Known) :
Comment : Dear DHS,

2014 6:14:2 I'm writing you this email before I board my plane to Paris. I recently ruptured my achilles tendon which forced me to request wheelchair service at the airport. I checked into LaX airport with ease and then requested to be taken to my gate with assistance. I got to the X-ray scanners and was asked to wait so someone can check me via trace scanner to make sure there was no explosives. I waited for a person to check me out successfully by asking to be wiped to make sure there was no explosives. I opened up my hands (while sitting in a wheelchair) and waited for him to test the results and successfully passed. What I was shocked about is that security did not check my pockets or pat me down. I asked myself this question. what if I was a terrorist and had a knife or something in my pockets other than explosives??? How would security catch me if I wasn't patted down. Even-though I was in a wheelchair and couldn't get up, they should still pay me down or atleast scan me with a metal detector followed by a trace detector. I'm a constant traveler and that was shocked at this event. Maybe it was the security officers fault or maybe it was a fault in the system. My goal is to make you aware of this and hopefully help you protect us Americans. God bless you all.

By the way, I didn't have a chance to proof read this and wanted to make sure you were aware of this before I get on my next flight.

(b)(6)
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller mother was flying from FLL today and she is disabled, nonverbal, and in a wheelchair. Caller stated that when she went through the checkpoint they forced a patdown on her. Caller stated that his sister was with her and they did not inform the TSO s that she can stand and walk before the screening begins. Caller stated that they made his mother cry and he is upset. Caller is wanting to be contacted by someone at FLL regarding this incident.

Advised caller:

The screening process for a passenger who uses a wheelchair or scooter is determined by the individual's ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter. Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins. If they did not inform them that she could walk then they probably thought that she could not get out of the wheelchair. For future references someone needs to make sure that the TSO s know that she can stand and walk before screening begins so they can make sure she is given the option of the AIT or WTMD.

1014 12:33:

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. I will document that you would like to be contacted regarding this incident.

Airport: FLL

Airline: Allegiant

Departing time: Around 10:00 am

Date and time of incident: 06/14/2014 around 09:00 am

Gate or terminal of incident: Allegiant terminal

This afternoon, 06/14/2014 at approximately 1030 hrs in the Miami Airport I was selected for a random search. I was at the security checkpoint where American Airlines flights from South America were arriving and travelers were continuing through to connecting flights in the "D" terminal. I was told to stand aside and that I had been randomly selected for a screening. The gentleman who was operating the metal detector was polite and working efficiently. He called multiple times using an acronym (I don't remember it) presumable to alert the person responsible for the screening to do this procedure. Finally a young female pointed at me and beckoned me with one finger. Essentially treating me like a punished child. For future reference, the way to treat the people is to address them politely and ask for their cooperation. When I arrived at the station where she sat, I told her "you can talk to me, right?" She ignored me. She told me to hold out my hands. I complied. She wiped my hands (with some chemical I know nothing about and she certainly wasn't going to explain), ran her test, then told me "OK you're done." She then turned to her fellow employees and made a comment about being off soon. Let me apologize if I disrupted her morning. It seemed that is how she regarded the situation.

All of this I could have dismissed as one employee out of a large number having a bad moment until I received my luggage (12 hours late) this evening.

I opened my bags to find your note indicating that my bags had been chosen for screening. All of my belongings in both bags had obviously been removed and thrown back in without care to how they were returned. When I packed my bags, I had several items that were very breakable. I packed these in the center of the suitcase surrounded by rolled articles of clothing to provide cushioning to protect them. I had flown twice within the country of Peru with these items packed this way without incident. These delicate items were laying on top of my clothes now. One item broken into pieces another snapped in half (a Father's Day gift, by the way, thank you for that). A small bag that I keep personal items, such as condoms and personal lubricants, was opened and dumped out into the suitcase. I suppose someone was having a bit of fun at my expense with that one? Books that I had carefully packed were shoved back in with the edges and covers bent.

2014 9:29:

I cannot believe the way these employees seemingly regard the people they serve. It should be understood that citizens traveling though their domain are citizens first. Not criminals waiting to be 'found out.' That the employees of TSA are serving the citizens; not the other way around.

Please answer if you will accept any liability for the items you are responsible for destroying and damaging.

The rest of the issues I have pointed out are yours to handle as you like, if at all.

Thank you,

(b)(6)

My husband and I visited the Denver, CO airport today to fly to Sacramento. We were with our two small children. At security my family of four was pulled to the side for what I thought was expedited screening since we had little kids. They tested my hands. Then they said I failed the test (sunscreen?). They took me to the side where I had to wait for two females to be available to pat me down. I was taken to a small room and was told I had to put my daughter down on the floor. She was screaming while I was patted down including touching my breasts and in between my legs. I asked if I could pick her up and also if I could put my shoes on and I was told no. The whole time I was treated like a criminal and I most certainly am not. Also, the two female employees were complaining about the screening machine malfunctioning which irritated me even more, if a machine is malfunctioning it should not be used. Then they took my kids bottles out and were testing them. I asked what was being done to them and a male employee was very rude and said I m not even opening them can t you see that? Milk was leaking onto a filthy counter, so they must have been opened. The major issue in all of this: my husband and two kids were not checked at all! No metal detector, no pat down, no hand test. This had to have been an oversight in the commotion of me not passing the hand test? All in all, this was a degrading and emotional experience for me and my family. I would like to know if policies were followed? If you are able to review video, here is the information: about 1:30 pm on 6/14/14. Family of four, all white. Husband is average build with light blue shirt, khaki shorts and Chicago bears hat. I am heavy set with red hair wearing jean shorts and a gold shirt. Two blonde kids, one in a umbrella stroller.

2014 9:31:

Thank you for your time,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/15/2014 11:04:26 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 06/10/2014 7:00 AM Airline & Flight Number : Delta Airlines Checkpoint/Area of Airport : Terminal 4 Delta Pre-check TSA Employee: (If Known) :

2014 11:14: Comment : You had 2 lines for pre-check open, 2 luggage x-ray lines open but only 1 metal detector line! This cause much confusion and line backups! If your going to have 2 lines, please have 2 x-rays working AND 2 metal detectors working to move passengers more quickly. Thanks Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? Yes

2014 6:09:1 Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Norman Y. Mineta San Jose International Airport

What was the date and approximate time of the incident?

06-15-2014 14:53

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Are you 18 or over? Yes

2014 6 09:2 Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Arcata Airport

What was the date and approximate time of the incident?

06-15-2014 14:53

Hi. My name is (b)(6). I was looking on the TSA website for information about pat-downs but what I read did not answer my question. This is regarding an incident some years ago...approximately, nine. I was at Heathrow Airport and my luggage had gone through the screening they do...no problem. Then I walked through the metal detector and no alarm went off. What surprised me was after this the female attendant patted me down. From what I have read on your website, there was no reason for her to do that. I realize this was some time ago...but I was just wondering if you knew anything that could help or some explanation. I feel now that I should have questioned her as to why she was patting me down. I do have the right to ask?

2014 8:21:2 It was by no means a thorough search but all the same...I guess, my biggest question is was that unusual or not?

Thanks for your time,

(b)(6)

Sent using Hushmail

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/16/2014 12:02:12 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/05/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C

TSA Employee: (If Known) :

2014 8:24:1 Comment : TSA treatment for travelling with children was confusing and unprofessional. When I went with my kid through the metal detector, I was told to go back because I did not take my shoes off. The kid went through, and after I took off my shoes, the same agent told me to get in line for the general screening. He said I did not have any option (presumably the option to go through the metal detector instead of the body scanner) and must do what he said.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/15/2014 8:11:14 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/15/2014 6:00 PM Airline & Flight Number : Ha 9 Checkpoint/Area of Airport : Screening TSA

Employee: (If Known) :

Comment : I am TSA pre check and when entering the line that leads up to the escalator and to the screening points, I was given a green leaflet by the person checking the tickets with a list explains what was allowed in the TSA pre-check line. The TSA agent checking IDs and tickets reiterated to me that I was pre-check and told me to keep shoes on and lap top inside my bag and directed me to the line on huge far left. I put my carry on and lap top bag on the conveyor belt and went through the metal detector, I went to collect my belongings to be yelled at by two TSA agent servicing the monitor and inspecting bags. I showed them my green leaflet and ticket and they told me that whoever gave me the Leaflet and directing traffic was wrong. The two female agent were both very rude and inarticulate and only after questioning them I managed to understand that despite the conspicuous sign pointing to a TSA precheck at the top of the escalator, leaflet and directions, the TSAprecheck is still being implemented in terminal 2. None of these two people was able to express a comprehensive and fully executed thought, their only point is that the person who gives away the leaflets is not TSA. I was wrong, end of story.

Let me point out that

1) the agent that checks IDs is indeed a TSA agent

2014 8:24:32) the person giving the leaflets works 20ft away from these two agents and if the lack of communication between agencies and personnel working within the same terminal at the same screening point is rather appalling.

3) a proactive and competent employee or TSA agent should be able to deal with the public, communicate clearly and articulate simple thoughts.

4) I would also expect a TSA agent to point out to their supervisor if there is a problem within different agencies working at the terminal, rather than yelling at the passenger. Their behavior was rude, out of line and demonstrated a lack of education. Unfortunately none of these two people are qualified in my opinion to deal with the public in a formal capacity.

In general terminal 2 lacks organization and leadership and too often TSA personnel forgets who pays their salaries and what they are there in the first place.

All passenger flying pay a tax for TSA services and reprimanding the passenger for following the rules that they were given or being condescending or rude is not part of the job description.

Individuals who are unable to communicate a thought clearly or resent their jobs should not work in a public capacity. In the private sector they would be terminated.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 2:20:56 I travel a lot and have the TSA pre-check clearance, I also have a knee implant and so set off the metal detector every time and have to go through your obnoxious pat down procedure. I am tired of this treatment, why do we treat everyone like a terrorist, this is crazy. I set off a metal detector and am checked/groped for explosive.

(b)(6)

On Tuesday, 6/10/14, I contacted TSA to schedule special needs assistance at the airport for my family. We were traveling from Washington Dulles to O'Hare Chicago on Friday, 6/13/14 via United Flight UA1576 and returning on Sunday, 6/15/14 on United UA1218. On 6/10/14 I contacted TSA and received fantastic assistance from the main office in setting things up. After I got off the phone with 855-787-2227, I received an email almost immediately from both TSA and (b)(6). Customer Service Manager for TSA at IAD (Dulles). His email contained an introduction and details on contacting their office in Virginia. That same day I received two separate follow-up phone calls from that office for further verification on details regarding my trip and travel needs. This was fantastic service and attention to detail. I can not praise the Dulles office and staff enough. On Friday, 6/13/14 we were met by (b)(6) near the ticket counter for United and she escorted all of us through the security screening process. We were traveling with a special needs family member who has severe non-verbal autism and is easily stressed by travel and thus rarely travels. We were also traveling with an elderly family member who needed wheelchair assistance. (b)(6) was fantastic in making our processing through security fast and stress free. Please give both her and the management team our sincere thanks once again.

Our return trip was from O'Hare back to Dulles (IAD) and I experience the complete opposite from the departure. During my initial planning on 6/10/14, I was told by TSA that the O'Hare Airport office that coordinated special needs assistance would be notified regarding our trip. I assumed someone from that office would contact me also. I never received an email from them nor a phone call. On Sunday morning (6/15/14 the day of our return trip), I called the TSA main line (855-787-2227) and asked that the agent verify that O'Hare had our travel assistance request as we would be heading to the airport for our 4:15 p.m. departure on United UA1218. I informed the agent I had not been contacted nor received an email so I did not know how to contact the office at the airport. The TSA person on the phone said he could only confirm that O'Hare had been notified. He then told me that if no one was there to meet us, I should request a Passenger Support Specialist when I got to security in the airport. I got to the airport and approached the ticket counter with my family and asked the United agent to check if she had anything in the system for us regarding special assistance. She said she saw a request for a wheelchair but nothing else. I asked if she could check about contacting someone. She said the wheelchair assistant would escort us to the expedited screening check line. We got there and approached TSA agent (b)(6) who was checking Boarding Passes and IDs. She was immediately and unnecessarily rude and disinterested in listening to us. (b)(6) attitude was combative and aggressive as she insisted that each passenger must hold their own ID and boarding pass. We decided to comply as best we could, while we attempted to inform her that we needed special assistance. My sister (the autistic traveler) was not going to be able to go through the x-ray screen and would need the metal detector instead. (b)(6) failed to listen to this and insisted on checking passes first. My grandmother (an elderly passenger with wheelchair assistance) handed (b)(6) her United States Passport and upon viewing it, (b)(6) commented to my boyfriend, (b)(6) that it didn't have a signature. He explained that the 'X' mark on it was her signature was accepted on her US passport and approved by the US government as her signature since my grandma neither reads nor writes. She made a scuffing sound, rolled her eyes, and said that she doubted it was acceptable without a signature. At that point her rudeness was no longer acceptable to me as it was offensive to my grandmother. She has never had a problem traveling with that nor been so rudely treated. I was raised to treat my elders with respect as they have lived and experience more than any other generation after them. I requested someone else process us. LTSO (b)(6) approached and was extremely helpful in quickly processing us. He was professional and courteous in what had become a stressful security screening that caused my sister to become agitated and upset everyone unnecessarily. I'm grateful that he stepped in to assist us. I felt that the lack of assistance from TSA O'Hare created a very stressful situation for us in a process that should have been as easy and smooth as what we experienced at Dulles. Agents such as (b)(6) should be re-train or removed from processing passengers. If she treats all passenger as badly as she treated us, she shouldn't be working for TSA. I find it disappointing that someone so ill trained was put to process passengers in the expedited line where people with special needs come through. I'm appalled by her sheer lack of professionalism and respect for others. She should not be allowed to be the face of TSA to the public. I had the pleasure of experiencing the great service at Dulles, but I'm sure that others in O'Hare Airport only got to experience (b)(6) and thus have a terrible view of all of TSA.

I strongly urge TSA to work with United to better assist passengers with special needs. All travelers should be treated with good customer service as it is part of what they are paying high prices for. Passengers should have adequate assistance when the need arises. We weren't asking for much more than a little help and understanding in getting through the security screening process.

Sincerely,

(b)(6)

Dear TSA, I am part of the Trusted Traveler program via NEXUS (b)(6) and have registered for the TSA Pre Program, but am now being denied access to TSA Pre every time I come through security. I have gone online to see if I need to update my profile and everything looks to be in order. The only potential issue I can determine is that I have both my hips replaced, which sets off the metal detector in the TSE Pre line every time I go through, which then requires me to be pat down.

I'd like to enjoy the benefits of TSE Pre and also understand the challenges associated with the metal detectors being set off by my hip replacements. How can I regain access to TSE Pre as the line is much shorter at Sea Tac Airport where I travel?

All the best,

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/16/2014 2:49:42 PM Airport : LAX - Los Angeles International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : This applies to all states and all airports. Apparently there are two ways to go through the expedited TSA Pre: apply for program and be accepted (requires fee, background check, etc), OR be randomly selected at time of flight. I am referring to the tablet computers with the big roulette-style left or right arrows. Random, is that correct? Did the TSA officer just say Random?! Number one: this makes travelers feel very uncomfortable with the security implications of the entire screening process. Would this RANDOM screening be used at the White House, or a local courthouse, or even at a high school metal detector?! Number two: incredibly unfair to travelers as, all else being equal, some win the lottery and get immediately expedited, while others must remain in long (1-2 hour plus) lines. I spoke with TSA representatives and on-site 3-stripe "managers" about this program and they all agreed it was odd, unfair, and disconcerting. It breeds a severe lack of trust in everything the TSA is doing (and, by admittedly unfair association, the entire government).

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Call:

The caller was in a wheelchair with a knee injury. The caller stated that she could get up and go through the AIT or Metal Detector if needed. The female TSO stated that was not necessary and to stay seated they could take care of it there. Then the TSO started a seated patdown without informing the caller of what she was doing. The caller was alarmed and asked the TSO to stop. The TSO said no, she must continue. The caller stated that she was alarmed and crying. The TSO touched sensitive areas on the caller's body. The TSO did not explain what she was doing. This was a confusing and bad experience for the caller.

Airport: Salt Lake City

Airline: Delta

Flight Number: 147

Date and Time of Incident: 6/4/14, 12:30 p.m

Specific Location of Incident: TSA Checkpoint leading to B3

Contact Information (Phone #, EMAIL): (b)(6)

Advise:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

I asked the caller if she would like information sent to her about screening, but the caller refused.

Caller wants to file a complaint. He was in Chicago Midway and came through the TSA checkpoint. The TSO told him to put all his personal items in the tray and he would go through the metal detector. He didn't put his paper money in the bin and held onto it. The TSO told him to give him his money. He asked to speak with a supervisor. The supervisor said you have to give him your money or go back to the end of the line. The money is not a security risk. The supervisor looked at the TSO and said what do you think? He kept his money in his hand it was like they were toying with him. He asked to speak with his supervisor and he said he didn't have a boss. They finally let him go with his money and this happened last year as well.

Advised:

I will forward this information to the CSM at Midway for review and investigation.

Airport where the incident occurred: Midway

Airline: Southwest

Flight numbers: Unknown

Date and time of incident: May 18, 2014, 12 pm

Individual's contact information email

(b)(6)

Calling in because she had a big problem with TSA at the Asheville airport. The caller stated that she were taking 2 cats back with her from Asheville to AZ. The caller stated she had them in the Delta recommended pet carries. The caller is a member of paws patrol. The caller stated that TSA wanted her to take the 2 cats out in an open area. The caller stated if she would have done this, the cats would have escaped. The caller states that cats are territorial animals and are scared easily when in strange placed. The caller states that because she was in a new area, with new smells and new sounds the cats were very scared. The caller stated she told the TSOs she would need a closed room in order to take the cats out of the carrier. The caller states the TSA took her to an area that was not fit to take the spooked cats out of the carrier. The caller stated there were places where the cats could escape. The caller states she does not understand why animals, especially cats, have to be screened this way. The caller stated that the cats were so scared she almost could not get them out of the carrier. The caller states the cats were very stressed out by the screening procedure and she had to take them to the vet once she arrived home. The caller wants to suggest better ways for screening of animals, as well as file a complaint to let TSA know how bad the screening procedure was for her. The caller stated the incident occurred on Tuesday around 6am, she was flying Delta.

2014 7:59:00
Advised caller: Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD). If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening. Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

Advised caller because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Advised caller to make suggestions she can to to our website at tsa.gov and select the stakeholders tab then click business opportunities.

The caller wants to know if she will be contacted back by the CSM. The caller states she would like to be contacted back. The callers email is (b)(6)

Calling in because she had a big problem with TSA at the Asheville airport. The caller stated that she were taking 2 cats back with her from Asheville to AZ. The caller stated she had them in the Delta recommended pet carries. The caller is a member of paws patrol. The caller stated that TSA wanted her to take the 2 cats out in an open area. The caller stated if she would have done this, the cats would have escaped. The caller states that cats are territorial animals and are scared easily when in strange placed. The caller states that because she was in a new area, with new smells and new sounds the cats were very scared. The caller stated she told the TSOs she would need a closed room in order to take the cats out of the carrier. The caller states the TSA took her to an area that was not fit to take the spooked cats out of the carrier. The caller stated there were places where the cats could escape. The caller states she does not understand why animals, especially cats, have to be screened this way. The caller stated that the cats were so scared she almost could not get them out of the carrier. The caller states the cats were very stressed out by the screening procedure and she had to take them to the vet once she arrived home. The caller wants to suggest better ways for screening of animals, as well as file a complaint to let TSA know how bad the screening procedure was for her. The caller stated the incident occurred on Tuesday around 6am, she was flying Delta.

2014 7:59:00
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Advised caller to make suggestions she can to to our website at tsa.gov and select the stakeholders tab then click business opportunities.

The caller wants to know if she will be contacted back by the CSM. The caller states she would like to be contacted back. The callers email is (b)(6)

2014 9:04:33
The rapiscan full body detectors have been proven to be ineffective. There is also evidence that they are dangerous. Why are you still using them? Why can't you go back to the metal detectors instead? I noticed on my recent flight out of BWI that "tsa precheck" customers got to go through the metal detector.

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 81435

10/14 10:19: Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

LaGuardia Airport

What was the date and approximate time of the incident?

from a government agency can not be thorough and resolve all items on the first pass.

Your reply dealt only with your policy regarding military personnel and your treatment of them. It left the impression that it was written by a former military person and was justifying the process of military personnel rather than addressing the true issues I presented in my complaint this morning. The "process" is wrong when military people and their families are allowed into the "TSA Precheck Line" and then have to be redirected to the Delta Elite Line. Their families/friends should be directed to that line to begin with. On Friday they worked their way up to the TSA agent and the TSA agent redirected them to the Delta Elite Line.

I have no issue with military personnel having access to a security line. Please take a few minutes and read through my complaint a second time and address the issues raised.

You also did not address allowing airport employees who are flying to use the employee access line that is intended for employees who are working at the airport.

I am going to include (copy/paste) the reply that I received a few minutes ago.

Regards,

(b)(6)

Thank you for your e-mail regarding the screening of military personnel.

2014 4 09:5

The Transportation Security Administration (TSA) is fully supportive of the men and women in uniform, and our standard operating procedures strictly prohibit targeting members of the military (or any other organization) solely because they are in the military. We are sincerely grateful for the sacrifices made by these brave men and women. Many of our own employees are former military personnel or current reserve members. In fact, TSA has instituted many procedures specifically for the military to ease their processing through the security screening checkpoint.

Security guidelines provide that uniformed military personnel traveling on orders are exempt from selectee clearance procedures only on those air carriers who have implemented a system that has been approved by the air carrier Principal Security Inspector (PSI). We emphasize that this exemption applies only to military personnel on active duty that present a valid, active duty military identification card and the military orders associated with that travel. Military personnel should advise the airline upon check-in that they are active duty and traveling on military orders. The airline should exempt them from any automatic additional screening.

Military personnel, their families, and their carry-on items are still subject to the same initial screening procedures as all other individuals entering a secured area. Excluding any group or individual from the screening process, such as senior citizens, the clergy, or the military, would provide opportunities for terrorists to exploit and thus undermine security. In addition, military personnel remain subject to additional screening if they sound an alarm when passing through the walk-through metal

Categories : Professionalism/Customer Service Current Date/Time : 6/17/2014 5:49:44 PM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 06/05/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C

TSA Employee: (If Known) :

Comment : I made an earlier complain TSA-EID (b)(6) about the bad experience with TSA, but the complain was apparently not classified properly. I did not ask for a clarification of TSA's policy for adult traveling with children as replied by (b)(6). To be absolutely clear, the complain was about:

1. The arbitrary decision by TSA officer with regarding to directing traveler with kids through various gates. I did not expect TSA officer to direct me to one gate, and within seconds, asking me to go to another gate without explanation and for no apparent reason.
2. The intentional humiliation by TSA officer when I opted out of going through the body scanner.
3. The unsafe environment TSA officer created at the security gate for traveling with kids.

Here were the facts:

- 2014 6:15: (
1. I was travelling with kids. Kids were old enough to run quickly, but not too old that I still had to carry a stroller for them.
 2. TSA officer directed family to go through the metal detector. Kids quickly got through. When I was about to go through, TSA officer noticed my shoes and asked me to remove them. After I removed the shoes and tried to walk through the metal detector, the TSA officer stopped and asked me to get in line for the body scanner. It was unexpected to me, and when I hesitated, he loudly proclaimed that it was not my right to pick gates (even the gate he asked me to go through seconds ago), and I had to do what he asked.
 3. I opted out of the body scanner. It was (a) a protest to his arbitrary decision, (b) the body scanner was 5-6 people long and I'd be out of sight of the kids. There was no people to do the pat down search, and I had to wait (I could see the kids from the gate, but was only within a shouting distance to them). TSA officer made no attempt to keep the family together -- kids ran around as they always did, and the TSA officer did nothing to keep the kids within my proximity.
 4. Amid the confusion caused by TSA officer's change of mind and my waiting for the pat down search, TSA officer explained to other traveler it was my choice to choose the "turtle lane". It was none of other people's business what my choice was, and my choice should not be derided by TSA either.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 6/17/2014 11:08:55 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 06/17/2014 9:00 AM Airline & Flight Number : Allegiant Air Flight 5624

Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) (b)(6) Comment : June 17, 2014 To Whom it may concern, I was traveling from Orlando, Sanford, back home with my husband and my four children who are under the ages of 5 and under and which one of them is 6 months old. At the screening (b)(6) saw that I had two baby bottles with baby water and a pink container that also contained baby water and stated that I would not be allowed to take the water with me because I was exceeding the amounts permitted, and I answered that the water was baby water and that how else was I supposed to carry my baby's water? She answered "That is not baby water". I responded that it was and that how was I supposed to feed my baby if she was to get hungry and I didn't have baby water. She told me that I would not take the water if she decided that I couldn't take it, that it didn't matter what I had to say, that it was what she said. At this point I got upset because our flight was supposed to departure yesterday, and I have traveled with my children before and all the other employees would tell me all they needed to do was test the water. I have never had any problems when traveling with my children before. I asked the employee for her name and for a supervisor and a phone number for me to call. because I was going to complain, I was pulled to the side because coincidentally the metal detector beeped when I walked through with my baby and I had to wait aside while this employee continued to tell me that I was not going to be able to take the water with me. She also told me that she was a "supervisor". Now, I do not understand that if she is a "supervisor" she does not know that baby water and baby items are permitted for passengers traveling with children. I have been humiliated and feel discriminated at the way this employee treated myself and my family during our screening at the airport. My 5 year old noticed what was happening and began to question me as to what was happening, and that if I was ok. I do not think that anyone deserves this type of treatment especially if the passenger is not violating any of the U.S. Security Transportation Administration policies. I would really appreciate if this matter was taken care of, as I do not appreciate the way I was treated.

2014 8:32:1

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 6/19/2014 6:12:22 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/19/2014 6:15 AM Airline & Flight Number : Southwest 397

Checkpoint/Area of Airport : Security B TSA Employee: (If Known) :

Comment : The TSA personnel caused me to nearly miss my flight. The security personnel had only one line to screen people. The personnel were only using the one body scanner and were not utilizing the metal detector at all. Two additional body scanners in other line areas were not being utilized. During my hour and a fifteen minutes in the security line I observed six additional TSA personnel chatting with each other. While these individuals were chatting rather than doing their jobs, the security line continued to grow. When I managed to finally make it to the actual screening area the line had extended nearly all of the way to the next security check area. Assuming that the personnel did not open another line, those who were at the back of the security line would almost certainly have a two plus hour wait. During my previous travels I have made it through the same security check point with the same length of line in thirty minutes. The delay today was inexcusable and disappointing. The lack of professionalism displayed by the TSA personnel was extremely disappointing. I have a great deal of respect for TSA personnel and the service they provide in keeping travelers safe, but today I lost some of that respect and do not see it returning anytime soon. I hope that this complaint/feedback will be taken seriously.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The subject email is forwarded to TCC-referrals for appropriate handling. Thank you.

Evelyn Webb

Program Assistant

Civil Rights Division, TSA-6

From: (b)(6)
Sent: Tuesday, June 17, 2014 9:56 AM
To: TSA.CivilRights@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/17/2014 9:55:56 AM

Caller states that his wife and him went in and got KTN and they called Delta Airlines because his wife has the TSA precheck logo on the boarding pass and he doesn't, and he states that he was explained that if he paid for the program he would always be selected? Caller states that its disrespectful for us to split up a traveling couple, after they paid for the program. Caller asked if people who don't have a KTN do they get through.

Advised caller:

In addition to TSA Pre\u002713\u2122, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre\u002713\u2122 lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre\u002713\u2122. While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre\u002713\u2122 application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre\u002713\u2122 lanes at more than 100 airports when traveling on any participating U.S. airline. TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre\u002713\u2122 lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. It is important to remember that TSA Pre\u002713\u2122 does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

Advised caller that he did not pay for the program he paid for the background check and fingerprints.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box)

Current Date/Time : 6/20/2014 4:47:42 AM Airport : BOS - Logan International Date/Time of Travel : 06/20/2014 5:00 AM Airline & Flight Number : US 1904 Checkpoint/Area of Airport : 1st checkpoint to left of US Airways entrance of Terminal B TSA

Employee: (If Known) : 5'10", Caucasian male in 40s to 50s, black receding hair, standing in front of metal detector Comment : Refusal to grant opt-out of millimeter wave detection scanner. Unlawfully stated that ALL passengers MUST go through scanner unless pre-checked.

2014 8:38:42 Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Address (b)(6) Tempe AZ 85281

Zipcode:

2014 2:23:11 Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Minneapolis-St. Paul International Airport

What was the date and approximate time of the incident?

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address: (b)(6) Augusta

Zipcode: 30909

2014 9:37:3 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

What was the date and approximate time of the incident?

My name is (b)(6) and I am a US Airways Flight Attendant. My ID # for Global Entry/Precheck is (b)(6) I travel out of the AUS airport and have for a year and a half. I have always had PreCheck on my boarding pass leaving and returning to AUS up until a few weeks ago. I now only get TSA PreCheck on my return to AUS. I travel in civilian clothes most days, so I do not go through KCM. One day, I did not have PreCheck on my boarding pass, but I did have my US Airways ID. I had one other time not had PreCheck on my boarding pass and the Security personnel were very nice to me and sent me through the PreCheck line. I thought this was standard procedure. Not knowing this was not, about 3 weeks ago, I did not have PreCheck on my Boarding Pass again, so I went into the line that employees use. I asked to go through the regular metal detector and the Security agent refused me. I was shocked, as this had not happened to me before. She sent me toward the other detector. I asked the gentleman who was running that one if I could use the metal detector instead, he said of course. The first Agent came running up yelling at me and embarrassed me telling me to go into the other detector (which I had never used and did not know what to do) She stood by glaring at me until I left. I was so humiliated that when I got my bags, I went straight to my gate and was so upset the US Airways Gate Agents came over to help me. They called the Supervisor from TSA to come and talk to me. She explained that the first agents that let me go in the metal detector line were wrong and the second one was right. I said I understood, but there was no need to humiliate me.

Since that incident, I have travelled 2 more times and now for the 3rd time in 3 weeks I do not have TSA PreCheck on my boarding pass leaving out of AUS. I had it on my return both those times. I believe that someone in AUS has revoked it as retaliation against me. This to me is an abuse of Power. I have gone through the back ground check 3 times now. Once as a Police Officer in California, once as a Flight Attendant and when I applied and received Global Entry. I am not a threat, as my job takes me on an airplane as a Crew Member, I am not on any watch list. I am just on a "we have power, you don't list".

2014 11:05:

Please look into this for me, I am a quiet, unassuming, soon to be 60 year old woman and this is just not right. I understand that TSA PreCheck can randomly not be on boarding passes, but this is not random. I believe this is intentional and a payback!

Thank you for looking into this matter for me.

(b)(6)

San Marco, TX 78666

(b)(6)

US Airways Badge (b)(6)

Disability Description: Caller's 24 year old daughter flew to DEN this morning. She has a pacemaker. They had her go through the WTMD. The pacemaker did stop for a few seconds. She got dizzy and was seeing spots. She showed them her doctor's note that said she should not use it.

Response Details: I told him I would email him the requirements to file the disability related complaint. I will also send it to the CSM and office of disabilities.

2014 2:54:56
Incident Details: Airport: DEN
Airline: Southwest
Date and time: 06/22/14 at 1:30 p.m.
Flight #: 4860
Email: (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/22/2014 11:47:15 PM Airport : MDT - Harrisburg International Date/Time of Travel : 06/22/2014 2:45 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On June 22, 2014, around 2:45 P.M. my wife and I were flying out with our baby. First I would like to say the airport was dead. Second I would like to compliment the TSA personnel that tried to help my family, I am sorry but I did not catch their names. The woman ticket checker had salt and pepper hair and the girl at the metal detector had a dirty blonde color. Now the complaint that I have is against what I presume to be the supervisor. I heard him reprimand both women for allowing my wife to go through the metal detector and hand me my child. Her hands were even tested for carrying the baby; I still do not understand that one. I guess he did not like that she left the stroller on the other side. However, the plan was for her to

2014 8:56:11 hand me our child then return back to the stroller and put it through the XRAY machine. Unfortunately I had already gone through to start getting our luggage on the other side. If there was such a problem with what happened why did the Hispanic looking TSA person not offer to help my wife, she was out in the area of situation? I am sorry but I just do not understand why you can yell at one person for trying to help and not one for ignoring the situation? I just had to let you know that I thought that was very unprofessional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I traveled through Terminal D of PHL on June 19. I had an unsatisfactory experience with the TSA security checkpoint. I reported the incident with one of the agents on duty, but I have not received a response, which I am requesting.

This was my first time using the PreCheck line, so I am not practiced with the requirements. The agents manning the metal detector seemed very rushed and were moving things along very quickly. I emptied my pockets after placing my bag on the conveyor. Since my bag had already entered the scanning machinery, I looked for a place to put my cell phone. There were no bowls, no bins, and no signage indicating that bowls or bins were available. No staff observing the entrance to the scanner. So, I placed my phone directly on the rubber conveyor.

2014 6:14:00

When I retrieved my items, I saw my phone had fallen through the rollers at the end of the rubber conveyor and the glass panels on both sides had been smashed. I did not expect this to happen.

I asked two TSA agents at the end of the checkpoint about filing a report. Both told me "no," shrugged their shoulders, told me it was my fault for not using a bowl, and said I should move along. I escalated the situation to (b)(6). I am not 100% sure that I recorded his name correctly. He did a great job of hearing my story, taking my info, and taking photographs of the phone. He told me to expect a response by today at the latest.

I have not heard anything – this is why I'm writing.

I would like to register the following customer service deficiencies I have observed:

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address:

Zipcode:

2014 10:17: Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller said she came home last Sat. from MN and that she lives in Southern CA. She said she flew from Bemidji, MN to Ontario, CA on Delta and got her check bag in Ontario, CA and it did not look like her same bag and that she got a noi. She said she has a broken hair dryer from this flight but on another flight from DWI in 2002 or 2003 she had Christmas gifts and she had a hole in her suitcase and she said care should be given so items dont break. She said she does not have an email address and she requested that we postal mail the claim form. She said since 1968 she has had an Ileostomy and she has a problem going through screening and wears an external device and a metal ring and the wtmnd goes off and she said she should not have to explain this medical thing. She said we should be educated on this and we should not embarrass her. She said it is all external and can not be taken off and it replaces her large intestine and rectum. She said she may get a Dr. note to help explain this in the future.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

2014 2:54:4 To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that it takes 10-15 days to receive it through the postal mail. I advised her the TSA officers have the check bags for about a 2 minute window and then the airline employees put the bags on the plane.

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov>.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown..

Caller said she came home last Sat. from MN and that she lives in Southern CA. She said she flew from Bemidji, MN to Ontario, CA on Delta and got her check bag in Ontario, CA and it did not look like her same bag and that she got a noi. She said she has a broken hair dryer from this flight but on another flight from DWI in 2002 or 2003 she had Christmas gifts and she had a hole in her suitcase and she said care should be given so items dont break. She said she does not have an email address and she requested that we postal mail the claim form. She said since 1968 she has had an Ileostomy and she has a problem going through screening and wears an external device and a metal ring and the wtmnd goes off and she said she should not have to explain this medical thing. She said we should be educated on this and we should not embarrass her. She said it is all external and can not be taken off and it replaces her large intestine and rectum. She said she may get a Dr. note to help explain this in the future.

Response: To protect a passenger's rights under Federal law and to file a valid claim, travelers must send their claim in writing to TSA, stating the circumstances of the loss and the exact amount claimed (fair market value of lost or destroyed property, reasonable cost of repair for damaged property), within 2 years after the claim occurred. The claim must be signed by the claimant or an authorized representative (e.g., an attorney or other personal representative with appropriate proof of authority). TSA is responsible for reviewing all claims relating to the screening of passengers and their baggage.

2014 2:54:4 To file a claim, you should fill out the Standard Form 95 (claim form) in accordance with the instructions and return it to the address in box number 1. A claim form will be sent to you within 24 hours of this response. While use of the form is not mandatory, it may help travelers ensure that they meet the legal requirements for filing a claim. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Once TSA's Claims Management Branch (CMB) has received your claim form, you will be sent a letter of acknowledgement and a claim number. You should keep the claim number for future reference when inquiring about the claim. TSA tries to resolve claims as quickly as possible but may need time for further investigation of the facts. If TSA denies a claim, or has not finally resolved it within 6 months after it was filed, travelers have a right to bring their claim to court.

I advised her that it takes 10-15 days to receive it through the postal mail. I advised her the TSA officers have the check bags for about a 2 minute window and then the airline employees put the bags on the plane.

If a passenger uses an ostomy, he or she can be screened without having to empty or expose the ostomy. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about the ostomy before the screening process begins. TSA has created notification cards that travelers may use to inform TSOs about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. This card can be found at <http://www.tsa.gov>.

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Departure City: MCO

Destination City: ORH

Flight Date: 6/12/2014

Flight Number: 1888

Urgent: N

Crewmember:

LevelOne: Airports

LevelTwo: Crewmember Specific

LevelThree:

Comments: So my girlfriend calls me right before boarding her plane telling me one of the security guards at the metal detectors, A male security guard that is, Pat her down while there was a girl security guard right there... This is my pregnant Girlfriend we are talking about with anxiety

2014 4:08:5 issues already as it is, so can you tell me why some scumbag security guard is putting his hands on her?! I know for a fact that's sexual harassment, and that not even male cops can pat down a female. She was not able to catch his name but i'm sure its not hard for you guys to figure out. Then theres no number at the airport itself for me to call? that is absolutely ridiculous.. I would really like something done about this, without me having to personally fly down there myself an beat this dudes ass in front of the whole airport. I will wait for reply back before placing any negative statements about you guys all over the internet, thank you!

An they absolutely agree that it was wrong, just that you were in charge of the guards and needed to contact you, So one of your scumbag guards got off to petting down my pregnant girlfriend.

The caller called Delta and she had a bad experience. She stated that she went through the checkpoint and she was cleared. She stated that she was frisked after the checkpoint. She stated that she was going to the Bahamas. She stated that she has hired a attorney and she wants compensated. She stated that the officer was rude and she did this in front of other passengers. She stated that she did not have a reason to frisk her. She stated that the officer was arrogant. She stated that she had to remove her socks. She stated that the attorney told her that she should not have frisked her like that. She stated that this was humiliating. She stated that she will never fly with Delta again. She stated that this happened at BZN to the bahamas. She stated that she made her cry, and she threw her ticket away. She stated that she had two witnesses to the event. She stated that she did not set off any alarms, and she was wanded. She stated that she is going to make a law suit. She stated that she wants reimbursed for the situation. She stated that she did not take her flight due to this incident.

2014 7:29:5 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Name: (b)(6)
Phone: (b)(6)

Date and Time: 06-10th @ 7:30 am

Airline: Delta

The caller called Delta and she had a bad experience. She stated that she went through the checkpoint and she was cleared. She stated that she was frisked after the checkpoint. She stated that she was going to the Bahamas. She stated that she has hired a attorney and she wants compensated. She stated that the officer was rude and she did this in front of other passengers. She stated that she did not have a reason to frisk her. She stated that the officer was arrogant. She stated that she had to remove her socks. She stated that the attorney told her that she should not have frisked her like that. She stated that this was humiliating. She stated that she will never fly with Delta again. She stated that this happened at BZN to the bahamas. She stated that she made her cry, and she threw her ticket away. She stated that she had two witnesses to the event. She stated that she did not set off any alarms, and she was wanded. She stated that she is going to make a law suit. She stated that she wants reimbursed for the situation. She stated that she did not take her flight due to this incident.

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Name: (b)(6)
Phone: (b)(6)

Date and Time: 06-10th @ 7:30 am

Airline: Delta

He is completely blind. He travels with a braille writer, braille paper, apple products, a dictionary, an additional computer that has speech on it, and other devices that help access material. He did not want the electronic equipment x-rayed. He said that the magnets in the system would ruin it. He said that he was told that he should have gotten a memo from the airlines or someone stating that the equipment should not be scanned. He stated that the airline gave him a free ticket because of the harassment. He said that he suspected that he was set next to an air marshal. The people at the airline seemed to know him very well. He was delayed for two hours. He said that he did not have a problem on the way back from Charlotte. Caller said that he is not making a complaint. He wanted to get prepared for the screening. He asked if I can send him a notification card or if he can print it out or show it on his iPhone. He said that the disability office told him that he would be exempted from the cost of taking the items. When I gave the caller the information from the template stating that canes and other devices (such as Braille note takers) must undergo x-ray screening he became very angry. He wanted my name. He stated that I was not listening and that it would ruin his \$10,000.00 piece of equipment if it is scanned.

I gave the following information: It is recommended that passengers who are blind or visually impaired notify a Transportation Security Officer (TSO) of the kind of assistance needed to complete the screening process. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

2014 8:39:4 If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening.

In addition to screening the passenger, canes and other devices (such as Braille note takers) must undergo x-ray screening. If an item cannot fit through the x-ray, or the passenger cannot be separated from the item, it must be physically inspected by a TSO. Passengers should tell the TSO if they need to be immediately reunited with the device after it is screened by x-ray.

I advised him that he would need to contact the airline about the fee for taking the items. I told him that is not in TSA jurisdiction. I also told him that a notification card is not a requirement and he can just tell the TSO about his situation if he would prefer to do so. I advised the caller that I was listening and I did hear him say that his equipment can not be scanned. I gave the caller my name and agent number. I also gave him the name and phone number for the CSM at Birmingham International.

Name: (b)(6)

Disability Description: Caller has an insulin pump and continuous glucose monitor.

Information Request: Caller has had problems in the past when she removes the pump for a physical inspection.

Response Details: Advised caller to contact us 72 hours prior to travel and we would escalate a request for assistance to ODPO. Emailed the information. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

1014 11:32: Diabetes-related supplies, medications and equipment such as insulin inhalers, glucagon emergency kits, lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

The caller has an implanted cardiac defibrillator/pacemaker. She had TSA precheck on her boarding pass when she flew out of DCA yesterday. She is complaining because there is no consistency from airport to airport for someone in her condition. At DCA she went to the precheck line and she let them know ahead of time about the pacemaker. She was instructed to go to other side by an officer and remain at that spot until they called someone. She waited for 15 minutes before the officer called someone and then waited for a female agent to show up so she waited a total of approximately 30 minutes. When the female agent came she just escorted her to the AIT and had her go through it. I asked the caller if they called the female agent due to the possibility of a patdown and the caller states that when the other agent was called there was no mention of the need for a female due to a patdown. All this time she was separated from her personal belongings for a long period of time. She states that the precheck lane at DCA only had a WTMD but when she came through TPA it had an AIT. She is concerned that she lost sight of her belongings while waiting for such a long period of time. She also wants to know if there is a better way to handle situations like this and if signing up for precheck would be of any benefit to her. Ultimately her baggage went through screening twice because it went through initially when she was waiting for someone and lost site of it and then again when she went through the AIT.

AIRPORT: DCA

DATE OF TRAVEL: 06-24-14

DEPARTURE TIME: 1150

CHECKED BAGGAGE TIME: 1000

1014 12:08: AIRLINE: US Airways

FLIGHT NUMBER: 1846

TERMINAL OR GATE: Terminal C Gate 37

CONTACT: (b)(6)

I advised the caller that Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening.

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre✓™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre✓™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening or a patdown screening. I advised the caller that due to her heart condition there may be some airports that have an AIT at the precheck lane but some may not so precheck would only be beneficial to her at those that have the AIT.

I advised the caller that I will forward a copy of her complaint to the CSM at DCA regarding the wait she had to experience.

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DEPARTURE TIME: 1150
CHECKED BAGGAGE TIME: 1000
AIRLINE: US Airways
FLIGHT NUMBER: 1846
TERMINAL OR GATE: Terminal C Gate 37
CONTACT: (b)(6)

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I advised the caller that I will forward a copy of her complaint to the CSM at DCA regarding the wait she had to experience.
He is able to walk and usually gets out of the wheelchair for the screening at other locations.
The Checkpoint Supervisor TSO was (b)(6) who said since the alarm went off you must do the Patdown.
Caller complained if he could have walked through the alarm would not have gone off and he did not like having the Patdown.

RESPONSE:

Advised I will send a copy of his complaint to the CSM at Spokane.

CSM Referral Information:

Airport: GEG

Airline: Southwest

Flight #: 4008

Date: 6-20-14

Departure time: 4:15 PM (He was at the checkpoint at 3:00 PM)
Specific location - Terminal or Gate: A B Lane 1

Phone #: (Cell) (b)(6)

Email: (b)(6)

Dear TSA:

2014 2:14: On June 20, 2014, I flew out of Colorado Springs Airport with my son who has a broken foot and was wearing a half leg cast. We flew on the 6:30 AM Delta flight bound for Atlanta. A swab was done by a TSA agent on my son's cast which came back "positive" for I'm not sure what. He was then detained, subjected to a full body pat down, asked all kinds of questions, had a metal detector wand run over his cast and we then had to wait for quite a while (at least 20-25 minutes) while the TSA agents called for guidance on what to do. A Delta employee came to retrieve us as we were holding up the flight. We were finally cleared to go. The TSA agents told me this happens all the time with casts and not to be concerned. Flying back yesterday from Chicago O'hare Airport, my son did not encounter these issues at TSA. His cast was swabbed and came back "negative". I told the agent there about our experience at Colorado Springs (COS) and he advised me to tell the COS TSA that their problem with casts may be occurring because agents at COS may not be putting on clean gloves prior to swabbing casts therefore contaminating the swab with their gloves. I talked to the COS TSA about this and they advised me to send you an email on this matter which I am hereby doing. Please do follow up on this as unnecessarily detaining people with casts for 20-60 minutes is a huge inconvenience and can result in them missing their flight. I'm all for assuring safety on flights and thank-you for your job in doing this but if a protocol is not being followed by agents because perhaps they have not been informed of it, it should be corrected so as not to unnecessarily detain innocent passengers. Thank-you for your consideration of this matter.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/25/2014 3:01:35 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 06/25/2014 12:45 AM Airline & Flight Number : US Airways Checkpoint/Area of Airport : #3 TSA Pre-check TSA Employee: (If Known) :

2014 4:17: Comment : My parents (b)(6), aged 77 and 74 respectively, were traveling last night through TSA Pre-check at just before midnight. The agent made my father remove his shoes with the orthotics, his belt, and empty his pockets after they switched his cane for one to allow him to go through the metal detector. My mother informed the agent that there was a medical device (orthotic) and that he should not have to remove his shoes since he is over 75. Yet this agent was unwilling to listen. My father was patted down, his shoes were chemical tested and patted down again. My mother who was also in TSA Pre-check was subjected to the same treatment. This is absolutely and wholly unacceptable! They were there for 10 solid minutes! Thankfully, there was a golf cart that they were able to get on to get all the way to gate A4 which they made during boarding. My father has health concerns both mental and physical and he should not have been subjected to such treatment at this advanced age. ABSOLUTELY UNACCEPTABLE!

Would you like a response? : True

Passenger's Name (b)(6) Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 9:42: Caller does not have long distance service so she was given our number from Phoenix. A whole group of them went from Phoenix to Vegas, and came back from Vegas today. While there, the flight was delayed. When going through the checkpoint. She had to go 3 or 4 times through the checkpoint. He told her take off her glasses and put her glasses in the container. She had everything else in the container. Another female officer told her not to put the glasses in there and then the male officer came back and told her that --I told you to put them in there--. He then told her that this is not funny, because she smiled. She stated that she is 74 years old and never had this problem in the airport before. The female officer then took her purse out and looked through her luggage. She asked her what she had. She had spray for allergies. She had bags of jewelry in her luggage. The lady told her to stay with her luggage, and she had half of it one area and other items in another area. She stated she told them that the airport on Phoenix, they let her take her allergy medicine spray. She took the spray and put it in a bucket. She had jewelry in a small purse, and the jewelry is now missing. The purse is like a large change purse, wristlet, one side is a leather rose, circular, black in color. She had a white gold ring, initial J with small diamonds, white gold star blue sapphire with 2 diamonds in it, sterling silver ring with a black onyx, wedding band carved sterling silver with an onyx on it, earrings (silver pairs of costume earrings) 3 or 4 pairs of silver earrings with onyx, and 2 or 3 pairs of costume earrings. She stated that the entire bag of jewelry is gone. The wristlet was inside of her luggage, and the container of jewelry was inside of the wristlet. She had a cloth eye glass cover, inside of the wristlet. The wristlet was left opened inside of her luggage. She stayed with the luggage the entire time, except when she was going back and forth between her things. She did not get any names of the screeners. The female officer was tall 5 7-5 8, maybe in her 30 s. A male who was in metal detector line, after she beeped, told her to take off her glasses, later came over. She was wearing a sage green shirt and matching turtle pushers. The blouse was embroidered on the side, as well as the pants. She had white exercise sandals that she wore through. This happened today, 06 25 14. She went through screening between 10 and 11 a.m. She was on a Southwest flight, and it kept getting changed. She was with her son and 2 of his lady friends. She sat with the luggage, by terminal C9. Her flight number was 4332. She wonders if it may have been left out or lost during screening. Caller does not have email or a computer.

Response:

I apologized to the caller, and informed her that I have taken down all of her information, and will be sending it to the CSM at LAS for review. I am sending a claims form to the caller to complete, by mail. I also transferred the caller to lost and found at LAS so that she inquire about her jewelry, since she thinks it may have been lost or left out during screening. She could not dial long distance so I transferred her to the Lost and Found at LAS.

Sent: Thursday, June 26, 2014 1:25 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/26/2014 1:25:15 AM

Attachment:
1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No
First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

PO Box or Street address:

(b)(6)

City:

Rio Linda

State:

Ca

Zip:

95673

Email:

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/26/2014 5:26:31 PM Airport : LAX - Los Angeles International Date/Time of Travel : 06/26/2014 2:15 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I have Global Entry. When I went through the Precheck line in terminal 3 they treated me very rudely. One eve asked if I had committed crimes in the last 24 hours. Then the said they were going g to have to detain me for questioning since my watch set off the metal detector. Then they took my fingerprints and made me wait, then said I was free to go. No apologies or explanation. This is unacceptable for customer service, let alone to someone vetted by Homeland Security.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom this may concern,

Today I traveled from Springfield, Missouri to Mesa, Arizona on Allegiant. As I was going through security, I was required to take my MacBook Pro and my iPad out of my backpack and to put them into a grey bin to go through the x-ray machine. I was getting ready to walk through the metal detector when the security team told me I needed to take my flip-flops off. I threw my flip flops up on the belt like I was asked, then sent my two grey bins (one with my backpack, one with my electronics). I went through the metal detector with no issues. Security was rushing mine, and the 7 other people (5 kids, 2 adults) belongings through security. An older gentleman slid/shoved the grey bin of mine with my electronics down the metal belt. My iPad flipped up and was slammed between another passengers carry-on suitcase. Due to this, the corner of my iPad got cracked, and fell apart. I contacted a woman and a gentleman in the security department. The gentleman assured me that all I needed to do was file a claim, and that TSA would pay for my iPad to be fixed or replace my iPad because it was their fault. I was told the sooner I report, the faster things will be handled, and my iPad will be fixed. Thank You.

2014 8:40:0

(b)(6)

Caller advised she wanted to make a complaint. Caller advised she went through security at Boston Logan. Caller advised her and her 2 kids went through metal detector and it didn't alarm. Caller advised she was taken to a private room and given a patdown and her bags were searched. Callera advised she had to wait for a security officer of the same gender to arrive and nearly missed her flight. Caller advised that the TSO's was nice but feels like TSA is harrassing the public by doing this.

Advised Caller:

2014 9:27:1 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

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While boarding a Delta flight at the south terminal, in Atlanta yesterday, I was quite frustrated with my experience with the TSA Pre- check. There was an abnormal amount of confusion in passing through the two types of detectors. People from one line were being told to move to the other entry point for the detector in the alternate line, and those in the other line, told to move to the other line. I am not sure just why all of the confusion, but, my main issue is with the attitude of one of the TSA personnel. He was located on the exit side of the metal detector unit, and exhibited a very poor attitude towards those of us attempting to understand just which detector we were to walk through. I had not removed my belt or boots, as the instructions were that we did not have to do so, however, when passing through the metal detector, the alarm sounded. The TSA person then, very curtly, told me that I had to remove them, as if I had been in error. My main complaint is that a person should not be treated rudely, and the procedure should be much better organized that this operation was. In an effort to point out the particular TSA individual, he was a younger, black person. This TSA person needs some direction in how to deal with the public in a much more tactful, and respectful manner.

2014 12:13:

(b)(6)

HYPERLINK "(b)(6)"

Website: (b)(6)

"Engineered Fluid Solutions Customized to Maximize Wellbore Value"

This email is being forwarded to TCC-referrals for appropriate handling. Thank you.

Evelyn Webb

Program Assistant

2014 4:04:33 Civil Rights Division, TSA-6

From: (b)(6)
Sent: Thursday, June 26, 2014 11:39 PM
To: TSA.civilrights@dhs.gov; tsafll@dhs.gov; gotfeedback@dhs.gov; (b)(6)
Subject: Fwd: Incident at Fort Lauderdale International Airport

As a colleague in the Department of Homeland Security, I am disappointed to have to report an unfortunate situation with one of your TSA officers. I know that 99% of all fellow DHS employees work very hard to gain and foster the public trust. However, as a member of the flying public I believe that the situation must be reported and addressed.

At approximately 7am on June 26, 2014 I was proceeding through the security checkpoint at the Fort Lauderdale International Airport. I, and some fellow passengers I was traveling with, was directed to a relatively short line that was using random

From: (b)(6)
Sent: Friday, June 27, 2014 3:59 PM
To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen
Cc: Legal; Rajdeep Singh; (b)(6)
Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger (b)(6) (b)(6) civil rights were violated when he was forced to remove his religiously-mandated turban by the TSA at Chicago O'Hare International Airport on June 21, 2014. (b)(6) flew on United Airlines, Flight No. 5702, from Chicago, Illinois to Columbia, South Carolina.

(b)(6) filed a complaint with the TSA and DHS on June 21, 2014 through the FlyRights phone application. We write to provide additional information. Please see attached follow-up complaint and Mr. Singh's original FlyRights complaint.
Image removed by sender.
Thank you for your attention to this matter!

Best,

2014 6 03: (b)(6)

--

(b)(6)

(b)(6) | New York, NY 10004

Phone (Main): [HYPERLINK \(b\)\(6\)](#)

| Phone (Direct): [HYPERLINK \(b\)\(6\)](#)

Facsimile: [HYPERLINK \(b\)\(6\)](#) | Email: [HYPERLINK \(b\)\(6\)](#)

(b)(6)

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~~This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the e-mail and notify us immediately.~~

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Zipcode:

2014 1:09:4
Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Newark Liberty International Airport

What was the date and approximate time of the incident?

Caller will be traveling on Wednesday with United at 8 a.m. from Newark to Cancun. She had metal in her hip and spine. She flew last year and went fine through Newark but was given a hard time in San Diego. The TSOs were so sure that she could go through the AIT. She called the manufacturer and they said she couldn't. She was left to stand for 45 minutes. She wants to avoid that.

Response:

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

2014 1:18:0
If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Under no circumstances should passengers be forced to perform actions that cause pain or put them at risk of injury. For example, TSOs should offer a chair to passengers whose weakness or balance problems put them at risk of falling during screening. Passengers who have difficulty with balance, standing, or walking also may decline metal detector screening, and ask instead for a full patdown screening while they are seated.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer or Passenger Support Specialist at the checkpoint to address any complaint regarding screening procedures.

Today I flew on united flight 3465 rsw to ewr. I fly more than the average person but not enough to be an expert but I do know that the security at RSW was at the very least odd. Maybe not wrong or lax but definitely odd.

I approached the first TSA person and she said to keep my wallet, rings and important things with me but take my shoes off and laptops out of the case. Odd. I've always thought those round saucer looking dishes were for keys, change and the like so as not to set off the metal detector. Maybe not.

I placed my mobile phone and sunglasses in the round saucer bin... when the bin came thru, it appeared something was missing but i couldnt exactly remember what and i was running late to get back to new york. I grabbed my mobile phone and made a dash for the plane with the wife and kids. When I got on the plane I realized I did not have my sunglasses and the last place I saw them was in that circular bin in the security line and I immediately thought back to the odd set of instructions I received about keeping small precious things with me even if they are made of metal.

2014 9:43:00 So question time. Perhaps someone took the sunglasses out to "check" them... what's to check? Perhaps someone took out the sunglasses to check the mobile phone... doesn't the x-ray work on everything except laptops buried in cases? Couldn't the sunglasses remain in the bin and be moved aside for x-ray? My big question is why weren't the sunglasses put back in the bin?!?. Also, what is different about rsw that I should keep my precious belongings with me (it was a bit funny because I've only gotten instructions like that when I play basketball in a gym in the Bronx)?

Truth be told this email will probably fall on def ears or just get lost but all I'm trying to say is I want my O'Mally sunglasses back if that's possible.

Thank,

(b)(6)

Roselle, NJ 07203

Picture of sunglasses attached. Please mail.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) New York, NY

Zipcode: 10023

2014 8:51:00 Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number:

Address:

Zipcode:

2014 8:51:3

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Cleveland-Hopkins International Airport

From: (b)(6)
Sent: Sunday, June 29, 2014 9:20 PM
To: TSAExternalCompliance
Subject: Wallet missing after TSA screening; Atlanta Hartsfield-Jackson Airport - International Terminal; June 20, 2014; 2:30-3:00 pm

Submitted by: (b)(6) 06/29/2014

(b)(6)

(b)(6) Marietta, GA 30066

HYPERLINK (b)(6)

2014 8:51:3

While in line to go through screening at ATL Hartsfield-Jackson International Terminal on Friday, June 20, 2014, at approx 2:30-3:00 pm. I placed my belt and jacket in the plastic box. An officer then instructed me to empty my pockets. I placed my comb and my wallet, which contained \$1800 cash, three credit cards, and other licenses and ID cards, on top of my jacket. While I went through the xray screening, my wife went through the metal detector. Upon completion of this screening, my wife and I emptied the boxes of all contents. I didn't need anything from my wallet, so it did not occur to me that it was missing until my arrival in Nurnberg, Germany.

My wallet fits only in my front pocket. It was not picked or stolen from me in any other way.

Witness statement: I witnessed my husband being told to remove his wallet and his placing it on top of his jacket in the plastic box. While he was in the xray screening booth, I was told to go through the metal detector, thereby separating us. After he exited the xray screening booth, he was subjected to an additional wand screening. I witnessed that we removed all of our possessions that were in the boxes following our screening. I witnessed that he had no need of any contents of his wallet until we arrived in Germany and, therefore, he was not aware of its missing until that time. In other words, we last saw it before it went through the TSA screening process.

Signed: (b)(6)

When did this happen?

Friday, June 20, 2014 at approximately 2:30-3:00 pm. I only returned home last night so did not report the theft until now.

Where did this happen?

Atlanta Hartsfield-Jackson Airport - International Terminal

Hello- I had received the tsa precheck on my boarding pass to travel to NY for a June 11th trip. I had no problem at Tampa airport where we flew out of also my husband (b)(6) who traveled with me. We both went thru the metal detector. Coming back home to Florida was different story.

We were at LaGuardia airport and was on a line starting at the security point. My husband (b)(6) who is a Vietnam Veteran and is 70, got praises from the guy handing out larger 8x10 pieces of paper stating he was a tsa precheck. My boarding pass which had tsa precheck on it too, was not given a larger piece of paper, and I had to not only remove my open sandals and walk on the dirty floor, but go thru the tube with my hands up! I was so upset. The woman told me I didn't have the larger piece of paper and wasn't allowed thru the metal detector. She never even looked at my boarding pass. I am 65 1/2 years old.

Can you please tell me why this happened?

2014 10:08:

Thank you,

(b)(6)

HYPERLINK (b)(6)

The caller stated that every time she flies she is subjected to additional screening in the form of a patdown and ETD swabbing and she wanted to know if this was due to Age, sex, national origin, skin color or disability. The caller stated that she did not feel discriminated against. The caller wanted to know why we perform additional screening. After probing the caller I determined that she has metal implants and she stated that she never tells the officer about them before the screening begins. The caller stated that she has documentation for the implants.

Advised the caller:

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2014 2:14:3

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Advised the caller that if she does not inform the TSO of the metal implants before screening and she alarms then there is a good chance she would undergo additional screening . Advised the caller that no documentation is required just so long as she informs the officer.

Advised the caller email sent.

The caller stated that every time she flies she is subjected to additional screening in the form of a patdown and ETD swabbing and she wanted to know if this was due to Age, sex, national origin, skin color or disability. The caller stated that she did not feel discriminated against. The caller wanted to know why we perform additional screening. After probing the caller I determined that she has metal implants and she stated that she never tells the officer about them before the screening begins. The caller stated that she has documentation for the implants.

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Advised the caller email sent.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 07302

2014 4:16:0

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

LaGuardia Airport

Since this airport is laid out horribly, we had to go to another terminal by bus and go through security again. We had just landed on a flight from PSP and only here to connect.

Traveling with a child, we went into the family lane where bags go through x-ray and everyone goes through metal detector. All was fine up until that point.

My son, who is 3 years of age, walked through metal detector with his favorite DVD movie. They told us it needed to go through x-ray machine. He broke down crying as we tried to take it from him. Eventually it went through the machine.

Since there no trays to put belongings in, such as phone, wallet, keys, etc., I walked through the metal detector with phone in my pocket. The alarm went off and TSA agent told me to go back. I told her phone was in pocket and she told me it had to go through x-ray machine.

While walking back, another agent, the one I am filing a complaint against (black, middle aged), ?said "phones always go into da x-ray, nothing has changed!"

I explained there are no trays and the other agent said "she is handing them out." I said, "no, she was on the other side of the metal detector, she never offered a tray."

I off-handedly told my wife "this is fucking ridiculous" and the TSA agent grew more frustrated and got in my face. I told her "no need to act all ghetto" and she immediately called for supervisor and two police officers.? I heard her telling them that I said "fuck you" to her and called her "ghetto" as well as acting "irate." All false as I already explained.

!014 4:14:2

I explained to the officers the situation and said I was free to go and make a complaint against the TSA agent. As I walked through the metal detector I requested her name and she quickly turned and said "just get him out of here." She has to give me her name and she did not. I should have took a picture.

The supervisor walked with me to the TSA booth and she took down my information as well as gave me contact information on whom to contact.

I believe as a public employee she should have more restraint and not act so aggressively toward passengers who are only trying to get through security quickly and without problems.? Never before have I had a TSA agent be rude.

Thank you,

(b)(6)

--

Sent from my Verizon Wireless BlackBerry

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 30083

10/14 6:19:5

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Lambert-St. Louis International Airport

What was the date and approximate time of the incident?

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Tuesday, July 01, 2014 5:07 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/1/2014 5:06:32 PM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

7/1/2014 6:19:5

Remote Client IP: (b)(6)
Date Time: 7/1/2014 5:06:32 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

Feedback Type : Civil Rights/Liberties

Categories : Sex; Disability

Current Date/Time : 7/1/2014 6:22:40 PM

Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

7/1/2014 8:06:4 Comment : TSA- I was flying from OKC- St. Louis. I had a connecting flight in Texas. I am a veteran, and a girl. I went thru your machine with bracelets but the agent said something was wrong with right shoulder. They put their hands on me. I don't want people touching me. EVER! I don't give a damn what the machine states. They did not even offer privacy. Furthermore, I had to fly with a Muslim in her full muslim hijab. I know from being in Iraq that you are not allowed to touch her based on her religion beliefs; I also know from being in Iraq that metal detectors will not pick up some of the bombs they strap to their chest. I have seen it with my own two eyes. Can your machine pick this up? I am DEEPLY concerned for the safety of not only the airports but the airplanes with these females wear these outfits. I have seen Muslim females wear the head thing but wear our clothes; is that too much to ask? For security reasons I mean? Also, I don't know if you did it or the baggage people did; but I think you took my seizure med out of its blue case. I understand that you have to search but really? You normally put the sign saying you searched my stuff. I had to have that pill. If you thought I was smuggling drugs you could have pulled me and asked me. I would have not minded. I would have showed you the medicine bottle that was in the green bag and the instructions that said take 1/2 pill. Did you have to take it? What kind of idiots do you have working for you? I do not want to have to go thru this again. If you have a question, just ask. Yes, I want a freakin answer, this is totally unacceptable.

Would you like a response? : True

Passenger's Name: (b)(6) Phone Number: (b)(6) Email: (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 7/1/2014 11:22:08 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/01/2014 7:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : Checkpoint A TSA Employee: (If Known) :

Comment : Arriving to the checkpoint at 7:45pm, purposely coming early for my flight in order to use precheck (which closes at entirely random times from what I can see, sometimes as late as 10pm, others nowhere near it). I was greeted by a closed precheck line. After asking the document checker about it and being given a gruff response of "it's open when it's open", I proceed to the x-ray where I am made to remove shoes and belt and go through the full body scanner instead of the metal detector.

The agent standing at the metal detector responded like I was crazy for thinking precheck would allow me to go through that way. Another agent standing in earshot asked why she wasn't letting me through that way (which is standard practice in every airport I've been through, usually including Phoenix, when a dedicated precheck lane isn't available).

!014 8:19:5 The inconsistency is stunning at this airport as it's not the first time I've been given this treatment, though things usually go back to normal for 4-5 visits between experiences like tonight's. When agents are asking each other why they're acting in a way that seems inconsistent with policies, something is wrong.

I understand staffing doesn't always allow dedicated precheck to be open but is more consistent treatment of precheck travelers going through the normal checkpoint too much to ask? How has every other airport I travel through figured out the system of using a colored card marked precheck to allow travelers through the metal detector with shoes on but not Phoenix? It's a major annoyance in an otherwise awesome airport.

Thank you for your attention to this matter.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Today, On a trip to New York, I had to decide to opt out of the image scanner located at the airport. Only about 1/2 of the travelers today were asked to voluntarily use these scanners, and the other 1/2th were able to go through the metal detectors. Your actions make it clear that these scanners are unnecessary to the safety of air travel. But more importantly, these scanners are an unconstitutional invasion of privacy. I have opted out of these scanners for over almost 6 years now, and will continue to opt out of their use. Every time a fellow citizen decides to walk through one of these scanners America becomes less free. Please remove these scanners from all U.S. airports.

014 10:08:2 Thank you.

(b)(6)

Response Details: I told the caller I deeply regret what has happened to him and explained how to access redress by going to www.dhs.gov trip and applying for redress. I advised caller once he got his RCN to include it in his flight reservations. I also told him I am making no promises this will stop the four S's. After the caller told me of what happened at DCA on June the 10th I told him I would forward this to DCA for review. I sent claim forms to the caller to seek reimbursement for the socks.

I called the passenger back and provided the DRFI info including where to mail the written complaint.

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

1014 4:14:2 Incident Details: Caller stated he went to the airport at Washington DC a couple weeks ago. Caller stated he feels he is on a watch list because the screeners told his was on a watch

Advised caller the following information:

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My MIL recently went through the Portland Oregon airport and this is what she said happened:

WOW! Worst TSA agent ever! Asked if I could stand so she could remove my wheelchair cushion and send it through xray. When I said no I was not able to, she rolled her eyes and said "you cannot even stand for a moment? Then how did you get into the wheelchair?"

Then my friends dad went through the airport and this is what happened:

1014 4:20:3 So my brother flew my daddy to Illinois, at the Portland airport they "HARASSD" him once again! He has to carry on his CPap machine and he has an emotional support animal. at security they took everything out of his CPap bag which i totally get but then they dont put it back like they found it and they took his phone away from him for some reason and then just shoved it in the bottom of his CPap bag. he kept setting off the metal detector so they put stuff on his hands that burned his blisters that he is covered with due to chemotherapy. duh did they think to empty his pockets,,HELL NO,,, lets just harass the feble old man who is 74 and is flustered,,,"THANK GOD for the Marine that was on the other side of security, he saw my dad and could tell he was flustered, he approached him and asked if he was ok. my dad says "NO" i can't find my phone that they took and i need to call my daughter, the Marine called my dads phone and heard it ringing in his bag so he got it out. reorganized all my dads stuff for him and got him on the plane...

Are you seriously kidding me! No one should have to go through this. "HOW did you get in a wheelchair then" Did that idiot lady maybe think that my mother in law is paralyzed and was put into the wheelchair? I cant believe how stupid your TSA agents are. Go ahead and ask if you can look through items and scan stuff but these people took it to a whole new level of humiliating people.. And this happened to 2 people I KNOW. I cant imagine all the other people that are harassed. Idiots

Caller advised that she would like to file a complaint. Caller advised that on 7/1/14 she was traveling from Trenton Mercer New Jersey with Frontier Airlines and while in the screening line another passenger who was bringing a cat in carryon was being screened. Caller advised the cat went bonkers while being screened and bit her. Caller advised that she had to cancel her trip due to this. Caller asked the screening procedures for travelers bringing an animal as a carryon. Caller asked if vaccine documentation was required. Caller asked could a private screening have been done.

Advised Caller:

1:32:4 The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding. Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

If additional screening requires removal of the animal from its carrier, passengers may request a private screening.

TSA doesn't require vaccine documentation for animals

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If additional screening requires removal of the animal from its carrier, passengers may request a private screening.

TSA doesn't require vaccine documentation for animals

Caller felt like the TSO's were rude during her secondary screening and she wants to know if she has been placed on a list.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

1:49:2 TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Caller felt like the TSO's were rude during her secondary screening and she wants to know if she has been placed on a list.

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From: (b)(6)
Sent: Friday, July 04, 2014 5:58 PM
To: TSAExternalCompliance@dhs.gov; TSA-ContactCenter@dhs.gov; TSAExternalCompliance
Subject: TSA Complaint

Please see attached documents.

Thanks in advance!

(b)(6)

Attachment:

Name: (b)(6)

Cell: (b)(6)

Home: (b)(6)

Address:

(b)(6)

Olympic Court Las Piedras, PR 00771

Being filed by someone else:

Name: (b)(6)

Cell: (b)(6)

Home: (b)(6)

Location: LAS

Who treated you unfairly?

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) New York, NY
Zipcode: 10023

014 7:05:3

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

Current Date/Time : 7/6/2014 10:43:09 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 07/06/2014 9:45 AM Airline & Flight Number : American Airlines 324 Checkpoint/Area of Airport : Gate A13 TSA Employee: (If Known) :
"Supervisor" Comment : Time at arrival to security checkpoint: approximately 9:50 am Gate A13 Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey. My minor children (b)(6) (9) & (b)(6) (12) were cleared through the metal detector and separated from us. I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine. For religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained she was only 15, we had TSA pre-check and that I was willing to undergo a pat down but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion. For the sake of brevity, I shall summarize in that I was told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated. Only after I [a criminal trial attorney] broke down in tears and my 12 year old daughter broke through the TSA agent line to ask when she would see us again, was I allowed to be reunited with my children. It is

014 11:05:3 unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO/Orlando (2) Sanford (3) Salt Lake City(4) Denver (5) LAX (6) Dulles/Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle(12) JFK - merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security. Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/6/2014 2:50:01 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/04/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : My husband and I (along with many other travelers) has a terrible experience with (b)(6) while going through security checkpoint. He not only made faces and physically made fun of my husband who has a disability, he made a 13 yr old girl near us go back through the metal detector because according to him "she wasn't walking like a 13 yr old should." I am pregnant and did not wish to go through the scanner and told him I would like a pat down instead and he told me to go stand to the side. For TEN MINUTES I stood there before he looked over at me, chuckled, and then yelled to a female tsa employee to come pat me down. I have never had any issues with tsa agents, but this man needs to absolutely be fired. He is unprofessional, and if we only witnessed his behavior for 10-15 minutes, I can't even imagine what he is like the rest of the time. This man was the most unprofessional person I've EVER met and I will do ANYTHING to NEVER travel through Atlanta again.

Would you like a response? : True

Passenger's Name :

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name : (b)(6)

Email Address : (b)(6)

Phone Number : (b)(6)

Address : (b)(6) Vienna VA

Zipcode:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

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You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Vienna VA
Zipcode:

10/14 7:19:5

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

I would really like to understand how I clear US Customs in under 2 minutes and can't clear PRE-TSA or TSA in 10 minutes or more.

I had both knees replaced, plus screws and pins in my left ankle. If you have Pre-TSA I can't go all the way thru the line, because they only have metal detectors. Then I have to go in the line with the scanners and take my shoes off, belt off, and so on.

Why if US customs does a complete background check, plus must have my finger prints scanned each time and then I have to deal with TSA. Stand in long lines and dealing with the hassle, if you are all under the department of homeland security why not the same rules apply.

The last time I came back from India via Newark NJ airport. I only had carry on bags. Walked to custom cleared that in two minutes. Then got to TSA. No pre-TSA so I had to stand in line for the next 30 minutes. Why? This does not make sense for TSA to check people that more finger printed, background checked, and interviewed then issue an ID card from the US government.

10/14 8:27:2

(b)(6)

Project Coordinator

Echostar

Sent from my iPad

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 7/6/2014 10:05:34 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The TSA precheck line has been closed the last 2 out of 3 times I have flown out of MSP. I have to go through the only open security line, which requires me to take off shoes and take liquids out of my bag. This is a big hassle and I'm not sure why MSP can't have something else available for precheck travelers when the set precheck line is closed. I have seen at other airports where everyone goes through the same line but the precheck passengers go through metal detector and don't take off their shoes or remove liquids. I would like to see something similar at MSP. Why pay the ~\$100 for the same amount of hassle? Today I was at the airport at 840pm and the precheck line had just closed. Maybe if they can't combine the two lines they could keep the line open a bit longer.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My family travels frequently, so we are no strangers to TSA security procedures.

Due to technical issues with aircraft, my family spent night at Dallas. American Airlines provided us with TSA Pre-check passes to expedite the journey for AA Flt 324. I anticipated no issues due to the TSA pre-check.

I understand that I am a very conservative practitioner of my faith and my sincere beliefs lead to hassles from time to time. Due to my sincere beliefs, I refuse to pass through an AIT machine. I, as an adult and mother, accept the pat down and test for explosive residue due to this belief. However, I have NEVER before today, had my minor daughter separated from me and threatened with a pat down. My minor daughter is a virgin who has never kissed a boy and who does not have physical examinations by a doctor which include the touching and contact down by a pat down. We dress conservatively. We eat restricted diets and have limited physical contact with non-family members.

My minor children (b)(6) (9) (b)(6) (12) were cleared through the metal detector and separated from us. [Yes, metal detectors are permitted by my sincerely religious beliefs.] I (35) was told to go through the metal detector, while (b)(6) (15) was told to go through the AIT machine.

As previously stated, for religious and health concerns we do not go through the AIT and never have done so. We are frequent flyers, so much so that TSA agents in Orlando recognize me. I explained (b)(6) was only 15, we had TSA pre-check, and that I was willing to undergo a pat down, but that my minor daughter would not and that even her doctor does not touch her in so familiar a fashion.

By this time, my younger two children were taken out of view, and 3-5 agents crowded around me to block me from my younger children and 1 agent blocked me from my oldest minor child. I was then told my 15 year old virgin daughter would be groped by a stranger and that my family would remain separated.

I practice criminal defense law and deal with harsh people and situations. Tears do not come to my eyes easily. Yet, being separated from my children and told that my sincere religious beliefs meant nothing and my family would remain separated brought even me to tears. My 12 year old was quite distressed and managed to crawl push through TSA agents to get the attention of the supervisor. (b)(6) (12) asked when we could be together, I told her I did not know and that TSA won't let (b)(6) through. Fortunately, something touched the heart of one of the TSA agents who then said they should not separate the family, mind you I was sobbing and (b)(6) (b)(6) were visibly distraught at the separation.

It is unacceptable to have a young American mother in a situation where 2 children taken from her though security and kept from her view while another is forced to remain on the other side of security, especially when we had TSA pre-check. In the past 9 months we, in various family configurations as all members do not travel on all trips, have traveled at the following airports and NEVER had the issues of separation of a pat down on a minor child. (1) MCO Orlando (2) Sanford (3) Salt Lake City (4) Denver (5) LAX (6) Dulles Washington DC (7) Atlanta (8) Tampa (9) Louisville (10) Anchorage (11) Seattle (12) JFK -- merely the domestic airports. I would like to add Toronto to the list due to clearing customs prior to boarding and therefore TSA was in charge of security.

Travel is frightening enough without adding separation and groping to the experience. I understand that if I an adult refuse the AIT, I will submit to a pat down. I accept that as part of a punishment TSA provides for my religious and health beliefs I must undergo a patdown, but to submit a 15 year old girl who has never been touched that way by even a doctor to such an intrusion is disgusting. Separating siblings and a family only adds to the unacceptable behavior of TSA.

After clearing screening and awaiting our flights, I was then informed that ALL my children are subject to patdowns and expect such in the future. I felt this was a further threat and form of intimidation and unacceptable. If this event occurred at the beginning of a trip, I would have obtained a refund of the flights and cancelled the trip. However, this event occurred mid-trip at a location far from home and neither our intended destination nor home. I highly doubt policy of TSA dictates pat-downs of Dear tsa,

My name is (b)(6) US ARMY SG (b)(6) I am a disabled combat veteran with my service dog beau. I did a 15 month tour to Iraq in which I was injured I suffer major back and limb injuries as well as PTSD. I felt violated as I went through the TSA screening in OMAHA NE. Me and my service dog were searched and patted down with 5 TSA employees standing by. I do not see myself as a threat or my service dog. I have a spinal cord stimulator implanted and notified the TSA personnel that I could not go through the metal detectors. I even showed my medical card from the maker of my device. I was then asked to have my service dog be separated from me. After he was asked to go through the metal detector. I had to go through the body scanner and had my cane taken away and my dog. I was singled out in front of every one for what cause and had my service dog taken away from me and searched. I then started to have a panic attack due to this incident. I'm tired of people not following protocol and demand action to be taken to fix this issue. My contact # is (b)(6) and my e-mail is (b)(6) My address is (b)(6) mooreville nc 28115..

Sent from my Verizon Wireless 4G LTE smartphone

Sent: Tuesday, July 08, 2014 12:28 PM

To: TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov; Bandy, Kimberly J; Singh, Harleen; cc: Legal; Rajdeep Singh; (b)(6) Kiranjot Gill
Subject: Civil Rights Complaint o b o Sikh Air Passenger (b)(6)

The Sikh Coalition writes to file a formal complaint on behalf of (b)(6) a Sikh air passenger and Beaverton, Oregon resident, whose civil rights were violated by the Transportation Security Administration on June 29, 2014 at Newark International Airport. Please see attached complaint and accompanying exhibits.

The Sikh Coalition and (b)(6) look forward to your immediate response. Thank you.

Respectfully,

(b)(6)

(b)(6)

'014 2:20:00 (b)(6) New York, NY 10004

Phone (Main) (b)(6) Phone (Direct) (b)(6)

Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

(b)(6)

This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Attachment 1:

Via Electronic Mail: TSAExternalCompliance@tsa.dhs.gov

External Compliance Division

TSA-6 OSC Civil Rights and Liberties

Transportation Security Administration

She has constant issues when flying. She is a breast cancer survivor. She wears a compression sleeve, head covering.

Information Request: She flew from Austin International to ABQ. She flew from Austin to Denver. She had to remove her hat and claims that her breasts were somewhat examined. What can she do to not get embarrassed or go through such difficulties at the checkpoint?

Response Details:

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

Passengers are permitted to wear compression sleeves through TSA screening checkpoints and may be screened without removing the compression garment. However, a TSO must be able to determine that the compression garment does not conceal any prohibited items. TSOs are trained to exercise caution if a passenger's screening requires that the area covered by the compression sleeve or sock must undergo a patdown.

If a prosthesis or mastectomy bra is in a passenger's carry-on baggage, it is allowed through the checkpoint after it is screened.

10/14 3:27:4

The passenger should tell the TSO if assistance is needed before the patdown screening process begins. Family members, guardians, or companions may speak on behalf of the passenger to inform the TSO conducting the screening of the passenger's needs before screening begins.

The TSO conducting the patdown will be the same gender as the passenger. A passenger may need to wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant, or family member who will be rescreened once the patdown procedure is completed.

The passenger may ask for a chair to sit in if needed.

The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

TSA encourages all passengers to arrive at the airport early and to visit www.tsa.gov for more information before traveling.

RESPONSE Hairpieces

not. The second time was blatantly intentional, rough and I believe done with malice. I want an investigation and review of the video recording by someone not connected to that airport. I do not trust the agents there as one claimed he heard everything agent (b)(6) said to me. This agent was at least 15 feet away in another lane with people walking about. Nobody could have heard everything with all the noise. I have been though many patdowns, but none were ever like this. Additionally, I will be contacting my Congressman on this matter.

(b)(6)

HYPERLINK "(b)(6)"

On Jul 6, 2014, at 4:15 PM, HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com wrote:

Thank you for your e-mail regarding your screening experience.

2014 8:52:1 The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/10/2014 6:40:42 AM Airport : PHL - Philadelphia International Date/Time of Travel : 07/10/2014 6:30 AM Airline & Flight Number : US Airways 1739 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

2014 8:28:4 Comment : Relocated TSA PreCheck line caused confusion and significantly increased the time to process due to sharing of the metal detector with another line. The efficiency decreased significantly. I would return to the separate line as before.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: I advised her that I will refer this to the CSM at the airport.

Response: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

2014 2:17:5

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place "D-RFI" in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

I asked if she needs an email response.

Caller wants to complain about a rude TSO. This happened at Charles Schulz Airport in Santa Rosa California. Caller said when she went through screening, the metal detector went off. Caller said she had hip replacements. Caller complained and said she had several items confiscated. Caller said she had her expensive sun screen and other items taken. Caller said the TSO was very rude to her, insulting and aggressive. Caller said the TSO was the supervisor. [REDACTED] Caller was not sure of the spelling and said she was so shaken that she did not write down her name. Caller said she felt the TSO should not be doing this job because she felt this person was abusing her authority. Caller said there were 2 male TSOs there and they were pleasant, but not the supervisor. Caller was flying on Alaska Airlines flight 2468Q today.

2014 4:03:4

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

The caller stated that he was calling about his return flight from LAS to ANC. He stated that he is in a wheelchair and he had to undergo the same screening process that he had to go through prior to getting precheck. The caller was upset about this because he paid 85 dollars for precheck and the screening process took just as long as it did before. The caller wanted to know what information I could send to him about this matter. The caller wanted to know if there was some way that he could speak to someone about getting the procedures changed for precheck eligible passengers in wheelchairs.

2014 7:22:4

Advised the caller: All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre[®]2713™. TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre[®]2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening. Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening. Advised the caller that I could send him the information on wheelchair screening as well as the information that I just reviewed with him. Advised the caller that he would have to submit his suggestions via the website.

The caller was upset and he disconnected the call.

did not tell me to remove my belt which had a metal buckle. I also was Prechecked on United in Sacramento and Philadelphia, and they said to remove your belt. I did, as I would have if he had told me, but he was negligent. He was a tall white male, over 6-feet with dark hair and black-framed glasses. The two other officers seemed to be in training and were pleasant, but ignorant about my request to see a Supervisor. The person swabbing my hands, after I handed over a yellow card that I was not given time to read that may have been tainted to set off the machine reading the swab, was a large black male, who shouted to everyone in hearing distance that I had explosives on me. Would you feel safe if you were getting on the same plane with me? The timid third officer, who did look like she was new, was about 5'6" with dark hair and complexion and her name tag said "Chew". In retirement, my wife and travel off-island several times a year, and only in Kona have I been frisked and searched literally dozens of times, but NEVER in any other airport in the world. In Italy, everyone was frisked, so no problem. Kona officers seem to not like me or my race or my age or whatever they want to lie to the public about. We have also flown out of Hilo several times and they are a lot more professional than Kona, and never been searched. I made this formal complaint HS/TSA because your officers have violated my Civil Rights enough to warrant some terminations, and not just a chat and an excuse. I hope you can assure me that I will also not be harassed by your officers for retribution for this complaint. I don't trust any of them to protect my rights. I have always been cooperative, calm, and quiet during these many incidents, and give them respect, and no threats! Please respond as to your resolution in this important case. I will be back on-island July 12, and will be available by phone or in person if you need any more information. Thank you for your assistance in this serious matter.

(b)(6)

Sent from my iPhone

> On Jul 10, 2014, at 7:46 PM, (b)(6)

> (b)(6)

> Can you please provide us with the date and time you flew out of Kona, as well as the Airline and flight number?

>

> Aloha,

>

> (b)(6)

> William Quinlan

> Transportation Security Manager

> Transportation Security Administration Kona International Airport

> (KOA)

> (808)895-(b)(6)

> ~~THIS EMAIL MESSAGE, INCLUDING ANY ATTACHMENT(S) IS FOR THE SOLE USE OF THE INTENDED RECIPIENT(S) AND MAY CONTAIN CONFIDENTIAL INFORMATION. ANY UNAUTHORIZED REVIEW, USE, DISCLOSURE OR DISTRIBUTION IS STRICTLY PROHIBITED. IF YOU ARE NOT THE INTENDED RECIPIENT, PLEASE IMMEDIATELY CONTACT THE SENDER BY EMAIL.~~

>

> -----Original Message-----

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 7/10/2014 10:40:57 PM Airport : BNA - Nashville International Date/Time of Travel : 07/06/2014 10:00 AM Airline & Flight Number : AA 3506 Checkpoint/Area of Airport : TSA Precheck TSA Employee: (If Known) :

Comment : You have recently changed your system, as I have found both by going through the TSA precheck at JFK and again at Nashville (BNA). In the past, you always provided bins. I used those for my sport jacket, which always contains my cell phone, Kindle and other small electronic gadgets. I know I am allowed to wear my sport jacket, but it will set off the metal detector if I do. So, I used to put it in the bin and all was well. Now you do not have bins so I have to empty all of my pockets into my carry-on and then put everything back. This undermines a key element of the TSA Precheck advantage. Please put the bins back!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is a wounded warrior. He says he has had a whole burnt in him and he did not want to be exposed to the radiation. He doesnt want them yelling at him saying he has opted out. He says he doesnt want to use the AIT, he wants to be able to use the WTMD. He had PreCheck on his boarding pass last time. He has a blue commanding wounded warrior and he says they dont know what it is. He is at the checkpoint right now and is requesting assistance.

Told caller

I could or TSA Cares can request assistance to help him. I could not request the assistance for him for today, since he was at the checkpoint when he called. He should ask for a PSS or a supervisor and let them know of his concerns for today. I can help him for the returned flight, I tried to get his flight information but it was impossible to get it all from him since he was busy going through the checkpoint at the time.

The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

2014 9:35:3 He should ask the supervisor to help him with this today.

I told PreCheck had nothing to do with Wounded Warrior.

The only returned flight information I got was the flight number 1031 on 7-22-14.

He disconnected the call before I could get anything else from him.

He had stated where he was traveling to and from but I did not catch it from him, nor did I have the opportunity to ask again. He was at the checkpoint and unable to provide me the information I needed.

I called him back at 10:06 and left him a message and told him to call us back on the TSA Cares line at 855-787-2227 72 hours before his flight and let us request the assistance to help him with his screening. I told him to let us know what his concerns were and what he needed for us to know to help.

Caller is a wounded warrior. He says he has had a whole burnt in him and he did not want to be exposed to the radiation. He doesnt want them yelling at him saying he has opted out. He says he doesnt want to use the AIT, he wants to be able to use the WTMD. He had PreCheck on his boarding pass last time. He has a blue commanding wounded warrior and he says they dont know what it is.

He is at the checkpoint right now and is requesting assistance.

Told caller

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The general policy for screening would be an eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

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The caller is on the website and she is a pilot for Delta. She flew from DTW to SEA. She stated that she was harassed by a women coming through security. She asked if there is a video that could be reviewed. She stated that she had everything in the bags, and then her bag alarmed. She stated that she had to undergo a patdown.

She asked if she is being singled out as a crew member. She stated that her bags and shoes were sent through several times. She stated that she felt like she was being singled out, because everything was fine until she showed her crew member pass at the checkpoint. She stated that there was a police office at the checkpoint and he stated that he was not sure why she was doing all that screening. She stated that she was flying with her children and she felt boarder line harassed. She asked why she had to go through a patdown. She stated that she cleared the machines. She stated that she does not understand. She asked how she can report the matter. Westin Hotel Checkpoint connected to the airport.

She stated that she swabbed her hands twice, and inspected her baggage. She stated that the TSOs name is (b)(6) She stated that she felt as she was getting talked down to, and would not explained why she was getting a patdown. She stated that she feels as this was out of line. She stated that this took about 10 minutes total.

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2014 4:06:2

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this to the Customer Support Manager (CSM) at that location. TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention.

Departing Airport: DTW
Destination: SEA
Airline: Delta
Flight number and Time: 2423 @ 8:44 am
Terminal: M
Gate: A54
Date and Time: 07-11-2014 @ 7:30 am

A fellow crew member and I placed our bags on the rollers to have our bags checked through the x-Ray and then approached the crew member metal detector. A stantion with a ribbon was in front of the lane and no one was monitoring this portal. I motioned to TSA officer across the room that we were waiting to have someone monitor our passing through the metal detector. I observed a plain clothed individual go around the checkpoint and asked if he could send an officer over to us. I pulled the ribbon to one side of the stantion while we were waiting to proceed. He approached us instead of assisting us he pulled the ribbon back in front of me and said, you have to wait and you can t touch the ribbon. Odd seeing as how just about every other time passing through security with the TSA screeners on the other side of the metal detector I have been asked to move the ribbon partition if it is deployed. Instead of locating a TSA officer this plain clothed person left us waiting there and went to find a supervisor. As the survivor approached instead of letting us proceed through the portal and complete the screening he scolded me for touching the ribbon and accused me of violating security procedures and began to make a phone call stating he was escalating the matter. Another TSA officer motioned us to continue through the metal detector. After completing the screening I located the supervisor (b)(6) who was standing with the plain clothed man, while still talking on his phone. I asked this person who he was and what was his affiliation. He answered he was a TSA scheduler. He continued to make a fuss about the ribbon being pulled aside while we were waiting for a monitor to proceed through the metal detector. There is some construction in the area around this concourse and the screening area in FLL. Employee access to screening, especially with bags, has been difficult. I would hope the folks working at this location would assist instead of making more problems.

2014 6:05:5

(b)(6)

(b)(6)

Caller wears hair extensions and went through screening this morning. She got a hair patdown. The male officer didn't tell her that she triggered an anomaly, he just asked her to proceed to the end of the ramp, where a female TSO then informed her she would need to patdown her hair. Caller wants to know if this is SOP. She also wants the name and address of the TSA Administrator.

Advised,

If a passenger's hairpiece sets off the metal detector alarm, the hairpiece must be inspected visually and the passenger's head area must be searched with a limited patdown. If the Transportation Security Officer (TSO) determines that the hairpiece needs to be removed, the TSO must offer the person the opportunity to remove the hairpiece in a private screening area.

2014 9:20:3

John S. Pistole
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Sent: Friday, July 11, 2014 11:13 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 7/11/2014 11:12:45 PM

Attachment:
1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

No
First and Middle Name:

(b)(6)

2014 9:28:3

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Rutland

State:

VT

Zip:

05701

Email:

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 7/13/2014 1:27:15 PM Airport : PIT - Pittsburgh International Date/Time of Travel : 07/06/2014 11:50 AM Airline & Flight Number : American Airlines 4297 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

Comment : Security insisted upon removing my daughter's 15 month old son from his stroller and folding it up and placing it on the x-ray conveyor belt instead of allowing her to push him and the stroller through the metal detector as she was permitted to do on her other flights associated with this travel schedule. The stroller became lodged inside the machine and by the time security had dislodged the stroller and rescanned my daughter, grandson and their belongings, she had missed her return flight home. After much difficulty in trying to find another flight, American Airlines booked her a flight the following morning but needed \$75.00 to hold the seat. My daughter did not have the extra cash available to do this so I paid the fee for her as she needed to get home. If it weren't for the holdup at security she would not have missed her flight home and I would not have incurred the unnecessary expense of 75.00. In addition to that she had already had her luggage and the baby's car seat on the flight she had missed, so we had to borrow a car seat from the airport to get the baby back home safely.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/14/2014 6:05:54 AM Airport : SJU - Luis Munoz Marin International Date/Time of Travel : 07/12/2014 4:00 PM Airline & Flight Number : USAirways 2086

Checkpoint/Area of Airport : Terminal D TSA Employee: (If Known) : All of them Comment : I was traveling with a group of 34 people of which 24 were teenagers. A number of us had TSA Pre-Check and I would have expected to have them all go through security at the same time, but the agents were going from line to line and taking the next person in line. There were at least 4 people between each of my youth. At most checkpoints, they would allow us to stay together. They even took 1 person from a family instead of all of them. The manager just shrugged his shoulders. Other passengers I talked to said this was the same every time she flew out of San Juan. To have only 2 x-ray machines and 1 metal detector at a busy checkpoint is absurd. It took us about 1 hour to get us all through security. People were late for flights and breaking in line once they got past the id check. Something needs to be done. I don't mind not having TSA Precheck at a smaller airport, but at an airport as large as San Juan, it is a problem.

I talked to 2 different supervisors and the manager and all of them were rude and just ignored the issues. None of them would give their name, but my guess is that they really didn't care at all.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 7/14/2014 12:23:23 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/13/2014 5:30 PM Airline & Flight Number : JetBlue 711 Checkpoint/Area of Airport : JetBlue TSA Employee: (If Known) : (b)(6)

(b)(6) Comment : I travel a lot through JFK. Most of my flights are on JetBlue Terminal 5.

I signed up for TSA Pre in order to make my security screening as easy as possible. On numerous occasions I have joined the TSA Pre check line as I am instructed to do. I show my ID and Boarding Pass and then I continue on the the Screening Line.

On many occasions I notice Passengers from other lines who were not on the TSA Pre check line are allowed to go before me. I encountered this on 7/13/2014.

I asked A TSA Officer what was the reason for this and explained to him that I thought it was unfair to me and it defeats the purpose of the TSA Pre.

Officer suggested that I speak to the Supervisor in charge. Officer (b)(6) came over to me and asked me what was my problem? I stated to him that I am a TSA Pre passenger and I would like to know if there was a special line for TSA

Pre to go through the metal detector. He told me no and continued to tell me that I was not going to be given any special treatment. I explained to Officer (b)(6) that I was not looking for anything sort of special treatment and I was only asking a

question. Officer (b)(6) told me that I needed to step out of the line and that he is not allowing me to continue on with my travel plans. I told him I did nothing wrong and that I would like to speak to his Supervisor.

Supervisor (b)(6) approached Officer (b)(6) and I and started to inquire as to what was going on. Officer (b)(6) stated I was belligerent and rude to him and that he was not going to let me go through my screening. He stated that I needed to

RESPECT HIS UNIFORM, and I was a risk to the flight. And, how passengers like me are ungrateful for the work that the TSA is doing by saving lives. Supervisor (b)(6) was a bit threatening to me. He threatened to pull me off the line and started to

intimidate me by telling me I was not going to fly today. I told them both they needed to stop inconveniencing me and let me know what they would like me to do. In the end I was allowed to go through my screening process.

My travels take me through the country and my experience has always been that there is a designated line for TSA Pre. On many occasions when there is no designated line I would be advised by a TSA Officer to show my Boarding Pass to another Officer and I would be escorted to the head of the line. I have had this happened to me at the JFK JetBlue terminal.

I was not being rude to Officer (b)(6) or (b)(6) Officer (b)(6) stated to me that I was not there to question him about how he conducts the screening process and I need to follow the rules.

I did not break any rules. I was just looking for clarity. I paid for a service. I was investigated and granted the opportunity to use TSA Pre and I think it's only fair that I am allowed to enjoy a service I paid for.

I look forward to hearing from someone in your office and I would like to thank you for your time and the opportunity to utilize TSA Pre Check.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

random? Stated she had to go through swiping of shoes, hands, checking her purse, etc.
She states there were SSSS on her ticket and she didn't think anything about it. She flew from BWI to MIA to Barbados without any issues.
Caller states she is a US citizen and went through a process to become a Police Officer and unable because she had a heart murmur.
She has 2 screws in left shoulder from surgery in 2006 and has a card to present regarding the screws.
Her father is ill and resides in Barbados and that is why she is traveling so often to and from Barbados.
Flies via American and will contact them for additional information.

Response:

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

2014 11:07:25 TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

Passengers and their baggage are also screened for security according to standards established by the government of that country. As sovereign entities, foreign countries may establish their own security requirements for airports and air carriers that are not necessarily the same as those required in the United States.

TSA continuously works with foreign governments to balance local and legal jurisdiction issues with international aviation security. TSA has a foreign airport assessment program to ensure all flights to the United States are properly screened. Our aviation security specialists regularly assess security at these airports to ensure they meet acceptable international standards.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

Caller will be flying internationally with a 6 and a 10 year old. They have flown to England and to France on previous flights. Both times her son was selected at random for a patdown. She said that it was very upsetting for him. He is 10 years old. She wanted to know if once a passenger is selected for a patdown if their name goes into a system so that they get a patdown on other flights. She said that when he got the patdown a year ago he was not wanded and they touched his butt. She said that it was right up close and personal. She wanted to know if she would be within her rights to say something about the way it was being conducted. She asked what the TSA procedure is for minors who set off alarms.

I gave the following information: Every person, regardless of age, must undergo screening prior to proceeding beyond the security checkpoint. Even a baby or toddler must be screened; however, it is the Transportation Security Administration's (TSA) policy that children will never be separated from their parents or accompanying adults.

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern.

2014 1:29:12 Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child. If a baby is carried through the metal detector in a sling, additional screening may be required even if there is not an alarm.

Children can only be screened by Advanced Imaging Technology (AIT) if they can stand still with their arms above their heads for 5-7 seconds. Children who can walk without assistance should walk through the metal detector separately from their parent or guardian. If a child 12 years old or younger alarms either AIT or the walk-through metal detector, TSA has procedures in place that reduce, but do not eliminate, the need for patdowns to resolve the alarm. These procedures include allowing multiple passes through screening technologies and using Explosives Trace Detection (ETD) technology.

I told her that TSA does not perform screening in foreign countries and I can not provide information on their procedure or give her advice on what she can do in a foreign country.
I told her that TSA does not put passengers who receive a patdown on a list to get patdowns on upcoming flights.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 7/15/2014 11:49:11 AM Airport : BUF - Greater Buffalo Date/Time of Travel : 07/13/2014 Airline & Flight Number : Delta 0723 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) :

Comment : I am 6 months pregnant, traveling with my husband. We arrived very early for our flight, had plenty of time and the security area was not busy at all. We went thru the security check point around 9:30 - 10:00 am.

When I requested a pat-down as opposed to going thru the metal detector, the employee (white male, brown hair, mid 30s) was rude, condescending and questioned me about 5 times regarding why I wanted the pat-down. He then told the other TSA employee (white male, white hair, maybe early 60s) to which he responded by shaking his head as if I were crazy.

2014 2:09:4 I am a frequent traveler, I've always complied with everything the TSA asks and have only asked for pat downs during my pregnancy. It is my understanding we are to be treated with respect, however the employees were very disrespectful and rude. I was just following my doctor's orders who advised better safe than sorry with the scanner and metal detector.

The lady who performed the pat down (African American, petite, maybe 30s or 40s) was very nice and said she would talk to the 2 men about their behavior. This event brought me to tears. I'm sure they'll remember the lady they made cry during the security screening. This was a very negative experience and feel that these employees would benefit from training. They are not medical professionals and they do not know each person's story. There is no need to treat us in this manner.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It May Concern,

I am 46 and have been missing my leg at the hip since 1980. I ambulate very well and have no complaints about your service until now. On 7/15/14 passing through security in FLL and was told I could not hop through the metal detector, sending my crutches through the X-ray machine, as I have for many years. While I hop very well, standing still without a firm handhold is difficult. Hence using the metal detector and not the bodyscanner. This inconsistency is where I believe many people, myself included, get frustrated with TSA procedures. I welcome your efforts and am glad security is being addressed. I have flown at least five times in the last several years and been allowed to opt out of the bodyscanner since their introduction. I don't mind pat downs or scanners, it is about consistency.

2014 6:23:

(b)(6)

Sent from my iPhone

to whom it may concern,

as a stage 4 cancer survivor who has undergone several abdominal surgeries in the past and for which I am supposed to wear an abdominal binder (to support my abdomen) I have to express my surprise after it so happened that when passing an Advanced Imaging Technology (AIT) screening device, the agent saw a shadow, felt the binder when doing the pad down procedure and I was immediately requested to remove it without being offered any private area where to do so.

I do have no problem to take off the binder and have it run through the metal detector, however I have a problem when I have to do it right in the secluded (and open) zone behind the AIT scanner.

Being not allowed to lift anything heavier than 5 lbs without wearing the supporting binder, I was stuck at the end of the scanning line where to collect your luggage. Do I collect my stuff and risk that my surgery wounds might rip open or do I expose my upper body or put on the binder?

2014 8:14:

it so happened on July 14, 2014 at Newark (EWR) airport security checkpoint C1 at 6:45 PM.

Again, I have no problem taking it off for a screening, but NOT in public!

Respectfully

(b)(6)

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 7/15/2014 8:53:21 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/15/2014 1:00 PM Airline & Flight Number : Alaska 2 Checkpoint/Area of Airport : Security screening TSA Employee: (If Known) : Blonde female, name unknown Comment : I currently need wheel chair help after having major reconstructive knee surgery. Because I have difficulty placing weight on my knee I require a pat down rather than the metal detector. Having traveled with this injury through a number of other airports, this was the first experience in which the tsa team failed to perform a full screen. The only step that was taken to ensure I was not hiding something on my body

was the test in which a small cloth was wiped on my hands and brace to search for chemical substances I was then released with no full body pat down. I could have had something under my dress, jacket, scarf, in my shoes.

2014 9:10: Furthermore, this is not my first failed experience with the Seattle tsa team. Over the past 2 years, I and two other friends have discovered that we were allowed to take through water bottles with significant amounts of fluid inside. This is unacceptable.

Developing countries have better security. I travel a fair amount and Seattle easily has performed by far the worst of any of the airports I've been in.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Going home from Disney World to NY on Fri July 11 apprx 16:00. After putting my luggage on the belt to be scanned I walked thru the metal detector or body scan machine without a problem. Soon after when going to buy something in airport , I reached into my pocket for money and realized I had my daily medicine holder which is a metal screw on cap pill holder. I wondered how it wasn't noticed. Then checked for anything else I might have had and realized I had my dog tag around my neck (metal). I do have metal in my head and a metal plate on my spine but didn't expect it to be noticed. I thought it wouldn't be a problem but thought to myself that how do I know if someone else wasn't a good person as myself. I was surprised and at the same time asking my self how this had happened. Wow. Sad. Couldn't believe they wanted to take my sunblock away from me on the flight from LGA in NY but nothing noticed or taken away with what could have been much worse in Fla.

P.S. That includes not noticing the sun block on the way home also.

Thanks,

(b)(6)

Caller stated that she traveled from ATL and she had to go through additional screening. Caller said that she was traveling with med fast and she declared it. She stated that she has traveled with it before and it has never been a issue and she has never had to undergo additional screening. Caller said that she had to get a patdown and ETD sampling of the gloves.

Resolution:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

Advised caller it sounded like she was just pulled aside for additional screening and it wasn't related to the med fast. Caller said that the screening in ATL is always more strict. She said that they traveled from their previously and the officer was rude to her husband.

Told caller if they travel in the future and experience a rude screener to call and let us know that we can send a complaint to the CSM at that location.

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Told caller if they travel in the future and experience a rude screener to call and let us know that we can send a complaint to the CSM at that location.

I am qualified for TSA pre status. However I have a knee replacement which sets off the metal detectors at the checkpoint. This means I must either get patted down which I find humiliating. Or I can go through the millimeter wave scanner but then I must take off my shoes & jacket and remove my liquids. So I can't win. How does this save me any time????!!

Why can't you have the scanners at the Pre lines? I am sure that I am not the only one in this situation.

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/18/2014 12:33:08 AM Airport : FAI - Fairbanks International Date/Time of Travel : 07/17/2014 8:00 PM Airline & Flight Number : DL 1993 Checkpoint/Area of Airport : Main TSA Employee: (If Known) : Lead Comment : My wife, daughter, mother, and I were coming through the security checkpoint. A man in front of me and I were just about to pass through the metal detector after a woman was waved through when the TSA attendant simply walked away without a word. The man and I exchanged puzzled looks and even asked other what to do. We just decided to go to the full body scanner when an older TSA man with Lead on his tag came over. He ignored the man and I and turned to my wife. The man turned to go back through the detector, but Lead angrily told him "You have to go through the scanner if you don't have a green card!" The man replied "I only went there because the other lady just walked away; I was already here." Lead repeated himself and ordered the man through the scanner. Next, Lead asked if my wife, daughter, and I were together. I said yes, then he waved THEM through while ordering me through the scanner. I asked Lead how that made any sense; he actually yelled back "IT MAKES PERFECT SENSE!", as if that was an explanation. I said "One adult is not a security risk but two are? That makes sense?" He repeated himself again. I then told him that TSA is full of morons, because that was the least offensive thing I could think to say to this rude, officious twit. This treatment of male passengers is not just unprofessional, it's blatant sexism. TSA is legendary for rudeness, arrogance, and mistreatment of passengers, and is THE reason I avoid flying if at all possible, but this is unbelievable.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said that she had an uncomfortable event with TSA on July 10, 2014 at the Medford, OR airport at 6:40 pm. She was selected for PreCheck. She had 8 - 5.8 gram containers of essential oil. She asked for the essential oil to be hand inspected. She said that she did not set off an alarm, however, she was given a patdown. She wanted to know if all passenger who ask for a hand inspection of essential oils are given a patdown. She said that three other people who had essential oils were not given a patdown. She asked who makes the decision as to whether or not a person gets a patdown. She wanted to know how that decision is reached. She asked what they are trained to do. She wanted to know how to avoid getting a patdown. She said that she has gotten a patdown many times in the past. The person who performed her patdown was (b)(6). She said that she was very aggressive. She stated that she bounced her hand into her crotch twice and she touched her breast and her bottom. She said that she was molested as a child and when she got on the plane she had a PTSD event. She asked for a supervisor to make a complaint after the patdown and the supervisor was the person who did her patdown. She stated that she was touched excessively and it was very uncomfortable. All of the items in her purse were checked and things were unwound and they were not put back the way she had them. She uses the essential oils in her business and for her health. She flew on Alaska Airlines flight 2090G. She wanted to know how to give feedback about the making rules for TSA.

I gave the following information: The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

If the passenger does not want a liquid, gel, or aerosol x-rayed or opened, he or she should inform the TSO before screening begins. Additional screening of the passenger and his or her property may be required, which may include a patdown.

I advised her that the screener makes the decision as to whether or not a passenger will get a patdown. I told her that I do not know how they reach that decision or what they are told in training to base the decision on.

I advised her that I would forward her record to the CSM at Rogue Valley International-Medford for review.

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'014 10:42:

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. In addition, screeners should offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. Passengers may choose to remain in the public area rather than go to a private area for screening, however, passengers who refuse screening in the public or private area will not be permitted to enter the secured area.

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I advised her that I would forward her record to the CSM at Rogue Valley International-Medford for review.

Caller wants to know if she can carry on a dress and if she is allowed to ask for a private screening of her cat. She always has trouble at MDW.

Explained that TSA does recommend a garment bag for expensive clothing. Current Transportation Security Administration (TSA) policy requires that passengers traveling with pets remove the animal from its carrier so that the pet may be carried through the walk through metal detector (WTMD).

'014 11:13: If a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

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16, 2014, however, he did not have the flight information. He wanted the information that I provided emailed to him.

Information Request: He asked if I think that she should file a complaint. He said to give him the information on filing a complaint and he will give it to his daughter in the event that she decides to file a complaint. He wanted to know what she can do to avoid this in the future. He asked if they will give a baby a patdown. He wanted to know when they should request a PSS.

Response Details: TSA recommends that passengers call approximately 72 hours ahead of travel so that TSA Cares has the opportunity to coordinate checkpoint support with a TSA Customer Service Manager located at the airport when necessary. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Passengers can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening. .

2014 2:17: C If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure. A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

The passenger should tell the TSO if assistance is needed before the patdown screening process begins.

The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.

The passenger may ask for a chair to sit in if needed.

The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/18/2014 7:12:09 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 07/18/2014 11:15 AM Airline & Flight Number : AC925

Checkpoint/Area of Airport : Delta Checkpoint, Lane 3 TSA Employee: (If Known) (b)(6)

Comment : The TSA agent was rude and arrogant. I waited five minutes until they finally called for a male assist as I do not go through the X-Ray screener. Five minutes later still no male assist. When I asked for a supervisor, my request was ignored.

2014 7:55: C When I persisted for a Supervisor, I was told to wait. After persisting some more (b)(6) finally called for a male assist.

While I was waiting, an airport employee pushing a passenger in a wheelchair needed to go through. If you review the tapes, you will see how when he finally passed through the metal detector she was repeatedly rude and dismissive to him.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/18/2014 8:15:46 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/12/2014 12:00 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6) Comment: (b)(6) was tasked with reviewing my fiancée's and my documents prior to entering the screening area for an international flight and was extremely rude during the encounter. We approached the podium he was seated at with passport's and boarding passes when (b)(6) told me to step back into line. I, of course, followed directions after explaining that we were traveling together. (b)(6) responded with "I don't care." I stepped back in line while my fiancée went through the process. (b)(6) then screened a family from another line before calling me to the podium. I handed over my documents without saying a word and the encounter ended as I was waved through the screening area. The TSA agent should at the very least address the person whom he is dealing with a good morning or some sort of greeting.

After, I caught up with my girlfriend in the line for the metal detector she stated that (b)(6) made a comment "that she was prettier in person than her picture." I thought that to be totally inappropriate as did my fiancée. While waiting in line to make our way through the podium (b)(6) was manning we also observed (b)(6) be rude and short with several passengers that were in front of us line. It is clear that (b)(6) is not a employee who can deal well with the public and should receive additional customer service training if he is allowed to continue in his current position dealing with the public. I too work in Public Safety and know better than anyone that I only have one chance to make a first impression and could end up on camera anytime during my shift. (b)(6) represents the TSA and is giving all passengers traveling through Atlanta a bad image of the TSA office in Atlanta Would you like a response? : True Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Please review information on your website re imaging screening with insulin pumps. From your site:

Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.

Pump manufacturers and other web resources all indicate that insulin pumps and continuous glucose monitoring sensors must be removed before going through imaging security. HYPERLINK (b)(6)
(a leading manufacturer of pumps gives very detailed information about airport security.

I am well educated about my diabetes and my insulin pump. TSA agents at FWA tried to convince me that I could take my pump through the body scanner but not the metal detector, when I knew the opposite was true. I finally received a pat down, which was fine with me. I have experienced this same scenario every time I fly out of FWA.

I would hate to think that TSA agents would convince a less educated pumper to go through the scanner and risk damaging their pump. Pumps cost thousands of dollars. Please revise your website to provide more accurate information and reeducate your screeners.

Thank you for your attention to this matter.

Sincerely,

(b)(6)

Sent from my iPhone. Please excuse typos.

I am rather disturbed by an incident that occurred during the TSA screening at the Missoula Montana Airport this morning. I recently had a brain tumor removed and have a plate in my head and have had my doctors recommend that I do not go through metal detectors or radiation x-ray type equipment. Therefore when I travel I ask for a pat down rather than going through the machine. Appropriately a female officer (who was probably close to my age) came to give me the pat-down. However this woman took at least 5 times longer than any other pat down I have ever had. She was very invasive and multiple times went back in to my groin area (pushing/probing hard enough to hurt) as well as my bra area. I was wearing the same casual travel clothes that I usually wear when I travel to my Dr appointments in Las Vegas. I was disturbed but I did not feel that I couldn't say anything to this woman because she was exercising her dominion and power. Perhaps the problem was exacerbated by the fact that my speech is now slow after the surgery. I felt like this woman was very disrespectful. Her hands went into the top of my pants below the waistband. She commented on my underwear. I felt like this was so inappropriate. Certainly if someone has slow speech that is no reason to treat them without respect. I am a former college professor with a PhD. I have dealt with people all over the world in many difficult situations in the past. This is probably the first time I have ever felt intimidated and compromised in a public setting. I did not ask for a private screening as I have never had an experience with a pat down that made me feel extremely uncomfortable. However my experience this morning is still bothering me and I would hate to have anyone else experience something similar. I am NOT seeking to get anyone in trouble. Most of the TSA workers I have encountered have been very good to work with, and respectful. I don't really know how to handle a similar problem should it arise in the future. I travel through the Missoula Airport very frequently. I am concerned that I may encounter the same worker again. I am unsure how to deal with this woman. As it is, I said absolutely nothing although she was extremely aggressive in her pay down and inappropriate. Please advise!

I am writing to report an unfortunate incident at a DFW security checkpoint. I typically don't submit a formal complaint about unprofessional service incidents, but I believe TSA deserves to know about this.

On June 9th, I was going through the security checkpoint at DFW Gate C21 around 9:55a. As usual for Monday morning, it was a crowded travel day with long lines. As I approached the X-ray conveyor belt, an older gentleman was in front of me who did not appear to be an experienced traveler. He forgot to empty his pockets/belt and was not permitted to enter the metal detector booth. A TSA representative who was supervising the booth berated this man about "holding up" the line. As he was impatiently asking the man to empty his pockets, etc., he yelled out to the crowd about emptying pockets, thereby embarrassing the man, who clearly had not emptied his. Once the man made it through the booth, it was my turn. Just as I approached and the other man had just walked away, he yelled to the crowd, "We don't have time for stupid people!"

Needless to say, I was appalled. I looked in shock at the young woman who was manning the "clear" station just outside the booth, and she was clearly embarrassed, though she didn't say anything. I did not seek a supervisor to report this, as I needed to get to my gate and feared any hostile reactions to my complaint.

I am certain the TSA does not intend for any of its representatives to resort to name calling and insults in order to ensure security standards are met.

I wish to remain anonymous beyond the supervisor in charge of handling such complaints.

Regards,

(b)(6)

From: (b)(6)
Sent: Sunday, July 20, 2014 10:09 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/20/2014 10:09:18 AM

2014 11:16:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Injury from Poor Policy and Execution at Security Check Point

Comments:

I am looking for some assistance in receiving reparations or a change of policy in regards to a situation that occurred last week at the security check point at San Francisco Airport around 11:30 am, Tuesday, July 15th. My sister was transporting my cat as carry-on baggage in my stead. At the check-point she was told to remove the cat from it's crate. She asked if there was another option as the animal was very upset by the travel and noise. They told her to carry it

From: (b)(6)
Sent: Sunday, July 20, 2014 7:23 PM
To: TCC Do Not Reply
Subject: Re: In Response to your inquiry.

2014 8 27: After calling & speaking with TSA & having my cardiologist call, I & my Dr were told that TSA's treatment of me after informing them that I was told by Dr's NOT to go thru the screening to ask for & get a full pat down I was treated with total disrespect, TSA personnel working at Reno Airport, Phoenix Airport and Tampa Airport all decided that discussing my personal medical history was perfectly legal and that the HIPPA Laws did not apply in this situation! every passenger in that security area was told quite loudly about my heart condition, what devices I have implanted in me and what medications I had to travel with as they were dumped out in front of all people in the vicinity and within ear shot!!! TSA treated me as though I were an animal who deserved no better treatment than any filthy piece of crap on a cracker. TSA promised me that I would be treated with dignity & respect after last year being treated like an animal & that again DID NOT HAPPEN - your employees made sure that my medical information was spoken of loudly and no one in the terminal didn't know my history when they were finished humiliating me & caused myself & my 14 year old grandson who is traveling with me to cry literally from complete humiliation. If I could force an apology out of TSA I would but that would not be a sincere apology & it surely would not be meant in all honesty. So I want to thank you for the complete & total embarrassment you tried to get and did achieve quite clearly. TSA you ignored my rights as an American with Disabilities, you caused great harm emotionally to myself & grandson your employees are thoughtless, selfish, ignorant and down right hateful. I paid for tickets and mistakenly believed that by paying for a service I would get that service, I did not. Thank you for reminding me again how unbelievably rotten some of our Countries employees are. And of course the help you gave in teaching a lesson on how NOT TO BE to my grandson, he wants to be NOTHING LIKE TSA EMPLOYEES - THANK GOD FOR SMALL FAVORS.

Sincerely,

(b)(6)

On Saturday, July 19, 2014 9:35 AM, "tsatcc_do_not_reply@senture.com" <tsatcc_do_not_reply@senture.com> wrote:

Caller states that he just recently flew from Hawaii to Vancouver Canada and wants to know if TSA Locks are still authorized by TSA and advised him that they were. He also wants to know if Canada Customs will inspect his luggage. Told him that I do not know if they will, but assume that they would since any international flights are usually inspected by Custom in the US so I could only assume that Canada would do the same. He states that the lock was missing as well as the zipper loop on his luggage was also damaged. He states that there was a NOI inside his luggage. Asked the caller if he would like to file a claim and he stated that he would not. He wants to know why his luggage was inspected.

2014 12:32: Gave the caller the following info:
TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Gave the caller the following info:
Advised the caller that TSA approved locks are still authorized to be used.

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Gave the caller the following info:
Advised the caller that TSA approved locks are still authorized to be used.

I recently spoke with a TSA supervisor at Nantucket Airport (b)(6) who suggested I escalate my complaint. I flew from Nantucket airport to JFK on Thursday July 10th and had a quite unpleasant experience with one of the female TSA officers at the security area. I am expecting and expressed that I did not feel comfortable going through the metal detector. Rather than just saying ok, let me get someone she told me that the metal detector wouldn't cause any harm to my baby. I told her that that was her opinion, but that I was allowed mine and did not want to go through. She stood there looking at me and said well I'll have to go get someone to pat you down, and someone will have to pat down your child (I was also traveling with my 18 month old son). I said ok. Instead of just going to get someone she said again, it's not going to do any harm and just stood there looking at me. I had a flight to catch and was worried I was going to miss it as it did not seem like she would do anything to really go get someone. I wound up going through the metal detector but not because I wanted to – she made me feel extremely uncomfortable and like my request was absurd. I flew during my last pregnancy and of course up to Nantucket this time and each time I told a TSA agent I preferred not to go through the metal detector they immediately went to get someone to help. I decided to complain about it because I don't think expecting women should be made to feel like as uncomfortable as I did, and like their request not to go through a metal detector is outrageous.

I know this is not the norm, but something that I felt should be brought to the attention of the TSA.

2014 4:17:4

Thank you,

(b)(6)

(b)(6)

New York, NY 10010

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/21/2014 6:20:17 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 07/21/2014 2:30 PM Airline & Flight Number : Southwest Airlines #653 Checkpoint/Area of Airport : Terminal 4 Checkpoint TSA Employee: (If Known) : Document Checker for TSA Pre Check Comment : I have a TSA Pre Check Boarding Pass which I presented as required at the checkpoint. The female Officer at the Document Checking Position did not hand me the laminated card that was somehow(?) required for TSA Pre Check passengers to be properly screened at the Metal Detector Walk Through area. When I approached the "Walk Thru" I was rudely told by the Supervisor at the carry-on bag loading belt that I needed that particular laminated card to proceed as a Pre Check passenger. I showed the Supervisor my Pre Check Boarding Pass and explained that his employee failed to give me this "Special Card". He just kept barking orders at me to remove my shoes and go through the millimeter wave machine and would not let me go through the metal detector machine. I am a cancer patient and I have a port that is very painful, and I had to be patted down and remove my fitted hat (covering my hair loss), and my shoes. It is highly unlikely that any of this would have happened with the metal detector under Pre Check protocol. The supervisor never offered any kindness or understanding. I believe he could have walked to the Document Checker and gotten the proper Card for me. Please follow up with this Supervisor so that this does not have to happen to anyone else in the future.

2014 8:10:6

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number:
Address:
Zipcode:

014 10:16: Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No
Ethnicity? Yes
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?
Ronald Reagan Washington National Airport

What was the date and approximate time of the incident?

Feedback Type : Civil Rights/Liberties

Categories : Sex

Current Date/Time : 7/22/2014 9:58:32 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/27/2014 4:05 PM Airline & Flight Number : Delta 2065 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I was mocked for my gender identity after I had gone through the full body security scanner (Advanced Imaging Technology). Frankly, this is not the only time I have faced this issue with TSA, but this encounter was definitely the worst. Every time I go through security, the officers read me as one gender (male), but because I have not had surgery yet (I am female bodied), my chest comes up as an anomaly on the screen. At best, it's an awkward misunderstanding, at worst, it's full blown humiliation (like at JFK).

I understand that the AIT is meant to help increase security measures, but it is starting to give me great anxiety even though I am a law abiding citizen that has never had any issue with TSA in the past. I know other transgender people have had the same issue, to the point where Al Jazeera published an article about this problem.

014 12:05: All I am asking is to get permission to use the metal detectors (that are still set up in just about every airport) in lieu of the AIT. I see some people are still able to go through the metal detectors, but I always seem to unluckily get selected to go through the AIT. As I said, I have never had a significant issue with the TSA before. I am willing to be fingerprinted and provide a letter from my physician as a form of proof of my gender transition. Anything to be able to avoid going through the AIT system because I am not sure how much longer I can tolerate the harassment I face from TSA employees.

I look forward to your response.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number:

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Calling in because she wants to file a complaint. The caller flew out of Ontario, CA. The caller states the TSAs name badge read (b)(6). The caller states she has an implant in her knee and the first lady told her to go through the WTMD. The caller states the alarm went off and the first young lady was very nice but told her to wait there and she went and got someone else. The caller states when (b)(6) came, she was very rude and telling her that she was supposed to tell people before going through that she has an implant. The caller states every time she would say something, the TSO would cut her off. The caller states that she was waiting on other people instead of her, even though her flight was about to start boarding. The caller states while she was waiting there, she was even rude to a 77 year old man behind her. The caller states that the TSO yelled at her granddaughter as well because her granddaughter was getting her shoes out of the bin. The caller states that she yelled at her daughter demanding to know where her items where. The caller states the TSO told her daughter to go on and board the flight and not to wait on her because she may not even get cleared. The caller states she should not be a representative of TSA. The caller states there is a way to go through the process without being rude and that she could still talk to people like they are human instead of rude and demanding. The incident occurred on Sunday morning. The flight was scheduled to leave at 9:20 am.

Advised caller The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

2014 1:48:0 Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Airport - Ontario
Airline - American
Flight Number - 1458 - caller is unsure though
Date and Time - 7 20 14 went through screening around 8:45-9:05
Location (Gate or Terminal) - Gate 410
Contact Information - (b)(6)

I am inquiring about the policy for military members who are traveling in uniform, going through the precheck with their KTN. My daughter was returning to her assignment, in full Navy Officer whites and of course set off the metal detectors because the medallions on her uniform and her shirt stays under her uniform have metal. I read on your website that they are required to remove belt and class a jacket. She removed the belt, which can get her into trouble for not being in full uniform, but she does not have a "jacket". She had to go through a full pat down, so I am wondering why? What is the purpose of precheck and why would she not be better off going through the xray machine? This is the first time she has ever been asked to do this - why the inconsistency?

2014 2:28:0 Thank you.

(b)(6)

(b)(6)
GO NAVY! BEAT ARMY!

Response Details: I provided the caller with the following statement and question:

If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint regarding disability discrimination or are you calling with a different concern such as poor customer service? The callers response was that she feels it was a disability discrimination and failure to accommodate situation.

I advised the caller that specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition. For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

I asked the caller if she would like an email of this information and she said yes.

Incident Details: The caller is traveling from BOS to DEN. She just went through security on her way to a SWA flight and the officers at the check point had incredibly bad behavior. The caller states that she had a previous boarding pass from 10 days

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/22/2014 4:41:01 PM Airport : EWR - Newark International Date/Time of Travel : 07/22/2014 3:20 PM Airline & Flight Number : Delta 1187 Checkpoint/Area of Airport : TSA Pre Select TSA Employee: (If Known) : Officer (b)(6) (with the handle bar mustache)

Comment : I went through TSA preselect. I asked for a bin to place my jacket in since I knew it had many items in it. Officer (b)(6) (the guy with the handle bar mustache) refused a bin and told me to put my suit jacket on the dirty conveyer belt to go through x-ray. I did not agree with this and asked a bin a second time. I was refused. I then removed all items from my jacket (holding up the line) and was asked to put my suit back on. I did. The metal detector then was set off. I was told to remove my jacket and put it on the dirty conveyer belt, but I refused saying I did not want my suit jacket to be soiled since luggage being rolled around on the floor is put on the same surface. I refused and asked for a TSA supervisor. The TSA supervisor then asked Officer (b)(6) for a bin, and he reluctantly gave one to the other agent. The TSA Supervisor seem to defend Officer (b)(6) saying he was doing his job, but I also stated if he understood why I did not want my jacket to get soiled, he said next time I should go through the regular line rather than TSA Preselect. I told him that no other airport in the USA refuses to give me a bin especially after I set off the metal detector. This is ridiculous and the attitude of Office (b)(6) was rude, abrupt and arrogant. I will complain to my State Senator of Minnesota of this type of TSA Treatment if I encounter another time I am refused a bin to put my items in to send through a metal detector. This is a hygiene issue and we should not have to pay dry cleaning bills because TSA does not want to hand out a bin.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sincerely,

DHS TRIP

From: (b)(6)
Sent: Monday, July 21, 2014 11:16 PM
To: trip@dhs.gov
Subject: Privacy Infringement

2014 8:27:00 Dear Homeland Security,

While clearing security in Tampa this morning, my wife, myself and children were embarrassed and humiliated by the loud comments of a TSA officer. Before traveling I contacted TSA about my wife's dental implants because we thought they may set off the metal detector. We were advised to use the attached document to confidentially advise TSA officers about the potential of metal detection. According to the TSA document, the situation would be handled in strict confidentiality. My wife, who lost her teeth due to a bone disease in her thirties is very sensitive to her situation.

The TSA officer announced rather loudly that she had implants and that dentures do not need to be disclosed. He made jokes about false teeth and laughed. Everyone in line could hear his comments. My wife was embarrassed and badly humiliated that now everyone around knew her teeth were not real. She was in tears. Since we were in TSA territory, I felt useless to defend my wife by telling the TSA officer that he was wrong in announcing this to the public. I was also embarrassed in front of our children because I did not defend their mother. My wife cried most of the flight from Tampa to Detroit.

The caller had a 14 ounce container of cooking oil in his checked luggage. He states that after the inspection the officer did not tighten the lid and it leaked all over everything.

A year ago he flew from CA to IL and he is a member of wine clubs. He was taking 11 bottles of wine in a case but 12th one was broken and empty but they put the broken bottle back in the luggage so it was obviously dropped and the broken bottle put back in the case

He is 76 years old and has a knee replacement. Last night he was in the precheck line. He had to wait about 15 minutes because the scanner at the precheck was not calibrated. He feels that this is poor service for his precheck since he has a bad knee and wants to know if there is any other way to get through the screening without having to wait for a patdown. He was upset because the scanner was not calibrated and could not be used.

RESPONSES:

I asked the caller if there was an NOI present in the baggage regarding the oil situation and he said no. I advised the caller that due to pressure changes the lid may have come loose and the bottle leaked. He said no and that he is sure the bottle was opened and they forgot to put the NOI in the bag. I told the caller that I will send him a claim form for this situation.

2014 1:38:00

I advised the caller that in regards to his bad knee and precheck, he still has to go through screening and if an AIT is not available he does not want to go through a WTMD because this will most likely alarm and he will have to go through additional screening. I advised him that the only other option he would have would be to request a patdown. I advised the caller that I will forward a copy of this report to the CSM as far as the AIT being down and unable for use.

AIRPORT: SFO
DATE OF TRAVEL: 07-22-14
AIRLINE: United Airlines
FLIGHT NUMBER: 1471
NOI PRESENT: NO
TERMINAL OR GATE: Gate 81 at 1500
CONTACT: (b)(6)

Caller flew from Albany last Saturday at noon. He recently broken his arm and is wearing a sling. He went through the WTMD and then his sling was patted down. He wanted to know why after going through a WTMD his sling was patted down. He said that the WTMD would have picked up anything metal. He wanted to confirm that we thought he was a threat because he was wearing a sling. He informed me that he had to take pain medicine after this screening procedure because moving his arm to allow the officer to pat it down caused him pain.

2014 9:28:5

Advised caller:

Anytime someone is traveling with a sling, cast, or brace the item is subject to additional screening. Even after going through the machines it still has to be screened by hand. Advised caller that not all objects that are harmful are metal. A passenger could have something that is not metal. I m not saying he is a threat. This is policy that we screen all passengers. That means that even if a congressman came through screening with the same set up they would have additional screening as well.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/24/2014 3:01:15 PM Airport : SFB - Orlando Sanford Date/Time of Travel : 07/24/2014 7:45 AM Airline & Flight Number : Allegiant Air Flight number 738 to Elmira
Checkpoint/Area of Airport : Security checkpoint to enter departure gates TSA Employee: (If Known) : African American woman, short-straight hair, about 5'7"; Comment : This TSA agent was incredibly rude to myself and another couple that was flying with their daughter (a toddler). While we were waiting in the security line, the TSA agents (the one woman whom I am speaking of and another white older woman) were taking down parts of the line barrier and allowing people from the END of the line to cut in front of other people who had been waiting for a longer time. When asked why they were doing this, we were told 'overflow'. Then it happened a second time and the husband of the couple asked why was this happening again? At this same time, their toddler was very distressed and pitching a fit. The mother of the couple is visibly far along in a pregnancy. Common decency would have the TSA agents allow this young couple to go to the 'alternative' line that was moving VERY fast to help them get through security. This time the TSA agents completely IGNORED the request of the couple. Then the line was opened a THIRD time. The barrier was opened one slot BEHIND this couple. I stepped back and said to them...why don't you go instead of me? They had a lot of extra luggage...stroller, car seat, bags for the child etc. So the father didn't have to pull all of this back and force the line back, he opened the slot next to him...one slot ahead of the slot the TSA agent opened. They went through and the TSA agent RUDELY yelled at the wife who was struggling with a crying child to 'put the rope back' 'you opened it, you close it'. I then said that I would close it for them. TSA agent...'She opened it she can close it'. I said...I'll do it, cut them a break they obviously need an extra hand. TSA agent approaches me, gets in my personal space, raising her voice says, "What did you say?" in a very intimidating way. The couple scurried away and I ignored her. She then goes up to the scanning devices, points me out to the TSA agent at the machines and says something I didn't hear. I go through the metal detector and then a woman comes up to me and says that I need to have a personal body search. Fine, whatever. Then The rude TSA agents look over and says, "That's what you get for talking back in line." Three people heard her say this as did the couple with the child. He says that he is also going to file a complaint. This is blatant abuse of power. Disgusting behavior.

2014 4:20:5

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Alexandria Louisiana to Atlanta Georgia on Delta Airlines. Caller stated he has a defibrillator and he isn't suppose to go through the WTMD and the passenger stated the screener asked if he wanted to go through the WTMD and the caller stated there was a sign stating information about the defibrillator. Caller stated his complaint is about being asked to go through WTMD. Caller wants to make a formal complaint about the way the screeners. Caller stated he is trying to DHS. Caller stated he sent an email to the contact center. Caller stated the screeners didn't care about the internal medical device

2014 4:21:4

Advised caller the following information:

Advised caller if he wants to make a formal complaint he will need to send it in writing.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 7/25/2014 2:09:33 PM

2014 4:29:2

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Atlanta International Airport

Comments: General confusion about process. My wife & I were separated and to go to different security check points by first agent; then when I was in line, the line was shut down and moved to another because of shift rotation. At the screening line, the gentlemen in front was tested for explosives by hand swab & I was told to move on by the same agent doing swab. "that I was holding up line" I began to remove shoes & was told not to, but to remove belt & put everything into carry on which I had in my hand, looking for dish to put items in. "Stick in bag and collect at the other end". Moved me out of line I was in to another line with metal detector only. "You don't need full scan" At this point and throughout, there were only 12-14 people gathering their things as I approached the end of line to gather my stuff. As I preceeded to area of benches, I was told I couldn't wait for my wife and told to go to my gate and meet her there. I know that this is a very busy airport, but I have been through Chicago, Baltimore, Dallas, & others without this much drama and strangeness from agents that were acting like prison guards moving inmates that were being transported. Thanks, I feel better now.

arrived at the handicap access point, my son and I were separated from my mother as she was being checked. We had four bins, plus a carry-on bag, which held my laptop on the conveyor. As this was my son's first flight and experience in the airport, I kept an eye on him and monitored his behavior (I had given him his medication prior to coming to the checkpoint, witnessed by the BAGS employee).

My son and I cleared the metal detector, I told my son to sit and put his shoes on while I gathered our items out of the bins. At this time my son attempted to go under the clothe barricade to be with his grandmother. A light-skinned African-American TSA agent, approx. mid-40's, coarsely stated he needed to get back, which caused my son to flare up, she then stated, again rudely, that he needed to calm down. It was at this point, I informed her of his autism, and apologized for my son's behavior. Another female TSA agent, approx. mid-20's, also light-skinned African-American, who was assisting my mother on the other side, heard the exchange and stated that I did not have to apologize and that my son was fine.

The agent that was rude grabbed my carry-on stating that it had a laptop in it. At this point, I was still at the end of the conveyor attempting to gather my family's items, while the agent began rifling through my bag. I informed her that the she was in the wrong part of the carry-on, which was a dual backpack, when she forcibly opened the top zipper, slid out the laptop and walked away without another word. I waited for my laptop at the end of the conveyor, when I saw the TSA agent that had walked away with it. I asked where my laptop was, to which she replied nonchalantly, "Oh, you don't have it?" and then walked away. The TSA agent that assisted my mother called TSA manager, Jeffery Maynard, to assist with the situation. After a few minutes of apologizing, he took my information, gave me his card and pretty much told there was nothing that would be done at the time.

My family and I was schedule to fly at 9pm to San Diego, California on Southwest flight #4609, I had arrived at the airport in plenty of time to get through security, get food for my family and preboard the flight, due to my mother's disabilities, which I had paid extra for. We were supposed to board at 8:30pm, we were the last to board, and I had to sit separate from my mother.

2014 4 29: Because of the TSA agent's negligence and failure to administer her duties, my laptop disappeared from the conveyor belt during the security check. It was a brand new Dell Inspiron 15 3537 with Service Tag: (b)(6) Express Service Code: (b)(6) I had just purchased the laptop as a replacement after my home was broken into and robbed on 5/7/14 (Gwinnett police report case# (b)(6)). To replace the laptop with a comparable would cost 1159.97 not including taxes or discounts which are time sensitive, with taxes \$1229.57 (GA state tax is 6%).

I was traveling with my laptop, to do some work but to also to keep it safe from theft, which is ironic that it disappeared while at a government security checkpoint.

(b)(6)

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Friday, July 25, 2014 3:19 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/25/2014 3:19:04 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

2014 4:30:00

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

(b)(6)

PO Box or Street address:

(b)(6)

City:

River Vale

State:

You mean to tell me TSA files no charges for disability issues! I was afforded the opportunity to pass through a metal detector having an implanted defibrillator in my chest by TSA employees in Alexandria, LA yesterday (7/24/2014). At a minimum I would like these employees to be made aware that individuals such as myself must not pass through a metal detector (no ambivalent answers by TSA as to whether one should or shouldn't). Passing through a metal detector is forbidden by health officials (well documented). EMF may disrupt the defibrillator causing medical complications. At the time, TSA employees in Alexandria, LA airport could care less whether I pass through the metal detector.

2014 6:02:11

A SOP must be written to TSA employees mandating to explicitly specify someone with a defibrillator MUST not pass through a metal detector. You've imposed this security measure and as a consequence you're also liable for it and any issuing consequence if not comply with. The onus is on you by me not knowing the EMF being emitted and the calibration thereof for safety purposes. It is the equivalent of TSA handing me a rope, me tying the noose and me hanging myself all under your auspices and approval. I want the SOP at least to the TSA employees in Alexandria, LA airport and a letter to me confirming their mistake.

(b)(6)

Feedback Type : Complaint

Categories : Permitted Items; Screening

Current Date/Time : 7/25/2014 11:54:49 PM Airport : EWR - Newark International Date/Time of Travel : 07/25/2014 7:50 PM-8:30pm Airline & Flight Number : United Airlines direct to San Antonio Gate C70 Checkpoint/Area of Airport : Next to Gate C70 TSA Employee: (If Known) : A supervisor by the name of (b)(6) or (b)(7)(F) (something along those lines) Comment : This evening my family (my husband and two young sons) and I were running late for our flight. After checking in our bags, we were relieved to find that the checkpoint lines were not extremely long and we were moving through rather easily until we came to the point of having our carryon items placed on the conveyor belt and screened.

My husband and I began to take our shoes off and the agent who was expediting told us to keep our shoes on. Then as we stood to go through the metal detector, another agent standing in front of the metal detector told my husband to take his shoes off. My husband then informed him that he was told not to take his shoes off. At this point, the two agents engaged in a lot of back and forth with one stating that he was doing pre-check and the other informing him that he was not supposed to be doing pre-check. Im not sure what pre-check means.

I then stated that we would take our shoes off if it would help move things along because we really needed to get going so that we could make our flight. We were then told to wait and we were held up for an additional 20 minutes, subsequently missing our flight. There were at least 10 agents standing at this check point and it took nearly a half hour to figure out what was going on.

My husband and I were terribly upset about missing our flight, we were just a little concerned by the lack of organization and sloppy presentation by the TSA agents.

2014 9:25:4 After getting to the gate and realizing that we missed our flight, my family and I went to United Airlines customer service to rebook on another flight only to realize that we left one of our bags.

I went back to the security checkpoint to claim my bag and I was told that my bag would have to be run through the security screening again. Once that process was completed an agent brought my bag and pulled out the lotion that we use for my son's eczema, as prescribed by his dermatologist; my son is 12 months old. The agent took the lotion out of the bag and disappeared for a moment and a supervisor came back with the lotion and asked me questions about the lotion and I informed him that it was for my son's eczema and we have traveled dozens of times since he was three months old with that same jar of lotion without any issues. The supervisor then goes on to inform me that when "I am present, you will need a doctor's note to be allowed to carry this on the plane." I then told him I did not understand why his presence or lack there of would make a difference, as there should be consistency across the board in these matters. I have travelled internationally and at all airports in the NYC area without a single problem as it pertains to this jar. I can't remember the exact spelling of the supervisor's name, but it was something along the lines of (b)(6) or (b)(7)(F).

I just request a response to help me understand how these matters should be addressed as it pertains to over-the-counter items for baby, etc. In addition, my husband is a board certified physician and he could provide any necessary documentation to support the necessity in addition to my son's dermatologist.

The inconsistencies with TSA are frequent and I am particularly interested in receiving clarity in the matters above.

Thank you for your time and I look forward to receiving a response.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Caller is not able to lift her arm because of an injury and in the past she had a patdown two times where they were rude to her. She was in New Orleans a while back and had to get a patdown the TSO was yelling at her and she wouldn't even let her explain. They showed no respect for her. She is now at RSW and they made her get an Explosive Trace Detection on her hands and she doesn't think they should do that if she is not able to go through the AIT. What is the standard operating procedure? She thinks it was a little bit of both. She doesn't want any information on filing a written complaint. She doesn't want to provide the information to file a complaint.

Advised:

Passengers who can walk may be able to be screened using a walk-through metal detector or Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device; passengers can be screened using walk-through metal detectors only if they can walk through on their own. Passengers who can stand still with their arms above their heads for 5-7 seconds, without support, can request to be screened by AIT if it is available or can request to be screened using a thorough patdown. Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If a passenger cannot or chooses not to be screened by AIT or the walk-through metal detector, the passenger will be screened using a thorough patdown procedure. If a patdown is needed to complete screening:

2014 1:59:3

- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

In addition to the patdown, TSA may use technology to test for traces of explosive material.

Do you feel it was poor customer service or you were discriminated against because of your disability? Would you like information on how to file a complaint in writing? If you want to provide me with some information I can forward this to the CSM at the airport and they can conduct an investigation.

Sir Madam,

I am writing to complain about my treatment by TSA supervisor (b)(6) on July 25 at approximately 2 p.m.

I was TSA precheck for my Southwest flight and discovered the precheck line was not open probably because the lines were so short at that time. I went through the regular ID check line along with several others (the man in front of me, my 2 colleagues behind me—all TSA precheck). We were told to go through the metal detector and leave our shoes on. We all, being familiar with precheck, left our toiletries and laptops in our bags but then had our bags pulled aside and told that while we were personally TSA precheck, our bags were not precheck.

For some reason, there were several minutes of delay from TSAs side in retrieving the bags that had been pulled out by the screener, and set in a separate queue so the laptops could be pulled out and everything rescanned. The gentleman before me waited with me. It was at least 5 minutes. When my bag was finally retrieved, and rescanned, I told the nearest TSA officer, that it would be nice if the ID check TSA lady would tell precheck that they have to remove their laptops, that would avoid the mistake made by myself and 3 others that I personally witnessed.

(b)(6) entered into my conversation and said I should tell him, instead of "everyone else". So I repeated my suggested that the person checking ID's should tell precheck that they need to remove their laptops to which he said, "I'm sure that is what she said." I said, really?, you're doubting me and the other 3 people here.?" And added that I didn't like being called a liar. He told me "end of conversation." "this conversation is over." I asked him for his name and he refused to acknowledge me or turn so I could see the badge.

2014 3 29:5

Another TSA agent walked up and I asked her who the supervisor was. She pointed to (b)(6). I said, "oh, the man who won't show me his name badge?" At that point he pulled off his name badge tossed it in front of me on the counter and said, "do you have something to write it down with." When I said "yes,, in fact I do" and pulled out my pencil to begin writing, he quickly grabbed his badge and put it back where I couldn't see it. Fortunately, I had captured most of his name and I believe I have his first name and last name in the correct order.

I was treated disrespectfully, my suggestion was ignored, and it was insinuated that I was a liar. TSA can and should do better. Rather surprised that someone with this level of interpersonal incompetence has risen to the level of supervisor.

The good news, in my many miles of travel, I can see (b)(6) is the exception. Perhaps some training could help him with his interactions.

Thank you for listening,

(b)(6)

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, July 27, 2014 7:39 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/27/2014 7:38:50 AM

Attachment:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

2014 9:24:2

Remote Client IP: (b)(6)
Date Time: 7/27/2014 7:38:50 AM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/27/2014 5:38:40 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 07/26/2014 4:30 AM Airline & Flight Number : United 1540 Checkpoint/Area of Airport : Main Checkpoint / TSA Precheck / Premier Access TSA Employee: (If Known) : Metal Detector/Body Scanner "Traffic" Director Comment : This complaint is regarding the African-American woman serving to direct passengers either through the metal detector or the body scanner. She was incredibly unprofessional and rude to me and my family as well as to other passengers ahead of us. Instead of politely directing us through the screening process, we had to ask her when she'd like us to proceed through the checkpoint and when we did she responded as though we were inconveniencing her. I don't remember her exact words, but she was very short in her responses and her tone of voice was unwelcoming. I fly frequently and her behavior was uncalled for and not typical of TSA security officers in my experience. I would appreciate it if this complaint were addressed to the appropriate individual involved and added to her file for review at her next performance appraisal.

2014 6:17:2

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number:

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/27/2014 4:25:25 PM Airport : BTR - Baton Rouge Metropolitan Date/Time of Travel : 7/27/14 6:50 AM Airline & Flight Number : 5518 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :
Comment : First time flying TSA Pre and your guards laughed at me when I was confused as to which machine to approach, the body scanner or the metal detector, which had a barrier placed in front of it. Almost makes me think they set it up on purpose that way to embarrass and intimidate folks. My tax dollars at work....I really felt disrespected and think disciplinary action is required.

2014 6:17:2

Would you like a response? : True

Passenger's Name:

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/28/2014 6:53:03 AM

2014 8:33:5

Name: (b)(6)
Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint. .

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): .

Comments: The line in Charlottesville VA has been and continues to be ridiculously long each morning. There are 6 flights that leave at the same time in the morning and therefore all passengers for those flights are going through the same checkpoint at once. The checkpoint has one line with one metal detector and on top of that the agents are the slowest I've ever dealt with. Something needs to be done.

I would like to present a formal complaint to employee Lashiva Wright, who was at the concourse D point of revision on Friday July 25, 2014, at 5:25 AM approximately. Her attitude was rude as she made explicit references as to quote "if I had not been thru elementary school, to understand what stuff meant" and "if I was not show in elementary school that things like little balls and squares inside a bag were stuff" unquote.

In order to avoid any confrontation my response was "do not go there, this is not correct"

Her remarks came after I placed my belongings and she requested me to put all "stuff" in the bins. I made the reference that one item was paper, and that was enough for her to initiate the above described offensive remarks.

As I went to the metal detector after the official in charge there requested me to go thru and cleared me, (b)(6) stopped me and forced me to go without explanation thru the x-rays machine. The officer that cleared me before was surprised by (b)(6) reaction against me.

2014 8:38:0

As frequent traveler, compliance with all requested regulations are understood as part of the protection we all need to have safe traveling. However expressions and rude attitudes from TSA personnel are not acceptable.

I hope no other passenger has to go thru this type of experience and that the TSA takes appropriate measures with (b)(6) to prevent this event and attitude in the future.

I appreciate your time and attention to this message.

Thank you

(b)(6)

As an airline employee who travels often in the performance of my duties, I had a couple of questions and comments regarding the various screening processes used across the country, and also to provide feedback for a couple specific airports that I frequently have travelled to.

I have noticed some potential confusion regarding acceptable IDs accepted at several locations specifically regarding airport issued SIDA badges and airline IDs, and hope that my comments may be helpful. I have, or currently hold, SIDA badges at ATL, JFK and DTW. All of these have at some point not been accepted by the screener, and I have been requested to display another ID. (driver's license). According to the list on the TSA website, these appear to be acceptable to access the screening checkpoint as a passenger. Below is a copy of the list of acceptable documentation:

"Acceptable IDs for screening purposes include:

2014 2:17:0

- U.S. passport
- U.S. passport card
- DHS trusted traveler cards (Global Entry, NEXUS, SENTRI, FAST)
- U.S. military ID (active duty or retired military and their dependents, and DoD civilians)
- Permanent resident card
- Border crossing card
- DHS-designated enhanced driver's license
- Driver's licenses or other state photo identity cards issued by Department of Motor Vehicles (or equivalent) for the sole purpose of identification

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/28/2014 11:46:49 AM Airport : EWR - Newark International Date/Time of Travel : 07/27/2014 1:00 PM Airline & Flight Number : United Checkpoint/Area of Airport : Term C Pre-Check, just after united global services TSA Employee: (If Known) :

Comment : I am very disappointed in the attitude and professionalism of the pre-check staff in the lane closest to the United global services door at Newark, terminal C; guy checking IDs was fine. Went to put my bags on the metal table and take off my phone and watch. Asked for a bin to place them in. The VERY rude lady behind the table said that I was not allowed a bin and had to put the items in my bag. I asked why and she more loudly said put them in your bag sir. I asked for an explanation and then only did she offer that bins are for additional screening. If she would have said that at first, I would not have had any issue. Then, when I went through the metal detector, the guy made me go through twice - no beep that I heard. I asked why he said I decided to choose you for additional screening. He said to wait until a screener came over. I stepped to the side and waited. No one moved to come over. Finally, a woman signaled me to come to her. So I did and began to push my bags to the end of the lane. She stepped in front of me and pushed me out of the way and rudely said don't touch anything. I said to her that I did not need to be pushed and that if she was having a bad day, she did not need to take it out on me. She then turned to me and glared, saying loudly, excuse me? at this point, I realized that the individuals working this lane are not exactly the best and brightest of your staff and any further interaction would probably be counterproductive. She swabbed my hands, did the test and walked away. I then asked her if I was done and she just turned to me and grunted yes.

2014 2:18:4

As a frequent traveler, I experience the TSA all over the place. Sometimes it is great. Sometimes not so much. But this is the first time that there was a group of people that acted the same way - RUDE, UNPROFESSIONAL and frankly, in a way such that I question if they are even capable of being effective at their job. This is also the first time I decided to write and complain because I could not believe how bad it was.

I hope that you are able to use this to provide feedback to the TSA management at EWR and possibly retrain your staff on professionalism and customer service. By behaving this way, they do a disservice to themselves, your department and the United States of America.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number:

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 7/28/2014 3:55:23 PM Airport : DEN - Denver International Date/Time of Travel : 07/28/2014 1:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Pre-check is practically worthless for me. I have hip replacement and will always set off a metal detector, the times you grant me pre-check access, the pre-check station with a body scanner is almost always closed, both at DEN and other airports, and the times you don't give pre check access it seems to be open.

2014 4:34:1

Why don't you use the pre-check location with both body scanner and metal detector ALL the time and use the location with only a metal detector for overflow and busy times? Your current setup seems backwards and makes little sense for passengers who want and need the body scanner.

Would you like a response?: True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Hello,

I flew yesterday from Fort Lauderdale (FLL) with southwest from terminal B gate B4. At the security checkpoint, I took off my jewelry and placed them in my bag (carry-on). I went through the metal detector, presented my boarding pass and ID, and proceeded to collect my belongings. When I opened my bag, I was surprised I couldn't find my wedding ring, but assumed it may have moved inside my bag. When I arrived home, I emptied the entire bag and couldn't find my ring. I have to stress that the bag was zipped up and was not left open. This is very alarming, since the only access to the bag at this point (on conveyor belt into x-ray machine) was to TSA personnel only. My ring could not have fallen out of a zipped bag.

Name (b)(6)

Airport: Fort Lauderdale (FLL)

Date and time: 07-27-10 approximately noon

Airline: Southwest (WN)

Gate Number: B4

2014 6:28:1

Contact number: (b)(6)

Please let me know if there are any other details you need. This email is also being sent to my lawyer.

I appreciate your help with this matter,

(b)(6)

I seen on the news you wanted suggestions on ways to make the check points faster . Not having them would make it real quick . But we all know that won't happen .so here is my input . Have it so one can go to a airport and interview with a agent to see if one is any type of risk .if one is determined not to be any risk You then get a metal pass for six months . Meaning you can just go threw the metal detector .

Feed back

2014 8:11:2 I flew threw sky harbor last week .I told the agent that I didn't want to cause any trouble but I did not want to go threw the body scanner . I seen on your web site that I could op out of it in the pass .I personally don't feel all the data is in on how they can effect a person long term .The agent said that was not a problem and because I was traveling with my wife and small children we would not have to go threw it . Then that agent disappears and one in a white shirt shows up and makes me go threw it . What the heck is that . Either they lied to me or there was a communication breakdown in 5 seconds and within 4 ft of each other.
Another thing I feel is kinda silly is that you throw liquids that I guess you feel May be explosive into a garbage can next to agents and everyone else in the airport . Hope my input is helpful .

Sent from my iPhone

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/29/2014 1:08:49 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/29/2014 12:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 8 pre-check security TSA Employee: (If Known) :

Comment : When going through security, one of the guards saw my insulin pump and then pointed me vaguely to one of the guards to get some other check. After the guards had to be told three times, one if them swabbed my hands. The paper was put on the machine and the guard walked away, leaving me standing on the mat. One of the other guards finally looked at me and said I could go. My pump didn't set off the metal detector, so I wasn't sure why I had to go through this extra screening after enrolling in tsa precheck. What's the point of paying for the background check for precheck if I'm still going to have to go through extra screening vid my medical device. Furthermore the guards could've cared less, which made it even more frustrating.

2014 2:15:5

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Las Vegas NV 89119

Zipcode:

2014 6:24:5

Are you 18 or over? no

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Miami International Airport

Dear TSA and Denver International Airport,

I am writing as a concerned passenger. When I went through security at DIA this past June, I placed my laptop in a separate bin, saw it move through the scanner, and then watched the bin and my laptop fall from the conveyor belt to the floor. I could do nothing to try and catch it due to being in line to pass through a metal detector.

In the grand scheme of things, I understand that accidents happen. Airports are busy places and sometimes the conveyor belt gets backed up and a bin may fall. What irritated me, though, was the demeanor of the TSA agent. After I came through the metal detector, the agent asked if the laptop was mine. I affirmed it was and he then told me that some contents had been "shifted around" and that I should check to "make sure everything is there." He did not tell me what had actually happened: my laptop had fallen. A laptop which is a critical repository for my research and an item that, as a graduate student, was a rather expensive purchase to make.

2014 10:10:

I had actually watched the TSA agent pick up my laptop, but I did not argue with him because I did not want to cause a scene. Instead I moved to the side, turned on the computer, and checked to make sure it was working properly. In the end, everything was fine. It was not damaged. Yet I would have appreciated being told the truth. "Your laptop fell off the conveyor belt. Would you please check to make sure it is not damaged? If it is, please let me know and we will try our best to rectify the situation."

When I place my items in the hands of the TSA, I trust that they will be safe. If something happens to them, I expect to be told the truth. As a passenger, I am sure that the TSA expects nothing less than the truth from me.

Sincerely,

(b)(6)

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: http: (b)(6)

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

2014 9:00:

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

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CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: salemba

Zipcode:

2014 12:20:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? Yes

Religion? Yes

Nationality? Yes

Gender? Yes

Disability? Yes

Which U.S. airport were you traveling through?

Caller is flying from Latrobe on Saturday. She is a diabetic and wearing an insulin pump. It cannot be x-rayed at all. She wants to know if the procedure is different at this airport than the other ones where she has flew from.

Advised caller:

Specifically, you would like to know what to expect for passengers who use insulin pumps. Passengers who use insulin pumps can be screened without disconnecting from their pump. However, it is important for passengers to inform the Transportation Security Officer (TSO) conducting the screening about their pump before the screening process begins.

Regardless of whether the passenger is screened by AIT or the walk-through metal detector, the passenger's insulin pump is subject to additional screening. Under most circumstances this will include the passenger conducting a self-patdown of their insulin pump followed by an explosive trace detection sampling of the passenger's hands. If explosive material is detected, the passenger will need to have additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure.

2014 1:15:33 A patdown procedure is also used to resolve any anomalies identified by AIT or alarms of a metal detector. If a patdown is needed to complete screening:

- The passenger should tell the TSO if assistance is needed before the patdown screening process begins.
- The TSO conducting the patdown will be the same gender as the passenger. During peak travel periods a passenger may need to wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time. A private screening should be offered when the TSO must patdown sensitive areas. The TSO conducting the patdown and another TSA employee, both of the same gender as the passenger, will be present during the private screening. During the private screening, the passenger may also be accompanied by a companion, assistant or family member who will be rescreened once the patdown procedure is completed.
- The passenger may ask for a chair to sit in if needed.
- The passenger should inform the TSO of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- The passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Sent the caller an email.

On addition, please forward this and understand the implications- what I was wearing last night is acceptable for the metal detector but when forced to go through the scanner it was not acceptable because I had to have a pat down. What is going to happen when we all have our light jackets on in the fall/winter and the scanner makes us all have pat downs? How much is that going to slow down the process for those of us who have background checks- not just getting a free pass through?

Sent from my iPhone

Begin forwarded message:

From: (b)(6)
Date: July 29, 2014 at 2:57:40 PM PDT
To: "HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov" <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov">
Subject: TSA Precheck random new pilot program

I am beyond angry. I have been a member of Precheck since the beginning, having gone through Homeland Security to get a Global ID, as well as being invited by United Airlines. Today at IAH I was the second out of random 5 passengers who had to go through the scanner due to a new random screening for Precheck passengers. I was told it was a new program out of DC. WHY would you force random screening on passengers who have been cleared for almost 3 years? This is ridiculous and makes us think you are all incompetent again, when we just became satisfied that you had finally figured out how to take care of frequent fliers who had submitted to background checks. Is it because you have let too many people be involved Precheck who really don't understand it and you are giving them random opportunities? If so, you are punishing the very people who helped make it a success. It is not fair to make me randomly be "jumped" by TSA and forced to go through a different screening protocol. I want an answer.

(b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 7/30/2014 11:47:03 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/29/2014 3:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Terminal 4 C gates TSA Employee: (If Known) :

Comment : I had a Southwest Preferred boarding pass but the first TSA agent directed me into the family screening line even after I asked for clarification. ID checking agent informed me which line I was in.

Most passengers were moved into the pre-check line so it was longer than the regular line. Once past ID checking, both pre-check and regular screening lines all went through the simplified screening - nothing out of bags, through the metal detector while the small minority of us that went through other lines were subjected to the full screening.

I stopped to ask one of the agents beyond the screening area about my experience and he proceeded to tell me about how to get pre-check and what it means. I told him that I understood the idea but when 95% of the people are going through the same simpler check and making the lines longer for those that have gone through the process and cost to get pre-check, he just kept telling me that there was a certain percentage of travelers that get moved from regular to pre-check (but for security purposes he couldn't say what that number was).

This is unfair to both those that pay for pre-check, and those that pay for priority screening lines. It also makes for a less secure travel experience for everyone since you are allowing many "unknowns" to skip the more thorough screening. It seems as if the TSA wants to kill the pre-check process by making the line as long as the regular line and slowing it down. I also don't understand the process of "randomly" reducing screening from a huge percentage of those traveling.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: Avenida (b)(6)

Zipcode:

2014 8 25:5

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

Your response is downright RUDE and DISCOURTEOUS!

I take the time to bring a specific situation to your attention with the hope someone at TSA may be concerned sufficiently to research the situation and initiate corrective measures.

AND YOU SEND ME A FORM LETTER RESPONSE?

I don't need a class on how to use the PreCheck service, I know how the program works.

Your TSA staff did not respond to my questions correctly and they directed me to the wrong check-in line. How does this change if YOU DON'T LISTEN?

There is not one reference in your correspondence to the situation I relayed in my correspondence.

Your response is a clear indication that YOU DON'T CARE and NOTHING WILL IMPROVE!

You can't hide lousy service and operations behind the veil of protecting us!

2014 10:16: LISTEN to what people are telling you!

(b)(6)

HYPERLINK (b)(6)

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Wednesday, July 30, 2014 3:09 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

Sent from my iPhone

Begin forwarded message:

From: "HYPERLINK 'mailto:tsatcc_do_not_reply@senture.com'<tsatcc_do_not_reply@senture.com>" <HYPERLINK 'mailto:tsatcc_do_not_reply@senture.com'<tsatcc_do_not_reply@senture.com>"
Date: July 31, 2014 at 9:43:45 AM PDT
To: (b)(6)
Subject: In Response to your inquiry.

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?TM.

2014 2:13:11 TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?TM, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?TM lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?TM, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?TM lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?TM.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should consider applying to a U.S. Department of Homeland Security (DHS) trusted traveler program, such as the TSA Pre?TM application program or Global Entry. Applicants who are approved in either program are eligible for expedited screening at TSA Pre?TM lanes at more than 100 airports when traveling on any participating U.S. airline.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/31/2014 5:29:13 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 07/31/2014 5:15 PM Airline & Flight Number : LAN 533 Checkpoint/Area of Airport : Tsa
precheck TSA Employee: (If Known) :

2014 6:02:5 Comment : Security lines were extremely long so I was sent through TSA Precheck. Bins were not available in the lane I was in so some people in front of me grabbed bins from the next lane over to put personal belongings. The TSA officer responded extremely inappropriately. Insulting the understanding of the travelers. I realize she works here everyday and has a better understanding of the standards and procedures of TSA. However, as a frequent traveler I expect to put my belongings in a bin. I would rather take a few things from my pockets and place them in a bin not have to dig them into my carry on bag. There was also no instruction to grab a small bin from anywhere else. A gentleman behind me was not sure what to do so he tried crossing the metal detector with his phone and belt in his hand. The employees at the detector ridiculed him and then hypocritically sent him to grab a bin from another line.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I sent an email last week but since it appears it's hit or miss as to answering my questions So I thought I'd send a more complete email.

On Tuesday, July 28th, about 4:30 pm my husband and I both went throughout the same TSA Precheck at IAH C Terminal for Elite Access that we have gone through for years. This is the same Precheck security line we've used since Precheck began. When Precheck began we both went to Homeland Security and obtained Global ID's. I also was asked into the Precheck program by United Airlines since I am a Platinum member/frequent flyer.

When going through the security line at the conveyor belt the TSA agent moved my purse on the belt and stood it up. I now think that was his code to have me get "dinged" by the metal detector because I was "dinged" and made to go through a scanner. I was wearing my normal attire for Precheck and then had to be patted down because of my clothes. While I only had on a light sweater what would happen if I had on my normal lightweight jacket? Have to strip down to clothes that the scanner can handle? What is going to happen this winter when we are wearing our jackets? Are all of us fully qualified Precheck fliers going to be held up even. More because none of us are prepared for the clothing we should be wearing? Why are we, your highest trusted travelers made to endure this? Is it because TSA has allowed so many into the program to try it that the program is once again going to the lowest common denominator and those of us who took it seriously are being disadvantaged?

After this humiliating experience I then asked the desk (where 4 TSA staff were standing around talking about their personal lives) why was I made to go through the scanner? There were 2 of us - a man and myself (obviously TSA always pulls a woman since our proportions are less in the Precheck line) within 5 people so that means 20% of us had to go through this.

'014 8:25:4

This is not right and is something TSA needs to think through, before implementing. A very serious question - exactly how many people have you "caught" through the Precheck line with issues? How many with a Global ID have proved to be an issue?

I would like my/this situation looked at thoroughly by the people in charge at TSA. Surely this was not thought through and there is a better way if you are truly worried about those in Precheck. People who have gone through the trouble of being interviewed and background checked by Homeland Security do not deserve the humiliation that your staff put them through. We should not be subject to pat downs.

Is there really a "pilot" project going in regarding this or is this just one more reason that we cannot trust/like TSA?

I would like a response, not just a computer-generated answer which does not even apply to my questions. I am sending this because I don't feel my email was read correctly. This is a very serious concern of mine. My only other option is not to fly and I fly because my work demands it.

Sent from my iPad

Caller flew from BWI to LAS and was chosen for additional screening. A TSO explained that he was selected for random screening. He had 4-S on his boarding pass. On his return flight the exact same thing happened from LAS and an officer made a statement about "what are you doing on the list?" So he felt that it was important to call us. This was the first and only occurrence.

Advised:

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

014 10:29:1

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)

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We understand the inconvenience passengers may have experienced. I apologized for the comment by the TSO and told him to call us back if it continues to be a problem. (DHS TRIP)
To whom it may concern.

I am writing you to inform you of a very unpleasant and aggravating experience I had while traveling. I was traveling from Trenton mercer airport to Minneapolis st. Paul. I was traveling with 2 children and my self one under 2 years of age so I was traveling with juice which I thought was allowed. I did not feel it was an excessive amount being as I know how much my children drink on a regular basis. As I was going through security I was told that I had to much which I didn't agree with but I took that answer and said ok but then asked how many I was allowed as they were single juice boxes. I was then told I was not allowed to have any as my child was big enough to walk thru the metal detector on her own so she didn't count as a baby ? My daughter was walking on her own by 10 months old? So I didn't think this was an appropriate answer. I was finally told I could bring 1 juice box with me because that was all they felt she would need during the flight which she drank before we even left and we also sat on the run way before take off for 45 minutes which made our trip that much longer. I am very disappointed in the fact that I was told I could not bring her juice. She is a small child and I read the rules before I packed and didn't think I was doing anything wrong and it was not a good reason. To tell me she doesn't qualify to bring it because she can walk on her own especially because when you read the rules it says infants and toddlers which she is clearly a toddler. I also felt the TSA agent was slightly rude to me, not all of them but the supervisor who told me it was ridiculous that I thought I needed that much, and as I said he doesn't know my child. I am not sure what or if anything can be done but there needs to be a more uniform set of rules as nothing said my child had to be under a certain age to qualify.

014 12:19:4

Sincerely,

(b)(6)

Sent from my iPhone

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Streamwood, IL

Are you 18 or over? Yes

014 12:20:2 Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

Chicago O Hare International Airport

What was the date and approximate time of the incident?

07-08-2014 5:30

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/1/2014 2:05:32 PM

Name: (b)(6)

014 2:20:2 Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Logan airport, terminal A, approximately 1:30pm

Comments: I went through security with my three children and my wife. We were directed to the precheck line. The staff were aggressive, rude and completely impolite. The male agent at the xray machine clearly hated his job and berated my son for forgetting to remove his headphones. When I took my phone out of my pocket, he became agitated, raised his voice and said. "Phones go IN your bag!"

We then lined up to go through the metal detector. As we walked through, we apparently weren't going quickly enough for the female agent waiting on the other side. She shouted at my children, "Come on people, it's a doorway!" This upset my children as well as my wife.

Please speak to your employees about their shameful treatment of my children.

CRCL received the below report and we are forwarding to you for any action you deem appropriate.

Sincerely,

Office for Civil Rights and Civil Liberties U.S. Department of Homeland Security
(202) 401-1474

-----Original Message-----

From: (b)(6)
Sent: Saturday, June 21, 2014 7:36 PM
To: CRCL
Subject: Fly Rights - New Report from (b)(6)

!014 2:21:5 NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6) Augusta
Zipcode: 30909

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/1/2014 12:12:42 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : Aug 1 9:00 AM Airline & Flight Number : delta Checkpoint/Area of Airport : terminal 3 TSA Employee: (If Known) :

Comment : The folks were professional, and relatively polite. However, there was only one metal detector and the people manning it were so slow it was silly. I am glad we have safety, but the deliberate delay of citizens with overly cumbersome tactics and procedures is not necessary. The delay was absurd.

!014 2:22:1 Would you like a response? : False

Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern:

I am a frequent flyer-- generally LGA, DTW and LAX-- and go through security lines on bi-weekly basis. Usually I am TSA-pre but Wed morning that lane wasn't open. I have never had an issue of any sort until my flight from LGA to DTW on Wednesday morning. But the rudeness I experienced on Wed was stunning. Here is the situation:

I put my luggage on the belt with a tote/ shoes in the first bin, my laptop in the second bin and my carry-on after the two bins. I go through the metal detector and am waiting for some passengers to claim their belongings when a TSA agent--6'4" male-- pushes through, grabs my laptop and walks away with it to the concourse where an older couple are standing. I follow him, tap him on the shoulder and ask him why he took my computer. What happened next was just stunning-- he screamed at me at the very top of his voice with his face two inches from mine like a movie drill sergeant, tells me to back off with a string of 'harsh' language that I couldn't believe and tells me it isn't my computer-- that it was left on the belt. I am not exaggerating-- it was truly an inappropriate outburst, vicious and completely uncalled for. And then he yelled at me again that I shouldn't have left it on the belt.

Of course it was my computer as he discovered when he opened it and my name was on the log in. I didn't leave it on the belt-- it was right there between my tote and carry on. He shoved it at me and walked back and took another computer off the belt and headed back to the older couple. It is obvious that the older couple left their computer on the belt and he was looking for it-- theirs was a 13 inch Mac, mine was 15 inch MacBook Air.

2014 4:08:2 There are so many ways that this situation could have been handled that didn't involve a 6'4" TSA agent screaming and threatening me. Your PR is abysmal, your rules feel capricious and the traveling public feels that we are no safer now-- but we have to worry about TSA agents stealing from us, molesting us and being abusive. You still have so much work to do.

Thanks for listening.

(b)(6)

After a 10-hour flight from Incheon International Airport in Seoul to SEA-TAC to visit my parents for the 3rd time in 4 years, I arrived at SEA-TAC and proceeded with the usual customs process.

After the confusion trying to figure-out whether or not to check in for a connecting flight, I proceeded through to an additional screening (even though none of the passengers ever left the secure area at any time).

After going through the metal detector, a TSA guard asked to open my bag. Her name was (b)(6). She immediately asked, "You you have any needles or sharp objects in your bag that will poke me?" I have heard this line before, but it is usually said by the Police when they are patting someone down suspected of being a drug dealer. That was surprising yet also quite ridiculous to me (I suspect that drug needles would not be allowed in passenger bags and would be confiscated before getting on the airplane in the first place).

Next (b)(6) took my purchased duty free alcohol bottles out of my bag and she was going to seize them had I not alerted her to the fact that both of the alcohol bottles were in a sealed duty-free bags. After that, she started to question the integrity of the bottles (one was a green Korean ceramic bottle with traditional Korean rice wine inside). I would like to know what the problem is with these bottles. I was shocked to ever find out about these bottles not being allowed through security checkpoints even though they have been packaged correctly by the duty-free store in Seoul. Several times, (b)(6) moved my bag in an aggressive manner, spoke aggressively to me about the items in my bag, and "escorted" me (as a criminal) to check my bag with Alaskan Airlines (a line I waited in for nearly an hour before I entered the additional pointless security check-point).

2014 8:03:4 Although (b)(6) was just "doing her job," she made me feel like some criminal. Every time I come back to my home (Colorado, USA), I am reminded how little respect TSA gives to people visiting America. Last time, there was an issue with my husband being stopped at security and made to wait in a little room for an hour which made us miss our connecting flight (by the way, you never addressed this email either, which makes me wonder why I bother writing you in the first place).

Because of this incident, I had to check my bag with the precious bottle inside to be put under the plane. After I received my bag, the bottle had broken into small pieces thanks to this ridiculous policy.

Although I understand random bottles of alcohol being confiscated without a duty-free label, I absolutely expect that a bottle purchased at an international airport should be able to pass through security especially with an approved label.

Please contact me with a response as soon as possible. I am patiently waiting.

Sincerely,

(b)(6)
August 1, 2014

P.S. TSA has made flying "safer" but has also made traveling a needlessly stressful endeavor.

TSA Discrimination and Abuse of People with Disabilities

I have flown many times from Milwaukee to Savannah in the past six years. On Tuesday, March 18, 2014 was the first time I was terrorized, discriminated and abused by the TSA officers at the Savannah, GA airport. TSA discriminated by refusing accommodation for my disability. I still have nightmares that I would die in that airport from the TSA officer's discrimination and abuse.

As customary, I arrived 90 minutes before my Delta flight 1475 with a printed boarding pass stating wheelchair required. Each time I have visited the Savannah airport an employee has manned the outside kiosks to weigh, check in luggage and get me a wheelchair; unfortunately no one was available on this day. As a person with disabilities and a senior citizen this lack of service put me at extreme risk.

2014 8:04:2

Given no other options, I managed slowly to make it inside the door only to find 26 people waiting in line to check their luggage. No employee was manning that station, instead she was at the kiosk helping people print their boarding pass while those of us with boarding passes waited in line for 30 minutes with no service. In addition, I was told there was no employee to get me a wheelchair, instead I was told the TSA check in was just around the corner.

Again given no other options, I slowly managed around the corner to the TSA check in. I clearly and immediately explained to the first TSA officer that I was a person with disabilities, was refused a wheelchair and needed help. She stated they did not have wheelchairs and she told me to stand in front of a gate.

I repeated myself in detail to a second TSA officer that I had muscular dystrophy and without a wheelchair I was very weak and had difficulty breathing plus my medical equipment, computer, phone and belongings were unattended on the other side of the gate after being x-rayed. She said it was my job to keep an eye on my belongings yet she refused to allow me through the metal detector gate.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 8/2/2014 5:29:02 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Long Lines / Lengthy Wait at Checkpoint. .

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 8/2/14

Dulles International Airport

Southwest Airline

Flight 2771

2014 6:01:1

Comments: I was at the airport early, turned in my rental car and shuttled to the airport with plenty of time left (90 minutes). I got through ticketing, checking 7 bags between me and the 3 children traveling with me.

We entered the TSA security line, where only 2 agents were checking IDs against the tickets, and only 2 were running the conveyor belts and body scanners/metal detectors. We WAITED in a SLOW line. Right as we got to the checkpoint and the TSA employee had checked off my ticket with my license & initialed it, what I suppose was a person higher up than the one holding my ticket approached and told her to send everyone to the other end of the room where more lines were opening. However, instead of opening MORE, these 2 workers and lines now took over and the lines we had waited in closed. She asked the man if she could send us through, but he said no. So, all of the people in the line behind me and all of the people still coming down the escalators and getting in line were now IN FRONT of us as we made our way across the room. I again had to wait in a LONG and SLOW line. I even told her I was going to miss my flight, but he had told her to send everyone over, so she did. When I got thru the 2nd line, the TSA employee checking IDs even commented that I had already been checked off. I stated again that I had been sent over and was going to miss my flight. When I finally arrived at the gate, the plane was still there, but it had been "closed" so we couldn't board. My 3 kids and I were 4 of 8 travelers that missed that flight. There were no less than 6 TSA employees "milling" around, seemingly doing nothing. More lines should have been open to handle the volume of travelers. And I should NEVER have been rerouted through a second line—I would have made my flight had I been allowed to go through when the first employee checked my ID.

I had to travel to Chicago and then to Seattle, when my original destination was Spokane. Luckily I was planning to drive to Seattle tomorrow anyway, so I was able to change my plans. But my luggage went to Spokane and we went to Seattle!

I understand the reasons for the screening process, but I think that a modicum of common sense could be used. Open enough lines to handle the volume, be kind to each other—we are all human beings, and work more efficiently when tasked to do so. There is no excuse for there to be machines sitting unused and employees standing around not working.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 8/3/2014 3:59:41 PM

Name: (b)(6)
Email: (b)(6)

8/3/2014 5:31:3
Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): On July 1, 2014, I was flying out of Chicago Midway. I had a 6:45 AM flight to Pittsburgh on Southwest Airlines. I had missed my connection out of Chicago the night before due to strong storms. When I flew into Chicago, they had me collect my bags, so the next day, I had to go through security again.

Comments: I was traveling with a cat. When I approached security, I went through the normal procedure of taking off shoes, taking out my liquids bag, putting my bags through X-ray. When I put the leash on my cat and brought her out of her carrier, I was met with some very unprofessional language and behavior from the agent on the other side of the metal detector. From the looks of some of the other agents, I have a feeling some of them were concerned, and maybe one of them said something. When I got through the detector with my cat, she had me stand there and wait for someone to wipe my hands. At one point, I simply turned my head and she exclaimed, "I told you to stand here. Your bags came through. Geez lady!" Again, I simply turned my head. My feet did not move from the spot. I was not going to report this, but after witnessing the professionalism of some of our other agents both at Chicago Midway and other airports, I felt it was important. I appreciate so much what TSA agent do to keep us safe, but this was very poor customer service and uncalled for. This incident happened at Chicago Midway on July 1, 2014, between 5:30 and 6:00 AM. The agent was working right behind the metal detector. At the time I went through, there was only one line open.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 8/3/2014 5:56:15 PM

Airport : ORF - Norfolk International Date/Time of Travel : 08/03/2014 5:45 PM Airline & Flight Number : UA4842 Checkpoint/Area of Airport : Terminal B TSA Employee: (If Known) :

Comment : I greatly appreciate TSA Pre and have no problem paying for expedited security screening, however I've notice quite a bit of variance in the treatment of pre-approved travelers, especially when the dedicated precheck lane is closed.

8/3/2014 7:05:1 Sometimes the precheck travelers are told that they enjoy no privileges when dedicated lanes are closed sometimes belts, coats and shoes as well as 3-1-1 compliant bags do not need to be removed, sometimes they do. It is this inconsistency which makes security lanes slow as it leads to uncertainty, questions and therefore delays. At ORF I was asked to remove belt and 3-1-1 bag but shoes were ok, scanning was performed using the full body scanner only even though a traditional metal detector was available...

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number: (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/4/2014 7:28:45 AM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I fly twice a week for work and have found multiple inconsistencies in how educated TSA agents are with regards to security protocols, especially in pre-check.

8/3/2014 8:56:1 In particular, I have a surgical shoe due to a broken foot. It does not alarm when I go through the metal detector. I do not mind having my shoe swabbed every time I go through security. However, I do mind having my time wasted as three TSA agents ask each other "what do we do about her shoe? It didn't alarm" and then discuss in circles in front of me for three minutes.

Additionally, I fly with two laptops because of work. I understand the policy with precheck where you can fly with your laptop in your bag. I love that policy. However, I also know if you have more than one laptop you have to take it out because it becomes an issue in the xray machine. I have had multiple people tell me while I'm in line "keep your laptop in your bag" and give me attitude when I tell them it becomes an issue with two laptops. I also had someone assure me it wouldn't be an issue, only to be detained for 10 minutes afterwards because they needed to take out a laptop and rerun my bag. I fully understand that they are used to uneducated people in line at precheck who do not know the policies and protocols. Please educate your staff on the right policies and instruct them to listen to customers who have an explanation for why they do what they're doing. Makes for a much more pleasant Monday morning.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 8/3/2014 7:26:58 PM

Airport : EWR - Newark International

Date/Time of Travel : 07/24/2014 12:15 PM Airline & Flight Number :

Checkpoint/Area of Airport : A gate 33

TSA Employee: (If Known) :

014 8:57:1 Comment : The lines at EWR are long and slow in Terminal A. Since I am both PreCheck and GOES, I thought the 20-30 min delays at security might because there's no dedicated PreCheck line. After a few weeks of going through the same screening checkpoint, I realized that it is because the agents are not following consistent procedures. For example, Precheck passengers going through a metal detector should not be required to empty their pockets. For example- I had to go through the magnetometer THREE times because I had my boarding pass in my pocket. Isn't the point of going through the magnetometer to ensure that there's no METAL concealed? What purpose does it serve to empty paper from the pocket. And it's the point of the trusted passenger programs to ensure quicker screening so that we don't have to empty pockets, take off shoes and other time delays? It's these kind of inconsistencies that waste time and delay other passengers.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)

Sent: Monday, August 04, 2014 11:58 AM

To: Bandy, Kimberly J

Cc: TSAExternalCompliance; Nandra, Kintipaul; SALDEF Legal Affairs

Subject: Screening of Sikh American Passenger at ROC

Dear Ms. Bandy:

Please find that attached letter regarding the screening of a Sikh American passenger at Rochester International Airport.

Sincerely,

(b)(6)

014 12:46:

(b)(6), Washington, DC 20005

Phone: (b)(6) Fax: 202-318-4433

HYPERLINK: (b)(6)

(b)(6)

~~This e-mail presents general views on public policy and law. It should not be considered legal advice and should not be taken to form an attorney-client relationship. You should consult with an attorney before taking any action or refraining from any action based on the content of this message. This message may be privileged or confidential. If you are not the intended recipient please notify the sender immediately.~~

Kimberly Bandy, Manager

Multicultural Branch, Disability and Multicultural Division

Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement

Transportation Security Administration

601 South 12th Street

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/4/2014 1:47:29 PM Airport : LAX - Los Angeles International Date/Time of Travel : 08/25/2014 1:20 PM Airline & Flight Number : Delta Checkpoint/Area of Airport : TSA Security TSA Employee: (If Known) : female pat down Comment : (1) Why was my husband okayed for pre-screening and I was not? I depend on him at times, like at airports.

(2) Because of medical reasons, I did not want to go through anything but a metal detector so I opted for my first pat down. I was told to wait in an area where passengers were walking past on both sides. The female agent acted as if the process was an imposition. After the pat down, she never changed her gloves. The latter was very disturbing and disgusting.

!014 4:13:5

Going through the screening in SLC was so opposite the LAX experience. It was a delightful surprise.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller's son just went through security from HOU. He was groped in the genitals from the officer when he had a patdown. He was told by the officer that it was procedure to do that. He asked if that was true. He knows he went through HOU and his son called his wife a few minutes ago about it. He is going to get more information from his son about what happened and other facts so he can register that complaint.

Advised caller:

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

!014 5:00:1

A TSO of the same gender as the passenger will conduct the patdown search. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

Because your complaint concerns the conduct of TSOs at a specific airport, we will forward a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention.

As they are at the airport, the CSM would be able to do an investigation. The best way to do that is to get as much information about the situation as we can. Having details about the checkpoint location in the airport, date and time of incident, and even the flight information will assist the CSM.

If you would like to get a little more information, you can call us back and we can file a complaint and forward it to the CSM.

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Today aug 5th my wife and mother of 4 while traveling with our kids was stopped detained and patted down with hands. Our 22 month old was crying as the agents escorted her away. Our 4 year old still does not understand why his mother had to be taken away.

Here are the events:

We are traveling as a family with four kids: 10, 9, 4, and 22 months. As we were a family, they opened up the gate leading to the metal detector and asked he whole family to go through. I went first and the 3 older kids followed me. Then they asked my wife to put the baby down and let the baby walk through on her own. We attempted for about 3 seconds to coax the baby through to me on the other side of the gate, however the baby was very scared.

014 12:13:2 The agent (b)(6) became impatient with this process and indicated that it was okay for my wife to just carry the baby. Right as my wife was walking through the metal detector the agent (b)(6) said: "I will have to test your hands then".

My wife had just washed her hands in the airport bathroom which apparently causes the swab system to alarm, which lead to the detainment followed by the pat down.

My wife is 5'7 - 117 pounds and was wearing a form fitting shirt and shorts making it completely obvious that there was nothing underneath her clothes. Although the pat down was done properly, it was a complete violation of her privacy and represents a complete and total waste of resources.

Sent from my iPhone

Adding the missing information:

SNA airport. My name is (b)(6) and my wife's name is (b)(6) Our flight left at 8:10 am this morning and the security incident happened at roughly 7:00.

Needless to say this was a terrible way to begin our trip and could have easily been avoided.

(b)(6)

Sent from my iPhone

> On Aug 5, 2014, at 10:41 AM, (b)(6)

>

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>

> Sent from my iPhone

I wanted to write and share an experience I had going through security on a recent flight. I want to preface this letter by informing you that I consider myself a regular air traveler, flying anywhere from six to ten times a year for both business and pleasure. Because of my many travels, I have passed through airport security many times, experiencing a variety of different responses to being a diabetic with an insulin pump. Unfortunately, this recent experience was especially frustrating and I felt it warranted reporting.

On Sunday July 27, 2014 my wife and I were returning from vacation and were flying from Cancun, Mexico to Richmond, VA with a connection in Charlotte, NC. We landed in Charlotte early around 1:00 p.m. Due to the time involved with getting through customs in Charlotte, we were extremely tight on time to make our connecting flight, but still needed to go through security to gain access to our connecting flight.

We arrived at Security Gate D around 2:00 p.m. and once we reached the screening area, we placed our belongings on the belt, removing all items from our pockets. The only item I retained on my person was my insulin pump. Upon reaching the TSA agent I informed him that I was wearing an insulin pump and could not go through the body scanner because my pump is not warrantied if it becomes damaged by the scanner. I received a response of "other diabetics go through the scanner" and a very frustrated demeanor. I informed him that I would be willing to go through the metal detector, but could not go through the scanner. The agent proceeded to speak with another TSA agent behind the baggage x-ray, stating that I was refusing to go through the scanner. Both agents rolled their eyes at one another and continued to give an impression of frustration over my request.

During this time my wife quickly made it through security, along with our belongings. In addition, there were pregnant women and many children in line stating they didn't want to go through the scanner who didn't receive any sort of frustrated response or questioning of their request. They were allowed to pass through the metal detector as soon as they opted out of the body scanner. As time passed and the TSA agent still had not made any attempt to help me, I again stated I would be willing to go through the metal detector and even offered to take my pump off to go through the scanner. I was told by the agent not to take my pump off and was again ignored while other passengers passed through security.

While I was waiting the agent asked if I was traveling with anyone and I told him that my wife was already through security and that we were going to miss our flight if I didn't get through security soon. I was told that, "it looked like my wife would be making the flight without me."

Eventually the agent sought the help of another agent and they found a male agent to perform the pat down. I was pulled aside and asked why I was refusing to go through the scanner. I informed this agent that I refused to go through the body scanner because the company who manufactures my pump would not warranty damage caused by a body scanner. He then asked why I refused to go through the metal detector and I informed him that I had not refused to go through the metal detector, stating that I offered to go through the metal detector multiple times, but was refused by the first TSA agent. He seemed confused by this and said it was too late for that now. He proceeded to give the explanation of what would occur as he patted me down. I informed the agent we were about to miss our flight and asked if he could hurry up, stating that I had been through this pat down process before. I was told he couldn't hurry up, there were cameras watching and he needed to follow the procedure. This second agent was very professional and completed the pat down. Once the pat down was completed we ran to catch our flight, arriving at the gate as the plane pulled away.

While missing our flight was frustrating, the time was close due to the long wait associated with customs and I don't think we would have made the flight even if everything went "smoothly" through security. What I do care about is the treatment I received from TSA upon explaining my situation. I always expect to receive extra scrutiny because I wear a pump, but I have been traveling with an insulin pump for many years through security and am very familiar with how things should go. I don't expect to be treated as though I am making extreme requests when I state I don't wish to go through the body scanner or send my pump through the x-ray. My insulin pump is a very expensive device that is an integral part of my diabetes treatment. Were it to become damaged and I not be aware of the situation I could experience a life-threatening situation warranting hospitalization or worse. As I stated I have flown quite a bit for business and pleasure since wearing a pump. This event was by far the worst treatment I've ever received. Being treated in this manner made me feel unfairly judged because of my condition, and makes me feel like I personally need to come up with different accommodations to pass through security with my insulin pump. I feel compelled to share this experience so that awareness can be raised and hopefully someone else doesn't have a similar experience in the future. Caller was in a wheelchair and was wondering why she did not get to go through the PreCheck line. Her husband later came in on the line and was wondering why he did not get PreCheck on his last flight. He got it going, but not coming back. He stated that they paid the \$5.00 fee and did the interview. Both people eventually got mad, because PreCheck was random and hung up on me.

Advised caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre[®]2713™.

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre[®]2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Application Program

When TSA scans the barcode or observes the TSA Pre[®]2713™ logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA Pre[®]2713™ lane for expedited screening.

Although TSA will always incorporate random and unpredictable security measures throughout the airport. This is designed so that terrorists do not try to find out how the system operates.

So there are times when you may get PreCheck and other times when you do not. That is how the system operates.

I would like to file a complaint about two events that occurred during my flight from SLC to LAX on 8-6-14.

First, I would like to establish the type of traveler I am. I fly 1-2 times weekly. I am a first generation TSA precheck participant and have been very supportive of 90% of the post 9/11 travel regulations. Furthermore, I have sent multiple emails and comment cards to the SLC management in the past giving compliments on how SLC is the best run airport that I fly out of.

This has changed.

Since the TSA precheck program was recently expanded, flying out of SLC has become increasingly difficult. Today, it reached a level of absurdity that I feel compelled to write about.

As I was about to pass through checkpoint 2 at approximately 10:05 a.m., the two lanes that we're being used for precheck were cut down to one lane. The remaining lane was then merged with non-precheck flyers. The line immediately backed up all the way to the TSA representative checking IDs. ZThe point of having precheck is defeated if precheck travelers are then re-constituted with non pre-check flyers.

The second problem came when there was a family of 4-6 people completely blocking the line at the luggage scanner. There was nothing going into the scanner and no one going through the metal detector. I was next in this line and walked around the family and attempted to put my bag onto the conveyor. The suited man, presumably the shift manager, running that lane immediately called me out and told me that cutting in line wasn't acceptable. He then sent me, school yard fashion, back to the end of the line. This action further slowed the line, which had backed up to the point that no one could actually enter the area at all.

2014 2:12:1

The problem with this behavior is thus. I have been in many similar situations whereas non experienced travelers hold up the line. Normally, when an experienced traveler attempts to keep the efficiency of the line up by moving one unit space ahead in the line, the TSA personnel give a thanks. This makes sense in that, as professional travelers, we have a vested interest in helping to keep the system working smoothly. My intent has always been to follow both the letter and spirit of the travel regulations when I fly. Instead of recognizing that a traffic jam was being created by eliminating the precheck lane, the manager on duty instead spoke to me in a way that was unprofessional and disrespectful. Additionally, it was not in accordance with normal procedures and oblivious to both the intent and effect of the action on my part.

I primarily fly between LAX, LAS and SLC. I have seen similar increases in precheck traffic at these other airports. I have not however, seen the gross increase in time that it takes to go through security at those airports. What you were doing previously was great; what you are doing now isn't working.

I will add that all of the other personnel I encountered that day were the normal level of highly courteous and friendly staff that I have come to expect from SLC. Furthermore, although they didn't say so in as many words, several were obviously flummoxed at why the precheck lane had been closed and implored me to write a complaint.

I am available by phone or email if anyone wishes to contact me for follow up on this incident.

Best,

Information Request: She has a flight in September to Branson. She is not sure of the exact flight details. She wants to make sure she does not have the same experience again. She will be getting the wheelchair assistance but can walk through. Her replacements are metal implants.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
 - Be in writing;
 - Include the name and address of the complainant;
 - Include the date of the alleged act of discrimination;
 - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
 - Be signed by the complainant or someone authorized to sign on behalf of the complainant.
- In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed.

'014 3:38:2 If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.
- A passenger may ask for a chair if he or she needs to sit down.
- The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.
- A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/6/2014 2:26:02 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/04/2014 6:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : PreCheck

TSA Employee: (If Known) :

'014 4:10:1 Comment : At the IAD PreCheck line (only one of the two lines was open), I sounded the random alarm indicating the need for a hand swab. I have no issue with this. I do have issue with the fact that it took over 7 minutes for a TSO to arrive in order to conduct the hand swab. During this time, another passenger received the random alarm and waited with me. Two TSA employees were chatting at the supervisor desk just beyond the check point, one was working the metal detector, and one was working the baggage screening machine. I don't know how you can have the line open at all if there is no TSO readily available to conduct any required secondary screenings. Moreover, the TSO on duty (who should be easy to find given that there was apparently only one) was extremely discourteous and made no apology for the delay. Clearly there is a TSO staffing issue at this checkpoint at this time period.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 8/6/2014 4:15:20 PM

'014 6:06:3

Name (b)(6)

Email (b)(6)

Complaints: Discourteous/Rude Employee:

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Terminal 5 gate 14 at 405 pm. JFK.

Comments: Your employee at the metal detector was unclear with his instructions regarding whether or not I should go thru the scanner or the metal detector. There were no bins for keys as is typical and his answer was that those items should go in my bag. His tone was rude and condescending. He also repeatedly stated to a 5 yr old child holding his stuffed toy that "the animal goes in the machine". When the child didn't understand he escalated his voice. I did not get his name, he was short haired African American, approx 5'10" and thin. Very rude, very condescending and ultimately inefficient. Its the TSA pre line, we all know what we are doing. Straighten him out please.

Calling in because she is flying from SEA to Dulles and she states that her fingers were tested for explosives. The caller states that her and few other people were pulled from the line. The caller states it happened again even though she was told it was random. The caller states she was upset because it does not make her feel like a happy traveler. The caller states it happened 2 times within a 4 day period. The caller wants to know why and how to prevent it in the future.

Advised caller TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

014 9:41:2
Advised caller of DHS Trip

Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry may want to consider applying. For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Advised caller I will email her the forms to apply. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name

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Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry may want to consider applying. For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Advised caller I will email her the forms to apply. DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name

014 10:06:5
I am making a complaint regarding the treatment I received at Indianapolis Airport this day at 8:00 am through lane 5 by a young caucasian woman. I am precheck and have a knee replacement of which I informed them. I was told to go through the metal detector. I reminded her again that I had a knee replacement. She spoke loudly and rudely to get in the other lane. She was sarcastic in her speech and mocked me to her coworker. I believe her last name stated with a B. She had brown hair. I do not appreciate being treated in this manner by your staff. I travel every week and have never had to endure personally insulting behavior from TSA. This lady obviously has let her power go to her head. I am very serious about her supervisor being informed of her behavior to passengers. Please inform me as to what steps I need to take to ensure this happens.

(b)(6)

Sent via the Samsung Galaxy Note® II, an AT&T 4G LTE smartphone

Hello! I am in KCI airport right now and just received the worst service ever. I can forgive my bag being searched for a pocket knife when it was really the bag of someone else. It was found and an honest mistake. What I am really upset about are the words and tone in which those words were said to me by a TSA agent. Everyone before me went through the standard old metal detector but a couple people in front of me they switched to the X-ray machine. I paused as I am unsure if I am pregnant and was trying to remember the safety of such a machine if that's the case. As I stood one kinder worker (in a white shirt, I assume he was in charge based on the difference of his uniform) politely explained that it was safe. The other man in a blue shirt said gruffly and creepily, "if you don't go through that we will have to pat you down and touch you in places you don't want us to touch you." I was too angry to see straight and get his name. Thankfully for him my husband didn't hear him. As I know words would have been exchanged and a formal report would have been made right then and there.

014 12:09:0
Please make sure that ALL members of TSA receive some training on how not to talk to women. I am a pretty tough cookie and not easily offended. This man's words were uncalled for and insensitive and down right creepy.

I am flying Southwest flight 2197 on 8/7/14. I went through TSA around 10am.

Sincerely,

(b)(6)

Sirs/Ms: My husband, daughter and I travelled through Orlando International Airport yesterday, August 7, in the afternoon (approximately 5pm). When we printed our boarding passes, my boarding pass was selected as TSA pre-check; my husband and daughter did not. This is not the first time that I have a TSA pre-check on the boarding pass, so I am familiar with the procedure. As such, I was wearing sandals since I did not anticipate having to take off my shoes. When we arrived at the TSA security area, my husband and daughter went to the regular line; I went to the TSA pre-check line. After passing the initial check for ID and boarding pass, my husband and daughter with randomly selected for the pre-check. After the ID/boarding pass check, I was sent, however, to the regular line. I showed the TSA agent that my boarding pass indicated pre-check, but he did not even look at it or acknowledge my words. It seemed as if the only concern was moving people quickly and not focusing on the passengers.

In the meanwhile, my husband and daughter moved quickly through the pre-check while I lingered in the regular line. My husband and daughter got worried because they expected me to be waiting for them; instead, they did not know where I was. Of course, because I was wearing sandals and did not have socks, I had to walk through the metal detector barefoot, which is not good for me or my health. In addition, I was surprised at the seeming confusion amongst the TSA personnel at the entrance to the security zone. Why was I sent to the incorrect line even if I pointed out the pre-check on the boarding pass? I was not given any explanation other than I had to remain in the line I was sent to by the first TSA person. I attempted to point out the pre-check to a second TSA officer, but again was ignored.

014 4:06:5

In the past three months, I have passed through Dulles, Reagan National, Miami, Sarasota and Orlando airports. Only in Orlando did it seem as if there was more confusion than order. I value my travel safety and did not feel that the TSA personnel in Orlando were focused on their mission as much as focused on shuffling people into lines.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/6/2014 4:13:34 PM Airport : DCA - Washington Reagan National Date/Time of Travel : 08/08/2014 8:40 AM Airline & Flight Number : American Airlines 137
Checkpoint/Area of Airport : DCA American Airlines Concourse TSA Employee: (If Known) : Multiple Comment : I am a program manager for the Federal Aviation Administration responsible for managing FAA facilities in Oklahoma and south Texas. AS part of my job I am routinely required to inspect and tour FAA facilities on Airports in the Airport Operations Areas and behind the security check points. Numerous FAA facilities are located in the 'sterile' area of the airport. We were always told by FAA security our FAA issued PIV badges allowed us access to all areas of the airport and no further credentials were necessary.

I have been employed by the FAA since 2007 and I have never had any issues with TSA until today. At Reagan National (DCA) American Airlines Check Point, I approached the check point and identified myself as an FAA employee on official duty with my FAA PIV badge displayed. I was then directed to the TSA pre line. Your employee at the end of the line said my boarding pass said nothing about being an employee or pre checked and sent me to the regular lane. I waited in the regular line put my bags through screening approached the metal detector identified myself as an FAA employee on official duty. Your TSO officers originally let me through and then three TSO officers surrounded me and started questioning me. What office did I work at, where was I based out, where was I going. Then they had a discussion among themselves if FAA employees should be allowed through the metal detectors. As I am walking to gate 28 a TSA employee who identifies himself as a supervisor asks me why I avoided the body scanner. I told him FAA employees have been using the employee lines since I started working for the agency in 2007 and I have never been asked for a body scan. He then asked me for my credentials. I pointed to my FAA issued PIV badge and told him my credentials were the same as his. He took offense to this and said unless I could produce an inspectors badge, if I didn't want to get a body scan I could walk back to Dallas. Seriously is this how your TSO's treat FAA employees with FBI back ground checks??? I can only imagine how you treat the public.

014 6:15:4

I then get dragged through and across all the security lanes like a criminal strip everything off and go through the body scan.

I asked the alleged supervisor for his name and if I could speak to his manager. He declined to even tell me his name and said if I had a complaint I could call the TSA hotline.

I immediately contacted FAA security when I returned to Fort Worth. They informed me that the FAA PIV card is a higher level credential than TSA-PRE, or anything you are issuing to the airlines, as we all have FBI, criminal and NACI checks. As to whether I needed a body scan the security officer just rolled her eyes.

I would like to know what is TSA's policy on the FAA PIV card??? Can we access the airport and use the employee lines, or do we need to obtain some other credential??? The TSA agents at Reagan National seem to believe unless you have an inspectors badge your FAA PIV ID is useless. You could have verified I was an FAA employee with a 20 second PIV scan.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from LAX with United Airlines, and she was informed by TSOs at the entrance of the airport and at the security checkpoint that they were hired by United Airlines to monitor the size and weight limitations for carry-on luggage. She was told that her carry-on luggage was too large, but after a lengthy discussion allowed the carry-on through in LAX. A female TSO in TPA asked her to remove items from her carry-on luggage, in order to reduce the weight of the bag. She indicated that each person was wearing a TSA uniform. She wanted to file a complaint, and also asked about the regulations for transporting a small dog in carry-on luggage.

Date and Time of Flight: July 1, 2014; Not Provided.

Departure Airport: LAX

Airline: United Airlines

Flight Number: Not Provided.

Time of Incident: Early morning, but she could not remember an exact time.

Date and Time of Flight: July 25, 2014; Not Provided.

Departure Airport: TPA

Airline: United Airlines

Flight Number: Not Provided.

Time of Incident: Around 6:00 AM.

014 10:20:4
Advised Caller:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

TSA does not regulate size or weight limitations for checked or carry-on baggage. You may wish to contact the airlines for more information about size and weight restrictions for carry-on luggage.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Zipcode:

10/14 9:38:2

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

made to remove his shoes, belt, and hat. The officer was very unpleasant, and conducted two or three patdowns before allowing the passenger to exit into the sterile area. Additionally, he said that his wife, daughter, and son-in-law were not required to remove their shoes or receive any type of screening. In particular, he indicated that his daughter received absolutely no type of screening. (b)(6) then took the phone from (b)(6) and verified that this occurred as well.

On the return flight from DCA, (b)(6) informed the TSO about the incident at ORD. He was allowed to go through the AIT machine, which did not alarm. The TSO informed (b)(6) that DCA had the newest technology, and said that ORD was using old technology. He laughed about the incident, and told (b)(6) that they would not pat him down at DCA.

(b)(6) wanted to file a complaint against the TSA, as he felt that they picked him out due to his veteran status. (b)(6) agreed, and said that he has been obsessing over the situation. This is affecting his health, and they are demanding an apology. If they do not receive a response, they have decided to take the story to a news outlet.

Flight Information:

Date and Time of Flight: July 31, 2014; Not Provided.

Departure Airport: ORD

Airline: American Airlines

Flight Number: Not Provided.

Time of Incident: Not Provided.

:014 9:53:3

Date and Time of Flight: August 5, 2014; Not Provided.

Departure Airport: DCA

Airline: American Airlines

Flight Number: Not Provided.

Time of Incident: Not Provided.

Advised Caller:

I apologized to the caller regarding the incident.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

The caller was at EWR, and he has metal implants. He wanted to go through the WTMD instead of the AIT or a patdown.

Advised Caller:

:014 3:33:4 Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

The caller was at EWR, and he has metal implants. He wanted to go through the WTMD instead of the AIT or a patdown.

Advised Caller:

:014 3:33:4 Passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

Disability Description: Caller said he does not understand what is so difficult about getting a bin at the PreCheck line. He has a metal hip and needs to remove all metal from his body, like his belt, cell phone, headset, glasses, and shoes. He said when he asked for a bin, he had to argue with a TSA agent and have a supervisor come over and explain that they do not give a bin for the expedited screening. He said he is an American with Disability and he feels he is being discriminated against.

He said it is the same at all airports with a PreCheck lane. He mentioned DFW, Chicago, and Reagan.

:014 12:18: Response Details: Advised caller that the bins may have been removed due to the fact that passengers who use the PreCheck lanes are not required to remove shoes, belts, etc. and he should not have to either but caller said he cannot pass through the metal detector unless he removes the items.

Offered caller the information on filing an official written complaint but he did not have any way to write it down and asked if it was on our Web site. Referred him to <http://www.tsa.gov/traveler-information/travelers-filing-complaint>.

The caller stated that he has given up on TSA. He stated that no one seems to understand. He stated that there is a stupid rule that has now been enforced that needs to be changed. He stated that he flies 2 or 4 times a week. He has artificial hips and he also has TSA Precheck. He stated that he can get through the WTMD with no issues if he can take off all the metal. He stated that he has to remove his belt, phone, head set, glasses, shoes with metal reinforcements, in order to be screened without any alarms. He stated that he always gets a patdown regardless. He stated that this was not an issue until suddenly. He stated that a idiot high up in the federal government decided that the bins at the PreCheck lanes needed to be replaced with small dishes.

He stated that at DFW there was bins at the checkpoint on the other side of the WTMD. He stated that he explained that he has to remove all his metal products. He was told to put the items in his bag. He stated that his hip replacement requires that he remove the items to keep it from alarming. He stated that they refused to provide a bin at the checkpoint, and the supervisors even declined providing a bin. He stated that this is telling him that he is not able to use TSA Precheck since he has a metal implant and a disability.

He stated that he has a CPAP and a Laptop, which have to be removed at the regular checkpoints. He stated that this has occurred at DCA, Chicago, and other airports.

Caller wants to know why the bins at the PreCheck lanes have been replaced with the dishes. He has already been provided the information to file a written complaint on his previous call.

I explained that we do not have any specific information regarding the process currently. However, we can forward the information to the appropriate office for review and request additional information. I explained that his contact information, including email will be provided regarding the matter.

Feedback Type : Security Issue

2014 1:06:3 Categories : Carry-on Property Out of View During Screening; Advanced Imaging Technology Current Date/Time : 8/10/2014 11:40:32 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/10/2014 5:30 PM Airline & Flight Number : delta Checkpoint/Area of Airport : T terminal TSA Employee: (If Known) :

Comment : Because I was under age I did not go through the Advanced Imaging Technology. I just went through a metal detector. If I had drugs on me it would not have been found Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Santa Ana and had a layover in Dallas. She went outside and had to go through an extensive search and pat down when she came back in? Do they pull people randomly? Even though she had TSA approval or Precheck, she would have to go through the additional screening. She walked through the WTMD and they stated something was on her hands. She told them she had just washed her hands at the airport with soap.

Advised:

2014 2:38:1

I explained when she leaves the secured area then she would have to go through screening again. She must have triggered an alarm which would lead to the additional screening. She was not pulled randomly. Even though she had precheck she would have to go through additional screening if an alarm is triggered.

She may have come in contact with something questionable which was on her hands after leaving the airport.

Feedback Type : Complaint

Categories : TSA Pre?™ : Screening

2014 10:17: Current Date/Time : 8/11/2014 8:58:19 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 08/11/2014 7:50 AM Airline & Flight Number : American Checkpoint/Area of Airport : Middle checkpoint of airport TSA Employee: (If Known) : Tsa metal detector Comment : Requested bowl to place my belongings in. Was told they couldn't provide one. Approached what appeared to be a manager and was told they didn't have them right now. No one was addressing the problem and multiple passengers were experiencing the issue.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On 8/02/14, Approximately 4:40, (b)(6) and (b)(6) reached the DFW Airport.

These were the unnecessary delays that cause us to miss our flight.

Construction due to circling around the airport to find the drop off site.

Passengers unloading luggage caused a long line of vehicles.

Spirit male employee getting people from the back of the line who was flying to Los Angeles, to bring them in front of the line (in front of us). The female who checked our luggage in said we want be left behind and that she would write on our boarding pass late, so everyone will let us go through.

Check Point E22 we had to get into three lines.

2014 2:00:4

Verifying drivers licenses and boarding passes to which was expected.

Conveyor belt for personal items to go through security was expected.

We had to wait in another line which was the third line for the Metal detector are the full body scan was not expected.

(b)(6) the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.

I stopped to buy water while my husband continued to terminal E22. when he got there the door was already close the time then was 0607 (b)(6) at the ticket counter who work for Spirit airlines told my husband we had one minute to board the plane.

He ran to get me when I was already at the counter paying for my water. when we returned it may have been 0608, however the gift shop was only a few feet away from terminal E22 we didn't have far to run. When we got there (b)(6) told us it was too late they had already close the door to the plane. I couldn't believe it because we still had twelve minutes lifted. (b)(6) begin searching for other flights. I asked her why did they close the doors so early? (b)(6) stopped typing and made a call to someone than said they can't open the doors I asked her what time was it she said 0611, I than said again why did they close the door so early? When the doors were suppose to close at 0620am.

Our flight number was NK867, the Manager name is (b)(6) I spoke to him around 700am On 8/2/14. We all have a job to do if we work, (b)(6) need to be more sympathetic to the passengers. I'm not an expert on security, however she could have let me go through the metal detector she aloud other passengers to go through the metal detector especially if they have a good reason such as mine. I don't know (b)(6) badge# she only gave me her name. 8/2 to 8/9/14, under my left arm my lymph nodes was throbbing with pain.

Caveats: NONE

I am a retired military officer and government contractor who frequently travels. I generally fly Delta Airlines and am a Platinum Medallion member. I generally receive the TSA Pre-Chek identifier on my boarding passes, but recently I have not been allowed to use the Pre-Chek lane at my home airport (Kansas City-MCI) as I have an ICD or Difibulator.

Two flights ago I was forced to go to the regular lane because I could not pass through the metal detector in the pre-chek lane. I asked if I could have a pat down screening and was told "no." When I went through the regular line I asked the supervisor why the Pre-check line could not give me a pat down, he replied "they can, they just don't want too."

2014 2:01:6

Prior to my next flight I contacted the TSA medical care office and asked what I should do. I was informed by the medical office that they were registering my contact as a discrimination against disability complaint and that they were going to remind MCI TSA office that they were to accommodate my disability in the TSA Pre-Chek line. I was informed to ask for a supervisor if there was a problem on my next flight. When I arrived for my next flight I was told that I was not eligible to use TSA Pre-Chek since I could not go through the metal detector and they refused to give me a pat down. I informed him that the TSA medical office informed me to ask for a supervisor if there was any question. The TSA employee refused to ask for a supervisor, and told me that it was a waste of time as he would tell me the same thing. He then escorted me back to the regular line.

Can someone please tell me what the correct answer is? When I have TSA Pre-Chek on my boarding pass am I eligible to screen through the Pre-Chek lane and ask for a pat down?

Thank you in advance.

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Construction due to circling around the airport to find the drop off site.

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Spirit male employee getting people from the back of the line who was flying to Los Angeles, to bring them in front of the line (in front of us). The female who checked our luggage in said we want be left behind and that she would write on our boarding pass late, so everyone will let us go through.

Check Point E22 we had to get into three lines.

2014 4:19:2

Verifying drivers licenses and boarding passes to which was expected.

Conveyor belt for personal items to go through security was expected.

We had to wait in another line which was the third line for the Metal detector are the full body scan was not expected.

(b)(6) the TSA was very rude. I told her I wanted to go through the metal detector because I had to many x-rays including two cat scans. She told me I had no choice that I had to go through the full body scan. I asked her if I can have a pat down she said yes but it will take 5 to 15 minutes. I told her ok than waited two minutes than told her I will go through the full body scan because it is 0600, and I don't want to miss my plane. After going through, a female TSA who was working on the other side told me to step aside I said why she said because we have to check you. She took a strip of brown paper and swiped my fingers while a male TSA had a hand metal detector in the back of me.

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Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/11/2014 2:21:54 PM Airport : PDX - Portland International Date/Time of Travel : 08/10/2014 5:30 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Checkpoint 5/6 TSA Employee: (If Known) : multiple Comment : I elected to opt out of the non-metal detector screening. It took over 25 minutes for a male TSA officer to become available for the pat-down screening process. At that time, there were a large number of male TSA officers working, and female assists were able to be processed in less than 5 minutes. This is completely unacceptable. The reason I was provided was that "A lot of people are retiring and it's flu season" is not an acceptable reason.

Additionally, it didn't seem to concern anyone that there was baggage at the end of the baggage check that sat there unclaimed for the duration of my wait. I asked for my belongings several times and the TSA officer just asked for a male assist again. Unattended baggage should be a concern, especially at a TSA checkpoint - yet these bags where not.

2014 4:21:2

Is 25 minutes to wait to get patted down an acceptable amount of time? The TSA officer called for a male assist at least 10 times. Additionally, a bag sitting unclaimed at the TSA checkpoint is also something that is acceptable?

In addition to all of this, PDX is supposed to be America's Best Airport 2013 and 2014 - how is that possible if accounting for TSA behavior?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

Flying US air 535, service from PHX to RNO, I went through security at the B terminal of Skyharbor in Phoenix security line yesterday 8/10 at 4:30pm and have this to report:

- 1) I had first class tickets, and yet the TSA officer directed me and my family down the standard line. No reason given, but it turns out he was directing everyone (first class and non) through the first class line. Ridiculous inconvenience.
- 2) Going through security was extremely slow even though there was relatively low volume. As usual, lots of TSA agents standing around, and only a few actually servicing the line
- 3) The x-ray viewer (mid-30s gentlemen with a beard) pulled my son's carry on from the conveyor. As we waited on the other side of the metal detector just wondering what happened to his bag, 5minutes later I asked what had happened to his bag. He points to my son's bag and says that it has to be inspected. I ask him when that's going to happen we had already been waiting a long time, he tells me "it will take as long as it takes". As if I needed another Snarky comment thrown at me while travelling. Another 5minutes goes by and finally a secondary checker comes up to inspect the bag.
- 4) The reason he had to inspect the bag, per the secondary inspector, was that my son had a package of pancake mix in his bag, and that apparently looks like a liquid. What a complete JOKE! This is how you train your x-ray technicians on? They can't even tell the difference between a liquid and a powder? This tells me that we are in poor hands when it comes to security or the first x-ray screener was just looking to harass me.
- 5) This whole ordeal inside the security lane takes near 15 minutes (after we had waited in the 15minute line) and I nearly missed my plane.
- 6) I complained to your supervisor on staff, an older lady who had a twin sister working with her. You know what I get? A complaint card.

2014 8:32:0

Here's how I think of TSA:

- 1) Untrained
- 2) Incompetent
- 3) Slow
- 4) Inefficient
- 5) Don't care

If I had a vote? If this were a private industry, that team would be fired and a competent one hired. The TSA stands for Loss of civil liberties. Awful service. Indifference to traveler's needs.

(b)(6)

I am writing to provide you with some feedback on the Pre-Check program. In my experience, PreCheck is a confusing mess that delivers no additional value to the frequent traveler. Specifically:

- I have been able to actually access a Pre-check lane only about 25% of the time when I travel. The value is non-existent if the lanes can't be accessed.
- Timing - There doesn't seem to be rhyme or reason with regard to when Pre-Check is open. If you aren't going to have it open from at least 6A-6P, post hours that PreCheck will be available and stick with them. I am a business traveler who is expecting a certain amount of time to go through security; when confronted with a long line that wasn't anticipated, it creates problems.
- Multiple different rules - I used to be extremely clear on what do in security. Laptop out, shoes off, shampoo out in clear bag, coats off, etc. In PreCheck, I leave everything in....except, take off my coat, and then take off my shoes if they set off the metal detector. How does that help anything? Further, as a PreCheck passenger, I can leave my shoes on in the regular lane, but have to do everything else. Again, there seems to be no rhyme or reason and the inconsistent rules make it more confusing for everyone.

2014 2:13:2

- Non-pre check customers in pre check lane - apparently some regular passengers can be assigned to Pre-Check without them knowing it. SO they have no idea what to do, which just necessitates more explanations and more confusion.

The TSA now has all kinds of personal information of mine - fingerprints, eye scans, etc - in exchange for which I receive limited/no tangible benefit. I would suggest that you standardize the program to the benefit of those who actually have gone through the process so they can use it....rather than operate it solely for the convenience of those of implemented it.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 8/12/2014 1:31:35 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/12/2014 1:00 PM Airline & Flight Number : US AIRWAYS 609 Checkpoint/Area of Airport : Terminal 3 Pre Check TSA

Employee: (If Known) : N/A Comment : Two issues. #1. This airport is funneling non precheck passengers through precheck. Does that not totally defeat the purpose of having known travelers as precheck? For people that pay for global security

2014 2:13:4 access this could very irritating also. #2. This airport is also STILL checking tickets after you go through the metal detector. It is these types of inconsistencies as airports that give frequent travelers pause. Where is the consistency?

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am pregnant and a frequent air traveler on the Pre-check list. Due to my pregnancy, I do not wish to walk through metal detectors or the scanners. At Reagan Airport today, I requested a pat-down in lieu of the WTMD and was refused. This is not acceptable. I know that the manufacturers of the machines claim they are safe but until I see the raw data used for the studies I am not convinced. If they are not safe for pacemakers, they are not safe for a growing fetus. I should have the option of a pat-down upon request.

2014 6:09:4

(b)(6)

I am pregnant and a frequent air traveler on the Pre-check list. Due to my pregnancy, I do not wish to walk through metal detectors or the scanners. At Reagan Airport today, I requested a pat-down in lieu of the WTMD and was refused. This is not acceptable. I know that the manufacturers of the machines claim they are safe but until I see the raw data used for the studies I am not convinced. If they are not safe for pacemakers, they are not safe for a growing fetus. I should have the option of a pat-down upon request.

2014 6:09:4

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 8/13/2014 1:51:17 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : They were extremely rude! No explanation as to what they were doing, for example, I was asked to step aside once entering the metal detector. The man never told me why. I stood there for about 5 minutes when I finally asked why I was to stand there. He rudely snapped back at me stating I was a random selection. Then I was summoned forward when another woman asked what bag was mine. I told her I think I forgot my water bottle in it and she snapped at me when I reached for it to

2014 3:30:4 removed it asking that I touch nothing in my bag.

I fly at least 6 times a year. I was not impressed with Ft lauderdale's TSA. very unorganized and the customer service stinks! We pay a lot to fly. There's no need to treat flyers like we are in prison. We are their customers! And they are not police officers!

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Thank-you. (b)(1)

...

On Saturday, August 9, 2014 10:45 AM. tsatcc do not reply@senture.com tsatcc do not reply@senture.com wrote:

Thank you for your e-mail regarding your screening experience.

2014 9:13:4
The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) miramar fl 33029 Usa
Zipcode:

2014 10:10:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Seattle-Tacoma International Airport

Information Request: She indicated that she would like to request for assistance for the passenger.

Response Details: you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Do you want information about filing a written complaint?

The caller indicated that she did and I ordered the RFI information to be emailed upon her request.

I advised that TSA Cares can provide assistance for passengers with disabilities or medical conditions to facility screening.

I advised that I would refer the request for assistance.

We recommend that requests for assistance be made at least 72 hours prior to travel. As this request will be made less than that, she should contact the CSM at PHL at 610-537-1050.

2014 3 01:00 The CSM may provide additional information in regard to the assistance or she may be contacted prior to travel. If not, the passenger can always request the assistance of the PSS at the checkpoint who can assist them.

Passengers who have catheters and ports attached to their bodies should inform the Transportation Security Officer (TSO) conducting the screening of the device(s) and indicate where the device(s) is located before the screening process begins.

If AIT screening is safe for the passenger, passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors if safe for them only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms or anomalies.

The patdown should be conducted by a TSO of the same gender.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

Regardless of the screening method used, the port or catheter will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 8/14/2014 2:32:46 PM Airport : TUS - Tucson International Date/Time of Travel : 08/12/2014 5:50 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Security Checkpoint Line TSA Employee: (If Known) :

Comment : We had an upsetting incident with an employee at the security point in the Tucson International Airport on Tuesday, August 12 at approximately 5:50 a.m.

By the time I realized what was happening, we were being herded along away from her, so I was unable to get her name. I returned but her station is blocked by a large plastic wall and the security guard at the entrance would not let me into the security lines as we were not boarding. She was a large dark skinned woman, possibly Hispanic, on duty at 5:50 a.m.

Let me start by saying we were late getting to the airport because I misread the departure time. We drop off and pick up grandkids 3-4 times a year, and are generally on time. This time we were late, the plane was boarding when we went to check-in. No one else at the airport however, including 4 other security personnel, found it necessary to be obstructive and snotty to us.

Leaving the airline counter, we were informed the plane was waiting for us. The first security guard, alerted by the airline counter, put us into the express lane. I don't know the proper term for it, but there is a large sign stating that if you are in that lane, you DO NOT need to remove your shoes, etc.

The aforementioned employee motioned us over to her station. Her station is two lanes over to the right from the lane we were waiting in. We of course obeyed her, gave her our ID's, she glanced at them and pointed us to the regular security lane behind her. I said, "Wait, will we have to remove our shoes and jewelry? They are holding the plane for us." She replied that is only for those over 75 years old. I said that we were just in a lane with a sign that stated we did not have to go through all that and she replied, "Well you're not in that lane, are you?"

I replied that we were before she took us out of it! She shrugged and turned to the next people, who were actually in her line and not two lines over.

We went through all the usual procedures, plane waiting, and my artificial knee set off the metal detector as usual. I sent my husband and grandkids on ahead while I went through the hand search, as per usual. There was a very tall black security guard who was polite and friendly and the lady that checked me was polite and professional. It was not their fault I set off the metal detector, or that the plane was waiting. However, had we been left in the lane we were originally directed to that bypasses those procedures, we would have arrived at the gate at least 7 minutes earlier. Thanks to efficiency of the airline and other security personnel, the kids did get on the plane.

I worked for the government for 28 years before leaving on full time disability. Any member of my staff treating the public with the condescending, superior attitude of that employee, not to mention wrongfully pulling us out of the expedited lane, would have received a written reprimand at the minimum. Neither I nor my employees treated the public that way. You may wish to educate her that the point of airport security is not make matters worse for the traveling public.

I understand that at times, people who have never had any power over others may not know how to handle their new found authority. However, her actions and behavior were unnecessary, obstructive and totally outside of whatever her job duties are. There was no supervision of her activities, no one to observe how she treats people or what she is actually doing.

As I said, we go through Tucson airport security 3-4 times a year for the last 6 years and have never been treated with anything other than professional kindness. For the first time, however, I have doubts as the effectiveness of some of your procedures as I don't see how such an employee is contributing to my safety, which is supposed to be the whole point.

If she is going to be given that sort of power and authority, it would seem helpful that she receive some training and supervision.

Sincerely,

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

2014 4:17:4

From:

(b)(6)

Mt. Juliet, TN 37122

E-mail: HYPERLINK (b)(6)

Telephone: (b)(6)

2014 8:50:4

August 13, 2014

To:

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
601 South 12th Street
TSA-33
Arlington, VA 20598

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 8/15/2014 5:33:00 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/04/2014 Airline & Flight Number : American Flight # 179 Checkpoint/Area of Airport : TSA Prescreen TSA Employee: (If Known) :

2014 6:15:2

Comment : As a TSA Prescreen, I think your metal detectors were set too high. The metal detector went off and I had to go through x-ray machine. It was my left hip bone that showed up on the screen and that the TSA employee checked and found was OK because I have no metal in my hip bone or elsewhere in my body. It was my hip bone. Check that your metal detectors are properly set. One of the reasons I got TSA Prescreen was to avoid the x-ray machine.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I paid for precheck tsa
Why wasnt it on my boarding pass

(b)(6)

Begin forwarded message:

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com
Date: August 15, 2014 at 5:10:04 PM EDT
To: HYPERLINK (b)(6)
Subject: In Response to your inquiry.

2014 8:18:2

Thank you for your e-mail to the Transportation Security Administration's (TSA) Contact Center regarding TSA Pre?™.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?™, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?™, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?™ lane. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?™.

Also, travelers younger than 12 years of age, older than 75, and military personnel may receive modified screening procedures at airports nationwide. These procedures improve screening by better focusing resources on passengers who may be more likely to pose a risk.

While TSA's initiatives provide some travelers with expedited screening, passengers should not expect to receive this form of screening every time they fly. Individuals who would like to receive expedited screening on a more frequent basis should

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 8/17/2014 11:14:51 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 08/16/2014 5:00 PM Airline & Flight Number : DL Checkpoint/Area of Airport : F Terminal TSA Employee: (If Known) : NA

Comment : There is no precheck in the international arrival yet there are WTMD. If you want precheck you have to exit and go up stairs to the general entry point.

Those passengers with precheck should be able to have std. baggage screening but utilize the WTMD and NOT the AIT or op-out. With the number of TSO standing around it would seem this would be easy to implement. While a partial pre-check it would go a long ways.

2014 1:14:3

I have seem other airports do the same and it worked quite well. Actually they did a full precheck ad they could handle the baggage aspects as well.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 8/17/2014 5:52:34 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/29/2014 Airline & Flight Number : U.S. Air #506 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :

Comment : have had similar problems 3 times now. Due to several joint replacements. I need to use the body scanner. I now inform TSA at the beginning to route me through the scanner. I told the first two agents this time. The second was the lady checking the passports. After telling her, she tells me & my wife to proceed and not to remove our shoes. Obviously, she did not listen. No additional instructions. In line I see everyone removing shoes, and emptying pockets, etc. We do the same just to be safe. They then send us through the metal detector, not the scanner. Of course, I know I will set it off, but I assumed they would have me use the scanner next. NOT THE CASE!!! They inform me that once you go through the detector, you are not allowed to use the scanner. The scanner is right next to it, and not being used. how ridiculous. Instead, they hold me and everyone else in line behind me so they can call over an agent to do your pat down procedure.

2014 6:25:5

I want a reply from you on this complaint. There is no possible way that I am violating my or anyone else's safety by being body scanned after I failed the metal detector. I was told they could not do it because of strict TSA procedures. I understand the importance of your job, but TSA must realize that passengers are on strict schedules. Holding up the line for any reason affects everyone in line. I could have stepped into your scanner and body scanned in less than 30 seconds. Me and everyone else would be moving through in a timely manner. TSA must change this procedure. The scanner would have shown implanted joints on me in my hip and both shoulders. Nothing else. CHANGE YOUR RIDICULOUS PROCEDURE. I do request a response to this issue.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The blender blades was not detected even after the bag was sent back through the equipment a second time but a bottle of water in the same bag and it was discovered. She feels it was a security issue since you could ram the blade into someone's head but yet they worried about the water.

She also warned them her Love bracelet (a bracelet that can only be removed with a special tool) might set off the detector and they had her to go on through and it did not set off the detectors. She normally has the AIT because of the bracelet always sets off the metal detector. It concerns her because it did not.

RESPONSE:

Thanked her for calling and advised I will send her concerns to the CSM at LAX. You may or may not be contacted but the Customer Support Manager will be aware of your concerns.

CSM Referral Information:

Airport: LAX

Airline: United

2014 2:40:1

Flight #: 368

Date: 8-18-14

Departure time: 1:19 PM (She was at the checkpoint between 12:30 and 1 PM)

Description of carry on bag: A black and white double handled tote.

Specific location - Terminal or Gate: Gate 70-A

Phone #: (Cell): (b)(6)

Email: (b)(6)

Greetings,

I am writing out of concern, frustration and lost. On Wednesday, August 13th my fiancée and I were traveling from the Dominican Republic when we were just about to complete our first leg by going through the customs process and making our way through security to enjoy a nice dinner during our extended lay over in the Miami International Airport however, that was short lived as during the process my bag was thrown out of the tray during the screening process as the TSA agent began pushing all of our belongings (including other travelers) through without someone on the other side to retrieve them. I had taken off all of my jewelry (class ring, watch, jade necklace and jade bracelet) because the metal detector continued to go off after we had been told we could leave these items on. When I was finally cleared to proceed to the other side to retrieve my belongings the trays had been flipped and some of my things along with others including my fiancée's rosary necklace had been broken and was on the floor and my ring was missing. The TSA agents looked somewhat but seemed to really care less if I found it. I spoke to a manager and encouraged me to send an email as that's the best he could do.

I understand the security checkpoint could not just stop for me however this unforeseen event could have been handled differently and I think it is unacceptable to be repeated. Customer Service, etiquette/efficiency at Miami International Airport is, has, and always will be a concern of mine.

Moreover, I would like this matter addressed (an apology from the TSA agents) and to be compensated for my ring.

I can be contacted via email at (b)(6) or by phone at (b)(6)

Regards,

(b)(6)

"It is not who is right, but what is right that is of importance." (b)(6)

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 94065

2014 8:20:4 Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Washington Dulles International Airport

Caller is calling to make a complaint in regards to her screening at the Phoenix Sky Harbor airport. She felt she was judged and made to go through a separate way at the checkpoint. She felt it was Discrimination. She was not actually traveling she was at the airport to pick up her minor that was traveling. The incident occurred at 1:20PM. The caller stated that no alarms were triggered. She stated the TSO said something was in her hair. Her hair was braided. She went through the shorter lane where the flight attendants are screened. They tested her hands first. She then was screened by the WTMD and then the AIT machine.

2014 7:14:5 She felt this was Racial Profiling. Her daughter was traveling on Southwest. Basically all of the TSOs were profiling except for one female TSO.

Advised:

I tried to explain to the caller that when alarms are triggered at the checkpoint passengers would have to go through additional screening.

I stated we would send an email to her. She would need to include this incident in the form we are sending and return it. The incident will be reviewed by the Multicultural Division.

From: (b)(6)
Sent: Wednesday, August 20, 2014 9:19 PM
To: TSAExternalCompliance
Subject: TSA PreCheck complaint

see attached.

Attachment

1. Information about the person who experienced the civil rights civil liberties violation

2014 10:10: Name: (b)(6)
Home: (b)(6)
Mailing Address: (b)(6) La Verne, CA 91750
Email: HYPERLINK (b)(6)

2. Are you filing in this complaint form on behalf of another individual?
No

3. What Happened?

July 31, 2014. Los Angeles Intl airport. United Airlines terminal. TSA PreCheck line.

Agent (b)(6) Badge (b)(6)
After setting off the metal detector (because I have two titanium hips) I complained to Agent (b)(6) about what was the purpose of having a TSA PreCheck G.O.E.S. card if I was going to be humiliated by having to remove my shoes, belt, jacket.

Feedback Type : Security Issue
Categories : Permitted & Prohibited Items Current Date/Time : 8/21/2014 5:58:38 AM Airport : IND - Indianapolis International Date/Time of Travel : 08/21/2014 6:00 AM Airline & Flight Number : UA 5824 Checkpoint/Area of Airport : Checkpoint
A TSA Employee: (If Known) :
Comment : Hi,

2014 8:25:4 I'm not sure if anything can be done, but I just went through security at the airport and had my mini Swiss Army knife confiscated. I have brought this "knife on about one or two flights per week for the past year, which makes me think it's a permitted item. I also looked online to confirm that small pocket knives are permitted. The TSA agent took it when the metal detector went off for something else and she found the pocket knife and took it. Should this have been allowed, and if so can I get any sort of compensation?

Thanks,
(b)(6)
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she is trying to file a claim form because on yesterday while taking her grand kids to catch their flight to Canada at Dulles her granddaughter was selected for a patdown she is 11 years old and was told by the tso that she would get a modified patdown but since she complained they all got a patdown the kids 11 and 8 year old did not received a modified patdown and even when she was patdown her shirt was lifted in front of everybody. They were also asked to remove all electronics and power them on her granddaughter iphone was not charged so the phone had to be left at the check point. When her husband talked to Captain (b)(6) about getting the phone back at the airport the supervisor told them the phone was surrendered and gave him a claim form. A private screening was not offered to her. Caller is upset over the phone not being returned and the patdown they all received. They traveled out of Dulles on 08 20 14 Gate C flight # ua4551 at 11:40 am.

Response

2014 10:28: Devices selected for this screening that do not power up will not be permitted onboard the aircraft and the traveler may be required to undergo additional screening. Travelers with electronic devices that do not power up or do not function may place them in checked baggage or ship them to their destination. When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search.

The patdown can always be conducted in a private screening location when requested.

Under U.S. General Services Administration (GSA) regulations, an item is deemed voluntarily abandoned if it is "abandoned to a Federal agency in such a manner as to vest title thereto in the United States."

I will send your complaint to the CSM at the airport you can file the claim that was given to you at the airport.

From: (b)(6)
Sent: Monday, July 25, 2011 9:36 PM
To: TSABLOG
Subject: colostomy training for TSA agents

2014 2:09: I fly to Germany on average 3 times a year and most of the time your agents do not see my colostomy because I wear not over size but loose shirts, but on a recent flight I was wearing a new dog tag (medical alert) that my wife gave me which set off the metal detector and an agent did the wand thing and then asked "what ya hidin under your shirt " I replied a colostomy bag ,to his remark what is that and my reply my asshole, which made him back up call his supervisor and he told him what I said which brought out the laughter in most ever one around. I am a 19 year cancer (stage 3) survivor and I work with Drs., Hospitals and other groups that suffer the problems with having their life turned up side down and I can joke about my condition, but when you have Agents that DO NOT know or care to know about such issues then you have a problem brought on by stupid ignorance. I am a private pilot of 38 years and I have to take a physical to stay current, by an FAA approved MD why cant you set up approved Doctors that could issue a medical card for those that travel on airline a permit to stop part of this uncalled for over patting down checks. This would not exempt you from inspection but could save you agents and the flying public some embaresment at the airports and the NEWS MEDIA. I will say your supervisor was very professional in the matter he handled my condition but not everyone is that curious. To prevent abuse you need some sort of training to make your agents under stand the personal needs of people with these disabilities, because unless YOU have been there you really do not and will not under stand when someone breaks your seal on a pouch and urin or bowel fluid or crape run down your belly and the distress and embersement no to mention the delay if not missing your flight can do to you both mentally and physicaly. I hope this gets to the righ person so that you can and will take postive action on this issue.

Thank You

(b)(6)

Coltondale AL35453

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 8/21/2014 5:07:12 PM Airport : DEN - Denver International Date/Time of Travel : 08/14/2014 7:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Security Scan TSA Employee: (If Known) (b)(6) (Last name probably misspelled) Comment : My husband and I were traveling with two small children, neither who would walk thru the metal detector by themselves. Generally, my husband will go thru first with one child while I make sure all the stuff makes it thru and then I shall join him. First (b)(6) made it clear my husband was not to go thru until the stuff made it thru. When everything had finally made it into the xray machine my husband went thru the metal detector followed shortly by myself. (b)(6) in a fairly aggressive voice told my husband to stand in a location to wait for the hand test. My husband did as requested, however, we both noticed that one of the car seats had got caught on a piece of luggage and it was damaging the canopy. Neither of us moved, but my husband tried to tell (b)(6) this was happy. (b)(6) just became more aggressive on insisting my husband not move. My husband wasn't, we just really would have preferred not to have the car seat get broken. If (b)(6) would have just not been so angry, perhaps he could have unjammed the luggage before the canopy rib snapped. Regardless, his attitude was uncalled for. I fly thru Denver frequently and take the children with me often. Usually the TSA officers are polite and professional. I was disappointed that our trip started with an encounter with someone so unprofessional.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On August 20, 2014 at or around 1:20 PM I will is at Skyharbor Southwest a cutie point to go to gate C 13 the pick up my daughter I was sent to do a random check as I was told as soon as I approach I was asked to hold out my hand so that you could be tested when I asked why the lady said it was just protocol my hand was tested and there was nothing on them then I was told that I had to go through a metal detector Which I went to the metal detector and it did not set off any alarms (b)(6) was also told that I had to go to the body scan and one of the lady security guards asked the man why I had to do that she never heard of that and the man said yeah we do that so I was also sent to the body scan which there was nothing found on me. Even after that the guy call for a female security to pat me down I feel I was discriminated against and also profile after that experience I have been mentally stressed out and not to mention they also made me late to pick up my daughter which I had to be there at 1:30 which she was stressed out to and crying She thought that I have forgot to pick her up Not to mention she is only nine years old I could understand if I was acting irate and trying to catch a flight but I was only there to pick up my daughter then one of the females made a comment about my shirt which was uncalled for I have never been so humiliated and embarrassed in my life I have spoken with one lawyer and the lawyer offered To take the case on it there is nothing done no one should Discriminate All security guards at the checkpoint for Southwest the C gate had something to do it except one young lady I did Not get names because I basically Had to run to get my daughter because she was already off of the plane and waiting anyone Sense that incident has happened my life has changed Me or my daughter would no longer fly out of Phoenix and I wouldn t even recommend anyone else do it.

Caller flew form Santa Fe Municipal on American Eagle flight 3196 on 8 20 2014 at 10:40 am. She said that she went through the checkpoint at approximately 9:30 or 10 am. She wanted to make a complaint. She said that she has three joint replacements. She told the TSO about the metal implants. She set off an alarm and received a patdown. She said that the patdown was explained to her and she was offered a private screening. She stated that after the patdown she was asked if some items were hers. She said that they were. She was told to sit in the chair and not to touch the items while the TSO went to check her gloves. She said she could not even put her shoes back on. She wanted to know what she was testing her gloves for. She said that when she opened her luggage she had an NOI with the number 40 on it. She wanted to know what the number 40 means. She wants to be contacted with that information. She was very upset because she got a patdown. She said that she has never received a patdown or had a problem at any other airport. She stated that she was treated like common criminal. She wanted to know why she was not wanded or sent through the AIT. She later said that there was no AIT. She thinks that TSA should have other alternatives other than a patdown. She said that it is not right.

I gave the following information: If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device.

014 11:02: An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.
- The passenger can request a private screening at any time.

Transportation Administration Security (TSA) security screeners are instructed to wear gloves when conducting physical inspections of property and patdown inspections of individuals. Screeners must only wear TSA-issued gloves when performing screening functions and will use a new pair of gloves whenever a passenger requests that they do so. Screeners must also inspect their gloves regularly for stains, tears, and other signs of damage and replace their gloves as necessary.

I told her that when TSA opens and inspects a bag a notice of inspection is put in the bag to notify the passenger that their luggage was inspected. I told her that I do not know what the number 40 on the NOI means.

TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms.

I advised her that I would forward her complaint to the CSM at Santa Fe Municipal for review.

Caller filed a claim and has a claim # that was provided to her. She requested to view the footage of screening. She asked if there were cameras pointed toward the screening area for carry on. Caller is missing a tan colored document pouch with a neck strap which contained money. It had been in her purse when she showed her passport when clearing customs. The last time she saw the pouch was at CBP. The only time her purse was unattended was when she went through checkpoint and placed it in the bin. She assisted her 3 children who went through the WTMD and her attention was not on her purse. She wants the cameras to be reviewed and asked the rate of theft and how are employees monitored. She is concerned and would like to speak with the director of TSA.

Response:

Advised caller to contact the CSM at EWR for assistance, explained information was provided to the CSM from the TCC on 8-13-14 for review.

2014 1:31:32 Provided and confirmed following:

Name: (b)(6)

Phone: (b)(6)

Email: (b)(6)

Advised the Federal Security Director is over the entire airport operations and no contact information available. Offered to provide the mailing address for headquarters, she declined.

To whom it may concern,

I am writing to inform you of my most recent experience with a TSA agent while being screened before my flight. I was at the Seattle Airport, SEA-TAC and was flying out on United Airlines on Wednesday August 20th, 2014.

2014 8:30:32 Before I go any further, I have a condition called Neurofibromatosis. This condition causes painful tumors to form and grow on nerves throughout the body. These tumors are very painful to the touch and some are quite large. When I go through the scanners at the checkpoint the tumors light up on the screen like a christmas tree. I was trying to explain this to the agents at the checkpoint and was treated rather rudely by a female agent. I wish I had gotten her name, but when I tried explaining to her why the screen lit up in so many places, she told me that she didn't want to hear any excuses. She insisted on a pat-down (I thought I could ask for the wand to check for metal) I told her that it's painful because of the tumors, (My left hip and buttock areas area very painful due to a large tumor) She again told me she didn't want to hear it and was done hearing my excuses. Once I was cleared I was fighting back tears, I felt humiliated, ashamed, and I was in pain because the pat down hurt.

I don't want anyone to get in trouble, but just informed that some people do have conditions that may cause parts of the screening process to become red flagged. I am thankful that we do have the TSA, they are wonderful at keeping the public safe. I just wish that they would give people a minute to explain why and not treat us like criminals when we do try to explain. Most of the time TSA agents are gently with the pat downs or will just allow me to have the metal detector wand. Because of this most recent experience, I am almost hesitant to fly again. It's been a few days and I am still quite upset. I have made the decision to apply for the TSA-PRE check, and understand I still may get pulled aside for additional screening. I just don't want to experience what I had to go through recently again.

Thank-you for your time and attention.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 8/22/2014 6:40:51 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 08/22/2014 4:00 PM Airline & Flight Number : DL 1553 Checkpoint/Area of Airport : D concourse pre-check TSA Employee: (If Known) :

2014 8:30:52 Comment : Need to bring back the large bins at pre-check. For those of us that are frequent biz travelers that where a dress or other form of jacket, it is easiest and fastest for the screening process to have jacket pockets filled with metal items that will set of the metal detector long before getting to the check point. We simply place the bag on the belt with the jacket in a bin. Now that the bins are gone it is much harder to place the jacket through the X-ray alone. The agent said just put metal objects in the small bowls when I asked, but that is much slower since it takes time at either end of the X-ray to unload and reload ones pockets. Unfortunately this has been a change that serves no real purpose over than to slow down the pre-check lanes. Please bring back the large bins even if in smaller quantities at pre-check.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 8/23/2014 5:49:14 AM

Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Iceland Air Flight FI634 BOS to KEF at 14:35pm on August 9, 2014 - Terminal E, Logan International Airport

Comments: On August 9, 2014 myself, my nephew and my son went through the security screening at Logan International Airport. I approached an agent at approximately 12:30pm EST and informed him that my son is a Type 1 Diabetic, he was wearing an insulin pump and I had paperwork as well as a note from his Dr. regarding his condition. The paperwork included a warning from the manufacturer of his pump that it should not be exposed to xray equipment. The male agent looked at a female agent to ask what to do. The female agent said since my son was 14 (over 12) he must go through the body imaging scanner. I repeated he was wearing a pump, I tried to show them the paperwork and I asked for a pat down. My son showed him the pump that was attached to his body. We were refused and my son was forced to go through the body imaging scanner. Type 1 Diabetes is a disability covered by the American with Disabilities Act. I thoroughly researched what I needed in order to get the correct treatment at Logan airport and we had everything ready. We requested a pat down and I was told three times, "He's over 12, he goes through the body scanner!". The agents did not listen to me and did not act appropriately. Since I was by myself with two children and nervous about causing a problem with the TSA and possibly missing our international flight, I was unable to stop the agents from taking my son through the scanner while I took my 10 year old nephew through the metal detector, which my son should also have been allowed to go through. This treatment was a violation of his rights as a traveler with a disability. Going through the xray with an insulin pump voids the warranty and ANIMAS, the manufacturer cannot guarantee that no damage was caused by the electromagnetic waves to the sensors in his pump. This has caused many sleepless nights during our vacation, and now that we are home. If my son's pump malfunctions it can cause him to become very sick, fall into a coma, and even cause death. An insulin pump is a very expensive piece of medical equipment that costs thousands of dollars of which I do not have. After a couple of strange warnings since the pump was exposed to the whole body scanner, we may have to decide to remove it permanently for peace of mind, as we do not know if damage was caused. What happened to us at Logan is absolutely disgusting. The female agent was rude, unhelpful and would not listen at all. She only repeatedly asked me how old my son was. I am appalled and haunted by our experience, and the failure to keep my son safe. It has caused us great pain and worry. I cannot afford a new pump for my son and we are left not knowing what to do. It is my wish to receive a response and to know that some form of action is being taken against the agent that I dealt with and that she be trained about travelers with disabilities, as all TSA agents should be. This is a serious violation and I hope that it is considered by the TSA as such.

(b)(6)

Enfield, CT 06082

Caller gets Precheck and says that she has 25 small gold bracelets on her and some of them are soldered on. She states that she always informs the TSA about them and that they would alarm a WTMD and requests the AIT. She says that another TSO at BNA was going to allow this, but TSO (b)(6) said no and that she must go through the metal detector.

Advised caller:

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Flight information:

2014 8:26:58 From to: BNA to LGA to CHO
Flight date time: 8 17 8:10 am
Flight number: 3474
Airline: American airlines
Airport: BNA
Gate: Terminal: (does not have)
TSO (b)(6) (older white male)
Email: (b)(6)

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Airport: BNA

Gate Terminal: (does not have)

TSO: (b)(6) (older white male)

Email: (b)(6)

Hello TSA Contact Center,

I have a question regarding your Advanced Imaging Technology (AIT) machines.

I fly quite often and need some clarification as to what TSA's policies were for passengers that are tall.

I've been told by at least two different agents that I am too tall for the Milliwave AIT machine and they ask me to proceed through the Walk-Through Metal Detector (WTMD). I was unaware of these limitations of the AIT and typically "Opted-Out" of the AIT screening. After going through the WTMD, I went to speak to the TSA Supervisor near the back of the Security Scanning Area on that day. She informed me that there was a limitation and that in the future, I would only need to tell the operator of the AIT machine that, "I exceed the height restrictions for this machine," and "... then you will then be directed through the WTMD."

Afterwards I searched TSAs website for information about this. I seem to recall finding something on your website about the restriction being 6'4" (194-cm) for the AIT due to the limitations of the scanning technology and not being able to capture all necessary information during the scan.

On subsequent trips, I've politely informed the TSA agents at the machines that, "I exceed the height restrictions for the AIT machine," and I've been greeted kindly and been instructed to proceed through the WTMD.

This all changed on my last trip out of RDU, instead of being greeted kindly, I was told that there were no height restrictions and that EVERYBODY had to go through the AIT machine unless I "opted out" and had additional screening where myself and my property were subjected to additional "investigation". I informed the supervisor on that day that I have been told by more than one TSA agent on more than one occasion that I am too tall for the machine. I followed that up with the height restriction that I found on your website and she said that that information did not exist. She then told me that if I can stand in the machine with my arms above my head like the "stick-figure example" that I was not "too tall". So I walked into the machine and lifted my arms. My elbows were about an inch away from the top of the machine and my fore-arms where crossed over the top of my head, clearly not able to replicate the "diagrammed example". She then agreed that I was "too tall" for the machine and directed me through the WTMD.

As I am not a fan of drawing attention to myself, and I especially don't like getting in disagreements with any type of authority figure. I would like to find out what TSA's official procedure is for Tall Customers with regards to your AIT machines. I would like to know where, if any, these restrictions are displayed and how I can better inform the TSA agents at the gate about them.

Thank you very much for your assistance with this matter. I am looking forward to your response on this matter.

Best Regards,

(b)(6)

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2014 3:09:56 This all changed on my last trip out of RDU, instead of being greeted kindly, I was told that there were no height restrictions and that EVERYBODY had to go through the AIT machine unless I "opted out" and had additional screening where myself and my property were subjected to additional "investigation". I informed the supervisor on that day that I have been told by more than one TSA agent on more than one occasion that I am too tall for the machine. I followed that up with the height restriction that I found on your website and she said that that information did not exist. She then told me that if I can stand in the machine with my arms above my head like the "stick-figure example" that I was not "too tall". So I walked into the machine and lifted my arms. My elbows were about an inch away from the top of the machine and my fore-arms were crossed over the top of my head, clearly not able to replicate the "diagrammed example". She then agreed that I was "too tall" for the machine and directed me through the WTMD.

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Thank you very much for your assistance with this matter. I am looking forward to your response on this matter.

Best Regards,

(b)(6)

Disability Description: Caller is using an external heart monitor.

Information Request: He had a flight Friday morning at 5:30 a.m. and wants to know the guidelines for wearing this through screening.

Response Details: Inform the officer of the heart monitor before going through screening. Most likely this will cause an alarm with the AIT or the WTMD. This would result in a patdown.

The patdown:

2014 8:51:2 The patdown should be conducted by a TSO of the same gender.

The passenger can request a private screening at any time.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

For questions concerns request a PSS.

Offered to send email, but caller declined.

Feedback Type : Security Issue

Categories : Other; Miscellaneous/Other

Current Date/Time : 8/25/2014 1:36:07 PM Airport : LIT - Little Rock National Date/Time of Travel : 08/23/2014 6:00 AM Airline & Flight Number : AA 1411 Checkpoint/Area of Airport : Security Checkpoint prior to Gate 1 TSA Employee: (If Known) :

2014 4:28:0 Male Employee Comment : I was standing in line for security and placed all my items into the machine and removed my shoes and got in line for the scanner. There was about 8 people in line at the time waiting for the scanner. A TSA Employee came forward and asked 3 ladies in front of me to go through a metal detector that was turned off and asked me to stay in line where I was. I had no problem waiting in line nor going through the scanner, my issue is that a TSA Agent just had 3 people bypass security for no reason? How many times does that happen per day? I noted the time it was 5:22 am in my phone after I got my belongings. I did not say anything nor asked questions because I did not want to cause a scene but TSA needs to look into this as this was a violation and I feel completely unsafe flying from this airport. If TSA reviews security tapes, I was in shorts and a black and white striped button down shirt with a black small headphone carrying case in my hands. You will clearly see two women ahead of me and a woman on the side waiting to get in line, he walks up pulls down the closed sign he just waves them through security. The machine's power is off, no lights were turned on.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Monday, August 25, 2014 4:31 PM
To: Singh, Harleen; TSAExternalCompliance; tsa.crl@tsa.dhs.gov; civil.liberties@dhs.gov
Cc: Legal; Rajdeep Singh; (b)(6) Sapreet Kaur
Subject: Civil rights complaint o b o Sikh Air Passenger, Mr. Prabhjot Singh

The Sikh Coalition writes to file a formal complaint of discrimination on behalf of Sikh Air Passenger, (b)(6). (b)(6) civil rights were violated when he was denied a self pat-down of his religiously-mandated turban by the TSA at Washington Dulles International Airport on August 19, 2014. (b)(6) flew on United Airlines, Flight No. 492, from Washington D.C. to San Francisco, California.

(b)(6) filed a complaint with the TSA and DHS on August 19, 2014 through the FlyRights phone application. Please see attached follow-up complaint and exhibits.

Thank you for your attention to this matter.

best,

2014 6 30: (b)(6)

--
(b)(6)
(b)(6) New York, NY 10004
Phone (Main): (b)(6) Phone (Direct): (b)(6)
Facsimile: (212) 208-4611 | Email: HYPERLINK (b)(6)

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Visit our website at HYPERLINK <http://www.sikhcoalition.org> \nwww.sikhcoalition.org.
Support the Sikh Coalition's work at HYPERLINK <http://www.sikhdonate.org> \nwww.SikhDonate.org.
Visit us on Facebook at <http://www.facebook.com/thesikhcoalition>.
Follow us on Twitter @sikh_coalition.
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This e-mail may contain information that is privileged and confidential. If you are not the intended recipient, please delete the email and notify us immediately.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/26/2014 2:34:45 PM Airport : GRR - Kent County International Date/Time of Travel : 08/26/2014 5:00 AM Airline & Flight Number : Southwest 170 Checkpoint/Area of Airport : TSA Pre TSA Employee: (If Known) : Time and location should reveal the agent(s) responsible Comment : Upon printing my boarding pass, I was delighted to see TSA Pre on mine. I went to the TSA Pre checkpoint, following the directions printed on signs, i.e., leaving shoes on, etc. Something (probably the brass grommets on my deck shoes) tripped the metal detector. The male TSA agent rudely demanded that I remove everything from my pockets, including my wallet, and place them on the conveyor belt to be scanned. I politely complied, whereupon the agent began barking orders in a quasi-military fashion. I couldn't understand him the first time when he barked "hold out your hands"!! He then swabbed my hands and disappeared. I didn't know I was supposed to do anything else so I went to retrieve my wallet whereupon another (female) agent barked for me to get up against the wall, followed by an explanation (finally) that I was to remain there until I was cleared. I never saw the male agent again. After some time, the female agent finally told me I was cleared.

2014 4:23:2 I am certain that courtesy and respect are part of TSA Agent training, but these two at GRR are in dire need of remedial training. This is not a police state, and the TSA is not at war with the general public. I was made to feel that I had done something seriously wrong by following the signage in the TSA Pre line about leaving your shoes on and not emptying your pockets. Apparently, I naively misunderstood the entire purpose of TSA Pre. My understanding now, as taught by your agents at GRR, is that TSA Pre is really a line for special harassment of innocent Americans.

I will be writing to my congressman next.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller had traveled through Seattle. He says there is a sign located in the PreCheck line that said he did not have to remove his shoes or his belt. He says as he went through the WTMD his belt caused an alarm and the officer made him remove his belt. He wants to know why they allow passengers to leave on the belt when it causes it an alarm and then have them remove it for screening? he would like the wording of the sign to say if the belt or shoes have metal on them to just remove them. He stated he had traveled through SFO and the machine did not alarm for his belt. He also would like for all the machines at all airports to be the exact same.

He says there was an officer that was rude and nasty to him and other passengers. He says the name of this officer (b)(6) at Seattle airport. He says he has the wrong job and should not be doing this. He requested his boss know how rude the officer was to the passengers.

Told caller

Leaving on the belt was part of the expedited screening. If there was an alarm no matter what type of screening a passenger got they will clear the alarm. Normally what they will do is give a patdown to clear any alarm however for him the officer allowed him to remove his belt and walk back through.

I explained to him that not all the machines may be as sent via or work the exact same way. It would be difficult to do that at every airport in the US but he felt this could and should be done.

2014 12:52: I was sorry about the officer that was mean and rude to him, I would be glad to send his complaint to the CSM so they would be aware of this and this was per his request as well.

Airport: Seattle

Airline: United

Flight number: 278

Date and time: 8-27-14 departed at 10:41 am

Terminal or gate: A11

Items Damaged: Caller was upset at how rude and nasty the officer, (b)(6) at the checkpoint was to the passengers, he said he was yelling comments at passengers and rushing them through.

The caller was upset that for the PreCheck lines have signs that say passengers can leave on their shoes and belts for screening yet when there was an alarm he had to remove his belt. He would like the wording of the sign in the PreCheck line to be reworded to say if there was metal in his belt or shoes he should remove them.

The caller did not want to leave contact information.

to a private location. She stated he has had to raise his shirt in front of other passengers before.

He flew from MCO via DCA and to BDL(Hartford, CT.) was swabbed twice from his stomach (she stated he was swabbed at MCO and again at DCA).

Caller stated he has an approved lock on his luggage and it is missing, said in July he flew and TSA was able to open and relock the lock. The bag had a Cpap machine inside and the clothing inside the bag was disarrayed and unfolded.

Caller states he wasn't treated with respect regarding his disability and she said he called the TSA complaint line and was told, They had to do what they had to do and if he didn't like it to drive. (she didn't know who he spoke with or the number he called).

He will be flying from BDL to MCO on Saturday and again in Oct. because of surgery and he is uncomfortable because of the way he is being treated by TSA.

She stated before he began to fly they contacted TSA to determine what the process was (doesn't think they provided their name or contact information).

Response:

Apologized to caller for the screening experience her husband went through. Explained the SOP procedures for someone with a feeding tube. Advised to call TCC 72 hrs. prior to flight and we will request assistance at the departure airport.

Passengers who have medical devices attached to their bodies, such as bone growth stimulators, spinal stimulators, neurostimulators, ports, feeding tubes, TENS Unit or other types of devices should inform the Transportation Security Officer (TSO) conducting the screening of the device and indicate where the device is located before the screening process begins.

2014 2:38: If a passenger can safely disconnect from their device, he or she can submit it for x-ray screening; however, passengers can be screened without disconnecting from devices. If a passenger cannot disconnect from the device, the type of screening conducted will depend on the type of device and the passenger's abilities.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

- The patdown should be conducted by a TSO of the same gender.

- The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

Explained to caller if her husband refused to go to a private location for a patdown, he would be screened in view of the public.

Regardless of the screening method used, the device will undergo additional screening. This may include, but is not limited to, a physical inspection of the device if it is not in a sensitive area, and a patdown of the device followed by testing for traces of explosives.

A companion, assistant, or family member may accompany a passenger to assist him or her during any private or public screening. After providing this assistance, the companion, assistant, or family member will need to be rescreened.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 8/28/2014 7:22:52 AM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 08/28/2014 7:00 AM Airline & Flight Number : USAIRWAYS 660 Checkpoint/Area of Airport : C Concourse Pre-Check TSA Employee: (If Known) (b)(6)

Comment : Officer (b)(6) was extremely rude. I felt intimidated and threatened by him. He is abusing his authority and uniform. His sarcasm is not appreciated. I have hearing damage and he yelled at me because he was not paying attention to the line (chit chatting with the x-ray screener) I passed through the metal detector...it did not go off...he yelled at me to go back through. When I said...it didnt go off...he said he didnt care and I would have to go back trough as many times as he says. I didnt know the Ferguson Missouri police department also ran security at FLL airport...as I said I felt very scared and intimidated by his attitude. Next time I will pass through with my hands up!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Permitted Items Current Date/Time : 8/28/2014 8:31:58 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/28/2014 10:00 AM Airline & Flight Number : AA 263

Checkpoint/Area of Airport : Passenger Checkpoint TSA Employee: (If Known) : Lead TSO (Bearded/Caucasian) Comment : On August 28, 2014 at approximately 0900 hours, my wife, 20month old son, and I entered the TSA-prescreening area at IAD. While divesting our items into the bins for x-ray, my wife requested her breast milk be screened without the x-ray. The screeners claimed all items must submit to x-ray screening. We refused, and they eventually agreed that there were other options.

During this time, a TSA screener advised a souvenir Mini Softee Bat (part of a bat and ball set) was prohibited and could not enter the sterile area. The bat is composed of cardboard and soft foam, and approximately a foot in length. It is a souvenir item that my toddler son grinned and smiled with at his first Washington Nationals baseball game during this trip.

I responded to the TSA screener by requesting the assistance of a Supervisor. A (lead/2 stripe) screener (Caucasian/bearded) turned from the adjacent x-ray screen (first lane) and yelled that it was a bat and prohibited. By this time, the screeners in both lanes approached and further exclaimed the cardboard and foam bat (safe for all ages) is a weapon and cannot enter the sterile area. I was shocked, as were the passengers in the line behind me. I could not understand how a bat safe for all ages is prohibited. Growing frustrated, I complied and threw the claimed weapon (softee bat) into the garbage.

Furthermore, my wife and son requested to go through a walk through metal detector or physical screening. The screeners replied that the millimeter wave scanner was the only option. After additional requests, the physical screening was offered.

2014 9:05:36 The entire ordeal was infuriating. This was our return flight to LAX. Our initial flight from LAX was smooth and no issues were encountered. My wife reviewed the TSA website and even contacted TSA personnel numerous times to ensure no issues with the breast milk and children's items.

It is my belief that the screeners at IAD were harassing and menacing due to the special needs and requests for our traveling family. This type of discrimination is troubling. My son is now traumatized and has lost his favorite toy. I plan to travel in the future and would like to explain to my son that TSA has an important mission, but with screeners such as these and little to no oversight with management, I am compelled to believe that things will only get worse.

Review of the TSA Blog explains the novelty item is in fact allowed and should not have been prohibited.

<http://blog.tsa.gov/2013/03/tsa-prohibited-items-list-changing-5.html>

I am requesting an explanation.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I was excited to be able to try out the TSA PreCheck on my recent return to the U.S. for home leave from my diplomatic assignment in Seoul, but I must say that I was very disappointed with the lack of consistency and transparency to the system after traveling through four different airports during my trip.

During this trip, I traveled through Honolulu International Airport, Washington Dulles, Ronald Reagan, and Charlotte-Dougllass Airport. The worst experience occurred in the last location. At each of these locations, I requested a pat-down, due to being pregnant. While the rational part of me understands that there is no radiation emitted by the metal detectors, having suffered a miscarriage just before this pregnancy – while traveling – I chose to be extra cautious and exercise my right to request the pat-down instead.

2014 8 26:5 On July 20, when I was traveling from Charlotte-Dougllass Airport to Washington Dulles Airport, I was informed by Agent (b)(6) (due to not knowing her first name, I will describe her as a middle-aged African-American female) that because I requested a pat-down, I had essentially "opted-out" of the PreCheck system, and was therefore subject to a more extensive search. Though I did not pass through the metal detectors, my bags went through the x-ray machine, just as everyone else's did, however, Agent (b)(6) informed me that although the pat-down yielded no negative response (beeping) from their screening machine, she would have to go through each of my bags by hand anyway. In Honolulu, this also occurred, but there I was told that it was because the machine had "beeped" after my pat-down screening paper was inserted. I was annoyed there because the woman who had pat me down told me that "this could happen for any number of reasons, even just because of the lotion someone is wearing." REALLY?? If this is the system used to detect harmful substances, I think there is a problem if it reacts to certain over the counter lotions. In Honolulu, this agent, (b)(6) was at least very clear in explaining that it is protocol to search the passenger's bags thoroughly by hand if the machine "goes off." Though she was not at all delicate in conducting this search, leaving my items strewn in such disarray that they could never have fit back into my bags, she was at least clear in explaining the procedure and why she was doing what she was doing. Unfortunately, in Charlotte, it was a completely different experience.

In Charlotte, on July 20, when I questioned Agent (b)(6) about searching my bags, even though the machine had not beeped and she had even confirmed that I had been cleared according to the pat-down, she insisted that not only would she still have to go through all of my bags by hand, but she would then have to put them back through the x-ray machine, though they had already passed that inspection without any alarms. This did not make any sense to me, and when she tried to explain further saying, "When you ask for a pat-down, you are opting out of the system, and since we have no idea why you have opted out, we immediately become more suspicious, so we need to check your bags more thoroughly, even though we did not see anything unusual on the x-ray," it didn't seem to make much sense. When I questioned her about it politely, she asked one of the other agents to get the regulation book, "just to make sure she was following the right procedure," but he simply said, "I'm sure you're right," and did not attempt to retrieve the book. Meanwhile, Agent (b)(6) continued to remove every item from each of my bags, and as she searched, I noticed that her fingernails had come through the gloves on both hands, such that she was touching all of my clothes and belongings with her bare fingers, the nail tips of which were long and appeared to be unkempt. This was something that concerned me, not only because I had no idea whether her hands were clean or dirty, but also because I had no idea what kind of substance might have been on her hands that could have shown up as something strange when they did further screening. One good thing I can say about Agent (b)(6) is that she was courteous throughout the search, trying to provide me with her idea of a logical explanation for what she was doing, and she removed and replaced my items with much more care than the agent had done in Honolulu. However, as I mentioned, Agent (b)(6) logic was

Information Request: The caller was going on and on about how they arrive early and the TSO s are overloaded and they missed their flights and was told it is not TSA responsibility. Caller thinks that it is offensive to hear to arrive earlier. Every time she connects she has not enough time and the government (something I could not understand)

She missed her first flight and had arrived two hours early. She is getting GE. She asked if there is something that can get him prescreened.

Some TSA agents are sharp and some are not.

She asked what TSA would do with someone with a hip problem or in a wheelchair.

They are travelling to Italy but she does not have her flight information.

She said that they were told that TSA is not responsible for missing flights.
She rambled on about this complaint going nowhere.

:014 10:45: Response Details: Advised caller that if a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead.

A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT. If a patdown is required in order to complete screening:

I told her that sometimes, passengers must wait for a TSO of the same gender to become available.

The screening process for a passenger who uses a wheelchair or scooter is determined by the individual's ability to stand and walk; although, a passenger can be screened without standing, walking, or transferring out of a wheelchair or scooter.

Passengers should inform a Transportation Security Officer (TSO) of their ability before the screening begins.

The passenger should inform the TSO of his or her need for assistance before the screening process begins.

Passengers who can neither stand nor walk will be screened by a patdown while they remain seated.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Medical documentation is not required.

I told her that TSA monitors the number and nature of complaint we receive. I told her to call us when she has problems with her flight information.

I told her that we can request a PSS for her when she has her flight information and I recommended calling 72 hours ahead.

Caller did not want email but did want the phone number for TSA Cares. I gave her 855-787-2227.

Caller had an accident at MDT on July 28th and TSA was there. Caller has already called (b)(6) the manager. Caller said he had an employee from ACE US (b)(6) provide her with claims form and caller was told to call us and report the incident.

Caller is 66 years old and was traveling with her husband and two grandsons 15 and 13. She was first in line and she removed her shoes. Caller put on socks from her carry on and she was told to stay in one place. Her husband and grandsons were behind her removing their belts etc. She was waved forward and her feet slipped. The left side of her body hit the metal detector and her hands went under the fence and she bounced back. Her tail bone hit. Caller sat in the frame work of the MTWD. TSA told her not to move. They got paramedics to come and she was helped onto a bench. They checked her vitals. Caller was told, a woman your age with a hip injury needs to be checked at the ER. Caller asked if she can she get a ticket to come back another day. They said no. They were travelling to Rapid City and this was the only week she could take her grandchildren. Caller decided to get ice packs and go on. Caller said she will not fly again, especially not from Harrisburg PA. Caller had a TSA Claims form and was told to fill it out.

:014 12:21: Advised Caller:

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Airport: Harrisburg PA

Date and Time: July 28th 14 Between 4PM-6PM

Airline: United

Flight#: 3391

Location: Only two gates. Caller said B.

Email: Does not have an email.

Today at approximately 10:15 my husband who was in a wheel chair and I were traveling through the TBA check point. When my husband went through the metal detector, it went off. We tried to explain that he has metal hip replacement surgery on both sides, but the agent an Asian man began screaming and yelling. I asked for his identity and it was not given. This was at the Southwest terminal 2 entrance and it was the first screening station. Needless to say this scene put a damper on our much awaited vacation. I did report it to the officer in charge and he stated that the officer did not normally work terminal 2 but he would talk to him. I have always supported the rights of the t.s.o., and have marched on there behalf around the country,

:014 4:16:1 but this wreaked of racism and disability insensitivity. I as well as my husband are both offended and upset.

(b)(6)

Sent from my T-Mobile 4G LTE Device

My most recent trip has caused me to write to you and try to explain the frustration caused by the TSA agents. I am a 60 year old man in good general physical health, but I do have a metal right hip implant. I always in the agent prior to going through the metal detector of that fact AND I do set off the alarm. Then I am made to stand there while someone yells "MALE ASSIST". While I am there, my bags are left on the conveyor belt, my wallet and phone and money clip are left of the conveyor belt in the plastic box in plain view and unattended. I asked the person who put me in the "time out" area to get my bags and was told "MALE ASSIST". If I step off the area assigned to me to retrieve or secure my property, I'm sure 10 agents would suddenly appear. The more I waited, the more frustrated I became until I myself starting yelling "MALE ASSIST" FEMALE ASSIST" ANYBODY ASSIST". I was told to be quiet.

I find the agents rude, uncaring and just plain lazy because my shouts fell on the deaf ears of agents standing around talking and doing NOTHING!! A PATHETIC display of security. I have 14 years of working for law enforcement and I can honestly say that giving badges to some of your employees is wasting good metal.

2014 9:26:5

I tried to get a NOTIFICATION CARD from your web site, but the page is down (404 error).

I understand and agree with what you are trying to do, but your "agents" in the field are, in my opinion, under qualified, uncaring and lacking in any form of security for my personal property.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6) Ft. Lauderdale, FL 33305

Zipcode:

2014 11:11:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Fort Lauderdale-Hollywood International Airport

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/30/2014 1:05:35 PM Airport : ORD - Chicago-O'Hare International Date/Time of Travel : 08/22/2014 7:15 PM Airline & Flight Number : United 612 Checkpoint/Area of Airport : security entrance to terminal B TSA Employee: (If Known) :

Comment : I was unwillingly separated from my 6 year old child during screening. My husband and son went through the metal detector; the TSA employee refused to let me go with them and directed me to the end of the scanner line. I asked if I could not be separated from my child. Another employee moved to open the metal detector, but the first employee insisted that one parent was sufficient. She claimed it was policy, but the TSA page on children clearly states "TSA will not ask travelers to do anything that will separate them from their child." I travel with my husband and son 4-6 times per year, and we have always before proceeded through security together. It was especially annoying because one employee tried to help, while another insisted on an incorrect and unnecessary "policy". Please train the employees at O'Hare on the actual policy, and ask them to exercise common sense, especially when dealing with small children.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Last Sunday, I traveled from new York's JFK airport to seattle on jetblue. I was with my husband and two small children, ages 2 and 7. Because of the kids, we were put on the pre-screen line. My husband went though first and was all the way by where the bags come out thinking our children were with me. My girls went through, but I got held, being told that I was selected for additional screening. My girls didn't know where to go or what to do and my husband didn't know I wasn't with the girls. My 2 year old started running off but I couldn't get her or tell my husband, I was being held back. Luckily, my 7 year old, who was hysterically crying, ran and got her sister. How would the government feel if my daughter got lost in this process? The worst part was that I was held at the metal detectors for close to 10 minutes because the female agents were talking and laughing and ignoring requests to come for extra screening. The man at the metal detectors said that I had to wait until they were ready and that my children weren't his problem. I am completely appalled at how I, as a mother, was treated.

Sent from my iPhone

(b)(6)

2014 3:05 PM Washington, D.C. 20036

(b)(6)

Tel

Fax

(b)(6)

~~IRS-030314-230 NOTICE: To comply with requirements imposed by the IRS, this is to inform you that any tax advice contained in this communication (including any attachments) was not intended or written to be used, and cannot be used, for the purpose of (i) avoiding tax-related penalties under the Internal Revenue Code or (ii) promoting, marketing or recommending to another party any matter addressed herein.~~

The information contained in this message is intended only for the use of the designated recipients named above. This message may be an attorney-client communication, and as such, is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error, and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone at (b)(6). Thank you.

Caller said she is in FL and bought 2 live baby turtles and asked if she can bring them on the plane in carry on or check bag on a domestic flight on Southwest. She asked if she can bring food or liquids like cut peaches in syrup in check bag. She said when she departed from Hartford, CT she got a noi and that we had ruined her suitcase and the lga s got on her boots and she said she did not want to go over how to file a claim. She said she did not want the food in check bag to cause a red flag and asked how to avoid that.

Response: The Transportation Security Administration's (TSA) security procedures do not prohibit travelers from bringing a pet on their flight. However, travelers should contact their airline or travel agent before arriving at the airport to determine any airline's policy on traveling with pets. TSA requires that all animals and associated property are screened prior to boarding.

014 12:10:5 Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

All animals being transported in a kennel with checked baggage are required to be screened. TSOs are first required to ask the owner to remove the animal from the kennel so that he or she can clear the kennel. Once the TSO has completed his or her inspection of the kennel the TSO is required to clear the animal with a thorough visual inspection. The TSO may ask the owner for assistance during the visual inspection.

I advised her that food is allowed in check bag and to make sure it is securely wrapped or in a spill proof container. I advised her that we electronically screen the check bags and that we don't recommend food in check bag because some properties in food cause the alarms to trigger and the bag has to be hand inspected. I offered to go over how to file a claim but she declined.

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Caller and her husband both applied for and received KTN s. Caller has a metal knee implant and is subject to additional screening at the PreCheck checkpoint. She primarily flies from PHL and is upset the PreCheck checkpoints have WTMDs instead of AITs.

014 11:30:2 Resolution:

Advised caller PreCheck will not exempt any passenger from additional screening to resolve an alarm such as a metal implant. Advised caller the majority of the PreCheck checkpoints have WTMD available. The airports and checkpoints are configured by the airline and airport in cooperation with TSA and suggested she contact the airline to voice her complaint in regards to how the checkpoints are set-up and the screening technology used.

Caller wants to file a complaint because of the screening experience her husband had when he flew from EWR on 8-25, stated she tried to send an email and it didn't go through, wants to file for her husband. (b)(6) Her husband was at EWR airport and was taking their 2 grandchildren back to Belgium, 7 and 9 yrs. old. He went through WTMD and told the TSO he had 2 knee replacements and was told okay and to step aside. He was told to remove his belt and spread his legs and raise his arms. He told the TSO his pants would drop and the TSO told him to take his belt off anyway and to hurry and his pants dropped in front of everyone and the grandchildren who were waiting for him. He feels that it was a most outrageous breach of privacy, he was extremely humiliated and she was shocked. The children had never seen their grandfather with his pants down which was embarrassing to him. She thinks someone owes him some compensation because of the incident. Was flying Jet Airways- Indian Airline, thinks they may be affiliated with United. Arrived at airport approx. 3 hrs. prior to departure, not sure exactly what time he was going through security.

1. Date and Time of the flight---8-25-14, departed 6:30 PM
2. Gate or Terminal---Gate 55
3. Flight #---9W227
4. Airline---Jet Airways

Response:

Apologized to caller for his experience and advised if a passenger has metal inside their body if going through the WTMD and an alarm sounds a patdown would be required to complete the screening process. Explained that is standard operating procedures and if the TSO was to pat down a sensitive area they should have offered him a private screening location and he could have requested at any time during the process. Explained to caller if someone has metal in their body they can request to go through the AIT if available at the terminal they are departing from, which may prevent them from having a patdown, not a guarantee because if an anomaly shows on the imaging a patdown may still be required.

Explained information will be provided to the CSM at EWR for review.

Explained to caller for future travel he can request a private location if a patdown is required.

DATES: 8/24/14 and 8/8/14 TIMES: 1414dep and 0620dep AIRPORT: SAN

Date/Time of Travel: 8/24@1414, 8/8@ 0620 AIRLINE: UAL 1275 and UAL 532

CHECKPOINT: Terminal 2 SAN

COMPLAINT:

I am a TSA Pre-Check passenger. My last two departures from SAN have been frustrating for a number of reasons.

SAN has been allowing NON pre-check passengers to use the same security line AND baggage X-ray AND metal detector as Pre-Check passengers. I travel through dozens of airports and SAN is the lonely one that I have experienced this technique. This creates a number of concerns.

1. These passengers have not been screened through the Global Entry process, yet they are allowed the same security short cuts as those of us who have complied with the rules. My wife and I drove 100 miles and spent \$100 for this convenience.
2. It slows the process for Pre Screened passengers, which seems unfair at the very least, a breach of security at most. In light of the latest threat from ISIS, this is no time to "mix" passengers. I schedule my arrival time at the airport with use of Pre-Check in mind. I now experience an unplanned delay.

3. This procedure at SAN appears to have nothing to do with TSA manpower or length of passenger lines. On this particular flight, there were seven (7) TSA employees within 10ft of the two active ID screeners, all of whom appeared to have no duties. As a side note, on my last two departures under these same conditions, I was a random selectee for additional screening. I saw ZERO non-Pre-Check passengers endure this delay. This makes little sense!

According to TSA, we are not the only ones complaining about this problem. I strongly suggest that SAN utilize the TSA Pre Check screening process the way in which it was intended, exclusively for passengers who have been properly processed and hold those credentials.

Please acknowledge receipt of this complaint.

Thank you

(b)(6)

Carlsbad, Ca. 92009

Caller lives in Austin TX and works out of DC and travels for meeting 2-3 weeks a month. She became a member of Global Entry so she could get the expedited screening and continues to have issues with the TSA agents at Austin. She wears a pair of sandals when she travels and when she comes through the checkpoint she knows that they will set off the alarm so she takes them off before going through the WTMD. The last time she went through the checkpoint she was told very rudely by the officers not to take her shoes off so she just left them on for screening. The officer then advised her that if she knows that the alarm will sound due to the metal why didnt she just take the shoes off. The agent then smarted off and said that she would be there all day so she was not worried about how long it would take for her to get through the screening process. On another occasion she placed her new Coach purse in a bin and the officer told her not to place the purse in a bin and that she needed to take it back out and place it directly on the belt. Every single time that she goes through the screening at Austin she has issues with the screeners being rude and saying smart remarks to her during screening. She thinks that there is a management issue at this airport since they do not have issues with the officers treating the passengers poorly.

She is requesting to know who the CSM at Austin reports to since it seems that the officers at this airport are not being trained properly and needs additional screening on customer service.

I am forwarding her complaint to the CSM at Austin so they will be aware of the issues she is having with the screeners at this airport. If she continues to have issues she can request to speak with a PSS at the checkpoint for assistance or she can speak with a CSM.

You officer (b)(6) was aggressive with me as I exercised my right to complain about the obnoxious pat-down procedure. He recognized me as a frequent traveler and then targeted me with an aggressive response to my comments. I did not say anything about him but questioned the logic of my knee setting off a metal detector and then checking me for explosives. I did not raise my voice I did not curse I just talked and was told to shut up, he escalated again buy calling over the deputy. I feel this was a targeted attack.

Feedback Type : Civil Rights/Liberties

Categories : Other (fill in box); Race

Current Date/Time : 9/2/2014 1:36:40 PM

Airport : CHS - Charleston International Airport Date/Time of Travel : 09/02/2014 1:00 PM Airline & Flight Number : Southwest 59 Checkpoint/Area of Airport : TSA body screening for terminal B TSA Employee: (If Known) : Female Comment : I am traveling with my Mother in Law who has Alzheimer's. While going through the body screening area for terminal B, my mother in law stood in front of the metal detector that had just been running and was scolded by a Black female TSA agent as to why she was there. MY Mother in law who is an elderly Chinese woman could not understand the TSA agent as she spoke quickly and in a accusatory tone. She asked more questions before we could intervene. It was obvious that the Black TSA agent just wanted to yell at someone who was weaker and powerless to protect themselves and to create a hostile environment. Well done TSA for having someone who violated the basic human rights of a woman who presented no threat but who was mistreated as if it was business as usual.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response Details: RESPONSE:

I told her I am sorry she did not feel the TSO listened or did not care. I am glad her daughter is fine.
I explained to her that if she had felt it was related to her disability she would need to follow a different course and I can explain to her how to put her complaint in writing.
(I covered her choice at least 3 times so she would be certain) Caller confirmed she did not feel it was related to her Daughters disability.

It is not necessary to fill out the comment card now. I cannot say anyone will contact you but we will provide your contact information.

CSM Referral Information:

Airport: JFK

Airline: JetBlue

Flight #: 163

Date: 7-28-14

Departure time: She said she was at the checkpoint at 7 AM

Phone #: (Cell) (b)(6)

Email: (b)(6)

Incident Details: Caller said she submitted a claim a couple of weeks ago and has not received a response. Later she said it was a screening complaint comment card not a claim for reimbursement.

She said what happened in 2004 and later she said it was July 28, 2014 she flew from JFK to Sarasota FL with her Daughter, (b)(6) who was 20 months old at the time.

Her daughter has cochlear implants and could not go through the metal detectors and she has a card from the doctor that says that. She told the TSO this and then the TSO told her to go through the side door with her daughter and she did not know that machine was also a metal detector so she did. Everyone, her husband and the TSA Supervisor kept asking her why she walked through the machine with her daughter but it was not her fault because she did not know the little machine was also a metal detector.

and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screening process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the ait machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the ait or private screening and he said he did not opt out of the ait machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of ait and asks for private screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screenr asked if he forgot to take anything out of his pocket but he did not tell him he was going to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport employees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys dont believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarrassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to suponea the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

Complaint:CSM

Claims: Complaint

Airport:Denver

Airline: Southwest

Flight Number:2947

Departure Time: 08-30-14 at 5:00 pm

Arrival Airport and Time:Phoenix Sky Harbor at 8:05 pm

Location:security checkpoint

Gate:C 39

Contact Information:he declined his phone #.

1014 5:58:2

and he said we should not touch people in their private parts. He said he did not hear the Officer say to go to the left and that the screener yelled at him and he said the egos of the screeners were offended and the screening process was a nightmare. He said he gave them his ID and he did not choose the private screening and went to the radioactive chamber and he forgot the gum and wallet in his pocket and that the nude body scanner went off. He said he still had items in his pocket and he removed the gum and wallet and he said he went online later and watched videos and said we have to let them know if they are going to touch breasts and groins and he said the screener could have had him go back through the airt machine or let him know he is going to touch his private areas. He asked if this is Constitutional and that they need to let him know beforehand that they are going to do the patdown. He said he knows he can either go through the airt or private screening and he said he did not opt out of the airt machine. He said he knows the room will be video recorded if he is in private screening and he is a smart guy and a Network Engineer technician and he keeps us safer than TSA ever could. He said we groped his private area and we did not let him know this and he said if someone opts out of airt and asks for private screening then they are told they are going to be touched in different areas. He said he did not consent to a patdown and the screener asked if he forgot to take anything out of his pocket but he did not tell him he was going to do the patdown and he said he sought Counsel and asked does TSA need to advise travelers that they are about to have an evasive patdown prior to doing it or can they just grab it. He said he already talked to the CSM, Anna, at the airport and that she did not listen to him. He said the Denver Airport employees are incompetent and he said he is 36 years old and he is well versed on ethics and asked is it our policy within the law to grope a person in their private area without letting them know this. He said he and his Attorneys don't believe that we have the right to do this. He asked can we molest an individual without letting them know this and touching their groin and buttocks and is it okay. He said his trust in Govt. is very low. He said he was taken to a secondary screening area in the public eye and he said he never went to a private room. He said he did not know he had to remove his laptop from his computer case and they took his laptop and ran it over and over and he expressed his frustration and concern and he said this Agency is an embarrassment and Agent (b)(6) threatened him and asked him if he wanted a private screening when he got to the secondary area. He declined his last name and phone #. He said we have no Law Enforcement Authorization whatsoever and he told Agent (b)(6) that he was unsatisfied with what he experienced. He said Agent (b)(6) was vindictive even though he went through the entire security policy and complied with everything. He asked what right did Agent (b)(6) have to threaten him and what right did an Agent have to grab him in his private area. He said he was not notified before screening that the agent was going to pat him down in a sensitive area. He said he lives in AZ. He said this is a violation of his rights and that this is molestation by the Officer who did the patdown and that he could have said no and he could have walked out of the airport and not gone through this. He said we have created a job for child molesters and perverts and we had no right to grab both of his buttocks and that he is a US Citizen. He said he was molested and he wants to see this agent in prison and charges brought against the TSA supervisor who threatened him. He said he did not want this referred to the CSM. He said he is upset that we are sending this to the CSM at the airport where this happened. He asked who holds us accountable and he said he is insulted by this. He said he is filing a serious complaint with the TSA. He asked where does he go above TSA and above this CSM. He asked who polices us and is it the Dept. of Homeland Security and that he did not want the phone # for the CSM at the airport. He asked does he call the FBI and he wants an impartial review of this case. He asked is a TSA agent allowed to grab his private area without telling him. He said he was not offered a private screening and he was grabbed by the agent on his buttocks and he said he is going to sue him. He said he needs to subpoena the video and needs the name and description of that agent. He said we are a disgrace to this nation and he said we molest little children.

Complaint:CSM
Claims: Complaint

Airport:Denver
Airline: Southwest
Flight Number:2947
Departure Time: 08-30-14 at 5:00 pm
Arrival Airport and Time:Phoenix Sky Harbor at 8:05 pm
Location:security checkpoint
Gate:C 39
Contact Information:he declined his phone #.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/3/2014 2:13:17 AM Airport : IAD - Washington-Dulles International Date/Time of Travel : 08/30/2014 6:15 AM Airline & Flight Number : UA3784

Checkpoint/Area of Airport : TSA pre-check TSA Employee: (If Known) :

Comment : A TSA employee responsible for attending to travelers in line informed travelers that the TSA pre-check security check point was late to open, but couldn't offer an explanation because none was provided to her from other TSA employees. Once the security shutter was finally opened, a TSA employee, ethnic Asian male, was extremely rude to the travelers in line. Most of the travelers near me were senior citizens. The first time he addressed the crowd, he pointed at all the seniors telling them if anybody had a pace maker, they need to get out of line and go to the regular security check point. He said that they were short on people and someone with a pacemaker would just slow down everyone in line. I personally think that is discrimination to senior citizens, because young individuals could also have pace makers, singling them out to shuffle them down to the regular security check point when clearly they had a permission to go through the TSA pre-check line. Then, as I was approaching the conveyer belt, he yells very loudly, (verbatim in broken English) 'Hey, Lady! You wearing your clothes inappropriately!' So, I look behind me to see if anyone is wearing a bathing suit in line, and didn't notice anyone who was wearing inappropriate clothes. When I turned back to look at him, I realized he was talking to me. I had a light jacket tied to my waist. I frequently use the TSA pre-check security check point, and at every one I've always been afforded the courtesy of wearing my jacket through the metal detector - it's even stated on the bulletin board at the TSA pre-check line that light jackets are allowed. So, instead of unnecessarily adding stress to the situation, I held my comments and simply took my jacket off and put it in my bag to go on the conveyer belt. There was no need for him to be disrespectful and rude. All he had to say was 'Ma'am please take off your jacket and put it in your bag to be scanned.' Simple and courteous words go a long way. It was very clear to me and the individuals in line with me that he hates his job and we the travelers are an inconvenience to his day. A woman behind me made a comment that she wasn't surprised at his negative behavior, because all government employees are the same. I was not only taken aback by this comment, but embarrassed that this TSA officer's behavior was giving the impression that our government treats its citizens and visitors in an abrasive manner. It bothered me that I was being labeled in the same category as the TSA official - I am a federal government employee, as well, and I DO NOT treat people in the same manner. I would be demoted or fired for such behavior. I realize now that he is a representative of our federal government at our nation's capital, Washington D.C. Extremely shameful that our citizens and foreign visitors would be subjected to the abusive behavior of this man. He wasn't wearing the same uniform as the other TSA officials, which leads me to believe he is a supervisor. I do know that TSA officials are supposed to be trained to diffuse stressful situations so that they can screen travelers in an efficient and effective manner. Unfortunately, either he wasn't paying attention to this training, or he is so unsatisfied with his job, he needs to be relieved of duty.

Would you like a response? : True

Passenger's Name:(b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/3/2014 1:02:34 PM Airport : FAI - Fairbanks International Date/Time of Travel : 08/21/2014 5:30 AM Airline & Flight Number : DL9062/AS124

Checkpoint/Area of Airport : passenger screening second level TSA Employee: (If Known) : 2 involved

Comment : I TSA Pre Check thru Global Pass and travel with a service dog (which I have done for more than 20+ years several time per year) and on my most recent trip I checked the TSA website to see if there had been any changes to the process regarding clearing me and my service dog. I noted that as of May 2104 nothing new I go thru metal detector then call my dog thru and when he alarmed they would do inspection of his equipment (collar and vest) and the only thing I was allow to have during the whole process was the handlers end of the leash. Well that is exactly how it went in Salt Lake International when I cleared. However in Fairbanks International I without Pre Check had to remove laptop Meds and watch in the tray per the TSA office then leave all my property to go to a metal detector with no view of my property. I put my dog in the down stay and went thru without alarm then call my dog thru and he alarmed (metal collar and rabies tags along with other tags required by law), but instead of the TSA officer saying he was going to have to clear my dog. He told me to remove his equipment and send him thru the detector again and when I tried to question him he just repeated his command. Not wanting to have legal problem for disobeying a TSA officer I did as ordered. When another TSA officer comes up and tells me to put the equipment back on, the first on say the dog alarmed and tells me to take it off. I responded with "Who's in charge?" twice before the 2nd one said he was. Once the equipment was back on he patted down my dog and swabbed my hands. This whole process took more than 15 minutes in which my property was out of my sight and many other had been processed in a different x-ray machine lane. I did speak to a TSA officer who said he was the supervisor. He informed me that the website was "wrong" and that they are to give the passenger the option of removing all the dogs equipment and sending it thru with their carryon for screening and have the dog go thru without any equipment or to come thru with equipment and then have the dog and passenger hand screened no matter who alarmed. He also 90% of service dog owner take off all the equipment. I find that hard to believe when the laws and TSA website says the handler must be in control of the dog at all time in public (Alaska has leash laws in all counties), so to remove all the equipment would mean a dog with no controlling device running around a airport in direct violation of the law at the orders of the TSA. So I did find that the name tag the second office said "lead" and "supervisor" was on the one I spoke to last. I today again looked at the TSA website and the service dog information was the same. Lastly the website says if the dog alarms the passenger is "not to make contact with the dog (other than holding the leash) until the dog has been cleared and inspected by an officer" and this was not the case in Fairbanks as they had me all over my dog taking off, putting on, taking off, putting on his equipment. So can someone please tell me what the Official Policy is regarding the clearing of service dogs for those of us with disabilities who travel. Thank you

(b)(6)

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Address (b)(6)

Zipcode: 75017

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? Yes

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

John F. Kennedy International Airport

What was the date and approximate time of the incident?

Caller:

Traveling with her mother that has a knee replacement. Her mother is 78 years old and went through a patdown last year. Is there a way that they can show a physician's note or a way to prevent that patdown from occurring again?

Advised Caller:

If her mother alarms an AIT or WTMD, then she will need to undergo a patdown. A note can help the officers understand what her condition is but it will not exempt screening.

The caller's wife came to their house on Cape Cod from TX. She brought the cats with them. They called the TCC in advance to verify how to bring the cats and they were told they could leave them in the carrier instead of having to remove them from the carrier. They were concerned about escape so they asked if they can leave them in the carriers and he was told yes. They told the TSA person at the departure airport this and the TSO told him that this is wrong information and they had to take them out of the carrier. One cat scratched and clawed and almost got away. They are now getting ready to go back to TX and they want to know the policy about taking the cats again.

I advised the caller that if a passenger believes that the removal of their pet could result in escape, a Supervisory Transportation Security Officer (TSO) can authorize an alternative screening measure that he or she deems sufficient. When permitted, an animal may remain in its carrier and be carried through the WTMD by the passenger; however, the passenger, the animal, and the carrier must undergo secondary screening.

014 2:09:2

Additional screening of the animal may include a visual observation, a patdown inspection, or Explosives Trace Detection (ETD). If additional screening requires removal of the animal from its carrier, passengers may request a private screening. TSOs may ask the owner for assistance during any part of the inspection.

I advised the caller that he may want to contact the CSM at the departure airport in advance of travel on the 25th and he said that he left them a message but has not heard back yet.

I asked the caller if he would like an email of this information for his records and he said yes (b)(6)
Hello,

I wanted to complain about inappropriate touching during a search in the Reno Airport.

On 2 September (Tuesday) 2014, I was flying out of the Reno airport. I kept setting off the metal detectors, probably because of my bracelets. I wanted to take them off, but ended up getting a patdown.

The TSA Agent (b)(6) (I believe I wrote that down correctly) gave me a very thorough patdown, including pushing her hands against and in between my labia. I jumped the first time she did it, startled and VERY uncomfortable. If this happened elsewhere with a stranger, I would have called it sexual assault. When she did it again, I said, "Don't touch me there." She told me she had to put her hands on my upper thighs. "That wasn't my upper thighs."

014 4:15:4

If the goal of the TSA is to have their officers spread women's labia and put their hands in between labia walls and between the labia and the thigh, that is not okay for a normal security process. Not at all. That is sexual assault.

This officer needs re-training.

Best,

(b)(6)

I was traveling thru Houston TSA and I am a PRE TSA travel which give me the option of less TSA interaction.

On Thursday night about 5:30 PM I was in line and a man came thru a head of me and stated he was a PRE TSA traveler and the lady TSA person let him go thru the metal detector, I got there with the same situation, I was told I had to go thru the body scanner.... I then opted out for the pat-down.... After going thru the Pat-Down I ask to speak to the supervisor on duty. I tried to explain to the supervisor what happen he was very rude and controlling, not to mention disrespectful. He did not provide me with any information pertaining my situation. Just told me he makes the rule and the body scanner was calibrating.... Fully taking a position without getting the fact.

014 10:19:2

I believe TSA should really consider is this guy supervisor material.

(b)(6)

Caller has a complaint on the manager, named (b)(6) at DEN. He says he was reaching down in his trousers past the waist band. He says this was not ok. He had complained and was told it was standard procedure. He says he had a small pin knife he had forgot and asked if he was able to mail it even if it cost \$25 and he was. He then had go back through screening again, they had him use the WTMD. He has had metal implants, in the hips. The officer almost hurt him he went up his legs so fast. He says he had just went through screening and had to be screened again. He said the officer and supervisor was smiling the entire time during his second time of screening. They would not give him the agent's name so he only got the name of the manager. He had offered to go back through the AIT again and they told him he couldn't. He feels the officers feel they have too much power.

Told caller

I was sorry for his experience.

014 3:54:0 I would take his complaint and send it to the CSM so they would be aware of this as well.

Airport: Denver

Airline: Frontier

Flight number:

Date and time: 09-05-14 at 1:45 pm

Terminal or gate: A gate

Items Damaged: He said the agent had put his fingers in the waist band and he had put his hands farther down in his pants then the waistband. He says they have never done this before.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/5/2014 2:55:02 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/04/2014 6:00 PM Airline & Flight Number : US Airways 2707 Checkpoint/Area of Airport :

2014 4:16:2 TSA Employee: (If Known) (b)(6) something Comment : My dad and mom had TSA precheck on their boarding passes and are old (70 and 65). But since they cannot understand the American accent very well, we had to take them for general screening with us. The 2 agents at the metal detector were extremely rude with my dad and mom and shouting to remove things from their pockets. I helped them do that, but they shoved them to the xray screening although they had TSA PreChk on their passes. It really hurts to see TSA agents being disrespectful of seniors and elders, since most countries treat their seniors well. My parents felt extremely insulted and had a demeaning experience at this TSA checkpoint. This is in stark contrast with our experience at TSA checkpoints in LAX and LAS airports where agents were respectful and courteous while doing their jobs.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he had a issue going through security in Charleston SC. He said his wife is pregnant. He said he wanted to decline the screening and his wife requested the patdown. He said one of the TSOs gave his wife a hard time. He said it happened a half an hour ago. He said he did not get the TSOs name. She was wearing a hearing aide and had light brown dyed hair. He said she was in her 50s. He said there was a line and he understands that the agent was trying to expedite the line. He said the TSOs reaction was that she should find another agent to help her. He said the machine was the WTMD. He said it was not appropriate for the agent to determine if his wife should get a patdown. He said he would like to report this but he did not want to be contacted. He said he realizes the radiation dosage is very low now but he it was their right to request a patdown.

2014 9:32:4 RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. This will get referred to the CSM today but they are not there on the weekend. You are correct that you have a right to request a patdown. Advised that TSA does track trends to see if a particular incident continues to occur.

Date and Time of Flight: Sept 6th, 2014 Happened at 9:00 a.m. Flight scheduled to depart at 10:30 a.m.

Gate or Terminal: Gate A 5

Airline: United

Flight Number: 4111

Airport: Charleston

2014 10:19:3 Caller stated he had a complaint on Jackson Mississippi Airport. Caller stated that he had a metal implant in his knee and he told the TSO that he could not go through the WTMD. Caller stated that the TSO laughed and stated that he could, but he would cause an alarm. Caller stated that another TSO laughed as well. Caller stated that he went through security and he was asked if there was a CPAP in his bag and there was. Caller stated that he was asked if he wanted to remove it or if he wanted her to remove it. Caller stated he said that he would like to and then she stated that she had to do it because it was already in her possession. Caller stated that Officer (b)(6) was the worst he had encountered at many airports. Caller is upset. He stated this was just a customer service issue, not disability-related.

Resolution:

I thanked the caller for giving this information as we do track trends for corrective action. I advised the caller that I would forward this information to the Customer Support Manager at the airport for review.

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Noatak

State: Alaska

Zip Code (Post Code): 99761

Other:

Email: (b)(6)

2014 5:24:3

==Incident Information==

When did this happen? 09/03/2014

Where did this happen? ALASKA - OTZ - Ralph Wien Memorial

What happened? I wear a lock brace because of a surgery. I required a pat down because of the metal detector. This in itself isn't the issue. While being searched the TSA agent rubbed my butt, checked my waste band and touched my skin while doing so, lastly the agent rubbed his hand over my genitalia, this was a terrible experience and I feel that no TSA agent should be allowed to touch another person's private parts.

Who treated you unfairly? An older gentleman, heavy set, at Kotzebue airport before the evening jet. Highly invasive search.

List anyone else who may have seen or heard what happened? (b)(6)

(b)(6)

Is there any other information you want us to know about or consider? Pat downs, I have no problem, but being touched

disability claims.

...

FIRST INCIDENT

INITIAL COMPLAINT FILED WITH TSA:

From: HYPERLINK "mailto:tsatcc@senture.com"tsatcc@senture.com [mailto:tsatcc@senture.com]

Sent: Sunday, November 24, 2013 16:57

To: (b)(6)

Subject: The following event (b)(6) should be reviewed.

EID: (b)(6) Contact Type: ODPO

Contact Date: 11/24/2013 3:43:39 PM Contact Status: Pending ODPO

Incident Date: 11/24/2013 12:00:00 AM Linked Event IDs:

Medium: Email

Passenger Contact Information:

Contact Prefix: Contact Address 1:

Contact First Name: Nic Contact Address2:

Contact Middle Initial: Contact City:

What does he need to do?

He thinks he went through the Precheck Application Program, but he never went through fingerprinting. He just randomly started getting it.

He flies with Southwest.

Caller Advised:

I asked him probing questions and determined he was not eligible through a Trusted Traveler program.

TSA is identifying passengers who may be eligible for expedited screening through a risk-based analysis of passenger data provided when booking the reservation on a flight-by-flight basis. Using the same Secure Flight data that passengers have provided for years, TSA's risk-based analysis will allow TSA to ensure as many travelers as possible experience the benefit of expedited screening through the TSA Pre lanes. This is not to be expected every single time you fly.

Do DAY and BWI participate in Precheck?

Dayton International Airport (DAY) participates with

American Airlines

Delta Air Lines

Southwest Airlines

United Airlines

US Airways

Baltimore Washington International Thurgood Marshall Airport (BWI) participates with

Air Canada

American Airlines

Delta Air Lines

JetBlue Airways

Southwest Airlines

United Airlines

US Airways

How does he apply?

Visit www.tsa.gov, select Precheck, and select now accepting applications at select locations Pre Enroll.

Caller spoke with (b)(6) about some missing jewelry. She says that she would like to check the status of this because she hasn't heard anything. She says that she has not received the claim forms. She wanted to confirm the email. She says they are not in the junk or spam folder. She says that she has not spoken with anyone since she spoke to our office.

Advised caller:

Advised caller that the claim forms were sent to her the same day she spoke with (b)(6). They may have went to her junk or spam folder. Walked her through how to get these from the TSA Web site. As far as not speaking with anyone, according to the notes, she has been speaking with the CSM at the airport.

Provided the following from CSM notes:

We have been in regular contact with (b)(6) for about three weeks now over her missing bracelets. After our review of CCTV, (b)(6) is seen removing the bracelets after alarming the metal detector. However, the footage is inconclusive as to whether or not she (or anyone else) picked them up.

Advised caller that if she would like to speak more with him about this, she can contact him directly.

Provided:

Name: (b)(6)

Phone: (b)(6)

014 10:32:2

014 12:35:0

Preferred Language: english

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Fifth Amendment - Due Process
- Profiling
- Race Ethnicity
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: san jose

State: California

Zip Code (Post Code): 95155

Other:

Email: (b)(6)

'014 2:22:1

==Incident Information==

When did this happen? 08/28/2014

Where did this happen? CALIFORNIA - SJC - San Jose

International

What happened?

i was at the screening line and opted out as i do not wish to go through the millimeter wave detector. so my only option as i was traveling alone was to go through the illegal pat down process. i don't understand why when i am accused of no crime, and i am not traveling with my children the only option is to be subjected to

Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened:09-07-2014@12:30

Airport: Burlington Vermont.

Gate Terminal: Gate 3

'014 2:43:5
Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and then review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesn't have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Disability Description: Caller is visually impaired and has a service animal.

Response Details: Incident happened:09-07-2014@12:30

Airport:Burlington Vermont.

Gate Terminal: Gate 3

Apologized to caller for her experience at the airport. Advised caller I will forward this issue to the CSM and then review the issue. Advised caller if they have further questions they will either contact her through her phone number or the email she provided.

Incident Details: Caller stated she has never complained about TSA. Caller stated she is visually impaired and she has a seeing eye dog with a harness. Caller stated she is used to approach the screening checkpoint and explain the screening that she is used to. Caller stated she was unaware that the screener was looking at something on the metal detector and the caller stated she asked the screener to speak to him and the screener was rude. Caller stated she had knee surgery and go through the AIT machine and the passenger tells her dog stay while she gets screened, the caller stated when she gets done with the screening, she will call her service animal by name and she will go through the WTMD and she stops for the TSA agent to pat her down. Caller was trying to explain to the supervisor at Burlington Vermont the screening process for herself and the service animal that works at other airport and the supervisor was disrespectful to the passenger. Caller stated the supervisor told her not to tell him how to do his job and the supervisor replied that he will tell her what to do going through the checkpoint and the supervisor had the caller go through the WTMD and then she was subject to a patdown. Caller wants the supervisor to apologize to the way he treated her at the checkpoint. Caller doesn't have the name of the supervisor and the caller stated she was so upset and she has never been treated like that before and she travels all the time.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do not want to go through the same experience again.

Airport: Phoenix International

Airline: Southwest

Gate: C4

Flight number: Not available

Advised: We regret that you have to go through that experience. The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (Twos) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

Because your complaint concerns the conduct of Twos at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the subjects of repeated complaints.

Caller: She traveled from Phoenix, Arizona to Burbank, Ca. When she went through the check point she received some extra screening. When the TSA officer proceeded with the patdown the officer touched one of her lower private part. She will be traveling soon and do not want to go through the same experience again.

Airport: Phoenix International

Airline: Southwest

Gate: C4

Flight number: Not available

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Dear Sirs,

I flew with my father August 29, 2014 from Panama City, FL and September 6, 2014 from Ft. Lauderdale, FL. He had a defibrillator implanted last year and was instructed by his physician to have a pat-down and to not be screened with imaging or metal detectors, ever. My father was given a card to show the TSA employee prior to screening, which he did. Both airports gave him a hard time, telling him to go through the Imaging Machine because it is safe. This made my father nervous and upset because of what his Cardiologist instructed him to do.

I had to step in and tell them again that he wants a pat-down because of his device and doctors orders. It was clear that at both airports, the employees were "put off" that they now had to do extra work because a passenger did not want to be screened by any of the machines.

Your website states that TSA has no evidence that screening by imaging technology will affect such devices.

Why are your employees telling passengers that they are safe when there is no evidence?

It is wrong of the employees to lie when someone's health is at risk or any time for that matter!

My father will be flying again soon and I sincerely hope that when he requests a pat-down, there will be nothing more said and his request granted.

2014 6:07:4 Please see to it that the TSA employees respect the requests of passengers, especially when they are already uncomfortable with medical issues and trying to follow their doctor's instruction.

Thank you for your time,

(b)(6)

Springfield, Oh 45506

Travelers with Disabilities and Medical Conditions

Dear TSA folks,

I am including here an explanation of the content of the phone call I made to TSA earlier today. While I am disabled, I do not believe this was an act of discrimination, but rather simply a matter of discourteous and rude behavior on the part of the supervising employee at the Burlington, Vermont airport on September 7, 2014 around 12:30 p.m.

I am a frequent traveler with a seeing eye dog. As I have been requested in the past at multiple different airports, I approached the TSA agent to explain the best way for my dog and I to go through the screening. I have had 20 knee surgeries and currently have two total knee replacements, so the body scanner is by far the most preferable and comfortable way for me to be screened for security. My dog goes on a sit stay outside of the metal detector until I have completed the body scan, and then I call her through the metal detector. She then stops and allows the TSA agent to pat her down. This has worked wonderfully in nine or 10 different airports and the TSA agents have always commented on how smoothly this routine works.

2014 6:10:0 Yesterday, I approached the head TSA agent in Burlington, who informed me curtly that he was too busy to talk to me and that I should step away from him. (My son later told me he was writing something down on a clipboard having to do with the metal detector, but because I cannot see, I was unaware of this.) I stepped back in the line until he was able to talk to me, and then I explained the routine that my dog and I have established to him. He became very agitated and told me that I was not to tell him how to do his job. He told me that he would tell me how the dog and I would be screened. In the end, he required me to go through the metal detector with my dog and get patted down, something I have not had to put up with in over two years and more than 20 flights. I was angry and humiliated, and became tearful. The female TSA agent who unfortunately had to pat me down was wonderful, kind, and extremely apologetic.

The male agent's name I believe was (b)(6) or (b)(6) (but, because I cannot see, I could not read his badge). I believe he owes me an apology, as I was neither rude nor pushy and as I have been asked multiple times in other locations, was simply explaining to him what worked best in my situation.

(b)(6)

Broomfield, CO 80020

(b)(6)

HYPERLINK (b)(6)

Feedback Type : Security Issue

Categories : Other; Miscellaneous/Other

Current Date/Time : 9/9/2014 11:56:17 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 8:24:4
Comment : Management at TSA/JFK has taken it upon themselves to directly violate the SOP and allow all parents and people traveling with children under 12 to wear their shoes when walking through the metal detector. These passengers have been considered "expedited," however, nowhere in the SOP does it state that passengers become expedited simply because they are traveling with another passenger who is. It is yet another example of JFK management making up their own rules to serve numbers.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general.

2014 2:11:2
Information Request: Caller feels like she has been discriminated against based on her disabilities. Caller stated that she has rheumatoid arthritis, bilateral knee replacements, she can not lift her arms above her head, she also has OCD and fear of contamination. Caller stated that she also has claustrophobia and has a fear of flying in general. Caller is wanting to file a complaint so they can adapt her screening so she will not have to get a patdown. Caller has talked to TSA Cares and the CSM at PHL Elena Kemp. Caller stated that they don't change their gloves unless asked and then they don't have to do it, and if they don't they refer the situation to a Supervisor. Caller is up set because they may adjustments for religious reasons and will use the hand held metal detector when they are wearing a complicated head wrap. Caller wanted to speak to someone above me that could help her with her issue.

Response Details: Advised caller generally they will change the gloves upon request. I cant guarantee they will but they usually do. Every passenger has to be screened that pass through the checkpoint. Even a person wearing a complicated head wrap will receive a patdown even if they use the handheld metal detector. You can not file a disability discrimination complaint until you have flown. They are trained if you have painful areas of the body to excise caution and adapt the procedure to be as painless as possible. Once you have flown and you have had issues then we can file the complaint but until you have flown there is nothing that we can do. Supervisor took over call.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Professionalism/Customer Service Current Date/Time : 9/10/2014 2:36:11 PM Airport : ANC - Anchorage International Date/Time of Travel : 09/08/2014 4:45 PM Airline & Flight Number : Alaska Airlines

2811 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

2014 4:26:2
Comment : I am two weeks post operative shoulder surgery, which requires the complete immobilization of my right arm in a sling. I was not informed how the security screening would be different than an uninjured flier. I was instructed to stand and wait for someone to help me, while multiple passengers moved along quite rapidly. I was not asked if I wanted my belongings to be held until I was able to be screened. Instead, my brand new \$1200 laptop and \$500 phone were set in plain sight while I was on the other side of the screening machines, unable to view my possessions. I had to wait 5-10 minutes before a woman, who had been standing next to me the majority of the time, took me through the metal detector, swabbed my sling and hands, and then finally returned me to my belongings. Then another agent began haranguing me for the 3oz pepper spray that was on my keychain. Having flown from Fairbanks to Anchorage merely 3.5 hours earlier today, I was unaware that this was not a permitted substance, as it was in clear view of TSA agents in Fairbanks and was not confiscated. The option of giving the spray to my ride was not given to me. The agent simply continued to speak at me in a very rude and unnecessarily brusque tone of voice. All in all this was a very poor experience, and if I had a choice, I would opt to not go through the Anchorage airport security again.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Just went through pre check screening at the BDL A gates. Also have an artificial hip. Pre check lanes are configured at this gate so there is no access to a full body scanner....so when my hip triggers the metal detector..... I once again ended up standing in my socks with my pants around my ankles getting a full body frisk

Mind you there are 4 full body scanners at this checkpoint but only one of them appeared manned way over on the non pre check side. Didn't matter as the pre check lanes run you all the way over to one side and the staff won't let you go across the 10 feet to the closest scanner. Although it wasn't manned, there were 5 folks milling around in the supervisor booth.

I complained to them and they reported they get the same complaint several times a day. have communicated it to Management but get no response

It would cost nothing to reconfigure the lanes but they apparently can't get permission. How about at least a wand at pre check instead of the full hands on pat down

'014 12:11: I guess what really frosts my oats is that I paid \$85 for my pre check and its a complete waste as I frequently fly this airport.

So....can you get this fixed or alternately can you send me back my wasted \$85?

I've talked to the staff here the last 3 times through and they just shrug it off as being beyond their control to address. I'd like a response please. Either reply to this email or ring me up at (b)(6)

Thanks for listening

(b)(6)

Sent from my Verizon Wireless BlackBerry

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Naperville il

Zipcode: 60564

2014 4:13:4 Are you 18 or over? no

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

George Bush Intercontinental Airport

Feedback Type : Security Issue

Categories : Pat-down; Advanced Imaging Technology Current Date/Time : 9/11/2014 10:37:38 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 08/30/2014 7:00 AM Airline & Flight Number : UAL656 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : September 11, 2014

To TSA

My name is (b)(6) Age 77

On Mon. Aug. 25, 2014, I did fly on United Airlines UA5948, 5:50AM, from AVP airport, via ORD, to PHX airport. The TSA lady did scan my passport as my ID. At the direction of the TSA lady I went thru the person metal detector without any metal detection alarm. I did not remove my shoes. In my hand bag I had a can of shaving cream. Also, the hand bag and some change, glasses in a case, and a pen in a container, went through the baggage metal detector without any metal detection alarm.

On Sat. August 30, 2014 I, did fly on United Airlines UA656, 7:00AM, from PHX airport, via ORD, to AVP airport. The TSA lady did scan my passport as my ID. I started to place my hand bag and metal items in a container in the baggage metal detector and the TSA man said to wait as he was going to recalibrate the metal detector.

2014 8:46:5

At the direction of the TSA lady I went through the person metal detector and I set off the alarm. I said I had a rod in my left hip due to a fall. I did remove my shoes. I went through the person metal detector three times and the alarm continued to sound three times so then I was checked by the TSA man with gloves. Although they were not metal he became concerned I did not put my ID, credit and membership cards in the container.

The TSA lady took the same can of shaving cream from my bag and which was fine on Aug. 25 at AVP and also took my 2 yogurts with tin foil covers. She did not take 2 bananas. I said that's food. She mentioned it had tin foil. She said she would escort me over on the side so I could eat the 2 yogurts and then I would be required to again go through security.

Usually there is large trash container for items taken. I did not see a container and my departure time was early so I did not have time to go on the side so I could eat the 2 yogurts and again go through a long security line.

As I began to put on my shoes I noticed she placed the 2 yogurts on a lower counter near the area where I was checked by the TSA man. They were not placed in a large trash container. I would say the TSA people ate my yogurts. I did not see where the shaving cream was placed.

In February 2014 on United from AVP I traveled to Miami and back. In late May 2014 through early June 2014 on US Airways from AVP I traveled to Seattle and back. For the 4 airport security checks no alarms went off and none of my food was taken. I believe your metal detectors were recalibrated to be too sensitive at PHX airport. Also, I am profiled.

Would you like a response? : True

Passenger's Name : (b)(6)

once you open vials of liquid nebulizer medicine it is wasted

if you want to open and force me to waste my medicines since opened vials is not able to be saved and used later then you pay for new stuff

again -- opening albuterol nebulizer vials so you can test actual liquid wastes medicine and once opened must be used or go in trash

you want me to waste medicine need for asthma attacks then you pay for new stuff

albuterol nebulizer not even close to having bottle like cough syrup where just put the cap on and be ok

no way with nebulizer medicines --- albuterol not work like that

once opened must use or put in trash

!014 12:13: there is no bottle cap for albuterol

here is actual picture of what nebulizer drug look like -- see no cap can take off and on at will

after you open the vial -- even to test liquid -- that is it -- not able to save it and use it later

again this is not like cough syrup where can open a bottle take some out and save the rest --- does not work like that

you waste my medicine you pay for new ones -- insurance says too bad for a full month even because you forced me to waste it

people need to get off the scripted crap and give real answers -- not send me copies of your web site

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Las Vegas NV 89119
Zipcode:

2014 6:13:2

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? yes

Which U.S. airport were you traveling through?

Miami International Airport

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 9/12/2014 11:09:56 PM Airport : MCO - Orlando International Date/Time of Travel : 09/12/2014 3:30 PM Airline & Flight Number : Southwest Flight 521 Checkpoint/Area of Airport : Area just before scanning machine TSA Employee: (If Known) : Not known Comment : I was standing in the area of a scanning machine at the Orlando Airport when I received very rude and unprofessional treatment from a male TSA agent. I had just placed my carry-on bag and tray with shoes and belt in it onto a conveyer belt. As I was standing in line waiting for my turn to step through a large x-ray scanner, a female passenger in front of me was waived through a nearby metal detector scanner. I was about to step forward when a rude male TSA agent asked me to identify my bag on the conveyor belt. I pointed at it and he asked why I was not standing directly across from it and following its path on the conveyor belt. I politely told him I was unaware I was supposed to be doing that and then he quickly asked if I understood him. I said yes and then he immediately shot back that I "must not understand him" and "must not be able to understand him" because I wasn't doing it fast enough. At that point I was asked by another TSA agent to walk through the large x-Ray scanner, which I did without incident. At all times when the rude TSA agent confronted me, I was polite and did nothing but try to comply. I reported him to a supervisor after I put my shoes and belt back on. Another passenger, who I'd never seen before, also complained at the same time to the supervisor about rude behavior he had also received by the same male TSA agent. One of the TSA agents, a female, who was working at the conveyor belt at the time I was treated rudely, came back to the supervisor area while I was making my complaint to apologize for the treatment I had received by the male TSA agent. No member of the traveling public should be treated like that by a TSA agent.

2014 9:26:2

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/14/2014 3:50:21 AM Airport : LAX - Los Angeles International Date/Time of Travel : 09/13/2014 12:00 PM Airline & Flight Number : West jet WS1423 Checkpoint/Area of Airport : International, terminal 2 (I think 2, flight was out of gate 21 for sure) TSA Employee: (If Known) :

Comment : I requested a pat down instead of going through the body scanner like everyone else. I was told by the woman standing behind the metal detector directing everybody through the body scanner to wait to the side so I did. It took 15 minutes for me to be called over for the pat down. I felt as if they were trying to force me to use the scanner by making me wait so long I would change my mind. It is worth noting that the security area was not busy at the time, we waited behind only 2 people in line before placing stuff in bins. Of course I'd put all my stuff in the bins for scanning quite a while (and a number of people) ago. If I hadn't been travelling with my husband who collected my stuff for me, it would have been left unattended the entire time. Not only is that increasing my risk of theft, it is in direct opposition to all the announcements that play once you've cleared security about not leaving your belongings unattended and to keep them in a direct line of sight at all times. While I was waiting, the female officer mentioned before behind the metal detector would not even look at or acknowledge me, much less tell me how much longer I might be waiting or if someone was on the way, again leading me to believe this wait was to encourage me to just go through the body scanner. I'm not sure if it is required or not, but the officer performing my pat down never asked to see my boarding pass or passport (which I didn't have on me anyway because it went through the scanner 15 minutes before). Additionally, my husband has informed me that bags were being pushed through the scanner even though the track past it was full. So much so that bags were starting to fall off the end and another female passenger even commented on it to him too. My husband debated requesting a pat down instead of the body scanner as well, and had he opted to go with the pat down, all of both of our belongings would have sat completely unattended, out of our sight for the 15 minutes it took, likely after falling to the ground. I have never had any issues with/complaints about security screening before and I understand it's importance, however I feel that this entire experience is unacceptable and avoidable.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 9/14/2014 10:39:45 AM

Name (b)(6)

Email (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports) :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Spirit Flight 126 FLL to MYR 8:10 PM

Comments: Inconsistent screenings within the same airport: I fly often. I don't go through the scanner because I can not verify its safety. I always opt out. Often TSA agents show their displeasure for my choice. I have complained at least once when an agent took "meets resistance to mean "go up until first finger is in middle of travelers external labia over clothing." Nothing was done about it. Still I need to travel, after seeing a news video where a woman went through with no problems in a bikini, and to make things easier on me and faster for TSA I began wearing a bikini under my clothes when I travel. A couple of weeks ago I flew from MYR to FLL and back on the same day. On the MYR portion I was only asked to have my hands swabbed and put thru a metal detector. At FLL I waited until it was time to take off my shoes and I removed all clothing except the bikini. The agent looked me over (Everything that is usually supposed to be touched in a pat down was visible) and told me to take my things and have a nice day. This happened again on Fri 9/12/14 from Myrtle to FLL, I went through in the bikini with no incident no pat down and had a pleasant flight. I was relieved to have a solution that did not involve me feeling violated and still allowed TSA to do what they needed to. Last Night 9/13/14 on the Spirit flight from FLL to MYR I again waited until the last possible moment, removed my jogging suit and asked an agent for an opt out. I was told "You know she's going to run her hands up your thighs, right?" I said "why? there's nothing covering my thighs" He smugly told me "I just have to inform you. I shrugged it off thinking perhaps he was new. Sure enough when I got to the other side I was told I was going to be pat down. The agent proceeded to run the back of her hand over my bikini on my breasts, buttocks and the back of both hand over my bikini down the front of my pubic bone. I was literally touched in places I've never had touched during a pat down.. When she told me she was done and I could get dressed and older woman with grey hair came over and snapped "No she's not! Don't let her put her clothes on! Take her ID and boarding pass!" She confiscated my ID and boarding pass and had several male agents stand with their backs to me causing a scene. A younger male agent came over and expressed his annoyance that "I" was causing a scene by coming through in a bikini. I explained it was "his" co worker who insisted I stand there longer than necessary in a bikini. With about a half dozen male and female agents glaring at me in disgust, I asked the woman who pat me down if I was being detained, she said "no." I said "If I'm free to go may I please have my things?" again she said "No." I said "So I'm being detained?....." They eventually came out and gave me back my ID and boarding pass. Clearly I am upset by the way I was treated. What Homeland security should be concerned with is the hiring process. You had several adults who were so rattled by a middle aged woman in a bikini they focussed all their attention on it. That's not "me" causing a scene. Other agents were able to get me through no problem. What I encountered last night seemed to be a group of emotionally immature and unstable adults who should not be in charge of the safety of other human beings. More than a half dozen agents got involved in something and were clearly showing emotion... not over a safety issue but because despite looking at scanners and touching people in pat downs, they have some problem with me in a bikini. (I guess none have them have ever been to a public beach in the US?) I strongly suggest you look at the tape and perhaps point out to the agents who stopped doing their job elsewhere to get involved in a "bikini incident" how they left holes in TSA security to vent their personal disgust rather than just do their job. In addition, I'd like to know exactly what the protocol "is" for a pat down, there seems to be an awful lot left to the discretion of a TSA agent to go on "gut feeling." I feel like I was singled out and hazed by a bunch of junior high kids.

From: (b)(6)
Sent: Sunday, September 14, 2014 9:08 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/14/2014 9:08:07 AM

2014 11:14:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

surgical steel in leg , ankle and hip

Comments:

I really am not impressed with the general caliber of TSA employees. 3 times ive been to airports -seeing someone off and the metal detector went off cause of the implants in my leg- The TSA idiots went beser why dont you have a REAL ID card like they used to have

invasive screening experience, several TSO s spoke to her in a rude fashion, "treating her like a child". She explained to me that she felt that the entire experience was rude and insensitive. She said that three TSO gentlemen just stood there and gawked at her while she was waiting for her patdown making various comments to her. She inquired about her purse and walking cane while she was waiting for a female TSO to give her a patdown (30 minutes). The three TSO s made insensitive comments such as "stop worrying about your things, just sit there and wait". She explained that when going through the WTMD, no TSO s offered to help her walk, so her husband assisted her. When he was finished, they made him go through the entire process all over again. I explained that it is SOP for him to be rescreened, she didn't like that at all. She explained that in the end, the whole screening process took its toll on her that day and she began to cry. The TSO s left the area at that point and an STSO came over to her. She said that he was very nice and immediately had a female officer in the near area conduct her patdown. She nearly missed her flight due to the screening. On her return flight from another airport she said that the TSA officers were much more pleasant and organized, treating her respectfully. She wanted to know why IAD was so chaotic and rude.

I apologized for the way that she felt and explained to her that I would send her concerns and complaints to the CSM at IAD.

Date Time-- 9-11-14 at 8am.
Gate or Terminal--1st Terminal when you drive in. She was sure that it was Terminal #1.
Airline--Virgin America
Flight #--VX89

Advised:

10:04: (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. (She did ask for a STSO)

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

In addition, I gave her the information for TSA Cares on future flights:

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying.

The hours of operation for the TSA Cares helpline are Monday through Friday 8 a.m. to 11 p.m. EST and weekends and holidays 9 a.m. to 8 p.m. EST. TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint. I told her that I would also email her the TSA Cares information.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/15/2014 9:31:53 AM Airport : GJT - Grand Junction Regional Date/Time of Travel : 09/15/2014 8:25 AM Airline & Flight Number : us airways 2954 Checkpoint/Area of Airport : ONLY security checkpoint TSA Employee: (If Known) :
Comment : Hello,

I travel for work on a weekly basis, and I'm a known traveler so I go through a lot of airports. The security at GJT is by far the slowest security checkpoint I've ever been through. There were four people in front of me and it took more than ten minutes before I got to go through the metal detector.

10:22: When my carry on bag was scanned the safety analyst said "I had to much stuff in my bag" and asked for additional screening. I travel with the same items on a weekly basis and have never been told I have to much stuff.
This same security area has in the past required hand checking my nag because the agent screening my bag can't tell a tablet from a laptop and has attempted to take my Zippo non-torch lighters on many occasions.

I understand and respect the job TSA does, but having different standards at different airports is a flawed strategy for protection. I hope filing this complaint does not jeopardize my known traveler status, but as GJT is my home airport I felt you should know the lack of consistency I see.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated the screener at the airport was so rude. Caller stated she travels with a service animal. Caller flew from Burlington Vermont on September 7. Caller stated she had metal implants and she has visual impairment and she travels with a service animal. Caller stated before of her knees she prefers to go through the AIT machine and her service animal puts on a state and then she will go through WTMD. Caller stated she received the papers to make a complaint if she was discriminated against going through the checkpoint. The caller stated she doesn't feel she was discriminated against she just wants an apology from the screener. Caller wants to know if she can contact the CSM. Caller stated if someone doesn't contact her about the issue she will fill out the papers she was sent.

2014 10:58:

Advised caller the issue was sent to the CSM at Burlington Vermont Airport. Advised caller to call 866-289-9673 press option 5 and put in the airport code and she will be given the CSM number.

Caller stated she didn't want the information sent to the CSM she will call them.

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/15/2014 12:20:59 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 08/10/2014 4:00 PM Airline & Flight Number : American Airlines Checkpoint/Area of Airport : Around gate 30?

TSA Employee: (If Known) :

2014 2:08:11 Comment : I recently came thru Dallas on my way home from Athens Greece. I had purchased a bottle of ouzo at the duty free store in Athens. I had a separate receipt for this in with my passport and a receipt sealed in the bag with the ouzo. I approached the TSA screening in Dallas and the TSA agents were very condescending and rude as they had both the metal detector and the walk thru scanner operating. They were letting a few people thru the metal detector then as we were lining up they put a plexiglass sign up with a "stop" sign on it. This made all of us go to the back of the other line while our things were going thru the screening. It was very confusing. Many people in this line did not speak english. The TSA agent said "Didn't you all learn how to go to the end of the line in kindergarten? Apparently you did not listen" When I finally got thru the scanner line my things were scattered. The young man from the TSA approached me and said "Missy, we have been waiting for you" He continued to badger me with rude insults and questioned me as to where I had been and why I had the bottle of ouzo. Now this bag was sealed shut with a pulltab and the receipt inside the sealed bag. He continued to address me as "Missy" and was unable to open the bag that the ouzo was sealed in. He then called for a supervisor who also questioned me and then it took 2 of them to cut open my bag containing the ouzo. It was very obvious that this bag had never been opened as it took 2 grown men to cut it open with scissors. They then inspected the contents put it in a machine to screen it and resealed the bag and told me that "this time they would let me go" What? Let me go? I had been thru Athens, London and came home thru Dallas where I was treated rudely. be a couple of "good old boys" from the Dallas TSA. I barely made my flight home to Palm Springs because of the interrogation and just rudeness of the TSA at the Dallas airport. I was so shook up that I did not get their names. I fly often and have never been treated so rudely. Thank you (b)(6) Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew yesterday on US Airways out of PHL. She has an emotional support dog and was made to take off her harness leash, harness, and collar because the WTMD beeped. Caller was unhappy about this because the dog could have run away. Caller wanted to clarify whether the dog's harness, collar, and leash should have been removed at the checkpoint.

2014 5:50:0 If a passenger has a service animal due to a disability or medical condition, both the passenger and service animal will be screened. The passenger should inform a Transportation Security Officer (TSO) that the animal is a service animal. We recommend that passengers have documentation or that the service animal wear equipment (i.e. harness, vest, etc.) to indicate that it is a service animal. Passengers are expected to maintain control of their animals by holding on to the leash throughout the screening process.

A TSO will physically inspect the service animal and the service animal's belongings (i.e. collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm. Although the service animal's harness will not be removed, it and other items that he or she may be carrying, such as a backpack, are subject to screening.

Advised caller that a service animal's harness should not be removed, and that she should request a supervisor or PSS if she has similar issues in the future.

Caller states that he has a complaint about his screening at SJC. Caller is a Precheck participant and was told that the WTMD alarmed. Caller was sent to go through the AIT. He asked the TSO why that was happening, and she was rude to him about the answer. She said, "sorry buddy, this isn't a restaurant!" The STSO named (b)(6) answered his questions and was polite. Caller was told that since some people are sent through the Precheck lane that they have to randomly send some people through AIT. Caller is not comfortable with AIT because he is concerned about radiation for health issues.

Airport SJC

Airline Southwest

Flight # 4729

Date Time 09 15 2014 320PM

Location Gate 21 Southwest Terminal

2014 5:54:2

Advised caller:

The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

You are not guaranteed expedited screening for every flight. You can opt out of the AIT screening and request a patdown.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 92626

2014 8:45:00

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Oakland International Airport

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 9/16/2014 9:16:16 AM Airport : DEN - Denver International Date/Time of Travel : 09/13/2014 8:25 AM Airline & Flight Number : AA 1471 Checkpoint/Area of Airport : Bridge Checkpoint TSA Employee: (If Known) :

2014 12:10: Comment : Having received prechk status, my wife and I went into the proper lane, cleared ID check. My wife has a joint replacement and goes through the scanner instead of the metal detector. She notified an officer at the carry on Xray and was told to go over to the non prechk line which was mobbed. At other airports we use, primarily BWI & CLE, there is a provision for using a scanner in the prechk line. Evidently, this is not so at DEN. The question then becomes, of what use is prechk if allowance is not made for such conditions for a fairly common medical condition?

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller says he just talked to Martha at DFW. Caller says that she is a manager there.
He says he was relaying the experience his wife went through this morning.

He says he is calling to complain about how TSA handles passengers with joint replacements.

His wife went to the TSA today and identified she had joint replacements.
The agent directed her to Precheck.
She went through the metal detector and it alarms.
She had to take her shoes off and she went through the scanner again and it alarms again.
They did a full patdown on her.

2014 12:30:

His wife called her at a later time crying. His wife is 72 years old. She is familiar of the patdown procedures.

He says TSA must come up with a better way to handle passengers with metal implants. He suggests possibly utilizing the hand held metal detectors again.
He states that TSA needs to find a better process and something has to be done.

Name (b)(6)
Phone (b)(6)

BTTT: During the day, between about 8AM to 5PM

Provided with record number, which is (b)(6)
TSA.

I arrived at LAX early on September 4 for a flight to Hawaii. I stood in the security line and was surprised there were no bins to place personal items to go through the x-ray machine. I messed up and failed to remove my belt and place it in my back pack. I realized this when I was the second person in line for the metal detector and brought this to the attention to the TSA agent at the x-ray machine. She instructed me, "go ahead and try it."

So... I am standing there and watch as the person in front of me sets off the metal detector. He left his ring on, and the TSA agent at the metal detector allowed him to place the ring on a small ledge and go through the machine successfully without it. He was then allowed to retrieve the ring and pass through. I then walked through and set off the alarm. I exited, took off my belt, and placed it on the same small ledge assuming this was permitted. The agent curtly said, "That has to go through x-ray," and pointed AWAY from where I just came. I was confused by this instruction and just stood there for a second. He repeated the same instruction, again pointing away.

At this point, the agent who had instructed me to "try it," took my belt, placed it in a bowl, and put it through the x-ray machine. I walked through the metal detector and commented to the metal detector agent, "You know, I don't work here and I don't understand the system like you do." He replied curtly, "Just follow instructions." I then started to explain that I had been instructed to leave my belt on, but he cut me off stating rudely, "Just keep walking." And I did.

2014 2:12:

I have 25 years experience as a police supervisor, manager, and administrator. I recognize that people in positions of authority can become apathetic about customer service. Lose track of why they have a job. Going to a large airport and making your way through security is a stressful experience. The procedure is slightly different at each airport. Even though I may have been the 200th passenger for the agent that morning it was my first time through the procedure. A true professional recognizes this fact and treats people with courtesy and provides clear direction. Courtesy and clear direction is not what I received.

Thank you for listening to my concerns.

(b)(6)

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address:

Zipcode:

2014 9:04:2

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Hartsfield-Jackson Atlanta International Airport

The caller flew from MCO to SYR last night with JetBlue flight 656. The caller states that the TSA agent went through his bag because he had sun tan lotion in his carry-on. The caller told the agent that it was a mistake and states that the agent ransacked his carry-on and broke 2 of his ornaments after he told her there were fragile items in his luggage. The caller states that the agent yelled at him telling him that items in his bag were not broken. The caller wants his broken items paid for. The caller states that he does not appreciate being yelled at and treated like a 2 year old and states that the agent totally ransacked everything in his luggage and he had to stand there and repack everything. The caller states there is a discrepancy in screening methods at both airports. The caller wants to know why he did not have to remove his shoes in SYR but did have to remove his shoes at MCO. The caller states there should be some consistency and he saw a lot of loop hole in the system at MCO. The caller states that they were routing people through the metal detector and he wants to know who decides that passengers are permitted to go through the metal detector. The rude screener was white, about 5 foot tall, dirty blonde hair, in her late 40 s or early 50 s.

Airport MCO

Airline JetBlue

Flight NU 656

Date and Time 9-16-14 departing at 6:10pm

Went through screening around 4:45pm through the disability line in Terminal A.

2014 1:43:0

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy to the Customer Service Manager (CSM) at MCO.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy to the appropriate Customer Service Manager at MCO.

The procedures are the same everywhere, the interpretation of those procedures results in some slight variations from airport to airport and situation to situation.

I'm not sure if I am contacting the proper department. If not, can you please direct me in the right direction or forward this email?

I was going through the security check at the Sacramento, CA airport on Wednesday the 17th for the Southwest Airlines location. I was traveling with my 11 month old infant daughter, this alone should explain the stress level. I arrived 2 hours early to ensure I was not pressed for time. While needing to take off my shoes while balancing with my infant in hand was challenging enough, being told by the TSA employee behind me (she was assisting a gentleman in a wheelchair) to hurry up and move down was not just rude but was unsafe for my infant and myself. I understand the need to keep things moving however, my infant's safety comes first. I may have taken a few seconds longer than most people but this should be expected since my infant was in my arms. That same lady's attitude sucked as she was helping that gentleman in the wheelchair! You could hear the irritation in her voice. After I walk through the metal detector with my child, a bag check was required for my infant's diaper bag (This I understand). Two containers with water were placed in the bin outside of the diaper bag but I did forget one inside the bag and I forgot about 2 jars of baby food that was inside as well. Because someone had to go through my infant daughter's diaper bag, this I understand, I requested the lady that was doing it change her gloves as she will be handling things inside the bag that goes on my infant's body. She said she didn't have to. Yes, I'm boiling mad at this point but keep my composure to ensure my infant does not get fussy due to sensing I'm angry. The lady started to take things out of the bag and placed them on the table. She placed down my infant's jacket on the table and I let her know my infant puts that in her mouth and it needs to be placed on the bag or given to me. She "hands" it to me (hands it to me is in quotation due to the way it was "handed" to me. Let's just say if my daughter ever did that to anyone she would be punished!). The lady places the water bottles in the machine. There was a frozen water bottle, a child's water bottle container filled with water, and the unopened water bottle. At first she was saying the unopened water bottle she wouldn't be able to allow me to bring that in. I let her know the water is for formula for my infant. She seemed irritated. Then she goes through everything in the bag! Taking out my daughter's spacer for her inhaler, luckily I had that in a zip lock bag or I would have been even more pissed! She keeps going through the bag and I keep telling her to tell me what she is looking for and I can either get it out of the bag or I can point her in the right direction of where it's at. Of course she tells me she knows what she is doing. I tell her if she's looking for the baby food jars that I see on the screen and I explain the location of the jars. She then snaps at me and says just to tell her where it is. So I say it again. She tries to tell me because the baby food is over 3 ozs she's not supposed to let me take it but she will make an exception this time. I just say ok. She also said SHE will allow me to take the water bottle too. I just wanted to get my daughter's things and go so I didn't say anything.

The jars of baby food in the bag was my fault I didn't take it out. That I accept. I forgot about the two jars and I forgot about the water bottle that was in the bag as well. Hey, I'm traveling with an infant, less important things will be forgotten. I did my research before I traveled with my infant and knew what was allowed and not allowed through the security check. Only things I had in the diaper bag were things that were needed on the flight, right off the flight, or in case of emergency (asthma inhaler and spacer).

Traveling with an infant is stressful enough on its own. All that was described above was stress that was not needed. When a parent asks for glove change due to handling infant's items. I see no reason for them to say no. Instead of going through everything in the diaper bag looking for a certain item(s), ask the parent to ensure smooth and a faster check. Most importantly, security check probably isn't the place to try to act like you run things. Especially when a sign less than 10 feet away says baby food is acceptable. I had an email ready to show on my phone with information about the water/baby food, as well as, the TSA website explaining the same information. I wanted to make a complaint right then and there, however, stories I've read made me want to wait until I got home. I also took an extra day before I emailed to ensure I was completely calm.

On the positive side, TSA at the San Antonio, TX airport were GREAT! They had a family line and I didn't have to take off my shoes. I didn't have to worry about the balancing act. The gentleman that took the diaper bag waited for me to get my other belongings and let me know where he was going. He explained what he was doing with my infant's sippy cup and the water bottles. He interacted with my infant daughter and explained it to her as well, which I personally liked! (I don't expect anyone to do what he did, but he went above and beyond. I appreciate that!) Going through the San Antonio, TX airport security was hassle free and all around just a great experience.

I understand the job TSA does can be stressful. But no one should be treated negatively and no parent should be put in a position to possibly put a child in harm's way. My child's safety will always be put first and no one will ever make me do otherwise but it's still not right to put a parent in that situation.

Thank you for your time. I look forward to a better experience with the TSA in Sacramento, CA and look forward to another great experience with the TSA in San Antonio, TX.

Sincerely,

On 09/18/2014 @2335hrs @ Las Vegas Mccaran hrs supervisor (b)(6) was rude and refused to assist a Pre check passenger (b)(6) TSO (b)(6) made no mention to retain my boarding pass as I proceeded through security for pre check. No pre check lane was open and I was pushed through the normal lines. As I placed my bag and property onto the conveyor I was told I could not proceed with my sandals. I explained to (b)(6) that I was precheck and my boarding pass was on the conveyor sticking out of my bag. I reviewed no instructions from stone as to protocols relating to retaining the boarding pass and there was no agent present at the magnetometer to give directions. The agent responsible for the metal detector came from having a conversation at the end of the belt. When I explained the situation she said "that's too bad you can wait out there we are not getting your pass" this agent refused to identify herself. I requested a business card or a pen from (b)(6) and she refused stating "you can figure it out!" If TSA is going to offer a PreCheck status then there should be an officer present to give instructions. If not supervisors should not be insulant and reluctant to give customers the required assistance or information needed! I request to be contacted reference this matter. (b)(6) (b)(6)

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/19/2014 8:34:48 AM Airport : SFO - San Francisco International Date/Time of Travel : 09/19/2014 5:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : security screening area leading to gates TSA Employee: (If Known) : heavy set Hispanic looking man Comment : TSA needlessly rude. In the lane with only the metal detector, scolded passengers for not understanding rules. Called one passenger, "Dawg" and told him, "It's a metal detector. You got to educate yo self." It's 5:30 in the morning. How about showing tired travelers a little decency?

2014 8:13: Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller is a social worker calling from Chadron Hospital in NE in regard to a patient that requires oxygen during flight.

Information Request: She would like to send information in regard to use of oxygen during travel and paperwork that would be required for that. The passenger must be connected to the oxygen at all times.

Response Details: I advised that TSA doesn't require documentation. I advised that she contact the airline in regard to their policy as well.

The Federal Aviation Administration does not allow portable compressed oxygen tanks on commercial airlines in carry-on or checked baggage because oxygen is considered a hazardous material. This includes cans of recreational flavored oxygen.

However, the FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. If a POC is not approved by the FAA for inflight use, the passenger will not be permitted to bring it onboard the aircraft. Please visit www.faa.gov to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

2014 2:30:2 . Passengers who can disconnect can be screened using Advanced Imaging Technology (AIT) only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. Similarly, passengers can be screened using walk-through metal detectors only if they can walk through on their own. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a thorough patdown; however, passengers cannot request to be screened by a metal detector in lieu of AIT or a patdown. Patdowns are required to clear alarms and anomalies.

The patdown will be conducted by a TSO of the same gender.

The passenger can request a private screening at any time. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked to remove or lift any article of clothing to reveal a sensitive body area.

The POC will either undergo x-ray screening or a physical and visual inspection. If the POC cannot be x-rayed and a physical and visual inspection is done, the equipment also will be tested for traces of explosives.

I offered to and emailed the information to the caller.

TSA Cares is a program that can provide assistance through screening for those who have disabilities, medical conditions, or devices. Such assistance can help facilitate the screening process. I advised that I would (and did) email information in regard to TSA Cares as well as a number that the passenger can call to request assistance. We recommend that requests assistance be made at least 72 hours prior to travel.

Information Request: Caller would like to know how screening will go for him because of his medical device and his diabetic supplies. Caller is a first time flyer.

Response Details: Diabetes-related supplies, medications and equipment such as , lancets, blood glucose meters and strips, alcohol swabs, meter-testing solutions, urine ketone test strips, insulin pumps, pump supplies and used syringes (when transported in a Sharps disposal container or other similar hard-surface container) are allowed through the security checkpoint once they have been properly screened by x-ray or a hand inspection. Passengers with diabetes traveling with medically necessary items should inform a Transportation Security Officer (TSO) of these items and separate them from other belongings before screening begins.

Medically necessary items are not subject to the 3-1-1 liquids, gels and aerosol limitation rule and are allowed through the checkpoint in any amount once they have been screened.

Accessories required keeping medically necessary liquids, gels, and aerosols cool, such as freezer packs or frozen gel packs, are permitted through the screening checkpoint and may be subject to additional screening. These accessories are treated as liquids unless they are frozen solid at the checkpoint. If these accessories are partially frozen or slushy, they are subject to the same screening as other medically necessary liquids and gels.

Medically necessary liquids, gels and aerosols in excess of 3.4 ounces will be screened by x-ray and also receive additional screening.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own. However, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a patdown.

If you are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.

- You may ask for private screening at any time.

- A private screening will be offered if the patdown involves sensitive areas.

- A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.

- You may request a chair if you need to sit.

- You should not be asked to or be required to remove or lift any article of clothing to reveal a sensitive body area.

To help discreetly notify the TSO of specific disabilities, medical conditions, or medical devices that could affect screening, TSA has created a Notification Card. Passengers may choose to let the TSO know they have a disability or medical condition by showing the TSA Notification Card. Remember, however, this card does not exempt passengers from screening.

Passengers who have concerns about their screening can ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 9/19/2014 7:44:17 PM Airport : ONT - LA/Ontario International Date/Time of Travel : 09/19/2014 6:00 PM Airline & Flight Number : Alaska Checkpoint/Area of Airport : Only one TSA Employee; (If Known) : see complaint for description Comment : I was going through screening and had an orange highlighter on my boarding ticket that allows me to keep my shoes on and go through the metal detector. I mistakenly left my boarding pass in the bin that went through the scanner along with my wallet as i waited to go through the metal detector. The TSA employee told me that only people with the orange tickets went through this line. I told the TSA employee that i left it right on top of my wallet in the tray that had already gone through security. The employee goes to the tray, and tells me theres no boarding pass and tells me to remove my shoes and get in the other line. I tell him it's right there and he sneers tells me theres nothing there and walks away. A couple minutes later another employee lets me through without the boarding pass and i go to get my things. The boarding pass is sitting right on the top of the tray where I told the TSA agent it was.

I'm upset at this point because the agent lied to me twice telling me the boarding pass wasn't there and refusing to let me pass through security and walking away until an another agent decided to process me.

I go to an agent and ask for a supervisor. A black male with the name tag "officer" approximately 6 feet tall, age around 50, walks up and loudly asks me "CAN I HELP YOU." I tell him the story and that the employee would not get my boarding pass from the tray, lied to me twice about it, and refused to process me through security and walked away. He proceeds to tell me that I failed to follow basic instructions by not keeping the boarding pass (I was not told to keep my boarding pass on my person while passing through security.) I told him I did not know that rule and either way that wasn't the issue the issue was the unprofessional behavior of the agent by lying repeatedly, refusing to get the boarding ticket and refusing to process a customer through security. The supervisor agent "officer" pokes me in the chest and shouts "THATS LIFE BUDDY, GET USED TO IT."

At this point I'm floored by the unprofessional behavior, boorish attitude and being verbally and physically assaulted. I told him again that I was lied to by the agent who refused to assist with the security protocols and walked away. He shouted "ARE WE GOING TO HAVE A PROBLEM HERE...?" issuing a veiled threat that I was causing a security issue and he would take drastic measures if i persisted in questioning the agent's behavior.

The other passengers moving through security were staring and causing me a great deal of shame. At this point I said no problem and got my things and left with a great deal of frustration and embarrassment.

The supervising agent's behavior was outrageous, even by a low standard of customer service and has caused me a great deal of mental anguish. No one deserves to be treated like that and this supervisor should be demoted if not fired immediately. In his position of responsibility he influences and shapes the working environment of his entire staff and it's clear from my experience that his toxic attitude and behavior is poisoning at atmosphere of the TSA at ONT airport.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6) Phone Number (b)(6)

Address: Odorin 053 22

Zipcode:

2014 3:14:5 Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Tap to choose

What was the date and approximate time of the incident?

I would like to preface my comments by saying that my family travels often by air and we have never complained - and we have high respect for - the job that TSA agents do to keep us all safe while traveling. It is unfortunate, then, that we experienced such a hellish experience recently with TSA agents, first in Minneapolis on Thursday, Sept. 11 and then again in Boston on Monday, Sept. 15.

Several of us, including my father, were traveling to Boston with my mother, 82, who has Alzheimer's. Upon examining her purse, it was discovered that she had a disposable lighter (not sure even why - she does not smoke). I understand the concern that may be associated with that, but at that point, the agent began barking instructions at our mom: she could leave and ship it to herself, she could check it with luggage, or it could be thrown away. Needless to say, my mother was confused and frightened; in her mind, he was saying her entire purse would be thrown away. The agent proceeded to repeat the choices louder, again and again, not allowing us to help or explain to her in any way. We, eventually, were able to signal to Mom that it was just the lighter that needed to be forfeited and it was.

Our return trip was even worse - Mom set off the metal detector and the agent began ordering her to empty her pockets. She clearly did not understand - the agent kept quickly repeating the instructions, louder and louder. At one point, 3 agents had surrounded Mom, all barking instructions, while Mom stood grabbing wads of Kleenex frantically out of her pockets and wiping away tears - the frightened and confused look on her face was heartbreaking. All of this because of the foil wrapper of a jelly packet inside one pocket.

I am writing to ask that additional training be given to TSA agents so that people, particularly the elderly, can be treated with efficiency but also patience and compassion. Alzheimer's is a condition that is only increasing in our population, and more and more people with Alzheimer's will be passing through TSA checkpoints. Agents need to know how best to handle these citizens. I realize that assuring safety is the priority of the TSA, but I also believe in common sense and decency as our safety is

2014 9:29:3 assured.

Sincerely,

(b)(6)

Minneapolis, MN 55448

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address:

Zipcode:

2014 9:31:0

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Tap to choose

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 9/21/2014 10:34:48 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/21/2014 6:55 PM Airline & Flight Number :

Checkpoint/Area of Airport : American Airlines Premium line TSA Employee: (If Known) : Refused to disclose Comment : While going through screening, I opted out of the rapiscan machine. Right when I did, it stopped working and traffic was directed to the metal detector machine. I asked to join the metal detector line, but because I had opted out, I was told I couldn't. Two problems: 1. I opted out of the Rapiscan machine, not the metal detector one, 2. No TSA employee would give me their names when I asked. Please don't tell me the scripted reply. I would like to understand why I was denied access to the metal detector when everyone else did, and if the TSA employees were so sure to be right, including the supervisor, how come no one gave me their names.

2014 8:21:4

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom It may Concern,

My name is (b)(6) and I am a frequent traveler. Of all my interactions with TSA officers, I have never been so appalled as I was yesterday at the Miami International Airport. I was flying on American Airlines and was going through the Gate 1 entrance (at 1pm EST on 9/21/2014) where officer (b)(6) was consistently and unwarrantedly getting angry with passengers. While repeatedly yelling at passengers for not pushing their luggage through in a timely manner in Spanish he also showed a sickening lack of professionalism throughout the entire security process. I was issued a "pre check" status and by accident went the direction of the wrong metal detector. Officer (b)(6) yelled "THIS WAY!" and rolled his eyes with a look of disgust and anger on his face as if to say "you idiot!". Another officer, an older woman, when she saw how upset we were at his attitude, apologized for his behavior and implied that it was a constant problem. Once my luggage cleared the machine, I picked it up, and looked closely at the nasty officer and saw that his last name is (b)(6). I also made it clear to him that the way he was treating passengers was inappropriate and unnecessary and that I would be contacting the TSA to complain.

2014 12:18: I am the daughter and niece of retired airline pilots, all of whom have been disgusted by my story regarding my interaction with Officer (b)(6). Like I said, in all my years of traveling, I have never had an episode like this. He was the rudest, nastiest person I have come across and I urge you to investigate his professionalism in depth.

Thank you for your time.

Sincerely,

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 9/22/2014 12:43:59 PM Airport : MIA - Miami International Date/Time of Travel : 09/22/2014 12:15 PM Airline & Flight Number :

Checkpoint/Area of Airport : H concourse TSA Employee: (If Known) :

Comment : I presented my pre check boarding boarding pass on my phone to the agents checking boarding documents. The scanner clearly beeped three times. He verified my ID and then directed me to screening.

I did not remove my liquids nor remove my shoes: when I approached the agent at the metal detector, she told me that I had to remove my shoes and use the full body scanner. I told her I was precheck and asked for a blue slip of paper, which I didn't have because the agent checking IDs didn't give me one.

2014 2:16:4 Now I have to hold up the whole line while I take off my shoes, find a bin for my wallet, and rummage through my bag for liquids. Not only was this embarrassing for me, but it caused a delay for other passengers.

I informed a supervisor while I was there, and while apologetic, she merely sat down at her desk. I watched for several minutes to see whether or not she would make her way to the entrance of the checkpoint to address the issue with the agents on duty. For the time I watched, at least, she did not.

When precheck was in testing, I was very willing to accept bumps along the way as agents learned the correct procedures. But now that I have paid for precheck, this is now a customer service issue for TSA.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/22/2014 3:21:53 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 6:06:2 Comment : When going through pre check, the woman manning the metal detector at 3:15 PM on sept. 22 was incredibly rude. Every time the alarm went off and someone even questioned having to take their shoes off, she raised her voice and said "this is about security, not pre check!" While I appreciate it was a busy afternoon, there is no excuse for her raising her voice at people.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is taking a flight on Wednesday and she has a disability at this time and needs to know what to do to be checked in. Caller has limited standing.

Response: Advised the caller to request the assistance of a PSS or Supervisor and the checkpoint if needed and other than walking through the WTMD she may subject to the AIT and would need to be able to stand without assistance for 5-7 seconds with her hands above her head.

Caller states this is something she can do.

2014 6:28:4 Caller also has two teenagers without ID and wants to know what to do to get them through screening.

Response: For passengers who do not have an acceptable form of ID, the TSO will request that the individual present two other forms of ID bearing the passengers name to assist in the verification of their identity. One of the items must bear the passengers name and other identifying information such as: photo, address, phone number, social security number, or date of birth. Passengers may present documents such as social security cards, birth certificates, marriage licenses or credit cards. There is no standard list of what forms of alternative identification are acceptable, however, TSOs will ask for at least two forms of this identification. And they may have to undergo additional screening.

Caller asked if copies could be accepted and I let her know there s no standard list and she could present the copies.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 9/22/2014 7:18:59 PM Airport : BTV - Burlington International Date/Time of Travel : 09/21/2014 11:05 AM Airline & Flight Number : US Airways 3343 Checkpoint/Area of Airport : Gates 1-8, upper chekpoint TSA Employee: (If Known) : Unknown Comment : TSA employee required all passengers, including those of us with Pre-check who had been cleared for expedited screening through the metal detector, to remove ALL items from our pockets, including papers, etc. In my case, he insisted that I remove a small wallet that I have worm through the metal detector in TSA checkpoints hundreds of times. This caused confusion and delay as it was inconsistent with the procedure at every other airport with expedited screening or Pre-check. It also slowed screening by increasing the quantity of items through the scanner. This caused other passengers to miss their flight. It also required me to have my wallet out of my control for screening and subject to theft, unnecessarily. All of this was inconsistent with TSA's goal of expediting screening for low risk travelers. In my experience, this was consistent with the general approach taken by TSA employees at BTV who seem to have no regard for customer service, unlike my experience with TSA at virtually every other airport. I do not know the employee's name because the supervisor on duty refused to provide the employee's identity.

2014 8:07:4

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Tuesday, September 23, 2014 1:44 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/23/2014 1:43:54 AM

9/23/2014 10:09:

Name:

(b)(6)

Email:

HYPERLINK: (b)(6)

Brief Description of Inquiry:

Child Put Down

Comments:

Dear Ombudsman,

From: (b)(6)
Sent: Tuesday, September 23, 2014 1:28 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/23/2014 1:27:30 AM

2014 10:09:

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Child Pat Down

Comments:

Dear Ombudsman,

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 9/23/2014 5:00:36 PM Airport : PHL - Philadelphia International Date/Time of Travel : 09/23/2014 6:00 PM Airline & Flight Number : 759 Checkpoint/Area of Airport : Terminal, B checkpoint TSA Employee: (If Known) :

Comment : I arrived at the checkpoint at 430 pm only to find PreCheck closed. Though once in line an agent directed me to a third x-ray and noted anyone PreCheck should go there no further instructions. Then the agent at the metal detector requested to view my boarding pass in order to let me pass with my shoes on though my bag had just about entered the x-ray. I complied and he let me pass. Then my bag was flagged for a laptop not being pulled. I was pulled aside and my bag and laptop rerun. Never once did an agent instruct me to remove my laptop. I asked for supervisor and informed her off the confusion that their agents were causing. In essence why was PreCheck closed at a relatively busy flight time and why we're the agents giving horrible instructions. Also the supervisor could not give reasoning to why PreCheck was closed at her location and I needed to go up the chain for an answer. Great job TSA!

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 9/23/2014 10:58:07 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2014 7:40 PM Airline & Flight Number : delta DL4659 Checkpoint/Area of Airport : security TSA Employee: (If Known) :

Comment : Highly inefficient way to get people through security. Counted 17 TSA agents loitering in different points through security. Only about 20 people in line but still waited 15 minutes due to employees calling people through scanner slowly, talking amongst each other, and taking their sweet time. Two check stands were open but both funneled into one scanner line even though there was an agent seated at the screen for the other conveyor belt. Not to mention the 15 other workers doing nothing. When you finally got through the scanner, there were five agents just standing at the end of the belt; not one even helping to put away bins. No one was friendly, except for with each other. Ridiculous waste of resources, tax dollars, time and very frustrating that they can stand around and do nothing while customers are in a hurry (or have plenty of time but become late due to such a ridiculous wait). Furthermore the TSA Pre-Check customers were not ushered through any more quickly. The process of separating pre-check customers, then filing them back in the same line, then separating them again to use only metal detectors not only slowed the process for everyone but was completely pointless. Thanks for yet again another wonderful experience with TSA.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 9/23/2014 10:57:28 PM Airport : LAX - Los Angeles International Date/Time of Travel : 09/23/2014 7:40 PM Airline & Flight Number : delta DL4659 Checkpoint/Area of Airport : security TSA Employee: (If Known) :

Comment : Highly inefficient way to get people through security. Counted 17 TSA agents loitering in different points through security. Only about 20 people in line but still waited 15 minutes due to employees calling people through scanner slowly, talking amongst each other, and taking their sweet time. Two check stands were open but both funneled into one scanner line even though there was an agent seated at the screen for the other conveyor belt. Not to mention the 15 other workers doing nothing. When you finally got through the scanner, there were five agents just standing at the end of the belt; not one even helping to put away bins. No one was friendly, except for with each other. Ridiculous waste of resources, tax dollars, time and very frustrating that they can stand around and do nothing while customers are in a hurry (or have plenty of time but become late due to such a ridiculous wait). Furthermore the TSA Pre-Check customers were not ushered through any more quickly. The process of separating pre-check customers, then filing them back in the same line, then separating them again to use only metal detectors not only slowed the process for everyone but was completely pointless. Thanks for yet again another wonderful experience with TSA.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said last night she flew from DEN to Milwaukee. She said when she got to the checkpoint, her foot pedals on her wheelchair were damaged. She said something was done by TSA to her foot pedals. She said it is very challenging without her foot pedals because she has MS. She said the foot pedals were damaged when she went through security. She said they will not work now. She said she watched TSA check the wheelchair and inspect the pedals, but did not see them do anything to the wheelchair. Caller said she was not in the wheelchair during screening but went through the WTMD. She said she flew Southwest. She said something should be done about this. She said the chair was not hers but was a rental.

RESPONSE: We can take some of your flight information, file a complaint and email claim form even though it is not your chair. You may be responsible for it. I will be sending to your email, our claim form SF95 and a cover letter. You should receive it within 24 hours. The completed form goes to our CMB. They will send you an acknowledgement letter and a control number. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for the damage to your chair. Thank you for calling to let us know about the incident.

Date and Time of Flight: Sept 23, 2014 - Departed at 7:09 p.m. Went through security around 6:00 p.m.

Gate or Terminal: C 49 She thinks

Bag Description: Black colored, Inva Care

Airline: Southwest

Flight Number: 333

Airport: DEN

Email: (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 9/25/2014 9:17:15 AM Airport : CVG - Cincinnati/Northern Kentucky International Date/Time of Travel : 09/25/2014 9:00 AM Airline & Flight Number : American Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Went thru TSA Pre Check for 8:25am flight. It was delayed to 7pm. Went to baggage claim to look for my checked bag. Went back through PreCheck line. Officer threw a small dish at me and said "everything out of your pockets"; There was nothing in my pockets. Other agent waved me through metal detector. So I walked through. No alarms went off. Officer who through dish at me said "step back through you went in too fast and now you need to go through the other way"; which is a ProVision ATD. I don't mind, but the officer is a rude jerk. I fly 110 flights each year and this is my first complaint. Officer is a white male, gray-dark hair, average build. You need to either offer him a chance to improve or fire him. He is way below the standards of the other officers I've encountered across America.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller:
She was in Orlando and passed through the WTMD 9 11 14. Her carry on was damaged at the checkpoint. She was given a comment card. It has been turned in and she has not heard anything. Was that not a claim form that she filled out? Who does the comment card go to? She filled out specific information and even requested a claim but never heard anything.

2014 4:35:2

Advised Caller:
A claim form will be mailed within 24 hours with instructions for completion.
What she filled out was a comment card, not a claim.
Those may go to the CSM but I am not certain: I have never seen one of those comment cards?
The caller is traveling with a minor that is on probation and wearing monitor. The caller wants to know what TSA requires or what they need to do to get through screening. The passenger does have a travel permit.

2014 3:57:2

Outside of any other law enforcement issues that would prohibit a person from boarding an aircraft, wearing a monitoring device, including a medical monitor, during security screening should not pose a problem. If the electronic monitoring device sets off the alarm on the walk-through metal detector, or produces an anomaly during Advanced Imaging Technology (AIT) screening, passengers should alert the Transportation Security Officer performing the screening that they are wearing the device. In these cases, passengers should expect to undergo additional screening to resolve the alarms.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 9/26/2014 7:13:26 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 09/26/2014 6:30 PM Airline & Flight Number : American 1106 Checkpoint/Area of Airport : Concourse C TSA Employee: (If Known) :

2014 8:16:4

Comment : There was an open TSA Precheck lane at the Concourse C security checkpoint, and no indication that it wasn't functioning, but when I arrived at the front of the line the officer checking IDs informed me that "we're not doing Precheck at this checkpoint, you'll have to go to the Concourse B security checkpoint if you want that." I was in a hurry so I continued through. When I arrived at the metal detector there was an officer there directing some people through the metal detector and others through the scanner. She let several people from another line walk in front of me, asking if they were "Precheck" and waving them through the metal detector. Then she waved me toward the scanner without asking if I was Precheck. When I protested, she asked if I was Precheck, but when I replied that all the people in the line behind me were, she dismissively replied "no they're not, you need to go over there" and shooed me toward the scanner. I was a bit irritated with how dismissive the officer was, but my greater concern is that you had an open Precheck lane...a working x-ray machine and metal detector at that lane...officers manning all of those...an officer waving Precheck travelers from other lanes through the metal detector vice the scanner...and you weren't "doing Precheck" at Concourse C why, exactly?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said she spoke to Delta airlines of some issues that happened to her and they referred her to TSA over one incident. Caller said that on 8-25-14 while going through the screening checkpoint at PIT a TSO performed a patdown on her and her shirt was lifted up and her legs were spread and she was humiliated and embarrassed. Caller was not alone but with a church group that included a male and felt that was uncalled for after she alarmed the WTMD she was asked if she had a metal implant and responded yes. Caller then was guided to the side to wait for a TSO and she requested if she could go through the AIT and the denied her request. Caller has never been denied and wants to file a complaint of the incident that occurred.

Told caller I do apologize she had a bad experience with TSA and asked her if she had informed the TSO of the knee replacement before the screening process began.

2014 1:57:5

Caller said she was not aware she had to inform a officer.

Told caller we recommend passengers with metal implants should inform a Transportation Security Officer (TSO) before screening begins and if she knows she will alarm the WTMD to request to go through the AIT.

Told caller I would forward her complaint to the CSM off the airport to let them be aware of the incident and she could also notify them and I would give her the CSM number.

Gave caller (b)(6) and once again apologized.

Caller asked when you get TSA PreCheck and you don't have to remove the laptop from its case or take off our shoes, why do you get to do that but, to go through the other line you don't get to do that. He asked do they do check on you when you go through the line. He said he is paying for it but he does not understand why. He said he knows you have to pay \$10 every time you get PreCheck. He said when he prints out his boarding pass, there is something you have to check to get PreCheck. He said it was US Air that charges that. He asked how does he get PreCheck if TSA does not charge and he never enrolled and paid the \$85. ALSO: He said when he went through RSW, the agent asked him what do you have in your pockets. The caller asked why did the agent want to know what he had in his pockets. He said the agent told him to take out the money and hold it in his hand for screening. ALSO: Caller said he did not want to file a complaint about the TSO and did not want to talk to the CSM.

2014 6:13:11 RESPONSE: That is why it is called expedited screening. You don't have to take the laptop out of the case and take off your shoes, plus other items. A background check is not done each time you go through the PreCheck line. TSA does not charge \$10 every time you book a flight. It is not TSA that charges you. You will need to contact US Air. If you did not enroll, you are getting PreCheck in one of two ways. You are a FF with an Airline or you are considered a low risk passenger by TSA and are being allowed or invited to get PreCheck. ALSO: To apply to PreCheck, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility. In addition, an \$85 fee to cover an in-depth background check and other operational costs is required. Upon successful completion, travelers will receive TSA Pre✓2713™ eligibility for 5 years. ALSO: There is no extra \$10 charge.

RESPONSE: TSA strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. ALSO: You can ask for a private screening when you have a lot of cash. Caller asked when you get TSA PreCheck and you don't have to remove the laptop from its case or take off our shoes, why do you get to do that but, to go through the other line you don't get to do that. He asked do they do check on you when you go through the line. He said he is paying for it but he does not understand why. He said he knows you have to pay \$10 every time you get PreCheck. He said when he prints out his boarding pass, there is something you have to check to get PreCheck. He said it was US Air that charges that. He asked how does he get PreCheck if TSA does not charge and he never enrolled and paid the \$85. ALSO: He said when he went through RSW, the agent asked him what do you have in your pockets. The caller asked why did the agent want to know what he had in his pockets. He said the agent told him to take out the money and hold it in his hand for screening. ALSO: Caller said he did not want to file a complaint about the TSO and did not want to talk to the CSM.

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RESPONSE: TSA strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. ALSO: You can ask for a private screening when you have a lot of cash.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 9/28/2014 4:47:19 PM Airport : ALB - Albany County Date/Time of Travel : 09/28/2014 4:00 PM Airline & Flight Number : Delta 2033 Checkpoint/Area of Airport : Pre check TSA Employee: (If Known) :

Comment : I entered the precheck

One. When my boarding mass was screened I mentioned I had a hip implant. Nothing was said. When I got to screening I noticed there was no whole body scanner. The attendant said I could go through the metal detector with my shoes and belt on. I told her that wouldn't help as I have an implant and will set it off. They then told me to strip off shoes and belt. I asked why as I was precheck and there were a scanner right in the next line. They told me I could not go in that line as it was not the pre check line

2014 6:14:00

So I went through the 10 minute frisk drill. Why? Why did I pay \$85 to get precheck and still get checked the same old way. There were 3 scanners in the other regular line. Why isn't there one in precheck. I'm thinking I wasted \$85. Can I have my \$ back

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

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Today I traveled with my minor son from Baltimore's BWI airport to Boston. We were handed two boarding passes from JetBlue: one for my son, marked TSA Pre-check, and one for me, that wasn't.

When we got to the security lines, the TSA officer said that my son could go through the short line but I couldn't. Rather than have my son wandering around on the other side of security for the 20-30 minutes it would take me to get through security, we chose to stay together.

When we "finally" got to the scanners, I had to remove my shoes, take out my laptop, and wait interminably while a "male assist" was called over (because I prefer not to go through the scanners), while my son was waved through a metal detector where he retrieved our carry ons and waited patiently for me to come through.

2014 8:19:4

My question is this: while I understand that selection for pre-check is quasi-random (children and the elderly obviously have preference, in my experience), I would think you would keep a traveling party together, especially where minor children are concerned. I prefer not to be separated from my son at the airport, and even though we chose to stay together, we were still separated at the scanners by the uneven privileges.

Please consider the traveling parties when you so graciously permit people to undergo expedited security, and either grant that privilege to the entire party, or none of them. Even when minor children "aren't" involved, it would be more courteous.

Thanks,

(b)(6)

I am a frequent traveler with a KTN. I routinely use the TSRA pre-check line. Last night (Sept 28th around 10:50 pm) on a flight from SLC to JFK I was going through security in SLC when I felt as if I was verbally harassed that was beyond inappropriate. The supervisor (b)(6) who did not give me his name. I had to get it from his badge and was minimally helpful.

At the initial check, I presented my e-boarding pass and ID. The TSA agent there informed me that since it was after 8 pm, there was a modified TSA pre-check in place. I was told that I could keep my shoes on, but had to remove my laptop from my bag. I cleared that checkpoint and proceeded to the luggage x-ray machine and security metal detector. At this point, I complied with what I was told and placed my carryon bag, laptop, cell phone, and wallet through the x-ray machine. As I stepped forward to go through the metal detector, the TSA agent there, and the one on the other side accost me to remove my shoes. I mention that I am TSA pre-check. They alternatively begin to tell me that I cannot just "claim to be TSA pre-check" and I "need to immediately comply with their request."

I calmly mention to them that I was told by the previous TSA agent that all I had to do was remove my laptop from my bag, which I have done. They demand to see my boarding pass. I tell them that it is an e-boarding pass and has already gone through the screening machine. I am told "... too bad. You should have shown us your boarding pass first." For the record, I have NEVER shown my boarding pass at this point in the security check point. I ask if they will return my phone to me and I will be glad to show them my boarding pass. I am told, "you can't come through and we are not giving you back your phone."

2014 10:06: I immediately ask to speak to the supervisor (b)(6) eventually saunters over. I explain the issue to him. He gets my phone, re-reviews my boarding pass (second time that TSA has now seen it) and informs everyone that "Yep, he is TSA pre-check." I clear security and collect my belongings. I then follow (b)(6) and ask to make a formal complaint. His answer is to give me a business card of someone else with www.tsa.gov written on the back. I ask for the name of the TSA employees that verbally harassed me and he attempts to tell me that I need to file a complaint about the agent that initially screened my boarding pass and ID card as he was "not following the rules."

I tell him regardless of who was and was not following the rules, refusing to provide me with my phone and making demeaning comments by the other TSA employees is the real problem and why I wish to lodge a complaint. His response, "Good luck."

This type of self-righteous, unaccountable behavior is unacceptable on so many levels. I am sure that when you ask them for a statement they will concoct some story that makes no sense and is less than the truth. Do we as Americans need to walk around filming everything to catch government employees acting inappropriately? I wish I had filmed this as proof. Then when I hear back from someone at TSA that they heard a different story, I could provide the footage and then contact both the NY Times and CNN and we could see whose story is closer to the truth.

Respectfully,

(b)(6)

Hello,

I recently took a trip out of the Savannah, GA airport. I had paid for TSA pre check a while back. At the first step of the screening I was given a laminated document indicating I was precheck approved. However when I got to the metal detector I still had to remove my shoes, belt, and laptop.

2014 10:06: I do not see the benefit in paying for the precheck approval when it does nothing for me. It is very frustrating to realize you have paid a large amount of money for nothing.

I hope the Savannah airport can gain a better understanding of what precheck really means. Currently they don't know.

(b)(6)

To Whom It May Concern:

I wanted to write and share my experience traveling through Newark airport yesterday around 5:30 p.m.

First, I wanted to commend Agent (b)(6). He projected just the right tone of friendly authority. He communicated information, helped move everyone along and did so kindly. He is an outstanding example of the attitude that every member of the public would like to see from your agents. I especially appreciated this as I was traveling alone with a toddler and an infant.

In contrast, Agent (b)(6) was far less kind. Because I carried my children through the metal detector, I needed to have my hands swabbed. I had a baby strapped to my chest in a carrier and was holding my toddler's hand during the process. Agent (b)(6) swabbed my left hand and, thinking he was finished, I moved to switch my grip to hold my toddler's hand with my own right hand. Agent (b)(6) was very gruff in telling me angrily, "I'm not done!!" When I again prematurely moved to switch back to my opposite hand I got the same response. I believe that a little compassion can go a long way in such a situation. In addition, agents could provide information up front to ensure that passengers comply with protocols. For example, he could have said "I am going to rub this cloth on your hand and then your wrist", rather than "Hold out your hand" so I would have known the full extent of the procedure and we both could have avoided the unpleasant scolding.

Thank you for sharing my comments with your staff. I hope that Agent (b)(6) especially will be acknowledged for his outstanding service.

Should you have any questions, please feel free to contact me at (b)(6)

Thank you.

(b)(6)

She had to go through a patdown procedure last night when she flew from Omaha NE back home to Seattle. She had precheck and came to the check point in a wheel chair and she still had to have a patdown. She does not fly much but she had a similar situation occur in 2009 where they took her ID behind closed door on both legs of travel. On the flight from SEA to Omaha there were no problems or occurrences. She states that she feels violated. Later in the conversation she stated that it was a female who did the patdown and they were courteous and explained everything they were doing. But she still feels that the patdown was over the top and she has never been touched like that in certain places. She is a widow on social security but she states that she felt like a drug mule going through screening.

AIRPORT: Omaha NE
DATE OF TRAVEL: 09-28-14
DEPARTURE TIME: 1605
CHECKED BAGGAGE TIME: 1530
AIRLINE: Alaska Airlines
FLIGHT NUMBER: 3469B
TERMINAL OR GATE: Gate A1
CONTACT: Caller does not own a computer

I advised the caller that our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location.

TSA strives to provide the highest level of security while ensuring that all passengers are treated with dignity and respect. To that end, TSA launched TSA Cares, a helpline designed to assist travelers with disabilities and medical conditions. Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint. TSA Cares serves as an additional, dedicated resource specifically for passengers with disabilities, medical conditions, or other circumstances, as well as their loved ones who want to prepare for the screening process prior to flying. I told the caller that this will not eliminate any screening procedures but may be of assistance with communication in advance of travel.

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TERMINAL OR GATE: Gate A1
CONTACT: Caller does not own a computer

2014 1:36:2 I advised the caller that our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 9/29/2014 1:49:58 PM

2014 2:34:4 Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening: :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc.): Alaska Airline flight 605, McCarron, Las Vegas, gate e15 on 9-25-14 @ 1:15pm, flight to Seattle

Comments: My husband is 62 years old, dying of stage 4 lung cancer, was in a wheelchair when boarding and was patted down merely because he could not walk fast enough thru the metal detector? He is frail & looks it, he has only about 4 months to live. I did not get the TSA agent name or number, but my husband is 6'2" and this guy towered over him. We followed all the rules, his keys & phone etc were in his bag, which gets pulled because of his cough medicine anyway & we are okay with that, and when tested in both Seattle & Vegas, was allowed thru. We do not appreciate bullying. We thought you people were all past that, but apparently not. My husband can hardly stand up, yet was made to stand up while he was patted down. His legs & feet are tremendously swollen, due to the 10lb sarcoma that was removed from his buttock a year ago. His knees are weak & painful when standing, ergo the wheelchair. It is also obvious he is just getting his hair back after chemotherapy. We understand rules & regulations, we do not appreciate someone purposely bullying the elderly & obviously frail. This agent should be ashamed of himself, but probably does not have any feelings for anyone or anything. We are glad this will be our final flight ever, mostly due to the treatment, knowing no one is actually safer anyway, it is all bells & whistles & illusions. The person from Alaska airlines, helping with the wheelchair can confirm the pat down & possibly identify the TSA agent. I am truly disgusted by his actions.

Caller is at the airport and he is not comfortable with being separated from his wallet during screening because he wants to keep his identification and credit cards with him. Are the magnetic strips on the credit cards safe to go through the screening? What about electronics? Is that a reasonable request that the caller gets to keep his wallet on him?

Advised:

2014 3:37:3 (TSA) strongly recommends that passengers remove all items and accessories from their pockets before beginning the security screening process. Removing items such as wallets, keys and change may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

I don't have that information as to whether the magnetic strips are safe. I can give you the number to the CSM at the airport? Caller declined. Electronics can be safely screened by x-ray. I can't give you an opinion. You can request that you keep your wallet but that would be up to the discretion of the officer at the checkpoint.

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Advised:

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Caller spoke to us on the 8th. She was flying from AZ to Burbank, CA. All she had was two bags, one with her clothes. She filed a complaint but has not heard from the airport. She went through additional screening. They inspected her chest and did not find anything. They detected an anomaly in her chest. She was scared. They said they were going to do further inspection. They inspected her from her head to her toe including her privates. Nothing was found and they called on a male TSO. They told her to show her ID and her BP. Eventually they said everything was fine. She was left traumatized. She did not have anything offensive so she was concerned on why she would have to go through that especially since nothing was found. Due to the trauma she kept biting her lip due to that for the next days. She will fly to Denver in two weeks and would like to avoid issues. She is dreading the trip due to security. She was told that the airport would communicate with her. Her husband and her went to care for their grandchildren. She was stressed because her daughter and her husband were headed towards divorce. Her grandchildren did not want her to leave. She left one day early. She doesn't know why she received additional screening. Her son is a PE teacher and she will stay with her daughter in law while he is away on a trip with his students. She was told that something she touched set off the alarm.

2014 4:48:00

Response:

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

TSA recommends that passengers call no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

She can call us back with her flight information.

By requesting assistance, it might help make the experience more enjoyable.

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By requesting assistance, it might help make the experience more enjoyable.

Caller said she has traveled 2 times in the last month and she had items confiscated out of her bag but she was not told they were going to take it out. She said both times she had a patdown search and she does not see her bag each time. She said for a brief moment while she is waiting for a female TSO, her bag was out of her sight. She said both times she was missing a facial moisturizer. She said this was at the checkpoint. She said both times it was in the clear quart bag. The container of moisturizer was in a 1.7 ounce container. She said it was not in her bag and TSA took it out but they did not tell her. She said she did not want to file a claim but report this. She said when she had the patdown, that was when the item went missing. ALSO: Caller said she thinks she is on a watch list and asked if we could tell her. She said the first time this happened, on her other flight, she flew from DFW to Harrisburg and it was fine. When she came back on flight #1908 from Harrisburg to DTW, that is when her item was missing. She said she did not have all her flight information for that flight. She said she is just reporting the flight on Sept 29th from ORD, not the other flight. ALSO: She said she used to get pulled out all the time for extra screening. She said she does not want to go through the AIT machine. She said she is afraid she will damage her eyesight. She said they tell her if she does not want to go through the AIT, she will need to get a patdown. She said they will not let her go through the WTMD. ALSO: She said she was taken off a plane once and they told her there was something wrong with her ticket. She said the plane left without her and they told her there was nothing wrong with her ticket after it left. She said she may get a doctors note. She said she tells them she has an implant in her eye. She said before when she went through the AIT it did something to her eye and she could not see out of the eye for a little while. She said she had to get help getting to her plane.

RESPONSE: Advised caller TSA is to tell you if an item is not allowed. I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize for your missing item and that you feel you had a bad experience with TSA.
2014 12:32: Thank you for calling to let us know about the incident. You can have a note from your doctor but it is not necessary. Tell them you have an implant in your eye. ALSO: TSA can neither confirm nor deny whether an individual is on a Federal Watch List because this information is derived from classified and sensitive law enforcement and intelligence information. ALSO: When you go through screening and you do not want the AIT machine, you cannot request the WTMD. You would have to have the patdown procedure instead.

Date and Time of Flight: Sept 29th, 2014 Departed at 2:00 p.m. Went through security between 12:15 and 12:30 p.m.

Gate or Terminal: Delta Terminal Gate E 9

Bag Description: White and Black, Kipling Bag, regular carry on size, canvas bag duffel shaped, no wheels, 2 straps larger strap. She was wearing black pants, peach and beige blouse with a gray sweater over it and a plaid scarf, sunglasses on her head

Airline: Delta

Flight Number: 1908

Airport: O'hare

Email: (b)(6)

Flight information: 9/13/2014, United 1744, COS to Albany NY via Chicago, Colorado Springs Airport

On 9/13/201 at 0730, I was checking through the TSA line at Colorado Springs Airport and encountered an extremely rude TSA employee.

I have flown out of Colorado Springs many times and have never had any problems with TSA agents. I have always had positive experiences at the Colorado Springs Airport with TSA agents.

On this day, I was treated disrespectfully and rudely by (b)(6) TSA employee. He was on the TSA pre check line and the lines were not at all busy. I was traveling with a friend and she was still getting her ID checked when I got to the conveyor belt area. I was putting my license away when I got to the conveyor belt. (b)(6) told me in a rude tone of voice that I didn't need to put it away before going through the metal detector but I was already putting it in my purse. Then, he was rushing me to put my purse and laptop bag in a bin, holding the bin out to me. My purse was on my shoulder and before I could take it off, he pulled the bin away! He was acting as if he was disgusted with me. He made a comment about working with "privileged people". When I asked him his name, he refused to give it to me. I had to ask another agent. The behavior of (b)(6) was inappropriate and demeaning.
2014 8:03:3

Sincerely,

(b)(6)

(b)(6)

Caller asked the procedure for bringing infants through security. Caller advised that on 9-30-14 at 8:30 am she was bringing her 14 month old through security and the TSO told her she must set the child down. While going through security the child touched the machine and the TSO told her in a rude manner the child cannot touch the machine. Caller advised the TSO got in her face and told her she was being rude. Caller is very upset and stated the TSO humiliated her in front of everyone. Caller advised this occurred at the checkpoint on Side B for gate 70 and up. Caller was flying with Frontier airlines.

Advised Caller:

2014 8:14:4

Transportation Security Officers (TSO) are trained to offer families traveling with young children more time, assistance, and patience during the screening process. Children will be approached gently and treated with respect. If a child becomes uncomfortable or upset, parents or an accompanying adult will be consulted to determine the best approach to help relieve the child's concern. Children 12 years old and younger may leave on their shoes. Infants and small children may be carried through the metal detector, but if the alarm sounds, the TSO will have to conduct additional screening on both the adult passenger and the child

We regret that you were not satisfied with the service you received.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

YOU DO KNOW I HAVE THE SAME – OR HIGHER – SECURITY CLEARANCE THAT YOU HAVE???

You do understand that – right??

Evidently not....

2014 12:14: Blah Blah Blah

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or Caller: She is a frequent flyer and have metal implants on her legs and also use a service animal. Wanted to know how she can skip a patdown since she cant go through a metal detector.

Advised: Since she can go through the metal detector the last option for a TSO is patdown.

(b)(6) Notes:

Caller flies with a service animal and has metal implants. Caller states that every time she goes through the screening process she is required to go through a patdown. Caller is wanting to know how to alleviate the need for a patdown. Caller is wanting to know if PreCheck will allow her the option to not receive a patdown. Caller is wanting to know if there is a way that she can bypass the lines because she has difficulty standing.

Advised Caller:

2014 5:03:2

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Pre^u2713™. Even if you are a PreCheck participant, you will still be subject to a patdown if there is an alarm using the AIT.

Travelers who are directed to the TSA Pre^u2713™ lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case.

Many airports have lanes specifically designated for passengers with disabilities, medical conditions, or traveling with young children. Although passengers still may need to wait in line when using these lanes, in general the lines are much shorter and the wait time is less.

If an airport or checkpoint does not have a lane set aside for passengers with disabilities or families, or a passenger does not want to use that lane, any passenger who has difficulty standing may request to move to the front of any line.

Hello. Name is (b)(6) and I d like to inform you of a speech written by a JHS student (14 years old) in Japan about the unprofessional mannensms of the TSA staff and her security checkpoint expenence at the airport. Her name will remain anonymous. As for me, I am an American working in Japan. As an American, I am gravely disapointed at the dishonesty and lack of courtesy for passengers and their belongings from security personell.

As you may already be aware, there are too many rude, discourteous, and unprofessional airport staff that you don t seem to fire, and consistently hire and train.

I hope that by this speech, it will open your eyes to the severity of negative impacts to many air travelers due to your security measures and training in hopes that one day in the near future, something will actually change for the better.

At the Airport

Hello everyone. Today I would like to talk about my American Immigration experience. Last Spring, I went with my family to visit my father in the U.S.A. He works in Ohio. This was my first time on an airplane since I was two years old. I was excited because it was like the first time to fly, but, I was also nervous. My father said, "there was a shooting in my city two years ago." I couldn't sleep well.

2014 10:12: In Narita, when we went through immigration, they made us put our shampoo and lotion in a clear ziploc bag. Then we put it with our watches and wallets in a tray before we went through the metal detector. It was not very strict.

However, when we got to the California airport, immigration security was very strict. They made us do what we did at Narita but first there was a body scanner. They were checking if we had weapons or drugs. We had to take off our shoes and all metal. I had to take off my necklace, bracelet, belt, watch, and wallet. It was so annoying. The body scanner was white with two clear doors and about two meters tall. It looked like a can of hairspray. Very strange. The guard said, "go into the scanner" the door closed and I stood still. When it was finished, the next guard opened the door and said "leave." This was easy but they were so rude.

The passport check was worse than the scanner. When we show our passports, we must write the Hotel's name, its address and the reason to come to the U.S.A. on an information card. We made mistakes two or three times. At first, the guard explained to us nicely but the third time he got annoyed, took our card and filled in our mistakes. The guard's face and voice were very scary at the time. I don't think this would happen in Japan.

Next there was a long line for the final check. In the next land the checker suddenly stood up and walked somewhere. I thought he would change for another person but he didn't. Where did he go? I was surprised but his coworker was angry. Again, I don't think this would happen in Japan.

In Japan, staff think about people as guests. They are so friendly and try to do what we need. They made a comfortable experience. In America it is the reverse. The staff don't think like in Japan. Our feelings are not important. I hope that they can improve their service spirit and make a more enjoyable experience for all travelers.

Thank you for listening.

Caller went through security at ORD in the Precheck lane. She was flying wit United on 9-17. Caller had a nylon briefcase with wheels and a zipper, American Tourister Brand. Caller states there was a small box of jewelry in this bag that is now missing. The missing jewelry included a silver wrist cuff, thinner silver bracelet, silver charm bracelet with 2 charms attached, David Yurman earrings, her mother s solitaire engagement ring, small gold and diamond ring and a small pair of silver square earrings. The box was located near the top of the bag, just unzip and it would have been right there.

She had cleared the WTMD and was waiting for her bag to come through and had a funny feeling because she saw the male TSO employee sitting at the screen and looking at the bags and he turned sideways and looked over his shoulder at a female TSO and nodded. She may be able to recognize the TSO who was viewing the screen. It was a heavy-set person. She believes this was theft as TSA did not open her bag for additional screening at all.

2014 12:16: She flew from ORD to IAD to PVD, Flight #0382, departed at 8:45AM, location of the checkpoint was in Terminal 1, southernmost entry to the TSA Precheck lane.

Response:

Advised caller information will be provided to the CSM at ORD for review. If additional information is required may be contacted via email.

The CSM may have capability to view screening of her bag, some airports may have video of the screening locations.

Advised to always keep valuables in carryon bags, not checked bag.

Caller last flew from LAX and she was wearing a watch. She didnt have to remove personal items when she went through security. Her watch was demagnetized when she went through the AIT. She would like to know how to avoid this in the future.

2014 1:28: Advised,

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

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Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/2/2014 3:04:42 PM Airport : EWR - Newark International Date/Time of Travel : 10/02/2014 5:15 AM Airline & Flight Number : UA4522 Checkpoint/Area of Airport : Gates 20-28 TSA Employee: (If Known) : Could get name see description in complaint Comment : I was travelling out of Newark Liberty Airport on Thursday October 2, 2014, United Airlines UA4522 EWR to Nashville Departing 6:21am from gate A24 I am TSA Prev There is no TSA Prev lane at security so I queued in the regular line. After about 10 mins someone from TSA called for any passengers who where TSA Prev. I walked forward and went through ID check was given a tan colored pass and sent to the far baggage check. I asked if this was TSA Prev and was told YES. Gave the tan colored pass to the person at the metal detector and place all bags on the X-ray feed and walked through the metal screener. When my bag was processed I was told I need to take the laptop out of the case and put it through separately. I told the TSA agent I was TSA Prev and he said "We don't do TSA Prev at this check point" I told him the ID TSA agent told me it was TSA Prev and I didn't have to remove my laptop. I wasn't required to remove jacket shoe's etc. He again said "We don't do TSA Prev at this check point" so I took the computer out and he reran both. He then said he had to check the contents of my briefcase, took everything out, reran the briefcase and contents, told me he wasn't satisfied with the results, looked through my empty briefcase and re-reran the briefcase and contents again. During this time he told me to stand in one spot and NOT TO MOVE. He and the lady TSA agent looking at the X-ray machine screen "Yucked" it up each time he re-ran my bag.

As a former police officer I would have been I would have been reprimanded if I have taken this type of harassing action.

The time of this issue was between 5 and 5:30am and the agent concerned was African American, in his mid 20's, approx 6 feet tall and 210 pounds I expect a reply to my complaint Would you like a response? : True Passenger's Name (b)(6)
(b)(6) Phone Number (b)(6) Email: (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a knee replacement traveling from DEN today she is concerned because she did not set off the metal detector and tsa told her that if it alarmed before was not because of her knee and maybe she had change in her pocket but she said that is not correct and the DEN may have a breach in security.

Advised caller I was transferring her call to the SS.

CSS Hoskins notes:

Caller advised she has a metal knee replacement and sets off the metal detector every time that she goes through it. Caller stated she just went through security at Denver and never set off the metal detector. Caller advised the TSO's of this and they told her if she alarmed prior it wasn't from her knee she must have something inside her pocket. Caller is concerned if she got through with metal implants then someone could get through with a gun.

CSS Hoskins advised caller:

Thanks for reporting this I will transfer to the CSM at Denver for review.

He has TSA Pre business and has a knee replacement.

When he flew the last time, he was made to go through the other line.

This was at RSW, and he was wandering if this was procedure.

At the end of the call he was a little disgruntled and said the program was worthless.

Advised caller:

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713™.

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Preu2713™ individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

The caller flew from BOS on 9-29-14 and went through screening at 3:58pm at the JetBlue gate C41. The caller states a female officer late 40's or early 50's medium to large built white caucasian, with medium length brown hair was so extremely rude. The caller states that her mother was in a wheelchair and the officer in question told her mother to stand up and walk through the AIT. Her mother forgot to take her purse off her lap and the TSO grabbed her mother purse out of her mothers hands and threw it on the conveyor belt. The wheelchair attendant tried to go through screening on 3 attempts and the TSO became irritated and started making gestures with her hands and became very frustrated and was shaking her head very negatively. The attendant finally made it through screening and then the caller proceeded through screening and the officer ordered her to go back. The caller complied with the request. The caller walked through the metal detector and set off an alarm. Her belt caused the alarm and the officer told her to take the belt off now!! Once again the caller complied and went back through screening. The caller states that this screener was very rude in every way. The caller states that the gestures that the officer made with her body language, facial expressions, and whaling of her arms was just terrible and rude. The caller though the TSO was going to get violent. The callers mother (b)(6) was very upset and amazed at the way the officer jerked her purse out of her hands. The caller states that her 85 year old mother liked to have had a panic attack. The caller states that all the officers at this checkpoint were very negative.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

My family and I recently traveled from Charlotte, North Carolina back home to New Orleans. Before going through security, I handed my mom and brother their tickets. I accidentally handed my mom my ticket instead of hers. We proceeded to the security check point, handed the gentleman our ticket and ID, and continued to the metal detector. As we went through, we realized we had each other's tickets. The man at the checkpoint never noticed. We were very concerned that this happened. We made an honest mistake, but if we could get through with the wrong tickets someone could do it intentionally. Thank you for your time and attention to this matter.

We were headed to Aruba on vacation, as we have done on several other occasions. We always pack a small canned ham, canned tuna, and a few other items to help defray the high food costs on Aruba.

I had 5 cans of tuna in my back pack. I have artificial Knees and am always called aside because the buzzer goes off when going through the metal detector screening. When I was through with that, another TSA agent called me over to where my back pack was, & it was opened. The agent said I couldn't take the canned tuna, because the liquid content exceeded the limit.

I tried to explain that the liquid was in sealed cans, but she wouldn't listen. I then pointed out the content of each can was 5 ounces, 1 oz. liquid and 4 ozs. dry weight and the limit was 3.4 oz. of liquid per container.

She wouldn't admit that she was wrong, and seized the tuna. (I hope it went to some homeless shelter or put to some other good use.)

It's a small thing, but an annoying thing. The liquid was within TSA's guidelines.

I don't expect to be reimbursed, but I think the agent could have used some discretion, and allowed us to take them. I am 81 years old, and I don't think I fit the mold of a suspicious person.

Thank you for taking the time to read this and for doing such a good job of keeping us safe.

2014 1:07:5

Sincerely,

(b)(6)

Nantucket, MA 02584-2536

P: (b)(6) F: (b)(6)

anyone. He said he and his wife flew from IND to Denver to Santa Fe, NM and his wife got precheck but he did not. He said he went through AIT and had put his items on the conveyor belt with other people's items and he said he was told to push his items on the conveyor belt and he said the female Officer should have done that not him. He asked about his pocket comb and they told him to hold it up over his head in the AIT. He said a young male Officer came over and took his wallet and comb and laid them down and then started the patdown without asking him. He said then the Officer started going through his wallet without asking him and wanted to xray the comb again. He said he had a camera bag and forgot he had a leatherman inside it and he said that was his mistake. He said he told the female Officer that he forgot he had it and she told him to put it in check bag, mail it or surrender it. He said he needed to get on the plane and it was Sat. and no way to mail it and he said his Daughter gave it to him and he said he talked to an Officer and he asked if there was some way he could get it back. He said he did surrender it and got on the plane. He said there has to be a better way and asked if he could get it when he gets back. He said he is upset about having to get out of line to push his items up the conveyor belt when he said the female Officer did it for other people. He said they swabbed his hands and he should not have had to go through that. He said we still have the wand at that airport and they used it on other people but patted him down. He asked if the CSM will call him back and he said he will get a Congressman involved if they do not call him back. He said he does want the CSM to call him back.

Complaint

Airport: IND
Airline: United
Flight Number: 4112
Departure Time: 10-04-14 at 3pm at the checkpoint and the flight time was 5:10 pm
Arrival Airport and Time: Santa Fe at 8 pm
Location: security checkpoint
Terminal: unknown
Gate: A 25
Contact Information: (b)(6)

I advised him that I will refer this to the CSM and that I do not know if he will be called back by the CSM.

Response: I advised him that precheck is random for security reasons and based on an individual basis. I advised him that he can not get the leatherman back.

Search Results For:

I gave info from http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?search=Leatherman%20tool
Leatherman tool

Check Only

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/5/2014 8:38:39 PM Airport : LAX - Los Angeles International Date/Time of Travel : 10/05/2014 5:00 PM Airline & Flight Number : Southwest Airlines, Flt. 3216
Checkpoint/Area of Airport : Southwest Airlines TSA screening area Terminal 1 TSA Employee: (If Known): Unknown and not relevant Comment : I am approved for TSA Pre-Check (in addition to Global Entry) and constantly experience issues in the TSA Pre-Check lanes because of my hip replacement. The experience at LAX which is the subject of this complaint is the most recent instance, but by no means an isolated one.
The TSA Pre-Check lane at the Southwest concourse is not equipped with a new technology scanner; they use the standard metal detector, which anyone with a prosthetic hip will activate. By now I am accustomed to proceeding through the TSA Pre-Check lanes with metal detectors because that seems to be generally standard at most US airports. When my hip sets off the metal detector I am subjected to a pat-down, which then requires that I remove my shoes and belt for scanning. Today at LAX I was also then subjected to the hand swabbing process, which I assume was part of the pat-down process. It should be noted at this point that A FEW US airports, among them - Denver and Albuquerque, have the process designed in a manner where passengers like myself can have their boarding passes checked at the Pre-Check entry point and then walk through a scanner in the regular screening lines. That is not the case in the Southwest concourse screening point, nor in our home airport in Phoenix, terminal 4, concourse D.
If the scanners are not going to be installed at all Pre-Check entry points the process should at least be able to comprehend passengers like myself without subjecting us to the pat-down and swabbing processes. It is unnecessarily frustrating and time consuming to be out through those additional steps, especially in light of the fact that Pre-Check passengers and those of us with Global Entry status have, in theory, already been through the requisite background checks that qualified us for the TSA Pre-Check program in the first place. In essence, the manner in which passengers like myself are being handled, it nearly negates any advantage gained by being approved for Pre-Check.
It is clear that the TSA Pre-Check process needs to be updated to take these situations into account, otherwise all that's being accomplished is additional unnecessary screening, steps that should have been eliminated with the advent of the Pre-Check program.

I have brought this issue where the Phoenix airport is concerned to the attention of the airport management in Phoenix. Interestingly enough, since the time I made my complaint to those authorities, the TSA Pre-Check lane in terminal 4, concourse D, has been closed. TSA Pre-Check passengers at that concourse are now screened through the regular screening lanes.

TSA needs to take a hard look at how a process that was supposed to improve the screening experience now adds additional frustrations for those of us with certain medical conditions.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I travel a lot and the past 3 weeks I have experienced rude behavior in two locations while interacting with TSA agents. The first was a person in Charlotte NC where the supervisor was directing me to the metal detector and bypasses the body scanner. Another agent was not paying attention to the conversation and used his elbow to block me from entering the metal detector passage. The supervisor was watching the entire event. The agent blocking me was very rude and his supervisor watched the entire event. His supervisor apologized to me for the behavior. The supervisor gave me a yellow card and I deposited it in the local collection box.

Today I arrived at the PHX checkpoint at 4A. The TSA pre checkpoint was closed. When I checked in at the beginning of the line I was told to keep my shoes and belt on. I placed my laptop, phone and boarding pass in the tub and put my bag and tub on the belt. As I passed through the metal detector, officer (b)(6) asked that I remove my shoes and belt. I told him I was TSAPre and he asked for my boarding pass. I informed him it was on the belt next to him and asked that he look at it. He refused and would not allow me to get to the tub. I commented that he had a nasty attitude as I went back to the belt to remove my shoes. He did not like my comment and called his supervisor. I explained the situation and she apologized for the attitude. I told her it was not a big deal but it was Officer (b)(6) attitude that excited the situation. I now know when the TSAPre lane is closed and I am in the regular lane to hold on to my boarding pass. If he had point this without the attitude, it would not have been a disappointing experience.

2014 2:14:1

I am taking the time to explain these events, as the trending negative attitude of the TSA is a new experience. I know the offices have a job to do and dealing with the public is not always a positive experience listening to the complaining. I do have an expectation the officials of the TSA to be courteous and professional, as do the officers of the TSA. Office (b)(6) could avoid these type confrontations with a little bit of politeness. I will also be a little more on guard to tolerate the few negative attitudes of the TSA agents now that I have experienced these two events. 99% of my experience with the TSA staff has been supper and I feel a little guilty about bringing these situations up but I feel it is very important to give feedback. I like to get this sort of customer feedback about my organization.

Regards,

(b)(6)

Feedback Type : Security Issue

Categories : Other; Advanced Imaging Technology Current Date/Time : 10/6/2014 12:15:19 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 10/06/2014 8:30 AM Airline & Flight Number : United 457 Checkpoint/Area of Airport : Terminal 2 TSA Employee: (If Known) :

Comment : Dear sirs, I'm contacting you to complain about the complete disregard for procedure at the Phoenix airport today, October 6, 2014. Terminal 2.

My brother (b)(6) and I arrived for our United flight to Newark at 8:30AM, following your web page recommendations we repeatedly reported to the TSA agents that my brother has two hip replaced and therefore requested a scan instead of metal detector. In spite of our repeated attempts the TSA agents directed my brother to the metal detector which naturally went off.

2014 2:15:1 The triggering of the detector initiated a series of searches which consumed 20 minutes, all easily avoided if the agents listened to us and our repeated appeals for a scan.

The behavior of the TSA agents concerns me at several levels: disrespect for passengers with implants, excessive time wasted on a futile search, and the overall reduction of effectiveness in securing travel.

Appreciate your attention to this matter and hopefully it prevents future incidents.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 10/6/2014 1:46:57 PM

2014 4:24:11 Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): UA1469 Denver to Ord
Comments: (b)(6) was very unprofessional during a recent screening. He decided he needed to lecture me on pat down procedures long after I had complied with the request to remove my belt, shoes, and items in my pockets. He continued to deride me for several minutes after I had passed the metal detector and was waiting for a pat down.

I have been in the pre-check program for 1.5 years and fly weekly.

Most TSA officers are fine examples of dedicated employees working to keep the traveling public safe. (b)(6) at DIA is not among that group.

Feedback Type : Complaint
Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/6/2014 6:42:55 PM Airport : SRQ - Sarasota-Bradenton Date/Time of Travel : 09/23/2014 Airline & Flight Number : DL 1297 Checkpoint/Area of Airport :
TSA Employee: (If Known) :
Comment : After being cleared as TSA prechk by CBP, I was then put through an extensive body and baggage check because my boots contained large metal ornaments. I offered to remove the boots and suede jacket, only to be told to keep them on and proceed into the cylindrical radiation/metal detector. Then I had to remove the boots and jacket and go through the extensive body check and was even offered a private screening room.
2014 8:15:00 Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : Professionalism/Customer Service Current Date/Time : 10/7/2014 8:58:06 AM Airport : MCO - Orlando International Date/Time of Travel : 10/04/2014 7:45 PM Airline & Flight Number : AirTran Checkpoint/Area of Airport : B concourse, wheelchair lane TSA Employee: (If Known) :
Comment : The TSA staff at Orlando international have never been very friendly, but this past incident was over the top. We were traveling as a party of 5, consisting of me, my husband, my 6 year old son, my 4 year old daughter, and my 15 year old sister. We were put in the wheelchair lane because of our stroller and children. After putting everything on the belt, my daughter walked through the metal detector and I followed. My sister was in line next, but when it was her turn, the agent jumped in front of her, towering over her, and demanded to know why she was in that line, very aggressively. My sister is multiracial, and while she may not look like the rest of my family, there was no reason for that agent to be so aggressive. She was waiting quietly in line with my family. Only after she told the agent several times that she was a part of my family and me telling him from the other side of security that she is my sister did he reluctantly let her pass.
2014 10:05:00 He should have handled the situation very differently. She was not running, shoving or trying to get through the line. There was no reason to be so aggressive. Orlando international is just that. International. You get thousands of guests everyday who have all sorts of different looking families. Your agent should have politely asked if she was in our group, or asked me, or my husband. We could have even shown him our boarding passes, which clearly showed that she was sitting with us in the same row on the same flight.

His lack of professionalism shocked me and my sister.
Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number : (b)(6)
Email : (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/7/2014 12:21:30 PM Airport : BOS - Logan International Date/Time of Travel : 10/02/2014 Airline & Flight Number : Delta 2501 Checkpoint/Area of Airport : Security checkpoint (metal detector and walk through) TSA Employee: (If Known) (b)(6) (not sure on spelling of last name)

Comment : After going thru the metal detector my bag was put off to the side for an additional inspection. I noticed the TSA agent was allowing bags to go thru without looking at them (Belt was still going) as he was talking to a female (b)(6). My bag sat on the side for a minute or so and I asked what was going on, at this point (b)(6) very tersely says "We are waiting on someone to check your bag. SIR"; I was taken aback by not what she said but how she said it. I responded back tersely with "Hurry up"; At this point another TSA agent walked up and pulled my bag for the check. I said to (b)(6) as she walked by that "Her customer service skills needed improving"; To which she tersely responded and very loudly "WE ARE NOT A CUSTOMER SERVICE AGENCY, WE ARE A SECURITY AGENCY"; At this point I remained quiet. My point in writing is I recognize the importance of security but I have 2 agents chatting with bags going thru without being looked over and then the response I got was unacceptable. The TSA has to improve it's ability to handle travelers and have the professionalism not to get upset when questioned. I find this wasn't the case and want something done. You are more than welcome to call me for further information.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

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The caller recently flew from DC to HI. She has a knee implant and she has a card. She stated that she did inform them at the checkpoint. She stated that she goes through the AIT and she is still subjected to additional screening, in the form a patdown. She stated that one lady was very thorough over her breasts and other areas of her body, just because of the knee implant. She stated that the patdowns have to be a violation of the ADA. She stated that she does not want to go through a patdown when she flies, just because she has a metal implant in her knee and she shows the card from her doctor stating such. She stated that she has read on the Internet the generally one or the other is used, and not both. She stated that she has read that she can get a patdown if the AIT is declined or not available, however in her case she normally has to go through both. She asked if TSA has a Prescreening program to say that an individual has such issues to avoid a patdown in the future. She asked why she was not wanted to clear the alarm. She stated that the patdowns are obnoxious and they are a waste of time in her case. She stated that it just delays her and wastes Unnecessary time of the agents as well. She stated that a private screening would just delay her further. She stated that she will contact the ADA to see if there is anything that they can do. She asked if the AIT alarms are generally audible.

I explained that any time a passenger goes through the screening process they have to be screened. She can request a patdown first, rather than going through both process. TSA PreCheck, or any other program will not help her avoid a patdown for screening. I explained that there is no way for her to avoid a patdown. We do not use wands for screening. I explained that she can request a private screening if a patdown is required, which may make her more comfortable with the process. I explained that we use the WTMD, AIT, and patdowns to screen passengers, and sometime additional screening methods that may include testing for ETD. Passengers may present medical documentation regarding a medical condition to help inform TSOs; however this documentation is not required, nor will it exempt passengers from the screening process. I explained that generally depending on the machine setup, the AIT would highlight any alarming areas. The AIT does not penetrate the skin, therefore it would not show the metal implants in her knee.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/7/2014 3:05:27 PM Airport : LAS - McCarran International Date/Time of Travel : 10/07/2014 12:30 PM Airline & Flight Number : Southwest 526 Checkpoint/Area of Airport : TSA Pre-Check TSA Employee: (If Known) : African American Male at Metal Screeners, 11:43 AM Comment : First time at pre-check upon approval of application Female employee at enrollment center in mcCarran Airport, on Tuesday September 30, 2014 at about 11:45 AM specified cell phones wouldn't be an issue through pre-check.

Today, Tuesday October 7, 2014, at around 11:43 AM, the African American Male at the pre-check metal detectors belittled me on discovery of my cell phone in my pocket. After stating it was my first time and that I was told prior to the day of travel that cell phones were not an issue, he continued to heckle me further by adding "Woowooow. Cell phone. Metal detector. Who would have guessed." He then continued further with choppy, broken phrases, and slight lisp on certain syllables, implying a stereotype to Asian American speakers, much like myself. He never even included instruction to what to do with my cell phone. The TSA Asian American Male sitting nearby instructed me on what to do with my cell phone.

If I was told differently by the female member at enrollment center, this wouldn't have been an issue. However, not knowing, I found it extremely embarrassing and belittling they the male TSA agent acted the way he did, stereotyping Asian American Male vernacular and talking as if I was a child and should have known better.

While I do not expect an apology of any sort, I would appreciate a confirmation of any action, disciplinary or not, that will be taken in this matter, so it can be prevented by both the female at enrollment center, and the male at the metal Screeners by travelers in the future.

Would you like a response? : True

Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to file a formal complaint against TSA. Yesterday she was flying from Colorado Springs with her daughter. The daughter tested positive for an explosive test and they were then taken aside full pat down which included her private parts. Caller said her daughter was traumatized. They were told that if they refused that they could be arrested. Caller want to file complaint, get some information, and she requests we update our website to make it clear what happens to a child between the age of 13 and 18 and that they can receive the same pat down as an adult.

RESPONSE:

Every person, regardless of age, must undergo screening to proceed beyond the security checkpoint. Even a baby must be individually screened, however, it is Transportation Security Administration (TSA) policy that passengers will not be separated from their children.

When required, children who appear to be 12 years old and younger receive a modified version of the patdown. The modified version of the patdown still requires a Transportation Security Officer (TSO) to pat down the clothed areas of the child's body; however, the procedure was adapted to be less invasive.

The modified version of the patdown is required if the walk-through metal detector alarms when the child walks through it, anomalies are detected during Advanced Imaging Technology (AIT) screening, the adult accompanying the child refuses AIT screening on the child's behalf, or the child is randomly selected for a search. Also, a patdown of specific areas of a child's body may be conducted if the child is wearing bulky clothing.

The patdown can always be conducted in a private screening location when requested. The Transportation Security Administration (TSA) never separates a child from an accompanying adult. The accompanying adult may observe the entire patdown process and may assist by holding the child's hand. Twos are trained to conduct these procedures professionally and respectfully.

Children over 12 receives the same general pat down as adults.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Airport: Colorado Springs

Airline: Delta

Flight Number: 4630

Date: October 6, 2014 6:30 and 6:45 a.m. incident

Individual Contact: (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/8/2014 6:22:11 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Lambert St Louis, Terminal C.

Comments: Hello -

2014 8:43:1

I am writing to express my disappointment with your employee, (b)(6). On the morning of October 8, 2014, I arrived at Lambert St Louis' Terminal C Pre-Check security line wearing a light jacket. I attempted to pass through the metal detector when (b)(6) told me to step back. I asked why and she said that I needed to take off my coat. I was surprised given that I fly 2-3 times each week and have never been asked to remove this particular jacket by any other TSA employee, so I asked "Even though I'm pre-Check?" She responded very rudely by saying, "That's for light jackets, don't you know the difference between that and a coat." This was particularly confusing given the number of men passing through the screening wearing sweatshirts and fleeces that are far heavier than my jacket. I took off my jacket and, upon reaching the other side of the metal detector, asked for her name. She then sighed and told her colleague that they had a "white woman with an attitude." This is unacceptable. Not only is (b)(6) inappropriately applying the pre-check policy, seemingly in favor of men, but her explicit gender and race related comments are not appropriate coming from anyone, certainly not a government employee.

I do hope that you will speak with (b)(6) before she treats more citizens this way and that I will receive an apology.

Best,

(b)(6)

Caller signed up for precheck recently via TSA and had a bad experience the first time, he has a bad leg and doesn't know what is in his leg other than metal, informed TSOs and still had to remove items from his pockets and remove shoes, belt, etc. and was patted down completely. He was the first one in line and last one to get through because he had to have additional screening.

Departing from PHF and said he stood with his feet on pads and arms above head for screening technology.

He doesn't know what is in his knees, has had 4 joint replacements, if he presents his medical card does that allow him to not go through the removal of everything for screening?

Response:

2014 8:57:0

Informed caller PHF airport doesn't participate with the Precheck program, therefore, not eligible at that location. Must be flying via airline assigned to the departure airport. Not a guarantee for anyone, should be allowed on a more consistent basis, but, TSA doesn't guarantee anyone they can use precheck everytime they fly. Random selection only.

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available.

Can present documentation, not required and doesn't exempt anyone from screening process. Cannot allow anyone to circumvent the system by learning how it works and be allowed to get something through that could be detrimental to safety of aviation.

Caller called about 3 and a half years ago about this. Caller wears a defibrillator with three wire leads going to the heart and she flies once a month and TSA never detects the device. She goes through the WTMD and beeps but it doesn't seem to be a big deal. She is worried that someone could bring a bomb in their body and be able to get through security. She is not happy about that.

Advised:

2014 2:36:5

Asked the caller if she ever gets a patdown and she says only if she is wearing her watch on her arm. Asked the caller how she knows they don't detect the device and she says she doesn't get a patdown.

Advised the caller that TSA has many layers of security to detect bomb threats including the AIT, WTMD and the ETD testing.

Advised the caller that she should notify the TSO of the device because the screening technology might affect the calibration of the device. The caller says it is safe to be screened that way.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/8/2014 2:17:51 PM Airport : SMF - Sacramento International Date/Time of Travel : 10/01/2014 6:30 AM Airline & Flight Number : southwest #1901 Checkpoint/Area of Airport : last check point before boarding gates TSA Employee: (If Known) : Some old cantankerous man yelling at everybody Comment : Upon entering the last checkpoint I asked the TSA employee if I should take off my belt because it had a big metal buckle. I even lifted up my shirt and showed it to him. He yelled at me to leave my belt and shoes on. Well after the metal detector went off that I tried to pass through he yelled at me again to take my belt off like I should have known to take it off instead of listening to him. Then I got blindsided by another TSA agent who yelled at me from the other side of me to put my belt on the conveyer belt to my left when my other items were put on the conveyer belt to my right. I had to wait for my items to come through both conveyer belts at different times in order to gather all of my items. It was totally ridiculous, it was like the left hand doesn't know what the right hand is doing with these employees. They don't respond to common sense because they are on these power trips to boss and push you around and literally yell at you instead of talking to you. I'm not a child I am a 61 year old business man that doesn't appreciate being yelled at like a child that isn't listening to his mother or something. There is no common sense and professionalism with these TSA employees. If I absolutely didn't have to board this plane I would have turned around and asked for a refund on my ticket and taken a bus or a train instead. It is totally ridiculous to be treated like this when you are paying exuberant amounts of money to travel.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Information Request: He said he will be traveling again this year but he declined the pss.

Response Details: Response: I advised him that he needs to have his hands free for the screening process and to put the wallet in the plastic bin and to talk to the Officer before screening starts about the concern he has about his wallet. I advised him that he can put it in his carry on bag before he comes into the checkpoint.

If a passenger has an internal medical device, such as a stomach or cardiac pacemaker or a defibrillator, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds.

TSA is required by law to screen all property that is brought onboard commercial passenger aircraft, including carry-on luggage. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of carry-on bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found.

Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

I advised him that he needs to declare the defibrillator and advise the Officer that he does not want the xray screening.

I offered to send this to the CSM at the airport but he declined.

I asked if he needs a pss at the checkpoint and that he can ask for a pss or supervisor and offered an email.

If a passenger cannot remove his or her shoes due to possible medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic, he or she should inform a Transportation Security Officer (TSO) before screening begins.

His or her shoes are subject to additional screening, which may require that the passenger lift the bottom hem of his or her pants. A passenger can request to be seated during this additional screening.

Incident Details: He has a defibrillator implanted and traveled from LaGuardia to Chicago ORD on Sept. 14 and he said he needed a patdown but the Officer at ORD told him he could go through the wtrnd and he said eventually they let him have the

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2014 9:46:2 Transportation Security Administration (TSA) policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening.

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Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/8/2014 8:59:45 PM Airport : LAS - McCarran International Date/Time of Travel : 10/07/2014 1:45 AM Airline & Flight Number : hawaiian 17 Checkpoint/Area of Airport : screening

TSA Employee: (If Known) :

Comment : I am tsa precheck, and when i walked through the metal detector to the beltway to get my stuff, the agent their said that i needed to get my hands swab, i told her and the male that was standing there with her why when i am tsa precheck, his comment to me was (because you are holding an infant) what the hell does that have to do with you pulling me to the side to get swab, you seen my bags through the monitor and i walked through the metal detector without any problems and because i was holding an infant, i became a target. I did not appreciate the way the female had talked to me and made comments when she knew i was from HAWAII, she further said that i had a bad attitude and that i was SHAME..... I believe that the agents are only suppose to speak to passengers in regards to what needs to be done and not have any personal comments to tell us. She was rude and unprofessional and her whole demeanor towards anyone is disrespectful.. Do something about your agents. I walked into the checkpoint at 1145pm she has dark hair 5/2 and a bad attitude....

Would you like a response? : True

Passenger's Name: (b)(6) Phone Number: (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: The caller wears an insulin pump.

Information Request: She indicated that she has observed passengers with medical devices being escorted to the WTMD for screening. She indicated that she has seen the chain being removed from the WTMD and a TSO escorting a passenger through. She asked why she can't do that.

Response Details: I advised that passengers can request to be screened via a patdown rather than to pass through the AIT or WTMD.

I advised that in regard to the specific incident with the TSO, I will refer the information to the CSM at PIT to make them aware. They would have the means to look into and address this.

I advised that I would refer her feedback to our disability department. I opted to do this as the caller challenged the information on our site and feels that it is misleading.

I explained that passengers cannot request to be screened by the WTMD instead of AIT or a patdown screening, however TSOs can approve alternate screening for passengers with disabilities, medical conditions, or devices. I advised that she can request the assistance of the PSS or STSO at the checkpoint with questions or concerns. They can address these and provide assistance through screening. TSA Cares can provide assistance through screening for those with disabilities, medical conditions, or devices. Such assistance can facilitate the screening process for the passenger.

2014 9:18:1 Incident Details: The caller indicated that she had a negative experience on 5/22 at PIT. The TSO swore that insulin pumps were okay to go through the AIT. The TSO threatened her with a full body patdown if she didn't go through AIT. She felt that he was forcing her to go through AIT, which she did. She feels that this is due to lack of education of our TSOs and TSA's policy.

United flight 3541 PIT to Chicago departing at 6:35am

The TSO was male, dark brown hair, glasses, average-short build. She went through the scanner in the far right lane.

She has researched and has been advised by the manufacturer of her insulin pump and other manufacturers of insulin pumps that they should not be subjected to AIT. This applies to glucose monitors as well.

She is in the process of replacing her insulin pump. It is covered under warranty and she is not incurring an out of pocket. She indicated that she went through screening a few days ago.

She would like for someone to follow up in regard to insulin pumps going through the xray machine. She stated that the verbiage on the website indicates that passengers can go through AIT or the WTMD with the insulin pump. She feels this is misleading.

She indicated that she is happy to provide documentation to website that she has used for her research in regard to the screening of insulin pumps.

Disability Description: Caller is Blind and needs to file a complaint

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

1014 11:35: Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint. To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail.

Your complaint will be handled by the OCRL and I don't have information as how soon you will get a resolution.

Called the caller back to obtain her e-mail address and flight time.

Incident Details: Caller said she needs to file a complaint about an incident on 10/02/14 that happened at ATL she was traveling with US flight# 461 departing at 7:00am. Her husband is partially blind and she is blind they were selected for precheck she was on the wheelchair was told she could keep her shoes on she heard when her items were screened by TSA and the her dog alarmed the metal detector she said normally the dogs get checked because the harness sets the alarm off but in this day her and her husband were selected for additional screening they both received patdowns in public and feel like they were targeted because of their disability and need to be compensated.

Caller lives in the US and has friends who arrived in the US and don't speak good English, everytime they board a flight in the US they have excess screening. What is the problem? Flying from BUF to Chicago and also mentioned at JFK they had to go through excess screening. Caller wasn't sure of the screening they were referring to, such as a patdown, being delayed by CBP, etc. Caller said at BUF they had to be double checked and they are traveling with small children. Asked why they are having to have the additional screening? Caller disconnected the call at 11:47 AM.

Response:

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Caller has a friend who is traveling with another friend from Russia and they are traveling in the US and have been put on a list at each airport. Why have they put them on this list and they are tired because they have been checked again and again? Thinks it is TSA that is doing the checking because they gave a friend in Omaha, NE the TCC # and were told to contact the TCC for information. (b)(6) and (b)(6) is the name of the passengers and caller asked for specific information regarding the two individuals? No specifics regarding the type of screening, just that they are being checked precisely at each and every airport before allowed to board their flights.

Response:

(TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

1014 12:06: TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

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We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

No specific information for any passenger, just standard process and procedures information, offered to provide via email, none provided.

Caller has a friend who is traveling with another friend from Russia and they are traveling in the US and have been put on a list at each airport. Why have they put them on this list and they are tired because they have been checked again and again? Thinks it is TSA that is doing the checking because they gave a friend in Omaha, NE the TCC # and were told to contact the TCC for information.

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No specific information for any passenger, just standard process and procedures information, offered to provide via email, none provided.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/9/2014 11:24:47 AM

Name (b)(6)

Email (b)(6)

Complaints:Discourteous/Rude Employee

1014 12:08: Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):JFK, going from DL477 from Barcelona to DL2577 (JFK to MSP) on Tuesday, Oct. 7, 2014. About 3:30 pm. I believe this was a security line on the first floor (not the 4th floor precheck) that is for incoming international travelers who are catching a domestic connection. There was one metal scanner at this checkpoint.

Comments:My wife needed a patdown because her artificial knee set off the metal detector, as it always does. No female TSA employee was available. When one showed up, she was very rude to my wife, stating that she had been in the restroom and was entitled to do so. My wife just said we were concerned about making our flight. I was present, and my wife did not speak in a rude or angry fashion. The TSA employee (Agent (b)(6) a female) then told us to talk to her supervisor and walked away! She then went on to stack up bins and then did a patdown on another woman, leaving us just standing there. The supposed supervisor, a male agent named (b)(6) pretty much just laughed at us. It was very clear that the intent was to make us wait or miss our plane. I asked agent (b)(6) for her badge or employee number and she refused to give it to me. She then accused me of trying to interfere with her job duties (of patting down the other woman) because I was asking her for that information. She told me to talk with her supervisor. I asked agent (b)(6) whom I could speak with about this problem and he told me to go upstairs somewhere and find the TSA office. Obviously, this was impossible as my wife had not yet been cleared and we were trying to catch a flight. After about 10 minutes of just standing there, being ignored by all of the TSA agents in the area (clearly intentionally), I told Agent (b)(6) "OK, we give up, we apologize for anything, please just let us get out of here." We got the patdown and we did make our flight.

I have never filed a complaint before and feel that the TSA does a great job and is very professional. This incident amazed me. Agents (b)(6) and (b)(6) should not be doing such a difficult and sensitive job.

To make matters worse, my wife reported that she overheard Agent (b)(6) being rude to another passenger while we were standing there waiting. I did not overhear this, so I can't comment further.

Caller says TSA is doing a great job, but is concerned about Ebola and noticed on the news that certain airports are on a list requiring additional screening such as taking passenger's temp. and other additional screening when they are coming into the US from West Africa. She knows that PHL isn't on the list and asks why when they have one of the highest populations of W. African Immigrants in the US, why are they eliminating PHL from the additional screening for safety reasons? Caller mentioned airports such as EWR, JFK, and others that have been selected for the additional screenings. Should be looked into for everyone's safety and states she is a socially conscious person and concerned for everyone's safety.

She may be flying soon because they are moving down south for health reasons and she has a pet cat which will be in a carrier, is she allowed to travel with the cat?
She has a neuro muscular disease, which requires her to be on Oxygen 24/7 and she will be traveling with a POC, will she be allowed to take the cat and the POC or is that an airline issue?

Response:
:014 12:26: Advised caller no information regarding the additional screenings planned for select airports in the US.

Pets traveling in the aircraft cabin must be presented to a Transportation Security Officer (TSO) at the screening checkpoint. The animal's owner is required to carry the animal through the walk-through metal detector (WTMD) or walk the animal through the WTMD on a leash. TSOs are required to resolve any alarms associated with the animal using visual observation and patdown inspections. The TSO may require owners to assist by controlling the animal during this process. All accessible property associated with animals, such as cabin kennels, must be separately screened using the x-ray machine.

The FAA does allow certain portable oxygen concentrators (POC) to be used inflight for medical purposes. Please visit www.faa.gov/about/initiatives/cabin_safety/portable_oxygen to find a list of POCs approved for inflight use by the FAA. A passenger may also check with their airline before purchasing a ticket to ask if their POC is approved for inflight use or if the airline will provide oxygen to the passenger during the flight.

Caller says TSA is doing a great job, but is concerned about Ebola and noticed on the news that certain airports are on a list requiring additional screening such as taking passenger's temp. and other additional screening when they are coming into the US from West Africa. She knows that PHL isn't on the list and asks why when they have one of the highest populations of W. African Immigrants in the US, why are they eliminating PHL from the additional screening for safety reasons? Caller mentioned airports such as EWR, JFK, and others that have been selected for the additional screenings. Should be looked into for everyone's safety and states she is a socially conscious person and concerned for everyone's safety.

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Caller stated that he went through the checkpoint in DEN at 10am 9 OCT 2014 he thinks that he dropped his cell phone so he was looking for this. He asked all the TSOs in the area and they helped him out but no one can find this. He got upset because the TSO told him to just go through screening so he did, when he got done with the WTMD his jacket went missing. The officers told him that there has not been any jackets missing and to just wait and see if it comes through. Out of no where, his cell phone was found and his jacket was still missing. It then went through the xray screening and just happened to come out of the device.

:014 12:32: He feels that they were doing this on purpose and when asked to get their names the officers refused to give that to him. If they didn't do it on purpose he thinks that someone tried to steal this and when he rose chaos they acted like they found it.

This happened at Gate A in the far right side going through the checkpoint (1 isle from premier access line).

CCR informed him that this information will be sent to the airport CSM for additional looking into.
Caller wants to file a complaint. She asked if she can obtain a policy of the rules and regulations for searching. She said her boyfriend was heading to his flight and he would have filed a complaint at the Airport but he did not have time. She said that he said that 2 officers approached him and they randomly searched his bag and he let them search it. They asked him questions about his trip. She said he feels that he was racially profiled. She said there was not a metal detector or dogs or anything. He was at Fort Lauderdale. She said they were undercover TSA agents. They were not in uniform but they did show him his bag.

2014 10:53 RESPONSE: You can find information about TSA policy at tsa.gov. Advised caller that I will transfer her to MB that could better assist her.

Caller said he has a KTN, he had an incident at DFW when he was returning to San Jose. He went through the precheck line. He has a prosthetic metal shoulder and it set off all the WTMD and they patted him down. The reason he got the KTN is because he travels often so he can go through quickly. This time when he went through all this additional screening did not help anything. So he is not receiving the precheck he paid for, he is 65 years of age and deserves to receive it. He stated we obviously need to change our system.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

2014 5:38: The most familiar of TSA's risk-based initiatives, TSA Pre[®]2713[™], allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre[®]2713[™] lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

Explained to the caller that if he went through the precheck line, he was receiving the precheck incentives. But once he alarmed the machine they made him remove his shoes, that is additional screening. Any passenger regardless of precheck status, if they alarm are required to undergo additional screening. Told the caller that for future reference he needs to inform the officers before he goes through screening that he has a Metal Implant so they can direct him to the AIT machine that he would need to go through.

Caller hung up.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/10/2014 4:59:15 PM Airport : LGA - LaGuardia Date/Time of Travel : 10/10/2014 4:00 PM Airline & Flight Number : DL2019 Checkpoint/Area of Airport : East checkpoint terminal

C TSA Employee: (If Known) :

Comment : There is no one collecting the bins after the X-Ray machine, making for a big fucking mess. As many TSA agents as I see standing around doing absolutely nothing or getting paid to do overly simplified or menial tasks (such as standing in front of the metal detectors to direct people towards the scanner instead) I don't see why the bins can't be collected often enough to keep the process efficient. By the way, in this case an agent was casually browsing the internet and talking to another agent.

2014 6:23:

Way to keep up the shitty, inefficient tax wasting work TSA.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Circling back to see if I could receive feedback and thoughts concerning the issues I sent just over a month ago.

Please follow up.

Thanks

On Sep 8, 2014, at 9:55 PM, (b)(6) wrote:

2014 10:06

> Today I flew out of Lunken airport in Cincinnati Ohio. I flew on Ultimate Air and found it disturbing that I did not go through a metal detector nor was my luggage checked. The same thing occurred when I flew back from Chicago. This seems to be an issue to me and I cannot understand why this airline is governed differently. Very concerning as we sit today on a high terror alert. When we left Midway today at 5pm a different aircraft was landing and while I cannot recall the distance that is supposed to be maintained between aircraft (I think it is 3 miles) I can tell you the other aircraft was well within a mile of us. I would appreciate a response and follow up.

> Thank You.

(b)(6)

From: (b)(6)
Sent: Saturday, October 11, 2014 12:45 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/11/2014 12:44:50 PM

2014 3:17: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

inconsistent TSA airport instructions

Comments:

On Oct 5, at a TSA security checkpoint at Dulles (IAD), I had emptied my pockets into my briefcase, had taken off my shoes, removed my belt, etc. as I always do. Before I went thru the metal detector, the TSA agent told me I had to have my boarding pass IN HAND, and I had to retrieve it from my briefcase. On Oct 10, the LAX security checkpoint agent told everyone to put everything, including boarding passes SPECIFICALLY, in the trays and to not have anything in our hands going into the metal

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/11/2014 4:36:38 PM Airport : MDW - Chicago Midway Date/Time of Travel : 10/10/2014 9:30 PM Airline & Flight Number :

Checkpoint/Area of Airport : Gate B

TSA Employee: (If Known) :

Comment : I arrived at Midway Airport at 8:30 PM on Friday, October 10. Despite having a Precheck boarding pass, I discovered that the TSA Precheck lane was closed. I have three complaints about this.

First, why must Precheck passengers undergo regular screening when the Precheck lanes are closed? I understand the need to close Precheck lanes during off-peak hours when costs dictate having fewer TSA Agents on duty. But TSA already has Precheck without dedicated lanes in smaller airports. In Milwaukee, for example, Precheck passengers get issued a card that lets them go through the metal detector in the regular lane. Why does TSA have no similar procedure in larger airports when the Precheck lanes are closed?

The closing of the Precheck lane should not mean the cessation of Precheck benefits. Like Milwaukee, Midway has metal detectors in the regular lanes. During off-peak times requiring closure of the separate Precheck lane, Midway could operate Precheck just like the Milwaukee airport does: hand the passengers a card and let them go through the metal detector in the regular line. Why doesn't off-peak Precheck operate this way?

2014 5:06: Second, I am unable to find online what hours Precheck lanes are available. TSA obviously knows its staffing and it should share that with the public. Unlike unpredictability dictated by security requirements, not knowing the hours of available Precheck lanes places unnecessary unpredictability into the Precheck system that harms travelers who rely on Precheck to proceed through airport security quickly and efficiently.

Third, when I went through the regular line, no TSA agent at Midway knew the hours of the Precheck lane. It's bad enough that TSA does not have this information readily available online. It's worse than the agents themselves do not know this basic information.

Thank you for addressing these three concerns.

Robert

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I traveled to SFO from MKE last weekend. I had broken my Femur almost 4 weeks ago and had to travel with a wheelchair. When I left Milwaukee I had a TSA member squat down to me to ask a few questions and to explain to me what we needed to do. I was able to Crutch up to the scanner, so the TSA member told me he was going to send my Crutches through the x ray and have a member bring me my crutches. I was able to crutch up to the scanner and hand my crutches back to the member and was able to stand and get scanned. Everything went smoothly and we were on my way.

When I was on my way home in SFO. First the TSA members tried to have me walk through the metal detector while holding a TSA's members hand. I had to explain that I had a metal rod running from my knee to my hip and it wouldn't work. I tried to explain to two members how things were done in Milwaukee and how I was in and out in 5 min. They both said it wasn't in their policies and they couldn't do it. I was sent through to a supervisor to get a pat down. Getting told that each city sets their own policies. How can I feel safe if each city can make up policies? Shouldn't each and every city follow the same rules? Which city was and is right?

I'm free to talk about this and don't feel like I was treated right. You can reach me at (b)(6)

Thanks,

(b)(6)

personal response to the issue raise touching me with contaminated gloves and primarily without my permission.

What corrective action is the TSA intend to make? How can Ebola be controlled when the TSA does not practice protective care to avoid contamination passengers by the TSA agent himself?

Has a Case file been opened regarding this event or open a case file for this complaint

-----Original Message-----

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, October 02, 2014 12:56 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail regarding your screening experience.

2014 10:10 The Transportation Security Administration (TSA) seeks to provide the highest level of security and customer service to all who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with respect and courtesy. Every person and item must be screened before entering the secured area, and the manner in which the screening is conducted is important. All Transportation Security Officers (TSOs) are required to be considerate and thoughtful, and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

At airports nationwide, TSA has implemented streamlined, consistent, and thorough patdown procedures at security checkpoints to provide a higher level of security and increase the safety of the traveling public. Patdowns help TSA detect hidden and dangerous items, such as explosives. They are used to resolve alarms from the walk through metal detector (WTMD), when anomalies are discovered through Advanced Imaging Technology (AIT) screening, and as part of TSA's random screening activities.

A TSO of the same gender as the passenger will conduct the patdown search; however, passengers may need to wait for a TSO of the same gender to become available. As the screening is being conducted, the TSO will be describing the procedures he or she is using. The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched. TSOs are required to use the back of the hand to patdown a passenger's sensitive areas. For non-sensitive areas, TSOs are required to use the front of the hand.

At any time during the screening process, passengers may request a private screening.

TSOs should also offer a private screening before beginning a patdown inspection that will require displacing or lifting clothing. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. Passengers who refuse screening in both the public and private areas will not be permitted to enter the secured area.

Because your complaint concerns the conduct of TSOs at a specific airport, we have forwarded a copy to the Customer Support Manager at that location. TSA monitors the number and nature of complaints we receive in order to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees or screener teams are the

Response Details: Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:

- Have an insulin pump
- Need assistance
- Have difficulty raising your arms
- Have difficulty walking or standing alone.

It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or using a thorough patdown. Any passenger can request a patdown rather than using the technology.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act, it must:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Email sent.

Incident Details: The callers daughter flew to England. She stated that she was told that she can remove her insulin pump for screening and they will visually inspect the machine. She stated that she told the officers that the pump cannot go through the x-ray machine. She stated that they sent the pump through the machine anyways. She stated that she does have a back up pump for use.

Caller wants to file a complaint because she flew from JFK to MCO on 9-2 and during screening process the TSO was very rude and told her to keep moving in a nasty way, told her they didn't need anything from her. She was trying to watch her bag because it had a lot of money in it and the bag went through the machine and she didn't see her items because she was having a patdown. She went through the WTMD and had a patdown in the general area. The money was in her purse, she didn't see anyone hand inspect her bag, but, there is \$100 missing from her purse. She contacted Jetblue who said they didn't have anything to do with it.

Thinks she went through security at approx. 8AM.

Caller was wearing a scarf and a long dress, solid black dress and she thinks the scarf was pink.

1. Date and Time of the flight---9-2-14, departed at approx. 9:00 AM going through security, departed at approx.

2. Gate or Terminal---Doesn't remember, thinks terminal 5

3. Baggage description---The purse was a black leather look purse, had zippers and a snap close in the middle, it was closed when she placed in the bin, when she retrieved it was still closed but turned over in the bin.

4. Bag Tag # (10 digit)---Preferred for phone calls.

5. Flight #---Doesn't know, can't remember

6. Airline---Jetblue

Response:

Advised caller information will be provided to the CSM at JFK for review. If additional information is required may be contacted by email.

'2014 6:44:

'2014 8:25:

Feedback Type : Complaint

Categories : Other

Current Date/Time : 10/14/2014 1:04:17 PM Airport : DAB - Daytona Beach International Date/Time of Travel : 10/13/2014 2:36 AM Airline & Flight Number : Delta 1087 Checkpoint/Area of Airport : TSA Screening Area TSA Employee: (If Known) :

Comment : When I used my smart phone boarding pass I was given my license back with a small paper encased in plastic that I gave to the TSA (female) agent. I was told I didn't have to take off my earrings, watch or shoes. I'm assuming the pass I was given exempted me from doing it. From my past travels, I've learned this pass is randomly given. I did open my carry on and gave the female TSA agent, my hand cream, toothpaste and liquid soap I had in a plastic bag for her to review. At that time, I thought I was going to go through the Advanced Imaging Technology (AIT) Equipment that swirls around your body vice the regular metal detector but I wasn't. I was directed to come through the metal detector which of course sent off alarms

'2014 2:11: because of the jewelry I was wearing. The male and female TSA agents kept sending me back to take of jewelry, then my shoes and was proposing to do a full body search if the detector went off again. After taking off my shoes, the metal detector didn't alarm when I went through the metal detector. At that point, I was really confused and wondered why they would send me through a metal detector when I was initially told I didn't have take anything off. I thought my pass bypassed the metal detector. I was the only one in the TSA screening area and felt like I was under some kind of assault. I don't like to play race cards but I almost felt like I was being harassed by TSA because I was black. The TSA Caucasian staff at Daytona Beach needs to be more professional and follow the rules in place. I should not have been subjected to a metal detector and should have been allowed to go through the AIT because of the pass I was given. The experienced left me feeling truly assaulted.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom so ever it may concern,

Respected,

I am a frequent domestic traveler in the United States and I travel to one of the most busy airports in the United States. I am not a TSA pre, which requires me to take my shoes and other stuff like any other normal traveler.

Yesterday (Oct 13, 2014), I took a United Flight 4605 from Cleveland to LaGuardia, NY and went through the usual security check around 6.25PM via the central security check area in the Hopkin's International Airport. I prepared myself for the normal security check, with my Laptop on a separate tray and all the other stuff out for screening. One thing that I for got remove was my waist belt and due to the fact that I was wearing a longer shirt to cover my waist belt, the person before the screening machine was not able to advise me to take it off.

I went through with the screening with my belt on without knowledge and the detector did not make any discovery for some reason. I was not even checked by the person right after the screening machine. Later when I am settling my stuff back I discovered that I never took my belt off for the screening. I was amazed to know that the metal detector did not do any discovery on this. I am scared after a while that someone can actually board the plane with a knife or some sort mini metal tool that can kill people. Please do verify that the machines do work and do their part to avoid another 911.

'2014 4:09:

People trust you and I do the same. We all love everything you do to save this nation by puting your lives in stake for ours.

Hope this world is a safer place.

Thank you,

(b)(6)

A non-immigrant to the United States.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/15/2014 7:06:46 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel :

Airline & Flight Number : United

Checkpoint/Area of Airport : Gate E

TSA Employee: (If Known) :

Comment : The TSA needs to get its act together at this airport.

I had my boarding pass on my phone and the agent who was verifying my identity told me I didn't have to take my shoes off because I have Pre Check. Once I'm ready to walk through the metal detector, the agent orders me to take my shoes off because "I didn't have proof"; that I have precheck. I told him that my boarding pass is on my phone and that it's already gone through the scanner but he can ask the agent who verified my identity. He said he has to see it himself, implying he doesn't trust his colleague.

'2014 8:46: After I go through the gate, unsurprisingly, I'm "randomly" selected for a security screen. I'm sure it was a coincidence even though I was the only middle eastern person going through the checkpoint at that moment, but I couldn't help but feel uncomfortable.

The agent proceeded to throw away cologne I've traveled with for 3 years. The very same bottle of cologne that this very airport has seen in a security screen twice before (I travel to DFW regularly). The agent was robotic and not empathic at all.

What type of message does this send passengers? TSA is universally hated, and your agents make it impossible to be supportive of this administration. What are your standards for people you hire? They exhibit no empathy. They bark orders at passengers. They lack humanity. They contradict their colleagues regularly.

Don't just respond acknowledging you've received this -- that's patronizing. Tell me what you guys are doing about instances like this. Tell me what your criteria is for hiring.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism Customer Service; Screening Current Date Time : 10/15/2014 11:42:27 AM Airport : SEA - Seattle-Tacoma International Date Time of Travel : 10/15/2014 7:45 AM Airline : Flight Number : DL 128 Checkpoint Area of Airport : Security Screening for Arriving Intl Flights TSA Employee: (If Known) : Yes , see description below Comment : There was a female TSA employee working the metal detector screening area for connecting flights from China & Hong Kong that was being very rude and demeaning to Japanese and Chinese Visitors who had little understanding of English and we're not able to understand her instructions. The employee was short in stature; short blonde hair and wore dark glasses. She appeared to be late 40's to early 50's. It was embarrassing to see foreign visitors being treated in the manner she was treating them. Several US passengers commented how rude and obnoxious she was to the foreign visitors.

2014 12:17

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good Morning,

I am writing in regards to an experience I had at the Atlanta International Airport in Georgia this past Monday (10-13). While proceeding to go through the TSA security checkpoint I was told by one of the TSA officers to remove my "shoes" before going through the metal detector. I was wearing cloth flip flops with no socks. I looked at my feet and then at him again. He told me again to remove my "shoes". I said I did not have any socks and questioned him about walking through the security area with no socks on. He and another TSA officer were very quick to tell me that I had two choices. One being to walk barefoot or basically, leave. They were quick to take an aggressive tone and left me no option. Without knowing what else to say, I said "that is disgusting". Again I was told I had two options. With no other choice and feeling very flustered, I had to walk barefoot through the security check and wait for my flip flops to come through the x-ray machine. While I was standing and waiting for my flip flops, one of the female TSA officers yelled to the rest of the folks waiting in line, "Don't forget your socks people!" I felt it was very condescending and was quite embarrassing.

2014 12:18

With that being said, I have much understanding, respect and appreciation for all of the security measures throughout the airport. It is not the security measures themselves that left me feeling upset and embarrassed, it was the way I was treated. I had to walk barefoot through a very high traffic area of a public environment with no protection on my exposed skin. Is there no policy about having "booties" available for these types of situations? I just find it very hard to digest that I was not offered any protective gear for my feet or given a moment to step aside to possibly figure out another option to protect my feet from exposure. In times of worrying about disease in our country and others, again I just have a hard time digesting this.

I thank you for your time and would appreciate any feedback. I can provide more details if necessary.

Thank you again.

(b)(6)

What is the propose of having PreCheck if the general population is being sent through the same metal detector? It is set too high in sensitivity to allow you to go through with items other than cell phones in your pocket. It is also the first time I had to go through the x-ray scanner.

I have previously been randomly selected to have my hands wiped for explosives, but it is annoying and intrusive to be forced through the X-ray scanner.

I should not have to remove a normal belt buckle (not the big emblems) and u should not have to wait in a line waiting to go through a metal detector when I have been awarded pre-check. Someone needs to look into the operation and staffing at Indianapolis. There should have been other scanner lines open for non-PreCheck customers. You need to do a better job.

2014 12:07

I am not new to this. I am Diamond in Delta and Premier 1K on United

Regards,

(b)(6)

Sent from my iPhone

Dear Sirs:

I just recently completed travel through Pensacola Airport and had a very bad TSA experience.

NOTE: I am a frequent flier and have a Pre Check authorization as a retire military officer.

I approached the initial TSA Official, using the Pre Check lane, presented my ticket and DoD ID card and was then directed to the full scan line. Thinking this was a random check, I had no concerns. Following my placing my belongings in the various baskets, I informed the official that I did not want to pass through the Body Scanner and had opted to go through the metal detector instead. When I informed the official, I was told that I did not have the option to pass through the metal scanner, though it was in operation at the time, but would have to go through the Body Scanner or receive a complete "pat-down". When I questioned the removal of the metal detector option, I was given no answer. Not seeing an option I stated that I would rather have the "pat-down" rather than go through the Scanner. I was then asked again if "I really didn't want to go through the Body Scanner"; that it was completely safe and that if I didn't, I would have to go through the "pat-down". I again stated that I was aware of what she was saying and would not go through the Body Scanner. At that time, in a loud voice, the official announced that "We have an opt out" and that I should stand next to the entrance gate. By now all of my scanned items have passed through the scanner, and been on the other side out of my sight, for 2 minutes. After another minute to minute and a half a second official (male) came to the gate and escorted me to the inspection area. I stated that I wanted my belongings at the table and he indicated that he would take care of it, as everything was going to be "thoroughly inspected". At that time, all of my belongings were inspected and checked for residue by 4 individuals. Comments like, "Let's see what we can find" and "I'll show you what to do", were heard. This was in concert with a poorly executed "pat-down" which took 6 minutes. I have now been in this process for approximately 10 minutes; was treated poorly and generally felt like I was used as an example for anyone else to NOT opt out of the body scan.

2014 12:08

To the best of my belief, I was not singled out as a RANDOM inspection, but rather was made an example of or used as a training source for new officers. I did not appreciate the treatment and question the mandatory "pat-down" when other options were available. While this may be within the purview of the TSA officials, it shows poor support of the public. The inspection was excessive and not in concert with the established standards of the TSA for a "random" or "routine inspection. I believe a retraining session is warranted and that a verbal counseling should be made.

The supervisor on duty was (b)(6); who though cordial, did not control the process of the inspection at all.

(b)(6)

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/16/2014 5:05:53 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/16/2014 4:00 PM Airline & Flight Number : Austrian Airlines flight OS088

Checkpoint/Area of Airport : terminal 1 TSA Employee: (If Known) : badge # (b)(6)

Comment : Our security checkpoint was filthy and in total disarray. We were kept waiting for an extended period of time while all the TSA people were just standing around. They were on cell phones cracking jokes, flirting with one another and not paying any attention. I was horrified. Everyone in line was commenting to each other about how unprofessional and insecure the station was. They appeared to almost be on strike. After waiting and waiting 30+ min without the line moving they finally just decided to start working again. Nothing changed in terms of a new employee arriving or a machine being turned on like they will probably claim. I waited quietly and passed through security and then I asked to speak w a supervisor. The supervisor quickly dismissed my comments and pushed me off to officer (b)(6) who was amongst the least professional people I've ever encountered. I told him the state of the station I had just passed through he told me I was lying and just complaining to feel better about myself. He told me they wouldn't clean up the garbage lying about because it's not their job. To which I told him if someone dropped garbage next to my desk at work I would pick it up even though it's not my job. This infuriated him. He then told me I was lying and I probably only waited a few minutes and it's only because they had to shut down a metal detector. The metal detector was in fact shut down but there was cause for the delay. The working scanner wasn't being used either and the metal detector had been turned off prior to my arrival on the line. He insisted he had been over there and he saw none of the joking or unprofessionalism and continued to tell me I'm lying. When I asked for his badge number he declared, "be sure to write it down and don't forget it"; it was a horrific encounter. You can clearly see the culture of no pride permeates all the way to the top. Even if he thought I was wrong in my perception of the situation there were a million better ways to handle it and because the actions pertained to a lack of focus it certainly merited an inquiry if nothing else. I'm horrified at the lack of security and oversight.

2014 6:07

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller said he went through TSA in Chicago and went through the WTMD. They then told him that he would need to go through the AIT machine. He said he went through the machine and for some reason they were only interested in his shoulder. He said they patted down his shoulder. He said they wanted to look through his wallet. He said he was told by a police officer in EWR to never let TSA have your wallet. TSA told him this was a lie and give me your wallet or walk out. He said 4 or 5 TSA officers were in front of him telling him this. He said he did give them his wallet to look through. He asked is this procedure. He asked what is right, is TSA allowed to look through your wallet or not. ALSO: He said that he had some theft of money at the TSA screening in EWR before. He said he was out cash there in EWR. He said he talked to the police at the Airport and they did an investigation but he never got anything out of it. He said he had no money missing from his wallet this time. ALSO: He asked how can he ensure that TSA would not take any of his money. He asked if he can ask for a police officer the next time at the screening when they want his wallet.

RESPONSE: The Transportation Security Administration (TSA) posts signs at the entrances of security screening checkpoints advising travelers that their person and property are subject to screening. This advance notice provides individuals with the opportunity to not enter that area. Once an individual elects to attempt to enter a screening location, screening must be completed before an individual is permitted to leave the screening location.

2014 7:10: RESPONSE: You can request a private screening of you and your belongings but that private screening would include a patdown. You can ask that another TSA employee be present during the private screening. You can also ask another TSO be present during a public screening. You can ask for 2 TSA employees to look at your wallet at the same time. They will try to accommodate you.

RESPONSE: TSA policy requires Transportation Security Officers (TSOs) to reasonably ensure that carry-on items, including disability-related devices and aids, are kept within a passenger's line-of-sight when a passenger is required to undergo additional screening. When passengers cannot maintain line-of-sight with their property during a patdown or private screening, TSOs have been trained to maintain control and sight of the passenger's items and to ensure that the passenger is reunited with his or her property once it clears x-ray screening. You can ask them to watch your property during your screening. They will try to accommodate you.

RESPONSE: You have up to 2 years to file a claim on missing items.

RESPONSE: up to 2 years to file a claim.

The caller had a negative experience at LGA on the Sept-30th. It appears that she was selected for random screening and had an invasive patdown of her arms and back that angered her. She was very angry and would not stop interrupting me as I was asking for additional information. I was finally able to get her to calm down enough to explain the incident, which did not reveal to me any wrong doing on the part of TSA. She said that her rights were violated but made not mention of discrimination. She told me that the TSO actually said that she was selected for random screening. She wanted to know what procedures that TSA follows during the selection of passengers for random screening.

Advised:

I explained to the caller that some information is SSI and that I can only share a small portion of what occurs afterwards but not about the selection process.

(TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

2014 10:39 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. (same sex officer patdown and a private screening if asked)

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

I gave her the number to the CSM at LGA.

Name: (b)(6)
Phone: [redacted]

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I gave her the number to the CSM at LGA.

Name: (b)(6)
Phone: (b)(6)

Hello,

I was flying through the Detroit Airport's North Terminal on the morning of October 5, 2014. I went through the checkpoint around 5am and was very disappointed by the service provided by the TSA team.

First, The TSA Precheck line was merged with the general boarding line so that they shared one x-ray machine and one metal detector while the First Class/Premium Passengers line had a dedicated x-ray machine and metal detector for just that group of passengers. As the TSA agents at that checkpoint explained, some general boarding passengers are randomly selected to go through the Precheck lane; however, from my observations, it was all of the general boarding passengers merged with all of the TSA Precheck passengers which completely defeats the purpose of TSA Precheck, especially while the First Class/Premium Passengers had their own lane. I pointed this out to two TSA agents and was brushed off and told that what I observed/experienced wasn't actually happening.

Second, while going through the security line, I took off my jacket and put it and my purse in a bin to put through the x-ray machine. My purse was too full to zip closed so I would have preferred to have it in a bin so that nothing would fall out while going through the machine. But a blonde, female TSA agent came over to the xray machine, removed my purse, without my permission, from the bin I had already placed it in, handed me my jacket and very impolitely told me no bins and to put my jacket back on.

'2014 2:14:

Lastly, when my husband asked for a comment card, neither the TSA agent we asked for one, nor her supervisor were able to provide one to us.

I understand different procedures may be in place depending on the time of day and the traffic through a security checkpoint. However, I feel this checkpoint could have been improved in a few different ways. First, by switching the First Class and Precheck lanes so that Precheck had their own separate lane. Second, by making passengers aware of alternate procedures that may be in place (i.e. keeping jackets on and not using bins) and the purpose for these alternate procedures. Lastly, the overall attitude of TSA agents - I understand 5am is not everybody's best time of day, but the tone used to inform me not to use a bin, being brushed off by the supervisor telling me that what I observed and experienced about the lane separation just wasn't happening, and the agents being unable to give me a way to provide feedback made for a very frustrating morning. This was by far one of the most disappointing security checkpoints I have ever been through.

While security checkpoints are a necessary step in the airline travel process, passengers are still customers of the airlines and of the TSA. As such, customer service should still be a primary focus.

Thank you for your time.

(b)(6)
HYPERLINK (b)(6)

i would link to file a complaint against the inexcusable behavior of one of your TSA agents just a few moments ago at the Pittsburgh International Airport. I went through the alternate TSA check point upstairs at approximately at 4:20 PM. There was a security guard near the B line that was instructing people what to do. He was a black male, slightly older. He disliked the way that I sat my purse in the bin, which was flat, then threw it back in. I then stood in line to go through the X-ray machine, because of his accent I could not understand what he first asked me, which turned out to be do I have any medical implants, which I thought he said do I have metal on my pants. He then chose me and another female and had us go through the metal detector because he was sick of us looking at him like "retards" when he was talking to us. He then continued to complain to the male behind a counter that we were "retards". I did say out loud that most people consider that offensive.

'2014 6:19:

If there was someone with special needs, it could have been offensive. What I find appalling is that a government employee was name calling American citizens offensive names. Had I not been in line going through the security checkpoint, I would have been more vocal about his behavior. I fly fairly frequently and I am not ignorant to the rules of the TSA line. This person needs to be educated on customer service and what is appropriate. If this were a law enforcement officer, the behavior wouldn't have been tolerated. If I were to say this to him, it could become racist. Maybe it was sexist because I am a female and the other individual was a female. Regardless it shouldn't happen and needs to be fixed.

Thank you.

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 10/18/2014 9:31:27 PM

'2014 9:36:

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: While going through security at DIA, Pre line at 6:45 pm on 10/18/14 I was treated rudely by a pory gray-haired TSA agent. After setting off the alarm he asked of I had a cellphone in my pocket. I did not. He then asked if I had anything in my pockets. I answered that i had a wallet, pen, comb. He interrupted me sayin, "sir, this is a metal detector. Do you have any metal in your pockets?" I asked if I sould take my belt off. He said "you can take anything off you'd like as long as you don't set off my alarm." There is no need to be rude to travelers.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 10/20/2014 9:23:22 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/17/2014 8:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : southwest terminal, left of the counter TSA Employee: (If Known) :

Comment : i arrived an hour before my flight was to start boarding. I got in line for screening and the line was long, that is ok. Pre-Check was empty, so the agent started moving people in the back of the line to the precheck line. however, only one of the 3 metal detectors was in use. so by moving the people in the back of the line to the front, it caused a large backup in my line and I spent an hour to move through 3 of the back and forths just to get to the agent checking ID and boarding pass. if

2014 10:09 you have a dedicated pre-check line, don't have it feed to a common xray machine. sure the line seemed short, but one line was backed up while the other moved quickly. security is one thing, but delaying some passengers almost to the point of missing their flight is incompetent. what are you going to do about unnecessarily delaying passengers, and using pre-check properly?

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/20/2014 9:37:30 PM Airport : IAD - Washington-Dulles International Date/Time of Travel : 10/20/2014 9:30 AM Airline & Flight Number : United 1120 Checkpoint/Area of Airport : Hand swabbing station TSA Employee: (If Known) :

Comment : Today while entering the security checkpoint area I was asked to step out of line and have my palms swabbed. The machine showed a bright red light, which said something like, "Explosives Identified." There were two young TSA employees at the station. I asked what happens next and initially got no reply from them. I asked the woman who had performed the swabbing, again, what happened next. She informed me that she would have to call a supervisor. I asked her how long this process would take, since I had a flight to catch. The other employee, a young male, responded and said, "We don't work on your schedule, you follow ours." He then proceeded to lecture me on how they were doing their job to keep me safe and that I was inappropriate to ask how long this was going to take. I informed him that unless he was her supervisor, this did not involve him, and that I would prefer that he remain silent until the supervisor came. He continued to lecture me. I asked his name, at which point he shoved his ID badge in my face and said, "Here." The supervisor arrived several minutes later. She took my boarding pass and walked away but did not say anything. I asked her if I was supposed to come with her, and she indicated yes. I was then taken past the ID check and to the X-ray machine. At no point was I given any instruction as to what I should do. I put my coat, shoes, laptop, etc. through the metal detector. Still, the process was not explained to me, and only when I began to retrieve my belongings was I told that additional screening would be done. The supervisor was extremely courteous and pleasant, but I must say that she did not make it clear what I was to do. When everything had been taken from my carry on and swabbed, and my shoes, belt, jacket, phone, etc had all been swabbed, I then went to retrieve my belongings. Two men then came up and informed me that I was to have a pat down. I was not told or indicated where to go and had to ask. When I went to collect my belongings, they were placed in plastic tubs and carried by the two TSA agents. The older one said, in a very loud voice to the younger one, "Keep him between us." I must admit, I felt like a criminal as I was paraded to the pat down room. Many people were staring, and it was humiliating. I was led into a room and the door closed. The older of the two agents described the pat down procedure, and he spoke extremely fast and was very difficult to understand. I remember hearing the words "beltline, buttocks, sensitive, and medical implants." He then patted me down and was quite thorough but never inappropriate, and I did not feel as though I was ever touched improperly. When he was finished, he stood there looking at me, and I had to ask what next. He then told me I was free to gather my things and go. I asked again what had been detected. He said that he did not know, but that frequently lotions with glycerin will give a positive test.

2014 10:09

This was a horrible experience. I am a 55 year old physician, a 10-year Army veteran, and I have seen and been through a lot in my life. I realize that these people have an important job to do, but there must be a way to do it without making people feel so abused. Frankly, the communication was horrible. I was left to guess what was going to happen and when. When I expressed my concern about the time factor and missing my flight, I was told that my schedule meant nothing to TSA. When I asked what compounds were detected, I received no answer. I asked to see the printout and was refused.

In the interest of continuous improvement, I wish to make a recommendation. At the hand swab station, a sign explaining the process would be very helpful. If a passenger does test positive for compounds being screened, he should receive a printed information sheet describing the rest of the screening procedure, so that the plan is clear. There are plenty of people who may be exposed to compounds which yield a positive test but who are completely innocent of any wrongdoing. They should have their rights honored. I cannot imagine what it would be like to be a young woman traveling with her children and be put through this ordeal.

I suppose that the young man who was so rude to me was tired of people complaining about being screened. I understand that. But he should be better trained. Telling me that I will adhere to his schedule and that TSA doesn't care about mine does little to promote cooperation. If that young man were my employee, today would have been his last day on the job.

Thank you for your consideration. I sincerely hope that my future experiences with TSA will be less traumatic.

(b)(6)

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I love TSA precheck which I pay for, but find the procedures inconsistent particularly in Memphis. This morning in Memphis (Southwest flight) I'm told I'm expedited after scanning my BP from my iPhone. Then asked to remove my laptop and iPad, and I put my cell phone in my briefcase. I'm directed to go thru the metal detector...agent does not know I'm "expedited"...I tell her (why would she accept my word?), she asks for my boarding pass, which is now going thru the conveyor! Have to retrieve my phone and then go back to the agent at the metal detector to show her. BTW the person in front me was also expedited and left her boots on, but when she goes thru the metal detector, it goes off and she is then told to remove her boots and put them on the X-ray conveyor !!! this is not an expedited process. Please review and make your process standard regardless of the airport if you are going to charge customers. Also I find it interesting that you provide this service randomly to many how do not pay for the service which is a slap for those of us who do pay

2014 8:29

Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 10/21/2014 10:55:35 AM

2014 12:06

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports) :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): CAE airport

Comments: TSA screening is very inconsistent airport to airport. I recently experienced discrimination to the handicapped. I have two knee replacements and two hip replacements. I had a precheck ticket, I asked to opt over to scanner and The TSA representative said no. I said all due respect but I have knees and hips. She just shrugs and said I am the manager. Knowing I will set off metal detector. I did as I was instructed and the alarm sounded. I then had to remove shoes and belt and get the full pat down, this is noway precheck.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/21/2014 2:56:04 PM Airport : EWR - Newark International Date/Time of Travel : 10/19/2014 6:15 PM Airline & Flight Number : AA 1691 Checkpoint/Area of Airport : American Security Entrance TSA Employee; (If Known) :

Comment : I fly through Newark often and your security procedure has always been sub-par compared to other airports. Yesterday, I actually missed my flight because of your incompetent staff. The line was incredibly long, you had no pre-check open, and your screeners seemed to take pleasure in watching people miss their flights as nearly everyone in line was in danger of missing flights since the line moved so slowly. While the majority of your screeners showed little in the way of efficiency, or empathy, the screener at the metal detector was the worst. While we stood in line for 20 minutes, we could hear him barking orders at the line, in excess. While we are all eager to cooperate with the TSA, he was clearly taking things too far with his instructions, further holding up the line. When it came time for me to go through the metal detector, even with pre-check (which is always shut down at EWR when I travel through) I was given a 5 minute diatribe about my jacket. When I offered to remove it to expedite the process, he just kept talking. Clearly he has mental issues and is abusing his power as a TSA agent. It's horrifying that he is employed with TSA.

'2014 4:21:

I am pretty upset that I missed my flight because your EWR crew is ALWAYS so incompetent. I will definitely start booking out of LGA until you guys get your act together. Sadly, I know this letter will fall on deaf ears. I've been around long enough to know that you truly don't care about the flying public's opinion. But at the very least you need to know that EWR TSA is truly the worst in the industry.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number: 222222

Address: Fg

Zipcode:

'2014 4:21:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? Yes

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? Yes

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Good Evening

My name is (b)(6) I traveled on Jetblue today from San Juan Puerto Rico to New York City today with my wife and my 17 year old son. I was asked to go through the metal detector because I was carrying my son. I had the explosive exam on my hands and it came out okay. I had my laptop in one of my carry on luggage which was put aside to get inspected. A TSA official did the explosive exam on the luggage and it detected explosive. My wife and I were asked to get an extreme pad down exam as well as the explosive exam. The explosive exam came out detecting explosive on my hands when a few minutes ago I was okay on the other test machine they had. TSA when ahead and tested the strips on the test machine I

'2014 8:07: was first tested on and they came out okay. TSA came out with the conclusion that the machine we tested positive for explosive was dirty. Now I say why wouldn't TSA check if the machine is working properly before going forward with the extreme body exam. Specially when I just had been tested okay on the other test machine.

Sent from Windows Mail?

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/22/2014 12:04:09 PM Airport : MEM - Memphis International Date/Time of Travel : 10/22/2014 10:30 AM Airline & Flight Number : Southwest 1113 Checkpoint/Area of Airport : B TSA Employee: (If Known) : Officer (b)(6) Comment : We were treated very rudely in the TSA pre-check security point by officer (b)(6) She did not provide a trash receptacle for my coffee cup and split up my family of four (children 10 and 4) as we went through screening. She separated my wife and made her go throughout the body scanner or have a pat down when the children and I all had gone through the metal detector. She was verbally rude to my children as well. What is the point of body scanning a pre-check passenger separating them from the family? We have had our background checks and fly frequently. This was obviously racist harassment. When I asked to speak to the supervisor officer (b)(6) an over to the desk yelling in her defense. I have never been treated like this before and I fly 2 times per month.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

on the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm, with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other. I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I heard over the speaker system (b)(6) the door will close in 1 minute" I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law. the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone. (b)(6) said to the TSA employees holding him "I told all of you right up front, I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave".

I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wandng a 79 year old man is GROSS INCOMPETENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui, but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead, I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either. I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor. I said yes. A few minutes later the supervisor (I did not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!

'2014 4:15: My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

My cell phone # is (b)(6) and we are on vacation until this Saturday.

(b)(6)

(b)(6)

The information contained in this transmission is intended for the personal and confidential use of the individual or entity named above. This information may be an attorney-client communication and, as such, is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. This e-mail and any files transmitted with it are confidential and intended solely for the use of the addressee. If you receive this transmission in error, please notify the sender and delete this e-mail. No employee or agent is authorized to conclude any binding agreement on behalf of another party by e-mail.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 10/22/2014 2:52:24 PM Airport : EUG - Mahlon Sweet Field Date/Time of Travel : 10/10/2014 4:00 AM Airline & Flight Number : Alaska Airlines: Flight 2330 Checkpoint/Area of Airport : Baggage Check TSA Employee: (If Known) (b)(6) Comment : I seldom fly. My last trip was a year ago. I was traveling with my 7 year old granddaughter and carrying a CPAP. I was getting directions from two people at the time and was unclear about what specifically I was to do with our luggage.

I accidentally went through the metal detector with my phone in my pocket.

'2014 4:17: (b)(6) said to me, "if you have a piece of metal on your hip you might consider taking it off before you go through a metal detector" This was said in an unkind way and when I replied that he didn't have to be rude about it, he responded with another rude remark.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Missing or Damaged Items; Professionalism/Customer Service Current Date/Time : 10/22/2014 5:34:39 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/22/2014 7:00 PM Airline & Flight Number : JetBlue
Checkpoint/Area of Airport : Terminal 5 TSA Employee: (If Known) : All of them Comment : As I was going through the security screening, I noticed that there were no plastic bins to place loose items upon (such as jackets, laptops, and tablets). So, I placed my laptop (MacBook Pro, worth \$1600) on the belt without the plastic bin. When it got to other end of the machine, my laptop got pushed around and ended up with half of it hanging off of the ledge of the conveyor belt. As I was about to walk through the metal detector, my laptop was pushed and it fell to the ground. It hit the ground so hard that the cover that was protecting it flew off. Naturally, I ran through the metal detector to try to pick it up. However, the TSA staff member at the metal detector yelled at me to get back behind the line and go through detector again.

The TSA staff should have been paying more attention to the belongings. Passenger luggage should be TSA staff's responsibility when it is on their equipment. It seemed like the staff did not care about what happened to the luggage as long it went through the screening machine quickly.

'2014 6:05: I was so angry that none of the staff members were mindful enough to make sure the luggage was well taken care of on the equipment.

My laptop does not appear to have any major damage, but I have not checked thoroughly yet as I have a flight to get on. If there is any damage, I will seek compensation.

I just wanted to inform the staff to be more mindful about passenger belongings and to be more professional. There is no need to have a bad attitude or yell at people. Airports are stressful enough and the TSA staff should not add to it.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 10/23/2014 7:59:10 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 10/22/2014 4:00 PM Airline & Flight Number : Southwest flight 613 Checkpoint/Area of Airport : Connecting from Mexico to Pitt via atl. Thru xray TSA Employee: (If Known) : Lane 5 Comment : We have been traveling with our daughter with type 1 diabetes for over 3 years since her diagnoses and have never had a problem. Even in other countries, we always have her letter from her doctor and she has always been patted down and hands checked. Once they even checked our hands which I'm fine with! But the man putting the carry ons thru X-ray was so rude and bullied my daughter trying to get her to go thru metal detector with her insulin pump on. We explained we did not want to take a chance and she always gets patted down. He then tried to intimidate my husband saying she doesn't need to she can go thru. I realize some places think it's ok to use metal detector on with pump but this is what my daughter lives on and I will not take any chance that her devise May malfunction afterwards. It clearly states in your rules -Passengers who have insulin pumps can be screened using imaging technology, metal detector, or a thorough patdown. A passenger can request to be screened by patdown in lieu of imaging technology.

'2014 8:37: So it is our right to only do the pat down!! Thankfully the lady working the person screen line was very helpful and after arguing with the guy she took my 9 year old aside and patted down and checked hands. My daughter was upset and we would have stayed to complain then except we almost missed our connecting flight since it took so long thru X-ray and southwest lost one of our bags, but that'll a whole different problem. Needless to say, we will never be connecting thru Atl again. I don't know maybe he just likes to bully kids but my daughter goes thru enough everyday just living with her disease and she shouldn't have to be treated poorly. It was very unprofessional to say the least!

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Miscellaneous/Other

Current Date/Time : 10/23/2014 10:42:25 AM Airport : MCI - Kansas City International Date/Time of Travel : 10/23/2014 9:45 AM Airline & Flight Number : American 1284 Checkpoint/Area of Airport : Checkpoint for gate 79 TSA Employee: (If Known) :

2014 12:13 Comment : I went through the FirstLine checkpoint for gate 79 at MCI at approx 8:30 this morning. The passenger in front of me left a bag on the rollers prior to the X-ray scanner. I have always been told not to push other passenger's property into the scanner since I do not know what is inside of it. I made the screener at the metal detector aware of the issue and he instructed me to push it in and that he could not walk through the metal detector to do so. I told him I would not and he made me do it anyway. I had no other option but to comply. I feel this was not a safe practice and the screeners need to be retrained as to proper safety protocol.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 10/23/2014 4:50:06 PM Airport : GRK - Killeen-Ft. Hood Regional Date/Time of Travel : 10/23/2014 10:30 AM Airline & Flight Number : AA3184 Checkpoint/Area of Airport : security checkpoint TSA Employee: (If Known) :

Comment : I want to state that I am aware of the reasoning behind slotted boarding times and though I do not travel by airline frequently I am also aware that there are certain items that are prohibited on flights and the means of assuring boarding is a smooth seamless process. I also understand that you should be competent and thorough in your screening process for security reasons. That being said I will own up to the fact that I began the boarding process late and overlooked a few items in my carry on luggage. Upon going through the screening process at GRK today the individuals there were not clear in their screening. Maybe it's due to complacency or lack of work ethics. I was asked if I had anything liquid in my bags and stated no and I didn't understand, that I had no water. Instead of clarifying what the question meant the representative proceeded to push my bags and containers into the xray machine and as the personnel verifying my ID is asking me to pass thru the walk thru metal detector the original representative tells me that I had bottles in my bag. I stated I thought the question was about drinking water. My items are then hand searched and run through the machine again. This is 3 min to final boarding. The items are run through again and a utility key and wrench are discovered. I'm advised I can not board with the items and I either need to throw them away or take it into the designated gift shop now with 2 min to final board. The representative can not unlatch the utility key and I offer to remove it an initially she resists this. I then have to collect my items up and drop off the key and go through the screening process a full 2nd time for them to realize they overlooked items that they had already looked through on

2014 6:09: the surface of bags. The attendant at the gate is waiting to see if I'm going to go through finally on the second try and they signal her no. She waits for definite assurance that I'm not clearing the check point while my items are exiting the conveyor rails but hasn't closed the gate yet. The individual who went through my items by hand takes my items for a third time and states she didn't scan them properly and now the gate is closing. Now again I realize I had started the check in late and my reasons are not going to change my contribution to the overall outcome but once I was in compliance why couldn't the representatives do their job correctly the 1st, possibly the second time not three times causing all possibility of me making my flight possible. If the items had all been caught on the first sweep through I would have been able to board considering a family of 5 was inline this. They came through after the second sweep and boarded and that might have been what prompted the wait at the gate for a second confirmation. I missed the gate closing by seconds due to delayed thoroughness. I don't think it's fair or should be tolerated. I was able to get the next boarding and had no issues getting through the gate a fourth time but I now have lost a day and my car reservation for 3 days due to the next flight being delayed and no available connecting flights because of this type of passenger processing. I know the website offers information on what to bring and how to pack so again I own up to my portion but when all the inappropriate items are grouped in one location why should it take 3 separate scans to find them and delay a passengers flight? Please offer better employee mandates on being thorough by your employees especially in that airport. I've never ever experienced anything like that in my flying experience. And no apology for their error. That's not very comforting nor proper customer service.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am writing because I am 5 months pregnant and travel weekly for work. Your policy is that I have to opt out of going through the x-ray machine to avoid permanent damage to my baby. The problem and complaint that I have is regarding how we (pregnant women) are made to feel like criminals when requesting this option. Not only do we have to wait usually over 10 minutes for someone to have time to come pat us down despite the overwhelming amount of staff present but it is also how our things are treated in the process. Secondly, I was recently in Dallas Love Field when I watched them let a woman with a dog and a man with a baby go through the metal detectors when I as a pregnant woman have to get discriminated against and wait for my pat down.

2014 10:02 Metal detectors are fine for pregnant women, why can we not use these instead if dog and baby owners are allowed to?

It is really frustrating for anyone to be made to feel that way and especially when you have to travel weekly like myself.

Thank you.

(b)(6)

Feedback Type : Security Issue

Categories : Duration of Screening Process; Other Current Date/Time : 10/24/2014 8:29:40 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 10/24/2014 5:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal A

TSA Employee: (If Known) :

Comment : The TSA precheck system did nothing but add confusion to my travel experience this morning. There were two lines in the CHS airport security screening. One line was being used for pre check flyers and the other lane was supposed to be for everyone else. However, since very few people had purchased the pre check option, tsa agents were funneling people without pre check into the pre check line. I appreciated the increased efficiency, however there were two tsa agents standing at their respective metal detectors shouting out orders of "take off your shoes, take out your laptops" or "don't take off of your shoes, don't take out your laptops". Because the lines were full of people and curved, it was hard to tell who was saying what until you were next in line. The agents were getting angry with passengers who were rightfully confused by the shouting and short tempered agents. It was chaotic and frustrating in and of itself. However, I had a greater security concern. Why were half of the travelers required to take off their shoes, take out their laptops, and take out their liquids? Either these are necessary security precautions or they are not!!!! If they are deemed not necessary, don't make anyone go through the hassle. If they are, make everyone go through the same measures. Just because you pay an extra 20 dollars you should not get out of security precautions!! What is going to stop terrorists from paying the extra money and sneaking something bad past security? When I looked online, it says pre checked passengers were suppose to have a background check through homeland security but this was obviously not happening if people were just being randomly sent to either line!!!! This program is a joke and is some profit seeking scheme implemented with little regard for the security of all Americans!!! Decide what is necessary and make EVERY passenger go through the exact same measures!!!

2014 10:07

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew on July 15th from LAX to JFK and he had placed his brand new laptop on the belt going through the checkpoint. He had to place it separately on the tray. The TSA officer was moving the xray machine forward and backward over an over, which caused him to drop his laptop on the floor and caused much damage. So teh caller placed the laptop back on the belt, and the caller tried to go through the WTMD and had to run back and catch his laptop again because the man was dropping it again. He spoke to the (b)(6) TSO Supervisor, she suggested that he take it to the Apple store to see about the damage. This is a brand new machine, and now he is supposed to get it fixed. He cant use a refurbished machine, he is in the filming business and the quality wouldnt be good enough on a refurbished item. Caller stated that Apple told him it would be over 1,000.00 dollars. He is online right now filling out the claim form and asked for assistance writing what happend at the 2014 10:37 checkpoint on his claim form to ensure he didnt leave anything out from the story he told. Caller asked about some claim

Advised the caller that for specifics over the claims process he can contact the Claims Management Branch (CMB) 571-227-1300. The office hours are from Monday to Friday, 9 am until 3:30 pm EST. Explained to him that he still needs to file his claim in paper form and send it to them for investigation. They will investigate to see exactly what happened while tsa had the laptop and the claim would be for reimbursement. The caller is diabetic, and uses an insulin pump. The pump cannot undergo the AIT or WTMD screening. The caller wanted to know if a patdown of the insulin pump was required each time she was screened. Also, she wanted to know why an insulin pump had to be screened by ETD when a laptop screened by x-ray did not. Additionally, she wanted to know if enrolling in TSA Precheck would negate the need for additional screening of the medical device.

The caller recently flew from LAS, and had a negative experience with young, male TSO. He was rude and inattentive, especially when she was attempting to inform him about her insulin pump. He kept yelling at her to remove her IPOD, but she tried to tell him that the device was an insulin pump. She also indicated that passengers must wait much too long for a female TSO, and was informed by another TSO that the TSA did not have enough female staff. While she did not feel that this was discriminatory, the caller believes that better training should be necessary at LAS. She could not provide flight information.

Also, she indicated that the training should also be enforced at FAT, as the officers there are also seemingly unaware of the proper procedures.

Advised Caller:

Before the security screening begins, it is important to inform the Transportation Security Officer (TSO) if you:

- Have an insulin pump
- Need assistance

2014 3:50: It is not necessary to disconnect from your insulin pump during the screening process. The insulin pump will be screened and, in most cases, passengers will do a self-patdown of the insulin pump followed by an Explosives Trace Detection (ETD) test with a swab of their hands. If traces of explosives materials are detected, passengers will need to undergo additional screening.

Passengers may ask to speak to a Passenger Support Specialist or a Supervisory TSO while at the checkpoint for assistance in understanding what to expect during the screening process.

Transportation Security Officers (TSOs) are trained on professional and courteous screening procedures to make the process run smoothly and to reduce inconvenience. We regret that you were not satisfied with the service you received.

TSA monitors the number and nature of complaints we receive to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification or specific employees or teams are the subjects of repeated complaints.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Travelers may call TSA Cares toll free at (855) 787-2227 prior to traveling no less than 72 hours ahead of travel in case it is determined that it is necessary to coordinate support at the airport.

TSA Precheck will not negate the necessity of additional screening.

I offered to e-mail this information to the caller, and she declined.

At the PHX terminal 2 on Oct 25th at 5:45am, Alaska Air flight 663 I talked to Shift Supervisor (b)(6) badge (b)(6). He suggested I email the following to you.

As I approached the security screening area I noticed a sign that asked for feed back on my TSA experience. Here it is: one agent said, leave your coat, belt and shoes on. There were no gray tubs so I emptied my pockets into the small dish and put my belt in as well.

2014 3:17: When I stepped through the metal detector arch the alarm sounded. The man at the arch barked at me to remove my shoes. No gray tubs so I set them on the conveyor. Again the alarm sounded. The man at the arch barked again to go back out, step right and wait to go through the full body scanner. It was roped off and no other agent near. I waited a long time while my bag, dish of pocket items and shoes were waiting unattended. Finally I got back in the arch line and the grouchy agent snapped at me to go back to the unmanned full scanner. As I waited there 2 Asian women, mother and daughter maybe, approached the arch. The grouchy arch agent raised his voice and order them to proceed and when the alarm sounded ordered them back to try again. In the confusion the older one did not do exactly as ordered but was trying. More raised voice barking followed and the daughter pleaded for patience because the older one did not speak English. Each passenger was subjected to continued rude contempt. I explained to the agent that arrived to operate the big scanner that I think my watch may have tripped the arch alarm. He was courteous and completed the scan with no problem. After I retrieved my personal belonging, I asked the 1st agent I saw if I could speak to someone about the sign I saw asking about my experience. She directed me to the Shift Supervisor. (b)(6) badge (b)(6) said this is not the first complaint on this individual and told me how to contact you. When I told him I did not know the grouchy agents name, he said to direct questions to him (b)(6) and he would identify the agent for you. The grouchy agent is an older man, tall, thin with gray hair and a terrible attitude. Please remove this agent from service. Several commented on his attitude and he doesn't care. If not removed I am afraid a disaster awaits you should a short tempered passenger encounters this agent.

(b)(6)

Dear Sirs,

While recently traveling with my wife, daughter in law, and my granddaughter, we flew out of JFK and Jet Blue to San Diego. Although the whole trip was great, we did experience HIGHLY unprofessional behavior, by your staff, @ the check in @ JFK and TSA screening as compared to the outstanding professionalism exhibited @ the San Diego site coming home.

My daughter in law had a 9 month old baby, a car seat, stroller and carry-on bags/baby things, and the TSA staff @ JFK check in were very, very unprofessional, very pushy; telling all passengers to hurry up and move along faster before going into the metal detectors and scanners, while not helping this young women, holding an infant to @ least collapse the stroller they were insisting she do, while holding a baby. I nor my wife could help because we were already through the screening line on the other side. While in San Diego, the staff there couldn't be more helpful by helping us with the car seat and the stroller while we handled the baby and their needs. WHAT IS WRONG WITH YOUR NY JFK JET BLUE STAFF???? I only wish I could ID those members so you could RETRAIN them because they are certainly in need of SENSATIVITY TRAINING. I realize we need these screenings, being the sick world we live in, but knowing this, you, the TSA, and your staff needs to exhibit some

2014 9:33: much, much greater care, courtesy, and assistance to passengers, during these processes. FOR GOD'S SAKE, WE LIVE IN AMERICA, NOT A COMMUNIST SOCIETY, OR DO WE?????

I employ you to please consider retraining your staff to be a lot more professional, courteous, and helpful, when we Americans are traveling within our own country. I hope I don't have to experience this again.

Thank you for your time and consideration on this important matter.

Disappointed American Traveler

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NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Honolulu, HI

Are you 18 or over? Yes

2014 9:34: Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

Lihue Airport

What was the date and approximate time of the incident?

10-25-2014 13:00

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 10/26/2014 4:08:24 PM Airport : OKC - Will Rogers World Airport Date/Time of Travel : 10/24/2014 3:00 PM Airline & Flight Number : AA 382 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : I am TSA pre check but have a prothesis that goes to the hip so I get a yellow card and go through the scanner which is easier for everyone rather than going through a metal detector and getting a full pat down etc. Everyplace but OKC checks my hands and prothesis for chemicals. In OKC they do my shoes as well which one time picked up traces of something (previous complaint in which I believe it was a failure of your machine since it did not work after that). I was told emphatically shoes had to be checked however I travel every week and last week was through DFW and ORD and they never swabbed my shoes. In the last month I was in LGA, DCA, IAH along with DFW and ORD and the only place that ever swabbed shoes was OKC. Is this required? If so you better inform all the major airports they are doing it wrong. If not please inform OKC of that fact. I'm sure the nice agent who just checked my hands and prothesis got yelled at because she did not check my shoes. I was ordered to halt and have my shoes done. I respect the job TSA does and 95% of my interactions are very positive. This is my third complaint to OKC in 4 weeks. I've probably made 4 in the last 4 years for other issues. Thank You!

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller stated that he was on a Southwest flight from BWI on Saturday. He went through the AIT machine and he had over 3000.00 cash in his pocket. Caller stated that the machine went off and the officer asked what he had in his pocket. The caller advised him the he had money in bill form. The officer then told the caller to let him see it. The caller said when he took the money from his pocket that the agent jerked it out of his hand and started shaking and fanning it. The caller said that he did not at any point ask him if he could handle his money, and if he was not watching him he could have easily stole some. He is livid over the way the screening was conducted. He is thinking about calling his senator and getting a lawyer. Advised caller if the officer asked to see the money that is an indication that he would have to screen it. The caller said that he showed the officer the money when he was ask to see it however he had to right to handle his money nor jerk it out of his hand.

Date and Time: 10 25 14 11:05

Airport: BWI

Airline: Southwest 4407

2014 10:16 Gate or Terminal: D 13

Officers Name: He did not get it

Resolution:

TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

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Because your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

Response Details: The Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

He can request a private screening of the money if he has concerns.

The most familiar of TSA's risk-based initiatives, TSA Pre u2713 , allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre u2713 lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

2014 2:49: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;

- Be in writing;

- Include the name and address of the complainant;

- Include the date of the alleged act of discrimination;

- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

Advised caller that we would also forward this complaint to ODPO.

Incident Details: Caller has a complaint. He flew from IAD. When he originally departed Hartford Bradley he did not have any issues. Bradley was wonderful. He has a cane and an artificial hip. He received Precheck in Bradley and on the way back. In IAD he put his stuff on the belt and he set off an alarm. The TSA agent was rude. They gave him a patdown. The TSO got in his face. He had an accent so he, the PX, could not understand him. He told him he was having trouble understanding him. The TSO said he would have been better off saying he could not hear him over he could not understand him. He took that as a threat. He had to take off his shoes. He is sure he was doing his job and the procedures do not upset him. It was the attitude of the TSO that bothers him. He told the woman by the conveyor belt of his metal implant. She put the cane through. He had money in cash and the rude TSO told him to put it in a bin. It was hundreds of dollars so the Px did not want to. The TSO became upset. He can't bend over but he had him remove his shoes. He is 72. He did not have to remove his 3-1-1 bag or remove his laptop. He wanted to just complaint on the event. He does not have an email address.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address: (b)(6) Boise ID

Zipcode: 83706

'2014 4:23: Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Westchester County Airport

What was the date and approximate time of the incident?

I am a 65 year old Disabled American Veteran. I also suffered the loss of mobility for almost 7 years because of the negligence of a federal employee during my career as a civil servant with the Department of Defense, which eventually resulted in the replacement of my right knee. As a current DoD employee, I am also on the TSA Trusted Travelers list.

On October 15 of this year, I traveled to Ireland on the first overseas vacation I've taken in over a decade. We departed through Newark Airport. My wife went through the standard departure gate while I went to the pre-checked line, where I was required to remove my shoes, belt, coat, and physically assaulted (being groped in public is my definition of being assaulted) because my medically issued joint replacement identification card was deemed as being insufficient identification of what set off the metal detector.

The individual that was REQUIRED to pat me down apologized and indicated that the person in charge of the trusted traveler line considered it to be maximum security instead of trusted travelers, and that the line was taking 4 times as long as the standard checkpoint where a dog was screening everyone.

Believe me when I say I understand security, but I also understand abuse of power and a violation of the Fourth Amendment of the Constitution of this great country.

2014 10:05

All of this stated, what would it take to obtain a REAL trusted traveler registration. Something that recognizes that people like myself have served their country for decades and should be able to pass through check points like they did BEFORE the terrorists won. Yes, the very actions taken in the name of our safety indicates that they have accomplished what they intended from the beginning. They have changed our way of life in a negative manner.

Sincerely,

(b)(6)

To Whom It May Concern:

2014 8:22: I am a flight attendant. Every time I travel through Las Vegas McCarran Airport with a crew badge while not in uniform and go through regular security they make me go through the X-ray machine vs the metal detector. I have gone through several US cities TSA security out of uniform, with a crew badge & LAS is the ONLY station that will not allow me through just a metal detector. Why the inconsistent policy? It is extremely frustrating and they are never very polite about it. The only reason that has been given to me is that I'm not working. Well, if I was working or in uniform, I'd go through known crew member. The uniform doesn't change my status w/my company or my background check.

Sincerely,

(b)(6)

Sent from my iPad

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 10/28/2014 5:02:46 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 10/28/2014 5:45 AM Airline & Flight Number : United #1012

2014 8:23: Checkpoint/Area of Airport : Delta/United Terminal TSA Employee: (If Known) :

Comment : The employee checking ID was very polite when he greeted passengers. Not so with the young man who was at the metal detector he was rude to a working crew member. I was shocked. The young lady asked something about her shoes. His reply to her was very rude. Not the first time. This airport has some of the rudest TSA employees Would you like a response? : False Passenger's Name (b)(6) Phone Number (b)(6) Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Remote Client IP: (b)(6)

Date Time: 10/28/2014 8:52:03 AM

Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Air Canada 7735 scheduled to depart at 20:25, Wednesday, October 22nd
Terminal B, Concourse A:

Comments: To Whom It Should Concern,

2014 10:10: On Wednesday October 22nd, 2014 my husband and I began our return trip from a wonderful three days in NYC to Ottawa, Ontario, Canada via LaGuardia. Our flight on Air Canada 7733 departing 16:25 was cancelled and we were rebooked on Air Canada 7735 scheduled to depart at 20:25. We were at the airport in plenty of time for the scheduled time of departure but the flight was delayed many times over due to and you can take your pick here; mechanical difficulties with the inbound aircraft, weather conditions at LaGuardia, etc., etc. In order to establish contact with Air Canada staff who'd deserted the secure area we were forced to leave the secure area and return to the concourse and at the time I wasn't worried about clearing security again as there is a scanner which I'd already gone through once that day. As a sexual assault survivor and owner of an artificial hip due to serious injury I prefer the scanner and as a matter of course I only fly into and out of airports that have scanners. This limits my travel options but I'll live with it.

When we finally returned to security to wait for our flight I was informed by the young man manning the security area that the scanner had been shut off at 8:30 p.m. and I would have to submit to a pat down. He called for a female TSO as he was the only person past the metal detector at the time and after some minutes she showed up.

She asked all the correct questions about privacy (I would never volunteer to go to an enclosed space with a complete stranger regardless of whether my husband was present or not in order for that stranger to touch me) and about sensitive areas (my hip was extremely painful by this time from walking all over NYC as well as the airport). I told her my hip was very sensitive. She asked me if I'd ever had a pat down as well, she didn't say 'enhanced pat down' just pat down which I have had before many years ago and it didn't involve touching my genitals or mauling my breasts so I had no idea what she was going to do. Had she used the term 'enhanced pat down' I would have asked some questions. She didn't explain anything as far as I remember except when she was sticking her fingers in my pants. What followed was a sexual assault.

Feet shoulder width apart, arms up with palms facing the ceiling as she ran her latex encased fingers through my hair, over my shoulders and over my face. Her fingers then delved roughly between my breasts running under all the edges of my bra through my sweater with a firm squeeze here and there then I was allowed to lower my arms. She lifted my sweater and ran her fingers next to my skin under the waistband of my pants front and back and then she went lower, hands roaming aggressively and roughly up both legs front and back, actually they went everywhere eventually banging hard against my genitals and I do mean hard. It hurt all the way up to my very painful hip.

The final indignity of course was when she tested her gloves as I stood there waiting while nightmarish memories resurfaced and my husband was forced to stand by unable to help me. I'm very proud she didn't reduce me to tears while I stood there; they came as soon as we started walking towards our gate.

I am a slim, fit fifty five year old woman who has never had more than a speeding ticket and that was when I was seventeen. As a matter of fact the reason for our trip to NYC was to celebrate my 55th.

I fully understand the need for security measures and am happy to pass through the scanner but what I don't understand is why I was sexually assaulted (and that's what it was no matter how you cut it) by a sullen young woman when a perfectly functional scanner is right there within reach. Perhaps it can't be turned on easily. I have no idea but would have been willing to wait had the option been given to me. At no time was I rude to her, at no time did I raise my voice to her; I cooperated fully and completely then had my breakdown later. I just wanted to get home which eventually I did at 2:00 a.m.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 10/28/2014 9:52:29 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Southwest Airlines, Flight #1829, Orlando International.

2014 12:12 Comments: On 10/25 my family and I were taking a flight from the Orlando International Airport. Our party consisted of myself, my wife, my parents, our 4 year old daughter, and 15 month old twins. My wife took our daughter through the metal detector. My parents each took a twin out of their stroller to walk through the metal detector. I was behind, with the stroller, moving it to the designated area. Once my parents, still holding the twins, were through the metal detector, they were informed that they would have to have their hands tested. Thinking she was going to make things easier, my wife went to take one of the twins from my father, so that he could have his hands free to be tested. At that point, a female TSA officer named (b)(6) yelled at my wife, telling her she was not to take the baby, and to stay where she was. My wife tried to explain that that was her child, but the agent continued to, quite literally, scream at her to stay where she was. At this point, my four year old began to walk away from the security line, and my wife went to get her before she got lost. The TSA agent AGAIN screamed at my wife to stay where she was, which of course my wife would not, as our child was wandering away. When I, still on the other side of the metal detector, asked what the problem was, (b)(6) put her hand up in my face and, once again LITERALLY screamed at me to stay where I was. She continually yelled about protocol. However, we had no idea what was going on. Once everyone was through, we asked to speak to a supervisor. While speaking to the supervisor, (b)(6) STILL continued to scream and yell that we were at fault.

Is this how the TSA instructs their agents to treat the public? As New Yorkers, we understand how incredibly important and stressful the job must be. However, if this officer had simply explained to us that the people who were carrying the babies needed to have their hands tested BECAUSE they were carrying the babies, we would have been completely amenable to that. We certainly want everyone to be safe while flying and are happy to abide by any precautions necessary. But, when someone screams and yells at you as if you are an animal, and then refuses to let you have your own child, it has gone too far. This woman has no business being in this position. We were literally verbally harassed by this woman, who followed us when we went to speak to her supervisor, continually yelling. She kept screaming "I'm not getting written up for this!" It was such a disturbing experience, and terrifying for my wife, who was prevented from taking our child, that I simply cannot let this go. Something must be done about this woman. I am sure there are others who would be more qualified to do this job.

Transgender Travelers verses disabled travelers. Why are there different rules for a Transgender traveler and a disabled traveler? I have to be degraded and lift my pant leg to show my prosthetic leg but per your web site a Transgender traveler does not have too???? Per your website under Transgender traveler.

Prosthetics: Travelers should neither be asked to nor agree to lift, remove, or raise any article of clothing to reveal a prosthetic and should not be asked to remove it.

2014 4:07: Then under, Passengers with Prosthetics

Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material. If explosive material is detected, the passenger will have to undergo additional screening. If a passenger voluntarily removes his or her prosthetic during screening, it will be screened by X-ray.

Can you please explain why there are to different standards?

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 10/29/2014 10:46:23 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 10/29/2014 7:15 AM Airline & Flight Number : Southwest 1698
Checkpoint/Area of Airport : Checkpoint near A gates TSA Employee: (If Known) (b)(6) think) Comment : At this checkpoint there were two x ray lanes. It appeared that one was feeding into an AIT scanner and one into a traditional metal detector. The metal detector was apparently open for use and there was an officer staffing it. I was in the apparent metal detector lane. When it was time to go through the officer instead said that I had to go through the AIT instead. This was inefficient (long line at the AIT) but fine. However, I did not have everything out of my pockets since this is not required for metal detector. This resulted in my getting patted down after going through AIT, test for explosives residue and having to send my wallet through xray. While this was all fine, it was a big time waster and would have been completely unnecessary if it had been clear I was going to go through AIT. NO ONE was telling passengers on the metal detector side that the metal detector was in fact not open; it was not blocked off; and no one on that side was telling passengers to take everything out of their pockets.

After this incident I asked to speak to whoever was in charge of the checkpoint. I spoke to Officer (b)(6) and explained what happened. He could not have been less interested and did nothing to address the situation. He also claimed that there was a policy that prohibited blocking off the metal detector when it wasn't in use. This does not seem correct because I travel frequently and see that blocked off lanes and devices are routine. In any case, I asked (b)(6) what the reason for the policy was and he stated that he had no idea what the reason was. In my view, no one should be placed in charge of a checkpoint who doesn't understand not only what the policies are but also the reasons for them. Otherwise, you'll get mindless adherence to

2014 12:16 supposed policies and bad customer service.

I would like to know -

- (1) Whether it is consistent with policy to have no one telling people to take everything out of their pockets before going through the AIT
- (2) Why the metal detector cannot be blocked off when not in use so that people will know in advance that they will be directed to the AIT
- (3) Whether the officer in charge can be counseled to actually listen to customer feedback and address it
- (4) Whether the officer in charge can be informed of the reasons for TSA policies so these can be explained to customers.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Advised caller

Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a Patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives.

'2014 5:20:

Caller she is not upset about the system. Caller is for that. She feels like she may be targeted. She has seen innocent people with things thrown on them. Also on October Rd she flew out of Kennedy to Fort Lauderdale and had a connecting flight, #2319, to Montigo Bay. In the process she lost \$30 worth of jewelry. It was attractive stuff. However, there was not a NOI in her bag.

Advised caller she was referred to airline. She indicated that she had already contacted them and they said they were not responsible. She just wants TSA to be aware that this happened.

Advised caller: Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Caller told the following story: In the past, she had a wedding in Atlanta and her bag opened and expensive jewelry fell out. A guy seen it and looked at her and her bag. He later stole her bag as it came out. She confronted him and he returned her suitcase. It was already in the parking lot. She thinks this occurred at Kennedy. It is because of this experience that she wants someone aware of the above incident.

She is just reporting it. I emphasized with caller

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The caller is a FF and he flies a lot. He stated that he is wanting to complain about TSA Precheck. He stated that he has been told that the AIT has been removed from all Precheck checkpoints. He has a medical implant that alarms the WTMD and he has to get a patdown. He stated that this is discrimination against persons with disabilities. He stated that he has been through AUS, RIC, and ORF. He stated that they all used to have the AIT until recently, and it was removed. He stated that at AUS and RIC he has to get a full patdown. However, at ORF he was able to be placed in the front of the regular line for general passengers, take off his shoes, and go through the AIT, while his baggage went through the screening at the Precheck checkpoint. He stated that he will contact his congressman or senator if necessary. He stated that he wants to speak with someone regarding the matter to find out why he is being discriminated against. He asked to speak with a supervisor if we do not have contact information for someone to speak with regarding the matter. He stated that he has found federal email systems to be useless.

I explained that we do not have any information regarding the AITs being removed from the Precheck checkpoint. Generally the AIT locations depend on the airports, and checkpoint location. I explained that if any passenger alarms the screening process, a patdown is used to resolve the alarms. I explained that this is done regardless of age, disability, medical condition, or other circumstances. We can forward the information to the appropriate office for review and clarification on the matter, however we do not have any contact information to provide.

'2014 5:42:

Escalation Notes (b)(6)

The caller wants to know what the policy is for AIT machines at the TSA check points. He also claims discrimination against people with disabilities because we are removing AIT machines from the Pre check checkpoints.

I tried to explain what he needed to do for discrimination but he kept bringing it back to the Policy question. I told the caller that he could request to be scanned by AIT at a different checkpoint and that brought him back to the discrimination statement. He refused to accept the process to follow. Eventually he accepted to email his question in to get an answer. Passenger wasn't very cooperative and this was the best option to help him.

Caller is upset about the patdown she got at the Las Vegas airport. She wanted to speak to the supervisor. She is pregnant and refused to go through the AIT so she ask to use the WTMD. She was told she cant ask for the WTMD and was told she could not use it and she would have to have a patdown. She was asked about areas that were tender or painful to touch. She says she told the agent about the tender areas, yet the agent was very rough. She said the agent stuck her hand in her pants for screening, the caller was very upset about this. The patdown was done between the conveyor belts and was very embarrassing to her. It was in front of all the other passengers.

She would like for the agents to have more education and if something can be done for the staff. She says the officer did not tell her she were going to put her hands in her pants. She had to remove her belt and she did not have her pants buttoned since she was pregnant so she was standing there with her cloths undone infront of other passengers. She said she wasnt told they were going to stick their hands in her pants, just that she would feel a tug. She was told if she refused the patdown by the agent she would have to have someone else come over to give her a patdown.

Told caller

I was sorry for her experience.

'2014 6:18: I can take her complaint and send it to the CSM so they can be aware of this for her.

Airport: McCarren

Airline: Alaska

Terminal or Gate: Terminal 3 Gate E

Date and time: 10-29-14 She was at screening about 3 and her flight is scheduled to depart at 5

I ask if she had gotten the agents name, she had not.

She did have a description of the agent, she thought she was hispanic, about 5'3 or 5'4 or so, she had her hair pulled back and did not have on glasses, she was a more stockier lady

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 10/30/2014 4:07:11 PM Airport : PBI - West Palm Beach International Date/Time of Travel : 10/30/2014 3:00 PM Airline & Flight Number : Usairways Checkpoint/Area of Airport : Terminal A B TSA Employee: (If Known) :

'2014 6:02: Comment : I was randomly selected after making it through metal detector. They then sent me through millimeter wave telling me I could go as is. My belt caused a problem with millimeter wave and then I had to be frisked and the man stuck his hand down my pants because he told I didnt need to take off my belt. This was ridiculous for someone who went the screening for Global Entry.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller just signed up for TSA precheck and got his KTN. He went to use it today for the first time. He travels almost every week and he wants to use the service. He traveled from PHX on SWA. A lady TSO sent him to the precheck lane but after he went through the metal detector and it went off the lady on the other side of the metal detector told him he had to take off his shoes. He has another flight tomorrow. He states that he had made the reservations previously before he got his KTN. He states several times that he is upset because the only reason he signed up for the program was so that he would not have to take off his shoes and belt and if this is not guaranteed then he wants a refund.

'2014 8:12: I advised the caller that when TSA scans the barcode or observes the TSA Pre®2713™ logo on a boarding pass at the security checkpoint, the passenger may be referred to a TSA Pre®2713™ lane for expedited screening.

When making a reservation, passengers should enter their TSA Pre®2713™ known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided TSA at the time of enrollment. I informed the caller that precheck is not guaranteed every time he travels and I cannot answer why the first agent told him to go to the precheck line since it was not on his boarding pass. We have to perform secondary screening to clear alarms from personal screening.

I advised the caller of the UES number if he wants to call them to discuss what he signed up for, 855-347-8371.

I am a known traveler who just spent about an hour going through security for reasons that are not clear to me. You have done a background check and taken my money to put me into the TSA Pre-Check lane but there are more people in that lane than in the standard lane. I suspect most of those people did not pay you for access to the pre-check.

That was one component of the delay.

'2014 12:05 The other component of the delay was caused by my insulin pump. I have passed through security and announced my insulin pump only to have your agents shout to other people down the screening line that I had an insulin pump. That is a HIPAA violation I think. Not to mention embarrassing. Because many times they just passed me through, I started just going through the metal detector which did not detect the insulin pump.

Lately, the metal detectors are kicking me out for reasons I am not sure I understand. When I refuse to go through the full body scanner because my pump manufacturer says it will injure the pump, I have to go through a full body search which causes me to be back to a full search like you didn't take my money and provide me expedited screening.

I suppose I could take off the pump and go through security but it defeats the purpose of having a pump. I am not sure what suggestions to give you but this is a ridiculous scenario for me to go through. I have flown about 34 round trips with 8 weeks left in the year. There has to be a better way.

Feedback Type : Complaint

Categories : Disability or Medical Condition; Screening Current Date/Time : 10/31/2014 11:03:25 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Checkpoint 2 TSA Employee: (If Known) (b)(6) ramp; another female agent Comment : I went through precheck at checkpoint 2 at SeaTac. I walked through the metal detector and went to collect my belongings. Because I have type 1 diabetes, I have a small bag of juice boxes (4.23 oz each) that I travel with. As a courtesy to make screening for TSA easier, I had that ziplock bag of juice separately in a tray that went through the metal detector after my 2 carry on bags. Both my bags came through without a problem. The agent at the X-Ray ran my juice boxes through the machine again, with me notifying him that it was medical liquid for diabetes. After they came through again, he asked an agent to screen the juice. The agent (b)(6) said I needed a full pat down and told me to take off my shoes and coat. She then asked for another person to assist her. The other person mentioned screening me and using the back of her hands etc. then started the screening. This other agent was in the process of patting down my backside when I told them both that I didn't need it, but that they were supposed to offer me a private screening. They stopped and asked me if I wanted one (I said no again) and if I wanted her to start the pat down over. I said no and she continued. Meanwhile, agent (b)(6) looked at my juice boxes and then started screening my shoes; my laptop; and then proceeded to pull things out of my laptop bag and screen the entirety of my laptop bag. For some reason, she then moved to my carry on suitcase and screened it including opening it and digging through it. Again, nothing was flagged or alarmed on the X-ray and I did not alarm on the metal detector. The other agent screened my hands after the patdown. The other agent walked away. (b)(6) then walked away without saying that she was done or that I was free to go. I heard her ask my fiancée (who was standing by and watching this experience) why he was looking at her name tag.

2014 12:06 This experience was disrespectful from the beginning (agent doing my patdown said dismissively "I know what that is, I see them all the time" when I pointed out my insulin pump when she asked about sensitive areas on my body), and violated my rights as a traveler when I was not offered a private screening. I am also pretty sure it is inconsistent with TSA screening policies - since I did not alarm in the metal detector and my bags cleared screening, why was I given a) a full body patdown and b) all of my belongings searched when I had a small bag of medical liquids that were easily screened without having to go through any of this?

I am a frequent traveller through SEATAC and I am frustrated at this experience, especially because it is an outcome of a medical condition. Not to mention that I am a participant in TSA's pre-check program and have already been thoroughly screened.

Please train your agents in TSA on actual TSA policies, including respecting the rights of travelers and always offering private screening; plus knowing how to handle medical liquids.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 10/31/2014 10:56:30 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 10/31/2014 7:00 AM Airline & Flight Number : DL108 Checkpoint/Area of Airport : 2 TSA Employee: (If Known) (b)(6) Comment : In the Seattle checkpoint 2 (The one serving A and S gates) pre-check line, (b)(6) separated and declared her quart-size bag of medical liquids (juice boxes for type 1 diabetes / hypoglycemia). Agent (b)(6) was called over to check the liquids. Despite no other alarms on the metal detector or X-ray, she additionally decided to give (b)(6) a full pat-down, in public, without offering a private screening. After (b)(6) courteously mentioned that, while it didn't matter to (b)(6), (b)(6) should've offered a private screening. (b)(6) further decided to do a full manual inspection of all (b)(6) belongings (which had not alarmed on X-ray). When she finished that, she failed to indicate that (b)(6) was

2014 12:06 free to leave. Further, when I decided I needed to get (b)(6) name for this report, she demanded to know why I was looking at her name tag.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 10/31/2014 12:58:32 PM Airport : DEN - Denver International Date/Time of Travel : 10/28/2014 11:45 AM Airline & Flight Number : Delta 4469 Checkpoint/Area of Airport : North TSA pre-check TSA Employee: (If Known) :

Comment : I participate in TSA pre-check and GOES, I recently had a full knee replacement or implant. Upon arriving at TSA pre-check I was asked to pass through a metal detector, I explained that I had an implant and asked if it would be better to go through a millimeter wave scanner. I was told I could not change lines and must go through the metal detector. This subsequently led to me having to remove my glasses, my shoes, my belt, my hearing aids pass through the metal detector again and again, having it beep each time, I was asked to step aside and join two other men and three women waiting to be searched by a short staffed TSA.

2014 2:03: I believe that having a metal detector and not a millimeter wave scanner at TSA Pre-check is absurd. when I am told I don't have to remove my belt or shoes and end up doing so and require a body search when I had already announced I had a metal implant. At least every other passenger went through the same process.

Not to be told, suggested or allowed to change lines and be scanned after making this announcement is ridiculous, in my opinion.

I would think that a millimeter scanner would be a minimum requirement for TSA pre-check in order for the program to honor it's claims, other wise, why bother? A failed effort on your part Would you like a response? : True Passenger's Name : (b)(6)

(b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/1/2014 12:13:32 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 10/31/2014 1:45 PM Airline & Flight Number : Jet Blue 1729 Checkpoint/Area of Airport : Terminal 5 Screening lines 14 and 15 TSA Employee: (If Known) : tall bald black employee Comment : My party of 3 were directed to a line which did not move for 20 minutes while the TSA girl just sat there. The adjacent line was moving rapidly. I asked what was the problem and she replies tersley "there is no problem. ---(unintelligible---just doing my job". Finally we were released and directed to the baggage xray machine ,ine at line 14 and 15. The sign said no need to remove cell phones keys coins etc. All ok Then went through metal detector. It beeped.

Now I will try to paraphrase what happened next as accurately as I can recall.

"Get back. Empty pockets. Cell phones coins rings glasses take of shoes" all in a loud, aggressive, arrogant manner.

Why? I ask the sign says I don't need to.

2014 1:07:4

Reply, in same manner as above, "Because it's a metal detector you must remove all metal. It's the requirement" I repeat "Why shoes? No one else is removing shoes or anything else for that matter" Your black officer " Cell phones, coins rings, anything metal?....(something unintelligible),...

Finally I get through. I stop and try to read the employee number on his badge. He turns and raises arm to obscure the badge. I ask for his number or name he answers ",(unintelligible),..." I decide to give up and leave as I have an aircraft to catch.

Behind me was another man who received similar treatment and was equally annoyed at the treatment.

Meanwhile, the rest of my party went through without having to remove their cell phone or anything else.

Over 55 years off travelling around this world extensively, this was the worst display of public arrogance I have ever witnessed, or been party to. People like this do not deserve employment. He seemed to be an example of how some respond to donning a uniform and a badge. And I'm sure that this is not a person that is retrainable.

Then there is also the question of why the entry line was stationery for so long with no logical explanation Would you like a response? : True Passenger's Name : (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/2/2014 3:42:12 AM Airport : LAX - Los Angeles International Date/Time of Travel : 10/31/2014 5:30 PM Airline & Flight Number : Virgin VS008 Checkpoint/Area of Airport : Terminal 2 #1 = Bag scanner near virgin check in desk #2 = security bag scanner at top of stairs TSA Employee: (If Known) :

Comment : I was traveling through LAX to LHR with my wife on Fri. After checking in with the Virgin Desk I took both my suitcases to the x-ray machine. Both of my suitcases have straps around them for extra security. Because these straps are locked we were required by TSA to wait near the back of the x-ray machine until they were scanned. When both suitcases came out the other side a TSA employee grabbed the cases by the straps and pulled/lifted the cases (by the strap) onto the moving conveyor belt. These straps are not designed to be used in this manner and could easily be broken if treated like this. It is very annoying as both suitcases had handles which could have been used and additionally he could have simply pushed the cases along the roller with minimal effort which would have easily accomplished his task of getting them to the moving conveyor belt. Secondly on going upstairs to the scanning area after placing my carry-on luggage onto the x-ray machine I made my way towards the people scanner. I had a pair of light desert boots on (no metal) which I wear for travel through airports as I know they will not set metal detectors off. Obviously this people scanner is of a different type. I was

2014 9:28:0

unaware that I had to take my shoes off (are there signs stating this at this security checkpoint?) My complaint is that a TSA employee (for want of a better word(BARKED)) at me. He pointed at my feet and barked "SHOES"! I am ex-military and I know how it feels to be barked at and this was it! I am now not in the military and am a middle aged male and I do not appreciate being shouted/barked at by a security guard! I felt embarrassed and treated like a child! I would not let an employee of a company in the UK (where I come from) speak to me like that, however the TSA has such a bad reputation amongst foreign travelers that one is scared to challenge them on their behavior as one is frightened that they will throw you out of the airport or call the police and have you removed. I definitely have the feeling that if I tried to say anything I would be met with the response of "This is our country and if you don't like it don't come". I understand security personnel have a job to do (I work in the security industry)but this job can be done with courtesy and politeness which is something which seems to be lacking with TSA personnel. This is not the first time I have had cause to be upset by them but on the other occasions I have not bothered to make a complaint. However this time I felt strongly enough to write in about my experiences because unless you get this feedback you will never change the attitude of your front line personnel.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/1/2014 10:54:19 PM Airport : LAS - McCarran International Date/Time of Travel : 10/29/2014 Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : On Wednesday the 29th, I was on an afternoon flight from Vegas to Charlotte.

The gentleman in front of me in the TSA Pre line had clearly never been in it before. In fact, he acted like he'd never boarded a plane before. He was very confused that he had to empty his pockets, and once he did, left his bin on the table and tried to walk through the employee door. After being herded back by the employees, who acted like he should know what he's doing (why?), he set off the metal detector. When they asked him to check his pockets again, he joked that he 'had a gun.' - your employees did nothing but herd him through the gate and go about their lazy days.

2014 9:26:2 Now I ask you, given the spirit of why the TSA was created in the first place, and then the TSA Pre program, does that sound like where we want it to go? What criteria are used to allow people in the line now? Because watching from afar, it appears there is none. That gentleman was confused, possibly drunk, and clearly had no idea what he was supposed to do. It's not his fault he didn't know what to do, because why would he? You're taking people who never travel, have no idea what they're doing, and forcing them into the lanes with people who travel every week of their lives. Is that the future?

Please consider where the program is headed before you ruin it. Everyone I know that travels regularly says the same thing. The program was so great when it first started, and now is getting bloated, watered down, and as frustrating as when the TSA first started.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

TSA- today, November 2, 2014 at 9:50am in Houston Texas, George Bush Airport, United terminal, planning to leave on United flight 373 from Houston to Dulles, boarding to begin at 11:05. The TSA supervisor for the TSA pre-check area who would not give me her name, was very physically rough in a body pat down. Not only was I precheck but I advised the agent on the line I was wearing a knee brace prior to going through the metal detector. I was directed to the body scan machine which I went to with no complaint. I understand the need for security and I have never complained about the body scan machine. Once the brace appears on the screen, most agents simply feel to check that a brace is present. This women insisted I remove my pants to show her the brace which I was NOT going to do in line. Once I explained that I could not remove my pants she proceeded to very roughly manipulate my knee brace from both sides repeatedly. I told her I would scream if she continued, she pushed the brace one more time and actually moved my kneecap within the brace. This caused tremendous pain and left me limping to a chair crying so hard I could hardly see. Unfortunately, she WAS the supervisor so there was no one else to complain to, although she did hand me the complaint form as I was trying to walk out of the area. If I was not a known traveler, with Pre-check, whose palms had already been swiped, perhaps some excuse could be made for some of her behavior. If I were not heading out of town immediately, I would have contacted the police to swear out a warrant for an assault and battery. There is no excuse for physically causing such incredible pain to a passenger. I would like to be advised of the action taken to discipline this agent. I have also copied a fellow traveler who witnessed much of the abuse, on this email.

2014 1:05:4

(b)(6)

Ashburn, VA 20148

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: Test
Zipcode: Test

2014 3:12:1

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

I was traveling with my father in law, mother in law and my 4 month old baby girl who was visibly ill with a cold (she was crying and sniffing and had a runny nose, it was very obvious she was unwell. (b)(6) (supervisor, apparently?) pulled me aside for additional screening. She was initially very unclear about why I was being screened. when I asked her to repeat herself she said it was because my hands were flagged (I had walked through the metal detector with my baby and I understand that a hand swab is then required.) I had no argument with this, and I followed her to a small room for the additional check, which I had experienced before when I was pregnant (ironically enough, with (b)(6)) - so I had no problem with it.

However, no regard was given to my child (b)(6) asked me "is this your stuff" in reference to my bags. I said yes, and she asked my in laws to "watch it for me", but she said nothing about what I should do with my baby. Not having been given any direction, I handed the baby to her grandma. When I arrived into the room for the check, I was upset and I said "I really don't feel comfortable leaving my sick baby with anyone else right now". (b)(6) then turned to her co worker, sighed loudly, and said "I don't have time to deal with this right now", in a very rude and impatient tone. She then went and brought my baby and my family over to where we were, brought the stroller into the room and told me to put the baby in it. I said "thank you. This is not your fault, I have just had a rough morning." Without looking at me or acknowledging me (b)(6) then said to her co-worker "I can't wait til I'm off!" She was so insensitive and rude to me that she made me cry.

While I don't expect "customer service" from any TSA employee (I know better than that, it's generally just not your MO to treat people with much courtesy - as an organization you pretty much seem to take delight in treating people like idiots and I get it - most people ARE idiots) but I'm actually NOT an idiot, and what I experienced just wasn't appropriate or called for at all! My baby was sick and needed me, she was crying and clearly distressed, but no one gave her or me the consideration that I feel we deserved just as human beings - forget "customers". There is always such a huge deal made about customers treating TSA employees with respect, but why doesn't it work the other way around? I shouldn't have been talked to so rudely (not even talked to - talked AROUND) especially by someone who, if I remember correctly from my prior experience with her, is a mother herself and should know better!

2014 5:09: Frankly she should be ashamed of herself & you should be ashamed that someone in a supervisory position was a) very unclear with her directions, b) blatantly rude and inconsiderate of my situation, c) assumed, without asking, that I had someone to take care of the baby for me while I was getting checked (luckily I did!) and d) setting a pretty poor example for her subordinates.

You'll find a summary of this complaint written on a yellow card in the box at the TSA area of Long Beach Airport.

I don't expect anyone will bother responding, but if you would like to I'm happy to elaborate & discuss the situation further. Feel free to call or email me.

Hope you are having a better day than me!

Sincerely,

(b)(6)

Sent from my brand new iPhone 5S bought for me by my generous husband!

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 11/3/2014 4:20:47 PM Airport : LAS - McCarran International Date/Time of Travel : 11/03/2014 Airline & Flight Number :

Checkpoint/Area of Airport : Screening for a-b-c gates TSA Employee: (If Known) :

Comment : Allowing people who are not familiar with the pre-check line interferes with the efficiency and security of the pre-check line. This interference also impedes the effectiveness of screening and TSA employees, as well as diminishing traveler cooperation.

2014 6:18: Example: I travel a lot. I was passing through the pre-check line, which then got merged with non pre-check travelers. The non pre-check people caused crowding and frustration when they didn't understand the process. I was trying to move quickly through the line but apparently got too close to another guy at the metal detector. The TSA agent tried to stop just me but the unfamiliar guy also stopped, causing more delay and frustration for both me and the TSA agent. A tense and crowded situation like this one diminishes airport security. And undermines the pre-check program.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Date and time of Flight: 10/8/14 6:17 am
United Airlines flight to MCO from Newark Airport
TSA employee: (b)(6)

I am currently 20 weeks pregnant, at the time of travel I was 16 weeks pregnant with my second child. I requested of (b)(6) that i may accompany my 2 1/2 year old daughter through the metal detector in lieu of the millimeter wave machine, as I saw other parents doing this. (b)(6) insisted that I either go through the millimeter wave or get patted down. He then left and returned 10 minutes later carrying a Dunkin Donuts coffee. He was completely unprofessional, rude and inconsiderate. Perhaps he is a misogynist. I was in TEARS. In my opinion, nobody especially natural born US citizens whom are pregnant should be treated with this amount of disrespect!. He should be fired. It was very telling that his co-workers gave up his name so quickly.

10/14 12:08:

I expect a response to this email.

Thank you,

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/4/2014 11:02:54 AM Airport : DLH - Duluth International Date/Time of Travel : 11/03/2014 6:00 AM Airline & Flight Number : Delta 2385 Checkpoint/Area of Airport : TSA security check TSA Employee: (If Known) : supervisor Comment : I was held for 40 minutes after passing through the metal detector (prosthetic knee, which I mentioned to the TSA agent) apparently because a faulty machine registered false positives about me and my carry-on after pat-down. (I was told by an FAA employee that the machine was faulty.) The supervisor made no effort to correct this problem, being absorbed in some problem of his own. I was patted down and my carry-on carefully visually examined after X-ray but continued to be held nevertheless, as I stood within six feet of the supervisor, who carefully ignored me, and was then patted down again but more thoroughly for no reason that I can detect. I should add that the entire area was chaotic and improperly organized, without clear direction. The agents acted as if they were trying to figure out what to do next, in the absence of any supervision. This is a disfunctional security point and I think the disfunction is the direct result of poor supervision. I had nearly an hour to evaluate what I saw as I was processed and then detained.

10/14 12:09:

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Civil Rights/Liberties

Categories : Disability

Current Date/Time : 11/4/2014 12:46:52 PM Airport : PIA - Greater Peoria Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2014 4:07:

Comment : I would like to talk to someone about how people with disabilities are screened. It is totally unacceptable what the TSA puts handicap people through. I liken it to legalized groping. The rules need to be revamped immediately. I have GOES and pre-tsa and it does no good because I cannot walk through the metal detector.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6) Phone Number (b)(6)
Address:
Zipcode:

2014 8:45:3 Are you 18 or over? No
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No
Ethnicity? No
Religion? No
Nationality? No
Gender? No
Disability? No

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

The caller indicated that she is flying tomorrow from MSP with Frontier to DEN at 2pm. She asked if there is someone who can assist her to the gate. She indicated that she recently had a cardiac event and would like transportation to navigate the airport that will include her nine year old son. She doesn't want him to have to walk behind the wheelchair. I mentioned that TSA Cares can provide assistance through screening for those with disabilities or medical conditions. She indicated that she does not require assistance through screening.

She asked if she should advise of her defibulator before screening begins and if snacks are permitted through screening.

I advised that she would need to contact the airline in regard to assistance in navigating the airport and getting from point A to B. I advised that they may be able to provide some type of transportation or cart.

She should advise of the defibulator before screening begins.

2014 8:57:3 Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

Her son can walk through the WTMD on his own.

Solid food items are permitted in carry on. They should be securely wrapped or in a spill proof container and must undergo xray screening.

The caller indicated that she is flying tomorrow from MSP with Frontier to DEN at 2pm. She asked if there is someone who can assist her to the gate. She indicated that she recently had a cardiac event and would like transportation to navigate the airport that will include her nine year old son. She doesn't want him to have to walk behind the wheelchair. I mentioned that TSA Cares can provide assistance through screening for those with disabilities or medical conditions. She indicated that she does not require assistance through screening.

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She should advise of the defibulator before screening begins.

2014 8:57:33 Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. If a passenger cannot or chooses not to be screened by AIT, the passenger will be screened using a thorough patdown procedure instead.

Her son can walk through the WTMD on his own.

Solid food Items are permitted in carry on. They should be securely wrapped or in a spill proof container, and must undergo xray screening.

Today, I went through security at Dulles International Airport. Since I am pregnant, I requested to opt out of the AIT screening and have a pat down instead. Officer (b)(6) was the TSO that I spoke with and he began arguing with me that AIT was perfectly safe and that I get more radiation from my cell phone. When I told him that I was pregnant and that my doctor advised me to not go through these types of scanners, he rolled his eyes at me and continued to lecture me on the subject. I had to request a pat down three times before he finally put out the message for a female assist for an opt-out screening. Even at that point, Officer (b)(6) made comments to me like, "Fine. If that's what you really want to do." In reading information on the TSA website, passengers have the right to opt out of this type of screening. We should not be harassed when we exercise this right.

2014 10:09: While I was waiting for the female TSO, another passenger with a broken arm was also waiting for an alternate screening (walking through a metal detector instead). Officer (b)(6) began calling out to this passenger instructing them to get back in the main line to go through the AIT. The passenger had told him that she had a broken arm, which was insufficient reason for Officer (b)(6). The passenger then explained that she could not lift her arm above her head, which would be required by the AIT scan. Other TSOs had already been involved with this passenger's screening process and had already made the decision for her to not go through the AIT scan. However, Officer (b)(6) seemed to take a personal offense to anyone who would not participate in the AIT scan.

I appreciate the service that TSA provides in keeping our transportation infrastructure safe. I wanted to report this incident because this type of experience reflects poorly on all of TSA. I travel frequently and often have to make this request when I am pregnant. Most of the time, I am treated with respect. Today was outside of the norm and not up to the standards that TSA holds. Thank you for your time and consideration to this incident.

(b)(6)

The TSA team working this morning, 0645, was a generally disagreeable bunch; very rude, barking orders at travelers. It was clear that what they wanted removed from carry-ons and what should be placed in a bin was not clearly communicated, as almost each traveler's belongings were repacked by a gentleman who was not disposed to kindly let the traveler know the discrepancy, but rather inclined to engage in verbal sparring. Unlike other airports, expectation and procedural signage/verbal instruction was not clearly available at the front of the line causing a back-up at the metal detector...downstream issues are best solved managing the flow upstream.

2014 10:10: Thank you for your time.

V/r

(b)(6)

Caller and husband will travel on Monday. He has a pain stimulator implant. She said the last 2 times he has flown, they made him go through the AIT. She said this has happened at Boise and the San Diego Airport. She said he told them he cannot go through the AIT and wanted the hand wand. They told him too bad, we don't do that and he was made to go through the machine. She said he has a card from his doctor. She asked what can she do to make sure this will not happen again. Caller said she would like some information about the screening emailed to: (b)(6) She said she did not know if it was damaged at this time. She said he had it turned off at the checkpoint.

2014 6:06:33 RESPONSE: If a passenger has an internal medical device, it is important for him or her to inform the Transportation Security Officer (TSO) conducting the screening before the screening process begins. Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology. ALSO: Advised that information about the patdown will be included in the email. Offered the PSS or Supervisor for assistance at the checkpoint.

Disability Description: Caller is a disabled vet who was sexually assaulted so she has PTSD. She had a bad experience at SAN.

Response Details: I advised the caller that you cannot request the WTMD in lieu of the AIT, or patdown.

I advised the caller that I will send her the information and I could forward this to the appropriate office to the CSM at the airport.

I empathized with the caller and explained that it is standard operating policy and procedure that passenger s even with disabilities may not request the WTMD in lieu of the AIT, or patdown.

Incident Details: Airport: SAN to Bull Head City, AZ

Airline: Republic

2014 10:10: Flight Number: Caller does not know

Date Time: 11 3 14 departing 4:30pm

Terminal Gate: 34

Email Address: (b)(6)

Person Involved: STSQ (b)(6)

Caller went through the checkpoint and was forced to either go through the AIT, or a patdown procedure. Caller stated that she is a disabled veteran who was sexually assaulted and has PTSD. Caller stated that going through the AIT, or patdown causes symptoms of the PTSD. Caller stated that she presented her card and explained the situation and was not permitted the option to go through the WTMD. Caller stated that she frequently has TSA PreCheck and goes through the WTMD with no problems. Caller stated that she was told by the STSQ (b)(6) at the checkpoint that she must either go through the AIT, patdown procedure, or leave the checkpoint. Caller stated that at other airports she has went to the WTMD just fine and they have offered that to her. Caller stated that when she gave her disability information and showed her card she should have been presented with other options that did not cause her stress.

Feedback Type : Complaint

Categories : TSA Pre?™

2014 4:30: Current Date/Time : 11/7/2014 3:57:18 PM Airport : MRY - Monterey Peninsula Date/Time of Travel : 11/07/2014 8:00 AM Airline & Flight Number : Alaska Airlines 2437M Checkpoint/Area of Airport : This only one TSA Employee: (If Known) : Name unknown (woman) standing just in front of metal detector Comment : More than once I have been hassled by a TSA agent regarding going through as a TSA Pre-check at this airport. It is already a hassle with Monterey's Pre-check because you still have to take out your liquids and CPAP machine. What should be good news is that they still allow you to leave on your light jacket, shoes, and belt. But the TSA agent behind the metal detector told me to take my jacket off even though I explained that I am pre-check and the other agent told me to leave it on. She said it didn't matter, "she" was not "comfortable" with the size and that I needed to take it off. So I had to go back against traffic of the line waiting to go through the metal detector to put my jacket on the conveyor belt then come back to go through the line to the metal detector. When I came back and went through the metal detector to no surprise my belt buckle set off the detector, but they said that I did not have to take it off as part of my TSA pre-check status. Now she holds me up to have my hands swabbed and tested and to not touch my stuff until cleared. This process was much longer than if I had not been TSA pre-check. Don't get me wrong. I like the pre-check status at other airports, the issue here I believe is either this agent's zealous over use of her authority or not being properly trained or both. Bottomline is Pre-check should generally not take longer than regular security check and this almost exact situation has happened to me at Monterey before.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 9:19: The last time I flew I was completely humiliated because I was told I had to receive a pat down after going through the imaging device. I felt completely violated and disgusted by the entire experience. I am a very private person and I do not like being touched like that. I was never given a reason for having to undergo both screenings. I was wondering is there anyway to just go through a metal detector? I am being forced to fly this December and I am dreading it. I had an appointment with T S A pre check but it wasn't 45 days before my flight. Will I be forced to through the imaging scanner? Some people didn't the last time I flew. Will I have to have a pat down? Will someone explain why I have to have both? I absolutely hate that because of the incidents of the past I must be treated like garbage. Please answer my questions. Thank you.

Feedback Type : Complaint

Categories : Disability or Medical Condition Current Date/Time : 11/8/2014 8:18:06 AM Airport : CMH - Port Columbus International Date/Time of Travel : 11/08/2014 8:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : Gate B

TSA Employee: (If Known) : Supervisor

2014 9:20: Comment : CMH NEEDS An OPTION FOR PEOPLE WITH ARTIFICIAL JOINTS TO Avoid THE METAL DETECTOR. THERE NEEDS To BE A POINT OF ACCESS TO the other SCANNER SO TSA PRECHECK PEOPLE WHO HAVE ARTIFICIAL JOINTS DO NOT HAVE TO BE DELAYED AND PATTED DOWN. THIS SYSTEM DISCRIMINATES AGAINST THE DISABLED.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Saturday, November 08, 2014 9:12 AM
To: tsa-contactcenter@dhs.gov
Subject: Universal or Individual Ban -Unprofessional Treatment

TSA:

Please see attachment with detailed inquiry and concerns regarding treatment at Puerto Plata Airport.

A response to my inquiry is greatly appreciated.

(b)(6)

2014 11:02: ATTACHMENT:
LETTER

(b)(6)

(b)(6)

Brooklyn, New York 11226

November 8, 2014
TRANSPORTATION SECURITY ADMINISTRATION
Contact Center

I would like to share an experience that occurred while passing through security screening at John Wayne Airport (Orange County/Santa Ana) in California on Friday, November 7, 2014 at 12:15 pm. I was scheduled to depart John Wayne Airport at 1:45 pm on Southwest flight number 2591. I appreciate the work TSA does every day to maintain safety in air travel, and safety is of the utmost importance.

During my experience at John Wayne Airport, I was returning from vacation with my husband and young son. While having our boarding passes and IDs checked, the TSA agent informed me that I was "pre-screened" and that I did not need to remove my shoes at the next step in security screening. After placing my carry on items on the x-ray conveyer belt, I proceeded to walk towards the metal detector with my son. I encountered TSA agent (b)(6) who informed me that I needed to remove my sandals. I communicated that I was prescreened and informed by the prior agent that I did not need to remove my shoes. He insisted that without my boarding pass, I must remove my sandals. I was unaware that I needed to present my boarding pass. I asked him if he could reach my bag that contained my boarding pass before it went into the x-ray machine so that I could obtain my boarding pass. He stated that he would not. He informed me that my only option was to remove my sandals to proceed through security. I told (b)(6) that I did not want to expose my bare feet on the floor due to health risks of walking barefoot in public settings. I again asked to have my bag. He was adamant that this was against the rules and said that under no circumstance could he retrieve my bag, which was now on the other side of the x-ray machine. I asked a third time and he again said that he would not assist. At that point, I was very upset. I informed (b)(6) that passengers need to be told to hold onto their boarding passes when "pre-screened" and I wanted to communicate this feedback. (b)(6) response was condescending, rude and he simply smirked at me. Ultimately, (b)(6) stated that I had to walk through security barefoot or I would not be permitted through security. I felt bullied and humiliated.

'2014 8:42:

After proceeding through security barefoot, I was so upset by this experience that I asked to speak with a TSA supervisor. I met with a supervisor who was calm, respectful and he apologized on behalf of TSA agent (b)(6) noting that my request was reasonable and should have been accommodated. I am sorry that I do not have this supervisor's name and would like to thank him for his professionalism, sense of reason and kindness.

I am a physician. I am very aware of the health dangers of walking barefoot in public settings. I take precautions to NEVER walk through security barefoot by carrying a pair of socks with me (which were also in my bag, along with my boarding pass). I am now at risk for developing infections (athlete's foot, common plantar warts, etc.) as a result of walking through security barefoot.

I have several concerns about this experience and how I was treated, which highlight systems failures:

The caller and his wife, who is pregnant, flew from LAS. His wife requested a patdown, as she did not feel comfortable undergoing screening by the AIT or WTMD. The TSO was very rude and argumentative, indicating that the service was not available due to federal budget cuts. The callers wife asked again for a patdown, and the TSO rudely told her to stand over there and wait because there were no female TSOs present. The caller did not understand why she, as a female, could not conduct the patdown for his wife. The couple waited for over 15 minutes, and asked a supervisor if there were any female TSOs available, and were told that they still had to wait. During that time, over two dozen people were screened, and exited the checkpoint. Finally, the callers wife gave up, and went through the electronic screening. He was given a slip of paper by a supervisor, and was told to contact the TCC to file a complaint. The caller indicated that the supervisor hinted to him that this was common behavior from the female TSO.

Flight Information:

Date and Time of Flight: November 9, 2014; 5:45 PM

Departure Airport: LAS

Airline: American Airlines

Flight Number: Not Provided.

'2014 9:31: Terminal and Gate Number: D11

Name of TSO: Philece Early or Farly

Time of Incident: Around 3:00 or 3:15 PM

Advised Caller:

Transportation Security Administration (TSA) regrets any unprofessional treatment you may have experienced. TSA seeks to provide a high level of security and customer service to all passengers who pass through our screening checkpoints. Every person and item must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

Please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures.

Because your complaint concerns an incident that occurred at a specific airport we have forwarded a copy of your letter to the appropriate Customer Service Manager.

Caller appreciates the job that TSA does. He says some rules were broken yesterday as his family went through screening, in regards to his children. He, his wife and child of 3 years old were traveling together. He understands the rules do allow families to stay together. He has been on tsa.gov for information and he clearly understands what it says. He was asked to do something to separate him from his child. His wife and child went through the WTMD and he was ask to go through the AIT. He said he understood that families were permitted to stay together and he was upset he had to go through the AIT. His child and wife were upset that he had to go through the AIT instead of the WTMD along with them. His wife was left to get his daughter and the bags together alone, so she was distressed as was his child. He says they have traveled many times and has always been permitted to go through screening along with his wife and child.

Told caller

2014 10:04 I understood it did say parents wont be seperated from their children, I did not know if it meant that both parents would be able to use the WTMD or just one parent could with the child.
I would take him complaint and forward it to the CSM at the airport and let them address this for him.

Airport: Melbourne, MLB

Airline: Delta to Allanta

Flight number: 2213

Date and time: about 11-09-14 Departed at 2:17 but they were at screening at 1:30

Terminal or gate: Gate 2

Caller stated he applied for TSA PreCheck and his wife did also. Caller stated she got her letter 10 days ago and he has not received his. Caller asked the screening procedures for a hip metal implant. Caller asked about the notification card.

Resolution:

Known Traveler Number (KTN): (b)(6) Status as of 10 28 2014

ELIGIBILITY DETERMINED

TSA mailed you a letter with information regarding your eligibility determination. If you do not receive this letter within 10 days of receiving this status, please contact the UES Call Center at 1-855-DHS-UES1. I advised the caller that the number for UES is 855-347-8371.

2014 2:00: <https://universalenroll.dhs.gov/workflows?workflow=service-status>

If a passenger has metal implants, such as artificial knees or hips, he or she should inform a Transportation Security Officer (TSO) before screening begins. TSA has created notification cards that travelers may use to inform a TSO about any disability, medical condition, or medical device that could affect security screening. Although these cards do not exempt anyone from security screening, their use may improve communication and help travelers discreetly notify TSOs of their conditions. I offered to give the caller the URL for the card.

Many passengers with metal implants that regularly alarm a walk-through metal detector prefer to be screened by Advanced Imaging Technology (AIT). Passengers can be screened using AIT only if they can stand still with their arms above their heads for 5-7 seconds without the support of a person or device. An eligible passenger can request to be screened by AIT if it is available or can request to be screened using a patdown; however, passengers cannot request to be screened by the walk-through metal detector in lieu of AIT or a thorough patdown.

Feedback Type : Complaint

Categories : Professionalism/ Customer Service Current Date/Time : 11/10/2014 4:36:24 PM Airport : MCO - Orlando International Date/Time of Travel : 11/07/2014 11:00 AM Airline & Flight Number : Southwest Checkpoint/Area of Airport :

TSA Employee: (If Known) (b)(6) Comment : Hello,

2014 6:14: It is not often I file a formal complaint, but the interaction with a TSA employee at MCO on the above mentioned date was upsetting. My husband and I were traveling back to Baltimore with 3 children. I moved ahead through the metal detector with them, and he was behind me loading the rest of our stuff on the belt. He apparently did not hear one agent talking to him because he was talking to the other TSA agent at the time waiting for the instruction to walk the metal detector. Once he got through, one of our bags needed to be checked because we accidentally put the water bottle in the bin. My husband was greeted with "Now you hear me huh?" from (b)(6) a smart response follwed with a smart look. They exchanged words, and while trying to calm my husband down and asking him to be quiet, she says to me "I feel sorry for you Mami" and "Lets see how long you two last." Her behavior was rude and completely unprofessional. I understand the TSA employees probably interact with some difficult customers on a daily basis, but I feel a big part of the job is customer service and customer interaction, and with that should come knowing how to appropriately deal with a situation in which you felt slighted.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number: (b)(6)

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address (b)(6)

Zipcode: 3013

2014 9:10:

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Caller has a disability and its called tortes syndrome and his hands shake, he is not able to go through the AIT machine because they can not get a accurate reading on his hands. He has to go through the Metal detector and they always do an explosive trace detection of his hands. He tried to fly back to Houston TX from Greenville and this happens to him every time. He was told by the TSO that they aren t able to get a reading on his hands and would have to do the trace detection, he wants to know why he gets it all the time.

Told caller that it is random that they do this sometimes, however if they are not able to get a reading that would be the reason that they do the explosive trace detection. At that point he ask to speak to a supervisor.

(b)(6) notes:

2014 9:21:

Caller said that he has tourettes. When he flies, because his hands shake, he s told that he can t go through the AIT. He flies primarily through GSP and HOU. He said that everytime he goes through they tell him that he has to go through the WTMD and he receives an ETD because they cannot get an accurate reading through the AIT. He doesn t understand why this is happening to him and no other passenger behind him. He wants to know if there is a card that he can use to exempt him from this. He said that he doesn t want to have to file a complaint with the ADA, which is why he contacted us first.

I informed him that there is no card that will exempt him from any type of screening, but we do have assistance we can set up for him and a Notification Card he can print from www.tsa.gov that he can show to the officers to make them aware of his condition. There is no way for us to tell him why he is receiving this screening every time and other passengers aren t, but if the officers tell him they can t get an accurate reading, he would have to undergo additional screening. The AIT is set up for the passenger to stand still for 5-7 seconds while he is screened, and if he cannot do this, he would have to go through additional screening. It would be based on the individual passengers, so I can t give him a reason for why he is receiving it at these airports.

Caller has a disability and its called tortes syndrome and his hands shake, he is not able to go through the AIT machine because they can not get a accurate reading on his hands. He has to go through the Metal detector and they always do an explosive trace detection of his hands. He tried to fly back to Houston TX from Greenville and this happens to him every time. He was told by the TSO that they aren t able to get a reading on his hands and would have to do the trace detection, he wants to know why he gets it all the time.

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Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/11/2014 11:05:06 AM Airport : LAS - McCarran International Date/Time of Travel : 11/11/2014 7:00 AM Airline & Flight Number : Southwest flight 610
Checkpoint/Area of Airport : TSA Pre-check TSA Employee: (If Known) : Officer (b)(6) Comment : Have been through normal TSA check enough times to know what to do. Was selected for TSA pre-check at gate. Had never heard of it. Waited in line and tried to figure out difference from normal screening. No clear signage posted explaining rules, and Officer (b)(6) recited rules in a monotone to herself. Went through metal detector and set it off with phone still in pocket. Line was held up as I was asked to "guess" what had set it off. Did not get name of officer asking me to guess. Then was sent back to conveyor belt to place phone in dish. Officer (b)(6) told me she had said "I told you no phones four times. Four times," then rolled her eyes. I did not understand the different procedures of pre-check and lacked the mental acuity to pick it up at 7 in the morning and was then publicly humiliated and made to feel like a child. Got the feeling from their exasperation this happens often. Should necessitate a rethinking of policy instead of increasing frustration on all sides.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 1:08:

Feedback Type : Complaint

Categories : TSA Pre?™
Current Date/Time : 11/12/2014 7:13:35 AM Airport : MIA - Miami International Date/Time of Travel : 11/12/2014 7:00 AM Airline & Flight Number : DL 1460 Checkpoint/Area of Airport : Terminal H PreCheck TSA Employee: (If Known) :
Comment : I was precheck eligible. I requested to go through the body scan machine because I knew my shoes and jewelry would alarm. Agent asked for me to "make sure" and sent me through metal detector. As expected, it alarmed. I then went to body scan. Agent who was staffing magnetometer told the agent staffing body scan that my shoes alarmed and they needed to send them through the belt to be xray'd. I have gone through body scan with these shoes and other heels that alarm on many occasions and never have been asked to remove my shoes. What was different in this case? Isn't the point of the body scan that it can detect if there is anything on me of concern? Why the redundant process to xray my shoes. Very frustrated with inconsistencies. I actually traveled through same airport same precheck checkpoint 2 days prior for same flight, went through body scan with heels on that also alarm in metal detector and was not asked to remove them. Either need better training or staff who can explain why they are doing what they are doing.
Would you like a response? : False
Passenger's Name (b)(6)
Phone Number (b)(6)
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 8:27:

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/12/2014 5:17:25 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 11/12/2014 6:15 AM Airline & Flight Number : Southwest 3326
Checkpoint/Area of Airport : B-Pier AM TSA Employee: (If Known) : Officer (b)(6) Comment : I travel every week; sometimes more than once a week. Quite often I am TSA approved. I was TSA approved this morning. I have inserts in my shoes that sometimes set off the detector. As I went through the metal detector this morning the alarm went off. I explained that it was my shoes and started to take them off. Officer (b)(6) got belligerent and told me I had to take everything out of my pockets. I told her I travel a lot and I was sure it was just my shoes. In her belligerent way she yelled that she had been a TSA agent for ten years and just do as she said. Another TSA agent tried to calm her down and told her that it was probably just my shoes. Instead of making a scene. I just did as she asked. She then made me go through the full scan. It all happened around 5:00 am and I am sure it is on tape. There was only one other passenger there at the time. I had a blue plaid shirt on. I asked for you to review it; along with the professionalism Officer (b)(6) displayed after it was over. All of the other agents were very professional and apologetic about her behavior. Supervisor (b)(6) gave me her name and let me know how to file a complaint. Officer (b)(6) does not represent TSA very well and her behavior needs to be monitor. I can assure you I am not the only one she treats this way; just one of the few that take the time to report. After you review the tapes, I would like to be contacted. Thank
You Would you like a response? : True Passenger's Name (b)(6) Phone Number (b)(6) Email (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 8:27:

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/12/2014 9:36:34 AM Airport : DCA - Washington Reagan National Date/Time of Travel : 11/12/2014 9:00 AM Airline & Flight Number : Security for gate 29 Checkpoint/Area of Airport : Security for gate 29 TSA Employee: (If Known) :
Comment : I just had one of my worst screening experiences. I opted out, and the woman standing near the metal detector would just occasionally say "female opt out" at a level barely audible. I watched for 10 minutes as there were plenty of female agents but they were all chatting, carrying magazines and not paying attention. The woman that finally came took her time, and was very flippant and rude. At the end of the screening I asked to speak to her supervisor an she said "speaking". No, I want to speak to your supervisor, and there was a male agent right next to her and she pointed to him, and then he pointed to 2 other agents and she flipped her hand and said "over there". Which one? The one with the glasses. They both had glasses. So I went over and asked which one was the supervisor and te pointed to the original guy that was standing by the female agent who screened me. Then one said he was agent (b)(6) (I think) but he was in the middle of something and I had to talk to the original male agent. I started to tell him my issue but I was frustrated and he clearly wasn't interested so I just left. I travel a lot and I am so sick of the TSA being populated by unprofessional, don't give a crap type people. This gives me no comfort in our security, makes me not want to use DCA, and adds to my dislike and distrust of the agency. I imagine you get a lot of these complaints because poor attitude is the majority in my experience, but it would be nice if something was done to make these people a little more pleasant to deal with.
Would you like a response? : True
Passenger's Name (b)(6)
Phone Number :
Email (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 10:13

My name is (b)(6) I am writing concerning:

1. The screening process in the Pre-Check lanes
2. The degrading customer service I received from a TSA Agent.

Passengers Name (b)(6)

2014 3:55: Phone Number: (b)(6)

e-mail: (b)(6)

Date: 11/11/2014

Time: 5:15PM

Airport: Midway Airport – Chicago

Date/Time if Travel: 11/11/2014, 5:35pm

Airline & Flight Number: Southwest Airline. Flight 1426

Checkpoint/area of Airport: TSA Pre-Check Lines

2014 6:03: Hi I first want to request that this goes high up into this dept, as also considering to write Obama Dept as well. I work for a major airline (AD, I have a security concern. If you think of all those Postal employees over the years as well as Suicidal pilots! Why are we (you) Not one step ahead of Ramp areas I'm talking specific about going from BAGGAGE area main terminal to out to other areas .WHY is there not a METAL detector and so on??? Why do we need a tragedy to occur before something is done ? I think with all of the employees hired its a matter of time .This is real concerning to me and sCaRrY ! Please pass this SUGGESTION to implement Highly Secured doors to ramp access that gives carte blanche to all employees to carry on them what ever they want with them. I live in fear over this HOLE in a system. I thank you for your time. I know from exp that there are Tsa sometimes there to check badges but NO detectors ! By those doors . Thanks (b)(6)

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Zipcode: 93101

2014 6:04:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

George Bush Intercontinental Airport

Caller says she was told to call this number to verify what documents are needed for her to go through the PreCheck line. She flies with Frontier, which she says hasn't got their systems ready to accept PreCheck yet. She says that she went to Cleveland Hopkins and presented her paperwork, but was denied entry into the PreCheck line. She said that we should give a PreCheck card that can be scanned at the checkpoint to verify that she has been precleared for PreCheck, so that this can be used when flying with an airline that doesn't participate. She said that people who work for Key Corps or Eaton can just show their business card and go through the PreCheck line in CLE with no questions asked, but her with all of her documentation cannot. She was very upset and said that she is being penalized for flying with a lower cost airline. She wants to know where to go from here. She stated that these individuals she mentioned earlier are showing just a plain paper business card. She says that if she had an employee from one of these two companies give her a business card, she could do the same. She stated that TSA does not look at an ID of any sort or a boarding pass for these individuals. She refused to allow me to speak to a security specialist during the call regarding this. She says it is not her problem and she doesn't want involved.

Advised caller:

I advised the caller that unfortunately there is no documentation that she can present to go through PreCheck when flying with a non-participating airline. PreCheck status has to be confirmed on a higher level and the officers at the checkpoint don't have the discretion to review her documentation and make this type of determination. Advised caller that when a reservation is made with a participating airline all of the information is submitted to the TSA Secure Flight system, where watch list information is checked. PreCheck information is checked, airline information is checked, as well as a lot of other information. This system then decides whether a passenger will get PreCheck or not. There will be random security measures where a passenger doesn't get PreCheck. If we gave her a card to show at the checkpoint, her information wouldn't go through this extensive checking before each flight and she would get it each time. At this point, she needs to either fly with a participating airline or express her concerns to Frontier about them not participating. The information has to be embedded in the barcode of the boarding pass for her to get PreCheck. The only way this can happen is if it is with a participating airline and has gone through the TSA Secure Flight system.

2014 10:12

I probed her further about the incident she mentioned about the individuals going through and only showing a paper business card instead of ID and boarding pass. I obtained the information above. I asked her if she would allow me to place her on hold, so I could speak with a security specialist. I advised her that this is a security concern and that we really need to handle this with a security specialist. I advised her that they may want to speak with her for more information, and asked her if she would allow me to put her on hold, so I could check with them. She continually denied as noted above.

CSS Hoskins notes: Contacted caller back she advised people at Cleveland Hopkins are being allowed to show business cards and gain access to the precheck lane. Caller is very upset because she paid the fee to enroll in precheck and people can show a business card that work for the big companies in Cleveland and get precheck. Caller stated there was boards located at terminals that state that employees who work for Keycorp, Eaton and other companies can be sent down the expedited screening lanes.

CSS Hoskins advised caller TSA continues to ensure that all individuals who go through the checkpoint are screened—including those who access TSA Pre/lu2713™ lanes. Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. Would forward to CSM for review at Cleveland

Disability Description: Caller is blind and has a service dog.

Response Details: If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing unless your disability prevents you from doing so.

Airport: LGA - Charlotte

Airline: US Airways

Time of Incident: ~3:00pm

Date: 11 11 14

Terminal Gate: C37

Email Address (b)(6)

2014 1:19: TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

I advised the caller that I would forward this information to the Customer Support Manager (CSM) at LGA for review.

Incident Details: Caller is blind and has a service animal that is a dog. Caller stated he flies frequently from LGA. Caller stated that Tuesday flying from there was a horrible time. Caller stated that they did not assist him with being blind, or having a service animal. Caller stated that there were no wands. Caller stated that he was separated from his service animal. Caller stated that they did not receive the proper security screening from LGA. Caller stated that his items went through the machine and him and his wife did not have line-of-sight of the items. Caller stated that the first lady taking ID s was upset because he did not have his ID out and his wife stated that he was blind. Caller stated that the woman rudely stated that she guesses that is a good excuse. Caller is very upset over the issue. Caller stated that it is not so much of a complaint as a resolution process. Caller stated that he must travel from there often and would like for the issue to be corrected. Caller stated that the agents were not aware that hand detectors were not being used anymore.

in the AIT and asked if that is an xray. She said she has had too many xrays and she asked why did they pick on her. She asked does each passenger have to go through screening and she said they did not tell her that she could refuse it and she said it was not necessary. She asked why dont they pick on the Arabs and she had nothing to do with 9-11. She said she is not going to fly anymore and she said she did not see the ait sign that said she could opt out of it. She said she may get cancer now because of this xray screening and she said she should not be harassed like this. She declined her phone # and her last name. She said she does not have the Officer s name and she did not talk to a Supervisor at the checkpoint. She said she was not given the choice to decline the xray screening. She asked how much radiation was it from the AIT. She asked does her 5 yr. old grandchild have to go through the ait machine. She asked why did she have to go through the ait, the patdown and the hand swabbing.

COMPLAINT:CSM

Claims Complaint

Airport:Seattle

Airline:Alaska Air

Flight Number:67

Departure Time: 11-11-14 at 1:40 pm

Arrival Airport and Time:Ketchikan at 4 pm

Location:Security Checkpoint

Terminal: unknown

2014 8:27:

Gate:N 6

Contact Information:she declined her phone #.

I advised her that I will refer this to the CSM at the airport.

Response:The Transportation Security Administration (TSA) has expanded the use of ETD technology in airports. In addition to the screening of carry-on and checked baggage, passengers may undergo screening of their hands using an ETD swab at the security checkpoint, the checkpoint queue, or at boarding areas.

TSA has used this technology to screen passengers' hands since 2008. ETD swabbing is completely harmless to passengers. The swabs are made of fabric or paper and do not contain any chemicals. ETD screening does not require a new swab, unless it is torn, dirty, or unusable. If an individual would like to request a new sampling swab, they must notify the Transportation Security Officer (TSO) at the time of screening. A TSO first swabs a passenger's hands or accessible property and then places the swab inside an ETD unit. The ETD unit analyzes the swab for the presence of residue from explosives. Any alarm generated by the ETD screening process requires the passenger to undergo additional screening.

I advised her that the AIT is xray screening and before she goes into the security checkpoint she can tell the Officer if she does not want to have any xray screening. I advised her that if she does not want the wtdm or ait machine she can opt out of it and have the patdown process instead. I advised her that there is a sign in front of the ait machine that she can opt out. I advised her that if the alarms were triggered or an anomaly detected then she would have to go through additional screening.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics

refused to provide her personal information as she is concerned about retaliation.

She opted for a patdown rather to pass through AIT to avoid radiation. After the patdown, she was advised that a supervisor would have to conduct a patdown. The caller indicated that there was an anomaly. She had to wait for thirty minutes for the supervisor. She offered to go into a private room to remove her clothes to be screened. TSOs advised that they could not accommodate that. She offered to go through AIT but was advised by a TSO that she could not as she had already opted out of screening.

Her husband tried to approach her to speak with her while she was in a separate room. The TSO would not allow her husband to come near her as if he touched her if he would have to receive a patdown. She explained that her husband wears a hearing aid and is deaf and would need to move closer to her.

She indicated to a female TSO that she believes that the machine that TSOs use to test their gloves was broken and asked questions about the machine. The TSO stated rudely that she was asking too many questions.

The caller feels that she was treated rudely and like a common criminal. She stated that the TSOs were abusive although would not elaborate.

She asked if being a Global Entry would effect screening in the US. She asked what is the AIT screening.

'2014 9:47: She asked what type of follow up would be occur, the name of the CSM, who was the head of TSA and for a contact number or address for them, if Mr. Pistole has a secretary under him that handles customer service complaints, and who to call with such complaints.

AIT screening is safe for all passengers and the technology meets national health and safety standards. The Food and Drug Administration, the National Institute for Standards and Technology, and the Johns Hopkins University Applied Physics Laboratory independently evaluated the AIT machines and have all affirmed their safety. In fact, a passenger is exposed to less radiation from one AIT scan than from two minutes being onboard a commercial aircraft at flight altitude. The extremely low dose of radiation from the entire spectrum of TSA screening technology is inconsequential, even to frequent Flyers who undergo repeated screening.

I advised that once a passenger opts out of a screening technology to receive a patdown, they cannot opt to go through screening at a later time. That is a standard screening procedure.

I apologized in regard to the fact that she felt that she was treated disrespectfully and inappropriately.

I advised that I can refer the information to the CSM at EWR to make them aware. They would have the means to look into and address this, however without her contact information she would not be able to receive any type of follow up. The CSM acts as a liaison between passengers and TSA. I advised that she would not be retaliated against for making a complaint.

I advised that John Pistole is the administrator and provided his mailing address. I advised that the address is the only referral that we have. I advised that I am sure that Mr. Pistole has secretaries and Administrative Assistants, however we don't have their names specifically.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6) Phone Number: (b)(6)

Address: (b)(6) Chicago, IL, USA

Zipcode:

'2014 8:27: Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Chicago O

What was the date and approximate time of the incident?

Response Details: Caller states she has 2 purple advent church candles and would like to know if she can carry them in carry on for GSO airport on her way back.

Advised caller:
Apologized for the inconvenience.
Will forward to CSM
Airport: Orlando Sanford
Airline: Allegiant Airline
Flight Number: 706
Date Time of incident: November 14, 2014
Departure Time: 1:17pm
Arrival Time: 2:52pm
Specific Location (Terminal-Gate): gate 6
Individuals Contact Information (phone number-email): (b)(6)

2014 11:31

Advised caller:

Search Results For:

candles

Check or Carry-on

http://apps.tsa.dhs.gov/mytsa/cib_results.aspx?src=tsawebsite

Incident Details: Caller went through checkpoint on November 14th from SFB to GSO and at SFB she told (b)(6) (TSO) at the screening checkpoint that she had metal implants and wanted to go through the metal detector but she was told by (b)(6) that she didn't get to choose and waited 15 minutes for a supervisor and then was told to go to the AIT and was subject to a patdown. Caller states (b)(6) has a very long last name. Caller would like to know how to avoid this happening again.

Caller has a knee replacement. How does this affect PreCheck?

2014 12:05 Caller Advised:

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector.

These alarms still have to be cleared.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 11/17/2014 9:51:21 AM

Name: (b)(6)

Email: (b)(6)

2014 12:07

Complaints: Inconsistent Screening (Different Practices between Airports):

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United 391/OGG(Maui)

Comments: I am a captain for United Airlines. Maui(OGG) is very busy and to your credit security has been expanded. It used to be a huge bottleneck, now it's just normal congestion. I have been flying to OGG multiple times a month for over a decade. Recently with the expansion you added a precheck line that the crew has been able to use. (right side as one faces the terminal.) That helped things a little. Even more recently, a crew line has been added (left side as one faces the terminal). The first few times using the crew line were great as no one was in the line. However, recently we went through it, it was congested with passengers, and the metal detector was not in operation, only the body scanner! Flight crews do NOT have to use the body scanner. When I inquired if metal detector would be turned on I was given a dirty look and we waited several minutes. Based on this experience, yesterday I asked if metal detector was on. Screener looked befuddled for a minute and told us to exit crew line and go all the way around to the precheck line. This is inefficient and inappropriate. The crew line should have the metal detector on at all times to expedite the crews. Would you please consider opening KCM (Known Crew Member) at OGG? It would make life easier for everyone. Then crews would get through quickly, and the passengers would not have to suffer crews cutting ahead of them in a very congested area. Or at the least make the crew line a real crew line and staff it appropriately and have the correct machine in use. Thanks for listening. Aloha!

Disability Description: Caller is a cancer patient and has had a double mastectomy. She says that she has broken her foot in the past and is currently learning how to walk on it again, so she has to use a cane.

Response Details: I probed her asking her multiple questions to find out if there was something that caused the additional screening or if it truly was random selection. I did explain during this process that sometimes mastectomy scars can be detected with AIT; however, if she went through a WTMD this wouldn't have done it.

TSOs can choose passengers at random to receive additional screening, so it may just be unfortunate that she has been the one selected on these last few flights. I will forward this over to the CSM for their review since it has happened three times in a row and she has the other related complaints.

For her failure to accommodate complaint, I will forward that to our disability and multicultural department to let them know about this. Also, I will forward her some instructions on filing a formal written complaint regarding the failure to accommodate.

Sent email.

2014 12:19 Incident Details: Caller has PreCheck and it is showing up consistently, but she is also getting chosen for random screening while in the PreCheck line. She says that today made the third time, but today it took much longer. She says that today they detained her for a half an hour. She says that she has never been put through so much screening. They kept telling her that she wasn't doing anything wrong. Each time this happens they tell her that she was just randomly selected. She had a patdown ETD and her shoes were swabbed. She says that they just continued to do it over and over, which is why it took so long. They didn't do any additional screening on her bags though. She says that she is a cancer patient and has had a double mastectomy. She says that she has no internal implants, does not wear any prosthesis, or bring any liquid medications or anything. She says there was no alarm with the machine or anything. She says that she broke her foot in the past and is currently learning how to walk on it again.

She says that she told them she needed her cane and they wouldn't let her have it. She had to stand the entire time on the previously broken foot that she is still trying to relearn to use. She says that this was a failure to accommodate. She says that they were also training someone on her, so that caused it to take longer. She says that she doesn't mind someone training on her; however, it caused her to almost miss her flight today because once finished, she still had to get to her gate. Since she uses a cane and has a bad foot she walks slowly.

Airport: DAL

Airline: Southwest

Flight Number: 2768

Date and Time: 11/17/14 6:20 a.m.

Time through screening: 4:30 a.m.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 11/17/2014 1:18:20 PM Airport : SNA - Orange County John Wayne Date/Time of Travel : 11/17/2014 10:00 AM Airline & Flight Number : AA 1076 Checkpoint/Area of Airport : TSA

PreCheck TSA Employee: (If Known) :

2014 2:07 Comment : I asked for a tray to put my coat on. No trays were immediately available. They said that "people don't normally ask for trays" and that I should just put my coat on top of my luggage. I again requested a tray and they finally got me one. The person working the metal detector had a very unprofessional attitude. When I thanked him for asking for a tray, he simply pointed at the X-ray belt and shouted "Go!". I am a frequent traveler and Global Entry customer. It's been years since I've experienced such unprofessional service.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sent: Tuesday, November 18, 2014 10:21 AM
To: TSA-ContactCenter
Subject: Complaint letter to Mr John S Pistole

Dear Mr Pistole,

Please find attached a letter of complaint from (b)(6)

Thank you,

(b)(6)

HYPERLINK "http://www.ibanet.org/"Description: Description: IBA logo email signature

Attachment:

2014 12:16 John S. Pistole
Administrator, Transport Security Administration

Dear Mr. Pistole:

On Monday 10th November 2014, I travelled from Boston Logan Airport on Delta flight 1901 to Atlanta. I arrived at TSA Security at approximately 11am and entered the TSA approved security line (I am also part of the Global Entry system).

I was standing by the start of the security belt waiting for a basket in which to place my carry-on luggage. The TSA representative, who was standing next to a stack of baskets at the end of the belt, did not respond to my verbal request and instead motioned me to come forward without providing me with a basket; she told me that I did not require one. I mentioned to her that I thought it would be helpful to have the baskets, since I needed to place both my heavy jacket and my carry-on inside a basket. The representative seemed agitated that I had questioned the procedure.

As I went through the metal detector I heard her calling out to her colleague that I needed to return back through the metal detector. Nothing was detected on me to require me to return when I initially went through the metal detector. As I came back, she instructed me to move my bag forward by six inches onto the conveyor belt. Her actions were both vindictive and an abuse of power. It was a clear example of a TSA representative carried away with her perceived authority in order to "teach me a lesson."

I immediately asked to see her manager. I was told that she was not available but that another officer would meet with me. I then explained to him what had happened. He agreed that his staff member should not have asked me to return through the metal detector for the sole purpose of moving my bag forwards onto the conveyor belt and that her actions were inappropriate. He said he would review the security video. However, I was concerned that his remarks were more likely made in order to get me on my way.

Caller flew from Rutland VT yesterday. She said she wants to complain about one of the workers at the Airport. She said the lady had on a uniform and a badge but she did not get her badge number. She said she flew on Cape Air yesterday. She said the lady's name was (b)(6) and she wore glasses. She said there was only about 5 or 6 people that work there. (b)(6) was watching the xray. Caller said there was a lady that went through and she was standing at the end and her tray was already through xray but it had stopped before it went completely out of the area to the end. She said (b)(6) said, Can you not read that sign posted that says you cannot reach in. (b)(6) said, that is why we have it there. Caller said then a man went through the WTMD and he buzzed. She said (b)(6) asked him, do you have any electronics. The man told (b)(6) no. She asked the man, is this your laptop and he said yes (b)(6) said, the last time I looked a laptop was an electronic. Caller said it was embarrassing for them because (b)(6) made them look like idiots. Caller said (b)(6) was rude. She said (b)(6) has no right working with the public.

2014 1:44: RESPONSE: I will be sending your information as a complaint to the CSM at the Airport. I would like to apologize that you feel you had a bad experience with TSA. Thank you for calling to let us know about the incident.

Date and Time of Flight: Nov 17, 2014 At Security between 6:15 to 7:00 a.m. Departed at 7:00 a.m.

Gate or Terminal: Only One Gate or Terminal

Airline: Cape Air

Flight Number: Not Sure

Airport: Rutland

Email: (b)(6)

boarding pass and is wanting to know if there is a way it can be fixed.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

'2014 4:29:

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing.

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources.

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Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 11/20/2014 1:28:43 PM Airport : DEN - Denver International Date/Time of Travel : 11/20/2014 12:00 PM Airline & Flight Number : AA125 Checkpoint/Area of Airport : South 421 TSA Employee: (If Known) : Multiple Comment : Your employees are unprofessional and unreasonably demanding, while having no concern for the valuable property of passengers.

Background: passengers are selected to go through Pre-check line at random. This line has an entirely different protocol from what those passengers are expecting. Among the changes is an apparent attempt to eliminate bins.

Issue: passengers come prepared to place items in a bin. The TSA employees argue and refuse to give bins, while hurrying passengers along and telling us to place items from our pockets in our bags (because it is apparently more convenient for TSA not to deal with bins by placing the burden on passengers to have spare room in their bags, and then sort through their bags after getting through the metal detector).

Because passengers are told not to remove items, they can lose track of what might set off the metal detector. TSA employees then reluctantly provide bowls as the passenger's items become separated on the belt. Further, rather than allowing the belongings to be consolidated, the employees just toss belongings around and force the passenger to keep track of all items while being patted down and having a second hand swab.

'2014 2:05:

The process is disjointed and poorly planned. The attitude of your employees, who do not have a customer service attitude but pretend everyone is the next big terror threat (which means their ability to screen and identify threats is compromised), makes the process even worse.

Screeners should never demand a passenger explain why a bin is needed--the purpose is self-evident, the bins allow the passenger to keep the belongings they cannot take through a scanner or metal detector in one place.

Passengers have no way or reason to know of new ideas being tried out. Your employees need to be trained to understand this and treat the passengers with respect.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller got his KTN but his wife, who applied at the same time, on Oct 8. UES said there was trouble with her fingerprints. They are flying on Monday and she still doesn't have a KTN. Caller wants to know what she can do. She also has metal in her body, and he would like to know the easiest way to get through screening.

Advised,

I advised that he would want to speak with UES about the TPAP process. 855-347-8371

'2014 1:26: Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Have metal implants that may alarm the walk-through metal detector;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. Caller applied for PreCheck and this flight does not have PreCheck on his boarding pass for this next flight. Caller did contact Delta to see why he did not have PreCheck on this flight. Caller does not remember how he got PreCheck. Caller also has metal implants and they set off the alarms and cause him to get a patdown most of the time.

Response:

'2014 1:41: Although TSA will always incorporate random and unpredictable security measures throughout the airport, this initiative is part of the Agency's efforts to implement risk-based concepts to enhance aviation security and allow expedited screening for low-risk passengers at the security checkpoint.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Have metal implants that may alarm the walk-through metal detector

Caller will be flying to Portland, OR with his wife to visit his son.. He will be bringing a portable oxygen tank as a carry on. He will De-construct. He is wondering if this will cause a problem because it is not clear from the website.

Advised: The Federal Aviation Administration (FAA) does not allow portable compressed oxygen tanks

Caller stated it would not be a metal tank.

Advised: The FAA does allow for certain portable oxygen concentrators to be used in-flight for medical purposes. If a portable oxygen concentrator is not approved by the FAA for in-flight use, it will not be permitted onboard the aircraft. To find a list of portable oxygen concentrators approved for in-flight use by the FAA, please visit www.faa.gov/about/initiatives/cabin_safety/portable_oxygen

Offered to email this information.

Caller asked if he could just carry it on

Advised:

2014 12:53 A passenger may also check with their airline before purchasing a ticket to ask if their portable oxygen concentrator is approved for in-flight use or if the airline will provide oxygen to the passenger during the flight.

Before the security screening begins, it is important for passengers to tell the Transportation Security Officer (TSO) if they:

- Can safely disconnect from their oxygen (passengers should check with their doctor to determine whether they are able to safely disconnect during screening);
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

If a passenger can disconnect from a portable oxygen concentrator, we recommend that the passenger check the equipment with checked baggage, if possible. Passengers may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown.

Caller stated he can disconnect from it so he will check with the airline.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 11/23/2014 2:53:23 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 11/23/2014 1:45 PM Airline & Flight Number : AA 1590 Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) :

Comment : Pre check was on the right but the lines weren't divided. The walk through metal detector was on the left. After a few minutes in line they decided tha PreCheck had to scan their computers separate and backed out the entire X-ray machine. People had to come back through. Then you had to sh your boarding pass. So mine is on my phone then I had to scan my phone. I had my phone on the left belt and my stuff on the right belt with about 20 people in between. Had I gone back to the right belt I would have had to get back in line for the detector. My computer, backpack, and suitcase (all on the right) each had two other suitcases separating them although they didn't when I pushed them all the way through to the X-ray belt. It was ridiculous. I travel for work and have never gone through this mess.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear TSA

On November 13 at approximately 11:30 am at The Chicago O'Hare airport's terminal 3 TSA Pre security check point the following occurred.

I went through the metal detector and after stepping through the detector and being told ok proceed the TSA agent reversed himself and said I was selected for additional screening and had to go through the body scanner. Why would there be any additional screening if I was TSA PRE??

Then a female TSA agent took my bag off the conveyer and asked if I had two lab tops in my bag which I did. She stated that one of them would have to be taken out and it and the bag would have to be run through the conveyer again. She took my bag with the two lap tops in it and preceded to slam the bag down on a metal table.

She took one of the lap tops out and ran them through the conveyer while I waited at the table. At that point she disappeared. I took my bag and my laptop and left the area to put the laptop back in my bag.

The agent was unprofessional and uncourteous in the way she dealt with me and my property. I did not take her badge number but she was a tall young Hispanic woman.

The last statement I will make is this, I am 54, I was born and raised in the USA. I have no criminal record, I am a business owner and have been traveling by air for 30 years.

Why, if I was TSA PRE,

was this the procedure. If you are TSA PRE you are suppose to leave your laptop or laptops in your bag.

I would strongly suggest that the female TSA agent be made aware of her behavior.

Thank You,

(b)(6)

mail2web - Check your email from the web at (b)(6)

Caller states her tablet screen cracked through the security checkpoint. She filed a claim on the 14th of november and was given a paper with the TSA number for a follow up. Caller did not receive a claim number.

Caller states she was stopped at every checkpoint for secondary screening from Jamaica back into the US including EWR and wants to know why. She was told it was just random by every TSO at every airport.

I advised caller:

If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

I advised caller:

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

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I advised caller:

If you have filed a claim and have not yet received a claim number, you may call (571) 227-1300.

2014 10:51

I advised caller:

In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.
Hello,

I am writing to complain about the screening process at the Ronald Reagan airport in Washington, D.C.

Today, November 24th at 9:45 am, I prepared to go through the security screening. I was asked to go through the scanner but asked to have a pat down because I am pregnant with a history of miscarriage. I was told by the TSA agent that there was no one available to perform the pat down and that she had no idea how long it would be. I was not allowed to go through the metal detector either. While I made it to the airport early in order to make sure I had time to receive a pat down, I was denied this right, which your website says I am allowed.

I understand you believe this scanner to be safe for pregnant women. However, the studies you cite are sponsored by you. I have not found any 3rd party studies that have been large, or positive, enough for me to feel comfortable with what I was
'2014 2:17: forced to do today (unless I wanted to forfeit my flight).

This type of behavior is unacceptable. You claim to have the safety of passengers as your priority, but yet we are not allowed to look out for our own, and our unborn children's safety.

If pat downs are an option, and are told they are, then they should truly be an option. Lies about this makes me further doubt what you say about the safety of the scanners.

(b)(6)

Sent from my iPhone

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address:

Zipcode: 188948

'2014 8:31:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? Yes

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Race Ethnicity Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address: (b)(6)

City: San Jose

State: California

Zip Code (Post Code): 95127

Other: United States

Email: (b)(6)

'2014 8:31:

==Incident Information==

When did this happen? 11 23 2014

Where did this happen? ALABAMA - HSV - Huntsville

International

What happened? I was traveling with my wife and infant and a child under 12. My wife and kids went through the metal detector while I put the last of our bags onto the conveyor belt. Then I was held back and the agent told me that they were going through a shift change. I don t know why a shift change warrants me being separated from my children. I was then told to go through the imaging detection instead of through the metal detector as described on your website, travelling with children. I opted out of the imaging because I did not want to be separated from my family. I was never given the option to go through the metal detector. Instead, another agent that did the pat down search even asked if my wife (who was carrying the infant, the one who Please be more up front with the requirements!!!!

Numerous articles are being spread around talking about how wonderful this program is, but they are not honest assessments. I am a frequent traveler enrolled in Global Entry. When I go through the PreCheck line, I still have to remove my shoes, which have a steel shank in them (because good shoes do!), my belt, empty my pockets completely, and I've even had to remove my hat once. Twice I have had to be scanned as well, (something I try to avoid exposure to). Once was due to a false reading on the metal detector. The other time was "random" additional screening. And I've had my camera bag unpacked one time as well.

'2014 4:07:

Don't promote the program as something it's not. Don't forget the human element either. For example, if I go to the airport and the PreCheck line has no one in it, I'll go through. However, if there is a line of people and the airport is busy, I might just as well go through the regular line to avoid being embarrassed and glared at for taking off my shoes, belt, etc. Others who pack or dress differently become quite annoyed at someone who has to do these things in order to get through the "fast lane." Perhaps there should be two levels of PreCheck lines. Just an idea.

(b)(6)

Prescott Valley, AZ

To whom it may concern:

I just arrived at seatac airport. There are apparently new procedures at the airport where they are not using bins to put items in. When I asked officer mckennan where to put my phone and wallet, she rudely replied in your pocket which is of course incorrect. Realizing her error, she then rudely gave me explanation of what a metal detector is for and that I should put my items in my luggage. Her rudeness and incompetence is unacceptable especially given the responsibility of her job. I hope she is reprimanded for this behavior and fired if this turns out to be a pattern.

2014 2:18:

Regards,

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 11/27/2014 7:07:19 AM Airport : CHS - Charleston International Airport Date/Time of Travel : 11/27/2014 6:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : A gates

TSA Employee: (If Known) :

2014 9:25: Comment : I have the ap for delta but I lose service in small cities so I always have a backup image of my ticket. It does not always have my name listed. In every major airport I'm never asked to present my name in the image, but smaller airports need to see the name, why? An image is more reliable than the most counterfeited item in the world; PAPER. The image always shows my name on the TSA screen that is verified by my id, so why would my name need to be present on the image? The statement given to me is, I may have a counterfeit image. If I'm smart enough to create an image that has a bar code that is encoded with TSA info to get me to show up on the scanner, how would a name matter (text added to an image)? If an airport is small enough to need additional security measures then they also have to realize that they are small enough to not have service when your by their metal detectors etc. if at all possible please trust your scanners over my image. because telling me that I'm smart enough to counterfeit a bar code that shows my name but not smart enough to add a name makes TSA seem flawed. Please note that I do appreciate TSA and think they do an awesome job overall!

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: [\(b\)\(6\)](http://(b)(6))

Are you 18 or over? No

2014 8:25: Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 11/28/2014 5:35:16 PM Airport : LGA - LaGuardia Date/Time of Travel : 11/28/2014 12:30 PM Airline & Flight Number : United flight 685 Checkpoint/Area of Airport : terminal B - C gates TSA Employee: (If Known) :

Comment : My 12 month old daughter was forced to walk through the metal detector on her own. I have traveled many times with young children and never experienced anything like this from the TSA. My daughter (who is young to be walking) could

'2014 6:03: have easily fallen and injured herself!!

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Airport: PHX

Security for gate: A in terminal 4 (American Airlines flight 663)

Date: 11 29 2014

Time: approx 9:30 am

Tsa Security guard desc: appeared Caucasian, female, older (probably 50 s), blond very curly hair. She was checking initial tickets with id prior to entering the check point where bags are scanned and travels go through metal detectors. She was checking the quick line.

Complaint:

The TSA agent was rude to travelers going through. I did not want to go through her to have my ticket and ID checked however I was unfortunately unlucky enough to get her. It was my first time using a mobile ticket on my phone, I asked the lady what

'2014 1:04: I should do and showed her the phone. She responded I don't want it. I then advised that it was a mobile ticket so what does she want. She just starred at and with indignation stated scan it

I did not know where to scan, I had not seen anyone do this before. Another person had to help me. This lady was absolutely rude and should not be in a job dealing with people. I only wish I had gotten her name so she doesn't continue to be a problem.

I hope that the agent can be located and appropriate action taken to improve her performance.

(b)(6)

Goodyear, AZ 85338

Hello!

I have recently been TSA Pre approved. In the past 2 weeks, I've gone thru 5 TSA -Pre screens at 4 different airports.

My home airport, BWI, does an awesome job. Reno and Providence also treated me very politely and professionally.

Unfortunately, in DIA (Denver), my experience was not as positive. I have titanium in my back and wear a leg brace so I request screening thru that AIT. Everywhere else, I am willingly accommodated. At DIA, I was told that if I didn't go thru the regular metal detector, I couldn't use TSA-Pre! I was told to gather my belongings and go to a regular security queue. I protested and a supervisor did let me remain in the TSA-pre queue, but I didn't appreciate the delay and the drama.

'2014 3:07: I have flown out of DIA once or twice a year for the past 5 years. Unfortunately, every experience has been unpleasant. In my experience, the TSA agents there are the most inclined to make up their own rules. They scolded me for keeping an iPad in my luggage, insisting that it was a "laptop". When I explained that it is a tablet, not a laptop, and therefore allowed to remain in my carry on, they insisted that it be removed.

You might want to give those agents more training. Otherwise, your staff at the other airports were top notch.

Thanks

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 11/29/2014 2:14:01 PM Airport : LAX - Los Angeles International Date/Time of Travel : 11/29/2014 10:30 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : We went through the marked pre-check line and had our IDs and boarding passes checked by a TSA officer. We then followed the others entering through the line to security. As we put our bags down we were told to take off our shoes - I informed the officer I had pre-check and she re-checked my boarding pass and then let me through a side scanner. My husband had already placed his phone with the boarding pass in the scanner and was not allowed to go through the metal detector. Both of our laptops remained in the bag (as allowed), but both bags and laptops were tested and re-scanned. After speaking with another officer, we were informed pre-check is another line and someone should have informed us where it was. If there were signs, they were not clear. It would be helpful to have additional signage at the Southwest terminal.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 11/29/2014 5:45:37 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/29/14 4:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : terminal 8

TSA Employee: (If Known) :

Comment : The metal detectors were far too sensitive. Almost everyone in the precheck line had to remove their shoes and belts, and go through twice. Not surprisingly, this caused huge backups and slowdowns. Precheck seemed to actually be slower than the other lines.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 11/29/2014 5:45:54 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/29/14 4:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : terminal 8

TSA Employee: (If Known) :

Comment : The metal detectors were far too sensitive. Almost everyone in the precheck line had to remove their shoes and belts, and go through twice. Not surprisingly, this caused huge backups and slowdowns. Precheck seemed to actually be slower than the other lines.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 11/29/2014 5:45:32 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 11/29/14 4:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : terminal 8

TSA Employee: (If Known) :

Comment : The metal detectors were far too sensitive. Almost everyone in the precheck line had to remove their shoes and belts, and go through twice. Not surprisingly, this caused huge backups and slowdowns. Precheck seemed to actually be slower than the other lines.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Passengers Name (b)(6)

Response Details: I explained that we do recommend that passengers inform the TSOs have of any difficulty raising their arms, remaining in the position required for a patdown, or if any areas of the body are painful when touched. This can help make screening easier for everyone.

I advised the caller that any passenger that is not able to or refuses to use the AIT or WTMD will be screened using a patdown. Passengers that are not able to raise their arms above their heads for 5-7 seconds for the AIT must undergo a patdown for screening. We do not use wands for screening. All passengers have to be screened regardless of clothing, disability, or other circumstances. However, the TSOs are trained to be careful with areas that are injured or painful when touched.

I apologized to the caller several times. I explained that during a patdown the agents are required to patdown the entire body, and they go upward until they meet resistance.

I told her that I would send her information on how to fill out a complaint since she feels that she was not accommodated, and went over some of the information for the requirements for filing this complaint. I also told her that this would go to the CSM at DEN so that they would be aware of what took place.

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

Incident Details: She requested a wheelchair at DEN. She was put off the side, and she had a patdown for screening. She stated that she told her that she was not able to raise her arm. She stated that she told her that it was hurting her, and the damage was already done. She is now taking two pills a day, rather than the one that was necessary before. She stated that she is a retired federal agent. She was told by the agent that she did not need a wheelchair. She stated that she was wearing a top with no bra and jeggings, therefore everything could have been seen. She stated that it was not necessary to raise her arm or pat her down. She was flying on Frontier. She stated that she could have been wanded or have gone through the machine with only one arm up. She stated that this was not necessary. She asked if every person with a shoulder injury has to be battered.

(b)(6) notes:

Caller stated that she went through major shoulder surgery, and she and her husband are upset. She was in a wheelchair, and was told that she could not go through screening since she could not raise her arms. She stated that the TSO that did the screening was unnecessarily rough. She also said that she was told that she should not have taken a wheelchair if she could not do this. She told the agent she needs to be careful with her shoulder, and offered to show her the prescription. She said she rammed under her arm, and pulled out the hurt arm. When she pulled her arm out, it is not shooting pains up and down her arm and her muscle is frozen. She just thinks it was unnecessary for her to be that rough and tell her that she didn't need a

Caller is flying from SDF to FL and her husband was selected for PreCheck and she did not get selected. Caller has GE. Caller spoke to the airline and all the information was correct. They said it was not the airlines fault. Caller was just approved and this was the first time they tried to use it. (b)(6) is on the GE card, which is the same on the ticket. KTN (b)(6) This number was included and the airline confirmed it in the record. Caller has two artificial knees and has to get a patdown every time.

Advised Caller:

While some airports may allow individuals who are traveling with a TSA Pre✓2713™ eligible passenger to access the TSA Pre✓2713™ lane, TSA will always incorporate random and unpredictable security measures throughout the airport, and this procedure may not be available at all times or locations. Individuals traveling with a TSA Pre✓2713™-eligible passenger should not expect to be directed to the TSA Pre✓2713™ lane each time they fly. TSA PreCheck is random and not a 100% guarantee. To receive TSA Pre✓2713™ as a member of a CBP Trusted traveler program, please include your 9-digit PASS ID, also known as a known traveler number (KTN), in the "Known Traveler Number" field of your reservation. In addition to your PASS ID, please ensure that the name, date of birth, and gender included in your reservation are an exact match to the information on file with CBP. Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device.

I am writing to provide feedback from our recent traveling experience. To start off, immediately below is what I submitted, as I always do, prior to my wife, (b)(6) flying anywhere.

.....
From: (b)(6)
Sent: Saturday, November 08, 2014 1:40 PM
To: tsa-contactcenter@dhs.gov
Subject: Pre-Flight Notification, (b)(6) 22-28 Nov
TSA Cares.

2014 5:06: I am writing this as a pre-flight notification for an upcoming flight from Norfolk, VA (ORF), to Orlando, FL (MCO). My wife (b)(6) suffers from Reflex Sympathetic Dystrophy (RSD), a debilitating neurological disorder. I typically call the TSA Cares line and provide this information over the phone, but have found that for one reason or another TSA Cares Notifications of our itineraries or requests for a Passenger Support Specialist (PSS) have not always been established. I will follow this up with a phone call with the respective sites the day prior to each flight.

RSD is a condition where the skin is super sensitive to touch, even clothing, and the nerves cause the muscles to constantly contract without relaxing. My wife does not have the ability to raise her arms and hold them over her head and she has a metal device implanted which prevents walking through the metal detector. Due to these conditions, she requires the pat down. She will be in a wheel chair as she cannot walk distances. She can stand but is unable to stand on the designated footprints. The PSS' we have dealt with on each occasion have taken all of this into account and handled her accordingly. We have been very pleased with the service we have received from TSA Cares and the PSS program.

Itinerary

Southwest Airlines Flight 4346 Nov 22 7:05 AM Norfolk International Airport (ORF)

Southwest Airlines Flight 2868 Nov 28 5:40 PM Orlando International Airport (MCO)

Hello, I just flew from sea tac to lax on an air Alaska flight. While going through security my wife and I, who were on separate lines, saw big security holes.

I fly about 100 k miles a year so I have a good idea how security is supposed to work tho I am by no means anything close to an expert.

My wife was on a non pre check line and they did not ask her to take off her shoes or take her lap top out. She also heard tsa agents asking each other if they were running a pre check line or not.

I was on pre check line and saw a supervisor come over and had a small breakdown to the guy running the metal detector. The gist of the problem was that he had not been supposed to be running a pre check line but was. I am 95 percent sure this was the problem. But I am 100 percent sure the supervisor was visibly Freaking out.

2014 8:38: Also while I was at gate n1 a waitress from the bar near by came up to the gate agent with a large and full black back pack and said she found it in the bathroom and did not know what to do with it. The agent had to repeatedly tell her to call the cops and I bet the odds are less than 50/50 she did. She seemed utterly clueless as to what to do in a scenario that I think is as cliched a airport security problem as it get.

I have never sent an e mail this before but thought I should report it.

(b)(6)

Sent From An Iphone As I Wait For Blackberry To Get Its Act Together

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 12/1/2014 12:22:45 PM Airport : MSN - Dane County Regional Date/Time of Travel : 11/30/2014 2:15 PM Airline & Flight Number : Delta 788 Checkpoint/Area of Airport : TSA checkpoint TSA Employee: (If Known) :

Comment : I was traveling from Madison to MSP with my 90 year old mother and several of the tsa staff were very disrespectful to my mothers mobility issues. She must use a walker or she will fall and on several occasions she was told to use a cane to go thru the metal detector (which would have resulted in a fall) and then when she was pat down she was told to stand with out using her walker, I intervened and was told to stand back. they then again told her to stand without aid, this went on 3 times. Finally they got it. then she was subjected to a 10 minute pat down by a new female tsa agent. Come on really a 10 minute pat down of a 90 year old woman in Madison WI. Hardly a terrorist threat. I am very disappointed in the care given to my mothers safety and fall prevention care.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller is wanting to make a complaint regarding her recent flights. She stated that from NY to Chicago on United Wednesday, there was a man acting up at the airport being disruptive. She stated that he was permitted on the flight. She stated that the pilot had to speak with the passenger before the flight took off and he told him that he would be arrested. He stated that he should not have been allowed to fly. She stated that he laying in the middle of the aisle and not letting persons board the plane. She stated that he was either high or mental issues were present. She stated that this was jepordizing the flight.

She stated that security today from Chicago was entirely lacks. She stated that passengers were able to leave on their shoes, and leave the laptops in the case at all checkpoints. She stated that this is a complete lax of security, and she is concerned. She stated that the shoe bomber years ago was able to get through the metal detectors. She stated that the passengers were not going through the AIT, only the WTMD. She stated that she wants to know why this happened, when on any other day of the year everyone would have to remove their shoes and everything for screening.

I explained that I spoke with a security specialist regarding both incidents. We would recommend contacting the airline regarding the passenger on the flight, since he was screened by TSA. We are not a law enforcement organization and we are not able to seize individuals. She can also contact ACPD regarding the matter.

I explained that regarding the situation for screening today at the Chicago airport, all passengers were screened as is our objective, therefore it is not an issue. However, she can contact the CSM at that airport if she wants further information. We have expedited screening benefits that allow passengers to leave on their shoes and leave the laptop in the case, that they may have been taking advantage of.

I advised the caller that they can contact the CSM at the airport by calling 8662899673, select option 5 when it is presented, provide the appropriate airport code for the airport, and the IVR will provide the contact information for the CSM at that location.

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Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

Best Time to Contact: 11:00 am - 1:00 pm

Day of the week:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

PO Box or Street Address (b)(6)

City: Miami

State: Florida

Zip Code (Post Code): 33185

Other:

Email (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Father

Full Name of Complainant (b)(6)

PO Box or Street Address of Complainant (b)(6)

City: Miami

State: Florida

Zip Code (Post Code): 33185

Other:

2014 9:05:1

From: (b)(6)
Sent: Tuesday, December 02, 2014 9:26 PM
To: TSA-ContactCenter
Subject: Racial Profiling

These are my thoughts on racial profiling.
Thank you for your time.

Attachment

Date: November 24, 2014
Transportation Safety Association
HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov

Dear TSA:

12/02/2014 10:01:

I would like to bring up the issue of racial profiling. This is an issue that affects a myriad of people all over the world. Racial profiling is when race or ethnicity is targeted when looking for suspicious activity. Usually, this means that foreigners are singled out because of their appearance, something they have no control over. I am tired of going to an airport and watching minorities being given "random" searches. There are numerous other factors security can look at, such as luggage size, strange body language, and questionable clothes, like thick coats in the summer. Suspicion should not be based on appearance alone.

Ever since 9/11, Muslims especially have been looked at as terrorists. In reality, they are just regular people like you and me. There have been so many incidents that I have seen at the airport when a Muslim person is given further checking than the regular person. There would be no alarm set off by any sensor; they would simply be further checked because they look different.

I am Sikh, and so I am a minority. My father wears a turban, which causes security to always spend more time checking him than they would a white person, for example. This is not just for my father, but for all Sikhs around the world. Most people assume that only Hispanics, African American, and Muslims face racial profiling, but it is not just them. It is something that affects all minorities. I have witnessed it in my own life. I understand that it is for safety, but we can no longer call these "random searches."

In my research, I have encountered various racial profiling claims and their results. It is said that "where the profiling is said to have occurred... managers of similar programs nationwide must attend a four-hour class on why racial profiling is not acceptable and why it is not an effective way to spot terrorists" (b)(6) Online). Your association is trying to change the way terrorists are found, but are these courses working if there are still so many racial profiling issues?

The TSA uses many other measures to increase safety. You have travelers take their shoes off to prevent shoe bombs, and you do not allow liquids on the plane in order to prevent liquid explosives. There are body scanners to check through clothes to the skin, but there have still been cases where weapons are carried in body cavities. Even the highest quality machine cannot detect into the body just yet (b)(6) online). Racial profiling is not the only issue that your organization is trying to address, but that does not mean that it is any less important than the others.

Racism is something that this nation has been fighting for hundreds of years now, and racial profiling needs to be fought as well. It is cutting into privacy. On your website it says, "Pat-downs are used to resolve alarms at the checkpoint, including those triggered by metal detectors and AIT units. Pat-downs are also used when a person opts out of AIT screening in order to detect potentially dangerous and prohibited items." (TSA, Online). Often this is not the case. From personal experience, I have seen that officers pat people down when there was no alarm set off in the metal detector. There is nothing in these policies that say that an officer has the right to pat one down just because the person looks suspicious.

Caller had a terrible experience at JFK during screening yesterday and is wanting to file a complaint. She was in the Precheck checkpoint for American Airlines at 8:10 and her roll on bag was taken off of the conveyor belt and set to the side. She went through the WTMD and an alarm sounded so she had to go through a second time and her luggage had been sitting there for over 10 minutes. She asked an agent that was standing there if someone was going to inspect her luggage and the female agent rudely told her that someone will check it when they become available. A male agent came over and opened her case, picked up a sweater and her deodorant and put them back in the case and said you better run and she started running

12/02/2014 11:13: to her boarding gate and at that point she heard the previous female agent saying in a sing-song voice that she hoped that she missed her flight. She is very upset at the treatment that she received from the TSA agents at the screening checkpoint and is wanting to make sure this does not happen again.

I apologized that she had this experience at the screening checkpoint and advised her that I will forward her complaint to the CSM at JFK so they will be aware of this issue.

To Whom it may concern:

Date: 12/03/14
Time: Approx 8:30 Am
Location: Phoenix Airport

Complaint: TSO (b)(6) was manning a walkthrough metal detector. He said with a loud voice speaking to two TSA female workers standing a few feet away from a woman who was moving slow (having trouble taking her shoes off), "Are you going to charge her rent?" She had not made it through security yet.

The woman was visually disturbed by the comment, but kept looking down as she tried to take her shoes off. It offended me and it embarrassed her. (b)(6) looked at me with a smile and holding back my frustration I told him that that comment was very rude. Also, the two TSA ladies he made the comment to didn't even ask to help her, they just chuckled at the comment made by (b)(6).

12/03/2014 12:16: At this time of the morning there was not very many people going through security, in fact I did not have to wait behind anyone when I handed my ID and boarding pass to the attendant. I do not know what the two TSA ladies responsibility were at the time as they stood by watching and laughing, but I assume that they are trained to help elderly people as they see a need instead of laughing because a lady has trouble taking her shoes off.

I hope that this is an isolated incident. I travel through airports on a regular basis and this is the first time that I have seen a TSA worker belittling a person who was having trouble getting through security.

Request: I would like a report on what training was given to (b)(6) due to this incident. I do not want (b)(6) to lose his job, but I also don't want to see another person who has trouble taking their shoes off to be belittled like this again.

On a personal note, thinking about my own mother in a similar situation, this is very frustrating.

Thanks,

(b)(6)
Cell

Sent: Thursday, December 04, 2014 11:53 AM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 12/4/2014 11:52:42 AM

Attachment:

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Inglewood

State:

California

Zip:

90302

2014 2:23:

Disability Description: Caller has a pacemaker

Response Details: Response: Informed caller that TSA does not have any evidence that the AIT will damage her pacemaker but she should not have went through the WTMD. Informed caller that she can request a patdown instead of the WTMD or AIT if she feels the screening will damage her pacemaker. Informed caller please be advised that a passenger can always request to speak with the Supervisory Transportation Security Officer at the checkpoint to address any complaint regarding screening procedures. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this information to the appropriate Customer Service Manager. Informed caller to monitor her email over the next few days in case the CSM needs to contact her.

Incident Details: Caller: Caller states she went to the airport and when she went through security she was informed to take her shoes off. Caller states the TSA agent informed the caller that she had to take off her shoes and caller informed the TSO that she was over 75 and did not have to take off her shoes. Caller states she informed the TSO that she also had a pacemaker and can not go through the screening and the officer informed her that it wont hurt her and informed her that she is holding up the line. Caller states the TSO informed her to just go through the screening. Caller states that she reluctantly went through the WTMD as the officer would not give her any other option. Caller states that she regrets going through the WTMD now as she is concerned that it has damaged her pacemaker. Caller states she usually receives a pat down when she goes through screening due to her pacemaker. Caller states the lady that patted her down was very nice and stated she would report this incident to her supervisor also.

2014 5:07:0

Airport- MCI in Kansas City

Airline- US Air

Flight number- 599

Date and time of incident- 12-02-2014 3:00 pm

Baggage and tag numbers- Not provided

Description of baggage- Not provided

Was there and NOI- Not provided

Anything on NOI- Not provided

Specific location of incident- Gate 83

Contact information (phone number or email)- (b)(6)

Caller is just using her PreCheck for the first time. Caller has GE. Today was put in the PreCheck line, but still had to remove her shoes and do regular screening. She had to remove her coat and then when an alarm went off she had to remove her shoes. She felt embarrassed by the experience because she was holding up the line and other passengers were looking at her like she was in the wrong line. Caller would like to know if she should have shown her GE card at the checkpoint. Caller would like to know if there is a certain type of shoes that are recommended so that she does not have an alarm going through the checkpoint.

Advised caller:

Travelers who are directed to the TSA PreCheck lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids gels bag in their carry-on luggage.

It is important to remember that TSA PreCheck does not guarantee an individual expedited screening. TSA will always incorporate random and unpredictable security measures throughout the airport.

2014 9:26:4

You can request a patdown if secondary screening is needed instead of going back and forth taking off items. Secondary screening can be required if alarms must be resolved.

Additionally, all passengers must have their identification verified by a TSO and will go through a metal detector or Advanced Imaging Technology scanner as part of security screening procedures. If you have metal in your shoes, it is likely that it would cause an alarm in the WTMD.

When making a reservation, passengers should enter their 9-digit PASS ID, also known as a known traveler number (KTN) into the "Known Traveler Number" field of their reservation. In addition, we recommend that you review your reservation to ensure that your name, date of birth, and gender are an exact match to the information you provided CBP at the time of enrollment or what is in your online GOES account.

If you have concerns about your screening at the checkpoint, feel free to ask for an STSO to address those. Call us at the TCC if you are consistently having issues with getting expedited screening benefits in the PreCheck lane.

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NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: (b)(6) Cambridge, MA 02139

Zipcode:

2014 6:03:2

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Gen. Edward Lawrence Logan International Airport

I am (b)(6) the person with CRPS/RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should have had a warning when twice, Officer (b)(6) asked me to hold my arms out to my sides, and twice I said I could not. Finally my PSS Officer said that I could not and Officer (b)(6) started the pat down stating that if anything she did hurt to tell her so. The problem with CRPS/RSD is that the slightest wrong touch can cause a flare and at that time it doesn't matter if I tell her if it hurt or not because I am flared instantly at that point. That is why I need specially trained people to do the pat down. That is why we go through TSA Cares. That is why we e-mail TSA Cares before my travels. That is why we follow up with supervisors the day before we travel and are assigned a PSS. That is why we stop at our departing city and talk to the TSA supervisor at the desk when we land and let them know when we be departing. That is why we explain my disease. That is why we handed the CRPS/RSD handout to PSS Officer (b)(6) and PSS Officer (b)(6) at Norfolk (no problems at all there). WE do not just show up at the gate and expect to be handled with care. We prepare, and prepare, knowing how the slightest wrong touch can set me off.

We have waited a week hoping to hear from (b)(6) in Orlando or (b)(6) before going up the chain but have not heard anything back, so I am filing a complaint. A flare can set back my Physical Therapy 3 weeks or more and the pain is excruciating. If you look at the literature you will see that CRPS/RSD pain is the highest pain on the McGill Pain Scale even beating that of Cancer. Having to sit here and write this complaint to accommodate TSA's request has increased my stress, which as exasperated my symptoms (note second sentence in this note). Thank you very much, TSA.

2014 9:16:1

(b)(6)
CRPS/RSD sufferer

-----Original Message-----

From: HYPERLINK "mailto:tsatcc_do_not_reply@senture.com"tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Sunday, November 30, 2014 6:56 PM

To: HYPERLINK (b)(6)

Subject: In Response to your inquiry.

Thank you for contacting the Transportation Security Administration (TSA) Contact Center with questions and concerns about airport security screening. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition.

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

Begin forwarded message:

From: (b)(6) HYPERLINK (b)(6)

Date: December 6, 2014 8:47:34 AM EST

To: HYPERLINK mailto:tsa-contactcenter@dhs.gov tsa-contactcenter@dhs.gov

Bcc: (b)(6) HYPERLINK (b)(6)

Subject: Letter from Complainant

2014 3 21:1 TSA Cares.

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Dear TSA,

This letter is to request clarification of your current policy on airport screening for babies in soft carriers, and to describe an upsetting recent experience with TSA.

We recently completed a vacation to the Bahamas with our 1 year-old baby. At the airport in Nassau, Bahamas, we were screened by TSA agents and completed U.S. customs and immigration before getting on our flight home to Atlanta, GA. At noon on Friday December 5, before stepping through the metal detector in front of a TSA agent, I removed my shoes and put them on the x-ray belt with my carry-on bag. I kept my sleeping baby on my chest in a soft Ergo sling, which does not have any metal parts. However when I went to step through the metal detector, the TSA agent told me I needed to remove my sleeping baby and put the sling on the belt through the x-ray machine. I asked whether I could sit and wait for a few minutes until the baby woke up, when I would be happy to remove him from the sling, but the agent told me there was no place to sit down or wait without leaving the security area, and furthermore my shoes could not be returned to me since they had already gone through the x-ray machine. We asked to speak with a supervisor, who was sitting on the far side of the metal detector, and to my surprise she said that TSA rules are that babies must be taken out of their carriers before going through the metal detector, and that it is a requirement that all baby equipment go on the belt through the x-ray machine. At that point I agreed to wake up the baby and remove the sling in order to go through the metal detector as instructed by the TSA supervisor.

2014 9 14:1 Unfortunately this was not the end of our encounter. The baby's father had politely asked for the TSA supervisor's name, which she refused to provide, hiding her nametag inside her black sweater so we could not read it. Then he calmly asked to see the written TSA policy that baby carriers are not allowed through the metal detector. At this point the supervisor began yelling at him that she did not have to provide their S.O.P. When I arrived on the other side of the metal detector and tried to calm down the supervisor by saying that I thought that the policy about baby carriers might be publicly available on the TSA website, she got more upset and called over a security officer, saying that we wanted to use the internet, which was not allowed in the airport security area (we had not tried to access the internet, only mentioned the TSA website). Although the orange-vested officers did not identify themselves to us, I believe this was Bahamas airport security (not TSA) and the main officer was (b)(6) from her name tag and there were four or five officers in total. I explained that we had followed all of the TSA instructions and we would like to go to our flight with our baby, who was now crying loudly. However they took our identification (passport and my military CAC card) and wrote down our names and dates of birth, explaining that if we ever tried to return to the Bahamas "then we will know who we are dealing with." After this threat, our IDs were returned to us and we were allowed to proceed to our flight.

After this frightening experience, I don't expect to be traveling to the Bahamas again. However, it would be helpful to understand your official policy about soft baby carriers so that I can be prepared to follow all the rules any time I plan to travel.

Respectfully,

(b)(6)
HYPERLINK (b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6), Missouri City, TX

Zipcode: 77459

2014 9:14:5 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

San Antonio International Airport

What was the date and approximate time of the incident?

Caller requested a supervisor.

Resolution:

I gave the call to (b)(6)

2014 12:45: (b)(6) took the call. The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got to the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was upset that he was scanned so many times and thinks the TSO did not know how to work the machine. They asked him what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also has gum in his pocket, which he states he never got back. The TSO asked to search his wallet. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience. He stated they were very aggressive, mostly the female TSO. Next, they told him he must have his hands tested. He stated he has never had such a bad experience before.

Date and time: Yesterday, 12-6, at 6:20 a.m.

The call was disconnected and I attempted to call him back at 12:57 p.m. The call immediately went to a voicemail box, so I assume his phone went dead. I left a message and advised him to call us back with his flight details and we could forward this complaint to the CSM at SMF.

Caller was on the phone with a Supervisor that he wanted to speak with, he was in the process of filing a complaint because he was treated so poorly by the TSA officers. He provided the Event ID (b)(6) and requested that I go over

The caller flew from SMF yesterday. He stated he was running late and was only an hour early. The TSA line was long and moving slowly. He stated they only had one AIT running. By the time he got to the front of the line, he only had about 15 minutes to make it to his flight. When it was his turn to go through the AIT, the TSO he just spoke to started sending passengers from the metal detector to cut in front of him to go through the AIT. The caller was asking the officer, if he was merging the lines, why was he placing people through the line in front of him because he was running late. He stated a female TSO yelled at him and told him that if he wanted to continue, he should keep his mouth shut and keep his head down. When he entered the AIT, a TSO kept jamming the button and the machine kept going around him multiple times. He was did not understand why he was scanned so many times and thinks the TSO did not know how to work the machine. At that point another TSO had to come along and help the officer on how to operate the machine. They asked the caller what was in his pocket and he told them it was pill form medication. They asked to see his medication and he showed it to them. He also had gum in his pocket, which he states he never got back. The TSO demanded to search his wallet, he was really shocked that an officer would ask that because they never do, so the caller said he did not want the TSO to be digging through his wallet and it made the officer really mad so their solution was that they put it through the xray machine instead, but the other officer snatched the wallet out of the callers hand and the TSO kept saying everyone can see what is in his wallet regardless how it is searched. He stated a whole group of TSOs were surrounding him and it was a very embarrassing experience because they were holding up other travelers just to look at his things, they were only doing this because he had questioned them about the machine. They were making him feel like they were in charge and purposely making him feel uncomfortable. He stated they were very aggressive, mostly the female TSO. Next, they told him he must have his hands tested. While they tested his hands, he asked if he could put his shoes on and the officer was very spiteful saying there is no way he could put his shoes on until he was cleared. Another officer told this officer to call the Sheriffs office to take care of the caller. The caller was hoping they would because he was needing help, and he stated he is a police officer himself and was really being abused at this point. Caller stated that when a situation gets this way they are supposed to diffuse the situation not add more hostility to it, just smile and be friendly and usually it will end well. He stated he has never had such a bad experience before. At the very end of the screening the female officer that was so difficult from the beginning shewed him away from the screening checkpoint. He stated they had no compassion, that they all just seemed to be rude to him for no reason and he understands that he shouldnt have been late, but he was and sometimes that happens. He pays to buy this ticket and travel through the airport, but these TSA officers are being paid to do this and they need to be able to do it professionally. He also wanted to add, that he will never use this airport again and he will write a letter to the Sacramento Administration to let them know he will never use it. He believes that the airport should be held responsible as well for how TSA treats people when going through screening because it is being done in their airport.

Airport: SMF

Airline: Southwest

Flight number: 1009

Date and time: 6:20am 12 6 14

Terminal or gate: Does not know

Time going through checkpoint: started the line at about 5:45 am

email: (b)(6)

Apologized to the caller and told him this is not the way TSOs are trained, they are supposed to be respectful and professional during the process. Told him this flight information and complaint would be sent to the CSM at that airport, we track trends of complaints to address areas of concern. So hopefully the CSM will be able to ensure this never happens again to other passengers.

agreement described here: (b)(6) Please escalate this request to a supervisor.

----- Forwarded message -----

From: (b)(6) HYPERLINK (b)(6)

Date: Sat, Dec 6, 2014 at 10:21 PM

Subject: TSA screening for babies in Nassau

To: HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov

Dear TSA,

This letter is to request clarification of your current policy on airport screening for babies in soft carriers, and to describe an upsetting recent experience with TSA.

2014 1:10: We recently completed a vacation to the Bahamas with our 1 year-old baby. At the airport in Nassau, Bahamas, we were screened by TSA agents and completed U.S. customs and immigration before getting on our flight home to Atlanta, GA. At noon on Friday December 5, before stepping through the metal detector in front of a TSA agent, I removed my shoes and put them on the x-ray belt with my carry-on bag. I kept my sleeping baby on my chest in a soft Ergo sling, which does not have any metal parts. However when I went to step through the metal detector, the TSA agent told me I needed to remove my sleeping baby and put the sling on the belt through the x-ray machine. I asked whether I could sit and wait for a few minutes until the baby woke up, when I would be happy to remove him from the sling, but the agent told me there was no place to sit down or wait without leaving the security area, and furthermore my shoes could not be returned to me since they had already gone through the x-ray machine. We asked to speak with a supervisor, who was sitting on the far side of the metal detector, and to my surprise she said that TSA rules are that babies must be taken out of their carriers before going through the metal detector, and that it is a requirement that all baby equipment go on the belt through the x-ray machine. At that point I agreed to wake up the baby and remove the sling in order to go through the metal detector as instructed by the TSA supervisor.

Unfortunately this was not the end of our encounter. The baby's father had politely asked for the TSA supervisor's name, which she refused to provide, hiding her nametag inside her black sweater so we could not read it. Then he calmly asked to see the written TSA policy that baby carriers are not allowed through the metal detector. At this point the supervisor began yelling at him that she did not have to provide their S.O.P. When I arrived on the other side of the metal detector and tried to calm down the supervisor by saying that I thought that the policy about baby carriers might be publicly available on the TSA website, she got more upset and called over a security officer, saying that we wanted to use the internet, which was not allowed in the airport security area (we had not tried to access the internet, only mentioned the TSA website). Although the orange-vested officers did not identify themselves to us, I believe this was Bahamas airport security (not TSA) and the main officer was (b)(6) from her name tag and there were four or five officers in total. I explained that we had followed all of the TSA instructions and we would like to go to our flight with our baby, who was now crying loudly. However they took our identification (passport and my military CAC card) and wrote down our names and dates of birth, explaining that if we ever tried to return to the Bahamas "then we will know who we are dealing with." After this threat, our IDs were returned to us and we were allowed to proceed to our flight.

After this frightening experience, I don't expect to be traveling to the Bahamas again. However, it would be helpful to understand your official policy about soft baby carriers so that I can be prepared to follow all the rules any time I plan to travel.

Respectfully,

(b)(6)
Yorktown, VA 23693
(b)(6)

On Dec 6, 2014, at 1:30 PM, (b)(6) wrote:

Begin forwarded message:

From: (b)(6) HYPERLINK (b)(6)

Date: December 6, 2014 8:47:34 AM EST

2014 1:10:4 To: HYPERLINK mailto:tsa-contactcenter@dhs.gov tsa-contactcenter@dhs.gov

Re: (b)(6) HYPERLINK (b)(6)

Subject: Letter from Complainant

TSA Cares.

I am (b)(6) the person with CRPS RSD. My disease involves all areas of my body and stress exacerbates all of my symptoms. Since the problems I encountered in December of 2012 and we were referred to TSA Cares, I have had no issues until this recent trip. My husband always informs TSA Cares and all of the airport TSA Offices which we will be flying through of my disease, at least a week prior to the flight and then the day before with each airport to make sure they have been contacted. There is also a long e-mail trail that TSA can follow.

During my dealings with PSS Officers in TSA Cares, I have met wonderful, caring individuals who have gone out of their way to ensure I was dealt with respectfully and with minimal discomfort. They sat down to talk with me to find out about my disease so they can understand and assist me in going through the screening. Since most of my PSS Officers have been males, I at first did not think twice when I was handed off to another officer for a pat down in Orlando on the 28th. But I should have had a warning when twice, Officer (b)(6) asked me to hold my arms out to my sides, and twice I said I could not. Finally my PSS Officer said that I could not and Officer (b)(6) started the pat down stating that if anything she did hurt to tell her

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/7/2014 9:44:06 PM Airport : LGA - LaGuardia Date/Time of Travel : 12/07/2014 5:15 PM Airline & Flight Number : United 4704 Checkpoint/Area of Airport :

Concourse C security checkpoint TSA Employee: (If Known) :

2014 8:52:1 Comment : I have nearly always found TSA agents to be courteous and professional. One of the agents at this checkpoint was neither as we came through at approx 5:15 pm today. The agent was a black woman who was working with two white males at the station. I offered if we needed to remove our outer jackets and she said yes, which my wife and I both complied with. There were no bins at this screening station (there were plenty nearby) and I asked for a bin. The agent loudly said "there are no bins", at which point I asked for a couple of bins for our coats. She again said loudly "there are no bins.. put your coats on the conveyor belt"; I objected that we didn't care to put our nice coats on a belt where lots of dirty luggage had been. She then loudly told us to put the coats in our carry-on bags.. In which there was no room for winter coats. We ended up complying and putting our coats on the belt. After passing through the metal detector, I commented loudly enough that I hoped a supervisor would hear that that was the worst TSA experience I have ever had. When we had stepped away with our belongings and (b)(6) was in the nearby ladies room, I could hear the female agent mocking my remarks to one of her colleagues. I did not feel that my polite request for bins to place our coats in was unreasonable, and there were many in nearby lanes. I found this agent's demeanor and attitude unnecessarily harsh, unreasonable and unprofessional. In addition, the TSA Pre line was not busy enough at that moment to warrant rushing us through and denying us a simple request of bins for our coats. We appreciate the incredibly important and professional job that TSA does, and we love our Global Entry/TSA-Pre status as frequent travelers. Today's incident was unfortunate and unusual, and I'm sure that person was just having a rough day, but it was notable enough that I Tweeted about it, and someone at TSA promptly replied to my Tweet with the link to this page. Thank you for protecting us!

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller filed a complaint on the TSA website and she never heard anything back. She is wondering if the complaint was ever received by DFW. Based on the event that occurred she is securing legal representation. In the incident the TSA agent asked her to put her arms out in front of her to review her tattoos. At the beginning of the screening she was asked to put her sweater, which was over a tank top, in a bin and she went through the metal detector and she was prompted to proceed and as she was picking up her belongings the TSO asked her to stop and hold her arms out in front of her. She did this and was asked to turn her arms over to see the underside of her arms and he said he was looking at her tattoos. She says that when she asked if this was normal the agent told her this is not standard but just want to see the tattoos. The only reason she lifted her arms was because of the authority the TSO held and he asked in an authoritative way. She would not have shown any part of her body if she knew this was the reason he was asking. She states that she will be filing a law suit and meeting with an attorney today because she feels violated. She filed the complaint over a week ago and never heard back from anyone. The officer was caucasian and had light colored hair medium size and build mid 30s.

AIRPORT: DFW to San Jose
DATE OF TRAVEL: 11-6-14
DEPARTURE TIME: 0955
INCIDENT TIME AT CHECK POINT: 0830 - 0915
AIRLINE: AA
FLIGHT NUMBER: 1255
TERMINAL OR GATE: Not Available
CONTACT: (b)(6)

I advised the caller that because the complaint concerns a screening process I will forward a copy of this record to the CSM at DFW. The caller is asking to be contacted about this incident as soon as possible. I provided the caller my ID number and the EID for this call.

To whom it may concern,

This morning, my mother arrived at the Lubbock International Airport to travel to Dallas to visit her grandchildren. She has traveled numerous times and is always cooperative. She also had her right knee replaced last year, the material in her artificial knee often makes the metal detector "go off". This morning the metal detector went off and she was asked to take off her boots. She communicated to the agents about her knee and suggested that she would rather just have the pat down. The agent that would need to do the pat down seemed irritated....either that my mother suggested how she do her job or the fact that she had to do a pat down....I don't know why, she seemed irritated and she started to do the pat down. As she did the pat down she ended up squeezing my mother's left knee 3 times, which needs replacement and is in poor condition. My mother let out a yelp and nearly lost her balance due to the pressure applied by the agent. No assistance was offered to my mother after she expressed obvious pain. This situation needs to be avoided.

Why were the agents impatient or upset? Why did the agents not listen to the customer who is explaining the reasons surrounding the situation and just abide and go with a pat down? Why did this particular agent take issue with the situation, I doubt it is uncommon for elderly to have replacement joints and go through security? What other factors played a role? Was my 68 year old mother a risk to security? Was the line so large at Lubbock on a Monday morning before 8am that there was a lack of time to do the job correctly?

I demand answers to this neglect.

(b)(6)

--

(b)(6)

Caller states that last Monday he had an experience that seemed strange. TSA made a mistake. Caller flew from LAX to MIA for a connecting flight. He went to Terminal 4 for American Airlines. They were doing additional screening of passengers and swabbed his friend's hands. His friend passed the ETD screening and they went to wait by the boarding gate. Neither one of them ever went through WTMD or AIT and their carry on luggage never went through x-ray screening. They had several carry on bags. His friend said that he did not have anything special to allow him to pass screening so quickly. Caller states that he is concerned about the lax security at the checkpoint because he realizes that is not correct. Caller will be leaving the country to Guatemala on 12/11/2014 and will return 12/18/2014 in case they need to contact him about the incident later. Caller states that he loves this country, he is a citizen, and takes security very seriously because he was in the military.

Airport LAX
Airline American
Flight # 2260
Date Time 12/01/2014 955PM (flight) 745-830PM (screening)
Location Terminal 4

Advised caller:

TSA works hard to achieve consistency in the security training process. We inspect screening operations at airports and continue to monitor the number and nature of complaints we receive from the traveling public to track trends and spot areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security screening policies need modification or specific employees are the subject of repeated complaints.

This incident will be referred to a Security Specialist.

The caller indicated that his wife has a knee replacement. He and his wife traveled from PHL to DEN and back. The both received expedited screening during their departure and return flight. At PHL, she passed through the WTMD. He stated that the TSO reprimanded her for not advising of the metal implant. She then underwent a patdown screening.

When departing from DEN, a very nice TSO asked his wife if she wanted to be screened via a patdown or AIT after his wife advised of the knee replacement. His wife opted for AIT and the TSO escorted her to an AIT machine a few lanes over. After she passed through AIT, the TSO reprimanded her having her shoes on. She received a limited patdown of her leg area.

He asked if she could not have went back through xray screening.

He asked how they received Precheck prior to completing the enrollment process.

2014 3:01:1 He asked how they received Precheck prior to enrolling

I advised that passengers with metal implants should advise TSOs of the metal implants before screening begins. Regardless of whether a passenger receives expedited screening or standard screening. TSOs must resolve alarms and anomalies via additional screening.

In regard to the incident in DEN, she would not have been permitted to go back through xray. If the AIT was in a standard screening lane, passengers are to remove their shoes during standard screening.

You may still be able to experience TSA Pre?® screening on a flight by flight basis.*

1.TSA Risk Assessments uses Secure Flight Data already supplied to TSA, which allows passengers to access the TSA Pre?® screening lane on a random basis

http: www.tsa.gov tsa-precheck participation-tsa-precheck%C2%AE

I have been picked twice for TSA Pre check. Both times have been a disaster. What they told me would be easier was a mess. When I went through the metal detector I had to come back three times to take off my watch, then belt, then back through for shoes. That was supposed to be everything I didn't need to take off to save time, it took me 3 times as long. Once was at KCI and the past weekend at PHX with Southwest Airlines. Am I doing something wrong? Was I told to go to the wrong lane? Should I not just be able to have my bag screened an me just walk through? Please help, I am confused.

Thanks!

(b)(6)

(b)(6) Kansas City, MO 64106

2014 4:12: (b)(6) Office

(b)(6)

Count on more.

~~NOTICE: This electronic mail message and any attachments are confidential. The information is exclusively for the use of the individual or entity intended as the recipient. If you are not the intended recipient, any use, copying, printing, reviewing, retention, disclosure, distribution or forwarding of the message or any attached file is not authorized and is strictly prohibited. If you have received this electronic mail message in error, please advise the sender by reply, delete it, and immediately and permanently delete the original transmission, any attachments and any copies of this message from your computer system. Thank you.~~

Feedback Type : Complaint

Categories : Screening

Current Date/Time : 12/10/2014 8:37:55 AM Airport : BNA - Nashville International Date/Time of Travel : 12/09/2014 11:30 AM Airline & Flight Number : AA 1183 Checkpoint/Area of Airport : Screening TSA Employee: (If Known) : unknown Comment : Older gentleman with mustache. I went through pre-check and was selected for further inspection. Glad to do it. The setup is a little awkward because there is a partition between the metal detector and the larger detector. The gentleman with a scowl

2014 10:25 had completed her screening as I got in line behind other people. I still don't know if I was randomly selected or if the detector picked up something. Overall, as a group of TSA agents, the entirety were unfriendly and gruff. I have not seen that at other airports. I appreciate the screenings and the safety measures and do not mind the process. But a little more customer friendly behavior and communication would go a long way to making traveling through BNA more pleasant. Thank you for listening.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to know what happens when a dog goes through screening and is left in the carrier to go through the x-ray machine. He said that this incident just happened to his son at Harrisburg Airport. He wants to know if it hurt the dog and what the procedure is.

Advised caller that owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. The pet does not need to go through the x-ray machine when it is being carried in carry-on. I cannot tell him what type of damage the dog went through because I do not have that information. If his son is at the airport, he can ask to speak to a Supervisor and explain what happened at the checkpoint.

2014 11:51

He asked for the number to the Supervisor. I gave him the number to the CSM:

Bradley Kendall

Phone: 717-902-(b)(6)

Caller wants to know what happens when a dog goes through screening and is left in the carrier to go through the x-ray machine. He said that this incident just happened to his son at Harrisburg Airport. He wants to know if it hurt the dog and what the procedure is.

Advised caller that owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. The pet does not need to go through the x-ray machine when it is being carried in carry-on. I cannot tell him what type of damage the dog went through because I do not have that information. If his son is at the airport, he can ask to speak to a Supervisor and explain what happened at the checkpoint.

2014 11:51

He asked for the number to the Supervisor. I gave him the number to the CSM:

Bradley Kendall

Phone: 717-902-(b)(6)

Begin forwarded message:

Subject: Letter for JFK Lost and Found

To the JFK Lost and Found:

'2014 9:10: I am drafting this email to formally notify the JFK Lost and Found that several pieces of jewelry belonging to me were taken and misplaced by a TSA officer before I boarded a JetBlue flight this afternoon. I was scheduled to depart for Ft. Lauderdale on JetBlue flight 301 on Wednesday, December 10, 2014 at 2:27 p.m. The circumstances under which these items were taken and misplaced by the TSA officer are as follows:

On Wednesday, December 10, 2014 at approximately 1:35 p.m., I entered the TSA Pre-Screen Security Checkpoint at JFK Terminal 5. Before crossing the walk-through metal detector, I removed 6 gold bracelets from my wrist and placed them on the carry-on luggage scanner conveyor belt. A blonde, female TSA officer informed me that I should not place the bracelets on the conveyor belt. The officer then immediately removed the bracelets from the conveyor belt. However, the TSA officer failed to return the bracelets to me before I left the security checkpoint.

NOTICE:

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: http: (b)(6)

Are you 18 or over? No

'2014 8:27: Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Caller would like to know why every time his daughter flies she gets stopped and gets secondary screening. Caller states she's gotten stopped twice and missed her flight one of those 2 times.

I advised:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

'2014 7:41: TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers.

I advised caller:

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

-Secondary screening

-Delayed or denied airport boarding

Advised he could apply at trip.dhs.gov.

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-Secondary screening

-Delayed or denied airport boarding

Advised he could apply at trip.dhs.gov.

From: (b)(6)
Sent: Friday, December 12, 2014 10:53 PM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 12/12/2014 10:53:22 PM

2014 9:09: Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

Screening at SAT versus PHX, a humiliating experience.

Comments:

As an 82y/o disabled Vietnam vet, security screening at SAT consisted of presenting acceptable ID and walking through the metal detector arch, period. Security screening at PHX rejected all forms of ID, then the metal detector arch, body scanner, wand check, then move to another area, full body pat-down, inside waist-band and shoes, then agent's gloves run through a detector. A degrading and humiliating experience done in full view of other passengers. Worse than out-processing through

To Whom It May Concern,

I have had TSA Pre check (a paid service) for 2 years and have twice been forced to use the regular lanes because BWI D-Gate has chosen to close the pre-check lane due to lack employees, of which there appear to be plenty hanging around, and "no need for it today".

During today's trip through the 2 standard lanes, one agent closed his lane forcing everyone into ONE lane causing a greater back up than already existed.

Additionally, the TSA staff was intolerably rude and inefficient. As I finally approached the baggage xray, I showed the female TSA agent my pre check so I could at least leave my shoes on (after she barked at the man in front of me for not showing her his pre check ticket and giving him to remove his shoes). She snapped at me informing me that she doesn't look at the check the agent at the walk through metal detector checks it and then THREW my bags through the machine. Completely unacceptable. Then the agent at the metal detector didn't recognize the pre check mark on my app and I had to show it to him. Seriously?

'2014 5:07:

Why would pre-check close? And why would you then close to ONE lane when there's a back up? And when people are being grossly inconvenienced, perhaps being helpful and not tossing their belongings would be more appropriate than treating them like we are inconveniencing the agent by being at the airport.

Of all of the airports I have traveled through, BWI TSA has taken a terrible nose dive while others seem to be working toward escalating the service. I appreciate the work to keep me secure but I do not deserve to be treated so rudely.

Sincerely,

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

'2014 3:15:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Los Angeles International Airport

What was the date and approximate time of the incident?

12-14-2014 13:16

What was the airline and flight number?

While traveling through the Denver airport yesterday, I noticed an issue at the security line that might need some attention. I think the issue is easily solved, but it could be a potentially dangerous security problem.

The bins that passengers use to put their items into for screening are carried on carts. The carts in Denver, and Pittsburgh, are low, blue carts, and I am assuming these are standard, TSA carts that are used everywhere. When the cart at the entrance of the line is empty, a TSA officer rolls a full cart from the end of the security line, through the detectors, to the front of the line. Then then return through the detectors with the empty cart. As I observed, and as is probably the case at most airports, the officers at the metal detectors wave the officer pushing the cart through. The detector goes off, naturally, but as it is obvious what they are doing, no one considers this to be an issue.

I believe that a person with ill-intent, possibly with one or two accomplices, could fairly easily attach something to the bottom of the cart on the non-secure side, let the cart get pushed through the detectors to the secure side, and then retrieve that item. I think we could all agree that this would be a problem.

I think the solution is relatively simple. The officer at the detector, instead of waving the cart through, could ask the cart operator to pull down and back on the cart handle, thereby tipping the cart up in the front and exposing the bottom of the cart to inspection.

2014 12:21

Please consider making this small but important change in protocol.

Thanks,

(b)(6)

--

(b)(6)
(h)
(c)

Caller is at Tampa International. She is legally blind. The metal detector beeped twice. She said it was her belt. The TSO stated to her, are you ready to listen? She could not see. He asked her to step aside to take off her shoes. He was talking to her like she was stupid instead of helping her. She stated she was legally blind.

He said rudely, Well I am talking! She was upset tremendously. She could not get his name from another agent. She wants to call and report it. He was not helpful and it is very rude. The supervisor did not offer an apology, but wrote his name down and stated he needed to help another passenger. The name is TSO (b)(6) The callers husband stated he was maybe in his 30 s. He was Caucasian with black hair.

2014 5:07:

Advised:

I apologized about the incident and stated I would forward this information to the CSM for review.

Hi,
My name is (b)(6)
At 13/12/2014, when i was in Austin airport, to go to Munich via Houston, the security guards made me a pat-down.

I'm Turkish Navy Officer, was traveling with Nato Travel Order. I have no valid passports on my own.

NATO says: NATO Status of Forces Agreement (SOFA) orders are not required to show a passport or visa for entry into nor exit from United States under international law and domestic regulations. So NATO members shall be exempt from passport and visa regulations and immigration inspection on entering or leaving the territory of a receiving State.

I tried to explain this rule and shown them an explanation writing from (b)(6) USAF Staff Judge Advocate". but they didnt understand me. they said that because of no passport on me. they had to do pat-down.
was about to miss my plane, i unwillingly accepted pat-down.

i looked to your web site writes : "If a passenger cannot or chooses not to be screened by imaging technology or a walk-through metal detector, the passenger will be screened using a thorough patdown procedure instead. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by imaging technology."

2014 10:06 So im complaining for this situation, and the staff that made pat-down to me.

Their names are:

(b)(6) Security Manager (b)(6) Stakeholder Manager (b)(6)

(b)(6)

Lieutenant

Turkish Navy

(b)(6)

Bu e-posta mesajı ve içeriği sadece gâmiyetli olarak size iletilmiştir. Eğer deâyetli kiâyetle ulaşılmadıkça, bu mesajın yayınlendrilmesi, kopyalanması veya herhangi bir âyetilde kullanılması yasaktır. Mesaj içeriğinde bulunan fikir ve yorumlar, sadece gâmiyetliye aittir. Bu mesaj bilinen tüm virâslere karşı koruma altına alınmıştır.

This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended recipient you are hereby notified that any dissemination, copying or use of the information is prohibited. The opinions expressed in this message belong to sender alone. This e-mail has been scanned for all computer viruses.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/16/2014 8:36:47 AM Airport : GEG - Spokane International Date/Time of Travel : 12/16/2014 5:15 AM Airline & Flight Number : DL 5805 Checkpoint/Area of Airport : TSA Precheck TSA Employee: (If Known) :

Comment : Whoever decided to move Precheck away from the scanner has created a huge bottleneck for the entire security process because of anyone with metal implants. I do, and so did the flight crew member who also had to get hand screening.

We are all now routed through the metal detectors so we have to rove shoes and belts.

The TSA staff was great and seemed just as frustrated as the passengers who were backing up at a busy time of day.

2014 10:06 Up until a couple of months ago Precheck was queued around the perimeter to have the option of either metal detectors or scanner, both of which could be shared with non-prechecks.

Come on, folks, get this straightened out and don't fix something that was NOT broken.

Thanks.

Would you like a response? - True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I urge you to read the following narrative, a flight attendant's perspective of a diverted flight, very closely. It is an illustration of a blatant violation of FAR 108.201 and a potential violation of FAR 108.225. Please confirm receipt of this email and advise of any further instructions. I would like remain anonymous in my submission.

On Friday, March 14, 2014, United Airlines flight 1425 from Chicago O'Hare International Airport (ORD) to Ted Stevens International Airport (ANC) was diverted to Kenai Municipal Airport (ENA) in Kenai, Alaska. The reason for the diversion was severe, unexpected winter weather at Ted Stevens International Airport in Anchorage, Alaska. Upon arrival in Kenai, we were advised that we would be getting more fuel and taking off for Anchorage as soon as weather conditions permitted.

While we were on the ground in Kenai, several problems began happening. We began to run out of food and water. There were several heavy drinkers onboard, many of them upset that we wouldn't continue serving them alcohol throughout the tarmac delay. Our lavatory waste system became extremely full. The waste level indicator was fully in the red. On top of that, we were unable to let passengers off of the aircraft to use the lavatory because there was no Transportation Security Administration (TSA) to re-screen them before they come back onboard.

2014 12:13 After several hours into our tarmac delay, the captain had Pizza Hut pizza and bottled water from a local Safeway grocery store delivered to the aircraft. None of the food or water was ever screened for dangerous articles. Everything was simply driven planeside and brought onboard.

Meanwhile, while weather conditions in Anchorage were not showing any signs of improvement, our captain was about to exceed his maximum duty limitation per Federal Airline Regulation (FAR) 117.

Once the fuelers in Kenai finally arrived, they improperly fueled the aircraft, eliminating any chance of us making it to Anchorage [HYPERLINK "x-apple-data-detectors://2"](#) on Friday evening. It was at this point that the passengers were directed to deplane the aircraft and wait inside the terminal building for further instructions.

After securing the aircraft, the pilot and flight attendant crews also deplaned and left the airport for our hotel.

On the morning of Saturday, March 15, 2014, at approximately [HYPERLINK "x-apple-data-detectors://4"](#) 8:45AM Alaska time, I called the ORD duty desk and spoke to supervisor [\(b\)\(6\)](#) about the situation. She told me that all of the passengers had been rebooked on Alaska Airlines and that the crew would be ferrying the plane to ANC. She then corrected herself and informed me that our flight would be a revenue flight. She assured me, however, that everyone would be re-screened before boarding the aircraft.

When we arrived at the airport, we quickly learned from airport operations employees that none of the passengers were going to be re-screened. No body scanners. No X-ray machines. No metal detectors. No wands. No pat downs. Nothing. As long as they provided a government-issued ID matching their name on the passenger manifest, they were authorized to board the aircraft.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: [\(b\)\(6\)](#)

Date Time: 12/16/2014 12:44:18 PM

2014 2:08: Name [\(b\)\(6\)](#)

Email: [\(b\)\(6\)](#)

Complaints: Long Lines / Lengthy Wait at Checkpoint

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flt 3476 from BWI to FLL departed 12/14/14 at 12:35 pm

Comments: I arrived at BWI 90 minutes before flight, entered the security line 60 minutes before flight. TSA chose to run only 1 scanner, though 2 scanners and 2 metal detectors were available. (both scanners were operational as they closed the first and opened the second midway through the line.

There were approximately 120 people in line. It took nearly an hour to get through. Made it to the ticket/ID checker at the 45 minute mark, explained that my flight was leaving in 12 minutes, and asked if she could help me to the front of the line. Looking as if she could care less, told me I'd have to get permission from each of the 20 people ahead of me, which I frantically did, before sprinting a 1/4 mile to the gate.

IMHO, there is no good reason to subject a passenger to this kind of treatment.

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Seattle

State: Washington

Zip Code (Post Code): 98103

Other:

Email: (b)(6)

'2014 4:11:

==Incident Information==

When did this happen? 12/15/2014

Where did this happen? ALASKA - ANC - Anchorage

International

What happened?

On December 15th, at approximately 12:03am I proceeded through the TSA Precheck line on my way to Flight 108 Alaska Airlines leaving gate C4. I was traveling alone, wearing blue jeans and a beige Columbia fleece. For reference, I have a global entry pass

(b)(6). Your video tapes should be time-stamped as to when my QR code for my flight was scanned. The TSA agent asked me to proceed through the metal detector as normal, no problems.

However, after I was 15-20ft away heading to grab my bags from the X-Ray machine, she stopped me saying I had been randomly selected for additional security. I asked why, and she said the metal detector had randomly chosen me. I asked what are the odds

Remote Client ID: (b)(6)
Date Time: 12/16/2014 8:00:31 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight#: 815
Airline: Spirit
Terminal: 3
Airport: O'Hare
Gate: L-9
Flight time: 8:15am
Went through security around 7:20am
'2014 9:09: 12/16/2014..
Comments: **Complaint about (b)(6)

This was my first time traveling with my eight month old son. We went to Chicago, Illinois so I could introduce him to his great grandfather for the first time. I went through security in New Orleans, and had no difficulties. They were actually very helpful and understanding. My experience at O'Hare was absolutely humiliating. I am rushing taking off my boots and making sure my bags are placed correctly in the bins. My mother, son, and two friends went through the metal detector with no alerts. (b)(6) then yells "The baby bottle must be placed on the conveyer belt." So she held one of those gray bowls in front of my face, mind you she had no blue gloves on. Then I walk through the metal detector, and of course I beep. "Go back!" Say (b)(6) "take off the bangles (bracelets)." (I did the full body scan in New Orleans, so I forgot about jewelry.) I am taking off my bracelets and one falls into the cup holder of my stroller. (b)(6) then yells "They go on the conveyer belt." I told her "I know, one had fallen." She then looks at me and yells once again "You do not have to get an attitude with me." I simply replied "I am not. I just didn't have this problem in New Orleans." She then orders me to break down the stroller and also place it on the conveyer belt (which I did not have to do in New Orleans as well). Of course it is too large so she then again yells at me again "Put it back together, set it to the side, and step through." She then yells for a stroller check. The lady doing the stroller check said it would be a minute. (b)(6) then yells "great", and gives me a nice smirk. There was a nice lady that ran a test on my water for my sons bottle and checked my stroller. I asked her for (b)(6) name and she defended her, so I thought for an instant that this was normal. As I am waiting for all my luggage to be checked a couple walked by and told me "she did not have to be so rude to you." Then another lady walked by and said "write a letter." And lastly a man walked up to me and said "don't let her ruin your day, she was rude to me as well."

The point of this complaint is traveling post 911 is a task, but add an infant and it is extremely overwhelming. (b)(6) had no reason to treat me with such disrespect. She needs to realize that just because she is in an airport on a daily basis, and knows the O'Hare security routine does not mean that everyone does. I would of had a pleasurable experience if she had talked me through the process instead of ordered me. She humiliated me, and I was not the only one who witnessed it. If I were to talk to someone at my place of employment the way she talked to me, I would be terminated. She also needs to wear gloves. She was the only one not wearing them.

Information Request: Caller is a United retiree and she usually has to fly on standby and she can't call the 72 hours prior to the flight to setup assistance. She was wondering if she could ask for a supervisor when she gets to the checkpoint to help her get through the screening. She would probably know about 24 hours before the flight what her itinerary will be.

Response Details: Asked the caller if she felt like the incident back in April was discrimination because her son is disabled and she said yes. Asked the caller if she would like me to give her information on how to file a complaint in writing and she said she would like the information sent to her but she doesn't want to file a complaint. She would like the information in case it happens again she will know what to do.

Advised the caller we recommend that she call 72 hours prior to the flight but that we can still send it if the lead time is less. Also informed her she could ask for a PSS at the checkpoint to help her through the screening. Caller says she was given the number to the manager at the Honolulu airport to call ahead when she gets there and she wanted to know if that was the same for Las Vegas. Gave her the number to the CSM at McCarran which is Carie Muirhead at 702-577-9007.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Have metal implants that may alarm the walk-through metal detector;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

'2014 1:10:

Passengers with metal implants may be screened using Advanced Imaging Technology (AIT), a walk-through metal detector, or a thorough patdown. AIT screening requires that passengers be able to stand still with their arms over their head for 5-7 seconds without the support of a person or device. Passengers using the walk-through metal detector must be able to walk through on their own.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a walk-through metal detector or anomalies identified by AIT. If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- Passengers should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they or their traveling companions or family members:

- Have an intellectual or developmental disability;

Passengers with intellectual disabilities or developmental disabilities, such as Down Syndrome, can be screened without being separated from their traveling companions or family members. Traveling companions or family members may offer

gets a pat down. She was held 15 minutes in a corner and could not see her baggage. When she tried to leave the corner to check on her belongings she was told to get back in the corner. She was yelled at by a TSA agent who stated you chose this. The caller stated that women TSA agents were doing nothing but standing around and laughing at her. She stated she saw woman TSA agents picking there fingernails with a pen and doing nothing. She stated when a female agent finally came over to her the TSA agent was yelling at her to find out if she had any pockets. So she pulled up her shirt to show she was wearing leggings. The lady then yelled at her asking why she pulled up her shirt. The caller stated the screener kept yelling at her to find out if she had any metal or sharp objects in her pockets. The caller stated she would have walked through the metal detector and gone through a pat down to show she did not have anything in her pockets. The caller stated she requested a supervisor and asked for a chair. She was going to collapse because she hadn't had her medication. She felt terrorized. She believes that the incident was racially motivated. She referenced Ferguson, MO. The caller stated the intimidation was horrifying. The caller stated there were 3 huge black woman standing over. The caller stated she saw the screener who was suppose to be watching the x-ray monitor was laughing so hard he wasn't even watching the monitor. The caller stated she would have had a heart attack if she had not received her medication. The caller stated she is 60 year old woman. When the supervisor got over there, she ran the other woman off. The names of the people who were treating her like this are - (b)(6) - (b)(6) - (b)(6) was the scanner who was laughing. This happened last Monday, her flight was scheduled for 1:40. The caller stated the incident happened around 11:45. The caller stated the supervisor did not give her name. The caller stated she spoke to another supervisor who was a white male who was very nice to her. She stated he would not give her his name. Caller kept stating to look at the video to see what happened. She kept asking if this is how someone is treated when they ask for a pat down instead of going through the scanner. The caller stated that while she was waiting for her pat down an older lady with blond hair and brown roots approached her and stated she was harassed at O'hare the night before. She stated she was given the name (b)(6) with TSA. The caller did not have an email address to provide me. The caller also stated she had taken some pictures of the TSA agents who were harassing her on her phone.

I provided the caller with the address for sending in a complaint via postal mail and provided her with all the instructions as to what she should include in her letter.

The address I provided to (b)(6) is:

'2014 5:47: Transportation Security Administration
OCRL, TSA-6
601 12 Street South
Arlington, VA 20598-6006

Airport - O'hare
Airline - United
Flight Number - 797
Date and Time - 12 15 2014 1:40 pm

Caller flew on a travel junket for the casino and traveled from RDU to Tunica Mississippi and the Friday after Thanksgiving November 30th she was coming and went through the WTMD and the lady working it looked at her and called her the random female check and they gave her a patdown. This particular woman was in her face yelling at her and loudly and rudely explained to her what to do. She treated her like a criminal and was right in her face and told her to keep her eyes on her basket. She said do you want to go to some private screening are and the caller said she said she wanted everyone to see what she was doing. She was having a great day and weekend until this happened. She was 5'5, dark black, big chest, stocky build and 200 pounds. After it was over she started glaring at her. The caller is 5'6, 185, blondish short hair, white with freckles, golden cargo pants and a white pullover.

Advised:

I will forward this information to the CSM at Tunica for review and investigation.

'2014 2:21: Airport where the incident occurred: Tunica
Airline: Mike's Travel Junket
Flight numbers: Unknown
Date and time of incident: November 30 2014, 1130 am
What terminal or gate? only one
Individual's contact information email
(b)(6)

process questions as to what they were doing and why but was never answered. Example they swiped her hands and never told her why.

Advised Caller:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

Please note that TSA assumes a very limited role with respect to checked baggage handling. We are only responsible for checked baggage from the time it is presented for screening until the time it has been cleared of screening. Once checked baggage has been screened and cleared, airlines are responsible for transporting it to its final destination. As a result, the amount of time checked baggage is under TSA control is relatively short.

Many airports have automated in-line baggage screening systems which can screen and clear a bag remotely, resulting in no physical inspection at all. However, if a TSO needs to open and search a checked bag, the TSO will place a Notice of Inspection (NOI) inside the bag to alert the passenger that his or her bag was searched by TSA. Additionally, the NOI contains instructions on what to do if the passenger has a complaint.

You may wish to file a claim for missing and or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Claim forms are also available on our Web site at www.tsa.gov. If you decide to file a claim, it will be processed in accordance with the Federal Tort Claims Act.

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Airport: Sanford, FL to Bristol, TN
Airlines: Allegiant
Flight: ??
Time: 1:10
Date: November 29
Bag Tag: Does not have it

2014 10:04

process questions as to what they were doing and why but was never answered. Example they swiped her hands and never told her why.

Advised Caller:

The Transportation Security Administration (TSA) is required by law to screen all property, including checked baggage that is loaded onboard commercial passenger aircraft. To ensure the security of the traveling public, it is sometimes necessary for Transportation Security Officers (TSOs) to conduct hand inspections of checked bags. TSOs receive training in the procedures to properly inspect passenger bags and are required to exercise great care during the screening process so that when bags are opened a passenger's belongings are returned to the same condition they were found. We regret that you were unsatisfied with the manner in which your bags were handled.

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2014 10:04

Because the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. TSOs must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. All TSOs are required to be considerate and thoughtful and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience.

Airport: Sanford, FL to Bristol, TN
Airlines: Allegiant
Flight: ??
Time: 1:10
Date: November 29
Bag Tag: Does not have it

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/19/2014 10:04:21 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 12/19/2014 9:30 AM Airline & Flight Number : UA4907

Checkpoint/Area of Airport : Terminal C TSA Employee: (If Known) : (b)(6) Comment : Horrible TSA Pre-Check experience at BWI. Pre-Check lanes were closed and ALL travelers were being directed to a common screening area. Pre-checkers were told to keep their shoes on and go through a metal detector. We were also told to keep our boarding passes in hand. However, my boarding pass was a mobile one and my phone was put through the X-ray machine. As I approached the metal detector, I indicated to the TSA employee (b)(6) that my boarding pass was on my phone and hence I could not take it through the metal detector. She immediately snapped and told me to take off my shoes and proceed to the full-body screener. I said, "No, this is a ridiculous system. How can I be expected to keep my boarding pass if it is mobile and not allowed through the x-ray machine." Several other passengers also chimed in to indicate that the 'system' made no sense, nor was it clearly indicated. Still, (b)(6) was rude and spoke to me in a patronizing manner. No effort was made to professionally address the system instead I was herded over the to full-body scanner. I do NOT appreciate being talked to like an insolent child. I am a doctor who travels upwards of 150,000 miles a year. I have no time or patience for rudeness.

2014 12:15

I expect this "system" will be fixed at BWI and Tawanda and other TSA Staff reminded that their job is a customer service one. Such behavior just reaffirms my already poor opinion of TSA.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has traveled twice and has to have additional screening. Caller wants to know why she has GE and PreCheck and has to go for this additional screening and how it can be fixed.

Response:

TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

2014 1:39: The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online. Caller has traveled twice and has to have additional screening. Caller wants to know why she has GE and PreCheck and has to go for this additional screening and how it can be fixed.

Response:

TSA seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

2014 1:39: The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online.

The caller started the conversation by asking if I was familiar with GOES and Global Entry. I advised that I was.

He is traveling from ELP to DC. The Precheck indication was on his boarding pass. He didn't have to remove his shoes, however received additional screening after passing through the screening technology. He stated that there was an alarm and he received a pat-down. He stated that the additional screening had to be done because there were items on his person that didn't match his image. He had items (Kleenex and brush) in his pocket. The TSO advised that he asked in regard to metal items in his pocket.

He indicated that he spoke with a supervisor who indicated that he didn't know that there was a CBP enrollment center in EI Pass.

The caller stated that he presented his Global Entry card and it seemed that TSOs didn't know what it was.

The caller stated that he hasn't had to go through such screening at other airports. He stated that he presents his military ID and is taken through a separate line where he walks through the WTMD and then clears screening.

'2014 3:09:

The caller was primarily upset because he received the additional screening.

I explained that he is eligible for expedited screening (Precheck) as a Global Entry member which allows him to leave on his shoes and light outerwear as well as his laptop and 311 bag in his carry-on. Even if the passenger receives expedited screening, TSOs are required to clear alarms via additional screening. Passengers have to be screened by TSA before they can fly.

TSA will always incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening in order to retain a certain element of randomness.

<http://www.tsa.gov/tsa-precheck-participation-tsa-precheck%20%AE>

TSA recommends that passengers remove items from their pocket to reduce the chances of an alarm.

Caller's mother flew this morning from TLH-MIA and had wheelchair assistance and uses a walker due to mobility issues. Caller is upset because her 87-year-old mother received a pat-down.

Resolution:

'2014 3:31: Advised caller that no passengers are exempt from receiving a pat-down. Advised caller that in order to be screened using the WTMD passengers must be able to walk through on their own. Similarly screening by AIT requires a passenger to stand still with their arms above their head for 5-7 seconds. If your mother was unable to be screened via either method a pat-down must be conducted. Also advised caller that pat-downs are used to resolve alarms of the WTMD or anomalies identified by AIT. Apologized to caller for her being upset, but given the nature of the attacks during 9/11 all passengers have to be thoroughly screened before boarding a flight.

Caller stated that his wife (b)(6) was subjected to more screening than necessary at MCO today.

He explained that his wife is over 75 and the first agent told her it was ok to leave on her jacket, while the second asked her to remove it.

Next she showed her metal implant cards to the officer who sent her through the WTMD, and then when she alarmed she was asked to go through the AIT machine. After going through the AIT machine, she was wanded due to an anomaly being found between her shoulder blades.

Caller was furious that his wife had to be subjected to screening three times. He sent in a response via email some time ago, and received a response that the law upholds TSA, which made him more infuriated.

He spent several minutes yelling and telling me the same facts over and over.

He wanted someone from TSA to tell him that his wife would never be subjected to additional screening...just 1 time.

'2014 5:36:

Response Details:

I did tell him that we could send his complaint to the CSM at MCO, and hopefully this type of situation would not recur.

However, I could not guarantee that his wife would never be subjected to additional screening. Especially if there is any sort of anomaly.

Details are:

Airport: MCO

Date and Time: 12/19/2014 4:15am

Gate: 55

Flight: 2062

Airline: US Air

Agent was 5.8 around 60 years of age

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Home Phone

Phone Number (b)(6)

Best Time to Contact :

- 09:00 am - 11:00 am

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address (b)(6)

City: Arlington

State: Massachusetts

Zip Code (Post Code): 02474

Other:

Email (b)(6)

==Incident Information==

When did this happen? 12 10 2014

Where did this happen? MASSACHUSETTS - BOS - Logan

International

What happened?

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited. I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6) as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should never be touched by anyone unless one consents I would miss my flight. TSA personnel are now considered rapists in my mind. There was no reason they needed to subject me to such a search in the first place and the pat down only proved I was safe - I was not a danger in any way. When someone has been sexually assaulted and is told they must allow people to touch them in private areas it triggers panic. Unless TSA is prepared to reimburse people for counseling then there needs to be different procedures for people who have diagnosable PTSD from a sexual assault. After being touched, I was lucky to be able to make it to my flight as I could barely walk I was shaking so bad. The personnel offered to help me to my flight but after that, the last thing I wanted was to allow people who "assaulted" me to help me.

(b)(6)

2014 10:01

2014 7:05

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

Best Time to Contact : 3:00 pm - 5:00 pm

Day of the week:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

PO Box or Street Address: (b)(6)

City: Pittsburgh

State: Pennsylvania

Zip Code (Post Code): 15237

Other: do-not-call

Email: (b)(6)

==Incident Information==

When did this happen? 12/18/2014

Where did this happen? TEXAS - HOU - William P. Hobby

What happened?

(This complaint ends with the text END OF COMPLAINT -- if not present, the complaint has been truncated during transmission and is missing important information.)

The initial screening agent with whom I had contact (and at times

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/22/2014 9:24:05 AM Airport : EWR - Newark International Date/Time of Travel : 12/21/2014 12:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C - United TSA Employee: (If Known) :

Comment : Firstly - on the Sunday before Xmas there were only 2 lanes open. Why is that? The line was incredibly slow - as at least 20 crew members jumped in front driving the process to a standstill. Secondly, my wife and I who are PreCheck through Global Entry were traveling with our 3 year old daughter. The entry guard was hesitant to let us in and I had to explain to him that we're allowed to enter with our daughter even though she's not precheck. Then the agent who was scanning the passes was rude and quiet and literally didn't utter a word - even when he was directly spoken to. Not a good morning, not a thank you - nothing. He checked and waved us through. Then I had to go back to him when I realized that they were distributing yellow cards to precheck people. Then he gave me one which he said was good for the whole family. Then my wife and daughter were going through the metal detector and the agent up there - rude lady there too - said that there had to be a yellow card per person and "someone's taking their stuff off and i don't care what he said." After waiting for a half hour in what seemed like a short line to be treated with such rudeness - when traveling with a family - at Christmas time, after the effort it takes to get Precheck - which was printed clearly on our boarding passes - seems just plain old SILLY. I'm willing to do a lot and will play ball, but this was too much for me. Nothing about that experience was positive. There was no reason for it either. Rules need to be clear so that passengers and agents can all abide by them. but this seemed random, lazy and egregious.

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2014 9:29:

2014 10:06

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Philadelphia

State: Pennsylvania

Zip Code (Post Code): 19146

Other:

Email: (b)(6)

2014 10:07

==Incident Information==

When did this happen? 12/22/2014

Where did this happen? PENNSYLVANIA - PHL - Philadelphia International

What happened? I was randomly selected for testing explosive residue two times in the same line. Once was prior to entering the metal detector and once after. Following this my bags were checked and I was told that my gift that included cheese cutters (less than 2.6 in length with a tiny knob wooden handle) would have to be checked. I received no explanation for the reason these cutters would have to be confiscated. I ended up checking the bag for \$25 and when I returned to the security checkpoint. I was again selected for screening testing for residue despite the fact that at least one TSA agent recognized me from the first time through. The time of the incidences occurred between 6:20 and 8:00 am. I was wearing a grey coat, white scarf, a teal cardigan,

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 12/22/2014 6:19:33 PM Airport : LIT - Little Rock National Date/Time of Travel : 12/22/2014 5:00 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : This is not about this airport it's in general about all the airports I've traveled. It seems like what you have to take off and what you can leave on as well as what can go in a bin and what should be in your bag. I have traveled 4 different airports and the requirements seem to be different for each of what goes where. The most recent today. My wife and I are both TSU PRE and this morning at Love Field we were told to leave our leather jacket on when we went through the metal detector. This evening at little rock we are told they have to come off. Last month in Charleston with cell phone out because I use the electronic boarding pass when we got to the belt and put our suitcase on the belt I was told my cell phone couldn't go in one of the little buckets but had to be in my suitcase. I held up the line during a very busy time to open my suitcase and put my cell phone in.

'2014 8:01:

Would you like a response? : True

Passenger's Name: (b)(6)

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Sent: Monday, December 22, 2014 10:29 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Customer Comment Card - Complaint

Attached is my complaint and followed in a separate email, you will find the password for this password protected document.

Attachment:

Date: December 22, 2014
Time: 2118
Airport: STT (St. Thomas, USVI)

Date/Time of Travel: December 20, 2014/Approx. 13:35
Airline/Flight Number: Amer. Airlines/0986

2014 12:14

On December 20, 2014 at or about 1335 (1:35PM), I was travelling on American Airlines Flight 0986, scheduled to depart at 1600 but was delayed for about 1.5 hours that day. As I was going through the security checkpoint located at Gate 2 or where Gate 2 used to be on St. Thomas, VI airport, adjacent Gate 3 where Sun Country airline and Spirit airline counter is located, my experience with the TSA staff there was horrible. Firstly, some of the TSA staff (not all) are very rude people and their behavior sheds a poor light on TSA. As I entered the checkpoint from the Travel Document Checker (TDC), there were no trays on the lane what was closest to the door where passengers entered the checkpoint and just barely a few left on the second lane. There was a female TSO who was apparently doing two functions, DO (HUB) Officer) and WTMD. I stated to the female TSO, "bin run". The slim/slender built female TSO who wore either braids or dread locks just stood there quietly and did nothing like call for a bin run because the one lane had no bins and the second lane was almost out as it was down to about probably 9 bins. I went over to the second lane to grab a bin of which the female TSO stated that I did not need a bin for my shoes. All I did was set my bags on the table that was closest to TDC of the x-ray 1 (I suppose) and headed to the other side (x-ray 2) for a bin and she was telling me that I did not need a bin for my shoes. Well, unless she is psychic as my flip flops were on my feet and although St. Thomas, VI does not have pre-check, they accommodate passengers with expedited screening, then how would she know why I needed the bin? I said, bin run and that should have been your focus. Even though you could not move and the two officers at the back that were doing bag checks, you could have said bin run so that when they were done, they could grab the bins and run them to the front for the passengers that are coming through the security checkpoint. It was a Saturday and it was busy and I suppose they shifted some of the passengers that were not checking their bags over to the Gate 2 security checkpoint and I say Gate 2 because that is where Gate 2 was now converted into a security checkpoint.

With that being said, I set the bin on the table, took my laptop out of my bag and I set them on the conveyor belt for x-ray screening. I proceeded to the WTMD (walkthrough metal detector) where I showed the same female TSO my boarding pass that reflected a red stamped TSA precheck, waited for her to go from the DO position to the WTMD position to let me through.

As I went to collect my things, they had not come through the tunnel as yet. Finally, my carryon bag came out and then the female STSO stopped the belt and removed my purse from the x-ray and set it on the MDR. As she set my bag on the MDR, she asked if it was okay to go inside my purse and I said yes. The female STSO who was on the x-ray took out my zip lock bag which contained in a foil paper, cheesecake (wrapped in foil). The foil was not all the way closed well and so I put the

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Feedback Type : Complaint
Categories : Disability or Medical Condition; Screening Current Date/Time : 12/23/2014 12:32:23 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 12/19/2014 3:30 PM Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

2014 4:17

Comment : I am pregnant and asked to be patted down as I was advised to avoid the full body scanner. When I mentioned it to a female agent at first it seemed OK. Then the female agent that does the searches came over and proceeded to be very rude to me. She said she was alone and by herself and I would be waiting a very long time to be searched. The other agent started into the conversation and they both raised their voices at me. I said I would wait and the searching agent then proceeded to walk out of the screening area. The other agent then again harassed me about my choice saying it was safe and that the metal detector is bad for pregnant women because it emits radiation and the full body is fine. (Not sure where her facts come from). As she continued to hound me about the long wait I went through the body scanner as she was making me uncomfortable. Right after I did that the searching female agent came back around and proceeded to start working again. I do not mind a wait, but the hounding and rudeness and basic actions to avoid the scan was uncalled for.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller states that on December 6th he was flying from DAL to ELP with Southwest and the officers at DAL made him go through the metal detector even though he had a pacemaker card and told the officers he could not go through the machines. The caller went through screening in the evening time but does not specifically remember what time. The officers told him to come through the metal detector and hand them his pacemaker card.

Information Request: The caller flew from DAL today. The caller has a NOI and the officers unwrapped the gifts in his luggage and threw the wrapping paper back in is luggage. The caller wants to know why the officers unwrapped his gifts. The callers wife flies with a companion pass and the officers would not let her go through the expedited screening with him. They made his wife go stand in an area to wait to be patted down because she was wearing a sling. His wife stood there 15 minutes waiting on an officer and there was a female officer standing there screening other people. The caller states that DAL is the worst place to fly from. He states they are training a lot of TSA personnel at DAL and the caller thinks the way TSA is doing things is because they are training employees.

Response Details: Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, experienced discrimination by TSA on the basis of a disability or medical condition. For your complaint to be considered complete it must meet the following requirements:

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

'2014 4:23: Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

The Transportation Security Administration (TSA) recommends that travelers wait to wrap gifts at their final destination. TSA screens all baggage and packages, and Transportation Security Officers (TSOs) may need to open wrapped items for inspection to clear an alarm.

I advised the caller that the officers makes the decision as to whether a traveling companion can go through the expedited screening line with him.

I advised the caller that the next time he needs to ask for a PSS and they will assist him through screening.

I emailed the caller the information.

Incident Details: The caller states that on December 6th he was flying from DAL to ELP and the officers at DAL made him go through the metal detector even though he had a pacemaker card and told the officers he could not go through the machines. The officers told him to come through the metal detector and hand him his pacemaker card. The caller went through the metal detector and handed the officers the card and then the officers asked him why he went through the machines. The caller Caller wants to speak with a manager to ask if they put him a watchlist? He was at the checkpoint this morning and refused to go through the AIT or Patdown. He was not permitted to go through the WTMD at his request.

What can he to to avoid the AIT or patdown? He wants to go through the WTMD with the Hand held wands.

He wants to ask what his options are for screening. The police were called at the checkpoint.

He was at the Billings Logan, Montana airport today.

Is (b)(6) the person he would need to speak with about his name added to a watch list? He did not proceed through screening.

(b)(6)

Advised:

'2014 7:04: I offered to provide safety and research information about the AIT. Caller declined.

Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown.

He would have to undergo the screening the TSO directs him to.

Whenever a passenger alarms the walk-through metal detector, Transportation Security Officers (TSOs) must conduct additional screening to locate and resolve the source of the alarm. As you know, TSA no longer uses hand-held metal detectors to resolve walk-through metal detector alarms. Instead, a TSO will conduct a standard patdown of the passenger, which allows the TSO to screen for metallic and non-metallic prohibited items.

Ralph Barclay

Phone: 406-255-(b)(6)

Email: (b)(6)

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Ralph Barclay

Phone: 406-255 (b)(6)

Email (b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 12/24/2014 12:31:44 PM

'2014 2:12: Name (b)(6)

Email (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Delta flight 5451 on 12/24 at 1:12pm. Departed from ROC...

Comments: I am 7 months pregnant, so I can't go through the full body scanner. I requested to be screened through the metal detector and was told no, that I had to have a pat down. This has never happened before since I've been pregnant; I've always been permitted to walk through the metal detector, and frequently I am not required to remove my shoes, which is helpful as I have increasingly limited mobility. The female security agent who patted me down was rude and invasive. She used far too much force, insisted I lift my shirt above my maternity pants, which revealed the bottom of my bra, and then she squeezed my stomach around my uterus so hard it caused me discomfort and triggered a Braxton Hicks contraction. I felt this was unnecessarily invasive. The TSA needs a consistent and respectful policy with respect to screening pregnant women.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/26/2014 11:33:41 AM Airport : SJU - Luis Munoz Marrn International Date/Time of Travel : 12/26/2014 12:30 PM Airline & Flight Number : 462 Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known): (b)(6) Comment : I was in line waiting to place my carryon on the belt (b)(6) was letting passengers through the metal detector not the X-ray machine scanner. When it was my turn, she stopped and told me to go to the X-ray machine. All the passengers in front of me was white/Caucasian descents, whereas I am Asian descent. I explained to her I was going through a medical treatment and preferred not to go through the X-ray machine. (b)(6) was ruled and told me to step aside not letting me take my carryon off the belt. I waited for 20 minutes and she never in that time made a call to anyone to do a body search. After 15 minutes, I asked her the status of my wait. She raised her voice and literally yelled at me to go back to the corner to wait and not to bother her.

After another short wait and fearing to miss my flight, I informed her and putting my health at risk that I agree to go through the X-ray screening. She made me go to the end of the line to wait after having waited for a long time on the side. A portion of

'2014 1:02: my plane cost goes to TSA and it's get disappointing that the staff are not trained properly.

I believe she intentionally targeted me due to my race and did not use the property TSA protocol or professionalism required for her duty.

I highly suggest TSA placed Ms Negron on additional training to I prove her skills and not bring her personal problems and target it toward innocent passengers.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation.

The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

'2014 4:52:..

DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

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DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

After the complaint is resolved, DHS TRIP recommends that travelers provide this RCN when making reservations or updating their traveler profile with an airline. This info will assist security technologies to help prevent misidentification from occurring due to the similarity of a traveler's name and personal information to another person in systems that contain information from Federal, State, local, and foreign sources

Response:

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'2014 1:18: Advised caller:

Passengers who have internal medical devices should not be screened by the walk-through metal detector because this may affect the calibration of the device. While TSA has no evidence that screening by Advanced Imaging Technology (AIT) will affect such devices, passengers with concerns should contact their physicians. These passengers may request a thorough patdown rather than using screening technology.

Advised caller that she will have to take the laptop out of the carry-on bag. They may ask her to power it up as well. She should not place the laptop in checked baggage.

Caller flew from CMH and had to undergo additional screening and present his passport. Caller is having to undergo additional screening when he goes through the checkpoint quite often and wants to know why.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

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- Traveler's belief that they are on a government watch list.
- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.
- Difficulty printing a boarding pass at home or at the kiosk.

2014 10:25

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On December 13th following a trip through the Atlanta International Airport I sent the TSA the following and to date have not received a response:

"I was able to disconnect from my POC briefly. Unit was lifted up to belt by my husband. I had nasal cannula in my nose and my hand. I was told I could not walk with it through the metal detector. This made no sense to me as a nasal cannula is non-metal, non-latex material. I was told to put it in my carry-on tote bag to be put through x-ray screening. I informed the person I would want to get the nasal cannula out myself as I did not want someone who had been handling many bags from various persons to be touching the cannula I would be putting back in my nose. He said no problem. When tote bag finished going through x-ray screening, instead of the bag being returned to me, it was subject to further hand-search for some reason which was never disclosed to me. I told the gal who grabbed the bag that I needed the cannula so I could get back on my POC. She refused to allow me to get the cannula out myself, saying I could not remove anything from the bag until she searched it. As I was trying to explain I wanted her to put on clean gloves, she grabbed the cannula and handed it to me - her hands were touching the part that would go back into my nose. I do not want to be subject to diseases she may have passed with dirty gloves, and I was forced to dispose of the nasal cannula. Fortunately, I had ONE remaining cannula. As I was fighting to breathe, I had to get out the new cannula, rip the bag open and attach it to my POC unit. My oxygen level had dropped considerably during that screening process and I was close to passing out from low level oxygen.

2014 8:22: A couple years ago I was subjected to similar treatment from a TSA agent in Phoenix. I thought it was a fluke - that that particular gal just had not had proper training on dealing with an oxygen dependent traveler. However, after this experience I wonder if this is the normal treatment to expect.

I do not like my doctor to enter a room and treat me after seeing other patients without washing his hands and changing gloves. I do not like people handling my nasal cannula with dirty hands and dirty gloves and expect me to put it back into my nose - nasal membranes are thin and diseases can be easily contracted by not following proper medical protocols. Atlanta is an international airport. Who's to say she had not previously handled a bag of an Ebola or flu infected passenger.

I would like your recommendation on what I need to do to prevent this from happening on future travels by air."

I will be traveling again January 5th and would like to know how to avoid the problem of having dirty hands/dirty gloves from handling my nasal cannula...and if I find I am NOT able to disconnect from my POC, what is the proper protocol for going through security - both for myself and the TSA agents I will come into contact with? Do I need to make arrangements for a TSA specialist at each check point in advance?

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address: (b)(6)

Phone Number (b)(6)

Address: (b)(6)

Zipcode:

2014 8:24:

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/29/2014 9:34:47 AM Airport : PHL - Philadelphia International Date/Time of Travel : 12/29/2014 9:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal C

TSA Employee: (If Known) :

Comment : The security agent appeared to be very frustrated with an individual a few spots ahead of me setting off the metal detector. After they sent her for screening he began being very rude to the rest of us continuing to bark "move it" "go on" "move now" I had an item (blanket) get stuck on the conveyor belt and I turned to ask the agent to push it as I was already through the detectors and he began yelling at me to clear the area despite my telling him I did not have all my items. Luckily another passenger on that side heard me and pushed my item. I understand this is a high stress job but, his behavior was extremely rude.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 12/29/2014 8:31:15 AM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 12/29/2014 6:30 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal E Security Checkpoint TSA Employee: (If Known) (b)(6) Comment (b)(6) (an African American) was assigned to search me because I asked to go through the metal detector instead of the full body scanner.

When patting me down he flattened his hand in a vertical orientation and forced between my buttocks. I said I don't think that's part of a professional pat down, to which he replied "you probably like it." To which I replied no I did not like it, or his lack of professionalism. He accused me of lying saying "you probably gay"; I said that I was not. Then he proceeded to palpate my genitals 4 times making to comment "You have a little dick." Furthermore he made many racially directed comments pointing out my European heritage multiple times. This I believe was discrimination on his part against my European ethnicity.

2014 10:13 In the interest of helping you identify this discriminatory employee with an utter lack of professionalism here is a description, African American, appx. 5'10, black frame glasses, average build.

I am very disgusted by his utter contempt for me as a human being and feel that I was racially targeted. I want a report of the disciplinary action that is taken.

I am considering calling my attorney and/or a major media outlet if this appalling behavior is not addressed in an appropriate manner.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

That is NOT the intent of my email....although, if you believe this is a violation of my rights, treat it as same. The below email outlines an incident that occurred going through the Atlanta International Airport on December 11th, going through the security check point leading to Delta airlines flight from Atlanta to Flint.

My previous experience was several years ago (soon after the TSA was beefed up and more screenings were occurring). I was leaving Phoenix airport and that gal wanted me to remove my oxygen, which at that time I was not able to do (newly diagnosed with pulmonary hypertension and at a higher elevation than I'm used to). She tried making me stand behind a line and taking the unit about 9 feet away to a table. My cannula was only 7 feet long and I had to follow her beyond the line. She started to make a stink about it and I told her if she wanted me to remove the cannula, she might as well call 9-1-1 now because I would pass out. Finally a supervisor came over and told her I could leave it on and stand at the limit of the cannula away from her (which is all I had asked her to do) and her supervisor further told her she needed to watch me so she was not causing me any discomfort....so I passed that incident off as new inspector and/or poor training.

The recent incident that just occurred in Atlanta, however, was either total stupidity on the inspector's part (handling a medical piece of equipment -nasal cannula - with dirty gloves) or perhaps she needs proper training. I don't think this rises to the level of Civil

Rights violation...but I think it fails to meet a reasoning, intelligent and courteous treatment of an oxygen dependent patient, as well as fails to meet proper medical protocol.

My intent is simply to find out from you what I can do to avoid uncomfortable situations and what I can do to help the TSA agent at screening checkpoints to understand that dirty gloves/dirty hands are not appreciated while handling my equipment. Do I need to request a TSA specialist each time I fly in advance of my flight? Do I need to slow up the inspection line to ask for special treatment and clean gloves on sanitized hands? Do I ask for a TSA specialist at the point of inspection? There was no special line for people with handicaps at that particular location that I was able to see.

2014 12:28

I do not want to be a pain in the neck to any TSA agent. I want to cooperate for searches as I realize they are needed in this day and age for my safety as well as the safety of all passengers. Just tell me what is proper TSA protocol.

Again, I state I do not consider this a Civil Rights violation. However, if YOU determine this is a Civil Rights violation, I believe the only other information you need is my contact information beyond my email:

(b)(6)

Williamsburg, MI 49690

(b)(6)

Thank you for any help you can give me.

From (b)(6)

To: tsa-contactcenter@tsa.dhs.gov

TSA ever. Caller stated that he had TSA PreCheck and was going through the the lane. Caller stated that he was going through the WTMD, but forgot to put his items in the bin. Caller stated that the officer looking and him very rudely and told him to put the items in the bin that he is not his momma. Caller stated that he put his items in the bin and the officer kept starring him down. Caller stated that throughout this process he never said a word, but was very upset. Caller stated that the officer kept making homophobic remarks to him. Caller stated that after passing through continuing to not speak the officer started talking to another co-worker. Caller stated that he was very humiliated and wanted to report this to a supervisor. Caller stated that the supervisor told him that they have had problems out of him before and his name was (b)(6). Caller stated that he saw the officer notice he was reporting this and he went off to another line. Caller believes this was discrimination based on the protected class of sexual orientation and poor customer service.

Airport: Nashville, TN

Airline: United

Flight Number: 6152

Date Time: 12 29 14 - 4:00pm-4:15pm

Terminal Gate: A

TSA: (b)(6)

Discrimination based on the protected class - sexual orientation

Email Address: (b)(6)

'2014 5:22: Resolution:

For your complaint to be considered complete according to U.S. Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 CFR §15.3(b) and §15.70(d)(3)), it must meet the following requirements:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your reason in your complaint.

Information Request: She stated that she will have her lawyer file the complaint for her.

Response Details: TSA personnel should never separate passengers from their service animal. The passenger should inform a Transportation Security Officer (TSO) that the animal is a service animal. Passengers should have documentation or the service animal should be wearing equipment (i.e. harness, vest, etc.) to indicate that it is a service animal.

A TSO will physically inspect the service animal and the service animal's belongings (i.e. collar, harness, leash, backpack, vest, etc.) in order to resolve the alarm. Although the service animal's harness will not be removed, it and other items they may be carrying, such as a backpack, are subject to screening.

She can file the written complaint and we will email her the instructions for doing so on the address provided.

Be filed within 180 days of the alleged act of discrimination;

Be in writing;

Include the name and address of the complainant;

Include the date of the alleged act of discrimination;

Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

Be signed by the complainant or someone authorized to sign on behalf of the complainant.

'2014 6:42:..

If a passenger has concerns about his or her screening, he or she should ask to speak with a supervisor or Passenger Support Specialist while at the checkpoint.

Email sent.

Incident Details: The caller is needing a contact number regarding a complaint she needs to file. She stated that she is currently at the airport and she went through screening.

She stated that a gentleman doing screening at the checkpoint wanted her to remove her dog's harness for screening, and would not let them through until it was done. She stated that it is against the law. She stated that he made her walk through the metal detector without the service animal and did not even offer to lead her through. She stated that he made her give the service animal to her sister to walk through the WTMD. She stated that they just kept telling her to go right here, and she was not able to follow, since she is visually impaired. She stated that she was bumping into the metal detector at the checkpoint. She stated that it was completely against ADA to make her remove his gear. She stated that they were also flying with a 5 year old. She explained that they would not let the dog go through until the gear was removed, and then he asked her sister to leave the dog sitting on the other side of the WTMD, and walk through her self. He told them that the gear will alarm the WTMD. She stated that they tried to explain to the gentleman what normally happens with the service animal, and he would not listen. She stated that they asked for his superior and she was originally denied, and he refused to provide his name. She stated that he did at the end, and she did speak with his supervisor, however she basically told her that he followed proper procedure and the gear did have to be removed. She stated that the incident was videoed by another passenger going through

Information Request: She stated that she will have her lawyer file the complaint for her.

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2014 6:42: Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and

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Email sent.

Incident Details: The caller is needing a contact number regarding a complaint she needs to file. She stated that she is currently at the airport and she went through screening.

She stated that a gentleman doing screening at the checkpoint wanted her to remove her dog's harness for screening, and would not let them through until it was done. She stated that it is against the law. She stated that he made her walk through the metal detector without the service animal and did not even offer to lead her through. She stated that he made her give the service animal to her sister to walk through the WTMD. She stated that they just kept telling her to go right here, and she was not able to follow, since she is visually impaired. She stated that she was bumping into the metal detector at the checkpoint. She stated that it was completely against ADA to make her remove her gear. She stated that they were also flying with a 5 year old. She explained that they would not let the dog go through until the gear was removed, and then he asked her sister to leave the dog sitting on the other side of the WTMD, and walk through her self. He told them that the gear will alarm the WTMD. She stated that they tried to explain to the gentleman what normally happens with the service animal, and he would not listen. She stated that they asked for his superior and she was originally denied, and he refused to provide his name. She stated that he did at the end, and she did speak with his supervisor, however she basically told her that he followed proper procedure and the gear did have to be removed. She stated that the incident was videoed by another passenger going through To Whom It May Concern,

I have worked at Washington Dulles International Airport for several years, and am curious as to why the TSA employees are exempt from being screened. All other employees working at the airport are required to have their bags x-rayed and walk through metal detectors. Is this exemption protocol implemented at all airports in the US, or just at IAD? It seems hypocritical, especially as I witness a TSA employee walking through a gate beside the metal detector and setting off the alarm, but is then allowed to continue on their way unchecked. I have also heard from airline maintenance staff that workers with higher security level badges are able to bypass security screening completely by accessing secured doors in the lower levels.

2014 9:03: Knowing that a large number of people working in the airport go unchecked every day doesn't make me feel very safe in my work environment.

Thank you for your attention to this matter.

Sincerely,

(b)(6)

Hello there,

I'm writing this email to comment on an incident that happened recently. I was flying out of Honolulu International Airport on the island of Oahu on December 21. My flight was bound for the island of Kauai. I was booked on Hawaiian Airlines Flight HA345 departing at

10:10 am. I was going through the security checkpoint at around 9:15 am, and everything was normal. As I was passing through the metal detector though, the alarm beeped, and I realized that I had forgotten to take my cellphone out of my pocket. I commented to the screener, "Oh, my cellphone, yeah?" To which he replied, "Well cellphones are made out of metal, right?" in a very rude, sarcastic tone. Keep in mind that before I met this gentleman, I didn't do or say anything to warrant such treatment. I didn't look at him funny or say anything at all towards him. I was quite disturbed by this remark, but I kept my cool and continued through the checkpoint. It wasn't until I spoke to my wife a few minutes later (she was following me through the checkpoint line), that really got me steaming. She said that she heard the same agent loudly mention to a colleague, "Hey. I wonder if cellphones are made out of metal?" It was at that moment that I went back to the checkpoint and asked to speak to a supervisor. He was very courteous, and gave me everything I needed to fill out a complaint. This was at Checkpoint 1, and the agent's name was Sean. There really is no need for this type of behavior. Travelers are already stressed out as it is, and we don't need a TSA agent to be conducting himself in such a foul manner to make a situation worse. Could someone please make sure to speak to the agent about this? I wouldn't want someone else to experience the same thing I went through. If you need further clarification on this matter, please reply back to this email

2014 10:04

Thank you so much for your time and attention,

(b)(6)

Re: 3 Pieces of Jewelleries Lost at the Transportation Security Administration ("TSA") Passenger Screening/Baggage Checkpoint for Business/First Class Travelers at Terminal 4 of the John F. Kennedy ("JFK") Airport on December 18, 2014

I am writing to seek your help in search for the 3 pieces of jewelries that (b)(6) left and lost at the TSA Passenger Screening/Baggage Checkpoint for Business/First Class Travelers at Terminal 4 of the JFK Airport on December 18, 2014 after my calls with various contacts at the JFK Airport and Singapore Airlines. I set out below (b)(6) details and departure flight information for your reference:

Name of Passenger: (b)(6)
Departure Flight: SQ025 departing New York for Singapore via Frankfurt
Date of Departure: December 18, 2014
Time of Departure: 08:25 p.m.
Estimated Time at the TSA Passenger Screening/Baggage Checkpoint: 06:45 p.m. – 07:20 p.m.
Contact Email: HYPERLINK (b)(6)
Contact Telephone: (b)(6)

2014 10:03

(b)(6) and he was on a business trip to the U.S. between December 15, 2014 and December 18, 2014 to attend (b)(6) and (b)(6)

On December 18, 2014, after (b)(6) meeting ended in the afternoon, (b)(6) drove all the way from Westbrook to Terminal 4 of the JFK Airport. After (b)(6) had checked-in his luggage and collected his business class boarding pass at the Singapore Airlines' counter, which was around 6:45 p.m., (b)(6) proceeded to the TSA Passenger Screening/Baggage Checkpoint for Business/First Class Travelers. As usual, (b)(6) put his carry-on bag, briefcase and DELL Notebook on the conveyance belt for baggage screening monitoring, and then (b)(6) walked through the metal detector. When (b)(6) walked through the metal detector, the detector detected that (b)(6) had metallic items with him. As a result, a female security officer responsible for the metal detector monitoring asked (b)(6) to take off all metallic items on his body. (b)(6) followed the security officer's order and took off (i) his white gold necklace with a jade pendant, (ii) his Bottega Veneta ("BV") silver bangle, and (iii) his Rolex Daytona watch that he was wearing. (b)(6) put his 3 pieces of jewelries in a plastic round bowl given to him by the security officer and then put the plastic round bowl on the conveyance belt for baggage screening monitoring. Before (b)(6) proceeded to walk through the metal detector for the second time, he was asked by a male security officer responsible for the baggage screening monitoring to take out a bottle of water from his carry-on bag which went through the baggage screening monitoring earlier. (b)(6) carry-on bag was returned to him and (b)(6) followed the security officer's order and took out the bottle of water from his carry-on bag. After (b)(6) took out the bottle of water from his

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 12/30/2014 11:44:46 PM Airport : LAX - Los Angeles International Date/Time of Travel : 12/30/2014 8:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : T1

TSA Employee: (If Known) (b)(6)

Comment : Totally mismanaged. Not enough lanes open. No PreCheck. Vague instructions regarding PreCheck clearance at metal detector. Overloaded belts airside, causing bins to topple. Surly screeners barking orders at passengers to tend to empty bins.

2014 8:20:

(b)(6) is supervisor. She was mildly receptive to my comments.

Would you like a response?: True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Guna M.p.
Zipcode:

2014 8:20:

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? Yes

Gender? Yes

Disability? No

Which U.S. airport were you traveling through?

Indianapolis International Airport

Caller flew from JFK with her children and husband on JetBlue. Caller and family were waved right through and did not have to take off their shoes, but did go through the WTMD for screening. Caller is no in SJU, and was told to take off her shoes for screening. Caller is upset that there is no consistency at the checkpoints across the nation.

2014 4:54:

Response:

There is an exception to the shoe removal policy; passengers with disabilities, medical conditions, and prosthetic devices do not have to remove their shoes. However, TSOs will give them additional screening.

Advised caller that her shoes were still screened, but there is a randomness to the screenings for security purposes.

Today I took my 75 year old mother to BWI so she could return home to Florida. I was quite upset to see your agent at the screening point make her take off her shoes. My mother has a bad back so it was bad enough that she had to stand in line for 10 minutes waiting to get to the screening point. After sending her bags thru the X-ray and walking thru the metal detector she was sent back and told to remove her shoes. She can barely stand for long and was forced to bend over to remove her shoes so she could pass thru the checkpoint. Had she fallen and hurt herself you would be hearing about this from a lawyer instead of me. The rules as I read them on your website say that passengers over 75 can keep their light jacket and shoes

2015 6:23:1 on. If I know the rules but your agents at BWI don't then you must hire fools or idiots at that airport.

(b)(6)

Hi! Recently on the 29th of December last year, I had a bad experience with Chicago O'Hare's TSA checkpoint. I'm 18 and have Asperger's Syndrome, which is a high-functioning form of autism, and an anxiety disorder. I asked one of the men who was at the front desk of the checkpoint if I could leave my shoes on and he rudely said "no". Then, one of the ladies was rude to me when she had me step into the big metal detector thing. I told her beforehand that I have titanium plates in my mouth because I had jaw surgery on June 4th. Anyway, while I was in the big metal detector, she told me to take my scarf off because it had sparkles on it, but I told her that the sparkles were plastic, then she went on with the detection and had me step off after. I thought I was done, so I went to get my stuff, but she caught me, showed me the digital picture, and, in a mean and kind of loud voice, said, "It's not just a metal detector, it's an everything detector!" and pat me down on my upper back-lower neck area and let me go. Honestly, what I didn't and should've told her was that I have a high-functioning form of autism and an anxiety disorder, both neurological and emotional disabilities, and a metal permanent retainer on my bottom teeth. Anyway, I think TSA should allow people on the autism spectrum, like me, to have TSA PreChecks and treat them equally somehow at the same time. I also fall under the Americans With Disabilities Act of 1990(although I was born in 1996), and think that there should be another law passed, I don't know. Anyway, thank you for reading this!

2015 7:05:3

Sincerely,

(b)(6)

Sent from my iPod :) O:)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: (b)(6)
Zipcode: 77377

'015 7:06:0 Are you 18 or over? yes
Are you represented by a third party or an attorney in this matter?
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? yes
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?
William P. Hobby Airport

What was the date and approximate time of the incident?

Caller just contacted Delta. She wanted to submit a complaint in regards to a rude screener at DEN. Caller said she was in the PreCheck lane at DEN. She has had a hip replacement which she normally informs them of, but she forgot to notify them on this occasion. She said the TSO was hurrying her along and when she went through the WTMD it went off. She then informed them of her metal implant. She said the TSO got upset at her and was rude because she did not notify her about her implants sooner.

'015 2:23:0

Advised caller I could take the complaint and forward it to the CSM at DEN but caller wanted to file the complaint online herself.

Directed caller to <http://www.tsa.gov/contact-us> and advised her that she could send an email or use the Talk to TSA application
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)
Date Time: 1/3/2015 2:57:13 PM

Name: (b)(6)
Email: (b)(6)

'015 3:30:2 Complaints: Discourteous/Rude Employee
Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight number: UA 4531
Airport: Charleston International Airport in North Charleston, SC
Terminal: A
Comments: Hi there...

On January 3rd, 2014 I arrived at the airport in North Charleston at 5 a.m. for a flight scheduled to depart at 6:08 am. By 6 a.m. I had not still boarded the plane. Finally, I made it to the metal detector and the agent stood there for minutes, letting me nor anyone else go through. I then politely asked him if it would be possible to go ahead through because I am about to miss a flight. His exact words to me were: "Lady, I don't care if you miss your flight." I was then let through but too shocked to respond to his rude, unprofessional remark. If nothing more, I am just asking that this is brought to his attention so he is a little nicer to not just travelers but t people in general. Unfortunately, I was in a hurry but he was a big guy, about 5'11" and had no hair.

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- National Origin
- Profiling
- Race Ethnicity

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address: (b)(6)

City: Hyattsville

State: Maryland

Zip Code (Post Code): 20783

Other:

Email (b)(6)

:015 3:31:1

==Incident Information==

When did this happen? 01/03/2015

Where did this happen? KENTUCKY - SDF - Louisville

International

What happened? I was traveling alone, wearing a blue button-down shirt, blue jeans and I was walking through the TSA screening procedure and every other person walking ahead of me and behind me was allowed to go through the metal detector. I, however, was forced to go through the full body scanner and received a pat down for no other reason than my physical appearance and foreign sounding name. I am a medical student, and a proud American citizen. This is unacceptable.

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- Gender Sex
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address (b)(6)

City: Walnut Creek

State: California

Zip Code (Post Code): 94595

Other:

Email (b)(6)

015 3:08:5

==Incident Information==

When did this happen? 01/02/2015

Where did this happen? WASHINGTON - SEA - Seattle-Tacoma

International

What happened?

Travelers: Myself, Mother, Father

Flight info: CDG SEA (delta flight 33), connection SEA SFO (delta flight 5738)

What I was wearing: Black leggings, tank top underneath beige cashmere turtle neck

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/4/2015 6:08:49 PM

Airport : DEN - Denver International

Date/Time of Travel : 01/04/2015 3:45 PM Airline & Flight Number :

Checkpoint/Area of Airport :

015 7:02:4

TSA Employee: (If Known) :

Comment : I'd like to see less random recipients of TSA Pre. It's frustrating to pay for limited screening and then have a longer line than standard screening. Also it would be helpful to have the metal detectors at airports aligned in sensitivity. I've had trouble going through the detectors with the same belt/watch/shoe combination. Portland (pdx) seems to do a great job, never has a line and everyone seems to be very quick through the process, they have set a high standard.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/4/2015 11:58:37 PM

1/4/2015 8:25:0

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LAX Terminal 3 - Jan 4, 2015 at about 7:30 AM - (Jet Blue 124 to JFK).

Comments: We traveled from JFK to LAX on Dec 27 and returned on January 4, with our two small children. Throughout our trip, TSA officers were courteous, patient and helpful. However, Officer (b)(6) at LAX Terminal 3 was extremely unpleasant, not only to our family but also to other travelers in the precheck lane. For example, he was making extremely arbitrary decisions about what could or couldn't be worn or carried by a passenger (such as what was a "light jacket", what could remain in pockets, etc.) and then harshly criticized passengers for not abiding by the rules. Ultimately he significantly slowed the line - it was as though he wanted passengers to "get it wrong" with respect to the rules.

When it was our turn to proceed through the metal detector, our 3 year old went through first (by herself) and then I went next. The machine beeped (the officer said it was a random beep, not anything I was carrying) and then separated me from my toddler on opposite sides of the security cordon, which made her very frightened.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/4/2015 11:08:23 PM

1/4/2015 8:25:3

Name: (b)(6)
Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: I was leaving San Diego I qualified for pre screening and the female TSA workers were rude. One told me to go thru the metal detector then other female yelled at me for going thru. She said I didn't tell you to come thru and I informed her the female did. Then they pulled me aside and called for a male search. The male TSA worker showed up and the same female TSA worker told me I could leave. Even the male TSA worker was confused. This happened 1/04/15 around 730 pm this type of behavior is inexcusable. I fly in and out of San Diego every month

From: donotreply@ContactUs.tsa.dhs.gov [mailto:donotreply@ContactUs.tsa.dhs.gov]
Sent: Sunday, January 04, 2015 7:10 PM
To: TSAExternalCompliance
Subject: Contact Us: Civil Rights Civil Liberties Complaint

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 1/4/2015 7:10:15 PM

1) Information about the person who experienced the civil rights civil liberties violation
(fill in what you can)

Yes

1/4/2015 8:28:22

First and Middle Name:

(b)(6)

Last Name:

(b)(6)

Main Phone:

(b)(6)

Work Phone:

Cell Phone:

PO Box or Street address:

(b)(6)

City:

Albuquerque

State:

NM

Caller's wedding ring was stolen at the checkpoint. It was a platinum band with diamonds on top of the band. He was at the checkpoint at 5:45AM. They were at Terminal A. They directed him to the B Terminal for a shorter line. The TSO asked him to take the jewelry, cell phones, and items out of his pocket and place it in a laptop bag. He did not have to take off his shoes or did not have to take out the laptop of the case. He thought it was odd. He was separated from his bag and he did not ask him to go through the WTMD next to the x ray machine. His bag was still not out of screening after he went through the WTMD. It was not a normal security screening process. He did not have to take his laptop out of the bag. He was rushed through the security screening process. His wife has called the Lost and Found department and it has not been turned in. Is it normal for this type of expedited screening? It was chaos. Caller asked if he was scammed into leaving his ring alone.

Advised:

I stated I would forward this information to the CSM for review. I offered a claim form for possible reimbursement which would be sent to his email address within 24 hours. I explained they may have offered the WTMD and expedited screening because he would have missed his flight. They could have been provided the information and may have been running behind schedule.

1/4/2015 2:18:3

Airport--MCO

Date Time--01/05/2015 07:20 am

Gate or Terminal--Terminal B

Bag Description--Black Swiss Army laptop bag, Switzerland red symbol, 2 zipper pockets.

Airline--American

Flight #-- 153

I stated he should contact the lost and found department again in case it was submitted after she called. Orlando International Airport
407-825-2111

Form sent via email.

Caller travelled Last Friday from the Dominican Republic. She had travelled there on Dec 21, and on both legs she had 4s on her boarding passes. She was subjected to additional security. Her call was to express concern, and see if she should expect this on future flights

Advised caller

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

!015 5:46:4 TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

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Advised caller

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Since this is the first round trip with this additional screening, this would be in line with a random selection process. If this happens again on a future flight, then please call us back for additional service.

able to remove her shoes or lift her arm. Caller states that she has a replaced hip so she usually goes through AIT, but will not be able to do that this time. Caller is upset that she won't get PreCheck.

Advised caller:

TSA has begun to identify passengers who may be eligible for expedited screening through a risk-based analysis of passenger data using the same Secure Flight data that passengers have provided for years. TSA's new initiative will use this same information to also identify low-risk passengers to determine if they should be directed to the TSA Precheck lane for expedited screening. These passengers should not expect to be directed to the TSA Precheck lane each time they fly.

No status found.

Based on the information provided, we were unable to locate you in our system. If the information you entered is inaccurate, please correct and click 'Next' to try again. If your information is correct and you feel this message is an error, please call 855-DHS-UES1 (855-347-8371).

Before the security screening begins, it is important for passengers to inform the Transportation Security Officer (TSO) if they:

- Cannot remove their shoes;
- Need assistance;
- Have difficulty raising their arms; or
- Have difficulty walking or standing alone.

Passengers are not required to remove their shoes if they cannot remove them because of medical complications, discomfort, pain, balancing problems, or because the shoe is part of a prosthetic. However, passengers' shoes must undergo additional screening, which may require that passengers lift the bottom hem of their pants. Passengers can request to be seated during this portion of the screening. TSA also may use technology to test shoes for traces of explosive material. If explosive material is detected, passengers will have to undergo additional screening.

If a passenger cannot or chooses not to be screened by AIT or a walk-through metal detector, the passenger must be screened using a patdown. A patdown procedure also is used to resolve any alarms of a metal detector or anomalies identified by AIT.

If passengers are screened using a patdown, it is important to know the following:

- Patdowns will be conducted by a TSO of the same gender.
- Passengers may ask for private screening at any time.
- A private screening will be offered if the patdown involves sensitive areas.
- A companion may be present during the private patdown screening with the TSO or other TSA employee, and this companion will be rescreened when the patdown is completed.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 1/5/2015 11:30:01 PM Airport : SLC - Salt Lake City International Date/Time of Travel : 01/05/2015 9:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 2

TSA Employee: (If Known) :

Comment : I was required to take off my shoes and go through the general search. After I had put my cell phone into my bag and put it into the metal detector (what else am I going to do with it--take it with me through the metal detector?), I was told for the first time that I would need to present my boarding pass.

I can't imagine this will go anywhere or anything. Will result in this. But I did pay a fee and submit myself and my identifying information so as to reduce the burden imposed by airport security theater. You can understand, therefore, why I feel like I did not get the benefit of my bargain.

Would you like a response? : True

Passenger's Name: [REDACTED]

Phone Number : [REDACTED]

Email: [REDACTED]

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The caller flew from EWR to PBI on 12-30. She asked what the rights are for the patdown. She stated that her 83 year old husband had to remove his shoes, belt, and undergo a patdown. She thought that it was very uncomfortable for him. She stated that she thought all of that stopped once a passenger turns 80. She stated that this has never happened before, and the persons in front of him got to go on through. She stated that the luggage did not alarm and it was fine. She explained that there was an officer available and they did the patdown.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed. We are not able to tell her exactly why he received a patdown, however his age does not exempt him from the process.

015 12:29:1

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, and children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile. There is no way for a passenger to completely avoid a patdown for screening.

If a patdown is required in order to complete screening:

The patdown should be conducted by a TSO of the same gender. Sometimes, passengers must wait for a TSO of the same gender to become available.

The passenger can request a private screening at any time and a private screening should be offered when the TSO must pat-down sensitive areas. During a private screening, another TSA employee will also be present and the passenger may be accompanied by a companion of his or her choosing.

A passenger may ask for a chair if he or she needs to sit down.

The passenger should inform TSOs of any difficulty raising his or her arms, remaining in the position required for a patdown, or any areas of the body that are painful when touched.

A passenger should not be asked or required to remove or lift any article of clothing to reveal a sensitive body area.

The caller flew from EWR to PBI on 12-30. She asked what the rights are for the patdown. She stated that her 83 year old husband had to remove his shoes, belt, and undergo a patdown. She thought that it was very uncomfortable for him. She stated that she thought all of that stopped once a passenger turns 80. She stated that this has never happened before, and the persons in front of him got to go on through. She stated that the luggage did not alarm and it was fine. She explained that there was an officer available and they did the patdown.

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Caller is wanting to address his concerns with the TSA PreCheck lane at LAX united complex departure level terminal 8. Caller stated that they do not have a AIT machine there. When you go through the WTMD and it alarms they were sending passengers back and making them remove their shoes, belt, 3-1-1 bags, and laptops and going through the WTMD again. Caller stated that it causing the wait time for other passengers to go up and was defeating the purpose of PreCheck. Caller did not want to provide any further information or contact method he just wants his complaint to be given to management at LAX.

015 3:44:2

Advised caller:

Since your complaint concerns security screening at a specific airport, we have forwarded a copy of your e-mail to the Customer Service Manager at that airport.

(b)(6)

Brooklyn, NY 11201

(b)(6)

January 8, 2015

Dear TSA-

I am writing this letter to inform you of an incident that happened on Dec 29th at DFW airport. We have flown internationally and domestically before with my 11 year old son who has severe cerebral palsy. We are used to additional screening procedures that occur when taking medications and prescription formula through the security check-points and have found the TSA agents, in the past, to be very professional. This was not the case at DFW on Dec 29th.

I informed an agent (upon entering the check-point) that we had called TSA Cares, because we were carrying-on medications and prescription enteral formula. The officer asked if we had a prescription for the formula. I indicated that we did. She said it would be no problem going through security. We then x-rayed our belongings: 2 backpacks, stroller, bag of pill-based medication (transparent so one can see through), laptop, ½ case of enteral formula medication with script taped to the outside. My husband carried my son through the metal detector, and I walked through the x-ray machine. When TSA agent (b)(6) saw the prescription formula the following occurred:

015 9:03:1

The TSA agent insisted that she open ALL the cartons of enteral formula medication (there was approximately 7 small cartons). I explained to her it was a prescription formula medicine that was used to G-tube feed my son, and we had ordered it from a medical supply vendor (it could not just be picked up from a pharmacy). I stated that if she opened all of food cartons that we would have no way of feeding my son because once opened it begins to go bad. I showed her the script that was taped to the outside of the box. She insisted on opening them, so I said she could open one and screen the outside of the rest of the containers.

She said because we refused to open ALL of the containers that they would have to pull ALL of our carry-on items and do a more intensive search of each of them. They then took all of the items that had just been x-rayed (including our shoes) and very thoroughly tested them inside and out.

She also said because we refused to open ALL of the containers one person in our party would need to undergo a formal pat-down.

Here are the problems that I have with what happened:

Why did agent who checked our ID when going into the check-point seem to be more informed than the manager and Agent (b)(6) who were checking the bags?

Caller states that she and her son are trying to contact TSA in Long Beach. Caller needs to know if there is a secondary screening room to screen the cat because it cannot be removed from the carrier. The caller contacted the TCC previously and was told that there is no enclosed room for private screening. Caller needs to know if the private screening is a private enclosed room so that they know if it will work to screen the cat. Caller has tried to contact the CSM at the airport several times and they have heard nothing back. Caller is very upset that they have not been able to contact anyone about this issue because they will not book the flight until they find out that they can bring the cat through screening.

Advised caller:

015 2:21:3

If traveling with a pet in the aircraft cabin, present the pet to a Transportation Security Officer (TSO) at the checkpoint. The owner is requested to remove the pet from its carrier and carry it through the walk-through metal detector (WTMD) or walk it through on a leash. TSOs are required to resolve any alarms associated with the pet using visual observation and patdown inspections. All accessible property associated with the pet, such as cabin kennels, must be separately screened. If a passenger believes that the removal of their pet could result in escape, a Supervisory TSO can authorize an alternative screening measure. If the passenger is permitted to carry their pet through the WTMD in the carrier, the passenger, pet, and carrier must all undergo additional screening. Additional screening of the animal may still require its removal from the carrier. Passengers may request to go to a private screening area to help maintain better control of the pet.

Name: (b)(6)

Phone:

Email: (b)(6)

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Name (b)(6)

Phone

Email (b)(6)

accommodation for the excessive scarring on my hands in regards to the ETD. He insisted that I would have to have the explosive testings done on my hands and there was no accommodation available to have it done anywhere else.

Basically, as a disabled veteran with excessive scarring on my hands due to a service connected injury, I would not be allowed to pass through TSA security without this testing done specifically on my hands. This is a severe violation of the ADA. If I were to not have a service animal this would not be an issue.

As you can see in the email from TSA, ETDs can be done on the hands OR ACCESSIBLE PROPERTY.

Please advise how I'm supposed to fly with my disability that requires the use of a service animal and with excessive scarring on my hands. Other airports have been able to accommodate me since my injury.

I am more than willing to apply for TSA Pre-Check if you would waive the fee.

----- Forwarded message -----

From: (b)(6) <HYPERLINK (b)(6)>

Date: Fri, Jan 9, 2015 at 1:59 PM

1015 4:10:4 Subject: Fwd: In Response to your inquiry.

To: HYPERLINK (b)(6)

----- Forwarded message -----

From: <HYPERLINK "mailto:tsatcc do not reply@senture.com" 'tsatcc do not reply@senture.com'>

Date: Wed, Jul 23, 2014 at 4:22 PM

Subject: In Response to your inquiry.

To: HYPERLINK (b)(6)

Thank you for contacting the Transportation Security Administration (TSA) with your questions and concerns about airport security checkpoint screening for travelers with disabilities and medical conditions.

Specifically, you would like to know what to expect for passengers traveling with service animals. TSA personnel should never separate passengers from their service animal. If a passenger has a service animal due to a disability or medical condition, both the passenger and service animal will be screened. The passenger should inform a Transportation Security Officer (TSO) that the animal is a service animal. Passengers with service animals may also request to access the checkpoint through the. Caller says that he is 73.

He travels often. He flies Colonel on Delta. He said he gets Precheck on his boarding pass. He says it doesn't help since he has an artificial hip. They tell him to go through a patdown. Is there any way around that.

1015 5:29:1 Caller Advised:

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

He said to add this information to the website. I told him I would note this in my record.

Regards,

(b)(6)

Thank you for your inquiry to the Transportation Security Administration submitted on 10/28/2014 at 8:52 AM. We have forwarded your email to the appropriate group for response.

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Complaints:

Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Air Canada 7735 scheduled to depart at 20:25, Wednesday, October 22nd
Terminal B, Concourse A

Comments:

To Whom It Should Concern,

On Wednesday October 22nd, 2014 my husband and I began our return trip from a wonderful three days in NYC to Ottawa, Ontario, Canada via LaGuardia. Our flight on Air Canada 7733 departing 16:25 was cancelled and we were rebooked on Air

Caller travelled through the San Diego airport checkpoint and made an observation of a passenger that went through the PreCheck line with a skycab wheelchair attendant. The attendant went through the metal detector and screening, but the man in the wheelchair only had his hands swabbed. This took place today @9:30am, and he spoke to STSO (b)(6) who stated that the passenger was screened and no violation in protocol was made. He was clearly complaining that not enough screening was conducted with this passenger.

2015 9:46:5

Advised caller

CSQIMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSQIM at that airport.

REASON for the call: Caller received a patdown after an ETD scan. The TSOs explained the procedures that they were doing but did not explain why

Date Time: 01 09 around 2pm

Gate Terminal: Gate A24

Airport: PHL

Airline: American

Flight #: 743

2015 12:46:

RESOLUTION to the caller's issue: Advised caller I will forward the information to the CSM at the airport provided. Advised caller the ETD swabbing is very sensitive and can pick up traces of items that could be found in perfume, soap, or even laundry detergent.

Special Notes: The airport was empty and quiet. The caller was on a business trip. She travels several times a year. On her flight home she was stopped and searched. No one explained to her why a search was conducted. Her luggage went through with no alarms, but she was still screened. She went through the WTMD and nothing went off. The caller states her hands were swabbed and after she got extensive screening.

Caller does not wish to provide an email.

Hello, on a recent flight that my husband and I took to Key West, we flew Delta out of St. Louis, MO. Prior to this trip, which we hadn't flown in years, my daughter kept reminding her father to leave his heirloom pocket knife at home. Well, unfortunately he forgot and TSA took the knife. I totally understand why they did this and why you have special rules; however, he was not told he couldn't carry it on or that it would be confiscated. He was not told anything about it other than to put the knife in the cup. It went through the scanner, thinking we would be able to retrieve it on the other end once it came through on the conveyor. So, he proceeded to walk through the metal detector and when he was cleared to go on, he noticed that the knife was gone. I have recently read that TSA should give you the option of (1) taking it back to your car, if time allows; (2) if airport has post office, give you the opportunity to mail it home; (3) give it to a family member or friend that's not flying out; (4) if airport has lock boxes, to rent until your return. Well, none of these options were mentioned and not one TSA person said anything other than put it in the cup. I find this to be VERY unacceptable that he was not given the opportunity to keep the knife.

If this knife had not meant so much to my husband, believe me, I would not be writing you. I know we will never be able to see it again, but I hope, if there are options to keep an item, that your employees make the traveler aware. Some things can never be replaced, and this was one of those things! Thanks for your time.

From an Unhappy St. Louis Lambert Airport Traveler.

Best regards,

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 1/10/2015 4:31:05 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/10/2015 3:30 PM Airline & Flight Number : ua 512 Checkpoint/Area of Airport : United Airlines Security checkpoint TSA Employee: (If Known) :

Comment : non-TSA Passengers were put through the TSA pre line. Not only do I see this as a security concern (several foreigners were granted TSA Pre less stringent screening), but it also creates confusion for passengers who don't know what the regulations are and clog the line up including a woman who kept letting her infant run through the metal detector wearing a down jacket and holding two metal toy cars.

2015 5:04:5

It was my understanding from statements made by the head of homeland security that this practice was supposed to have ended.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

Best Time to Contact : 3:00 pm - 5:00 pm

Day of the week:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

PO Box or Street Address (b)(6)

City: Blacklick

State: Ohio

Zip Code (Post Code): 43004

Other:

Email (b)(6)

2015 9:19:2

==Incident Information==

When did this happen? 01 09 2015

Where did this happen? FLORIDA - RSW - Southwest Florida International

What happened? I disconnected my insulin pump so it could be hand checked, then was directed to walk through the medical detector.

Once on the other side, i asked for my insulin pump back. The

short hispanic female agent in charge yelled hand check, pat down, hand check her bag. Items had all cleared the regular

Caller went through Security in Phoenix Airport it was a complete zoo. She was 2 and a half hours early for her flight, and with all of the confusion she left her bangles from India in the tray that was left to go through after her. She travels alot and she knows TSA gets alot of complaints. Every single time she goes through in checked luggage, it is ramsacked. She has friends that travel and never get theirs inspected. She doesnt bother to lock her suitcase that always get cut off. She just was really upset about the way that TSA works sometimes, some of the people there are okay. TSA has no since of compassion for travelers, she had a bottle of vodka once and all she wanted was the bottle she did not care about the actual vodka, she just wanted the bottle. But they made her throw the entire thing away She has had breast cancer and used to request a patdown but she doesnt anymore, she is wondering how the TSOs screen people without a licensing to do. She thinks that all airports should have a lane set aside for first time fliers and passengers with families because Sky Harbor was a complete mess because of a family with small children that had not gone through screening before.

2015 11:59:

Phoenix

Phoenix Sky Harbor International Airport

602-626-1453

Explained to the caller that we do not actually send passengers through an Xray machine. Explained that we have the WTMD which is just a large walk through metal detector. We have the AIT which does not penetrate the body, it just looks for anomalies on the outside of the body. The only things that actually go through an xray machine are passengers belongings, that would probably be why TSOs do not have to have a license to do the screening and have passengers around the xray. As far as radiation, we have information about the AIT that 2 minutes on board an aircraft exposes passengers to more radiation than going through the AIT.

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2015 1:13:1

I'm writing to bring attention to experiences with and of your TSA agents. Unless I don't understand my rights as a disabled person, after all, I'm labeled disabled, but newsflash I hear the under your breath comments, I hear you laugh at me. I now expect you to ignore my requests for respect at the gate and humiliate me at the checkpoints. I had to endure death threats at Chicago Midway yesterday around 9 am from passengers because after informing 10 TSA agents I had medical implants and a service dog, I was told to shut up and do as I was told. I got to the scanner and told the guy I had medical implants etc...he yelled at me and said I should have told them, I did. The line was held up people were screaming, fake service dog alert. To calm them he said she has medical implants, not the dogs fault. Wow really? Isn't it illegal to disclose my medical condition? To avoid being humiliated like this I visited the Norfolk Airport to practice going thru screening a few times before traveling with medical devices for the first time. The dry run I was treated somewhat respectfully and felt confident the next day because I was told to ask to be patted down because I cannot go thru the metal detector, per the agent. I did exactly that the following day. I arrived nearly 3 hours early for my flight from Norfolk to Chicago to attend my sons bootcamp graduation. It was my first time traveling after several surgeries and my service animals as well. The staff at Norfolk rolled their eyes when I said I had medical implants (I know they must feel as frustrated as me enduring the people who truly fake having a service dog) but honestly why not abide by the first rule? To have a service dog with rights to travel, as I understand it, you have to be disabled. Period. If your not disabled by the VA and/or Social Security, you are not covered by the laws. First person asked for my paperwork, which is against the law, period. I smiled and said you know you can't ask me that. He declared they were recently trained to ask. REALLY? Ok, my response was while I do not have to show you paperwork, I can show you my Medicare card, doesn't disclose my disability, my age, race or any other protected class, just proves I am receiving Social Security and I'm 48, doesn't take much to figure out that I've been evaluated by the federal government and I'm not yet at retirement age." His response was, since you can't see my disabilities, he asked for my emotional support letter. Apparently both Delta personnel and TSA were similarly trained. The delta agent said almost the same thing. To me asking for that simple additional document, that would protect me and your agents. I understand their frustration Because trust that the down their nose looks when they feel I'm asking for "special" treatment, I'm not. I'm asking you to understand that in this judgmental and selfish world there are far too many people who think that being disabled is a goal or rewarding. I say make your TSA agents do their homework. Read the laws, don't listen to gossip, don't teach gossip. Live for one day as a person with physical disabilities that are obvious, the next with implants or other devices that most of the time feel I have to avoid pity. I don't want pity, I want respect. Trust that day two they will change their position. I truly can't bend my legs or maneuver stairs and a few other things that most take for granted. I park in handicapped parking because I have to get in and out of my car creatively. Not because I'm lazy. Most of the time I'm going to walk 5 miles in the mall or airport, as part of my ever hopeful, healing process. Sadly, Here's my biggest disability, I'm not ugly, old or even look disabled in any obvious way. Do I understand why they prejudice? Yes. But why not end their wonder and ask for a military disabled card, or Medicare or other proof of disability. You can't buy one on the Internet. <http://servicedogcentral.org/content/fake-service-dog-credentials> Don't believe the college student with a letter from her Dad who is a doctor, the dog is her emotional support. (I talked to her for hours on my dreadful delayed Detroit flight) about how she "gats" to take the shitzu everywhere...after listening to her pride...I asked why she was in college if she was disabled, she laughed and said, "silly, I'm going to be a lawyer. I'm not disabled, I just know my rights" I looked her in the eye and said. "So you're not disabled? Then in all honesty you're breaking the law. you should be paying for a seat for your dog and should ashamed." She stormed off. But hopefully you see my point. I think the sheer number of fake service dogs I met was very sad. I understand boarding or paying for a ticket is expensive but if they're not disabled, their pets don't "get" to fly for free. Charge them because it's truly fair. Everyone will benefit. Extend the law to truly disabled people because my service dog is trained to assist me to ease the burden on everyday life things I have to ask assistance of people like TSA staff. I could tell you awful TSA encounters all day long, but I'd rather ask you to simplify the process and weed out the fakes to make my already difficult flights a little less stressful and the burden you've placed on your agents by not understanding the first rule to a service dog, you must be disabled. If you're not, you don't have a service dog. Maybe the TSA isn't the right place to voice my suggestions, but I would appreciate anyone at this agency to look into my concerns. I plan on flying again in five weeks.

Sent from my iPhone

Caller is questioning why she was flagged on a trip to the Dominican Republic and back. Caller stated that she was patted down and her hands were swabbed. Caller stated that she has a KTN and recieved TSA PreCheck for the departure and still encountered this. Caller stated that in the Dominican Republic she was only switching planes and never left the airport there and went through their additional screening. I advised the caller stated that when returning going through Dulles she was patted down and went through additional screening. Caller asked why she should have TSA PreCheck if it does not help her. Caller asked if she was flagged for it.

Resolution:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

I advised the caller that I can't speak for the security screening she endured internationally, but only for TSA.

I advised the caller that it may just be the random selection and she may not encounter this again as it was only for this one trip. I advised the caller that with TSA PreCheck she will still receive the expedited screening, but TSA will always incorporate random and unpredictable security measures.

I advised the caller that I would not be able to confirm or deny if she is on a watch list. I advised the caller that I could give her information about what she could possibly do if she believes she is on a watch list, or if the additional screening is an on-going issue. I advised the caller that with the one trip it may be random selection for additional screening and she may not encounter it again.

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REASON for the call:She wants to make a complaint.

Caller has been going to Orlando airport and is strip patted every time. She flies a lot and even to Mexico and this does not happen anywhere but at this airport. She said this last time she took off all her jewelry and put it in her purse. She was still pulled aside after AIT screening and patted down. She said it was a man who patted her down and fingerprinted her. She is flying Southwest from Orlando International. She is nervous that it will happen again.

Date and Time:January 5th at about 7:40 am

Gate and Terminal:Not Sure

Airport:Orlando International

Airline:Southwest

Flight Number:Not sure

Description of caller. She was wearing jeans and had taken off her shoes so she had on black socks. She had a hot pink three quarter length sleeves.

Resolution: I apologized to the caller and told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. I told her that patdowns are conducted by same gender officers. TSA does not fingerprint people but we do use technology to test for traces of explosive materials. You may always ask for a supervisor at any time.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location

REASON for the call:She wants to make a complaint.

Caller has been going to Orlando airport and is strip patted every time. She flies a lot and even to Mexico and this does not happen anywhere but at this airport. She said this last time she took off all her jewelry and put it in her purse. She was still pulled aside after AIT screening and patted down. She said it was a man who patted her down and fingerprinted her. She is flying Southwest from Orlando International. She is nervous that it will happen again.

Date and Time:January 5th at about 7:40 am

Gate and Terminal:Not Sure

Airport:Orlando International

Airline:Southwest

Flight Number:Not sure

Description of caller. She was wearing jeans and had taken off her shoes so she had on black socks. She had a hot pink three quarter length sleeves.

Resolution: I apologized to the caller and told her that the Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to those who pass through our screening checkpoints. Our policies and procedures focus on ensuring that all passengers, regardless of their personal situations and needs, are treated with dignity, respect, and courtesy.

Every person and item must be screened before entering the secured area of an airport, and the manner in which the screening is conducted is important. Transportation Security Officers (TSOs) must conduct additional screening to resolve an alarm of the Walk-Through Metal Detector (WTMD) or to resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening.

In addition, passengers may request a private screening if additional screening is required or at any time during the screening process. A companion may accompany a passenger who needs assistance to the private screening after the companion clears screening. I told her that patdowns are conducted by same gender officers. TSA does not fingerprint people but we do use technology to test for traces of explosive materials. You may always ask for a supervisor at any time.

Because your complaint concerns the conduct of TSOs at a specific airport we have forwarded a copy of your letter to the Customer Service Manager (CSM) at that location

Hi,

My family of four plus our friends (family of four as well) flew with Spirit Airlines on Tues Dec 30 th at 9:43 am from DTW Airport to Fort Myers. Checking our luggage we had no problems, everyone was pleasant. Since my daughter is 11 years old we went into the designated area to show our passports. While waiting in line one of the female TSA officers, swabbed my hands with paper. She did not say what she was doing or why? Our friends went to the counter to show their passports. My daughter and I went to the counter and were yelled at by the lady " one at a time". I went to the counter with my daughter because she didn't know what to do. After that, we went to the screening area, there was a male TSA officer yelling at all of us and giving orders. I have a question and here is where I am making a complaint. My 15 year old son (b)(6) was ahead of me and there was a lady ahead of him, she went through the walk-through metal detector and set it off. She was yelled at by the officer to stand next to the AIT machine. My son went next through the walk-through detector and set the alarm off and to was yelled at by the officer to stand beside the AIT machine. Then I went and the alarm went off, I too was yelled at to stand beside the machine. How come my son was not told to go through the the walk - through metal detector again? The officer had the lady that was ahead of (b)(6) go through the AIT machine and then (b)(6) had to go through it. I heard the TSA officer ask my son 3 times how old he was and he said 15 years old. I thought we have the right to say no to the AIT machine? The officer never gave my son the chance to say no the the AIT. After the AIT my son, then was patted down and he was looking at me, wondering WHAT was going on and he was almost going to cry. He was upset and so was I!! My son set the alarm off once and so did I. How come I never had to go through the AIT or was patted down? I went through the walk- through detector and was fine. My son wasn't mean or not listening, he was quiet and doing as he was told. Is it normal TSA procedure to not explain what is going on and to be yelling at people? If it was a random procedure of screening, why do all three screenings and why a child? My son is a child, he is 15, not 18 and an adult. Our family does not travel very often and this was a very, very upsetting experience, we have never experienced TSA officers treating people poorly before. Coming back from Florida Fort Myers Airport, the Female TSA officer explained when she used the wand to check for chemicals on the hands. The male TSA officer at the counter checking passports was very nice and pleasant, same with at the metal detector and all of us went through and no alarms went off. There wasn't any yelling and ordering us around. They were very kind. The DTW Airport was a bit busy, maybe the officers were stressed out, but that is no reason to treat us terribly. I see on the TSA website that security officers will approach children gently and treat them with respect. We didn't find that at DTW Airport. I realize that with everything that's going on in the world, that TSA is trying to protect us, but, treating people with respect and not like animals should be a big priority. Hopefully, someone can answer my questions and see that the complaint gets read.

(b)(6) Our email address is (b)(6)

Sent from my iPad

Sent: Tuesday, January 13, 2015 1:23 PM
To: TSA-ContactCenter
Subject: Re: Complaint at Melbourne International Airport

I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude. I have enclosed a copy of my complaint below which I submitted last month.

(b)(6)

HYPERLINK (b)(6)

On Tuesday, January 13, 2015 9:26 AM, (b)(6)

2015 4:22:3 I haven't received a response regarding my complaint against the TSA agent at Melbourne International Airport. I don't appreciate the lack of response and will give TSA agents a difficult time if I should ever come across them again since you all want to be rude.

(b)(6)

HYPERLINK (b)(6)

On Monday, December 15, 2014 6:40 PM, TSA-ContactCenter <HYPERLINK "mailto:TSA-ContactCenter@tsa.dhs.gov" TSA-ContactCenter@tsa.dhs.gov> wrote:

Thank you for contacting the Transportation Security Administration. While many routine inquiries can be responded to in less than 48 hours, some responses that require additional information may take longer.

The Contact Center's frequently asked questions<<http://www.tsa.gov/contact-transportation-security-administration>> page has answers to the most common inquiries we receive from the public.

If you are writing to find out if you can pack a certain item in your carry-on or checked bags, you can use our "Can I bring my _____ through the security checkpoint?" tool located on the www.tsa.gov<HYPERLINK "http://www.tsa.gov"/> homepage. Just type in the item name into the box, hit the "submit" button, and the tool will tell you if it's permitted or prohibited in both carry-on and checked bags.

The Travelers<<http://www.tsa.gov/traveler-information>> page has a great deal of information, including acceptable IDs, traveling with liquids, special medical needs, tips for members of the military and people with special medical needs, the prohibited items list, and tips for packing and dressing to get through security quickly.

You might also be interested in TSA's new mobile web and iPhone app, that gives you 24/7 access to all of the above information. You can download the mobile web version of the app on any smartphone by typing www.tsa.gov/mobile<<http://www.tsa.gov/mobile>> on the web browser. You can download the MyTSA iPhone app<<http://itunes.apple.com/us/app/my-tsa/id380200364?mt=8>> for free on iTunes.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/14/2015 12:45:36 AM Airport : DEN - Denver International Date/Time of Travel : 01/13/2015 5:15 PM Airline & Flight Number : UA 1217 Checkpoint/Area of Airport : Main Terminal, North TSA Employee: (If Known) :

2015 8:39:3 Comment : The main line had no line. Two checkpoints moving efficiently. The TSA Pre-Check line had about 15-20 customers backed up. Xray moving very slowly. No bins. When I asked officer standing by metal detector if we could get bins, she rolled her eyes. I just don't understand why the Pre-Check line was allowed to be so inefficient while the others were working fine.

Would you like a response? : False

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller wants to report a theft of money while departing Louisville Ky airport. He advised he was told to put the money in a bin, Then went through screening and the money was gone. He advised that there was about 1700 dollars stolen. He advised he had to go through the WTMD many times to be cleared and he advised any passenger could have walked off with it.

Date Time: 1-05 3:50pm Delayed to around 4:20pm

Gate Terminal: 36 he thinks

2015 12:27: Airport: Louisville Ky

Airline: Southwest

Flight #: 3504

Missing Damaged item description: 1700 dollars, In a roll with a rubberband around it.

This is being sent to the CSM at the airport for review to see if we can find out where the money went.

maintaining line of sight with her belongings. She took two steps off of the mat so she could see her belongings and the officer at the checkpoint threatened to contact law enforcement and have her arrested for doing so. He also threatened to man handle her if she did not listen to his commands. Caller is very upset and wanting to know what can be done about this. Caller stated that she was not given the option of going through the WTMD which she feels like it a violation of TSA protocol. Caller stated that she has problems every time she flies from RDU and is wanting to know if there is anything that she can do to prevent this from happening as she does not want to pay \$85 for TSA PreCheck.

Advised caller:

REASON for the call: Screener rudeness
Date Time: 01/14/2015 12:00 pm
Gate Terminal: Terminal 2 to gates C and D
Airport: RDU
Airline: American airlines
Flight #: 1620
Bag tag # (10digit): NA
Bag Description: NA
Missing Damaged item description: NA
NOI: NA

015 12:32: RESOLUTION to the caller's issue: Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. TSA regrets any unprofessional treatment you experienced. Because your complaint concerns an incident that occurred at a specific airport we have forwarded this to the appropriate Customer Service Manager. I am not sure where you go the information that you can go through the WTMD if you opt out of the AIT but that is not the policy. Individuals who do not wish to be screened by this technology will be required to undergo alternative screening, including a thorough patdown. Please note, passengers cannot request to be screened by the walk-through metal detector instead of an AIT or a patdown. Even if you apply for TSA PreCheck that is not going to exempt you from screening if you opt out of the AIT with TSA PreCheck you will still have to have a patdown. Please be advised that a passenger may always request to speak with the Supervisory TSO at the checkpoint to address any complaint regarding screening procedures. There is really nothing else you can do to prevent this from happening. I will include the information that you always have this problem at RDU. TSA monitors the number and nature of complaints we receive to track trends and identify areas of concern that may require special attention. This ongoing process enables us to ensure prompt, corrective action whenever we determine that security-screening policies need modification.

Special Notes:

I am writing to inform you of the experience I had with your officers at San Francisco International Airport on Monday, January 12th around 12pm PST. This occurred at Lane 4 at the "F2" screening checkpoint which is adjacent to gates 72 and 73.

I have walked with an above-the-knee prosthesis for over 20 years and have never been treated the way I was the other day. When I approached the officer checking IDs, I informed him that I had an artificial leg and requested to go to the scanning machine rather than the metal detector. He stated that I should continue to proceed to the metal detector and there would be no problem. After I went through the metal detector and set it off, the officer there told me that next time I should ask to go through the scanner. When I informed him that I did, he simply repeated himself again. I asked if I could go through the scanner at that time, and another officer stated that I could not.

I was then taken to the secondary screening area where I was patted-down by Officer (b)(6). This was the most aggressive pat-down I have ever received. During this, without asking, he put his hands down the front of my jeans, and was touching a part of my artificial leg that extended to my other hip. He put his hands on the inner part of this, against my underwear, and in the process, touched my genitals with his fingers. I was never offered a private screening. Afterwards, he did not know he was supposed to swab a portion of my leg; I had to tell him how to do it. When one of his fellow officers confirmed, he finally did this. The entire process took around 15 minutes.

I was so shocked initially, that I did not say anything. But after I went to lunch and had a horrible feeling from my experience, I went back and spoke with the supervisor, Officer (b)(6). He seemed annoyed that he had to go back to the tape and get a complaint form (which is a comment card to the contracting company that requires a stamp) and said "next time" I shouldn't wait.

2015 6 05:1 The TSA officer had no right to touch my genitals the way he did which I believe qualifies as sexual assault under California penal code. I see no provisions in your organizations materials that either grant officers an exemption or give them the authority to do this. I wrote an email to Covenant Aviation Security, LLC, your contracting company describing the incident; I respectfully request a response from the TSA. I hope that you will take precautions so that no other traveler, disabled or otherwise, will have to experience the intrusiveness and humiliation that I did the other day.

Sincerely,

(b)(6)

...

Caller works at ATL and is needing to know why the process for employees have changed from being able to go through the WTMD to the AIT screening.

2015 1:39:2 Airport Federal Security Directors (FSDs) have discretion to exempt TSA airport employees from the requirement to undergo standard screening. However, if an FSD exempts TSA airport employees from screening, the FSD can implement random screening of those same employees at the screening checkpoint.

I advised him that I do not have information as to why the screening process has changed for airport employees at ATL so I am advising him to contact the CSM at ATL for additional assistance with this question.

CSMs can be contacted by calling (866) 289-9673 and choosing option 5 from the self-service menu. By entering the three-letter airport code of your departing airport, you will be provided a phone number to reach the CSM at that airport.
REASON for the call: Caller said he flew from Daytona Beach to Charlotte. Caller said he was told to put the wallet in the bin for x-ray screening and he has money missing from his wallet. Caller wanted to know why he was told to put his wallet in the bin for x-ray screening.

Date Time: 1 15 2015 at 7:30-8:00am

Airport: Daytona Beach

Airline: US Airways

Gate Terminal: Gate 6

Flight #: 5068

Bag Description: Dark brown leather bi-fold wallet

2015 6:01:3 Missing Damaged item description: Caller said he thinks he is missing between \$100-\$150

NOI: n/a

Email: (b)(6)

RESOLUTION to the caller's issue: Removing items such as wallets, belts, bulky jewelry, money, keys, and cell phones may reduce the chances of requiring a passenger to undergo additional screening to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. To avoid the chance of leaving personal items behind, we recommend passengers place their belongings in their carry-on baggage before entering the checkpoint.

You may wish to file a claim for missing and/or damaged items by completing a Standard Form 95 (claim form). A claim form will be sent to you within 24 hours of this response. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager at that location.

I am writing this on behalf of my cousin (b)(6) who had contacted you on Dec 20th, 2014. I am very disgusted that a passenger who had stated to several personnel that she had PTSD & travels with a support dog because of this, was treated in the manner that she was. We do realize that security is top priority & that these policies are in place for a reason. The problem I have is with how the situation was handled. You stated in a response email to her that your employees go through training to increase their sensitivity to victims of sexual violence & abuse. This is awesome, but apparently not working. You also stated that "All TSOs are required to be courteous and respectful and are trained to explain what they are doing and what will happen next in the process". Well I am pretty sure that being snotty and asking a passenger "isnt there a pill you can take for that" is not being courteous & respectful. And the lady who said that was suppose to be a supervisor. So even worse, since she should be setting an example to those under her supervision.

The main problem came in when the rude female supervisor left & sent out a male supervisor who also apparently forgot that they are required to be courteous & respectful. He also was rude & used a tone of voice & words that were very threatening. His name is (b)(6) & we know this because he tramitized Jennifer so much that she cannot forget his name. A suggestion to you for future use would be to NOT send out a male to intimidate a female passenger who has PTSD from a sexual assault. Stick with the female & just simply state there is no other option rather than threatening "if you don't you don't fly". Patience & kindness go along way while working with everybody but especially those with PTSD. Please also have extra training sessions to teach & refresh your employees on how to handle these situations. I think some have forgotten.

(b)(6) suffered a full blown panic attack because of these actions & if it wasn't for the fact that she was going to her parents house for Christmas she would not have flown. She is still having nightmares from this ordeal & has gone backwards in her recovery. A recovery that she was finally doing very well with and getting back to living her life. The after affects of something like this last a long time which, if you communicate with organizations that represent victims of sexual assault & violence like you stated you do, you should already know this. Please be more curious to all customers, but especially those with disorders. After all if people don't fly, many airport employees would be without jobs.

2015 6:06:3 I have included a copy of her letter so that you can better know which case I am talking about because I have a feeling that this has not been the only complaint against these supervisors. Thank you

(b)(6) email:
Subject: Concern
Date: Sat, 20 Dec 2014 16:21:40 -0700

This past week I had an encounter with TSA personnel that was very unpleasant. I understand things are done to ensure safety and security to all. However, there has to be other plans in place to take the needs of people into consideration. I travel with a small dog - she is recognized as an emotional support dog by the airlines. I have her with me almost all the time to help with symptoms of PTSD due to a sexual assault a couple of years ago. I have the proper paperwork identifying this. I have traveled with her and gone through security procedures several times over the last couple of years. I have always been impressed with TSA personnel until this last trip on December 18th leaving from Denver International Airport. I knew the procedures for going through security with the dog would include having my hands wiped. I was told they needed to look at my bags this time as something showed up on my hands. The TSA officer inspecting my bags was very polite and considerate. After this procedure was complete I was told I needed to have a pat down. As the officer informed me of my rights I became very anxious and informed her that if someone touched me where she said they were going to I would have a panic attack. She and I informed the other officer who was going to do the pat down of this fact and they both told me they would talk to a supervisor to see what else could be done. I really appreciated their efforts and consideration as while we waited they respected my needs to not sit in an enclosed room as that would only increase the panic I was already feeling. The original officer who searched my bags stayed with me and talked with me while we waited. I talked with a female supervisor, explaining the same thing to her. The female supervisor, very rudely, asked, "can't you take medication for that?" (referring to the panic attack I would probably have when touched). I explained that I could not take medication for it, hence why I travel with the dog. I said I would go through the other type of machine, as I only passed through the metal detector, as to avoid the pat down. The supervisor left and after a little while a male supervisor came out. I explained the same thing to him. He told me, "either you do the pat down or you don't fly." His tone of voice and the words he said were very threatening. His name is the only name I remember, (b)(6), as he is now classified as a rapist in my mind. If I did not allow people to touch me in areas that should never be touched by anyone unless one consents I would miss my flight. TSA personnel are now considered rapists in my mind. There was no reason they needed to subject me to such a search in the first place and the pat down only proved I was

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 1/16/2015 7:03:03 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/16/2015 6:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : terminal 2 pre tsa TSA Employee: (If Known) : All four Comment : The two pre-tsa l'd checkers had a terrible attitude making the people in front of me feel terrible for being in the wrong line, rolling their eyes, and then yelling at everyone in the line. Fortunately, I survived that shaming and passed through. Then the lady at the metal detector told me my shoes might be the problem. I told her they weren't as I've been traveling with the same shoes for 10 years without incident. Instead, I had accidentally touched the side of the machine. She responded that if I want her job I should have her badge. It was unprofessional and the public shaming was unnecessary. The hold the manager of these employees

2015 8:25:1 responsible as they seemed universally disrespectful and needed to demonstrate their authority over the passengers.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
Sent: Friday, January 16, 2015 9:26 AM
To: TSAExternalCompliance
Subject: Opportunity for learning

TSA,

My family I traveled through Denver International Airport last Sunday evening (1/11/2015) on our way home. We were on Southwest Airline's Flight 1717 departing at 20:30. All three of us have TSA pre-check. We do a fair bit of traveling and I have to say that without a doubt the most difficulty my son encounters traveling with his insulin pump (Animas) is at DIA. We have been instructed by his Endocrinologist as well as by the manufacturer of his insulin pump to always alert the agent to his disability, not go through the scanner or X-ray machine, and instead have a pat-down and visual inspection of the device. Last night, after alerting the agent, he was met with comments such as "It's OK, go through the scanner" my personal favorite "well, maybe you shouldn't be flying". Now unless you are suddenly hiring biomedical engineering students who are moonlighting as TSA agents I do not believe the TSA agents are qualified to make these comments.

I have attached an article about insulin pumps which includes an area I underlined regarding TSA's own guidelines regarding insulin pumps.

10:15: As TSA agents, you folks have the ability to determine whether or not we fly. As a result of that power, we are quite hesitant to argue and unfortunately, in this case, crossed our fingers and watched our son go through the X-ray machine hoping nothing would go wrong with his pump.

Sincerely,

(b)(6)
HYPERLINK (b)(6)
(b)(6)

DIABETES TECHNOLOGY THERAPEUTICS

I had a knee replaced in 2011. Traveling after the replacement in 2013, I went through security inspections in RDU and MSP without particular incident; the replacement triggered metal detectors but TSA was satisfied with my explanation and I was allowed to pass security without more. This evening, returning to RIC from Curacao, the replacement again triggered a metal detector and I explained that I had an artificial knee, but this time I was subjected to an inspection that I considered unnecessarily intrusive and so offensive that I will probably not travel by air again if there is any prospect that it will be repeated. I am writing to inquire whether TSA has any consistent procedures for security inspections of passengers who appear with metal implants or if as my RIC experience suggests, they are made up on the spot by possibly hysterical TSA employees.

Mishandling RFI

REASON for the call: Caller stated she is missing her Laptop. The caller stated that yesterday she was on a flight from FLL to Baltimore and the flight was on southwest at 4:40pm. The caller stated that when she went through the WTMD and then to the plane her laptop was missing. Caller stated that she was made to take all her jewelry and advised the TSO she had metal in her body. During all the delay, the laptop went missing.

Date Time: 1/16/15 at 4:40pm

Gate Terminal: B5

Airport: FLL

Airline: Southwest

10:10: Flight #: 4579

Bag tag # (10 digit):

Bag Description: Black roller carry on bag with a handle and red ribbon

Missing Damaged item description: Missing Laptop which is a Toshiba and serial number is (b)(6)

NOI: no

RESOLUTION to the caller's issue: I advised caller I would send her a claims form via email and I also advised caller I would forward the information to the CSM so they can take a look into the situation as well to see if they can recover the laptop or if she will receive a possible money back for the missing laptop. I advised caller to allow up to 24 hours for the claims form.

Special Notes: none

Feedback Type : Complaint

Categories : Other; Professionalism/Customer Service Current Date/Time : 1/17/2015 4:45:10 PM Airport : FLL - Ft. Lauderdale-Hollywood International Date/Time of Travel : 01/16/2015 5:00 AM Airline & Flight Number : US 1984 Checkpoint/Area of Airport : E Gate Security Checkpoint (Left Hand Side) TSA Employee: (If Known) :

Comment : While waiting in line for the security checkpoint, I overheard a dark-skinned, long haired, female TSA agent repeatedly (6+ times) say loudly to her colleagues that, if one more passenger refused to show her their boarding pass as they approached the body scan or metal detector, she was going to punch them. She also repeatedly mocked the accent of a man who had clearly told her 'No' when she had asked to see his boarding pass. While I was present, she loudly and rudely demanded to see at least a dozen passengers' boarding passes at the body scan checkpoint, after the boarding pass and ID had been checked by a different agent. As a traveller who uses a smart phone with digital boarding passes, I am appalled and

offended that a TSA agent would threaten physical assault repeatedly, regardless of whether it was a joke amongst coworkers, after I've placed my phone into the X Ray machine.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Preferred Language: English

Is your allegation based on: Disability Medical Condition Are you filling this form out for yourself? Yes. I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

Best Time to Contact : 3:00 pm - 5:00 pm

Day of the week: Friday

PO Box or Street Address: (b)(6)

City: Little Rock

State: Arkansas

Zip Code (Post Code): 72205

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 01 10 2015

Where did this happen? TEXAS - DAL - Dallas Love Field

What happened? I was traveling with my husband. I am four months pregnant. I initially asked if I could use the metal detector as opposed to the full body scanner just to be extra cautious and protect my unborn child. Agent (b)(6) said no I must go through the full body scanner. I then asked for a manual search to be done by an agent. he told me that would take awhile and I should go through the scanner. I insisted I would wait. There was then an issue with the scanner so he started directing passengers through the metal detector. I asked again since that was going on if I could do it. He rudely told me no if need to wait right there until someone could check me because I had opted out. I

Caller has a flight in a few days from MSY to SEA and just talked to United. They had no record of his PreCheck. He is not sure why. The last few times he has flown he's had issues due to his artificial knee. He does not have a KTN, but has recently obtained his TWIC card.

Advised caller:

Why you may be getting PreCheck Now...

You may be getting PreCheck now based on the secure flight data you are submitting to the airline. TSA is now identifying low-risk passengers for PreCheck based on that fact.

If you are wanting PreCheck on a more consistent basis... You can go through one of Customs and Borders trusted traveler programs such as GE, SENTRI or NEXUS or through the TPAP.

To apply, travelers may submit an application through TSA's Web site at www.tsa.gov or visit an enrollment center to submit an application in person. A non-refundable \$85 fee is required to cover an in-depth background check and other operational costs. To complete the application process, individuals will be required to visit an enrollment center to provide identification, fingerprints, and proof of U.S. citizenship or immigration eligibility.

2015 1:16:1 Generally you receive a response 2-3 weeks after your visit at the enrollment center.

As far as the artificial knee...

All individuals must undergo security screening at the checkpoint before being permitted into the secure area of an airport, including those eligible for TSA Preu2713®.

TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Preu2713® individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening.

Please keep in mind that TSA will always incorporate random and unpredictable security measures throughout the airport, and no individual will be guaranteed expedited screening.

Even if you have TWIC...

While some individuals may have completed a certain level of security vetting for employment or credentialing, typically, these security clearances are particular to an agency or job and have specific purposes.

So having a TWIC card, does not currently qualify you for PreCheck.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/19/2015 5:06:53 PM Airport : LIT - Little Rock National Date/Time of Travel : 01/19/2015 4:00 PM Airline & Flight Number : Southwest Checkpoint/Area of Airport : Checkpoint TSA Employee: (If Known) :

2015 6:26:6 Comment : I don't like the yellow card process in lieu of "real" precheck. Although my shoes don't trip any other metal detector, I have to remove them for that one. At the end of the day I don't get any of the advantages of precheck when I'm handed a yellow card.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Fort Lauderdale, FL airport was terrible today (caused by TSA). TSA HAD Bad attitudes and bad organization. Pre-check line was longer then general line, they had no clue how to do their job. Even asking for boarding pass at the metal detectors (mine was in my phone). No one clearly in charge on site. Terrible attitude by "Marcie". I fly a lot and this is the worse TSA agents and TSA set up that I have ever seen.

Bad bad bad - needs to be fixed right away!!!

:015 10:08:6

(b)(6)

Sent from my iPhone

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 1/20/2015 8:49:51 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 01/20/2015 8:30 AM Airline & Flight Number : dl4228 Checkpoint/Area of Airport : terminal 4 TSA Employee: (If Known) :

Comment : "Expedited" is not the word I would use to describe this checkpoint. More like "excruciating." Far slower and more inefficient than any regular lane. Not enough card checkers and metal detectors. Nothing convenient about this at all.

015 10:09: Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

the UK tomorrow.

Response:

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

The "S" notation or other marks may be placed on a passenger's boarding pass by the airlines based on Transportation Security Administration (TSA) security procedures. This procedure is just one layer of security that TSA employs to protect the Nation's air transportation system and to keep the traveling public safe.

TSA does not discuss or release specifics about security screening procedures. This information is developed exclusively for TSA personnel and is considered Sensitive Security Information (SSI). TSA cannot release SSI to the public because it is considered detrimental to the security of transportation. The U.S. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Examples of travel difficulties may include:

- Situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our nation's airports or ports of entry.

2015 1:49:1 DHS TRIP is part of an effort by the U.S. Departments of State and Homeland Security to welcome legitimate travelers while securing our country from those who want to do us harm.

For those who encounter misidentification, the DHS Traveler Redress Inquiry Program (TRIP) helps prevent watch list name confusion, or misidentification. Travelers may apply for DHS redress online at <https://trip.dhs.gov>. Travelers may also apply through e-mail or U.S. Mail by completing the attached Traveler Inquiry Form, signing the document, and returning the original with at least one unexpired, photograph-bearing, Government-issued travel document (e.g., driver's license or unexpired passport) to Trip@dhs.gov or mailing it to the following address:

DHS Traveler Redress Inquiry Program (TRIP)

601 South 12th Street, TSA-901

Arlington, VA 20598-6901

DHS components will review the request and share information with other agencies to address the issues identified in the TRIP application. TSA's Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. However, because airline procedures for screening passengers against Federal watch lists vary, individuals may still be required to check in for flights at the airlines ticket counter.

When an individual applies for redress, DHS TRIP will assign a record identifier or Redress Control Number (RCN). DHS TRIP will inform redress applicants in writing when the DHS review of an inquiry is complete. Reviews of requests for redress take a minimum of 30 business days. Applicants may check the status of inquiries at <https://trip.dhs.gov/status.htm> by entering the RCN. Travelers who wish to check the status of an inquiry, but do not have their RCN, may contact DHS TRIP by e-mail or by mail.

the UK tomorrow.

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Caller stated he has a complaint about the rules and regulations at the San Jose airport. The caller stated he was PreChecked the other day and informed the TSO that he had two metal knees and metal in his shoulder and wanted to go through the AIT machine instead of the walk through metal detector. The caller stated he was denied because he luggage has already been screened and the lane he was in did not have an AIT machine. The caller would like to know why he was just not allowed to go to the other line to go through the AIT machine instead of going through the walk through metal detector then having a pat down.

REASON for the call: Caller went through the San Jose airport the other day and had PreCheck but was not allowed to go through the AIT machine because they did not have it on the lane he went through. The caller stated he has metal in his shoulder and two metal knees and had to go through the walk through metal detector and then had to have a pat down.

2015 2:26:2

Date Time: 1/16/2015 9:05 am
Gate Terminal: N/A
Airport: San Jose
Airline: Southwest
Flight #: 301

RESOLUTION to the caller's issue: I advised the caller that I would gather his flight information and send his complaint to the CSM.
Special Notes:

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 1/23/2015 7:31:19 AM Airport : GEG - Spokane International Date/Time of Travel : 01/20/2015 6:00 AM Airline & Flight Number : Delta 2072 Checkpoint/Area of Airport : Main Terminal TSA Employee: (If Known) : n/a Comment : I am TSA pre-checked and need to use a scanner not a metal detector due to a total knee replacement. TSA has changed their policy for this airport (not others I travel through) that requires me to get in the regular line, take all items off and out of bags in order to get through security. The pre-check does me no good in Spokane. The local agents were all apologetic and agreed the new policy was "wrong" and advised me to fill out this comment form. The way this done in Spokane last month (December 2014) was fine. Another fix would be to move the TSA pre-check line to the scanner. There are many people with new knees, hips, shoulders that can't pass through a metal detector. Changing the policy of SOME airports to disallow use of the TSA pre-check benefit that we paid to get is wrong and discriminatory. Please amend this policy and resolve this issue. Thank you Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2015 8:33:2

To Whom it may concern;

As a frequent traveler, I would like to lodge a complaint about a TSA Officer working in the Southwest screening area at Fort Lauderdale on Saturday evening (1/24/2015) at aprox. 7 pm.

As always, I was pulled aside for a body search due to my replacement knee. I am quite used to this procedure and have come to accept that it is just a part of my traveling unless the new body scanners are being used.

As a result of setting off the metal detector, I was held behind the Metal Detector until there was an available officer for a Male assist. I complained to the 1st officer because he was holding me behind the metal detector and I could not see my luggage as it went down the belt. Finally, an Officer came forward after I yelled out for a Male Assist. I was then brought to the area where my luggage was being held but could not find 2 of my bags, they were out of sight being held by TSA for further screening. The officer who did the body search was nice and did his job properly. The Officer screening my luggage because there was a Bowling Ball in there could not have been more of a jerk had he tried. I do not think it is the job of the TSA to treat me as if I am a criminal because I have a Replacement knee. Prior to this flight (#533) back to PHL that was originally scheduled for 7pm. but delayed until 820pm on Saturday 1/24/2015, I called TSA and asked if I could have a bowling ball in my carry on because my checked in luggage was right at the 50 pound range. Another passenger who saw the treatment I was getting offered some advice as to where to lodge a complaint about TSA.

2015 5:14:1

What I would like to suggest would be for these agents to get some counseling/ education in people skills. I had a 1st time traveler with me and they make the entire process very scary for someone that has not witnessed it before. While in PHL, we came across 1 TSA officer that was pleasant and actually had a smile. Every other TSA Officer we came across looked as if they hated their job and hated people in general. It appears to me that many TSA officers were bullied as children and now that they have some authority, they abuse this power given to them.

If someone would like to contact me, below is my contact information:

(b)(6)
Havertown, PA 19083
(b)(6) mobile

Caller said he has a complaint and that he has precheck with American Airlines and has global entry. He said he had his hip replaced last month and that at LAX they do not have a body scanner at the checkpoint and he has to go through the wtmd and then he has to have a patdown. He said that the TSA Officer will not walk him over to another line for the body scanner. He said the supervisor would not even help him and he said we are breaking the Disability Act. His complaint is not being able to use the body scanner at LAX at American Airlines for TSA precheck. He said he is traveling tomorrow on flight # 12 from LAX on American. He said he has already called the CSM today at the airport and she told him to call us. He said he is disabled and he said the ait machine is not available at the TSA precheck line and they wont walk him over. He said he does not want to file a disability related complaint and does not want to go over it. He declined the PSS and he said he does not want to confirm the CSM phone # and he ended the call.

REASON for the call:Complaint

Date Time: 01-8-15 at 8 am

2015 5:22:4 Gate Terminal:Terminal 4

Airport:LAX

Airline:American

Flight #:2381

RESOLUTION to the caller's issue:I advised him that I will refer this to the CSM at the airport.

Special Notes:His complaint is not being able to use the body scanner at LAX at American Airlines for TSA precheck.

Caller went through the Application process for Global Entry and had membership.

He noted that TSA provided him with a Precheck mark on his boarding pass.

2015 6:39:0

He said that he called Global Entry and they told him they couldn't help him. He said his artificial hip sets off the metal detector.

He was taken aside and groped. He wonders if he can get documentation or notation that exempts him from this.

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation?

- National Origin
- Profiling
- Race Ethnicity
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Columbia

State: South Carolina

Zip Code (Post Code): 29209

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 01/25/2015

Where did this happen? NEW JERSEY - EWR - Newark

International

What happened?

My name is (b)(6). I am 32 years old, and a United States Citizen. I reside in Columbia, South Carolina. I am Chief of Biomedical Engineering with the Department of Veterans Affairs in Columbia since September 2014. I travelled to the New York area on January 24th to drop my father, (b)(6) for a direct flight to Mumbai, India.

2015 4:23:5

Greetings;

The PreCheck screening process at GEG is a mess.

They have recently re-routed PreCheck passengers exclusively through the metal detectors without any option for the scanner.

2015 2:08:4

Up until a few months ago, passengers had the option of either device, which worked very well.

I have steel knees and will alarm the metal detectors. To go through the scanner, I have to leave the line, go around the queue to the other line, remove all of the required shoes, laptop, etc. after I've already queued into the PreCheck line.

VERY dysfunctional and it slows down the entire process for other travelers.

Put it back the way it was and speed up the process. Look at OMA for guidance.

I passed through the TSA operated screening checkpoint at the Oakland, California airport on Thursday, January 29, 2015 at approximately 6pm. I was horrified by what I saw, and immediately sought out a supervising officer after having completed the screening.

When I arrived, there was one officer checking credentials for TSA Pre-Check, and one officer at the standard line. The "known crewmember" line was open, but there was no staff dedicated to that line. There was one of the new screening booths operating, and one lane with the standard metal detector, and two baggage belts.

I observed non-uniformed, passengers enter the Known Crew Member line. They were processed sequentially along with the front passenger in the longer - regular line. I observed Pre-Check passengers be escorted to the metal detector machine, where they were crossed in front of the passengers lined up for the screening booth, with their bags mixed in with all the other bags; the retractable line-belt was left open with regular passengers walking up to the metal detector only to be castigated by the TSA officer to get back in the other line for the screening booth.

It was utter chaos. There is no way the TSA officers could track exactly who was next, who was Pre-Check and who was not. I did NOT feel as though the passengers going through that checkpoint were properly screened.

I do have some experience in this area. I am a law enforcement officer with the agency that provides airport police services at the John Wayne/Orange County Airport. I have worked the airport on many occasions, and I have specifically
2015 4:07:5 worked at/near the TSA checkpoint. What I observed was NOT standard procedure.

When I spoke to a lead officer (two stripes on her epaulet), she simply responded they didn't have a dedicated Pre-Check lane and they were using the other lane to screen those passengers. I suggested they should get a supervising officer - or manager - over there to see what was actually going on. No action was taken while I was in the general vicinity.

This was not TSA's finest hour.

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 1/30/2015 7:27:55 PM Airport : LAS - McCarran International Date/Time of Travel : 01/30/2015 2:45 PM Airline & Flight Number : westjet 1353 Checkpoint/Area of Airport : e and d gates TSA Employee: (If Known) :

Comment : When coming through the security checkpoint line there was a gentleman pointing to the signs which stated to remove belts, take liquids out of bags and to remove laptops and saying that everything he needed to tell us was on the signs, which from what I know he is supposed to state it all as I travel quite often. After crossing to the table where we put our bags and where we would normally remove our shoes etc there were no bins at all. Then as we continued to remove shoes and follow the procedure the TSA agents were being arrogant rushing us and saying not to remove anything and to leave it all on as they pushed everyone through the metal detector like a herd of cows. I forgot to push my bags into the machine and this TSA agent yelled at me to push my belongings in then after I heard him state that it ain't that hard. As people were shoved through that metal detector I dunno how many times it went off and it didn't even faze them at all. TSA agents were leaning all over the place being so lazy which explains why there were no bins. I work in an airport in Canada and am appalled at how poor the security was. At the rate people were coming through that security they was no way at all that they were being screened thoroughly. Security being a big deal these days this TSA pre program and times when they put people through like that is nothing short but scary. We don't have anything like that in Canada because what it comes down to security is security no matter who you are and everyone should be screened in the same manner. I have always found TSA to be very friendly with all the US travel I have done but I was disgusted with my experience at McCarran airport and how awful the screening process was. Definitely does not make people feel at ease at all. I feel your security procedures nationwide need to be looked at in my opinion and personally do not believe in this TSA pre stuff as security is huge for me. And not only at Las Vegas airport but everywhere nationwide believe that more audits need to be done plus staff being reminded how they treat people as it's plain wrong.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

REASON for the call:

Caller is flying from FLL to BUF and feels discriminated against. Caller stated that at the TSA checkpoint, the TSOs had the passengers segregated. Caller stated that the men were able to breeze right through the WTMD, but the women were being forced to go through the AIT. Caller stated that it did not seem very random, and it was taking the woman twice as long to go through the checkpoint.

Date Time: 01-30-15 at 9:10

Gate Terminal: Gate H9

Airport: FLL

Airline: Spirit Airlines

Flight #: 416

From: (b)(6)

Sent: Sunday, February 01, 2015 9:36 AM

To: TSAExternalCompliance

Subject: Selective Full cavity search incident summarized as attached

Importance: High

Please see the attached PDF account but form info is below.

Is your allegation based on: Civil rights liberties

Are you filling this form out for yourself? *: yes

Please use the following boxes to provide as much information as possible about the alleged incident.

When did this happen? *: 2-1-2015, 5:40 am

Where did this happen? *: Jackson, MS airport security line

What happened? *: See attached PDF

Who treated you unfairly?: See description of TSA person in question

List anyone else who may have seen or heard what happened?: The area was filled with other TSA personnel but doubt anyone would see as there was obvious averting of eyes as I left not a reaction as if business as usual.

Is there any other information you want us to know about or consider?: The nature of her pokes and pushes were of a very sexual nature whether it is by a female or male. I doubt that such a search reveals anything about what is present on a person's body and Jackson should get a machine if they don't want to risk personnel of perverted sexual orientations making advances on passengers.

How would you like for your concern(s) to be addressed? *: Observe Jackson airport's search methods anonymously and question the TSA personnel in question about her judgment and the inconsistent application of her own shared search rule and confirm if these full cavity searches are TSA new policy as I have had pat downs not feel ups by TSA. This was very unprofessionally applied and not like any previously performed.

Please read the following and check the corresponding box to signify your consent and authorization. You must check the box prior to submitting the form. *

() Yes, I declare under penalty of perjury under the laws of the United States of America that the civil rights and/or civil liberties complaint that I have filed with TSA is true and correct and I have read and agree with and to the terms outlined in this Form.

I CONCUR WITH THE STATEMENT ABOVE AS I CANNOT PHYSICALLY CHECK THE BOX.

Caller had to take her bracelet off and put it in a basket in order to go through the WTMD and had to wait for quite some time before someone came to do her scan and when she came out it was gone. The TSO told her that her bracelet may have fell inside the machine. Passenger had already contacted lost and found several times and she was told to call us so we could investigate further.

Airport Hobby

015 10:06:1 Airline Southwest

Flight numbers She doesn't remember

Bracelet silver

Date and Time 01/06/2015 around 6:30 am

location: Went through the precheck line

To whom it may concern,

My name is (b)(6) I am a resident of Sanford, FL and I travel for a living. I have had my fill of bossy and rude treatment from TSA officials. This is my first complaint, but long over due. Today I was going through security, TSA pre check at approx. 11am. The TSA agent (b)(6) (whose name I got from another agent)...gray/black hair mix with black glasses...early 50s. This gentleman was literally barking and abusive to passengers including myself as we went through the metal detector. I spoke briefly with supervisor (b)(6) and let him know of my experience. He eluded that this agent has had a history. I understand it's a difficult job, but one that being a professional is a must. Degrading, talking down and abusive is not a way to handle people. I am no longer accepting this sort of treatment at airports and will do my part to report such treatment in the future. Thank you.

015 12:03:1

(b)(6)

I was going through screening today at the "C" concourse of BWI. I am TSAPre and my boarding pass states such. I went to the podium and presented my mobile boarding pass and passport card to the screener. She gave me a TSAPre card to give to the attendant at the metal detector. Never was I informed to remove my laptop. I go through and I am waiting for my bags, which I had left my laptop in my briefcase. So an agent grabs my briefcase and never asks if it belongs to me or anything. He unceremoniously opened it and removed my laptop. My wallet, watch and cell are all in the compartment with the laptop. I was very offended that I wasn't asked to remove it, or allowed to at least secure my valuables and work related memory stick prior to it being jumbled. I appreciate any investigation/retraining to help avoid issues like this for future travelers.

015 6:27:5 Best Regards,

(b)(6)

Sent from my Commodore 64

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/2/2015 8:21:07 PM Airport : MSP - Minneapolis-St. Paul International Date/Time of Travel : 02/02/2015 1:30 PM Airline & Flight Number : Delta 1920

Checkpoint/Area of Airport : Checkpoint 4 TSA Employee: (If Known) :

015 9:00:0 Comment : My belt set off the metal detector. It has done this twice now in the Minnesota airport (but never in any other airport since I've had TSA Pre since last summer). In the past, an agent suggested I remove my belt and put it in the luggage scanner. Today, the agent at the metal detector told me to go through the body scanner with my belt on. Of course, the body scanner caught my belt and another agent demanded that he pat me down. This incident could have been avoided if either the Minneapolis TSA would adjust their metal detector to the level of other airports or inform people that the metal detector is strong and that everyone should remove their belts. The agent who patted me down stated that the metal detector does pick up many regular belts.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 2/3/2015 5:20:25 AM

Airport : PBI - West Palm Beach International Date/Time of Travel : 02/03/2015 5:15 AM Airline & Flight Number : Usair Checkpoint/Area of Airport : term b TSA Employee: (If Known) : female Comment : I had on a jacket which set off the detector. The screener did not permit me to remove the jacket and walk back through the metal detector. Instead she forced me to the full body scanner. Had I realized she was doing so I would have opted out. I am part of TSA to only go through the scanner.

015 8:26:3 Afterwards she said I had been randomly chosen. It felt like a blatant lie.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6) Cambridge, MA-02139,USA
Zipcode:

:015 8:26:3

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Detroit Metropolitan Wayne County Airport

:015 2:01:4

Caller is a frequent traveler in many airports. She has a medical device that can not go through the AIT. She has an insulin pump and a sensor. She was upset because she always gets a patdown. She wants to go through the metal detector. She stated that she does not opt out to the AIT. She said that she just can not go through the AIT. She said that she is frustrated with the process. She wanted to know where to make a complaint. She did not have a pen an paper to take down the email address. She asked that it be emailed to her along with the information that I provided on the screening of passengers with insulin pumps.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 2/4/2015 1:23:50 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 01/29/2015 2:15 PM Airline & Flight Number : American Airlines Flight 232
Checkpoint/Area of Airport : Gate C26 TSA Employee: (If Known) : "Wayne"; Comment : I have been a TSA Pre-check since the inception of the program. I have accumulated more than 3 million American AAdvantage miles and am a lifetime Platinum member. With this much travel one could say that I know what to do and how to maneuver through security. I have never had any security problems before 9/11 or after until last Thursday, 1/29/15. My less than positive interaction with a TSA agent was fraught with such inappropriate and egregious behavior by the TSA agent I have to file a formal complaint.

My flight was scheduled to depart at 3:15. I arrive at the security area nearest gate C26 (the last one for terminal C) at 2:15. There were no people in line. The TSA agent checking my ID and boarding pass told me that I was eligible for TSA Pre-check but unless "full service" TSA pre-check (which I thought ALL TSA precheck was "full service") I would need to remove my laptop but could keep my shoes on. Further she clearly told me, hang on to your phone and show your boarding pass to the TSA agent when you go through the metal detector. (My boarding pass was on my smart phone.)

I proceeded to take my laptop out of its bag, put it in a bin and then lifted my carry on bag 1, my personal item carry on and the bin with the laptop onto the conveyor belt. As is necessary for every conveyor belt at DFW, I have to push the bag/bin onto the conveyor belt that is actually moving so that it will catch and then pull the items through. As I did this, the TSA agent (b)(6) very tersely admonished me to "don't push the bag onto the conveyor belt." I responded by saying, "that is the only way it will get caught by the belt and go through." He repeated, "don't push the bag onto the belt." I responded with "how is the bag going to get onto the belt." He responded with "you wait here until it goes through." I responded, "you did not answer my question." He responded with "I don't like your attitude." I countered with "Nor do I like your attitude." That prompted him to begin very tersely berating me and preaching to me that I should do as instructed." He continued to preach at me and I stated "oh, I'll just stand here silently and let you continue to berate me and preach at me and you do whatever you need to do—you are the big man in control here. That only infuriated him more. Then he asked "what do you have to say?" I stated "I still don't like your attitude and I've let you verbally assault me. Do you have more preaching to do?" With that, he said, "just go through the detector." As I proceeded to head that way, he grabbed my phone out of my hand and very rudely stated "that goes in the bin like the laptop." I replied that the TSA agent who checked my ID told me to hang on to it and show it to you which is what I did." He replied "and I'm telling you that it goes in the bin." I responded that "you people need to get your stories in sync with one another. Where upon, he tossed my phone into a bin, then he, himself, had to push the bin on to the conveyor belt to get it to go through the scanner (doing exactly what I had done but had been verbally assaulted for." I went through the x ray detector and went to retrieve my luggage, coat, laptop and phone. After gathering that, I asked another TSA agent what is the name of the agent with whom I had the unfortunate interaction. I was told it was (b)(6) I then asked to speak to a TSA supervisor and I was pointed to someone (whose name I do not recall." I told the supervisor the story, well, I was trying to tell him the story, when (b)(6) starts heading our way. About 6 feet from where the supervisor and I are talking I pointed out to the supervisor, "oh, great, here comes your problem. my conversation is with you and he is not welcome to join in." The supervisor got between (b)(6) and me and told (b)(6) not once, not twice not three time, but four times "go back to your post." For each of the three times before the fourth time, he attempted to bypass the supervisor and come at me." This overt act of aggression was completely uncalled for. After (b)(6) returned to his post, I pointed out to the supervisor, "see how he is with you, his boss. Can you imagine how aggressive, inappropriate he was with me?" "I then suggested that he immediately pull and save the video from the past 15 minutes to see what I had told him and I told him to be prepared for my complaint to the TSA and if I get no satisfaction going through the TSA channels, I would go through my two US senators and my House representative and whoever else I needed to to get some response and acknowledgement of my abuse at the hands of this rude, rogue, ego-manacle TSA agent. He apologized and I left.

I expect someone from the TSA to acknowledge this complaint and to give me a response...and I'm not talking about six months from now, I'm talking about less than a month. I have earned the right to get a response in a reasonable time frame.

Thank you. Should anyone care to talk with me by phone I can be reached at (b)(6) and I am in the central time zone.

Thank you.

Would you like a response? : True

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Remote Client IP: (b)(6)

Date Time: 2/4/2015 8:04:20 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Inconsistent Screening (Different Practices between Airports) :

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Flight #544 US Terminal 4 Gate A13

Comments: Screening procedures are illogical and completely devoid of actual security regarding the allowance of documented employees to use the metal detectors vs the back scatter scanning machines. I am an American Airline employee with a badge that allows me access behind security even if I am not traveling, yet that same badge somehow becomes randomly irrelevant according to some TSA agents at the metal detector. I repeatedly get the response that since I'm not in uniform, I cannot enter. I don't have a uniform since I work at corporate headquarters, and it's almost always because an agent looks me up and down deciding on the spot if I'm not dressed well enough. If that excuse doesn't work, TSA claims because I'm not working that day. Today and nearly twice a month for the last year have I been traveling for work. If both of those responses don't work they say it's because I don't have a SIDA badge - which I don't have. Well today and more often than not I am dressed professionally, I am working, traveling on business, and am refused a quick scan through the metal detector, clumsily wait for another agent to pat me down which I'm sure neither of us enjoy. While waiting for a male assist pat down, other travelers are congested in the screening area and to my surprise are simply let through the metal detector right in front of me. No badges, no kids, not elderly. Just randomly let through because the line was getting too long. How in the wide world of security does this make sense? Still I am refused to enter because I already "opted out". Why do some agents think they can proudly command and order passengers around as if they have almighty authority? There are specific lines for employees for specific reasons and yet agents with very little experience are picking and choosing randomly which employees to hold back and who to expedite. Some agents see I have a badge, am dressed appropriately, ask if I am working and use common sense to let me through without hassle. I'm all for proper security and common sense when protecting our country and our people from dangerous threats, however these specific "policies" are not effective. They're not stopping criminals, but slowing down bagged employees, clogging the process and only frustrating everyday passengers.

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Remote Client IP: (b)(6)

Date Time: 2/5/2015 9:25:41 PM

015 10:07:1 Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Kahului airport on Maui in Hawaii

Comments: For the 1st time ever, one parent was not allowed to go through the metal detectors with our children. We fly very frequently and have never had this issue. Female TSA personnel was rude and ignored the request at first to go through metal detector instead of the provision machine. We knew a pat down would be included with denying provision machine. Female tsa employee indicated she would get a male assist only to walk away, move to another station and completely ignore us. She left us with zero help, a line mounting and people late for flights. Unprofessional and rude behavior is never needed. Especially when this was a pretty insignificant issue that we inquired on and came to a solution on, but she did not like the outcome apparently and left. Holding up a line due to unprofessional behavior in not doing your job is unacceptable.

Disability Description: The caller is 80 years old, has a pacemaker that cannot be screened by the AIT or WTMD.

Incident Details: The caller has a home in CO, and flies from EGE often. However, he always encounters difficulty when interacting with the TSOs. In particular, he is always forced to remove his shoes and jacket, even after informing the officers that he is 80 years old. He indicated that the TSOs are rude, and use a threat that he will not be cleared to fly without complying with the demand to remove his shoes. Additionally, on his last flight, he was told to go through the electronic screening even though he had a pacemaker. He wanted to file a complaint with the CSM at EGE.

015 10:28:5 Date and Time of Flight: July 10, 2014; 8:00 AM

Departure Airport: EGE

Airline: American Airlines

Flight Number: 1244

Description of TSO: A caucasian male in his 40s.

I went through the precheck lane in Boston terminal A at around 330. Every single person got the random beep on the metal detector for a body scan. You need to fix this crap. People pay for precheck and never get to use the benefits when they never get precheck screening.

015 6:01:5 I had a similar problem in San Diego on Sunday. Pre check lane is always closed in the afternoon. Almost everyone going through got the 3 beeps but we're funneled through the full body scanners without getting the benefit of what precheck was supposed to be.

Your systems are broken and need to be fixed or No one is going to pay you for precheck

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Remote Client IP: (b)(6)

Date Time: 2/7/2015 4:18:40 PM

015 5:03:2

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Flight Seattle to Denver

Comments: Metal detector went off due to my corset with stainless boning. Attendant moved my long hair aside to pat and needed to comment on how luxurious my hair was that I obviously spent a fortune on (inappropriate). She then felt between my breasts and commented about what a great bra I was wearing (inappropriate). I am deeply offended but not even slightly surprised at your inability to train your employees to behave professionally.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/8/2015 8:22:31 PM Airport : LAS - McCarran International Date/Time of Travel : 02/08/2015 4:45 PM Airline & Flight Number :

Checkpoint/Area of Airport : Gate C security check TSA Employee: (If Known) (b)(6)

015 8:21:5 short black hair and glasses was so condescending as she said, "Everything out of your pockets, people; it's not that hard of a concept." But I could not continue on with out saying something, after I heard (b)(6) speak disrespectfully to an older gentleman who was obviously not a well traveled passenger and who did not know all the security requirements. As the gentlemen stepped out if the metal detector, looking confused (b)(6) said to him, "Sir, we said to take the things out of your pocket. That doesn't mean you can hold it in your hand. THIS IS WHERE YOUR CRITICAL THINKING SKILLS COME INTO PLAY." I couldn't believe it. I could not go on without speaking up for him. It was absolutely ridiculous. I would like to know what actions are taken against this employee. Please notify me or contact me if you need anything else. Thank you in advance for a quick investigation and response. (b)(6) Would you like a response? : True Passenger's

Name: (b)(6) Phone Number: (b)(6) Email: (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

015 9:39:3 Caller said he traveled on 12 30 14 out of JFK to Charlotte since he have a hip replacement the metal detector sounded off and he was directed for a patdown. While waiting for a patdown he saw that somebody was leaving with his carry on he tried to get the assistance from the tso near him and she told him that she could not help him. The tso admitted that there is a lot of theft at the checkpoint. He is concerned on what is tsa going to do to stop the problem and why the tso did not helped him. Passenger traveled on Jetblue but do not remember the gate.
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Remote Client IP: (b)(6)
Date Time: 2/9/2015 9:45:06 AM

015 10:09:4 Name: (b)(6)
Email: (b)(6)
Complaints: My Complaint is Not Listed Here.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): TSA Screening point @ Gate E33 DFW Airport 0915 8 Feb 2015
(Fit UA5126, DFW to EWR 8 Feb 2015)
Comments: At about 0915 I proceeded through the line on the right with the old metal detector (not the big body scan machine). I placed my 11" MacBook Air in a bin on my coat. The TSA agent directing traffic (female, 40ish, brown wavy hair (about collar length) 130-140 lbs, 5'5" approx) took my MacBook Air & placed it in another bin.
After I passed through the metal detector, the TSA agent described above handed me a MacBook Air--IT WAS NOT MINE.
I did not notice that it was not mine until arriving home. The MacBook Air handed to me by the TSA Agent belonged to (b)(6).
I am attempting to locate/contact him at this time.
I would like an official response to this complaint for insurance purposes.
REASON for the call:
Caller flew yesterday at Orlando International and when she was going through security she gave her bracelet to a TSO because it may set off the metal detector. She went through several times and she did not get her bracelets when she left the checkpoint. They were not turned in to lost and found.

Date and Time: February 8th at about 8:30 am
Gate and Terminal: A16
Airport: Orlando International to Dallas
Airline: American
015 1:19:2 Flight Number: Not Sure
Description of TSO: Black male about 6 feet large in size.
Missing Damaged item description: two silver bangle bracelets with charms. One has a starfish and one had a running shoe

Special Notes: She then added to this that the screening checkpoint was very chaotic. She did not understand why the TSO was asking for those two bracelets as she had two others. They were going through her bags and she thought she would be frisked by a woman and it turns out it was a man but he was actually just telling her to go through the technology two or three times. She feels that the reason the bracelets were left was because of the chaotic nature of the screening process and her not being able to watch was being done to her belongings.
REASON for the call: Caller wants to know if she can apply for the precheck because she has a cat she travels with. She is 70 years old and went through the WTMD with the cat and the cat was nuts because somebody touched him. Somebody had pushed the carrier off the belt and nobody saw it. She was frantic the cat was going to jump out of her arms. Two men that weren't TSA came over to help her and she would never have found the cat in the Newark airport. Nobody from TSA offered to help her. They didn't check to see if the carrier had got hooked on the belt. She is flying September 9th and she is terrified the same thing will happen.

Date Time: 3 September 2014, 1000 pm
Gate Terminal: Unknown
Airport: Newark
Airline: United
015 4:01:5 Flight #: Unknown
Bag tag # 10 digit: N/A
Bag Description: N/A
Missing Damaged item description: N/A
NOI: N/A
RESOLUTION to the caller's issue: Advised the caller I would forward this to the CSM at Newark for review.
Special Notes: N/A

Disability Description: Caller has a blood disorder and needs medications.

Incident Details: Caller said she was departing Maui and she had medication. Caller said she has a blood disorder and her medication can not be screened by x-ray. Caller said she advised them she had medication that she would like to be hand inspected. Caller said she went through the WTMD and there were no alarms. Caller then said the TSO advised her she was going to receive a full body patdown and all of her luggage needed to be hand inspected. Caller said the TSO advised her she would be subject to a full body patdown because she has medication that needs to be hand inspected. Caller said she should not be subject to a patdown just because she has medication that needs to be hand inspected. Caller said she feels discriminated because of her medical condition. Caller said she should not be subject to a patdown after her and her luggage clear screening just because she has medication that needs to be inspected by hand.

Caller just checked in at JFK, terminal 2. He has diamond status with Delta as well as he has PreCheck. He went to the precheck line, there was no one in the line there. He put all his personal items in the bin. As he was walking through the WTMD the agent yelled at him loudly and told him he could not have his hands in his pockets for screening. So the passenger had his hands in his pants pockets. He was told or yelled at by the agent that he would have to go back through the WTMD, because he cant have his hands in his pockets. He says he wasnt aware there was a rule that said he could not have his hands in his pockets. He says he looked for a supervisor but could not find anyone willing to help him. He is very upset the agent was yelling at him loudly.

CSM RFI---- Mishandling RFI

REASON for the call: Caller was yelled at by an agent

Date Time: 2-11-15

Gate Terminal: Terminal 2

Airport: JFK

Airline: Delta

Flight #: 2630

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

Did he get his name? No, it was the guy managing the PreCheck line. He was an older man, in his late 50 s. He was Caucasian with white hair but balding some, he is a medium height and weight

Caller took her niece to the El Paso Airport this morning for her flight. She was flying on Southwest Airlines flight 126. The flight time was at 8:35 am. She said that TSO (b)(6) was only letting hispanics go through the metal detector. Caller is Japanese. Caller did talk with a supervisor by the name of (b)(6) and was told that the TSO could choose the passengers who go through the metal detector. The supervisor told her that if she does not like what they told her she can call Washington. She said that they did not give her a card to file a complaint or tell her that there is a complaint box. She said that she did file a complaint. She wanted to make sure it was recorded. She asked supervisor (b)(6) to give him the name of the TSO and he told her to get it herself.

I transferred her to MB.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/12/2015 11:41:56 AM

Name: (b)(6)

Email: (b)(6)

015 12:21: Complaints: My Complaint is Not Listed Here.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Phoenix Airport A Gate Security.

Comments: I was yelled at rudely by no less than 3 TSA employees. One TSA screener told all non pre-check customers to go to the right. As soon as we started walking to the right, another TSA screener screamed at us for doing so. The two of them then argued about what was the correct instruction, while we stood there.

Once we go to the screening machines, there were 3 lines. One of them had the gray bins, and everyone had to follow regular protocol with laptops, shoes, etc. The other two lines were out of bins and we were screamed at by an older TSA female screener that we were to leave everything in our bags, take nothing off and just proceed through the metal detector. The 3D scanning machine was out of order. This seemed strange and different from all other protocol that I've seen at any other airports. And was even inconsistent with that one other line at this airport.

Mostly I did not appreciate the rudeness and inconsiderate way that orders were barked at us.

EMAILED COMPLAINTS OR YOU ARE HOPING I WILL GIVE UP AND GO AWAY. I CAN ASSURE YOU I WILL NOT GIVE UP OR GO AWAY UNTIL I GET A JUSTIFIABLE RESPONSE.

(b)(6)

While taking time from our vacation in Maui this past weekend, my father-in-law (b)(6) and I flew from Maui to Honolulu to help a young pastor. We departed Maui @ 4:35 pm on flight 295 Hawaiian Airlines and had return tickets on the 9:50 pm flight back. We encountered some traffic on our way to the Honolulu airport and arrived at 9:30pm, with no baggage, this should not have been an issue with our boarding passes in hand. We proceeded directly to the TSA check-in and I was through in less than 2 minutes, I turned around and did not see my father-in-law and determined he had been directed down to the "Non-Pre-Check" line. There were about 6 to 8 TSA employees at the "Pre Check" station and about the same at the other, I was the only passenger where I was checked in and my father-in-law was the only passenger where he was as well. I walked down to wait for my father-in-law and after a few minutes I heard over the speaker system (b)(6) the door will close in 1 minute. I immediately proceeded to the gate to explain that we had been there but TSA was continuing to Frisk, pat down etc. my 79 year old father-in-law, the gate attendant said sorry I can't help you and after a couple of minutes the plane was pushed away from the gate. I then proceeded back to the TSA checkpoint and did not see my father-in-law anywhere, after a few minutes he emerged out from behind a partition and I told him the plane was gone. (b)(6) said to the TSA employees holding him "I told all of you right up front. I have had 2 Knee and 1 shoulder replacements and never make it through a metal detector and our flight is about to leave".

I understand that the TSA has an important job to do but spending 15 to 20 minutes patting, frisking, wandering a 79 year old man is GROSS INCOMPETENCE ! I was upset that we had missed our flight, the last one out I might add, that now required us to get a hotel and spend the night in Honolulu and get up at 3am to catch a 5am flight back to Maui, but when my father-in-law told me that while he was being "frisked", that 3 times he had his "private parts" genitals to be specific "bounced" I became furious. I went back to the TSA station and demanded to be given the name of the TSA employee so I could make a formal complaint. The supervisor (b)(6) came back and said the TSA employee was in training and he could not give me his name and said I could write down his name instead. I asked if he witnessed the event he said no and I said then I want the name of the supervisor that would have been with this employee in training, he would not give me that name either. I explained that was not going to work and that I demanded either the name of the employee or his supervisor observing him, again (b)(6) refused and asked if I wanted to speak to his supervisor, I said yes. A few minutes later the supervisor (I did not get his name) Came over and gave me the same "song and dance" he said "I will review the tapes and determine if procedure was not followed", now just as I expected after turning in the "TSA Customer Comment Card" with my phone number and email address I have heard nothing!

2015 8:01:5

My father-in-law is a 3 million mile+ flyer and explained to the TSA folks that put him through hell "I have never been treated this way in all my traveling experience". I understand employees need to be trained but I would ask you , whoever is reading this email and deciding what action needs to be taken, if this were your father or your grandfather is this appropriate action?

My cell phone # is (b)(6) and we are on vacation until this Saturday.

(b)(6)

(b)(6)

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---Original Message---

From: TSA-ContactCenter [mailto:TSA-ContactCenter@tsa.dhs.gov]

Sent: Thursday, February 12, 2015 12:49 PM

To: (b)(6)

I come through SFO frequently. I use the shortest lines whenever possible. This usually brings me to the security area around door 12 in Terminal C, United Airlines.

On January 27 I came through security at this checkpoint. I had TSA pre check on my boarding document. I put my things on the belt, they went through and I told the TSA representative that I would alarm through the metal detector because I have had a knee replacement. They then told me I had to go through the scanner. I was not given a choice, I was taken away from my personal items. My passport, my drivers license, my T.W.I.C. card, my boarding pass, my back pack, my money, my credit cards. Everything in the world that was mine, that could identify me was at least 75 feet away from me, behind some posts, somewhere on a belt. Anyone could have reached in, grabbed my wallet, my ID, anything at all.

I complained to the agent. I complained to the supervisor. They said it was just the way things were done. That was it.

I worked for TSA in Kailua Kona Hawaii a number of years ago for about eight months. I know this is not normal procedure. I know that a passenger should never, ever be out of sight of their belongings. For some reason the TSA at SFO seems to think that this is OK. It is not. I could have claimed that money had been stolen. None was but, there was no way to prove that. It is a bad procedure and it continues.

2015 9:05:1 On February 2 I went through the same checkpoint. Again I had precheck on my boarding document. I was sent through the screening line with the scanner. I had to empty out my liquids, remove my shoes, remove my belt, remove my computer so the precheck was worthless. It was also pain full as I had recently had abdominal surgery and removing and replacing the shoes is difficult at age 71 with 26 staples recently removed from my stomach. Why do precheck if it is useless. Why hide passengers tickets, money, credit cards, identification cards, etc.. from their view in the process? This is not right and needs to be fixed.

I wrote once before. I used the official TSA "form" back on or around February 3, 2015. I have not heard back from anyone. How does a passenger get attention from these "all powerful" TSA agents without getting stopped from traveling? Why, when I complained to the supervisor was no report made? What happened to the "official" complaint I sent on February 3?

How do I know anyone will read this?

(b)(6)

HYPERLINK (b)(6)

REASON for the call: Caller needs to get the Airport code because she was harassed by a TSO at the check point.

She does not have the TSOs name but he was about 6 ft tall 280 lbs bald and white. Mid 40s. She says that she is 5 feet 2 inches tall and he was at least 8 inches taller than her. This happened at gate 4 but there is only one check point.

She Flew on 2-5-2015 from Phoenix Mesa to stockton on allegiant at 3:00 PM. She went through the check point about an hour 15 minutes before the flight.

She had a medically necessary metal implant and the TSO would not listen to her. She triggered an alarm on the WTMD she triggered an alarm. He screamed at her that he knew what he was doing. She triggered an alarm again but he spoke under his breath it was a problem. She says that he was rude. She says that she is going to avoid the airport in the future. He intimidated her and she did not get his name or ask for a supervisor.

Date Time: 2-5-2015 3:00 PM (She arrived at the airport about an hour and 15 minutes early)

Gate Terminal: Gate 4

2015 11:47: Airport: Phoenix Mesa

Airline: Allegiant

Flight #: ?

Bag tag #: N/A

Bag Description: N/A

Missing Damaged Item description: N/A

NOI: N/A

Special Notes:

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/13/2015 12:04:44 PM

2015 2:07:5

Name: (b)(6)

Email: (b)(6)

Complaints my Complaints not Listed Here.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Comments: San Antonio Airport-Pre-check line closed (last two times I have flown). Paid for Pre-check - line closed, but was asked if I wanted to sign up for easy pass for \$179. Then I was discriminated against at screening process. Females were allowed through metal detector but males are directed through Body Scan. My boarding pass was on my phone (already in X-ray machine). showed the officer my Global entry/pre-pass card, but was still required to take off my shoes. Boarding pass was on my phone & was not issued a pre-pass card for screening!

Disability Description: Caller is an elderly lady in a wheelchair and is on multiple medications.

2015 2:26:4

Incident Details: Caller flew with Southwest in TUS and PVD. She is an elderly lady who has a lot of medical problems and is in a wheel chair. She said that the female TSO s have been really rude to her but the male TSOs were nice. She informed the female TSO that she did not want to do the WTMD because she is a cancer survivor and they made her do it anyway and she said they were laughing while they were pushing her to it which upset her greatly. She told the TSO during screening that she needed water to take her medication and they would not let her take it on the plane, this has happened on several different occasions at these checkpoints. She takes nitro glycerin and she said when she needs to take it she can not wait for someone to bring her water. The flight was in November and she did not remember the specifics as far as flight numbers and dates but it was Southwest Airlines.

Caller flew from DEN on Feb 5th. She wears an insulin pump and she was told by the TSO there, that it would be ok to go through the AIT machine but it damaged her pump. It caused her 2 ER visits. The pump kept giving her insulin when she did not need it. Her level dropped to 50. The manufacturer, Medtronic, told her yesterday that she could not go through the AIT but could the WTMD.

Date Time of Incident: 02.05.15 at approximately 5:30 a.m. flight departed at 7:05 a.m.

Gate Terminal: Main Terminal Left Hand Side

2015 4:58:5

Airport: DEN

Airline: Southwest

Flight #: 884

Bag tag #: N A

Bag description: N A

NOI: N A

Dear TSA, I wish to voice a complaint about the screening process at San Luis Obispo airport. I flew out of there on Feb 12 on a US Airways flight to Phoenix. During the screening process my iPhone 5 was stolen from a bin on the sole conveyor belt the airport has. The airport protocol is very unusual in my experience (I am a Million Miler on both United and American) because the TSA agent checking IDs has his podium placed at least 10 feet away (past) from the conveyor belt, and passengers are expected to put all their baggage, belts, shoes, wallet, computers, etc in the bins BEFORE walking over to the TSA agent with their ID. After ID is checked the passenger is directed into the sole metal detector without coming back to the conveyor belt. Most likely. in the considerable time it took to do this, someone in the line by the belt waiting to have his ID checked simply took the phone out of the bin where it was placed with other items. The phone itself was placed in one of my shoes and was sticking out of it. Once we discovered it missing in the bins coming out of the Xray device, myself and TSA agents examined all bins to try and find the phone and then discovered using my wife's phone that the phone had been turned off so even the "Find My Phone" app would be of no use. In all of my travels in the world I have never before seen an airport where ID is not checked BEFORE items are put on the belt and the passenger can watch them as they go thru the Xray machine. I believe TSA should investigate the layout and process of screening at SBP and change protocol so IDs are checked BEFORE carry on items are placed on the belt. It may be that additional TSA personnel need to be assigned to SBP with a duty to watch the bins more carefully. I hope you are able to take this complaint seriously. I am sure I am not the first to have something stolen at the TSA station due to the way the screening process is organized there. Sincerely, (b)(6)

2015 1:07:0

(b)(6)

Aurora, CO 80045

Phone: (b)(6) cell)

Fax: 303-724-3663

Email: (b)(6)

Good Afternoon

I will rarely gather the nerve to complain about services. I seldom do. But this TSA at San Jose International brought me to do so.

I've flown through 4 different airports in the past month. I've had nothing but courteous professionalism from TSA officials. But my experience today at San Jose was bar none, the worst I've seen in years.

I was pre-checked due to my active duty service in the United States Navy. The pre-check line was closed off. No problem. I waited in the line with everyone else. I asked the first gentleman if pre-check standards were still in place and if I could keep my shoes and light jacket on. He quickly shooed me away and completely disregarded my question.

A woman behind me in line for the body scan made a comment that she needed to use the restroom. This older woman who was a TSA official then made an incredibly rude and uncalled for comment. She said "you can go to the bathroom right there," as she pointed to the carpet floor in front of the metal detector. I did not catch her name. I was and still am appalled at the behavior of your "professionals."

2015 9:10:4 I then noticed that some people were keeping their shoes and jackets on. Obviously they were pre-checked as well. I then told an officer (b)(6) that the man at the desk had ignored me when I asked if pre-check was still relevant. He apologized but seemed overwhelmed by the mass of people who were waiting to be screened.

Once I was done with getting pat down, I asked another woman if it was unusually busy. She also disregarded me completely.

I do not expect royal treatment nor do I want the people who are keeping us safe at airports to lose professionalism. But this, I'm sorry, is inexcusable.

I went through the TSA at SJC on February 14, 2015 at 15:45 local time.

Thank you for your time.

(b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 2/14/2015 7:33:18 PM Airport : SJC - San Jose International Date/Time of Travel : 02/13/2015 4:30 PM Airline & Flight Number : Alaska 201 Checkpoint/Area of Airport : just cleared Customs and had to rescreen through TSA TSA Employee: (If Known) :

Comment : First of all, having to rescreen after coming through Customs was (and is) pointless. Passengers NEVER leave controlled, internal status and so it is the same as if we'd never gotten off the plane. A TSA recheck to reboard is idiotic.

The TSA team was ludicrously bad. We arrived from the Customs area and they still had a drop-down gate lowered and locked (though our flight was on time and they knew full well we would be there). We watched the 3 TSA workers through the gate for 10 minutes as they wandered around, puttering aimlessly. Finally, one came out a side door to open the gate and couldn't- eventually pounding on the electronic key box with a crescent wrench (YES! actually pounding the case with a wrench thinking that would make it work.) She finally called airport maintenance who opened the gate. Then, she and her coworkers couldn't get the metal detector gate to work and then couldn't get the chemical 'sniffer' device to work (at one point pulling out instruction binders and trying to figure things out). Instead of calling for help, the 3 would stand around jabbering at each other trying to decide what to do.

2015 9:11:0

They were comically incompetent- or it would have been comical if we weren't all waiting to get back on our plane.

So, in summary- stupid, pointless rescreen to begin with, followed by unbelievably incompetent service.

TSA really would be serving us better if it provided less "security theater" and more meaningful security service, with less pointless delay and bureaucratic nonsense.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number : (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 2/15/2015 3:32:41 PM Airport : LRD - Laredo International Date/Time of Travel : 02/15/2015 2:15 PM Airline & Flight Number : AA3179 Checkpoint/Area of Airport : Main checkpoint TSA Employee: (If Known) :

Comment : I travel over 100k miles every year, and this has got to be the most amateur-run TSA checkpoint I've encountered. The people running the x-Ray scanner have no idea how to read it so they basically re-ran every bag before and after me. They didn't understand TSA pre-check means liquids are allowed in the bag (they said they did but still took my bag to secondary examination, took out the bag of toiletries and re-scanned it). This happened to the other TSA Prepassenger next to me too.

2015 5:08:3 To make matters worse, not only are the people undertrained, they're also understaffed. The line gets backed up because the X-ray guy is doing secondary bag examination and the whole queue is stopped because the X-ray isn't scanning any new bags. There's also not enough people to run the metal detector. They constantly had to switch between male/female examiners for pad downs (again, because they don't seem to know how to run a security checkpoint and just run everyone through everything twice to check the box...)

Worst TSA checkpoint. Ever.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/16/2015 12:36:50 AM

Name: (b)(6)

2015 10:16: Email: (b)(6)

Complaints: Inattentive Screener - Lax Security.

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): LaGuardia Airport.

Comments: Traveled through Laguardia airport Saturday morning February 14, 2015 for a 650am flight to Dallas Fort Worth. The TSA screeners told everyone to "just walk through" the screeners with boots, chains, and other objects on without checking in their personal belongings on the conveyor belt. When the full body scanner beeped they were given a wand metal detector screening. 3 people...3 PEOPLE!!!! In front of me were given the wand and the agent said "oh I guess it's your belt, go ahead." I asked for a bin before passing to place my cell phones, shoes, etc. in and was told to move along and "you ain't getting no bin for that, just put it in your bag or on the belt and go through." As our last line of defense in an age of heightened security amongst airline travel. I will no longer be using LaGuardia airport for any means of travel. I am completely disgusted and embarrassed to be a New Yorker and American and continue to use such an airport with security as incompetent, discourteous, and unprofessional as the TSA agents I saw at LaGuardia airport. I do not care how long the lines are, this cannot be the type of people you hire to check for potential airline attacks. It is absolutely disgusting to see agents "assume" someone's belt set off the metal detector. I am still in shock and utterly disgusted.

Dear Congressional Representative McCally,

Today (2/15/2015) I was subjected to irregular TSA screening procedures that concern me, and I am concerned that as a consequence I will be unduly subjected to additional screening in the future. I would appreciate it if you would investigate further, for I was unable to obtain any information other than an email address at DHS to contact.

I am a frequent traveler, and have TSA prechk. I was outbound on US5442 to PHX from SLC. I went through the PreChk lane with a laptop bag, a jacket on, and my wallet in my pocket. My laptop passed through the tunnel, and I was directed through the metal detector. I alarmed; I was instructed to remove the contents from my pocket (wallet) and pass them through the xray tunnel, but not instructed to remove my jacket. I complied, and attempted to pass through the metal detector again. After passing through I was instructed to go back out and go through the millimeter wave scanner. I agreed but insisted that an agent retrieve my wallet from the small round bowl and keep it my sight. A agent was found and retrieved the wallet and kept it visible. I passed through the millimeter wave scanner. I passed through and was stopped for a patdown. I was shown a computer display that showed multiple ATR outlines on my upper torso from my jacket, which had several zippered pockets.

At this time a male TSA agent approached and instructed me that he was going to pat me down, including my groin. As no ATR signal was present that I could see, I objected. At this point the supervisor said I needed to be patted down.

015 10:16: I offered to remove my jacket and pass it through XRay independently, as my understanding of TSA policy is that Millimeter Wave Technology is offered as an alternative to a patdown, and that I would pass through the body scanner again. That was again refused by the supervisor in uniform.

I asked to be told by someone that my choices were a) an intrusive patdown or b) miss my flight. A uniformed police officer then presented himself and confirmed those were my choices. By this time (b)(6) Security Manager was present. A discussion followed, with the result being that my jacket - but not my groin area - was patted down. I asked that the police officer remain and observe the patdown, and he complied.

Before being allowed to proceed, a form was filled out by the uniformed supervisor. He asked for my driver's license. I asked why he wanted my driver's license, as I was prepared to give him my Armed Forces ID, a green one showing me to be an IRR 05 in the naval medical corps. He said something to the effect of "give me the ID that was checked on the way in" so I gave him my Drivers License.

Why? Because the police had to be called. Why? because I requested their presence.

Something went wrong here but the entire story being told by TSA is that you don't need a patdown if you agree to the body scanner. I would like a clarification of their policies, an explanation as to why there is no one in the TSA that is authorized to say "your choices are to be patted down or not to fly" (apparently by the actions today, only the police can convey that message), and if I am now on some form of continued surveillance.

Thank you.

(b)(6)
Tucson Arizona

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 2/16/2015 9:54:02 AM

015 12:03: Name: (b)(6)
Email: (b)(6)
Complaints: Damaged or Missing Items in Checked or Carry-on Baggage
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Saturday, February 14, Checkpoint B at CLT between 5:30 and 6:00 am...
Comments: When going through the security checkpoint with my family, I was told by an agent to keep my laptop and toothpaste in my bag before it went through the x-ray machine. While we were waiting for someone to let us through the metal detector (small children), my laptop was apparently taken out of my bag and placed in a bin. No one informed me that my bag was being opened, or that my laptop was being taken out. I assumed that my laptop was in my bag when we were getting ourselves back together on the other side of the metal detector. To make things worse, someone else mistook my laptop for theirs. I went onto my flight thinking I had my laptop when it was actually on its way to Tokyo.

I have gotten in touch with the person that has my laptop, and we are coordinating getting it back to me. But right now it's in Tokyo, and I am on my way to Iquitos, Peru in the middle of the Amazon rain forest. Their laptop is with the TSA in CLT right now and they have a coworker that is working on getting it picked up.

When we went through a TSA checkpoint in MIA later that day there was an issue with the size of my daughters tooth paste. Before doing anything with our bag the agent made sure to find us. She went through an entire script telling us that she was going to open our bag. She asked if there was anything that could cut her, etc. She found the offending Dora the Explorer toothpaste and gave us options.

Had the agents in CLT been this professional I would still have my laptop. My bag should not have been opened without my knowledge. I am now without a laptop and don't know when I will be able to get mine back. Will TSA reimburse me for picking up a laptop that I can use while I'm without mine?

Preferred Language: English

Is your allegation based on: Civil Rights Liberties (Other) What is the basis of your allegation? Other Right or Liberty not listed Other Constitutional Right or Liberty not listed: Opt out rights Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Cell Phone

Phone Number (b)(6)

PO Box or Street Address: (b)(6)

City: Jacksonville

State: Florida

Zip Code (Post Code): 32209

Other:

Email:

2015 2:29:5

==Incident Information==

When did this happen? 02 14 2015

Where did this happen? FLORIDA - TPA - Tampa International

What happened?

It is my right to opt out of the millimeter wave imaging based screening and since I am pregnant I have been exercising that right. Generally, I am met with rude attitudes and have to wait sometimes up to 20 minutes for a female officer to perform the pat down. I have most recently been made to miss my flight at the C gate for Southwest Airlines flight 4070 at Tampa international airport because of there not being a female officer available... This is especially unacceptable since I was informed of this unavailability by a female officer. I asked if it was possible for her to switch with Another officer and she told me that is not our policy . After waiting for at least

I go through PDX about twice a week. I realize that some of the general population are randomly selected to go through the Pre-Check program, and have been told it is a marketing choice. It is one of the most inefficient ways to run the screening process, and I would love the opportunity to tell you more about my experiences. People who do not fly on a regular basis need the clear instruction and reminder about how the process works: "make sure you take liquids and gels out of your bag, your cell phone and wallet out of your bag, if you have a laptop, please remove it". Funneling these people who are not familiar with traveling down another line is more confusing than it is a positive experience. They now appear overwhelmed at the conflict of having been told to take off their jacket previously, and now are getting dirty looks from those behind them as they are scolded for having taken off their shoes.

These experiences are the norm more than the smooth efficient intention of the TSA pre check line. It was designed for us, frequent travelers who are well aware of the rules and typically know most of the TSA staff, yet is being dragged down as a 'trial' opportunity for infrequent travelers who cannot even acknowledge that the simple act of following instruction of TSA pre-check line attendant to please proceed, is going to cause numerous delays and frustration for staff and travelers alike.

2015 8:41:2 Today takes the cake. There were slightly more in the Pre than standard check in, but only one person checking IDs and feeding into one line, in comparison to standard security screening, which had four staff checking IDs, three overseeing the process/instructing on the screening process, and four metal detectors for travelers to go through. I think the entire line of 25 people in pre could've gone through standard in the time it took us to watch a confused woman at the front listen to instructions for the third time and then slowly put her jacket back on... TSA pre at the ID post seeing the thorough back-up opened the line next to it, still for TSA pre. This meant that those people recently standing behind me, were now standing next to me, and we are all bottlenecked at the metal detector. Those in the front were frustrated to make progress, yet having not seen the hold up are now frustrated that they have to merge with the existing passengers who were also already waiting and are reluctant to release their position in line to those who were released from the end of the line to make way for additional people to add to the back of the line. Perhaps it was the look on my face or the deep sighs from those who have paid to have this horribly inconvenient experience, but I was asked by three separate individuals to write into TSA.gov. The passenger in front of me exclaimed "this really sucks!!" quite loudly and surrounding TSA staff agreed with him and asked him to share his perspective: TSA.gov. I don't know if this will make a difference, but if there could be a line that would actually serve purpose to those who know what the heck to do and could pay to have a hassle-free experience while doing what most would consider the weekly commute, I would greatly appreciate it!! Interested to hear your thoughts and more than welcome to stop by the TSA desk in PDX this Thursday, or next Tuesday or next Thursday the 26th, or March 3rd or 5th, or the week after that, the week after that, the week after that.

Kind regards,

(b)(6)

2015 11:48: Caller flew on 2 6 15 on Jetblue 1784 from MCO to JFK. There were no trays available to put their stuff in. He put his watch, change, glasses, and phone in his hat. They went to the WTMD in another area. They were taken to an x-ray machine and then walked back. Their stuff was piled on the end of the conveyor belt. He didn't realize that he didn't have his phone. The airport called and said that they could mail the item if they paid for shipping. It has been awhile and she wants to know where the phone is.

I am very concerned about what appears to be a serious problem with the Pre-Check program. The first two times that my wife and I used the program it took us 30 minutes the first time and 20 minutes the second time to get through security checkpoints.

The reason? You have no plan for people who have joint replacements, pacemakers, or implanted defibrillators. Both my wife and I triggered the metal detector when trying to go through security. She has had a hip replacement and I have had a knee replacement.

You refer to this as a "trusted traveler" program but you don't trust us. The whole point of the program is to speed up the security checks but what you have done just slows the process down severely.

2015 8:49:2 Both times we used the program we had to be "patted down" since you have, apparently, done away with the hand-held wands. In the first case, at DFW, there was no one available who was qualified to do the "pat down" and we had to wait a half hour for someone to arrive. The second time, at SDF, we had to wait because the only person qualified to do the "pat down" was busy.

This is ridiculous. The program does not work. It's worse than not having the program.

Why don't you "trust" the "trusted travelers" and keep a record of people who have implants that might trigger alarms so that the program works? All you would need to do is use a wand to check that the implant location matched the data on file for the particular passenger. This is so simple that it is almost inconceivable that you are not already doing it.

I would appreciate your letting me know what is being done to correct this deficiency.

2015 6:02:2 After many years of being patted down EVERY TIME I go through the millimeter scan at the TSA checkpoint I am filing a complaint of discrimination. Clearly the software used is unable to scan people with my body type (obese pear-shape). So EVERY TIME, my breast, hips, and bum are patted down. This is insulting and demeaning and after so MANY years the software should now work. If it can't work on certain individuals we should be given the option of using the metal detector until the software is improved, particularly since no terrorist has ever been overweight. We aren't your target demographic, so discriminating against is not only insulting but a waste of everyone's time.

Sent from my Windows Phone

On February 17, 2014, I flew American Airlines, flight 1570, leaving McCarran Airport to O'Hare at 6:38 pm.

One young African American woman checking boarding passes and IDs, line extremely long. Two workers at an X-ray machine for luggage, and two men directing people into the line. Then people were directed to another area for screening. I put my suitcase, backpack, and sweater on the belt to go through the X-ray machine. Then I was directed to go through a body scanner. I can not lift my right arm above my head, so I was directed to a hand scanner, take off my shoes, and go through a metal detector.

I am 64 years old, diabetic neuropathy on my feet, TSA Pre checked, and they would not accept my electronic boarding pass. I have health issues and was very stressed by this treatment. My feet hurt when walking on cold solid floors without shoes and supports.

What happened to proper treatment for senior citizens with TSA pre check.

Your employees were rude and improperly trained.

2015 8:00:4

(b)(6)

Rolling Meadows, IL 60008

(b)(6)

Sent from Samsung tablet

Going through the metal detector, I was flagged for a random search, declined the machine and was "patted-down" at approximately 10:15 at the Chicago International Airport United TSA-Precheck line near the Global Services area. I did not get the name of the agent, but he was African American.

During the search, the TSA agents' hands went all the way up my leg and cupped my buttocks and touched my genitals.

I felt violated and punished for not going through the millimeter wave machine.

2015 2:14:3

I have flown over a million miles, I was dressed in business attire, never been hassled before and was courteous. I would have asked for a supervisor in person, but after what happened to that guy Polaneczky in Philadelphia – I chose to write instead.

I cannot believe that people put up with this kind of abuse. I fail to see how this is necessary or helpful.

I have little hope this email will have any impact and expect I will get a response that he was just following procedure. Maybe I should start wearing a sport cup.

(b)(6)

(b)(6)

REASON for the call: Caller is trying to get a refund for a missed flight back on 23 February 2013. The TSO manager was being really rude to her because she chose to opt out of the body scanner. He picked on her and demanded her driver's license in addition to her passport and was yelling at her and told her he was making a record of this. The TSO took copies of her information and made copies of her passport. The TSO was a bad manager on a power trip and he had a smirk on his face and wanted to make an example of her. The caller thinks his last name was (b)(6) and he was a light-skinned Hispanic with dark brown or dark black hair. The caller asked to see the regulations that said she could not opt out of the AIT and the TSO told her she had to go onto the internet and print off something about the rules and regulations. She wanted to go through the WTMD and they wouldn't let her. The caller missed her flight because of all of this. The caller went and spoke with a police officer and they told her they couldn't get involved with TSA. She wants to talk about compensation for the missed flight. She also wants to know if she is on a no-fly list.

Date Time: 23 February 2013, 630 am

Gate Terminal: Unknown

Airport: FAT, Fresno

2015 7:40:1 Airline: Unknown

Flight #: Unknown

Bag tag # 10digit: N/A

Bag Description: N/A

Missing Damaged item description: N/A

NOI: N/A

RESOLUTION to the caller's issue: Advised the caller this would be forwarded to the CSM at Fresno for them to investigate the matter. Sent a claim form to the caller's email address to file a claim against TSA for the missed flight.

Special Notes: N/A

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/21/2015 2:09:15 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): dl 51 sfo to atl

2015 3:01:5 gate 42

Comments: while Going through the security checkpoint i encountered extremely unprofessional, rude behaviour from the tsa agent checking id. the agent yelled at me and my two minor sons travelling with me regarding not being allowed to approach his position. i then backed up and then he motioned with his hand to approach. i approached his position and he yelled at us again that we were not allowed to approach while STILL gesturing with his hand to move closer. i then asked if we were now cleared to approach and he said 'yes'. another tsa agent who witnessed his behaviour then relieved the agent of his position. after clearing the metal detector and carry on bag check i requested to speak to a supervisor and pointed out the tsa agent with whom i had the issue with. i then explained what happened and filled out a complaint form.

i have been flying around the world for more than 27 years and have never seen someone behaving as inappropriately as this agent.

bottom line is that he was rude and extremely unprofessional. I was a marine and marine security guard at us embassies around the world. we were taught to be firm, courteous and tactful. your agents should be the same.

respectfully submitted

(b)(6)

2015 11:10: Caller is a current government employee who is also a disabled veteran with an artificial hip. She wants to know why they took out the AIT machine at RIC? She is a disabled veteran with a metal hip implant so each time she goes through the WTMD it sets it off and she has to have a full patdown. They also made her remove her shoes which is very difficult for her. Caller was upset because she was separated from a government issued laptop for a short time during the process and it is not supposed to be out of her view. She said the regular screening line is too long and she does not want to have to go through it just so she can be screened via the AIT. The incidents occurred on 02/08/2015 and 02/22/2015.

She requested the phone number for the CSM at RIC so she could personally ask her why the AIT was removed.

I am a member of the Global Entry Program and still DID NOT get the TSA Pre check printed on my boarding pass in December 2014? Why did this happen? I paid the \$100 and went through all the clearances? Your website states under frequently asked questions that I should receive it? Your answers did NOT answer my question.

v/r

(b)(6)

tsatcc_do_not_reply@sensure.com

To:

(b)(6)

Received-On:

2015 3:03:2 02/09/15 6:46 PM

Subject:

In Response to your inquiry

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding TSA Pre?®.

TSA continues to focus its resources and to improve passenger experience at the security checkpoint by expanding its use of technology and applying new intelligence-driven, risk-based screening procedures. The use of risk-based initiatives allows TSA to maintain its high-security standards and allow more travelers to experience the benefit of expedited screening.

The most familiar of TSA's risk-based initiatives, TSA Pre?®, allows TSA to identify low-risk passengers for expedited screening. Travelers who are directed to the TSA Pre?® lane may be allowed to keep on their footwear, light outerwear, and belt, and leave their laptop in its case and 3-1-1 compliant liquids/gels bag in their carry-on luggage.

In addition to TSA Pre?®, TSA has implemented various risk-based measures at all of our Nation's airports, even at those that do not have a dedicated TSA Pre?®. For example, some individuals may receive instructions from a Transportation Security Officer (TSO) at the checkpoint that may allow them a security screening experience similar to TSA Pre?®.

all equally.

But more specifically, it does not address how your algorithm for the millimeter detector was not trained on a sufficient number of body types leaving some of us more likely to be patted down than others. At this point (5+ years after it being introduced), this is unacceptable. If you have not plans to address it, those of us who are targeted for pat downs EVERY TIME we have to go through that scanner, which clearly fails to work properly, should be given another alternative. Therefore, please address my original complaint that your screening is discriminatory. Either we should be given the option of a metal detector OR we should be given the option of free TSA Pre-check (or whatever it is called), until you have addressed the problem.

(b)(6)

(b)(6)

(b)(6) | Baltimore, MD 21201

Phone/(b)(6) Fax: 410-706-1482

E-mail: (b)(6)

2015 8:29:4

---Original Message---

From: tsatcc_do_not_reply@senture.com [mailto:tsatcc_do_not_reply@senture.com]

Sent: Thursday, February 19, 2015 6:43 PM

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

all equally.

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(b)(6)
(b)(6)
(b)(6) Baltimore, MD 21201
Phone: (b)(6) Fax: 410-706-1482
E-mail: (b)(6)

2015 8:29:4

-----Original Message-----

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Thank you for your e-mail in which you inquire about the reasons for secondary screening.

The Transportation Security Administration (TSA) seeks to provide a high level of security and customer service to all travelers who pass through our screening checkpoints. Every passenger and their property must be screened before entering the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on baggage, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the Walk-Through Metal Detector (WTMD) or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property could also be performed.

----- Forwarded message -----

From: (b)(6)

Date: Feb 23, 2015 3:03 PM

Subject: TSA's Airport Albuquerque NM abuse

To: <HYPERLINK "mailto:abqcustomersupport@tsa.dhs.gov"abqcustomersupport@tsa.dhs.gov>, <HYPERLINK "mailto:tsa-contactcenter@ghs.gov"tsa-contactcenter@ghs.gov>

Cc: <HYPERLINK (b)(6)>

2015 6:15:5

This email is to complain an abuse towards an elderly gentleman who was passing the screen security at the Albuquerque International Airport at 2pm. The elderly man flew out to Phoenix at 2:45 pm from Gate A8.

The elderly man was about 85 years old and he was using a wheelchair to cross the metal detector. Personnel from TSA, made the man walk through the metal detector three times. He could not even walk, but apparently the TSAs did not care at all. The worst part was when they made him take the belt off his pants and its pants fell down.

The Albuquerque Airport has the pre- approved TSA line, you don't need to take off your shoes or belt in that line but they prefered to give a hard time to the poor gentleman. Also, they could screen the man in its wheel chair without any problem.

As an Albuquerque resident I'd really appreciate if TSA take action on this situation and identify the people who were working during the 2pm shift and provide them training on how to treat elderly people with respect.

Thanks,

(b)(6)

In general, I am okay with the TSA encounters I experience at least twice a week. Very professional.

However, I am not okay with San Diego. This is a relatively busy hub airport for Southwest Airlines. Yet, I avoid this place whenever I can. I am always (almost) pre-check. But I have a knee implant that requires me to use "other" machine, not the metal detector. No big deal except San Diego who can't seem to provide this technology for precheck travelers. Inexcusable in my opinion.

2015 9:18:4 I avoid this airport at great inconvenience to me and economic loss to that city. Tough.

Please address this issue. It is totally wrong.

Sent from my iPad

the time these made up rules & policy creation took place, as I would have not been allow to proceed. The stunned look on my face alone, if you took the time to review the video would tell you something is vastly wrong. Your statements below are in direct conflict with my inquiry, yet I am to accept your answer and forget it ever happen? I do not accept your answer and have no doubt that the majority of tax paying US Citizens would agree with me. Your own statement taken from you reply "For example, TSA may apply additional screening methods, such as a paldown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed." , are exactly why I questioned the behavior. I went through the AIT screening and was given the OK to proceed (there was no alarm), picked up my property and put it all back on or in my pocession, my bag was pulled out for secondary screening (I fully understand why), I question how you improved the sercurity of the passengers by checking my body as a result of my bag found to have 5 pounds of lunch meat. The same lunch meat I told the only screener who followed policy, that the meat was the item picked up during the initial screening. Then I was told to take my property back off and out of my pockets for additional screening. Additional sceening methods performed on people who fail all other respectful means of screening, which I clearly did not. I have been pulled to the side for additional screening when something shows up on the AIT and I understand that completely, but that is not what happened here. I have also never been searched in such a manor when I have been sent to secondary screening. I am not asking you to validate that I am right, I know I am but what I am telling you is people who fly regularly as I do are going to have a problem at this airport & with these agents. We know we actually do have rights. At best there is a total lack of training or at worse a total disregard for your policies and procedures. I would sincerely apperciate someone checking into this matter in an actual investigative manner because this incident could have been avoided by your employees following your policies.

(b)(6)

In Response to your inquiry.

2015 2:36:0 HYPERLINK (b)(6)

tsatcc do not reply@senture.com (tsatcc do not reply@senture.com)

HYPERLINK (b)(6)

2/23/15

(b)(6)

From:tsatcc_do_not_reply@senture.com

Sent:Mon 2/23/15 6:49 PM

To:(b)(6)

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening. TSA seeks to provide a high level of security and

To whom it may concern:

On February 22nd at 3:30p.m. my husband and I were in the Richmond International Airport in the TSA department headed towards Atlanta, Georgia. I was detained after going through the metal detector, as I told them I had two total hip replacements. They proceeded to tell me to take my coat off, put it in a box, take my shoes off and they were going to pat me down. While I was patted down to a very large extent the examiner said, "What is this?" I told her I have a belly bag that is a form of catheter, she said, "touch it". I said, "I can't touch it here, I would have to go somewhere private it is under my clothes". So she calls over her manager, the manager then says, "You have to touch it". I tried to show it by lifting the hem of my shirt, only showing about a quarter of an inch. I tell her to touch it I need to be in a more private area. The manager screams at me to just touch it.

In the meantime, my husband was getting very worried, as he could see I was upset and that they were yelling at me. He tells the manager that all this yelling was not necessary that we've gone through many airports before and never had any problem. She threatens to have him removed from the airport if he interferes with me whatsoever. He was only trying to protect me as he knew I was emotionally upset by the time we got out of there.

By the time it was over I was upset shaking and in tears. I hope something is done about this matter as a patient who has high blood pressure and several health conditions could be seriously injured by this kind of verbal humiliation and abuse.

Sincerely,

2015 12:13

(b)(6)

HYPERLINK (b)(6)

(b)(6)

Lakeland, FL 33810

Sent from Surface

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP (b)(6)

Date Time: 2/25/2015 12:25:47 PM

Name (b)(6)

Email (b)(6)

2015 2:12:56 Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): 02/24/2015, approximately 1300 hours, Lihue Airport TSA Pre Check Line Metal Detector.

Comments: TSA Officer (b)(6) covered his name tag on his chest when I took issue with his unprofessional & rude behavior.

I had removed my laptop from my bag and all metal items as instructed prior to going through the metal detector. As I entered the metal detector, (b)(6) told me to remove my 2 plastic writing pens. I showed & told him 2X they were plastic. To avoid holding up the line, I attempted to dispose of both plastic pens missing the trashcan. (b)(6) then waved me through the metal detector, but adamantly refused 3 requests to let me retrieve my pens.

When I requested his name, (b)(6) immediately covered his name tag & called for a supervisor. Supervisor did conduct himself appropriately & professionally offering his badge information for me to copy. It was not necessary since I had (b)(6) name.

In closing, the Pre Check line was not moving as efficiently as the non pre check line or like most other TSA Pre Check Lines at other airports. I observed 2 reasons for the delays, first, was the man viewing the x ray monitor seemed hesitant & inexperienced constantly backing up the conveyor belt and moving around while looking at the monitor. Second, it would appear (b)(6) was not aware he was manning the Pre Check Line or attempting to exert his perceived authority. As a frequent traveler, I understand TSA is an necessary inconvenience being responsible for the traveling public's safety. But that is no excuse for a civil servant's unprofessional behavior.

Hello

My parents flew from JFK terminal 4 on 2/13/15. At the check point my mother removed her jewelry and placed it in the bin and then passed through the metal detector. When she went to retrieve her jewelry the items were gone. I have placed several calls to the TSA lost and found number. Each time I get a recorded message although it is during business hours, left detailed and clear messages and I have yet to receive a call back. In the past I have had a great experience with the retrieval of a lost item at a security check point and I am truly disappointed that I am not able to get anyone on the phone. The item had to have been found because the only people to handle that tray after it left my mother's hands were TSA personnel. One of the items has tremendous emotional value for my mother and I really hope we can get it back. Please direct me to someone who can help me with this issue. Many thanks.

2015 6:02:56

(b)(6)

On 2/23/15 my wife and I were passing through the Las Vegas airport. We have been through this airport three times in the last year and every time, are treated rudely by the TSA. I strongly believe that this group of TSA needs to be retrained in customer service.

When we pass through other airports we take off our shoes, coats, belts, and empty our pockets. We place all of our items in a bin and send it through the x-ray machine. We walk through the metal detector and we are done. Great!!!

In Las Vegas the signs say to leave on your coats and shoes (for ease-convenience). There are no large bins, only small dishes. We walk up to TSA, and I start to unzip my jacket. The agent says "what are you doing, did I tell you to take off your coat"? I told him I had stuff in the pockets of my jacket (head phones, Y adapter, lighter, phone, etc.). He says "stick it in your wife's purse". I try to put as much in that can fit, but I put the rest in a dish. I walk through and set off the detector. He says "take off your belt!" I said the sign said to leave on my belt. He said "I don't know where you shop, take off the belt!" I put it in the dish and loose my place in line.

2015 8:07:4 My wife walks up and the detector goes off. After three tries (belt, shoes, and coat) she finally gets through. The next three people go through the same. The line is messed up, we all have our items on different spots on the x-ray belt, and we all are JAMMED UP and backing up the line! The agent yells out "people this is not this hard", but HE is the one causing all of the problems!

Please, train the Las Vegas TSA customer service, and use the normal TSA screening techniques. This new system is horrible, especially with angry TSA agents. If I go through Las Vegas again, with similar results, I will record it on my phone, for someone's boss to view. We just want to go on vacation and to fly safely... Let us put our coats, shoes, and belts in a bin... It is so much faster.

Sincerely,

(b)(6)

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 2/26/2015 10:29:31 AM

2015 12:06: Name: (b)(6)

Email: (b)(6)

Complaints: My Complaint is Not Listed Here

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): San Diego airport, terminal one..

Comments: I have TSA precheck; Unfortunately though, there was no pre-check line at terminal one this morning. Instead they sent all the pre-check passengers through the main line, and gave them a slip of paper to give to the agent near the metal detector. This was both annoying, because we were not allowed to leave our laptops in our bags, at also insecure, as any pre-check passenger could have simply handed their pre-check slip to another passenger, allowing them to bypass the body scanner. My fellow pre-check passengers and I have invested a great deal of time and energy getting approval for pre-check. It is unfair to us when the airport does not designate a separate pre-check line. It is also less secure and defeats the entire purpose of the pre-check.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 08823

2015 2:12:2

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

Newark Liberty International Airport

From: (b)(6)
Sent: Thursday, February 26, 2015 6:46 PM
To: TSAExternalCompliance
Subject: Civil Liberties Violation Complaint Submission

Dear TSA,

Please find attached my statement of complaint for the violation against me by a TSA agent.

If you have any questions, do not hesitate to contact me. I look forward to your response.

Sincerely,

(b)(6)

2015 8:19:4

Attachment

Civil Liberties Civil Rights Violation Complaint

Date: February 26, 2015
Complaint Submitted to:
Transportation Security Administration's (TSA) Office of Civil Rights - Liberties, Ombudsman and Traveler Engagement (CRL OTE)
E-mail: HYPERLINKmailto:TSA-CRL@tsa.dhs.gov TSA-CRL@tsa.dhs.gov
Complaint submitted by:

(b)(6)

Asheville, NC 28801

(b)(6)

[HYPERLINK](#) (b)(6)

To whom it may concern.

Based on my recent travel experience I have decided to contact you. The behavior of the TSA agents has become quite unacceptable. There is a lot of eye rolling, lack of accommodation and inappropriate comments directed at travelers. I suspect that your agents have become quite complacent in their governmental jobs and believe themselves to be entitled to behavior otherwise unacceptable in any other profession.

To give you specific examples:

1. On 2/26, Seattle/Tacoma TSA significantly delayed my pregnant co-traveller after she requested a pat down instead of the X-ray. This was because their only female employee was operating another machine. At the same time, they sent a few other travelers through metal detector but did not offer this to her and denied it when she asked if she could go through this process instead as she realized that she was being delayed.
2. On 2/27, Boston Logan TSA employees at Air Canada gates B1-B3, who had no one else in the line were rolling their eyes and shaking their heads when I was about to enter the metal detector but went back to put my keys on the belt as the keys escaped my attention in the midst of placing a bunch of other items on the belt. Right after that, one of the agents could not keep himself from complaining about the fact that I forgot to dispose of a small bottle of water in my carry-on since "this has been the rule since 2006". With all due respect, people travel a lot and I've gone from Seattle through Boston within the last 12 hours and am continuing on to Europe. A small bottle of water simply occasionally gets missed despite the fact that this knowledge is widely available.

2015 4:24:2

If your agents don't understand these simple things or cannot behave, please, retrain them or consider replacing them.

Regards,

(b)(6)

From: (b)(6)
Sent: Friday, February 27, 2015 2:22 PM
To: TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: baggage inspection

2015 4:25:1 I flew back from Mexico yesterday on US Airways flight 444 with a plane change in Phoenix. Early this morning I opened my suitcase to find your TSA Baggage inspection card inside. When I packed my suitcase I was careful to wrap certain items to try to insure that they did not get broken. One of these items was a bottle of chocolate liquor I purchased in Mexico. This was no longer wrapped other than in the plastic bag I had put it in. It had been in the plastic bag and then wrapped in a shirt and put near the center of my bag. It was this morning against the inside edge of the bag. My tablet had been wrapped in my jacket and the screen facing the inside of my luggage so that it was padded all the way around. When I opened my bag it was no longer wrapped and was up against my husband's control panel for his metal detector causing the screen to be broken in several places.

I understand the need for baggage checks and have no problem with my bag being inspected but what I do have a problem with is the fact that the bag was not repacked with care and my items were not safely returned to my bag. It looked to me as if someone had just rifled through it looking for valuables and that was my first impression til I saw that everything was there and then I saw the inspection card. Now my table is cracked as you can plainly see in the attached photo. Is there any recourse for me for the damage to my tablet? While it was not an overly expensive one it was working fine and has many vacation pictures on it. (b)(6) Dallas, Or 97338 Phone (b)(6)
(b)(6) Inline image

<<ATTACHMENT>>

Photo of tablet with cracked screen

Caller said she did TSA precheck and that she is at the Long Beach Airport and she has boots on and when she went through the wtmid it alarmed and she got the full patdown in front of everyone because she set the alarm off and she said she is frustrated. She asked why didn't she get the option of going through the ait machine instead of the patdown. She said she is still at the airport and that she is going to Phoenix and that she does not have the name of the TSA agent. She asked does she have to remove her shoes at the checkpoint. She said the Officer asked if she wanted a private screening and told her that she could have gone through the ait machine but she was already over there for the patdown. She said she is trying to understand the precheck process.

Mishandling RFI

2015 6:34:3 REASON for the call: Complaint

Date Time: 02-27-15 at 4:30 pm
Gate Terminal: gate 2
Airport: Long Beach
Airline: US Air
Flight #: unknown

RESOLUTION to the caller's issue: I advised her that I will refer this to the CSM at the airport.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 2/27/2015 8:33:11 PM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 02/27/2015 5:22 PM Airline & Flight Number : Alaska 2573 Checkpoint/Area of Airport : Checkpoint 5a TSA Employee: (If Known) : Last names Colin. Shearer Comment : This was the second time this week flying through Seatac. I was TSA pre-check for this flight went through the line as usual wearing the exact same thing I wore when I flew in on Wednesday. Passing through the metal detector it triggered. The individual told me to go back and take off my shoes and belt. When I asked why I needed to do that if I was pre-check she said because it had a metal. Meanwhile the x-ray machine was open and being used to scan other passengers.

2015 9:02:0 When I exited the other side I asked TSA agent calling why it would trip. She stated that it was because I had metal so I asked why when I'm TSA pre-check why would I be required to remove my shoes. She said it was because I tripped the alarm. When I informed her that I had flown in two days ago wearing the exact same outfit and it did not trip I asked why it would trip today. She said that every machine is different they're not all calibrated the same. I replied that that didn't seem to make sense why wouldn't they be. She said that that's just how it is at this point TSA agent she were approached and asked if I needed assistance with anything. I explain my story to him and he stated that that's just the way it was. I said that didn't make sense police officers have to calibrate their radar guns in order that write me a ticket for violating something why wouldn't the TSA calibrate everything to look for the same potentially hazardous materials and/or metals. And what was the point of me being TSA pre-check if I still had to do the same thing the regular line did. He made a comment that said well we should fine you for caring liquids then. I told him that that was absurd if I had it on the plane I could see that but out a check point where you're just checking in removing it doesn't make sense. I asked why they wouldn't just put me through the x-ray and he said well we're just not doing that. Overall not a passenger friendly experience not what I typically experience when I fly and I fly at least twice every week. I did speak to a supervisor and he said he would take care of it I did feel very good about the supervisor and the way he listened to me and truly acted since really concerned. He was the best experience I had with TSA today. He was exemplary and actually made me feel better about the whole situation Would you like a response? : True Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Greetings,

We just returned back from a week in Japan and was treated to very friendly and welcoming customs officers. However, we were utterly and completely ashamed of our TSA process when passing back through to domestic flights. Our inspectors were hard to understand, even leaving us native speakers confused. Then the inspectors weren't sure if we could bypass or go through security again. Some folks just walked by into domestic gates while some of us tried to understand the TSA inspectors. Then we didn't have trays for our belongings, a place to water/liquids as many of us were surprised by no liquids having just passed through customs. Next, it was total chaos as to whether we should pass through the metal detector or the scanning image machine. We went back and forth in the lines and I finally just pushed for the metal detector. Finally, we had an unfriendly inspector telling us to hurry after the detector/scanner chaos.

2015 5:10:2 We can do better. I've traveled many places around the world and I'm sure our process was neither safe nor efficient today. The Americans as well as the foreign visitors expect and deserve better.

Feel free to reviews your videos or contact me for specific feedback.

Sincerely,

(b)(6) an ashamed American

Hi,

I've had tsa pre-check (signed up for global entry and received tsa pre-check with it) since November 2014. It's been great traveling both domestic and international, until this weekend.

I flew out of oakland, ca on Friday, February 27. The tsa pre-check line was for some reason closed. I was directed to the regular line where I had to remove my shoes. It would have been fine if I wasn't counting on having the expedited service that I normally would have received. I ended up waiting in a long line for security check and barely made it to my flight.

Things didn't get better when I took a return flight back to oakland this evening. As I walked through the metal detector, the exact same pair of boots I wore two nights ago somehow set off the metal detector. I understand that those machines are very sensitive and would be more than happy to walk through it again. However, the agent didn't offer that and said to me "your boots set it off. Take them off and go back in line" in a very derogatory tone. This was very upsetting because I have seen other travelers set off the metal detector and were instructed to walk through it again. Not only was I not given that option, the agent was also very rude.

2015 8:59:2

I understand nothing may not come out of this in the end but I certainly would like to bring this to your attention.

Thank you for your time.

(b)(6)
Sent from my iPhone

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/1/2015 8:32:00 PM

Name: (b)(6)
Email: (b)(6)
Complaints: Inappropriate Screening/Pat Down Screening

2015 9:01:0

Flight Info (if applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Austin (Texas Airport) Pre Screen

Comments: I'm a retired Federal Agent, and currently an Investigator for the State of Texas. I also paid for a passed a criminal background check to be assigned my KTN. On 2/22/2015, I had gone through the Pre-Screening. I was not armed. I had two pieces of luggage with me. My briefcase and a computer bag that contained my laptop and portable printer. I have traveled multiple times prior and after retiring as a Federal Agent with these items. I also carry my Federal Retired Credentials and State Investigator's Identification. I have never been detained and treated as I was on this day. The TSA employees were unprofessional and refused to examine my credentials or entertain what I had to say. My briefcase and I cleared the xray and metal detector. They retained my computer case. They opened my computer case and examined my printer. They alleged it tested for explosives. They opened it up and could see that it was not an explosive device. They then had me remove my shoes, and belt and patted me down and re-searched my carry ons. They could have at least listen to me, and examined my credentials versus taking them and setting them aside. I have never been treated so bad. I will be notifying my U.S. Representative and Homeland IG about this. My printer or any other carry on has never come into question.

From: (b)(6)
Sent: Monday, March 02, 2015 6:02 PM
To: TSA-ContactCenter@dhs.gov
Cc: (b)(6)
Subject: Damaged Property Claim for (b)(6) from SEATAC Airport on 2/27/15

To whom this may concern,

My name is (b)(6). I am seeking payment for my damaged cell phone. On February 27th, 2015 I was departing Seattle (SEATAC Airport) at Main terminal concourse B for a 7am flight through Virgin America (flight# 1780) to LAX. It a little after 6:25am when I was in line after checking in, I explained to the TSA representative that this was my first time flying by myself and I did not know what to do. He asked for my boarding pass which I had electronically. I tried scanning it but it did not work so the gentleman held my phone to scan the electronic boarding pass, he then walked me over pre screening. I have olive skin with long curly brown hair. I was wearing blue glasses, a black jacket over a brown/tan/black dress with black pants and running shoes. I had one silver carry-on suitcase and was holding in my hands a tablet and my cell phone, a Sony Xperia Z3 from T-mobile. I was not allowed to go through the metal detector with these items so the TSA representative told me twice to put the items in my luggage. When I asked why he said there were no bins for me to place my tablet and cell phone in so I needed to place them in my luggage. He then pushed my luggage on the belt and I walked through the metal detector. I turned to grab my luggage then a much larger suitcase passing through the xray collided with my luggage. I picked up my luggage then walked to the gate where I was again asked for my boarding pass, as I pulled out my phone I noticed the screen cracked was damaged to such a point where the screen could not display and it has NO touch sensitivity. Not only could I not pull up my boarding pass but after going through pre screening the phone was useless, when I landed in LAX I had no navigation, no form of communication, I could not access my data on the phone (such as contact information) and the only way for me to find my hotel was to find wifi to check my reservations stored in email. Even though the phone had a protective case, the fact that I was forced to put these items in my suitcase and the way in which my baggage was handled lead to complete damage beyond repair of my property. The lady at the gate was able to look up my information and verified my ticket so I could get on the plane but told me I only had 8 minutes to speak with security to file an immediate complaint/claim before they stop boarding passengers. I immediately went to security and spoke with the Supervisor (b)(6) badge#(b)(6) about the damaged item. I did not know the name of the TSA representative would not let me through unless my items were placed in the suitcase. I could only say he was a white male, no accent, at least 6ft tall with very short hair (possibly light brown), he was wearing a blue or white shirt with TSA patch on the shoulder and dark pants. I have attached photos of the damaged phone. In January, I upgraded to the Xperia Z3 phone through T-Mobile so in order for me to replace the damaged device with an equivalent Xperia Z3, I now have to pay out of pocket full retail price which is \$630. See this website: <http://www.t-mobile.com/cell-phones/sony-xperia-z3.html>. The damage of my phone not only negatively impacted my business trip but the negative impacts are continuing. This was a negligent act that I tried to avoid. Sole responsibility is upon this person. I feel as this was an employee on the clock, the liability falls upon the employer to compensate for my damaged property. I need payment for the damaged property otherwise my next option will need to file suit in small claims court. If you have any questions please contact me by this email (HYPERLINK (b)(6)). Thank you.

Sincerely,

(b)(6)

ATTACHMENTS

Photos of damaged cell phone
Caller had an odd and offensive experience with a ticket screener at the airport. She cannot describe how offensive this gentleman was.

When did this occur?

About an hour and 20 minutes ago or about 1300 hrs.

Where?

MCO.

Which checkpoint and terminal?

Terminal B. United, at the checkpoint to get to gates 1-59.

A male officer screening tickets before the metal detector was the offender.

What was his name?

She couldn't get it. He threatened to keep her from flying if she made an issue with him.

What did he look like?

30-40 yo, overweight, white, balding, medium brown hair, glasses, balding, of medium height.

He was asking the women if they were flying by themselves. He said that they must smile, because they are prettier when they smile. If they want to get past him, they must smile. Caller pointed out that his comments were sexist. She was threatened if she made an issue of the screener's behavior.

Feedback Type : Complaint

Categories : Other; Screening

Current Date/Time : 3/4/2015 4:20:06 PM

Airport : PHL - Philadelphia International Date/Time of Travel : 02/15/2015 6:00 AM Airline & Flight Number : Southwest #1676 Checkpoint/Area of Airport : terminal E security checkpoint.

TSA Employee: (If Known) : Not known

015 6:01:4

Comment : I arrived at PHL airport at 5:50am on 2/15/15 and since I had my boarding pass and no checked baggage I proceeded straight to the security checkpoint for E terminal. When I got there the TSA clerks were putting disabled people and people with strollers in one lane and everyone else in the other line. There were only TWO TSA workers at the pre check stations, one for each line. The lines had at least 50 to 60 people waiting for flights around the same time and only two people checking ID and boarding passes before moving us to the metal detectors where there were only 2 machines on and one lane to go through the body scan. And there wasn't even an excuse for lack of staff because the area was crawling with TSA workers just standing around looking pretty. I was stuck in the TSA Id check lane for 40 minutes! When I got through security I ran through the terminal only to be told by southwest that I missed my gate closing by FOUR MINUTES. When I demanded that they open the gate they said they couldn't and that they had no control over the staffing or control of the security checkpoints and there was nothing i could do. I ended up rerouting to Atlanta then New Orleans before finally arriving in Las Vegas, 6 hours after I was supposed to get there. It was a horrible nightmare that could have been easily avoided by opening more Id checks and metal detectors. I was not the only person to miss my flight: about 15 other people also missed the same flight for the exact same reason as me - the incompetence of TSA. I will never be able to get back those 6 hours of what happened to be my birthday and it is all because of government mismanagement. Disgraceful.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/5/2015 10:47:13 AM Airport : JFK - John F. Kennedy International Date/Time of Travel : 03/05/2015 10:04 AM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 4

TSA Employee: (If Known) :

015 12:10:0

Comment : TSA agent at Terminal 4 lane 6 metal detector. Unprofessional demeanor, unable to direct flow of traffic from bag scan through personal screening devices. "I don't care, whoever wants to go, go!" This was in response to unscreened passengers queueing up, not sure what lane was taking precedence or how agents wanted us to zipper in. Agents at lane 5 and 6 did not effectively control flow of traffic, individual controlling lane 5 was not easily visible or heard from bag screening queue. Aggravated at the agents frustration who works day in and day out at the same location, and she be able to readily identify why customers would be confused.

Would you like a response? : True

Passenger's Name : (b)(6) Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

We wanted to let you know the security scanner, i.d. checking, and xray operating TSA staff on Thursday, March 5, at 6:45 p.m. was hugely unprofessional, disrespectful, rude, mean, sarcastic, and were the WORST example of staffing. I have ever seen. These "staff" members were located near the E gates at LAS, McCarran Airport.

The line of passengers was very polite, and docile, and short, and staff repeatedly told us to change lines, or stand in places where there were no lines. They yelled at us asking if we "knew what a metal detector was"...telling us that is "like something used on a beach, to find gold," and to "get our metal off!"

There were no containers, as it was TSA precheck, but they ordered me to get my watch and bracelets in a container. I asked where containers were, and looked me in the eyes and me "we don't have any." I then had to search other areas, and run back to the line.

My 28 year old daughter, who knows what customer service is, asked if she needed to remove her knitted cap, and was reprimanded by extremely, and unnecessarily rude agent (b)(6) "Is it a metal helmet?" , as if she were a toddler, and then said to NOT remove it. I am sorry I did not know she was yelling at my daughter or I would have said something to her then. I did mention to the staff who were yelling at me that "we do not work there", so are unfamiliar with the rapidly changing rules and invisible signage.

It was actually impressive how incompetent they all were...and I suspect there was no supervision at that time.

2015 8:36:11 I was helped an hour later, by a very kind supervisor, (b)(6) who listened and identified (b)(6) and directed me to this address.

Another agent, (b)(6) (identified as (b)(6) on our tickets) was completely unprofessional, non-interactive, and when asked by a passenger where to stand, as he had been directed to a confusing location (b)(6) said "I don't know. Just stand there."

Like all of us, I have real concerns my in life, and I totally appreciate and respect the TSA, and the service they provide. I am totally compliant, but this staff needs to NOT work with humans. Please.

We had a great trip, and our last impression of Las Vegas is predominated by the rude, unprofessional behavior of most of the staff there at that time.
I welcome your response, and input.

Sincerely,

(b)(6)
Alaska Flight 601 to Seattle

(b)(6)

(b)(6)

TSA Contact Center

CCR

(b)(6)

From: (b)(6)

Sent: Friday, March 06, 2015 8:55 AM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

015 10:27:1

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 3/6/2015 8:54:51 AM

Name:

(b)(6)

Email:

Caller stated she had an horrible experience at SFO. She told them she would like to opt out of the AIT. She stated they sat her on a chair that was on an incline and left her there for half an hour because they did not have a woman available for a patdown. She could not sit in the seat that they provided and she needed to get up so she told them she would be happy to go through the metal detector like the other people. She said they told her that once she opted for the patdown that she could not go through the metal detector. She is 75 years old.

It was the men that treated her badly. The men were very rude to her. There was a man that grabbed her arm and tried to drag her into the other room, she stated she felt like she was going to be disappeared. She wanted to know how she could prevent this in the future.

015 5:13:0 CSM RFI

Airport: SFO

Airline: Southwest

Flight Numbers: 3991

Date and Time of Incident: Saturday, February 21st

Location of Incident (Terminal or Gate): Terminal 1.

Contact information (phone number or EMAIL):

Remote Client IP: (b)(6)
Date Time: 3/7/2015 1:37:18 AM

Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): March 1, 2015
United Airlines 35
International Terminal G
Comments: March 1, 2015
United Airlines 35

2015 9:26:2 To whom it may concern:

Re: Rude, curt and hostile service and service that is inconsiderate of international travelers.

Formerly a resident of California, I have been living in Asia for the last 9 years, but have flown to the US regularly to visit relatives. In the same period, as a basis of comparison, I have visited numerous international airports throughout Asia and Mexico and have generally had far more efficient, professional, and seemingly safe experiences than I have had with TSA security screening procedures in the US. Though I can say that TSA service and procedures have generally improved in the last 10 year in other parts of the US, I have seen the least amount of improvement at San Francisco International Airport which remains not only uncourteous but sometimes rude and harassing.

For the most part, I would like to convey my experience from the perspective of an international tourist arriving in San Francisco with jet lag, higher service expectations, and possibly limited English proficiency:

On the date of my flight I found the security checkpoint to be uncrowded and my family, which included a 6-year-old child, arrived extra early. While I have experienced a surprising amount of helpfulness and friendliness from other TSA representatives at other airports (notably Denver's International Airport the week before) which even expedite families with small children, I found the staff at the San Francisco international G terminal security gate to be surly and speaking curtly to fellow passengers. After just witnessing an apparently East Asian passenger being yelled at, I was suddenly selected (apparently randomly) for a full body scan (a process I am actually unfamiliar with). A fellow passenger from behind had to explain what was happening: a TSA employee with a native English accent had spoken to me, though while avoiding eye contact, avoiding useful hand gestures, and speaking in mumbled, incomplete sentences, it took me a while to recognize that the employee was actually talking to me rather than another passenger. I asked the employee to repeat herself three times since I couldn't understand what she was saying. The employee openly conveyed her annoyance for having to repeat herself, and the employee's statements remained so curt, and abbreviated that I had to make a lot of quick, confused guesses about the procedure based upon reading the available signs. Though another employee with a more professional demeanor had previously informed me that it wasn't necessary to remove a small amount of change in my pocket, I would later be chastised for not removing change from my pocket. When I mentioned that I was following another employee's instructions, and that I wasn't familiar with the full body

Today, my checked bags were inspected by TSA in Northwest Florida Beaches International Airport in Panama City. I am totally fine with any and all bag inspections and checks. Problem is that they did not put the power chord for my DVD player back in my checked bag. I checked with the friend I was staying with in Chipley, FL, and it is not there. I do remember packing it, but I called her to make double sure as memory is not always accurate. The room where the player was located actually has very little in it, so it is not like it would be hard to find if I left it there inadvertently. So, my first question is do I have any financial recourse for making a claim? I can't use the DVD player for very long without the power cord, and I cannot purchase a power cord separately. There is a reason. The DVD player is no longer available and I did check this along with the parts store. Replacing it, costs me \$70 minimum.

The next point I want to make is a comment and a complaint. Generally speaking, I like flying into and out of this airport. I had TSA pre-clearance today. Despite having TSA pre-clearance, I had to remove my laptop, take off my shoes, my belt, etc. There was not one difference from regular security other than I went through the metal detector vs. the body scan machine. By the time I had done all this, I might as well have gone through the body scan for goodness sake. In fact, I would have been fine doing so. I saw no discernable difference.

015 8:19:4

This airport has the luxury of little traffic, so they have a tendency to be extra stringent in security. I find that this luxury of time is something they take advantage of beyond random sampling. One example, both passengers, the one ahead of me and the one behind me were pulled out of line and searched. I have had it done to me. Not a problem per se, but it seems a little extreme since it happens more often than not for reasons that are questionable compared to statistical sampling techniques I am familiar with. I understand this with kids during Spring Break or people that evoke suspicion, but really no other airport I have traveled through clamps down like this with TSA Pre-Approval. Spring Break was not in swing yet, and I am thinking this is a lack of balance, process, and perspective that I find to be a pattern at this airport due to the light traffic.

Please advise.

Thank you!

(b)(6)

The caller stated that there was a security issue at PDX and he wanted to make a suggestion. He was going through security with his wife and has TSA PreCheck. His wife underwent a patdown and they left her carry-on bag sitting on the conveyor belt. He stated that her bag was out of her site even when she was still 20-30 feet on the other side of the metal detector. He stated the bag was out of her site for several minutes. He walked up to the bag and picked it up while she was still undergoing screening and he could have been another passenger looking to steal the bag. It took a couple of minutes before security officers came up to him and asked if that was his wife's bag.

015 9:59:0

Date and time: 3-7 around 12:00 or 1:00 p.m.
Airport: PDX

I understand the TSA Screener's job is a hard and difficult. And I am grateful for those TSA Officers who do their job diligently and respectfully. But the obnoxious, disrespectful, loud and arrogant TSA supervisor on duty at 6:00 am on Monday March 9, 2015 is something you—and I—can do without. Neither I nor anyone else should have to put up with the disorganization and confusion he creates along with his arrogance.

Customs and Border Control hand pre designated travelers such as me a slip to hand the to the TSA Officer designating the traveler as a TSA Pre traveler—in my case, because I am a member of Global Entry. But TSA Officers at this checkpoint create a confusing and chaotic problem by shuttling those travelers designated as TSA Pre into the same security screening lines with non-TSA Pre travelers. For instance, they did not divide travelers into two separate lines, or that even if you're TSA Pre you have to remove your laptop and shoes and belt, or any other helpful direction. Some people are to go through the full body scanner and others go through the metal detector. People are crisscrossing and bumping into each other. People don't know which line to get in. And your officers are continuously yelling orders. Not helpful orders, just obnoxious orders. And even though the TSA Pre travelers are directed into the metal detector instead of the full body screener, they send all luggage through the same Xray machine.

Your TSA Officers then complain that I didn't remove my laptop from my bag and hold up the line to require me to remove it and put the bag back through even though they could do it more easily and at most other airports, usually do; but as a TSA Pre traveler, I'm not supposed to have to remove my laptop from my bag. I attempted to go through the metal detector while keeping on my shoes and belt, but it repeatedly triggered the alarm until I removed first my shoes, and then my belt, requiring three tries to clear the Xray, only then to be asked if I left my laptop in the outside pocket of my bag—which of course, I did, since I travel extensively, am always TSA Pre bc I'm a member of Global Entry and after going through a TSA Pre checkpoint only 150 or so times, thought I had the drill down. But for some reason, this checkpoint doesn't adhere to the same TSA Pre rules, even though the slip handed out by Custom and Border Control designating certain travelers as TSA Pre relates the regular screening rules—put all metal objects in your bag, leave your computer in your bag, leave your shoes and belt on—and yet, your own officers don't know what it says.

015 10:05:4

And in response to voicing my exasperation by telling them it is the most disorganized screening line I've ever been in, I'm get in response from the male supervisor on duty a disrespectful and arrogant response that its not disorganized, that the rules are all spelled out on the slip of paper I received and he'll explain them to me when I get through the other side of the screening.

I don't really care if I have to remove my computer or not or remove my shoes or take off my belt; I just want it to be organized and orderly. Don't tell me to do one thing and then complain when I do it because you wanted me to do something different. If you need me to remove my shoes, belt and go through full body scanner, I'm happy to do it. But don't tell me I'm designated as TSA Pre, condition me to leave my laptop in my bag, my shoes and belt on, and then trip me up for following the TSA Pre rules and subject me to the arrogant and disrespectful TSA Officer screeners at the international connection checkpoint, and to the confusion and chaos your TSA officers create at this checkpoint.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/9/2015 1:23:35 PM

Airport : SAN - San Diego International Date/Time of Travel : 03/09/2015 10:15 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

015 2:15:3 Comment : I travel weekly and SAN has one of the poorest TSA pre lines. Too many people for the one line. They let in too many people who are not PRE approved. Because there are so many tourists, baby strollers and people who do not know who do not know how to go through a metal detector you should have a business/status line.

Of course it's not terrible. But compared to every other airport it is not efficient.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/9/2015 1:20:34 PM

Airport : SAN - San Diego International Date/Time of Travel : 03/09/2015 10:15 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

!015 2:15:4 Comment : I travel weekly and SAN has one of the poorest TSA pre lines. Too many people for the one line. They let in too many people who are not PRE approved. Because there are so many tourists, baby strollers and people who do not know who do not know how to go through a metal detector you should have a business/status line.

Of course it's not terrible. But compared to every other airport it is not efficient.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/9/2015 1:20:29 PM

Airport : SAN - San Diego International Date/Time of Travel : 03/09/2015 10:15 AM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

!015 2:15:4 Comment : I travel weekly and SAN has one of the poorest TSA pre lines. Too many people for the one line. They let in too many people who are not PRE approved. Because there are so many tourists, baby strollers and people who do not know who do not know how to go through a metal detector you should have a business/status line.

Of course it's not terrible. But compared to every other airport it is not efficient.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To Whom it May Concern,

I am filing this complaint against the TSA precheck service in MCO airport. I am a frequent traveler with a global entry registry. Every time I travel and approach the pre-check line, TSA has the line opened to the general public and they cannot control or disseminate who the known or unknown travelers are. I am continuously subjected to random searches before I even get to the metal detectors. Doesnt that defeat the purpose of forms, finger printing and back grounds searches I paid for? These pre-check lines are not pre-check lines, they are general population lines, but with minimal security screening.

To run non- pre check personel through this pre-check line is not a good idea. Can someone at the very least conduct an observation at this location of the pre-check lane practice?

!015 10:15: I appreciate your help and thank you for your time.

(b)(6)

United Airlines (b)(6) Lantau, Hong Kong

HKG Cell (b)(6) US Cell (b)(6) | HYPERLINK (b)(6)

2015 3:43:2
Caller is currently at LAX. She keeps calling the number for their TSA department and is not getting an answer. She wants to talk to someone today before she leaves the airport. She is calling 310.242.2911. She says that she is flying via Southwest flight 4812 from LAX at 1:55 p.m. She says that she is currently at gate 7. The incident occurred between 1130 a.m. and 12 p.m. Caller is traveling in a group of 50 individuals. They have 43 students and 7 chaperons. Caller says they were traveling from IAH to LAX and back for a school trip. One of their students has turned 18, but has no driver's license or state ID. All she has is a student ID. They made it through security alright in IAH. However, in LAX the mail document checker said that she was 18, so she had to go to another line since she didn't have a state ID. She says that the officer just pointed in a general direction and didn't give any guidance as to where exactly she needed to go. The caller is not upset that she had to go through a different procedure based on her age. What she is upset about is that the officer was rude to the child and also the adults that tried to help her. The adults began asking him if someone could go with her because they were on a school trip and she had to keep a chaperon. He ignored them. Finally another officer came over and told them that someone could accompany her and showed them where to go. After this, they began splitting the line, sending some through PreCheck and some through normal screening. They sent a big group of the kids through one way and all of the chaperons were being sent another way. One of the chaperons followed the group of kids and an officer said, What are you doing? in what the caller describes as a rude tone. She says that the chaperon explained that this was a school trip and the kids had to have a chaperon. She says that at this point one officer looked at the caller and started saying to keep everything on that she was going through expedited screening, not to take anything off. The caller describes this officer as rude as well. She says that she went through the WTMD and it alarmed. She says that she told her that she had metal implants throughout her body. The officer ignored the comment and told her to take off her watch, bracelets, and engagement ring. The caller took all of this off except for her engagement ring. She was sent through a couple of other times. Another passenger told her that she still had her sunglasses on her head. She says that the officer didn't tell her to remove this, but tried to get her to take off her engagement ring. She says that she told her 5 or 6 times that even if she takes all of this stuff off, she will still have an alarm because she has implants in her back, collar bone, left leg, and a screw in her right knee. She was referred for a patdown. She tried to get them to let her use AIT instead and the request was denied. She says that the patdown was done and although she wasn't very satisfied with the fact of having it done, her main complaint was that the officer was once again rude. She says she wasn't rude until the end when she just said Have a good day! and walked off. She never apologized or anything. She says that all of that could have been avoided if she would have listened to her from the beginning, instead of sending her through and then take a few things off and then repeat. Also, she says that AIT would have helped avoid this as well. She says that she asked for a supervisor and the officer just pointed off in a general direction and said, They are over there somewhere. She says that she finally found a supervisor (b)(6) from terminal 1, who kept interpreting it that the caller was complaining about the rules. She says that the supervisor couldn't understand the concept that it was not because of the rules, but just because of the rudeness and ignoring the fact that she had told them she had the metal implants. She says that she wants to speak with the CSM before her flight departs; whether this be in person or via phone.

Caller Went through security this morning, one of the TSOs took 2 of her bracelets, Placed them in a little bowl and did not give them back to her. She did not realize she didn't have them until she was boarding the plane.

Date Time: 3-11 8:05AM

Gate: a30

Airport: IAH

2015 3:00:0 Airline: Frontier

Flight #: 1105

Missing Damaged item description: 2 Bracelets that she was wearing, She had to place them in a bowl when she set off the WTMD. She advised that she did not see the TSO again and did not realize she didn't have the bracelets until she was boarding the flight.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 3/11/2015 12:44:44 PM Airport : LAS - McCarran International Date/Time of Travel : 03/10/2015 8:15 AM Airline & Flight Number : Southwest 764 Checkpoint/Area of Airport :

Southwest Terminal - lane farthest to the left as you are entering the area TSA Employee: (If Known) :

2015 3:18:2
Comment : I traveled yesterday through LAS airport to PHX and went through the TSA checkpoint about 8:00am. Just as I came up to get my ID checked another lane opened up off to the side (the left most lane as you're facing the checkpoint). I was one of the first five people through that lane that morning. It seemed that the employees had received some news about some additional training right before the checkpoint opened because they were not focused on the travelers, they were complaining to each other about having to take this training. The one who was the most vocal was standing right next to the belt, before you went through the metal detector. He was tall, salt and pepper hair, maybe in his 50s. He was talking to the guy who was actually looking at the x-ray images (this was concerning to me since I wasn't sure how he was reading the images AND complaining about his job all at once). The tall guy next to the belt said that this additional training was "bullshit" and that "this part-time job wasn't worth it". It was incredibly unprofessional and frankly made me feel unsafe that this guy was only considering this a part time job that wasn't worth his time. As travelers, we certainly think the TSA agents are taking their jobs seriously and keeping us safe. Thank you for the attention to this.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

My name is (b)(6) and I need to speak with someone in charge regarding negligence on the part of several TSA agents at MCO airport on 3/12/15 at the East checkpoint area. At 11:48AM I approached the screening belt and was told by the TSA agent (a Caucasian woman named (b)(6) most likely in her 30's) that we didn't need to remove anything from our bags (liquids, jackets, laptops, etc) before placing it on the belt and if we'd already done so, to put everything back in our bags. The woman directly in front of me was taking a little longer than I had to put everything back so (b)(6) grabbed my purse (a tan Michael Kors tote that doesn't have a top closure) and put it through the machine as I walked through the metal detector. I went straight through with no problems and immediately turned to my right to retrieve my purse at which point I saw it coming out of the machine completely flipped over, so that the top of my purse was directly on the belt. This of course concerned me because my purse is a tote and wasn't able to be secured closed. I stood there for a few seconds trying to ensure everything was there but people were coming up behind me to get there items so I placed my bag on the nearest bench to double check that all my belongings were accounted for when I immediately noticed my sashay of jewelry (valued at approx. \$1,500) was missing. I told (b)(6) that my jewelry was gone—thinking it has fallen out of my bag when it was flipped over. I described to her that the sashay was light blue/gray (almost transparent) and about 6 inches in length and that it had the word "glo" written on the outside. It had a drawstring closure. She started looking for it, as did I but it was difficult with all of the bags continuing to come through on the belt. Within a minute of me notifying (b)(6) saw one of my diamond earrings and one of my gold rings loosely going by on the roller portion of the belt. When I let her know of this she reviewed the the image of my purse to locate where the jewelry pouch had been and what may have happened to it on its way out...she told me it made it through so we continued to look on the belt and around the belt. We couldn't find anything else so she said she was going to get a supervisor involved. During the wait for a supervisor, she rescanned my bag to ensure it wasn't lost inside despite me reassuring her it wasn't there. She confirmed it was missing after rescanning it. A few minutes later a tall, heavy set African American man (most likely in his 40's) approached my boyfriend and I and introduced himself as the supervisor. He had us explain what happened and what the jewelry pouch looked like so that he could review security footage. We waited about 10 minutes before he returned saying he couldn't find anything and that he didn't see the pouch on camera. I told him it was definitely there because (b)(6) had confirmed she saw it on the screening image as well as I found 2 random pieces loosely on the belt. I then described the pouch to him for a second time, saying it was a light blue/gray sashay with a drawstring closure and about 6 inches—I told him again that it had the word "glo" written on it. He then said the camera wouldn't pick up the word on the outside of the bag but that he'd keep looking. He wasn't rude but he wasn't nice either...his tone was short and he acted as though he was really doing us a favor. Another 10 minutes went by and he came back over to us saying it was no where on camera so he was going to examine the inside of the belt, saying it may have gotten caught on something. After doing so, he told us it wasn't there. He then had another TSA agent scan our bags again, despite my telling them they had already done this twice before and time was just being wasted. They went ahead and of course confirmed it wasn't in there. Mind you this entire time not one person asked us when our flight was or showed any empathy whatsoever—the collective attitude was that we should simply be grateful that they were taking the time to try to find my jewelry. When we voiced our frustration at having my bag scanned a third time and that the whole thing was taking way too long because we had a flight to catch, the agent responded by saying that it wasn't his fault and we shouldn't be mad or blame him. No one wanted to take any responsibility. At 12:35 PM, after 45 minutes had passed, the supervisor waived me over to review some security footage. He said he thought he may have seen what happened to my jewelry pouch and asked me to confirm that what I was seeing was indeed my jewelry pouch. The footage showed an average height, slender Caucasian woman with long brown hair pulled back in a low ponytail with black jeans, a dark colored t-shirt, and a red jacket tied around her waist standing at the receiving end of the screening belt. She grabbed my sashay of jewelry (which came out separately from my purse) quickly dug through it, took it, and walked away. I looked at the supervisor and said "yes, that's my jewelry pouch" and he said, "oh, I was looking for a dark colored pouch, that's why it took me so long". I was flabbergasted! I mean, despite me describing the pouch to him twice and to (b)(6) before that, how many small drawstring pouches with the word "glo" on the outside were randomly traveling the belt between the times of 11:48 AM and 11:49 AM? So, to sum it all up, it took the supervisor 45 minutes to review one minute of security footage. It took me less than a minute from the time I approached the screening belt to the time I realized my jewelry was gone. How in the world could he not pinpoint the pouch on camera within a few minutes? A total of 45 minutes were completely wasted, in which the thief had more than enough time to get away. This entire situation and especially the way the supervisor handled the time was completely negligent. After discovering it was theft, the supervisor got the police involved. The officer dispatched a few of his fellow officers to search surrounding gates but told me that too much time had lapsed—that had they seen the tape earlier they would've had a much better chance of tracking her down. He also said that this sort of thing happens all of the time with TSA. TSA forces you to separate from your property during the screening process, and people steal items constantly during the short separation. In my case, a minute. The officer confirmed that TSA should be held accountable for their negligence and he was the only one who showed any kind of empathy—he got more accomplished in 10 minutes than all of the TSA agents in 45 minutes. I filled out a police report and it is case number (b)(6). I would greatly appreciate a response from the appropriate personnel regarding my situation. Again, my jewelry was valued at approx. \$1,500 and TSA needs to be held accountable.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 3/13/2015 3:36:36 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : So you don't have a separate pre check line open and the only instructions given are tell them you are precheck. I have to ask about taking out my laptop or not. So I put all my bags through the scanner and go to the metal detector and I tell them I'm precheck and they ask for my boarding pass - which of course is on the scanner belt going through. So now I'm not precheck at all!!!! And they make me take off my shoes, belt, etc. no one seems to care, this same thing happens to 2 guys behind me as well and we all express our frustrating experience and no one responds at all.

Perhaps customer service and politeness training should be included in your weekly meetings. Not sure if you care what the public perception is of TSA, but in New Orleans it is very low.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Greetings and to whom it may concern,

On the morning of Thursday March 5th 2015 at approximately 6:00 am I passed through security at RDU airport. After passing through security, I realized that I had forgotten to remove my stainless HYPERLINK "<http://www.amazon.com/Zebra-Stainless-Ballpoint-Retractable-29411/dp/B002L6RB80>" steel pen from my left pants pocket.

2015 6:13:1 I was and still am surprised this was not detected at any point during security screening however. I am also troubled, as my stainless steel pen could just have easily been a stainless steel HYPERLINK "http://www.amazon.com/X-ACTO-Knife-Cap-Silver-X3602/dp/B000V1QV7O/ref=sr_1_1?ie=UTF8&qid=1426280006&sr=8-1&keywords=xacto+knife" xacto-knife, or any other small but dangerous weapon. TSA agents did not operate a wave machine that morning, and only required me to step through a metal detector, which apparently either didn't detect the metal on my person, or the agent observing the detector wasn't paying attention.

I am bringing this to your attention in the hopes that this lapse in security can be prevented in the future.

Thank you,

(b)(6)

-----Original Message-----

From: (b)(6)
Sent: Friday, March 13, 2015 6:00 PM
To: tsa-contactcenter@dhs.gov
Subject: Security at PHL, Terminal A

To whom it may concern,

I was asked to pass on a yellow card (see attachment) stating I was the last customer in line at security, PHL terminal A, today at 4:50 pm.

However, more than 50% of the line was behind me, because they merged Philadelphia customers (incl me) with international arrivals. Since security took me 40 min, I assume the international arrivals waited for around 90 min.

I have made similar experiences at PHL and this reminded me why I decided not to book international flights through Philly any more. There might be something wrong with capacities or management and I feel like my yellow card was an attempt to conceal this internally.

2015 8:12:4 Also, the laptop of the customer in front of me did not come out of the x-Ray on the other end. He had to yell at your staff to get their attention and eventually make them help.

I am writing this simply because I felt bad for your international passengers, who were very stressed - not by the length of your lines but by seeing how you manage them, especially the fact that domestic passengers were made to officially "cut the line" before them.

With best regards,

(b)(6)

Attachment

Yellow TSA card, Stamped AENT (b)(6)

Date and Time:

"Hello, I'm a representative of the TSA. TSA is the government agency responsible for making your travel secure. Please take this time-stamped card and help us determine how long it takes to get through the line. You have been selected because you are the last person in line.

To whom it may concern,

2015 4:12:4 It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

(b)(6)

Sent from my iPhone

2015 8:43:2 Disability Description: Caller states she has metal implants in her knees and when she goes through the precheck and goes through the WTMD she generally alarms so she requests to go through the AIT and usually does not have any trouble. Caller states the last time she flew the officer asked her to remove her shoes and was asking what are the rules regarding shoe removal.

Passenger name: (b)(6)

Airport: Washington Dulles Int airport

Date and time of incident: landed Saturday March 7th 2015 at 15:30pm. Approx arrived at security about 15:45-16:00pm

Airline: United Airlines

Flight number: UA101

Gate Number: C5

2015 8:28:0 Contact number: (b)(6) (uk telephone number)

To whom it may concern,

It is with deep regret that i feel i must contact you with regards to the customer service i was subjected to at both Washington Dulles Int airport and Las Vegas/McCarran airport. I am currently 15 weeks pregnant and at both airports i raised concerns with staff members about the use of the current x-ray body scanners and the potential and unknown health risk this could have on my unborn child. Both when travelling into America at Washington and out of America at Las Vegas/McCarran i asked active members of security staff to confirm if there was any potential health risk to the unborn child and whether there was a safe and secure alternative to progressing through the scanners as with normal air traffic passengers, in both instances i was not given an alternative by said members of staff and was simply told to proceed through the scanner with it being my choice to do so, however no alternative option was given to me, such as metal detector and pat down option that your website states. On returning home i was distressed to find that there is an alternative option to the scanner and i am now deeply worried that although the chance may be slim there could be a resultant impact on the health of my unborn child and i will be visiting my General Practitioner to assess as such. The key concern that i have is that other pregnant women will suffer the same treatment and at some point these scanners that as far as i am aware have not been medically proven to be safe for unborn babies, if there is any way you can alleviate my concerns it would be greatly appreciated. I look forward to your response.

Yours worriedly,

(b)(6)

2. TSA agents at Kahului, OGG, have been uniformly sloppy, rude and ignorant. Same with Honolulu and Kapalua.
 3. TSA gate agent mumbling and smirking: "so you wanna go together get in other line" to my wife and I and others like it's a big joke
 4. Even tho my wife has TSA pre-check, she has to go in reg line with me because she usually gets harassed by TSA because she wears jewelry and has expensive clothing.
 5. Sure enough, I am ok except my bag has to be opened by TSA agents who appear to be in a trance, because had 10 gift cards for Nieman Marcus in a bunch. While they open it, they turn and look around like they are doing something wrong. They mumble to each other like convicts about to rob a bank.
 6. My wife, even tho one TSA agent handed her a bright yellow TSA approved card, sets off metal detector, bc of shoes (which your agents have no clue she does not have to take off) and jewelry.
 7. Real Rude, want to make her take off jewelry!! NO clue what they are doing, make her take off shoes, go back thru detector, then want her to take off jewelry instead of simply wandng her if they don't get that earrings are not bombs.
 8. Then, they start playing with her purse, now she has no shoes, getting harassed by TSA about jewelry, and the other goofs at the scanner are stupefied by her Louis Vuitton purse and can't wait to tear it apart.
 - 2015 8:28:1 9. Good thing I am there, watching her purse while trying to watch them rifle thru my suitcase, and teenage girl being harassed about her backpack gives my wife her shoes.
 10. Next, they want to body search her, and tear her purse apart, so she asks for private room.
 11. The whole place is filthy, usually is, just like the Hawaiian Airlines gates and security at Honolulu.
 12. So, we finally get thru that, and on the way back, at HON, same nonsense, even tho both TSA, you have a gang of 11, count them 11, TSA uniforms converge on her after her jewelry and shoes set off detector. Like they are protecting the president who just got attacked.
- So, you should fire the TSA directors at these 2 airports, fire all the weirdos you have hired to put on uniforms and pretend they are high on marijuana and have no clue what they are doing. But of course, you are stealing our tax dollars and actually cannot even train your own people to follow your own protocols while you harass well dressed elderly TSA pre-check travelers and every one else.
- I am getting real tired of being abused by government employees.
13. The TSA "coment box" at Kahului: I go to make out a card and the PEN IS BROKEN. Just pathetic while you steal our tax dollars. Treat the flying public like the VA treats our veterans. Shameful.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 3/17/2015 3:01:49 PM Airport : MIA - Miami International Date/Time of Travel : 03/16/2015 8:15 PM Airline & Flight Number : DL 23 Checkpoint/Area of Airport :

Terminal H TSA Employee: (If Known) :

Comment : When going through security, the Pre?™ line was closed. I went through the regular line, but they sent me down a shortened path. Once I got to the scanners, they were sending people who had a paper slips through the old metal detector. Everyone else went through the full body scanner. I told the agent that I was Pre?™, but they didn't care because I didn't have the slip of paper. I prefer not to go through the full body scanner, so I opted out. I spoke to the agent doing the pat down and he was very dismissive and rude. When I was done with the pat down, I showed him my boarding pass and asked if he would help other people who should be getting their Pre?™ pass, and he swatted my phone away, didn't even want to see what I was showing him.

I would like a consistent process that works. Barring that, a little professionalism would go a long way. I'm a million miler, Global Entry member and travel frequently. There's no reason that security can't include customer service.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On 9 March 2015 at approximately 1300 my laptop was taken by another passenger off the TSA Belt. My items were at the Main Check Point at the Atlanta Airport. My daughter and I were sent to the first TSA Belt and had gone through the metal detector, while waiting for our items, the TSA Agent picked our items up and moved them to the second belt. Shortly after that our items were moved to the third belt. I expressed a concern and did not want my wallet taken by another passenger. I was told to wait and while my items were on the belt they were safe and they were being watched. This is far from the truth, my laptop was taken by another passenger and taken to another state. The TSA Agent that stated my items were safe did nothing to help but Agent (b)(6) was there to make up for the short fall of the other agent along with a petite female African American Agent. To ensure the local law enforcement was aware of the situation I called the Atlanta Police Department at the Atlanta Airport and filed a report. I had made several calls to see if the other passenger had called back but there was calls received until the next day. The passenger sent my laptop via Fed Ex Ground and since I work they only deliver during the normal working day. I had to travel 30 minutes and waited almost an hour to receive my laptop then the travel back to my house. All of this happened because I placed my trust in the agents at the Atlanta Airport and they failed at doing their assigned duties.

Now that I have identified the problem, what is the solution? I can only recommend a solution if this should happen again. Have the passengers come back and retrieve their own items and place them on the belt. Hopefully there is not a next time.

(b)(6)

Contract Specialist

United States Army Sergeants Major Academy

I am emailing about a less-than-satisfying experience my family had with TSA staff members at the Denver International Airport on Thursday, March 19, 2015.

My wife, our four young sons (ages 8, 6, 5, and 1), and I arrived at the TSA security checkpoint around 3 p.m. (mountain). My airline ticket had a TSA pre-check tag on it; my wife's ticket did not. The TSA official standing in front of the security area told us that I could take our four sons with me through TSA pre-check, but that my wife had to go through regular security. We followed those instructions.

I went through the TSA pre-check without incident. I had a bottle of water for our 1-year-old in my carry-on bag. The TSA representative at pre-check asked me to remove the water bottle from my bag. TSA swabbed the outside of the bottle and performed a test. TSA returned the water bottle to me. My sons and I finished the screening. That was the good part.

2015 1:04:5

My wife was not so lucky. She stayed in security for approximately 25 minutes. She emerged from security crying. She explained to me that TSA made her go through the security metal detector twice and then performed a full body pat down on her – and made her put her bag through the x-ray machine twice. A female TSA official then began using very stern, disrespectful, and condescending language with my wife about two small milk boxes and 2 small containers of baby food that she brought for our 1-year-old son. The female TSA official told my wife she would need to puncture the milk boxes and baby food to test them. My wife explained that if they opened these items, then they would be contaminated and we could not use them with the baby – the only way to open the milk boxes would be to puncture the sides (the boxes could not be closed after they were opened) and the same was true with the containers of baby food). The female TSA official continued to use a loud, intimidating voice that was wholly inappropriate under the circumstances. She turned to another female TSA official and said, with a derogatory and tone: "I guess I need your help because she [my wife] wants a private screen." My wife responded that she didn't need to leave to be screened – she just wanted the security check to be over with. The rude female TSA official replied by barking to my wife: "You said you wanted a private screening." My wife responded that she didn't want a private screening means but she simply wanted to do whatever she has to do to leave security and rejoin her family – without contaminating our baby's milk or food. The other female TSA official then asked the rude female TSA official if she wanted her to take over. The rude female TSA official, again using an inappropriately loud and disrespectful tone, responded in a particularly dismissive way by saying "Yes, I think that's best. I AM DONE WITH HER," and then she stormed off. My wife started to cry, and this other female TSA official (the non rude one) tried to calm her down and finished the security process. None of the milk or baby food was tested.

When I saw my crying wife and she told me what happened, I walked with her and our sons to the TSA manager station. One man (who I presume to be the head manager) was wearing a blue TSA shirt and sitting atop a stand, and another man (I assume another TSA official) was wearing street clothes and standing beside him. My wife and I explained to them what happened. The man in the street clothes said that what happened to my wife should not have occurred. The man in the blue TSA shirt, however, simply handed me a TSA Contact Center notecard and made a weak attempt at defending what had happened to my wife. I replied that I doubted that my filling out the card would do any good and I asked him to simply apologize to my

Caller stated that there was 2 issues and she ran into with the TSO at the checkpoint. The caller stated that the TSO stated she was trying to pick pocket another passenger and was back talking him when she said she wasn't and the TSO stated he would make the caller miss their flight. The caller stated that he went through the WTMD and stated that there was a problem with her genital area on the scan. The caller stated she has to step aside for a pat down every time he flies and ask questions. The caller stated she wanted to know the policy for transsexual screening. The caller then stated that she was being discriminated against because she is a transgender.

REASON for the call:

Date Time: 3.21.15 1:30pm

Gate Terminal: The caller C3

Airport: EWR

Airline: United

Flight #: UA1466

2015 1:55:5

She said that all the TSA staff was professional except the one who said it looked like she was trying to pickpocket someone. Caller does not have issue with the way that she is generally treated, just the fact that she always has to go through additional screening and has to explain that she is transgender.

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 3/21/2015 1:48:58 PM Airport : EWR - Newark International Date/Time of Travel : 03/20/2015 1:30 PM Airline & Flight Number : UA 1206 Checkpoint/Area of Airport : TSA Pre Nearest Gate 82 TSA Employee: (If Known) :

Comment : My wife and I -- who travel hundreds of thousands of miles annually -- were checking in at the TSA Pre line nearest gate 82 for our flight. The metal detector went off as my wife passed through. The screener asked her to remove her belt. My wife said that the sign said to keep the belt on. The screen said "you have to take it off" which my wife did. At that point I overheard her say to another TSA employee that she had been talking to that "some people are deaf". I ignored the comment. When attempting to pass through the detector again my wife triggered it a second time. This time the screener told her to "exit" and "use the bowl"; my wife explained that she could not hear her and became confused. The screener just kept repeating herself. At that point I stepped over and asked the screener what she wanted my wife to do. She repeated herself to me and I passed the information to my wife. My wife said that she couldn't hear the screener clearly. The screener replied that if she spoke louder we would "accuse her of yelling at us"; I told her clearly that we would not and that we did not understand the direction. Then the screen started becoming loud and abusive, telling me "now I'm yelling at you" and saying "are you deaf". At this point I became very direct and informed the screener that I would not "tolerate her abuse" and expected that she control herself. She continued to behave abusively, got even louder, told me we must be deaf and in general behaved very unprofessionally.

Once again, I told the screener, this time loudly, that I would not accept her abuse and that I wanted her supervisor.

At that point a supervisor came over. She was very professional. She spoke to the officer and to me. The supervisor told me that I escalated the situation by being intimidating although she said that "there were some things her officer did that she was not proud of". The supervisor took our names and flight information and provided a form for us to file a complaint.

I respect the job of the TSA. I fly constantly and depend on the TSA as part of the system that keeps me safe. I have had no issues with the many TSA agents I have encountered. This particular officer had a terrible attitude, was insulting and disrespectful.

I ask that the TSA investigate this matter. I am confident that an unbiased review will support the facts that I have laid out. I feel strongly that this screener be retrained or placed on duty where she has no contact with the public.

Please keep me informed of the outcome.

Thank you.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number:

Address:

Zipcode:

2015 6:04:00

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Honolulu International Airport

Disability Description: Both of her daughters (12 and 18) have diabetes.

Incident Details: She read that px can be screened via the AIT and the WTMD. They have requested to be screened via the WTMD. At most airports, including MCO, they have been permitted to pass through the WTMD, however one of her daughters was not permitted to do so at SLC. She cannot go through AIT as it would effect the insulin pump and had to wait ten minutes for a female TSOs to become available.

The px behind her daughter advised the TSO that she had a metal implant and was directed to the WTMD.

She stated that she is going to file a discrimination complaint.

I asked the following:

2015 4:19:32 If you believe you or someone else was discriminated against or received disparate treatment or were impacted based on disability or medical condition or allege that TSA failed to accommodate your disability or medical condition, Federal regulations require that your complaint be put in writing.

The caller indicated that she was not so much interested in filing a formal written complaint, but that she would like more information and consistency in regard to the policy.

She wants more specific information about how the agent makes the decision as to whether a px with a disability it screened. She believes that px should be able to opt for the WTMD screening if the WTMD does not effective the device.

Date Time: 3 19 4pm-430pm

Gate Terminal: Terminal 2

Airport: SLC

Airline: US Airways

Flight #: NA

On Mar 6, 2015, I went through the TSA screening system at the ELP airport about 6:30 am. Now, I am very careful to keep up on the "TSA requirements", and I comply with all. My goal is the walk through your screening system without any problems etc. In spite of that, I keep getting pulled aside for one reason or another.? That morning my boarding pass was the TSA Pre-screened type, so I went through that special line. After I went through the "metal detector" I was told that I had to undergo a physical "pat down." And it was the most thorough pat down I've ever experienced. The TSA employee(male, white, tall & large) actually touched my genitals twice: once from the front and once from the back. He did other things too--i.e. checked my shoes for bomb residue or something.? Naturally, as many times before, he found nothing. Now let me tell you about myself: I am a slightly overweight white male 64 years old grey hair. I am now retired from the military(I served 33 years-that not a typo=33 years). Since I in no way fit the profile of a terrorist, I ask you why I am singled out so often? I believe I know the answer: I help out evening out your search statistics. If you only searched persons that fit the terrorist profile, you'd get accused of profiling, so you pick me knowing you would not find anything but I'm good for the statistics because I'm a white male. Question: Am I right???? Please reply.

(b)(6)

(b)(6)

I recently traveled on a flight on Alaska Airlines. I have a knee replacement and have internal medical devices. I showed the agent on duty the card that I had printed, so that I would not have to go through the metal detector. He had no interest in looking at the card and kept insisting that I go through the detector, I finally refused and explained to him that I have internal medical devices, so then he let out a big sigh and rolled his eyes as he called a female to take care of me so that I could continue on my trip. I am letting you know this because I do not look like there is anything wrong and I do not use a walker, wheelchair or a scooter, but I still had issues that needed to be addressed and he had no intention of doing it.

Sincerely

(b)(6)

HYPERLINK "https://overview.mail.yahoo.com/mobile/?src=Android"Sent from Yahoo Mail on Android

I have pre check and use it at Delta JFK terminal 4.

Once I get through the ID stage of pre check I am merged in the security(bag and metal detectors) with non pre check passengers.

If they are not pre check why are they allowed to go through pre check security? In other words nothing comes out of their bags, shoes stay on, etc. Isn't this a security risk?

2015 10:13: And why if I paid for this service am I delayed in line because they are directed to the pre check security?

When I asked a Senior TSA official at the airport I was told because of the volume of people!

So let's jeopardize security and delay people like me that have paid for the service because you are not staffed properly?

Sent from my iPad

Disability Description: Passenger has Type-1 Diabetes and has recently had surgery

Incident Details: Caller is at ORD and they are flying back to Wisconsin. They had surgery two weeks ago and they are a type 1 diabetic. They had an issue yesterday with the agents at EAU and how they screened her insulin pump and herself.

2015 4:45: Caller normally does a self patdown of the pump and they swab her hands with an ETD. When she went through EAU yesterday she submitted her pump and walked through the WTMD and no alarms were set off. When she got through the WTMD the screener told her that since she did not bring the pump with her through the WTMD she would require a full body pat down. The screener offered a private screening and the passenger chose the private screening. During the patdown, which the passenger stated was too invasive, the caller informed the screener that she had recently had surgery. The officer replied and said she would be gentle on the area and still touched the area. Afterwards the caller asked the screener why she wasn't informed that going through the WTMD without her pump would result in a patdown. The officer replied that she was correct and apologized for not doing so. Caller did not have the name of the screener.

When the caller spoke with screeners at ORD they informed her that they didn't believe that she was screened appropriately. Caller wants to report this so it doesn't happen to others.

REASON for the call:

Caller says that she wants to register a complaint.

On March 15th in Sky Harbor, she flew as a crewmember. She was redirected as a random search.

She was carrying breast milk and asked for it to be hand checked.

The agent came over, frustrated, insisting she put it through x ray.

She says this is the first time any officer has been difficult about this. Her name was TSO (b)(6)

She put the milk into a dirty Tupperware bin, upset about this. The officer at the checkpoint even had her remove a vest and go through a patdown. She s had to remove a jacket in the past, but never a vest.

She went through a metal detector, and the officer began to pat her down. She was very aggressive, rude, and she was putting a lot of pressure on her. She was told to pull her shirt up.

She says her hands went far up her skirt.

She felt the knuckle of her finger go in between her genitals.

She requested a different screener and a supervisor. The supervisor was very nice. he pulled the tape, looks at all angles of the footage. She says it was a violation of privacy.

The next agent was not rude, and courteous about the process. She complimented the supervisor and next agent who performed a patdown.

2015 12:18:

Date Time: March 15 at 8:00AM

Gate Terminal: Delta terminal

Airport: PHX

Airline: Delta Charter

Flight #: DL8943

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

RESOLUTION to the caller's issue:

Special Notes: The name of the agent giving her a difficult time was TSO (b)(6)

2015 7:43:4 The caller s family does not desire to use the AIT and prefers to have a patdown or to go through the WTMD. She has experienced some resistance from TSOs in the past concerning her family s request for patdowns, and there arose a situation in which a TSO caused an ruckus over her 3-1-1 bags that were in compliance. She is anxious about flying again and wanted assurance that the previous experiences should not have happened, and that the future experiences should be better. She asked about special screening procedures for passengers 75 years or older, and for children 12 years or younger.

My name is (b)(6) and I would like to discuss an incident that I encountered during my last airport experience. Every person I have spoken to informs me that the pat-down was necessary because explosive material was detected. However, no alarms went off and I never got a clear confirmation from any agent that my item was positive for explosive material. Therefore, it is not clear whether or not explosive material was detected. I find it unsettling that my situation, as well as what the TSA agents involved did as standard protocol, was found justified. I have concerns about my situation and the TSA agents at O'Hare International Airport. I still fail to understand why a pat-down was needed when there was no confirmation on explosive material being detected on my bag of food, and I was cleared by the other TSA agents when I went through the X-ray machine.

I called the contact center once before, but I would like to take the time to explain my situation once again, this time in writing, since things can get lost in translation when said over the phone. I was traveling with my husband and a friend, leaving Chicago at O'Hare International Airport, arriving to Miami. We went through Security Point 7 for Gate 11A for American Airlines flight #1687, which was scheduled to depart at 4:50 PM Central time. We were going through the security check around 4:00 PM Central time. The following is the sequence of events:

2015 8:28:1

1. I put my stuff down on conveyor belt of X-ray machine. My belongings included the following: a coat, scarf, sweater, pair of boots, purse, carry-on suitcase, and a bag of food. Inside the bag of food were two packages of popcorn, and a cake roll.
2. Next, I proceeded to go to the imaging technology x-ray machine
3. I did not set off any alarms, and was cleared by the TSA agents to continue on.
4. I waited by the x-ray machine to get my belongings.
5. I started to pick up stuff until TSA Agent (b)(6) approached me and asked me if the bag of food belonged to me, a bag of food that was handled by everyone in my travel party, but I went ahead and told the agent that the bag of food belonged to me. At this point, no alarms had gone off.
6. (b)(6) starts to inspect bag, with no explanation as to why and what she was looking for.
7. She inspects the two popcorn bags, then takes out cake.
8. As she was looking at it, TSA Agent (b)(6) comes over and assists (b)(6) with cake.
9. Both agents are now examining cake box. They look like they are discussing what to do next.

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CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address:

Zipcode:

2015 6:17:1

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? Yes

Nationality? No

Gender? No

Disability? No

Which U.S. airport were you traveling through?

LaGuardia Airport

REASON for the call: Caller is calling to file a complaint. They are at LaGuardia went through security and she is unhappy about the way she was treated and it was very unprofessional. Her daughter had TSA precheck on her ticket and the TSO checking IDs told her she didn't have to take her shoes off. She went through the WTMD and another TSO told her because she didn't have a piece of paper that says precheck she had to take her shoes off. This happened at Terminal A and his name was (b)(6). There were hundreds of people behind them and he is giving her a hard time and he was very rude. She spoke to a supervisor to get a blue comment card and she was laughing at her when she told her what happened. Her daughter is 15 years old and was wearing jeans and a gray sweatshirt with brown boots.

Date Time: March 27, 2015, 6:30 pm

Gate Terminal: Gate A4, Terminal A

Airport: LaGuardia

2015 6:56:1

Airline: JetBlue

Flight #: 1271

Bag tag # 10 digit: N/A

Bag Description: N/A

Missing/Damaged item description: N/A

NOI: N/A

RESOLUTION to the caller's issue: Told the caller I would forward this to the CSM at LaGuardia for them to investigate the matter.

Special Notes: N/A

Hello,

Yesterday I flew out of ITO. I am pregnant and asked not to go through the AT. Instead of allowing me to go through the metal detector, which I was told was only for pre-check passengers, I was made to wait for several minutes and then had a pat down. While I understand that the pat down is one of the screening methods, I do not understand why it would be used in place of a metal detector that is already functioning but not in high demand. ITO is not a busy airport and it is not clear to me why TSA would choose to take a female from her post for a pat down instead of allowing me to simply walk through the metal detector. The pat down, and where it was located, made me feel like a criminal. I don't think it's a very kind way to treat pregnant women and would like to suggest that you reconsider your pat down policy in places where there are working metal detectors. Not only would it save TSA time, but it would also make pregnant women feel less ashamed about their condition.

2015 3:19:1

Thank you for your consideration.

(b)(6)

Hello,

2015 9:27:4 Today I had a flight booked home from Fort Lauderdale to Toronto. I had an issue at security and with that now I have a broken cell phone. I went through the metal detector and when I went through I went to go retrieve my items I looked down in my box grabbed my phone and one of the employees out of nowhere shoved all of the boxes and they started tilting I was caught off guard and my phone fell out of my hands as I looked to see that my items were still in the box and now my screen is completely cracked and I cannot use it without getting glass shards on my face or hands. I asked to speak to the head of the department and he reviewed the video footage and said he would be sending it in to try and get my phone situation resolved. Could someone please contact me to let me know what precautions need to be taken attached is my flight information and also my phone with damages. My cell phone is (b)(6) or you can contact me via email.

Thank you

Thank you for your prompt response - which wonderfully skirted my question without answering it.

2015 9:27:4 You responded in pertinent part: " TSA recognizes that certain travelers with disabilities or medical conditions may have difficulty standing or walking and that certain medical conditions may cause individuals to alarm when screened using a walk-through metal detector. If this occurs, TSA Pre? individuals may be permitted to undergo alternate screening procedures such as Advance Imaging Technology (AIT) screening, explosives trace detection (ETD) swabbing, or a patdown screening." . . . Lovely bit of bureaucratic caviling to my enquiry, "What's the point of GOES background check (I have a Global Entry Pass) and telling the TSA agent that I have an implant if not to ease my passage through airport security?" Please respond directly to that question; succinctly, "What's the point of GOES . . . check . . . and telling agent that I have an implant . . . ? If you're going to ignore the meaning of the GOES Pass AND ignore my information re implants, why do you even have a separate queue for the Pass AND why do you enquire concerning bodily implants? When you know what sets off the alarm by a Trusted Traveler . . . patting him down rather reduces the federal background check to the absurd, wouldn't you say? TSA is clearly abusive of its authority. /creveling/

Caller has been flying with assistance and TSA has been good to her in the past. She says that her last flight and she spoke with Josh. She says she is calling as a follow up to the last call. She said that when she got into her safe her jewelry had been searched and she did find her piece of jewelry that she was missing. She flew yesterday. She called TSA in San Diego and she left a message saying that she called and left a message. She got a patdown even though she did not trigger an alarm and she wants to know why. She had no pockets and was not wearing anything heavy.

2015 12:40: She is in a wheelchair. She says she walked through the WTMD. She says that TSA did not put things back in her bag the way that they were after they searched her bag. They were inspecting 8 cans of Prune juice and they swabbed them. She says that they took apart the Medical machine and inspected it. She says that they cut the labels and she is missing a receipt for medical expenses. It is in a sealed white envelope with her name in black marker on it. She also said they did not look at her medical items and they only looked at her prune juice. She appreciates TSA and will be flying again with Delta to CO springs to see her grand children. She then said she was flying from Philadelphia to DEN. She has several forms of medications. She talked a lot about her accident that happened 7 years ago and the surgeon who reconstructed her face.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 3/29/2015 11:55:56 AM Airport : AUS - Austin-Bergstrom International Date/Time of Travel : 03/29/2015 10:45 AM Airline & Flight Number :

Checkpoint/Area of Airport : checkpoint 1 TSA Employee: (If Known) :

2015 1:29:2 Comment : I hate when Austin channels PreCheck and non PreCheck passengers together. Today the PreCheck lines literally had 8-10 people each and regular lines had one. I am a frequent flier and it is not more efficient for me to be in a PreCheck line with people who aren't familiar with the process and are confused by the TSA agent barking instructions at them that go against regular screening rules. Let PreCheck be PreCheck and leave the rest in the other line. Open up the metal detector over there if you want to speed things up without alienating frequent fliers.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I was scheduled to travel from DCA to ATL Sunday, March 29, 2016. When I arrived at the TSA-Precheck security check point, I informed the TSA Agent, (b)(6) the gold chain on my boots would trigger the metal detector so I requested to be screened through the X-ray type machine. She refused even though she had just allowed people before me go through the machine. I explains to her I had on long boots and they would go tigger the alarm add asked again to allow me to be screened through the other machine. She refused again and said the only people who could go through the X-ray machine were people who had metal implants, even though several people had already gone through it. She insisted I go through the metal detector. My boots trigger the alarm just as I told her they would. I requested again to be screened through the X-ray machine. She refused and told me to take off the boots and come back through. I told her that process and request defeated the intent and purpose of TSA pre-check. I requested to appeal with a supervisor and another agent went to get a supervisor. I removed my boots, went back through the metal detector, cleared security and waited on the supervisor.

Another passenger, (b)(6) corporate executive with Coca Cola had experienced the same treatment. (b)(6) had a very bad attitude and I could hear her talking to a male agent standing near her about us and the fact that she was not going to let us to through the X-ray machine. She was saying a lot of things that seemed to appear sharing had an attitude with us but I could not hear everything she said. However, her body language gave me the impression she was talking about us. I hope you all have both audio and video surveillance at the check point so you all can take a look for yourselves how the exchange

After a few minutes (b)(6) appeared and indicated he was the supervisor. We both explained to him what we had just experienced. He apologized and gave us a complaint card to fill out and mail in. We told him he needed to do more than that, as
2015 5:08:4 as we were talking to him she let other passengers go through the X-ray machine. (b)(6) said he would speak t her, gave us the complaint but no instructions on what we should do with it.

We noticed another gentle a in a suit who looked like he clearly was in charge. He asked us if we had a problem and we explained the situation. After and (b)(6) saw us talking to him, he went up to (b)(6) and pulled her from the line. The gentleman asked us if she was still at the checkpoint and we told him she had just been pulled after it was noticed that we were not satisfied with (b)(6) response, although he did say she should have honored our request. However, at first he said the machine was down until he saw (b)(6) send another passenger through. The gentle in the suit and earphones said he was in the middle of "dealing with a situation" but he would handle it. We trusted that he would and proceeded on to our departing gate. He confirmed, however, that she should have honored our request to be screened through the X-ray machine.

Thank you in advance for following up on his matter and I look forward to hear what was done to resolve/rectify this issue so other TSA Pre-check customers are not subjected to this type of disrespectful treatment.

(b)(6)

Sent from my iPhone
Please excuse any typos

The last two times I have been through a PreCk line at ALB and DCA, they told me to remove my belt even though the sign says to keep belts on. What's the deal?

Also, the agent manning the metal detector at DCA Term C was really rude, condescending and unprofessional. Instead of being helpful and motioning people through, she had her hands behind her back and leaned against the metal detector barking out orders. (Today, 3/30, 9:00 a.m.)
:015 10:08:

I expect more from TSA and, especially, PreCk.

From: (b)(6)
Sent: Monday, March 30, 2015 11:36 AM
To: Ombudsman, TSA
Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 3/30/2015 11:35:38 AM

2015 2:17:5

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

COMPLAINT

Comments:

Yesterday, my husband and I were ready to travel to Kansas City on South West Airlines flight #4098. We encountered the following: Total confusion among the porters who were unable to satisfactorily check us in when we were prepared to submit full id, a bona fide boarding pass, and one piece of medium size luggage. We were moved from one line to another and after 15 minutes delay, we were finally checked in and advised that the individual we were dealing with was a (b)(6). Undeniably, he

It brings me with much displeasure to report to you my family's eventful day with TSA agents at the Orlando International Airport. My family and I have frequented the Orlando and Tampa areas for many years now and have put up with the rude hospitality that TSA displays at the Orlando International Airport. I am here to inform you that today was the last straw.

As always, the clearing at security was a cluster at Orlando International Airport. We started out normally by approaching the agent at the counter checking IDs and Boarding Passes prior to entering the lovely maze to the screening and X-ray machines. I was traveling today with my wife and three children. I politely handed all IDs and boarding passes to the TSA agent. He rudely responded to me that I needed to pass them out to each member of the family along with their IDs. I complied with the agent's request.

We were then herded like cattle into the security checkpoint where we were directed to a special line where we were told that we were not required to take our shoes off or anything else. All we were instructed to do was empty our pockets and send our baggage through the x-ray machine. In disbelief, we asked the TSA agent again and they repeated the same instructions back and assured us we would have no problems. My wife even informed the TSA agent that my three year old son's sippy cup had water in it and asked if we should dump it out. The TSA agent assured us the cup would not be an issue. We complied with all requests and put our baggage through the x-ray machine and walked through the metal detector.

I went through the metal detector first, followed by my daughter, oldest son and my wife with our three year old son. My daughter set off the metal detector and my wife and I were then separated from our children for additional screening. I protested, but I was assured it would not take long. My wife and I went through the machine that scans you with your hands raised above your head. We passed this screening process with no issues. Then much to our surprise we found that there was an issue with my wife's bag which had the sippy cup in it. The TSA agent asked our party to see whose bag it was. My wife complied and the TSA agent took her to the side with her bag. My wife asked the TSA agent what the issue was. The TSA agent explained that they had to test the sippy cup. My wife once again declared it contained water, that it was for my three year old son and that a previous TSA agent claimed that this would not be an issue. The current TSA agent denied my wife's request and scanned it any way. The TSA agent then patted down my wife from head to toe and swiped her hands to test for explosives. Before she was patted down from head to toe, I asked the TSA agent what the issue was. They reluctantly told me what the issues were while standing 10 feet away from me. I informed the TSA agent that I was having trouble understanding her and that she needed to come closer for me to hear. Her supervisor then came over and claimed my wife tested positive for explosive residue and told her to proceed with her for a private pat down. My wife complied reluctantly because she did not understand why another pat down was warranted when nothing was found from the previous one 2 minutes before. We finally made it through the screening process but were highly disappointed with the lack of respect and ill treatment.

I am an Aircraft Loadmaster for the United States Air Force. Screening and handling of passengers and their baggage is my bread and butter as well. I also know professionalism does not always have to be cheery, friendly, and welcoming but the effort must be there. I understand each and every TSA agent has a job to do. However, today's episode was uncalled for and unwarranted. My family and I complied with all instructions and directions from TSA agents. My wife was wearing yoga pants, flip flops, and a T-shirt. She was also traveling with her husband who proudly serves our military and understands fully the need for these security measures. I can tell you from my experiences the image my family portrayed today did not warrant a threat. We fully declared all items to the TSA agents multiple times that were in question and they continued to belittle us and demand two full head to toe pat downs. It is insulting and dehumanizing.

I am here to inform that the treatment of my family by the TSA agents at Orlando International will not go quietly. I will make sure everyone who needs to be is aware of this incident will know. TSA agents at Orlando International ruined a great vacation for us today. Other people will not put up with this and I am here to tell you until this dehumanizing screening process is fixed; neither I nor any member of my family will transit the Orlando International Airport. In light of recent aviation events families should not be scrutinized. Flight crews should be screened more thoroughly.

For the record I will be sending this letter to Orlando International Airport as well, the Better Business Bureau and whoever else I feel needs to be aware. If the hospitality of passengers for air travel is no longer a factor then I will no longer spend my hard earned money dealing with such lack of hospitality.

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender\Sex
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Willoughby

State: Ohio

Zip Code (Post Code): 44094

Other:

Email: (b)(6)

:015 10:08:

==Incident Information==

When did this happen? 03\06\2015

Where did this happen? OHIO - CAK - Akron-Canton Regional

What happened?

A white female TSA agent racially profiled me and subjected my person to an unreasonable and painful search of my person based on my protected status as a black female. This occurred on March 6, 2015 at the Akron-Canton Regional airport. I was traveling to Atlanta on Southwest Airlines Flight 954 originally scheduled to depart at 4:30 p.m. (flight was delayed and we did not depart until almost one hour later). I was traveling alone and was wearing jeans, grey sweater, brownish boots and carrying a black purse. After I removed my shoes and placed my personal items

(Accepted complaint from Agent who said caller told him that she felt she was discriminated against because of her last name (b)(6))
Told caller I am sorry she was upset.

MB Complaint of Discrimination Referrals:

Full Name: (b)(6) (That is her full name) Caller said she is African American and was born and raised in the US. She said she was treated like a terrorist.

Phone #: H (b)(6)
Phone #: C (b)(6)

We lost contact and I tried the home # and it is not in service but reached her on her Cell.
She confirmed home again as correct.

:015 4:00:3 Email: Does not Use computer. She was born in 1934 and is 80 years old.

Airport: Detroit Metro (Was flying to FLL on Delta).

Date and approximate time of the experience: 1-26-15 (The flight was departing at 7:20 AM) She was at the checkpoint between around 6 AM (She first tried to tell me after 8 AM)

A description of the experience:

She went through the metal detector and a second TSO went over her body again and by then her carry on bag had gone through the conveyor.
Caller said she was in a wheelchair except for the time she got out to walk through the metal detectors. She sat down in the wheelchair and 2 more people came up and searched her carry on bag and the TSO scanned her shoes and had her to remove them had her to stand up and get a Patdown. She insisted that nothing alarmed.
She commented that she thought when you are over 75 you do not have to take shoes off but they made her take them off.

She felt she was being discriminated against because her name is (b)(6) and they treated her like a terrorist.
Her grandparents were slaves in the US.

I recently (11:45 am April 1 2015) went through security in the TSA Pre line at the United terminal in LAX. One of my daughters set off a metal detector and the individual covering it (a woman) sent her to the radiation imaging technology screener. I specifically said I DO NOT want her to go through that machine. She said she will not. I turned to help my other daughters through and when I turned back found she had sent her through the machine.

I am curious as to why the TSA does not follow their own protocol. As a parent I do not wish my child to receive extra radiation. I specifically and clearly asked she not be screened by that machine. I was assured she would not be and she was. Is anyone at the TSA held accountable for your own rules? Is there an oversight process ... Is it adhered to? Or do people simply need more training?

I mentioned my issue to a supervisor (b)(6) who checked in it and assured me she did not understand my request. I reject that. If she spoke English then it was clear. She chose to ignore me and is so often the case decided to ignore the request ...
:015 4:26:0 I assume in a display of power.

If you have rules and you abide by them then it would seem obvious you should do something about it. Curious to hear your response.

(b)(6)

Sent via mobile....apologies for typos

I got your contact information after calling the 866-289-9673 TSA number. I need your help.

My name is (b)(6) and I traveled from Phoenix Sky Harbor airport on Tuesday March 31st on DL Flight 2046 to Atlanta that departed at 3:43PM. I had TSA Pre-Check but at around 2:40PM PST when I was going through security the pre-check line was closed so I went through a non pre-check line. I was given a card by the agent that scanned my boarding pass and looked at my ID which allowed me to keep on my sportcoat and shoes but I had to take my laptop out of the bag which I almost never have to do. As a result when I went through the checkpoint I failed to retrieve my laptop. Had my laptop not been in my bag when I reached in to take it out for screening I would have noticed. Unfortunately, I did not realize this until I was 20,000 feet in the air on my flight.

I called the TSA PHX lost and found as soon as I landed in Atlanta and left a detailed description of my laptop on a voicemail. I received a call back today (4/1) from a female TSA agent at 4:36 PST who informed me that no laptop fitting that description (Silver Macbook air with two distinct stickers on it) had been turned into the lost and found and it would have been by then if it was lost on the 31st. I find this very hard to believe as the only place I could have left would have been at the TSA checkpoint. I would like the help of someone in the TSA in recovering my laptop given the specific time windows and information I can provide. Please see the information below:

I traveled on DL Flight 2046 leaving Gate 17 and I passed through the North checkpoint between 2:40 and 3:05PM. I believe it was between 2:40 and 2:50

015 8:33:3

I am a 6'2 178lb African American male who was wearing a gray sportcoat, white dress shirt and blue jeans with brown shoes

I think the woman that waved me through the metal detector was about 5'5-5'6, brunette wore glasses and saw that I had my card in hand that allowed me to keep on my sportcoat and shoes.

I had a black rollerboard come through the belt first, followed by my laptop bag and then my laptop would have been left on the belt in a tray.

Can someone review the security footage from that very narrow window of time and find out what happened with my laptop? Did an agent take it? Another passenger? My goal is just to get my laptop back. I find it hard to believe that there would have been a person right behind me in line that would have seen the laptop and not attempted to turn it in. I would greatly appreciate a returned call or email and some help on this if possible. My many experiences in PHX and with the TSA in general have been nothing but pleasant over the years and I really hope my laptop can somehow be tracked down.

Sincerely,

(b)(6)

Reason for the call - Her laptop is missing.

Airport - FLL

Airline - Southwest Airlines

Flight Numbers - 2327

Departure Times - 7 am

Arrival Times - She went to the checkpoint at 6:10 am and she got through about 6:50 am.

Date And Time of Incident - 3/31/2015

Baggage Tag Numbers - NA

Description Of Luggage

Color - NA

Style - NA

Size - NA

Brand - NA

Was There An NOI - NA

015 2:30:0 Was Anything On The NOI - NA

Missing/Damaged item description - She has gray Dell laptop missing.

Location Of Incident

Gate - B6

Terminal - 1

Phone Number - (b)(6)

Email (b)(6)

Name Of Actual Person Involved - (b)(6)

Special Notes - The line was very long and her items were screened and cleared 10 or 15 minutes before she was. She told the TSO that there was no one watching the items. The TSO told her that there are cameras all over the place and nothing was getting stolen. She asked to go through the metal detector instead of the AIT and was told she could not. She stated that she called and filed a claim with lost and found. They did not have her laptop. She wanted to know where her laptop is. She asked if TSA put it somewhere.

Resolution to the caller's issue - I emailed her a claim form. I advised her that I would forward her record to the CSM at FLL for review.

Hello,

I am a frequent flier with TSA Precheck and I always run into an issue with the metal detector. I found that many times I went through the metal detector, the random noise came on and I had to go through additional screening. The question is, how many times does the machine need to single me out in a row, where you can no longer consider it random anymore?

I recently started to wear different and lighter clothing when I travel at night because it's easier to relax on the plane, and I am noticing that the random alarm isn't going off on me. Clearly, there is no doubt that the jeans I am wearing is causing the random alarm to go off. This is a major inconvenience especially when I paid extra money just to get Precheck. Just two days ago I took a day flight for a meeting, wearing heavy clothing and jeans, and again the alarm went off.

015 4:08:5 So do I need to start dressing a different way in order for me to have a nice experience the airport security now? I don't understand. I'd like to get this resolved.

Do not call or reply to me telling me that indeed it is random, because random would mean that this only happened to me once in a blue moon. If we can't resolve this easily now, then I'd like to forward this to the media with video evidence that I have already begun to build. So please let's make this an easy process to address and clarify for me.

Thank you very much

(b)(6)

718-637-1062

On Apr 2, 2015, at 5:17 PM, tsatcc do not reply@senture.com tsatcc do not reply@senture.com wrote:

Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding the reasons for secondary screening.

TSA seeks to provide a high level of security and customer service to all who pass through our screening checkpoints. TSA must screen all passengers and their property before they are permitted to enter the secured area, and the way the screening is conducted is important. Our policies and procedures focus on ensuring that Transportation Security Officers (TSOs) treat all passengers with dignity, respect, and courtesy.

TSA applies a variety of security measures in screening passengers and their property prior to boarding a flight. In some instances, this includes enhanced screening of passengers and their carry-on bags, which may be triggered by a number of factors to include watch list processing, random selection, or alarm resolution. For example, TSA may apply additional screening methods, such as a patdown on a passenger, to resolve an alarm of the walk-through metal detector or resolve an anomaly discovered during Advanced Imaging Technology (AIT) screening. Additionally, a physical search of a passenger's property may also be performed.

2015 6:15:4

TSA also selects passengers and their property at random for enhanced security screening. This random element prevents terrorists from attempting to defeat the security system by learning how it operates. Leaving out any one group, such as senior citizens, persons with disabilities, or children, would remove the random element from the system and undermine security. We simply cannot assume that all terrorists will fit a particular profile.

We understand the inconvenience passengers may have experienced. Nevertheless, we believe these security measures are necessary and appropriate for ensuring the security and confidence of all air travelers. TSA continues to develop and deploy new technologies to address the explosives threat. In the meantime, the use of additional screening enhances our ability to detect explosives at our Nation's airport checkpoints, provides an additional layer of security at the checkpoint, and keeps the traveling public safe.

The primary purpose of passenger screening is to prevent the introduction of deadly or dangerous items into an airport secured area or onboard an aircraft. TSA's policies and procedures focus on ensuring that all passengers are treated with dignity, respect, and courtesy. Each Transportation Security Officer (TSO) receives training on professional and courteous conduct to make the process run smoothly and to reduce inconvenience to the traveling public.

Passengers are permitted to wear any type of clothing they wish through the security checkpoint, however, if the TSO cannot reasonably determine that the clothing is free of a prohibited item, the passenger will be referred for additional screening. This policy extends to all clothing items and is not directed to any particular item or group.

TSOs will use their professional discretion to determine if a particular item could hide a threatening object. Passengers may be asked to remove their outerwear, as TSA requires all passengers to remove outerwear such as suit jackets and blazers, athletic warm-up jackets, and sport coats for x-ray screening before proceeding through the walk-through metal detector or Advanced Imaging Technology. It is important to note that if a sport coat or blazer is worn as the innermost garment – not over

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Alexandria VA
Zipcode: 22312

1015 6:15:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

To Whom it May Concern,

I do not travel as often as I used to, but I have noticed in the past few times I have traveled through New York I have felt that the TSA agents were hostile and spoke to passengers in a very inappropriate manner. I realize that New York has the busiest airports and the security line is hectic, but there has to be a better way for them to maintain order.

I am not saying all agents, but a large percent of them seem to yell and treat people with little to no respect, do not listen when people speak to them, bark orders and act hostile. I had an experience today at LaGuardia that was extremely unpleasant. I was escorting my 13 year old niece to the gate and one agent told her she did not need to take her shoes off, but the agent at the metal detector told her to remove her shoes. When she tried to explain that the other agent told her to keep them on, she was rude and hostile towards a child. When I stepped in to tell her to be nicer to a child she did was rude and hostile towards me. I noticed that it was probably because the agent did not have a hand held wand and that was why she needed to take her shoes off, but nothing was explained and yelling and hand gestures were the first step in communication. It is exhausting to have to go through all the security measures while being yelled at spoken to in a manner that is demeaning and hostile. Again, this was not my first time that I have seen hostility as the first step in communication.

1015 8:04:4

I have spent my fair share of time working with the public and do know how trying it can be, but I do not see how employees of the Department of Homeland Security should be allowed to act in such a classless and unprofessional manner. It is not a good representation of New York or the United States Government. I feel that there should be better training so that each agent has a solid, respectful way of communicating normal interactions. I think the majority of travelers want to get through security in a safe and organized manner and I don't think it is right to speak to everyone like they are a criminal.

I hope that someone takes into consideration that I spent the time to write this email because I am fed up with the treatment I receive when I travel and I am most likely not the only one. I also ask that you consider making more extensive training for agents in communication and how they come across to others. It may actually be more beneficial to them because I am not an angry or hostile person, but I felt angry and hostile in reaction to being treated with anger and hostility.

Thank you,

(b)(6)

1015 2:05:1

Caller has applied for PreCheck at SFO. Caller has a metal implant, and he alarms the WTMD. Caller wanted to know if there is something that could be done at the checkpoints that do not have the AIT available so he does not get push back in line. Caller wanted to know if there was a card that would allow him to not have issues at the checkpoints.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 4/4/2015 8:40:43 AM

015 9:14:3

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): STL Terminal 2 around 150pm, TSA Precheck line, employee (b)(6) (??), older guy with glasses."

Comments: I have an artificial knee and still prefer the STL TSA Precheck line even though the metal detector will alarm and require a "female assist" search. The line is shorter and I like not having to remove my laptop and liquids. The TSA Officer was critical of my choice and rude - complaining about the additional resources it takes to do the search. I explained I was a frequent traveler and that some airports have Precheck lines with scanners but when they don't I just allow extra time. He lectured me about how much trouble it was with a negative and critical tone. I'm disappointed with how I was treated and would prefer that my artificial knee not prevent me from using the TSA Precheck line in STL.

Hello,

I am travelling through the Palm Springs Airport and I am a TSA-PRE CHECK qualified individual. I am concerned about security procedures, as I went through the pre check lane and upon reaching the second security station (bag scan and metal detector) I observed families from the non precheck line coming over to the precheck security point and the TSA female security member allowing them to come over and did not require the family to discard their full water bottles, like everyone else just run it through with your bags was her direction. This inconsistent security procedure could result in hazardous material being allowed through.

The TSA team at PSP airport needs to be reminded of the correct security procedures IAW TSA Securities handbook.

015 1:12:4

(b)(6)

Sent from my T-Mobile 4G LTE Device

I am a frequent traveler who has been part of TSA Pre-check almost since the start. I use the Pre-check security lanes at many airports across the country but continually experience problems and delays here in San Antonio's Terminal A. The issue is that people are being randomly assigned to the Pre-check lane by TSA personnel who do not understand what Pre-check means and who do not fly often. Most times (peek or off) the Pre-check lane is almost as long as the regular security lanes. Today, the Pre-check lane conveyor was so backed up that the agent checking IDs had to stop until the jam cleared. When I got to the metal detector the line was held up by an older couple who obviously had never been there before and required special help to understand how to walk through the metal detector. Anyone could tell by observing this pair that they flew very infrequently, if at all, by their luggage and the way they appeared. On another occasion, I was behind a couple who attempted to place their full-size roll-aboard bags on the conveyor standing up!

My point is that the practice of randomly assigning people from the regular screening lanes into Pre-check causes delays and can result in inappropriate persons having access to the expedited screening process. I have complained to the local management on numerous occasions but there has been no change and the managers I have spoken with are quick to hand me a TSA contact card as say "tell them your story". Individual agents working the Pre-check lanes are just as frustrated as legitimate Pre-check passengers and tell us to complain to management.

015 4:30:1

I understand that there has been an advertising push to enroll more people in Pre-check and that the random assignment is intended to encourage people to apply but I believe the practice is both slowing the process and defeating the premise of passengers who have been pre-approved for lighter screening. As I noted at the start of this message I use Pre-check in many airports but find San Antonio's Terminal A to be different from all others in their disregard for the integrity of the Pre-check process.

(b)(6)

To whom it may concern:

I am a long time Trusted Traveller with Nexus issued by the USA.

I recently had both total hip replacements and now I set off the metal detector at the air ports. In particular at DCA on March 29, 2015. I was subjected to a full body pat down which was embarrassing. I should have asked for the private room but did not realize what was going to occur.

As I have gone through extra screening, iris scanned, finger printing why am I treated so harshly when I set off the metal detector.

!015 8:02:2

Sincerely,

(b)(6)

Burnaby, BC
Canada
V5G1X9

this one just like everyone else." Traveling is stressful and the rules are confusing. TSA officers need to be civil. Please pass this feedback on to the TSA officer in question. Thank you.

(b)(6)

Mailing address:

(b)(6)

Seattle, WA 98104

Phone: (b)(6)

Fax: 206-897-5401

!015 8:02:2

~~The above email may contain patient identifiable or confidential information. Because email is not secure, please be aware of associated risks of email transmission. If you are a patient communicating to a UW Medicine Provider via email implies your agreement to email communication; see~~

(b)(6)

~~The information is intended for the individual named above. If you are not the intended recipient, any disclosure, copying, distribution or use of the contents of this information is prohibited. Please notify the sender by reply email, and then destroy all copies of the message and any attachments. See our Notice of Privacy Practices at~~ (b)(6)

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Lubbock

State: Texas

Zip Code (Post Code): 79423

Other:

Email: (b)(6)

015 9:08:4

==Incident Information==

When did this happen? 04/06/2015

Where did this happen? TEXAS - LBB - Lubbock International

What happened? While entering the security area of the airport, I attempted to follow other passengers through the metal detector.

Before I could enter the metal detector two large men put their hands up to stop me. They then directed me to an area where I put my feet on to footprints, put my hands over my head, and then be x-rayed. Before I was x-rayed a woman put on clothes and waited for me to exit the x-ray. I asked her why I m always being singled out in this way and she pointed to the x-ray machine and said there was a spot on the x-ray machine and that s the reason why they were going to have to go through my hair. I told her

015 9:17:2 The caller would like to file a complaint. He was flying out of US Airway. He flies around one time a year. The last two years, both times he checked items. The TSO s made him feel uncomfortable because of the way they looked at him and the questions they asked. The TSO s stopped him after going through the WTMD and searched his bag. He felt like he was being picked on. There was a Caucasian male named (b)(6) in Terminal 4. the caller asked him why he was being searched and the TSO replied by saying Because god wants us to . He felt discriminated and profiled. This was at Ontario airport in California.

A wonderful thing has happened my wife is pregnant and our family is very happy. However due to this she doesn't desire to use the body scanner at airports. She opted out of only the body scanner for the first time two weeks ago for a flight out and back to CA. This was our first experience in opting out of the body scanner and it should be noted that several metal detectors where available. The first time the opt out "pat" search was conducted we did not realize how intrusive it was and a female TSA agent conducted the pat down in front of the entire airport. This pat down consisted of the lady physical groping every part of my wife's body to include running the back of her hand over the vaginal area multiple times with enough force that it could be felt in an uncomfortable way against her private area. It then include the agent sticking her fingers between my wife's underwear and waist line with a swiping motion around her entire waist front to back. The agent also pulled her blouse out and downward exposing her breasts to the airport. On the trip back we asked for a private screening rather than in font of everyone traveling. When we asked for this screening my wife was pulled out of line to the side. As she waited the line got busy and the medal detector line was opened to speed things up. My wife asked to use the metal detector and was yelled at that she had opted out of the body scanner and would be physically checked. After some more time we were led to a private storage closet were the search similar to the one I described above took place only this time the TSA lady ran the back of her hand over and around her vaginal area four times with so much pressure that I could see the pain in my wifes face. Now my wife and I travel a lot and fly a lot and for the next nine months she our 7 year old son and I will be opting out of this body scanner to protect our future child and to support her choice to opt out. I am an honorably discharged American Solder of 5 years who served in Bosnia and I am in my 16th year of law enforcement. I have never searched anyone the way these people searched my wife and I have searched EPW's (Enemy Prisoners of War) and currently still search persons under legal arrest. My father is a 3 year honorably discharged American soldier who served in Vietnam and a 40 year retired police officer. In my immediate family, father, uncles and cousins we have over 170 years of law enforcement for the state of New York alone. Our familys military service to America is even more extensive. We have to fly back to New York next week from Florida and it pains me to think that my wife, our 7 year old son and I will have to be sexually assaulted by the TSA in order to travel as free Americans. I realize safety is of the utmost importance but these are not pat down searches. If I put my hands on anyone the way these workers do I have no doubt I would be arrested. Enough is enough please do something about this issue for everyone, this treatment is unacceptable and down right wrong. Thank you for your time.

015 8:21:5

REASON for the call: Caller said when he came through the body scanner a heavy set African American TSO started rubbing him down and never said anything. Caller then asked the TSO what he was doing and he said he was clearing a alarm that was on his chest. Caller asked the officer if he was suppose to tell him before he started touching him and the officer said no. Caller did not get the name of the TSO. Caller was wearing a dark blue silk shirt and blue jeans. Caller said he has grey hair and is about 6 foot 1 inch tall.

Date Time: 4/7/2015 at 3:30pm
Airport: ATL
Airline: Delta
Gate Terminal: Caller does not know
Flight #: Caller does not know
Bag tag #: n a
Bag Description: n a
Missing Damaged item description: n a
NOI: n a
Email: Caller does not want to provide

RESOLUTION to the caller's issue: TSOs must conduct additional screening to resolve an alarm of the walk-through metal detector or an anomaly discovered during Advanced Imaging Technology (AIT) screening. It may also be necessary for TSOs to conduct additional screening on carry-on items. TSOs are required to be considerate and are trained to explain what they are doing and what will happen next in the process. TSA regrets if this was not your experience. Since the complaint concerns security screening at a specific airport, we have forwarded a copy of this e-mail to the Customer Service Manager (CSM) at that location.

Caller was returning a call back he received from TCC regarding his MB complaint.

On the previous call he said that the TSOs made him feel uncomfortable because of the way they looked at him and the questions they asked. The TSO s stopped him after going through the WTMD and searched his bag. He felt like he was being picked on. There was a Caucasian male named (b)(6) in Terminal 4, the caller asked him why he was being searched and the TSO replied by saying Because God wants us to . He felt discriminated and profiled.

Airline ONT
Terminal 4
US Airways
Flight number was UA1844 airbus A321 Economy.

Feedback Type : Complaint
Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/8/2015 6:23:30 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 04/08/2015 6:00 AM Airline & Flight Number : united Checkpoint/Area of Airport : pre-check TSA Employee: (If Known) :
Comment : First there was a checkpoint person change and the new person was not ready to start so had to wait for them to then find gloves(from two officers over) and then to 'adjust till he was ready. Pre-check is supposed to to be expedited. Then Issue was I was random beep through metal detector and had to get the full hand scan because I don't do the scan machine. Random used to be a quick hand scan. Not awful except again the wait.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint
Categories : TSA Pre?™ ; Screening
Current Date/Time : 4/8/2015 10:04:59 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 04/08/2015 6:45 AM Airline & Flight Number : AS 83 Checkpoint/Area of Airport : north satellite TSA Employee: (If Known) :
Comment : I travel through SEATAC approximately once per week, and have Precheck clearance. I wear the same belt every time I travel, as it does not alarm. Yet this morning it set off the metal detector, whereupon the TSA staff look at me like I'm an idiot and I have to back out of the line and remove the belt, upsetting other passengers.
Why is the system which is set up to speed trusted travelers through security: got a metal detector that "randomly" clears a belt one week but not the next?
TSA on the whole does a very good job at keeping us safe, and these sorts of issues are an annoyance rather than serious. It would be nice to know what you can and can't wear to make travel, which is already stressful, just that little bit easier Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6) To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 4/8/2015 3:37:22 PM Airport : JFK - John F. Kennedy International Date/Time of Travel : 04/08/2015 3:15 PM Airline & Flight Number : delta Checkpoint/Area of Airport : 5 TSA Employee: (If Known) : (b)(6) Comment : I went thru as a global entry member through the TSA pre-check. Going through the metal detector everything was fine, I was pulled over by (b)(6) because he said he needed to do extra screening. For no reason. He then proceeded to be really obnoxious and yell at me. When I complained as to why I was getting screened when there were no problems he told me if I do not shut up and listen to him he will take me back out through security and rip up my boarding pass. He then did the security pad down five times on each area of my body. When I asked him why he's doing the patdown over and over when all I was wearing a T-shirt and sweatpants he told me to shut up and he proceeded to do the entire pat down for sixth time.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application **FlyRights**. **FlyRights** is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name : (b)(6)

Email Address : (b)(6)

Phone Number : (b)(6)

Address : (b)(6) New Fairfield, CT

Zipcode : 06812

015 8:32:1

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? no

Disability? yes

Which U.S. airport were you traveling through?

Bradley International Airport

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Association
- Profiling
- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: San Jose

State: California

Zip Code (Post Code): 95116

Other:

Email: (b)(6)

==Incident Information==

When did this happen? 04/07/2015

Where did this happen? CALIFORNIA - SJC - San Jose

International

What happened?

I was escorting my wife and two daughters (ages 3 and 1) through a TSA checkpoint. Every time in the past that we have gone through an airport, a TSA agent would take us all through a metal detector, and sometimes swab my hands, and in the case of my wife to pat down around her head-scarf and put the swab in a scanner.

015 12:25:0

scanner I still have on my jacket, because since I am PreCheck I can leave on my jacket, well then the agent calls female assist. I said what is going on? And the agent says your zipper probably set off the machine. Excuse me what is the purpose of Pre Check and not removing your items (which you are repeatedly lectured on by the agents) if you are then having to go through additional screening and pat down because you didn't remove them? This is ludicrous! While I wait to be patted down, my carryon luggage is just sitting unsupervised at the end of the screening belt and an airport employee that is doing a wheelchair assist starts to take my bag! I yelled out at her and fortunately she heard me that she was taking the wrong bag. I told the TSA agent that was holding me hostage that people were taking my shit and he said oh that's not good in a ho hum voice, not at all concerned that he should take responsibility! Then I get my left side and abdomen padded down all because of a zipper on the outside of a jacket. I mean seriously get your act together, if I hadn't caught the airport employee starting to take my luggage how would I have had any recourse locating my item? So much for expedited security privileges!

(b)(6)

015 10:15:

(b)(6)

Littlestown, PA 17340

Fax: 717-359-9109

HYPERLINK (b)(6)

HYPERLINK (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 4/10/2015 8:23:05 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 04/10/2015 7:45 AM Airline & Flight Number : UA 4881 Checkpoint/Area of Airport : Pier D TSA Employee: (If Known) :

015 10:15: Comment : The last 3 time I've flown from BWI TSA Pre was closed, as it was today. The hassle of having to pack so I am TSA compliant on the off chance that TSA Pre is closed is a problem. The TSA agent when asked said it was just closed and for me to go thru the regular line with a card for using the metal detector- I still had to pull out my laptop, liquids etc. You need a better way to handle trusted travellers- this issue at BWI is making me consider other airports. As platinum level with United I will contact their Customer Service about this too.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has a complaint against a TSA employee at FLG on 04/10/2015 at 2:30. He called someone in the Arizona area and they told him to call TSA and that a lady named (b)(6) might answer the phone.

He was flying US Airways Flight number 2770.

He was getting ready to go through screening at FLG. He told me that he had flown a lot and he has been screened a lot and that this was very unprofessional and he felt like the TSOs there were not well trained. He also informed me that he was a LEO.

He also said that while he was being screened the TSO touched his crotch with his palms turned up instead of down. He said the TSO hit his crotch pretty hard and was very rough with him. He said the TSO pulled his pants down about 6 inches to a foot on the left side of his body. They offered him a private screening but his bags were moving on the baggage conveyor out of his sight so he declined so he could hurry up and get back to his bags. He said he had a police badge and \$500 in his carry on.

He said he informed the TSO that he had had a knee replacement which was causing the machine to alarm. He said they did not have the AIT so he had to use the WTMD. He said they only had 5 or 6 employees working at the screening checkpoint 2015 6:52:00 and that it was a small airport.

He said the screener was about 30 years old. He described him as a large, which he said was a nice way to describe fat, and that he was either Hispanic or Indian.

He said prior to boarded his flight that he overheard 3 female and 3 male TSOs talking about their private life, such as their girlfriends and things, and thought it was unprofessional. He asked a LEO that was standing at the screening checkpoint who their supervisor was and he pointed out one of the men in the same crowd that he had witnessed talking about their personal life.

Again he stated that he believed the TSO at FLG were unprofessional and badly trained. He said they acted like they might be part time employees.

Hello,

For the second time in six weeks, I have been told I must remove my shoes to go thru the hands over head metal detector.

I have had BOTH my knees replaced and have substantial scar tissue that prevents me from bending down and removing my shoes. I Carry the printed out TSA page for Passengers Who Cannot Remove Their Shoes with me.

I showed it to Supervisor (b)(6) and he informed me that his SOPs over ruled that policy and I must remove my shoes.

2015 2:27:00 I do not believe this to be true and would like some clarification, both for me and for Supervisor (b)(6)

Thank you,

(b)(6)

Sent from Windows Mail

To TSA

From: (b)(6)

Subject: Humiliating and unnecessary treatment by TSA

On April 12th 2015, I took Jet Blue Flight 466 from Fort Myers FL. To Boston

I checked in on line the night before and it had a TSA precheck on my boarding pass.

I have prosthetic right leg that extends from my hip down. I fly this route approximately 4 times a year. I understand the procedure for amputees.

this is the TSA procedure from your website

"The passenger should inform the Transportation Security Officer (TSO) of the existence of a prosthetic, his or her ability, and of any need for assistance before screening begins. Passengers can use TSA's Notification Card to communicate discreetly with security officers. However, showing this card or other medical documentation will not exempt a passenger from additional screening when necessary.

Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown.

Regardless of whether a passenger is screened by a metal detector, imaging technology, or a thorough patdown, a prosthetic is subject to additional screening. An officer will need to see the prosthetic, which may require the lifting of clothing without exposing any sensitive areas or removing a belt that holds the prosthetic to the passenger's body. TSA also will use technology to test the prosthetic for traces of explosive material.

I informed the TSA agent that I had prosthesis; he was very nice and directed me to the imaging machine so I wouldn't set off the metal detector. This is what happens every time I fly whether it is Boston or Fort Myers.

Unfortunately the Male assist officer I was handed off to either didn't understand the procedure or just decided he was making his own procedure. After I went through the imaging he proceeded to give me a complete pat down, tested my shoes, hands and the bottom of my prosthesis for explosives. At this point I am starting to feel a little uneasy with the search as usually after checking the bottom of the prosthesis and my hands I am sent on my way.

This guy tells me he needs to perform a further evaluation of my leg; I asked him if there was a problem? His response was no not yet. He took me into another room with another guy had me remove my pants to he could swab the entire prosthesis.

THIS IS NOT IN your procedure!!!

I am now getting pretty aggravated. I asked him why, he said it is procedure. I tried to tell him nicely that was a frequent flyer and that it was not and that does not happen to me and never has. His response was a non-caring shrug.

Told me to take it up with his supervisor!

After I was cleared for the second time, I told him how BS he was I took my bag that he was holding and not willing to give to me and went to my flight that I just barely made it on. Thank god I did, cause had I missed it. I would have had an ugly conversation with him and his supervisor.

I am not a person to give anybody a hard time and I understand the need for safety but I should be humiliated and belittled by somebody just because he can.

Unfortunately I was so upset and short of time I didn't get his name.

He was a tall white bald (shaved head) man with a really lousy attitude. Hopefully this doesn't happen to me or any other person like me again going through RSW and that it was an isolated incident, I however suspect it wasn't. Just because people with artificial limbs are different doesn't mean that TSA person should be able to humiliate and discriminate and demean anybody things are hard enough

(b)(6) North Billerica MA 01862

I have a grievance and would like to file an official complaint. Please direct me on how to do so.

My complaint is as follows:

At 2:10pm on Saturday, April 11, 2015, I arrived at Chicago Midway airport and proceeded to security checkpoint for my daughter and I to go through security screening. As I approached the security screening, I alerted the security (TSA) agent behind the xray machine AND the security (TSA) agent next to the metal detector/xray screening that I was in possession of medically necessary blood product that I had a Dr. letter for, and that the blood product could not go through xray screening. The man by the xray machine called for a "hand check" and handed the bag off to another TSA agent.

I went through security and looked for the bag (the medication/blood product was in a box inside a SuperMan lunch box). When I saw the agent who had my bag (African American woman with blonde hair with the name tag "Carter" on it), I said, "please wait until I am present before going through the bag, it contains blood product AND it belongs to a minor child". She rolled her eyes at me, opened my bag (which I KNOW she is not suppose to do, she is suppose to ask ME or my child if she were traveling alone to remove the items or it she may open it) and CONTINUED swiping the SANITIZED box which contains my daughters PLASMA based product. She raised her voice and said to me (as two other TSA agent women surrounded me), "I DIDN'T OPEN YOUR BOX I OPENED THE BAG-IM CHECKIN' IT N YOU CAN SEE ME". To which I replied, "I know my rights and you are not allowed to open the bag of BLOOD PRODUCT without my permission, or without asking me to do so". She pushed my bag aside dropping it on the counter and said, "I'm done anyway" and walked away.

2015 4:09: I cannot tell you the fury that fills me. I cannot tell you the insecurity that filled my daughter as she watched this occur. She travels often and has been THOROUGHLY briefed by TSA at McCarren Airport as to her rights when carrying her blood product through security. She travels often and as a member of the Bleeding/Hemophilia community, it is medically necessary to carry her blood supplies with her. For that reason, she was briefed two summers ago by TSA on her rights and how to approach carrying her product. To watch these rights be violated right in front of her was infuriating to say the least. Atop that, the TSA's mishandling of almost \$4000 of blood product rather than asking ME to pull it out of the container, TSA Agent Carter should've changed her gloves before contaminating our product, is unbelievable. I am now in to position to where I was not in contact with the blood product and it was handled by someone else, with unclean hands/gloves and now it is unusable to me for risk of infection from contamination. Thank you for wasting almost \$4000 of medication, and for violating the rights of my daughter and I. We have lobbied long and hard to make certain my daughter gets her allotment of medication. The amount she gets is regulated and now your agents' violation and possible contamination of her blood product leaves her short of the appropriate supply.

I want an immediate response and resolution to this email. Should I not receive a response in a timely manner, I will escalate my formal complaint.

I have included in this email a link to your TSA rules and regulations.

(b)(6)

<http://www.tsa.gov/traveler-information/medically-necessary-liquids-gels-and-aerosols>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/14/2015 5:48:43 PM

Name: (b)(6)

2015 8:08:4 Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): United Airlines at Newark airport at approx 5:15pm on 4/14/15 I encountered TSA Agent (b)(6) (sp?) at the TSA checkpoint near the metal detectors for gates 120-139. My flight was to Denver at 6:51pm at Gate C131..

Comments: I encountered TSA Agent (b)(6) (sp?) who was not giving clear verbal or physical cues as I stood by the metal detector. I thought he waved me through the metal detector and when I walked through he raised his voice and said he didn't save me through. I said "ok" and stepped back. He then proceeded to ask me "what are you thinking?" and "use your head" repeatedly. I wasn't looking to engage in an argument. Mentioned that I bought I saw him wave me through and he continued to lecture me.

I found his conduct, comments and attitude completely unprofessional. Although I work in business now I spent 4 years in the Marines and 4 years at the United Nations in a role as a diplomatic security agent. Conduct like that would not have been tolerated.

Good morning

I wanted to bring something to your attention at the JetBlue Terminal in BOS/Logan Airport.

I am not TSA Pre Check screened approved - or whatever it is.

I was in the general security line queue with everyone else, on the left side of the security area (when entering the security area) - adjacent to the TSA PreCheck queue.

The far left podium doubles with both general queue and TSA Pre Check. I went to this podium as the Pre Check line was empty.

After confirming my boarding pass and ID - I proceeded to the metal detector and x-ray queue (to the podium's left, agent's right).

However, this is where everything went a bit differently. Passengers going through security, myself included - were confused when no bins were provided - and we were instructed to keep our shoes and belts on. Laptops and liquids staying in the bag. I quickly dumped my personal items from my pockets into my bag.

I'm not sure if this is the new SOP - but then it dawned upon me that perhaps the screener thought we were TSA Pre Check passengers.

!015 10:20: This was today, 15 APR 2015 at approx. 0630 hours. The person on the x-ray machine literally just got on her rotation at that machine.

If you have any follow up questions please do not hesitate to e-mail me.

Thank You

(b)(6)

--

(b)(6)

I saw the news blurb regarding the dismissal of two security agents for inappropriate fondling of male passengers this morning. I believe I was one of the impacted individuals and wish to formally lodge a complaint.

On March 25th, I went through security at DIA. My flight was at 5:55 so it was probably around 4 pm. I am TSA Precheck due to my Global Entry (which was noted on my ticket as well) but was selected and pulled out for a pat-down after being sent through the scanner (and not the metal detector). The agent told me he needed to pat me down thoroughly and proceeded to run his hands up and down my legs including touching my genitals and across my backside. I travel a LOT and I've been patted down before, but never like this. I was upset afterwards and told my girlfriend who was with me but in another line that I felt like I needed a cigarette after the pat-down (making an obvious reference to a joke).

You should pull the video tapes and investigate this. I am willing to provide a verbal statement if required. I do live in Denver and fly in/out of DIA several times a month.

!015 10:20:

Thanks. You guys do a good job overall and you don't need a pervert giving you bad press.

Regards,

(b)(6)

Thomas E Smith Jr, CPA

On April 11 I had the unfortunate opportunity to meet the most rude TSA member in my years of travel in the international terminal of the Seattle-Tacoma airport. I had just arrived on Delta Flight 166 from Narita at about 9:29 Saturday morning and headed to a connection flight at terminal C. After clearing Customs, we were shuffled to the TSA area, where an officer was barking to form three lines from what was originally two. The length was so long that one could not determine what type of scanner was at the end. That matters as I am a dual knee joint replacement recipient and choose the scanner as to accelerate the process for all and to eliminate the pat down. By the time I could see the metal detector, I elected not to change lines as the lost time would have been significant--- things were not moving fast. As expected, the scanner announced the presence of metal and I informed the TSA officer of the metal joints. He politely asked me to step to the side, which I did and he shouted for assistance (pat down).

2015 2:27:3 The assistance did not arrive after approximately a minute and the officer elected to continue screening while waiting--- not a bad idea as passengers were stacking up. He requested once again for a pat down and continued screening. I waited, while other passengers' scanned items piled up on mine. Not a real good thing for delicate laptops. After yet another couple minute delay without assistance for the pat down, the officer once again announced the need for a pat down. And the stuff continued to pile up on mine. After the officer's fourth plea for help, an officer seemingly put out that he would have to perform a pat down (the same one that was barking to form three lines) showed up. He asked if the stuff being dumped on at the end of the scanner was mine, to which I replied with a "Yes" and made a move towards it. He quickly snapped that I was not to touch it and to move over to carpet that had the foot locations marked on it. I suggested to this officer that they needed to have some means of letting passengers know which line to get into for the scanner. He proceeded to inform me it was MY RESPONSIBILITY TO SELECT THE PROPER LINE, not theirs to tell me. I proceeded to tell him that the entry point of the line did not allow one to see the scanners. I once again suggested that maybe signs, he once again told me it was my responsibility. What a rude interface with the public. Not in the best of moods myself after being up for almost 24 hours, I asked for his name. He informed me he would not give me his name, but would provide a card and his supervisor. Little did I know things were about to really go to HELL.

As I gathered all my stuff, over wandered this blob of a person with a title of TSA Supervisor. Apparently he got this job to fill an EEO requirement as it sure wasn't for his ability to interface with the public. He proceeded to tell me he did not have time to put up with piddly assed minuscule things like me and my fake knees. He would stand up for his officers no matter what. They had been there all morning and not even had lunch. Personally, he could go without many lunches as fat as he is! He proceeded to tell me once again he did not have time for my little problem I could take my problem " all the way to the President of these United States" and turned away. WHAT A FAT, RUDE, in-his-position-only-to-fulfill-EEO-quotas. I sure hope I never, ever have to incur this fat excuse of a TSA officer again. In all my travels around this great nation, I have never seen a TSA representative act half as unprofessional as this worm. Maybe he is related to the sleeping baggage handler for Alaska Air.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6) Phone Number: (b)(6)
Address: Fontt 512
Zipcode:

2015 2:28:2 Are you 18 or over? Yes
Are you represented by a third party or an attorney in this matter? No
NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? Yes
Ethnicity? Yes
Religion? Yes
Nationality? Yes
Gender? Yes
Disability? Yes

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Disability Description: Caller has brain cancer.

Incident Details: Caller had a horrible experience for screening. She has a medical condition and could not go through the machines for her screening. She asked for a patdown instead for her screening. They would not allow her to use the WTMD. She says she understands the job TSA does and knows it is very difficult.

She never gets upset at her screening. But this time was so bad it has made her cry. She has never filed a complaint before. She says the agent that gave her the patdown was so mean to her. She said if she spoke the agent told her to not speak then when she did speak, the agent responded to her by saying for her not to get upset at her. She was only going to ask if she could put on her shoes.

She has brain cancer and says this isn't the way screening should be for someone going through something so bad. She wants to file a disability complaint.

2015 7:27:5

She says the managers name may have been (b)(6) and he was kind. She says the entire staff was terrible.

Date Time: 04-15-15 at 5:05 pm

Gate Terminal: Terminal C and she was there about 4 pm

Airport: McCarren

Airline: Southwest

Flight #: 564

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 4/16/2015 6:19:28 AM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 04/16/2015 4:15 AM Airline & Flight Number :

Checkpoint/Area of Airport : only one open TSA Employee: (If Known) : asian American Comment : Pre-check not open yet, had to do complete basic screening. Even at locations around the country that don't have ore-check they still give benefits (some) ie going through metal detector.

2015 8:45:4 I opt out of the ray scan. The employee was courteous but was much handsy then most I have ever gotten. I don't do the wave scans so am accustomed to opting out when a location has no pre option. This guy basically had his hands on my scrotum.

Either he is very wrong or most of the screeners around the country are doing it wrong.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller keeps having problems with TSA and other passengers have spoken up that she is being mistreated. She had a radiation accident when she was a teenager. She has cancer and many surgeries. She is 80 years old. She has trouble walking.

2015 1:48:5 She tells them that she cannot use the screening technology. She was going to a meeting she could not miss in DC. She was searched and almost missed her flight. She had to finally asked for a supervisor and asked him if she has to get on her knees to be able to finally go. She tells them she can use the metal detector and they tell her no although they point others to the WTMD. The supervisor who came over apologized for the way she was treated.

She knows that there is a program that she can get prescreened and use lanes that you go right on through. She does not mind the patdown but she does not want to have to wait in line. She has had items taken from her and stolen. She does not even bring carry ons with her any more.

She liked the idea of getting assistance at the checkpoint and asked how far ahead she should call us.

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THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 4/20/2015 3:27:01 AM

Name: (b)(6)

2015 8:34:4 Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening.:

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Yuma Airport. April 19th at about 8:00 A.M. U.S. Airways.:

Comments: On April 19th I caught an 8:45 flight from Yuma to Honolulu via Phoenix. There was only one female TSA agent on duty. This female TSA agent opted to do a "pat down" of me after I passed through the metal detector. No alarm has sounded but she said she had to do a pat down since I was wearing a dress. She had me stand in full view of everyone in front of the metal detector and she put her hands on either side of my leg reaching as far as my genitals which she touched quickly but hard. It was moderately painful, and also disquieting.

I've been an American my entire life, I'm a woman in my fifties and do not fit any common sense profile of a "terrorist". I found the so-called pat down to be a violation of my personal liberties and a disgusting display of ignorance. There is no need to debase citizens arbitrarily for the sake of a false sense of safety. There was no excuse for what would be seen as a sexual assault in any other circumstance.

The TSA continues to be a disgrace by rendering innocent Americans suspected criminals based on nothing more than their style of dress. If the TSA can't tell the difference between normal, innocent citizens and potential "terrorists" or criminals and is allowed to randomly touch people's genitals we are not a safer country, but a more dangerous place to live as the government gives others the right to sexually molest its citizens in the name of safety even when there is no danger.

I am writing regarding a preflight screening experience I had in Denver on Wednesday April 15th at about 5:05 pm. I entered on the north side in the main terminal through the TSA Pre Check lane. I placed my bags, one carryon suitcase and one handbag, on the screening conveyor and walked through the metal detector. An alarm sounded. The TSA screener told me I had been selected for "random". He did a swab of the outside of my suitcase and inserted it into the instrument and another alarm sounded. He told me they would have to do further screening. Another TSA person came, moved my belongings to the search area and began by swabbing outside my bags and then proceeded to swab every pair of shoes and then my hair iron. I was unfamiliar with this degree of scrutiny having never been subjected to nor observed it while going through security at airports. I asked what the alarm was and was told, "E1". That meant nothing to me. I was getting annoyed by then and sarcastically asked her if she was going to swab my toothbrush with the same swab after swabbing my shoes. The situation escalated quickly from that point.

I am a very experienced frequent traveler. I fly almost weekly for work. I have also completed the TSA Known Traveler screening including an interview and fingerprints. In my 15 years of frequent travel, I have had one very objectionable TSA screening experience and many small annoyances that were not memorable. I have been selected for random additional screening that amounted to a swab of hands and perhaps baggage that added no more than a minute or two to screening time. The experience I had at DIA on April 15th was an outrageous experience and took over an hour and caused me to miss my boarding position.

After becoming annoyed at the swabbing of every personal item in my suitcase and a visual check of everything in my possession, I asked for a supervisor. The supervisor arrived in a very aggressive manner toward me. She was outright militant and authoritarian. Having not committed a crime, I was not about to put up with this approach and treatment. She took everything I said and tried to twist it to elicit an inappropriate response from me. I was very indignant and angry by this time. She accused me of interfering or rather she used the term, "obstructing". I think I told her to do what she had to do. She alerted armed security and three uniformed and armed police officers moved in toward me along with a shady character who seemed to be a commander or some such thing. He looked like he was the leader of a SWAT team. He began whispering to other TSA screeners in the area. I counted and I was surrounded by 12 TSA/ security/military persons. This scene was so ridiculous to me. It irritated me further and I actually found the absurdity laughable. The rest of the process took place and I was finally cleared. Once cleared, the supervisor's provocation and ridiculing continued when she twice wished me "have a good rest of your day".

2015 12:08:

There are many things about this incident that trouble me deeply.

First is that screening is voluntary, and when an alarm sounded I seemed to become "Public Enemy Number One" in the blink of an eye and when I did not roll over and act contrite like a person might who was caught doing wrong, I was subjected to very harsh treatment. I was told in so many words by the supervisor that I had no choices or options and I was subject to her complete authority. In hindsight, given the mood of the situation, intensity of scrutiny and the manner in which I was being held in suspicion, I think I should have been read some rights. At least, I think, I should have been afforded the courtesy of an explanation and given notice of the procedure required to clear me for flight from the alarm.

I have done some looking into false alarms during TSA screening since my incident and understand better now that they occur with some frequency. This is all the more reason to expect the TSA screeners to do some explaining before launching into the assertion that I am a criminal carrying explosives with intent to do harm. I have to question, are all of the expertly trained TSA people that hungry to spring into action that they practice their skills in facing a potential threat on a fifty- seven year old grandmother from Broomfield, CO traveling for work? The same person who is afforded the trust to drive a car - which can be turned into a lethal weapon and the same person who participates in the civic process to elect our law makers and serve on a jury. What happened to me is JUST PLAIN WRONG.

Secondly, it disturbs me that I participated and paid for Known Traveler when none of the information was taken into account in how I was treated. I question what is the purpose of obtaining an Known Traveler Number and submitting to fingerprinting and an interview if it is not taken into consideration in a situation like this? I can only speculate it is a money-making enterprise for a government contractor and possibly a PR facade for frequent travelers.

On my return flight to Denver from Phoenix, I toyed with the idea of asking to have my carry-ons swabbed to see if the alarm would repeat. I spoke with a TSA screening supervisor who was very professional, pleasant and reasonable. I explained what Dear Sir or Ma'am,

I am an airline pilot out of uniform with badges and KCM ID and was traveling out of KVPS Fort Walton and requested to go through the metal detector. I was denied since I was out of uniform, however a TSA agent told me a couple weeks ago I would just have to ask and I would be allowed to use the metal detector no problem out of uniform.

Even as a civilian I should be allowed to use the metal detector if requested. I sincerely demand some sort of compensation or something in writing that allows me to use the metal detector as flying frequently I do not want to get scanned. I will follow through with my congressman and consult legal counsel as I believe I was denied a privilege and basic right that I had today to use the metal detector and not get forced through the scan.

2015 2:53:

(b)(6)

Sent from my iPhone

On 4/17/15 at approximately [HYPERLINK "x-apple-data-detectors://2"11:25 pm](#), my family was in the Las Vegas Airport at terminal [HYPERLINK "x-apple-data-detectors://3"1](#) gate D lane 7. We were departing on US Airways at 1235 am on 4/18. We arrived early because the night before, we attended the Blue Man Group show where my 10 year old son, [\(b\)\(6\)](#) received a one of a kind stretched canvas painting. The paint was still wet from the night before. We were hand carrying the art to avoid it being damaged by placing it in a bag or other container. [\(b\)\(6\)](#) informed the female screener who was managing the line through the metal detector. She requested her male colleague, taller gentleman with glasses and balding, to do a swab and visual screen because the paint was wet. To us this indicated there was a way for the painting to be screened without being Xrayed. He seemed to acknowledge the request and took the painting. The gentleman then took the wet painting and placed it on top of other people's stuff on the Xray screen belt. A passenger behind us tried to stop the painting from entering the screening machine. He forced the painting in and it scrapped the top of the painting. We were furious. A 10 year-old did everything he was asked and the screener although following the letter of the rules didn't even attempt to ask for a supervisor nor did he follow his peers request for a visual screen and swab. When challenged about why, he only indicated that it needed to go through the machine. We understand there is pressure to get everyone through quickly but accurately screened. The screener did say "sorry but everything is supposed to go thru the machine." We were frustrated and asked to speak to a manager.

There was no one in the supervisor booth. So, we spoke with [\(b\)\(6\)](#). He provided us with a comment card. We asked for the screeners name he refused. We asked for the screeners badge number he refused. We showed him the painting with the streaked paint and explained what happened. Although he said sorry, he did not seem to care and have any sense of empathy. He said, "you know it is supposed to go through the machine." When asked about the visual screen and swab, he had no real answer. When I expressed that there is likely paint on the rubber and it may get on other articles. He said "not likely." When he provided the comment card, he did not mention his badge number. I was totally exasperated by the engagement.

015 10:19:

We left the screening feeling violated with a defaced painting. My son was crying because of the lack of respect and damage to something that was special and unique. As a boy scout, he looks up to authority and expects people in uniform to do the right thing.

We read the comment card while in the tram. We noticed that it asked for a badge number. My wife and son returned to the screening area to retrieve a badge number. As my wife was approaching, [\(b\)\(6\)](#) was talking with a colleague saying they were complaining about some painting. She excused herself and asked for a badge number. He said well what one do you want I have several. [\(b\)\(6\)](#) teased her saying what about this one pointing to a name tag with no number. What about this one, it was also a badge with no number. Finally, she wrote down the number on the TSA badge [\(b\)\(6\)](#).

We really appreciate what TSA does for everyone. We also understand the need for procedures and screening. We tried following the procedures to include announcing what we had. We also informed staff about the wet paint to avoid damage to equipment and other people's belongings. We were really disappointed that the screener damaged our property. It was [\(b\)\(6\)](#) unprofessional behavior that was most disappointing. His demeaning approach when asked for the badge number made us feel like we had no rights. TSA wears blue as a sign of justice. During this screening, we were not treated fairly or justly.

REASON for the call: Caller wants to complain about how her bag was searched. Her two suits that were on top were rumpled up. She had an ipad and she asked if they turn it on. She flew from BOS to PHL and back. The issue happened out of PHL.

Date and Time: April 10th at about 10:10 am but she checked in the bags about 7:30 am

Gate and Terminal: NA

Airport: PHL

Airline: JetBlue

Flight Number: 160

015 10:54:

Bag tag: [\(b\)\(6\)](#)

Bag Description: It is a royal blue bag American Tourister brand and medium in size with wheels.

Missing Damaged item description: two suits that are crumpled up

NOI present (writing on it): Yes with nothing written on it.

She asked if she can carry on the ipad.

She asked which screening device affects insulin pumps, AIT or WTMD. She said that she was bothered by the patdown because she was in a suit.

She has been hassled over juice so she started to bring raisins. She received Precheck. She had to walk around in her stockings on the dirty floor.

I am at Tampa International Airport concourse "C" and ask if this makes sense.

I go through security and the metal detector alarms go off with the surgical titanium plate, cage, and screws in my neck so I get a pat down to see what concealed nonsense I might have. We all know I can't bring anything metal through security or in our bags. Now that I am past security I want a bite to eat so I find someplace that serves not fast food and the waiter puts these in front of me...

See photo below

2015 2:19:3

(b)(6)

"Wine is sunlight, held together by water." (b)(6)

Sent from my iPad

Caller emailed a complaint. He also wanted to make a verbal complaint. His compliant number is (b)(6). He went through the checkpoint at JFK on 4/19/2015 at approximately 3 pm. He was flying on JetBlue. Upon entering the line he proceeded through the screening process. He was instructed by a TSA agent at the front to read the instructions prior to entering the screening location. The instructions indicated that there was no need to remove shoes or belts and that cell phones should be in carry-on bags. He followed the instructions and went to the metal detector. He entered and exited the metal detector. He did not hear it beep until the person behind him entered. The caller had on a metal belt that he had not removed per the instructions. After it beeped he was sent through the AIT. After he exited the AIT he was told that there was an anomaly in his groin area. He was told that by a black female agent. He did not get an explanation as to what the anomaly was. He was told to go back through the AIT. After he came out the black agent showed him a picture with a yellow flashing square in the groin area. The TSO asked for a supervisor. The supervisor asked if he had anything. He told him he did not. The supervisor performed a patdown. He started at his ankles and he worked his way up into the groin area on both legs. He did not find anything when he got to the groin area. He said that the AIT was not accurate and if it gives a false on him why can't it give someone who has something a pass. He was not given an explanation.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 4/24/2015 4:10:47 PM Airport : JFK - John F. Kennedy International Date/Time of Travel :

Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 8

TSA Employee: (If Known) :

Comment : The worker at the metal detector at 4pm was extremely rude to everyone. She gave no instructions as to where to go or what to remove from pockets, then yelled at all of the travelers when they did something wrong. Extremely unpleasant attitude that ruined an otherwise wonderful Pre-Check experience.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

2015 6:10:3

I'm writing this e-mail in regard to a recent trip I had this last week. I don't expect a specific response to my experience nor do I want one stating I'm sorry your experience wasn't more positive because let's be honest when are any of our experiences pleasant when it comes to the TSA and traveling.

What I would like from my e-mail are changes in the TSA system and how it's run but I know this won't happen either since it is a government run program and let's be honest the amount of time it takes to purchase new technology or change a procedure when anything is government or state run. The changes are already outdated. It is disappointing that although we live in the United States of America, the greatest nation on earth, we are still light years behind other countries on technology and procedures with that said here is my story.

My first experience in where the TSA is lacking in technology is the AIT machines. I find it ridiculous that with all the money spent on these machines and the invasion of privacy they require that they are not sufficient for screening. By the way, your statistic that states 4 out of 5 people prefer them is completely inaccurate but when are surveys ever accurate?

On my flight out of John Wayne airport on 4/19 at 7:45 am to New Orleans I was screened at approximately 6:15 am. After proceeding through the AIT machine I still had to have a pat down because of my zipper on my sweater. I was told that the next time I should zip it in order to avoid the pat down. Really, with this highly advanced technology, which clearly it is not, I still have to endure a pat down.... In all my trips to Europe I have never, not once had a pat down. Clearly the technology the TSA purchased was made in haste. What type of research and which experts looked into to choosing the technology needed in order to make traveling safe?

2015 1:08:2 My second pat down, in which I was taken to a private room, no explanation on why I was taken to a private room was on 4/25 at the Denver airport. I went through security at approximately 2:30-2:40 pm traveling from Denver to John Wayne airport. Now we had missed our connection the day before, not our fault of course, but because airlines are allowed to provide 45 minutes in between flights which is only enough time to make the next flight when they are on time and let's be honest when are flights ever on time anymore? I was traveling home with my family, which included my husband and 2 young children along with my parents. Clearly my traveling experience wasn't enjoyable to this point and I was upset at all we had to endure so far. I was carrying my one year old son through the metal detector and as usual The TSA needed to test my hands with their state of the art technology which detects chemicals... Well low and behold it tested positive for something and I was told I would need further screening.

So the TSA agent took my items and as she was standing there another female agent came and tested my purse and shoes. Even though these were passed whatever test you do with your state of the art technology I was told I would need a pat down in a private room. Excuse me, a private room? Well at this point I broke into tears. They told me I could bring in a family member including my 6 year old daughter. Well wouldn't that have been pleasant my 6 year old watching me cry as I was getting patted down and asking if they were hurting me. When I was brought into the "private room" I was reaching for a kleenex, located in view at the top of my purse, in order to dry my tears which were streaming down my face at this point, I was rudely asked what I was doing and I wasn't able to have anything in my hands. Once the TSA agent realized I was reaching for a kleenex she told me I could have it. Well, at this point why not let the tears flow. I'm traveling with my family, subjected to a needless pat down in a private room, and told nothing along the way. After the several minute more extensive pat down I was handed my items and told I was clear to go.

Not once was I given an explanation of what chemical was found, and why this ultra sophisticated machine decided to let me go after I was further tested. When my family and I asked for a further explanation on what chemical was detected we were told it was classified and they were only doing their job. Well maybe your TSA agents could do a better job if they were equipped with better technology. The only thing I had put on that day, since we had no baggage, was lotion and my dirty clothes. I'm curious how many false positives you get with your highly advanced chemical detection machines but this is probably classified as well because if the public knew what outdated testing was being done and what a waste of time it was we would all be furious.

Caller flew yesterday out of ATL through the South Terminal @ 9:42 am and was denied his right to get a private screening and was kicked out of the TSA line for asking for a private screening. The Agent refused to give his badge number and name. He refused to allow his friend to take a picture at the screening checkpoint. The officer that refused the private screening was (b)(6). The caller usually goes through the Precheck line but was not selected on this flight. When he got to the checkpoint he realized that he did not get Precheck and asked to go through a patdown screening. The officer that was conducting the patdown was an angry man. The caller was in a good mood that day and was laughing and giggling during the patdown and told his friend to take a picture during the screening because he thought that it would be cute to put on facebook. The officer conducting the patdown refused to pat the caller down due to him laughing and giggling. The officer then called (b)(6) over to conduct the patdown and was told by this officer that if he did not cooperate he would have to leave the checkpoint. Another agent came over and asked if the caller would like a private screening and he said yes. At that point (b)(6) said okay that's if you are just playing games so you are out and he kicked him out of the screening area. He then went to another screening checkpoint and went through the WTMD and spoke with supervisor (b)(6) badge # (b)(6) who was extremely nice and told the caller that he was permitted to take photos at the checkpoint and that the other agent was not allowed to escort him from the screening checkpoint a police officer should have been told to do this. The officer told him to go back to the first screening checkpoint and confront the officer and get his name and badge number. He told officer (b)(6) that he now knows that he did not have the right to escort him from the screening checkpoint and asked for officer (b)(6) badge number. The officer turned away and advised him that he did not have to give this information and said that he would have him arrested. He then asked to speak with a supervisor. He is wanting the CSM at ATL to contact him back.

Some one needs to retrain the people at the TSA checkpoint at the Shreveport, La. airport. The fat white guy just leans up against the scanner talking to the other TSA agents, not directing people, everyone going thru the line has to ask what to do, then he treats you like your stupid. Telling me to go back through the metal detector because I did not push my bags all the way into the scanner, while he lays against the counter talking to other agents. He was rude to everyone in line.

2015 12:17: Worst agents in any of the airports I've been to.

Thanks (b)(6)

I recently enrolled in GOES and (thus) TSA Pre-check. As it happens I have previously been through the TSA Pre-check system a few times prior to my enrollment. I have noticed that each airport seems to handle us differently and would like some clarification.

At ORD in Chicago, everything went smoothly and as I had anticipated. At PHX in Phoenix, people were told to carry their boarding passes with them and then were passed through the system without taking off shoes, etc., again as expected. At DEN in Denver, however, it fell short of expectations. When I told the personnel there that I had an artificial hip and would automatically set off the metal detector, I was told that I had two choices: to go through the metal detector and then have a full pat down, or to carry my boarding pass and carry-ons along to one of the regular lines (directly). And so I did the latter. In spite of the Pre-check status and a lengthy and unsatisfying conversation with TSA staff, I was then required to go through the complete procedure of removing shoes, taking out laptop, etc.

2015 6:25:4

Thus I have a couple of questions and a comment: Why the discrepancies in approach among the different airports? What can be done to make the DEN experience less difficult/less onerous? My comment is that this is all being done through a US-wide management system, and it seems that a directive from the national headquarters is needed to get this all to be a helpful and consistent process in all the US airports. It would certainly help the traveler know what to expect at various airports and would enhance the image of TSA.

I look forward to your reply.....

(b)(6)

Caller would like to make a complaint.

Her daughter, 14 has a diabetic pump. They had negative screening experiences at Salt Lake and San Diego airports.

She cannot go through the WTMD. They separated her from them for the patdown.

She had to wait 10 -15 minutes for the TSO. They were friendly but not helpful. When her bag of medical supplies needed to be xrayed. The TSO in charge of the Xray stated he was going to lunch. They had just take the Diabetic medication, supplies which could not be screened by Xray out of the bag. They had to wait for someone to come and supervise the Xray machine.

2015 4:17:2 They traveled from San Diego on 4-11-15 Between 6-7PM.

At San Diego. They separated her daughter from her again. No one came to help after her for at least 15 minutes. When the TSO arrived for the pat down she stated, You took my off my lunch break for this?

These experiences scared her child. They look like police officers when they really are not. She is not trying to get anyone in trouble.

She would like more training or education provided about Diabetes to the TSOs. The screenings could have been much smoother.

She does not want follow up.

To Whom It May Concern:

I was a passenger on United Flight 1627 from Newark, NJ to Montego Bay, Jamaica on Saturday, April 18th, 2015. I currently use a wheelchair after a serious accident I suffered in January of this year. I was traveling with my wife and 3 children. I am a frequent traveler and typically fly for business between 2-4 times a month. I have NEVER sent a letter of complaint in over 25 years of air travel, however, I feel compelled to let the TSA know about my experience on April 18th.

2015 4:33: C My family and I arrived at Newark Airport at 7:15 in the morning for a 9 am flight, and checked our bags by just after 7:30 am. We were directed to the wheelchair and family access security line in Terminal C. The line for wheelchairs wasn't very long, I'd estimate perhaps 15-20 long when we arrived. We waited patiently as the line seemed to move very slowly. The TSA agent checking documents seemed to take more from the family line than the wheelchair line, which contributed to making the line proceed slowly. I witnessed families walk up to the line long after we had been waiting and be sent through. There was a passenger who was there with an elderly person who told the TSA agent that he had never seen a line go more slowly in his years of going through wheelchair access. We finally got to the front of the line, and one of the agents asked if I could stand for a few seconds, which I said I could. He then had me hop into the wave millimeter machine while my wife and children went through a metal detector, which seemed odd. After I went through the machine, I had to wait for several minutes while waiting for someone to clear my wheelchair. I calmly explained to one of the agents that we were about to miss our international flight, who ignored me. I tried to tell one of the other agents, a seemingly pregnant agent with red hair, that I had been waiting almost an hour in the security line and there clearly was something wrong with the way their system was working. She responded that there was no way I was waiting that long, because they switch over every 30 minutes. She effectively called me a liar rather than listen to my feedback. I explained that it seemed to me that handicapped people should be facilitated through security rather than slowed down, to which another agent said I should have gotten to the airport earlier. The point is that not only were patently unhelpful in a situation where I was trying to make a flight, but also they completely wrote off the possibility that I was correct and that their system had broken down. I had to stand and wait while they clearly ignored my wheelchair on purpose. Another agent finally cleared my wheelchair and I was able to leave at 8:47 am for a 9 am international flight.

I've been on hundreds of security lines around the world, and this was by far the worst both in terms of speed as well as the rudeness of the TSA agents. I fully understand that the agents have an important job to do that can't be rushed, but there clearly was a breakdown of the system, and the agents' behavior only served to exacerbate an already stressful situation. The TSA should be embarrassed by this unnecessary event and I bring it to your attention in the hopes that other handicapped people don't have to go through what my family and I experienced.

Good Afternoon.

My name is (b)(6) I flew out of Palm Beach International into New York yesterday. I am writing to tell you that I am very concerned with the security there. They are implementing this expedited security check that does not require the removal of shoes or taking fluids out of the bags.

I do not agree with this at all. I believe that complacency has become acceptable now because individuals have been flying safely for over a decade now. I do not think these security procedures would have been good to go in 2012.

People are warned to get to the airport plenty of hours in advance to anticipate lines at security. If they complain or are difficult to deal with maybe a friendly reminder that these procedures will prevent another 9/11 will correct them.

During the procedure I was not patted down once, my carry on was not opened, and numerous other necessary checks were not done. The most I was required to do was walk through a metal detector.

2015 4:33: C I could have been concealing a sharpened piece of plastic on my body or even in the carry on that was not checked. I apologize if it is using extreme examples but I served as a Sergeant in the United States Marine Corps and they fortunately gave me a sense of situational awareness that red flags times like these.

This matter is very important to me. I realize my one email or attempt to contact you may not be taken seriously, but I would please like some sort of response or explanation from whatever security professional deemed this acceptable. Maybe he/she can help me understand why this is happening.

Thank you for taking the time to read my concerns & I hope some corrective action will eventually take place.

(b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 4/29/2015 1:21:59 AM Airport : ANC - Anchorage International Date/Time of Travel : 04/28/2015 9:00 PM Airline & Flight Number : UA 1104 Checkpoint/Area of Airport : Pre Check line TSA Employee: (If Known) : N/a Comment : I went through the "traditional" metal detector without any problems/issues (which was confirmed by the TSA agent. However, I was then told I needed to go through the full body scan detector. Again, there were no issues/problems when I went through this. My complaint is that as a pre Check passenger (not to mention Global Entry) for quite some time without a single screening issue ever, that I had to go through a "double security check" which was more stringent than

2015 8:45:2 typical security a non pre - check passenger goes through. What's the purpose of this?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Today I flew out of DFW airport, terminal E. I passed through the security check point near gate 8 at around 7am. In doing so the agent who checks name to ticket informed me that I could leave my laptops in my bag and boots on, unless steal toe because they will set off the metal detection equipment, because I am a tsa pre check person. Then when going through the metal detector and my baggage scan the lady informed me that my laptop needed to come out. I then said "Sorry, but that guy over there said to leave them in." She said "I promise you that's not what he said." Now I am not upset because I had to take out my laptop, I could careless. What I do care about is being called a liar. This pisses me off more than I can describe. Whoever is in charge of DFW needs to get their people on the same page. Security depends on EVERYONE being on the same game plan. And if they are this rude to people you will have small problems turn into big ones. I doubt yall want people to start complaining to their state reps because of stupid stuff like no respect.

2015 10:01:

(b)(6)

To Whom It May Concern:

Yesterday, April 28th, 2015, I flew from Cancun, MX to Chicago Midway. At Chicago Midway, I was required to go through the screening process again after clearing customs, along with all others who were transferring to another flight. During the screening process, I asked to not go through the full body scanner as I'm pregnant and I am very careful to avoid any harmful substances that can be avoided. I was willing to go through the metal detector, but was told it was not an option although there were three women that were allowed to avoid the scanner right before me and go through the metal detector. So my choice was either the full body scanner or be patted down. The pat down was embarrassing and quite frankly unnecessary since I was willing to go through a metal detector. I was clearly pregnant as I'm 25 weeks. I understand the need for security, but where is the common sense? Since passengers are able to be randomly selected to go through a metal detector and that's acceptable, why wouldn't it be acceptable for a pregnant woman to walk through a metal detector? I flew two times when I was last pregnant in 2012, and I was checked with a hand scanner and not physically patted down.

2015 6:12:

I understand the need for security procedures, and maybe these procedures are more effective than I give them credit for. However, I flew on a plane into the U.S. with a screening process that was very easy for everybody and not intrusive at all, into a U.S. City to only be screened yet again but intrusively. It seems ridiculous to me and that there can be a better process put in place that is reasonable and effective.

Sincerely,

(b)(6)

I am writing this email to you to express my continued frustration with the TSA Pre-check system for over a year. This morning was yet another example of what is wrong with selecting "random" travelers to participate.

I went through the B terminal security line at Charlotte at about 8:00AM. The line was much longer than usual for what should be used by a very select group of people.

- There were two families (mom, dad, kids) going through. Perhaps one of the parents MAY have gone through the Pre-check prescreening process. But I can tell you that NEITHER family had any idea of how to go through regular screening, let alone the expedited Pre-check screening. They didn't know what could stay in their bags, what to do with the strollers, etc.
- There was an elderly couple as well. I can absolutely tell you that this couple had NO idea about airport security at all. They backed up the line for a long time just trying to get through the metal detector. There is NO possible way that this couple travels on a consistent basis and would have even known about Pre-check, let alone signed up for it and been through the entire process.
- There were several people who were officially TSA Pre-check participants and we were all quite upset and frustrated by what was going on.

2015 10:07:

As I understand it, TSA Pre-check is supposed to expedite the security process for well-seasoned travelers who signed up and paid for the service. Why did I go through the TSA Pre-check process, have a thorough background check, pay the money for the program, only to have RANDOM people also included? They did NOT go through the TSA Pre-check process, they did NOT have a thorough background check, they did NOT pay the money for the program.

The TSA screeners told me that TSA allows the airlines to "randomly" select travelers to "try out" the Pre-check systems. NOTHING about airline security should be RANDOM. Nothing about my safety, the safety of my family, the safety of my coworkers, the safety of anyone flying, should be RANDOM. That is completely and utterly unacceptable. How can the Transportation SECURITY Administration possibly allow this to happen?

What part of allowing apparently completely RANDOM travelers through the least comprehensive screening process is considered safe? What the TSA is allowing is the exact opposite of SAFE.

I would highly suggest that the TSA stop allowing RANDOM travelers to participate in the Pre-check screening process immediately, regardless of what the airlines want. The TSA's role is to make sure that the traveling public is SAFE, not to allow the

2015 4:13:42 This morning in Burlington Vermont, a nice screener named (b)(6) told me I could take a few drinks of my coffee before walking through the metal detector because there was no one behind me. Out of nowhere came an extremely rude and arrogant man named (b)(6) asking me what I was waiting for. I told him that (b)(6) said I could take my time. (b)(6) looked over his glasses at me and said (b)(6) was wrong and that I was screwing up his wait time. I have no idea what this means but I'm sure I've never had to deal with such rudeness at Burlington or anywhere else. I'm TSA Pre and I don't think that one of the advantages of this program is to be berated by (b)(6). (b)(6) apologized to me and said that (b)(6) is the supervisor. A SUPERVISOR? This is who you choose to be a leader?! That's an appalling thought. What's worse is the thought that wait times are more important than customer service and probably security with cowboys like this "leading."

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 5/1/2015 12:10:52 PM Airport : DFW - Dallas/Fort Worth International Date/Time of Travel : 05/01/2015 Airline & Flight Number : united 733 Checkpoint/Area of Airport : terminal E united TSA Employee: (If Known) :

2015 2:18:55 Comment : This was the most disorganized check point I have been through in year. TSA prescreen is a mess. same line as all others. You have to walk over show mobile boarding pass then go back put phone back for xray. Then go back to walk through metal detector. Not a good process at all. disrespectful agent to boot.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Good Evening,

I wanted to bring to your attention an issue I experienced this morning at the IAH Terminal E security checkpoint traveling as a pregnant passenger. I was a TSA pre-screen passenger transiting the checkpoint at approximately 0730 hours. When I walked through the metal detector I was randomly selected to receive additional screening through the backscatter machine, however, I am currently six months pregnant and my doctor advised me against walking through this machine. I informed the TSA representatives of this issue and requested a patdown in lieu of walking through the backscatter machine. I was informed that they needed to find an agent, but was instead left waiting indefinitely. After five minutes I requested an update on an agent and was pressured to walk through the machine. When I refused, I was again left waiting. I also asked that my belongings be removed from the conveyor belt so that they could not be accessed by other passengers, but was initially told to just stand and watch them from the other side of the security screening. After discussing my belongings again, they were moved to the side so that others could not access them. After having waited for almost 15 minutes and after having been pressured again to use the backscatter machine, I requested to speak with a supervisor. When he arrived, he resolved the issue, however, when I tried to discuss with him the treatment I had just received he did not verbally respond and instead ignored my feedback entirely and walked away.

015 8:32:1

I understand that the airport is busy and that the agents are dealing with many situations at once, however, this situation seemed borderline discriminatory and does not appear to be in line with TSA guidelines. I appreciate your looking into and resolving this matter so that future passengers do not encounter the same type of inappropriate behavior from your agents.

Regards,

(b)(6)

Sent from my iPhone

I recently traveled from ORD-->Dallas/FW. I was delayed by security, by saying both of my carry on bags contained elements of explosive devices. My bags were literally torn apart in front of me, clothes strewn everywhere, not to mention my bras, and underwear, as I am a female. I was surrounded by at least two different tier security levels. I was outed down twice by 2 female officers, who explained the procedure well. They found a bottle of clearasil face wipes, opened them, and found them to still be in their original packaging. I was demanded to open it, and I had a hard time doing so, as I was shaking. I've never had anything like this happen to me. I finally opened it, and they showed the astringent face cleaner to about 10 different personnel. They dumped my suitcase all over a table, told me to pack my stuff, and hurry, as my flight was boarding, and I had to book it to concourse C at ORD. I said it was not going to be easy, as that bag was packed to the max. For them to dump my personal belongings, hold up bras and underwear was not only degrading, but humiliating. I have no criminal record, as I am a registered nurse. I asked for a bag full of my medications for my anxiety meds, and they refused to give me my medicine, as I stand there, tears flowing down my face. No one was respectful, and I was treated like no human should EVER be treated, which was like a criminal. I'm a 5'7 brown haired girl, no tattoos, plain Jane who hardly wears any make up. You completely need to retrain all your ignorant staff, on how to treat the human soul. Not to abuse power they believe they hold against us. The ruined half my luggage by opening my 3oz containers, which spilled all over my belongings. Thanks for starting off my trip on a somber, anxiety-ridden note. If I wasn't so upset, I would have asked for all their names to report every single one, but they were morning shift on 4/30, at 0530am united, terminal 1 at ORD. If anyone else has went through I have, I completely pity them for being violated, verbally abused, and humiliated as you literally aired out my bras and underwear for all to see. You should be ashamed, of yourselves, your values, and what you stand for, which clearly isn't the ethical equality treatment of all people. If I could curse you out, I would. May God have mercy on your souls, you get not one single compliment from me, as you all abuse your privilege, power, and believe you're the hierarchy above all else (probably whatever God you believe in too). Thanks for also taking my belongings and NOT telling me you planned to take them. That was the icing on the cake. Please retrain your staff on how to be compassionate, and show human-like qualities, instead of militant, barbaric, rude, and disgusting behavior. How can you call yourselves human?! You really can't, when you act like barbaric, self-righteous, heretics. I don't expect to hear anything back, as I don't think you care enough about anyone who walks through your metal detectors. We're just numbers. Focus your efforts on people who truly deserve your attention, and not the 32 year old single cute girl, whom you feel you can expose and treat anyway you please, which was with disrespect, lack of empathy, or explanation. Your staff was rude, uncourteous, and just plain terrible. There's a special place for people who don't treat others the way they would like to be treated. If you'd like to apologize, no one is more deserving than me. Get your act together, and say something!

015 2:11:5

(b)(6)

Sent from my iPhone

The caller flew from MLU and he was concerned when he went through security people were not required to remove their shoes and jackets. The caller is concerned that you can get something through the checkpoint in your shoe or your coat. The caller states that there were 4 or 5 people that went through screening without removing their items. The passengers were going through a metal detector.

015 11:00:4

Date and Time: 5-4-15 departing and went through screening at 5:45am.

Gate Terminal: only one gate

Airport: MLU

Airline: United

Flight #: UA4506K.

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender\Sex
- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name (b)(6)

Last Name (b)(6)

Primary Phone: Home Phone

Phone Number (h)(6)

PO Box or Street Address (b)(6)

City: Seattle

State: Washington

Zip Code (Post Code): 98121

Other: Please contact me in writing

Email: (h)(6)

==Incident Information==

When did this happen? 05/04/2015

Where did this happen? CALIFORNIA - LAX - Los Angeles

International

What happened?

At approximately 9:40 am PDT on May 4, 2015, I entered the security checkpoint for Terminal 3 at Los Angeles International Airport (LAX), on the way to my flight, Virgin America 232 to Chicago. I was in the pre-check lane.

After having my boarding pass checked, while I was placing my items in the x-ray machine, TSA Screener (b)(6) (Badge No.

Caller wants to know when congress threatened the government shutdown. She believes it was around the end of February. She says that since then she has been receiving additional screening at BWI only. She says that she believes the officers are doing this to passengers because they are upset with the government. She first told me that no alarms sound. Then she tells me that they do. She says that she will get PreCheck on her ticket, but the line is rarely open, so she has to go to through normal screening. She says that last Saturday there was an alarm with the WTMD and they tried to get her to go through AIT. She opted to receive the patdown instead of going through the AIT. Therefore, the equipment does alarm and she opts for the patdown. She says that the officer told her it was a random alarm. She believes the officers are manipulating the WTMD to alarm just like the officers done in DEN. She says that it is a waste of TSA's time to do additional screening on a Medicare aged woman. The caller is very insistent on a response. She says they are targeting her. She says that this past Saturday made the 7th time this has happened. The only time it didn't is because she let a man go in front of her and he got the alarm instead of her. That is how she knows they are targeting her because she was supposed to be the one to go through that particular machine at that particular time. The flight was Saturday, May 2, 2015 and she went through security around 3 p.m. She says she was flying United, so it was at the United terminal B. She says she has another flight from there this Saturday and wants to know what to do if it happens again. She will be at the 703 area code phone number on Friday and then on Saturday will be back at the 408 area code number. She does not have an email address.

Caller left Ft. Meyers on 04/28 in a wheelchair with a dog in carry on. She went through the WTMD and her luggage was being inspected while she was going through screening and she is now missing 200000.00 worth of jewelry she has accumulated over the years that was in a black and white zippered pouch. As she was being taken to the gate and one of the personnel which she believes was a SW employee told her she had to check the carry on baggage since she was traveling with her dog in the cabin. She called the airline and they told her to call another number and they told her she should've taken the jewelry with her in the wheelchair instead of leaving property like that in the bag.

Mishandling RFI-

Airport- RSW

Airline- Southwest Airlines

Flight Numbers-609

Date and Time-04/28/15 7:55AM maybe about 6:30

Baggage Tag Numbers (h)(6) Gate Checked 04/28/15 7:21

Description of Baggage- Black Wheeled Carry On Extending Handled Zippered Around with a black and white pouch inside of it that had the jewelry in it there was a Pink and white drawstring bag and a beaded circular coin purse and they were together in the black and white zippered pouch

Was There an NOI?- No

Was There Anything on the NOI?- N/A

What Terminal or Gate (Carry On Only)- Gate B24

Contact Information (h)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: Kemah, TX

Zipcode:

1015 8:21:2

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? No

Ethnicity? No

Religion? No

Nationality? No

Gender? No

Disability? Yes

Which U.S. airport were you traveling through?

William P. Hobby Airport

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Profiling
- Race \ Ethnicity

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Home Phone

Phone Number: (b)(6) Phoenix, AZ

PO Box or Street Address: (b)(6)

City: Phoenix

State: Arizona

Zip Code (Post Code): 85044

Other:

Email: (b)(6)

:015 6:17:0

==Incident Information==

When did this happen? 05\08\2015

Where did this happen? NORTH CAROLINA - RDU - Raleigh-Durham

International

What happened?

With everyone else I walk to the TSA check point, and before I can join the line the Caucasian man in front of me is directed by the Caucasian male TSA agent to the line full of Caucasians, and I am directed to the empty line where a female African-American TSA agent stands. My hands are swiped for explosives. I guess because the explosives test is done by an African American, the TSA must think ignorance would be ignored signaling out everyone also African American with features close to West Africans.

Caller has PreCheck and she has a knee replacement that causes an alarm. She gets a patdown and wants to know if there is anything she can do to bypass this. She also has a pacemaker and wanted to know if she would have to have a patdown because he doctor suggests that she doesn't go through the WTMD.

:015 7:36:0

She said she would like to make a complaint regarding the screeners at LAX. She said they were extremely rude when giving directions, often barking orders at the passengers.

I don't know why so often you have the old fashioned metal detectors as the only choice in the precheck line – we can't go through those – we need to go through the new ones.

In most airports, the TSA precheck person checks me through then calls over another TSA agent who shepherds me to the new scanner and it's fine.

BUT in DEN, noooo. The precheck person checked me in and just waved me over to the other lines (the only detector for precheck was the old type).

I got there and was told that precheck or not – I had to pull out my laptop, put it in a separate bin, etc. etc.

And when I tried to explain I was already checked through and tried to show the boarding pass – I was snapped at. AS IF I DID SOMETHING WRONG.

2015 5:20:0

Please get the new scanners available for precheck people – or at minimum, have your staff at least be polite.

(b)(6)

Wilmington, NC 28405

(b)(6)

Fax: 804-335-1322

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 5/11/2015 5:33:03 AM Airport : PIT - Pittsburgh International Date/Time of Travel : 05/11/2015 4:45 AM Airline & Flight Number : delta dl650 Checkpoint/Area of Airport : tsa TSA Employee: (If Known) : male Comment : I have two hip replacements. I have traveled extensively since surgery eight years ago. I have never been told by any TSA officer that I need to tell them BEFORE entering metal detectors. I always walk through as directed and inform the TSA representative when I am within earshot. This morning a male TSA officer yelled at me in front of everyone because I didn't inform him about my hips until the metal detector beeped. That is uncalled for on many levels. First, as stated I've been traveling for eight years... I have never read this or been informed about this policy. Secondly, if I were a new traveler, how would one know this? Thirdly, travelers are rushed through TSA... I understand efficiency is important, but having orders screamed at travelers

2015 8:48:3 only make us anxious, actually slowing us down! Lastly, am always respectful to TSA reps as they have a tough job.... But at same time, they have no reason to treat travelers in this manner unless the traveler is posing an obvious threat... I am a senior citizen with two fake hips. I deserve the same respect I give them. If this is a needed policy, it should be obviously posted.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I flew from SFO to SDJ yesterday. Went through security around 9:30 am. I refused the AIT because of radiation concerns. I asked to go through the metal detector instead and they said no despite the fact that others were allowed to use it. My two traveling companions also refused the AIT and were allowed through the metal detector.

Instead, I had to wait 10 minutes for a female screener. She pat me down in public - the most thorough pat down I've ever had which included contact with my vagina 3 times. Then I was brought into a private room where I was pat down again by another agent.

When asking questions, I was told that "I must not fly very much," "that I don't know procedure" and that this is standard operating procedure. I would like to mention again that my friends did not have to go through this and neither did the couple behind me who also opted out of the AIT.

Reading your regulations regarding opting out as posted on your website, I should have been offered the option of the metal detector and was blankety refused. Instead I had a strange woman in contact with my vagina 3 times. This is a violation of my rights as a passenger and a human being.

2015 4:13:1

I would like to know your response and the action that will be taken to ensure that this NEVER happens again to traveler.

I am sure that this is all on camera somewhere, and I would be more than happy to sort through footage so that these two women can be identified and you can see how I was violated.

UNACCEPTABLE!

(b)(6)

Today, I was at the Salt Lake City International Airport at approximately 10:30am and found myself extremely frustrated. I have paid to have the TSA Precheck as I travel almost weekly for work. When I arrived, at Terminal 1, the wait was 22 minutes to get through Precheck, even though there was only 9 people ahead of me, due to the fact that TSA Precheck was being combined with regular traveling customers. Now, I understand that at times a random person will be randomly selected to go through Precheck. However, they were putting an entire line of regular traveling customers through Precheck without consideration to safety or the advantages of those of us who have gone through the additional screening and paid to be in that line!! I nearly missed my flight as a man with two small children and a lady with a dog, among others, were in front of me. Not to mention all the others who were allowed to leave their liquids and electronics in their bags and go through the metal detectors without further consideration to the safety of the airport or flights. This is concerning to me on a multitude of levels.

This is the first time I've seen this in any airport. Generally when flying through the Salt Lake Airport, my home airport, I use terminal 2 and I've never experienced this there. Today however, I chose a different airline. Please train or redirect whoever made the decision to willfully ignore the Homeland Security standards by devaluing the TSA Precheck rules of engagement.

2015 9:00:4

Thank you so much for reading my rant. I nearly missed my flight because of this. I'm used to being able to clear the SLC International Airport TSA screening within a short period of time.

Kindest Regards,

(b)(6)

(b)(6)

Caller traveled on May 2nd and after she went through the WTMD, she thinks she heard an alarm go off but she is not sure. A female TSO, pulled her aside and did the patdown, she thinks in a private room but it may have been in the open. She felt very insulted by the way she was treated as she stated she is older and has Parkinson's disease. The TSO did not explain what was happening, why she needed the patdown and did not explain the patdown while she was doing it. Caller stated that she was standing there and got her breast checked with men standing all around. This has happened before at other Airports. She went to the TSA office once in DCA and they only wanted to write down her name which she did not give them. She conveyed to them her concerns and just left the TSA office. This is her first call to TSA to report this, but it has happened 3 different times in the past 2 years. The treatment she received was not professional. She asked if her name can be taken off the list so she would not get a patdown again. Caller said they should put the patdown information on a board so it will be clear to all the passengers about that procedure.

2015 1:31:3

Date Time of Incident: 05.02.15 At security after 12:00 p.m. Flight Time: Around 2:00 p.m.
Gate Terminal: B 14
Airport: ORD
Airline: United
Flight #: Not Available

I'm writing to inquire about screening procedures.

I have a Known-Traveler-Number and always receive the TSA pre-check with whichever airline I fly with.

I also have a prosthetic left leg from my military service.

Having served 22 years in the US Army and now serving with the Dept of Justice, I am a big advocate for security. I never give the TSA screeners any issues when travelling and appreciate their job and mission.

My question is regarding the inconsistency I experience every time I fly. Sometimes I'm scanned in the device where I stand with my hands up and the device circles me, and sometimes I'm scanned by walking thru the metal detector. But every time I also receive a thorough pat down.

2015 6:31:1

Your web-site says "Passengers with prostheses can be screened using imaging technology, metal detector, or a thorough patdown."

Why do I always receive a thorough pat down even though I show that I have a prostheses and I go through the imaging technology or metal detector? Usually, even though I'm TSA Pre-checked, I have to remove my belt too.

Just curious.

Thank you

(b)(6)

Good morning,

I'm emailing to express my disappointment regarding how the TSA treats pregnant women. I am in JFK airport and requested not to go through the metal detector. The agent at the gate was extremely rude to me and made me feel very uncomfortable for even asking. I was yelled at for standing in the way and was asked to move off to the side. When I requested it again I was told that other pregnant women have gone through and was pressured to walk through, as there was no agent to help me.

2015 8:55:1

I'm requesting that this does not happen to others in the future. I have heard many stories that are similar to mine. It is simply an unacceptable way to conduct business.

(b)(6)

To whom it may concern:

I am writing to file a complaint about a recent experience at the security checkpoint for the USAirways terminal at MSY airport in New Orleans. I was in line for security on Tuesday afternoon and the lines were moving pretty slow. When I got closer to the front, I could see that two lines of X-ray baggage machines were feeding into a single body scanner. There was one woman motioning passengers through the body scanner, and each X-ray machine was manned by 1-2 employees. There was no one standing near the lines directing passengers on what needed to be removed for security screening. At some point, a male TSA agent (I wish I had been able to learn his name) began yelling at the passengers in line about how no one was listening or following the rules and that it was our faults everything was moving so slowly. He was angry and aggressive and it was actually frightening to be addressed in this manner by the agent. It was the most unprofessional and disrespectful behavior I have ever personally witnessed by any security agent.

1015 10:02: Furthermore, I am enrolled in the TSA precheck program to have expedited security clearance. This airport did not have a dedicated TSA precheck security line. The agent who check my ID told me I just needed to keep my boarding pass out and show it at security. I did that, after waiting in the long line of people removing shoes and jackets. The woman at the body scanner was friendly and motioned me through the metal detector. While I was waiting for my baggage to come out of the Xray, an agent declared there was a computer in a bag. I announced that it was mine and that I was pre-checked, showing my boarding pass, and that I did not believe I was required to remove my laptop and that no one had said otherwise since no one was offering directions when we were putting our baggage through the Xray. The angry agent came over, barked that "there is no dedicated precheck line" and that indeed I needed to remove my computer. He then grabbed my backpack off the conveyer belt and walked away with it and then informed me that he removed the laptop to re-run both items while I waited. Again, there was no reason to be so rude and demeaning. There was no way I could have anticipated that the precheck program I spent time and money enrolling in would not apply at this airport.

In addition to his horrible behavior, this protocol of not having a dedicated line for precheck passengers makes no sense. It created a situation where people in the same line were expecting different treatment. And there were no agents available to explain what was going on. I hope this matter is taken seriously. I wish I could have gotten this particular agent's name, as I believe he deserves significant reprimand for his miserable behavior.

Thank you,

(b)(6)

Sent from Windows Mail

Reason for the call - Caller has a left hip replacement. She has metal in her lower back and screws in her feet. She did not set off the metal detector at TPA.

Airport - TPA

Airline - Southwest Airlines

Flight Numbers - 21

Departure Times - Does not know

Arrival Times - She went through the checkpoint on the morning of 5 02 2015. She does not have a approximate time.

Date And Time of Incident - 5 02 2015

Baggage Tag Numbers - NA

Description Of Luggage

Color - NA

Style - NA

1015 10:20: Size - NA

Brand - NA

Was There An NOI - NA

Was Anything On The NOI - NA

Missing Damaged Item description - NA

Location Of Incident

Gate - Does not know

Terminal - Does not know

Phone Number - (b)(6)

Email - (b)(6)

Name Of Actual Person Involved - (b)(6)

Special Notes - Caller emailed TSA with a question. She is not sure her email went through. She flew from TPA to Cuba. She sets off metal detectors every where she goes. She did not set off the alarm when going through the checkpoint at TPA. She did not know what to do. She wanted to know what to do if this happens again.

Hi, I'm not quite sure if this will even get to the right department but I thought I'd give it a shot. Yesterday my entire family, including my 2 yr old daughter were threatened and harassed at Charlotte Douglas international airport. I'm trying to spread the story as much as possible. My mother worked for TSA once. I know the correct protocol and I have complete respect for TSA and what they do. But yesterday was completely and utterly demoralizing.

It was obvious to me, knowing the procedures from my mother, this was a training exercise. They pulled my family of four out of line and brought us to a supposedly "quicker" line. Immediately I could tell they were trying to train somebody how to swab hands for explosives. They swabbed my hands and surprise surprise it beeped. I look to my husband said "okay sweetie I'm going to handle this you take the kids through." I was immediately met with hostility.

No one called me ma'am, no one looked me in the eye. While I waited for instruction, I watched helplessly as my husband was forced to make my two year old daughter walk through the metal detector alone, something we'd never been made to do in all 6 times flying with her. She was terrified. They told him if she didn't walk through alone, they'd have to pat her down. Thankfully she finally did, trembling and screaming for me. Meanwhile I was being escorted with a red bin (obvious to everyone around me that I was flagged). I was told to place my items in the bin and stand in the full body scanner. I want to make it clear, I was completely compliant and very friendly and understanding. They brought me back to the end of the table and

2015 4:23:4 proceeded to go through it, which is fine, nothing I hadn't experienced before. At this point my daughter was nearby and ran up to me holding my leg's and hysterically crying. The woman looked down at her and said "YOU NEED TO WALK AWAY." Then looked at me and said "OR ILL HAVE TO PAT HER DOWN TOO". This was the only time I could have been considered combative, I looked at her and said, "That's never going to happen, we'll leave before I let a stranger rub my 2 year old daughter down." My husband thankfully grabbed her and they proceeded to make me enter a private room...all the while my children screaming for me. I could hear my son yelling, "what did my mommy do??!!". No one attempted to explain to my husband or children what was going on and I was told not to speak to them. I won't elaborate about the room, it's not the point of my story. The point is we were treated as if I was a terrorist. As if I was guilty before innocent. As if I was a prisoner. We left the security area and headed to our gate in complete shock. My daughter was still trembling, as was I. My husband and I remained calm and compliant and cheery through the whole thing so as not to scare our children more. I believe this will be the only thing to help them not be afraid the next time we fly. Once the plane took off I went to the bathroom and broke down. I felt dirty and degraded. I felt like my rights had been stripped and I terrified about what they would have done to my children had they not complied. I use to hold a great respect for the TSA. Now they feel like the terrorists.

(b)(6) Keyport, NJ

Sent from my iPhone

On May 15th, 2015, I went through security checkpoint E-33, Lane #4 at 12:55 p.m. at DFW. I was confused with the new type of security where I don't have to take out my computer etc. I went through once and the alarm went off and I asked the TSA agent do I have to take my wallet out he looked at me rudely and said well it is a metal detector. I took my wallet out and other pocket items and put it in a tray and sent it through. I went through again the alarm went off again. I had to turn around again. I sent my watch through in another tray. The alarm went off I had to come back around I finally asked the agent to secure my wallet and valuables sitting on the other side of the scanner where all these people are taking their stuff. He did nothing and did not care. I went through again with my shoes off and the alarm didn't go off but he decided to swab my palms. While he was putting the swab in the machine I went to get my wallet and secure it in my pocket three feet away and he yelled at me like I was a child in front of everyone. He said he held up the line for me but that was not the case, the other people felt sorry for me and held up the line so I could get my valuables secured while he did what he had to do. I go through 70+ airports a year and I have never gone through security without thanking the TSA agent for what you guys do for us. This is the first time in all my many many travels that I have been treated rudely by a TSA agent. He gave me dirty looks, raised his voice to me and treating me like I was an idiot for wasting his time. I went to the desk but they would not give me his name they said he would be on some sort of camera if I gave you the information. I am not a complainer and I am very easy going but, I do not like to be talked down to. I had to take it from him and not say anything back so I wouldn't be harassed and miss my plane, I had no choice. I was just a well mannered traveler trying to protect my identification, credit cards and tickets. For all I know he could have been in on some sort of scam to take peoples stuff. I don't want to complain about the TSA in general because you guys do a great job I just think this guy needs to be doing something else.

(b)(6)

Hello,

I recently traveled from Tucson Arizona International Airport to Eureka/Arcata, California airport. I have TSA pre check and this was the first time I used my global entry card. I had both a good and bad interaction with TSA. I went through security at about 0600 in Tucson on May 8th. I walked up the pre check lane on the left hand side going to the United gates. A TSA female employee with shoulder length dark hair was seated at a checkpoint but was on the other side of the rope barrier. I was one of the only people going through security and she could not have missed me, but she was talking away to a male coworker about something personal. I walked on by, just thinking she must not be the person who checks my id and boarding pass. She then yelled at me to come back and who did I think I was trying to get passed security. I said I didn't realize she was there to check my id, and she said I had walked past a stop sign. I said where? On that gate, which was not closed and the do not enter sign, not stop sign, was not facing the oncoming lane. I said it's not facing the way I walked up. Then she said if I was going to be difficult I could walk right out and start all over again. At that point I didn't say anymore as she took several minutes to check my id. Then I was shocked as she yelled "disgruntled passenger coming up". I was not the disgruntled one, she was rude and her behavior was inappropriate. She needs training on how to treat the public with respect. It's not all about her and her power. I am sorry to say I did not get her name. After she yelled to her coworkers that I was disgruntled I said I work for CBP, and she said so what. I replied that I knew how to contact TSA to report her behavior. Luckily for me none of the people working the xray or metal detector heard, and they were all very polite. I assume you can narrow down who was working that shift and location and speak with her about my concerns.

2015 10:15:

Now the good experience. I flew back from Eureka/Arcata airport on May 12th and went through security as soon as it opened for the 153 pm flight to San Francisco. I had just checked in with United Airlines and the ticket agent said he didn't think my global entry card was an acceptable form of ID, and could I give him my driver's license. When I walked to the security checkpoint the doors were shut. Two tsa employees were walking up and told me they would be open soon for the flight. I asked them if the global entry card was acceptable id and they agreed it was a tier 2 id, the gold standard. It was a tall man with grayish hair and a woman with salt and pepper short hair. Both were friendly, they helped me, and reflected well on your organization. I wish I had gotten their names, but I hope you can figure out who that was and give them my thanks.

We all at DHS have a standard to maintain and the public is often our customer. We have to be polite and courteous when dealing with people.

Thank you for taking the time to read and hopefully respond to this email.

(b)(6)

2015 10:16: Caller flew from IAD to SFO yesterday, and he was rather unhappy that the Premier lane was running much more slowly than the normal lane. Caller was in the Premier lane, and they were using the AIT, while the normal lane was using the WTMD. Caller does not like that the other lane was moving fast than his.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 5/17/2015 11:56:39 PM Airport : LAX - Los Angeles International Date/Time of Travel : 05/17/2015 8:45 PM Airline & Flight Number : AA192 Checkpoint/Area of Airport :

TSA Employee: (If Known) :

2015 8:46: Comment : Have your TSA officers know the rules about knee replacements and since I'm required to go through the metal detector of course the alarm is suppose to go off. I'm then suppose to go through the body scanner without removing my shoes. If I'm wrong please explain.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 5/18/2015 12:26:00 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 05/18/2015 12:30 PM Airline & Flight Number : Delta 1360 Checkpoint/Area of Airport : Pre check TSA Employee: (If Known) :

2015 2:29: Comment : Not enough instruction about the procedure. At other pre checks, we simply walk through. When we approached this one, no one said anything and I assumed it was business as usual until the detector went off. I have never had to empty my pockets and take off my belt at a pre check station. There were no bins to set my open carry on bag and it tipped over. My husband had to go through the metal detector 3 times before he was allowed through (after completely emptying his pockets and taking off his belt).

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir/Madam

While I think that the Pre Check program is a very good idea and I have been enrolled in it for nearly two years now there are some times when I question whether the program is being compromised, there are two different issues that I have concerns about and would like to bring to your attention.

2015 8:46: Firstly. On a trip last week from Indianapolis to Syracuse after being checked at the pre check line the regular line was integrated into the pre check line as there was only one metal detector open, watching how the two lines merged I can see no way that the security personnel on duty could tell who had been through pre check and who was from the regular line and I saw at least two people from the regular screening line that did not remove shoes or jackets, should this practice of only using one metal detector line be looked at as unsafe? I have seen this more than once at Indianapolis.

Secondly. While I realize that people are randomly picked to go through pre check, whether it be to promote the program or to alleviate the congestion in the regular lines I have twice now been in line with foreigners that speak no English and have no idea what is going on in the pre check line and also on many occasions have seen confusion from people randomly picked for pre check that cannot be good for the security personnel who are trying to watch the flow of people through the lines. Should the selection process for random pre check be more carefully screened?

Thank you for your continued diligence and please consider my points.

Regards, (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™

2015 12:13: Current Date/Time : 5/19/2015 9:52:35 AM Airport : DEN - Denver International Date/Time of Travel : 05/18/2015 6:00 PM Airline & Flight Number : swa flt108 Checkpoint/Area of Airport : TSE/PRE TSA Employee: (If Known) : unknown female 4:30

PM Comment : Before entering metal detector I informed attendant I have two knee replacements yet she told me to come through. Again I advised of implants and she rudely ordered me to remove shoes, belt and light jacket for a total of three failed attempts. Each time I tried to remind her of my implants, she would not listen, and told me to stand aside with no further instructions. The male attendant who performed a Body scan was also informed of my knee implants, and was equally as rude. I am a frequent traveler and this is the only time I have been treated in this manner. Thank You for your service. (b)(6)

(b)(6) Would you like a response? : True Passenger's Name : (b)(6) Phone Number : (b)(6) Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I have a couple comments about the Pre-Check at the OKC airport. I went through the Pre-Check screening on May 20 at ~4:50 am.

First, there was a security person at the start of the Pre-Check security line (he was wearing a white shirt with a "security" badge, not a blue TSA shirt). I assume he was there to make sure that only Pre-Check passengers went down that line. However, he was close to the general security entrance so everybody was stopping to check with him first. He is an older person that moved very slow, and for every person he had to unfold their boarding pass, check for pre-check, tell them what pre-check is, then (in most cases) direct them to the general line. All six people in front of me were re-directed to the general line, one at a time. This took a very long time and was a waste of everyone's time. In other airports, if there is a person there to check, they would speak loudly and inform travelers that this lane is for Pre-Check only. This works much better than stopping to check every person's boarding pass and tell them to go to the other line.

Second, the number of non-PreCheck people going through the Pre-Check line is a problem. The Pre-Check is for people who paid the fee and subjected themselves to a thorough background check, so we could take advantage of this process. The Pre-Check travelers know the process, know to leave liquids and laptops in the bag, know what items set off the metal detector, and make it a very smooth process. However, having the large number of non-PreCheck people go through the line really slows down the process. This morning, there was a gentleman who kept setting off the metal detector and kept pulling more things out of his pockets each time. It took him 4 tries to get through the metal detector, and he caused a backup of six people behind him. If he can't (a) understand the process, (b) read the signs, and (c) understand the verbal instructions, he has no place in the Pre-Check line.

!015 10:12:

Those of us who subjected ourselves to the background check and paid the fee should be the primary people to use the Pre-Check.

Thank you,
Mark Gwaltney
St Louis, MO

Confidentiality notice: This message may contain confidential information. It is intended only for the person to whom it is addressed. If you are not that person, you should not use this message. We request that you notify us by replying to this message, and then delete all copies including any contained in your reply. Thank you.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 5/20/2015 3:27:09 PM Airport : DEN - Denver International Date/Time of Travel : 05/20/2015 1:00 PM Airline & Flight Number : US 1898 Checkpoint/Area of Airport : Bridge west TSA Employee: (If Known) :

2015 4:21: Comment : I was so excited to get my Precheck traveler number but have not been able to use the benefits. While I can understand that smaller airports either do not have precheck services or they are closed when it is slow, Denier airport should not fall in either category. Either have signs indicating where precheck is open or follow what the do in myrtle beach when it is slow. They mark the boarding pass, do not make you take shoes off and run you through the metal detector. I had to go through the full process in Denver Would you like a response? : False Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Dear Sir or Madam,

My name is (b)(6) and early yesterday morning, May 20, 2015, I had an experience with my four year-old toddler going through TSA Security at Spokane International Airport that I found bewildering and totally unnecessary.

After we had passed through the metal detectors, I proceeded to gather our carry-on luggage from the conveyor belt for the carry-on bag scanner. One of the TSA agents said he needed to inspect my daughter's backpack. The problem apparently was her sippy cup that had about 4 oz of water in it. We travel through Spokane's airport at least once a year since she has been born, and past TSA agents have also inspected her milk/water/juice in her sippy cup as we went through security. And every time they allowed us to continue to the gate for our flight. The agent yesterday opened the cup, wiped the cup's exterior with a little round white cloth and then told us that he would have to escort us to the exit, and that I would have to dispose of the water and go through security all over again. He didn't give me the option of confiscating the sippy cup from us, which would have been totally fine with me. I'd rather sacrifice a \$3.00 sippy cup than miss a flight that was planned months in advance. We also weren't given the option of just drinking/finishing up the water on the spot. Instead, we had to exit and wait in the security line all over again.

!015 10:11: All of this was taking place at 5:00 in the morning when the Spokane airport is extremely busy and the security line is particularly long, as it was yesterday. I went ahead and exited as directed, disposed of the water, and then went through security all over again. Thanks to the efficiency of your other TSA agents working that morning and the TSA pre-check program, my daughter and I were able to go through security a second time and board our flight, but just as boarding was nearly over. During my 12 years as a Spokane resident and one who travels through the Spokane airport at least once a year, I have had consistently excellent experiences at this airport, and thus was sorely disappointed by my experience yesterday.

I did not get the name of the agent who told us we had to exit and go through security a second time. I was too distracted by the thought of missing our flight. But he would have been on a shift during the 5:00-5:15 am time frame on May 20, 2015, and he was an African-American, middle aged man. He was very polite to us during the whole process, but I have never heard of such a policy or incident that requires going through security a second time because of a sippy cup with a small amount of water in it.

Thank you for your time.

Sincerely,

(b)(6)

REASON for the call: He traveled this morning from XNA to Chicago to Washington DC. He received a patdown screening because of an alarm on the front of his body. The TSO sent him back through the WTMD a second time where there was an alarm on the back of his body. He received two patdown screenings in which he was touched in the groin. The TSO used his fingers to conduct a patdown of his groin area. He was screened with ETD of himself and his belongings. He indicated that the alarms were associated to his tie and groin but ETD was not conducted in the area. He believes that the alarm was a false positive and that screening was extreme. He believes that the ETD sampling should not have been conducted if he received a patdown screening.

He believes that he would have received a private screening if he was not African American.

He spoke with a supervisor (b)(6) who referred him to the CSM at XNA who advised that he should have been taken to a private patdown and referred him to the TCC and that TSOs should use the back of their hand when conducting a patdown.

2015 3:54:1

Date Time: 5 21 He was at the checkpoint between 7:15am and 7:30am. his flight was scheduled to depart at 8:20am.
Gate Terminal: A4
Airport: XNA
Airline: American
Flight #: 3612
Bag tag # (10digit): Na
Bag Description: NA
NOI: NA

From: (b)(6)
Sent: Friday, May 22, 2015 10:35 AM
To: Ombudsman, TSA
Subject: TSA Harassment

Please take note and respond.

!015 12:21:

I have recently flown from Boston to Richmond and back. On all three flight check-ins (three because one flight was canceled and I had to take it the next day), I and my carry-ons passed through the metal detector without incident, then I was asked to stand in the X-ray machine. THEN I was completely patted down, and on one of these three I was told to remove my belt and empty my pockets of everything including the Kleenex.

This is not random screening. Three out of three is targeted harassment. There was nothing suspicious in the carry-on screening, and they could see there was nothing on the X-ray, so why the further harassment on all three flights? My traveling companion and all the others boarding were just waved through after the carry-on screening.

Also, I am 78 years old (hardly threatening-looking) and a retired US Army officer, which ID I showed for boarding. I am actually the guy you want on the plane if there is no federal marshal.

I can see one incident as random screening, but three out of three is targeting or harassment. Why did this occur? Am I being targeted for some unknown (to me) reason? I am very put out by this. As a vet who has served his country, the least I deserve is similar treatment to other passengers, not similar treatment to suspected threats.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 5/22/2015 10:46:40 AM Airport : DTW - Detroit Metropolitan Wayne County Date/Time of Travel : 05/23/2015 Airline & Flight Number : delta 133 Checkpoint/Area of Airport : international security TSA Employee: (If Known) : deering Comment : officer (b)(6) was obnoxious. After coming in from an overseas flight I forgot to remove my shoes. All the customers before me went through the metal detector. I was the first one through the millimeter scan. Officer (b)(6) looked at me and said "shoes in the x-Ray" as I am NOT an expert in this equipment that you use I hadn't a clue what he was talking about. If he had asked me that I had to put my shoes on the belt that would have been clear communication. when I looked at him questioning what he was saying he just repeated himself. Then when I went through the machine a second time he failed to communicate where he wanted me to go. he was obnoxious, rude and does not know how to communicate properly. I would like a written apology from officer (b)(6) for his rudeness.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Work Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Salt Lake City

State: Utah

Zip Code (Post Code): 84102

Other:

Email:

2015 9:16:5

==Incident Information==

When did this happen? 05/23/2015

Where did this happen? UTAH - SLC - Salt Lake City

International

What happened? Going through security I was directed to pass through the metal detector from a female TSA agent. I had on a wrist of metal bracelets and watch that I asked if I needed to take off. The woman shouted at me metal implants only each time I asked if I needed to remove my bracelets. When I passed through the detector the alarm sounded and I was instructed to go back through and pass through the x Ray machine. The TSA agent on the opposite side of the machine instructed me to go through while the female TSA agent running the metal detector was yelling at the male TSA agent to not let me pass. When I passed through based on the male TSA agents request the female TSA agent introduced me to once again go back through the x Ray machine. As

I travel a lot and as such deal with TSA often. Today in Denver I was sorely disappointed by a screening agent who disrespected many people by patronizing comments she made as we waited to get through the screening process.

One that was specifically disrespectful was in a gasped expression, "Man, it's not rocket science people". Immediately following she went on to make a loud announcement by saying, "People this is a metal detector! You cannot have your phones in your pockets".

2015 10:58:

The reason I stated the second quotation is because she had just got finished announcing to everyone that we weren't to take anything out of our pockets and that using the plastic bins was unnecessary.

It isn't our fault that the agents who work here in Denver get frustrated by their own contradictions. Please don't patronize me next time. You aren't given the right to be disrespectful because of a job you hold. Please treat others with respect and please be professional.

Sent from my iPhone

Caller was in Colorado and she was getting TSA precheck with Southwest. She said she heard they were ending this. She joined the Precheck program and put her number in all her profiles and just printed out her boarding pass. There is no precheck on it.

She said that the metal detector alarms which signifies random searches for the next person. She said sometimes this happens in the line where there is 100 people but she usually does this in a line with 25 people. She is talking about the precheck line.
2015 11:59:

She said that the precheck office in Denver is telling people that Precheck is guaranteed so she wants to know why she did not get precheck on her boarding pass.

Her KTN is (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 5/25/2015 7:06:35 PM Airport : DEN - Denver International Date/Time of Travel : 05/25/2015 4:40 PM Airline & Flight Number : ASA 687 Checkpoint/Area of Airport : bridge to concourse A TSA Employee: (If Known) :

Comment : Upon arrival to the checkpoint we were told that PreCheck was closed. The TSA screener that checked our id said we could keep our shoes on and to just tell them that we are PreCheck. I sent my bag and phone/wallet through the xray and got in line for the metal detector. I told the TSA screener that we were PreCheck. She asked for our boarding passes as proof. My boarding pass was electronic and on my phone. Since I wasn't able to prove my PreCheck status I was required to go back and send my shoes through the x-ray. Had the original TSA employee told me that I needed my boarding pass, the confusion and frustration would have been avoided! Yet another example of disorganized and non attention to detail. I'm fine with the PreCheck line being closed during non-peak times, however there should be clear procedures if a boarding pass is required.
2015 8:42:

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from Tunica MS yesterday and she had a pacemaker and could not go through the WTMD. She said that she was taken to the side and received a patdown. She said that she was told to wait that they needed to check her hands. She said that she waited for some time and then a TSO yelled at her get over there. She said that she told her you don't have to talk to me in that manor and said that the TSO then yelled I said get over there two more times. She said that the officer was one of the most rudest individuals she has every encountered in all of her years of flying. She said that they also took picture of her ID and board pass and she wants to know why. She is also requesting a call from the CSM letting her know what steps are taken to reprimand the TSO. She said that the TSO wrote her name down but it is hard to read she thinks it says (b)(6)

Departing: 11:00 am

Airline: It was a charter flight with the Seasons

Flight #: NA
2015 9:58:

Time and Date: 05/25/2015 She thinks it was 10:00 am or a little after when this occurred.

Disability Description: Husband's name is (b)(6) He has a pace maker, a knee replacement and walks with a cane.

Incident Details: The caller and her husband recently flew out of HNL airport. The caller and her husband received precheck and they were sent to the precheck line. The officer at the security checkpoint screened her husband's cane and then directed him to go through the walk through metal detector. Her husband walked through the metal detector at the officer's request. There was an alarm and the caller became very upset as her husband walked through the metal detector, as they requested that he not go through the metal detector since he has a pacemaker.
2015 2:04:

They didn't get a name but the officer is a bigger man. They went through security at 9:00 9:30AM on 5/23/15. They went through gate 55. They felt that the officer wasn't paying any attention to what they were attempting to tell him. Then the officer acted as if it was not a huge issue at all.

Caller is wanting to file a complaint on a TSA employee, she wears a hearing aid and life alert and she was trying to explain to the TSA agent that she would not be able to go through the screening with her hearing aid in and she would need to place them in the bowl. Caller said the TSA agent starting yelling at her in front of every one and told her that she was able to keep them in for the screening. Caller said that once she went through the metal detector she ended up having to have a patdown and she was touching her in places that was uncomfortable for her and she was rude while doing that as well. Caller said that once she was screening and she place her hearing aids back in the TSA agent told her to never take them out again for the screening.

2015 9:02: TSA Female Agent (b)(6)

Date and Time of Flight: 05/13/15 @ 6:05 PM

Departure Airport: TPA

Airline: Southwest

Flight #: 506

Gate Terminal: 31

To Whom It May Concern:

On Monday, May 25, 2015 at approximately 5:00 a.m. EDT at the Richmond International Airport, I experienced an uncomfortable and inappropriate pat-down. After going through the metal detector, there was an alarm on private areas of my body. I had on a loose fitting dress. The female attendant told me to lift my arm and spread my legs in front of about 10 men. She proceeded to pat my leg up to my groin area, then she cuffed my private body part there in front of the group of male employees. I was so startled that I slightly jumped. She then went up the back of my leg and cuffed the backside of my behind. This process was truly uncalled for because the metal detector only showed an alarm on my front side.

2015 9:22:3 The female attendee never informed me of my right to go to a private area for the pat-down. It was truly a humiliating experience, and I would like TSA to rectify this problem.

Please feel free to contact me at (b)(6) or return my email message.

Thank you,

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? Yes

2015 5:11:0 Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Portland International Airport

What was the date and approximate time of the incident?

05-31-2015 12:20

Caller and his wife through security at Atlantic City Jersey NJ and she was taken into the back room and was groped. Caller said that they made every one wait in lines and pulled her aside with 2 females in a private screening. Caller is wanting to know why they did not follow the procedures and made every one wait, caller said that they would not let any one go through the metal detector and made everyone go through the xray machine. Caller said that his wife feels like she was raped and she is very upset by the screening. and he is going to contact his congressman and she feels like she was raped. They did not let them go through the metal detector and made them go through the AIT, once she went through the AIT they pulled her aside and did additional screening and it was in a private screening and then groped her. Caller said that he is going to contact his congressman and the President, he is wanting to make sure this is resolved and he is not letting this go until someone is fired. Caller said that his wife will not even speak and is very upset by the groping.

Date and Time: 06/01/15 @ 11:00 AM

2015 11:05:1 Airport: Atlantic City NJ

Airline: Spirit

Flight #: N/A

Terminal Gate: 5

TSA Agent: Female Black Supervisor

TSA Agent: Did not get name (Female)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/1/2015 12:32:24 PM Airport : SAN - San Diego International Date/Time of Travel : 05/31/2015 4:30 PM Airline & Flight Number : Alaska 249 Checkpoint/Area of Airport : Near gate 18 TSA Employee: (If Known) : Supervisor Comment : Alaska has 3 direct Mexico to US flights daily that deplane, go through security, and rebound the same plane in SAN. This has happened since pre-TSA days. The woman at the scanner (whom I complained to the supervisor about) was rude, and completely misinformed. I have TSA-Pre, and it is clearly marked on my ticket. She refused to honor it and refused to let my wife go through the metal detector (which Pre can) and made her get the secondary opt-out screening. The Supervisor said my Pre didn't count because my boarding pass was PVR - PDX, and wasn't from SAN, though it specified the customs stop there on the pass. She just blamed Alaska Airlines. 3 flights a day for may years go through this, and seem to have recurring issues. This seems to be a significant lack of training and communication. How is my Pre/known traveler not valid with my original boarding pass?

015 2:18:5

Also, the PRE lane was closed, due to a "lack of staffing." On a Sunday afternoon? Really? The Alaska gate agent said that happens A LOT. Why bother having Pre?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew into LaGuardia on the 11th of May. She had gone outside to smoke a cigarette and when she came back in nobody screened her. She said that her and another lady were waived through the screening checkpoint by a TSO. They did not have to go through the metal detector or AIT machine and they walked right past the screening area against the wall. She stated there were 3 or 4 screeners standing around and talking by the AIT machine.

015 4:09:0

Date Time: May 11, 2015 9:00-9:30 PM

Gate Terminal: N A

Airport: LaGuardia

Airline: Delta

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On April 24, 2015, (b)(6) received an e-mail from OCRO Communications that his TSA PreCheck privileges were suspended for 3 years, based on the fact that he had been found to have ammunition in his carry-on luggage as he went through a TSA Security Screening Checkpoint at RIC on March 12, 2015.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some period of suspension is warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to one year. These factors which I set forth below, to my understanding, were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6)

(b)(6) TSA PreCheck privileges for three years.

Before I discuss how and why this incident occurred, I would like to point out, that in accordance with the TSA Interpretive Rule as set forth in Federal Register 70, No. 39, P. 9878, and the TSA Sanction Guidance (http://www.tsa.gov/sites/default/files/assets/pdf/enforcement_sanction_guidance_policy.pdf), (b)(6) received a Notice of Violation (NOV) on April 24, 2015, from TSA's Special Enforcement Program Office for possession of 100 rounds of ammunition in violations of 49 C.F.R. §1540.111(a). The amount sought in the NOV was \$250.00. The NOV has since been settled and (b)(6) case has been closed.

015 6:46:5

I would like to note that under the Interpretive Rule cited above, ammunition is deemed to be an explosive, NOT a firearm and pursuant to TSA Sanction Guidance, it is to be treated at the lowest penalty level set forth in the Sanction Guidance. TSA, when they drafted the Interpretive Rule, could have treated ammunition as a gun or firearm (as were BB guns (A.1), gun lighters (A.5), cattle prods (A.11), and parts of guns and firearms (A.6), but it chose not to do so. In the Sanction Guidance, TSA could have also chosen to subject ammunition to the same \$6000 penalty as blasting caps, dynamite, and more than 10 ounces of gunpowder, but it chose to subject it to the same \$250 penalty as consumer fireworks, flares, less than 10 ounces of gun powder, and realistic replicas of explosives.

It is my understanding that passengers found in possession of non-firearm, non-ammunition prohibited items where NOV's are issued for \$250 receive a one year suspension of their TSA PreCheck privileges. (b)(6) for that reason, is requesting his suspension be reduced to one year.

In addition, I would like to provide you with some additional information as to (b)(6) background and how this violation occurred.

(b)(6) is a 62 year old male, who is a Certified Public Accountant (CPA), as well as a Certified Internal Auditor. He does peer review for the American Institute of CPAs and is a national instructor for Continuing Professional Education for CPAs and Auditors, teaching 35 to 40 sessions a year. (b)(6) volunteers his time serving on four committees for the New York State Society of CPAs and on one committee for the California Society of CPAs. Not only does (b)(6) volunteer his time, but much of the expenses for this volunteer work is not reimbursed. He does quite a bit of consulting nationally for state and local governments. Due to his extensive teaching and national practice, he flies approximately 50 times a year. This past year, he flew over 140,000 miles and has attained Diamond Medallion status on Delta Airlines, the highest level in their frequent flyer program.

(b)(6) was an army brat, growing up in a large variety of places and going to 9 different schools before he attended college. He father served in the Army for 28 years (including service during WWII, Korea and Vietnam) and retired as a full Colonel. (b)(6) son was born when (b)(6) was 20 years old and he has had full sole custody of his son since his son was 3 years old. Under those circumstances, a career in the military was not an option for (b)(6)

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 6/1/2015 5:56:19 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 06/01/2015 5:50 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : The domestic security screening is a chaos, there are like 12 agents running around while 2 lanes are open with only 6-7 actually working with the passengers. Out of the 4 lanes only 2 were open , and I was sent 3 times back and forth between the mm-wave scanner line and the metal detector line... The lady dealing with this was looking upset about everything. kept making the passengers look stupid by telling things to them like it's obvious, while there are no signs and the rules are not obvious (laptop in separate bin without anything else, while I can have my phone next to it at other airports and even in ATL at the international side).

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/2/2015 7:24:56 AM Airport : SFO - San Francisco International Date/Time of Travel : 05/25/2015 8:00 AM Airline & Flight Number :

Checkpoint/Area of Airport : 8 or 9

TSA Employee: (If Known) :

Comment : There were 3 agents that were completely obnoxious. I could not get their names because they had their badges turned around, which I thought was against regulation. I asked the girl at the xray machine for her name she told me why? You don't need to know. Rude, disrespectful, obnoxious jerks who acted like they were God. The girl was saying there's 2 lines here I don't know what you all are waiting for. The guy was speaking with different accents saying I said leave your phones in your bags do you not understand? The girl at the metal detector was yelling at an old lady who was in a wheelchair and couldn't understand what the agent wanted her to do. So she yelled at the woman repeatedly saying get out of the way, you're holding up the line, move! I wanted to slap these obnoxious, disrespectful idiots. Where do you get these people? I think you need to do some retraining or have supervisors that can watch them. There were a lot of upset passengers that day.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 6/2/2015 11:13:21 AM Airport : DEN - Denver International Date/Time of Travel : 06/02/2015 9:00 AM Airline & Flight Number : Ua1216 Checkpoint/Area of Airport : Premium lane

north side TSA Employee: (If Known) :

Comment : First time i used the premium passenger lane, usually I use TSA pre check. Upon approaching the conveyer I noticed there are no body scanners but just metal detectors as in TSA pre check. So I asked if this is similar to TSA precheck and if And this is where the emotes says no we do not have body scanners. This answer confuses me as TSA pre check has no bodyscanners either. So I attempt to finish the question I meant to ask which is if thing can stay in the..... Again I get interrupted and he says " I said no" in a very aggressive condescending tone. I shut up as I feared this (b)(6) could make my life miserable, but I am pissed. Please explain that if people ask a question to let them finish, them if the question is repeated this may not always be due to the passenger being dim, but perhaps your answer was confusing. Last if you do not like people do not work this job. Hope you can use this feedback in a constructive way, as it is intended

Thanks

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtml>

Remote Client IP: (b)(6)

Date Time: 6/2/2015 7:37:43 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): American Airlines 81 arriving at DFW International Terminal on 06/02/2015 going through TSA security to reborn American Airlines domestic flight

1015 8:04:2 Comments: We had just cleared US Customs and we're proceeding through TSA security checkpoint to board our connecting flight. My wife had put her passport and boarding pass into her purse and laid her purse on the conveyor belt for xray. There were no plastic bins available to place her purse in, she was told to lay it on the moving belt. On the other side, her purse must have tipped over inside the xray because her passport and boarding pass was missing. We told the black lady watching the xray that my wife's passport and boarding pass fell out of her purse inside the xray machine. This TSA employee ignored us. Then we told the white lady running the metal detector the same thing as she ignored us. Then I asked all the TSA employees in that area if they could look inside the xray machine for my wife's passport. They all ignored our pleas for help and did nothing. Finally I asked who the supervisor was and I was pointed to Acting Supervisor (b)(6) a short white lady who was doing something on a computer like machine. I went over to her, she saw me standing there, but did not stop what she was doing to see what I wanted. After waiting awhile, I told her we had a problem and needed her help. She never took her eyes off that computer nor did she even look at me. I told her my wife's passport and boarding pass fell out of her purse inside the xray machine and I asked if somebody could look inside the machine. She said they could not do that and I would have to report the passport as lost. I told her again that the passport and boarding pass were in my wife's purse when she placed it on the conveyor belt and they were not there when the purse came out the other side, so the passport and boarding pass had to be inside the machine. She ignored me and continued working on the computer. She never even stopped and turned around to look at me. Frustrated at her total lack of care or concern for our situation, I went back over to the xray machine and tried to look inside to see if I could spot my wife's passport or boarding pass. All the TSA employees there saw what I was doing, they all heard me when I asked for help and not one of them bothered to help, they all ignored me, including the so called acting supervisor (b)(6). Finally, I saw my wife's boarding pass come out and fall to the floor under the conveyor belt. I crawled under the belt and retrieved her pass. Shortly after that, her passport came out. Thank God they finally came out on their own and we got them back, no thanks to any TSA employee and especially no thanks to the so called supervisor (b)(6). I went back over to (b)(6) who was still doing something on that computer, and told her my wife's passport and boarding pass finally fell out of the xray machine. I told her I was going to file a complaint about her lack of action to help and her total non-caring and arrogant attitude. She never looked at me and said "thank you". Is this how TSA trains their employees and supervisors to treat American travelers who are having a problem? This Acting Supervisor (b)(6) should not be a supervisor nor even an employee of TSA. This is exactly why TSA has such a bad reputation with the traveling public. I am no crackpot complainer. I retired from the US Army as a colonel with 30 years of service and (b)(6) is the worst example of a supervisor and federal employee I have ever seen.

Remote Client IP: (b)(6)

Date Time: 6/3/2015 2:21:30 AM

Name: (b)(6)

Email: (b)(6)

Complaints: Inappropriate Screening/Pat Down Screening

Flight Info (If applicable. Enter Flight#/Airline/Terminal/Airport/Gate/Etc): flight UA525/united/ San Francisco/ Gate 65/

1015 8:37:5 Comments: I am very disappointed and troubled by the treatment I received from two TSA agents from my flight back from San Francisco to Los Angeles on May 25th around 5:15pm. My crutches were placed through the metal detector so I opted to go through the pat down again as to avoid further injury to my ankle. The female agent that did my pat down at the San Francisco airport was rude and unprofessional. First she rushed my friend and the staff member assisting me with the wheelchair I requested, because she said she could not start the pat down without my things being brought over. I told the TSA agent that it was ok with me if she started but she complained that people tend to be too worried about their things, which I found the revelation and her demeanor uncalled for. Also this was a protocol inconsistency in comparison with my experience at LAX airport a few days prior, where the agent did the pat down/screening first and allowed my friend time to gather our things. After my things were brought over, the TSA agent went ahead and explained the pat down procedure. I also informed her about my injured ankle before she started. The female agent proceeded to swiftly graze her fingers over my head and squeeze my hair bun, which took me off guard because she did not tell me she was going to do that so I was not expecting it. I simply asked her about it, but the TSA agent became agitated and responded with "Yes we do this, do you want to speak to a supervisor." I told her there was no need that is was ok for her to continue with the screening. The professional thing for the agent to have done was to keep her composure and provide me with some clarity but instead she very rudely said to me "well for my safety I need to call a supervisor over." I started to feel uncomfortable with the situation. Then right behind me the agent flagged a supervisor (b)(6) down and told her "they are asking questions about procedures and I do not feel comfortable any more can you observe the screening." I felt confused as to how a simple question was escalating to such a degree. Supervisor (b)(6) came over and did not introduce herself, I just went ahead and explained my question to which she responded in a condescending tone "Well in San Francisco we do check everyone's hair." I just shared that I noticed a difference in protocols between the two airports and ask for the pat down/screening to proceed. I was really uncomfortable having another TSA agent just standing right next to me watching. The first female agent continued with the pat down screening, but did so roughly between my breasts and up my thighs twice. She used the palm of her hand when she said she would use the back of her hand up my legs and thighs, her hands were mere inches away from my crotch area too. She put a lot of pressure on my legs as she inspected them. The female agent also grabbed the ankle I had told her was injured and she caused me to wince in pain. She did not apologize, she simply got up and brought over what looked like paper squares to test my shoes (another protocol inconsistency: at LAX the agent explained everything professionally and in detail, which made me feel safe and comfortable. The agent at LAX did not touch my injured ankle, simply used those paper squares and she did not go as high up my thigh or put so much pressure on my body) While the San Francisco TSA agent went to check the results from my shoe test, I asked my friend who was traveling with me to please grab my sun glasses for me so that I would not forget them. Supervisor (b)(6) then yelled at my friend "she is not cleared she can't touch them." At no point was it explained to me that I could not grab my sunglasses, the agent at the start simply said she was putting them on the side for me. I did not ask for my glasses to be given to me, but simply kept for me. After I reiterated this to Supervisor (b)(6) she allowed my friend to grab my sunglasses. The female agent then came back and asked me to lift up my shirt high so that she can check my waistband, another thing she did not tell me before hand. I said no because I felt uncomfortable exposing my stomach in a public place, to which the female agent condescendingly replied with "That's why I asked you if you wanted a private room" then supervisor (b)(6) told me I could just lift up my shirt a bit, to which I did. The female agent seemed bothered as she tugged roughly around my waistband. The agent then asked me to move around in the wheel chair left, right, forward and back because she needed to inspect the wheel chair. This was another protocol inconsistency because she did not initially inform me that she was going to check the wheel chair. I honestly do not understand why she would need to if the wheelchair belonged to the airport and an airport staff member was assisting me. If TSA agents distrust airport staff, then there's a whole other security issue that needs to be dealt with internally. I did not experience a wheelchair check at LAX either besides the moving from left to right in the chair. I decided to then just stand without my crutches, tolerating pain and further injury so that the agent could inspect the wheelchair quicker and get this horrid ordeal over with. The agent inspected the wheelchair with such an overzealous vigor. I even asked supervisor (b)(6) if this was even necessary, reminding her that the wheelchair

Hello,

I am writing.....a bit late, I realize....because of an experience I encountered in SFO.

On March 28, 2015 my granddaughter and I were returning to PDX after a few days in San Francisco.

We were booked on Alaska Flight 381 departing at 12:55 PM, and we were at the airport about an hour and a half early. Our tickets were "Pre-checked" and everything was moving along smoothly. There was a young man...about 20 something.... guiding people through the metal detector, and after allowing everyone else in the line to pass through, he decided that my 13 year old granddaughter should be "randomly checked" through the x-ray machine. They did not x-ray her once, but twice.

She is a beautiful young woman, and I really felt she was chosen for this "random" check because of that fact. I am an ex-flight attendant and retired from 18 years with state police, so I have no problem with security. In fact, I am all for it, but I believe she was singled out because of her appearance. I travel quite often. and every other time I have traveled with her, the agents have always directed her away from the x-ray machine and through the metal detector. Could it be possible that this young

:015 2:12:1 man had ulterior motives for this "random" check?

I realize it has been some time since this occurrence, but it has been bothering me, and I thought you should know.

Thank you for your attention,

(b)(6)

From: (b)(6)

Sent: Wednesday, June 03, 2015 4:57 PM

To: Ombudsman, TSA

Subject: TSA Contact Us: TSA Ombudsman

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/3/2015 4:57:09 PM

:015 8:04:1

Name:

(b)(6)

Email:

HYPERLINK (b)(6)

Brief Description of Inquiry:

letter of complaint

Comments:

On Wednesday May 20 I flew from Seatac to LAX. I had the misfortune of encountering a TSA agent named (b)(6) who abused his authority in a mean-spirited manner to impede my progress through the airport.

From: (b)(6)
Sent: Wednesday, June 03, 2015 8:55 PM
To: TSA-ContactCenter@dhs.gov
Subject: TSA Contact Us: Complaints

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/3/2015 8:54:39 PM

Name:

!015 9:00:1 Nona shows

Email:

HYPERLINK (b)(6)

Complaints:

Inappropriate Screening/Pat Down Screening

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc):

Gulfport Airport on June 2 at 10am, Flying to Clearwater FL

Comments:

Lines were long and only one agent checking passenger I'd. A lady about 80 (at least) in a wheel chair was in front of me. She had a prescreened card in her hand. Rather than wand her down they made her get out of her chair and walk through the scanner this woman was very unsteady on her feet yet they still asked her to put her arms up over her head! (She still had her prescreened card in her hand!) they took forever to get her wheel chair to her on the other side. Because she was taking so long and the lines were backing up they started letting the younger more physically fit passengers behind me just walk through the metal detector! These agents are in real need of some serious training! I felt they jeopardized this woman's health and were lax in screening those behind me! Even the younger woman with a dog just lifted the ropes and moved over and walked through the metal detector and no one questioned her or seem to notice! I have flown often and I will say this is probably the first time I have felt uncomfortable about safety issues.

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/4/2015 3:12:28 PM

Name: (b)(6)

Email: (b)(6)

!015 4:17:5 Complaints: Discourteous/Rude Employee.

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Went through TSA general screening at Denver International Airport (DIA) on Thursday 06/04/2015 at about 13:00 hours to get on United Flight from DIA to Redmond Oregon (RDM) United Flight #5497 at gate B89.

Comments: I was in line and folks were moving through the metal detector (not the full body scanner) and as people went through the TSA agent (later identified as (b)(6)) motioned me forward and then got immediately irritated because I was not behind the line. I moved back all of the way and she got more irritated and told me to push my articles thru the scanner. I did this twice and the belt was moving. I went back to the X Ray scanner and she yelled at me to stay back, no one was there and I just got done doing what she said. I told her it was rude to yell at me. She immediately snapped back that it was rude of me to roll my eyes. This is completely unprofessional conduct and why TSA has such a poor reputation. I told her I'm the customer and she works for me and snapped back I don't work for you!! Then she made me go thru the full body scan. She is clearly not cut out for any position of customer interaction and certainly no position of authority. I reported this to the TSA supervisor who could not have cared more and was leaning causally against a desk with her elbow and barely acknowledged my complaint. I was so unsure she even bothered to listen I asked if she heard me and if she would talk with the TSA screener, the 3 striped supervisor looked annoyed. Another failure for TSA professionalism and customer interaction/service. I was in law enforcement for 25 years and if this happens in my agency these folks would be in front of an internal affairs review board. Clearly, TSA needs close civilian oversight.

I am writing to you in regards to an experience that I had today that made me extremely uncomfortable.

I was traveling on:

June, 04, 2015

Time was approx 4:15 A.M.

I was headed to US Airways flight, 1852, BOS to CLT, departing at 5:00 A.M.

Leaving out of gate B14, from Boston Logan airport.

I had successfully passed through the metal detector in the TSA Pre line.

I've had TSA Pre for about 3 years now.

After passing through the metal detector with no alarm, a TSA agent asked if he could pat me down.

I said yes, just wanting to get to my flight and get home.

The agent ran his hands up into my groin area, feeling for my balls and package.

Very uncomfortable.

Had I known this was going to happen, I would have said yes to the private room.

:015 9:00:4 I would rather take my balls out of pants and show them to your agents, then have one of them feeling me up for their own enjoyment.

In the 10 years I have been traveling for business, I have never been put through this experience.

If asked to be "patted down" again, I am going to say no.

I felt I was singled out for no reason.

I have to say, that as I walked away I began to get really pissed off.

This experience was to say the least, very strange.

Is this really necessary?

In a few words, that was not cool, and bullshit that they did that.

I'm a 51 year old professional who travels for a living.

Seriously considering contacting a lawyer, and not happy about having my right of privacy being infringed upon at a moments notice.

(b)(6)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number:

Address: Brooklyn ny

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

LaGuardia Airport

What was the date and approximate time of the incident?

06-05-2015 6:25

2015 8:22:4

TSA PreCheck Disqualification No. 1911041

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On May 27, 2015, I was notified that he had been suspended from the program for a period of 3 years, based on the fact that (b)(6) had been found to have a loaded pistol in his carry-on luggage as he went through a TSA Security Screening Checkpoint at Northwest Florida Regional Airport (VPS) on February 9, 2015.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some significant period of suspension is absolutely warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to 1 year. These factors which I set forth below, to my understanding, were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6) TSA PreCheck privileges for 3 years.

(b)(6) is a 36 year old male, who is currently employed by Booz, Allen, Hamilton as a military contractor. Due to his background, he was hired to travel around the US to military bases to train soldiers in Explosive Ordnance Disposal.

Before 9/11 (b)(6) was working as a full time EMT and was attending community college to complete a 2 year paramedic course and become a certified paramedic. After 9/11, because he wanted to serve his country in light of the terrorist attack, he enlisted in the Army and was accepted into the US Army Special Forces (Green Berets). He did his basic and airborne training Ft. Benning, GA. He then attended the JFK Special Warfare Center for 8 months at Ft. Bragg. While there, he suffered a shoulder injury and was waiting for medical clearance to complete his Special Forces training. While on medical leave, the Army asked him, due to his aptitude test scores, if he wanted to become an Explosive Ordnance Disposal Specialist. After a short period of consideration, he agreed. (b)(6) successfully completed the 1 year training (the failure rate in this training was 60%) and he was deployed to Iraq for 6 months (January 2006 to July 2006). While there he earned the Iraq Campaign Medal (awarded to any soldier in the Iraq theater), but more importantly the Combat Action Badge and the Army Commendation Medal for his personally finding a number of secondary IEDs when he responded to blast sites. His EOD team documented disarming 350 functioning IEDs without taking any casualties. He is one of the men, who, while other soldiers were running away from an IED, ran towards them to disarm them. (b)(6) also was selected, while in Iraq, for a US State Department security detail at the US Embassy during Saddam Hussein's trial.

(b)(6) left the Army in May 2007 holding the rank of E-5, and was hired by Explosive Ordnance Disposal Technologies to work in their R&D department. In 2011, he was hired by Raytheon, to go to Afghanistan for a year as part of Task Force Paladin (facebook.com/CombinedJointTaskForcePaladin), where he trained American troops at Bagram Airbase regarding IEDs, including their detection and survivability issues.

In 2012, he took a job with Booz, Allen, Hamilton and is currently employed by them to travel to military installations around the US and train soldiers in IED and other explosive issues.

Right before the incident in question (b)(6) was at Hurlburt Field (AFB) in Ft. Walton training soldiers. He was there 3 days. He had driven his POV (privately owned vehicle) to the hotel he was staying at outside the base. He left his gun in his POV and left the car at the hotel, getting a ride to Ft. Walton, where he was given a government vehicle to use while on base. Part of the training that (b)(6) provides is keeping his trainees up for long periods of time; the purpose is to see how the soldiers do when they are under great stress and sleep deprived. Obviously (b)(6) has to stay up with the soldiers he is training and at the time of this incident, had slept only 2 hours in the previous 48.

Towards the end of this training at Hurlburt field, he received instructions from his employer to immediately go to Ft. Bragg. Under normal circumstances (b)(6) would have gotten some sleep back at his hotel. However, in this instance, he went back to his hotel, immediately got his truck and drove to the Ft. Walton Beach Airport to fly to NC.

Caller states he went through security at ATL today with an X-Ray sensor. It is basically a big piece of electronic equipment. He states it cannot go through the x-ray machine, it will mess it up. He states today is the first time he has had any issue getting through with it. Eventually a Supervisor came over and advised the agent, the machine could not go through the metal detector. He states he has brought this equipment through many airports without an issue. He states he received additional screening and the x-ray sensor was swabbed. He went through screening at about 0830, the main terminal, PreCheck Line and he flew on Delta. He would like someone to contact him concerning why this was an issue today.

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 6/7/2015 3:24:18 PM Airport : EWR - Newark International Date/Time of Travel : 06/07/2015 3:00 PM Airline & Flight Number : Jetblue 327 Checkpoint/Area of Airport : pre-check terminal A TSA Employee: (If Known) : (b)(6) Comment : The Officer known as (b)(6) was so rude, belligerent, condescending, intimidating and not amusing to the entire population of the pre-check line. He became irritated by a passenger who was taking a longer time to get through the metal detector and took it out on all of the passengers afterwards. Chiding us about the rules and how they were probably all new to us and that this line was 'supposed to be shorter' due to the expedited nature. But his not funny comments to all of us, as if we were misbehaving school children was just making people more confused and taking longer. TSA is security theatre at its best, but i don't pay all this money to fly to be treated like a child while going through an inconveniencing albeit necessary process. Please don't let your officers go on power trips like this, it's rude, unprofessional, and unnecessary.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller has tried to resolve TSA at IAD and they told her that she would need to contact us concerning reimbursement.

On 05/19/2015 the caller was scheduled to fly out of Dulles but she had an event that happened at the screening checkpoint and she would like to file a complaint. When she got to the screening checkpoint, she said they were making everyone go through the Precheck lane. She said that after standing in line for quite some time she asked if she could just go through the regular line to keep from missing her flight but they told her that she was already in line and that she could not change. She said she stood in line for 45 minutes which caused her to miss her flight. She said she talked to United Airlines and they told her that there were not more flights leaving from IAD to Portland but that she could go to Reagan on the shuttle to catch a flight from there. She said due to a misunderstanding about where to meet with the shuttle she missed it to which caused her to have to take a taxi. She said that she finally got to Portland after a \$73. cab fare and 3 hours of her time. She said that she had already talked to the Supervisor at IAD about the occurrence and they told her that she would have to call the TCC to see about getting reimbursed for the cab fare. She said the whole thing happened because TSA had a new toy they were trying out which included an iPad and a dog. She also said she had to go through the WTMD instead of the AIT. The caller would like to be contacted in regards to the \$73 she was charged for the taxi.

015 12:11:1

Airport Dulles to Portland
Airline United
Flight number 3987
Date and time 05/19/2015 at 12:40 pm
Baggage tag number na
Description na
NOI na
Gate or terminal C26

The caller had a problem at JFK they laughed at the caller and stated how can anything go wrong look at all the cameras around. She said that the two ladies screening her was very rude. This ended up with her work computer being confused with another person's laptop. She would like to know how to get her computer switched back.

Date Time: 06/04/2015 around 6PM

015 2:12:1

Gate Terminal: Terminal 4 Gate B38
Airport: JFK
Airline: Delta
Flight #: 482
Bag Description: It was the screening in the middle, with a AIT and WTMD. They had her standing on the mat with the feet on it.

015 7:07:1

Caller is in the Seattle airport. She has PreCheck and alarmed on her pass through the WTMD. TSO (b)(6) was condescending and vague in the instructions he provided her in the process of dealing with the alarm. This was at the Alaska Airlines terminal checkpoint. She felt the way he acted unprofessional, and did not communicate well how this alarm needed to be cleared and where to put the items that she needed to remove to address the alarm (shoes, bracelet and watch). fairly quick.

June 7 we arrived at CVG on Sunday at a little after three pm, as scheduled. Immigration was quick and easy, then a half hour or more wait for our bags. An employee said there was a belt problem. Everyone was getting anxious, but then customs was easy.

It's been a few years since I'd flown into CVG, so I had forgotten what it takes to simply exit the building!!!

We had to recheck our bags (as YOU know), where I asked the nearby agent about my carryon, which of course had no "checked" tag. He very rudely told me I should NOT have that bag there! I rather loudly expressed my feelings about how we're to know this (since no OTHER airport does this nonsense). Another agent told me it was his first day there, and I told her it's MY first day HERE, too! As if I'm supposed to know this procedure that is unique to only CVG!!!

Then I went through security, and eventually reached the front of the line. There a TSA agent refused me entry to the metal detector and showed me to the (long) line for the millimeter scan. When I finally reached the front of THAT line, the SAME agent asked if I had a metal joint, and since I didn't, I was to return to the metal detector where she had refused me before.

Next was the (SECOND) baggage claim, and during the long walk I saw the train only once, parked at the end of the line. By the time we were finally able to leave CVG it was past 4:30, an hour and a half although immigration and customs took only ten minutes total!

015 12:22:1

I know of no explanation for testing the patience of all passengers except that a crowd of TSA agents must be watching cameras trained on us and getting a GOOD LAUGH at seeing how much meaningless effort the passengers will do as instructed. What next, adding a hall of mirrors? A required zigzag course? That would be funny to watch, just as this NONSENSE must be funny to YOU!!! IT IS NOT TO ME!!!

It really looks like someone started this probably in error, and then no one would dare to change it, so it goes on and on for no benefit, ensuring extra TSA jobs.

Next time I'll remember this experience, and will pay extra money if necessary to go ANYWHERE but CVG!!!

But... maybe you have an actual logical reason for this? If so, please tell me. Otherwise I'll do MY small part to reduce the number of passengers coming to CVG to be paraded for someone's amusement.

(b)(6)

Lexington, KY 40511

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Race \ Ethnicity
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed: Freedom of choice Are you filling this form out for yourself? No. I m filling this form out for someone else

==Representative Information==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Greensburg

State: Pennsylvania

Zip Code (Post Code): 15601

Other:

Email: (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Fiancee

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant: (b)(6)

City: Latrobe

State: Pennsylvania

Zip Code (Post Code): 15650

Other:

Phone No: (b)(6)

Email:

015 12:22:3

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Profiling
- Race \ Ethnicity
- Other Right or Liberty not listed

Other Constitutional Right or Liberty not listed:

May 21, 2015

This letter is long overdue in writing and sending it to your agency but I had time-sensitive documents that required my attention. This letter is written out of concern for the lack of communication among TSA staff at Dane County Airport, their insensitivity to the general public in which they work, and an unacceptable level of professionalism on their part. After my experience in Madison, Wisconsin on April 30, 2015, I felt harassed and believe my civil rights were violated by many of the TSA officers present at the airport on the day of my travel. My husband and I were traveling from Madison to Dulles Airport on the day in question. Our known traveler numbers are (b)(6) and (b)(6). For clarity, the following talking-points of the events that occurred during and after security check-in at Dane County Airport on the morning of April 30, 2015 are numbered and imbedded within the text to follow.

Check-in at Dane County Airport

2015 12:22:4
1)The TSA officer at the boarding pass check point failed to identify that I was a TSA Pre-check passenger (see attached ticket). This female officer started the problem and it just escalated.
2)The same TSA officer informed my husband (in line behind me) where the TSA Pre-check had re-located but had failed to mention anything to me.
3)Two other TSA officers, standing inside the screening area between the boarding pass check podium and the metal detector, within a couple of feet of the officer who processed my ticket, stood and talked to each other.
4)I informed the two officers that I am a TSA member and should not be in this line
5)The two officers lacked interest and were unclear what to do, they told me to remove the required items from my luggage, remove my jacket, hat and if I had a computer place it in a tub
6)Another TSA officer, manning the metal detector, heard the entire conversation and projected a sarcastic smile when I asked if I had to remove my shoes. Although, he stood on the other side of the metal security scanner and within feet of his two colleagues who were talking to each other, he said that he had not heard the conversation I had regarding being a TSA Pre-check passenger with the officers standing and talking to each other
7)The TSA officer hesitated in returning my driving license that dropped out of tub as I removed my belongings
8)I approached the TSA officer sitting at the exit to inquire where the new check-in area for pre-check members had relocated
2015 11:41: Caller: She works for a (b)(6) Addison, TX. 75001. She have observed that one of the flight attendant telling another attendant to turn off the metal detector at their security checkpoint. She thinks this a breach of security and want to report them. She don't want to report it to the airline because she was afraid of retaliation.
THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 6/10/2015 4:24:37 PM

2015 6:25:1
Name: (b)(6)
Email: (b)(6)
Complaints: Discourteous/Rude Employee.
Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Went thru security at terminal 2 in Oakland, CA airport at 12:30pm on June 10, 2015.
Comments: TSA officer (b)(6) appeared to be ignoring my husband when he asked for instructions to have our son's car seat screened. After I went through the metal detector holding my son I asked about the car seat again. Here is the spoken exchange between (b)(6) and myself:
Me: "We also have a carseat that needs to be hand checked."
(b)(6) "I've already told him twice, he needs to take the car seat 2 rows down, it's not my fault if he's not listening."
Me: "Sir, we didn't hear you. Can you please help us?"
(b)(6) "I can't help it if you don't know what to do."
Me: "We need your help. Isn't that your job?"
(b)(6) "Actually, no it isn't."
At this point I walk away and my husband figures out how to get the carseat screened himself.
Please note that the security area was NOT busy.
I will await a response including how this TSA officer will be reprimanded.

Hapeville, Georgia 30354

Friday, June 5, 2015

Transportation Security Administration

2015 2:03:4
Customer Comment Card
4245 International Parkway
Suite 100
Hapeville, Georgia 30354

To whom it my concern:

2015 4:03:0
I am writing this e-mail to file a formal complaint against TSA agent TSO (b)(6) at the Atlanta Hartsfield-Jackson International Airport E-Checkpoint. I was departing Orlando airport today at around 9:21 am. We passed through the TSA express line. My fiance walked through the metal detector machine. At that moment the TSA officer said to her "Hello Beautiful." I understand that maybe nice for some people, but it made her feel very uncomfortable. It also depicted the officer as unprofessional. And it was not taking as a friendly gesture. (b)(6)

REASON for the call: She flew from TYS on 615 with liquid medications and syringes. She declared the medication and syringes. The TSO indicated, as she was removing them from her bag, not worry about it and directed gwe toward the expedited screening lane. Her bag was went through x ray screening and she through the WTMD.

She expressed her concern in that the 311 bag was not removed and looked at.

She lives in Knoxville. She advised that the local news would take this more seriously.

2015 1:47:0
Date Time: 6/5/15 8am
Gate Terminal: Gate 8
Airport: TYS
Airline: United
Flight #: 5818
She was at the checkpoint at 8am.

To whom it may concern,

I recently traveled to Belize, and stopped in Atlanta for a connecting flight June 10th 2015. The process of going through TSA for the connector was ridiculous to say the least. It makes little sense to me why the passenger has to get their baggage from one conveyor and take it to another conveyor for it to be rescanned. I had purchased some hot sauce in a duty free shop in Belize City and placed them in my carry on thinking nothing of it. I then placed my rechecked bags on the second conveyor. When going through the additional metal detector, I was flagged and told the hot sauce was over the limit. I then had to go back to the Delta counter and package them in a box, which they not so kindly did for me. My question is what if someone has only a carry on with no checked bags but buys liquids from a duty free shop? What is the point of scanning one's passports and sealing the bags only to have to later put them in your checked bags? There must have been 30 people employed just to get everyone through the turnstiles for TSA. I was told that I could go back through the pre-check line when I came back through, but the same guy "policing" that line wouldn't let me back through after he said it was ok. When going through the metal detector you could keep your shoes on and laptops in your bags, but yet you had to take everything out of your pockets. The valuables tray was not readily available, and the metal detector agent was nasty as well. It just seemed to me that no one really knew what was going on, as there was a lot of confusion amongst other passengers that were going through the same ridiculous process. I am a federal employee and realize that change takes time, but this process was extremely inefficient and poorly managed.

2015 2:22 (b)(6)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed.

If you have received this email in error please notify the originator of the message.

Any views expressed in this message are those of the individual sender.

This message has been scanned for viruses and spam by McAfee.

Feedback Type: Complaint

State: New York

Airport: CALIFORNIA - SFO - San Francisco International

Date of Travel: 06/12/2015

Time of Travel: 12:05 pm

Airline & Flight Number: DL 1246

Checkpoint / Area of Airport: Terminal 1 checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre?™

Complaint:

I write to express concerns about a very frustrating experience at SFO Terminal 1 today, going through security shortly after 12PM to catch my Delta flight from gate 41. In short, the TSA staffer checking IDs for the Priority line was prohibiting people in the Priority line from using PreCheck, and forcing them to use the standard checkpoint experience, including the body scanners. I've never before encountered a checkpoint where a passenger eligible for both the Priority line and PreCheck was forced to choose between the two. I went through the Priority line, my ID was checked, the the boarding pass scanner gave the three beeps. I then started to walk over to the PreCheck metal detector, only to be told, quite rudely, that, by using the Priority line, I had "opted out" of PreCheck. This is, frankly, absurd. I can only speculate that it was either (a) a TSA staff member making up rules (as I didn't "opt out" of anything), or (b) there's some effort to force PreCheck passengers to sign up and pay for Clear, as the Clear line went directly into the PreCheck line. If it's the former, the staffer needs to be at the minimum retrained. If the latter, then TSA is intentionally

2015 6:20:0

Feedback Type: Complaint

State: New Jersey

Airport: NEW JERSEY - EWR - Newark International

Date of Travel: 06/01/2015

Time of Travel: 9:30 am

Airline Flight Number: American 4343

Checkpoint \ Area of Airport: Terminal A TSA Employee:

==Complaints==

Complaint Feedback: Professionalism\Customer Service

Complaint: I went through the metal detector checkpoint for

screening on 6/1 for my flight (4343) and was randomly selected

for additional screening a quick pat down fine. But I was

concerned as I always am about my personal items sitting on the

roller shelf after the x-ray with strangers all around and I am

not able to visually see my property. This is usually not a big

issue since the screening is normally very quick and I am at the

other end of the x-ray machine to get my property when it comes

out. This time; however, because I was asked to stand in a glass

box and wait for someone to do the additional screening, my

property was left unattended. When I tried to ask the Black

female TSA officer who asked me to step into the box, what was

the process and express concerns about my property she did not

respond. She was trying to communicate with someone who didn't

speak English well but she should not have attempted to deal with

that passenger until she had addressed me. Not knowing if she

heard me or not I tapped her on the shoulder to get her attention

and speak with her about my property. She then said I heard you

and said don't do that. I don't know what she meant by that.

About a minute later a male TSA officer came over to pat me down

and I went to retrieve my property. The event of flight travel is

cumbersome enough without TSA personnel adding to the stress. I

Caller stated that she was going on a flight on 5/29, she was in a wheel chair at checkpoint and TSO asked her to stand, she stood up and could not walk good when she first stands up. She got up, could not stand, grabbed a bar, her watch made the metal detector alarm, TSO told her she could not touch that. TSO came over and she reached out to touch her arm and TSO pulled her arm back. Caller stated that she fell, did not break anything, but wants to file a complaint.

Date and Time of travel....May 29, 2015 at 5:30 am

Airport.....OAJ

Airline.....Delta

Flight #.....5491

Phone #.....(b)(6)

Email add....(b)(6)

Address....(b)(6)

Mount Olive, North Carolina 28365

2015 9:17:5

2015 4:46:4

Submitted on Saturday, June 13, 2015 - 16:16 Submitted by anonymous user: (b)(6) Submitted values are:

Feedback Type: Complaint

State: Massachusetts

Airport: MASSACHUSETTS - BOS - Logan International

Date of Travel: 06/13/2015

Time of Travel: 4:10 pm

Airline & Flight Number: Us 2127

Checkpoint / Area of Airport: Terminal b, main TSA Employee: Blonde woman

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

2015 5:19:4

Complaint: My wife is pregnant and did not want to go through the metal detector and she found a lot of resistance from a blond female TSA agent. When she refused to do it and asked for a pat down instead, the agent became aggressive, clearly upset, and did a very rough pat down inspection.

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/24090>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/13/2015 3:35:43 PM Airport : DEN - Denver International Date/Time of Travel : 06/13/2015 Airline & Flight Number : AA1184 Checkpoint/Area of Airport : A Bridge Security Checkpoint TSA Employee: (If Known) :

2015 5:19:5

Comment : I went through the precheck line and quickly went to have my luggage screened and walk through the metal detector. The catch is that they don't tell you that you have to show your boarding pass to be allowed through the precheck process. So, my phone, along with my mobile boarding pass was on the belt scanner so I couldn't show it to the person at the body scanner (they wouldn't let me carry my phone through the metal detector anyway, so I'm really not sure how this process is supposed to work). They were going to make me take off shoes, and go through the regular line of I couldn't show them. I pointed out my purse on the belt scanner and explained, asking if I could pull out my phone to show them. After unsuccessfully trying to explain what pocket my phone was in to the guy working the luggage scanner, he eventually handed the bag to another attendant who finally allowed me to pull it out myself. I guess in the future I'll have to carry a paper boarding pass, if I'm going through the A Bridge security? Seems like a waste of paper.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number : (b)(6)

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type: Complaint

State: Kentucky

Airport: KENTUCKY - CVG - Cincinnati/Northern Kentucky International

Date of Travel: 06/13/2015

Time of Travel: 1:00 pm

Airline & Flight Number:

Checkpoint / Area of Airport: security checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: During our flight yesterday my wife stated she did not wish to take the body scan portion of the security screening. My wife is pregnant with our first child and since it is a high risk pregnancy our Dr asked her to skip the body scan and just do the metal detector or pat down portion. The agent seemed annoyed and explained to her to tell the next agent she requested to "opt out". She was passed through quit quickly and I met her on the other side while collecting my things. While retrieving our items, a male TSA employee approached us and stated there was a service to become a preferred member and skip some security measures. He tried explain about radiation and how the scanners were perfectly safe. (which I agree with). My wife and I explained we would not be travelling anymore through the pregnancy and once the baby was born she would return to her normal routine of taking the scanner. HE appeared to get very annoyed at me and began telling my wife how our doctor was a "quack" who had no information training to back up her claim and should have not had my wife get such an evasive pat down. I as watch my wife get noticeably uncomfortable I tried to make her laugh by explaining to the agent that I was a Law enforcement officer (I am) and she

I am currently at the Charlotte airport and was unable to walk through the disabled line as a leg amputee. I was directed through the lengthy line after explaining that I am in extreme pain walking due to a ruptured blister on my residual limb. I was forced to stand on it for approximately 15 minutes before walking through a metal detector, and then the body scanner. After that, I was forced to stand around for between 5 to 10 minutes until someone would swab me. This is unacceptable and I intend to contact my congressman as a wounded warrior who is continually discriminated against at airports.

Regards,

(b)(6)

Sent from my iPhone

I experienced an unfortunate event with TSA personnel on June 14, 2015 at approximately 4pm at Houston's Bush International (IAH) Airport Terminal B. I am TSA-PreCheck and as such am, for all intents and purposes, not subjugated to removing my shoes, belt, toiletries, etc. However today, I was not only made to remove my shoes, belt, and jewelry, but also made to go thru the metal detector multiple times. I would not have a problem with this if it was fair treatment for all TSA Pre Check persons. On this particular day, it was not. Right after I was made to jump thru so many hoops by a female TSA agent a young Caucasian boy and his father, who both set off the metal detector, were not made to remove their shoes, belts, cell phones, or anything. I watched, while redressing, as these two persons were treated with respect and dignity while I was made to basically disrobe. I was very vocal in my disappointment and frustration and was only met with indifference by every TSA Agent in the vicinity.

I paid good, hard earned money, subjected myself to Federal scrutiny to avoid incidents such as this. I am not calling out blatant racism but I can't help but think that had I been of fairer skin, I would not have been made to take off my shoes, my belt or my fit bit or made to feel that because of those actions I should subsequently take off all jewelry to avoid further conflict. Sadly, I was. I felt that if I didn't remove everything short of my actual clothing, I would somehow be forced to an uncomfortable search. It was so bizarre that I even made a joke about having to remove my bra because of the metal wires.

1015 10:24:

I would not have had any issues with doing any of the above had it not been for the young boy and his father who followed me. Had I not witnessed them setting off the metal detector and not being forced to remove their shoes, belts, cell phones, hats, etc.... I would have been completely fine. However, I watched as I had to put on my necklace, bracelets, belt, fit bit, and shoes, while the TSA agent discussed with another and then let them pass with no further investigation, they didn't have to go thru the detector multiple times like I did, they didn't have to remove their shoes, the father wasn't asked to remove his belt or anything. Instead they were let thru with no issues.

I found this extremely troubling, as I was still dressed in my CHURCH attire, I was pleasant and didn't cause a scene. I was basically a model traveler and I was made to feel as if I had done something wrong when I didn't. It was so obvious that a fellow traveler joked with me about how I had to remove everything and basically disrobe in order to be given clearance.

In such tense times where racism is seen in so many arenas in such a blatant fashion, I am severely disappointed in the female TSA officer and her conduct. I did not cause a scene, I did not raise my voice, I complied with every command she gave in order to make my flight for work, because I feared that if I had voiced my true opinions and feelings I would have been further accosted and worse case, arrested and used as an example.

Hello,

I picked up a TSA customer comment card at Dulles airport on Sunday 14th June following our experience there. I am emailing my comments as I did not have time to drop the card off as we had to make a connecting flight. I was travelling back to the USA with my wife (US citizen) and 16-month old son after a 7-8 hour flight from London, England. The flight # was UA 919 and we arrived at around 3pm on Sunday afternoon.

I myself am a permanent U.S. resident (green card) and have been for a number of years.

On arrival, we were directed to join the U.S. citizen and green card holder lane. This was the first time we have used the electronic entry system. After waiting for 30 minutes or so in line, I found it very frustrating to complete the electronic immigration process. The machine was having problems reading my fingerprints for some reason. I did eventually get a receipt for myself and one for my wife and son, but this took some time. Try taking a picture of a 16 month old who has been on a long flight and you will see what I mean.

We were then directed in any case to a manned immigration point in any case, like we would have experienced before the electronic system. We then had to go through the whole process (fingerprinting) again.

So my 1st feedback is - why not just direct green card holders (or family groups) directly to manned checkpoints on entry to the USA? This would have made the entire process much faster and easier for a family group such as mine.

We then spent about 30-45 minutes waiting in line again after collecting and dropping off our checked bags in order to go through another security checkpoint. By this time, other inbound flights were building up a long line of people. The temperature in the waiting area was oppressive (it was 90F outside, but the HVAC system did not appear to be able to cope with the number of people waiting).

There were only 2 body scanners operational, even though other walk-through scanners were available, and it was taking a long time to get people through. I understand that this security screening is a necessary part of aviation safety.

1015 10:25: However, when I eventually got to the front of the line (carrying my 16-month old), we were directed to one of the walk through metal detectors. I then had to have a hand screening, and for some reason the machine registered a positive test. So it was then on with a bag search and a body pat down which took about another 15 minutes to complete. During this time my son was becoming increasingly anxious and distressed.

Although the TSA staff were only doing their job and acted very professionally, this sort of invasive screening seems excessive. If it is deemed necessary to check the hands of someone carrying a young child through security for residues of explosives or other chemicals, then why not at least do a second test with the analyzer before implementing further checks?

And please do something about the HVAC system at Dulles airport in the TSA areas.

We have flown through Dulles airport on international flights as well as other U.S. international airports before and I have not experienced these sorts of problems.

While the TSA staff do a good and necessary job, the use of electronic systems for immigration checks does not seem like positive progress to me.

Yours sincerely,

(b)(6)

TSA PreCheck Disqualification No. (b)(6)

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On May 27, 2015, I was notified that he had been suspended from the program for a period of 3 years, based on the fact that (b)(6) had been found to have a loaded pistol in his carry-on luggage as he went through a TSA Security Screening Checkpoint at MIA on July 21, 2014.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some significant period of suspension is absolutely warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to 1 1/2 years. These factors which I set forth below, to my understanding, were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6) TSA PreCheck privileges for 3 years.

The Respondent (R) is a 29 year old male, who is employed as a Production Manager for Verizon.

R has a carry permit. R and his wife enjoy going to Disney World and Epcot Center on a regular basis. Florida residents get a discount on admission packages. He goes with his wife, his parents, and his sister and brother in law. They drive up on Friday nights and drive home on Sunday evenings. Being that they are on the road when it is dark, he wanted to carry a firearm for protection of his family. He got his carry permit in 2008. When he travels with his firearm, he puts it in his backpack/briefcase, with this computer which he always carries.

This incident took place on a Monday morning. R was supposed to catch a 7:30 a.m. flight. He came home late from Disney World that Sunday night and put his backpack/briefcase with his computer inside by his front door to take with him when he left in the morning. He forgot to take his firearm out.

R left his home between 5:30 and 6 a.m. to get to the airport in time to go through security and catch his plane.

R was flying to DC for a meeting with a potential vendor for his employer, Verizon. R was flying up for the meeting and then turning around to come home the same day.

R put his bag on the x-ray belt and after he went through the WTMD, he saw that the x-ray belt had stopped. R thought there was a problem with a bag belonging to the man before him or the man after. After a few minutes, a PO showed up at the checkpoint and looked at the monitor. At that point, R realized he had left his gun in his bag. The PO pulled R's bag out of the x-ray machine and asked whose bag it was. R said it was his. The PO asked if he knew why we pulled your bag? R responded - Yes, I do. I just realized why you pulled my bag. A second PO then showed up and R was taken to the side and questioned by one PO while the other pulled his gun out of the bag and unloaded it.

R explained what happened and why. He showed the PO his DL, his carry permit and his boarding pass. 5 or 6 more cops showed up and R was taken to a room at the police substation at the MIA airport, where he was continued to be questioned. R was very afraid he was going to be immediately jailed. He never was in trouble before. He was told they would run his DL, check the validity of his permit, and do a check on the gun. R was in custody in the room for about an hour when he was told everything came back clean. R was given some paperwork and told he would receive a summons in the mail.

For your review and action as deemed appropriate, (b)(6) applied to the Redress program on 05/24/2015. The traveler's concerns are outside the scope of this program. Please refer to the traveler's comments listed below. The traveler's redress case has been administratively closed.

Thank you for your time and assistance.

Sincerely,

DHS TRIP

2015 12:29:

Traveler Information:

Name: (b)(6)

Address: (b)(6) Elk Grove, CA 95624

Email Address: (b)(6)

Phone Number: (b)(6)

The caller has TSA Pre Check. He was approved in May. He flew out of LaGuardia and has Pre Check on his boarding pass from JetBlue. When he got to screening he told the officer he had metal in his knees. He was directed to go through the metal detector even after he told the officer he had metal implants. He received a patdown because he set off the WTMD alarm. He is complaining about the screener not doing his job right and put him through the wrong machine and didn't permit him to go through AIT. He wants to know why there is only a Pre Check lane at certain times. KTN: (b)(6)

2015 1:37:

He felt discriminated against because he is Caucasian and all of the screeners there were African American. He said no African American's were treated this way or received any additional screening like he did.

He asked if the Pre Check lane in FLL is open 24/7.

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2015 1:37:

He felt discriminated against because he is Caucasian and all of the screeners there were African American. He said no African American's were treated this way or received any additional screening like he did.

He asked if the Pre Check lane in FLL is open 24/7.

2015 2:28: Caller wishes to file a complaint in regards to her screening experience yesterday at PIT at approximately 12:30PM. She was flying PIT-TPA yesterday aboard Southwest Airlines #608 which departed at 1:50PM. Caller was in a wheelchair and had a wheelchair attendant. Upon entering the checkpoint she informed the officers she could stand and walk and the officers directed her to the WTMD. After the metal detector, her hands were subjected to ETD sampling. The female officer asked her if she had on lotion or sanitizer and she informed them she was wearing sanitizer. The test came back positive and she was led to what she stated appeared to be a storage closet and received a full body pat-down along with a hand inspection of her carry-on luggage. Caller states she was humiliated by her experience.

2015 2:28: Caller wishes to file a complaint in regards to her screening experience yesterday at PIT at approximately 12:30PM. She was flying PIT-TPA yesterday aboard Southwest Airlines #608 which departed at 1:50PM. Caller was in a wheelchair and had a wheelchair attendant. Upon entering the checkpoint she informed the officers she could stand and walk and the officers directed her to the WTMD. After the metal detector, her hands were subjected to ETD sampling. The female officer asked her if she had on lotion or sanitizer and she informed them she was wearing sanitizer. The test came back positive and she was led to what she stated appeared to be a storage closet and received a full body pat-down along with a hand inspection of her carry-on luggage. Caller states she was humiliated by her experience.

Feedback Type: Complaint

State: Florida

Airport: FLORIDA - MCO - Orlando International

Date of Travel: 06/16/2015

Time of Travel: 8:45 am

Airline & Flight Number:

Checkpoint / Area of Airport: B

TSA Employee:

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

Went through metal detector, in ore heck line, was told I
"randomly" alarmed. I was sent to scanner and had to face away
from my belongings on the belt. All the while the voice
announcements tell you to keep your belongings in sight.

Also, will the TSA ever provide response to the court-ordered
comment period on ALT? How many years has it been? Is TSA above
both the laws and the courts?

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/24428>

:015 11:10:

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender\Sex
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Work Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: Knightdale

State: North Carolina

Zip Code (Post Code): 27545

Other:

Email: (b)(6)

:015 11:10:

==Incident Information==

When did this happen? 06/14/2015

Where did this happen? MASSACHUSETTS - BOS - Logan
International

What happened? On June 14, 2015, I enter Logan International

airport with intentions to board a flight to Raleigh Durham

International airport on Delta airlines, terminal A (I believe).

It was approximately 0745 hrs. when I arrived. My first attempt

to go through security was unsuccessful due to my boarding pass

having just my maiden name and my license having my full

hyphenated name of (b)(6). This was understandable. I

went back to the ticket counter and had that issue correct. I

then returned to the security check point sent my luggage through

The caller is calling to report an incident that happened with a TSO officer at the Oakland International Airport. He states that he has already filed a complaint with the White House and will also be notifying his brother, who is a Sacramento police officer with a gold shield. When he went through the screening checkpoint he had 3 jars of jam in his carry on bag that was not in a plastic zip top 3-1-1 bag. The bag went through the x-ray machine and the TSO pointed at the machine and yelled,

What is that? By doing this he alerted other TSO's in the area who came running over. The TSO pulled the bag off to the side and yelled at the caller, Stay there don't move! . They took his carry on bag and ripped open and tossed his belongings out and found the 3 jars of jam. The TSO came over to the caller and told him that he cannot have these items in his carry on bag, he would either need to throw them out or check the bag. The TSO threw his belongings back in his carry-on and told him to

go back to the Southwest ticket counter and check the bag. A different TSO escorted him to the ticket counter and told him when he was finished he would need to come back through the checkpoint at a different entrance. When the caller came back and attempted to go through the entrance the other TSO had directed him to, the original TSO started yelling at him and told him that no one could enter here and he would have to go back through the line and be rescreened. When he got back through

the line the walk through metal detector that he had went through was closed and they directed him to the AIT machine. The caller told the TSO that he did not want to go through the AIT because of the radiation. The TSO pulled him over to the side again and started yelling, telling him to not move. The TSO came back a few minutes later and told the caller that he would have to have a patdown. The caller told the TSO that he was not going to touch him, he wanted someone else to do it. The

second TSO came over and asked why he was being screened again and agreed to perform the patdown. When the caller was cleared the original TSO yelled at him, telling him to get his coat and leave. The caller went over to the TSO counter to ask for the TSO's name and badge number. The TSO manager told him that they do not have badge numbers and gave him a hard time about giving him the TSO's name. The TSO manager asked the caller to explain to him what happened, the caller said

:015 12:57: a few cuss words to the TSO manager and the manager told him that if he had treated his employees that way that he understood why they treated him the way the caller was saying that they did. He finally got the manager to write down a name on a piece of paper.

Date Time of Travel: 6/15/2015 4:00 PM

Gate Terminal: Gate 22 Terminal A

Airport: Oakland International Airport

Airline: Southwest

Flight #: 880

TSO Name: STSO (b)(6) No

TSO Badge #: Was told that the TSO's did not have badge numbers.

This email is to document an incident which occurred at tricities airport this am June 17th. 15 people were in the airport and had checked their bags.. They were held up from boarding by the TSA personel. The time was a busy morning and only one of the two check through lines was in utilization. Only one personel was helping people going through the metal detector. The personel was very slow in his job and kept us from going through while he did a pat down on two elderly men that had hip and knee replacements. The TSA personel showed no concern for getting us through to our plane which was boarding. We were informed by the delta staff that this was a common occurrence. Given the recent report about the ineffectiveness of the TSA overall and reports that travelers are being held up by this same ineffective process I plan to contact my elected representatives to consider doing away with the program of Government waste. If you would like to discuss this situation which occurred today I can be reached at (b)(6)

2015 10:19: (b)(6)
Bristol VA 24202

Sent from my Verizon Wireless 4G LTE smartphone

2015 12:20: I am a recent/new TSA-Pre participant. I am an infrequent flier, 2 round trips/year. My most recent trip, HPN-RSW, was the second time as a Pre participant. The Pre line at Westchester was fast and pleasant. The Pre line in Fort Myers was not in use do to low passenger volume. In the regular line they issued me a blue card and indicated to leave my shoes on but made me go through the x-ray, take my belt off, rub my hands, pat me down. I understand not running the Pre line and having to remove my computer from my carry-on but why not treat me as a Pre customer since I've been identified as such with the blue card? Put me through the metal detector and be done with me.

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SFO - San Francisco International

Date of Travel: 06/15/2015

Time of Travel: 10:45 am

Airline & Flight Number: UA 1950

Checkpoint / Area of Airport: United Premier TSA Pre-Check Security checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Missing or Damaged Items
- Professionalism/Customer Service

Complaint:

2015 4:21:4 After placing my bags on the conveyor belt at pre-check security for United Premier members I requested hand-check for my insulin pump (as I always do). The TSA agent asked for me to put it in a small bin and place it on top of the xray machine. Usually I hand it straight over to a TSA agent and it is tested right away. She shouted to no one in particular that a hand-check was requested. I walked through the metal detector and waited on the other side, meanwhile no one had addressed my pump that was sitting out. Although I kept my eye on it, I briefly looked away to put my ID away, and looking back up I saw a TSA agent grabbing my pump and putting it on the conveyor belt. I ran up trying to get the attention of any agent but no one was paying attention to me. The pump went through the x-ray machine and on the other side was flipped out of the bin and crushed by suitcases and strollers of the following passengers. No one ever addressed the need to be hand-checked, apologized for what had happened, or acknowledged my frustration.

This is a \$7,000 device with complicated mechanisms that can

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

2015 9:10:5 Current Date/Time : 6/18/2015 3:15:49 AM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 06/17/2015 9:30 AM Airline & Flight Number : US 693 Checkpoint/Area of Airport : To Gate 15 TSA Employee: (If Known) :

Comment : Front TSA lady said i didn't have to take-off belt but i did because it beeped the metal detector.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email: (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type: Complaint

State: New York

Airport: NEW YORK - JFK - John F. Kennedy International

Date of Travel: 06/04/2015

Time of Travel: 1:15 pm

Airline & Flight Number: Delta 257

Checkpoint / Area of Airport: Terminal 4, Checkpoint 2 (security check after incoming international flight) TSA Employee: (b)(6) (last name unknown)

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: On Thursday June 4, 2015 around 1300-1330 I was passing through JFK's terminal four checkpoint two, after returning from an international flight and switching terminals to connect to my following domestic connection. At this checkpoint there was a TSA officer who was at the forefront that was giving instructions. This officer, who some other TSA staff members told me was named (b)(6) (though they weren't 100% sure), made several unprofessional, demeaning, and belittling comments to everyone in line. This officer not only acted unprofessionally he actually detracted from making us more secure and on time. I understand that the job is stressful and repetitive, especially when repeating fairly standard instructions such as removing shoes and not needing to place small backpacks in bins before sending them through the metal detector. However, (b)(6) took things a step further. At one point he picked up a passenger's bin, held it over his head, and loudly stated to the crowd in line something to the effect of 'this is what you would do if you weren't listening to me, don't do this.' He made several other statements to the effect that, 'he wished not having common sense was a crime so he could place half the line in jail,' and questioning 'what is so hard about this.' In another instance, after several instances of people not

To whom it may concern:

I recently traveled through Moline airport and saw that there seemed to be a dedicated TSA Precheck lane. Unfortunately, it was closed, and while I did experience somewhat expedited screening (metal detector & lightweight jacket + shoes may remain on), I did not experience all benefits a full precheck lane may offer (e.g. keep one laptop in bag, keep liquids in bag).

What is the criteria for the operation of the Precheck lane @ MLI (e.g. hours)? I asked the TSO checking ID and he said it was only open in the morning for "metrics". There also seemed to be ample staff on lane to manage keeping the dedicated PreCheck lane open, since there was already one TSO at the metal detector, and the only (obvious) additional requirement for the Precheck lane would have been to have a TSO operating the baggage scanner for the Precheck lane.

(b)(6)

First let me start by saying that I fully understand that if one of your machines is indicating an explosive device then it is your employees job to handle said device with caution and protocol. I also am fully aware that it is also standard for a passenger that is carrying an explosive device to tell your employees that the machine is lying and that it is just a laptop. But Sunday when I was leaving Grand Junction CO with my toddler I was withheld for close to 40 minutes while they were checking my laptop because it tested positive for radioactive substances.

I am a very hardworking single mother and I was in Grand Junction visiting my father who is of ailing health and got to the airport an hour and a half before my flight was leaving. It was an emotional good bye because it was two and a half years since I had seen my Colorado family previously. Once I entered the airport and began going through security the first TSA employee struck up a conversation with my daughter offering her a sticker for being an "extra special passenger with a magical ticket" that day and I thought wow when was the last time I got any human experience from going through Security. Well that obviously was not my entire experience so I guess I shouldn't of counted my chickens before they hatched.

First there was only one line going for the metal detector and x-ray belt, I understand that Grand Junction is a small airport but when you are going to flag six bags before my tray I think that is a bit of a unnecessary backup. Once putting all of my belongings on the belt and making sure everything was packed to your standards, I left my laptop and cell phone in a separate tray and proceeded through the metal detector with my child. Once through the metal detector, I had to wait because there was a change in the personnel manning the machine and computer. I noticed there were a lot of people waiting at the end of the conveyor belt but thought maybe that was due to the shift change and the belt needed to just be started back up. Oh boy was I wrong.

2015 8:29:1

There were six big roll on suitcases being lined up to be additionally tested and of course my tray with my lap top and phone. I hurriedly got the rest of my belongings and stacked the trays politely as I waited. One by one the employees tested each large carry on suitcase with cloths and devices. Retesting the majority of them one by one while I waited. By this time it is 1045 am and I begin to worry because my flight is supposed to leave at 1115am. I wait another ten minutes and finally they get to my tray. I guess because it is an electronic device it requires special handling.

The TSA employee begins to wipe it and place it on a machine and put the cloth in a device and then repeats the process a few times. I explain that it is just my laptop and it is not an explosive device and she tells me, "Ma'am that's what they all say. We just have to do our job and make sure." Come to find out the machine she is using is malfunctioning and she has to go over to the closed security lane and use the device over there.

By the time I get my belongings back and get to my gate the Allegiant flight attendant (b)(6) says that they have already turned in their paperwork and we are unable to board the plane and there is nothing that they can do. Even though I was stuck in security there was nothing they were willing to do. It was 11:03am and the flight was supposed to leave at 11:15am.

My daughter is asking me why we aren't going on the airplane and begins crying because I can't explain to her why. I have strangers walking up to my daughter asking her why she's crying and to top everything off my parents have already left to go home 45 minutes prior. I was stuck in the Grand Junction Airport with no flight home and no options for another flight due to the incompetency of the machine in the security line.

Good afternoon,

I'm emailing to provide feedback about my experience today flying out of MSY through security at concourse C. I've intended to give feedback numerous times and wish I would've, before giving negative feedback because almost every experience with TSA, particularly TSA Precheck at this airport has been a pleasant one until today.

For a traveler, the whole benefit of TSA Precheck is to expedite security. This purpose is defeated and I feel safety can be compromised, when the TSA Precheck and other lines merge as they did today. The officers were not checking, and only asking some passengers if they were Precheck as they went through the metal detector. This was more upsetting when I watched Officer (b)(6) let people through then single me out by being rude to me without reason. I was in line waiting when Officer (b)(6) snapped at the line that the only people who should take off their shoes are Precheck (this contradicts the sign posted stating passengers under 12 or over 75 can take off their shoes). So the confused older lady in front of me starts to take off her shoes. So I made eye contact with Officer (b)(6) and ask if I can proceed (the Officer who checked my id directed me to state that I'm Precheck when I approach the scanner). Officer (b)(6) nods at me with an attitude then as I'm already in the metal detector she asks if my stuff in through the xray machine, and asks 'where's your stuff' rudely before I could answer. As I step out she loudly scolds me in front of everyone that I can't leave my things or go through until my items are in the xray, I'm supposed to push them in. I turn around and see that the older woman's things are there as she's confused trying to figure out where to go. So instead of helping this confused, elderly woman follow security procedures, Officer (b)(6) found it a better use of her time to berate me publicly. Then one I push the elderly woman's things through, then my things, I proceed to the metal detector and Officer (b)(6) snaps 'let me see your ticket' after I'm through. Which is fine, she's doing her job, but she did not check anyone else's ticket the entire time I was in line.

2015 8:14:3

I understand the important job TSA has, and that security not customer service should be a priority, however I am upset to watch Officer (b)(6) perform his job substandard then single me out of a line of people to publicly embarrass me by scolding and barking at me. Her need to be rude and single me out took away from her job of ensuring airport safety, so much so I felt it was important enough to share my feedback.

Thank you for your time, I sincerely appreciate you listening to my bad experience with your employee.

Sent via the Samsung GALAXY S® 5, an AT&T 4G LTE smartphone

To Whom It May Concern,

My son was scheduled to board an international flight out of Kansas City and missed his flight due to being caught up during a security check. He verbalized his name was being called from the gate and there did not seem to be any concern from the officers to speed up the process. He was picked out of a group, allowing 5 other people to board before him without the extra security check. Because of this missed flight, it cost our family an extra \$2000 to purchase another ticket (more than the original ticket) and his arrival time allows him very little time to meet up with his group. This extra money spent could prolong him from graduating in December, as planned, due to the extra expense causing hardship for our family. He is a student at our local University and was traveling to study abroad. He missed boarding by 5 minutes and stood and watched the plane remain unmoved for 5 more minutes. The insurance for the tickets will not cover car issues on the way to the airport causing him to arrive later than planned. In my mind, these were circumstances beyond our control.

2015 9:13:2

First of all, what are your policies for picking travelers for extra security checks? I do believe he was profiled based on what he was wearing and his overall appearance. A young man, tank top and cargo shorts carrying a backpack, dark hair and facial hair, dark eyes with an ethnic look. His grandmother is from Korea, however, he is often mistaken for being Hispanic. His backpack was disassembled questioning every item which included a laptop, headphones and a music plug without any regard to helping him put the items as they found it, being padded down repeatedly, prolonging him to get to his gate. He had already gone through metal detectors and his bag through x-ray. What is considered enough? What is your policy for causing a traveler to miss their flight? Do TSA agents not have any obligation to assist the traveler to arrive at the gate on time when he/she has verbalized repeatedly they are going to miss their flight? Is there not any sensitivity to hard earned money and how it may affect a family for delays caused by security? It seems there is sensitivity to everything else and find it quite interesting when there isn't to this type of matter. Tensions are already high in this country based on race, religion and sexual orientation, now we have to be concerned about how we are viewed at an airport and if we might be pulled out of line for extra security? How many criminals and terrorists being caught by the repeated measures?

I cannot express the disappointment, frustration and heartache over this matter. I have left a message for the TSA manager at MCI and will be posing the same questions. I feel TSA is partially responsible for the \$2000 spent for transferring tickets and for how my son was treated as an American citizen, a student and a human being.

Sincerely,

(b)(6)

Sent from Windows Mail

Feedback Type : Complaint

Categories : TSA Pre?™ ; Disability or Medical Condition Current Date/Time : 6/20/2015 10:57:30 AM Airport : DEN - Denver International Date/Time of Travel : 06/19/2015 11:00 AM Airline & Flight Number : Delta 98 Checkpoint/Area of Airport :

Terminal TSA Employee: (If Known) : ?

2015 11:05:

Comment : I have an artificial hip, and the TSA Pre line only had a metal detector. I asked to be escorted to a body scanner so I wouldn't need a pat down, but the TSA agent said there was no one available to escort me so I'd have to wait for a person to pat me down. He made me wait ten minutes before he himself gave me the pat down, and I almost missed my flight. 1. Please put body scanners in the TSA Pre lines. 2. If not, provide escorts to nearby body scanners.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type: Complaint

State: Georgia

Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International

Date of Travel: 06/20/2015

Time of Travel: 6:00 am

Airline & Flight Number: DL2065

Checkpoint / Area of Airport: Security into terminal A TSA Employee: Wouldn't state

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre? "M"

Complaint: I was told by the initial TSA officer to use the TSA Precheck lane since I was travelling in a military uniform. When I arrived at the metal detectors, the second agent became upset when she saw my ticket was not stamped TSA Precheck. She made it a point to cause a scene (I assume to embarrass me) in front of other passengers by telling me I had no business in this line. I explained to her I was told by a previous agent to go in the TSA precheck lane, and she told me to get in the other line. She refused to tell me her name during the first couple of times, and after I was in the other lane she finally turned around and did so. (She was a black female with a first name starting with "C".) I didn't care what line I was in, but it is completely inappropriate for TSA to handle themselves in an unprofessional manner when I was simply doing as they instructed. Even once I explained this to the supervisor as I was going through the detectors, another TSA agent approached me when I was putting my laptop back into my bag and told me I had no business being in the TSA precheck lane if it was not stamped on my ticket. TSA needs to be consistent and not blame passengers by causing a scene when the passenger is simply complying with TSA's

Caller went through the Orlando International Airport yesterday. Caller is an 18 year US Military Veteran. When the caller walked up to checkpoint the TSO's face changed when she seen the passenger. Caller stated it was a noticeable change in her appearance that made him feel uncomfortable. She was using two different screening machines. When she seen the caller she stopped using the WTMD, and only used the AIT. Caller stated that because she stopped using the WTMD the line backed up. Then after he went through he wanted to see what she would do. After he was through she started using the WTMD again to get the line caught up. He felt like she profiled him. Caller talked to the supervisor and was informed to file a complaint with the TCC.

2015 6:07:5

2015 9:01:4 Date: 6-20-15

Time: 2:30pm

Airline: Southwest

Gate Terminal: Lane 3 east checkpoint.

TSO involved: ID number b7E Last name b7E

Feedback Type: Complaint
State: Florida
Airport: FLORIDA - TPA - Tampa International
Date of Travel: 06/21/2015
Time of Travel: 4:30 pm
Airline & Flight Number: Southwest 510
Checkpoint / Area of Airport: Security
TSA Employee:

==Complaints==

Complaint Feedback: Professionalism/Customer Service
Complaint: I was opting out of the metal detector and body scanner because I'm pregnant and flying a lot. While I waited 10 minutes for my pat down, the TSA agent at the machine ridiculed my constantly about how ridiculous my decision was and how stupid my concerns were. I do not believe TSA agents have medical degrees. I have a right to request a pat down and he should mind his own business. I have never been treated with so much disrespect. I wasn't hurting anyone or doing anything wrong. Unfortunately, I couldn't see his badge. Please train your people better.

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number:

Email Address: (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 6/21/2015 6:45:41 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/21/2015 Airline & Flight Number :

Checkpoint/Area of Airport : D

TSA Employee: (If Known) :

Comment : TSA precheck is always closed in BWI. Pre-check passengers have to go in line with all passengers. Upon ID check, the agent will mention to show boarding pass to the agent at scanner to keep shoes on and laptop and 3-1-1 bags inside. Usually there is no problem with the passing through metal detector. The agent scanning the bags need to somehow know that its a pre-check bag. My bag was held because the laptop was inside. When I told I was pre-check, they said that the line was closed. This contradicted what the officer who checked ID said. The resolution of such issues at the earliest is greatly appreciated.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (h)(6)

Phone Number (h)(6)

Address (b)(6)

Are you 18 or over? No

10:15 10:28: Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

Feedback Type: Complaint

State: Georgia

Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International

Date of Travel: 06/21/2015

Time of Travel: 9:00 pm

Airline & Flight Number:

Checkpoint / Area of Airport: checkpoint TSA Employee:

==Complaints==

Complaint Feedback:

- Permitted Items
- Professionalism/Customer Service

Complaint: My wife, daughter, and I were travelling through atlanta to dallas love field yesterday. My daughter, age 19 months, was in a stroller pushed by my wife and was drinking from a sippy cup. I was told we couldn't take any liquids through security which is not correct according to your website for children. Furthermore, my wife had her hands swabbed for explosives because she was carrying my daughter on her hip through a metal detector. Only the mothers with children were stopped to have their hands swabbed for explosives and my daughter was left unsupervised for a period of time while this was going on. The TSA workers were rude about the stroller going through the xray machine where as those in wheelchairs did not have this same level of scrutiny.

2015 8:46:4

Would you like a response? No, a response isn't required.

The results of this submission may be viewed at:

<http://www.tsa.gov/node/2289/submission/25054>

As an airline employee of over 22 years, I am appalled at your most recent tactic of randomly patting down airline employees at the employee portal entrances. On SO many levels this is WRONG and a complete violation of human rights!!!! Your approved pat downs are intrusive and, in my opinion, a mild form of rape, and just as a customer does, I should have the CHOICE of getting screened by x-ray or the ridiculous pat-down!!!!!! I AM NOT A CRIMINAL!!!!!! You can blame the airlines for bringing in shady employees who may do corrupt things, such as the man in Atlanta that smuggled in the guns, but companies are going to get what they pay for!! If they are not willing to pay a decent wage, then the quality of worker will be compromised. I don't understand how ANYONE can think that touching someone's private parts is ok!!!!!! This is something that should not be acceptable and I should not be subjected to being uncomfortable in my job. This is offensive behavior on your part and for you to NOT give us a choice in how we want to be screened is beyond infuriating!!!!!! I love my job and do it very well but now your most recent stunt forces me to not even want to come to work!!!!!! This boils down once again to money!!!!!! The airports don't want to put in metal detectors to screen employees so you have decided to FORCE us to subject ourselves to random searches. AGAIN.....WE SHOULD HAVE A CHOICE OF GOING THROUGH AN X-RAY MACHINE IF

2015 10:04: YOU ARE GOING TO TREAT US LIKE CRIMINALS!!!!!!!!!! Something better needs to be done!!!!!!!!

Sent from my iPad

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SNA - Orange County John Wayne

Date of Travel: 06/22/2015

Time of Travel: 6:30 pm

Airline & Flight Number: UA6432

Checkpoint / Area of Airport: Security line nearest to United checkin counter, terminal 3.

TSA Employee: Black male agent, approximately 6' tall

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint:

An irate male agent used threatening gestures and language at me.

:015 10:04:

Please investigate this incident, as I am concerned he has anger management issues and may have threatened other customers.

I was traveling with a service animal, which I carried through the metal detector. I was selected for residue testing and asked to step aside.

The hostile male agent interacted with me in an unprofessional and raised voice from the very beginning.

Since I was carrying a dog, it was difficult to show him my hands for dusting. As I struggled, I faltered slightly. At this point, the agent threatened me by making a fist, raising his voice and saying something like "don't you dare put that F-ing dog on the ground." I was terrified and worried for my safety.

I continued to struggle giving him my fingers for dusting. The

Feedback Type: Complaint
State: Texas
Airport: TEXAS - DFW - Dallas/Fort Worth International
Date of Travel: 06/23/2015
Time of Travel: 7:50 am
Airline & Flight Number: United UA1759
Checkpoint / Area of Airport: E8
TSA Employee: All employees in check point

==Complaints==

Complaint Feedback: Professionalism/Customer Service
Complaint: I have never had a problem with TSA. I have actually found TSA to be an easy and enjoyable experiences. But this event was not enjoyable at all. The agents taking tickets were yelling with anger at customers before they had fully arrived at the counter. Then the agents at the machines couldn't figure out how to get the machines to work causing a backup on both lines. No direction was given and there were minimal English speaking passengers in the line. All direction were given in an angry, disrespectful tone and all the passengers were looking for was some patient verbal direction. Then when passengers including myself were waiting to go through the screening they did not communicate about stepping up to the proper machine (since there is the old metal detector machine and the X-ray) which caused a line and then the agent yelled at us. When I went through the machine the agent then asked me to step out and another agent stood in my way to get my belongings. They never communicated why I couldn't go through. After attempting to go around her multiple time, she then aggressively said "There is a reason I'm standing in front of you." As a passenger, how am I supposed to know there is a problem if the agent doesn't inform me? This experience and terrible customer service has ruined TSA image for me. I

015 10:14:

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 6/23/2015 10:39:46 AM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 06/23/2015 10:00 AM Airline & Flight Number : delta 4087 Checkpoint/Area of Airport : D Concourse security TSA Employee: (If Known) :

Comment : There was not a TSA Pre check lane open. TSA agents did not inform us that if we were pre check we did not have to go thru the normal security procedures. They waited until we stood in front of the metal detector/body scanner with our shoes and belts off and laptop out of the bag. The agent then said if we had shown them out boarding pass we wouldn't have to do this, but our boarding passes were on our phones and going thru the belt. This was a very unorganized TSA checkpoint in my opinion and didn't utilize the pre check system effectively.

015 12:16:

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

From: (b)(6)
To: (b)(6)
Subject: We Have a Problem
Date: Tue, 23 Jun 2015 12:45:48 -0600

Hello,

My name is (b)(6) and I'm writing to express concern over my family's experience with DIA this morning. My wife (b)(6) was going to take my 2 daughters (b)(6) and (b)(6) ages 2 yrs and 6 weeks) to Cleveland with a connecting flight in Nashville at 5:45am. We got there at 5am knowing we would need to rush through. The first problem was the lady at the check-in counter did not know how to multi-task and sat on hold on the phone for some other customer and wouldn't even look at us to help us. We just needed our bags weighed. Luckily another lady at the Southwest desk saw this and after about 5 minutes came over and helped us on our way and even helped me with a gate pass to help with the girls. We got to the security line which moved quick enough, but this is where it really breaks down. The TSA employees stood and watched us as we struggled to handle two small children, a carseat/stroller, a backpack, purse, plus all of the normal things that have to be removed to go through a TSA checkpoint. They also where impatient with us and pushed our bags down the track rather abruptly. Now, my daughter has a prosthetic leg and it sometimes can be difficult to get around. The TSA agent made her go through the metal detector TWICE! After the second time she made this two year old go through, with the metal detector never having gone off, she STILL pulled us aside so that they could "just check" her prosthetic. Might I ask, what where they checking her prosthetic for? Do they think we stuffed a knife in our two year old's leg that can get through a metal detector? This wasted so much of our time that by the time we RAN to our gate (literally we were both sweating) we were denied access to the plane. We were 3 minutes late.

We spent the next 5 hours waiting to catch a stand-by flight. After 2 failed attempts and being at the airport with these 2 girls for so long, a Southwest employee allowed us to transfer our tickets to tomorrow 6/24 at 10am to catch a flight. I was planning on taking my family in, helping them out, and getting to work early. Because of this, we lost over \$100 in direct costs from missing work, tolls, parking pass, etc. Let alone the fact that that my wife now won't be able to see some of her family, because missing today means they won't have enough time while she's out there.

We are just so upset with this whole situation that it broke both of us down. Let alone my 2 year old that we told can't go see grandma anymore today, or fly in an airplane. because there's no more room for us. She was devastated. I apologize for the sentiment in this but it has been a very difficult situation. I also have narcolepsy and getting up at 2:30am, having to deal with this, then still having to go to work has been absolutely terrible and almost dangerous on the drive home. However, I hope you can see from a more objective standpoint the poor service that was wrought at your airport and the direct consequences it has on peoples lives. I honestly don't expect anyone to really read this, but I hope someone is willing to help remedy this situation that could have been easily avoided by well trained, attentive, and polite employees.

Thank you

Mishandling RFI

REASON for the call: The caller stated that his mother by the name of (b)(6) flew from JAX to Dallas TX. the caller stated that AA gave her the wrong boarding pass and she was still able to get through security with it. The caller also stated that she had a pacemaker and requested the AIT instead of the WTMD of which the TSO granted but when she went through they continued to wand her which effected the calibration on her pacemaker and caused her heart rate to speed up, and wand her over her chest and made her pacemaker speed her heart up. The caller was not so concerned about the pacemaker but more of the fact how they would let her through with the wrong boarding pass.

Date Time: 6:22:15 5:20pm

Gate Terminal: N/A

Airport: JAX

Airline: AA

Flight #: 386

Bag tag # (10digit): N/A

Bag Description: N/A

Missing Damaged item description: N/A

NOI: No

Special Notes: None

Feedback Type: Complaint

State: Pennsylvania

Airport: PENNSYLVANIA - PHL - Philadelphia International

Date of Travel: 06/22/2015

Time of Travel: 1:30 pm

Airline & Flight Number: United Airlines 271 Checkpoint / Area of Airport: TSA precheck security at the metal detector TSA Employee:

==Complaints==

Complaint Feedback:

- Civil Rights / Civil Liberties
- Other
- Professionalism/Customer Service
- TSA Pre?™

Complaint: I am not sure this classifies a a civil rights violation but quite frankly I don't know of any stronger personal right than the right of a parent to protect and care for their child. Two events occurred on this day for both myself and my sister in law as we were traveling with our two small children. My boyfriend and I were going through security with our 6 month old daughter. He carried her through security and the beeper went off. After I went through I went to get her since he required additional screening. The female TSA agent there verbatim said to me, "Uh you need to go over there" and pointed away to which I responded, "I know, but you have additional screening for him so I am just taking my daughter." She responded with, "No you can't have her you need to go over there." I attempted to wait in order to stay with my now scared child and she again refuses to let me stay near my child for which I became upset and said, "I get you have to screen him but you don't get to keep my away from my child. standing over there is not ok." She continued with her attitude and then proceeded for my boyfriend's entire additional screening, while he was still

2015 6 26 2

Feedback Type: Complaint

State: Wisconsin

Airport: WISCONSIN - RHI - Rhinelander-Oneida County

Date of Travel: 06/22/2015

Time of Travel: 7:30 am

Airline & Flight Number: delta 7414

Checkpoint / Area of Airport: there is only one TSA Employee:

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint:

The airport recently "upgraded" to having a TSA Preselect line.

When they announce the checkpoint is open, no one can really hear

what they are saying so everyone gets up and goes to the line,

only to learn that TSA will first screen ONLY the ones with the

Select status and all others have to wait until they are done.

2015 6 26 3

My understanding is that those folks don't have to remove shoes,

take laptops out of there bags and so forth. I usually am granted

this status but today was not. So, there we all stood waiting for

a good ten minutes while all those select people went into the

checkpoint. It was hot, many of us were frequent fliers and

priority members for Delta. Didn't matter. There we stood.

Airport was hot, we were sweating, yet there is a strap/stancion

that physically prevented us from entering the checkpoint...and

they announced several more times they were ONLY screening those

special folks, while we all stood there.

What would happen if they mixed us together? What if a Preselect

shows up late and wants to mix in with the regular people? Does

that passenger have to wait until everyone is screened so as not

to confuse your agents? Why does the second check of the boarding

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6), Alexandria VA
Zipcode: 22312

2015 6 26:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? yes

Ethnicity? yes

Religion? yes

Nationality? yes

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Washington Dulles International Airport

Feedback Type: Complaint

State: Arizona

Airport: ARIZONA - PHX - Phoenix Sky Harbor International

Date of Travel: 06/23/2015

Time of Travel: 6:05 pm

Airline & Flight Number: U.S. Airways

Checkpoint / Area of Airport: Main security to A gates TSA Employee: (b)(6)

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint: Dina was rude to me during my screening process. I

have TSA Precheck on my ticket. The supervisor who assisted me at

initial check said to show my ticket to the agent to allow me

through without removing belt and shoes. When I approached (b)(6)

at the metal detector I showed her my pass as instructed. She

didn't want to even look at the ticket and told me to remove my

shoes and belt. I explained what the supervisor, (b)(6) had

said about showing the boarding pass as they were out of some

kind of slip. She said she didn't care and to remove my shoes and

belt. She was so rude that other passengers took notice and made

comments. Then another TSA Precheck passenger experienced the

same rudeness. We both brought it to (b)(6) attention, who I

should note was very polite and apologized. However, he's not the

one who should apologize. I would like an apology from (b)(6)

herself for her rudeness. It was uncalled for.

2015 10:02:

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

REASON for the call: His 2 year old was asked to walk through the WTMD. When his daughter didn't know what to do, a male TSO began to yell, order her, and became hostile. She became upset and began to cry and clinging to his wife's legs. The TSO continued to order her through the WTMD. His wife walked her through the WTMD. He was afraid that the TSO would come over and shove her through screening.

The TSO was in his late 30s-40s, 6 feet tall, African American, and 200 pounds.

He was asked to remove his belt and shoes even though he had the PreCheck indication on his boarding pass.

He would like a written apology to his wife and daughter and that the TSO be reprimanded. He feels that retraining should be complete. He would like validation that how his daughter was treated is not procedure. He would like to be contacted. He asked when he should expect a response and if the TSO will know that it was he who complained. The caller would like to remain anonymous.

2015 9:41:3

He asked if he would be retaliated against or put on a list in regard to his complaint.

He asked when he would be contacted.

Date Time: 6/21/15 4:45pm

Gate Terminal: Gate 23

Airport: MCO

Airline: JetBlue

Flight #: 824

:

First of all, thank you for getting back to me in a timely manner. I honestly didn't expect any type of response from an organization the size of the TSA. Secondly, I appreciate the response you gave but just wanted to inform you that it didn't solve my problem, or really address it for that matter. My problem was A) the fact that TSA feels that its prosthetic protocol applies to a two year old, B) and this my main point, the level of training the TSA members had that handled the situation, and C) the fact that they wiped my two year old down for gun powder residue. I didn't even know about the gun powder wipe at the time because I was trying to handle our luggage that the TSA agent was rudely pushing me to take care of. My wife had to tell me about it last night. The agents who handled my daughter first didn't know what to do with the prosthetic and made her walk through the metal detector multiple times. One of them was about to remove my daughter prosthetic until another one came over and said that just a visual inspection needed to be done. After "inspecting" my daughters leg, (though she was wearing shorts already, so I don't know what more they needed to see) they then proceeded to wipe her down for gun powder! I truly do not understand this. Why was my daughter wiped for gun powder? Why not my wife and I? Do you really think my daughter is shooting guns? Do you think my two year old is that close to a gun being shot by anyone? I would please appreciate a valid reason to why the TSA agent did this because there is no rhyme or reason for it. And it is do to this poor training and judgement call from the TSA that has put us in this terrible situation. I really doubt anyone there really cares to do anything about it. But I hope this letter is in conjunction with many others that I'm sure are being received but other dissatisfied subjects, and I hope that is enough to have the TSA reconsider it's goals and training. You are meant to keep us safe. This experience made us in fact LOSE trust with the TSA. Please do something about this because you are costing people dearly.

Thank you

(b)(6)

'015 12:12:

> From: tsatcc_do_not_reply@senture.com

> To: (b)(6)

> Date: Tue, 23 Jun 2015 19:57:33 -0400

> Subject: In Response to your inquiry.

>

> Thank you for contacting the Transportation Security Administration (TSA) Contact Center regarding concerns that you were delayed by security screening.

>

> TSA regrets any inconvenience you experienced as a result of security screening processes. One of TSA's priorities is to minimize passenger wait times at our Nation's airports without adversely affecting the high level of security required in today's aviation environment. TSA works with airports and air carriers to determine changes in flight schedules and passenger volume so that we can provide the workforce, processes, and procedures to ensure high levels of security and customer service.

>

> TSA uses a Screening Allocation Model to ensure that an appropriate number of Transportation Security Officers (TSOs) are assigned to each airport based on operations and passenger loads. This model, which incorporates part-time employees, ensures that TSA has sufficient staff to handle peak periods of passenger volume while downsizing for slower periods. Studies conducted by TSA and by independent organizations such as the Government Accountability Office have found that the model has made scheduling of TSA screening officers much more effective and efficient.

>

> Please keep in mind that passengers should allow the recommended standard 2 hour domestic and 3 hour international travel arrival times prior to flight departure to allow for parking and shuttle transportation, obtaining a boarding pass, going through passenger security screening, and having checked and carry-on baggage screened. These times may vary depending on the airport and the day and date of travel. We encourage you to contact your airline prior to travel.

Caller flew on Saturday from DAL. She was flying to her brothers funeral. She was wearing a bra with metal in it. She triggered an alarm going through the metal detector. One of the officers came over and insisted that she strip in front of people, and that she was going to do a patdown. She offered her a private screening. In the private room she was made to remove her bra and the officer patted down the bra. Caller would like to file a complaint.

Airline: Southwest

Airport: DAL

Flight Number: 2294

'015 12:39: Date and Time: June 20, coming through the checkpoint around 8AM, departure at 11:25 AM

Baggage Tag Number: NA

Description of Luggage: (b)(6) was the name of the officer, she was very cocky, pushes her weight, an older woman; px was wearing a multicolored spring shirt, black Bermuda shorts

NOI: NA

Anything on NOI: NA

Location: she isn't sure

Email: (b)(6)

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SAN - San Diego International

Date of Travel: 06/23/2015

Time of Travel: 10:00 am

Airline & Flight Number:

Checkpoint / Area of Airport: Terminal 2 TSA Employee: Unknown - Black Male, age 50 +/-, Claimed to be supervisor

==Complaints==

Complaint Feedback:

- Other
- Professionalism/Customer Service
- Screening

Complaint:

Yesterday I took my Niece to the Airport, I arrive at the airport approx. 90 minutes early and when I went to get boarding passes there was nearly no line at the Terminal 2 Security Check point.

I write this complaint as a Security Manager with over 10 Years' Experience (Including 2 Years' Experience Managing the Security at the Building where the San Diego TSA Dispatch & Hiring Center is located).

(This Part is not your fault, but a huge contributing factor)

I arrived at the Counter of United and did a Self-Check in for My 12 y/o Niece who was flying alone, I obtained her Boarding Pass, after this it took standing in 4 lines and nearly an hour to get a Pass to get me through Security. The Woman at the United Counter Issues me 1 Pass for me and my 13 y/o Daughter, I tell her that I need one for my Daughter and she said that since my daughter was a Minor that I did not need one - I explained that I thought I did and She Made a Note on the Pass that it was plus 1-13 y/o old Child (I saved this), I asked her if she was sure and

2015 2:32:2

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Are you 18 or over? No

Are you represented by a third party or an attorney in this matter? No

NOTE:

2015 2:33:1

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race?

Ethnicity?

Religion?

Nationality?

Gender?

Disability?

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

To Whom it May Concern:

Very bad, horrible experience. Felt disrespected as well as violated. I feel TSA does what they want just because of how they are feeling at that moment! I was traveling though Miami airport at noon today with my family of 8 plus my 15 month old daughter, I went through the metal detector without the items that are protocol. I get to the other side of course I know that I will get extra screening because my 15 month old was traveling with me and required some drinking pediasure, it was requested by her doctor and as well as giving to her through her W/C to drink for when she doesn't want to eat which happens when I travel because it's not easy to have access to all the food she eats. I brought in my bag 4 bottles of pediasure (yes it sound a lot for a trip from Miami to Indianapolis, IN) BUT! The only reason I brought that much with me was because of the horrible delay (it was raining which no one has control of Mother Nature) we had on our way down to Miami from Indianapolis, we were scheduled to arrive at 5pm at Miami but didn't get there until 9:45pm AND I only took 2 bottles of pediasure and it was not enough! So by the end of the trip my daughter was crying her head off because she didn't want to snack on nothing. but wanted pediasure which I was out of. So for that reason this time around I brought 4 bottles instead. She was comparing my daughter's pediasure with guns & knives. Verbalim; "do you bring knives & guns though here then you don't bring this much milk & juice through here." I don't know what her issue was she need a break, was she having a bad day?! I don't care not my business but that doesn't give her any right to talk, and treat people like that! My theory is "respect is not given its earned!" I could careless, how old you are you are going to get what you are giving me. I could of easily cussed her out but; I'm better than that and I had my daughter as well as my family with me. She then proceed to ask me how many milks she drinks per hour (once again none of her business) but I politely answered. I even explained to her my past experience on my way down to Miami. She proceeded to call someone I guess some type of manager, to tell them that my daughter's juice in her bottle kept setting the alarm off and that it needed to be checked better. I told her that it was the same juice that's in the bottle that you have in your hand (Gerber strawberry/kiwi splashers). She then proceeded to tell me that I need to step to the side a get patted down IF I wanted to take my daughter's milk with me. So I did; I don't know what the protocol is but I believe she did it out of spite! She needs to work somewhere else where she is not dealing with people because obviously she doesn't know how to treat other people. Well she patted me down hit me like 4 times in my private area for whatever reason, she was forcefully hitting me in my privates. It was in Concourse D, older white lady with salt/pepper hair; I'm 5'-5" I would say she was maybe 5'-4" or 6" I can't even remember straight because I'm still livid. I had no time to waste because she made me waste the little bit of time I had to even complain on her. My parents, brothers and family believed that that patting (extra screening) was unnecessary. Then she started to talk nice to me after everything was said and done. I consented to the extra pat down because I had nothing to hide and needed my daughter's milk. Which to tell you how the truth, we did end up having a 2 and half hour delay. I don't know what you guys do in a situation like this but I believe she needs to be talked about her attitude towards people, we don't want to stop to deal with her just as much as she don't want to stop and deal with us. I think she was mad because I was telling her that if I packed it's because needed it. She kept telling me that I didn't need that much. She felt like I needed to keep my mouth shut and agree with her. But, that's not correct I needed I packed that much because I know what experience I had encountered before hand.

2015 8:37:4

Regards,

(b)(6)

Sent from my iPhone

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SFO - San Francisco International

Date of Travel: 06/17/2015

Time of Travel: 6:00 am

Airline & Flight Number: American Airlines Flight Number 208 Checkpoint / Area of Airport: Terminal B, Gate 57 TSA Employee:

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

On 6/17/15, I was traveling with my wife (b)(6) from San Francisco to Miami by American Airlines Flight # 208 departing at 7:00 AM (Our Record Locator (b)(6)). Both of us are old, infirm, past 75 years in age and disabled. We both had requested wheelchairs. Both our Boarding Passes had Pre?™ printed along with our names. I had a very bitter experience at the Security Check at San Francisco Airport, before boarding the aircraft.

I suffered distress due to the prolonged and unjustified Security Check. I had informed the Security Officer before the screening about metal implants in my mouth and both the knees. Still, the Security Check lasted more than 30 minutes: it included walk-through metal detector, an AIT check, and thereafter a thorough patdown of whole body — including removal of belt and patdown around my midriff and waist. In this process, I had to wait for my turn with each of the four officers who performed the checks one after the other. During the security check, I was moved away from my first screening area for subsequent checks, leaving my carryon bags and cellphone on the belt of the luggage scanner. I was neither allowed to secure my baggage, nor was my

Caller said he went through TSA PreCheck screening line and he had some loose dollar bill and some \$5 bills (about \$20.00) in his carry on bag and now his cash is missing. Since the only people who would have know the cash was in there would have been TSA because he was away from everyone else when he emptied his pocket and put it in the bag. Caller said he would have reported this in person but does not have time to go back and is at the gate for his flight out. He said send the form but he wanted this to not happen to someone else.

CSM RFI—Mishandling RFI

REASON for the call:

Date Time: 6-25-15 he was at the checkpoint at 6:45 AM (he will be boarding soon to depart at 8:15 AM)

Gate Terminal: Does not know but it is the PreCheck line.

Airport: DEN

Airline: Southwest

Flight #: 805

Carry on Bag Description: A gray carry on Delsey brand about 18 inches long X maybe 14 soft side bag

Missing item description: Cash

He approached the AIT but the TSO had him to use the metal detectors instead and his bag went through on the conveyor near her. The TSO was a Female and he is not positive but thinks she was Hispanic.

2015 8:39:00

2015 9:38:00

Feedback Type: Complaint
State: Texas
Airport: TEXAS - DFW - Dallas/Fort Worth International
Date of Travel: 06/25/2015
Time of Travel: 7:05 am
Airline & Flight Number:
Checkpoint / Area of Airport: Checkpoint e1-e10 TSA Employee:

==Complaints==

Complaint Feedback:

- Other
- Professionalism/Customer Service
- TSA Pre?™

Complaint:

Upon arrival at the security checkpoint, I was told they offered TSA pre check at the checkpoint I was at, walking through the lane I was then told no, they do not, but I wouldn't need to remove shoes and belt upon passing through. No information on where pre check was in effect and functioning at this airport was given when I inquired. Going through the checkpoint I was then told to remove shoes, then upon going through again to remove my belt and watch. The woman working the metal detector was extremely rude, and in my opinion treated me in a derogatory way due to my young appearance. She then continued to snicker as I passed through her gate. I asked to speak to a supervisor, and she said "won't do anything. good luck". It was a large, overweight African American woman who was working the terminal. I asked for her name and did not receive it from her.

I went to the desk to ask for the supervisor to file a complaint, and was given a blank generic TSA form. This is unacceptable for a government agency in both their ways of acting in a

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)

Date Time: 6/25/2015 8:18:21 PM

Name: (b)(6)

Email: (b)(6)

Complaints: Discourteous/Rude Employee

Flight Info (If applicable, Enter Flight#/Airline/Terminal/Airport/Gate/Etc): Little Rock

Comments: Earlier today I asked to opt out of the scanner and to go through the metal detector and have a pat down. I am in the first trimester of pregnancy and my doctor has advised me to avoid these scanners as I typically fly twice a week for work.

When I asked to opt out, the woman on the other side of the scanner told me, "no, you have to come through."

I told her I was pregnant and preferred the metal detector. She told me no once more and said it was broken, even though I had just witnessed her allow a mother and her toddler to walk through right before me. She then told me it didn't matter to my baby and I needed to walk through.

I responded to her that my doctor told me no scanners. She rolled her eyes at me as a line started to form behind me. People were congratulating me and asking why they weren't letting me get the pat down. Finally a nice man came and had me sit to wait for the pat down.

When it was time for my pat down, the agent was extremely rough. As you know pregnancy leaves a lot of the body quite sensitive and she was not careful. She actually slammed her hands into my crotch so hard that another female passenger actually stopped to watch to make sure I was ok, and flinched when the agent checked me. I've never felt so humiliated in general and would have expected far more understanding and sensitivity from a female agent in the case of pregnancy.

I just thought TSA should know about my experience. Traveling while pregnant is hard enough. We're already starving and thirsty all the time and can't bring food or drinks through, and when we are instructed to opt out of a scanner by our doctor, we are met with indignance and rough behavior. I'd really love to see a little more sensitivity from TSA on the matter. I understand they deal with tons of issues every day, but I really felt like I was being punished for asking to exercise my right to opt out.

Feedback Type: Complaint

State: Virgin Islands

Airport: VIRGIN ISLANDS - STT - Cyril E. King International

Date of Travel: 06/26/2015

Time of Travel: 11:30 am

Airline & Flight Number: Delta 2:05 pm flight Checkpoint / Area of Airport: TSA security (beyond ticket and passport check) TSA Employee: Supervisor (b)(6) and Officer (b)(6)

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: I was traveling back to the US (Home) from a vacation in the BVI's - was injured and on crutches. TSA agent sent my crutches through the xray machine then asked if I could hop through metal detector (I was pre-check). I said yes, but needed my crutches. She would not allow me to touch the crutches because they had already been screened and I had not. Made me submit to a pat down - pulled up my shirt and skirt in full view of all passengers. Made me stand without with crutches. Attempted to touch my partial cast (with 4 broken unset bones). Supervisor (b)(6) was not helpful and lectured me. This was humiliating and downright unprofessional.

2015 12:18:

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

Feedback Type: Complaint
State: Wisconsin
Airport: WISCONSIN - MKE - General Mitchell International
Date of Travel:
Time of Travel:
Airline & Flight Number:
Checkpoint / Area of Airport:
TSA Employee:

==Complaints==

Complaint Feedback: Screening

Complaint:

It makes no sense. I'm a trusted traveler with TSA pre check and Global Entry. I also have an artificial knee. I obviously will trigger the metal detector. That causes a choice of either a pat down or trip through the back scatter machine. I travel a lot and don't want to use the back scatter machine. Since I qualified for only a metal detector and don't have to take off my shoes and everything out of my pocket, why can't they just use a hand wand to confirm I have no other metal on me other than my knee? Today the pat down was much more comprehensive. I asked the officer about it and he said a new policy was just released. Since he could not feel my artificial knee with a wand he asked me to go in the private room and take my pants down to confirm the metal was inside me. What a waste of his time and mine. If I travel to Europe on the return flight is accepted by U.S. Security. Time for this policy to be re-examined.

2015 2:23:4

Would you like a response? Yes, I would like a response.

==Passenger Info==

REASON for the call: Caller went to Detroit Metro and was patted down on the legs because her knee implants alarmed the metal detector. She said they were very nice about it. She thought if she went through the scanner she would not have to be patted down. The TSO told her she cannot use the AIT and made her stand and wait for a female to pat her down. She finally shows up and she tried to show her card. She said we do not take those. They made her throw her jam away and told her it is on the list of things not allowed. She asked how is she supposed to know this. She does not have a computer. They gave her the option of putting in her checked baggage but she did not have time to do. She was treated nasty by the TSO s. She said she is never going to Colorado again. This has upset her very much.

2015 2:58:1

Date and Time: June 25th at about 9:30 am
Airport: Denver
Airline: Delta
Flight Number: D198

She had an issue in Colorado Springs because they only have the metal detector. They were nasty to her and told her they do not accept these. This was two years ago. She has no flight information.

Disability Description: The caller has a defibrillator and cannot be screened by the WTMD.

Information Request: The caller requested help in setting up TSA Cares for an upcoming flight, but she did not have the flight information.

Incident Details: The caller flies often from BUR and LAX, and she always informs the TSO s about the defibrillator before the screening begins. However, instead of allowing her to go through the AIT, they force her to undergo screening by the WTMD. She does not feel discriminated against, but did believe that this was poor customer service.

Unfortunately, she did not have flight information for the recent trip from LAX.

2015 4:25:5 Flight Information:

Date and Time of Flight: June 24, 2015; 5:05 PM
Departure Airport: BUR
Gate: N A
Airline: Southwest Airlines
Flight Number: 292
Time of Incident: Around 4:00 PM

Dear Sir or Madam,

I am very upset about the treatment I received Wednesday, June 24 at Denver International Airport.

I usually go through security very fast and am not even asked to take off my shoes. Wednesday, I had my two teenage grandchildren and with me. We have gone through security and number of times and know the routine. We were quick to get our possessions in the trays and on the conveyor. I asked the agent standing there if I needed to take off my shoes. He said, "Yes, unless I was 75 or over." I replied, "I was 70," and took off my shoes and put them in a tub. I joked saying, "I could have told him I was 75." He joked back, "that I was honest and wouldn't do that."

There was a scanner and a metal detector. I turned to see if I had to go through the scanner. The nod was "yes". I hate the scanner and feel it is an invasion of privacy. It also violates the constitution as people are searched without probable cause. I know the routine. I proceeded forward, feet on the marks, hands overhead. As I came out of the scanner, I was told to put my hands straight out and was checked with a wand. Next the female agent did a pat down. When she wanted to see what was in my pocket, I lost my patience. I said, "you want to see what is in my pocket, here" and pulled a Light Day and 2 Kleenex. She reprimanded me for having attitude and basically told me to comply so I could get through security. I began to wonder if I was going to have to take my clothes off. She then finished patting me down.

Meanwhile I am concerned about the watch my mother gave me before she died. It has a handmade Indian band that is quite unique. The band is probably worth close to \$1000. I always take it off as it sets off the metal detectors.

2015 6:15:4

I am livid. There was no excuse for putting me through a scan, doing the wand, and a pat down. If after all that you need to see 2 Kleenex and a Light Day, you have no business being in the security. I have no artificial parts, nothing that should have indicated a need for anything after the scan.

Meanwhile, numerous people had passed through the metal detector. All kinds of contraband could have passed through. There seemed to be so many holes in security it looked like a sieve.

I am going to write my congressman and senators and asked that the TSA be confined to only checking luggage unless there is probable cause. Personally, I would prefer no TSA and no check. The U.S. is the land of the Free, the home of the Brave. It is foolish of us to allow terrorists to take away our freedom.

If you have a reasonable explanation as to why I should have been put through such an ordeal, I would appreciate being told. I am open to seeing your side.

(b)(6)

I have a concern that I experienced unprofessional conduct at security checkpoint C2 at the Newark airport on June 22, 2015 about 9pm. A female caucasian TSA agent, approx. 5ft tall, with frizzy/curly blond hair, parted down the middle and about chin length, ignored my notification of a medical condition and request to use the metal detector several people directly in front of me had just used. While being directed instead to the body scanner, I said I did not want to use it due to a medical condition, but would be able to go through the metal detector. She insisted I be given a pat down and made me wait while several people directly behind me were ushered through the metal detector. The woman right behind me even set off the metal detector repeatedly and yet was not detained for a pat down, with the same agent letting her back through the metal detector again and again and again.

My flight was boarding, but the agent said I had to "wait for someone to come." After several minutes waiting, watching others go through the metal detector, I objected that I would miss my flight, but the agent said I had to wait because "someone had been called."

When no one came, the agent finally pulled me past the line to the area where passengers retrieve their belongings. She asked if I had implanted devices or areas that are sensitive or painful to touch, which I told her I had, but she painfully poked me in the breast anyway where my mastectomy was and said "what's this?" She also said "can't you lift your arms higher?", which I had told her was one of the reasons I couldn't use the body scanner in the first place.

At no time did I raise my voice or fail to cooperate, but I did complain that I was being treated insensitively. She said I was "making it worse" for myself and proceeded to purposely take longer.

Several times she kept cautioning me not to touch my things, even though she was done with the pat down and done checking her gloves for chemicals.

I found her attitude and approach demeaning, bullying, insensitive and pointless. She was on a power trip and enjoyed pushing me (and others I saw her interact with) around. She has no business working for the TSA. She makes no one safer and breeds resentment by her inhumane and unprofessional actions.

I did miss the last flight out of Newark to MSP with no accommodations provided, but that TSA agent was the worst part of it, by far. Her misplaced enjoyment at the misery of people in her power was particularly disturbing and made me wonder what this nation is coming to. I think that agent should be dismissed. At very least please direct her towards some human relations education. If she could follow the example of other more empathetic agents, passengers would be less traumatized by the already stressful situation at Security points today.

--
(b)(6)

St. Paul, MN 55105

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: 06/27/2015

Time of Travel: 4:15 pm

Airline & Flight Number: Alaska 673y

Checkpoint / Area of Airport: Sky Bridge Checkpoint TSA Employee: unknown

==Complaints==

Complaint Feedback:

- Screening
- TSA Pre?™

Complaint:

The pre-check x-ray lane was closed, so the ID station employee told me to get in a regular line and inform the other TSA employees that I am a pre-check traveler. The employee on the unsecured side of the x-ray told me to keep my laptops in their bags and proceed through the metal detector. The screener saw my computers in their bags through the x-ray monitor. I informed him that I am a pre-check traveller, then he called a third TSA employee to help, as he was unsure of what to do. The third employee told me that my computers and to be taken out and re-ran through the x-ray machine.

What is the point? I am a pre-check traveller so I do not have to deal with this. It seems to me that the TSA employees each have a different idea of what the operating procedures are. The agents were all friendly and courteous, but seemed to be lacking in procedural training.

I have read the policies on your website and would like to document a complaint. I am 4.5 months pregnant and went through the SeaTac TSA screening checkpoint this morning at approximately 6:20am. I requested to use the metal detector in lieu of the wave machine and was told that my only option would be a highly uncomfortable pat down screen due to "protocol". While I respect the mission to protect passengers, there is nothing on your website or passenger rights site that indicates that pat down is my only option. In fact your pat down site indicates that a pat down is only required if I refuse either wave machine OR the metal detector. I specifically requested to use the metal detector and was denied that right.

:015 11:08: While I was forced to wait for a pat down I watched several other passengers - including a middle aged woman with her teenage daughter - be welcome through the metal detector. I am incredibly disappointed that I was not afforded the same rights and opportunity as this other woman and her child.

If you're going to force a "protocol" it should be clearly articulated on your pat down website and in you passenger bill of rights.

Feedback Type: Complaint

State: Oregon

Airport: OREGON - PDX - Portland International

Date of Travel: 06/28/2015

Time of Travel: 1:30 pm

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback: Civil Rights / Civil Liberties

Complaint:

2015 8:34: My Girlfriend asked not to go through the body scanner. She waited. There was a metal detector that several people went through while she was waiting, men, women, and children, every time after she asked to go through it. She asked the gate TSA attendant when she could go through and every time, she was told that she had to wait for a TSA agent to be present before she could go through. Surely, this would be within reason, except that she (on the outside of the gates), and me (on the inside of the gates) stood there for at least 10 minutes, twiddling our thumbs, on what would happen. Also, still within guidelines for TSA or airline standards, we were at the airport within reasoning right at about the 90 mark for domestic travel to get to the airport. Th long line at PDX. combined with the indignant TSA employee, the name we sadly didn't get), helped us to be there barely within time.

I would like to ask:

1. Have female TSA agents available within a minute or so, so they can pat down if at all necessary.
2. More compassionate TSA officers at the checkpoints. I chose to

TSA PreCheck Disqualification No. (b)(6)

Sir/Madam,

I am representing (b)(6) regarding his disqualification from the TSA PreCheck program. On May 27, 2015, I was notified that he had been suspended from the program for a period of 3 years, based on the fact that (b)(6) had been found to have a loaded pistol in his carry-on luggage as he went through a TSA Security Screening Checkpoint at William Hobby Airport (HOU) on August 14, 2014.

It is not (b)(6) contention that his PreCheck privileges were improperly suspended; indeed he completely acknowledges that some period of suspension is warranted. He is just requesting, upon consideration of the factors set forth below, that the time of his suspension from the program be reduced to 1 1/2 years. These factors which I set forth below were unknown to TSA at the time that the Office of Chief Risk Officer made the determination to suspend (b)(6) TSA PreCheck privileges for 3 years.

The Respondent is a 56 year old male, who is recently retired from Sears Holding Company, where he was responsible for managing the inventory of all the goods on Sears home repair trucks. He had an office in his house and used to travel approximately 50% of his working time. 95% of his travel was by air from either Houston Hobby or Bush International Airport. He never took a firearm with him when he flew.

2015 9:21 (b)(6) has had a Texas Carry Permit for 5 to 6 years. One of the reasons he got it was a friend was accosted while driving on the road that (b)(6) drives on when he goes to Houston Hobby airport. (b)(6) got the carry permit for his trips to the airport and other long distance trips. On most of the airplane trips he made, (b)(6) would have to drive home in the dark through some rough neighborhoods around the airport. When he took the gun into his house, he would keep it in his night stand by his bed. There are no children in the house, so he has no need for a gun safe.

(b)(6) last trip before his retirement was to Ft. Worth to train his replacement. Rather than fly, he decided to drive. (b)(6) took his pistol and put it into a backpack that he had just bought to replace his worn out briefcase. Upon his return to (b)(6) he brought his backpack into the house, but forgot that he had put a firearm in it.

On the date in question (b)(6) and his wife were flying to Denver to visit their daughter-in-law, and grandchildren. (b)(6) took a carry-on suitcase and his new backpack and completely forgot that he had previously put a firearm in it. He and his wife took no checked bags. (b)(6) put his carry-on and backpack on the x-ray belt and walked through the WTMD. He turned around and saw the x-ray belt had stopped. He just stood there waiting for it to start up again so he could get his bag. After a few minutes, a TSA supervisor appeared and started looking at the monitor. After a few more minutes, some Houston police officers came to the monitor and then (b)(6) finally realized he had left his gun in his back pack.

(b)(6) then became very anxious, expecting that he would be arrested and taken to jail. The belt started up and a police officer took the bag. (b)(6) told the police officer that he just remembered why they were searching his bag. The police officer allowed him to point out the compartment where the gun was. (b)(6) was taken to the nearby Houston Police Department podium, which is in a public area of the airport. His wife sat on a bench near the podium for the duration of the investigation. He was questioned extensively about why he had the gun and why he failed to leave it at home. (b)(6) showed the officer his Texas DL and carry permit. The police officer told him he was going to call the Harris County District Attorney's Office to see how they wanted to proceed. After the phone call, the police officer told (b)(6) that the DA's office said they would not be able to prove intent, so they weren't going to arrest him. The police officer asked him what he intended to do with his gun. (b)(6) said he would put it back in his car. The police officer unloaded the gun, putting the bullets in a pocket of the backpack and walked out of the terminal with (b)(6). The police officer then gave The caller came in on Southwest Airlines yesterday. The caller stated that when she was going through the security checkpoint, she had to take her cellphone out of her purse, and the officer never gave it back. The caller would like a claim form mailed to her.

REASON for the call:

Date Time: 6 29 15 @ 6:15PM

2015 10:26 Airport: Dallas Love Field

Airline: Southwest Airlines

Flight #: 366

Missing Damaged item description: The callers cellphone was in her purse when she went through the metal detector, the officer made her take it out of her purse, and then the officer never returned it back to her

My name is (b)(6) I have a rare disability that affects the bone growth and circulation in my right leg. I have been discriminated against because of my disability repeatedly by TSA. I have always complied with all of your rules and regulations and yet I am still discriminated against. Most recently I went through security today at O'hare airport. Two of your TSA agents had me walk through the imaging screen. I informed them that I had a disability and that I was wearing a compression stocking on my right leg. I also informed them that my right leg is bigger than the left because of poor circulation and I have undergrowth and overgrowth of the bone.

They then wiped and tested my hands. And I stood there for quite a long time while several more people went through because they didn't want me to leave but in their words, they weren't sure what to do. I then had to go through a pat down on my leg and the metal detector wand on my leg. All while not being able to put on my shoes that have lifts inside of them so I can walk. It was very painful for me to stand there without the medical device I use in my shoes to help me stand and walk. I was still not allowed to put them on and they had me stand there for 10-15 mins while they figured out what to do. Has there been literally no training for your TSA agents on dealing with disabilities?

I was also asked personal questions about my disability over and over again, and in front of other strangers that were being screened. It was not done respectfully, it was not professional, and it clearly never would have happened had I not had a disability. The two TSA agents who were working were named (b)(6) (Male) and (b)(6) (female) and this was at 12:33pm at O'hare in Chicago on 06/30/15.

2015 4:29:5 I have the right not to be humiliated or discriminated against because of my disability every time that I go through TSA. I have also paid for and been accepted as TSA Precheck, but the airport said that you blocked it from going on my boarding pass. This is not the first time this has happened. Why when United is one of the airlines that you say uses TSA Precheck and I am accepted into TSA Precheck, am I no able to use it? My KTN is (b)(6) Please explain to me why I have repeatedly not had the Precheck on my boarding pass and yet I have entered it in online when I purchase my tickets and everything says I am able to do Precheck until I arrive at the airport and they tell me otherwise but have no explanation.

I would like to submit a disability discrimination claim over this incident. I do not want to live my life in fear of going through TSA because I am humiliated over the way they treat me during the screening process and denied wearing my shoes which have a medical device in them that makes it possible for me to walk. I am not treated with respect and the TSA agents could not be described as professional or even trained on how to screen someone that has one leg that looks different than the other. I should have the same screening process as everyone else. No one else in line around me had an experience like I did, but none of them had a physical disability either.

I also want to inform you that I am contacting the ADA over this. I have the same disability as (b)(6) He is a professional golfer who took his case against the PGA to the Supreme Court over being discriminated against and he won. It is a very rare disability called Klippel-Trenaunay. Just to give you someone to reference so you have an idea of what it is like. I am also contacting United over this incident. Please let me know how to proceed with TSA about my claim of disability discrimination.

REASON For The Call: He had two metal detectors in bulletproof cases that had TSA locks on them. His metal detectors were damaged with no damage to the case. He feels that they dropped and broke it during screening and this is the reason why an NOI was not present.

2015 12:14:4 Date Time: 06/24/2015 @ 2:20 PM
Gate Terminal: AUA
Airport: MCO
Airline: Southwest
Flight #: 1631
Bag tag # (10digit): (b)(6)
Bag Description: A bulletproof case for metal detectors, assumes it was made out of fiber glass.
Missing Damaged item description: Metal Detectors

Feedback Type : Complaint
Categories : TSA Pre?™
Current Date/Time : 7/1/2015 2:32:10 PM
Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/01/2015 2:15 AM Airline & Flight Number : Delta 1824 Checkpoint/Area of Airport : D gate entrance TSA Employee: (If Known) :
Comment : Pre not open. Through regular line. Told to show boarding pass to screener to keep shoes on. Did so. Other screener waved me to mm wave machine. Told had to remove shoes. Went back to first screener to finally go through metal detector. Very inefficient and frustrating. Wouldn't pay money for this kind of service.

2015 4:24:0 Would you like a response? : True
Passenger's Name: (b)(6)
Phone Number: (b)(6)
Email: (b)(6)
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address (b)(6)

Zipcode: 33141

015 12:06:1

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? no

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Baltimore/Washington International Thurgood Marshall Airport

Caller was on a flight from ELP to Atlanta and the flight was at 1:00pm. He had TSA Precheck and went through the line and when he went through the machine(AIT) and it beeped and it beeped again, then they put him through the WTMD. He said he told them there was stuff in his pockets and they told him to proceed through the WTMD anyway and then once the WTMD beeped they asked him if he had anything in his pockets and he told them yes and that s when they took his wallet out of his sight. He feels like it was inappropriate that they took his wallet out of his sight.

015 1:39:5

Date Time: 06/28/15 1:00pm

Gate Terminal: Delta Gate 1A

Airport: ELP

Airline: Delta

Flight #: 2136

015 6:29:0

My husband and I went through the TSA pre-check screening when it was first offered. We have flown 3 times in the last 2 months. At Salt Lake City and San Diego airports during the screening process the TSA agents have allowed non-prechecked passengers once screened, to enter and not remove shoes or screen luggage in the prechecked line and go through metal detectors! Why did we pay to go through the prechecked process? This looks like a security risk and considering the terrorist threat very dangerous! Please respond to this email and inform me where do I go to get this remedied!

Sent from my iPad

Caller s brother was boarding a flight from PHX, her brother put his Id in a bin and when he went through the WTMD it was gone. They want to know what they can do to travel.

015 6:38:0

Date Time: 06/27/15 9:15am

Gate Terminal: C6

Airport: PHX

Airline: Southwest airlines

Flight #:18

Missing Damaged item description:

The caller, an 85 year old gentleman, was flying from FLL to CLT on 6-17-15. As he went through security at 12:00pm, the TSOs took him to a private room after he went through the WTMD. The caller claims that once there, the TSOs made him remove his pants, they pressed against and touched his genitals, and then pressed some kind of machine into his stomach. He was extremely outraged and wanted to make this situation known so that appropriate action could be taken. He stated that he would be taking his complaints to the local TV news station. He did not get any names or badge numbers of the TSOs.

:015 9:05:4 Date-Time: 6-17-15 12:00pm - 12:59pm
Gate-Terminal: Not Provided
Airport: FLL
Airline: US Airways
Flight #: 1962

Caller travelled from Chicago O Hare, and no one reviewing the carry on bags. They were all allowed through with no screening.

CSS McCoy took over the call:

Caller stated that her and her mother were not screened going through the screening checkpoint at Gate L7 at the last checkpoint going on Spirit Airlines . The caller stated that her mother was able to bypass the AIT and the WTMD. The caller herself was also stated that she too was able to bypass the AIT and WTMD. The caller stated that she asked the TSO why they did not have to go through screening she stated the TSO said, (maybe it was because the mother had on a Navy shirt.)

:015 1:57:4 Flight information of the caller:
Date 7.3.15 Time: 6:25pm
Gate Terminal: L7
Airport: ORD
Airline: Spirit
Flight #: 903

Feedback Type : Request for Information
Categories : TSA Pre?™
Current Date/Time : 7/6/2015 6:23:06 AM
Airport : Select One
Date/Time of Travel :
Airline & Flight Number :
Checkpoint/Area of Airport :
TSA Employee: (If Known) :

:015 8:44:1 Comment : Flying on average once a week for many years I thought I have a understanding of the precheck program. Newark (EWR) seems to always throw me for a loop. What times can i expect a precheck lane for American flights, also what are the standard expectations to get through as fast as possible. Every other airport only tells me to take things off my body that will set off the metal detector. Newark seems like different expectations everytime today they got upset that I didnt put my wallet through the xray. That has not been part of what I have been told else where for over a year at least. I am assuming there is a standard process all airports are suppose to follow correct?

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : Other

Current Date/Time : 7/5/2015 7:23:07 PM

Airport : DEN - Denver International

Date/Time of Travel : 07/05/2015 1:30 PM Airline & Flight Number : Southwest 4018 Checkpoint/Area of Airport : Security TSA Employee: (If Known) :

:015 8:44:2 Comment : Inappropriate screening, touching. Having hands go down the middle of my chest, touching my breasts (2 times) asking why the middle of my check area is hard (bones) no reason to touch my breast on 2 occasions. No metal detector before this inappropriate touching. No personnel available at the end of the security tunnel to speak to after inappropriate groping. I feel violated and feel I need an escort to ever again go through security. I need help with this horrific experience. Also please know I am 63 years old. I am traumatized by this whole experience. I also reported this by phone as soon as possible.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Disability Description: Caller has a pacemaker and knee replacement.

Incident Details: The caller, who is 79 years old, has a pacemaker and a knee replacement. When she was going through screening a TSO made her go through a WTMD. The caller told the TSO that she has a pacemaker but she still had to go through it. The TSO kept making her go through the WTMD even though the caller told her several times that she has the pacemaker. The caller stated that her heart kept going out of rhythm and the TSO was very rude and unpleasant. The TSO then told her to take off her shoes. The caller then told the TSO that she didn't have to since she was over the age of 75 but the TSO still made her take them off. The TSO then made her go back through the WTMD. The caller told her several times she has the pacemaker. The TSO then made her go through the AIT and everything was fine.

015 11:37:5 Date Time: 7/3/2015 Between 7:00am - 8:00am

Gate Terminal: Terminal B

Airport: MCO

Airline: Southwest

Flight #: 1089

Officer Description: Female, Not Young, Light grey hair, Stern, Average size, Average height. In charge of the WTMD.

Caller has a friend who was visiting her and who flew from BWI today to go back home. He was subjected to some additional screening that she feels was unnecessary. She stated that she feels there was a certain amount of profiling that went on during his screening.

015 1:44:5 CALLER STATED THAT SHE WAS NOT THERE, BUT HE TOLD HER THIS. She had none of his flight information, but would advise him to call TCC back and give more information about his experience.

At security, they had him go back through the WTMD twice, patted him down and put a substance on his hands. After security, one of the officers told him he should dress differently so he would not have to deal with that going through security the next time. He was told by the TSO that he should not dress so cool.

Feedback Type : Complaint

Categories : Professionalism/Customer Service Current Date/Time : 7/6/2015 4:35:46 PM Airport : BOS - Logan International Date/Time of Travel : 07/05/2015 6:55 PM Airline & Flight Number :

Checkpoint/Area of Airport : Security

TSA Employee: (If Known) :

015 6:08:2 Comment : The man at the walk through scanners was immensely rude and was not at all put together. The detector went off when I walked through and he stared at me for about 20 seconds before mumbling, "But why did you set off my metal detector?" I responded that I wasn't sure and he stared at me for awhile longer with his mouth open before repeating himself. He seemed incapable of communication with any travellers.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller flew from DCA to Fresno CA and was at the checkpoint around 7 or 8 AM on US air.

He went through the screening and had a roll of 100 dollar bills and it was 700.00 and on one trip he had extra screening because he went through with it in his pocket so he put his money in the bin there at DCA. He did not put it in side his carry on bag.

Things were hectic at the checkpoint and he sometimes is forgetful but he does not recall seeing or picking up the money. He does remember looking back when the TSO said walk through the metal detectors so he did not actually get to watch it go into the bin. He said the TSO rushed him and caused him to loose sight of his bin. He recalls rushing to move on after he was screened and to his knowledge his bin was not selected for any additional screening. He said there were people in front of him that did not speak English and the people from the back were pushing (when asked he said they did not literally push him)

He called DCA Lost and Found and they suggested that he call TSA about it.

He said losing that \$700.00 is like losing millions to him and he must have his money back.

Caller said maybe he forgot the money or maybe some put their hand in the bin and took it out.

CSM RFI---Mishandling RFI

015 9:49:1

REASON for the call:

Date Time: 7-4-15 Was at the checkpoint between 7 and 8 AM for a flight Departing 8:45 AM

Gate Terminal: Does not recall the Gate

Airport: DCA

Airline: US Air

Flight #: Does not know

Bag Description: The roll of cash was placed inside the plastic screening bin with his wallet, keys, belt and shoes and was not in his carry on bag.

Missing item description: A roll of 100 dollar bills (there were at least 7 of them for a total of \$700.00).

Caller flew from LAX on July 4 with him his son grandson and his mother. His grandson is 8. The officers pulled his parents through AIT, and they took his grandson through the WTMD. Caller is wanting to file a complaint for separating his grandson from his parents.

Airline: Southwest

Airport: LAX

Flight Number: He doesn't have it

!015 1:07:4 Date and Time: came through screening between 2:30 PM to 3PM on July 4.

Baggage Tag Number: NA

Description of Luggage: he didn't get any officers name, but the 3rd officer was around 5'7, 150-160 lbs, Hispanic descent; son's wife had on a pink shirt and shorts, his grandson was in shorts with grey-green shoes, green and white striped shirt possibly.

NOI: NA

Anything on NOI: NA

Location: going to gate 17

Email: (b)(6)

The caller arrived home and his golf club bag is broken, there was an NOI.

Also he has darker skin and he gets pulled out of line every time and he gets a patdown and then put back into line afterwards. This has happened numerous times. He did not get pulled out of line for this particular flight but he did get pulled aside and waved with the metal detector wand.

Date Time of Travel: 06/30/2015 8:05am

Gate Terminal: Not Provided

Airport: RSW

Airline: Delta

Flight #: DL2245

Baggage Tag # (Checked only - 10 digits): (b)(6)

Bag Description: Bag Boy T-10 hard case, grey and black in color

!015 2:41:5 Missing Damaged Item Description: The bag is the item that is damaged and the zipper is what is damaged. It had a lock on it and it looks like someone yanked the zipper down.

Was an NOI Present? (Checked only): Yes in both his bags

Was there a timestamp or written notice on the NOI? (Checked only): No

• Contact information - (b)(6)

o Airport: RSW

o Date and approximate time of the experience 06/30/2015

o Description of the experience: He went through the AIT machine, he was pulled aside and waved with the metal detector wand. Normally he has to go through a patdown. He wanted to add that there was a police officer at RSW, the caller greeted him good morning and after that the officers eyes did not leave him. He said he directly stared at him the entire time, even when he was sitting at his gate.

o Names or description of the TSA personnel involved or witnesses, if available: The TSO was a younger black guy who initially pulled him out. The officer was tall, Caucasian, probably 35 or 40 years old.

o Explanation as to how you believe this experience was discriminatory: The caller is French but he looks middle eastern and he is subject to pat downs almost every time. Both his bags were searched and he believes this was not random. He believes the planes delayed departure was due to his bags being searched.

(b)(6)
Laguna Hills, CA 92654
(b)(6)

Dear Sir or Madam,

I originally submitted this letter on 5/28/15, but have yet to receive a response.

I am writing to let you know that I believe I was unreasonably detained, searched, unable to maintain physical contact with my child, and disallowed to communicate to my husband during a TSA screen at SFO airport on 5/27/15. My flight was Southwest #4186, SFO to SNA, departing from Gate 28. Scheduled departure was 12:55 PM.

I was wearing my child in a Tula carrier through the security screen. Since I was wearing my 3 year old in a carrier, as per normal and expected procedure, I walked through the metal detector and my hands were swabbed. As I expected, I passed both with no incident, and I proceeded to claim my purse and get my boots and put them back on.

!015 8:02:4 I was still waiting for my laptop backpack to come through the x-ray machine, and since we were running late for our flight (it was 12:30 PM, and the flight was scheduled to depart at 12:55 PM), my husband went ahead to the gate to let them know I would be following shortly. I continued to wait for my bag and I was still wearing our 45 pound 3-year old in a carrier. As it turns out, for the first time in all my years of traveling, I had forgotten to remove my netbook from my backpack. When I requested to know what was happening, I was abruptly informed that my laptop back pack was "concerning." As a result of that, I was informed that I needed to take my child off of me, remove the Tula carrier, and undergo a full body pat down. The moment my son's feet hit the ground, and before I could claim his hand, he wandered off across the aisle. I moved to retrieve him and was told that I couldn't. Fortunately, I was able to verbally coax him back to me. However, as you are undoubtedly aware, during a full pat down, holding someone's hand is not allowed. So I was physically unable to keep my son close, and so I was understandably very anxious about him wandering off again.

While I was being patted down in an area around the corner from my stuff (unable to clearly see what was happening) TSA agents proceeded to remove everything from both my laptop backpack and my purse, even though it was only my laptop backpack that had caused the concern. After inspecting every item from both bags, they then sent the items through the x-ray machine again.

My husband had no idea what was going on, as he had gone ahead to the gate before any of this happened, so I respectfully asked the TSA agent if I could text or call my husband using my cell phone (which was in my purse that they had dumped out). I was rudely and abruptly told, "No." (I learned later that he had been trying to call me non-stop, but I was not allowed to answer my phone.) When I asked if the same TSA agent could have someone call the gate to let them (and my husband know) what was going on, I was rudely told, "No." When I asked if I could put my boots back on (since they were done inspecting me), I was rudely and abruptly told, "No." When I asked if I could put my child back on me in the carrier to help keep him close and from wandering, I was rudely and abruptly told, "No." When I asked if they could assist me by getting a cart to take me to the gate, I was told they have no carts. When I asked a second agent about the cart, the first agent I had previously asked rudely interrupted, and said in an insulted tone, "I already TOLD you, we have no carts."

Fortunately, Southwest's flight crew were far kinder than your TSA agents that day and they held the plane for me and my son. They also reprinted the boarding passes for me and my son, because the way the TSA agent crammed all the items back into my bag, I was unable to find them at the gate. (I actually didn't find them until I re-dumped the contents out after I was on the plane to organize them).

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/7/2015 10:52:58 PM Airport : EWR - Newark International Date/Time of Travel : 07/06/2015 5:00 PM Airline & Flight Number : United Checkpoint/Area of Airport :

TSA Employee: (If Known) :

!015 8:24:3 Comment : Agent demanded that my 20 month old daughter walk by herself through the metal detector. When we refused, the agent threatened us that she must do it in order for us to proceed.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Yesterday, Tuesday July 7, 2015, approximately 2:40, I was at MSP, Terminal 2 (b)(6) and was selected for TSA Pre-check. In all of my months and years of travel this was a very rare situation. I was excited about it. I only had with me a computer bag and a purse. I didn't even look to see if I was selected for Pre-check because I rarely, rarely am. Maybe every other year. Short lived happiness just made the whole short flight miserable. I couldn't wait for that hour flight to be over and get out of the airport.

The woman that was so rude was probably in her fifties, brownish hair that was short to the top of the neck cut and about five foot six.

After I had taken my laptop out of the bag she came through the metal detector and made me lay it in a separate bin, which I have never done before. The bag flattens right out there is no padding in the bag. I travel at least every six weeks, if not every month and never have had a problem. Then when I went through the metal detector I stopped for a brief second under the device because I was getting ready to back. Realizing how she distracted me and that I left my sun glasses on. The agent said you're fine come on through.

After I was through she said you have to stop I have to pat you down. Even though "NO" alarms triggered and I was cleared. She said I can't see your legs. I said you want to see them. I have a T-shirt cotton material dress on with a wrap around slit, bare legs and bare feet with a two strap rubber croc sandal. So, "I" separated the skirt far above the knee and she still proceeded to take her gloved hands who knows who or what else she touched with them and patted down my legs.

015 10:09: I am a Caucasian woman with blue eyes, 5'4", salt and pepper hair and 54 years old. Protection and your service is always greatly appreciated. But, some people just go too far. I have seen over kill with other passengers before and don't ever take the time to let you know because it is none of my business. I always seem to have some type of clothing on that will set off my ankle, knee, shoulder or something. "Never" then do I mind the professional and courtesy of the TSA agents doing a job well done.

This was uncalled for and way way over the top. It is my hope that someone will speak with her. I felt humiliated and angry and violated especially since I left her nothing to imagine by lifting the skirt dress and no triggers or alarms set off the detector and I was marked as pre-check. Not to mention dirty, because where did those gloves come from. I work in a critical care area of a hospital and I really don't like public areas because I know the germs. I did not see her put on those gloves. If she did it in front of me I must of been looking away, which I don't think so.

Oh yes the gate check, ID screening agent had marked my boarding pass and told me to carry it so that the other agents would let me through and I would not need to remove my shoes. So much for common courtesy and TSA Pre-check. I just think sometimes they have a very boring and ritualistic job and go over the top to break the monotony at the expense of the patrons. I still feel angry and violated after sleeping on it.

Sincerely,

(b)(6)

Frequent Flyer (b)(6)

Sun Country

MSP to LAN

Gate H3 031

CSY267

The caller wanted to file a complaint regarding screening at the Jackson, MS airport. She had PreCheck, went through the metal detector, then they patted her down. She stated they did not tell her why she got a patdown and only that it was random. She stated that there were 3 women in a row chosen for a patdown and the men did not. She was upset because she was told it was random, but she thinks they only selected her because she is a female.

Airport: Jackson, MS

015 11:33: Date and time: 7-7-15 around 12:00 p.m.

Gate: 19

Airline: Delta

Flight: 1228

She did not get a description of the officers.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 7/8/2015 8:42:51 PM

Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 07/08/2015 5:40 PM Airline & Flight Number : alaska 334 Checkpoint/Area of Airport : main checkpoint TSA Employee: (If Known) :

Comment : I travel A LOT for work. I can go through every metal detector out there with shoes and belt on, except the TSA precheck line in Seattle. The metal detector started being WAY too sensitive about six months ago.

015 9:04: As a result, the precheck line is a disaster area where people are being told to keep their shoes and belts on, then it alarms, then they have to take them off.

The detector is set too sensitively.

Would you like a response? - True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I dropped my daughter in law, son in law and my 3 year granddaughter off tonight to fly back to Boston. It is 11pm. Who in their right mind makes a 3 year old who is sleeping in her moms arms stand up and makes her walk through a metal detector instead of having mom walk through the body scanner. I have never seen such a ridiculous course of action by denver TSO security. I will be sure to use every social network out there to let everyone know the heartless poor judge of action of what I had to witness tonight. This is bull shit and something needs to be done.

1015 8:47:0

HYPERLINK (b)(6)

Caller was just at BOI and His 11 year old daughter use the AIT for her screening. Once she used the AIT they then gave her a patdown. He ask for them to allow her to use the WTMD after the AIT since there was an alarm and they wouldnt allow her to do it instead of getting a patdown. He says the rule states she doesn t have to use the AIT and should be allowed to use the WTMD.

CSM RFI----Mishandling RFI
REASON for the call: Children screening complaint
Date Time: 07-09-15 at 7:40 am
Gate Terminal: They only have one
Airport: BOI

1015 9:28:0
Airline: Southwest
Flight #: maybe 2862

Did he get anyones names? No but there was buff guy and his name maybe (b)(6)

At my treasury building workplace, every day on entry into the building I understandably go through a metal detector, and the metal that I'm carrying (keys, cell phone) understandable goes through an x-ray machine instead.

Recently, the security guards have started insisting that non-metallic items that I am carrying in also need to go through the x-ray machine-- things like books that are 100% paper and ink. They also insist that my jacket go through the x-ray machine if I'm carrying it, but presumably not if I'm wearing it-- which makes no sense whatsoever. For over six months, this had not been an issue, and suddenly, over the past couple weeks, it has been.

1015 12:37:5

Why has this new policy been instituted? There's absolutely no justification for it, and we'd actually be safer if paper was checked for metal rather than viewed by x-ray. Please re-write this policy and/or provide exemptions for it.

Thank you.

(b)(6)

REASON for the call: There was an alarm of the screening technology. The TSO (male, 5 10, 215-220 pounds, mid 20s, short black hair that was combed back, appeared Italian) asked where he was traveling to in an authoritative tone (insinuating that he had no rights) and if he was flying home. The caller stated that the officer only asked him this because of his race and that the officer s questioning had racial overtones. He received ETD sampling of his and a patdown. The TSO squeezed his left testicle as hard as possible and it still hurts. He indicated that his insurance would cover his doctor s visit.

He asked where to make a proper complaint as state police advised that he contact TSA because they could not address this. He asked what law enforcement entity to contact and indicated that the TSO would hear from his attorney.

In a separate complaint, a TSO (white, male, 6 feet, 250 pound, balding) asked his the px before him his age. The px replied 14 and was directed to the WTMD. He asked the same of his son who is 14 as well. The TSO directed him to the AIT and asked if he had anything in his pockets. He feels that this was done because of how his son looks (his mother is Spanish and he, the father is Greek).

1015 2:29:3

Date: 6 19 2015
Time: 12:30pm He was at the checkpoint between 10:15am -11am.
Gate Terminal: Gate 5, Zone 4
Airport: Atlantic City Int
Airline: Spirit
Flight #: NK235

Today I traveled from Ft. Myers to Newark. I am a 68 year old white woman who is profoundly hearing impaired. I wear two behind the ear aids which are quite large and I also read lips. My audiologist as well as the hearing aid manual warns that airport security x rays can be harmful to the workings of the aid. When I travel I always tell the TSA security that I can go through the metal detector and not the x-ray. It is always a problem and I have been extremely patient in waiting for a pat down as I have never been accommodated on my request.

Last year on my trip from Newark I had to wait over 20 minutes for a pat down when the metal detector was there and being used for wheel chair people, children and parents. I was not permitted to use it. When the pat down finally happened my things were far ahead of me including my purse. Fortunately I was with my husband that time and he could get them before they were stolen. The pat down completed and the glove test had a mal function and rang off. I didn't hear the ringing and began to walk away only to be arm escorted to a room for interrogation. After 20 minutes, the test was done again and it was fine. Everyone on my flight was looking with great interest wondering if they had to fear my boarding. It was just one of many of the horrors I have had because I am profoundly deaf.

'015 9:04:3

Today, however, I requested the metal detector which was available and allowing the same groups to enter through at my check station. I was addressed rudely by an officer telling me I don't ask-they tell me what to do. A woman in front of me with a small dog and two grown daughters asked if she could use the metal detector and he promptly allowed her to pass. I had to wait again for a pat down when I can pass easily through a metal detector. I am not asking you for special privileges but I do expect as a tax paying American citizen with a severe handicap that I get at least the courtesy that a dog has been given. It is simply a matter of both machines being used and available at the same check point and allowing a person with a hearing aid to use the metal detector.

Your information stipulates that a pat down is necessary only if a person refuses both. I am only given one choice and then a pat down. It is more efficient and certainly less stressful for the passenger that they be permitted the metal detector when it is available and being used as well. In the many times I have traveled I can think of only a few times that both were not available.

(b)(6) My email address is [HYPERLINK \(b\)\(6\)](#)

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)
Email Address (b)(6)
Phone Number (b)(6)
Address (b)(6)
Zipcode: 08902

'015 10:17:

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Newark Liberty International Airport

Airport: Tampa

Date and time: July 10th 7:45 or 7:50pm

Experience: Caller is at the airport and said that two TSA supervisors. Caller is at the Tampa both STSO (b)(6) and STSO (b)(6). Caller went through the AIT, caller is african american and she has dreadlocks but it has no pins in it at all. She stated they all say there are anomalies. Caller stated she did not want them going through her hair, she stated white women had caps on and were never stopped at all. Caller believes they are racial profiling. She told them they were not allowed to go through her things without her permission and they weren't allowed to go through it until they were private.

2015 8:23:0

The police officer that was called was (b)(6);(b)(7)(C). She finally decided that she would go through it changed the entire thing and said they did not remember where the anomalies were so she had to go through the full body patdown. Caller stated she was not disruptive and she did not cuss or scream at anyone.

Names or description of people involved: STSO (b)(6) and STSO (b)(6) and (b)(6);(b)(7)(C) at the Tampa Airport police Department

Explanation as to why it was discriminatory: Because she was seeing Caucasian males and females with ball hats on and they were never even stopped and they never were asked to go through the AIT they all just zoomed through the WTMD.

Hello,

I recently walked through TSA at my local San Antonio airport and was treated like a common thief. I am five months pregnant and obviously showing. While standing in line, I was "randomly chosen" to receive a hand swab out of all of the people in my line. As I proceeded through the line, I requested to go through the metal detector because I don't feel comfortable walking through the X-ray machine. I know everyone thinks there is no radiation, but I don't believe that and thought it was my right to request another form of screening. While TSA chose who could go through the metal detector, he told me my only option was a "pat-down." He then told me rudely that the ground I was standing on had more radiation than the X-ray machine, which is not true. He gave me such a hard time about kindly requesting to opt-out, making me feel as though I didn't even have a choice. As people walked by me went through the metal detector. I simply asked why I could not just walk through that. I was told by this rude TSA worker that the line next to me was only for "preferred flyers." Finally he shouted loudly for someone to do a manual pat-down on me. Again, making me feel like a thief for wanting to protect my unborn baby from any unnecessary radiation that X-rays contain. The X-rays used for screening have not been around enough to be properly tested in this area and I should have the right to opt-out without being treated as though I am a criminal.

2015 1:07:0

When I traveled to South Korea, Singapore, and Indonesia recently, I was given incredible treatment as a pregnant woman. They believe that it is a special and difficult time in life for a woman. Because of this belief, they treat such women as they do persons over the age of seventy, those who have physical handicaps, etc. I am extremely disappointed in your system and how there is no preference shown to women who are pregnant in the same way.

I am requesting that pregnant women be added to the "preferred flyers" group. I cannot understand why we are not already on the list. I would also appreciate if you could pass this along to your workers as I was incredibly kind, but firm and was treated rudely and disrespectfully. If I have a choice, I should not be questioned thoroughly and told that I don't know what radiation is.

Thank you,

(b)(6)

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The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6) Boise Idaho

Zipcode: 83706

2015 1:07:4

Are you 18 or over? yes

Are you represented by a third party or an attorney in this matter?

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Chicago O'Hare International Airport

What was the date and approximate time of the incident?

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 7/12/2015 5:30:20 PM Airport : PHX - Phoenix Sky Harbor International Date/Time of Travel : 07/12/2015 2:00 PM Airline & Flight Number :

Checkpoint/Area of Airport : Terminal 4 Gate B security TSA Employee: (If Known) :

Comment : PreCheck line was closed at this location. I was told I can still keep my shoes/belt on and go through the metal detector. I have always used electronic boarding pass I my smartphone and when asked what I should do, I was told to put my phone through the X-Ray machine and simply tell the agent at the metal detector. The metal detector agent asked for my boarding pass and I informed him of my phone in the X-Ray machine. He says he's not going to let me through (which I think is the correct action), but I had to track the original agent to have him vouch that I am in fact a PreCheck traveler.

2015 6:03:0

This process is flawed and needs to be corrected.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 7/12/2015 6:57:26 PM Airport : ISP - Long Island MacArthur Date/Time of Travel : 07/07/2015 Airline & Flight Number : Southwest Checkpoint/Area of Airport : Baggage screening TSA Employee: (If Known) (b)(6) Comment : On the morning of July 7, 2015 I was detained and harassed for about 15 minutes by a TSA agent named (b)(6) at MacArthur airport in Islip, Long Island. At the check-in point an agent gave me a blue card because there was not a separate TSA pre-check line. I placed my purse and carry-on on the belt, handed the blue card to the TSA agent at the metal detector and walked through. I retrieved my purse and (b)(6) took my carry-on off the belt and asked if there was a laptop inside. I told him there was and he asked me if I read the blue card. I told him I had not because I thought it was only to identify me as TSA pre-check. (b)(6) said I should have read the card because I might have won a lot of money. I thought that was a strange thing to say--probably a lame attempt at a joke. Then he said I should have read the card and taken my laptop out. I reminded him I was a TSA pre-check passenger. He just shrugged his shoulders, opened my bag and took out the laptop. Another agent was at the examining table in front of us, going through a cooler full of food that belonged to the passenger in front of me. It was a long, tedious process as everything was individually wrapped in plastic bags that were knotted shut. There was another empty table for agents to examine bags and I asked (b)(6) if he could use that table. He tersely replied with one word, "no." I waited some more. After a few minutes, I remarked that I was worried about missing my plane. Again, he just shrugged his shoulders. Now I felt totally intimidated. He was glaring at me. I just stood there waiting for him to do something. Finally, the food inspection was over and (b)(6) began to take his sweet time to check my computer for (I'm assuming) explosives. When he was ready, he placed my laptop on top of my carry-on, put both items in a bin, placed it in front of me and walked away. The inspection was over. I had to figure that out for myself.

2015 7:01:3 Other than what I stated above, I said nothing else to him. After the first shrug I realized this was not a "normal" screening and I didn't want to provoke him in any way. Even though I arrived at the airport very early, I did not want to get involved in a situation with an angry, near-mute TSA agent with a scowl on his face and end up in a back room somewhere for what could be hours. I did not want to do or say anything that would cause me to be detained any longer and risk missing my plane. That is also why I did not ask to speak to a supervisor at MacArthur. I just wanted to get my belongings and board the plane. As you can imagine, it is upsetting to be a law-abiding American citizen, trying to catch a plane to another American city, and be treated this way. (b)(6) was rude, disrespectful and intimidating. He has a lot of power that he is misusing. It is my hope that a supervisor will speak to (b)(6) about his arrogant attitude and maybe a re-training class could teach him something about just plain manners.

Later, I found a card I kept from TSA given to me when I applied and PAID to have TSA pre-check status. It says "Shoes on, laptop in--What's not to love?"

I would appreciate the courtesy of a response to this distressing situation.

Would you like a response? : True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Address: (b)(6) Spokane Valley, WA 99037

Telephone number: (b)(6) (home)

Email address: HYPERLINK(b)(6)

Best time to contact via phone: Anytime 9a - 5p EDT on Fridays. You may also try my cell phone at (b)(6)

Allegation based on: Civil Rights \ Liberties

Unreasonable Search and Seizure

Other: Privacy

Airport: DTW - Detroit Metro Airport, Detroit, MI

McNamara Terminal, Security screening to the right of the Delta Sky Priority counter (as you're facing the counter)

Date and approximate time of the experience: Thursday, July 9th, approx 2pm

2015 2:09:5

Detailed description of the experience: I was flying from Detroit to Spokane, WA, via Seattle. Traveling alone, I was wearing a zip up t-shirt with a camisole, jeans, and flat canvas slip on shoes.

I completed the metal detector scan successfully, but was randomly selected for additional screening. After about a 5 minute wait, a TSA agent checked her paperwork and found that the random screening assigned for the day would be a manual examination from the waist down. The agent asked if I was OK have her pat me down with the back of her hands in public, and I said "is there a choice?" She did not answer, and asked me to step to the side, in clear view of others who were exiting the scanner. She pulled up my shirt and rubbed the backs of her hands down my front side from my belly button to my pubic bone. She then moved the palms of her hands down my backside and up under my buttocks. Finally, she asked me take a wider stance and wrapped both of her hands around the top of my left leg, with her fingers touching my vagina, and ran her hands down my leg. She repeated this on my right leg, again starting with her fingers touching my vagina.

This is the second similar incident at DTW. With the first incident, I was also selected for random screening, which on this date meant going through the scanner instead of the metal detector. I had metal sparkles on the pockets of my jeans and on the right front of my blouse, which triggered the machine to flag me for additional screening. I had a similar pat down (by a female TSA agent) of my rear end and legs, and the agent also put her hands on and around my right breast. While the male agent said that the machine had obviously flagged me for the decorations on my apparel, the female agent told me that it was necessary for her to touch these body parts.

2015 3:46:55 Caller has a complaint about the screening process. She is a diabetic and she has an insulin pump. She feels the fact that she cannot ask to go through the WTMD instead of the AIT is a violation of her rights. She also feels the patdown was too invasive. She felt the officer touched her inappropriately in her private area. up shortly. Please come back and check again soon." If this request has already been submitted, please accept my sincere apologies for the duplicate request(s).

Feedback Type: Request for Information

State: Nevada

Airport: NEVADA - LAS - McCarran International

Date of Travel: Jul 10 2015

Time of Travel: 2:10 pm

Airline & Flight Number: (WN) Southwest Airlines 396

Checkpoint / Area of Airport: C/D Security Checkpoint

TSA Employee (if known):

Information Feedback (Please select up to 2 items): Screening / TSA Pre?™

Request for Information: I have been enrolled in TSA Pre? since September 2013, first as a Frequent Flyer of Delta Air Lines and later as a Trusted Traveler of U.S. Customs and Border Protection (CBP). As one who travels from Las Vegas (LAS) on at least a monthly basis, I have always had a positive experience at the Security Checkpoint and considered TSA at Las Vegas (LAS) to be one of the very best at what they do. Unfortunately, my recent experience with TSA Pre? on July 10, 2015 at 2:10 PM at the C/D Checkpoint was a stark contrast to the courtesy and professionalism I have come to know and expect.

2015 6:07:00 Prior to entering the WTMD, I was required by the TSO to remove my light jacket on the basis she would be unable to discern what was underneath. When I returned, the same TSO inquired as to the contents of my pockets which had already been completely emptied. Even after I reversed my pockets to demonstrate, she did not appear satisfied and continued to question. Not only were other travelers not subjected to the same treatment, I found her tone to be condescending throughout the entire experience. While I unfortunately did not get her name, the TSO in question was a Caucasian Female in her 40s; please accept my sincere apologies for my crude description.

From my understanding of TSA Pre?, one is not required to remove their light jacket or empty their pockets of non-metallic items, issues that I have not experienced in the past at any airport participating in Pre?, including with the same light jacket and at Las Vegas (LAS). Furthermore, if this is the result of Risk Assessments at Las Vegas (LAS), which in the past month has resulted twice in TSA Pre? at the C/D Checkpoint taking at least twice as long as non-expedited screening, I echo the sentiment of other travelers directly eligible for TSA Pre? that at the least Risk Assessments should not have a negative impact on the TSA Pre? screening process itself.

Thank you in advance for your time and consideration in this matter. While I do not require a response, I would appreciate further clarification on the TSA Pre? screening process as to the removal of jackets and emptying of pockets, and if necessary, for this feedback to be used for service improvement in the future.

Would you like a response?: Yes, I would like a response.

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: HYPERLINK (b)(6)

REASON for the call: Caller has recently went through security screening and wants to know when you have global entry and are passing Tsa PreCheck and you go through the screening and everything is clear, what is the next procedure?

Caller states that the Seattle airport they completely cleared her through the WTMD and the AIT and then she had her carry-on go through, when she came out of AIT and she went to wait for her bag to come out of the machine and they told her they need to open it and they started looking and they did not find anything. She offered to help them look if they would tell her what she was looking for. Officer told her to let them do their job and they would not let her know why they were looking and what they were looking for. It was cleared, then they asked for her purse and they did not find anything and they called two other people to check her bags again. The supervisor put everything through the machine a third time.

Caller also states that she was subjected to additional screening such as a thorough pat down, where they started at her hips and they touched her hips forcefully and caused her to lose her balance. At that point the caller states that the TSO asked her could she not stand up straight and she told the TSO performing the pat down that she was 69 years old. The TSO said that she did not tell anyone that she had any issues.

2015 1:58:40 She saw that a baseball hat was not there and neither was her sunglasses weren't there once she got her bags back. Caller mentioned her nationality but did not indicate that this was why she was subjected to the additional screening. Caller wants to know if she asks what they are looking for, do they have to tell her?

Date Time: 07/07/2015 7:45 AM

Gate Terminal: C 6

Airport: Seattle Tacoma Int.

Airline: Alaska

Flight #: 98 G

My name is (b)(6) and I would like to share my experience of travelling this past few weeks with you. I look forward to your response and the action that you will take.

I took 3 flights with my family – husband and 2 nine-month old girls.

First flight from JFK-SLC on Sunday, June 21. I was grateful for the pre-check, however when the agent took our stroller it was sat behind a table for 20 minutes until I begged someone to inspect it. Even then it took an additional 10 minutes to get the stroller back. I get that you have to check it, but have enough staff so that we aren't holding all of our carry on luggage and 2 babies while we wait for you to decide it's time to check the stroller. Additionally, you searched our checked bag and broke the zipper so the bag was taped shut but items were missing.

Second flight from SLC-DIA was on July 2nd. This was the major problem in our travels. My husband was pulled to be additionally screened. This left me holding 2 babies and a pile of carry-on luggage. Stroller was once again taken away, put behind a table and not checked. TSA Agent (b)(6) took my bag to search the baby food. While I'm holding two babies he begins to lecture me regarding the brand of baby food I bought for the trip. I nicely explained that I usually make all of their food and was only able to find one brand and 2 types of food that they would eat. He held up one of each kind and said, "really, this is all they will eat?" I said, yes, along with yogurt and other foods. He then pulled his name tag so I could see it and said, I have a 2 year old and I know that they make food that is TSA approved sizes. I said I understand but they don't in this brand, I even looked online. He said, I'm trying to help you you need to buy these brands. It was so bad at this point that the woman TSA agent searching someone next to us said, you probably can't get the right size in the brand that the babies are currently liking. He didn't quit even then. Finally, I said very sternly, why don't you just search my things and stop talking so we can get this taken care of faster? He slammed my stuff back to me for me to put away, which was difficult since I still didn't have my stroller. The stroller finally came, I put the two girls into it and they told me that it was positive for explosives and that we would all need to be searched. I asked for a supervisor and said that my husband had already been locked away to be patted down and that all of my bags have been searched by the baby food expert. They let me go. I went to the room where my husband was being searched and asked again to see a supervisor. A woman said why, I said because I wanted to complain about how I was treated. She sighed and said she was a supervisor. When I began to explain about what happened she just shrugged and walked away. I told her that I understand that you all have a job to do, but it's unpleasant enough without additional lectures. I followed her and asked for the name of the agent and her name as well as a comment card. She gave me the card but I didn't notice that she only wrote his name down. After getting to spend 40 minutes with the TSA folks in SLC it makes me not want to return to Utah.

Thrd flight from DIA to JFK on July 8. The TSA at DIA are WONDERFUL. They moved us to a lane for families so we had time to pull out all of our items. They took our stroller, it only took a few minutes longer than all of the other screenings, which was great. A nice woman asked if she could take our liquids bag to get it started while we were unloading our things before the metal detectors, which was really helpful. The folks on the line were nice and understanding when we missed opening the laptop side of the bag. Overall, a very pleasant and easy experience considering how many of us there were to move through. The only hang up was the guy checking boarding passes, he didn't understand that the girls didn't have their own boarding passes but he asked someone else for help and it was quickly cleared up. We even stopped to tell the folks at the supervisors desk what a great job lane 9 did that morning. Our total security time went from 1 hour in Salt Lake, 1.5 hours at JFK to 40 minutes in Denver, what a success! Please send my thankfulness to the folks at DIA for handling families so well.

Ultimately, I think that the way DIA is handling families should be a model for all airports. I get that we need extra screening, but DIA was the only place prepared for it. I have a stroller because I clearly can't juggle 2 babies and carry on luggage for very long, so make screening strollers a priority. I don't mind waiting, and planned on the wait (not the length of time at JFK, mind you) but not having our stroller makes it difficult and hard on everyone when it really doesn't have to be.

I look forward to hearing from you. I hope that you can let me know how you plan on making the process better and how the folks at SLC will be dealt with.

All the best,

Hi. Your Talk-to-TSA site is down so I'm sending my comments this way.

###

Travel originated at BWI on Wednesday, June 17, 2015, between 6:30-7:00 AM. At a D-gate scanning machine, middle left location of 4-5 machines, a gentleman, probably in his late 20's and possibly Peruvian or from Latin America, and evidently not an English speaker, was having trouble with items in his pockets. I did not see him in the scanning machine. A TSA officer (African America lady, 40 or 50 years old) had him out of the machine and was telling him with a lot of attitude to stand in one place. He pulled coins out of his pocket to show the officer and she had none of it, telling him to stand there. He tried to get rid of the coins by putting them on top of a nearby x-ray machine. She barked at him for doing that and while removing them from the machine he dropped some. She again barked at him and told him to pick them up. She wasn't loud but had a lot of attitude. In a frustrated attempt to show he didn't have anything he started to remove his trousers (he was wearing boxers). She again barked at him to put his pants on. Another officer got a small item bin for the change and got it in the x-ray machine. The original officer then radioed, "We needed someone else." I was thinking an officer who spoke Spanish. Instead a police officer showed up. This was being escalated unnecessarily.

At that point lots of people were backed up and watching so other TSA officers opened up the standard metal detector and I went through. While gathering my items I asked an officer manning the area if that was a language problem and she dismissed it acting like she didn't know what was going on. I left the area and don't know how it ended.

At no point did I see a TSA officer try to communicate with this guy. He was given a lot of attitude with no clear instructions other than to stand there. Then it was escalated to law enforcement from what I saw was a language and communication issue.

I understand "stand there" is a valid request. Yet it appeared he did not understand that request and there was no attempt to communication with him. This was an unfortunate communication issue that the TSA officer was making worse. The guy appeared confused and frustrated on what to do.

###

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 7/14/2015 2:22:48 PM Airport : ATL - Hartsfield-Jackson Atlanta International Date/Time of Travel : 07/13/2015 5:30 PM Airline & Flight Number : AF0688
Checkpoint/Area of Airport : After leaving customs TSA Employee: (If Known) : Older white hair male Comment : I went through the usual preparation of removing EVERYTHING from my pockets and taking off my shoes (which in my opinion is ridiculous and not standardized in ALL airports). First, a TSA removed my wife's pocketbook from a bin, it was the only thing in the bin) and put it on the belt. He shouldn't have touched it, secondly it had open pockets and things may have fallen out. My turn came and I walked through the walk through a metal detector and it sounded an alarm, I had forgotten to remove my belt. I looked at the TSA agent, I pointed to my belt, and he waved me through. He never checked me to see if I was carrying anything besides my belt buckle. I very easily could have had a concealed weapon anywhere on my person. I was shocked! Are you kidding me????

2015 4:15:1 As a former TSA agent, this is absolutely ridiculous and one of the reasons reason I left the TSA. I can't work with incapable, incompetent people like this. No wonder the TSA is getting so much bad press, you haven't gotten any better since the initial roll out in 01 when I went from a private company to TSA.

I am appalled at this incompetence I witnessed yesterday. I couldn't reason with supervisors when working with the TSA about certain failures in the system, and there really isn't anything I can do about it now as a civilian. As far as I saw yesterday nothing has changed. The TSA only exists to put on a show of security for the flying public. For those of us who really know the inside stories the TSA is a hopeless case with bumbling fools as I encountered yesterday and each time I fly.

The last point I must mention is the agents are rude and bored because of the repetitious work....and it shows both in attitude and performance.

Would you like a response? : True

Passenger's Name :

Phone Number :

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

On July 13, 2015 at approximate 2:15-2:20pm I entered the TSA Pre-check line AT DENVER INTERNATIONAL AIRPORT. If you have a TSA pre-check, and have disabilities of implants all PASSENGERS have rights to be cleared through security quickly and fairly.

Before putting my items on the belt I told a female and male agent that I had implants. They offered to walk me over to the regular passenger area. I declined as I only had a shirt on and sweat pants, that I would endure a pat down.

I have flown globally for over 38 years, and just returned from Europe travels with my family. This is my first time writing a letter with regard to a TSA Agent.

I was in Denver for the day attending an event.

2015 10:02: After going through the metal detector (TSA PRE CHECK) it had gone off, and (b)(6) approached me. Are these your items? I responded yes. He then took me and the items to the end of the screen belt. I told (b)(6) that I was late for a flight and any help to get me through the pat down would be helpful. I also told him that I had implants in hip and knees, and that was why I had set off the metal detector.

His response was that he had to state everything legally, and the process would take four minutes or less. I agreed to proceed.

(b)(6) was very rude and demeaning to me from the start. He started by talking very slow. He also very deliberately kept repeating his actions. This went on for several minutes. When I asked why he was doing this, he would start over.

Video will show that I was screened at least three times. He was very rough and groped my genitals. He groped my genitals twice. This has NEVER happened to me in ALL 38 years of my travel. He also stated to me that for him to complete my screening I would have to hold my arms up for at least 4 minutes. Which I know is an out and out LIE. If you watch the video, he's making me put my hands in the air multiple times. In which, if I didn't comply, he would start over.

I stopped him and asked to direct me to his supervisor. If you watch the video he told me that a supervisor was busy.

Caller is at the McCarran International airport and the officer at gates A - B is being very rude with him as well as other passengers. One of the ladies at the front desk gave him a card as well as some information. (b)(6) states that the officers name is (b)(6). (b)(6) also said that while going through the checkpoint he left on his belt and the walk through metal detector went off and the officer began to question him. (b)(6) told him about the belt and (b)(6) replied with Well it is a metal detector and the belt is metal so that's how it works. The caller is very upset with the sarcastic and rudeness attitude of the officer, he has been traveling since June 5 and he has never had to endure this kind of situation. (b)(6) also said that the officer was rude like this with any other passengers as well as him.

Date 7 15 2015

2015 2:37:1 Time About 2:00 PM

Airport McCarran

Airline N A

Flight # N A

The caller says his step-daughter came through the airport this morning with her grandmother. He stated that she is 13 years old and was traveling back to SC.

He said she is TSA PreCheck, but her grandmother isn't so they went through the regular lane. He stated the both went through the WTMD and once they left the checkpoint and sat down. They came back and got her and rescreened and patted her down. Her name is (b)(6). He also stated there is a custody issue with her and her real father and she was visiting him and wondering if that would've been why she was rescreened. He wanted a justification to why they separated her from her grandmother and rescreened her.

2015 1:03:5 Date Time of Travel: 635am 7 16 15

Gate Terminal: NA

Airport: Philadelphia

Airline: US AIR

Flight #: US713

Caller recently traveled with her son and had a bad experience at several checkpoints.

At Minneapolis St Paul on June 13-2015 6:30pm caller had gone through security and was told her son did not have to go through the AIT. He proceeded through the metal detector and retrieved his belongings. She proceeded through the AIT and received a pat down. Caller tried to ask a TSO named (b)(6) why she received a pat down. TSO (b)(6) refused to answer. A supervisor was called to the checkpoint to conduct the pat down. All other passengers were treated with respect by TSO

2015 9:40:1 (b)(6)

Caller was traveling through the George Bush International Airport June 27-2015 1200pm. As caller was proceeding through the checkpoint her son was directed to go through the AIT and the caller was directed through the metal detector. Her son was pulled out of line and a pat down was performed. A TSO named (b)(6) was present and when caller asked why her son was being patted down (b)(6) got in her face and stated You will not yell at me today. Your son must receive a pat down or you will not fly today. (b)(6) then directed caller to gather her stuff and proceed through the checkpoint. Caller was upset and admits to yelling at the TSO (b)(6).

Hi,

I am a Global Entry customer that has TSA Pre-check. I am a AA Gold member as I fly frequently. Recently, I had a terrible experience with your staff member and I wanted to bring this to your attention. As I said, I fly often, and I have always found TSA employees to be friendly and helpful. I will describe the issue below and would like to find out if there can be something done to reprimand the employee listed. She is not a good representative for your company.

On Tuesday, July 14, I was flying from DFW to Kansas City for my work. I went through the pre-check lane and showed my ID to the gentleman at the front of the line and scanned my boarding pass on my phone. He said to continue on. I then put all metal items in the bins and was waiting in line to walk through the metal detector. I was approached by another employee, (b)(6) who seemed to be returning bins. She asked if I was precheck. I said yes. And then she asked for my boarding pass. I let her know that it was in my purse and had gone through the scanner. She said I needed to go to the non-precheck lane. I told her she could grab my purse and I would be happy to show her or ask her coworker who had just seen it who was right behind us. She told me I needed to have it in hand. I told her that the gentleman who had scanned me at the front of the line needed to inform people if that was the case (I couldn't imagine why they would think we would hold on to our cell phones through a metal detector). She said she would not do either and told me to swap. She was not nice or pleasant and was not willing to accommodate me in any way. She acted as if I was the one doing something wrong.

Here are my concerns:

- 1015 12:27:
- 1) My boarding pass was on my phone – it was not paper. How am I to walk through a metal detector with it? They say to place all electronics in the bin.
 - 2) I am 25 weeks pregnant and have done my due diligence to NOT have to go through the scanner. I don't appreciate having to go through it.
 - 3) She was not willing to do ANYTHING to find out if I was really pre-check.
 - 4) I don't believe it was her role to be checking people at that point- she was out of process.

Basically, I don't think I did anything out of the ordinary and definitely did not do anything against what the TSA agent at the front of the line had asked me to do. She came up and hassled me for no apparent reason as well as making me go through the scanner that I had taken extra effort to avoid. I normally recommend TSA precheck to people. However, it does take effort to get the precheck completed. So, I would expect that TSA agents would be helpful and friendly to those that have done the due diligence.

Thanks for your time. I appreciate you listening and hope that (b)(6) no longer represents your company on the front lines in the future.

Thanks

(b)(6)

Our family trip was coming to an end and it was time to board the plane towards home. Little did we know that it was the beginning of a nightmare. I want to start this letter off with some praise for the US Airway staff at Charlotte, NC airport who stayed late and worked their magic to help us get home (b)(6) and Martine (?? British accent female) were exceptional—thank you.

2015 2:17:3 Our family of 17 members including adults, children, and infant child booked our trip to Miami, FL on Priceline.com. Initially we were all to fly together from VA to Charlotte, NC and then to FL with the same connector flight home. On our way back, our group was split in half—one group flew to Dallas for their connector flight while the other half flew to Charlotte. The group that flew to Dallas made it home to Richmond on time. The group that flew to Charlotte missed the connector flight back to Richmond because of a delay due to maintenance for the aircraft. We were promised that they would try to squeeze us on the 10:20 flight back to Richmond. Some were going home, and some for going to stay in Charlotte overnight. Initially they wouldn't let my infant son travel home with me because someone they "have him registered with my husband." After a while, they were able to fix this so that my baby could at least travel back to Richmond with me. 5 minutes before the plane was set to take off, the US Airways lady printed off two of the same ticket for one passenger and one passenger was going to be left behind. After an argument broke out, the entire group decided to stay in Charlotte. My infant 5-month-old child slept on the floor of the airport as we struggled to figure out a way to get home. We debated renting a car and making the 4-hour trip back, as some of us were scheduled to work the next day. When we couldn't find a car for rent that would accommodate 12 people, we went to customer service to see what they could do for us. The first group of customer service members was not so helpful, as they would not help us locate a hotel to stay (telling us that all rooms were booked and we need to find our own hotel and pay for it ourselves). We were able to locate another service area where (b)(6) and (b)(6) worked to get our flight straight for the morning and also found us 3 hotel rooms for the night. This was a 4-hour ordeal. We waited for the shuttle to the hotel for over an hour with my infant son sleeping in my arms in the open hot air because we were afraid to miss the shuttle driving by. My baby had a limited supply of formula and diapers (we were given 6 diapers by the airline personnel but since my son can only tolerate hypoallergenic formula, we were not able to obtain any). Once we got to the hotel, my husband walked 1 mile to the closest CVS to find formula, but they did not have it. He walked another 2 miles to the Walgreens and thank goodness he was able to find a bottle of formula. The hotel room that we slept in smelled of mold and my son's allergy flared up. He was uncomfortable and restless, nose running, coughing, etc. but by the time we got to the hotel room, it was already 3 AM and we were all so exhausted, it wasn't even worth complaining.

Needless to say, we are very disappointed with the service provided by US Airways and I am usually not a complainer, but my conscience would not let me let this go unreported. There was a situation that occurred that I believe that US Airways, the Transportation Security Administration, and Priceline.com should be aware of. This letter will be sent to all three parties and they can figure out how they can improve their operation. This is a serious issue and we will be filing a complaint with the BBB and may take it further. Not only were most of the TSA and US Airway employees disrespectful, rude, abrasive, arrogant, and unprofessional, one TSA personnel was extra nasty and threw a racist comment at my 70 year old Vietnamese father who fought against the communist party during the Vietnam war, escaped death multiple times, and was held prisoner of war for 11 years. He knew little English and did not understand what the TSA personnel were saying. Instead of getting someone to translate, this TSA said "I guess someone didn't eat their noodles this morning." Due to nature of the situation and not wanting to cause a ruckus and risk getting arrested, I did not say or do anything at this point. I asked another TSA for the name of the individual, but the response I got was "I'm not going to give you his name. If you have a problem, talk to my supervisor." She directed me to a room where the supervisor was supposed to be sitting, however I did not see anyone sitting in there. By this time, it was time to head to our gate. I was not going to let this go unreported. It was disrespectful, condescending, rude, and outright racist. I may not know the name of the individual, but I do know that he was working the security line on July 15th at around 5-7 PM on our flight leaving Miami to Charlotte at security checkpoint that had a sign leading to E1-E35 and D1-D60. He was Caucasian, bald, and was wearing black-rimmed glasses and stood by the metal detector machines.

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name (b)(6)

Email Address (b)(6)

Phone Number (b)(6)

Address: 8 Central Street

Are you 18 or over? Yes

2015 6:57:5 Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? no

Religion? no

Nationality? no

Gender? yes

Disability? no

Which U.S. airport were you traveling through?

Cape Girardeau Regional Airport

What was the date and approximate time of the incident?

07-18-2015 16:30

REASON for the call: Caller flew from DTW to Amsterdam on Delta airlines. He said that he was selected for TSA PreCheck and he has had a hip replacement. He said that he did not inform the officer until he was already being funneled to the WTMD about the hip. When he told the officer he said I wish you would have told me sooner. So he sends him back to be rescreened and he had to have a patdown as well. During the patdown the officer asked him if he had anything in his right back pocket and he told the officer no. He said that the officer did not patdown his back pocket area and he feels there was a lapse in security. He said that he could have lied and taken something like explosives through in his back pocket and since the officer did not check it. He said that he did not have anything but he was concerned because if that happens every time someone could get through with something prohibited. He said that he just wanted to report this because it was alarming to him and he hopes this does not put him on any list that would cause him issues when flying.

Date Time: 07 06 2015 01:00 pm

Gate Terminal: International terminal

Airport: DTW

2015 8:59:0 Airline: Delta

Flight #: DL 132

Bag tag # (10digit): NA

Bag Description: NA

Missing Damaged item description: NA

NOI: NA

Special Notes:

I was at LAX today around 12pm PST at United terminal 7 pre-check. I was randomly selected by the metal detector for additional screening - which I did the opt-out for the pat down as I've done many times before. Here were my observations:

- 2015 6:13:3
1. There was a significant delay in waiting for the pat down of approx 10 mins.
 2. During that time I lost sight of my belongings on the conveyer belt. A random TSA agent moved my belongings to another area outside of view without asking - while I was waiting for someone to get me for the patdown. This was the most worrying aspect. How am i suppose to attest to the contents of my belongings if I cannot account for it for a period of time?
 3. The TSA person conducting the patdown was professional and actually did it exactly by the book - which is rare. He must have been new.

Sent from my iPhone

The caller would like to report an incident at the screening checkpoint last year at AUS. Her son has ADHD and has a hard time standing in line. The TSO would not allow the caller to hold her son's hand through the walk through metal detector. As a result her son ran off through the airport to a boarding gate and was getting ready to board a flight. The TSO would not allow the caller to go get her son until she started frantically screaming and other passengers got involved that were standing in line. She has very limited flight information since the incident occurred one year ago.

Date Time of Travel: June or July 2014

Gate Terminal: The incident occurred at a security checkpoint.

Airport: AUS

!015 12:25: Airline: JetBlue

Flight #: Does not remember.

TSO Name: Does not remember.

TSO Badge #: Does not remember.

The caller also asked if there was any assistance that she could get on her flight this year. She is concerned that the same incident will happen again?

From: (b)(6)
Sent: Wednesday, July 22, 2015 9:53 AM
To: TSAExternalCompliance
Subject: TSA COMPLAINT

First and foremost, I have been trying to submit a complaint form for 2 full days now. You guys really need to fix all of your website issues.

Complaint:

!015 10:17: After completing customs, I was met at the security check by a very lengthy line with unhappy customers and very rude TSA officers. Upon passing through the metal detector I was asked to do a hand sweep, I complied. While waiting to be approved, a very foul-mouthed Office (b)(6) must have felt my irritation with missing my connecting flight as she went on a verbal tirade; very loudly if I may add, about customers who have nasty ass attitudes. She went on to explain to a nearby co-worker that - that is why she does not like to work with customers because they think that shit is cute.

Now, I don't know why she felt the need to comment on my misfortunes that had nothing to do with her nor the need to express her feelings by using such ugly language but it was incredibly unprofessional. Although she seemed to unprovocatively attack me, I was mostly offended by her using profanities while there were families with children present. Something needs to be done about her poor attitude and I would like a personal apology from Ms. Officer (b)(6). If something is not done I will write every airline company to inform them that their patrons are being met by a woman who has a foul mouth and has little to no concern for customer service and professionalism.

Sincerely,

A Concerned Flyer

Attached are several screen shots of the form "Talk to TSA". It apparently is not working. Also is a description of the incident matching the one above. There is also information regarding the flight. The passenger flew on July 20th at 5:00AM. They flew into DFW. They were flying on American airlines flight number 0060. She left a name of (b)(6) and a phone number of (b)(6).

Your TSA staff and scanner (AIT) readers are **DISCRIMINATING** against those with legitimate medical devices (silicone implants - no metal). This is unacceptable. You are violating people and their rights.

----- Forwarded Message -----

From: (b)(6)
To: "TSA-ContactCenter@dhs.gov" <TSA-ContactCenter@dhs.gov>
Sent: Wednesday, July 22, 2015 2:21 PM
Subject: recent and becoming common TSA experience

Hello,

On Wednesday, July 15th around 3:20 PM at Orlando International Airport, Southwest Airlines, I had a horrible experience with your security measures and staff. Your AIT scanner alarmed/flagged my genital area. I received an uncomfortable, embarrassing genital pat down. My hand wipe also alarmed, no idea why, as I spent the day at Animal Kingdom, Disney. I was patted down AGAIN, full body, more thoroughly and aggressively and it was violating. I missed my flight.

2015 10:16: Over the past year, your AIT scanners have been alarming/flagging my genital area - this has **NEVER** happened before. Nothing about me has changed. My only guess related to this flag/alarm are my medical scrotal implants (made of silicone). **UNACCEPTABLE**. It is absolutely horrendous, embarrassing and discriminatory that I would have to receive a genital pat down **EVERY** time I go through your security scanner. Your staff should be trained to identify simple/normal medical implants. I am tired of being harassed and violated every time I fly because of this. I will take this as far as I can, because it is downright **DISCRIMINATION**. The Orlando airport is not the only airport, it has started happening over the last year at every AIT scanner.

This is unAmerican, you are not helping anyone, this is NOT freedom. Take a look at Europe's screening measures, they've had more security scares and they still don't let that trickle down to their innocent law-abiding citizens. This is politics, this is AIT scanner businesses in with the politicians - it's about money - NOT about our (law-abiding people) SAFETY.

Your website alludes to the fact that passengers with medical devices would not alarm these scanners - THIS IS NOT TRUE in my case, something needs to be done (HYPERLINK "<https://www.tsa.gov/traveler-information/advanced-imaging-technology>") in Advanced Imaging Technology).

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 7/23/2015 2:16:48 PM Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 07/23/2015 1:15 PM Airline & Flight Number : DL1277 Checkpoint/Area of Airport : D terminal TSA Employee: (If Known) :

Comment : what's the point of TSA PRE CHECK if you have to take out the laptop?

2015 4:08: Have to show boarding card to go through metal detectors. Using mobile check in makes this a challenge.

TSA was mixing pre check and normal passengers on same checkpoint.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Caller is at Birmingham airport and his wife and two other customers were intimidated by an officer at the Precheck line. He usually says thank you for keeping us safe to the TSO s but this officer was barking in the faces of passengers. This was at the precheck line. He spoke with the supervisor who gave him this number. His wife was with him and she is a pretty strong woman but even she was intimidated by this TSO. He wanted to report this.

2015 1:53:2

This is at terminal B.

The TSO was a African American lady with curly hair about 40 to 50 years old and was the only TSO at the WTMD.

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 7/24/2015 12:22:29 PM Airport : DAL - Dallas Love Field Date/Time of Travel : 07/24/2015 8:00 AM Airline & Flight Number : Wn 4621 Checkpoint/Area of Airport : Wn TSA Employee: (If Known) :

Comment : Length of time for checkpoint too long. Randomly put thru body scanner after passing successfully thru metal detector. Waste of time. Body scanner falsely reported requiring manual search with nothing found. Waste of time. Bag x-ray technician could not differentiate between an eye glass case and a "large lotion bottle" requiring a futile search for a non existent "large lotion bottle" and re-X-ray. Waste of time. Agent was not initially available to conduct the search for the non-existent "large lotion bottle" requiring long wait. Waste of time. Hopefully you get the theme of this complaint. Redundant procedures, poorly trained, and not sufficient number of agents.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

To whom it may concern,

On July 20th, 2015 at 6:45am, I arrived to the TSA checkpoint at Valley International Airport (KHRL) for Southwest Flight 12 that departed at 7:20am.

The reason I arrived at 6:45am is that my boarding pass had TSA PRE printed on it, as it almost always does given that I am a Global Entry member. When I arrived at the checkpoint, the officer that checks your documents called the supervisor in charge to tell her that my boarding pass only said (b)(6) when my IDs said (b)(6) on them. She asked me to go back down to get my boarding pass printed properly.

This came as a surprise to me given the fact that every flight I've taken, my boarding pass always shows only my first and last name (b)(6) (Because thats what the airlines ask me for when I purchase my tickets.)

I did as I was told, I went down to get a new boarding pass, the only thing the ticket agent did was type in my second last name and print it out. I went back to the checkpoint and I find out I no longer had TSA PRE on my boarding pass.

So if the DHS via TSA clear me for PRE check with only my First and Last name and my known traveler ID. Why does the supervisor not believe me, or the PRE check selection process?

2015 8:01:3 I've traveled frequently, out of many airports in the US and I had never had this problem. I've always entered the information that is asked of me truthfully (First and Last name) and never had a problem like this before. It took me 30 minutes to cross an empty checkpoint with a TSA PRE Check ticket, barely making my flight and not being able to use The priority boarding that I paid to use. (And I'm not mentioning this to seek monetary compensation.)

I would've understood 30 minute delay in crossing the checkpoint if the x-rays detected something in my bag, or if the metal detector beeped when I crossed, but not for an issue with my name especially after your system had prechecked me already.

Thanks for your time and I hope to hear back.

--

(b)(6)

Caller works for the airline, and prefers to use the AIT instead of the WTMD. Caller was told today that she had to go through the WTMD to be screened, but her metal hip alarms the technology. This is the reason the caller wanted to use the AIT. Caller said that the blonde, short haired, white female that is about 5 feet, 4 inches TSO was being rude to her in front of her co-workers and other passengers about only being allowed to use the AIT. Caller was asked if she had a medical condition that would be an issue with the WTMD, and the caller answered that she did not have to answer that because she feels it is no ones business. Caller wanted to know what the protocol was for the screening technology and if she has to inform the TSO s about her hip replacement. Caller does have a card from her doctor that explains her hip replacement.

2015 3:52:1 Date and Time: 07-25-15 at 5:50 AM

Gate Terminal: A 5

Airport: GRR

Airline: Delta

Flight #: 2211

Hello,

I'm writing to voice a complaint at the Las Vegas McCarran airport, security between gates e and d. I proceeded through the security line and the "random selection" alarm popped on. First of all, I went through the process of obtaining my precheck, therefore, I should be cleared given the metal detector does not go off. What kind of check are you doing with my fingerprints and life long history that you need to send me through the scanner? Anyway, the TSA agents were extremely rude when I opted out. Actually yelling at me and telling me it's all computerized and only sound waves. I told (b)(6) the one female who patted me down in a very hostile way- I've had these before and never felt violated like today. She continued to speak loudly of my choice to take the pat down and was extremely rude. People who were patrons around me apologized!! My friend that I was with was embarrassed along with me! I work in a customer service field, travel quite frequently in my role, and cannot believe this horrible behavior is allowed. Smug, unhappy and rude. I understand you are a government agency. But we the people pay your salary. You owe me a response and an explanation of what will take place to prevent this from happening again and again.

2015 6:16:00 Please respond via email. If not, I will escalate the issue as needed.

Thank you,

(b)(6)

Known Traveler #

(b)(6)

Sent from my iPhone

The morning of July 26, 2015 my brother and I arrived at Phoenix Sky Harbor airport at 2:45 AM in anticipation for our 5:00 AM United flight 1079 departing for Houston, Texas. As we entered the TSA security area there was not a single agent to receive us. In fact, we walked over to the metal detector where TSA agent (b)(6) and another agent were standing. There was not a single customer in front of us, or behind us. Agent (b)(6) seemed agitated upon seeing us, he was very rude to my brother and was trying to rush him through the process as if there was a long line behind us. Once my brother was through I presented my mobile boarding pass and a Texas ID, my concealed handgun license. (b)(6) proceeded to say "What the hell is this?" very loudly and aggressively. He refused to accept it as my identification. He said "don't ever show me this, give me a drivers license!" He proceeded to say "Don't ever show that to anybody!" In which I calmly told (b)(6) in the State of Texas we display both ID's to officers of the law when questioned, in which (b)(6) replied "This isn't Texas!" What (b)(6) failed to realize is, my Concealed Handgun license is a State issued identification which should be respected as such. I am also aware that Arizona recognizes the Texas Concealed Handgun license as we in Texas recognize Arizona's. Nowhere is it written that the TSA must see a drivers license as an identification card. If I did not have a drivers license, would (b)(6) refuse me access to my flight? As a TSA agent (b)(6) should not let his political views influence how he performs his duty, or discriminate against law abiding American citizens. (b)(6) seems to have a bias against Concealed Handgun License owners, Texans, people of South Asian descent, or all three. If he is ignorant to the fact that a State issued ID is enough to verify a person, and fits within the guidelines of TSA policy then he is not suitable for this position. This is a major issue, and I believe that action should be taken so that (b)(6) does not harass another American citizen who has done absolutely nothing wrong, and is simply complying to TSA and airport policy in displaying an identification card. I am forwarding this letter to my local Texas Congressman, as well as Arizona Congresswoman Krysten Sinema, Arizona Congresswoman Ann Kirkpatrick, Arizona Congressman David Schweikert, and Arizona Congressman Ruben Gallego. I would like to know what action has been taken to educate or discipline (b)(6) because harassing and discriminating American citizens who have done absolutely nothing wrong is not the way an agent of the Department of Homeland Security should behave. Thank you, and I look forward to hearing back from you.

Regards,

(b)(6)

Reason for the call - She wanted to report a rude screener.

Airport - PHX
Airline - U.S Airways
Flight Numbers - 465
Departure Times - 7:10 am
Arrival Times - She went through the checkpoint between 5 and 5:15 am.
Date And Time of Incident - 7 23 2015
Baggage Tag Numbers - NA
Description Of Luggage
Color - NA
Style - NA
Size - NA
Brand - NA

1015 12:45:

Was There An NOI - NA
Was Anything On The NOI - NA
Missing Damaged item description - NA
Location Of Incident
Gate - A9
Terminal - Does not know
Phone Number - (b)(6)
Email - (b)(6)
Name Of Actual Person Involved - (b)(6)

Special Notes - She told the TSO that she was 26 weeks pregnant and that she wanted to opt out of the AIT. He told her that the AIT was as safe as her cell phone and that she was stupid for not wanting to go through the AIT. He also told her that she had more radiation in her cell phone. He made her feel horrible. She went through the AIT. She was told that something was showing up in her stomach area. She had to have a patdown. She was told to lift her stomach and her shirt. She was also told to lower her pants. The TSO used a hand held metal detector. This was her first time flying and it was not a good experience. She said that she felt discriminated against because she was pregnant. She did not get the name of the TSO. She flew from PHX to ORD. She wanted to make a complaint.

REASON for the call: Caller went through Richmond and she is 78 years old and he has a metal implant and a bladder implant. She got a pat down. She went through the WTMD and she triggered an alarm. She has had pat downs before but never like the one she got yesterday. This pat down was more thorough than normal and the TSO told her that she would be going into and out of her cavities. The TSO was a Female and she was small and trim about 130 pounds with dark hair and wore glasses. (She may have been new) She insisted that she had to go back through TSA once she went through customs.

Date Time: 7-26-2015 at 7:30 to 7:45 PM
Gate Terminal:?

2015 5:08:4 Airport: RIC (She was flying into the country form Mexico.)

Airline: Interjet
Flight #: 1910

My family flies about one round trip a year. Most times the TSA Agents are very professional and courteous. Over the years there have been some issues. My last flight highlights one of these.

I recently flew to Houston, Texas, to visit relatives with my family. The security check-in on the return trip from George Bush Houston to Newark is the reason for this letter.

When I handed the TSA Agent my New York State Driver's License and boarding pass, he asked for other forms of identification. He stated that my license was not good enough. The reason being is that my license only uses my first initial and not the full first name. I then produced my Fire Department City of New York Identification Card. He stated that might work, either way, a supervisor would need to clear my entry. He then disappeared for about 10 minutes returned and said that I was approved. I have flown probably 12 roundtrip flights since 2001 and my New York State License was never an issue. Second, there was another member in my party whose license also only had first initial, why did they not have to provide a second form of ID?

Why do I take the time to write this you might ask? Am I not happy with increased security? No, I am. One of the other forms of ID that I went to hand him was my Memorial Park ID issued by the City of New York for September 11 Family Members.

1015 12:18: My brother (b)(6) was murdered that day. I am tired of my family being treated like a possible threat to this country. On prior trips, my daughters have tripped metal detectors with bracelets and have been threatened with strip searches (at the time they were about 9 and 7). My wife has mobility issues due to Multiple Scleroses. Some agents show great concern for her, others act like she is faking it. One is afraid to say anything at the time of these instances because you read the stories in the paper of people being held for hours if they cause a problem at security.

Family Members of those murdered on September 11th should be able to get a special ID so that they are not treated as a possible threat to this country.

Thank you for your time reading this.

(b)(6)

Staten Island, NY 10312

(b)(6)

Feedback Type: Complaint

State: California

Airport: CALIFORNIA - SAN - San Diego International

Date of Travel: Mon, 07/20/2015

Time of Travel: 8:00 am

Airline & Flight Number:

Checkpoint / Area of Airport: Terminal 2, TSA Pre-check TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre? "M

Complaint: On Monday 20 July 2015 at 8am I was using the Pre-check line at Terminal 2, San Diego International Airport. Two female TSA were at the metal detector and another was at the x-ray machine. The agent working the x-ray machine may not have been able to see most of the incident as her view was blocked and she was intently watching her screen. There were 5 people in line, that's all, no onslaught of people trying to get through, just 5 people: myself and another gentleman maybe in his early 30's, an older gentleman who was using a cane had stepped to the side to drink a bottle of water he apparently didn't want to throw away, and an elderly couple who were obviously new to pre-check and confused. I was behind the elderly couple. The gentleman in his 30's processed through with no issue. The man with the cane had left his belongings on the table so we had to move around it, a fact that confused the elderly lady in front of me. I then witnessed the two female agents rolling their eyes and snapping at this elderly couple to hurry up. When they realized the lady left her belongings in the wrong spot one of the agents snapped at her, "I can't believe this" and rudely told her to put her stuff on the belt, as she shoved the

2015 7:11:1

Feedback Type: Complaint

State: Florida

Airport: FLORIDA - FLL - Ft. Lauderdale-Hollywood International

Date of Travel: Thu, 07/16/2015

Time of Travel: 3:30 pm

Airline & Flight Number: Delta 1615

Checkpoint / Area of Airport: the main checkpoint adjacent to the airline ticket counters TSA Employee: the supervisor in a suit coat & 14 others in blue

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre? "M"

Complaint: I'm a frequent flyer in and out of FLL since March 22.

My complaint is based on cumulative observations. July 16 tipped my frustration and that of the travelers in front and behind me in the TSA pre-check lane. TSA line delays are the status quo at FLL; at no other airport have I experienced such delays (MSP, MCO, ATL, HLN, SLC). I counted 14 TSA personnel and 1 roving, suit-coated man who may have been a supervisor. There were 25 - 30 passengers. Even with a 1:2 ratio, the TSA stumbled to adequately and in a timely manner staff a pre-check line. Actually, it would have been faster to go through the regular line. Once through pre-check with my blue TSA sticker, there was one line at the metal detectors for two open conveyors. After seeing the congestion, one TSA opened up a separate lane for pre-check. Previously I asked about the jumbled process and the reply was people have breaks, they're short-staffed (are you kidding?!), and talk to the airlines if you have a complaint. FLL is absolutely the worst-run TSA operation I've encountered. Are they really interested in efficient customer service? I think they're just collecting a paycheck knowing there's very little recourse the traveler has to put a boot in their blue

I flew out of Orlando airport on 07/27/15 in the evening on SWA flight 768. I went through the metal detector and was stopped and told your not cleared next thing I know my private area was being touched and in front of other passengers by a tsa agent .the only other thing she said was that the machine didnt like my shorts. I was shocked at how I was treated but didnt have time to complain I had to catch my flight back to Atlanta. The confusion and disorganization in the security area was ridiculous.

(b)(6)

Senoia, ga 30276

Sent from my iPhone

Feedback Type: Complaint

State: Illinois

Airport: ILLINOIS - MDW - Chicago Midway

Date of Travel: Tue, 07/28/2015

Time of Travel: 5:25 pm

Airline & Flight Number: Southwest 171

Checkpoint / Area of Airport: Main Checkpoint - PreCheck TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- TSA Pre?™

Complaint:

1. The start of the Pre-Check lane or entry point was not easily identifiable. (Perhaps hang signs from the ceiling so it doesn't get blocked by groups of people.)

2. The document checker was rude. One doc checker was waving me forward to approach a podium, however, the TSO next to her was barking out commands simultaneously to stay behind the line. What line?. No line was distinct. Also, keeping a 20 foot gap between the doc checker and the imaginary line is not efficient. It's ridiculous, especially for a pre-check lane.

3. When moving from Doc Checker to X-ray, everyone was wondering if we were in a Pre-Check line. We didn't know. Things were poorly marked. Eventually we did experience a divestiture officer yelling out to keep everything in your bags and shoes on. So we assumed it was Pre-Check, but with a great deal of managed inclusion in the mix.

4. The non-English speaking passenger just in front of me took an item from his bag and placed it into his black cowboy hat. He walked through the metal detector with the hat on his head. Nice.

2015 12:06:

From: (b)(6)
Sent: Wednesday, July 29, 2015 10:08 AM
To: TSAExternalCompliance
Subject: Discrimination Complaint

Hello,

I have attached a statement in regards to an incident that i have encountered with TSA on July 20, 2015 for your review.

Regards,

(b)(6)

:015 12:07: Attachment

July 29, 2015
MEMORRANDUM FOR: Transportation Security Administration
Multicultural Branch Office of Civil Rights - Liberties

ADDRESS: 701 South 12th Street Arlington, VA 20598
SUBJECT: Discrimination

On Monday, January 20, 2015, I was encountered by TSA employee (b)(6) at Philadelphia International Airport Terminal A check point approximately between the hours of 7:00am and 8:00am prior to my departure to Punta Cana on US Airways at 9:49am. I would like to formally file a complaint on (b)(6) on the basis of discrimination. His comments and behavior in front of my infant child was bias and ignorant. I was appalled by his actions. I have been through the TSA screening process multiple times in the past and never have I been treated with such disrespect in a bias manner.

As my husband cleared the metal detector while carrying our daughter, I was approached by (b)(6) and he stated that I was being selected for a random Xray examination. I politely requested to opt out the Xray examination because I am pregnant. REASON for the call: He and his both received additional screening due to an alarm. He believed that they were targeted as he attempted to get the attention of a TSO near the WTMD prior to check in because there was no one at the airline ticket counter. The TSO directed him next door. He went next door and no one was there. He returned to the TSO to advise of this. He felt that the TSO gave him attitude and the impression that it was not his job to address his question. The TSO (male, Hispanic, short black hair, mustache) ignored him by continuing to look at his phone. He was at the WTMD.

His wife was patted down more than once. She was advised that there was an alarm of the ETD. A female TSO took his wife's information to complete a form.

A half hoop earring with three diamonds is missing from his checked baggage as well as a playing dice. The contents were disarrayed.

He asked what the chances are to be reimbursed.

:015 12:17:

Date Time: 7/26/15 11:30am
Gate Terminal:
Airport: HXD
Airline: US Airways
Flight #: NA
Bag tag # (10 digit): He doesn't have it with him.
Bag Description: Her suitcase is black and white cow print.
NOI: Present. He doesn't recall if there was additional information stamped or handwritten.

I am writing to inform you of a very negative experience my family and I had as we went through the security checkpoint in Terminal 1 at SAN on 7/15/15 at 7AM , particularly regarding your supervisor, (b)(6) . I've included the names that I was given, however I'm not sure about the spellings.

My husband and I were traveling with our 3 year old and 14 month old boys, and our youngest currently is developmentally behind, unable to walk, and has a feeding tube in his stomach. I was nervous about going through security with all of his medical equipment, supplies, and formula so as soon as I booked the flights months ago, I called TSA Cares to have them walk me through the process and offer advice on how to go through security. My son would be receiving a feeding at the time that we would be going through security, so the person I spoke with told me that if we could possibly disconnect the feeding at the time we walked through security, it would be easier for the agents to inspect the feeding equipment and we could walk through the metal detectors without any issue.

A couple of days before our flight, I called the TSA Cares line again to schedule a TSA representative to accompany us through security so that we would have assistance with everything. I received an email from (b)(6) with further instructions. I called the phone number provided and (b)(6) met us at the Southwest ticket counter to walk our family through security. He was very friendly and instructed us on how and what to place through the X-ray machine in regards to our formula and medical supplies. He as well as the agent working at the metal detector instructed me to leave my son's feeding machine and bag attached to him as we walked through. I let them both know that the TSA Cares line had advised me to detach it to walk through and I was fine with doing so. I also let them know that the feeding machine would for sure set off the metal detectors. They both told me that we were fine to go through and to not disconnect the feeding, they would just inspect his feeding bag after we walked through.

2015 4:00: Of course when I went through the metal detector carrying my son, we set off the detector. On the other side I was immediately confronted by the supervisor (b)(6) and told that I would need to come over to the side to be pat down. At this point I was frazzled because all of our things were still going through the machine and they were trying to inspect my son's feeding bag as I'm holding him. I also feel very uncomfortable with having to be pat down and was really trying to avoid being in that situation. I told her that I called the TSA Cares line ahead of time to avoid all of this, had a TSA agent walk through with us, and that followed the instructions I was given to walk through knowing the machine would set off the detector. We asked if there was anything else that we could do since we were told to go through knowing that they would go off. At that point she was trying to get ahold of her supervisor and she asked me if my son could walk through the detector. I let her know that he is unable to walk and even if he did go back through, the feeding machine would set off the detector again since it was still attached. I filled her in on his medical needs and she then told me that I would have had to have been pat down anyways. I started to get pretty upset because I started to feel that my son and I were being singled out because of his disabilities and medical needs. I didn't feel that we should be treated differently from anyone else because of his needs.

Another TSA agent that was there inspecting the feeding bag suggested that I hand my son to my husband and that I walk through the detector again rather than having a pat down. We also asked if we could do the body scan rather than having a pat down and were told no. Before (b)(6) received an answer from her supervisor, she instructed me to hand my son to my husband and walk back through the metal detector, so I did. She then spoke with her supervisor and told us that he was not happy that she made that decision, that I would still need to be pat down, and now that I had passed my son onto my husband, my husband would now have to be pat down. At this point, my husband and I are now livid! We felt that our experience was made worse and we were having to suffer because of her wrong call. We asked to speak with her supervisor, (b)(6) and were told that we couldn't speak with him and that he doesn't come out for anyone.

Once they were done inspecting all our bags and my son's feeding bag, we all were ushered over to the area where we would be pat down. There were two other agents that joined us, one male to pat down my husband and another female. At this point, we were receiving a lot of attention from the crowd so on top of already beginning extremely upset about the way things have been handled by (b)(6) and feeling unfairly treated because of my son's needs, I'm completely humiliated to be having my entire family pulled aside to be pat down when I followed the instructions I was given. I began to cry out of embarrassment and frustration while I received my pat down and my husband was expressing how angry he was that this was incorrectly handled by (b)(6) The TSA gentleman that was patting him down even agreed that we were being unfairly treated.

These events occurred on 20 July and then on 24 July 2015 at (b)(6)
Field, Newport News, VA.

On 20 July, I had to pick up/send off three unaccompanied minors on an American Airlines flight to/from Charlotte, NC/PHF. I had to obtain a gate pass to go beyond the security check point. I had to go to beyond the security check point since I could not process my grandchildren at the ticket area and there were no beverages, no snacks, nothing to keep the children occupied available in that area. I was not going to board an aircraft, only the 3 minors were flying.

As I approached the checkpoint, I informed the TSA employees that I had a knee replacement and had my medical card with me. They waived me through the metal detector which subsequently alarmed. My husband went through the full body screener -- he had no metal implants or devices. The TSA employees would not let me proceed through the full body screener -- I had already alarmed the metal detector. I showed them the medical card and showed them the scar on my knee. They didn't care. I had to endure a hands on body pat-down. I asked for a private screening but there was no other female available at the security checkpoint to take me to the private screening area. I had to endure the public humiliation of an individual rubbing their hands over my body, including intimate areas, lifting my blouse to reveal my stomach, being swabbed with an explosive detection cloth, having my bra searched, and feeling my right breast. I also had breast cancer and have had breast cancer surgery on my right breast. I told the TSA employees this all before the hands-on pat-down. They continued while others walked passed in full view.

On the second visit on Friday, 24 July, I insisted on a private screening. The same procedure happened as before. My husband who has no metal implants went through the full body screener. I went through the metal detector and

2015 4:01:1

There is no official FOIA request in the message below. Thank you for your time. Have a great day!

U.S. Department of Homeland Security

Transportation Security Administration

Freedom of Information Act Branch

601 S. 12th Street

2015 10:03: Arlington, VA 20598-6020

571-227-4300

From: (b)(6)
Sent: Wednesday, July 29, 2015 5:40 PM
To: FOIA
Subject: TSA Contact Us: Freedom of Information Act

THIS GENERATED EMAIL HAS BEEN SENT FROM <http://www.tsa.gov/contact/index.shtm>

Remote Client IP: (b)(6)
Date Time: 7/29/2015 5:39:44 PM
Disability Description: The caller has a service dog and she has severe anxiety.

Incident Details: The caller flew on Southwest Airlines; she departed MacArthur airport in NY. She called last week to set up assistance and today when she got to the checkpoint she told the TSO she needs assistance and she had a support dog with her. They had a male STSO come over and he put her in the normal line which was part of the reason she set up assistance in the first place because she has really bad anxiety. She got over to the metal detector and the male TSO gave her confusing instructions on how to handle the screening. She takes anxiety medication and the whole process almost gave her an anxiety attack. She wants to complain on the individual that did her screening because he was really awful to her and she said this is not the first time she flew through this airport and had to deal with this particular TSO. She wants me to add that the airport she flies through in Florida is wonderful.

2015 1:33: Date and time of incident: 07 30 2015 5:40am was her flights departure time and the incident happened at 4:40am
Airport of incident: ISP
Airline name: Southwest Airlines
Flight number: 4644

People involved in incident: (b)(6) was very very nice and helpful. She saw what was going on with the rude male TSO and made sure to help her.
Description of incident: She called last week to set up assistance and today when she got to the checkpoint she told the TSO she needs assistance and she had a support dog with her. They had a male STSO come over and he put her in the normal line which was part of the reason she set up assistance in the first place because she has really bad anxiety. She got over to the medical detector and the male TSO gave her confusing instructions on how to handle the screening. She takes anxiety medication and the whole process almost gave her an anxiety attack.
Caller's contact info: Listed above

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)
Email Address: (b)(6)
Phone Number: (b)(6)
Address: (b)(6) Rosamond, Ca

Are you 18 or over? Yes

2015 2:13:1 Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no
Ethnicity? no
Religion? no
Nationality? no
Gender? no
Disability? no

Which U.S. airport were you traveling through?

What was the date and approximate time of the incident?

07-30-2015 11:30

Caller says that he was going through security. His 94 year old wife was in a wheelchair. He is 82 years old. Their skycap helped them. His wife was able to bypass the normal security line, but he had to go through the normal line. He went through the first set of machines and there was an alarm. He had his belt on and has multiple metal implants in his body. The agent there supposedly asked him why he didn't tell her before in a rude manner. He then went to the AIT where another agent supposedly rudely told him to remove his hat and then rudely told him he knew better than to leave money in his pocket. They made him take off his shoes even though he is over 75. His screening resulted in a patdown, but he has no complaints of the gentleman who done the patdown; only the two women who were supposedly rude to him. He didn't catch their names. The one at the WTMD was in 30s to 40s with short brown hair and maybe glasses. The other at the AIT was in her 40s to 50s with short hair.

Date Time: 07.28.15 11 a.m. Incident occurred at approximately 9 a.m.

2015 2:33:1 Gate Terminal: C

Airport:
Airline: Southwest
Flight #: 758
Bag tag # (10digit): N A
Bag Description: N A
Missing Damaged Item description: N A
NOI: N A

The caller is wanting to file a complaint about a patdown. Her mother, (b)(6) went through the checkpoint today at Washington Dulles Airport and she went through the WTMD. She set off an alarm so they did a patdown. When they did the patdown, they asked her to lift her skirt to her thighs and they touch her everywhere inappropriately. They also didn't offer her a private screening and she felt humiliated in front of everyone. This was her first time flying.

Date\Time: 7.30.15 12:14 pm

2015 3:10:5 Gate\Terminal: Not Provided

Airport: Washington Dulles
Airline: United Airlines
Flight #: UA1107

detector. AT MSY Concourse D there are separate precheck and non-precheck lanes but after producing ID and a boarding pass both the non-precheck and precheck passengers are routed together before going through the metal detector. Just before going through the metal detector an agent asks that a boarding pass be produced to verify that you are a Precheck passenger. The problem is at that point my cell phone (with my electronic boarding pass) has been packed in my luggage to be x-rayed. I was then told to remove my shoes and jacket and processed as a non-precheck passenger. I spoke to who I assumed was the lead on Concourse D who explained they don't have dedicated lanes (even though, ID checks are separate). Seems to me that the problem can be solved, as with other checkpoints, by using a crowd control rope to separate both lanes so non-precheck passengers can go through the scanner and precheck passengers can go through the metal detector.

I later went into the Delta SkyClub where everyone coming through the door was fuming about the breakdown at the checkpoint.

My opinion is that TSA has had 15 years to figure this out and this level of dysfunction should not exist.

2015 8:12: (b)(6)

(b)(6)
Mobile: (b)(6)
HYPERLINK (b)(6)

(b)(6)

Preferred Language: English

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Gender\Sex
- Unreasonable Search Seizure

Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Work Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: San Diego

State: California

Zip Code (Post Code): 92108

Other:

Email: (b)(6)

2015 8:13:5

==Incident Information==

When did this happen? Wed, 07/29/2015

Where did this happen? CALIFORNIA - SAN - San Diego

International

What happened?

At about 2:15 p.m., I was in the pre-check line (I have a known traveler number). I went through the metal detector. Shortly afterwards, I heard a ping, so I m assuming I may have set it off - it was probably my watch. The rare times I ve set off the metal detector in pre-check in the past, I ve had TSA agents request that I remove shoes and/or metal and then go back through. This time, I was told, We need to do a lower body check.

Gentlemen,

I hold a TSA Known Travel Number (KTN). Recently at the Kahului HI airport, I had a early morning flight. As I approached the TAS officer at the entry corridor, he informed me that that there were no TSA line. I question him why? His response was that it was slow during the morning. There were approximately 30 passengers waiting for the single ID checker. At both metal detectors, there were two TSA officers, assisting passengers, one for the CAT scan type machine and the other one standing in front of the original metal detector machine, just waiting for KNT passengers to come thru the regular passenger line.

That did not make sense. There were still the same number of TSA personnel stationed prior to the scan machines.

10:15 10:01: I told the greeter TSA employee, they could have had a TSA line along with the regular passengers to the single ID checker. When us few get up to the checker, he or she could alternate checking us with the regular passengers. A no brainer! No additional TSA personnel needed and still service the TSA KTN passengers.

Further, at the Honolulu Airport, we as Hawaiian Air Premier Travel Club member have a separate entry line to the TSA ID checker. The TSA checker then alternates with the regular passengers and the HAL Premier member. This works well. There is also a separate TSA passenger line that I could also enter.

My request is for the Kahului management respond to this concern and initiate the TSA line during early morning, late evening or any other slow times.

I do pay for the privilege. Thank you for your attention to this concern.

From: (b)(6)
Sent: Friday, July 31, 2015 10:52 AM
To: TSA-ContactCenter
Subject: FW: Incoming Title VI Complaint

Please see message below.

I have been referred to Seena Foster, Manager, Disability Branch, Office of Civil Rights and Liberties

Best Regards,

(b)(6)
Office of Civil Rights
Federal Aviation Administration
800 Independence Avenue SW, Room 1030
Washington, DC 20591
Work: (b)(6)
Fax: (202) 267-8341

HYPERLINK "http://www.faa.gov/about/office_org/headquarters_offices/acr/feedback/"cid:image002.png@01CFDE27.28A0A060ACHIEVING SAFETY THROUGH DIVERSITY Please click the image to provide feedback
This e-mail message is intended solely for the recipient(s) above. The information may be privileged and confidential. If you are not the intended recipient of this message, notify the sender immediately and delete the original message. Thank you!

From: (b)(6)
Sent: Friday, July 31, 2015 10:40 AM
To: 'TSA-ContactCenter@dhs.gov'
Subject: Incoming Title VI Complaint

Good Morning,

Our office received this letter via FedEx July 17th. I have been struggling trying to find who is the POC/ who should I forward the letter to. If you could please advise as to where I can send this to or who I need to call, I would really appreciate it.
Thanks!

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 7/31/2015 1:54:38 PM Airport : BWI - Baltimore-Washington International Date/Time of Travel : 07/31/2015 1:30 PM Airline & Flight Number : delta 1451 Checkpoint/Area of Airport : gate D TSA Employee: (If Known) : n/a

Comment : The folks at TSA precheck here do a great job. Problem is, lately they aren't ever open. In the last four weeks, at this gate, they haven't been open in the three times I have been through. I paid for the service, and I have given up my privacy for this privilege. More and more, at other airports, I find you're cutting staff and TSA precheck services are unavailable. This is not okay. I am waiting much longer and treated with far more suspicion. Some of your agents also insist on people going through the big scanner (not the metal detector) even though the boarding pass says precheck. This treatment is not why I was fingerprinted and checked. Please staff your services and deliver on your promise.

Would you like a response? - True

Passenger's Name (b)(6)

Phone Number (b)(6)

Email (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am a former prosecutor who believes that TSA normally does a very good job on a daily basis, often under difficult circumstances. I write to you today because I experienced and witnessed conduct by TSA agents in New Orleans this morning that was so unacceptable that I feel obligated to share with you.

Today Friday, July 31, 2015 I flew with my six year old daughter from New Orleans (MSY) to Washington DC (DCA) at 7:25 am on US Airways flight #4684. The flight left New Orleans at 7:25 am, and @ 7:00 am we went through security. The flight flew out of a gate in the C concourse. Both my daughter and I were TSA Pre Check, and we were directed to the TSA Pre line by a TSA agent. We were in the TSA Pre line with about 4-5 other passengers. The TSA agent who reviewed our tickets and my driver's license was a very nice, professional woman (wearing a blue head scarf of some sort). She was very nice, and directed us to go through the nearest of the two security lanes.

015 9:26:5 All of us in the TSA Pre line put our bags and items on the conveyor belt and walked through the metal detector with no problem. However, the TSA agent operating the metal detector began to speak in a hostile tone to us. At first we couldn't understand what he was saying, but he yelled that we should have taken our laptops out of our bags. Myself and another passenger replied that we had come through the TSA Pre lane, and that it was our understanding that we were not supposed to remove our laptops. At this point the most bizarre thing occurred. The TSA agent operating the metal detector, who was a white male with dark hair and dark facial hair (almost a beard) who appeared younger, in his 30s, stood sat up from his chair and in a rather rude voice told us that that was impossible because there was no TSA Pre lane open. The group of us who had just come through the TSA Pre lane told him that we had, at which point this TSA agent (white male, dark hair with facial hair) operating the metal detector began to criticize us for not listening, and not following orders, and at one point he told another TSA agent (in a lower volume) that we were all "stupid."

Another TSA agent (African American male, older) picked up my bag and asked if it was mine. I said it was, and he then walked away. A few seconds later, my bag came through the conveyor belt, but it was open, and a lot of my property was littered about on the conveyor belt. My wallet, cell phone, and boarding passes were littered on the belt and I had to dig through people's bags to collect my items. My lap top was also on the conveyor belt. The TSA agent who took my bag never told me he was going to open it, remove my laptop, and then send it all through. Most egregiously, he blatantly left the bag open so that its contents would spill out.

We could not find my daughter's boarding pass, which had also fallen out of the bag due to the TSA agent's conduct. I found the TSA supervisor, who was very professional. The supervisor was an African American male, I think he had a beard, and he was somewhat tall and solid. The supervisor seemed to be professional and he went to the conveyor belt and found my boarding pass, which was laying in an area that is only available to TSA personnel. The supervisor apologized and said that this crew was normally better. At this point a few other passengers were upset as well.

Hi my name is (b)(6) A 38yrs old Japanese single traveler. Today July 31 from 12pm noon to 12:30 pm at LAX airport TSA check point I was put on the side for 25-30min for opting out and needing female officer assists. After I opted out the scan machine I was told to stand to the right front side of scan machine till female officer assists came. I said ok. I opt out every single time because of my illness and I believe it is better for me to not go thru the radio wave machine. Other side of the machine there were 2 officers, 1 male 1female. About 10min in to standing there and waiting, the first officer I opt out to yelled out for female officer assists again. Saw some other officers look. Then the one female officer came thru the machine and said to me you know there is only little bit of radio wave and it won't hurt you. I said sure but I have Lupus and I do not want to go thru, I m one of those ppl that opt out every time with a smile. She said sure, just wanted to let you know and walked thru and back to her place by machine across from me. I stood for 5more min till I asked the first officer I really don't mind having a male officer. He said that is against the rule. I said ok. At this point I asked for a chair since I am a handicap and can't stand for a long period of time, but no help. Little over 20min and 8times of first officer yelling for female officer assists, I felt like I was a target of some sort of game. I have seen prob over 100 people go by one officer come thru the metal detector with bins to refill 3times... Watched lots of officers take a peek at me and see that I m still here. This whole time the 3 or 4 TSA lines they have there had 5-10ppl lines whole time and was not busy. First officer saw different female officer come by the machine and said she has been waiting for over 20min. She looked at me and back at him and said when you opt out the machine this is what happens, you wait. Sadly to say she had a Yo-Yo in her hand and played it for a sec before she puts it back in her pocket. After that I def felt like targeted. First officer called supervisor and told him I have been waiting for over 20min for female officer, he said he will get them right a way. I waited for another 5min. To remind you this whole time I waited I have counted at least 4 female officers around. Def 2 of them knew I was waiting because of the conversation. First officer apologize few times to me. I am sure there is video cameras all around TSA area, I would like you to take a look at them. Between 12pm-12:30pm. Japanese lady with a glasses. I am hoping that they are not playing this game all the time. I am very very disappointed how I was treated by some of the officers. Please write back to me and let me know what has been handled after you receive this email.

Thank you. (b)(6)

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact :

- 11:00 am - 1:00 pm

- 1:00 pm - 3:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

PO Box or Street Address: (b)(6)

City: Minneapolis

State: Minnesota

Zip Code (Post Code): 55405

Other:

Email: (b)(6)

==Incident Information==

When did this happen? Fri, 07/10/2015

Where did this happen? MISSOURI - STL - Lambert St. Louis

International

What happened? I am traveling with two small children, my two month old son and my two year old daughter, as well as my father. I am breastfeeding and since my daughter was born have traveled

2015 9:27:4

Feedback Type: Complaint

State: Texas

Airport: TEXAS - AUS - Austin-Bergstrom International

Date of Travel: Sat, 08/01/2015

Time of Travel: 4:00 pm

Airline & Flight Number: Southwest Airlines Flight 2196 Checkpoint / Area of Airport: Checkpoint 2 TSA Employee:

==Complaints==

Complaint Feedback:

- Professionalism/Customer Service
- Screening

Complaint: I was randomly selected for extra screening through the TSA Pre line. The officer told me my bag tested positive for explosive material. I was told to sit down and take off my shoes as they thoroughly searched ever inch of my bags and sent them through the metal detectors several times. A female officer patted me down in front of everyone. She didn't offer a private pat down. Shortly afterwards, a man who indicated he was in charge of explosives came and questioned me. I asked him how this it was possible my bag could test like this in light of the fact I've travelled through multiple airports in the past three weeks with the same exact bags without incident. He said the bags may have touched something during all those travels (which is disturbing) or that I may have touched someone. He asked if I'd touched someone recently. I told him our driver helped me out of the car so I'd touched his hand. "Did he look like a terrorist?" he asked me. I told him he's a white male. I explained that I'd worked on the Bush presidential campaign as a staff member and so it was ironic that I was going through all of this. He said there wasn't really a problem. They just needed to go through this process because that was the protocol once the alarm went off. Shortly afterwards, another officer told me I'd be able to

The caller was traveling from Phoenix to LAX. And when he was going through the screening process, a TSA officer named (b)(6) was being very rude to him. When I asked Utpal what (b)(6) did to make him upset, he stated: I have a hip replacement, and I must take my time. I went through the WTMD and went over to the bins to gather my belongings and put on my shoes. (b)(6) kept pushing me to go faster and saying things like Go faster! Move it. Hurry up! . After that, a woman, whom was also a TSA officer, was being very rude to me.

He also stated: I don't want (b)(6) to lose his job. I just want to make sure no one else has to go through this situation.

Date Time: 8/2/2015 5:05am

Airport: Las Vegas

Airline: Delta

Flight #: 1552

Officer Description: Looks 21 years of age, tall and skinny, his name is (b)(6)

The supervisor was also rude to Utpal.

Yesterday the caller and her husband were coming back from the Fort Lauderdale airport.

She said that her husband was not treated correctly and she had an NQI, she wanted to know if this was related.

They told him that the Pre Check lane was closed, they both had a blue or green tag put on their boarding pass to signify they had Pre Check.

When they got to the beginning of the belt he opened his laptop bag and was told to take every single thing out of his laptop bag and everything out of his pockets.

As soon as he got to the other side of the metal detector after clearing, the first lady that initially told him that Pre Check lane was closed, told the other TSO s that his stuff needed to be checked again after already being cleared.

She also suggested that he have a thorough patdown with which he had to undergo after already clearing screening.

Date Time: 08/01/2015 @ around 6-6:15 PM

Gate Terminal: B5

Airport: FLL

Airline: Southwest

Flight #: 3913

Description: She was an African American woman, she had short hair, they also think she wore glasses.

Feedback Type: Complaint

State: Georgia

Airport: GEORGIA - ATL - Hartsfield-Jackson Atlanta International

Date of Travel: Mon, 07/27/2015

Time of Travel: 1:45 pm

Airline & Flight Number: Delta 2046

Checkpoint / Area of Airport: If I recall it was the southern check point, for everyone.

TSA Employee: Older black female, wears a hair bonnet

==Complaints==

Complaint Feedback: Professionalism/Customer Service

Complaint:

am (b)(6)

Usually my flights are unremarkable and boring but this one was different.

Leaving Georgia I headed toward screening. Arriving at screening I was greeted by a completely obnoxious older black female that was standing behind the metal detector. There was no one in line and as I headed toward the metal detector she pointed toward the full body scan. I then asked if the metal detector was open and she replied "If you want to come through me." I then asked again, is the metal detector operating and may I walk through it? Again she answered "Only if you're going to go through me." She then said a few more things under her breath and smiled as I walked past to the full body scanner.

This is the "professional TSA?" I'm guessing you don't have any professional standards. The next time I will not be so nice and just walk away, next time I will call a moron a moron and very loudly. No "man" has ever spoken to me like that and I doubt ever will. she only got away with it because she was older, black and female.

And yeah, feel free to run my background, I was in 5th SFG(A),

:015 5:32:1.

Feedback Type: Complaint

State: New York

Airport: NEW YORK - ISP - Long Island MacArthur

Date of Travel: Sun, 08/02/2015

Time of Travel: 6:40 pm

Airline & Flight Number: Southwest Flight 4285 Checkpoint / Area of Airport: General Security TSA Employee:

==Complaints==

Complaint Feedback: TSA Pre?™

Complaint:

While passing through ISP, the pre check lane was closed, as the airport was not extremely busy. I initially assumed this meant I'd be subjected to a standard screening process. However, I was handed a piece of paper indicating I was TSA pre check eligible, which I assumed meant I could follow all the standard pre check rules.

After passing through the metal detector, I was informed, rather rudely, by a TSA employee, that I did not remove my laptop. According to this employee, they were running a "reduced pre check" lane. My laptop was removed and re-screened.

I pride myself on understanding the TSA checkpoint rules, and am careful to follow them to ensure I pass through security with minimal hassle. Over the years, I've been able to pass through dozens of times without being stopped. However, I have now encountered a situation in which the rules were not clear, changed significantly, and caused needless delay.

In this situation, I would have preferred to have just been subjected to the standard screening process. Predictability is something that makes frequent travel easier. Situations such as

2015 6:14:2

Preferred Language: english

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation?

- Religion
- Unreasonable Search Seizure

Are you filling this form out for yourself? No, I m filling this form out for someone else

==Representative Information==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: leesburg

State: Virginia

Zip Code (Post Code): 20176

Other:

Email: (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: father

Full Name of Complainant: puneet (b)(6)

PO Box or Street Address of Complainant: (b)(6)

ne

City: leesburg

State: Virginia

Zip Code (Post Code): 20176

Other:

Phone No: (b)(6)

Email: (b)(6)

Hello,

I recently signed up for and received a known traveler number (TSA Pre-Check). The point of me doing this was so that I could pay a fee and move swiftly and unmolested through TSA screening for domestic air travel. Every time I travel through TSA I am always subject to secondary screening that in told is random . I am either patted down, wanded, or my palms swabbed EVERY SINGLE TIME. I do not trigger the metal detectors, I never have items in my pockets, etc. There is no way this is random because every time I use the service I am secondarily screened. Why is this? What privilege did I pay for? Why did I subject myself to a background check if this is going to happen every time. I find this wholly unacceptable. I would like an explanation.

(b)(6)

(b)(6)

On July 23, 2015, my family and I flew out of Orlando International Airport for vacation to California. Everything was going fine until we encountered a very rude security screener (tall, African American male with glasses) who was yelling at everyone in line to remove all metal objects. He proceeded to insult a lady that she must be deaf to have not heard him when her hair clip set off the metal detector.

As I approached, I emptied my pockets and waited for a tray to place the items in. He yelled at me for holding up the line. I responded that he made me wait so the delay is his fault. He then grabbed my cell phone and other pocket items stacked on it but told me to keep my cash in my hand. I tried to take the cash from but he had a firm hold on everything and I could not take the money out. He continued to yell at me and only stopped telling when I yelled back and pulled the items from his grasp. I told him that he has no right to yell at people and if his job working with the public gets him uptight maybe he's not a good fit for the job. He obviously didn't like my comment and I ignored any response from him and proceeded.

While I respect the badge and uniform, I hold to the firm opinion that those items are not a license to treat others in a condescending manner and I will not tolerate it.

Perhaps some sensitivity training is in order-I'll even teach the class!

A response would be much appreciated.

Thank you

(b)(6)

Concerned American Citizen

Sent from my iPhone 5c

Feedback Type : Complaint

Categories : Professionalism/Customer Service; Screening Current Date/Time : 8/3/2015 8:22:46 AM Airport : IAH - George Bush Houston Intercontinental Date/Time of Travel : 08/03/2015 7:00 AM Airline & Flight Number : AA 1097 Checkpoint/Area of Airport : Terminal A - Pre-check lane TSA Employee: (If Known) : Black woman at Supervisor desk Comment : First, don't ask for feedback if you don't want it. Your agents are never open to feedback. They are rude and defensive of things they couldn't understand.

015 10:02:2
Secondly, please set the metal detection at a consistent level and keep it calibrated. I go through the same lane wearing the same shoes, belt & watch every 2 weeks and maybe a third of the time the metal detector is extra sensitive and alarms. You can tell because every other person is setting it off. This is inefficient and annoying! I'm happy to take my shoes off if I need to, but not knowing (in the pre-check) lanes is frustrating.
Would you like a response? : False
Passenger's Name :
Phone Number :
Email :
To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Security Issue

Categories : Miscellaneous/Other

Current Date/Time : 8/3/2015 12:46:05 PM Airport : EWR - Newark International Date/Time of Travel : 072615 11:55 AM Airline & Flight Number : UA174 Checkpoint/Area of Airport : Security check TSA Employee: (If Known) :

015 2:02:3
Comment : You may wish to be aware that the security screening/checking at Newark on this day appeared to me (as a retired security professional) to be so cursory as to be wholly worthless. The security official had no idea of the quantity of liquids permitted, and in fact did not ask any member of my family to remove liquids from their hand baggage. We were also not required to empty our pockets or remove watches or belts or shoes before proceeding through the metal detector arch.

Would you like a response? : True

Passenger's Name : (b)(6)

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? No, I'm filling this form out for someone else

==Representative Information==

First Name : (b)(6)

Last Name : (b)(6)

Primary Phone : Cell Phone

Phone Number : (b)(6)

Best Time to Contact:

- 1:00 pm - 3:00 pm

- 3:00 pm - 5:00 pm

Day of the week:

- Monday

- Tuesday

- Wednesday

- Thursday

- Friday

015 2:03:0

PO Box or Street Address : (b)(6)

City: Scottsdale

State: Arizona

Zip Code (Post Code): 85254

Other:

Email : (b)(6)

Have you been authorized to file this complaint form on behalf of another individual? : Yes, I declare that I am authorized to file this complaint on behalf of the named individual.

==Complainant Information==

Relationship with Complainant: Sister

Full Name of Complainant: (b)(6)

PO Box or Street Address of Complainant: (b)(6)

City: Norfolk

State: Virginia

NOTICE:

You are receiving this email from the mobile phone application FlyRights. FlyRights is a mobile phone application that allows users to file complaints of discrimination or profiling at the airport with the TSA, their Member of Congress, and the Sikh Coalition, a civil rights organization directly from their phones. The user may pick and choose which of these three entities they would like to send their complaint

The questions answered by the user below correspond to the TSA's own official air travel discrimination complaint form. You are requested to take action on the complaint of profiling or discrimination by the TSA described here.

CONTACT INFORMATION

Full Name: (b)(6)

Email Address: (b)(6)

Phone Number: (b)(6)

Address: (b)(6)

Are you 18 or over? Yes

Are you represented by a third party or an attorney in this matter? No

NOTE:

INCIDENT REPORT

On what ground(s) do you believe you experienced discrimination?

Race? no

Ethnicity? yes

Religion? yes

Nationality? no

Gender? no

Disability? no

Which U.S. airport were you traveling through?

Ronald Reagan Washington National Airport

What was the date and approximate time of the incident?

08-03-2015 10:00

Caller said when coming through the PDX security check point he opted out of the AIT and WTMD and the TSO that conducted his pat down seemed nervous and out of sort. When going up the callers right groin his hand was shoved up very forcefully and hurt the caller. He was near terminal E. He did not get a name or a badge number. The TSO had an accent and seemed to be around 50-55 years of age.

Preferred Language: ENGLISH

Is your allegation based on: Civil Rights \ Liberties (Other) What is the basis of your allegation? Unreasonable Search Seizure Are you filling this form out for yourself? Yes, I'm filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

PO Box or Street Address: (b)(6)

City: MALIBU

State: California

Zip Code (Post Code): 90265

Other:

Email:

:015 4:04:3

==Incident Information==

When did this happen? Mon, 07/27/2015

Where did this happen? CALIFORNIA - LAX - Los Angeles

International

What happened?

I do not feel comfortable going through body scanner due to radiation. We don't really know what kind of long term effects this radiation has on our bodies. Passengers should have an option to go through metal detector or have a pet down done soon after they opt out.

At 8 am at Delta terminal, I waited for 20 minutes before I was taken for pet down. After I was taken to the station for another 5 minutes, because someone had to watch the person doing pet down. What kind of ridiculous rule is this? Is this not why security cameras are in place?

Feedback Type: Complaint

State: New Jersey

Airport: NEW JERSEY - EWR - Newark International

Date of Travel: Mon, 08/03/2015

Time of Travel: 3:30 pm

Airline & Flight Number: UA 1642

Checkpoint / Area of Airport: Terminal C TSA Employee:

==Complaints==

Complaint Feedback: TSA Pre?™

Complaint:

I have paid and been screened for TSA Pre, upon arriving at gates 70-99 TSA was allowing more than 50 non-TSA Pre passengers through the security line. I had to leave the line and go to the other side of the terminal. This side of the terminal was also letting multiple random people through the pre-checked security line. Multiple people tripped the alarms with no further action from TSA members, and one man actually tripped the metal detector 3 different times and your TSA members did not do further screening on him.

People pay money to have the convince and security of TSA Pre and you are putting traveler's lives at risk allowing hundreds of random travelers through this security check

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name (b)(6)

Phone Number:

Email Address (b)(6)

Preferred Language: English

Is your allegation based on: Disability \ Medical Condition Are you filling this form out for yourself? Yes, I m filling this form out for myself

==Individual Info==

First Name: (b)(6)

Last Name: (b)(6)

Primary Phone: Cell Phone

Phone Number: (b)(6)

Best Time to Contact : 11:00 am - 1:00 pm

Day of the week:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

PO Box or Street Address: (b)(6)

City: Richmond

State: Pennsylvania

Zip Code (Post Code): 23233

Other: United States

Email: (b)(6)

:015 7:07:5

==Incident Information==

When did this happen? Fri, 07/03/2015

Where did this happen? VIRGINIA - RIC - Richmond

International

What happened?

I had a boarding pass that indicated TSA Pre-check and I am a member of the Global Entry program. I also have a metal knee implant. I went through the Pre-check line, which only has a metal detector, which alarmed, and I had to get a thorough pat

Complaint:

She had surgery on her ankle so she has to wear a boot.

She had to have a patdown on her departing flight because she could not go through the imaging technology.

On the flight back she decided that she did not want to be degraded by a patdown again so she forced herself to walk through the metal detector.

She had to have her scooter and boot tested for explosives and something came out positive and she had to receive another patdown.

She did not appreciate the way the patdown went and she felt that it was degrading, she received this from a supervisor who insisted she would do it.

:015 9:16:2

She gave me the name: STSO (b)(6) although he was not the one who conducted the patdown.

Date Time: 8/2/2015 @ 2:45 PM

Gate Terminal: Terminal 2 CP1

Airport: MSP

Airline: Southwest

Flight #: 4062

Hi, I just wanted to share my experience that I had at PDX. I didn't know much about the AIT scanning that you guys now have through security and I was informed that if I didn't want to do it I could opt out and receive a metal detector and pat down.

When I approached the front of the line there was the AIT scanner and the metal detector to walk through.

Now when I tried to stay in the line to go through the metal detector I was asked to move to the AIT scanner.

:015 8:28:4 I asked the gentleman if I could choose to stay in the metal detector line to which he replied with "No you can't, but that's a great question." Now I wanted to make sure I was informed properly so I came to your website to see if, in fact, it is my right to opt out of it if I chose to.

So I guess my question is if that is something I am able to do why do you have employees blatantly tell me that I cannot? Not to mention talking down to me like I am a child when I am a 24 year old woman asking a simple question.

If you allow people to opt of the AIT scanning you might want to let your employees know that. I don't appreciate being treated like an idiot when what I was doing was completely within my rights.

Transportation Security Administration,

I'd like to file a complaint for what I believe was an abuse of authority by the TSA as supervised by (b)(6)

I asked to be let through the metal detector, which has always been an accepted option. I was told I only had two options: the scanner, which they assured me had safe radiation levels and no "images", or a pat down. I asked the reason I would need a pat down and no reason was ever given. I asked for a police officer to be present for any pat down. He refused my request several times. Soon a Delta official (who refused to give me his name) told me I was to go through the scanner or not travel (one option). This forced to go through the scanner which (of course) necessitated a pat down because of suspicious underwire in my bra. During the pat down the TSA agent told me she'd need to get her gloves (twice) for more intrusive checking. Somehow my refusal worked this time.

2015 10:04:00 The war on terror has me terrified alright. I hope I can have some assurance that my civil rights will be respected when I visit my new granddaughter in New Jersey few weeks!

Thank you,

(b)(6)

(b)(6)

Delta flight DL1557, Salt Lake City airport, 8/2/15

Feedback Type: Complaint

State: Colorado

Airport: COLORADO - DEN - Denver International

Date of Travel: Thu, 07/23/2015

Time of Travel:

Airline & Flight Number:

Checkpoint / Area of Airport:

TSA Employee:

==Complaints==

Complaint Feedback:

- Disability or Medical Condition
- Other
- Professionalism/Customer Service

Complaint:

2015 2:19:20 I have been through TSA and on 8 flights during my pregnancy. It has been recommended that I not go through the scanners during my pregnancy. Without fail after I request to opt out and get a pat down, I am then forced to stand there while they yell for a female assist. I then stand there waiting and waiting for someone to show up and get me out of the tiny space I am shoved into to try and get out of the line. Meanwhile, all of my government documents, wallet, plane ticket and personal items are on the belt for anyone to help themselves. I continue to wait and wait while every women on staff(not many) scurries away while the person at the checkpoint yells "female assist" After a while, I then have to beg them to get someone and a manager has to show up and drag a woman out to pat me down.

While I am waiting woman after woman with an infant a few months older than the one I am carrying are ushered through the metal detector without bother.

The caller has an artificial hip and was going through the PreCheck lane at DEN. He let the female TSO at the beginning of the line know about the implant and then went through WTMD. The detector alarmed and the TSO at the detector told him to go back through again. The passenger told the TSO about the implant and the TSO got upset and started raising his voice at the passenger about being in that line. The TSO told him he would have to conduct a patdown and asked the passenger if he was sensitive to touch. The passenger told him that he did not know because he had never been touched by a man. The TSO repeated his question and the passenger repeated his answer. The passenger claims that the TSO took a very long time to do the patdown and additional screening, then finally let him through the checkpoint. This took place on 7-21-14 and the caller filled out a written complaint and turned into the TSA in San Diego on 8-7-14. He has still not heard anything and wanted to know why he had never been contacted about the rude treatment. He requested to be contacted.

!015 6:08:1 Date: 7-21-14

Time: 9:30AM

Airport: DEN

Terminal: A

Airline: Frontier

Flight: F90551

TSO Description: Male, Middle Aged, 6 ft, with curly hair.

To whom it concerns,

Yesterday, 4 Aug 2015, I took my son to the Dallas Love Field Airport. I had a pass to be able to escort him to the gate. I am a disabled Combat Veteran with a service dog, and most of the TSA agents were great. There was one agent, I am sorry did not get his name. He was working the security around 1700, a little over weight, and had facial hair. I had just taken off my service dogs vest, collar, and leash to put them through the x-ray scanner while we went through the metal detector. I put my service dog, Thor, in a sit stay, and walked through the metal detector then I called him to come through. When Thor came through he came straight to me, a little playful, expecting his reward for doing what he was told. I had that TSA agent, very rudely, tell me that I needed to grab his collar. When I explained to him that his collar was in the x-ray scanner he then proceeded to tell me that I needed to grab Thor around the neck. First of all grabbing anybody around the neck is very dangerous thing to do, second of all I explained to him that with him being a service dog that he was under verbal commands, and that under federal ADA guide lines that as long as he was under verbal commands that he did not need to be on a leash, and seeing how we were being held at the metal detector so that I could get my hands checked it was a little hard to get his gear back on. The Agent was very rude, and he told me that I needed to have Thor marked as a service dog, and when asked to speak to his supervisor, he would not, was rude, and tried to blame me by saying that Thor needed to be wearing something that identified him as a service dog. I was losing my cool with him, and I will admit that by this time I started getting a little rude. I told him that he needed to brush up on federal ADA guidelines and policies. I was sending this email to let you know that the agents need to get better training when it comes to service dogs. I am not the only disabled Combat Veteran that is going to have a service dog, and they might not be as understanding.

!015 8:08:1

Thank you,

(b)(6)

Feedback Type: Security Issue

State: Florida

Airport: FLORIDA - JAX - Jacksonville International

Date of Travel: Fri, 07/31/2015

Time of Travel: 9:25 am

Airline & Flight Number: AA 2383

Checkpoint / Area of Airport: Checkpoint Pre Check TSA Employee: LTSO Female

==Security Issue==

Security Feedback:

- Advanced Imaging Technology
- Other

Security Issue: I was processing through the Pre Check Lane at JAX around 0927, as I walked through to metal detector I was randomly selected for additional screening. I was told to step back out and go through the body scanner, after a few minutes a female LTSO came over to screen me and the gentleman behind me. When I walked into the machine I handed the LTSO my cowboy hat which I was not required to remove but was trying to be helpful to screening, she informed me that my hat had to go through the x-ray, at that time I politely asked for it to be hand checked, she told me it had to go through and to me it had a metal band (pointing to the wrong place where one would be) I informed her that I was a random selection and did not alarm the metal detector, I politely asked that she hand check the hat three times and was told that was not an option. I had anomalies on my back when I was scanned and she, stated there were no males available, and walked away leaving me unattended for a period of 30 to 60 sec, without saying anything to me. My concern is that had I not known what needed to happen I could have left and been in the terminal without being screened, MAJOR SECURITY ISSUE. I would like to say that this was the fourth or fifth time I had

!015 8:26:3

Feedback Type : Complaint

Categories : TSA Pre?™ ; Screening

Current Date/Time : 8/6/2015 6:59:42 AM

Airport : MSY - Louis Armstrong New Orleans International Date/Time of Travel : 08/06/2015 5:45 AM Airline & Flight Number : United 1117 Checkpoint/Area of Airport : TSA precheck terminal d TSA Employee: (If Known) :

Comment : It is an endless circle of non-sense at the TSA security checkpoint in New Orleans. Today the guard monitoring the Pre-Check line announces loudly "you must take your laptop out even though this is a Pre-Check line." I figure okay it's a random thing. Place my laptop in the bin and my bags on the belt and away I go or at least I think so. As I approach the metal detector he asks to see my boarding pass which I don't have because he didn't say this when he told us about our laptops. So now I have to take my shoes off and head to the body scanner. If he had told us we needed to have our boarding passes in hand I would have kept it on me.

:015 8:26:3 This is the 5th or 6th time this year and the third time in 60 days I've used Pre-Check in New Orleans and every time there is some non-sense to deal with. Who manages this station for you? This person should be fired and a new leader should be installed. I've flown 90 segments this year and all-in-all I would say that my TSA experiences have been good, with the exception of New Orleans. I'm back through this airport in two weeks and I can't wait to see what kind of non-sense I'll have to deal with.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

Feedback Type : Complaint

Categories : TSA Pre?™

Current Date/Time : 8/6/2015 4:05:31 PM

Airport : JFK - John F. Kennedy International Date/Time of Travel : 08/06/2015 3:45 PM Airline & Flight Number : Virgin America 413 Checkpoint/Area of Airport : Terminals 4 Precheck TSA Employee: (If Known) :

Comment : Insisted on telling everyone to take off belt. When questioned is that the whole point of Precheck he sternly said I better take it off and put it in the luggage as there were no bins. The metal detector personnel asked a woman to take off her shoe before going through the detector.

:015 6:14:3 Worst Precheck line ever at any airport in the US.

Would you like a response? : False

Passenger's Name :

Phone Number :

Email :

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

I am writing this email to complain about a TSA worker at San Francisco airport.

I got insulted by a TSA worker at the security checkpoint gate 60-90 in Terminal 3 (at SFO airport). His name is (b) or (b) . or someone whose name is something like that. -I asked his name to one of the TSA worker there, but I could not hear it clearly due to the noise at the checkpoint.

Before screening, he stopped more than several people and asked them to go/move to the metal detector next to it, even if he was not busy at all.-I am not complaining this, though.

Then, those group of people moved and waited in front of a metal detector beside the one where he was. The TSA worker there asked us to move back to where we were- i.e. the machine where Jett or Jack was in charge of. So, I was moving back and then, he said, No. Stay there! I replied to him saying But.. he/she (the worker at the metal detector next to it) told us to go back for screening here.

Then, guess what (b) or (b) said to me. He said, ok, then come and see what you should go through when you come here. Can you believe it?

After that, he stopped me and made me stay in front of the screen, and kept saying Female Asssit several times. I had to wait, wait, and wait, feeling terrible and insulted. Finally a female worker came and checked my body. then I was able to get out of there.

:015 8:45:1 I cannot believe what he said and what he did to me. I felt humiliated. How could a worker (from a government) insult a person????!!

I do not think he is appropriate for the job. I do not think he deserves the job.

DO SOMETHING about it!

I do not want to see him there again. Never ever!!

I do not want anyone else would experience such things in the future.

Feedback Type: Complaint
State: New Jersey
Airport: NEW JERSEY - EWR - Newark International
Date of Travel: Sun, 08/02/2015
Time of Travel: 4:30 pm
Airline & Flight Number: Southwest
Checkpoint / Area of Airport: A
TSA Employee:

==Complaints==

Complaint Feedback: Other

Complaint: Hi this is (b)(6) I was in concourse a gates 10-14 I think. When I first enter the screening area there was one line to pass thru metal detector. Then a tsa employee told me to come to him. Then I went to him and he told me to go straight ahead. I was on one side and arriving passengers were right next door to me. I had to wait at least 25 minutes to go thru metal detector. Originally the front line I notice people going faster thru that. I had to wait over 20 minutes which is very bad. Almost missed my flight. Didn't like that. Need a response from tsa. Very upset with tsa. Thanks jim

015 12:38:3

Would you like a response? Yes, I would like a response.

==Passenger Info==

Passenger Name: (b)(6)

Phone Number: (b)(6)

Email Address: (b)(6)

Caller has Pre Check and GE. She recently traveled from DRO and would like to file a complaint about an agent at the checkpoint. Caller has a hip replacement and pins in her foot. They only have the WTMD at DRO and not the AIT. She told the Supervisor about the metal implants and he said she could have multiple passes through the machine. When she did alarm, the Supervisor went to tell a female agent that she had Pre Check and that she should receive a modified version of the patdown. The female agent that gave her the patdown, was rude and aggressive to her. The patdown she gave caller was not a modified version, but was very invasive. She went up high on her thigh, touched her breast and hips. Caller said she was so upset after the patdown that she was about to cry. She spoke to the Supervisor about it and he said he would talk to her. Caller said this is not acceptable. She would like someone to contact her about this. She thinks the female agent's initials may have been (b)(6). The agent was very inappropriate.

015 4:58:2

ADD: Caller asked if you have Pre Check and GE is there a modified patdown for you.

Date Time of Incident: 07.31.15 At security Approximately 02:15 p.m. Flight Departed: Around 5:00 p.m.
Gate Terminal: One Gate and One checkpoint
Airport: DRO to PHX
Airline: American
Flight #: 5620
Email: (b)(6)

Feedback Type : Complaint

Categories : TSA Pre?™ ; Professionalism/Customer Service Current Date/Time : 8/8/2015 12:05:50 AM Airport : SEA - Seattle-Tacoma International Date/Time of Travel : 08/07/2015 8:30 PM Airline & Flight Number :

Checkpoint/Area of Airport :

TSA Employee: (If Known) :

Comment : Your service tonight was absolutely appalling. Clearly you were wildly understaffed which cause massive lines. To boot you had malfunctioning metal detectors and rude supervisors who were blaming passengers for not arriving 3 hours early. There is no airline that recommends 3 hours. The problem was entirely created by your own inadequate staffing.

015 9:36:5

Would you like a response? : True

Passenger's Name :

Phone Number :

Email : (b)(6)

To leave a comment concerning this feedback, follow this link : <http://tsaweb.tsa.dhs.gov/EDB2/ApplicationManager>

The callers sister is flying from Chicago and she is pregnant. She called her sister and told her that she was assaulted by a TSO. She didn't want to go through the AIT machine and she wanted to go through the WTMD, so she had to have a patdown. She said she was taken to another room because she had traces of explosive material on her hands. She didn't tell her sister that she had to strip but her grandmother said that she told her she had to. The caller said that she was hysterical when she called.

The caller said that she is an attorney and would like to be contacted back about it.

015 10:44:2 Date\Time: 8.8.15

Gate\Terminal: Not Provided

Airport: Chicago O Hare

Airline: Southwest

Flight #: Not Provided